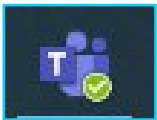


Anywhere365 Snapper, aimed at supervisors provides features like live dashboard views, call analysis, monitoring agent status and observing calls. It also provides call handling via Teams softphone or WebAgent login.

## Starting Microsoft Teams

- To start up Teams, click on the Teams icon.
- All calls are made using the Teams Calling softphone, your availability status within Teams also controls your availability for call handling via Snapper.

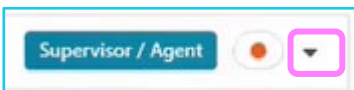


## Login to Snapper (classic view)

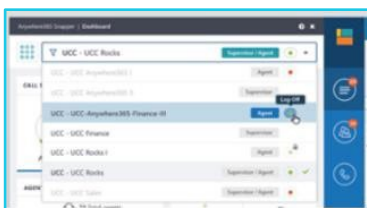
- Depending on your system configuration, open the Snapper icon via your desktop or, via an Internet browser window.



- To log Snapper into the UCC (Unified Contact Centre), click on the red icon next to your supervisor or agent/supervisor profile to turn it green.



- If you have multiple queues allocated, select each as appropriate to enable.



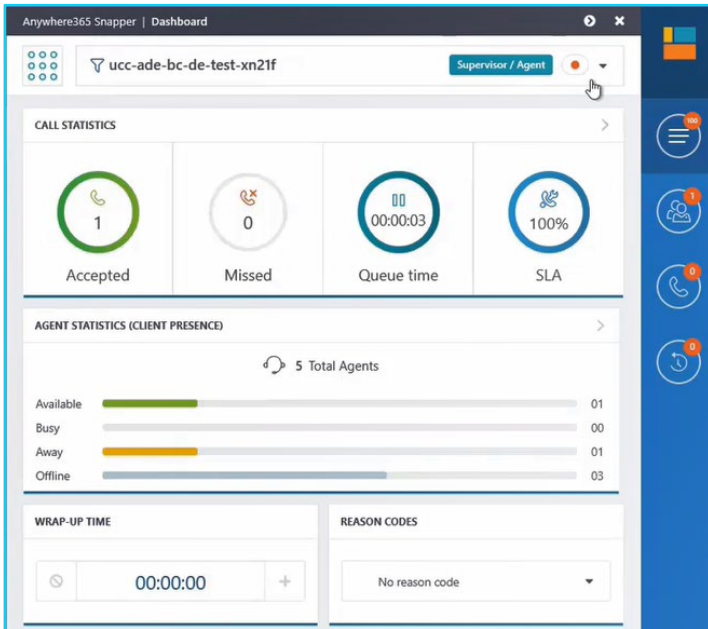
## Dashboard overview



The dashboard overview provides a live insight of what is currently happening on the selected UCC Queue.

- **Call Statistics:** snapshot of daily activity for the queue.
- **Agent Statistics:** live agent availability in your team.

- **Personal Statistics:** totals of the calls you have handled.
- **Wrap Up Time:** allocated at the end of each call handled.
- **Reason Codes:** allocate a **Not Ready** reason code when you are unavailable for call.

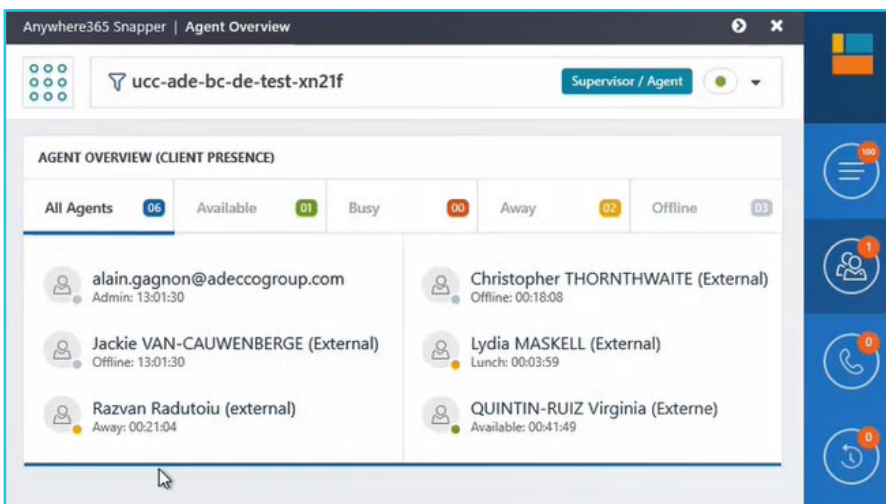


Use the menu options on the right-hand panel to navigate each section in more detail.

If you are a member of other UCC groups, use the dropdown list to change the view.

## Agent overview menu

The agent overview menu shows supervisors the status of all the agents in their team. This displays if the agents are available, ready, busy, offline and the reason code selected.



