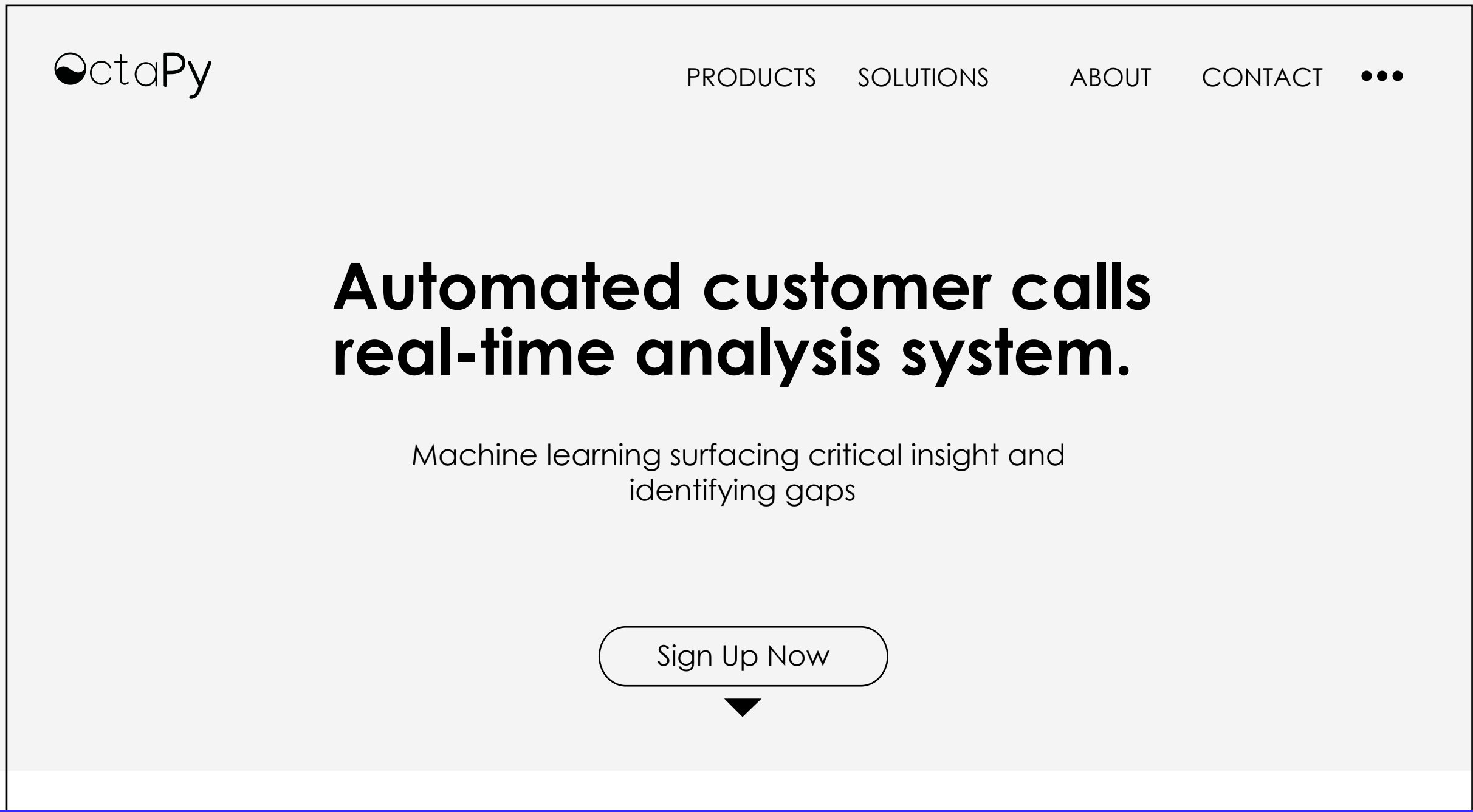


OCTAPY WIREFRAMES (VERSION 7)

