



Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

+ADD ACCOUNT



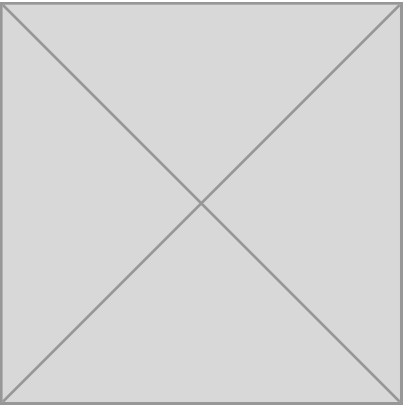


Accounts

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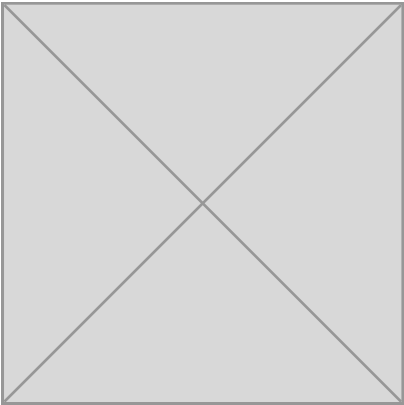
+ADD ACCOUNT

Choose Account Size



Small

Choose this if you only need one Sub Account



Large BPO

Choose this if the account requires multiple sub accounts

CANCEL

NEXT



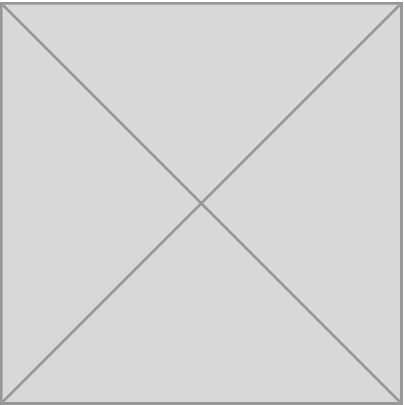


Accounts

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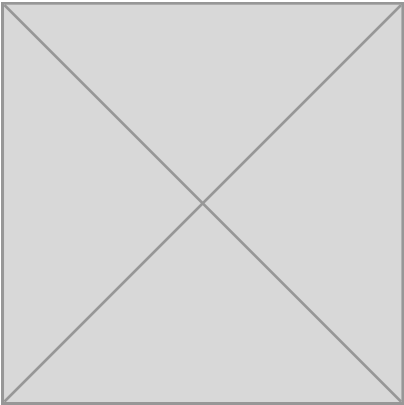
+ADD ACCOUNT

Account Size



Small Single
(50-100 Seats)

Choose this if you
only need one account



Large BPO
(100-1000 Seats)

Choose this if you
have multiple accounts
that require sub-accounts.

CANCEL

NEXT





Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

+ADD ACCOUNT

Enter Account Details

Account Name

128 characters max

Region

▼

CANCEL

CREA





Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

+ADD ACCOUNT

Account Details for Large BPO

Name

Mastercard International

128 characters max

Region

North America ▾

CANCEL

NEXT





Accounts

+ADD ACCOUNT

Sort by: Date Created ▼

Mastercard
International

Size: Large BPO

Region: North America

Sub Accounts: 0

XXXX: XXXX

Manage Account

Do we add a tool tip to say “add sub account”





Accounts /

Mastercard International

This is where we list sub accounts you've set up.

+ADD SUB ACCOUNT



Accounts /

Mastercard International

This is where we list sub accounts you’ve set up

+ADD SUB ACCOUNT

Enter Sub Account Details

Sub Account Name

logic behind this lable depending on admin type

128 characters max

Region

CANCEL

CREATE SUB ACCOUNT



Accounts /

Mastercard International

This is where we list sub accounts you’ve set up

+ADD SUB ACCOUNT

Add Sub Account

Name

MCI Sub Account

128 characters max

Region

North America

▼

Do we need to show account size/number of seats? Yes, this is based on the allotment values. Probably radio buttons with numbers and a tool tip explaining.

CANCEL

CREATE SUB ACCOUNT

Create is good



Accounts /

Mastercard International

+ADD SUB ACCOUNT

Sorty by: Date created ▼



MCI Sub Account

Region: North America

Size: Large BPO

Status: Not Provisioned

XXXX: XXXX

Provision this sub account

Add size



Sub account created

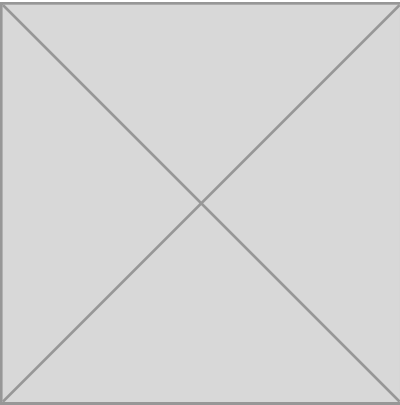


Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

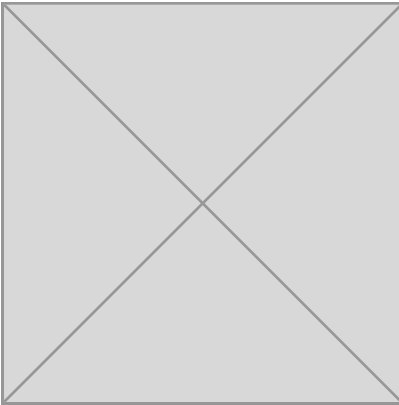
+ADD ACCOUNT

Account Size



Small Single
(50-100 Seats)

Choose this if you
only need one account



Large BPO
(100-1000 Seats)

Choose this if you
have multiple accounts
that require sub-accounts.

CANCEL

NEXT



Accounts /

Mastercard International

+ADD SUB ACCOUNT

Sorty by: Date created ▼



MCI Sub Account

Region: North America

Size: Large BPO

Status: Not Provisioned. No

PII number

Manage this sub account



MCI Sub Account

+ADD ONS

↓

↑

SETTINGS

Station Groups

Configure

Skills

Configure

Users

Configure

Vectors

Configure

VDN's

Configure

could we promote add ons here?
contextual help for this area?
Curate this based on user type?
How do I get DID status?





Station Groups

some explainer

+ADD STATION GROUP

Create Station Group

Name

Max 128 characters

Station Template

CANCEL

CREATE



MCI Sub Account

+ADD ONS

↓

↑

SETTINGS

Station Groups

Configure

Skills

Configure

Users

Configure

Vectors

Configure

VDN's

Configure

Create Station Group

Name

Toshi Station Group

Max 128 characters

Station Template

Template Name ▾

CANCEL

CREATE




MCI Sub Account

+ADD ONS

↓

↑

SETTINGS



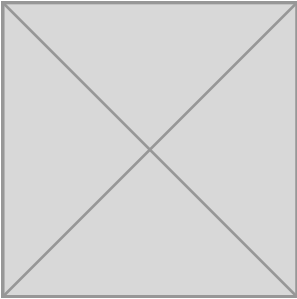
Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

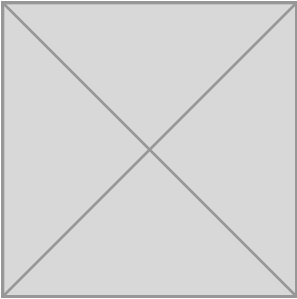
Manage

Skills



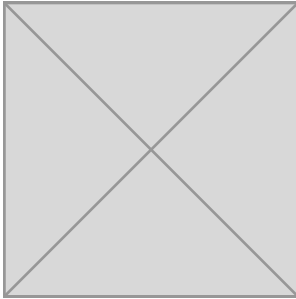
Setup

Users



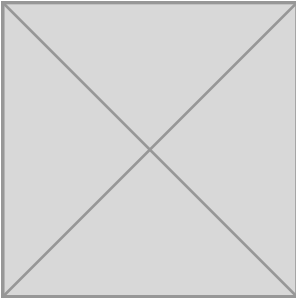
Setup

Vectors



Setup

VDN's



Setup

This is where you manage the station group or groups you create.



Station Groups

+ADD GROUP

Sorty by: Date created ▼

Toshi Station Group

Stations: 0

Template: Template Name

Status: Incomplete

Manage

+Add Station



Add a Station

or Upload a Batch File

Name

Extension

Agent User Name

Security Code

CANCEL

CREATE



Station Groups

+ADD GROUP

Sorty by: Date created ▼



Toshi Station

Stations: 0

Template: Template Name

Status: This station group
is incomplete.

