# **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. <u>A self-hosted subscription is available to order from Cisco's Price List (CCW).</u>

**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, ...):

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alialia cisco	Cisco Finesse		ady 38:54					"A" 💽 ~
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Home	09:55 PM : Point out this week's savin	2Ring Team Settings					×	⊗ 💷 ☰
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	2Ring Team	Contacts	Hide empty Teams/Queues	Name Voice State Rea 👻		Search		
Team	Teams Queues	Current Dialogs	Compact Mode (1 line per Agent)	State indicator displays Voice State	- empty Agent ACD Line	s (My Team)	a Mail Deadh (mar) I	MS Teams State - Available (16:38)
LÎ)	🛎 2Ring Sales * (My Team)	Agent Interaction History	1st Level Sort Role	Additional indicator displays     Cisco Presence State	Call Dialed Number Call DNIS Call From Address Call To Address	are	s Mail - Ready (38:54)	MS Teams State - Available (16:38)
Manage Team	🛨 Ossamah Shabbir 15:2*	Team Interaction History		Queues     Automatically load queue     x	Call Type Call Variable 01 Call Variable 02	2	ce:	
Ð	G Ossamah Shabbir Agent 16:09	Skilling	Voice State	× •	Call Variable 03 Call Variable 04 Call Variable 05	iones	: ossamah.shabt : shabbiro	bir@soitron.com
My History	🛎 Avengers (Team)	Broadcast	Wrap-Up	v ^ v ^	Call Variable 06 Call Variable 07 Call Variable 08 Call Variable 09	rt		
Le Team Data	🛎 CustomerCare (Team)			×	Call Variable 10 Direction Login ID	s night Bots		
	🛎 Dwarves (Team)		Full Name Ascending	•	Login Name Queue Team ID			
Queue Data	🖶 Erikov Team (Team)		Descending      Add sort level		Team Name Wrap-Up Reasons	k		
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	🛎 Halflings (Team)	current biologa inte	10-110115 DIVOULOSI SIGIC 1			ncel Revert to default Retry to co	nnect Calabrio WFM	
	🛎 Hunters (Team)		History		Skilling			
	🛎 ServiceDesk (Team)	/						

- 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 "<u>2Ring Team Gadget – Profile Apps</u>")
- 2. Agent profiles can be linked to an external (LDAP/AD) data source to provide a complete overview of each agent:

		Ossamah Shabbir (2	2Ring Sales - 819	9)				
	â							
×						Voice - Ready (16:26)	CCX Chat & Mai	I - Ready (39:59)   📕 MS Teams State - Available (17:4
~	Details							
16:26	Name:	Ossamah Shabbir	Queues:	2 Ring Sales Queue	ACD Line:	819	Address:	
	Login ID:	shabbiro		2 Ring Support Queue	Phone:	819	Floor/Office:	
17:14	ACD Line:	819		2Ring Chat	Mobile:	4049661595	Custom 6:	ossamah.shabbir@soitron.com
2050220	Team:	2Ring Sales		🔤 2Ring Email	Jabber:	shabbiro@cdxdemo.net	Person ID:	shabbiro
_			Company:	2Ring	LinkedIn:	https://www.linkedin.com/in/ossam_		
~			Mail:	oshabbir@2ring.com	Title:	Pre Sales Director		
			Birthday:		Hours:			
	17:14	A Details     Name:     Login ID:     ACD Line:     Team:	Details     Details     Login ID: shabbir     Login ID: shabbir     T7:14     ACD Line: B19     Team: 2Ring Sales				Image:       Details         10:20       Name:       Ossamah Shabbir       Queues:       J 2Ring Sales Queue       ACD Line:       819         10:21       Name:       Ossamah Shabbir       Queues:       J 2Ring Sales Queue       ACD Line:       819         17:14       ACD Line:       819       2 2Ring Sales Queue       Phone:       819         17:14       ACD Line:       819       2 2Ring Sales       added:1555         17:14       Tam:       2 Ring Sales       2 2Ring Small       Jabber:       shabbirogodidem net         10:       Company:       2 Ring Queue:       2 Ring       Linkedin:       Pre Sales Director	Company: 2Rng Sales     Company: 2Rng Sales Ousle     Company: 2Rng Sales Outle     Company

 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

'X' Age	ent: Oss	amah Shabbi	ir Agen <sup>.</sup>	t (2Ring Sales - 820)							
Call 🔻	Consult 🗸 Direct Transfer 🗸 Monitor Cisco Presence IM 🖀										

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.

