ADMIN PORTAL

Virtual Assistant Quick Start Guide

Version 5

Last Modified Feb 2021

Contents

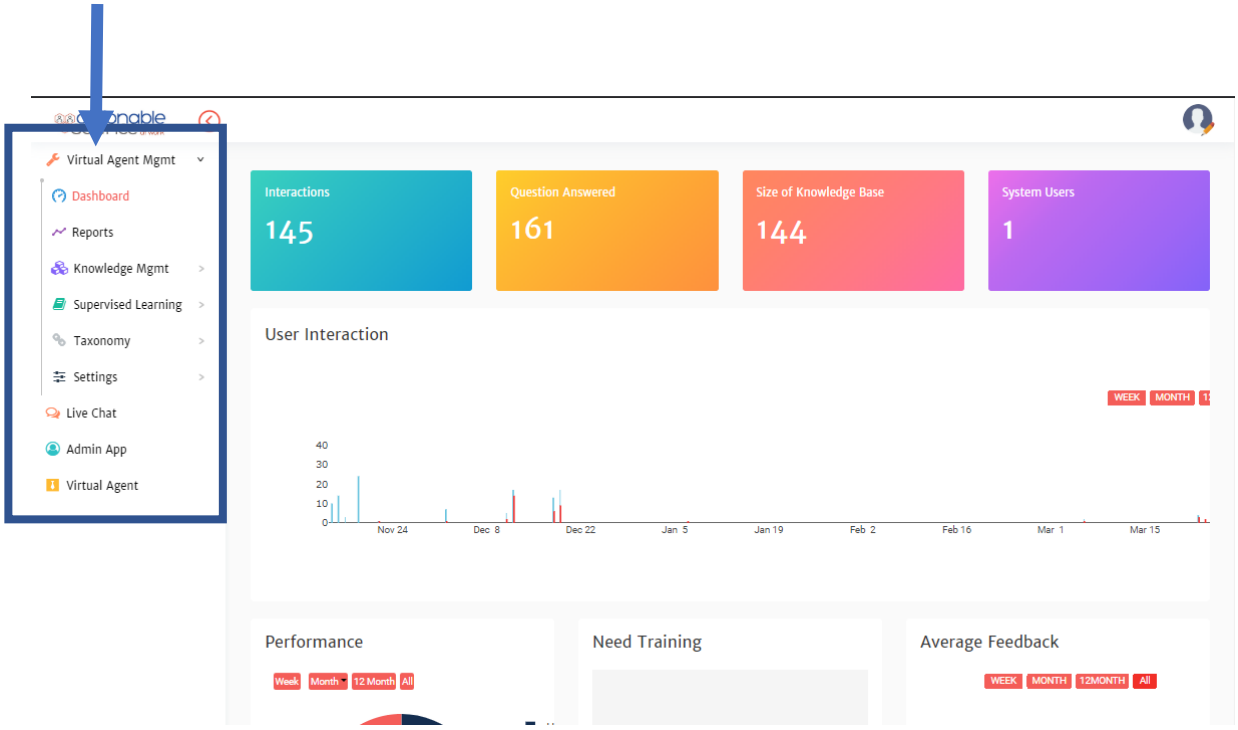
Getting Started

Welcome to your Admin Portal!!! In this manual, we will take a quick look at the various Admin task an Admin will have to complete.

Navigation Pane

The Navigation menu can be always be found on the left side of your screen except when using the Virtual Agent section.

What you are able to see in the navigation pane depends on what roles you have been given in the Admin Portal.



User Management

User Management is where users who can access the admin console are added/edited and assign appropriate roles.

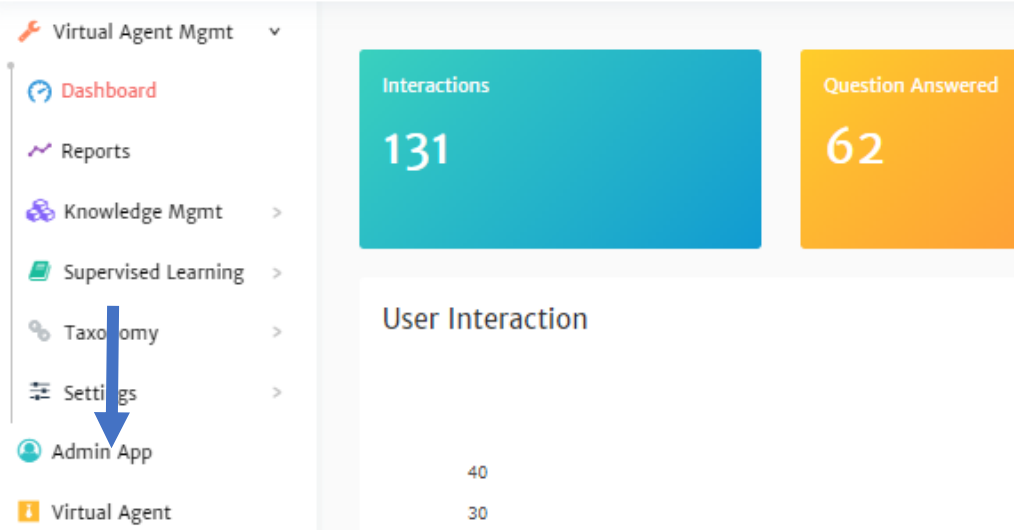
Virtual Agent Roles

Role	Module	Action / Purpose	Comments
Bot User	Virtual Agent	To access Virtual Agent (Chat Bot)	This is the default / primary role provided to all users who access virtual agent (chat bot) platform for the first time.
Bot Analyst	Virtual Agent Mgmt	Provide access to Virtual Agent (Chat Bot) Management	This role allows a user access to all sections of the Virtual Agent Mgmt section except Bot Settings (ie. Access to Manage QA, Supervised Learning, Taxonomy)
Bot Admin	Virtual Agent Mgmt	Provide access for Virtual Agent and other maintenance feature	This role allows a user access to all sections of the Virtual Agent Mgmt section including Bot Settings.
User Admin	User Mgmt	Provide access to User Management	This role allows a user access to create users, define attributes & SSO configuration.
Chat Agent	Live chat	Provide access to My Chats	This role provides an agent access to live chat. The user will be able take live chats in My Chat section.
Chat Agent Admin	Live chat	Provide Access to Live Chat Settings	This role gives a user access to view the live chat settings page with the ability to configure queues and assign (add/remove) agents from queues.
Ticketing User	Live chat	End user access to Self-created tickets	This is the default / primary role provided to all end user in the Ticketing Module. This user can create tickets. They can check ticket status in My Tickets menu.
Ticketing Agent	Ticket Mgmt	Provide access to My Tickets	This role allows an agent to see tickets raised by users.

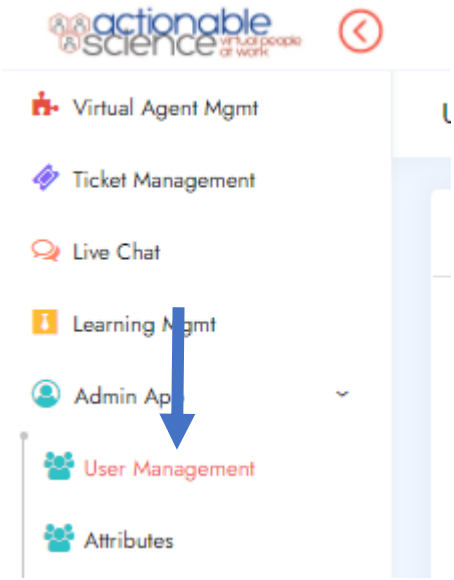
NOTE: Users are advised to logout and re-login to the system for new roles to take effect.

Creating a User Account

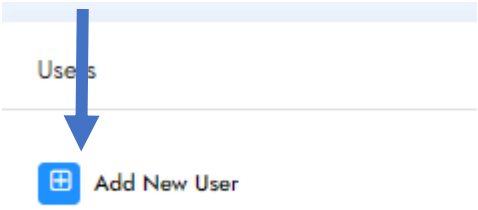
1. Click on **Admin App** in the navigation pane on the left of your console



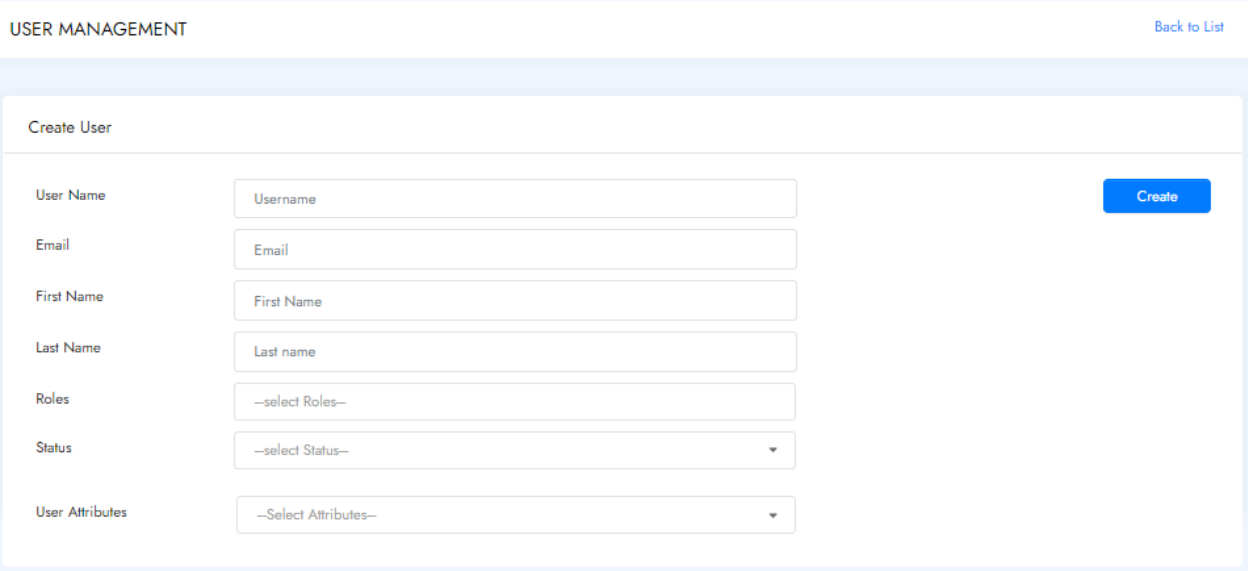
2. Click on **User Management** in the navigation pane on the left of your console



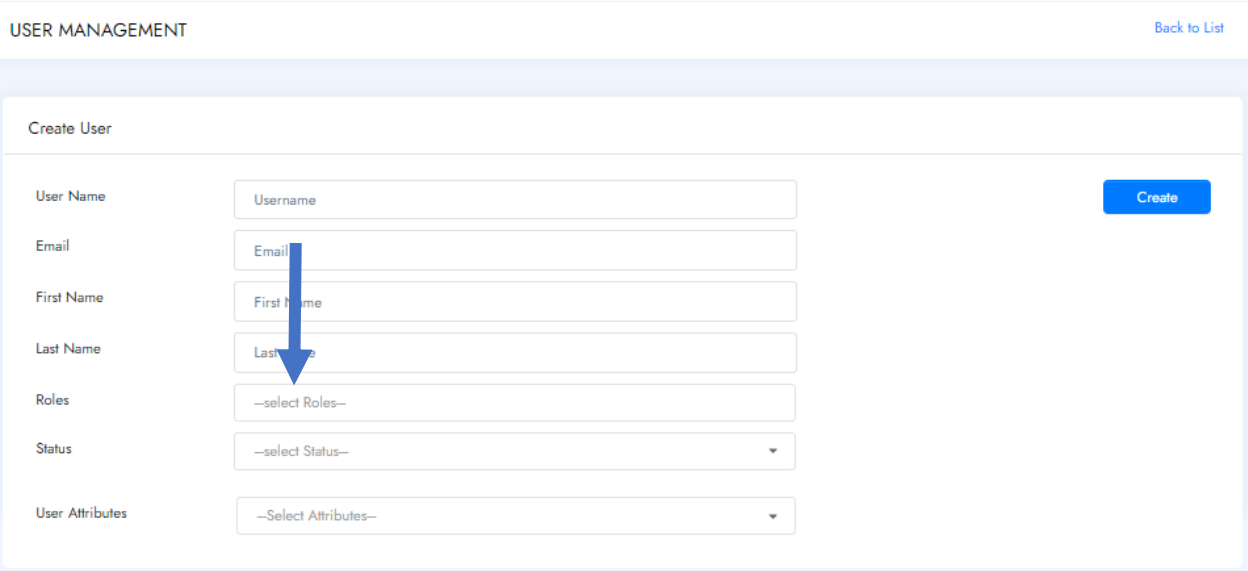
3. Click on the **+** next to *ADD NEW USER*



4. On the new screen that appears, enter the user's info
    A. Username – we recommend that you place the person's email address
    B. Email Address
    C. First Name
    D. Last Name



5. Click on the **Select Roles** box

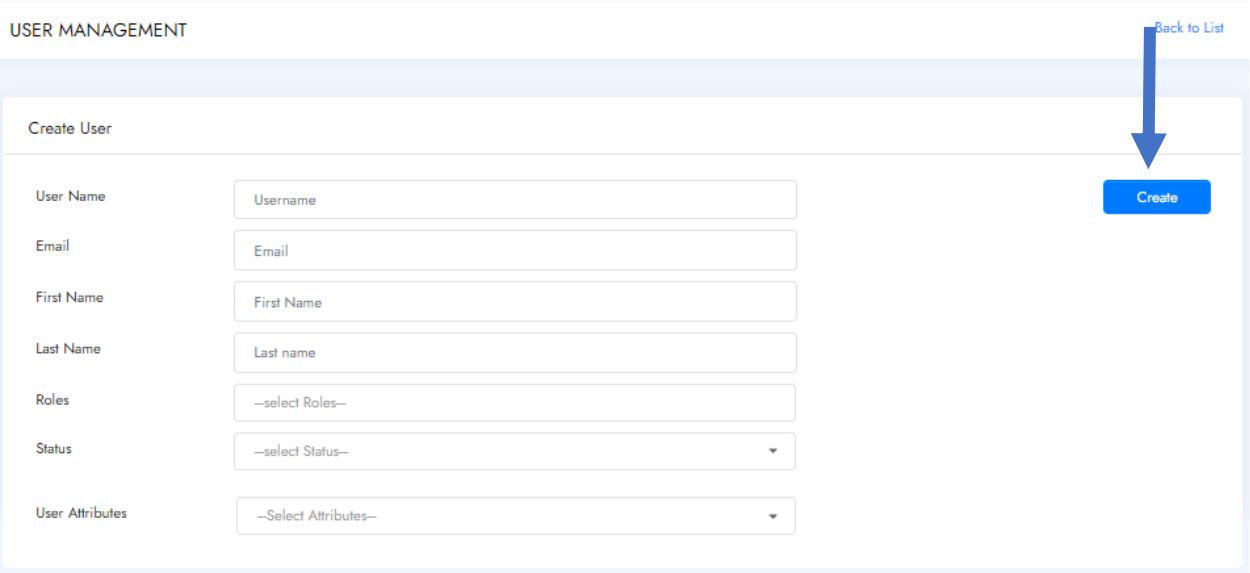


6. Select the relevant role for this user (*Click outside the Role menu option box to close it*)

   NOTES: If you click twice, it will remove the role.

