

# Workspace Hermes.Net V5



## **TABLE OF CONTENTS**

<b>1</b>	<b>Document description .....</b>	<b>4</b>
<b>2</b>	<b>General presentation of the interface.....</b>	<b>4</b>
2.1	Status and duration in status .....	5
2.2	ACD messages and others.....	5
2.3	Commands and various displays.....	6
2.4	Display of queues status .....	7
2.5	Context selection tabs .....	7
2.6	Command bar for each media .....	7
2.7	Zone G, Context selection tabs .....	8
2.8	“Start” Menu.....	8
2.9	“System” Menu .....	9
2.10	Active Medias tabs.....	9
2.11	Supervisor Chat.....	9
2.12	Connection data display .....	10
2.13	Context main screen.....	10
2.14	General remarks on context configuration .....	11
2.15	Important remarks about the contexts .....	11
<b>3</b>	<b>Context : Inbound Calls .....</b>	<b>12</b>
3.1	Media no started .....	12
3.2	Media started, waiting for inbound.....	13
3.3	Media started, ongoing call.....	14
3.4	Details of the split display scripts Windows .....	15
3.5	Sending an email in an inbound campaign .....	15
<b>4</b>	<b>Context: Outbound Calls .....</b>	<b>16</b>
4.1	Media not started .....	16
4.2	Media started, waiting for call .....	17
4.3	Media started, ongoing call.....	18
4.4	Sending an email in an outbound campaign .....	19
4.5	Manual campaigns management .....	19
<b>5</b>	<b>Context: Video Calls .....</b>	<b>19</b>
5.1	Media not started .....	19
5.2	Media started, waiting for call .....	19
5.3	Media started, ongoing call.....	19
5.4	Sending an email in a video campaign.....	20
<b>6</b>	<b>Context: Voice mails .....</b>	<b>20</b>
6.1	Media not started .....	20
6.2	Media started, waiting for inbound.....	20
6.3	Media started, listening to voicemail.....	21
6.4	Sending an email in a Voicemail campaign.....	21
6.5	« Callback » in Voicemail campaign.....	22
6.6	Details of the messages selection window .....	22
<b>7</b>	<b>Context: Chat.....</b>	<b>23</b>
7.1	Media started, two chat sessions ongoing .....	23
7.2	Chat window details.....	24
7.3	Sending an email in a chat campaign.....	25
7.4	« Callback » on a Chat campaign.....	25
7.5	WebCallback functionality .....	25
<b>8</b>	<b>Context: email.....</b>	<b>26</b>
8.1	Email display.....	26
8.2	Details of the email window .....	27
8.3	Details of the email treatment.....	28
8.4	Details of the script window .....	29
8.5	Email choice window .....	29
8.6	Status of the window during post email state .....	31
8.7	« Callback » on email campaign.....	32
<b>9</b>	<b>Context: Fax .....</b>	<b>33</b>
9.1	Media started, fax in treatment.....	33

9.2	Details of the fax treatment window.....	34
9.3	Sending an email in a Fax campaign .....	34
9.4	« Callback » in Fax campaign .....	34
9.5	Details of the fax selection window.....	34
<b>10</b>	<b>Context: SMS.....</b>	<b>35</b>
<b>11</b>	<b>Context: Social Networks .....</b>	<b>36</b>
11.1	Media started, ongoing Social Network treatment.....	36
11.2	Details of the Social Network treatment .....	37
11.3	Details of the script treatment window.....	37
11.4	Sending an email in a Social Network campaign .....	38
11.5	« Callback » in a Social Network campaign .....	38
11.6	Details of the Social Network selection window .....	38
<b>12</b>	<b>Available windows .....</b>	<b>39</b>
12.1	Available windows and principle .....	39
12.2	« Callback» window .....	39
12.3	« Production Statistics » windows .....	40
12.4	« Media Information » window.....	40
12.5	« Contact History » window -1 .....	41
12.6	« Contact History » window -2.....	42
<b>13</b>	<b>Different states of command bars .....</b>	<b>43</b>
13.1	Inbound.....	43
13.2	Outbound .....	43
13.3	Video call .....	43
13.4	Voicemail .....	43
13.5	SMS .....	43
13.6	Chat .....	43
13.7	Email.....	43
13.8	Fax.....	44
13.9	Social Network.....	44
<b>14</b>	<b>Distribution management in inbound contexts.....</b>	<b>45</b>
<b>15</b>	<b>Annex 1-Break/Disconnection/Quit/Reload/ID Change.....</b>	<b>46</b>
<b>16</b>	<b>Annex 2 – Call Transfer .....</b>	<b>48</b>
16.1	To an agent.....	48
16.2	To a contact or free number .....	48
16.3	To a queue.....	48
16.4	To a DID .....	49
16.5	To an outbound campaign.....	50
<b>17</b>	<b>Annex 3 – Consult.....</b>	<b>51</b>
17.1	Consult an agent.....	51
17.2	Consult a contact or free number .....	51
<b>18</b>	<b>Annex 4 – Qualify a call .....</b>	<b>52</b>
<b>19</b>	<b>Annex 5 – Internal Call.....</b>	<b>52</b>
<b>20</b>	<b>Annex 6 – Manual Call .....</b>	<b>53</b>
20.1	Manual call campaign.....	53
20.2	Callback on telephone context .....	53
20.3	Call on non-telephone context.....	54

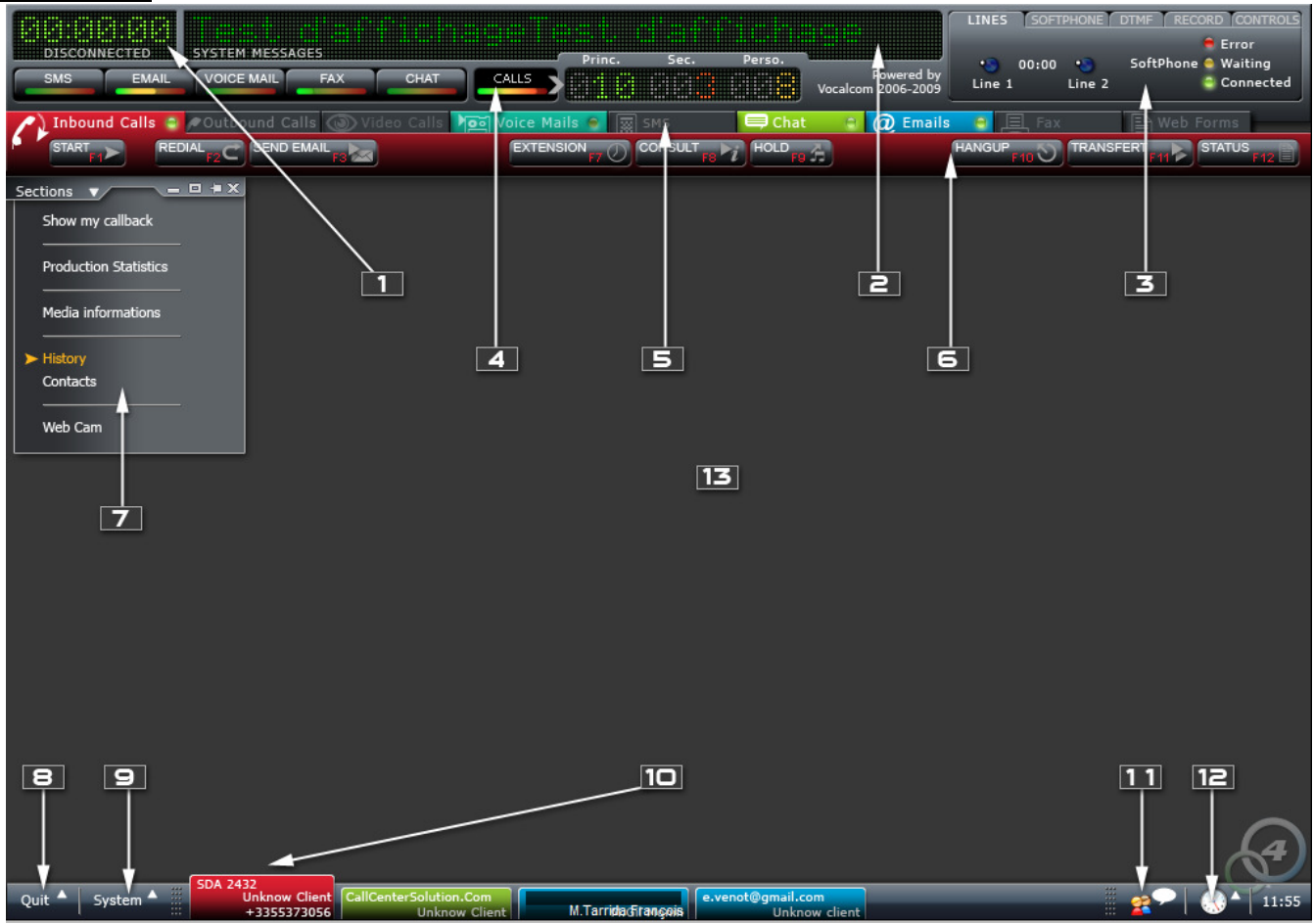
## 1 Document description

This document will explain what is the workspace in Hermes V5, with the use of screenshots and short explanations.

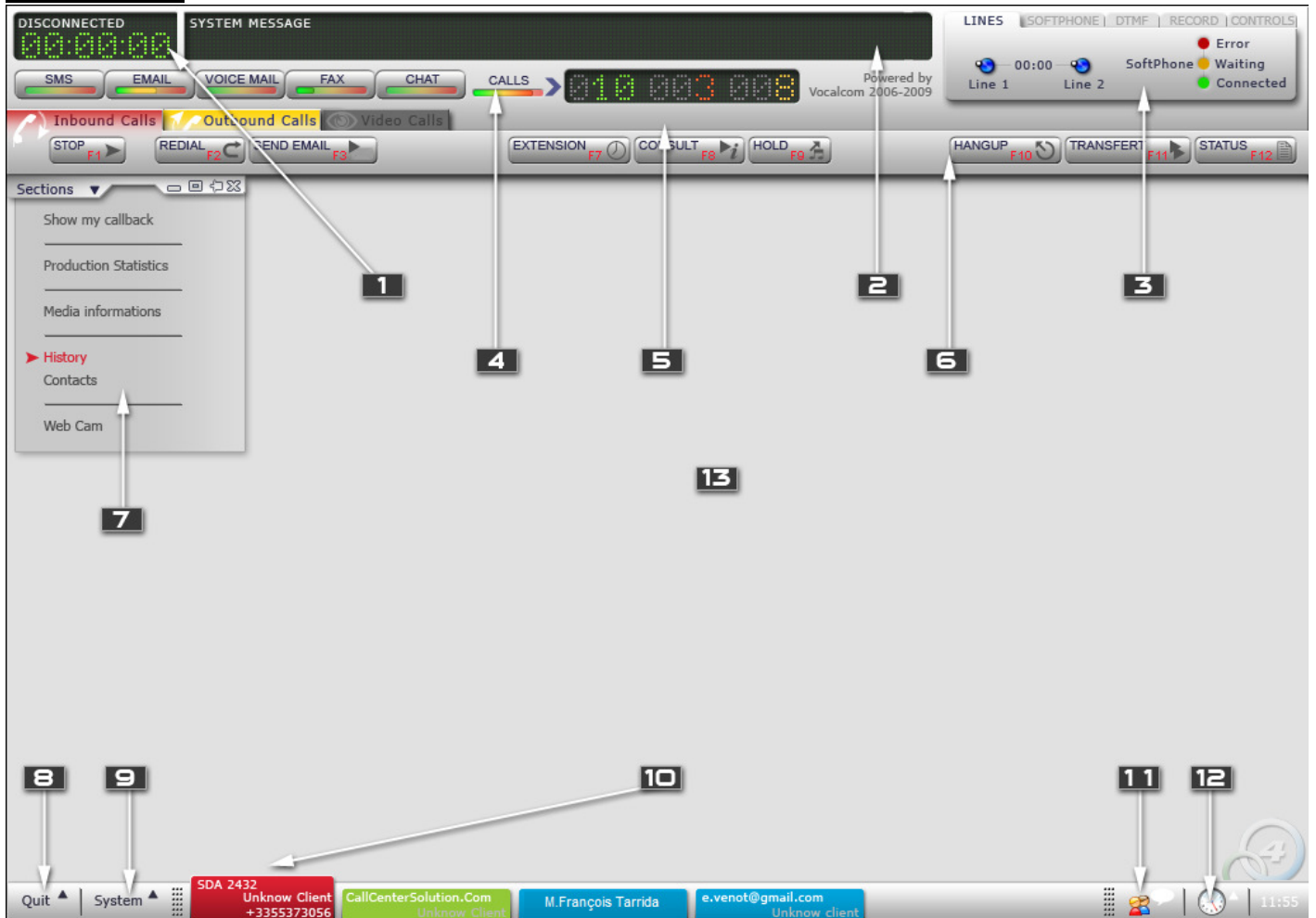
## 2 General presentation of the interface

Two types of interfaces are available, dark or light. The choice is made during the workspace creation, in the **editor**.

### Dark Interface



## Light Interface



### 2.1 Status and duration in status



Displays current status and duration in status.

Related to the context or media chosen.

### 2.2 ACD messages and others



Display of telephony messages. Three types of messages are possible : red (high importance), orange (middle), white (info).



When no ACD message is displayed, this zone can display system messages, such as :

- Supervisor asking for chat.
- High threshold on one of the queues.

For exemple :



### 2.3 Commands and various displays

This zone allows the display of five different sorts of messages.

#### Zone D1



Phone lines used by agent.  
Status of the integrated soft phone.

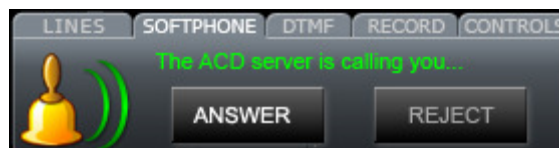
#### Zone D2.A



Selection of devices used for listening and recording via the integrated soft phone. Allows the setting of the headset and microphone volume.

#### Zone D2.B

If agent is not set up for receiving calls automatically on his soft phone, when a call is received, the zone will automatically switch to the SOFTPHONE tab :



#### Zone D3



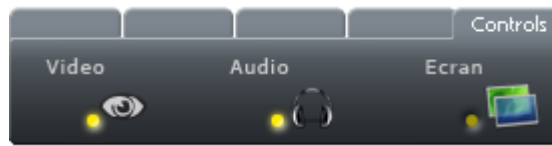
Typing of DTMF. Only accessible in the telephony mode (inbound, outbound).

#### Zone D4



Enables agent to start and stop the call recording. Only accessible in the telephony mode (inbound, outbound).

**Zone D5**



Enables agent to check if he is watched or listened to by a supervisor and/or knowing if his screen is currently shared.

**2.4 Display of queues status**



Display of queues status for each media. The green > red light under each media indicates the queues status. By clicking on each media, the detail zone moves right of the button and indicates the values of the main, secondary and personal queues for this media.

**2.5 Context selection tabs**



This part enables the agent to choose which context he wants to work on. For each media, by clicking on the tab the agent displays the context and the associated command bar.

Greyed out tabs indicated the media is not available.

A green light placed in the right corner of the tab indicates if the media is started or stopped.



**2.6 Command bar for each media**



This section is reserved for all the command buttons. Buttons may be different depending of the media, and may be available or not depending of the actions undertaken by the agent.

The color is different for each context.

Below are a few examples:

Voice Mail not started



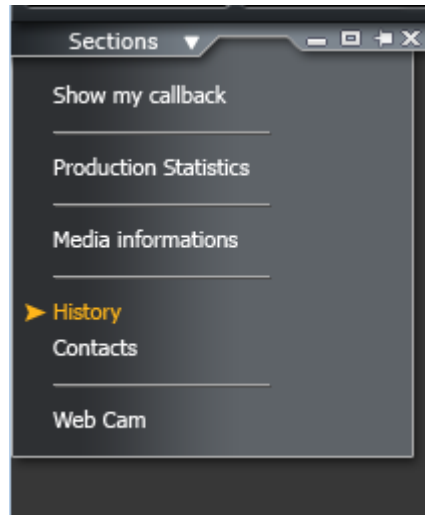
Emails started



Started context

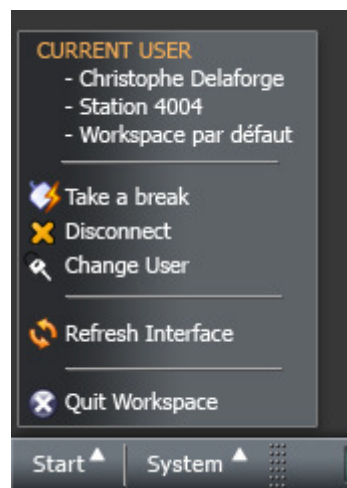


## Stopped context

**2.7 Zone G, Context selection tabs**

This area is reserved for displaying information sections such as agent callbacks, contacts information, history, etc.. Etc.. The view, or not, of these panels is part of the context of the media. These sections can be configured via the WorkSpace editor; changes in sections (display, masking) may or may not be authorized by the agent.

A control area located above the section tab to open / close, maximize / minimize all sections and choose whether sections are 'floating' or not. For more information on this section, see **Appendix 2**.

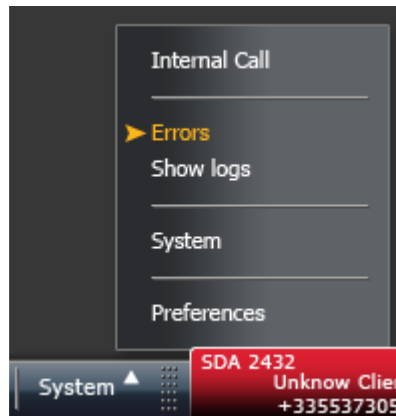
**2.8 "Start" Menu**

This area allows you to manage agent disconnections, breaks and interface refreshes. This menu is common to all contexts. Processing applications pause / logout / quit / ... is explained in the appendix of this document.

