Tetherfi Desk Manager

User Guide



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1.1	Rakesh M H	09/11/2018			Exceeded AUX time notification alerts.
1.1	Rakesh M H	22/11/2018			Multiple Intercations.
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	Sapaiya				Session Management
					Reload Configuration
					Blinking Alerts
					Threshold Hold to Un-hold
					Aux Filter
					Enable /Disable status change
					Enable/Disable Broadcast/Notification Messages
					System File versions
					Navigation to OCM
					Displaying connection status
					User Details
1.1.08.08	Yashawantha	16/08/2019			Enable/Disable alert notification in TDM
	Sapalya				Documentation on Page based user access in OCM

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Contact Information

For customer inquiries, contact:

Tetherfi

60 Paya Lebar Road,

#06-01 Paya Lebar Square,

Singapore

For technical support inquiries, call:

+65 3150 7414

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1 Introduction

1.1 Scope of document

This is the systematic guide for users to manage the 'Tetherfi Desk manager' application.

Web based GUI (Graphical User Interface) application will be provided for accessing the Desk Manager application and will be deployed on the IIS web server provided by the Client.

1.2 Intended Audience

This user guide document is intended for the following audience:

- Supervisors
- IT team
- Project Manager
- Application implementation team
- Application maintenance team

1.3 Glossary

Term or Acronym	Definition or Description
TDM	Tetherfi Desk Manager
ACW	After Call Work
GUI	Graphical User Interface
ACD	Automatic Call Distribution

2 **Overview**

Tetherfi Desk Manager (TDM) is an application to monitor the agent's activities and status. TDM GUI will show the distribution of the agents in Available, ACD, AUX/ACW and Internal/Outbound call status which helps supervisor to keep track of all the team members easily. Supervisor also can change status of the agent and TDM generates the agent summary report for selected date range which helps to evaluate the performance.

3 Components

- 1. **Desk manager Service**: This is the service that keeps checking for the agent details from the TMAC_Proxy and passes it to the TDM web application. TDM web application communicates through this service.
- 2. **Desk Manager Application or GUI**: This is the web application that is used to display the list of agents and their details, to change the status and fetch agent summary report.



4 Architecture



5 Accessing the Desk Manager application

_Desk Manager is designed to be compatible with below web browser:

- Microsoft Internet Explorer (IE 10 or above)
- Google Chrome (Chrome version 43 or above)
- Firefox (version 41)
- Microsoft Internet Information Services (IIS version 7



Tetherfi Desk Manager is standalone application. The procedure for accessing TDM is mentioned below.

The user must type the provided TDM link(http://IP:PORT/DeskManger) in the browser and press 'Enter' key, TDM will prompt user to enter his Windows username and password.

Windows Security		×
Connecting to 1	Server IP	
	User Name •••••• Domain: Remember my credentials	
	OK Cance	el

Fig. 5.1 Windows Security

Tetherfi Desk Manager Q				❸ (42 □)	i 🗆 🕫	
50 aux / acw 🔍 💠	50 AVAILABLE	٩	50 ACD	٩	50 INTERNAL / OUT	
50000 1 - Paid Bre 00.05:02 1 - Paid Bre	50000 Jaden Fletcher 00:05:22	2 50001 Rocco Norton	00:02:14 50000 Jaden Fletcher	50001 Rocco Norton	50000 Jaden Fletcher	50001 Rocco Norton
50002 Aryan Baxter 00.01:15 1 - Paid Bre	50002 Katie Barrett 00:00:03	50003 Aryan Baxter	50002 Katie Barrett	50003 Aryan Baxter	50002 Katie Barrett	50003 Aryan Baxter 00:02:22
50004 50005 Conor Mcca 00.0147 1 - Paid Bre 1 - Paid Bre	50004 Conor Mcca 00:00:58	50005 Mariah Yates	50004 Conor Mcca	50005 Mariah Yates	50004 Conor Mcca	50005 Mariah Yates
50006 1 Audrina Bell 00.04:41 1 - Paid Bre 00.02:14 1 - Paid Bre	50006 Kelly Cohen 00:03:12	2 50007 Audrina Bell	50006 Kelly Cohen	50007 Audrina Bell	50006 Kelly Cohen	50007 Audrina Bell
50008 50009 Isla Rios 00.04.55 1 - Paid Bre	50008 Isla Rios 00:05:59	50009 Chelsea Ha	50008 Isla Rios	50009 Chelsea Ha	50008 Isla Rios	50009 Chelsea Ha
50010 Isiah Mayo 00:02:09 1 - Paid Bre 1 - Paid Bre	50010 Isiah Mayo 00:05:15	50011 Amelie Ran	50010 Isiah Mayo	50011 Amelie Ran	50010 Isiah Mayo	50011 Amelie Ran
50012 50013 Yosef Fields 00.02.59 1 - Paid Bre 00.00.43	50012 Yosef Fields 00:05:04	50013 Britney Gentry	50012 Yosef Fields	50013 Britney Gentry 00:02:52	50012 Yosef Fields	50013 Britney Gentry
Copyright Tetherfi © 2019					Q 25/06/2019, 15:15:22	Tetherfi Desk Manager

After successful authentication, the below screen will be displayed.

Fig. 5.2

TDM will have four tabs to list the agents who are in different state. Following are the status of the agent



Status	Description
AUX/ACW	Agent after call work and any break status
Available	Agents who are ready to answer calls
ACD	Agents who are on the call (Auto routed calls)
Internal/Outbound	Internal calls are between agents and outbound calls are made by agent to customer or agent.

Agent details include station ID used by the agent, agent name and current status of agent along with interval time. Interval time value indicates the time period in particual status and which keeps on running till the agent moves to other status.





In ACD tab, third field indicates the queue name where the call got routed to agent.

()	40000 Jaden Fletcher
00:06:01	DGH



6 Multiple Interactions

When agent is on multiple calls, he/she will be shown in Internal/Outbound column with two instances of the same agent with different caller Id.





Fig. 6.2

When there are two interactions, the call status and call duration of that specific interaction is shown in the Desk Manager so that the supervisor can view that agent is on call or on hold state.

Fig. 6.1 shows when an agent is on a single call.

Fig. 6.2 shows when the same agent is in multiple calls and toggling between two calls.

7 TDM functions

Tetherfi Desk Manager (TDM) provides the following feature to the user:

- 1. Search
- 2. Team Selection
- 3. Wallboard Skills
- 4. Reload
- 5. Agent Selection
- 6. Aux Filter
- 7. Agent Profile
- 8. Agent Summary
- 9. Manual Status Change
- 10. Auto Status Change
- 11. Blinking Alerts
- 12. Threshold Un-hold
- 13. Alert Notification
- 14. Enable/Disable status change
- 15. Session Management

7.1 Search

Search feature helps Supervisor find any agent based on Agent name or Station ID or Lan Id.

Tetherfi Desk Manager		prathik C	● ♠ 🔍 🗆 🕕 🗇 🖉
1 AUX / ACW prathi Q 🏚	1 AVAILABLE Q	0 ACD	
SOC21 Prathik M 0:3508 8- Call Outb			
Copyright Tetherfi © 2019			© 25/06/2019, 13:02:02 Tetherfi Desk Manager

Fig. 7.1.1

7.2 Team Selection

If supervisor wants to see the agents of the particular team then go to the "select Team for Display" option and save the settings and now TDM UI will display the agents of that particular team. Please follow the below steps for team filtering.

To add/update agent and team click on OCM Admin



Click highlighted button as shown as below screen

Tetherfi Desk Manager			۹ 🚱	📌 🗖 🕕 🗊 🖉
50 aux / acw 🔍 🔹	50 AVAILABLE	Q 50 ACD	۵ 😡	INTERNAL / OUTBOUND
50000 50001 Jaden Fletcher Rocco Norton 00:05:02 1 - Paid Bre	50000 Jaden Fletcher 00:05:22 5000	01 co Norton 00.02:14 50000 Jaden Fletcher	50001 Rocco Norton 00.02:0	50000 Jaden Fletcher 00.04:19
50002 1 - Paid Bre 50003 Aryan Baxter 1 - Paid Bre 1 - Paid Bre	50002 Katie Barrett 00 00 00 03	03 an Baxter 00.02:07 S0002 Katie Barrett	50003 Aryan Baxter 00:02:32	50002 Katie Barrett 50003 Aryan Baxter 00.02.22 Aryan Baxter
50004 50005 Conor Mcca Mariah Yates 00:03:52 1 - Paid Bre	50004 Conor Mcca 00:00:58 Maria	05 iah Yates 00:01:19 50004 Conor Mcca	50005 Mariah Yates 00:00:07	50004 Conor Mcca 00.02.33 Mariah Yates
50006 1 - Paid Bre 50007 00.04:41 1 - Paid Bre 1 - Paid Bre	50006 Kelly Cohen 00:03:12 Audr	07 Irina Bell 00.02:20 50006 Kelly Cohen	50007 Audrina Bell 00.01:35	50006 Kelly Cohen 2 4 00.01/20 50007 Audrina Bell



Now Team list of logged in supervisor will get displayed in new window as shown as below Figure

Tetherfi Desk Manager		٩	❸ 单 🗆	θ 🗆 σ
(50) AUX / ACW 🔍 🗘	(50) AVAILABLE Q (50) ACD		50 INTERNAL / OL	
50000 1- Paid Bre 00:05:02 1 - Paid Bre	Sound A Sound A <t< td=""><td>001 cco Norton</td><td>50000 Jaden Fletcher</td><td>50001 Rocco Norton</td></t<>	001 cco Norton	50000 Jaden Fletcher	50001 Rocco Norton
50002 50003 Katie Barrett 00:01:15 Aryan Baxter 1 - Paid Bre 1 - Paid Bre 1 - Paid Bre	50002 50003 50002 50002 50002)03 ×	00:02:32 50002 Katie Barrett	50003 Aryan Baxter
50004 50005 Conor Mcca 00:03:52 1 - Paid Bre	Select teams to view the agents		00:04:06 50004 Conor Mcca	50005 00:02:33 Mariah Yates
50006 50007 Kelly Cohen 00:04:41 1 - Paid Bre 00:02:14 1 - Paid Bre 00:02:14	THAILANDX INDIAX SINGAPOREX SMS1X DEPT4X TEAM1X SGX		50006 Kelly Cohen	50007 Audrina Bell
50008 50009 Isla Rios 00 04 55 1 - Paid Bre 00 02 09 1 - Paid Bre 1 - Paid Bre	SAVE		50008 Isla Rios	50009 Chelsea Ha
50010 50011 Islah Mayo 00:02:09 1 - Paid Bre 00:00:19	S0010 S0011 S0010 S010 S0010 <ths< td=""><td>011 elie Ran</td><td>50010 Islah Mayo</td><td>50011 Amelie Ran</td></ths<>	011 elie Ran	50010 Islah Mayo	50011 Amelie Ran
50012 50013 Yosef Fields 00:02:59 1 - Paid Bre 00:02:04	Soot12 Yosef Fields Soot3 Britney Gentry Soot3 Yosef Fields Soot3 Yosef Fields Soot3 Britney Gentry Soot3 Yosef Fields Soot3 Yosef Fields Soot3 Britney Gentry	013 Iney Gentry	50012 Yosef Fields	50013 Britney Gentry
Copyright Tetherfi © 2019			0 24/06/2019, 18:24:28	8 Tetherfi Desk Manager



To remove the teams click on close icon placed in front of each of the Team name and press SAVE button.

