Web Portal

User Guide

Accessing The Portal

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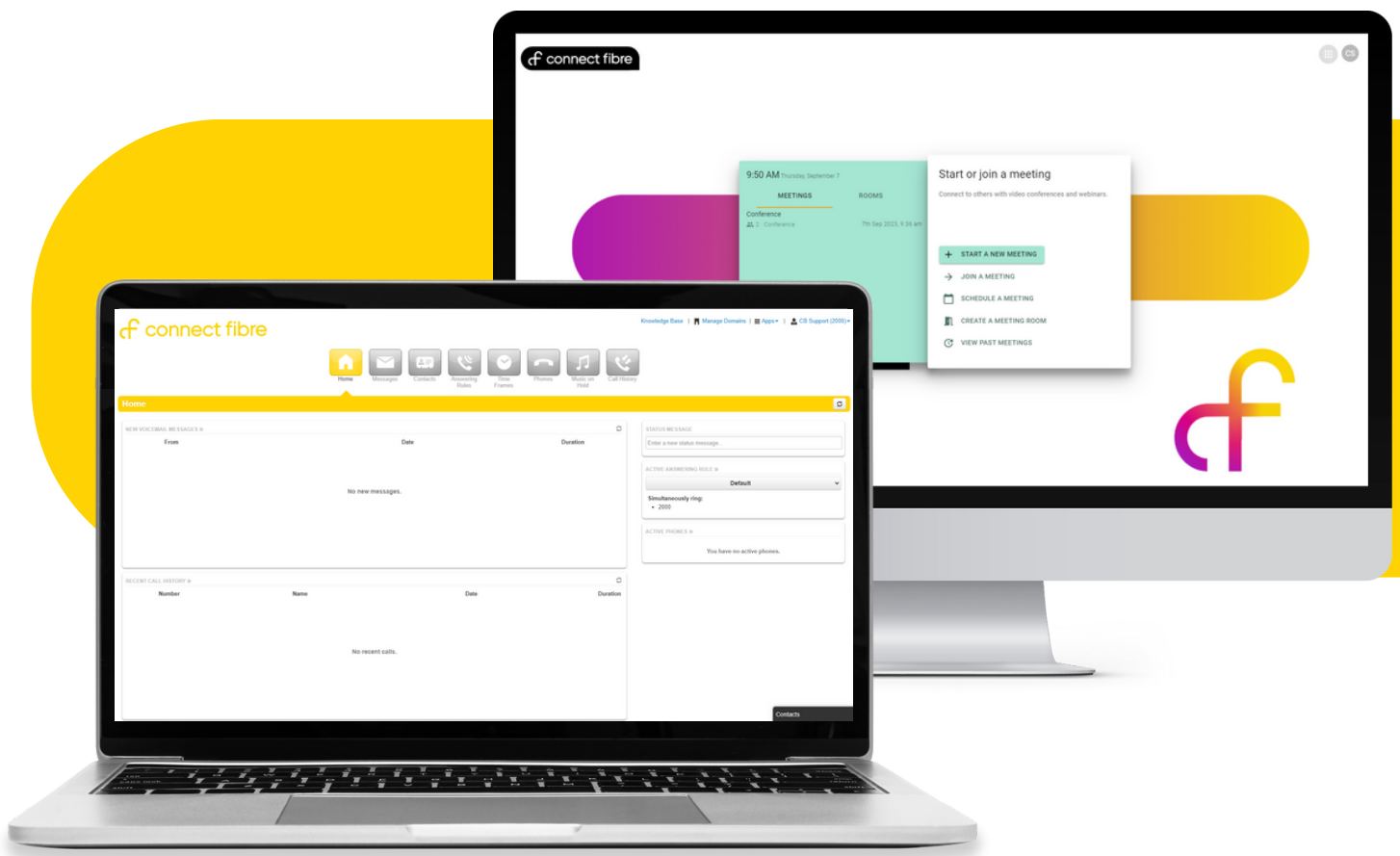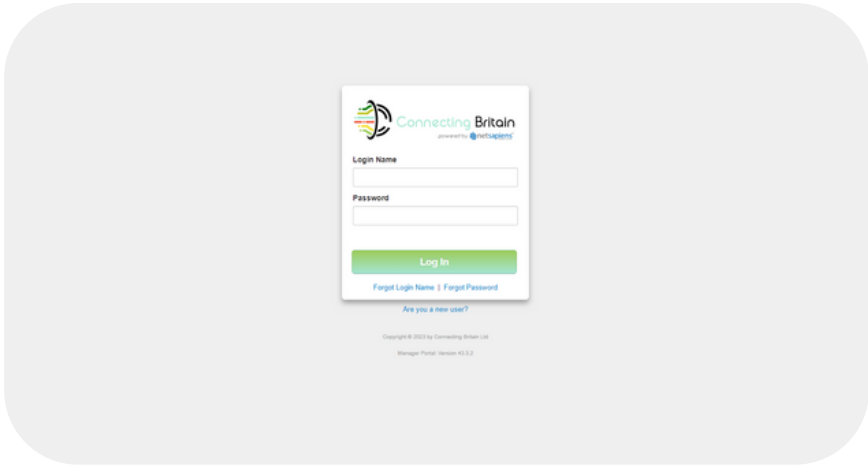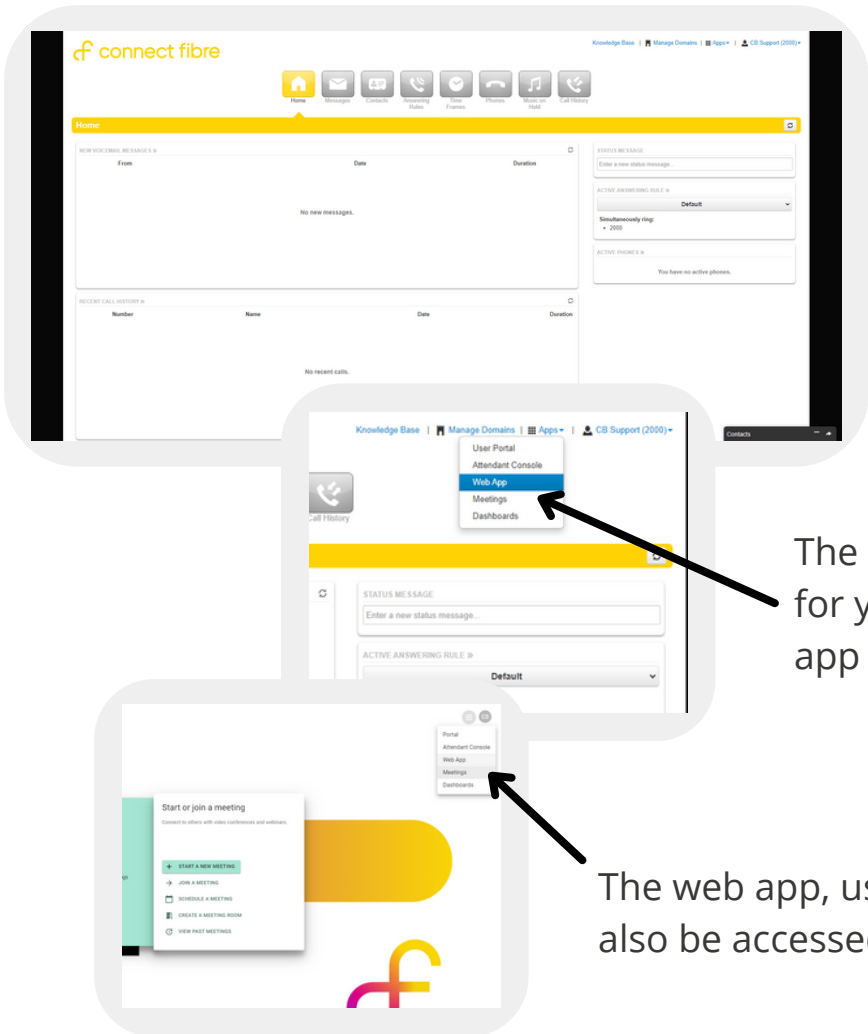