Name / surname of the agent, the station and its profile is shown in this menu. If the agent is not identified, the message "USER IS NOT LOGGED" is indicated.



## 2.9 "System" Menu



This area allows you to manage some system settings. It allows, among other things, to check the loading status of active X, their version. It also helps if the administrator has authorized internal calls. Operation of internal calls is explained in the appendix of this document.

Managing the internal call is detailed in the appendix of this document.

## 2.10 Active Medias tabs

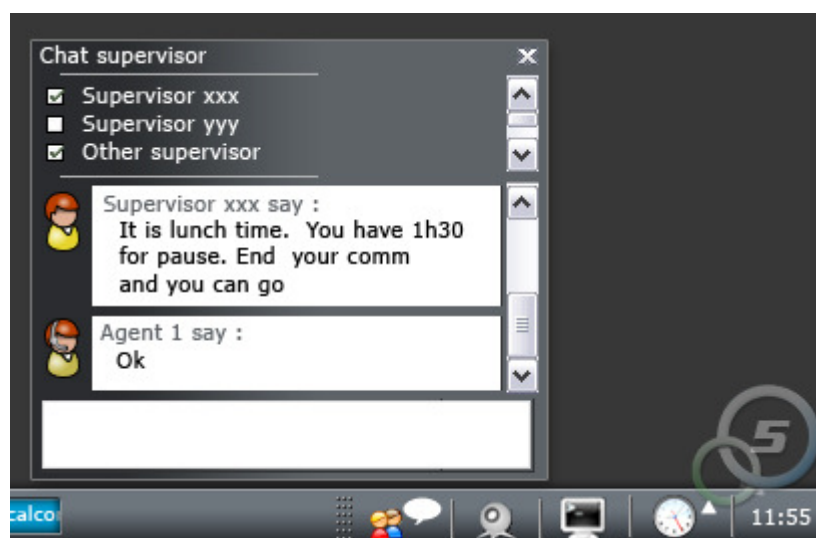


This area allows you to know all the media being processed. On each of the tabs, at least main info about the media is displayed. Tab statement allows to know the media / active context (on the screen). By clicking on the tab agent can move from one context to another. When media requires action and that the context is not displayed, the tab moves on itself in order to attract the attention of the agent.

In the example above, the Incoming Call context is displayed (the client not found in CRM), the agent has a chat in progress and 2 emails in process (a client found in the CRM and unknown).

When this area is no longer sufficient to display media being processed, the tabs are grouped by media.

## 2.11 Supervisor Chat

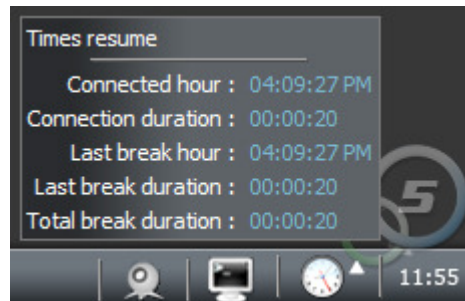


If a supervisor wants to talk with an agent he sends him a chat request, when this request dialog is received by the agent, the icon blinks. By clicking on this icon the chat window opens and the dialogue can begin.

Supervisors have an ongoing conversation with the user are listed in the upper area. When sending its response, the agent can then choose (s) supervisor (s) recipient (s).

Once a supervisor closes his chat interface, it is automatically removed from the interface of the agent, and the agent can no longer talk to him.

### 2.12 Connection data display



By clicking on this icon, the agent can display various information about his working hours, breaks, and times related to these actions.

### 2.13 Context main screen

This section is reserved for displaying specific interfaces to the media. Below is an example of context processing inbound call.



The colors of the windows for each media as well as the contact information and history match the colors of the top tabs.

You will find later in this document a description of each interface by media.

## 2.14 General remarks on context configuration

Some parts of the agent interface will be configured via the **Agent WorkSpace editor**, other via the administration.

- The settings available in the Agent WorkSpace editor will be:
- The content of each media contexts (sections available and their states), position of windows by default.
- The context to display by default.
- The automatic call time preview mode outbound campaigns

The available settings in the **administration** will be:

- The rights to display or not the buttons of each bar of the media. These statements are identified by country. Agents may have MORE of this certain specific restrictions (no registration, no mail transfer, etc).
- The ability to boot directly into the state 'ready' (also requires you to select an outbound campaign by default).
- Number of session max. for asynchronous concurrent media .
- The rights agent by the defining context as "**Mandatory / Started by default / Not Started by default**".

If the context is configured mandatory, this implies that the agent will not have the right to choose their tails for this context. In contrast, in the other two cases this implies that it can choose its tails. As the ratio between the two is not necessarily express this concept will be explained in the WebAdmin.

## 2.15 Important remarks about the contexts

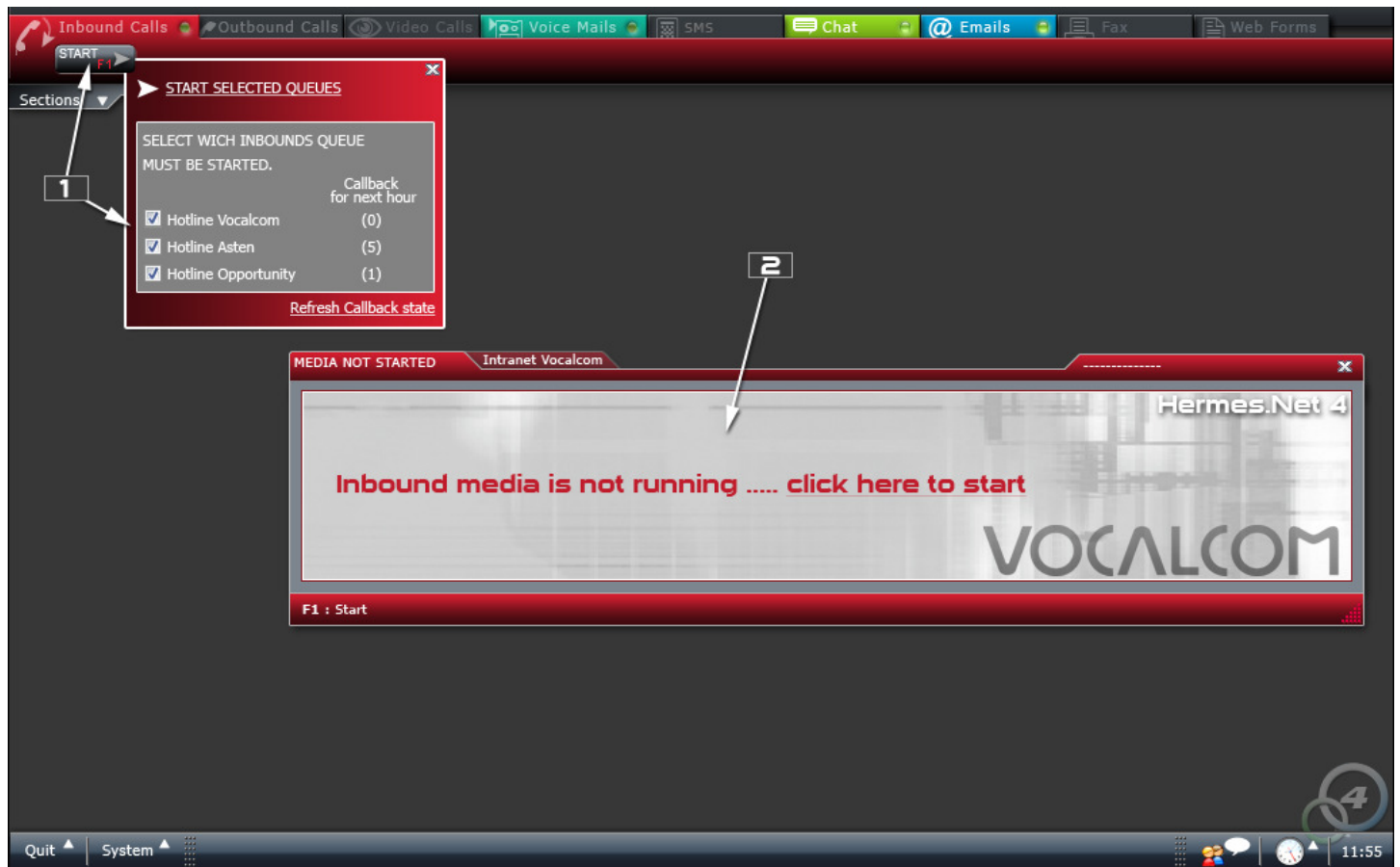
Compared to previous versions, it should be noted that each of the media will be stopped and restarted independently. Until now, the agent had to pause the media. This notion is replaced by an independent stopping of each media and general break from all the media.

To stop a media, an agent must have finished processing (Inbound, Outbound, video call) or other media (email, chat, fax, etc..).

To start a media agent may or may not, depending on their rights and the media type, choose either the / the outbound campaigns, or queues, campaigns cats, etc etc.

## 3 Context : Inbound Calls

### 3.1 Media no started



In the above screen, the agent has the skills to work on the following medias: Inbound Calls, Voice Mails, Chat, Email. Chat and Email are started; mailboxes and incoming calls are not yet started.

**Note:** The Start / Stop button is modified as explained in paragraph 1.6.

**The agent has selected the context "Inbound Calls".**

**The administrator has configured this context as "Not Started" by default, is the agent or supervisor to start it manually by clicking on the 'STOP' button on the toolbar.**

Depending on the rights assigned to him, the agent may or may not select the queue in which he will receive calls. For each queue, the interface tells her personal reminders for him being in the next hour. To refresh these values the agent can click "Refresh callback state". The supervisor, in his interface, has a way to visualize and control the agent information. The pop-up boot can be displayed in the same way by clicking the link in the main window.

In Avaya user agents cannot choose queues to start / stop. Admin block the Agent's right. The feasibility of this feature in Avaya will be considered for future versions.

- 1 . Main window of context. When the media is not started, a standard screen is displayed. If the administrator has provided to display url, or other scripts to the agent, it can be accessed by clicking on the corresponding tab, in our example, the intranet Vocalcom .
- 2 . Main window of context. When the media is not started, a standard screen is displayed. If the administrator has provided to display url, or other scripts to the agent, it can be accessed by clicking on the corresponding tab, in our example, the intranet Vocalcom .

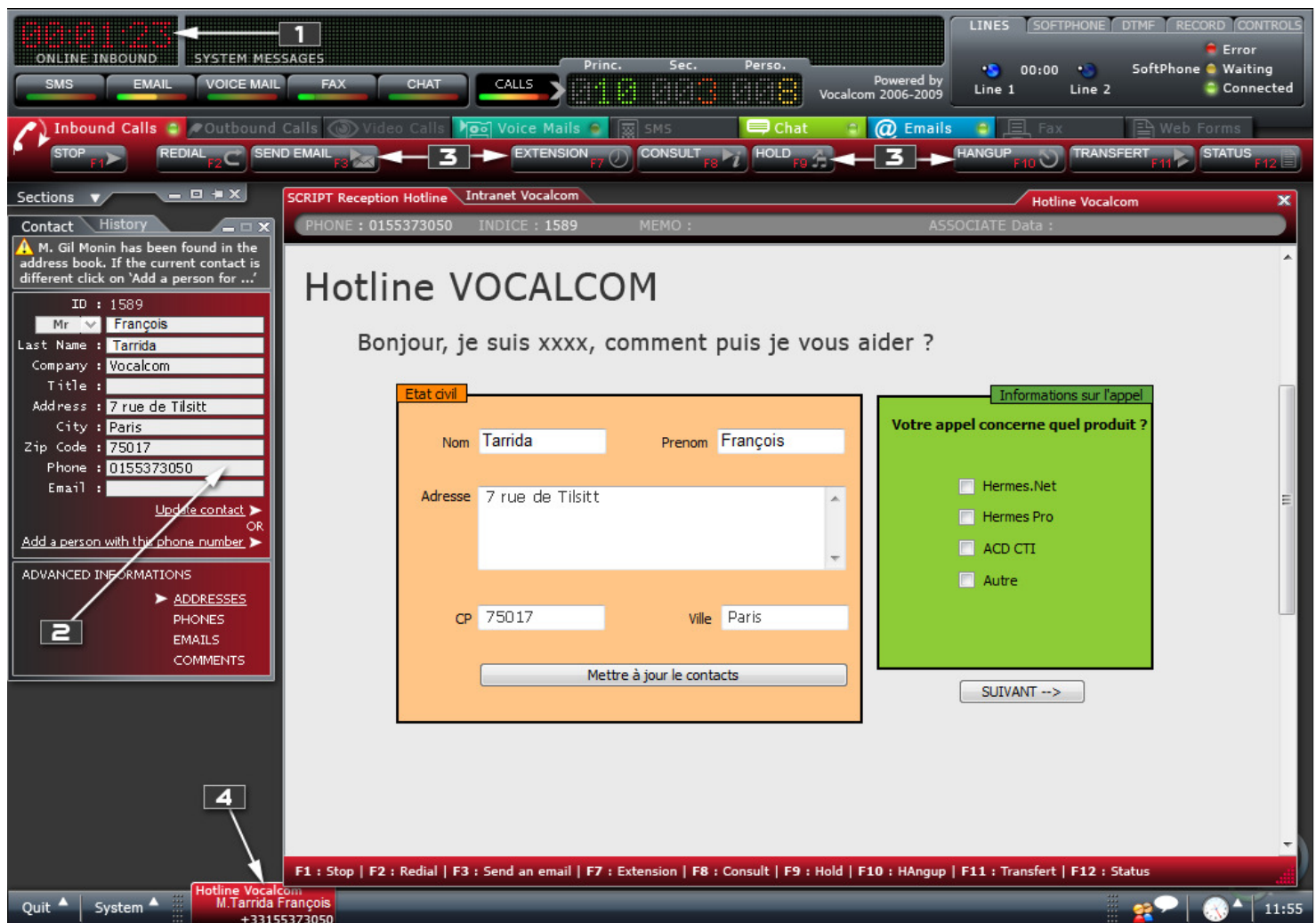
### 3.2 Media started, waiting for inbound



**The agent has just started the media "Inbound Calls". The 'STOP' button turns into 'Start' button and the main window displays the Call Waiting.**

1. Depending on the rights assigned to it, the agent may or may not stop receiving calls. If he has the rights, clicking on 'STOP' pop-up displayed under the STOP button on the above screen appears. The decision is always made for all context.
2. Main window of context. When the media is started, a standard screen is displayed. It shows the list of selected queues. If the administrator has provided to display url, or other scripts to the agent, it can be accessed by clicking on the corresponding tab. If a call arrives while the agent is not on the screen "Call Waiting", the system automatically switches.

### 3.3 Media started, ongoing call



**A call is received on the waiting Hotline Vocalcom file. The "Inbound Call" context switches automatically to the display above.**

- 1 . Time display in the state for the current context. Above, 1 minute and 23 seconds in the online state on an incoming call.
- 2 . Contact information display if it is recognized. In the example the contact has been recognized through its telephone number. Information are displayed in the "Contact" section. In the case of an unrecognized contact, the same section have been displayed with only the ID of the contact and the phone.
- 3 . Bar display corresponding to current media. In the screen shot above, all buttons are displayed when in reality some are hidden depending on the state of the call (e.g., «Remind» is displayed only when that the client hangs up.).
- 4 . Information tabs. This tab shows that the media " Inbound Call " is currently shown ( reading tab ) , the campaign on which the call is treated the campaign ' Hotline Vocalcom ', the name of the recognized contact was " Mr. Tarrida François "and his phone number is' +33155373050' . If the contact had not been recognized, the placeholder in the tab was replaced by 'Contact unknown.
- 5 . Display name of the campaign to which the call was received.
- 6 . Display name of the script in this window. Display summary information from the band call. Phone index , memo , associate data .
- 7 . Second tab available for the agent. These additional tabs provide access to scripts / Urls schedules configured by the administrator. Action drag & drop the tab on the main window allows you to split it. Action drag & drop the tab out of the main window opens a second window containing the script or url .

- 8 . Main display area of the script.
- 9 . Reminder shortcuts bar phone keys.

### 3.4 Details of the split display scripts Windows



- 1. Caller ID script / urls in the current window. In bold, the window that has focus.
- 2. Used to size each frames.
- 3. Allows you to choose which window should be seen in the independent mode (tab).

#### Principle of split windows:

It is possible for a call to have an X window with tabs, for example: a main script, secondary script and an intranet. When the agent will drop a tab at the top of the active window, they will be asked in what sense must the window be split (horizontally or vertically). \*

To replace the windows in the state 'full screen', simply click on the info bar on the icon of the selected window.

### 3.5 Sending an email in an inbound campaign

The button "Send email" allows the agent to send an email to the contact during the telephone call or during the after-call.

While editing the email, a tab is added to the display window scripts. This tab displays the writing of this color setting in the current context interface. The button "Send Email" is replaced by "Cancel Email" button. Sending email is done directly in the editing interface.

