

Call Center SNAP mobile Web

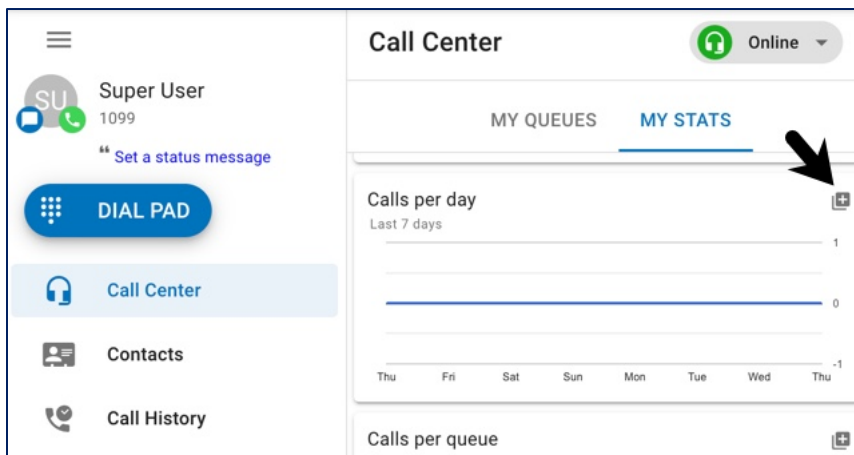
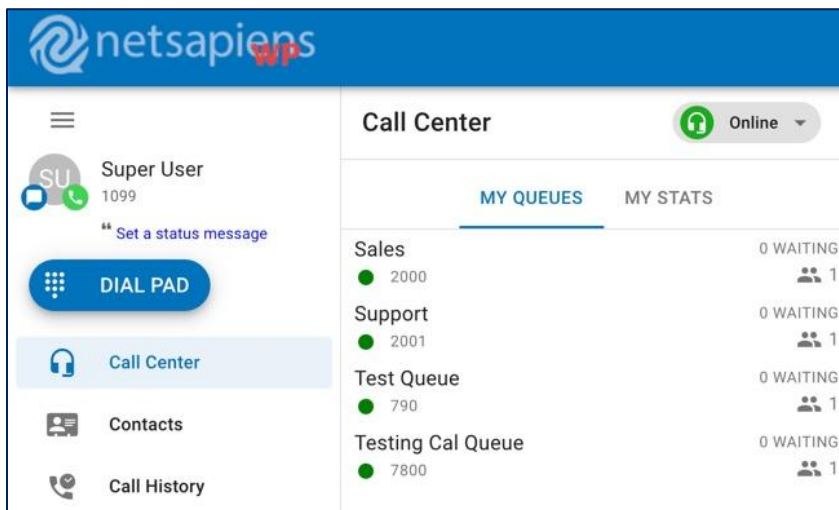
Call Center

There are extensive call center capabilities available through SNAPmobile Web for users who manage or participate in call queues.

Call Center functionality in Web is on by default, and it is immediately available when a user logs in with a scope of Agent or Call Center Supervisor. To hide this page, set this config to no: PORTAL_WEB_PHONE_SHOW_CALLCENTER

The Call Center screen appears as a menu selection in the left panel. It has two tabs: My Queues and My Stats.

