

Tetherfi Multimedia Agent Client

Application User Guide

Document Version: 1.0.06.25 Last Updated Date: 2020 December 23



Version history

Version	Implemented	Revision	Approved	Approval	Description of
#	By	Date	By	Date	Change
1.0	Kavya Nayak				Initial version of Tetherfi Multimedia Agent Client user guide



Copyright

All rights reserved. No part of this product may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the express written permission of Tetherfi.

Warranty Information

Tetherfi makes no representations or warranties with respect to the contents or use of this product and specifically disclaims any express or implied warranties of merchantability or fitness for any purpose. Information in this document is subject to change without notice and does not represent a commitment on the part of Tetherfi.

Trademark Information

Tetherfi is a registered trademark of Tetherfi. Other product names may be trademarks or registered trademarks of their respective companies.

Contact Information

For customer inquiries, contact:

Tetherfi

60 Paya Lebar Road,

#06-01 Paya Lebar Square,

Singapore

For technical support inquiries, call:

+65 6715 7408



Contents

1.	Intro	duction6
1.1	Inte	ended Audience
1.2	Scor	pe of document
1.3	Glos	ssary
2.	Syste	em Architecture
3. TM	AC Us	ser Roles
3.1	TMAC S	SupervisorError! Bookmark not defined.
3	.1.1 cha	nnel Details
3	.1.2 Stat	tus Details64
3	.1.3 Log	ged in Agent Details
3	.1.4 Inte	eraction Details71
3.2	TMAC A	AgentError! Bookmark not defined.
4.	Acces	ssing TMAC9
5.Co	mmon	Features
5.1	Networ	k Connectivity Status
5.2	TMAC S	Settings14
5.3	Use	r Status16
5.4	Logo	outError! Bookmark not defined.
5.5	Mai	n PageError! Bookmark not defined.
5.6	Info	
6.	Chan	nelsError! Bookmark not defined.
6.1	Voic	ce Channel
6	.1.1	Incoming Call
6	.1.2	Transfer call
6	.1.3	Conference Call
6	.1.4	Hold/Unhold Call
6	.1.5	Call Interaction
6.2	Chat	t Channel
6	.2.1	Incoming Chat



6.2.2	Disconnect Chat	
6.2.3	Transfer Chat	40
6.2.4	Conference Chat	
6.2.5	Chat templates	
6.2.6	Chat Interaction / Interaction History	
6.3 Fax	Channel	
6.3.1	Incomming Fax	57
6.3.2	Compose Fax	58
6.3.3 Forw	/ard /Transfer Fax	59



1. Introduction

TMAC is an Agent/User desktop application that allows users to control Telephony functions via their desktops PC instead of physical hard-phone.

It empowers agents/Users to interact with customers across multiple channels and the ability to complete the interaction efficiently and effectively.

TMAC is a web-based application and would launch on the Agent/User's screen occupying roughly 40% of the screen space.

1.1 Intended Audience

This user guide document is intended for the following audience:

- Business Users
- IT team
- Project Manages
- Application implementation team
- Application maintenance team

1.2 Scope of document

This is the step by step guide for users to manage the TMAC (Tetherfi Multimedia Agent Client). By accessing and managing the OCM application, users will be able to define/change specific behaviour of the TMAC call flow according to their preferences or business requirements without needing any code change. TMAC will help the user to do all telephony functions.



1.3 Glossary

Term or Acronym	Definition or Description
ОСМ	Omni Channel Management
ТМАС	Tetherfi Multimedia Agent Client
LAN	Local Area Network
CIF	Customer Identifier
CIQ	Customer Interactions in Queue
UI	User Interface
LANID	Domain handle for a user (integrated with LDAP/AD)



2. System Architecture

TMAC is an Agent/User thin-client application that allows contact center agents to handle customer interactions such as voice, chat, email, audio, video, social media in a single user interface. It empowers agents/Users to interact with customers across multiple channels and the ability to complete the interaction efficiently and effectively.



The above diagram illustrates all possible connectivity TMAC can have with other components. Not each deployment of TMAC will have all these components. Based on the solution design, some components may get removed.



3. TMAC Login

TMAC is a Web-Based application that is accessed via a URL.

To get started you will first need to open a supported browser and navigate to the URL that your administrator has provided. The URL should look something like the one below.

https://<server name>:<port>/TMAC_Client/

Browsers that support TMAC:

Below are the list of browsers that support TMAC:

Chrome: supports all features which includes audio call, video call, chat etc Internet Explorer: Safari: Firefox:

Authentication:

Once user launched the TMAC URL in browser, it will ask for face authentication.



New user can click on Signup button to register for face authentication like mentioned in the below screen.







Please make sure click on "Face Capture" button before proceeding with registration.

Once registration is completed then system will navigate for authentication.

If user is already registered then, user can proceed with authentication by entering userID and with face.



Once successful authentication, User will be navigated to the below page to enter required information to login to TMAC.

The TMAC client supports login to the client application using the domain (provided in the drop-down), login ID, Station ID and password.

Users must provide Lan ID, Password and Station ID and click on the "Login" button as shown below. You are now ready to use the application.



tethe	erfi -
OOMAIN LIST*	
tetherfi	•
LAN ID*	
kavya	
PASSWORD*	
	show
STATION*	
40019	
✓ Login to PBX?	
LOG IN	1

Domain List:

Lan ID: Lan ID will be usually agent name which will be in DB used to login to TMAC.

Password: User should enter password to login to TMAC

Password show: when user clicks on show password entered by user will be visible

Station:

Login to PBX: User should check then option if he/she want to login to TMAC which uses PBX

If the user entered LAN ID is wrong, then the below-shown error message is displayed and the user should enter proper agent ID to log in.



ہ۔ tether	fi
DOMAIN LIST*	
tetherfi	•
LAN ID*	
AGENT ID*	
STATION* 40030	
✓ Login to PBX?	
LOG IN	

The LANID is considered wrong if it is not created as an agent record in AGT_Agent table using OCM.

Below are some error codes displayed during TMAC UI login , these errors may occur due to configuration issues

Error Codes	Reason
Invalid credentials	If user enters wrong LAN ID or
	password
Invalid extension	If user enters wrong station
Invalid LAN ID	If user enters wrong LAN ID
Invalid agent id	If user enters wrong agent ID
Station Busy	If the staton is not logged in to
	any hard phones , avaya onex
	communicator or if the station
	you have entered has already
	logged in to TMAC by other
	users.



Agent already logged in	If user uses agent ID which is already being used by other user to login to TMAC this error occurs
Station ID in use	If user uses StationID which is already being used by other user to login to TMAC this error occurs

The window appears as a popup and will be placed at the top left corner of the screen. Opening a popup window or opening inside a separate tab can be configured in TMAC UI js configurations.

Immediately after agent gets logged in to TMAC, agent status is seen as 'Default'.





TMAC Features

TMAC is an agent desktop application that allows users to control telephony functions via their desktops PC instead of physical hard phone also it allows other channel like chat, audio video, fax and social media for communication. It empowers agents to interact with customers across multiple channels and the ability to complete the interaction efficiently and effectively.

3.1 Network Connectivity Status



The above icon displays the connectivity status between TMAC UI and TMAC proxy. This icon will be present on the top left corner of the TMAC screen. It toggles between orange and green when the TMAC is connected to the network i.e. Online as shown below:



While trying to connect to the proxy, the icon becomes orange, and of the connection is successful, it becomes green.

The icon becomes red when the TMAC UI is not able to connect to TMAC proxy. The reason could be either a network failure between TMAC UI and proxy or the proxy server is unavailable.



3.2 TMAC Settings



The above icon can be used for various TMAC settings. This icon will be present on the top right corner of the TMAC screen. On click of this button, the below screen will be displayed:



Settings Push Notifications	-•
Change Theme Color Open/Close the color panel	
Change Theme Font Hover the icon and change	A

Enabling Push notifications will display notifications to the user about call or chat events when TMAC is not in focus.

On click of Change Theme Colour button, the below screen will be displayed



User can choose any theme colour amongst the 11 colour combinations shown above. TMAC UI colour will change corresponding to the theme colour selected by the user.

On click of Change Theme Colour font, the below screen will be displayed





3.3 Agent Status



The above icon displays the present status of TMAC User. This icon will be present on top of the TMAC screen. On click of this button, the below screen will be displayed:





These status codes are configured in AGT_AuxCodes table. The user can choose one amongst the any of status buttons available

AUX – aux can have multiple button as defined in AGT_AuxCodes table.

AUX Codes (some samples below):

- 1. Paid break- To be selected when the user wants to take a paid break for lunch, tea, etc.
- 2. Available- To be selected when the user is ready for customer interactions (call/chat/callback)
- 3. TM Feedback- User defined AUX.
- 4. Fulfillment- User defined AUX.
- 5. Meeting/Training- To be selected when the user wants to attend a meeting or training session
- 6. Computer Problem- To be selected when the user wants to report any kind of computer related issues.
- 7. Project- To be selected when the user wants to perform a set of interrelated tasks
- 8. Outbound To be selected when user wants to make outbound calls from TMAC.
- 9. Personal Aux- To be selected when the user wants to perform some personal activities.
- 10. ACW- Status of agent after call

Timer: There is a Timer icon right next to the TMAC user status icon which displays the exact time a user has spent in a particular status.

