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
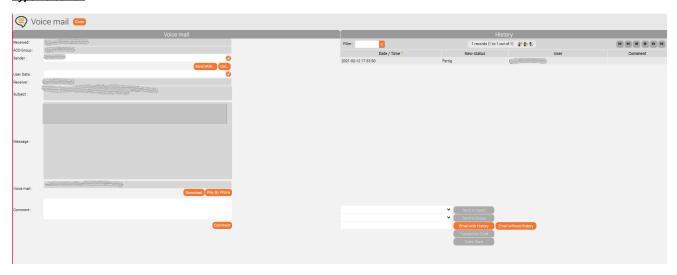

Information displayed:

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:

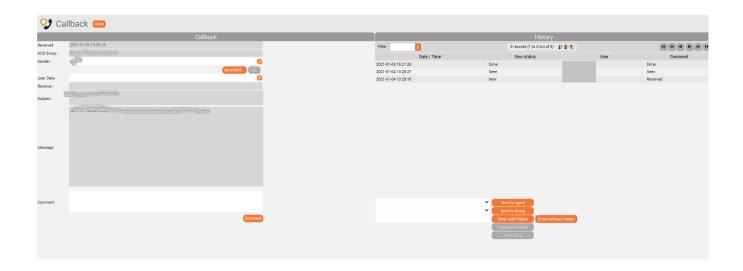<u>**Type Voicemail**</u>

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/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 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

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/Time	Date and time of the respective processing status
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

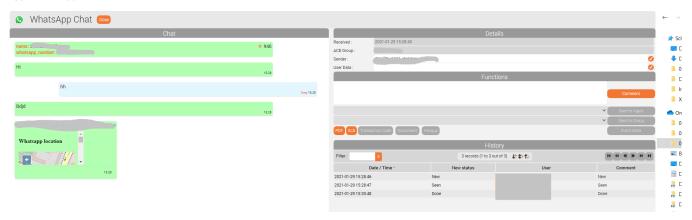**Type Chat**

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:

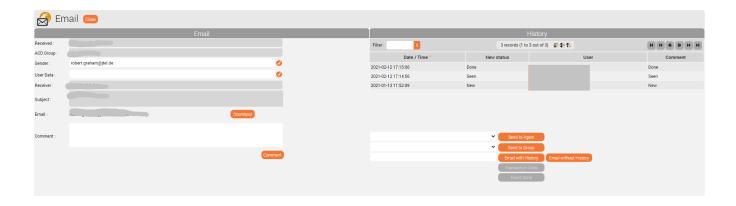| Name	Description
Close	Here you can get back to the superordinate overview page of the media history
Comment	Here it is possible to save a note previously entered in the comment field, it will then appear in the History field
PDF	Here it is possible to download the chat report of the media event as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

Type E-Mail- Shown 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)
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