

PRODUCT SHEET

Telavox OMNI - Agent Manual.



Email.

Send an Email:

- Click "Create errand".
- Click "send an errand" and recipient email in the "To" field.
- Type your message and hit "Send."

Address Book and Select Email:

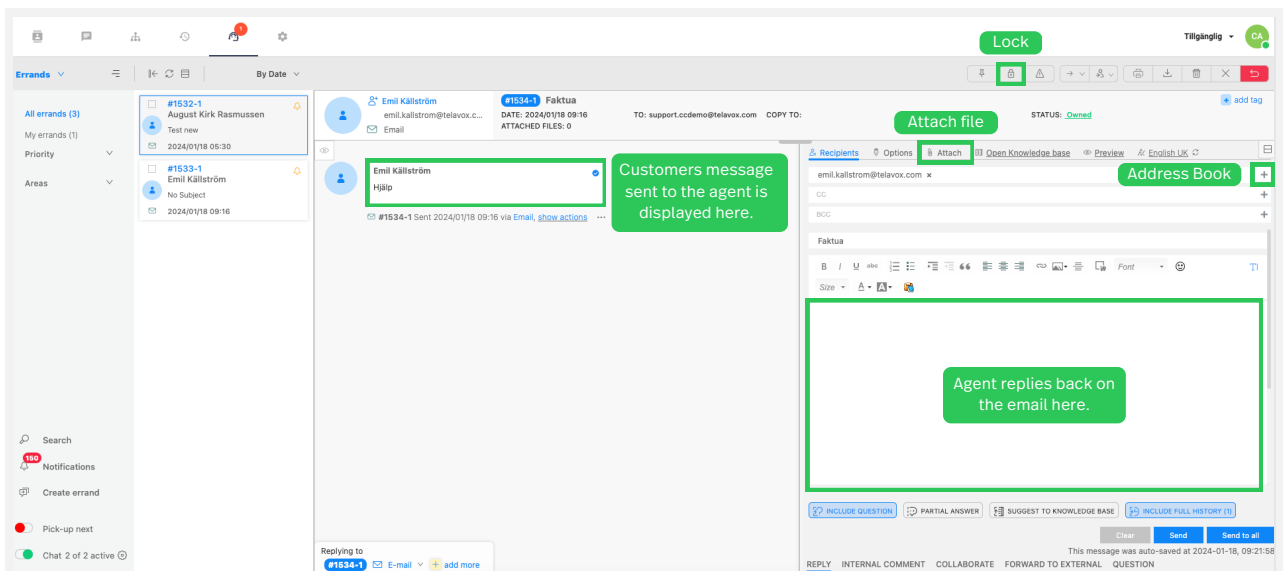
- Access the "Address Book" on the right of the address field.
- Choose an email address and click "Select."

Send a File:

- While composing an email, click "Attach File."
- Select the file and click "Send."

Lock an Email:

- Click "Lock" to ensure replies go to the same agent.





