

# Stratus Agent

Self-Service Capabilities for your Contact Center

#### **Self-Service Toolkit**

- User Roles
- Supervisor Dashboard
- Opening Hours
- Service & User Management
- Reporting

#### **Stratus User Roles**







#### LUWARE CONCEPT: ROLES



#### **Training Effort**

briefing

focus on the customer, not on the software

**Dashboard** 

personal & service statistics

No additional Client/Toolbar

**Teams client only** 

**Agent Information** 

customer transparency

informed before & during the conversation

**All Channels - One View** 

don't get lost in multiple windows/applications

**Agent Input** 

pop-up buttons only when needed

#### LUWARE CONCEPT: ROLES



#### **Self Governance**

manage your services & teams fully independent

#### **Dashboard**

flexibility and transparency create your individual views

#### **Agent Skill & Group Management**

take care of your people directly

#### Reporting

statistics real-time and historic

#### **Opening Hours**

define working times manage stand-by duty

#### **Interaction & Coaching**

listening, whispering, barge-in permanent supervisioning

### LUWARE CONCEPT: ROLES



#### **Architecture**

integrated & standardised

#### **RBAC Concept**

define roles and rights organise all divisions

#### **Status & Reporting**

overall system overview utilisation statistics

#### **Agent & SV Management**

single/bulk adding & editing manage skills & services

#### **Placeholder**

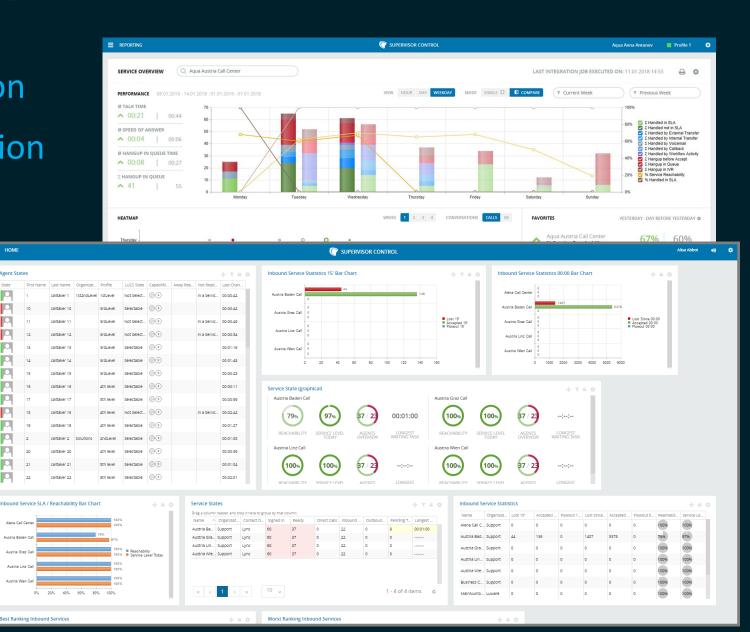
callflow distribution adjustments

# Self-Service for Supervisors

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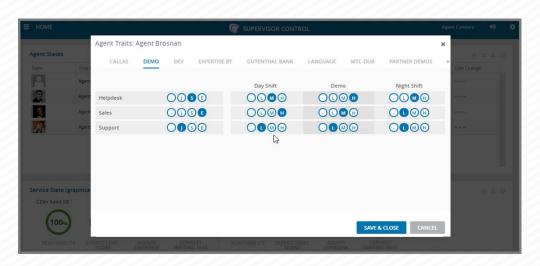


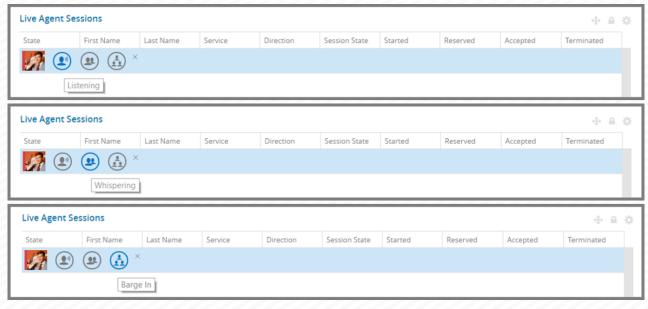
- Agent Information & Interaction
- Service Information & Interaction
- Live Reporting
- Web Reporting
- Customer Journey
- Historical Reporting





