AGENT MANUAL

Agent Console

The agent console control the interaction between the agent and the system. This is a toll based on web and works with the ECCP (Elastix Call Center Protocol).

The agent console receive call events through the ECCP, including all the information about it.

Every agent requires an user and agent number to enter to Elastix. To start working on your agent console, you must log in into Elastix web page with the credentials (user and password) that was given by the administrator.
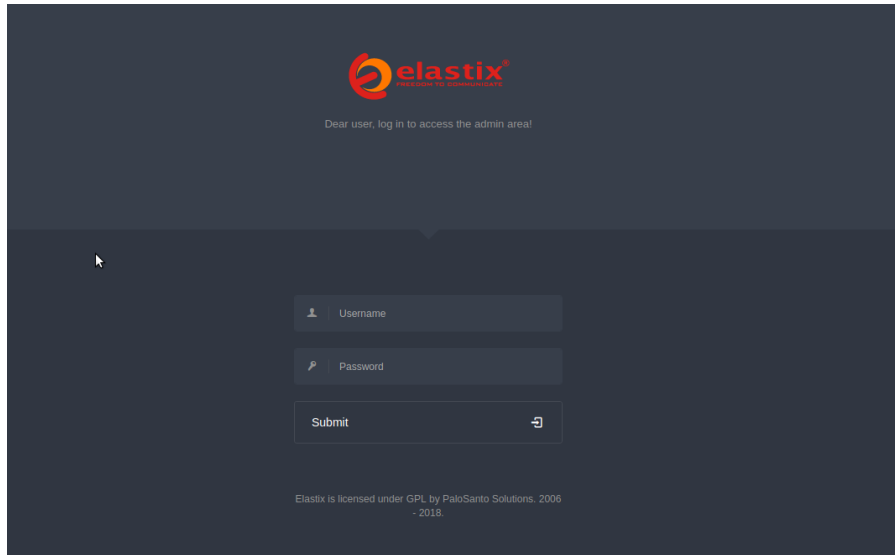