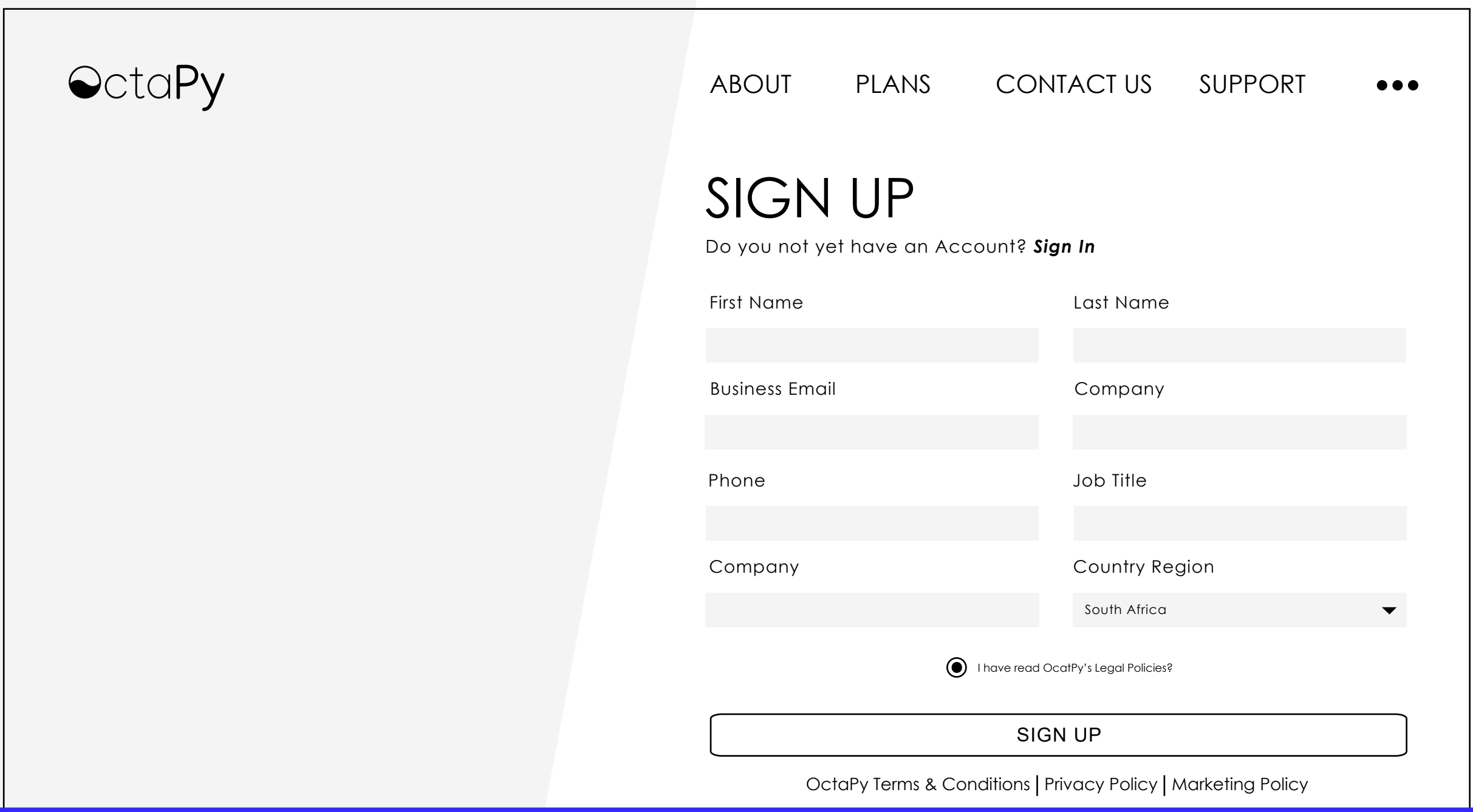