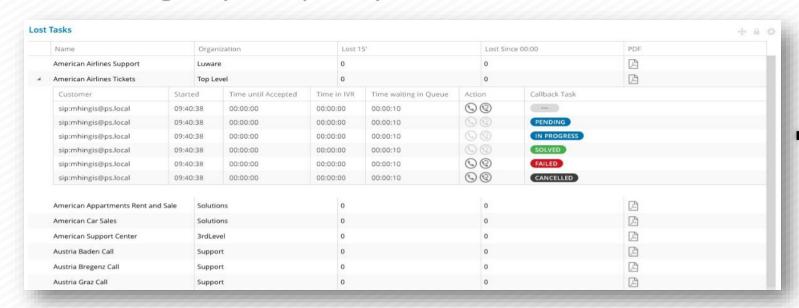
- Agent and Service Information & Interaction
- Manage Agent Traits & Responsibilities
- Perform Agent Interactions
- Plan Callback Tasks
- Manage Lost Calls
- Create Emergency/Temporary Announcements

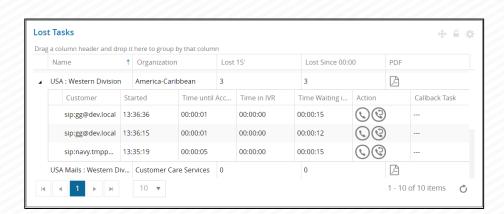


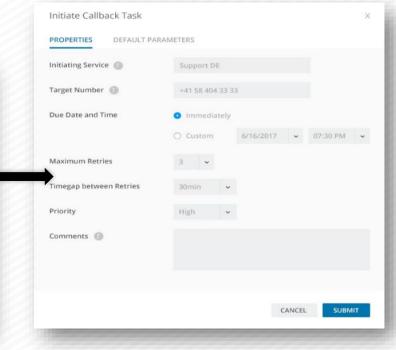




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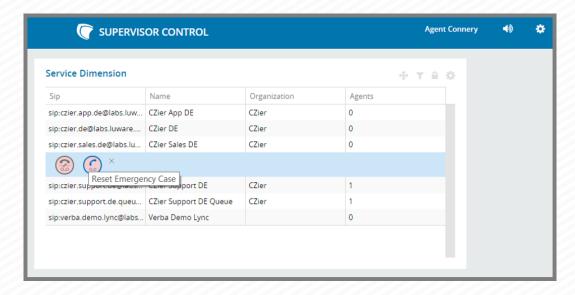


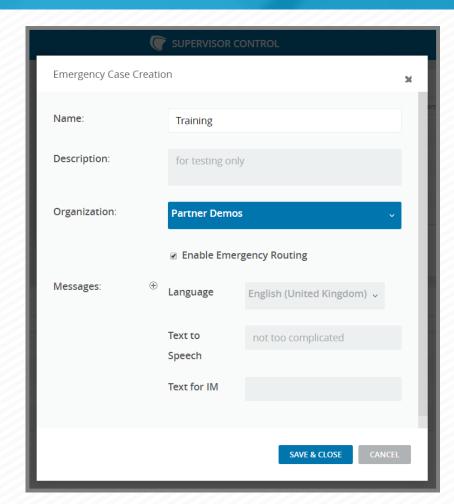






- Agent and Service Information & Interaction
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- Text to Speech & Text to IM
  - Fast Input
  - Multiple Languages



