

ASTRID

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Astrid will help you with settings and features of your telephony service connected to Microsoft Team telephony. For example, you can log out of telephone queues, set profile and send SMS with Astrid.

INSTALL

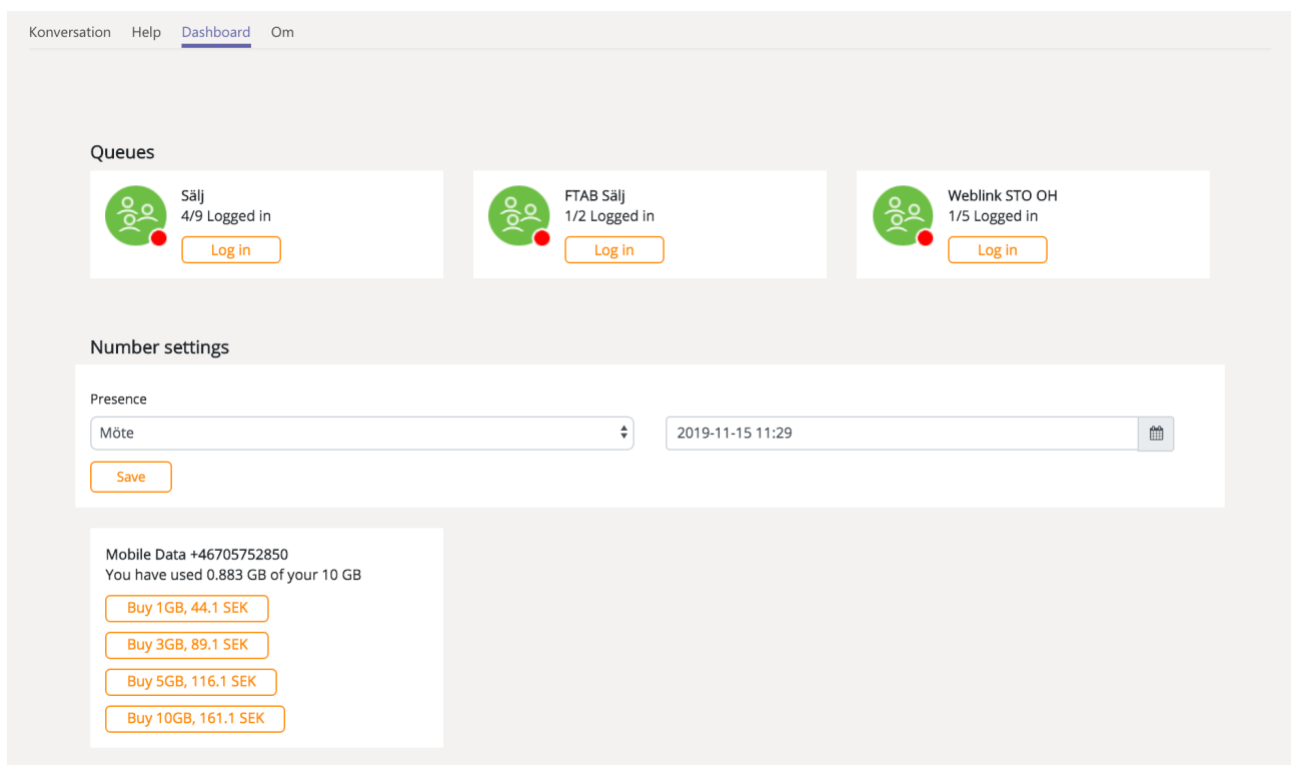
You will find Astrid in the Microsoft Teams store after your admin has uploaded the app for your organization. Click the Apps button in the menu on the left and search for Astrid.

Choose Astrid by clicking on the card in the store. In the new window just click the Add button.

If you don't find Astrid in the store, your admin may need to allow external apps or add them as selectable for you as an organization.

DASHBOARD

Select the Dashboard tab in your conversation with Astrid to log in or out of queues you are a member of, set your profile or topup up your mobile data.



Queues

Under Response groups you will find queues you are a member of, you also see if you are logged in or logged out and how many of the queue's agents are logged in. The little dot in the bottom corner shows your status in the queue. To change your status, click Sign in or Sign out.

Number settings

Set your profile and select among the profiles your organization has set in the telephony service, you can also set what end time your profile should have. This is also where you see which profile you have set.

