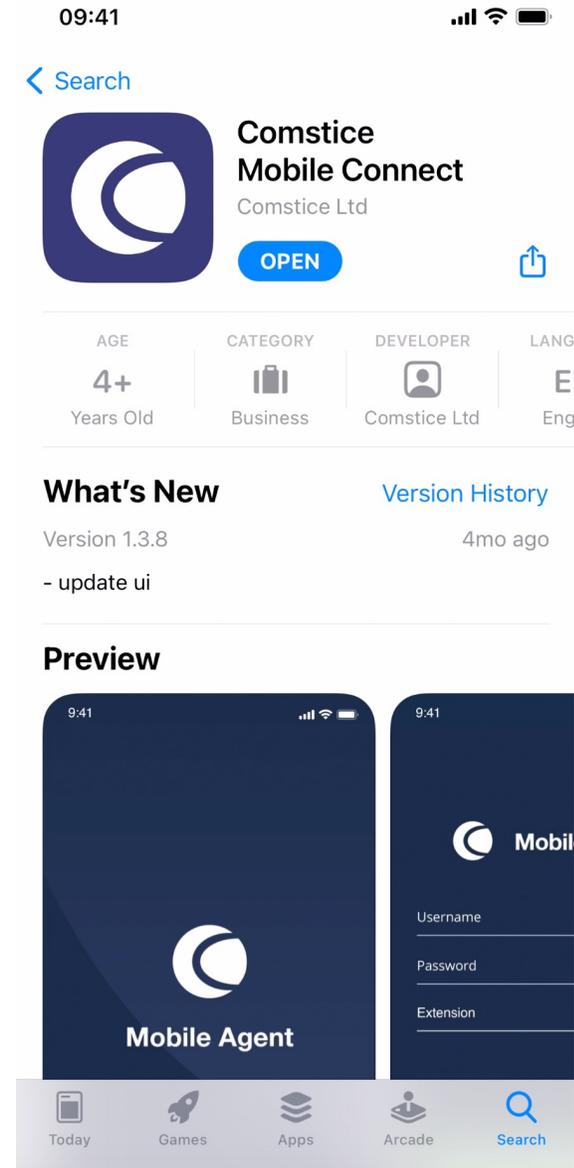


Amazon Connect Mobile Agent User Guide



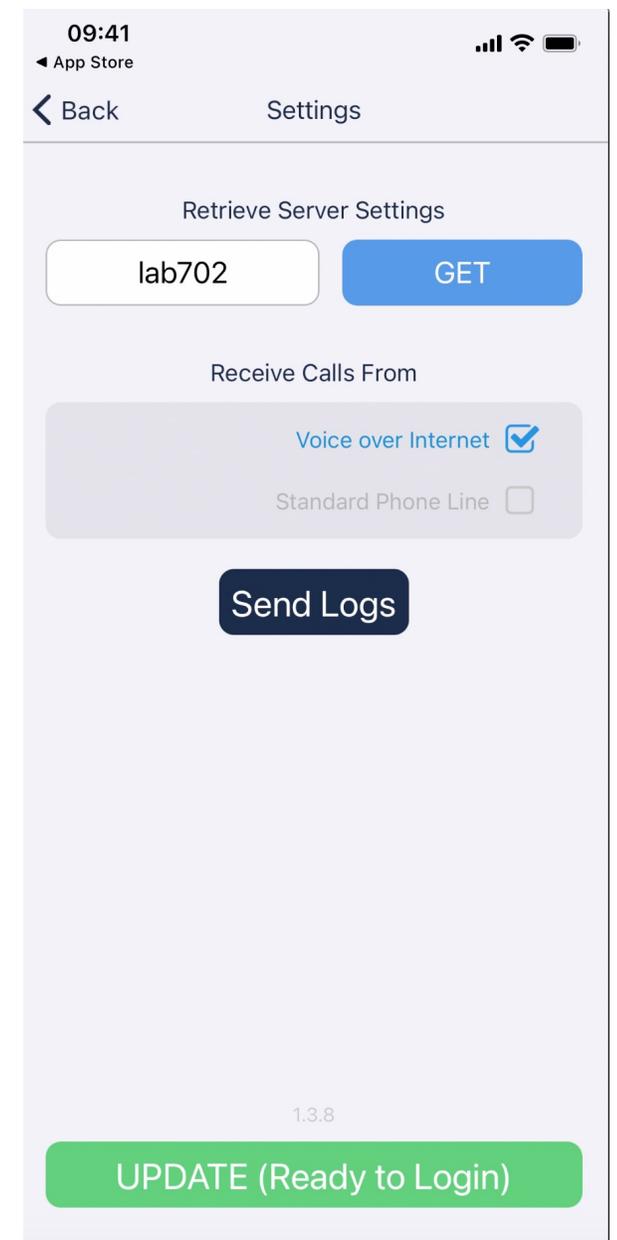
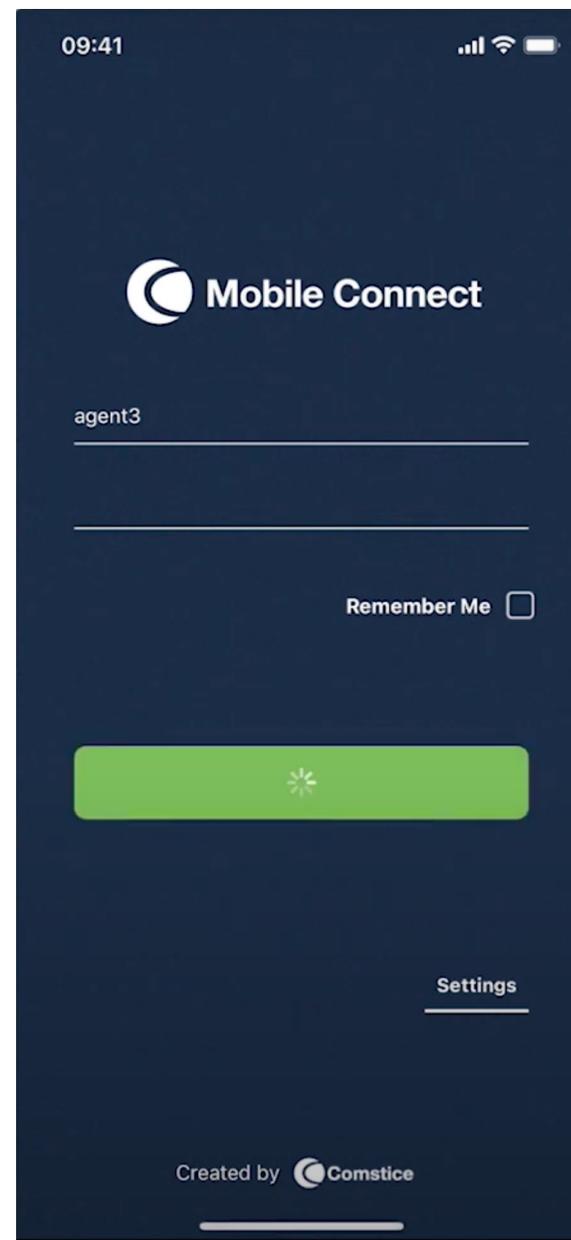
Download the App

