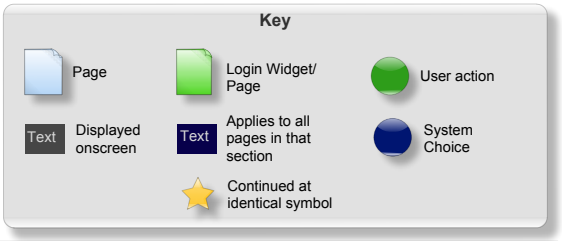
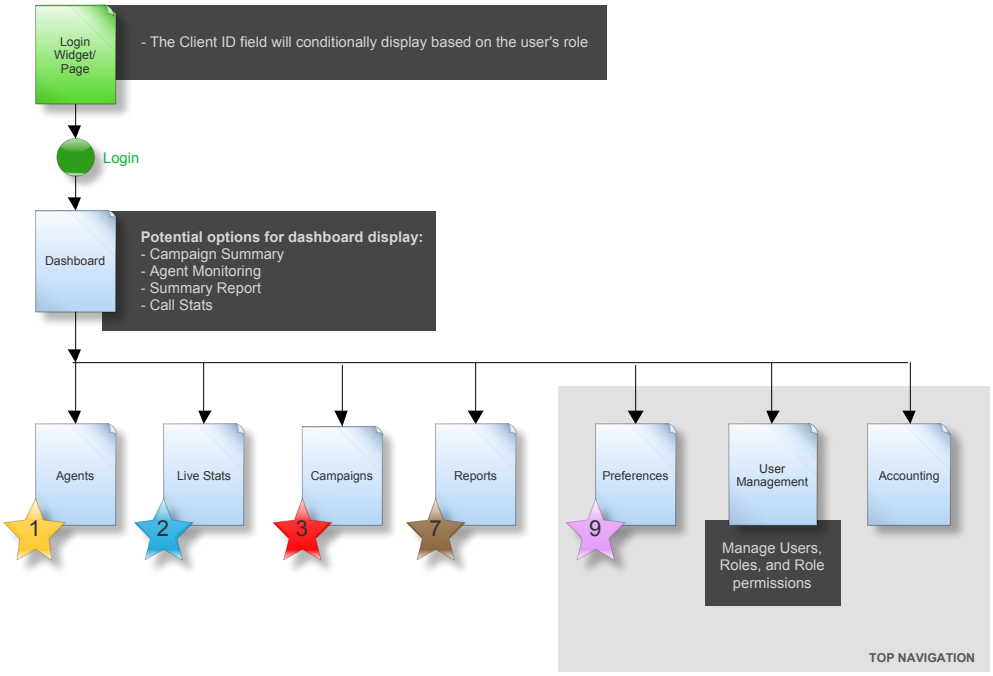
