



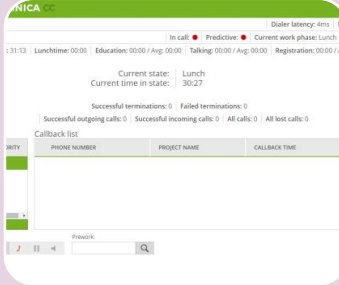
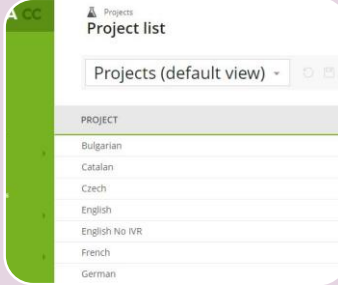
Comnica Contact Center Software Basics

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2019. 05. 17.



Agenda



DE	BG	CA	IT	SP
113	110	17	91	48
99	96	13	78	44
0	0	1	1	1
2	5	0	1	2
14	14	4	13	4
0	0	0	0	0
03:34	03:24	04:15	03:03	04:15

MANUAL CALL	IDLE	PREWORK	OFFLINE		
eduard artinez	Charlie Brewer	Olive Garza	Theodore Cross	Dollie Peterson	Julie Gilbe
Carl Torres	Jayden Cohen	Landon Chavez	Loretta Hall	Caleb Marshall	Joel Wall
Eric Holt	Mohib Sherman	Kate Dennis	Boris Dixon	Esale Graves	Rafael Webb
arcus Miles	Christine Scott	Florence Cohen	Caleb Carr	Clifford McKenzie	Tor Harv
Wanda Mc	Eric Singleton	Ogla Bowers	Dylan Mendez	Hannah Hart	Barry

A brief introduction to **COMNICA CC**

The main interfaces of **COMNICA CC**

Administration page

- Calls
- Users

Client

- Default view
- Incoming call

Monitor

- Live calls
- Projects

Wallboard

A brief introduction to Comnica CC



Customer experience on every channel

Comnica CC offers you connection to your customers via phone, email, chat or messages, and soon through video.

Blend your channels any time or use them separately in your campaigns.



Smart call management

Neither your customers nor your operators are kept waiting. Be it an inbound or outbound call, Comnica CC's intelligent dialer connects people in a flash.

You can set the call routing system by countless parameters for each of your campaigns. Use the dialer in preview, progressive and predictive modes for outgoing calls.

A brief introduction to Comnica CC



Easy-to-use, transparent interface

No need for installation, the client platform launches with a click. Operators can easily log in even from their home.

A secure internet connection, a workstation and a comfortable headset is all you need to start working.



Real-time control, continuous quality assurance

With Comnica CC you can follow all processes in your call center real-time.

You can control the operators' work, the database of ongoing campaigns and deployment of KPIs (ATT, SLA, Hitrate). You also can keep an eye on your clients in the queue. Listen in to the calls real-time and contact your operators via chat if intervention is needed. Former call recordings can be found in a second.

A brief introduction to Comnica CC



Sophisticated reports, simple visualization

Comnica CC logs and analyzes all your data to present them in real-time statistics.

Our software forms your reports in clear-cut diagrams providing comprehensive overview of customer service processes. Not only for your supervisors, but for the C-suite management too. Reports can be forwarded in emails with a single click.

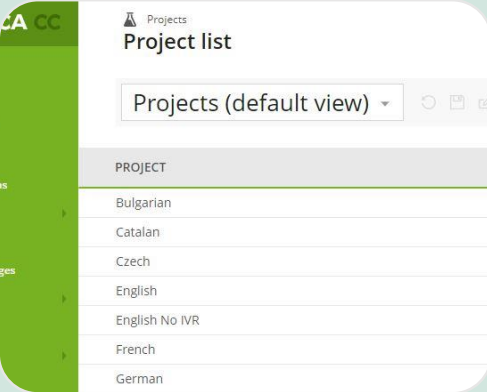


Data protection and security

We are taking enterprise-level security measures in Comnica CC. Conversations are protected by encrypted data connection. Audio files and customer information are stored according to the highest technological standards.

