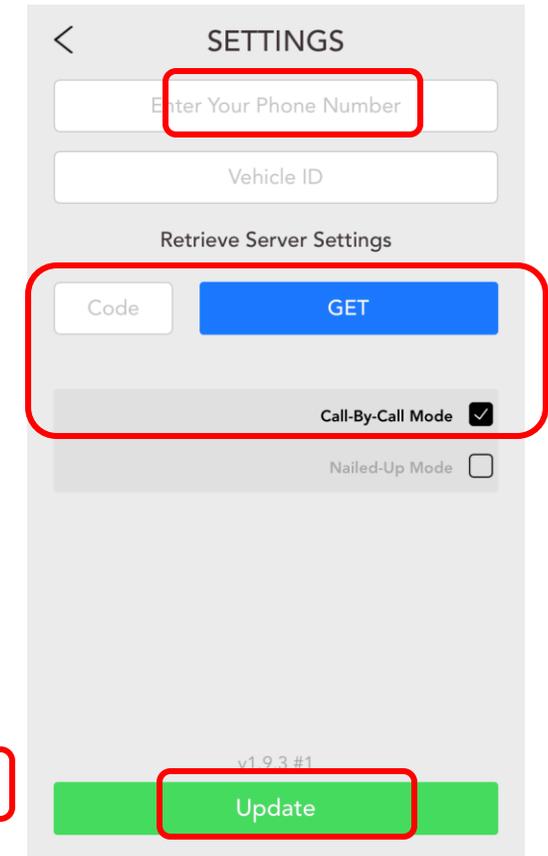
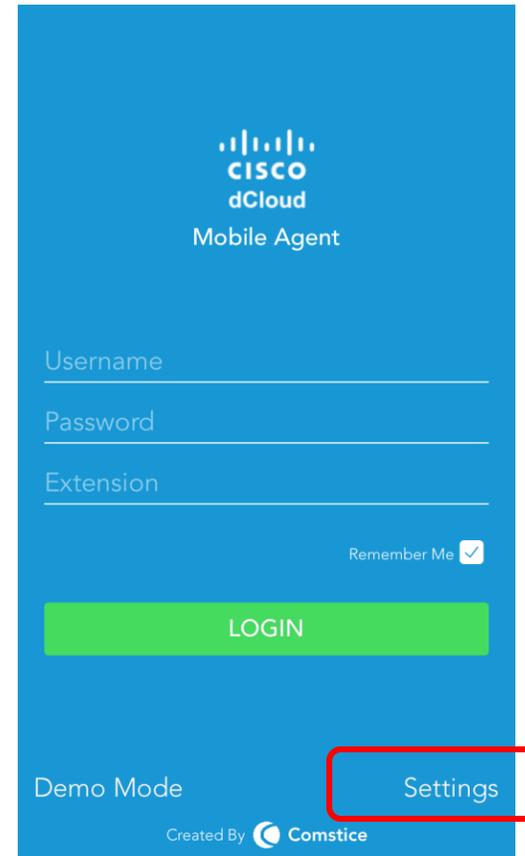


Mobile Agent User Guide



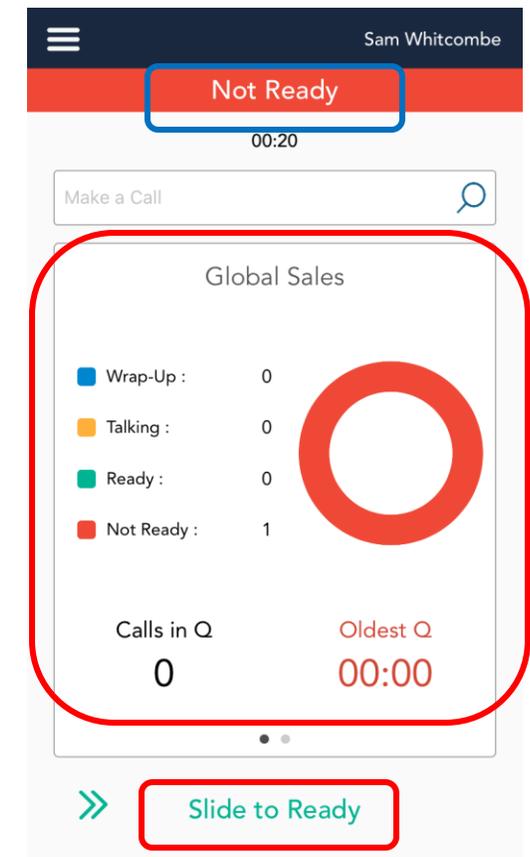
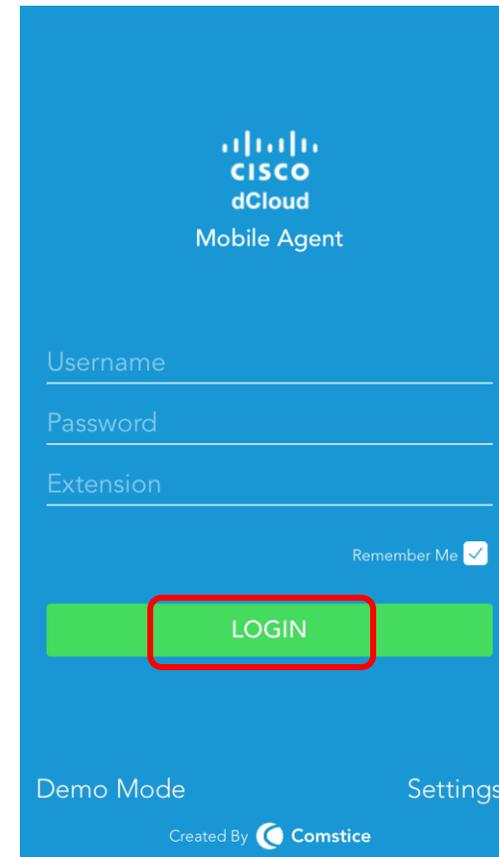
Retrieve License

- Download "Comstice Mobile Agent" app and launch
- Go to Settings by tapping on bottom right
- Enter phone number in the format your call center can dial out
- Enter company code(3 letter, 3 digit code) in small letters and tap on GET
- Tap on UPDATE