3.4 Wallboard

Below image shown is agent wallboard where all the skills assigned to agent is displayed here along with other information like other staffed agent(stf), available (AvI), agents ,calls in queue(CIQ),service level(SL%))

Skill	Stf	Avl	CIQ ↓	SL %
ChatSkill	3	1	0	o
VideoSkill1	1	0	0	0
Fax Skill	1	0	0	0
Audio Chat1	1	0	0	0



This wallboard keeps refreshing when the queue values changes. The refresh rate is xx seconds as defined in TMAC server config. The wallboard rows keeps re-ordering based on number of items in CIQ (highest value on top). Colour of CIQ changes to red when the threshold value is reached

Colour changes of CIQ based on count? Where is it configured?

3.5 Info



The above icon can be used for various TMAC related information. This icon will be present on the bottom left corner of the TMAC screen. On click of this button, the below screen will be displayed:



Workbench :

Workbench is used to check the status of fax and email items are in queue or sent.

When the fax is initiated items will be put in queue which will be shown in workbench .

To check this user should click on info button, A pop up will be displayed as shown below









When user click on workbench option below screen is displayed.

Version: Version button can be used for various TMAC version related information which will be used during troubleshooting. On click of this button, the below screen will be displayed:



Components	Version	
Commandmanager.js	3.2.07.04	
CommonUI.js	3.2.07.04	
CustomCommand.js	3.2.06.07	
CustomMethods.js	3.2.06.07	
DynamicData.js	3.2.06.07	
EventHandler.js	3.2.07.04	
FacebookUI.js	3.2.06.07	
FaxUI.js	3.2.07.04	
GenericUI.js	3.2.06.07	
GridInit.js	3.2.06.07	
LineUI.js	3.2.06.07	
MainUI.js	3.2.07.04	
MainscreenUI.html	3.2.06.27	
Notifications.js	3.1.12.28	
SMSUI.js	3.2.07.04	
SignalRConnector.js	3.2.06.07	
TmacTextChatUI.js	3.2.06.07	
TmacUI.js	3.2.07.04	
TwitterUI.js	3.2.06.07	
VoiceUI.js	3.2.06.07	
WebRTCConnector.js	3.2.06.07	
TMAC Server: TmacServer1		
TMAC Proxy: //TmacProxy/tmacproxy.asmx/		

 $\mathsf{TMAC}\xspace$ server: this will show agent is logged into which $\mathsf{TMAC}\xspace$ server

TMAC proxy: This section will show TMAC server is using which proxy to connect to TMAC UI.

Currently Http proxy is being used

SignalR Server:

Recent Alert: Alerts button can be used for various recent TMAC alerts related information. On click of this button, the below screen will be displayed



=

Recent Alerts

- 1. Interaction disconnected by Customer 16/04/2020 21:51:53
- 2. Chat Bot disconnected the chat 16/04/2020 21:36:20
- 3. Interaction disconnected by Customer 16/04/2020 21:34:50
- 4. Chat Bot disconnected the chat 16/04/2020 21:31:26

Broadcast Message

Marquee displays the broadcast message present at the bottom of the TMAC screen (real-time). This broadcast message can be updated using OCM and Supervisor Console which will take about 6 seconds to get updated in TMAC UI. This is the universal message displayed to all the agents belonging to a group in the contact centre. Both group based and contact centre wide broadcast message is possible which depends on configuration.



On click of the broadcast message, the same message will maximize.





3.6 Reminder



Reminder option is used to set reminders for agents,

For example: if agent wants to call any customer after sometime he can set a reminder here as shown below

on click on this reminder button below screen will popup

t Reminder	
Enter the message	
Call customer John at 8.30am	
Reminder Date	
29/01/2020	
Reminder Time	
18:47	



Mala		😗 Defau	lt 🚯 00:05:21	÷.	<u>ب</u> ر
Main	Reminder successfully created		x		
		3	a Hre		
	Super	visor	/21115	•	
📞 Calls	📃 Chats		🖶 Fax		
00	00		00		
11	Stf	Avl	cið †	SL%	
C_kavya_nayak	1	0	0		0
ceSkill1	7	2	0		0
ceSkill5	5	1	0		0
ailSkill8	3	0	0		0
rssage customer John at 8.30am	Status New	Date 01/29/2020	Tin 18:4	ne 17	
l customer John at 8,30am	New	01/29/2020	18:4	17	

Enter the message: This is used to write any message which is used to pop on the screen.

Reminder Date: Date of reminder where you want message to be displayed, This is of dd/mm/yy format

Reminder Time: Time of reminder where you want message to be displayed , This is of 24 hours format i,e hh/mm

when the set time is reached there will be a pop up in TMAC screen as shown below



?		😑 Defa	ult 😋 00:12	2:44 🖶 📁 🕛
Main				
	kavya	nayak		
		9		
			72Hrs	*
	Supe	rvisor		
📞 Calls	🗖 Chats		🖶 Fax	
00	00		00	
ikill	Stf	Avl	cið †	SL %
AC_kavya_nayak	1	0	0	0
'oiceSkill1	7	1	0	0
'oiceSkill5	5	0	0	0
mailSkill8	3	0	0	0
Vessage iall customer John at 8.30am	You have a new reminder: o	01/29/2020 18:47:00 ×		18:47
+ 1 ×				
all customer John at 8.30am	Call customer Jo	ohn at 8.30am		18:47
			1	
			-	
	Go	od evening		() 29/01/2020, 18

When the reminder is complete, the status will be shown as *completed* as shown below

+ i ×			
Message	Status	Date	Time
Call customer John at 8.30am	Completed	01/29/2020	18:47
Call customer John at 8.30am	Completed	01/29/2020	18:47



Interaction Handling

Interaction handling is communication between agent and customer using different channels like voice, chat, fax, Email etc., Below are some channels explained in detail which are used in TMAC to support instant two-way interactions between customers and agent

4. Voice Channel

A transmission channel necessary to carry human voice,

More details about voice channel, how it get created (a call from Avaya, Cisco tru ACD or agent to agent, transferred calls, conferenced calls etc)..

4.1 Customer Information:

Customer info is totally customizable in TMAC UI js. Below is one example of it. Explain different Interaciton events which comes to UI with data and how those data are bound to UI based on config.

Incoming Call event

<mark>Intent event</mark>

UUI event

IVR data event

<mark>Etc</mark>

- Customer Information		
Name	User ID	CIF
Binny	Binny	S1234567J
Mobile Number	Gender	DOB
91345015	M	1984 Feb 20
Queue Time		
undefined seconds		
Last 4 IVR		
NA 🔇 NA 🔇 NA 🔇 NA		

- Caller ID of the customer
- Name of the caller
- CIN of the caller
- CC/DC- Credit Card/Debit card information
- Language selected by the caller
- Customer intent of the caller
- Caller ID of the caller
- Card number temp limit increase of the caller
- Temp limit increase amount for the caller



- Last 4 IVR menus transverse by the caller
- Queue time for the caller
- TPIN Lock status telephone identification PIN's lock status.
- Call disconnect button.
- Call Hold button
- Transfer call button
- Conference call button
- IVR transfer button

4.2 Interaction History

Customer Interaction History is displayed when agent receives a call as below.

Below picture displays interaction history for different channels like voice, chat etc





The interaction history displays the entire customer journey for every interaction. The main functions displayed are the date and time of the interaction, type of interaction (inbound or outbound) and channel of interaction .

The refresh button present in interaction history can be used for loading recent data.

For more information regarding a particular interaction, \bigcirc button can be used and for more information regarding the entire interaction history, the expand button can be used as shown below.

- Interaction History	
Customer Journey	
	B Chat with Chat Bot (Chatbot) on 17/04/2020 00.04.53 with intent UOBCCMaker
C	In Voice with Binny Mathew (binny) on 16/04/2020 23:58:56 with Intent Default
	Agent Handled: Binny Mathew (binny), Binny Mathew (binny) Time: 16/04/202 20:35:8:56 PhoneNumber: 01345015 Intent: Default Type: IncomingCall=NoUVR Handled by: Binny Mathew (binny) Time: 16/04/202 22:38:57 PhoneNumber: 01345015 Intent: Default Type: IncomingCall=NoUVR
0	IN Voice with Binny Mathew (binny) on 16/04/2020 20:58:46 with intent Default
0	Voice with Binny Mathew (binny) on 16/04/2020 19:52:40 with intent Default
•	Noice with venkytest venkytest (venkytest) on 16/04/2020 19:47:05 with intent Default

On clicking the more button present in interaction history, ascending and descending formatting options for the interaction history will be displayed.

4.3 Call Controls

Call controls are different call events which agent can trigger during customer interactions when he receives an incoming call . different call events are as below

- Transfer call
- Conference call
- Hold / Unhold call

4.3.1 Incoming Call

First explain how a call comes to TMAC UI.. Avaya, Cisco ACD calls, agent to agent calls, transferred calls, conferenced calls, Campaign calls etc.



Incoming calls can either be configured as *auto answered* or *manual answer*. An agent should change his/her status to "Available" to enable routing of calls.

Agent's status changes to "On call" automatically once the agent receives a call. On incoming call event for an agent, the below screen will be displayed.

