Tetherfi Multimedia Agent Client

Application User Guide

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Version history

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

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Contents

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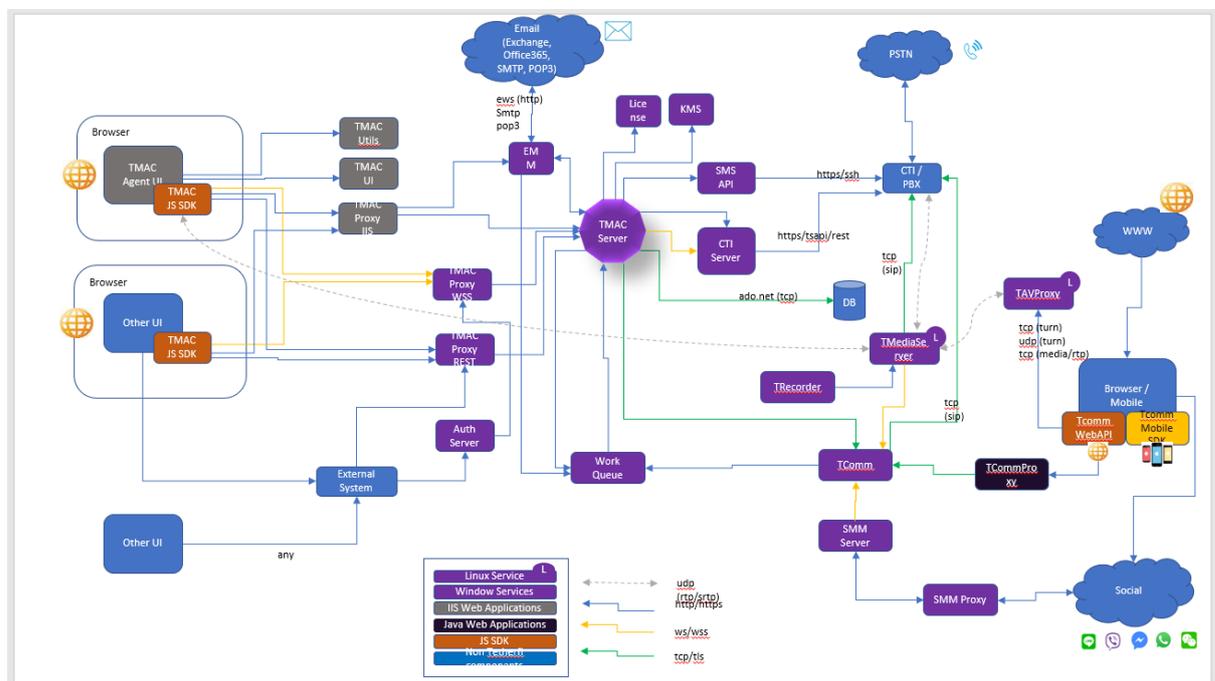
The above diagram illustrates all possible connectivity TMAC can have with other components. Not each deployment of TMAC will have all these components. Based on the solution design, some components may get removed.

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.
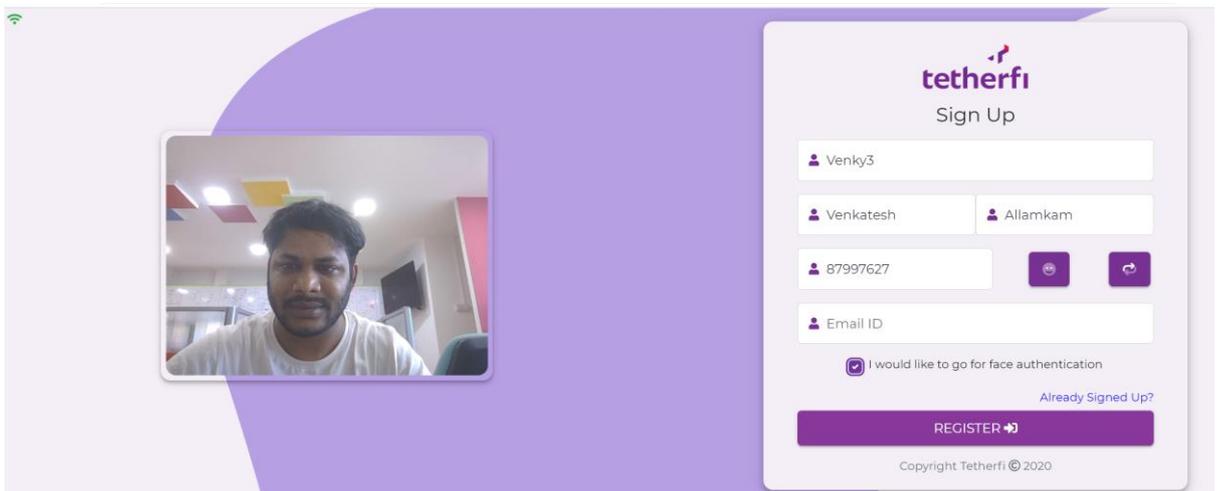
Please make sure click on "Face Capture" button before proceeding with registration.
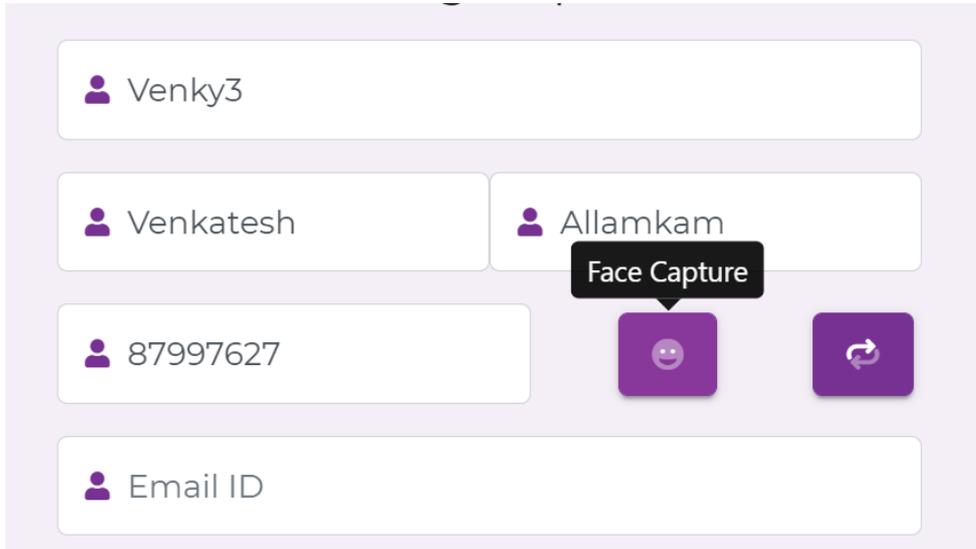
Once registration is completed then system will navigate for authentication.

If user is already registered then, user can proceed with authentication by entering userID and with face.
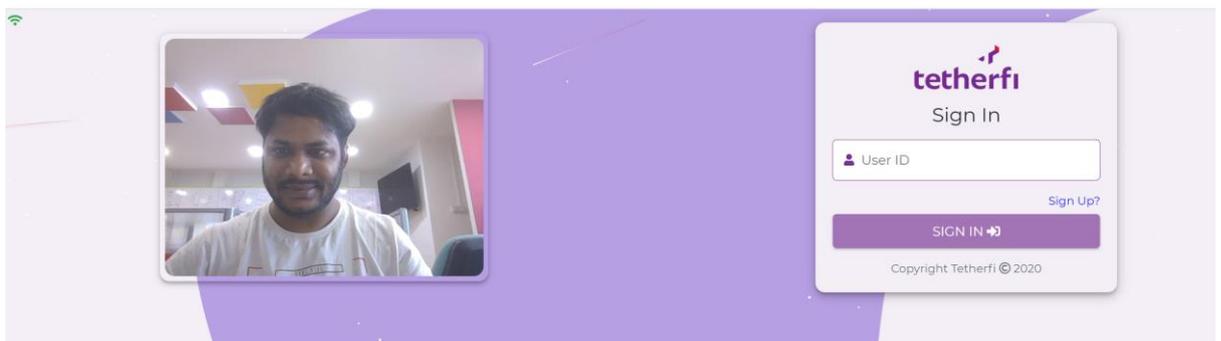
Once successful authentication, User will be navigated to the below page to enter required information to login to TMAC.

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.
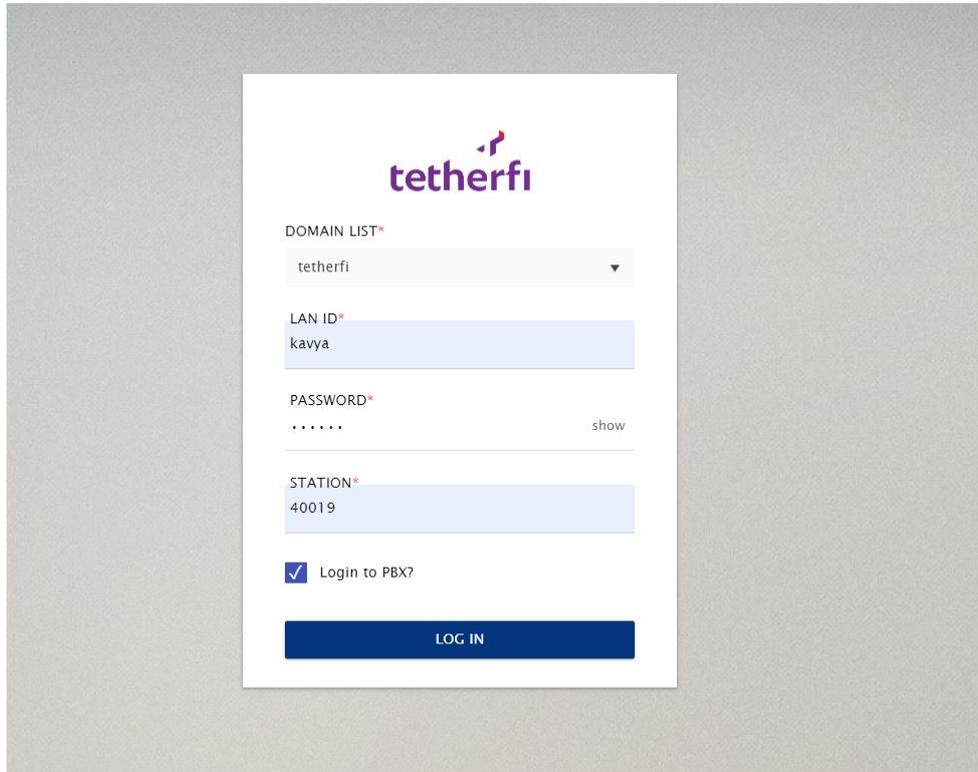
Domain List:

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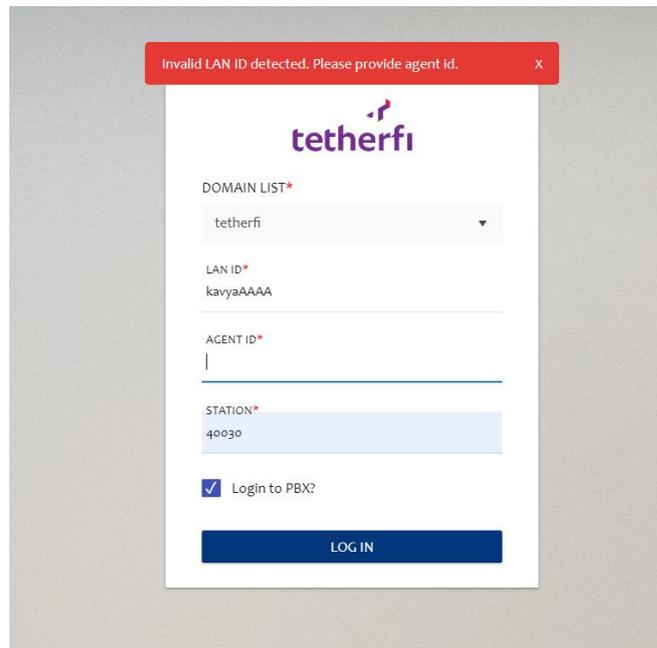
The LANID is considered wrong if it is not created as an agent record in AGT_Agent table using OCM.

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'.
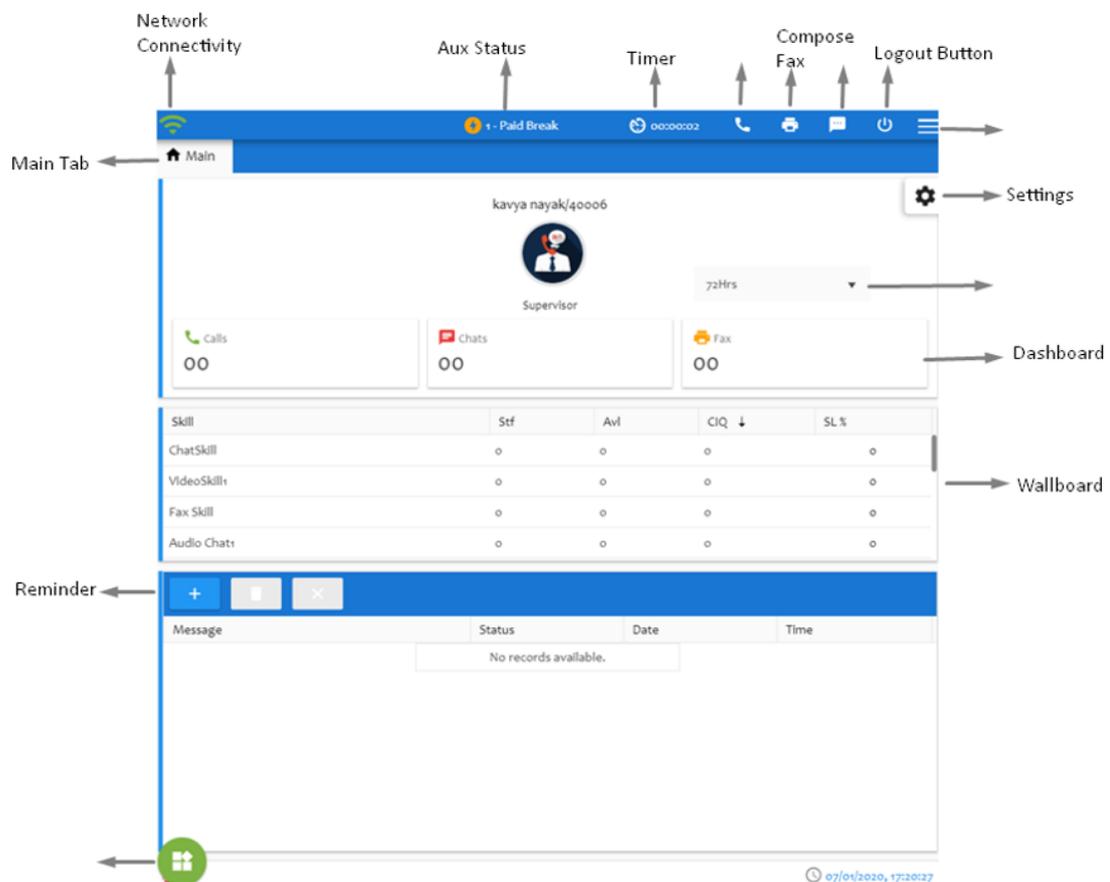
TMAC Features

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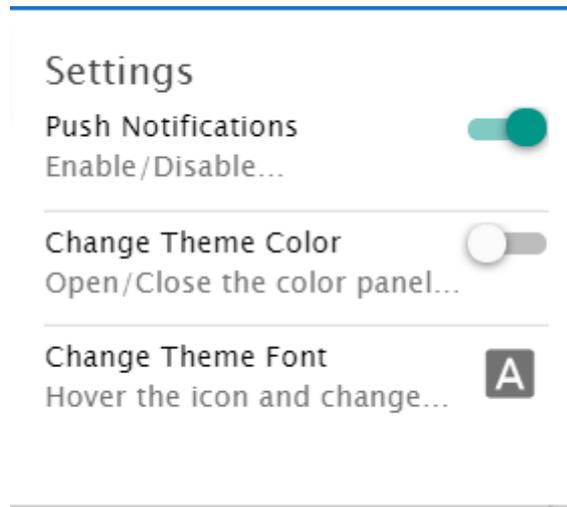
Enabling Push notifications will display notifications to the user about call or chat events when TMAC is not in focus.

On click of Change Theme Colour button, the below screen will be displayed
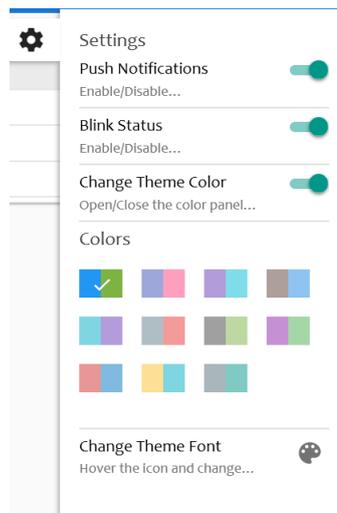
User can choose any theme colour amongst the 11 colour combinations shown above. TMAC UI colour will change corresponding to the theme colour selected by the user.

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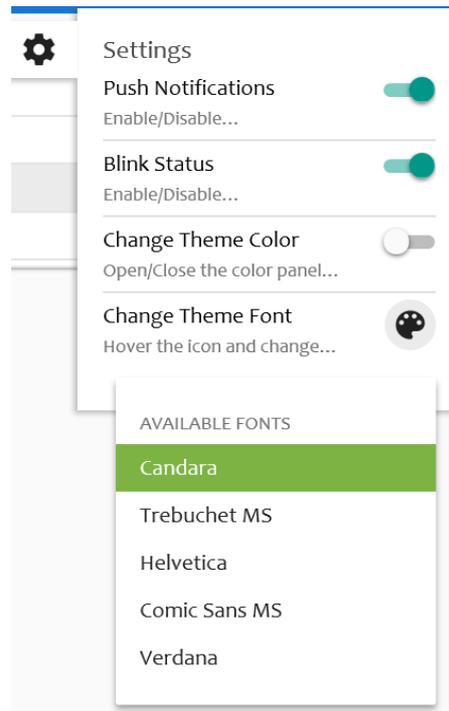
3.3 Agent Status

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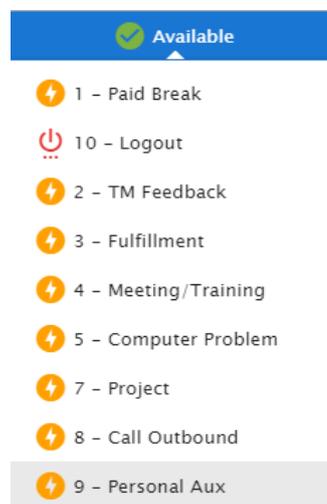
These status codes are configured in AGT_AuxCodes table. The user can choose one amongst the any of status buttons available

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 (Avl), agents ,calls in queue(CIQ),service level(SL%))

Skill	Stf	Avl	CIQ ↓	SL %
ChatSkill	3	1	0	0
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:
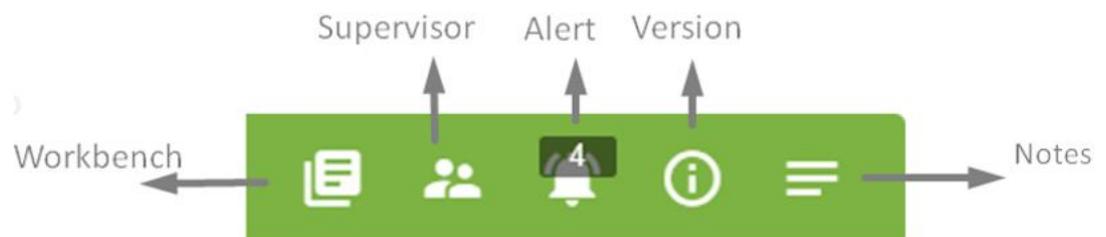
Workbench :

