Agent manual

Guide for using the Emma Web Portal

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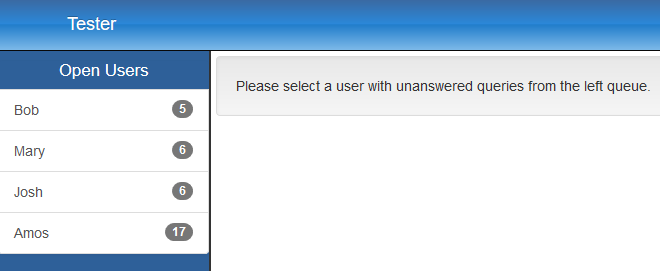
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# Emma Agent Login

Once your System Administrator has created an account for you in the Emma database, using your email address and password, log into the Emma Web Portal here:

<http://54.206.55.193/emma/index.php>

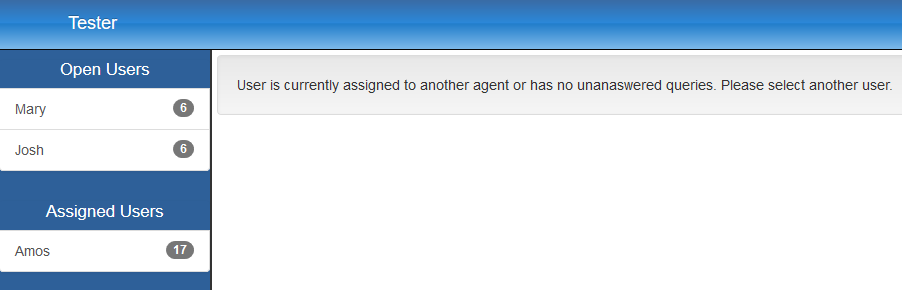
You will know that you have successfully logged in when you see your name in the top left hand corner of the Emma Web Portal main page. In the right main panel, you will see a message asking you to select a user from the left queue. If there are no users visible in the left queue, you do not need to proceed any further.



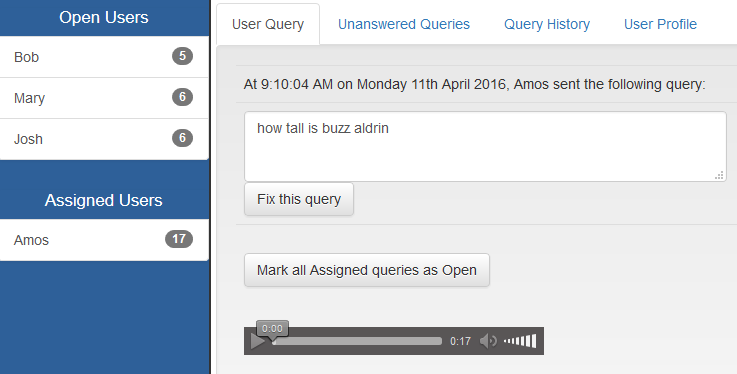
If there are any users in the left queue under an “Assigned Users” heading, click the user at the top of this queue as the users here have previously been assigned to you. If there are no “Assigned Users”, click the user at the top of the “Open Users” queue. In both cases, the user that appears at the top of the queue has the oldest open query and should be given priority.

# User Query

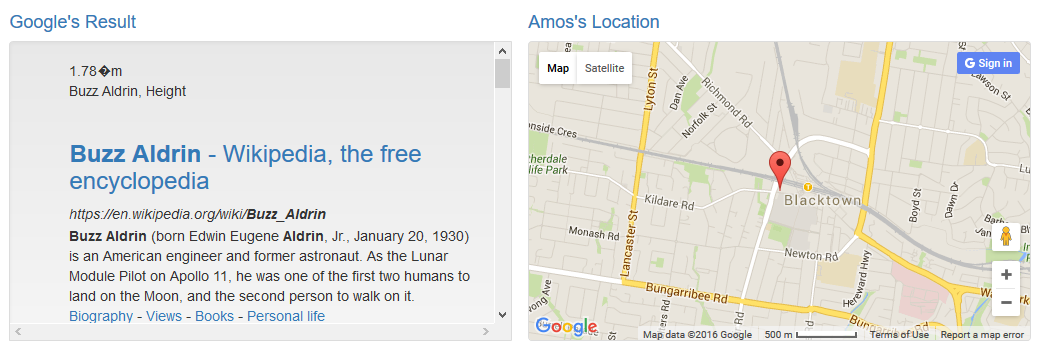
Once you have selected a user, it will move from the “Open Users” queue to your “Assigned Users” queue. If you are presented with a message stating that the user has already been assigned to another agent, try a different Open User.