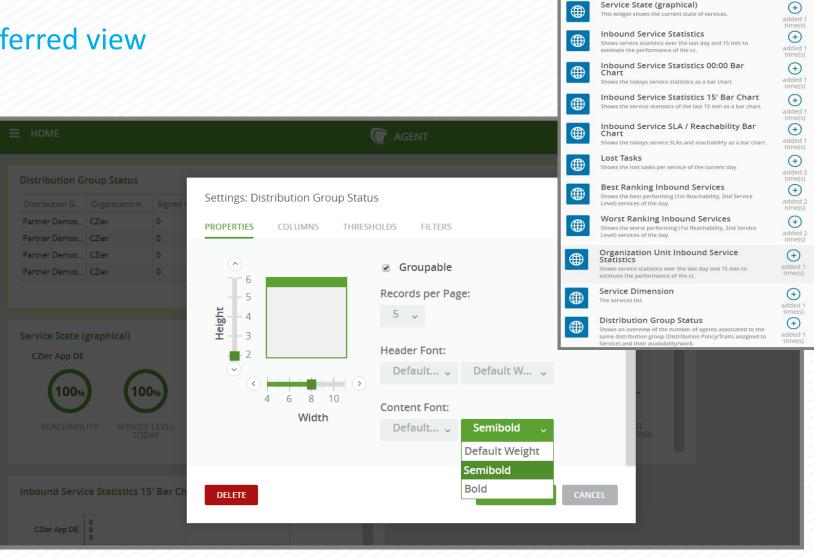
+

added 1 time(s)

SERVICE

The total number of agents associated to this service in the

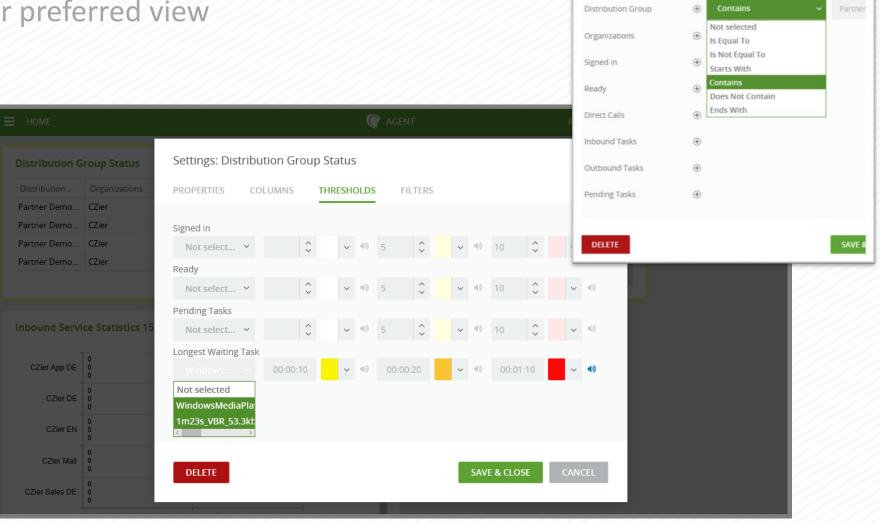
- Agent and Service Information & Interaction
- Customize Layout to your preferred view
- Select & move widgets
- Manage filters
- Set thresholds
- Access further walls





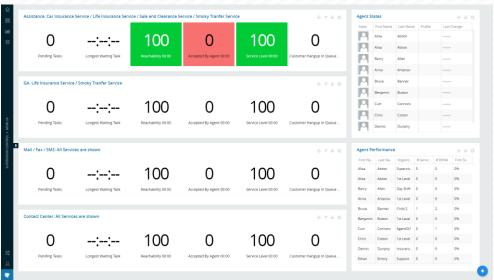
Settings: Distribution Group Status

- Agent and Service Information & Interaction
- Customize Layout to your preferred view
- Select & move widgets
- Manage filters
- Set thresholds
- Access further walls



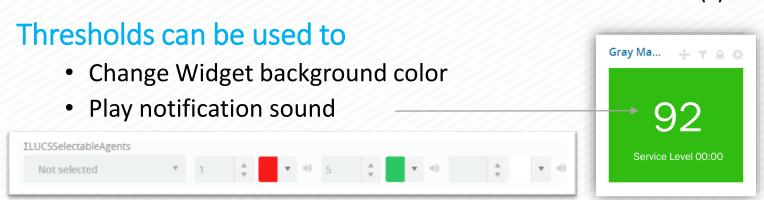


- Agent Information & Interaction
- Service Information & Interaction
- Live Reporting -> KPI Widget customization
- Web Reporting
- Customer Journey
- Historical Reporting