- Download "Comstice Mobile Connect" app, (NOT Comstice Mobile Agent app) and launch



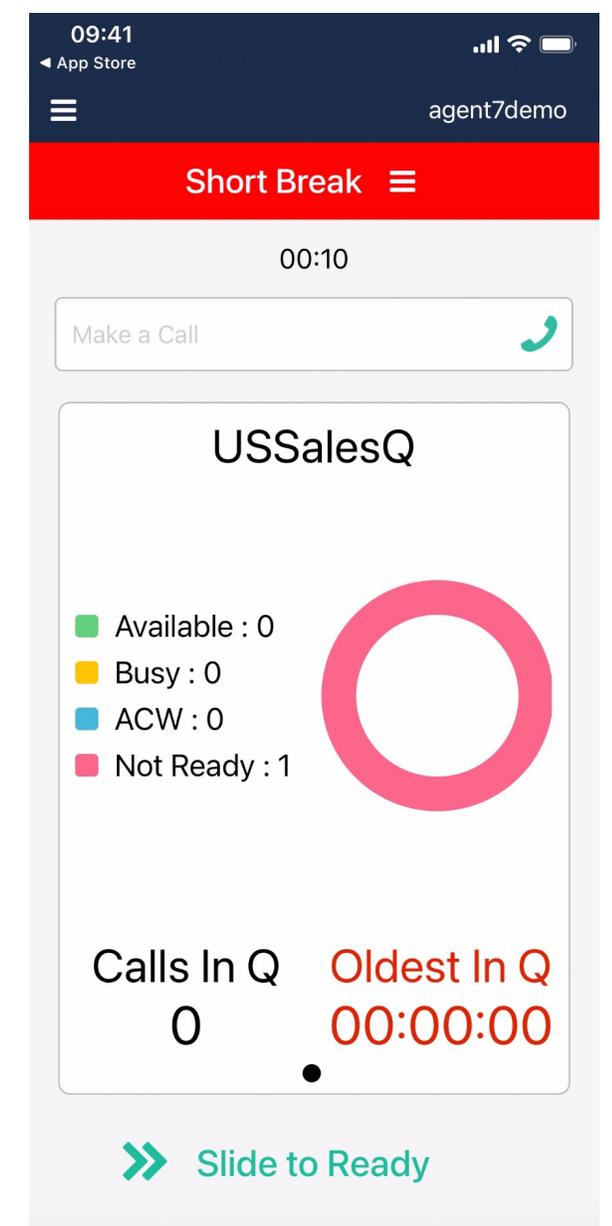
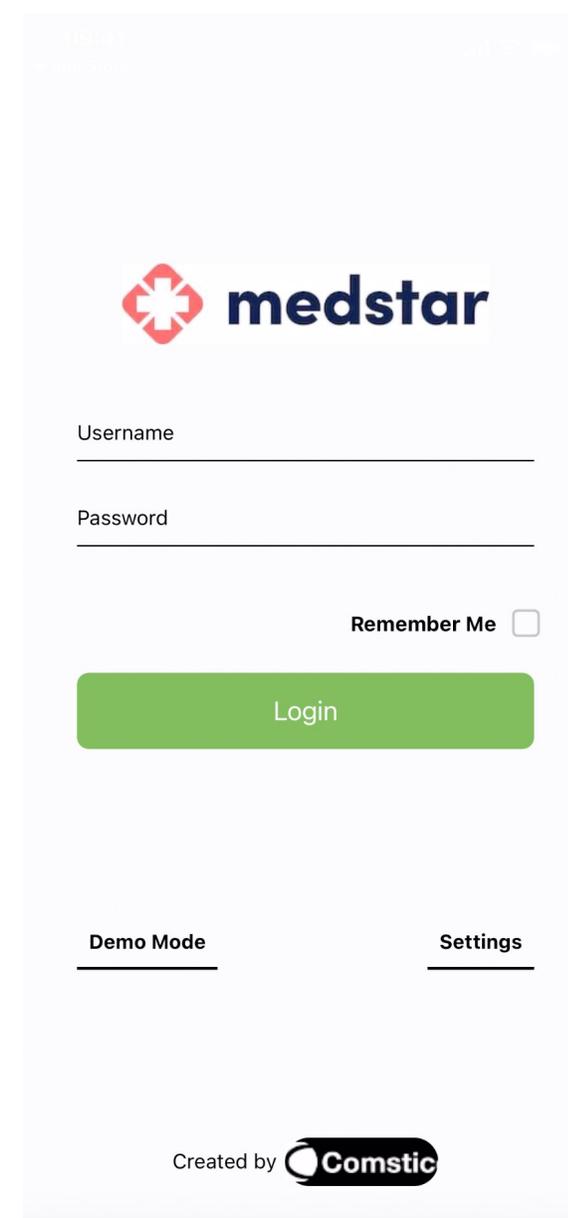
Retrieve License

- Go to Settings by tapping on bottom right
- Enter company code(3 letter, 3 digit code provided by Comstice) in small letters and tap on GET
- Tap on UPDATE