If you have your mobile number linked to your user, you can topup your mobile data and see how much data you have consumed so far this month. The various packages are listed together with their price.

QUEUES

Select your queue tab in the upper part of Astrid application. Here you will get information about your queues and its agents.

Support

Calls in queue	Longest wait time	Available agents	Average wait time	Service level	Answered
0	01:04	4/5	00:23	100%	5/5

Agents

Jonathan Lager	II
2 33:16	
Simon Eckerman	II
2 00:51	
Robert Gustafsson	II
0 00:00	
Ted Johansson	▶
0 00:00	
Johan Andreasson	II
1 28:49	

Calls in queue

Sälj

Calls in queue	Longest wait time	Available agents	Average wait time	Service level	Answered
0	00:16	3/9	00:16	100%	1/1

Agents

Anders Freese	II
1 01:05:03	
Henrik Lindblom	▶
0 00:00	
James Pink	▶
0 00:00	
Jessica Ceder	▶
0 00:00	
Johan Olofsson	▶
0 00:00	
Jörgen Lager	II
0 00:00	
Maria Wikström	▶
0 00:00	
Patrik Dubén	II
0 00:00	
William Ridderström	▶
0 00:00	

Calls in queue

Calls in queue. Number of current calls in queue.

Longest wait time. Wait time for the call that stayed in the queue the longest.

Available agents. Number of agents that are not paused and all of the queue's agents.

Average wait time. The average time of all calls in queue.

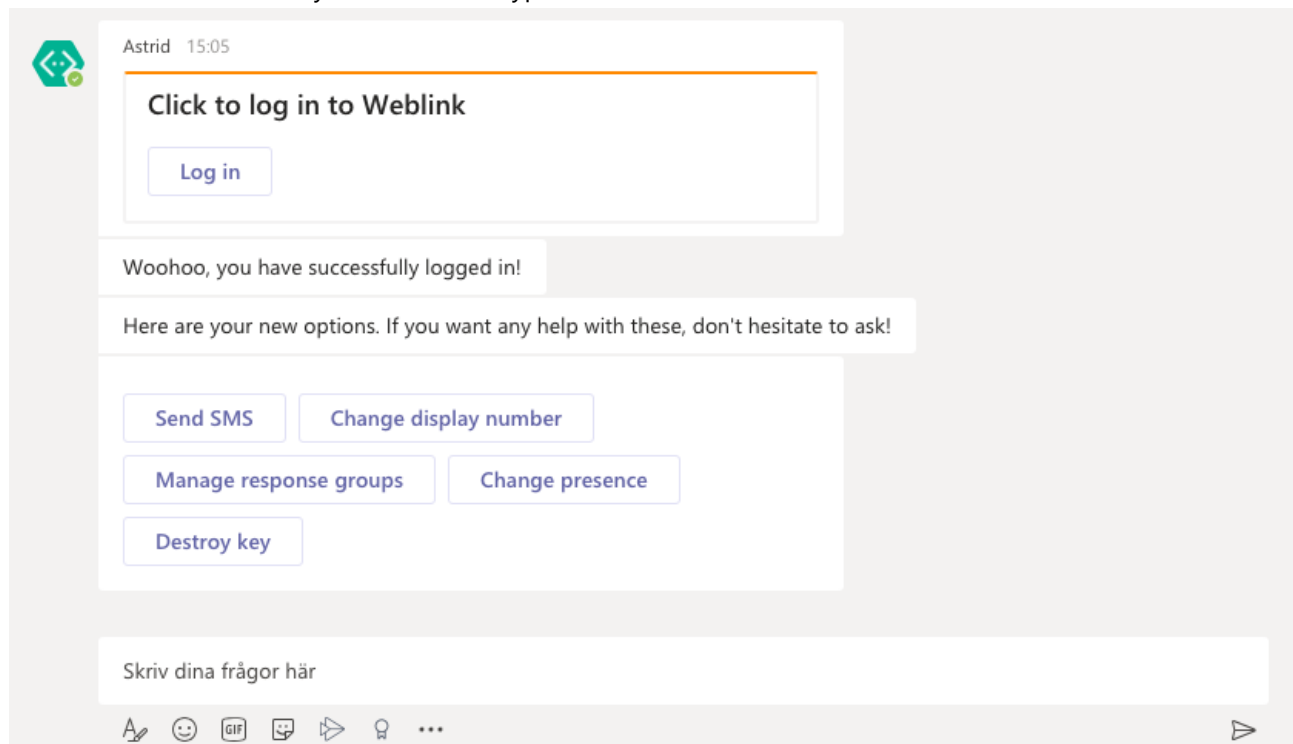
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Service level. Value of the parameters given to the queue at the queue setting in your phone system portal.

