

Use cases Webitel

Webitel

Queue

Dialer

Callback

CDR

- -
- Webitel Phone, - <https://cloud-ua.webitel.com/#/home>.
- Webitel.
- : , , — Webitel. - : (Queue), (Calendars), (CDR).

Webitel

- , •
- , Webitel.
- , , Webitel
- <https://cloud-ua.webitel.com/>
- :

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- :
- 1. Home - .
- 2. Domains - Webitel.
- 3. Directory - Webitel.
- 4. Callflow - .
- 5. Queue - Dialer, , .
- 6. Gateways - .
- 7. Calendar - , , Dialer.
- 8. Media - c , , IVR .
- 9. Widget - .
- 10. Hooks - web- URL, HTTP Webitel.
- 11. CDR - .

:

Directory Users.

:

Agent - (/)

Online - / offline

CC - Call Center

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Agents options :

Call timeout -

Wrap up time -

Max no answer -

Busy delay time -

Reject delay time -

No answer delay time -

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Agent Queue. :

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, , , , , [Webitel Phone](#).

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Queue

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, , Queue. : ACD, Dialer, Callback.
ACD
, .
, - ACD.
:
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```

:
Name -
Strategy - :
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- ring-all - ;
- random - ;
- sequentially-by-agent-order - (Position) (Level);
- agent-with-fewest-calls - ;
- agent-with-least-talk-time- ;
- top-down -;
- round-robin - ;
- longest-idle-agent - ;
- ring-progressively - , .

Enabled - / .

Tiers - .

Agents -

Times -

- Max wait time - .
- Max wait time with no agent - , .
- Max wait time with no agent time reached
- Ring progressively delay - ring-progressively:

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Dialer

Webitel.

:

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:

Name - ;

Type - ;

State - , .

C :

- Work - ;
- Idle - , ;
- End - ;
- Process Stop - ;
- Sleep - .

Active calls - ;

All calls - ;

Last cause - , , ;

Priority - .

, :

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:

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Name - .

Type - .

Priority - .

Calendar - , .

Playback - , , , .

Members strategy - : Strict circuit () Next try circuit ()

Number strategy - . 2 : Top-down By priority.

Eternal queue - , , . .

Record session -

Auto reset dialer statistic - 0:00

Retries by number -

Retry abandoned - .

One day task - , (Communication Type), , .

Description -

Variables - , .

, Agents . :

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, Directory.

:

- Strategy - ;

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- Call Timeout - ().
- Max no answer - , .

Run. Stop:

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Stats:

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General :

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Agents - ;

- Waiting - ;
- Busy - ;
- On-Break - ;
- Logged-Out - ;

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Call Routing - ;

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History -

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Reset process -

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SV -

Integration

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- Integration

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Members Refresh:

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, Members :

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"".

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Callback

Callback ACR- , , :

, , :

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, Callback.

General , Description:

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Agents , Callback. Callback Webitel Phone:

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Members , :

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Calendar. , , Dialer:

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:

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:

Name - ;

Description - ;

Start Date - ;

End Date - ;

Time Zone - . . ;

Close -

Work Week () - « : » - « : ».

Working Week :

(Monday - Sunday). : .

~ . .

Holidays - , . :

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CDR

CDR - :

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~ :

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(Call start time), (Caller Number), (Destination Number), (Duration), (Bill, sec) (Hungup cause):

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:

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~ :

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, *.xls :

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, Play:

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, Log Out:

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