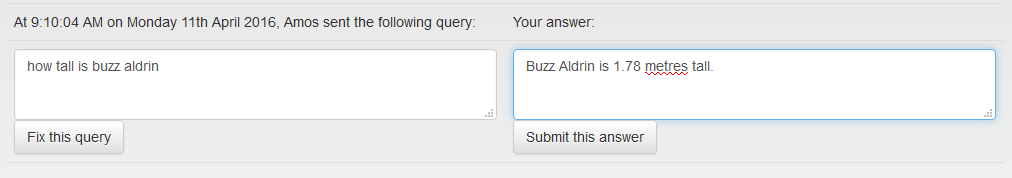
The “User Query” tab in the right main panel will show the selected user’s oldest unanswered query. If the text content of this query does not appear to make sense because of a poor audio to text conversion, you can re-listen to the audio query using the audio controls on this page, edit the text content and click on the “Fix this query” button. If an image file accompanied this query, it will also appear on this page. Clicking on the image will open a full-sized version of it in a new tab.



Below the query content, the result of passing the user’s query into Google Search and the user’s location at the time of the query in Google Maps will be displayed. You can scroll through the top 10 results from Google or click on the “Google’s Results” heading to open Google in a new tab. You can use the Google Maps controls, drag across the map or click on the “Location” heading to open Google Maps in a new tab for additional functionality such as directions.

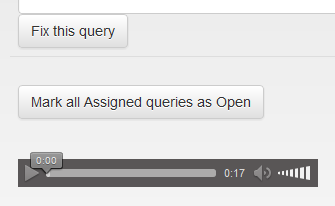


Once you have found the required information to answer the user’s query, you can type in a text response to this single query and click on the “Submit this answer” button. Please provide context in your response as each answer addresses a single query but the user is likely to have several unanswered queries.

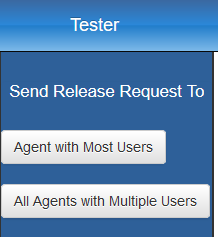


For example, a query asking “How tall is Michael Jordan?” should be answered with a response stating “Michael Jordan is 1.98 metres tall” rather than “1.98m”.

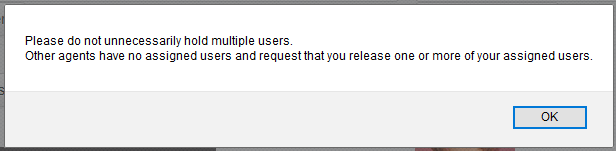
If you are unable to answer all of the user’s queries that have been assigned to you, for example, if you need to step away from your desk or if the user’s query requires the expertise of another agent, please click on the “Mark all Assigned queries as Open” to release the user from your “Assigned Users” queue and back into the “Open Users” queue. This is automatically done for all users assigned to you when you log out of the system.



If another agent has been assigned multiple users and there are no users for you to select, two buttons will appear in the left queue that will allow you to send a release request to the agent who has been assigned the most users or to all agents who have been assigned multiple users.

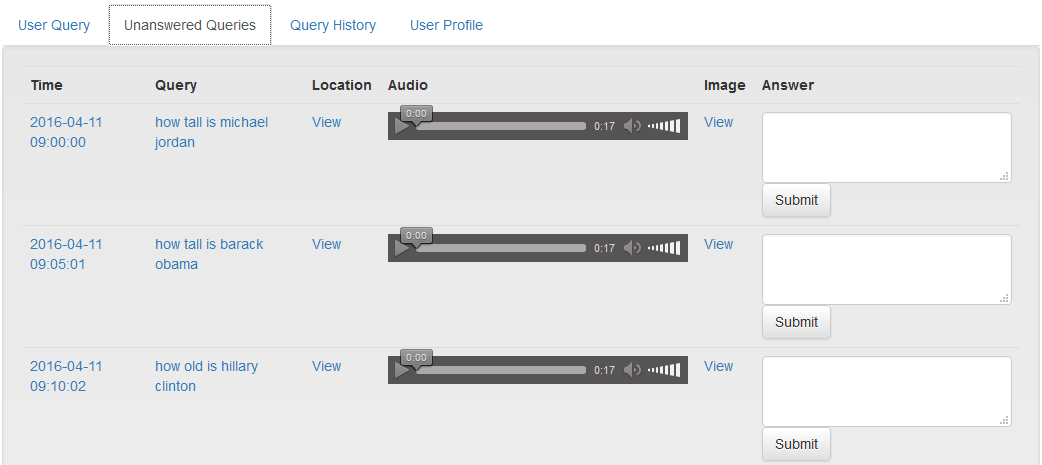


If you are an agent who has been assigned multiple users, you may receive an alert asking you to release one or more of your assigned users.