Agent state change to 'on call' only if the agent was on 'available' while receiving the call.. if the agent was on some aux (aux- meeting), then it will display 'aux-meeting-on call'

When TMAC is configured as *manual answer* only answer button is displayed as shown below

Network 🖌 🗸	Call Tab ↑ Main ↓ 40022 × rey	Current agent Status on cal	Timer	• ■ • ≡ ¢
	Verification Status	Verification Type N/A		
Answer Call 🔫	U ~ U # D			
customer Information 🔫 🗕	- Customer Information	AUF	Man Nelfard	
		ur forkens formal	collect Nojcard	
	Language	Customer Segment	Caller ID	
	Caller Intent	Queue Time	DNIS	
	Error Code			
	Last 4 IVR NA < NA < NA < NA			
Interaction History Pannel	+ Interaction History			

On click on "Answer" button below screen is displayed

Need to explain what happens in background when 'answer' button is clicked. The call is answered on phone and agent can start talking to person on the other side...



<u> </u>			Con Call	6 00:00:45	د 1	• 🖻	Ģ
n Main 40022							
X rey							
	(11	N) 20/04/2020, 15:51:32 🕓	00:00:44				
Verification Status N/A		Verificatio	on Type				
८ 🙃 ए ए 🖆	<mark>▲ □</mark> 2						
 Customer Information 							
Name	CIF			IC/Acc No/Card			
Language	Customer Se	egment		Caller ID			
Caller Intent	Queue Time	1		DNIS			
Error Code							
Last 4 IVR							
NA < NA < NA < NA							
 Interaction History 							
#	we are expec	tion high call volume in ne	xt 2 b			Q 20/04/21	020, 15
		donnigh can rolance inne				0	
	Disconnect Call	Transfer Call	IVR Tra Call	ansfer			
			▲ □·				

Call

Call

On click of IVR transfer call below screen is displayed.



🕒 N/A



IVR transfer is used for different purpose like user authentication, card activation ,OMA activation etc...These IVR VDNs are configurable in TMAC server configuration.

Verified Status: Verified Status, displays whether the incoming caller has been verified.

4.3.2 Transfer call

Transfer call is used when user want to transfer call to other agents

For example: if agent A receives a call from customer to get some information on some intent but agent A who is not aware of it will transfer to agent B who will satisfy customer need.

On click of Transfer call button the below screen will be displayed



Ŷ	😗 On Call	00:04:44	ور 👘	ē.	Ċ	≡
↑ Main 40007						
	(IN) 27/08/2019, 12:11:01 🕓 00:04:43					\$
Verification Status 9 N/A	Verification Type					
- Customer Information						
Name	CIF	IC/Acc No/Ca	rd			
Language	Customer Segment	Caller ID				
Caller Intent	Queue Time	DNIS				
Error Code						
Last 4 IVR NA 🔇 NA 🔇 NA 🔇 NA						
+ Interaction History						

Fransfer Ch	at List			
Agent ID				e#
Comments				ВТ
Select skill			v	x c
Agent List S	kill List			
FirstName	LastName	ID	Status	Interaction Counts
kavya	nayak	50094	Default	
Anish	Bhat	50039	Available	
Rakesh	Gatty	50015	Not Logged in	

Transfer call can be done in two ways:

- 1. Blind transfer
- 2. Consult transfer

Blind Transfer : Blind transfer is a skill based transfer where transfer call is done based on skill name .



- In Blind transfer list, the skill names, VDN and skill IDs of the configured skills for call transfer are displayed as shown
- To make a blind transfer user should click on skill list and select a skill to which u want to transfer a call and click on BT (Blind Transfer) option, The option selected by the user will be automatically entered in the field as shown below.

4	.131			_	e≓ BT
Agent List Skill	List Speed Di	al List		Blin	d Transfer
Name	VDN	ID	Staff	Avail	CIQ
V_voice_skill1	40923	49011			
V_voice_skill2	40924	49012			
VoiceSkill1	4	49000	4	1	0

Consult Transfer : Consult Transfer is agent based transfer where transfer call is done based on available agents.

In Agent list, the names and agent IDs of the agents eligible for call transfer alongside their real time status are displayed. The process of transfer call completes only after both agents confirm the transfer call.

• To make a Consult Transfer user should select any of the available agent and click on transfer button The option selected by the user will be automatically entered in the "Agent" field as shown below.



elect skill	ransfer Ca	ull List			
elect skill	0039				et i
elect skill					ВТ
rstName LastName ID Status Interaction Counts	Select skil	l		•	×C
rstName LastName ID Status Interaction Counts	Agent List	Skill List Speed	Dial List		
nish Bhat 50039 Available 0	FirstName	LastName	ID	Status	Interaction Counts
nish Bhat 50039 Available 0					
	Anish	Bhat	50039	Available	0

- Using this option, the agent you select for transferring the call will hear his/her phone ring and can accept or reject the transfer.
- The process of transfer call completes only after both agents confirm the transfer call.
- The purpose of this node is to transfer a caller while retaining control of the call if the transfer attempt is unsuccessful.
- In a consultation transfer, the system dials the number and monitors the progress of the transfer. When the transfer has successfully completed, the caller is disconnected from the application (the caller is now connected with the called party) and the application will continue to execute until finished.
- If the transfer attempt is unsuccessful, the call is brought back to the application and the application may continue to interact with the caller (playing prompts, collecting inputs, or attempting other transfers).



4.3.3 Conference Call

ç		😗 On Call	00:06:29	S.	÷	Ċ	
f Main 🔥 4000	7						
		(IN) 27/08/2019, 12:11:01 () 00:06:28	3				\$
Verification Status	_	Verification Type					
· •	ષ ષ -						
- Customer Info	rmation						
Name		CIF	IC/Acc No/Ca	ard			
Language		Customer Segment	Caller ID				
Caller Intent		Queue Time	DNIS				
Error Code							
Last 4 IVR NA < NA <	NA < NA						

After clicking conference button caller will be on hold and hearing hold music. TMAC will open a window, which will display agent list. User must select one record from it then it will get connected to that agent. Once the user confirms the conference request, both the users will get added in conference.

Click on "Conference" button it will pop up a confirmation button

Conference Call List						
Agent ID				Y C		
FirstName	LastName	ID	Status	Interaction Counts		
Anish	Bhat	50039	Available			

Click on "Confirm" button to add user2 in conference



Click on "Cancel" to cancel the conference.

Confirm			
	CONFIRM	CANCEL	

4.3.4 Hold/Unhold Call

User must click on "hold" button to put customer on hold. Once user clicks on "hold" button, customer will go on hold and button will change to "un-hold". When user clicks on hold button, customer will hear hold music. User can click on "un-hold" button to get reconnected with customer. Hold time can be configurable in TMAC server config as shown below

	00:42:47	ت 🗧	Ċ
	x		1
ation Type	/pe		
	IC/Acc No/Ca	ırd	
	Caller ID		
	DNIS		

<add key="Hold Time" value="10" /> where value is time in seconds.

For closing of tabs:

In general practice, we do not allow auto closure of chat tab once a chat/voice/fax/ is disconnected. Agent should manually carry out the operation. All open tabs will be automatically closed once the Users change their status from "ACW" to "Available"



4. Chat Channel

Explain the 'chat interaction'.. how does it come to tmac (from customer webapp, mobile phone.. using TComm.. from third parties like moxtra.. etc)

5.1 Customer Information:

Same as voice customer info, this section is configurable.. explain...

- Customer Information					
Name	User ID	CIF			
Binny	Binny	51234567J			
Mobile Number	Gender	DOB			
91345015	M	1984 Feb 20			
Queue Time	VoiceBio	Is Verified			
o seconds					
OCR Data - Customer ID					

- Name of the caller
- CIF of the caller
- IC/Acc No/Card- Credit Card/Debit card information
- Language selected by the caller
- Customer Segment of the caller
- Caller ID of the caller
- Queue time for the caller
- DNIS
- Error code


= <u> </u>			8	👶 ACW	6 00:16:46	تر (
🛧 Dashboard 🗦 Binny 🔀 🖪 Workbench 🔀 🚢	Supervisor 🔀					
		16/04/2020, 21:36:19 🕓 00:15:29				L
Authentication Level		Authentication Status				
+ Customer Information						
+ Chat						
Chatbot History						
Binny				Chatbot For which account you w	ould like to check the balar 17/4/2020 1220	n ce? 05:49 am
ວອນກ່ຽວ Account entang with 6631 າງໃຊໂລລາອ າລວຍຼວງຣີ ສາກ			Chatbo The ba	ot Iance in your Savings Accour	nt ending with 6831 is \$452, 17/4/2020 1220	333 55:58 am
		We have a great promotion going on now on new Credit Card red to know more ?	ently launched	l by us especially for our Savi	ings customer, would you li	ike
+ Interaction History						
•		Team Meeting @5 near my [() 16/04/2	020, 22:08
- Chatbot History						
				Chatbot For which account you w	70uld like to check the bala 17/4/2020 122	nce? :05:49 am
Savings Account ending with 6831 17/4/2020 12205/58 am						
			Chatb The ba	ot alance in your Savings Accou	nt ending with 6831 is \$452 17/4/2020 12	4333 :05:58 am
		We have a great promotion going on now on new Credit Card re-	cently launche	d by us especially for our Sav	rings customer, would you	like

5.2 Chat Interaction History

Customer Interaction History is displayed when agent receives a call as below.by default it displays 5 interactions .

