Requirements for operators

Must be viewed on a 27-inch screen

* Display voice calls
* Display inbox (emails and web forms)
* Display online chat
* Display script
* A form for a new incident (type of incident, priority category, enter in name, phone number, brief description)
* Assign CMU to these incidents (show CMU skills, allow placement (top of list, etc), add special notes)
* Display available CMUs (show level, show capabilities (dropdown) and current assignments)
* Allow redial to customers
* Show current status of incidents and update regularly (acknowledge – allow dial to CMU and customer, solved, actioned, failed)
* Display recently logged incidents (allow solved, allow edit, allow link call, show area)