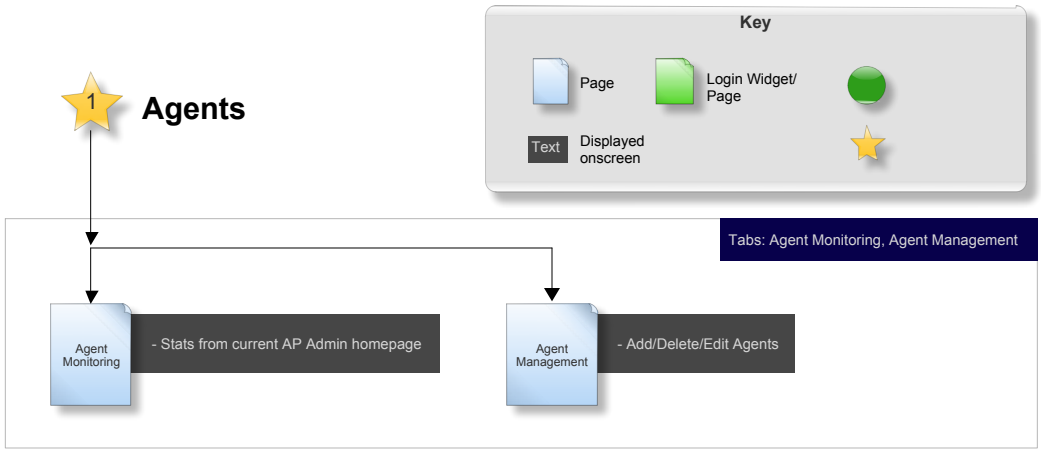
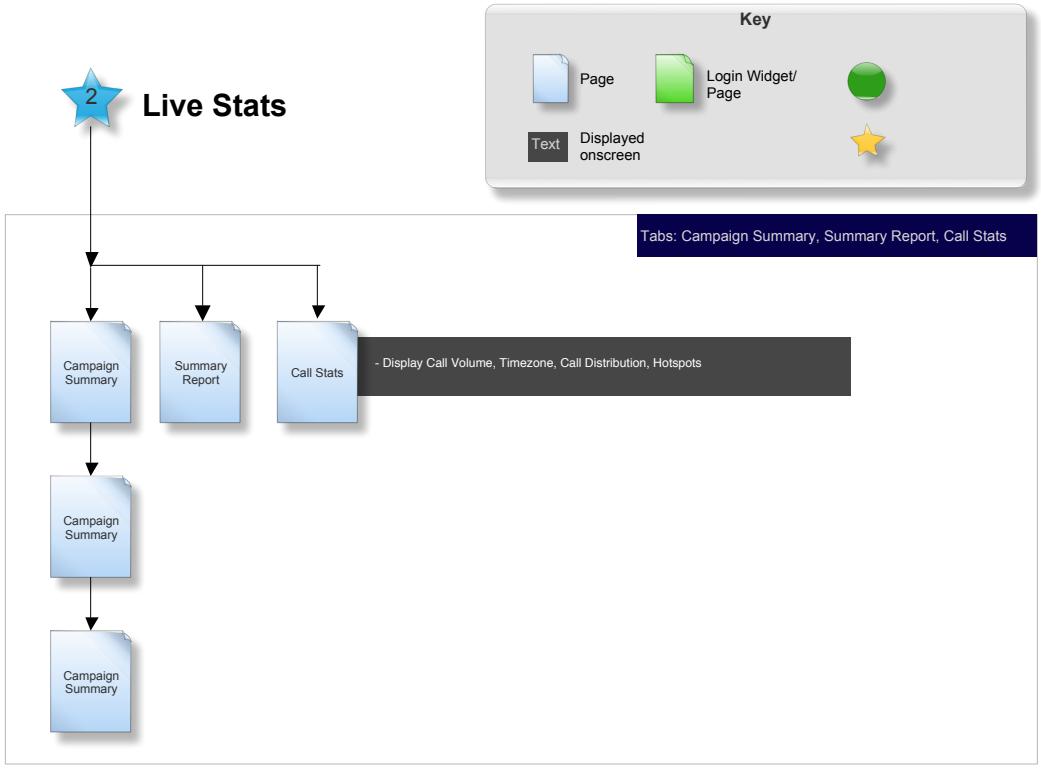
Global Connect
System Flow