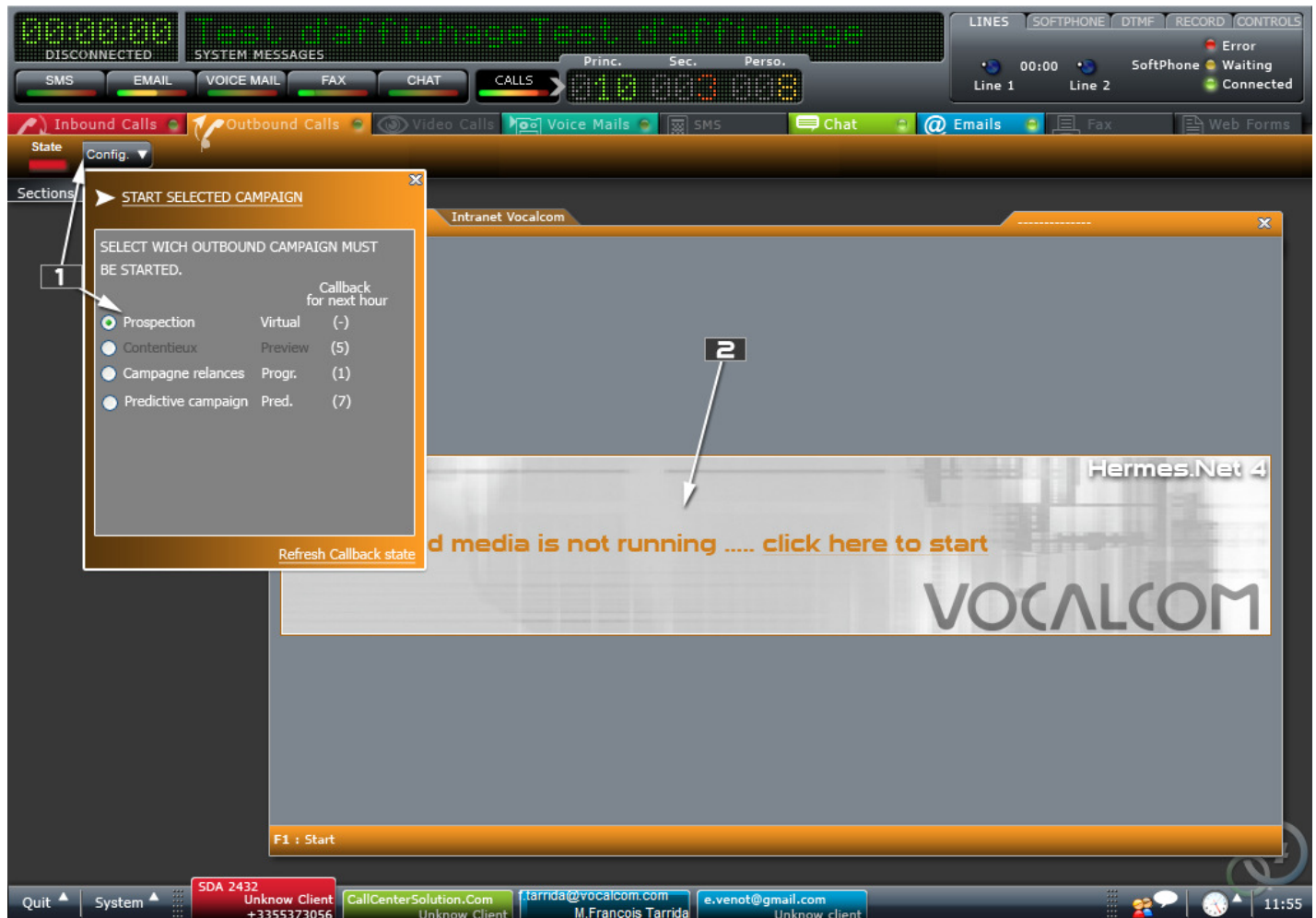
Sending the email requires no qualification.

As explained in the "history" section, the mail sent is attached to the call and can be accessed via the contact history.

This button is active only if the agent has the right to modify the contact (right agent in the Admin): The same principle is used as authorization for "Remind".

## 4 Context: Outbound Calls

### 4.1 Media not started



In the above screen, the agent has the skills to work on the following media: Inbound Calls, Outgoing Calls, Voicemail, Chat, and Email. Chat and Emails have ongoing media and Outgoing Calls is not yet started.

**The agent has selected the context ' Outgoing Calls.**

**The administrator has configured this context as ' Not Started ' by default, is the agent or supervisor to start it manually by clicking on the 'Config' button on the toolbar.**

**The agent has the right to choose to start outbound campaigns.**

**The "Litigation" campaign is now closed.**

1 . In this table are displayed, outbound campaigns in which the agent is assigned. Depending on the rights assigned to it, the agent may or may not choose the country to which it will be able to work. If he does not have the rights to choose it, they will all be off campaign and his campaign will be checked by default automatically.

For each campaign, the interface tells the agent personal reminders for him being in the next hour. To refresh these values the agent can click 'Refresh callback state'.



The supervisor in its interface a way to visualize and control the agent information.

The pop -up boot can be displayed in the same way by clicking the link in the main window.

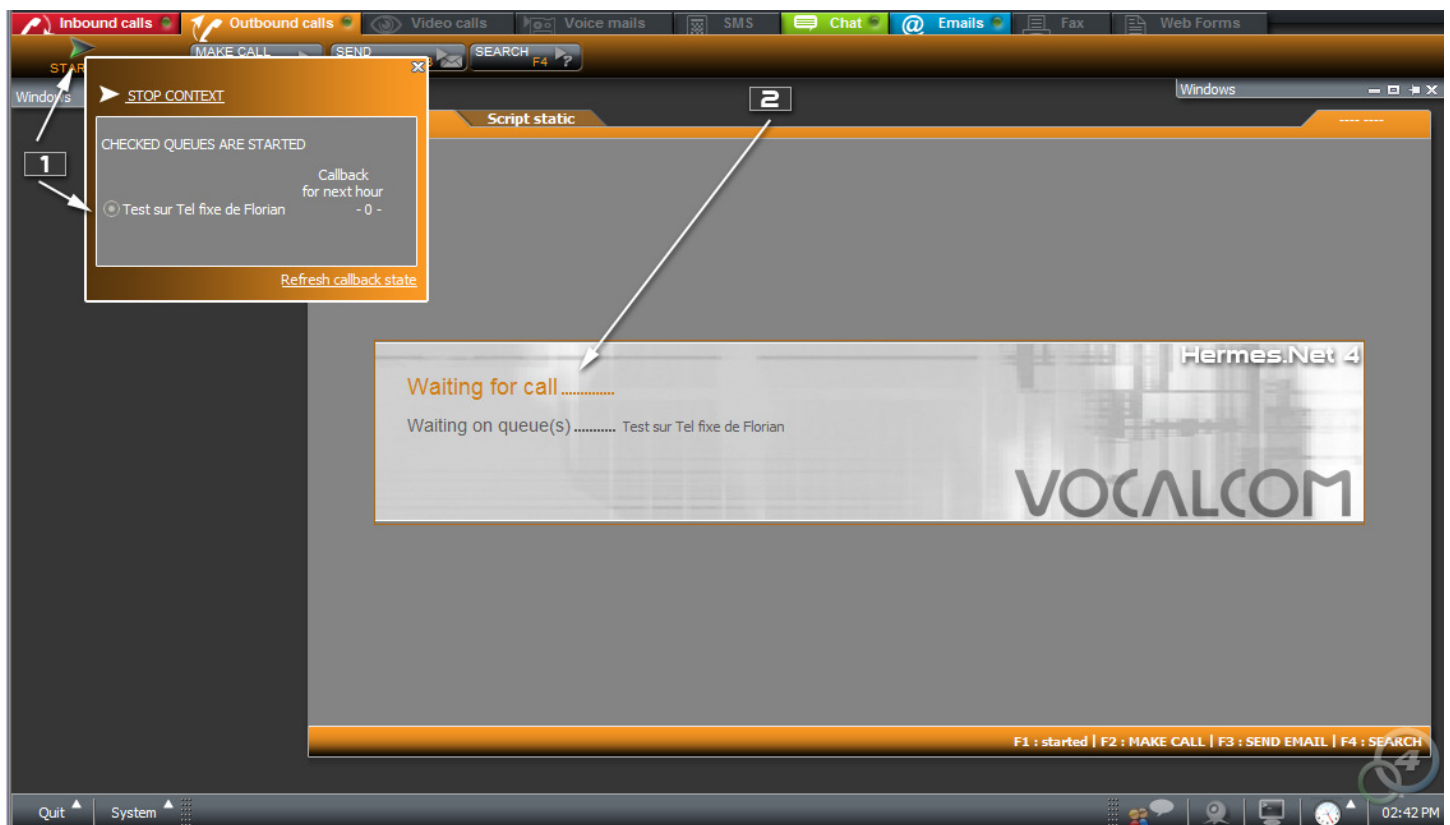
Avaya Admin mode will not affect only one outbound campaign agent.

Main window of context. When the media is not started, a standard screen is displayed. If the administrator has provided to display url, or other scripts to the agent, it can be accessed by clicking on the corresponding tab , in our example, the intranet Vocalcom .

If the agent is assigned to one or more manual campaigns, it will not be possible to stop the outgoing context : it will always be started. In this particular case, it will start with no outbound campaign enabled: the agent can only spend manual calls. "Stop Background" button will not be available. By cons it is possible to disable all outbound campaigns ( and the agent will only manual ) .

If the agent is assigned to any manual campaign, the outgoing context can be started / stopped , according to the agents in the Admin rights in the same way as the context Incoming.

## 4.2 Media started, waiting for call



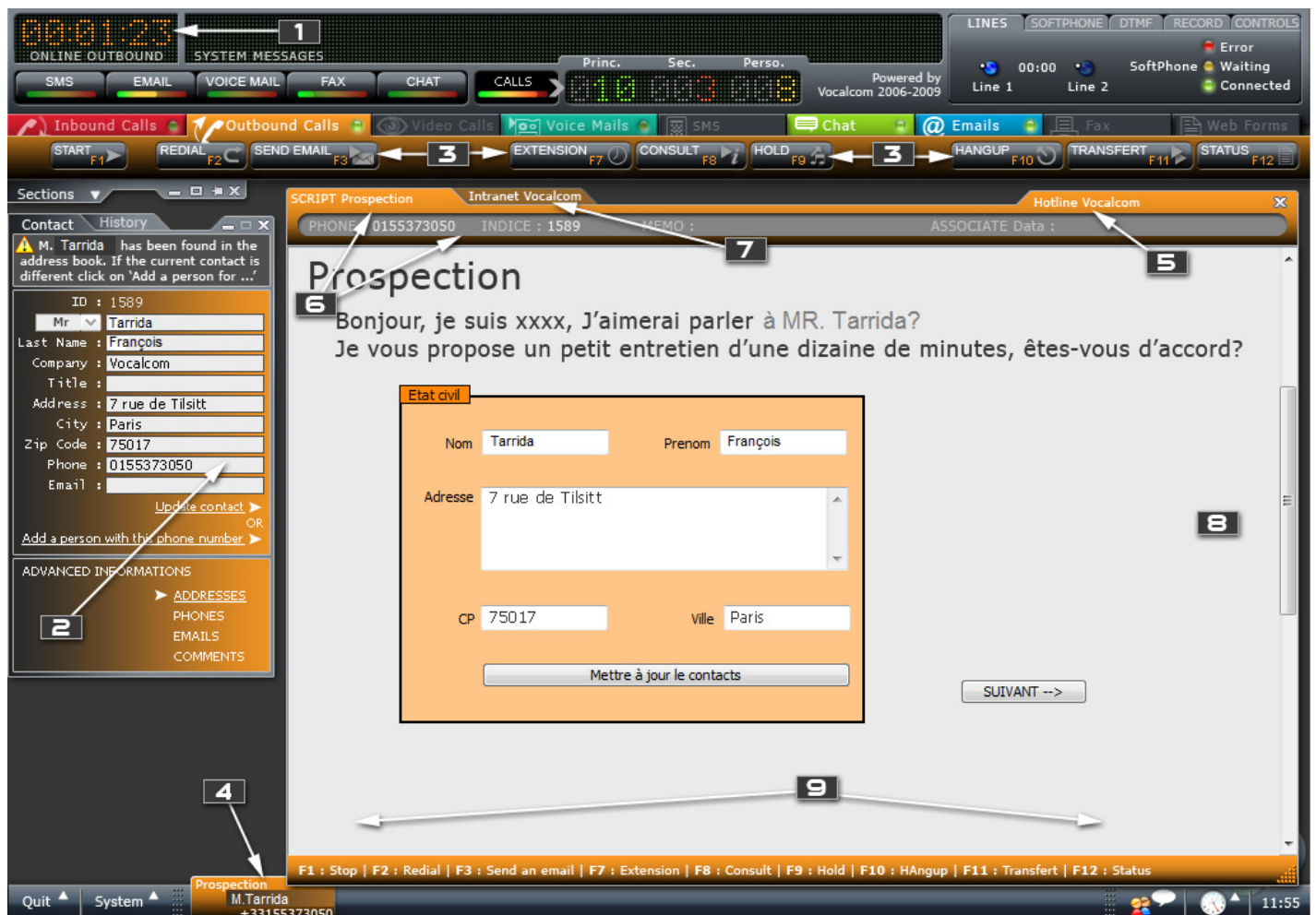
**The agent has just started the media «Outgoing Calls ». The 'STOP' button turns into 'Start' button and the main window displays the Call Waiting completed.**

1 . Depending on the rights assigned to it , the agent may or may not stop the issuance of Appeal. If he has the rights , clicking on 'START' pop -up displayed under the START button on the above screen appears .

2 . Main window of context. When the media is started, a standard screen is displayed. If the administrator has provided to display url, or other scripts to the agent, it can be accessed by clicking on the corresponding tab. If a call arrives while the agent is not on the screen ' Outgoing Call Waiting ' , the system switches automatically.

The manual call button is available when the agent is waiting for a call or post call. The manual call popup displays the list of manual campaigns officer in a combo. Each time you open this popup , the last manual campaign used is selected by default.

### 4.3 Media started, ongoing call



**A call made on the campaign ' Prospecting ' was successful. The "Outgoing Call " context switches automatically to the above display.**

- 1 . Time display in the state for the current context. Above, 1 minute and 23 seconds in the online status on an outgoing call.
- 2 . Contact information display if it is recognized. In the example the contact has been recognized through its telephone number. Information are displayed in the "Contact" section. In the case of an unrecognized contact, the same section has been displayed with only the ID of the contact and the phone.
- 3 . Bar display corresponding telephony current media. In the screen shot above, all buttons are displayed when in reality some are hidden depending on the state of the call (for example, ' Remind ' is displayed only when that the client hangs up) .
- 4 . Information tabs. This tab shows that the media ' Outgoing Call ' is currently shown ( reading tab ) , the campaign on which the call is treated the campaign ' Prospecting ' , the name of the recognized contact was ' Mr. Tarrida ' , and its telephone number is ' +33155373050 ' . If the contact had not been recognized, the placeholder in the tab was replaced by 'Contact unknown.
- 5 . Display name of the campaign to which the call was issued.
- 6 . Display name of the script in this window.
- 7 . Second tab available for the agent. These additional tabs provide access to scripts / Urls schedules configured by the administrator. Action drag & drop the tab on the main window allows you to split it. Action drag & drop the tab out of the main window opens a second window containing the script or url .
- 8 . Main display area of the script.

9 . Reminder shortcuts bar phone keys.

#### **4.4 Sending an email in an outbound campaign**

Same as inbound calls.

#### **4.5 Manual campaigns management**

In v5, an agent can be assigned to several manual campaigns. Manual campaigns are seen as a type of outbound campaign.

If assigned to a manual campaign (or more) the outgoing context will be activated as soon as it ceases to be paused. By cons at any time, the agent may choose to "activate" an outbound campaign on the outbound context. For this choice, the Admin must have given the right "choice of outbound campaign," the agent (default).

While Admin only allows Avaya mode affect only outbound campaign "automatic" to the agent, it can assign n outbound campaigns "manual".

The "Call" button is active when the agent is waiting for a call or is in wrapup mode. If no outbound campaign "automatic" is active, the context explicitly shows the officer that he is not waiting "passive" but "active" must dial manually to take a call.

## **5 Context: Video Calls**

Managing video calls is postponed to a later version to 5.0.  
The "Video Calls" tab will be present in 5.0 but grayed out.

#### **5.1 Media not started**

Same as Outbound

#### **5.2 Media started, waiting for call**

Same as Outbound

#### **5.3 Media started, ongoing call**

Same as Outbound



In the above screen, the agent has the skills to work on the following media: Incoming Calls, Outgoing Calls, Video, Voicemail, Chat, Email. Chat and Email are started, Incoming Calls, Outgoing Calls, Video, Voicemail are not yet started.

The operating mode is identical to the Outgoing Calls. The only difference comes from the left part of the screen that can display video client and adjust its webcam.

#### 5.4 Sending an email in a video campaign

Same as Outbound

## 6 Context: Voice mails

The voicemail will be treated as an asynchronous media in v5.0. The distribution of messages is made by MediaServer.

The VoiceMail may be distributed to the agent while it processes a synchronous call, but it may not be heard when there will be no synchronous online media.