	Team Selection	×
	Select teams to view the agents	
	THAILANDX INDIAX SINGAPOREX SMS1x DEPT4x	
	TEAM1x SGx	
21/2	SAVE	
ave		

Fig. 7.2.3

7.3 Wallboard Skills

Wallboard skills helps to display all the skills available and number of agents who are staffed, available and Calls in Queue for all the skills.



Tetherfi Desk Manager - User Guide

Tetherfi Desk Manager					٩	•	≜ ³⁷ □	6	11 g	3
2 AUX / ACW			۹ 🧕			0) INTERNAL / (DUTBOUNE	D	9
South Prathik M 0037:15 Prathik M 8- Call Outb 0015:56 South Default Default	Skill Name ChatbotSkill2 DSTASceince CHAT CampaignDevSkill EmailRouteSkill	Agents Staffed 0 1 4 0 0 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	▼ Agen 0 0 1 0 0 1 0 0 5	s Aveilable Y Calls In Queue 0 0 0 0 0 0 v items per page 1-5 of 21	T	×				
Copyright Tetherfi © 2019						0	25/06/2019, 13:00	:08 Tetherfi D	esk Manag	jer

Fig. 7.3.1

7.4 Reload

System allows changing the threshold configuration without any downtime. If user did the json or OCM changes then user just need to Press "**Reload**" button from TDM UI as shown as in below fig 7.4.1.

So all the changes has been made will reloaded without system down time.

O AUX / ACW Q C O AVAILABLE Q O ACD Q O INTERNAL / O TBY JND Reload Reload	🕜 Desk Manage	er	Ф. 🗖 осм	•	📣 🗆 🗆	₽	i	::	2	٤
Reload	0 AUX / ACW	Q 💠 🕕 available			Q 0		NAL / C	лвуда	D	Reload
Fig. 7 / 1	Fig. 7.4.1						load			

7.5 Agent Selection

On click of an agent in any of the 4 grids, the selected agent will get highlighted and supervisors can monitor that particular agent. If supervisor clicks on another agent or same agent the highlight will be get removed from particular agent

Tetherfi Desk Manage	er			Q	🛛 🌮 🖸	i 🖸	ວ
2 AUX / ACW	< 🔍	٩	0 ACD	٩		OUTBOUND	٩
1 S0037 sinuthi shetty 00 00 20 00 00 11 00 00 11 1 Paid Brea 00 00 11 00	921 Julia Guro Cuil Curo						
Copyright Tetherfi © 2019					Q 25/06/2019, 10:1	7:07 Tetherfi Desk N	lanager



7.6 Aux Filter

Filter based on AUX/ACW for the First column. User can apply the filter based on Aux Status and Time Spent. Click on the filter button in AUX/ACW grid and then select the filter option and press "**SUBMIT**" button to apply the filter. Press "**CLEAR**" button to clear the filter.

User can apply three types of filter to the AUX/ACW grid

• Filter by Aux/ACW

Tetherfi Desk Manager		(۹	•	<mark>, 2</mark> 🗆	6	0	S
2 AUX / ACW	۹ 🏚	0 ACD	٩	0	NTERNAL / C	UTBOUN	C	٩
Filter By ACW 2-TM Feedback 2-TM Feedback 3-F-Unifiment 4-Meeting/Training 5-Computer Problem 7-Project 8-Call Outbound 9-Personal Aux Time Spent Hour Min Select Q I I Utbound CLEAR SUBMIT	•							
Copyright Tetherfi © 2019				0 25/	06/2019, 10:37:	01 Tetherfi E	lesk Mar	ager

Fig. 7.6.1

• Filter by Time Spent



Fig. 7.6.2

• Filter by Aux/ACW status and Time Spent





Fig. 7.6.3

7.7 Agent Profile

Agent profile feature is to display the agent details in TDM. User must right click on the agent whose information is needed and when user chooses the Agent profile option from list then below page is displayed.

Agent Profile					×
Agent Profile				Skills	
AvayaLoginID :	310194	UserName :	310194	Skill Name : Alltel	
FirstName :	Sara	LastName :	Laurance	Skill ID : 50301	
TeamName :	MYER and Edge	Profile :	Agent	Skill Level : 2	
SupervisorName :	James Nixon	AccessRole :	Agent		
Features :	0	CRMName :			
TotalTabsAllowed :	5	TotalChatTabsAllowed :	0		
TotalVoiceTabsAllowed :	0	TotalEmailTabsAllowed :	0		
Voice :	Enabled	Email :	Disabled		
SMS :	Disabled	TextChat :	Disabled		
VideoChat :	Disabled	AutoAnswerAlIACDCalls :	Disabled		
GotoACWAfterEachACDCalls :	Disabled	GotoACWAfterAnyCalls :	Disabled		
HoldVoiceCallOnChatCall :	Disabled	SecondTextChatAutoAnswer:	Disabled		
CRMEnabled :	Disabled	TextChatAutoACWEnabled :	Disabled		
TextChatAutoAnswer :	Disabled				



Agent profile and skills are two sections in Agent profile page where Agent profile contains all the agent related details where in skills section provides the skills assigned to agent and details of each skill. Agent details fields and description are listed below:

Field	Description
AvayaLoginID	Login ID of the Agent
UserName	Lan ID of the Agent
FirstName	First name of the Agent
LastName	Last name of the Agent
TeamName	Agent team name
Profile	Agent or Supervisor



SupervisorName	Name of his/her the supervisor
AccessRole	The Access Roles being provided for agent
Features	Features provided to agent.
CRMName	To display the CRM Name
TotaltabsAllowed	Total number of tabs allowed to be opened at a time in
	TMAC
TotalVoiceTabsAllowed	Total number of Voice tabs allowed to be opened at a
	time in TMAC
TotalEmailTabsAllowed	Total number of Email tabs allowed to be opened at a
	time in TMAC
TotalChatTabsAllowed	Total number of Chat tabs allowed to be opened at a
	time in TMAC
Voice	Shows whether the Voice skill is applicable or not
Email	Shows whether the Email skill is applicable or not
SMS	Shows whether the SMS skill is applicable or not
TextChat	Shows whether the TextChat skill is applicable or not
VideoChat	Shows whether the Video Chat skill is applicable or not
AutoAnswerAllACDCalls	if enabled all ACD calls will be auto answered
GotoACWAfterEachACDCalls	If enabled after ACD calls agent goes to ACW state
GotoACWAfterAnyCalls	If enabled after every interaction agent goes to ACW
	state
HoldVoiceCallOnChatCall	If 'True' Voice Call will be on hold over Chat call
SecondTextChatAutoAnswer	If enabled second chat is auto answered when agent
	already in first chat
CRMEnabled	To enable or disable the CRM
TextChatAutoACWEnabled	After chat handling agent goes to ACW state.

On the skills section of the Agent profile, each skill is identified with Skill Name, Skill ID and Skill Level. These are the skills assigned to that agent.

7.8 Agent Summary

Agent Summary report helps the supervisor to summarize the agent performance. When agent opts for the second option from the menu for the agent a date range pop up where user must choose date range within which agent performance is evaluated.

Tetherfi Desk Manager			۹	۲	💉 🗆	i	0	c
1 AUX / ACW	Q 💠	1 AVAILABLE C	Q	0) INTERNAL / C	UTBOUND		٩
South Prank M 001733 8 - Ca Agent Profile Agent Summary Status Change		50037 ahuthi ahetty						
Copyright Tetherfl © 2019				0	25/06/2019, 12:26:	57 Tetherfi De	esk Mana	ager



The agent summary date range selection is configured in **GlobalVars**.js file as shown below. It will allow user to get agent summary data for only 15 days in from and to date picker. User can change these settings in **GlobalVars.js** and then reload the page using **ctrl+F5**



Tetherfi Desk Manager						Q	•	A	6	::	S
1 AUX / ACW	े 🗘	1 AVAILABLE	٩	0 ACD			0) INTERNAL / C	DUTBOUI	ND	Q
Stop 50021 Prathik M 8 - Call Outb		50037 shruthi shetty									
		Collect Date Nalige				^					
			From : 25	06/2019 12:00:00 AM	: •						
		Name : Prathik M Agent ID : 50021	To : 25	06/2019 12:23:07 PM	•						
			SELECT	CANCEL							
Copyright Tetherfi © 2019							0	25/06/2019, 12:23	:14 Tetherfi	Desk Ma	nager



When user clicks on the SELECT, Agent Summary page is displayed as shown below.