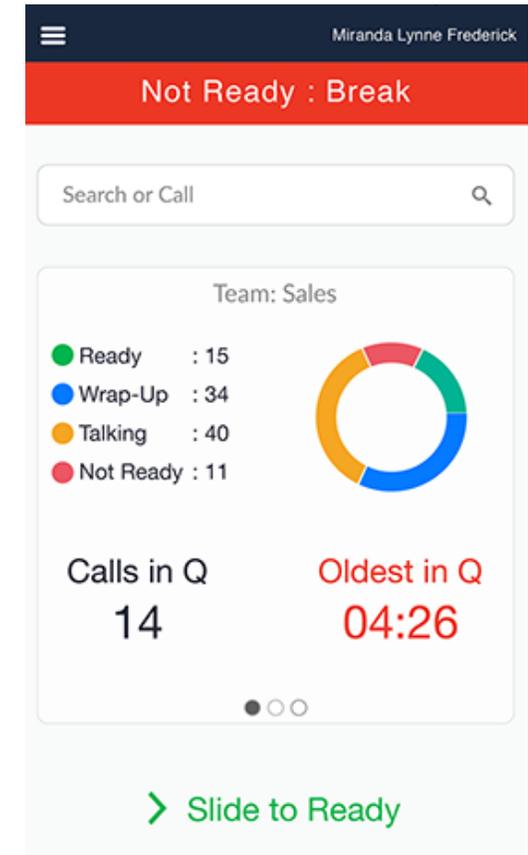
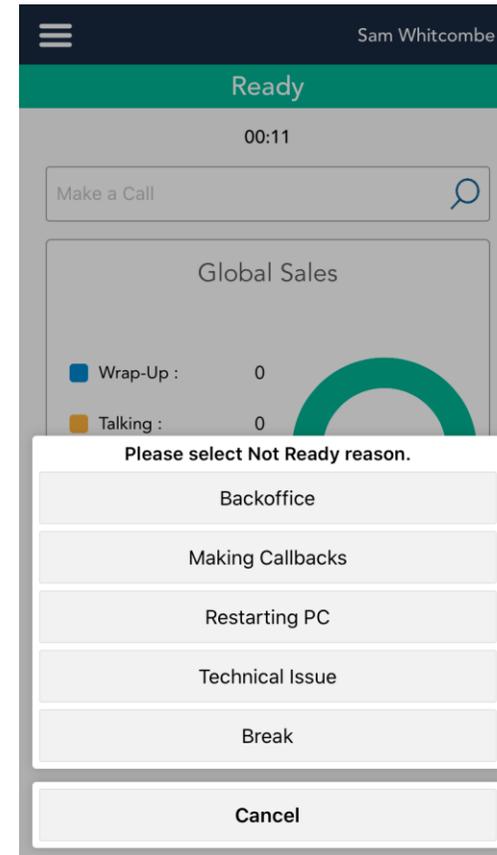
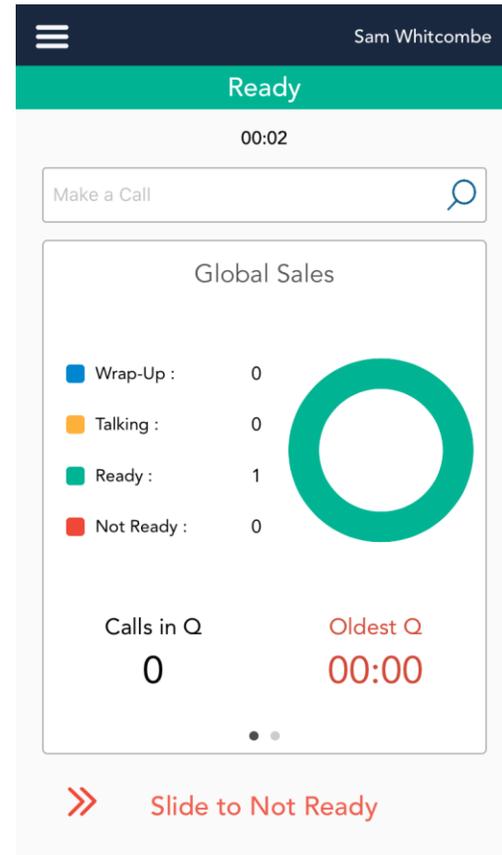
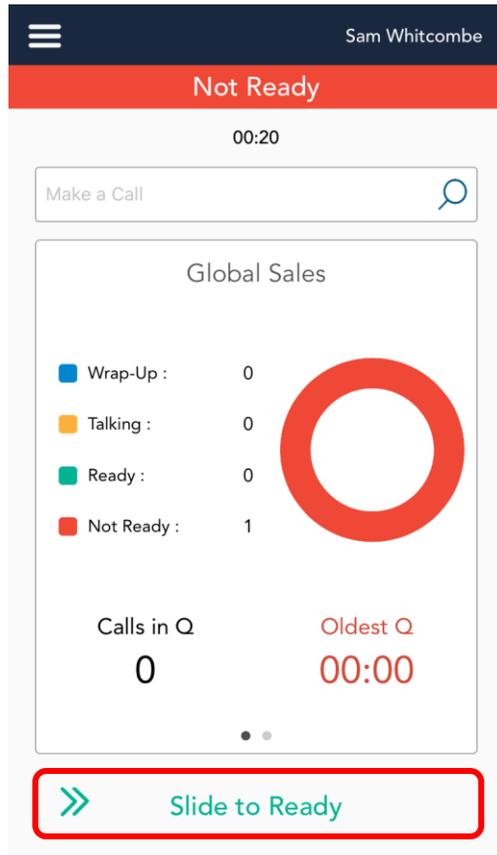


Login

- You should see your company colors and the logo in the login page
- Login using your existing agentID, password and mobile extension
- You should see the logged in page with agent state, team state and queue information
- If you are a member of multiple teams, you can slide left or right for the other teams' stats.