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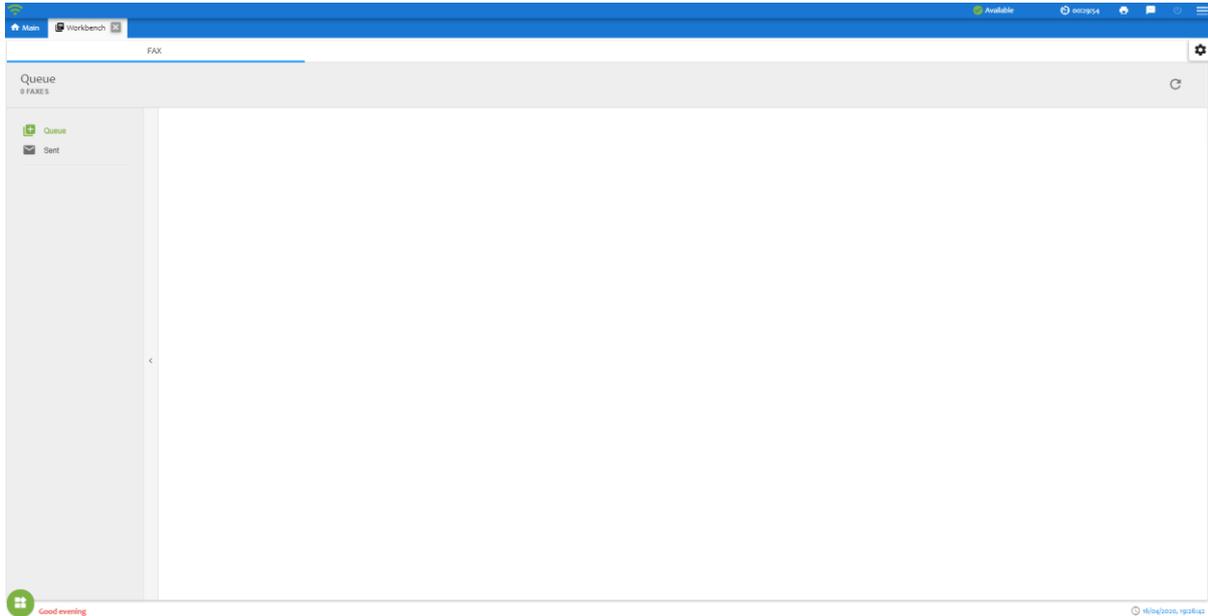
Version: Version button can be used for various TMAC version related information which will be used during troubleshooting. On click of this button, the below screen will be displayed:

TMAC Server: this will show agent is logged into which TMAC 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
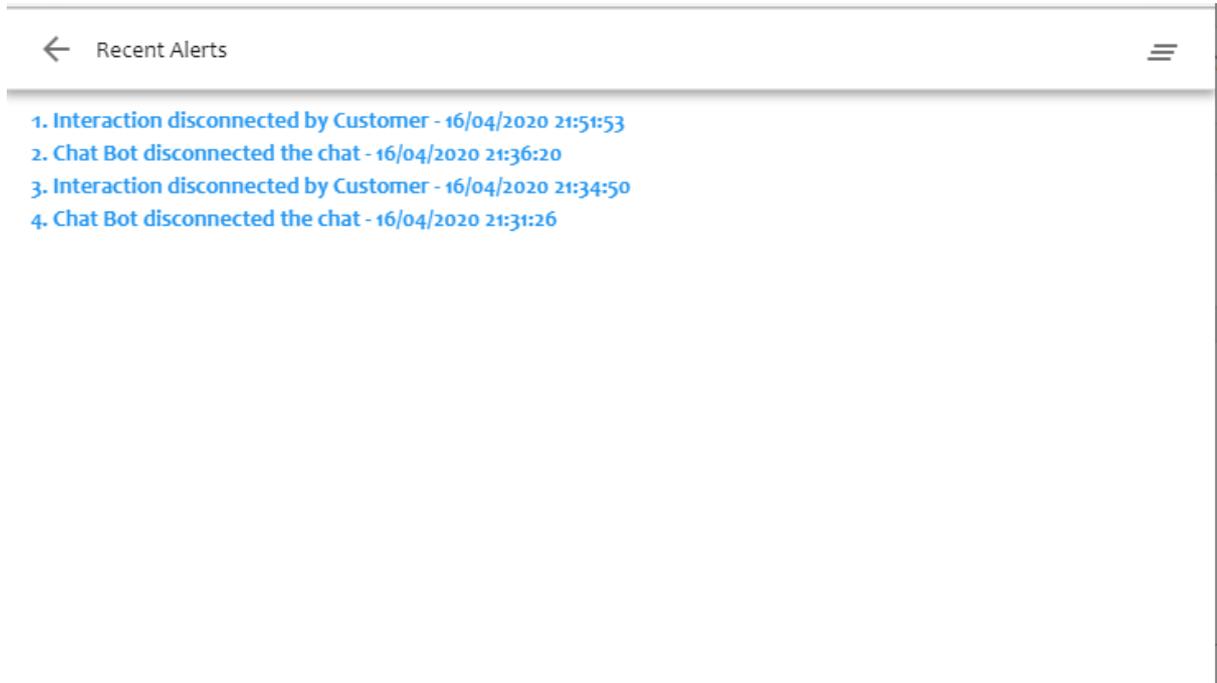
Broadcast Message

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.
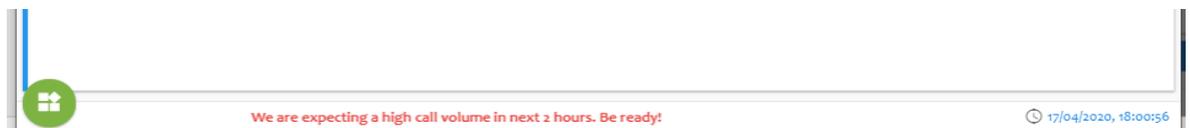
On click of the broadcast message, the same message will maximize.
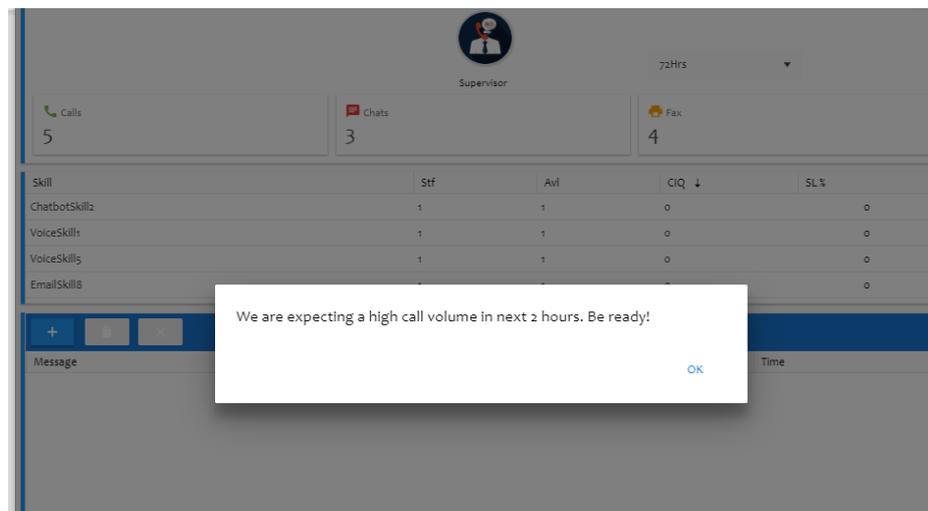
3.6 Reminder
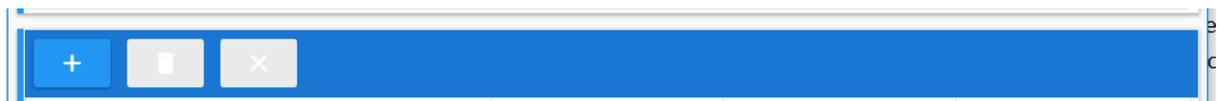
Reminder option is used to set reminders for agents,

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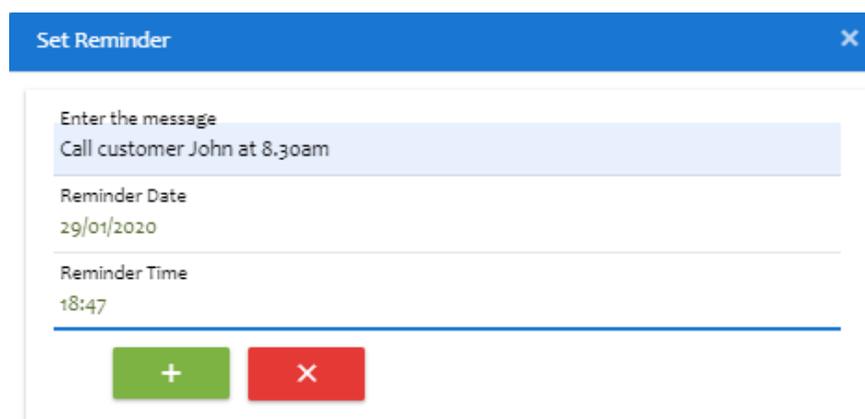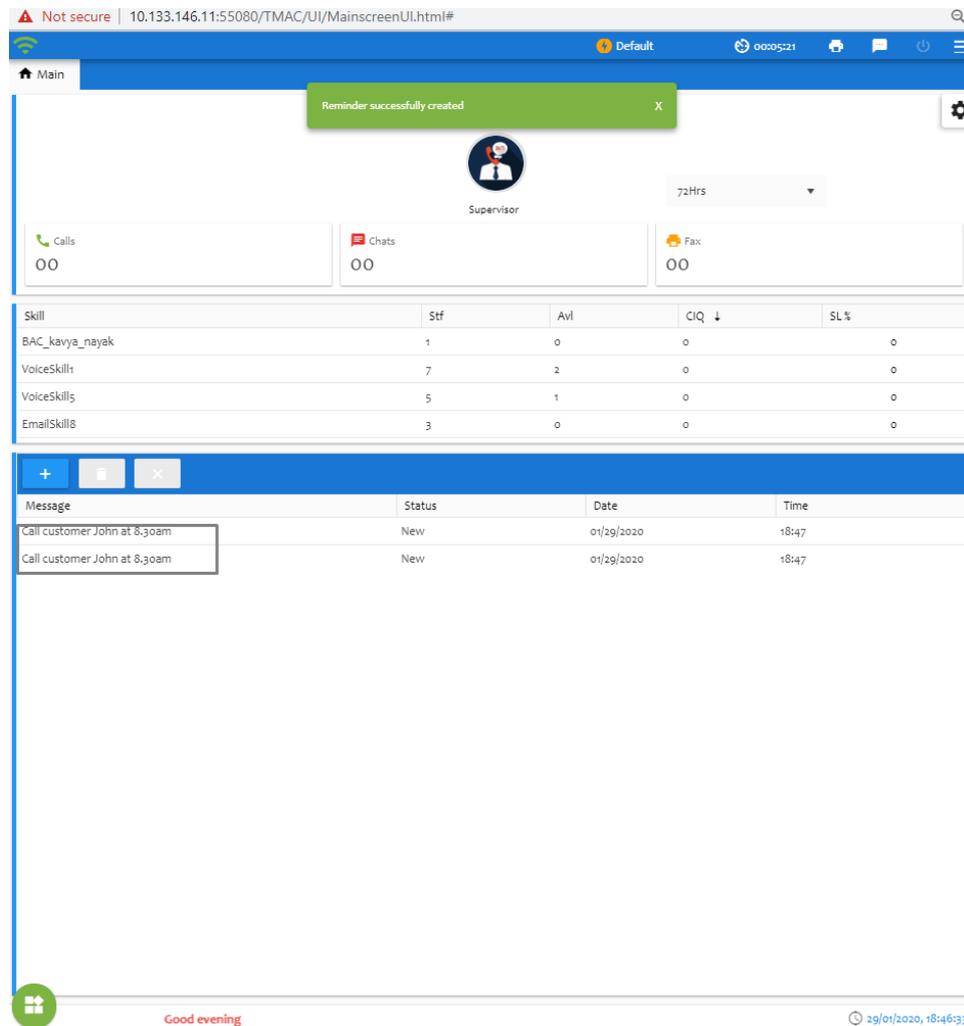
Enter the message: This is used to write any message which is used to pop on the screen.

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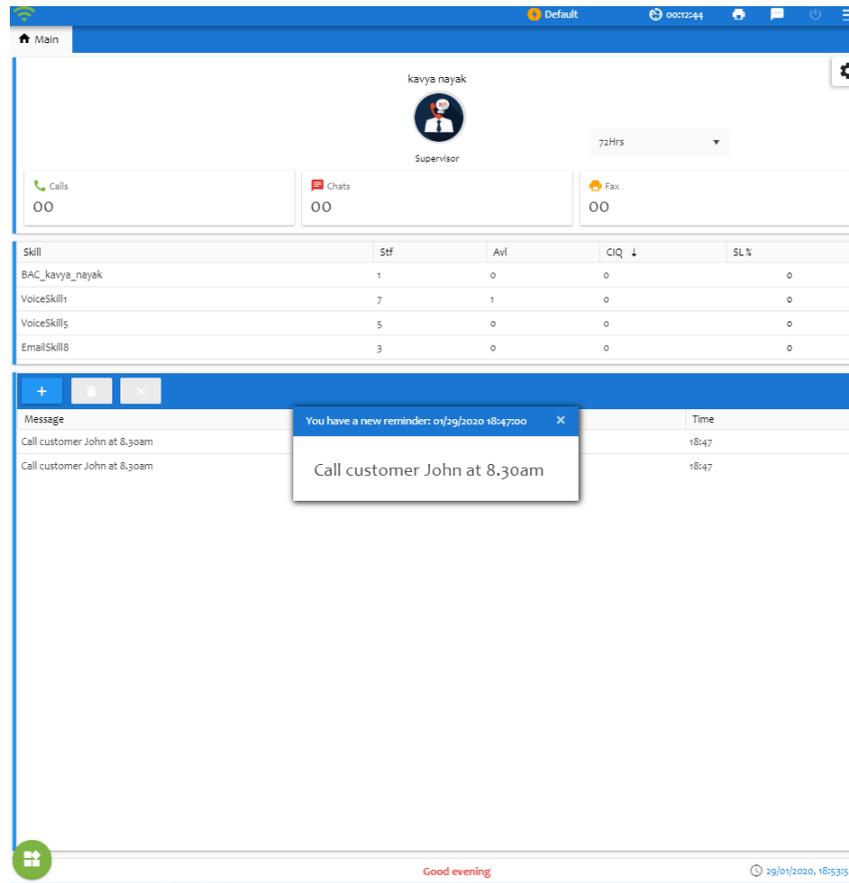
When the reminder is complete, the status will be shown as *completed* as shown below

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

Intent event

UUI event

IVR data event

Etc

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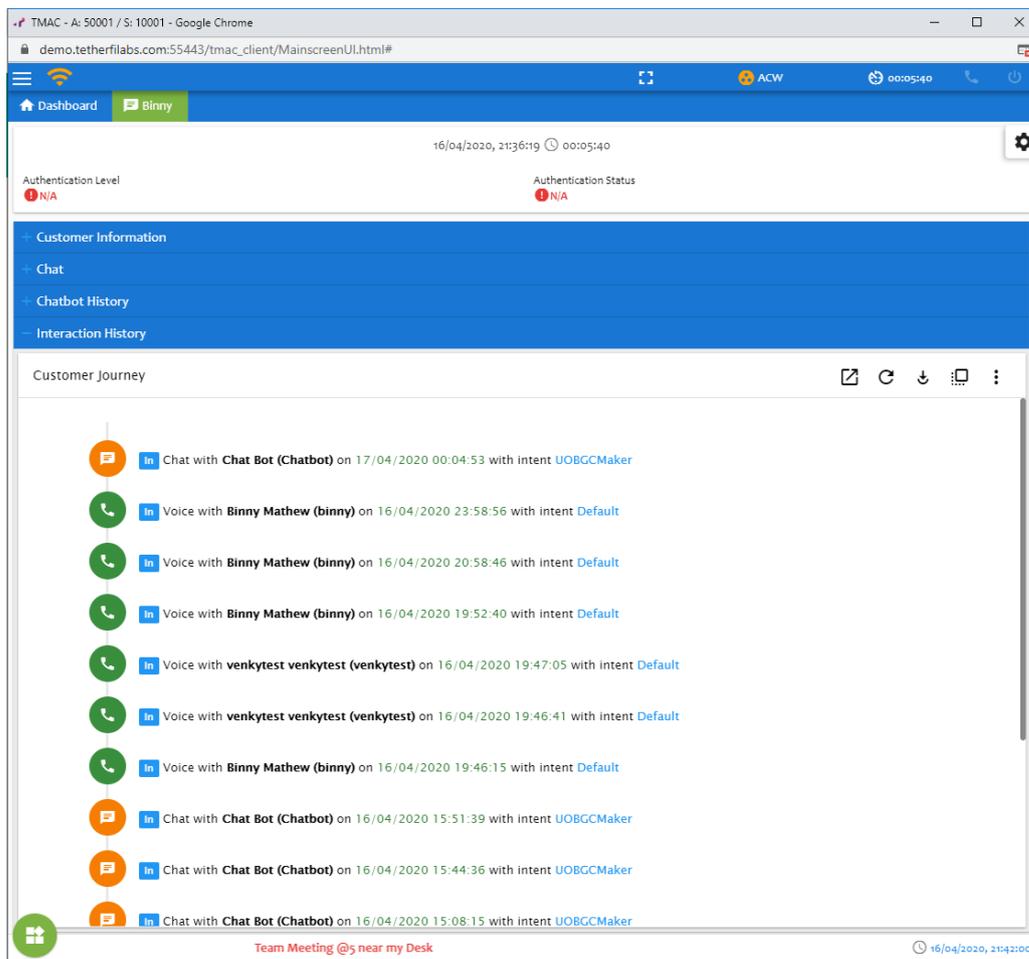
The interaction history displays the entire customer journey for every interaction. The main functions displayed are the date and time of the interaction, type of interaction (inbound or outbound) and channel of interaction .

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

For more information regarding a particular interaction, button can be used and for more information regarding the entire interaction history, the expand button can be used as shown below.
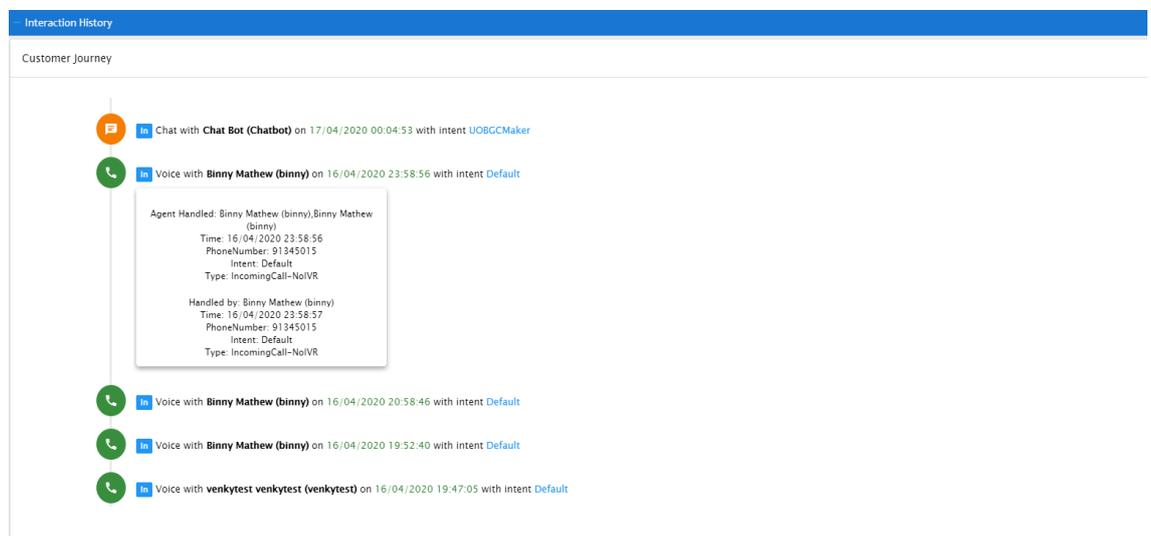
On clicking the more button present in interaction history, ascending and descending **formatting options for the interaction history will be displayed.**

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
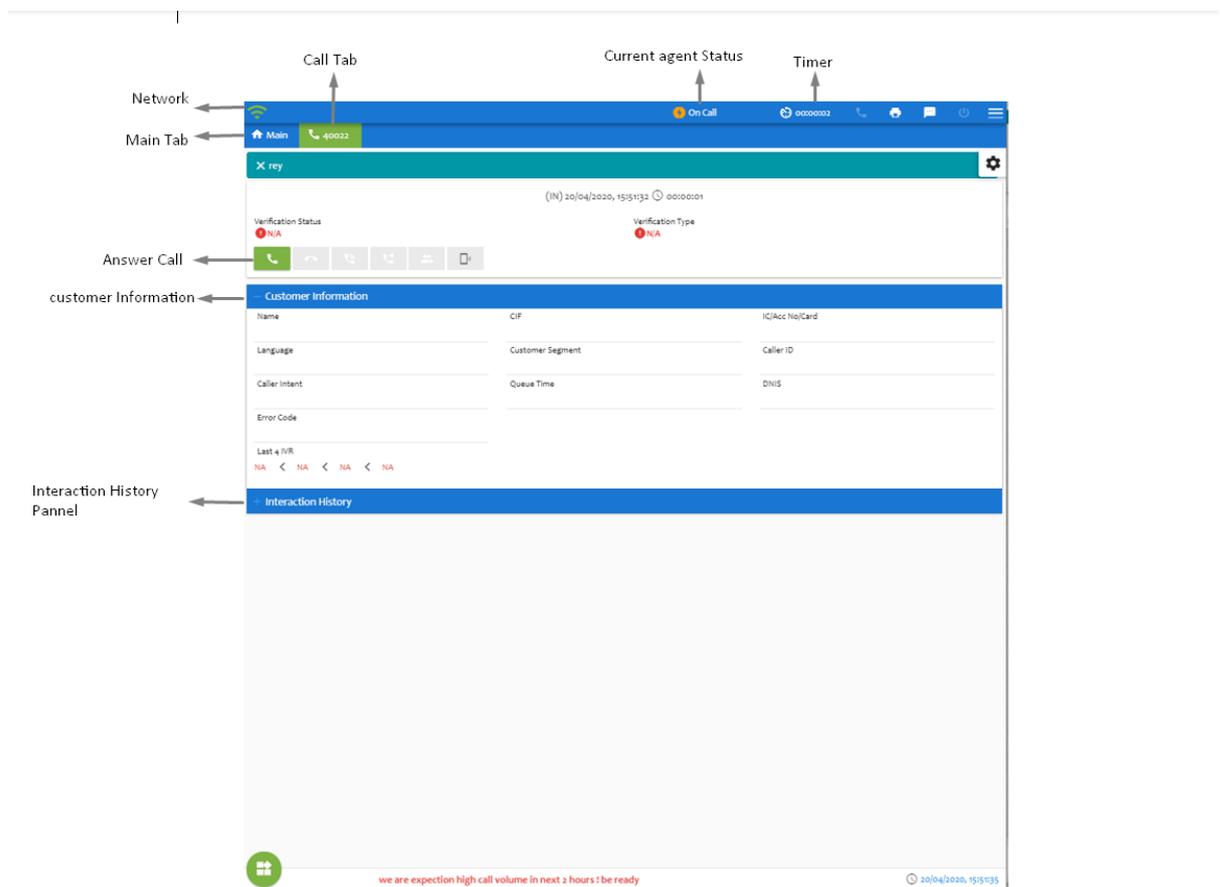
On click on "Answer" button below screen is displayed

