

AGENT/ CHATTING STATE

LEAD/ MONITORING

Hi Agent!

LOBBY

WORK PLACE

I'M ONLINE

MY QUEUE

No. of Users waiting for chat:

20

No. of Users on the site:

5

No. of abandoned Users:

4

MY TEAM

No. of agents available:

20

No. of agents away:

5

No. of agents on chat:

14

Avg. Handling time:

19:34

MANAGE

Chris

5:30

TRANSFER CHAT

Chris@xyz.com

Problem: I have installed my adobe CS5, yesterday and I am unable to register my application.

LAST CONVERSATION

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

C: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy... nibh euismod tincidunt ut laoreet dolore!!!!

A: facer possim assum. Typi non habent claritatem insitam; est usus legentis

SUGGESTIONS

Type your message here...

Dave

5:30

TRANSFER CHAT

Chris@xyz.com

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SUGGESTIONS

Type your message here...

Mandy

5:30

TRANSFER CHAT

Chris@xyz.com

Problem: I have installed my adobe CS5, yesterday and I am unable to register my application.

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SUGGESTIONS

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LEAD/ MANAGING

MY QUEUE

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MY TEAM

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Avg. Handling time: 19:34

MONITOR

MY QUEUE

Settings

CONTACT	SKILL	STATE	CHAT TIME	WAIT TIME
Visitor 1	Support	Chatting	13:00	00:30
Visitor 1	Support	Chatting	13:00	00:30
Visitor 1	Support	Chatting	13:00	00:30
Visitor 1	Support	Chatting	13:00	00:30
Visitor 1	Support	Chatting	13:00	00:30
Visitor 1	Support	Chatting	13:00	00:30
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MY TEAM

Settings

AGENT	SKILLS	STATUS	MAX. CHATS
Agent Name 1	Support, Sales, Installation...	Online	1
Agent Name 1	Support, Sales, Installation...	Online	2
Agent Name 1	Support, Sales, Installation...	Away	2
Agent Name 1	Support, Sales, Installation...	Online	1
Agent Name 1	Support, Sales, Installation...	Away	1
Agent Name 1	Support, Sales, Installation...	Online	2
Agent Name 1	Support, Sales, Installation...	Away	3
Agent Name 1	Support, Sales, Installation...	Online	1
Agent Name 1	Support, Sales, Installation...	Away	1
Agent Name 1	Support, Sales, Installation...	Online	1
Agent Name 1	Support, Sales, Installation...	Away	1
Agent Name 1	Support, Sales, Installation...	Online	2
Agent Name 1	Support, Sales, Installation...	Away	3
Agent Name 1	Support, Sales, Installation...	Online	2
Agent Name 1	Support, Sales, Installation...	Online	1