When accessing the portal, you will be provided with a link to the login page, where you can input your personal username and password.

1 The Home Page

From the home page you can access all areas of the portal, such as analytics, the web phone application, meetings portal. Along with managing other call features.

The menu within the user portal allows for you to access the meetings, web app and wallboards.

The web app, user portal and dashboards can also be accessed through the meetings portal.

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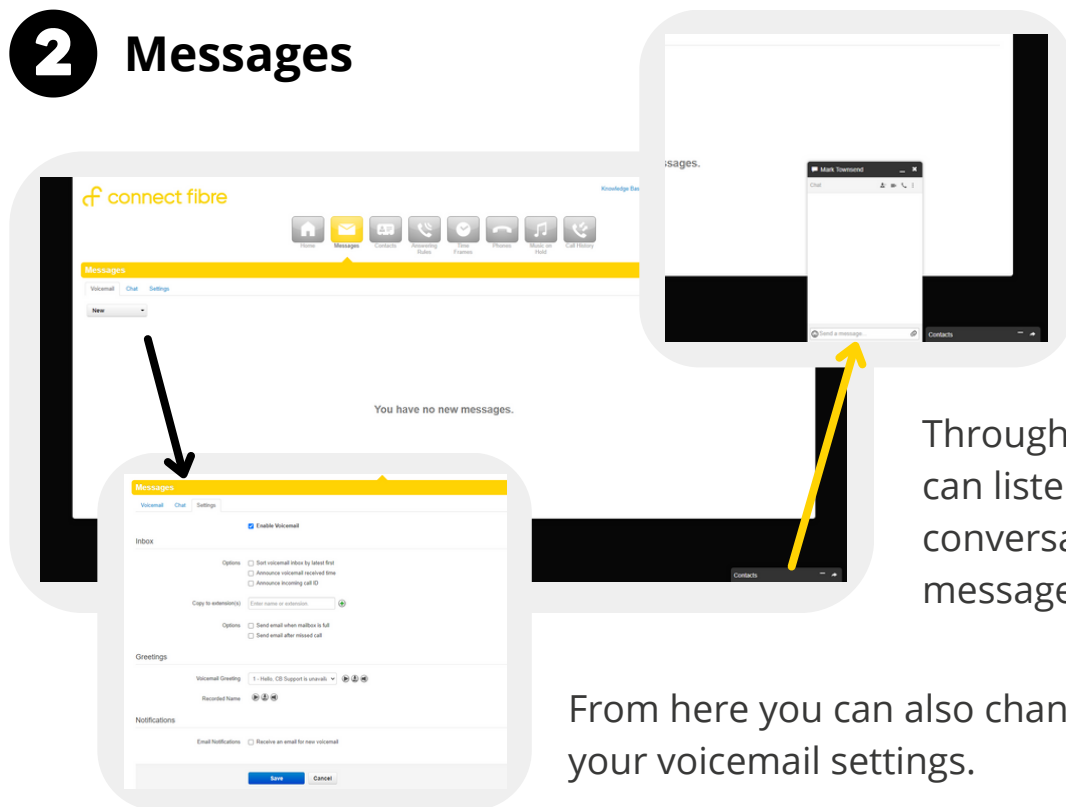
② Messages

Through the Messages tab you can listen to voicemails, start conversations or reply existing messages.

From here you can also change your voicemail settings.

③ Contacts

Contacts is where you can view the details for colleagues on the platform, send a message or call them directly.