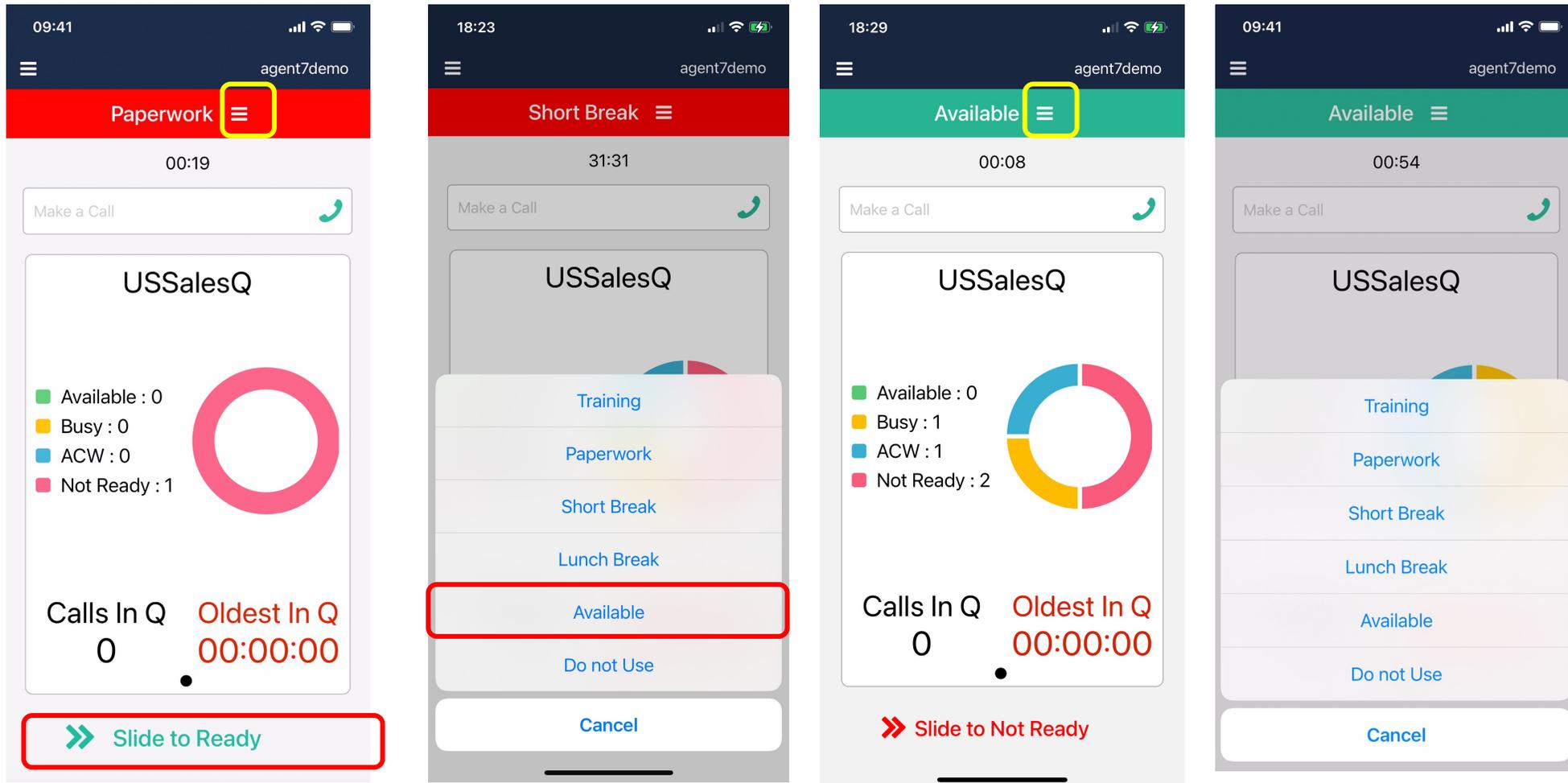


Login

- You should see your company colors and the logo in the login page
- Login using your existing agentID and password. You should see the logged in page with agent state, team state and queue information
- You can pull down the screen and refresh the main view.