Answered. Number of answered calls compared to the total amount of calls.

ASTRID AND CONVERSATION

In order to communicate with Astrid, you must first log in with your user in the telephony service. Type "log in" or "get started" and you will get a login window where you fill in your login details, once you have authenticated, the window closes, and you are logged in to the telephone service. You also now get a few choices with buttons that you can click or type in the chat box with Astrid.



With Microsoft Teams installed on your mobile phone, you can do everything you can in a conversation with Astrid. Just select Astrid in your list of chats and start typing commands, if you are already logged in with your computer you do not need to log in again on your mobile.

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Queues

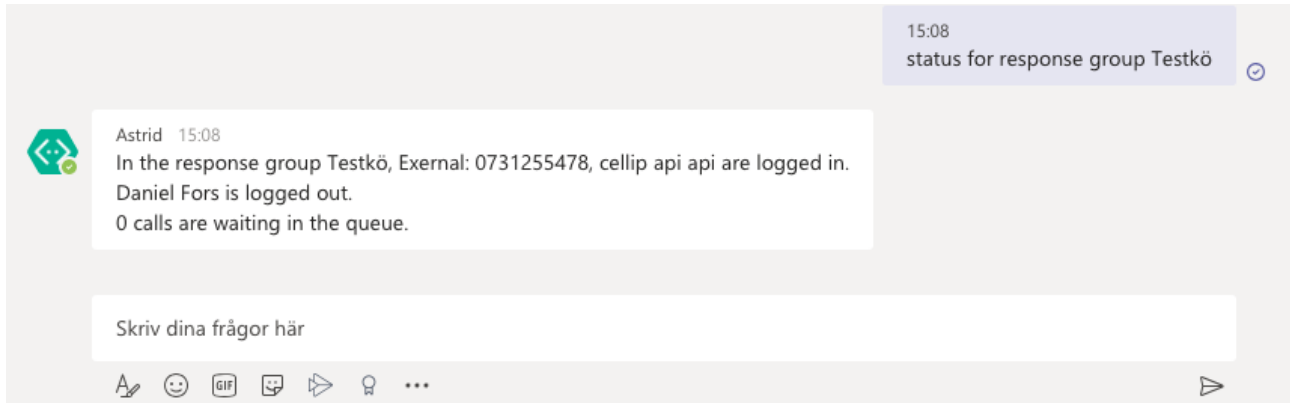
If you want to log in or out of a telephone queue, you can write Response Groups and bring up the options available. You can manage your own agent, another agent that is if you are an admin and see the status of a queue.

If there is only one queue that you can log in or log out of, you are logged out directly, otherwise you can choose which queue you want to interact with.

The screenshot displays a chat interface with a light gray background. On the right side, there are three purple message bubbles, each containing a timestamp '15:07' and a text label: 'response groups', 'Manage my agent', and 'Log into response group'. On the left side, there are three white message bubbles, each starting with a green hexagonal icon containing a white 'A' and the text 'Astrid 15:07'. The first white bubble contains the text 'What would you like to do?' followed by four buttons: 'Manage my agent', 'Manage someone's agent', 'Status of response group', and 'Cancel'. The second white bubble contains the text 'Do you wish to log in or out?' followed by two buttons: 'Log into response group' and 'Log out from response group'. The third white bubble contains the text 'Ok, I'll log in to Testkö.' followed by a separate white bubble that says 'You has been logged in to Testkö.'. At the bottom of the chat area, there is a white input field with the placeholder text 'Skriv dina frågor här' and a row of icons: a microphone, a smiley face, a GIF icon, a video icon, a paper plane icon, a lightbulb icon, and a three-dot menu icon. A paper plane icon is also located at the bottom right of the chat area.

