

AgentCOM User Manual

AgentCOM User Manual

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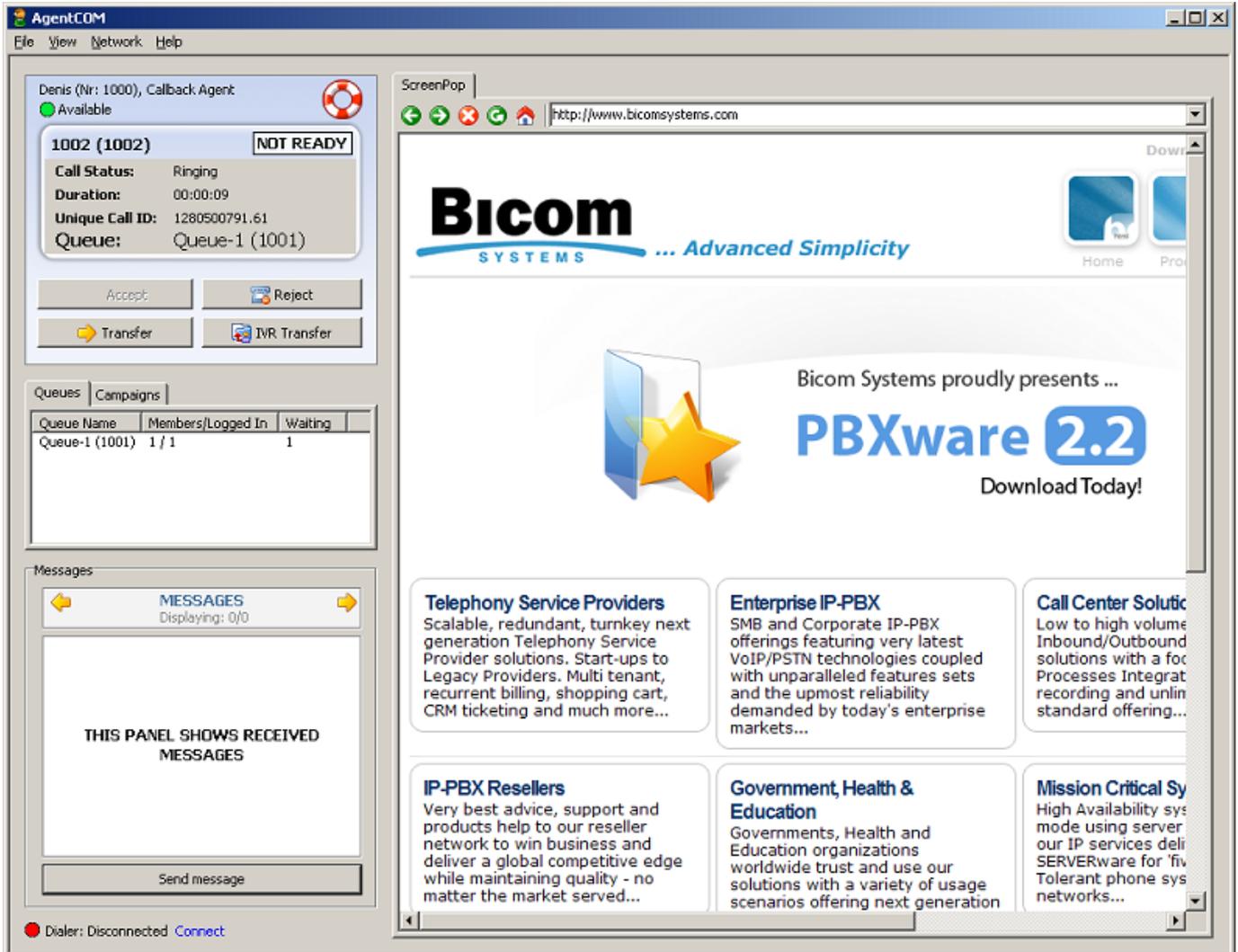
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Overview



AgentCOM is a desktop application that works on any Windows operating system. The purpose of this application is to make day-to-day work easier for agents in Call Centers. It enables the agent to easily answer the call, reject it, transfer to another number, or interact with a CRM which can be shown to the agent.

Chapter 1. Configuration

When AgentCOM starts for the first time, the manager/administrator will have to set up the server, extension, and password to which AgentCOM will send calls. Clicking on **File->Configuration** menu will bring up configuration dialog which the manager can use to set AgentCOM preferences.



Tip

Password that is used for accessing the configuration is the current date in this form: DDMMYYYY