After the agent logged in, it will show the main page with the available options for the agent role according to the permissions that was given by group assigned:
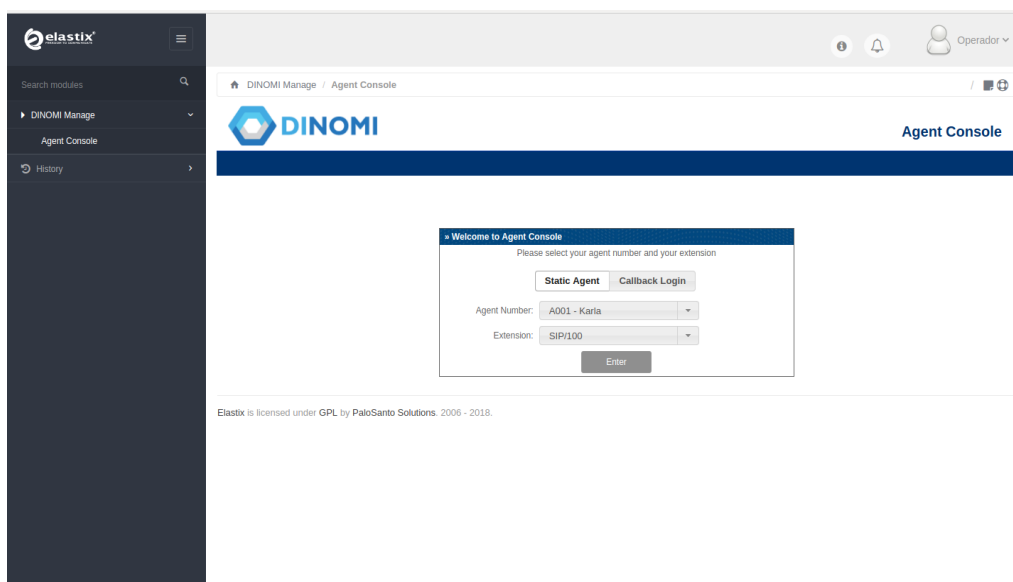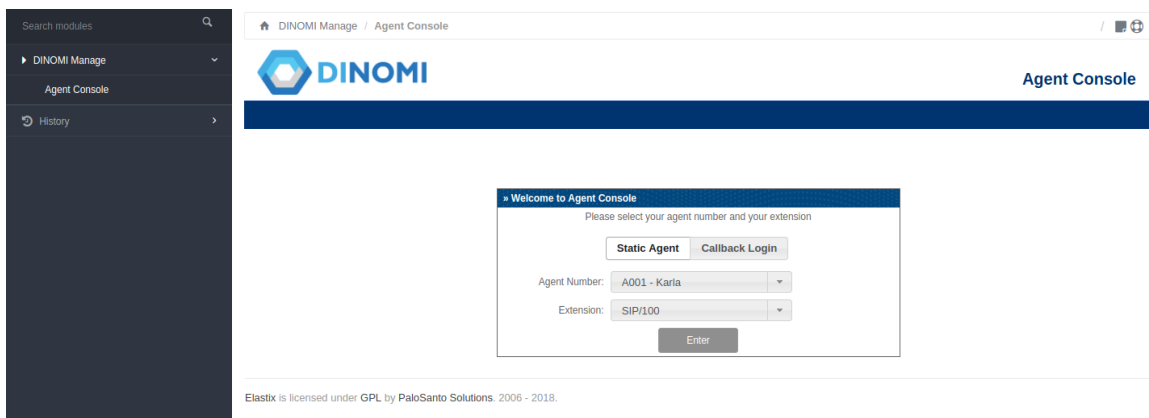
User Interface
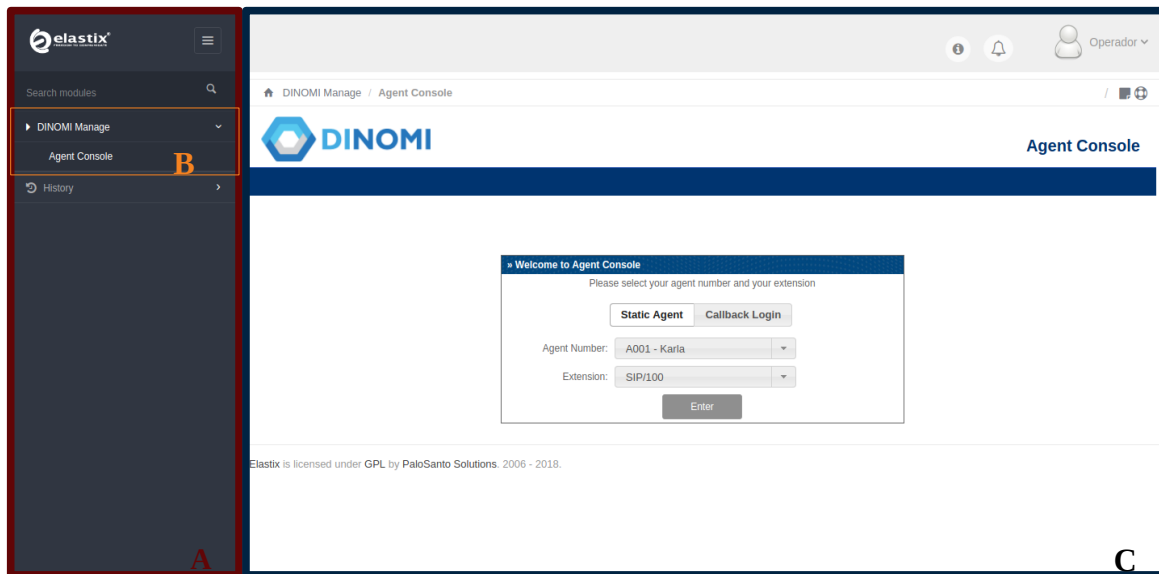
A) General Menu.- Modules or general sections of Elastix that have specific options or configurations.
B) Sub Menu.- Available sections in every module or general menu.
C) Working area.

Dinomi Manage

At this moment the agent has logged in into the system but he/she hasn't been register into the Dinomi.