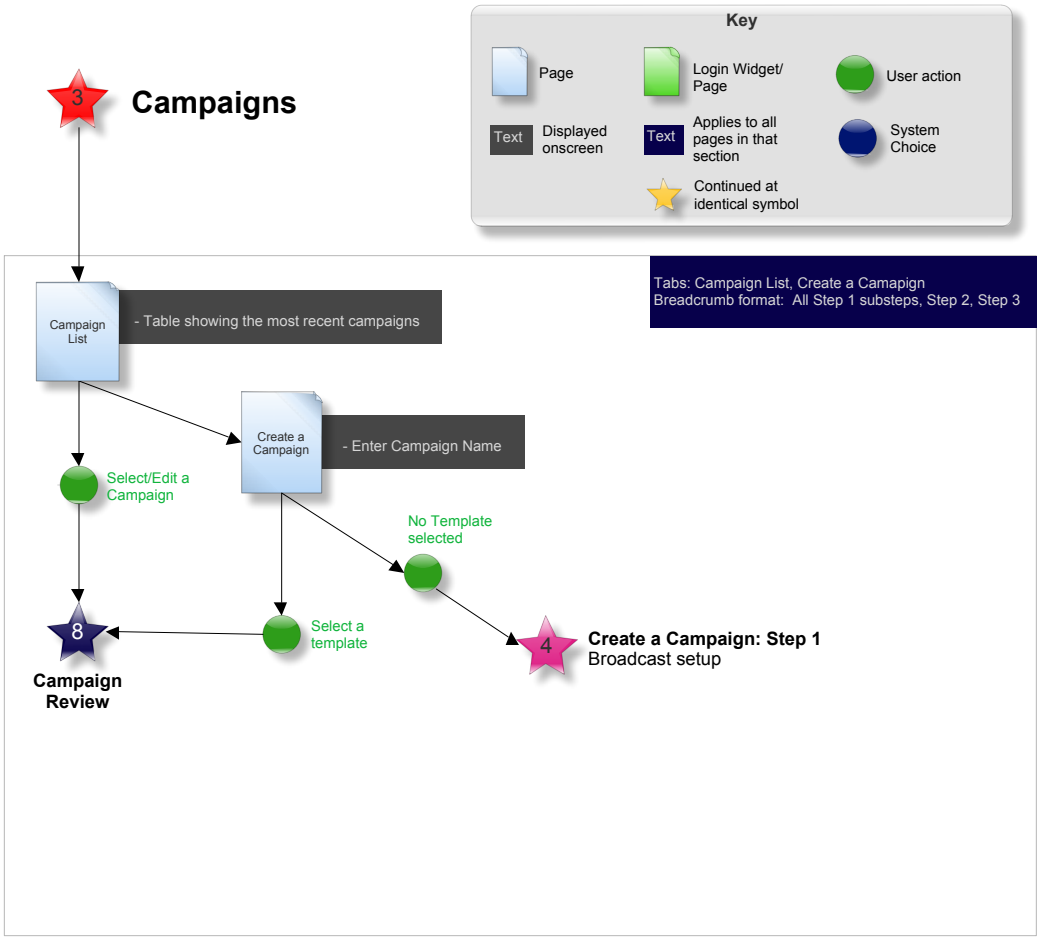


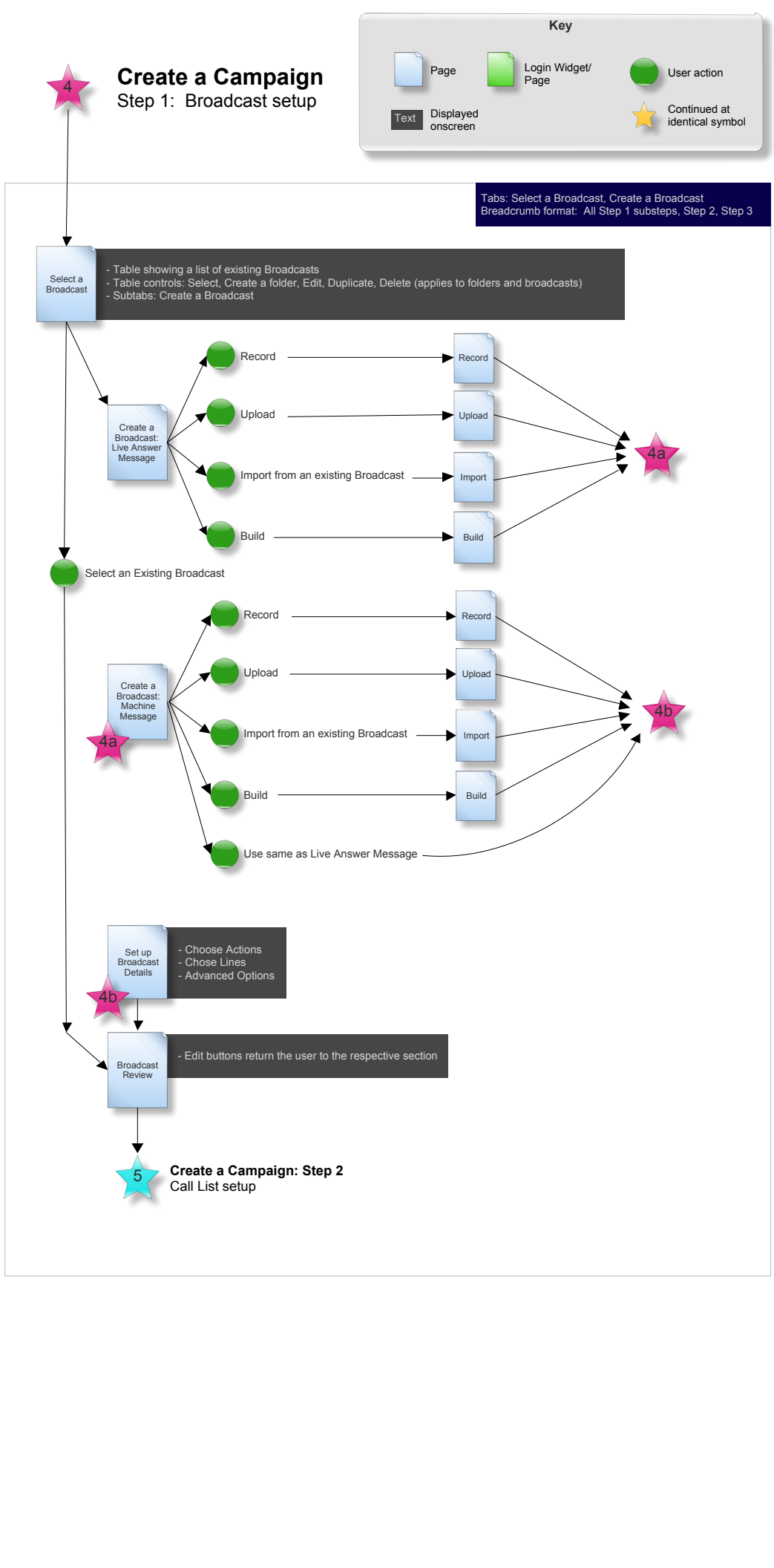
Campaign Manger

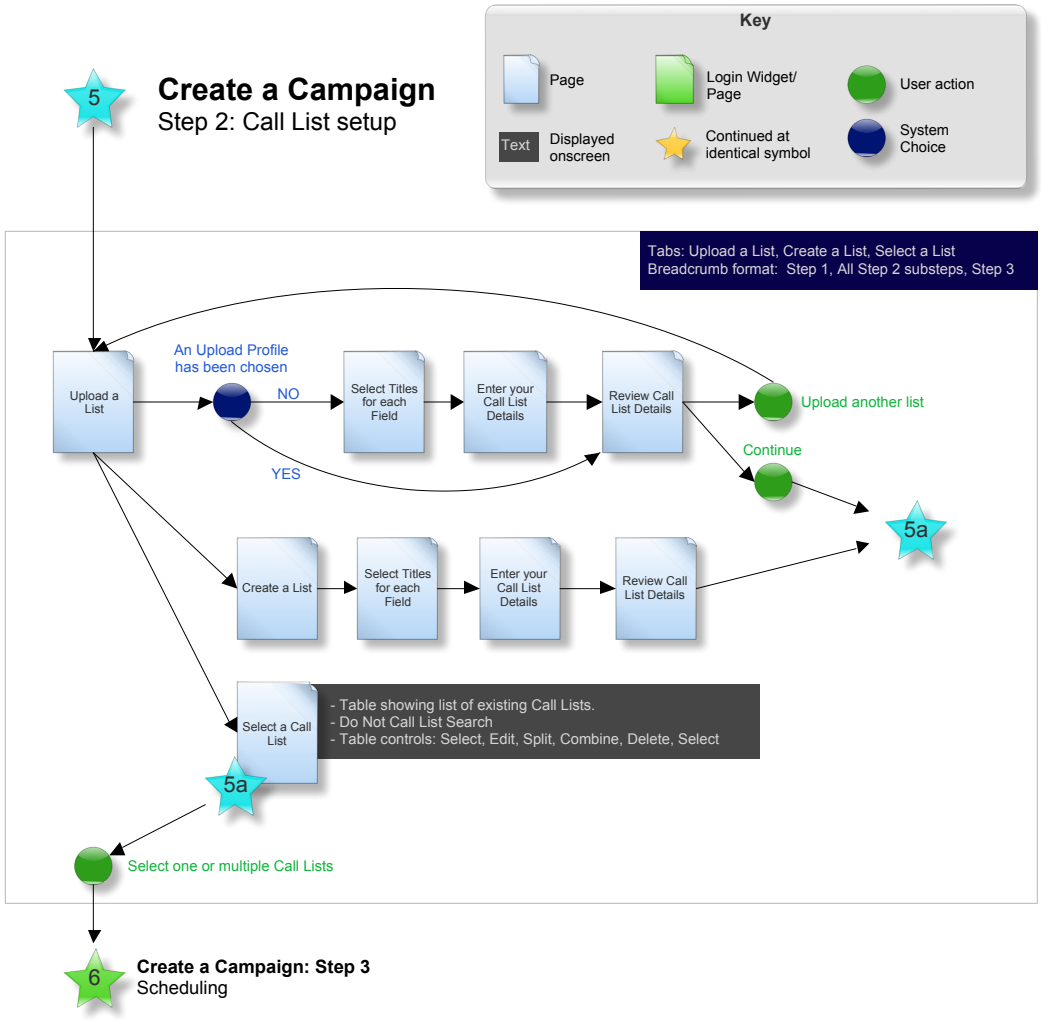


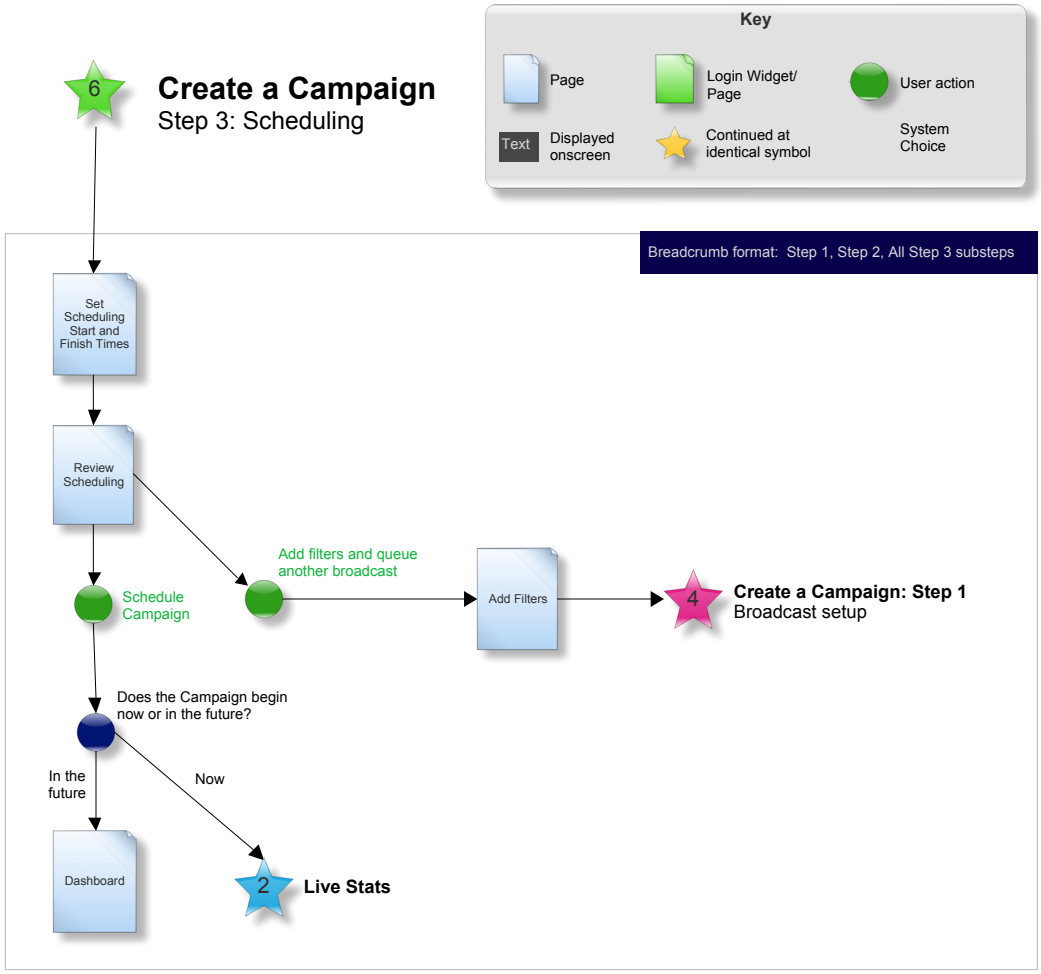

Key
Page
Login Widget/ Page
Text
Displayed onscreen
1
Agents
Tabs: Agent Monitoring, Agent Management
Agent Monitoring
- Stats from current AP Admin homepage
Agent Management
- Add/Delete/Edit Agents


Key
Page
Login Widget/ Page
Text
Displayed onscreen
2
Live Stats
Tabs: Campaign Summary, Summary Report, Call Stats
Campaign Summary
Summary Report
Call Stats
- Display Call Volume, Timezone, Call Distribution, Hotspots
Campaign Summary
Campaign Summary

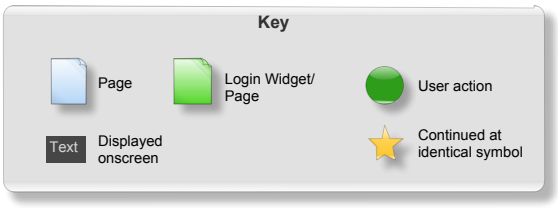

Key
Page
Login Widget/ Page
User action
Text
Displayed onscreen
Text
Applies to all pages in that section
System Choice
Continued at identical symbol
