

2Ring Gadgets for Cisco Finesse

Significantly enhance the experience of agents and supervisors on all the Cisco® contact center platforms (UCCX – Express, UCCE – Enterprise incl. Packaged). Automate repetitive tasks, provide alerts and notifications (RONA, Calls in Queue, ..), connect agents to back office and remote experts, or even integrate Cisco Finesse® with all the tools that the agents use (including Salesforce®, MS Dynamics CRM, ServiceNow® and other SQL based systems).

Learn now how to create a truly unified workspace and a seamless Cisco agent desktop experience. A self-hosted subscription is available to order from Cisco's Price List (CCW).

Team-based configuration – Cisco Finesse comes with a team-based configuration. Every team can decide what gadgets they want to use, and what each gadget's configuration should be. In other words, every team can create their own look and feel of Cisco Finesse.

2Ring brings more and more configuration options to the user level – the admin can set boundaries (e.g. in 2Ring Team Gadget - what teams/contacts agent can see in the roster – using a whitelist or blacklist), and users personalize Cisco Finesse further within those boundaries (e.g. checkboxes to pick what teams to show and what address books to include).

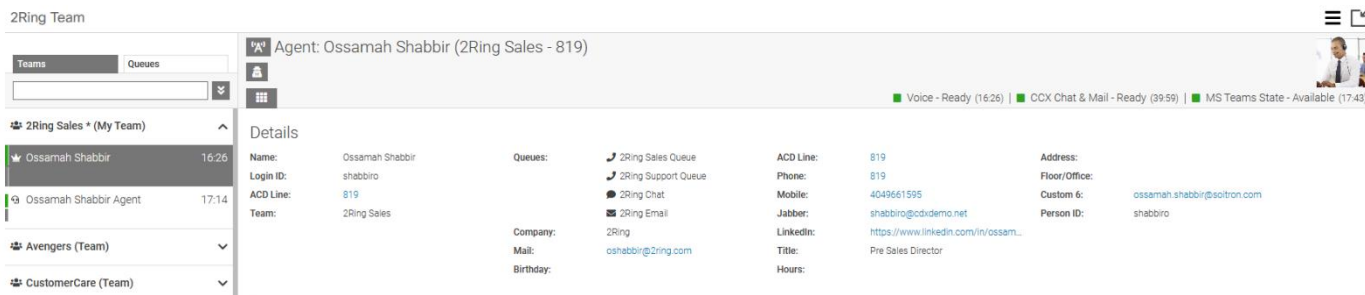
2Ring Team Gadget

A roster that groups agents/supervisors by teams and queues. Every user can define their own sorting, and decide what info about agents should be visible (e.g. name, reason code, time, extension, a call type of the current call, ...):

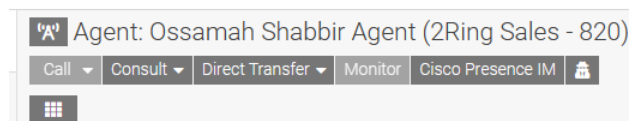
The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

1. Roster can be configured so agents would only see their own profile to access details on their own performance via a set profile apps (state history, interaction history, self-skilling, real-time dashboards with many KPIs – see more at “[2Ring Team Gadget – Profile Apps](#)”)
2. Agent profiles can be linked to an external (LDAP/AD) data source to provide a complete overview of each agent:



3. Optionally, agents can be allowed to see availability of supervisors and/or fellow agents (from the agent’s team or from multiple teams). Once a user is selected, the view offers configurable action buttons: Call, Conference, Blind Transfer, Barge, IM Client (Jabber, Slack, Microsoft Teams, ...). In the screenshot below, the IM button would open a new chat window with Ossamah Shabbir Agent using the user’s default IM application installed on the workstation. All the buttons can be removed for agents, supervisors or both and additional buttons can be configured by the administrator as well.



- a. Supervisors can enjoy **Continuous Silent Monitoring** (with *optional* alerts sent to agents that they are being actively silent monitored). This example shows what powerful results buttons bring when connected to [2Ring Orchestrator / Workflow](#).
- b. Supervisors also can **Whisper Coach** Agents once they have initiated a Silent Monitor Session. Note: Whisper Coaching does require the use of a physical device or hard phone.
- c. Agent/Supervisor profiles come with **2Ring Internal Chat with history** (default of 1 year but can be extended) that is available in four modes – Agent to Agent, Supervisor to Agent only, Agent to Supervisor only (so fellow agents cannot chat amongst each other), and of course, there is also the option to turn off 2Ring chat completely and only use IM buttons as covered above. Cisco Finesse 12 added Jabber Chat; however, it is not aware of call center teams/queues groupings, and it does not show an agent’s or supervisor’s contact center state (talking, not-ready - lunch, etc.).

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

The screenshot displays the 2Ring Team interface. At the top, there's a status bar with various indicators: Logged In (9), Ready (1), Not Ready (7), Talking (1), Calls In Queue (0), and LWC (00:00). Below this, a navigation sidebar on the left includes Home, Browser, Team, Manage Team, My History, Team Data, and Queue Data. The main area is divided into several sections: a top bar with team and agent status, a central chat window for Agent: Ossamah Shabbir (2Ring Sales - 820), and a right-hand panel showing agent details and profile applications. The agent details include Name, Login ID, ACD Line, Team, Company, Mail, and Birthday. The profile applications section lists various tools like Current Dialogs, Interactions, Broadcast History, State Trace, Agent Queues, Agent Profile Skilling, and Dashboards.

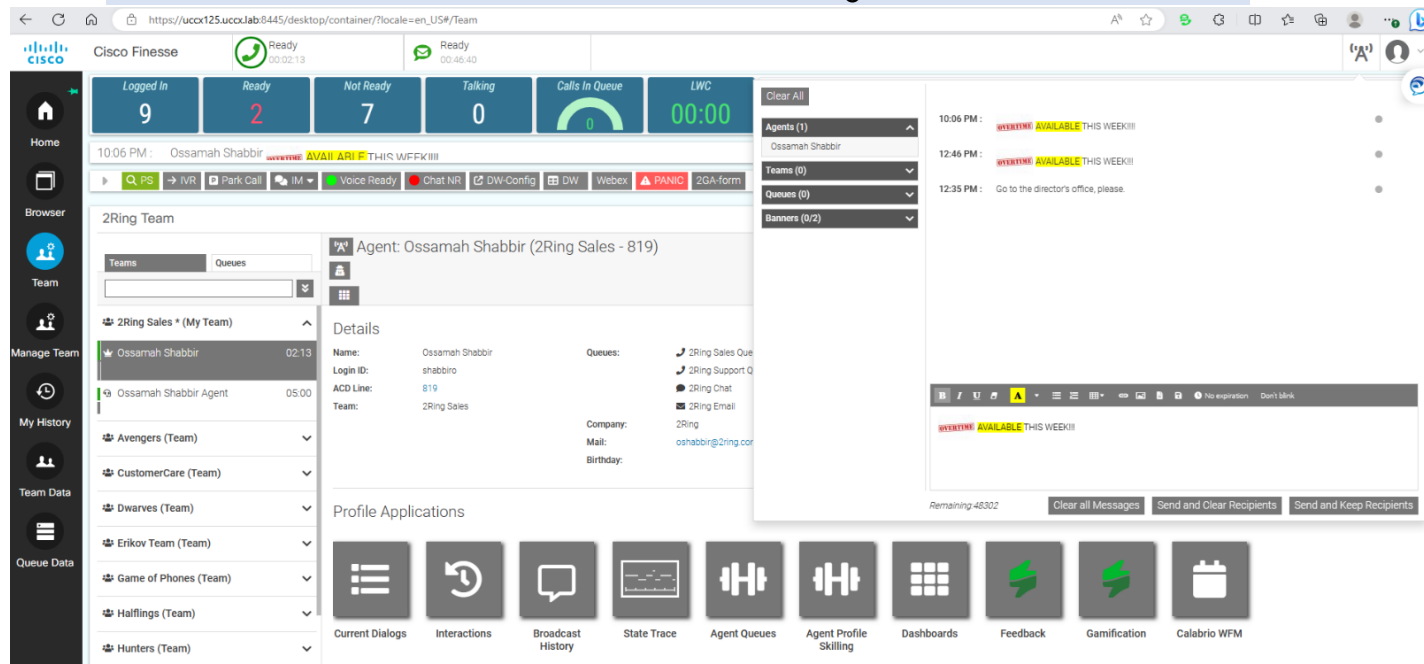
4. The roster can also include **External Contacts** via the use of Multiple Address Books synced with many external sources such as LDAP, Exchange, Lotus Notes, AD, CUCM, SQL, csv. A contact also shows Microsoft Teams and CUPS (Cisco Unified Presence Server) status (online, offline, DND, in a meeting) and thus the agent immediately sees if a back-office worker from a certain department (address-book) is available and the best way to reach them. Users can search across all available data or in specific field(s):

The screenshot shows the 2Ring Team Settings interface. The top bar includes status indicators: Logged In (12), Ready (1), Not Ready (11), Talking (0), Calls In Queue (8), and LWC (02:11). The main area is divided into several sections: a top bar with team and agent status, a central chat window for Agent: Ossamah Shabbir (2Ring Sales - 820), and a right-hand panel showing agent details and profile applications. The agent details include Name, Login ID, ACD Line, Team, Company, Mail, and Birthday. The profile applications section lists various tools like Current Dialogs, Interactions, Broadcast History, State Trace, Agent Queues, Agent Profile Skilling, and Dashboards.

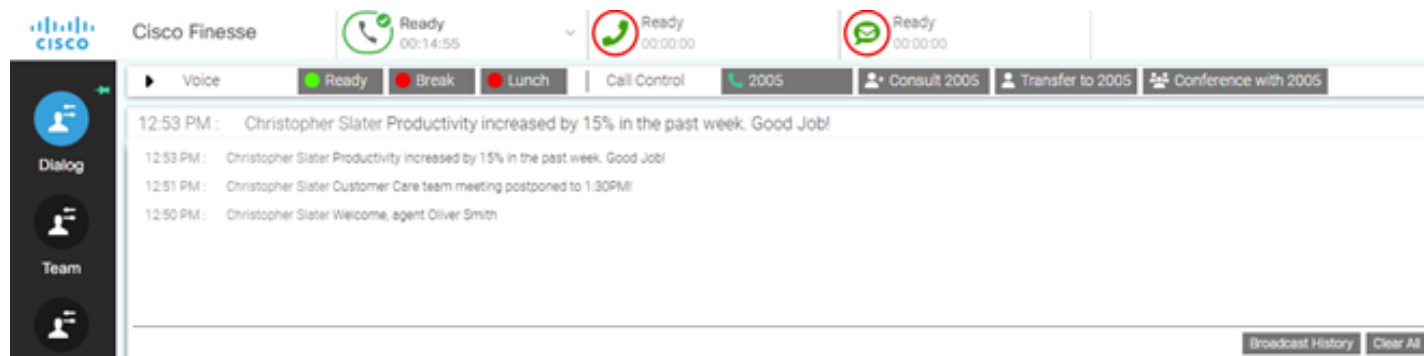
The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

- Supervisors can send a message to any group (call center teams, queues, skillgroups) or subgroup of agents (agents can even be picked one by one) + to tickers used in 2Ring Dashboards & Wallboards layouts. **Broadcast Messages** support rich text, hyperlinks, pictures, tables and can be set to blink for certain amount of time. Arrival of a message can be announced with a sound and connected to a 2Ring Toast Alerts / Notifications.



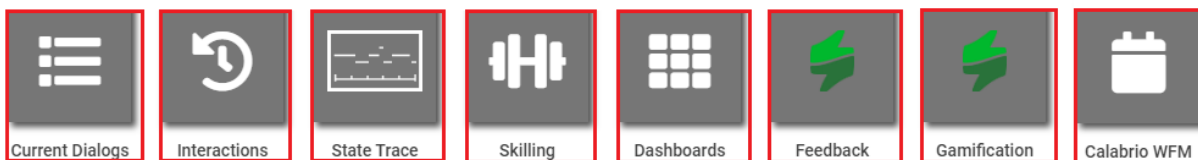
- It is also possible for agent to go straight from the Ticker Gadget to his/her own profile broadcast history app to see the last and all the previous broadcasts (see Broadcast History button at the bottom right corner of our Ticker Gadget):



2Ring Team Gadget – Profile Apps

Every contact center team can decide what profile apps will be available for use by agents on their own profile, and/or on fellow agent's profile, and what profile apps will be available to supervisors.