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...
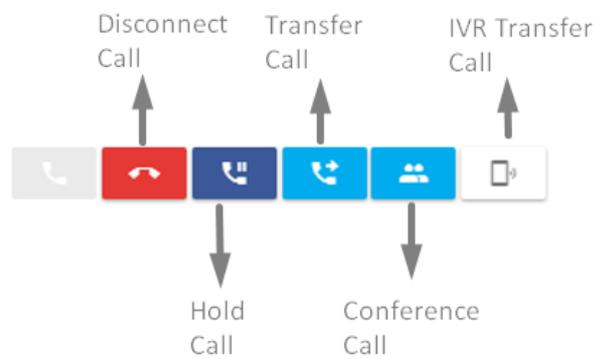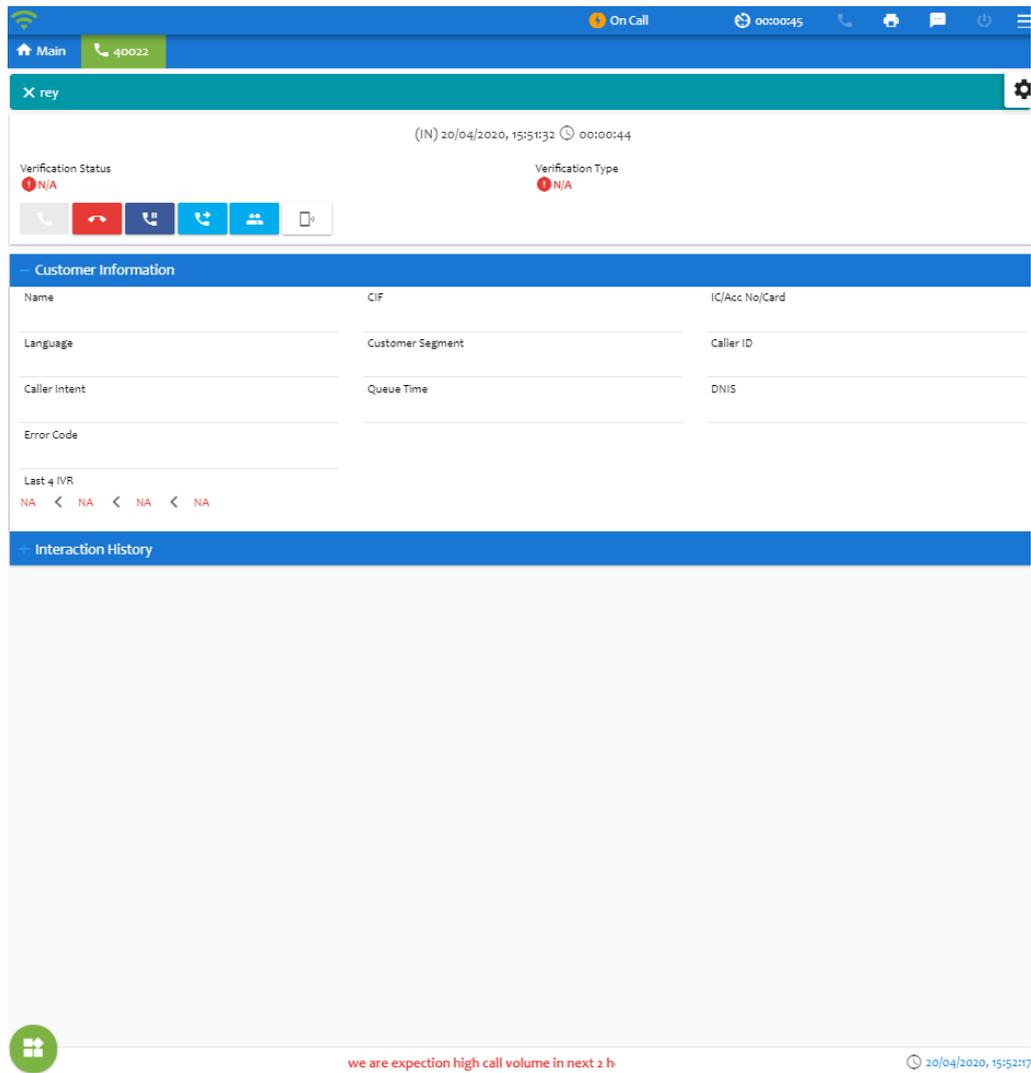
On click of IVR transfer call below screen is displayed.
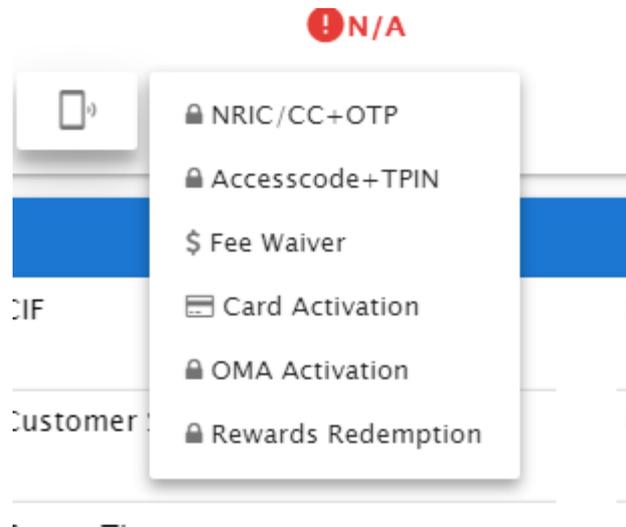
IVR transfer is used for different purpose like user authentication, card activation ,OMA activation etc…These IVR VDNs are configurable in TMAC server configuration.

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
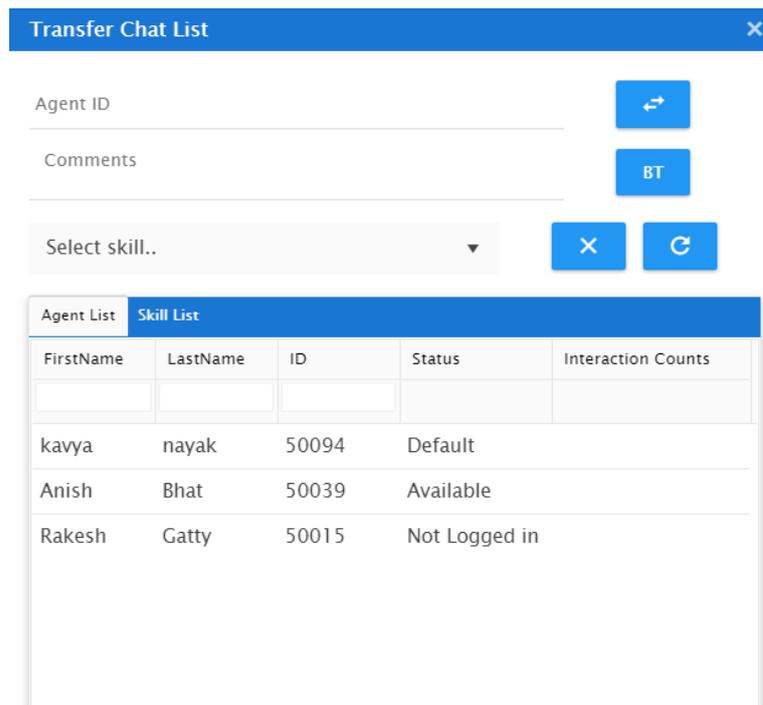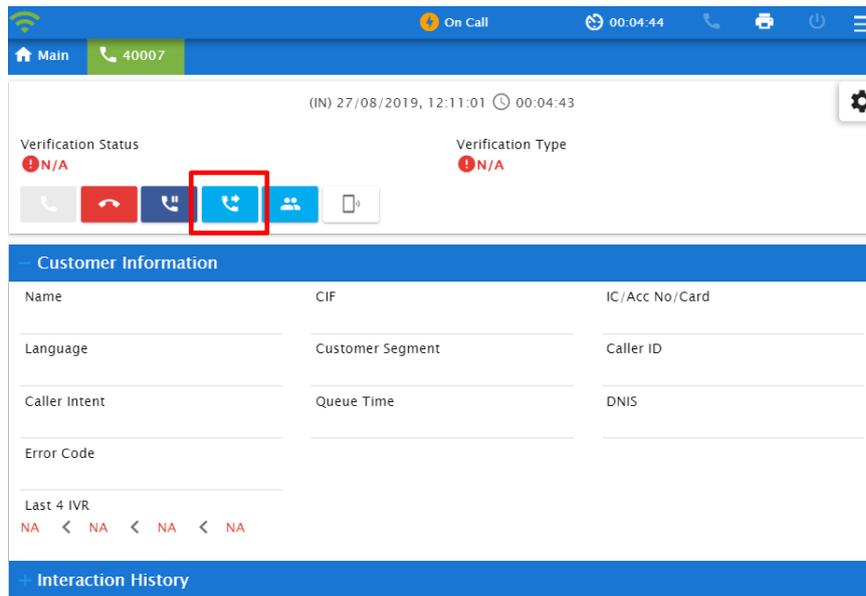
Transfer call can be done in two ways:

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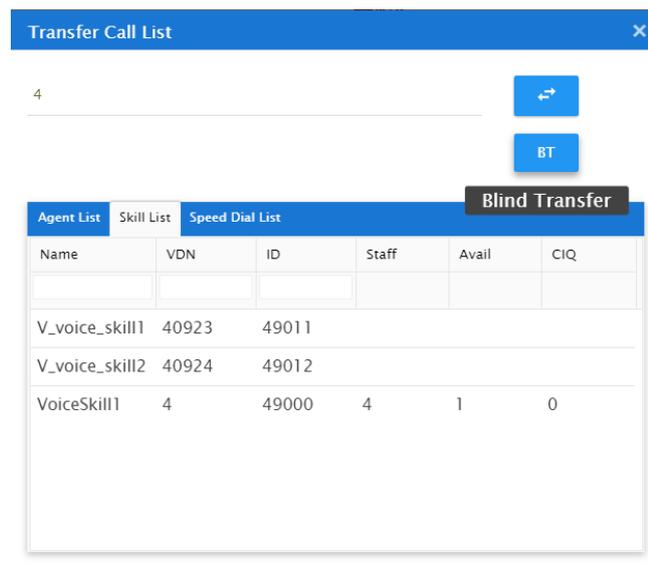
Consult Transfer : Consult Transfer is agent based transfer where transfer call is done based on available agents.

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.

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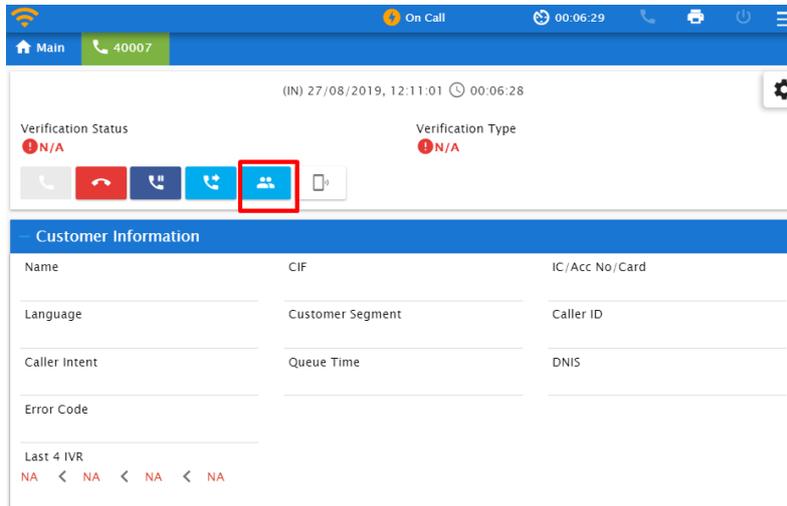
After clicking conference button caller will be on hold and hearing hold music. TMAC will open a window, which will display agent list. User must select one record from it then it will get connected to that agent. Once the user confirms the conference request, both the users will get added in conference.

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

Click on "Confirm" button to add user2 in conference

34
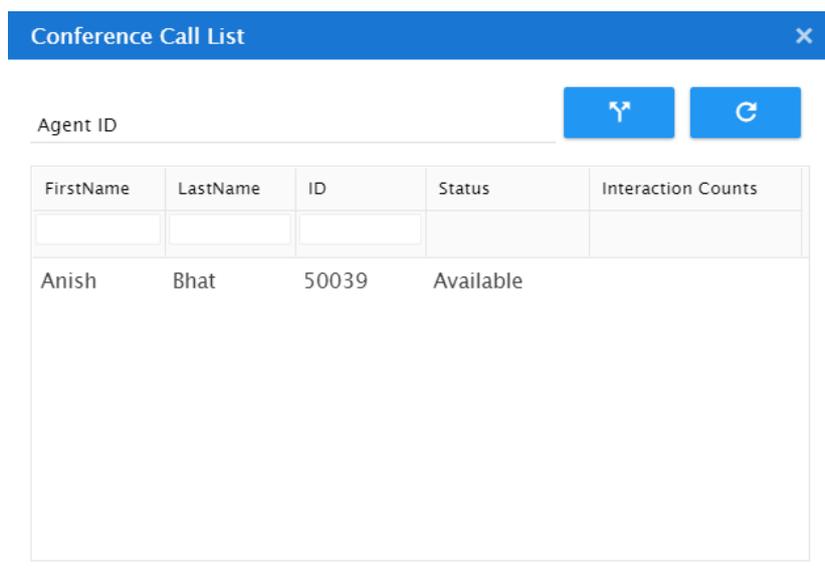
Click on "Cancel" to cancel the conference.
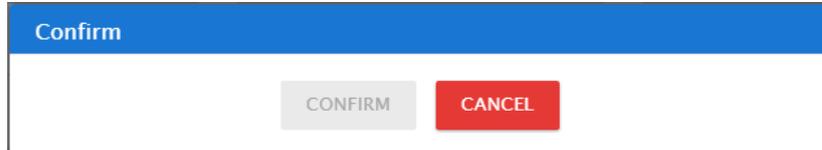
4.3.4 Hold/Unhold Call

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

<add key="Hold Time" value="10" /> where value is time in seconds.
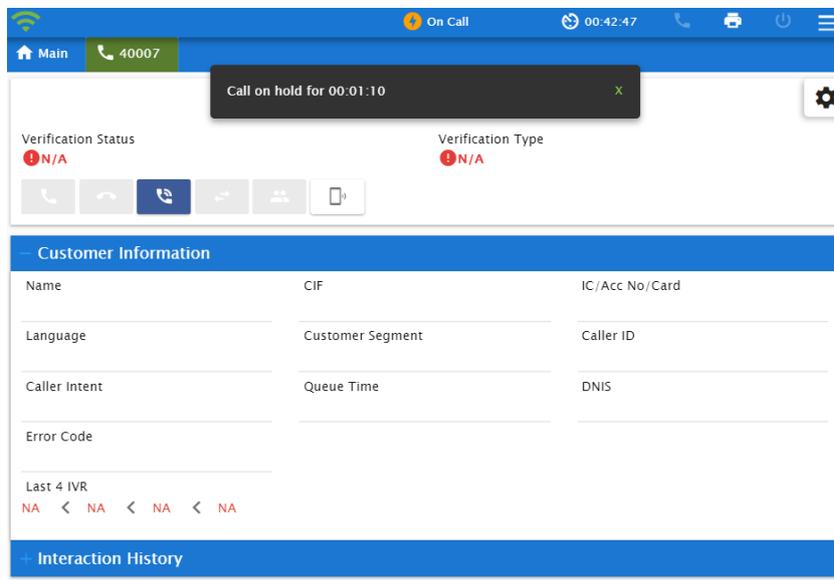
For closing of tabs:

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…

- 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
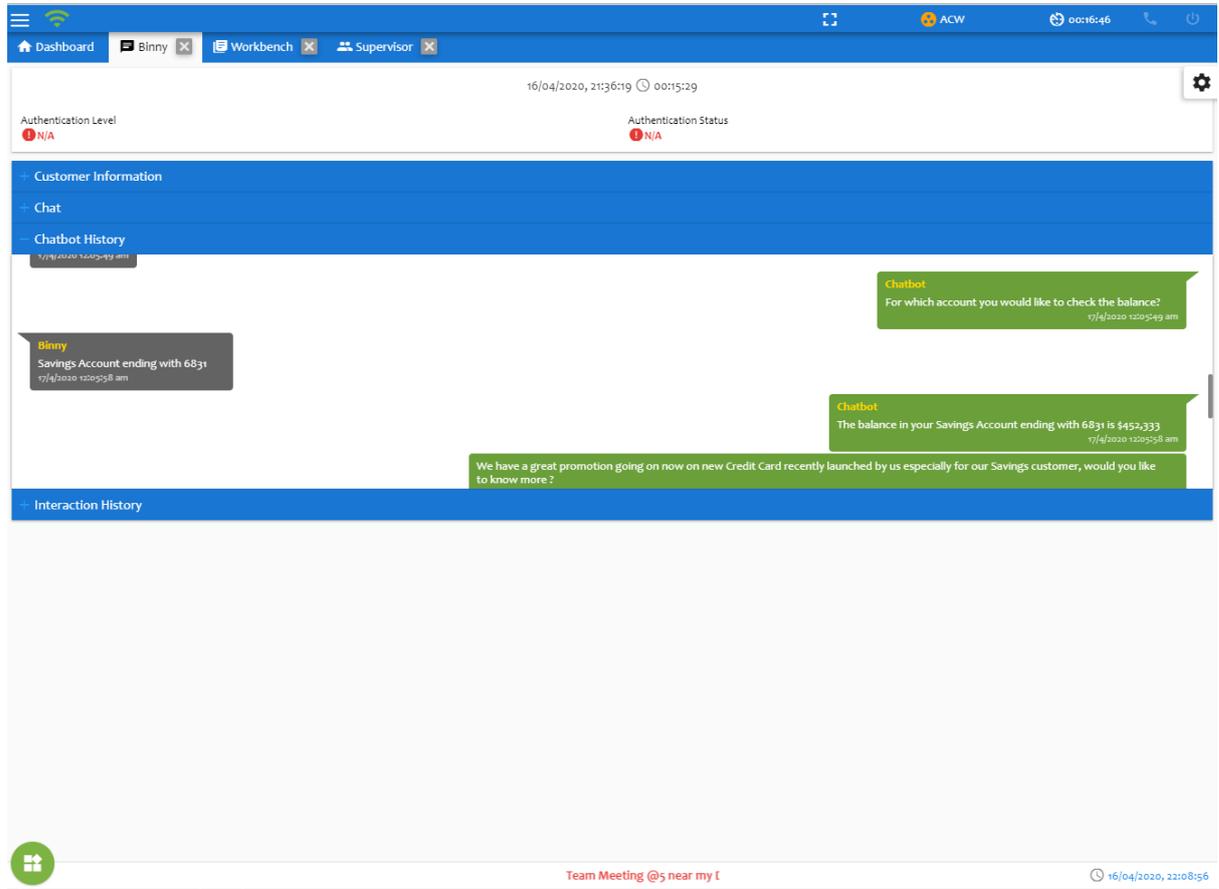
5.2 Chat Interaction History

