PhonikIP Soft Phone (Call Manager) Manual

iPhonik

KEEPING CONNECTIONS ALIVE

Contents

iPhonik Soft Phone user manual.

1. Prerequisites

1. Please check your network connectivity to IPhonik server.

    If there is an issue with the network connectivity you will be prompted with a message saying "Please check your network connection and try again".

2. Check if your headset is properly connected to the PC.

2. PhonikIP logging

1. Check if your PhonikIP application is up to date. (Please find the version number at the bottom right on you PhonikIP logging screen next to letter 'V').
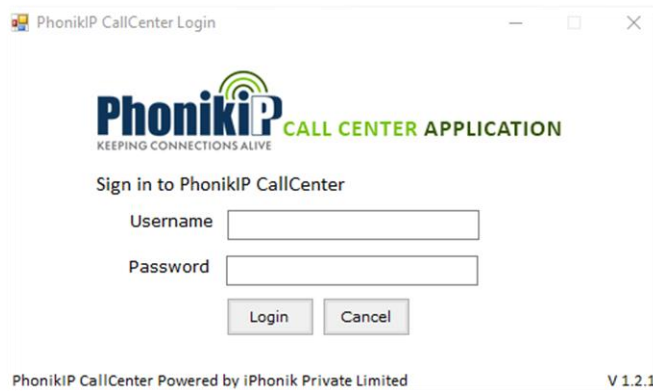

2. Use your credential provided by supervisor to logging to the system.
    After you have successfully logged in to the system PhonikIP Softphone application will be loaded.

3. If you're prompted with a message saying "Username Already in use" please make sure that you're not logged in to another machine using same credentials. *Scenarios like this can be experienced if your PC crashed, Application Crashed, Network Failures etc. Please contact your supervisor if such scenario occurs.*

3. PhonikIP application
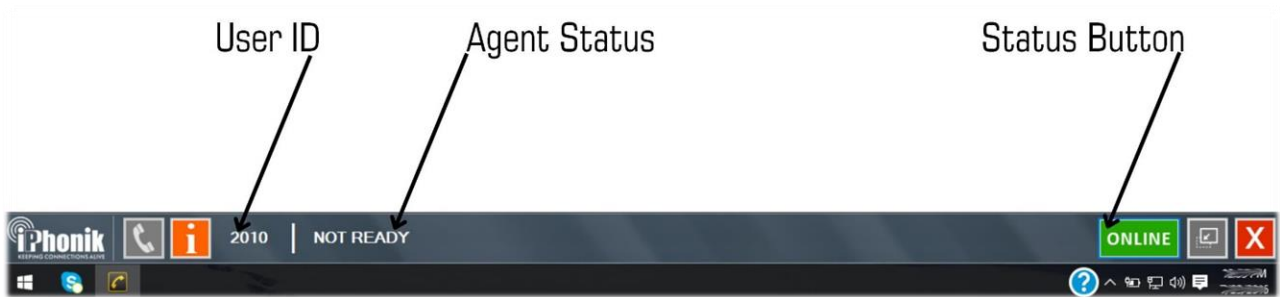
1. User ID: Agent's user ID.
2. Agent Status: Agent's current status.

   You need to be on the "Ready" status for the system to start auto dialing.

   - By any chance if you are prompted a message next to your status saying "No contacts available" all the contact in your contact pool is finished.

3. Status Button
   - Use this button to go online from the Wrap up mode after each call, or to go to a break if you have selected to take a break after a call.
   - You'll be promoted to select the break type in case you want to go for a break.
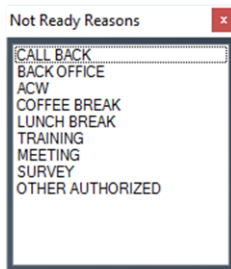
Note that If you're required to dial manually to a customer you must select the **CALL BACK** *option.*

4. Systematic Dialing

When you switch to the "**READY MODE**" PhonikIP Server will assign a customer and server will make the call for you.