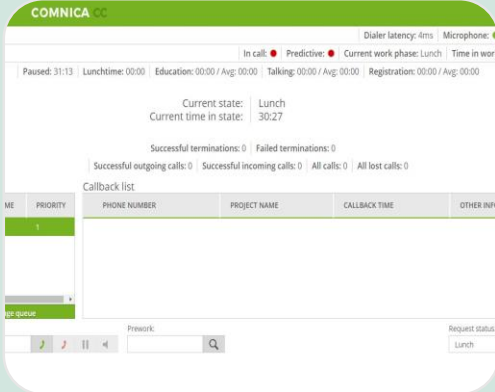
Our cloud infrastructure is located in the three most secure domestic server parks with a geo-redundant distribution, thus all data are accessible from multiple locations. Customer data is managed in accordance with GDPR.

The main interfaces of Comnica CC



Administration page

- access to client, monitor and wallboard interfaces
- project/database and user management
- listening to and rating recorded calls
- generating statistics using default or custom filters
- editing scripts, managing terminations



Client

- managing inbound or outbound calls
- callback list
- changing agent states
- predefined dialogs, information sheets (scripts)



Monitor

- real time monitoring
- tracking current changes in the number of incoming calls
- listing currently active calls, agent states
- real-time generated call statistics



Wallboard

- incoming calls in IVR state (queue or talking state) per language
- agent status per location
- average time spent in each agent states

Comnica CC – Administration page










COMNICA CC





- Monitor
- Client
- Wallboard
- Projects**
- Terminations
- Statistics
- Calls
- Sent messages
- Users
- Settings

Projects
Project list

Available directly from  **Chrome** or  **Firefox.**

Projects (default view)     

 New project | Filter 

PROJECT	STATE	PROJECT TYPE	
English	Active		
German	Active		
Hungarian	Active		
Italian	Active		

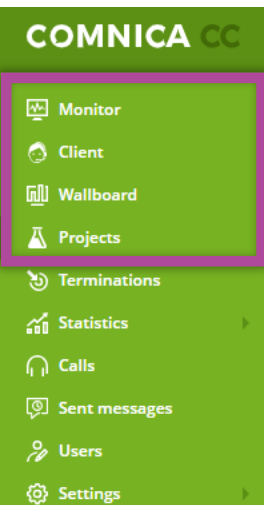
It provides:

- access** to client, monitor and wallboard interfaces
- project/database and user **management**
- listening to and rating recorded **calls**
- generating **statistics** using default or custom filters
- editing **scripts**, managing **terminations**

 EXPORT  COPY TO CLIPBOARD  ACTIVATE  INACTIVATE

Comnica CC – Administration page



Projects Project list

Projects (default view) ▾



+ New project | Filter ▾

PROJECT	STATE	PROJECT TYPE
English	Active	▾
German	Active	▾
Hungarian	Active	▾
Italian	Active	▾

Our **Menu** provides one-click access to the **Client**, **Monitor** and **Wallboard**

Main landing page: **Projects** where you can

see current projects, their state (active or inactive) and their type (*incoming or outgoing*)

create new **projects**

modify generic project **settings**

assign users to projects/queues

manage and apply custom **filters** to project database

set up message templates (**SMS**)

construct or modify **scripts** (predefined dialogues, information sheets)



EXPORT



COPY TO CLIPBOARD



ACTIVATE



INACTIVATE

Comnica CC – Administration page



COMNICA CC

- Monitor
- Client
- Wallboard
- Projects
- Terminations
- Statistics
- Calls
- Sent messages
- Users
- Settings

Projects

Project list

Projects (default view) [refresh] [print] [edit] [add] [delete]

+ New project | Filter

PROJECT	STATE	PROJECT TYPE
English	Active	⌵
German	Active	⌵
Hungarian	Active	⌵
Italian	Active	⌵

Terminations and their categories can be listed and by applying filters to built-in or created terminations, their categories and descriptions

Statistics can be used to monitor workflow by applying custom filters to call times
keeping track of the current state of your database
using terminations summaries and unterminated records statistics
supervising worklogs (by agent, project or date)

Comnica CC – Administration page



COMNICA CC

- Monitor
- Client
- Wallboard
- Projects
- Terminations
- Statistics
- Calls**
- Sent messages
- Users
- Settings

Projects Project list

Projects (default view) ▾



+ New project | Filter ▾

PROJECT	STATE	PROJECT TYPE
English	Active	⌵
German	Active	⌵
Hungarian	Active	⌵
Italian	Active	⌵