Agent Summary							≓ ×	
CurrentState :	8 - Call Outbound	Status Representa	ation			Tin	neline	
TimeOnState :	00:14:54		Status Pie Chart					
CurrentBreak :	8 - Call Outbound							
ActiveQueue :								
TotalCalls :	1			Ξ	8 - Call Outbound 8 - Call Outbound- On Call Default	0	6/25/2019 10:16:22 AM Default	
TotalCallTime :	00:08:11		- Login					
ACDCalls :	0						6/25/2019 10:16:52 AM 8 - Call Outbound	
ACDCallTime :	00:00:00							
ExtinCalls :	0	Status	Count	Time Spent	Percentage		6/25/2019 10:16:52 AM 8 - Call Outbound	
ExtInCallTime :	00:00:00	8 - Call Outbound	3	01:29:17	70.35			
ExtOutCalls :	1	8 - Call Outbound- Or	n Call 2	00:36:38	28.86		6/25/2019 11:35:06 AM 8 - Call Outbound- On Ca	
ExtOutCallTime :	00:08:11	Default	1	00:00:30	0.39			
		Login	1	00:00:30	0.39		6/25/2019 11:43:42 AM	

Fig. 7.8.4

Agent summary displays three-different set of details

- 1. Agent Details
- 2. Status Representation
- 3. Timeline



Agent details tab gives the total call and login details for the selected date range. Fields of the Agent details section are listed below

Column	Description
ReportStartDateTime	Start date selected for agent summary
ReportEndDateTime	End date selected for agent summary
FirstLoginDateTime	First login time of agent
CurrentState	To display the status of agent
TimeOnState	Time spent in status.
CurrentBreak	Type of break
ActiveQueue	Queue name when agent on the call
TotalCalls	Total number of calls by the agents
TotalCallTime	Total time in Call
ACDCalls	Total ACD calls attended
ACDCallTime	ACD call time
ExtInCalls	Total internal Extension calls
ExInCallTime	Internal extension call time
ExtOutCalls	Total External calls
ExtOutCallTime	Total time in External outbound calls

The second section contains graphical representation of Agent status details wherein different status are shown in pi-chart view and on user hover, shows the percentage of time spent in that state. List below the chart shows the status with number of times agent has changed to that status and total time in that status along with percentage value.





Third panel on the Agent Summary shows the timeline information. This information is change in state of agent with respect to the time. Timeline feature lists out the status for easier identification.





Fig 7.8.6

User can make use of the Date range option feature provided at right top corner to change the date range value as highlighted in below screen

		- 11						
Agent Details		- 11	Status Representation				Tim	eline
ReportStartDateTime :	03/01/2018 05:30:45			Statu	s Pie Chart			SIG5/2018 7.08/02 P
ReportEndDateTime :	04/04/2018 02:26:09					- 1 - Lunch - On Call - 2 - Help		Logout
FirstLoginDateTime :	02/04/2018 22:09:03					 3 - Early Engage 4 - Callee 5 - Personal Time 		9/03/2018 8:58:31
CurrentStale :	1 - Lunth	1				 8 - Email 9 - Email- On Call 9 - Admin Vlork 		Login
Time On State :	00:00:17	1				- Available Default		9/03/2018 8 58:31
CurrentBreak :	1 - Lunch					- Login - Logout		Default
ActiveQueue :						- On Call		0001/2018 8 50 78
TotalCalls :	11	1					9	Logout
Teleforentites	004	- H	Status	Count	Time Spent	Percentage		
norano anno na S	4.5%	- 1	1 - Lunth	10	01:43:06	3.98	0	9/03/2018 8:40:23
ACDCalls :	0		1 - Lunth- On Call	5	00.02.38	0.1	IT.	Login
ACDCaliTime :	0	1	2 - Help	2	00:02:30	0.1		
EidisCalls :	1		3 - Early Engage	1	00:00:49	0.03	U	Default

Fig 7.8.7

7.9 Manual Status Change

In this feature of TDM, supervisor can change the status of the agent. When user right clicks on the agent and chooses status change option, three status values are displayed namely available, break and logout. Below screen shows the 3 status change options



Tetherfi Desk Manager			۹ 🕄) 🔎 🗆 🚯 🗢 🕫
50 aux / acw 🔍 🔅	50 AVAILABLE	Q 50 ACD	۵ (50 INTERNAL / OUTBOUND
50000 3aden Fletcher Rocco Norton 00.05.02 1 - Paid Bre 1 - Paid Bre	50000 Jaden Fletcher 00.05.22 S0001 Rocco No	rton 50000 00.02.14 Jaden Fletcher	50001 Rocco Norton	50000 Jaden Fletcher 00.04.19 50.02.07
50002 50003 Katie Barrett Aryan Baxter 00:01:15 1 - Paid Bre	50002 Katle Barrett OO Aryan Ba	kter 50002 00:02:07 Katie Barrett	50003 Aryan Baxter	50002 Katie Barrett
50004 50005 Conor Mcca 00:03:52 1 - Paid Bre	Source Frome DS and Ya	ailable	50005 Mariah Yates	50004 Conor Mcca 00.02:33 50005 Mariah Yates
50006 1 - Paid Bre 00.04.41 1 - Paid Bre	5000 Kelly Cohen 00.03.12 Aud Br	eak 000000000000000000000000000000000000	50007 Audrina Bell	50006 Kelly Cohen 00.05.02
50008 50009 Isla Rios 00 04:55 1 - Paid Bre	50008 Isla Rios 00.05:55 500 Chelsea H	4a 00:05:54 50008 Isla Rios	50009 Chelsea Ha	50008 50009 Isla Rios 00.02.29 1 00.01.04
50010 50011 Isiah Mayo 00:00:09 1 - Paid Bre	50010 Islah Mayo 00.02.41 South Amelle Ra	an 50010 Islah Mayo	50011 Amelie Ran	S0010 Islah Mayo 00.01.52
50012 50013 Yosef Fields 00:02:59 1 - Paid Bre	Source Source<	entry 00:03-21 50012 Yosef Fields	50013 Britney Gentry	50012 Yosef Fields. 00:05:20 5013 Britney Gentry
Copyright Tetherfi © 2019				© 25/06/2019, 12:52:06 Tetherfi Desk Manager

fig 7.9.1

When user selects 'Available' option, all available agents under Available tab of TDM as shown in below screen.

Tetherfi Desk Manager				<u>ب</u> م	Œ	Þ	8
0 AUX / ACW	٩	1 AVAILABLE Q	0 ACD	0 INTERNAL / OUTBOUND			٩
		40023 abhiram ang					

fig 7.9.2

And if agent status is changed from 'Available' to 'Break' then user gets pop up window to select the break status from drop down. Agent name, agent ID and station id of the agent are also displayed in the page and are read only.



Tetherfi Desk Manager			Q	🛛 🖉 🗖 🖓	ີ 🛛 ລ
50 AUX / ACW	50 AVAILABLE	Q 50 ACD		50 INTERNAL / OUT	
50000 1 - Paid Bre Rocco Norton 00:05:02 1 - Paid Bre 1 - Paid Bre 1 - Paid Bre	Select Break	×	0001 tocco Norton	50000 Jaden Fletcher	50001 Rocco Norton
50002 Ayan Baxter 00.01.15 1 - Paid Bre	Name : Katie Barrett Agent ID : 50002	ACW •	i0003 Aryan Baxter	50002 Katie Barrett	50003 Aryan Baxter
50004 50005 Conor Mcca Mariah Yates 00:03:52 1 - Paid Bre	Station : 40002	1 - Paid Break 2 - TM Feedback	i0005 Jariah Yates	50004 Conor Mcca	50005 Mariah Yates
50006 1 50007 Kelly Cohen 0:04.41 1 - Paid Bre 1 - Paid Bre	50006 Kelly Cohen 50007 Audrina Bell	3 - Fulfillment 4 - Meeting/Training	50007 Audrina Bell	50006 Kelly Cohen	50007 Audrina Bell
50008 1 - Paid Bre 50009 00:04:55 1 - Paid Bre 00:02:09 1 - Paid Bre	50008 50009 50009 Chelsea Ha 00 05 59 00 05 55 Chelsea Ha Chelsea	5 - Computer Problem 7 - Project	50009 Chelsea Ha	50008 Isla Rios	50009 Cheisea Ha
50010 50011 Islah Mayo 1 - Paid Bre 00 002.00 1 - Paid Bre	50010 50011 Islah Mayo 00.02-41	8 - Call Outbound 00.03.04 9 - Personal Aux 00.03.04	50011 Amelie Ran	50010 Islah Mayo	50011 Amelie Ran
50012 50013 Yosef Fields Britney Gentry 00:02:59 1 - Paid Bre	50012 50013 50013 Britney Gen 00:05:33 00:05:04 50013 Britney Gen	try 00.03.21 South 2 00.02.52	50013 Britney Gentry	50012 Yosef Fields	50013 Britney Gentry
Copyright Tetherfi © 2019				Q 25/06/2019, 12:53:53	Tetherfi Desk Manager

Fig 7.9.3

Status of the agent can be changed from ACW/AUX to Available by just dragging agent from AUX/ACW tab and dropping in Available tab.

