

QUESTION: How do I create a group chat?

ANSWER: In case of web application, you can create a group chat by clicking on Start -> Group -> Fill group details and add members to the group.

Whereas in case of mobile application, you can create a group chat from Add button -> New Team -> Add Members to the group.

QUESTION: How many members can I add to the group?

ANSWER: You can add unlimited members to your group chat.

QUESTION: how to delete a Group

ANSWER: As a group admin/ Worktual admin, you can delete the group for all the members. To delete a group chat (left/removed) as an admin, go to Group Chat -> Inner Chat -> Profile Details -> Delete Team. As a member, you can delete the group chat (for self) by leaving the group; then you can delete the chat history. To delete a group chat (left/removed), navigate to that particular Group Chat -> Inner Conversation -> Group profile details -> Delete Team.

QUESTION: how to remove members from the group

ANSWER: As a group admin, you can remove members from the group. To remove a member: In case of web application, go to that particular group chat -> Group profile details -> Hover over the participant -> More options -> Remove. In case of mobile application, click on your desired group chat -> Group profile details -> long press the participant name -> Remove.

QUESTION: Can I make a group call from group chat?

ANSWER: Yes, you can make group audio and video call to all group members from the conversation pane of the group chat. In case of web application, click the group chat from which you need to call -> Click Audio call icon/ Video icon based on your needs. In case of mobile application, select the group chat from which you want to call -> Click Audio call icon/ Video icon based on your needs.

QUESTION: How should I search in my chat conversation pane?

ANSWER: To search in your chat conversation pane, simply use relevant keywords from the conversation. The search results will display with highlighted text for easy identification of relevant content.

QUESTION: How do I save a message in web?

ANSWER: You can save a message by hovering the mouse on the message you want to save and click on the more options and select Save Chat.

QUESTION: How to view the saved chats?

ANSWER: You can view the saved chats from Saved filter (filter will be displayed only when you have saved messages).

QUESTION: What can I do with the saved messages?

ANSWER: You can unsave, reply, and share the saved messages with other users.

QUESTION: Can I save multiple messages at a time?

ANSWER: Yes, you can select the messages you want to save and click on the save icon.

QUESTION: How can I react to the message in Web?

ANSWER: Hover the mouse on the message you want to give like reaction and select Thumbs up

QUESTION: How can I react to the message in Mobile?

ANSWER: Long press on the message and select Like reaction at the top right of the screen

QUESTION: How can I check who liked my message in group chat?

ANSWER: To view details about the Like reaction given to your message in group chat, simply click on the Like icon, and it will display information about users who liked the message.

QUESTION: How can I edit the message sent?

ANSWER: For the web application, hover over the message and select 'Edit.' In the mobile application, long-press the message, choose 'Edit,' make your changes, and then send the edited message.

QUESTION: How can I view the sent message info in the group chat?

ANSWER: Hover the mouse on the sent message, and select Message Info to view the read recipients of your message with time.

QUESTION: Am I able to delete the message sent in group chat after a day?

ANSWER: Yes, you can delete the message sent in the group chat and in individual chat within 2 days. In web: Hover the mouse on the sent message and click on More options -> Delete. In mobile: Long press on the sent message and tap on 'Delete' to delete the message.

QUESTION: How many files can I share at a time?

ANSWER: You can share a maximum of 30 files at a time.

QUESTION: What are the media files allowed to share in Worktual?

ANSWER: You can share images, videos, documents, files, and links.

QUESTION: Am I able to share the images and documents together?

ANSWER: Yes, you can share images and documents together at a time. In the web: In the conversation page, click on the Attach File and select the files and send it. In mobile: In the conversation page, tap on the Add icon and select Camera/Photo & Video Library/Document and select the files to send.

QUESTION: How many chats can be pinned?

ANSWER: You can pin a maximum of 3 chats

QUESTION: What is the order of pinning?

ANSWER: The order of pinning is based on descending priority, meaning the 3rd pin takes precedence over the 2nd pin, and the 2nd pin takes precedence over the 1st pin.

QUESTION: Will I be able to pin more than 3 chats?

ANSWER: No, You can't pin more than 3 chats.

QUESTION: How many chats can I archive?

ANSWER: There is no limitation on the number of chats you can archive.

QUESTION: Do I receive notification from archived chats?

ANSWER: No, only the badge count will be shown in the archived chat list.

QUESTION: Can I delete the archived chat?

ANSWER: You can delete the archived chat from the archived chat list.

QUESTION: How many favourite chats can I have?

ANSWER: There is no limit to the number of favorite chats you can have; feel free to mark as many as you wish.

QUESTION: Where I can find my favourite contacts?

ANSWER: In the web version, you can access all your favorite contacts in the 'Favorite Chat' under the chat menu and in the 'Favorite' filter within the Contacts menu. On mobile, navigate to 'Filters' -> 'Favorites' and find them in the 'Favorites' section within the Contacts menu.

QUESTION: How many tasks can I create?

ANSWER: You don?t have any limitations to create a task

QUESTION: How do I update the status of the task created?

ANSWER: In My Space -> Task -> <Task Name>, click on the Status drop down and update your task; you can update the task status from In progress to On-hold, Review or Completed

QUESTION: Shall I delete the task created?

ANSWER: You can delete the tasks only if you have created it. Deleting a task will remove it for all assignees. In the web version, go to 'Created Task' -> 'More Options' -> 'Delete'. On mobile, select the 'Delete' icon within the 'Created Task' section.

QUESTION: Shall I add more members to the task created?

ANSWER: Yes, you can add more members to the task created. In Web application: Go to My Space -> Task -> Add button (available next to the Assignees) -> Select Assignees and click on Save. In mobile application: Go to My Space -> Task -> Edit -> Assignees -> Add button (available next to the Assignees) -> Select Assignees and click on Save.

QUESTION: Should I able to change the due date of the task created?

ANSWER: Yes, you can change the due date of the task. In Web application: Go to My Space -> Task -> Due Date and click on Save. In case of mobile application: Go to My Space -> Task -> Edit -> Due Date and click on Save.

QUESTION: Do Worktual have the feasibility to add events to the calendar?

ANSWER: You can add events to the calendar such as Google, Outlook and iCloud by navigating to Events -> New Event -> Select Calendar

QUESTION: Am I allowed to delete the event created?

ANSWER: Yes, you have the authority to delete events you've created. Deleting an event will remove it for all respective participants. On the web, go to 'Created Event' -> 'More Options' -> 'Delete.' On mobile, select 'Delete' within the 'Created Event' section.

QUESTION: How can I filter the events?

ANSWER: You can filter the events based on the status such as Yet to start, In progress, and Completed.

QUESTION: What are the ways to create a note?

ANSWER: You can create a note by any of the following two ways: In web application: You can navigate to 'My Space' -> Notes -> New Notes to create note or you can also go to 'Chat' -> Inner Chat -> Right Side Pane -> Notes -> New Notes. In case of mobile application: you can either click on My Space -> Notes -> Add button or you can access Chat -> Inner Chat -> Right Side Pane -> Notes -> New Notes

QUESTION: Am I able to edit or delete the notes?

ANSWER: You can edit any note (i.e., it can be created by you or others), but only the note creator can delete them.

QUESTION: Where can I find the contact details of the user?

ANSWER: You can view the contact details by any of the following two ways: In web application: Navigate to Contacts -> Select Contact -> Profile name -> Contact Details; or you can also move to Chat -> Recent Chat History -> Select Chat -> Contact Name -> Contact Details. In case of mobile application: you can either click on Contacts -> Select Contacts -> Profile name -> Contact Details or you can go to Chat -> Recent Chat History -> Select Chat -> Contact Name -> Contact Details

QUESTION: How do I clear my chat?

ANSWER: You can clear both individual and group chat by selecting the 'Clear Chat' in the right side pane.

QUESTION: Can I mute the notifications of a chat?

ANSWER: You can mute the notifications of the individual and group chat.

QUESTION: What are the time intervals for muting notifications?

ANSWER: You can mute notifications for different durations, including Until 8.00 AM, 1 hour, 12 hours, 1 week, and Always.

QUESTION: Where I can view the unread chats?

ANSWER: You can use the unread chat filter available next to the search bar, to view all your unread messages.

QUESTION: How I can reply to a message?

ANSWER: Simply hover over the message you want to reply to, and click the reply icon to respond to the tagged message.

QUESTION: What does the grey colour dot in the profile indicates?

ANSWER: The grey dot indicates that the user is offline.

QUESTION: How can I find the user is in do not disturb mode?

ANSWER: The profile with 'minus within a red circle' status indicates the user is in the DND mode.

QUESTION: Clock status in the profile indicates for what?

ANSWER: Clock status in the profile indicates that the user is Away. Worktual will automatically set your status from Available to Away in the following cases:

- (a) when you lock your computer or when it enters idle or sleep mode.
- (b) User is not in active in Worktual application

QUESTION: How my profile status will be shown when I am active in the application?

ANSWER: The status will be indicated with green dot in your profile.

QUESTION: Why my colleague's profile status is shown with green hollow rectangle?

ANSWER: The green hollow rectangle indicates that the user is active in the mobile app

QUESTION: In what colour my status will be indicated when I am in a call?

ANSWER: The profile status will be busy (indicated with red dot) when you are active in a call or meeting

QUESTION: Will my presence status gets auto updated?

ANSWER: Yes. Except the Away and DND, other status will be updated automatically

QUESTION: How my status will be shown when I am presenting?

ANSWER: While presenting, your status will be displayed as red box with the share screen symbol

QUESTION: Can I customize the timing for the DND mode?

ANSWER: Yes, you can customize the duration of the DND mode by enabling the DND mode. In Web application: Click on Profile -> Profile Status (Available) and selecting Custom option. In Mobile application: From Profile -> Profile Status (Available) and selecting Custom option.

QUESTION: What is my space?

ANSWER: It is your personal space where you can send a message to yourself and view all tasks, events, notes created and shared with you; also view the files, links, and saved chats shared with you.

QUESTION: Can I send a message to myself?

ANSWER: Yes, you can send a message to yourself from your My Space -> Chat me tab.

QUESTION: Can I download the files shared with me?

ANSWER: Yes, you can download all the files. For web, hover the mouse on the file you want to download and select Download. For mobile, the files will be auto-downloaded.

QUESTION: Reply to my message in my space

ANSWER: You can reply to the messages sent to yourself in My Space -> Chat (me), by hovering the mouse on the message you want to reply and select Reply to send a reply message.

QUESTION: Can I check the delivery status for the message I sent to myself

ANSWER: The delivery status for the message sent to yourself will always be 'delivered and read' status.

QUESTION: Can I make a call to myself from My Space?

ANSWER: No, you can?t make a call to yourself from anywhere.

QUESTION: I want to mark the chat as unread

ANSWER: You can mark the read chat as unread. For web, go to Recent Chat History -> Quick Options -> Mark as unread. For mobile, long-press on the chat you want to mark as unread, and in More options, select Mark as Unread.

QUESTION: I want to make my text bold

ANSWER: In web, use the shortcut key Ctrl + B or select B (Bold) icon in the rich text editor. In mobile, long-press and select the draft message you want to format as bold and tap on the Format icon and select Bold (B).

QUESTION: Can I send emojis in a message

ANSWER: You can send emojis in a message. In web, you can navigate inside a chat conversation -> Text Field -> click on Emoji icon. In mobile, go to Chat -> Inner Conversation -> Message Box -> Keypad -> Emoji.

QUESTION: How to strike my message content

ANSWER: You can send a message with strikethrough using the Strikethrough option. In web application, you can select the text and click 'Strikethrough' icon in the rich text editor. In mobile application, you can long-press and select the draft message, and use the Format icon to select Strikethrough (S).

QUESTION: what are the different formats of text available?

ANSWER: You can format your text with options like **bold**, *italics*, and ~~strikethrough~~ for added emphasis and clarity.

QUESTION: What should I do to make a numbered list?

ANSWER: To create a numbered list, simply use the 'Numbered List' option in the text editor. In the web version, click on 'Numbered List' in the text editor; and on mobile, long-press the draft message and select the Format icon to choose 'Numbered List'.

QUESTION: How can I send a bulleted list?

ANSWER: To include bullets in your list, utilize the 'Bulleted List' option. On the web version, click 'Bulleted List' in the text editor. For mobile, long-press the draft message, and use the Format icon to choose 'Bulleted List'.

QUESTION: What should I do to add quotes to my message?

ANSWER: To add quotes, type the message and select the text you want to be quoted. In web, click on Block Quote or press Ctrl + Shift + 9. In mobile, long-press the draft message and use the Format icon to select Block Quote.

QUESTION: How to send an attachment

ANSWER: You can send attachments like photos, videos, files, and contacts from the Text editor. In web, use Attach File or press Alt + U. In mobile, go to Chat -> Inner Conversation -> Message Box -> Add button.

QUESTION: How to send a voice message

ANSWER: In web, click on the Mic in the text editor and start recording. In mobile, go to Chat -> Inner conversation, click on the Mic in the message box and start recording.

QUESTION: How to unsend a voice message

ANSWER: You can delete the voice message sent to the user by selecting Delete in the more options.

QUESTION: Can I preview the voice message before sending?

ANSWER: Yes, you can preview the voice message before clicking the send button. In web, click on OK to preview the recorded message. In mobile, tap on the Play/Pause button to preview the recorded message.

QUESTION: How to download the voice message

ANSWER: In web, hover the mouse on the voice message received and select Download. In mobile, audio files will be downloaded and stored automatically.

QUESTION: How to cancel the recorded voice message before sending

ANSWER: In the recorded voice message preview, you can click on Cancel before sending it.

QUESTION: Shortcut to record a voice message

ANSWER: In the web app, go to Chat -> Inner Conversation, place the cursor in the textbox and press Alt + A to record your voice message.

QUESTION: Can I create a task, event, or note from the text editor

ANSWER: Yes, you can create tasks, events, and notes from the text editor. In web, go to Chat -> Inner Conversation -> Text Editor and select Task/Event/Note icon based on your needs. In mobile, go to Chat -> Inner Conversation -> Add button and select Task/Event/Note based on your needs.

QUESTION: What is a top bar?

ANSWER: In the top bar, you can see the 'Start' button, My Space, Notifications, and Profile.

QUESTION: Start button is used for?

ANSWER: You can use the Start primary button to start a new chat, create a group, make a call, create an instant meeting, and create task, events, and notes.

QUESTION: Can I make a group call from New button?

ANSWER: Yes, you can make both one-on-one and group calls using the 'Start' button.

QUESTION: How long the notifications will be maintained?

ANSWER: In the notification center, the notification will be maintained for 30 days from the date received.

QUESTION: Can I able to navigate to the message from the notification?

ANSWER: Yes, when you click on the notification, it will direct you to the respective message.

QUESTION: What will happen when I click on the Mark all as read in the notification center?

ANSWER: Your entire unread messages will be marked as read, and the badge count will be removed from the notification center.

QUESTION: What can I do with my profile?

ANSWER: You can view all your personal and company details, profile and product settings, redirection to the Help page and Website, presence status, shared status, and the option to sign out of the application.

QUESTION: What is a shared status?

ANSWER: You can update the shared status manually based on your availability.

QUESTION: What are all the options in shared status?

ANSWER: The shared statuses are In a meeting, Travelling, Sick, On Vacation, and Working Remotely.

QUESTION: What are the options I can edit in my profile?

ANSWER: You can edit the fields to which the admin has given edit access.

QUESTION: Why I can?t edit my DID number?

ANSWER: Only admin can change your DID number.

QUESTION: Can I edit my extension?

ANSWER: No, only admin can edit your extension.

QUESTION: Can I change my mobile number?

ANSWER: Yes, you can change your mobile number through Profile -> Edit -> Mobile Number.

QUESTION: As an admin, I'm unable to give edit access to user for changing their email address

ANSWER: As an admin, you can change the email address of the user. But you can't give edit access to the users to change their email address.

QUESTION: Am I able to change my employee ID

ANSWER: No, you can't edit your unique employee ID.

QUESTION: Can I change the profile picture?

ANSWER: Yes, you can change your profile picture if admin allows.

QUESTION: What are the supported formats for uploading a profile picture?

ANSWER: The supported image formats are JPG, JPEG, and PNG.

QUESTION: Can I change my native language?

ANSWER: Yes, you can change your native language from default English.

QUESTION: I want to change my password

ANSWER: You can change your password through Profile -> Settings -> Password -> Enter old password -> Change Password -> New Password -> Confirm New Password.

QUESTION: How should I configure the mic and speaker settings?

ANSWER: You can configure the mic and speaker volume settings through Profile -> Settings -> Microphone /Speaker.

QUESTION: Where can I find my emergency address?

ANSWER: Go to Profile -> Settings -> My Profile -> Emergency address.

QUESTION: How can I go to Worktual website from the web application?

ANSWER: Go to Profile -> About to visit the Worktual website.

QUESTION: How to log out from the application?

ANSWER: You can click on Profile icon, then click 'Sign out' to log you out of Worktual.

QUESTION: I can't remember my password

ANSWER: In the login screen, click on 'Forgot Password' and confirm your email address; Click on 'Send Password Recovery Link' button to get an email for password reset. Once received, you can reset the password.

QUESTION: What should I do to avoid giving credentials every time while logging in?

ANSWER: While logging into the application, you can select the Keep me logged in option to auto-fill the credentials every time you log in.

QUESTION: Can I make a call outside of the organization without DID number?

ANSWER: No, you can't make a call outside the organization without DID numbers.

QUESTION: Am I allowed to make external calls?

ANSWER: Yes, you can make external calls with your DID number.

QUESTION: I can't find my DID number!

ANSWER: You can find the DID number in My Profile details and Caller ID selection in the dialpad. In Android application: You can find your DID number by the following 2 ways:

Tap 'Profile' icon displayed at the top right corner of the application to find your Direct number (DID number)

or navigate to Calls menu and tap 'New Call' icon to open the dialpad, where you can find your direct number in the 'From' dropdown (Caller ID).

In iOS application: you can either Tap 'Me' (Profile) menu, where you can find your DID number in 'My number' field

Or

Navigate to Calls menu and Tap 'Dial pad' icon, where you can find your direct number in the 'From' dropdown.

QUESTION: Is all my calls are encrypted?

ANSWER: Yes, all your calls are encrypted with end-to-end encryption.

QUESTION: What is my calling minutes?

ANSWER: How does the Assign Emails function?

QUESTION: Can I change my caller ID before dialing?

ANSWER: Yes, you can change the caller ID from extension to DID . Extension will be selected as default. In android application:

Navigate to Calls menu, tap ?New Call? icon to open the dialpad and tap ?From? dropdown (Caller ID), and select extension or DID to change your caller ID.

In iOS application: Navigate to Calls menu, tap ?Dial pad? icon and tap ?From? drop down to select the caller ID from which the call is to be triggered

QUESTION: Can I add more than 3 participants in the conference call?

ANSWER: You can add up to 100 participants to the group call.

QUESTION: I can't flip my call from mobile app to web app

ANSWER: You should be logged in to your mobile application to flip your call from web.

When you are in an active call via mobile application, you can tap on 'Flip' option in the call control which will display a 'Flip' button in the web application -> Calls module -> Recent call list -> Ongoing call,

Click 'Flip' button displayed in web application to switch the call from mobile application to web

Once the call is flipped, the call will be disconnected from mobile application

QUESTION: How many times can I flip the call?

ANSWER: You can flip the call seamlessly to your logged-in devices without any limitations.

QUESTION: What will happen in web app, when I flip the call from web to mobile?

ANSWER: Once the call is flipped, the call will be disconnected in the web app.

QUESTION: Two ways of transferring call

ANSWER: You can transfer your Worktual calls either by Direct transfer method or Attend call transfer method.

QUESTION: What is direct call transfer?

ANSWER: With direct call transfer, you can transfer the active call to a selected user directly. Once it is transferred, the call will be disconnected to the user who initiated call transfer.

QUESTION: What is attend call transfer?

ANSWER: Attend call transfer allows you to transfer an active call to another user after informing them about the call. The other user in the active call will be placed on hold during the transfer. After the transfer is completed, the call will be disconnected for the initiator of the call transfer.

QUESTION: How can I access the call park feature?

ANSWER: Use call park to park the call at one location or device. And continue the call from any other device or location with the park code.

QUESTION: What is a park code?

ANSWER: A park code is a unique ID generated when the user parks the call.

QUESTION: how to do manual call recording

ANSWER: Web: Click on the record button in the active call; An IVR will be played to other users in the call. Android and iOS: Tap on the ?Record? option in the active call control to initiate call recording. Once the recording starts, IVR will be played to other users in the call

QUESTION: Where my call recordings are stored?

ANSWER: All your call recordings are stored in the Cloud.

QUESTION: Switch from audio call to video call? And vice versa

ANSWER: You can switch from audio call to video meeting and not video call. But you can't switch from video meeting to audio call

QUESTION: What should I do to switch the call to video meeting?

ANSWER: Click on the Video button in the active call to start the video meeting Android:

Tap ?Meet? option in the active call control

Other user in the call will receive the ringing notification to join the video meeting

iOS

In an active call, tap ?Video? option in the call control to switch the call to video recording

Other users in the call will receive the ringing notification to join the video meeting

QUESTION: How the user will be indicated when they receive audio call to video meet request?

ANSWER: User will receive a ringing notification when they have been requested to switch the audio call to video meet.

QUESTION: What is call transcription?

ANSWER: Call transcription displays all your conversation speech into text.

QUESTION: Need to change my transcription language in the active call

ANSWER: You can change the transcription language from English (default) to the available languages.

QUESTION: Can I change the transcription to multiple languages?

ANSWER: Yes, you can change to different transcription language. Transcription will be displayed based on the language selected.

QUESTION: how to Attach file in the automated minutes

ANSWER: You can attach files in the summary generated and can be shared with others.

QUESTION: When will I receive voicemail?

ANSWER: You will receive the voicemail for your unanswered calls.

QUESTION: how to Send Voicemail

ANSWER: You can send voicemail to the unattended call; Record your message and send as a voicemail to the unattended calls. Once the ringing ends, IVR prompt will be played asking you to record a message for sending as voicemail. Once you record the message, you need to provide the DTMF input to send the voicemail

QUESTION: how to Read voicemail transcript

ANSWER: You can view the transcript for the voicemail received Web ? Login to Worktual application ? Navigate to Calls Module -> Voicemail tab ?

Click the required voicemail from the left tab ? You can view the voicemail transcript in the right side panel

QUESTION: How to download the active call transcript

ANSWER: You can enable the auto-download option in the active call, and the transcript file will be saved automatically once the call ends.

QUESTION: I need to share my voicemail along with transcript. What should I do?

ANSWER: You can share the voicemail and its transcription from the voicemail details page. ? Login to Worktual application ? Navigate to Calls Module -> Voicemail tab ? Click the required voicemail from the left tab ? You can play the audio in the main panel and view the voicemail transcript in the right side panel ? Click on More Options and Click ?Share? ? You can share the voicemail and its transcript either to a Worktual contact or to an external contact ? Click Share

QUESTION: Can't access call transcription

ANSWER: Request your admin to access the call transcription.

QUESTION: What can I do with voicemail?

ANSWER: You can share, delete and download the voicemail and its transcripts.

QUESTION: Where can I find my call recordings?

ANSWER: In the calls menu, click on the Recorded tab to view all your call recordings. Android and iOS: Login to Worktual Mobile application. Navigate to Calls menu and Tap on ?Recording? tab to view the call recordings.

QUESTION: i Can?t record my calls

ANSWER: Request your admin to give permission for call recording.

QUESTION: what is the Quality of my call

ANSWER: All Worktual provides high-density (HD) quality calls.

QUESTION: How can I make a group call?

ANSWER: Web: Login to Worktual web application and Click on New button -> New Call and select the participants you want to make a group call and click on the start button.

Android: You can trigger a group call either directly from the group or by selecting multiple contacts

Login to Worktual Mobile application

Navigate to Calls menu and tap on ?New Call? icon

Navigate to Contacts tab

Select the contacts to which the call should be triggered

Tap ?Call? displayed at the top right of the screen

iOS: You can trigger a group call directly from the group or by selecting multiple contacts in Calls menu

Navigate to Calls menu

Tap on Call icon displayed at the top right corner of the screen

Select the contacts to which you want to make a group call

Tap Call option displayed at the top right corner of the screen to initiate the call

QUESTION: How many participants can be added to the active group call?

ANSWER: You can have up to 100 active participants in the group call.

QUESTION: Can't merge one group call with other merge call

ANSWER: Group calls can be merged only if the total participants count is 100 neglecting the duplicates.

QUESTION: how to Switch group call to video meeting

ANSWER: You can switch the group call to video meeting, by clicking on the Video button. Android: During an active call, you can tap ?Meet? option in the active call control to switch the call to video meeting iOS: In an active call, tap ?Video? option in the active call control to switch the call to video meeting

QUESTION: how to Decline with message

ANSWER: You can decline both one-on-one call and group call with the message.

QUESTION: How can I filter my calls in the recent call history?

ANSWER: You can filter the calls by incoming, outgoing, missed, and group calls. Android: ? Navigate to Call menu ? Below the Calls tab, you can find the following call log filters: All, Direct, Teams, Missed ? Tap on the required filter iOS: ? Navigate to Call menu ? In Calls tab, tap Filter icon in the Search bar ? You can choose any of the following options to filter the call: All, Missed Call, Group Call

QUESTION: How to send a message from calls menu?

ANSWER: Using the quick options in the recent call history, you can send a message to the users. Android: ? Navigate to Call Menu ? Tap on the call log to whom you want to send message ? You can view the profile of that contact. Tap on Chat icon and send message iOS: You can?t send a message from Call menu

QUESTION: how to Clear call Log

ANSWER: You can clear logs of a particular user and the recent call logs as well Android: ? Navigate to Calls menu ? In the Calls tab, long press the call log(s) which is to be deleted ? Tap ?Delete? icon displayed on the top right corner of the screen iOS ? Navigate to Calls menu ? In the calls tab, swipe left the call log which you want to delete ? Tap Delete option To clear multiple call logs instantly ? Navigate to Calls menu -> Calls tab ? Tap Edit option provided at top left of the screen ? All the call logs will be selected ? Tap Clear option provided at top left of the screen ? Tap ?Clear Call History? to clear the entire call logs

QUESTION: how to view the Transcription for call recording

ANSWER: You can view the transcription for all the call recordings in the Recorded tab. ? Navigate to Calls menu -> Recorded Tab ? You can play the recording audio in the main panel ? Click on the ?Transcript? icon to view its transcript in the right panel

QUESTION: Do I need a license to access group call feature?

ANSWER: No, You don't need a license to access group call feature internally. But you need a Pro license to call an external user (PSTN number).

QUESTION: Where I can view the new employees of the organization?

ANSWER: You can view the new employees of the organization in the Worktual web application -> Contacts menu -> New Members

QUESTION: Will I be able to view the groups I am associated with?

ANSWER: Navigate to Contacts menu -> Teams to view all the teams you belong too.

QUESTION: What should I do to filter the contacts?

ANSWER: You can filter the contacts based on Groups, Favourites, Imported, Synced and External contacts.

QUESTION: What are synced contacts?

ANSWER: The contacts synced with your email can be viewed from Worktual under Synced contacts.

QUESTION: What are imported contacts?

ANSWER: You can import bulk contacts as a CSV file and can view from Worktual. If you are a pro license user, you can make call to external contacts.

QUESTION: Can I create a new contact in Worktual?

ANSWER: Yes, you can create an external contact in Worktual by Worktual web application -> Contacts menu -> Create Contacts -> Contact Details
-> Contact Added. You can't create a contact via Worktual mobile application

QUESTION: What will happen when I receive an audio call while in an active meeting?

ANSWER: You can connect to the audio call but the meeting audio will be muted and disabled. You can use the meeting audio only after the audio call ends.

QUESTION: Can I merge the active call with the hold call?

ANSWER: Yes, you can merge the active call with the call on hold by ?Merge? option in the active call control

QUESTION: How many call lines can be maintained in Worktual?

ANSWER: In Worktual, you can maintain two separate lines (hold call and active call) to avoid call crash.

QUESTION: What will happen when I dial to external user as a standard license user?

ANSWER: The call will be ended without ringing

QUESTION: Can I flip the meetings across devices?

ANSWER: Yes, you can flip the meetings to your logged in devices. i.e. When you flip the meeting from Web app to mobile app, the meeting will be disconnected in the Web and continues in the mobile app

QUESTION: Can I flip the meetings across devices multiple times?

ANSWER: Yes, you can flip the meeting multiple times from one logged in device to other logged in devices.

QUESTION: What will happen when I initiate the call flip and do not perform any actions?

ANSWER: When you initiate a call flip, the call will go on hold automatically. To avoid holding the call you should click on the Flip option once again to continue the call in the same device.

QUESTION: Why am I getting this error ?Unable to flip. Please login to other devices??

ANSWER: You should login to more than 1 device to flip the call or meeting

QUESTION: When I initiate a call flip, why the call goes on hold?

ANSWER: Call flipping will put the call on hold, so that the other user can be acknowledged that user is flipping the call or unable to speak for a moment.

QUESTION: What will happen when I initiate the meeting flip and do not perform any actions?

ANSWER: When you are active in a meeting via web, you can flip the meeting to mobile app without performing any actions in Web; Select the Flip option available against the active meeting title in the upcoming meeting list

QUESTION: how to view Upcoming meeting list in meetings

ANSWER: You can view all your future meetings in the upcoming meeting list with the status of the meeting.

QUESTION: how to view Previous meeting list

ANSWER: You can view all the completed, missed, and canceled (old) meetings in the previous meeting list.

QUESTION: Where can I find my recurrence meetings?

ANSWER: You can view all occurrences of the recurring meetings in the Meeting -> Recurrence tab.

QUESTION: Where can I view the meeting summary and transcription?

ANSWER: In the previous meeting tab, select the meeting you want to view the summary and transcription; View the meeting's overall summary, participant summary, and transcription in the meeting detail page.

QUESTION: Can I download the transcription for the completed meeting?

ANSWER: Yes, you can download the transcription from Meetings -> Meeting detail page -> Transcription -> Download.

QUESTION: Can I view the meeting summary for the unattended meetings?

ANSWER: Yes, if you are invited for the scheduled meeting from Meetings -> Meeting details page -> Summary (Overall and participants).

QUESTION: Am I able to view the meeting transcription for the unattended meetings?

ANSWER: Yes, if you are invited for the scheduled meeting from Meetings -> Meeting details page -> Summary (Overall and participants).

QUESTION: Can I view the meeting highlights for the missed meetings?

ANSWER: Yes, if you are invited for the scheduled meeting.

QUESTION: Do instant meetings generate a summary?

ANSWER: Yes, if the meeting duration is more than 5 minutes, you can view the summary for the instant meeting.

QUESTION: I don't have a summary for the scheduled meeting. Why?

ANSWER: Your meeting duration should be at least 5 minutes to generate the summary.

QUESTION: What are meeting highlights?

ANSWER: Meeting highlights are the important points/sentences discussed in the meeting.

QUESTION: What are the types of highlights we have in Worktual?

ANSWER: We have manual highlights and automatic highlights for the meeting.

QUESTION: How can I make manual highlights?

ANSWER: In the active meeting, you can select any text and click on the Highlight option to list the manual highlights in the active meeting.

QUESTION: What is automatic highlight?

ANSWER: System will generate the highlights automatically based on the discussion made in the active meeting.

QUESTION: Am I able to view the participants' names for the completed meetings?

ANSWER: In Web: Yes, you can view the participants of the meeting from Meetings -> Meeting detail page -> participants (right side of the screen). In

mobile: Meetings -> Meeting detail page -> Participants to view the participants list.

QUESTION: Does Worktual show the total participants count for the completed meetings?

ANSWER: Yes. In the meeting detail page, you can view the total number of meeting participants on the right side of the screen.

QUESTION: How can I view the settings configured while scheduling?

ANSWER: In web: You can view all the setting configured while scheduling in the Upcoming meetings -> Scheduled Meeting -> Meeting Details. In mobile: You can view all the settings configured while scheduling in the Upcoming meetings -> Scheduled Meeting -> Meeting Details -> Permissions.

QUESTION: Can I reschedule the canceled meeting?

ANSWER: In web: Yes. You can reschedule the meeting, through Upcoming Meeting/Previous Meetings -> Canceled Meeting -> Meeting Detail Page -> Reschedule. In Mobile: You can view all the setting configured while scheduling in the Upcoming meetings -> Scheduled Meeting -> Meeting Details -> Reschedule.

QUESTION: I want to delete the meeting scheduled. What should I do?

ANSWER: You can delete only the missed, canceled, and completed meeting.

QUESTION: I can?t delete the upcoming meeting!

ANSWER: You can delete only the completed meetings and previous meetings

QUESTION: How can I delete a meeting?

ANSWER: In web: Meetings -> Previous meetings -> Meeting Detail page -> Delete. In Mobile: Meetings -> Previous meetings -> Meeting Detail page -> Delete.

QUESTION: I want to delete the upcoming meeting. What should I do?

ANSWER: To delete the upcoming meeting, you should cancel the scheduled meeting, and then the application will allow you to delete the meeting.

QUESTION: Can I remove the participant invited while scheduling?

ANSWER: Yes, you can remove the participant invited to the meeting (which has not started yet).

QUESTION: What will happen when I remove the invited participant?

ANSWER: The invited participant will receive an email that the meeting has been canceled; Also, the meeting status for the removed participant will be changed to Canceled.

QUESTION: What should I do to add an alternate host to the meeting?

ANSWER: While scheduling the meeting, you can add only one alternate host to the meeting.

QUESTION: How can I create a template for the meeting?

ANSWER: While scheduling the meeting, you can select 'Save this as a template' to create a template.

QUESTION: How does a recurring meeting work?

ANSWER: You can schedule a recurring meeting on a daily, weekly, and monthly basis.

QUESTION: How daily recurrence meeting works?

ANSWER: You can schedule a daily recurrence meeting, based on the end date or number of occurrences. You can also set the time interval for repeating the recurrence of the meeting.

QUESTION: How does a weekly recurrence meeting work?

ANSWER: For weekly meeting recurrence, you should do the following: 1. Select the time interval (weekly) for the meeting to be repeated 2. Select the days of the week to be repeated 3. Select the recurrences of the meeting based on the end date or the number of occurrences.

QUESTION: How does a monthly recurrence meeting work?

ANSWER: For monthly meeting recurrence, you should do the following: 1. Select the time interval (monthly) for the meeting to be repeated 2. Select the time interval (with respect to days) of the month to be repeated 3. Select the phase of the week to be repeated (i.e. first/second/..) 4. Select the day of the week to be repeated 5. Select the recurrences of the meeting based on the end date or the number of occurrences.

QUESTION: Where can I view the meeting templates?

ANSWER: While scheduling the meeting, you can view the Saved Templates tab before the schedule meeting tab.

QUESTION: What is a PMI?

ANSWER: Personal meeting ID (PMI) is a unique ID available for every user to schedule their meeting.

QUESTION: Am I allowed to use random meeting ID for instant meetings?

ANSWER: By default, all your instant meetings are created with random meeting IDs.

QUESTION: How to record a meeting?

ANSWER: You can record both instant and scheduled meetings using the record button in the active meeting.

QUESTION: How should I record the meeting to my local storage?

ANSWER: While scheduling the meeting, you can select the storage for meeting recording.

QUESTION: How can I select the storage for an instant meeting?

ANSWER: For instant meeting, when you click on the Record button, it will ask for the storage option ? Cloud/Local.

QUESTION: Is transcription available for recorded meetings?

ANSWER: Yes, you can view, download, and share the transcription for the recorded meetings.

QUESTION: Am I allowed to share the recorded meeting with transcription?

ANSWER: Yes, you can share the recorded meeting video link with the transcription as a .srt file.

QUESTION: How to change the translation language for closed captions in the active meeting?

ANSWER: Click on the closed caption button and select the language you want to translate.

QUESTION: Where can I view the meeting details in the active meeting screen?

ANSWER: Click on the <meeting title> at the top bottom of the active meeting screen to view the meeting details.

QUESTION: Where can I find the meeting link?

ANSWER: Click on the <meeting title> at the top bottom of the active meeting screen ->Meeting details -> Copy Link.

QUESTION: What will happen when I copy the meeting invitation?

ANSWER: Meeting invitation includes the meeting title, description, meeting link, meeting ID, and password (if available). You can share this invitation with anyone to join the meeting.

QUESTION: How to change the meeting title from the active meeting?

ANSWER: Click on the <meeting title> at the top bottom of the active meeting screen -> Meeting details -> Edit the meeting title.

QUESTION: What will happen when I share the link after editing the meeting title?

ANSWER: Meeting link will be shared with the updated meeting title.

QUESTION: How to change my CC background?

ANSWER: You can change the CC background by clicking on More options in the closed caption and select ?Use light background?.

QUESTION: Can I change my CC font size?

ANSWER: Yes, you can change the CC font size by clicking on More options in the closed caption and change the font size to small/large.

QUESTION: What is a closed caption?

ANSWER: Closed captions are the textual form of meeting conversations (speech), i.e., participants' speech to text.

QUESTION: What does transcript mean?

ANSWER: Transcript is the history of conversations done in the meeting.

QUESTION: Difference between CC and transcript?

ANSWER: Closed captions and transcripts are similar to each other. Transcripts maintain the history of all the meeting conversations, but CC will be visible only for a short time.

QUESTION: Can I use both transcription and CC at a time?

ANSWER: Yes, you can view transcription and CC simultaneously.

QUESTION: How to create a task from the transcript?

ANSWER: In the active meeting, select any word/sentence and click on Add Task; Enter assignee names, due date, and description to create your task.

QUESTION: Can I select the participant name and add a task to them from the transcript?

ANSWER: No, you can select any word/sentence used in the meeting to create a task from the transcript.

QUESTION: If I change the CC language, does it reflect in the transcript?

ANSWER: Yes, CC and transcript are similar to each other.

QUESTION: Can I view transcripts without enabling CC?

ANSWER: Yes, you can view the transcripts of the active meeting without turning on the closed captions.

QUESTION: How to download the transcript from the active meeting?

ANSWER: You can download the transcript from the meeting detail page for the completed meeting.

QUESTION: If I change the CC language to French, does it reflect in transcription?

ANSWER: Yes. Once the CC language changes, transcription will also be displayed in the selected language.

QUESTION: Changing the CC language from English to German will change the full transcript to German?

ANSWER: No, the transcript will be displayed in German only from the time when it is set to German. i.e. Before changing CC language - Transcript (English) After Changing CC language ? Only the upcoming transcripts will be displayed in German.

QUESTION: Why am I getting this error ?No Camera Found??

ANSWER: If your device has not connected to a camera or if your camera doesn?t work, then you will get this error message.

QUESTION: Why am I getting this error ?Unable to access microphone??

ANSWER: If your device has not connected to any audio devices or if your microphone doesn't work, then you will get this error message.

QUESTION: How should I react in the meeting?

ANSWER: You can react with the available emojis in the active meeting.

QUESTION: As a meeting host, how should I control the active meeting messages?

ANSWER: You can use the message settings such as No one, Host Only, Everyone, and Anyone available in the Message tab.

QUESTION: Why can't I send a message in the meeting as a participant?

ANSWER: You can't send a message as a participant if the host enables the No one / Host Only message setting.

QUESTION: Will I receive email for the rescheduled meeting?

ANSWER: Yes, you?ll receive the email notification for the rescheduled meeting.

QUESTION: What will happen when I click on the Forgot password link?

ANSWER: An email will be triggered with the link to reset your password.

QUESTION: How to notify the invited participant when I canceled the meeting?

ANSWER: If you cancel the meeting, an email will be triggered acknowledging the invited participant that the meeting has been canceled. And the meeting status will be changed to ?Cancelled?.

QUESTION: Does Worktual trigger an email for the missed meeting?

ANSWER: No. Worktual will send an email to the invited participants regarding the scheduled meeting.

QUESTION: How should I activate my account?

ANSWER: You can activate the Worktual account with the onboarding email sent to your email address.

QUESTION: Where can I view the total participant count in the active meeting?

ANSWER: You can the total participants count in the top right corner of the Participant icon (located at the right bottom of the active meeting screen).

QUESTION: As a host what are the options available for me in the participants tab?

ANSWER: More options in participant name, Invite button, Mute All, and bulk actions such as Move to Waiting Room, Lower Hand, Remove from meeting, Enable Recording; Report and Lock Meeting.

QUESTION: Can I rename the other participant's name?

ANSWER: As a host, you can rename the meeting participants' name.

QUESTION: What are the options available next to my name in the meeting participant list?

ANSWER: 1. As a host, Video ON/Off, Add Pin, Rename, and Raise Hand 2. As a participant, Video ON/OFF, Add Pin, and Raise Hand.

QUESTION: As a host what are the options available for me in the participant's name?

ANSWER: As a host, you can have the following options in the participant's name: Video On/Off, Add pin, Message, Allow recording, Move to waiting room, Remove from meeting, and Report.

QUESTION: As a participant, what are all the options I can have in the host name?

ANSWER: As a participant, you can have only the Add pin option.

QUESTION: Can I change the default policy configured?

ANSWER: Yes. As an owner/sub owner/admin, you can change the configuration of the default policy.

QUESTION: How to create a custom policy?

ANSWER: In the global my account, go to Security -> New Policy and enter the policy name and description.

QUESTION: Why should I create a custom policy?

ANSWER: You can create a custom policy to provide different levels of security to different roles.

QUESTION: If I create a custom policy for a specific role, what will happen?

ANSWER: The custom policy settings will be maintained for the specified role. Default policy for remaining roles.

QUESTION: How to assign a custom policy to multiple roles?

ANSWER: You can assign a custom policy to multiple roles from Global My Account -> Security -> Policy List.

QUESTION: What is a session in the application?

ANSWER: Whenever a user logs into Worktual, a session is created.

QUESTION: How are sessions managed in Worktual?

ANSWER: You can manage the user's active, inactive, and parallel sessions.

QUESTION: What is an active session?

ANSWER: Active sessions are the sessions the user stays active in the application.

QUESTION: How do active sessions expire?

ANSWER: The active session starts when the user logs in, and if the admin sets the active session expiry time as 30 days, the application will log out the user after 30 days from the first login date.

QUESTION: What is an inactive session?

ANSWER: Inactive sessions are sessions when the user logs in but does not perform any actions in the Worktual app.

QUESTION: How are inactive sessions managed?

ANSWER: When the user is inactive beyond the expiry time set by the admin, the application will log them out and ask them to log in again.

QUESTION: What is a parallel session?

ANSWER: Parallel sessions are multiple sessions that users can have simultaneously.

QUESTION: How are parallel sessions managed?

ANSWER: Parallel sessions are managed based on the session count allowed by the admin.

QUESTION: What are the options available for MFA?

ANSWER: The available MFAs are Face biometrics, Voice biometrics, SMS OTP, and Authenticator App.

QUESTION: Why should I use MFA?

ANSWER: MFA helps provide additional security to the application login.

QUESTION: If I enable MFA, what will happen?

ANSWER: If MFA is enabled, the user should enter their email address and password, and then verify their identity with the configured MFA to log in.

QUESTION: What is the need for having MFA expiry period?

ANSWER: Users need to reconfigure or reset the MFA setup after the specified period set by the admin for security reasons.

QUESTION: Why are recovery backup codes used?

ANSWER: Users can use backup codes to verify their identity if they have trouble logging in with MFA.

QUESTION: How do I get the backup codes?

ANSWER: Backup codes can be downloaded or copied when configuring MFA for the first time, or generated from Profile -> Security -> MFA Recovery Options.

QUESTION: Why can't I use the backup codes to log in?

ANSWER: Backup codes can only be used once.

QUESTION: Why can't I close the backup recovery code screen?

ANSWER: To close the screen, you should copy or download the backup codes.

QUESTION: How to configure all the settings of the policy created?

ANSWER: Switch to all the tabs such as password, session, authentication, and restriction, and assigned roles in the policy created and click on the Save button to configure and save all your policy settings.

QUESTION: How to delete the custom policy created?

ANSWER: You can delete the custom policy from Global My Account -> Security -> Policy List -> Policy Name -> More Options -> Delete.

QUESTION: What will happen when I delete the custom policy?

ANSWER: If you delete the custom policy assigned for roles, the security settings for those roles will revert to the default security settings.

QUESTION: As an admin, should I give access to all MFA methods?

ANSWER: Yes, you can give access to all MFA methods for organizational users if needed.

QUESTION: Why don't I view the backup recovery codes?

ANSWER: You should enable at least one MFA method to access backup recovery codes.

QUESTION: How to control the user-editable fields?

ANSWER: As an admin/owner/sub-owner, you can control the user profile editable fields from Security -> Authentication and Restriction -> User Editable Fields.

QUESTION: How to provide security for the application with IP address?

ANSWER: In the global my account, you can set IP range to access your application through Security -> Authentication and Restriction -> Set IP Restriction.

QUESTION: Am I allowed to change the password level from high to low?

ANSWER: Yes, you can change the password level from high to low and vice versa.

QUESTION: Why am I getting this error 'Your password has expired and needs to be changed based on the admin settings'?

ANSWER: If the admin set the expiration period for your password, you will receive this error.

QUESTION: Your password has expired and needs to be changed based on the admin settings' - What should I do? Reset password or change password?

ANSWER: Change the password when you get this error based on the guidelines defined by the admin.

QUESTION: Why should I use face biometrics?

ANSWER: You can use face biometrics to verify your identity while logging into the application without any keying

QUESTION: How to enroll my face in MFA?

ANSWER: Go to Profile -> Security -> MFA -> Face Biometrics, focus your face inside the frame and click on Enroll button to enroll your face.

QUESTION: How to enroll my voice biometrics?

ANSWER: Go to Profile -> Security -> MFA -> Voice Biometrics, start reading the content displayed on the screen or speak on your own to enroll your voice.

QUESTION: I want to delete my face biometric. What should I do?

ANSWER: In the profile, you can remove the face biometric enabled; go to Profile -> Security -> Face Biometric (Enabled) -> Remove.

QUESTION: I want to delete my enrolled voice. What should I do?

ANSWER: In the profile, you can remove the voice biometric enabled; go to Profile -> Security -> Voice Biometric (Enabled) -> Remove.

QUESTION: How should I update my voice biometric?

ANSWER: In the profile, you can update your voice biometric; go to Profile -> Security -> Voice Biometric (Enabled) -> Update -> Enroll Voice. Note: This will delete the existing voice enrollment and create a new voice sample.

QUESTION: How should I update my face biometric?

ANSWER: In the profile, you can update your face biometric; go to Profile -> Security -> Face Biometric (Enabled) -> Update -> Enroll Face. Note: This will delete the existing face enrollment and create a new face

QUESTION: How many devices can I purchase at a time?

ANSWER: You can purchase multiple devices at a time without any limitations based on the brand and stock available.

QUESTION: How to assign a device to the user?

ANSWER: In the global my account, navigate to Device Management -> Purchased Device and select the device you want to assign to the user; Click on the Setup option -> Enter the device details and Assign user.

QUESTION: What is the need for emergency address?

ANSWER: You should enter the emergency address for every device you purchase. Based on the emergency address, emergency service providers will locate you in case of emergency.

QUESTION: Am I able to edit the emergency address of the device purchased?

ANSWER: Yes, you can change the emergency address of the device when you change the physical location of the device.

QUESTION: I need to change the payment card for purchasing the device. What should I do?

ANSWER: After selecting the device brand and its count, the application will navigate the user to the payment page. From there, you can change the card from which the payment will be processed.

QUESTION: Can I reassign the device between users?

ANSWER: Yes, you can reassign the device between the users.

QUESTION: What is the maximum 1:1 meeting duration?

ANSWER: It's nothing but the maximum duration allowed per Worktial one-on-one meeting.

QUESTION: How do I sync the meeting to calendar while scheduling a meeting?

ANSWER: You can add your meeting to your preferred choice of calendar - Google or Outlook calendar, or download the .ics file for the scheduled meeting.

QUESTION: What is active speaker layout?

ANSWER: This meeting layout allows you to see only the active speaker who is speaking in the meeting.

QUESTION: Should I change my password and meeting ID every time in recurrence meeting?

ANSWER: Your meeting ID and password remains the same. You need not enter the meeting ID and password every time you join the meeting.

QUESTION: What is the use of waiting room?

ANSWER: Only participants admitted by the host can only join the meeting. Host can manage the entry of participants.

QUESTION: What is the function of MOM (minutes of meeting)?

ANSWER: MOM provides you an overall summary of the discussion done in the live meeting.

QUESTION: Can I lock an active meeting?

ANSWER: Yes, locking an active Worktual meeting prevents entry of new participants into the meeting, even if they have been invited to the meeting.

In web: Active meeting -> Participants tab -> More options -> Lock Meeting In mobile: Active meeting -> More Options -> Settings -> Lock Meeting

QUESTION: What is the use of Meeting Highlights?

ANSWER: It will display the automated highlights of key points discussed in the meeting.

QUESTION: How do I join the meeting?

ANSWER: In web: You can join a meeting by clicking the meeting link or going to Worktual web application, click Join icon and entering meeting ID In

mobile: You can join a meeting by clicking the meeting link or going to Worktual mobile application, click Join icon and entering meeting ID

QUESTION: Can I share the whiteboard to external users?

ANSWER: Yes, you can share the whiteboard to external users either by copy the link option or whiteboard share option also.

QUESTION: What are the available integrations?

ANSWER: Worktual offers integrations with third-party service providers to simplify workflows and increase collaboration and productivity. Some integrations are available as extensions and plugins. We have integrations with Google chrome extension, Microsoft outlook, Google Workspace

QUESTION: How can I get Worktual for Google Chrome extension?

ANSWER: You can get Worktual for Google Chrome extension from Google Web Store or Worktual marketplace.

QUESTION: How can I get Worktual for Microsoft Outlook add-in?

ANSWER: You can get Worktual for Microsoft Outlook add-in from Microsoft Appsource or Worktual marketplace.

QUESTION: How can I get Worktual for Google Workspace?

ANSWER: You can get Worktual for Google Workspace from Google Workspace marketplace or Worktual marketplace.

QUESTION: After adding the Worktual Google Chrome extension, where can I find it?

ANSWER: You can find the added Worktual icon in the address bar of the Google Chrome tab.

QUESTION: In which Google applications can I find Worktual Google Workspace Add-on after installation?

ANSWER: After installation, you can find the Worktual Google Workspace add-on in Gmail and Google Calendar only.

QUESTION: Where can I find Worktual Google Workspace add-on after installation?

ANSWER: You can find the Worktual add-on on the right-side bar of the Gmail account.

QUESTION: Can I schedule a new meeting by using the Worktual Google Chrome extension?

ANSWER: Yes, you can schedule a new meeting by using the Worktual Chrome extension.

QUESTION: Can I start an instant meeting using Worktual Chrome extension?

ANSWER: Yes, you can start an instant meeting from Worktual Chrome extension.

QUESTION: How to integrate Worktual meeting with Google Calendar?

ANSWER: After scheduling the Worktual meeting, the meeting will be automatically synced to the Google calendar.

QUESTION: How to start and schedule a Worktual meeting from Gmail?

ANSWER: You can create Worktual meetings on Gmail using the Worktual Google Workspace add-on, which integrates your Gmail account with Worktual.

QUESTION: After installation, from where can I access the Worktual Outlook add-in?

ANSWER: After installation, the Worktual Outlook Add-in will be pinned to the Outlook email conversations and Calendar for easy access.

QUESTION: What is the use of Worktual Outlook Add-in?

ANSWER: You can access the Worktual services (such as messaging, voice call, conference call, video meetings, call transfer, and call history) more easily, without leaving the Outlook. Moreover, the integration simplifies business communications and allows users to stay connected with the business applications they use every day, thus enabling users to be more productive at their work by spending time on more meaningful tasks.

QUESTION: Can I access voicemails in Worktual Chrome extension?

ANSWER: Yes, you can access and listen to voicemails received to your Worktual number.

QUESTION: Will Google contacts and Worktual contacts merge after integration?

ANSWER: Yes, you can access the combined Worktual and Google contacts together after integration, and also makes it easier you to search contact.

QUESTION: Can I do a call transfer with Worktual Chrome extension?

ANSWER: Yes, you can do a call transfer via Worktual Chrome extension. You can do a blind call transfer and an attended call transfer based on your choice of call transfer option.

QUESTION: How the Worktual meeting works in Google Chrome extension?

ANSWER: Starting the Worktual meeting directs you to the Worktual Web app's Active Meeting screen if already logged into the Worktual app.

QUESTION: Where can I find the Worktual integrations?

ANSWER: You can find the available Worktual integrations in Worktual App Marketplace.

QUESTION: Can I make and receive calls from Worktual Outlook add-in?

ANSWER: Yes, you can make and receive calls via Worktual Outlook add-in.

QUESTION: Can I access call history from Worktual Outlook add-in?

ANSWER: Yes, you can access all your communications history including inbound, outbound and missed calls from Worktual within Microsoft Outlook.

QUESTION: Can I make a call in Worktual Google Workspace add-on?

ANSWER: No, you can only view the call history information.

QUESTION: When I enable the click-to-call option in Worktual Google Workspace add-on, what will happen?

ANSWER: If the click-to-call option is enabled, you can instantly call any linked phone number on any Chrome Browser tab via Worktual Call services.

QUESTION: What are the in-app integrations available in Worktual?

ANSWER: Integrations with Google Drive, Dropbox, Box, and Microsoft OneDrive are available for file sharing.

QUESTION: What are the limitations in using the Google Workspace add-on?

ANSWER: When installing and using the Workspace Google Workspace add-on, you should not be signed into multiple Google Accounts. So, you need to be only signed-to the Google account that you want to install the add-on for.

QUESTION: How is the user's personal data used in Worktual Google Workspace add-on?

ANSWER: This app uses the following user's data from your Worktual account: a) User Name, Email Address and Timezone ? Used to display the user profile information b) Meeting Settings - Used to create the meetings with default or customized settings c) Meetings list ? Used to display the user's current meetings list. d) Meeting Details ? Used to display details for a selecting upcoming meeting.

QUESTION: How to view and start or join upcoming Worktual meetings

ANSWER: To view and start or join the upcoming Worktual meetings: a) When you are viewing an email conversations in Gmail, click the Worktual for Google Workspace add-on in the right-side bar b) Click the View upcoming meetings c) A list of upcoming Worktual meetings will be shown if exists d) You can start any upcoming meeting by clicking Start next to the meeting title or Join link.

QUESTION: What Google Chrome Extension does?

ANSWER: Transform your chrome browser into powerful business communications hub by seamlessly integrating Worktual services and Google Cloud

QUESTION: What Microsoft Outlook does?

ANSWER: Seamless integration with Outlook Email system brings unified communications (UC) like chat, calls , and video conferencing tools?into a single platform

QUESTION: What Google Workspace does?

ANSWER: Easily schedule, and start or join the meeting directly from the Gmail TM and Google Calendar

QUESTION: How can I add a user to my Worktual Account?

ANSWER: Log in to your Worktual Admin Portal and navigate to User Management > Users Click ?Add User? button to provide the user details and save it

QUESTION: What are the types of user status in admin portal?

ANSWER: 3 statuses are used to manage users Active ? denotes that the user is blocked Inactive denotes that the user account is either blocked or locked Invite Pending ? denotes if the user hasn't on boarded to Worktual

QUESTION: Types of role maintained in admin portal/type of role to manage users

ANSWER: Worktual manages 2 types of roles namely, Organisation role and Product role Organisation Role is used to manage users at organization/account level Product Role is used to manage access to each product

QUESTION: What is an Organisation Role?

ANSWER: Organisation role is used to manage users at account level based on the following categories, Owner is the user who owns the organization and has full privileges to access and manage the Worktual account Sub owner has most of the privileges that an owner has except subscription and billing access Organisation admin can act as a product admin and manage the assigned products and its users Standard User doesn't have access to Worktual admin portal

QUESTION: What is a Product role?

ANSWER: Product roles are created to provide specific product access to users

QUESTION: Can I assign multiple products to a user?

ANSWER: Yes, Multiple products can be assigned to a user based on the purchased licenses

QUESTION: Can I assign multiple roles in a single product to the user?

ANSWER: No. User can be assigned to multiple roles in multiple products but only one role can be assigned per product

QUESTION: What is the need of time zone in user profile?

ANSWER: Worktual uses time zone information to display the meeting time based on the specified time zone, even if the meetings were scheduled in a different location

QUESTION: what will happen if i block a User

ANSWER: Blocking a user will prevent them from signing in to their Worktual account or utilizing any of the product features but their data will be retained in the admin portal

QUESTION: How to block a user?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on More options against the user record and select ?Block User? option to block the user from signing in to their Worktual account

QUESTION: what will happen if i Delete a User

ANSWER: Deleting a user will permanently remove the user and their associated license(s) from Worktual. Numbers and Devices assigned to the user will be moved to the unassigned list

QUESTION: How to delete a user?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on More options against the user record and select ?Delete User? option to delete the user account

QUESTION: Can I delete multiple users instantly?

ANSWER: Yes. Multiple users can be selected and deleted instantly using bulk options

QUESTION: How to reactivate a user?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on More options against the deactivated user record and select ?Unblock User? option to reactivate the user account

QUESTION: Can I restore a deleted user?

ANSWER: Yes. Deleted users can be restored within the days mentioned in the settings

QUESTION: How to restore a deleted user?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Deleted Users tab. Click on Restore User option against a user record to restore the account

QUESTION: Can I import multiple users instantly/ How to import multiple users instantly?

ANSWER: Yes. Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on Import button and select a product to which the users should be added and upload the CSV file with user data

QUESTION: How to export user data?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on Export button to export the entire user data

QUESTION: What is an extension?

ANSWER: Extension numbers can be of 3 or 4 digits which are assigned to users for internal communication

QUESTION: Can a user change their extension?

ANSWER: Admin can edit the extensions assigned to users but users can't edit their own extension

QUESTION: Who can add users to the Worktual account?

ANSWER: Only owner and sub owner can add users to the Worktual account

QUESTION: Who can manage the users?

ANSWER: Owner, Sub owner and Organisation Admin(s)

QUESTION: Will I be able to cancel the invitation sent to a user?

ANSWER: Yes. Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on More options against the user record whose invitation is in pending status and select ?Cancel Invitation? option

QUESTION: How to change product role of a user?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on More options against the user record and select ?Modify Product Access? option to change the product role or assign a new product

QUESTION: Can I create custom fields? How?

ANSWER: Yes. You can create customized fields to save additional information about users

QUESTION: Where can I view the license usage?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Licenses tab to view the assigned and unassigned license count

QUESTION: How to unlock a user account?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab. Click on More options against the blocked user record and select ?Reset Password? option to unlock the user account

QUESTION: What are the license types provided in Worktual?

ANSWER: Basic

QUESTION: How to access User Management?

ANSWER: You can access admin portal only if you have admin privileges (owner, sub owner, admin) Sign in to Worktual Admin Portal In the navigation menu, click User Management then Users sub menu. You will see the following tabs: Users ? provides the list of active, inactive and invitation pending users. You can perform the following actions, Add users one at a time or add multiple users instantly by importing a csv file Edit the user account details Export users to a csv file Assign roles (organization and product roles) to the user Deleted Users ? You can view the list of users whose account has been deleted by any of the admin users Licenses ? You can view the assigned and available license counts of the purchased products

QUESTION: What does "invite pending" status mean in user management?

ANSWER: Users who have been invited to join Worktual account but haven't activated their account

QUESTION: How to add a new user?

ANSWER: Sign in to Worktual Admin Portal In the navigation menu, click User management then Users sub menu Click Add User button to add new user to your account Enter the user information. The following mandatory fields should be filled: First Name, Last Name, Email address, Organisation role, Product and Product Role (License Type field is applicable only for Worktual) Click Save. User record will be maintained in ?Invite Pending? status and the new user will receive an onboarding email

QUESTION: How to view pending users?

ANSWER: Invitations sent to the users will expire after 30 days and the users in pending list will be removed from the user list if the user has not activated their account. If you resend an invite, it resets the expiration timer and adds another 30 days each time the invite is resent. Sign in to Worktual Admin Portal In the navigation menu, click User management then Users sub menu In the Users tab, you can view the pending users with ?Invite Pending? status If the user hasn?t accepted the invitation and can no longer find it in their inbox, then you resend the onboarding mail by clicking ?Resend invitation? option If you don?t want a invited user to join your account, then you can click on ?Cancel invitation? option to cancel the previously sent invite

QUESTION: How to edit user details?

ANSWER: Sign in to Worktual Admin Portal In the navigation menu, click User management then Users sub menu In the Users tab, search the user account which you want to edit Click More options at the right of the user's information, and click ?Edit User? option You can edit all the user details except Email address field License type can be edited as follows, In the license type field, choose any of the following value: Pro, Standard, Basic Click Save

QUESTION: How to manage column settings?

ANSWER: Worktual allows you to hide or display columns which provides user information Sign in to Worktual Admin Portal In the navigation menu, click User management then Users sub menu Click Users tab, In the right corner of the user table, click the more options and click ?Customise Columns? option to select the columns which should be displayed in the table Note: You can?t hide username and email column

QUESTION: How can I import multiple users to a product simultaneously?

ANSWER: Sign in to Worktual Admin Portal In the navigation menu, click User management then Users sub menu In the Users tab, Click ?Import Users? option Select a product to which you want to add users Upload the csv file with the required mandatory fields Map the fields and click ?Import?

QUESTION: How to manage custom fields?

ANSWER: Custom fields are created to add more user information Sign in to Worktual Admin Portal In the navigation menu, click User Management then Custom Fields sub menu Click ?Create Custom field? Enter the field name and select the required field type to create a new field Click Save

Note: You can edit or delete the custom fields

QUESTION: How can I reset multi factor authentication to a particular user?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab Search the user to whom MFA should be reset

Click More options, Select Reset MFA A mail will be sent to the user to reset MFA

QUESTION: How can I reset a user's password?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab Search the user to whom password should be reset
Click More options, Select Reset Password A mail will be sent to the user to reset password

QUESTION: Within how many days admin can restore a user from the deleted tab?

ANSWER: Admin can set the number of days within which a user account can be restored

QUESTION: How to block a user?