+Add station to this group

Add a Station

or Upload a Batch File

Name

The Cantina

128 characters max

Extension

12345

Agent Username

123

CANCEL

CREATE



The Cantina

SETTINGS

+ADD STATION

Show: All ▾



Status

Station Name

Extension

Agent



The Cantina

12345

Not assigned

complete
Incomeplete
Pending

You don't have any
agents to assign to
this station.

+CREATE AGENT

Call out that this could be used by any available.





Station Groups

This is where we list station groups you’ve set up and where you access their stations. Get started by adding your first station group.



+ADD STATION GROUP

This add should be a card



<div>Toshi Station Group</div> <div>Stations: 0</div> <div>Template: Template Name</div> <div>Status: Incomplete</div>	
Manage	+Add Station

Station group created



Station Groups

+ADD STATION GROUP

Sorty by: Date created ▼



<div><div>Toshi Station Group</div><div>Stations: 23</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Argos Station</div><div>Stations: 5</div><div>Template: Template Name</div><div>Status: 3 incomplete stations in this group</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Armstrong Station Group</div><div>Stations: 238</div><div>Template: Template Name</div><div>Status: All stations complete.</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Artemis</div><div>Stations: 0</div><div>Template: Template Name</div><div>Status: Incomplete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Attican Beta</div><div>Stations: 63</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>
<div><div>Exodus</div><div>Stations: 76</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Gemini</div><div>Stations: 9345</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>			





Station Groups

+ADD GROUP

Sorty by: Date created ▾



Toshi Station Group

Stations: 0

Template: Template Name

Status: Incomplete

Manage

+Add Station

Add a Station

or Upload a Batch File

Name

Extension

Agent User Name

Security

CANCEL

You don't have any agents to assign to this station. Don't worry, you can create them later and assign them to this station

CREATE



Station Groups

+ADD GROUP

Sorty by: Date created ▾



The Cantina

Stations: 1
Template: Template Name
Status: 1 incomplete
station

+Add Station

Manage



Accounts / Mastercard International / MCI Sub Account / Stations Groups

The Cantina

+ADD GROUP

Show: All ▾



Expand on click

complete
Incomplete
Pending

Edit on hover



↑ Status	Station Name	Extension	Agent
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name



MCI Sub Account

+ADD ONS

SETTINGS



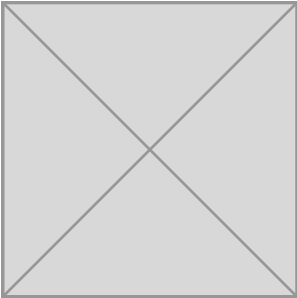
Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

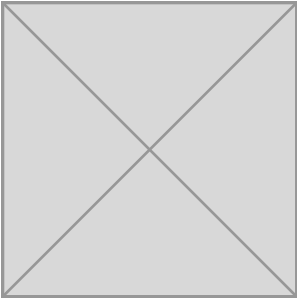
Manage

Skills



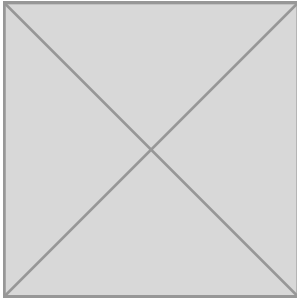
Setup

Users



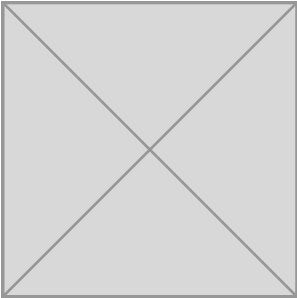
Setup

Vectors



Setup

VDN's



Setup



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

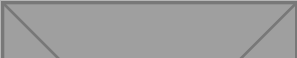
Manage

Skills



S

Users

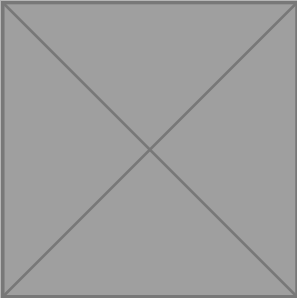


Vectors



p

VDN's



Setup

Create Skills

Create a skill or set of skills that you can assign to users.

Skill Name

128 characters max

Number

Autogenerated

Vanity skill numbers (can users add their custom number)

CANCEL

NEXT



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

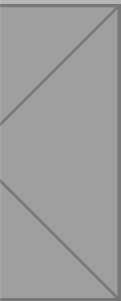
Manage

Sk



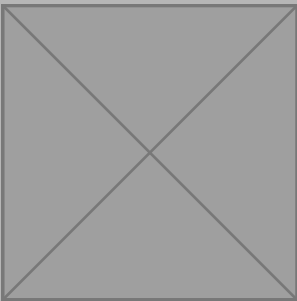
S

ors



p

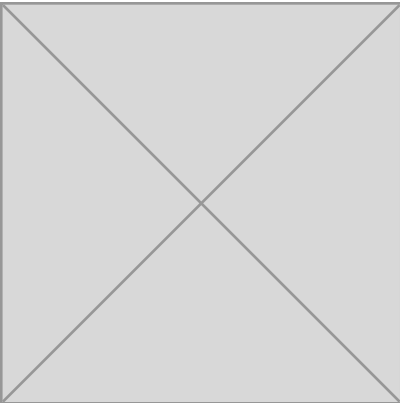
VDN's



Setup

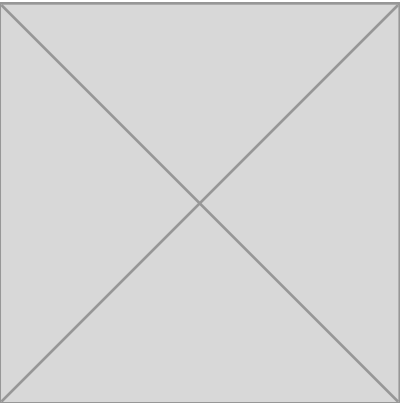
Create Skills

Assign a role to this new skill.



Agent

We should tell them what an agent is and why they would choose this.



Supervisor

Choose this if you have multiple accounts that require sub-accounts.

CANCEL

BACK

CREATE





Skills

+ADD SKILL

Show: All ▾



Status	Skill Name	Number	Assigned Role
	Sales	12345	Supervisor



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



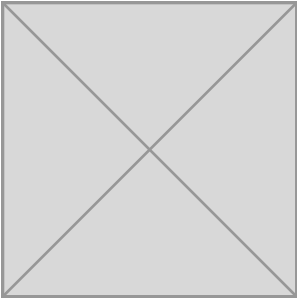
Skills

Agents: 0
Supervisors: 1

+Add Skill

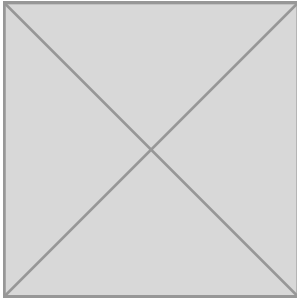
Manage

Users



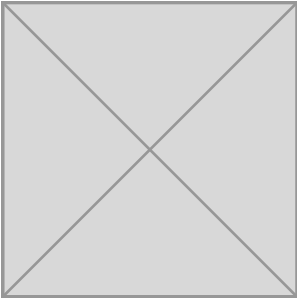
Setup

Vectors



Setup

VDN's



Setup





MCI Sub Account

+ADD ONS

SETTINGS

Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage

Skills

Skills

Users

Users

Vectors

Vectors

VDN's

Setup

Create Skills

Create a skill or set of skills that you can assign to users.

Skill Name

Sales

128 characters max

Number

12345

CANCEL

NEXT

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage

Sk



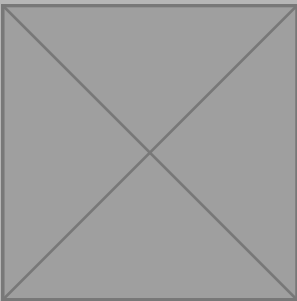
S

ors



p

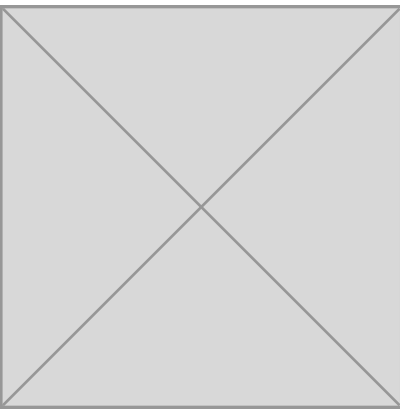
VDN's



Setup

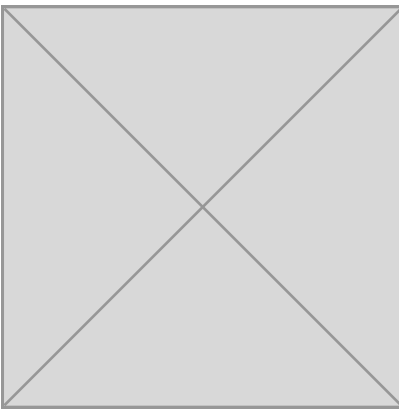
Create Skills

Assign a role to this new skill.



