

Naumen SoftPhone - [Agent] Simpson Ann[sim] Talk

Address Book

Customer Info

Customers found: 1

Name/title	Address	Numbers
Gusev Alexey Alexey	Moscow	7 916 539 19 34

New customer
 Do not bind call to customer

Person

Last name: Gusev
First name: Alexey
Organization: NODA
Position: product manager

Contact history

Delivered at	From	To	Subject
9/3/15 1:19 PM	Alexey Gusev <agusev@nodacontact.com>	training3@nodacontact.com	terms of early repayment.
9/2/15 7:13 PM	servicedesk@yourcompany.com	Alexey Gusev <agusev@nodacontact.com>	balance
9/2/15 6:46 PM	Alexey Gusev <agusev@nodacontact.com>	training3@nodacontact.com	balance
9/2/15 6:12 PM	Alexey Gusev <agusev@nodacontact.com>	training3@nodacontact.com	check balance

Incoming Message

From: Alexey Gusev <agusev@nodacontact.com>
Subject: terms of early repayment

Hi
Could you describe the terms of early repayment. I want to pay \$2000 next month.
—
With regards,
Alexey Gusev,
Product Manager,
+7-916-539-1934
www.naumen.ru

Sending Message

Subject: RE: terms of early repayment

Good day, Alexey!
Yes, you can do it any day, without any limits!
Kind regards,
Simpson Ann
Key Account Manager
BEST BANK

Five9 Demo Web

Search Salesforce

Contact
Bart Simpson

Title: Director of Customer Service Team
Account Name: Account-Name-P9
Phone (2): 925-555-01234
Email: bart.simpson@f9-work-test.com
Contact Owner: Alex Bullo

Related Details News

Engage

Agent Name: Agent>Email@Five9Success.com

New Call

Ready (All) 2:20

Me	Queue
0 Calls	0 Calls Answered
0:00 AHT	0 Missed
0 Emails	0 Chats

Softphone Connected

Five9

Following Edit New Case New Note

Activity Chatter

New Task New Event Log a Call Email

Create a task... Add

Filters: Within 2 months - All activities - All types Refresh Expand All

Next Steps More Steps

- > Send Letter Mar 29
- > Call Mar 22

Past Activities

- > Meeting 11:00 AM | Yesterday

00001100 Subject: New Problem in Relation to Feature Request.
Priority: Medium
Date/Time Opened: 3/6/2019 10:18 AM

00001098 Subject: New Feature Request for Case
Priority: High

nEXJ Systems

Home Contacts Schedule Document Manager Ad Hoc Reports Inbound Call

Find incoming caller

Phone: 312-556-7878

Name: Tom, Tom, Tom

Date of Birth: MM/DD/YYYY

Mr. Tom Reynolds

HM Agency Chicago West, Copywriter

Detail Journal Insurance

Addresses

+ Add

Home • 670 Edgewater Court, Morris, IL, 60450, USA

Communications

+ Add

Business • 1 815-606-4001

Email tom.reynolds73@gmail.com

Home • 312-556-7878

Mobile 212-445-0090

Recent Activities

Description	Start	Status
Auto Quote Aug Edit - psilag100 - Aug 21, 2015 10:22 AM	21-08-15	Outstanding
Premium Increase (303) Change due to state premium increase. Edit - psilag100 - Aug 20, 2015 8:00 AM	20-08-15	Outstanding
Portfolio Review - Reynold's Household Agenda: 1. Market trends 2. Past performance 3. Additional diversification 4. Emerging markets Edit - nexjsa - Aug 19, 2015 1:00 PM	19-08-15 1:00 PM	Outstanding

Company Household

- Reynolds, Diane
- Beneficiary
- Reynolds, Jennifer
- Reynolds, Tom
- Beneficiary
- Reynolds, Diane, American Red Cross
- Lien Holder
- Mortgagee
- Referred by
- Reynolds, Zak

Created: nexjsa 23-07-15 3:37 PM, Edited: psilag100 23-08-15 9:29 PM

Follow-Up Cancel Call Transfer Call

Authentication

Profile Questions

Before we proceed, I need to ask you a few questions.

What is your home address?

670 Edgewater Court

What is your home postal code?

60450

What is your date of birth?

Oct 15, 1964

Previous

Next

Caller Confirm

On Behalf Of Confirm

Service Request Select...

Call Description Inbound Call

Call Scripts Policy Inquiry

Call Notes

Call Note will automatically save when the call is ended.