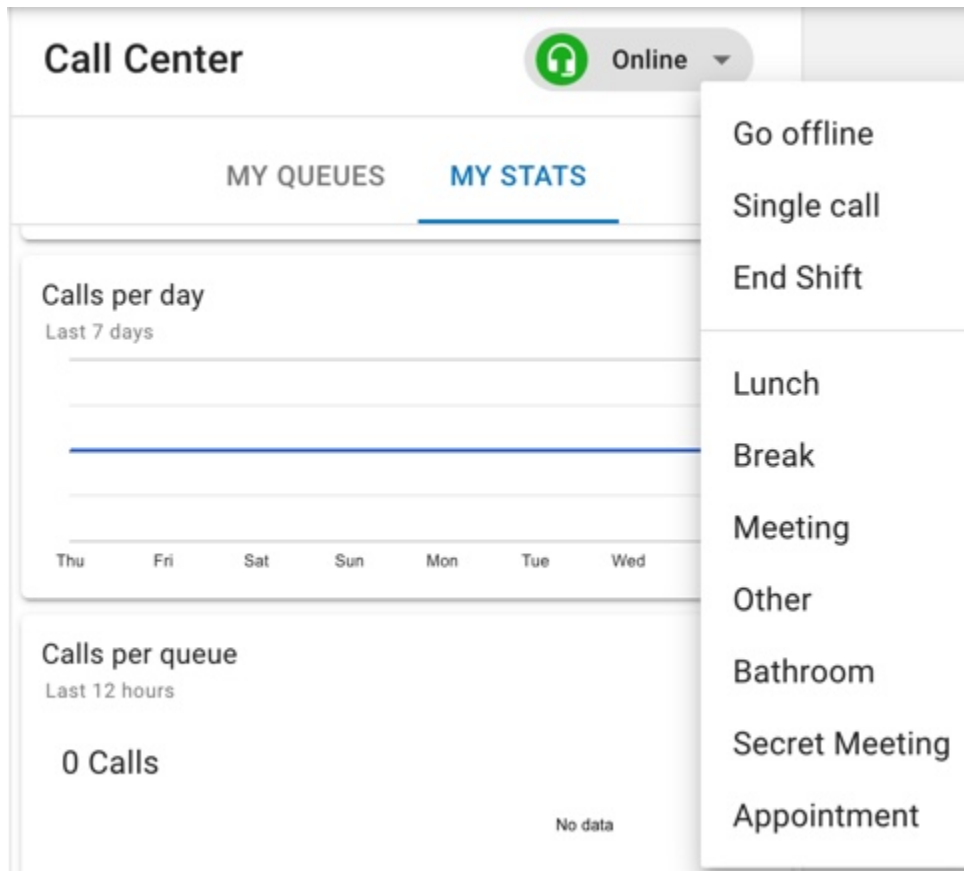
- **My Queues:** This is a list of call queues that the logged in user has access to. It also displays the number of agents assigned and the number of callers waiting. Incoming calls will identify which queue they're coming from.
- **My Stats:** These are stats specific to the logged in user, such as calls per hour, calls per day, calls per queue, and today's queue stats. For users who want to keep track of these stats, the plus sign can be clicked to copy the card to the Web dashboard.



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Call Center Status

Users can change their status by using the dropdown selection. Create custom statuses as needed. Refer to this article for information, "[Custom Call Center Agent Status](#)".