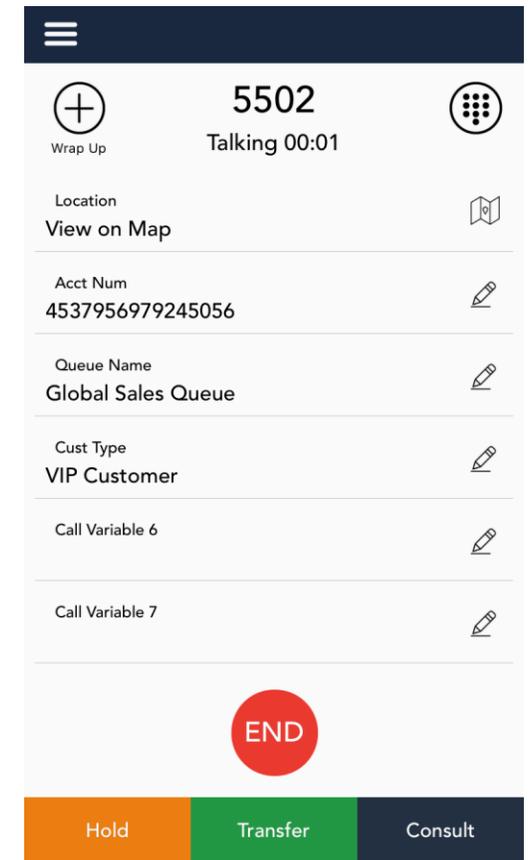
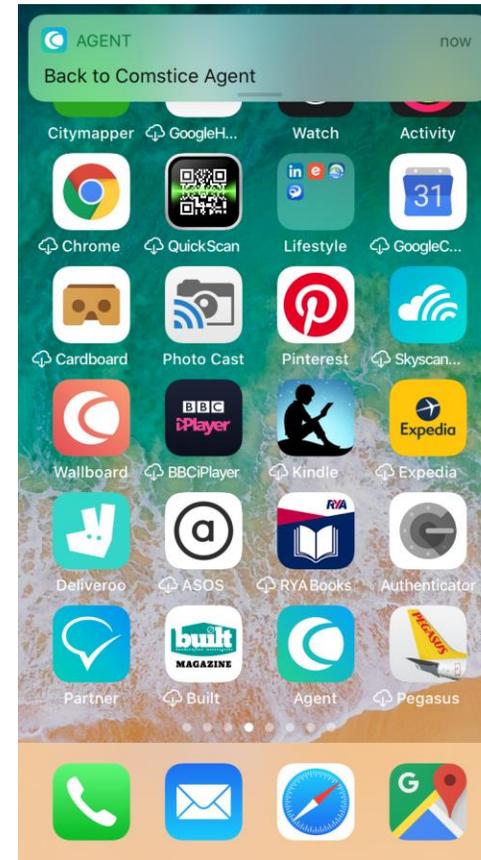
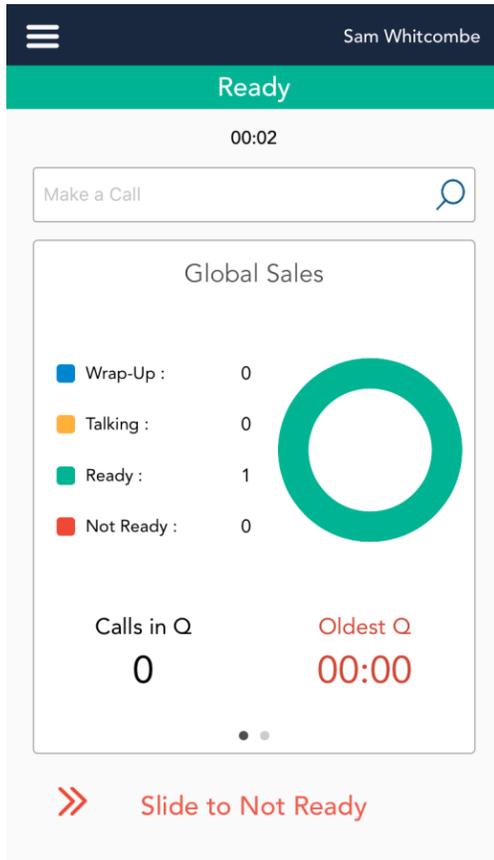


Go to Ready and Not Ready



- Slide from left to right at the bottom to go to Ready state
- You can also slide to go to Not Ready. In that case you will have options to select reason codes.

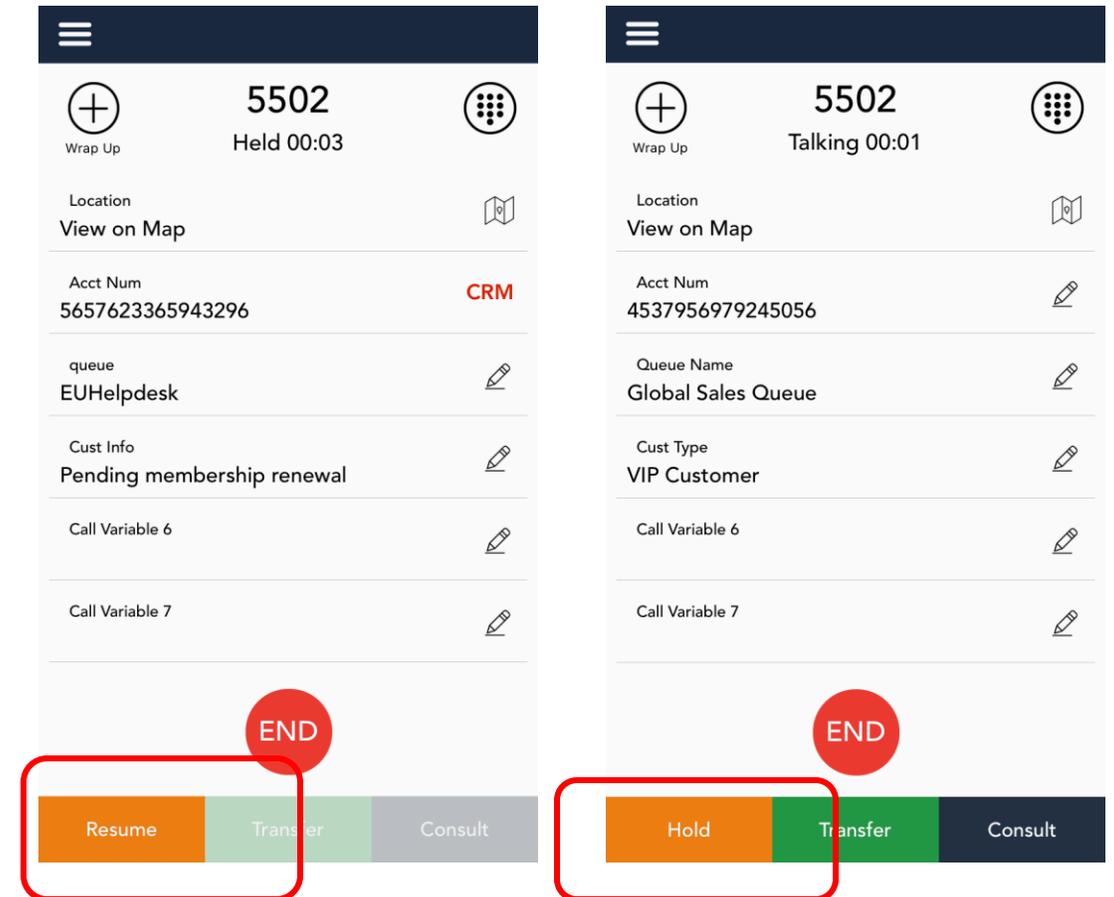
Go to Ready and Receive Calls



- Slide to Ready. If there are calls in queue, you can receive customer calls from the phone line you entered
- First call information will be populated in the app. Then call will arrive.
- You will receive mobile notification to go back to Comstice Mobile app