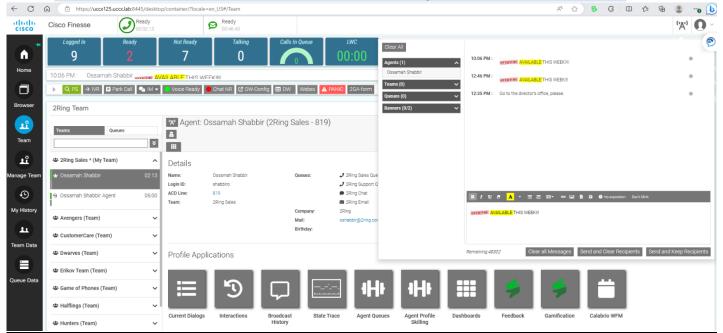
- *a.* Supervisors can enjoy **Continuous Silent Monitoring** (with *optional* alerts sent to agents that they are being actively silent monitored). This example shows what powerful results buttons bring when connected to <u>2Ring Orchestrator / Workflow</u>.
- *b.* Supervisors also can **Whisper Coach** 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.).

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uluilu cisco	Cisco Finesse	alking 0:02:21		Ready 00:44:08									۲ <b>۵</b> , א,
•	Logged in Ready 9 1		Not Ready <b>7</b>	<sup>Talking</sup>	Calls In Queue	<i>ижс</i> 00:0	0 EURUS ~ 0.	D 1.09854 .10% 0.00113	CWEB - ~ 1.29%	49.29 D	DRIP • ~ 2.85% 0.32		JG • 35.81 ₽ € 5.51% 1.87 ▼7
Home	10:02 PM : Oakland area should	l be back up b	by 4PM, specific loo	cation updates at t	http://www.yourprov	vider.com/outag	eupdates						8 🖅 🗏
	Q PS → IVR P Park Call	🍡 IM 👻 🦲 V	Voice Ready 🥚 Cha	at NR 🖸 DW-Config	B DW Webex	A PANIC 2GA	form SFC	SN SQL MS	SCRM All	Form			=
Browser	2Ring Team												≡ Ľ
Team	Teams Queues		Call - Consult - [		Agent (2Ring Salari Cisco Presen	· · · ·			Voice	e - Ready (02-28) 🔹	🖌 📕 CCX Chat & Mail - I	Ready (44:50) 🛩   🔳 M	VIS Teams State - Unknown
1°	🖶 2Ring Sales * (My Team)	^ c	Chat				Details						
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Ð	Ossamah Shabbir Agent	02:28					ACD Line:	820		9	2Ring Chat	Jabber:	shabbiro_agent@cdx
My History	🖶 Avengers (Team)	~					Team:	2Ring Sales		mpany:	2Ring Email 2Ring	LinkedIn: Title:	
11		_							Ma Bir	il: c thday:	ossamah.sabbir@2ring.com	Hours: Address:	
Team Data	🖶 CustomerCare (Team)	~											
8	📽 Dwarves (Team)	~					Profile App	lications					
Queue Data	🖶 Erikov Team (Team)	~											
	📽 Game of Phones (Team)	~					Current Dialogs	Interactions	Broadcast History	State Trace	Agent Queues	Agent Profile Skilling	Dashboards
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	🛎 ServiceDesk (Team)	✓ <sup>7</sup> / <sub>2</sub>	ype a message			>>	7						
	The Rolling Phones (Team)	~					Feedback	Gamification	Calabrio WFM				

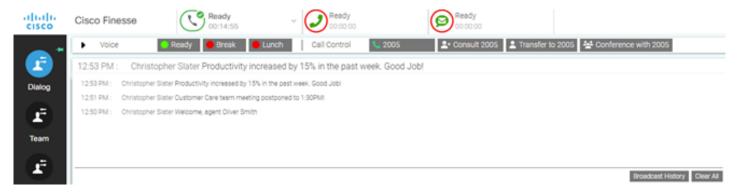
4. The roster can also include External Contacts via the use of Multiple Address Books synced with many external sources such as LDAP, Exchange, Lotus Notes, AD, CUCM, SQL, csv. A contact also shows Microsoft Teams and CUPS (Cisco Unified Presence Server) status (online, offline, DND, in a meeting) and 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):

