



Call Centre - Agent Guide

VERSION 1.0

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Product Summary

Voiceflow's Call Center provides customers with borderless communication features including basic communication features (Voice, Fax, Mobile Apps, and Team Presence), in addition to advanced inbound features, such as ACD statuses, customizable Call Center routing options, and unique messaging configurations.


This document aims to cover the following features related to Call Center Agents:

- Logging In
- User Dashboard
- Call Center Agent Settings
- Call Center Status
- Alternative Access

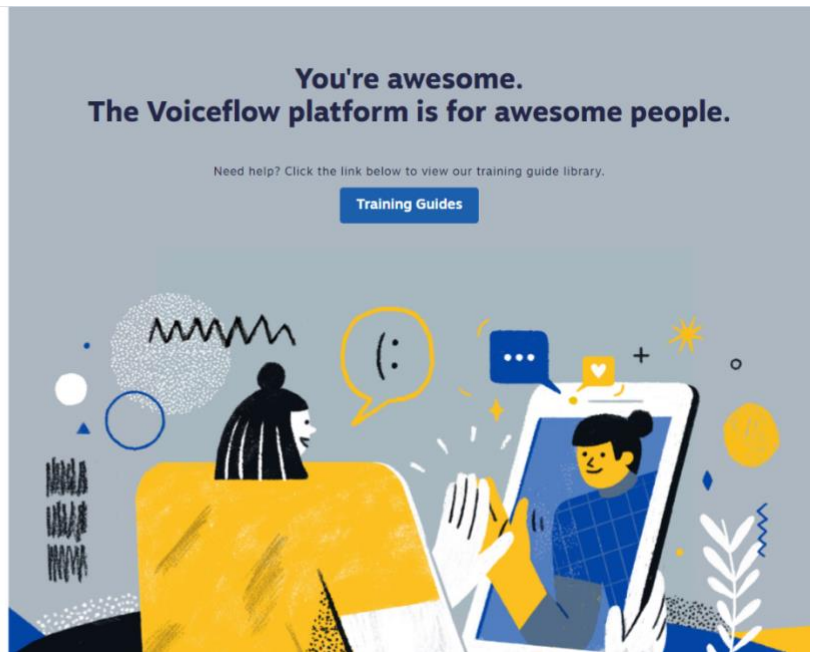
Voiceflow Agent Portal: Logging In

Visit <https://portal.voiceflow.com.au> and enter your agent-level credentials. The Agent Dashboard displays all Voicemail inbox's that your account has access to and gives you access to your profile and additional user-level call features (refer to the Voiceflow User Guide for more information on how to user those features).

NOTE: Within the single portal an agent will also have access to their user-level account features as well as call center agent functionality.



Log in to your account



Usernames and passwords are case sensitive. Agents who do not know their username or password need to contact the Voiceflow support team by emailing support@voiceflow.com.au.

Voiceflow Agent Portal: Navigating

For users, the Voiceflow dashboard will display only user-specific information. Users with agent permissions will see an additional option on top menu bar named “Call Centre” this will allow agents to view all the queue’s they have been assigned to.

The screenshot shows the Voiceflow Agent Portal dashboard. At the top is a navigation bar with the following items: Home, Conference Rooms, Operator Panel, PBX, Reporting, and Call Centre (highlighted in yellow). Below the navigation bar, the dashboard is titled "Dashboard" and includes a welcome message "Welcome: demo_user". The dashboard features three main cards: "Voicemail" with 2 new messages, "Missed Calls" with 0 calls in the last 24 hours, and "Recent Calls" with 0 calls in the last 24 hours. Below these cards is a "Call Routing" section with a table containing one entry for extension 100, associated with John Smith.

Extension	Call Forward	Follow Me	Do Not Disturb	Description
100				John Smith

Agent Dashboard

Call Centre: Queue's

Click "Call Center" at the top of the dashboard to view all the queues the current agent is associated with.

Active Call Center

wallboard

Select a Call Center Queue from the list below to view its activity.

Queue Name	Extension	Strategy	Description	
Support_Queue	8501	ring-all	Support Q	
Sales Q	8502	ring-all	Sales Q	
Provisioning Q	8503	ring-all	Provisioning Q	
Accounts Billing Q	8504	ring-all	Accounts Billing Q	

On this page you will see the following information:

Queue Name: This is the name of the call center queue.

Extension: This is the extension of the queue if you need to transfer a caller directly into a queue.

Strategy: This is the call distribution strategy chosen for that call queue.

Description: A short description of the call centre queue.

Call Centre: Queue Wallboard

By clicking on any of the queue names you will access the wallboard for that queue and have all the queue information available including:

- Agents logged in
- Agent status
- Last time agent changed their status
- Missed calls per agent
- Number of calls in queue
- Calls answered per agent

Agents

A current list of agents is below.

Name	Extension	Status	State	Status Change	Missed	Answered	Tier State	Tier Level	Tier Position	Options
olga	3000	Available	Waiting	220:49:43	0	1	Ready	1	0	Call
glen	3001	Available	Waiting	267:25:36	0	9	Ready	1	0	Call
richard	3002	Logged Out	Waiting	442663:10:44	0	0	Ready	2	0	Call

Queue: Provisioning Q

A current list of callers in the queue is below.

Waiting: 0 Trying: 0 Answered: 0

Time	Name	Number	Status	Options	Agent
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Queue wallboard

Call Centre: Agent Login/Logout of Queue's

A call center agent has two options to login/logout of call center queues:

- Via the handset CC Login button. The button will be a solid red when logged in and green when logged out. Pressing the BLF key will toggle the options.
- Dial *23 from any Voiceflow phone. You will be prompted for your call center username and password.

Note: Administrators also have the option to login/logout call center agents from the web portal.