ANSWER: You can block a user using the following steps: Login to Worktual admin portal and navigate to User Management > Users > Users tab

Search the user whose account should be blocked Click More options, Click ?Block? option Note: If deactivated users attempt to sign in, they will receive a message that their account has been disabled

QUESTION: How to block multiple users instantly?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab Search and select the users whose account should be blocked Click ?Block? option

QUESTION: Can I reactivate multiple user accounts instantly?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab Search and select the users whose account is blocked Click ?Unblock? option

QUESTION: How to delete multiple users instantly?

ANSWER: Login to Worktual admin portal and navigate to User Management > Users > Users tab Search and select the users whose account should be deleted Click ?Delete? option

QUESTION: What are the types of fields a admin can create for managing users?

ANSWER: You can create fields such as text, number, date, phone, email, URL, toggle button, check box, radio button and drop down

QUESTION: Will I be able to delete the customised fields?

ANSWER: Yes. You can manage the fields in Admin Portal > User Management

QUESTION: What does a Owner do?

ANSWER: Owner is the one who purchased the Worktual account and has full access to manage users and Worktual account

QUESTION: What does a sub owner do?

ANSWER: Sub owner role is used to assist owner to perform all the activities performed by an owner except the billing privileges. The user assigned as sub owner can add and manage users

QUESTION: What does an organization admin do?

ANSWER: Organisation admin can be assigned as product admin to manage users. Organisation admin does not have privilege to add users or purchase products/licenses to the admin portal

QUESTION: Will I be able to import users to multiple products at the same time?

ANSWER: No. You can upload multiple users to a single product instantly.

QUESTION: Can I add others to help me manage my account?

ANSWER: Yes, as an account owner you can add sub owners to help you add users to your account

QUESTION: How can I remove a user?

ANSWER: You can deactivate or delete users from Worktual admin portal > User management

QUESTION: How do I manage my user's passwords?

ANSWER: You can set password requirements by navigating to Admin Portal > Security page. You can also unlock a user account if they enter the wrong password multiple times

QUESTION: Can I create an organization role?

ANSWER: No. Only product roles can be customized

QUESTION: Can I customize a product role?

ANSWER: Yes. Login to Worktual admin portal and navigate to User Management -> Roles -> Product Role tab. Click on Create Role button to customize and create a new role

QUESTION: Can I delete a product role?

ANSWER: Only customised roles can be deleted

QUESTION: what are the Roles in worktual

ANSWER: Each user in your Worktual account should have an organization role and product role(s). Organization roles are associated with permissions that provide control over what users can access in the admin portal. You can't create a custom organization role

QUESTION: How to create a new user role?

ANSWER: You can customize a new product role based on the following steps: Login to Worktual admin portal and navigate to User Management -> Roles -> Product Role tab. Click on Create Role button to customize and create a new role. Fill in the following details: Role Name ? name of the product role Product Name ? should select the product for which the role should be created Clone an existing role ? can select a role to copy the features of an existing role Reporting to ? should provide the role to which the newly created role will report Role description (optional). Click Create button. Customize the features for the role and click Save

QUESTION: How to delete a role?

ANSWER: Login to Worktual admin portal and navigate to User Management -> Roles -> Product Role tab. Search the role which should be deleted.

Click Actions and then click Delete option to delete the role. Note: If there are any users mapped to the role, then you need to reassign the users to another role before deletion. Note: Only custom-created roles can be deleted

QUESTION: Where can I view the Role hierarchy?

ANSWER: Login to Worktual admin portal and navigate to User Management -> Roles -> Product Role tab. In the right corner of the table, Click the Hierarchy icon to view the Role hierarchy

QUESTION: Where can I view the history of activities in admin portal?

ANSWER: Login to Worktual admin portal and navigate to Account management -> Activity Log to view all the actions performed in admin portal

QUESTION: Can I transfer ownership to another user? How?

ANSWER: Yes. Login to Worktual admin portal and navigate to Account management -> Account information. Click on ?Change Owner? option to transfer the ownership.

QUESTION: Who can be assigned as owner?

ANSWER: Ownership can be transferred to only admin level users.

QUESTION: Will I be able to change the account's primary email address?

ANSWER: Yes. Login to Worktual admin portal and navigate to Account management -> Account information to edit the email address.

QUESTION: What is an account ID?

ANSWER: Unique account number which can be provided when contacting Worktual support for assistance.

QUESTION: How can I change the provided company's address?/ How to edit account information?

ANSWER: Login to Worktual admin portal and navigate to Account management -> Account Information to edit the account details.

QUESTION: Use of account management?

ANSWER: In account management, you can view the account information; track activities performed in admin portal and manage call handling settings.

QUESTION: What is an auto-receptionist?

ANSWER: A feature which automatically answers the calls and routes them based on the provided settings.

QUESTION: What is a Switchboard number?

ANSWER: A number which is assigned to an account to centralize the calls for answering and routing to other users.

QUESTION: Can I change the main company number/Switchboard number? How?

ANSWER: No. But you can port in your existing phone numbers and map to the switchboard number.

QUESTION: How will my calls be routed during closed hours?

ANSWER: Calls will be handled based on any of the following options: User, Voicemail, Phone Number, Call queue, or play a message and disconnect.

QUESTION: How to customize the main auto receptionist?

ANSWER: Sign in to Worktual Admin Portal, in the navigation menu, click Account Management -> Account Settings -> Auto receptionist, change the settings as required, and click Save.

QUESTION: Where can I check the Auto receptionist voicemail?

ANSWER: Sign in to Worktual Admin Portal, in the navigation menu, click Account Management -> Account Settings -> Auto receptionist, select Voicemail tab to view the voicemail details.

QUESTION: How to change the auto receptionist number

ANSWER: Sign in to Worktual Admin Portal, in the navigation menu, click Account Management -> Account Settings -> Auto receptionist, click Change option in the ?Number? field, select the number, and click ?Change?.

QUESTION: What is Call Queue?

ANSWER: Call Queues are used to route calls to users in the organization to help with a particular query based on their skill set

QUESTION: How can I purchase a call queue?

ANSWER: Call queue can be purchased as an add-on in Worktual. Login to Worktual admin portal and navigate to Subscription and Billing ->

Purchase -> Others to purchase a call queue

QUESTION: How will the calls be distributed in call queues?

ANSWER: Simultaneous

QUESTION: can the members in the queue receive calls Simultaneously

ANSWER: All members in the queue will receive the call simultaneously until the specified time. Once a member picks up, the call will stop ringing for the other members

QUESTION: can the members in the queue receive calls Sequentially

ANSWER: Members in the queue will receive the call sequentially based on the ring out time specified for each member

QUESTION: Can I delete a call queue?

ANSWER: You can delete a call queue only when it is in a disabled state

QUESTION: Where can I access Call Queue?

ANSWER: Call queue as an add-on is only available for Worktual users. Login to Worktual admin portal and navigate to Account Management -> Account Settings -> Call Queue to set up and manage the call queue

QUESTION: How to set up Worktual call queue?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - If there is no call queue, click ?Purchase Call queue? button to purchase a call queue - If it is already purchased, then click o

QUESTION: How to delete a call queue

ANSWER: If a call queue is deleted, then its initial settings data will be deleted and will be moved as a fresh call queue which needs initial set-up - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - Search the call queue which is to be deleted and click Delete icon in the Actions column - Note: You can delete a queue only if it is in a disabled state

QUESTION: How to delete multiple queues instantly?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - Search and select the call queues which are to be deleted - Click Delete option

QUESTION: Can I change the number of a call queue?

ANSWER: Yes, the call queue number can be changed by the following steps - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - Select the call queue whose number should be changed - In the ?Number? field, click ?Change? option - Select the number and Click ?Save?

QUESTION: How to enable a call queue?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - Search the call queue which is to be enabled - Toggle on the button in ?Status? field to enable the call queue

QUESTION: How to enable multiple call queues instantly?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - Search and select the call queues which are to be enabled - Click Enable option

QUESTION: How to disable multiple call queues instantly?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Call queue - Search and select the call queues which are to be disabled - Click Disable option - Note: Only the enabled call queues can be disabled

QUESTION: What is hunt group?

ANSWER: Hunt group is used to distribute incoming calls to a group of users within an organization

QUESTION: How can I purchase hunt group

ANSWER: Hunt group(s) can be purchased as an add-on in Worktual. Login to Worktual admin portal and navigate to Subscription and Billing ->

Purchase -> Others to purchase hunt group

QUESTION: How will the calls be distributed in hunt group?

ANSWER: Simultaneous

QUESTION: Can I delete a hunt group?

ANSWER: You can delete a hunt group only when it is in a disabled state

QUESTION: Where can I access Hunt group?

ANSWER: Hunt group as an add-on is only available for Worktual users. Login to Worktual admin portal and navigate to Account Management -> Account Settings -> Hunt Group to set up and manage hunt group

QUESTION: How to set up Worktual hunt group?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt group - If there is no hunt group, click ?Purchase Hunt group? button to purchase a hunt group as an add-on - If it is already purchased,

QUESTION: How to delete a hunt group

ANSWER: If a hunt group is deleted, then its initial settings data will be deleted and will be moved as a fresh hunt group which needs initial set-up - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt group - Search the hunt group which is to be deleted and click Delete icon in the Actions column - Note: You can delete a hunt group only if it is in a disabled state

QUESTION: How to delete multiple hunt groups instantly?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt group - Search and select the hunt groups which are to be deleted - Click Delete option

QUESTION: Can I change the number of a hunt group?

ANSWER: Yes, the hunt group number can be changed by the following steps - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt group - Select the hunt group whose number should be changed - In the ?Number? field, click ?Change? option - Select the number and Click ?Save?

QUESTION: How to enable a hunt group?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt Group - Search the hunt group which is to be enabled - Toggle on the button in ?Status? field to enable the hunt group

QUESTION: How to enable multiple hunt groups instantly?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt Group - Search and select the hunt group(s) which are to be enabled - Click Enable option

QUESTION: How to disable multiple hunt groups instantly?

ANSWER: - Sign in to Worktual Admin Portal - In the navigation menu, click Account Management -> Account Settings -> Hunt Group - Search and select the hunt group(s) which are to be disabled - Click Disable option - Note: Only the enabled hunt groups can be disabled

QUESTION: Difference between hunt group and call queue

ANSWER: Call Queues and hunt groups are almost similar except the overflow scenario. When there is no member to pick the call and call is timed out, then the call will be directed to the voicemail in case of hunt group. Whereas in call queue, the call can be routed to other queues when it is overflown

QUESTION: Where can I view the billing details?

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Billing History

QUESTION: what is Billing Contact

ANSWER: Billing contact is a user that has privileges to manage subscription and payment methods. An organization can have only one billing admin at a time. Only the admin level users can be assigned as billing contact. If organization admin is assigned as a billing contact, then the user will be moved to the sub-owner role

QUESTION: How to change the billing contact

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Billing Contact to change the billing admin

QUESTION: Where can I view the purchased products?

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Subscription management

QUESTION: Does my subscription get renewed automatically?

ANSWER: Yes, plan will get auto renewed 30 days before the contract end date

QUESTION: Will I be able to cancel my subscription?

ANSWER: Subscription can?t be canceled but the auto renewal process can be canceled 30 days before the contract end date

QUESTION: How to cancel auto renewal process?

ANSWER: - Login to Worktual admin portal and navigate to Subscription and Billing -> Subscription Management - Click on ?Cancel auto renewal? option for the product whose renewal process should be canceled

QUESTION: Will I be able to cancel the purchased add-ons?

ANSWER: Yes, but it should be canceled 30 days before the next billing date. If exceeded, Worktual will deduct the add-on charges on the next billing date. And the feature can be accessed till 30 days from the next billing date.

QUESTION: How to cancel the purchased add-ons?

ANSWER: - Login to Worktual admin portal and navigate to Subscription and Billing -> Subscription Management - Click on ?Cancel add-on? option for the add-on which is to be canceled

QUESTION: How can I upgrade the purchased plan?

ANSWER: - Login to Worktual admin portal and navigate to Subscription and Billing -> Subscription Management - Click on ?Upgrade Plan? button for the plan you need

QUESTION: How many payment methods can I add?

ANSWER: There is no limit to add card information

QUESTION: What are the available payment methods?

ANSWER: Credit and Debit card

QUESTION: What are the supported payment methods to purchase Worktual?

ANSWER: Visa, American Express, Master Card, Mastero, and Discover

QUESTION: Where can I download my invoice?

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Billing history to view and download invoices

QUESTION: Where can I purchase add-ons?

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Purchase to purchase other products, licenses, numbers, and add-ons

QUESTION: How can I change the contract period?

ANSWER: - Login to Worktual admin portal and navigate to Subscription and Billing -> Subscription Management - Click on ?Change? option to change the contract period of the purchased plan

QUESTION: Will my billing cycle be changed if I upgrade the plan?

ANSWER: No, billing cycle will remain the same.

QUESTION: How can I purchase additional licenses?

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Purchase -> Licenses and Numbers to purchase additional licenses

QUESTION: Where can I purchase numbers?

ANSWER: Login to Worktual admin portal and navigate to Subscription and Billing -> Purchase -> Licenses and Numbers to purchase additional numbers

QUESTION: Will I get refunded if I cancel my subscription?

ANSWER: No. You will be charged till your contract period ends. You can only cancel your auto renewal process

QUESTION: Who can purchase from admin portal?

ANSWER: Only billing contact can purchase and manage subscriptions

QUESTION: How does the subscription work?

ANSWER: Worktual is a subscription-based service, which means that your plan renews every month or year based on the agreed contract period.

QUESTION: How many numbers will I be provided if I sign up for a Worktual account?

ANSWER: Worktual provides you a switchboard number and a DID number while you purchase a Worktual account

QUESTION: Will I be able to downgrade the contract period?

ANSWER: No. Worktual doesn't allow you to downgrade the contract period from yearly to monthly

QUESTION: Does Worktual provide PayPal as a payment method?

ANSWER: No. Worktual only supports credit card and debit card for payment

QUESTION: In what currency will Worktual charge my subscription?

ANSWER: Worktual will charge your bill based on the account's registered home country. For example, if you have registered your account in the UK domain, then you will be charged in pounds. If registered in the US domain, then you will be charged in US dollars

QUESTION: Is there any charge for delayed payments?

ANSWER: No, Your subscription will be automatically paid through your credit card

QUESTION: Will I be able to undo the auto renewal cancellation?

ANSWER: Yes. You can undo the auto renewal process before the service end date. - Login to Worktual Admin Portal - Navigate to Subscription and Billing -> Subscription management - Click on ?Undo Auto-renewal? option displayed in the canceled (auto renewal) plan to undo the auto renewal cancellation process - Click ?Confirm? in the confirmation dialog box

QUESTION: How to add a new payment method/card?

ANSWER: - Login to Worktual admin portal - Navigate to Subscription and Billing -> Payments -> Credit/Debit card tab - Click Add Card - Enter the card details and billing address - Click Save

QUESTION: How to set a card as the primary payment?

ANSWER: - Login to Worktual admin portal - Navigate to Subscription and Billing -> Payments -> Credit/Debit card tab - Click Set as Primary for the card you want to set as the primary payment method

QUESTION: How to remove a payment method from the admin portal?

ANSWER: - Login to Worktual admin portal - Navigate to Subscription and Billing -> Payments -> Credit/Debit card tab - Click the Delete icon on the card which is to be deleted

QUESTION: Will I be able to edit a payment method?

ANSWER: - Login to Worktual admin portal - Navigate to Subscription and Billing -> Payments -> Credit/Debit card tab - Click the Edit icon on the card whose detail has to be edited - You can only edit the address details

QUESTION: How to purchase a new product from the admin portal?

ANSWER: - Login to Worktual admin portal - Navigate to Subscription and Billing -> Purchase - Click the product/add-on which you want to purchase - Choose the plan and contract period - Proceed with the payment

QUESTION: What if my payment fails?

ANSWER: If payment fails, you will be informed through email to change your payment method or have sufficient balance and proceed with the payment.

QUESTION: Common reasons for failed payment

ANSWER: Payment can fail due to the issues such as insufficient funds in the bank account or credit card limit exceeded. In that case, please try a different payment method

QUESTION: Worktual's Contact Centre as a Service (CCaaS) platform and how does it differ from traditional contact centre solutions?

ANSWER: Worktual's Contact Centre is a cloud-based centralised hub that provides the same contact centre capabilities as traditional systems but with more flexibility, scalability, and cost-effectiveness. It offers a truly omnichannel experience allowing customers to start conversations on one channel and continue the experience across calls, emails, webchats, messaging, and social media.

QUESTION: What are the key benefits of using Worktual's Contact Centre for our business?

ANSWER: The key benefits of Worktual's cloud-based customer experience platform and truly omnichannel Contact Centre include AI-powered chatbots, scalability, cost savings, remote access, and easier maintenance that offers better customer service and support. This streamlines the customer experience and ensures improved customer retention, loyalty, and satisfaction.

QUESTION: What is the difference between a call centre and Worktual's Contact Centre?

ANSWER: Call centres primarily handle voice interactions, while Worktual's Contact Centre manages customer interactions across various communication channels such as calls, email, webchat, text, and social media.

QUESTION: What services does Worktual's Contact Centre provide?

ANSWER: Worktual's Contact Centre offers seamless customer interaction, technical support, customer support, real-time tracking of customer and agent activities, conversational-AI chatbots for humanlike conversations with customers, and other advanced contact centre solutions.

QUESTION: Is Worktual's Contact Centre billed on a per-agent basis or a per-minute basis?

ANSWER: Worktual's Contact Centre pricing varies based on the number of agents and usage charges may apply for minutes used.

QUESTION: Are there any additional fees or hidden charges in Worktual's Contact Centre pricing?

ANSWER: At Worktual, we are committed to transparency in our Contact Centre pricing. We do not impose any additional fees or hidden charges, so you can confidently plan and budget for your contact centre needs.

QUESTION: What happens if we exceed the usage limits of our Worktual Contact Centre plan?

ANSWER: Worktual's Contact Centre gives you the flexibility to either upgrade your plan or opt to pay additional usage charges, tailored to your specific requirements. We ensure adaptability to meet your evolving needs.

QUESTION: Are there any long-term contracts or commitments required for Worktual's Contact Centre?

ANSWER: No, Worktual offers flexible contract options without any long-term commitments.

QUESTION: Are credit cards accepted for Worktual?s Contact Centre plans?

ANSWER: Yes, you can make payments using major credit cards ensuring flexibility and ease of payment for our valued customers.

QUESTION: Is there a setup or onboarding fee for implementing Worktual's Contact Centre?

ANSWER: Setup and onboarding fees for Worktual's Contact Centre implementation can vary based on your unique needs and preferences. To gain a clear understanding of any associated fees, we invite you to get in touch with our team.

QUESTION: How is Worktual's Contact Centre pricing structured?

ANSWER: Worktual's Contact Centre pricing is structured on an agent basis, with additional costs for usage, platform fee, set up fee (if any), and optional add-on features.

QUESTION: Can we customise our Worktual Contact Centre plan?

ANSWER: Certainly, you have the flexibility to customise your Worktual Contact Centre plan. For specific information on tailoring your plan to your needs, kindly contact our dedicated sales team.

QUESTION: What level of customer support is included in Worktual's Contact Centre pricing?

ANSWER: Worktual's Contact Centre pricing encompasses standard customer support during business hours, complemented by 24/7 assistance for critical matters. We are committed to ensuring your needs are met around the clock.

QUESTION: Can we customise Worktual's Contact Centre based on our specific needs?

ANSWER: Yes, Worktual offers customisable plans to meet your bespoke business requirements. For more details please contact our sales team.

QUESTION: What is Worktual's Contact Centre IVR (Interactive Voice Response)?

ANSWER: Worktual's Contact Centre IVR is an automated phone system that combines prerecorded messages or text-to-speech technology with DTMF (dual tone multi-frequency) input to engage callers, and route to agents with the most suitable skills to handle their request.

QUESTION: What are the KPIs (Key Performance Indicators) in Worktual's Contact Centre?

ANSWER: Worktual's Contact Centre uses KPIs to measure contact centre performance such as Average Handle Time (AHT), First Call Resolution (FCR), and Customer Satisfaction (CSAT), etc.

QUESTION: Does Worktual?s Contact Centre support agents?

ANSWER: Yes, Worktual?s Contact Centre supports agents by providing smart replies, AI assistance, guidance to resolve customer issues, increased performance, and ensures better interaction with customers.

QUESTION: Can Worktual?s Contact Centre be used anywhere?

ANSWER: Yes, Worktual?s Contact Centre allows agents to work remotely, often from home, using advanced technology to handle customer interactions.

QUESTION: Can Worktual?s Contact Centre handle peak call volumes?

ANSWER: Yes, Worktual?s Contact Centre has robust strategies in place for managing peak call volumes including an advanced queue system to manage calls and route to the correct department/function, routing to chat or other channels, scaling staffing levels, using callback systems, and implementing self-service options.

QUESTION: Does Worktual?s Contact Centre monitor quality assurance?

ANSWER: Yes, Worktual?s Contact Centre has built-in quality assurance best practice and includes continuous monitoring, providing feedback to agents, well-defined performance metrics, and improving service quality.

QUESTION: Does Worktual?s Contact Centre offer chatbot and AI functionality?

ANSWER: Yes, Worktual?s Contact Centre utilises advanced chatbots and AI-powered solutions ? from answering common customer queries, automating routine tasks, and routing customers to agents, through to optimised AI-powered human-like conversations with customers.

QUESTION: Can we integrate Worktual's Contact Centre with other applications, software, and tools that we use?

ANSWER: Absolutely, Worktual's Contact Centre offers seamless integration capabilities with a wide range of third-party applications and software to enhance your operational efficiency. Contact us to explore the integration options that best suit your business needs.

QUESTION: Does Worktual?s Contact Centre provide real-time reporting and analytics?

ANSWER: Certainly, Worktual?s Contact Centre plans offer comprehensive real-time reporting and analytics capabilities. Empower your business with valuable insights to make data-driven decisions.

QUESTION: Is there a minimum number of agents required to use Worktual's Contact Centre?

ANSWER: At Worktual, we eliminate the need for a minimum agent requirement. You have the flexibility to start with as few agents as your operations demand, ensuring a tailored solution to meet your unique business needs.

QUESTION: Is there a mobile app or browser-based interface for agents and supervisors?

ANSWER: Absolutely, Worktual's Contact Centre provides seamless access through mobile apps for iOS and Android, as well as browser-based interfaces. Empower your agents and supervisors to work efficiently, anytime, and anywhere.

QUESTION: Can we use our existing phone numbers with Worktual's Contact Centre?

ANSWER: Absolutely, Worktual's Contact Centre offers the flexibility to retain your existing phone numbers or seamlessly port them to our service. We make the transition as smooth as possible for your convenience.

QUESTION: How often are updates and new features rolled out for Worktual's Contact Centre?

ANSWER: At Worktual, we are committed to providing continuous improvements to enhance your customer experience. Our Contact Centre is regularly updated with new features and enhancements to meet your evolving needs.

QUESTION: Can you provide case studies or customer references to showcase the success of Worktual's Contact Centre platform?

ANSWER: Certainly, we can provide case studies and customer references upon request, offering insights into the proven success of Worktual's Contact Centre platform. Contact us to learn more about our satisfied clients and their experiences.

QUESTION: Does Worktual?s Contact Centre offer omnichannel support?

ANSWER: Yes, Worktual?s Contact Centre offers an omnichannel experience across webchat, calls, email, text, and social media to provide seamless interaction with the customers by ensuring continuity between the contact centre and customers.

QUESTION: Does Worktual's Contact Centre offer omnichannel support, including voice, chat, email, and social media?

ANSWER: Indeed, Worktual's Contact Centre is equipped with versatile omnichannel support, encompassing calls, web chat, email, SMS, video, and social media. Ensure seamless communication across diverse channels for your customers' convenience.

QUESTION: What security measures are in place to protect data and customer information?

ANSWER: At Worktual?s, we prioritise data security. Our robust security measures, such as encryption and stringent access controls, are in line with industry standards, ensuring the protection of our valuable customer information.

QUESTION: What is the uptime guarantee for Worktual's Contact Centre?

ANSWER: Worktual's Contact Centre assures a robust uptime guarantee. For precise information, we encourage you to consult our service level agreement (SLA) for detailed terms and commitments.

QUESTION: Are there backup and disaster recovery plans in place for our Worktual Contact Centre data?

ANSWER: Certainly, Worktual's Contact Centre is fortified with comprehensive disaster recovery plans, ensuring data security and uninterrupted business operations. Your data's safety is our priority.

QUESTION: Does Worktual's Contact Centre offer compliance certifications such as PCI DSS (Payment Card Industry Data Security Standard)?

ANSWER: Yes, Worktual's Contact Centre maintains industry-standard compliance certifications, including PCI DSS, when relevant, to ensure the highest level of security and data protection for your business.

QUESTION: Do I need a developer for configuring live chat widget in my website?

ANSWER: Absolutely No. Worktual has a simpler and easier way to configure the web widget without any technical knowledge. Just insert the code provided by Worktual on your website header to implement the live chat for your website.

QUESTION: What are the benefits of using Worktual live chat?

ANSWER: Live chat provides seamless interactions between the customer and agents, increase agent productivity, assist agents with smart replies, trigger customized messages to the website visitors. And with click to call visitors can connect with the agent through voice to whom they're chatting with.

QUESTION: How can I get feedback on my live chat experience?

ANSWER: Customize the feedback form and send to the customers at the end of every conversation and get their feedback. With this feedback, you can improve the efficiency and productivity of the agents.

QUESTION: How do I add live chat to my website?

ANSWER: It is simpler than you think. Just purchase live chat for free and setup the configuration such as widget language, font style and colour, triggers, pre chat form, bot avatar, widget name, automated responses based on agent availability, Knowledge base mapping, etc.,

QUESTION: How do I customise the live chat widget?

ANSWER: From the Settings -> channel configuration, select web chat and start customizing your widget based on preferred font style, colour, bot title, avatar and even more.

QUESTION: How do I manage my live chat agents?

ANSWER: As Admin/Supervisor, you can manage all your agents? activities, performance and the interaction they made with the customers. And in the reports, you can view the performance of the agents based on the number of queries resolved, speed of answer, Occupancy rate, CSAT score, etc.,

QUESTION: How can I add agents in Xaia 1?

ANSWER: In Xaia 1, you can add multiple numbers of agents from the My Account -> User management without any limitations. Add more agents as much you need.

QUESTION: How do I monitor the customers coming to my website?

ANSWER: In the dashboard, you can view all the visitors coming to the website under active, engaged and idle categories; Active visitors are the one who are actively accessing your website; engaged are the ones who are interacting with the agent through live chat; idle visitors are considered as inactive users. In addition to it, visitor's location, device and IP address will also be monitored.

QUESTION: How does the live chat help with Sales?

ANSWER: From the web chat configurations, select trigger section -> advanced triggers and set a customized message for the web page you want to display. This will trigger the customized message when the customer enters the particular web page.

QUESTION: Can I create multiple chat bots and set different languages to different bots?

ANSWER: Yes, you can create multiple chat bot for different websites with different languages. In the widget configuration, select the language available in the dropdown with which the widget should be displayed. Worktual supports more than 10 languages.

QUESTION: Can I customize the fields in the pre-chat form?

ANSWER: Yes. Based on your preference, customize the pre-chat form with the field name, field type and mark it as mandatory or not that needs to be updated by the customers.

QUESTION: How does smart reply work?

ANSWER: To provide smart replies for the agent while interacting with the customers, you need to map the knowledge base of your website. Create multiple knowledge bases from the Knowledge Base menu which includes the articles uploading and data scrapping from the website.

QUESTION: How does chat bot work?

ANSWER: Chatbot help your customers to get rid of their queries then and there. Create a chat flow with the help of bot builder and map it to the widget; And with the code given in the Installation tab, copy and paste it to your website code and enjoy accessing the bot from your website.

QUESTION: How do I map the knowledge base to the bot?

ANSWER: First create the knowledge base for the bot from the Knowledge Base menu with data of the website, articles; after creating the knowledge base, map it to the desired bot from the web chat configuration. This will give your customer a more convenient and personalised experience.

QUESTION: Are there any limitations to create chatbot?

ANSWER: No. You can create unlimited chat bots and chatflows and map it to different websites as per your need.

QUESTION: Benefits of using chat bots?

ANSWER: Create a chat flow from the bot builder and map it to the website. This will respond to all your customer queries, try to resolve the issues, and connect you to the agent if needed. It will take over the routine tasks from agent responding to customer queries, decrease the number of agents to be involved, makes the interaction efficient, reduces repeated configurations for bot, and provide consistent support.

QUESTION: Can I buy SMS bot as an add-on from Xaia 3?

ANSWER: Yes, you can! Our SMS bot add-on is a great way to reach your customers on their preferred channel. With our SMS bot, you can send and receive text messages, collect leads, and provide customer support.

QUESTION: How to use the pre build templates?

ANSWER: Choose a template that matches your needs. Customize the template to fit your brand and voice. Preview and deploy your chatbot.

QUESTION: What are the channels I can purchase as an add-on in Xaia 3?

ANSWER: Email, SMS, and WhatsApp are all available add-on channels for Xaia 3. These channels allow you to reach your customers on their preferred platforms, providing them with a more personalized and convenient experience.

QUESTION: Do I need a separate chat flow for whatsapp bot?

ANSWER: Yes, you need a separate chat flow for a WhatsApp bot. Whatsapp has its own set of rules and restrictions for chatbots. A separate chat flow allows you to tailor your bot's responses to WhatsApp users' specific needs and preferences.

QUESTION: Can I buy Email bot as an add-on from Xaia 3?

ANSWER: Yes, you can! Our E-mail bot add-on is a great way to reach your customers on their preferred channel. With our SMS bot, you can send and receive text messages, collect leads, and provide customer support.

QUESTION: How do I test the flows while building the bot?

ANSWER: You can preview your chatbot while building a chat flow in xai4 by clicking on the ?Preview? option in the right hand side. This is a great way to test your flow and make sure it is working as expected.

QUESTION: Can I buy Whatsapp bot as an add-on from Xaia 3?

ANSWER: Yes, you can! Our Whatsapp bot add-on is a great way to reach your customers on their preferred channel. With our SMS bot, you can send and receive text messages, collect leads, and provide customer support.

QUESTION: What are the bots available with Worktual?

ANSWER: With Worktual, you can have three types of bot across all channels Voice, Web chat, SMS, Email, and Social media based on the plan you purchased. Bot types encompass of completely AI driven response to the customer, AI guidance to the agents to respond to the customer, and suggestion to the agent for responding customers.

QUESTION: What is Conversational AI?

ANSWER: Conversational AI uses technologies such as Natural language processing (NLP) and Machine learning (ML) to understand context and offer valuable responses, allowing us to communicate using our natural language instead of relying on structured menus.

QUESTION: How does Xaia 4 work?

ANSWER: Xaia 4 works by using a combination of Natural Language Processing (NLP), Large Language models (LLM) and Machine Learning (ML). Model is trained on large dataset such as text and speech to understand and process human language, thereby the model uses the knowledge to interact with humans in a natural way. The model also learns from its interactions and improves its response quality over time.

QUESTION: Is it mandatory to provide dataset specific for my domain?

ANSWER: Worktual Xaia4 offers preloaded domain data for all industries to speed up design and deployment. You can also provide your domain specific dataset to train the model specific to your company if needed.

QUESTION: Do I need coding language or a developer to set up Xaia 4?

ANSWER: Worktual Xaia 4 is a low-code platform which enables faster, autonomous development of conversational services by your CX team.

QUESTION: What are the advantages of using Xaia 4?

ANSWER: Worktual Xaia 4 delivers better customer experience by providing 24/7 support, accurate and quick response, sends automated replies to the customers thereby reducing time consumption, and more engaging experience by remembering customer preferences thereby cost efficient and reduces human errors.

QUESTION: Can customers make payment through Xaia4?

ANSWER: Worktual's Xaia 4 empowers customers to conveniently and safely conduct payments while engaged in self-service or support interactions.

QUESTION: Can I integrate Worktual xaia 4 with my existing systems and datasources?

ANSWER: Yes, you can integrate Worktual?s xaia4with other applications and databases.

QUESTION: Can Worktual xaia 4 handle multi-lingual and multi-region support?

ANSWER: Yes, Worktual xaia 4 can handle around 200 languages thus providing support across the globe.

QUESTION: What channels can I deploy Worktual xaia 4 on?

ANSWER: You can deploy Worktual xaia 4 in SMS, Email and social media platforms such as Facebook, whatsapp and Instagram if purchased as add-on

QUESTION: Can I create both text based and voice based bots with Worktual's xaia 4?

ANSWER: Worktual xaia 4 is a text-based bot but if you need voice based bot, then you can purchase our xaia 4+ Contact Centre platform.

QUESTION: What type of industries can xaia 4 assist?

ANSWER: Worktual's xaia 4 provides support to various industries including Telecommunication, E-commerce, Hospitality, Healthcare, Legal, Accounting, Fintech, Education, Real Estate, and HR.

QUESTION: Is my data safe with xaia 4?

ANSWER: Absolutely, your data is treated with the utmost care and confidentiality. We follow strict security protocols to ensure your information remains secure when using our chatbot.

QUESTION: Is xaia 4 capable of handling complex inquiries or transactions?

ANSWER: Absolutely, Worktual's xaia 4 is equipped to handle both simple and complex tasks, from answering FAQs to assisting with multi-step processes, such as making reservations or payments by using the advanced prompt engineering, PEFT, RAG, etc.,

QUESTION: Can I switch to a human agent if I need more assistance?

ANSWER: Yes, you can easily escalate a conversation to a human agent if the chatbot is unable to assist with your specific needs. We have customer support representatives ready to

QUESTION: How can I get the Xaia 4?

ANSWER: Contact our sales team to purchase or to know more about xaia 4 personalised plan and features included.

QUESTION: What is a host in worktual?

ANSWER: In worktual, the host is the person who starts and runs the online meeting. They have meeting controls, option to invite people, and make sure everything goes smoothly.

QUESTION: What is the role of a host in a worktual meeting?

ANSWER: The host in a worktual meeting starts the meeting, manages who can join and what they can do, controls meeting features like muting participants, and ensures a good meeting experience for everyone.

QUESTION: How can I become a host in a worktual meeting?

ANSWER: To be a host in a worktual meeting, you need the right account from the service provider. Log in, schedule or start the meeting, and you'll become the host.

QUESTION: Can multiple people be hosts in a worktual meeting?

ANSWER: No, for each meeting, there can only be one designated host. However, host can have the option to assign alternative hosts and co-hosts who can share controls and responsibilities during the meeting.

QUESTION: What permissions and capabilities does a host have in a worktual meeting?

ANSWER: Hosts in a worktual meeting can do different things. For example: they can manage participants, control audio and video settings, start and end the meeting, handle screen sharing, and access additional administrative features.

QUESTION: How can a host manage participants in a worktual meeting?

ANSWER: Hosts in a worktual meeting can manage participants. They can invite, admit, or remove participants, mute or unmute them, and control their privileges.

QUESTION: Can a host pass on their host role to another participant in a worktual meeting?

ANSWER: Yes, hosts have the ability to pass on their host role to another participant during the meeting. This feature allows for seamless transition of administrative control if needed. For example, they can assign the host role to someone else and leave the meeting while ensuring it continues smoothly.

QUESTION: What happens if the host loses connection or leaves the worktual meeting?

ANSWER: If the host loses connection or leaves the worktual meeting, the application can automatically transfer the host role to someone else or a co-host, ensuring the meeting continues without any interruption.

QUESTION: How can a host control audio and video settings for participants in a worktual meeting?

ANSWER: Hosts in a worktual meeting can control audio and video settings for participants. They can mute or unmute microphones, turn video feeds on or off, and manage other audio and video features.

QUESTION: Can a host restrict certain features or actions for participants in a worktual meeting?

ANSWER: Yes, hosts in a worktual meeting can restrict what participants can do. They can disable screen sharing, prevent participants from unmuting themselves, limit chat options, or impose other rules to ensure control and security in the meeting.

QUESTION: How does worktual support group chat?

ANSWER: Worktual supports group conversations by enabling multiple participants to communicate and collaborate in real-time.

QUESTION: What are the benefits of using group chat in worktual?

ANSWER: The benefits of using group chat include improved collaboration, efficient information sharing, faster decision-making, and enhanced team communication.

QUESTION: Can I share files, images, or documents in a group chat ?

ANSWER: Yes, you can typically share files, images, and documents within our group chat .

QUESTION: Are there options for emojis or reactions in group chats of our product?

ANSWER: Emojis or reactions are also supported in our worktual group chat and allowing you to express yourself with a wide range of fun and engaging visual elements

QUESTION: Is there a limit on the number of messages or characters in group chat?

ANSWER: There is no limit on the number of messages or characters in our group chat.

QUESTION: What features are available for group chat conversations ?

ANSWER: Features like access tasks, events and notes are available in worktual within group chat conversation

QUESTION: How can I make a group call from group chat ?

ANSWER: For web -Goto Group Chat -> Inner Conversation -> Video icon or call icon For mobile -Goto Group Chat -> Inner Conversation -> Video icon or call icon

QUESTION: How can I make a group call in web application ?

ANSWER: Select the callers you wish to be on the group call by choosing the New button -> New Call button on the Worktual website, then click the Start button.

QUESTION: How can I make a group call in web application ?

ANSWER: To initiate a group call using the Worktual Mobile application, login and navigate to the Calls menu, then tap on the 'New Call' icon.

(OR)

Proceed to the Contacts tab, select the desired contacts to include in the call, and finally tap on 'Call' displayed at the top right of the screen.

QUESTION: How can I make a group call in web application ?

ANSWER: To initiate a group call using the Worktual Mobile application, navigate to the Calls menu, then tap on the Call icon displayed at the top right corner

of the screen.

(OR)

select the desired contacts for the group call, and finally tap on the Call option displayed at the top right corner of the screen to initiate the call.

QUESTION: Can we merge one group call with other merge call

ANSWER: Merging group calls is only possible if there are 100 participants overall, not counting duplicates.

QUESTION: How can we switch group call to video meeting in android ?

ANSWER: You can select the 'Meet' option in the active call control while a call is in progress to convert it to a video meeting.

QUESTION: How can we switch group call to video meeting in ios ?

ANSWER: In an active call, tap ?Video? option in the active call control to switch the call to video meeting

QUESTION: What are the audio and video quality capabilities for group calls?

ANSWER: Worktual aims to provide high-quality audio and video during group calls.

QUESTION: Do you provide any additional collaboration tool during group calls ?

ANSWER: Yes, worktual includes additional collaboration tool such as screen sharing and for group calls.

QUESTION: Can participants join group calls using different devices and platforms ?

ANSWER: Yes, worktual allows participants to join group calls using different devices and platforms.

QUESTION: What is the maximum 1:1 meeting duration?

ANSWER: It's nothing but the maximum duration allowed per Worktial one-on-one meeting.

QUESTION: How do I sync the meeting to calendar while scheduling a meeting?

ANSWER: You can add your meeting to your preferred choice of calendar - Google or Outlook calendar, or download the .ics file for the scheduled meeting.

QUESTION: What is active speaker layout?

ANSWER: This meeting layout allows you to see only the active speaker who is speaking in the meeting.

QUESTION: Should I change my password and meeting ID every time in recurrence meeting?

ANSWER: Your meeting ID and password remains the same. You need not to enter the meeting ID and password every time you join the meeting.

QUESTION: What is the use of waiting room?

ANSWER: Only participants admitted by the host can only join the meeting. Host can manage the entry of participants.

QUESTION: What is the function of MOM (minutes of meeting)?

ANSWER: MOM provides you an overall summary of the discussion done in the live meeting

QUESTION: What is the use of Meeting Highlights?

ANSWER: It will display the automated highlights of key points discussed in the meeting

QUESTION: How do I join the meeting in web ?

ANSWER: You can join a meeting by clicking the meeting link or going to Worktual web application, click Join icon and entering meeting ID

QUESTION: How do I join the meeting in mobile ?

ANSWER: You can join a meeting by clicking the meeting link or going to Worktual mobile application, click Join icon and entering meeting ID

QUESTION: Can I share the whiteboard to external users?

ANSWER: Yes you can share the whiteboard to external users either by copy the link option or whiteboard share option also

QUESTION: What will happen when I receive an audio call while in an active meeting?

ANSWER: You can connect to the audio call but the meeting audio will be muted and disabled. You can use the meeting audio only after the audio call ends.

QUESTION: Can I merge the active call with the hold call?

ANSWER: Yes, you can merge the active call with the call on hold by ?Merge? option in the active call control

QUESTION: How many call lines can be maintained in Worktual?

ANSWER: In Worktual, you can maintain two separate lines (hold call and active call) to avoid call crash.

QUESTION: What will happen when I dial to external user as a basic license user?

ANSWER: You don't have the option to make a call as a basic user

QUESTION: What will happen if I get an audio call when a meeting is in progress?

ANSWER: You can connect to the audio call but the meeting audio will be muted and disabled. You can use the meeting audio only after the audio call ends.

QUESTION: Can I flip the meetings across device?

ANSWER: Yes, you can flip the meetings to your logged in devices. i.e. When you flip the meeting from Web app to mobile app, the meeting will be disconnected in the Web and continues in the mobile app

QUESTION: Can I flip the meetings across devices multiple times?

ANSWER: Yes, you can flip the meeting multiple times from one logged in device to other logged in devices.

QUESTION: What will happen when I initiate the call flip and do not perform any actions?

ANSWER: When you initiate a call flip, the call will go on hold automatically. To avoid holding the call you should click on the Flip option once again to continue the call in the same device.

QUESTION: Why am I getting this error ?Unable to flip. Please login to other devices??

ANSWER: You should login to more than 1 device to flip the call or meeting

QUESTION: When I initiate a call flip, why the call goes on hold?

ANSWER: Call flipping will put the call on hold, so that the other user can be acknowledged that user is flipping the call or unable to speak for a moment.

QUESTION: What will happen when I initiate the meeting flip and do not perform any actions?

ANSWER: When you are active in a meeting via web, you can flip the meeting to mobile app without performing any actions in Web; Select the Flip option available

against the active meeting title in the upcoming meeting list

QUESTION: How the user will be indicated when they receive audio call to video meet request?

ANSWER: User will receive a ringing notification when they have been requested to switch the audio call to video meet.

QUESTION: Can I add more than 3 participants in the conference call?

ANSWER: You can add multiple participants to the group call.

QUESTION: Switch from audio call to video call? And vice versa

ANSWER: You can switch from audio call to video meeting and not video call

QUESTION: How many times I can flip the call?

ANSWER: You can flip the call seamlessly to your logged in devices without any limitations

QUESTION: What will happen in web app, when I flip the call from web to mobile?

ANSWER: Once the call is flipped, the call will be disconnected in the web app

QUESTION: Two ways of transferring call

ANSWER: You can transfer the calls with Direct Transfer and Attend Call Transfer

QUESTION: What is direct call transfer?

ANSWER: With direct call transfer, you can transfer the active call to selected user directly. Once it is transferred, the call will be disconnected to user, who initiated call transfer.

QUESTION: What is attend call transfer?

ANSWER: Using attend call transfer, you can transfer the active call to some other user (after informing about the call) meanwhile the other user in the active call

will stay on hold. Once it is transferred, the call will be disconnected for the call transfer initiator

QUESTION: How can I access the call park feature?

ANSWER: Use call park to park the call at one location or device. And continue the call from any other device or location with the park code.

QUESTION: What is a park code?

ANSWER: A park code is a unique ID generated when user park the call.

QUESTION: How to record a meeting?

ANSWER: You can record both instant and scheduled meetings using the record button in the active meeting.

QUESTION: How should I record the meeting to my local storage?

ANSWER: While scheduling the meeting, you can select the storage for meeting recording

QUESTION: How can I select the storage for instant meeting?

ANSWER: For instant meeting, when you click on the Record button, it will ask for the storage option ? Cloud/Local

QUESTION: Is transcription available for recorded meetings?

ANSWER: Yes. You can view, download and share the transcription for the recorded meetings.

QUESTION: Am I allowed to share the recorded meeting with transcription

ANSWER: Yes. You can share the recorded meeting video link with the transcription as a .srt file

QUESTION: How to change the translation language for closed captions in the active meeting?

ANSWER: Click on in the closed caption button and select the language, you want to translate.

QUESTION: Where can I view the meeting details in the active meeting screen?

ANSWER: Click on the <meeting title> at the top bottom of the active meeting screen to view the meeting details.

QUESTION: Where can I find the meeting link?

ANSWER: Click on the <meeting title> at the top bottom of the active meeting screen ->Meeting details -> Copy Link

QUESTION: What will happen when I copy the meeting invitation?

ANSWER: Meeting invitation includes the meeting title, description, meeting link, meeting ID and password (if available). You can share this invitation to anyone to join the meeting

QUESTION: How to change the meeting title from the active meeting

ANSWER: Click on the <meeting title> at the top bottom of the active meeting screen -> Meeting details -> Edit the meeting title

QUESTION: What will happen when I share the link after editing the meeting title?

ANSWER: Meeting link will shared with the updated meeting title

QUESTION: How to change my cc background?

ANSWER: You can change the CC background by clicking on the More options in the closed caption and select ?Use light background?

QUESTION: Can I change my cc font size?

ANSWER: Yes, you can change the cc font size by clicking on the More options in the closed caption and change font size to small/large

QUESTION: What is a closed caption?

ANSWER: Closed captions are the textual form of meeting conversations (speech). i.e. participant's speech to text

QUESTION: What does transcript mean?

ANSWER: Transcript is the history of conversations done in the meeting

QUESTION: Where can I view the total participant count in the active meeting?

ANSWER: You can the total participants count in the top right corner of the Participant icon (located at the right bottom of the active meeting screen)

QUESTION: As a host what are the options available for me in the participants tab?

ANSWER: More options in participant name, Invite button, Mute All, and bulk actions such as Move to Waiting Room, Lower Hand, Remove from meeting, Enable Recording; Report and Lock Meeting

QUESTION: Can I rename the other participant's name?

ANSWER: As a host, you can rename the meeting participants' name.

QUESTION: What are the options available next to my name in the meeting participant list?

ANSWER: As a host, Video ON/Off, Add Pin, Rename and Raise Hand

As a participant, Video ON/OFF, Add Pin and Raise Hand

QUESTION: As a host what are the options available for me in the participant's name?

ANSWER: As a host, you can have the following options in the participant's name: Video On/Off, Add pin, Message, Allow recording, Move to waiting room, Remove from meeting and Report.

QUESTION: As a participant, what are all the options I can have in the host name?

ANSWER: As a participant, you can have only Add pin option.

QUESTION: How many tasks can I create ?

ANSWER: You don?t have any limitations to create a task

QUESTION: How do I update the status of the task created?

ANSWER: In the My Space -> Task -> <Task Name>, click on the Status drop down and update your task; you can update the task status from In progress to

On-hold, Review and Completed

QUESTION: Shall I delete the task created?

ANSWER: You can delete the tasks only as a task creator; The task will be deleted for all the assignees.

In web: To delete the task - Created Task -> More Options -> Delete

In mobile: To delete the task - Created Task -> Delete icon.

QUESTION: You should enable the Recurring Task while creating a task.

ANSWER: In web: My Space -> Task -> Select Task -> Edit -> Select Recurring task

In Mobile: My Space -> Task -> Select Task -> Edit and select Recurring Task

QUESTION: Do Worktual have the feasibility to add events to the calendar?

ANSWER: You can add events to the calendar such as Google, Outlook and iCloud by Events -> New Events -> Select Calendar

QUESTION: What are the reminder options I can set for my events?

ANSWER: The available reminders are 1 minute before, 5 minute before, 10 minute before, 30 minute before and 1 hour before.

QUESTION: Is location a mandatory field to create an event?

ANSWER: No, you can create an event without addressing the location.

QUESTION: Am I allowed to delete the event created?

ANSWER: You can delete the events created by you; This will delete the events to the respective participants.

In web: To delete the event- Created Event -> More Options -> Delete

In Mobile: To delete the event- Created Event -> Delete

QUESTION: How can I filter the events?

ANSWER: You can filter the events based on the status such as Yet to start, In progress, and Completed.

QUESTION: Can I make a recurring event?

ANSWER: Yes, you can make a recurring event while creating it.

QUESTION: What is my space?

ANSWER: It is your personal space where you can send message to yourself and view all tasks, events, notes created and shared with you; Also view the files, links and saved chats shared with you.

QUESTION: Can I send message to myself?

ANSWER: Yes, you can send message to yourself from your My Space -> Chat (me)

QUESTION: Am I able to download the files shared with me in my space?

ANSWER: For web: In the My Space -> Files, hover mouse on the file you want to download and select Download (or) From chat, hover the mouse on the file you want to download and select Download option For mobile: The files will be auto downloaded in mobile

QUESTION: how to Reply to my message in my space

ANSWER: You can reply to the messages sent to yourself. From My Space -> Chat (me), hover the mouse on the message you want to reply and select Reply to send a reply message.

QUESTION: Can I check the delivery status for the message I sent to myself

ANSWER: The delivery status for the message sent to yourself will always in delivered and read (past) status

QUESTION: Can I make a call to myself from My Space?

ANSWER: No, you can?t make a call to yourself from anywhere

QUESTION: I want to mark the chat as unread

ANSWER: You can mark the read chat as unread by the following in different platforms: Web: Recent Chat History -> Quick Options -> Mark as unread

Android: Long press on the chat you want to mark as unread, and in the More options select Mark as Unread, iOS: Right swipe the chat you want to mark as unread and select Unread

QUESTION: I can?t find the delete option for group chat

ANSWER: You can delete the group chat only after leaving the team.

QUESTION: Hey Wanna know about call recording?

ANSWER: it allows the capturing and storage of audio or video recordings of phone conversations.

QUESTION: How admin have control over call recordings?

ANSWER: Admin have control over the call recordinngs , from admin settings

QUESTION: What happen when the call is on mute during the Call recording?

ANSWER: It will not affect the call recording, only the audio will be muted.

QUESTION: Does call recording supported in group call?

ANSWER: yes. But only the group call initiator will have access to it.

QUESTION: What are the different call recording options available in the admin settings?

ANSWER: In the admin settings, there are two options available: Automatic Call Recordings and On-demand Call Recordings.

QUESTION: Is it possible to record a group call?

ANSWER: However, only the person who initiated the group call will have access to it.

QUESTION: Tell me, What will happens if a user flips the call between devices while recording?

ANSWER: Sure, If a user is recording an active call from the web and then flips the call to a mobile device, the call recording will be stopped when the call is flipped. Similarly, if the call is flipped back to the web, the recording will resume automatically for automatic call recording. However, for on-demand call recording, the user needs to manually click the Record button to resume the recording when flipping the call between devices.

QUESTION: What is call recording?

ANSWER: it allows the capturing and storage of audio or video recordings of phone conversations.

QUESTION: I want to know about call switch

ANSWER: Call Switch allows you to convert your voice call into video meeting with a single click

QUESTION: I received a video meet invite from the same person with whom i was on a call

ANSWER: Its because the user with whom you were connected in the call wants to have a quick video meet with you.

QUESTION: I have a non-worktual user in my group call. Can I switch?

ANSWER: Yeah..You could still switch your call to video meet and the non-Worktual user will be connected to the meeting in audio-only mode.

QUESTION: Do we have video to audio call switch?

ANSWER: Currently, Worktual only provides audio to video switch

QUESTION: I can't enable to call switch

ANSWER: I apologize for the inconvenience, can i transfer you to a technical support representation who will be better placed to assist you with this.

QUESTION: I dont understand why I need the call switch feature?

ANSWER: Call Switch allows you to convert your voice call into video meeting with a single click. This can help you in a varity of situations.

QUESTION: Are call flip and call switch the same thing?

ANSWER: No call flip and call switch are two different features available in an active audio call. Would you like to know more about them? Call Switch on the other hand allows you to convert your voice call into video meeting with a single click

QUESTION: how to initiate a group call?

ANSWER: To initiate a group call, you can follow these steps:

1. log in to the worktual account
2. Select group call option by clicking New button
3. Add participants by using extension/PSTN number 5.click on Start button, the call will trigger to the respective participants

QUESTION: How do I join a group call?

ANSWER: Joining a group call is simple! Here's what you need to do,

1. If you received an invitation to the group call
2. Click on the accept button to join the call
3. If you're already signed in to your account, you'll be connected to the group call directly. If not, you may need to sign in or enter your credentials.
4. Once you're in, you should be able to see and interact with the other participants in the group call.

QUESTION: How can I manage participants during a group call?

ANSWER: You can,

1. Mute/Unmute: You can mute or unmute yourself or individual participants to control the audio during the call.
2. Video On/Off: You can turn your video on or off, as well as request participants to turn their video on or off.
3. Participant List: You can view a list of participants in the call and see their status (muted, unmuted, video on, video off).
4. Screen Sharing: you can share your screen with the participants to present slides, documents, or other content.
6. Recording: Worktual allows you to record the group call for later reference or sharing with absent participants.

QUESTION: What is Group call?

ANSWER: Group call in Worktual is a feature that allows multiple people to participate in a single phone call

QUESTION: Is that possible to add multiple groups in a single group call?

ANSWER: Yes, in worktual you have an option to add multiple groups to a single group call

QUESTION: Is that possible to add a non - worktual user in the group call?

ANSWER: Yes, you can add non- worktual users to the group call via PSTN

QUESTION: How can I handle participants in the group call?

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QUESTION: Can you tell me about Call Park?

ANSWER: In Worktual application, Call Park is a feature that allows you to put an active call on hold and store it at a specific extension or location within the phone system.

QUESTION: Can you explain the concept of Call Park?

ANSWER: In an active call, you can press the Call Park button .The system will then assign a unique park code. You can make a note of this and share the code with another person who needs to pick up the call.

QUESTION: Can you explain how Call Parking works?

ANSWER: In an active call, you can press the Call Park button .The system will then assign a unique park code. You can make a note of this and share the code with another person who needs to pick up the call.

QUESTION: tell me about call park

ANSWER: It allows user to put a call on hold, so that another person can pick it up on a different phone

QUESTION: How do I park a call using my phone?

ANSWER: Follow these steps to perform a call park

1. During an active call, locate the Call Park button on your phone.
 2. Press the Call Park button. Alternatively, you may need to enter a specific Call Park code provided by your phone system.
 3. The system will assign a unique park location or extension to the call and put it on hold.
 4. Make a note of the assigned park location or extension for future reference or to share it with other team members.
 5. To retrieve the parked call, dial the assigned park location or extension from any phone or device within your phone system.
 6. The call will be connected, allowing you or another team member to resume the conversation with the caller.
- By utilizing these steps, you can effectively and efficiently perform call parking, ensuring smooth call management and streamlined communication.

QUESTION: Are there any additional features or customization options available for call park?

ANSWER: It will includes the ability to play hold music or custom messages to the caller while the call is parked. This provides a better experience for the caller rather than leaving them in silence.

QUESTION: Tell me about the Call park and how does it works?

ANSWER: In Worktual application, Call Park is a feature that allows you to put an active call on hold and store it at a specific extension or location within the phone system.

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QUESTION: tell me about call park

ANSWER: Hi. It allows user to put a call on hold, so that another person can pick it up on a different phone

QUESTION: Call park?

ANSWER: Hi, What would you like to know about Call Park?

QUESTION: What is the code for call park?

ANSWER: It will generated only after you select the call park option in the active call screen.

QUESTION: How do I park a call using my phone?

ANSWER: Follow these steps to perform a call park

1. During an active call, locate the Call Park button on your phone.
 2. Press the Call Park button. Alternatively, you may need to enter a specific Call Park code provided by your phone system.
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QUESTION: What is In-app integration

ANSWER: Integrating or incorporating third-party applications or services directly within an existing application or software

QUESTION: Why evernote inside the worktual?

ANSWER: Worktual offers in app integration, evernote is one of the Worktual' s in-app integration

QUESTION: Hey, how to access this evernote?

ANSWER: Just click on the evrenote icon, then it will ask you to enter the credentials for your evernote account, after provide all the details , seamlessly you can use evernote intergation inside worktual

QUESTION: I see a BOX app inside the Worktual chat, what is that?

ANSWER: Worktual have a in-app integration with Box, so it will refelec in your chat under attch file icon

QUESTION: How to use Box integration?

ANSWER: With box integration you can seamlessly share your box files, such as video, audio files

QUESTION: Can i share my box files via Worktual chat?

ANSWER: you can share your box files via worktual, worktual have this type of in-app integration

QUESTION: Hey, i want to know why the Box app inside my worktual interface?

ANSWER: Worktual offers in-app integrations, we have box integration also, so can sealessly share your box files within worktual

QUESTION: What are all i can do with Box integration?

ANSWER: Worktual has Box app as default file sharing integration in it, so you can easily share the Box files to Worktual Chats anytime.

QUESTION: Can i use Google drive inside worktual huh?

ANSWER: you can access the Google drive integration inside our worktual app

QUESTION: Why Google drive is inside my Worktual interface?

ANSWER: Worktual offers in-app integrations, google drive also one of these

QUESTION: Do i have account in google to use google drive integration?

ANSWER: Of course, you must have a google account to have this integration

QUESTION: I dont want google inside my Worktual interface

ANSWER: Google drive is a in-build integration of worktual so you can't disable it

QUESTION: Should i pay Worktual for Google drive integration?

ANSWER: No, worktual offers Google drive as a free integration for all the paid worktual users

QUESTION: Why onedrive is inside the worktual chat?

ANSWER: Worktual has OneDrive app as default file sharing integration in it, so you can easily share the drive files to Worktual Chats anytime.

QUESTION: How do I connect my OneDrive account to Worktual?

ANSWER: Click on the Onedrive app, Sign-in to your onedrive account, after that you can seamlessly share your files

QUESTION: Can i use OneDrive inside Worktual?

ANSWER: Yes, Worktual offers In-ap integration with OneDirve, Obviously you can access the fuctionality of this integration

QUESTION: How do I connect my OneDrive account to Worktual?

ANSWER: To connect your OneDrive account to Worktual, simply click on the OneDrive app within Worktual. Sign in to your OneDrive account using your credentials, and once connected, you'll be able to seamlessly share your files from OneDrive within Worktual.

QUESTION: Can I use OneDrive inside Worktual?

ANSWER: Yes, you can use OneDrive inside Worktual. The integration allows you to access your OneDrive files and easily share them with others within the Worktual platform.

QUESTION: Why Dropbox is inside the worktual chat?

ANSWER: Worktual has Dropbox app as default file sharing integration in it, so you can easily share the drive files to Worktual Chats anytime.

QUESTION: Can i use Dropbox inside Worktual?

ANSWER: Worktual offers Dropbox integration, you can access this integration any time if you want

QUESTION: Where can I find the dropbox integration

ANSWER: You can find it in your chat section on your Worktual web app

QUESTION: What is Dropbox?

ANSWER: Dropbox is a file hosting service that helps back up files in the cloud and shares photos, videos, documents and much more!

QUESTION: Where can i find dropbox within the chat?

ANSWER: Navigate to the bottom of the page in the chat interface and click on the paper clip widget. From the list that pops up, click on the Box option and there you have it, easy!

QUESTION: Does worktual have third party integration?

ANSWER: Yes worktual offers integrations with third party apps?

QUESTION: Hey, have one doubt how to get google chrome extension?

ANSWER: 1. Go to Google chrome web store 2. search worktual for google chrome extension from the search box , it will display the Worktual for google chrome extension there you can add it your chomre by following the instruction.

QUESTION: How do I get the Google Chrome extension for Worktual?

ANSWER: To get the Worktual Google Chrome extension, you can visit the Google Chrome Web Store. Search for 'Worktual for Google Chrome extension' in the search box, and it will display the extension. You can add it to your Chrome browser by following the instructions provided.

QUESTION: Can i use emoji using this integration?

ANSWER: Of course you can use emoji for chats

QUESTION: Can i schdeule meeting?

ANSWER: Yes you can schdule a meeting with this integration

QUESTION: How the meeting functionality works in this integration?

ANSWER: When you schedule a meeting using this integration, automatically the meeting details will reflect in the outlook calendar

QUESTION: Hey i cant get the microsoft outlook integration why?

ANSWER: Hi, do you have a paid account in worktual

QUESTION: What is the use of microsoft outlook integration?

ANSWER: You can seamlessly create meetign and start meeting, make a call and chats from thier workspace without switching between application

QUESTION: Where can i initiate meeting in microsoft outlook

ANSWER: You can create and start a meeting from outlook interface also

QUESTION: have one doubt how to get Google workspace

ANSWER: 1. Go to Google workspace marketplace 2. Search Worktual for google Workspace 3. find and get this integration

QUESTION: Should i have google account to use Google workspace integration

ANSWER: Yes, you must have Google account to use this

QUESTION: How to get Google Workspace integration?

ANSWER: Go to Google workspace marketplace, there you can install and make use of it

QUESTION: Can you tell me about the functionality of Worktual for Google Chrome add-on?

ANSWER: Certainly! With Worktual for Google Chrome add-on, you can easily schedule, start, or join Worktual meetings directly from Gmail and Google Calendar. You can also join a Worktual meeting from within Google Calendar and access contextual information about contacts from their Gmail message threads.

QUESTION: Does the Google workspace integration show all the call history?

ANSWER: Yes, with the Worktual for Google Workspace add-on, you can access your call history, including missed calls, incoming calls, and outgoing calls.

QUESTION: What is call flip?

ANSWER: It enables you to redirect an ongoing call from one device to another. For example, if you're using the Worktual's web app and wish to flip the call, you can pick it up on other devices like your mobile or desk phone if you're logged in

QUESTION: Wanna transfer call to another device

ANSWER: You can use our call flip feature to switch your call with other logged in devices

QUESTION: I can't flip my call from phone

ANSWER: Check whether you have logged in Worktual web application. To access call flip, you need to be logged in to more than 1 device

QUESTION: How can I initiate a call flip?

ANSWER: 1. In an active call, you can click 'Flip' icon in the call control to switch your call to another logged in device.

2. Login your Worktual account in other device.

3. Click on Flip option displayed in the call log and flip your call to that device.

QUESTION: Tell me about Call Flip...

ANSWER: It enables you to redirect an ongoing call from one device to another. For example, if you're using the web app and wish to flip the call, you can pick it up on other devices like your mobile or desk phone if you're logged in

QUESTION: What happens to the original device after call flip?

ANSWER: The device may disconnect from the call once the call flip is initiated.

QUESTION: What is this call flip thing?