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
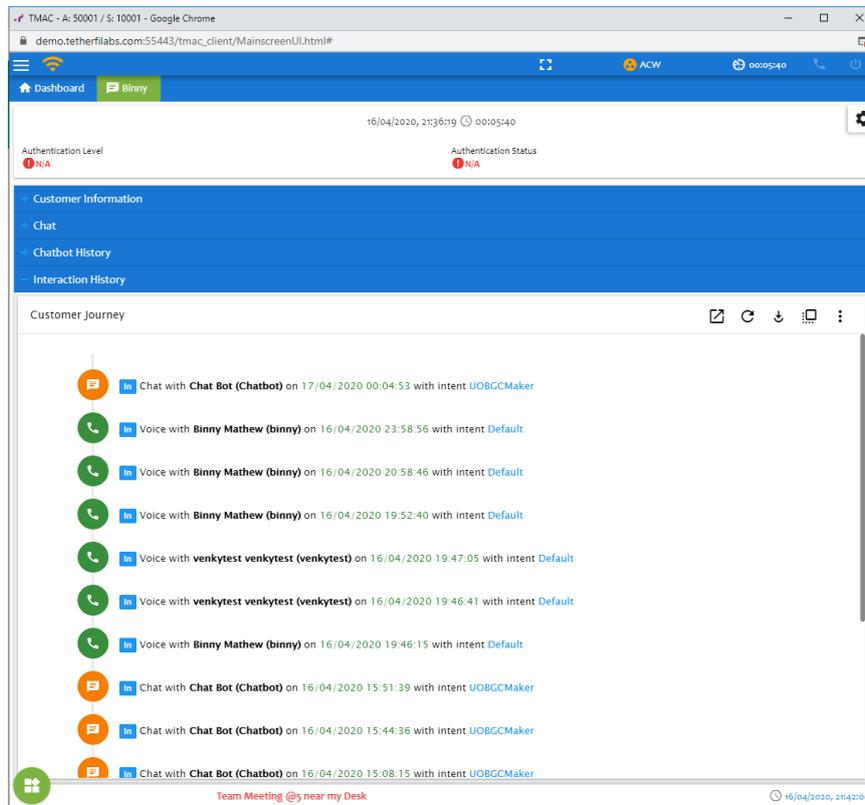
The refresh button present in interaction history can be used for loading recent data. For more information regarding a particular interaction, button can be used and for more information regarding the entire interaction history, the expand button can be used.
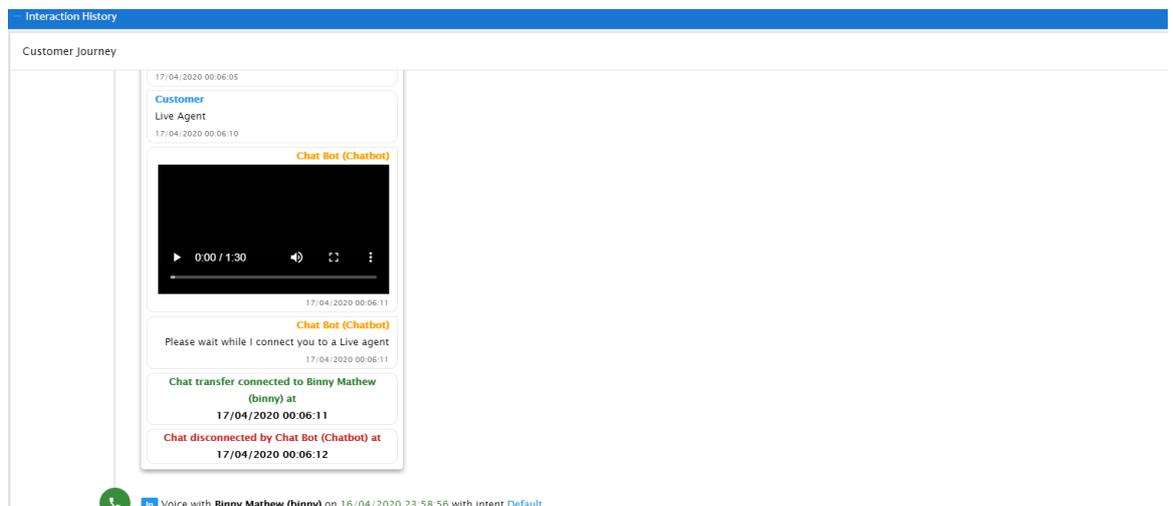
On clicking the more button present in interaction history, ascending and descending formatting options for the interaction history will be displayed.
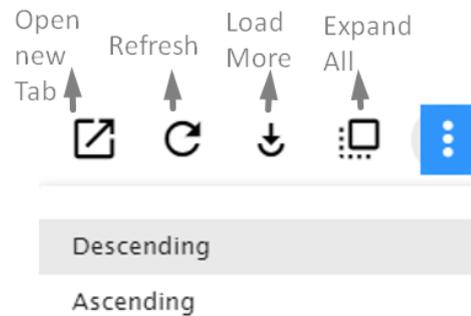
5.3 Chat Controls

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.
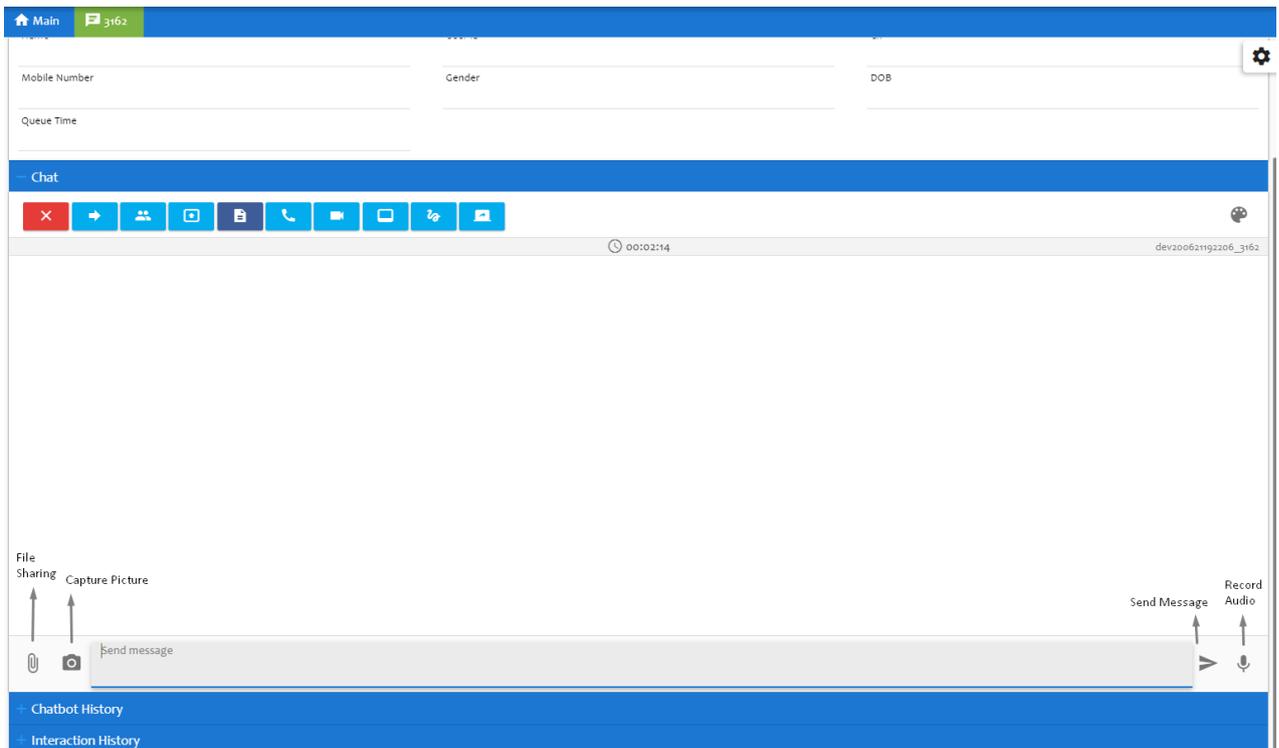
- The chat screen will have the below information:
  - (1) Authentication status, displays whether the incoming chat has been authenticated.
  - (2) Caller ID of the customer
  - (3) Customer information's includes:
    - a. Name of the customer
    - b. CIF of the customer
    - c. Segment code of the 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:
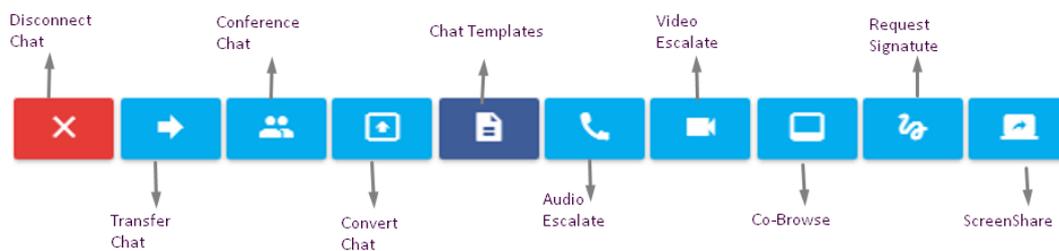
5.3.2 Disconnect Chat

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

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   BT

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.

- 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.
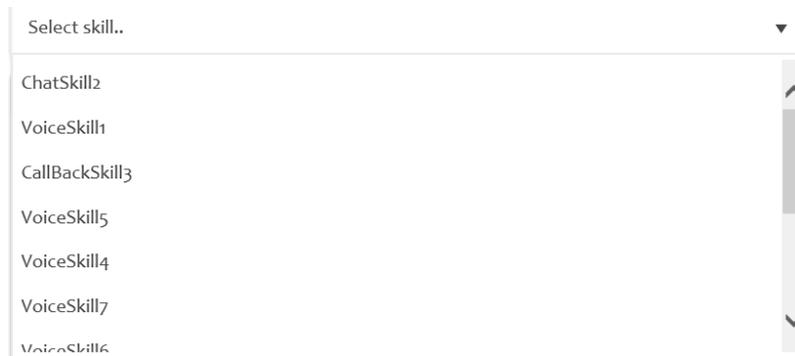
5.3.4   Conference Chat
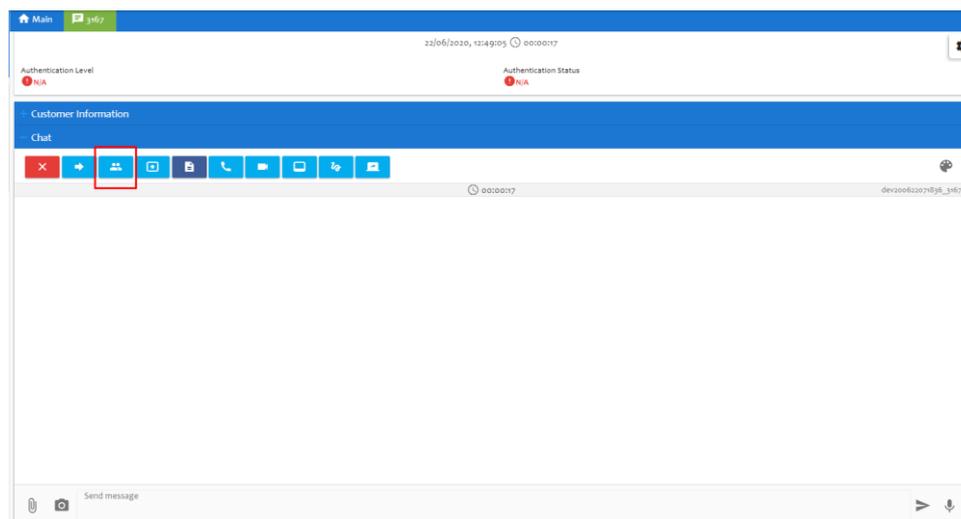
   After clicking conference button caller will be on hold and hearing hold music. TMAC will open a window, which will display agent list who are in allowed status and conference chat can be done only to agents who are in allowed status. User must select one record from it then it will get connected to 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

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 ✕

Departments ▼   Groups ▼

Templates ↑

Select the appropriate department and group depending upon the intent of the chat conversation.
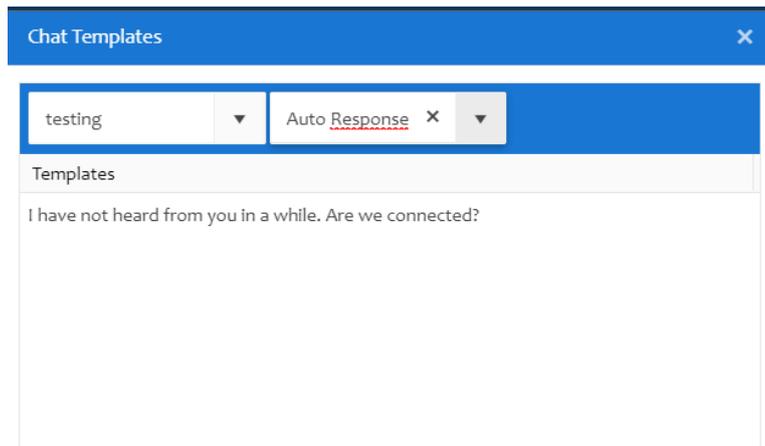
Once the user select any of the required template , it will be shown in textbox as shown below,
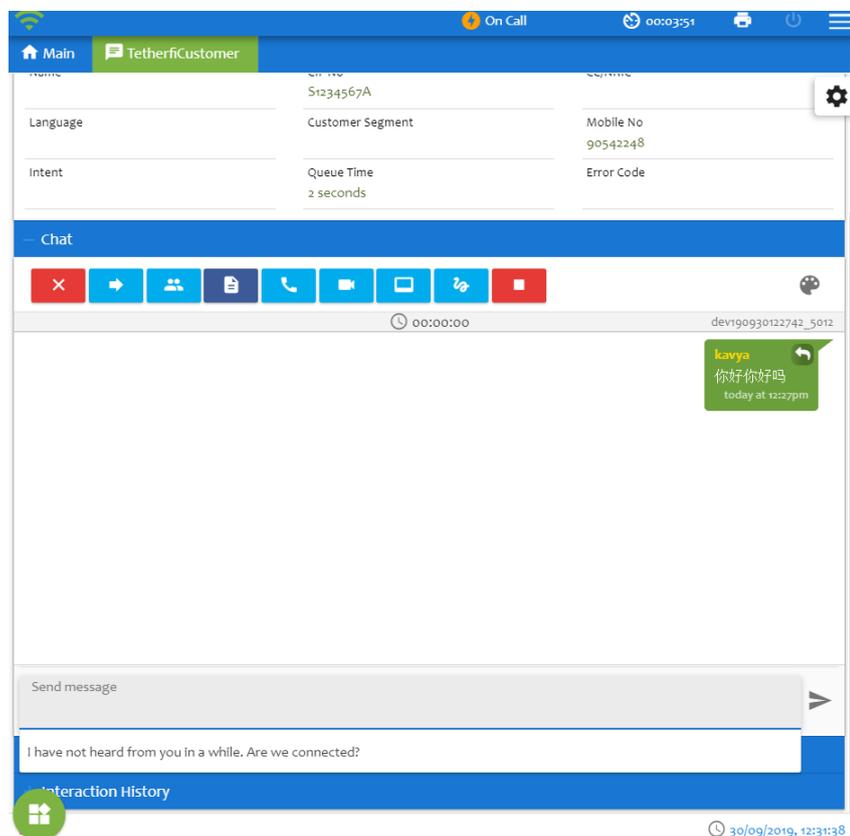
5.3.6 Audio Escalate

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 .
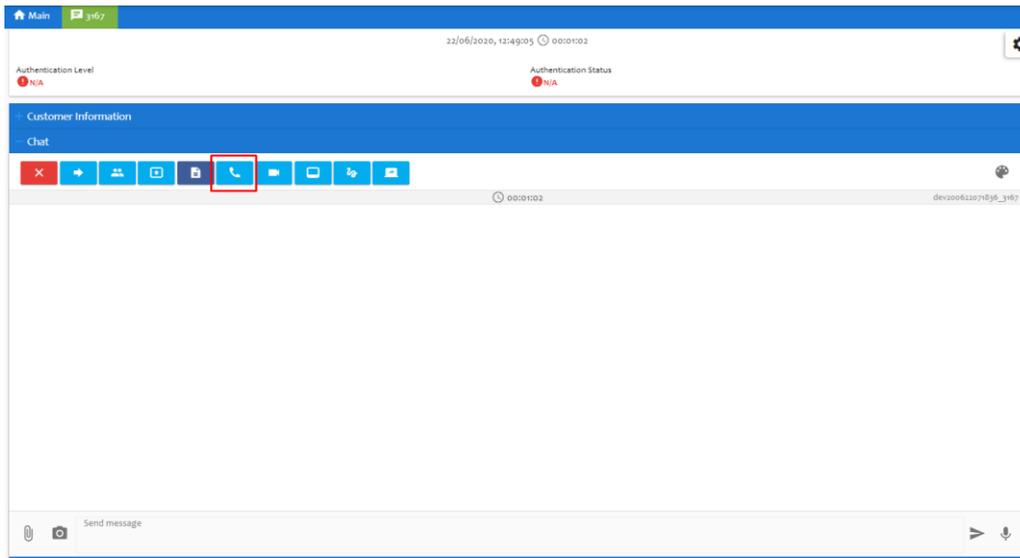
5.3.7 Video Escalate

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.
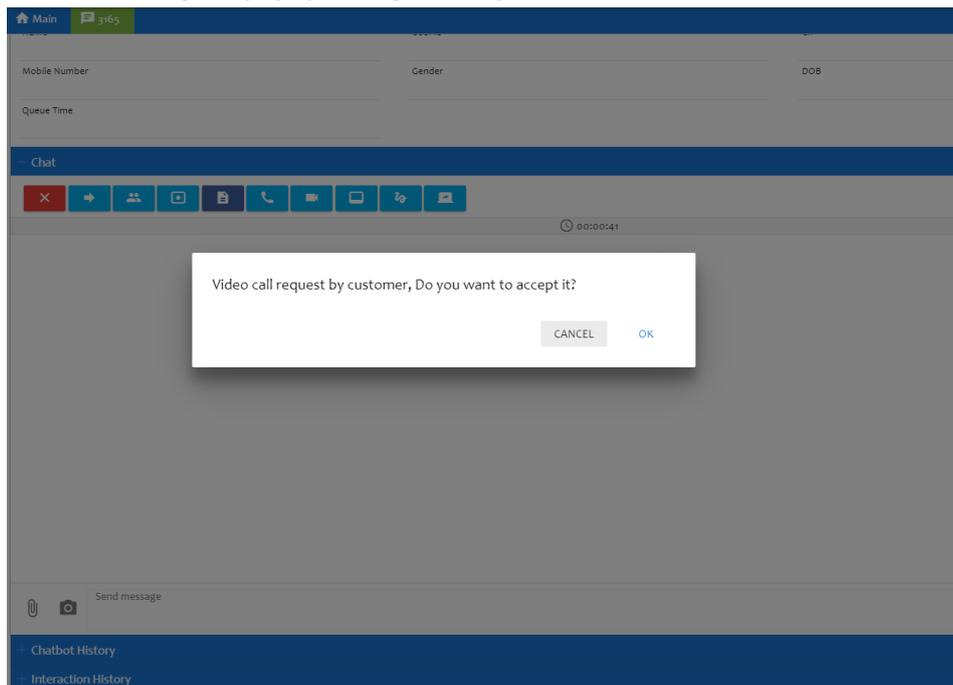
when customer accepts , Video call will be successful.