Agent

We should tell them what an agent is and why they would choose this.



Supervisor

Choose this if you have multiple accounts that require sub-accounts.

CANCEL

BACK

CREATE

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage

Sk



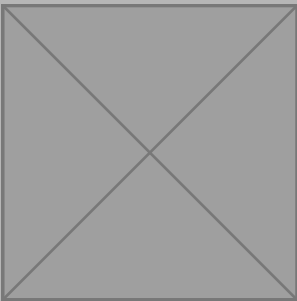
S

ors



p

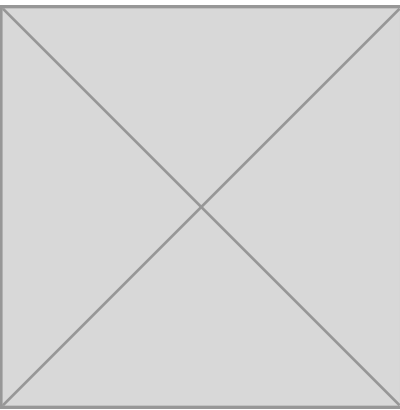
VDN's



Setup

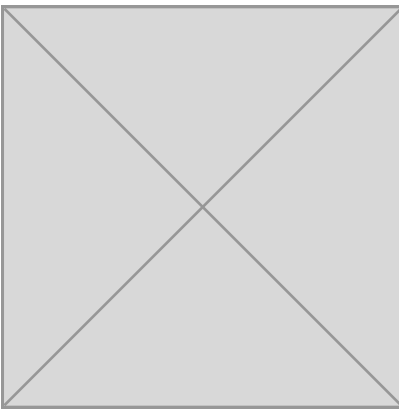
Create Skills

Assign a role to this new skill.



Agent

We should tell them what an agent is and why they would choose this.



Supervisor

Choose this if you have multiple accounts that require sub-accounts.

CANCEL

BACK

CREAT



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



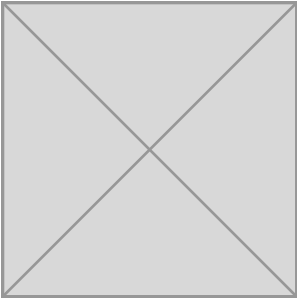
Skills

Agents: 0
Supervisors: 1

+Add Skill

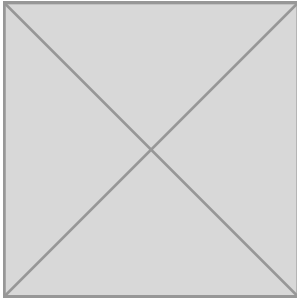
Manage

Users



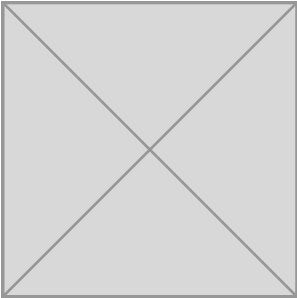
Setup

Vectors



Setup

VDN's



Setup



MCI Sub Account

+ADD ONS

SETTINGS

Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage

Skills

Agents: 0

Supervisors:

+Add Skill

Users

Vectors

Setup

VDN's

Setup

Create Vector

We should tell users what a vector is and why they would create one.

Name

128 characters max.

Number

Auto Generated

Cancel

Create



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station Manage



Skills

Agents: 0
Supervisors:

+Add Skill

Users

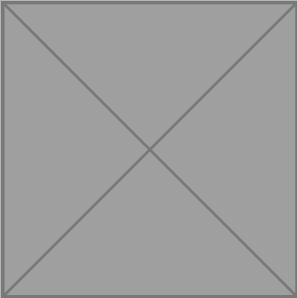


Vectors



p

VDN's



Setup

Create Vector

We should tell users what a vector is and why they would create one.

Name

Announcements??

Incognito

128 characters max.

Number

123456

Cancel Create










Vectors

+CREATE USER

Title: XXXXXXXX



↑ Status	Name	Number
	XXXXXXX	XXXXXXX
	XXXXXXX	XXXXXXX
	XXXXXXX	XXXXXXX
	XXXXXXX	XXXXXXX
	XXXXXXX	XXXXXXX
	XXXXXXX	XXXXXXX
	XXXXXXX	XXXXXXX



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station	Manage
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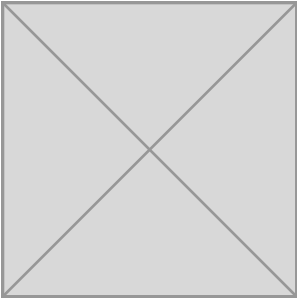


Skills

Agents: 0
Supervisors: 1

+Add Skill	Manage
------------	--------

Users



Setup

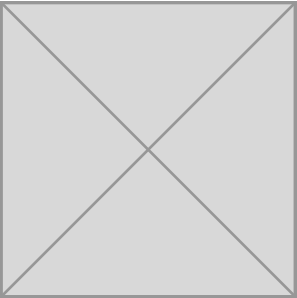


Vectors

of Vectors: 10
Pending: 0

Action	Action
--------	--------

VDN's



Setup



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



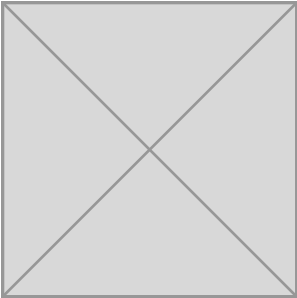
Skills

Agents: 0
Supervisors: 1

+Add Skill

Manage

Users



Setup



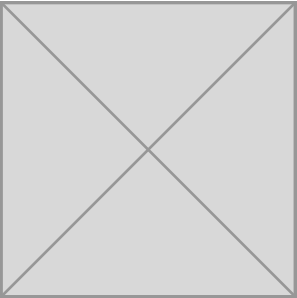
Vectors

of Vectors: 10
Pending: 0

Action

Action

VDN's



Setup



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

+Add Skill

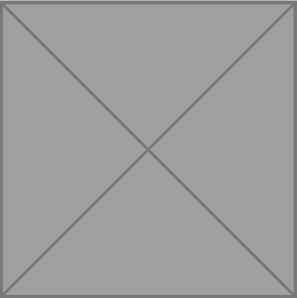
Create VDN

Blah blah blah about VDNs

V

()

Action



VDN's

Setup

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0

Supervisors: 0

+Add Skill

ors

p

VDN's

Setup

Create User - Agent Details

Username

Max 128 characters

Password

Help Text

First Name

Max 128 characters

Last Name

128 characters max



Start Date



End Date

CANCEL

BACK

NEXT

Username

username@avaya[sub acct identifier]

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

+Add Skill

ors

p

VDN's

Setup

Create User - Agent Details

Username

SoftwareDesigner

Max 128 characters

Password



Help Text

First Name

Mario

Max 128 characters

Last Name

Avalos

128 characters max

Start Date



03/12/2018

End Date



03/12/2020

CANCEL

BACK

NEXT



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

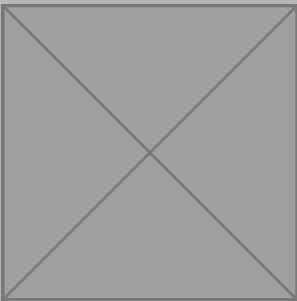
+Add Skill

ors



p

VDN's



Setup

Create Users - Agent Details

Skills ▾

Station Group ▾

Login ID
Auto Generated

Security Code
Auto Generated

Avaya Password
Auto Generated

CANCEL

BACK

CREATE



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

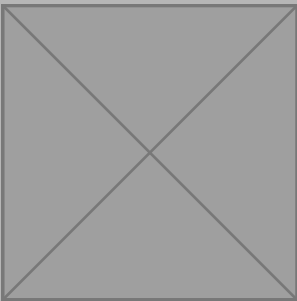
+Add Skill

ors



p

VDN's



Setup

Create Users - Agent Details

Skills
Sales ▾

Station Group
Station Group Name ▾

Login ID
MarioAva

Security Code
123456

Avaya Password
123456

CANCEL

BACK

CREATE



Users



+CREATE USER

Show: ☒ All ☒ Administrators ☒ Agents ☒ Media Viewers ☒ Supervisors

Name		Skills	Station Group	Enabled	Media Viewer	Need Type column
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXX	XXXXXX	Always no	
Name		Skills	Station Group	Enabled	Media Viewer	
XXXXXXXXXX		XXXXXX	XXXXXX	XXXXXX	yes or no	