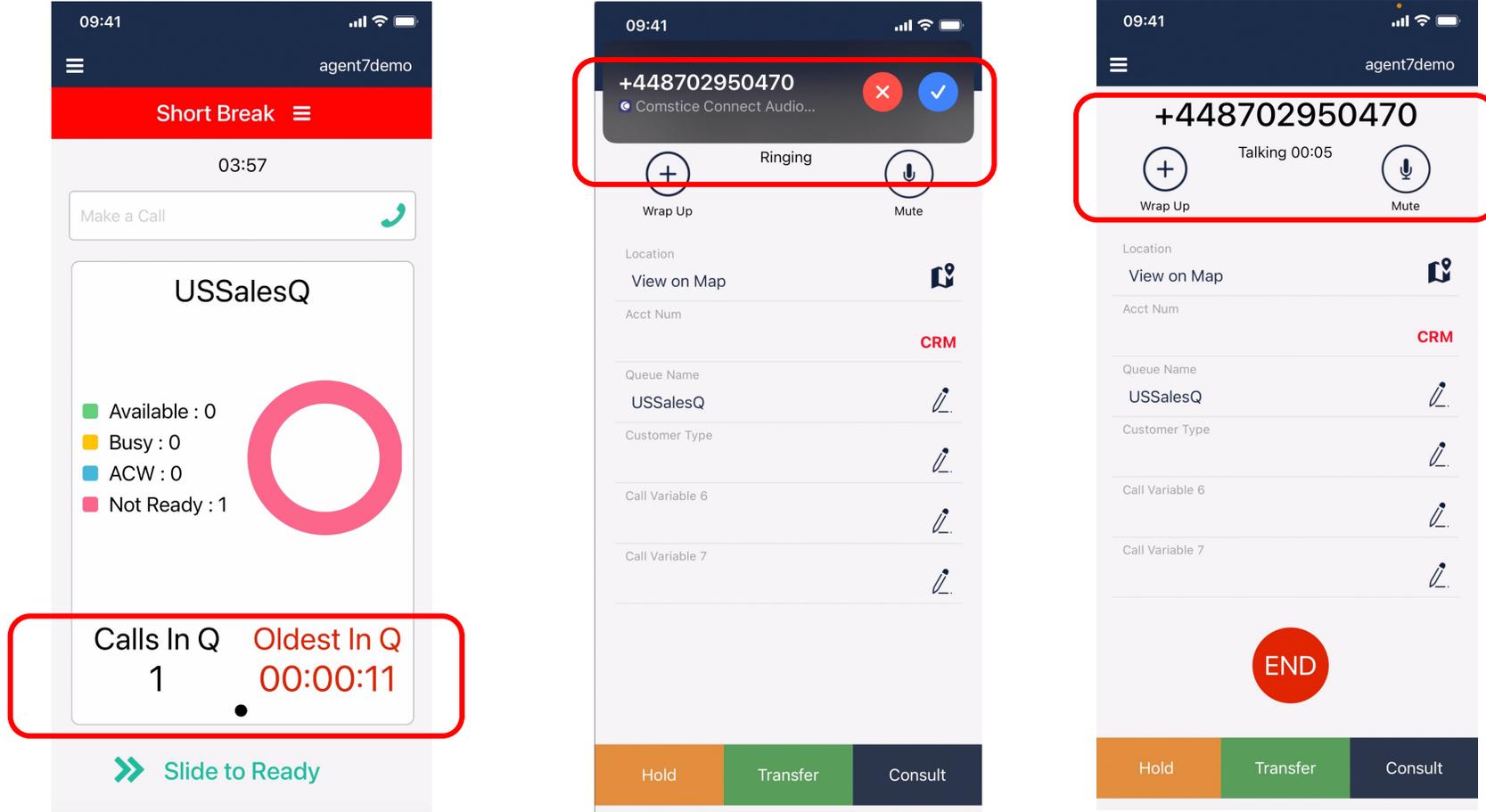


Changing States



- Slide from left to right at the bottom to go to Ready / Available state
- You can also tap on the menu icon next to the current state. That will list the states you can choose

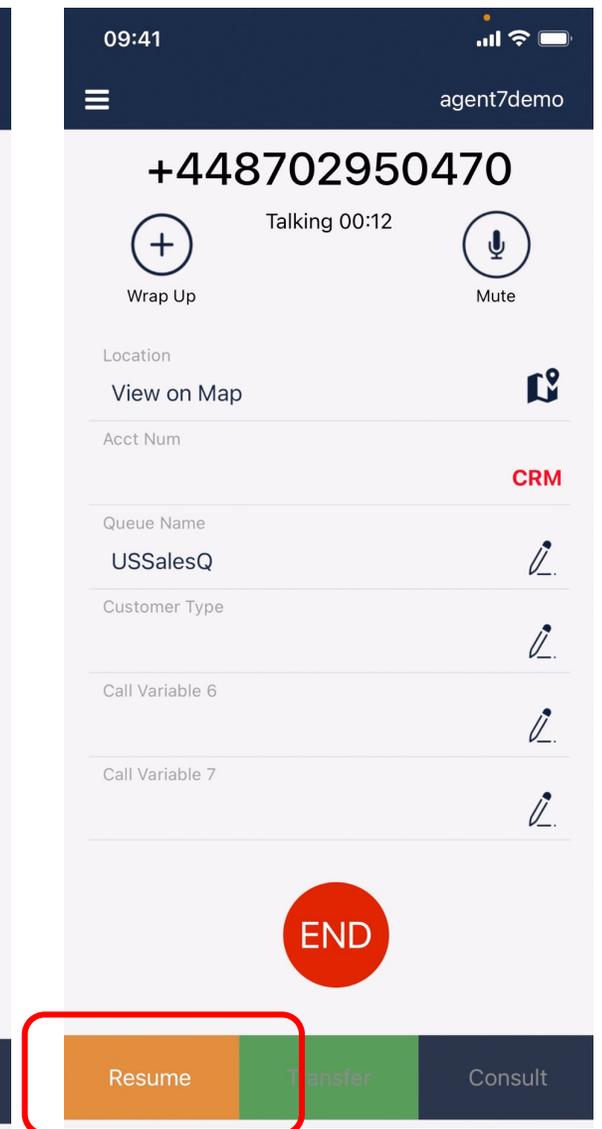
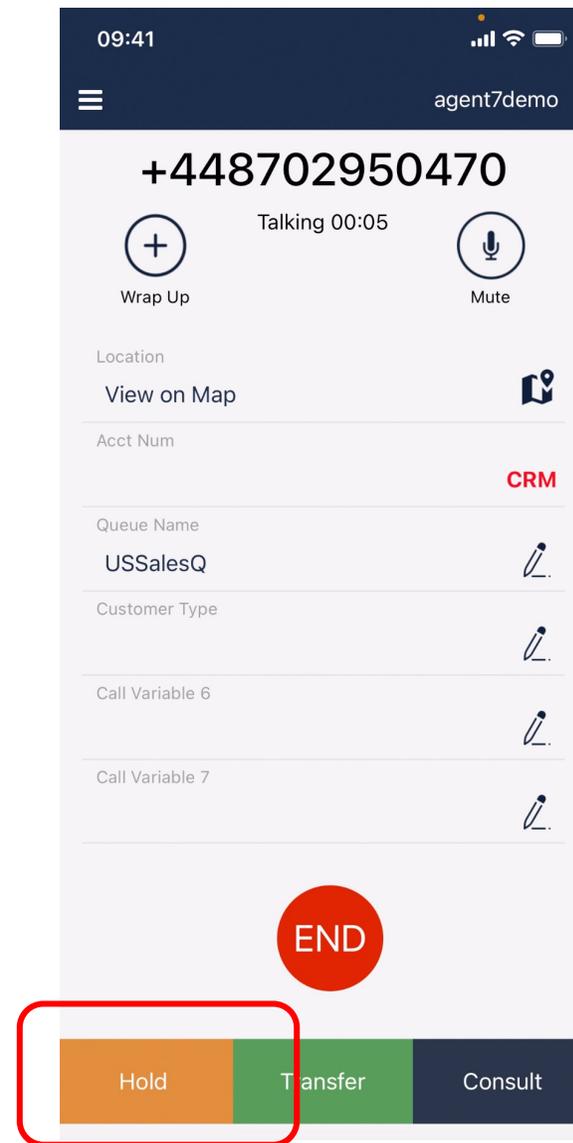
Go to Ready and Receive Calls