Full Screen:

Resize:
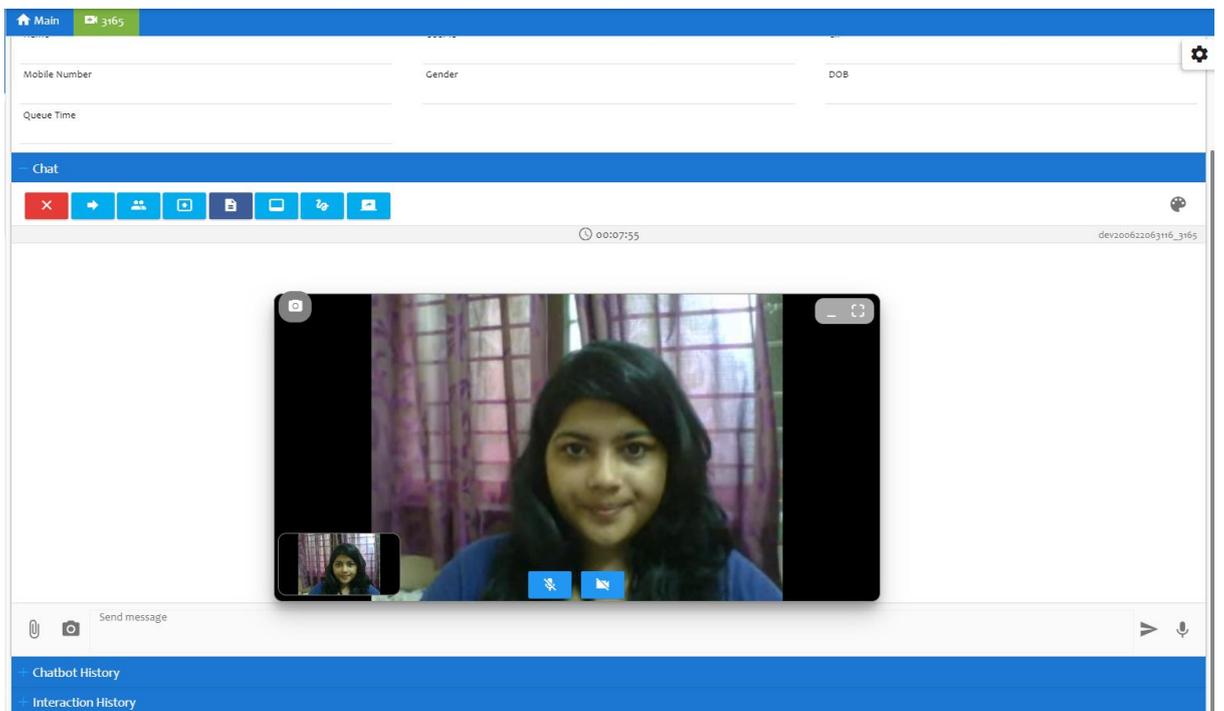
When minimized:
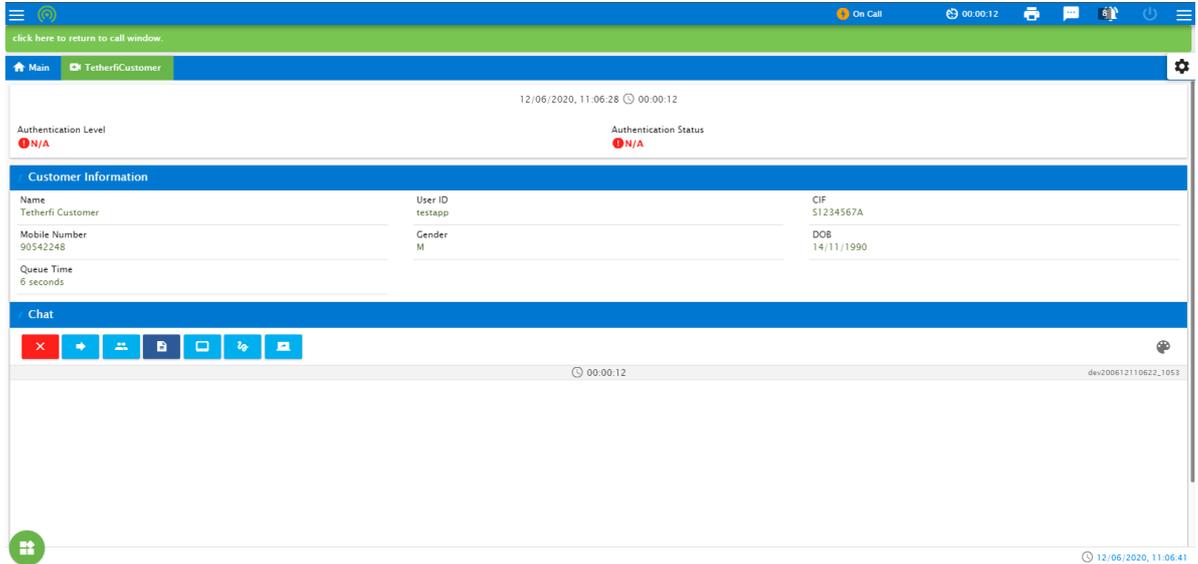
Video Conference:

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.
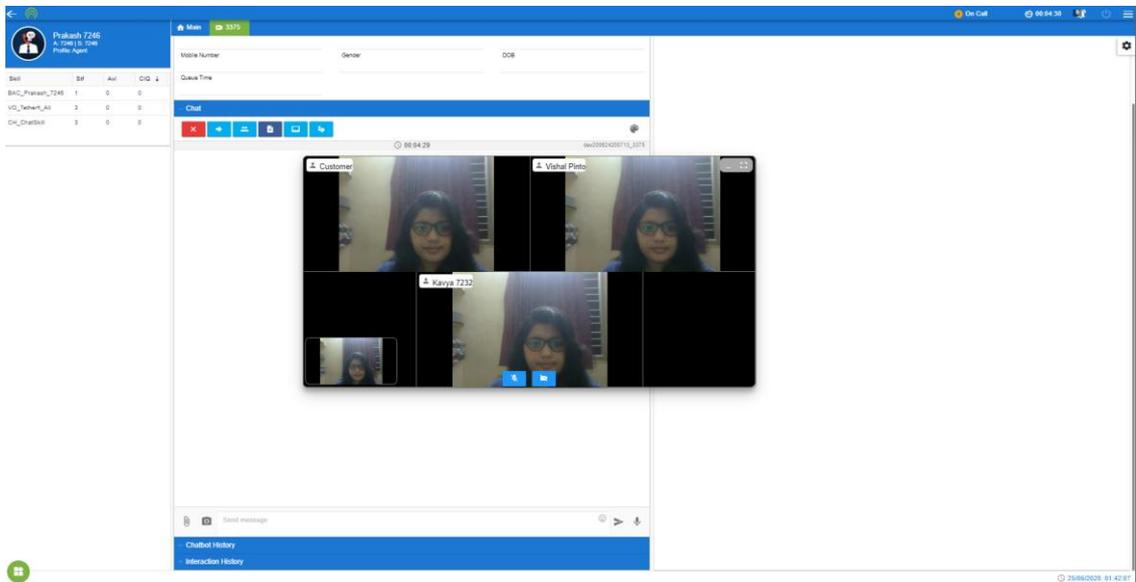
Snapshot:

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 ,
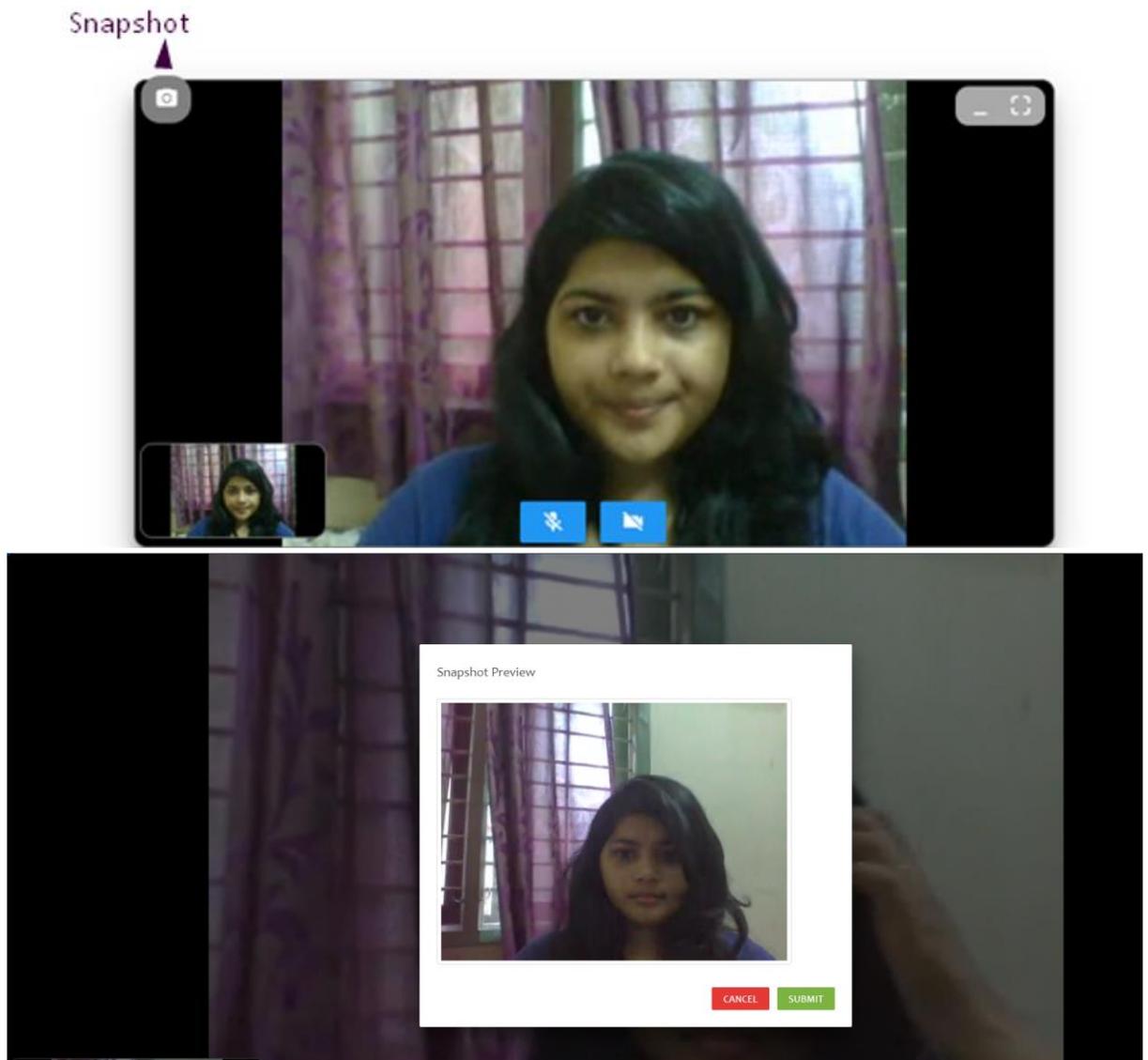
5.3.9 Request Signature

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
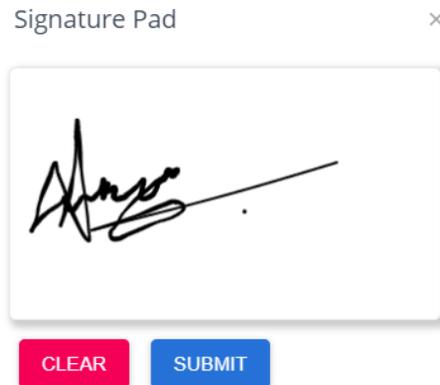
When customer click on submit button, agent will receive signature
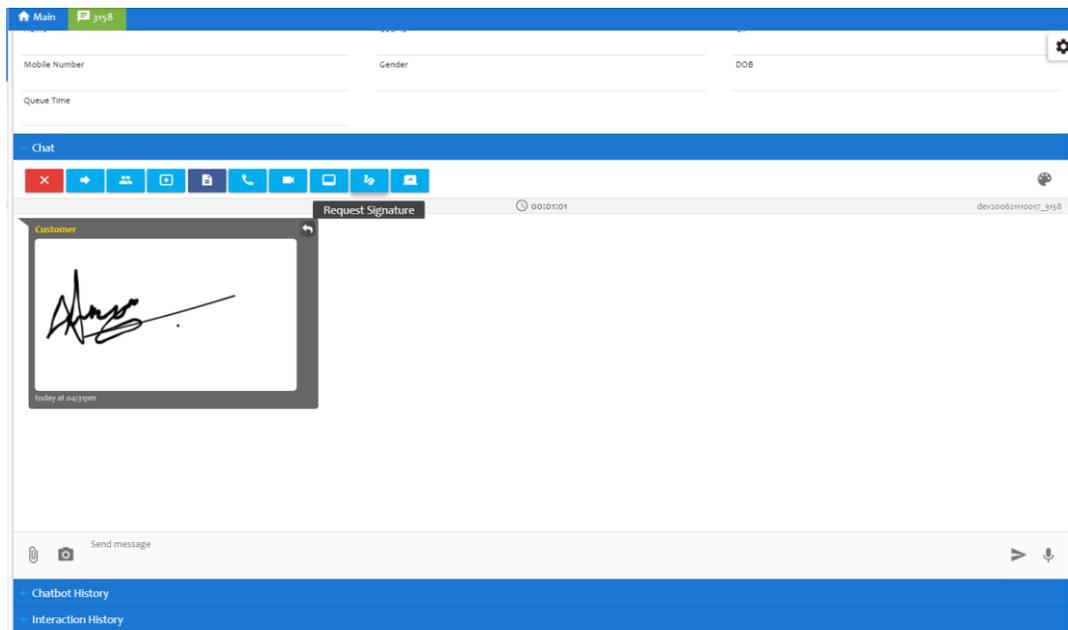
5.3.8 Co-Browse

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
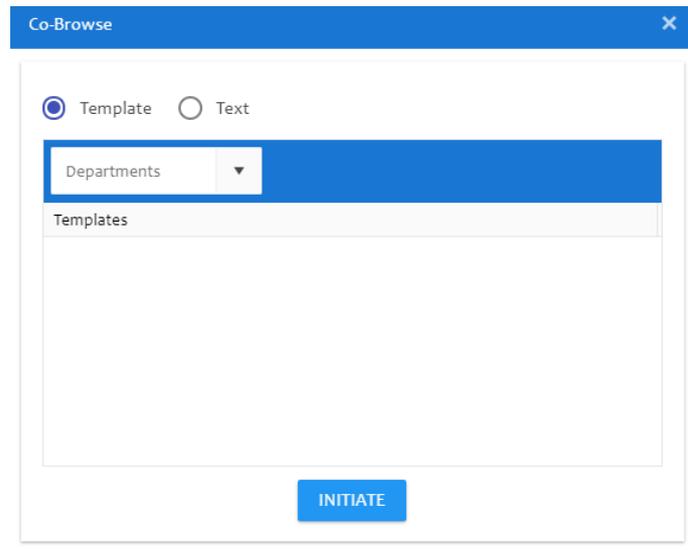
5.3.10 Screenshare

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 .
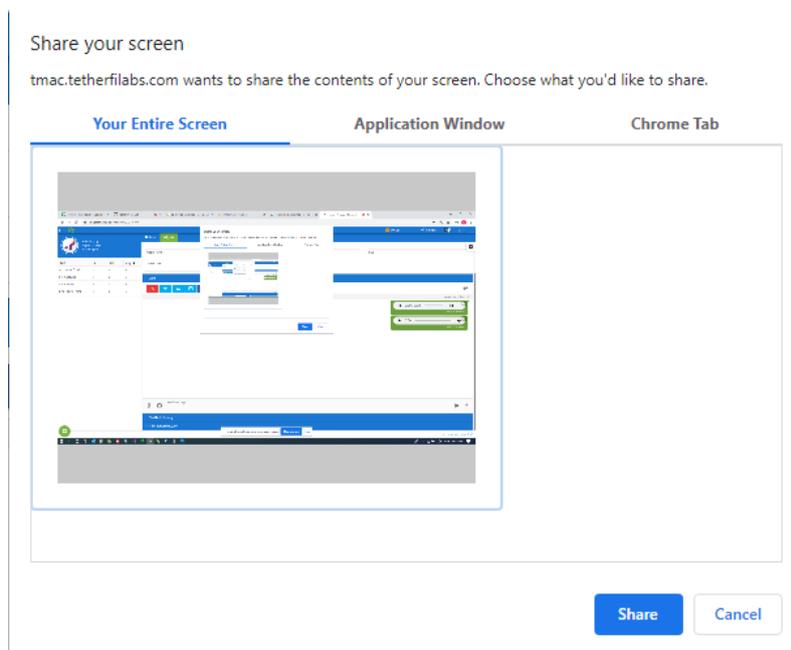
5.3.11 Convert Chat

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.
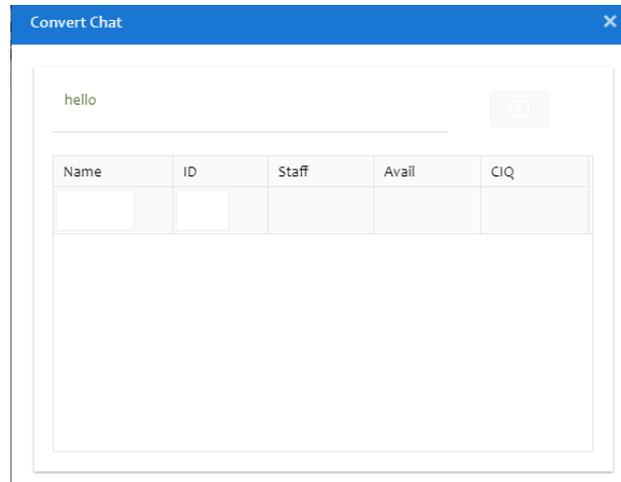
5.3.12 Attach/File sharing

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
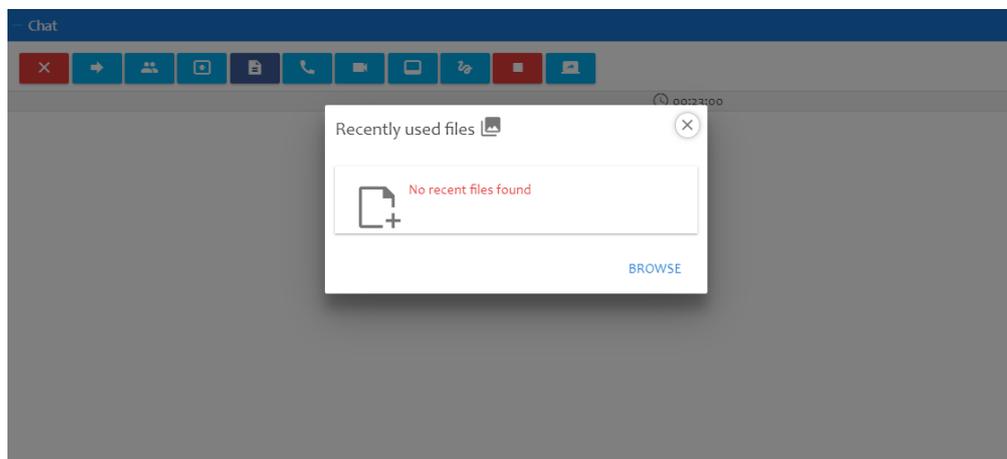
user can click on browse option to browse files on their local PC
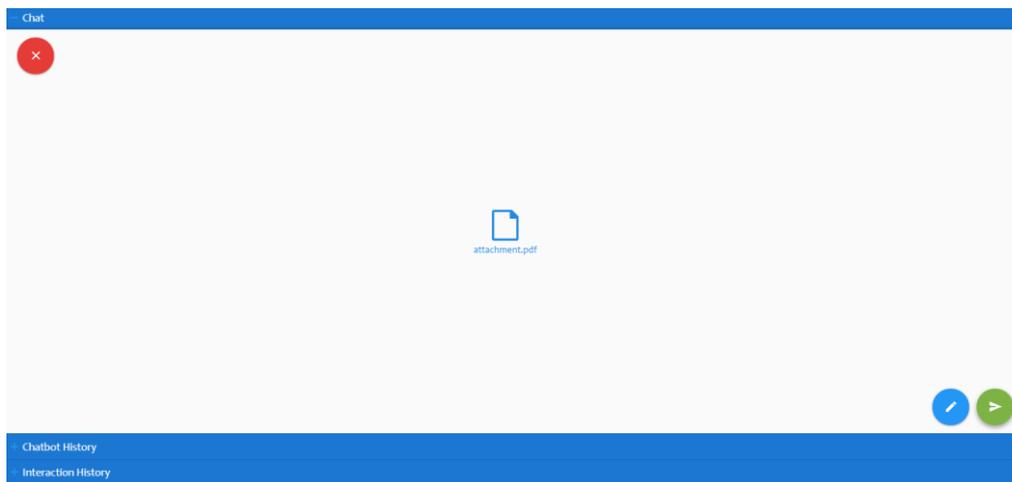
Click on send button located in right bottom corner now this file will be sent to the customer and the file will be sent.
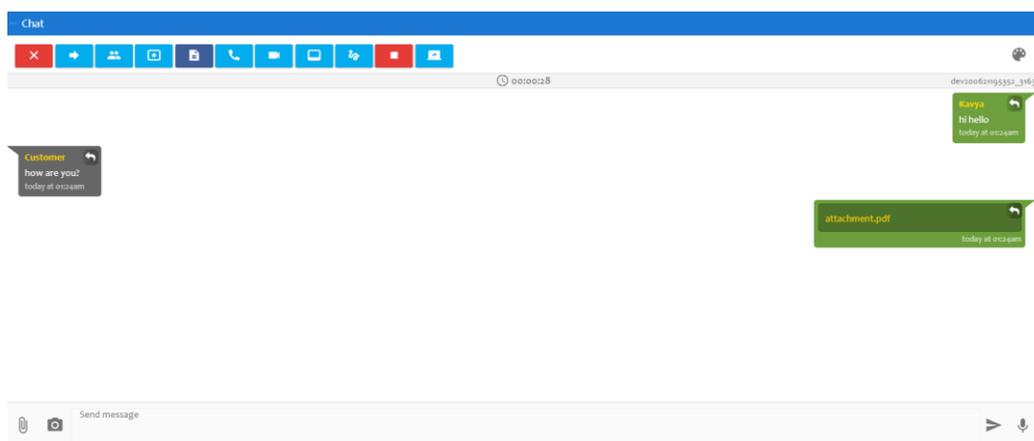
5.3.13 Open Camera