User created



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



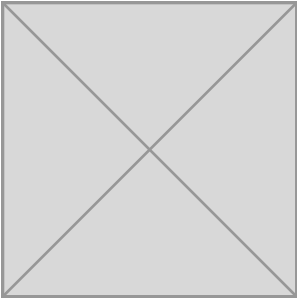
Skills

Agents: 0
Supervisors: 1

+Add Skill

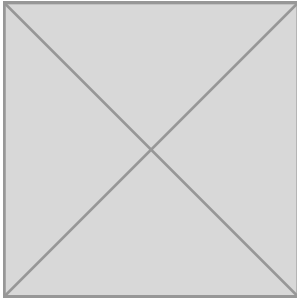
Manage

Users



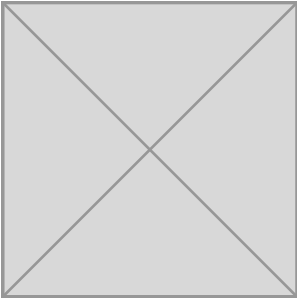
Setup

Vectors



Setup

VDN's



Setup

MCI Sub Account

Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage

Skills

Agents: 0
Supervisors: 0

+Add Skill

Supervisors

VDN's

Setup

+ADD ONS

SETTINGS

Create Users

What type of roles would you like to assign to this user?

- Agent

Agent role definition goes here. Agent role definition goes here.

☐
- Supervisor

Supervisor role definition goes here. Supervisor role definition goes here.

☐
- Media Viewer

Media viewer role definition goes here. Media viewer role definition goes here.

☐
- Administrator

Administrator role definition goes here. Administrator role definition goes here.

☐

CANCEL

Announcements??

NEXT

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0

Supervisors:

+Add Skill

ors

p

VDN's

Setup

Create Users - Supervisor Details

Username

Max 128 characters

Password



First Name

Max 128 characters

Last Name

128 characters max



Start Date



End Date

CANCEL

NEXT

NEXT

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

+Add Skill

ors

p

VDN's

Setup

Create Users - Supervisor Details

Username

SpokenPM

Max 128 characters

Password



First Name

Brandon

Max 128 characters

Last Name

Taylor

128 characters max

Start Date



03/12/2018

End Date



03/12/2020

CANCEL

BACK

NEXT



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

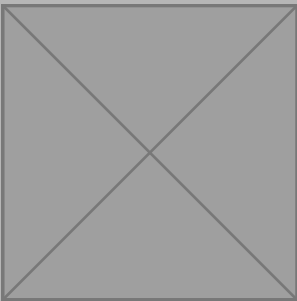
+Add Skill

Supervisors



Setup

VDN's



Setup

Create Users - Supervisor Details

Skills ▾

Station Group ▾

Login ID
Auto Generated

Security Code
Auto Generated

Avaya Password
Auto Generated

☐ Media downloading

CANCEL

BACK

CREATE



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

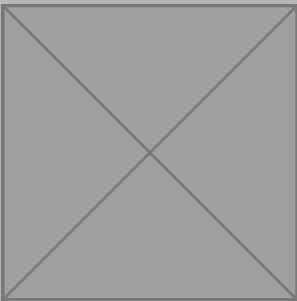
+Add Skill

ors



p

VDN's



Setup

Create Users - Supervisor Details

Skill
Customer Service

Toshi Station

Login ID
BrandonT

Security Code
12345

Avaya Password
12345

☒ Media downloading

CANCEL

BACK

CREATE



Accounts / Mastercard International /

Users

+CREATE USER

Show: ☒ All ☒ Administrators ☒ Agents ☒ Media Viewers ☒ Supervisors



Skills	Station Group	Enabled	Media Viewer	Need Type column
XXXXXX	XXXXXX	XXXXXX	Always no	

Skills	Station Group	Enabled	Media Viewer
XXXXXX	XXXXXX	XXXXXX	yes or no

User created

MCI Sub Account

Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage

Skills

Agents: 0
Supervisors: 0

+Add Skill

Supervisors

Supervisors: 0

+Add Supervisor

VDN's

Setup

+ADD ONS

SETTINGS

Create Users

What type of roles would you like to assign to this user?

- Agent**

Agent role definition goes here. Agent role definition goes here.

☒
- Supervisor**

Supervisor role definition goes here. Supervisor role definition goes here.

☐
- Media Viewer**

Media viewer role definition goes here. Media viewer role definition goes here.

☐
- Administrator**

Administrator role definition goes here. Administrator role definition goes here.

☐

CANCEL

NEXT

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors:

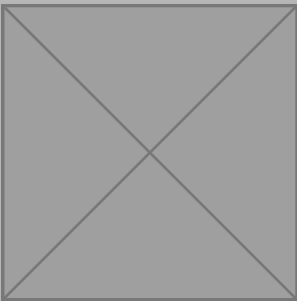
+Add Skill

ors



p

VDN's



Setup

Create Users - Media Viewer

Username

Max 128 characters

Password



First Name

Max 128 characters

Last Name

128 characters max



Start Date



End Date

Sub Accounts(s)



Media downloading

CANCEL

BACK

CREATE

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0

Supervisors: 0

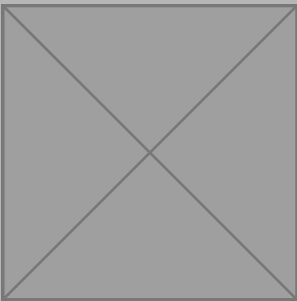
+Add Skill

ors



p

VDN's



Setup

Create Users - Media Viewer

Username

SoftwareDev

Max 128 characters

Password

12345



First Name

Ian

Max 128 characters

Last Name

McPeek

128 characters max

Start Date



04/13/19

End Date



12/12/22

Sub Account Name



Media downloading

CANCEL

BACK

CREATE



Users



+CREATE USER

Show: ☒ All ☒ Administrators ☒ Agents ☒ Media Viewers ☒ Supervisors

Name		Skills	Station Group	Enabled	Media Viewer	Need Type column
XXXXXXXXXX		XXXXXXX	XXXXXXX	XXXXXXX	Always no	
Name		Skills	Station Group	Enabled	Media Viewer	
XXXXXXXXXX		XXXXXXX	XXXXXXX	XXXXXXX	yes or no	
						Get rid of this

Sub Account Name



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0
Supervisors: 0

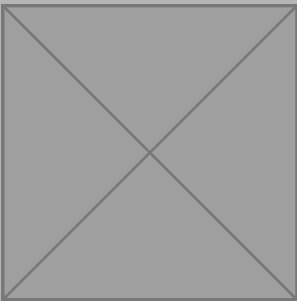
+Add Skill

ors



p

VDN's



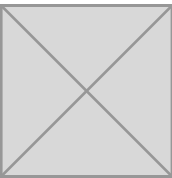
Setup

+ADD ONS

SETTINGS

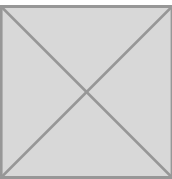
Create Users

What type of roles would you llike to assign to this user?



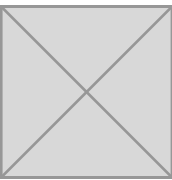
Agent

Agent role definition goes here. Agent role definition goes here.



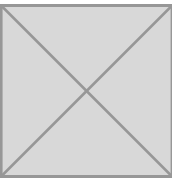
Supervisor

Supervisor role definition goes here. Supervisor role definition goes here.



Media Viewer

Media viewer role definition goes here. Media viewer role definition goes here.



Administrator

Administrator role definition goes here. Administrator role definition goes here.