Call Center Dispositions

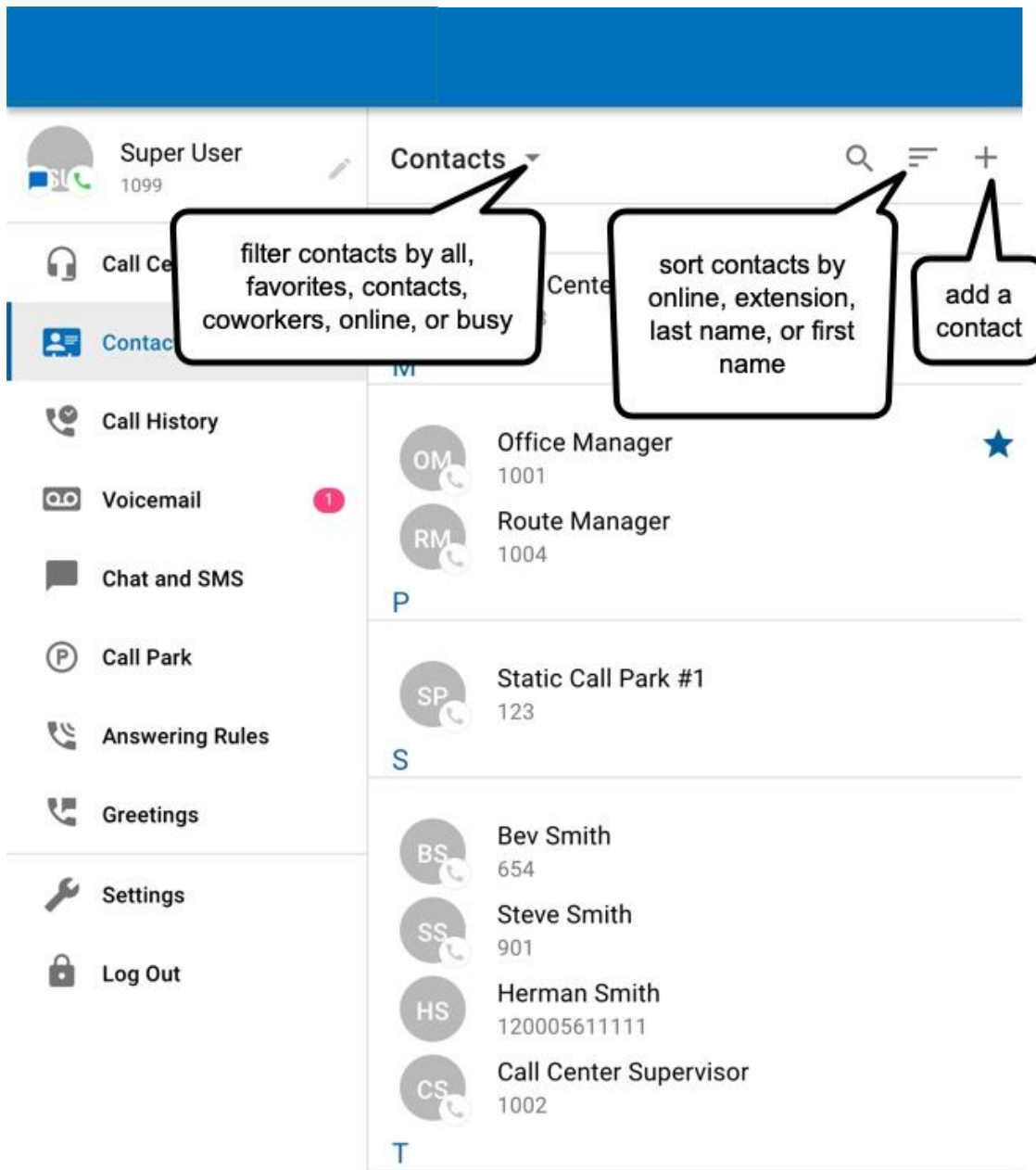
Call dispositions allow agents to record notes on calls via a popup when the call is complete.

You can opt for a disposition card to be displayed to record the reason and resolutions for the call. These can be set for inbound and/or outbound calls.

Call Center SNAP mobile Web

Contacts

The **Contacts** screen displays other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence (indicated as a green, red or gray circle) and favorite contacts are indicated with a star.

