

Multimedia Manager Multi Session Controller

1. Basics

MM is an app helping people to organize and maintain call-center activities. A few terms to understand:

Message may be delivered by phone call, email, Facebook post, tweet, in the future also by chat. MM app treats messages from various source in similar manner, allowing replies, assignation, commenting, etc.

Message queue is message delivery mechanism. App periodically checks various channels (specified FB account, email address, Twitter...) for new messages, that are then delivered to available agent. Such queues can be defined by tenant (set up accounts to use, for example).

Agent is call center employee, person answering calls and messages. That's the role that uses MM the most.

Tenant is single client, there may be multiple ones registered in app. Tenants govern agents assigned to them, managing permissions and a few other settings related to agent's work.

Admin is master account, able to modify agents, tenants, various settings. 'Tree of command' would look like so: one admin, then multiple tenants using our app, then for each tenant multiple agents. That role is rarely used.

1. Demo

To check how the app looks and behaves, you may wish to visit test server at:

<http://86.54.110.147/multimediamanager/>

You will be redirected to login page.

Test tenant account: Lucas/default,

test agent account: lucas-agent/default.

Note that tenant and agent login addresses are different. To login as agent click '**Agent login**' link in lower right corner of login dialog.

As tenant you may: (using links on the left side of the window)

- view agents list and access agent settings ('Setup Agent'), allowing you to set permissions for various message channels and tweak multi session settings (which is the main workspace for agent, explained at the end of 'Agent session' section);
- view sorted chronologically messages from various sources;
- set up or modify integration settings for various channels, like email server, FB page, Twitter account, etc.

As agent note that your login link will be <http://86.54.110.147/multimediamanager/agent/sign-in> ; from first screen you may see message list, your main workspace however resides at:

http://86.54.110.147/multimediamanager/multi_session

Note that you must be logged in to see that page; otherwise it will be empty.

From multi session view you can view messages, send your replies, add notes, change assignation and disposition status per message, all explained further below.

1. Backend: Transform, databases...

MM is integrating with Trasform (telecom) service, described in more detail here:

https://www.assembla.com/spaces/insightplatform/wiki/Multimedia_Manager_application_integration

Transform webapp allows for connecting SIP softphone and receive / start calls using it, in addition to mentioned earlier message channels.

Our interface, namely multi_session view, will be visible in Transform app in dedicated iframe. That's why our view has to maintain full page layout without links/menus/interface elements, only the essential data, this being

messages to be displayed.

MM uses internally Mongo database storing all message, agent, tenant related data. Data is also synchronized with [MySQL](#) database, but in test setup app can work without that connection.

Checking for messages on various channels is periodic task governed by Celery tool. Testing setup checks following channels:

- emails sent to testemail@performancetelecom.co.uk
- tweets sent to @perftelecom
- fb posts sent to Perftelecom

1. Agent session

When visiting http://86.54.110.147/multimediamanager/multi_session you will be presented with gray-ish page and a few 'tiles' or boxes, each representing single message. Displayed are message's channel, author, text (truncated if too long) and timestamp. Each message type (so email, tweet etc) has its own color theme and icon to let agent to easily tell them apart. Each new message is painted purple though, in order to get your attention until you click it for the first time. Also, messages that are not replied to for some time will present slowly flashing clock icon to indicate they may be overdue.

Clicking message will bring up tabbed view with more details. Other messages are then minimized near top of the window as tabs, clicked one is expanded. You may click tabs to select different messages or click rectangle icon in top left corner to get back to box view. Selecting new tab also removes purple 'attention, new message' indicator.

In tabbed view you will see full message text, along with optional '['...' on gray background indicating there are previous conversations or replies from that source with the same subject. Clicking that '['...' will expand previous messages chain.

From the same view you may send reply to message, add notes (in second tab of detailed message view) or change assignation status (third tab there). Any changes will be saved when you click appropriate button (Reply, Save or Submit). Reply will be sent using the same channel the message came from, so email as reply to email, tweet in exchange for tweet... Sending reply also removes clock indicator of overdue message.

You may also use 'quick reply' box in box view, not expanding to tabs. When you hover on message tile you will see small text area appearing. Clicking it will not expand tabs, you may enter your reply there and send the reply pressing ENTER key.

Both in box and tabbed view you may wish to close message using 'X' icon. Doing so will present modal dialog giving you option to close message for that session or dispose it with one of predefined reasons. Closed message will reappear when an agent logs in again, disposed one won't show up again and disposition reason will be saved to database.

Page will periodically check for new messages and present them if possible. There's limit for number of messages shown, as well as (currently unused) limit for messages shown from particular source. If there's place for new message it will be presented after next refresh (refreshes are frequent, they happen each 10s). Page remembers messages closed for current session as well – those will not be shown.

Agent can also manually request new messages being delivered, if the tenant set the option 'allow manual control' in agent's setup. In such case new messages will not be delivered automatically, instead a button 'Check out for more' will appear.

Message limits mentioned above, as well as manual control setting and delays between overdue alerts (appearing of flashing clock) are defined per agent, in agent setup accessed **by tenant**.