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.
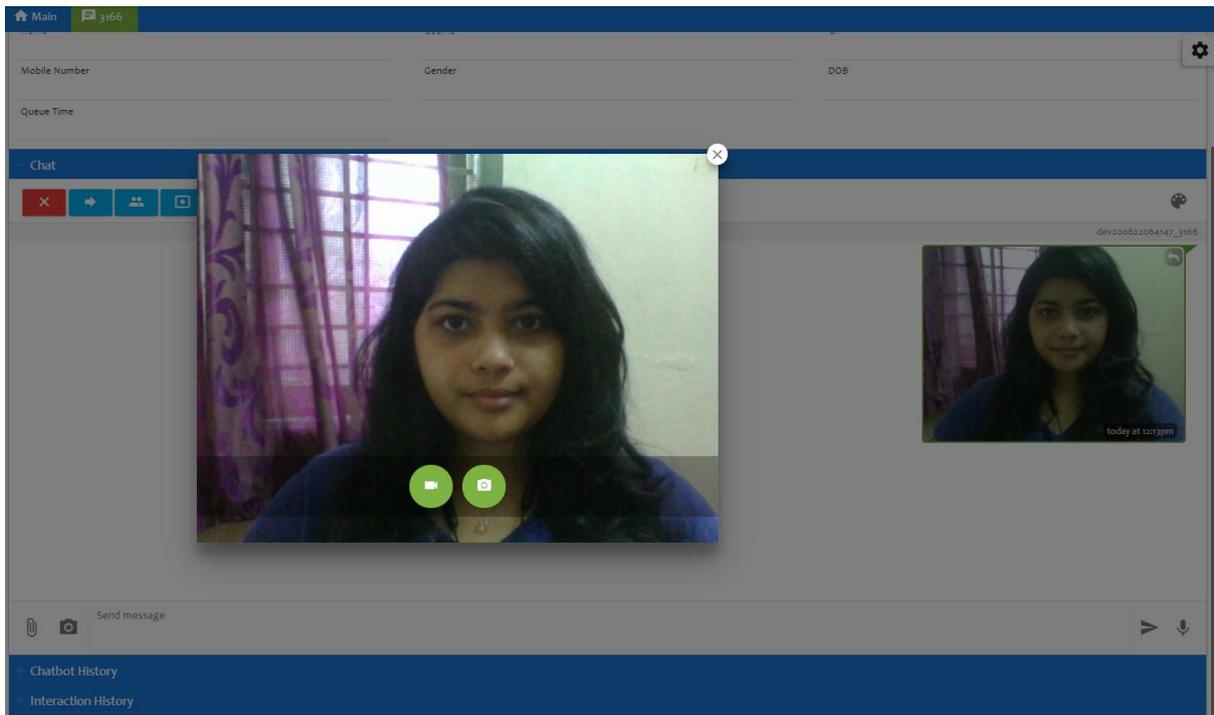
Now this captured image will be sent successfully to the customer as shown below
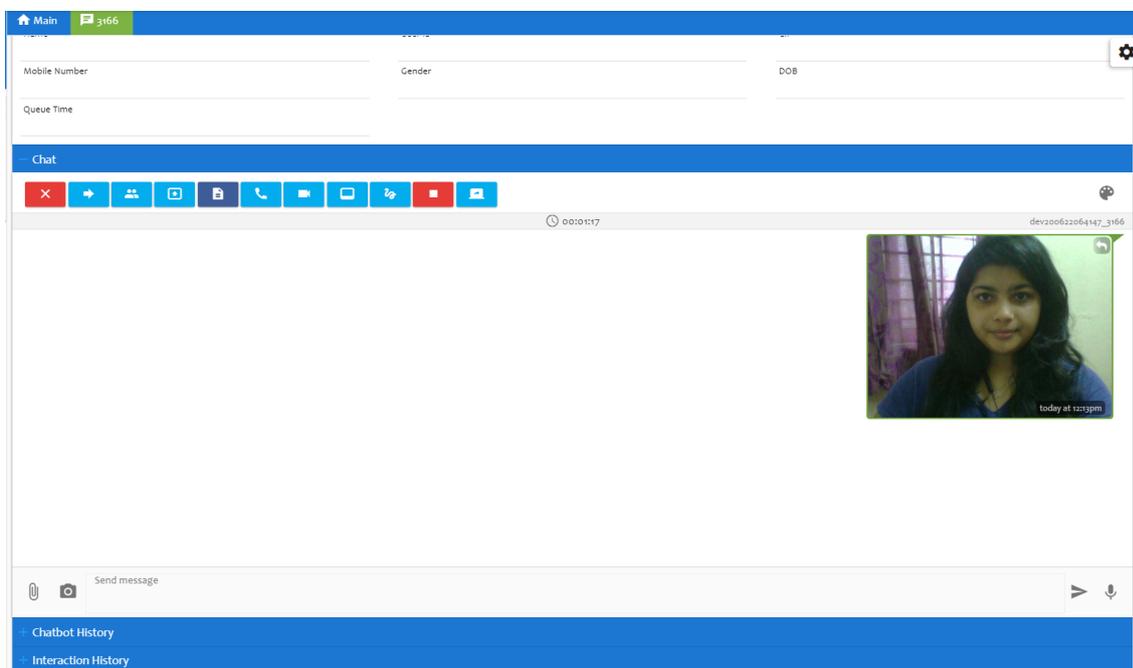
(**Note**: user should give permissions in browser to enable camera)

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.
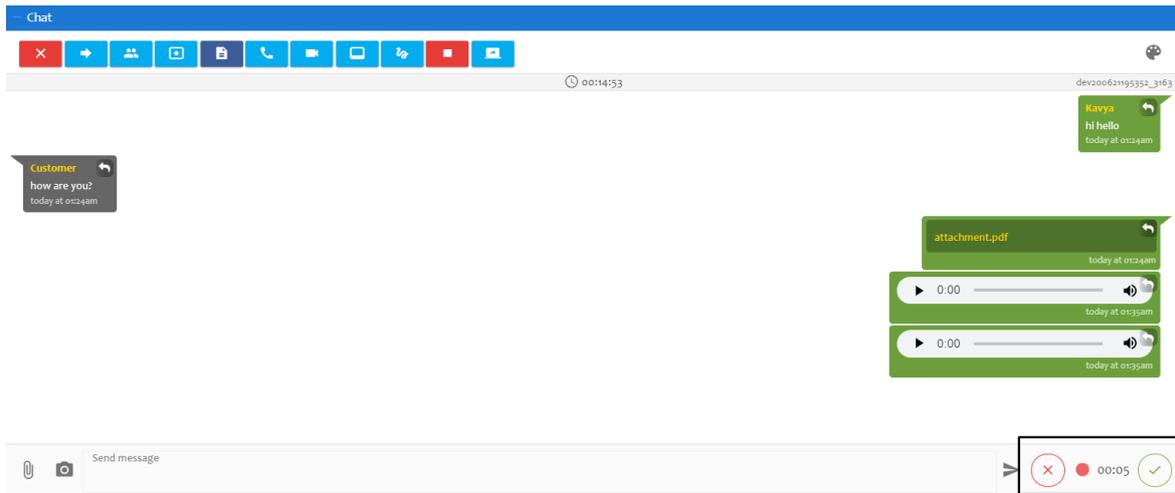
5 Fax Channel

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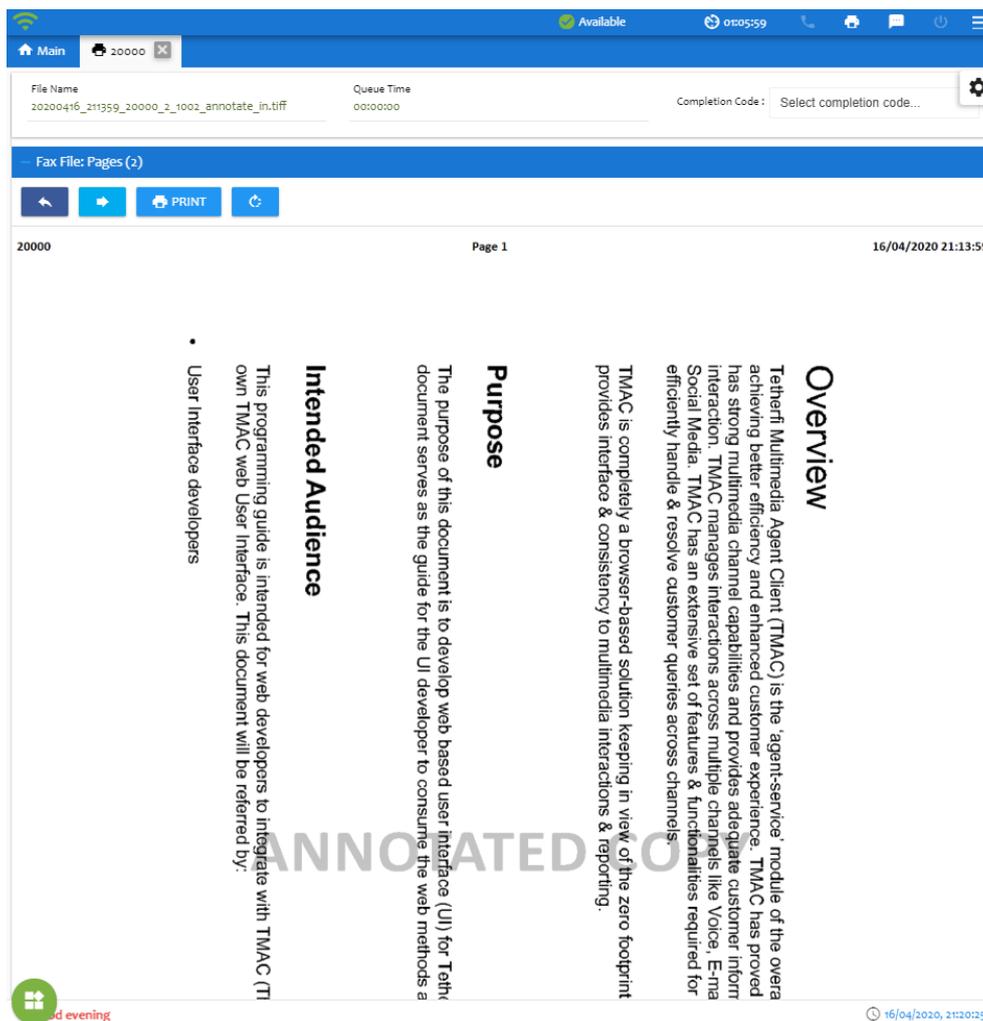
File Name: Name of the file received which will be in .tiff format

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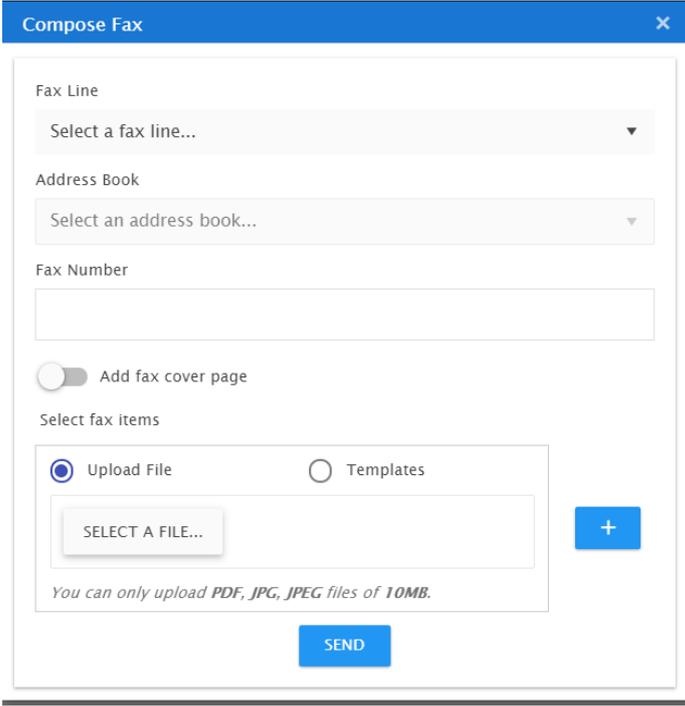
Fax Line: A fax line is a phone line that is primarily intended for fax use

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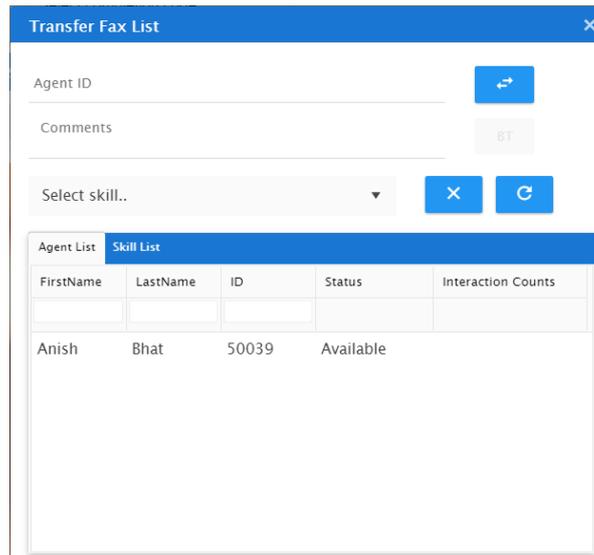
Agent ID: ID of the agent to which Fax need to be transferred

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

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.

- 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 .
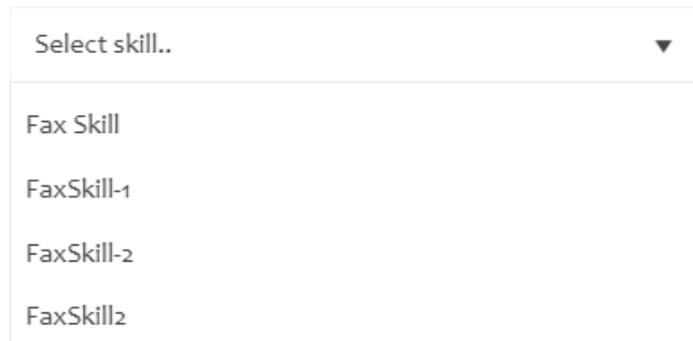
7. **TMAC User Roles**

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:

On clicking the Supervisor icon, the below screen is shown:
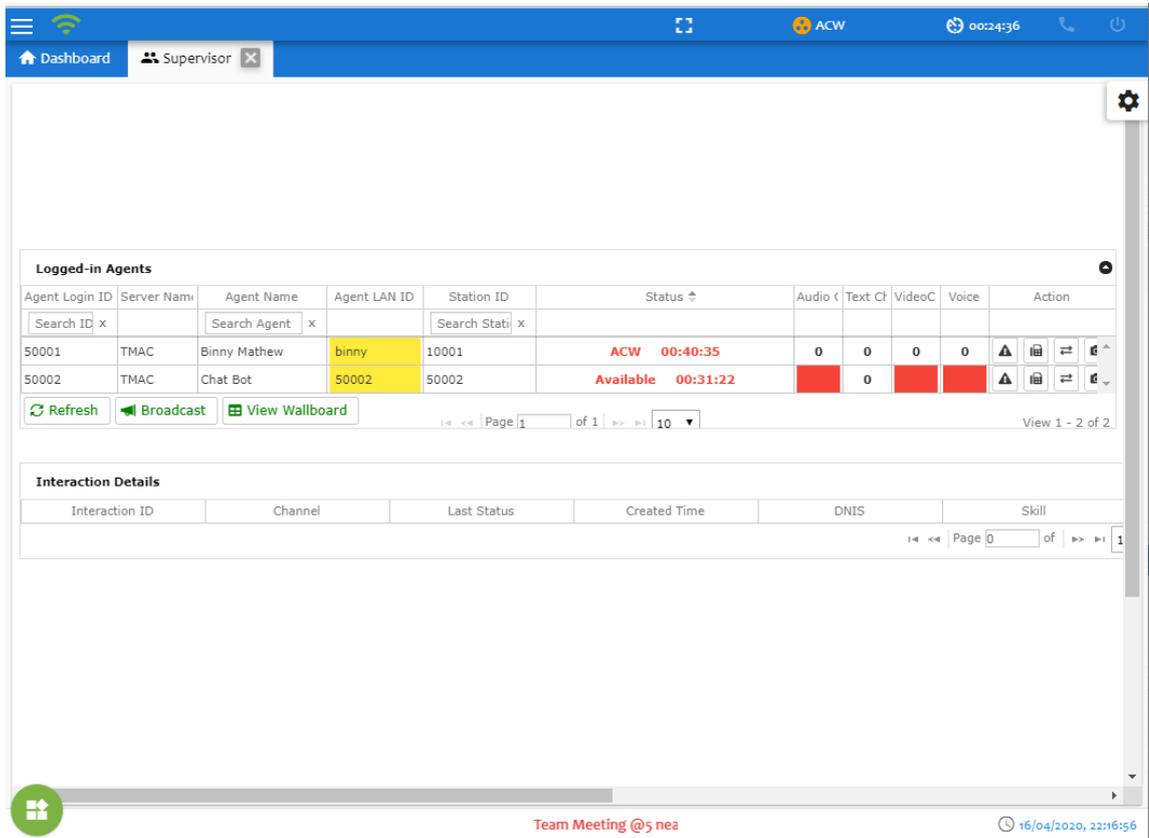
The Supervisor Module will display 4 grid tables:

- 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 .

Main | **Supervisor** ☒

Channel	Server	
	Home TMAC Server I (0)	Home TMAC Server II (0)
Audio Chat	0	0
Generic	0	0
Text Chat	0	0
Video Chat	0	0
Voice	0	0

Status	Server	
	Home TMAC Server I (2)	Home TMAC Server II (0)
Available	1	0
Default	1	0

Logged-In Agents

Agent Login ID	Server Name	Agent Name	Agent LAN ID	Station ID	Connection Type	Status ⇕	Audio Cl	Generic	Text Cha	Video Cl	Voice	Action
Search ID x		Search Agent x		Search Station x	x							
🛜 7232	Home TMAC Se	Kavya 7232	7232	7232	Web Sockets	Available 00:09:44	0	●	0	0	0	⚠ 📋 ⇄ ⏻ 📷 👤
🛜 7246	Home TMAC Se	Prakash 7246	7246	7246	Web Sockets	Default 00:02:57	0	●	0	0	0	📋 👤

↻ ☑ Auto Refresh   ⏮ ◀◀ Page 1 of 1 ▶▶ ⏭ 10 ▼   View 1 - 2 of 2

Interaction Details

Interaction ID	Channel	Last Status	Created Time	DNIS	Skill	User	Direction	Active Time	Hold Time	MS ID	Action

⏮ ◀◀ Page 0 of ▶▶ ⏭ 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.
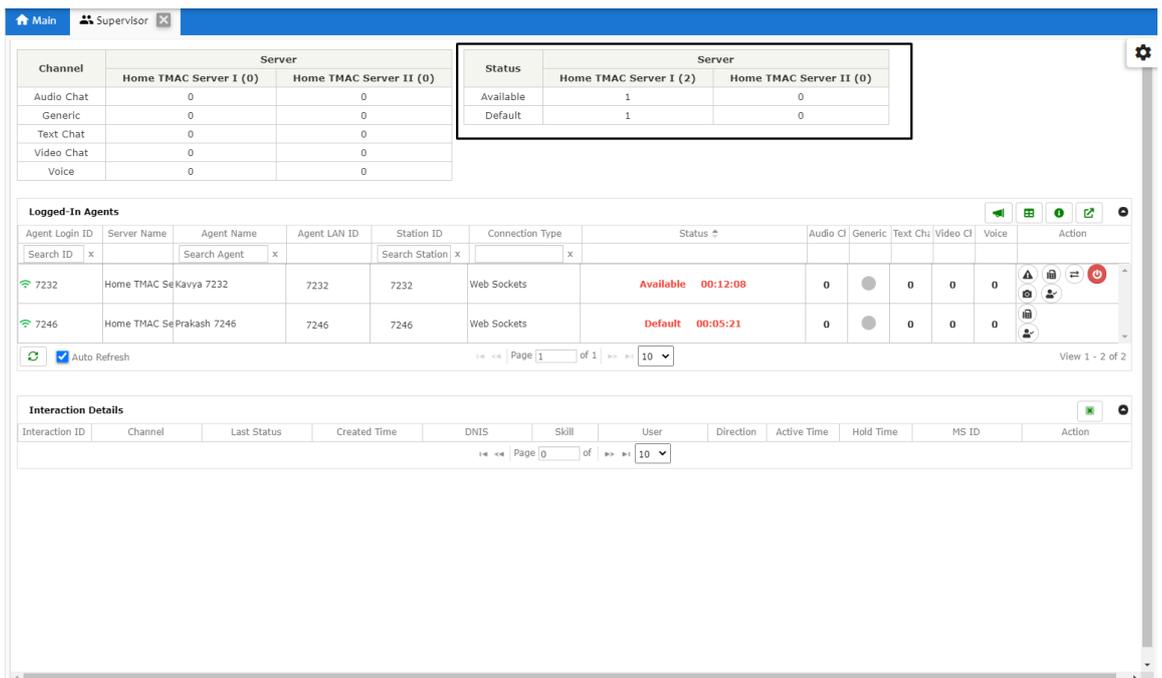
Main | **Supervisor** ☒