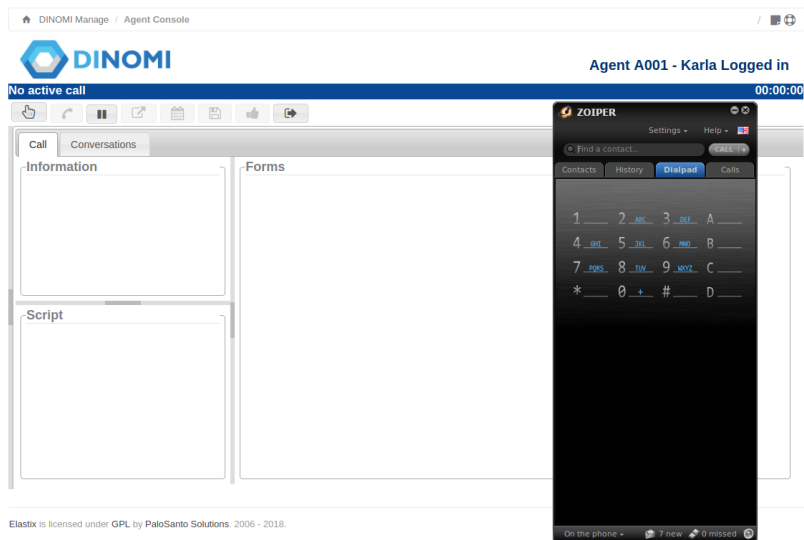To access to the Dinomi, the agent must select an agent number and an extension, then must click on the enter button.

Note: The agent must count with an assigned and configure extension in a phone or soft phone.

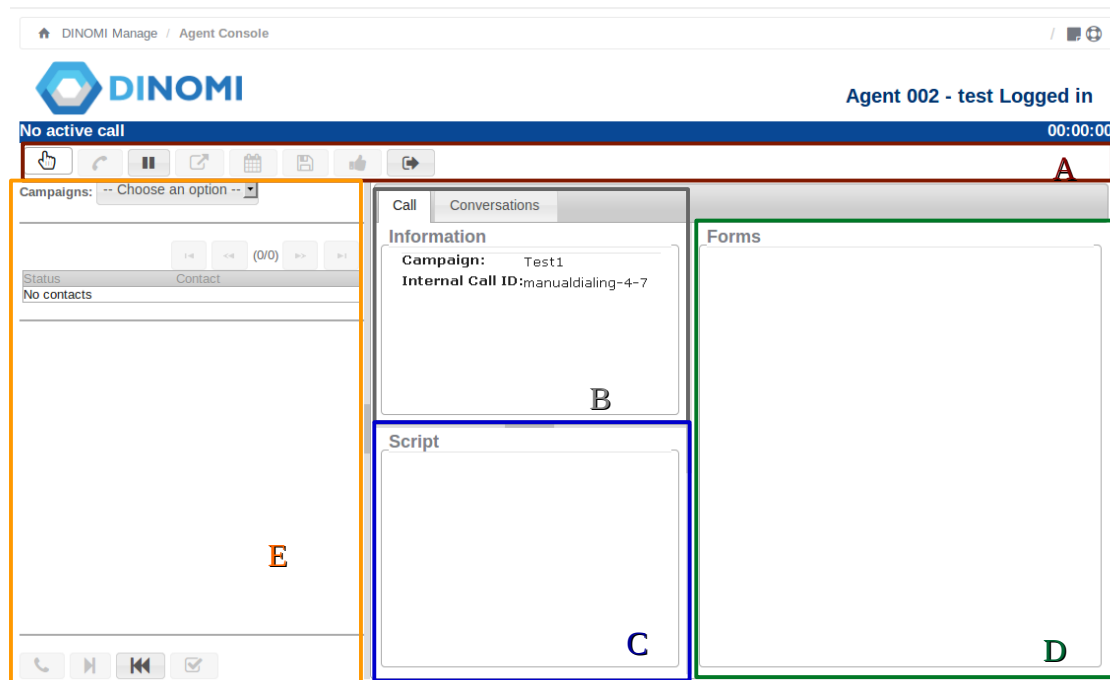At he moment that the agent receive a call must enter the password assigned and the pound key.
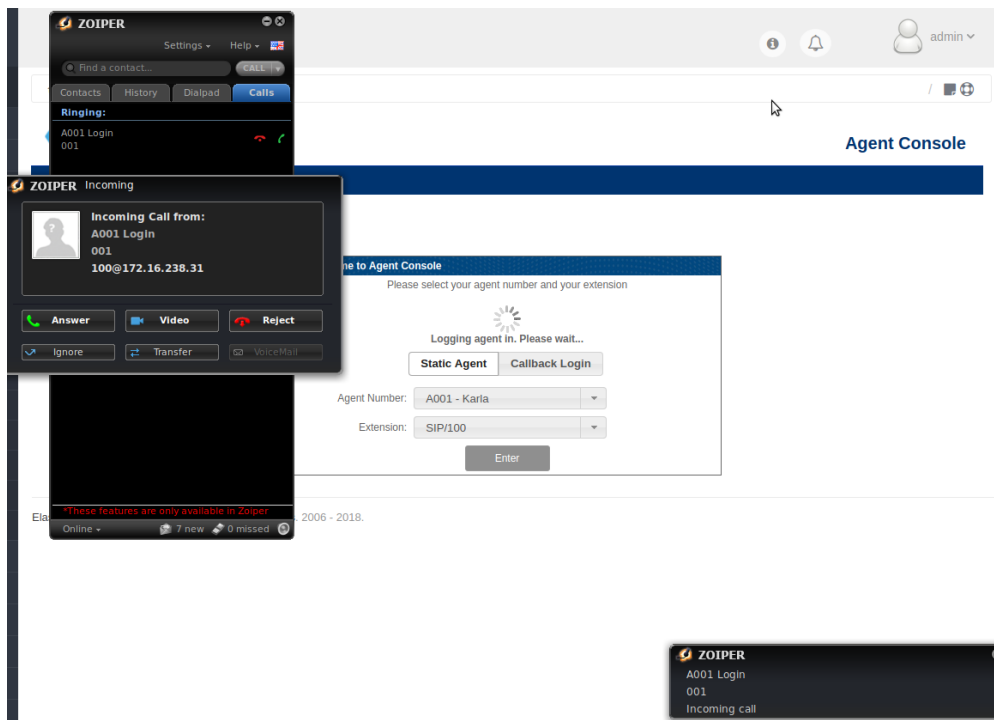
The next image shows the agent connected:

The agent will be "available" until he/she receive a call.

Console Section

A) Actions bottoms.- allows the agent to execute actions after and before a call.
   a) Manuals calls: Activate the option of manual calls.
   b) Hang-up: Allow to end the call.
   c) Break: Allow the agent to have a break.
   d) Transfer: Allow the agent to transfer a call to an existing extension in the system.
   e) Schedule Call: This option allows the agent to schedule the call to a day and time that the customer agree and ask for.
   f) Save data: Save all the information that was written in the form. The agent must click on the save data icon every time that fulfill the form in every call.
   g) End form pause: A pause between calls is set for the agent to complete any form with the information of the client, to end that pause must click on the pause icon.
   h) End session: Allows the agent to end the session and exit from the Dinomi.

B) Call information area: it shows the contact information, phone number, name, last name, etc. This area can be remove .
C) Script Area: This section shows the script to the agent.
D) Campaign tools: Contain applications and forms.
E) Manual calls area: Presents manual calls information and tools (Dial, Skip, Reset, Handled). This area can also be remove.

Saving Forms information

To register the information included in the form, is necessary to click on "Save Data".

Schedule Call:

The schedule type can be, to call the customer at the end of the campaign or to schedule at an specific date and time.

An agent can schedule a call in an outbound campaign if it's require from the customer. The day and time must be inside the time range of the campaign .

Transfer Call

The agent can make a blind transfer or an attended transfer.