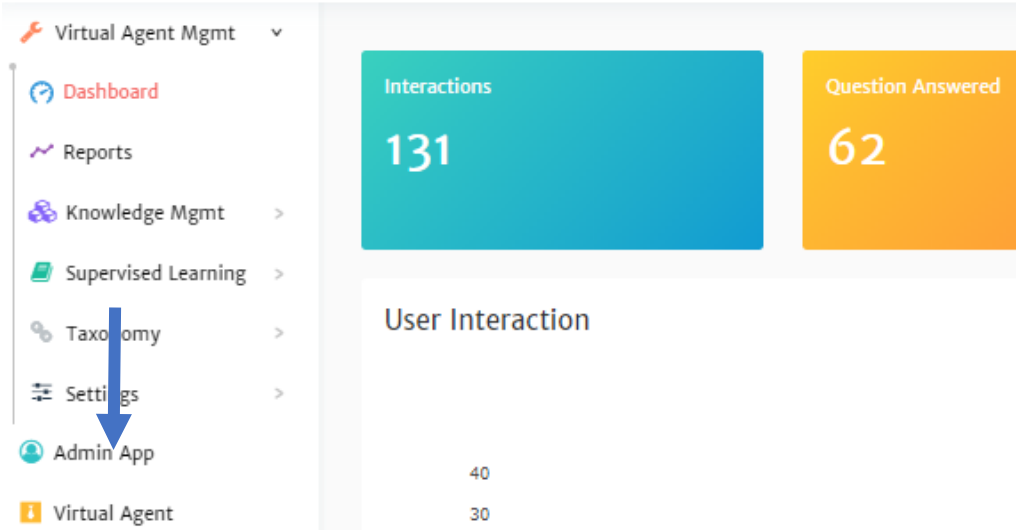
   - *Bot Analyst* - Allows a user to all sections of the *Virtual Agent Mgmt* section except Bot Settings (ie. Access to Manage QA, Supervised Learning, Taxonomy)
   - *User Admin* Able to create users.
   - *Bot Admin* - Allows a user to all sections of the *Virtual Agent Mgmt* section including Bot Settings
   - *Chat Agent Admin* - (Only used if there is an associated agent chat with a queue) Gives a view live chat settings page with, ability to configure queues and assigned agents.
   - *Bot User* - Access to view and use Bot app.
   - *Chat Agent* - Provide a user Agent access for live chat.

7. Set relevant attributes
8. Click the **+** for it to be added
9. Click on **Create**

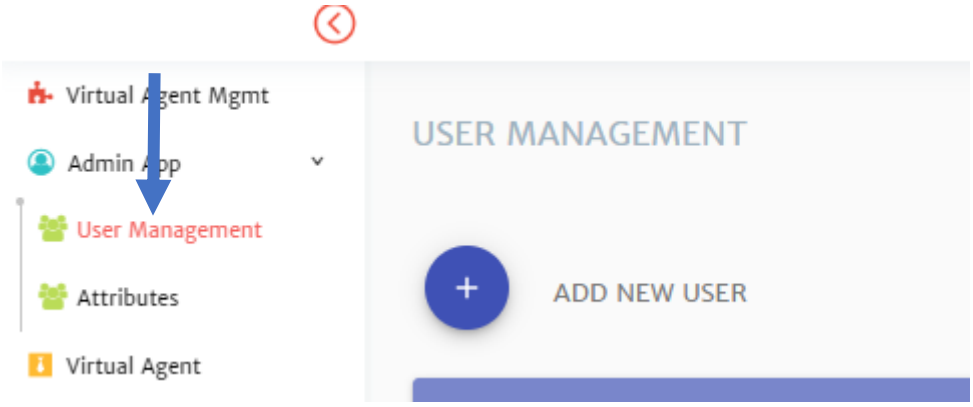


Edit a User Account

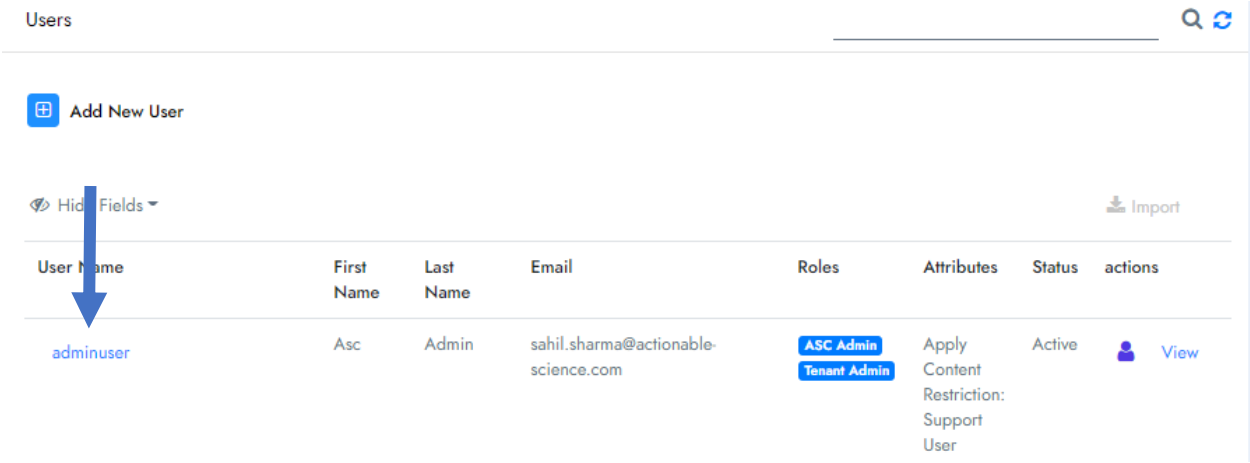
1. Click on **Admin App** in the navigation pane on the left of your console



2. Click on **User Management** in the navigation pane on the left of your console



3. Click on the username on the same line as the user you would like to edit

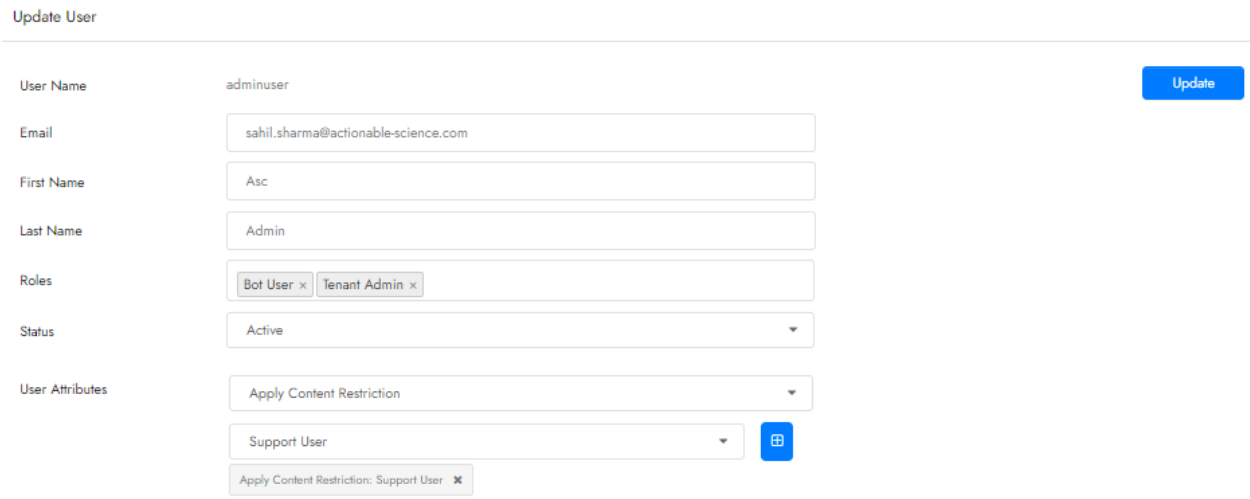


4. A new page will open and you can edit
   - User Name
   - First Name
   - Last Name
   - Email
   - Roles
   - Attributes

Important Note: Please **only** change **Roles and Attributes** if you have enabled Active Directory. All other information is provided by the account info associated with your AD.

NOTE: When adding and removing a Role, click outside of the Roles box for it to minimize.

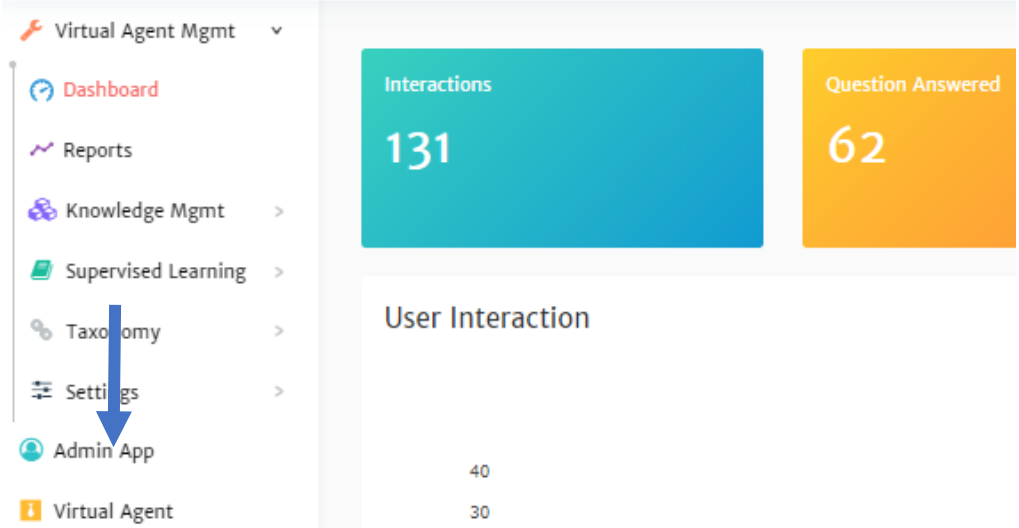
5. When changes are complete, click on the checkmark to Save



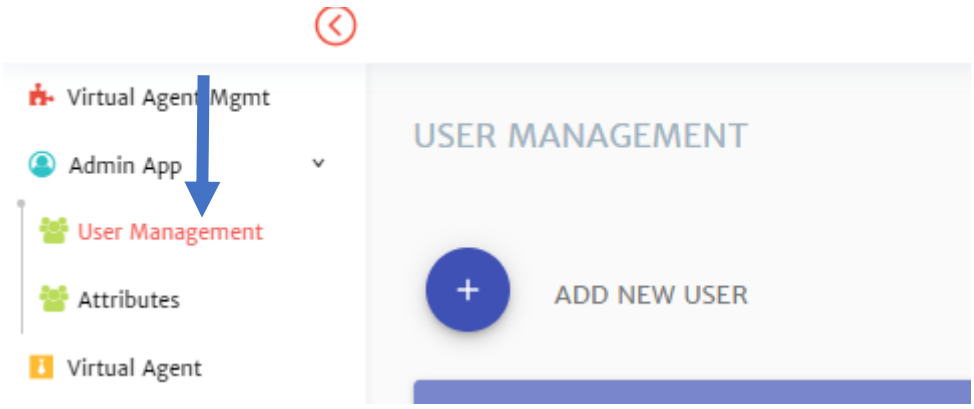
Activate and Deactivate an Account

Accounts can be deactivated and re-activated with a simple click.

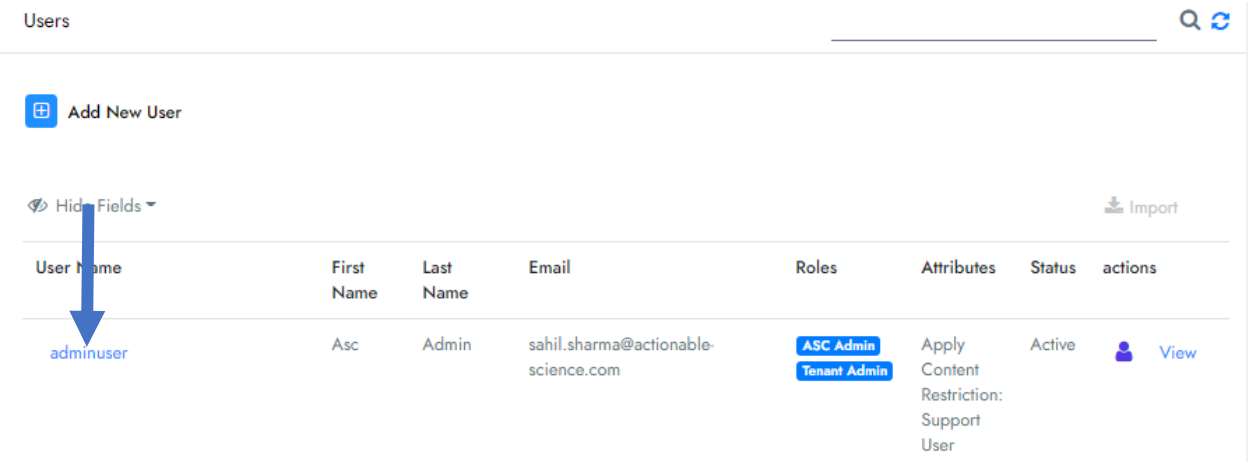
1. Click on **Admin App** in the navigation pane on the left of your console



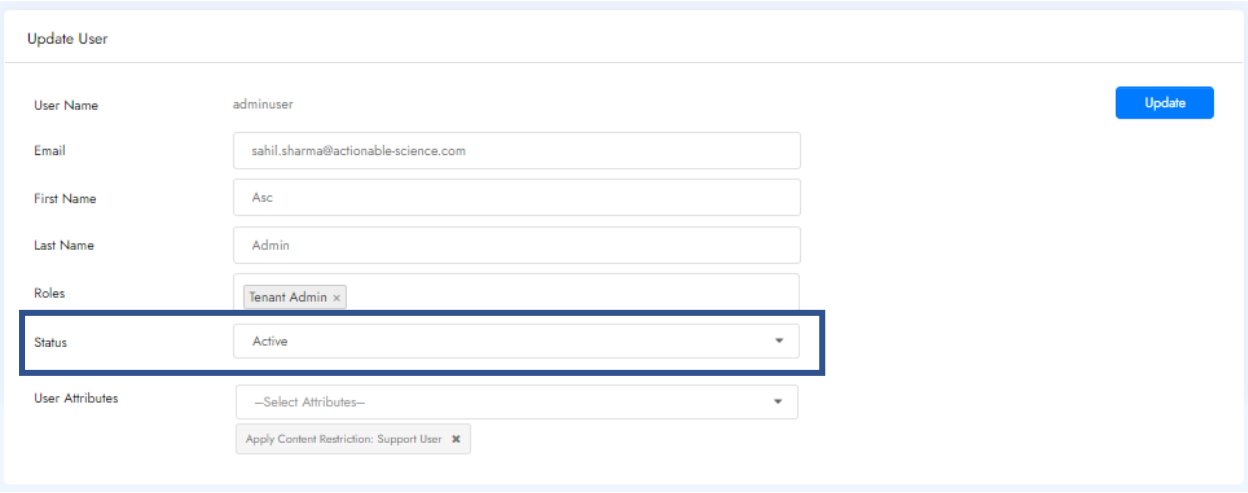
2. Click on **User Management** in the navigation pane on the left of your console



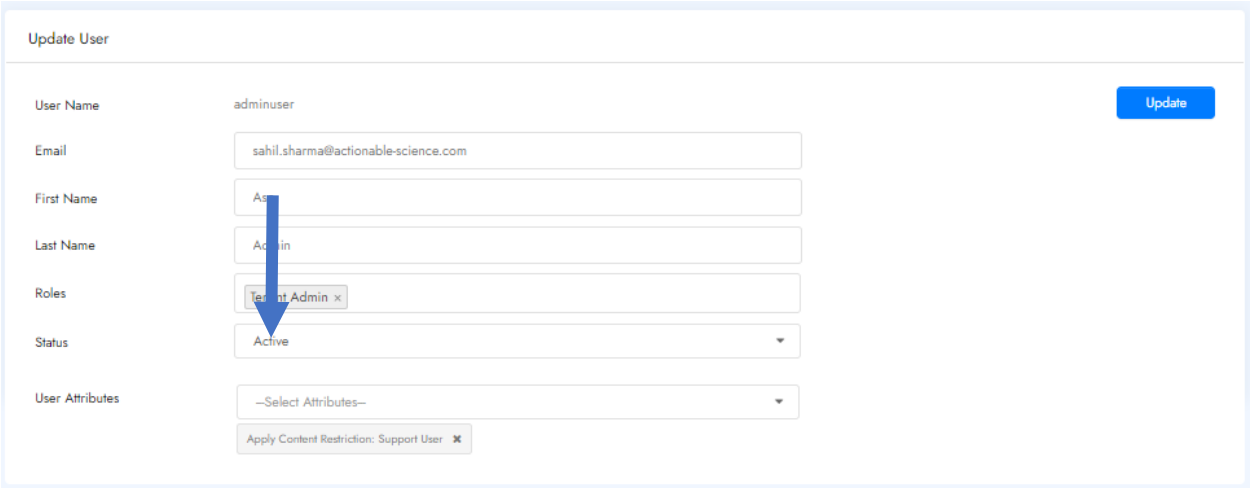
3. Click on the username on the same line as the user you would like to edit