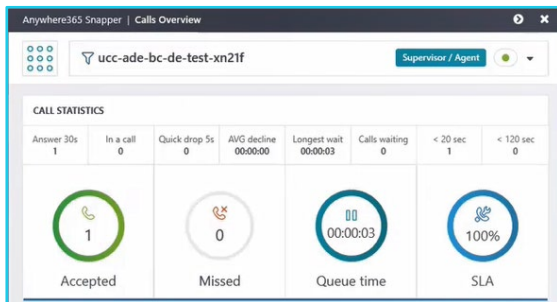
**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

You can filter on the different status headers to view only the 'available' agents as an example.

## Call statistics menu

This menu is split into 2 sections, displaying the overview of the call statistics handled for today and the current live dialogue details for connected and waiting calls.

- **Call Statistics:** displays the call activity for today.
- **Call Dialogue Details:** displays active calls waiting and connected.
- **Call Statistics:** displays all the call activity for today.



- **Call Dialogue Details:** displays current live traffic being handled by agents, the calls waiting and the connected calls that you can monitor or observe.

Use the header filters to view each section. The icons to the left indicate the type of call being handled, Call, Chat, email for omni-channel services you have available.

The screenshot shows a 'Waiting' call queue with filters for 'Incoming/IVR', 'Waiting', 'Connected', and 'Quality Monitor'. The queue table is as follows:

Contact	Duration
Esmeralda van Rietschoten	00:00:45
Juliette Pinson	00:00:42
Unknown	00:00:40
Unknown	00:00:35
Unknown	00:00:32

## Waiting

You can view all the contacts waiting, and you can also 'Take' calls directly from the queue you want to answer.

The screenshot shows the 'Waiting' call queue with an additional 'Skill' column. A 'Take' button is highlighted over the 'Unknown' contact with a duration of 00:00:29.

Contact	Skill	Duration
Esmeralda van Riet...	Support	00:00:45
Juliette Pinson	Sales	00:00:42
Unknown	Sales	00:00:40
Unknown	Sales	00:00:35
Unknown	Sales	00:00:29
Unknown	Sales	00:00:29

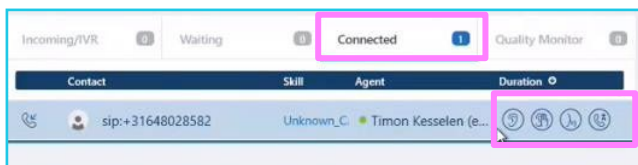
**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

## Connected

From the connected column, you can observe and monitor live calls that are currently taking place.

Use the 4 icons against the call line to:

- **Listen** – Join the conversation silently
- **Whisper** – Join conversation in whisper mode, only the agent can hear you.
- **Speak** – Join the conversation in talk mode to have a 3-way interaction with the agent and the caller.
- **Takeover** – Join as a 3 way interaction but take control of the call handling options, hold, transfer, end call from the agent.

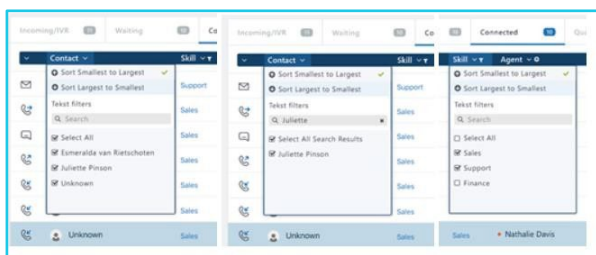


Use each of the monitor options in turn to observe your agents for training or quality purposes.

The call will be initiated via the Teams client, as a pop up for you to answer, and connect to the call. If you want to move from Whisper to Speaking, you need to leave the current call and re-join using the Speak or Takeover option.

## Filters

For each of the tab headings above you can filter results to specify the data you want to see.



## Quality monitor

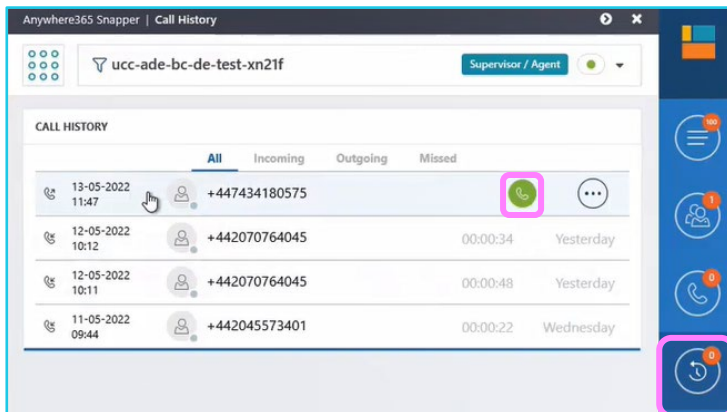
If programmed callers can be directed to enter a quality score at the end of a call to allocate a rating of 1 – 9 for feedback of the call. Completed ratings will appear in this section to view.