General

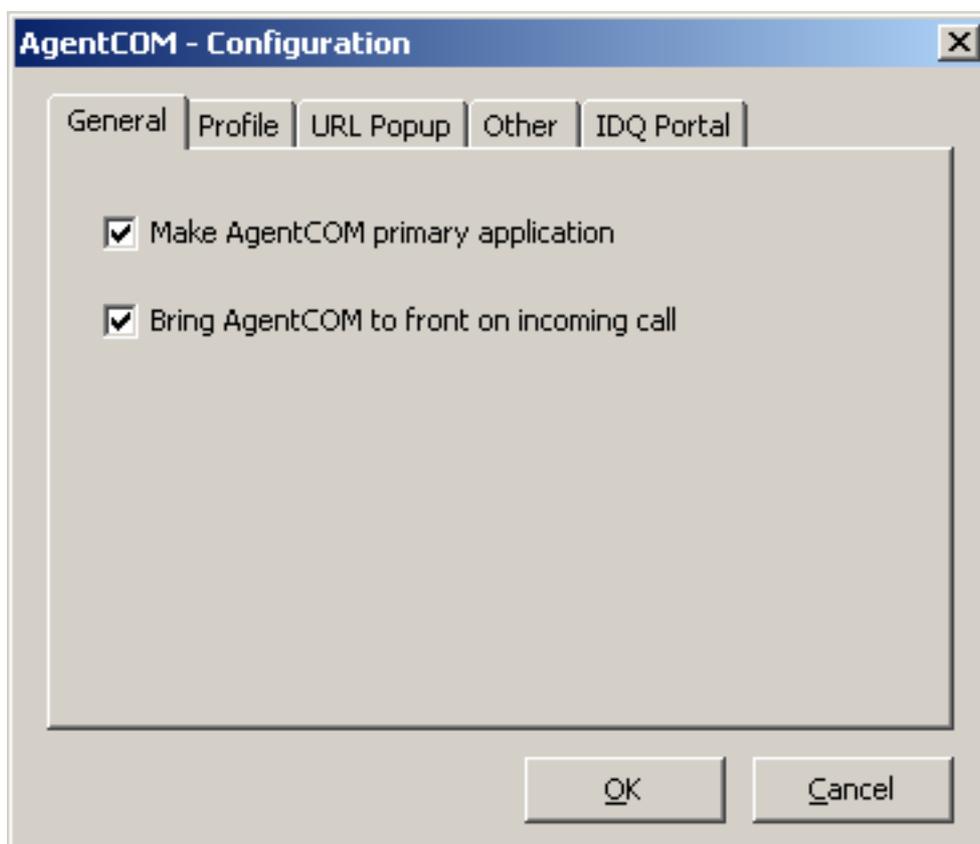


Table 1.1. General

Field	Description
Make AgentCOM primary application	Whether to set AgentCOM as always on top and not minimizable
Bring AgentCOM to front on incoming call	Should incoming calls bring AgentCOMs windows to the front

Profile

The screenshot shows a configuration window titled "AgentCOM - Configuration". It has five tabs: "General", "Profile", "URL Popup", "Other", and "IDQ Portal". The "General" tab is active. Inside the window, there are four text input fields: "Server:" with the value "10.1.0.124", "Extension:" with "1000", "Extension's secret:" with "****", and "Dialer port:" with "10002". At the bottom right, there are "OK" and "Cancel" buttons.

Table 1.2. Profile

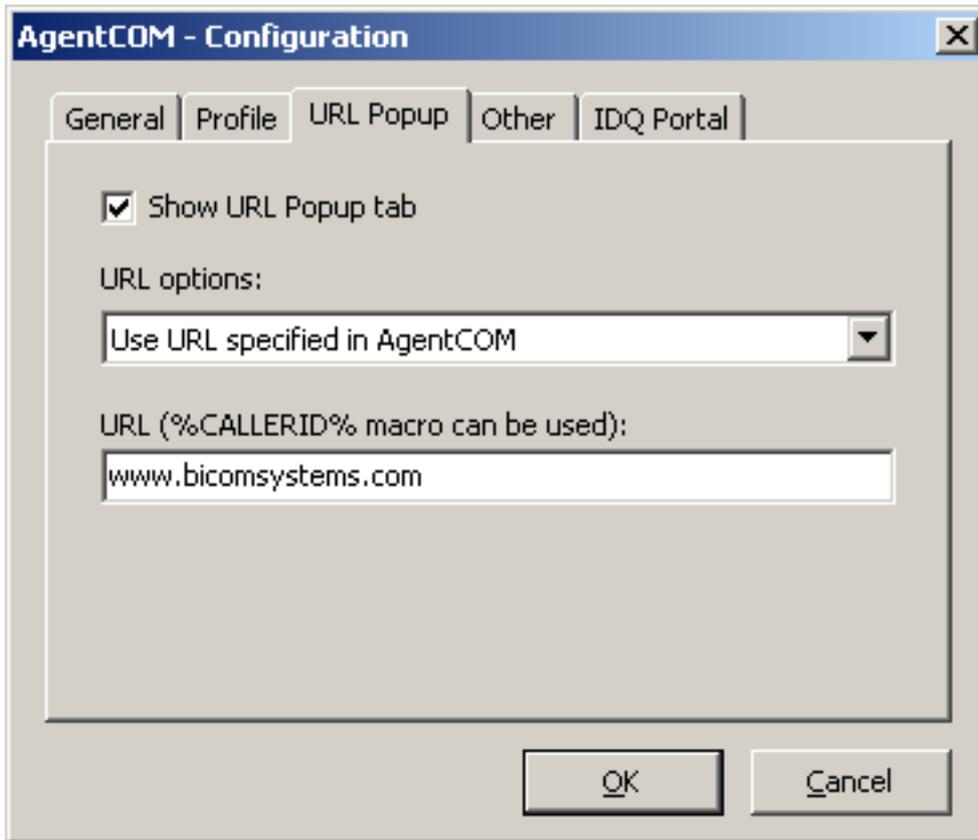
Field	Description	Example
Server:	Enter the IP address or hostname of PBXware to which to connect.	10.1.0.124:5037 - This will tell AgentCOM to login to this IP using port 5037
Extension:	Extension number (phone) which is going to be used to log agents to	1002
Extension's secret:	Password that is used for that extension	\$#v2tr2232!\$"sefwe
Dialer port:	If the dialer will be used within AgentCOM, set its port here	10002



Tip

Extension that is going to be used must have "In Manager Proxy" option turned ON in PBXware GUI

URL Popup



One of the features that takes up most of the main AgentCOM screen is URL Popup, which can actually show a webpage depending on the settings that you set here. It can show the webpage of your favorite CRM to help the agent in his or her job, such as searching for details on the caller, etc.