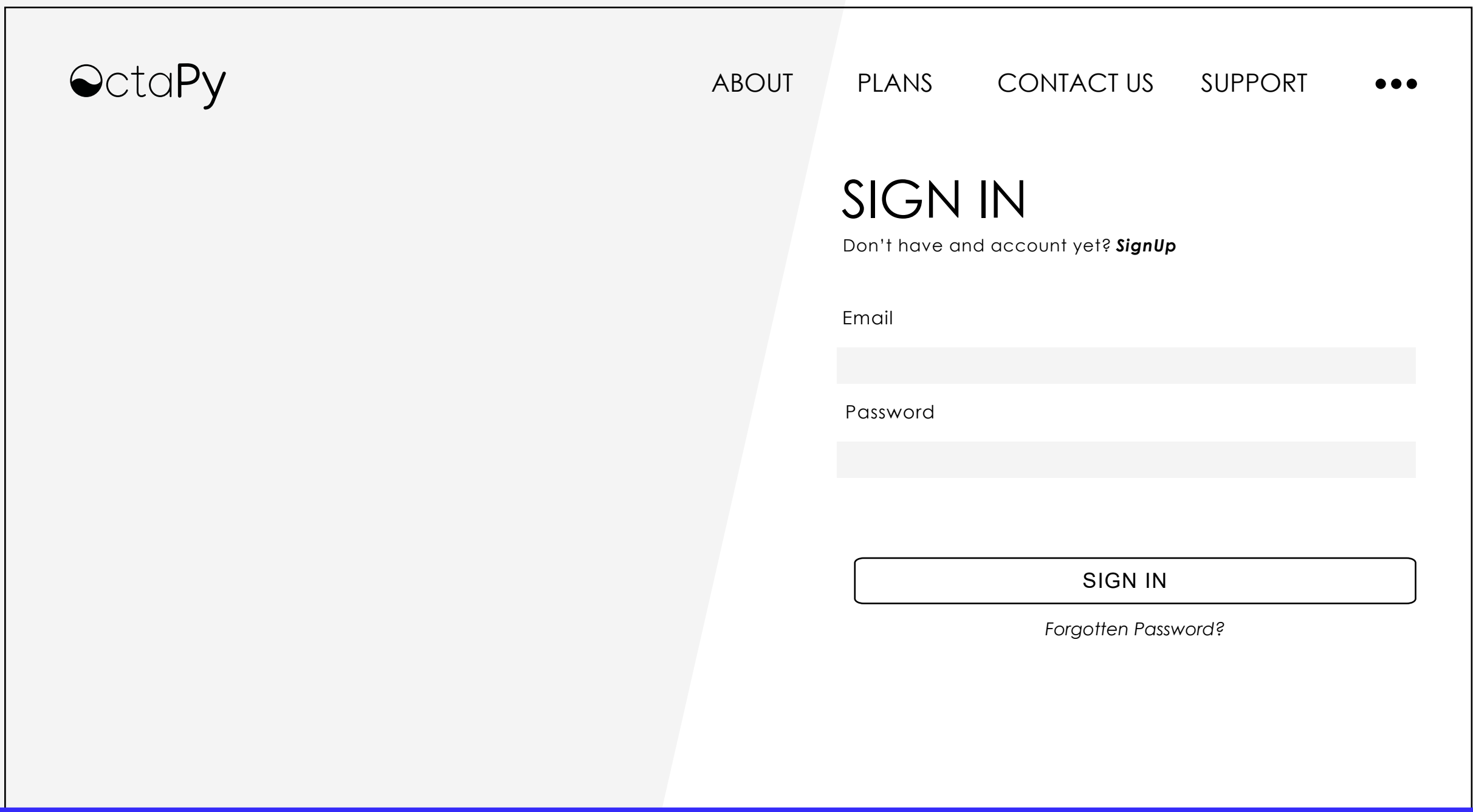
AGENT MANAGEMENT DASHBOARD VIEW