Profile Applications



1. **Calabrio Workforce Management** Integration – Agents and Supervisors can view the Agents schedule + receive alerts about upcoming or ending activities and about agents' adherence to the schedule. See more in this [video on YouTube](#).

The screenshot shows the 'Calabrio WFM' interface for Agent: Ossamah Shabbir (2Ring Sales - 819). It displays 'Upcoming Activities' for 2023-07-27. A summary shows 'Scheduled Total: 05:55:46' and 'Scheduled In Service: 05:40:46'. Below is a table of scheduled activities.

Start Time	End Time	Activity	Agent State
07-27 08:00	07-27 10:30	In Service	Logged Out
07-27 10:30	07-27 10:45	Break	Logged Out
07-27 10:45	07-27 14:00	In Service	Logged Out
07-27 14:00	07-27 14:30	Lunch	Logged Out
07-27 14:30	07-27 16:30	In Service	Logged Out
07-27 16:30	07-27 00:00	Not Available	Logged Out

2. **Reskilling** – 2Ring now has 4 different ways for supervisors reskill an Agent, Team or Queue. *Optionally*, agents can be allowed to reskill themselves.

a. 2Ring Queue Based Skilling

Queue based skilling allows a supervisor to select which Agents will be added to a particular queue. Changes can be made in Bulk, Immediate or Scheduled. Scheduled changes can revert to previous configuration at a predetermined time, if desired.

The screenshot shows the 'Queue: 2Ring Sales Queue' interface. It has a 'Scheduling Mode' dropdown and a 'Show all supervised agents' checkbox. Under 'Assignable agents', there are two columns of agent names with checkboxes. A 'Scheduling' modal is open, showing options to 'Apply the changes' and 'Revert the changes' with date and time pickers. The modal has 'Cancel' and 'Schedule' buttons.

Assignable agents

<input checked="" type="checkbox"/> Alaa Masoud	<input checked="" type="checkbox"/> Martin Bielik	<input checked="" type="checkbox"/> Thijs Koolaard Agent
<input checked="" type="checkbox"/> Alaa Masoud Agent	<input checked="" type="checkbox"/> Michal Grebac	
<input checked="" type="checkbox"/> Brian Mazur	<input checked="" type="checkbox"/> Michal Grebac Agent	
<input checked="" type="checkbox"/> Brian Mazur Agent	<input checked="" type="checkbox"/> Ossamah Shabbir	
<input checked="" type="checkbox"/> Ieva Galo	<input checked="" type="checkbox"/> Ossamah Shabbir Agent	
<input checked="" type="checkbox"/> Ieva Galo Agent	<input checked="" type="checkbox"/> Peter Kolenic	
<input checked="" type="checkbox"/> Kevin Schleising	<input checked="" type="checkbox"/> Peter Kolenic Agent	
<input checked="" type="checkbox"/> Kevin Schleising Agent	<input type="checkbox"/> Thijs Koolaard	

Other currently assigned agents

- ☒ Oliver Smith
- ☒ Peter Kolenic

Scheduling Modal

Apply the changes:

On: 07/27/2023 At: 02:00 PM

☒ Auto revert the changes

Revert the changes:

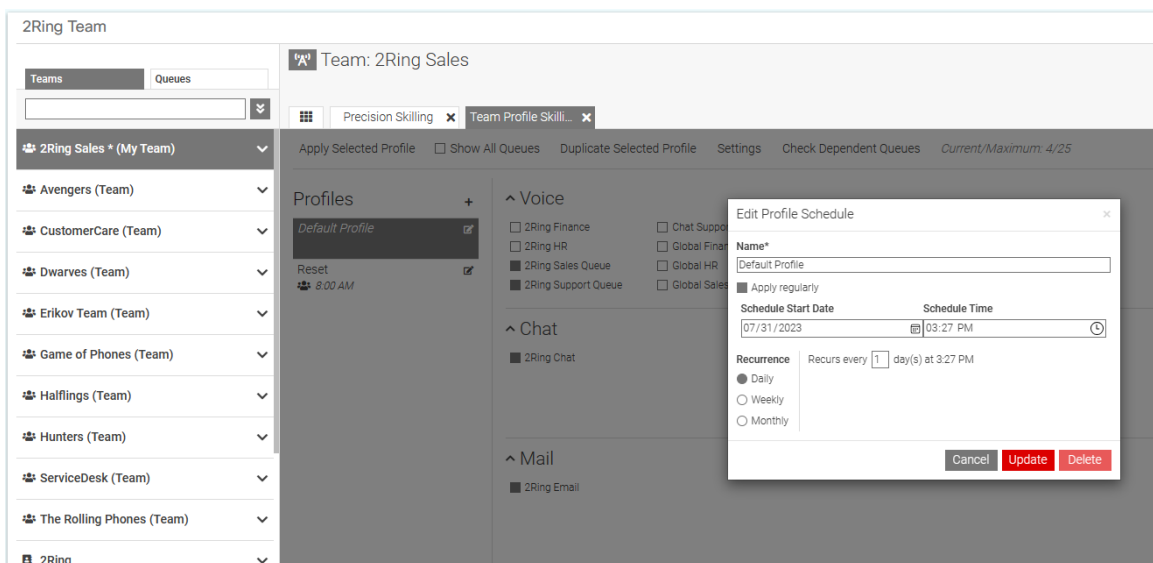
On: 07/27/2023 At: 03:00 PM

Buttons: Cancel, Schedule

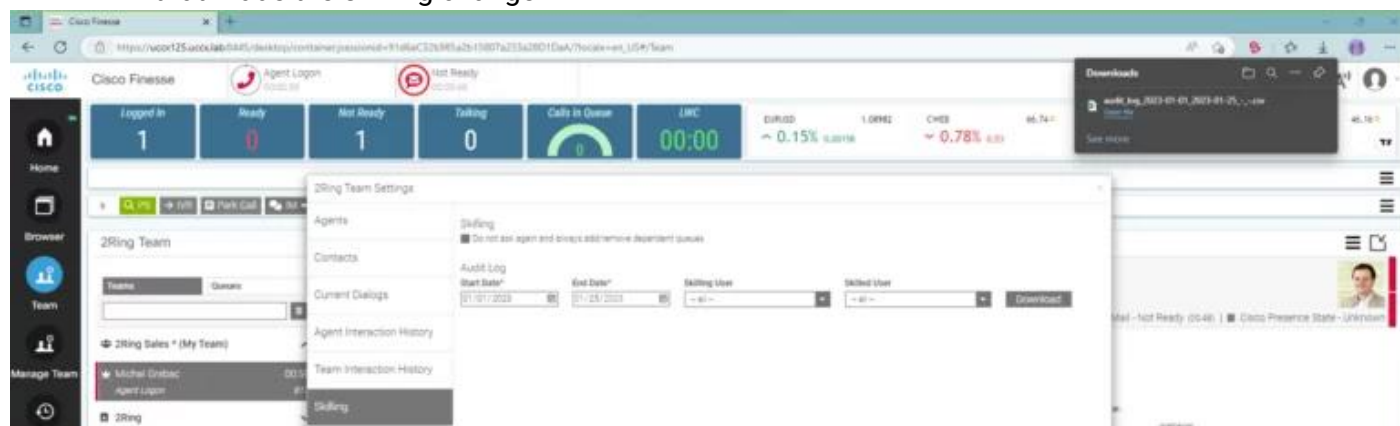
The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

- b. **2Ring Team Based Skilling** - Team based skilling allows a Supervisor to select what Skills to add to an entire Team. Select the Profile you would like to apply and click Apply Selected Profile. Profiles can be set to be auto-apply on certain days/times, giving you Default Profiles.



- c. **2Ring Agent Queues** - Agent based skilling allows a Supervisor to reskill an individual Agent to a single or multiple Queues. Agents can be allowed to reskill themselves (limits can be set so agents do not un-skill themselves from all queues). Changes can be made in Bulk, Immediate or Scheduled. Schedule changes can revert to previous configuration at a predetermined time, if desired.
- d. **2Ring Precision Skilling** - Precision Skilling allows Supervisors to reskill an Agent or an entire Finesse Team's attributes or competency levels. Define what your Teams default Competencies are so you can easily revert to the defaults at a later time. Search capabilities make it easy to locate an Agent(s) with a particular Competencies, such-as 5 or 5 and higher or a particular Agent.
- e. **Skilling Audit Log** – Supervisors are now able to download audit logs of skilling changes made or scheduled through the 2Ring Team Gadget. This feature allows supervisors to generate a report in .csv format and is filterable by period of time, agent that was skilled, and supervisor that made the skilling change.



The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

- f. **Reoccurring skilling changes for a specific agent.** – Supervisor can go to a profile of a specific agent, and have the profile applied right away manually or define the reoccurring settings.

Team Profile View:

The screenshot shows the 'Team Profile View' interface. On the left, there's a sidebar with 'Profiles' and 'Voice and mail' selected. The main area shows 'Voice' and 'Chat' sections. A modal dialog titled 'Edit Profile Schedule' is open. It has a 'Team Schedule' section with 'No schedule' and a 'My schedule' section with three radio buttons: 'Same as team schedule', 'Override team schedule' (selected), and 'Merge with team schedule'. Below this, there's a 'Schedule Time' field with '04:18 PM' and a 'Schedule Start Date' field with '06/06/2022'. A 'Recurrence' section shows 'Daily' selected, with a note 'Recurs every 1 day(s) at 4:18 PM'. At the bottom are 'Cancel', 'Update', and 'Delete' buttons.

Agent Profile View:

The screenshot shows the 'Agent Profile View' interface. The top bar includes 'Apply Selected Profile', 'Show All Queues', 'Duplicate selected profile', 'Settings', 'Check Dependent Queues', and 'Current/Maximum: 3/25'. The sidebar has 'Profiles' and 'Voice and mail' selected. The main area shows 'Voice' and 'Chat' sections. A modal dialog titled 'Edit Profile Schedule' is open. It has a 'Name*' field with 'Voice and mail'. Below it is a checkbox 'Apply regularly' which is checked. There's a 'Schedule Time' field with '04:18 PM' and a 'Schedule Start Date' field with '06/06/2022'. A 'Recurrence' section shows 'Weekly' selected, with a note 'Recurs every 1 week(s) on:'. Below this are checkboxes for days of the week: Sunday, Monday (checked), Tuesday, Wednesday, Thursday, Friday, and Saturday. At the bottom are 'Cancel', 'Update', and 'Delete' buttons.

Cisco Finesse 12 comes with a skilling gadget for UCCX only and it does not support agent self-skilling or reoccurring skilling changes.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

3. Current Dialog App – supervisors can view what every agent is currently working on (Chat/Email interactions are only supported on UCCX-SocialMiner – or as it is referred now Customer Collaboration Platform):

The screenshot displays the 2Ring Team interface. At the top, there's a status bar with various metrics: 8 Logged In, 0 Ready, 7 Not Ready, 1 Talking, and a timer at 00:00. Below this, a navigation bar includes options like PS, IVR, Park Call, IM, Voice Ready, Chat NR, DW-Config, DW, Webex, PANIC, 2GA-form, SFC, SN, SQL, MSCRM, All, and Form. The main content area is divided into two sections. The left section, titled '2Ring Team', shows a list of teams: 2Ring Sales * (My Team), Avengers (Team), CustomerCare (Team), Dwarves (Team), Erikov Team (Team), Game of Phones (Team), and Halfings (Team). The right section, titled 'Agent: Ossamah Shabbir (2Ring Sales - 819)', shows the agent's current dialog. It includes a 'Voice' section with a table of call details (Queue, Calling Number, Called Number, Start Time, Call Type) and a 'Chat' section with a table of chat details (Queue, Chat Party, Is Conference, Start Time). There is also a 'Mail' section showing received emails.