Drag and drop action shown below

Tetherfi Desk Manager	herfi Desk Manager 🔍 😔 🎝 😳 🕫							
50 aux / acw Q 💠	50 AVAILABLE	٩	50 ACD	٩	50 INTERNAL / OUTBOUND			
50000 1 - Paid Bre 00.05.02 1 - Paid Bre	50000 00.04:44 Jaden Fletcher	50001 Rocco Norton	00:02:14 50000 Jaden Fletcher	50001 Rocco Norton	50000 Jaden Fletcher 00.04.19 50001 Rocco Norto			
50002 Aryan Baxter 00.01:15 1 - Paid Bre	50002 Katle Barrett	50003 Aryan Baxter	50002 Katle Barrett	50003 Aryan Baxter	50002 Katle Barrett 00.02.32 50003 Aryan Baxte			
50004 50005 Conor Mcca 00 03:52 1 - Paid Bre 00 01:47	50004 Conor Mcca	50005 00:00:58 Mariah Yates	50004 Conor Mcca	50005 Mariah Yates	50004 Conor Mcca 00:02:03 00:02:03 00:02:03			
50006 0:0115 1 Paid 0:0441 1 Paid Bre 0:0214 1 Paid Bre	Break 1 006 00.03.55 relly Cohen	50007 Audrina Bell	50006 Kelly Cohen	50007 Audrina Bell	50006 Kelly Cohen 00.0120 00.05.02			
50008 1 - Paid Bre Chelsea Ha 00.04.55 1 - Paid Bre 1 - Paid Bre	50008 Isla Rios	50009 Chelsea Ha	50008 00:05:54 Isla Rios	50009 Chelsea Ha	50008 Isla Rios 00.02.29			
50010 1 Solution 00.02.09 1 - Paid Bre 00.00.19 1 - Paid Bre	50010 Isiah Mayo	50011 Amelie Ran	50010 Isiah Mayo	50011 Amelie Ran	50010 Islah Mayo 00.01:52 50011 Amelie Ran.			
50012 50013 Yosef Fields Britney Gentry 00.02.59 1 - Paid Bre	50012 Yosef Fields	50013 Britney Gentry	50012 Yosef Fields	50013 Britney Gentry	50012 Yosef Fields 00.05.54			
Copyright Tetherfi © 2019					© 25/06/2019, 12:55:38 Tetherfi Desk Manager			

fig 7.9.4

After drag and drop, user gets confirmation pop up and selects 'ok' to change the status then agent is displayed under available state.



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Tetherfi Desk	Manager			<u> </u>	٩	o 🎤 🗆	🕒 🗆 ø
50 AUX / ACW	ې ک	60 AVAILABLE	۹	(50) ACD		60 INTERNAL / OU	
50000 Jaden Fletcher 1 - Paid Bre	(1) 50001 Rocco Norton 1 - Paid Bre	00.04:44 S0000 Jaden Fletcher	00.05.22 50001 Rocco Norton	50000 Jacten Fletcher	50001 Rocco Norton	50000 Jadem Fletcher	00:04:19 50001 Riosco Norton
Katie Barrett 1 - Paid Bre	50003 Aryan Baxter 1 - Paid Bre	Do you want to	change status to Av	ailable?		50002 Katle Barrett	00.02.22 50003 Aryan Baxter
50004 Conor Mcca 1 - Paid Bre	S0005 Mariah Yates 1 - Paid Bre			CANCE		50004 Conor Mcca	00.02.33
50006 Kelly Conen 1 - Paid Bre	50007 Audrina Bell 1 - Paid Bre	Kelly Cohien	Audrina Bell	Kelly Cohen	00 01:35 Audrina Belt	Sooce Kelly Cohen	50007 Audrina Bell
50008 Ista Rios 1 - Paid Bre	50009 Chelsea Ha 1 - Paid Bre	50008 00 05 09 500 Isla Rios	00 05 55 50009 Cheisea Ha	50008 00:05:54 Ista Rices	50009 Chelsea Ha	50008 Isla Rios	50009 Chelsea Ha
50010 Islan Mayo 1 - Paid Bre	50011 Amelie Ran 1 - Paid Bre	00.05.15 50010 Islah Mayo	50011 Amelie Ran	50010 bilah Mayo	50011 Amelie Ran	50010 Islab Mayo	50011 Amelle Ran
50012 Yosef Fields 1 - Paid Bre	S0013 Britney Gentry 1 - Paid Bre	00.05.33 S0012 Yasef Fields	S0013 Britney Gentry	Soone Do Do 221	50013 Britney Gentry	S0012 Yosef Fields	50013 Britney Gentry
Convright Tetherti © 2019						0 25/06/2018 12:57:1	Tetherti Desk Manager



7.10 Auto Status change

Whenever the threshold settings has been configured and status change has been enabled for particular team for AUX then agents of that particular team will be monitored based on AUX threshold configuration .If agent spends more than configured threshold in particular AUX then that particular agent will be moved to available status automatically.

Click to enable /disable status change

In below figure the Agent node is blinking because it's about to reach the configured threshold for that particular Aux.

Tetherfi Desk Manager		् 🛛 🌮 🗆 😗 🖽 🕫				
2 aux / acw Q 💠	0 AVAILABLE Q	O ACD	0 INTERNAL / OUTBOUND			
50037 shruthi shetty 1 - Pald Brea						
Copyright Tetherfi © 2019			© 25/06/2019, 14:33:41 Tetherfi Desk Manager			

Fig 7.10.1

Alert Notification feature will help supervisor to receive a notification if an agent has exceeded his given AUX time. A pop up will be shown in the Desk Manager as shown as below.



Tetherfi Desk Manage	Tetherfi Desk Manager						🔨 🗆	i	ະ ວ	;
1 AUX / ACW	Q 💠	1 AVAILABLE	٩	0 ACD	٩	0	INTERNAL /	OUTBOUND		٩
50037 shruthi shetty 00.09.14 1 - Paid Brea		S0021 Prathik M			Status Change Prathik M / 400	successfi	ıl. ded 7 - Proje	ct at : 14:35	×	
Copyright Tetherfi © 2019						0 2	5/06/2019, 14:38	5:33 Tetherfi De	esk Manage	er

Fig 7.10.2

7.11 Blinking Alerts

Agent Node will blink once the agent has about cross the configured threshold for Aux/Events before configured seconds.

Suppose say if configured threshold for particular Aux is 60 seconds and blinking threshold is set as 10 seconds then once agents reaches 50 seconds in particular Aux/Event then blinking alerts will get started for agents who reached that particular threshold for Aux/Event and blinking will be effective till next 10 seconds.

Note: This feature will be effective only when threshold settings is configured and status change is enabled for particular Aux

Click the link to check the enabling /disabling of status change in OCM

Tetherfi Desk Mana	ager		० 🛛 🌮 🗖 🚯 🕫					
1 AUX / ACW	¢ ی		٩		0			
S0037 shruthi shetty								
20.01.98 7 - Project A								
Copyright Tetherfi © 2019				\$ 24/06/2019, 19:04:40 Tetherfi Desk Ma	anager			



7.12 Threshold Un-hold

When agents keep the customer on HOLD and when the agents cross the threshold the agent's call will be un-held. Threshold value for hold will be configured in OCM. On reaching the threshold we should set the ToAgentStatus parameter to Un Hold status.

Click to enable /disable the hold to un-hold feature

If Hold to un -hold feature is disabled, then this feature will not get applied to the Agents who are in Hold status.

If Hold to un –hold feature is enabled and when the agent reached the configured threshold then agent will be moved to reconnected status.

In below figure one agent is in Hold status



Fig. 7.12.1

Agent node will start blinking to indicate the particular agent will be un-held from hold

Tetherfi Desk Manager		Q	🛛 🍁 🗖 🖬 🗊 σ
💿 aux / acw 🔍 💠	0 AVAILABLE Q	2 ACD	0 INTERNAL / OUTBOUND
		Control Contro	

Fig. 7.12.2

Notification alert will be displayed when agent exceeded the configured Hold threshold



Tetherfi Desk Manager - User Guide

Tetherfi Desk Mar	nager				٩	⊗ ≜ 2⊡ ⊕ □	S
0 AUX / ACW	¢ ی	0 AVAILABLE	٩	2 ACD	٩	0 INTERNAL / OUTBOUND	9
				50037 Hold shruthi shetty	S0021 Conn Prathik M		
				00:01:04 00:01:0	D4		
					shruthi shetty /		x

Fig. 7.12.3

Status will be auto changed to un-hold after configured threshold

Tetherfi Desk Mana	ger			<u>a</u> (9 📣 🗆 🕕 🙃	C
0 AUX / ACW	् 🗢	٩	2 ACD	٩	0 INTERNAL / OUTBOUND	٩
			Source So	50021 Conn Prathik M		
			00:02:44 00:02:44			
Copyright Tetherfi © 2019					25/06/2019, 11:57:35 Tetherfi Desk I	lanager

Fig. 7.12.4

7.13 Alert Notification

Alert Notification feature will help supervisor to receive a notification if an agent has exceeded his given AUX time. A pop up will be shown in the Desk Manager.



Tetherfi Desk Manager - User Guide

10 AUX / ACW		৭ (10 AVAILABLE		Q 🕕	ACD	٩	10 INTERNAL / OUTBOU	
40000 Jaden Fletcher 1 - Paid Break	40001 Rocco Norte 1 - Paid Brea	on ik o	40000 Jaden Fletcher	40001 Rocco Norton	00:03:	40000 Jaden Fletcher	40001 Rocco Norton	40000 Jaden Fletcher 40006	40001 Rocco Norton 40006
40002 Katie Barrett 1 - Paid Break	40003 Aryan Baxte 1 - Paid Brea	er ak o	40002 Katie Barrett	40003 Aryan Baxter	00:03:	40002 Katie Barrett	40003 Aryan Baxter	40002 Katie Barrett 40006	40003 Aryan Baxter 40006
40004 Conor Mccarthy 1 - Paid Break	40005 Mariah Yate 1 - Paid Brea	s ik o	40004 Conor Mccarthy	40005 Mariah Yates	00:02:	40004 Conor Mccarthy	40005 Mariah Yates	40004 Conor Mccarthy 40006	40005 Mariah Yates
40006 Kelly Cohen 1 - Paid Break	40007 Audrina Bel 1 - Paid Brea	i ak o	40006 Kelly Cohen	40007 Audrina Bell	00:00:	40006 Kelly Cohen	40007 Audrina Bell	40006 Kelly Cohen	40007 Audrina Bell
40008 Isla Rios 1 - Pald Break	40009 Chelsea Hay 1 - Paid Brea	vden ak o	40008 Isla Rios	00:03:34 40009 Chelsea Hayden	00:00:	40008 Isla Rios	40009 Chelsea Hayden	40008 Isla Rios 00:00:00	40009 Cheisea Hayden
Isla Rios Isla Bios 1 - Pald Break	Chelsea Hay 00:03:03	yden ak o	Isla Rios	Chelsea Hayden	00:00:	Isla Rios	00:01:54 Chelsea Hayden	40008 Isla Rios 00:00:00	00:00:00 00:00:00 00:00:00
							_		

Fig. 7.13.1

The details of agent who have exceeded the given AUX will be saved. Click on the bell icon and a popup appears to view all the agents exceeded AUX time.