In the **Calls** menu you can

apply custom filters to call recordings to **find** those you're looking for

listen to call recordings and **download** them as voice files

review and **rate** each call to **evaluate** how individual agents handle customer queries



EXPORT



COPY TO CLIPBOARD



ACTIVATE



INACTIVATE

Comnica CC – Administration page - Calls



COMNICA CC



Calls list view

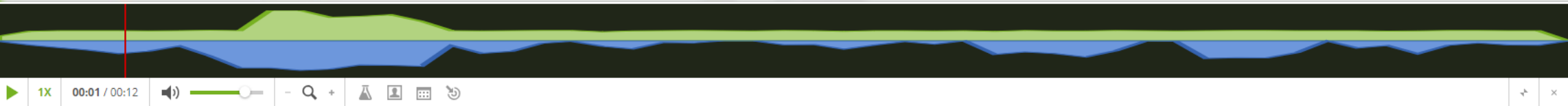
Calls default view

ID	CALLER	AGENT	PHONE NUMBER	STATUS	REASON FOR CALL	START TIME	END TIME	DURATION	ACTIONS
437	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
438	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
439	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
440	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
441	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
442	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
443	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
444	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
445	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
446	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
447	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
448	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
449	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		
450	Hungarian	Mr. White	36709788655	✓	Website assistance	2019.01.04. 18:00:25	00:00:1		

By clicking on the phone numbers you can **edit** records (permissions needed).

Listen, evaluate or **download** sound files.

Playback interface:
agent and customer soundwaves are separated
adjust volume or speed
zoom in or out on the soundwave



Comnica CC – Administration page



COMNICA CC

- Monitor
- Client
- Wallboard
- Projects
- Terminations
- Statistics
- Calls
- Sent messages**
- Users
- Settings

Sent messages

Sent messages list view

Sent messages (default view) [refresh] [print] [share] [add] [delete]

Filter

AGENT	TO	TEMPLATE	TEMPLATE TYPE	PROJECT	SUBJECT	SENT AT	DELIVERY STATUS
Mr. Orange	36709788653	Hungarian	SMS	Hungarian		2019.01.04. 19:50:43	Delivered
Mr. Orange	36709788653	Hungarian	SMS	Hungarian		2019.01.04. 18:07:48	Delivered
Mr. White	36703305440	Hungarian	SMS	Hungarian		2019.01.04. 11:20:39	Delivered
Mr. White	36207735193	Hungarian	SMS	Hungarian		2019.01.04. 11:14:11	Delivered
Mr. Orange	36305042573	Hungarian	SMS	Hungarian		2019.01.03. 13:53:00	Delivered
Mr. Pink	36207735193	Hungarian	SMS	Hungarian		2019.01.03. 13:43:34	Delivered
Mr. Orange	36203422416	Hungarian	SMS	Hungarian		2019.01.03. 13:37:00	Delivered
Mr. Orange	36305042573	Hungarian	SMS	Hungarian		2019.01.03. 13:36:24	Delivered
Mr. Orange	36305042573	Hungarian	SMS	Hungarian		2019.01.03. 13:36:06	Delivered
Mr. Pink	36704668000	Hungarian	SMS	Hungarian		2019.01.03. 13:36:03	Delivered
Mr. Orange	36305042573	Hungarian	SMS	Hungarian		2019.01.03. 13:35:51	Delivered
Mr. White	36709788666	Hungarian	SMS	Hungarian		2019.01.03. 13:35:47	Delivered
Mr. White	36709788663	Hungarian	SMS	Hungarian		2019.01.03. 13:34:50	Delivered
Mr. Pink	36207735193	Hungarian	SMS	Hungarian		2019.01.03. 13:33:59	Delivered
Mr. White	36304680037	Hungarian	SMS	Hungarian		2019.01.03. 13:33:51	Delivered

Lists your Sent messages to
keep track of outbound SMS recipients and the delivery status of your messages


Comnica CC – Administration page



- COMNICA CC
- Monitor
- Client
- Wallboard
- Projects
- Terminations
- Statistics
- Calls
- Sent messages
- Users**
- Settings

Users User list

Users (default view)     

