Anywhere365 offers several management tools in WebAgent such as classifications, timeline, agenda or calendar, customer details and case history.

WebAgent Control panel

Depending on your company profile you may have additional functions or applications integrated with other contact management tools.

		9 9 8 0 8	50	Queue 2 6	M 10 10
	Timeline	Differe Possin technicae	Juliete Helio Court I.	masonm@anywhere toppertSate toppertSate suppertData SuppertData	
ANE Onte Pinous OMPANY Appliestable	Contraction of the second seco	Oh, So have care review once the well type many labeling and the error disappears? And what is the placet have on the facts of the	Juliete Lam Auving t Brianna Hello, before	Alex Mendes C Back Office +1-202-555-0142 C Support France	
RAQ, lastepistons@setywtweb05.set IONE AUMBER 302355.0140	UCC, Support (238 PA	college machines fair? That table is for this self-clearing function of the college machine, Caryon make user that (table 1 hilly processed?	Juliete Ver. of counte Brienne Thank you, th	Alex Mendez O Back Office Section Control Contro Control Control Cont	
COUNT DAVIER on Armitring BEFERED METHOD OF CONTACT V DOMESS	Queue time 000137 • • • •	That applied. The red binning light has simpled and the error has disappeared.	Brisnes We could se Brisnes But you could	+1-202-555-0142 O Support Forence Alex Mendez O tack Uffice	
I Westminister Avenue, Orlanda, R. 32812	AR () Support Finance	Week dovier, can Triefp yea weth anything ease coday?	juliete Can you tell Brianna Yes, I can Juliete	+1-202-555-0181 O Back Office +1-202-555-0126 O Fort Office Sales	10754 10795
Ana Drake Saray Ana Bastan Ana	Queue time 000152	C to symmetry	Oit, So frow d. Juliete And what doe.	Gen. O Hox once the	
Don take Score Thane Deloren Score	At (2) At	Spectrospectory (Vian rest julliere That worked Brianna		
	1240 PM	-	Briaresa		

Side Bar

Use the side navigation side bar to access quick links:



- **Dialogues –** current active calls in the queue.
 - Waiting view calls waiting, take/answer from waiting.
 - Connected displays your connected calls and timeline.
- **Contacts** providing search capabilities to find contacts and initiatechats or calls to them.
- **Call History –** overview of historical call with ability to call back contact or remove them from the list.

R

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

• Search – when connected to the Dialogue Manager, you can search preview text-based conversations.

Classifications

• During a dialogue you can select a predefined classification to label or categorize the type of call.

8 **	• 🕑		
Classify			
Select a cla	supcation		
Core Back		Ca	incel Save
Q Search			
Version			
Logs			
Support			

• The **Classifications** tab can be opened by clicking the **Label/Tag** icon.



• Select or search for the suitable category for the call, press Submit.

At the end of a call

- You may be prompted to enter the classification on completion of a call.
- The flag icon will appear on the Call Control bar.



• This classification information is utilized in the **Dialogue Intelligence** reports.

Agenda/calendar

- You may be able to integrate your personal calendar or group calendars (Agenda's) to the WebAgent Desktop.
- Click the Calendar icon to Open.



• You can also check your colleagues' availability while transferring calls using their contact card integrated with their Teams profiles.



Timeline

During a call you can see a timeline for the customer contact history logs. Click on previous dates to view the timeline for specific dates.

¢	- o	Queue time 00:00:33	Talking time 00:01:12	······································	
Incoming call	ucc_uct 11:49 AM	Support 11:50 AM	Lydia Away	Hangup call	
Wed 21 April 2021 11:49	AM 🚫 Missed	l call			
Tue 20 April 2021 03:19 Tue 20 April 2021 03:19	and the second				
Tue 20 April 2021 09:58 Fri 16 April 2021 01:47 P					
Fri 16 April 2021 01:44 P Fri 16 April 2021 01:34 P					
Fri 16 April 2021 01:21 P Fri 16 April 2021 01:20 P					
Fri 16 April 2021 01:15 P Fri 16 April 2021 01:14 P	and the second				
Fri 16 April 2021 01:11 P	M 🔯 Suppo	rt 👘 Ash			

Customer details and case history

- If the Contact Centre is integrated with a customer management database, and the Caller ID is recognised, the customer details may be populated into the WebAgent window.
- If there are any previous cases available for the customer, they can be shown by clicking on the **Case** icon.



- Depending on the CRM Service, cases for the selected contact will be loaded.
- If a URL is available, clicking on the case will open a new tab that will load your back-office application.

Learn more

- Call handling and transfer >
- <u>WebAgent for Microsoft Dynamics 365 ></u>

Discover more at the <u>BT Support Centre ></u>