If the supervisor wants to view all the previous alerts triggered by the agents, he can <u>disablestop the</u> <u>notifications from inserting to the window by selecting</u> the 'Pause Notification' which will <u>disablepause</u>-all the current alerts being <u>notified inserting to the window</u> and the supervisor <u>should can</u> enter the intended date range for which he needs to view the previous alerts. On <u>disabling the</u> "Pause notification" all the alerts raised for the current day will be shown and the supervisor will be able to receive the alerts <u>in the pop up</u>. **The agent alert notification date range selection is configured in GlobalVars.js file as shown below.**

```
var maxDateRangeForAlerts = "25";
```

It will allow user to get alert notification summary data for only 25 days in from and to date picker. User can change these settings in **GlobalVars**.js file



etherfi Desk	Manager					۹	⊕ ≜ ³³ ⊏	1 🔒 🗆	C
14/06/2019		Ë	25/06/2019		Ë	۹ 🔾	Pause Notification		×
EXPORT TO	EXCEL								
Agent Name	Station T	Agent Lo 🍸	Team Name 🍸	Prev. Status 🍸	New Status 🍸	Old Statu 🍸	Exceeded T	Threshold T	1
shruthi shetty	40029	50037	SMS1	Hold	Un Hold	00:00:51	25/06/2019 11:55:49	50	
shruthi shetty	40029	50037	SMS1	Hold	Un Hold	00:00:52	25/06/2019 11:36:28	50	
shruthi shetty	40027	50037	SMS1	4 - Meeting/Training	Available	00:04:55	24/06/2019 19:07:03	20	
shruthi shetty	40027	50037	SMS1	4 - Meeting/Training	Available	00:04:57	24/06/2019 19:05:33	20	
shruthi shetty	40027	50037	SMS1	7 - Project	Available	00:01:16	24/06/2019 19:04:47	70	

Fig. 7.13.2

7.14 Enable/Disable Status Change

If the supervisor wants to disable and enable the auto blinking and status change of agents then supervisor needs to update the threshold settings in OCM.Please follow below steps

Login to OCM

		C.
te	tnei	
We	elcome to OC	M
	Log in to continue	
	tetherfi	•
UserName		
Password		٢

Fig. 7.14.1

Select TDM Threshold Configuration module from OCM



IOME AUTODIALER CHAT	EMAIL FAX IVR SM	SMS TMAC	Select a Module
R Agent Scripting	🏠 Agent Skill Assignment	Application Access Control	Bulk Upload Module
CEP Event Mapping	CM Data Sync	Lill Desk Manager	Dynamic Report Designer
Export Scheduler	🞯 IW Role Based Access Matrix	🛃 Logfile Downloader	Module Exit Node Mapping
CCM Configuration	🐼 Opaque Data	Query Browser	Report Designer
Report Downloads	Report Scheduler	Reservation Code	Role Based Access Management
Room Code	SkillConfiguration	TDM Threshold Configuration	1P Redemption
Tetherfi Management Console	1 Upload VDN	2 User Management	User Role Mapping

Fig. 7.14.2

Double click on the team for which threshold settings needs to be enabled /disabled.

Jeam Name	1	Last Changed By	:	Last Changed On	
KG.		tetherfli/Prathik		04/10/2018 11:04:30	
Thailand		tetherflishruthi		31/08/2018 19:43:17	
iingapore		TETHERFIPrathik		03/07/2018 18:57:39	
M51		tetherflishruthi		03/09/2018 13:02:15	
bept4		TETHERINProthik		03/07/2018 18:58:58	
learn1		TETHERFIPrathik		03/07/2018 18:59:13	
ndia		tetherfliprathik		09/10/2018 17:06:40	

ig. 7.14.3

Uncheck the 'Allow Status Change' checkbox to disable the status change and blinking alerts feature and vice versa.

Next press Save "changes' to save the changes made





Go to the TDM UI and press "**Reload** "button to load changes made in OCM. Now monitor the UI for status change/Blinking



🕜 Desk Manager			۵	🗖 осм	€	40		Þ	i	0	э,	2
0 AUX / ACW	¢ ی	٩	0 ACD			٩	0	INTER	NAL / OL	JTBOUN		٩
										Relo	bad	-
		Fig. 7.	14.5					_				

7.15 Enable/Disable Alert Notification

If the supervisor wants to enable and disable the notification for threshold exceeded for aux/event then supervisor can enable/disable it using OCM threshold configuration settings. Follow the below steps

Login to OCM and Select TDM Threshold Configuration module from OCM as shown as this link.

If threshold settings are not available for the team then add new row using Configure Teams and Threshold

Click on the team row and then change the allow notification configuration for the selected aux/event by clicking the **Allow Notification** checkbox.

Desk Manager Threshold details Team Name : Singapore											
10		_	rearrier on Babare								
Aux Code From	Aux Code To	Thresho	ld : Delete	Allow Status Char	nge : Allow Notification	:					
4 - Meeting/Training	Available	10	false	false	V						
2 • TM Feedback	Avaliable	10	false	false	false						

Fig. 7.15.1

Next press Reload button in TDM UI as shown as below

🕜 Desk Manager	С 🗖 осм	● 40□ ■ ● □ ♀ ▲
0 AUX / ACW		
		Reload

Fig. 7.15.2

I.



7.16 Session management

If session handling is enabled in **GlobalVars.js** file of the TDM client then TDM will retain the user sessions for **Aux Filter** and **Team Selection**

Please update enableSessionData = true to enable to store session data else set "false" to disable it

Apply the aux filter or save Team selection changes and reload the page using ctrl+F5

Tetherfi Desk Mana	iger				٩	•	4 2 🗆	i	1 2	e
2 AUX / ACW	¢ ی	0 AVAILABLE	٩	0 ACD	٩			UTBOUN	D	Q
01 Filter By ACW 1 - Paid Break 2 - TM Feedback 2 - TM Feedback 4 - Neeting/Training 5 - Computer Problem 5 - Camputer Problem 7 - Project 6 - Call Outbound 9 - Personal Aux Time Spent Hour Greater than \$ 22 ▼ 1	Ain Sec 0 ▼ 08 ▼									
Copyright Tetherfi © 2019							0 25/06/2019, 11:18:	08 Tetherfi [Desk Ma	nager

Fig. 7.16.1

Now old session will be shown in the TDM UI.

Tetherfi Desk Manag	jer			٩	ᢒ	4 2 🗆	i	0	ə
2 AUX / ACW	Q 🛊	٩	0 ACD	٩	0	INTERNAL / O	UTBOUN	D	٩
Filter By ACW 1 - Paid Break 2 - TM Feedback ✓ 3 - Furiliment 4 - Meeting/Training 5 - Computer Problem 7 - Project 8 - Call Outbound 9 - Personal Aux Time Spent Hour Igreater than ◯ 22 ▼ 10 CLEAR SUBMIT	n Sec ▼ D8 ▼								
Copyright Tetherfi © 2019					0 25	5/06/2019, 11:20:1	18 Tetherfi I	Desk Ma	nager

Fig. 7.16.2

7.17 System File Versions

Press bottom right corner "?" Icon to know the current file versions of TDM server and UI



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🕜 Desk Manag	jer			۹	🗖 осм	•	*		Þ	i	0	с,	•
0 AUX / ACW	¢ ی		٩	0 ACD			٩	0	INTERN/		BOUND		٩
										File	Versions	3	
									Compo	nents	Ve	rsion	
									connec	ion.js	1.	1.07.15)
									search.	s	1.	1.07.15)
									commo	n.js	1.	1.07.15)
									GlobalV	'ars.js	1.	1.07.15	1
									main.js		1.	1.07.15	i
localhost:59879/Main.html?dblb=	08403206903208403207	203206903208					÷	0 18/07	7/2019, 13:4	8:40 Teth	erfi Desk N	lanager	2
				Fig 7 17 [.]	1							2	
				1.12. / . 1 /	±	S	yste	em F	-ile V	ersi	ons		

7.18 Connection Status

Go to the footer of the TDM UI to check the connection status as show in below figure

If icon colour is green then TDM UI is connected to server

🕜 Desk Manager			۹	🗖 осм	•	4 0		•	::	C	٤
0 AUX / ACW	Q 💠	۹ (O ACD			٩		FERNAL / OI	UTBOUND		Q
			_								
				If Icon colo	ur is g	reen tl	hen TD	М			
				UT IS CONNE		o serve	er				
java@opyright(Tetherfi© 2019					○ ? 0	18/07/201	19, 12:58:05	Tetherfi Desk	Manager- v'	.1.07.15	0

Fig. 7.18.1

If icon colour is red then TDM UI is not connected to server as shown in below figure



🕜 Desk Manage	r			۹	🗖 осм	€ 4	<u>_</u>	₽ 6	:: e	•
0 AUX / ACW	Q 💠		٩	0 ACD			۹ 📀	INTERNAL / C	UTBOUND	٩
					If Ic	on colou	r is red tl	hen TDM L	JI is	
					not	connecte	ed to ser	ver		
localhost:59879/Main.html?dblb=	08403206903208403207	203206903208					Not Con	nected 13:05:36 1	Tetherfi Desk Mar	ager (?)