Below picture displays interaction history for different channels like voice, chat etc

On click of Chat history button, the below screen is displayed





The refresh button present in interaction history can be used for loading recent

data. For more information regarding a particular interaction, button can be used and for more information regarding the entire interaction history, the expand button can be used.

on History		
mer Journey		
	17/04/2020 00:06:05	
	Customer	
	Live Agent	
	17/04/2020 00:06:10	
	Chat Bot (Chatbot)	
	0.0071:30 09 13 :	
	•	
	17/04/2020 00:06:11	
	Chat Bot (Chatbot)	
	Please wait while I connect you to a Live agent	
	17/04/2020 00:06:11	
	Chat transfer connected to Binny Mathew	
	(binny) at	
	17/04/2020 00:06:11	
	Chat disconnected by Chat Bot (Chatbot) at	
	17/04/2020 00:06:12	



On clicking the more button present in interaction history, ascending and descending formatting options for the interaction history will be displayed.



5.3 Chat Controls

5.3.1 Incoming Chat

Incoming chats can either be configured as auto answered or manual answer. An agent should change his/her status to "Available" to enable routing of chats.

Agent's status changes to "On call" automatically once the agent receives a chat. On incoming chat event for an agent, the below screen will be displayed.

↑ Main 3162		
		\$
Mobile Number	Gender	DOB
Queue Time		
- Chat		
	è 🛛	¢
	(\$ 00:02:14	dev200621192206_3162
File Sharing Capture Picture		Record
1 1 1		Send Message Audio
		† _ †
0 O		> \$
+ Chatbot History		
+ Interaction History		



- The chat screen will have the below information:
 - (1) Authentication status, displays whether the incoming chat has been authenticated.
 - (2) Caller ID of the customer
 - (3) Customer information's includes:
 - a. Name of the customer
 - b. CIF of the customer
 - c. Segment code of the incoming chat
 - d. Intent of the incoming chat
 - e. Registered number of the incoming chat customer
 - f. Channel of interaction
 - g. Queue time for the chat
 - (4) Authentication type
 - (5) Chat button:

On click of chat button the below screen will be displayed:



5.3.2 Disconnect Chat

On click of disconnect chat button, interaction with agent and customer will be ended.

5.3.3 Transfer Chat

On click of Transfer call button the below screen will be displayed



Authentication Statu:	S				
- Customer Info	rmation				
Name					CIF No 51234567A
Language					Customer Se
transfer ca					
Intent	conference	call			Queue Time 2 seconds
– Chat					
				2	
	<u> </u>			6	
Transfer	Chat List				×
Transfer Agent ID	Chat List			<i></i>	×
Agent ID Commer	Chat List			€* BT	×
Agent ID Commer	Chat List			€* BT	×
Agent ID Commer Select s	Chat List		•	€ ² BT X C	×
Agent ID Commer Select s Agent List	Chat List hts kill Skill List		Ţ	₽ ⁺ BT X C	×
Transfer Agent ID Commer Select s Agent List FirstName	Chat List Its kill Skill List LastName	ID	▼ Status	BT X C	×
Transfer Agent ID Commer Select s Agent List FirstName	Chat List Its Kill Skill List LastName	ID	▼ Status	BT X C	×
Transfer Agent ID Commer Select s Agent List FirstName kavya Ariel	Chat List Its Kill Skill List LastName Rayak Rhot	ID 50094	▼ Status Default	BT X C	×
Transfer Agent ID Commer Select s Agent List FirstName kavya Anish Data in	Chat List Its Kill Skill List LastName Rayak Bhat Cattri	ID 50094 50039	Status Default Available	BT X C	×
Agent IDAgent IDCommerSelect sAgent ListFirstNamekavyaAnishRakesh	Chat List ats kill skill List kill LastName nayak Bhat Gatty	ID 50094 50039 50015	Status Default Available Not Logged in	Let a constant of the second	

Transfer chat can be done in two ways:

- Blind transfer
- Consult transfer:



Blind Transfer: Blind transfer is a *skill based* transfer where transfer chat is done based on skill name.

- In Blind transfer list, the skill names and skill IDs of the configured skills for chat transfer are displayed as shown
- To make a blind transfer user should click on skill list and select a skill to which u want to transfer a chat and click on BT (Blind Transfer) option, The option selected by the user will be automatically entered in the field as shown below.
- User should add comments in comment section

Transfer Chat	List			×		
40926						
Comments	Comments					
Agent List Skill	List					
Name	ID	Staff	Avail	CIQ		
Ch_chat_ski	49013					
Ch_chat_ski	49014	1	0	0		
Ch_ChatSkil	1391524					
Ch_chatvdn	45000					
ChatSkill2	49001					

Name: This column display list of available skill where chat can be transferred ID: This column display skill of the particular skill Staff: This column display staffs who are logged in to TMAC Available: This column display available agents having particular skill CIQ: This column display the number of chats which are in queue

Consult Transfer: Consult Transfer is agent based transfer where transfer chat is done based on available agents.

In Agent list, the names and agent IDs of the agents eligible for chat transfer alongside their real time status are displayed. The process of transfer chat completes only after both agents confirm the transfer chat.



• To make a Consult Transfer user should select any of the available agent and click on transfer button The option selected by the user will be automatically entered in the field as shown below.

Comments				вт
Select skil	l		•	× C
Agent List	Skill List			
FirstName	LastName	ID	Status	Interaction Counts
Anish	Bhat	50039	Default	0
kavya	nayak	50094	ACW	

- Using this option, the agent you select for transferring the chat will hear his/her phone ring and can accept or reject the transfer.
- The process of transfer chat completes only after both agents confirm the transfer chat.
- The purpose of this node is to transfer a caller while retaining control of the chat if the transfer attempt is unsuccessful.
- In a consultation transfer, the system dials the number and monitors the progress of the transfer. When the transfer has successfully completed, the caller is disconnected from the application (the caller is now connected with the called party) and the application will continue to execute until finished.
- If the transfer attempt is unsuccessful, the chat is brought back to the application and the application may continue to interact with the caller.

The transfer chat has below functionalities:

- Name of the agent the chat is to be transferred to
- Comments for the chat transfer



User can select one of the skills shown in the Select skill drop down and filter the agent list based on skills selected.

Select skill	•
ChatSkill2	~
VoiceSkill1	
CallBackSkill3	
VoiceSkill5	
VoiceSkill4	
VoiceSkill7	
VoicoSkilla	•

5.3.4 Conference Chat

🏫 Main	3167		
		22/06/2020, 12:49:05 🕓 00:00:17	\$
Authentication (1) N/A	ion Level	Authentication Status © N/A	
+ Custom	ner Information		
— Chat			
×	⇒ <u></u>		۲
		© 00:00:17	dev200622071836_3167
	Send messag	(e	b ,0
			Ý

After clicking conference button caller will be on hold and hearing hold music. TMAC will open a window, which will display agent list who are in allowed status and conference chat can be done only to agents who are in allowed status. User must select one record from it then it will get connected to that agent. Once the user confirms the conference request, both the users will get added in conference.

Click on "Conference" button it will pop up a confirmation button



Conference	Call List			×
Agent ID				Y C
FirstName	LastName	ID	Status	Interaction Counts
Anish	Bhat	50039	Available	

Click on "Confirm" button to add user2 in conference Click on "Cancel" to cancel the conference.

Confirm			
	CONFIRM	CANCEL	

5.3.5 Chat templates

Agent can respond to customer using pre-defined templates also as mentioned above. For selecting predefined templates, click on chat templates button





Chat Templates					×
testing	•	Auto <u>Response</u>	×	•	
Templates					
I have not heard fro	om you in a	while. Are we com	necte	ed?	

Select the appropriate department and group depending upon the intent of the chat conversation.

Once the user select any of the required template , it will be shown in textbox as shown below,

Ŷ			😗 On Call	00:03:51	•	ብ 📃
🏫 Main	TetherfiCustomer					
Hume		S1234567A		Contract		±.
Language		Customer Segment		Mobile No		
				90542248		
Intent		Queue Time		Error Code		
		2 Seconds				
— Chat						
×	→ # B		2∂ □			
			2100		douroopoot	
		0 00.0	0.00		10009301	22/42_5012
					kavya 你好你好!	ц . С.
					today at 1	2 :27pm
Send mess	sage					
I have not l	neard from you in a while. Are we	connected?				
	tion History					
				(Y 30/09/2	019, 12:31:38



5.3.6 Audio Escalate

Audio escalate button is used to make audio call with the customer, when user click on this button, customer will get a popup asking to accept the audio call, one customer accepts audio call will be successful.

↑ Main 📕 3167		
	22/06/2020, 12:49:05 🕓 00:01:02	\$
Authentication Level	Authentication Status	
+ Customer Information		
- Chat		
× + # • B < = 6 % 2		¢
	S 00:01:02	dev200622071836_3167
0 O Send message		> ŵ

5.3.7 Video Escalate

Video escalate button is used to make Video call with the customer, when user click on this button customer will get a popup asking to accept the Video call as shown below.





when customer accepts , Video call will be successful. **Full Screen:**



Resize:





When minimized:

≡ @		🚯 On Call	6 00:00:12	ē P	· ()	ს ≡
click here to return to call window.						
↑ Main C TetherfiCustomer						\$
	12/06/2020, 11:06:28 🕓 00:00:12					
Authentication Level	Authentication Status					
/ Customer Information						
Name Tetherfi Customer	User ID testapp	CIF S1234567A				
Mobile Number 90542248	Gender M	DOB 14/11/1990				
Queue Time 6 seconds						
/ Chat						
× + = B 🗆 🗞 🗖						۲
	© 00:00:12				dev2006121	10622_1053
•					© 12/06/2	020, 11:06:41

Video Conference:

Video conferencing is a visual communication session between two or more users regardless of their location, featuring audio and video content transmission in real time. When user clicks on video conference button below screen is displayed.