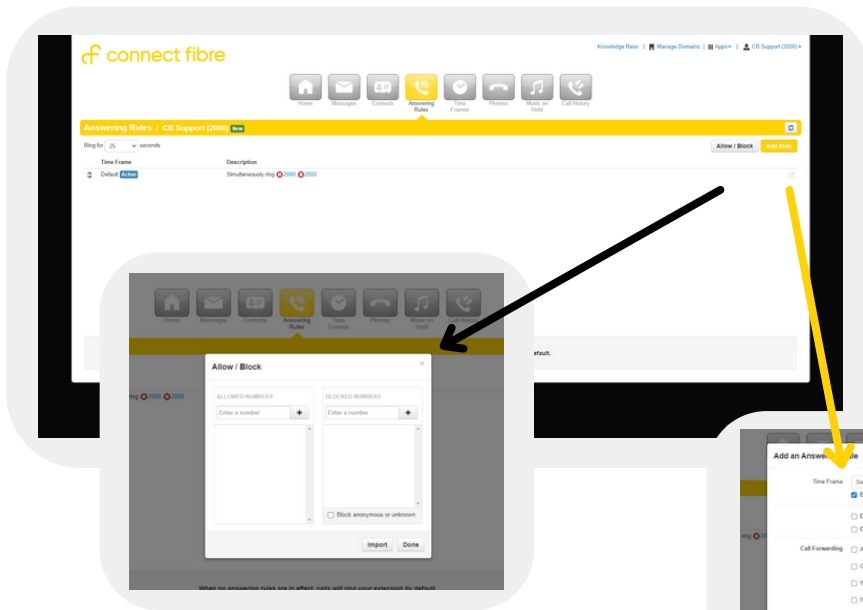Filter contacts by Site or Department. Or filter the view to show everyone who is online/offline.
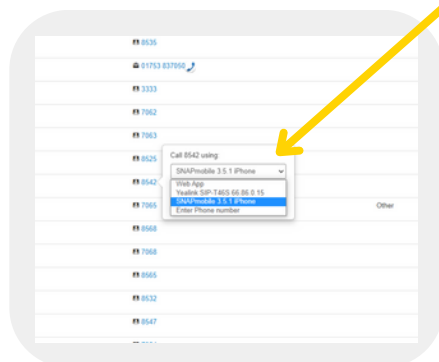
Call a contact directly by clicking their extension number and selecting the device you'd like to call.
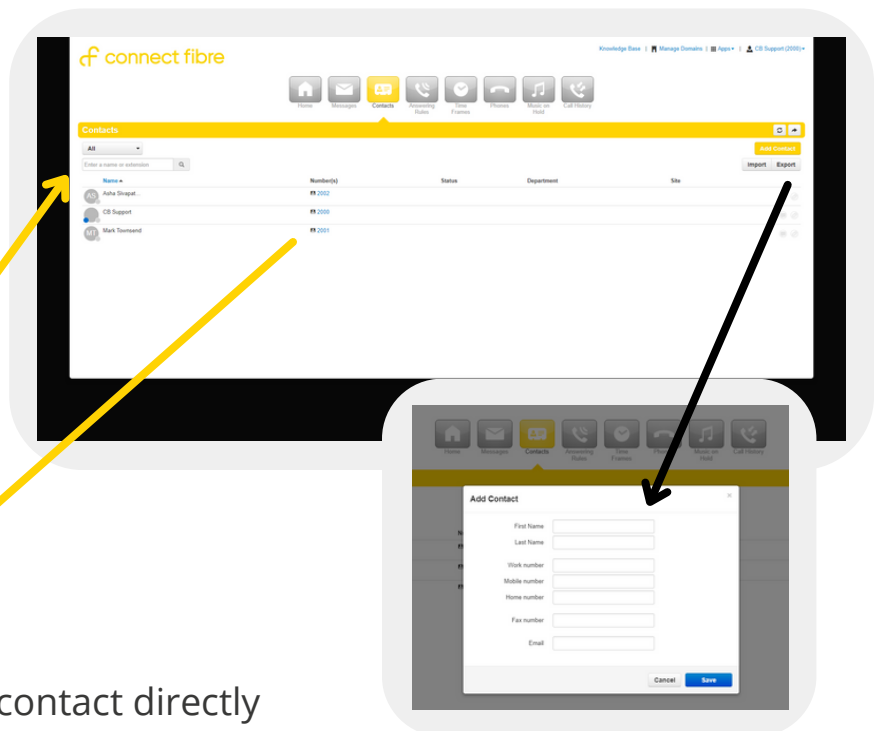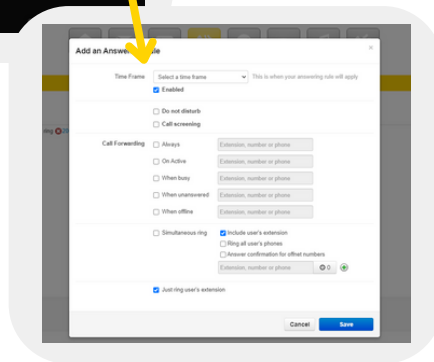
Add contacts manually, or upload a data file/list. There is also the option to export all contacts data.

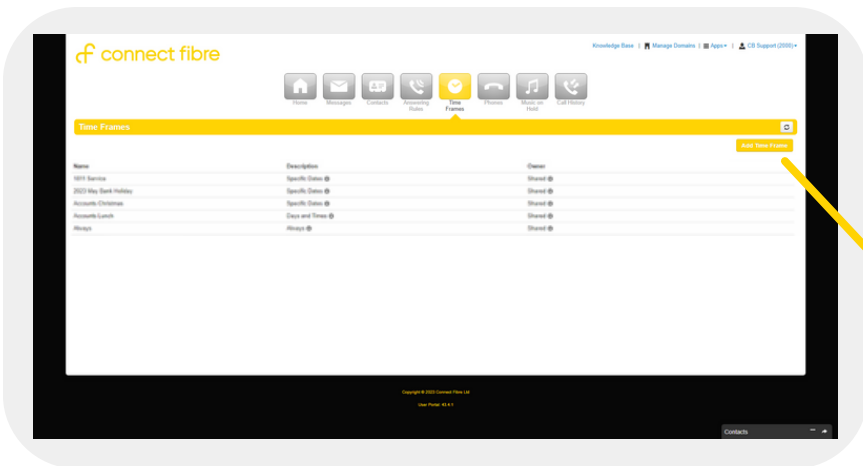connect fibre

4 Answering Rules

Add new answering rules and set them to certain timeframes or for different devices.

