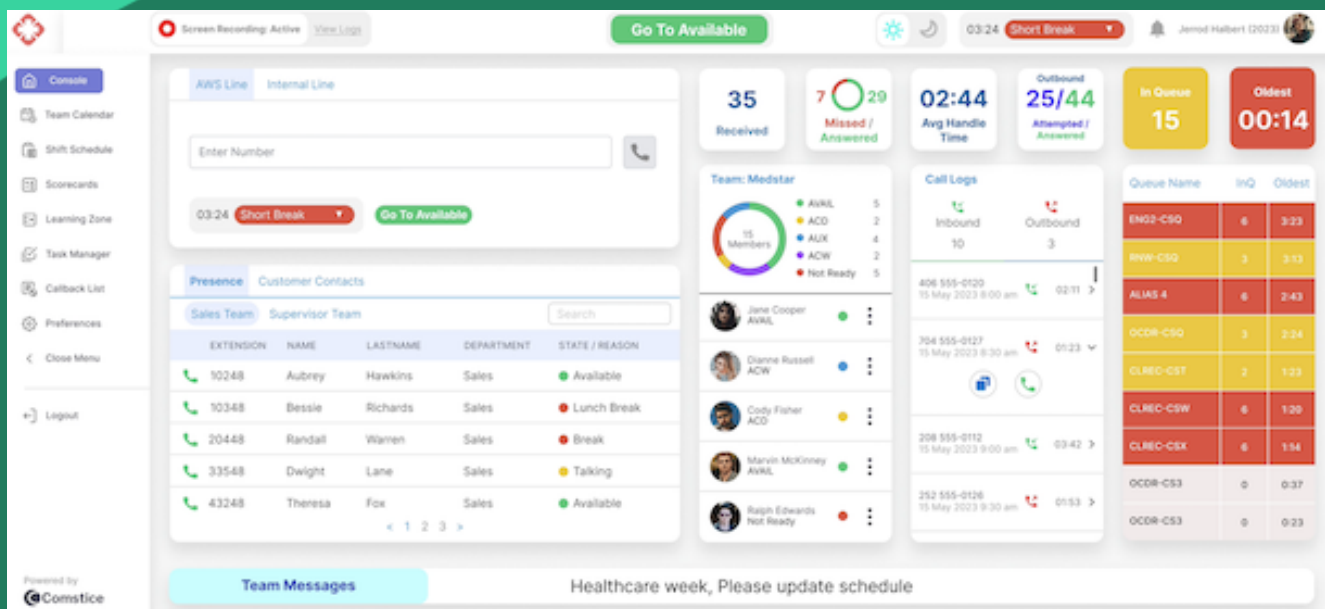


Comstice Amazon Connect Agent Portal

Data Sheet



The screenshot displays the Comstice Amazon Connect Agent Portal interface. At the top, there is a navigation bar with a 'Go To Available' button and a 'Short Break' indicator. The main dashboard is divided into several sections:

- Top Metrics:**
 - Received: 35
 - Missed / Answered: 7 / 29
 - Avg Handle Time: 02:44
 - Outbound Attempted / Answered: 25 / 44
 - In Queue: 15
 - Oldest: 00:14
- Team: Modstar:** A donut chart showing 15 members with a breakdown:
 - AWRL: 5
 - ACD: 2
 - AUX: 4
 - ACW: 2
 - Not Ready: 5
- Call Logs:** A list of recent calls with details like phone number, date, and time.

Phone Number	Date	Time	Status
406 555-0120	15 May 2023	9:00 am	02:11
704 555-0127	15 May 2023	9:30 am	01:23
208 555-0112	15 May 2023	9:00 am	03:42
252 555-0126	15 May 2023	9:30 am	01:53
- Queue Name Table:**

Queue Name	INQ	Oldest
ENQ2-CSQ	6	3:23
RNW-CSQ	3	3:13
ALIAS 4	6	2:43
OCOR-CSQ	3	2:24
CLREC-CET	2	1:23
CLREC-CSW	6	1:20
CLREC-CEX	6	1:14
OCOR-CS3	0	0:37
OCOR-CS3	0	0:23
- Presence / Customer Contacts:** A table listing team members and their status.

EXTENSION	NAME	LASTNAME	DEPARTMENT	STATE / REASON
10248	Aubrey	Hawkins	Sales	Available
10348	Bessie	Richards	Sales	Lunch Break
20448	Randall	Warren	Sales	Break
33548	Dwight	Lane	Sales	Talking
43248	Theresa	Fox	Sales	Available
- Team Messages:** A message at the bottom reads: "Healthcare week, Please update schedule".

Comstice Amazon Connect Agent Portal

Comstice Agent Portal is a universal web experience for contact center agents. Agents can make and receive calls, monitor real-time activity, access internal and external contacts, call logs and team states.

Agent also has a personal line for making internal calls. This is an internal SIP webphone which is outside Amazon Connect but it helps to call other team members and other contacts on your legacy telephony IP PBX such as SIP Phones.

Screen Recording: Active [View Logs](#) Go To A...

Call Center Line **Personal Line**

Enter Number

03:24 Short Break Go To Available

Presence **Customer Contacts**

Sales Team **Supervisor Team**

EXTENSION	NAME	LASTNAME	DEPARTMENT	STATE / REASON
10248	Aubrey	Hawkins	Sales	Available
10348	Bessie	Richards	Sales	Lunch Break
20448	Randall	Warren	Sales	Break
33548	Dwight	Lane	Sales	Talking
43248	Theresa	Fox	Sales	Available

< 1 2 3 >

Powered by **Team Messages** Healthcare we

Comstice Agent Portal Features

Using Team States section, you can see the list of team members, their current state and the total number of available agents in the team.