Errands

Select all

Sort by date



My errands (13)

All errands (250)

Folder 1

Folder 2

New folder

Priority

High priority (2)

Warnings (1)

Collaboration (1)

Expired (1)

New (8)

Areas

IT dept (2)

Paper specialist

CRM dept (3)

Agents

Tags

Search tags

Tech stuff (2)

Mind reading (4)

Brilliance (2)

New tag

+ Errand

+ Call

Pick-up next

Chat (2)

- Benny Gullberg 18:30
Jag undrar om jag kan få ihåg en särskild dag...
[View](#)
 - Stina Larsson 12:49
Nulärvise-elt libero, a pharetra auga
molla, est nisi est porttior facilie...
[View](#)
 - Anders Eriksson 12:49
Just sent you a chat message
[View](#)
 - Vilhelm Spång 2017-02-20
Nulärvise-elt libero, a pharetra auga
molla, est nisi est porttior facilie...
[View](#)
 - Amelie Münther 2017-02-19
Nulärvise-elt libero, a pharetra auga
molla, est nisi est porttior facilie...
[View](#)
 - Sigvard Lundström Now
Hula ita-elt libero, a pharetra auga
molla, est nisi est porttior facilie...
[View](#)
 - Simon Pettersson Now
Nulärvise-elt libero, a pharetra auga
molla, est nisi est porttior facilie...
[View](#)
 - Anna Bergman Now
Nulärvise-elt libero, a pharetra auga
molla, est nisi est porttior facilie...
[View](#)
- 8 new errands**

FB #14376 – Benny Gullberg

DATE: 2017-02-20, 18:30 FROM: Benny G (16546500918251) COPY TO: Eva! Blomberg CHANNEL: Facebook STATUS: Waiting DUE DATE: 2017-03-01 ATTACHED FILES: 4 [View files](#)

Tags: Tech stuff Mind reading Brilliance [show more](#) [edit tag](#)

Benny Gullberg Contact card

Jag undrar om jag kan få ihåg en särskild dag.../Benny
Translated from Russian, see original.

Benny Gullberg Sent 19 minutes ago, from Facebook [View](#)

REPLY INTERNAL COMMENT COLLABORATE FORWARD TO EXTERNAL

KNOWLEDGE BASE: [See opening hours](#) [Machine mending](#) [Ready to go](#) [Open Knowledge Base](#) SHORTCUTS [Templates](#) [Salutation](#) [Signature](#)

CHANNEL: FACEBOOK English

ATTACH FILE:

ShoreTel Connect Co.

Wrap-up

← Log out of my queues ⏪ Stop taking requests ⏪ MStep

Agents

Caller ID +1770851

Caller Name WIRELESS CALLER

Queues 1

Current Interactions 1

WIRELESS CALLER

+1770851

00:04

Group Personal Agent Queue

Service

DNIS 1904

Priority 92

WIRELESS CALLER

+1770851

On Hold 00:04

Wrap Up

15 Seconds

Code name or number

End Wrap Up Extend

A screenshot of the ShoreTel Connect software interface showing a wrap-up session for a call from a wireless caller. The left sidebar has 'Wrap-up' selected. The main area shows the caller's information: Caller ID (+1770851), Caller Name (WIRELESS CALLER), Group (Personal Agent Queue), Service (not specified), DNIS (1904), and Priority (92). A sidebar on the left shows the current interaction: WIRELESS CALLER, +1770851, On Hold 00:04. The right side shows a summary of the wrap-up: WIRELESS CALLER, +1770851, On Hold 00:04. A timer indicates 15 seconds remaining for the wrap-up. Buttons for 'End Wrap Up' (red) and 'Extend' (green) are present. A search bar for 'Code name or number' is also visible.

Untitled - Contact Center Client

File View Tools Windows Help

Position Time Shift Period Now Charts Marquee

Contact Center Chat: linda Online

Extension Monitor - Contact Center View

Agent	Name	Ext.	Status	Call ID	Start Time	Agent	Name	Ext.	Status	Call ID	Start Time	Agent	Name	Ext.	Status	Call ID	Start Time	
	Amy M	1102	Available		07:02		Jason S	2049	Available		05:13		Strabo S	1129	Available			
	Mike M	2007	Available				Megan C	1151	Available				Coffee Break	1179	Available		1179	07:06
	Manager	13:42	Available				Anthony C	1302	Available				Danny H	1158	Available		1158	07:36
	Marc L	2089	Available				Coffee Break	12:58	Available				Jennifer R	6135553113	Available		6135553113	02:34
	Kristi W	1389	Available				Jaime D	1461	Available				Lindsey D	1586	Available		1586	02:57
	Billy C	1173	Available				Mark E	1169	Available				Matt K	1460	Available		1460	07:02
	Jane D		Available				Milo D		Available									

Queue Now

The chart displays the current status of calls in four queues:

- Customer Support:** 15 total calls, 15 Handled, 0 Interflowed, 0 Abandoned.
- Sales Support:** 7 total calls, 5 Handled, 1 Interflowed, 1 Abandoned.
- Technical Support:** 8 total calls, 5 Handled, 2 Interflowed, 1 Abandoned.
- Service Support:** 0 total calls.