HOME PAGE LANDING SCREEN



LANDING VIEW

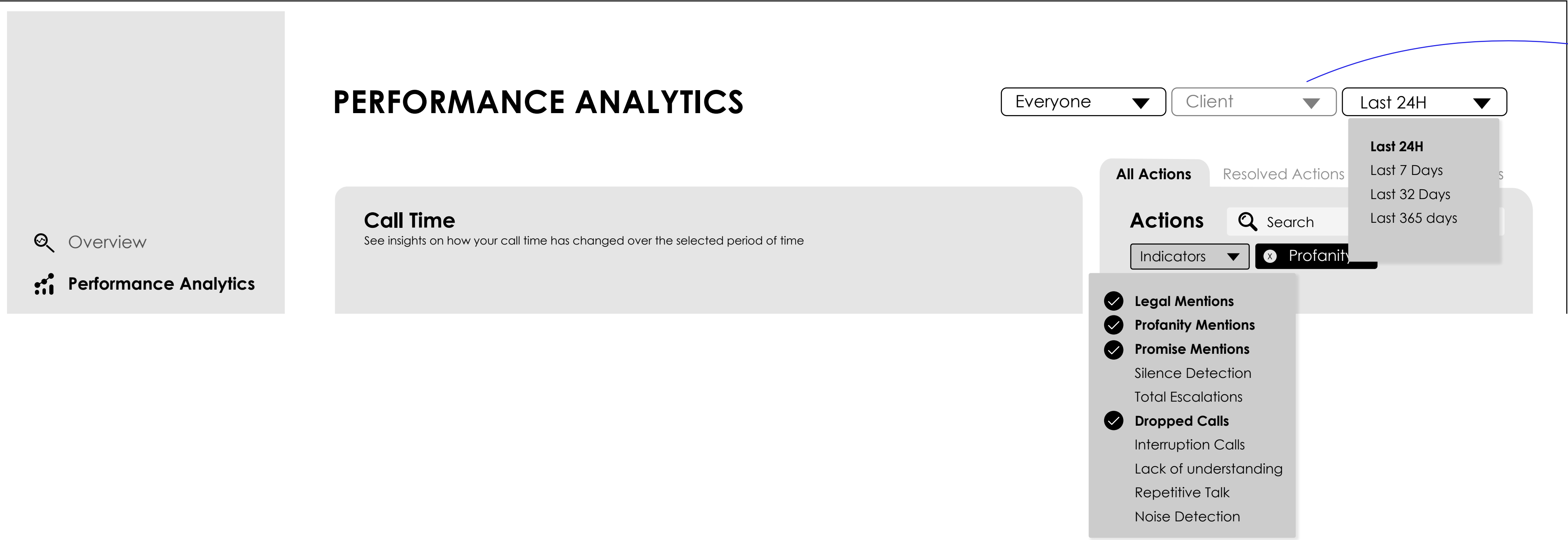
SIGN UP / SIGN IN SCREEN



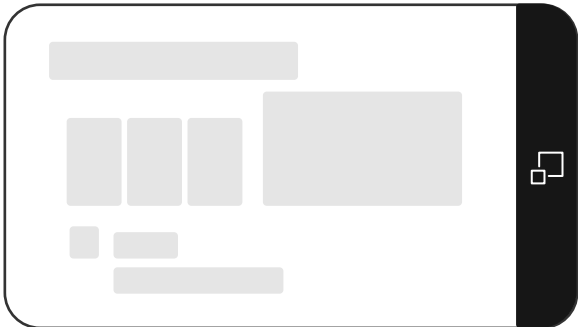
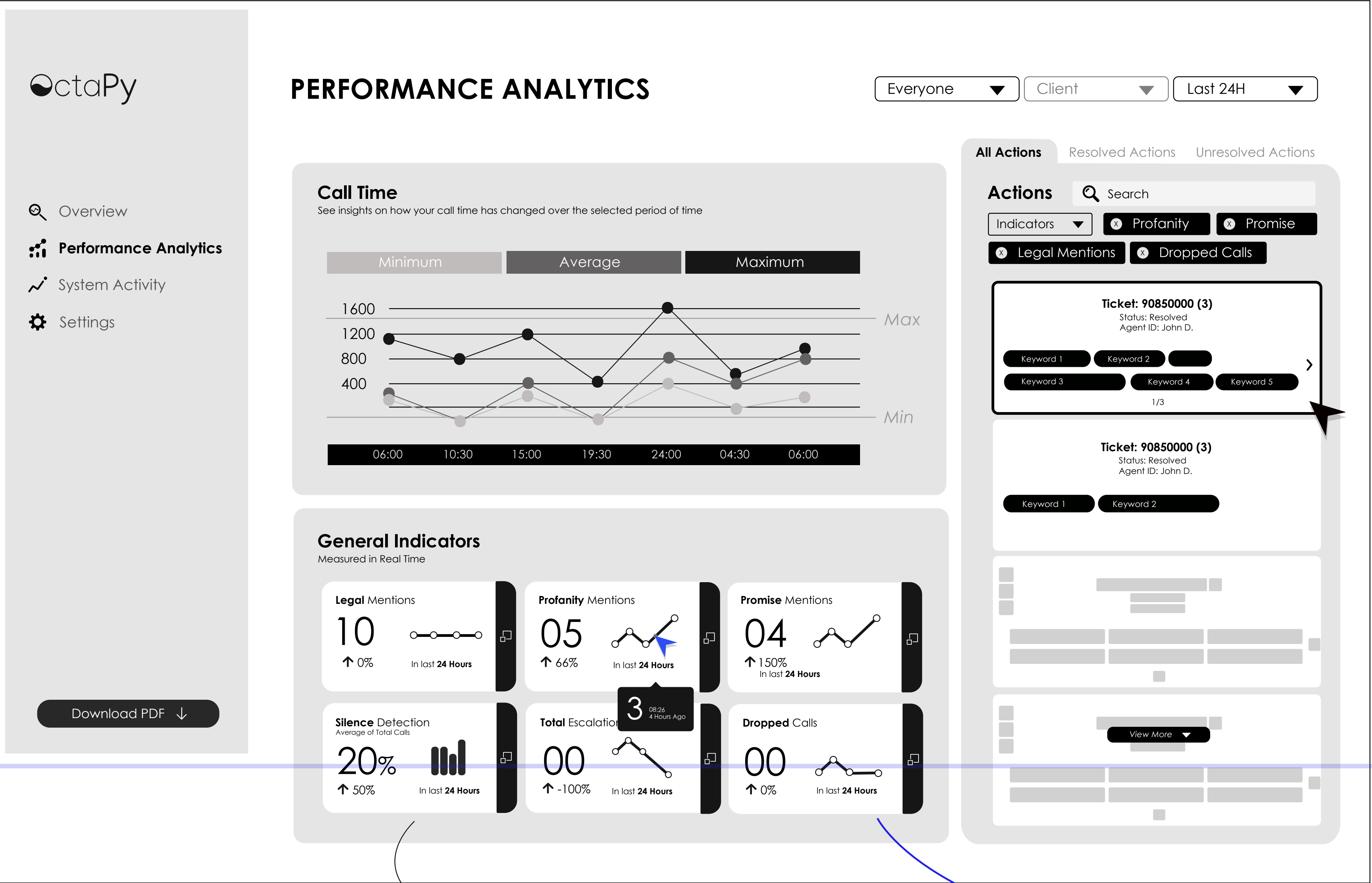
LANDING VIEW

PERFORMANCE ANANLYTICS

ANAYTICS DASHBOARD FILTER SPECIFICATION



ANAYTICS DASHBOARD (ALL ACTIONS)



INTERUPTION USUALLY LEADS SOMEWHERE ELSE LIKE DROP CALL. RATHER SHOW HOW MANY CALLS WERE DROPPED.

ANAYTICS DASHBOARD (DETAILED ACTIONS)

When the user clicks on the ticket no. widget the *Detailed Action* opens up the following view:

OctaPy

Overview

Performance Analytics

System Activity

Settings

Download PDF

PERFORMANCE ANALYTICS

Everyone

Client

Last 24H

All Actions

Resolved Actions

Unresolved Actions

Actions

Search

Indicators

Profanity

Promise

Ticket: 90850000 (3)

Status: Resolved

Keyword 1

Keyword 2

Keyword 3

Keyword 4

Keyword 5

Ticket: 90850000 (3)

Status: Resolved

Keyword 1

Keyword 2

Call 1

+44 908 090 098

15:00, 12/01/2020

07:12 / 15:12

Profanity

Promise

Legal Mention

00:48

Profanity

05:12

Promise

07:12

Legal Mention

Call 2

+44 908 890 990

15:15, 12/01/2020

00:00 / 12:09

Email 1

service@eSIM2Go.com

15:15, 12/01/2020

Hi there France,

We received your request to terminate your subscription with eSIM2Go. We will proceed to cancel your subscription on Monday morning as we are not currently in office due to Covid-19 regulations. We will be sure to make contact with you on Monday, 21 January 2020 to finalize the cancellation.