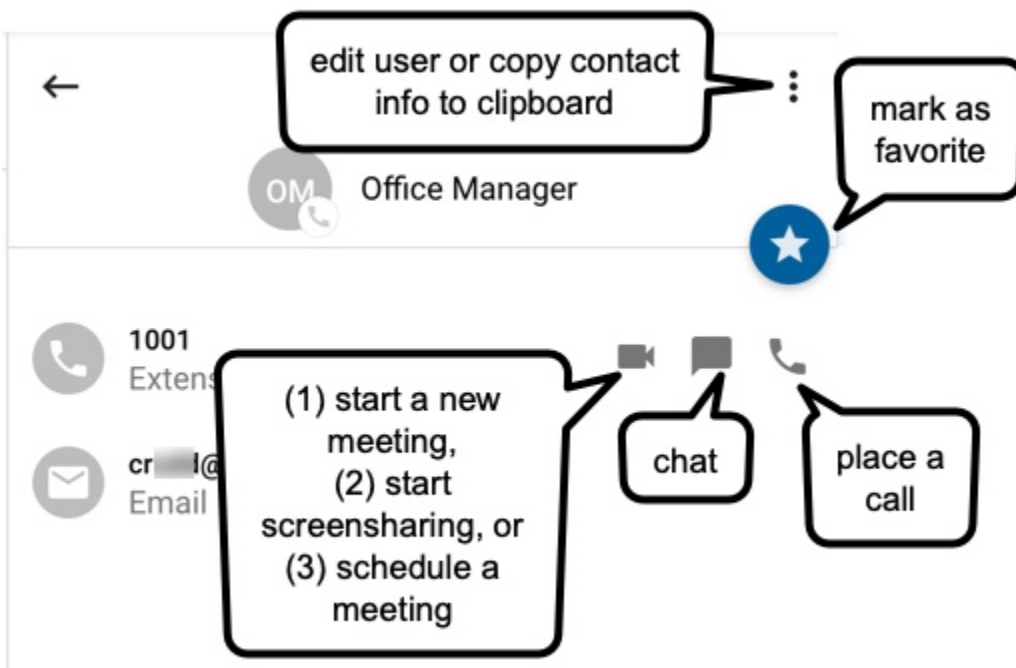


Select a contact. Click or unclick on the star icon to mark the contact as a favorite. Click to call, chat, or select video meeting options.

Call Center SNAP mobile Web

Contacts can be edited by clicking on the "more" icon (3 dots). Here, "copy to clipboard" will copy all of the contact's information. This is an example of what will be saved when copying contact information:

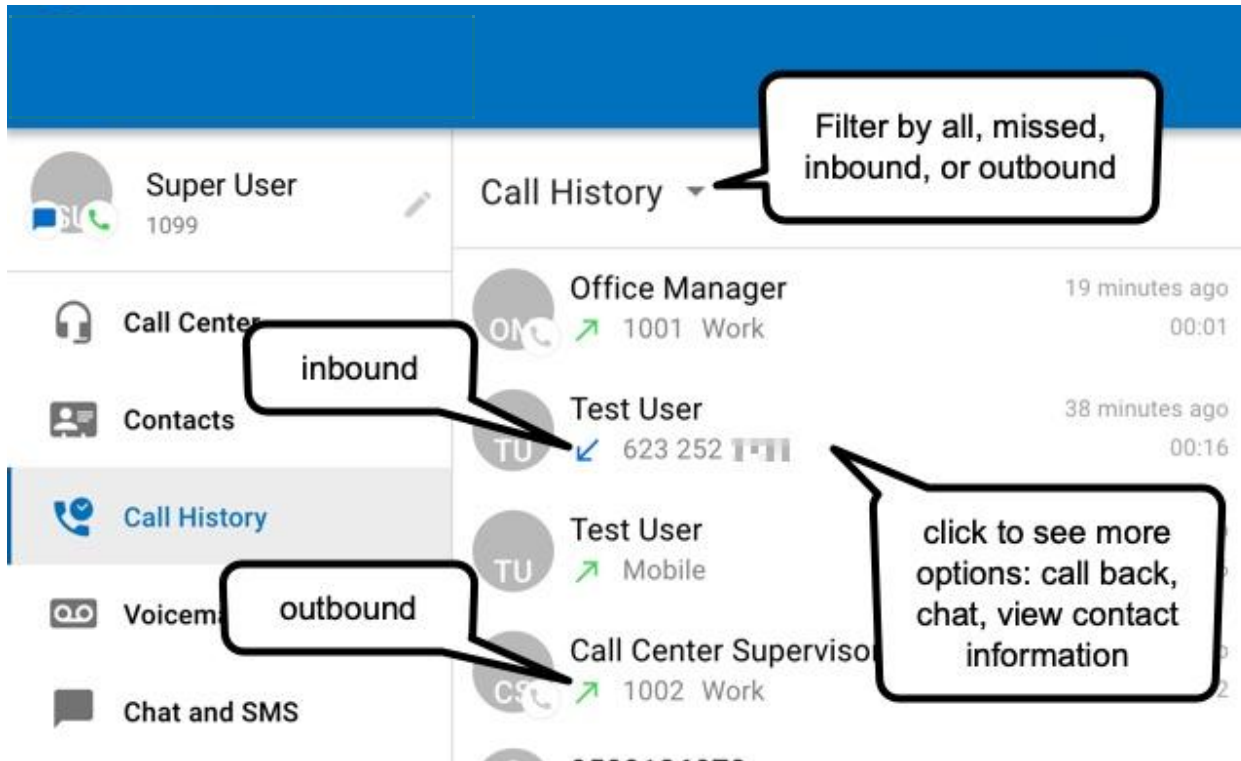
User: 4444
 Name: Daria Smith
 Extension: 4444
 Email: customerservice@firstlight.net
 Domain: test



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Call History

The Call History screen can filter calls by missed, inbound (blue arrow), or outbound (green arrow).