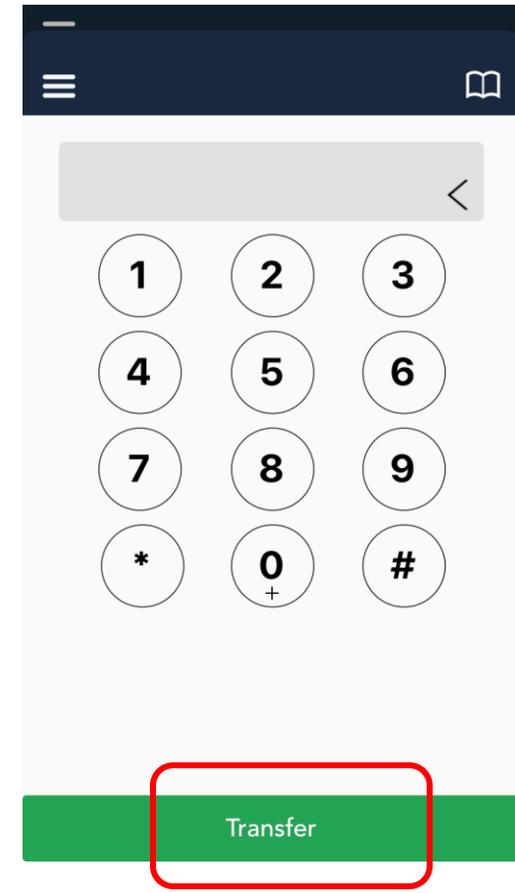
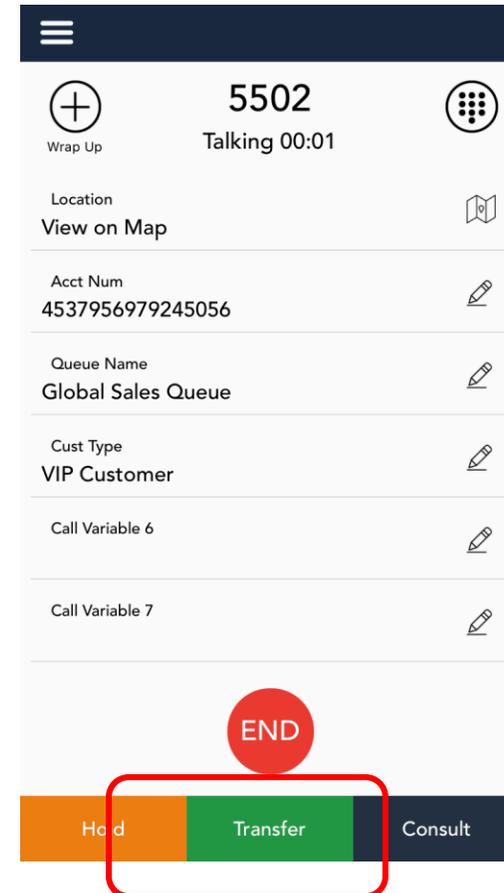
Hold and Resume

- 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.



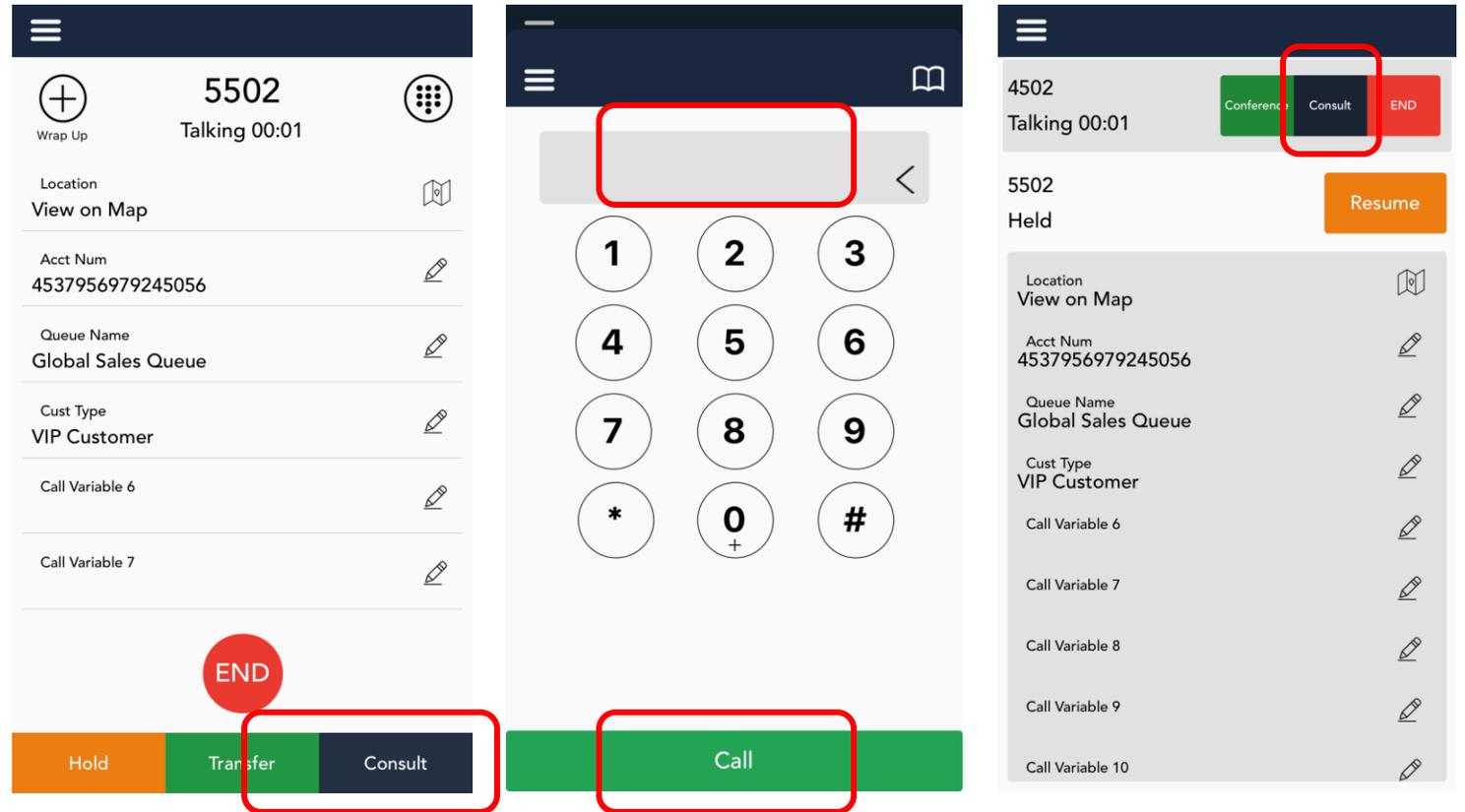
Single Step Transfer

- You can transfer the call to internal extension or external number with single step transfer easily
- While on an active call, tap on Transfer, type the destination number and tap on Transfer again. The call will be sent to the destination immediately.

