

Supervisor - Media History

Introduction:

In the Media History tab, you can find all media events that have been finalized and completed.

Access:

- in the portal via the menu: ACD Supervisor
- in the portal via the 'Supervisor' icon: selection of the media history tab



ACD Group	Agents	Type	Status	Received	Sender	User Data	Receiver	Subject	CRM Link	Action
		Callback	Done	2021-02-03 10:22:20						Open
		Email	Done	2021-01-13 11:52:01						Open
		Email	Done	2021-01-13 11:44:20						Open

Information displayed:

Name	Description
ACD Group	The ACD group in which the media event was created is displayed here
Agents	Name of the agent who has been assigned the media event
Type	Type of the respective media event, e.g. • Callback • VoiceMail • Chat • Whatsapp • Email • Note: in the MiniClient the types are represented by icons
Status	final status of the media event, it shows which side has finished the event: • Agent side: Done • Customer side: Closed by the customer
Received	Date and time of reception of the media event
Sender	Sender of the media event (phone number, name, mail address, etc.)
User data	UserData (is variable, depending on the type of media event)
Receiver	e.g. phone number of the recipient who last edited the media event
Subject	Subject from the respective media event or creation reason

CRM Link	Link included in the media event (CRM, ticket system, mail, etc.)
Action	Here the media event can be opened and traced by the supervisor.

Media events detail view:

If you click Open under Action in the overview, you will see the corresponding media event in detail:

Type Voicemail

Voice mail

Received :

ACD Group :

Sender :

User Data :

Receiver :

Subject :

Message :

Voice mail :

Comment :

Send SMS

Call

Download

Play By Phone

Comment

History

Filter :

1 records (1 to 1 out of 1)

Date / Time

New status

User

Comment

2021-02-12 17:33:50

Fertig

Send to Agent

Send to Group

Email with History

Transaction Code

Event Done

Email without History

Voicemail type - Information displayed:

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 (is variable depending on the type of media event)
Receiver	Receiver phone number
Subject	Subject from the respective media event or creation reason
Message	Content of the contained message, e.g. origin ACD group and sender

Voice-Mail	File with the Wav. file
Comment	Field for notes displayed in the history of the media event
History:	Date and time of the respective processing status
Date/Time	
History:	respective status type
New Status	
History:	Last name and first name of the processing agent
User	
History:	corresponding comment, either created automatically by the system (e.g. New, Seen, Call, Callback was initiated)
Comment	or created by editor via comment field

Type Voicemail - Actions displayed:

Name	Description
Close	Here you can get back to the superordinate overview page of the media history
send SMS	Here it is possible to send an SMS to the sender. Prerequisite: The SMS module is installed!
Call	Here it is possible to call the sender directly.
Download	Here it is possible to download the voice message locally
Listening by Telephone	Here it is possible to listen to the voice message on the phone
Comment	Here it is possible to save a note previously entered in the comment field, it will then appear in the History field
Send to Agent	Here it is possible to send the media event to a previously selected agent
Send to group	Here it is possible to send the media event to a previously selected group
Email with history	Here it is possible to send the media event to the previously entered e-mail address with history
Email without history	Here it is possible to send the media event to the previously entered email address without history

Type Callback

Callback
Close

Received : 2021-01-04 13:28:18

ACD Group : [redacted]

Sender : [redacted] Send SMS Call

User Data : [redacted]

Receiver : [redacted]

Subject : [redacted]

Message : [redacted]

Comment : [redacted] Comment

History

Filter : [redacted] 3 records (1 to 3 out of 3)

Date / Time	New status	User	Comment
2021-01-05 16:21:28	Done	[redacted]	Done
2021-01-04 13:28:27	Seen	[redacted]	Seen
2021-01-04 13:28:18	New	[redacted]	Received

Send to Agent

Send to Group

Email with History

Email without History

Transaction Code

Event Done

Type Callback - 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 (is a variable depending on the type of media event)
Receiver	Phone number
Subject	Subject from the respective media event or creation reason
Message	Content of the contained message, e.g. origin ACD group and sender
Comment	Box for notes displayed in the history of the media event
History:	Date and time of the respective processing status
Date/Time	
History:	
New Status	respective status type
History:	
Benutzer	Last name and first name of the processing agent

History:	corresponding comment, either created automatically by the system (e.g. New, Seen, Call, Callback was initiated)
Comment	or created by editor via comment field

Type Callback - Shown Actions:

Name	Description
Close	Here you can get back to the superordinate overview page of the media history
Send SMS	Here it is possible to send an SMS to the sender. Prerequisite: The SMS module is installed!
Call	Here it is possible to call the sender directly.
Comment	Here it is possible to save a note previously entered in the comment field, it will then appear in the History field
Send to Agent	Here it is possible to send the media event to a previously selected agent
Send to Group	Here it is possible to send the media event to a previously selected group
Email with history	Here it is possible to send the media event to the previously entered e-mail address with history
Email without history	Here it is possible to send the media event to the previously entered email address without history

Type Chat

The screenshot displays the 'Type Chat' interface. On the left is a chat window with a green background, showing a series of redacted messages (indicated by grey bars) and a green status bar at the bottom with the text 'dd0000000000000000' and the time '13:34'. On the right is a details and history panel. The 'Details' section shows metadata for a received event: 'Received: 2021-01-05 13:33:09', 'ACD Group:', 'Sender:', and 'User Data:'. Below this is a 'Functions' section with buttons for 'Comment', 'Send to Agent', 'Send to Group', and 'Event Done'. At the bottom is a 'History' table showing a list of events with columns for 'Date / Time', 'New status', 'User', and 'Comment'.