ANSWER: Oh, it is a feature that lets you transfer your call to another device.

QUESTION: Can I flip the call to my imaginary friend?

ANSWER: Apologies, I'm having trouble comprehending your question. Could you please rephrase or provide more context?

QUESTION: What are the way to flip call?

ANSWER: You can flip a call between different devices such as mobile, web, and desk phones and vice versa.

QUESTION: Does call flip feature available in worktual?

ANSWER: Of course! available, you can make use of it

QUESTION: how do I start a new chat?

ANSWER: Well! This is one of the essential feature that you can choose to use.

Click on the 'New Chat' button in the chat application. Then, enter the name or username of the person you want to chat with and start typing your message.

QUESTION: How do i initiate a new chat?

ANSWER: Sure! Follow these steps:

1. Tap on the New Chat option from a New Context menu
2. You can view the Search bar at the top, to search for the contact, from your contact list
3. Type the contact's name or extension, with whom you want to start a new conversation
4. Tap on the contact's name; it displays a message screen, where you can type the message in the message box
5. Tap on the Send button
6. You can view a sent message which is displayed on the Message screen

QUESTION: Can you tell me about the chat functionality?

ANSWER: Of course! It allows you to send and receive messages, collaborate, and communicate seamlessly within the platform.

QUESTION: What are the additional features available for chat functionality?

ANSWER: As a worktual user, you can have some of the specific features such as Reaction to the chat, Emoji, Gif, etc.,

QUESTION: Do worktual provide image and video sending option?

ANSWER: Yes, we do provide the option to send image and videos while conversation

QUESTION: All the features in the chat are not working properly!

ANSWER: Sorry for the inconvenience, please let me guild you to solve it

QUESTION: From chat what is the specific features I can use?

ANSWER: In worktual automation, the user has options in the chat as notes, events, and task creation option and edit the send messages

QUESTION: What is importance of chat functionality in worktual

ANSWER: In Worktual chat functionality plays a major role to communicate with team and individual

QUESTION: Do I receive a notification for the chat?

ANSWER: If you enable the notification settings, the device in which you are logged in will send you the message notification

QUESTION: What is the message data retention period in Worktual chat?

ANSWER: Message data retention period is the duration of which chat messages are retained and stored in Worktual's chat system

QUESTION: What is the duration for storing messages in Worktual?

ANSWER: The message data retention period determines how long chat messages are retained and stored in Worktual's chat system.

QUESTION: How can i become a host in Worktual meeting?

ANSWER: To become a host in a Worktual meeting, you need to be the person who schedules the meeting or be assigned as the host by the meeting organizer.

QUESTION: Can I assign co-hosts or alternative hosts in Worktual?

ANSWER: Yes, Worktual allows hosts to assign co-hosts or alternative hosts to help manage the meeting. Co-hosts have many of the same controls as the host, while alternative hosts can start and manage the meeting on behalf of the original host.

QUESTION: As a host, can I enable a waiting room for a video meeting?

ANSWER: Yes, ofcourse you can! While scheduling a meeting, just tick the 'waiting room' box and all participants will be in the waiting room before you let them in!

QUESTION: Can I assign someone as alternate host and have control over them?

ANSWER: Yes you can have alternate host to your meetings. You can control over them

QUESTION: Can I assign a co-host and have control over them?

ANSWER: Yes you can assign anyone as a co-host and can control over them

QUESTION: What are the host controls available in Worktual?

ANSWER: Worktual host controls include managing participant access, screen sharing permissions, recording management, chat control, and meeting security features. These controls allow hosts to facilitate and manage meetings effectively

QUESTION: As a host how can to chat control in the meeting?

ANSWER: As a host in Worktual, you can control the chat feature by managing chat settings. This includes the ability to enable/disable chat for participants, control who participants can chat with (everyone or host only),

QUESTION: As a host can i have control over the co-hosts?

ANSWER: Yes, as a host in Worktual, you have control over co-hosts. You can assign and manage co-hosts, giving them certain privileges and abilities, such as the ability to manage participants, control screen sharing, and assist in hosting duties during the meeting.

QUESTION: Is host have control over the participants?

ANSWER: In an active meeting, Host should be able to allow all participants to Share their Screen.

QUESTION: Who is co-host?

ANSWER: They can assist the host in managing the meeting by performing tasks such as muting or unmuting participants, managing the chat feature, sharing screens. The co-host role is often assigned to trusted individuals who help the host in ensuring the smooth conduct of the meeting.

QUESTION: hey, wanna know about host controls?

ANSWER: As a host, you can have a full control over the participants in the meeting,

QUESTION: As a host i have control over the co-host?

ANSWER: Yes, you have control over them, Co-hosts in Worktual meetings have similar controls as the host and assist in managing the meeting effectively.

QUESTION: Can hosts lock a Worktual meeting?

ANSWER: Yes, hosts have the ability to lock a Worktual meeting, preventing additional participants from joining until the meeting is unlocked.

QUESTION: Want to know about co-host controls?

ANSWER: In a Worktual meeting, a co-host is a participant who has been granted additional meeting management capabilities by the host.

QUESTION: Can participants join a locked meeting in Worktual?

ANSWER: No, participants cannot join a locked meeting in Worktual until the host unlocks it.

QUESTION: Are there any limitations to the number of co-hosts a host can assign in Worktual?

ANSWER: Worktual may have limitations on the number of co-hosts that can be assigned to a meeting, depending on the specific plan or license being used

QUESTION: As a host can I control who should share thier screen?

ANSWER: Yeah, you have the control over the sharing screen of participants

QUESTION: Can I assign co-hosts in a Worktual meeting?

ANSWER: Yes, as the host of the Worktual meeting, you have the ability to assign co-hosts. Co-hosts can help you manage the meeting by sharing some of the host controls and responsibilities.

QUESTION: As a host i can control co-host also?

ANSWER: As host you can have a control and manage your co-host also

QUESTION: Host controls in the meeting?

ANSWER: Host controls in a Worktial meeting encompass participant management, screen sharing control, chat settings, recording management, and various meeting settings for effective moderation.

QUESTION: I have a question about lock meetings. Can you provide me with some information?

ANSWER: Lock meetings typically refer to securing or restricting access for the participants to enter a specific meeting

QUESTION: I want to know about lock meeting?

ANSWER: Meetings can be locked to restrict participants from entering the meeting

QUESTION: How should I unlock a locked meeting?

ANSWER: In an active meeting, Click on 'More Options' and Select Settings

navigate to General tab

Unselect the 'Lock Meeting' checkbox

QUESTION: Can I lock a meeting in progress to prevent others from joining?

ANSWER: Yeah you can lock a meeting in progress to restrict participants from joining the meeting

QUESTION: Can I lock a meeting if I am not active in the meeting

ANSWER: No you cant lock a meeting if you are outside the meeting

QUESTION: Can I unlock a meet?

ANSWER: Yes You can unlock a meeting

QUESTION: how to Lock my meet

ANSWER: Follow these steps to lock your meeting:

Open Participants tab

Click on More Options and Select Lock meeting option

QUESTION: Can a participant leave the meeting if it is locked?

ANSWER: Lock meeting feature only restricts the entry of the participants

QUESTION: Can the participants chat with each other if the meeting is locked?

ANSWER: this feature just restricts the entry of participants and the participants can communicate with each other

QUESTION: Can I move a participant to waiting room from the locked meeting?

ANSWER: Yes participants can be moved to waiting room even if the meeting is locked

QUESTION: What does the 'lock meeting' feature do in meeting?

ANSWER: The 'lock meeting' feature in a virtual meeting allows the host to prevent additional participants from joining the meeting once it has started. By locking the meeting, the host ensures that only the existing participants can continue to engage in the discussion and maintains the privacy and security of the meeting.

QUESTION: How should I lock a meeting?

ANSWER: Click on Participants icon in the meeting control to open the participant panel and click on 'More options' and Select 'Lock meeting' option to lock the active meeting

QUESTION: Will I be able to invite someone if the meeting is locked?

ANSWER: You can't invite anyone when the meeting is locked

QUESTION: Can a meeting be locked and unlocked multiple times during the same session?

ANSWER: Yes, as the host, you can choose to lock and unlock a meeting multiple times during the same session, depending on your specific needs.

QUESTION: I cannot join a meeting, it is showing that the meeting is locked?

ANSWER: Your host would have locked your meeting to restrict the entry of participants

QUESTION: How can I configure my call queue?

ANSWER: To set up a call queue you can follow these steps:

1. log in to the worktual admin portal
2. Move to Account management -> Account Settings -> Call Queue
3. Select 'Set-up Queue' in the call queue list view to configure queue settings

QUESTION: Is there a possibility of accessing call back or any other features or options while waiting in a call queue?

ANSWER: Yes, in the worktual application, we provide callback,fallback,voicemail options while waiting in the call queue.

QUESTION: Can I set a max limit for the queue

ANSWER: Yes, you can set a max amount of callers to wait in a particular queue in call queue configuration

QUESTION: What is the definition of a call queue?

ANSWER: Call queues allow account owners and admins to route incoming calls to a group of users.

QUESTION: How to add queue music?

ANSWER: You can add queue music in queue settings.

QUESTION: How can I setup my call queue?

ANSWER: To set up a call queue you can follow these steps:

1. log in to the worktual admin account
2. Select Account Management -> Account Settings -> Call Queue
3. Click 'Set-up Queue' in the call queue table and set it up

QUESTION: What is call queue ?

ANSWER: Call queues allow account owners and admins to route incoming calls to a group of users.

QUESTION: can I set a specific music for Queue?

ANSWER: YES, we allow you to create and add your cusrtomized queue music specifically

QUESTION: can I route my call to another person if im on holiday?

ANSWER: Yes, you can route the call to another person if you are in leave /holiday based on the setup made in the call queue configuration

QUESTION: Tell me about call queue

ANSWER: Call queue is a telecommunication feature that manages incoming calls in a specific order, ensuring callers are placed on hold and answered by available users in the order they were received.

QUESTION: DO you provide call queue feature?

ANSWER: Yes. Worktual offers call queue feature as add-on

QUESTION: Is Call queue available in worktual?

ANSWER: Yes, We provide call queue as a feature add-on

QUESTION: I want to know about call queue

ANSWER: Call queue ensures callers are placed on hold and answered by available representatives in the order they were received.

QUESTION: Where can I access call queue?

ANSWER: If you have purchased a call queue, then you can access it in Admin portal -> Account Management -> Account settings -> Call queue

QUESTION: Hi, I have a question about the task .

ANSWER: Sure, I'm here to help. What would you like to know?

QUESTION: Can i change the status of the task?

ANSWER: Yes, you can change the status of the current tasks

QUESTION: Hello, I have a query regarding the task.

ANSWER: Sure, I'm here to help. What would you like to know?

QUESTION: What is task inside worktual?

ANSWER: Worktual allows you to create and manage tasks within our application. You can create tasks, set due dates, assign them to team members, and track their progress

QUESTION: I can't figure out how to create a task?

ANSWER: No worries! I can guide you through the process. Click 'My Space' and select the 'Tasks' tab. You can use the 'Create Task' button from the top left corner of your application and provide the required task details such as title, description, due date, and assignee. Let me know if you need further assistance.

QUESTION: What should i do to create a task?

ANSWER: No worries! I can guide you through the process. Click 'My Space' and Select 'Tasks' tab. You can use the 'Create Task' button from the top left corner of your application, and provide the required task details such as title, description, due date, and assignee. Let me know if you need further assistance.

QUESTION: Can i know about task ?

ANSWER: Yeah sure, you can create a task and assign it to your participants manually

QUESTION: What's a task?

ANSWER: Task is a feature on yur worktual web app wherein you can create a task and assign to other users within the company and keep track of the progress.

QUESTION: Task? Does the admin assign them?

ANSWER: No, any user can create and assign a task to any other user(s) within the organization

QUESTION: I wanted to add a description to task, can I?

ANSWER: Definitely can! You can create and add a description to a task

QUESTION: Want to create a task, where do i find it

ANSWER: There are two ways to do this: 1) you can click on a user's chat and assign a task from within that or 2) Head to your My Space section on the web app, click on the Task section on top and create a task!

QUESTION: How to create task in Worktual?

ANSWER: In Worktual, you can create tasks from the conversation's text editor or My Space.

QUESTION: What to create a new task in my space?

ANSWER: To create a new task in my space, go to My space, click on the task icon, there you can create new task by setting due date?

QUESTION: how to get my completed task list?

ANSWER: Go to my space, click on the task icon, then you can filter out your completed task lists

QUESTION: what is waiting room?

ANSWER: This feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one, or hold all attendees in the Waiting Room and admit them all at once.

QUESTION: What if I accidentally admit someone from the waiting room who shouldn't be in the meeting?

ANSWER: As the host, you can typically remove or move the participants to waiting room who were mistakenly admitted.

QUESTION: Will the participants in the waiting room be aware of what happens in the active meeting?

ANSWER: No. But the host and co-host can chat with the participants in the waiting room

QUESTION: Can a co-host move another co-host to waiting room

ANSWER: No. Only the host can move co-hosts to the waiting room

QUESTION: What if someone in the waiting room leaves the meeting? will they be again moved to waiting room directly?

ANSWER: If the waiting room participant leaves the meeting and tries to join again, they will be moved back to the waiting room

QUESTION: What is waiting room in meeting

ANSWER: Waiting room feature allows the host to move certain participants away from the meeting for a while and could communicate with them if needed

QUESTION: Can I enable it while scheduling?

ANSWER: Yes. while scheduling a meeting, you can enable Waiting room option

QUESTION: How can I move a participant to the meeting from waiting room?

ANSWER: Follow these steps: Open participant panel and in the waiting room section click Admit button to allow the participant to enter the meeting

QUESTION: I cant see the waiting room section in Participant tab

ANSWER: Are you a host? or co-host in the meeting?

QUESTION: What is a waiting room in virtual meetings?

ANSWER: a waiting room is a virtual space where participants join before being admitted to the main meeting. It serves as a holding area, allowing the meeting host to control the entry of participants and ensure a secure and organized meeting environment.

QUESTION: Can participants in the waiting room interact with each other?

ANSWER: No, they cannot communicate or collaborate with other waiting room participants. But they can view the messages of host or co-host

QUESTION: How does the waiting room feature enhance meeting security?

ANSWER: The waiting room feature enhances meeting security by providing an additional layer of control and verification. It allows the meeting host to screen participants before granting them access to the main meeting. This helps prevent unauthorized individuals from joining and ensures that only intended participants are admitted, safeguarding the confidentiality and integrity of the meeting.

QUESTION: When I tried to join a meeting, i'm notified that host should allow me...What is this?

ANSWER: The host of your meeting would have enabled waiting room option for security purposes. SO that participants entry can be screened by the host or co-host, thereby preventing unauthorised individuals from joining the meeting

QUESTION: Hi,How to make a new note?

ANSWER: Just click on the new note icon and provide the title , content of the note.

QUESTION: How to create note in worktual

ANSWER: Just click on the new note icon and provide the title and content of the note.

QUESTION: How to create notes?

ANSWER: Just click on the notes icon, you can create notes and then share it to your wished ones

QUESTION: how to create a Notes creation

ANSWER: To create notes in Worktual, you can click on the 'Notes' tab within the application. From there, you can click on the 'New Note' button to start creating a new note. You can add a title, write your notes in the content area, and format the text as needed. Once you're done, click the 'Save' button to save the note.

QUESTION: Can I set reminders or due dates for my notes?

ANSWER: No, inside worktual you can't

QUESTION: Can I access my notes on different devices, like my phone or tablet?

ANSWER: Yes, you can access your notes on different devices as long as you have the Worktual application installed and are logged in with your account.

QUESTION: How do I add a note in Worktual?

ANSWER: To add a note in Worktual, you can click on the 'Notes' tab and then select the 'Add Note' button. From there, you can enter the title and content of your note and save it.

QUESTION: Can I access my notes on multiple devices with Worktual?

ANSWER: Yes, Worktual is designed to be accessible from various devices.

QUESTION: how to create notes in worktual

ANSWER: To create a new note in Worktual, you can click on the 'New Note' button or icon. It will prompt you to enter the title and content of the note

QUESTION: Can I format the text or add formatting notes in Worktual?

ANSWER: Currently, Worktual does not provide advanced formatting options for notes.

QUESTION: Is there a limit to the number of notes I can create in Worktual?

ANSWER: Worktual does not impose a specific limit on the number of notes you can create.

QUESTION: To create a new note in Worktual, how do I do it?

ANSWER: Simply click on the 'New Note' button or icon and provide the title and content of the note.

QUESTION: Can I access my notes on different devices?

ANSWER: Yes, you can access your notes on different devices as long as you're logged in to your Worktual account.

QUESTION: How can I find all of my created notes?

ANSWER: You can search for your notes from your My Space within your Worktual account.

QUESTION: Can I set reminders or due dates for my notes in Worktual?

ANSWER: No, inside Worktual, you can't set reminders or due dates for notes.

QUESTION: What is meeting templates?

ANSWER: Meeting templates in Worktual are pre-defined settings and configurations that can be saved and reused for creating new meetings

QUESTION: Can I share my meeting templates with others in my organization?

ANSWER: Currently, meeting templates in Worktual are only available for individual users.

QUESTION: Can I use multiple meeting templates for different types of meetings?

ANSWER: Yes, you can create multiple meeting templates to accommodate different types of meetings or specific use cases.

QUESTION: What happens if I make changes to it after scheduling a meeting?

ANSWER: Making changes to a meeting template will not impact the settings of previously scheduled meetings. The changes will only affect new meetings created using the updated template.

QUESTION: Can I make changes to a meeting template after it has been created?

ANSWER: Yes, you can make changes to a meeting template at any time

QUESTION: How do I apply meeting templates to a new meeting?

ANSWER: To apply a meeting template to a new meeting, simply select the desired template when scheduling the meeting.

QUESTION: what to do with meeting templates

ANSWER: You can save your scheduled meeting template at any time to save time

QUESTION: Can I make changes to a meeting template after it has been created?

ANSWER: Yes, you can make changes to a meeting template at any time.

QUESTION: How can meeting templates help me save time?

ANSWER: Meeting templates can save you time by providing preconfigured settings for your meetings

QUESTION: How can I use meeting templates in Worktual?

ANSWER: Meeting templates in Worktual can be used to quickly schedule meetings with preconfigured settings, saving time and effort.

QUESTION: How do I apply a meeting template to a new meeting?

ANSWER: To apply a meeting template to a new meeting, simply select the desired template from the available options when scheduling the meeting.

QUESTION: Can I create multiple meeting templates?

ANSWER: Yes, you can create multiple meeting templates in Worktual to cater to different meeting types or purposes.

QUESTION: What happens if I make changes to a meeting template after scheduling a meeting?

ANSWER: Making changes to a meeting template will not impact the settings of previously scheduled meetings. The changes will only affect new meetings created using the updated template.

QUESTION: How can an admin navigate to the Agent Status page?

ANSWER: Settings ? General Settings ? Agent Status.

QUESTION: What are the options listed for Select Status Functionality?

ANSWER: Voice (Checkbox and Transfer Only Toggle), Chat (Checkbox and Transfer Only Toggle), Email (Checkbox and Transfer Only Toggle).

QUESTION: Is there is any default status present in agent status?

ANSWER: Yes, default status of agent statuses are 'Ready' 'Not ready' 'Transfer only' 'Away' 'Offline'

QUESTION: What are the default status present in agent status?

ANSWER: Totally there are 5 agent status in default namely 'Ready' 'Not ready' 'Transfer only' 'Away' 'Offline'

QUESTION: Can default Agent Status can be deleted?

ANSWER: No, default Agent Status cannot be deleted.

QUESTION: Can custom status can be deleted

ANSWER: Yes, Custom status can be deleted

QUESTION: How does a supervisor view the Agent Status page?

ANSWER: In settings select general settings and go to agent status.

QUESTION: What fields are present when a new Agent Status is created?

ANSWER: Status Name, Status Color, Description, Select Status Functionality.

QUESTION: What is a status functionality in agent status

ANSWER: The status functionality in agent status refers to the specific channels (such as Voice, Chat, and Email) through which agents can receive and handle customer interactions based on their selected status.

QUESTION: Is there a default status available for agents?

ANSWER: Agent statuses can be set to 'Ready,' 'Not ready,' 'Transfer only,' 'Away,' or 'Offline' by default.

QUESTION: How does agent status work?

ANSWER: Admins can create, modify, and delete custom agent statuses, which indicate an agent's availability and capabilities.

QUESTION: Can admins edit the fields of an existing custom Agent Status?

ANSWER: Yes, admins can edit all fields of an existing custom Agent Status.

QUESTION: Can admins select multiple options for Select Status Functionality?

ANSWER: Yes, admins can select multiple options such as Voice, Chat, and Email.

QUESTION: Is there a default status available for agents?

ANSWER: Agent statuses can be set to 'Ready,' 'Not ready,' 'Transfer only,' 'Away,' or 'Offline' by default.

QUESTION: Does default agent status allow for editing?

ANSWER: No, you cannot change the default Agent Status.

QUESTION: What is Call transfer ?

ANSWER: The call transfer feature enables agents to transfer calls to other recipients, including agents, queues, external numbers, or call flows.

QUESTION: what is agent transfer?

ANSWER: Agent transfer refers to the process in which an agent in an active call can transfer the call to another agent.

QUESTION: what is queue transfer?

ANSWER: Queue transfer is a feature that allows agents in an active call to transfer the call to a specific queue, enabling another set of agents to handle the call.

QUESTION: what is external number transfer?

ANSWER: External number transfer is the ability to transfer an ongoing call to a phone number outside of the system or the organisation

QUESTION: what is call flow transfer?

ANSWER: Call flow transfer refers to the capability of transferring an active call to a predefined call flow, such as another queue or a specific routing configuration, allowing for seamless handling of customer calls within the established call flow.

QUESTION: Explain Call transfer ?

ANSWER: Agents can transfer calls to other agents, queues, external numbers, or call flows using the call transfer capability.

QUESTION: Explain agent transfer?

ANSWER: An agent can transfer a call to another agent while it is still in progress. This process is known as an agent transfer.

QUESTION: Explain queue transfer?

ANSWER: A feature called queue transfer enables agents on a live call to move the call to a certain queue so that another team of agents can take up the conversation.

QUESTION: Tell me about external number transfer?

ANSWER: The ability to transfer an active call to a phone number outside of the system or the business is known as external number transfer.

QUESTION: Tell me about call flow transfer?

ANSWER: The ability to transfer an active call to a specified call flow, such as another queue or a particular routing configuration, is referred to as call flow transfer. This enables seamless handling of customer calls inside the established call flow.

QUESTION: What options are available for transferring a call?

ANSWER: Transfer to an Agent, Transfer to a Queue, Transfer to an External number, Transfer to a Call Flow.

QUESTION: Can an agent transfer a call to a queue?

ANSWER: Yes, an agent can transfer a call to a queue by searching for the queue name and initiating the transfer.

QUESTION: Is it possible for an agent to transfer a call to an external number?

ANSWER: Yes, an agent can transfer a call to an external number by searching for the number and initiating the transfer.

QUESTION: Can an agent transfer a call to a call flow?

ANSWER: Yes, an agent can transfer a call to a call flow by searching for the call flow name and initiating the transfer.

QUESTION: How does the multiple merge feature work?

ANSWER: The primary agent can add one or more users to an active call, initiate transfers or merges, and hold the call for all parties involved.

QUESTION: What is workspace?

ANSWER: Workspace is place were user handles the queries of the customer with assistance like agent assist,customer past interactions etc..

QUESTION: What happens when the agent clicks on the Accept button during an incoming call?

ANSWER: If the agent clicks on the Accept button, the system will open the Workspace as a new session, displaying the customer name and channel icon as tabs inside the application.

QUESTION: What information is available in the customer profile view?

ANSWER: The customer profile view displays information such as the customer's name, ID, contact details, location, device and browser information, and any relevant tags associated with the customer.

QUESTION: Can agents access the interaction history of a specific customer?

ANSWER: Yes, agents can access the interaction history of a specific customer in Agent Workspace, which provides a record of past interactions with that customer.

QUESTION: Can agents access the dial pad during voice calls in Agent Workspace?

ANSWER: Agent Workspace provides several features for voice calls, including call controls (mute, hold, end call), access to the dial pad, call transfer capabilities, and voice recognition for customer authentication.

QUESTION: Explain about workspace?

ANSWER: Workspace is the area where a user responds to client inquiries with help from agents, previous encounters with customers.

QUESTION: What occurs when an incoming call's agent presses the

Accept button?

ANSWER: The system will open the workspace as a new session and display the customer name and channel icon as tabs inside the programme if the agent hits the Accept button.

QUESTION: What details can be found in the customer profile view?

ANSWER: The customer's name, ID, contact information, location, device and browser details, and any pertinent tags pertaining to the consumer are all displayed in the customer profile view.

QUESTION: Does agents have access to a specific customer's interaction history.

ANSWER: Yes, agents have access to a customers interaction history in the Agent Workspace, which contains a record of their previous encounters with that customer.

QUESTION: Can agents access the dial pad during voice calls in Agent Workspace?

ANSWER: Agent Workspace provides several features for voice calls, including call controls (mute, hold, end call), access to the dial pad, call transfer capabilities, and voice recognition for customer authentication.

QUESTION: What is displayed in the incoming call widget when the agent receives a call?

ANSWER: User name, incoming voice call number, queue name, buffer time.

QUESTION: What features are available in the workspace for a voice call?

ANSWER: Customer profile, internal chat, voice authentication, live transcription, call summary, Interactions, agent assist.

QUESTION: What features are available in the workspace for a chat?

ANSWER: Customer profile, internal chat, Interaction screen, text area, chat summary, Interactions, agent assist.

QUESTION: What actions can the agent perform during an active chat session?

ANSWER: Send/receive text messages, access customer profile, use internal chat, pick suitable responses from agent assist.

QUESTION: What information is displayed in the customer profile?

ANSWER: Name, customer ID, email, phone number, live GPS location (for webchat/social media/video), device details (for webchat/social media/video), browser details with IP address (for webchat/social media/video), tags.

QUESTION: What is agent tracker?

ANSWER: Supervisor should be able to Track the Agent state and Queue using the agent tracker

QUESTION: When should I use the agent tracker

ANSWER: Supervisors uses agent tracker to know the details of the agents handling customer queries and the customers waiting in the Queue

QUESTION: What are the details diplayed in the Agent

ANSWER: In agent tracker , Agent tab willl be displayed with the agent states and their idle time

QUESTION: What information is displayed in the Agent Tracker's Agent tab?

ANSWER: The Agent tab in the Agent Tracker displays the agent's name and their current status.

QUESTION: When supervisors use the agent tracker ?

ANSWER: Supervisors should use the agent tracker when they need to access information about the agents handling customer queries and the customers waiting in the queue.

QUESTION: What is the purpose of the agent tracker

ANSWER: The agent tracker is a feature that allows supervisors to monitor the state of agents and the queue in a contact center. It provides real-time visibility into the status of agents and the incoming queue of customer interactions.

QUESTION: Where should the Tracker Icon be placed in the contact center app?

ANSWER: In the top pane of all modules.

QUESTION: Where the Tracker Icon be located?

ANSWER: In each module's top pane.

QUESTION: What state should be displayed for Live Chat?

ANSWER: The state should be displayed as 'On Chat.'

QUESTION: What condition ought to be visible for live chat?

ANSWER: The status should be 'On Chat.'

QUESTION: What happens when supervisors click on the Queue tab?

ANSWER: The waiting customer queue is displayed. Information shown includes Queue Name, Customer Count, Customer Contact, Queue waiting time, and Answer button.

QUESTION: Hey wanna know about automates features

ANSWER: Certainly! Automated minutes refer to the automatic generation of a summary of the meeting's discussions and outcomes. It saves you time by capturing the key points and important details without manual note-taking.

QUESTION: Hey, how long it takes i mean the automated minutes will generate?

ANSWER: The automated minutes summary will generate shortly after the meeting concludes. The exact time may vary depending on the meeting duration, but you can generally expect the minutes to be available in a reasonable timeframe. It's designed to be efficient and convenient.

QUESTION: Can i access automated minutes in mobile devices?

ANSWER: yes , you can access this in mobile applications

QUESTION: Can automated minute accurately capture everything discussed in the meeting?

ANSWER: Automated minute systems strive to capture as much of the meeting conversation as possible. However, the accuracy may vary depending on factors like audio quality, background noise, and accents. It's important to ensure a clear audio setup for better transcription accuracy.

QUESTION: How does automated minute work?

ANSWER: Automated minute works by using speech recognition technology to convert spoken words into text

QUESTION: Can i review the automated minutes during the meeting?

ANSWER: No, Ai automated minutes are the post meeting process so you can view only after the meeting ends

QUESTION: Automated minutes, what is this?

ANSWER: Certainly! Automated minutes are generated automatically and provide a summary of meeting discussions and outcomes, eliminating the need for manual note-taking and saving time.

QUESTION: How does automated minute work?

ANSWER: Automated minute works by using speech recognition technology to convert spoken words into text. It captures and transcribes the spoken conversation during the meeting, creating a written summary.

QUESTION: Can I review the automated minutes during the meeting?

ANSWER: No, automated minutes are generated as a post-meeting process, so you can only access and review them after the meeting ends.

QUESTION: Hey, I wanted to know more about the automated features in the meeting module

ANSWER: Certainly! Automated minutes are a great feature that saves you time during meetings. They automatically generate a summary of the discussions and outcomes, eliminating the need for manual note-taking.

QUESTION: Can I share the automated minutes with other users?

ANSWER: You can share the automated minutes with other users who are part of the meeting or even with external participants.

QUESTION: Can I access the automated minutes on mobile devices?

ANSWER: Yes, you can access the automated minutes through the Worktual mobile applications. It allows you to review the summaries even when you're on the go.

QUESTION: In the Automated minutes page whar are all the summary can i view?

ANSWER: Under the automated minutes summary tab, the overall meeting summary will display, below that summary of each participant with thiew name also displayed

QUESTION: About Live call transcription

ANSWER: Live transcription in Worktual provides real-time text-based representation of spoken words during a meeting or webinar, enhancing accessibility and aiding in understanding

QUESTION: Where should i enable Live call transcription?

ANSWER: Under admin setting you can set Live transcription with the desired options

QUESTION: what is Live call transcription in call?

ANSWER: Live call transcription is the real-time conversion of spoken language into written text during a phone or conference call. It provides a written record of the conversation for participants to review and refer back to.

QUESTION: What happens to Live call transcription, once i clicked?

ANSWER: It will start displaying all the transcription of participants from that time

QUESTION: Hey, i have one doubt, how to enable the live call transcription during the call

ANSWER: In an active call you should click on the transcribe on button to access this

QUESTION: Where can I enable Live Call transcription in Worktual?

ANSWER: You can enable Live transcription in Worktual by accessing the admin settings. That's where you'll find the options to configure and enable Live transcription.

QUESTION: What does it mean to enable call transcription for all users?

ANSWER: Enabling transcription for all users means that every participant in the call will have the ability to activate and use the transcription feature during the call. It's available to everyone by default.

QUESTION: Live call transcription means

ANSWER: Live call transcription is the real-time conversion of spoken language into written text during a phone or conference call. It provides a written record of the conversation for participants to review and refer back to.

QUESTION: How can I download the live transcription after the call?

ANSWER: Once the call ends, Worktual automatically downloads the live transcription as a text file and stores it locally on your device. You can then access and review the transcription whenever you need it.

QUESTION: How can I enable Live call transcription during a call?

ANSWER: During an active call, you can enable Live call transcription by clicking on the transcription button or option provided in the call interface

QUESTION: How can I download the live transcription after the call?

ANSWER: After the call ends, Worktual automatically downloads the live transcription as a text file and stores it locally on your device

QUESTION: How do I enable Live Call transcription in Worktual?

ANSWER: To enable Live Call transcription in Worktual, you can go to the admin settings. There, you will find the options to configure and enable Live transcription.

QUESTION: What does it mean to enable transcription for all users?

ANSWER: Enabling transcription for all users allows every participant in the call to activate and use the transcription feature. It is available to everyone by default.

QUESTION: Is it possible to pause the transcription during the call?

ANSWER: Yes, you have the ability to pause the transcription during the call if needed. There should be an option available in the call interface to pause the transcription.

QUESTION: What is the meaning of live call transcription?

ANSWER: Live call transcription refers to the real-time conversion of spoken language into written text during a phone or conference call. It allows participants to have a written record of the conversation.

QUESTION: Can I share the downloaded call transcription with others?

ANSWER: You can share the downloaded live transcription file with other users. You can send it via email or through platforms like Outlook, Gmail, and even through Worktual's chat feature.

QUESTION: Can I share the downloaded call transcription with others?

ANSWER: Yes, you can share the downloaded live transcription file with other users. You can send it via email or through platforms like Outlook, Gmail, and even through Worktual's chat feature.

QUESTION: HEy how to download recording live transcription?

ANSWER: Navigate to Calls module ? Recorded tab, there click on transcription icon, so the tab will open, there you can download the recorded transcription for call

QUESTION: What is recording transcripts?

ANSWER: Recorded transcripts refer to the written text versions of the audio content recorded during a call,

QUESTION: Hey, can i share the recording transcripts?

ANSWER: Yes, you can share the recorded transcripts anytime

QUESTION: Is there option to share recording transcripts

ANSWER: Yes, worktual offers sharing the recorded transcripts

QUESTION: Hey, what are the way i can share the recording transcripts

ANSWER: Through Wokrtual chat , Outlook and Gmail

QUESTION: How can I download recording live transcription?

ANSWER: To download recorded live transcription, go to the Calls module, click on the Recorded tab, and then click on the transcription icon associated with the desired call. A tab will open where you can download the recorded transcription for that call.

QUESTION: How can I share the recording transcripts with external users?

ANSWER: After click the share button, Select external contacts and can be select private if needed and then click on share button

QUESTION: How can I access the recording live transcription?

ANSWER: To access the recorded live transcription, go to the Calls module in Worktual and select the Recorded tab. Look for the specific call you're interested in and click on it to open the details. Within the call details, you should find the recorded live transcription available for viewing.

QUESTION: Can I search for specific keywords within the recording transcripts?

ANSWER: Absolutely! Worktual provides a search functionality within the recorded transcripts. You can enter specific keywords or phrases to quickly locate relevant sections within the transcript, making it easier to find the information you need.

QUESTION: How do I retrieve the recording live transcription?

ANSWER: To access the recorded live transcription, go to the Calls module in Worktual, navigate to the Recorded tab, and select the specific call you're interested in. From there, click on the transcription icon associated with that call to open the transcription view and retrieve the recorded live transcription.

QUESTION: How can I share the recording transcript file of a recorded call in Worktual?

ANSWER: To share the transcript file of a recorded call in Worktual, you have two options. First, you can select the Share option from the transcript tab of the call. Alternatively, you can also select the Share option from the voicemail details page. The transcript file will be shared via Worktual chat.

QUESTION: Can I edit the recording transcript file before sharing it?

ANSWER: Worktual's sharing functionality typically allows you to share the transcript file as it is, without the ability to edit it within the platform.

QUESTION: Can I customize the default file name when sharing the recording transcript file?

ANSWER: Yes, you can customize the default file name when sharing the transcript file

QUESTION: Can I track who has accessed or downloaded the shared recording transcript file?

ANSWER: Worktual may not have built-in tracking features to monitor who has accessed or downloaded the shared transcript file

QUESTION: Can I convert the recording transcript file into other formats like PDF or DOCX before sharing?

ANSWER: Worktual may not have native conversion capabilities to directly convert the transcript file into other formats like PDF or DOCX.

QUESTION: Hey how to download voice mail Live call transcripts?

ANSWER: Navigate to Calls module ? Voicemail tab, there click on transcription icon, so the tab will open, there you can download the live transcription for call

QUESTION: What is voicemail transcripts?

ANSWER: Voicemail transcription is the process of converting voicemail messages into written text.

QUESTION: Hey, can i share the Voicemail transcripts?

ANSWER: Yes, you can share the voicemail transcripts anytime

QUESTION: Is there option to share voicemail transcripts

ANSWER: Yes, worktual offers sharing the Voicemail transcripts

QUESTION: Hey, what are the way i can share the voicemail transcripts

ANSWER: Through Worktual chat , Outlook and Gmail

QUESTION: How can I download voicemail transcription?

ANSWER: To download voicemail live transcription, go to the Calls module, click on the voicemail tab, and then click on the transcription icon associated with the desired call. A tab will open where you can download the Voicemail transcription for that call.

QUESTION: How can I share the voicemail transcripts with external users?

ANSWER: After click the share button, Select external contacts and can be select private if needed and then click on share button

QUESTION: How can I access the voicemail transcription?

ANSWER: To access the voicemail live transcription, go to the Calls module in Worktual and select the voicemail tab. Look for the specific call you're interested in and click on it to open the details. Within the call details, you should find the voicemail transcription available for viewing.

QUESTION: Can I search for specific keywords within the voicemail transcripts?

ANSWER: Absolutely! Worktual provides a search functionality within the voicemail transcripts. You can enter specific keywords or phrases to quickly locate relevant sections within the transcript, making it easier to find the information you need.

QUESTION: How do I retrieve the voice transcription?

ANSWER: To access the voicemail live transcription, go to the Calls module in Worktual, navigate to the voicemail tab, and select the specific call you're interested in. From there, click on the transcription icon associated with that call to open the transcription view and retrieve the voicemail transcription.

QUESTION: Hey, how can I download the voicemail transcription?

ANSWER: To download the voicemail transcription, you can go to the Calls module and click on the voicemail tab. Find the voicemail for which you want the transcription, and click on the transcription icon associated with it. A tab will open where you can download the voicemail transcription as a text file.

QUESTION: Hey, how can I access the voicemail transcripts?

ANSWER: To access the voicemail transcripts, you can navigate to the Calls module and click on the voicemail tab. From there, you can find the voicemail you're looking for and click on the transcription icon. It will open a tab where you can view and download the voicemail transcription.

QUESTION: Can I share the voicemail transcripts privately with specific individuals?

ANSWER: Yes, you can share the voicemail transcripts privately with specific individuals. When selecting the recipients, you can mark the sharing as private, ensuring that only the intended recipients can access the transcript.

QUESTION: How can I download the voicemail transcripts in Worktual?

ANSWER: To download the voicemail transcripts in Worktual, you can go to the Calls module and navigate to the voicemail tab. From there, select the voicemail for which you want to download the transcripts. Click on the transcription icon, and a tab will open where you can find the option to download the voicemail transcripts.

QUESTION: Can I share the voicemail transcripts with multiple recipients at once?

ANSWER: Yes, you can share the voicemail transcripts with multiple recipients at once.

QUESTION: What is the message data retention period in Worktual chat?

ANSWER: Message data retention period is the duration of which chat messages are retained and stored in Worktual's chat system

QUESTION: Is there an option to extend the message data retention period?

ANSWER: Yes, the Message Data Retention Period applies to all types of chats, including one-on-one chats, group chats, and channel conversations in Worktual

QUESTION: What is message data retention period?

ANSWER: Message data retention period refers to the duration for which messages and related data are stored in a system or platform before being automatically deleted or archived

QUESTION: Is it possible to retrieve the data after the message retention period expires

ANSWER: No, it's not possible to retrieve after the message retention period expires

QUESTION: What happens to chat messages after the message data retention period expires?

ANSWER: Once the storage period for chat messages in Worktual comes to an end, the messages are automatically deleted from the system and cannot be recovered.

QUESTION: How to extend the data retention period?

ANSWER: you can upgrade your plan based on your preference

QUESTION: How do I share my screen in a Worktual meeting?

ANSWER: To share your screen in a worktual meeting, click on the 'Share Screen' button located at the bottom of the worktual meeting window. You can then choose to share your entire screen, a specific application window, or a portion of your screen.

QUESTION: Can I prevent other participants from taking screenshots during a screen sharing session?

ANSWER: Unfortunately, worktual does not have a built-in feature to prevent participants from taking screenshots during a screen sharing session

QUESTION: Can I share multiple screens at the same time in a worktual meeting?

ANSWER: No, worktual does not have a built-in feature to prevent participants from taking screenshots during a screen sharing session

QUESTION: What are the screen sharing options available in worktial?

ANSWER: You can share your Entire screen or Chrome tab or Window

QUESTION: What screen sharing options does Worktual offer?

ANSWER: In Worktual, you have the option to share your entire screen, a specific Chrome tab, or a particular window during screen sharing

QUESTION: Can the host enable and disable the screen share feature for all participants in Worktual?

ANSWER: Yes, the host in Worktual has the ability to enable or disable the screen share feature for all participants. By toggling the setting, the host can control whether participants are allowed to share their screens during the meeting

QUESTION: Who can share screens in Worktual meetings?

ANSWER: In Worktual, the host has the option to restrict screen sharing to themselves only (Host-Only) or allow any participant to share their screen.

QUESTION: Can the host access more options for screen sharing during an active meeting in Worktual?

ANSWER: Yes, during an active meeting in Worktual, the host can access more options for screen sharing. By clicking on the 'Share Screen' icon, from the Host control tab you will see 'Share screen' menu, which leads to advanced settings for screen sharing, allowing further customization and configuration.

QUESTION: Hey, why can't i share my screen in the meeting?

ANSWER: Are you participant or host in the video meeting?

QUESTION: Hey, i asked my participants to share screen, but they can't why?

ANSWER: Check if the screen sharing settings are configured properly. Make sure that you have enabled screen sharing for all participants in the meeting settings.

QUESTION: I asked my participants to share their screen during the Worktual meeting, but they are unable to do so. Can you help me understand why?

ANSWER: Certainly! Let's troubleshoot the issue. Have you checked if the screen sharing settings are configured properly?

QUESTION: What should I do if a participant is unable to share their screen in Worktual?

ANSWER: If a participant is unable to share their screen in Worktual, you can check the participant's permissions and ensure that screen sharing is enabled for them

QUESTION: Can participants share their screens simultaneously in Worktual meetings?

ANSWER: Yes, participants can share their screens simultaneously in Worktual meetings. As the host, you can configure the screen sharing settings to allow multiple participants to share their screens at the same time.

QUESTION: Can I prevent participants from taking control of my shared screen in Worktual?

ANSWER: Yes, as the host, you have the ability to restrict participants from taking control of your shared screen. under host controls, select screen share option, it will open the 'Advanced Sharing Options' button and uncheck the option that allows participants to request or take control.

QUESTION: How can I disable screen sharing for participants in Worktual?

ANSWER: Certainly! Let's troubleshoot the issue. Have you checked if the screen sharing settings are configured properly?

QUESTION: what is in-meeting chat feature

ANSWER: using this feature, you can chat with other participants in an active meeting based on the permissions provided by the host

QUESTION: what is In meeting chat

ANSWER: Chat functionality which allows meeting participants to communicate, exchange messages, ask questions, and share information in real-time during the meeting.

QUESTION: How can I chat with someone in the active meeting?

ANSWER: In the active meeting, open the chat panel by clicking 'Messages' icon in the meeting control to chat with other participants

QUESTION: Can I chat with someone privately in the meeting?

ANSWER: yes you can...only if host or co-host allows you to...

QUESTION: How can I chat with a specific person in the meeting?

ANSWER: Open Chat panel and click on To: dropdown to select the participant to whom you want to chat with and send your message

QUESTION: How can I manage my participants chat in meeting

ANSWER: As a host, you can enable the chat feature using one of the following options in Chat Settings: No one, Host only, Everyone (Publicly), Anyone (Public/Private)

QUESTION: I want to restrict the participant from using chat feature

ANSWER: Follow these steps:

Click Chat icon In the Chat panel, click on settings and select 'No one' option to disable the chat functionality for participants

QUESTION: I want to know about in-meeting chat

ANSWER: Participants in the meeting can chat with each other in the active meeting using this feature

QUESTION: Please tell me about chat functionality in meeting

ANSWER: Worktual offers In-meeting chat which allows the meeting participants to communicate with each other

QUESTION: Can I chat with someone in meeting?

ANSWER: The in-meeting chat feature allows you to communicate and collaborate with other meeting participants through text-based messages.

QUESTION: Im in a meeting and my chat is disabled. What should I do?

ANSWER: Its because your host has restricted your chat access

QUESTION: Why can I chat only with host? Why not with other participants

ANSWER: This is because your meeting host must have selected 'Host only' option in Chat settings

QUESTION: Can I text someone privately?

ANSWER: Yes, its based on your meeting host settings

QUESTION: Use of in-meeting chat

ANSWER: In-meeting chat feature is used to communicate and collaborate with each other in the Worktual meeting

QUESTION: Can I able to chat inside the meeting?

ANSWER: Of course, based on the host settings, you can chat with other participants inside the meeting

QUESTION: Hey, do you provide virtual backgrounds during video meetings?

ANSWER: Yes. Worktual offers Virtual background feature for all business plans

QUESTION: What is virtual background

ANSWER: Virtual backgrounds are a fun feature that allows you to replace your actual background with a digital image or video. It gives the illusion that you're in a different location

QUESTION: I'm attending a meeting later, can I use a virtual background. Any suggestions?

ANSWER: Yeah we provide Virtual background feature to set a image or video as a background for the meeting

QUESTION: I want to know about virtual background

ANSWER: Virtual Background feature allows you to replace your real-life background with a digital image or video during the meeting.

QUESTION: I want to create my own custom virtual background. How can I do that?

ANSWER: You can click on 'Set Virtual background' in More options and click on Add button in the virtual background panel to import new custom image or video

QUESTION: Explain me about virtual background

ANSWER: Virtual background feature allows participants to replace their actual background with a digital image or video, enhancing their video presence and creating a customized visual environment.

QUESTION: When I joined a meeting, my virtual background was enabled automatically. How?

ANSWER: Its because your admin would have enabled 'Mandate users to only use virtual background in meeting' option in admin settings

QUESTION: Tell me about virtual background

ANSWER: Instead of showing the actual physical surroundings, virtual backgrounds provide the appearance that the user is in a different location or setting.

QUESTION: Hi, I heard about virtual backgrounds. What exactly are they?

ANSWER: Virtual backgrounds are a feature that allow you to replace your actual background with a digital image or video during a video call. It creates the illusion that you are in a different location or setting.

QUESTION: Hey, tell me about virtual backgroud?

ANSWER: Virtual backgrounds offer a functionality that enables you to substitute your real background with a digital image or video while participating in a video call.

QUESTION: Hey how is cost for virtual backgorund?

ANSWER: Not really, it's worktual default setup and does not require any additional cost so paid Worktual users can utilize virtual backgrounds without any specific charges.

QUESTION: Hey, why i can't set virtual images for my meeting?

ANSWER: If you are not the host of the meeting, check with the meeting host to ensure that virtual backgrounds are enabled for participants. The host may have restricted the use of virtual backgrounds in the meeting settings.

QUESTION: Can i use virtual backgrounds in mobile meetings?

ANSWER: Ofcourse, worktual supports virtual backgorund for Mobile application also

QUESTION: When I joined the meeting, my virtual background automatically appeared. How did that happen?

ANSWER: It seems that the virtual background feature was enabled by default for the meeting you joined. This could be due to the meeting host or administrator configuring the settings to have virtual backgrounds enabled for all participants.

QUESTION: What is Conference Bridge

ANSWER: Conference Bridge Call allows a group of people to dial into a virtual meeting room using the conference number and participant code from their own phone device. It brings together people from all different geographical areas and technical backgrounds in an audio conference call.

QUESTION: I'd like to know more about the conference bridge service you offer.

ANSWER: Our conference bridge service allows you to conduct conference calls with multiple participants. Participants can dial into the meeting room using the conference number from their phone device

QUESTION: Do you have conference bridge feature?

ANSWER: Yes...Worktual provides Conference bridge feature for all the paid plans by default

QUESTION: Why do we use conference bridge

ANSWER: This feature enables multiple participants to join a call by dialling a number provided by the call host.

QUESTION: I dont have conference bridge number. where should i find it?

ANSWER: What plan have you purchased?

QUESTION: why should I use conference bridge

ANSWER: Conference Bridge enables multiple participants to connect to a single phone call by dialling a conference number and inputting the participant code

QUESTION: How should I join a conference call

ANSWER: Dial the conference bridge number shared by the host and enter the participants code when prompted to join the conference call

QUESTION: Use of conference bridge

ANSWER: Conference bridge allows the participants to dial a number and input the participant code to connect to the conference call

QUESTION: How should conference bridge be used?

ANSWER: As a host or as a participant?

QUESTION: Where should i find my conference bridge number?

ANSWER: In the worktual, Go to your profile page, under the personal information, you can find your Conference number with participant code

QUESTION: How participants join my conference bridge call

ANSWER: When you send the invite, the conference number along with the participant code will be shared with the participants. They can use your conference number and enter the participant code to join the bridge call.

QUESTION: What is the use of conference number?

ANSWER: The conference number is used as a unique identifier for a specific conference call or meeting.

QUESTION: Do you provide a conference bridge feature?

ANSWER: Yes, Worktual provides a conference bridge feature for all paid plans by default.

QUESTION: Why should I use the conference bridge feature?

ANSWER: The conference bridge feature enables multiple participants to connect to a single phone call by dialing a conference number and entering the participant code.

QUESTION: What is hunt group

ANSWER: Hunt group is a feature that distributes incoming calls to a group of designated extensions

QUESTION: I want to know about hunt group

ANSWER: This feature allows to create a group of users to which the calls can be routed.

QUESTION: what is Hunt group

ANSWER: A hunt group is a telecommunication feature that distributes incoming calls among a designated group of extensions to improve call handling efficiency.

QUESTION: Do you provide hunt group?

ANSWER: By default we dont provide hunt group but you can use this feature by purchasing it as add-on

QUESTION: How should the calls be handled when Im away

ANSWER: As a admin you can set the time for working hours, closed hours and business hours and the action which should be taken in these hours.

So based on the hunt group settings, the call will get routed to the selected option

QUESTION: What is hunt group used for?

ANSWER: Hunt group is used to distribute the calls to a group of agents who are assigned to the particular group

QUESTION: Do we provide sequential distribution of calls in hunt group?

ANSWER: Yes, the calls can be distributed in a sequential way based on the hunt group settings

QUESTION: tell me about Hunt Group

ANSWER: A hunt group allows for the effective distribution of incoming calls among a group of extensions to optimize call management.

QUESTION: Tell me about Hunt group

ANSWER: Hunt groups evenly distribute incoming calls among a predefined group of team members for efficient call handling.

QUESTION: What is hunt group used for?

ANSWER: Hunt group is used to distribute calls to a group of users either in simultaneous or sequential way

QUESTION: Use of hunt group

ANSWER: A hunt group can be used to distribute incoming calls evenly among a team or department. When a call comes in, the system will ring each member of the hunt group sequentially or simultaneously until someone answers the call.

QUESTION: Can I create holiday list for routing hunt group calls during company holidays?

ANSWER: Yes you can create a list of holidays and customise the greetings which is to be played for the callers during holidays.

QUESTION: Does hunt group have its own voicemail?

ANSWER: Yes

QUESTION: Can I direct my calls to the hunt group's voicemail?

ANSWER: Yes you can direct the calls to a hunt group's voicemail based on the group settings

QUESTION: How should I manage my calls during my office closed time?

ANSWER: In the hunt group settings -> Working hours section, admin should select the custom business hours and set the time when the company will remain close.

Then in Closed hours section, manage the greeting which is to be played and action which is to be performed when a call is received

QUESTION: what is auto-receptionist

ANSWER: an automated phone system that handles incoming calls and assists callers with menu options, routing, and basic inquiries without the need for a live receptionist.

QUESTION: How does Auto receptionist work

ANSWER: auto-receptionist uses interactive voice response (IVR) technology to greet callers with a recorded message and presents them with a menu of options. Callers can then select the appropriate option using their phone's keypad to be routed to the desired department, extension, or information.

QUESTION: I want to know about Auto receptionist

ANSWER: Auto receptionist is used to handle calls received to the switchboard number which will be routed based on the settings

QUESTION: Why should I use auto receptionist

ANSWER: Auto -receptionist is used to handle company calls which can be routed to a user or call queue based on the settings

QUESTION: Can I set holiday hours in auto receptionist?

ANSWER: yes...calls will be routed based on the options selected in the holiday hours section

QUESTION: Tell me about auto-receptionist

ANSWER: Auto receptionists answer calls with a personalized recording and routes calls to a user, call queue or voicemail. You can also set up an auto receptionist to route to IVR to allow callers select the routing option

QUESTION: Use of Auto-receptionist

ANSWER: Auto-receptionist will automatically answer business calls and routes them directly to the correct person or department.

QUESTION: Can I create holiday list for routing calls during company holidays?

ANSWER: Yes you can create a list of holidays and customise the greetings which is to be played for the callers during holidays.

QUESTION: Where should I set-up my company's holidays?

ANSWER: In admin portal, navigate to Account management -> Auto-receptionist

In Holiday Hours section, click 'Add' to create new holiday for the company

QUESTION: I want to change the switch board number

ANSWER: Navigate to Account management -> Auto receptionist

Click on 'Change' in the 'Number' field to change the switchboard number

QUESTION: Do you provide Auto-receptionist?

ANSWER: Worktual offers auto-receptionist to all business plans

QUESTION: Can I route my calls differently during working hours and closed hours?

ANSWER: Yes, calls can be routed separately during working hours, closed hours and holiday hours based on the admin settings

QUESTION: I couldnt find closed hours section in my Auto-receptionist

ANSWER: To access the Closed hours section, select 'Custom Business hours' in Working Hours field

QUESTION: What are the major settings available in Auto-receptionist?

ANSWER: You can manage the company's timing based on the following settings: working hours, Closed hours, Holiday hours

QUESTION: Use of Auto-receptionist

ANSWER: Auto-receptionists can handle calls differently based on the time of day. For example, during business hours, calls can be directed to the main receptionist or specific departments. After-hours, calls can be forwarded to voicemail or an on-call employee.

QUESTION: What is IVR?

ANSWER: Interactive voice response (IVR) is an automated phone system which allows to route calls based on the callers voice and touch-tone input

QUESTION: What is single level IVR

ANSWER: In single level IVR, calls to your company number can be routed to specific persons or call queue by providing input from keypad based on the prompt played

QUESTION: What is multi level IVR

ANSWER: Multi level IVR is same as single level IVR but it can route calls via several levels of input provided by the caller

QUESTION: How does IVR work?

ANSWER: In IVR set-up, Users or groups or departments can be mapped for specific key inputs ranging from 0-9 and this IVR set-up can be assigned to a number. So when a person calls to the number, system will play the IVR prompt and the callee can provide input based on the prompt played to connect with the specific person/department. Based on the input the call will be routed to the person or department

QUESTION: How should I set up single level IVR?

ANSWER: Once IVR is purchased as a add-on, you can make the initial-setup by navigating to Admin portal -> Account Management -> Auto receptionist. In the Route To option, select IVR and provide the values for key presses based on which the call will be routed.

QUESTION: I want to know about multi-level IVR?

ANSWER: Multi-level IVR is a system that utilizes multiple levels or layers of menu options in an interactive voice response system. It allows callers to navigate through different menus and submenus to access the desired information or reach specific departments or user.

QUESTION: Do you offer Multi-level IVR?

ANSWER: Yes. You can utilise multi-level IVR by purchasing it as add-on

QUESTION: Tell me about Multi-level IVR?

ANSWER: In a multi-level IVR system, callers are initially presented with a main menu that offers broad categories of options. Based on the caller's selection, they are guided to subsequent levels of menus or submenus that provide more specific choices related to their original selection.

QUESTION: Do you provide multi-level IVR

ANSWER: Yes. Worktual offers multi-level IVR feature as add-on

QUESTION: Is Multi-level IVR available in worktual?

ANSWER: Yes, We provide multi-level IVR as a feature add-on

QUESTION: Tell me about Single level IVR

ANSWER: A single level IVR is a telephony system that utilizes a single level of menu options in an interactive voice response system. It presents callers with a menu containing various options, and based on the selection, the caller is routed to the appropriate call queue or user without further submenus.

QUESTION: Does Worktual have single level IVR?

ANSWER: Yes we offer both single level IVR and multi-level IVR to our customers

QUESTION: Do you provide IVR feature?

ANSWER: Yes. We provide both single level and multi level IVR

QUESTION: Need of IVR

ANSWER: IVR is used to route calls to the particular department or call queue or user based on the customer input

QUESTION: Can IVR systems handle call routing based on caller input?

ANSWER: Absolutely! IVR systems are designed to handle call routing based on caller input. By presenting menu options and allowing callers to make selections or provide specific information, IVR systems can intelligently route calls to the appropriate departments, agents, or specialized queues, ensuring callers are connected to the right resources.

QUESTION: Do you offer IVR

ANSWER: Yes we provide IVR feature for all business plans

QUESTION: I want to know how IVR will work?

ANSWER: IVR setup allows callers to connect with specific users or departments by providing input using numeric keys. The IVR prompt is played when callers call a designated number, and based on their input, the call is routed to the desired person or department for assistance.

QUESTION: What is My activity ?

ANSWER: My Activity' refers to the page in the contact center system where agents can view and manage their assigned and handled interactions, including calls, chats, emails, and voicemails.

QUESTION: What is the purpose of My view tab?

ANSWER: My view tab displays a list of received or initiated calls and chats providing information such as channel, customer details, direction, duration, disposition status, sentiment score and by expanding more fields could be visible. It allows agents to view and manage their interactions

QUESTION: What is the purpose of my assignment tab?

ANSWER: The purpose of the 'My Assignment' tab is to display and manage the callbacks, SMS, and emails that are specifically assigned to the agent by supervisors or auto-assignment which providing information such as Channel, Customer Name, Queue Name, Customer Contact, Assigned by, List of Supervisors, Automatic, Batch Count and by expanding more fields could be visible

QUESTION: What is the purpose of my voicemail tab?

ANSWER: The purpose of the voicemail tab is to display assigned voicemails, including relevant information such as customer name, customer contact, queue name, voicemail, assigned by (supervisor or automatic) and by expanding more fields could be visible.

QUESTION: How does 'My activity' work?

ANSWER: The screen of the contact centre system known as 'My Activity' allows agents to examine and manage the interactions they have been given, handled, and assigned, including calls, chats, emails, and voicemails.

QUESTION: What does the My view tab serve?

ANSWER: My view page shows a list of calls and chats that have been received or started, including channel, customer data, direction, length, disposition status, and sentiment score and by expanding more fields, may be seen.

Agents can monitor and control their interactions.

QUESTION: What does the 'My Assignment' tab serve?

ANSWER: The 'My Assignment' tab's function is to display and manage callbacks, SMS, and emails that have been specifically assigned to the agent by supervisors or that have been auto-assigned, which provides information like 'Channel, Customer Name, Queue Name, Customer Contact, Assigned by, List of Supervisors, Automatic, Batch Count and by expanding more fields could be visible.'

QUESTION: What does the 'Voicemail ' tab serve?

ANSWER: The voicemail tab's function is to show assigned voicemails together with pertinent details such customer name, customer contact, queue name, voicemail, assigned by (supervisor or automatic), and more fields may become accessible by expanding.

QUESTION: What should be displayed when the user clicks on the down arrow in the My View tab?

ANSWER: The system should expand the list and display options such as Queue, Talk Time/Chat Duration, Status, Wrap-up Time, Queue Wait Time, Transferred To, Recording, and Summary.

QUESTION: How agents should handle voicemails?

ANSWER: Agents should be able to respond to voicemails by selecting the appropriate communication mode, such as making a call, sending an email, or sending an SMS.

QUESTION: What information should to be shown when a user selects the down arrow in the My View tab?

ANSWER: The system should expand the list and display options such as Queue, Talk Time/Chat Duration, Status, Wrap-up Time, Queue Wait Time, Transferred To, Recording, and Summary.

QUESTION: How should agents respond to voicemails?

ANSWER: Agents should be able to reply to voicemails by choosing the appropriate communication method, such as placing a call, sending an email, or sending an SMS,' the statement reads.

QUESTION: How does the auto-assign feature work ?

ANSWER: The auto-assign feature automatically assigns callbacks, emails, SMS, or voicemails to available agents, either based on administrator settings or supervisor assignments.

QUESTION: What is the process for the auto-assign feature?

ANSWER: According to admin settings or supervisor assignments, the auto-assign tool automatically distributes callbacks, emails, SMS messages, or voicemails to available agents.

QUESTION: What role do notifications play in the agent activity process?

ANSWER: Notifications inform agents of new activities, such as callbacks, voicemails, SMS, or emails, and provide a batch count for unhandled items.

QUESTION: What is all activity ?

ANSWER: All Activity refers to a section in the communication or customer service management system where supervisors can view and manage various interactions, including calls, chats, emails, SMS, and social media, along with their details and filters.

QUESTION: What is the purpose of All view tab?

ANSWER: The purpose of the All View tab is to display a comprehensive view of all communication activities, including calls, chats, emails, and other channels, for supervisors to track and manage interactions.

QUESTION: What is the purpose of assign activity tab?

ANSWER: The purpose of the Assign Activity tab is to allow supervisors to view and assign abandoned calls, emails, and SMS to agents for handling and resolution.

QUESTION: What is the purpose of voicemail tab?

ANSWER: The purpose of the Voicemail tab is to allow supervisors to view and assign voicemail messages deposited by customers to agents in the communication management system.

QUESTION: What is meant by 'all activity'?

ANSWER: Supervisors can observe and manage numerous interactions, including calls, chats, emails, SMS, and social media, along with their information and filters, under the 'All Activity' part of the communication or customer service management system.

QUESTION: What does the All view tab serve?

ANSWER: The All View tab's objective is to provide supervisors with a thorough overview of all communication activity, including calls, chats, emails, and other channels, so they can monitor and manage interactions.

QUESTION: What does the assign activity tab serve?

ANSWER: To examine and allocate abandoned calls, emails, and SMS to agents for handling and resolution, supervisors can use the allocate Activity page.

QUESTION: What does the voicemail tab serve?

ANSWER: The Voicemail tab's function is to give supervisors access to voicemails left by customers in the communication management system so they may listen to and allocate them to agents.

QUESTION: What is the purpose of the Assign Activity section?

ANSWER: The Assign Activity section allows supervisors to view and assign abandoned calls, emails, and SMS to agents.

QUESTION: What does the Assign Activity section serve?

ANSWER: Supervisors can examine and assign abandoned calls, emails, and SMS to agents using the Assign Activity feature.