Besides seeing that an Agent is “Talking” and the call’s length, supervisors can view **Current Call Details (Call Trace)** with all this information: Number Called by Caller, Options Selected in the IVR, Queue the call came from, Wait Time in Queue, Holds, Transfers, Call Variables, Wrap-Up Selected:

The screenshot displays the 2Ring Dialog interface. At the top, there's a status bar with various metrics: 8 Logged In, 0 Ready, 7 Not Ready, 1 Talking, and a timer at 00:00. Below this, a navigation bar includes options like PS, IVR, Park Call, IM, Voice Ready, Chat NR, DW-Config, DW, Webex, PANIC, 2GA-form, SFC, SN, SQL, MSCRM, All, and Form. The main content area is divided into two sections. The left section, titled '2Ring Dialog', shows a list of dialogs: Home, Ossamah Shabbir (Ended), Ossamah Shabbir, Ossamah Shabbir, Ossamah Shabbir, Ossamah Shabbir, and Ossamah Shabbir. The right section, titled 'Agent: Ossamah Shabbir (2Ring Sales - 820)', shows the agent's current dialog. It includes a 'Voice' section with a table of call details (Queue, Calling Number, Called Number, Start Time, Call Type) and a 'Chat' section with a table of chat details (Queue, Chat Party, Is Conference, Start Time). There is also a 'Mail' section showing received emails. The 'Call Trace' section on the right provides a detailed history of the call, including registration, arrival at application, queueing, arrival at agent, and ending.

A Supervisor can review details of each interaction in real-time – this is what an overview of customer-agent chat conversation looks like:

The screenshot displays the 2Ring Team interface. At the top, there's a status bar with various metrics: 8 Logged In, 0 Ready, 7 Not Ready, 1 Talking, and a timer at 00:00. Below this, a navigation bar includes options like PS, IVR, Park Call, IM, Voice Ready, Chat NR, DW-Config, DW, Webex, PANIC, 2GA-form, SFC, SN, SQL, MSCRM, All, and Form. The main content area is divided into two sections. The left section, titled '2Ring Team', shows a list of teams: 2Ring Sales * (My Team), Avengers (Team), CustomerCare (Team), Dwarves (Team), Erikov Team (Team), Game of Phones (Team), and Halfings (Team). The right section, titled 'Agent: Ossamah Shabbir Agent (2Ring Sales - 820)', shows the agent's current dialog. It includes a 'Voice' section with a table of call details (Queue, Calling Number, Called Number, Start Time, Call Type) and a 'Chat' section with a table of chat details (Queue, Chat Party, Is Conference, Start Time). There is also a 'Mail' section showing received emails. The 'Conversation' section on the right provides a detailed history of the chat, including registration, arrival at application, queueing, arrival at agent, and ending.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

This is what an overview of email response looks like (variables, received mail, agent's response in progress):

The screenshot displays the 2Ring interface for Agent Ossamah Shabbir (2Ring Sales - 819). The interface is divided into several sections:

- Left Sidebar:** Contains a list of teams (Sales, Agents, etc.) and a search bar.
- Top Bar:** Shows the agent's name and status (Voice - Ready, CCX Chat & Mail - Ready, MS Teams State - Available).
- Variables Section:** Displays email metadata including Feed Address, From, Reply to, Subject, Received, Feed ID, Agent ID, Message ID, ID In Folder, and Sequence Number.
- Messages Section:** Shows the email content, including a greeting, a request to check status, and a thank you message.

4. Agent State History for Cisco UCCX Voice and Chat&Email states (default of 45 days, but it can be extended) – Chronological or Grouped by State and Reason Code (today's totals for each agent and state/reason code), additionally, you can filter on states and reason codes.

This is available even on UCCE with more than 100 named agents – 2Ring has no limits on the # of agents covered (no need to enable agent state trace on agents' profiles).

The screenshot displays the 2Ring interface for Agent Ossamah Shabbir (2Ring Sales - 819), showing the Agent State History. The interface includes a top bar with various status indicators and a main table listing the agent's state history.

Agent State History Table:

Date / Start Time	State	Reason Code	Duration
6/15/2023	Voice - Not Ready	Phone Working	1 day 13:47
6/15/2023, 12:06:52 PM	Chat & Mail - Not Ready		00:00
6/15/2023, 12:06:30 PM	Voice - Not Ready	Phone Failure	00:24
6/15/2023, 12:00:28 PM	Voice - Ready		12:06:28
6/15/2023, 12:00:00 AM	Chat & Mail - Ready		12:06:30
6/14/2023	Voice - Ready		2 days 00:00
6/14/2023, 12:00:00 AM	Chat & Mail - Ready		Full day
6/13/2023			2 days 00:00
6/12/2023			2 days 00:00
6/11/2023			2 days 00:00
6/10/2023			2 days 00:00
6/9/2023			2 days 00:00
6/8/2023			2 days 00:00
6/7/2023			2 days 00:00
6/6/2023			2 days 00:00
6/5/2023			1 day 3:19:14

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

5. Agent Interaction History – this comes with click to dial, click to open an associated CRM record (when integrated), search/filter/sort capabilities:

Interaction Start	Address	Contact	Channel	Type	Queue	Duration	Agent	Wrap-Up	Notes	Policy ID	Ended Reason
7/31/2023, 9:19:28 PM	osamah@2ring.com		Chat	Inbound	2Ring Chat	00:00	Ossamah Sha...				Not accepted
7/31/2023, 9:10:57 PM	820	Ossamah Sha...	Voice	Internal		01:09	Ossamah Sha...				Ended other
7/31/2023, 9:09:23 PM	14049661595		Voice	Inbound	2Ring Sales Q...	01:03	Ossamah Sha...				Transferred
7/31/2023, 4:45:54 PM	14049661595		Voice	Inbound	2Ring Sales Q...	08:35	Ossamah Sha...				Ended other
7/31/2023, 12:42:26 ...	osamah@2ring.com		Chat	Inbound	2Ring Chat	8:29:58	Ossamah Sha...				Logged Out
7/31/2023, 12:40:49 ...	osamah@2ring.com		Chat	Inbound	2Ring Chat	8:31:32	Ossamah Sha...		Customer nee...		Logged Out
7/31/2023, 12:39:32 ...	osamah@2ring.com		Chat	Inbound	2Ring Chat	00:00	Ossamah Sha...				Logged Out
7/31/2023, 12:32:40 ...	osamah@2ring.com		Chat	Inbound	2Ring Chat	8:39:42	Ossamah Sha...				Logged Out
7/31/2023, 12:19:57 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	14:33	Ossamah Sha...				Ended other
7/31/2023, 12:06:47 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	07:26	Ossamah Sha...		Customer req...		Ended other
7/31/2023, 12:02:04 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	01:13	Ossamah Sha...		Customer req...		Ended other
7/31/2023, 11:39:30 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	04:20	Ossamah Sha...				Ended other
7/31/2023, 11:35:59 ...	14049661595		Voice	Inbound	2Ring Sales Q...	00:32	Ossamah Sha...				Ended other
7/28/2023, 5:31:42 PM	Ossamah Shab...		Mail	Inbound	2Ring Email	8:23:52	Ossamah Sha...				Logged Out
7/28/2023, 5:31:42 PM	Ossamah Shab...		Mail	Inbound	2Ring Email	1:51:41	Ossamah Sha...				Unknown
7/28/2023, 5:31:42 PM	Ossamah Shab...		Mail	Inbound	2Ring Email	2 days 17:25:15	Ossamah Sha...				Unknown
7/27/2023, 7:29:27 PM	19165143353		Voice	Inbound	2Ring Sales Q...	00:00	Ossamah Sha...				Ended not answered

See details about the call, such as Participants, Call Variables, Notes added by the agent, link to CRM record, Call Trace (see details like hold, un-hold, transfers, Queue), be able to play the Recorded Call (Calabrio & Elevēo), view any Forms used and what was entered by the agent.

Agent	Wrap-Up	Start	Duration	End Reason
Ossamah Shabbir		7/31/2023, 9:43:17 PM	00:46	Ended other
Ossamah Shabbir Agent		7/31/2023, 9:42:59 PM	00:16	Transferred

Variables

Queue: 2Ring Sales Queue
QTime (Minutes):
Verified by:
Email:

Notes

Ossamah Shabbir - This is a repeat caller please assist him

Trace

7/31/2023, 9:42:54 PM (00:00) Call registered
7/31/2023, 9:42:54 PM (00:00) Arrived at application 6000
7/31/2023, 9:42:54 PM (00:00) Call queued to 2Ring Sales Queue
7/31/2023, 9:42:54 PM (00:05) Call arrived at Ossamah Shabbir Agent
7/31/2023, 9:42:59 PM (00:17) Call answered by Ossamah Shabbir Agent
7/31/2023, 9:43:16 PM (00:01) Call arrived at Ossamah Shabbir
7/31/2023, 9:43:17 PM (00:47) Call answered by Ossamah Shabbir
7/31/2023, 9:44:04 PM Call ended

Recording

00:00/00:00
Recording 1

Forms

6. Agent, Team & Queue Based views from 2Ring Dashboards & Wallboards that refresh & load in a split second as a supervisor switches from team A to team B or from agent X to agent Y. The below is a team-based listing showing agents belonging to the selected team with a subset of available metrics/columns. The metrics (columns) are configured by the admin, and additional grids can be added to this view (including a queue grid or a grid showing calls waiting in selected queues (UCCX Only), ...):

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

The screenshot shows the 2Ring Team dashboard for the 2Ring Sales team. The top bar displays various status indicators: Logged In (9), Ready (2), Not Ready (7), Talking (0), Calls In Queue (0), and LWC (00:00). It also shows financial data for EURUSD (1.0969, -0.09%), CWB (1.29%, 0.63), DRIP (2.85%, 0.32), and JNUG (5.51%, 1.87). The main content area is divided into two sections: Agents and Queues. The Agents section lists agents with their status, duration, reason, and current call queue. The Queues section shows a grid of metrics for the 2Ring Sales Queue and 2Ring Support Queue.

AgentName	State	Duration	Reason	Current Call Queue	Calls Offered	Calls Handled	Calls Abandoned
Ossamah Shabbir	Ready	00:05:22			2	2	0
Ossamah Shabbir Agent	Ready	00:06:11			1	1	0
Ieva Galo	Logged Out	05:01:45	Supervisor Initiated		0	0	0
Martin Bileik	Logged Out	11:44:24	Annual Leave		0	0	0
Michal Grebac	Logged Out	02:03:05	Annual Leave		0	0	0
Michal Grebac Agent	Logged Out	05:01:41	Supervisor Initiated		0	0	0
Peter Kolenic	Logged Out	15:58:40	End of shift		0	0	0

Queue Name	Calls In Queue	LWC	Calls Offered	Calls Handled	Calls Abandoned	Service Level	AWT	Agents Logged In	Agents Ready	Agents Not Ready
2Ring Sales Queue	0	00:00	2	2	0	50	00:06	3	0	3
2Ring Support Queue	0	00:00	0	0	0	0	00:00	3	0	3

A queue-based view showing a queue grid with a subset of columns/KPIs and a list of agents assigned to the selected queue:

This screenshot shows the 2Ring Team dashboard for the 2Ring Sales team, updated 37 minutes ago. The top bar displays various status indicators: Logged In (9), Ready (2), Not Ready (7), Talking (0), Calls In Queue (0), and LWC (00:00). It also shows financial data for EURUSD (1.0969, -0.09%), CWB (1.29%, 0.63), DRIP (2.85%, 0.32), and JNUG (5.51%, 1.87). The main content area is divided into two sections: Agents and Queues. The Agents section lists agents with their status, duration, reason, and current call queue. The Queues section shows a grid of metrics for the 2Ring Sales Queue and 2Ring Support Queue.

AgentName	State	Duration	Reason	Current Call Queue	Calls Offered	Calls Handled	Calls Abandoned
Ossamah Shabbir	Ready	00:06:10			2	2	0
Ossamah Shabbir Agent	Ready	00:06:59			1	1	0
Ieva Galo	Logged Out	05:02:33	Supervisor Initiated		0	0	0
Martin Bileik	Logged Out	11:45:12	Annual Leave		0	0	0
Michal Grebac	Logged Out	02:03:53	Annual Leave		0	0	0
Michal Grebac Agent	Logged Out	05:02:29	Supervisor Initiated		0	0	0
Peter Kolenic	Logged Out	15:59:28	End of shift		0	0	0

Queue Name	Calls In Queue	LWC	Calls Offered	Calls Handled	Calls Abandoned	Service Level	AWT	Agents Logged In	Agents Ready	Agents Not Ready
2Ring Sales Queue	0	00:00	2	2	0	50	00:06	3	0	3
2Ring Support Queue	0	00:00	0	0	0	0	00:00	3	0	3

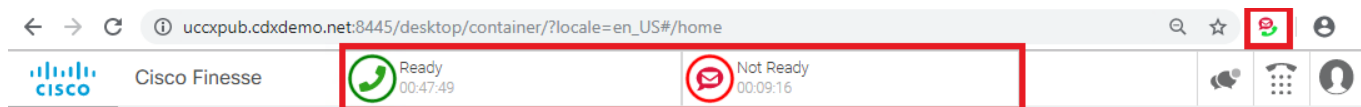
Agent-based view (showing a subset of available metrics/KPIs):

This screenshot shows the 2Ring Team dashboard for the 2Ring Sales team, updated 38 minutes ago. The top bar displays various status indicators: Logged In (9), Ready (2), Not Ready (7), Talking (0), Calls In Queue (0), and LWC (00:00). It also shows financial data for EURUSD (1.0965, -0.09%), CWB (1.29%, 0.63), DRIP (2.85%, 0.32), and JNUG (5.51%, 1.87). The main content area is divided into two sections: My Stats and My Queues. The My Stats section shows a grid of metrics for the 2Ring Sales Queue and 2Ring Support Queue. The My Queues section shows a grid of metrics for the 2Ring Sales Queue and 2Ring Support Queue.