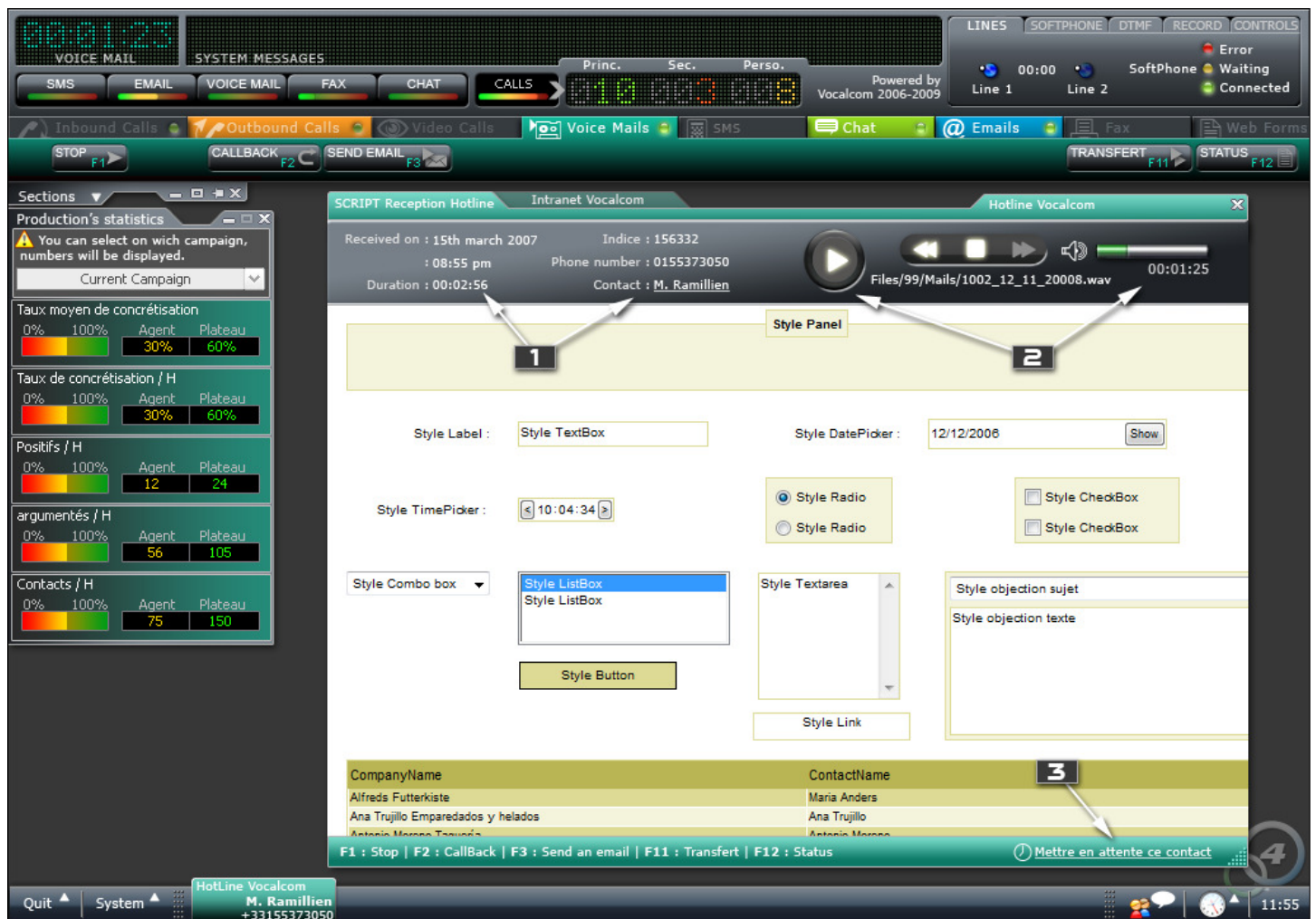
#### 6.1 Media not started

Same as inbound calls

#### 6.2 Media started, waiting for inbound

Same as inbound calls

### 6.3 Media started, listening to voicemail



In the above screen, the agent has the skills to work on the following media: Outgoing Calls, Voicemail, Chat, Email. Media Voicemail, Chat and Email are started; Outgoing Calls is not yet started.

The ' Voicemail ' mode of operation is identical to Inbound Calls mode. Recorded calls (voice mail) are pushed to the agent as an Inbound call, the difference is that the agent will start reading the message by clicking on the 'Play' button on the audio player.

- 1 . Displaying information about the original call . The date and time of receipt, the message length, phone, touch the information, if they have been found in the address book Hermes.Net.
- 2 . Audio player to listen to the recorded message. The fast forward and rewind buttons are used to find a specific point of the message. The name of the wav file listening is displayed. By clicking on the file name, the agent can be downloaded from his post.
- 3 . Deleted (instead: return to the media)

The script shown is the one configured on the inbound campaign.

The agent will not listen to the message if no call (Inbound or outgoing). During plays the message, the agent will be seen as busy for synchronous settings, but at the end of the tracks (before deciding voicemail) , it will again be seen as available.

Reading the message is made on the L1 line agent.

### 6.4 Sending an email in a Voicemail campaign

Same as Inbound calls.

## **6.5 « Callback » in Voicemail campaign**

The " CALLBACK " button allows the agent to recall during the corresponding processing voicemail .

This button is active on the same principle approval for the «call again «context Incoming.

The button will be disabled if an incoming / outgoing call is in progress or post- call.

At the «CALLBACK» the state of the agent on synchronous contexts will be changed to " Not Available " or " temporarily unavailable ."

The wording «CALLBACK» button is changed to «Hang " and click on it hangs up the call directly. The state of the agent on synchronous contexts before internal call is restored.

The «CALLBACK» call on an asynchronous context does not require status, but as explained in the "history" section , the call is attached to VoiceMail treatment and has been registered is available via the contact history .

During the «REMINDER " , the officer may order the party on hold and retrieve the line.

## **6.6 Details of the messages selection window**

Note: Selecting an asynchronous media is defined more fully in the email media.

If he has the rights (as defined in the Admin), the agent can select in advance the messages it wishes to address. At the end of processing a message, the agent chooses whether or next message if active selection mode messages. The search allows you to search messages in the messages assigned to the agent campaigns. Only untreated, in recovery, or personal reminder for this agent messages, will be displayed.

When the agent selects a message, the selection mode is automatically canceled and the selected message is given to the agent.

The research is done in web service. The time that the agent selects a message, this message may have already been distributed to another agent. In this case a message will be displayed inviting the agent to select another message and the search is automatically re-executed.

The selection screen will be substantially the same as email (see below) . Filtering can only be done on the campaign and the number of the caller. Similarly, the agent cannot "pre- listen" to the message.

This feature will allow him to seek such a message from a client online on an inbound campaign.

State bar in the state:

In this state the agent can:

- Click on «Cancel Selection» to cancel selection mode and message board pending messages.

## 7 Context: Chat

### 7.1 Media started, two chat sessions ongoing

The screenshot displays the Hermes.Net agent interface. At the top, there's a status bar with a digital clock (00:01:23), system messages, and media controls for SMS, EMAIL, VOICE MAIL, FAX, CHAT, and CALLS. The interface is powered by Vocalcom 2006-2009. Below the status bar, there are navigation buttons for Inbound Calls, Outbound Calls, Video Calls, Voice Mails, SMS, Chat, and Emails. A 'CONSULT' button (F8) is also visible. The main workspace is divided into several sections:

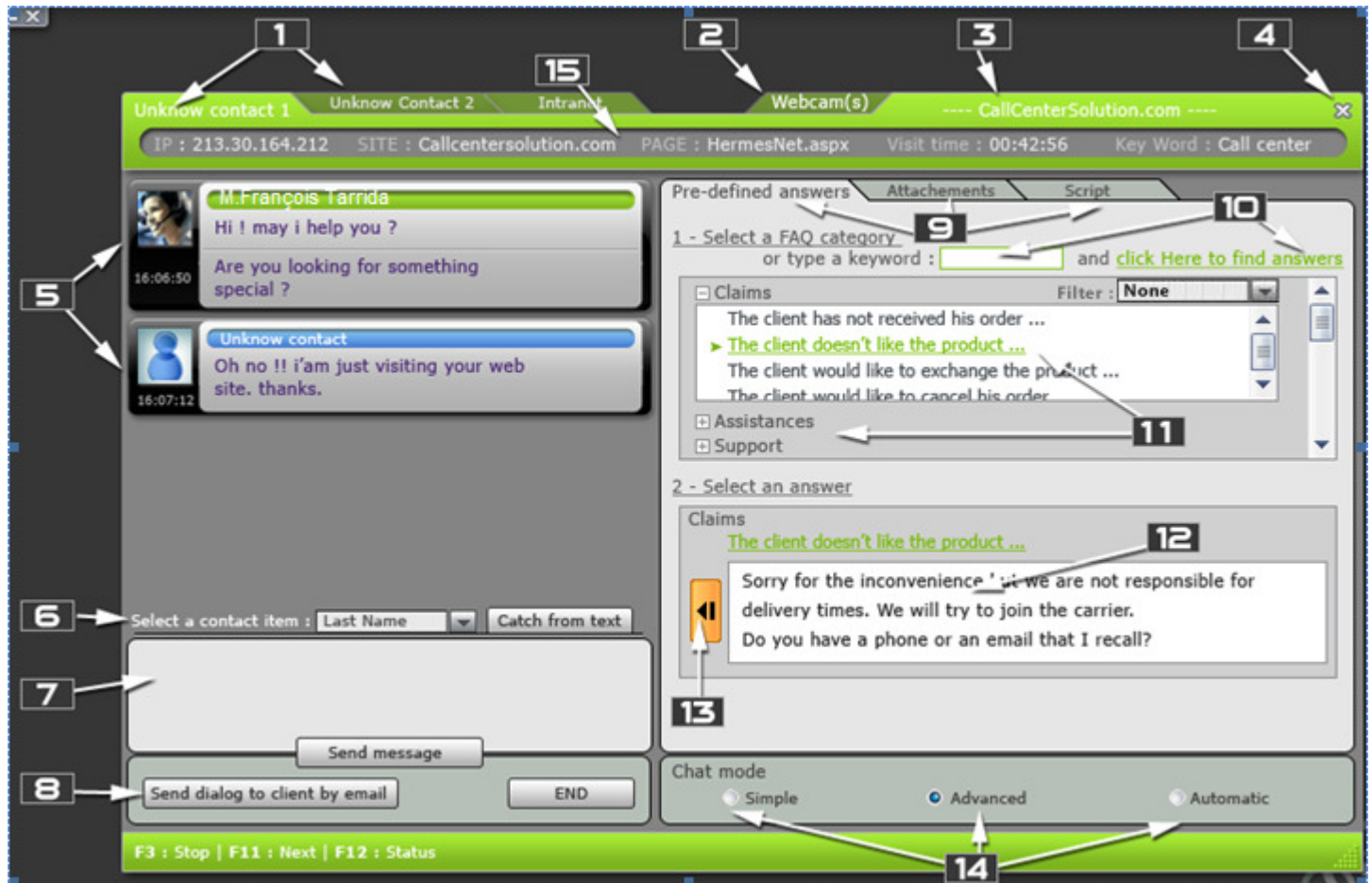
- Contact History:** A sidebar on the left showing contact details for ID 1589, including fields for Mr., Last Name, Company, Title, Address, City, Zip Code, Phone (0155373050), and Email. It includes buttons for 'Search contact' and 'Add this person'.
- Chat Sessions:** Two chat windows are open. The first, titled 'Unknow contact 1', shows a conversation with 'M. Francois Tarrida' (16:06:50) and an 'Unknow contact' (16:07:12). The second, titled 'Unknow Contact 2', shows a pre-defined answer for a claim: 'The client doesn't like the product...'. Below this, there's a text box with a response: 'Sorry for the inconvenience but we are not responsible for delivery times. We will try to join the carrier. Do you have a phone or an email that I recall?'.
- Navigation:** At the bottom, there are buttons for 'Send message', 'Send dialog to client by email', and 'END'. A status bar at the very bottom shows 'F3 : Stop | F11 : Next | F12 : Status'.

In the above screen, the agent has the skills to work on the following media: Chat and Email. Media Chat and Email are started.

In the example above, the agent handles two chat sessions, including a display, and an email.

The button 'CONSULT' in the bar can involve another agent (or supervisor) in the current chat. The features of this method are the same as consultation call mode.

## 7.2 Chat window details



1. Tabs to display chats being. The max number of chat is defined by the administrator. These tabs correspond to separate chat sessions and are not 'drag gable ' on the main window. Allows to provide a script or a url ( in the example, Intranet)
  - 2 . Tab for displaying and setting the agent and webcam viewing the webcam user. The user, by clicking on this tab displays settings and display local and internet webcam. Area ' responses preset is used for this purpose, the tab label changes to ' Answers' when cameras are displayed.
  - 3 . Display the name of the campaign chat ongoing dialog.
  - 4 . Closes the current dialog. Corresponds to the END button zone 8. The chat will be held.
  - 5 . Dialog agent / user.
  - 6 . Allows the agent to collect data about the user. The drop-down list allows the user to select which value is highlighted by the agent. One could also imagine a list of typical questions that are sent to the user in order to gather information .
  - 7 . Location of text sent by the agent.
  - 8 . This site provides access to the following features:
    - Send ' dialogue to customer, the conversation can send mail to the user.
    - 'END' , let's put an end to chat with the user. It will decide the appeal.
  - 9 . Toggles the display of the left or to the predefined answers to available documents sent to the user , the associated campaign chat script . These tabs are not divisible in the lower area .
  - 10 . Can perform a word search in the types and display x corresponding responses phrases.
  - 11 . Allows you to select from the categories of standard questions . Click on the question to display the list of standard answers .
- The filter list to filter phrases by type: text, links, navigation , ...



12 . Showing the standard response .

13 . This button is used either to send the response directly to the Internet , or place it in the entry area of the agent, it can then edit .

14 . Allows you to choose the mode of chat:

- Simple mode: agent search, or not , the kind responses and decides to send or not .
- Advanced Mode: The system searches for the most appropriate responses to meet the kinds of sentences the user. Once found, the response is placed in the edit area of the agent. It may modify, or send it directly or choose another answer manually.
- Automatic mode: The only dialogue with the user system using the technology 'Natural Language'. This mode will not be available in version 5.0; the chip will remain grayed out.

15 . Display area of user information. IP, the site and the page on which it is located, the duration of the visit, and / the keywords typed into the search engine, if it came with a search engine.

### **7.3 Sending an email in a chat campaign**

Same as Inbound calls

### **7.4 « Callback » on a Chat campaign**

The "CALLBACK" button allows the agent to remember during a conversation or post - call recall.

This button is active only if the agent has the right to modify the contact (right agent in the Admin): The same principle is used as authorization for the "recall ".

The button will be disabled if an incoming / outgoing call is in progress or post- call.

At the "CALLBACK" the state of the agent on synchronous contexts will be changed to "Not Available» or «temporarily unavailable.»

The wording "CALLBACK" button is changed to «Hangup" and click on it hangs up the call directly. The state of the agent on synchronous contexts before internal call is restored.

The "CALLBACK" call on an asynchronous context does not require status, but as explained in the "history" section, the call is attached to the chat conversation, and if it was recorded is available via the contact history.

During the "REMINDER", the officer may order the party on hold and retrieve the line.

### **7.5 WebCallback functionality**

The Webcallback is a telephone call back programmed via a Chat campaign. It may have been programmed by the user on the website or the agent acting in the conversation.

On the agent side, the Webcallback is seen as the "Recall" on the chat context.

Where possible (the user is on the site and is not currently chatting with another agent) chat will open automatically in the Internet (in addition to booster) to allow the advanced (cobrowsing...).

## 8 Context: email

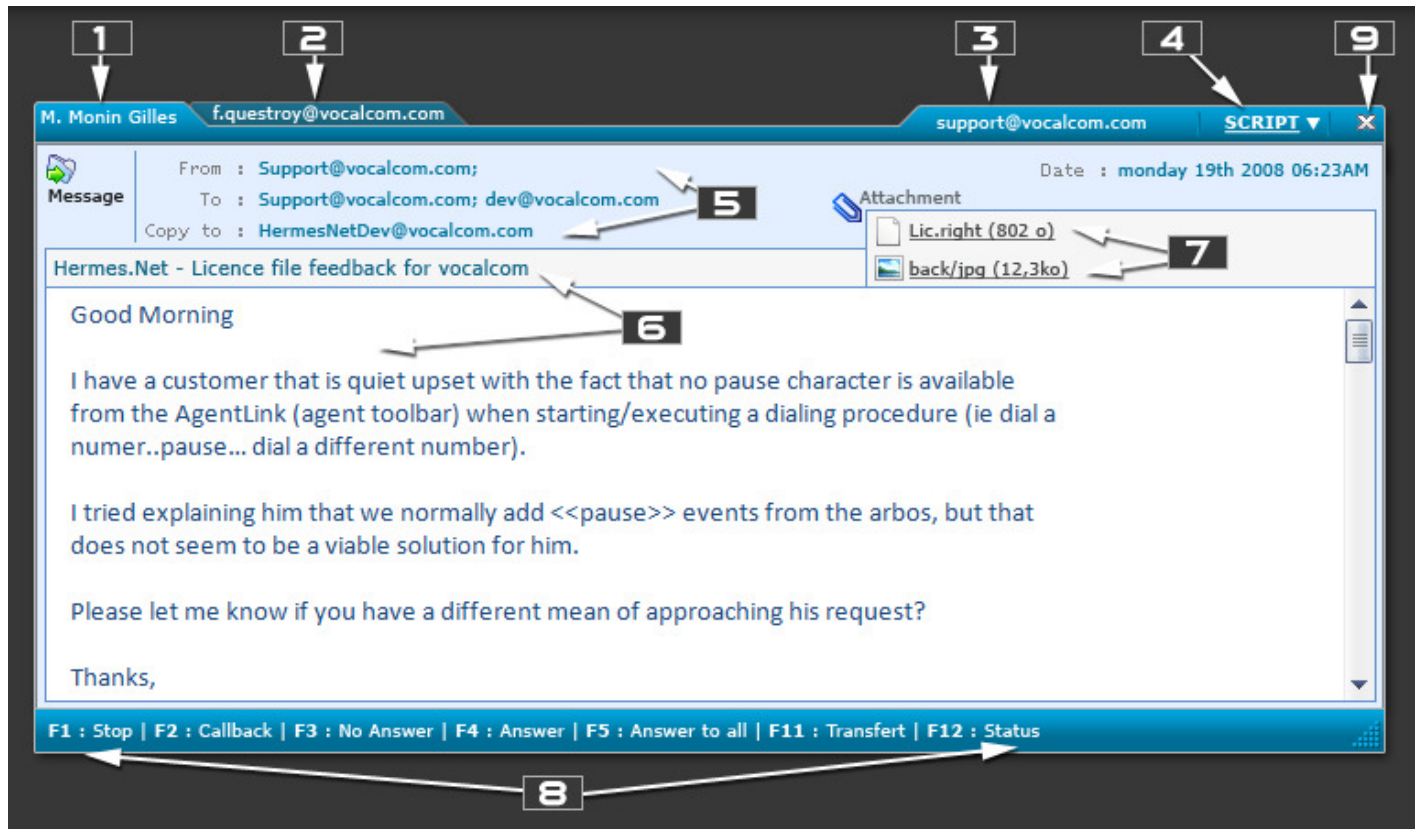
### 8.1 Email display

The screenshot displays a call center agent's workstation. At the top, there's a digital clock showing 00:01:23 and a status bar with various communication channels: SMS, EMAIL, VOICE MAIL, FAX, CHAT, and CALLS. The 'EMAIL' channel is highlighted. Below this, there are buttons for 'STOP', 'CALLBACK', 'NO ANSWER', 'ANSWER', and 'ANSWER TO ALL'. The main area shows an email interface for 'M. Monin Gilles' from 'support@vocalcom.com'. The email subject is 'RE : Hermes.Net - Licence file feedback for vocalcom'. The body of the email contains the text 'Good Morning'. To the left, there's a 'Personal Callback' section with a grid for tracking media. At the bottom, there's a search bar for predefined answers and a status bar with function keys F1-F12 and contact information for 'M.F. Tarrida'.

