



MIRATECH

TRAINING - AGENTS

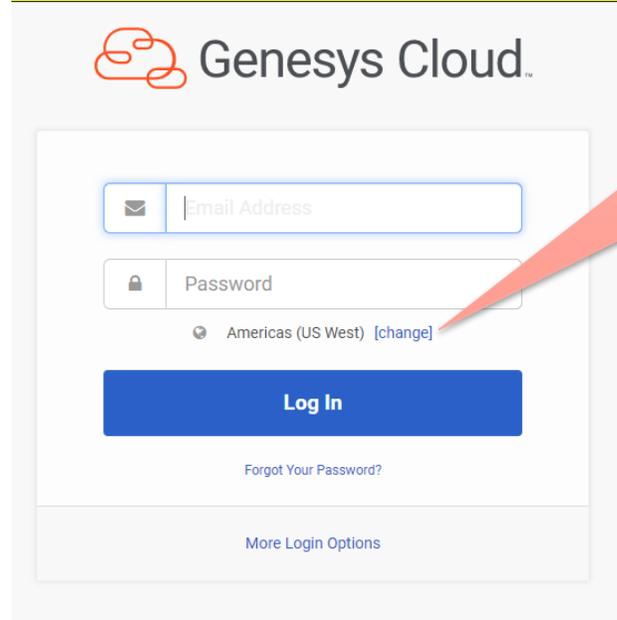
April 2024

1. How to log in on the platform
2. General Overview: Genesys Cloud
3. How can I know and change my status
4. How to select a phone, set an audio profile and other preferences
5. Receive an inbound call – notification, how to answer, what is the script
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7. How to make a call
8. How to look at my past interactions

How to log in on the platform

1. To access Genesys Cloud,

Use the web address:
<https://apps.usw2.pure.cloud>



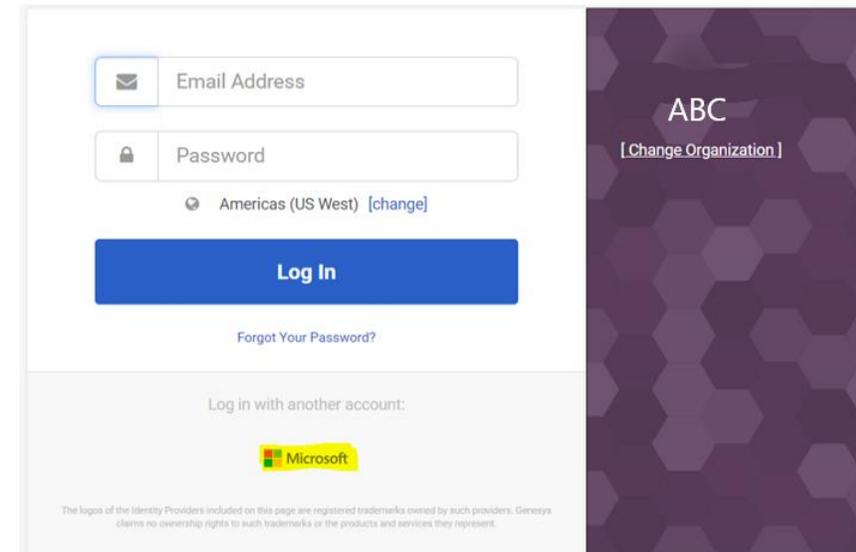
2. Confirm that region is "Americas (US West)"



Use Always Latest Chrome or Firefox Version

2. Click at "More Login Options" to specify the organization name: "ABC", and then click "Next".

3. Click on the Microsoft Icon to log in with your Alleviate credentials



General overview

The screenshot shows the Genesys Cloud Admin interface. At the top, there is a navigation bar with the following items: Activity, External Contacts, Performance (with a dropdown arrow), Reports, and Admin (which is highlighted with a red underline). To the right of the navigation bar is a search bar and a toggle switch labeled 'Off Queue'. Below the navigation bar, the breadcrumb 'Overview / Admin Home' is visible. The main content area is titled 'Genesys Cloud Admin' and contains a search bar. Below the search bar, there are four main sections: 'People & Permissions' (with a sub-link 'People'), 'Contact Center' (with sub-links 'Queues' and 'Analytics'), 'Architect' (with a sub-link 'Data Tables'), and 'Routing' (with a sub-link 'Disconnect Interactions').

Callouts from the image:

- Real Time and Historical Data**: Points to the 'Performance' menu item.
- Only Historical Data (will not be available after November 15th)**: Points to the 'Reports' menu item.
- Configurations**: Points to the 'Admin' menu item.

- If you find yourself in a page and do not understand what it means, always try to click at for contextual help:

The first screenshot shows a table of queue performance metrics. A help icon (question mark) is highlighted in a green box at the bottom left. A green arrow points from this icon to the second screenshot, which shows the 'Queues Performance Summary view' help page. A second green arrow points from the bottom of the help page to the third screenshot, which shows the 'Available columns' help page.