QUESTION: Can supervisors reassign activities to other agents?

ANSWER: Yes, supervisors can reassign activities to other agents if needed.

QUESTION: Can supervisor assign tasks to different agents?

ANSWER: Yes, if necessary, supervisors can allocate tasks to different agents.

QUESTION: What is the purpose of notifications in the system?

ANSWER: Notifications inform supervisors about callbacks, SMS, voicemails, and emails requiring their attention.

QUESTION: What do the system's notifications serve?

ANSWER: Supervisors receive notifications of callbacks, SMS, voicemails, and emails that need their attention.

QUESTION: What is a call flow?

ANSWER: A call flow refers to the way a call is routed within the contact center system.

QUESTION: What is an inbound call flow?

ANSWER: An inbound call flow is the journey that a contact center follows when someone calls into the contact center.

QUESTION: What is an outbound call flow?

ANSWER: An outbound call flow is when contact center agents reach out to customers and prospective clients.

QUESTION: What is the purpose of the call flow designer?

ANSWER: The call flow designer allows users to customize their contact center without any coding by using a drag-and-drop of call blocks.

QUESTION: Describe a call flow.

ANSWER: The way a call is forwarded through the contact centre system is referred to as a call flow.

QUESTION: An inbound call flow is what?

ANSWER: The process a contact centre takes when a call comes in is known as an inbound call flow.

QUESTION: An outbound call flow is what?

ANSWER: Contact centre representatives make outbound calls to current and potential customers.

QUESTION: What is the call flow designer's function?

ANSWER: Users can utilise the call flow designer to drag and drop call blocks to modify their contact centre without writing any code.

QUESTION: What is the purpose of the 'Play prompt' call block?

ANSWER: The 'Play prompt' block plays an audio prompt or text-to-speech message in the call flow and can also enable chat responses.

QUESTION: What is the purpose of the 'Get Customer Input' call block?

ANSWER: The 'Get Customer Input' block captures input from the customer, typically through touch-tone keypad or telephone input, and branches the call flow based on the customer's response.

QUESTION: How does the 'Make an API Call' block function?

ANSWER: The 'Make an API Call' block allows users to configure an API call to interact with another system, specifying the request method, endpoint URL, headers, API body, and handling the response.

QUESTION: What is the purpose of the 'Out Of Business Hour' call block?

ANSWER: The 'Out Of Business Hour' block handles incoming calls received outside of the business hours and can play an announcement to the customer during that time.

QUESTION: What is the purpose of the 'Loop' call block?

ANSWER: The 'Loop' block allows for looping through a section of the call flow, often used in conjunction with the 'Get Customer Input' block to give customers another opportunity to provide input.

QUESTION: What is the purpose of the transfer block?

ANSWER: The 'Transfer' block allows transferring the call to a queue, agent, external number, or another call flow within the contact center system.

QUESTION: How does the 'Check Condition' call block work?

ANSWER: The 'Check Condition' block is used to compare values using key value pairs and allows for branching the call flow based on the comparison result.

QUESTION: What is the purpose of the Voice Authentication block?

ANSWER: The Voice Authentication block is used to authenticate users using voice analysis based on a threshold score.

QUESTION: What is the purpose of the Attributes block?

ANSWER: The Attributes block is used to set and get attributes from the contact center database using key-value pairs.

QUESTION: What is the purpose of the Disconnect call block?

ANSWER: The Disconnect call block is used to terminate the contact and end the call flow.

QUESTION: What function does the 'Play prompt' call block serve?

ANSWER: The 'Play prompt' block can enable chat responses and play audio prompts or text-to-speech messages during the call flow.

QUESTION: What function does the call block 'Get Customer Input' serve?

ANSWER: Input from the customer is obtained via the 'Get Customer Input' block, generally via touch-tone keypad or telephone input, and the call flow is then branched in response to the customer's response.

QUESTION: What is the operation of the 'Make an API Call' block?

ANSWER: Users can configure an API call to communicate with another system by defining the request method, endpoint URL, headers, API content, and response processing in the 'Make an API Call' section.

QUESTION: What does the 'Out of Business Hour' call block serve to prevent?

ANSWER: Outside of regular business hours, incoming calls are handled by the 'Out Of Business Hour' block, which can also play a customer announcement.

QUESTION: What function does the 'Loop' call block serve?

ANSWER: To provide customers another chance to submit input, the 'Loop' block, which enables looping through a segment of the call flow, is frequently used alongside the 'Get Customer Input' block.

QUESTION: What function does the transfer block serve?

ANSWER: The 'Transfer' block allows moving the call to another call flow inside the contact centre system or to a queue, agent, external number.

QUESTION: What is the operation of the 'Check Condition' call block?

ANSWER: Utilising key value pairs to compare values, the 'Check Condition' block enables call flow branching based on the outcome of the comparison.

QUESTION: What function does the Voice Authentication block serve?

ANSWER: Using voice analysis and a threshold score, the Voice Authentication block is used to verify user identity.

QUESTION: What serves as the Attributes block's purpose?

ANSWER: Using key-value pairs, the Attributes block is used to set and retrieve attributes from the contact centre database.

QUESTION: What function does the Disconnect call block serve?

ANSWER: To end the call flow and the contact, use the Disconnect call block.

QUESTION: How can I enable recording for participants during a Worktual meeting?

ANSWER: To enable recording for participants, as the host, you can choose the recording option while scheduling the meeting.

QUESTION: Can i make my participants to record the meeting?

ANSWER: Yes, while scheduling the meeting, you can set 'Allow participants to record meeting in device' in the settings

QUESTION: Hey, i want to record the meeting whta should i do?

ANSWER: Are you a host or participant in the meeting?

QUESTION: If I allow participants to record, can I stop their recording if needed

ANSWER: Yes, as the host, you have the authority to stop a participant's recording.

QUESTION: Can I pause the recording?

ANSWER: Yes, you can pause and resume the recording.

QUESTION: How can participants access the recorded meeting afterwards?

ANSWER: If you enabled cloud recording, The recorded meetings can be accessed through the Worktual_UCaaS_web_Recorded Video Meeting List document.

QUESTION: How to make participants recording permission in an on going meeting?

ANSWER: Hey, ask your participants to click the record button, it will send a request to the host

QUESTION: What happens if a new participant joins the meeting while it is being recorded?

ANSWER: When a new participant joins an ongoing recorded meeting, they will receive a user confirmation popup informing them that the meeting is being recorded

QUESTION: What happens to the recording when I end the meeting?

ANSWER: Once you end the meeting, the recording will automatically stop.

QUESTION: If I allow participants to record, can I stop their recording if needed?

ANSWER: Yes, as the host, you have the authority to stop a participant's recording if needed.

QUESTION: What happens when I pause the recording?

ANSWER: When you pause the recording, the application will indicate 'Recording Paused.' You will have buttons to either resume or stop the recording.

QUESTION: How can I enable recording for participants during a Worktual meeting?

ANSWER: To enable recording for participants, as the host, you have a couple of options. While scheduling the meeting, you can choose either cloud or local recording.

QUESTION: With cloud recording, participants can access the recording without any additional steps?

ANSWER: That's correct. With cloud recording, participants can view the recording without any additional steps. It will be readily available to them once the meeting ends.

QUESTION: What is my space in worktual?

ANSWER: My Space in Worktual chat refers to your personal chat area where you can view and manage your direct messages

QUESTION: How can I access 'My Space'?

ANSWER: To access your 'My Space' in Worktual chat, you can click on the chat icon This will open the chat panel, and you can navigate to the 'My Space' tab to view your personal chats.

QUESTION: Is 'My Space' limited to text messages only, or can I share files and multimedia as well?

ANSWER: In addition to text messages, you can also share files, images, and multimedia content within your 'My Space' in Worktual chat

QUESTION: Are the conversations in 'My Space' private and secure?

ANSWER: The conversations in your 'My Space' are private and secure.

QUESTION: Why task inside the My space?

ANSWER: Inside My space, under the task tab, you can view all the tasks you created and received ones also

QUESTION: Why events are inside My space?

ANSWER: Inside My space, under events tab, you can view all the events created by you and assigned to you

QUESTION: Why files are inside My space?

ANSWER: Inside My space, under files tab, you can view all the files send and received by you

QUESTION: Why saved chats are inside My space?

ANSWER: Inside my space, under the saved chats, you can view all the chats that saved by you

QUESTION: Why notes inside worktual?

ANSWER: Inside my space, under the Notes, you can view all notes created by you and recieved ones also

QUESTION: Why Links inside worktual?

ANSWER: Inside my space, under the Links, you can view all links shared by you and received ones also

QUESTION: Can I view my chat history in 'My Space'?

ANSWER: Yes, you can view your chat history in 'My Space'. Scroll through your chat list to see past conversations.

QUESTION: What is 'My Space' in Worktual?

ANSWER: My Space' in Worktual refers to your personal chat area where you can view and manage your direct messages and conversations with others. It's a dedicated space for your individual chats.

QUESTION: Access my space?

ANSWER: To access your 'My Space' in Worktual chat, you can simply click on the chat icon located within the Worktual interface. This will open the chat panel, and from there, you can navigate to the 'My Space' tab to view your personal chats.

QUESTION: Are the conversations in 'My Space' private and secure?

ANSWER: Yes, the conversations in your 'My Space' are private and secure.

QUESTION: Can I create new tasks from 'My Space'?

ANSWER: Yes, you can create new tasks directly from 'My Space'. This makes it convenient for you to manage and organize your tasks within the same interface.

QUESTION: Can you tell me about closed captions?

ANSWER: Closed captions are text-based transcriptions of the spoken dialogue and other relevant audio elements in a video

QUESTION: Does worktual offer CC

ANSWER: Yes, Worktual provides closed caption feature for all business plans

QUESTION: Use of CC in meeting?

ANSWER: Closed captions are used to help the participants who are deaf and dumb to know about the meeting conversations. It also helps for the participants who are not familiar with the language being spoken in the meeting

QUESTION: Can I view captions in other language in meeting?

ANSWER: Yes, Worktual offers closed captions in 15 languages

QUESTION: will I be able to translate meeting captions?

ANSWER: Yes. Worktual allows you to translate the closed captions in the meeting if you have enough translated captions to use in meeting

QUESTION: How can closed captions be useful during meetings?

ANSWER: Closed captions provides accessibility for participants who are deaf or hard of hearing, ensuring they can fully engage and follow the conversation. Closed captions also aid comprehension for participants who may have difficulty understanding accents or dealing with audio quality issues.

QUESTION: Can I change the font size of captions

ANSWER: Yes, you are allowed to change the font size of the captions based on your needs

QUESTION: I want to know about captions?

ANSWER: Closed caption is a feature which is used to view the meeting audio in text format while being actively in the meeting

QUESTION: Does worktual provide caption in meeting?

ANSWER: Yes, We offer Closed caption feature in Worktual meetings.

QUESTION: What is closed caption

ANSWER: Closed caption is a feature which is used to convert the meeting audio to text format which can be viewed in real-time during the meeting

QUESTION: Can I customise the caption view?

ANSWER: yes Worktual allows you to change the font size for the captions, change the background and choose the language in which the captions can be viewed

QUESTION: How can I change the background of the caption tile?

ANSWER: Click 'More options' in the caption tile, and toggle on 'use light background' option to change the caption tile's background

QUESTION: Does worktual offer meeting captions?

ANSWER: Yes, we do

QUESTION: Tell me where I can access captions?

ANSWER: In the live meeting, click on 'CC' option in the meeting controls to view the text format of your meeting audio

QUESTION: How is translated captions helpful?

ANSWER: Translated captions in meetings are especially valuable for international teams working remotely. They break down language barriers and ensure effective communication and collaboration among team members who speak different languages.

QUESTION: What is the use of translated caption feature in worktual?

ANSWER: Translated caption feature allows you to translate the meeting captions to your desired language

QUESTION: I want to know about translated captions

ANSWER: Translated captions enable presenters to deliver their content in their native language while providing captions translated into multiple languages. This allows participants from diverse language backgrounds to fully comprehend and engage with the material. This enhances the learning experience for global audiences, facilitate knowledge transfer, and create a more inclusive and accessible learning environment.

QUESTION: What if my translated captions is over?

ANSWER: You can purchase translated captions as add-on if the feature is exhausted or consumed

QUESTION: I cant able to translate the captions in meeting

ANSWER: Tell me the plan you purchased

QUESTION: Language selection option is not available in captions

ANSWER: May I know which plan you have purchased?

QUESTION: How should I change my caption language

ANSWER: In the meeting, click 'CC' icon and click Drop down to choose the language in which the captions should be displayed

QUESTION: I cant able to translate captions in meeting

ANSWER: Provide the purchased plan name

QUESTION: How many participants can the host and co-host pin in a meeting session by default?

ANSWER: The host and co-host can pin a maximum of 9 participants in a meeting session by default.

QUESTION: Is multi-pin available?

ANSWER: yes, multi-pin feature is available in Worktual meetings

QUESTION: Who has access to the multi-pin feature?

ANSWER: The multi-pin feature is available to hosts and co-hosts by default. Once the host or co-host enables the multi-pin feature, participants will be able to use it on their video layout.

QUESTION: How many participants can be pinned by the host and co-host in a meeting by default?

ANSWER: By default, the host and co-host can pin a maximum of 9 participants in a meeting session.

QUESTION: Can participants use the multi-pin feature in a meeting?

ANSWER: The multi-pin feature is available to hosts and co-hosts by default. Once enabled by the host or co-host, participants can use the multi-pin feature on their video layout.

QUESTION: what is pin feature?

ANSWER: In Worktial meeting, you can pin the participants tiles; so that participants tile will be fixed in the meeting screen

QUESTION: Can i pin multiple participants tile?

ANSWER: yes, you can pin multiple tiles based on the host settings

QUESTION: What is the order of participant tiles in an active meeting in Worktual?

ANSWER: The application arranges participant tiles in different ways based on the participants' video status.

QUESTION: How many participant tiles Worktual supports based on screen size?

ANSWER: The maximum number of participant tiles the application can support varies depending on the screen size.

QUESTION: Can I pin participants' videos in the layout?

ANSWER: Yes, as a host or co-host, you can pin participants' videos in the layout. By using the 'Add Pin' option in the participant pane or participant video tile,

QUESTION: Can I hide non-video participants' tiles?

ANSWER: Yes, the application provides an option to hide non-video participants' tiles.

QUESTION: Is there a limit to the number of participants I can pin?

ANSWER: As a host or co-host, you can pin up to 9 participants in the layout.

QUESTION: Can I manually adjust the number of participant tiles displayed on my screen?

ANSWER: Yes, you can manually adjust the number of participant tiles

QUESTION: What happens if the number of participants exceeds the maximum allowed tiles set by the slider?

ANSWER: If the number of participant tiles exceeds the maximum allowed tiles set by the slider, the application will display page navigation control

QUESTION: Can I pin more than one participant in the layout?

ANSWER: As a host or co-host, you can pin up to 9 participants in the layout.

QUESTION: What is Co chat

ANSWER: Co - Chat is a feature used for the session based interactions to receive guidance or help from the Supervisor and other agents while in the active call or chat.

QUESTION: Can I view and reply in co chat

ANSWER: Yes, users have the ability to view and reply to Internal chat messages within the Co-Chat Module

QUESTION: How to send a Co chat message

ANSWER: To send a Co-Chat message, click on the Co-Chat icon and select the user or users you want to chat with, then type your message and click send.

QUESTION: What is the purpose of Co-Chat?

ANSWER: Co-Chat is used for session-based interactions between agents and supervisors to receive guidance or help during active calls or chats.

QUESTION: Can agents mute the Co-Chat module?

ANSWER: Yes, agents can mute the Co-Chat module to stop receiving message notifications.

QUESTION: How can agents search for other users in Co-Chat?

ANSWER: Agents can use the search box to type the name of the user they want to find and click on the Add icon to add them to the chat.

QUESTION: How can agents view and receive messages from supervisors?

ANSWER: Agents can view and receive messages from supervisors in the Co-Chat module.

QUESTION: What is a broadcast message?

ANSWER: A broadcast message is a message sent by Admins/Supervisors to multiple agents simultaneously.

QUESTION: Can agents mute or unmute broadcast messages?

ANSWER: Yes, agents can mute or unmute broadcast messages to stop receiving message notifications.

QUESTION: Can Admins/Supervisors set an expiry date for broadcast messages?

ANSWER: Yes, Admins/Supervisors can set an expiry date and time for broadcast messages.

QUESTION: Describe Co chat

ANSWER: Co-Chat is a feature used for session-based interactions where users can ask the Supervisor and other agents for advice or assistance while on a call or in a chat.

QUESTION: Can I read and respond to co-chat?

ANSWER: Within the Co-Chat Module, users can view and respond to messages from Internal Chat.

QUESTION: How to send a message in a Co chat

ANSWER: Click the Co-talk button, choose the user or users you wish to talk with, type your message, and then click Send to send a Co-Chat message.

QUESTION: What serves as Co-Chat's purpose?

ANSWER: Co-Chat is a session-based communication tool that supervisors and agents utilise to obtain direction or assistance during ongoing conversations or chats.

QUESTION: The Co-Chat module can agents mute?

ANSWER: The Co-Chat module can be muted by agents to cease message alerts.

QUESTION: Can I create a queue

ANSWER: Are you asking for communication platform or contact centre platform

QUESTION: Do you provide any default call queues

ANSWER: Yes , Worktual provide you a default call queue

QUESTION: Can I set a timezone based on my preference

ANSWER: Yes , we allow you add you timezone based on your preference

QUESTION: Is timezone can be edited in the default call queue

ANSWER: No, worktual default call queues can't be edited

QUESTION: Can I set a different business hours for different Queues

ANSWER: Yes, you create different business hours for the different queues

QUESTION: Can I set a Audios while creating a queue?

ANSWER: Yes, worktual allows you to set different types of audios based on your preference

QUESTION: Can I set separate business hours for each Queue?

ANSWER: Yes, you create different business hours for the different queues

QUESTION: Do you offer any predefined call queues?

ANSWER: Yes , Worktual provide you a default call queue

QUESTION: Can I build a new queue?

ANSWER: Yes, worktual allows you create your own queues based on your preference

QUESTION: Can I set separate business hours for each Queue?

ANSWER: Yes, you create different business hours for the different queues

QUESTION: Can I set a limit for users to stay in queue

ANSWER: Yes, you can set a limit for the no.of users allowed to stay in a queue

QUESTION: Do you provide out of business hours for a Queue?

ANSWER: Yes , you can set a out of business hours configuration for a specific queue

QUESTION: Can I make restriction for people to wait in queue?

ANSWER: Yes, you can set a limit for the no.of users allowed to stay in a queue

QUESTION: Do you provide any option for setting a limit for a customer waiting in a queue?

ANSWER: Yes, we provide you a settings to cofigure the maximum wait time for a customer to wait in a queue.

QUESTION: Do you offer Queue settings for late hours?

ANSWER: Yes , you can set a out of business hours configuration for a specific queue

QUESTION: Is it possible to set a time restriction for a consumer waiting in queue?

ANSWER: Yes, we provide you a settings to configure the maximum wait time for a customer to wait in a queue.

QUESTION: Can I create a new routing profile

ANSWER: You can create a queue and assign it to an agent , and the agents can work on the assigned queues

QUESTION: Do you provide any default routing profile

ANSWER: Yes , Worktual provide you a default routing profile

QUESTION: What are other configurations in the routing profile?

ANSWER: In routing profile there is some options you need to give while configuring it, Those are Routing method and Queue mapping.

QUESTION: What is routing methods in the routing profile

ANSWER: Routing methods is used to select how a customer queries is to routed into the contact centre.

QUESTION: What is Long wait routing method

ANSWER: In this method, When a call is being routed to an agent, system should identify the agents and their waiting time. System should route to an agent who has been waiting since long time in a queue.

QUESTION: What is Skill based routing?

ANSWER: Skill-based routing, feature picks up on customer inputs and automatically assigns them to an agent whose proficiency level of the skill is high to address the customer concerns

QUESTION: What is Queue mapping?

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: What is Long wait routing method

ANSWER: In this method, When a call is being routed to an agent, system should identify the agents and their waiting time. System should route to an agent who has been waiting since long time in a queue.

QUESTION: What is Skill based routing?

ANSWER: Skill-based routing, feature picks up on customer inputs and automatically assigns them to an agent whose proficiency level of the skill is high to address the customer concerns

QUESTION: What is Queue mapping?

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: Is it possible to set up a new routing profile?

ANSWER: You can create a queue and assign it to an agent , and the agents can work on the assigned queues

QUESTION: Do you offer a default routing profile?

ANSWER: Yes , Worktual provide you a default routing profile

QUESTION: What other configurations are there in the routing profile?

ANSWER: In routing profile there is some options you need to give while configuring it, Those are Routing method and Queue mapping.

QUESTION: What is Queue mapping?

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: What is select queue in routing profile?

ANSWER: It is the place where you should map a queue for the routing profile

QUESTION: What is Channels in routing profile?

ANSWER: Admin Set channels to toggle on and off whether agents assigned to a profile get voice, chat, and Video contacts.

QUESTION: Can you explain about delay in routing profile?

ANSWER: Delay time (in seconds) is the time before application try to route a call to an agent with a matching queue/wait time combination

QUESTION: Why do I select queue in routing profile

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: What exactly is queue mapping?

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: What is select queue in routing profile?

ANSWER: It is the place where you should map a queue for the routing profile

QUESTION: What does Priority mean in a routing profile?

ANSWER: Priority is the order in which conversations are to be handled for that queue. For example, a conversation in a queue with a priority of 2 would be a lower priority than conversation in a queue with a priority of 1.

QUESTION: What is the meaning of Channels in a routing profile?

ANSWER: Admin Set channels to toggle on and off whether agents assigned to a profile get voice, chat, and Video contacts.

QUESTION: Could you please explain the delay in the routing profile?

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: What is Mapping a Queue?

ANSWER: Queue Mapping is to map a queue in the routing profile which routes the customer queries based on the priority order set by the Admin.

QUESTION: What is whiteboard inside meeting?

ANSWER: The whiteboard feature in Worktual allows participants to collaborate and draw on a shared virtual whiteboard during a meeting.

QUESTION: What tools and features are available on the Worktual whiteboard?

ANSWER: The Worktual whiteboard provides a range of tools such as pens, highlighters, shapes, and text boxes. You can also select different colors, adjust line thickness, and erase content. Additionally, there are options to save, clear, and undo/redo actions on the whiteboard.

QUESTION: can share whitebaord in an active meeting?

ANSWER: Ye, you can share this while in the meeting also

QUESTION: How the whiteboard will be saved?

ANSWER: Worktual provides options to save the whiteboard either locally or in the cloud based on the selected settings. You can choose where you want to save the whiteboard content for future reference.

QUESTION: Can i rename the whitebaord ?

ANSWER: Yes, you can rename the whiteboard name

QUESTION: What happens when I share the whiteboard with someone?

ANSWER: When you share the whiteboard, the recipient will receive a notification informing them that the whiteboard has been shared. They will be able to access and interact with the whiteboard based on the permissions you have set.

QUESTION: How can I change the roles or permissions for shared whiteboard users?

ANSWER: You can change the roles or permissions for shared whiteboard users at any time. Access the whiteboard's settings, locate the list of shared users, and make the necessary changes to their roles.

QUESTION: How can I add pages to the whiteboard and manage them?

ANSWER: To add pages to the whiteboard, you can open the Pages pane and click on the 'Add Page' button. This will create a new page with pagination.

QUESTION: Can I save the whiteboards in the cloud?

ANSWER: Yes, you can save your whiteboards to the cloud based on the admin storage settings.

QUESTION: What drawing tools are available in the whiteboard?

ANSWER: The whiteboard offers various drawing tools such as pencil, highlighter, laser pointer, arrow pointer, eraser, text, shapes, sticky notes, links, and more

QUESTION: Can participants collaborate on the whiteboard?

ANSWER: Yes, participants can collaborate on the whiteboard if the host has enabled edit access for them

QUESTION: How can I manage whiteboards from the Whiteboard Dashboard?

ANSWER: The Whiteboard Dashboard provides options to manage your whiteboards. You can view all your whiteboards, filter them based on search criteria, creation date, and ownership

QUESTION: Can i download the whiteboard?

ANSWER: Yes, you can download your whiteboard pages

QUESTION: How do I delete a whiteboard?

ANSWER: To delete a whiteboard, you can search for the specific whiteboard in the Worktual Whiteboards, select it, and click on 'more options'. Then, click the 'Delete' button to schedule it for deletion

QUESTION: Is there any expiry date for whiteboards?

ANSWER: Yes, You can set the retention period for your whiteboard deletion and retention in the admin settings if you want

QUESTION: How can I manage my whiteboards?

ANSWER: You can manage your whiteboards through the Whiteboard Management feature, which includes two tabs: 'All Whiteboards' and 'Deleted Whiteboards'.

QUESTION: How can I enable whiteboard access for users in my organization?

ANSWER: To enable whiteboard access for users in your organization, you need to navigate to the Worktual web application and go to your profile settings. From there, access the Admin settings.

QUESTION: How do I sync my contacts to Worktual?

ANSWER: To sync your contacts to Worktual, navigate to the 'Sync Contacts' option in the Settings tab of your Worktual profile. Click on 'Sync Contacts' and choose the desired service (Microsoft 365 or Google) from the pop-up window. Follow the prompts to authorize the service and set the necessary permissions. Once synced, your contacts will be available in the Worktual contacts list.

QUESTION: What details are required when creating a new contact in Worktual?

ANSWER: When creating a new contact in Worktual, you need to provide the Name, Phone Number, and Contact Source. The Email Address and Phone Number Type are optional fields that you can fill in if desired.

QUESTION: How are synced contacts displayed in the Worktual web application?

ANSWER: Synced contacts are displayed in the Worktual web application's contacts list. They are appended to the existing company directory contacts and arranged in alphabetical order

QUESTION: can i view the profile of selected contacts?

ANSWER: Of course tyou can view the profile of selected contacts

QUESTION: What are the requirements for the CSV file when importing contacts to Worktual?

ANSWER: What are the requirements for the CSV file when importing contacts to Worktual?

QUESTION: IS there any validation performed while importing the file?

ANSWER: Yes, a validation is performed while importing the file

QUESTION: sync my contacts in Worktual

ANSWER: To sync your contacts, go to the Settings tab in your Worktual profile and navigate to 'Sync Contacts.' Click on it, and a pop-up will appear with Microsoft 365 and Google options. Google will be the default option. You can make a selection and sync your contacts from there.

QUESTION: What permissions can I set for Google contacts syncing in Worktual?

ANSWER: For Google service, you can set Read and Write permissions for Contacts access. Read permission allows you to view the synced contacts, while Write permission enables you to view the contacts and create new contacts from Worktual.

QUESTION: How does the sync process work for Microsoft 365 in Worktual?

ANSWER: When you select the Office 365 service in Worktual, the application will direct you to the Microsoft Authorization page. By default, the 'Authorize with OAuth 2.0' checkbox will be selected, enabling the automatic authorization process. This allows you to set Read and Write permissions for Contacts access.

QUESTION: What happens once the contacts are synced to Worktual?

ANSWER: Once the contacts are synced to the Worktual web application, they will be displayed in the contacts list. These synced contacts will be appended to the existing list of company directory contacts and shown in alphabetical order. You can easily access the synced contacts and view their details.

QUESTION: How can I search for contacts in the imported contacts list?

ANSWER: You can perform a search by name, number, or using keywords on the Contacts data list. Worktual allows you to easily search and find specific contacts based on your search criteria.

QUESTION: What happens when I select multiple contacts to perform bulk operations?

ANSWER: When you select the checkbox displayed against the contact names, Worktual enables bulk operations for the selected contacts

QUESTION: How does Worktual handle duplicate contacts in the imported contacts list?

ANSWER: If there are any duplicate contacts based on email address or phone number(s), Worktual will display an alert message indicating the number of duplicated contacts found.

QUESTION: How can I update existing contacts and create new ones using a CSV file in Worktual?

ANSWER: Clicking on 'Update/Replace' will open a window where you can provide the contact group name (non-editable) and select a CSV file from your device storage using the 'Upload a file' option. If needed, you can also change the uploaded file by clicking 'Change File.' Once the file is uploaded, file options and the 'Update' button will be enabled.

QUESTION: How can I view the synced and imported contacts in the Contacts module of Worktual?

ANSWER: To view the synced and imported contacts, you can click on the filters provided in the 'Contacts' module, as shown in the screenshot. This will allow you to filter the contacts based on your preferences and display the relevant contacts.

QUESTION: What validations are performed when uploading the contacts?

ANSWER: When uploading contacts, Worktual performs several validations to ensure data accuracy. It checks for unsupported file formats and displays an alert message if an invalid format is uploaded. If the uploaded file is missing mandatory fields, a message will be displayed indicating the missing contact details.

QUESTION: Hey, is worktual have Slack app integration

ANSWER: Yes, Worktual offerres Slack integration

QUESTION: Can i use Slack integration?

ANSWER: Worktual offeres slack inetgration, ofcourse you can use it

QUESTION: Can i make call using Slack integration?

ANSWER: No, With this integration you can create a conference bridge details and make a conference call with your team

QUESTION: what can i do with slack integration?

ANSWER: Initiate instant Worktual meetings and voice calls in Slack using bot commands for seamless communication

QUESTION: Hey can i make worktual chat in slack?

ANSWER: No, With slack integration you can make a instant meeting and get a conference bridge details

QUESTION: Can i start a scheduled meeting from slack?

ANSWER: Slack integration supports only for instantmeeting, you can kick start a instant meeting from Slack via worktual

QUESTION: Slack integration

ANSWER: Worktual offeres seamless integration withh slack

QUESTION: What are the requirement do i need to get the slack integration?

ANSWER: You must have an active worktual account and an active Slack account

QUESTION: How does the Slack integration work?

ANSWER: With the integration, we can initiate instant Worktual meetings and voice calls right from Slack using simple bot commands like '/worktual start' or '/worktual call'.

QUESTION: How does Slack integration work exactly?

ANSWER: With the Slack integration, we can easily initiate instant Worktual meetings and voice calls using simple bot commands like '/worktual start' or '/worktual call' directly in Slack.

QUESTION: How can I integrate Worktual with Slack?

ANSWER: To integrate Worktual with Slack, go to the Slack app directory, search for Worktual, and click on 'Add to Slack'. Grant the necessary permissions to allow Slack to access Worktual.

QUESTION: Is the slack integration available for all Slack users?

ANSWER: The integration is available for all Slack users who have access to the Slack app directory and have the necessary permissions to install and use third-party apps.

QUESTION: Hey, wanna know about integration between Worktual and Microsoft Teams?

ANSWER: Yes, indeed! The integration allows you to seamlessly connect Worktual services with Microsoft Teams for enhanced communication and collaboration. You can now access key business functionalities without constantly switching between apps

QUESTION: About the Worktual add-in for Microsoft Teams?

ANSWER: Yes, it's a great tool for enhancing your collaboration experience. To get started, open your Microsoft Teams account.

QUESTION: I heard that Worktual can be integrated with Microsoft Teams. How does it benefit our team?

ANSWER: Integrating Worktual with Microsoft Teams allows seamless communication and collaboration without the need to switch between apps

QUESTION: Hey, how can i make a call with microsoft teams integration?

ANSWER: You can initiate a call from Microsoft Teams to Worktual by simply dialing the extension on the Teams dialpad. This will open a new tab and trigger the call to Worktual, allowing you to communicate seamlessly between the two platforms.

QUESTION: Can i chat with other worktual users via microsoft teams?

ANSWER: No, This integration supports only meeting and calls modules

QUESTION: How does the integration between Worktual and Microsoft Teams work?

ANSWER: The integration allows you to seamlessly connect Worktual services with Microsoft Teams for enhanced communication and collaboration. You can access key business functionalities without constantly switching between apps.

QUESTION: Can I sync my Microsoft Teams calendar meetings with Worktual using this integration?

ANSWER: Yes, you can easily sync your Microsoft Teams calendar meetings with Worktual, ensuring that all your important events and appointments are in sync across both platforms. It helps you stay organized and saves you time by centralizing your schedule.

QUESTION: How does the integration between Worktual and Microsoft Teams work?

ANSWER: The integration allows you to seamlessly connect Worktual services with Microsoft Teams for enhanced communication and collaboration. You can access key business functionalities without constantly switching between apps.

QUESTION: What is short cut keys?

ANSWER: Shortcut keys are keyboard combinations that allow users to perform actions quickly within the application.

QUESTION: How can an admin navigate to the Shortcut Keys section?

ANSWER: Go to Profile ? Shortcut Keys.

QUESTION: Can the user edit the global command shortcut keys?

ANSWER: No, the user cannot edit the global command shortcut keys.

QUESTION: What information should be provided for each command?

ANSWER: Each command should have the following details:Global Command (name/description), Function (associated action), Shortcut Key (keyboard shortcut), Purpose/Content (additional details), User Access (roles allowed to use the command)

QUESTION: Does both mac and windows follow same short cut key?

ANSWER: No, there is a substitution for some key when user uses mac.

QUESTION: How do short cut keys work?

ANSWER: Shortcut keys are keyboard combinations that let users complete tasks within an application more quickly.

QUESTION: How does an admin access the section on Shortcut Keys?

ANSWER: Open Profile and select Shortcut Keys.

QUESTION: The global command shortcut keys can they be changed by the user?

ANSWER: The global command shortcut keys cannot be changed by the user.

QUESTION: What details need to be included with each command?

ANSWER: Each command needs to include the following information:Shortcut Key (keyboard shortcut), Global Command (name/description), Function (related action), Purpose/Content (further details), Roles permitted to use the command under user access

QUESTION: Does the same shortcut key work on Mac and Windows?

ANSWER: No, when a person uses a Mac, a substitute exists for some keys.

QUESTION: Where can an admin find the 'Shortcut Keys' option?

ANSWER: The 'Shortcut Keys' option can be found under the 'Profile' tab.

QUESTION: What information must be provided along with each command?

ANSWER: Each command needs to include the following information:Shortcut Key (keyboard shortcut), Global Command (name/description), Function (related action), Purpose/Content (further details), Roles permitted to use the command under user access

QUESTION: The 'Shortcut Keys' option is where an admin can discover it.

ANSWER: The 'Profile' tab contains the 'Shortcut Keys' option.

QUESTION: What details must be included with every command?

ANSWER: Each command must contain the following details:Keyboard shortcut Shortcut Key Global Command Name/Description Function Related Action Purpose/Content Additional Information roles that are able to utilise the command with user access

QUESTION: Shortcut keys are what?

ANSWER: Shortcut keys are keyboard layouts that let users complete tasks within an application quickly.

QUESTION: What is customer tag?

ANSWER: Customer tags are a feature that allows admins to manage and categorize customers, enabling users to add tags in the Agent workspace and contacts based on admin settings, and providing options to enable/disable the tags.

QUESTION: How can an admin navigate to the Customer Tags section?

ANSWER: Go to Settings ? General Settings ? Customer Tags.

QUESTION: What is for enable tags option ?

ANSWER: If enable tag is checked then only all the tags should get listed in contacts and agent workspace as well.

QUESTION: Can the admin enable or disable tags?

ANSWER: Yes, admin can enable and disable the tags if needed

QUESTION: Can we create new tags ?

ANSWER: Yes, new tags can be created by clicking on create tags.

QUESTION: Can we edit custom tags ?

ANSWER: Yes custom tags can be edited?

QUESTION: Is there is any default tags ?

ANSWER: Yes, default customer tags are present that are Repeat Caller, ComplaintsFirst, Time Caller, Longtime customer.

QUESTION: Can custom tags can be deleted?

ANSWER: Yes custom tags can be deleted.

QUESTION: Can we delete default tag ?

ANSWER: No, default tag cannot be deleted

QUESTION: Describe customer tag.

ANSWER: Admins may manage and categorise customers using the customer tags feature, which also gives users the ability to enable or disable the tags and allows users to add tags to contacts and the Agent workspace depending on admin settings.

QUESTION: How does an administrator access the section for customer tags?

ANSWER: Navigate to Settings General Customer Tags.

QUESTION: Why would you choose to enable tags?

ANSWER: Only if the box for enable tag is checked should every tag appear in the workspaces for contacts and agents.

QUESTION: Tags may be enabled or disabled by the admin.

ANSWER: Yes, if necessary, the admin can enable and disable the tags.

QUESTION: Can we make our own tags?

ANSWER: Can we make our own tags?

QUESTION: Can custom tags be edited?

ANSWER: Can custom tags be edited?

QUESTION: Are there any default tags available?

ANSWER: Yes, the default customer tags?Repeat Caller, ComplaintsFirst, Time Caller, and Longtime Customer?are there.

QUESTION: What is customer type?

ANSWER: Customer type is a feature that allows admins to manage and categorize customers based on the plan and features, enabling users to update the type in the Agent workspace and contacts based on admin settings, and providing options to enable/disable the types.

QUESTION: How can an admin navigate to the Customer Type section?

ANSWER: Go to Settings ? General Settings ? Customer Type.

QUESTION: Can the admin enable or disable type?

ANSWER: Yes, admin can enable and disable the type if needed

QUESTION: Can we create new type?

ANSWER: Yes, new typecan be created by clicking on create type.

QUESTION: Can we edit custom type?

ANSWER: Yes custom type can be edited?

QUESTION: Is there is any default type?

ANSWER: Yes, default customer type are present that are Premium and basic.

QUESTION: Can custom type can be deleted?

ANSWER: Yes custom type can be deleted.

QUESTION: Can we delete default type?

ANSWER: No, default type cannot be deleted

QUESTION: How does an admin access the area under 'Customer Type'?

ANSWER: Navigate to Settings General Customer Type.

QUESTION: Can an admin disable or enable a type?

ANSWER: Yes, if necessary, the admin can enable and disable the kind.

QUESTION: Can a new type be created?

ANSWER: Yes, by selecting 'create type,' a new type can be formed.

QUESTION: Can custom type be edited?

ANSWER: Can custom type be altered, yes?

QUESTION: Exists a default type, if any?

ANSWER: Yes, there are two types of default customers: Premium and basic.

QUESTION: Can you delete a custom type?

ANSWER: Custom type can indeed be removed.

QUESTION: Can default type be removed?

ANSWER: No, you cannot remove the default kind.

QUESTION: What kind of customer type are they?

ANSWER: Customers can be managed and categorised by admins using the customer type feature, which also gives users the ability to alter the type in contacts and the agent workspace depending on admin settings and the ability to enable/disable the types.

QUESTION: What is a prompt library?

ANSWER: A prompt library is a collection of prompts, which are audio or text-based messages used in a system for various purposes, such as automated voice responses or user interactions.

QUESTION: How can an admin access the prompt library?

ANSWER: An admin can access the prompt library by navigating to 'Settings' > 'Basic configuration' > 'Prompt library.'

QUESTION: Do we have default prompts?

ANSWER: Yes, we have default prompts in our contact center

QUESTION: Can we create a prompt in prompt library?

ANSWER: Yes, you can able to create a prompt in our prompt library

QUESTION: Can we edit the prompt

ANSWER: Yes, editing the prompt is available in our contact center

QUESTION: What types of prompt can be created ?

ANSWER: There are three types of prompt can be created like Recorded, Text to speech and upload audio.

QUESTION: How can we create record audio prompts ?

ANSWER: First select the record audio prompt option , then record the audio you want to uplaod in the prompt to create and click save

QUESTION: How can we create text to speech audio prompt?

ANSWER: First select the text-to-speech audio prompt option, then type the text that you want to upload in the prompt to create, and click save.

QUESTION: How can we create upload audio prompts ?

ANSWER: First select the upload audio prompt option, then upload the audio that you want to upload in the prompt to create, and click save.

QUESTION: Can we able to delete the audio prompts?

ANSWER: Yes, but default audio prompts cannot be deleted

QUESTION: A prompt library is what?

ANSWER: A system's collection of audio or text-based prompts, which can be utilised for automated voice responses or user interactions, is known as a prompt library.

QUESTION: How is the prompt library accessible to admin?

ANSWER: The prompt library can be reached by an administrator by going to 'Settings' > 'Basic configuration' > 'Prompt library.'

QUESTION: Exist default prompts for us?

ANSWER: Yes, the contact centre has default prompts.

QUESTION: Can we add a prompt to the collection of prompts?

ANSWER: Yes, you can build a prompt in our library of prompts.

QUESTION: Can the prompt be changed?

ANSWER: It is possible to edit the prompt in our contact centre, yes.

QUESTION: What kinds of prompts are possible to create?

ANSWER: You can construct three different sorts of prompts, including recorded, text-to-speech, and audio upload.

QUESTION: How do we make audio prompts for recording?

ANSWER: Choose the option to record an audio prompt, then enter the audio you wish to upload in the prompt, and finally click save.

QUESTION: How can we make an audio text-to-speech prompt?

ANSWER: To make a text-to-speech audio prompt, first choose the option, then input the text you wish to upload, and finally click Save.

QUESTION: How can upload audio prompts be made?

ANSWER: Choose the Upload Audio Prompt option first, then enter the audio file into the prompt you just created, and finally click Save.

QUESTION: Can the audio prompts be removed?

ANSWER: Yes, but you cannot remove the standard audio prompts.

QUESTION: What is business hours?

ANSWER: Business hours refer to the designated time periods during which a business is operational and available to serve customers or clients.

QUESTION: How to navigate to business hours?

ANSWER: To navigate to the Business Hours page, go to Settings ? Basic Configuration ? Business Hours.

QUESTION: Can we create a new business hours ?

ANSWER: Yes, as a admin you can create new business hours

QUESTION: Can we able to edit the business hours?

ANSWER: Yes, as a admin you can able to edit the existing business hours

QUESTION: Is there any default business hours?

ANSWER: Yes, there is default business hours called 'Default business hours'

QUESTION: Can we edit custom business hours?

ANSWER: Yes, as an admin you can able to edit created business hours

QUESTION: What is holidays?

ANSWER: Holidays in business hours are the times when a business is closed or has modified hours of operation due to a holiday.

QUESTION: Is there is any defaut holidays?

ANSWER: No, there is not any default holidays

QUESTION: Explain business hours?

ANSWER: The scheduled times that a business is open and ready to serve customers or clients are known as its 'business hours.'

QUESTION: How can I find the business hours?

ANSWER: Go to Settings Basic Configuration Business Hours to access the Business Hours page.

QUESTION: Is it possible to set new business hours?

ANSWER: Yes, you can add additional business hours as an admin.

QUESTION: Can the business hours be changed?

ANSWER: Yes, you can change the current business hours as an admin.

QUESTION: Exist any default business hours?

ANSWER: The term 'Default business hours' does indeed refer to default hours.

QUESTION: Are custom business hours editable?

ANSWER: Yes, you can change the hours that have already been set up as an admin.

QUESTION: How do holidays work?

ANSWER: Holidays that affect business hours refer to periods when a business is closed or operates with different hours owing to a holiday.

QUESTION: Are there any official holidays?

ANSWER: No, there are no mandatory holidays.

QUESTION: Hey, want to know about worktual partner portal?

ANSWER: With Worktyal partner program you can become a partner with Worktual

QUESTION: Hey i'm interest in worktual partner ship where can i view the details

ANSWER: Woah! please'https://partners.worktual.co.uk/become_a_partner.html' visit this page for partner program sig-up flow

QUESTION: Hey i have send a partner portal request but not recieved any mail?

ANSWER: Sorry, can you tell me when did you send a partner portal request?

QUESTION: Can you tell me more about the partner portal?

ANSWER: The Worktual partner program offers exciting opportunities for partnership.s.

QUESTION: Hey, I want to know about the Worktual partner portal.

ANSWER: The Worktual partner portal is a platform that allows individuals or businesses to become partners with Worktual.

QUESTION: Why i'm not receiving any approval or rejection mail after send a partner portal request

ANSWER: Hey, I understand that you haven't received any email regarding your partner portal request. Could you please let me know when you submitted the request?

QUESTION: How long does it usually take to receive a response if my request is rejected?

ANSWER: The response time for a rejected request may vary, but typically you should receive a notification email within a reasonable timeframe. If you haven't received any communication within a few business days, I recommend reaching out to our support team for assistance.

QUESTION: Hey, i have recieved a partner program approval mail, what should i do now?

ANSWER: Tha's cool, now you can login the Partners Portal either directly from the onboarding email or from the Worktual website using the login credentials

QUESTION: Hey, I have received a partner program approval email. What should I do now?

ANSWER: That's great news! To get started, you can log in to the Partner Portal either directly from the onboarding email or from the Worktual website using the provided login credentials.

QUESTION: How long does it usually take to receive a response if my partner program request is rejected?

ANSWER: The response time for a rejected request may vary, but typically you should receive a notification email within a reasonable timeframe. If you haven't received any communication within a few business days, I recommend reaching out to our support team for assistance.

QUESTION: Hey, I have received a partner program approval email. What should I do now?

ANSWER: That's great news! Now, you can log in to the Partners Portal either directly from the onboarding email or from the Worktual website using the provided login credentials.

QUESTION: Hello, I have received the approval for my partner account. What should I do next?

ANSWER: Congratulations! With the approval, you can now access the partner portal. You can log in to the Partners Portal either directly from the onboarding email or from the Worktual website using the login credentials provided in the email.

QUESTION: As a partner how can i create a deal?

ANSWER: As Partner, you should be able to create a new deal by clicking on the New Deal button

QUESTION: Can I search for specific deals in the Deals section?

ANSWER: Yes, you can search for deals in the Deals section by using the search feature. Simply enter relevant keywords or deal details in the search bar to find specific deals.

QUESTION: Can I download the deals data for further analysis?

ANSWER: Yes, you can download the deals data in CSV or Excel file formats. Click on the 'Download' button, and choose the preferred file format to export the deals data.

QUESTION: If a customer hasn't paid, can I resend the payment link?

ANSWER: Yes, if the customer hasn't paid, you can click on the 'Resend' button to resend the payment link to the customer.

QUESTION: How can I provide the personal and company details of the customer in the partner portal?

ANSWER: In the 'Company Details' section, you can enter the personal details and company details of the customer.

QUESTION: In the 'Numbers' section, what options do I have for choosing numbers in partner program?

ANSWER: You can choose between local numbers and free phone numbers. If you select local numbers, you can then choose a city. For free phone numbers, you can select a prefix from the available options.

QUESTION: What should I do in the 'Delivery Address' section in the partner portal ?

ANSWER: In this section, you can provide the delivery address where the order should be shipped, if applicable.

QUESTION: How can I manage the agents in the partner portal?

ANSWER: You can click on the 'Members' menu in the left pane to access the agent management section.

QUESTION: Can I create a new agent from the partner portal?

ANSWER: Yes, you can create a new agent by clicking on the 'Create Member' button. This will direct you to the personal and company details page.

QUESTION: How can I create a new agent from the partner portal?

ANSWER: To create a new agent, simply click on the 'Create Member' button. This will take you to a page where you can enter the personal and company details of the new agent.

QUESTION: How can I manage the agents in the partner portal?

ANSWER: To manage agents, you can navigate to the 'Members' menu in the left pane of the partner portal. From there, you can access various options related to agent management.

QUESTION: Can I apply filters to the commission report?

ANSWER: Absolutely! You can apply filters to the commission report

QUESTION: What is the 'Reseller ID' and 'Name' in the commission report?

ANSWER: The 'Reseller ID' indicates the unique ID assigned to each partner in the commission report. The 'Name' refers to the name of the partner associated with the commission.

QUESTION: What is the 'Commission percentage'?

ANSWER: The 'Commission percentage' refers to the percentage of commission that is given to partners by Worktual.

QUESTION: As a agent how can I create new customers for Worktual in the partner portal?

ANSWER: As a Worktual agent, you can log in to the partner portal using your credentials. Once logged in, you will see the dashboard with various menu options.

QUESTION: How can I create a new deal for Worktual in partner portal as a agent?

ANSWER: To create a new deal, click on the 'Deals' menu in the partner portal. This will display the existing deals and provide options to create a new deal.

QUESTION: Can I view my commission details for the deals I've made?

ANSWER: Yes, you can view your commission details in the partner portal. By navigating to the 'Commission' menu and selecting the 'Report' option, you will be able to access the commission report.

QUESTION: How can I create a new deal for a customer in the partner portal?

ANSWER: To create a new deal, you need to access the 'Deals' section in the partner portal. From the main menu, click on the 'Deals' option

QUESTION: As a agent in partner portal how i get my commission?

ANSWER: As a agent, you will get your commission that is set by your partner

QUESTION: Hey, can i edit my profile?

ANSWER: Yes, you can edit your profile any time in worktual

QUESTION: Hey, can I update my profile information?

ANSWER: Yes, you can update your profile information in Worktual. What specific details would you like to change?

QUESTION: Is it possible to change my profile picture

ANSWER: Yes, you can change your profile picture in Worktual.

QUESTION: Hi, I would like to know if I can edit my profile in Worktual?

ANSWER: You have the ability to edit your profile in Worktual. What specific details would you like to change?

QUESTION: Can I change my profile picture in Worktual?

ANSWER: Yes, you can change your profile picture in Worktual.

QUESTION: Can I change my password in Worktual?

ANSWER: Yes, you can change your password in the security settings of Worktual. Would you like me to guide you through the process?

QUESTION: What should I do if I forget my password?

ANSWER: If you forget your password, you can reset it by following the password reset process. You can either initiate the password reset yourself or request the sub owner/admin to reset it for you.

QUESTION: What happens if my account gets locked after multiple failed login attempts?

ANSWER: If your account gets locked after 10 failed login attempts, an email will be triggered to the owner/sub owner/admin of the account

QUESTION: How can I change my password in Worktual?

ANSWER: To change your password in Worktual, go to the security settings and look for the 'Change Password' option. You will be prompted to enter your old password, followed by the new password in the 'New Password' and 'Confirm Password' fields

QUESTION: What happens if I forget my password?

ANSWER: If you forget your password, don't worry! Worktual provides a 'Reset Password' feature. You can initiate a password reset by clicking on the 'Forgot Password' link on the login page. Follow the instructions provided to reset your password.

QUESTION: hey, after multiple log-in my account gets locked?

ANSWER: If your account gets locked after 10 failed login attempts, an email notification will be triggered to the Owner, Sub owner, or Admin.

QUESTION: What is Multi-Factor Authentication (MFA) in Worktual settings?

ANSWER: Multi-Factor Authentication (MFA) in Worktual is an additional layer of security that requires users to authenticate using multiple methods to verify their identity.

QUESTION: How can I set my preferred authentication method as the 'Prior MFA Mode'?

ANSWER: To set your preferred authentication method as the 'Prior MFA Mode,' go to the configured authentication methods section and locate the method you want to prioritize. Click on the 'Mark as Prior MFA Mode' option for that method.

QUESTION: Can I use biometrics to verify my identity in the application?

ANSWER: Yes, you can authenticate and verify your identity using voice and/or face biometrics enrolled in the application. It provides a secure and convenient way to access your account.

QUESTION: Is using biometrics secure for authentication?

ANSWER: Yes, using biometrics for authentication adds an extra layer of security to your account. Voice and face biometrics are unique to each individual, making it difficult for unauthorized access. However, it's important to keep your device secure and protect your biometric data.

QUESTION: I want to configure SMS OTP for authentication. How can I do that?

ANSWER: To configure SMS OTP, click on the 'Configure' button in the application's settings. A pop-up will appear where you can enter your mobile number for OTP verification.

QUESTION: Can I use biometrics for authentication in the application?

ANSWER: Yes, if your device supports it, you can use both voice and face biometrics together for authentication. This allows for a multi-modal biometric authentication approach, providing enhanced security and accuracy in verifying your identity.

QUESTION: Can I use a third-party authenticator app to login to the application?

ANSWER: Yes, you can use a third-party authenticator app to authenticate and login to the application.

QUESTION: Can I use a third-party authenticator app for securing my Worktual account?

ANSWER: Yes, you can enhance the security of your Worktual account by using a third-party authenticator app.

QUESTION: Can I use email authentication as a multi-factor authentication (MFA) method for Worktual login?

ANSWER: Yes, you can use email authentication as an MFA method for Worktual login. It provides an additional layer of security to verify your identity.

QUESTION: Once email authentication is enabled, how can I log in to Worktual?

ANSWER: After enabling email authentication, you can log in to Worktual using your email address and password as usual. Additionally, you will be prompted to enter the OTP generated and sent to your email address for further verification.

QUESTION: Hey, how to make a group chat?

ANSWER: Create your group and seamlessly start messaging to your team

QUESTION: What happens if the admin enables the 'Require approval for group chat invite' option?

ANSWER: When the admin enables this option, specified users will not be added directly to the group. Instead, the admin will need to approve their request.

QUESTION: What happens if the admin enables the 'Require approval for group chat invite' option?

ANSWER: When the admin enables this option, specified users will not be added directly to the group. Instead, they will require approval from the admin before being added to any group chat.

QUESTION: What happens when the admin accepts the invite request?

ANSWER: If the admin accepts the invite request, user B will be added to the group chat. The response history will show that the invite request was accepted, and the 'Pending' status next to user B's name will be removed.

QUESTION: How can I create a new group chat and add team members?

ANSWER: To create a new group chat, click on the 'New' primary button and select 'New Group'. This will take you to the 'Create a New Team' screen.

QUESTION: What happens when the admin sends me an Teamchat invite?

ANSWER: When the admin creates a team and sends you an invite, you will receive an invite message. Clicking on the invite message will display a confirmation popup showing the team members and the expiry date of the invite link.

QUESTION: How will the group admin be notified when I join using their invite?

ANSWER: When you join the group using the invite, the group admin will receive a message in the conversation pane of the team chat saying '<participant name> joined using your invite'.

QUESTION: Can the team admin delete a team chat?

ANSWER: Yes, the team admin has the ability to delete a team chat.

QUESTION: Will there be any notification when the team admin deletes the team?

ANSWER: Yes, when the team admin deletes the team, the application will display an error message stating 'Admin has deleted this group'.

Additionally, a notification will be sent to the Worktual admin informing them that the team admin has deleted the team.

QUESTION: Hey, how can I create a group chat?

ANSWER: To create a group chat. First, click on the 'New' button in the chat features.

QUESTION: What happens if the admin enables the option 'Require approval for group chat invite'?

ANSWER: When the admin enables this option, specified users will not be added directly to the group. Instead, the admin will need to approve their inclusion.

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QUESTION: How to update my status ?

ANSWER: Go to Profile -->update your status, and you can choose whatever you want and click on Save button, it will reflect on your profil

QUESTION: Hey, what is update my status under my profile?

ANSWER: Here you can update your current status using the default options

QUESTION: How can I update my status?

ANSWER: To update your status, go to your profile and look for the 'Update your status' option. Click on it and you can enter whatever status you want. Once you're done, click on the Save button, and it will reflect on your profile.

QUESTION: Hey, what does 'Update my status' mean under my profile

ANSWER: Update my status' allows you to inform others about your current status using predefined options.

QUESTION: Is updating my status mandatory?

ANSWER: No, updating your status is optional. You can choose to update it or leave it blank if you prefer.

QUESTION: What is skill management for?

ANSWER: Skill management is used to create new skills for agents to assign for skill-based routing.

QUESTION: Can we create skill in skill management?

ANSWER: Yes, as a admin you can able to create new skills in skill management.

QUESTION: Can we edit the created skills ?

ANSWER: Yes, as an admin user can able to edit the craeted skills if necessary.

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ANSWER: No, created skills can't be deleted

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ANSWER: The fields in the datagrid of skill management are Skill name, Description, No of agent with skill , Action.

QUESTION: What is status used in skill management?

ANSWER: In skill management status is used to enable or disable particular skill.

QUESTION: Is there is any default skills in skill management?

ANSWER: No there is no any default skills in our contact center

QUESTION: By default created skill should be in which state?

ANSWER: By default the created skill should be in enabled status.

QUESTION: Why would you use skill management?

ANSWER: For skill-based routing, agents can be given new skills through skill management.

QUESTION: Can we develop new skills for managing skills?

ANSWER: Yes, you can develop new skills in skill management as a manager.

QUESTION: Can the created skills be edited?

ANSWER: Yes, you can edit the created skills if necessary as an admin user.

QUESTION: Were the skills deleteable?

ANSWER: No, skills created cannot be erased.

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ANSWER: The created skill should be enabled by default.

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ANSWER: Within the user management admin can able to manage all the users of the contact center.

QUESTION: Can we add user in user management?

ANSWER: No, admins should add the user for their contact centre to my account. In user management, it's not possible.

QUESTION: Can we able to delete the user in user management.

ANSWER: No, Deleting a user is not possible in user management.

QUESTION: Can we edit the settings of the user in user management?

ANSWER: Yes, user settings can be edited in user management.

QUESTION: How to navigate user management?

ANSWER: Navigate to User management: Setting ? Basic configuration ? Users management.

QUESTION: Why do we need user management?

ANSWER: All of the contact center's users can be managed by the administrator within the user management section.

QUESTION: Is it possible to add users to user management?

ANSWER: No, administrators need to add the contact centre user to my account. It is impossible to do so with user management.

QUESTION: Can we remove a user from user management?

ANSWER: No, In user administration, it is impossible to delete a user.

QUESTION: Can we change the user's settings in user management?

ANSWER: User management does really allow for editing of user settings.

QUESTION: How to utilise the user management system?

ANSWER: Click on 'User management' Setting, fundamental configuration, and user administration.

QUESTION: Explain assign channel in user management?

ANSWER: In User management different channels can be assigned to each user from which channel the user wants to attend the query.

QUESTION: Explain assigning routing profile in user management?

ANSWER: In a routing profile, more queues can be mapped, and calls will be routed to agents based on those queues, so assigning that particular routing profile to the user can cut our work in half, and calls will get routed properly to agents based on priority.

QUESTION: Explain assigning reporting to in user management

ANSWER: In 'reporting to,' the admin should assign the supervisor to whom the user wants to report.

QUESTION: What does the user management assign channel mean?

ANSWER: Each user can be assigned a different channel in user management, from which the user can respond to queries.

QUESTION: What does user management's assigning of routing profiles mean?

ANSWER: The administrator should provide the supervisor that the user wants to report to under 'reporting to.'

QUESTION: Explain who reporting is assigned to in user management.

ANSWER: The supervisor that the user wants to report to should be specified in the 'reporting to' field by the administrator.

QUESTION: What are domestic numbers?

ANSWER: Domestic numbers are telephone numbers that are used for communication within a specific country or region.

QUESTION: Hey, which plan offers doemstic numbers?

ANSWER: All the Worktual plans offers domestic numbers

QUESTION: What are Worktual domestic numbers?

ANSWER: Worktual domestic numbers refer to the phone numbers provided by Worktual that are specific to a particular country or region.

QUESTION: Are domestic numbers available for international participants?

ANSWER: Domestic numbers are country-specific, so they are primarily intended for participants within the same country as the assigned numbers.

QUESTION: Can I add additional domestic numbers for specific regions or countries?

ANSWER: Yes, you can buy additional domestic numbers as a add-on

QUESTION: What happens to the unassigned domestic numbers ?

ANSWER: Unassigned domestic numbers in worktual typically remain unused and are not associated with any specific user. These numbers are part of the available pool of domestic numbers provided by worktual for various countries or regions.

QUESTION: Are domestic numbers are for video and audio call?

ANSWER: Domestic numbers in Worktual are specifically for audio participation in meetings.

QUESTION: Which plan includes domestic numbers?

ANSWER: All our plans offer domestic numbers.

QUESTION: Can I reassign domestic numbers to a different user?

ANSWER: Yes, you can reassign the number to different users

QUESTION: What are Worktual domestic numbers?

ANSWER: Worktual domestic numbers refer to the phone numbers provided by Worktual that are specific to a particular country or region. These numbers are intended for making calls within your country or region

QUESTION: Can I receive international calls on my domestic number?

ANSWER: Yes, you can receive international calls on your domestic number. Domestic numbers are capable of receiving calls from both domestic and international sources.

QUESTION: Can I add additional domestic numbers for specific regions or countries?

ANSWER: Yes, you have the option to purchase additional domestic numbers for specific regions or countries.

QUESTION: Are domestic numbers for video and audio calls?

ANSWER: Domestic numbers in Worktual are specifically for audio participation in meetings. They allow participants to join meetings using their telephone instead of relying on internet audio.

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QUESTION: Can I receive international calls on my domestic number?

ANSWER: Yes, you can receive international calls on your domestic number. Domestic numbers are capable of receiving calls from both domestic and international sources.

QUESTION: What is domestic minutes?

ANSWER: Domestic minutes refer to the allocated amount of time or minutes that are included in a subscription plan for making calls within the same country or region

QUESTION: Can I use domestic minutes to make calls to any number within my country?

ANSWER: Yes, domestic minutes can be used to make calls to any phone number within your country.

QUESTION: How can i identify if my domestic minutes ends?

ANSWER: In your dashboard you can view the current available domestic minutes, and can also you will be notified if it's gonna end

QUESTION: Hey what is domestic minutes?

ANSWER: In Worktual, domestic minutes refer to the allocated calling minutes included in specific plans for making domestic (within the same country) phone calls using worktual audio conferencing feature.

QUESTION: How to get the domestic minutes?

ANSWER: Domestic minutes are defaultly given to your purchased plan along with the domestic numbers

QUESTION: Hey, my total domestic minutes are over what should i do now?

ANSWER: No worries, you can buy domestic minutes as add-on immediately

QUESTION: What happens if I exceed ?

ANSWER: If you exceed your allocated domestic minutes, the call will be disconnected, or if you have enough credit balance the call will be continued

QUESTION: Can I transfer unused domestic minutes to another user?

ANSWER: No, domestic minutes are typically allocated on a per-user basis and cannot be transferred or shared with other users. Each user in your worktual account will have their own allocated domestic minutes based on their plan and subscription.

QUESTION: How my domestic minutes are over what should i do now?

ANSWER: If you want to add domestic minutes you can purchase it as a add -on

QUESTION: How can I identify if my domestic minutes end?

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ANSWER: If you exceed your allocated domestic minutes, your calls will be billed at an additional rate for the extra minutes used.

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QUESTION: Are international numbers available in Worktual?

ANSWER: yes, Worktual offers international numbers for businesses operating in different countries.

QUESTION: What is the use of international minutes?

ANSWER: With the international numbers you can make a calls to different countries

QUESTION: Hey, which plan offers international minutes?