3
Campaigns
Tabs: Campaign List, Create a Camapign
Breadcrumb format: All Step 1 substeps, Step 2, Step 3
Campaign List
- Table showing the most recent campaigns
Create a Campaign
- Enter Campaign Name
Select/Edit a Campaign
No Template selected
8
Campaign Review
Select a template
4
Create a Campaign: Step 1
Broadcast setup


Key
Page
Login Widget/ Page
User action
Text
Displayed onscreen
Continued at identical symbol
4
Create a Campaign
Step 1: Broadcast setup
Tabs: Select a Broadcast, Create a Broadcast
Breadcrumb format: All Step 1 substeps, Step 2, Step 3
Select a Broadcast
- Table showing a list of existing Broadcasts
- Table controls: Select, Create a folder, Edit, Duplicate, Delete (applies to folders and broadcasts)
- Subtabs: Create a Broadcast
Create a Broadcast: Live Answer Message
Record
Upload
Import from an existing Broadcast
Build
Record
Upload
Import
Build
4a
Select an Existing Broadcast
Create a Broadcast: Machine Message
4a
Record
Upload
Import from an existing Broadcast
Build
Use same as Live Answer Message
Record
Upload
Import
Build
4b
Set up Broadcast Details
4b
- Choose Actions
- Chose Lines
- Advanced Options
Broadcast Review
- Edit buttons return the user to the respective section
5
Create a Campaign: Step 2
Call List setup


5
Create a Campaign
Step 2: Call List setup
Key
Page
Login Widget/ Page
User action
Text
Displayed onscreen
Continued at identical symbol
System Choice
Tabs: Upload a List, Create a List, Select a List
Breadcrumb format: Step 1, All Step 2 substeps, Step 3
Upload a List
An Upload Profile has been chosen
NO
YES
Select Titles for each Field
Enter your Call List Details
Review Call List Details
Upload another list
Continue
5a
Create a List
Select Titles for each Field
Enter your Call List Details
Review Call List Details
Select a Call List
- Table showing list of existing Call Lists.
- Do Not Call List Search
- Table controls: Select, Edit, Split, Combine, Delete, Select
5a
Select one or multiple Call Lists
6
Create a Campaign: Step 3
Scheduling


Key
Page
Login Widget/ Page
User action
Text
Displayed onscreen
Continued at identical symbol
System Choice
6
Create a Campaign
Step 3: Scheduling
Breadcrumb format: Step 1, Step 2, All Step 3 substeps
Set Scheduling Start and Finish Times
Review Scheduling
Schedule Campaign
Add filters and queue another broadcast
Add Filters
4
Create a Campaign: Step 1
Broadcast setup
Does the Campaign begin now or in the future?
In the future
Now
Dashboard
2
Live Stats

