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GUIDE

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Mobile Agent User Guide

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Powering connections

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INTRODUCTION

This document describes how to use the Mobile Agent application in Mitel MiContact Center Enterprise.

The **Mobile Agent** application is a web app targeted at Phone Agents, i.e. agents who do not use the MiContact Center Agent application. The app runs on most mobile devices: see the System Engineering Guidelines document for more information on supported devices.

Using this application, agents can log on the extension number of their choice, view their complete status, switch to Ready or Not Ready (with or without reason) and monitor essential real-time data on Service Groups they are configured to serve.

For more information on how to configure the Mobile Agent app and access it from the internet, refer to the Configuration Guide for Mobile and Web Applications.

STARTING THE APP

After installation, the Mobile Agent web app is accessible from the LAN at the following location:

http://<MiCC Enterprise Server>/WebApps/Agent/tenant/<Tenant Name>

where <MiCC Enterprise Server> is the name or IP address of the server where MiCC Enterprise web services are hosted and <Tenant Name> is the name of your tenant. For the default tenant, on a non-tenanted system, Default is used.

Depending on the company web site configuration, the app may also be accessible from the internet and through a secure (HTTPS) connection.

AUTHENTICATION AND LOGON

LOGON WITH MICC ENTERPRISE

To authenticating with MiCC Enterprise, depending on the configuration the phone agent must either provide

- a valid **PIN** (Phone Agent PIN of the user as set in Configuration Manager or Web Manager), or

- the **Logon ID** and **Password** of a user.

After successful authentication, an **Extension Number** must also be specified.

If the agent has already logged on from the device in an earlier session, the Extension Number box is pre-filled with the previously selected number. If the user is configured only with a Personal Directory Number, it is used as Extension Number without requesting confirmation or input after authentication. If the user is configured with Home and/or Work Telephone Number in addition to the Personal Directory Number, these are selectable as Extension Number from the drop-down list.

On systems with multiple OAS based call manager servers, the **Call manager** collapsible area lets the user choose a particular call manager server.

If the agent has already logged on from the device in an earlier session, the Call manager area is collapsed and the previously chosen option is pre-selected.

LOGON WITH ANOTHER SERVICE

If the selected tenant has been configured with an external Identity Provider, the user can click the corresponding button to be authenticated through this service.

After successful authentication, the user must specify the Extension Number as described above.

AGENT STATUS

CURRENT STATUS

In the top right corner of the app window, a summary of the current agent status is displayed as an icon labelled with either

- Ready,

- Not Ready (if no particular reason has been selected), or

- the current Not Ready reason.

Tapping the current status opens up a drop-down menu showing more details about the user and the current agent status.

- User name, displayed according to the User Name Format specified in Configuration Manager.

- Extension number.

- Calling line identity, if available.

- Logged on status.

- Agent status, with current Not Ready reason if applicable.

- Call status: Idle, Busy or Clerical.

- Name of the Service Group, if call status is Busy or Clerical for a service call.

- Duration since the last status change.

STATUS CHANGES PERFORMED BY THE AGENT

The status drop-down menu also allows the agent to change his status.

The **Ready** button is available when the agent is Not Ready.

When currently Ready, the agent can tap the **Not Ready** button without specifying a reason, or tap another button with the same icon to select a particular Not Ready Reason.

It is also possible to select another Not Ready Reason while Not Ready.

Finally, the **Log off** button is available whatever the current agent status.

AUTOMATIC CHANGES

For a number of reasons, the agent status may change without an explicit action in the app. Such a change is detected after a few seconds and the current status is updated accordingly.

If the agent is logged off in this way, the app goes back to the Logon screen.

> ⚠️ On the other hand, if the Mobile Agent app is closed without logging off (or if the user navigates to another URL using the same browser window), then the agent is **not** logged off, nor is the agent status changed automatically. A Ready agent thus remains Ready and selectable for answering service calls.

CHANGING THE CALLING LINE IDENTITY

On systems configured with Telephony Application Service (TAS), if the extension number specified during logon is defined in MX-ONE, a button in the Status menu allows the user to change the calling line identity.

By default, and when no calling line identity is currently selected, it is set to the user's own extension number.

Depending on the MX-ONE configuration, the user may set the calling line identity to be restricted or set to a common public number, another extension number, or a hunt group number.

CALL QUALIFICATION

During a call for which call qualification is allowed, the Qualify call button appears next to the agent status.

Tapping this button opens a drop-down list of all available Call Qualification Codes. The agent can then select one or more codes from this list to qualify the current call.

The agent may change the selected Call Qualification Code(s) during the call and until the end of the post-call clerical time.

REAL-TIME SUPERVISION

Real-time supervision data can be displayed from the main area of the application, showing information either on Service Groups or on Users (agents). Click on Agents or Service Groups in the top bar to toggle between these views.

SERVICE GROUPS VIEW

When tapping Add in the top bar, a drop-down menu opens, showing all Service Groups with Voice, Voice Common Hold or Voice Manual Routing type, that the current user is skilled to serve.

Once selected, a Service Group is removed from the menu and added to the main area as a panel. Up to 8 Service Group panels can be displayed in this way (when 8 panels are visible the menu is disabled).

Closing a panel puts it back in the drop-down menu.

If the user has already used the Mobile Agent app on the device, the main area automatically shows panels for all Service Groups that had been previously selected.

Each panel displays real-time information on the corresponding Service Group.

- Number of waiting sessions in the Service Group queue.

- Longest wait time in Service Group queue.

- Number of logged on agents servicing the Service Group.

- Number of unavailable agents servicing the Service Group.

- Number of free agents servicing the Service Group.

AGENTS VIEW

This view shows the list of Users with the following details updated in real time.

- User name

- Extension number used

- Ready / Not Ready status (Not Ready Reason if selected)

- Call status

The users list can be filtered by selecting one or more service groups from the Add drop-down list. Only users skilled to serve all selected Service Groups are displayed.

SKILLS

For users that have the privilege to *Change Skills for Self* as part of the assigned *User Type* a toolbar entry for skills will appear. When clicked an *Assign Skills* dialog will be presented. In this dialog a list of skills defined in the system will be shown, with check boxes marking the skills currently assigned to the user. Skills and their corresponding skill levels can be added, modified, or removed. The user can also select a *Skill Template* from a list of available templates and have the associated skills and levels added for the user.

LEAVING THE APP

As a web application, the Mobile Agent terminates when the browser window is closed or used for navigating to another URL.

As mentioned before, the agent status is not changed when closing the Mobile Agent app. To log off, the agent status drop-down menu must be used prior to leaving the app.