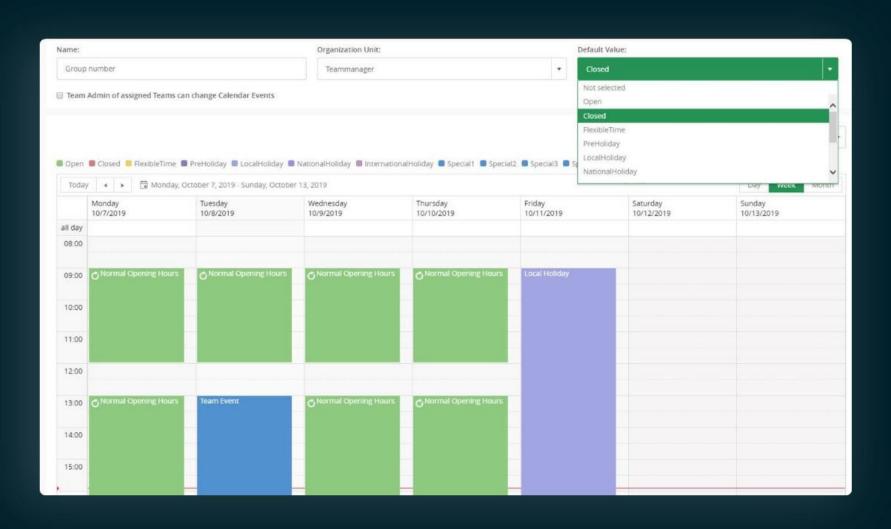
#### Filters can be used to

- Select the KPI's to be displayed in the widget
- Select the Services that should be considered for the KPI(s)



# Opening Hours

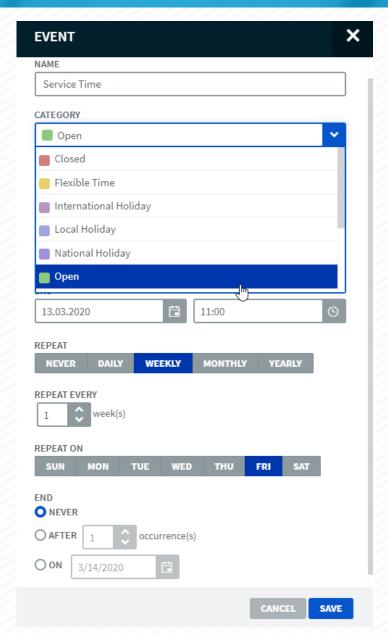




### **Opening Hours**

ADMIN SUPERVISOR

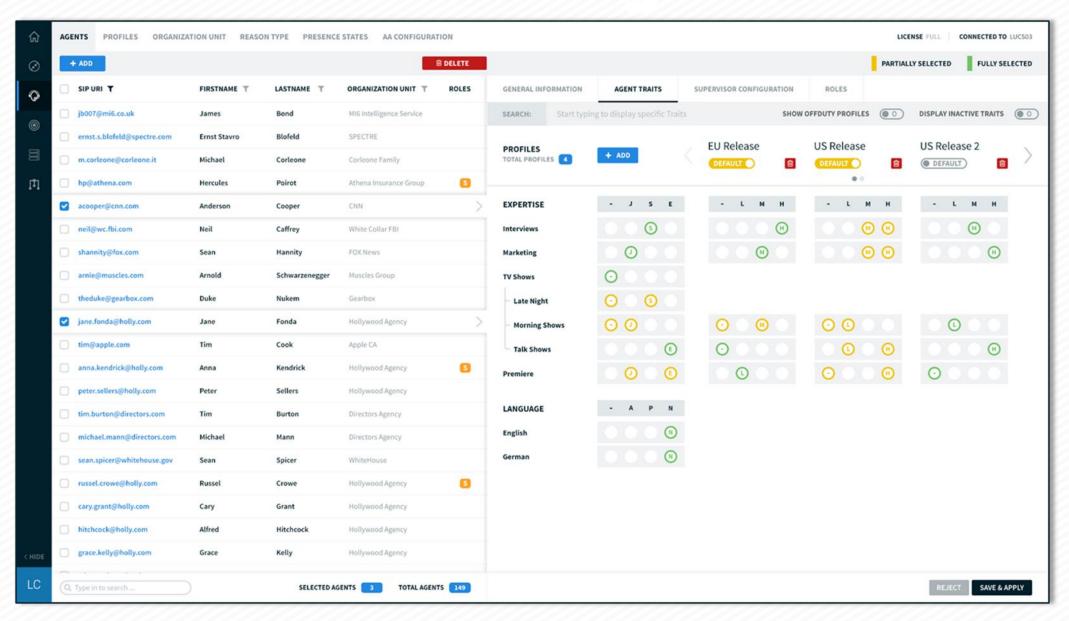
- Authorized users control the process
- Using categories for control
- Standby duty management