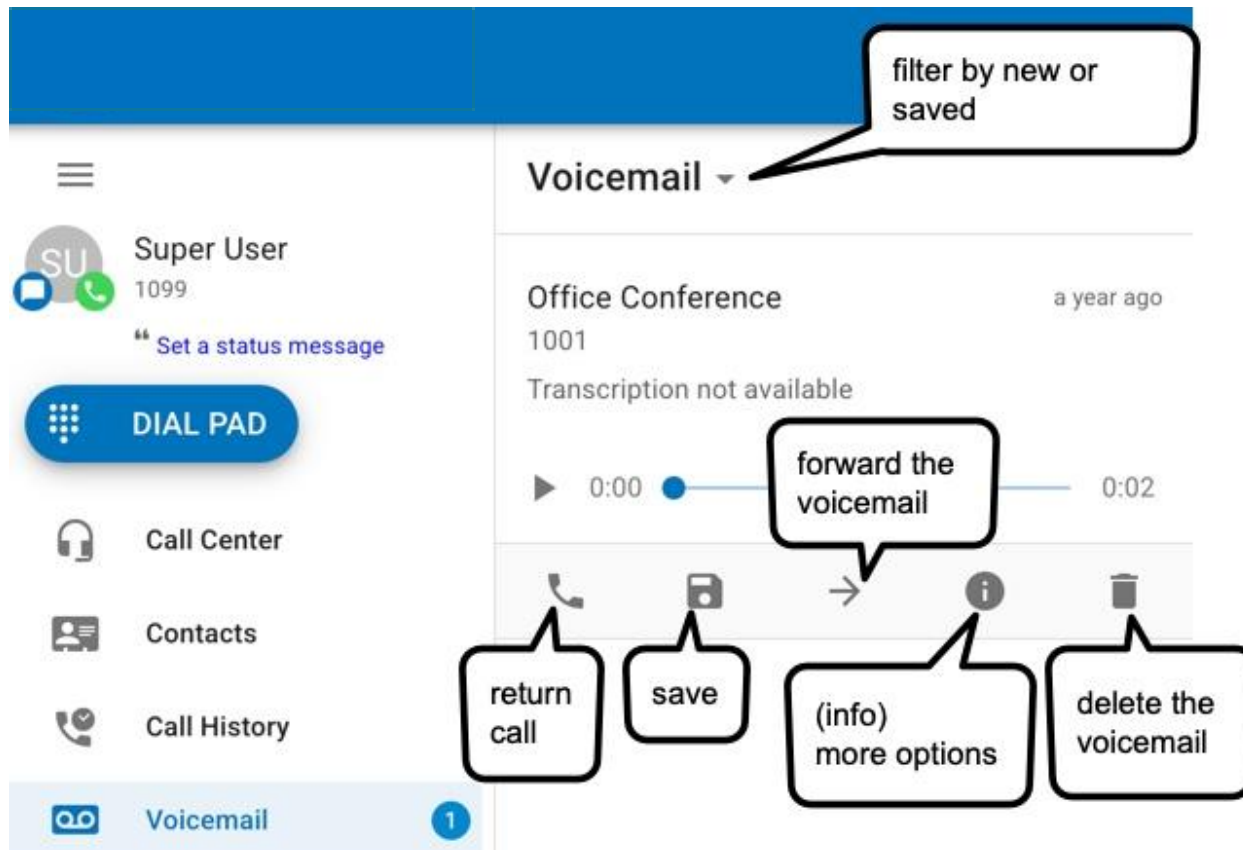


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Voicemail

The **Voicemail** screen contains missed voice messages.

Play/pause/stop messages, save them, forward them to another contact in your domain, delete, and view transcriptions (if configured).



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Chat and SMS

The **Chat and SMS** screen sorts by most recent communication. Click on a chat to open. Inside of a chat, there are options to add additional participants, turn on/off notifications, call the contact, view the contact, start a video meeting, start screensharing, and schedule a meeting.