Table 1.3. URL Popup

Field	Description	Example
Show URL Popup tab	Whether to show URL Popups at all	Checkbox
URL options:	Use URL specified in AgentCOM or URL specified in the "Queue URL" field in a queue in PBXware interface	Use URL specified in AgentCOM
URL (%CALLERID% macro can be used)	Which URL to show in a popup for every call	If using a CRM which can present information about the caller, you can use %CALLERID% macro to send the CallerID to the CRM so that it can present the according information to the agent

Other

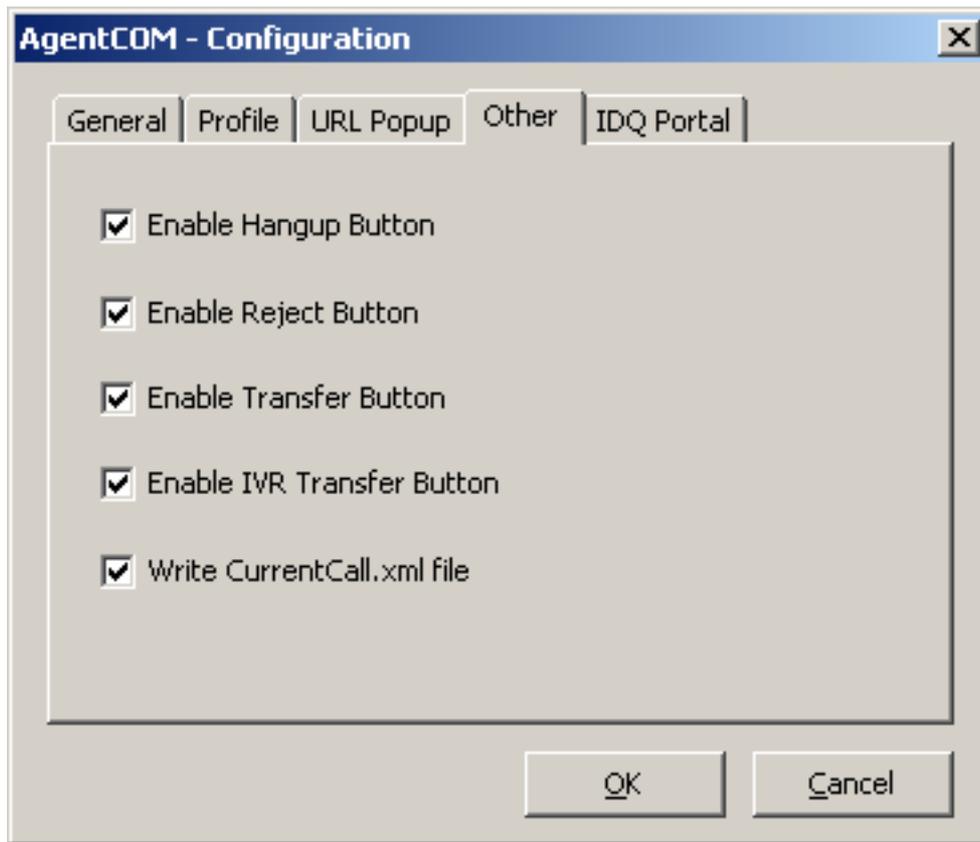


Table 1.4. Other

Field	Description
Enable Hangup Button	Whether to enable the hang-up button for the agent to use
Enable Reject Button	Whether to enable the reject button for the agent to use
Enable Transfer Button	Whether to enable the transfer button for the agent to use
Enable IVR Transfer Button	Whether to enable the IVR transfer button, which, when pressed, asks the agent to enter a number. That number will be used as a context to which the caller will be sent to. Custom AGI script on the PBXware will then decide what to do with the call
Write CurrentCall.xml file	Whether to save the CurrentCall.xml file for the current call taken by an agent