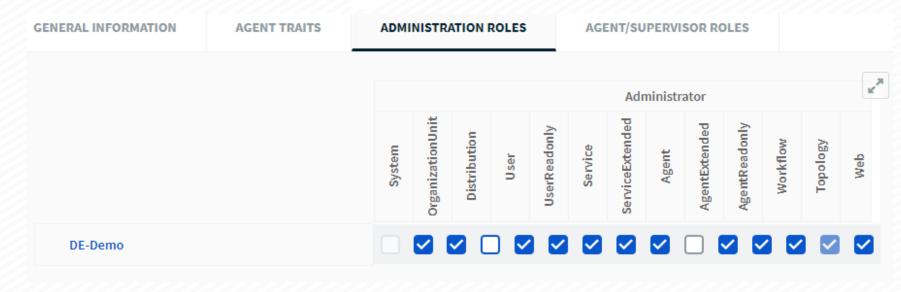
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O J	SIP URI ↑ ▼	FIRST NAME	•	LAST NAME	<b>T</b>	ου	<b>T</b>	ROLES	<b>T</b>		
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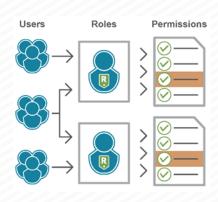




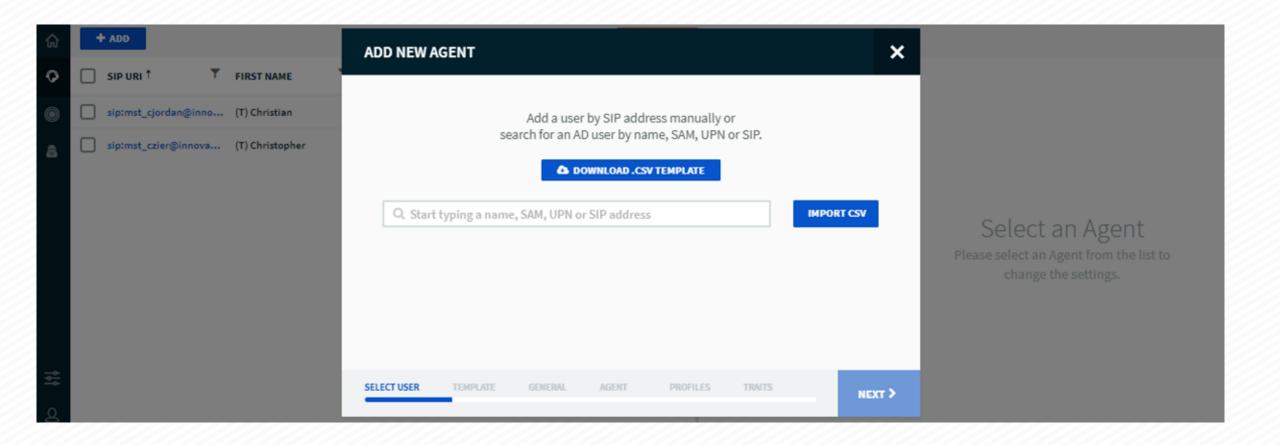
Manage individual user permissions based on roles and organization units



