

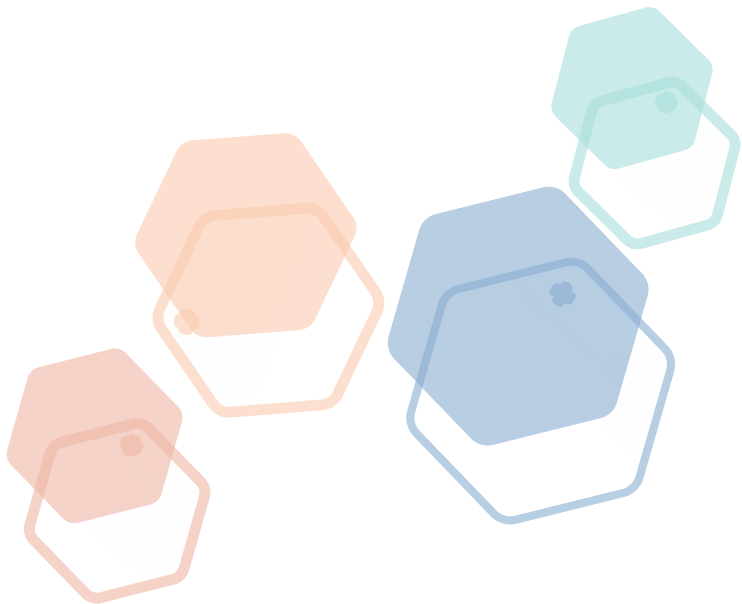
AVAYA

AVAYA | CTIBAR



ESCUCHAS EN TIEMPO REAL

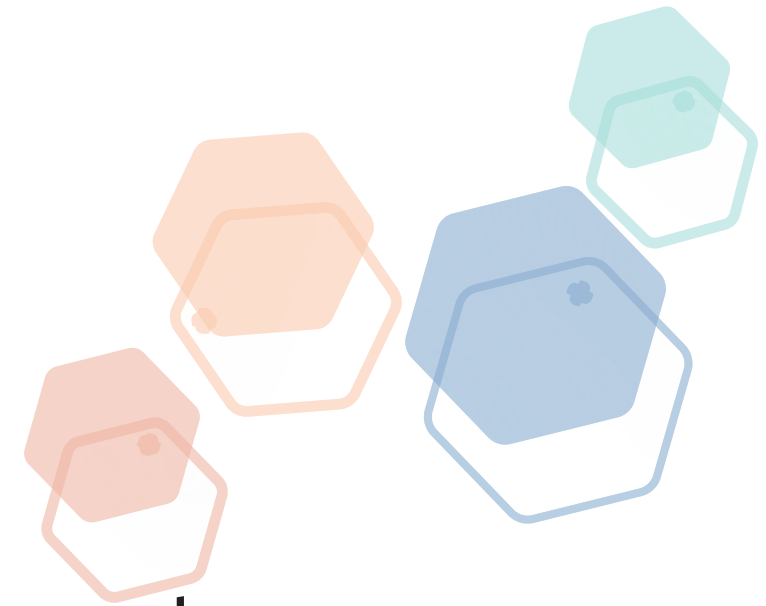
La herramienta AVAYA CTIBAR nos permite realizar llamadas en tiempo real a cualquier asesor, con el objetivo de llevar un mayor control y monitoreo del desempeño de nuestro equipo.



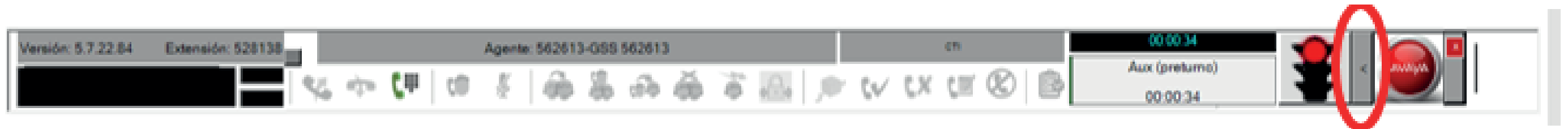
PASO A PASO DE ESCUCHAS EN TIEMPO REAL:

PASO 1: Iniciamos sesión en Avaya CTIBAR:
Colocamos AGENTE Y CLAVE

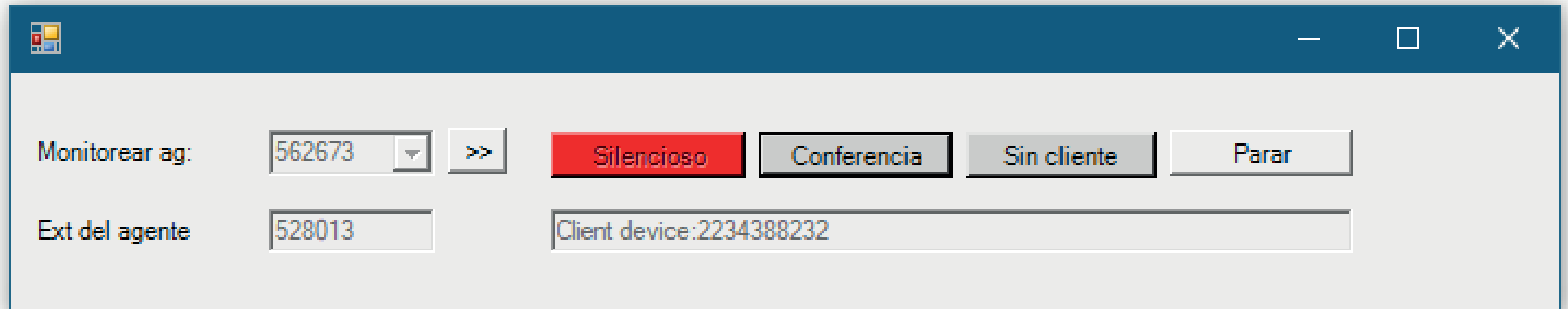
Previamente configuramos la extensión en caso de no contar con una

A screenshot of the Avaya CTIBAR login interface. The interface is teal-colored with the 'AVAYA' logo in red at the top. Below the logo, there are three input fields: 'Agente' with the value '562613', 'Clave' with masked characters '*****', and 'Extensión' with the value '528138'. At the bottom, there are two buttons: 'Aceptar' and 'Salir'.

PASO 2: Desplegamos la barra con las acciones habilitadas a realizar en la herramienta. Y hacemos click en el icono HISTORICO DE LLAMADAS



PASO 3: Rellenamos los campos con la información correspondiente:
MONITOREAR AGENTE: Colocaremos el número de ID del agente a escuchar. Hacemos click en la flecha y seleccionamos la opción SILENCIO



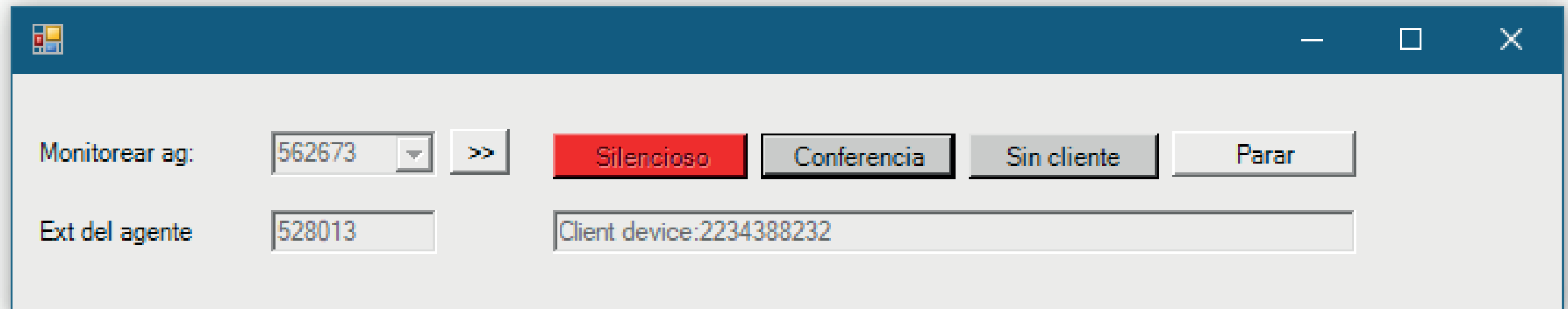
The screenshot shows a software window with a dark blue title bar and standard Windows window controls (minimize, maximize, close). The main area is light gray and contains the following elements:

- Monitorear ag:** A label followed by a text input field containing "562673", a dropdown arrow, and a button with ">>".
- Ext del agente:** A label followed by a text input field containing "528013".
- Client device:** A text input field containing "2234388232".
- Action Buttons:** Four buttons are arranged horizontally: "Silencioso" (red), "Conferencia" (gray), "Sin cliente" (gray), and "Parar" (gray).

Decorative orange and blue hexagonal shapes are visible in the bottom-left corner of the image.

CAMBIO DE ASESOR

Si queremos escuchar otro ASESOR, hacemos click en el botón parar y rellenamos nuevamente los campos con la información correspondiente.



The screenshot shows a software window with a dark blue title bar and standard Windows window controls (minimize, maximize, close). The main area is light gray and contains the following elements:

- Monitorear ag:** A label followed by a dropdown menu showing '562673' and a '>>' button.
- Ext del agente:** A label followed by a text input field containing '528013'.
- Buttons:** Four buttons are arranged horizontally: 'Silencioso' (red), 'Conferencia' (gray), 'Sin cliente' (gray), and 'Parar' (white).
- Client device:** A text input field containing 'Client device:2234388232'.