Micro Client

The jtel Micro Client has been specially designed to fit into the SalesForce sidebar.

The URL for the Micro Client is as follows

https://acd-lb/CarrierPortal/micrologin/reseller/client

Connection

Often, users working with SalesForce open dozens of tabs.

However, only one tab can be connected with the jtel ACD.

Screen pops, and click to dials can only be processed in the active tab.

Tabs in which no connection exists, will display the following message:
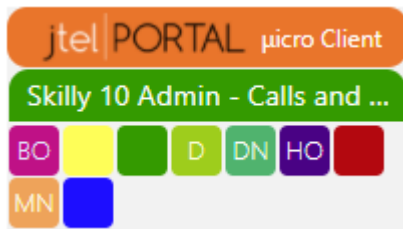

If you wish to connect this tab to the jtel ACD, then click on the link

Functions

The following functions are available.

Status Change

The agent status can be changed by clicking on the relevant status in the micro client.

Logout

The logout function logs the current agent out. This can also be used to delete any saved cookie login data.

Telephone Number

The current telephone number agents are logged into is displayed in the micro client as shown below. Agents can switch to any of the configured telephone numbers in the user account by clicking on the buttons 1 to 6 as shown in the screenshot below.
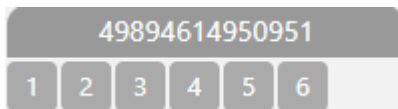
Status Area

The status area shows the current status of the agent.

The post call status is shown.

If any actions are required by the agent, such as recording a dialler result in the Mini-Client, this will be shown in the action field.

The automatic screenpop of incoming calls can be switched on or off using the screen pop option.

The group selected relates to the number and configuration which will be used when outbound calls are made.

No Post Call	
No Action Required	
Automatic screen pop	☑
Group :	
Gruppe 1	▼

Call Status

The status of the current call is shown at the bottom of the micro client.

Call: Free	
Remote	
Name	
User Data	
Links	
Start	
Duration	
Wait	
Service	
Config	
Group	

Mini Client

When working with the jtel dialler, it will be necessary to deploy the jtel mini client in addition to the micro client in sales force. The mini client is required for interactions with the dialler.