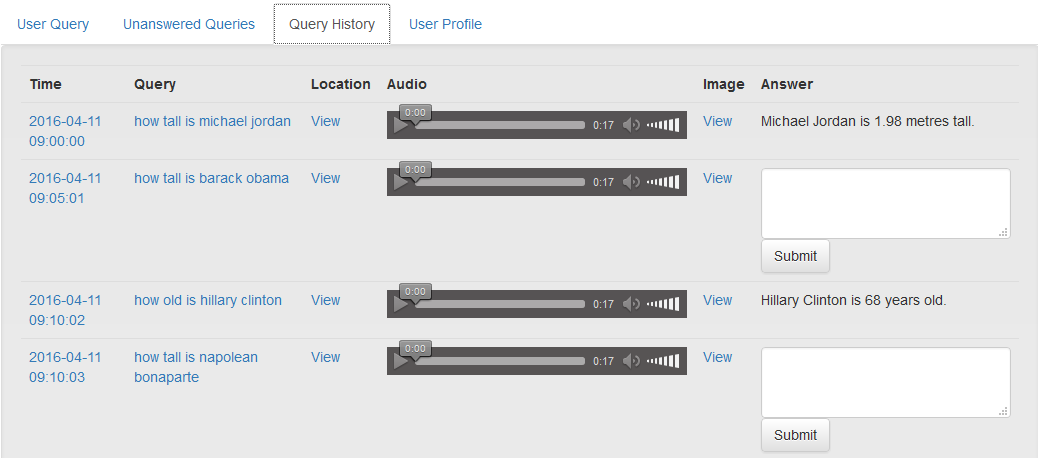
# Unanswered Queries

To see an overview of multiple queries that require a response, click on the Unanswered Queries tab which shows up to 10 of the selected user’s unanswered queries. These are ordered from oldest to newest. This allows the agent to prioritise the oldest queries that require action in cases where there are many unanswered queries or where newer queries have been answered before addressing older queries. Clicking on the links under the “Query”, “Location” and “Image” columns opens additional information in a new browser tab. Clicking on the “Time” of a query displays this specific query in the “User Query” tab. A form for submitting an answer to a specific query is also provided.



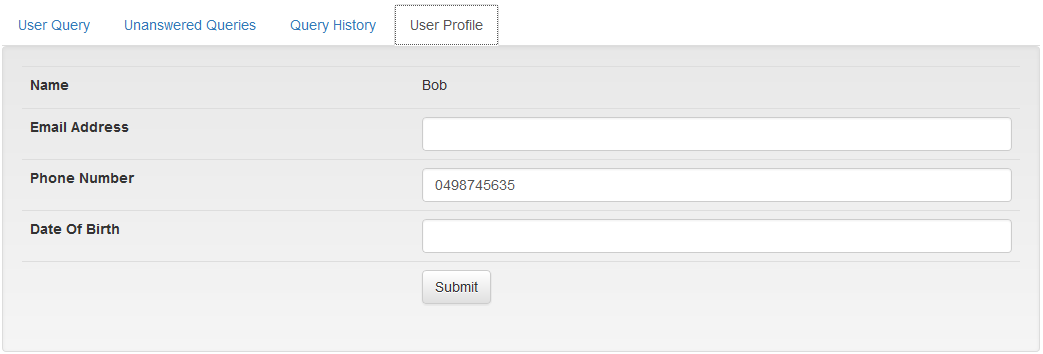
# Query History

To view a full chronological history of multiple queries for the selected user, click on the Query History tab which shows the last 20 queries regardless of whether they have been answered or remain unanswered. These are also ordered from oldest to newest and provide all the same functionality as the Unanswered Queries tab. When responding to queries asked in succession, this tab provides the agent with any relevant context between all related answered and unanswered queries.



# User Profile

To view and/or edit the selected user’s personal details, click on the User Profile tab. This view displays the information that is stored about the user, allows the agent to edit these details and submit them to the database. Each of the fields are validated depending on the type of information to be stored and will provide a hint on the format of the input when you hover over the field.



Once you have finished responding to all of your assigned users’ unanswered queries, or if you need to step away from your desk, please remember to log out of the Emma Web Portal.