Snapshot:

Snapshot option allows user to capture current picture of your screen , this button is located at the top left corner of your screen ,Snapshot button is visible during on going video call ,





5.3.9 Request Signature

Request signature in TMAC is replacement of written signatures , instead of giving a customer a paper document to sign, TMAC offers a option called request signature so they can review and electronically sign on it as shown below

If User want to request signature of the customer then click on request signature option, if request signature is successful then "request signature successful "notification will be prompted

below screen is displayed in customer side



Ma	M	
ME		

When customer click on submit button, agent will receive signature

★ Main ₽ 3158		
		\$
Mobile Number	Gender	DOB
Queue Time		
— Chat		
× + # 0 B L = 0	¹ 0	۹
Reques	t Signature 🕓 00:01:01	dev200621110017_3158
Todaya		
Send message		> \$
+ Chatbot History		
+ Interaction History		

5.3.8 Co-Browse

Co browsing allows agents and customers to collaboratively 'browse' a website or web application together in real time. When user click on co browse option below screen is displayed. User can use template or text option

template option gives user pre defined URLS which is stored in database

Text option allows user to enter URL as he/she wants



Co-Browse	×
Template Text	
Departments •	
Templates	
INITIATE	

5.3.10 Screenshare

Screen sharing is presenting your screen to others remotely, which means other people on the **screen sharing** session can see what you are doing on your screen.

Below screen will popup upon clicking on screenshare option , when user click on share button customer can view agents screen .

Your Entire Screen	Application Window	Chrome Tab
n saman " Tamun" - Ni Saman Juri Umunu K. Jana - Calaman Saman - Saman Sam	NR C 1 1 S La Santa III. 4 S La Santa IIII. 4 S La Santa III. 4 S La Santa III. 4 S La Santa III. 4 S	
3 0 ^{miles y} Sakitay - Is ganger		

5.3.11 Convert Chat

Convert Chat option allows user to convert interaction of one channel type to another channel.

Example: implemented for *TextChat Channel -> generic channel*



Existing interaction will continue as it is. But that interaction's details is taken and added as a new work item to WQ for selected skill in selected channel.

Name	ID	Staff	Avail	CIQ

5.3.12 Attach/File sharing

Attach or file sharing option allows user to share any file which is limited to 10 MB in size

When User click on attach option below screen is displayed

- Chat		
× + * • •	■ C 29 E	
	() 00:23:00	
	Recently used files	
	No recent files found	
	BROWSE	

user can click on browse option to browse files on their local PC





Click on send button located in right bottom corner now this file will be sent to the customer and the file will be sent.

– Chat	
X + # 0 B L = 0 0 2	æ
S 00:00:28	dev200621195352_3163
Customer to the formation of the formati	Kavya hi hello today at os:24am
today at instam	todey at 0124em
Send message	> 🌵

5.3.13 Open Camera

Open camera option allows users to capture his/her picture when chat is ongoing.

When user clicks on open camera option browser camera will be enabled.

click on capture image button as shown below and click on send button.





Now this captured image will be sent successfully to the customer as shown below

↑ Main 3166					
Mobile Number		Gender		DOB	\$
Queue Time					
- Chat					
× → #			0		9
					tody at ungen
0 O Send mes	sage				> ∲
+ Chatbot History					
+ Interaction History					

(Note: user should give permissions in browser to enable camera)



5.3.14 Record Audio

Record audio option allows recording by clicking on the microphone button, user should speak whatever is required and the application will continue to record until either the cancel or send buttons are pressed as shown below.

- Chat	
× + = • • • • • • • •	@
() a0:14:53	dev200621195352_3163
	Kavya 🕎 hi hello today at or:24am
Customer how are you? today at onzaam	
	attachment.pdf today at on24am
	today at 0135am
	► 0:00 ► 0:00 today at on:35am
€ Send message	> 🗴 • 00:05 🗸



5 Fax Channel

5.1 Incoming Fax

Incoming fax can either be configured as auto answered or manual answer. An agent should change his/her status to "Available" to enable routing of fax.



File Name: Name of the file received which will be in .tiff format

Queue Time: Total time Fax was in queue

Completion Code: These are the completion code got from database where user must select any one code from the list before closing the interaction.



Fax File: This option will show the fax file received and will also show Total number of pages

Print: Print option is used to print the incoming fax file.

Reply: Reply Option is used to reply for particular fax.

Rotate: This option is used to Rotate fax file to 180 degree

5.2 Compose Fax

Compose fax is used to create fax which can be sent to particular fax number , on click of compose fax icon below screen is displayed.

Compose Fax	×
Fax line	
Soloct a fax line	-
Select a lax ille	Ť
Address Book	
Select an address book	
Fax Number	
Add fax cover page Select fax items Upload File Templates SELECT A FILE You can only upload PDF, JPG, JPEG files of 10MB.	+
SEND	

Fax Line: A fax line is a phone line that is primarily intended for fax use

Address Book: This is used to when user wants to send fax to many people at once

Fax Number: recipient fax number

Add fax Cover Page: cover page for fax content

Upload File: this is used to upload fax files PDF, JPG, JPEG and this file should be only 10MB in size.



5.1 Forward /Transfer Fax

Forward or transfer fax is used to transfer the received fax file to available agent . on click of this button below screen is displayed.

Fransfer Fa	x List			
Agent ID				æ.
Comments				вт
Select skill	l		•	×C
Agent List	škill List			
FirstName	LastName	ID	Status	Interaction Counts
Anish	Bhat	50039	Available	

Agent ID: ID of the agent to which Fax need to be transferred

Comments: Comments about fax transfer

Select Skill: User can select one of the skills shown in the Select skill drop down and filter the agent list based on skills selected .

Agent List: display number of agents available to transfer fax

Skill List: shows number of skills of agents who are available to transfer fax as shown below

Transfer chat can be done in two ways:

- Blind transfer
- Consult transfer

Blind Transfer : Blind transfer is a *skill based* transfer where transfer fax is done based on skill name .

- In Blind transfer list, the skill names and skill IDs of the configured skills for fax transfer are displayed as shown
- To make a blind transfer user should click on skill list and select a skill to which u want to transfer a fax and click on BT (Blind Transfer) option , The



option selected by the user will be automatically entered in the field as shown below.

User should add comments in comment section

Transfer Chat	List				×
40926					
Comments				ВТ	
Agent List Skill	List				
Name	ID	Staff	Avail	CIQ	
Ch_chat_ski	49013				
Ch_chat_ski	49014	1	0	0	
Ch_ChatSkil	1391524				
Ch_chatvdn	45000				
ChatSkill2	49001				

Consult Transfer : Consult Transfer is agent based transfer where transfer fax is done based on available agents.

In Agent list, the names and agent IDs of the agents eligible for chat transfer alongside their real time status are displayed. The process of transfer chat completes only after both agents confirm the transfer fax.

• To make a Consult Transfer user should select any of the available agent and click on transfer button The option selected by the user will be automatically entered in the field as shown below.



Comments				
Agent ID Comments Select skill Select skill Agent List FirstName LastName ID Status Interaction Counts Shreeraj Bhat 50039 ACW				
Agent List	Skill List			
FirstName	LastName	ID	Status	Interaction Counts
	Rhat		A.C.W.	
shreeraj	Dhat	5001/	ACW	
HIISTI	bhat	50039	ACVV	

- Using this option, the agent you select for transferring the chat will hear his/her phone ring and can accept or reject the transfer.
- The process of transfer fax completes only after both agents confirm the transfer chat.
- The purpose of this node is to transfer a caller while retaining control of the chat if the transfer attempt is unsuccessful.
- In a consultation transfer, the system dials the number and monitors the progress of the transfer. When the transfer has successfully completed, the caller is disconnected from the application (the caller is now connected with the called party) and the application will continue to execute until finished.
- If the transfer attempt is unsuccessful, the fax is brought back to the application and the application may continue to interact with the caller.

The transfer chat has below functionalities:

- Name of the agent the chat is to be transferred to
- Comments for the chat transfer

User can select one of the skills shown in the Select skill drop down and filter the agent list based on skills selected .



Select skill	•
Fax Skill	
FaxSkill-1	
FaxSkill-2	
FaxSkill2	

7. TMAC User Roles

The TMAC has 2 kinds of User roles:

- TMAC Supervisor
- TMAC Agent

OCM Admin can manage the TMAC's User roles by using "User Management" page of OCM

8. Supervisor

TMAC Supervisors have all the features a TMAC agent has along with additional privileges

Once a Supervisor logs in to TMAC, he would have the below additional option in the info icon as shown below



The above icon can be used for various TMAC related information. This icon will be present on the bottom left corner of the TMAC screen. On click of this button, the below screen will be displayed:





= 穼 🗉						0	🔂 ACV	v		O 00	24:36			
🏫 Dashboard	🚜 Supe	rvisor 🔀												
														X
Logged-in A	gents													0
Agent Login ID	Server Name	Agent Name	Agent LAN ID	Station ID	Sta	tus 🗢	Audio (Text Ch	VideoC	Voice		Acti	on	
Search ID ×		Search Agent X		Search Stati ×										
50001	TMAC	Binny Mathew	binny	10001	ACW	00:40:35	0	0	0	0	▲	i	≓	¢ ^
50002	TMAC	Chat Bot	50002	50002	Available	00:31:22		0			▲	i	≓	6 –
\mathcal{C} Refresh	I Broadcas	st 🛛 🖽 View Wallbo	ard	Page 1	of 1 as as 1	•						Viow	1 . 7	of 2
						-								
Interaction	Details													
Interac	tion ID	Channel		Last Status	Create	d Time	[ONIS				Skill		
									14 <4	Page	0	of	- 	H 1
					_									•
H)					Team Meeting Qr	03					0	600	2022	
					rearring (05 II	ea					0	0/04/	2020,	, 22:10:5

On clicking the Supervisor icon, the below screen is shown:

The Supervisor Module will display 4 grid tables:

- Channel Details
- Status Details
- Logged in Agent details
- Interaction Details

8.1 channel Details

This grid/table will display the channel in which the interactions can be carried out for agents ,the number of interactions (active + inactive) in the respective channels .