My Stats	Calls Offered	Calls Handled	Calls Abandoned	Abandon Rate	Avg Handle T	Ready T	Not Ready T	Chats Offered	Chats Handled	Emails Offered	Emails Answered	Staffing +	Staffing -	Staffing %
2Ring Sales Queue	2	2	0	0	00:00:55	01:02:18	02:47:20					0	0	0

Queue Name	Calls In Queue	LWC	Calls Offered	Calls Handled	Calls Abandoned	Service Level	AWT	Agents Logged In	Agents Ready	Agents Not Ready
2Ring Sales Queue	0	00:00	2	2	0	50	00:06	3	0	3
2Ring Support Queue	0	00:00	0	0	0	0	00:00	3	0	3

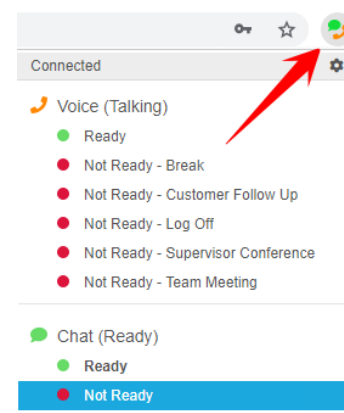
2Ring Agent State Controls



1. State controls change color based on time in state that count up or down. Thresholds can be announced with a sound and connected to be always on top 2Ring Toast Alerts / Notifications. View more use cases under 2Ring Orchestrator / Workflow. 2Ring customers with Finesse 10-11.x use state control/ thresholds in the 2Ring Ticker gadget, but those on Finesse 12 can move agent state control (with thresholds) to the Finesse 12 header, leaving more space for displaying broadcast messages in the 2Ring Ticker Gadget.

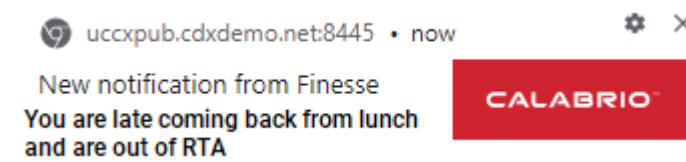
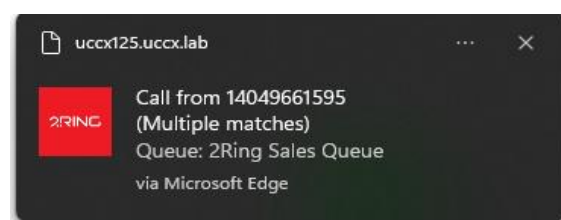
2Ring Browser Extension (Edge, Chrome, Firefox)

1. **Agent state is visible on all browser tabs** (outside of Finesse tab). This is useful when agents work in additional web-based applications (ERP/ITSM/CRM systems, etc.).
2. Agents can also change their state from the browser itself even when the agent is not on the Cisco Finesse browser tab.
3. Gives 2Ring control over the desktop and browser to deliver **powerful automation** (bring the browser to the front, screen-pop to a specific tab, click2dial from outside of Finesse, ...).

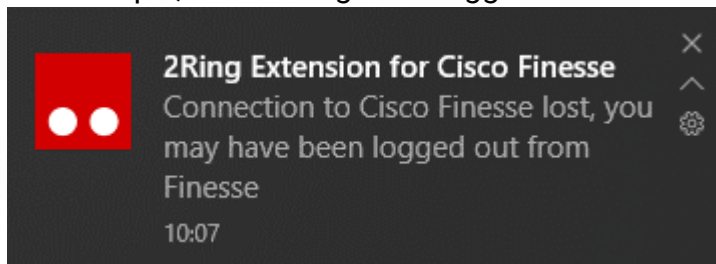


2Ring Toast Alerts / Notifications

1. Alerts (e.g. you missed a call) and notifications
2. (e.g. advanced caller identification) that are **displayed on top of all the windows** regardless of what app is currently in active use.
3. Real Time Adherence (RTA) – Agents & Supervisors can receive a Toast Notification when an Agent is out of Real Time Adherence with Calabrio WFM
4. Icons / pictures can be based on the notification type (e.g. RONA, VIP caller, special language needs – Spanish / French / ... business vs residential customer, message from supervisor, an unusual call type, a possible fraud alert, ...).
5. Clicking on the toast can trigger an action or set of actions (answer call and bring CRM to the front, change agent state to ready, ...) – see more examples under 2Ring Orchestrator / Workflow.

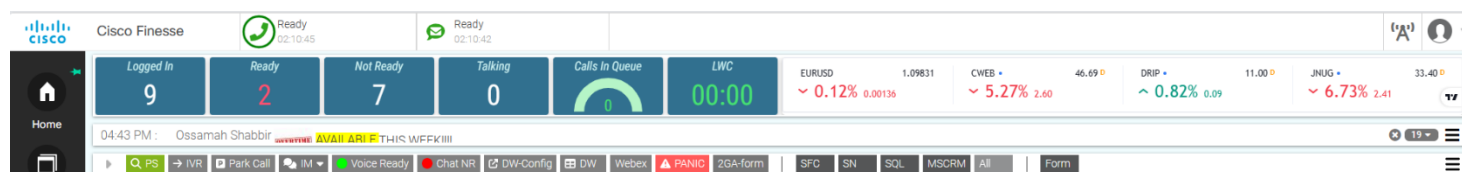


- Displays browser notification when browser extension disconnects from Cisco Finesse – for example, when an agent is logged out from Finesse after a long period of inactivity.



- Stays displayed until the trigger originating the message is no longer valid (when an agent misses a call and is in NotReady – RONA, they can see the alert on top of all their application windows until they switch states).
- Delivers notifications when conditions are met – e.g. calls in queue and LongestWaitTime exceed defined thresholds (this scenario requires *2Ring Dashboards & Wallboards*).
- As a call approaches the target Talk Time an agent can receive a notification to help them achieve their target talk time. Further the agent can also receive a notification if they are exceeding the average Talk Time for the team for the day. Once a call is considered a long call, a notification can be sent to the supervisor.
- When an agent enters a Not Ready state the agent can receive a notification showing Cumulative Not Ready for the day to help agents achieve desired Not Ready targets.
- Use Toast Notifications for Ready / Not Ready Buttons so the agent always knows their state.
- Pick a Wrap-Up Code Reminders
- If a call has been in queue too long a notification can be popped to let the agent know to offer an apology for the long wait time.
- Personalized Opening Greetings which can be based on hour, queue, IVR selection, # called, agent's name, ...
- When a Priority or Severity 1 (life threatening emergency) call is in queue there can be a popup notification. On UCCX, when the agent clicks the toast notification the current caller is parked, and the agent can select the Priority or Severity 1 call to answer via our Call Picking Application.

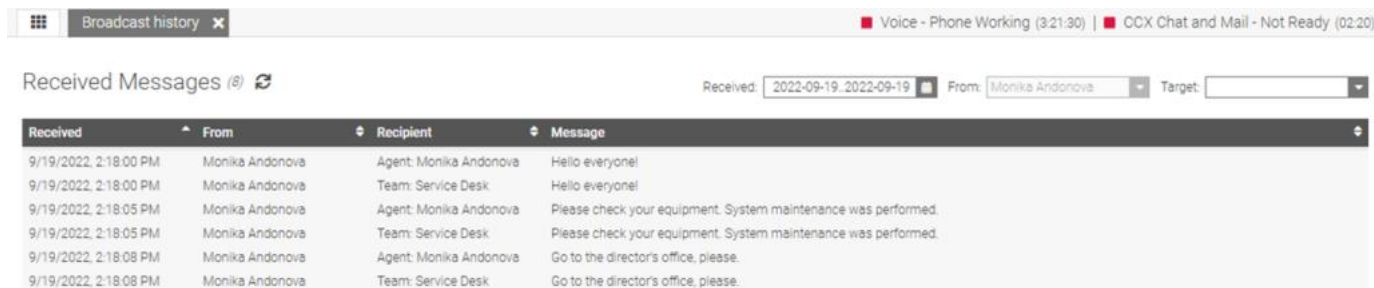
2Ring Ticker Gadget



- Message Ticker (Marquee)** with message history – Supervisors can send a message to any group (call center teams, queues, skillgroups) or subgroup of agents (any set of agents or picked one by one) + to a ticker in any of the 2Ring Dashboards & Wallboards layouts.
- Broadcast Messages** support rich text, hyperlinks, pictures, tables, etc. and can be set to blink for certain amount of time. In addition, arrival of a message can be announced with a

sound and connected to a 2Ring Toast Alerts / Notifications. All toast alerts are usually also delivered to the Ticker to preserve message history for the agent.

3. **Broadcast History App** allows supervisors to check if agents received a certain message as well as allowing agents to review previous broadcast messages sent to him/her.
4. **Broadcast Recipient List** now pops up automatically as recipients are added, eliminating confusion about where the list is located and what agents are currently selected.
5. **Global Message Expiration Setting** allows the system to conserve disk space and increase performance of the agent desktop by reducing the amount of cached messages being retrieved.



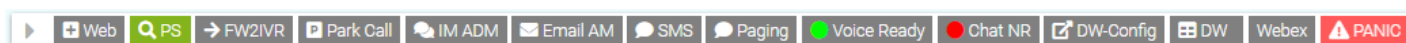
Received	From	Recipient	Message
9/19/2022, 2:18:00 PM	Monika Andonova	Agent: Monika Andonova	Hello everyone!
9/19/2022, 2:18:00 PM	Monika Andonova	Team: Service Desk	Hello everyone!
9/19/2022, 2:18:05 PM	Monika Andonova	Agent: Monika Andonova	Please check your equipment. System maintenance was performed.
9/19/2022, 2:18:05 PM	Monika Andonova	Team: Service Desk	Please check your equipment. System maintenance was performed.
9/19/2022, 2:18:08 PM	Monika Andonova	Agent: Monika Andonova	Go to the director's office, please.
9/19/2022, 2:18:08 PM	Monika Andonova	Team: Service Desk	Go to the director's office, please.

2Ring Orchestrator / Workflow

1. A powerful workflow engine that provides for automation of both simple and advanced tasks. The engine reacts to various events originating from a variety of sources. Below are examples of some of the most often implemented automations:
 - a. Place agent in Not Ready status for Break or Lunch once the active call ends to help the agent maintain Realtime Adherence.
 - b. Well-targeted **Audible & Message Alerts** (send to Ticker Gadget and/or provided in a form of a Toast Alert) as a result of
 - i. Agent receiving a Chat from a fellow Agent or from a Supervisor
 - ii. Agent not picking a wrap-up code despite talking for x minutes already
 - iii. Agent receiving or initiating a Call
 1. Caller Identification & Overview (DB lookup)
 2. Long Wait Alert – Caller waited longer than X minutes in a queue
 - iv. Agent changing state or staying in a state for certain amount of time
 1. Agent misses a call and goes Not Ready RONA
 2. Agent switches state to Not Ready Lunch → Orchestrator looks up how many calls are in queue and notifies the agent to wait until there are less calls (requires 2Ring Dashboards & Wallboards)
 - v. KPI / Metric in 2Ring Dashboards & Wallboards reaches defined values so agents in certain state are notified. E.g. # of calls in queue and longest wait time exceed defined thresholds or talk time is exceeding the allotted time.
 - c. **Escalation Alerts** – notify supervisors if certain events occur
 - i. Agent stays in a particular state for certain amount of time
 - ii. Agent misses a call
 - iii. Agent talks for longer than a defined threshold
 - iv. Certain KPIs/Metrics in 2Ring Dashboards & Wallboards enter bad zone
 - v. Agent is on a chat session (UCCX) with a customer who uses profanity

- d. Automatic change of Agent's state - Force agent to ready, Do not allow to go NotReady, or Auto-logout all agents at 5PM (but not while on a call)
- e. Screen-Pops and taking Agents to appropriate screens
 - i. If something is true (Variable), the call can be auto-transferred
- f. Perform a default action before a call ends, e.g. set the wrap-up code
- g. Automate Conference Calls by auto-entering DTMF tones (call IVR, enter contract number for the agent, ...)