In the above screen, the agent has the skills to work on the media: Chat and Email. Media Chat and Email are started.

In the example above, the agent handles two chat sessions, and one email.

## 8.2 Details of the email window



- Active Tab. Display area of the contact email address or name, if it was found in the CRM.
- Inactive tab. The number of inactive tabs depends on the number of emails that the agent can handle simultaneously. This number is defined in the administration.

*This feature (simultaneous management of multiple emails) will not be processed in version 5.0. In version 5.0, the agent can handle only email at a time.*

- Name of the email campaign in which was received this email.
- Clickable area allowing the agent to view associated with that campaign mail screen script. If no script is defined when the field is empty.
- Displaying information about the addresses of the email. In this example, the contact was found in the CRM and is displayed in black, clicking on the name; we will focus on the section ' Contact History ' on the left side of the screen. If the email address is not found in the CRM, it is added automatically by the address remains against blue underlined. If the agent clicks on the address on it display the input box info CRM. For other areas, the agent must click on each address search and / or display the contact details for. Depending on the rights of the agent, this information may be hidden.
- Display of the object and the body of the message.
- Viewing attachments in email attachments. By clicking on the attachments a pop -up external (new IE window) is displayed with the attachment.
- Reminder of shortcut keys.
- Closes the active email.

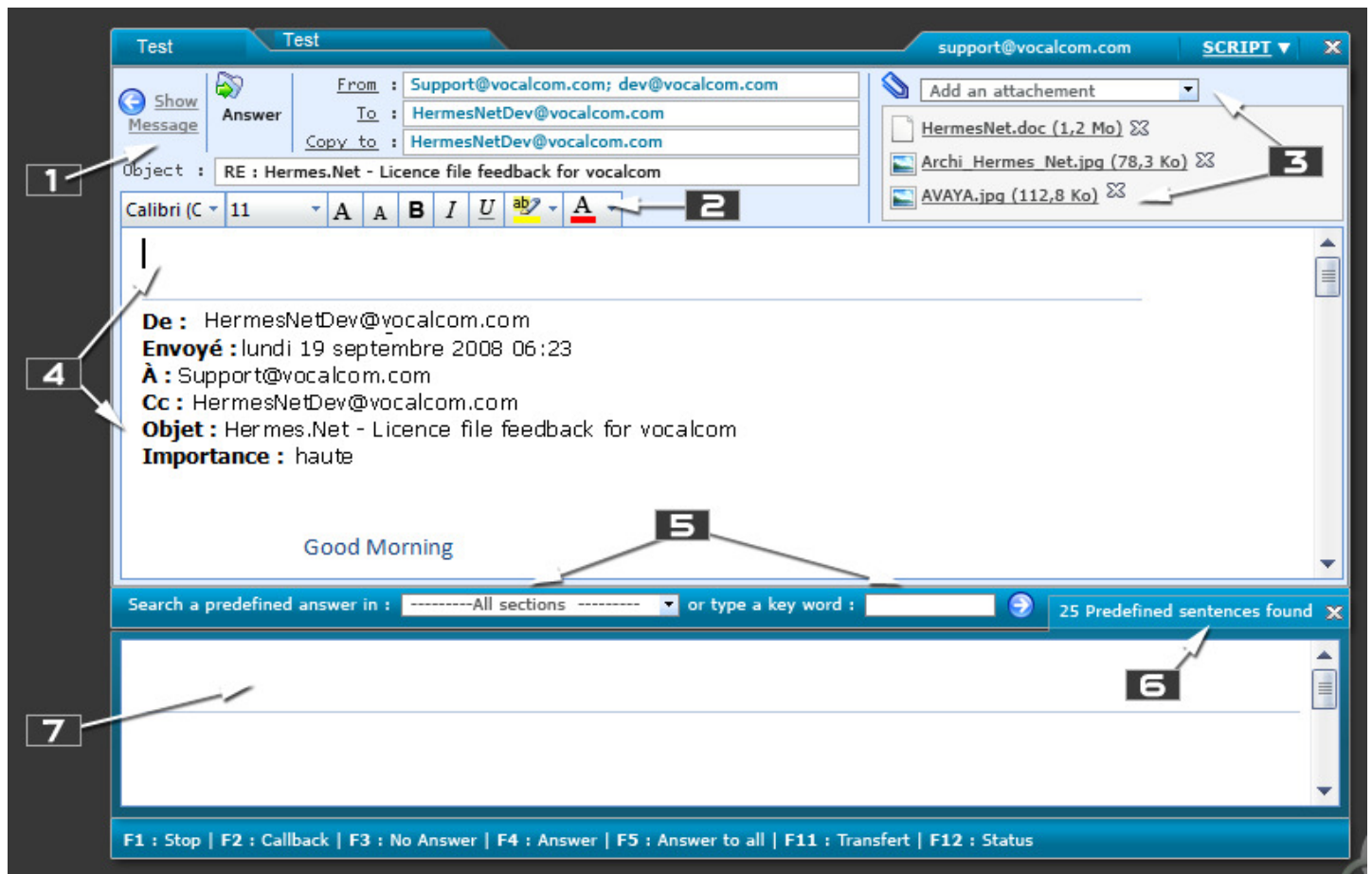
Status of the bar in current state:



In this state the agent can:

- Click '**NO ANSWER**' to move to the next email. The email then goes into state "Post email."
- Click on '**ANSWER**' or '**ANSWER TO ALL**' to go on the interface response.
- Click on '**TRANSFER**' to transfer the email to another agent. See Appendix 'Transfer'.

8.3 Details of the email treatment



- Returns to the message display.
- Allows the agent to choose the font and characteristics of the typed message.
- This area allows you to select the attachments to send to the contact. A click on the name of the attachment can be opened in an external window. The cross allows deleting the item from the list.
- Answer zone. Depending on the configuration in the administration, the body of the message received can be copied in this area (as in the example). If a pattern of response was defined in the administration, it appears to this place.
- Selection Zone of predefined answers. A drop down list allows you to select the section of pre - defined response best suited for the case. The agent can also enter a keyword and search for answers according to this chosen word. A click on the arrow will start the search.
- Display of the number of hits for this search A click on this field to open the panel containing the answers. In the example it is shown open.
- Display predefined answers found. By clicking on one of the answers the text is placed directly in response to the cursor location area. Recall shortcut keys.

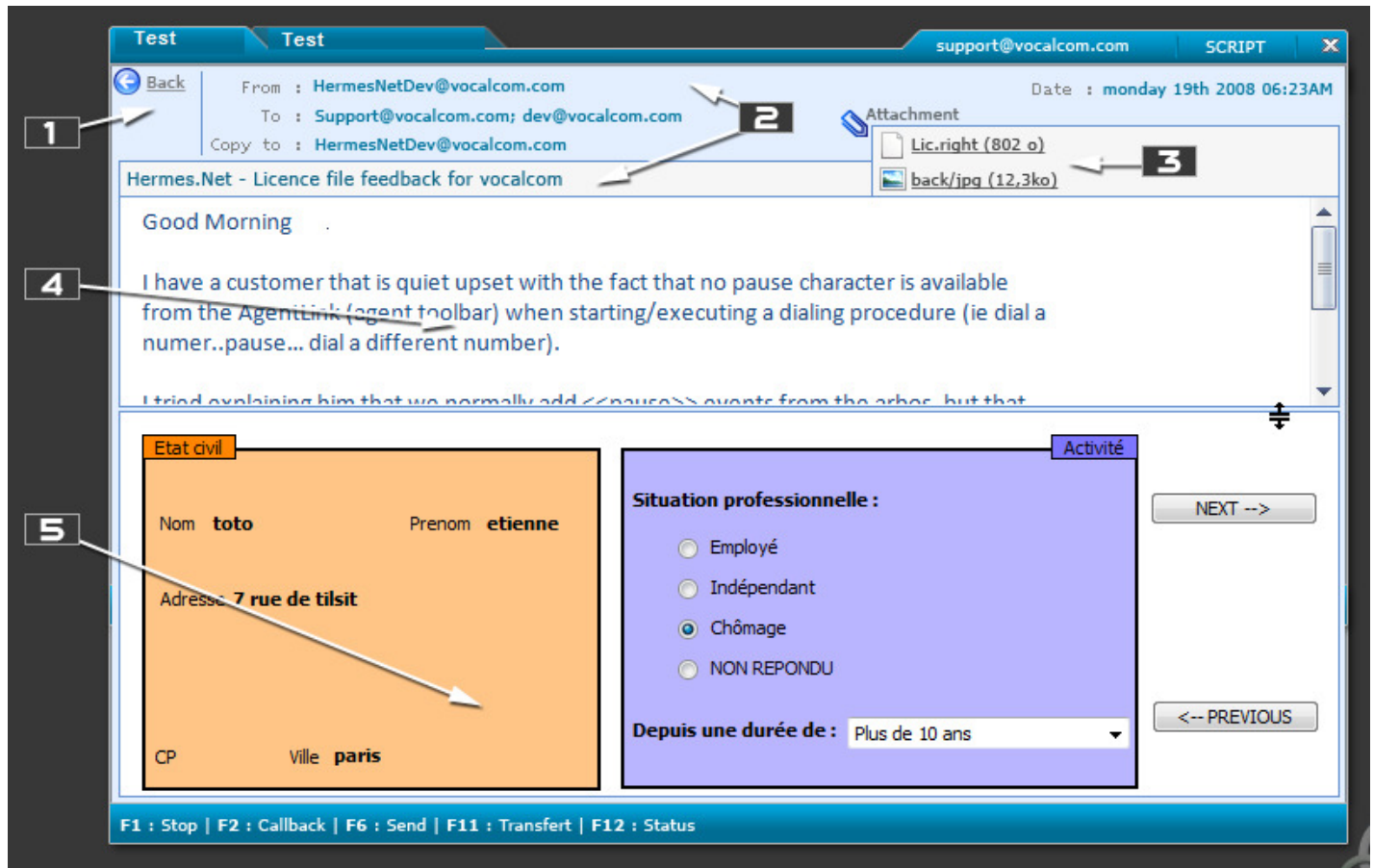
**Status in state bar :**



In this state the agent can:

- Click on **'SEND'** to confirm his answer. The agent then goes into the "post email " status.
- **'TRANSFER'**: same action as in the display of the message.
- **'STATUS'**: same action as in the display of the message.

**8.4 Details of the script window**



1. Back button.
2. Recall information from the email.
3. Reminder attachments received.
4. Visible part of the body of the email received. This area can be enlarged or reduced using Part 7.
5. Script screen associated with the email campaign.

**8.5 Email choice window**

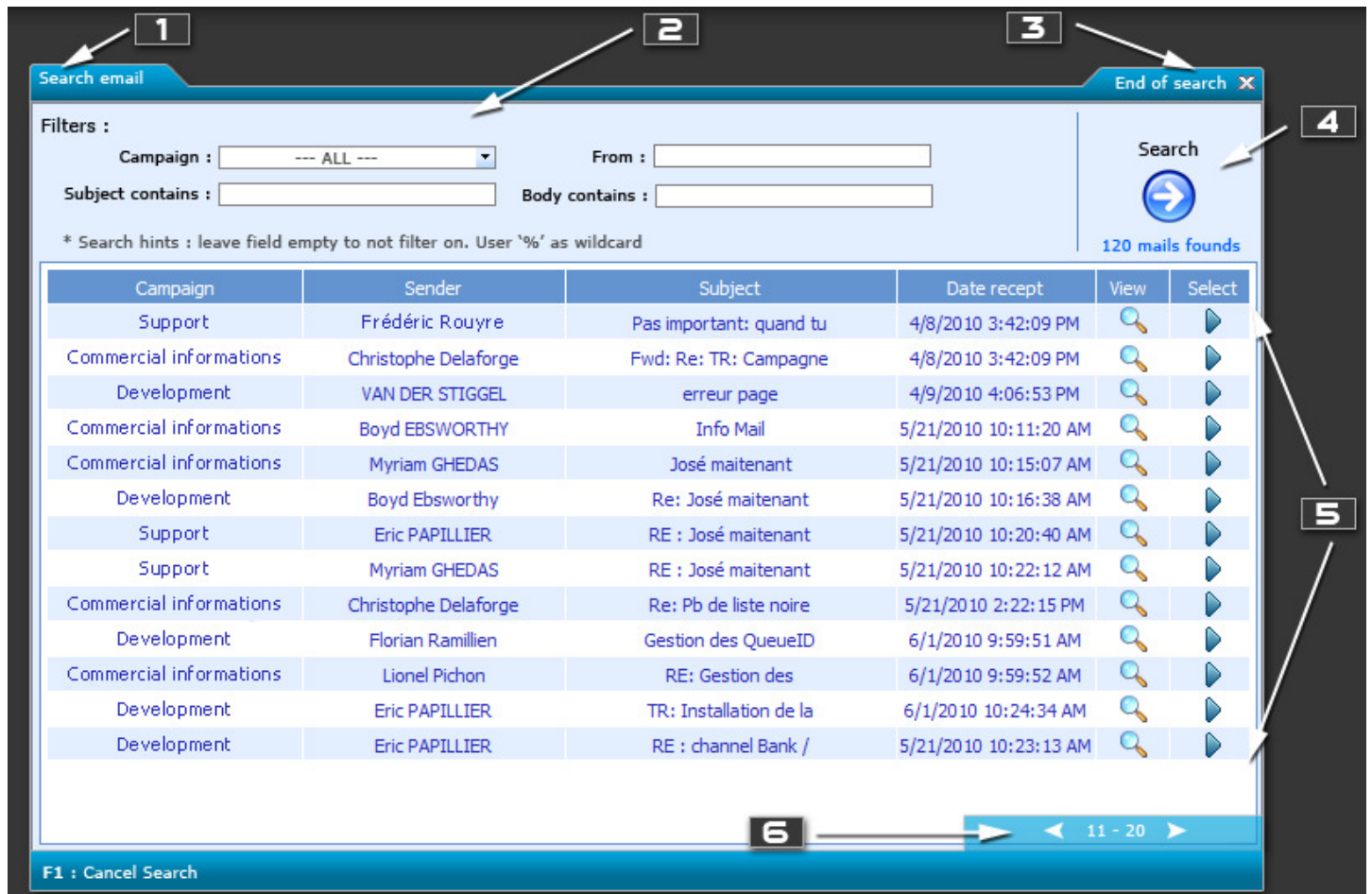
If he has the rights (as defined in the Admin), the agent can select in advance mails he wishes to address.

At the end of processing an email, the agent chooses whether to pass to the next message or if he activates emails selection mode. If the agent is «automatically ready " and that the email is being held, it cannot activate the selection mode (the operation is identical with the research on outbound campaign mode).

The email search allows you to search not only in the affected mails the agent campaigns. Only mails untreated , in recovery, or personal reminder for this agent , will be displayed.

When the agent selects an email, the selection mode is automatically canceled and the selected mail is given to the agent.

The research is done in webservice. The time that the agent selects an email, it is possible that this e-mail have already been distributed to another agent. In this case a message will be displayed inviting the agent to select another email and the search is automatically re-executed.



1 . Indicates the current mode, ie the mode of selection of email .

2 . Filter area. This area is used to specify the search filters. When opening the selection mode, no search is performed until the "Search" button is clicked. This particular enables the agent to perform its search criteria and thus minimize the batch results returned.

If any of the search fields is not filled, no filter will be applied to this field.

It is possible to use the '%' character as a «wildcard ». For example, if "From», the agent chooses ' Christophe %', all messages in the sender starts with " Christopher «will be returned.

3 . Let's put an end to selection mode selected email without email. The operation is the same as for the " Select Cancel " button available in the bar.

4 . Search button. Click this button to search. The total number of emails that match the search is displayed in the button.

If the agent changes the selection filters, it must again click the button to apply new filters to search. In this case, the number of emails is displayed in orange to specify that the number does not match the filters shown.

5 . Result area. This area displays messages that match the search performed.

