

AGENT/ CHATTING STATE

Chris

10:15

problem title

2

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed ...

chat with chris

10:12

Installation Problems

Other contextual info line 1
Other contextual info line 2
Other contextual info line 3

C: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat

A: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed ...

Team Lead

laritas est etiam processus dynamicus, qui sequitur mutationem consuetudium lectorum. Mirum est notare quam littera gothica...quam nunc putamus parum claram, anteposuerit litterarum formas humanita-tis per seacula quarta decima et quinta decima. Eodem modo typi, qui

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SUGGESTIONS

Type your message here...

Daniel

10:15

problem title

2

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed ...

ALERTS

Expand

INFO

Collapse

Section A

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat

Section B

Section C

Section D

Section E

JOURNEY

Expand

APPS

Expand

PREVIOUS

CLOSE CHAT

TRANSFER CHAT

NEXT

LEAD/ MONITORING STATE

Hi Lead!

LOBBY

DASHBOARD

MY CHATS

I'M ONLINE

MY QUEUE

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed ...

CHAT MONITOR

10:12

Agent A with Customer 1

Installation Problems

C: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat

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SUGGESTIONS

Whisper to Agent...

MY TEAM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed ...

ACTIVE STATS

Agents online 12

Active Chats 40

AHT 22:30

Customers Waiting 2

KEY METRICS

SUGGESTIONS

Expand

ON GUIDING MODE

Collapse

Agent A with Customer1

System Trouble SHooting

13:00

Agent A with Customer1

System Trouble SHooting

13:00

Agent B with Customer2

System Trouble SHooting

13:00

Agent A with Customer4

System Trouble SHooting

13:00

CHATS YOU OWN

Collapse

PREVIOUS

CLOSE CHAT

TRANSFER CHAT

NEXT

LEAD/ MONITORING STATE

Hi Lead!

LOBBY

DASHBOARD

MY CHATS

I'M ONLINE

CHAT MONITOR

Quick Stats

MY QUEUE

Agents online 12

Active Chats 40

AHT 22:30

Customers Waiting 2

KEY METRICS

MY QUEUE

Table with 5 columns: User, Agent, State, Duration, Skill

MY TEAM

Quick Stats

AGENTS ON CALL

Expand

This call is unattended. To assign Chat, Drag and drop it to an Agent

VIEW BY Support Skill SEARCH

Grid of agent cards with status and time

PREVIOUS

CLOSE CHAT

TRANSFER CHAT

NEXT