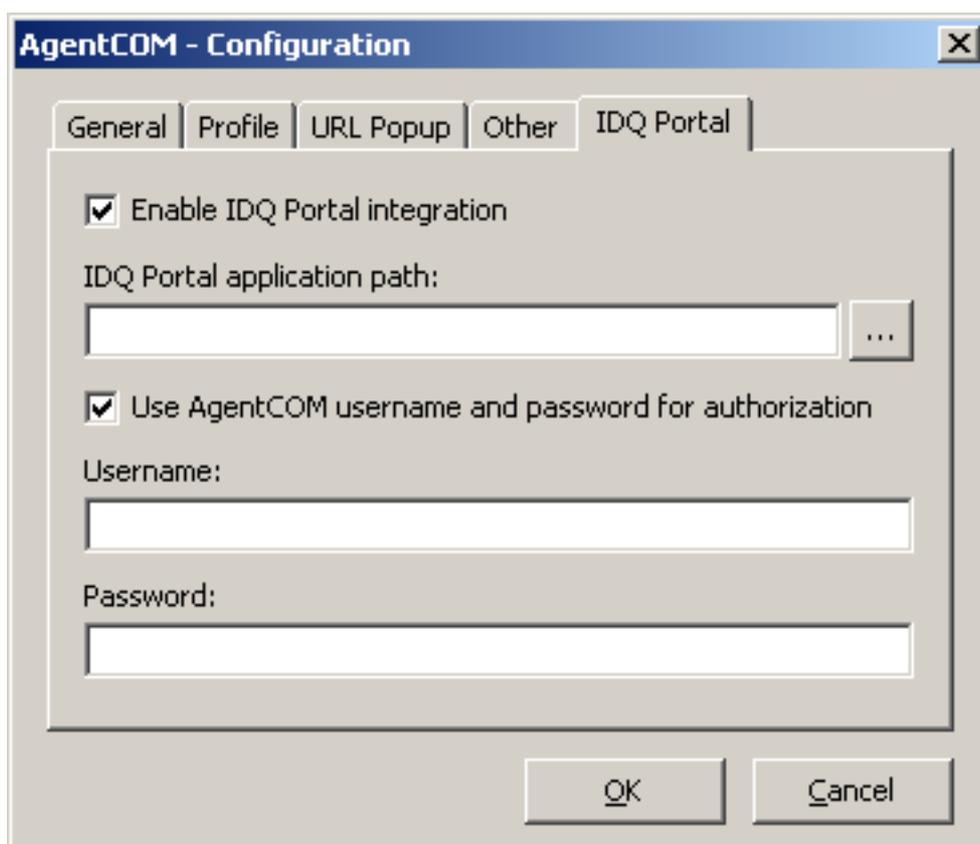
Tip

CurrentCall.xml file is in the following form:

```
<?xml version="1.0"?>
<CurrentCall>
<CallTime>30.07.2010 15:49:13</CallTime>
<CallerNumber>104</CallerNumber>
<CallerName>Kiax Test</CallerName>
<Direction>Inbound</Direction>
<Agent>1000</Agent>
```

```
<AgentName>Denis Test</AgentName>
<QueueName>Denis</QueueName>
<QueueNumber>106</QueueNumber>
<UniqueID>1280497695.52</UniqueID></CurrentCall>
```

IDQ Portal



Set the parameters used for integration with the IDQ Portal phone database software.

Table 1.5. IDQ Portal

Field	Description
Enable IDQ Portal integration	Whether to enable integration with the IDQ Portal phone database
IDQ Portal application path:	Path for the IDQ Portal application
Use AgentCOM username and password for authorization	Whether to use AgentCOM's username and password or set new ones here
Username:	Username for IDQ Portal authorization
Password:	Password for IDQ Portal authorization

Chapter 2. Features

The first time you start the AgentCOM application, you will need to login either as a static agent or a dynamic one.

Profile:
Default

Agent number:
1000

PIN:

Agent type:
Callback Agent

Enable Dialer

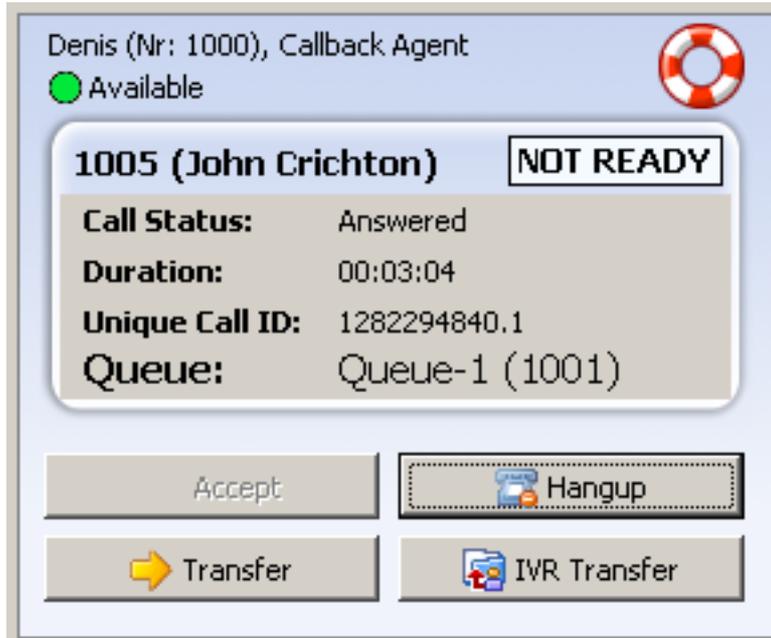
Log In

Table 2.1. Login window

Field	Description	Example
Profile:	Select a profile to use for login. The profile can be defined as a simple TXT file which has a name profileX.txt where X is a number.	<pre>[back-office] server=192.168.0.12 username=6502 secret=4TRZBG65G</pre>
Agent number:	Agent number used for logging in	1000
PIN:	PIN number of the agent, supplied above	7474
Agent type:	Depending on what you select here, you will be a callback agent which means that on every queue call, system will call your extension. If you chose Static Agent, your phone will be called and you will listen to music on hold until the call is put through.	Static Agent

Active Call window

The Active Call window shows information about the caller and possible actions that the agent can take.



The top of the active call window shows the Agent's name and number, whether it is a static or callback agent, and his availability. The circular red-white button that you see on the top right is used to send an assistance request to the supervisor(s) that are monitoring agents with AQMON.

Table 2.2. Information about call

Field	Description
1005 (John Crichton)	As seen in the example, this will show the full CallerID of the caller.
NOT READY	This is a button which agent can use to put himself in not ready state so his client wouldn't receive any calls during that time. When agent click on NOT READY button it will change label to a timer which will show the time that agent spent as not ready. When you click on it again, agent will start receiving calls again.
Call Status:	Status of the incoming call, whether it is ringing or answered.
Duration:	Duration of the call in question.
Unique Call ID:	This field shows the unique call ID as seen in PBXware for current call.
Queue:	This field shows the name and number of the queue from which the call came.

Table 2.3. Control buttons

Button	Description
Accept	When AgentCOM is used in conjunction with PBXware dialer, and the dialer is using the "preview" strategy, this option is available. The dialer will send the next call that will be made and the agent will be able to approve

Button	Description
	clicking on Accept or reject using the Reject button (ex Hang-up button)
Hangup/Reject	The Hang-up button, as its name suggests, is used to hang-up the call. The reject button is used to reject a call coming from Dialer.
Transfer	Transfer an incoming call to some other number
IVR Transfer	This button transfers the call to a given number/context which is already created on PBXware. On PBXware, there is an AGI script which will then proceed with the call as the customer programmed it to.

Queue information

The queue informaton tab shows basic information about queues of which the agent is a member.