	Offer	Answer...	Aband...	ASA	Servic...	Avg W...	Avg Ha...
	8	2 25%	4 50%	10s	33%	11s	11s
<input type="checkbox"/> IT Help Desk - APAC	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk - EUC	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk - Field Support	4	-	2 50%	-	0% 80%	3s	-
<input type="checkbox"/> IT Help Desk - Global Service Desk	2	-	2 100%	-	0% 30%	26s	-
<input type="checkbox"/> IT Help Desk - NewCo Migration Support	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk - VIP	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk EMEA EN	2	2 100%	-	10s	100% 80%	10s	11s
<input type="checkbox"/> IT Help Desk EMEA FR	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk EMEA GE	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk EMEA IT	-	-	-	-	-	-	-
<input type="checkbox"/> IT Help Desk EMEA SP	-	-	-	-	-	-	-

Queues Performance Summary view

Prerequisites

The following permissions:

- Analytics > Conversation Aggregate > View
- Analytics > Data Export > All
- Directory > User > View
- Routing > Queue > View
- UI > Supervisor Queue Details > View

To see survey columns and data:

- Analytics > Survey Aggregate > View
- Quality > Survey Form > View

To see current and past metrics and data for queues, click Performance > Queues. Customize the view with filters and column controls.

Feature availability for users from another platform

Available columns

Your customizations determine which metric columns the view shows.

Available columns

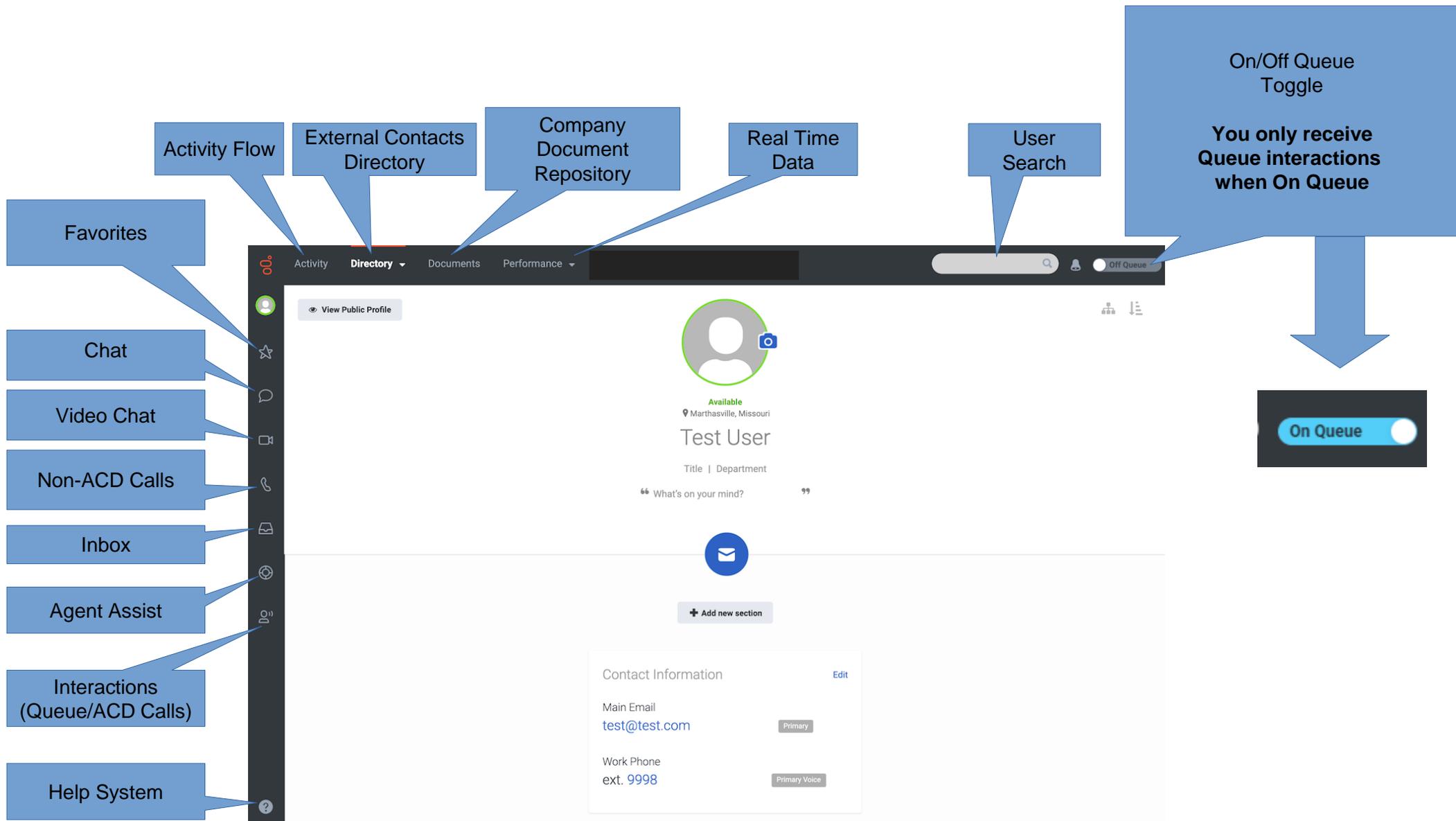
Performance

Show 10 entries

Search:

Column	Description
Abandon %	The percentage of offered interactions in which the customer disconnected before connecting with an agent. The abandon rate can identify queues that require extra staff to handle interactions in a timely manner. Calculated by: (Abandoned Count / Offered Count) * 100