 New user | Filter 

USERNAME *Choose* FULL NAME *Choose* STATE *Active* USER ROLE *Agent* ROWS *50*

 FILTERS 

FULL NAME	USERNAME	USER ROLE	STATE	
Mr. White	white	Agent	Active	
Mr. Pink	pink	Agent	Active	
Mr. Blonde	blonde	Agent	Active	
Mr. Orange	orange	Agent	Active	

In the **Users** menu you'll be able to

list current users and their roles

add new users and define their roles

manage existing users

modify project permissions per user

assign users to current projects
and define their roles

Comnica CC – Administration page – Adding Users



COMNICA CC

 Users / [User list](#)

New user

Full name: *

Username: *

E-mail address:

User state: 

User role

Agent Allowed to log in on agent page, can initiate and receive calls.	Requester Can only access recording- and project lists.	Supervisor Oversees agents work.	Admin Can access all functions.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comnica CC – Administration page – User permissions



COMNICA CC

- Monitor
- Client
- Wallboard
- Projects
- Terminations
- Statistics
- Calls
- Sent messages
- Users
- Settings

Users / User list

User datasheet

Project permissions

- English
- German
- Hungarian
- Italian

Project	Project permissions	Weighting
<input type="button" value="X"/> English	operator <input type="button" value="X"/> <input type="button" value="v"/>	10 <input type="button" value="X"/> <input type="button" value="v"/>
<input type="button" value="X"/> German	Choose <input type="button" value="v"/>	Choose <input type="button" value="v"/>
<input type="button" value="X"/> Hungarian	operator <input type="button" value="X"/> <input type="button" value="v"/>	3 <input type="button" value="X"/> <input type="button" value="v"/>
<input type="button" value="X"/> Italian	Choose <input type="button" value="v"/>	Choose <input type="button" value="v"/>

Comnica CC – Administration page



COMNICA CC

- Monitor
- Client
- Wallboard
- Projects
- Terminations
- Statistics
- Calls
- Sent messages
- Users
- Settings**
- General settings
- Robinson lists
- GDPR search

Settings

General settings

Password strength: * ⓘ

Normal Strong

Password expires: * ⓘ

day

Use own e-mail server ⓘ



Settings menu lets you manage

General settings

- set login password strength requirement
- set automatic password expiration date

Agent states

- create new agent states
- modify current agent states (counts as work option)

GDPR

- General Data Protection Regulation interface

Comnica CC – Client - Default view



COMNICA CC

Dialer latency: 7ms | Microphone: ● | Extension: 1020

In call: ● | Predictive: ● | Current work phase: Taking a break | Time in work phase: 00:03

Paused: 139:30 | Lunchtime: 30:40 | Education: 00:00 / Avg: 00:00 | Talking: 00:00 / Avg: 00:00 | Registration: 00:00 / Avg: 00:00

Current state: Taking a break
Current time in state: 00:03

Successful terminations: 0 | Failed terminations: 0

Successful outgoing calls: 0 | Successful incoming calls: 0 | All calls: 0 | All lost calls: 0

Queues

QUEUE NAME	PRIORITY
English	1

Change queue

Callback list

PHONE NUMBER	PROJECT NAME	CALLBACK TIME	OTHER INFO
<p>The agents can:</p> <ul style="list-style-type: none">manage inbound or outbound callssee their current callback listuse predefined dialogs, information sheets, scriptssend SMS with a single click			