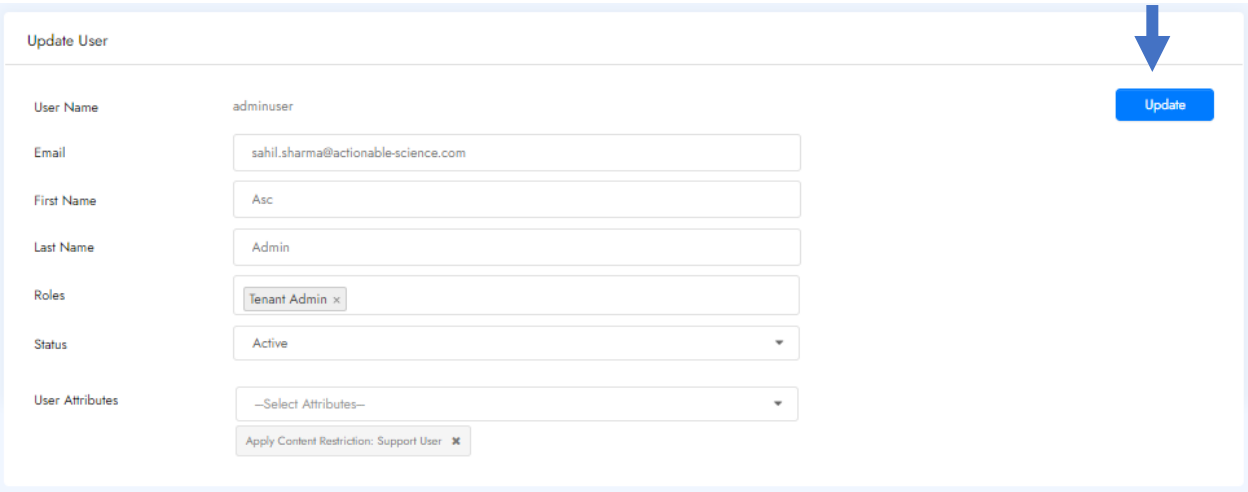
4. Go to the Status field



5. Click on the current Status selection box

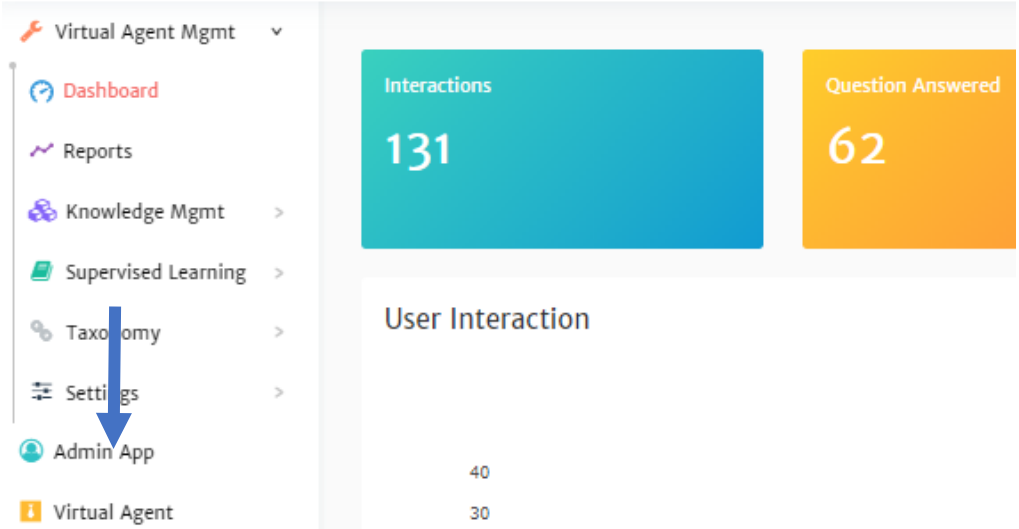


6. Choose the status you would like it to be
7. Click **Update** to save your changes

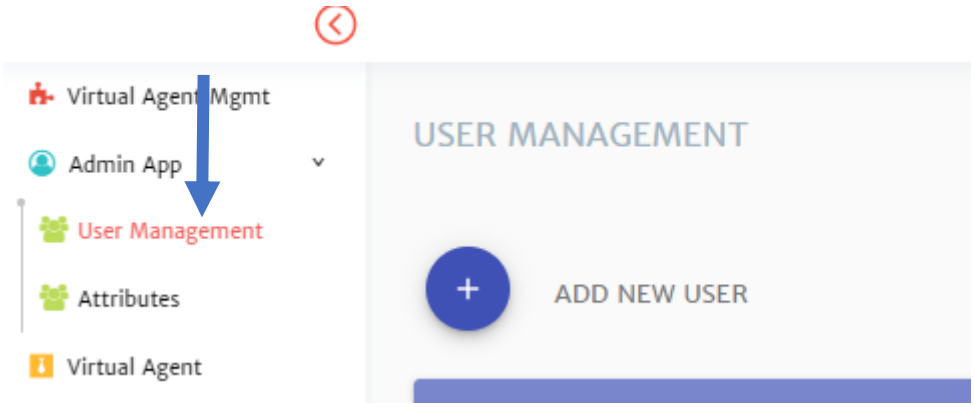


Resetting a Password

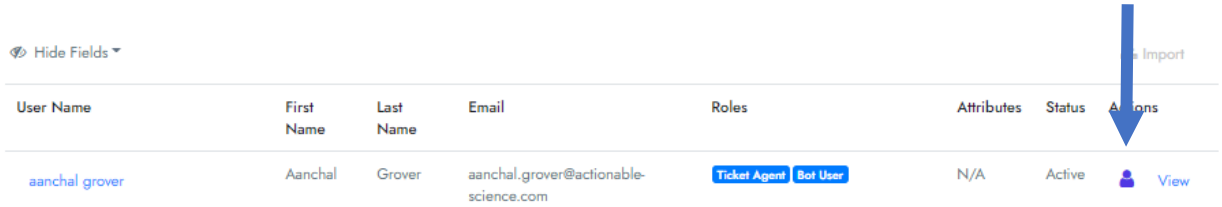
1. Click on **Admin App** in the navigation pane on the left of your console



2. Click on **User Management** in the navigation pane on the left of your console



3. Find the line of the account that requires a password reset
4. Click on the icon that looks like a person

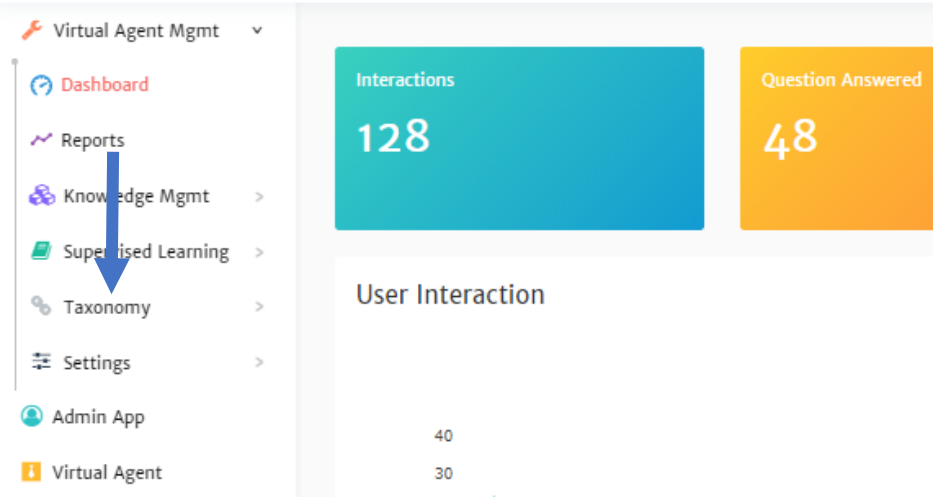


The system will send the email on file for that person, a temporary password. They will be prompted to set a new password when they log in with it.

Categorize the Knowledge Base

To enable the ability to categorize articles/questions into logical groups that can later be used as an easy search, you will need to define and create these groups or tags in the **Taxonomy** section.

In this section, you can create groups based on hierarchy and category. There are two types of tags in this section, Hierarchal tags and Simple tags.



Hierarchy Tags

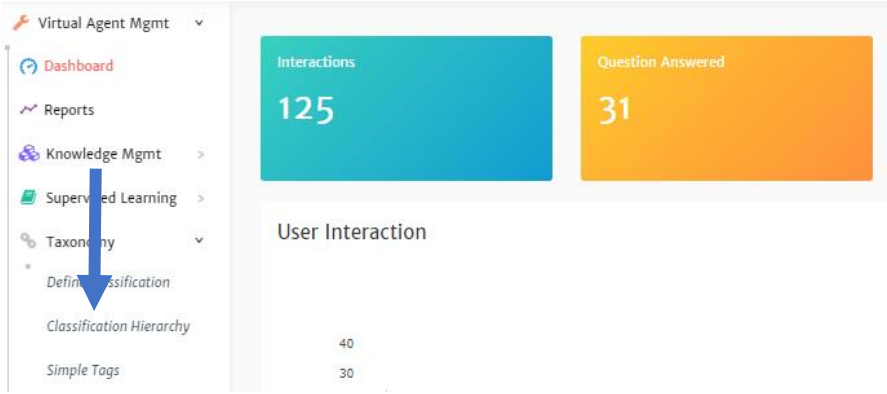
Hierarchy tags are used to define and categorize the bulk of a knowledge base.

Managing Classifications

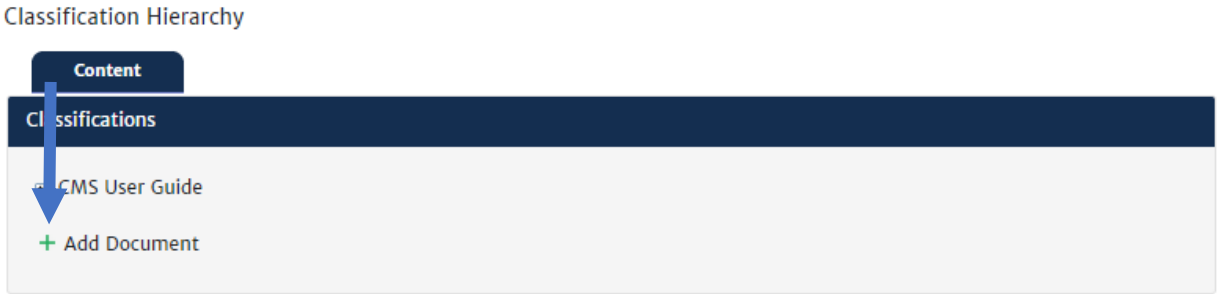
Once classifications have been defined, you can start building out your classification hierarchy by adding tags to each level.

Add Hierarchy tags:

1. Click **Taxonomy** in the navigation pane on the left of your console
2. Click **Classification Hierarchy** in the navigation pane on the left of your console



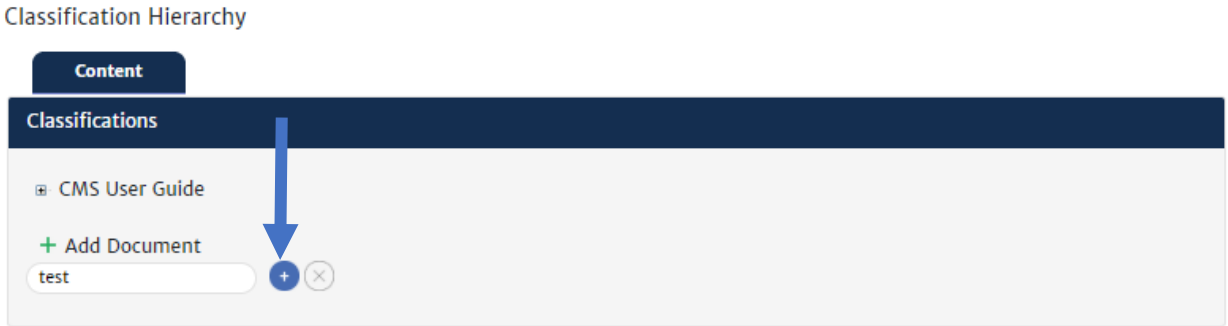
3. You will see a green + next to *Add (Lable name of Level 1),* click the green +



4. Type in the name of the Level 1 tag

5. Click the **+** sign to add your tag

   NOTE: If you click the X instead this will cancel the added category

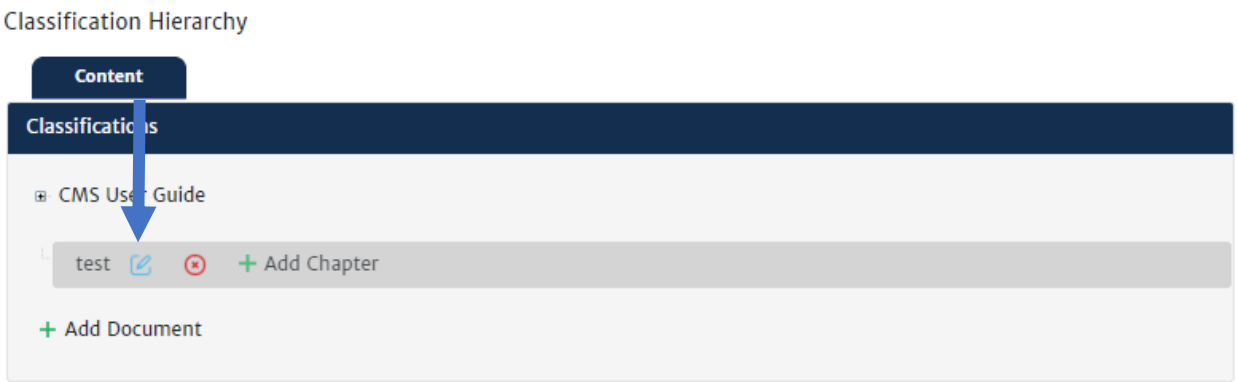


6. This category will now show in the list. You will repeat the above steps to create any additional Level 1 tags.
   - If you have created multiple levels you will see a green + next to *Add (Lable Name of Level 2).* Click the green + to add your sub-tag.
   - If you would like to add multiple sub-categories, make sure the section you want to add it to is highlighted and click the green + next to *Add (Level Lable)*.
   - Do this for all sub-levels.

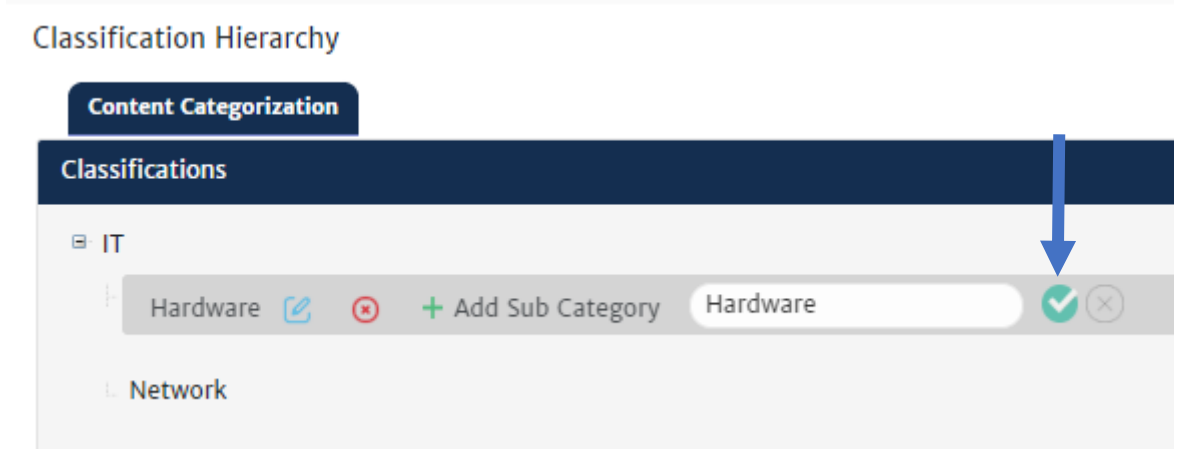
Modifying a Hierarchial tag

Important Note: The tag you would like to edit, most be removed from all dialogues before editing or removing it.