Fig. 7.18.2

7.19 User Details

Press the "**user**" icon from the top right corner of the application header to know the logged in user details as show as below fig 7.18.1

🕜 Desk Manager			C	👤 осм	•	¢.		Þ	i	0	Э	•
0 AUX / ACW	े 🗘	٩	0 ACD			٩	0	INTERN	AL / OU	JTPOUNE		٩
					Click	to g	et log	gged	in u	user c	deta	ails
		Fig. 7.	19.1									

7.20 Redirect to OCM

Press the "OCM" icon from the top of TDM UI to navigate to the OCM as shown as below fig 7.19.1

🕜 Desk Manager				Q 🗖 осм	•	¢.		P	i	::	Э	٤
0 AUX / ACW	Q 💠	٩	0 ACD			٩	0	INTERN	NAL / OU	TBOUN	D	٩
				Redi	rect to	D OCN	1					
		Fig. 7.	20.1					1				

Press "YES" to continue to login to OCM or 'NO' to cancel login to OCM



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🕜 Desk Manager	Q	осм	₿			Þ	6	0	<i>с</i>	٤
💿 AUX / ACW Q 💠 💿 AVAILABLE Q	0 ACD				0	INTERN	NAL / OU	TBOUND		٩
Do you want to redirect to QCM Par	ne ?			Т						
	yc :									
		NO	YES							
Description Table of the Option				A 46/07		57.57 Toth	arfi Daak	Managar u	4 4 07 4	

Fig. 7.20.2

7.21 Colour Codes

All the agents in AUX/ACW state are sorted based on the Maximum Time spend in AUX grid and shown in different colours and icons, the respective status and its colour codes are shown in the info dropdown as shown below in Fig. 7.20.1 .These details will be maintained sever and when client is connected to server the configured colour codes will downloaded to client window.

Tetherfi Desk Mar	nager				Q (9 🎣 🗆 🍦 🗆 🖉
50 AUX / ACW	् 🗢	50 AVAILABLE	٩	50 ACD	٩	AUX COLOR CODES
1 50000 (11	50001	50000	50001	Soundary Final Car	50001	ACW
00:05:02 1 - Paid Bre 00:01:	31 1 - Paid Bre	00:04:44	00:05:22	00:02:14 00:03:0	4	Default
TI Source TI	50003	50002	50003	Sooo2	50003	1 - Paid Break
00:01:15 1 - Paid Bre 00:01:	33 1 - Paid Bre	00:01:54	00:00:03	00:02:07 Rate Barrett 00:02:3	2	2 - TM Feedback
(1) 50004 Conor Mcca (1)	50005 Mariah Yates	S0004 Conor Mcca	50005 Mariah Yates	Conor Mcca	50005 Mariah Yates	3 - Fulfillment
00:03:52 1 - Paid Bre 00:01:	47 1 - Paid Bre	00:03:07	00:00:58	00:01:19 00:00:0	7	4 - Meeting/Training
50006 Kelly Cohen 00:04:41 1 - Paid Bre 00:02	50007 Audrina Bell 14 1 - Paid Bre	50006 Kelly Cohen	50007 Audrina Bell	50006 Kelly Cohen 00:01:3	Audrina Bell	5 - Computer Problem
50008	50009	50008	50009	50008	50009	7 - Project
1 Isla Rios 00:04:55 1 - Paid Bre 00:02	Chelsea Ha 09 1 - Paid Bre	00:05:59 Isla Rios	Chelsea Ha 00:05:55	Usla Rios 00:02:3	Chelsea Ha	8 - Call Outbound
50010 Islah Mayo 00.02.09 1 - Pald Bre 00.00	50011 Amelle Ran 19 1 - Paid Bre	50010 00:05:15 50010 Islah Mayo	50011 Amelie Ran	50010 Islah Mayo 00:03:03	50011 Amelie Ran	9 - Personal Aux
50012 1 9 00.02.59 1 - Paid Bre 00.00.00	50013 Britney Gentry 1 - Paid Bre	00:05:33 50012 Yosef Fields	50013 Britney Gentry	50012 Yosef Fields 00.02 5	50013 Britney Gentry	50012 Yosef Fields 00.05:20 U0.05:54
Convright Tetherfi @ 2019						© 25/06/2019 12:36:38 Tetherfi Desk Manager

Fig. 7.21.1

8 OCM Reports

Follow the below steps to access the TDM reports

Login to OCM

tol	the	r rfi
We	Log in to continue	CM
UserName	tetherfi	•
Password		۲
	Login	

Fig 8.0.1

Go to "OCM Reports" option in top right corner as shown as below fig 8.0.2

ОСМ	Welcome taile operate 40	Фосм	CCM Reports	9

Fig 8.0.2

Click on "**Show Advanced Search**" option for more search options in report selection as shown as below figure

In OCM Report Manager						
	Report Channel		Common			
	Report Name	Au	udit Trail Report	•		
	Report Type		Date Range	•		
Start Datetime	20190701 000000	曲	End Datetime	20190718 000000	曲	
		Shov	w Advanced Search	· D		
Show Report Show Report	now Report (New Pag	ge) ØExp	port Scheduler	View Downloaded Report	Oclear All	

Fig 8.0.3

To search inside the individual report, click on **search** icon as shown as below figure



OCM Reports > Comm	on > Audit Trail	Report from 21-05-2019	00:00:00 to 18-07-2019	00:00:00		Search	> 2 2 ∷
Desk Manager							
Drag a column header and	drop it here to gr	roup by that column					
Transaction	Function	User ID	Date Time	Old Values	New Values	Change Reason	1
Status Change [Success]	Desk Manager	User	22/05/2019 11:41:19	Agentid:50015 AgentName:Rakesh Gatty AgentStation:40029 AgentStatus:1 - Paid Break AUX 1 PreviousTimeSpent:	AgentId:50015 AgentName:Rakesh Gatty AgentStation:40029 AgentStatus:Available PreviousTimeSpent:00:06:03	Manual Action	
Status Change [Success]	Desk Manager	TETHERFI\yasha wanth	22/05/2019 11:41:53	Agentid:50037 AgentName:shruthi shetty AgentStation:40002 AgentStatus:5 - Computer Problem AUX 5 PreviousTimeSpent:	AgentId:50037 AgentName:shruthi shetty AgentStation:40002 AgentStatus:Available PreviousTimeSpent:20:48:03	Manual Action	
Status Change [Success]	Desk Manager	TETHERFI\yasha wanth	22/05/2019 17:33:55	Agentid:50037 AgentName:shruthi shetty AgentStation:40002 AgentStatus:Available PreviousTimeSpent:	Agentid:50037 AgentName:shruthi shetty AgentStation:40002 AgentStatus:1 - Paid Break PreviousTimeSpent:04:16:45	Manual Action	
I I Z 3 4	5 ▶ ▶	▶ 10 ▼ items per	rpage				1 - 10 of 1158 items 💍

Fig 8.0.4

User will get below search options when they clicks on search icon

ОСМ			Mulcomo tatharfilmathir			
OCM Reports > Common >		Sear	rch	×		
Search by Function Name						٦
Transaction	User ID 🔹	Is equal to	text to search	×		Net
	Transaction					File
	User ID		Clara C	ar All Sarch		Cori
Create Tab IW-Ta	Date Time		Close	Search		ID: Insc
	Old Values					Def
	New Values					Upc
	Change Reason		File Name: IRASIPT_Administrator_190617_01_01_DRAFT			File
			Flow Name: IRASIPT AssignmentData:			Flor
			Key: comingFrom_ValidateCaller			К
			Value: ForIITSpecificEnquiries Checker Comments:			V. Che
Update[node IW-Assign	nment TETHERFI\Administrato	o8/07/2019 10:12:33	ID: 3590806a-f492-408b-ae2f-a654b0ef36c6-21461566414	3001993162107213		ID:
	1		teys.			
	▶ N 10 ♥ items per page					
Copyright Tetherfi © 2019 - v 3.2.;	7.8			16/07/2019, 16:26:31	Omni Channel Manager	0

Fig 8.0.5

OCM report portal will have a facility to export the report into excel and csv.



Tetherfi Desk Manager - User Guide

네 OCM Reports >	Common > OCM	Threshold Report from	10-06-2019 00:00:0	o to 18-07-2019 00:00:	00	Press this butt download the r	on to report		Q () (
Search by Agent M Drag a column hea	lame der and drop it he	re to group by that colum	n		L.	Export Page	Csv Yiew Downle	oaded Reports	Scheduled Reports
Agent Name	Station ID	Agent Login Id	Team Name	Old Status	New Status	Old Status Time Spend	Notification Type	Threshold	Changed By
Prathik M	40027	50021	SMS1	7 - Project	Available	00:01:17	Threshold	70	System
Prathik M	40027	50021	SMS1	7 - Project	Available	00:01:19	Threshold	70	System
Prathik M	40027	50021	SMS1	7 - Project	Available	00:01:14	Threshold	70	System
Prathik M	40027	50021	SMS1	4 - Meeting/Training	Available	00:05:01	Threshold	20	System
Prathik M	40027	50021	SMS1	7 - Project	Available	00:01:12	Threshold	70	System
shruthi shetty	40029	50037	SMS1	Hold	Un Hold	00:00:51	Threshold	50	System
shruthi shetty	40029	50037	SMS1	Hold	Un Hold	00:00:52	Threshold	50	System
shruthi shetty	40027	50037	SMS1	4 - Meeting/Training	Available	00:04:55	Threshold	20	System
shruthi shetty	40027	50037	SMS1	4 - Meeting/Training	Available	00:04:57	Threshold	20	System
shruthi shetty	40027	50037	SMS1	7 - Project	Available	00:01:16	Threshold	70	System
4 4 1 2	3 4 5	▶ ► 10 ▼	items per page					1	- 10 of 326 items 💍

Figure 8.0.6

8.1 Audit Trail Report

The audit trail report will contains changes made in the system along with the user name and time stamp.