Legend: Interflowed (Blue), Abandoned (Yellow), Handled (Green)

Queue Now

Queue Status	Media Server	Queue #	Name	Calls Wtg	Long Wtg	Agts Avail	ACD	Idle	Unavail	Offr	Hndl	Abn	Interflowed	Re Q	Avg Time Hndl	Avg Time Abn	Avg Talk Time	Svc Lvl %	% Hndl
ACD	Pfprim	P280	Customer Service	0	00:00	2	0	2	2	1	1	0	0	0	14:55	00:00	12:54	80	100
ACD	Pfprim	P285	Sales Support	1	00:36	2	0	2	2	25	24	1	0	1	01:02	01:01	11:45	76	96
ACD	Pfprim	P151	Technical support	2	01:29	1	1	0	1	20	20	0	0	0	01:12	00:00	22:19	75	100
ACD	Pfprim	P292	Training	0	00:00	2	0	2	0	19	17	1	1	0	00:06	00:06	00:36	90	89
ACD	Pfprim	P592	Accounting	0	00:00	2	0	2	0	19	17	1	1	0	00:06	00:06	00:36	100	89

Connected to 10.1.1.66 on port 5024 | Telephone system time: Friday, February 02, 2007 12:35:13 PM

Google X

www.five9.com Star (1)

Ready (Call, Text) 5:18 Actions Help

Home
 EMAIL
Queue (129)
Mine (13/15)
5

Email
Katie Lee
12:01
 TRANSFER...
 SET DISPOSITION

INTERACTION
 CONTACT
HISTORY (32)

ABC Service Advisory

Fri, 6/8/2014, 9:20 AM

Cluster: **Business** | Conv. Topic: - | Attributes: Follow Up, Warranty [Edit](#) | Topic Thread: [Edit](#) | Priority: -

Subject: Warranty details, can I transfer warranty?

Can I transfer my warranty to another person, assuming I have all the receipts and the warranty is still valid? If yes, is there any formal process I need to go through?

Thanks for your help, it's fairly urgent.

Katie

Me 3 hours later

Plan Cancellation

Subject: re: Warranty details, can I transfer warranty?

B **I** **U** **T** **—** **A** **—** **T** **—**

Dear Katie,

Thank for contacting us about your warranty. I'm happy to say that it is possible to transfer it to another person. All you need to do...

Next Best Action (3)
 Assistance
 Attach
 SEND

Interaction Comments

Type here...

Contact
[Edit](#) [Merge](#)