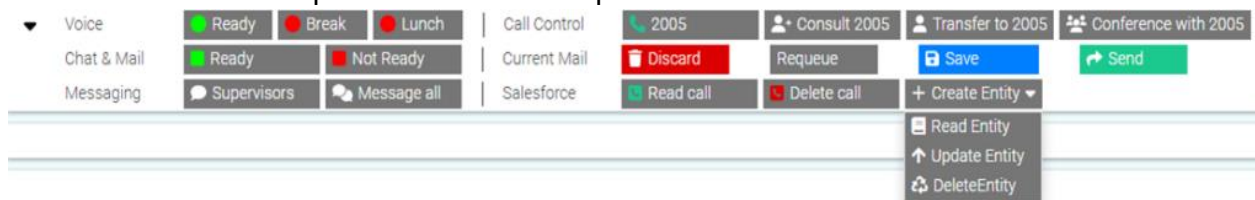
2Ring Toolbar Gadget



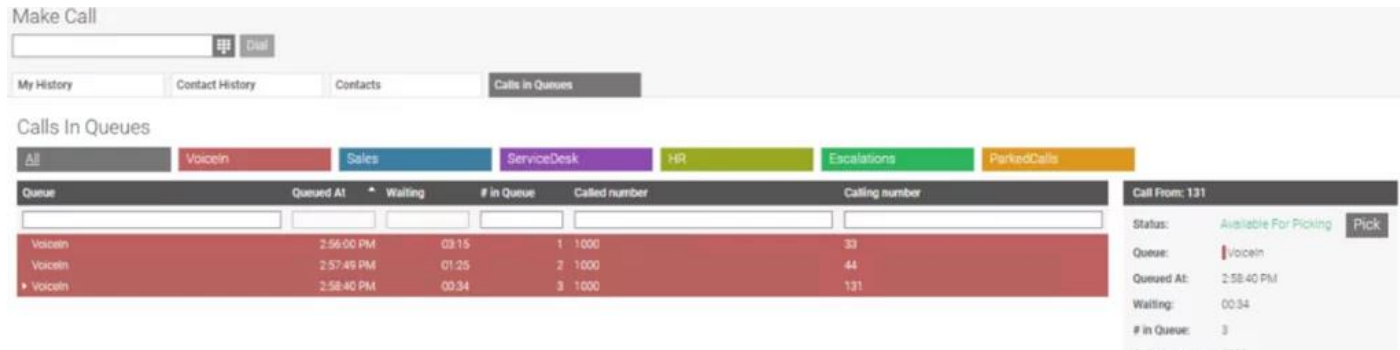
1. Tasks can be automated with a button click (multiple actions delivered via a single button). Buttons are State and Call Variable aware and can perform different actions based on agent's current state and/or variable of the current call. Any of these buttons can be also added to the Dialog Gadget – and thus be only available when interaction is in progress.

Here are some examples of commonly used buttons:

- a. **Bookmark** – opens a certain site in 2Ring Browser Gadget or Outside of Finesse (new browser tab)
- b. **Panic Button** – sends a message and toast requesting supervisor assistance. This can be all predefined and performed as a single click action, or the Agent can be taken to a simple form to pick a list of supervisors from his/her team to send a Panic message to. The message can be optionally modified as well. If no supervisors are selected, then the message will be sent to all supervisors listed.
- c. **Agent End of Shift Button** – places agent to not ready, then logout
- d. **Ready Button** – makes the agent Ready with a single click versus 3 in Finesse
- e. **Customer Advocate Button** – based on the Call Variable a call can be transferred with a single step transfer to the customer advocate responsible for the caller.
- f. **Translation Service Button** – calls a translation service, enters DTMF tones, and initiates a conference.
- g. **Ad-Hoc Form / WebText Texting / Paging** - new dialog windows can be displayed prompting the user for input and processing it from 2Ring Orchestrator (Workflow). Such forms can be used by agents to submit data that is not tied to any customer interaction (submit forms that are not tied to any customers' interactions), send a request to a specific supervisor for help, or send a text message (via WebText integration) or a page (via NotePage integration).
- h. **API Integration** – buttons can be used to connect to other applications that use API's. Use a form to pass data to Salesforce, integrate to gate / door software to open doors with a click of a button.
- i. **Button Sets** – It is now possible to create dropdown sets



2Ring Call (Cherry) Picking Gadget (UCCX only)



1. Allows agents to select the next call from queue. Agents have the ability to park calls to a parking queue to be handled later or to be taken by another agent who has the necessary expertise to finish the call off.
2. Replace legacy Attendant Console applications using Call Picking and Speed Dials to answer, hold, and transfer calls quickly.
3. Full HA Support for Cherry Picking to the maximum extent permitted by the UCCX platform – please check documentation for details on API limitations
4. Full colored tabs and rows in the list of queued and parked calls

2Ring Browser Gadget



1. Embed multiple websites to Cisco Finesse with ease. Admins can add any site or application that can run inside of an iFrame including 2Ring Cherry/Call Picking or a layout from 2Ring Dashboards & Wallboards. Agents will be able to use these multiple browser tabs without losing sight of the active interaction.
2. This gadget also enables to load multiple websites for agents right at their login to Cisco Finesse, or websites can be opened using buttons in 2Ring Toolbar Gadget.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

2Ring Dialog Gadget

The screenshot displays the 2Ring Dialog Gadget interface. At the top, there's a status bar with agent counts: Logged In (9), Ready (0), Not Ready (8), Talking (1), Calls In Queue (0), and LWC (00:00). Below this, a navigation bar includes links like Home, Team, Manage Team, My History, Team Data, and Queue Data. The main area shows a call in progress for Ossamah Shabbir (14049661595). The call details include a queue (2Ring Sales Queue), a subject (Sales Order for Customer Zulo), and a queue wait time (01:39). The interface also features a 'Variables' section with fields for Queue, QTime (Minutes), Verified by, and Email. A 'Notes' section contains a message: 'Customer requested regular updates on their order.' A 'Trace' section shows a timeline of events: 12:06:47 PM (00:00) Call registered, 12:06:47 PM (00:00) Arrived at application 6000, 12:06:47 PM (00:00) Call queued to 2Ring Sales Queue, 12:06:47 PM (00:02) Call arrived at Ossamah Shabbir, and 12:06:49 PM Call answered by Ossamah Shabbir. The remaining time is 950.

1. Agents can handle **all interactions (inbound and outbound phone calls, and Cisco UCCX – CCP chat & email) in one Gadget**. UCCX customers please see more on chat/email channels in this section [2Ring Chat & Email \(UCCX Only – Requires CCP – Customer Collaboration Platform\)](#).

Information available about the call can be enhanced with a **Call Trace/Details section to show** the Number Called, Options Selected in the IVR, Queue, Queue Wait Time, Call Variables, Holds, Transfers, Wrap-Up, ... This info can be provided to the agent in advanced caller identification (more in [2Ring Toast Alerts / Notifications](#)) or can impact what sentence the agent is told to start the call with (e.g. a reminder to apologize for the long wait), ...

The screenshot displays the 2Ring Dialog Gadget interface, showing a list of previous interactions for agent Ossamah Shabbir (14049661595). The list is titled 'Previous Interactions (86)' and includes columns for Interaction Start, Address, Contact, Channel, Type, Queue, Duration, Agent, Wrap-Up, Notes, Policy ID, and Ended Reason. The list shows various inbound calls from 7/31/2023 to 4/28/2023, mostly from the 2Ring Sales Queue. The ended reasons include 'Customer req...', 'This is an urge...', 'This is a test c...', and 'Ended not answered'.

Interaction Start	Address	Contact	Channel	Type	Queue	Duration	Agent	Wrap-Up	Notes	Policy ID	Ended Reason
7/31/2023, 12:02:04 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	01:13	Ossamah Sha...		Customer req...		Ended other
7/31/2023, 11:39:30 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	04:20	Ossamah Sha...				Ended other
7/31/2023, 11:35:59 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:32	Ossamah Sha...				Ended other
7/27/2023, 12:34:39 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	02:39	Ossamah Sha...				Ended other
7/25/2023, 11:01:49 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:51	Ossamah Sha...				Transferred
7/20/2023, 10:36:41 ...	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	03:15	Ossamah Sha...				Ended other
7/5/2023, 10:34:18 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:00	Ossamah Sha...				RONA
7/5/2023, 10:31:09 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	02:02	Ossamah Sha...				Ended other
7/5/2023, 10:29:33 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:00	Ossamah Sha...				RONA
6/13/2023, 1:26:15 PM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:09	Ossamah Sha...				Ended other
5/23/2023, 1:32:13 PM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	01:06	Ossamah Sha...				Ended other
5/15/2023, 3:51:26 PM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	01:26	Ossamah Sha...		This is an urge...		Ended other
5/8/2023, 11:00:56 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	01:58	Ossamah Sha...				Ended other
5/8/2023, 10:55:11 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	03:48	Ossamah Sha...				Ended other
5/4/2023, 2:56:24 PM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:33	Ossamah Sha...				Ended other
5/4/2023, 2:51:07 PM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:22	Ossamah Sha...				Transferred
5/4/2023, 11:43:38 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:51	Ossamah Sha...		This is a test c...		Transferred
4/28/2023, 4:45:44 AM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	04:08	Ossamah Sha...				Transferred
4/28/2023, 4:44:06 PM	14049661595	Shabbir, Ossam...	Voice	Inbound	2Ring Sales Q...	00:00	Ossamah Sha...				Ended not answered

2. Customer Journey

- a. See previous interactions (Voice, Chat, E-Mail*) *chat and e-mail require CCP

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

- b. Sort / Filter / Search on any Column Heading
- c. Link to previous CRM records
- d. View Call Notes, Wrap-Up Codes, and Agents who handled the call
- e. Details about the call such-as, Participants, Call Variables, Notes, Call Trace (hold, queued, transferred, etc.), Recordings associated with the interaction, and any Form that were used by the Agent.

3. 2Ring enhances Cisco wrap-up codes in many ways

- a. Codes can be grouped with a heading (e.g. USA/California),
- b. Selected codes can be autosaved (no need for agents to click “Apply” to confirm their selection), and
- c. Selection can be enforced – agents cannot go Ready until selecting at least one wrap-up code

4. It is possible to enable the **Call Variable Editor** to allow agents to **add short open text notes (possibly with data entry validation) and/or additional call classification codes (tags) via a searchable drop-down menu**. All or some of the entered data can be stored in Cisco’s databases and thus used in standard CUIC reports (therefore serving as additional wrap-up codes). This section also allows agents to copy info from a CallVariable using a button or copy all Call Details to Clipboard. Lastly, admins can use 2Ring CallVariables to expand the amount of information that agents can see and edit about each call (and/or about UCCX chat/email).

- a. Cisco Finesse 12.5 introduces a CallVar Editor. It is only available for voice, and it is limited to the use of Cisco CallVariables (2Ring adds unlimited number of 2Ring CallVariables to every interaction). Cisco only introduces open text fields for notes and thus eliminating support for dropdowns, and data entry validation.

5. Information and actions available per every interaction listed in the Dialog Gadget can be significantly enhanced with many apps, such as:
 - a. **Agent guiding scripts** ensures that agents capture pertinent details / notes on a call. These scripts can also be used to provide agents with easy access to disclaimers that need to be read in certain situations.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

The screenshot displays the 2Ring interface with a sidebar on the left containing navigation options like Home, Browser, Team, Manage Team, My History, Team Data, and Queue Data. The main area shows a '2Ring Dialog' for user 'Ossamah Shabbir (14049661595)'. The 'Current Form' is titled 'Satisfaction with support' and includes a dropdown menu for 'How would you evaluate our support service?' with options: 'select --', 'select --', 'Good', and 'Poor'. Below this is a 'Conclusions' section with fields for Agent, Agent Name, Customer Name, Customer Number, Campaign ID, Queue Name, Team Name, Call ID, Next Steps/Now Date, and Next Steps/Other Date. A 'Wrap-Up' button is visible in the top right corner of the dialog.