How can I know and change my status

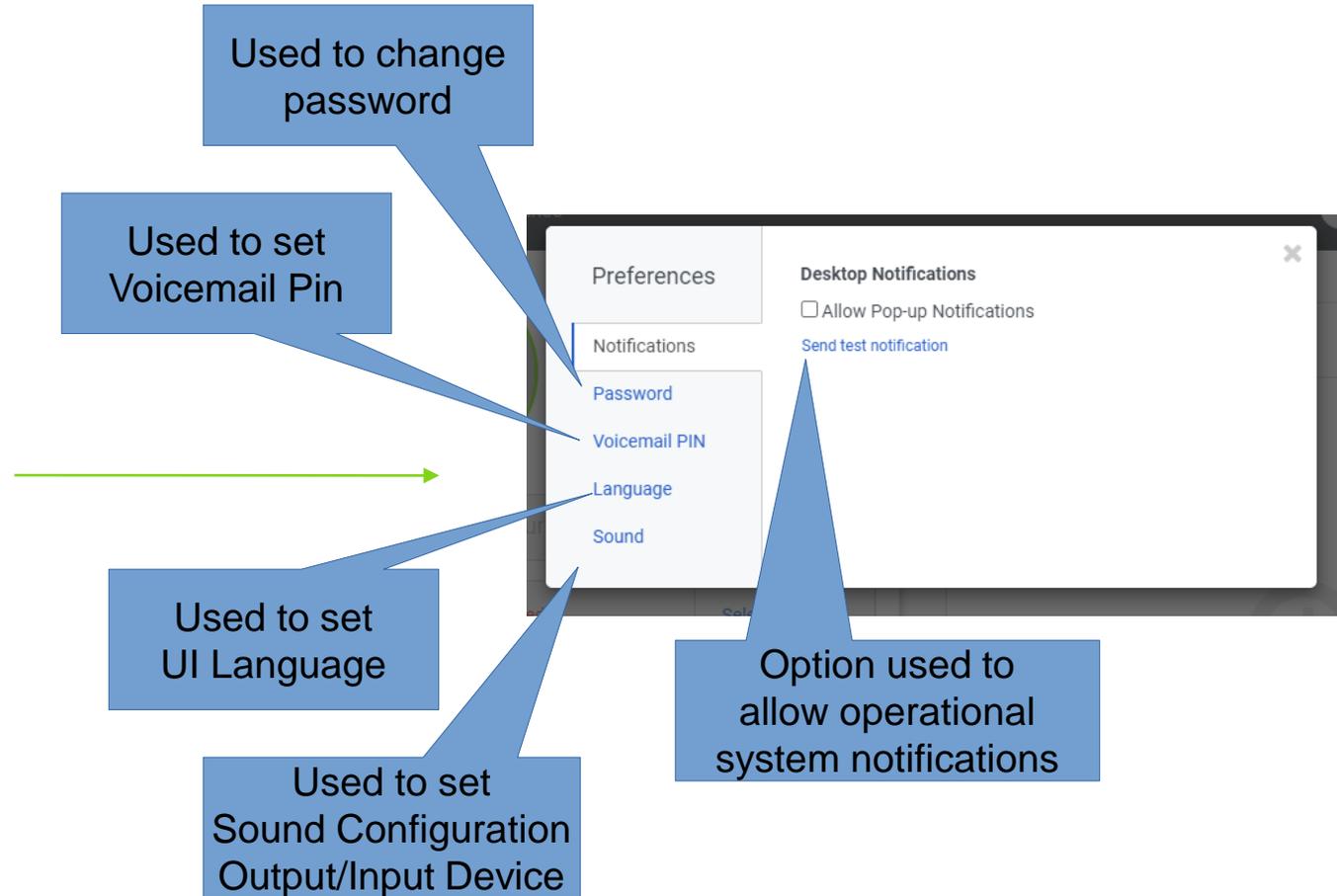
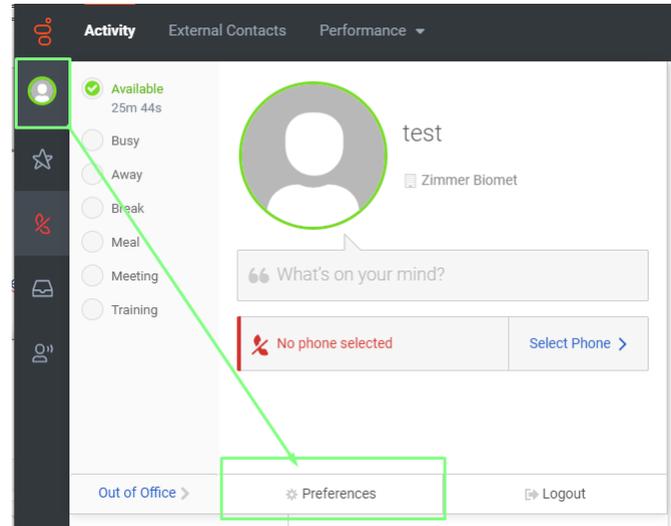


How can I know and change my status

If you are in any of these statuses, you are NOT on queue and cannot take any ACD/Queue calls, etc. Use these when you are off queue.

