

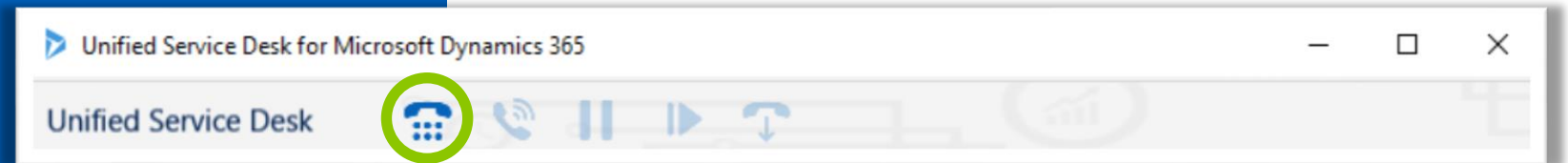
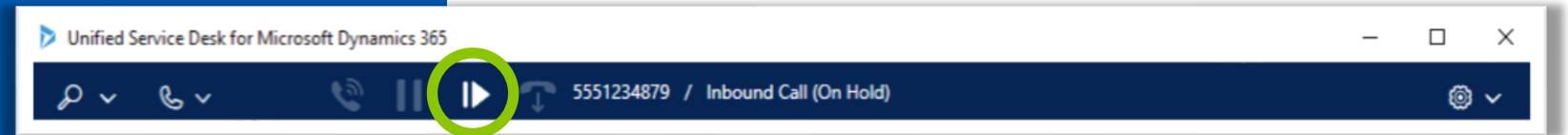
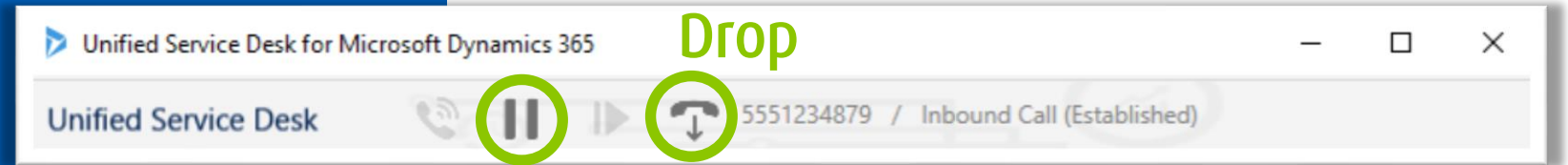


*intelli-CTi*TM
for Unified Service Desk

Product Tour

intelli-CTi's Embedded Controls

- Multiple call support
- Color themes
- Hold capability



Answer



On receiving an inbound call...

- Pick up your call using the seamlessly embedded controls in the USD toolbar

The screenshot displays the Unified Service Desk (USD) interface for Microsoft Dynamics 365. At the top, a dark blue header bar contains navigation icons and a status bar indicating an "Inbound Call (Incoming)" with the phone number "5551234879". A green circle highlights the phone icon in the toolbar. Below the header, the main workspace shows a "Customer Service Dashboard" with two charts: "Cases By Priority (Per Day)" and "Case Mix by Origin".

Cases By Priority (Per Day)

My Active Cases Opened in the Last 7 days

Day (Created On)	Count-All (Case)
1/15/2019	1

Legend: Normal

Case Mix by Origin

My Active Cases

Origin	Count
(blank)	71
Email	5
Phone	10
Web	8

Legend: (blank), Email, Phone, Web

At the bottom of the interface, a status bar shows "AHT: 317", "Sessions: 3", and "Resolved Cases: 0".

Screen-Pop

- intelli-CTi searches your USD database for the caller and **pops the customer record** to your screen if there is a **single match found**

The screenshot displays the Unified Service Desk for Microsoft Dynamics 365 interface during an inbound call. The top bar shows the call ID 01703533407 and the status 'Inbound Call (Established)'. The main window is divided into two panes. The left pane, titled 'Contact (A Doreen)', shows contact details: Email: A.Doreen@M.G.K.demo and Phone: (01703) 533 407. Below this is a 'CALL SCRIPT' section with a dropdown menu set to 'Contact Verification Agent Script'. A message states: 'It is important to check we are speaking to the correct contact! All answers MUST be confirmed before progressing to next stage.' Under 'Instructions', it says 'Answer ALL answers:' followed by three items: 'Name : A Doreen', 'Date of Birth : Unknown!', and 'Post Code : M2 6DS'. The right pane shows a 'CONTACT' dropdown menu with 'A Doreen' selected, highlighted by a green circle and a green arrow. Below this is a 'CONTACT INFORMATION' table with the following data:

CONTACT INFORMATION	
Full Name *	A Doreen
Job Title	--
Account Name	M.G.K.
Email	A.Doreen@M.G.K.demo
Business Phone	(01703) 533 407
Mobile Phone	--
Fax	--
Preferred Method of C	Any

The bottom status bar shows 'Active' and session statistics: AHT: 197, Sessions: 5, Resolved Cases: 0, and Session Time: 00:01:05.

QGate's Telephony Number System (TNS)

- You are given a choice of records to associate your call when **multiple record matches** are found
- Our unique TNS significantly improves your match rate by recognising multiple phone number formats within records

Unified Service Desk for Microsoft Dynamics 365

5178531214 Inbound Call (Established)

New Session x

5178531214

Phonecall () QGate Search

Accounts

- ABC Company

George Burns

Contacts

- Colin Rolley
QGate Software
East Lansing
- Jason Stowe
QGate Software

- Michelle Bowers
QGate Software

00 517853121 - 4

0(5178) - 53 - 12 - 14

+44 5178 531214

Session Time 00:00:36

Click-To-Dial

- Quickly and easily dial out by **clicking** any phone number field in USD