The above and below covered Scripts & Forms can execute a workflow based on selection made or data entered – transfer call to a queue, send an email with detailed info to open a ticket, etc.

b. **Multi-level wrap-up forms** can be used for “CRM Like” functionality:

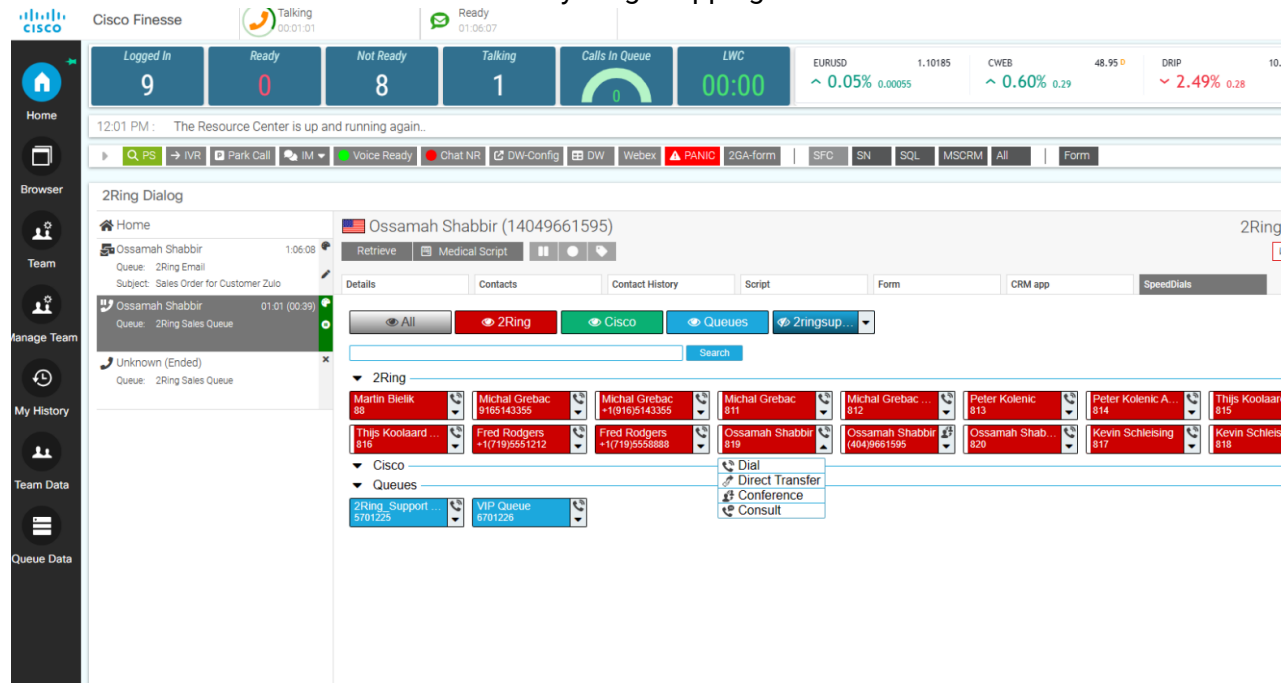
The screenshot shows the 2Ring interface with a sidebar on the left. The main area displays a '2Ring Dialog' for user 'Ossamah Shabbir (14049661595)'. The 'Current Form' is titled 'IT Helpdesk' and includes a 'Caller Information' section with fields for Name, Surname, Department, Age, and Employment date. Below this is a 'Problem Area' section with checkboxes for 'Intranet', 'Browser Issue', 'User Management', 'Error Message', 'Methodical Question', 'Windows', 'Email', and 'Hardware'. A 'Conclusions' section on the right contains fields for Call ID, Agent Name, Customer ID, and Queue Name. A 'Submit' button is located at the bottom right of the form.

c. **Searchable speed dial buttons** – each button can also show presence state from Cisco Unified Presence Server (CUPS). The list is auto-built from numbers present in selected address-books. The default action (e.g. blind transfer) is configured by admin who can also

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

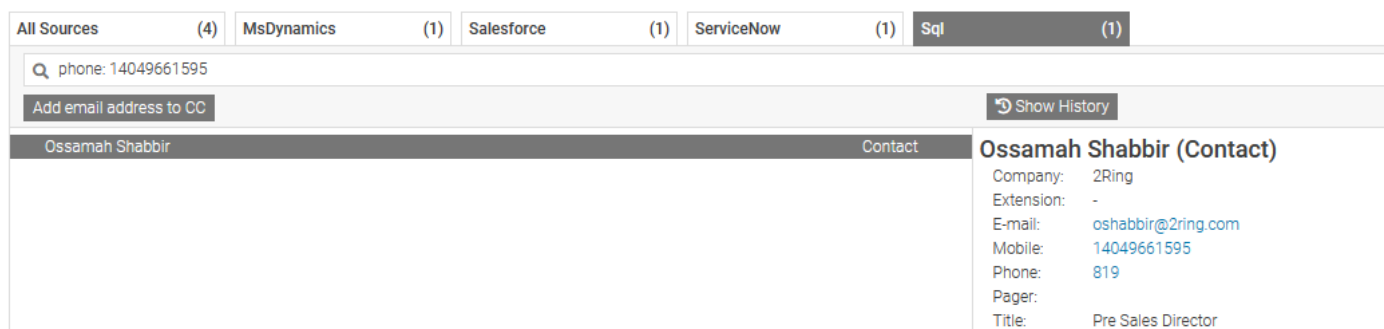
enable additional actions such as dial or consult for buttons. Buttons can also be used to create ad-hoc conference calls by drag-dropping contacts to the Conference List on the right.



6. **Screen-Pops** - identifying callers and searching contacts from Salesforce (SFDC), MS Dynamics, ServiceNow (SNOW), SugarCRM, or from any system that comes with an appropriate API and or direct SQL database read access. 2Ring's support for Custom Connectors & Custom Apps makes it easy to deliver ad-hoc integrations of market niche apps and homegrown applications. It is now possible to integrate Cisco Finesse with applications that 2Ring doesn't offer an out-of-the-box connector for (learn more on what our connectors can do in this section [***2Ring CRM Connectors \(Premium Bundle\)***](#)).

- a. A Generic SQL Connector can be used if your contact store uses a relational database and drivers are available:

Contacts




- b. Custom Connectors SDK adds the possibility to access homegrown and market-niche ERP/CRM/ITSM systems for customer lookup via their native APIs.
- c. Custom Apps SDK can be part of [***2Ring Dialog Gadget***](#) and display data from the source CRM/Ticketing application. A working sample app for Salesforce (see screenshot below) is available and it can be used as is, or it can be further customized by 2Ring, reseller's or customer's dev teams.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

The screenshot displays the Cisco Finesse interface. At the top, there's a status bar with 'Cisco Finesse' and agent status indicators: 'Talking' (00:02:21), 'Ready' (00:44:53), and 'Not Ready'. Below this is a row of buttons for 'Logged In' (9), 'Ready' (0), 'Not Ready' (8), 'Talking' (1), 'Calls In Queue' (0), and 'LWC' (00:00). To the right, there are currency and market data for EURUSD, CWEB, DRIP, and JNUG. A message bar at the top left says '11:40 AM: Point out this week's savings before closing each call.' Below the message bar is a navigation bar with various icons and a search bar. The main area shows a '2Ring Dialog' for agent 'Ossamah Shabbir (14049661595)'. The dialog has tabs for 'Details', 'Contacts', 'Contact History', 'Script', 'Form', 'CRM app', and 'SpeedDials'. The 'Details' tab is active, showing 'Create/Update' case information. The case information includes 'Case Number' (00003138), 'Account Name' (Ossamah Shabbir), 'Contact Name' (Ossamah Shabbir), 'Status' (New), 'Priority' (High), and 'Case Origin' (Phone). The 'Description Information' section has a 'Subject' field with 'Sales Order 2553637 Shipping Update' and a 'Description' field with 'Customer called regarding tracking information on the order'. A 'Save' button is at the bottom.

7. **Outbound dialing** - For outbound dialing, agents can do click2dial from any ERP/CRM/Service Desk (ITSM) that 2Ring has integrated into Cisco Finesse, can be allowed to place outbound calls from "Ready" (without the need to manually switch to NotReady and then dial out), and lastly, whatever an agent enters/pastes into the "dial field" can be normalized (remove periods, dashes, prefix numbers required for outbound call to go through).
8. **Multiple Notes per Dialog** - this allows each agent to leave a note about their conversation with the customer. These notes are timestamped with date and time that the participation for the agent ended with the customer allowing for historical tracking of the notes.

Notes 

Christopher Slater - 3/24/2023, 12:39:00 PM
Call postponed for 30 minutes.

Oliver Smith - 3/24/2023, 12:39:00 PM
Discussing incident with customer from 11/4/2022.

9. **Add Notes to Ended Interactions** - this allows agents and supervisors to add notes to an interaction even after it has ended and without having a customer on the interaction

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

anymore – this can be done from 2Ring Dialog Gadget or from 2Ring Team Gadget.

The screenshot displays the 2Ring Dialog Gadget interface. On the left, a 'Variables' section lists fields: Call start, Call start (Current), Call Duration, Application, Queue, Caller Name, and Country. A 'New Note' dialog box is open in the center, containing the text 'Call ended without conclusion.' and an 'Add' button. Below the variables, a 'Notes' section shows two entries: 'Christopher Slater - 3/24/2023, 12:39:00 PM' with the note 'Call postponed for 30 minutes.', and 'Oliver Smith - 3/24/2023, 12:39:00 PM' with the note 'Discussing incident with customer from 11/4/2022.' On the right, a 'Type' field is set to 'AGENT_INSIDE', and a 'Participants' section lists 'Initiated by: Oliver Smith' and 'Received by: Christopher Slater'. A 'p-Up Reason' field is also visible.

2Ring CRM Connectors

2Ring Dialog Gadget provides a comprehensive set of features that enable data stored in 3rd party contact data stores such as ITSM, ERP, or CRM systems (**Salesforce, ServiceNow, MS CRM – Dynamics**) for both read and write operations as well as powerful automations:

- 1. Customer lookup** (a customer data preview in Finesse) - in inbound scenarios, an automatic customer lookup can be performed using a calling number or customer ID as lookup criteria. The results of the lookup are presented on the screen for the agent to choose. In case multiple connectors are configured, the lookup may be performed against all remote contact sources and displayed within the Dialog Gadget like this:

The screenshot shows the 2Ring Dialog Gadget interface with a search bar containing 'phone: 14049661595'. Below the search bar, a table displays search results for 'Shabbir, Ossamah'. The table has columns for 'All Sources', 'MsDynamics', 'Salesforce', 'ServiceNow', and 'Sql'. The results show 'Shabbir, Ossamah' as a 'Person' in 'MsDynamics', 'User' in 'ServiceNow', and 'Contact' in 'Salesforce'. To the right of the table, a detailed view of 'Shabbir, Ossamah (Person)' is shown, including address, mobile, email, and a list of activities.

All Sources	MsDynamics	Salesforce	ServiceNow	Sql
(3)	(1)	(1)	(1)	(0)

Search: phone: 14049661595

Shabbir, Ossamah	Person	MsDynamics
Shabbir, Ossamah, 2Ring America Inc.	User	ServiceNow
Shabbir, Ossamah, CA	Contact	Salesforce

Shabbir, Ossamah (Person)

Address: 3626 Fair Oaks Blvd Suite 100
Sacramento, USA 95864

Mobile: 14049661595

Email: oshabbir@2Ring.com

Activities: 5/4/2023, 6:57:00 PM: Incoming call - Completed
5/4/2023, 3:44:00 PM: Incoming call - Completed
4/28/2023, 8:49:00 PM: Incoming call - Completed
4/28/2023, 8:44:00 PM: Incoming call - Completed
4/28/2023, 8:42:00 PM: Incoming call - Completed

If a single match is found or once a customer is identified, workflow automation can be used to open a specific customer screen.