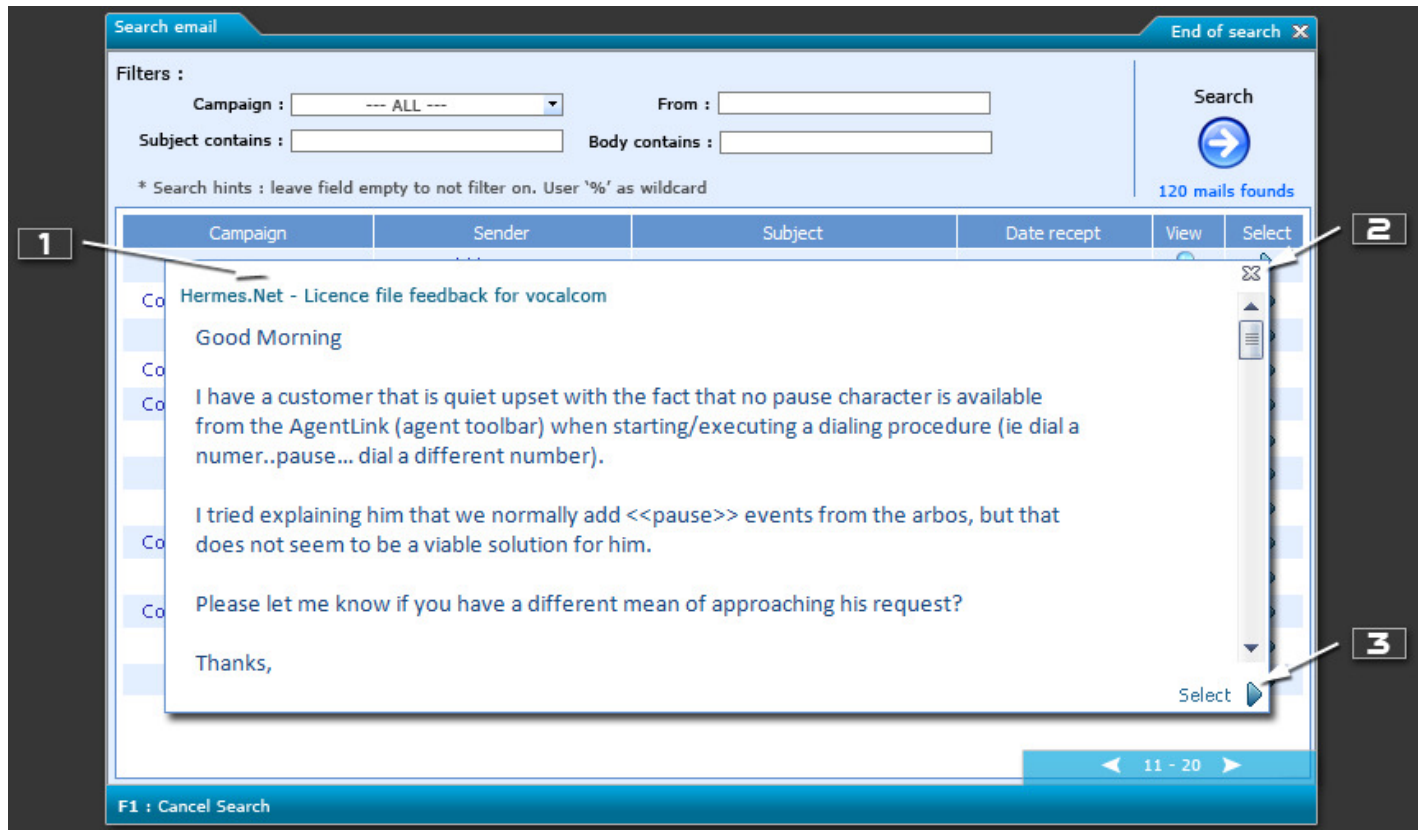
The "View" column displays a button that displays the contents of the email.

The "Select" column displays a button that lets you select the mail to the address.

Each column is sortable unless the "View" and "Select" column.

6 . View the number of result pages. To ensure a quick search, the results are displayed per page n mails. This area allows you to select the page to display.

The preview display of an email in the list is displayed as follows:



1. Display the of the email title
2. Button to close the preview of the email to select another.
3. Button to select this email for processing.

**State of status bar :**



In this state the agent can:

- Click on 'CANCEL SELECT' search mode to cancel the email and return to standby email.

**8.6 Status of the window during post email state**

A new state will be added to allow the agent to open "email search".

This state corresponds to the "After call" telephony state.

When the closing agent managing an email by selecting "No Answer" or "Answer" he enters the state "Post email" that enables him to email and choose between spending the next message or activate the fashion "email search".

If the agent has been configured to "auto ready", it automatically exit status "Post Mail" as soon as the email will be decided.

In this state, the screen treatment is the same as for the window message processing. Otherwise it is not possible to switch to "answer" mode.

**Status in state bar :**

In this state the agent can:

- Click '**SEARCH**' to activate the "email search". If the email is not being held, the status panel will automatically open.
- Click '**NEXT**' to move to the next email. If the email is not being held, the panel status will automatically open.

Click '**STATUS**' to decide the current email. This action does not cause a change of state of the agent, unless it is configured to "auto loan". If this is the case, the agent will go on to the next email.

**8.7 « Callback » on email campaign**

Same as Chat campaign



## 9 Context: Fax

The fax will be treated as an asynchronous media in v5.0. The distribution will be made by fax MediaServer, they can be distributed in parallel synchronous media.

Receiving and backup fax is still run by Onnet.

### 9.1 Media started, fax in treatment

The screenshot displays a software interface for handling customer service. At the top, there's a status bar with a digital clock (00:01:23) and various media options: SMS, EMAIL, VOICE MAIL, FAX, CHAT, and CALLS. The 'FAX' option is highlighted. Below this, there are buttons for 'STOP', 'CALLBACK', and 'SEND EMAIL'. The main workspace shows a contact profile for ID 1589 and a preview of a scanned fax document. The document is a letter from the Embassy of India, Paris, dated January 24, 2006, regarding a visa application for Mr. Matthieu MOY. The letter includes a table with the following details:

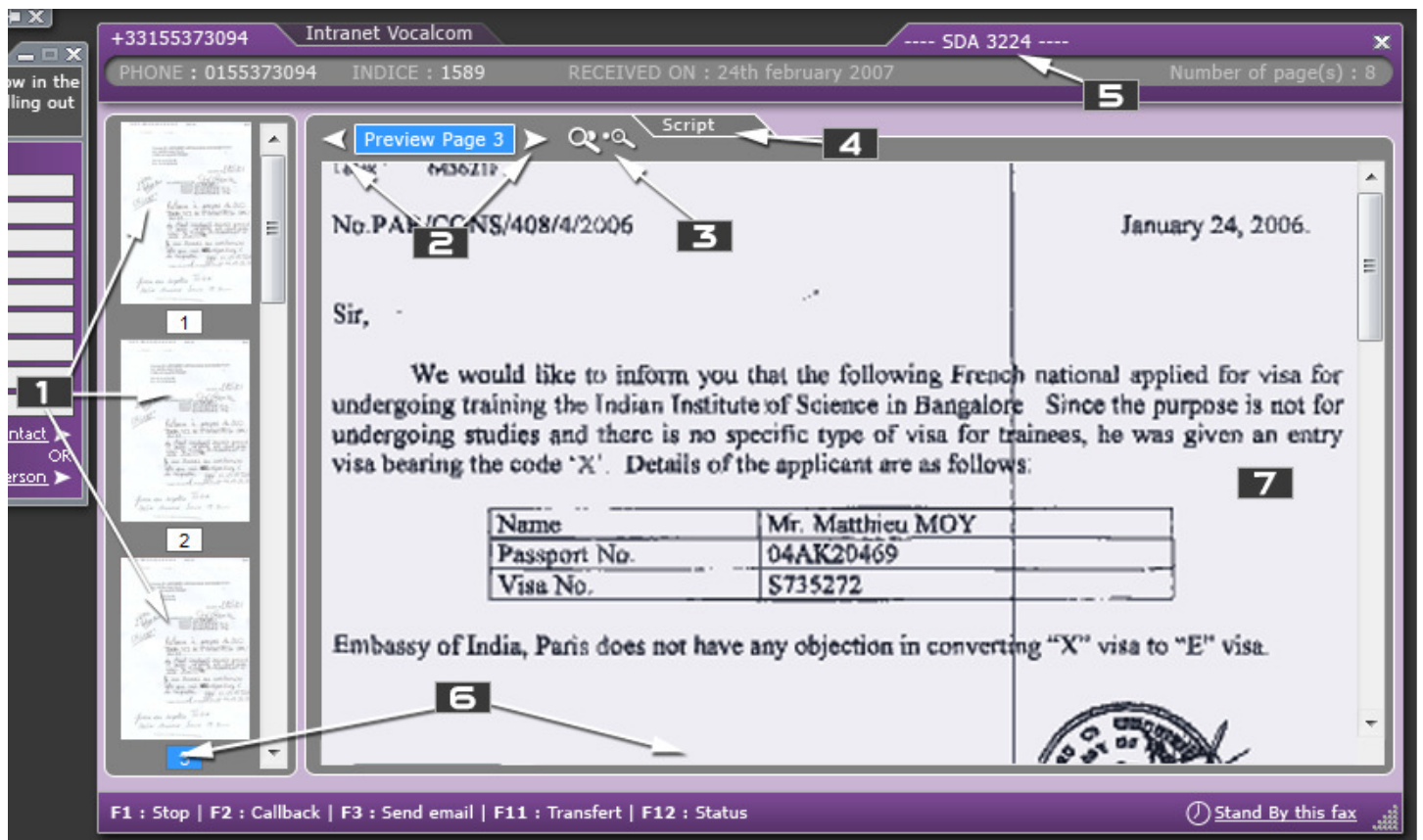
Name	Mr. Matthieu MOY
Passport No.	04AK20469
Visa No.	S735272

The letter concludes with the statement: "Embassy of India, Paris does not have any objection in converting 'X' visa to 'E' visa." The interface also shows a sidebar with contact information and a bottom status bar with system information and a clock showing 11:55.

In the above screen, the agent has the skills to work on the following media: Chat and Fax. Chat and Fax are started.

In the screen above, the agent a chat in progress, and a message currently is processed.

## 9.2 Details of the fax treatment window



1. Thumbnail view of the fax pages being processed.
2. Allows the agent to scroll through the pages of the fax.
3. Allows the agent to zoom the page of the fax being processed.
4. Displays the associated campaign fax script.
5. Showing the SDA or the name of the campaign which was received the fax.
6. Reminder shortcut keys for fax context.
7. Showing fax page.

## 9.3 Sending an email in a Fax campaign

Same as Inbound Calls.

## 9.4 « Callback » in Fax campaign

Same as Chat campaign.

## 9.5 Details of the fax selection window

Same as Voicemail campaign.

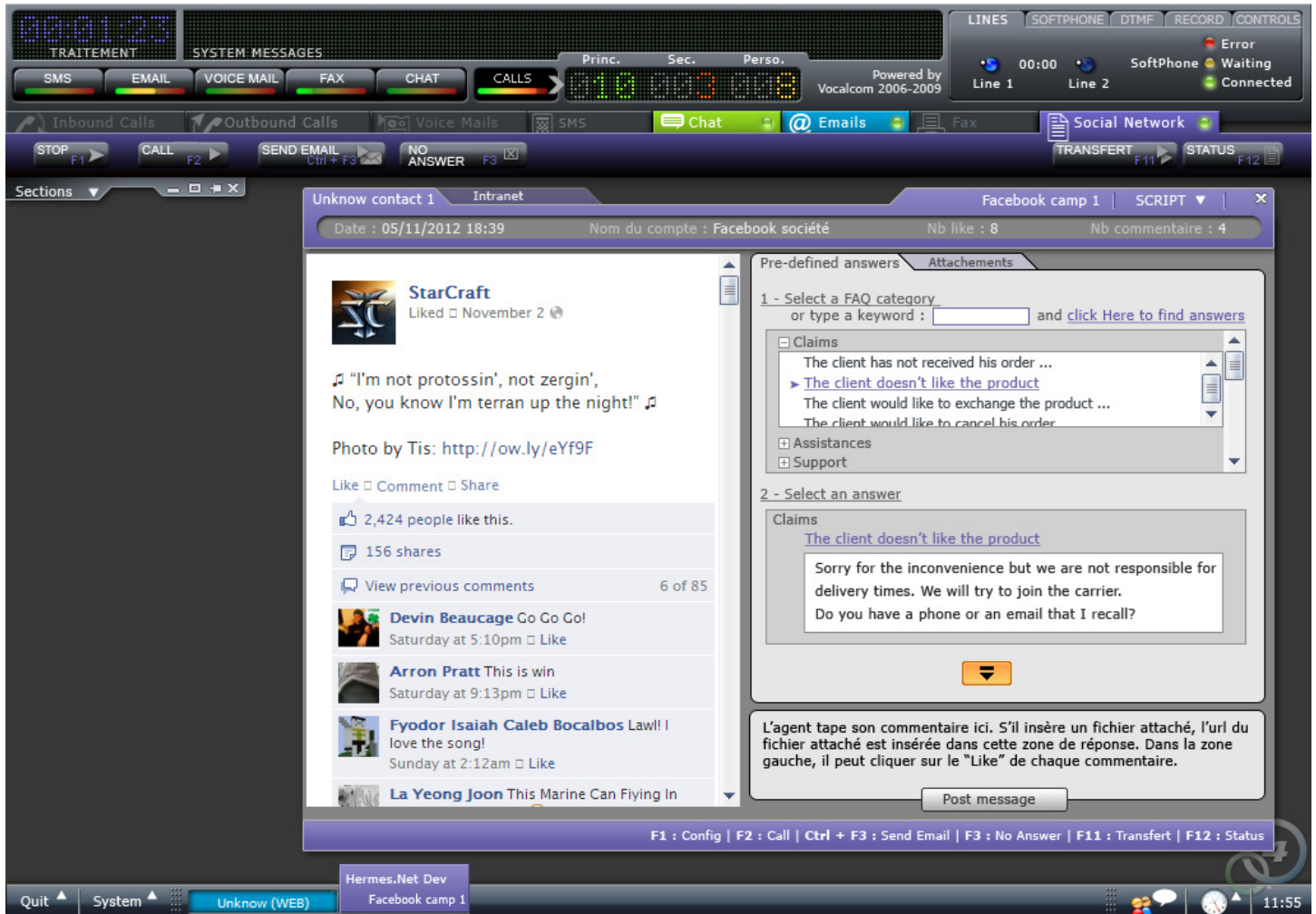
**1 0**      **C o n t e x t : S M S**

SMS management is postponed to a later version to 5.0.  
The "SMS" tab will be present in 5.0 but grayed out.

## 1 1 Context: Social Networks

Social networks will be treated as an asynchronous media in v5.0. The distribution of social networks will be made by MediaServer, they can be distributed parallel to synchronous media. In 5.0, only Facebook and Twitter will be managed. Other social networks will be added later so the interfaces must specify the name of the social media network processing.

### 11.1 Media started, ongoing Social Network treatment

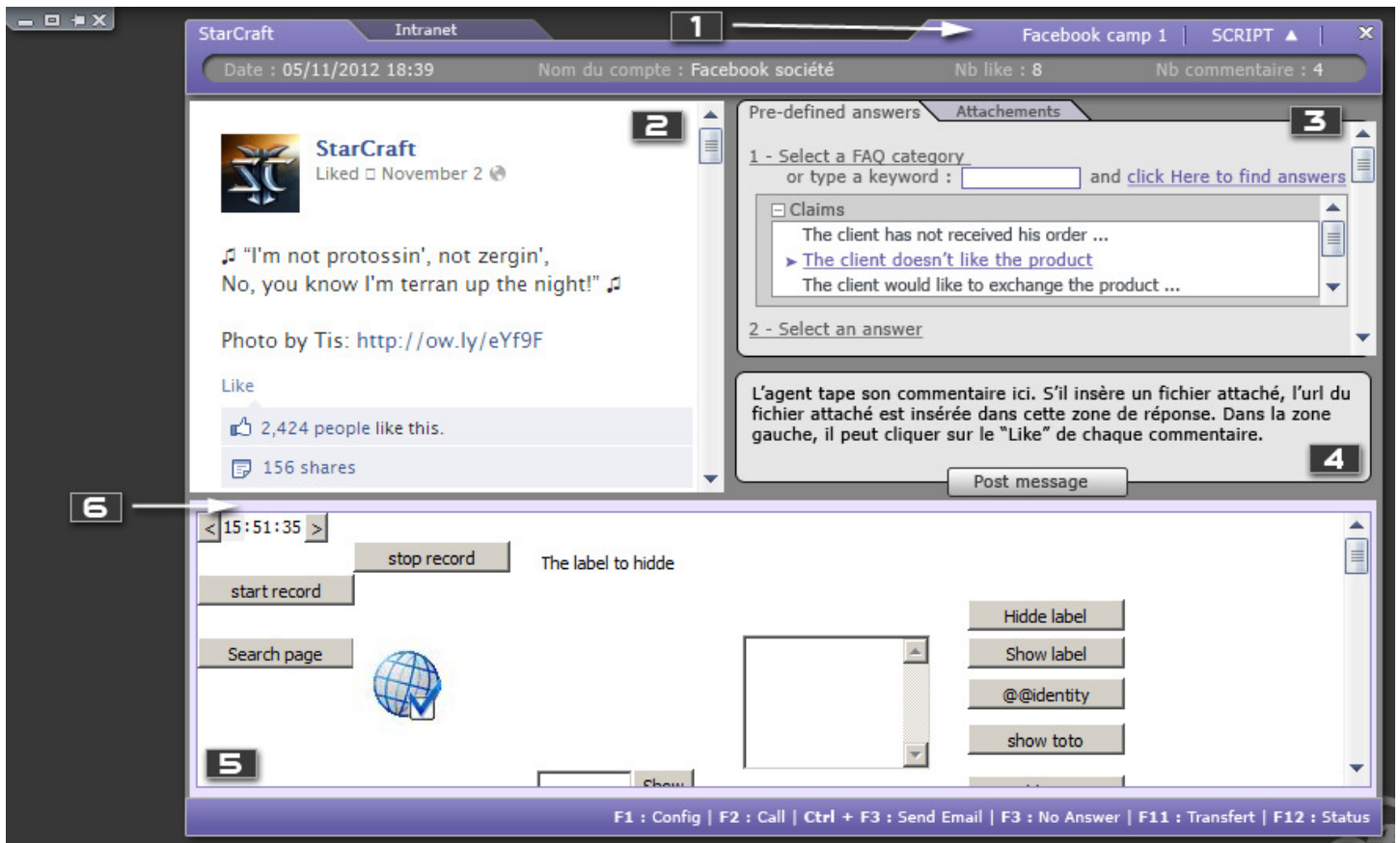


In the screen above, the agent has an email session opened, and a social network message currently being processed.

## 11.2 Details of the Social Network treatment

- 1 . Display the name of Facebook user who posted the message
- 2 . Allows the agent to display a script (or website) static
- 3 . Display the name of the Facebook campaign and access to dynamic script defines the countryside
- 4 . Viewing information about the feed: date, name of Facebook user with which the agent will answer many "like" on the message, number of comments on the message
- 5 . Full display of feed conversation. It is possible that feed is presented repeatedly agents: the agent can respond and after the response agents, further comments can be made by users. In this case, the feed becomes distributed.
- 6 . Each comment, the agent can click the "like" button. This will be separated from sending comments.
- 7 . Choice of using the response to display: predefined phrases and attachments. Attached files should be published on a public server: this is the url of the file that will be inserted in the answer box.
- 8 . This button allows you to insert the predefined response or attachment in the response area.
- 9 . Answer area
- 10 . Button to send the Facebook comment. Once pressed, the media goes into «Post- Call»

## 11.3 Details of the script treatment window



This display will only be available if a script is associated with the social network campaign.