- Pull down the screen and get the latest queue stats
- You can “Slide to Ready” and calls in queue can be delivered to your phone.
- You can answer the call and start talking to the caller

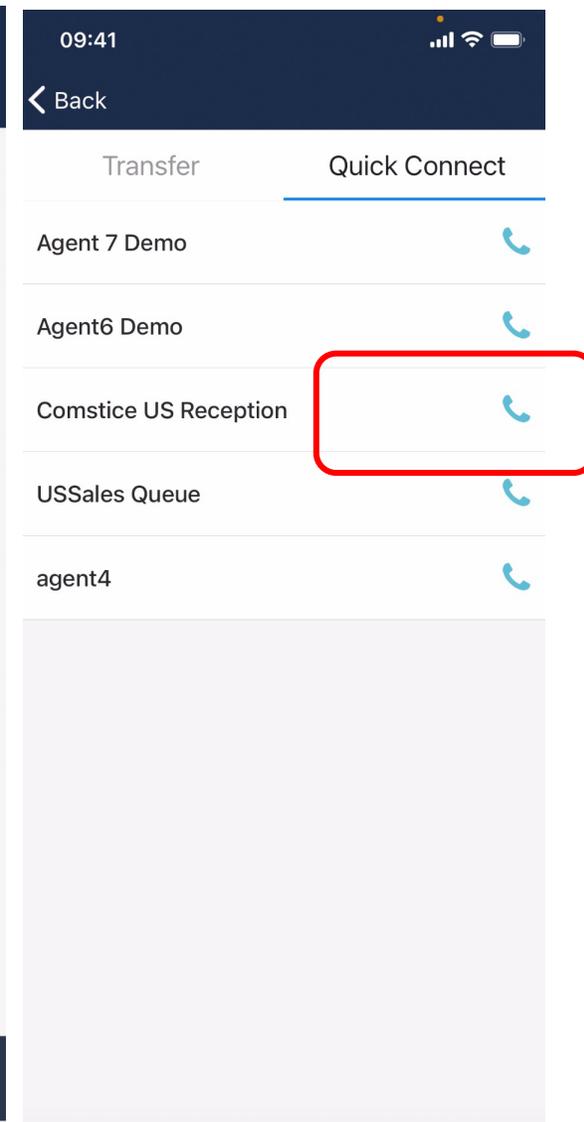
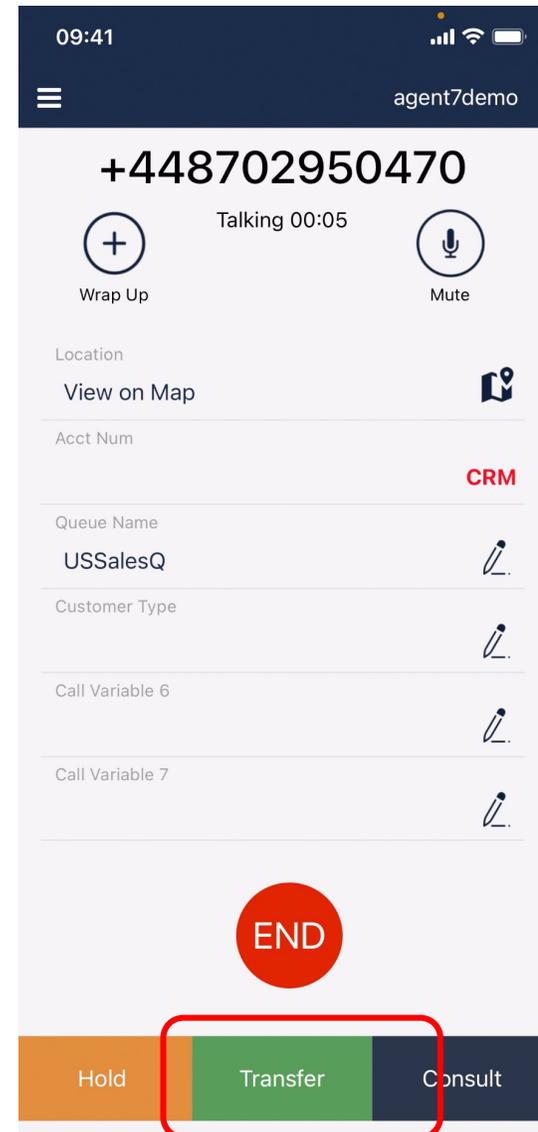
Hold and Resume

- You don't need to put the caller on hold, system holds the caller when you click on consult.
- While on an active call, tap on hold, then tap on resume to go back to the caller.
- If you need to consult transfer or conference the caller with a third person, you can just tap on Consult. No need to put the caller on hold.

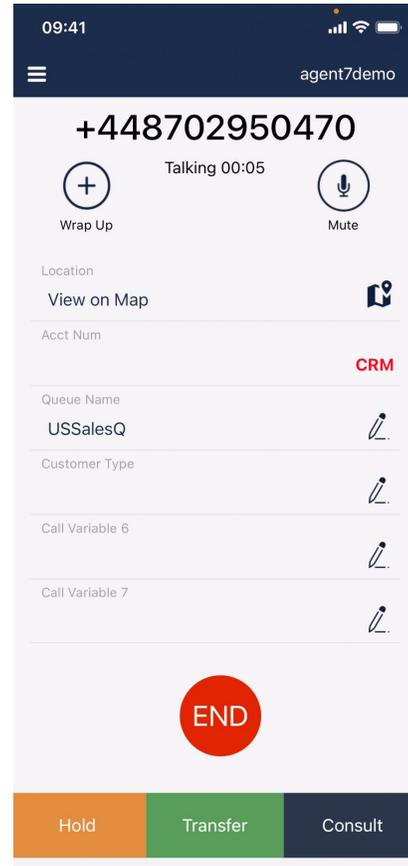
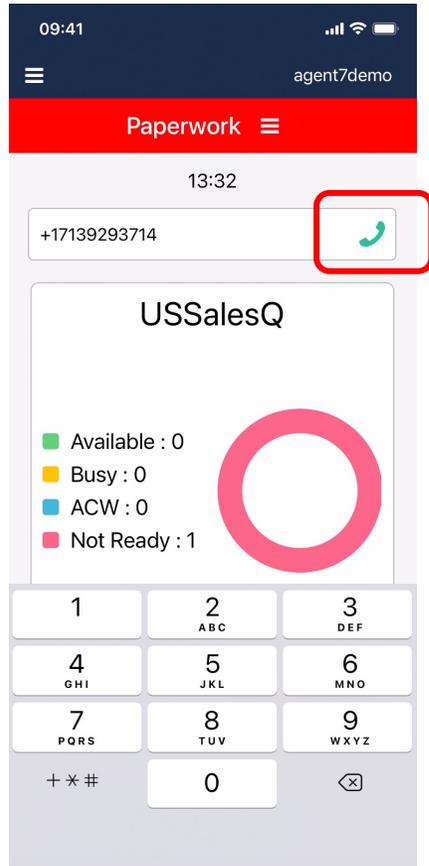