The attended transfer is when you speak with the new agent before the call is transferred, the customer will be on hold until the agent hung up the call and the transfer will be complete. If the agent wants to return to that call (before it transfers), the person in the other extension must hung up.
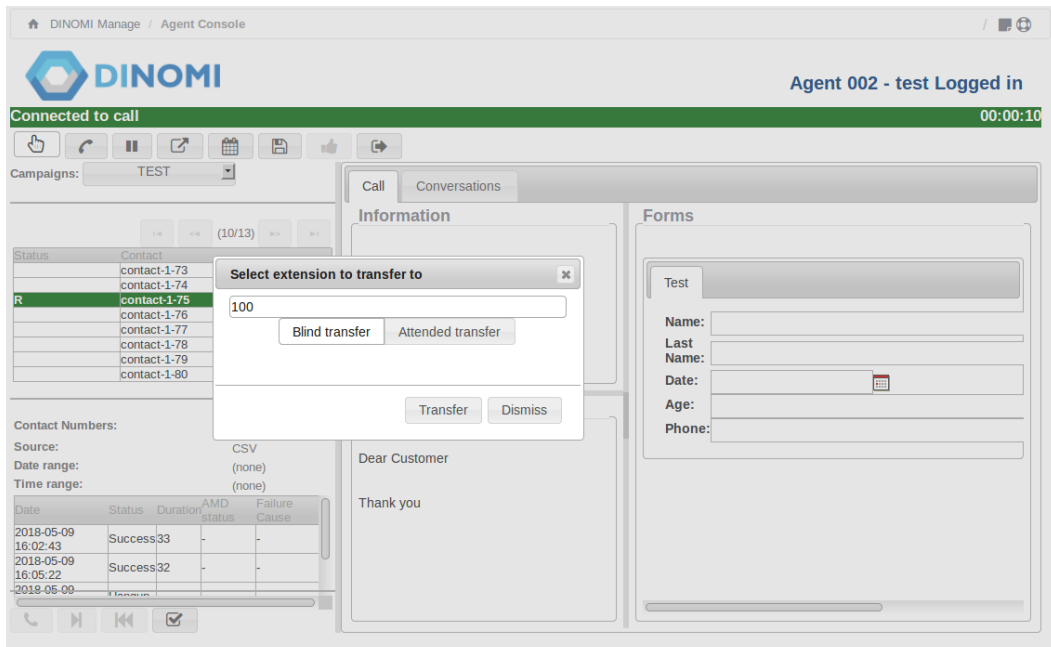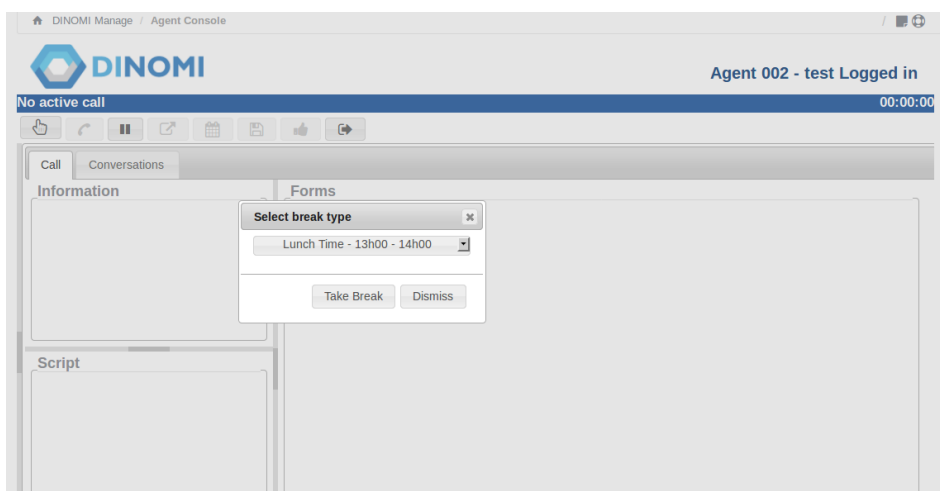

A blind transfer is when you transfer the call to another agent without speaking to the new agent first.

Using this option, the agent you select for transferring the call will hear his/her phone ring and can accept or reject the transfer.

Break

When the agent click on "Break", it will appear in the console a small window with all the breaks available.

