

Media Events and Types

Introduction

In the Agent Home page, when you click on the Media Events table, the logged-in agent can see all media events assigned to him.

The agent must select an agent status that allows him to receive media events.

With the filter function, it is possible to search for results in the individual columns. To do this, it is important to have previously selected the respective column and to search the string by specifying the % character.

If you want to delete the filter, use the "x" next to the filter and all results will be displayed in the table again.



With these icons you have the possibility to expand or reduce the number of displayed lines.

Arrow up or down changes the number by one line at a time.

Plus/ Minus provides the option to freely select the number of lines.

Event type	Origin
Callback	Hangup on hold, rule scenario, manually created, from IVR
Voice message	Rule scenario, from IVR
e-mail	from external e-mail system
Fax	from external fax
SMS	external SMS provider
Chat	Website with chat connector / external chat program
Ticket	Connection of an external ticket system, ticket generated from IVR
WhatsApp	external WhatsApp provider

Status	Meaning
New	Newly distributed event
Ready	Event ready for editing

Seen	Event seen by agent
Forwarded	Event forwarded by supervisor or agent
Closed by Customer	Event closed by an action of the customer (callback).
Done	Case closed by the agent (only viewable in media history)

Column	Content / Meaning
Received	Date / Time
ACD Group	ACD Group in which the media event was created / distributed.
Sender	The phone number or mail address of the sender is displayed here.
User Data	If data has been queried from a third-party system, it can be displayed here.
Receiver	Name of the events receiver.
Subject	This field displays information from the respective media event.
CRM Link	If there is a CRM link in the media event, you can directly click on the link here to get to the links destination.
Action	You can open the Event by pressing the "Open" button.