Here you can allow or block specific callers. And you can Turn on do not disturb or call screening.
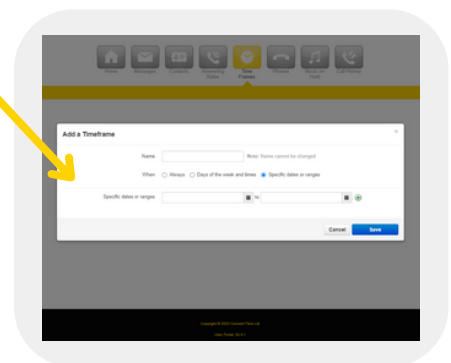
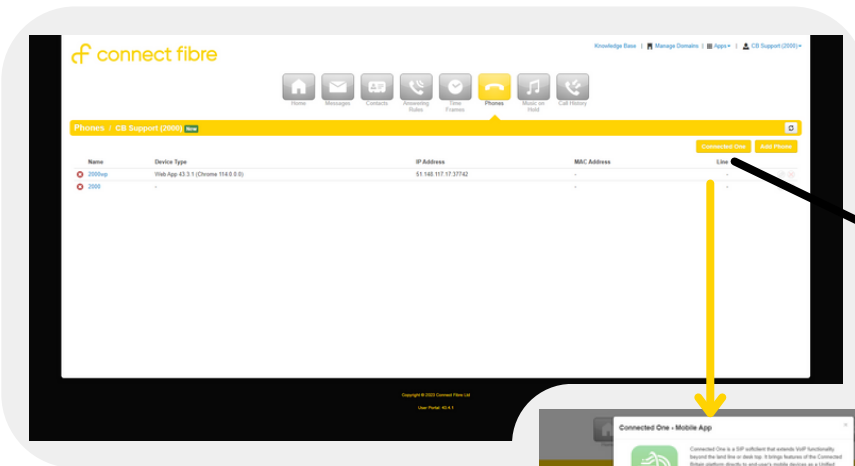You can select which rule you want to have active.

5 Timeframes

Time frames can be made for specific times of the day, or specific days.
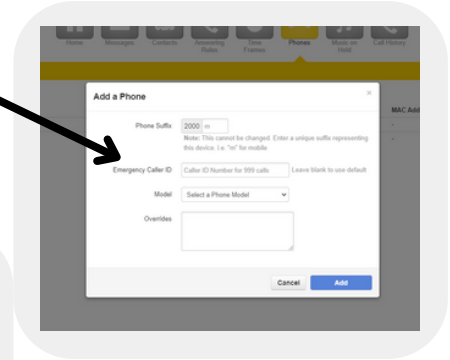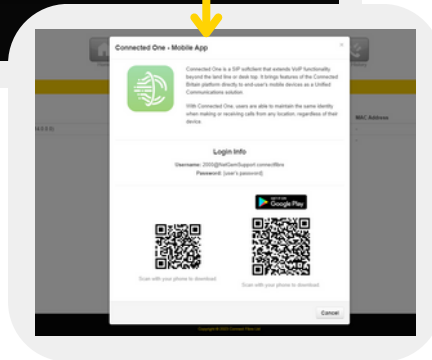
Timeframes help when using other features of the platform. When used with voicemails or messages, a timeframe set for out of hours can be used with a specific out of hours message.
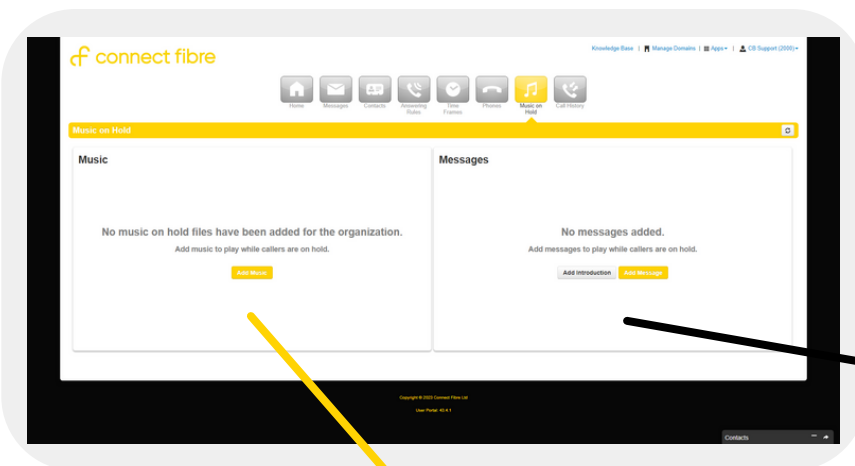
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6 Phones

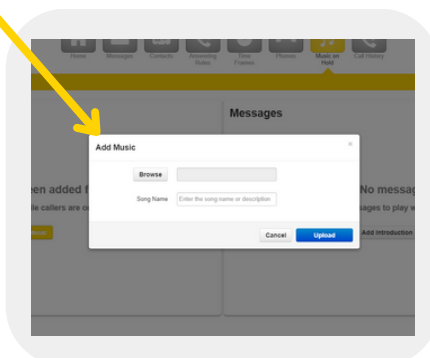View all devices linked to a user, or access the link for Connected One - Our mobile application.