Once the agent pick one of the available breaks, the system will change the agent status to: On break: lunch time (or the break type selected) available. To end the break the agent will have to click on the "End Break" option.
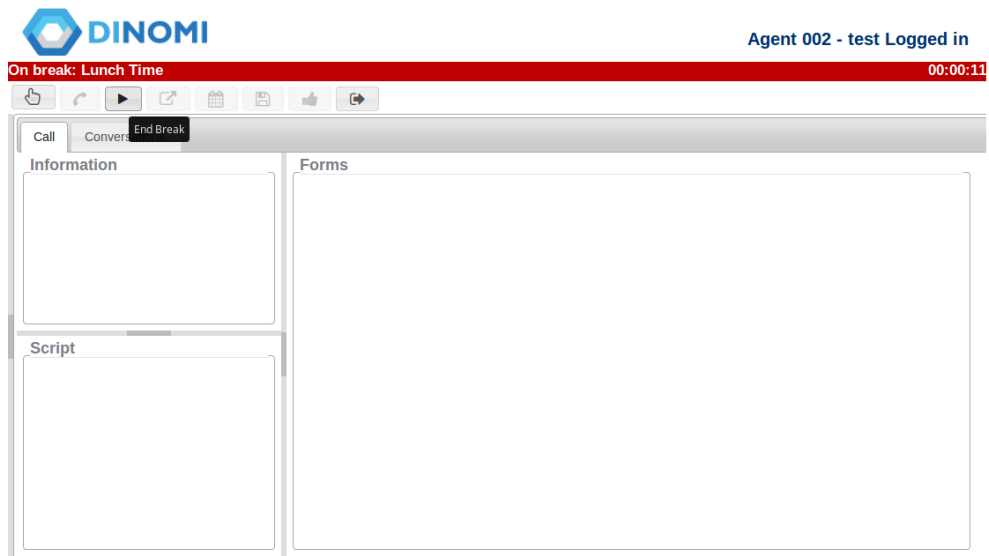
Manual Campaigns

The configuration of manual campaigns are made in the module of Dinomi Manage. These type of campaigns requires the selection from one or more agents instead of a queue.
Once the campaign has been created and schedule, and agent must log in into the agent console and click on "Manual Calls".

The agent will see an option "Campaigns" with a list of available campaigns for the agent.
According to the campaign selected, it will appear a contact list and be able to dial or omit if the campaign is sequential.

After click on the option Dial, the console will show a purple label with the message "waiting for call", when the call is made, the label color will change to green with a message "connected to call"

DINOMI

Waiting for call   00:00:00

Campaigns: TEST

(6/13)

Status	Contact
	contact-1-41
	contact-1-42
	contact-1-43
	contact-1-44
	contact-1-45
	contact-1-46
R	contact-1-47
	contact-1-48

Contact Numbers: 201
Source: CSV
Date range: (none)
Time range: (none)

Date	Status	Duration	AMD status	Failure Cause
2018-05-09 16:57:01	Dialing	-	-	-

Call   Conversations

Information

Campaign: TEST
Internal Call ID: manualdialing-1-c47
1:   hjghj

Script

Dear Customer

Thank you

Forms

Test

Name:
Last Name:
Date:
Age:
Phone:

DINOMI

ⓘ Form data successfully saved

Connected to call   00:00:19

Campaigns: TEST

(10/13)

Status	Contact
	contact-1-73
	contact-1-74
R	contact-1-75
	contact-1-76
	contact-1-77
	contact-1-78
	contact-1-79
	contact-1-80

Contact Numbers: 201
Source: CSV
Date range: (none)
Time range: (none)

Date	Status	Duration	AMD status	Failure Cause
2018-05-09 16:02:43	Success	33	-	-
2018-05-09 16:05:22	Success	32	-	-
2018-05-09	Success			

Call   Conversations

Information

Campaign: TEST
Internal Call ID: manualdialing-1-3
1:   yyyyyyrr556

Script

Dear Customer

Thank you

Forms

Test

Name: John
Last Name: SMITH
Date: 2018-05-09
Age: 33
Phone: 3332212222