Super User
1099
"Set a status message"

DIAL PAD

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- Call Parks

Chat and SMS

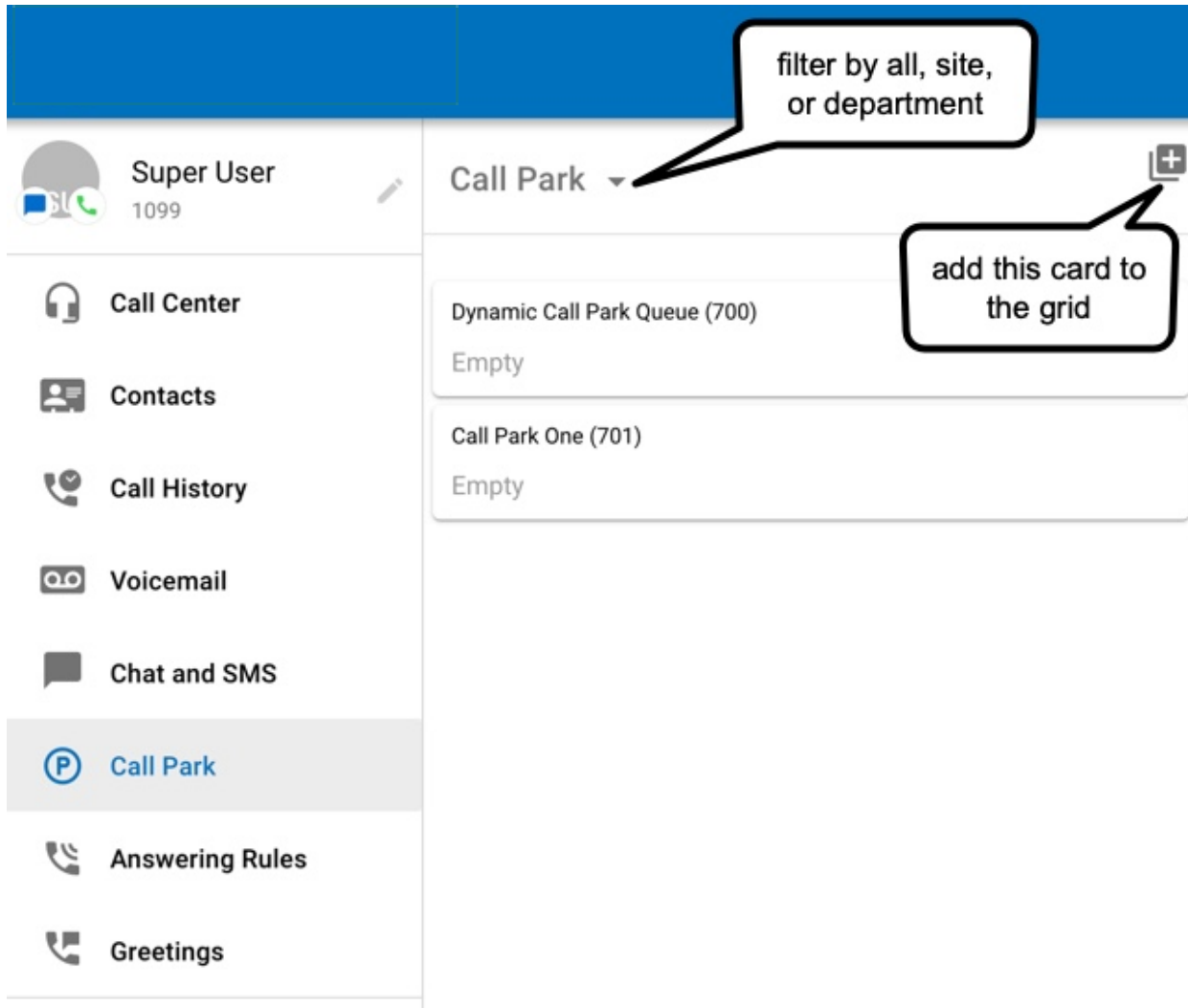
New Conversation v44+ button

- (906) 298-...** a month ago
✓ Your one time access code is: 1...
- Office Manager** 9 months ago
↗ testing. hello
- Barry Dog** a year ago
↗ testing
- Test User** a year ago
✓ Test
- (602) 561-...** a year ago
↗ Did you receive this?