1. Area to show / hide the script. On the screenshot, the script is displayed.
2. Display area feed the social network.
3. Zone selection predefined phrases or attachments
4. Input box of the response to feed social network
5. Display script area related to social networking campaign

Resize bar to change the height of the script area parallel to the height of the upper zone. It should be noted that the minimum height of the area will be 150px high.

#### **11.4 Sending an email in a Social Network campaign**

Same as Inbound calls.

#### **11.5 « Callback » in a Social Network campaign**

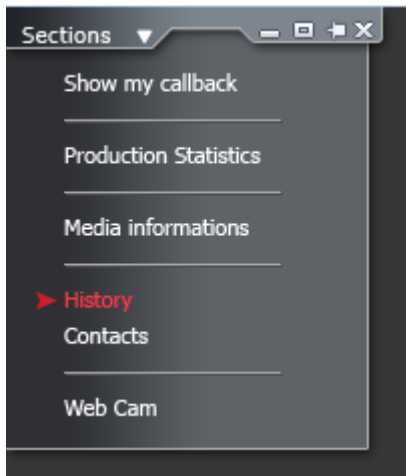
Same as Chat campaign.

#### **11.6 Details of the Social Network selection window**

Same as Voicemail campaign.

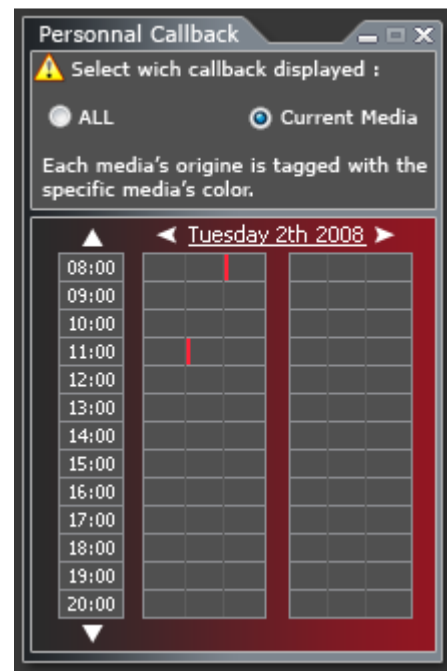
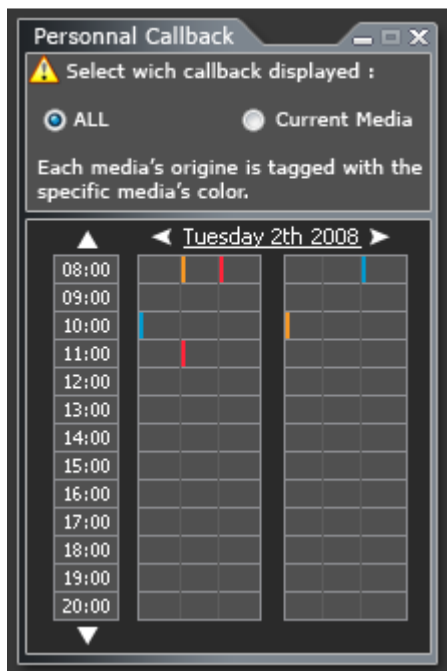
## 1 2 Available windows

### 12.1 Available windows and principle



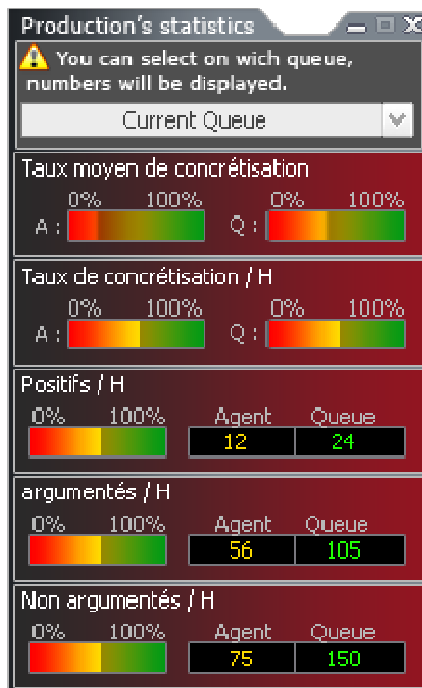
Sections displayed by default for each context are configurable in the workspace editor. Available sections and their contents are described below. In the screenshots below, the sections are shown for context Inbound Calls.

### 12.2 « Callback » window



Display of personal callbacks of the agent. The latter has the choice between: display reminders for the current context (right screen) or for all media on which he has expertise. It can scroll through the days, hours and shift up or down. The accuracy of the display callback is one minute.

### 12.3 « Production Statistics » windows



“Current campaign» and the list will be disabled.

The average implementation corresponds to the formula :  
 "Positive contacts / ( positive contacts + argued contacts ) "

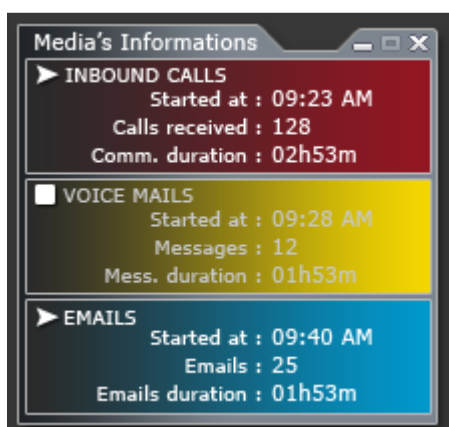
The first graph shows the level of the agent and the second graph shows the rate of the selected file.

The number of positive calls is the number of calls qualified positively. The graph displays the ratio of the number of positive calls from the agent to the selected file.

The number of appeals argued is the number of calls in the TSR argued (with positive results). The graph displays the ratio of the number of calls the agent argued with respect to the selected file.

The number of non -argued appeals is the number of the TSR calls that have not been ruled in argued. The graph displays the ratio of the number of non- argumentative agent with respect to the selected queue calls.

### 12.4 « Media Information » window



This section allows the agent to know the status of the different media in which he works (stopped, started), and to know for each of the media, various information.

The sign "arrow" shows the settings currently started, "square", the media arrested, two bars during breaks.

The time displayed is the total processing time (with time post working). Not impact on the performance of the machine, these times are not displayed in real time but only every start / end a call processing, email, ...

Only the last "sessions" of each medium is displayed.

By default only the title line of the media is active. When the agent selects (by clicking), all information is displayed (as in the screenshot above).

Cette section permet à l'agent de connaître l'état des différent media sur lesquels il travaille (arrêtés, démarrés), et de connaître pour chacun des médias,

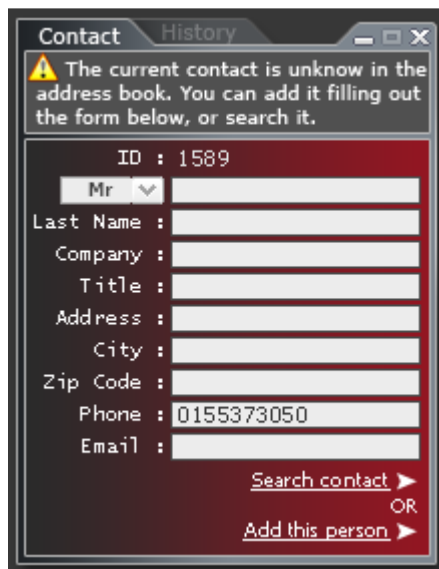


diverses informations.

Le signe « flèche » indique les contextes actuellement démarrés, le « carré », les médias arrêtés, deux barres lors des pauses. Les temps affichés sont les temps totaux de traitement (avec les temps de post travail).

Pour ne pas impacter sur les performances de la machine, ces temps ne sont pas affichés en temps réel mais seulement à chaque début/fin de traitement d'un appel, email, ...

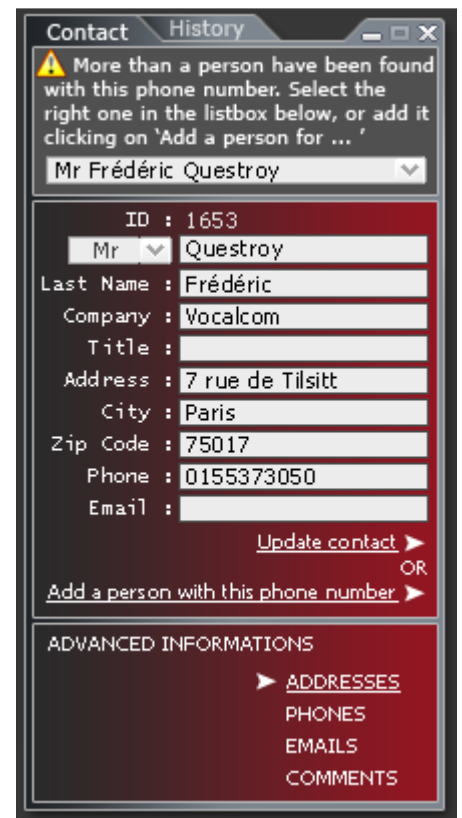
## 12.5 « Contact History » window -1



Contact not found in the address book



Unique contact found in the address book



Multiple contacts found in the address book

The agent in this case can search through one of the available fields, if the contact already exists or not. If the contact does not exist, it may be added.

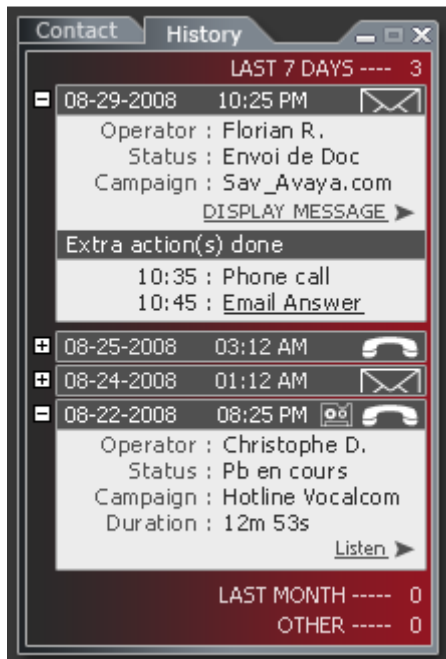
The system finds a matching contact, either by telephone (inbound, outgoing, fax, voicemail, video call) or email (media mail) or IP (chat) address. If the person found in the address book does not match the person actually online, the agent can add a person attached to the key (such as e-mail, or IP).

The system found several people matching the search key (phone, email or IP), so it offers a list of people from which the agent will choose.

The agent can also, as in case 2, add a new person.

In both modes in which the system finds the contact, the agent can edit, modify, or remove additional information by clicking on the links: 'addresses', 'Phones', 'Emails', 'Comments'.

## 12.6 « Contact History » window -2



When the agent chooses the contact, click on 'History' he accesses the contact history of this agent with the call center.

For each media found, it can either read a mail exchange (media mail), listen to a conversation recording (inbound, outbound, voice mail, video call), read a conversation (chat media), re view fax (media fax).

## 1 3 Different states of command bars

### 13.1 Inbound

F1	F2	F3	F7	F8	F9	F10	F11	F12
START	Callback	Send Email	Extension	Consult	Wait	Hangup	Transfer	Qualify
STOP		Close Email		Conference	Change			
				Cancel Conference	Retrieve	Next		

### 13.2 Outbound

F1	F2	F3	F4	F7	F8	F9	F10	F11	F12
START	Callback	Send Email	Search	Extension	Consult	Wait	Hangup	Transfer	Qualify
STOP	Call	Close Email			Conf.	Change	End Search		
					Cancel Conf	Retrieve	Next		

### 13.3 Video call

START	Callback	Send Email	Consult	Extension	Hangup	Wait	Transfer	Qualify
STOP		Close Email	Conf.			Change		
			Cancel Conf			Retrieve		

### 13.4 Voicemail

F1	F2	F3	F4	F6	F9	F10	F11	F12
START	Callback	Send Email	Start Listening	Select	Wait	Next	Transfer	Qualify
STOP	Hangup	Close Email	Stop Listening	Fin Select	Retrieve			

Reminder: Message playback buttons (F4) are in the processing interface and not in the contextual control bar. The "Pause" button is a variation of "Stop Listening" button.

### 13.5 SMS

F1	F2	F3	F6	F9	F10	F11	F12
START	Callback	Send Email	Select	Wait	Next	Transfer	Qualify
STOP	Hangup	Close Email	End Select	Retrieve			

### 13.6 Chat

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
START	Callback	Send Email	Send	Sharing	ACT ON SHARE	COBROWSING	Consult	Wait	Next	Transfer	Qualify
STOP	Hangup	Close Email		End Sharing	END ACT ON SHARE	End COBROWSING	Conf.	Retrieve			
							Cancel Conf.				

### 13.7 Email

F1	F2	F3	F4	F5	F6	F9	F10	F11	F12
START	Callback	No answer	Answer	Answer all	SELECT	Wait	Next	Transfer	Qualify
STOP	Hangup		Send	Cancel	End	Retrieve			

				<b>Edit</b>	<b>SELECT</b>				
--	--	--	--	-------------	---------------	--	--	--	--

### 13.8 Fax

<b>F1</b>	<b>F2</b>	<b>F3</b>			<b>F6</b>	<b>F9</b>	<b>F10</b>	<b>F11</b>	<b>F12</b>
<b>START</b>	<b>Callback</b>	<b>Send Email</b>			<b>SELECT</b>	<b>Wait</b>	<b>Next</b>	<b>Transfer</b>	<b>Qualify</b>
<b>STOP</b>	<b>Hangup</b>	<b>Close Email</b>			<b>End SELECT</b>	<b>Retrieve</b>			

### 13.9 Social Network

<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>F9</b>	<b>F10</b>	<b>F11</b>	<b>F12</b>
<b>START</b>	<b>Call</b>	<b>Send Email</b>	<b>POST MESSAGE</b>	<b>No answer</b>	<b>SELEC T</b>	<b>Wait</b>	<b>Next</b>	<b>Transfer</b>	<b>Qualify</b>
<b>STOP</b>	<b>Hangup</b>	<b>Fermer Email</b>			<b>End SELEC T</b>	<b>Retrieve</b>			

"POST MESSAGE" right will not be displayed as a button in the button bar, but in the area allowing the agent to enter his comment.

Rights "SELECT" and "Next" are only available during the state "Post-Call" of the agent. They allow him to choose to go into search mode or go to the next feed social network available.

---

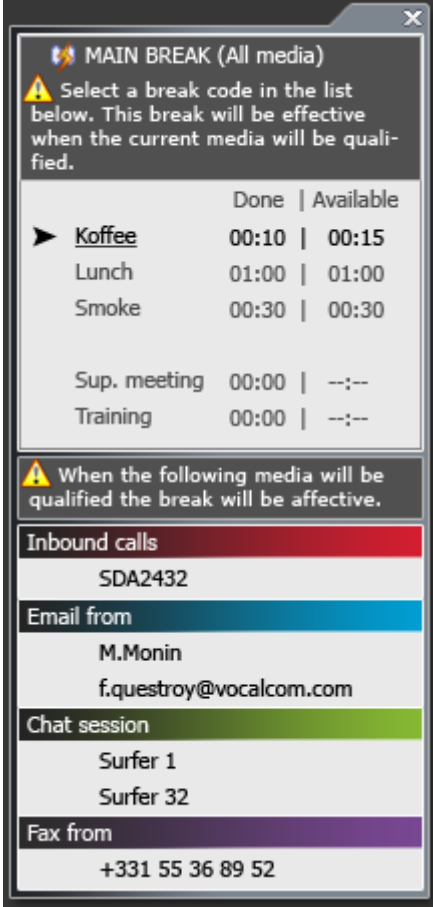
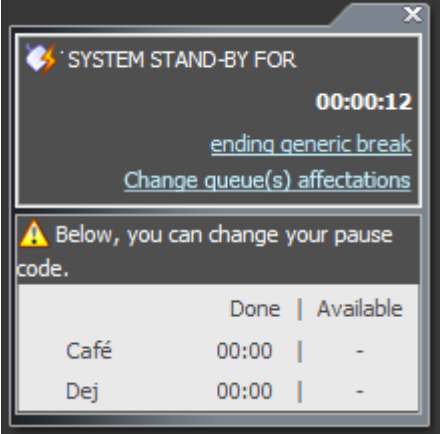
## 1 4    D i s t r i b u t i o n   m a n a g e m e n t   i n i n b o u n d   c o n t e x t s .

The calculation of the number of calls in queue takes into account all the files of the agent be they activated or not.

Against by the distribution of files is made on the active files of the agent. Similarly, for the calculation of waiting times, abnormal shutdowns, ..., the agent who has not started a queue is not counted on.

This principle is extended to the entire given context if it is started or stopped.

**1 5 Annex 1 - Break / Disconnection / Quit / Reload / ID Change**

 <p><b>State 1</b></p>		 <p><b>State 3</b></p>
<p>At any time an agent may request a break. For this application to be considered, it must end the current actions on active media.</p> <p>Window pause request summarizes: pause times already used and remaining for each take pause code available.</p> <p>This window shows the media that the agent must be taken into account before the actual break.</p> <p>It goes without saying that when the pause request is programmed, the system stops distributing media (dialing, receiving calls, email, fax, etc...).</p> <p>Blank lines between some breaks allow separate group defined in the admin.</p>		<p>When the last media is qualified, the screen of the agent darkened and a small window indicates the type of break, the duration of the break, and a link to it to restart treatment.</p> <p>The agent can modify its assignments (if he has the rights) by clicking the "Change file (s)" link.</p> <p>The agent can in the bottom of the pop-up change the type of break in progress.</p>

When paused, the agent can change his assignments for each context on a summary screen. The "Change file (s)" link is only available for agents with such rights.