CANCEL

NEXT

MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage



Skills

Agents: 0

Supervisors: 0

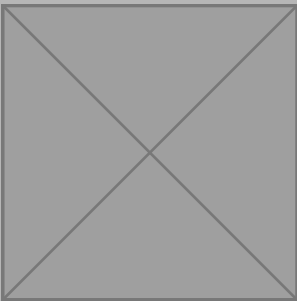
+Add Skill

ors



p

VDN's



Setup

Create Users - Administrator

Username

Max 128 characters

Password



First Name

Max 128 characters

Last Name

128 characters max



Start Date



End Date

Roles



CANCEL

BACK

CREATE



MCI Sub Account

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

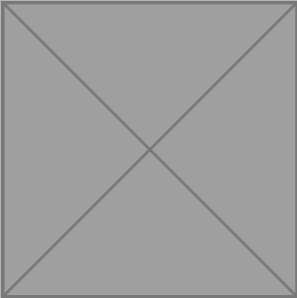
Agents: 0
Supervisors:

+Add Skill

ors

p

VDN's



Setup

Create Users - Administrator

Input Text

Max 128 characters

Password

First Name

Max 128 characters

Last Name

128 characters max

Start Date

End Date

Roles

CANCEL

BACK

CREATE



Accounts / Mastercard International /

Users



+CREATE USER

Show: ☒ All ☒ Administrators ☒ Agents ☒ Media Viewers ☒ Supervisors

Skills	Station Group	Enabled	Media Viewer	Need Type column
XXXXXX	XXXXXX	XXXXXX	Always no	

Skills	Station Group	Enabled	Media Viewer
XXXXXX	XXXXXX	XXXXXX	yes or no

Get rid of this

Media Viewer
yes or no

User created



Accounts / Mastercard International /

Users



+CREATE USER

Show: ☒ All ☒ Administrators ☒ Agents ☒ Media Viewers ☒ Supervisors

Agents

[illegible]

Supervisors

[illegible]



+CREATE USER

☒

All



Administrators



Agents



Media Viewers



Supervisors

[illegible][illegible]



Accounts

+ADD ACCOUNT

Sort by: Date Created ▼

<div><div>Mastercard International</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 4</div><div>Status: Needs attention</div></div> <div>Manage</div>	<div><div>State Farm Insurance</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 10</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>Geico</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 23</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>Humana</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 45</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>Fidelity Investments</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 5</div><div>Status: No issues</div></div> <div>Manage</div>
<div><div>PayPal</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 3</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>PwC</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 35</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>T-Mobile</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 10</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>Red Ventures</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 176</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>Florida Blue</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 34</div><div>Status: No issues</div></div> <div>Manage</div>
<div><div>Liberty Mutual</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 9</div><div>Status: No issues</div></div> <div>Manage</div>	<div><div>Blue Cross Blue Shield</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 29</div><div>Status: No issues</div></div> <div>Manage</div>			



Accounts

+ADD ACCOUNT

Sort by: Date Created ▾

Mastercard International

Size: Large BPO

Region: North America

Sub Accounts: 4

Status: Needs attention

Manage

State Farm Insurance

Size: Large BPO

Region: North America

Sub Accounts: 45

Status: No issues

Manage

Blue Cross Blue Shield

Size: Large BPO

Region: North America

Sub Accounts: 29

Status: No issues

Manage

Liberty Mutual

Size: Large BPO

Region: North America

Sub Accounts: 9

Status: No issues

Manage

Fidelity Investments

Size: Large BPO

Region: North America

Sub Accounts: 5

Status: No issues

Manage

PayPal

Size: Large BPO

Region: North America

Sub Accounts: 3

Status: No issues

Manage

PwC

Size: Large BPO

Region: North America

Sub Accounts: 45

Status: No issues

Manage

State Farm Insurance

Size: Large BPO

Region: North America

Sub Accounts: 45

Status: No issues

Manage

Blue Cross Blue Shield

Size: Large BPO

Region: North America

Sub Accounts: 29

Status: No issues

Manage

Florida Blue

Size: Large BPO

Region: North America

Sub Accounts: 34

Status: No issues

Manage

Liberty Mutual

Size: Large BPO

Region: North America

Sub Accounts: 9

Status: No issues

Manage

Blue Cross Blue Shield

Size: Large BPO

Region: North America

Sub Accounts: 29

Status: No issues

Manage

Choose Account Size

Small

Choose this if you only need one Sub Account

Large BPO

Choose this if the account requires multiple sub accoungts

CANCEL

NEXT



Accounts

+ADD ACCOUNT

Sort by: Date Created ▾

Mastercard International

Size: Large BPO
Region: North America
Sub Accounts: 4
Status: Needs attention

Manage

State Farm Insurance

Size: Large BPO
Region: North America
Sub Accounts: 1
Status: No issues

Manage

Geico

Size: Large BPO
Region: North America
Sub Accounts: 1
Status: No issues

Manage

Humana

Size: Large BPO
Region: North America
Sub Accounts: 45
Status: No issues

Manage

Fidelity Investments

Size: Large BPO
Region: North America
Sub Accounts: 5
Status: No issues

Manage

PayPal

Size: Large BPO
Region: North America
Sub Accounts: 3
Status: No issues

Manage

PwC

Size: Large BPO
Region: North America
Sub Accounts: 1
Status: No issues

Manage

Veritas

Size: Large BPO
Region: North America
Sub Accounts: 176
Status: No issues

Manage

Florida Blue

Size: Large BPO
Region: North America
Sub Accounts: 34
Status: No issues

Manage

Liberty Mutual

Size: Large BPO
Region: North America
Sub Accounts: 9
Status: No issues

Manage

Blue Cross Blue Shield

Size: Large BPO
Region: North America
Sub Accounts: 29
Status: No issues

Manage

Enter Account Details

Account Name

128 characters max

Region

CANCEL

CREATE



Accounts

+ADD ACCOUNT

Sort by: Date Created ▾

<div><div>Mastercard International</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 4</div><div>Status: Needs attention</div><div>Manage</div></div>	<div><div>State Farm Insurance</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 1</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>Geico</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 1</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>Humana</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 45</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>Fidelity Investments</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 5</div><div>Status: No issues</div><div>Manage</div></div>
<div><div>PayPal</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 3</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>PwC</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 1</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>Wells Fargo</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 176</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>MetLife</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 1</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>Florida Blue</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 34</div><div>Status: No issues</div><div>Manage</div></div>
<div><div>Liberty Mutual</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 9</div><div>Status: No issues</div><div>Manage</div></div>	<div><div>Blue Cross Blue Shield</div><div>Size: Large BPO</div><div>Region: North America</div><div>Sub Accounts: 29</div><div>Status: No issues</div><div>Manage</div></div>			

Enter Account Details

Account Name

128 characters max

Region

▾

CANCEL

CREATE



Accounts

+ADD ACCOUNT

Sort by: Date Created ▼

<div><div>Demo Account</div><div>Size: Large BPO Region: North America Sub Accounts: 0 Status: Not provisioned</div><div>Manage</div></div>	<div><div>Mastercard International</div><div>Size: Large BPO Region: North America Sub Accounts: 4 Status: Needs attention</div><div>Manage</div></div>	<div><div>State Farm Insurance</div><div>Size: Large BPO Region: North America Sub Accounts: 10 Status: No issues</div><div>Manage</div></div>	<div><div>Geico</div><div>Size: Large BPO Region: North America Sub Accounts: 23 Status: No issues</div><div>Manage</div></div>	<div><div>Humana</div><div>Size: Large BPO Region: North America Sub Accounts: 45 Status: No issues</div><div>Manage</div></div>
<div><div>Fidelity Investments</div><div>Size: Large BPO Region: North America Sub Accounts: 5 Status: No issues</div><div>Manage</div></div>	<div><div>PayPal</div><div>Size: Large BPO Region: North America Sub Accounts: 3 Status: No issues</div><div>Manage</div></div>	<div><div>PwC</div><div>Size: Large BPO Region: North America Sub Accounts: 35 Status: No issues</div><div>Manage</div></div>	<div><div>T-Mobile</div><div>Size: Large BPO Region: North America Sub Accounts: 10 Status: No issues</div><div>Manage</div></div>	<div><div>Red Ventures</div><div>Size: Large BPO Region: North America Sub Accounts: 176 Status: No issues</div><div>Manage</div></div>
<div><div>Florida Blue</div><div>Size: Large BPO Region: North America Sub Accounts: 34 Status: No issues</div><div>Manage</div></div>	<div><div>Liberty Mutual</div><div>Size: Large BPO Region: North America Sub Accounts: 9 Status: No issues</div><div>Manage</div></div>	<div><div>Blue Cross Blue Shield</div><div>Size: Large BPO Region: North America Sub Accounts: 29 Status: No issues</div><div></div></div>		

Sub account created



Accounts / Remove for SubAdmins

Demo Account

This is where we list sub accounts you’ve set up. This message goes after a user creates their first sub account



If SubAdmin just say “account”



Accounts /

Demo Account

This is where we list sub accounts you’ve set up.