Channel Audio Chat Generic Text Chat	Home TMAC Serv							Server							
Audio Chat Generic Text Chat	0	er I (0)	Home TMAC S	erver II (0)	Status	Home	TMAC Server I (2)	Home TMA	C Server I	(O)					
Generic Text Chat			0		Available		1		0						
Text Chat	0		0		Default		1		0						
	0		0												
Video Chat	0		0												
Voice	0		0												
Logged-In Agents	ts												-	■	0 2
Agent Login ID Se	Server Name Ag	ent Name	Agent LAN ID	Station ID	Connection 1	ype	Stat	us 🌻	Audio Cl	Generic	Text Cha	Video Cł	Voice		Action
Search ID ×	Search	Agent x		Search Station ×		×									
7232 Hor	ome TMAC Se Kavya 72	32	7232	7232	Web Sockets		Available	00:09:44	0		o	o	0	A	∎ = 0 ¥
7246 Hor	ome TMAC Se Prakash	7246	7246	7246	Web Sockets		Default	00:02:57	0		0	0	0		
🖸 🗹 Auto Refre	resh				He e Page 1	of 1	>> >= 10								View 1 - 2
Interaction Detail	ils														
Interaction ID	Channel	Last Status	Creater	Time	DNIS	skill	Usor	Direction Act	ive Time	Hold Tin	ne	MS II	2		Action
	Citatina		cicated		Dinio	of		Direction			10	110 1			
					THE KA PODO L	0	P2 P1 10 +								

8.2 Status Details

Status grid/table will give the information on status of agents. It will display how many agents are there in that status.

idio Chat Generic ext Chat	Home TMAC Server I						Server								
idio Chat Generic ext Chat		(0) H	Iome TMAC S	erver II (0)	Status	Home TMAC Server I (2)	Home TM	AC Server I	I (0)						
Seneric ext Chat	0		0		Available	1		0							
ext Chat	0		0		Default	1		0							
	0		0	L											
deo Chat	0		0												
Voice	0		0												
ged-In Agents	;											-		0 2	
nt Login ID Ser	erver Name Agent Na	me	Agent LAN ID	Station ID	Connection Typ	e Sta	tus 🌻	Audio Cl	Generic	Text Cha	Video Cł	Voice		Action	
rch ID ×	Search Agen	x		Search Station ×		x									_
32 Hon	me TMAC SeKavya 7232		7232	7232	Web Sockets	Available	00:12:08	0		0	0	0	A	∎≃© ≱∕)
46 Hon	me TMAC Se Prakash 7246		7246	7246	Web Sockets	Default	00:05:21	0		0	0	0			
🗹 Auto Refres	esh				He Page 1	of 1 🕞 🖂 10 🖌								View 1 - 2	2 0
eraction Details	s													×	
action ID	Channel La	st Status	Created	Time	DNIS	Skill User	Direction A	ctive Time	Hold Tin	ne	MS II)		Action	
					re «e Page O	of 🕨 🕫 10 💙									



8.3 Logged in Agent Details

Detailed description about the total agents logged is displayed in this section.

channel	Ser	ver		Chature	Se	rver								
	Home TMAC Server I (0)	Home TMAC S	erver II (0)	Status	Home TMAC Server I (2)	Home TMAC S	Server I	I (0)						
Audio Chat	0	0		Available	1	0								
Generic	0	0		Default	1	0								
Text Chat	0	0												
Video Chat	0	0												
Voice	0	0												
.ogged-In Age	ents												0	Z
gent Login ID	Server Name Agent Name	Agent LAN ID	Station ID	Connection Typ	pe Status	÷	Audio Cl	Generic	Text Cha	Video Cł	Voice		Actio	1
earch ID ×	Search Agent X		Search Station ×		x									
7232	Home TMAC Se Kavya 7232	7232	7232	Web Sockets	Available 00):12:50	o		0	0	0	A		0
7246	Home TMAC Se Prakash 7246	7246	7246	Web Sockets	Default 00:	:06:03	o		0	0	0			
🕈 🗹 Auto R	tefresh			IN NO Page 1	of 1 >> > 10 ¥								View	1 - 2 0
interaction De	tails												[×
teraction ID	Channel Last Statu	Created	l Time	DNIS	Skill User	Direction Active	Time	Hold Tir	ne	MS II)		Actio	n
				ia <a 0<="" page="" td=""><td>of ⊨> ⊨i 10 ¥</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td>	of ⊨> ⊨i 10 ¥									

- \circ Login ID of agent,
- o TMAC server in which the agent is logged in,
- Name of the agent,
- o LANID of Agent,
- Station ID to which the agent is logged in,
- Connection Type of that agent
- o Current status of the agent and time (total time the agent is in this status),
- o number of interactions going on for the different channels (Audio IP, Text Chat)
- Channels of the agent
- \circ actions table.





8.3.1 Broadcast message:

Broadcasts are **messages** that you can send to all of agents under supervisor, or a group of agents, at once.

When user Click on broadcast message button below popup is displayed

enter the message you want and click on *send notification* button

- Main	Supervisor													
Channel		Serv	er			5	Server	_					1	¢
Channel	Home TM	AC Server I (0)	Home T	Entor broadcast	10000000			rver II (0)					Е
Audio Chat		0		Litter broadcast in	nessage									
Generic		0												
Text Chat		0		we are expecting	very high call volun	nes in next 2 hours b	e ready!							
Video Chat		0												
Voice		0												
Logged-In Age	ents					Send Notifica	tion Cancel						0 2 9	
Agent Login ID	Server Name	Agent Name	Agent L					Audio Cł	Generic	Text Cha	Video Ch	Voice	Action	
Search ID ×		Search Agent X			x									
? 7246	Home TMAC Se	Prakash 7246	7246	7246	Web Sockets	Available	00:01:55	0		0	0	0	Î	
€ 7232	Home TMAC Se	Kavya 7232	7232	7232	Web Sockets	Default	00:02:03	0		0	0	0	₽ = (0 ▶	
🛛 🗹 Auto F	Refresh				rer kei Page 1] of 1 🕬 🔤 🚺 💙							View 1 - 2 of 2	
Interaction De	etails													
Interaction ID	Channel	Last Status		Created Time	DNIS Skill	User	Direction Ac	tive Time	Hold Tin	ne	MS II		Action	
					ia ka Page 0	of 🕨 🖬 10 🗸								
														v

Message entered will appear in bottom of TMAC.



8.3.2 View Wallboard:

View wallboard option allows supervisor to view skills, skill ID, agents staffed ,agents available ,active interactions, calls in queue and service level

011		Se	rver			5	Server							L.
Channel	Home TM	AC Server I (0)	Home TMAC Server II (0)	Status	Home TMA	AC Server I (2)	Home TMAC 5	Server II (0)						
Audio Chat		0	0	Available		1	0							
Generic		0	0	Default		1	0							
Text Chat		0	0											
Video Chat		0	0											
Voice		0	🖽 Wallboard						×					
Logged-In Age	nte							Calls				-	A [2]	
Agent Login ID	Eonior Namo	Agent Name	Skill Name	Skill ID	Agents	Agents	Active	In	Service	dag Ch	Voice	-	Action	
Agent Login ID	Server Name	Agent Name	Skiil Huine	Skiil 15	Staffed	Available	(0)	Queue	Level	deo Cr	voice		ACUON	
Search ID X		Search Agent	BAC 3rieanh87n7	3rieach87n7	0	0	0	0						_
7246	Home TMAC Se	Prakash 7246	BAC_Sever8014tRg	500w8014t8g	0	0	0	0		0	0			
			BAC Amritha M	7301	0	0	0	0				×.		_
7232	Home TMAC Se	Kavya 7232	BAC Apprva 7116	7116	0	0	0	0		0	0		@ ≓ @	,
			BAC Chirag 7217	7217	0	0	0	0					*)	
🖸 🗹 Auto R	lefresh		BAC fei9e9cu5fv	fei9e9cu5fv	0	0	0	0					View 1 - 2	2 0
			BAC_Jake_Koh	jzkohjcj	0	0	0	0						
			BAC Kavya 7232	7232	1	0	0	0		-				
Interaction De	tails		BAC_m9bqp5fisi8	m9bqp5fisi8	0	0	0	0	· · ·				×	
nteraction ID	Channel	Last Stat	us 📢		1	1	1	1 1	• •	MS I	D		Action	
				te ≺e Page	0 ot •	» » ĭ 10 ♥				-				

8.3.3 View Info:

View info option allows supervisor to check information like network quality

Green: Excellent signal

Yellow: signal is ok

Red: poor signal





8.3.4 **Direct to new supervisor UI:**

Upon clicking this option user will be redirected to new supervisor UI, New supervisor has all the features of old supervisor

