Use cases Webitel

▪   ▬

- [Webitel Phone](), - [https://cloud-ua.webitel.com/#/home]().

-     Webitel.

-, : , ,   —   Webitel. -   : (**Queue**), (**Calendars**), (**CDR**).

Webitel

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  ,   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** - с ,   ,   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

, ,   **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

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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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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**   .   :

      .   ,   Directory.
   :

   • **Strategy** -   ;

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

   Run.   **Stop:**

Stats:

   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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CSV **Load**

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Members **Refresh:**

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, **Members** :

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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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:

Name - ;

Description - ;

Start Date - ;

End Date - ;

Time Zone - . ;

Close -

Work Week ( ) - « : » - « : ».

Working Week :

  (Monday - Sunday). : : .

  - . .

Holidays - , . :

CDR

CDR - :

. :

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

:

, :

,   ***.xls** :

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,   **Play:**

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,   **Log Out:**

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