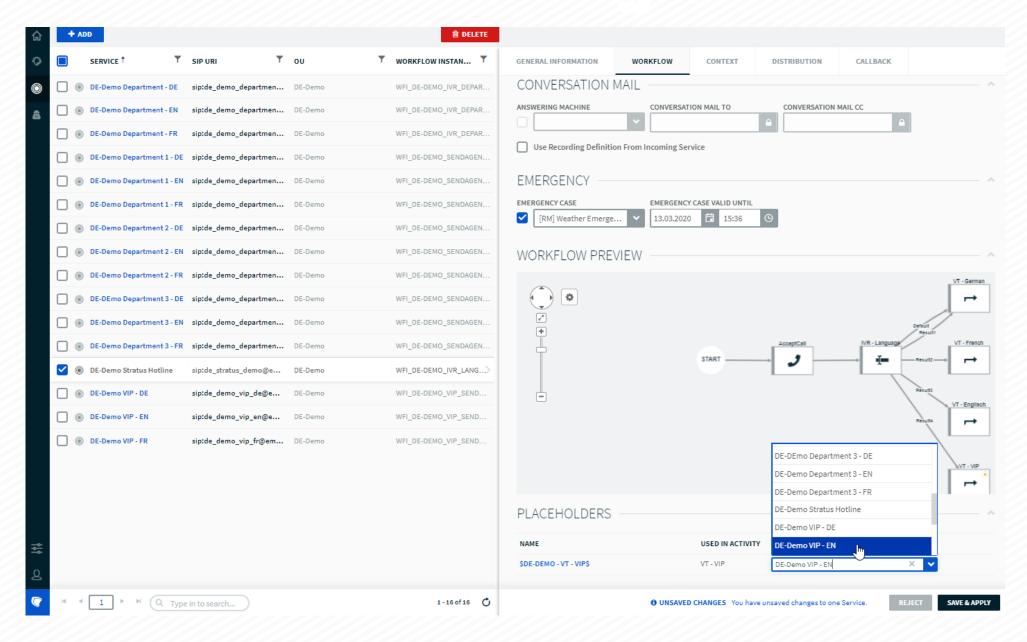
GENERAL INFORMATION	ADMII	ADMINISTRATION ROLES				AGENT/SUPERVISOR ROLES						
			Supervisor								Agent	
			Web Reporti			orting F	ortal	R	Reporting		Web	
		Agent	Service	Supervision	Agent	Customer	Service	Agent	Customer	Service	Agent	Service
DE-Demo			<u>~</u>	$\checkmark$		$\checkmark$	$\checkmark$		$\checkmark$	$\checkmark$	<u>~</u>	$\checkmark$