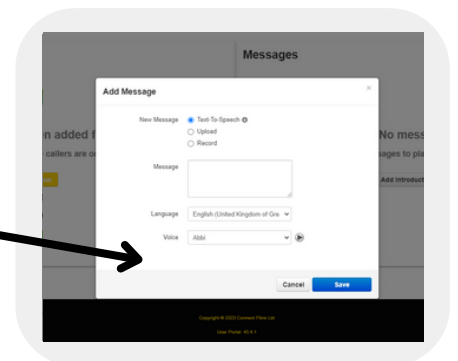The option to add a phone is only available to certain User profiles.

7 Music on Hold
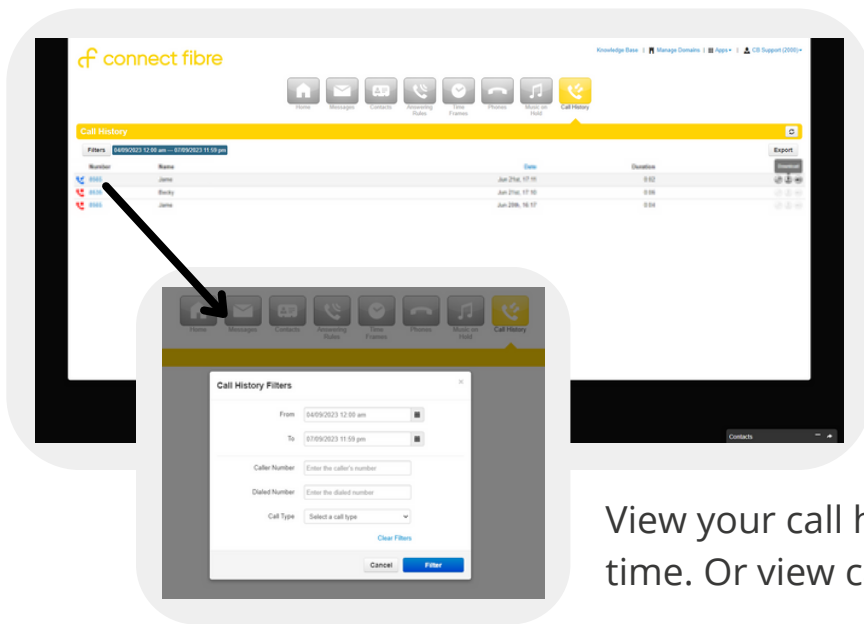
Here you can add hold music to the platform, as well as introduction messages or voicemail messages.

When adding music, simply upload an MP3 file of your chosen hold music.

When adding a message there is the options for Text-To-Speech, upload a file or record.
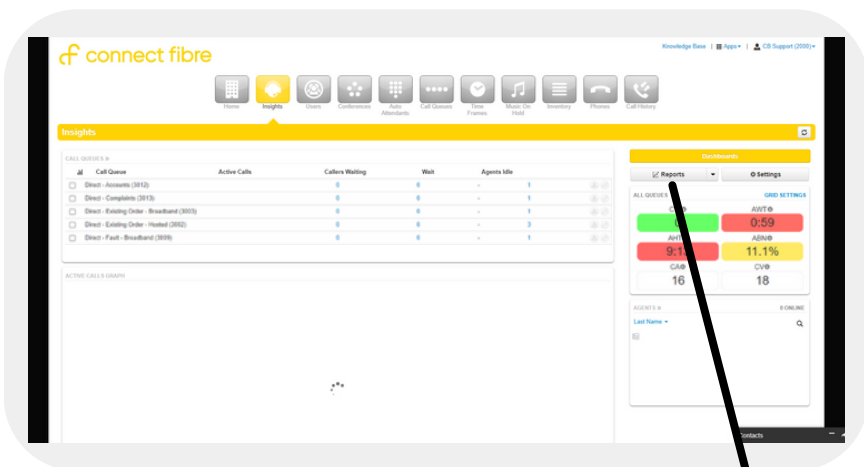
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8 Call history

View your call history. You can listen to a call or download the recording. You are also able to export call history as a file.

View your call history, filter to a specific day or time. Or view calls to or from a certain caller.

9 Insights and Reports

Insights is where managers can see team statistics. Either monitor call queues, view active calls or create reports.

Reports allow you to see call stats for specific agents, queues or departments.
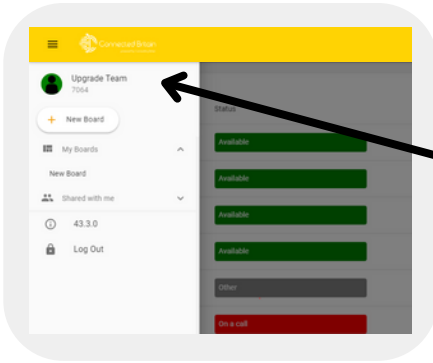
Filter each report to a specific time period/ date.