The screenshot displays a user interface for managing status. At the top, there are tabs for 'Activity', 'External Contacts', and 'Performance'. A vertical sidebar on the left contains icons for home, status, favorites, calls, calendar, and a menu. The status menu is open, showing a list of options: 'Available' (52s) with a green checkmark and a green circle around its icon, 'Busy', 'Away', 'Break', 'Meal', 'Meeting', and 'Training'. To the right of the status menu, there is a profile card for 'test' with a grey profile picture and the name 'Zimmer Biomet'. Below the profile card is a text input field with the placeholder 'What's on your mind?' and a call button labeled 'testWebRtc'. At the bottom of the interface, there are buttons for 'Out of Office >', 'Preferences', and 'Logout'.

How to select a phone, set an audio profile and other preferences



How to select a phone, set an audio profile and other preferences

Set call volume

Set microphone to be used as Input Device

Set Phone Ringer volume

Set Chat Notification volume

Set Interaction Notification volume

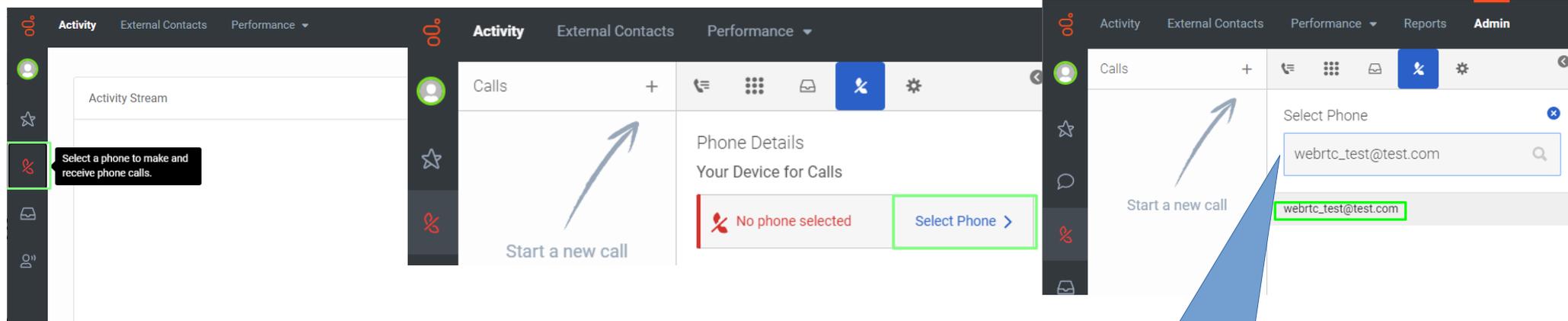
Set Speaker or Headset to be used As Output Device To Call Audio

Set Speaker or Headset to be used As Output Device To RingTone

Reference Links:
<https://help.mypurecloud.com/articles/create-a-new-audio-profile/>
<https://help.mypurecloud.com/articles/set-your-genesys-cloud-sound-level-preferences/>

How to select a phone, set an audio profile and other preferences

- In case you see this: 
- You will need to manually pick your phone to able to receive and make calls, to do that, follow above steps clicking on green highlighted:



Reference Link:

<https://help.mypurecloud.com/articles/select-phone/>

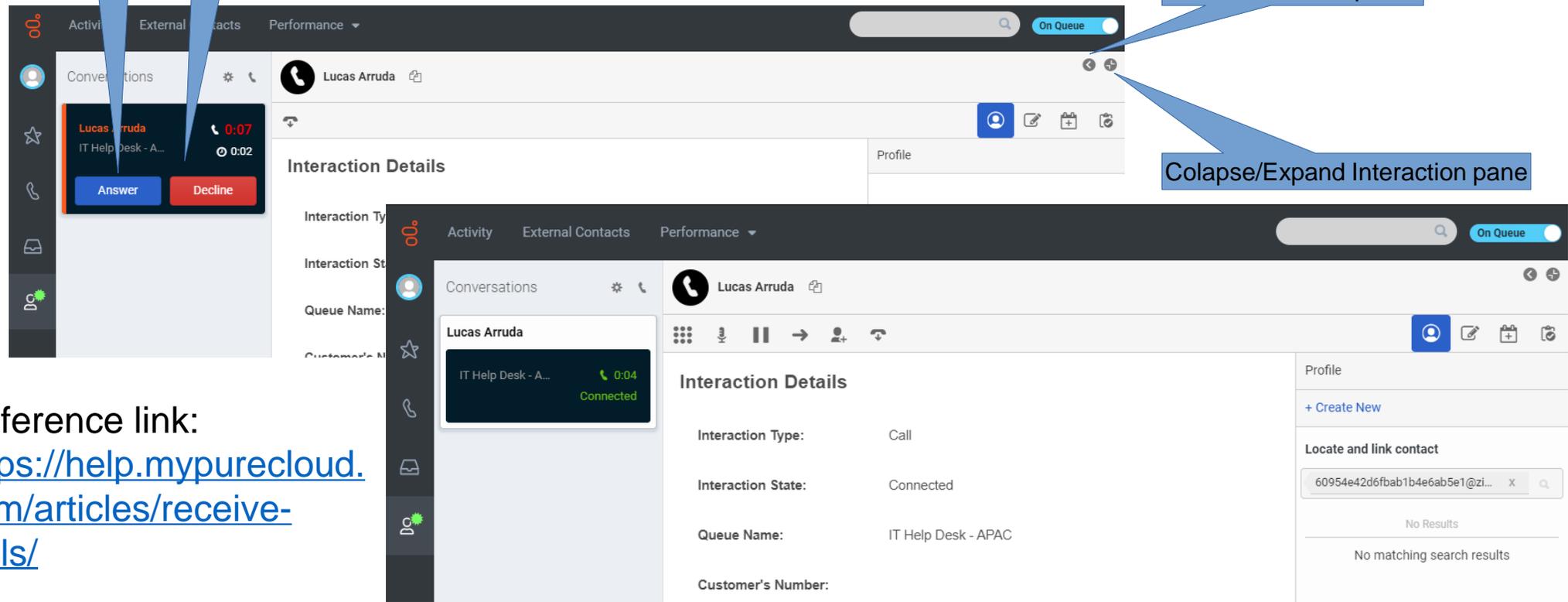
Search by your phone

Receive an inbound call

You need to be on onQueue status to receive those



Answer Decline

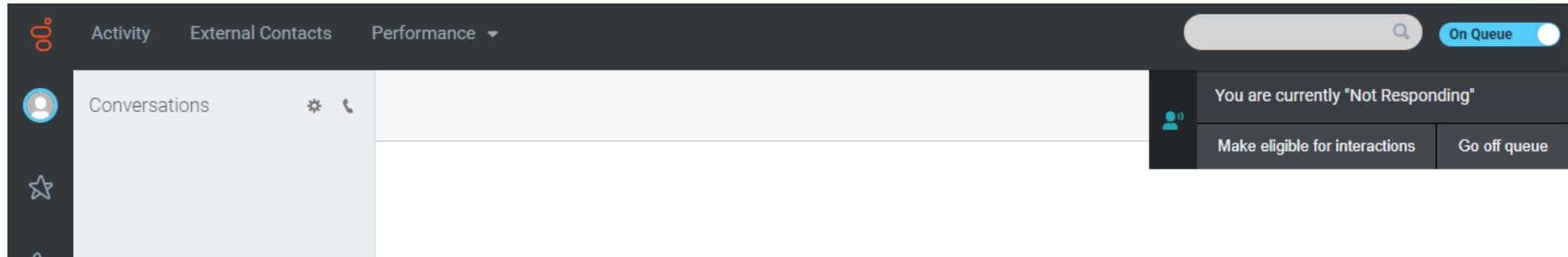


The image displays two screenshots of a user interface. The top screenshot shows a call notification for "Lucas Arruda" with "0:07" duration and "IT Help Desk - A..." as the queue name. Below the notification are "Answer" and "Decline" buttons. A call icon in the top right corner is highlighted with a callout box labeled "On Queue". A callout box labeled "Hide Interaction pane" points to a minus sign icon, and another callout box labeled "Collapse/Expand Interaction pane" points to a plus sign icon. The bottom screenshot shows the same interface after the call is answered, with the notification now showing "0:04" and "Connected". The "Interaction Details" pane is expanded, showing: Interaction Type: Call, Interaction State: Connected, Queue Name: IT Help Desk - APAC, and Customer's Number: (blank). The "On Queue" toggle is still visible in the top right.

Reference link:

<https://help.mypurecloud.com/articles/receive-calls/>

Not Responding Status



Reference link:

<https://help.mypurecloud.com/faqs/what-does-not-responding-mean/>

Do a transfer or consult during a call

Conversations

Toll Free +1 833-425-1557

IT Help Desk - A... 0:22 Connected

Interaction Details

Interaction Type: Call

Interaction State: Connected

Queue Name: IT Help Desk - APAC

Customer's Number: tel:+18334251557

Profile

+ Create New

Locate and link contact

+1 833-425-1557 X

No Results

No matching search results

Conversations

Toll Free +1 833-425-1546

IT Help Desk - A... 0:12 Connected

Transfer

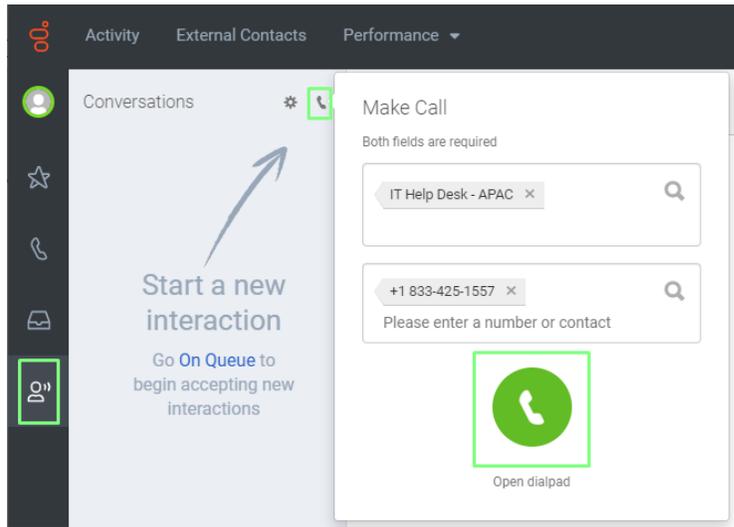
Lucas Arruda X

Transfer

After searching by destination
Click "Transfer" to finish blind transfer

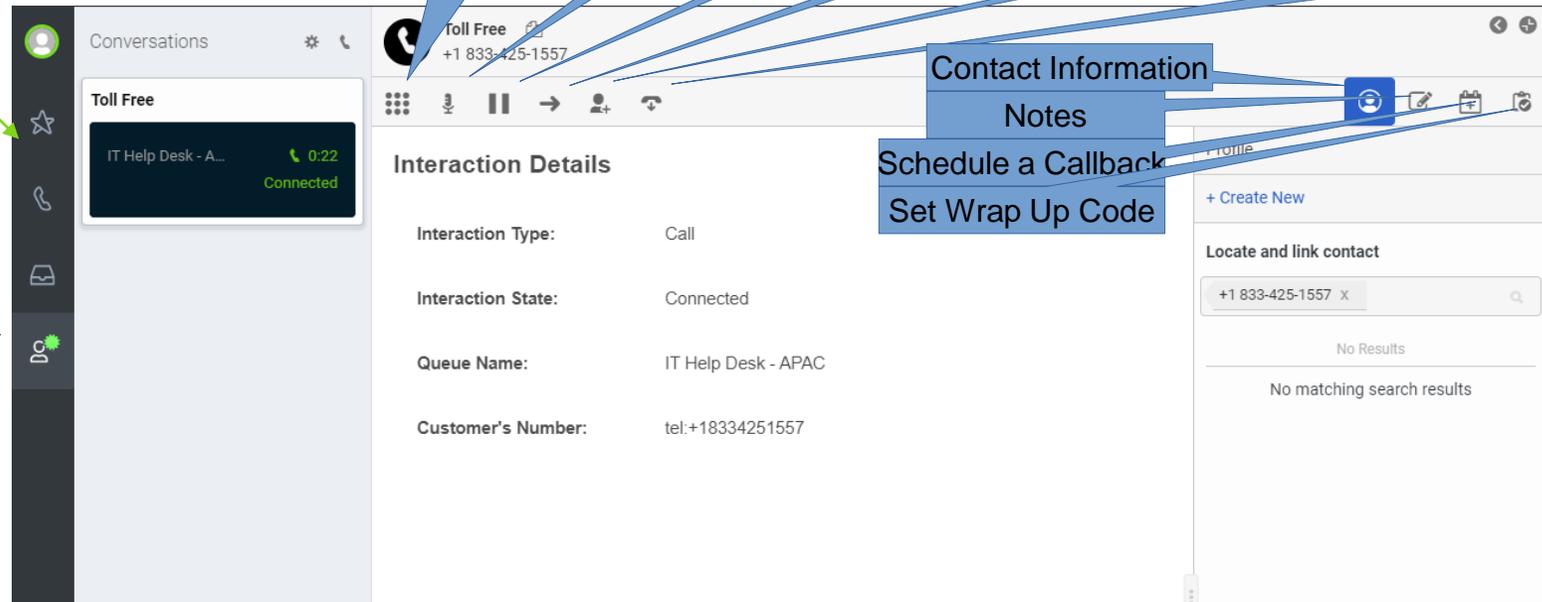
Destination can be an internal queue,
an internal user or an external number

How to make a call



Reference link:
<https://help.mypurecloud.com/articles/place-a-call-on-behalf-of-a-queue/>