Queue Name	Members/Logged In	Waiting
Queue-1 (1001)	2 / 1	1
Queue-2 (1006)	5 / 2	0

Table 2.4. Queue information

Field	Description
Queue Name	This row show queue names and numbers. Of course it will show only queues of which the agent is a member.
Members/Logged In	Shows the total number of members of the queue and the number of logged in members.
Waiting	Shows the number of calls in the queue which are waiting to be answered.

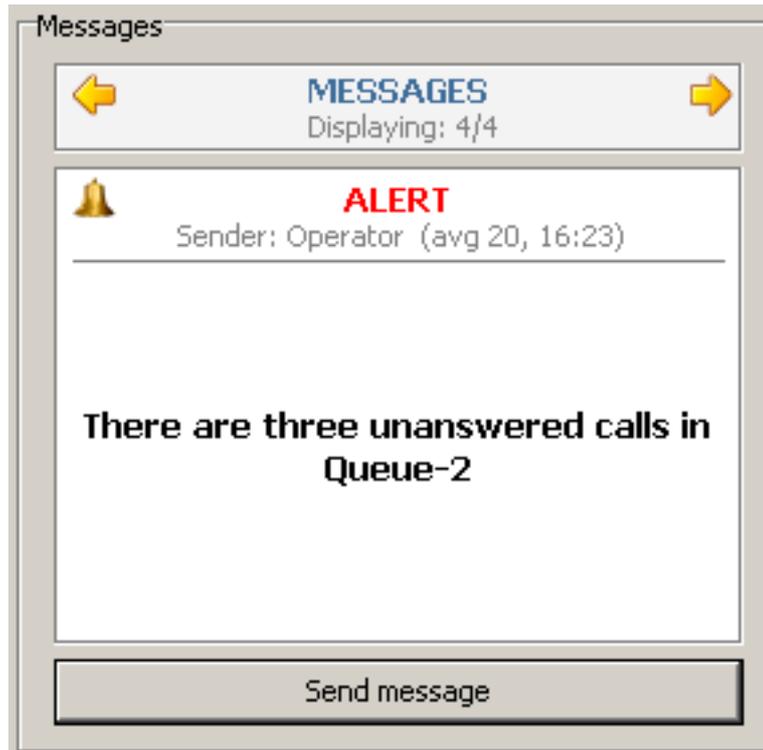


Tip

Campaigns tab shows the name and number of members inside a campaigns if AgentCOM is used in conjunction with PBXware dialer.

Messages

The messages section is used to show messages that supervisors send to agents. Also, you have the ability to send a message to your supervisor if you need to. The top of the section has arrows pointing left and right which are used to browse through the messages that the agent has received.

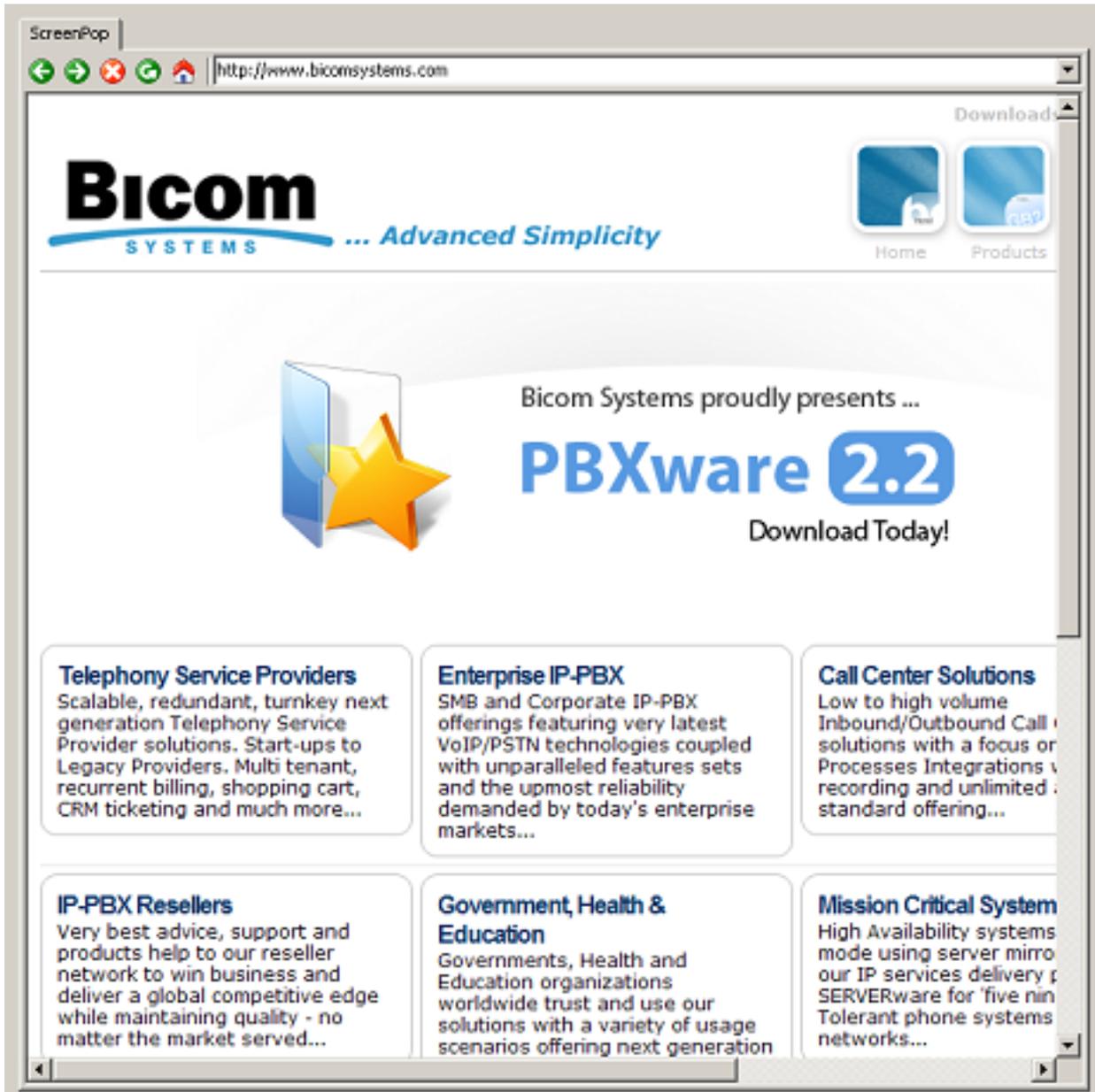


The middle of the section shows the type of the message and message contents.