Channel	Server	
	Home TMAC Server I (0)	Home TMAC Server II (0)
Audio Chat	0	0
Generic	0	0
Text Chat	0	0
Video Chat	0	0
Voice	0	0

Status	Server	
	Home TMAC Server I (2)	Home TMAC Server II (0)
Available	1	0
Default	1	0

Logged-In Agents

Agent Login ID	Server Name	Agent Name	Agent LAN ID	Station ID	Connection Type	Status ⇕	Audio Cl	Generic	Text Cha	Video Cl	Voice	Action
Search ID x		Search Agent x		Search Station x	x							
🛜 7232	Home TMAC Se	Kavya 7232	7232	7232	Web Sockets	Available 00:12:08	0	●	0	0	0	⚠ 📋 ⇄ ⏻ 📷 👤
🛜 7246	Home TMAC Se	Prakash 7246	7246	7246	Web Sockets	Default 00:05:21	0	●	0	0	0	📋 👤

↻ ☑ Auto Refresh   ⏮ ◀◀ Page 1 of 1 ▶▶ ⏭ 10 ▼   View 1 - 2 of 2

Interaction Details

Interaction ID	Channel	Last Status	Created Time	DNIS	Skill	User	Direction	Active Time	Hold Time	MS ID	Action

⏮ ◀◀ Page 0 of ▶▶ ⏭ 10 ▼

8.3   Logged in Agent Details

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

- o   Login ID of agent,
- o   TMAC server in which the agent is logged in,
- o   Name of the agent,
- o   LANID of Agent,
- o   Station ID to which the agent is logged in,
- o   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)
- o   Channels of the agent
- o   actions table.
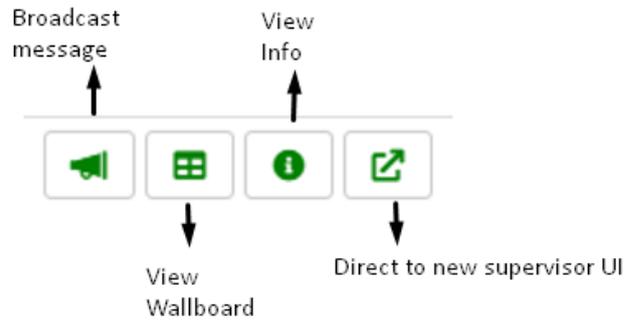
8.3.1 Broadcast message:

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
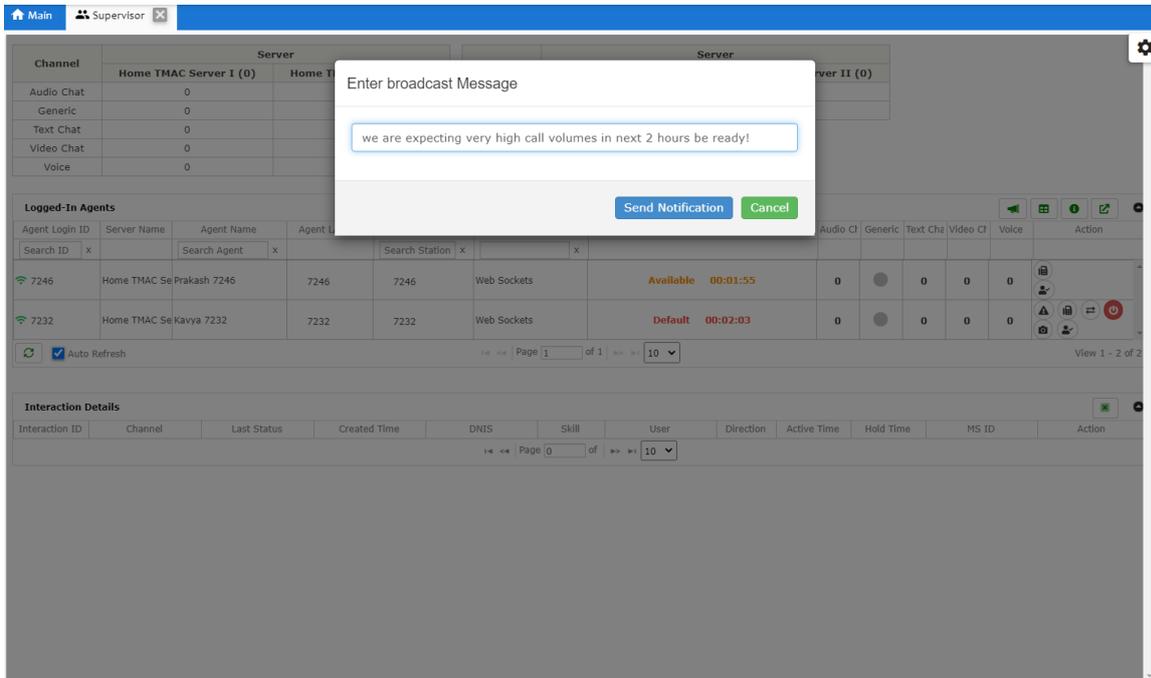
Message entered will appear in bottom of TMAC .

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
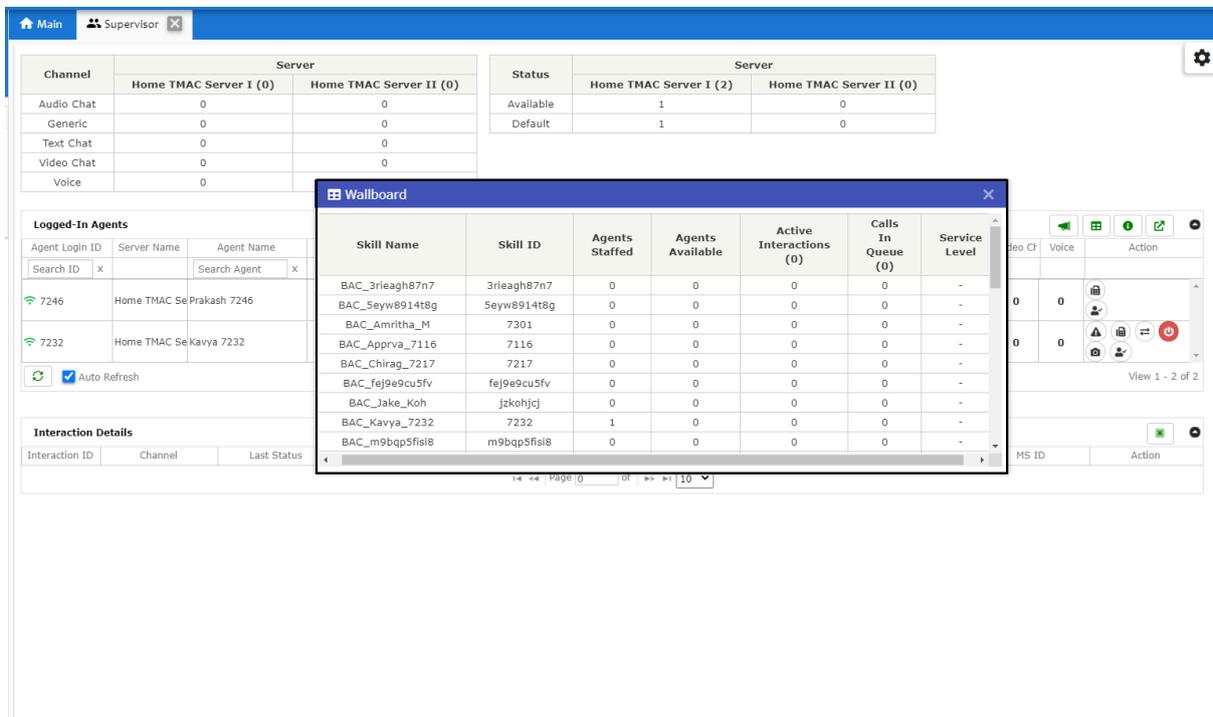
8.3.3 View Info:

View info option allows supervisor to check information like network quality

Green: Excellent signal

Yellow: signal is ok

Red: poor signal
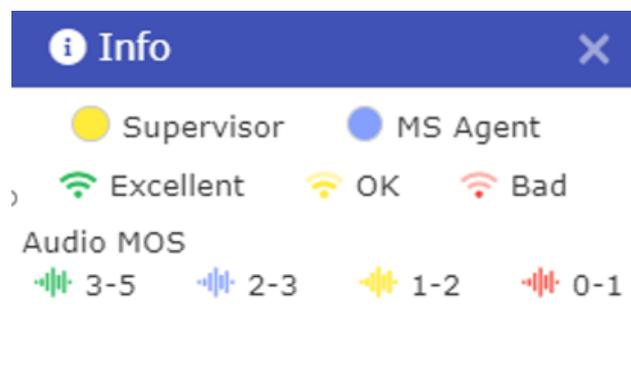
8.3.4 Direct to new supervisor UI:

Upon clicking this option user will be redirected to new supervisor UI, New supervisor has all the features of old supervisor
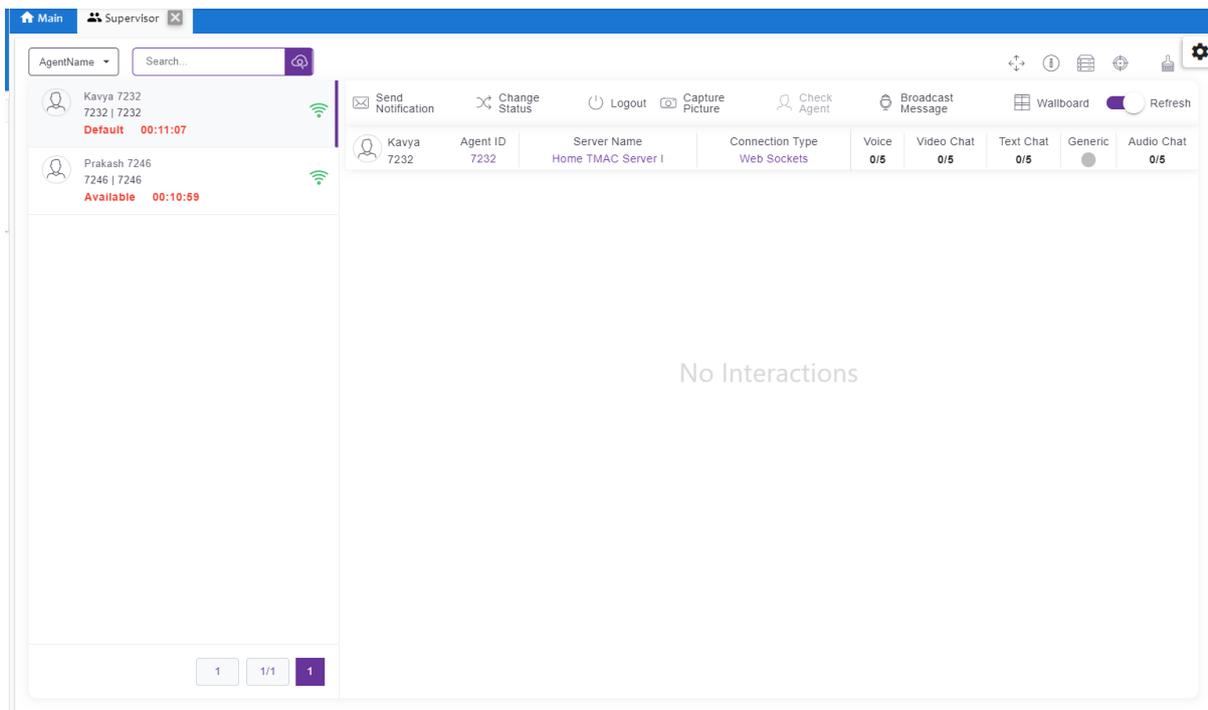
Actions table will have below buttons:
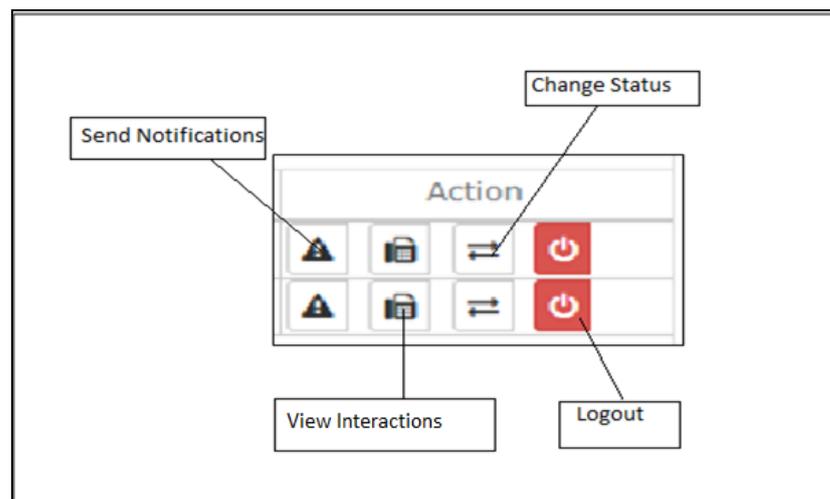
a) Send Notification: Supervisor can send notifications to the agent.
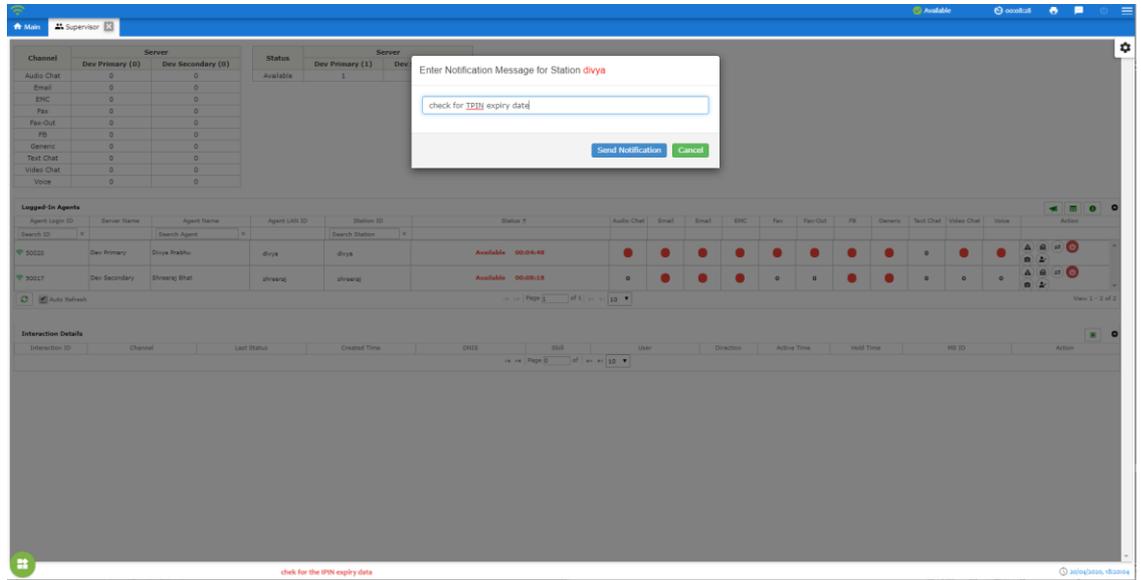
Agents will get a chat window as soon as supervisor sends notification as shown below.
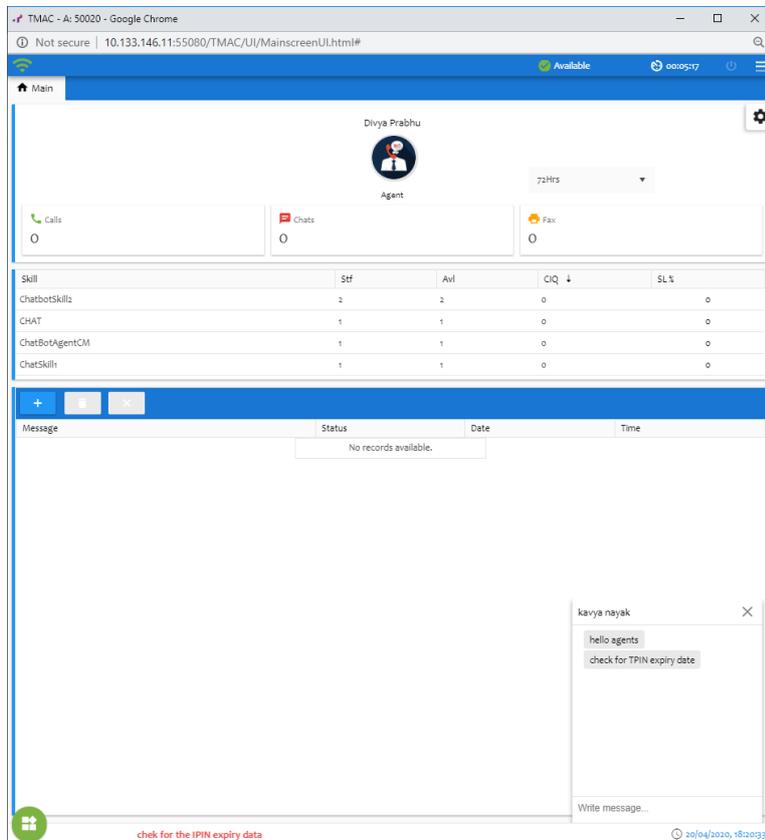
b) View Interaction: Supervisor can view the details on the interactions which is explained in the Interaction details section.

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.
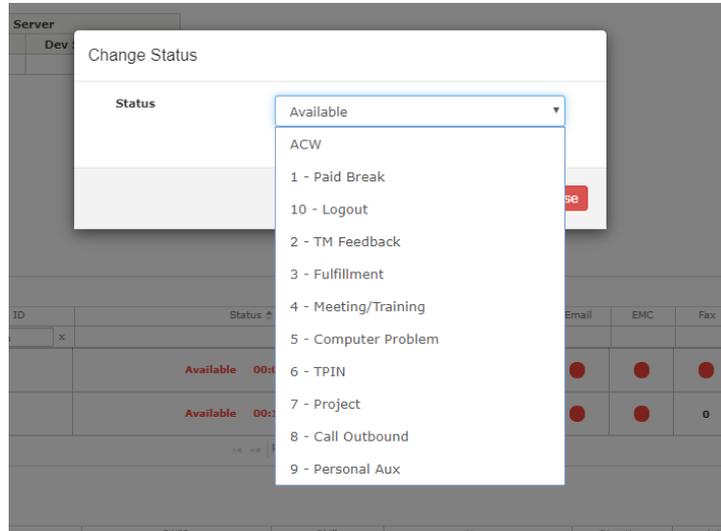
d) **Logout**: Supervisor can logout an agent from TMAC using this. Also if the agent is on-call status then agent can't be kicked- out of TMAC.
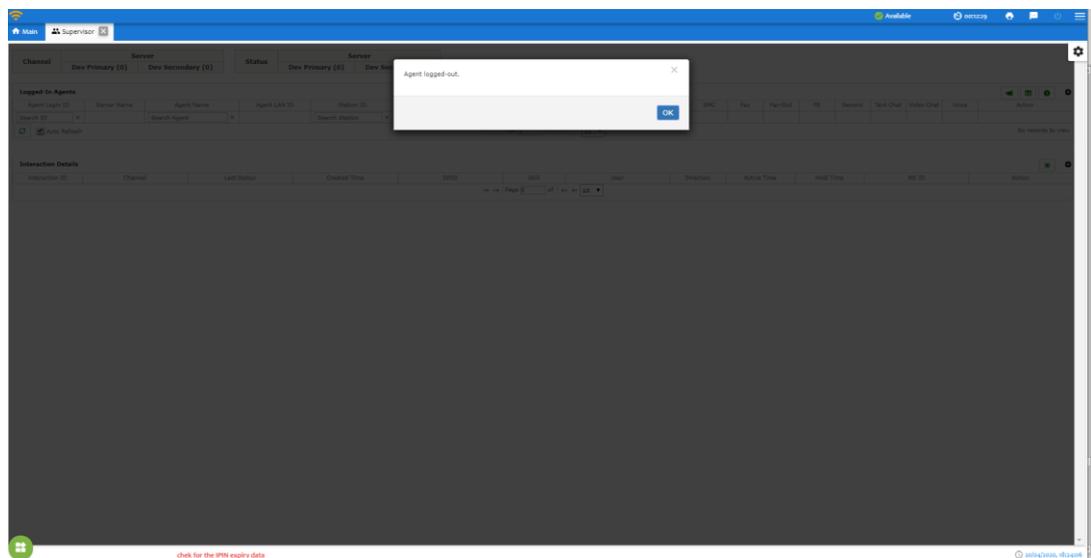
If supervisor has clicked for Auto refresh, then the logged in agent table grid will automatically refresh for every 6s. If not agent can click on refresh button whenever agent wants to refresh the grid.
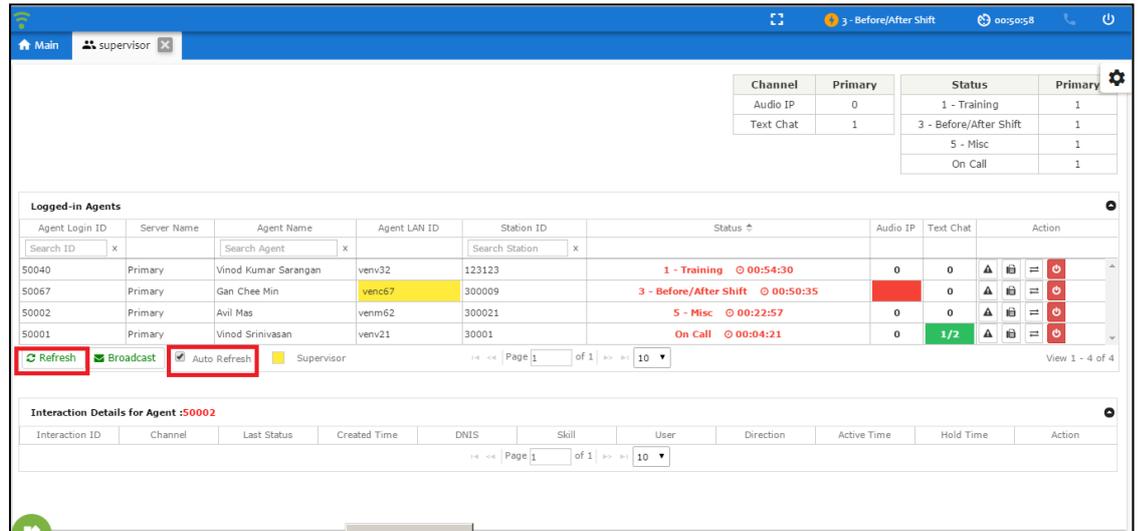
8.4   Interaction Details