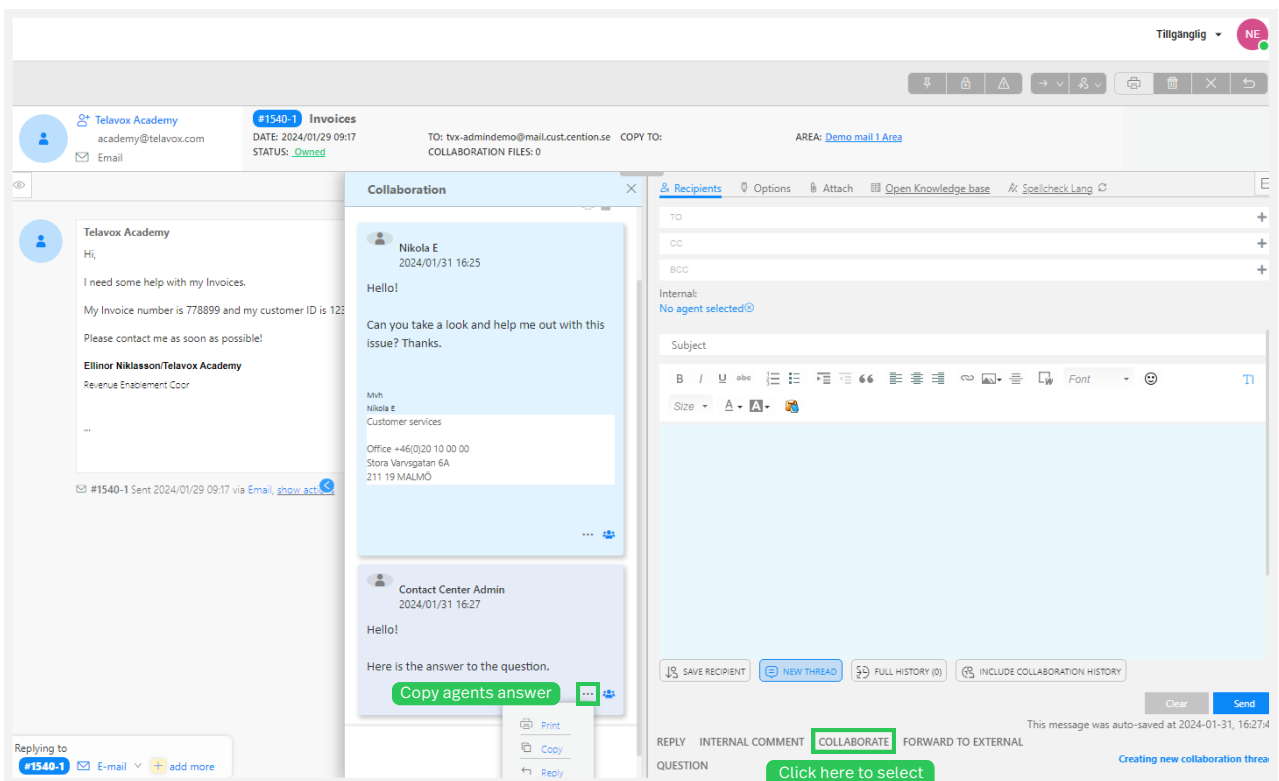
Collaborate.

Collaborate with a Colleague:

- Click on the three dots and click on "Copy".

Copy & Paste Colleague's Answer:

- Highlight the text, right-click, and choose "Copy."
- In your email, right-click and choose "Paste."





Unified Statistics.

Only available if you are an admin user in Telavox Omni.

Find Statistics:

- Click on the "Main Menu" and choose "Statistics" and then "View Reports".

Basic Statistics:

- See overall performance, response times, customer feedback etc.

System Report

Search reports

Executive Report

System Report

Custom Report

Create reports

Scheduled reports

Configure Time

Search

150 Notifications

Create errand

Pick-up next

Chat 2 of 2 active

Search reports

Active Agent

Answered and average handling time by agent group

Answered and average handling time by organisation

Answered and average handling time by organisation

Average chat message response time

Average chat response time

Average handling time

Average response time

Average unanswered time

Capacity Utilization (Chat)

Chat rating

Chat Sessions

Classification

Closed

Date types

Date range: 2024/01/18 - 2024/01/18

Date From 2024/01/18

Date To 2024/01/18

Channels

Areas

Agent types

Time Span

Show all

Reload

Number Of Closed/Received Errands

Support Weekdays

Area

Area	Closed	Received Answers	Chose Answer 1	Chose Answer 2	Chose Answer 3	Chose Answer 4	Chose Answer 5
Support	1	0	0	0	0	0	0
Total	1	0	0	0	0	0	0

Choose what report/data to see.

Executive Report

Search reports

Executive Report

System Report

Custom Report

Create reports

Scheduled reports

Configure Time

Search

150 Notifications

Create errand

Pick-up next

Chat 2 of 2 active

Active Agent

1

All Errands

3

Leaderboard

Rank

Avg. Handling TL

Closed errands

1	John Johnson	00:00:07	1
2	Contact Center A...	00:00:34	0

Organization

CC Demo

0

Number of Contacts

Rank

Errands

1	Emil Källström	2
2	August Kirk Rasmussen	1
3	David Wiklund Jabbour	1

Chats in queue

0

Average handling time

00:00:20

Satisfaction meter

5 (20.0%) 1 (20.0%) 4 (20.0%) 2 (20.0%) 3 (20.0%)

Click here to see overall reports/data





Knowledge Base.

