

Supervisor - Media Events

Introduction:

The Media Events tab contains all current media events, both undistributed and assigned to an agent.

Supervisor

Inbound Status

Inbound Echtzeit

Inbound Seit

Inbound 15

Inbound 60

Inbound Eingangspostfächer

Inbound Medienereignisse

Wallboard

Alle Agenten

Aktive Agenten

Hilfeforderungen

Medienereignisse

Medienhistorie

Aktuelle Anrufe

Gitteransicht

Cockpit Variablen

Dialer

Custom 1

Custom 2

Custom 3

Dynamische Prioritätsgruppen

Filter: 8 Datensätze insgesamt. Zeige 8 Datensätze von 1 bis 8. Seite 1 von 1.

ACD Gruppe	Agenten	Typ	Status	Eingegangen	Absender	Benutzerdaten	Empfänger	Betreff	CRM Link	Aktion
Vertrieb (101)		Email	Gesehen	2020-10-06 11:54:50				This is a test email		Öffnen
Vertrieb (101)		Email	Gesehen	2020-07-02 16:28:01				Anfrage nach Druckern.		Öffnen
Vertrieb (101)		Chat	Gesehen	2020-07-02 14:54:54]			Chat-> https://whatsapp.jel.de:3003/download/1/whatsapp/received_media/image411db55_b4f4_42ba_9e54_5b6f301b961b.jpeg		Öffnen
Vertrieb (101)		Email	Gesehen	2020-07-01 16:01:27				Möchte Kunde werden		Öffnen
Vertrieb (101)		Callback	Gesehen	2018-09-05 11:11:28				ACD: Manueller Rückruf für		Öffnen
Vertrieb (101)		VoiceMail	Gesehen	2018-03-12 11:45:38				ACD: Voicemail from caller - ACD group Vertrieb		Öffnen
Vertrieb (101)		Callback	Gesehen	2017-07-13 14:46:51				ACD: Manueller Rückruf für		Öffnen
Vertrieb (101)		Callback	Gesehen	2017-07-10 09:21:57				ACD: Manueller Rückruf für		Öffnen


Description:

The following fields are displayed:

Name	Description
ACD Group	This displays the ACD group in which the media event was created.
Agents	Name of the agent who has been assigned the media event
Type	Type of media event (Email, Chat, Callback, VoiceMail, SMS, Fax, Whatsapp, Ticket
Status	Status of the media event (Delivery, New, Viewed, Finished)
Received	Date and time of receipt of the media event
Sender	Sender of the media event(mail address, name, phone number etc)
Username	UserData (variable depending on the type of media event)
Receiver	Mail address, phone number of the recipient of the media event
Subject	Subject from the media event or creation reason
CRM Link	Link, which is included in the media event (CRM, ticket system, mail, etc.)
Action	Here the media event can be opened and edited and assigned by the supervisor.

Media events detail view:

By clicking Open under Action on the overview, you can see the media event in detail.


Rückruf
Schließen

Rückruf

Empfangen am : 2018-09-05 11:11:28
ACD Gruppe : Vertrieb (101)
Absender : 2342344555
Benutzerdaten :
Empfänger :
Betreff : ACD: Manueller Rückruf für
Nachricht :
Kommentar :

SMS Senden
Anrufen
Kommentieren

History

Filter :
2 Datensätze (1 bis 2 aus 2)

Datum / Zeit	Neuer Status	Benutzer	Kommentar
2018-09-05 13:50:31	Gesehen	Client Administrator (100000)	Gesehen
2018-09-05 11:11:28	Neu	Bond, James	Erhalten

An Agent senden
An Gruppe senden
E-Mail mit Historie
E-Mail ohne Historie
Transaction-Code
Abschließen

Displayed information

Name	Description
Received on:	Date and time of the media event received
ACD Group	Origin group of the media event
Sender	Sender of the media event
User data	UserData (variable depending on the type of media event)
Receiver	E-mail box, Chat Konnektor etc. depending on the type of media event
Subject	Reason for creating the media event
Message	Content of the contained message, origin ACD group and sender
Comment	Comments that can be attached to the media event.
Filter	Filter for the display of different statuses
Date / Time	Date and time for the created statuses
New Status	Type of the new status
User	Addressee of the new status
Comment	Overview of attached comments

Usable action buttons:

Name	Action
Close	This closes the media event without finally terminating it.
Send SMS	Here it is possible to send an SMS to the sender. Prerequisite: The SMS module is installed!
Call	Here you can call the sender directly.
Comment	In the comment field the notes can be attached to the media event with comments.
Ein Agent senden	Here the media event can be sent to a selected agent.
Send to group	Here you can send the media event to a group
E-mail with history	Here the media event is sent to the previously entered e-mail address with history.
E-mail without history	Here the media event is sent to the previously entered e-mail address without history.
Transaction-Code	Use this button to assign a transaction code to the media event
Finalize	Here the media event is finally ended and transferred to the media history.