If you click on the Send message button, you will have the ability to choose which supervisor you want to send a message to, and then type the message you want to be sent. The supervisor will see the message and any response from him/her will be seen as a new message here.

Integrated Web browser

The Integrated Web browser is used to show any information that the agent requires or to show the information from a CRM which is useful if you want to pull information about the current caller or anything else call-regarded. The integrated browser uses your system's Internet Explorer as the engine.



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Mission Critical System
High Availability systems mode using server mirrored our IP services delivery, SERVERware for 'five nine' Tolerant phone systems networks...

Chapter 3. Main menu

This chapter describes functionality of every single item from main menu.

File

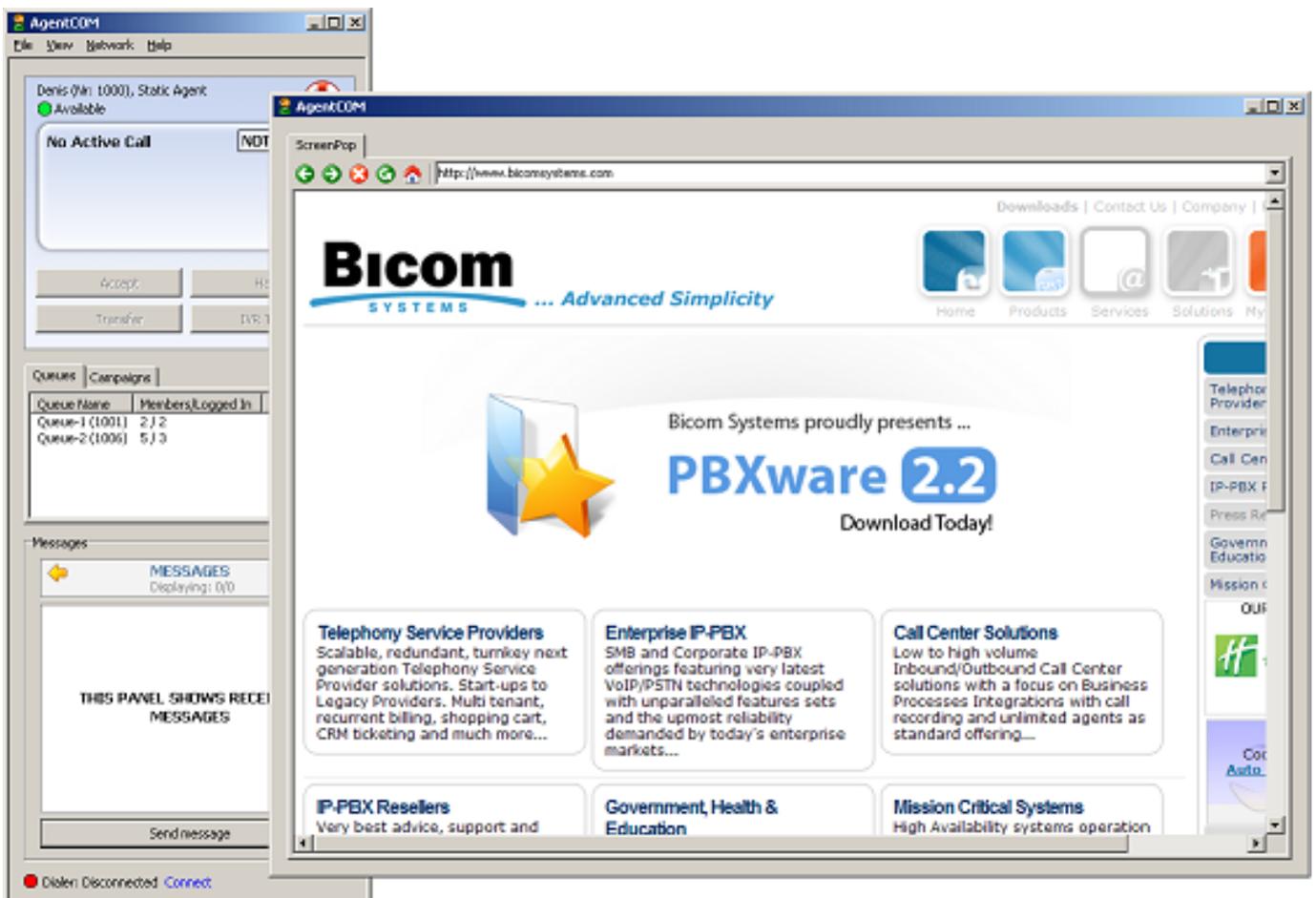
Table 3.1. Items in File menu

Item	Description
Log Out	When you click here, the application will log out the agent using it.
Configuration	This will bring up the configuration dialog which is described in Configuration
Exit	Exits the application