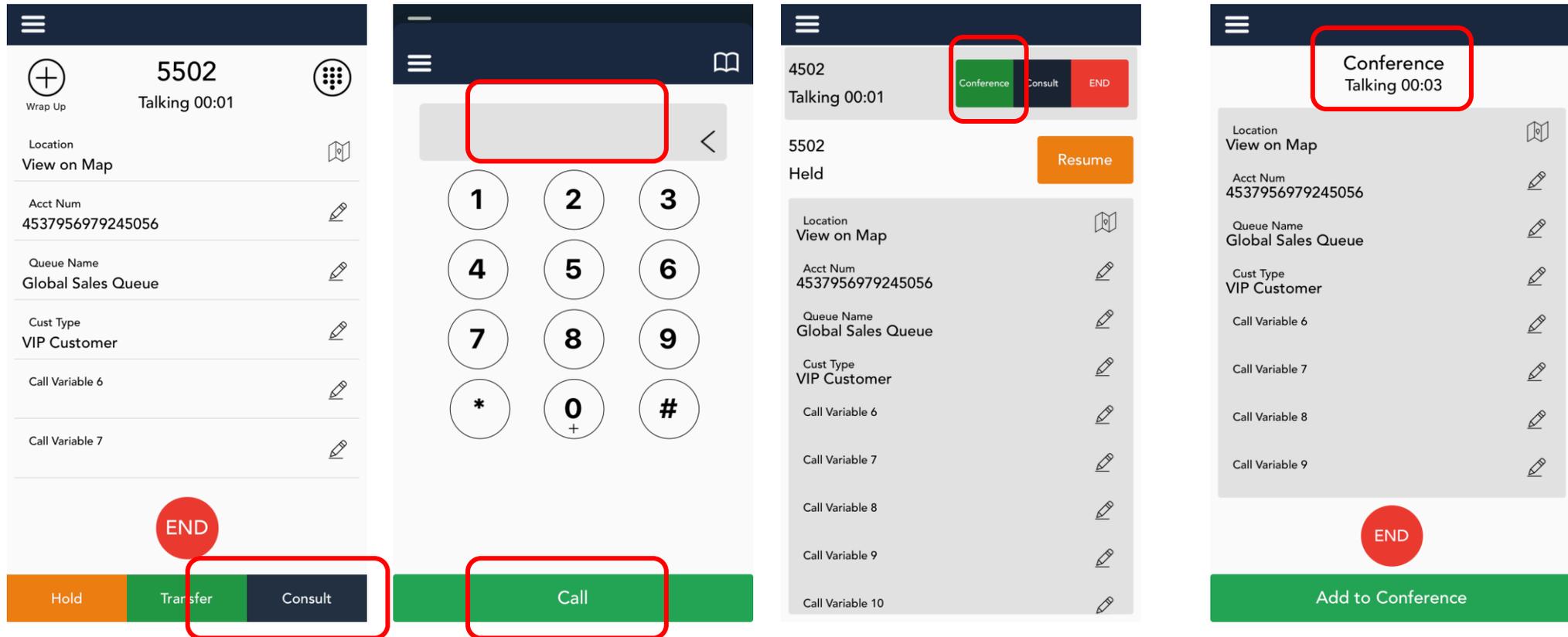


Consult Transfer

- While on an active call, tap on Consult, type the destination number and tap on Call.
- This will put the first call on hold and make a second call.
- Agent can switch between the calls, terminate the calls individually, transfer or conference the calls
- Tap on Consult on the second call to complete the consult transfer.

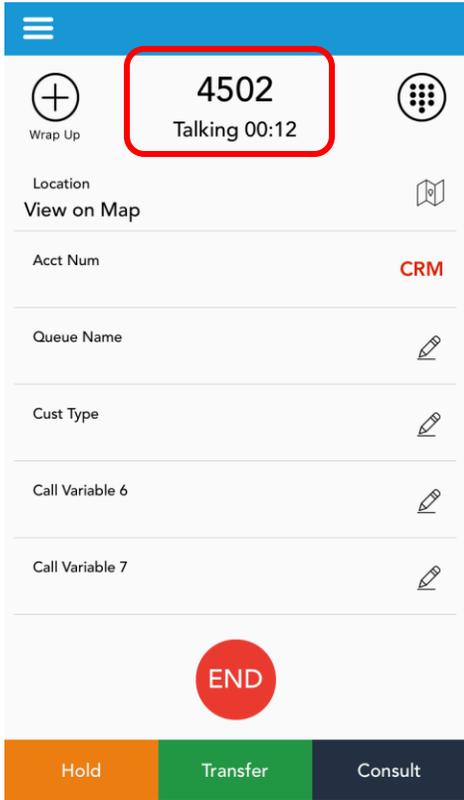
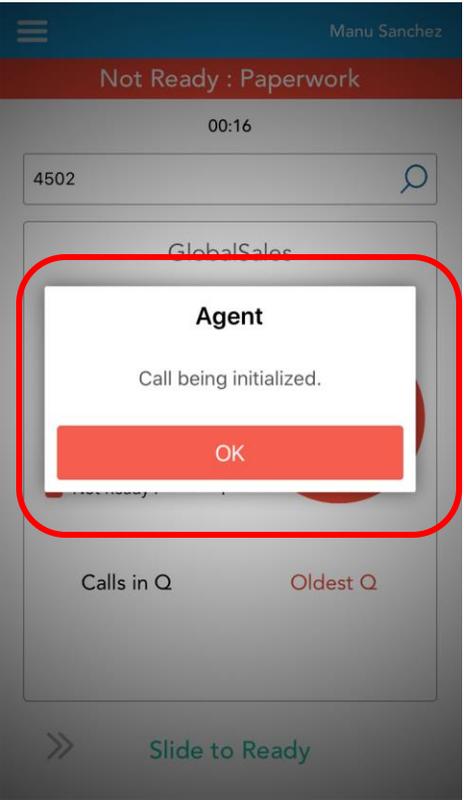
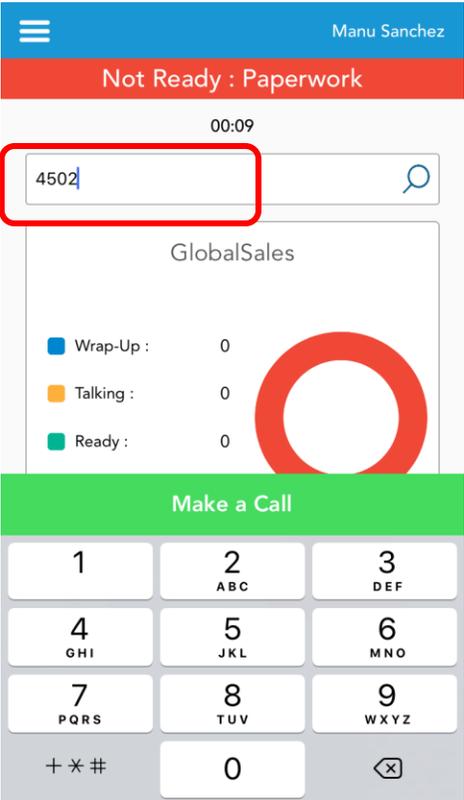


Conference



- While on an active call, tap on Consult, type the destination number and tap on Call. When you are ready, you can tap on Conference and 3-way conference will begin.