7 Reports


Key
Page
Login Widget/ Page
User action
Text
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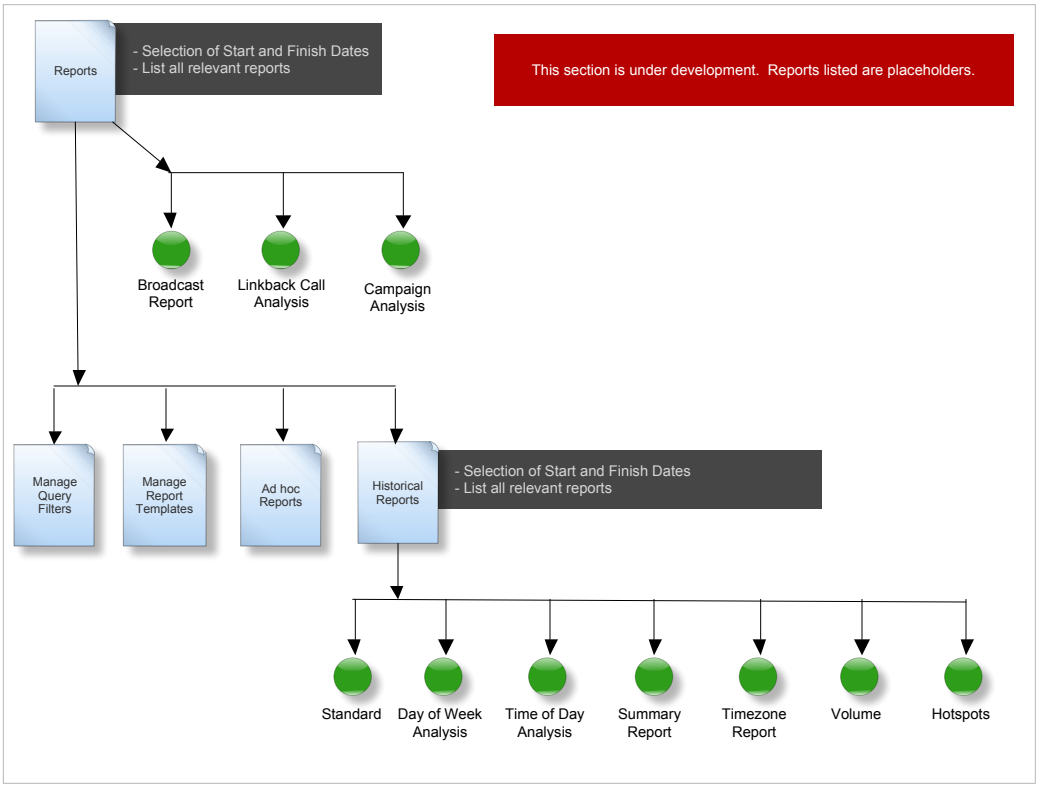
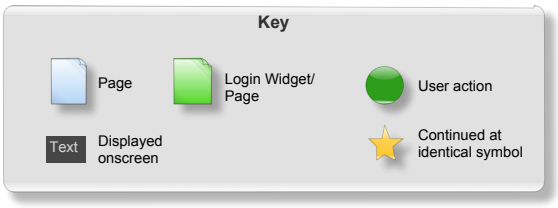
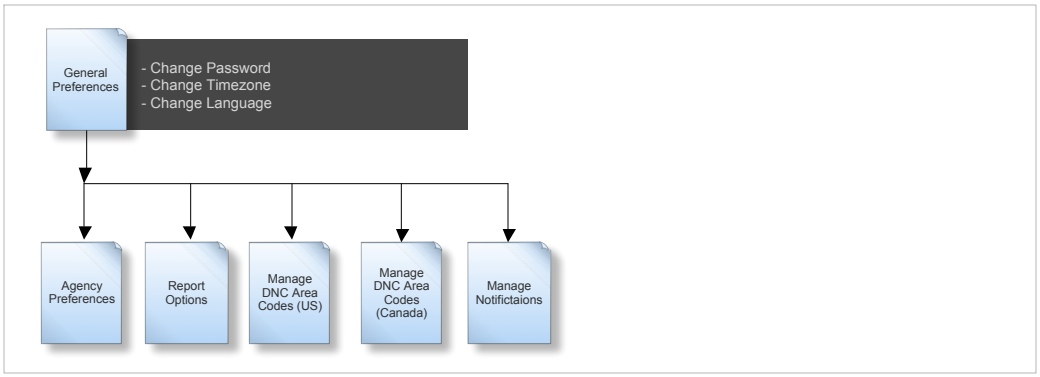
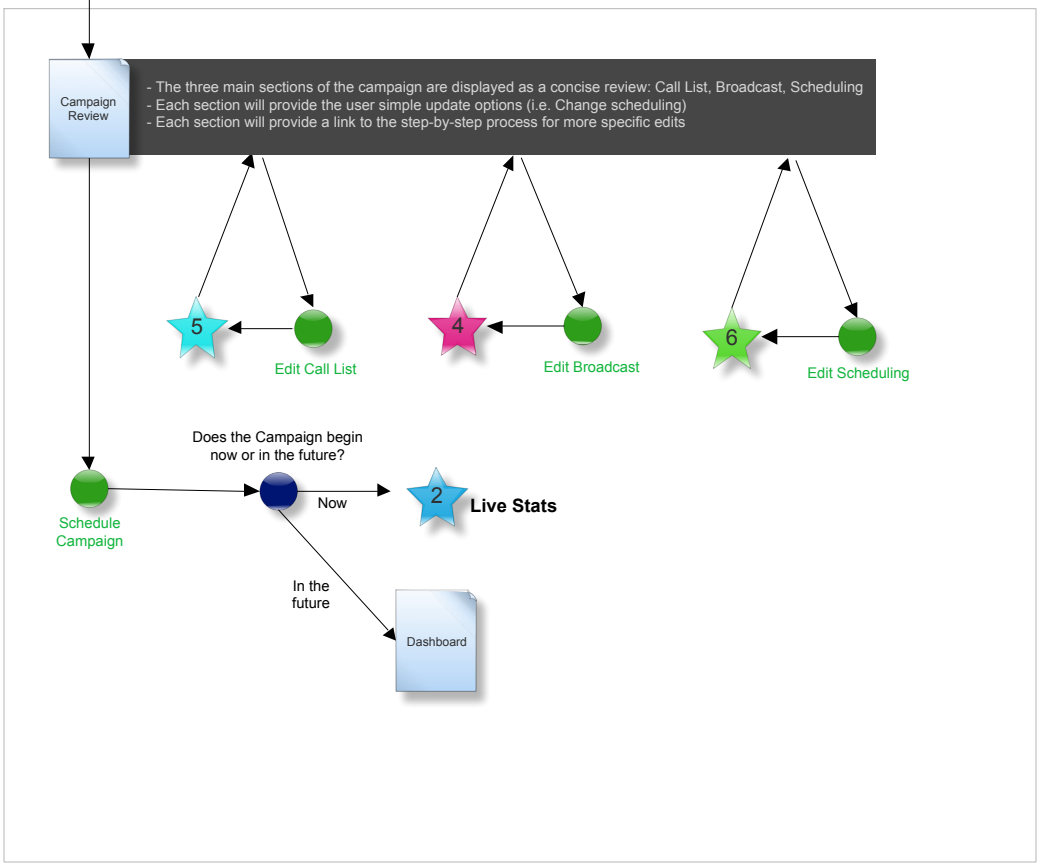

Reports
- Selection of Start and Finish Dates
- List all relevant reports
This section is under development. Reports listed are placeholders.
Broadcast Report
Linkback Call Analysis
Campaign Analysis
Manage Query Filters
Manage Report Templates
Ad hoc Reports
Historical Reports
- Selection of Start and Finish Dates
- List all relevant reports
Standard
Day of Week Analysis
Time of Day Analysis
Summary Report
Timezone Report
Volume
Hotspots

Preferences





Campaigns:
Campaign Review