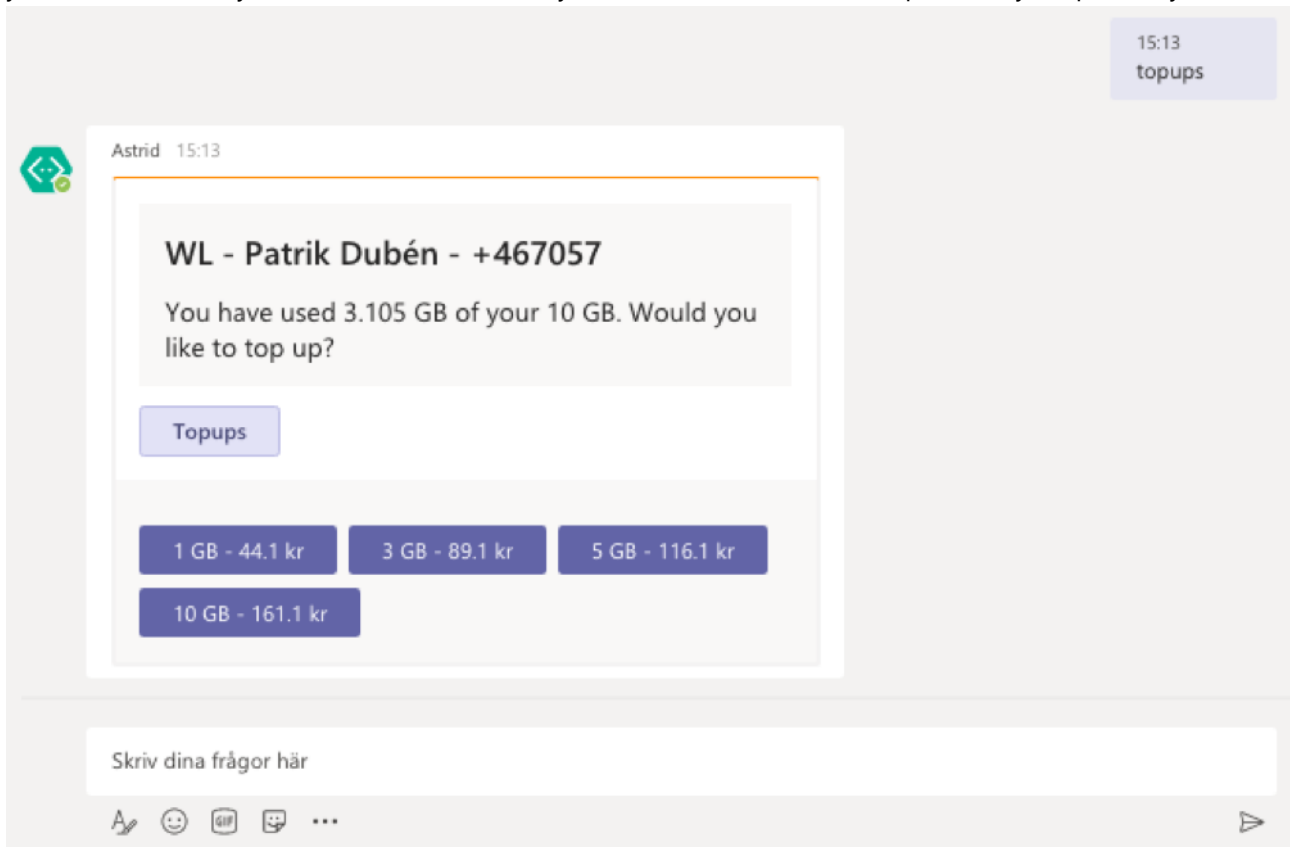
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You can see the status of the response group, type or click the Status of the response group [queue name]. Astrid will show you which agents are logged in/out from your queue and which calls are pending.



Mobile data

Write mobile data or topup to Astrid and she will list your choices and price that you will be able to topup with also she will show how much data you have already used. If you do not have a mobile number linked to your user, talk with your admin and make sure your number is connected or port into your phone system.



Presence

With Astrid, your phone profile is connected to teams where you can set your profile through the conversation and thereby be able to make outgoing and receive incoming calls according to your profiles.

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See the Profiles Manual for more information on how to set or add new profiles. To set a profile, just write which profile you like to set followed by a colon ":", you can also set end time.

Example of setting profile for lunch.

"Lunch: 2019-11-10 15:00"

Your profiles often have an abbreviation that you can enter instead of the full profile name.

If you want to see which profiles you can set, write help and choose Change presence.

The screenshot shows a chat interface with a light gray background. In the top right corner, there is a purple button labeled "15:19 help". The chat history shows two messages from "Astrid" with a green hexagonal icon containing a white robot face.