View

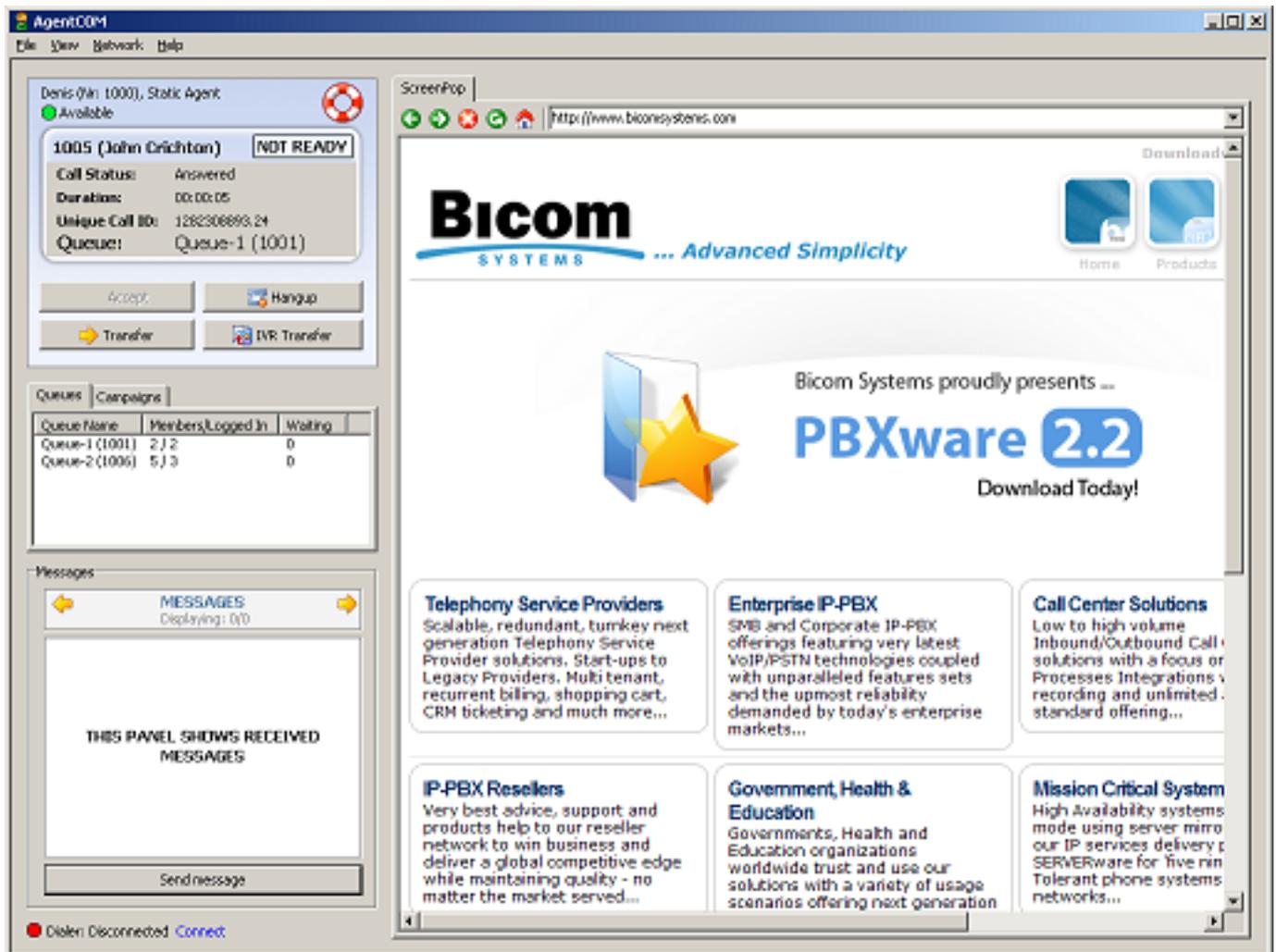
Show tabs in separate Window

This option will show the URL popup tabs in separate windows as per the screenshot.



Show tabs in AgentCOM Window

This is the default option in AgentCOM where the URL popup tabs are shown in the same window as other parts of the application.



Hide tabs

This option will hide the URL popup tabs and show only the main part of the application.

Skin

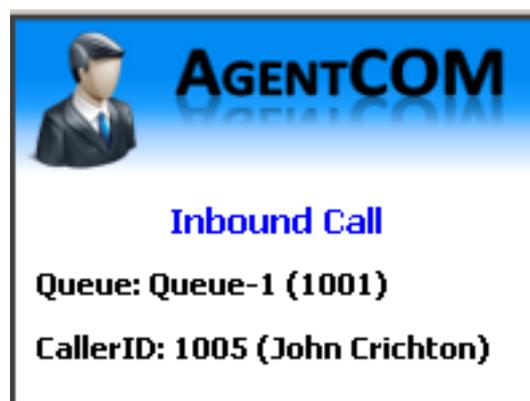
AgentCOM has three skins that agents can use:

- Skin 1 is the default skin that you see when you run the program.
- Skin 2 changes the look of main part of the application. Active call and queue info show less information while messages are not seen (screenshot below)
- Skin 3 hides AgentCOM altogether where the agent will only receive a popup from the tray bar when a call comes in.