- In Cisco Finesse using a simplified input form

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

The screenshot shows the Cisco Finesse interface. At the top, there's a status bar with 'Cisco Finesse' and agent status indicators: 'Talking' (00:02:21), 'Ready' (00:44:53), and 'Ready' (00:44:53). Below this is a dashboard with various metrics: 'Logged In' (9), 'Ready' (0), 'Not Ready' (8), 'Talking' (1), 'Calls in Queue' (0), 'LWC' (00:00), 'EURUSD' (1.10229), 'CWEB' (48.77), 'DRIP' (2.58%), 'JNUG' (6.39%), and '36.11'. A navigation bar includes 'PS', 'IVR', 'Park Call', 'IM', 'Voice Ready', 'Chat NR', 'DW-Config', 'DW', 'Webex', 'PANIC', '2GA-form', 'SFC', 'SN', 'SQL', 'MSCRM', 'All', and 'Form'. The main area is titled '2Ring Dialog' and shows a 'Home' button and a list of agents. The selected agent is 'Ossamah Shabbir (14049661595)' with a '44:54' timer. The agent's status is 'Talking'. The '2Ring Sales Queue - 02:21' is shown. The 'Create/Update' dialog is open, showing 'Case Information' with fields for 'Case Number' (00003138), 'Account Name' (Ossamah Shabbir), 'Contact Name' (Ossamah Shabbir), 'Status' (New), 'Priority' (High), and 'Case Origin' (Phone). The 'Description Information' section has a 'Subject' field with 'Sales Order 2553637 Shipping Update' and a 'Description' field with 'Customer called regarding tracking information on the order'. A 'Save' button is at the bottom.

- b. In the remote system (the below is a Salesforce screen):
- Salesforce Softphone displays Phone Number, Queue, ALLOWS the Agent to select a Wrap-up Code, and has transfer buttons allowing the agent to transfer the call to another queue.
 - The 2Ring Browser Extension allows the Agent to change States from within the CRM application.
 - A Pop-up or Toast notification is presented to the Agent when a new call is offered; by clicking the Toast the Agent can answer the call.

The screenshot shows the Salesforce Lightning Console interface. The top bar includes 'Lightning Console', 'Cases', and a search bar. The main area displays a list of cases with columns for 'Case Number', 'Subject', 'Date/Time', and 'Owner'. A '2Ring Dialog' is open over the cases list, showing 'Case Information' with fields for 'Case Number' (00003138), 'Account Name' (Ossamah Shabbir), 'Contact Name' (Ossamah Shabbir), 'Status' (New), 'Priority' (High), and 'Case Origin' (Phone). The 'Description Information' section has a 'Subject' field with 'Sales Order 2553637 Shipping Update' and a 'Description' field with 'Customer called regarding tracking information on the order'. A 'Save' button is at the bottom. A '2Ring Sales Queue - 02:21' is shown. A 'Wrap-Up' button is visible. A '2Ring' toast notification is present at the bottom right, stating 'Please pick a wrap-up code via Microsoft Edge'.

It is possible to live and breathe in the ITSM/CRM/ERP systems if the agent logs into Cisco Finesse first and keeps Finesse running in one of the browser tabs. Then, agents can remain in the CRM user interface, and let 2Ring provide alerts, incoming and outbound call automations, CRM click2dial, and last but not least, view and change call center states via the **2Ring Browser Extension**.

2. **Child record preview** - some records such as customers/accounts can have child records associated with them. A typical case would be a list of the newest tickets or orders associated with a customer. The Dialog Gadget enables these child records to be displayed alongside a main record. An agent can click directly on a child record to open it or to perform another related action.

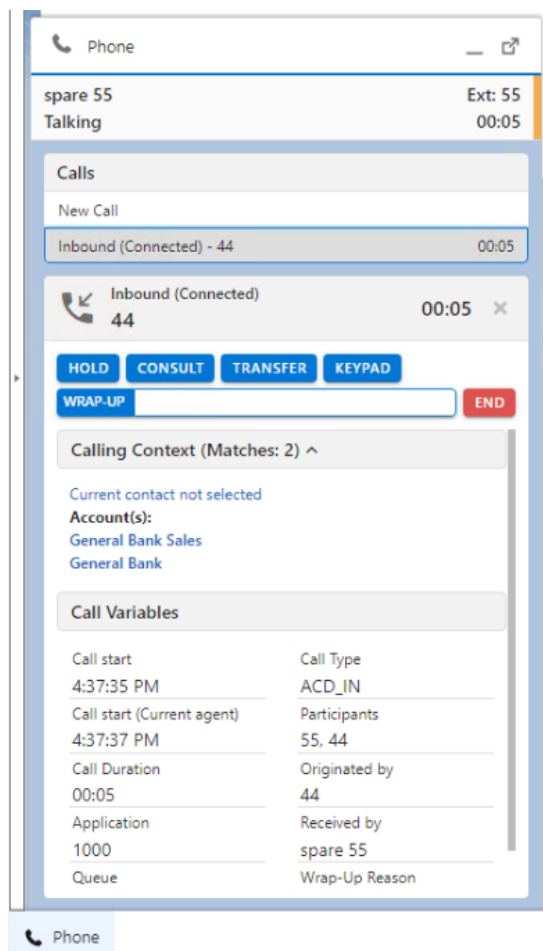
All Sources (3)	MsDynamics (1)	Salesforce (1)	ServiceNow (1)	Sql (0)
Q phone: 14049661595				
<div> <div> <div>Shabbir, Ossamah</div> <div>Person</div> <div>MsDynamics</div> </div> <div> <div>Shabbir, Ossamah, 2Ring America Inc.</div> <div>User</div> <div>ServiceNow</div> </div> <div> <div>Shabbir, Ossamah, CA</div> <div>Contact</div> <div>Salesforce</div> </div> </div> <div> <div>Open</div> <div>Set Current</div> <div>Show History</div> </div>				
Shabbir, Ossamah (User) Phone: +14049661595 Mobile: Email: oshabbir@2ring.com Company: 2Ring America Inc. Incidents: 4/25/2023, 2:49:33 PM: INC0011101 - New - 4/12/2023, 5:31:12 PM: INC0011100 - New -				

3. **Screen Pop** (native page) - once the customer is identified using the preview built into the gadget, it is often necessary to continue processing the call using the native customer / account page in the remote system. The agent can choose which system to finish the interaction in if multiple remote systems are configured.
4. **Create/Update Records** - automatically create or update records in the remote system. A typical scenario is to create a new call record when a call comes in, opens the record for the agent to modify, write notes, and finally update it with the final duration once the call ends.
5. **Background Queries** - in some situations, it may be necessary to access other call/customer related data for the workflow engine to make a decision. Background queries enable the workflow engine to perform a query and act upon the returned data. This usually happens automatically in the background without additional agent interaction.
6. **Transfer customer identity when transferring a call** - if multiple agents take part in a call, the identity of the customer can be passed along the call to the other agent so that re-identification is not necessary.
7. **Click to call from Finesse** - agents can find a contact using the Contact section and dial directly from within the Finesse environment.
8. **Click to call from native screen** - some connectors enable the agent to dial directly from a native customer screen in the remote system.
9. **Custom Actions** - each connector and each record type can define its own set of actions that an agent can perform.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

10. Calling context section in softphone can now be collapsed/expanded instead of showing data on hover'

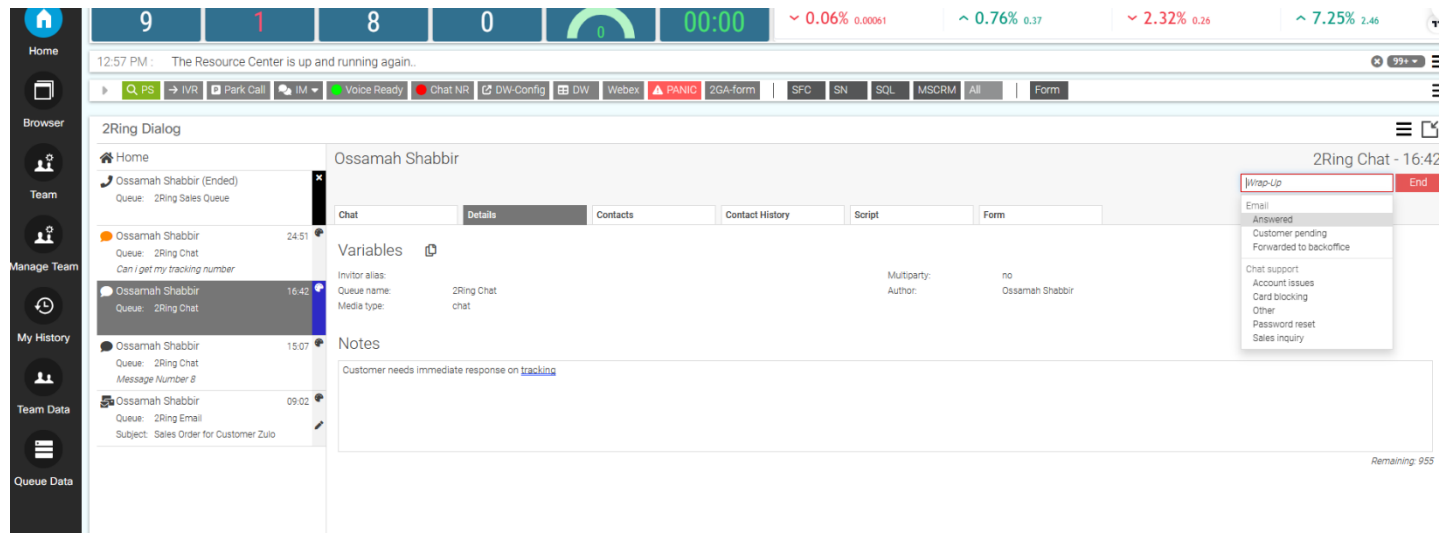


Not all connectors provide all features. To find out if a specific connector supports a requested feature, refer to this table (if in doubt, please review Solution's documentation or contact):

	MS Dynamics	Salesforce	ServiceNow	Sugar CRM	Generic SQL
Customer Lookup	X	X	X	X	X
Multiple Lookup Criteria	unlimited	unlimited	unlimited	unlimited	unlimited
Multiple Record Types	account, person	account, person, contact, lead	unlimited	Unlimited	unlimited
Child Record Preview	X	X	X	X	X
Screen Pop (native)	X	X	X	X	n/a
Create/Update Records	X	X	X	X	n/a
Background Queries	X	X	X	n/a	X
Transfer Customer Identity	X	X	X	X	X
Click to call from Finesse	X	X	X	X	X
Click to call from native screen	X	X	X	n/a	n/a
Custom Actions	X	X	X	X	X
Remote Control	X	X	X	X	X

2Ring Chat & Email (UCCX Only – Requires CCP / Customer Collaboration Platform)

1. Agents use a single gadget (2Ring Dialog) for handling voice, chat, and email interactions.
 - a. Cisco Finesse requires UCCX agents to use two separate gadgets – one for handling voice interactions (phone calls), and another one for handling chat/email.
2. The list of current interactions (on the left side of the Dialog Gadget) clearly shows which conversations contain unread messages (orange bubble), provides a short preview of the last message received, has a typing indicator that can also indicate if the conversation is being handled by a bot (e.g. showing that an Amazon Alexa bot is involved). Agents can color label interactions e.g. (red, orange, blue) or color labels can dynamically change based on the logic configured in 2Ring Orchestrator (e.g. red for emails that have not been finished within 2 hours, orange for chat interactions without agent response for more than 1 minute etc.).