Show Interaction pane



DTMF Input

Mute/Un mute

Hold/Un Hold

Direct Transfer

Consult Transfer

Disconnect

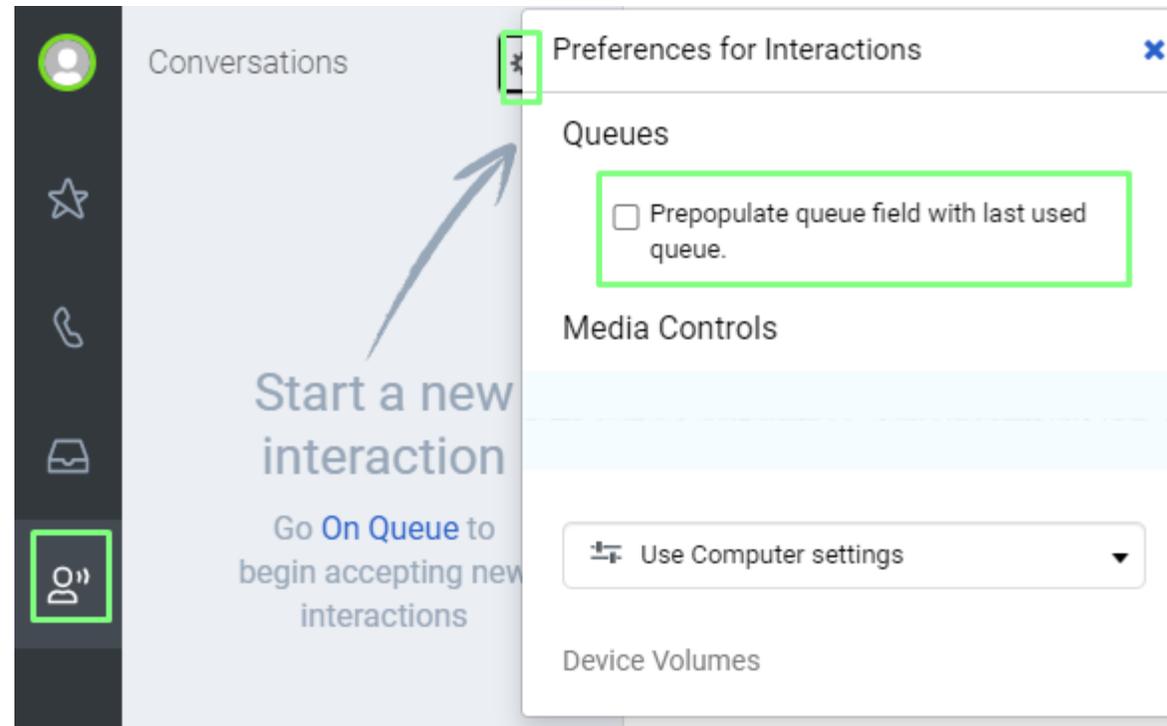
Contact Information

Notes

Schedule a Callback

Set Wrap Up Code

Convenience Setting – Prepopulate Last-Used Queue



How to look at my past interactions

My Queues Activity

Name	Waiting	Interactions	Service Level % Interval/Day	On Queue	Off Queue	Interactin
IT Help Desk - APAC	0	0	0% 0%	0	0	0
IT Help Desk EMEA EN	0	0	- -	0	0	0
IT Help Desk EMEA FR	0	0	- -	0	0	0
IT Help Desk EMEA GE	0	0	- -	0	0	0
IT Help Desk EMEA IT	0	0	- -	0	0	0
IT Help Desk EMEA SP	0	0	- -	0	0	0

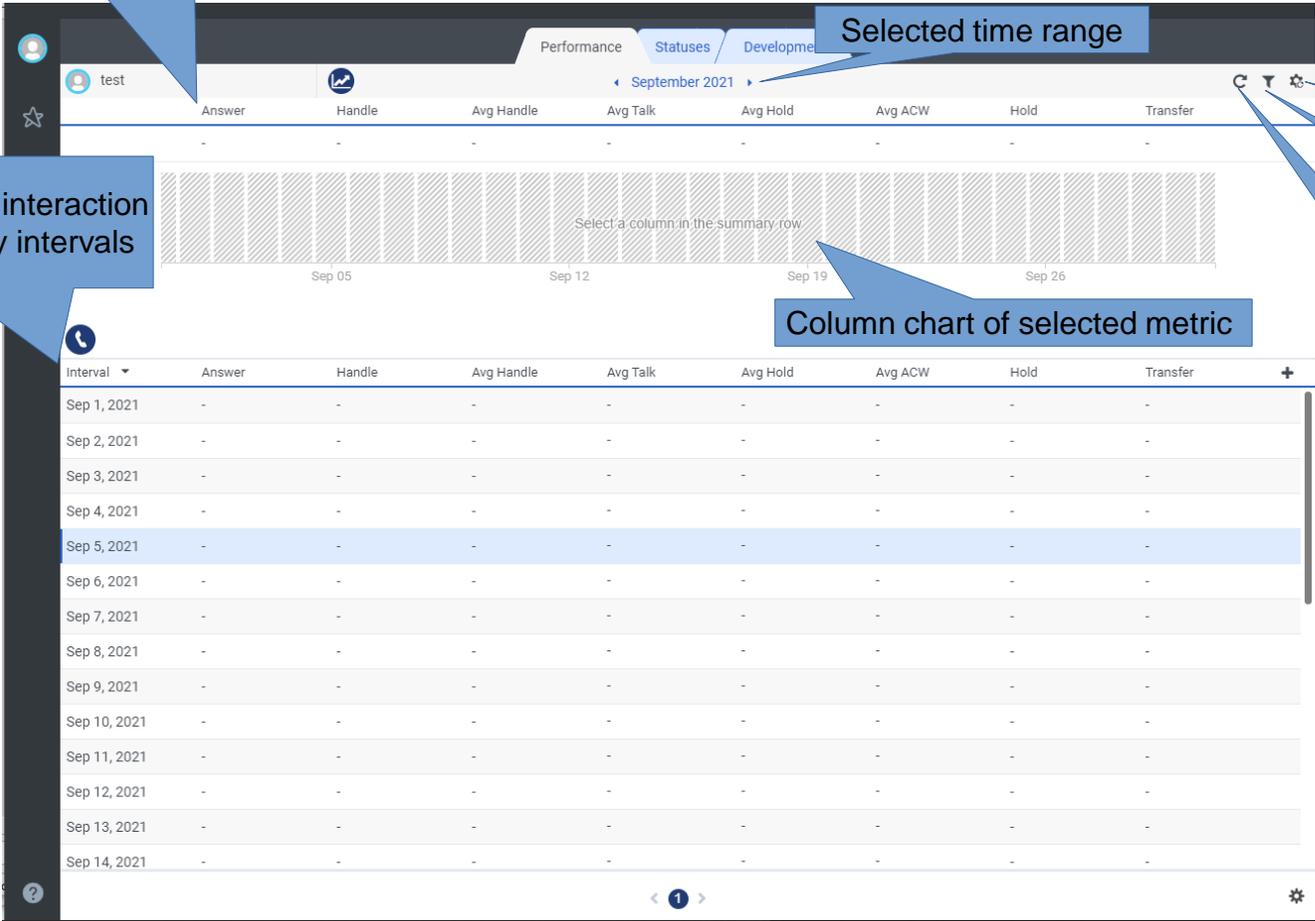
Reference Link:
<https://help.mypurcloud.com/article/s/my-queues-activity-view/>

