

Quick Reference Guide

The Main Form

Here is a brief outline of what you will see in the Agent Module's main form.

Menu Bar - Here you can use the File, Edit, Information, & Help options to reach further settings & functions.

Minimize, Maximize, Close - Here are the buttons to change the window size as well as close the program.

Status - Your current status. Available will receive ACD calls. Any unavailable status should not receive ACD calls.

Status Drop Down Menu - From here you can select what status you should be in. When you are **Available**, you will be sent calls.

Status Details - Here you can write what you are currently doing.

Status Detail Clear - Click this button to clear the status details you have entered.

Connection State - Here you will see what server your Agent Module is connected to. When connected, the text will be green. When disconnected & attempting to connect, the text will be red.

Messaging - Use this button to bring up the instant message window. Depending on individual site restrictions, you may be able to send instant messages to other agents that are logged in.

Change Button - The button you click to accept the change in status. **Must be clicked in order for status change to take effect.**

Caller ID Information - Here you will be shown any incoming ACD Call's caller ID information. You will see how long they were on hold & the skill the call is for.

Skills Grid - You will see the skills that are assigned to you. This will also show how many ACD calls are in queue, how many other agents are available to take calls, & how many callback messages are waiting to be handled.

Call Statistics Grid - Here you will see statistic information regarding your calls. The *Task*, *State*, & *Status* will change as you handle calls, but you will most likely stay in the *Ready*, *Idle*, & *Available* state.

Emergency Button - This button will send an emergency message to every supervisor that is currently logged in.

Link to the T-Metrics Web Page - Click this link to be automatically directed to the T-Metrics web page.

Expand Window - Above is what the Agent Module will generally look like. However clicking the Expand button will not only make the Agent Module large, but show you many more statistics regarding calls in queue as well as your own calls.

ACD Agent -- T-METRICS\rcowley @ 2717

File Edit Information Help

Status : Available

Available

Enter details about your status here...

Change

Caller ID : **Hold Time :** **Skill Set :**

Skills In Queue : 0 Messages : 0

Skill	Avail	In Q	Msgs
CAREERS	1**	0	0
DOMESTIC_SALES	1**	0	0
TOTALS	--	0	0

Call Statistics

Agent	Task	State	Status
RICK	Ready	Idle	Available

Connected to Server: 192.168.201.221

Messaging **<+>** **Emergency**

T-METRICS www.tmetrics.com

Logging On

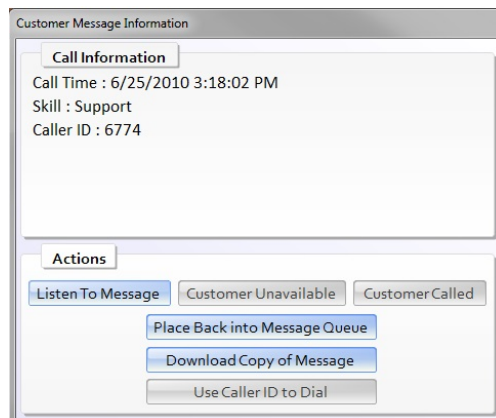
Open the Agent Module by selecting either of the following: **Start / Programs / T-Metrics Applications / ACD Agent Module** or Double-click the **ACD Agent Module** shortcut on your desktop

Ensure the Agent Module says you are **Connected to Server**. If it says **Connection to Server Interrupted**, contact your Supervisor or Administrator. Enter your logon name and press the **Log On** button to begin receiving ACD Calls. If your Agent logon name has been automatically entered by the ACD system, simply press the **Log On** button.

Customer Callbacks

Callbacks allow a caller to make a recorded message to take their place in the call queue. The caller may then hang up, and the recorded message will be delivered to an **Available** agent in lieu of a live phone call. When you receive a Callback Message, the Customer Message Information box will appear.

- **Call Time:** The time the phone call was made.
- **Skill:** The agent skill the message is for.
- **Caller ID:** The phone number from which the message was made.
- **Listen To Message** allows the message to stream directly to you, the recipient agent
- **Customer Unavailable** and **Customer Called** indicate the action taken by you the agent after listening to or downloading the callback message. One of these options **MUST** be selected after handling the message. If not, the callback message window will not close, and further calls will not be routed to your position.
- **Place Back into Message Queue** returns the message to the call queue to be routed to the next **Available** agent.
- **Download Copy of Message** downloads the file to your local computer. This is useful if you are having trouble with **Listen To Message**.



Logging Off

To log off any time of the day, change your position status to **Logged Off**. Be sure to press the **Change** button to complete the process. Afterward, close the Agent Module by selecting **File > Exit** from the menu bar or clicking on the X in the corner.

Sending Trouble Reports

If an issue is experienced with the ACD Agent Module, it is important to capture a trouble report for T-Metrics. Simply click **Send Trouble Report ...** from the **Help** menu. This will open a new window requesting information concerning your issue. Follow the on screen instructions and click **Send Email to T-Metrics Support**, **I Will Call T-Metrics Support**, or **I Will NOT Contact T-Metrics Support** button to send the file to T-Metrics. **NOTE:** If you select **I Will NOT Contact T-Metrics Support**, your issue may not be given priority.