Making a Call

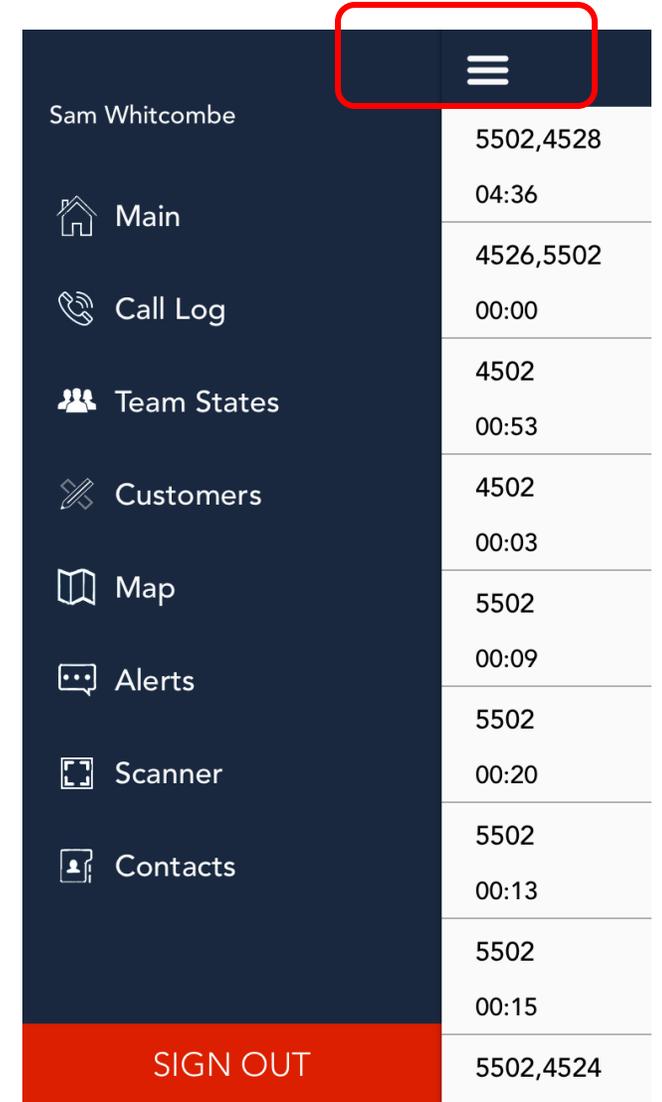


- Agent can also generate a call to internal or external number. She will in fact receive a call with the destination number she typed on the other end of the line.



Menu Options

- You can tap on the left top Menu icon to navigate inside the app.
- Tap again to close the side menu



The screenshot shows the Comstice app interface. At the top right, a red box highlights the menu icon (three horizontal lines). Below it, the user's name 'Sam Whitcombe' is displayed. The main menu consists of several items, each with an icon and a label. To the right of each menu item, there are numerical values and time durations. At the bottom of the menu, there is a red button labeled 'SIGN OUT'.

Menu Item	Value 1	Value 2
Sam Whitcombe	5502,4528	
Main	04:36	
Call Log	4526,5502	00:00
Team States	4502	00:53
Customers	4502	00:03
Map	5502	
Alerts	00:09	
Scanner	5502	00:20
Contacts	5502	00:13
SIGN OUT	5502	00:15
	5502,4524	

Call Logs

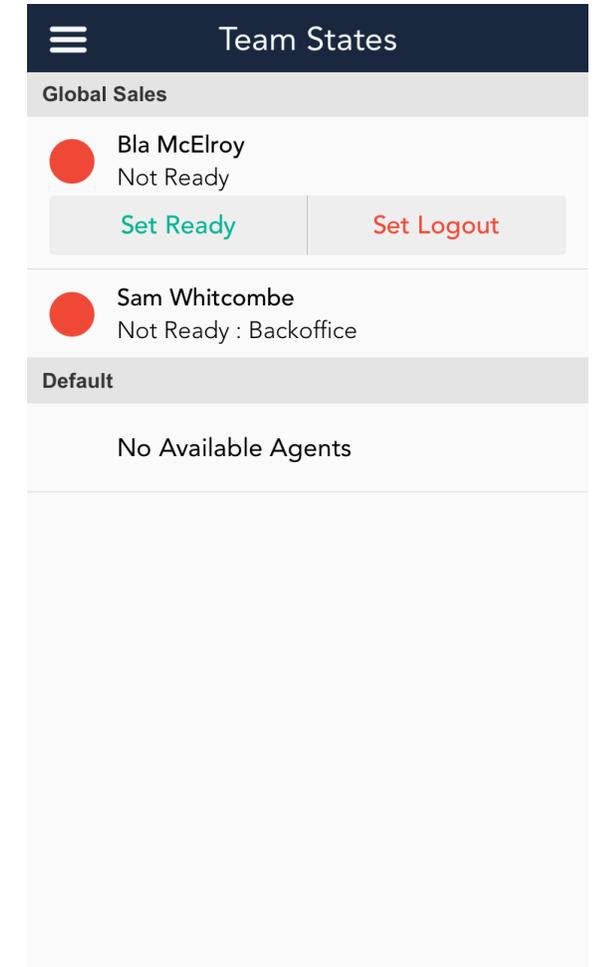
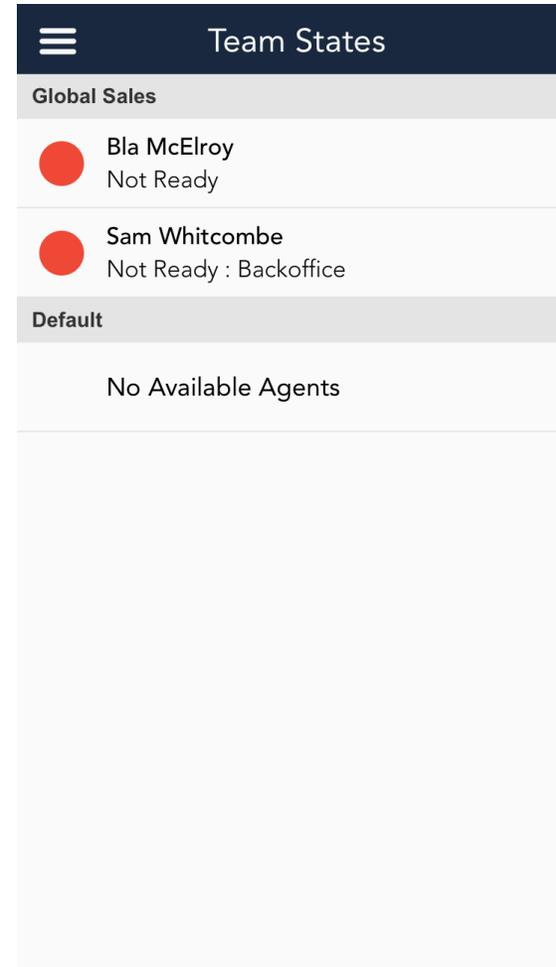
- Agent can access to the call logs from the side menu
- They can tap on each call to see the details of the call variables for the ACD calls.
- From here, it is possible to access CRM details of the customer after the call as well as the location information on the map.