$\leftrightarrow \   \rightarrow \   G$	uccxpub.cdxdemo.net:8445/desktop/conta	iiner/?locale=en_US#/Team				* 🔒 🖯 🕻
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<u></u>	Teams Queues	Current Dialogs	1st Level Sort	State Indicator displays Address Presence Company	Cisco	КМ
Team	Voice State All		Company  Ascending	Additional indicator displays	2Ring Queues	Presence State - Away (3:27:16)
	Address Book All	Interaction History	<ul> <li>Descending</li> </ul>	- empty First Name Floor/Office Hours	Health Customers	
Realtime Stats	First Name		Add sort level	Jabber Last Name	Health Location	
Ð	Company			LinkedIn Mail	Health Internal Extensions	
	Mai			Mobile Pager Person ID		
My History	Number LinkedIn			Phone Skype		
<u>ы</u>	Title			Title Status		
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	Person ID			Presence State With Note		
Manage Customer	Clear Search					
	B 2Ring V					
	E Cisco ^			Ok Car	ncel Revert to default Retry to connect	

5. 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 <u>2Ring Toast Alerts / Notifications</u>.



6. 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.



- 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 <u>video on YouTube</u>.
- 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.

W Queue: 2Ring	Sales Queue			
Scheduling Mode	Show all supervi	sed agents		
<ul> <li>Alaa Masoud</li> <li>Alaa Masoud Agent</li> <li>Brian Mazur</li> <li>Brian Mazur Agent</li> <li>Ieva Galo</li> <li>Ieva Galo Agent</li> <li>Kevin Schleising</li> <li>Kevin Schleising Agent</li> </ul>	<ul> <li>Martin Bielik</li> <li>Michal Grebac</li> <li>Michal Grebac Agent</li> <li>Ossamah Shabbir</li> <li>Ossamah Shabbir Agent</li> <li>Peter Kolenic</li> <li>Peter Kolenic Agent</li> <li>Thijs Koolaard</li> </ul>	Thijs Koolaard Agent	Scheduling         Apply the changes:         On:       07/27/2023         Image:       Attor         Auto revert the changes:         On:       07/27/2023         Image:       Dr.         07/27/2023       Image:         Att:       03:00 PM	× ©
Other currently a     Oliver Smith     Peter Kolenic	assigned agents		Cancel So	chedule

👷 Agent: Ossamah Shabbir (2Ring Sales - 819)

Scheduled Total: 05:55:46 Scheduled In Service: 05:40:46 A Scheduled

In Service

Break

Lunch

In Convie

Not Availa

Logged Out

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End Time

07-27 10:30

07-27 14:00

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07-27 16:30 07-27 00:00

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Calabrio WFM

2023-07-27

Start Tim

07-27 08:00

07-27 10:30

07-27 10:45

07-27 14:00

07-27 14:30

> 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.

2Ring Team			
Teams Queues	W Team: 2Ring Sales		
	Precision Skilling 🗙 Team	n Profile Skilli 🗙	
🛎 2Ring Sales * (My Team)	Apply Selected Profile 🗌 Show All	Queues Duplicate Selected Profile Selected Profile	ettings Check Dependent Queues Current/Maximum: 4/25
🛎 Avengers (Team)	Y Profiles +	∧ Voice	
🖶 CustomerCare (Team)	Jefault Profile 🛛 📽	2Ring Finance     Chat Suppo     2Ring HR     Global Finan	
🛎 Dwarves (Team)	Reset	2Ring Sales Queue     Global HR     2Ring Support Queue     Global Sales	Default Profile
📽 Erikov Team (Team)	·	▲ Chat	Coupy regulary         Schedule Start Date         Schedule Time           07/31/2023         © 03:27 PM         C
🛎 Game of Phones (Team)	• •	2Ring Chat	Bit Market         Bit Mar
🖶 Halflings (Team)	~		Daily     Weekly
🛎 Hunters (Team)	<ul> <li>Image: A set of the set of the</li></ul>		O Monthly
🛎 ServiceDesk (Team)	·	▲ Mail 2Ring Email	Cancel Update Delete
🛎 The Rolling Phones (Team)		2 Ang Enian	
2Ring	<b>~</b>		

- 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.

co Cis	ico Finesse	Agent Log	0	Theady 20-40							
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	0.m = m 0	TANGAI - MI	2Ring Team Settings								2
	Ring Team		Agente Ciuntacta	Staffing Denot assignment Audit Log	doga abbreni o dajerte	rt (paraite)					-
	Tuatra.	Gurona 🖸	Current Dialogs	Bart Bate* (01/01/2020 - 85	Ent ben*   11/20/2011   8	Salling User		SADied User	8	Drawload	Mai - fuct Pearly (0.46 ) # Chics Presence Stare - Union
	P 2Ring Dates * (My Tex	em) -	Agent Interaction History								
the second se	Mohal Entrac Apert Lapon	00.5	Salling								

*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.

