

Manual BIZ 2.0

Voice Integrate AB

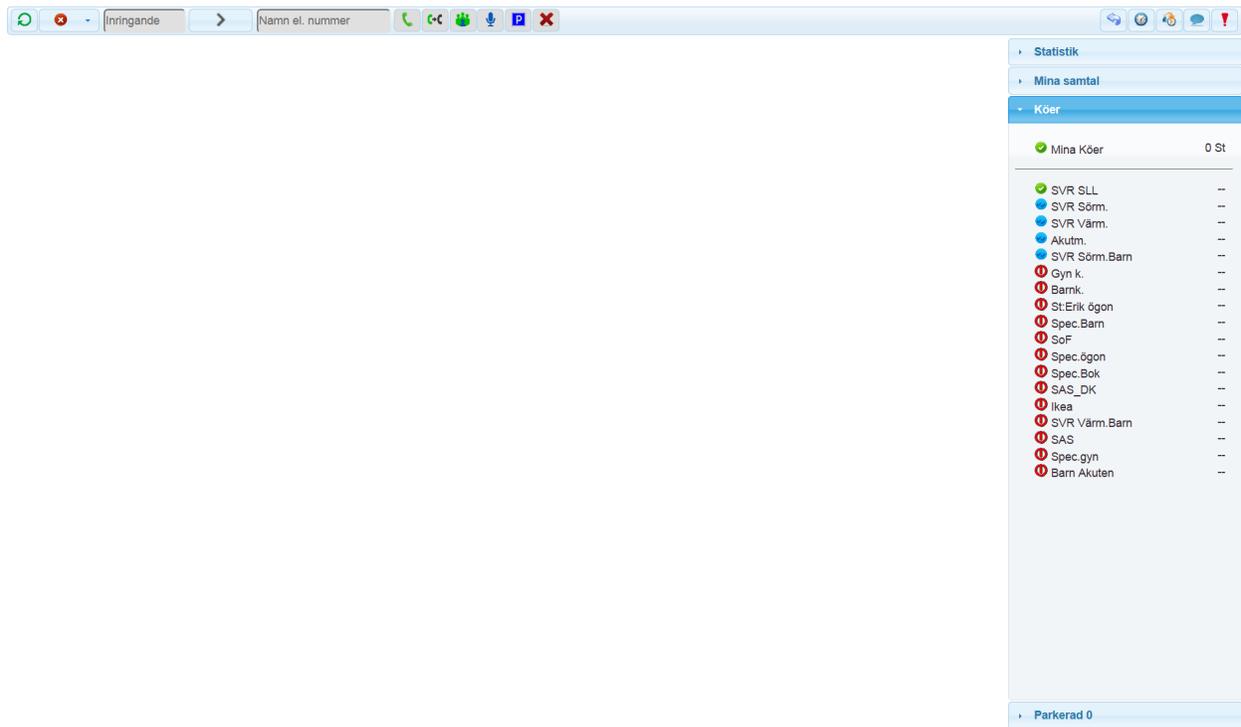
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The image shows a login form titled "Biz 2.0". It contains three input fields: "Användare" (User), "Passord" (Password), and "Nummer" (Number). Below the fields is a blue button labeled "Logga in" (Log in).

log in Biz 2.0. (Note, the fields have changed order)

Log in with your signature, password, and enter the phone number of the phone you will answer calls with.



This is Biz, buttons at the top and "Sidebar" on the right.
The white area is not Biz, it is a screen flash of an external page.

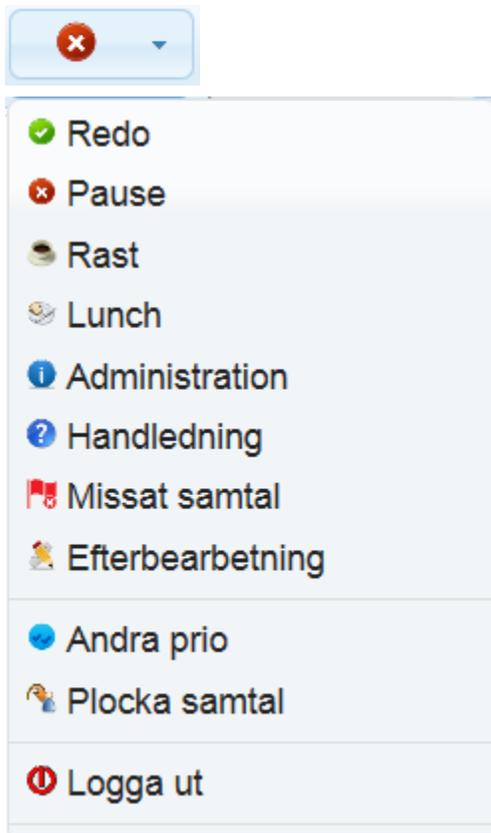


Call Control at top left.