1. Click **Taxonomy** in the navigation pane on the left of your console
2. Click **Classification Hierarchy** in the navigation pane on the left of your console
3. Highlight the tag you would like to edit
4. Click the pencil icon next to it



5. Make your changes
6. Click the checkmark next to the edit area to save

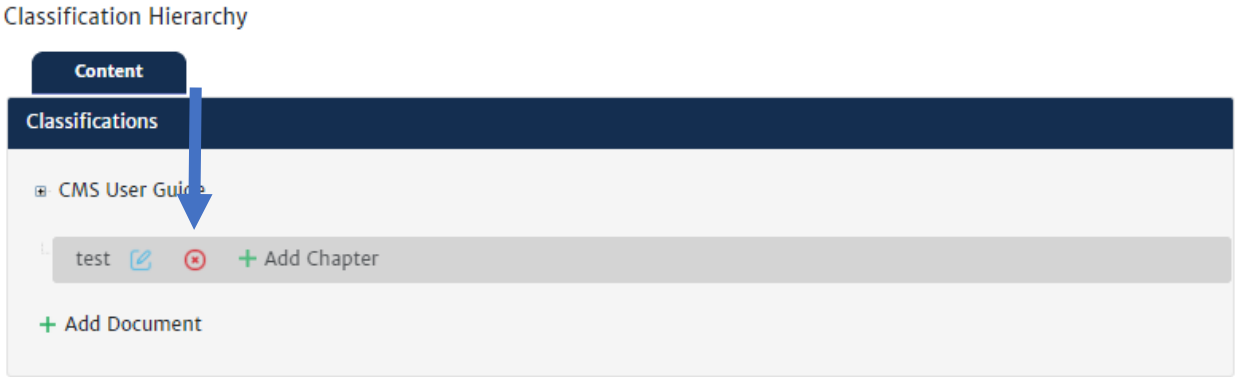


The system will start applying the change when complete you will see a Successful message.

Delete a Hierarchial tag

Important Note: The tag you would like to delete, most be removed from all dialogues before removing it.

1. Click **Taxonomy** in the navigation pane on the left of your console
2. Click **Classification Hierarchy** in the navigation pane on the left of your console
3. Highlight the tag you would like to remove
4. Click the **X** next to it



Simple Tags

Simple tags are used to define and categorize things that may not fall under your hierarchy. This can be anything from locations, business units to temporary projects.

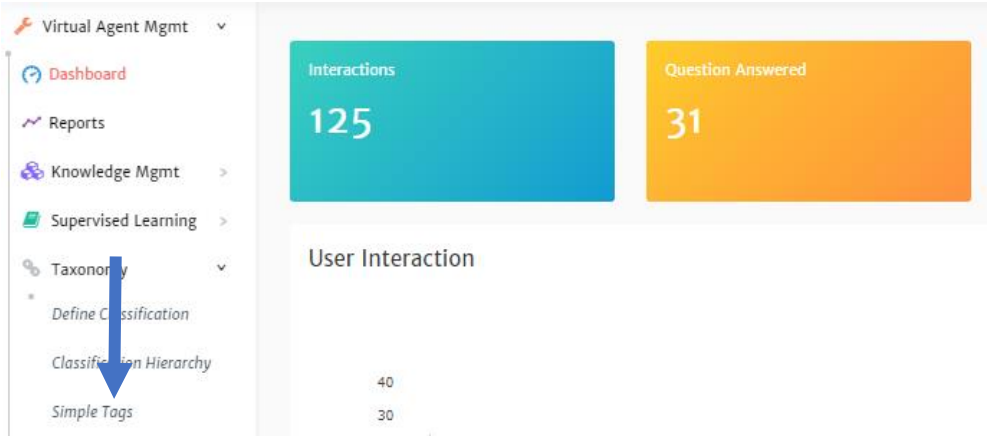
This is a two-part process. You must first create your Metadata and then add values to it. Think of the Metadata as a title that explains the values.

NOTE: Actionable Science supports up to 4 Simple tags.

Create a simple tag

Creating the Metadata

1. Click **Taxonomy** in the navigation pane on the left of your console
2. Click **Simple Tags** in the navigation pane on the left of your console



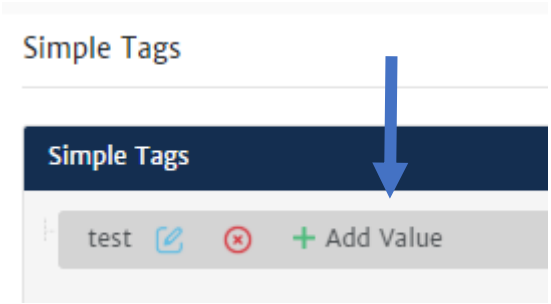
3. Click **+ Add Simple Tag**
4. Type the name of the simple tag metadata
5. Click the **+** to add it

NOTE: If you click the X instead this will cancel adding the simple tag.

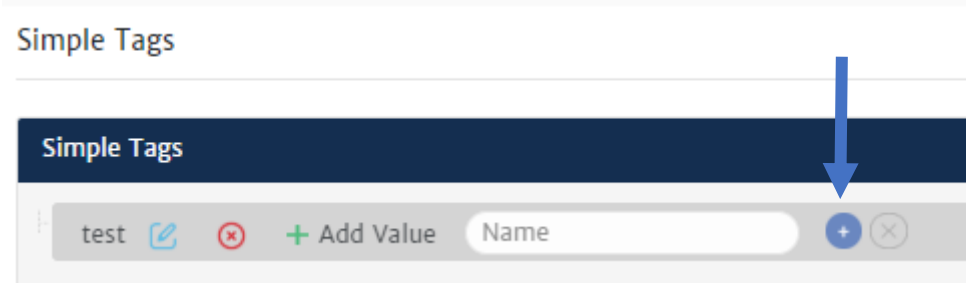
Adding Values to a Simple Tag Metadata

You have to add a Value to a Simple Tag Metadata to be able to add it to dialogues.

1. Click on the Simple tag Metadata that a Value will be added
2. Click on + **ADD VALUE**



3. Type the name of your Value
4. Click the **+** icon



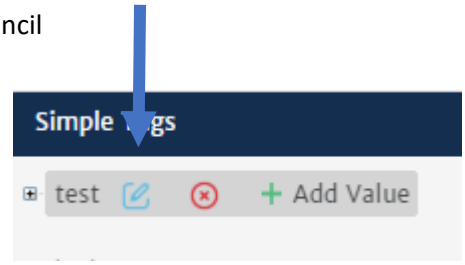
You may start adding this Simple Tag to dialogues.

Modify a Simple tag

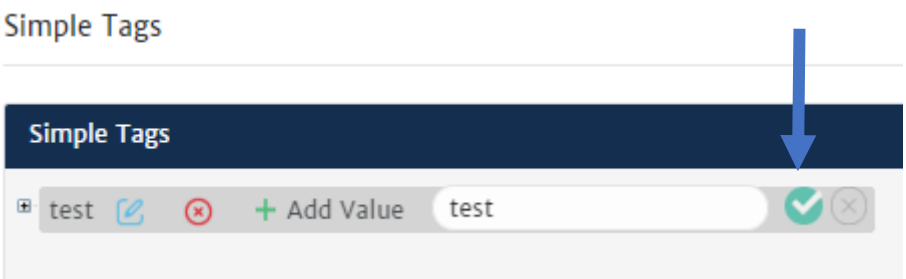
The Simple Tag that will be edited, must be removed from all dialogues that it is tagged on before editing it.

Modifying the Metadata

1. Click **Taxonomy** in the navigation pane on the left of your console
2. Click **Simple Tags** in the navigation pane on the left of your console
3. Click on the Simple tag that will be modified
4. To edit, click on the pencil



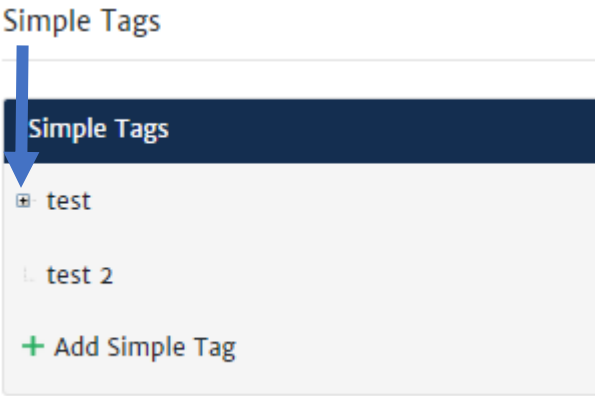
5. Make your changes
6. Click the checkmark next to your edited text



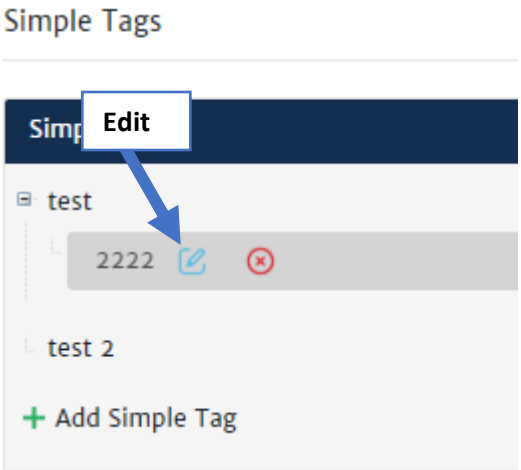
Your changes have been saved.

Modifying the Values of a Simple Tag Metadata

1. Click on **+** in front of Simple tag Metadata that a Value will be edited



2. Click on the Value you would like to edit
3. Click on the pencil



4. Make your changes
5. Click the checkmark to save

Your changes have been saved.

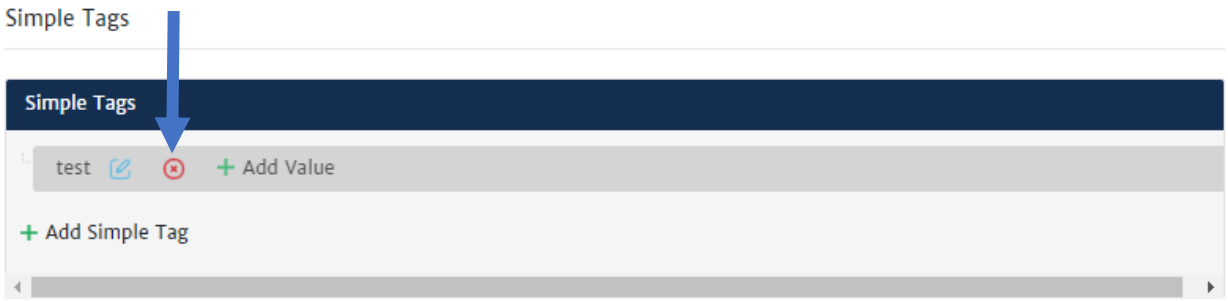
Deleting a Simple tag

The Simple tag that will be deleted, must be removed from all dialogues that it is tagged on before removing it.

Deleting Metadata

By deleting the Metadata level of a simple tag, you will be deleting the values associated with it.

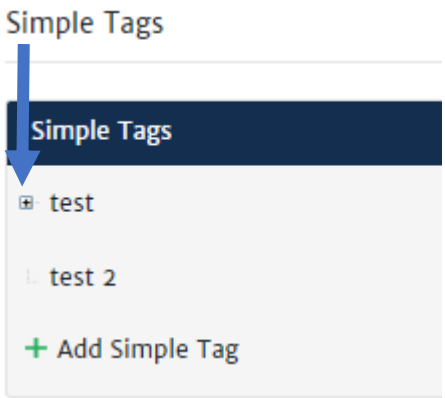
1. Remove the Simple Tag that will be deleted from all existing dialogues
2. Click **Taxonomy** in the navigation pane on the left of your console
3. Click **Simple Tags** in the navigation pane on the left of your console
4. Highlight the tag you would like to remove
5. Click the **X** next to it



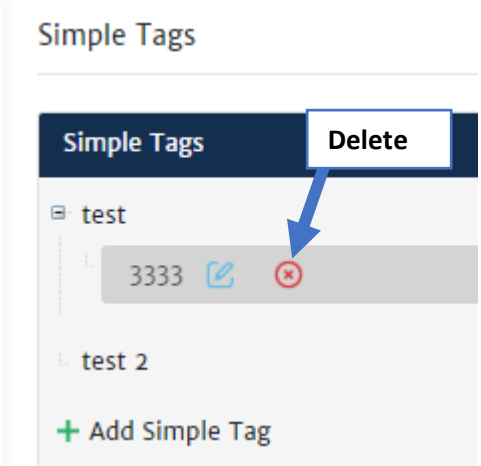
Deleting the Values from a Simple Tag Metadata

The Simple tag of the Value that will be deleted, must be removed from all dialogues that it is tagged on before removing it.

1. Click **Taxonomy** in the navigation pane on the left of your console
2. Click **Simple Tags** in the navigation pane on the left of your console
3. Click on **+** in front of Simple Tag associsted with the Value you would like to delete



4. Click on the viewable group you would like to edit or remove
5. To delete, click on the X

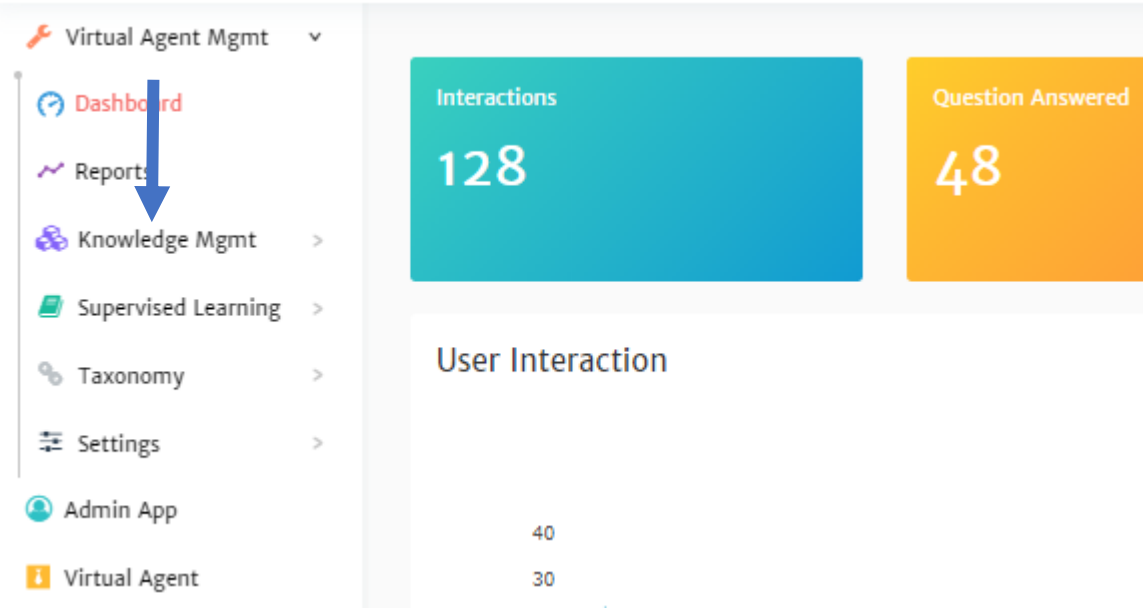


The value is now removed.