☰	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	CRM

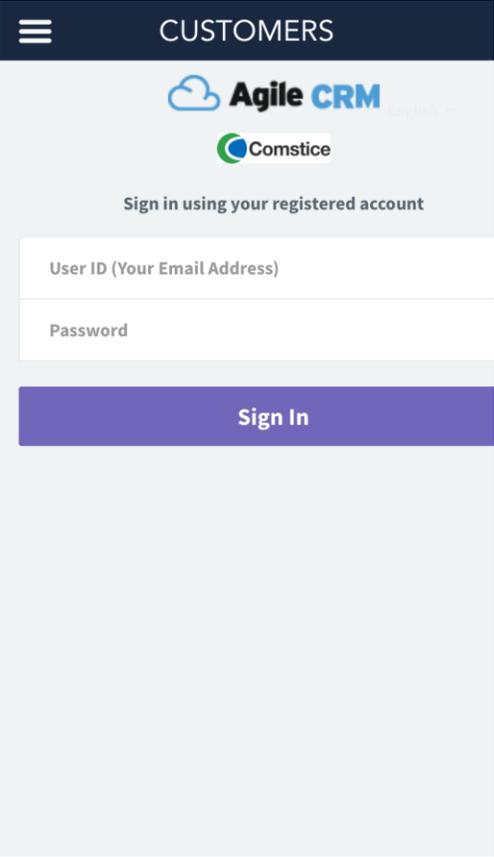
Team States

- Team members can monitor the states and reason codes of the team members from Team States section.
- If agent has Supervisor rights, she can also change the state of the team members, set them to Ready or Not Ready.



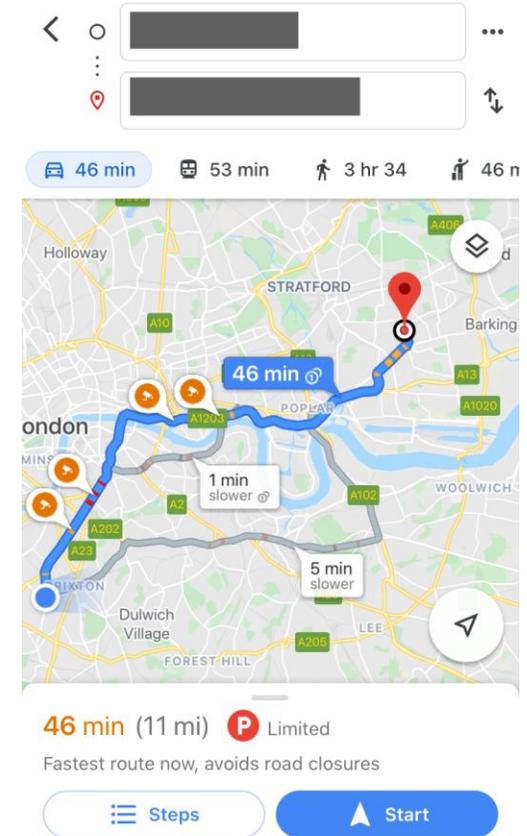
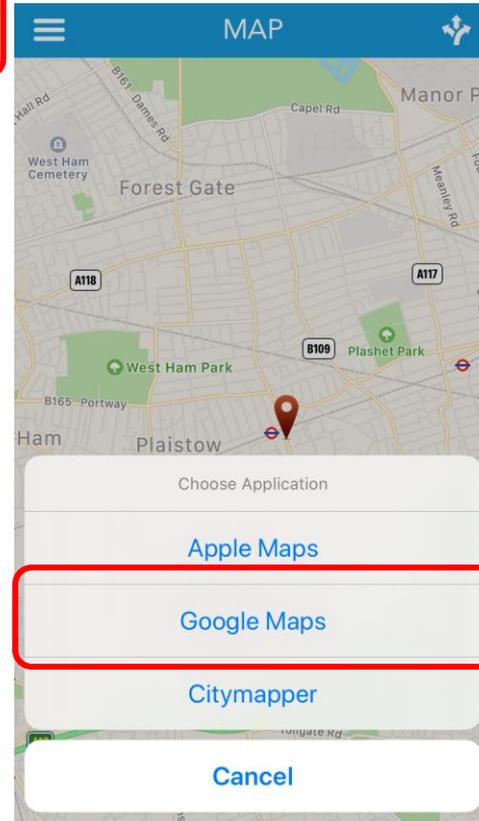
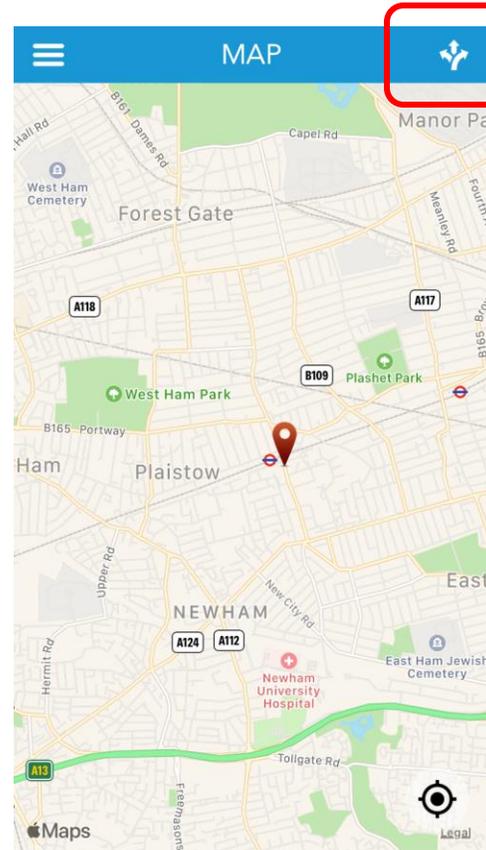
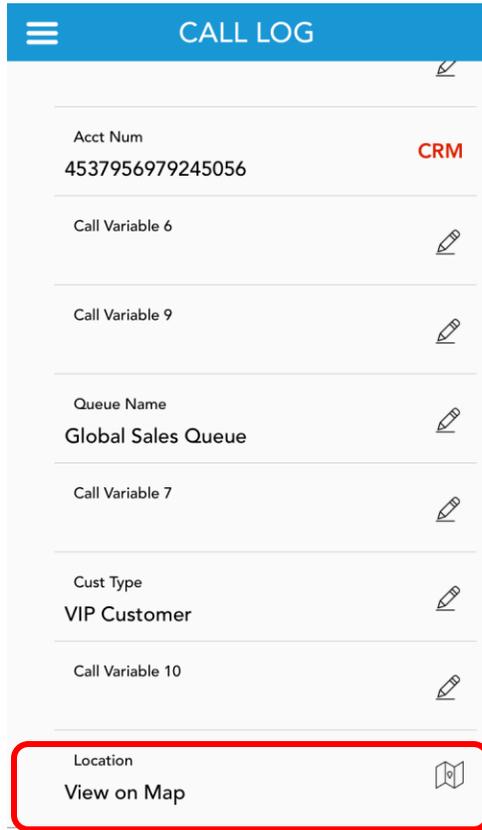
Customers

- 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. Below this, there are two input fields: 'User ID (Your Email Address)' and 'Password'. A purple 'Sign In' button is positioned below the password field.