ANSWER: You can buy the international numbers as a add-on only for all the worktual plans

QUESTION: What are Worktual international numbers?

ANSWER: International numbers are phone numbers that are associated with specific countries or regions outside of your own country. These numbers are used for making and receiving international calls.

QUESTION: Are international numbers available for domestic participants?

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ANSWER: For all the plans, you have to purchase international minutes as an add-on only. Worktual offers different international minutes add-ons, such as 150 minutes, 500 minutes, and 2000 international minutes.

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QUESTION: Can we assign a user reporting to?

ANSWER: The supervisor that the user wants to report to should be specified in the 'reporting to' field by the administrator.

QUESTION: Do we have omnichannel ?

ANSWER: Yes, our contact center supports omnichannel contact center.

QUESTION: What are settings available in web chat?

ANSWER: There are four steps of settings for configuring a webchat are Basic chat settings, Personalization, Primary form, Installation

QUESTION: What are the setting available ?

ANSWER: Basic chat settings include the chat box title, title description, greeting message, call flow mapping, and domain name configuration.

QUESTION: Is there is any option to customize the widget?

ANSWER: Yes, personalization involves customizing the branding, position and behaviour, Advance options

QUESTION: Is there is any option for prechat form?

ANSWER: Yes, the primary Forms section allows admins to add chat input fields, such as customer name, phone number, email, and query type, which are required to be collected from the customer before starting the conversation.

QUESTION: How can I embed the the webchat into other website?

ANSWER: A code snippet is provided in installation section to embed the chat widget into the HTML code of a website or mobile app. It enables the display of the chat widget to customers.

QUESTION: Users can upload attachments?

ANSWER: Yes, User can upload attachments during web chat

QUESTION: Does omnichannel exist?

ANSWER: Yes, omnichannel contact centre is supported by our contact centre.

QUESTION: What options are there for setting up web chat?

ANSWER: The four steps for configuring a web chat are as follows: Personalization, the primary form, installation, and the basic chat settings

QUESTION: What options are there for setting?

ANSWER: The chat box title, title description, welcome message, call flow mapping, and domain name configuration are all examples of basic chat settings.

QUESTION: Is it possible to modify the widget in any way?

ANSWER: The chat box title, title description, welcome message, call flow mapping, and domain name configuration are all examples of basic chat settings.

QUESTION: Is there a prechat form option available?

ANSWER: Input fields for chat, such as customer name, phone number, email, and question type, which must be gathered from the customer before beginning the conversation, can be added by admins in the main Forms area.

QUESTION: How do I add the web chat to a different website?

ANSWER: The chat widget can be included into the HTML code of a website or mobile application using the code snippet provided in the installation section. It makes it possible for customers to see the chat widget.

QUESTION: Can users upload files as attachments?

ANSWER: Yes, users can upload attachments while chatting online.

QUESTION: Can I create a webchat with my own branding ?

ANSWER: No, you can't but you can unbrand the worktual.

QUESTION: Do you have omnichannel ?

ANSWER: Yes, our contact center supports omnichannel contact center.

QUESTION: How can I initiate a video call ?

ANSWER: Click on the Ellipse button and select the 'Generate Video Call Link' option.

QUESTION: Can I accept or reject a video call?

ANSWER: Yes, you can accept or reject a video call

QUESTION: Can I mute or unmute my audio during a video call?

ANSWER: Yes, you can mute and unmute the audio during a video call

QUESTION: Does video recording feature is available?

ANSWER: Yes, video recording feature is available

QUESTION: Can I share my screen in video call?

ANSWER: Yes, you can share your screen with the customer.

QUESTION: Can I co-browse during a video call?

ANSWER: Yes, you can able to co browse during the video call.

QUESTION: Can I transfer a video call to another agent?

ANSWER: Yes, You can able to transfer the vidoe call to another agent.

QUESTION: Can I change the virtual background during a video call?

ANSWER: Yes, changing virtual background option is available during video call

QUESTION: Can I verify a customer's face?

ANSWER: Yes, you can able to verify customer face?

QUESTION: Can I verify document ?

ANSWER: Yes, you can able to verify document ?

QUESTION: Where can I start a video call?

ANSWER: Click on the Ellipse button and select the 'Generate Video Call Link' option.

QUESTION: Am I able to accept or decline a video call?

ANSWER: Yes, you can accept or reject a video call

QUESTION: How can I end the call?

ANSWER: Click on the End Call button to disconnect the video call and proceed to the After Call Work pop-up.

QUESTION: Is there a feature for recording video?

ANSWER: Yes, video recording feature is available

QUESTION: In a video call, can I share my screen?

ANSWER: Yes, you can share your screen with the customer.

QUESTION: Can I access co browser while on a video call?

ANSWER: Yes, you can able to co browse during the video call.

QUESTION: Is it possible to switch a video call to another agent?

ANSWER: Yes, You can able to transfer the vidoe call to another agent.

QUESTION: During a video call, is it possible to modify the virtual background?

ANSWER: Yes, changing virtual background option is available during video call

QUESTION: Can I examine the documents ?

ANSWER: Yes, you can able to verify document ?

QUESTION: What's the purpose of the top panel?

ANSWER: The top panel of a CCaaS application provides access to various features and options for the user.

QUESTION: What is Status selection in top panel?

ANSWER: The Status selection allows users to select their status within the application.

QUESTION: Can I access the dial pad in top panel?

ANSWER: Yes, in top panel dial icon is accessible.

QUESTION: Can I access tracker icon in top panel?

ANSWER: Yes, in top panel tracker icon is accessible.

QUESTION: Can I view notifications or alerts?

ANSWER: Yes, you can view the notifications in the top panel.

QUESTION: Can I find help resources?

ANSWER: Yes, you can find help resources in our contact center.

QUESTION: can I access my profile settings?

ANSWER: Yes, you can able to access the profile settings from top panel

QUESTION: Is there is language option available?

ANSWER: Yes, language setting is available in profile settings.

QUESTION: What does the top panel serve?

ANSWER: The top panel of a CCaaS application provides access to various features and options for the user.

QUESTION: The top panel's Status selection is what?

ANSWER: The Status selection allows users to select their status within the application.

QUESTION: Is the dial pad in the top panel accessible?

ANSWER: Yes, in top panel dial icon is accessible.

QUESTION: Is the tracker icon accessible ?

ANSWER: Yes, in top panel tracker icon is accessible.

QUESTION: Can I view alerts or notifications?

ANSWER: Yes, you can view the notifications in the top panel.

QUESTION: Where may I find sources of assistance?

ANSWER: Yes, you can find help resources in our contact center.

QUESTION: Can I access the settings for my profile?

ANSWER: Yes, you can able to access the profile settings from top panel

QUESTION: Is there a language selection option?

ANSWER: Yes, language setting is available in profile settings.

QUESTION: What is user management?

ANSWER: User management allows account owners and admins to manage their users by adding, deleting, and assigning roles

QUESTION: I have purchased worktual. How should I add users to manage

ANSWER: You can add users by navigating to Worktual Admin portal -> User Management -> Users -> User. Click on 'Add User' and fill the user details to send the invite to the user

QUESTION: Can I delete the user? How?

ANSWER: Yes, only the users who has access to User management can manage the account users.

Login to Admin portal;

Navigate to User management -> Users -> User;

Click 'More Options' against the participant name;

Select 'Delete User' to delete the user account

QUESTION: How should I add users to my account?

ANSWER: Navigate to Worktual Admin portal -> User Management -> Users -> User;

Click 'Add User' button to either add users individually or add multiple users at same time

QUESTION: Add users

ANSWER: Based on the number of licenses purchased, you can add users to your Worktual account

QUESTION: Need to deactivate user account?

ANSWER: Deactivating a user will prevent them from signing in to their Worktual account or utilizing any of the features.

QUESTION: Delete user

ANSWER: Deleting a user will permanently remove the user account, their associated license and device;

QUESTION: Can I import multiple users?

ANSWER: Yes, Worktual allows you to either add users individually or multiple users at the same time by uploading csv file with user details

QUESTION: Can I add multiple users instantly?

ANSWER: Yes, you can import multiple users instantly using 'Import Users' option

QUESTION: I cant able to add users? why?

ANSWER: Please check your account whether you have any unassigned licenses to add new users

QUESTION: User Management

ANSWER: User Management is used to administer and manage user accounts by adding, deactivating, deleting user account. You can also manage the user roles and their access in this section

QUESTION: Unable to add users

ANSWER: You can add users only if you have unassigned licenses in your account. Please look into it

QUESTION: I want to add users to my account

ANSWER: Im here to help you out. Check whether you have any licenses unassigned in your account

QUESTION: What are the roles in admin portal?

ANSWER: Roles are created and assigned to control the access level of users within Worktual application

QUESTION: What is role

ANSWER: Roles are used to provide permissions to users for accessing Worktual application

QUESTION: Create role

ANSWER: Follow these steps to create a custom role:

Navigate to User management -> Roles and Permissions;

Click 'Create Role' button and provide the details to create a new role

QUESTION: Can I clone a existing role?

ANSWER: Yes you can clone the role permissions while creating a custom role

QUESTION: How should I create a role?

ANSWER: Follow these steps to create a custom role:

Navigate to User management -> Roles and Permissions;

Click 'Create Role' button and provide the details to create a new role

QUESTION: Can I create custom roles?

ANSWER: Yeah, you can create roles and assign permissions for providing access to Worktual application

QUESTION: Can I delete a role

ANSWER: You are allowed to delete only the custom created roles, not the default ones.

QUESTION: Use of roles in User Management

ANSWER: Users can access Worktual application only based on the role assigned to them. Roles define the level of permission to access the application

QUESTION: Why cant I access certain modules which my teammates access

ANSWER: You can access Worktual features only based on the roles assigned to you by the admin. The role assigned to you might have limited access when compared to the roles assigned to your colleague

QUESTION: How should I provide access to users for certain features in Worktual?

ANSWER: You can create a role by customising the access levels and this role can be assigned to users to manage their feature access

QUESTION: How can I restrict access to users for certain features in worktual

ANSWER: You can create different roles with different levels of access and assign it to users

QUESTION: Can I customise roles?

ANSWER: Yes, You can customise and create roles based on your needs

QUESTION: What is Roles and Permissions in Admin portal?

ANSWER: Roles define groups of permissions that can be assigned to users.

QUESTION: Roles in User management

ANSWER: Roles and permissions provide different levels of access to users based on the tasks they perform. Users can be assigned roles to provide their access to Worktual features

QUESTION: Can you transfer your call

ANSWER: Absolutely! With Worktual, you have the ability to transfer your ongoing call to another user seamlessly

QUESTION: What is Direct call transfer?

ANSWER: In direct call transfer, call will be directly transferred to the selected user without any information

QUESTION: Do you have call transfer feature?

ANSWER: We provide call transfer feature for both Worktual communication and Contact Center platform. Which one do you want in detail?

QUESTION: Use of call transfer

ANSWER: call transfer is a feature that lets you move a live call from the original recipient (usually it's you) to another person.

QUESTION: Do you provide blind call transfer?

ANSWER: Yes Worktual offers both direct and attended call transfer feature

QUESTION: Do you provide attended call transfer?

ANSWER: Yes, Worktual allows you to transfer calls by attended call transfer method

QUESTION: Does wortkual offer warm transfer?

ANSWER: Yes, Worktual allows you to transfer calls by attended call transfer method, which is also known as warm transfer

QUESTION: What is call transfer

ANSWER: Call transfer features allow you to transfer an ongoing phone call from one user to another.

QUESTION: Can I transfer the call to an external number

ANSWER: We provide call transfer feature to both Worktual communication and worktual contact center platform. Which one do you want?

QUESTION: Do you offer Call transfer feature?

ANSWER: Yes, we do call transfer features

QUESTION: Do you offer attended call transfer

ANSWER: Yes, Worktual provides the option for attended call transfer.

QUESTION: Do you have call transfer feature?

ANSWER: Yes, we provide call transfer features in both our Worktual Communication and Contact Center platforms. Which platform would you like to know more about?

QUESTION: Can I transfer calls to external contacts?

ANSWER: Absolutely! In Worktual Communication, you have the flexibility to transfer calls to external contacts.

QUESTION: Is Worktual offers warm transfer?

ANSWER: Yes, Worktual offers the attended call transfer method, which is commonly referred to as warm transfer.

QUESTION: Worktual offeres blind call transfer?

ANSWER: Yes, Worktual offers the direct call transfer feature, which is also known as blind call transfer.

QUESTION: What is Agent Assist in Worktual ?

ANSWER: Agent Assist is a feature offered by Worktual Contact Center AI platform. It provides real-time AI-powered guidance to customer service agents during customer interactions to enhance their efficiency and effectiveness.

QUESTION: Does Agent Assist support voice calls, chats, or both?

ANSWER: Agent Assist supports both voice calls and chat interactions, empowering agents in various customer communication channels.

QUESTION: How can I assign Agent Assist to queues in our contact center?

ANSWER: To assign Agent Assist to queues, the admin should navigate to Settings > Agent Assist.

QUESTION: Can I assign one Agent Assist to multiple queues?

ANSWER: Yes, absolutely! With Agent Assist, you can assign a single Agent Assist to one or more than one queue, depending on your requirements.

QUESTION: Can I customize the Agent Assist for our contact center needs?

ANSWER: Absolutely! Our Agent Assist is designed to be customizable

QUESTION: Can I purchase and use multiple Agent Assists for different queues

ANSWER: Yes, you can purchase multiple Agent Assists and assign them to selective queues based on your requirements

QUESTION: Tell me about worktul agent assist

ANSWER: Agent Assist is an innovative feature within Worktual's Contact Center AI platform, harnessing the power of AI to provide real-time guidance to customer service agents during their interactions with customers. How does this cutting-edge tool operate?

QUESTION: In detail, how does Agent Assist enhance customer service interactions in Worktual?

ANSWER: Agent Assist in Worktual is designed to optimize customer service interactions through real-time AI-powered guidance.

QUESTION: Tell me more about the advanced options in the Voice channel

ANSWER: While selecting a draft in the text area, Agent Assist provides agents with advanced options: Expand, rephrase, formal and friendly

QUESTION: Can you tell me more about Agent Assist?

ANSWER: Certainly! Agent Assist is a fantastic feature in Worktual that provides real-time AI-powered guidance to customer service agents during their interactions with customers.

QUESTION: How does it work in the Email channel?

ANSWER: In the Email channel, along with the predefined bot templates, agents can also utilize suggestions given by Agent Assist right within their workspace

QUESTION: How does agent assist works in Voice channel?

ANSWER: In the Voice channel, when agents are in live interactions with customers, Agent Assist suggests and assists them based on the customer's intents, knowledge base, previous interactions, and sentiments.

QUESTION: Can Agent Assist also provide suggestions for updating the Summary in the disposition status?

ANSWER: Yes, indeed! Agent Assist can provide suggestions to agents while updating the Summary in the disposition status.

QUESTION: how can I buy Agent Assist?

ANSWER: Agent Assist is available as an add-on for all our plans.

QUESTION: How can I assign Agent Assist to multiple queues?

ANSWER: To assign Agent Assist to queues, the admin should navigate to Settings > Agent Assist. From there, they can select the queues they want to assign Agent Assist to. The admin has the flexibility to choose between assigning a single Agent Assist to all queues or customizing it for specific ones.

QUESTION: I need to access the Customer Satisfaction Settings. How do I get there?

ANSWER: Sure! To navigate to the Customer Satisfaction Settings, please go to Settings ? Customer satisfaction settings.

QUESTION: When I click on a feedback form name, what should happen in the customer satisfaction screen?

ANSWER: When you click on a feedback form name, the system should display the edit screen of the feedback form. You can make necessary changes there.

QUESTION: What happens when I click the Update button after editing in the customer satisfaction screen?

ANSWER: When you click on the Update button, the system will save the changes and display the updated feedback form in the grid

QUESTION: How can I delete a feedback form in the customer satisfaction settings screen ?

ANSWER: To delete a feedback form, click on the Delete icon.

QUESTION: How to add a new feedback then?

ANSWER: Sure! To add a new feedback form, click on the 'Add feedback form' button. The system will display the Add feedback form pop-up.

QUESTION: I want to set up a Chat feedback form. How can I do that?

ANSWER: Great choice! To set up a Chat feedback form, start by selecting the Chat channel in the Add feedback form pop-up.

QUESTION: How can I customize the labels for the rating score scale?

ANSWER: You have the option to choose from pre-written labels like 'I'm Unsatisfied/I'm Satisfied,' 'Bad/Good,' 'No/Yes,' 'Not likely at all/Extremely Likely,' or 'Excellent/Poor.' If you select 'Custom,' you can enter your own labels for the negative and positive values.

QUESTION: How do I add objective response questions?

ANSWER: If you select 'Objective response,' you can add a question title and up to four options for customers to choose from.

QUESTION: How can I configure the sending options for feedback forms?

ANSWER: To configure sending options, you can navigate to the Sending Options settings screen.

QUESTION: What does the Cool Down Period mean,

ANSWER: The Cool Down Period is the time during which a customer cannot receive additional feedback.

QUESTION: What is the Feedback Delay,

ANSWER: The Feedback Delay determines the duration after which feedback should be sent to the customer after the agent submits the disposition status

QUESTION: How to set customer satisfaction score? i mean where should i go?

ANSWER: Sure! To navigate to the Customer Satisfaction Settings, please go to Settings ? Customer satisfaction settings.

QUESTION: I need to configure the Voice Feedback Form settings. How can I access them?

ANSWER: Sure! To access the Voice Feedback Form settings, go to Settings > Voice Feedback Form.

QUESTION: How can I set custom labels for the feedback rating score scale?

ANSWER: If you choose the 'Custom' option, you can enter Negative and Positive label values. These labels will appear in the feedback rating scale.

QUESTION: I want to create an Email template for feedback.

ANSWER: To create an Email template, go to Templates ? Create Template ? Create Email Template.

QUESTION: Can I add dynamic placeholders in the SMS Body?

ANSWER: Yes, you can add dynamic placeholders to personalize the SMS Body. For example, you can use `{{current_user.name}}` to include the customer's name.

QUESTION: How can I set the Lockout Period for the Voice Feedback Form?

ANSWER: You can set the Lockout Period by choosing a numeric value (e.g., 1) and the time unit (e.g., Day, Hours, or Minutes). This period determines how long customers have to respond to the feedback.

QUESTION: What is a contact module?

ANSWER: A contact module is a component in a contact center software that manages and handles incoming and outgoing customer interactions across various channels.

QUESTION: Can a contact module handle contacts from multiple channels?

ANSWER: Yes, a contact module is designed to handle customer contacts from various channels, including phone calls, emails, live chat, social media, and more.

QUESTION: Describe a contact module.

ANSWER: In the contact center software, a contact module efficiently manages and handles incoming and outgoing client interactions across multiple channels

QUESTION: Does contact module has the ability to manage contacts from several channels?

ANSWER: Yes, a contact module is designed to handle customer contacts from various channels, including phone calls, emails, live chat, social media, and more.

QUESTION: What options or actions are available when you access the blocked contacts?

ANSWER: The two tables displayed are 'Blocked contacts Requests' and 'Blocked contacts.'

QUESTION: What happens if the supervisor clicks the Block button?

ANSWER: Once the supervisor confirms by clicking the Block button, the customer is successfully blocked, and their details are promptly removed from all agents' contact lists.

QUESTION: What are the two tabs that appear when blocked contacts is clicked?

ANSWER: Upon clicking 'Blocked Contacts,' you will see two tabs: 'Blocked Contacts Requests' and 'Blocked Contacts.'

QUESTION: What happens if the alert message's Block button is clicked by the supervisor?

ANSWER: When the supervisor confirms by clicking the Block button, customer information is promptly erased from all agents' contact lists and blocked

QUESTION: What are the two tabs displayed on clicking DND contacts ?

ANSWER: The two tables displayed are ' DND contacts Requests' and ' DND contacts.'

QUESTION: What is the impact when the supervisor clicks the DND button?

ANSWER: If the supervisor confirms by clicking the DND (Do Not Disturb) button, the customer's status is set to DND, and their details are promptly removed from all agents' contact lists. This ensures that the customer will not be disturbed or contacted by any agents while in the DND mode

QUESTION: What is blocked contacts ?

ANSWER: Blocked Contacts are customers who have been blocked and their details are stored in a table with their name, type, contact information, and the requesting agent's information.

QUESTION: What is DND contacts ?

ANSWER: DND conatcts are customer who have been put into Do Not Disturb (DND) and their details are stored in table with their name, type, contact information, and the requesting agents's name

QUESTION: Why are some contacts blocked?

ANSWER: Customers that have been blocked are known as Blocked Contacts, and facts about them, including their name, type, contact information, and the information of the requesting agent, are kept in a table.

QUESTION: What are DND contacts, and how are they managed in the system?

ANSWER: DND contacts, short for Do Not Disturb contacts, are customers who have opted not to be contacted by the system. When a customer is placed on DND, their information, including name, contact details, type, and the name of the agent making the request, is stored in a dedicated table to ensure compliance with their preference not to be disturbed

QUESTION: Use of contact module

ANSWER: Contact is used to categorize the customer based on the informations like name, phone number, email id and etc

QUESTION: Contact module usage

ANSWER: Based on details like name, phone number, email address, and other information, contact is used to classify the consumer.

QUESTION: Can I create a new call blast?

ANSWER: Yes, you can create a new call blast.

QUESTION: Can I deactivate a call blast?

ANSWER: Yes, you can deactivate a call blast.

QUESTION: How to select IVR while creating new call blast ?

ANSWER: To select a IVR for a new call blast three options are provided they are Upload audio, Record, Text to speech

QUESTION: Can we upload an audio for IVR?

ANSWER: Yes, you can upload an audio in the IVR.

QUESTION: Can we record an audio for IVR?

ANSWER: Yes, you can record an audio for the IVR.

QUESTION: Can write a text to speech for IVR?

ANSWER: Yes, you can write text to speech content for the IVR.

QUESTION: can I add contacts for the call blast?

ANSWER: Yes, you can add contacts for the call blast

QUESTION: Can I schedule the call blast ?

ANSWER: Yes, you can schedule the call blast Immediately or for Call later

QUESTION: Can I edit a call blast after creating it?

ANSWER: Yes, you can edit a call blast.

QUESTION: Is there is any place to store actions of the call blast?

ANSWER: Yes, in history tab is available to store the actions of the call blast

QUESTION: Describe call blast.

ANSWER: Call blast is an automated system that delivers recorded voice messages to a group of phone numbers at a scheduled time, using an outbound number selected by the admin.

QUESTION: Could I make a fresh call blast?

ANSWER: Yes, you can create a new call blast.

QUESTION: Can a call blast be turned off?

ANSWER: Yes, you can deactivate a call blast.

QUESTION: Can I add people to the call blast list?

ANSWER: Yes, you can add contacts for the call blast

QUESTION: Can I change my role?

ANSWER: Only admins can change your role

QUESTION: Im the account owner. Can I assign a new one?

ANSWER: Yes you can transfer your ownership any time with just few clicks

QUESTION: Who is account owner

ANSWER: Account owner is the person who purchased the Worktual account.

QUESTION: How can I update my account information?

ANSWER: Login to Worktual Admin Portal;

Navigate to Account management -> Account Information;

Click 'Edit' to edit the account information

QUESTION: I want to change my company address. Where can I do it?

ANSWER: Follow the below steps to change your company address:

- 1) Login to Worktual Admin Portal;
- 2) Navigate to Account management -> Account Information;
- 3) Click 'Edit' to change your company address

QUESTION: Use of Account Management

ANSWER: Account management provides the details about the company, and how the calls should be handled by the company during working hours, closed hours and holiday hours.

QUESTION: I want to transfer my ownership to another person

ANSWER: Sure, you can do it. Do you need any help in that?

QUESTION: Can I transfer my owner role to another person?

ANSWER: Ofcourse, you can

QUESTION: Where can I find the details of account owner?

ANSWER: Login to Worktual Admin portal and navigate to Account Management -> Account Information to view the details of the account owner

QUESTION: Can I change the details I provided while purchasing Worktual

ANSWER: Ofcourse you can update your account information

QUESTION: Can I update my company information?

ANSWER: Yes

QUESTION: What is Account ID?

ANSWER: A unique ID which is assigned to the Worktual account

QUESTION: Account Management in admin portal

ANSWER: Account Management module is used to maintain the company information and how the company should handle the calls received to the main number

QUESTION: Can I view the history of activities?

ANSWER: Yes. Worktual allows you to view the history of the activities performed in admin portal

QUESTION: Can I have track of the actions performed in admin portal?

ANSWER: Yes

QUESTION: Where can I view my activity log?

ANSWER: Login to Worktual admin portal and Navigate to Account management -> Activity Log to view the history of activities done in admin portal

QUESTION: Can I track who did what in admin portal?

ANSWER: Yes you can use activity log to track the details

QUESTION: Can I delete my account?

ANSWER: You can delete your Worktual account only if you have purchased free plan

QUESTION: Is there a way to delete my account?

ANSWER: Your Worktual account can be deleted only if you have purchased free plan

QUESTION: What kind of support Worktual Contact center provides?

ANSWER: E-Mail Support with E-Mail Address Calling (Support / Sales -Contact number should be displayed) Chat Support (24/7-) Meeting (Meeting link should be displayed)

QUESTION: Do we have ticketing system

ANSWER: Yes we are providing as ADD on and display the ticketing system pricing page link or redirect the users.

QUESTION: Do Worktual contact center Integrate with outside applications and systems

ANSWER: Yes we provide integration and please check in Marketplace(Charges apply)

QUESTION: Do we have Biometrics, MFA, 2FA, and SSO in Worktual

ANSWER: Yes we provide and Display the Biometrics configurations steps Step1: Login to My Account Step 2: Click Security module ? Biometrics settings

QUESTION: Do we provide mobile application for Worktual Contact center

ANSWER: Yes, We provide mobile application and display the Mobile application Google Play and App Store link.

QUESTION: Can you provide me with any training or resources to help me better understand and use Worktual Contact center solution effectively?

ANSWER: Yes, we are providing training and resources for the Worktual Contact center and should display the Learning Academy URL

QUESTION: How do you ensure compliance with data protection laws, such as GDPR, and what kind of security and privacy measures do you have in place?

ANSWER: Yes, we abide with the following laws and should display the Terms and Condition link

QUESTION: Can I integrate my existing CRM system with the Worktual Contact center?

ANSWER: Yes, You can integrate your existing CRM system with the Worktual Contact center application.

QUESTION: What kind of reporting and analytics does Worktual Contact center application provide?

ANSWER: Worktual Contact Center application provides a comprehensive set of reporting and analytics features to help organizations measure and improve their call center performance.

QUESTION: How does Worktual Contact center ensure data security and compliance?

ANSWER: Worktual Contact Center takes data security and compliance very seriously, and has implemented a variety of measures to ensure the confidentiality, integrity, and availability of customer data such as GDPR and CCPA, and follows best practices for security and compliance, such as regular vulnerability assessments and penetration testing.

QUESTION: Does Worktual contact center offer omnichannel support?

ANSWER: Absolutely! Worktual Contact Center offers omnichannel support, which means that customers can communicate with your business through a variety of channels, including voice, email, chat, and social media.

QUESTION: How is customer support provided for Worktual Contact center users?

ANSWER: We offer several channels of support, including email, phone, and chat, and have a dedicated team of customer support specialists available to answer questions and troubleshoot issues.

QUESTION: What kind of support and training do you offer to help me get started?

ANSWER: We offer dedicated onboarding, comprehensive knowledge base, 24/7 customer support, and ongoing training resources to help our customers get started and achieve their business goals.

QUESTION: Does Worktual Contact center support outbound calling and messaging?

ANSWER: Yes, Worktual Contact Center supports outbound calling and messaging to help businesses reach out to their customers and prospects and drive engagement.

QUESTION: Does Worktual Contact center offer real-time monitoring and reporting of call center activity?

ANSWER: Yes, Worktual Contact Center offers real-time monitoring and reporting of call center activity to help businesses track performance, identify areas for improvement, and make data-driven decisions.

QUESTION: Does the Worktual Contact center application support virtual agents or chatbots?

ANSWER: Yes, the Worktual Contact Center application supports virtual agents and chatbots.

QUESTION: How does Worktual Contact center application handle call recordings and data privacy?

ANSWER: Worktual Contact Center application handles call recordings and data privacy with strict security measures and encryption protocols to ensure data privacy and confidentiality.

QUESTION: Does Worktual Contact center offer integration with popular messaging channels, such as WhatsApp or Facebook Messenger?

ANSWER: Yes, Worktual Contact Center offers integration with popular messaging channels like WhatsApp and Facebook Messenger to provide businesses with a comprehensive omnichannel experience for their customers.

QUESTION: How does Worktual Contact center handle caller authentication and fraud prevention?

ANSWER: Using our Voice and Face biometrics feature you can authenticate caller and prevent fraud activities.

QUESTION: Does Worktual Contact center offer real-time sentiment analysis or voice analytics?

ANSWER: Yes, Worktual Contact Center offers real-time sentiment analysis and voice analytics to help businesses gain insights into customer interactions and improve the quality of customer service.

QUESTION: Can the Worktual Contact center support multiple languages and time zones?

ANSWER: Yes, the Worktual Contact Center can support multiple languages and time zones to provide businesses with a global reach and better customer support experience.

QUESTION: Do you provide ACD in CCAAS?

ANSWER: Yes, ACD is typically associated with IVR for automated incoming call routing. This feature helps you to find the best agents to solve complicated issues.

QUESTION: Do we have multiple call transfers in the contact centre solution?

ANSWER: Yes, we are providing multiple call transfers, and there are no restrictions.

QUESTION: Do you provide skill mapping creation for agents in your contact center solution?

ANSWER: Step 1 : Log into the Contact Centre solution. Step 2 : From the left pane, click on Setting ? Basic configuration ? Users. You can assign the skills to the agents.

QUESTION: How do I configure the call flow?

ANSWER: Step 1: You can configure the call flow in the Settings > Basic configurations > Call flow settings. The starting point for creating all flows is the flow designer. It's a drag-and-drop work surface that enables you to link together blocks of actions. Step 2: Choose Create flow. This opens the flow designer and creates a call flow. Step 3: Type a name and a description for your flow. Step 4: Drag and drop blocks onto the canvas. You can add blocks in any order or sequence, as connections between elements aren't required to be strictly linear. Step 5: Double-click the title of the block. In the configuration pane, configure settings for that block and then choose Save to close the pane. Step 6: Back on the canvas, click on the first (the originating) block. Step 7: Choose the circle for the action to perform, such as Success. Step 8: Drag the arrow to the connector of the group that performs the next action. For groups that support multiple branches, drag the connector to the appropriate action. Step 9: Repeat the steps to create a flow that meets your requirements. Step 10: Choose Save to save a draft of the flow. Choose Publish to activate the flow immediately.

QUESTION: How does the contact center product handle call routing and queuing?

ANSWER: We are using various routing strategies, such as skills-based routing, to direct calls to the appropriate agent. Queuing features ensure that customers are not kept waiting for extended periods.

QUESTION: How to configure Play Prompt block?

ANSWER: Step 1: Drag and drop the play prompt block in the call flow designer page Step 2: Select from the prompt library and Choose from one of the pre-recorded prompts from the prompt library and You can also enter a prompt in plain text. Step 3: Clicks save

QUESTION: Does the product offer any advanced call management features, such as call recording, call monitoring, and call barging?

ANSWER: Yes, we are offering advanced call management features such as call recording, monitoring, and barging. These features can help managers monitor call quality and coach agents in real-time.

QUESTION: Does the product support interactive voice response (IVR) and other self-service options?

ANSWER: yes, Interactive voice response (IVR) and self-service options can be essential for providing customers with quick and efficient service.

QUESTION: Does the contact center product provide real-time reporting and analytics?

ANSWER: yes, Real-time reporting and analytics can help managers monitor performance, identify trends, and make data-driven decisions.

QUESTION: Can the product prioritize certain types of calls, such as VIP or high-priority customers?

ANSWER: Yes, we can do priority routing, which can help us ensure that high-priority calls, such as those from VIP customers, are handled promptly.

QUESTION: How to configure Loop block?

ANSWER: Step 1: Drag and drop the Loop block in the call flow designer page Step 2: Enter the number of times customers are looped through the Looping branch. Step 3: After the loops are completed, the Complete branch is followed. Step 4: Clicks save

QUESTION: Does the product support outbound dialing, and if so, how does it prioritize outbound calls?

ANSWER: Yes, we are supporting the Outbound dialing can help agents proactively reach out to customers. Our products may prioritize outbound calls based on factors such as call duration or time since the last contact.

QUESTION: How does the product handle abandoned calls or calls that are not answered by an agent?

ANSWER: Abandoned calls can be routed to voicemail and callback or to a different queue for follow-up.

QUESTION: How to configure Get Customer Input block?

ANSWER: Step 1: Drag and drop the Get Customer Input block in the call flow designer page Step 2: Select from the prompt library and Choose from one of the pre-recorded prompts from the prompt library and You can also enter a prompt in plain text. Step 3: Specify how long to wait while the user decides how they want to respond to the prompt. The maximum timeout you can set is 179 seconds. Step 4: If DTMF, Enter the DTMF values and Chat inputs Step 5: If Bot, Select the configured bot for the flow. Step 6: If get customer input, Select the variable format and Set timeout. Step 5: Clicks save

QUESTION: Can the product dynamically adjust routing based on changing call volumes or agent availability?

ANSWER: Yes, we offer dynamic routing, which adjusts routing based on changing call volumes or agent availability.

QUESTION: How does the product handle multi-channel routing, such as routing emails, chats, and social media messages?

ANSWER: Our products offer an agent workspace that consolidates all incoming messages from different channels, such as email, chat, and social media messages, into a single view. This can help agents manage multiple channels more efficiently and ensure that no messages are missed.

QUESTION: How to configure Make an API Call block?

ANSWER: Step 1: Drag and drop the Make an API in the call flow designer page Step 2: Enter descriptive information for the step. Note that this is visible to your team ? customers will not see the information entered here: Name: A name for the call that makes it easy for your team to identify. Description (optional): A short description of the action taken by the call. Step 3: Use the dropdown to select a Request method Such as GET, PUT, POST, PATCH and DELETE Step 4: Enter an Endpoint URL. Step 5: Enter the key and value for an optional multiple header Step 6: Click Make API Call to test the API call. After configuring details and testing the API call, you can save values from the API call's JSON response as variables. Step 7: Click Save.

QUESTION: How does the contact center handle incoming calls when all agents are busy?

ANSWER: Our contact centre employs a queue management system that effectively handles incoming calls when all agents are busy. Calls are placed in a queue and routed to the next available agent, ensuring that no calls are lost or abandoned.

QUESTION: Is there a queue management system in place to handle call queues effectively?

ANSWER: Yes, our contact centre has a robust queue management system that efficiently handles call queues. It prioritizes incoming calls, manages wait times, and ensures fair distribution to agents, optimizing the overall customer experience.

QUESTION: How to configure Transfer block?

ANSWER: Step 1: Drag and drop the Transfer block in the call flow designer page Step 2: If Transfer to agent, Select the agent name from the drop down. Step 3: If Transfer to Queue, Select the Queue name from the drop down. Step 4: If Transfer to Call flow, Select the Call flow name from the drop down. Step 5: If Transfer to External number, enter the external number. Step 6: Clicks save

QUESTION: Can the contact center prioritize certain calls or customers in the queue?

ANSWER: Absolutely. Our contact centre allows for the prioritisation of certain calls or customers in the queue. We can set priority levels based on predefined criteria, such as VIP status or issue urgency, ensuring those calls receive prompt attention.

QUESTION: What options are available for customers in the queue, such as hold music or informational messages?

ANSWER: Our contact centre offers various options for customers in the queue. They can listen to hold music, receive informational messages about products or services, or even receive periodic updates on their queue position and estimated wait times.

QUESTION: How to configure Check condition block?

ANSWER: Step 1: Select or enter the data that will be evaluated to see if the condition is met. Step 2: Select the Operator. How the data from the variable and value are compared. Includes is, is not, contains, and does not contain. Step 3: Enter the Value expected for the condition specified by the operator. Step 4: Click on save

QUESTION: Does the contact center provide estimated wait times for callers in the queue?

ANSWER: Yes, we provide estimated wait times for callers in the queue. Our system calculates wait times based on current call volumes and agent availability, allowing customers to make informed decisions and manage their time effectively.

QUESTION: Can the contact centre offer alternative contact methods, such as callbacks, to customers in the queue?

ANSWER: Absolutely. Our contact centre offers alternative contact methods for customers in the queue. They can opt for a callback and Voicemail service, where an agent will call them back when it's their turn.

QUESTION: How to configure Voice Authentication block?

ANSWER: Step 1: Drag and drop the Transfer block in the call flow designer page Step 2: Sets the text-to-speech (TTS) language and voice to use for the contact flow. Step 3: Set language attribute for the authentication. Step 4: Set Voice Authentication Threshold Step 5: Enable Fraud detection/Bot detection if required. Step 6: Click on save

QUESTION: How to configure Attribute block?

ANSWER: Step 1: Drag and drop the Transfer block in the call flow designer page Step 2: Set attributes Manually or Automatically. Step 3: Click add to add more attributes Step 4: Step 6: Click on save

QUESTION: What is a Disconnect block?

ANSWER: This block ends or terminates the call flow.

QUESTION: What are the options provided by your contact center to create new prompts?

ANSWER: We provide options like upload audio, Text to speech, and you can also record your own prompt. Go to Settings ? Basic Configuration ? Prompt Library.

QUESTION: Can I Create custom prompts?

ANSWER: Yes, You can Create custom prompts based on your needs by following the below steps: Setting ? Basic configuration ? Prompt library -> Create New Prompt

QUESTION: How can I manage my Agents skills?

ANSWER: You can manage the users' skills in the Skill management setting. You can navigate to the Skill management through the below-mentioned path: Setting ? Basic configuration ? Skills Management

QUESTION: Can I Create custom Skills?

ANSWER: Yes, you can Create custom skills based on your needs by following the below steps: Setting ? Basic configuration ? skill management -> Create skills

QUESTION: What is Omnichannel?

ANSWER: Sure, Omnichannel in a contact center refers to a customer service strategy that enables seamless and integrated communication across multiple channels, including phone, email, chat, social media, and others.

QUESTION: What is Dashboard?

ANSWER: A dashboard is a user interface that displays relevant data and analytics, allowing you to monitor and manage contact center operations, agents, and customer interactions.

QUESTION: What is Metrics and KPIs?

ANSWER: Metrics and KPIs are the quantitative measurements and performance indicators used to evaluate the success of contact center operations, including agent performance, customer experience, and overall efficiency.

QUESTION: What is Leaderboard?

ANSWER: Leaderboard is a visual representation of agent or team performance data displayed in rank order, enabling comparisons and healthy competition between agents or teams. You can view the leaderboard in the Dashboard.

QUESTION: What is Pre-built live dashboard?

ANSWER: Pre-built live dashboard refers to a ready-made dashboard with pre-configured widgets and data visualizations that provide real-time insights into contact center operations, allowing you to quickly and easily monitor and optimize performance.

QUESTION: What is Pre-built analytics dashboard?

ANSWER: Pre-built analytics dashboard in a contact center application is a ready-made dashboard that provides comprehensive analytics and insights into contact center operations, including customer interactions, agent performance, and overall business impact.

QUESTION: What is Customizable dashboard?

ANSWER: Customizable dashboard refers to a dashboard that can be personalized and tailored to your specific preferences and needs, allowing you to select relevant metrics and data visualizations to monitor and optimize contact center performance.

QUESTION: What is Scheduled dashboard?

ANSWER: Scheduled dashboard is a feature that enables you to set up automated reports and data visualizations to be delivered at regular intervals, providing timely and actionable insights into contact center operations.

QUESTION: What is Dashboard sharing?

ANSWER: Dashboard sharing refers to the ability to distribute and share dashboard views and data visualizations with other users.

QUESTION: What is percentage of call blocked?

ANSWER: The ?percentage of call blocked? is a metric that measures the proportion of inbound calls which do not reach an agent because they are deliberately disconnected by your phone systems.

QUESTION: What is Call abandon rate?

ANSWER: Call abandon rate is the percentage of inbound calls that are terminated by the caller before being connected to an agent or receiving a response.

QUESTION: What is Average Speed Answer?

ANSWER: Average Speed Answer (ASA) measures the average time taken by an agent to answer an incoming call, calculated from the moment the call enters the queue until it is answered by an agent.

QUESTION: What is Average Calls per Minute?

ANSWER: Average Calls per Minute is the average number of incoming or outgoing calls per minute during the specified time from the node to their destination.

QUESTION: What is First Response Time?

ANSWER: First Response Time (FRT) is the time taken by an agent to respond to an inbound communication, such as a phone call, email, or chat message, from the moment it was received by the system.

QUESTION: What is Occupancy rate?

ANSWER: Occupancy Rate is the percentage of time an agent spends handling calls or other tasks from the login to logout time.

QUESTION: What is Service level?

ANSWER: Contact center service level is defined as the percentage of interactions answered within a predefined amount of time.

QUESTION: What is Agent Utilization Rate?

ANSWER: Agent Utilization Rate is the percentage of time an agent spends handling calls or other productive tasks.

QUESTION: What is Refresh rate?

ANSWER: Refresh rate refers to the frequency at which the dashboard data updates and refreshes, usually measured in seconds or minutes, allowing you to view real-time or near-real-time data insights.

QUESTION: What is Custom Reports?

ANSWER: Custom Reports refer to reports that can be tailored to your specific needs and requirements, often created by selecting relevant data fields, filtering criteria, and display options, enabling you to analyze and visualize data in a way that meets your unique business needs.

QUESTION: What is Standard Reports?

ANSWER: Standard Reports refer to pre-built reports that are designed to provide standard performance metrics and analytics for contact center operations, enabling you to quickly and easily access key data insights without having to create custom reports.

QUESTION: What is Schedule Reports?

ANSWER: Scheduling a report refers to the ability to set up automated report generation and delivery at specific intervals, such as daily, weekly, or monthly, enabling you to receive timely and relevant data insights without having to manually generate or run the report each time.

QUESTION: What is Heat map report?

ANSWER: Heat map report refers to a visual representation of data insights that uses color-coded cells to represent data values, enabling you to quickly identify trends, patterns, and anomalies in large datasets, such as call volume.

QUESTION: What is Trend chart?

ANSWER: Trend chart refers to a visual representation of data insights over time, often presented in the form of charts enabling you to identify trends, patterns, and anomalies in contact center performance metrics between two different time line.

QUESTION: What is Agent Workspace?

ANSWER: Agent Workspace is the user interface that provides agents with access to all the tools and resources they need to manage and handle customer interactions efficiently and effectively, such as Agent Assist, Interaction history, and Translated interface etc.

QUESTION: What is agent assist?

ANSWER: An agent assist is an AI-powered software that aids agents in providing exceptional customer support by analyzing case context in real time, offering relevant suggestions, article recommendations, and predictions through machine learning.

QUESTION: What is Translated interface?

ANSWER: Translated interface allows users to access and use the application in their preferred language, enabling global or multilingual contact centers to provide a consistent and personalized user experience for their agents and customers.

QUESTION: What is Multilingual translation?

ANSWER: Multilingual translation refers to the ability to translate customer interactions and communications between agents and customers who speak different languages, enabling seamless and effective communication in a multilingual contact center environment.

QUESTION: What is Voice Biometrics?

ANSWER: Voice Biometrics is a feature that uses voice recognition technology to authenticate a customer's identity during a phone call or other voice-based interaction. Voice Biometrics can enhance security and reduce fraud, while also providing a more convenient and efficient customer authentication process compared to traditional methods such as passwords or PINs.

QUESTION: What is Fraud Detection?

ANSWER: Fraud Detection is a feature that uses advanced analytics and machine learning algorithms to identify and prevent fraudulent activities or behaviors during customer interactions.

QUESTION: What is Bot Detection?

ANSWER: Bot Detection is a feature with the ability of the system to identify and block malicious automated bots that attempt to interact with the contact center, such as voice bots.

QUESTION: What is Agent Screen Capture?

ANSWER: Agent Screen Capture refers to the ability of the agent to record and capture their computer screen during a customer interaction, such as a phone call or a chat session. This feature can be used for quality assurance and compliance purposes, allowing supervisors or administrators to review and analyze the agent's interactions with customers.

QUESTION: What is Customer Satisfaction?

ANSWER: Customer Satisfaction is the measurement and evaluation of how satisfied customers are with the service provided by the contact center.

This feature includes surveys, feedback, and other metrics that capture the customer's perception of the contact center's performance, such as

Customer Satisfaction Score (CSAT).

QUESTION: What is Localization?

ANSWER: Localization is the process of adapting the software and user interface to the local language or region. This feature includes translations, localization of date, time, and currency formats.

QUESTION: What is Co - Chat?

ANSWER: Co - Chat is a feature used for session-based interactions to receive guidance or help from the Supervisor and other agents while in the active call or chat.

QUESTION: What is Broadcast message?

ANSWER: Broadcast message is the ability of the system to send a message to a group of agents simultaneously. This feature allows the supervisor or admin to communicate important information without having to send individual messages to each agent.

QUESTION: What is Merge Contacts?

ANSWER: Merge Contacts is the process of combining duplicate or multiple customer records into a single, unified contact profile. Merging contacts can also help agents to access complete and up-to-date customer information, including past interactions, preferences, and history.

QUESTION: What is Do Not Disturb?

ANSWER: Do Not Disturb is the feature that enables customers to opt-out of receiving any marketing or sales calls, messages, or notifications from the contact center.

QUESTION: What is Block Contact?

ANSWER: Block Contact is the feature that enables agents to prevent a particular customer from contacting the contact center, either temporarily or permanently.

QUESTION: What is Import and Export Contacts?

ANSWER: Import and Export Contacts is a feature that allows users to upload customer data from an external source or download customer data from the contact center system, respectively.

QUESTION: What is Agent and Queue Tracker?

ANSWER: Agent and Queue Tracker is the feature that allows supervisors and managers to monitor the real-time status and performance of agents and queues in the contact center.

QUESTION: What is Voicemail?

ANSWER: Voicemail is a feature that allows customers to leave a recorded message when all agents are busy or unavailable or out of business hours. The voicemail message can then be retrieved and listened to by an available agent, who can then follow up with the customer at a later time.

QUESTION: What is Voicemail transcription?

ANSWER: Voicemail transcription is the feature that automatically transcribes the contents of a voicemail message into a text format.

QUESTION: What is Outbound Caller ID?

ANSWER: Outbound Caller ID in a contact center application refers to the phone number or name that is displayed to the recipient of an outbound call made by an agent.

QUESTION: What is Click-to-call?

ANSWER: Click-to-call is a feature that enables agents to initiate a call to a customer or prospect by simply clicking on a button or link displayed on their computer screen.

QUESTION: What is Call Routing or Routing profile?

ANSWER: A routing profile determines what types of contacts an agent can receive and the routing priority. Each agent is assigned to one routing profile. A routing profile can have multiple agents assigned to it.

QUESTION: What is Automated Routing?

ANSWER: Automated routing is the process of automatically directing incoming sessions to the most appropriate agent or department based on various criteria, such as the caller's phone number, geographic location, language preference, or reason.

QUESTION: What is Customized greetings or prompts?

ANSWER: Prompts are audio files played in call flows. Customized greetings or prompts is the feature that allows users to create personalized messages or instructions that are played to callers when they first connect to the system.

QUESTION: What is Maximum callers in queue?

ANSWER: Maximum callers in queue is the maximum number of callers that can be waiting in a queue to be connected to an agent at any given time.

This value can be set by contact center managers to prevent the queue from becoming too large, which can lead to long wait times and frustrated callers.

QUESTION: What is Maximum call waiting time?

ANSWER: Maximum call waiting time is the maximum amount of time that a caller is allowed to wait in a queue before being connected to an agent or being redirected to another channel, such as voicemail or a callback option.

QUESTION: What is Call recording?

ANSWER: Call recording is the process of capturing and storing a recording of a phone call made between a customer and an agent. The recording can be used for various purposes, such as quality assurance, training, compliance, and dispute resolution.

QUESTION: What is In-queue callback?

ANSWER: In-queue callback is a feature that allows callers to receive a callback instead of waiting on hold for an available agent. When a customer enters the queue or Maximum callers in queue reaches or Maximum wait time exceeds or During out of business hours, they are given the option to receive a callback when an agent becomes available instead of waiting on hold.

QUESTION: What is warm transfer?

ANSWER: Warm transfer is a type of call transfer in which an agent places a caller on hold, contacts another agent or supervisor, and introduces the caller and explains the issue before completing the transfer to the other agent or supervisor.

QUESTION: What is Mute and hold call?

ANSWER: Mute and hold call are features that allow agents to temporarily pause a call. 'Mute' allows the agent to silence their microphone so the caller cannot hear them, while 'hold' allows the agent to pause the conversation and play music or pre-recorded messages to the caller until the agent is ready to resume the conversation.

QUESTION: What is Business hours?

ANSWER: Business hours is the specific time period during which a business is open and available to serve customers. This can include the days of the week and the hours of operation for phone, chat, and email support. Users can create multiple business hours based on business needs.

QUESTION: What is Conference calling?

ANSWER: Conference calling is the feature that allows multiple parties, such as agents, customers, and supervisors, to participate in a call at the same time and collaborate on a particular issue or problem.

QUESTION: What are the types of Dashboards that you handle?

ANSWER: We offer 4 types dashboards to manage users' activity in detail: Live dashboard, Compare dashboard, Leader board dashboard, Custom dashboard.

QUESTION: What are the unique features that supervisor and admin can perform?

ANSWER: Supervisor and admin can listen, chat, barge, and whisper in the live interaction between the agent and the customer.

QUESTION: Explain in detail about call listen feature?

ANSWER: Call Listen allows a supervisor to monitor the live call conversation, between an agent and a customer. This feature is to monitor the agent's live interactions and maintain the call quality and the agent's performance.

QUESTION: Explain in detail about Call whisper?

ANSWER: Call Whisper is a call handling feature that allows the Supervisor to communicate to the Agent verbally without the customer's knowledge. This feature is used to train and support agents during live calls, improving caller experiences and the agent's performance.

QUESTION: Explain in detail about Call Barge?

ANSWER: Call Barging feature enables the Supervisor to join in a live phone call, to interact with both the agent and the customer. The Supervisor can interrupt in the midst of an active call (between the Agent and the Customer) directly, and the supervisor can communicate with both the Customer and the Agent, turning it into a three-way conference call.

QUESTION: How do the Supervisor or admin track the agent?

ANSWER: Supervisor can track the agent by using the agent tracker icon located at the top pan of our worktual application. Steps: 1. Click the Agent tracker 2. Select the Agent to Track. 3. Listen to the Agent call. 4. Barge/Whisper in the Agent call.

QUESTION: How does an agent track their daily work status?

ANSWER: Worktual allows agents to track their daily activity in the 'My Activity' tab. Steps: 1. Click the 'My Activity' tab. 2. The 'My Activity' screen will open with tabs: My View, My Assignment, Voicemail.

QUESTION: How does a Supervisor track their daily work status?

ANSWER: Worktual allows Supervisors to track their daily activity using the 'All Activity' tab. Steps: 1. Click the 'All Activity' tab. 2. The 'All Activity' screen will open with tabs: My View, Assign Activity, Voicemail.

QUESTION: How can I add a new contact to my list?

ANSWER: To add a new contact: 1. Go to Contacts. 2. Click on the 'Create Contact' button. 3. Create your contact by filling in the mandatory fields.

QUESTION: What are the advanced options to search for a specific contact list?

ANSWER: To search for a specific contact: 1. Go to Contacts. 2. Click on the 'Advanced Search' option. 3. Type the name or related keywords in the advanced search.

QUESTION: Can I import contacts from an external file?

ANSWER: Yes, you can import contacts from an external file. Steps: 1. Go to Contacts. 2. Click on the 'Import' button. 3. Select a file and import contacts.

QUESTION: How do I edit or update a contact's information?

ANSWER: To edit or update a contact's information: 1. Go to Contacts. 2. Select a contact from the contact list. 3. Update the details and click the 'Update' button.

QUESTION: Is it possible to delete a contact?

ANSWER: Yes, you can delete a contact from your list. Steps: 1. Go to Contacts. 2. Select a contact from the contact list. 3. Click on the 'Delete' button in the contact details to delete the contact.

QUESTION: Can I export my contacts?

ANSWER: Yes, you can export your contacts. Steps: 1. Go to Contacts. 2. Click on the 'Export' button. 3. Select the file type and export contacts.

QUESTION: How do I view a contact's history or previous interactions?

ANSWER: To view a contact's history or previous interactions: 1. Go to Contacts. 2. Select a contact from the contact list. 3. The contact details will be displayed.

QUESTION: Can I merge duplicate contacts in my list?

ANSWER: Yes, you can merge duplicate contacts. Look for the 'Merge' button in the contact field to identify and merge duplicate contacts based on criteria like name or email address. Steps: 1. Go to Contacts. 2. Select a contact from the contact list. 3. Click on the 'Merge' button in the contact and merge the contact.

QUESTION: Can I add custom fields to the contacts?

ANSWER: Yes, you can add custom fields to the contacts in Worktual.

QUESTION: Can I block a specific contact from contacts?

ANSWER: Yes, you can block a specific user from the list, and the contact will be moved to the blocked list. Steps: 1. Go to Contacts. 2. Select a contact from the contact list. 3. Enable/Disable the block Toggle button to block the specific customer.

QUESTION: Do you provide DND option?

ANSWER: Yes, Worktual allows you to set DND for a specific user from the list, and the contact will be moved to the DND list. Steps: 1. Go to Contacts. 2. Select a contact from the contact list. 3. Enable/Disable the DND Toggle button for the specific customer.

QUESTION: What is call transfer?

ANSWER: The call transfer feature typically allows agents to transfer calls to other agents or queue or external number or call flow within the contact center.

QUESTION: What communication channels does your contact center solution support for omnichannel interactions?

ANSWER: Our contact center solution supports a wide range of communication channels, including voice calls, web chat, email, SMS, social media, and video call.

QUESTION: Can supervisors and managers monitor and manage omnichannel interactions?

ANSWER: Yes, supervisors and admin have real-time visibility into omnichannel interactions. They can monitor agent performance, intervene when necessary, and provide assistance or coaching to ensure high-quality customer service.

QUESTION: Does your contact center solution support inbound and outbound voice calls?

ANSWER: Yes, our contact center solution supports both inbound and outbound voice calls.

QUESTION: What features are available for voice calls?

ANSWER: Our contact center solution offers various features for voice calls, including call recording, call transfer, and call conferencing for multi-party conversations.

QUESTION: Does your contact center solution offer Web chat functionality?

ANSWER: Yes, our contact center solution includes a web chat feature for real-time text-based conversations with customers.

QUESTION: Where the user can add their website domain that the chat widget wants to display?

ANSWER: Users can add their domain where the chat widget wants to display in the basic settings of the web chat configuration.

QUESTION: Does our contact center support rich media sharing within the chat interface?

ANSWER: Yes, our contact center supports rich media sharing within the chat interface, allowing the agents to share images, files, and even emojis to enhance the chat experience.

QUESTION: Can we configure Web chat?

ANSWER: Yes, but you should be an admin because only admin can configure the web chat by following the steps mentioned below: Basic settings, Personalization, Primary form, Installation.

QUESTION: Can we customize the web chat configuration as we wish?

ANSWER: Yes, if you own an admin account, then you can customize your own web chat configuration by using the personalization feature, which provides various options to change font style, chat box position, chat icon shape, and etc.

QUESTION: Does your contact center solution support email configuration for handling customer inquiries through email?

ANSWER: Yes, our contact center solution seamlessly manages the email systems, allowing agents to handle customer inquiries via email.

QUESTION: Which social media platforms does your contact center solution support for customer interactions?

ANSWER: Our contact center solution supports major social media platforms, including Facebook, Twitter, Instagram, and more, allowing agents to engage with customers across these channels.

QUESTION: Can agents monitor and respond to social media messages from within the contact center interface?

ANSWER: Yes, our contact center provides an agent workspace where agents can monitor and respond to social media messages directly from within the contact center platform.

QUESTION: Does your contact center solution support video communication as a channel for customer interactions?

ANSWER: Yes, our contact center solution supports video communication as a channel for customer interactions.

QUESTION: What are the requirements needed for customers to initiate a video call with an agent?

ANSWER: When a customer requests a video call from other channels, an agent will send a video call link. Using that link, the customer can directly join the video call. No specific software or equipment is required other than a device with a camera and microphone.

QUESTION: What video quality and resolution does your contact center solution support?

ANSWER: Our contact center solution supports high-quality video with resolutions.

QUESTION: Is there a maximum duration for video calls?

ANSWER: There is no maximum duration for video calls, ensuring flexibility for extended interactions.

QUESTION: Does the solution provide features like screen sharing or co-browsing during a video call?

ANSWER: Yes, our contact center solution offers screen sharing and co-browsing capabilities during video calls. Step 1: Click on the screen share icon present in the video call and start sharing your screen. Step 2: Click on the co-browser icon present in the video call and start co-browsing.

QUESTION: Does your contact center support video call recording?

ANSWER: Yes, our contact center solution supports video call recording while we interact in the video channel.

QUESTION: What features are available in the agent workspace?

ANSWER: The agent workspace provides various functions such as handling customer inquiries, accessing customer past interactions, Co-chat, Agent assist.

QUESTION: How do I view customer details in the agent workspace?

ANSWER: You can view your past interactions with the customer in the agent workspace. It will display the customer's previous interactions from different or the same channel.

QUESTION: How do I handle incoming customer chats in the agent workspace?

ANSWER: When a customer chat comes in, Step 1: Chat request appears within the workspace. Step 2: Click on the chat to open it and respond.

QUESTION: Is there a way to transfer a chat to another agent?

ANSWER: Yes, you can transfer a chat to another agent by selecting the transfer option within the Workspace and choosing the desired agent or queue to whom you want to transfer the chat. Step 1: Chat request appears within the workspace. Step 2: Click on the Transfer button. Step 3: Select the agent or queue to whom you want to transfer the chat.

QUESTION: Did agent interact with other agent from the workspace?

ANSWER: Yes, Agent can chat with other agent from the workspace to get help from agents or supervisors. Click the Co chat button on the Right bottom of the workspace.

QUESTION: What is After call work time?

ANSWER: After call work time limits is the amount of time an agent is given after ending a call to complete any necessary tasks related to the session, such as updating customer records or Summary or Disposition status.

QUESTION: What is Switch from call to chat?

ANSWER: Switch from call to chat allows the agents to seamlessly move from a voice call to a chat conversation without losing the context of the conversation.

QUESTION: What is Callback?

ANSWER: Callback is the feature that allows a customer to request a call back from an agent or a contact center at a later time instead of waiting on hold in a queue.

QUESTION: What is Porting an existing number?

ANSWER: Porting an existing number is the process of porting an existing number allows businesses to keep their existing phone numbers while switching to a new provider, enabling them to maintain continuity and prevent potential disruption to customer communications.

QUESTION: What is after call summary?

ANSWER: An after-call summary is a feature that provides agents with a summary of the customer's interactions and information during the call, which can be used to improve the quality of the service provided to the customer in future interactions.

QUESTION: How does the contact center handle multi-language support?

ANSWER: If you have customers who speak different languages, it's important to ensure that the contact center can support multiple languages. Our contact center has the ability to route calls to agents who speak the appropriate language. Also, our contact center offers translation services through built-in features. This can be useful if you have customers who speak languages that are not supported by your agents. Additionally, we are providing self-service options such as IVR or chatbots to ensure that they support multiple languages, reducing the need for customers to speak with an agent and improving customer satisfaction.

QUESTION: What kind of customization options does the contact center offer?

ANSWER: Customization options can help you tailor the contact center to your business needs. Look for features such as customizable scripts, branding options, and the ability to create custom reports and dashboards.

QUESTION: What is Failover?

ANSWER: Failover is the process of automatically or manually shifting from a primary system to a secondary system when the primary system is unavailable or fails. Calls are sent to your failover number when Worktual detects that your Talk line is unresponsive because Worktual Support is down.

QUESTION: What is Automated call backs?

ANSWER: Automated call backs, also known as scheduled call backs or delayed call backs, are a feature that allows customers to schedule a time for an agent to call them back instead of waiting on hold in a queue.

QUESTION: Does the contact center offer self-service options for customers?

ANSWER: Self-service options can reduce call volume and improve customer satisfaction. Look for features such as IVR (interactive voice response), chatbots, and knowledge bases.

QUESTION: What is Screen Share?

ANSWER: Screen Share is a feature that allows agents to share their computer screen with customers in real-time, typically during a video call.

QUESTION: What is Closed captions?

ANSWER: Closed captions are a type of transcription that appears on the video screen, providing viewers with the text of spoken words and other audio content.

QUESTION: What is Live Transcription?

ANSWER: Live transcription is the process of converting spoken words into written text in real-time using automatic speech recognition (ASR) technology.

QUESTION: What is Translated captions?

ANSWER: Translated captions are the real-time conversion of spoken language to written text in different languages, allowing customers and agents who speak different languages to communicate effectively during video calls.

QUESTION: What is Document verification?

ANSWER: Document verification during video call is the process of verifying and validating the authenticity of important documents provided by customers through video call interactions with agents.

QUESTION: How does the contact center handle wait times?

ANSWER: The average wait time for a customer to reach an agent should be reasonable. You should be able to customize the wait time settings, such as the maximum wait time or the number of customers in the queue.

QUESTION: Where do I want to configure the queue settings?

ANSWER: You can configure queue settings by going to Setting ? Basic configuration ? Custom Queue, and then select the queue for which you want to configure the settings.

QUESTION: What is face verification?

ANSWER: Face verification during a video call is the process of verifying the identity of a caller by analyzing their facial biometrics in real-time using facial recognition technology and comparing it with the provided documents.

QUESTION: What is Location verification?

ANSWER: Location verification is a security feature that helps to verify the location of the caller through their IP address.

QUESTION: What is Co-browsing?

ANSWER: Co-browsing during a video call is a real-time collaborative browsing technology that allows an agent to interactively navigate through web pages and applications together during a video call session on the customer's screen.

QUESTION: What is Shortcuts keys?

ANSWER: Shortcuts keys are a set of keyboard commands designed to help agents quickly access commonly used functions, actions, and features in the contact center software, leading to improved efficiency and productivity.