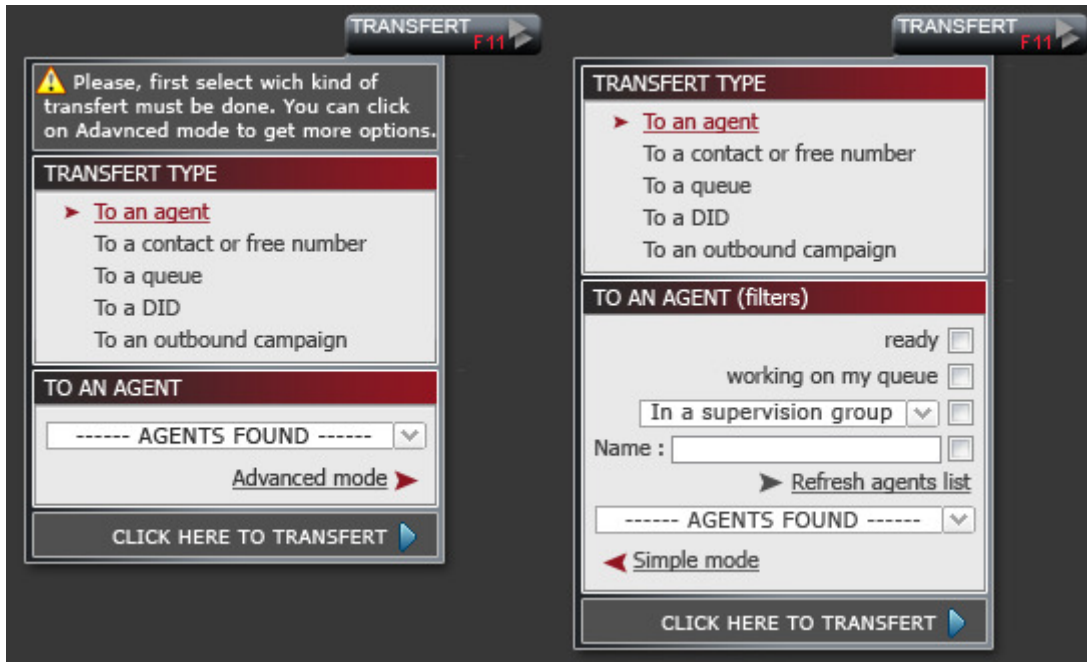


The assignment screen occupies the entire central area of the Workspace.

1. All files of each context are displayed. The panels of Examples are independent of each other.
2. Allows for each context, according to the state of the context:
  - o start the selected files
  - o stop the context
3. Allows for each context to refresh the list of reminders
4. Closes the assignment screen without changing the overall state of the agent
5. Closes the assignment and place the agent in "ready" screen.

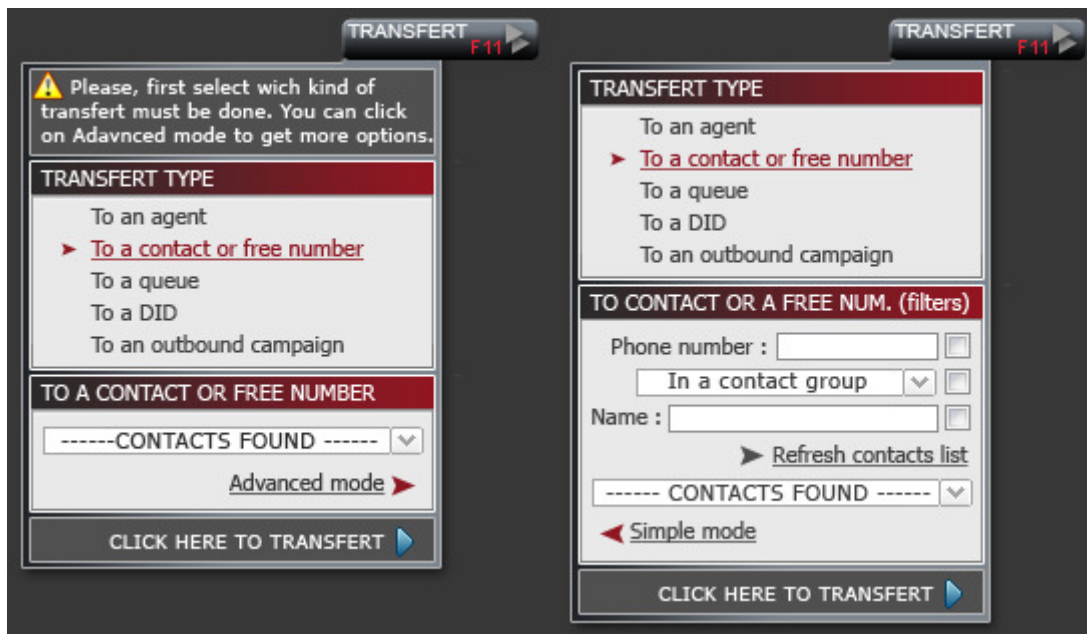
## 1 6 Annex 2 - Call Transfer

### 16.1 To an agent



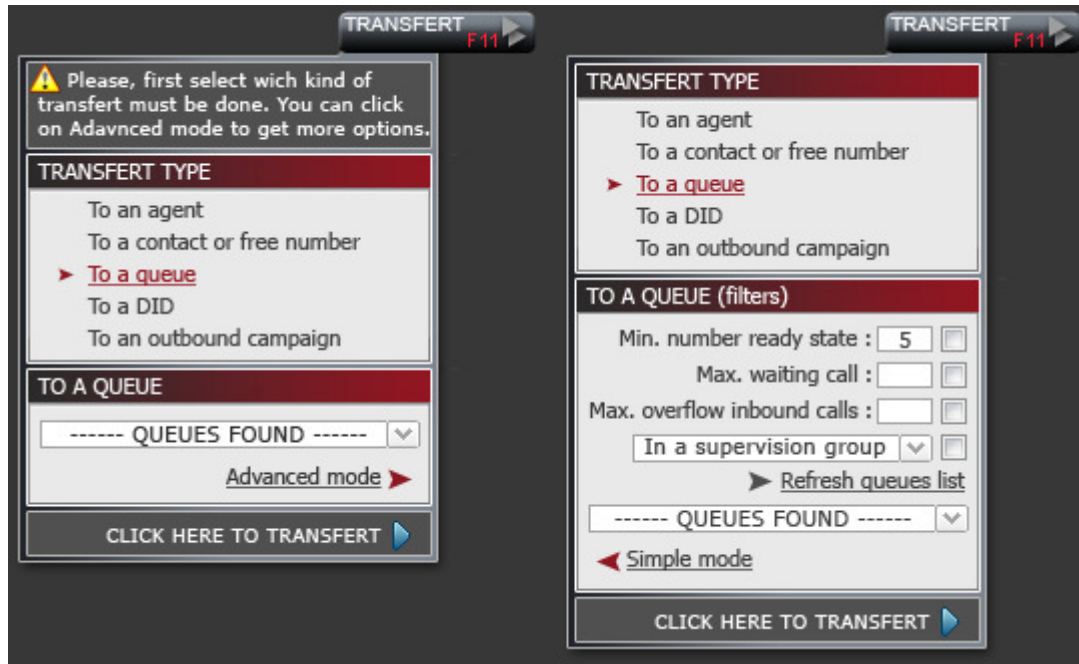
Note: "Work on my file" is replaced by "Work on this file", which corresponds to the waiting queue of the session in progress.

### 16.2 To a contact or free number



### 16.3 To a queue

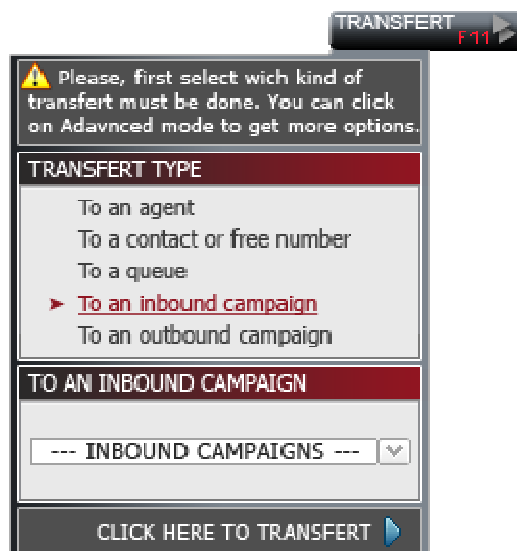




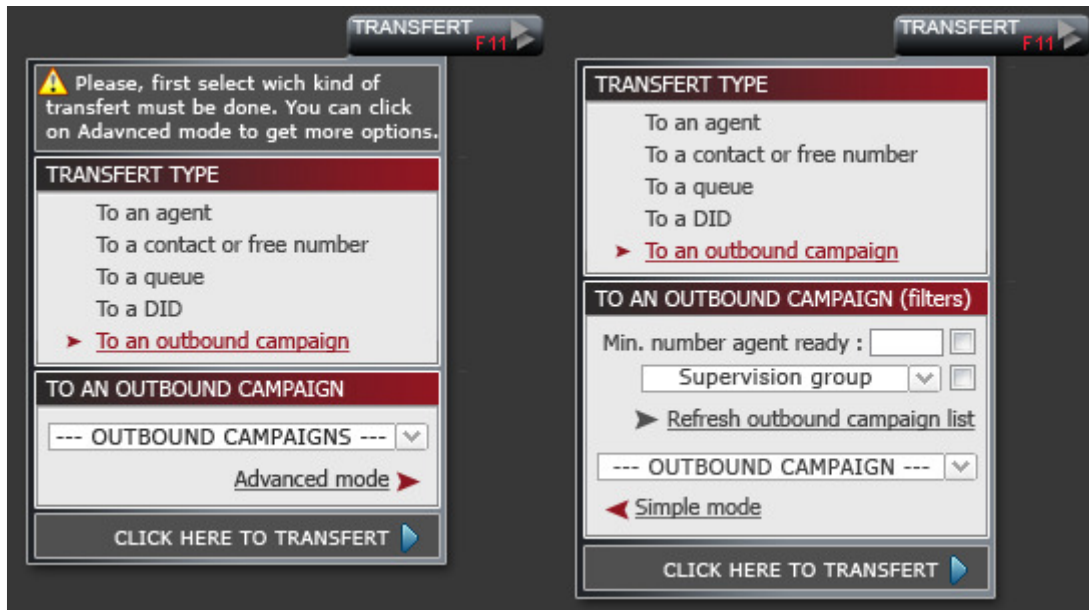
Note: "Max. overflow Inbound Calls "is replaced by" Include files in overflow. "

### 16.4 To a DID

Note: Transfer to the DID is a transfer to the incoming campaigns. "DID" be replaced by "Inbound Campaigns» (catches in the previous sections) and the list will display a list of available inbound campaigns.



**16.5 To an outbound campaign**



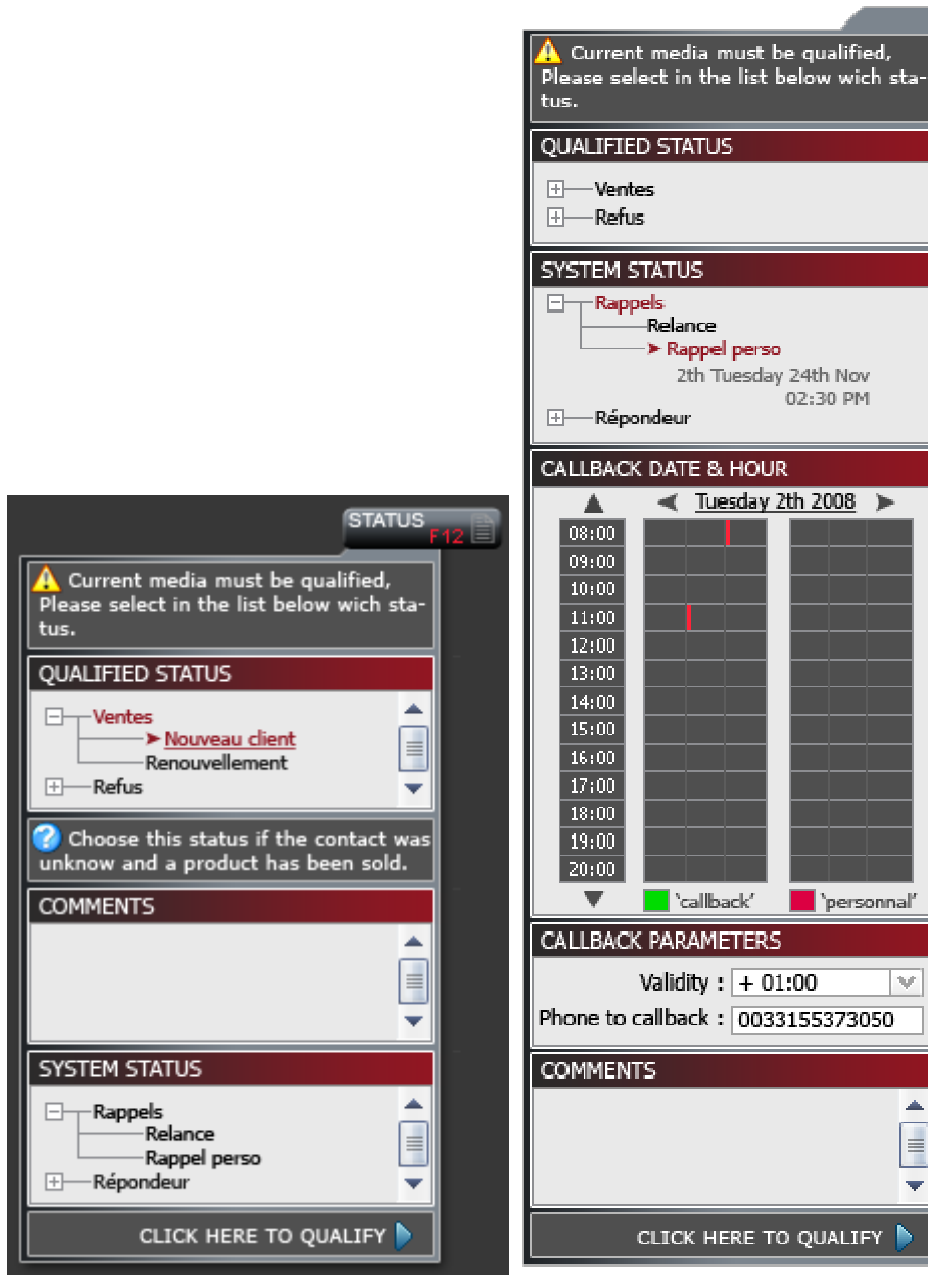
## 1 7 A n n e x 3 - C o n s u l t

Note: as well as allowing the consulting of an agent and free number, queue consultation will be added.

### 17.1 Consult an agent

### 17.2 Consult a contact or free number

**1 8      A n n e x 4 - Q u a l i f y a c a l l**

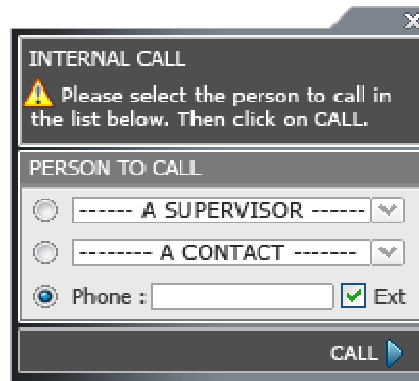


Window statuses appears when the agent clicks on the 'Status' button or even when the action performed by the agent requires to decide the media before proceeding.

When a recall or recovery is sought, the area appears callback. This area allows you to select a date by clicking the calendar, then clicking an hour; the minutes become an input field.

Reminders shown are those of the "type" of media recall (and in the status of an incoming campaign, all telephone reminders are displayed: incoming / outgoing / web call back).

**1 9      A n n e x 5 - I n t e r n a l C a l l**



The agent can either call a supervisor available or contact defined in the administration, or type a phone number (the check box "Ext" to determine if free number is an external or internal number).

The activation of the internal appeal requires the right "Internal Call" on the agent defined in the Admin and the current status of the agent in its phone contexts. The menu will be grayed out if an incoming / outgoing call is in progress or post-call.

When on internal call, the agent state on synchronous contexts will be changed to "Not Available" or "temporarily unavailable."

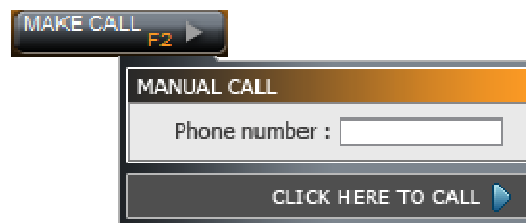
The wording "Internal Call" menu is changed to "Hang up call" and click on it directly hangs the call. The state of the agent on synchronous contexts before internal call is restored.

## **2 0      A n n e x   6   -   M a n u a l   C a l l**

### **20.1 Manual call campaign**

The manual call panel allows calling free numbers. Free numbers are always external numbers.

It is always calls related to the Outbound Calls campaign.



In v5 new type of outbound campaign will be added: manual campaigns. It is possible to create several for the same site and assign agents as standard outbound campaigns.

When the agent will loan its outgoing context it will have a choice between outbound campaigns "classic" and manual outbound campaigns.

If the agent selected manually campaign then it will have access to the "make call" button.

### **20.2 Callback on telephone context**

This button allows you to call the contact telephone session (eg if the communication was cut off unexpectedly and the agent wishes to recall).



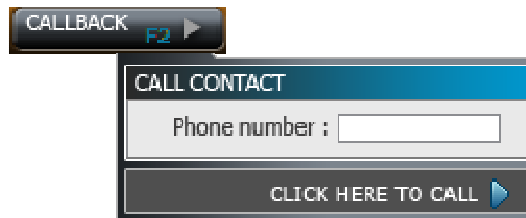
The band "recall contact" corresponds to color code the context in which the "recall" is performed.

If human agent does not allow it to change the number, the field is read-only (automatically populated with the number of the calling / called).

If human agent does not allow him to see the number, click on the button is recalling automatically without displaying the panel (the number of the calling / called).

### **20.3 Call on non-telephone context**

This button allows you to call a contact telephone no context (eg chat, email, ...) while remaining on this context. The call will be seen in the history associated with the media (see 11.6).



The call button will be available only if the agent has the rights to make calls on the context.