How to look at my past interactions

My Performance - Performance

Your user interaction metrics
Aggregated by selected
time range

Current logged in user interaction
Metrics aggregated by intervals



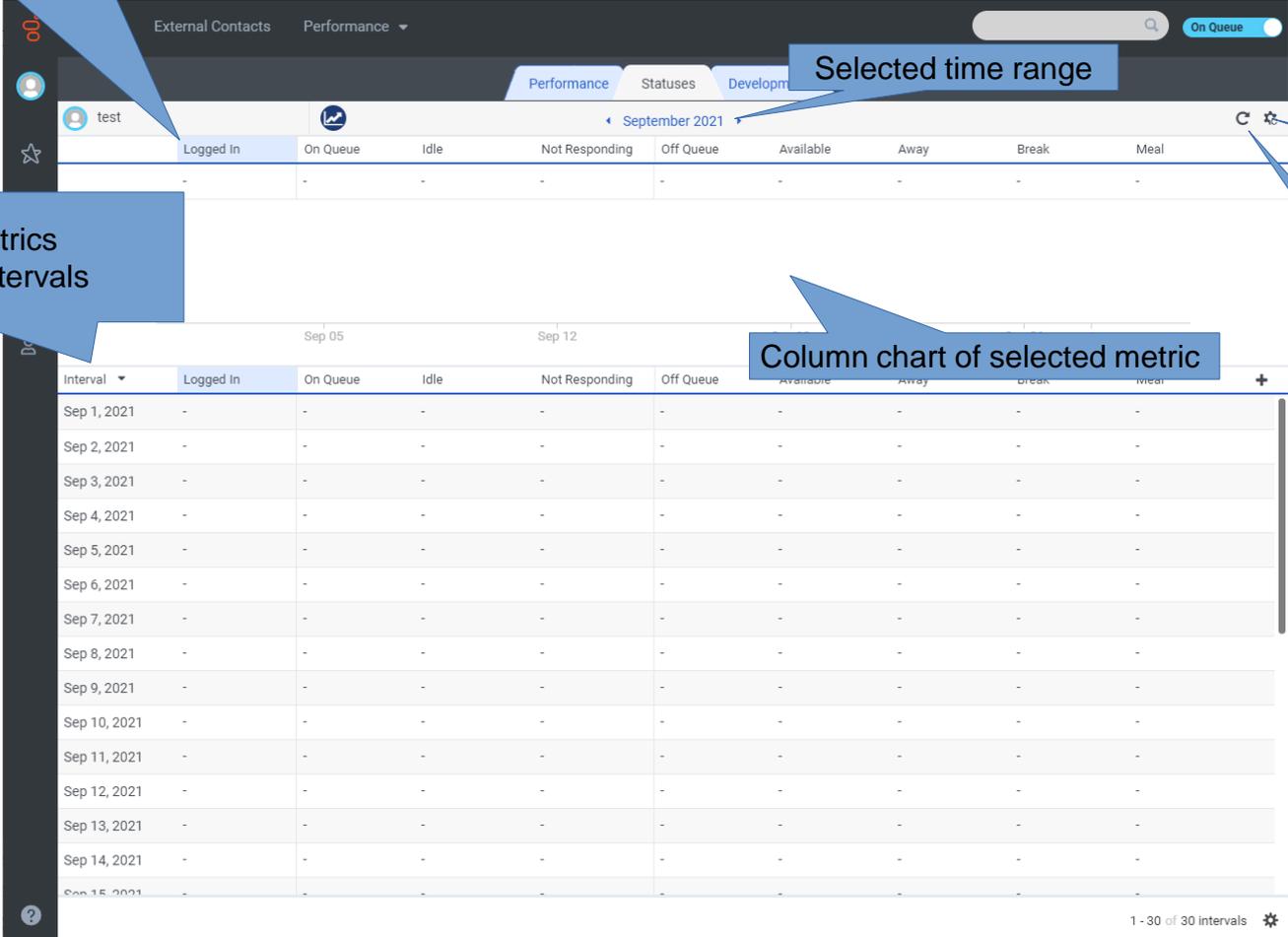
Reference Link:
<https://help.mypurcloud.com/article/s/my-performance-view/>

How to look at my past interactions

My Performance - Statuses

Current logged in user status metrics
Aggregated by selected
time range

Your status metrics
Aggregated by intervals



Selected time range

Reset to Default

Refresh

Column chart of selected metric

Reference Link:
<https://help.mypurcloud.com/article/s/my-status-view/>



Thank you

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