Apply Selected Profile	w All Queues		
Profiles Default Profile	► Voice Outbounds VoiceIn		
Voice and mail 🛛 🖉		Edit Profile Schedule Team Schedule No schedule My schedule Schedule Override team schedule O Merge with team schedule Schedule Time Schedule Start Date	×
	∽ Chat	04:18 PM     06/06/2022       Recurrence     Recurs every 1 day(s) at 4:18 PM       Daily     Weekly       Monthly     Monthly         Cancel     Update     Delete	e

#### Team Profile View:

## Agent Profile View:

Apply Selected Profile	Show /	All Queues	Duplicate sel	ected profile	Settings	Check De	ependent Que	eues <i>Current/</i>	Maximum: 3/25
Profiles Default Profile Voice and mail	24 12	∧ Voice Outbour VoiceIn	ndPreview						
				Edit Profile Name* Voice and mi Apply regu Schedule Tim 04:18 PM	ail Jiarly		Schedule Sta		
		▲ Chat □ Custom	er Care Chat	Recurrence Daily Weekly Monthly	Recurs every Sunday Wednesda Saturday	1 week(		☐ Tuesday ☐ Friday	elete

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

 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):

<b>n</b>	8 0	7	1	00:00 ~ 0.16% o.00	1.07752 CVYEB • 47.27 V 1.027752 • 1.29% 0.63	<ul> <li>✓ 2.85% 0.32</li> <li>✓ 5.5</li> </ul>	51% 1.87
Home	04:42 PM : The Resource Center is up	and running again					♦ 99+ •
	Q PS → IVR Park Call  IM <	<ul> <li>Voice Ready</li> <li>Chat NR</li> </ul>	ピ DW-Config 🖽 DW 🛛 Webex 🔺	PANIC 2GA-form SFC SN	SQL MSCRM All Form		
Browser	2Ring Team						
Team	Teams Queues	â	Shabbir (2Ring Sales - 819	))			2
LÎ	🖉 🛎 2Ring Sales * (My Team)		Current Dialogs 🗙		Voice - Talking (02:44)	CCX Chat & Mail - Ready (03:29)   🔳 MS Teams S	State - Available (05:07)
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My History	🛎 CustomerCare (Team) 🗸 🗸		Queue	Chat Party	Is Conference	Start Time	
		Ossamah Shabbir	2Ring Chat	Ossamah Shabbir	no	12:32:40 PM	
Т Т	🖶 Dwarves (Team) 🗸 🗸		2Ring Chat	Ossamah Shabbir	no	12:40:49 PM	
Team Data	🛎 Erikov Team (Team) 🗸 🗸	Ossamah Shabbir Mail	2Ring Chat	Ossamah Shabbir	no	12-42-26 PM	
	🖶 Game of Phones (Team)	From	Subject			Received at Q	lueue
Queue Data	🛎 Halflings (Team) 🗸 🗸	Ossamah Shabbir <ossamah.sha< th=""><th>bbi Sales Order for Customer Zulo</th><th></th><th></th><th>7/28/2023, 4:53:16 PM 28</th><th>Ring Email</th></ossamah.sha<>	bbi Sales Order for Customer Zulo			7/28/2023, 4:53:16 PM 28	Ring Email