Virtual Agent Management

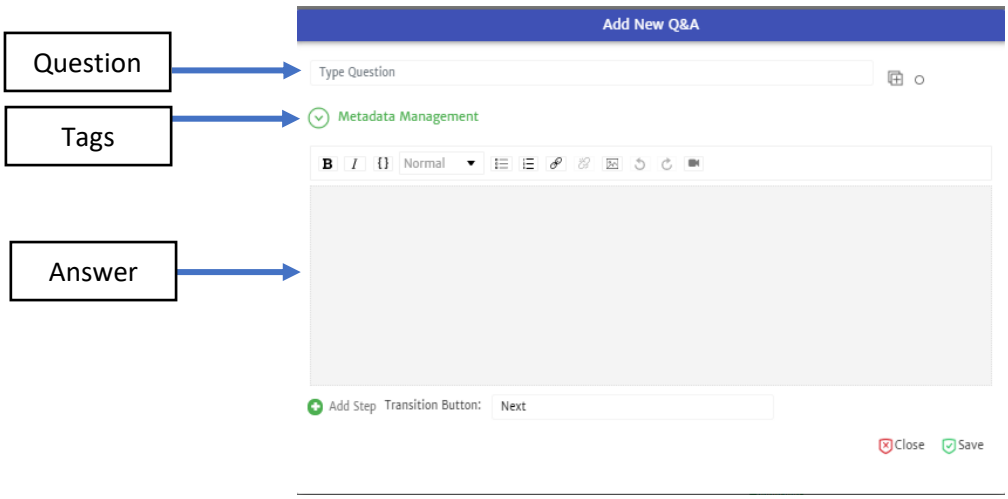
This is the section used to maintaining the Virtual Assistant FAQ and Training.

Knowledge Mgmt



Creating Simple Dialogue

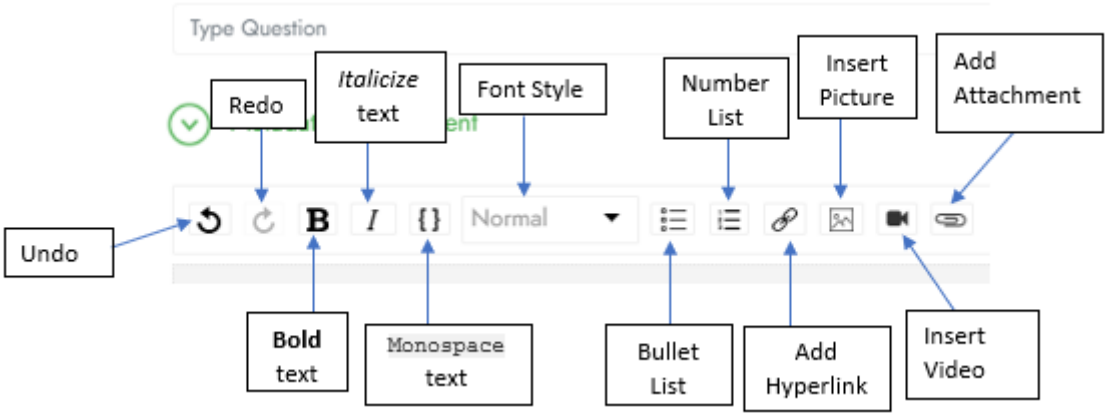
1. Click on **Knowledge Mgmt** in the navigation pane on the left of your console
2. Click on **Manage Q&A** in the navigation pane on the left of your console
3. Click on **+** next to *ADD A NEW Q&A*
4. This will open the Text Editor



5. After opening the text editor, type the question associated with the response/answer you will be creating in the *Type Question* box

- When creating this keep in mind what a user will ask the bot and how you will have the bot respond
- If multiple dialogues may be relevant for the user's question, what will make them identify this as their answer? This is the label that will appear as an option for them to click on

6. Type the response/answer in the answer box
7. When creating your response/answer you can use the toolbar to format your response.



8. Click **Save** when complete.

Modifying an Existing Dialogue

To change any of the dialogues you have created:

1. Click on **Knowledge Mgmt** in the navigation pane on the left of your console
2. Click on **Manage Q&A** in the navigation pane on the left of your console
3. Find the specific dialogue you would like to Edit
4. Click on the icon that looks like a pencil, too open the Text Editor and make changes.

5. When done making changes, click **Update**

Finding a Specific Simple Dialogue

There are three ways to search/find a Simple Dialogue:

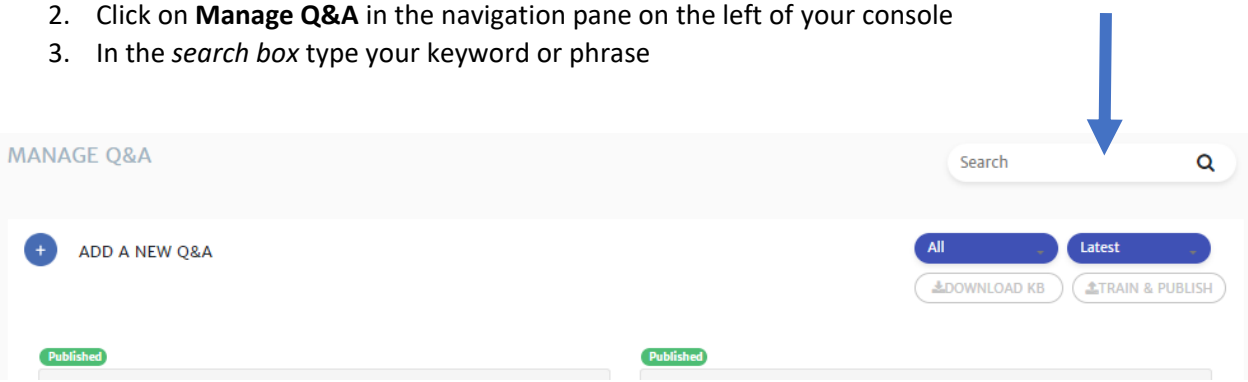
- Using keywords or phrases
- Tag Filter
- Using Other Filters

NOTES:

1. If there are no tags associated with your dialogue you will not see that additional filter.
2. Filters can be used in combination with word/phrase search.

Search using Keywords or Phrases

1. Click on **Knowledge Mgmt** in the navigation pane on the left of your console
2. Click on **Manage Q&A** in the navigation pane on the left of your console
3. In the *search box* type your keyword or phrase

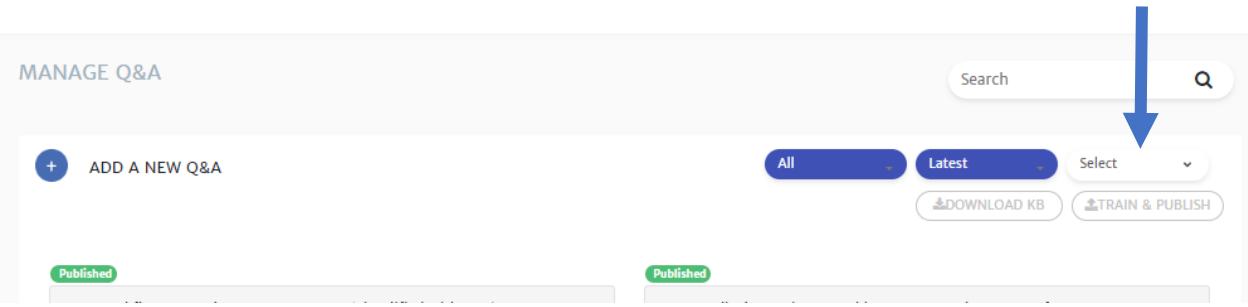


4. Press enter or click the magnifying glass in the search box

Search using the Tag Filter

NOTE: Filters can be used in combination with word/phrase search. They can be applied before or after.

1. Click on **Knowledge Mgmt** in the navigation pane on the left of your console
2. Click on **Manage Q&A** in the navigation pane on the left of your console
3. Click on the Tag filter option



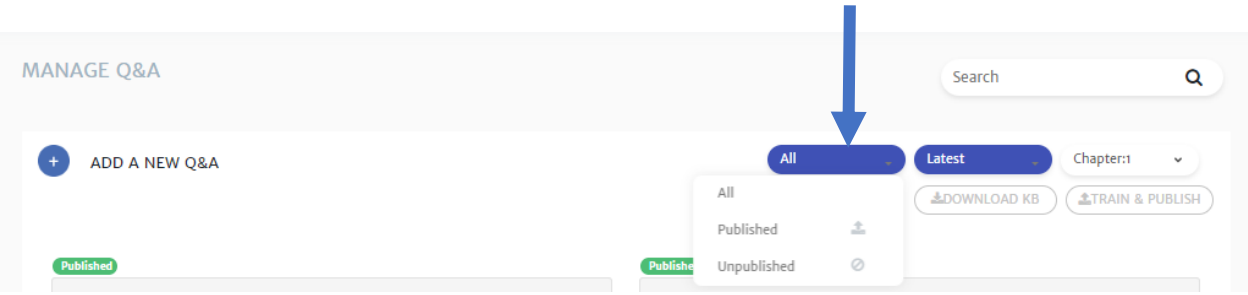
4. Scroll through the list for the tag or tags you would like to see and click on the box next to it

NOTE: You can also type the tag in the Search box and press enter or click the magnifying glass to complete.

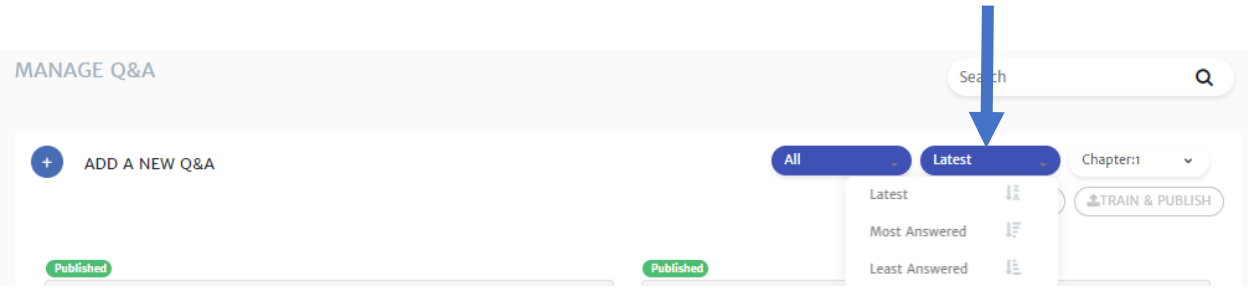
Using Other Filters

There are two other types of filters available:

- Publish status



- Latest, Most answered or Least answered



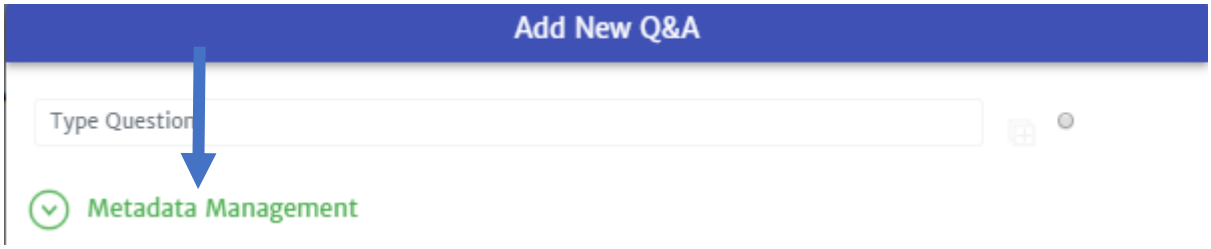
1. Select the filter you like
2. View the results

NOTE: Filters can be used in combination with word/phrase search. They can be applied before or after. You simply place your filters before or after searching your keyword/phrase. For more on keyword/phrase search refer to [Search using Keywords or Phrases](#).

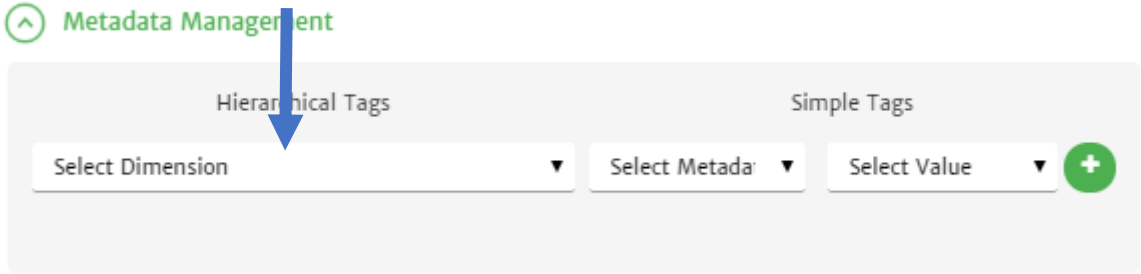
Adding Hierarchical and Simple Tags

To add the tags you created:

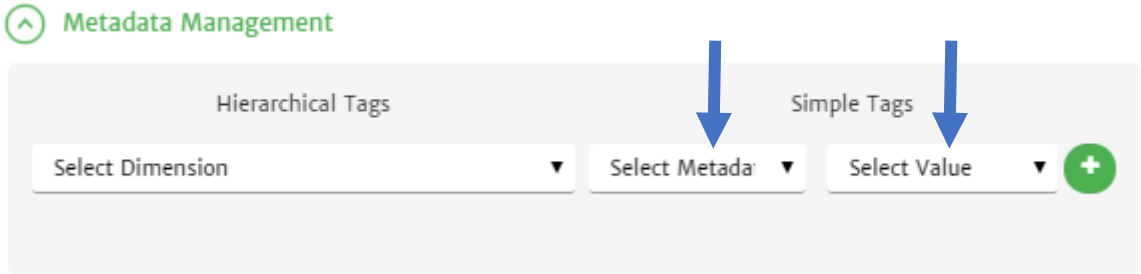
1. Click on **Metadata Management**



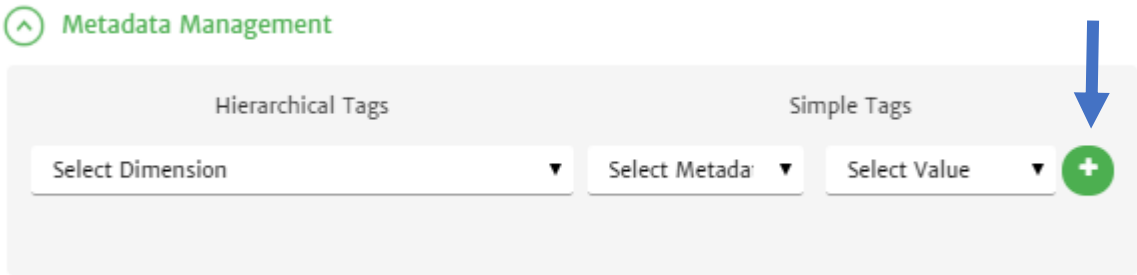
2. If you would like to add a Hierarchical Tag, under *Hierarchical Tag* click **Select Dimension**
3. Select the relevant tags for the various levels created.
    - You will have to select for the previous level before getting access to the next. Meaning you will have to select a tag for Level 1 before you get the available options for Level 2 and so on.



4. If you would like to add a Simple Tags, click **Select Metadate** to select the relevant tag and then click Select Value to select the relevant tag (if any).



5. Click the icon of a **+** in the green circle to add the Simple tag

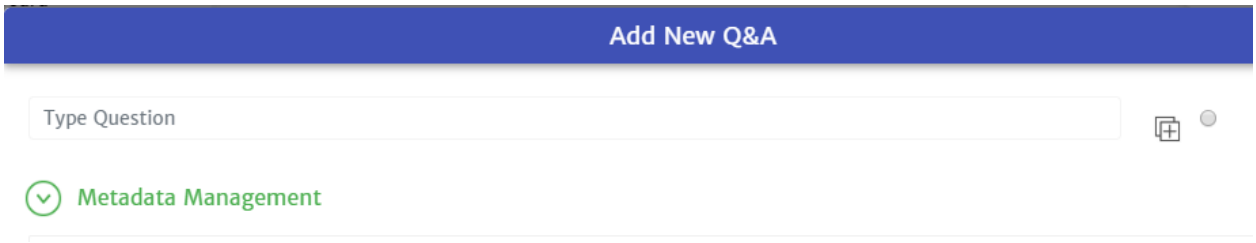


6. When you are done modifying the dialogue, click **Save**

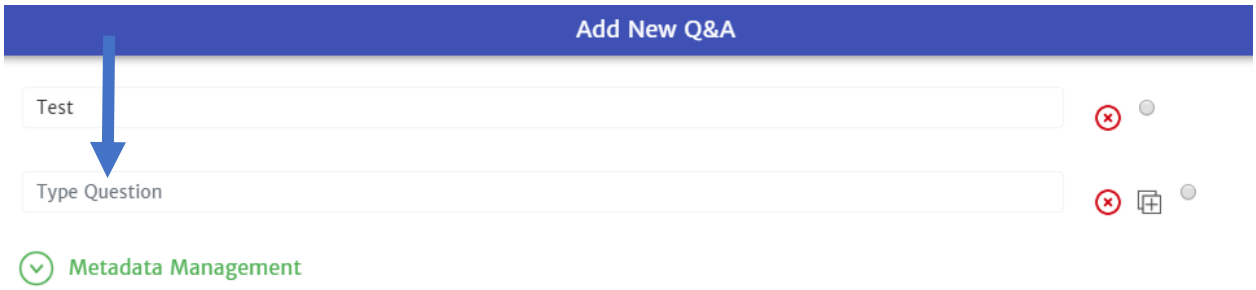
Adding Simple Dialogue Utterance Variants

There are multiple ways a user may ask the same question. Due to this, it is possible to create possible alternative questions (*utterance variant*) related to a specific dialogue.