## Call history menu

The call history section allows you to view all your calls and sort into filter headings. You can also use this as a Call Back log when you need to make outbound calls to complete an enquiry.



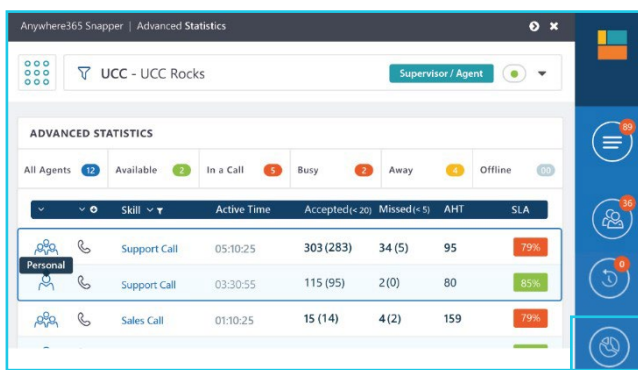
- Select the contact, click the green call icon to dial their number.
- Answer the Teams call pop up to initiate the call.



- The more icon allows you to delete the call log or retrieve the call history log.

## Advanced statistics menu\*

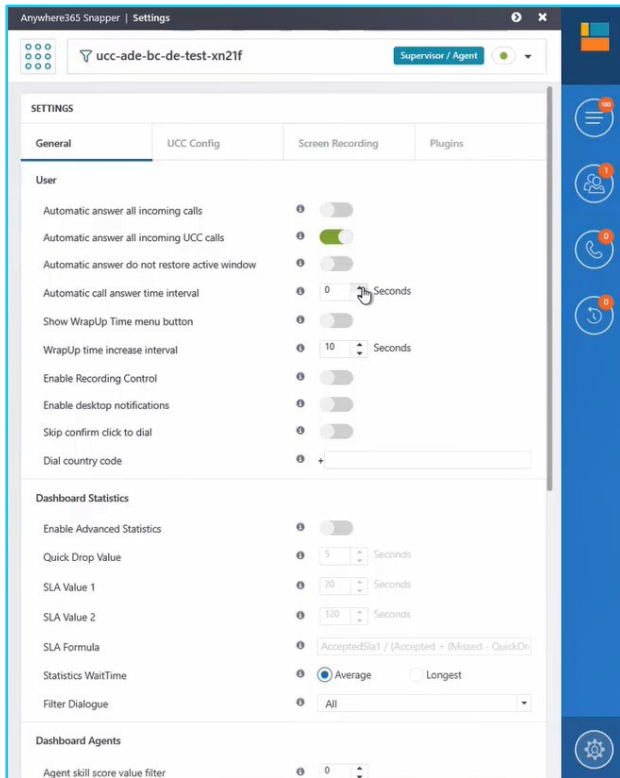
The advanced call statistics provides more details on all the calls handled and compares your performance with the total queue performance.



\*Please note that some services or features may not be programmed for your account or service.

## Settings menu

- There are some settings in the general tab that relate to user call handling and individual preference settings that you may want to view and manage per user.
- Other settings may be limited to specific roles.
- The settings will allow you to customise certain views and output results based on the timers selected.
- Use the **General**, **UCC** and **Plug In** tabs to check settings applicable for each.



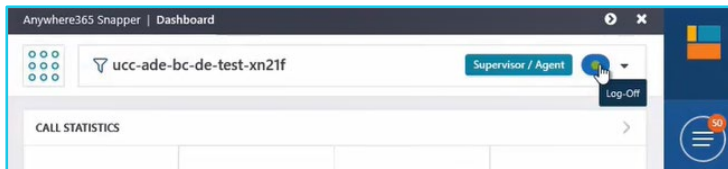
- Additional help is available for managing settings and other programming options:

[Inflight Snapper Classic - Microsoft Teams User Guide | Anywhere365](#)

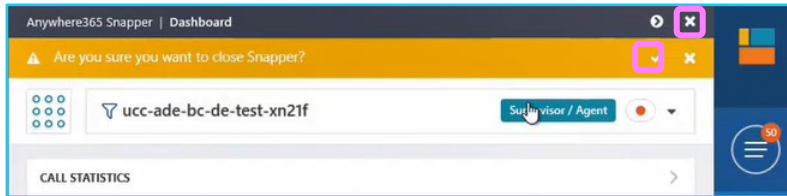
## Signing out

- Make yourself unavailable from your Teams profile – busy, away or offline.
- Chose a reason code from the **Dashboard View** menu.
- Click the green sign out icon from your UCC group: **Red = Logged out**.
- Select additional groups from the dropdown list if applicable to log out all groups.

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



- Click the X on the Snapper top right hand to close the application.
- Confirm selection – tick **Yes** to close Snapper.



## Learn more

- [Real-time statistics with Wallboard >](#)
- [Call recording >](#)

Discover more at the [BT Support Centre >](#)