View agent stats or queue stats etc. All reports are able to be downloaded as a data file for further analysis.

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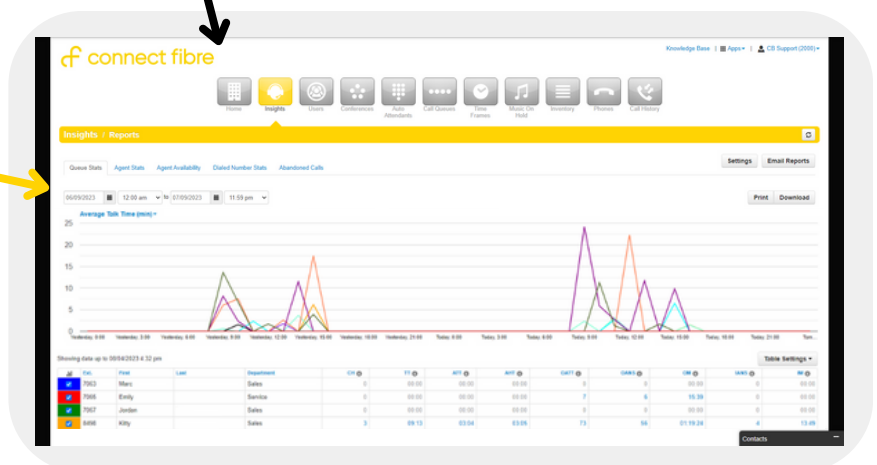
10   Dashboard

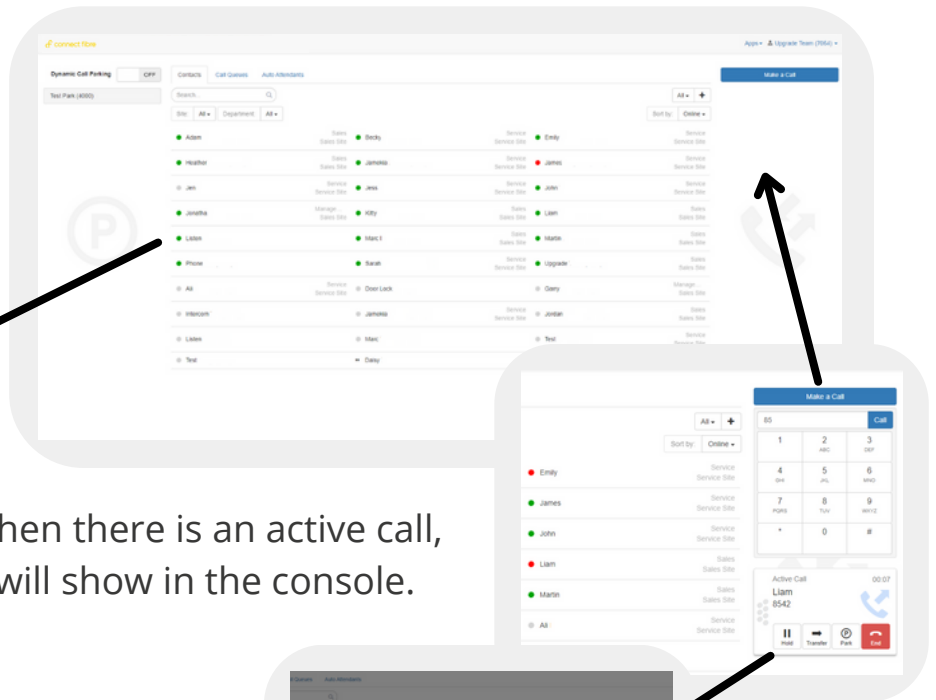Create dashboards to show which agents are or aren't available. Or a report that shows call time and queue statistics.

These Live Wallboards update in real time so you see the most recent data.
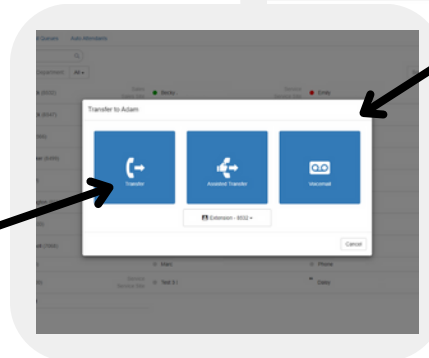
11   Attendant Console