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Call Park

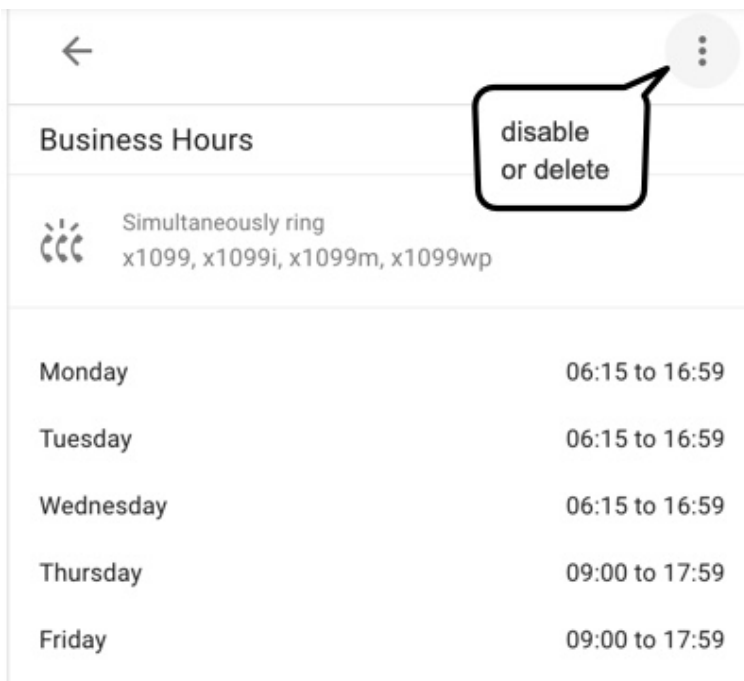
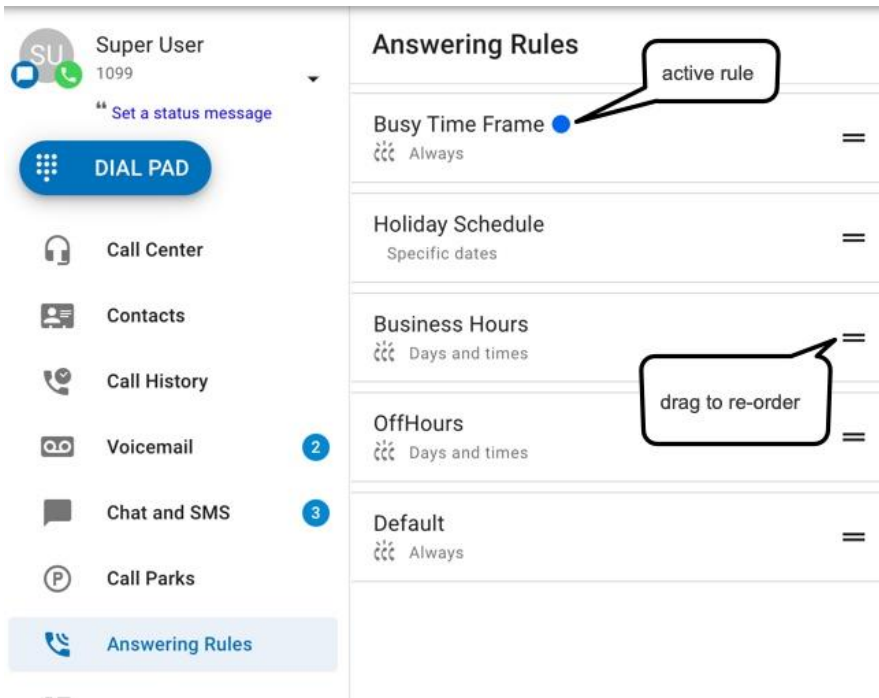
The **Call Park** screen is where calls are parked in queues. Click to answer calls here.



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Answering Rules

The **Answering Rules** screen displays all active answering rules. Click to drag and re-order (rules will be applied in order from top to bottom), or click to edit more options (disable, enable, or delete). Answering Rules can be added or edited only in the Portal.



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Greetings

The **Greetings** screen displays available voicemail greetings. Click on a greeting to play it or delete it. Click on the checkmark to enable a greeting as the "active" default. One greeting can be active at a time.