Enter Sub Account Details

Sub Account Name

SubAdmins just see “Account..”

128 characters max

Region

Size

?

☐ XXX

☐ XXX

☐ XXX

CANCEL

CREATE

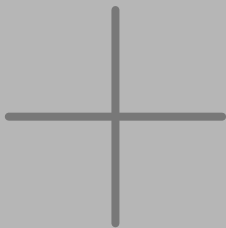
Do we need to show account size/number of seats? Yes, this is based on the allotment values.



Accounts /

Demo Account

This is where we list sub accounts you’ve set up.



Add Sub Account

Enter Sub Account Details

Demo Sub Account

128 characters max

North America



Size ?

☒ XXX ☐ XXX ☐ XXX

CANCEL

CREATE



Accounts /

Demo Account

+ADD SUB ACCOUNT

Sorty by: Date created ▼



Demo Sub Account

Region: North America

Size: XXXXXX

Status: Not Provisioned

Provision this sub account



Demo Sub Account

WORKSTATION INSTALLER

EDIT

Station Groups

Configure

Skills

Configure

Users

Configure

Vectors

Configure

VDN's

Configure

Add Ons

Oceana

With Oceana, organizations can seamlessly handle customer interactions across all devices and channels - mobile, web, chat, SMS, social media, voice, email and video - supported by strategic business rules and criteria, modern omnichannel agent desktop workspaces (Avaya Oceana® Workspaces), and, with Avaya Oceanalytics™, cradle to grave reporting of the end to end customer journey across all omnichannel touch points.

ADD OCEANA

Citrix

With Oceana, organizations can seamlessly handle customer interactions across all devices and channels - mobile, web, chat, SMS, social media, voice, email and video - supported by strategic business rules and criteria, modern omnichannel agent desktop workspaces (Avaya Oceana® Workspaces), and, with Avaya Oceanalytics™, cradle to grave reporting of the end to end customer journey across all omnichannel touch points.

ADD CITRIX

contextual help for this area?
Curate this based on user type?
How do I get DID status?



Demo Sub Account

WORKSTATION INSTALLER

EDIT

Station Groups?

Configure

Skills?

Configure

Users?

Configure

Vectors?

Configure

Aux Codes

Hours of Operation

Ranges

Sub Account Details

Configure

Add Ons

Oceana

With Oceana, organizations can seamlessly handle customer interactions across all devices and channels - mobile, web, chat, SMS, social media, voice, email and video - supported by strategic business rules and criteria, modern omnichannel agent desktop workspaces (Avaya Oceana® Workspaces), and, with Avaya Oceanalytics™, cradle to grave reporting of the end to end customer journey across all omnichannel touch points.

ADD OCEANA

Citrix

You know, I think that R2 unit we bought might have been stolen. What makes you think that? Well, I stumbled across a recording while I was cleaning him. He says he belongs to someone called Obi-Wan Kenobi. I thought he might have meant old Ben. Do you know what he's talking about? Well, I wonder if he's related to Ben. That old man's just a crazy old wizard. Tomorrow I want you to take that R2 unit into Anchorhead and have its memory flushed.

ADD CITRIX

contextual help for this area?

Curate this based on user type?

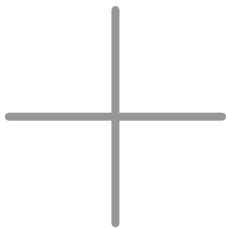
How do I get DID status?



Accounts / Demo Account / Demo Sub Account /

Station Groups

This is where we list station groups you’ve set up. Once you set up a station group you can add individual stations to that group.



Add a Station Group



Station Groups

This is where we list station groups you’ve set up. Once you set up a station group you can add individual stations to that group.



Create Station Group

Name

Max 128 characters

Station Template

▼

CANCEL

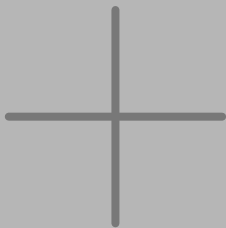
CREATE



Accounts / Demo Account / Demo Sub Account /

Station Groups

This is where we list station groups you’ve set up. Once you set up a station group you can add individual stations to that group.



Add a Station Group

Create Station Group

Demo Station Group

Max 128 characters

Demo Template



CANCEL

CREATE



Station Groups

+ADD GROUP

Sorty by: Date created ▼



Demo Station Group

Stations: 0

Template: Demo Template

Status: This group has no stations.

Manage



Accounts / Demo Account / Demo Sub Account / Stations Groups /

Demo Station Group

SETTINGS

This is where we list the individual stations within this group.

+ADD STATION



Demo Station Group

SETTINGS

This is where we list the individual stations within this group

+ADD STATION

Add a Station

or Upload a Batch File

Name

Extension

Agent User Name

Security Code

CANCEL

CREATE



Demo Station Group

SETTINGS

This is where we list the individual stations within this group

+ADD STATION

Add a Station

or Upload a Batch File

Name

Demo Station

128 characters max

Extension

12345

Agent Username

123

CANCEL

CREATE



Accounts / Demo Account / Demo Sub Account / Stations Groups /

Demo Station Group

SETTINGS

+ADD STATION

Show: All ▾



Status	Station Name	Extension	Agent
	Demo Station	12345	Not assigned

complete
Incomeplete
Pending


Station group created



Demo Sub Account

WORKSTATION INSTALLER

EDIT

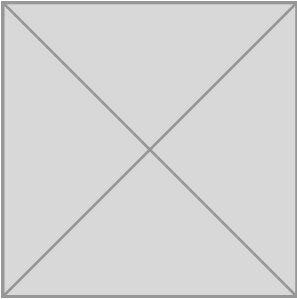


Station Groups

Groups: 1
Stations: 1
Status: One station is incomplete.

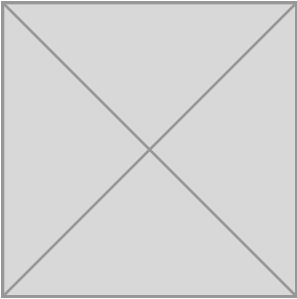
Manage

Skills



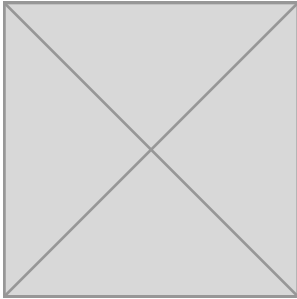
Configure

Users



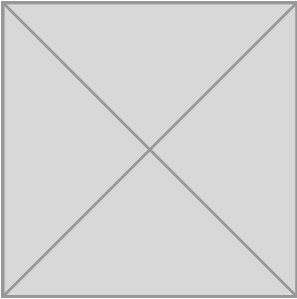
Configure

Vectors



Configure

VDN's



Configure

Add Ons

Oceana

With Oceana, organizations can seamlessly handle customer interactions across all devices and channels - mobile, web, chat, SMS, social media, voice, email and video - supported by strategic business rules and criteria, modern omnichannel agent desktop workspaces (Avaya Oceana® Workspaces), and, with Avaya Oceanalytics™, cradle to grave reporting of the end to end customer journey across all omnichannel touch points.

ADD OCEANA

Citrix

With Oceana, organizations can seamlessly handle customer interactions across all devices and channels - mobile, web, chat, SMS, social media, voice, email and video - supported by strategic business rules and criteria, modern omnichannel agent desktop workspaces (Avaya Oceana® Workspaces), and, with Avaya Oceanalytics™, cradle to grave reporting of the end to end customer journey across all omnichannel touch points.

ADD CITRIX

contextual help for this area?
Curate this based on user type?
How do I get DID status?



Accounts /

Mastercard International

+ADD SUB ACCOUNT

Sorty by: Date created ▼




<div><div>MCI Sub Account</div><div>Region: North America Size: Large BPO Status: Not Provisioned. No DID number.</div></div>	<div><div>MCI Sub Account 1</div><div>Region: North America Size: Large BPO Status: No issues</div></div>	<div><div>MCI Sub Account 2</div><div>Region: North America Size: Large BPO Status: No issues No DID number</div></div>	<div><div>MCI Sub Account 3</div><div>Region: North America Size: Large BPO Status: No issues</div></div>	<div><div>MCI Sub Account 4</div><div>Region: North America Size: Large BPO Status: No issues</div></div>
Manage this sub account	Manage	Manage	Manage	Manage



MIC Sub Account 1

+ADD ONS

SETTINGS



Station Groups


Groups: 1

Stations: 0

Status: One station group is incomplete.