Transfer

- You can transfer the call to an external phone number or another agent or a queue.
- By typing the external number, you can transfer the call
- Also you can use Amazon Connect Quick Connects feature; Quick Connect lists the preconfigured destinations such as agents, queues and external numbers



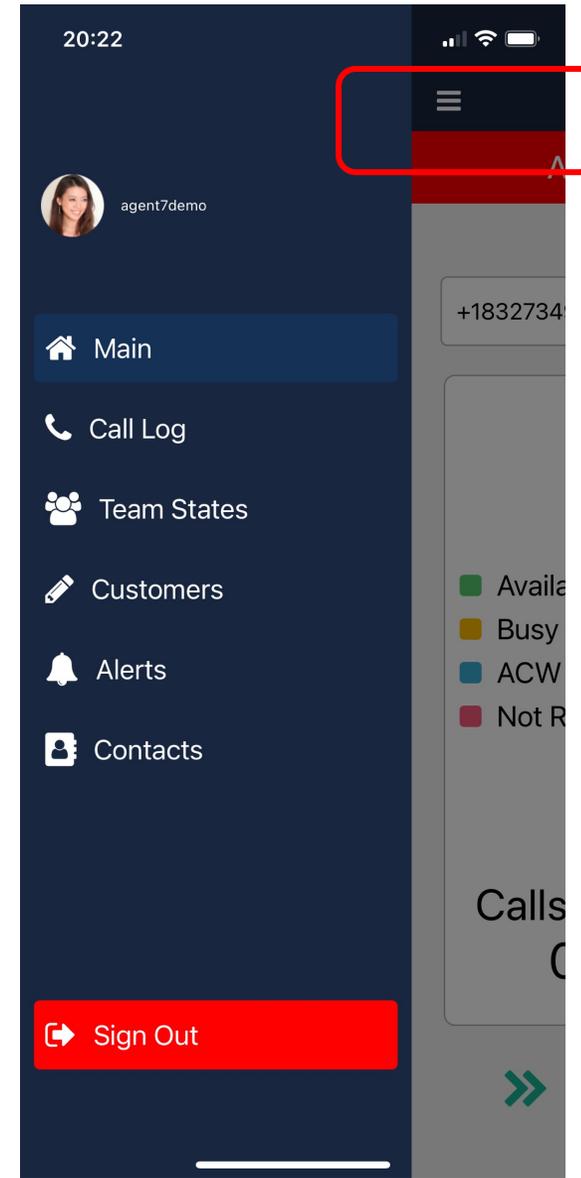
Making a Call



- You can type the external number and tap on the phone icon to start the call

Menu Options

- You can tap on the left top Menu icon to navigate inside the app.
- Tap again to close the side menu
- Call Logs view shows the list of calls made and received
- Team states lists the team members and their current states. You can call other agents from there as well.
- Customers is a built-in browser to show the caller's CRM details
- Alerts are generated by the team leaders to notify the agents
- Contacts: In case there is a list of contacts, they can be integrated into Comstice app



Call Logs

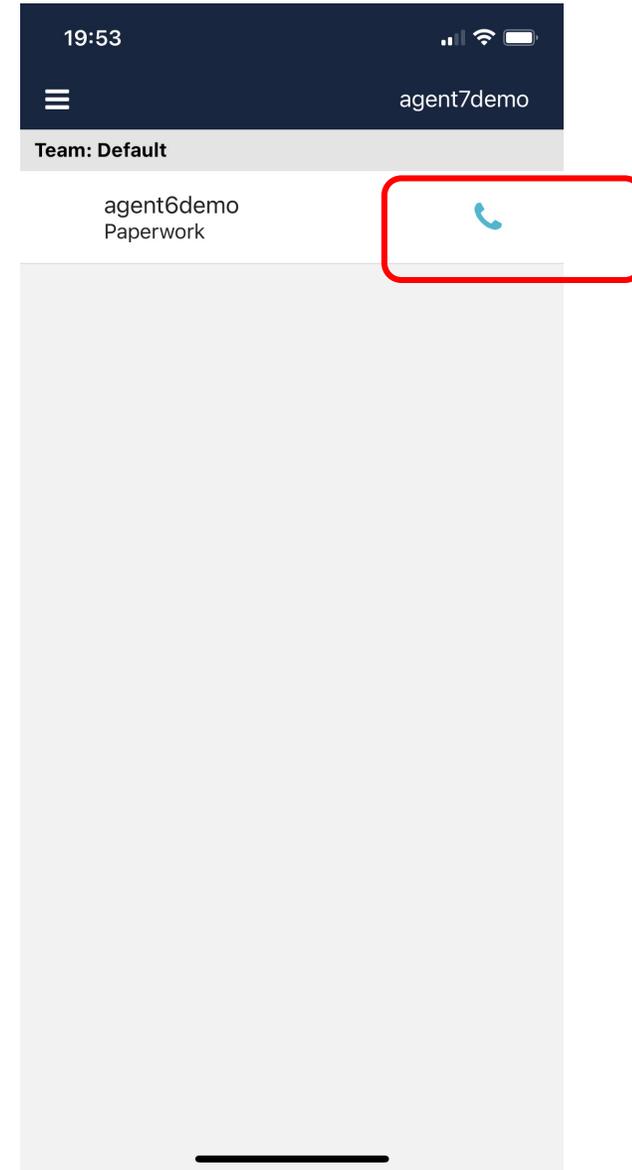
- Agent can access to the call logs from the side menu
- They can tap on each call to see the details of the call variables for the ACD calls.
- From here, it is possible to access CRM details of the customer after the call as well as the location information on the map.