1. Click the icon of a box with a **+** next to your initial question

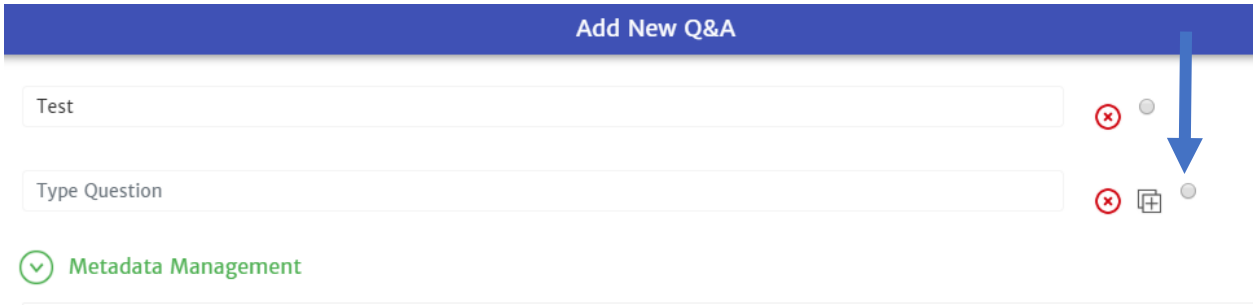


2. Type your question variant in the *Type question* box that appears



3. To set which variant to display in the James bot to trigger this dialogue, click the radio button of the one you want.

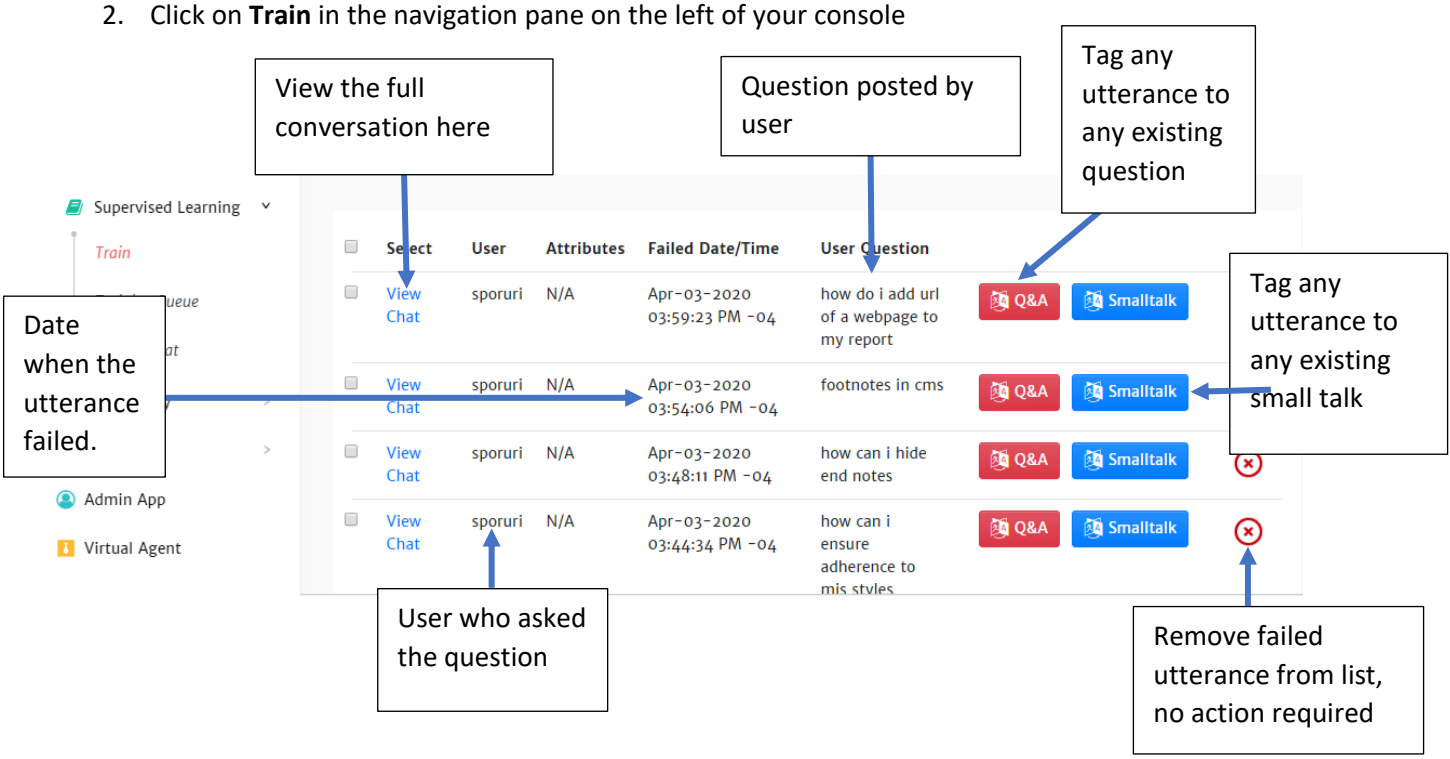
   This will become the *label* for this particular dialogue.



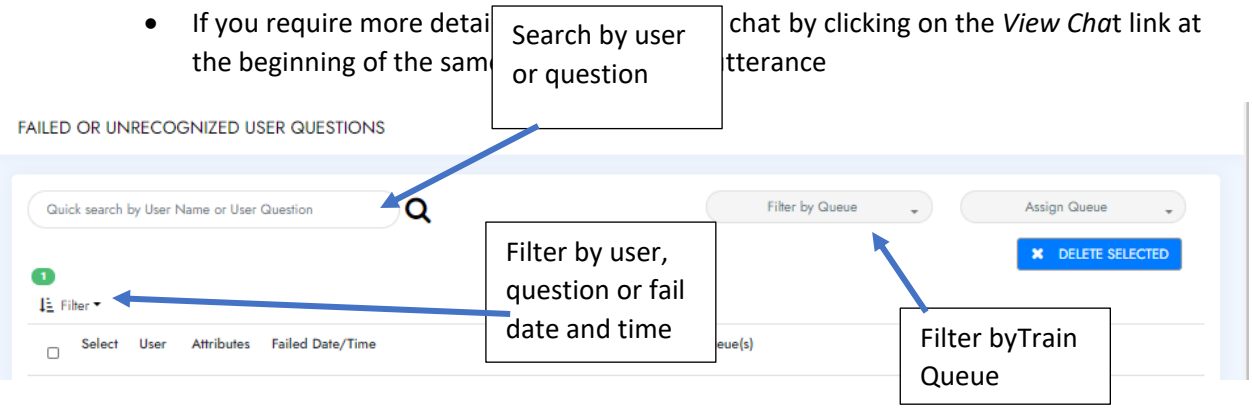
Supervised Learning

Training Failed Utterances

1. Click on **Supervised Learning** in the navigation pane on the left of your console
2. Click on **Train** in the navigation pane on the left of your console



3. Look at the user question under the *User Question* column. If you are looking for something in particular use the search or filters available.
   - If you require more detai chat by clicking on the *View Chat* link at the beginning of the sam tterance

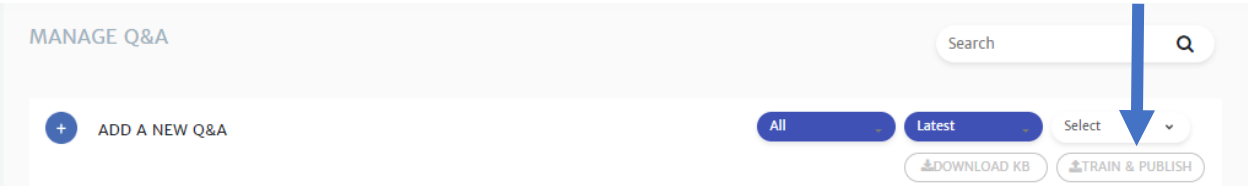


4. If the failed utterance:
   - Needs to be tagged/added to an existing dialogue click on Q&A or SmallTalk (whichever is relevant)
     A. Enter a keyword or phrase into the search box
     B. Select the correct dialogue
     C. Click **Save**
   1. If you need to create a new Q&A dialogue or Small Talk
     A. Click on **New Answer**
     B. The Text Editor box will appear
     C. Create dialogue as usual
     D. Click **Save**

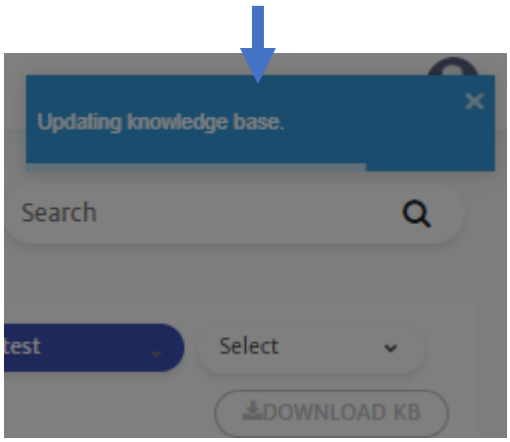
Publishing to Live Environment

When new dialogues and changes are ready to be implemented in the live environment and available to users, the bot needs to be trained and things need to be published.

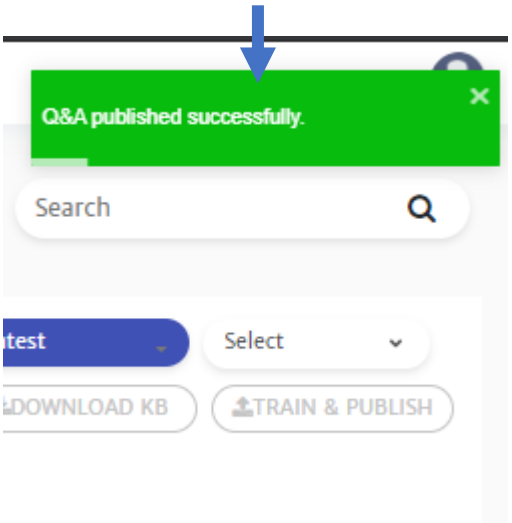
In the various Knowledge MGMT sections (Mange Q&A, SmallTalk and Mange Task) under the search filters, the is the Train & Publish button.



1. Click on **Train &Publish** button
2. When the update starts you will see the following message:



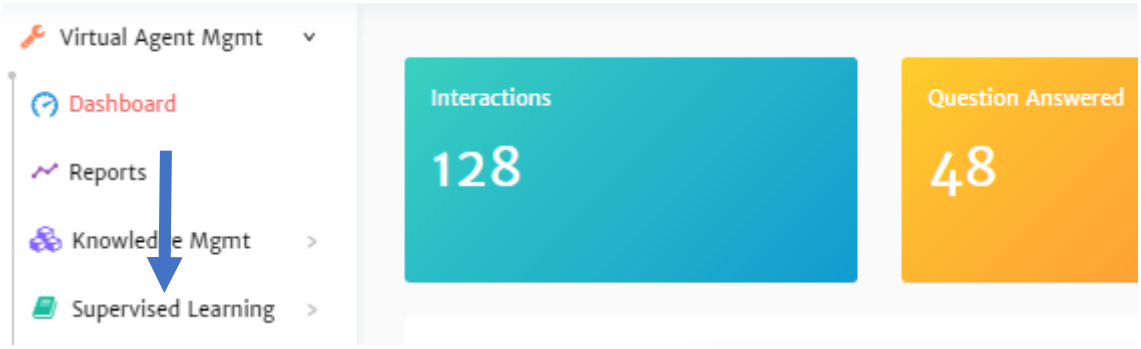
3. When complete you will see the following message:



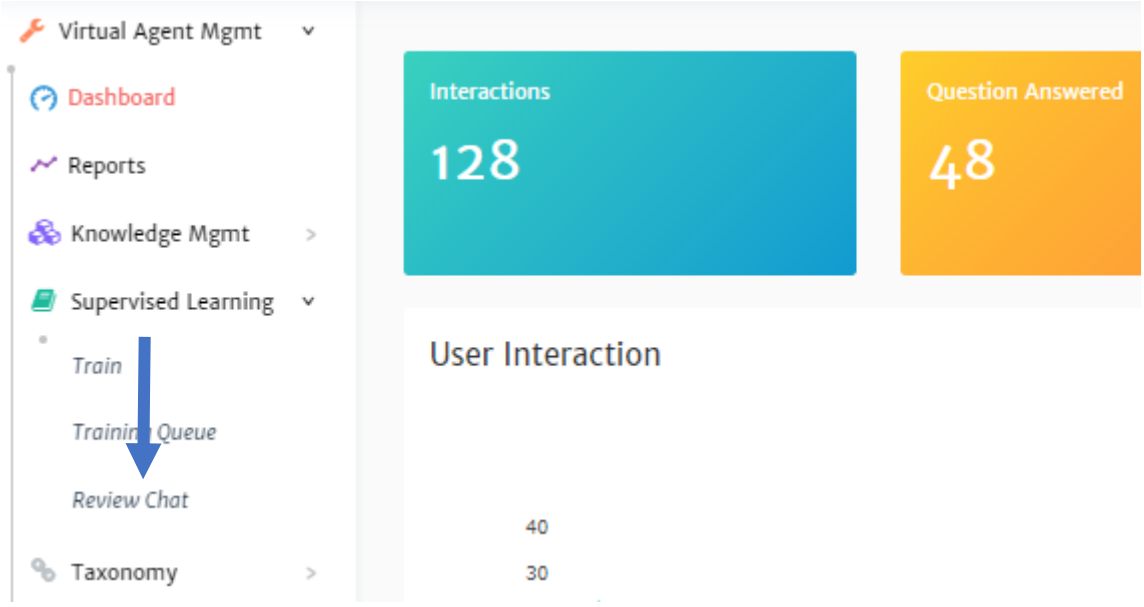
The new dialogues and changes are now visible to the users.