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:

dialiti cisco	Cisco Finesse	Talking		Ready 00:06:53							"	
	Logged In Re	eady O	Not Ready 7	Talking 1	Calls In Queue	ижс 00:00	EURUSD 1.09955	CWEB • 49.	DRIP • ~ 2.85% 0.3	10.91 <sup>0</sup>	JNUG • ~ 5.51% 1.87	35.81 D
Home	04:50 PM : Point out this we	eek's savings	before closing eac	h call							0	99+ • 😑
	Q PS → IVR P Park Ca	all 🍡 IM 🔻	💽 Voice Ready 🧧	Chat NR ピ DW-Cont	fig 🎛 DW 🛛 Webex 🔒	A PANIC 2GA-form	SFC SN SQL MSC	RM All Form				70
Browser	2Ring Dialog											ΞĽ
ů	A Home		1404966	1595 (14049661	595)					2Ri	ng Sales Queue	e - 06:08
Team	Ossamah Shabbir (Ended) Queue: 2Ring Sales Queue	×	Hold Con	sult Direct Transfe	r Keypad 🗐 M	edical Script				i		End
L.	Ossamah Shabbir	419:13	Details	Contacts	Contact Histo	ry Script	Form	CRM app	SpeedDials			
Aanage Team	Queue: 2Ring Chat	4:19:13 🔹	< Back									
	🗩 Ossamah Shabbir	4:11:04						Trace				
Ð	Queue: 2Ring Chat		Agent Ossamah Shabbir	w	hap-Up	Start 7/31/2023, 1	Duration End Rea 2:19:59 PM 14:33 Ended of	7/01/0000 1010	57 PM (00:00) Call registered 57 PM (00:00) Arrived at applic	ation 6000		
My History	Ossamah Shabbir     Oueue: 2Ring Chat	4.09.29 🗣						7/31/2023, 12:19	57 PM (00:00) Call queued to 2 57 PM (00:02) Call arrived at 0			
L L	Message Number 8		Variables	0				7/31/2023, 12:19 7/31/2023, 12:34	59 PM (14:34) Call answered b 33 PM Call ended	Ossamah Shabbir		
Team Data	Sa Ossamah Shabbir Oueue: 2Ring Email	4:03:23 🕈		Ring Sales Queue		Department:		Recording				
	Subject: Sales Order for Customer	Zulo	QTime (Minutes): Verified by: a	gent - shabbiro		Team: Policy ID:						
	14049661595 Queue: 2Ring Sales Queue	06:08		shabbir@2ring.com				00.00/00.00	M 19	e	н	
Queue Data	Locae. Theng dates good		Notes									

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

	09:20 PM : The Resource Center	r is up a	d running again						0 💷 🗏
	Q PS → IVR Park Call 1	🎝 IM 🗸	🗣 Voice Ready 📕 Chat NR 😢 DW-Config 🖽 DW 🛛 Webex 🔼	PANIC 2GA-form	SFC SN	SQL MSCRM	All Form		Ξ
Browser	2Ring Team								≡Ľ
Team	Teams Queues	×	X*         Agent: Ossamah Shabbir Agent (2Ring Sale           Call         Consult         Direct Transfer         Monitor         Cisco Presence II						24
L.	a 2Ring Sales * (My Team)	^	III     Current Dialogs       K     Back				<ul> <li>Voice - Ready (09:2</li> </ul>	(7) ♥   ■ CCX Chat & Mail - Ready (01:50) ♥   ■ MS Teams S	state - Unknown
Manage Team	🛨 Ossamah Shabbir	09:27	Ossamah Shabbir					2Ring Chat 01:47	Active
Ð	9 Ossamah Shabbir Agent	09:27	Variables					Conversation	
My History	4 Avengers (Team)	×	Invitor alias: Queue name: 2Ring Chat	Multiparty: Author:	no Ossamah Shabbir			Ossamah Shabbir Agent joined the chat as Ossamah Shabbir Agent.	
LL Team Data	🖶 CustomerCare (Team)	~	Media type: chat Other Participants					System at 9:19:51 PM Helio Ossamah Shabbir. How	can I help you?
Team Data	🛎 Dwarves (Team)	~	Agent	No other participants		State	Duration	Ossamah Shabbir Age     Good Day How	