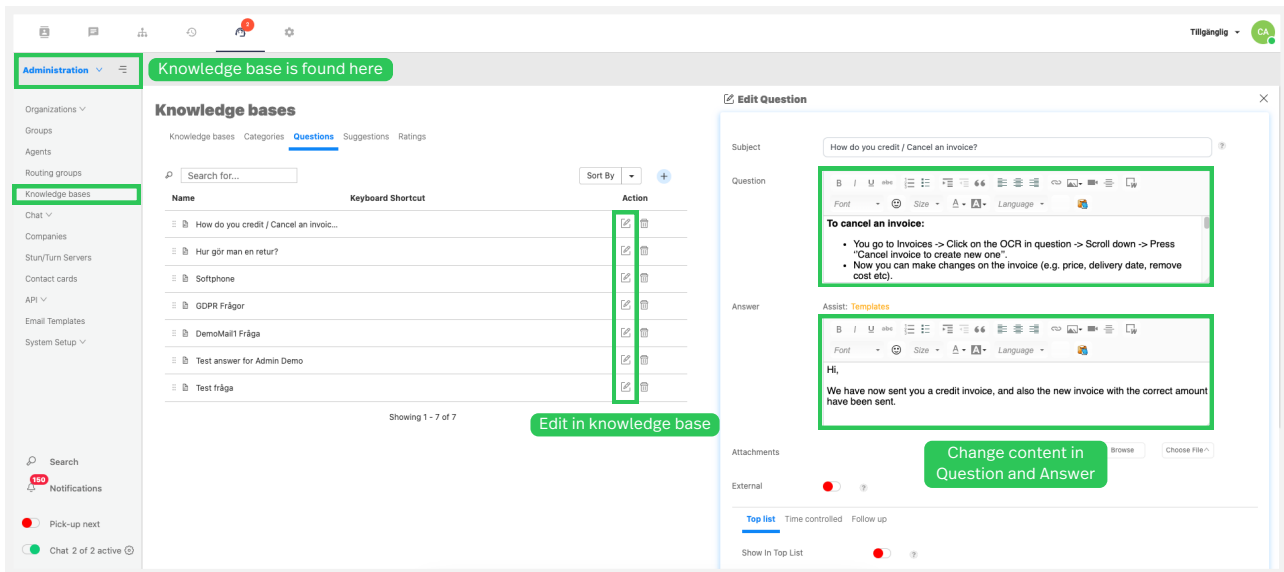
Only available if you are an admin user in Telavox Omni.

Access Knowledge Base:

- Find it in the main menu.

Update Content:

- Click "Edit" on an answer to make changes.



Tagging Errands.

Tag an Errand:

- Open an errand, click "Tag," add your tag.

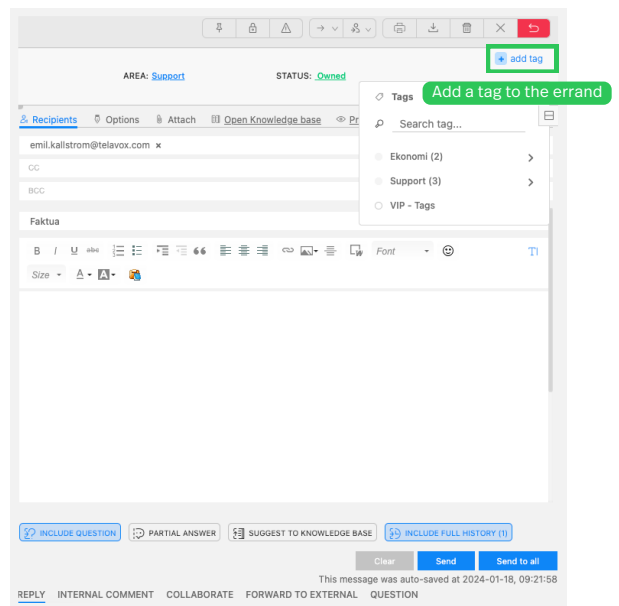
Filter Errands by Tags:

- Use the "Filter" option and select tags.

Create Own Tags:

- Go to settings, find "Tags," click "Add."

Only available if you are an admin user in Cention.





Search.

Search Options:

- Use keywords, customer name, or ID for different searches.

Refine Search:

- After the first search, refresh and use additional filters.

Search can be found in the main menu

Different search alternatives / filters

Reset before searching with new keywords / filters

Satisfaction Meter.

Only available if you are an admin user in Telavox Omni.

Gather Customer Feedback:

- Click on "Administration" in the main menu and then "Organizations". Now choose "Receipts and Greetings", here you can decide what to send to customers for your feedback gathering

Feedback settings can be found here.

Write what to send to customers for feedback in an auto-email.