QUESTION: What is Switch from Chat to Voice Call?

ANSWER: Switch from Chat to Voice Call is the ability to seamlessly switch from a chat conversation to a voice call with the customer in real-time, allowing for a more personalized and efficient customer experience.

QUESTION: What is Web Widget?

ANSWER: Web Widget is a software component that can be embedded into a website to allow customers to access contact center services directly from the website.

QUESTION: What is Proactive messages?

ANSWER: Proactive messages are automated messages triggered by specific events or customer behaviors, designed to proactively engage customers and improve their experience.

QUESTION: What is Widget customization?

ANSWER: Widget customization is the ability to modify the design and functionality of the web widget used for customer interactions, to match the branding and requirements of the organization.

QUESTION: What is customizable offline form?

ANSWER: A customizable offline form allows customers to leave their contact information and queries when the agents are not available, enabling the agents to follow up with the customers at a later time.

QUESTION: What is Customer tags?

ANSWER: Customer tags are labels or categories added to a Customer in a contact center to help organize and prioritize them, track important information, and improve overall customer experience.

QUESTION: What is pre-chat form?

ANSWER: A pre-chat form is a web form that collects customer information before initiating a chat session with a live agent in a contact center, helping to personalize the customer experience and expedite the service.

QUESTION: What is Widget unbranding?

ANSWER: Widget unbranding is the ability of the Admin to remove branding elements such as Worktual logo from the widget interface to provide a more neutral or customized appearance.

QUESTION: What is Quick text templates?

ANSWER: Quick text templates are pre-written responses or messages that agents can use to quickly respond to customer inquiries and issues.

QUESTION: What is Overdue Notification?

ANSWER: Overdue Notification is a feature in a contact center that alerts agents and managers about any pending or overdue tasks or customer inquiries that require immediate attention.

QUESTION: What is SPF configuration?

ANSWER: SPF (Sender Policy Framework) is a protocol used to prevent email spoofing by verifying that the domain of the sender's email address has authorized the server from which the email was sent to send mail on its behalf.

QUESTION: What is Triggers?

ANSWER: Triggers are pre-defined rules or conditions that initiate automated actions like sending automated messages, routing to a specific agent, etc., based on specific events or triggers like keywords, chat volume, and other parameters.

QUESTION: What is DMARC configuration?

ANSWER: DMARC (Domain-based Message Authentication, Reporting, and Conformance) is a system to protect email senders and recipients from spam and spoofing. It also provides a way for the email receiver to report back to the sender about emails that pass and/or fail DMARC evaluation.

QUESTION: How will I configure the queue settings?

ANSWER: To configure Queue settings, follow these steps: Move to Setting ? Basic configuration ? Custom Queue. By clicking on the create button, you can create a Queue. Fill in the following options: Queue Name, Queue Description, Outbound Caller ID, Outbound Number, Maximum Call Handling time, Call Wrap up time, Business Hours, Outbound Call, Audio, Announcement, Max. Callers (when breached), Out of Business Hours, Max. Waiting time (when elapsed) and save. The created queue will be listed in the grid, and you can edit it at any time to change the configuration.

QUESTION: What is the wrap-up time and where will it be configured?

ANSWER: Wrap-up time, also known as after-call work (ACW) time, is the duration of time a call center agent spends completing tasks after the conclusion of an interaction with a customer. The wrap-up time can be configured in the queue settings.

QUESTION: What is the limit for wrap-up time?

ANSWER: The Wrap-up time limit should be 300 seconds.

QUESTION: What is the Queue Waiting Time Announcement?

ANSWER: Queue Waiting Time Announcement in a contact center is a message that is played for callers in a queue, which informs them about the estimated waiting time before they can be connected to an agent.

QUESTION: What is the Wait Time and Queue Number Announcement?

ANSWER: Wait Time and Queue Number Announcement is a message that is played to callers in a contact center queue, which provides them with the estimated wait time and their position in the queue.

QUESTION: What is the Queue Number Announcement?

ANSWER: Queue Number Announcement is a feature in contact centers that provides customers with information about their position in the queue and estimated wait time through an automated voice announcement.

QUESTION: What is Customer sentiment tracking?

ANSWER: Customer sentiment tracking is the process of monitoring and analyzing the emotions, opinions, and feelings of customers during interactions with agents to gauge their level of satisfaction and identify areas for improvement.

QUESTION: What is the Personalized experiences?

ANSWER: Personalized experiences are customized interactions and services provided by a company to a customer based on their preferences, behavior, and data collected through various touchpoints.

QUESTION: What is the Call quality notifications?

ANSWER: Call quality notifications are alerts or notifications provided to users, usually agents, indicating the quality of a call. This includes metrics such as call drops, poor call quality, and network issues.

QUESTION: What is the Business rules?

ANSWER: Business rules in contact center are pre-defined rules or conditions that initiate automated actions like sending automated messages, routing to a specific agent, etc., based on specific events or triggers like keywords, chat volume, and other parameters.

QUESTION: What is the Article recommendations?

ANSWER: Article recommendations is the feature that uses AI-powered algorithms to suggest relevant articles or resources to agents, helping them to resolve customer queries and issues more efficiently.

QUESTION: What is the Macros?

ANSWER: Macros are a set of pre-defined actions or instructions that agents can use to quickly respond to common customer inquiries or requests.

QUESTION: What is agent assist?

ANSWER: AI assist, or agent assist, is a feature where AI helps agents during active interactions, providing suggestions on how to respond based on captured information. You can configure AI assist through Settings ? AI & Bot Settings ? Real-time Agent Assist.

QUESTION: How does your AI assist feature work in the contact center?

ANSWER: Our AI assist feature utilizes advanced natural language processing and machine learning algorithms to analyze customer inquiries and provide relevant suggestions or responses to our human agents in real-time.

QUESTION: What specific tasks or functions does the AI assist feature perform?

ANSWER: The AI assist feature helps our agents by suggesting appropriate responses, providing relevant information from our knowledge base, and offering insights or recommendations based on historical customer interactions.

QUESTION: How does the AI assist feature improve the efficiency of your contact center operations?

ANSWER: The AI assist feature reduces response times by offering instant suggestions to agents, enabling them to handle customer queries more efficiently. It also helps in maintaining consistency and accuracy in responses by leveraging previous successful interactions.

QUESTION: Can the AI assist feature handle complex customer inquiries?

ANSWER: Our AI assist feature is designed to handle a wide range of customer inquiries, from basic to complex. It continuously learns from interactions and updates its knowledge base to improve its ability to address diverse customer needs.

QUESTION: Can the AI assist feature integrate with other systems or applications in the contact center?

ANSWER: Yes, our AI assist feature can integrate with various systems and applications used in the contact center, such as CRM platforms, knowledge bases, and ticketing systems. This integration allows for seamless information exchange and streamlines the agent's workflow.

QUESTION: How do you ensure the privacy and security of customer data when using the AI assist feature?

ANSWER: Our AI assist feature complies with industry-standard security protocols and guidelines. It only accesses and utilizes customer data necessary for providing accurate assistance, and all information is handled securely and in compliance with data protection regulations.

QUESTION: Can agents override or modify the suggestions provided by the AI assist feature?

ANSWER: Yes, our agents have the flexibility to override or modify the suggestions provided by the AI assist feature. They can review and personalize the suggested responses to ensure they align with the specific needs of the customer and the situation at hand.

QUESTION: How does your internal chat system work?

ANSWER: Our internal chat (Co-Chat) system allows our agents to communicate with each other in real-time. They can exchange messages, share information, and collaborate on customer inquiries. (Steps: 1. Go to Agent Workspace, 2. Click on the Co-chat option in the right bottom, 3. Select an agent or Queue to start a chat.)

QUESTION: What features does your Co chat system offer?

ANSWER: Our (Co-Chat) system offers features such as group chats, private messaging, file sharing. It helps our agents stay connected and work efficiently.

QUESTION: Can agents create chat groups based on specific Customer Query?

ANSWER: Absolutely! Our (Co-Chat) system allows agents to create chat groups based on specific Query. This helps facilitate communication and collaboration among team members with shared interests or responsibilities.

QUESTION: What are the details displayed when an agent receives a call?

ANSWER: When an agent receives a call from the customer, the system displays an incoming call widget on the agent's screen with the following details: User name, Incoming voice call number, Queue name, Buffer time, Decline, Accept (Button).

QUESTION: What happens when an agent doesn't attend the call?

ANSWER: If the Agent does not accept the call within a preset threshold time of 30 seconds, then the system should route the call to another agent.

QUESTION: What happens when an agent accepts a call?

ANSWER: When the agent clicks on the Accept button, the steps are: 1. Accepting an incoming call, 2. Workspace opens with a new session, 3. Workspace displayed as Tabs inside the application with the Customer name and Channel Icon, 4. Call started recording if recording is enabled.

QUESTION: What are the details shown in Agent workspace for a voice call?

ANSWER: Workspace for the voice call will be displayed with the following: Left side pane (Interactions, Internal chat, Voice Authentication), Middle Pane (Live transcription, Call Summary, Call Duration, Automated Translation, Make video call, Agent screen capture), Right side pane (Internal chat, Agent Assist).

QUESTION: Do live transcription occur in live call?

ANSWER: Yes, we provide live transcripts of the audio call when interaction occurs between the agent and the customer. (Steps: 1. Accepting an incoming call, 2. Workspace opens with a new session, 3. Transcription will be displayed in the middle pane.)

QUESTION: How does ACW work in your contact center?

ANSWER: When an agent or a customer disconnects the call, the steps are: 1. Call duration will convert into the Call wrap-up buffer time, 2. ACW window appears, 3. Call summary and disposition status will be given, and ACW window closes.

QUESTION: How do you handle customer feedback?

ANSWER: We handle customer feedback with the following steps: 1. After the call is disconnected, 2. Agent triggers a feedback request to the customer by clicking the 'Send feedback request' or feedback will be triggered automatically if enabled, 3. Sentimental score will automatically be displayed based on customer interaction with the agent.

QUESTION: How do you handle video call in the agent Workspace?

ANSWER: Video call can be initiated by the steps: 1. Go to agent Workspace, 2. Click the ellipse button at the top of the Middle pane and select video call, 3. Video call link is generated and shared with the customer.

QUESTION: How do you handle screen capture in the agent Workspace?

ANSWER: Screen capture can be initiated by the steps: 1. Go to agent Workspace, 2. Click the ellipse button at the top of the Middle pane and select Screen Capture, 3. Screen capture starts, and the user can stop/resume/restart and note the duration.

QUESTION: Are there any notification features in your internal chat system?

ANSWER: Absolutely! Our (Co-Chat) system displays a batch count to alert agents of new messages, mentions, or important updates. This ensures that agents stay informed and can respond promptly to customer inquiries.

QUESTION: Can recorded video calls be stored and accessed for quality assurance or training purposes?

ANSWER: Recorded video calls can be stored securely and accessed for quality assurance, training, or compliance purposes, providing valuable insights and facilitating agent development.

QUESTION: Does your contact center solution support SMS as a channel for customer interactions?

ANSWER: Yes, our contact center solution supports the SMS channel as one of the omnichannels for customer interaction.

QUESTION: Where can we find the agent status option?

ANSWER: You can navigate to Agent status through Settings ? General Settings ? Agent status. General settings also consist of the following features: Agent status, Disposition status, Customer tag, Customer type.

QUESTION: Does your contact center solution provide real-time agent status monitoring?

ANSWER: Yes, our contact center solution provides real-time agent status monitoring, allowing supervisors and team leaders to see the current status of agents at any given time.

QUESTION: How does the system determine and display the agent's status? Is it manual or automatic?

ANSWER: The agent's status can be determined manually by the agent themselves or automatically based on their activity within the contact center system, such as being on a call or in a chat session.

QUESTION: What are the default agent status options available in the system?

ANSWER: Our contact centre solution offers various agent status options which include, Ready, Not ready, Transfer only, Away, Offline.

QUESTION: Can agents customize their status or they should use only default status options?

ANSWER: Agents can utilize default statuses such as ready and not ready, and they also have the option to customize their status messages based on their specific activities.

QUESTION: How can we create a new agent status and customize it?

ANSWER: Default agent status cannot be customized, but creating a new agent status and customizing it is possible. Step 1: Navigate to agent status through Setting ? General Settings ? Agent Status. Step 2: Click on the create agent status. Step 3: Fill up the details and Step 4: click save.

QUESTION: Can supervisors or team leaders view the status of multiple agents simultaneously?

ANSWER: Yes, supervisors and team leaders have access to a centralized dashboard where they can view the status of multiple agents simultaneously, facilitating real-time monitoring and resource allocation.

QUESTION: Can agents switch between different status options easily, and are there any restrictions or limitations?

ANSWER: yes, Agents can switch between different status options easily within the contact center interface. There are no specific restrictions or limitations on changing status options, allowing agents to adapt their availability based on their current tasks.

QUESTION: How to edit an agent status?

ANSWER: Agent status can be edited only if it is a custom status by following the below steps: Step 1: Navigate to agent status through Setting ? General Settings ? Agent Status. Step 2: Click on the name of the status. Step 3: Update the details. Step 4: click update.

QUESTION: Where can we find the disposition status option?

ANSWER: We can navigate to disposition status through Setting ? General Settings ? Disposition status. General settings consist of below mentioned features as Agent status, Disposition status, Customer tag, Customer type.

QUESTION: What is a disposition status in the context of the contact center solution?

ANSWER: A disposition status refers to a categorization assigned to a customer interaction after it has been resolved and provides valuable information for reporting, analysis, and follow-up actions.

QUESTION: Can agents select from default disposition statuses, or is there an option to create custom disposition statuses?

ANSWER: Agents can choose from a list of default disposition statuses, and there is also flexibility to create custom disposition statuses specific to your organization's unique needs.

QUESTION: How can we create a new disposition status and customize it?

ANSWER: Default disposition cannot be customized, but creating a new disposition status and customizing it is possible. Step 1: Navigate to disposition status through Setting ? General Settings ? Disposition Status. Step 2: Click on the create disposition status. Step 3: Fill up the details. Step 4: click save.

QUESTION: How to edit a disposition status?

ANSWER: Disposition status can be edited only if it is a custom status by following the below steps: Step 1: Navigate to disposition status through Setting ? General Settings ? Disposition Status. Step 2: Click on the name of the status. Step 3: update the details. Step 4: click update.

QUESTION: What are the default disposition status options available in the system?

ANSWER: Our contact center solution offers various disposition status options which include, Resolved, Unresolved, Follow up, Transferred, Closed.

QUESTION: Can disposition statuses be updated or modified after they are initially set by an agent?

ANSWER: Yes, disposition statuses can be updated or modified after they are initially set by an agent. This flexibility allows for corrections if the initial disposition status needs to be revised based on new information.

QUESTION: Where can we find the customer tag option?

ANSWER: We can navigate to customer tag through Setting ? General Settings ? customer tag. General settings consist of below mentioned features as Agent status, Disposition status, Customer tag, Customer type.

QUESTION: What are customer tags in the contact center solution?

ANSWER: Customer tags are labels or identifiers that are used to categorize customers based on specific characteristics within the contact center solution.

QUESTION: Can agents select from default customer tags, or is there an option to create custom customer tags?

ANSWER: Agents can choose from a list of default customer tags, and there is also flexibility to create custom customer tags specific to your organization's unique needs.

QUESTION: How can we create a new customer tag and customize it?

ANSWER: Default customer tags cannot be customized, but creating a new customer tag and customizing it is possible. Step 1: Navigate to customer tag through Setting ? General Settings ? customer tag. Step 2: Click on the create customer tag. Step 3: Fill up the details. Step 4: click save.

QUESTION: How to edit a customer tag?

ANSWER: Customer tags can be edited only if they are custom customer tags by following the below steps: Step 1: Navigate to customer tag through Setting ? General Settings ? Customer tag. Step 2: Click on the name of the tag. Step 3: update the details you want to edit and click update.

QUESTION: What are the default customer tag options available in the system?

ANSWER: Our contact center solution offers various customer tag options which include, Repeat Caller, Complaints, First Time Caller, Longtime customer.

QUESTION: Are customer tags visible to agents during customer interactions, and can they add or modify tags as needed?

ANSWER: Yes, but admin should enable the enable tag checkbox for agents, then customer tags can be made visible to agents during customer interactions, and agents can view assigned tags and have the ability to add or modify tags.

QUESTION: What are customer types in the contact center solution?

ANSWER: Customer types are typically defined as a categorization of customers based on specific attributes within the contact center solution. It helps differentiate between different groups or segments of customers.

QUESTION: Where can we find the customer type option?

ANSWER: We can navigate to customer type through Setting ? General Settings ? customer type. General settings consist of below mentioned features as Agent status, Disposition status, Customer tag, Customer type.

QUESTION: Can agents select from default customer types, or is there an option to create custom customer types?

ANSWER: Agents can choose from a list of default customer types, and there is also flexibility to create custom customer types specific to your organization's unique needs.

QUESTION: How can we create a new customer type and customize it?

ANSWER: Default customer types cannot be customized, but creating a new customer type and customizing it is possible. Step 1: Navigate to customer type through Setting ? General Settings ? customer type. Step 2: Click on the create customer type. Step 3: Fill up the details. Step 4: click save.

QUESTION: How to edit a customer type?

ANSWER: Customer types can be edited only if they are custom customer types by following the below steps: Step 1: Navigate to customer type through Setting ? General Settings ? Customer type. Step 2: Click on the name of the type. Step 3: update the details. Step 4: click update.

QUESTION: What are the default customer type options available in the system?

ANSWER: Our contact centre solution offers various customer type options which include Premium and Basic.

QUESTION: What is the difference between customer tag and customer type?

ANSWER: Customer tag can be selected multiple times for a customer, while customer type should be selected only once from all types. Both are useful for efficient categorization of customers.

QUESTION: What is the difference between customer tag and customer type?

ANSWER: Customer tag can be selected multiple times for a customer, while customer type should be selected only once from all types. Both are useful for efficient categorization of customers.

QUESTION: How to initiate a video call?

ANSWER: If the video call is enabled in video call configuration: Agent View - Step 1: Click on the ellipse button ?Generate video call link.? Option will get visible. Step 2: Click on ?Generate video call link? and select the channel as Email or SMS to send the link via that channel. Step 3: Also, select the Queue from the dropdown and send it to the particular requester. Step 4: Click the link and join the call. Customer View - Step 1: Request for a video call to the agent. Step 2: Click the link and join the call sent by the agent.

QUESTION: How to customize the web chat?

ANSWER: Step 1: Click web chat configuration ? Personalization. Step 2: In the personalization tab, you can customize the web chat by changing the font style, chat box position, chat icon shape, etc.

QUESTION: What are the details of the customer displayed in the agent Workspace?

ANSWER: Customer details fetched from the contacts include Name, Customer ID, Email, Phone number, Live GPS Location (Only for Webchat/ Social Media/ Video), Device Details (Only for Webchat/ Social Media/ Video), Browser details with IP address (Only for Webchat/ Social Media/ Video), Tags.

QUESTION: What details of the customer can be edited by the agent in Agent Workspace?

ANSWER: Agent can edit the tags of the customer from the Workspace. Step 1: Click the edit icon. Step 2: Dropdown displays at the bottom of the tags. Step 3: Agent can add and remove tags from the dropdown.

QUESTION: Can I edit customer details from Agent Workspace?

ANSWER: yes, Edit customer details from the Workspace. Step 1: Click the edit Profile. Step 2: Redirect to the contacts module. Step 3: Edit the customer details.

QUESTION: What happens in the contact center when the maximum number of callers in the queue is reached?

ANSWER: Our solution provides the best option for customers, and the option is Fallback queue. A fallback queue is a queue used as a backup for routing incoming calls when the primary queue is overwhelmed.

QUESTION: If the customer reaches you on a holiday or out of business hours, what are the ways of handling?

ANSWER: Options include Announcement (played during out-of-business hours), Call Back (select the callback request for agents to call back when ready), and Voicemail (customer can deposit a voicemail request).

QUESTION: Where can I configure out-of-business hours settings?

ANSWER: Log into the Contact Centre solution. From the left pane, click on Setting ? Basic configuration ? Custom Queue.

QUESTION: Where can I configure Maximum wait time settings?

ANSWER: Log into the Contact Centre solution. From the left pane, click on Setting ? Basic configuration ? Custom Queue.

QUESTION: What happens in the contact center when the maximum wait time in the queue is reached?

ANSWER: Options include Announcement, Call Back, Voicemail, and Fallback queue. Fallback queue is a backup for routing calls when the primary queue is overwhelmed.

QUESTION: What is Maximum wait time in the queue?

ANSWER: Maximum wait time is the length of time that a caller is willing to wait on hold in a contact center before they hang up or abandon their call.

QUESTION: What is queue settings?

ANSWER: In a contact center, a queue is a waiting line of incoming calls or other forms of customer interactions that are waiting to be answered or handled by available agents.

QUESTION: What is Routing Profile?

ANSWER: In a contact center, routing refers to the process of directing incoming customer interactions to the most appropriate agent or department for handling.

QUESTION: Where can be Routing Profile configured and what are the settings should be?

ANSWER: Move to Setting ? Basic configuration ? Routing Profile. Configure routing with options like Routing Profile Name, Description, Routing Method, Concurrent Chat, Queue Mapping.

QUESTION: What is Routing Method?

ANSWER: In a contact center, routing methods refer to the specific algorithms or rules used to determine how incoming customer interactions are routed to the appropriate agent or department for handling. Common methods include Skill-based Routing to an Agent and Long wait Routing to an Agent.

QUESTION: What is concurrent chat?

ANSWER: Concurrent chat is the ability for agents to handle multiple chat conversations simultaneously, engaging with multiple customers at the same time to efficiently address their queries and provide timely support.

QUESTION: Where can the chat input data be added to fetch that data from the chat widget?

ANSWER: Add chat input data in the primary form tab of web chat configuration and customize the Primary form title, message, button label, button color, button alignment.

QUESTION: What can we do in the installation step of web chat configuration?

ANSWER: In the Installation step, a Code snippet will be provided to install the web chat configuration on your website domain mentioned in the basic settings.

QUESTION: Does Code snippet present in the installation step is applicable for both web and mobile application?

ANSWER: No, each web and mobile application will have a separate code snippet.

QUESTION: Can we remove the brand of the web widget?

ANSWER: Yes, you can remove the brand from the web widget by going to Settings > Channel Configuration > Web chat. In the personalization tab, check the checkbox for widget unbranding.

QUESTION: Where can we find the email configuration in your contact centre?

ANSWER: Find Email configuration in Settings ? Channel configuration ? E-Mail.

QUESTION: How can we configure the email?

ANSWER: Configure E-mail in the E-mail configuration tab under Settings ? Channel configuration ? E-Mail. Step 1: Click on the email configuration tab. Step 2: Add support address. Step 3: Complete Forward email, SPF configuration, and DNS configuration. Step 4: Click verify and configure the Email.

QUESTION: Is there any way to prevent email spoofing?

ANSWER: Prevent email spoofing in the Advance configuration tab under Settings ? Channel configuration ? E-Mail. Step 1: Click on the advance configuration tab. Step 2: Check the checkboxes of DKIM authentication, DMARC authentication, and others as per your choice.

QUESTION: Where can we find all the spam emails?

ANSWER: Find spam emails in the suspended E-mail tab under Settings ? Channel configuration ? E-Mail.

QUESTION: Where can we find the SMS configuration in your contact centre?

ANSWER: Find SMS configuration in Settings ? Channel configuration ? SMS.

QUESTION: How can we edit the SMS configuration?

ANSWER: Edit the SMS configuration through Settings ? Channel configuration ? SMS. Step 1: Click on the SMS number. Step 2: Edit the details.
Step 3: Click on the update.

QUESTION: How can we configure a new SMS number?

ANSWER: Configure the SMS through Settings ? Channel configuration ? SMS. Step 1: Click on Add a new number. Step 2: Redirect the user to my account. Step 3: Configure the new SMS number.

QUESTION: Where can we find the Social media configuration in your contact center?

ANSWER: You can find Social media configuration in our contact center through the given path Settings ? Channel configuration ? Social media

QUESTION: How can we configure Facebook accounts in social media configuration?

ANSWER: You can configure the Facebook account by navigating to Settings ? Channel configuration ? social media, Step 1: Click on add channel., Step 2: Choose Facebook option., Step 3: Link the account of the Facebook page., Step 4: Click add., Step 5: Fill the details of basic settings., Step 6: Customize the label, color, size in customize button., Step 7: Click save and configure the Facebook account.

QUESTION: How can we configure Instagram accounts in social media configuration?

ANSWER: You can configure the Instagram account by navigating to Settings ? Channel configuration ? social media, Step 1: Click on add channel., Step 2: Choose Instagram option., Step 3: Link the account of Instagram page., Step 4: Click add., Step 5: Fill the details of the basic settings., Step 6: Customize the label, color, size in customize button., Step 7: Click save and configure the Instagram account.

QUESTION: How can we configure Twitter accounts in social media configuration?

ANSWER: You can configure the Twitter account by navigating to Settings ? Channel configuration ? social media, Step 1: Click on add channel., Step 2: Choose Twitter option., Step 3: Link the account of Twitter page., Step 4: Click add., Step 5: Fill the details of basic settings., Step 6: Click save and configure the Twitter account.

QUESTION: How can we configure Whatsapp accounts in social media configuration?

ANSWER: You can configure the Whatsapp account by navigating to Settings ? Channel configuration ? social media, Step 1: Click on add channel., Step 2: Choose Whatsapp option., Step 2: Select the number and link the account., Step 4: Click add., Step 3: Fill the details of basic settings., Step 4: Fill the details of profile settings., Step 5: Click save and configure the Whatsapp Account.

QUESTION: Where can we find the Video call configuration in your contact center?

ANSWER: You can find Video call configuration in our contact center through the given path Settings ? Channel configuration ? Video

QUESTION: How can we configure video channel?

ANSWER: You can configure video call by navigating through Settings ? Channel configuration ? Video, Step 1: Enable the video call toggle button., Step 2: Fill in the details listed., Step 3: Configure the video channel.

QUESTION: Where can we find the Agent assist in your contact center?

ANSWER: You can find agent assist in our contact center through the given path Settings ? AI & Bot Settings ? Real time Agent Assist.

QUESTION: How to edit existing agent assists?

ANSWER: Click on Settings ? AI & Bot Settings ? Real time Agent Assist In the Real time Agent assist data grid,,Step 1: Click on the existing name.,Step 2: Edit the details listed.,Step 3: Click update.

QUESTION: How to create an agent assists?

ANSWER: Click on Settings ? AI & Bot Settings ? Real time Agent Assist In the Real time Agent assist,,Step 1: Click on create assist.,Step 2: Fill the listed details.,Step 3: Click create assist.

QUESTION: What is Incoming session in queue?

ANSWER: Incoming session in the queue refers to a customer waiting to be connected to an available agent. The incoming session represents a contact that needs attention and is in line to be served by the contact center.

QUESTION: What is Average handling time?

ANSWER: The Average Handling Time (AHT) is the average duration it takes for a contact center agent to handle a customer interaction. It measures efficiency and can vary based on complexity and contact channels.

QUESTION: What is Call transfer rate?

ANSWER: The Calls Transfer Rate is the percentage of incoming calls that are transferred to another department or agent for further assistance. It measures the frequency of call transfers in the contact center.

QUESTION: What is Cost per chat?

ANSWER: Cost per chat refers to the average cost incurred by the organization for each customer's chat interaction.

QUESTION: What is Chat abandoned rate?

ANSWER: Chat abandoned rate is the percentage of chat sessions that are ended by the customer before agent's response. It indicates the rate of customers leaving the chat without getting assistance.

QUESTION: What is Chat transfer rate?

ANSWER: The chat transfer rate refers to the percentage of chat interactions that are transferred to another agent or department.

QUESTION: What is Average wrap up time?

ANSWER: The Average Wrap-Up Time is the average duration agents spend on After call work by completing a customer interaction in a contact center. It measures efficiency and includes tasks like follow-up.

QUESTION: What is Average hold time?

ANSWER: Average hold time is the average duration a customer waits on hold before their call is answered. It reflects the efficiency of call handling and can impact customer satisfaction.

QUESTION: What is Average chat duration?

ANSWER: Average chat duration refers to the average amount of time it takes for a customer chat session to be resolved. It is a metric that measures the efficiency of handling customer inquiries via chat.

QUESTION: What is chat outbound rate?

ANSWER: The Chat Outbound Rate refers to the percentage of outgoing chat interactions initiated by agent. It indicates the proactive engagement of agents in reaching out to customers via chat for follow ups or support.

QUESTION: What is chat completion rate?

ANSWER: Chat Completion Rate refers to the percentage of chat sessions successfully completed by agents, indicating the rate at which customer inquiries are resolved within the chat channel.

QUESTION: Which dashboard is useful to compare two metrics?

ANSWER: Compare dashboard is the one that is useful to compare the metrics from multiple source or time period in visual manner. It allows users to identify trends, patterns, and differences between different datasets or time frames quickly.

QUESTION: How to compare two metrics in compare dashboard?

ANSWER: Go to Dashboard ? Compare, Step 1: Select the From and To dates from date picker if needed., Step 2: Select one metrics from drop down., Step 3: Select another metrics from drop down., Step 4: Compare the both selected metrics.

QUESTION: How to customize a dashboard in custom dashboard?

ANSWER: Go to Dashboard ? Custom dashboard, Step 1: Click create Custom Dashboard, Step 2: Enter the title of the dashboard, Step 3: Drag and drop the required metrics in the designer screen., Step 4: Select one chart from pie chart, line chart, bar chart, Step 5: Select any metrics from the drop down of the chart, Step 6: Click create, Step 7: Customize background color, font color, font alignment etc as per your choice, Step 8: Preview the dashboard if needed, Step 9: click save

QUESTION: How to edit the customized dashboard?

ANSWER: Go to Dashboard ? Custom dashboard, Step 1: Select the customized dashboard, Step 2: Edit the required fields in the dashboard, Step 3: Preview the dashboard if needed, Step 4: click update

QUESTION: How to share the customized dashboard?

ANSWER: Go to Dashboard ? Custom dashboard, Step 1: Click share on the top of the dashboard, Step 2: Search and select the members, Step 3: Set Expiration date if needed, Step 4: Set password if needed, Step 5: Click share and share the dashboard

QUESTION: How to filter the leader board?

ANSWER: Go to Dashboard ? leaderboard, Step 1: Click on agent name filter, Step 2: Search and select the members, Step 3: Click on role filter, Step 4: Search and select the role, Step 5: Filter the leaderboard using agent name and role

QUESTION: What types of call transfers do you have?

ANSWER: Totally there are four types of call transfer,, Transfer to an agent, Transfer to queue, Transfer to external number, Transfer to call flow

QUESTION: How to transfer a call to other agent?

ANSWER: A call can be transferred to other agent by following below steps,,Step 1: Click on transfer icon in call widget,Step 2: Search and select the agent name (With status ready and Transfer only),Step 3: Click on transfer button and transfer the call

QUESTION: How to transfer a call to other queue?

ANSWER: A call can be transferred to other queue by following below steps,,Step 1: Click on transfer icon in call widget,Step 2: Search and select the queue name,Step 3: Click on transfer button and transfer the call

QUESTION: How to transfer a call to External number?

ANSWER: A call can be transferred to External number by following below steps,,Step 1: Click on transfer icon in call widget,Step 2: Search and select the external number,Step 3: Click on transfer button and transfer the call

QUESTION: How to transfer a call to other call flow?

ANSWER: A call can be transferred to other call flow by following below steps,,Step 1: Click on transfer icon in call widget,Step 2: Search and select the call flow,Step 3: Click on transfer button and transfer the call

QUESTION: How do I merge the calls while transferring?

ANSWER: Calls can be merged while transferring by following below steps,,Step 1: Click on transfer icon in call widget,Step 2: Search and select any type of the transfer,Step 3: Click on merge button and merge the call

QUESTION: Can supervisors or managers monitor or intervene in call transfers if needed?

ANSWER: Supervisors have access to monitoring features that allow them to oversee call transfers and intervene if necessary, the monitoring features are, Call Listen, Call Whisper, Call Barge

QUESTION: How can I use macros in agent Workspace?

ANSWER: Macros in our contact center handled as follows,,Step 1: Go to Workspace.,Step 2: Click on the macros icon in the Toolbar.,Step 3: Select and Add predefined macros based on the customer query.

QUESTION: How can I Add files in agent Workspace?

ANSWER: Macros in our contact center handled as follows,,Step 1: Go to Workspace.,Step 2: Click on the Attachment icon in the Toolbar.,Step 3: Select and Add Files based on the customer query.

QUESTION: Can I Add files in agent Workspace from different sources?

ANSWER: Yes, you can attach files from different sources like from your internal storage, Dropbox, Google Drive etc.

QUESTION: What are the files types I can attach during Customer Query?

ANSWER: You can attach different File types like audio, video, documents, etc.

QUESTION: Can I navigate to different tabs during live session?

ANSWER: Yes, you can navigate to different tabs during live sessions.

QUESTION: Can I switch between chat to call during live session?

ANSWER: Yes, you can switch between chat to call during live sessions.,Step 1: Go to Workspace.,Step 2: During live chat session.,Step 3: Click on the reply via and trigger a call to the customer.

QUESTION: How can I add agent assist during live session?

ANSWER: You can add Agent assist during live sessions by:.,Step 1: Select an agent assist from the right pane.,Step 2: Click and add the assist.,Step 3: Click the send button.

QUESTION: Can agent handle different chat in the same time?

ANSWER: Yes, agents can handle different chat at the same time.

QUESTION: Can I mask a message?

ANSWER: You can mask a message by:.,Step 1: Hover through a chat during the live chat.,Step 2: Click the ellipse button and select the mask option.,Step 3: Mask the selected word or text to send.

QUESTION: Can I transfer a Email?

ANSWER: Yes, you can transfer an email by:.,Step 1: Click on the received email.,Step 2: Select the transfer option.,Step 3: Select an agent or a queue to transfer the Email.

QUESTION: Can I transfer a Query to External number?

ANSWER: Yes, you can transfer a Query to an external number by:.,Step 1: Click on the Transfer option.,Step 2: Select the external transfer icon.,Step 3: Transfer the call to the external number.

QUESTION: How can I handle outbound calls?

ANSWER: Yes, you can handle outbound calls by:.,Step 1: Click on the call icon at the top panel.,Step 2: Select an outbound to make a call.,Step 3: Trigger a call to the customer.

QUESTION: Can I reply through chat while handling calls?

ANSWER: Yes, you can reply through chat while handling calls by:.,Step 1: Click on the Reply via option during a live call.,Step 2: Select a Channel to reply.,Step 3: Click on the send button.

QUESTION: Can I handle multi transfer for a call?

ANSWER: Yes, you can transfer a call for multiple times and merge the calls to reply to a customer query.

QUESTION: What are the options provided to filter All View (My activity) screen?

ANSWER: We provide Advance search option to filter an agent's activity by:.,Step 1: Go to My activity.,Step 2: Select the filter options like channel, Disposition status, Direction, etc in the advance search option.,Step 3: And filter based on your search.

QUESTION: What are the fields listed in the query of the All View tab in My activity?

ANSWER: List of received or initiated a Call or Chat (Email, Webchat, SMS, social media) should be listed in the My View tab with the following fields: Channel, Customer Name, Customer Contact, Direction, Duration, Disposition Status, Sentiment Score (Positive, Negative, The score between 0-100), Queue, Talk Time / Chat Duration, Status, Wrap up time, Queue wait time, Transferred to, Recording, Summary

QUESTION: Can I view transcription and recordings in the All view tab?

ANSWER: You can view transcription for the recording in the All view tab by: Step 1: Go to My activity. Step 2: Select expand option for the selected query. Step 3: Click the call record option. Step 4: Recording will start playing in the right panel with transcription.

QUESTION: What are the fields listed in the query of the My Assignment tab?

ANSWER: SMS and E-Mail assigned to agent by supervisor or if enabled Auto assign call back, SMS or E-Mail and will be displayed as: - Channel - Customer Name - Customer Contact - Assigned by - Queue Name

QUESTION: What are the options provided to filter My activity screen?

ANSWER: We provide Advanced search option to filter an agent's activity: Step 1: Go to My activity. Step 2: Navigate to My assignment tab. Step 3: Select the filter options like channel, Disposition status, Direction, Assigned on, assigned by, etc in the advanced search option. Step 4: Filter based on your search.

QUESTION: How a call back flow handled from My assignment?

ANSWER: Customer call back request from My assignment is handled by: Step 1: Go to My activity. Step 2: Select a call back request query. Step 3: Directed to workspace. Step 4: Select the Call option and trigger a call to the customer.

QUESTION: How an Email request flow handled?

ANSWER: Customer Email request from My assignment is handled by: Step 1: Go to My activity. Step 2: Select an Email request query. Step 3: Directed to workspace. Step 4: Select the Email option and send an Email to the customer.

QUESTION: Can I view transcription for the voicemails assigned?

ANSWER: You can view the transcription of the received voicemails by: Step 1: Go to My activity. Step 2: Navigate to Voicemail tab. Step 3: Click the transcription icon. Step 4: The transcription of the voicemail will be displayed.

QUESTION: Can I preview the voicemails assigned?

ANSWER: Yes, you can preview the received voicemails by: Step 1: Go to My activity. Step 2: Navigate to Voicemail tab. Step 3: Click on the Recording icon. Step 4: You can preview the recording.

QUESTION: How can I respond to the assigned voicemails?

ANSWER: You can respond to the received voicemails by: Step 1: Go to My activity. Step 2: Navigate to Voicemail tab. Step 3: Click on the Voicemail query. Step 4: Voicemail will be displayed in the Workspace. Step 5: Respond back to the voicemail.

QUESTION: What are the options provided to filter All activity screen?

ANSWER: We provide Advanced search option to filter an agent's activity: Step 1: Go to All activity. Step 2: Select the filter options like channel, Disposition status, Direction, etc in the advanced search option. Step 3: Filter based on your search.

QUESTION: What are the fields listed in the query?

ANSWER: List of received or Initiated a Call or Chat (Email, Webchat, SMS, social media) should be listed in the All View tab with the following fields:

- Channel
- Customer Name
- Customer Contact
- Direction
- Duration
- Disposition Status
- Agent Name
- Sentiment Score (Positive, Negative, The score between 0-100)
- Queue
- Talk Time / Chat Duration
- Status
- Wrap up time
- Queue wait time
- Transferred to
- Recording
- Summary

QUESTION: Can I view agent activity from All activity list?

ANSWER: You can view the Agent activity by: Step 1: Go to All activity. Step 2: Select the Query in the list. Step 3: You can view the Workspace of the agent.

QUESTION: What are the options provided to filter assign activity screen?

ANSWER: We provide Advanced search option to filter assign activity: Step 1: Go to All activity. Step 2: Navigate to Assign Activity tab. Step 3: Select the filter options like channel, Disposition status, Direction, Assigned on, assigned by, etc in the advanced search option. Step 4: And filter based on your search.

QUESTION: How a task is assigned?

ANSWER: The task is assigned by: Step 1: Go to All activity. Step 2: Navigate to Assign Activity tab. Step 3: Select the query and click the assign option. Step 4: The list of agents will be displayed. Step 5: Select an Agent and assign the activity.

QUESTION: How a task is reassigned?

ANSWER: The task is reassigned by: Step 1: Go to All activity. Step 2: Navigate to Assign Activity tab. Step 3: Select the query to reassign and click the reassign option. Step 4: The list of agents will be displayed. Step 5: Select an Agent and reassign the activity.

QUESTION: How a voicemail is assigned?

ANSWER: The voicemail is assigned by: Step 1: Go to All activity. Step 2: Navigate to Voicemail tab. Step 3: Select the query and click the assign option. Step 4: The list of agents will be displayed. Step 5: Select an Agent and assign the voicemail.

QUESTION: How a voicemail is reassigned?

ANSWER: The voicemail is reassigned by: Step 1: Go to All activity. Step 2: Navigate to Voicemail tab. Step 3: Select the query and click the assign option. Step 4: The list of agents will be displayed. Step 5: Select an Agent and reassign the voicemail.

QUESTION: How to track an agent call?

ANSWER: The agent call is tracked by: Step 1: Click on the agent tracker at the top panel. Step 2: Select agents or a queue. Step 3: Click the listen button to Listen to the call. Step 4: Barge / whisper the listening call.

QUESTION: How to barge an agent call?

ANSWER: The agent call can be barged by: Step 1: Click on the agent tracker at the top panel. Step 2: Select an agent. Step 3: Click the listen button to Listen to the call. Step 4: Click the Barge button. Step 5: Start barging the listening call.

QUESTION: How to whisper an agent call?

ANSWER: The agent call can be whispered by: Step 1: Click on the agent tracker at the top panel. Step 2: Select an agent. Step 3: Click the listen button to Listen to the call. Step 4: Click the Whisper button. Step 5: Start whispering to the listening call.

QUESTION: How to whisper an agent chat?

ANSWER: The agent can chat whisper by: Step 1: Click on the agent tracker at the top panel. Step 2: Select an agent. Step 3: Click the view option. Step 4: Click the Whisper button. Step 5: Whisper in the chat.

QUESTION: How can a supervisor co-chat to the agent in chat?

ANSWER: The supervisor can co-chat to the agent by: Step 1: Click on the agent tracker at the top panel. Step 2: Select an agent. Step 3: Click the view option. Step 4: Click the Co-chat button. Step 5: Send co-chat messages.

QUESTION: Can a supervisor answer the call in Queue?

ANSWER: The supervisor can answer the long wait call in Queue by: Step 1: Click on the agent tracker at the top panel. Step 2: Click the Queue tab. Step 3: Click on the answer option. Step 4: Answer the call in Supervisor workspace.

QUESTION: Can a supervisor answer the chat in Queue?

ANSWER: The supervisor can answer the long wait chat in Queue by: Step 1: Click on the agent tracker at the top panel. Step 2: Click the Queue tab. Step 3: Click on the answer option. Step 4: Answer the chat in Supervisor workspace.

QUESTION: How to add agents in co-chat?

ANSWER: Add agents in cochat by: Step 1: Click on the co-chat button in the workspace. Step 2: Search users. Step 3: Add users you want to co-chat.

QUESTION: How to co-chat during a live session?

ANSWER: Cochat from live session by: Step 1: Click on the co-chat button in the workspace. Step 2: Search users. Step 3: Add users you want to co-chat. Step 4: Send messages to the selected users.

QUESTION: How to attach file in co-chat?

ANSWER: Add files in co chat Step 1: Click on the chat from co-chat inbox. Step 2: Click the attachment icon. Step 3: Select and send the file. Step 4: Send message to the selected users.

QUESTION: Can I edit sent message in co-chat?

ANSWER: Yes, you can edit the sent message by, Step 1: Mouse hover the sent chat. Step 2: Select edit option. Step 3: Edit and send message.

QUESTION: Can I delete sent message in co-chat?

ANSWER: Yes, you can delete the sent message by, Step 1: Mouse hover the sent chat. Step 2: Select delete option. Step 3: Delete the message.

QUESTION: How to send a Broadcast message?

ANSWER: Send broadcast message by following steps Step 1: Click on the Broadcast message button. Step 2: Redirect to workspace. Step 3: Click the create new message button Step 4: Select a agent or group by clicking the To option. Step 5: Set Expiry date and time. Step 6: Send the Broadcast message.

QUESTION: How to send a Broadcast message by creating group?

ANSWER: Send broadcast by creating group by following steps Step 1: Click on the Broadcast message button. Step 2: Redirect to workspace. Step 3: Click the create new message button Step 3: Click the New group button. Step 5: Add group title and add agents to the group. Step 6: Click the save button. Step 7: Group will display in the To option. Step 8: Set Expiry date and time. Step 9: Send the Broadcast message.

QUESTION: Can I add files to Broadcast message?

ANSWER: Send files in broadcast message Step 1: Click on the Broadcast message button. Step 2: Redirect to workspace. Step 3: Click the create new message button Step 4: Add agents in the To bar. Step 5: Select attachment option Step 6: Add files Step 7: Set Expiry date and time. Step 8: Send the Broadcast message.

QUESTION: where we can configure the concurrent chat?

ANSWER: Move to Setting ? Basic configuration ? Routing Profile You can configure the concurrent chat.

QUESTION: what is queue mapping?

ANSWER: Routing rules are then created to determine how incoming interactions are distributed among these queues based on various factors, queue mapping refers to the process of directing incoming customer interactions to the appropriate agent or team for handling based on specific criteria.

QUESTION: where we can configure the queue mapping?

ANSWER: Move to Setting ? Basic configuration ? Routing Profile You can configure the queue Mapping.

QUESTION: Where can I configure the Feedback and survey?

ANSWER: You can configure the Feedback and survey by navigating to the Customer satisfaction settings through the below mentioned path,
Settings ? Customer satisfaction settings

QUESTION: where are things configured in queue?

ANSWER: User should configure as below option Queue Name to Map Priority - Specify the order in which conversations are to be handled for that queue. For example, a conversation in a queue with a priority of 2 would be a lower priority than conversation in a queue with a priority of 1. The priority is applicable only for routing profiles with multiple queues. If the routing profile has only one queue, then the priority should be defaulted to '1'. Min value - 1 ; Max value - no of queues mapped in the routing profile. The priority should be considered only when the queue is busy. Delay - Delay time (in seconds) is the time before application tries to route a call to an agent with a matching queue/wait time combination Supporting Channels - Set channels to toggle on and off whether agents assigned to a profile get voice, and chat

QUESTION: What are the channels displayed in the Analytics?

ANSWER: The channels displayed in analytics are, Voice, Web chat, E-mail, SMS, Social media.

QUESTION: Can I switch the time intervals to view analytics?

ANSWER: Yes, you can view the analytics by selecting the time interval. Step 1: Go to analytics Step 2: Select a channel to view the reports Step 3: Choose a time period to view the analytics.

QUESTION: Can I choose different time range for a particular chart?

ANSWER: Yes, you can view the analytics by selecting the time interval. Step 1: Go to analytics. Step 2: Select a channel to view the reports Step 3: Choose a time period between 1 day/1 week/1 month to view the analytics.

QUESTION: How can I download a particular in chart analytics?

ANSWER: You can download a particular chart by. Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Select the ellipse button. Step 4: Click the Download as PNG option.

QUESTION: Can I set an automatic refresh rate time?

ANSWER: You can set an automatic refresh rate by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Click the drop down near the refresh icon. Step 4: Choose a time from the drop down. Step 5: Refresh time will be set.

QUESTION: Can I set a manual refresh rate time?

ANSWER: You can set a manual refresh rate by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Click on the refresh icon.

QUESTION: What is trend chart?

ANSWER: When admin enables the trend chart, then the system should display the comparative trend chart based on the time interval selected. For example, If Admin selected on 1 day in the Day interval, then the system should display the trend chart comparing Today and Yesterday. Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 2: Select a time interval. Step 3: Enable the trend chart for the selected chart.

QUESTION: Can I edit columns of the selected analytics in-chart?

ANSWER: You can edit columns by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Select a particular analytics chart. Step 4: Redirect to detailed page. Step 5: Click the edit column button. Step 6: Select or deselect the checkbox to display the selected details.

QUESTION: How to switch from one channel to another in analytics?

ANSWER: You can switch channels by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Switch channels by clicking the channel name.

QUESTION: Can I export a PDF in analytics?

ANSWER: You can export a PDF by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Click the Export PDF button and export the analytics.

QUESTION: Can I set an automatic refresh rate time?

ANSWER: You can set an automatic refresh rate by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Click the drop down near the refresh icon. Step 4: Choose a time from the drop down. Step 5: Refresh time will be set.

QUESTION: Can I set a manual refresh rate time?

ANSWER: You can set a manual refresh rate by, Step 1: Go to analytics. Step 2: Select a channel to view the reports. Step 3: Click on the refresh icon.

QUESTION: How to configure Feedback and survey?

ANSWER: You can configure the Feedback and survey by navigating to the Customer satisfaction settings through the below mentioned path,
Settings ? Customer satisfaction settings.

QUESTION: For the user, what options should be configured in the contact center?

ANSWER: The user should be configured by the below options Routing Profile Skill Outbound Call Reporting to Assign Channel

QUESTION: How many additional questions can I add in the feedback form?

ANSWER: If you have selected 'Show the same questions regardless of the customer's rating' then you can add a maximum of 5 questions. If you have selected 'Show a different set of questions based on the customer rating' then you can add a maximum of 5 questions for Positive and Negative ratings.

QUESTION: What type of fields can be added for the additional questions in the feedback form?

ANSWER: You can add different types of fields in the feedback forms for the additional questions such as Free text, Objective type, Choose all apply.

QUESTION: What is a Lockout period in the feedback form?

ANSWER: A Lockout period is the time period in which a customer can respond to feedback and edit their responses. The application will consider the feedback response from the customer until the lockout period.

QUESTION: What is a Cool down period in the feedback form?

ANSWER: A Cool down period is the time period in which a customer cannot receive an additional feedback. The application will not send any additional feedback to the customer until the cool down period ends.

QUESTION: What is Delay in the feedback form?

ANSWER: Delay is the duration after which the feedback should be sent after the agent submits the disposition status. The application will not send any additional feedback to the customer until the cool down period ends.

QUESTION: What is Template in the feedback form?

ANSWER: A template is a pre-written Email or SMS template in which the Feedback and Survey form will be sent to the customer. You can configure the Template by navigating to Settings ? Customer Satisfaction ? Template.

QUESTION: What is Dynamic placeholder in the feedback form?

ANSWER: Dynamic placeholders are variables or placeholders that are dynamically replaced with actual customer or system data in automated messages or templates, allowing for personalized and dynamic content in customer communications.

QUESTION: Where can I create a user in the contact center solution?

ANSWER: The user creation is not in the contact center, which is created in My Account, and the contact center user details should be auto-populated in Settings ? Basic Configuration ? Users in contact center application.

QUESTION: For the user, what options should be configured in the contact center?

ANSWER: The user should be configured with the following options: Routing Profile, Skill, Outbound Call, Reporting to, Assign Channel.

QUESTION: How to create a Macro?

ANSWER: You can create macros by: Step 1: Go to Settings and select automation and triggers. Step 2: Click on the macros. Step 3: Click on the create macro button. Step 4: Enter details and save the macros.

QUESTION: How to edit a Macro?

ANSWER: You can edit the macros by: Step 1: Go to Settings and select automation and triggers. Step 2: Click on the macros. Step 3: Click on the macro name in the data grid to edit. Step 4: Edit details and update the macros.

QUESTION: What is dynamic placeholder?

ANSWER: The dynamic placeholder replaces specific information in the message with actual data from a customer's record: Step 1: Go to Settings and select automation and triggers. Step 2: Click on the macros. Step 3: Click on the create macro button. Step 4: Click the macros button in the description. Step 5: Add dynamic placeholder to macros description.

QUESTION: How to use Macro in workspace?

ANSWER: You can use macros in workspace by: Step 1: Go to Workspace. Step 2: During a live chat session. Step 3: Click on the macros option. Step 4: Click on the channel. Step 5: Select a macro and add it to send a message.

QUESTION: Are shortcut keys available in your contact center?

ANSWER: Yes, we provide shortcut keys for specific needs to access it easier. You can navigate to shortcut keys by: Step 1: Click the profile icon.

Step 2: Select shortcut keys. Step 3: Enable and disable the shortcut keys.

QUESTION: How to trigger a video call?

ANSWER: You can initiate a video call by: Step 1: Go to agent Workspace. Step 2: Click the ellipse button at the top of the Middle pane and select video call. Step 3: A link will be generated. Step 4: Select a channel (Email/SMS) and queue. Step 5: Click the send button.

QUESTION: How a customer joins the video call?

ANSWER: After generating a link and sharing it with a customer, the customer can click the link received from (SMS/Email) channel to join the video call.

QUESTION: What happens when an agent rejects the incoming video call?

ANSWER: When an agent rejects an incoming call, the system should route the video call to the other available agent.

QUESTION: Can I transfer the incoming video call?

ANSWER: Yes, you can transfer the incoming video call by: Step 1: The incoming call widget appears. Step 2: The agent accepts the call. Step 3: Click the ellipse button at the top. Step 4: Select transfer and transfer the video call.

QUESTION: What features are handled during a video call?

ANSWER: A video call looks the same as the normal workspace with cochat, customer details, Agent assist.

QUESTION: How can I access Agent assist during a live video call?

ANSWER: During the live video call, Step 1: From the live video call session. Step 2: Click on the agent assist at the bottom of the video screen. Step 3: Agent assist appears on the right screen.

QUESTION: Can I access CO-chat during a live video call?

ANSWER: During the live video call, Step 1: From the live video call session. Step 2: Click the CO-chat option at the bottom of the video screen. Step 3: Agent can co-chat with other agents.

QUESTION: Can I see the transcription during live video call?

ANSWER: During the live video , Step 1: From live video call session Step 2: Click the Transcription at the bottom of the video screen Step 3: Transcription appears in the right screen.

QUESTION: Can I chat with the agent during the video call?

ANSWER: During the live video , Step 1: From live video call session Step 2: Click the Chat at the bottom of the video screen Step 3: Chat screen appears in the right screen.

QUESTION: How to screen share during the video call?

ANSWER: During the live video , Step 1: From live video call session Step 2: Click the screen share option at the bottom of the video screen Step 3: Select the window to share and click the share button.

QUESTION: Can I attach a file during the video call?

ANSWER: During the live video , Step 1: From live video call session Step 2: Click the Chat at the bottom of the video screen Step 3: Chat screen appears in the right screen. Step 4: Attach a file by clicking the attachment and send files.

QUESTION: How to screen record during the video call?

ANSWER: During the live video , Step 1: From live video call session Step 2: Click the screen record option at the bottom of the video screen Step 3: You can play / pause / stop the screen recording.

QUESTION: Can I set an expiry time for the link?

ANSWER: Yes, you can transfer the incoming video call by Step 1: Incoming call widget appears Step 2: Agent accepts the call Step 3: Click the transfer button.

QUESTION: Can I Co browse in the live video call?

ANSWER: Yes, you can Co browse during the live video call by Step 1: During the live video call Step 2: Click the ellipse button at the top Step 3: Select co browse.

QUESTION: What are the extra features given for co browse during a live video call?

ANSWER: You can use the pen/eraser option to denote the customer to have a clear solution Step 1: During co browse Step 2: Click the Pen/Eraser

QUESTION: Can I schedule the reports of the contact center?

ANSWER: Yes, the Schedule report feature is available in our contact center.

QUESTION: How to do verification during the live video call?

ANSWER: You can verify the customer during the live video call by Step 1: During live video call Step 2: Click the ellipse button at the top Step 3: Select verification.

QUESTION: Explain the face verification process?

ANSWER: You can verify the customer during the live video call by Step 1: During live video call Step 2: Click the ellipse button at the top Step 3: Select verification Step 4: Verify and details uploaded.

QUESTION: Explain the Document verification process?

ANSWER: You can verify the customer during the live video call by Step 1: During live video call Step 2: Click the ellipse button at the top Step 3: Select verification Step 4: Verify and details uploaded.

QUESTION: Do you provide any prior instruction for document verification?

ANSWER: The basic instructions to the customer for document verification are: - Take a photo of the front side of your national ID card. - Don't fold the document - Show the entire document - Avoid glare - No paper-based documents - No photocopy or black & white document - No image from another image or device

QUESTION: What are the conditions given for face verification?

ANSWER: Conditions given for face verification are: - Customer should show their Face inside the circular boundary. - If Customer face is not aligned or not clear, then System should display the boundary in red color. - If Customer face is aligned properly and the image is clear, then the system should display the boundary in Green color and display a message to the customer as ?Hold Still?.

QUESTION: Can I re-scan?

ANSWER: Yes, you can re-scan by clicking the re-scan button.

QUESTION: What are the failure scenarios for document verification?

ANSWER: Failed document verification as given below: - Face ID Mismatch - Illegal Document - Modified Document - Identification Mismatch

QUESTION: What are the fields listed after document verification?

ANSWER: System should display the customer Device details and browser details in the pop-up with the fields as: - Customer Name - Phone number - Live GPS Location - Device Details - Browser details with IP address - Email Address - Face Id - Data grid includes Document, Document name, Extracted details, and status.

QUESTION: Can I download the verified document?

ANSWER: The verified document can be downloaded by Step 1: View the verified document Step 2: Click the download icon at the top Step 3: The file will be downloaded.

QUESTION: What are the criteria for face verification?

ANSWER: nan

QUESTION: Can I delete Trigger?

ANSWER: You can delete the trigger by Step 1: Go to Settings and select automation and triggers Step 2: Click on the trigger Step 3: Delete triggers created from the data grid.

QUESTION: How to create a Trigger?

ANSWER: You can create the Trigger by Step 1: Go to Settings and select automation and triggers Step 2: Click on the Triggers Step 3: Click on the create new Trigger button Step 4: Enter the details and save the trigger.

QUESTION: How to edit a Trigger?

ANSWER: You can edit the trigger by Step 1: Go to Settings and select automation and triggers Step 2: Click on the trigger Step 3: Click on the Rule name in the data grid to edit Step 4: Edit details and update the Triggers.

QUESTION: How can I schedule a report?

ANSWER: Step 1: Go to Reports and select a report Step 2: Click on schedule report Step 3: Enter the name of the schedule report Step 4: Set the recurrence and start date Step 5: Enter the email address to whom the reports have to be sent Step 6: Enter the subject of the scheduled report Step 7: Type the message you want to send to the email Step 8: Click on schedule and schedule a report Step 9: Frequency occurs once at, Time zone, password, file type can be set if needed

QUESTION: How to switch from one channel to other in reports?

ANSWER: Step 1: Go to Reports and select a report Step 2: Select a channel at the top of the report Step 3: Select the other channel to switch.

QUESTION: Can I create Custom reports?

ANSWER: Yes, Custom reports can be created in our contact center.

QUESTION: How to create a custom report?

ANSWER: Go to Reports ? Custom reports Step 1: Click on create custom report Step 2: Enter the Report name and Description Step 3: Choose the type, time zone, time format Step 4: Set the start date Step 5: Drag and drop the required General attributes Step 6: Drag and drop the required Time Step 7: Drag and drop the required Count Step 8: Drag and drop the required Metrics Step 19: Click on Run report and get the preview Step 10: Click on Generate report and create the custom report.

QUESTION: How to edit column in reports?

ANSWER: Step 1: Click on Edit column Step 2: Select the required columns Step 3: Reorder the columns by drag and drop Step 4: Edit the columns as per your wish

QUESTION: How to view an Agent screen capture?

ANSWER: Go to Recording screen Step 1: Select Agent screen capture tab Step 2: Click view icon of the screen capture Step 3: View the agent screen capture with transcription.

QUESTION: How to Play the voice recording?

ANSWER: Go to Recording screen Step 1: Select Voice recording tab Step 2: Click play icon of the voice recording Step 3: Play the voice recording with transcription.

QUESTION: How to Download the screen capture and voice recording?

ANSWER: Go to Recording screen Step 1: Select Screen capture Or Voice recording tab Step 2: Click Download icon of the recording

QUESTION: What is Agent Screen capture?

ANSWER: Screen capture is the feature that allows agents to capture and record the contents displayed on their computer screens during customer interactions, enabling better monitoring, training, and quality assurance within the contact center.

QUESTION: Where can I find the voice recordings?

ANSWER: In our contact center, Recordings consist of two tabs, Agent screen capture and Voice Recording.

QUESTION: Where can I find the Agent screen captures?

ANSWER: In our contact center, Recordings consist of two tabs, Agent screen capture and Voice Recording.

QUESTION: How can I find different channel's screen captures?

ANSWER: Go to Recordings screen Step 1: Select Agent screen capture tab. Step 2: Select any channel's screen capture from channel column. Step 3: View the screen capture.

QUESTION: Where can I find the automation settings?

ANSWER: You can navigate to Automation settings through Settings ? Automation & Triggers ? Automation.

QUESTION: How to auto assign Email request?

ANSWER: Step 1: Go to Settings ? Automation & Triggers ? Automation. Step 2: In Email activity Step 3: Enable the Auto assign email request to the available agent checkbox. Step 4: Click save.

QUESTION: How to auto assign SMS request?

ANSWER: Step 1: Go to Settings ? Automation & Triggers ? Automation. Step 2: In SMS activity Step 3: Enable the Auto assign SMS request to the Available agent checkbox. Step 4: Click save.

QUESTION: How to auto assign voicemail request?

ANSWER: Step 1: Go to Settings ? Automation & Triggers ? Automation. Step 2: In voicemail activity Step 3: Enable the Auto assign Voicemail request to the Available agent checkbox. Step 4: Click save.

QUESTION: How to auto assign Callback request?

ANSWER: Step 1: Go to Settings ? Automation & Triggers ? Automation. Step 2: In callback activity Step 3: Enable the Auto assign Callback request to the Available agent checkbox. Step 4: Click save.

QUESTION: Is there any other automation in your contact center?

ANSWER: Click on Settings ? Automation & Triggers ? Automation, in automation settings below listed automations are present: Set a Maximum limit on the number of activities assigned to an agent per Day, Automatically send feedback to the customer after the interaction, Allow Agents to use Shortcut keys, Allow agent to Screen capture.

QUESTION: List down the options present in top panel of your contact center?

ANSWER: The options present in the top panel are: Global search, Status selection, Dial in, Tracker for agent and queue, Notification bell, Help center, Profile.

QUESTION: How do I change the status of the agent?

ANSWER: Step 1: Click on the status selection icon on the top panel. Step 2: Click any statuses listed down. Step 3: Change the status.

QUESTION: Where can I find the profile settings?

ANSWER: Click on the profile icon present in the top panel and you can find the profile settings and account information with the options listed below:

Profile name, View profile link, Shortcut keys, Language, Logout.

QUESTION: How to change the language of your contact center?

ANSWER: Step 1: Click the profile icon on the top panel. Step 2: Click on language option in profile settings. Step 3: Select the language from the drop-down. Step 4: Change the language.

QUESTION: Where do I find all the notifications?

ANSWER: Click on the notification bell icon on the top panel, where you can find all notifications.

QUESTION: Where can I find the contact center numbers?

ANSWER: You can navigate to Contact center numbers through the path mentioned Setting ? Basic configuration ? Contact center number.

QUESTION: How to edit the contact center numbers?