2Ring Added Value – 2Ring Gadgets v7.0

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

leam				Ξ.
Queues	*	<b>A</b>	Ossamah Shabbir (2Ring Sales - 819) actions 🗙	🔳 Voice - Ready (20634)   🔳 CCX Chat & Mail - Ready (20631)   🔳 MS Teams State - Available
Sales * (My Team)	^	< Back		
nah Shabbir	2:06:34	Ossamah Shabb	ir 7/28/2023, 5:31:44 PM 2 days 17:25	Messages Incoming Res
nah Shabbir Agent	2:05:37	Variables	θ	Replying To: <u>Qasamah.Shabbir@2/ing.com</u> Cc: Boc:
jers (Team)	~	Feed Address: From:	tworingdemo@outlook.com Ossamah Shabbir < <u>Ossamah Shabbir@2ring.com</u> >	Subject: Sales Order for Customer Zulo
merCare (Team)	~	Reply to: Subject:	Ossamah Shabbir « <u>Ossamah Shabbir@2ring.com</u> » Sales Grder for Customer Zulo	Helio there!! Helio there!! Good Morring
ves (Team)	~	Received: Feed ID:	7/28/2023, 4:53:16 PM 100107	Good withining
r Team (Team)	~	Agent ID:	shabbiro AS2PR08M894746323D856D09EDB46B2C8B006A@AS2PR08M89474 eurord08 prod outlook.com	
of Phones (Team)	~	Message ID: ID In Folder:	286	Thank you Customer Support Agent
ngs (Team)	~	Sequence Number	: 0	Communications CORP

**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).

← C	https://uccx1	125.uccx.lab:8445/deskto	p/container/?locale=en_US	#/Team					A* 🏠 🔒	G D 1	i ն 😩	
alialia cisco	Cisco Finesse	Ready 00:15:51		teady 0:07:32							<b>'</b> 'A	0 %
•	Logged In 9	Ready 2	Not Ready 7	<sup>Talking</sup>	Calls In Queue	икс 00:00	EURUSD 1.09881	CWEB • 49.29 °	DRIP • 1 ~ 2.85% 0.32	UNU 91 P	JG • 5.51% 1.87	35.81 D
Home	09:27 PM : Point o	ut this week's savings	before closing each cal								0	2-
		🖻 Park Call 🛛 🔩 IM 👻	Voice Ready Oha	NR ピ DW-Config 🖽	DW Webex 🛕	PANIC 2GA-form	SFC SN SQL MSCF	All Form				=
Browser	2Ring Team											≡Ľ
Team	Teams	Queues 🗧	Agent: Ossar		ing Sales - 819	)		Voice - Ready (15.51)	CCX Chat & Mail - Ready (07	32)   🔳 MS Tea		1
<u>1</u>	🛎 2Ring Sales * (My 1	ream) 🔨	Channel:	Group by: Date		<ul> <li>Export Data</li> </ul>			Workplace: (U	TC-08:00) Pacific T	îme (US & Canada) (	(Sun - Sat)
Manage Team	🛨 Ossamah Shabbir	15:51	Date / Start Time 🔹		Stat	te 🗢		Reason Code 🗢		Duration 🗘	•	
Ð	ର Ossamah Shabbir A	Igent 15:51	<ul> <li>▼ 6/15/2023</li> <li>6/15/2023, 12:06:52 PM</li> </ul>			ce - Not Ready		Phone Working			1 d	iay 13:47 00:00
My History	🛎 Avengers (Team)	~	6/15/2023, 12:06:30 PM 6/15/2023, 12:06:28 PM 6/15/2023, 12:00:00 AM		Voic	t & Mail - Not Ready ce - Not Ready ce - Ready		Phone Failure				00:24 00:24 12:06:28
<u> </u>	🖶 CustomerCare (Tea	am) 🗸	6/15/2023, 12:00:00 AM			t & Mail - Ready						12:06:30
Team Data	🖶 Dwarves (Team)	~	6/14/2023, 12:00:00 AM 6/14/2023, 12:00:00 AM			ce - Ready It & Mail - Ready					2 Ud	Full day
	🛎 Erikov Team (Team	) ~	<ul> <li>6/13/2023</li> <li>6/12/2023</li> </ul>									ays 00:00 ays 00:00
Queue Data	🖶 Game of Phones (T	īeam) 🗸 🗸	▶ 6/11/2023									ays 00:00 ays 00:00
	🛎 Halflings (Team)	~	<ul> <li>6/10/2023</li> <li>6/9/2023</li> </ul>									ays 00:00 ays 00:00
	🛎 Hunters (Team)	~	<ul> <li>6/8/2023</li> <li>6/7/2023</li> </ul>									ays 00:00 ays 00:00
	🖶 ServiceDesk (Team	n) ~	<ul> <li>▶ 6/6/2023</li> <li>▼ 6/5/2023</li> </ul>									ays 00:00 y 3:19:14