Date / Time	New status	User	Comment
2021-01-05 13:33:10	New		New
2021-01-05 13:36:07	Seen		Seen
2021-01-05 13:36:11	Done		Done

Type Chat - Information displayed:

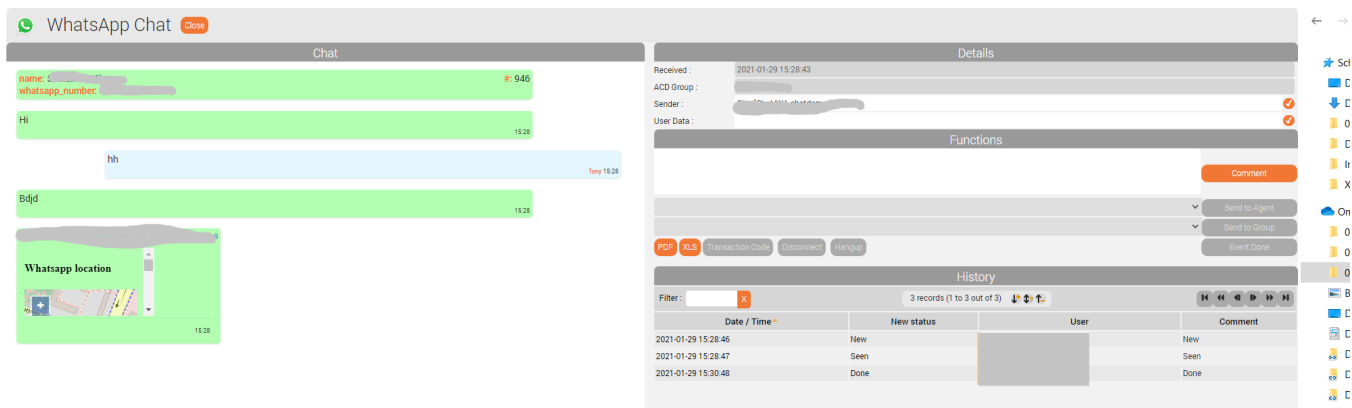
Name	Description
name:	Date and time of the media event received
id / Email / UserData (Variables)	here PDATA info, which are optionally stored in the chat script, are displayed
url:	Web page from which the chat was started

Details: Received on:	Date and time of the media event received
Details: ACD Group	Origin group of the media event
Details: Sender	Sender of the media event
Details: User data	UserData (Variable depending on the type of media event)
Functions: Comment field	Field for notes displayed in the history of the media event
History: Date /Time	Date and time of the respective processing status
History: New status	respective status type
History: User	Last name and first name of the processing agent
History: Comment	corresponding comment, either created automatically by the system (e.g. New, Seen, Call) or created by editor via comment field

Type Chat- Shown Actions:

Name	Description
Close	Here you can get back to the superordinate overview page of the media history
Comment	Here it is possible to save a note previously entered in the comment field, it will then appear in the History field
PDF	Here it is possible to download the chat report of the media event as a pdf file
XLS	Here it is possible to download the chat report of the media event as an Excel file

Typ WhatsApp



Type WhatsApp - Shown information:

Name	Description
name:	Date and time of the media event received
whatsapp_number	Phone number of the sender
Details:	Date and time of the media event received
Received on:	
Details:	Origin group of the media event
ACD Group	
Details:	Sender of the media event
Sender	
Details:	UserData (variable depending on the type of media event)
User data	
Funktionen:	Field for notes displayed in the history of the media event
Comment field	
History:	
Date /Time	Date and time of the respective processing status

History:	
New status	respective status type
History:	
User	Last name and first name of the processing agent
History:	
Comment	corresponding comment, either created automatically by the system (e.g. New, Seen, Call) or created by editor via comment field

Type WhatsApp - Shown Actions:

Name	Description
Close	Here you can get back to the superordinate overview page of the media history
Comment	Here it is possible to save a note previously entered in the comment field, it will then appear in the History field
PDF	Here it is possible to download the chat report of the media event as a pdf file
XLS	Here it is possible to download the chat report of the media event as an Excel file

Type EMail

Email Close

Email

Received :
ACD Group :
Sender : robert.graham@jel.de ✓
User Data : ✓
Receiver :
Subject :
Email : Download
Comment : Comment

History

Filter : x 3 records (1 to 3 out of 3)

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Date / Time	New status	User	Comment
2021-02-12 17:15:06	Done		Done
2021-02-12 17:14:56	Seen		Seen
2021-01-13 11:52:09	New		New

▼

Send to Agent

▼

Send to Group

▼

Email with History

▼

Email without History

▼

Transaction Code

▼

Event Done

Type E-Mail- Shown Information:

Name	Description
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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)
Empfänger	e.g. e-mail address
Subject	Subject from the respective media event
E-Mail	here you can find a brief info with the sender's address and the subject line
Comment	Field for notes displayed in the history of the media event
History: Date /Time	Date and time of the respective processing status
History: New status	respective status type
History: User	Last name and first name of the processing agent
History: Comment	corresponding Comment, either created automatically by the system (e.g. New, Seen, Call, Callback was initiated) or created by the editor via the Comment field

Typ E-Mail- Shown Actions:

Name	Description
Close	Here you can get back to the parent overview page of the media history
Download	Here it is possible to download the mail received as a media event
Comment	Here it is possible to save a note previously entered in the Comment field, it will then appear in the History field
Send to agent	Here it is possible to send the media event to a previously selected agent
Send to group	Here it is possible to send the media event to a previously selected group
Email with history	Here it is possible to send the media event to the previously entered e-mail address with history
Email without history	Here it is possible to send the media event to the previously entered email address without history