↑ Main Superv	isor 🔀											
AgentName 🔹	Search	ව								¢, (ĵ		, ⊾Ľ
Q Kavya 7232 7232 7232			Send Notification	☆ Change Status	🕛 Logout 💿	Capture Picture	A Check Agent	ô i	Broadcast Message	Wall	board	Refresh
Default	00:11:07		Q Kavya 7232	Agent ID 7232	Server Name Home TMAC Server I	Cor	nnection Type /eb Sockets	Voice 0/5	Video Chat 0/5	Text Chat 0/5	Generic	Audio Chat 0/5
Available	00:10:59	((•										
						No Int	teractions	5				
	1 1/1	1										

Actions table will have below buttons:





Sec Sec Iso Chat 0 Iso Chat 0 Isolat 0 EMC 0 EMC 0 File 0 File 0 ensite 0 G Chat 0 So Chat 0 Voce 0	Crver Dev Secondary (0) 0 0 0 0 0 0 0 0 0 0 0 0 0	Status Available	Server Dev Primary (1) Dev 1	Enter Notification Message fo	or Station divya												
Dev Primary (0) Declat 0 Imail 0 SNC 0 SNC 0 Pace 0 orearic 0 eneric 0 dt Datt 0 orcek 0	Dev Secondary (0) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Available	Dev Primary (1) Dev :	Enter Notification Message for	or Station divya												
lo Chat 0 mail 0 ENC 0 Fax 0 robut 0 FB 0 menic 0 tobat 0 Ho Chat 0 bio Chat 0	0 0 0 0 0 0 0	Available	1														
mail 0 MC 0 Sec 0 Sec 0 Part 0 Part 0 Part 0 Part 0 Cout 0	0 0 0 0 0																
Bac 0 cout 0 res 0 res 0 cout 0	0 0 0 0			a a communication of the second													
ax 0 -Out 0 reric 0 t Chat 0 o Chat 0	0 0 0 0			check for <u>TPIN</u> expiry date													
Court D FB 0 nerric 0 t Chat 0 o Chat 0 olice 0	0 0 0						_										
renic 0 t Chat 0 i Chat 0 hice 0	0																
t Chat 0 o Chat 0 oice 0	0						_										
o Chat 0 oice 0					Send Notifica	tion	Sancel										
oice 0																	
d-In Agents																	
						Erral			Fax		78		Text Chat				
																	0
Dev Primary	Divya Prabhu	divya	divya	Available 00:04:48		•	•	•	•	•		•	0	•	•		× .
																	0
7 Dev Secondary	Shreeraj Bhat	shrearaj	shreeraj	Available 00:08:18	0				0	0	•		0	0	0		-
F																	
action Details eraction ID Channel	el Last I		Created Time							Time		me				A	
					0 of as at 10 T												

a) Send Notification: Supervisor can send notifications to the agent.

Agents will get a chat window as soon as supervisor sends notification as shown below.

✔ TMAC - A: 50020 - Google Chrome						-		×
③ Not secure 10.133.146.11:55080/TMAC/UI/W	lainscreenUI.	ntml#						Q
?				🛃 Availat	de	00:05:17		
♠ Main								
		Disco Brahby						•
		Divya Prabilu						-
				72Hrs	•			
		Agent						-1
Calls	Chats			🖶 Fax				
0	0			0				_
Skill		Stf	Avl	ciq ↓		SL%		
ChatbotSkill2		2	2	0			0	1
CHAT		1	1	0			0	
ChatBotAgentCM		1	1	0			0	-1
ChatSkill		1	1	0			0	
Message	Sta	tus	Date		Time			
		No records available.						
				,	avya nayak			×
					hello agents			
					check for TPIN	expiry date		- 11
								- 11
								- 11
								- 11
				\	Write message			H.
chek for the IPIN expiry data						© 20/0	4/2020, 18	8:20:33

b) View Interaction: Supervisor can view the details on the interactions which is explained in the Interaction details section.



Server	_		_		
Dev :	Change Status				
	Status	Available	·]		
		ACW			
		1 - Paid Break			
		10 - Logout	se		
		2 - TM Feedback			
		3 - Fulfillment			
ID	Status 🗇	4 - Meeting/Training	Email	EMC	Fax
×		5 - Computer Problem			
	Available 00:0	6 - TPIN			
	Available 00::	7 - Project		•	0
	THE OF	8 - Call Outbound			
		9 - Personal Aux			

c) Change Status: Supervisor can change the status of the agent. If agent is on-call status, then supervisor will not be able to change the status.

d) Logout: Supervisor can logout an agent from TMAC using this. Also if the agent is oncall status then agent can't be kicked- out of TMAC.

÷											🚳 Available	•	U 🗉
🕈 Main 🛛 🗸	Supervisor 🔛												
		Server			Server								\$
Channel						Apent lopped	l-out.		×				
Logged In As													
Agent Login									-				
Search 10													
La Z Auto													
Interaction P													
Interaction													
								of == =: 10 •					
•			chek for the IP	IN expiry data								() 20)	04/2020, 1812-4106

If supervisor has clicked for Auto refresh, then the logged in agent table grid will automatically refresh for every 6s. If not agent can click on refresh button whenever agent wants to refresh the grid.



Main 🔐 supervisor								🔥 3 - Bef	fore/After S	shift	• 🕲	0:50:58		ڻ ا
	r 🔛													
							Channel	Primar	TV	Stat	us		Prin	ary
							Audio IP	0		1 - Tra	ining		1	-
							Text Chat	1		3 - Before/	After S	Shift	1	
										5 - M	lisc		1	
										On C	all		1	
ogged-in Agents														
Agent Login ID Se	erver Name	Agent Name	Agent LAN ID	Station ID		SI	atus ≑		Audio IP	Text Chat			Action	
earch ID X		Search Agent X		Search Station	×								_	
140 Prim	hary V	/inod Kumar Sarangan	venv32	123123		1 - Training	O 00:54:30		0	0	▲	i i	= O	
)67 Prim	nary G	San Chee Min	venc67	300009		3 - Before/After	Shift © 00:50:3	5		0	▲	iii :	± ©	
102 Prim	hary A	Avil Mas	venm62	300021		5 - Misc	O 00:22:57		0	0	₽	iii i	= O	
001 Prima	nary V	/inod Srinivasan	venv21	30001		On Call	O 00:04:21		0	1/2	₽	18	= O	
Refresh 🔄 Broadcas	st 🗹 Auto R	lefresh Supervisor		H Page 1	o	1 >> >= 10 - V							View 1	4 of
nteraction Details for 4	Agent :50002													6
Interaction ID	Channel	Last Status Crea	ted Time D	NIS	Skill	User	Direction	Active	Time	Hold Ti	me		Action	
				ia <a 1<="" page="" td=""><td>of</td><td>1 10 -</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td>	of	1 10 -								

8.4 Interaction Details

From the Logged- in Agent grid, actions table supervisor can click on View Interaction button. This will display the details of interactions in the Interaction details grid.

							🔥 3 - Before/#	After Shift		© •••	53:13	<u>ل</u>
n Main 🗳 Sup	oervisor 🔀											
						Channel	Primary		Statu	us		Primary
						Audio IP	0		1 - Trai	ning		1
						Text Chat	1	3 -	Before/A	fter Sh	ift	1
									5 - Mi	isc		1
									On C	all		1
Logged-in Agent	5											0
Agent Login ID	Server Name	Agent Name	Agent LAN ID	Station ID		Status 🗢	Aud	dio IP Te	ext Chat		Act	ion
Search ID >	κ	Search Agent	x	Search Station >								
50040	Primary	Vinod Kumar Sarangan	venv32	123123	1 - Train	1 - Training © 00:56:48		0	0	A f	£ €	<u>ه</u>
50067	Primary	Gan Chee Min	venc67	300009	3 - Before/Aft	3 - Before/After Shift © 00:52:53			0	A f	€ ≓	Q
50002	Primary	Avil Mas	venm62	300021	5 - Mis	5 - Misc © 00:25:15		0	0	A f	€ ≓	Q
50001	Primary	Vinod Srinivasan	venv21	30001	On Cal	l © 00:06:39		0	1/2	A	€ ≓	<u>ڻ</u>
2 Refresh 🛛 🖬 B	roadcast 🛛 🖉 Auti	o Refresh Supervisi	Dr	H H Page 1	of 1 >> >= 10 🔻							View 1 - 4 of 4
Interaction Detai	ils for Agent :5000	1										
Interaction ID	Channel	Last Status	Created Time	DNIS Skill	User	Direction	Active Time		Hold Tin	ne		Action
1017	TextChat	Connected 11/	09/2018 20:26:4 139150	1 1391501	S1234567A	In	00:00:00	00:0	0:00		Q 3	- 🛞 🖂 🗘
				re « Page 1	of 1 >> >= 10 - ¥							
н	lappy Friday										() 11	09/2018, 20:33:

This table will display the details of chat interactions- Interaction ID, Channel of the interaction, Last Status (connected or disconnected), date time when the interaction is



created, DNIS of that interaction, Skill of the interaction, User detail number, Direction (Incoming or outgoing), Active and Hold time of the chat and Actions table.



This action grid will contain the below icon:

1. Silent Monitor: Supervisor can monitor the ongoing chat between customer and agent, supervisor will not be able to text in this. Agent will not get any notification when supervisor goes on silent monitor for that chat.