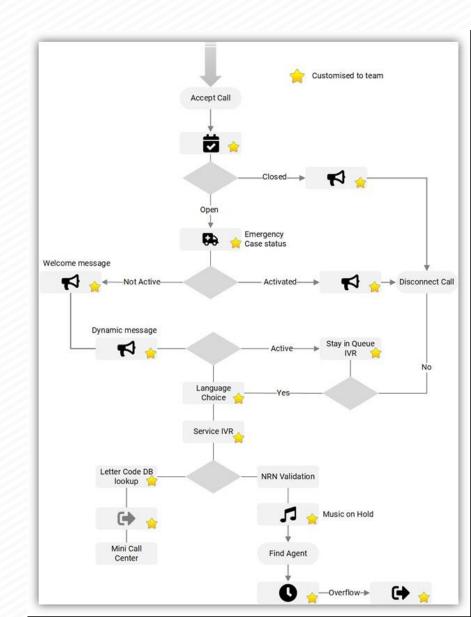




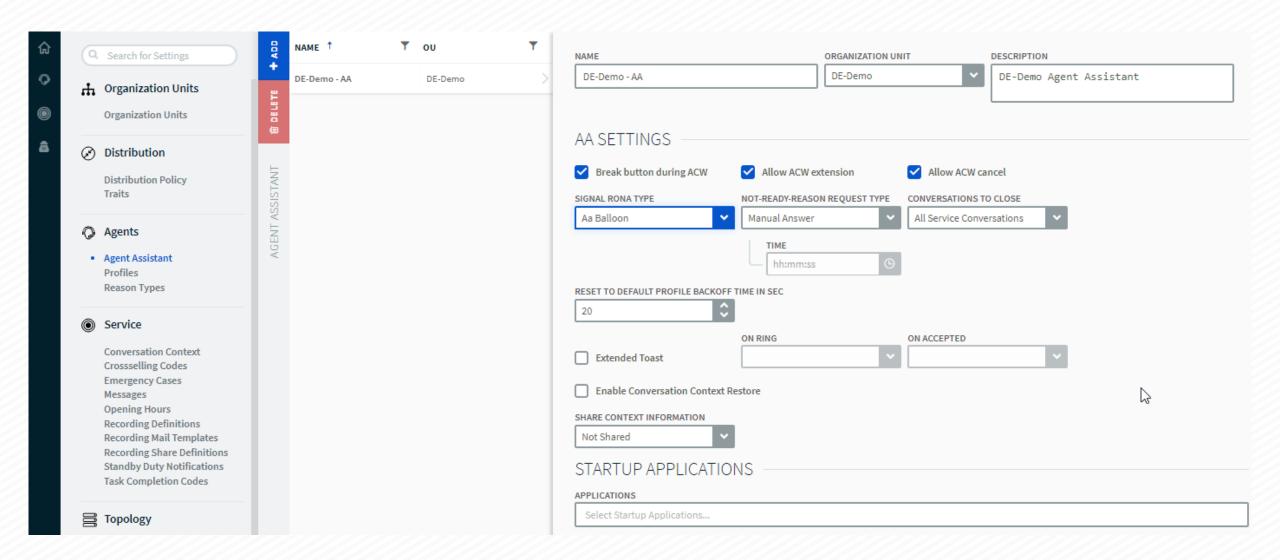


#### Placeholders in Workflow Structure

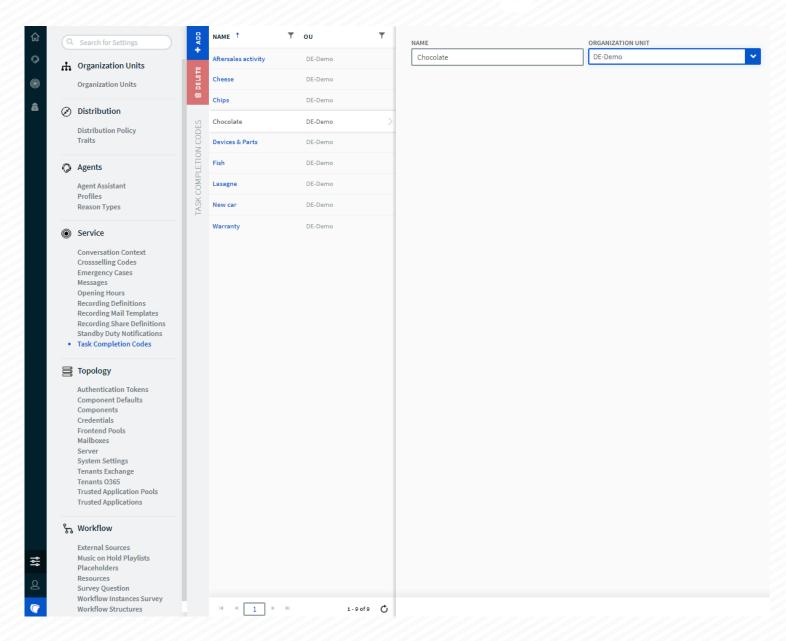
- Simple Call Distribution adjustments through use of Placeholders
  - The Placeholder functionality allows users to change a workflow (callflow) in a comfortable way using predefined values, enabling a single reusable workflow for call distribution across multiple teams.
  - Example high-level view of a workflow: Each element marked with a star is a Placeholder which is configurable on the fly.





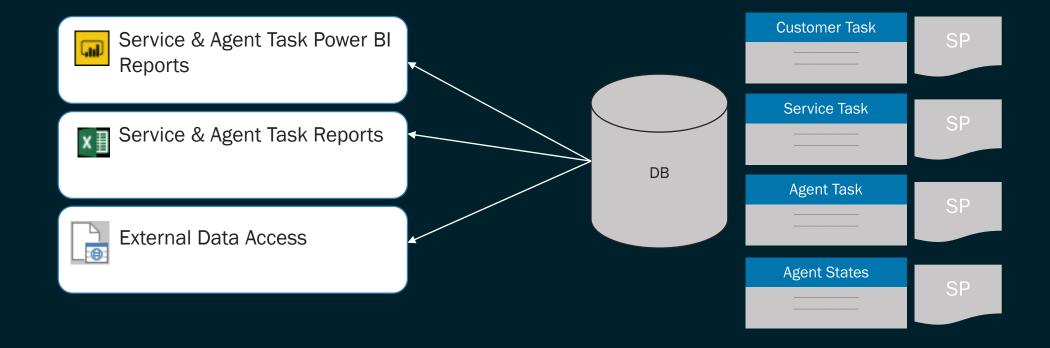






## Reporting





### Reporting



#### **Microsoft Power BI**





- Unique Task Results and Result Groups
  - Each Customer, Service- and Agent Task has a unique result in reporting
- Support for all Task Types
  - Data can be filtered by Task Type