☰	CALL LOG
5502,4528 04:36	1 Apr 2020 at 18:11:59 ▼
4526,5502 00:00	31 Mar 2020 at 13:16:19 ▼
4502 00:53	25 Mar 2020 at 22:36:46 ▼
4502 00:03	25 Mar 2020 at 22:36:35 ▼
5502 00:09	25 Mar 2020 at 22:35:01 ▼
5502 00:20	25 Mar 2020 at 22:34:15 ▼
5502 00:13	25 Mar 2020 at 22:32:27 ▼
5502 00:15	25 Mar 2020 at 22:31:26 ▼
5502,4524	24 Mar 2020 at 19:03:16 ▼

☰	CALL LOG
5502,4528 04:36	1 Apr 2020 at 18:11:59 ^
queue EUHelpdesk	
Call Variable 8	
Call Variable 10	
Cust Info Pending membership renewal	
Call Variable 7	
SSID 42DVA323	
Call Variable 6	
Acct Num	

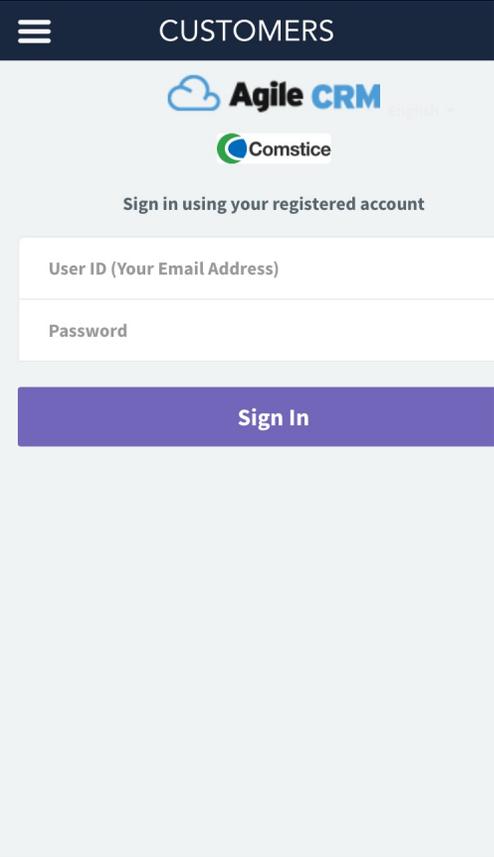
Team States

- User can monitor the states of the team members from Team States section.
- User can also make a VoIP call to other agents by tapping the call button



Customers

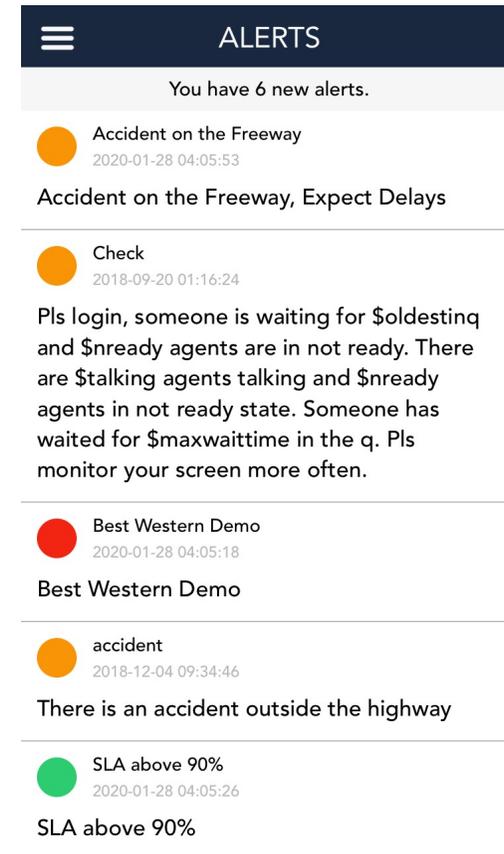
- Customers section is a built-in browser pointing to your backoffice and customer ticket applications. Any CRM or ticketing service can be pointed to here.
- When a call comes in, app can also show the CRM page of the caller automatically. This feature is set on the company code.



The screenshot shows a mobile application interface for the 'CUSTOMERS' section. At the top, there is a dark blue header with a hamburger menu icon on the left and the word 'CUSTOMERS' in white. Below the header, the 'Agile CRM' logo is displayed in blue, with 'Comstice' in green below it. A link for 'Sign in using your registered account' is centered. The login form consists of two input fields: 'User ID (Your Email Address)' and 'Password'. A prominent purple 'Sign In' button is located below the password field.

Alerts

- Only available to existing Comstice Wallboard customers
- Alerts are the messages sent by the team leaders
- Each alert is shared with the team members
- Each alert has severity level 1, 2, or 3 which will color-code the message
- Alerts also have expiry date and will not be displayed after that date



The screenshot shows a mobile application interface for alerts. At the top, there is a dark blue header with a hamburger menu icon on the left and the word "ALERTS" in white. Below the header, a light gray bar contains the text "You have 6 new alerts." The main content area lists five alerts, each with a colored circular icon, a title, a timestamp, and a message. The alerts are: 1. "Accident on the Freeway" (orange icon, 2020-01-28 04:05:53) with the message "Accident on the Freeway, Expect Delays". 2. "Check" (orange icon, 2018-09-20 01:16:24) with a long message about login and agent status. 3. "Best Western Demo" (red icon, 2020-01-28 04:05:18) with the message "Best Western Demo". 4. "accident" (orange icon, 2018-12-04 09:34:46) with the message "There is an accident outside the highway". 5. "SLA above 90%" (green icon, 2020-01-28 04:05:26) with the message "SLA above 90%".