Report Channel is "Common"

Report Name "Audit Trail Report"

Select data range from "Report Type"

Ltd OCM Report Manager

	Report Channel		Common	•		
	Report Name	Audit	t Trail Report		•	
	Report Type		Date Range	•		
Start Datetime	20190610 000000	曲	End Datetime	20190718 (00000	曲
		Show A	dvanced Search	0		
	1 - D - + (M - D)	Or			1 - 1 - 1	00

Fig 8.1.2

Click on "Show Report"



осм				- Wek	ome tetherfight k	OCM Reports \varTheta
OCM Reports > C	ommon > Audit Trail Report from 09-	07-2019 00:00:00 to	11-07-2019 00:00:00			Q.Ø.
Search by Function #	Name					
Drag a column header	r and drop it here to group by that colu	user ID	Date Time	Old Values	New Values	Change Reason
Update	SocialMediaUserProfileMapping	4	0%07/2019 12:41:43	Channel: CustomerOrgid:CIFAUTO51 Channelldentifier:4 CustomerChannelld:MIDAUTO31 UserID:Murali Active:True RegistrationMode:LINE AgontName: CreatedBy:Murali CreatedBy:Murali CreatedBy:Murali CreatedBy:Murali CreatedBy:Murali CastChangedBy: LastChangedBy: LastChangedSo:	Channel: CustomerCrigid:CIFAUTO51 Channelidentifier:4 CustomerChannelid:MIDAUTO31 UserID:Muralii Active:True Active:True AgentName: CreatedDy:Muralii CreatedDy:Muralii CreatedDy:Muralii CreatedDy:Muralii CreatedDy:Muralii LastChangedDy: LastChangedDy: LastChangesOn:	Registration
					Channel: CustomerOrgid:CIFAUTO51 Channelidentifier:4	
	4 5	tems per page			- 1999 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 199 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997	1 - 10 of 314 items 🛛 🖒



Report will show the agents who were moved to different ACW, AUX/HOLD either by System or Manually by Supervisor. Change reason are will be updated in Audit trial report for status change. If System changes it will be shown as automated action and if it is Human, it will be displayed as Manual action.

Desk Manager							
)rag a column header and	drop it here to g	roup by that column					
Transaction	Function	User ID	Date Time	Old Values	New Values	Change Reason	
Status Change [Success]	Desk Manager	TETHERFI\yasha wanth	21/06/2019 13:51:43	Agentid:50037 AgentName:shruthi shetty AgentStation:40028 AgentStatus:Default PreviousTimeSpent:	Agentid:50037 AgentName:shruthi shetty AgentStation:40028 AgentStatus:5 - Computer Problem PreviousTimeSpent:00:00:01	Manual Action	
Status Change [Success]	Desk Manager	System	21/06/2019 13:56:40	Agentid:50037 AgentName:shruthi shetty AgentStation:40028 AgentStatus:5 - Computer Problem PreviousTimeSpent:	Agentid:50037 AgentName:shruthi shetty AgentStation:40028 AgentStatus:Available PreviousTimeSpent:00:04:56	Automated Action	
Status Change [Success]	Desk Manager	TETHERFI\yasha wanth	21/06/2019 14:07:10	Agentid:50021 AgentName:Prathik M AgentStation:40029 AgentStatus:Default PreviousTimeSpent:	Agentid:50021 AgentName:Prathik M AgentStation:40029 AgentStatus:8 - Call Outbound PreviousTimeSpent:00:00:02	Manual Action	

Fig 8.1.4

Report portal will have ability to search options such as agent ID, function name and date & time.



Tetherfi Desk Manager - User Guide

ОСМ			Wolcows tetherflorestelle 🖉 🗖 octu	네. OCM Reports	0
OCM Reports > Common >		Sear	rch ×	٩	øn
Search by Function Name					٦
Transaction : Fun	User ID Transaction	Is equal to	text to search + X		Net
	Function User ID		Close Clear All Search		Flor
Create Tab IW-T	Date Time Old Values				Inst Def Tab
	New Values Change Reason		File Name: IRASIPT_Administrator_190617_01_01_DRAFT		Upc
			Flow Name: IRASIPT AssignmentData: Key: comingFrom ValidateCaller		Flor Ass K
Update node IW-Assignment	TETHERFIJAdministrator	08/07/2019 10:12:33	Value: ForIIISpecificEnquines Checker Comments: ID: 3590806a-f492-408b-ae2Fa654b0ef36c6-214615664143001993162107213 Lens:		Che ID:
	H 10 💌 items per page				Ċ
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Fig 8.1.5

8.2 Timeline Report

The timeline report will contains report across states

Report Channel is "Common"

Report Name "OCM TimeLine Report"

Select data range selection from "Report Type"

LOCM Report Manager									
		Report Channel		Common	٠				
		Report Name	OCM T	imeLine Report	• 0				
		Report Type		Date Range	*				
	Start Datetime	20190711 000000	曲	End Datetime	20190716 00	0000	部		
			Show A	dvanced Search					

Fig 8.2.1

Click on any row on the list



9.00

Lid OCM Reports > Common > OCM TimeLine Report from 01-07-2019 00:00:00 to 16-07-2019 00:00:00

Search by Agent ID		Export Page Export to Csv	View Downloaded Reports OScheduled Reports
Drag a column header and drop it here to group by that	t column		
Agent ID :	Agent Name	Team Name	Supervisor Name
41001			NA
50011			NA
50034			NA
50052	Chatbot Dev	Team1	prakashd dsouza
50018	chirag r	SMS1	Prathik M
50020	Divya Prabhu	Team1	Ashwath Mabiyan
50094	kavya nayak	Team1	Ashwath Mabiyan
50029	Mainak Saha	India	NA
50014	poorvi rai	SMS1	Shreeraj Bhat
50021	Prathik M	SMS1	Tetherfi Administrator
I I 2 ► ► 10 ▼ items per p	age		1 - 10 of 14 items 💍

Fig 8.2.2

It will show all the timeline report of selected of agents as shown as below

OCM TimeLine Report TimeLine Report for the Agent: 50021

Agent Name	Station ID	Status	: Status Type	i TimeStamp
Prathik M	40029	Logout	Logout	15/07/2019 17:59:32 Searc
Prathik M	40029	Logout	Logout	15/07/2019 17:57:23
Prathik M	40029	Not Logged in	NONE	15/07/2019 17:57:23
Prathik M	40029	Available	MANUAL_IN	15/07/2019 17:53:13
rathik M	40029	9 - Personal Aux	AUX	15/07/2019 17:53:05
Prathik M	40029	Available	MANUAL_IN	15/07/2019 17:53:04
Prathik M	40029	8 - Call Outbound	AUX	15/07/2019 17:52:56
rathik M	40029	Available	MANUAL_IN	15/07/2019 17:52:52
rathik M	40029	Available	MANUAL_IN	15/07/2019 17:52:51
rathik M	40029	7 - Project	AUX	15/07/2019 17:52:48

Fig 8.2.3

8.3 Threshold Report

Report to see how many and which of the agents were forced auto in after the threshold

ित OCM Report Manager			
	Report Channel	Common 🔻	
	Report Name	OCM Threshold Report 🔹 🕒	
	Report Type	Date Range	
Start Datetime	20190708 000000	End Datetime 20190716 0000	00 🗰
		Show Advanced Search	
Show Report Show Repo	ort (New Page)	ort Report OExport Scheduler	Downloaded Report

Fig 8.3.1



0,80

Ltd: OCM Reports > Common > OCM Threshold Report from 08-07-2019 00:00:00 to 16-07-2019 00:00:00

Search by Agent N	ame					Export Page Export to C	Sv 🛃 View Download	ed Reports)Scheduled Reports			
)rag a column head	ag a column header and drop it here to group by that column											
Agent Name	Station ID	Agent Login Id	Team Name	Old Status	New Status	Old Status Time Spend	Notification Type	Threshold	Changed By			
shruthi shetty	40028	50037	SMS1	7 • Project	Available	00:01:14	Threshold	70	System			
shruthi shetty	40028	50037	SMS1	7 • Project	Available	00:01:14	Threshold	70	System			
shruthi shetty	40028	50037	SMS1	7 - Project	Available	00:01:13	Threshold	70	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:24	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:24	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:19	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:14	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:14	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:09	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 • TM Feedback	Avaliable	00:01:04	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 - TM Feedback	Avaliable	00:01:04	Threshold	21	System			
shruthi shetty	40029	50037	SMS1	2 - TM Feedback	Avaliable	00:00:59	Threshold	21	System			

Fig 8.3.2

9 OCM Admin

9.1 Page Based User Access

If the user wants to access any modules and change the edit, delete and other access details then user can go to the **User Management** module in OCM

	HOME AUTODIALER CHAT	EMAIL FAX IVR SM	SMS TMAC	User Management 🔹
	R Agent Scripting	2 Agent Skill Assignment	Application Access Control	Bulk Upload Module
	CEP Event Mapping	CM Data Sync	Desk Manager	Dynamic Report Designer
	Export Scheduler	W Role Based Access Matrix	Logfile Downloader	Module Exit Node Mapping
>	Query Browser	Report Designer	Report Downloads	Report Scheduler
	Reservation Code	Role Based Access Management	Room Code	SkillConfiguration
	TDM Threshold Configuration	1 TP Redemption	Tetherfi Management Console	1 Upload VDN
	१८२० User Management	User Role Mapping	VIP Code	VIP WakeUp Call Management
	WakeUp Call Announcement	Wing Code	🔀 WorkFlow Designer	

Fig 9.1.1

To Add new records, click on below "Add New User Management Record" button as show as below



轮 User Management		ର ୫ ପ
+ Add New User Management Record Drag a column header and drop it here to group by that column		DExport to Excel
ii i L Last Changed On ↑	:	
/ TE 03/01/2018 18:35:36		
TE 27/02/2018 17:41:47		
TE 27/03/2018 16:33:37		
TE 20/04/2018 12:08:06		
		1

Fig 9.1.2

Once the new user has been added, next update the access details for the user. After updating the access details then press "**Save Changes**" button as show as below.

Admin Pages Admin Pag	ges Checker Reports Dashboards	Other Applications			
✓ Save changes	Cancel changes				
Access	Functionality	Add Access	Edit Access	Delete Access	Export Access
	Social Media Account				
•	Social Media Application				
	Speech Module		2		2
	Split Fax				
	SRC Tier		2		2
	SRL Tier		2	2	2
2	Text Synonyms	2	2	×	2
✓	TMAC Broadcast Message	•	2		2

User needs to **Logout** and **Login** to the **OCM** for changes to get effected.