Afterward you will be promoted PhonikIP call management form in order to manage the call.
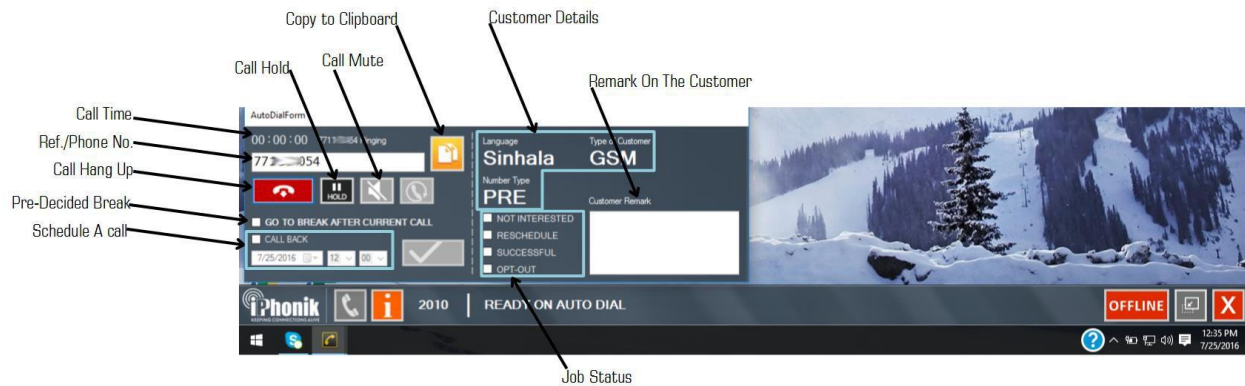
Call Time:	Duration of the Call
Ref./Phone No.:	Customer's Reference Number / Phone Number
Call Hang Up:	Hang up the ongoing call
Call Mute:	Mute agent's microphone
Call Hold:	If you wished to hold the ongoing call. *Press "Hold" again in order to switch from hold to normal mode*
Copy to Clipboard:	Copy currents Customer's Reference/Phone number
Customer Details:	Details of the current serving customer
Pre-Decided Break:	Tick If you wish to Take a break after current session
Schedule A call:	In case if you wish to make a call to the current customer at prescheduled time, Tick and schedule the time using below list boxes.
Remark of the Customer:	Make sure to use this field put a comment on customer. *If it's a redialed to the same customer (Followed By Ref./Phone no) again this field will help to keep track on the customer.*
Job Status:	Status of the completed Job. *Note that if you put the tick on OPT-OUT means the particular Ref./Phone Number will never be dialed from the system unless if you dial it manually.*

After you hang up the call make sure you fill those relevant fields according to the call.

After you hanged-up the ongoing call it'll be enabled the submit button and redial button.

|	
Redial	If you're required to dial again (Without making a schedule call).
Submit	After you completely record(insert) the call details submit it to the system. *Make sure that you've noted necessary details related to the particular call.*

5. Manual Dialing

In order to make a call (Manually) please switch your status to "**CALL BACK**" .

After you switch your status to "**CALL BACK**" status use "Manual Dial" button to make the call and afterward you will be prompted "PhonikIP Dial Pad".

This feature is provided with the purpose of manual dialing is required by the call center agent
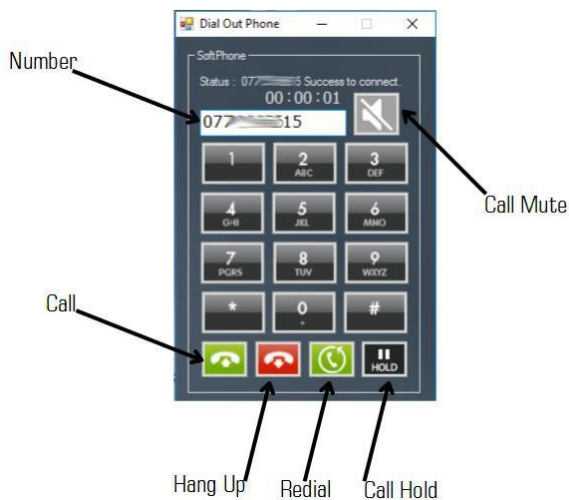
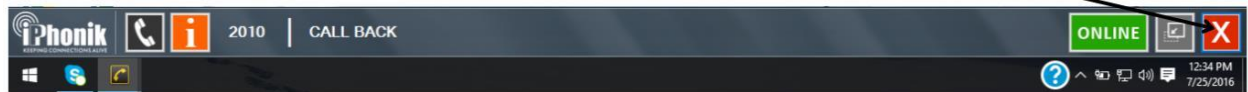|	
Phone No.:	Enter your Customer's Phone Number
Hang Up:	Hang up the ongoing call
Call Mute:	Mute agent's microphone
Call Hold:	If you wished to hold the ongoing call. *Press "Hold" again in order to switch from hold to normal mode*
Redial:	If you're required to dial again.

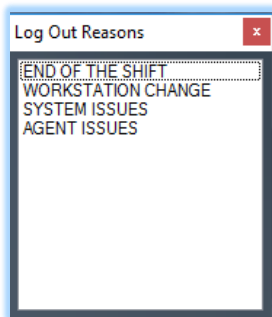## 6. End of the current session / Logout

Exit/ End of the session

By clicking the cross you can close the PhonikIP application.

It is a must that you should close / Logout the application at the end of your shift.

Afterward it 'will prompted a selection box to select Exit reason,

Please select relevant Exit reason from the box.

7. Basic Status Flow