Explanation of buttons in order from left: (Hold your mouse over the button to see the function)



"Receiving Calls" Clears the screen and get ready for the next call.
If you have an active call it will be put on hold and you get the next call.



"Status", indicates / shows your current status. One can switch between two status by clicking on the icon or click on the arrow to bring up the list.

Inringande

"Caller", shows the status and number of the caller.

Colors explanations:

- Grey = No active call
- Yellow = Ringing
- Green = Call answered / Active call
- Blue = Parked call / Mute
- Red = Call hungup



"Switch", showing status / switches between incoming and outgoing calls.

Click to toggle / switch between incoming and outgoing calls.

Showing 3 symbols:

- Left side = Status on incoming calls
- Mid = Status of agent
- Right side = Status on outgoing calls

Namn el. nummer

"Name / Number", enter the number to call and shows the status of outgoing calls.

Contains a directory, enter at least 2 characters in the field to do search in the directory, click the one you want to call to add it into the field. Eg "Big Office" or "Managers"

Colour explanation see "caller" field.

Following buttons are active / inactive depending on what you can do.



"Dial" to make outgoing calls.



"Disconnect / Leave conference," to connect two calls.



"Conference", create conference calls (multi-party)



"Mute," For callers will not hear you, but you can hear the caller.



"Parking" for parking. You do not hear callers, callers can not hear you.



"Hangup", hangup the active call.



Additional Features on the right.



"Back" to back the screen ignition that came out.



"Callback", to create a callback.



"Sidebar "Show / Hide Sidebar."



Chat "to chat with other agents in Biz 2.0.

In order to send messages to everyone you write the message and press enter to send.

To send directly to someone write their signature followed by >

eg "markku> Message"



"Error Report" to send error reports.

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"Statistics" in the Sidebar

Showing who you are logged in as, your numbers and statistics for the last 12 hours.

- Logged in, showing your logged Time
- Ready, showing your "Ready" time
- call, showing the number of calls and the average call duration
- Clerical, Showing your average Clerical
- Missed calls, showing the number of calls you missed,

Mina samtal	
 08-12101215	20
 Flash	09:14

"My Calls" in the Sidebar

Displays the history for those calls you handled and the active call at the top.

- Incoming calls
- Screen flash for the call
- Outgoing calls

Click on the phone number to dial it up.

Clicking "Flash" you will get the call screen flash.

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⊕ SVR Sörm.	--
⊕ SVR Värm.	--
⊕ Akutm.	--
⊕ SVR Sörm.Barn	--
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⊖ Barnk.	--
⊖ St:Erik ögon	--
⊖ Spec.Barn	--
⊖ SoF	--
⊖ Spec.ögon	--
⊖ Spec.Bok	--
⊖ SAS_DK	--
⊖ Ikea	--
⊖ SVR Värm.Barn	--
⊖ SAS	--
⊖ Spec.gyn	--
⊖ Barn Akuten	--

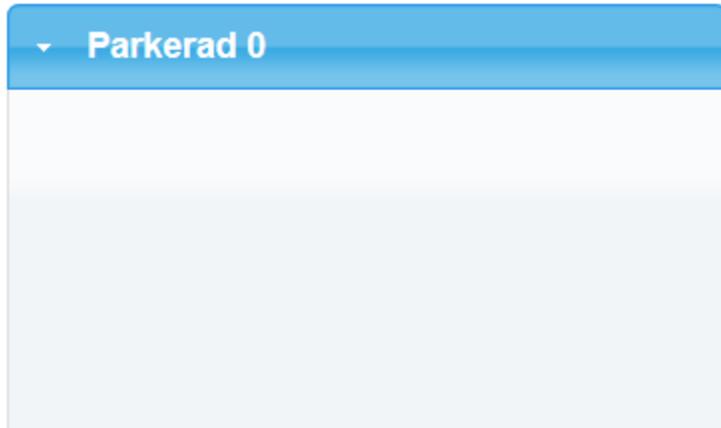
"Queues" in the Sidebar

"My Queues" shows calls that are directed to you, such as direct calls to you and callbacks and even re-ringing within 3 hours. You can click on the call to pick it up; otherwise, the queues that other calls to the next available agent.

Queues below show your queue status and the number of calls in queue / logged-in agents.

During each queue, you can see all callers' numbers and their queuing time.

Though this may click on the talks to pick them from the queue.



"Parked" in the Sidebar.

Shows the number of parked calls. (Only others parked, not your own)

You can click on the call to pick them.