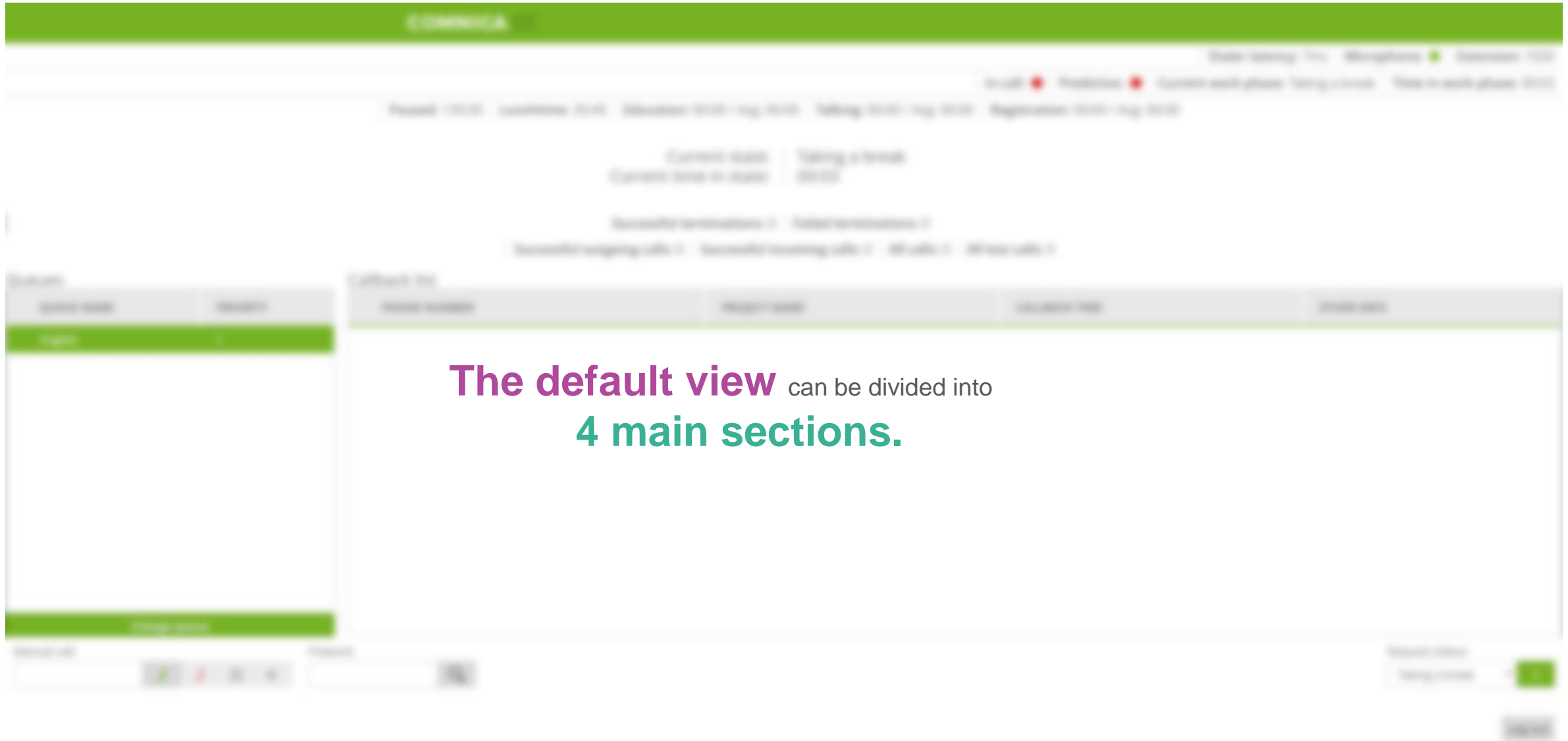
Manual call: 📞 📞 ⏸ 🔊

Prework: 🔍

Request status: Taking a break ▼ ✓

Log out

Comnica CC – Client - Default view



The default view can be divided into
4 main sections.

Comnica CC – Client – First section



COMNICA CC

Dialer latency: 7ms | Microphone: ● | Extension: 1020

In call: ● | Predictive: ● | Current work phase: Taking a break | Time in work phase: 00:03

Connection status indicators.

Call status indicators.

Work phases.

A screenshot of the Comnica CC client interface. The interface is divided into several sections. At the top, there is a green header bar with the text 'COMNICA CC'. Below this, there is a status bar with various indicators: 'Dialer latency: 7ms', 'Microphone: ●', 'Extension: 1020', 'In call: ●', 'Predictive: ●', 'Current work phase: Taking a break', and 'Time in work phase: 00:03'. The main area of the interface is a large white space with a green horizontal bar at the top. On the left side, there is a sidebar with a green header and a list of items. At the bottom, there are several small icons and buttons, including a green microphone icon.