When the application is in Skin 2 mode, it looks like this:

The screenshot displays the AgentCOM application window. At the top, the status bar shows: Agent: Denis (1000), Queue: Queue-1 (1001), CallerID: 1005 (John Crichton), Call Status: Answered, Duration: 00:01:29, and Total Calls Waiting: 0. Below the status bar are buttons for 'NOT READY', 'Log Off', 'Transfer', 'IVR Transfer', and 'Hangup'. The main area is a 'ScreenPop' window displaying the Bicom Systems website. The website features the Bicom Systems logo with the tagline '... Advanced Simplicity'. Navigation links include Home, Products, Services, Solutions, My Account, and Store. A main banner for 'PBXware 2.2' says 'Download Today!'. Below the banner are six service categories: Telephony Service Providers, Enterprise IP-PBX, Call Center Solutions, IP-PBX Resellers, Government, Health & Education, and Mission Critical Systems. A sidebar on the right contains a 'Home' button and a list of categories: Telephony Service Providers, Enterprise IP-PBX, Call Center Solutions, IP-PBX Resellers, Press Releases, Government, Health & Education, Mission Critical Systems, OUR CUSTOMERS (with a 'Customers' logo), Cool Feature #10 Queue Placement Holder & Call Back, and Case Studies.

When application is in Skin 3 mode, it will hide and show only an icon in the tray from which the user will get a popup which notifies him of incoming calls:



Message History

Message History lists all of the messages that the agent received from the supervisor(s).

The screenshot shows a window titled "Message History" with a close button (X) in the top right corner. The window contains a table with four columns: "From", "Message type", "Date/Time", and "Message". The first row is selected and highlighted in blue. Below the table is a text area labeled "Message:" containing the full text of the selected message. A "Close" button is located in the bottom right corner of the window.

From	Message type	Date/Time	Message
Operator	Alert	avg 20, 16:23	There are three unanswered calls in Queue-2
Operator	Information	avg 20, 16:23	There are two unanswered calls in Queue-1
Operator	Information	avg 20, 16:22	Please stay on the phone
Operator	Information	avg 20, 16:22	No problem

Message:
There are three unanswered calls in Queue-2

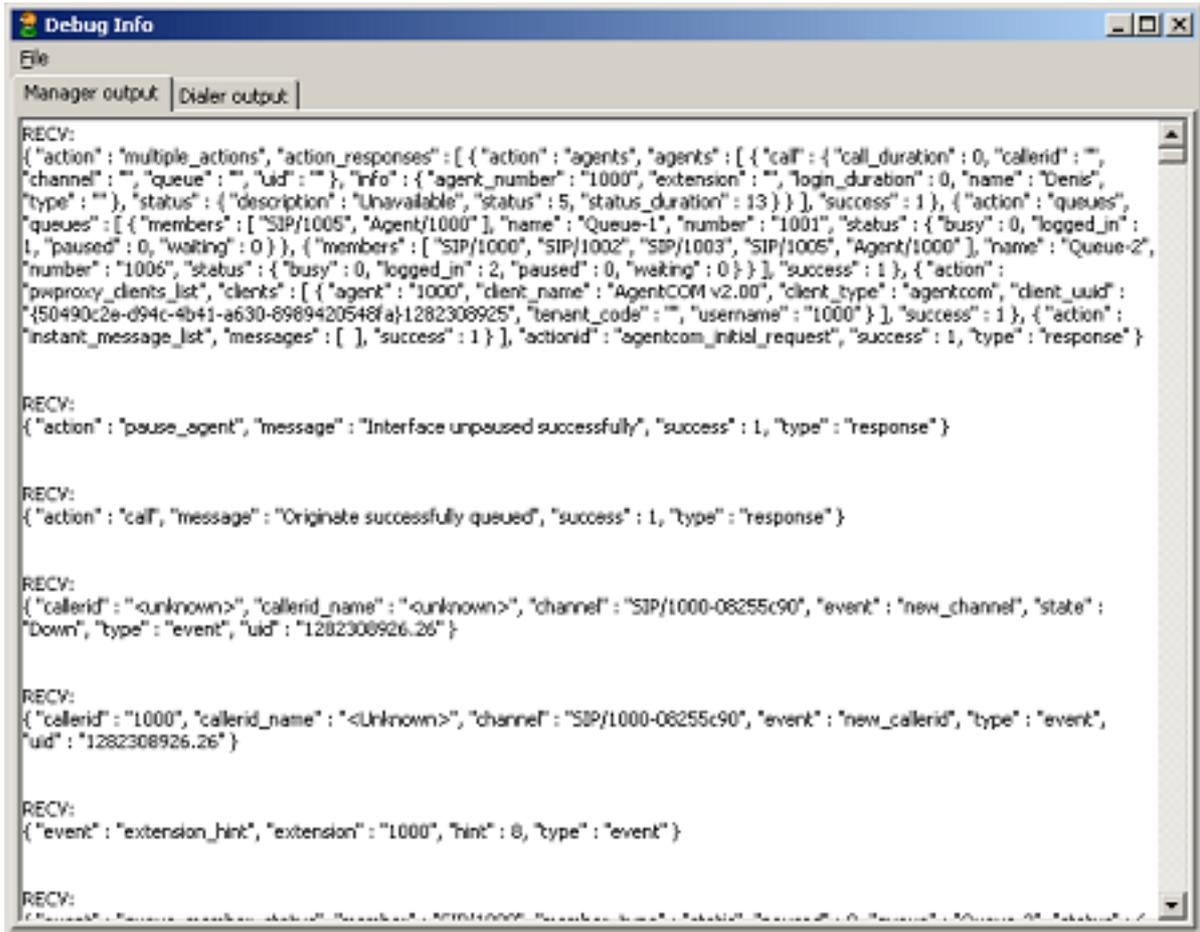
Close

Table 3.2. Message History

Field	Description
From	Which supervisor sent the message
Message type	Whether the message is an alert, warning, or info
Date/Time	Date/Time when the message was sent
Message	This row shows the first few words of the message that the agent received
Message:	Complete text of the selected message

Network->Debug Info

This menu will bring up a new window with two tabs containing debug output from the Manager and Dialer.



This window contains one menu which has three items. Those items will allow you to copy the contents of the window to the clipboard, clear the contents of the window, or close it altogether.

Help->About

This menu shows the about window.