Katie Lee

Nashville, TN

67%
Male / Female

25%
Public Influence

13%
Corp. Influence

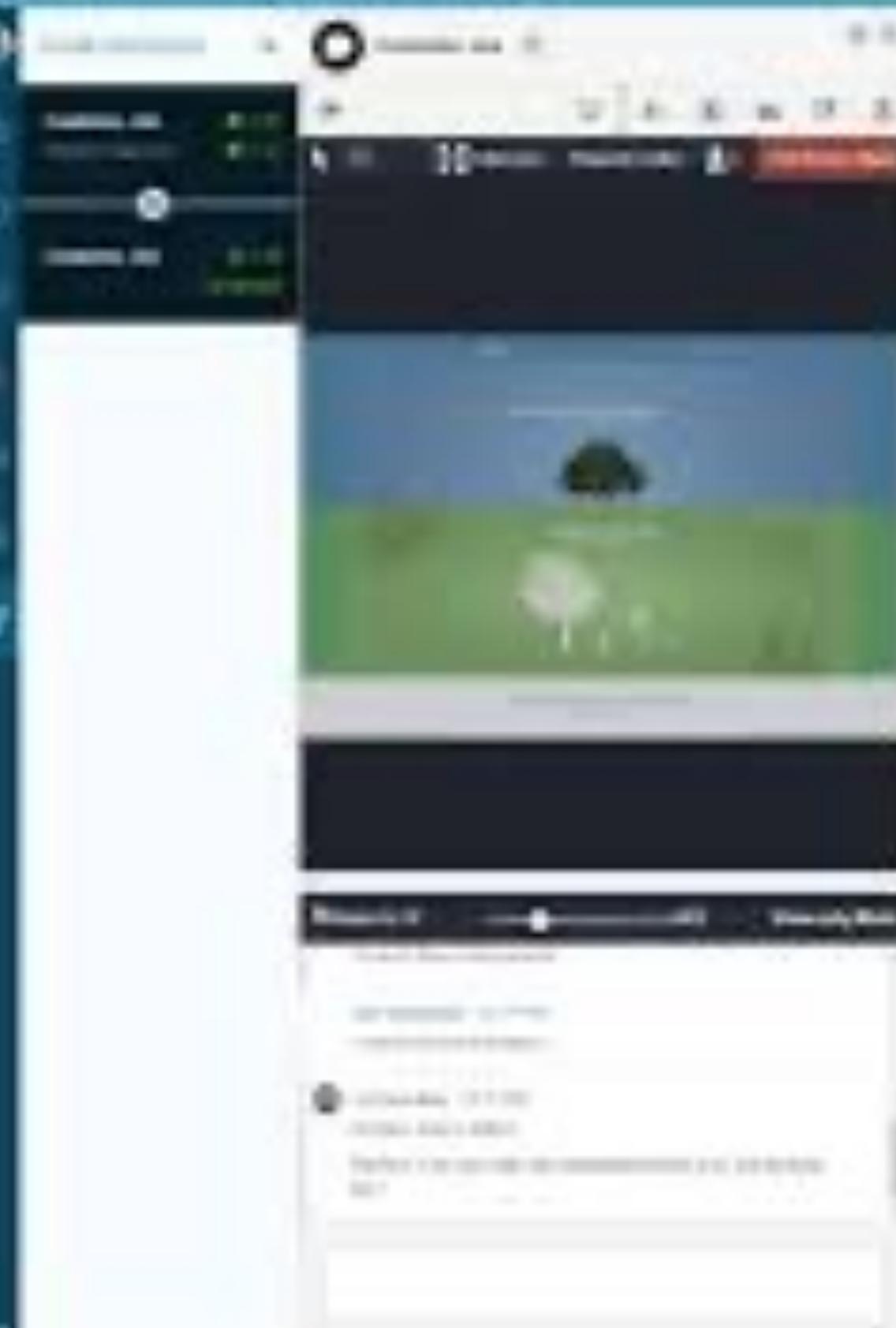
katie.lee@abc.com

History
[View All](#)

Load History

ACD Status: My Skills 6 Calls 42 Callbacks 11 Longest Wait 12:46 Details ▾

⟳ 🔊



Educa Supervisor Desktop

File View Intervention Tools Actions Help

Rick Coast

Skill Groups

- Contact Service Queues
 - Voice
 - RC Group1 Team1
 - RC Group1 Team2
 - RC Group1 Team3
 - RC Group1 Team4 Warning**
 - RC Group1 Team5
 - RC Group1 Team6

Real Time Displays

Voice CMQs - Team Summary

Contact Service Queue	Agents Logged In	Agents in Talking	As
RC Group1 Team1	0	0	
RC Group1 Team2	0	0	
RC Group1 Team3	0	0	
RC Group1 Team4	1	0	
RC Group1 Team5	0	0	
RC Group1 Team6	3	1	

Voice CMQs - Total Calls

- RC Group1 Team1
- RC Group1 Team2
- RC Group1 Team3
- RC Group1 Team4**
- RC Group1 Team5
- RC Group1 Team6
- RC Group1 Team7
- RC Group1 Team8
- RC Group1 Team9
- RC Group1 Team10

Chatting with Crofton Hegarty

File Edit Actions Help

Shanelle Macks [09:49]: Hi Crofton
 Crofton Hegarty [09:49]: Yes, I'm having a bit of trouble with this call.
 Shanelle Macks [09:49]: k.
 Crofton Hegarty [09:50]: I can find the account number, but I'm not have any luck with the id reassociation.
 Shanelle Macks [09:50]: that's not good.
 Shanelle Macks [09:50]: what's the account?
 Crofton Hegarty [09:50]: Silvermore services
 Crofton Hegarty [09:51]: ANI: 3827772312

Agent - Agent vs. Team Percent Time in State Display

Agent - Agent vs. Team Percent Time in State Display Agent - Agent vs. Team Summary

High priority

Send

not Ready Ready Talking After Call Work

Shanelle Macks vegetal In Service 14:23



PROTOPERSONA

Contact Center Agent - Mike

- 25-35 years Old;
- Heavy Social Media user;
- Speak more than 2 languages (English & local language);
- Communicative person;

Key Frustration

- Hard to use cx tooling, with cluttered UI that doesn't optimize my workflow;

Goal

- I would like to answer as many task as possible without switch context or feel overwhelming by that;