Reviewing Chats

The **Review Chat** section is used to view the conversation between the user and Bot. It can be found under the **Supervised Learning** section

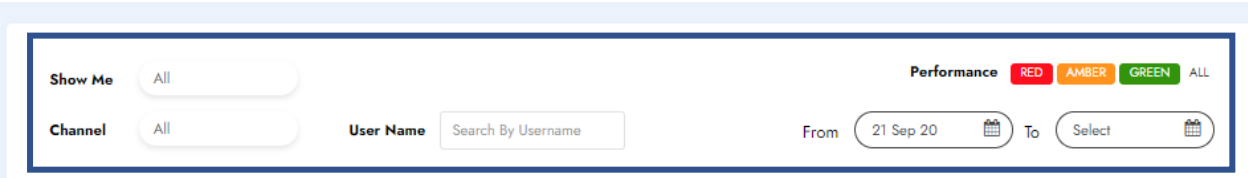


1. Click on **Supervised Learning** in the navigation pane on the left of your console
2. Click on **Review Chat** in the navigation pane on the left of your console

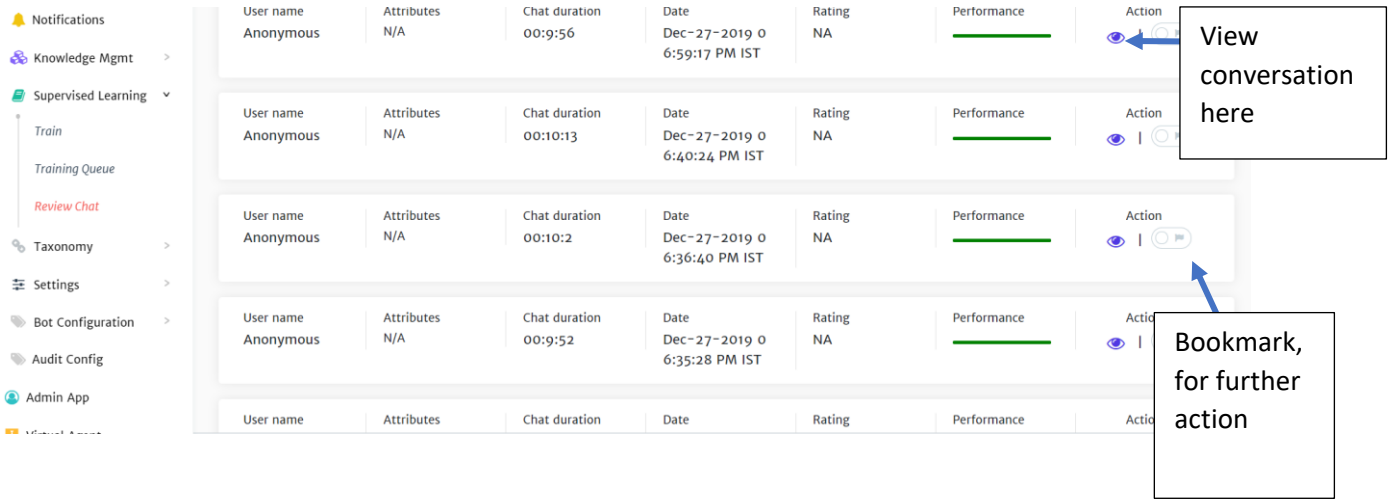


3. To find a specific chat you can use the search by username or filters to narrow down what you are looking for.

REVIEW CHAT



4. Once you have found the chat you would like to review , click on the eye icon to see the conversation history.
    - To Bookmark the chat for further action, click on the toggle next to the eye



Reports

The **Reports** section, provides insight about the bot.

There are currently four reports are available**.**

- *Unrecognized Utterances* - All utterances for which bot was not able to help the user.

  NOTE: Once the bot has been trained on an utterance it will no longer show in this report.

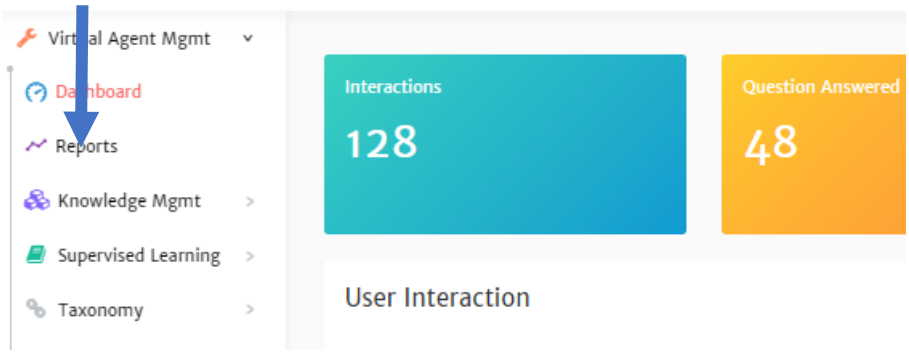
- *User Feedback*- Feedback provided by users about the experience with the Bot.
- *Chat Sessions* - All the instances created for James.

  NOTE: If the user asks multiple questions in a single chat, it is counted as one instance.

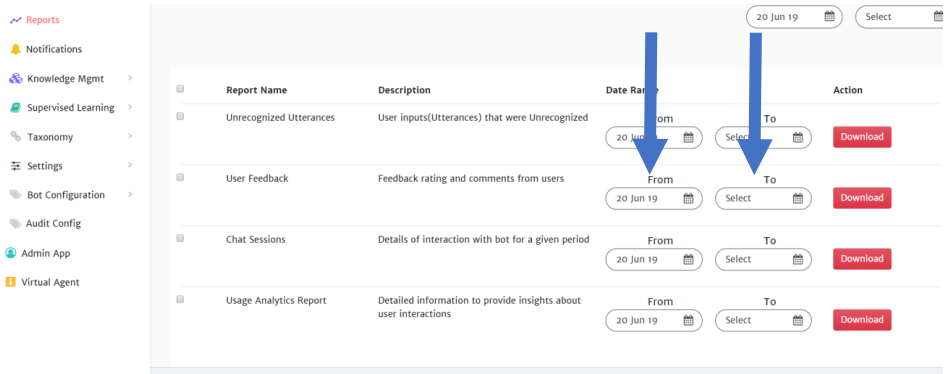
- *Usage Analytics* - Insight about every question, whether it was helpful or not**.**
- *Ticket Details* – Basic information on the tickets raised by the chatbot. Including ticket number, user id/email, team ticket assigned to, category, subcategory and status at the time of creation.
- *CSAT* – Looks at the total number of feedbacks and the average rating by date.
- *Abandoned Sessions* – Number of sessions left unfinished by date.
- *Metrics Summary* – Breakdown of standard metrics such as # sessions, # tickets created, # abandoned sessions, # of tickets resolved by the bot, various CSAT related metrics etc.

Running a Report

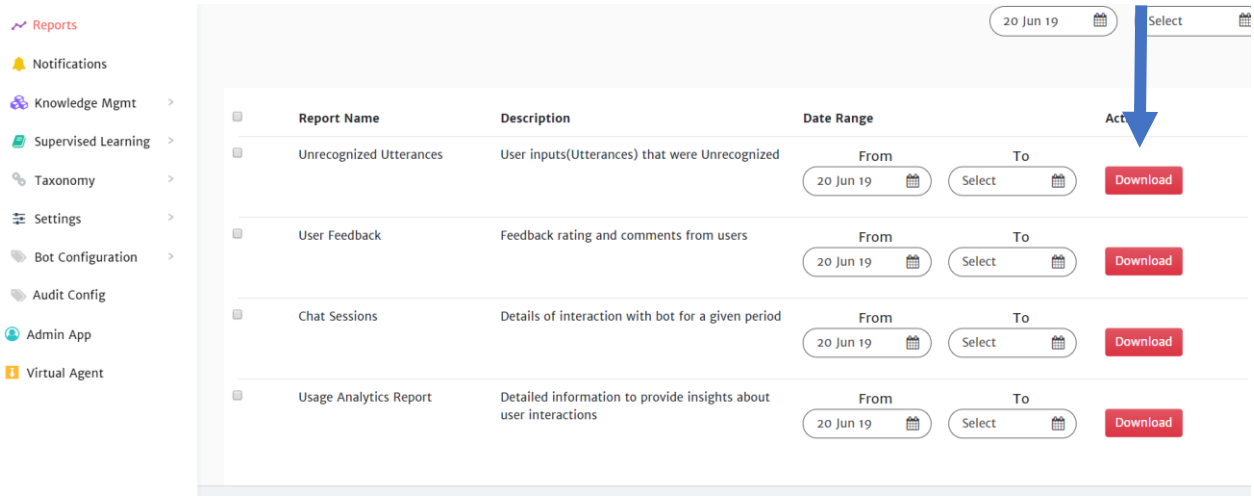
1. Click on **Reports** in the navigation pane on the left of your console



2. Set the date range for the report you would like to run, *From* and *To* the desired dates

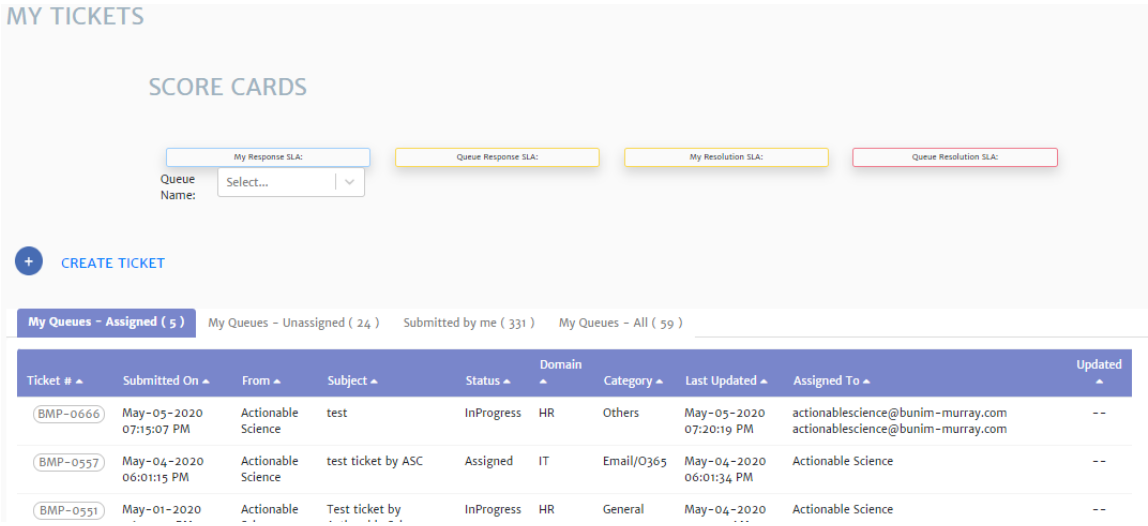


3. Click **Download**



4. The file will download to your PC. Locate it and click on it to open in Excel.

Ticket Mgmt



Setting up users in Ticket Mgmt

Add a new agent/support staff to ticketing module

Access level needed

- ✓ Ticket Admin

Pre-requisite

- ✓ User has already access virtual agent once and is available in User Management as a User with role “Ticket agent”.

Instructions

1. Elevate user access to be a ticketing agent by adding role **Ticket agent** from **User Management.**
2. Instruct the user to logout and login back and access **Ticket Mgmt - > My Tickets** once so that the user can be listed in the ticketing module when adding to a queue.
3. Go to Add an agent/support staff to a new or existing ticketing queue

Add an agent/support staff to a new or existing ticketing queue:

Access level needed

- ✓ Ticketing Admin

Pre-requisite

- ✓ Queues are already created. If not, please follow steps to Create a User queue.
- ✓ The user that needs to be added is already a part of ticketing and has accessed ticketing module at least once and has a role assigned “Ticket agent”

Instructions

1. Click on Queue Name that you want to modify.
2. Under **Username**, start typing in the username that you want to add. The user will come as a suggestion. Select the user.
   NOTE: *If you don't see the user come under the suggestion, then the user is not available in ticketing or has not accessed ticketing at least once, go to* Add a new agent/support staff to ticketing module.
3. Select **Status** as Published from Dropdown.
4. Click on **Update.**

My Tickets

This is the screen where all tickets land up whether created from Use cases designed in Virtual Agents or created by Support Teams. This has 4 tabs that help a support agent to see tickets. Below is a quick know-how of those 4 tabs:

My Queues – Assigned: This has the tickets that are assigned to the logged-in support user for the queue (s) they are a member of. The logged-in user can be a part of a single support queue or multiple support Queues and will see all tickets assigned to them.

My Queues – Unassigned: This has the tickets that are not assigned to any member of the queues for which the logged-in support user is a member of. The logged-in user can be a part of a single support queue or multiple support Queues and will see all tickets not assigned to any member of those queue(s).

Submitted by me: This is available to end-users as the Self Service portal and includes the ticket that is created by them. These also include tickets created by Support teams for themselves or an end-user (applicable for support user only)

My Queues – All: This has all tickets in all states assigned to the queues that the logged-in support user is a member of. This includes all tickets that are in **My Queues – Assigned** and **My Queues – Unassigned** including all closed tickets.

Creating a new ticket

1. Navigate to **Ticket Mgmt** and click on + **Create ticket**
2. **Enter the details** like Subject, Domain, Category, Description.
3. Select the **Requested For** (if different from Submitted By)
4. Click on **Submit**
5. You will get a message on Top right saying Ticket Submitted.
6. Navigate to the **"Submitted by Me "**tab and the ticket will be available as the very first option.
7. Open the same ticket again and update the **Assigned To** with the member name you want to assign the ticket to. The Assigned To field is prepopulated based on Key like Domain and comes up only after submitting the ticket. Once done, Click on **Update.**

8. Ticket status can be changed by selecting the next status available on the top right. The status button will auto change the status based on your current status of the ticket.
    - ✓ **Ticket Status workflow:**
      Submitted - >Assigned ->InProg ->Resolved - > Close / Reopen
    - ✓ You can add/modify fields in an open ticket and click on **Update Ticket** from the top right at any point /any stage to have the new changes saved in the ticket.

NOTE: The above may vary depending on the customization of your ticketing model

Updating an existing open ticket

Updating an existing open ticket can involve:

- ✓ Changing the **Subject** of the ticket
- ✓ Changing the **Description** of the ticket
- ✓ Changing ticket properties such as Domain, Category, Subcategory.
- ✓ Changing the **"Assigned To"** field.
- ✓ Changing of the **"Requested For"**.
- ✓ Updating **Status** of the ticket using **workflow** buttons.
- ✓ Notes

To update a ticket, please follow these steps:

1. Open the ticket that you want to update from the ticketing list. Ticketing list is the list of all tickets in your queues and can be accessed by **Ticket Mgmt** -> **My Tickets**
2. Update the desired field and click on **Update** from top right
3. Once updated, you will be redirected to the Ticket List screen and the ticket you just updated will be available on the very top based on the filter -Last created/updated on the top
4. If you wish to update the status of the ticket, click on the status workflow button available on the top right just next to the Update button.
5. If you did some changes and would like to discard them before saving, please click on **Cancel** from the top right just next to the workflow button.

NOTE: The above may vary depending on the customization of your ticketing model

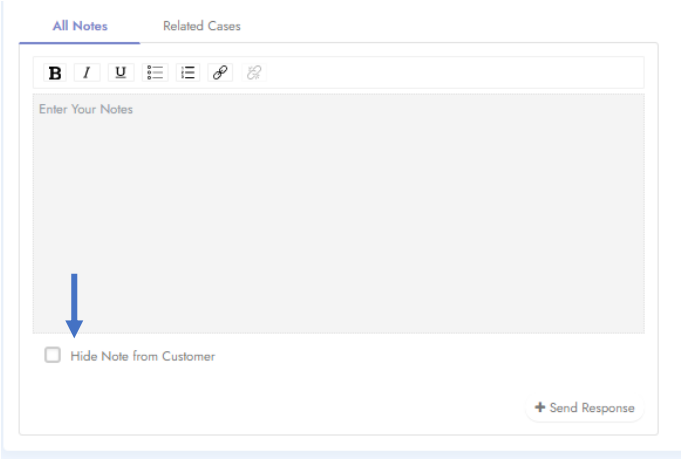
Adding a Note

1. Open the ticket that you want to update from the ticketing list by clicking on the ticket number.

   Note: Ticketing list is the list of all tickets in your queues and can be accessed by **Ticket Mgmt** -> **My Tickets.**

2. Scroll down to the Note section
3. Add your Note

Note: If you do not want the user to see the note when they look at the ticket, make sure to check the box in front of *Hide Note from Customer.* The **+Send Response** button will become **+Save**.