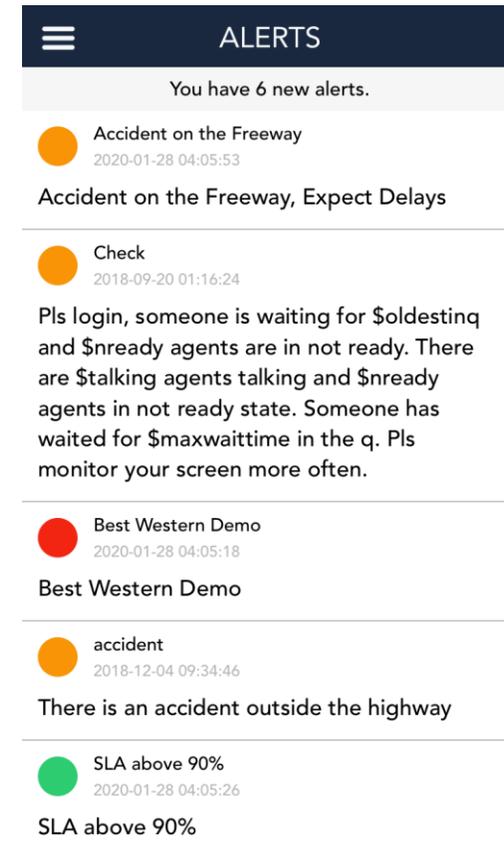
Map



- Map feature helps mobile agents to launch customer location in the map and get directions from their mobile map app
- On the call variables from Call Logs or during active call, tap on "View on the Map" and customer's location will be pinpointed on the map
- If you need to drive to the customer, you can tap on Directions icon on top right corner.
- App will ask you preferred maps app installed on your device.
- You can select your favourite map app and find the route to the customer

Alerts

- 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 displays an 'ALERTS' section with a dark blue header. Below the header, a light grey bar indicates 'You have 6 new alerts.' The alerts are listed as follows:

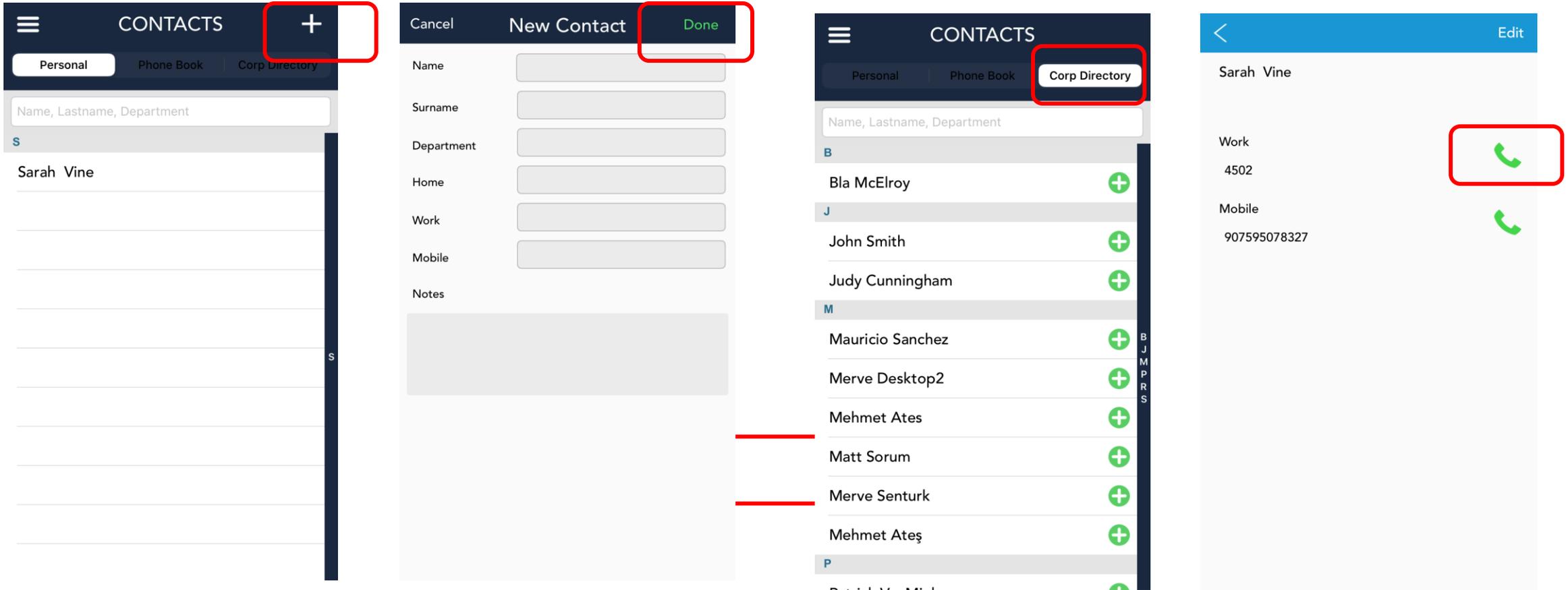
- Alert 1:** An orange circle icon, title 'Accident on the Freeway', timestamp '2020-01-28 04:05:53', and description 'Accident on the Freeway, Expect Delays'.
- Alert 2:** An orange circle icon, title 'Check', timestamp '2018-09-20 01:16:24', and a detailed description: 'Pls login, someone is waiting for \$oldesting 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.'
- Alert 3:** A red circle icon, title 'Best Western Demo', timestamp '2020-01-28 04:05:18', and description 'Best Western Demo'.
- Alert 4:** An orange circle icon, title 'accident', timestamp '2018-12-04 09:34:46', and description 'There is an accident outside the highway'.
- Alert 5:** A green circle icon, title 'SLA above 90%', timestamp '2020-01-28 04:05:26', and description 'SLA above 90%'.

Scanner and Signature Pad

- Agents can scan the barcode and update the details on their CRM platform
- Signature pad also helps to retrieve customer signature when the on-site work is complete. This will also be pushed into the CRM.



Contacts



- Contacts section offers Personal Contacts List as well as access to Finesse Contacts and Cisco CUCM Corporate Directory and Active Directory contacts
- Comstice Mobile Agent uses Cisco CUCM dial plan, therefore internal and external contacts can be called.
- Contacts are also accessible from Transfer and Consult screens in the app.

Logout

- You need to go to Not Ready state first to logout
- From the side menu, tap on sign out, select the reason code and you will be logged out.
- Unless you are manually logged out, system will show you logged in. If the app was crashed or any other issues, you can login and manually log out