With Call Logs, agent can see the made and received calls, copy the number of the customer to create a new contact, call back the contact from call logs also add a "Call Result Code".

The screenshot displays the Comstice Agent Portal interface. At the top, there is a status bar with a green 'available' button, a settings gear icon, a clock showing '03:24' with a 'Short Break' indicator, and a user profile for 'Jerrod Halbert (2023)'. Below this, the dashboard is divided into several sections:


- Team States Summary:** A row of four cards showing '35 Received', '7 Missed / 29 Answered', '02:44 Avg Handle Time', and 'Outbound 25/44 Attempted / Answered'. To the right are two more cards: 'In Queue 15' and 'Oldest 00:14'.
- Team: Medstar:** A circular chart showing 15 members and a legend for AVAIL (5), ACD (2), AUX (4), ACW (2), and Not Ready (5). Below the chart is a list of team members with their names, photos, and current status (e.g., Jane Cooper AVAIL, Dianne Russell ACW, Cody Fisher ACD, Marvin McKinney AVAIL, Ralph Edwards Not Ready).
- Call Logs:** A section titled 'Call Logs' with sub-sections for 'Inbound' (10) and 'Outbound' (3). It lists recent calls with phone numbers, dates, and times, including icons for call status and actions like 'copy' and 'call back'.
- Queue Information:** A table with columns 'Queue Name', 'InQ', and 'Oldest'. It lists various queues such as ENG2-CSQ, RNW-CSQ, ALIAS 4, OCCR-CSQ, CLREC-CST, CLREC-CSW, CLREC-CSX, and OCCR-CS3 with their respective In Queue counts and oldest call durations.

At the bottom of the interface, there is a white input field containing the text 'ek, Please update schedule'.

Outbound

On the Outbound section, user can access;

- recently abandoned calls,
- Call back list
- and also monitor any stats for an outbound campaign



Available 00:01

Dialer Campaigns

CAMPAIGN NAME	ACTIONS
Loyalty Program	Go To Ready
Loyalty Program	Go To Ready
Loyalty Program	Go To Ready
Loyalty Program	Go To Ready
Customer Appreciation Days	Go To Ready
Charity Partnerships	Go To Ready

My Call Back List

Recently Abandoned Calls

PHONE	DATE/TIME	QUEUE	DUR	RESULT CODE	
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Security Check	Sure? Yes Cancel
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Cancellation	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Renewal	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Security Check	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Renewal	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Cancellation	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Cancellation	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Security Check	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Renewal	Accept
(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Renewal	Accept

Team Calendar

Agents can access to the Team Calendar, update their availability and review other agents' calendar updates.

The screenshot displays the Team Calendar interface. At the top, there is a navigation bar with a 'Go To Available' button, a settings icon, and a status indicator '03:24 Short Break'. On the left, a sidebar menu lists various system functions: Console, Outbound, Team Calendar (highlighted), Shift Schedule, Scorecards, Learning Zone, Task Manager, Callback List, Preferences, Close Menu, and Logout. Below the sidebar, it says 'Powered by Comstice'. The main area is titled 'Busy Codes' and shows a calendar for April 2022. The calendar grid has columns for days of the week (Mon-Sun) and rows for dates. Busy codes are represented by colored bars with agent names or 'All Day' labels.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
All Day	Josh Haworth					
All Day	Kady Allen					
All Day			Emma Almond			
8	9	10	11	12	13	14
All Day	Gerd Rostam			8AM- 11AM Gerd..		
		All Day	Anton Eliza			
15	16	17	18	19	20	21
22	23	24	25	26	27	28
			All Day	Anton Eliza		
29	30	1	2	3	4	5

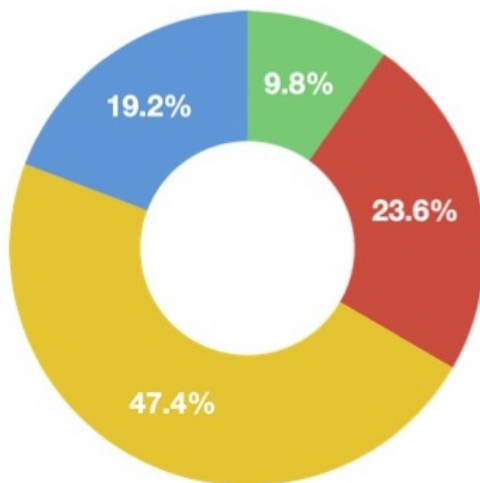
Agent Scorecard

Agents can access their daily, weekly monthly performance and goals from scorecards;



Jessica Morten

Total Login Duration	23:46:09
Inbound Answered	96
Outbound Calls	11
Start Date	20.02.2023
End Date	26.02.2023



- Idle Time
- Not Ready
- Talk Time
- Extended Wrap

Agent Scorecard

	Actual	Target
Average Talk Time	07:02	09:23
Average Wrap	02:51	01:15
Average Handling Time (AHT)	09:54	10:38

Not Ready Activity Code	Total Time Spent	Occurrences
_11Meeting	00:05:21	4
AdminDuties	00:50:43	9
BreakFormal	01:06:01	5
ExtendedWrap	04:30:43	98
Handover	00:36:21	5
OutboundCalling	00:00:28	3
ScreenBreak	00:20:27	4