((•	0	🚯 3 - Befor	e/After Shift- On	00:00:56	ڪ ا
🏫 Main	🐣 supervisor	× F	AvilMascarenhas		
10/04/2018 00	00:00		test		ά.
Application ID			Onboarding	Status	- T
Queue Time					
— Chat					
×					æ
		9	00:00:00		
Send messag	(e				\geqslant
+ Chatbot H	listory				
Interactio	on History				
				() 11/09/	2018, 20:35:49

2. Whisper: Supervisor can see the interaction going on and can type and send the inputs. The message whatever is sent by supervisor will be displayed only to the Agent.


🗧 🖸	🔥 3 - Before/Aft	er Shift- On	00:00:04	<u>с</u> Ф
🔒 Main 🛛 🚢 supervise	or 🔀 🖻 AvilA	Aascarenhas		
Nationality SG		Channel chat		\$
Intent Default		Language English		
Customer Segment		Legal ID		
— Chat				
×				۲
	(oo:	00:04		
Send message				>
+ Chatbot History				
toteraction History				

3. Conference/ barge-in: Supervisor can add himself into an interaction by conferencing. This will work same as conference explained in the early sections.



(t•	E 6	3 - Before/Afte	r Shift- On	00:00:04	ይ 🖉
🏫 Main 🛛 🚢 🤉	supervisor 👂	K 🖻 AvilM	ascarenhas		
Nationality SG			Channel chat		\$
Intent Default			Language English		
Customer Segmen	t		Legal ID		
— Chat					
× →	*	B 📞			۲
		() oo:o	0:03		
Send message					\geq
+ Chatbot Histo	ory				
interaction H	istory				
Happy Fri	day			() 11/09/2	2018, 20:39:21

4. Send Interaction Notification: Supervisor can send notifications for interactions using this.

							8	🔥 3 - Befo	re/After	Shift	e	00:0	0:18		
🏫 Main 🛛 🚢 supe	ervisor 🔀														
							Channel	Primary		Stat	115			Primar	*
							citatile	0	3	- Before/A	fter f	shift (1	
			Enter Notifica	ation Message				3		5 - M	isc			1	
										ACV	v			1	
			Check for th	e availability						On C	all			2	
Logged-in Agents															0
Agent Login ID	Server Name	Agent Name				Send Notification	Cancel	Au	udio IP	Text Chat			Actio	'n	
Search ID X									_						
50067	Primary	Gan Chee Min	venc67	300009		3 - Before/Afte	r Shift ③ 00:00:1	5		0	A	Ê	=	0	Ê
50002	Primary	Avil Mas	venm62	300021		5 - Misc	© 00:32:09		0	0	A	B	=	O	
50040	Primary	Vinod Kumar Sarangan	venv32	123123		ACW	© 00:02:16		0	1/1		Ê	=	O	
50001	Primary	Vinod Srinivasan	venv21	30001		On Call	© 00:13:34		0			B	=	O	
90003	Primary	Vipul Khatti	venv33	123212		On Call	© 00:02:17		0	1/2		Ĥ	=	O	Ţ
2 Refresh 🛛 🕿 Br	oadcast 🗹 Aut	o Refresh 📕 Super	visor	ia ka Pag	e 1 of 1 >>>	⊨: 10 ▼								ew 1 - 5	of 5
Interaction Detail	Is for Agent :5000	1													-
	Channel	- Last Status	Created Time		Skill	User		Active Ti	me					Action	
1017	TextChat	Connected 1	11/09/2018 20:26:40			\$1234567A	In						a	>_ 🛞	
				ra ka Pa	age 1 of 1 ⊳>	▶ 10 ▼									
															_



a	😗 On Call	00:14:0 7	
🕈 Main 👂 AvilMascare	enhas		
X Check for the availability			1
11	1/09/2018, 20:26:41 🕓 00	0:14:08	
Authentication Level	Authent	ication Status fied	
 Customer Information 			
Name	User ID		
Avil Mascarenhas	testapp	1	
CIF No	Mobile	No.	
S1234567A	905422	48	
Gender	DOB		
М	14/11/19	90	
Nationality	Channel		
SG	chat		
Intent	Languag	(e	
Default	English	-	
Customer Segment	Legal ID		
	-		
_ Chat			

All the above 4 action buttons will be displayed for an active interaction. For an inactive interaction on Send Interaction notification option will be displayed.

									0	🚺 з - Ве	efore/After	Shift	0	00:02			
🏫 Main 🛛 🚢 sup	oervisor 🔀																
									Channel	Prima	ry	Stat	us		F	rimary	
									Audio IP	0		3 - Before/A	fter s	Shift		1	1.4
									Text Chat	3		5 - M	isc			1	
												ACV	V			1	
												Availa	ble			1	
												On C	all			1	
Logged-in Agent	ts																0
Agent Login ID	Server Name	Agent Name		Agent LAN ID		Station ID	_		Status ≑		Audio IP	Text Chat			Action	1	
Search ID	×	Search Agent	×		Search	h Station	×					_		_		_	
50067	Primary	Gan Chee Min		venc67	300009			3 - Before/Af	ter Shift © 00:02:0)9		0	▲	ê	= ¢		-
50002	Primary	Avil Mas		venm62	300021			5 - Mis	ic © 00:34:03		0	0	▲	i	≓ ¢	>	
50040	Primary	Vinod Kumar Sarangan		venv32	123123			ACW	© 00:04:10		0	1/1	▲	i	= ¢	>	
50001	Primary	Vinod Srinivasan		venv21	30001			Availab	le © 00:00:12		0	1/2	▲	iù (= ¢	>	
90003	Primary	Vipul Khatti		venv33	123212			On Ca	ll ⊙ 00:04:11		0	1/2	▲	iù.	= ¢)	-
C Refresh 🛛 🕿 B	roadcast 🗹 Auto	Refresh Super	rvisor		14 <4	Page 1	of 1	⊪> ⊪I 10 ▼							Vie	w 1 - 5	of 5
																	•
Interaction Deta	lis for Agent :50001			. 1.00			-1.11				-		_				•
Interaction ID	Channel	Last Status	Crea	ted lime	DNIS		Skill	User	Direction	Active	lime	Hold I	me	-	_	cuon	
101/	TextChat	Disconnected	11/09/2	018 20:26:4(1391	501	139150	1	S1234567A	In	00:15:14		00:00:00	-		~		
					14 <4	Page 1	of 1	. ⊳ ⊨ 10 ▼						_			
day.														(3 11/09	/2018, 20	:42:0



9 Agent Dashboard

Agent dashboard is Specially designed for contact centre supervisors, this dashboard provides at-a-glance key information about agents, focusing on total number of calls, chat and fax attended by the agents.

📞 Calls	🟓 Chats	🖶 Fax
4	3	3

③ Not secure 10.133.146.11:55080/TMAC/UI/M	/lainscreenUl	.html#						Q
?			🚱 Available	01:08:07	<u>с</u> ,	•	<u> </u>	
♠ Main								
		kavya nayak/40006	i					\$
		Supervisor		72Hrs	•			
talis 4	E Chats			e Fax 3				
Skill		Stf	Avl	ciq ↓		SL %		
ChatbotSkill2		0	0	0			0	1
VoiceSkill1		0	0	0			0	
VoiceSkill5		0	0	0			0	
EmailSkill8		0	0	0			0	
Message	51	atus No records available.	Date		Time			
•	Good eve	ening				() I	6/04/2020,	21:22:32

When user double clicks on this dashboard is loaded as shown below.

The dashboard gives detailed information on total number or calls /chat ,average handle time, total chats/calls completed and total number of transferred and conference calls by agent.



ashboard 🖪 Binny					La 👷 Acw	€) 00:02:48
VOICE 🖪 CHAT 🕺 CALLBACK	SENTIMENT					
tal Chats 5 1	Average Handle Time 01:58 mins	Ø	Total Complete 33		Transfer/Conference	-
	More Info	÷			More Info	
cent Chats			Chat Details			
- NA - 1391502	10	7/4/2020 5:45:40 PM	25			
- NA - 1391502		7/4/2020 5:45:42 PM				
- NA - 1391502	In	7/4/2020 5:45:45 PM				
NA - 1391502	In	7/4/2020 5:45:47 PM				
- NA - 1391502	In .	7/4/2020 5:45:53 PM	20			
- NA - 1391502	In .	7/4/2020 5:45:48 PM				
- NA - 1391502	10 C	7/4/2020 5:45:51 PM				
- NA - 1391502	10 C	7/4/2020 5:45:54 PM	15			
- NA - 1391502	10	7/4/2020 5:45:57 PM				
- NA - 1391502	10	8/4/2020 7:43:03 PM				
- NA - 1391502	10	8/4/2020 7:42:20 PM				_
- NA - 1391502	En j	8/4/2020 7:42:23 PM	10			
- NA - 1391502	an i	8/4/2020 7:42:18 PM				
- NA - 1391502	an l	8/4/2020 7:47:49 PM				
- NA - 1391502	an i	9/4/2020 5:35:28 PM				
- NA - 1391502	an l	9/4/2020 5:35:31 PM	5			
- NA - 1391502	an i	9/4/2020 5:35:34 PM				
NA 1201005	198 C	0/412020 E-25-24 PM				

10 Logout



Users can use the above button for logging out of TMAC. This icon will be present on top right corner of the TMAC screen. This button will be disabled when the TMAC user status is "Available" and will enabled for all other TMAC user statuses. On press of the Logout button user will be asked to confirm or cancel the session as shown below.