+Add Station

Manage



Skills

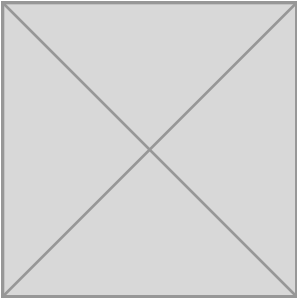
Agents: 0

Supervisors: 1

+Add Skill

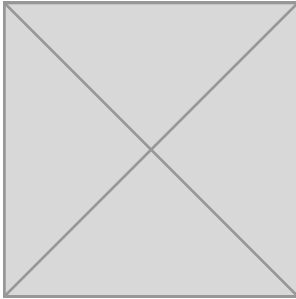
Manage

Users



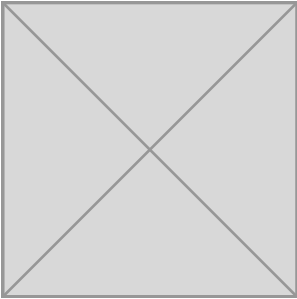
Setup

Vectors



Setup

VDN's



Setup



Accounts / Mastercard International / Skills

Skills

+ADD STATION

SETTINGS

Show: All ▾



Status

Skill Name

Number

Assigned Role



Sales

12345

Supervisor



Station Groups

+ADD GROUP

Sorty by: Date created ▼



<div><div>Toshi Station Group</div><div>Stations: 23</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Argos Station</div><div>Stations: 5</div><div>Template: Template Name</div><div>Status: 3 incomplete stations in this group</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Armstrong Station Group</div><div>Stations: 238</div><div>Template: Template Name</div><div>Status: All stations complete.</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Artemis</div><div>Stations: 0</div><div>Template: Template Name</div><div>Status: Incomplete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Attican Beta</div><div>Stations: 63</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>
<div><div>Exodus</div><div>Stations: 76</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Gemini</div><div>Stations: 9345</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>			



Accounts / Mastercard International / MCI Sub Account / Stations Groups

The Cantina

+ADD GROUP

Show: All ▾



Expand on click

complete
Incomeplete
Pending

Edit on hover

↑ Status	Station Name	Extension	Agent
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name



Station Groups

+ADD GROUP

Sorty by: Date created ▼



<div><div>Toshi Station Group</div><div>Stations: 23</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Argos Station</div><div>Stations: 5</div><div>Template: Template Name</div><div>Status: 3 incomplete stations in this group</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Armstrong Station Group</div><div>Stations: 238</div><div>Template: Template Name</div><div>Status: All stations complete.</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Artemis</div><div>Stations: 0</div><div>Template: Template Name</div><div>Status: Incomplete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Attican Beta</div><div>Stations: 63</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>
<div><div>Exodus</div><div>Stations: 76</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Gemini</div><div>Stations: 9345</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>			





Demo Station Group

SETTINGS

This is where we list the individual stations within this group.

+ADD STATION

Add a Station

or Upload a Batch File

Name

Extension

Agent User Name

Security

CANCEL

You don't have any agents to assign to this station. Don't worry, you can create them later and assign them to this station

CREATE



Demo Station Group

SETTINGS

This is where we list the individual stations within this group

+ADD STATION

Add a Station

or Upload a Batch File

Name

The Cantina

128 characters max

Extension

12345

Agent Username

123

CANCEL

You don't have any agents to assign to this station. Don't worry, you can create them later and assign them to this station

CREATE



Demo Station Group

SETTINGS

+ADD STATION

Show: All ▾



Status

Station Name

Extension

Agent



Demo Station

12345

Not assigned

complete
Incomeplete
Pending

You don't have any
agents to assign to
this station.

+CREATE AGENT



Accounts

+ADD ACCOUNT

Sort by: Date Created ▼

<div><div>Demo Account</div><div>Size: Large BPO Region: North America Sub Accounts: 1 Status: Needs attention</div><div>Manage</div></div>	<div><div>Mastercard International</div><div>Size: Large BPO Region: North America Sub Accounts: 4 Status: Needs attention</div><div>Manage</div></div>	<div><div>State Farm Insurance</div><div>Size: Large BPO Region: North America Sub Accounts: 10 Status: No issues</div><div>Manage</div></div>	<div><div>Geico</div><div>Size: Large BPO Region: North America Sub Accounts: 23 Status: No issues</div><div>Manage</div></div>	<div><div>Humana</div><div>Size: Large BPO Region: North America Sub Accounts: 45 Status: No issues</div><div>Manage</div></div>
<div><div>Fidelity Investments</div><div>Size: Large BPO Region: North America Sub Accounts: 5 Status: No issues</div><div>Manage</div></div>	<div><div>PayPal</div><div>Size: Large BPO Region: North America Sub Accounts: 3 Status: No issues</div><div>Manage</div></div>	<div><div>PwC</div><div>Size: Large BPO Region: North America Sub Accounts: 35 Status: No issues</div><div>Manage</div></div>	<div><div>T-Mobile</div><div>Size: Large BPO Region: North America Sub Accounts: 10 Status: No issues</div><div>Manage</div></div>	<div><div>Red Ventures</div><div>Size: Large BPO Region: North America Sub Accounts: 176 Status: No issues</div><div>Manage</div></div>
<div><div>Florida Blue</div><div>Size: Large BPO Region: North America Sub Accounts: 34 Status: No issues</div><div>Manage</div></div>	<div><div>Liberty Mutual</div><div>Size: Large BPO Region: North America Sub Accounts: 9 Status: No issues</div><div>Manage</div></div>	<div><div>Blue Cross Blue Shield</div><div>Size: Large BPO Region: North America Sub Accounts: 29 Status: No issues</div><div>Manage</div></div>		



Accounts / Demo Account / Demo Sub Account / Stations Groups /

Demo Station Group













SETTINGS

+ADD STATION

Show: All ▼



Expand on
click

↑ Status	Station Name	Extension	Agent
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name

Edit on hover



Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

+ADD ACCOUNT

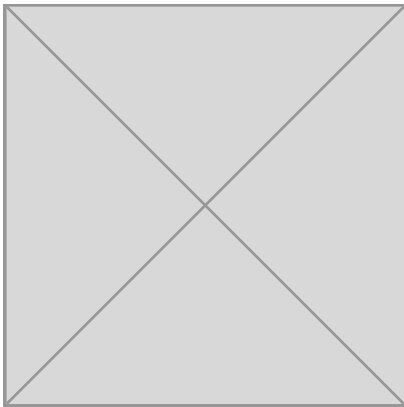


Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

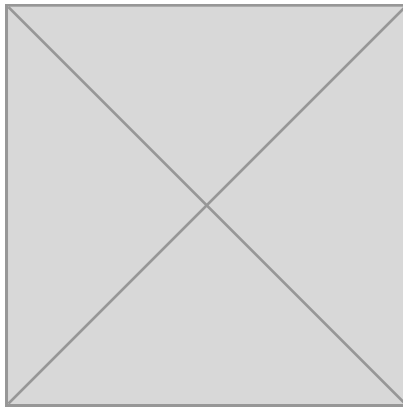
+ADD ACCOUNT

Account Size



Small Single
(50-100 Seats)

Choose this if you
only need one account



Large BPO
(100-1000 Seats)

Choose this if you
have multiple accounts
that require sub-accounts.

CANCEL

NEXT

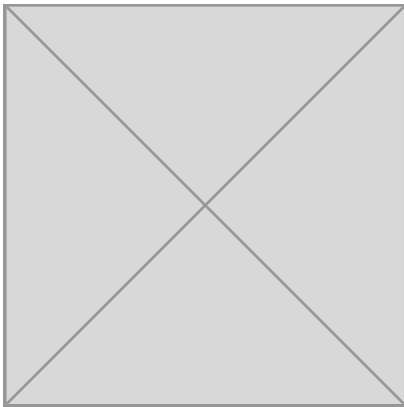


Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

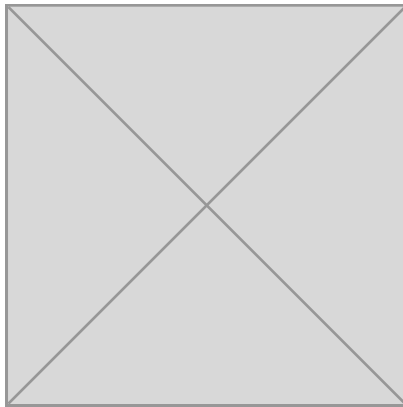
+ADD ACCOUNT

Account Size



Small Single
(50-100 Seats)

Choose this if you
only need one account



Large BPO
(100-1000 Seats)

Choose this if you
have multiple accounts
that require sub-accounts.