Legal Action Mention

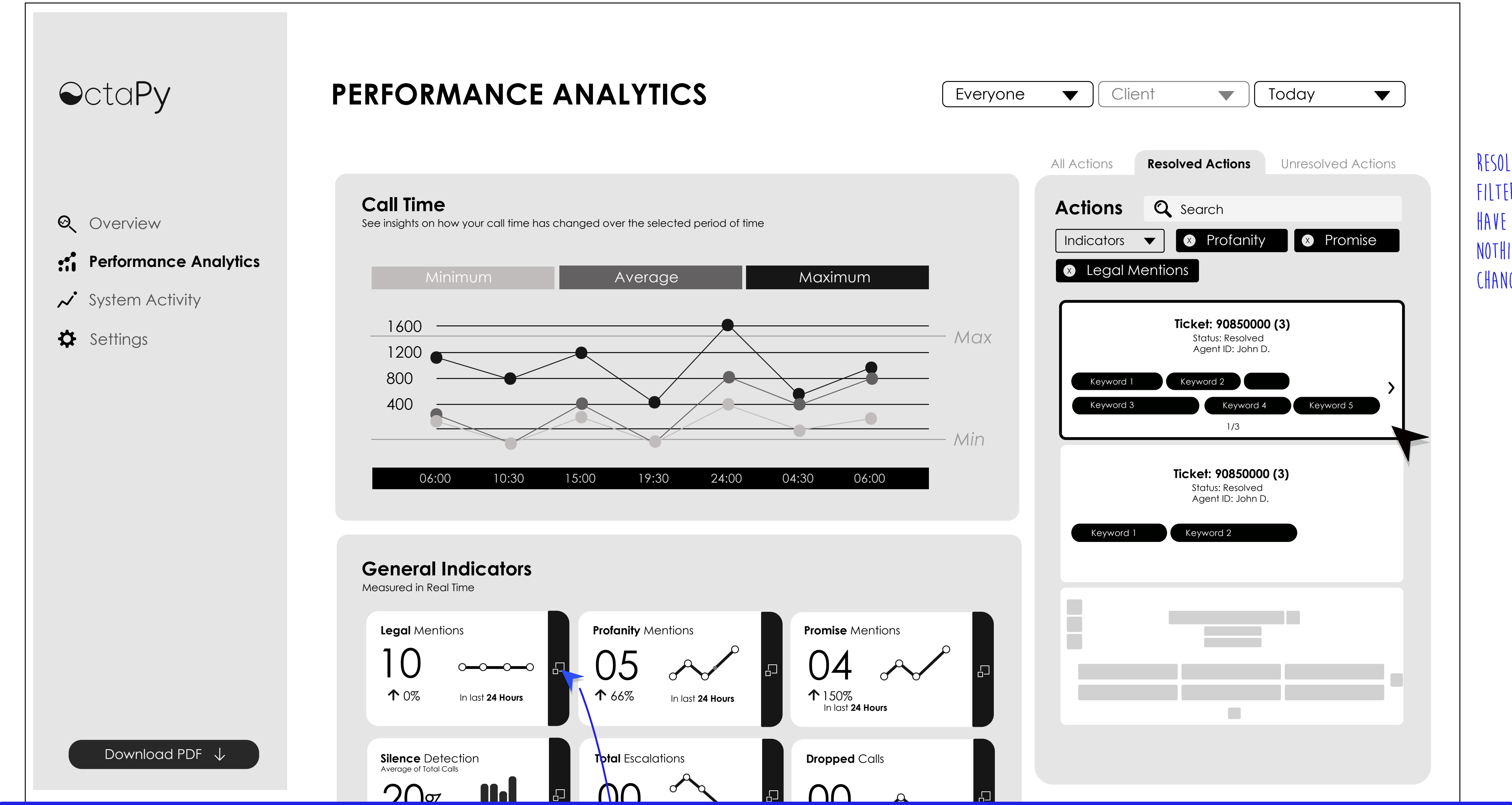
Promise

Product/Service Mention

Go Back

View More

ANAYTICS DASHBOARD (RESOLVED ACTIONS)



RESOLVED ACTIONS SIMPLY
FILTERS THE ACTIONS THAT
HAVE BEEN RESOLVED.
NOTHING IN THE LAYOUT
CHANGES.

ANAYTICS DASHBOARD (ALL ACTIONS)