4. Click on **+ Send Response** or **+ Save**

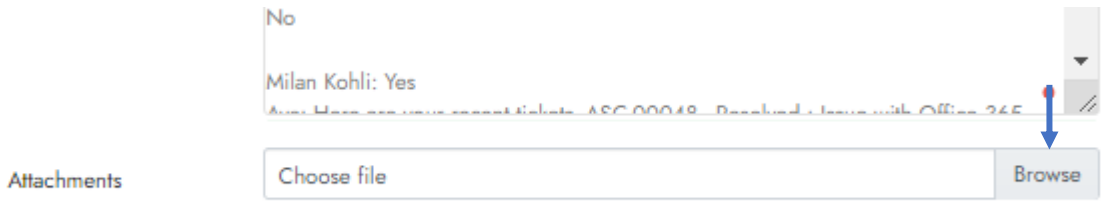
   Note: + Send Response will send the Ticket Requester an email saying the ticket has been updated with a link to access it. **+ Save** will not send an email.
5. Click **Update** when you are done making any changes

Adding an Attachment

1. Open the ticket that you want to update from the ticketing list by clicking on the ticket number.

   Note: Ticketing list is the list of all tickets in your queues and can be accessed by **Ticket Mgmt** -> **My Tickets.**

2. Scroll down to the *Attachment* section (Right under Description)
3. Click **Browse**



4. Select the file to be added

Note: We suggest a note be added stating that file was attached

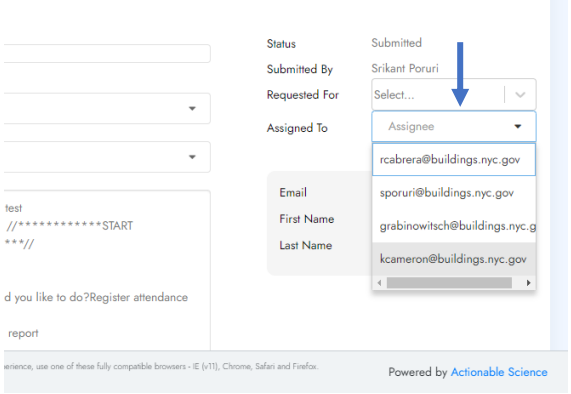
5. Click **Update**

Assign a Ticket to someone

1. Open the ticket that you want to assign from the ticketing list by clicking on the ticket number.

   Note: Ticketing list is the list of all tickets in your queues and can be accessed by **Ticket Mgmt** -> **My Tickets.**

2. Look for *Assign To*
3. Next to it is a dropdown box, click on the dropdown box



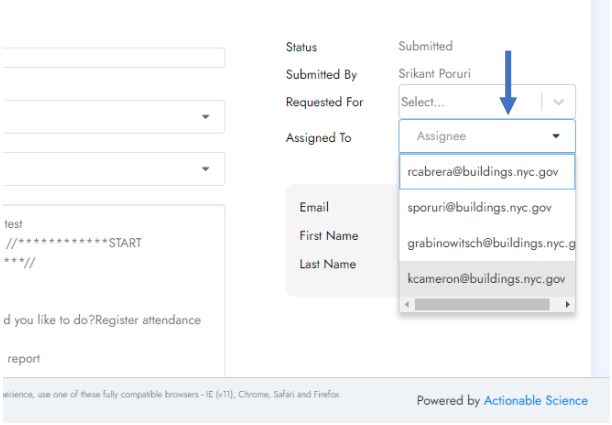
4. You can either search by typing the name or scrolling through the list, click on the name once you find the one you want
5. Click Update Status

Resolve a Ticket

1. Open the ticket that you want to update from the ticketing list by clicking on the ticket number.

   Note: Ticketing list is the list of all tickets in your queues and can be accessed by **Ticket Mgmt** -> **My Tickets.**

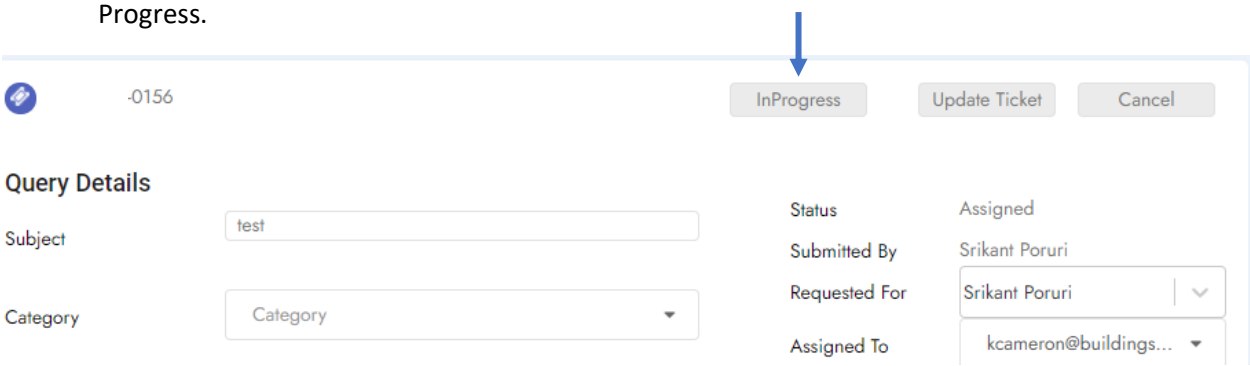
2. If the ticket status is *Submitted* continue to step 3, if your ticket is in *Assigned* status skip to step 6 or if the ticket is already *In Progress* status continue to step 7
3. Assign the ticket to yourself by selecting your name from the Assign To dropdown box



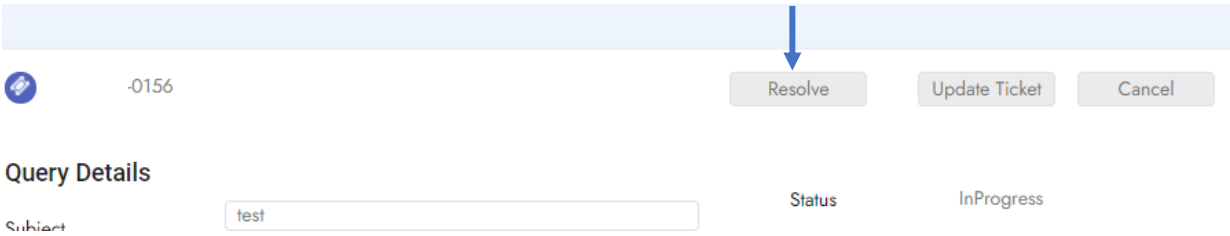
4. Click Update Status
5. The ticket will automatically close, go to *My Queue – Assigned* to locate the ticket and open it again

6. Click **In Progress** button.

   Note: To get the Resolve button, we must first change the ticket status from Submitted to In Progress.



7. Add any notes you may need to
8. Click on the **Resolve** button

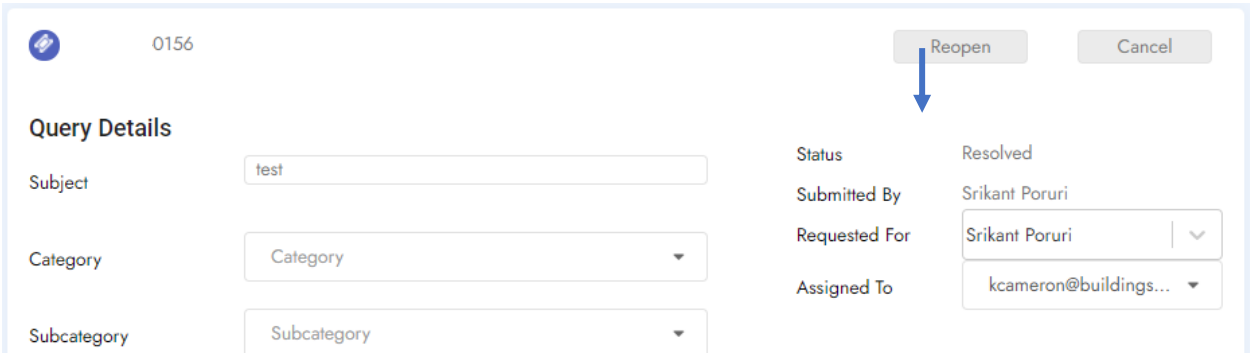


Reopen a Ticket

1. Open the ticket that you want to update from the ticketing list by clicking on the ticket number.

   Note: Ticketing list is the list of all tickets in your queues and can be accessed by **Ticket Mgmt** -> **My Tickets.**

2. Click **Reopen**



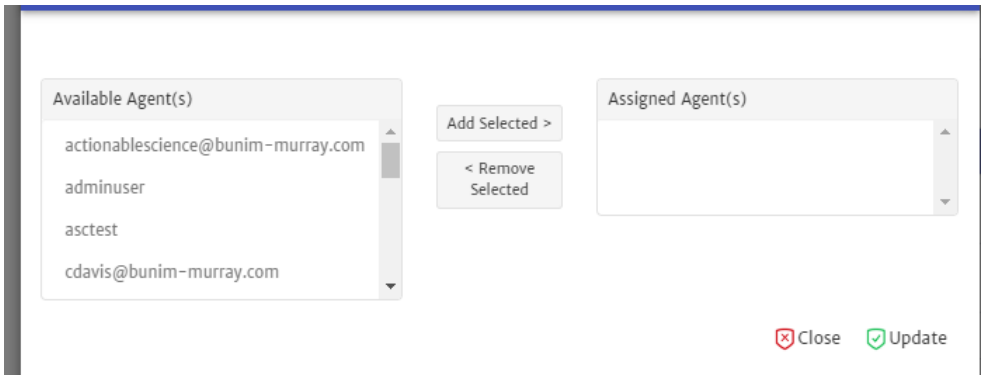
Live Chat

This module is used to connect end-users to live agents/support staff from the BOT. In this way the BOT conversations can be configured to connect end-users to a live chat team as and when required. This configuration is purely customizable depending on your needs. For more info on the customization, you can contact your SPOC at Actionable Science.

Add/remove users from queues

For the user to act on Chats, we need to elevate their role and add “Chat Agent” from User Management first.

1. Navigate to **Live chat - > Live chat settings - > Associate Agent(s) .**
2. Select the queue you want to add/remove members to by clicking on Edit(Pencil) sign under actions.
3. Once you click on Edit, a new screen will open :



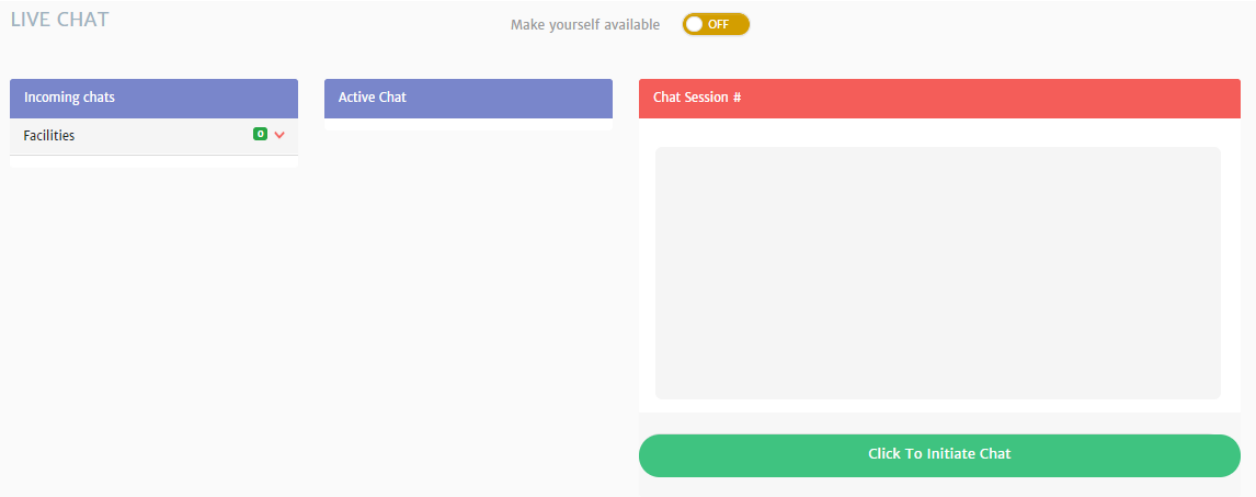
On the left-hand side, you will see all users who have a chat agent role and can be added in the queue.

- Select the agent name on the left pane
- Click on **Add Selected**
- Click on **Update** and you will be back on the **Associate Agent(s)** screen with the new user added for the queue and available under **Users.**

You can remove the user by doing the vice versa of the above.

My Chats

This is the main screen where all chats land up from end-users. Below is how the chat terminal looks like



Screen Components

Incoming Chats: These are the unanswered chats waiting in the queue. You will see the queue name such as "Facilities" and no. of chats waiting in the green square  . When a support user will click on the red dropdown that is on the right edge, a dropdown will open showing the details (name/email id) of the user who is waiting. The support agent can select the chat and click on the Green bar **Click to Initiate Chat**

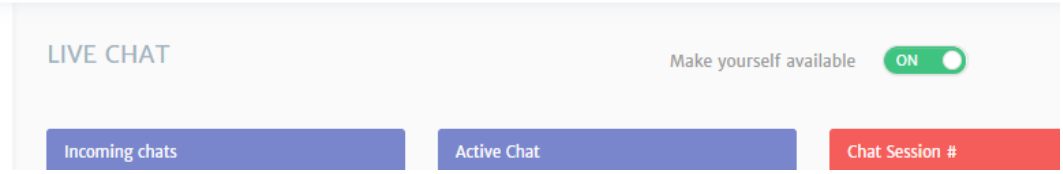
Active Chat: This shows the list of end-users that are currently being serviced. In other words, these are chats that are in work in progress. Under active chats, an agent can see details (name/email id) of the user who they are servicing. In case there are multiple queues that a support user is servicing, then they will see the queue name followed by users being serviced in each queue.

Chat Session: This window shows the current chat at which a support user is working on at any point in time. This will show the chat transcript between user and agent/ BOT.

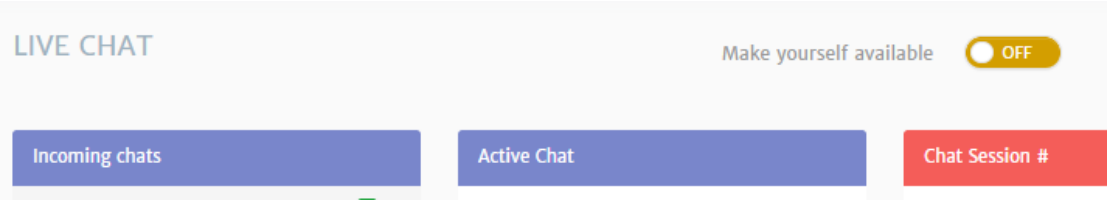
How does Live Chat works

- When a chat comes in **Incoming Chat** panel, an agent will get a pop up on the top right and a pop-up sound that notify them of an incoming chat.
- Agents need to enable their availability from **Live Chat** ->**My Chats** screen and turn availability **ON** as shown below:

<u>Availability is **ON**:</u>



<u>Availability is **OFF**</u>

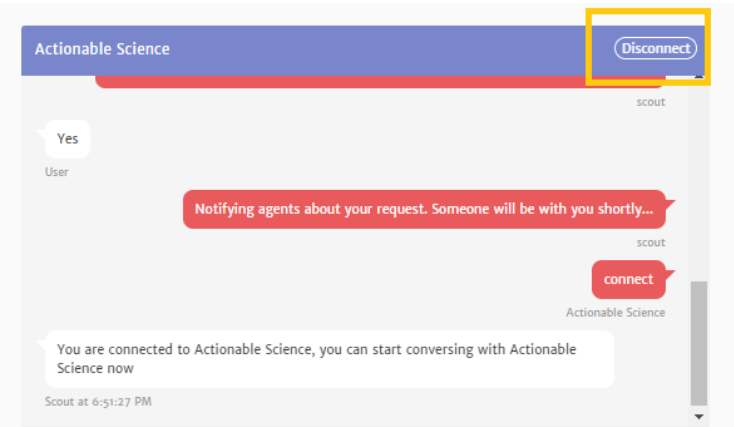


NOTE: The support agent can only pick up the chats if their availability is **ON.** If their availability is OFF and they try to pick up an incoming chat, they will get an error that will ask them to update their availability and then try to pick up the chat.

- Once they are **ON** and select a Chat in Incoming Chats, the chat transcript is automatically populated under the **Chat Session.**
- To pick up the chat and start conversing with the user, the Support agent will need to click on **Click to Initiate Chat** and the system will connect User and the live agent.
- Once the chat is complete, support agents can click on the **Disconnect** button available on the top right of the Chat session. This way the user will be disconnected, and the chat session will close automatically at the agent terminal.
- On the BOT, the user will be provided with feedback or further assistance based on the customization and requirements.

Disconnecting User chats

Agents can disconnect the chats from their support portal (My Chats) module. Once they are servicing the chat and want to end it, they can simply click on the Disconnect button while on the chat. This will close and remove the user session from their end.



Once done, BOT will continue with the user as per the configured workflow.

NOTE: The system doesn't allow Chat agents to log off from the system without Turning their availability OFF. In case, the agent tried to logoff without turning their availability OFF, the system gives them an error notification and asks agents to first turn off the availability and then logoff/ logout.