CANCEL

NEXT



Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

+ADD ACCOUNT

Account Details for Large BPO

Name

128 characters max

Region

CANCEL

NEXT



Accounts

This is where we list accounts you’ve set up. Get started by adding your first account.

+ADD ACCOUNT

Account Details for Large BPO

Name

Mastercard International

128 characters max

Region

North America



CANCEL

NEXT



Accounts

+ADD ACCOUNT

Sort by: Date Created ▼

Mastercard
International

Size: Large BPO

Region: North America

Sub Accounts: 0

XXXX: XXXX

+Add Sub Account



Accounts /

Mastercard International

+ADD SUB ACCOUNT

Sorty by: Date created ▼



MCI Sub Account

Region: North America

Size: Large BPO

Status: Not Provisioned

XXXX: XXXX

Provision this sub account



MCI Sub Account

+ADD ONS

↓

↑

SETTINGS

Station Groups

Configure

Skills

Configure

Users

Configure

Vectors

Configure

VDN's

Configure

could we promote add ons here?
contextual help for this area?





Station Groups

+ADD STATION GROUP

Sorty by: Date created ▾



Toshi Station Group

Stations: 0

Template: Template Name

Status: Incomplete

Manage

+Add Station





Station Groups

+ADD STATION GROUP

Sorty by: Date created ▼



<div><div>Toshi Station Group</div><div>Stations: 23</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Argos Station</div><div>Stations: 5</div><div>Template: Template Name</div><div>Status: 3 incomplete stations in this group</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Armstrong Station Group</div><div>Stations: 238</div><div>Template: Template Name</div><div>Status: All stations complete.</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Artemis</div><div>Stations: 0</div><div>Template: Template Name</div><div>Status: Incomplete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Attican Beta</div><div>Stations: 63</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>
<div><div>Exodus</div><div>Stations: 76</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>	<div><div>Gemini</div><div>Stations: 9345</div><div>Template: Template Name</div><div>Status: Complete</div></div> <div><div>Manage</div><div>+Add Station</div></div>			





Station Groups

+ADD GROUP

Sorty by: Date created ▾

Toshi Station Group

Stations: 0

Template: Template Name

Status: Incomplete

Manage

+Add Station



Add a Station

or Upload a Batch File

Name

Extension

Agent User Name

Security

CANCEL

You don't have any agents to assign to this station. Don't worry, you can create them later and assign them to this station

CREATE





The Cantina

+ADD STATION

SETTINGS

Show: All ▾



Status

Station Name

Extension

Agent



The Cantina

12345

Not assigned

complete
Incomeplete
Pending

You don't have any
agents to assign to
this station.

+CREATE AGENT





Accounts / Mastercard International / MCI Sub Account / Stations Groups

The Cantina

+ADD GROUP

Show: All ▾



Expand on click

complete
Incomplete
Pending

Edit on hover



↑ Status	Station Name	Extension	Agent
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name
	The Cantina	12345	Not assigned
	The Cantina	12345	Agent Name
	The Cantina	12345	Agent Name



Sub Account Name

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

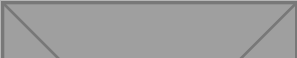
Manage

Skills



S

Users

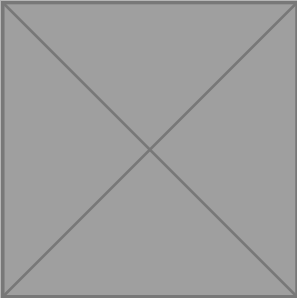


Vectors



p

VDN's



Setup

Create Skills

Create a skill or set of skills that you can assign to users.

Skill Name

128 characters max

Number

Autogenerated

CANCEL

NEXT



Sub Account Name

+ADD ONS

SETTINGS



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage

Sk



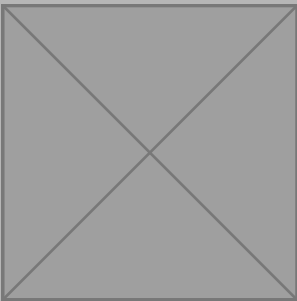
S

ors



p

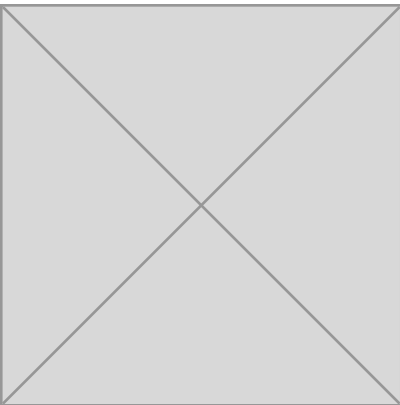
VDN's



Setup

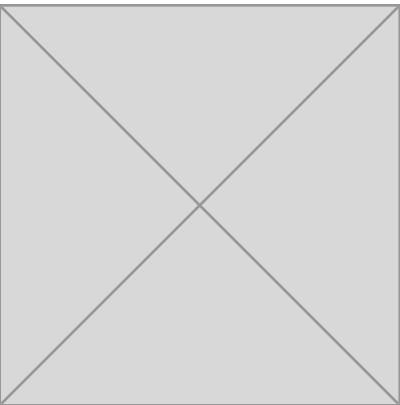
Create Skills

Assign a role to this new skill.



Agent

We should tell them what an agent is and why they would choose this.



Supervisor

Choose this if you have multiple accounts that require sub-accounts.

CANCEL

BACK

CREATE






Sub Account Name

+ADD ONS

SETTINGS




Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



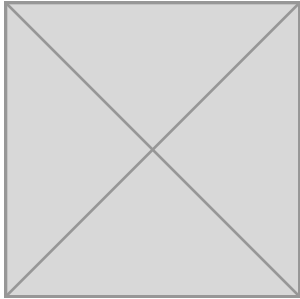
Skills

Agents: 0
Supervisors: 1

+Add Skill

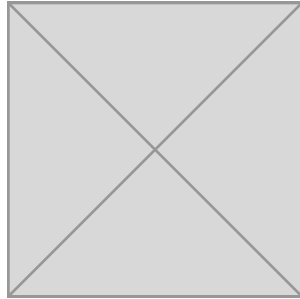
Manage

Users



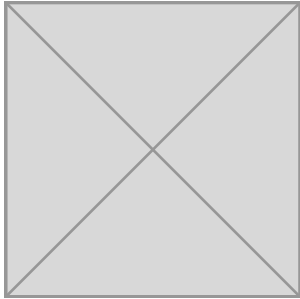
Setup

Vectors



Setup

VDN's



Setup



Sub Account Name



Station Groups

Groups: 1
Stations: 0
Status: One station group is incomplete.

+Add Station

Manage



Skills

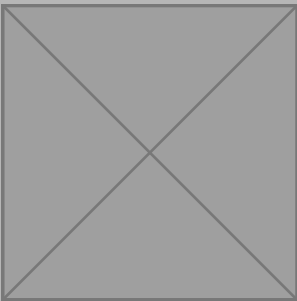
Agents: 0
Supervisors: 0

+Add Skill

ors

p

VDN's



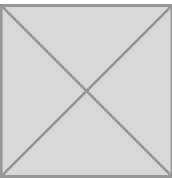
Setup

+ADD ONS

SETTINGS

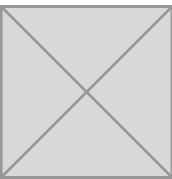
Create Users

What type of roles would you llike to assign to this user?



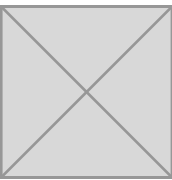
Agent

Agent role definition goes here. Agent role definition goes here.



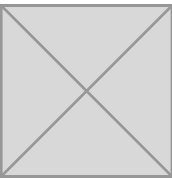
Supervisor

Supervisor role definition goes here. Supervisor role definition goes here.



Media Viewer

Media viewer role definition goes here. Media viewer role definition goes here.



Administrator

Administrator role definition goes here. Administrator role definition goes here.



CANCEL

NEXT