ANSWER: The number of the contact center can't be edited, but call follow of the number can be edited. Step 1: Click any one of the numbers listed.

Step 2: Edit the required fields. Step 3: Click update.

QUESTION: Where can I maintain or manage all users?

ANSWER: In User management, users can be maintained and managed. You can navigate user management through the path mentioned Setting ? Basic configuration ? Users.

QUESTION: Can we edit details of users in user management?

ANSWER: In user management, users' listed below options can't be edited: Username, Role, Phone number, Email address, Mobile number, Status.

QUESTION: What are the options that can be edited in user management for a user?

ANSWER: In user management, users' listed below options can be edited: Routing profile, Skill, Outbound call, Reporting to, Assign channel.

QUESTION: How can I edit user's details in user management?

ANSWER: Go to Setting ? Basic configuration ? Users. Step 1: Click on the name of the user. Step 2: Edit the required editable fields. Step 3: Click update.

QUESTION: How to Download the user's list?

ANSWER: Go to Setting ? Basic configuration ? Business hours. Step 1: Click on Export. Step 2: Download the user's list in .csv format.

QUESTION: Where can I manage primary and secondary languages?

ANSWER: Primary and secondary languages can be managed in user management of basic configuration.

QUESTION: Where can I find business hours?

ANSWER: Business hours can be navigated through the path mentioned Setting ? Basic configuration ? Business hours.

QUESTION: How can I create a new business hours?

ANSWER: Go to Setting ? Basic configuration ? Business hours. Step 1: Click on create business hours. Step 2: Fill the following details. Step 3: Click save.

QUESTION: How can I edit the business hours?

ANSWER: Go to Setting ? Basic configuration ? Business hours. Step 1: Click on the name of the business hours. Step 2: Edit the required fields.
Step 3: Click update.

QUESTION: Explain holiday present in business hour?

ANSWER: Holidays in the business hours refer to specific dates or periods when the contact center is closed typically due to public or company-recognized holidays, during which customer interactions and inquiries may be impacted.

QUESTION: Where can I find the holidays list?

ANSWER: Holidays list is navigated through the path mentioned Setting ? Basic configuration ? Business hours. Step 1: Click on the holidays tab.

QUESTION: How to add a holiday?

ANSWER: Go to Setting ? Basic configuration ? Business hours. Step 1: Click on Add holiday. Step 2: Fill the following details. Step 3: Click add.

QUESTION: How to edit the holiday list?

ANSWER: Go to Setting ? Basic configuration ? Business hours. Step 1: Click on the name of the Holiday. Step 2: Edit the required fields. Step 3: Click update.

QUESTION: How to disable or enable Trigger?

ANSWER: You can change the status of the Trigger by: Step 1: Go to Settings and select automation and triggers. Step 2: Click on the Triggers. Step 3: Enable/Disable the status of the macros created from the datagrid.

QUESTION: What is the difference between chatbot and CAI?

ANSWER: Our Xaia3 rule based chatbot responds to customer queries based on the pre-defined template rules and the uploaded knowledge, whereas xaia 4 CAI is designed to understand, interpret and responds to the customer queries with human-like conversations.

QUESTION: which one is best, is it chatbot or CAI?

ANSWER: Absolutely it would be our xaia 4 CAI, as it understands the customer's intent, and respond to the queries based on their sentiment. Depending on the context, our xaia 4 can also handle multiple queries simultaneously from the customer.

QUESTION: Does CAI also work based on template?

ANSWER: No, our xaia4 CAI works by using a combination of Natural Language Processing (NLP), Large Language models (LLM) and Machine Learning (ML) by responding to customer queries with human-like conversation. Here, instead of templates, the LLM model is trained on large dataset such as text and speech to understand and process human language, thereby the model uses the knowledge to interact with humans in a natural way. The model also learns from its interactions and improves its response quality over time.

QUESTION: what do you mean by Smart Reply?

ANSWER: Smart reply is a feature in Xaia1 to assist agents by generating suggestions based on the data scraped, knowledge base and macros.

QUESTION: Can I use my existing business phone number with Worktual?

ANSWER: Yes, you can port in your existing number with Worktual from Admin Portal - Number Management.

QUESTION: Can I change my plan?

ANSWER: Yes you can upgrade your plan whenever needed

QUESTION: Will I be charged for the port-in service?

ANSWER: No, Worktual provides a seamless way to port in your numbers at free of cost

QUESTION: Can I order additional phones and business phone numbers anytime?

ANSWER: Yes, if you are a billing admin you can purchase additional devices and numbers from Admin portal - Subscription and Billing - Purchase

QUESTION: Can I buy virtual numbers alone?

ANSWER: Yes, you can purchase virtual numbers from Admin portal

QUESTION: What does Worktual mean for a Basic user?

ANSWER: Basic users can access chat features and make internal calls using extension

QUESTION: Is on-site engineer support available for the initial set up?

ANSWER: Yes ? but you shouldn't need them. Set up is super easy, but if you're facing any problems, contact our Support team on 0203 444 0000.

QUESTION: How do I change my billing information?

ANSWER: Navigate to Admin portal - Subscription and Billing to manage your card details and billing address

QUESTION: How do I cancel my service plan?

ANSWER: Navigate to Admin portal - Subscription and Billing - Subscription Management to cancel your subscription

QUESTION: Where can I view my order history?

ANSWER: You can view the billing details from Admin portal - Subscription and Billing - Billing History

QUESTION: How do I upgrade my business VoIP plans?

ANSWER: Navigate to Admin portal - Subscription and Billing - Subscription Management to upgrade your current plan

QUESTION: How do I enable Auto Top-Up?

ANSWER: You can enable auto top-up from Admin Portal - Overview - Credits and enable Auto top-up

QUESTION: How can I view my bill?

ANSWER: You can view the billing details from Admin portal - Subscription and Billing - Billing History

QUESTION: How can I enable/disable international calling?

ANSWER: You can't disable the international minutes

QUESTION: How can I change my payment method?

ANSWER: Navigate to Admin portal - Subscription and Billing - Payment method to change the payment method

QUESTION: How long will it take to activate?

ANSWER: Activation might take less than a minute. Using the onboarding email, activate your account with just one click

QUESTION: What access does the Admin have?

ANSWER: Admin can manage users, purchase add-ons, configure account settings and call handling settings

QUESTION: As an Admin, can I manage settings for members?

ANSWER: Yes, you can manage users from Admin Portal - User Management

QUESTION: I only want to use certain features. Can I purchase those separately?

ANSWER: Yes, you can purchase the required features as add-ons.

QUESTION: How do I transfer a call?

ANSWER: During a call, click on the Transfer option to do direct or attend call transfer.

QUESTION: How does automatic call recording work?

ANSWER: Admin has to enable the automatic call recording in the admin portal

QUESTION: Can I use my existing IP phones with my Worktual account?

ANSWER: Yes you can set up and configure your IP phones with Worktual. The configuration steps may differ based on your device model. For more details, contact our support team.

QUESTION: Can I make international calls?

ANSWER: You should purchase international minutes as add-on to make international calls

QUESTION: How many minutes are included in international calls with my account?

ANSWER: It depends on the add-on you purchased

QUESTION: What is phone flip?

ANSWER: Switching the active call from one device to other logged-in devices i.e., from web app to mobile app and vice versa

QUESTION: What is Call Park?

ANSWER: Places a call on hold in a common parking location and generates a unique parking code for retrieving call from a different phone or extension.

QUESTION: What is a Cloud PBX?

ANSWER: Cloud PBX is an internet-based virtual PBX system that answers all calls and routes them to the appropriate user extension or department.

QUESTION: What is DID/Virtual Phone Number?

ANSWER: DID stands for Direct Inward Dialling and is sometimes also referred to as Virtual Phone Number. This is a number allocated to you by a VoIP business or DID provider like us, which you purchase and can access from anywhere in the world.

QUESTION: What are the communication platforms I can access Worktual from?

ANSWER: You can access Worktual using web browser and mobile

QUESTION: Can I use the Worktual mobile app with my service?

ANSWER: Yes, you can

QUESTION: What happens if my internet connection is lost?

ANSWER: Since Worktual is a cloud-based solution, it largely depends on power and internet connection.

QUESTION: What is Worktual's Contact Centre as a Service (CCaaS) platform and how does it differ from traditional contact centre solutions?

ANSWER: Worktual's Contact Centre is a cloud-based centralised hub that provides the same contact centre capabilities as traditional systems but with more flexibility, scalability, and cost-effectiveness. It offers a truly omnichannel experience allowing customers to start conversations on one channel and continue the experience across calls, emails, webchats, messaging, and social media.

QUESTION: What are the key benefits of using Worktual's Contact Centre for our business?

ANSWER: The key benefits of Worktual's cloud-based customer experience platform and truly omnichannel Contact Centre include AI-powered chatbots, scalability, cost savings, remote access, and easier maintenance that offers better customer service and support. This streamlines the customer experience and ensures improved customer retention, loyalty, and satisfaction.

QUESTION: What is the difference between a call centre and Worktual's Contact Centre?

ANSWER: Call centres primarily handle voice interactions, while Worktual's Contact Centre manages customer interactions across various communication channels such as calls, email, webchat, text, and social media.

QUESTION: What services does Worktual's Contact Centre provide?

ANSWER: Worktual's Contact Centre offers seamless customer interaction, technical support, customer support, real-time tracking of customer and agent activities, conversational-AI chatbots for humanlike conversations with customers, and other advanced contact centre solutions.

QUESTION: Is Worktual's Contact Centre billed on a per-agent basis or a per-minute basis?

ANSWER: Worktual's Contact Centre pricing varies based on the number of agents and usage charges may apply for minutes used.

QUESTION: Are there any additional fees or hidden charges in Worktual's Contact Centre pricing?

ANSWER: At Worktual, we are committed to transparency in our Contact Centre pricing. We do not impose any additional fees or hidden charges, so you can confidently plan and budget for your contact centre needs.

QUESTION: What happens if we exceed the usage limits of our Worktual Contact Centre plan?

ANSWER: Worktual's Contact Centre gives you the flexibility to either upgrade your plan or opt to pay additional usage charges, tailored to your specific requirements. We ensure adaptability to meet your evolving needs.

QUESTION: Are there any long-term contracts or commitments required for Worktual's Contact Centre?

ANSWER: No, Worktual offers flexible contract options without any long-term commitments

QUESTION: Are credit cards accepted for Worktual?s Contact Centre plans?

ANSWER: Yes, you can make payments using major credit cards ensuring flexibility and ease of payment for our valued customers.

QUESTION: Is there a setup or onboarding fee for implementing Worktual's Contact Centre?

ANSWER: Setup and onboarding fees for Worktual's Contact Centre implementation can vary based on your unique needs and preferences. To gain a clear understanding of any associated fees, we invite you to get in touch with our team.

QUESTION: How is Worktual's Contact Centre pricing structured?

ANSWER: Worktual's Contact Centre pricing is structured on an agent basis, with additional costs for usage, platform fee, set up fee (if any), and optional add-on features

QUESTION: Can we customise our Worktual Contact Centre plan?

ANSWER: Certainly, you have the flexibility to customise your Worktual Contact Centre plan. For specific information on tailoring your plan to your needs, kindly contact our dedicated sales team

QUESTION: What level of customer support is included in Worktual's Contact Centre pricing?

ANSWER: Worktual's Contact Centre pricing encompasses standard customer support during business hours, complemented by 24/7 assistance for critical matters. We are committed to ensuring your needs are met around the clock.

QUESTION: Can we customise Worktual?s Contact Centre based on our specific needs?

ANSWER: Yes, Worktual offers customisable plans to meet your bespoke business requirements. For more details please contact our sales team

QUESTION: What is Worktual's Contact Centre IVR (Interactive Voice Response)?

ANSWER: Worktual's Contact Centre IVR is an automated phone system that combines prerecorded messages or text-to-speech technology with DTMF (dual tone multi-frequency) input to engage callers, and route to agents with the most suitable skills to handle their request.

QUESTION: What are the KPIs (Key Performance Indicators) in Worktual's Contact Centre?

ANSWER: Worktual's Contact Centre uses KPIs to measure contact centre performance such as Average Handle Time (AHT), First Call Resolution (FCR), and Customer Satisfaction (CSAT), etc

QUESTION: Does Worktual?s Contact Centre support agents?

ANSWER: Yes, Worktual?s Contact Centre supports agents by providing smart replies, AI assistance, guidance to resolve customer issues, increased performance, and ensures better interaction with customers.

QUESTION: Can Worktual?s Contact Centre be used anywhere?

ANSWER: Yes, Worktual?s Contact Centre allows agents to work remotely, often from home, using advanced technology to handle customer interactions

QUESTION: Can Worktual?s Contact Centre handle peak call volumes?

ANSWER: Yes, Worktual?s Contact Centre has robust strategies in place for managing peak call volumes including an advanced queue system to manage calls and route to the correct department/function, routing to chat or other channels, scaling staffing levels, using callback systems, and implementing self-service options.

QUESTION: Does Worktual?s Contact Centre monitor quality assurance?

ANSWER: Yes, Worktual?s Contact Centre has built-in quality assurance best practice and includes continuous monitoring, providing feedback to agents, well-defined performance metrics, and improving service quality.

QUESTION: Does Worktual?s Contact Centre offer chatbot and AI functionality?

ANSWER: Yes, Worktual?s Contact Centre utilises advanced chatbots and AI-powered solutions ? from answering common customer queries, automating routine tasks, and routing customers to agents, through to optimised AI-powered human-like conversations with customers.

QUESTION: Can we integrate Worktual?s Contact Centre with other applications, software, and tools that we use?

ANSWER: Absolutely, Worktual?s Contact Centre offers seamless integration capabilities with a wide range of third-party applications and software to enhance your operational efficiency. Contact us to explore the integration options that best suit your business needs.

QUESTION: Does Worktual?s Contact Centre provide real-time reporting and analytics?

ANSWER: Certainly, Worktual?s Contact Centre plans offer comprehensive real-time reporting and analytics capabilities. Empower your business with valuable insights to make data-driven decisions

QUESTION: Is there a minimum number of agents required to use Worktual's Contact Centre?

ANSWER: At Worktual, we eliminate the need for a minimum agent requirement. You have the flexibility to start with as few agents as your operations demand, ensuring a tailored solution to meet your unique business needs.

QUESTION: Is there a mobile app or browser-based interface for agents and supervisors?

ANSWER: Absolutely, Worktual's Contact Centre provides seamless access through mobile apps for iOS and Android, as well as browser-based interfaces. Empower your agents and supervisors to work efficiently, anytime, and anywhere

QUESTION: Can we use our existing phone numbers with Worktual's Contact Centre?

ANSWER: Absolutely, Worktual's Contact Centre offers the flexibility to retain your existing phone numbers or seamlessly port them to our service. We make the transition as smooth as possible for your convenience.

QUESTION: Can we get a dedicated account manager to assist with Worktual's Contact Centre implementation?

ANSWER: Certainly, at Worktual, we provide the opportunity to request a dedicated account manager to facilitate your Worktual Contact Centre implementation. Feel free to reach out to our customer support team to explore this valuable support option.

QUESTION: How often are updates and new features rolled out for Worktual's Contact Centre?

ANSWER: At Worktual, we are committed to providing continuous improvements to enhance your customer experience. Our Contact Centre is regularly updated with new features and enhancements to meet your evolving needs.

QUESTION: Can you provide case studies or customer references to showcase the success of Worktual's Contact Centre platform?

ANSWER: Certainly, we can provide case studies and customer references upon request, offering insights into the proven success of Worktual's Contact Centre platform. Contact us to learn more about our satisfied clients and their experiences

QUESTION: Does Worktual?s Contact Centre offer omnichannel support?

ANSWER: Yes, Worktual?s Contact Centre offers an omnichannel experience across webchat, calls, email, text, and social media to provide seamless interaction with the customers by ensuring continuity between the contact centre and customers.

QUESTION: Does Worktual's Contact Centre offer omnichannel support, including voice, chat, email, and social media?

ANSWER: Indeed, Worktual's Contact Centre is equipped with versatile omnichannel support, encompassing calls, web chat, email, SMS, video, and social media. Ensure seamless communication across diverse channels for your customers' convenience.

QUESTION: What security measures are in place to protect data and customer information?

ANSWER: At Worktual?s, we prioritise data security. Our robust security measures, such as encryption and stringent access controls, are in line with industry standards, ensuring the protection of our valuable customer information

QUESTION: What is the uptime guarantee for Worktual's Contact Centre?

ANSWER: Worktual's Contact Centre assures a robust uptime guarantee. For precise information, we encourage you to consult our service level agreement (SLA) for detailed terms and commitments.

QUESTION: Are there backup and disaster recovery in place for our Worktual Contact Centre data?

ANSWER: Certainly, Worktual's Contact Centre is fortified with comprehensive disaster recovery plans, ensuring data security and uninterrupted business operations. Your data's safety is our priority.

QUESTION: Does Worktual?s Contact Centre offer compliance certifications such as PCI DSS (Payment Card Industry Data Security Standard)?

ANSWER: Yes, Worktual?s Contact Centre maintains industry-standard compliance certifications, including PCI DSS, when relevant, to ensure the highest level of security and data protection for your business

QUESTION: i want know about the worktual ?

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: tell me about worktual

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: explain about worktual

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: can i know about worktual

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: worktual means?

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: what is your name ?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: What is your given name?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: Could you share your name, please?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: May I inquire about your name?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: Tell me, what do they call you?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: I'd like to know your name, if you don't mind.

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: What's the label you go by?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: Your name, if you'd be so kind?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: Would you be willing to reveal your name?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: I'm curious, what's your name?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: Can you provide me with your name?

ANSWER: My name is Xaia, Worktual?s assistant. How can I assist you?

QUESTION: Do you offer conversational CAI?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 4+ product plans. Would you like to buy xaia 4 or xaia 3+ to experience human-like conversations with the bot?

QUESTION: Can you provide conversational CAI?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Are conversational CAI services available?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Is conversational CAI a service you provide?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Do you have conversational CAI options?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Can I access conversational CAI through you?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Is conversational CAI offered here?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Are conversational CAI solutions part of your offerings?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Do you support conversational CAI?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Is conversational CAI a feature you offer?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: Can I utilize conversational CAI with your assistance?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: What you can do for me?

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: What assistance can you provide me with?

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: How can you be of help to me?

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: In what ways can you assist me?

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: What kind of support can you offer me in worktual?

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: What services are available to me through you?

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: what can you do for me

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: do for me

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: what else you can do for me

ANSWER: As Worktual's AI assistant, I can assist you in purchasing our products and add-ons and also to set-up your Worktual account. I can also answer your queries related to Worktual and its product features.

QUESTION: Do you offer conversational AI?

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: where we have conversational AI

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: where the conversational AI

ANSWER: Yeah, Worktual offers Conversational CAI in xaia 4 and Xaia 3+ product plans. Would you like to buy xaia 4 or xaia 4+ to experience human-like conversations with the bot?

QUESTION: What is live chat?

ANSWER: Live chat is a customer support feature on websites that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: How does the Worktual Xaia3 chatbot improve customer support?

ANSWER: The Worktual Xaia3 chatbot serves as a 24/7 assistant that can step in to assist customers when human agents are unavailable. It learns information through data scraping and a knowledge base, making it a reliable support option.

QUESTION: Can Xaia3 help handle customer queries without hiring more agents?

ANSWER: Yes, Xaia 3 can automate tasks like appointment booking, order taking, payments, and more, making it a dependable solution to efficiently manage peak demand without the need to hire additional agents.

QUESTION: What is semantic search enabled by AI, and how is it used by Xaia3?

ANSWER: Xaia3 offers AI-powered semantic search, meaning it can understand the intent and context of customer inquiries without requiring predefined questions and answers. It provides intuitive and accurate responses to customer questions.

QUESTION: How can I get started with Worktual's Xaia3 chatbot solution?

ANSWER: You can sign up for the service or book a demo with Worktual to explore how Xaia3 can benefit your business. Worktual's dedicated team will assist you in setting up and configuring Xaia2 to meet your unique business requirements, ensuring a seamless transition to lead-generation automation.

QUESTION: What kind of support can I expect from Worktual when implementing Xaia3?

ANSWER: Worktual's dedicated team will guide you through the setup and configuration of Xaia3, ensuring a smooth and stress-free transition to lead-generation automation. They are available to assist you every step of the way.

QUESTION: What languages does Xaia3 support?

ANSWER: Xaia3 is designed to support multiple languages to ensure a global reach and seamless communication with our customers.

QUESTION: How secure is my personal information when using Xaia3?

ANSWER: We take data security seriously. Xaia3 is designed to protect your personal information, and we adhere to stringent security measures to safeguard your data.

QUESTION: What kind of tasks can Xaia 3 automate for my business?

ANSWER: Xaia3 can automate various tasks such as appointment booking, order processing, payments, and frequently asked questions, streamlining processes and saving you time.

QUESTION: Can Xaia3 handle complex technical questions about my products?

ANSWER: Absolutely! Xaia3 is equipped to handle a wide range of inquiries, including technical questions. If the query is beyond its capabilities, it will seamlessly transfer you to a human agent for expert assistance.

QUESTION: How can I contact a live human agent if I need further assistance?

ANSWER: If you require assistance from a live human agent, simply let our chatbot know, and it will connect with one right away.

QUESTION: Is Xaia3 always learning and improving its responses?

ANSWER: Yes, Xaia3 continuously learns and improves its responses through data scraping and knowledge base updates to provide you with the most accurate and helpful information.

QUESTION: What is the response time for Xaia3 during peak periods?

ANSWER: Xaia3 is designed to handle high volumes of queries efficiently, ensuring a prompt response to your inquiries, even during peak periods.

QUESTION: Can Xaia3 assist with technical troubleshooting and problem-solving?

ANSWER: Xaia3 can certainly assist with common technical issues and troubleshooting steps. If your problem is more complex, it will connect you with a human agent who can provide specialized support.

QUESTION: What industries can benefit from using Xaia3?

ANSWER: Xaia3 can be valuable in a wide range of industries, including e-commerce, healthcare, finance, and more. Its versatility makes it suitable for various business types

QUESTION: How do I get started with Xaia3 for my business?

ANSWER: To get started with Xaia3, you can sign up or schedule a demo with us. Our team will assist you in the setup and configuration, ensuring a smooth transition to enhanced customer support and automation.

QUESTION: Can Xaia3 provide product recommendations based on my preferences?

ANSWER: Yes, Xaia3 can offer personalized product recommendations by analyzing your preferences and previous interactions with our platform.

QUESTION: How does Xaia3 handle sensitive or confidential information?

ANSWER: Xaia3 is designed to handle sensitive information securely. It uses encryption and complies with data protection regulations to ensure your data remains confidential.

QUESTION: Can Xaia3 assist with billing and account-related questions?

ANSWER: Absolutely! Xaia3 can help you with billing inquiries, account management, and even assist with making payments or updating your account details.

QUESTION: What makes Xaia 3 different from other chatbots?

ANSWER: Xaia 3 stands out due to its AI-powered semantic search, 24/7 availability, and ability to learn and adapt to your specific business needs, providing more intuitive and comprehensive support.

QUESTION: Can Xaia 3 provide updates on promotions and special offers?

ANSWER: Yes, Xaia 3 can inform you about our latest promotions, discounts, and special offers, ensuring you stay up-to-date with our offerings.

QUESTION: How can Xaia 3 help me troubleshoot common issues with your website or app?

ANSWER: Xaia 3 can guide you through common troubleshooting steps for website or app-related issues. If the problem persists, it will connect you with a human agent for further assistance.

QUESTION: tell me about the worktual?

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: i want to now about the worktual

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: explain me about the worktual

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: details about the worktual what?

ANSWER: Worktual is a software company that offers tailored AI-powered and cloud-based communications platforms for businesses.

QUESTION: What do you mean by Live chat

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: Can you explain the concept of live chat?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

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QUESTION: How would you define live chat?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: Could you clarify what live chat refers to?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: What is the meaning of live chat?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: What does the term "live chat" entail?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: Can you provide a description of live chat?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: What precisely is live chat?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: How do you define live chat services?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: What's the explanation behind the term live chat?

ANSWER: Live chat is a customer support feature on websites mentioned as Xaia 1 in our plans that allows customers to have real-time conversations with agents to get their questions answered or issues resolved. It is not a chatbot; it involves human agents actively engaging with website visitors.

QUESTION: What is the definition of rule based bot?

ANSWER: The rules-based bot uses predefined templates and a knowledge base to answer customer queries, which are provided by our worktual plans as default in XAIA 2 and XAIA 2+ and can be purchased as an add-on in XAIA 1 and XAIA 1+.

QUESTION: What is automated email bot?

ANSWER: Using generative AI, the automated email bot is able to understand the intent and context of a customer email to generate a human-like response without agent intervention, which is provided as an add-on in our chatbox plans and default in Xaia 4+ plan.

QUESTION: What is semi automated email bot ?

ANSWER: Emails are assigned to agents automatically by the semi-automated email bot. Agents can use the 'Smart reply' or 'Agent Assist' function to respond to customer queries more efficiently, which is included as an add-on in chatbox plans and default in Xaia 2+ contact centre plans.

QUESTION: Can you explain the meaning of a rule-based bot?

ANSWER: The rules-based bot uses predefined templates and a knowledge base to answer customer queries, which are provided by our worktual plans as default in XAIA 3 and XAIA 2+ and can be purchased as an add-on in XAIA 1 and XAIA 1+.

QUESTION: Define the term "rule-based bot" for me, please.

ANSWER: The rules-based bot uses predefined templates and a knowledge base to answer customer queries, which are provided by our worktual plans as default in XAIA 3 and XAIA 2+ and can be purchased as an add-on in XAIA 1 and XAIA 1+.

QUESTION: I'd like to know the definition of a rule-based bot.

ANSWER: The rules-based bot uses predefined templates and a knowledge base to answer customer queries, which are provided by our worktual plans as default in XAIA 3 and XAIA 2+ and can be purchased as an add-on in XAIA 1 and XAIA 1+.

QUESTION: What does "rule-based bot" mean, exactly?

ANSWER: The rules-based bot uses predefined templates and a knowledge base to answer customer queries, which are provided by our worktual plans as default in XAIA 3 and XAIA 2+ and can be purchased as an add-on in XAIA 1 and XAIA 1+.

QUESTION: Could you elucidate the concept of a rule-based bot?

ANSWER: The rules-based bot uses predefined templates and a knowledge base to answer customer queries, which are provided by our worktual plans as default in XAIA 3 and XAIA 2+ and can be purchased as an add-on in XAIA 1 and XAIA 1+.

QUESTION: Can you explain what an automated email bot is?

ANSWER: Using generative AI, the automated email bot is able to understand the intent and context of a customer email to generate a human-like response without agent intervention, which is provided as an add-on in our chatbox plans and default in Xaia 4+ plan.

QUESTION: I'm curious about the definition of an automated email bot.

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QUESTION: What exactly does the term "automated email bot" mean?

ANSWER: Using generative AI, the automated email bot is able to understand the intent and context of a customer email to generate a human-like response without agent intervention, which is provided as an add-on in our chatbox plans and default in Xaia 4+ plan.

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QUESTION: Can you explain what a semi-automated email bot is?

ANSWER: Emails are assigned to agents automatically by the semi-automated email bot. Agents can use the 'Smart reply' or 'Agent Assist' function to respond to customer queries more efficiently, which is included as an add-on in chatbox plans and default in Xaia 2+ contact centre plans.

QUESTION: I'm curious about the definition of a semi-automated email bot. Can you clarify?

ANSWER: Emails are assigned to agents automatically by the semi-automated email bot. Agents can use the 'Smart reply' or 'Agent Assist' function to respond to customer queries more efficiently, which is included as an add-on in chatbox plans and default in Xaia 2+ contact centre plans.

QUESTION: Could you provide some insight into what a semi-automated email bot entails?

ANSWER: Emails are assigned to agents automatically by the semi-automated email bot. Agents can use the 'Smart reply' or 'Agent Assist' function to respond to customer queries more efficiently, which is included as an add-on in chatbox plans and default in Xaia 2+ contact centre plans.

QUESTION: Please describe the concept of a semi-automated email bot for me.

ANSWER: Emails are assigned to agents automatically by the semi-automated email bot. Agents can use the 'Smart reply' or 'Agent Assist' function to respond to customer queries more efficiently, which is included as an add-on in chatbox plans and default in Xaia 2+ contact centre plans.

QUESTION: I'd like to know more about semi-automated email bots. What do they do?

ANSWER: Emails are assigned to agents automatically by the semi-automated email bot. Agents can use the 'Smart reply' or 'Agent Assist' function to respond to customer queries more efficiently, which is included as an add-on in chatbox plans and default in Xaia 2+ contact centre plans.

QUESTION: what is the voice bot assistance

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: tell me the name of the voice bot assistance

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: what your name voice bot assistance ?

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: What is your given name of voice bot assistance?

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: Could you share your name of the voice bot assistance, please?

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: May I inquire about your name the voice bot assistance?

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: Tell me, voice bot assistance what do they call you ?

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: I'd like to know your name, voice bot assistance

ANSWER: My name is lola, Worktual?s voice bot assistant. How can I assist you?

QUESTION: Define chatbot

ANSWER: Chatbots offer various benefits, including automating tasks, providing 24/7 support, boosting user engagement, and collecting data.

Worktual offers three bot types to suit your needs: Live Chat: Real-time customer support on websites for immediate issue resolution. Rule-Based Bot: A 24/7 assistant that provides assistance using predefined templates and a knowledge base Conversational Bot: Provides human-like responses for a natural interaction.

QUESTION: what is chatbot?

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QUESTION: tell me about the chatbot?

ANSWER: Chatbots offer various benefits, including automating tasks, providing 24/7 support, boosting user engagement, and collecting data.

Worktual offers three bot types to suit your needs: Live Chat: Real-time customer support on websites for immediate issue resolution. Rule-Based Bot: A 24/7 assistant that provides assistance using predefined templates and a knowledge base Conversational Bot: Provides human-like responses for a natural interaction.

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QUESTION: Explain chatbot functionality

ANSWER: Chatbots offer various benefits, including automating tasks, providing 24/7 support, boosting user engagement, and collecting data.

Worktual offers three bot types to suit your needs: Live Chat: Real-time customer support on websites for immediate issue resolution. Rule-Based Bot: A 24/7 assistant that provides assistance using predefined templates and a knowledge base Conversational Bot: Provides human-like responses for a natural interaction.

QUESTION: Elaborate on the concept of chatbots

ANSWER: Chatbots offer various benefits, including automating tasks, providing 24/7 support, boosting user engagement, and collecting data.

Worktual offers three bot types to suit your needs: Live Chat: Real-time customer support on websites for immediate issue resolution. Rule-Based Bot: A 24/7 assistant that provides assistance using predefined templates and a knowledge base Conversational Bot: Provides human-like responses for a natural interaction.

QUESTION: Provide a definition for chatbot

ANSWER: Chatbots offer various benefits, including automating tasks, providing 24/7 support, boosting user engagement, and collecting data.

Worktual offers three bot types to suit your needs: Live Chat: Real-time customer support on websites for immediate issue resolution. Rule-Based Bot: A 24/7 assistant that provides assistance using predefined templates and a knowledge base Conversational Bot: Provides human-like responses for a natural interaction.

QUESTION: Describe what a chatbot is

ANSWER: Chatbots offer various benefits, including automating tasks, providing 24/7 support, boosting user engagement, and collecting data.

Worktual offers three bot types to suit your needs: Live Chat: Real-time customer support on websites for immediate issue resolution. Rule-Based Bot: A 24/7 assistant that provides assistance using predefined templates and a knowledge base Conversational Bot: Provides human-like responses for a natural interaction.

QUESTION: How can I customize Widgets?

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Tell me about customizing Widgets.

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Explain Widget customization to me.

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What does Widget customization involve?

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Share insights on customizing Widgets.

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Share insights on the Live chat trigger.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3, and Xaia 4.

QUESTION: Elaborate on the functionality of the Live chat trigger.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3, and Xaia 4.

QUESTION: Explain how the Live chat trigger works.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3, and Xaia 4.

QUESTION: Provide information about triggering Live chat.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3, and Xaia 4.

QUESTION: Give me details about the trigger for Live chat.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Explain the Automated Triggers to me.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Can you provide information on Automated Triggers?

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Give me the lowdown on Automated Triggers.

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What's the deal with Automated Triggers?

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on and it is available in our Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Send and receive files

ANSWER: Transfer files between you and your visitors. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What can you share about the process of sending and receiving files?

ANSWER: Transfer files between you and your visitors. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide information on how files are exchanged in the context of sending and receiving?

ANSWER: Transfer files between you and your visitors. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What details can you offer regarding the functionality of sending and receiving files?

ANSWER: Transfer files between you and your visitors. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Can you elaborate on the procedures involved in sending and receiving files?

ANSWER: Transfer files between you and your visitors. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: How does the system facilitate the transfer of files, both sending and receiving?

ANSWER: Transfer files between you and your visitors. Available options include Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Rich message types

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel) and available in our Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What can you share about the various Rich message types?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel) and available in our Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you elaborate on the different types of Rich messages?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel) and available in our Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What information can you provide regarding Rich message types?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel) and available in our Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: How would you describe the diversity of Rich message types?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel) and available in our Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you give me details on what makes up the Rich message types?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel) and available in our Xaia 1, Xaia 3, Xaia 3(free version), Xaia 2 and Xaia 3.

QUESTION: Pre-chat form

ANSWER: Pre-chat form is know as a Ask visitors to answers a series of questions before starting a conversation with an agent and it is and available in our Xaia 1, Xaia 3, Xaia3(free version) and Xaia 2

QUESTION: Can you provide information about the Pre-chat form?

ANSWER: Pre-chat form is know as a Ask visitors to answers a series of questions before starting a conversation with an agent and it is and available in our Xaia 1, Xaia 3, Xaia3(free version) and Xaia 2

QUESTION: What details can you share about the Pre-chat form?

ANSWER: Pre-chat form is know as a Ask visitors to answers a series of questions before starting a conversation with an agent and it is and available in our Xaia 1, Xaia 3, Xaia3(free version) and Xaia 2

QUESTION: How does the Pre-chat form function and what is its purpose?

ANSWER: Pre-chat form is know as a Ask visitors to answers a series of questions before starting a conversation with an agent and it is and available in our Xaia 1, Xaia 3, Xaia3(free version) and Xaia 2

QUESTION: Could you enlighten me on the features and importance of the Pre-chat form?

ANSWER: Pre-chat form is known as a Ask visitors to answers a series of questions before starting a conversation with an agent and it is available in our Xaia 1, Xaia 3, Xaia3(free version) and Xaia 2

QUESTION: What's the scoop on the Pre-chat form?

ANSWER: Pre-chat form is know as a Ask visitors to answers a series of questions before starting a conversation with an agent and it is and available in our Xaia 1, Xaia 3, Xaia3(free version) and Xaia 2

QUESTION: Unlimited concurrent chats

ANSWER: Here the Agents can have unlimited simultaneous chats at a time and available in our Xaia 1, Xaia 3, Xaia 3(free version), Xaia 2 and Xaia 4.

QUESTION: what is Unlimited concurrent chats

ANSWER: Here the Agents can have unlimited simultaneous chats at a time and available in our Xaia 1, Xaia 3, Xaia 3(free version), Xaia 2 and Xaia 4.

QUESTION: tell me about the Unlimited concurrent chats

ANSWER: Here the Agents can have unlimited simultaneous chats at a time and available in our Xaia 1, Xaia 3, Xaia 3(free version), Xaia 2 and Xaia 4.

QUESTION: i want to know about the Unlimited concurrent chats

ANSWER: Here the Agents can have unlimited simultaneous chats at a time and available in our Xaia 1, Xaia 3, Xaia 3(free version), Xaia 2 and Xaia 4.

QUESTION: Conversation rating

ANSWER: when the Conversation rating is a Visitors can rate their experience.it is available in our Xaia 1, Xaia 3, Xaia 3 (free version), Xaia 2 and Xaia 4.

QUESTION: What can you share about the Conversation rating?

ANSWER: when the Conversation rating is a Visitors can rate their experience.it is available in our Xaia 1, Xaia 3, Xaia 3 (free version), Xaia 2 and Xaia 4.

QUESTION: Could you provide information on the Conversation rating?

ANSWER: when the Conversation rating is a Visitors can rate their experience.it is available in our Xaia 1, Xaia 3, Xaia 3 (free version), Xaia 2 and Xaia 4.

QUESTION: What details do you have regarding the Conversation rating?

ANSWER: when the Conversation rating is a Visitors can rate their experience.it is available in our Xaia 1, Xaia 3, Xaia 3 (free version), Xaia 2 and Xaia 4.

QUESTION: Can you tell me more about how the Conversation rating works?

ANSWER: when the Conversation rating is a Visitors can rate their experience.it is available in our Xaia 1, Xaia 3, Xaia 3 (free version), Xaia 2 and Xaia 4.

QUESTION: What insights can you give me about the Conversation rating?

ANSWER: when the Conversation rating is a Visitors can rate their experience.it is available in our Xaia 1, Xaia 3, Xaia 3 (free version), Xaia 2 and Xaia 4.

QUESTION: Transfer between agents

ANSWER: Transfer between agents know as The agent serving a session can transfer it to another agent.available in our Xaia 1, Xaia 2,Xaia 3, Xaia 3(free version)and Xaia 4.

QUESTION: What can you share about the process of transferring between agents?

ANSWER: Transfer between agents know as The agent serving a session can transfer it to another agent.available in our Xaia 1, Xaia 2,Xaia 3, Xaia 3(free version)and Xaia 4.

QUESTION: Could you provide information on how agents transfer between each other?

ANSWER: Transfer between agents know as The agent serving a session can transfer it to another agent.available in our Xaia 1, Xaia 2,Xaia 3, Xaia 3(free version)and Xaia 4.

QUESTION: What details can you provide regarding the transfer process among agents?

ANSWER: Transfer between agents know as The agent serving a session can transfer it to another agent.available in our Xaia 1, Xaia 2,Xaia 3, Xaia 3(free version)and Xaia 4.

QUESTION: How does the transfer between agents work in practice?

ANSWER: Transfer between agents know as The agent serving a session can transfer it to another agent.available in our Xaia 1, Xaia 2,Xaia 3, Xaia 3(free version)and Xaia 4.

QUESTION: Pre defined responses

ANSWER: Pre defined responses know as Agents can quickly respond to common requests with a standard reply.available in our Xaia 1, Xaia 2 , Xaia 3, Xaia 3(free version) and Xaia 4.

QUESTION: Can you provide information on predefined responses?

ANSWER: Pre defined responses know as Agents can quickly respond to common requests with a standard reply.available in our Xaia 1, Xaia 2 , Xaia 3, Xaia 3(free version) and Xaia 4.

QUESTION: What can you tell me about the predefined responses?

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QUESTION: Could you share details about the predefined responses?

ANSWER: Pre defined responses know as Agents can quickly respond to common requests with a standard reply.available in our Xaia 1, Xaia 2 , Xaia 3, Xaia 3(free version) and Xaia 4.

QUESTION: Tell me more about how predefined responses work.

ANSWER: Pre defined responses know as Agents can quickly respond to common requests with a standard reply.available in our Xaia 1, Xaia 2 , Xaia 3, Xaia 3(free version) and Xaia 4.

QUESTION: Skill-based routing

ANSWER: Skill-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution..it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: what is Skill-based routing

ANSWER: Skill-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution..it is available in our Xaia 2,Xaia 2, Xaia 2 (free version) and Xaia 4.

QUESTION: tell me about the Skill-based routing

ANSWER: Skill-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution..it is available in our Xaia 2,Xaia 2, Xaia 2 (free version) and Xaia 4.

QUESTION: i want to know about the Skill-based routing

ANSWER: Skill-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution..it is available in our Xaia 2,Xaia 2, Xaia 2 (free version) and Xaia 4.

QUESTION: Long wait time based routing

ANSWER: Route chats to agents based on the longest wait time of the customers.it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: What can you share about Long Wait Time Based Routing?

ANSWER: Route chats to agents based on the longest wait time of the customers.it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: Could you provide information on how Long Wait Time Based Routing works?

ANSWER: Route chats to agents based on the longest wait time of the customers.it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: What is the concept behind Long Wait Time Based Routing?

ANSWER: Route chats to agents based on the longest wait time of the customers.it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: Can you elaborate on the features of Long Wait Time Based Routing?

ANSWER: Route chats to agents based on the longest wait time of the customers.it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: How does Long Wait Time Based Routing contribute to improving customer service?

ANSWER: Route chats to agents based on the longest wait time of the customers.it is available in our Xaia 2,Xaia 3, Xaia 3 (free version) and Xaia 4.

QUESTION: Queue management and tracking

ANSWER: Manage the incoming chats in a queue and direct them to agents based on their skills and availability. it is available in our Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What can you share about the features of Queue management and tracking?

ANSWER: Manage the incoming chats in a queue and direct them to agents based on their skills and availability. It is available in our Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: How does Queue management and tracking contribute to organizational efficiency?

ANSWER: Manage the incoming chats in a queue and direct them to agents based on their skills and availability. it is available in our Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide insights into the importance of Queue management and tracking in a business setting?

ANSWER: Manage the incoming chats in a queue and direct them to agents based on their skills and availability. it is available in our Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What are the key components or tools associated with Queue management and tracking systems?

ANSWER: Manage the incoming chats in a queue and direct them to agents based on their skills and availability. it is available in our Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: In what ways can Queue management and tracking systems enhance customer experience?

ANSWER: Manage the incoming chats in a queue and direct them to agents based on their skills and availability. it is available in our Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Block/unblock visitors

ANSWER: Block and unblock visitors from the website and it is include in the plan like Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: what is Block/unblock visitors

ANSWER: Block and unblock visitors from the website and it is include in the plan like Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: tell me about the Block/unblock visitors

ANSWER: Block and unblock visitors from the website and it is include in the plan like Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: i want to know about the Block/unblock visitors

ANSWER: Block and unblock visitors from the website and it is include in the plan like Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Device and location tracking

ANSWER: Device and location tracking by The IP and device details of the visitor can be captured. This we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you provide information on Device and location tracking?

ANSWER: Device and location tracking by The IP and device details of the visitor can be captured. This we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What details can you share about Device and location tracking?

ANSWER: Device and location tracking by The IP and device details of the visitor can be captured. This we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you enlighten me on the topic of Device and location tracking?

ANSWER: Device and location tracking by The IP and device details of the visitor can be captured. This we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Tell me more about Device and location tracking?what do I need to know?

ANSWER: Device and location tracking by The IP and device details of the visitor can be captured. This we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you give me insights into the world of Device and location tracking?

ANSWER: Device and location tracking by The IP and device details of the visitor can be captured. This we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Website visitors tracking

ANSWER: The IP address can be used to estimate each visitor's location. This we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Can you provide insights into how website visitor tracking works?

ANSWER: The IP address can be used to estimate each visitor's location. This we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What information can you share about the tracking of website visitors?

ANSWER: The IP address can be used to estimate each visitor's location. This we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Could you elaborate on the methods used for website visitor tracking?

ANSWER: The IP address can be used to estimate each visitor's location. This we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What details can you give me about the tracking of visitors on a website?

ANSWER: The IP address can be used to estimate each visitor's location. This we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: How does the process of monitoring website visitors unfold?

ANSWER: The IP address can be used to estimate each visitor's location. This we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Branding

ANSWER: Customise the chat widget with your company name, logo, and brand colours is know as a Branding.Branding we have addon it for the all the plans in chatbox

QUESTION: what is Branding

ANSWER: Customise the chat widget with your company name, logo, and brand colours is know as a Branding.Branding we have addon it for the all the plans in chatbox

QUESTION: Tell me about Branding

ANSWER: Customise the chat widget with your company name, logo, and brand colours is know as a Branding.Branding we have addon it for the all the plans in chatbox

QUESTION: i want to know about the Branding

ANSWER: Customise the chat widget with your company name, logo, and brand colours is know as a Branding.Branding we have addon it for the all the plans in chatbox

QUESTION: explain me about the Branding

ANSWER: Customise the chat widget with your company name, logo, and brand colours is know as a Branding.Branding we have addon it for the all the plans in chatbox

QUESTION: how does Branding works

ANSWER: Customise the chat widget with your company name, logo, and brand colours is know as a Branding.Branding we have addon it for the all the plans in chatbox

QUESTION: Ticketing system

ANSWER: Ticketing system manages and tracks customer inquiries, issues, and requests by converting them into organised and actionable tickets. It ensures effective communication, timely resolutions, and improved customer support. here the plans we have ticketing systems are we have in Xaia 1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Can you provide some insights into the Ticketing system?

ANSWER: Ticketing system manages and tracks customer inquiries, issues, and requests by converting them into organised and actionable tickets. It ensures effective communication, timely resolutions, and improved customer support. here the plans we have ticketing systems are we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What information do you have about the Ticketing system?

ANSWER: Ticketing system manages and tracks customer inquiries, issues, and requests by converting them into organised and actionable tickets. It ensures effective communication, timely resolutions, and improved customer support. here the plans we have ticketing systems are we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you share details about how the Ticketing system works?

ANSWER: Ticketing system manages and tracks customer inquiries, issues, and requests by converting them into organised and actionable tickets. It ensures effective communication, timely resolutions, and improved customer support. here the plans we have ticketing systems are we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What can you tell me about the features of the Ticketing system?

ANSWER: Ticketing system manages and tracks customer inquiries, issues, and requests by converting them into organised and actionable tickets. It ensures effective communication, timely resolutions, and improved customer support. here the plans we have ticketing systems are we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Do you have any information on best practices for using the Ticketing system?

ANSWER: Ticketing system manages and tracks customer inquiries, issues, and requests by converting them into organised and actionable tickets. It ensures effective communication, timely resolutions, and improved customer support. here the plans we have ticketing systems are we have in Xaia 1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Contacts repository

ANSWER: A centralised repository that stores and manages contact information of customers without the need of a third-party solution to maintain your contacts. it is available in our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What information can you provide about the Contacts repository?

ANSWER: A centralised repository that stores and manages contact information of customers without the need of a third-party solution to maintain your contacts. It is available in our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Could you share details about the Contacts repository?

ANSWER: A centralised repository that stores and manages contact information of customers without the need of a third-party solution to maintain your contacts. It is available in our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What can you tell me about the Contacts repository and its contents?

ANSWER: A centralised repository that stores and manages contact information of customers without the need of a third-party solution to maintain your contacts. it is available in our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide insights into the Contacts repository?

ANSWER: A centralised repository that stores and manages contact information of customers without the need of a third-party solution to maintain your contacts. It is available in our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Tell me more about the Contacts repository, please.

ANSWER: A centralised repository that stores and manages contact information of customers without the need of a third-party solution to maintain your contacts. it is available in our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Unified agent workspace

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. The features we are the plans like our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: ChatGPT

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you explain the concept of Unified Agent Workspace?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. The features we are the plans like our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: What does the term Unified Agent Workspace refer to?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. The features we are the plans like our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide some insights into what Unified Agent Workspace entails?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. The features we are the plans like our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: How would you define Unified Agent Workspace in the context it's used?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you elaborate on the meaning and functionality of Unified Agent Workspace?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. The features we are the plans like our xaia1, Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Interaction history

ANSWER: Interaction history is a full omnichannel overview of all the interactions with your customers in one place and it is included in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you explain the concept of Interaction history?

ANSWER: Interaction history is a full omnichannel overview of all the interactions with your customers in one place and it includes in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What does Interaction history refer to in a given context?

ANSWER: Interaction history is a full omnichannel overview of all the interactions with your customers in one place and it includes in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide insights into the meaning of Interaction history?

ANSWER: Interaction history is a full omnichannel overview of all the interactions with your customers in one place and it is included in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: How would you define Interaction history and its significance?

ANSWER: Interaction history is a full omnichannel overview of all the interactions with your customers in one place and it includes in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you break down the concept of Interaction history for me?

ANSWER: Interaction history is a full omnichannel overview of all the interactions with your customers in one place and it is included in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Agent Screen Capture

ANSWER: Agent Screen Capture will do the Record or monitor activity on an agent's screen during an interaction and it is included in the plans for our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you explain the concept of Agent Screen Capture?

ANSWER: Agent Screen Capture will do the Record or monitor activity on an agent's screen during an interaction and it is included in the plans are our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What does the term Agent Screen Capture refer to?

ANSWER: Agent Screen Capture will do the Record or monitor activity on an agent's screen during an interaction and it is included in the plans for our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide some insights into Agent Screen Capture?

ANSWER: Agent Screen Capture will do the Record or monitor activity on an agent's screen during an interaction and it is included in the plans for our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: How would you define Agent Screen Capture?

ANSWER: Agent Screen Capture will do the Record or monitor activity on an agent's screen during an interaction and it is included in the plans of our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you elaborate on the functionality of Agent Screen Capture?

ANSWER: Agent Screen Capture will do the Record or monitor activity on an agent's screen during an interaction and it is included in the plans of our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Pre-built analytics dashboard

ANSWER: Get data on what's going well and what needs improvement with prebuilt reporting dashboards and customer satisfaction ratings. pre-build analytics dashboard we have included in the plan like Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: what is Pre-built analytics dashboard

ANSWER: Get data on what's going well and what needs improvement with prebuilt reporting dashboards and customer satisfaction ratings. pre-build analytics dashboard we have included in the plan like Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: i want to know about the Pre-built analytics dashboard

ANSWER: Get data on what's going well and what needs improvement with prebuilt reporting dashboards and customer satisfaction ratings. pre-build analytics dashboard we have included in the plan like Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: about the Pre-built analytics dashboard

ANSWER: Get data on what's going well and what needs improvement with prebuilt reporting dashboards and customer satisfaction ratings. pre-build analytics dashboard we have included in the plan like Xaia 2, Xaia 3 (free version), Xaia 3 and Xaia 4.

QUESTION: Sentiment Tracking

ANSWER: Sentiment Tracking is know as a Track users sentiments based on their interactions.the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Can you explain the concept of Sentiment Tracking?

ANSWER: Sentiment Tracking is know as a Track users sentiments based on their interactions.the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What does Sentiment Tracking involve?

ANSWER: Sentiment Tracking is know as a Track users sentiments based on their interactions.the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: How would you define Sentiment Tracking?

ANSWER: Sentiment Tracking is know as a Track users sentiments based on their interactions.the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Could you provide some insights into Sentiment Tracking?

ANSWER: Sentiment Tracking is know as a Track users sentiments based on their interactions.the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What is the meaning behind Sentiment Tracking?

ANSWER: Sentiment Tracking is know as a Track users sentiments based on their interactions.the features we are the plans like our xaia1, Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Customisable dashboards

ANSWER: Create customised live dashboards for real-time insights and this features we have in Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: How can dashboards be customized to suit individual preferences?

ANSWER: Create customised live dashboards for real-time insights and this features we have in Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: In what ways can one personalize dashboards according to their needs?

ANSWER: Create customised live dashboards for real-time insights and this features we have in Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What does the term "customizable dashboards" entail?

ANSWER: Create customised live dashboards for real-time insights and this features we have in Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: How can users modify and tailor dashboards to meet specific requirements?

ANSWER: Create customised live dashboards for real-time insights and this features we have in Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: What options are available for personalizing dashboards to enhance user experience?

ANSWER: Create customised live dashboards for real-time insights and this features we have in Xaia 2, Xaia 3(free version), Xaia 3 and Xaia 4.

QUESTION: Standard bots (Voice, Chat & Social)

ANSWER: Deliver instant answers via messaging, email, live chat, and social channels. we have this features at xaia2+ ,xaia 3+ and xaia 4+.

QUESTION: Voice bots: Advantages?

ANSWER: Deliver instant answers via messaging, email, live chat, and social channels. we have this features at xaia2+ ,xaia 3+ and xaia 4+.

QUESTION: what is Standard bots (Voice, Chat & Social)

ANSWER: Deliver instant answers via messaging, email, live chat, and social channels. we have this features at xaia2+ ,xaia 3+ and xaia 4+.

QUESTION: Tell me about the Standard bots

ANSWER: Deliver instant answers via messaging, email, live chat, and social channels. we have this features at xaia2+ ,xaia 3+ and xaia 4+.

QUESTION: Chatbot builder

ANSWER: Create chatbots that can answer questions, provide support, and generate leads with our easy-to-use drag-and-drop builder. we have this features at the plan xai2+ ,xai3+ and xai4+.

QUESTION: uses of chat builder

ANSWER: Create chatbots that can answer questions, provide support, and generate leads with our easy-to-use drag-and-drop builder. we have this features at the plan xai2+ ,xai3+ and xai4+.

QUESTION: what is chatbot builder

ANSWER: Create chatbots that can answer questions, provide support, and generate leads with our easy-to-use drag-and-drop builder. we have this features at the plan xai2+ ,xai3+ and xai4+.

QUESTION: Email bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: what is email bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: why we need email bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: SMS bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: what is SMS bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: Uses of sms bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: Whatsapp bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: what is whatsapp bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: use of whatsapp bot

ANSWER: The chatbot can independently manage and handle all customer queries from email. The chatbot can transfer the query to the agent only if needed/requested by the customer. we have this features at the plan xaia 4+ and we make addon in the xaia1+ and xaia2+ and xaia 3+.

QUESTION: Rule-based bot

ANSWER: The chatbot works based on the predefined menus with which customer can get their queries resolved. Customers can also input their queries in the chatbot and the rule-based chatbot will response based on the query's intent, entity, and keyword detection. we have this features at the plan xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: what is rule-based bot

ANSWER: The chatbot works based on the predefined menus with which customer can get their queries resolved. Customers can also input their queries in the chatbot and the rule-based chatbot will response based on the query's intent, entity, and keyword detection. we have this features at the plan xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: about rule-based bot

ANSWER: The chatbot works based on the predefined menus with which customer can get their queries resolved. Customers can also input their queries in the chatbot and the rule-based chatbot will response based on the query's intent, entity, and keyword detection. we have this features at the plan xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: Chats (Presence, 1:1 and Team Messaging)

ANSWER: Ability to send unlimited message to a selected contact privately and/or to a group of people either publicly or privately. we have this features at the plan aida essential, aida max and aida pro.

QUESTION: An overview of Chats includes Presence tracking, 1:1 messaging, and Team Messaging.

ANSWER: Ability to send unlimited message to a selected contact privately and/or to a group of people either publicly or privately. we have this features at the plan aida essential, aida max and aida pro.

QUESTION: What is the purpose Chats (Presence, 1:1 and Team Messaging)

ANSWER: Ability to send unlimited message to a selected contact privately and/or to a group of people either publicly or privately. we have this features at the plan aida essential, aida max and aida pro.

QUESTION: Search Messages with Media Types

ANSWER: Search chat conversations with the media types filter such as Video, Images, Files, etc. we have this feature at the plan Aida Max and Aida Pro.

QUESTION: How can users search for messages with specific media types within the messaging platform?

ANSWER: Search chat conversations with the media types filter such as Video, Images, Files, etc. we have this features at the plan aida max and aida pro.

QUESTION: Could you explain the process of searching for messages based on media types, and what types of media are supported?

ANSWER: Search chat conversations with the media types filter such as Video, Images, Files, etc. we have this features at the plan aidia max and aidia pro.

QUESTION: What options are available for users to search and filter messages specifically by media types in the messaging platform?

ANSWER: Search chat conversations with the media types filter such as Video, Images, Files, etc. we have this features at the plan aidia max and aidia pro.

QUESTION: Chat Archival

ANSWER: Hides the chats (1:1/group) from the recent chat list if they are no longer in use, without deleting it. it is included in the plans are our aida max and aida pro.

QUESTION: How does the chat archival feature work, and what purpose does it serve within the messaging platform?

ANSWER: Hides the chats (1:1/group) from the recent chat list if they are no longer in use, without deleting it. it is included in the plans are our aidia max and aidia pro.

QUESTION: Can you provide an explanation of the chat archival functionality and how it differs from deleting chats in the messaging system?

ANSWER: Hides the chats (1:1/group) from the recent chat list if they are no longer in use, without deleting it. it is included in the plans are our aidia max and aidia pro.

QUESTION: What benefits does the chat archival feature offer, and in what scenarios would users choose to archive chats instead of deleting them?

ANSWER: Hides the chats (1:1/group) from the recent chat list if they are no longer in use, without deleting it. it is included in the plans are our aidia max and aidia pro.

QUESTION: File Sharing Integrations (Box, Dropbox, Evernote, Google Drive, OneDrive)

ANSWER: Allows to share a media file or document in the supported formats such a PDF, DOCX, XLSX, TXT, etc., features we have the plan in aidia max and aidia pro.

QUESTION: How does the integration of file sharing with platforms like Box, Dropbox, Evernote, Google Drive, and OneDrive enhance collaboration within the messaging system?

ANSWER: Allows to share a media file or document in the supported formats such a PDF, DOCX, XLSX, TXT, etc., features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the process of file sharing and integration with external platforms such as Box, Dropbox, Evernote, Google Drive, and OneDrive in the messaging platform?

ANSWER: Allows to share a media file or document in the supported formats such a PDF, DOCX, XLSX, TXT, etc., features we have the plan in aidia max and aidia pro.

QUESTION: What advantages do users gain from the ability to seamlessly share files with external services like Box, Dropbox, Evernote, Google Drive, and OneDrive within the messaging system?

ANSWER: Allows to share a media file or document in the supported formats such a PDF, DOCX, XLSX, TXT, etc., features we have the plan in aidia max and aidia pro.

QUESTION: what is tasks

ANSWER: Create tasks and assign to other worktual users along with the task priority and status to follow up features we have the plan in aidia max and aidia pro.

QUESTION: what is events

ANSWER: Schedule an event on a specific date and time and add the invitees to that event. Event can be daily, weekly or monthly event and features we have the plan in aida max and aida pro.

QUESTION: tell me about the events

ANSWER: Schedule an event on a specific date and time and add the invitees to that event. Event can be daily, weekly or monthly event and features we have the plan in aida max and aida pro.

QUESTION: explain about the events

ANSWER: Schedule an event on a specific date and time and add the invitees to that event. Event can be daily, weekly or monthly event and features we have the plan in aida max and aida pro.

QUESTION: What capabilities are offered by the notes feature within the messaging platform?

ANSWER: Create notes and save all your key points with the help of Rich text editor and features we have the plan like aidia max and aidia pro.

QUESTION: How do users create, organize, and access notes in the messaging system, and what benefits does this feature provide?

ANSWER: Create notes and save all your key points with the help of Rich text editor and features we have the plan like aidia max and aidia pro.

QUESTION: Can you explain the role of the notes feature in enhancing user productivity and information management within the messaging platform?

ANSWER: Create notes and save all your key points with the help of Rich text editor and features we have the plan like aidia max and aidia pro.

QUESTION: My Space

ANSWER: A private workspace that allows you to organize and manage all your tasks, messages, events assigned and features we have the plan in aida essential, aida max and aida pro.

QUESTION: What is the purpose of the 'My Space' feature within the messaging platform?

ANSWER: A private workspace that allows you to organize and manage all your tasks, messages, events assigned and features we have the plan in aida essential, aida max and aida pro.

QUESTION: How does the 'My Space' feature contribute to personalization and organization for individual users?

ANSWER: A private workspace that allows you to organize and manage all your tasks, messages, events assigned and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Can you provide a brief overview of the functionalities and benefits of 'My Space' in the messaging system?

ANSWER: A private workspace that allows you to organize and manage all your tasks, messages, events assigned and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Unlimited chat messages

ANSWER: Ability to send unlimited chat messages on all devices ? desktop and mobile device.features we have the plan in aidia max and aidia pro.

QUESTION: What does the option for unlimited chat messages mean in the messaging platform?

ANSWER: Ability to send unlimited chat messages on all devices ? desktop and mobile device.features we have the plan in aida max and aida pro.

QUESTION: How does the availability of unlimited chat messages impact user communication and collaboration?

ANSWER: Ability to send unlimited chat messages on all devices ? desktop and mobile device.features we have the plan in aida max and aida pro.

QUESTION: Can you explain the benefits of having unlimited chat messages within the messaging system?

ANSWER: Ability to send unlimited chat messages on all devices ? desktop and mobile device.features we have the plan in aida max and aida pro.

QUESTION: Search Chat

ANSWER: Allows to search chat conversations by typing the person's name, extension or keywords in the conversations.features we have the plan in aida max and aida pro.

QUESTION: How does the 'Search Chat' feature operate in the messaging platform?

ANSWER: Allows to search chat conversations by typing the person's name, extension or keywords in the conversations. features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the steps users take to utilize the 'Search Chat' functionality?

ANSWER: Allows to search chat conversations by typing the person's name, extension or keywords in the conversations. features we have the plan in aidia max and aidia pro.

QUESTION: In what scenarios do users find the 'Search Chat' feature most useful, and how does it enhance their experience?

ANSWER: Allows to search chat conversations by typing the person's name, extension or keywords in the conversations. features we have the plan in aidia max and aidia pro.

QUESTION: Add to Favourite

ANSWER: Make chats personalised by adding it to favourites and features we have the plan in aida max and aida pro.

QUESTION: What does the 'Add to Favorite' feature do within the messaging platform?

ANSWER: Make chats personalised by adding it to favourites and features we have the plan in aida max and aida pro.

QUESTION: How do users utilize the 'Add to Favorite' functionality, and in what situations?

ANSWER: Make chats personalised by adding it to favourites and features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the significance of adding chats to favorites and how it impacts user interaction with the messaging system?

ANSWER: Make chats personalised by adding it to favourites and features we have the plan in aida max and aida pro.

QUESTION: Image Grouping

ANSWER: Groups maximum of 102 images sent/received within 15 minutes.features we have the plan in aidia max and aidia pro.

QUESTION: How does the image grouping feature function within the messaging platform?

ANSWER: Groups maximum of 102 images sent/received within 15 minutes.features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the process of grouping images in chats and its purpose?

ANSWER: Groups maximum of 102 images sent/received within 15 minutes.features we have the plan in aida max and aida pro.

QUESTION: In what ways does the ability to group images contribute to a more organized and visually coherent conversation for users?

ANSWER: Groups maximum of 102 images sent/received within 15 minutes.features we have the plan in aidia max and aidia pro.

QUESTION: File Share

ANSWER: Allows to share a media file or document in various formats and features we have the plan in aidia max and aidia pro.

QUESTION: What functionalities are included in the file-sharing feature within the messaging platform?

ANSWER: Allows to share a media file or document in various formats and features we have the plan in aidia max and aidia pro.