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

			Deedu							
Cisco Fir	nesse Read		© Ready 00:08:51							"A"
Logg		Not Ready 7	Talking O	Calls In Que	ue <i>Lwc</i> 00:00	EURUSD 1.0987	8 CWEB - ~ 1.29% o	49.29 D	DRIP • 10.91 ₽ ~ 2.85% 0.32	JNUG • 35
09:27 PM	I: Point out this week's sa	vings before closing e	ach call							8 🛙
► Q P	PS → IVR Park Call 🔍	IM 🔻 🧧 Voice Ready	🔴 Chat NR 🕑 DW-Co	nfig 🎛 DW 🛛 We	bex A PANIC 2GA-form	SFC SN SQL	MSCRM All	Form		
2Ring T	Feam									=
Teams	Queues	â	Ossamah Shabbi ractions ×	r (2Ring Sales	s - 819)		Voice - Re	eady (17:10)   🔳 CC)	X Chat & Mail - Ready (08:51)	MS Teams State - Available
	Sales * (My Team)		iteractions 😂 (24						Display By: Agent	▼ Ossamah Shabbir
am 🚽 Ossan	nah Shabbir 1	7:10 Interaction Start	Address	Contact 🗢	Channel 🗘 Type	¢ Queue ♦	Duration 🗘 Agent	🗢 Wrap-Up	Notes	ID 🗘 Ended Reason
Ossan	nah Shabbir Agent 1	7:10	28 PM oshabbir@2ring			•				
y			C28 PM <u>Oshabbiri@2ring</u>		Chat Inbound	2Ring Chat	00:00 Ossam	ah Sha		Not accepted
	jers (Team)	<ul> <li>7/31/2023, 9:1</li> <li>7/31/2023, 9:0</li> </ul>	23 PM <u>820</u> 23 PM <u>14049661595</u>	Ossamah Shab	Voice Internal Voice Inbound	2Ring Sales Q	01:09 Ossam 01:03 Ossam	ah Sha ah Sha		Ended other Transferred
볼 Aveng 볼 Custor	iers (Team) merCare (Team)	<ul> <li>7/31/2023, 9:10</li> <li>7/31/2023, 9:00</li> <li>7/31/2023, 9:00</li> <li>7/31/2023, 4:40</li> <li>7/31/2023, 12:40</li> </ul>	820           123 PM         14049661595           154 PM         14049661595           226         oshabbir@2ring	Ossamah Shab	Voice Internal Voice Inbound Voice Inbound Chat Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Chat	01:09 Ossam 01:03 Ossam 08:35 Ossam 8:29:58 Ossam	ah Sha ah Sha ah Sha ah Sha		Ended other Transferred Ended other Logged Out
· ▲ Aveng · ▲ Custor		<ul> <li>7/31/2023, 9:11</li> <li>7/31/2023, 9:0</li> <li>7/31/2023, 9:0</li> <li>7/31/2023, 4:4</li> <li>7/31/2023, 12:4</li> <li>7/31/2023, 12:4</li> <li>7/31/2023, 12:3</li> </ul>	820           123 PM         14049661595           154 PM         14049661595           154 PM         14049661595           226         oshabbir@2ring           0.49         oshabbir@2ring           9.32         oshabbir@2ring	Ossamah Shab	Voice Internal Voice Inbound Voice Inbound Chat Inbound Chat Inbound Chat Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Chat	01:09 Ossam 01:03 Ossam 08:35 Ossam 8:29:58 Ossam 8:31:32 Ossam 00:00 Ossam	ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha	Customer nee	Ended other Transferred Ended other Logged Out Logged Out Not accepted
총 Aveng 총 Custor 총 Dwarv 총 Erikov	merCare (Team)	7/31/2023,9:11           7/31/2023,9:01           7/31/2023,124           7/31/2023,124           7/31/2023,124           7/31/2023,124           7/31/2023,124           7/31/2023,124           7/31/2023,124           7/31/2023,124           7/31/2023,124	EST PM         B20           k23 PM         14049661595           k54 PM         14049661595           costabbling2ring         ostabbling2ring           932         ostabbling2ring           9342         ostabbling2ring           949         ostabbling2ring           949         ostabbling2ring           940         ostabbling2ring           941         ostabbling2ring           942         ostabbling2ring           943         ostabbling2ring           944         ostabbling2ring           945         14049661595	Ossamah Shab Shabbir, Ossam	Voice Internal Voice Inbound Voice Inbound Chat Inbound Chat Inbound Chat Inbound Chat Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Sales Q	01:09 Ossam 01:03 Ossam 8:29:58 Ossam 8:31:32 Ossam 00:00 Ossam 8:39:42 Ossam 14:33 Ossam	ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha		Ended other Transferred Ended other Logged Out Not accepted Logged Out Ended other