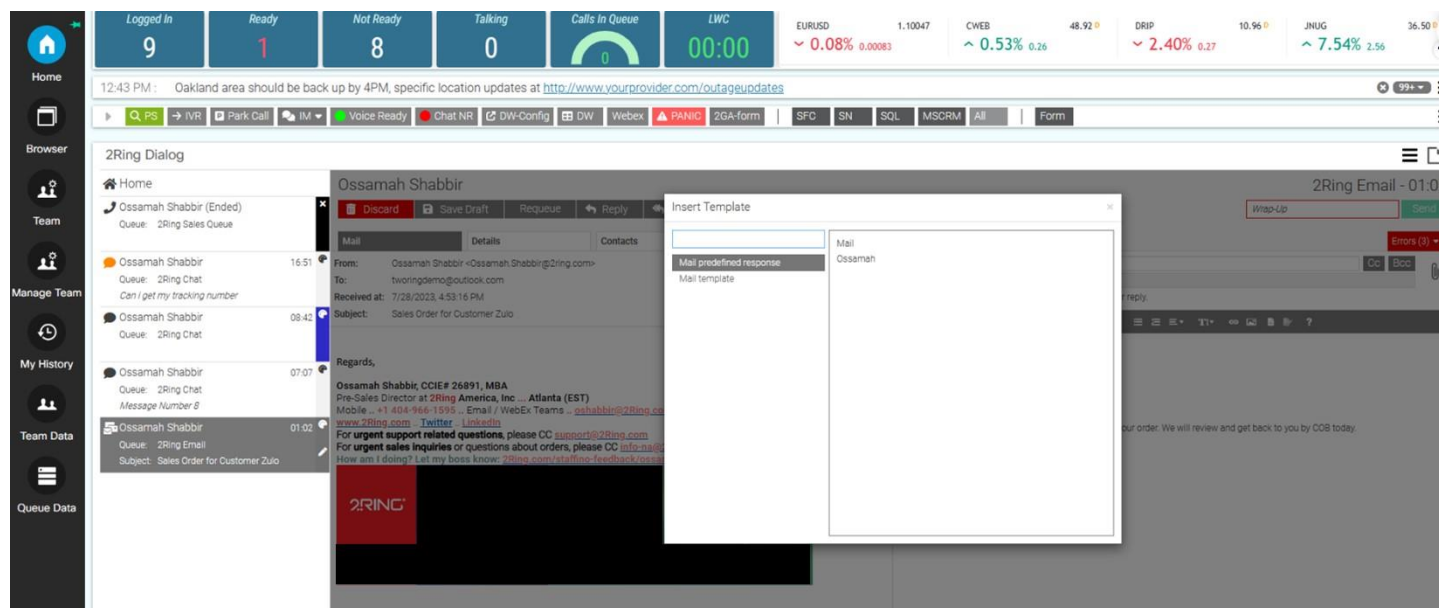
As shown above, Customer Identification is also available for Chat and Email. This comes with screen-pops, view of the customer's interaction history records, and automatic creation of an interaction history record including storing full or partial chat transcripts.

3. Wrap-up code selection is more ergonomic for chat/email interactions just like 2Ring provides for calls: codes can be grouped with a heading (e.g. USA/California), selected codes can be autosaved (no need for agent to click "Apply" to confirm selection), and selection can be enforced – agents cannot go Ready until a wrap-up code has been selected or until wrap-up period time is up.
4. Just like with voice, it is possible to enable the **Call Variable Editor** to allow agents to **add short open text notes (possibly with data entry validation) and/or additional call classification codes (tags) via a searchable drop-down menu**. This section also allows agents to copy info from a CallVariable to a Clipboard. Admins can use 2Ring CallVariables to expand the amount of information that agents can see and edit about each interaction.

The Latest Info & Release Notes: www.2Ring.com/Gadgets

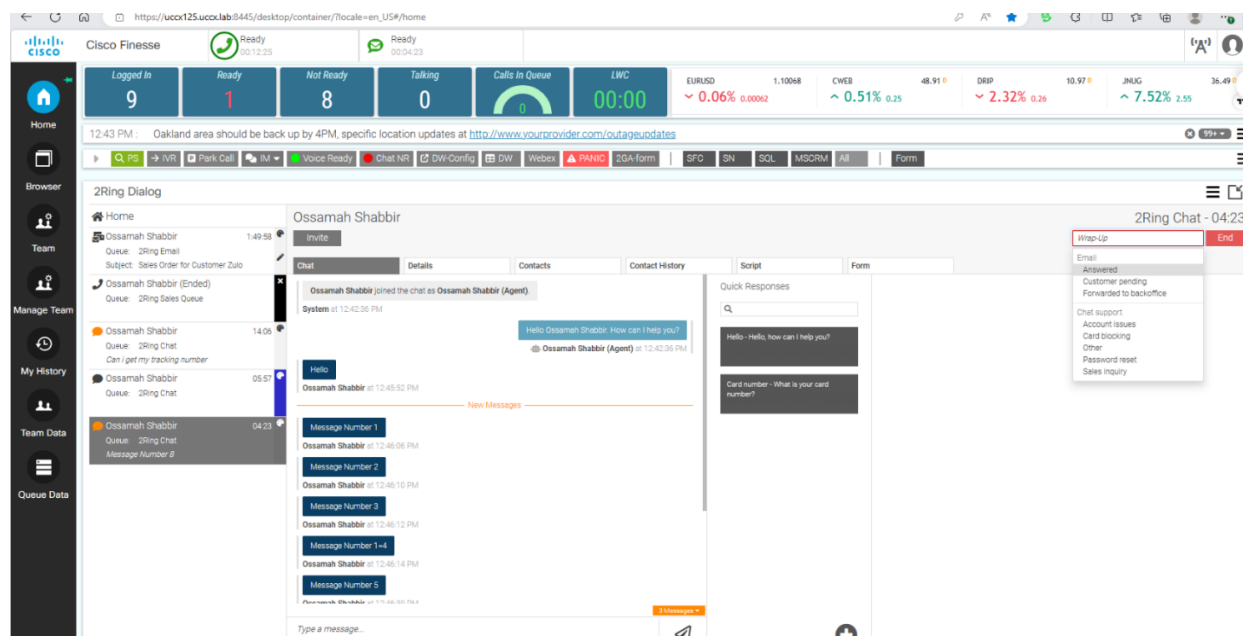
Request a Demo Session: www.2Ring.com/Webex

5. Agents can create personal response templates (Cisco's gadget only offers global/server-based responses and shows the text of each responses on hover only), search these templates, and even create a single response (for chat or email) from multiple templates.



6. Chat Interaction Detail (chat specific benefits)

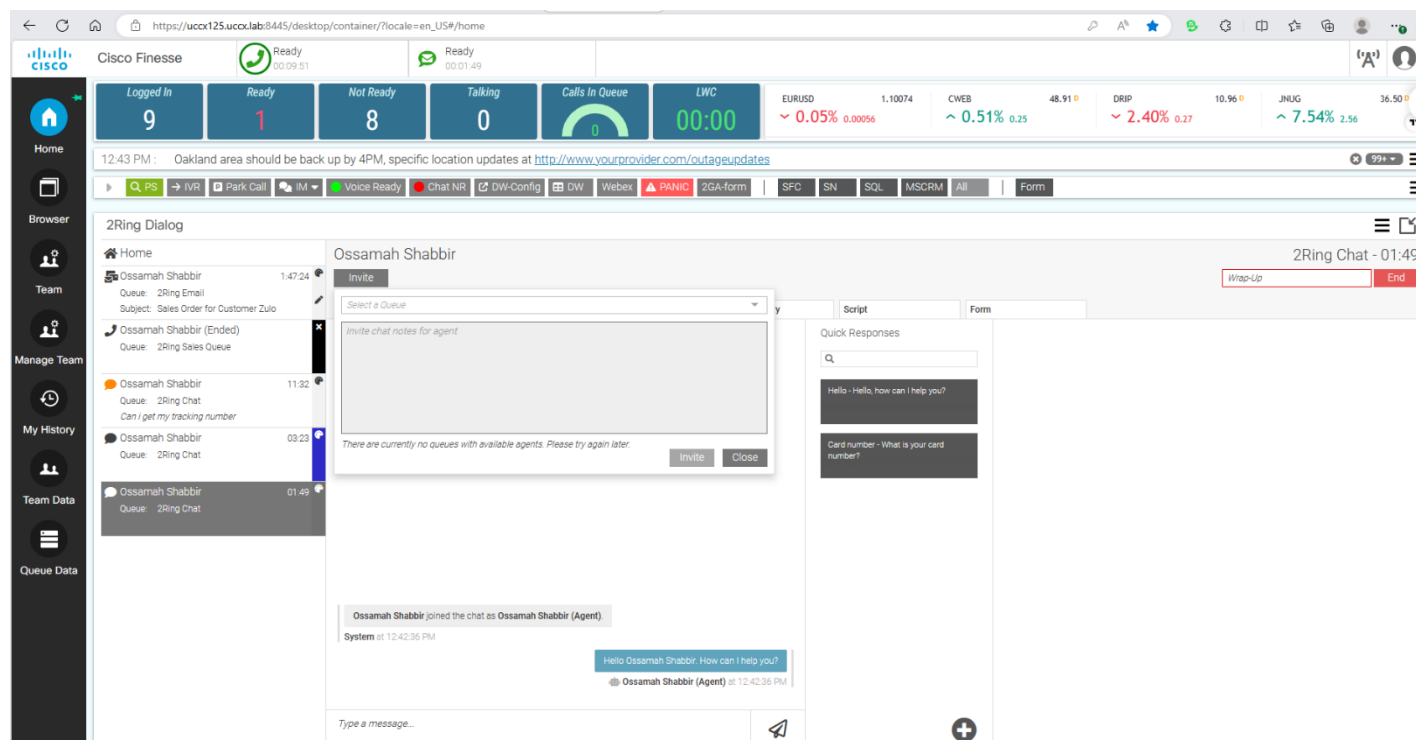
- a. Conversation can start with ALL the info that a public user enters on web-site – including long opening messages
- b. Intelligent scrolling – conversation detail shows agent the last message sent by him/her and all the new messages from customer. The agent does not need to scroll to get oriented where he/she left off + at the top or bottom of the message detail, the agent sees how many more unread messages were sent by the customer (orange indicator at the top/bottom):



- c. Gives the agent an option to transfer an existing chat to a queue (escalate to an expert or send to a different department).

The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

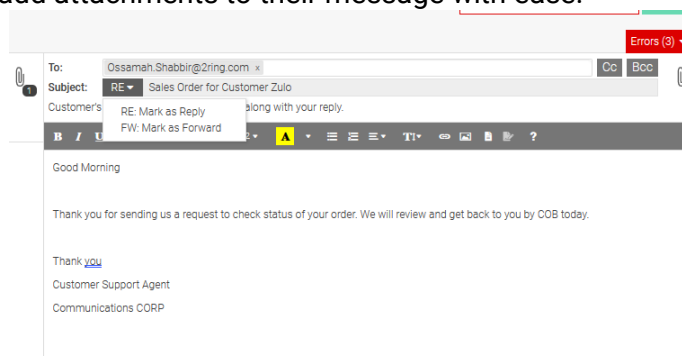


- d. Not only brand-new interactions, but also new messages in ongoing conversations can trigger toast alerts.
- e. Enables private messages among agents handling a chat conversation while the customer is still part of the conversation
- f. 2Ring Orchestrator can be set to notify supervisors about “undesired words”, block messages with inappropriate language, add automated messages to chat conversations, invoke workflow actions based on use of certain keywords (e.g. send a text message to the public user – this example would require integration with a texting service such as WebText)

7. Export UCCX Chat Transcripts from Customer Journey to PDF – the ability to review UCCX chat transcripts for interactions in 2Ring Customer Journey has now gotten even better. With this release comes the ability to export chat transcripts from the interactions in Customer Journey to a PDF file.

8. Email Interaction Detail (email specific benefits)

- a. Agents can edit CC and BCC fields manually, or emails addresses can be automatically added based on rules configured in 2Ring Orchestrator.
- b. Emails received or sent (including attachments) can be automatically stored to a selected data-storage.
- c. RE or FW label can be set by the agent for each message.
- d. Agents can add attachments to their message with ease.



The Latest Info & Release Notes: www.2Ring.com/Gadgets

Request a Demo Session: www.2Ring.com/Webex

- Set data retention times on CCX Chat/Mail data (attachments, chat message bodies) – a set of data retention settings have been added to 2Ring Gadgets to help admins stay compliant and conserve disk space.

2Ring Power-App

1. An executable that can be configured to automatically start as an agent logs into their workstation (Windows 7 and later) and displays a specific layout from 2Ring Dashboards & Wallboards that can include a personalized grid (e.g. the agent state grid only shows one row, filtered to a single agent).
2. Remembers the window size and its last position on agent's workstation.
3. Runs in always on top mode, borderless mode, and the application's title and default window size are configurable.
4. Delivers **2Ring Toast Alerts / Notifications** if Cisco Finesse cannot run in Chrome or Firefox.
5. Integrate with kuando Busy Lights



Questions & Comments & Suggestions:

Regarding Sales / Products: www.2Ring.com/Contacts

Regarding This Added Value Document: Michal.Grebac@2Ring.com