

jtel ACD MiniClient

Introduction

The Mini Client offers many of the same functions that the [Agent Home](#) provides, however in a far smaller format. The mini client is suitable, for example, to be docked on the frame of the screen, either in a browser or in form of a windows application provided by the system administrator you can install.

Moreover, the Mini Client can be used much easier with mobile devices than the standard ACD Client.

Furthermore, the Mini Client is particularly suitable to be embedded in applications from third-party providers, mostly as a browser-tab.

Access and Login to the Mini Client

The Mini Client is called via a separate URL which can easily be called via your normal Login-URL for the ACD portal.

Example of the URL to call the ACD portal

```
http://myServer/mySystem/CarrierPortal/login/myResellerUID/myClientUID
```

thus the following URL results to call the ACD Mini Client:

```
http://myServer/mySystem/CarrierPortal/mclogin/myResellerUID/myClientUID
```

Login to the Mini Client

To login to the Mini Client, you need the same login data you use for the normal portal.

Agent Status and Telephone Number



In the upper part of the Mini Client you see the current Agent Status as well as the active phone number. With a click on the respective status (coloured squares) or the phone number (1, 2, 3...) you can change the status or the phone number.

Inbound Status

Inbound Status	Group Stats	Media Stats	
Current Calls	0	Logged-In	1
In Queue	0	Pause	0
Total Calls Inbound	0	Busy	0
Availability	0.00 %	In Service	0.00 %
Pause / Current Status Duration	00:00:00 /	Total Calls Outbound	0
Calls Per Hour	0.0	Dialler Total Success	0

The following columns explain the information in the above screenshot:

Column	Explanation
Current Calls	Number of current calls regarding all ACD groups you are a member of.
Logged-In	Number of logged in agents regarding all ACD Groups you are a member of.
In Queue	Number of calls currently in queue regarding all ACD groups you are a member of.
Pause	The number of logged in agents currently in pause regarding all ACD groups you are a member of.
Total Calls Inbound	The total number of inbound calls made to ACD groups regarding all ACD groups you are a member of.
Busy	The number of logged in agents currently involved in a conversation regarding all ACD groups you are a member of.
Availability	The percentage of all calls accepted in relation to the calls offered regarding all ACD groups you are a member of.
In Service	The percentage amount of all calls accepted within a specified amount of time regarding all ACD groups you are a member of. See also: Editing groups and creating rules
Pause / Current Status Duration	The duration of pause or other agent statuses
Total Calls Outbound	All outbound calls made by agents regarding all ACD groups you are a member of.
Calls Per Hour	All outbound calls made by you within one hour This <u>value</u> resets upon changing your agent status to "Logged off"
Dialler Total Success	The total amount of dialler calls finished with a result code of the type "Done"

Agents

Team	Agent	Group	PBX	Nr.					
Filter :			✕	I<	<<	<	>	>>	>I
Agents	TAv	TAct	S	Tel	Av				
Choura, Soulaïmen (1...	●	●	■						
Graham, Gudrun (100...	✕	✕		...989461495025	☎➡				
Graham, Lewis (10001...	🕒	🕒		...989461495011	☎➡				
Krüger, Stephan (100...	✕	✕		...199461495016	☎➡				
Moungoue, Djomo (1...	—	—		...989461495023	☎➡				
Möller, Brigitte (1000...	✕	✕		...989461495020	☎➡				
Müller, Heidi (100024)	🕒	🕒		491759310113	☎➡				
Peyerl, Mark (100017)	●	●		...199461495017	☎➡				
Schlüpen, Iudger (100...	🕒	🕒		...989461495015	☎➡				
Sebald, Andrea (1000...	✕	✕		...989461495014	☎➡				
Souissi, Mohamed Dh...	✓	✓		...199461495022	☎➡				
Stock, Tony (100021)	●	●		491606881218	☎➡				
Tsvetkov, Andrey (100...	●	●		...199461495012	☎➡				

In this Agent area you see a table of all the agents. It contains the following columns:

Column	Explanation
Agents	Display of agent name and agent number
TAv	Teams availability
TAct	Teams activity

S	Status of the agent
Tel	Telephone status of the agent
Av	Availability of the agent Green = Free Red = Busy Yellow = Ringing Orange = Transaction code popup open Comment robert = NACHSTELLEN dann zu ende schreiben

Groups

Filter : <input type="text"/> ✕ I < << > >> > I				
L	Groups 	A	F	Av
	ACDGruppemitTACsEigenständig	1	0	
	Agentengruppe1	1	0	
	Agentengruppe2	2	1	
	AmitTACEigenständig2 (127)	1	0	
	AOhneTacEigenständig	1	0	
	AOhneTacEigenständig2 (125)	1	0	
	asdf11	0	0	

In the Group section, you will see a table of all groups which contains the following columns:

Column	Explanation
L	Login and logout function
Groups	Group names and numbers
A	Logged in agents
F	Free agents
Av	Availability of the group. Green = agents available in group, Red = no agents available.

Call Control

Call: Busy

Outbound :



Call...

Dialler :



Start

Hold

Refer

Callback ...

Hangup

Send SMS ...

Start /
Duration

2020-10-30 17:41:19

00:00:38

SN / Wait Time

4989461495018 (Robert
Graham)

00:00:15

Config / Group

Robert Graham

Robert Graham

Caller / Info

491709818600

Contact: Name
/ Customer
Number

491709818600

Contact: Email
/ Phone

491709818600

User Data /
Dialler
Campaign

— ...

Client - Service
/ Amount

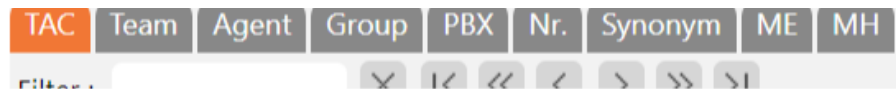
-

CRM Link /
Skills



Recording - Deactivated





During a conversation, with the call control, you can carry out the same functions as in [Agent Home](#). With the tab TAC, for example, you can set transaction codes during your calls. Please refer to [Agent Home](#) for more details on individual functions.