ALERTS

You have 6 new alerts.

Accident on the Freeway
2020-01-28 04:05:53
Accident on the Freeway, Expect Delays

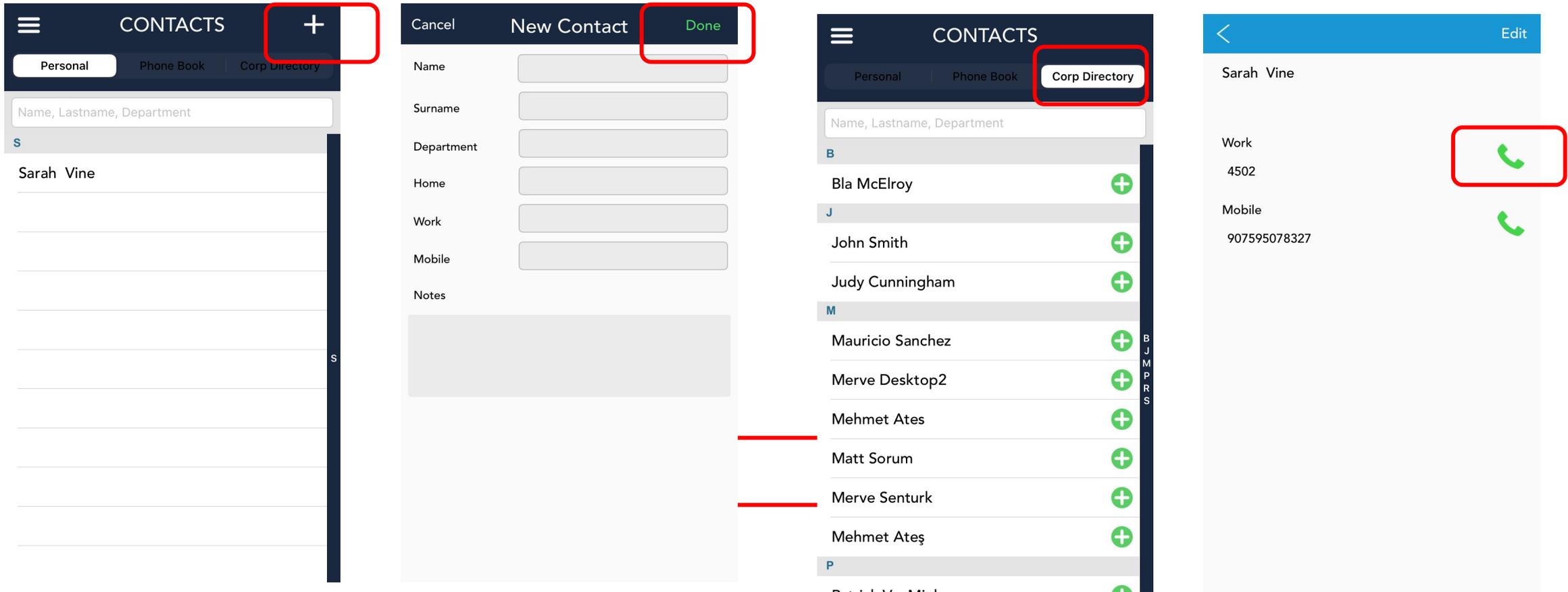
Check
2018-09-20 01:16:24
Pls login, someone is waiting for \$oldestinq and \$nready agents are in not ready. There are \$talking agents talking and \$nready agents in not ready state. Someone has waited for \$maxwaittime in the q. Pls monitor your screen more often.

Best Western Demo
2020-01-28 04:05:18
Best Western Demo

accident
2018-12-04 09:34:46
There is an accident outside the highway

SLA above 90%
2020-01-28 04:05:26
SLA above 90%

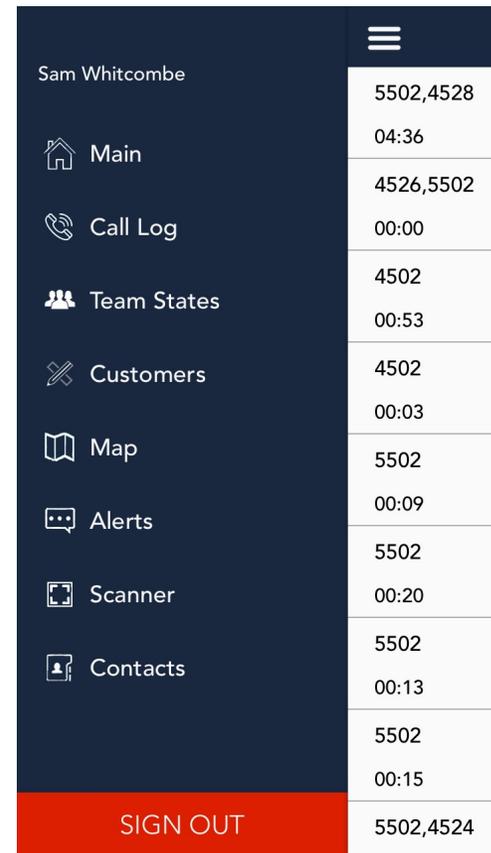
Contacts



- Contacts are disabled by default
- Comstice can integrate existing contacts as a CSV or using APIs.

Logout

- Agent can log out using the Sign Out button.



The screenshot shows a mobile application interface. On the left is a dark blue sidebar menu with a hamburger icon at the top right. The menu items are: Sam Whitcombe, Main, Call Log, Team States, Customers, Map, Alerts, Scanner, and Contacts. At the bottom of the sidebar is a red button labeled "SIGN OUT". To the right of the sidebar is a table with a light gray background and a dark blue header. The table has two columns: the first column contains the same menu items as the sidebar, and the second column contains numerical values and time durations. The "SIGN OUT" button is highlighted in red.

Sam Whitcombe	5502,4528
Main	04:36
Call Log	4526,5502
Team States	00:00
Customers	4502
Map	00:53
Alerts	4502
Scanner	00:03
Contacts	5502
	00:09
	5502
	00:20
	5502
	00:13
	5502
	00:15
SIGN OUT	5502,4524