Message 1 (15:19): "What would you like help with? I can provide assistance for the topics below. For more help, visit [help](#)". Below the text are five buttons: "Send SMS", "Change display number", "Manage response groups", "Mobile data", and "Change presence".

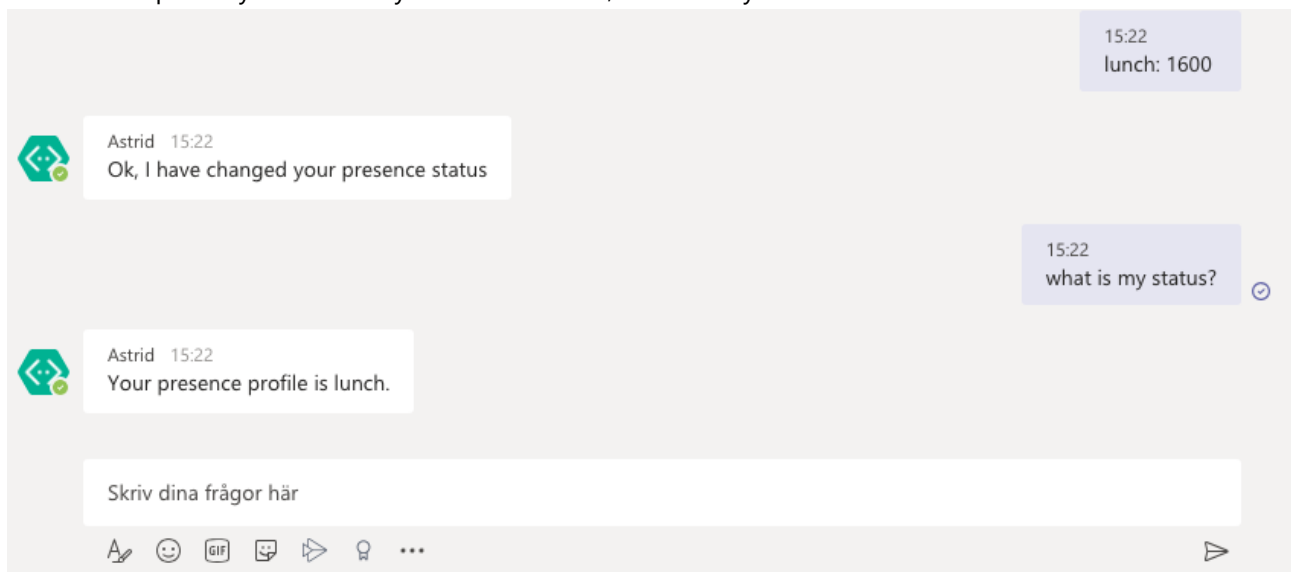
Message 2 (15:20): "You can change your presence profile by sending the name of the profile you would like to change to followed by a colon (:), e.g. 'meeting:'. If you specify a time or date after the profile name, the profile will only be active until the time you specified, i.e. 'lunch: 1345' would set your presence status to lunch until 13:45. Dates must be specified like YYYY-MM-DD. Please refer to the Help tab for more information." Below this message is a white box containing a list of profiles and their abbreviations.

Profile List:

- Dina tillgängliga profiler med tillhörande triggers är
- tillgänglig:
- lunch:
- möte:
- sjuk:, sjk:
- vård av barn:
- semester:
- tjänstledig:
- tjänsteresa:
- tillfälligt ute:
- ute på arbete:
- gått för dagen:
- stör ej:

At the bottom of the chat window is a white input field with the placeholder text "Skriv dina frågor här". Below the input field is a row of icons: a pencil, a smiley face, a GIF icon, a video camera, a speech bubble, a lightbulb, and three dots. A purple button with a white paper plane icon is on the right side of the input field.

To see what profile you have set you can ask Astrid, "what is my status".



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SMS

To send an SMS just enter number for your recipient followed by your message. If you need to send the same SMS to multiple recipients separate them with a comma.

For example, type "0737272456 Thank you for sending SMS" to send the message to 0737272456.

