



Asia Gateway Corporate Services
Your Online Receptionist
Agent Mobile Platform User Guide

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Getting Started

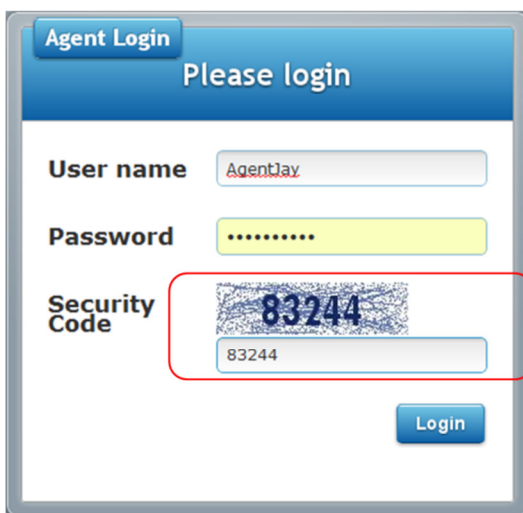
Welcome and thank you for choosing online receptionist as your call centre management facility.

By now you would have received your Username & Password, kindly proceed to www.online-receptionist.com/mobile to login to the call management system.

1. Logging into your Agent Account

1.1 Log in

1. Enter your **Username** and **Password** provided to you into the Login
2. Enter the dynamic **Security Code** as shown in the figure below.



The image shows a web form titled "Agent Login" with the instruction "Please login". It contains three input fields: "User name" with the value "AgentDay", "Password" with masked characters ".....", and "Security Code" with a CAPTCHA image showing the number "83244". Below the CAPTCHA is a text input field containing "83244". A red box highlights the CAPTCHA image and the text input field. A red arrow points from the text "Enter the Security Code as shown" to the CAPTCHA image. A "Login" button is at the bottom right.

Enter the Security Code as shown

3. Click on the **Login** button.
4. If you have entered a wrong password or username, the system will prompt you to re-enter your correct username and password. Please note that your username and password is **case-sensitive**.



The image shows the same "Agent Login" form, but with an error message "Username Or Password Wrong" displayed at the top. The "User name" and "Password" fields are empty. The "Security Code" field has a new CAPTCHA image showing the number "62264". A "Login" button is at the bottom right.

2. Understanding Your Mobile Agent Dashboard

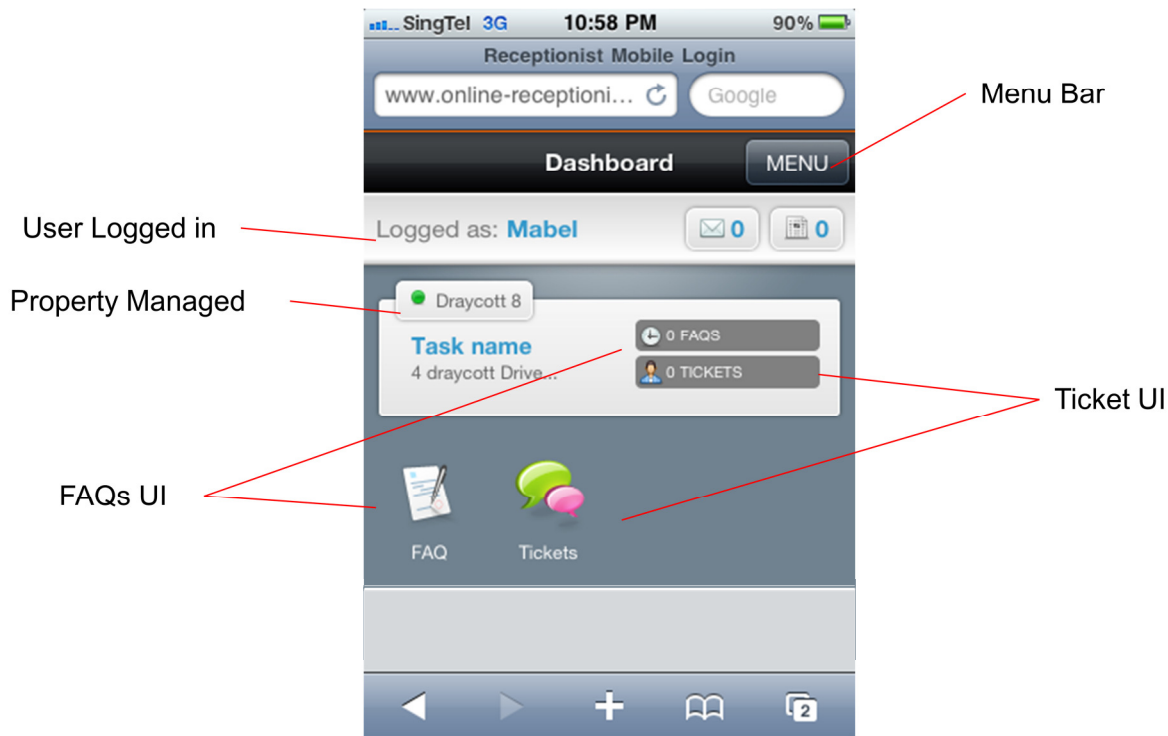


Figure 2a: Mobile Agent Dashboard – Home

2.1 Understanding Your Mobile Agent Dashboard

After logging in correctly with your username and password. You will be brought to the **Mobile Agent Dashboard**.