Comnica CC – Client – Second section



The screenshot displays the Comnica CC Client interface. At the top, there is a green header bar with the word 'Comnica'. Below this, a status bar shows various agent metrics: Paused: 139:30, Lunchtime: 30:40, Education: 00:00 / Avg: 00:00, Talking: 00:00 / Avg: 00:00, and Registration: 00:00 / Avg: 00:00. A central box highlights the current state: 'Current state: Taking a break' and 'Current time in state: 00:03'. Below this, it shows 'Successful terminations: 0' and 'Failed terminations: 0'. At the bottom of this box, it lists 'Successful outgoing calls: 0', 'Successful incoming calls: 0', 'All calls: 0', and 'All lost calls: 0'. The main area of the interface is a call log table with columns for 'Call ID', 'Call Type', 'Call Status', 'Call Duration', and 'Call Time'. The table is currently empty. On the left side, there is a sidebar with a green header and footer. At the bottom right, there are some controls and a green button.

Spent time in different **agent states** and current agent state.
Terminations summary.

Comnica CC – Client – Third section



QUEUE NAME	PRIORITY
English	1

Projects/queues the agent is currently logged in to.

Change queue





PHONE NUMBER	PROJECT NAME	CALLBACK TIME	OTHER INFO
Callback list.			






Comnica CC – Client – Fourth section



Manual call and prework option,
dial/hangup/pause/mute buttons.

Manual call:    

Pework: 

Request status: Taking a break  



Status request dropdown, log out button.

Comnica CC – Monitor



COMNICA CC Live calls Projects

Operator name ▼ Project ▼ Call ID ▼
Operator status ▼ Call status ▼

ACTIVE CONNECTIONS (0)



EXTENSION	OPERATOR	CALL STATUS	TIME IN STATUS	CLIENT	PROJECT
NO ACTIVE CONNECTION					

Is used for:

- real time **monitoring**
- supervising** current changes in the number of incoming calls
- listing** currently active calls, agent states
- tracking** live call statistics

LONELY OPERATORS (1)

EXTENSION	OPERATOR	STATUS	TIME IN STATUS	PROJECT
1029	Mr. Orange	Taking a break	00:40	Hungarian

LONELY CUSTOMERS (1)

CLIENT	TIME IN STATUS	PROJECT
36709788653	00:11	Hungarian

Comnica CC – Monitor – Live calls tab



Filters can be applied to the sections below.

Operator name	Project	Call ID
Operator status	Call status	

ACTIVE CONNECTIONS (0)

EXTENSION	OPERATOR	CALL STATUS	TIME IN STATUS	CLIENT	PROJECT
NO ACTIVE CONNECTION					
Currently active, connected calls will be listed here.					

LONELY OPERATORS (1)

EXTENSION	OPERATOR	STATUS	TIME IN STATUS	PROJECT
1029	Mr. Orange	Taking a break	00:40	Hungarian

Mr. Orange is logged in to the **Hungarian project**. He is also currently **Taking a break**.

LONELY CUSTOMERS (1)

CLIENT	TIME IN STATUS	PROJECT
36709788653	00:11	Hungarian

Meanwhile a customer is currently waiting to take their call in the **Hungarian project**.