The screenshot shows a chat conversation with a bot named Astrid. The steps are as follows:

- Step 1:** User sends "15:23 send sms". Astrid asks: "To which number or numbers would you like to send your message?".
- Step 2:** User sends "15:23 +46737272415". Astrid asks: "Would you like for your message to be sent from any name in particular? If you answer no, I will send your SMS with capi as the sender." with "Yes" and "No" buttons.
- Step 3:** User sends "15:23 Yes". Astrid asks: "Ok, which name would you like the message to be sent from?".
- Step 4:** User sends "15:23 Astrid". Astrid confirms: "Your message will be sent from Astrid" and asks: "What should I write in the message?".
- Step 5:** User sends "15:24 SMS sent from Teams!". Astrid asks: "Please confirm that you want to send SMS sent from Teams! to 46737272415 from Astrid. Are you sure?" with "Yes" and "No" buttons.
- Step 6:** User sends "15:24 Yes". Astrid sends: "Sending SMS sent from Teams! to 46737272415 ...".
- Step 7:** User sends "15:24 SMS sent to 46737272415".

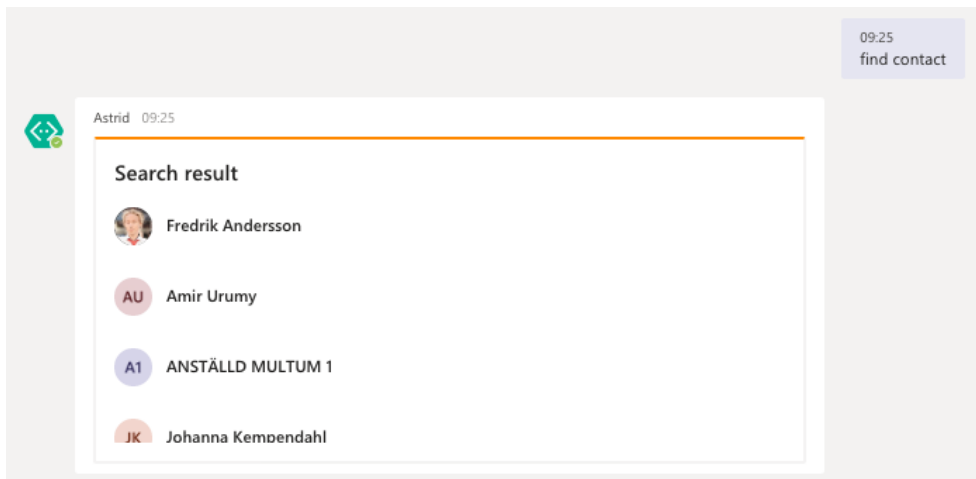
At the bottom, there is a text input field with the placeholder "Skriv dina frågor här" and a row of icons for emojis, GIFs, voice recording, and more options.

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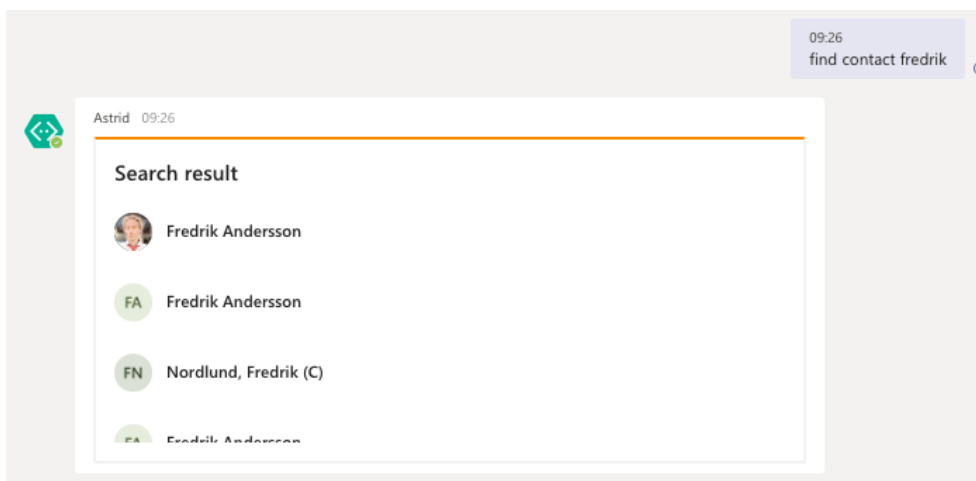
Contacts

Astrid can help you get information about your colleagues and what status they have set so you can choose the best way to make contact at this given moment.


Just ask Astrid to “find contact” to get a list of contacts.




If you like to search for a certain contact, you just need to type “find contact [NAME]” e.g. “find contact fredrik”.




Click contact you like to get more information about.

Astrid 09:26

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[SMS](#)