The Mobile Agent Dashboard is split into 3 main sections as shown in Figure 2a.

The interactive menu sections each cover different aspects for a manager of a call centre agent requirements . The following is a quick summary of each of the menu tab functionalities

- 1. Menu Bar**

This button will allow user to perform one of the following options:

 - Home
 - My Profile
 - Logout
- 2. FAQs UI:**

This section will display Frequently Asked Questions, and can be referenced as a knowledge base.

 - New questions can also be posted to the system and assigned to a staff member for an answer.
 - Users can also look up for an existing question using the search functionality.
 - Managers can also respond to Open Questions with answers.
- 3. Ticket UI:**

In the event, when a caller has dialed into the call centre for an issue to be resolved, a ticket will be raised by the call agent. Managers who have access to this mobile platform, can closed out tickets assigned to them.

3. Understanding Menu Tab

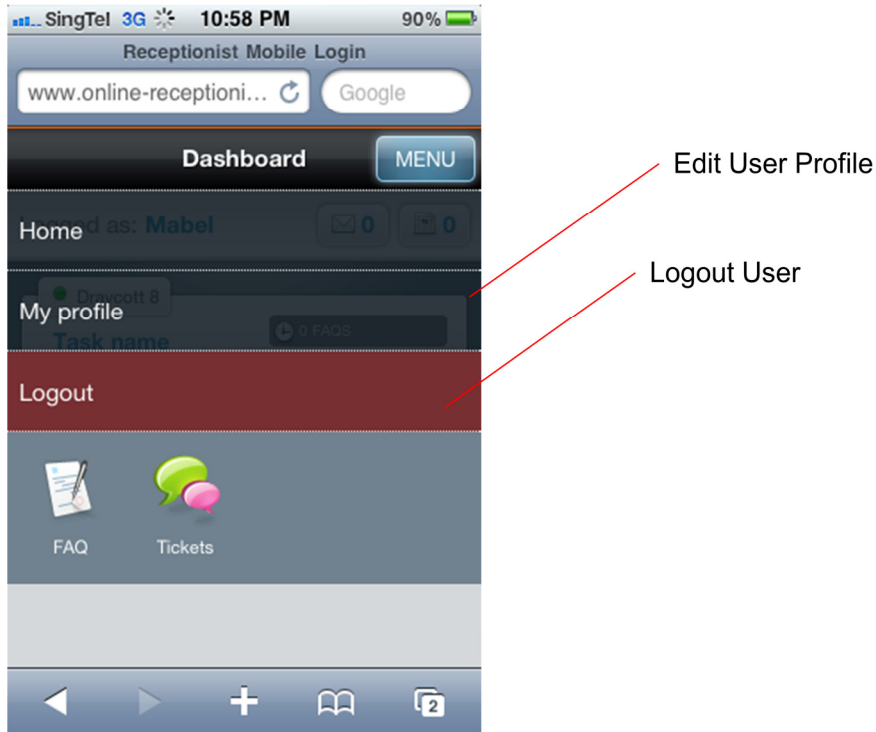


Figure 3a: Menu options

When a Team member clicks on the Menu button, they are brought to the following options.

- Home
- My Profile
- Logout

3.1 Selecting the Home option, will bring the user back to the previous UI.

3.2 Selecting My Profile option will allow the user to edit their contact details. (Refer to Figure 3b).

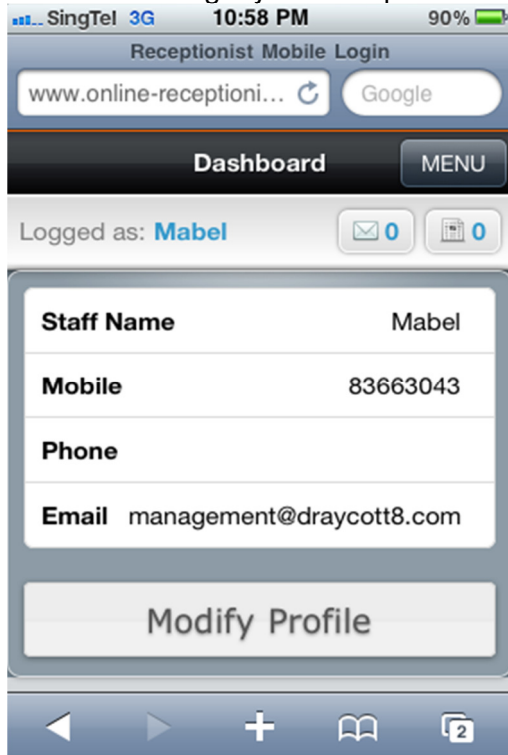


Figure 3b: Modify Profile UI

3.3 Selecting **Logout** option will allow the user to exit the Mobile Agent Dashboard.