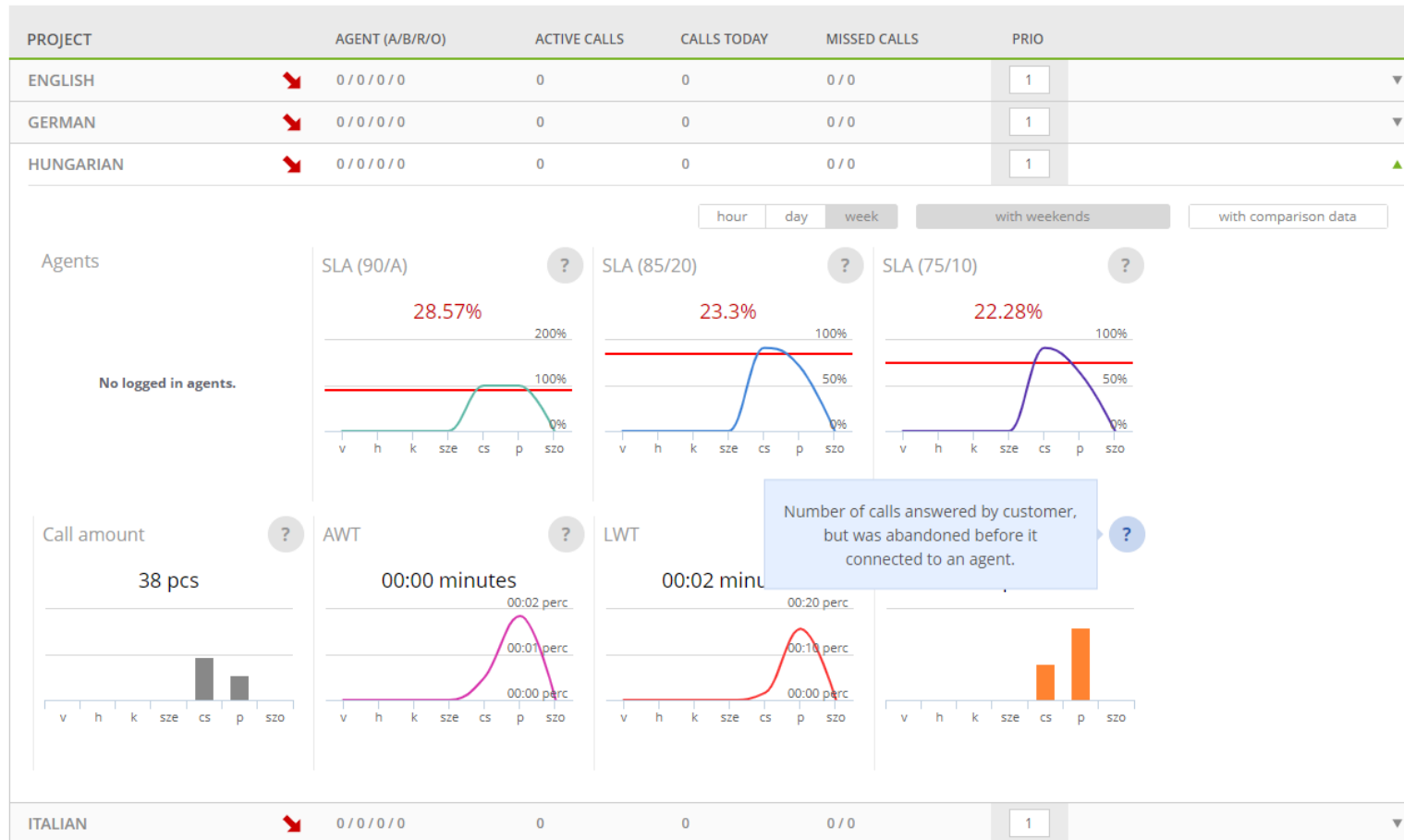
Comnica CC – Monitor – Projects tab



COMNICA CC Live calls Projects

Filters can be applied to the sections below.

Project Incoming / Outgoing



Real-time **charts**.

Comnica CC – Wallboard



The **Wallboard** is a simplified extension of the monitor.

	EN	DE	BG	CA	IT	SR	GHD	AHD
TOTAL IN	300	113	110	17	91	48	25	45
ANSWERED	259	99	96	13	78	44	22	39
AVAILABLE	0	0	0	1	1	1	2	1
BUSY	5	2	5	0	1	2	1	0
MISSED	41	14	14	4	13	4	2	0
WAITING	0	0	0	0	0	0	0	0
AVERAGE	04:23	03:34	03:24	04:15	04:15	04:15	05:23	05:23

Progress bar shows the operating time so far / remaining time

● TALKING ● REGISTERING ● READY ● MANUAL CALL ● IDLE ● PREWORK

Harry Burke	Maria Swanson	Christian Martinez	Charlie Brewer	Olive Garza	Theodore Cross	Dollie Peterson	Julian Gilbert	Mario Hunt	Marion Stewart
Matthew Hogan	Polly Ramirez	Carl Thomas	Jayden Cohen	Landon Chavez	Loretta Hall	Caleb Marshall	Josie Wells	Virginia Copeland	Elijah Higgins
Vincent Snyder	Louisa Perry	Ina Holt	Melvin Sherman	Kate Dennis	Bess Dixon	Essie Graves	Ralph Weaver	Ernest Massey	Jonathan Reeves
Ethan Ramirez	Sara Wallace	Marcus Miles	Christine Scott	Florence Cohen	Caleb Carr	Clifford McKenzie	Tom Harvey	Sally Hunt	Eric Patton
Anne Harper	Evan Frazier	Augusta Brock	Eric Singleton	Olga Bowers	Dylan Mendez	Hannah Hart	Sallie Curry	Jesus Stone	Harriet Campbell



Thank you for
your attention.

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2019. 05. 17.