QUESTION: How do users share files in the messaging system, and what types of files are supported?

ANSWER: Allows to share a media file or document in various formats and features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the benefits and common use cases of the file-sharing feature in the messaging platform?

ANSWER: Allows to share a media file or document in various formats and features we have the plan in aidia max and aidia pro.

QUESTION: Mute Notification

ANSWER: Ability to mute individual chat notifications and features we have the plan in aidia max and aidia pro.

QUESTION: What does the 'Mute Notification' feature do in the messaging platform?

ANSWER: Ability to mute individual chat notifications and features we have the plan in aidia max and aidia pro.

QUESTION: How do users enable and utilize the 'Mute Notification' functionality for specific chats?

ANSWER: Ability to mute individual chat notifications and features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the scenarios in which muting notifications is beneficial for users in the messaging system?

ANSWER: Ability to mute individual chat notifications and features we have the plan in aida max and aida pro.

QUESTION: Save Chat

ANSWER: Save important messages and have a consolidated view and features we have the plan in aida max and aida pro.

QUESTION: How does the 'Save Chat' feature work within the messaging platform?

ANSWER: Save important messages and have a consolidated view and features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the process of saving a chat and accessing saved chats later?

ANSWER: Save important messages and have a consolidated view and features we have the plan in aidia max and aidia pro.

QUESTION: In what situations do users typically choose to save a chat, and what benefits does it offer in the messaging system?

ANSWER: Save important messages and have a consolidated view and features we have the plan in aidia max and aidia pro.

QUESTION: Pin Chat

ANSWER: Pin upto three specific chat conversations to the top of your recent chat list for quick access.and features we have the plan in aidia max and aidia pro.

QUESTION: What is the purpose of the 'Pin Chat' feature within the messaging platform?

ANSWER: Pin upto three specific chat conversations to the top of your recent chat list for quick access.and features we have the plan in aidia max and aidia pro.

QUESTION: How do users utilize the 'Pin Chat' functionality, and what options are available for pinned chats?

ANSWER: Pin upto three specific chat conversations to the top of your recent chat list for quick access.and features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain how pinning chats contributes to user organization and quick access within the messaging system?

ANSWER: Pin upto three specific chat conversations to the top of your recent chat list for quick access.and features we have the plan in aidia max and aidia pro.

QUESTION: User Management

ANSWER: Allows the company admin to create and manage users for assigning roles and privileges and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: What functionalities are included in the user management feature within the messaging platform?

ANSWER: Allows the company admin to create and manage users for assigning roles and privileges and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: How do administrators perform user management tasks, and what controls are available?

ANSWER: Allows the company admin to create and manage users for assigning roles and privileges and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Can you provide an overview of the importance of robust user management features in an admin's toolkit and their impact on the platform?

ANSWER: Allows the company admin to create and manage users for assigning roles and privileges and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Call Management

ANSWER: User can configure their call settings based on their availability and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: What functionalities are involved in the call management feature within the messaging platform?

ANSWER: User can configure their call settings based on their availability and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: How do users manage calls, and what options are available for call management?

ANSWER: User can configure their call settings based on their availability and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Can you explain the significance of call management in enhancing communication and collaboration within the messaging system?

ANSWER: User can configure their call settings based on their availability and features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Admin Portal

ANSWER: Allows the company admin to manage the company account, users, phone system, devices, subscription, billings, and monitor account activity, in real-time. features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: What functionalities are available within the admin portal of the messaging platform?

ANSWER: Allows the company admin to manage the company account, users, phone system, devices, subscription, billings, and monitor account activity, in real-time. features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: How do administrators use the admin portal to manage and oversee the messaging system?

ANSWER: Allows the company admin to manage the company account, users, phone system, devices, subscription, billings, and monitor account activity, in real-time. features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Can you explain the role and importance of the admin portal in ensuring the effective administration of the platform?

ANSWER: Allows the company admin to manage the company account, users, phone system, devices, subscription, billings, and monitor account activity, in real-time. features we have the plan in aidia essential, aidia max and aidia pro.

QUESTION: Call Logs Report

ANSWER: Provides the log information of all outbound and inbound calls made by every users in the organization.features we have the plan in aidia max and aidia pro.

QUESTION: What information is included in the call logs report within the messaging platform?

ANSWER: Provides the log information of all outbound and inbound calls made by every users in the organization.features we have the plan in aidia max and aidia pro.

QUESTION: How do administrators access and utilize the call logs report for monitoring and analysis?

ANSWER: Provides the log information of all outbound and inbound calls made by every users in the organization.features we have the plan in aidia max and aidia pro.

QUESTION: Can you explain the significance of call logs reports in maintaining communication records and ensuring efficient platform usage?

ANSWER: Provides the log information of all outbound and inbound calls made by every users in the organization.features we have the plan in aidia max and aidia pro.

QUESTION: 2FA, MFA

ANSWER: Provides extra security to the users with various authentication methods such as biometrics, OTP and authenticator app. we can add these features in all the plan

QUESTION: What is the role of 2FA and MFA in enhancing security within the messaging platform?

ANSWER: Provides extra security to the users with various authentication methods such as biometrics, OTP and authenticator app. we can add these features in all the plan

QUESTION: How do users set up and use 2FA or MFA to secure their accounts?

ANSWER: Provides extra security to the users with various authentication methods such as biometrics, OTP and authenticator app. we can add these features in all the plan

QUESTION: Can you explain the importance of implementing 2FA and MFA for user authentication and data protection in the messaging system?

ANSWER: Provides extra security to the users with various authentication methods such as biometrics, OTP and authenticator app. we can add these features in all the plan

QUESTION: Voice

ANSWER: Recognise the person's voice with the enrolled voice sample to verify their user's identity for application login. It is available in Aida Pro

QUESTION: How is the voice recognition feature implemented within the messaging platform?

ANSWER: Recognise the person's voice with the enrolled voice sample to verify their user's identity for application login. It is available in Aida Pro

QUESTION: Can you explain how users utilize voice recognition for various functionalities in the messaging system?

ANSWER: Recognise the person's voice with the enrolled voice sample to verify their user's identity for application login. It is available in Aida Pro

QUESTION: In what scenarios does the voice recognition feature prove to be most beneficial for users?

ANSWER: Recognise the person's voice with the enrolled voice sample to verify their user's identity for application login. It is available at Aida Pro plans

QUESTION: Face

ANSWER: Recognise the person's face with the enrolled facial data to verify the user's identity for application login. It is available at Aidia Pro plans

QUESTION: How is the face recognition feature integrated into the messaging platform?

ANSWER: Recognise the person's face with the enrolled facial data to verify the user's identity for application login. it is available at aidia pro plans

QUESTION: Can you explain the user experience and functionalities associated with face recognition in the messaging system?

ANSWER: Recognise the person's face with the enrolled facial data to verify the user's identity for application login. It is available at Aida Pro plans

QUESTION: In what ways does face recognition contribute to the security and usability of the platform?

ANSWER: Recognise the person's face with the enrolled facial data to verify the user's identity for application login. it is available at aidia pro plans

QUESTION: Speaker Identification in Meeting

ANSWER: When multiple users speak under the same speaker name in the active meeting, AI identifies each speaker's name using voice biometrics and displays that in the meeting. It is available in Aida Pro plans.

QUESTION: How does speaker identification function within meetings in the messaging platform?

ANSWER: When multiple users speak under the same speaker name in the active meeting, AI identifies each speaker's name using voice biometrics and displays that in the meeting. It is available in Aidia Pro plans.

QUESTION: Can you elaborate on the process and technology behind speaker identification during meetings?

ANSWER: When multiple users speak under the same speaker name in the active meeting, AI identifies each speaker's name using voice biometrics and displays that in the meeting. It is available in Aida Pro plans.

QUESTION: In what situations does speaker identification prove to be valuable for enhancing the meeting experience within the platform?

ANSWER: When multiple users speak under the same speaker name in the active meeting, AI identifies each speaker's name using voice biometrics and displays that in the meeting and it is available at Aidia Pro plans

QUESTION: Worktual for Google Workspace

ANSWER: Easily schedule meetings (planned and impromptu), view upcoming meetings, and start/join a meeting with Google chrome integration. here it is available at aidia max and aidia pro plans

QUESTION: What features does the Worktual for Google Workspace provide within the messaging platform?

ANSWER: Easily schedule meetings (planned and impromptu), view upcoming meetings, and start/join a meeting with Google chrome integration. here it is available at aidia max and aidia pro plans

QUESTION: How does the integration of Worktual with Google Workspace enhance user productivity and collaboration?

ANSWER: Easily schedule meetings (planned and impromptu), view upcoming meetings, and start/join a meeting with Google chrome integration. here it is available at aidia max and aidia pro plans

QUESTION: Can you explain the advantages and use cases of using Worktual for Google Workspace in the messaging system?

ANSWER: Easily schedule meetings (planned and impromptu), view upcoming meetings, and start/join a meeting with Google chrome integration. here it is available at aidia max and aidia pro plans

QUESTION: HD voice call

ANSWER: The HD voice call is Make high quality voice calls here it is available at aidia essential aidia max and aidia pro plans

QUESTION: What does making high-quality voice calls involve?

ANSWER: The HD voice call is Make high quality voice calls here it is available at aidia essential aidia max and aidia pro plans

QUESTION: Outline the advantages or benefits of high-quality voice calls.

ANSWER: The HD voice call is Make high quality voice calls here it is available at aidia essential aidia max and aidia pro plans

QUESTION: How do high-quality voice calls compare to standard calls in communication?

ANSWER: The HD voice call is Make high quality voice calls here it is available at aidia essential aidia max and aidia pro plans

QUESTION: Unlimited internal calling

ANSWER: The Unlimited internal calling Make unlimited internal calls (through an extension) within the organisation. here it is available at aidia essential aidia max and aidia pro plans

QUESTION: How can internal calls within the organization be made unlimited using extensions?

ANSWER: The Unlimited internal calling Make unlimited internal calls (through an extension) within the organisation. here it is available at aidia essential aidia max and aidia pro plans

QUESTION: Can you explain the process of making unlimited internal calls within the organization through extensions?

ANSWER: The Unlimited internal calling Make unlimited internal calls (through an extension) within the organisation. here it is available at aidia essential aidia max and aidia pro plans

QUESTION: What steps are involved in setting up a system that allows for unlimited internal calls using extensions within the organization?

ANSWER: The Unlimited internal calling Make unlimited internal calls (through an extension) within the organisation. here it is available at aidia essential aidia max and aidia pro plans

QUESTION: Single-level IVR

ANSWER: The Single-level IVR is Route your incoming calls through a single layer of IVR to reach designated users/ teams.here it is available at aida essential aida max and aida pro plans

QUESTION: How does our single-level IVR work?

ANSWER: The Single-level IVR is Route your incoming calls through a single layer of IVR to reach designated users/ teams.here it is available at aidia essential aidia max and aidia pro plans

QUESTION: What are the key features of our single-level IVR system?

ANSWER: The Single-level IVR is Route your incoming calls through a single layer of IVR to reach designated users/ teams.here it is available at aidia essential aidia max and aidia pro plans

QUESTION: Can you outline the steps for configuring a single-level IVR for our organization?

ANSWER: The Single-level IVR is Route your incoming calls through a single layer of IVR to reach designated users/ teams.here it is available at aidia essential aidia max and aidia pro plans

QUESTION: Multi-level IVR

ANSWER: Add multiple levels of IVR menus for handling incoming calls to reach designated users/ departments and the plans availables in the aidia pro and addon in the plan aidia max

QUESTION: How does our multi-level IVR system operate?

ANSWER: Add multiple levels of IVR menus for handling incoming calls to reach designated users/ departments and the plans availables in the aidia pro and addon in the plan aidia max

QUESTION: What features distinguish our multi-level IVR from other systems?

ANSWER: Add multiple levels of IVR menus for handling incoming calls to reach designated users/ departments and the plans availables in the aidia pro and addon in the plan aidia max

QUESTION: Can you guide me through the process of setting up and customizing a multi-level IVR for our organization?

ANSWER: Add multiple levels of IVR menus for handling incoming calls to reach designated users/ departments and the plans availables in the aidia pro and addon in the plan aidia max

QUESTION: Auto receptionist (holiday and business hours routing)

ANSWER: Auto receptionist know as a Set your business hours, company greeting, and manage how the calls to your switchboard number should be handled.it is available at aidia max and aidia pro plans

QUESTION: How does our auto receptionist handle routing during holiday hours?

ANSWER: Auto receptionist know as a Set your business hours, company greeting, and manage how the calls to your switchboard number should be handled.it is available at aidia max and aidia pro plans

QUESTION: Can you explain how business hours routing is configured in our auto receptionist system?

ANSWER: Auto receptionist know as a Set your business hours, company greeting, and manage how the calls to your switchboard number should be handled.it is available at aidia max and aidia pro plans

QUESTION: What steps are involved in setting up holiday routing for our auto receptionist?

ANSWER: Auto receptionist know as a Set your business hours, company greeting, and manage how the calls to your switchboard number should be handled.it is available at aidia max and aidia pro plans

QUESTION: Can i know about smart assist

ANSWER: Smart assist is our Ucaas product, which replacing the human receptionist and automate the task asked by the caller.

Example- When a person calls a company, the caller should be handled and greeted by the bot.

? If the call is about a general enquiry, the bot will fetch the details from knowledge base and answers the caller

? If the caller requests to assist in some task/actions, then Smart Assist will assist and perform the action requested by the caller.

? If the caller wants to connect with a person/employee in the company, the caller can provide the name/extension/department of the Worktual user, and then bot should check the lookup if the username or extension is available and transfer the call by attend call transfer method.

QUESTION: What steps are involved in configuring and utilizing Smart Assist for our organization?

ANSWER: The chatbot can engage with, process, and complete a query without the need of any human intervention, e.g. if a refund needs to be processed, a customer can talk to the chatbot directly and the chatbot will process and complete the refund. it is available at aidia max and aidia pro plans

QUESTION: Does Worktual provide options for a local UK phone number or a toll-free number for business calls?

ANSWER: Worktual offers a free business phone number that can be used for receiving calls and making calls. Customers can choose a local number within UK or a toll free number.

QUESTION: What are the phone number options Worktual offers for making and receiving calls - a local UK number or a toll-free number?

ANSWER: Worktual offers a free business phone number that can be used for receiving calls and making calls. Customers can choose a local number within UK or a toll free number.

QUESTION: Can I select between a local UK phone number or a toll-free number for business communications on Worktual's platform?

ANSWER: Worktual offers a free business phone number that can be used for receiving calls and making calls. Customers can choose a local number within UK or a toll free number.

QUESTION: Could you guide me through initiating an outbound call from my allocated direct number, or the switchboard number provided?

ANSWER: Make an outbound call from your switchboard number or the direct number that has been allocated. It is available in xaia 1+, xaia 2+ ,xaia 3+ and xaia 4+.

QUESTION: How can I place an outbound call using the switchboard number or my allocated direct line?

ANSWER: Make an outbound call from your switchboard number or the direct number that has been allocated. It is available in xaia 1+, xaia 2+ ,xaia 3+ and xaia 4+.

QUESTION: What are the steps to make an outbound call from either the provided switchboard number or my designated direct number?

ANSWER: Make an outbound call from your switchboard number or the direct number that has been allocated. It is available in xaia 1+, xaia 2+ ,xaia 3+ and xaia 4+.

QUESTION: What is call routing, and how does it efficiently direct calls to agents based on their skills and wait times?

ANSWER: Route calls to agents based on skills and long wait time. It is available in xaia 1+, xaia 2+ and xaia 3+ and xaia 4+.

QUESTION: Can you explain how call routing works to direct calls to agents according to their skill set and long wait times?

ANSWER: Route calls to agents based on skills and long wait time. It is available in xaia 1+, xaia 2+ and xaia 3+ and xaia 4+.

QUESTION: What are the methods used to route calls based on the skills of agents and prolonged wait times?

ANSWER: Route calls to agents based on skills and long wait time. It is available in xaia 1+, xaia 2+ and xaia 3+ and xaia 4+.

QUESTION: What exactly are inbound minutes related to the customer support number?

ANSWER: Route calls to agents based on skills and long wait time. It is available in xaia 1+, xaia 2+ and xaia 3+ and xaia 4+.

QUESTION: How are the inbound minutes utilized in connection with the customer support hotline?

ANSWER: Route calls to agents based on skills and long wait time. It is available in xaia 1+, xaia 2+ and xaia 3+ and xaia 4+.

QUESTION: Could you elaborate on the concept of inbound minutes and how they apply to the free calls received on the customer support number?

ANSWER: Route calls to agents based on skills and long wait time. It is available in xaia 1+, xaia 2+ and xaia 3+ and xaia 4+.

QUESTION: What is the purpose of Outbound Minutes in the context of credit purchasing for making calls?

ANSWER: Users can purchase credits to make outbound calls.

QUESTION: Can you explain the relevance of purchasing credits for outbound calls and its functionality?

ANSWER: Users can purchase credits to make outbound calls.

QUESTION: What does the ability to buy credits for making outbound calls entail in the provided topic?

ANSWER: Users can purchase credits to make outbound calls.

QUESTION: What is the functionality of muting, holding, and transferring calls within the agent interface?

ANSWER: Agents can mute, place a call on hold, and transfer the call to another agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How do agents perform muting, holding, and transferring calls in their interface?

ANSWER: Agents can mute, place a call on hold, and transfer the call to another agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Can you explain the process of muting, holding, and transferring calls between agents?

ANSWER: Agents can mute, place a call on hold, and transfer the call to another agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What features does conference calling offer?

ANSWER: Agents can consult with other agents and choose to either transfer or add them to the ongoing call. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How do agents consult and manage calls in conference calling?

ANSWER: Agents can consult with other agents and choose to either transfer or add them to the ongoing call. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: In what ways can agents collaborate during an ongoing call using the conference calling feature?

ANSWER: Agents can consult with other agents and choose to either transfer or add them to the ongoing call. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the feature of call blocking involve?

ANSWER: Agents can block the contacts of spammers and unwanted callers so the calls are automatically disconnected when they try reaching you.

It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does call blocking prevent unwanted calls and spammers from contacting you?

ANSWER: Agents can block the contacts of spammers and unwanted callers so the calls are automatically disconnected when they try reaching you.

It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: In what way can agents block the contacts of spammers and unwanted callers?

ANSWER: Agents can block the contacts of spammers and unwanted callers so the calls are automatically disconnected when they try reaching you.

It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the call whispering, barging, and monitoring feature enhance supervisor interaction during customer-agent calls?

ANSWER: Supervisors can listen or jump in during ongoing calls between customers and agents for quality and training purposes. It is available in xaia 2+ ,xaia 3+ and xaia 4+.

QUESTION: What functions are involved in the call whispering, barging, and monitoring capabilities for supervisors in ongoing calls?

ANSWER: Supervisors can listen or jump in during ongoing calls between customers and agents for quality and training purposes. It is available in xaia 2+ ,xaia 3+ and xaia 4+.

QUESTION: In what ways do supervisors benefit from the call whispering, barging, and monitoring feature during live customer-agent interactions?

ANSWER: Supervisors can listen or jump in during ongoing calls between customers and agents for quality and training purposes. It is available in xaia 2+ ,xaia 3+ and xaia 4+.

QUESTION: How can agents control call recordings to ensure customer privacy during active calls?

ANSWER: Agents can pause and resume the recording of an active call to protect customer privacy. You can also give callers the choice to opt-in or opt-out of call recordings. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: What options are available for pausing and resuming call recordings while safeguarding customer privacy?

ANSWER: Agents can pause and resume the recording of an active call to protect customer privacy. You can also give callers the choice to opt-in or opt-out of call recordings. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: How can callers be given the choice to opt-in or opt-out of call recordings within this feature?

ANSWER: Agents can pause and resume the recording of an active call to protect customer privacy. You can also give callers the choice to opt-in or opt-out of call recordings. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the regarding queue size and wait time?

ANSWER: Set a queue size and wait time to determine how many incoming callers will be kept waiting for an available agent. New calls that exceed your queue size or wait time are automatically directed to a fallback queue. It is available in xaia 1+, xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What capability does the offer concerning queue size and wait time?

ANSWER: Set a queue size and wait time to determine how many incoming callers will be kept waiting for an available agent. New calls that exceed your queue size or wait time are automatically directed to a fallback queue. It is available in xaia 1+, xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: How does the address queue size and wait time for incoming calls?

ANSWER: Set a queue size and wait time to determine how many incoming callers will be kept waiting for an available agent. New calls that exceed your queue size or wait time are automatically directed to a fallback queue. It is available in xaia 1+, xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What is the feature of the Automatic Call Distribution (ACD) with skills-based routing?

ANSWER: Skills-based routing automatically sends calls to specific team members based on their expertise for faster resolution. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Automatic Call Distribution (ACD) with skills-based routing offer?

ANSWER: Skills-based routing automatically sends calls to specific team members based on their expertise for faster resolution. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Automatic Call Distribution (ACD) with skills-based routing function?

ANSWER: Skills-based routing automatically sends calls to specific team members based on their expertise for faster resolution. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Warm transfer?

ANSWER: Add more context with internal notes before transferring the conversation to another agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Warm transfer involve?

ANSWER: Add more context with internal notes before transferring the conversation to another agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Explain the Warm transfer feature.

ANSWER: Add more context with internal notes before transferring the conversation to another agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the plan related to Worktual?

ANSWER: Number porting allows the transfer of existing phone numbers from other providers to Worktual. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the offer in terms of number porting?

ANSWER: Number porting allows the transfer of existing phone numbers from other providers to Worktual. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does Worktual assist with existing number porting?

ANSWER: Worktual supports the movement/porting of phone numbers from other providers to its service through number porting. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Caller ID?

ANSWER: Select a outbound phone number and assign a caller ID to be displayed for outgoing calls. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Explain the Caller ID feature.

ANSWER: Select a outbound phone number and assign a caller ID to be displayed for outgoing calls. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Caller ID function offer?

ANSWER: Select a outbound phone number and assign a caller ID to be displayed for outgoing calls. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Interactive Voice Response (IVR)?

ANSWER: Route customers to the right agent/department and provide recorded responses for frequently asked questions with multi-level Interactive Voice Response (IVR) systems. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Interactive Voice Response (IVR) work?

ANSWER: Route customers to the right agent/department and provide recorded responses for frequently asked questions with multi-level Interactive Voice Response (IVR) systems. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What functionality does the Interactive Voice Response (IVR) provide?

ANSWER: Route customers to the right agent/department and provide recorded responses for frequently asked questions with multi-level Interactive Voice Response (IVR) systems. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Request a Call back?

ANSWER: Customers can request a callback from the queue or the chat widget instead of waiting for a live agent. It is available in xaia 2+ ,xaia 3+ and xaia 4+

QUESTION: What is the feature of the Automated call backs?

ANSWER: Auto assigns missed calls and call backs left by a customer in the queue to the available agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the involve regarding missed calls?

ANSWER: Auto assigns missed calls and call backs left by a customer in the queue to the available agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the handle call backs from customers?

ANSWER: Auto assigns missed calls and call backs left by a customer in the queue to the available agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Auto assign callback ?

ANSWER: Automate allocation of callbacks to available agents. It is available in xaia 2+ , xaia 3+ and xaia 4+

QUESTION: What does the Auto assign callback offer?

ANSWER: Automate allocation of callbacks to available agents. It is available in xaia 2+ , xaia 3+ and xaia 4+

QUESTION: What capability does the Auto assign callback have?

ANSWER: Automate allocation of callbacks to available agents. It is available in xaia 2+ , xaia 3+ and xaia 4+

QUESTION: What is the feature of the Call queue announcement options?

ANSWER: Announce callers position in a queue, set music, and select/upload messages for callers waiting. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: How does the Call queue announcement options work?

ANSWER: Announce callers position in a queue, set music, and select/upload messages for callers waiting. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: Explain the functionality of Call queue announcement options.

ANSWER: Announce callers position in a queue, set music, and select/upload messages for callers waiting. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What is the feature of the Auto Attendant?

ANSWER: Instead of customers using the keypad to key in the option, they can say their query and the system will route them to the correct destination/department. It is available in xaia 2+, xaia 3+ and xaia 4+.

QUESTION: How does the Auto Attendant function?

ANSWER: Identifying the intent of the customer, routing the call to queue/agents based on their skills which replacing the traditional ivr system.

QUESTION: What does the Auto Attendant offer?

ANSWER: Instead of manually typing the input to talk with the respective agent, our auto attendant will help the customer by understanding their query and routing them to the respective agent accordingly

QUESTION: What is the feature of the SIP Trunk ?

ANSWER: Enables users to route calls from Worktual trunk It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: Describe the capability of the SIP Trunk service.

ANSWER: Enables users to route calls from Worktual trunk It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What function does the SIP Trunk provide?

ANSWER: Enables users to route calls from Worktual trunk It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What is the feature of the widget customisation?

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How can I customise the chat widget with my company details and set welcome messages?

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the widget customisation entail in terms of chat widget personalisation?

ANSWER: Customise the chat widget with your company name, logo, and brand colours, plus set welcome messages. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the for Send and receive files?

ANSWER: Transfer files between you and your visitors It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the offer in terms of file transfer?

ANSWER: Transfer files between you and your visitors It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the facilitate file exchanges?

ANSWER: Transfer files between you and your visitors It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Rich message types?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel). It is available in xiaia 1+, xiaia 2+, xiaia 3+ and xiaia 4+

QUESTION: What capabilities are included in the Rich message types feature?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel). It is available in xai 1+, xai 2+, xai 3+ and xai 4+

QUESTION: What functionalities does the Rich message types feature offer?

ANSWER: Send rich message types (image, file, emoji, GIF, form, carousel). It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the lead generation form?

ANSWER: A lead generation form to collect visitor information before starting a conversation with an agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What are the characteristics of the lead generation form?

ANSWER: A lead generation form to collect visitor information before starting a conversation with an agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Describe the function of the lead generation form.

ANSWER: A lead generation form to collect visitor information before starting a conversation with an agent. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Unlimited concurrent chats ?

ANSWER: Agents can have unlimited simultaneous chats at a time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Could you describe the feature of the Unlimited concurrent chats?

ANSWER: Agents can have unlimited simultaneous chats at a time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Unlimited concurrent chats offer in terms of its feature?

ANSWER: Agents can have unlimited simultaneous chats at a time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Conversation rating ?

ANSWER: Visitors can rate their experience. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Conversation rating function?

ANSWER: Visitors can rate their experience. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What capability does the Conversation rating offer?

ANSWER: Visitors can rate their experience. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Transfer between agents ?

ANSWER: The agent serving a session can transfer it to another agent or department. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What functionality does the Transfer between agents offer?

ANSWER: The agent serving a session can transfer it to another agent or department. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Transfer between agents operate?

ANSWER: The agent serving a session can transfer it to another agent or department. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Pre defined responses ?

ANSWER: Agents can quickly respond to common requests with a standard reply. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Pre defined responses offer?

ANSWER: Agents can quickly respond to common requests with a standard reply. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Describe the feature of the Pre defined responses .

ANSWER: Agents can quickly respond to common requests with a standard reply. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Skill-based routing ?

ANSWER: Skills-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Skill-based routing function?

ANSWER: Skills-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution. It is available in xaia 1+, xaia 2+ and xaia 3+.

QUESTION: Which capability does the Skill-based routing offer?

ANSWER: Skills-based routing automatically sends chats to specific team members based on their expertise for faster chat resolution. It is available in xaia 1+, xaia 2+ and xaia 3+.

QUESTION: What is the feature of the Long wait time based routing ?

ANSWER: Route chats to agents based on the longest wait time of the customers. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Long wait time based routing function?

ANSWER: Route chats to agents based on the longest wait time of the customers. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is one of the functions of the Long wait time based routing ?

ANSWER: Route chats to agents based on the longest wait time of the customers. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Inbound and outbound SMS ?

ANSWER: Route chats to agents based on the longest wait time of the customers. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What capability does the Inbound and outbound SMS offer?

ANSWER: Route chats to agents based on the longest wait time of the customers. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Describe the functionality of the Inbound and outbound SMS.

ANSWER: Route chats to agents based on the longest wait time of the customers. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Live chat trigger ?

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Live chat trigger offer?

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Live chat trigger function?

ANSWER: Automatically trigger a chat message to your website visitors regardless of which page they're on. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Block/unblock visitors ?

ANSWER: Block and unblock visitors from the website. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What functionality does the Block/unblock visitors offer?

ANSWER: Block and unblock visitors from the website. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Block/unblock visitorsfunction?

ANSWER: Block and unblock visitors from the website. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Device and location tracking ?

ANSWER: In Device and location tracking plan, The IP and device details of the visitor can be captured. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What feature does the Device and location tracking offer?

ANSWER: In Device and location tracking plan, The IP and device details of the visitor can be captured. It is available in xaiia 1+, xaiia 2+, xaiia 3+ and xaiia 4+

QUESTION: How does the Device and location tracking function?

ANSWER: In Device and location tracking plan, The IP and device details of the visitor can be captured. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the 'Website visitor statistics' ?

ANSWER: In Website visitor statistics, The IP address can be used to estimate each visitor's location. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What feature does the 'Website visitor statistics' offer?

ANSWER: In Website visitor statistics, The IP address can be used to estimate each visitor's location. It is available in xai 1+, xai 2+, xai 3+ and xai 4+

QUESTION: Describe the feature of the 'Website visitor statistics' .

ANSWER: In Website visitor statistics, The IP address can be used to estimate each visitor's location. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Whisper ?

ANSWER: In whisper, Supervisor can chat with agents without the visitor ever seeing the conversation. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What capability does the Whisper offer?

ANSWER: In whisper, Supervisor can chat with agents without the visitor ever seeing the conversation. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Whisper allow communication?

ANSWER: In whisper, Supervisor can chat with agents without the visitor ever seeing the conversation. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Knowledge base (upload) ?

ANSWER: Create a knowledge base for agents and chatbots to access and answer customer queries. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What feature does the Knowledge base (upload) offer?

ANSWER: Create a knowledge base for agents and chatbots to access and answer customer queries. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Knowledge base (upload) function?

ANSWER: Create a knowledge base for agents and chatbots to access and answer customer queries. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Branding?

ANSWER: Customise the chat widget with your company name, logo, and brand colours. Paid users can also remove the Worktual branding. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Branding offer?

ANSWER: Customise the chat widget with your company name, logo, and brand colours. Paid users can also remove the Worktual branding. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: How can I customize the chat widget with the Branding ?

ANSWER: Customise the chat widget with your company name, logo, and brand colours. Paid users can also remove the Worktual branding. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Branding offer?

ANSWER: Agents can pause and resume the recording of an active call to protect customer privacy. You can also give callers the choice to opt-in or opt-out of video recordings. It is available only in xaia 4+.

QUESTION: Describe the feature available in the video Recording.

ANSWER: Agents can pause and resume the recording of an active call to protect customer privacy. You can also give callers the choice to opt-in or opt-out of video recordings. It is available only in xaia 4+.

QUESTION: Could you outline the feature of the video Recording ?

ANSWER: Agents can pause and resume the recording of an active call to protect customer privacy. You can also give callers the choice to opt-in or opt-out of video recordings. It is available only in xaia 4+.

QUESTION: What is the feature of the Video Closed Captions?

ANSWER: The closed captions will Automatically transcribe spoken words in real-time using speech-to-text technology. It is available only in xaia 4+.

QUESTION: What does the Video Closed Captions offer as a feature?

ANSWER: The closed captions will Automatically transcribe spoken words in real-time using speech-to-text technology. It is available only in xaia 4+.

QUESTION: How does the Video Closed Captions function in terms of a feature?

ANSWER: The closed captions will Automatically transcribe spoken words in real-time using speech-to-text technology. It is available only in xaia 4+.

QUESTION: What is the feature of the Co-browse ?

ANSWER: In co-browse plan, Agents can see the screen of the customer they're interacting with in real-time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Co-browse entail?

ANSWER: In co-browse plan, Agents can see the screen of the customer they're interacting with in real-time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Co-browse function?

ANSWER: In co-browse plan, Agents can see the screen of the customer they're interacting with in real-time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Schedule call by link ?

ANSWER: Schedule call by link plan will Schedule video calls with customers. It is available in xaia 2+, xaia 3+ and xaia 4+.

QUESTION: What does the Schedule call by offer?

ANSWER: Schedule call by link plan will Schedule video calls with customers. It is available in xaia 2+, xaia 3+ and xaia 4+.

QUESTION: What does the Schedule call by offer?

ANSWER: Schedule call by link plan will Schedule video calls with customers. It is available in xaia 2+, xaia 3+ and xaia 4+.

QUESTION: What is the feature of the video Screen share?

ANSWER: Customers and agents can share their screen during a video interaction. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What capability does the video Screen share offer?

ANSWER: Customers and agents can share their screen during a video interaction. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: How does the video Screen share facilitate users and agents?

ANSWER: Customers and agents can share their screen during a video interaction. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What is the feature of the Email configuration?

ANSWER: Establishing setup parameters for email communication within the contact centre. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Email configuration involve?

ANSWER: Establishing setup parameters for email communication within the contact centre. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Describe the primary feature of the Email configuration

ANSWER: Establishing setup parameters for email communication within the contact centre. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Assign Emails?

ANSWER: Assign emails to agents to handle customer queries. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Assign Emails offer?

ANSWER: Assign emails to agents to handle customer queries. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Assign Emails plan function?

ANSWER: Assign emails to agents to handle customer queries. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Assign Emails function?

ANSWER: Emails can be assigned to be created as tickets automatically

QUESTION: What's the capability provided in the Emails to tickets?

ANSWER: Emails can be assigned to be created as tickets automatically

QUESTION: How does the Emails to tickets handle emails?

ANSWER: Emails can be assigned to be created as tickets automatically

QUESTION: What is the feature of the Incoming Email Authentication: SPF, DKIM, DMARC ?

ANSWER: Implement inbound email validation through SPF, DKIM, and DMARC protocols. It is available only in xiaia 4+.

QUESTION: Could you explain the feature provided by the Incoming Email Authentication: SPF, DKIM, DMARC ?

ANSWER: Implement inbound email validation through SPF, DKIM, and DMARC protocols. It is available only in xaia 4+.

QUESTION: What does the Incoming Email Authentication: SPF, DKIM, DMARC offer in terms of features?

ANSWER: Implement inbound email validation through SPF, DKIM, and DMARC protocols. It is available only in xaia 4+.

QUESTION: What is the feature of the Facebook ?

ANSWER: Manage customer queries from your Facebook page under a single platform. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What capability does the Facebook offer?

ANSWER: Manage customer queries from your Facebook page under a single platform. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Facebook aid in customer service?

ANSWER: Manage customer queries from your Facebook page under a single platform. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the instagram ?

ANSWER: Manage customer queries from your instagram page under a single platform. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What capability does the instagram offer?

ANSWER: Manage customer queries from your instagram page under a single platform. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the instagram aid in customer service?

ANSWER: Manage customer queries from your instagram page under a single platform. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the whatsapp ?

ANSWER: Manage customer queries from your whatsapp page under a single platform. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What capability does the whatsapp offer?

ANSWER: Manage customer queries from your whatsapp page under a single platform. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: How does the whatsapp aid in customer service?

ANSWER: Manage customer queries from your whatsapp page under a single platform. It is available in xaia 2+ , xaia 3+ and xaia 4+.

QUESTION: What is the feature of the Unified agent workspace ?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Unified agent workspace offer?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: How does the Unified agent workspace function?

ANSWER: A unified, conversation-focused agent workspace helps your team manage conversations and their status across all web, mobile, and social channels in one single view. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Interaction history ?

ANSWER: A full omnichannel overview of all the interactions with your customers in one place. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Interaction history offer?

ANSWER: A full omnichannel overview of all the interactions with your customers in one place. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Could you describe the feature provided by the Interaction history ?

ANSWER: A full omnichannel overview of all the interactions with your customers in one place. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Agent Screen Capture ?

ANSWER: Record or monitor activity on an agent's screen during an interaction. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Agent Screen Capture offer as a feature?

ANSWER: Record or monitor activity on an agent's screen during an interaction. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What capability does the Agent Screen Capture include?

ANSWER: Record or monitor activity on an agent's screen during an interaction. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Over Due Notification ?

ANSWER: Notification mechanism for tasks exceeding their expected completion time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Over Due Notification offer as a feature?

ANSWER: Enhance task management efficiency with notifications for tasks surpassing expected completion times, a feature present in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Could you describe the feature in the Over Due Notification ?

ANSWER: Notification mechanism for tasks exceeding their expected completion time. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the After-call summary?

ANSWER: Agents can efficiently manage after-call tasks with the timer feature, ensuring timely capture of summaries. This functionality is accessible across xaia 1+, xaia 2+, xaia 3+ and xaia 4+ plans

QUESTION: What feature does the After-call summary offer?

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ANSWER: Agents can efficiently manage after-call tasks with the timer feature, ensuring timely capture of summaries. This functionality is accessible across xaia 1+, xaia 2+, xaia 3+ and xaia 4+ plans

QUESTION: What is the feature of the Customer satisfaction ratings (CSAT) ?

ANSWER: Capture feedback with customer satisfaction (CSAT) ratings surveys. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What feature does the Customer satisfaction ratings (CSAT) offer?

ANSWER: Gather valuable customer feedback through satisfaction (CSAT) rating surveys, available across xaia 1+, xaia 2+, xaia 3+ and xaia 4+ plans.

QUESTION: What does the Customer satisfaction ratings (CSAT) include as a feature?

ANSWER: Capture feedback with customer satisfaction (CSAT) ratings surveys. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Customised agent statuses ?

ANSWER: Available agent statuses are Online, Offline, Away, Busy. You can create a limited amount of customised statuses available to all agents on your account. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Can you elaborate on the Customised agent statuses feature?

ANSWER: Available agent statuses are Online, Offline, Away, Busy. You can create a limited amount of customised statuses available to all agents on your account. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Describe the key feature in the Customised agent statuses.

ANSWER: Available agent statuses are Online, Offline, Away, Busy. You can create a limited amount of customised statuses available to all agents on your account. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Internal chat ?

ANSWER: Agents can collaborate with other agents in the same space. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Can you describe a feature of the Internal chat ?

ANSWER: Agents can collaborate with other agents in the same space. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What feature does the Internal chat offer?

ANSWER: Agents can collaborate with other agents in the same space. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Agent Tracker ?

ANSWER: Real-time indication of an agent's availability and readiness to engage in interactions. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Agent Tracker offer?

ANSWER: Real-time indication of an agent's availability and readiness to engage in interactions. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is included in the Agent Tracker ?

ANSWER: Real-time indication of an agent's availability and readiness to engage in interactions. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Sentiment Tracking ?

ANSWER: Sentiment Tracking - Track users sentiments based on the interactions. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What feature does the Sentiment Tracking offer?

ANSWER: Sentiment Tracking - Track users sentiments based on the interactions. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: Describe the feature of the Sentiment Tracking.

ANSWER: Sentiment Tracking - Track users sentiments based on the interactions. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+

QUESTION: What is the feature of the Customisable dashboards?

ANSWER: Create customised live dashboards for real-time insights. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: What does the Customisable dashboards offer?

ANSWER: Create customised live dashboards for real-time insights. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: How are dashboards customised in the Customisable dashboards ?

ANSWER: Create customised live dashboards for real-time insights. It is available in xaia 2+, xaia 3+ and xaia 4+

QUESTION: What do you mean by Live agent activity dashboard?

ANSWER: Live Agent Activity Dashboard allows you to view the agents performance in real-time. For example, you can monitor agent statuses, ongoing conversations, and more across all channels. You can access this feature in all our chatbox plans.

QUESTION: What do you mean by Trend chart in your pricing page?

ANSWER: It is a visual representation of data trends and changes over time. This feature is accessible in xaia 1+, xaia 2+, xaia 3+ and xaia 4+ plans, providing a dynamic way to analyze evolving patterns.

QUESTION: What do you mean by Team Performance Report in your pricing page?

ANSWER: The Team Performance Report featured in our pricing page offers a comprehensive overview of your team's engagements across various channels. This valuable insight is available with our xiaia 2+, xiaia 3+ and xiaia 4+ plans, providing a detailed analysis of your team's activities.

QUESTION: What do you mean by Agent Availability Report in your pricing page?

ANSWER: The Agent Availability Report, highlighted in our pricing page, allows you to easily identify which agents are ready to handle queries on each channel. This functionality is accessible through our xaia 2+, xaia 3+ and xaia 4+ plans, ensuring efficient management of agent availability.

QUESTION: What do you mean by Call summary report in your pricing?

ANSWER: Agents can capture the outcome of a call and define the status such as closed/pending. It is available in xaia 2+, xaia 3+ and xaia 4+.

QUESTION: What details do you provide in Call summary report?

ANSWER: Agents can capture the outcome of a call and define the status such as closed/pending. It is available in xaia 2+, xaia 3+ and xaia 4+.

QUESTION: How would you describe the feature of the Custom reports

ANSWER: The Custom Reports offers advanced reporting features that allow you to generate reports according to your specific business needs. It provides flexibility in extracting and analyzing data, giving you detailed insights and analytics customized to your requirements. It is available in xAIA 2+, xAIA 3+ and xAIA 4+.

QUESTION: What do you mean by APIs for integrations with third party apps in your pricing page?

ANSWER: APIs for integrations with other third-party solutions are provided by Worktual. They are available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+.

With this solution, you can connect your CRMs or any other applications you want to integrate

QUESTION: What does the Worktual plan offer in terms of integrating with third-party solutions via APIs?

ANSWER: Integrate with other third-party solutions with the APIs provided by Worktual. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+.

QUESTION: How does the Worktual plan facilitate integration with third-party apps using APIs?

ANSWER: Worktual provides APIs for integrating with other third-party solutions through our API configuration set-up. It is available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+.

QUESTION: What are all the features I can access in group chat?

ANSWER: Worktual provides features like creating tasks, events, notes, and sharing files and links in both individual and group chats. Additionally, you can easily initiate a group call directly from the chat with just a single click.

QUESTION: Can I make a call to a PSTN number?

ANSWER: Yes, you can call to a PSTN number if you have outbound minutes available in your account.

QUESTION: What should I do to make outbound calls?

ANSWER: To make outbound calls, dial them just like calling extensions or select the contact if you've imported external contacts. Make sure you have available minutes in your plan.

QUESTION: Is there any charges applied for making external calls?

ANSWER: You can make external calls only if you have minutes available. You can purchase additional minutes as add-on.

QUESTION: Do I need a license to access group call feature?

ANSWER: You don't need a specific license to access group call feature. But it can be accessed only if you have purchased Aidia Max or Aidia Pro plan.

QUESTION: What are imported contacts?

ANSWER: Contacts which you upload into Worktual application from an external source such as email or phone are referred as imported contacts.

QUESTION: how can i down grade my plan

ANSWER: No. Worktual doesn't allow you to downgrade the plan

QUESTION: How to downgrade my plan?

ANSWER: No. Worktual doesn't allow you to downgrade the plan

QUESTION: i want to down grade my plan

ANSWER: No. Worktual doesn't allow you to downgrade the plan

QUESTION: is there any way to downgrade my plan

ANSWER: No. Worktual doesn't allow you to downgrade the plan

QUESTION: i am thinking to down grade my plan

ANSWER: No. Worktual doesn't allow you to downgrade the plan

QUESTION: Is this a rule based bot?

ANSWER: No, I'm a conversational AI bot powered by Worktual CXAI technology

QUESTION: Are you a rule based chat bot?

ANSWER: No, I'm a conversational AI bot powered by Worktual CXAI technology

QUESTION: are you rule based or conversational AI?

ANSWER: I'm a conversational AI bot powered by Worktual CXAI technology

QUESTION: what is rule based bot

ANSWER: Our Xaia 3 is a rule-based chatbot that automates tasks and customer queries using customizable templates and predefined rules with intent training.

QUESTION: tell about rule based bot

ANSWER: Our Xaia 3 is a rule-based chatbot that automates tasks and customer queries using customizable templates and predefined rules

QUESTION: Are you a rule based bot?

ANSWER: No, I'm a conversational AI bot powered by Worktual CXAI technology

QUESTION: Do you offer ready to use templates?

ANSWER: Yes, Worktual offers 40+ ready to use chatbot templates, for different industries such as healthcare, ecommerce, real estate and more...

QUESTION: How can i contact your sales team?

ANSWER: To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050

QUESTION: How to create a chat bot?

ANSWER: First, you need to build a bot by navigating to Workflow -> Chatflow -> Create bot. You can create your bot from scratch or use an existing template and modify it based on your industry. Once you have created the bot, you can also create a widget for it by navigating to Settings -> Chat Widget -> Create widget

QUESTION: Which industrial sectors do you cover in ready-to-use templates?

ANSWER: We provide ready-to-use templates tailored for diverse industries, including E-commerce, Healthcare, Automobile, Real Estate, Personal Care, and Hospitality.

QUESTION: How to use the ready to use templates in my bot?

ANSWER: You can use our ready-to-use templates by navigating to Workflow -> Chatflow -> Templates tab. Click on 'Use this' next to the template record to apply the chatbot template to your bot.

QUESTION: Can I trigger email from the chatbot?

ANSWER: Yes, in our rule based chatbot, you can use 'Send email' block to trigger email to the customer during conversation.

QUESTION: Can I download the reports data?

ANSWER: Yes, you can download the reports as a csv file by clicking on Actions -> Export option in that particular report.

QUESTION: Can I customise the reports?

ANSWER: You can customise the reports table either by rearranging the columns or removing the table columns based on your needs.

QUESTION: How to customise the report table?

ANSWER: You can click on Actions -> Edit column option to customise your reports data.

QUESTION: What kind of reports do you offer in your Chatbox product?

ANSWER: We provide overall chat report, Feedback report and Agent based reports such as Agent chat report, ACW report and agent performance report.

QUESTION: What type of reports and analytics do you provide in your contact center?

ANSWER: In our Contact Center platform, we offer reports encompassing channels, agents, and bot performance (available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+ plans), along with analytics covering queue, agent, and AI-related metrics (available in xaia 1+, xaia 2+, xaia 3+ and xaia 4+ plans).

QUESTION: Can I view real-time performance of the contact center?

ANSWER: You can view the real-time activities of your contact center in 'Dashboard' module.

QUESTION: What kind of reports do you offer in Xaia 2+ plan?

ANSWER: In the Xaia 2+ plan, you gain access to comprehensive reports tailored to channels, agents, and bot performance, offering valuable insights into each aspect of your interaction and engagement strategies.

QUESTION: What kind of reports do you offer in Xaia 1+ plan?

ANSWER: In the Xaia 1+ plan, you get detailed reports focusing on channels and agents, giving you insights into your communication and team performance.

QUESTION: What kind of reports do you offer in xaia 4+ plan?

ANSWER: In the Xaia 4+ plan, you gain access to comprehensive reports tailored to channels, agents, and bot performance, offering valuable insights into each aspect of your interaction and engagement strategies.

QUESTION: What kind of reports do you offer in Xaia 1 plan?

ANSWER: In the Xaia 1 plan, you'll have access to a comprehensive set of reports, including overall chat reports, feedback reports, and specific agent-based reports like Agent Chat, ACW, and Agent Performance reports for a thorough analysis of your interactions and team efficiency.

QUESTION: What is xaia 3

ANSWER: Xaia 3 is a state-of-the-art AI-powered customer support chatbox, equipped with advanced features like lead generation, appointment booking, and email marketing modules. Elevate your business's customer interactions with this comprehensive solution

QUESTION: What is xaia 1

ANSWER: Xaia 1 is a live agent bot

QUESTION: What is xaia 2

ANSWER: Xaia 2 is an customer support chatbox solution featuring a FAQ bot with lead generation capabilities. The bot intelligently responds based on the knowledge you provide, ensuring efficient and personalized interactions

QUESTION: what products you have

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: products offered by you

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: can you tell about your products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: tell about your company products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: explain your company products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: products of your company

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are interested in?

QUESTION: products offers

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: product of worktual

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: worktual product

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: what are all the product you have

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: can i know about your products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: product offered by you

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: can you provide the product list

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: product details of worktual

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: hey tell about worktual products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: worktual three products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: product names

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: products by you

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: product list

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: worktual main products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: worktual key products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: help me in finding the products

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: what products you offer

ANSWER: Worktual's offerings are three key products: Chatbox, Contact Centre, and Unified Communication. which one you are intrested in?

QUESTION: How to contact you

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: your contact details

ANSWER: "To contact our sales team, you can reach us at the following numbers:

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USA: +1 518-394-4040

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QUESTION: how to contact worktual

ANSWER: "To contact our sales team, you can reach us at the following numbers:

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USA: +1 518-394-4040

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QUESTION: sales contact details

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UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: where are you located

ANSWER: Worktual Ltd, Level 18, 40 Bank Street, London, E14 5NR

QUESTION: you address

ANSWER: Worktual Ltd, Level 18, 40 Bank Street, London, E14 5NR

QUESTION: where are you based

ANSWER: Worktual Ltd, Level 18, 40 Bank Street, London, E14 5NR

QUESTION: Address of worktual

ANSWER: Worktual Ltd, Level 18, 40 Bank Street, London, E14 5NR

QUESTION: worktual address

ANSWER: Worktual Ltd, Level 18, 40 Bank Street, London, E14 5NR

QUESTION: where was worktual company

ANSWER: Worktual Ltd, Level 18, 40 Bank Street, London, E14 5NR

QUESTION: how can i reach you

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: what is xaia?

ANSWER: Xaia,an AI assistant from Worktual.

QUESTION: tell about xaia

ANSWER: Xaia,an AI assistant from Worktual.

QUESTION: can i know about xaia

ANSWER: Xaia,an AI assistant from Worktual.

QUESTION: who are you

ANSWER: Xaia,an AI assistant from Worktual.

QUESTION: worktual contact details

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QUESTION: how can i contact the support team in worktual

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: How to buy your products

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

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QUESTION: guide me to buy your product

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QUESTION: how can i buy worktual products

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: help me to buy worktual product

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: guide me to purchase worktual product

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: can i buy your products in this bot

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Need to sign up

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: i wanna signup

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: i want to signup

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: i would like to sign up

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: help me to sign up for any plan

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: i want to signup free trials

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: i want to sign up for free trial

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: sign me up for free trial

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: free trial sign up

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

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Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: I want to do free sign up

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: Need to signup for free

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: help me to sign up for free

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

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Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: guide me for free purchase of plan

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: what are the free plans you have

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Can you please let me know which Which product free plan would you like to signup ?

QUESTION: what are the free trails you have

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Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: list the free plans you have

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Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: worktual free plans

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: i want to buy worktual free plans

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: need to know about worktual free plans

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: can i have a free trial

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

The Contact Center offers plans such as Xaia1+ Free,Xaia2+ Free.

Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: i would like to buy free trial

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia 1, Xaia2 Free,Xaia3 Free.

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Unified Communications presents plans like Aidia Essential Free, Aidia Max Free and Aidia Pro Free.

Can you please let me know which Which product free plan would you like to signup ?

QUESTION: How do I make a new account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: What do I do to sign up?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Can you help me create an account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: How can I join with a new account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Where do I go to start signing up?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: I want to make a new account, how?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: How can I start using this, step by step?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Can you guide me in making an account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: What's the process to get a new account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: How do I get started with a new account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: I want to sign up; can you help me?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: What do I need to do to join up?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Can you show me how to make an account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Where's the page to make a new account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: I'm new; how do I create a user account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: What's the way to join and start using this?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: How do I fill out the form to sign up?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: I want to start; where's the signup link?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: What info do I need for signing up?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Can you explain how to join simply?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: I need to sign up; how does it work?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: How can I get enrolled or subscribed?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: I want to join; what's the signup link?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: Can you guide me in registering an account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 , Xaia 2 free,Xaia3 Free, Xaia3, and xaia 4.

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: What's the simple way to get a new account?

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: xaia 3

ANSWER: Xaia 3 is a state-of-the-art AI-powered customer support chatbox, equipped with advanced features like lead generation, appointment booking, and email marketing modules. Elevate your business's customer interactions with this comprehensive solution

QUESTION: xaia 1

ANSWER: Xaia 1 is a llive agent bot

QUESTION: xaia 2

ANSWER: Xaia 2 is an customer support chatbox solution featuring a FAQ bot with lead generation capabilities. The bot intelligently responds based on the knowledge you provide, ensuring efficient and personalized interactions

QUESTION: tell about xaia 3

ANSWER: Xaia 3 is a state-of-the-art AI-powered customer support chatbox, equipped with advanced features like lead generation, appointment booking, and email marketing modules. Elevate your business's customer interactions with this comprehensive solution

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QUESTION: ccaas plans

ANSWER: Worktual's Contact Centre product offers four comprehensive plans: Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

QUESTION: contact centre plans

ANSWER: Worktual's Contact Centre product offers four comprehensive plans: Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

QUESTION: list the ccaas plans

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QUESTION: list contact centre plans

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QUESTION: what plans available in ccaas

ANSWER: Worktual's Contact Centre product offers four comprehensive plans: Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+ and xaia 3+ free and xaia 4+.

QUESTION: can you explain about xaia 3

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QUESTION: Can you provide information on Xaia 3?

ANSWER: Xaia 3 is a state-of-the-art AI-powered customer support chatbox, equipped with advanced features like lead generation, appointment booking, and email marketing modules. Elevate your business's customer interactions with this comprehensive solution

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QUESTION: give me the phone number for xaia 4 sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: give me your phone number

ANSWER: "To contact our sales team, you can reach us at the following numbers:

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QUESTION: give me your contact number

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UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: give your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: how to contact xaia 4 sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact xaia 3 + sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

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UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: give me your email address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: how to contact xaia2 sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact xaia1 sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact xaia 3 + sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact xaia2 + sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact xaia1 + sales team

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UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact aidia pro sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact aidia max sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: how to contact aidia essential sales team

ANSWER: "To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: what is aidia essential

ANSWER: With aidia essential , To Experience the ultimate in internal communication with our feature-packed platform! Seamlessly connect with your team through built-in calling capabilities, enabling effortless one-on-one conversations and dynamic group chats. Elevate productivity and collaboration with your own personalized workspace, tailored to meet your team's unique needs. Say goodbye to communication barriers and hello to streamlined workflows ? it's time to revolutionize how you work together!

QUESTION: tell about aida essential

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QUESTION: what is aidia pro

ANSWER: with aidia pro , It Effortlessly enhance your communication strategy with our premium plan, expanding upon the features of Aidia Max. Enjoy seamless transitions between audio and video, advanced multi-level IVRs, and enhanced security through voice and face biometrics. Host encrypted meetings accommodating up to 500 participants, and streamline call management with hunt groups and call queues. Unlock the full potential of your communication needs with our comprehensive package.

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QUESTION: what is aidia max

ANSWER: with aidia max ,Upgrade to our advanced plan for unparalleled communication features! Enjoy everything from Aidia Essential, plus advanced calling functionalities like call parking, forwarding, and flipping. Dive into AI-powered benefits such as automatic transcripts, while hosting fully encrypted meetings for up to 200 participants. Stay organized with meeting highlights and real-time log reports, and seamlessly integrate with in-app and third-party tools. Elevate your communication effortlessly with our comprehensive package.

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QUESTION: what is Xaia 1+

ANSWER: With xaiia 1+ Enjoy seamless access to traditional omnichannel support, integrating diverse communication channels like phone, email, live chat, and social media for a cohesive and personalized customer experience. Smart replies assists agents in promptly responding to customer inquiries. Agents benefit from a unified workspace to engage with customers across multiple channels and efficiently manage all queries through queue management. Additionally, this plan incorporates AI functionalities including audio transcripts, sentiment analysis, an integrated ticketing system, and access to comprehensive reports and analytics for enhanced efficiency and insights.

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ANSWER: With xaia 1+ Enjoy seamless access to traditional omnichannel support, integrating diverse communication channels like phone, email, live chat, and social media for a cohesive and personalized customer experience. Smart replies assists agents in promptly responding to customer inquiries. Agents benefit from a unified workspace to engage with customers across multiple channels and efficiently manage all queries through queue management. Additionally, this plan incorporates AI functionalities including audio transcripts, sentiment analysis, an integrated ticketing system, and access to comprehensive reports and analytics for enhanced efficiency and insights.

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QUESTION: what is Xaia 2+

ANSWER: With xaiia 2+ Experience seamless omnichannel support with template-based bots for instant customer responses, eliminating queue wait times. Agent assist aids agents in understanding and resolving customer inquiries efficiently. This plan features AI capabilities like auto attendant for query routing, audio transcripts, sentiment analysis, an integrated ticketing system, and in-bot payment processing for streamlined transactions.

QUESTION: tell about Xaia 2+

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QUESTION: what is xaia 4+

ANSWER: Xaia 4+ offers comprehensive conversational support to customers, leveraging advanced AI features to enhance interactions. This plan facilitates seamless transitions from conversations to transactions, enabling efficient handling of multiple customer queries simultaneously. A virtual agent is deployed to assist customers through voice channels, providing personalized and effective support. With Xaia 4+, businesses can deliver exceptional customer experiences, optimize operational efficiency, and drive successful transactions through conversational support powered by advanced AI technology.

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QUESTION: i want to buy xaia 4

ANSWER: Interested parties are instructed to contact the sales team for purchasing xaia 4". To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

QUESTION: purchase xaia 4

ANSWER: Interested parties are instructed to contact the sales team for purchasing xaia 4". To contact our sales team, you can reach us at the following numbers:

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QUESTION: what plans you have

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

For the Chatbox product, you can choose from plans like Xaia1, Xaia2 ,Xaia 2 free, Xaia3 Free, Xaia3, and xaia 4.

The Contact Center offers plans such as Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+, xaia 3+ free and xaia 4+

Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: what plans you offer

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QUESTION: list me your plans

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QUESTION: worktual plans

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: plans of worktual

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: what plan do you offer

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: what plans worktual offer

ANSWER: Worktual provides three products: Chatbox, Contact Center, and Unified Communications, each with its own set of plans.

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Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: could you please tell me what plan you offer in worktual

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Unified Communications presents plans like Aidia Essential, Aidia Essential Free, Aidia Max, Aidia Max Free, Aidia Pro, and Aidia Pro Free.

Can you please let me know which Which product plan would you like to sign up for ?

QUESTION: can you sign me up for chatbox

ANSWER: yes ,we can help you with signing up for chatbox plans.we have variety of plans in chatbox like xaia1,xaia2 free,xaia2 ,xaia3,xaia3 free,xaia4.which one would you like to go with ?

QUESTION: can you sign me up for chatbox free plans

ANSWER: yes ,we can help you with signing up for chatbox free plans.we have variety of plans in chatbox like xaia1,xaia2 free,xaia3 free.which one would you like to go with ?

QUESTION: can you sign me up for chatbox paid plans

ANSWER: yes ,we can help you with signing up for chatbox plans.we have variety of plans in chatbox like xaia2 ,xaia3 ,xaia4.which one would you like to go with ?

QUESTION: sign me up for ccaas

ANSWER: yes ,we can help you with signing up for ccaas plans.we have variety of plans in ccaas like Xaia1+, Xaia1+ Free, Xaia2+, Xaia2+ Free, xaia 3+, xaia 3+ free and xaia 4+.which one would you like to go with ?

QUESTION: sign me up for ccaas free plans

ANSWER: yes ,we can help you with signing up for ccaas free plans.we have variety of plans in ccaas like xaia1+ free,xaia2+ free.which one would you like to go with ?

QUESTION: sign me up for ccaas paid plans

ANSWER: yes ,we can help you with signing up for ccaas plans.we have variety of plans in ccaas like xaia1+,xaia2+ ,xaia3+ and xaia 4+.which one would you like to go with ?

QUESTION: i want to signup for ucaas

ANSWER: yes ,we can help you with signing up for ucaas plans.we have variety of plans in ucaas like Aidia Essential, Aidia Essential free,Aidia Max,Aidia Max Free,Aidia Pro,Aidia Pro Free.which one would you like to go with ?

QUESTION: i want to signup for ucaas free plans

ANSWER: yes ,we can help you with signing up for ucaas free plans.we have variety of plans in ucaas like Aidia Essential free,Aidia Max Free,Aidia Pro Free.which one would you like to go with ?

QUESTION: i want to signup for ucaas paid plans

ANSWER: yes ,we can help you with signing up for ucaas plans.we have variety of plans in ucaas like Aidia Essential,Aidia Max,Aidia Pro.which one would you like to go with ?

QUESTION: what is your email address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: i want your email adderss

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: may I have your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: i want your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

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QUESTION: what is your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: send me your mail address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: i need your mail address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: i need your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: May I have your email address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: Would you kindly share your email address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: share your email address with me

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: could you provide your email for communication

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: can you give me your mail address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: can i get your mail id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: can i have your email address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: help me with your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: can you share your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: do you have any email address

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: please send me your email id

ANSWER: sales team - sales@worktual.co.uk and support team - support@worktual.co.uk

QUESTION: do you have a handover to the agent feature

ANSWER: Yes we provide handover to the agent feature, would you like me to connect you to our live agent ?

QUESTION: Do you have a way to give control to another person?

ANSWER: Yes we provide handover to the agent feature, would you like me to connect you to our live agent ?

QUESTION: Can you pass control to someone else?

ANSWER: Yes we provide handover to the agent feature, would you like me to connect you to our live agent ?

QUESTION: Is there a feature that lets someone else take over?

ANSWER: Yes we provide handover to the agent feature, would you like me to connect you to our live agent ?

QUESTION: Do you have an option to hand over to an agent?

ANSWER: Yes we provide handover to the agent feature, would you like me to connect you to our live agent ?

QUESTION: Can you transfer control to someone else easily?

ANSWER: Yes we provide handover to the agent feature, would you like me to connect you to our live agent ?

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QUESTION: purchase xaia 4

ANSWER: Interested parties are instructed to contact the sales team for purchasing xaia 4". To contact our sales team, you can reach us at the following numbers:

UK: +44 20 3444 0001

USA: +1 518-394-4040

Canada: +1 647-493-5050

Australia: +61 3 5234 5050"

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QUESTION: help me to buy xaia 4

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QUESTION: how to buy xaia 4

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QUESTION: sign me up for xaia 4

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QUESTION: how many day you provide free trial for xaia 4

ANSWER: for xaia 4 we dont have free trial. Interested parties are instructed to contact the sales team for purchasing xaia 4". To contact our sales team, you can reach us at the following numbers:

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