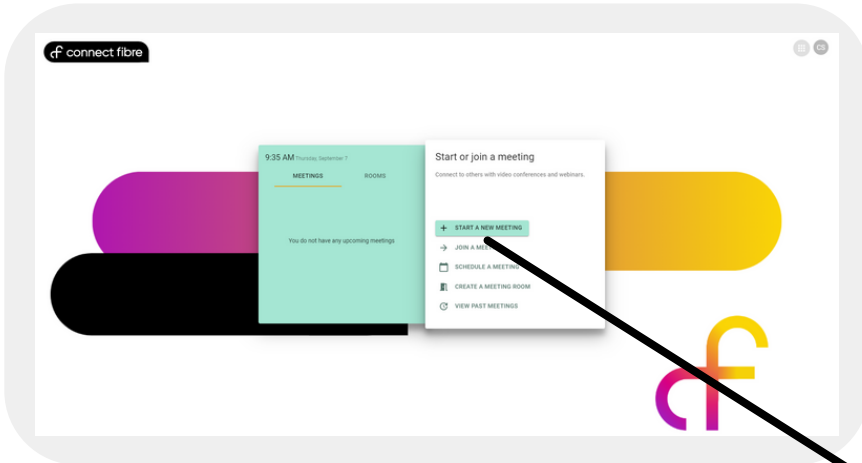The Attendant console is a useful tool when managing calls and transferring calls between colleagues.

When there is an active call, it will show in the console.

From here the call can be transferred by dragging and dropping it to a colleagues name. Directly transfer, Assisted Transfer or send the call to a contacts voicemail.
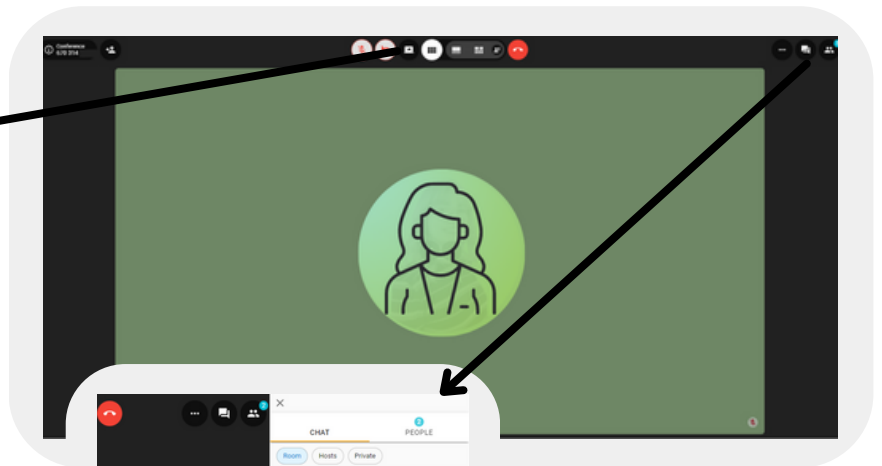
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12 Meetings

The Meetings portal is available for internal meetings. Or if hosting an external meeting or webinar, a link can be shared to enable external contacts to attend.

When creating a meeting, you have the choice of a conference - 25 other over a video call, Or a webinar - up to 200 viewers.
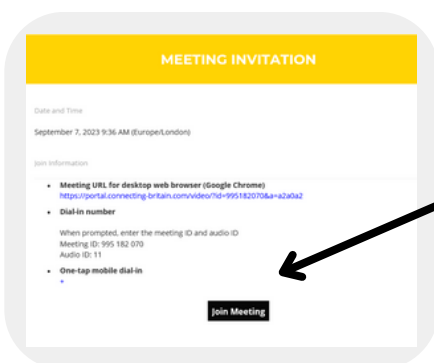
There are other management features, such as a required password or required invitation. You are also able to enable meeting recordings.
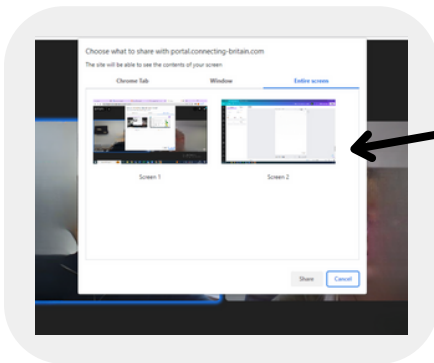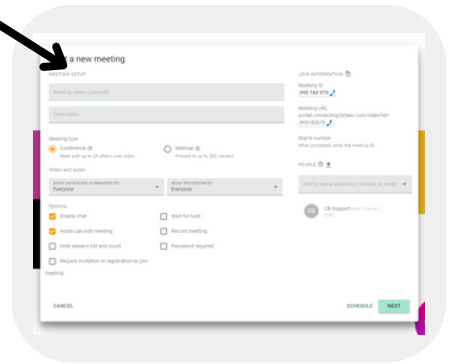
Share your screen with other meeting members. Show what you're working on in real time.

3 options for messages within the meetings portal. Everyone, Private or Just meeting hosts.

When invited to a meeting (or hosting) you receive a meeting invitation email with the link to join attached.

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