9.2 Add/Update Agents

Follow below steps to add agents into different teams

Select "Agent Settings" module in OCM as show as below



Fig 9.2.1

Follow below steps to add new agent

Select "Add New Agent Settings Record" and add the fields then select "Save" to save the changes



¢% Ag + A Drag a	ent Setting dd New Age column hea	Clic	ck on this o agent set	ption to a tings reco	dd new ord					Q, උට I Export to Excel
			Lan ID	Avaya L	First Na	Last Na	Profile :	Supervisor Name	Team Name	Access Role
•	1	Û	shreenitha	50035	Shreeenitha	AB	Supervisor	shruthi shetty	Dept4	AgentCherry
•	1	Û	siraj	50001	Mohamed	Sirajuddin	Supervisor	Shreeenitha AB	Team1	AgentSupervisorCherry
•	1	Û	vishal	50019	Vishal	Pinto	Supervisor	NA	SIngapore	AgentSupervisorCherry
•	1	İ	ashwin	50065	ashwin	р	Agent	Ashwath Mabiyan	Team1	Agent
•	1	İ	sandeep	50077	sandeep	poojary	Supervisor	Shreeraj Bhat	SMS1	
•	1	Û	Ashwath	50005	Ashwath	Mabiyan	Supervisor	shreyas s	Team1	Agent
•	1	Û	Chatbot2	50002	Tetherfi	Bot2	Agent	Shreeenitha AB	Team1	Chatbot
	1	Û	Chatbot	50051	Tetherfi	Bot	Agent	Shreeenitha AB	Team1	Chatbot
•	1	Û	ajit	50003	Ajith	Karkera	Supervisor	prakashd dsouza	SMS1	AgentSupervisor
•	1	Û	Rakesh	50015	Rakesh	Gatty	Supervisor	shruthi shetty	Singapore	AgentSupervisorCherry

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(18/07/2019, 14:26:24 Omni Channel Manager (1

Fig 9.2.2

Once the information has been entered press" Save" to insert he record and **Cancel** to discard the changes

Agent S	settings					×
Info	Channel Count & Features					
	Lan ID*			Avaya Login ID*	Enter Value	•
	First Name*			Last Name*		
	Team*	Select Team	-	Profile*	Select	· ·
	Supervisor*	Select	•	Access Role*	Select	· ·
	CRM Name	Select	•	Text Template	Select	· ·
_					Click to save button to insert the record	Save OCancel

Fig 9.2.3

Follow below steps to update/Delete the agent records



QBC

Tetherfi Desk Manager - User Guide

Ф.	Agent	Settings
----	-------	----------

۸ a	dd New Age I column hei	ent Settings Reco ader and drop it l	rd here to aroup by th	nat column						Export to Ex
			Lan ID	Avaya L	First Na	Last Na	Profile	Supervisor Name	Team Name	Access Role
1	/	İ İ	hreenitha	50035	Shreeenitha	AB	Supervisor	shruthi shetty	Dept4	AgentCherry
1	1	Û	lick thi	s icon to	Nohamed	Sirajuddin	Supervisor	Shreenitha AB	Team1	AgentSupervisorChe
1	1	Û	vishal	record	Vishal	Pinto	Supervisor	NA	Singapore	AgentSupervisorChe
I	1	Û	ashwin Click thi	50065	ashwin	р	Agent	Ashwath Mabiyan	Team1	Agent
I	1	Ť.	sandeep	50077	sandeep	poojary	Supervisor	Shreeraj Bhat	SMS1	
I	1	Û	Achwath	50005	Ashwath	Mabiyan	Supervisor	shreyas s	Team1	Agent
I	1	Û	Chatbot2	50002	Tetherfi	Bot2	Agent	Shreeenitha AB	Team1	Chatbot
I	1	Û	Chatbot	50051	Tetherfi	Bot	Agent	Shreeenitha AB	Team1	Chatbot
I	1	Û	ajit	50003	Ajith	Karkera	Supervisor	prakashd dsouza	SMS1	AgentSupervisor
Î	1	Û	Rakesh	50015	Rakesh	Gatty	Supervisor	shruthi shetty	Singapore	AgentSupervisorChe



9.3 Configure Teams and Threshold

Select TDM Threshold Configuration module from OCM

HOME AUTODIALER CHAT	EMAIL FAX IVR SM	SMS TMAC	TDM Threshold Configura
R Agent Scripting	🇞 Agent Skill Assignment	Application Access Control	💼 Bulk Upload Module
CEP Event Mapping	CM Data Sync	LII Desk Manager	Dynamic Report Designer
Export Scheduler	IW Role Based Access Matrix	Logfile Downloader	Module Exit Node Mapping
OCM Configuration	🐼 Opaque Data	Query Browser	Report Designer
Report Downloads	Report Scheduler	Reservation Code	Role Based Access Management
Room Code	🔅 SkillConfiguration	TDM Threshold Configuration	TP Redemption

Fig. 9.3.1

Double click the team for which threshold settings needs to be configured.



៤៨១

₩ TDM Threshold Configuration

			Export to Excel
Drag a column header and drop it here to group by that column		•	
Team Name	Last Changed By	: Last Changed On	:
SG Team Name	TETHERFI\Shruthi	17/07/2019 14:35:12	
Thailand	tetherfi\shruthi	31/08/2018 19:43:17	
Singapore	TETHERFI\Prathik	03/07/2018 18:57:39	
SMS1	tetherfi\shruthi	03/09/2018 13:02:15	
Dept4	TETHERFI\Prathik	03/07/2018 18:58:58	
Team1	TETHERFI\Prathik	03/07/2018 18:59:13	
India	tetherfi\prathik	09/10/2018 17:06:40	

Figure 9.3.2

To add new configuration aux settings row click on "Add New Row" from menu option as show as below figure

Click this button o add new row	Team Name : SMS1								
+ Add New Row Sav	Aux Code To	:	Threshold	:	Delete	:	Allow Status Change		
4 - Meeting/Training	Available		60		false		true		
On Call	Un Hold		50		false		true		
2 - TM Feedback	Avaliable	:	21		false		true		
7 - Project	Available	:	70		false		true		
7 - Project	Available	:	70		false		true		

Fig 9.3.3

To update the existing settings then select the individual row and update it column by column as shown as below and Click on "**Save Changes**" to update the changes

	Click thi to s	s button save	DCSI	Team Name	: Team1	ctails			
+ Add New Row	'Save changes	♦ Cancel changes]						
Aux Code From	:	Aux Code To	:	Threshold	:	Delete	:	Allow Status Change	:
ACW		Available		60		false		false	
computer		Available		30		false		false	
On Call		Un Hold		50				false	



9.4 Agent Team Management

Follow the below steps to add/update team details



Select "Agent Team Management" module from OCM

HOME	AUTODIALER	CHAT	EMAIL	FAX	IVR	SM	SMS	ТМАС		Select a Module	•
20	Agent Settings		• • •• A	gent Team M	Manageme	nt		Agent Telephony Directory	🤳 Cam	paign Manager	
' 'A'	TMAC Broadcast Messa	ge	🛃 т	MAC Siebel	Release		₽	TMAC Transfer List	U Wait	Time Color Config	
Ê w	orkcode List										

Fig 9.4.1

Use the "Add new agent Team management Record" to add new Agent Team

👬 Agent Team Management Q 🖉 🖸											
+ Add New Agent Team Management Record											
Drag a column header and drop it here to group by that column											
	Level Hierarchy :	Name	Display Hierarchy :	Last Changed By :	Last Changed On :						
	Country	Thailand	Thailand	tetherfi\shruthi	31/08/2018 19:43:17						
1	Country	India	India	tetherfi\prathik	09/10/2018 17:06:40						
1	Country	Singapore	Singapore	TETHERFI\Prathik	03/07/2018 18:57:39						
	Country	UK	UK	tetherfi\prathik	02/04/2019 11:24:08						
	Country	Country Head	Country Head	tetherfi\shreenitha	04/07/2019 19:19:19						
	Country	Malaysia	Malaysia	TETHERFI\Shreenitha	01/07/2019 13:01:43						
	Country	Indonesia	Indonesia	TETHERFI\Shreenitha	01/07/2019 13:01:49						
	Country	xyz	xyz	tetherfi\prathik	09/10/2018 17:09:26						
	Country	Yash	Yash	tetherfi\prathik	16/07/2019 18:49:37						
	Country	SG	SG	tetherfi\Prathik	04/10/2018 11:04:30						
H - 1 2 3 4	▶ ▶ 10 ▼ items per page				1 - 10 of 32 items 🛛 💍						



Enter team name and press "Save"

Agent Team Management		×
Level Hierarchy*	Country	•
Name*	Test	
		✓ Save <mark>⊘Cancel</mark>

Fig 9.4.3



Similarly, user van use the option to add/delete agent team records

👬 Agent Team Management Q 🖉 🖸									
+ Add New Agent Team Mana Drag a column header and drop	igement Record it here to group by that column				Export to Excel				
	Level Hierarchy	Name	Display Hierarchy	Last Changed By	Last Changed On				
	Click this button to edit	Tha <mark>l</mark> and	Thailand	tetherfi\shruthi	31/08/2018 19:43:17				
	Country the record	India	India	tetherfi\prathik	09/10/2018 17:06:40				
	Country	Singapore	SIngapore	TETHERFI\Prathik	03/07/2018 18:57:39				
	_{Coun} Click this button to	UK	UK	tetherfi\prathik	02/04/2019 11:24:08				
	_{Count} delete the record	Country Head	Country Head	tetherfi\shreenitha	04/07/2019 19:19:19				
/ 🗊 🤇	Country	Malaysia	Malaysia	TETHERFI\Shreenitha	01/07/2019 13:01:43				
1	Country	Indonesia	Indonesia	TETHERFI\Shreenitha	01/07/2019 13:01:49				
1	Country	xyz	хуz	tetherfi\prathik	09/10/2018 17:09:26				
	Country	Yash	Yash	tetherfi\prathik	16/07/2019 18:49:37				
	Country	SG	SG	TETHERFI\Shruthi	17/07/2019 14:35:12				
◀ ┨ 2 3 4 ▶	▶ 10 ▼ items per page				1 - 10 of 32 items 💍				
Copyright Tetherfi © 2019 - v	3.2.7.8			() 18/07/2019, 1	4:47:23 Omni Channel Manager 🚯				

Fig 9.4.4