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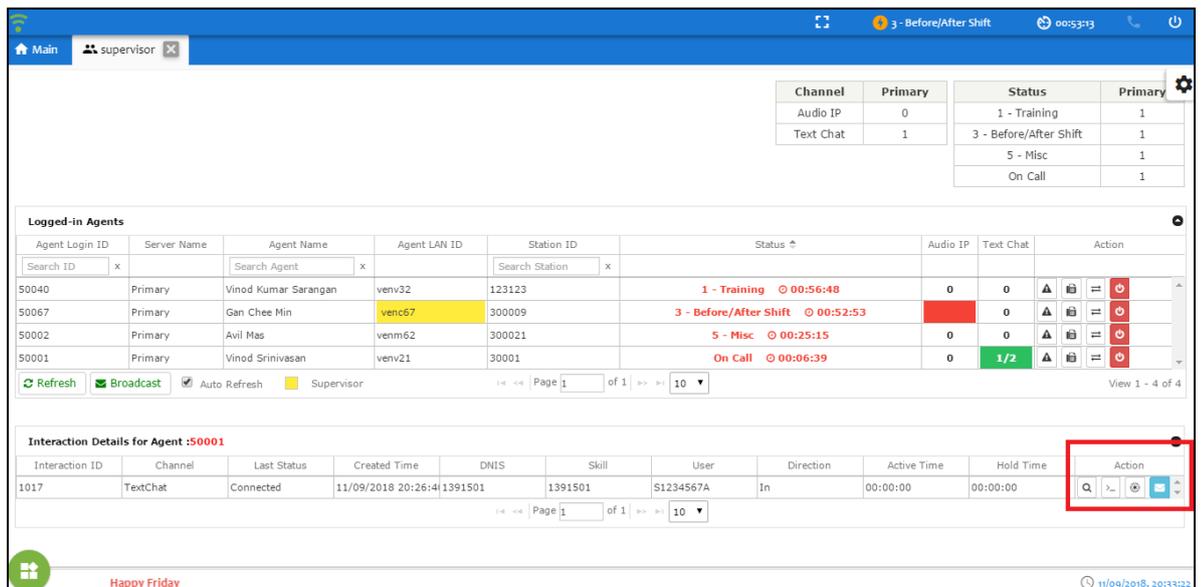
This table will display the details of chat interactions- Interaction ID, Channel of the interaction, Last Status (connected or disconnected), date time when the interaction is

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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.
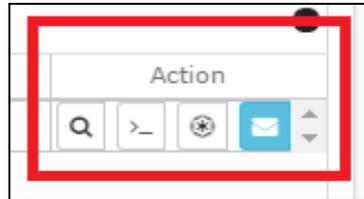
This action grid will contain the below icon:

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.
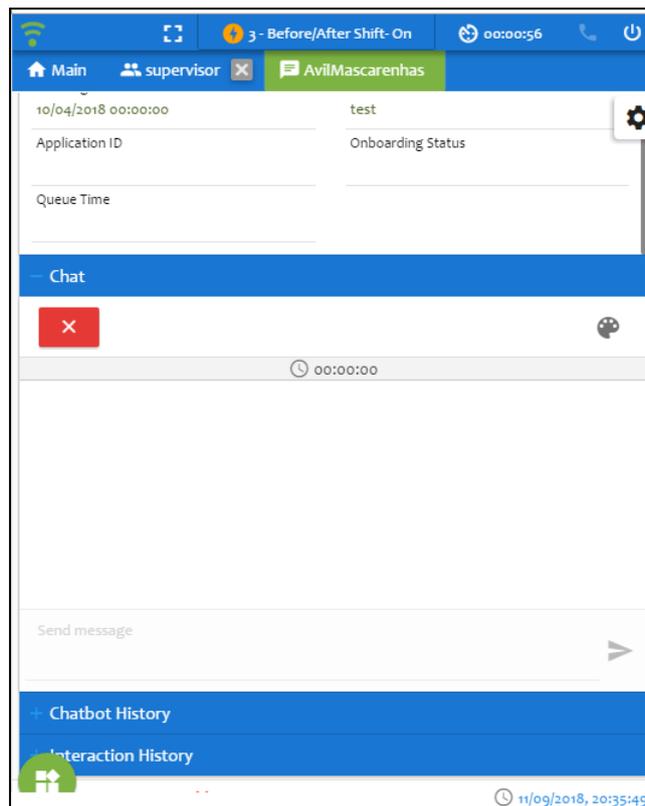
2. Whisper: Supervisor can see the interaction going on and can type and send the inputs. The message whatever is sent by supervisor will be displayed only to the Agent.
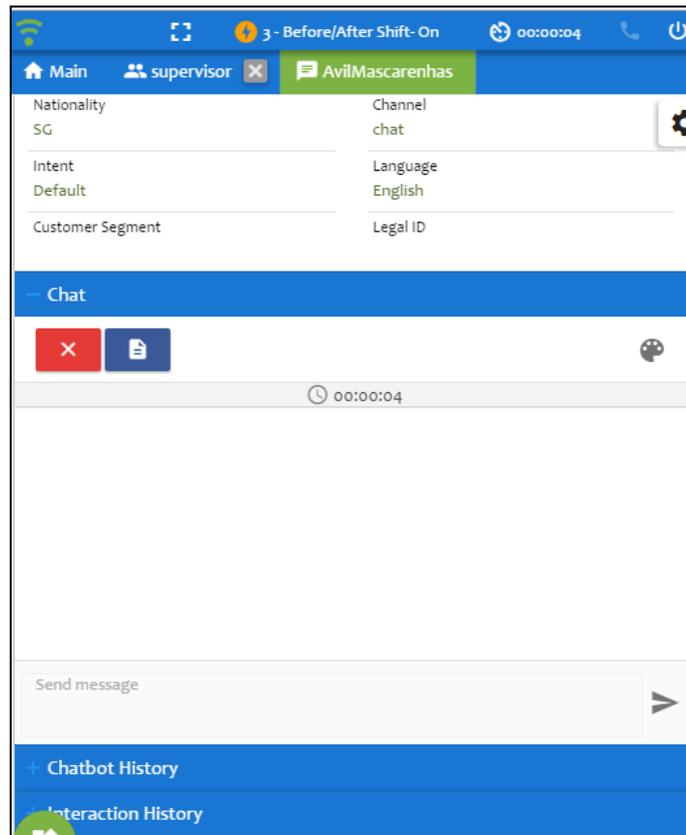
3. Conference/ barge-in: Supervisor can add himself into an interaction by conferencing. This will work same as conference explained in the early sections.
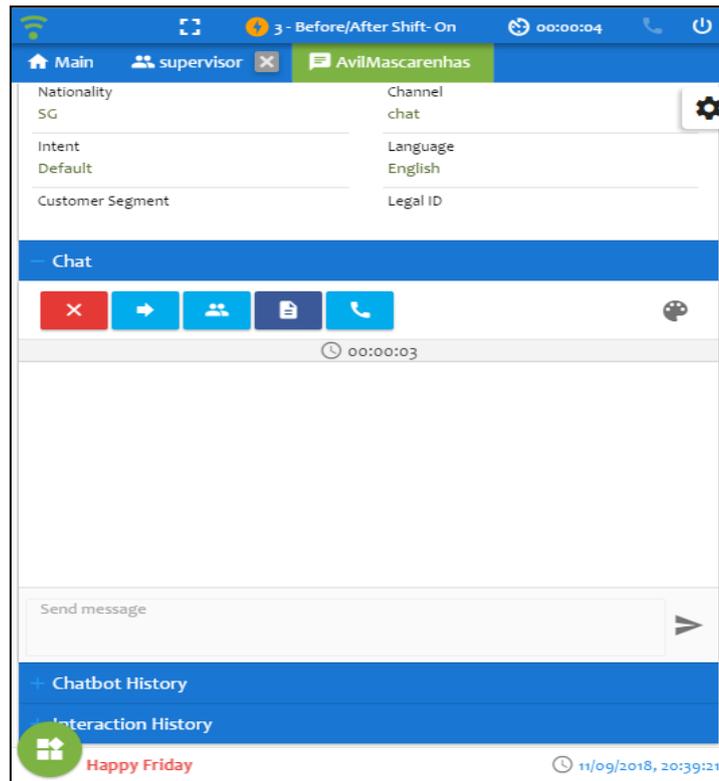
4. Send Interaction Notification: Supervisor can send notifications for interactions using this.
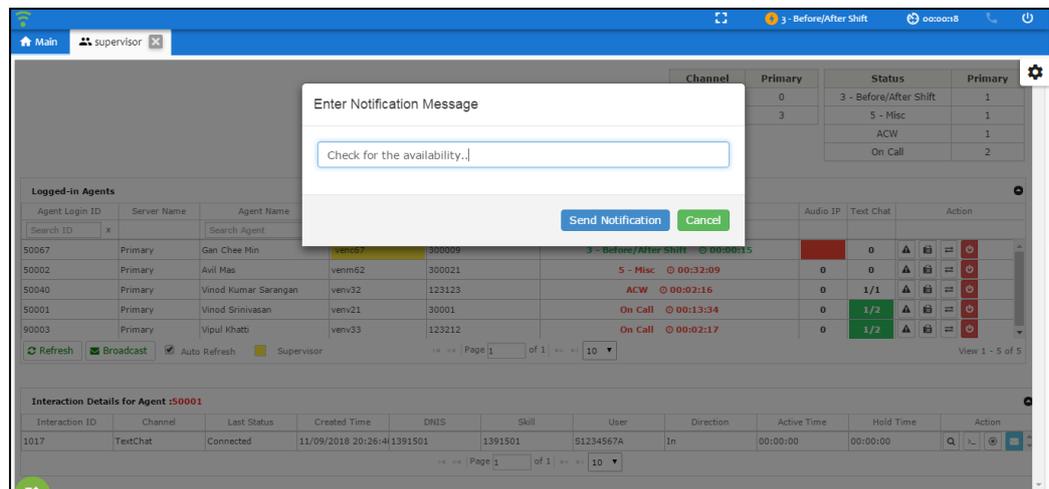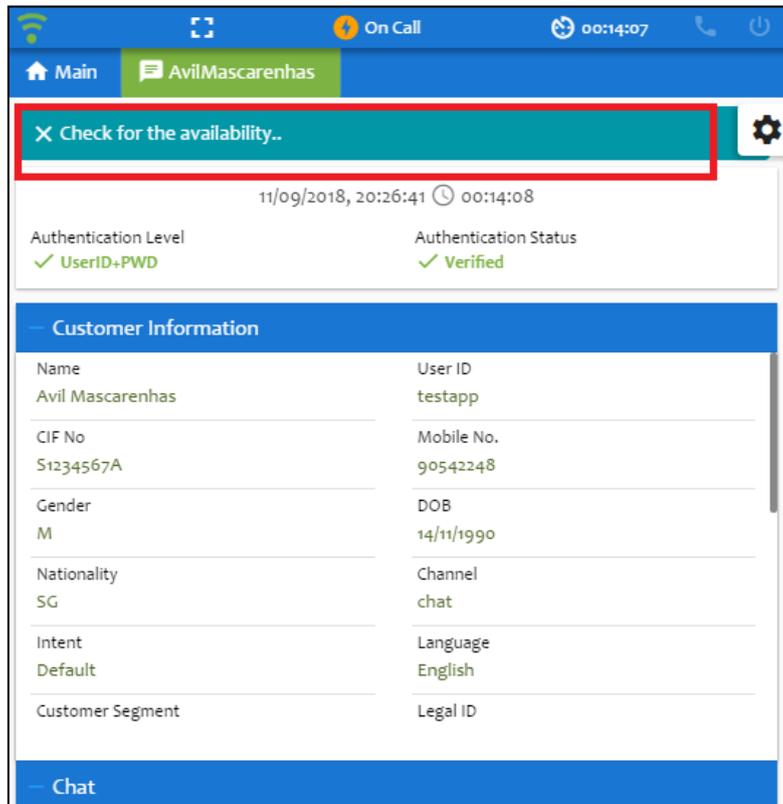
All the above 4 action buttons will be displayed for an active interaction. For an inactive interaction on Send Interaction notification option will be displayed.
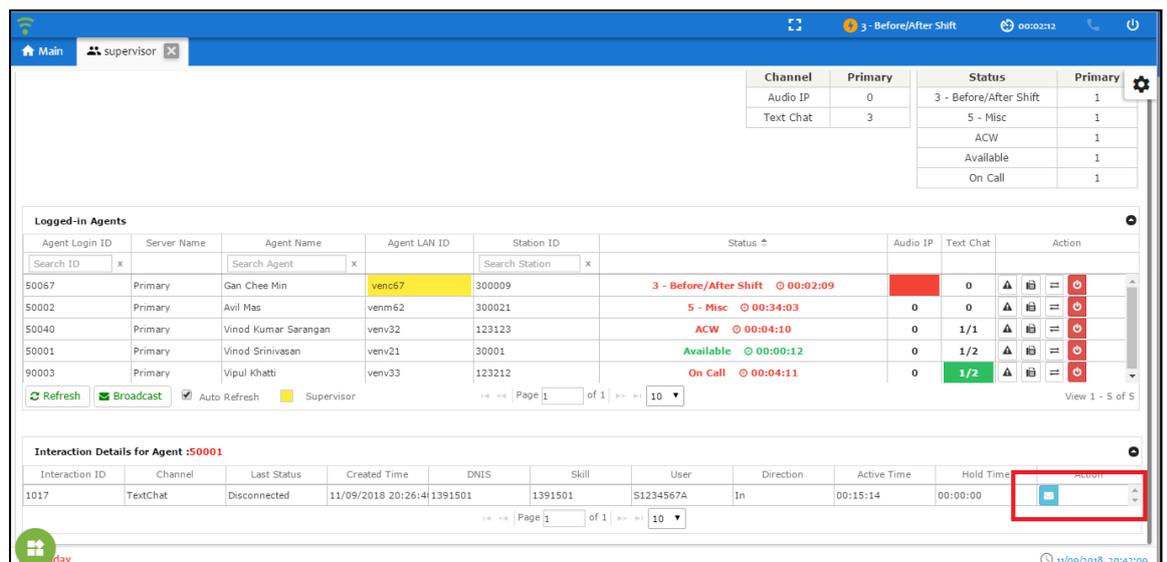
9   Agent Dashboard

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.
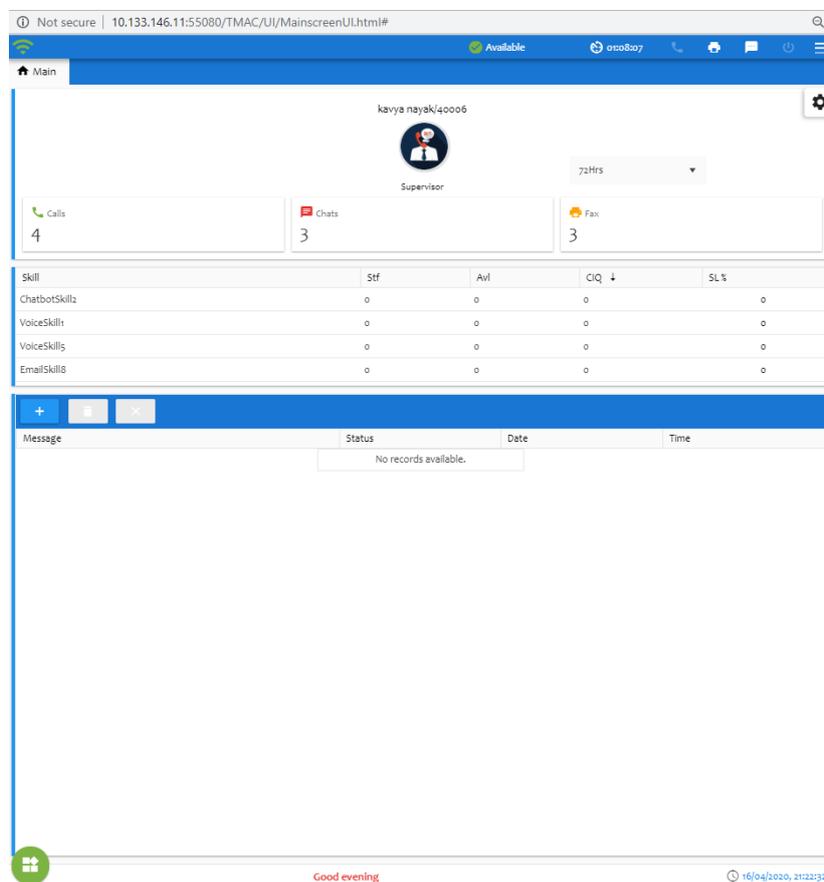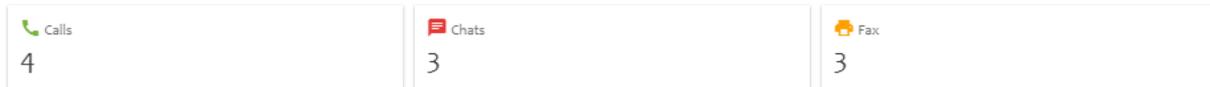
📞 Calls	💬 Chats	🖨 Fax
4	3	3

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.
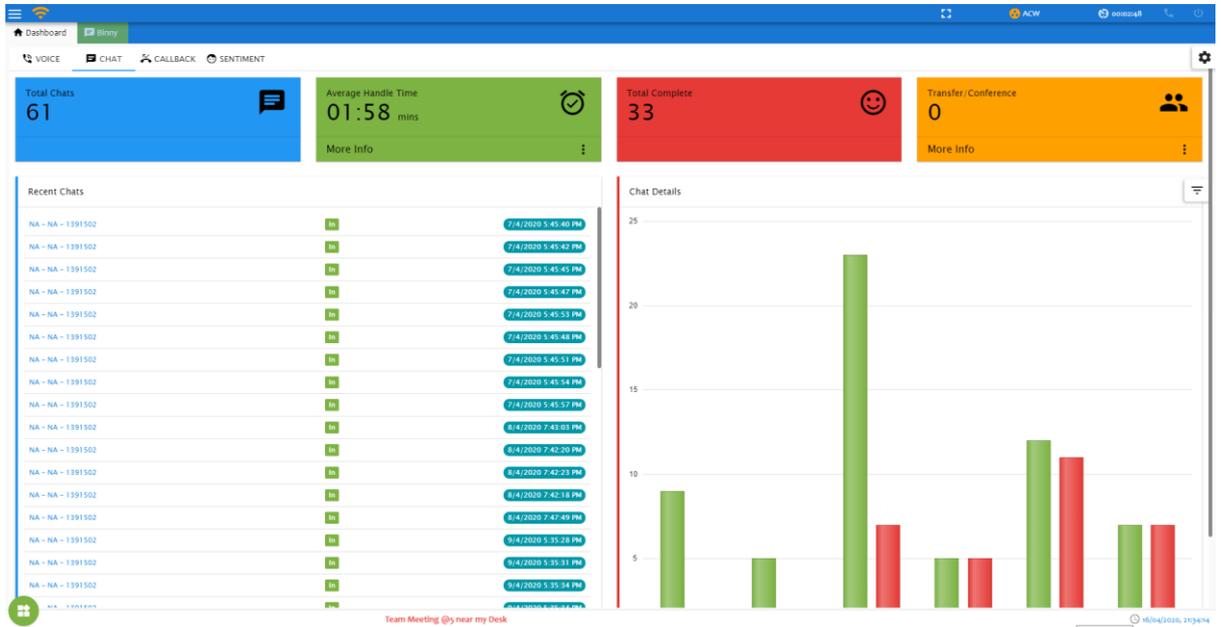
10 Logout

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.