촉 Aveng 촉 Custor 참 Dwarv 촉 Erikov	merCare (Team) res (Team)	7/31/2023,9:11           7/31/2023,9:01           7/31/2023,9:01           7/31/2023,12:4           7/31/2023,12:4           7/31/2023,12:4           7/31/2023,12:4           7/31/2023,12:4           7/31/2023,12:4           7/31/2023,12:4	157 PM         820           232 PM         14049661595           242 PM         14049661595           242 PM         14049661595           226 -         05habbin@2ring-           932 -         05habbin@2ring-           932 -         05habbin@2ring-           942 -         05habbin@2ring-           957 -         14049661595           947 -         14049661595           204 -         14049661595           204 -         14049661595	Ossamah Shab Shabbir, Ossam	Voice Internal Voice Inbound Voice Inbound Chat Inbound Chat Inbound Chat Inbound Chat Inbound Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Sales Q 2Ring Sales Q 2Ring Sales Q	01:09 Ossam 01:03 Ossam 08:35 Ossam 8:29:58 Ossam 8:31:32 Ossam 00:00 Ossam 8:39:42 Ossam	ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha	Customer nee Customer rea Customer req	Ended other Transferred Ended other Logged Out Logged Out Not accepted Logged Out
· 추 Aveng · 추 Custor · 추 Dwarv · 추 Erikov ta	merCare (Team) res (Team) rTeam (Team)	<ul> <li>7/31/2023,9:11</li> <li>7/31/2023,124</li> <li>7/31/2023,124</li> <li>7/31/2023,124</li> <li>7/31/2023,124</li> <li>7/31/2023,124</li> <li>7/31/2023,125</li> <li>7/31/2023,125</li> <li>7/31/2023,125</li> <li>7/31/2023,125</li> <li>7/31/2023,125</li> <li>7/31/2023,125</li> <li>7/31/2023,125</li> </ul>	157 PM         820           223 PM         1.4049661525           154 PM         0.5182bir@2/ing           155 PM         0.5182bir@2/ing           155 PM         1.4049661525           14049661525         1.4049661525           14049661525         1.4049661525           14049661525         1.4049661525           14049661525         1.4049661525	Ossamah Shab Shabbir, Ossam Shabbir, Ossam Shabbir, Ossam Shabbir, Ossam	Voice Internal Voice Inbound Voice Inbound Chat Inbound Chat Inbound Chat Inbound Chat Inbound Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Sales Q 2Ring Sales Q 2Ring Sales Q 2Ring Sales Q	01.09 Ossam 01.03 Ossam 08.35 Ossam 8.2958 Ossam 0.000 Ossam 8.3942 Ossam 14.33 Ossam 0.113 Ossam 0.113 Ossam	ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha ah Sha	Customer req	Ended other Transferred Ended other Logged Out Not accepted Logged Out Ended other Ended other Ended other Ended other Ended other
· Custor · Custor · · Dwarv · · Cikov · · · · · · · · · · · · · · · · · · ·	res (Team) res (Team) Team (Team) of Phones (Team)	<ul> <li>7/31/2023, 9:11</li> <li>7/31/2023, 44</li> <li>7/31/2023, 14</li> <li>7/31/2023, 124</li> <li>7/31/2023, 124</li> <li>7/31/2023, 122</li> <li>7/31/2023, 121</li> <li>7/31/2023, 121</li> <li>7/31/2023, 121</li> </ul>	157 PM         820           23 PM         1403661595           24 PM         1403661595           24 PM         1403661595           25 PM         1403661595           26 L         ostabbringtime.           270 L         ostabbringtime.           240 L         ostabbringtime.           241 L         1404661595           204 L         1404661595           204 L         1404661595           205 L         1404661595           599 L         1404661595           42 PM         Ossamat Stab.           42 PM         Ossamat Stab.	Ossamah Shab Shabbir, Ossam Shabbir, Ossam Shabbir, Ossam Shabbir, Ossam	Voice Internal Voice Inbound Voice Inbound Chat Inbound Chat Inbound Chat Inbound Voice Inbound Voice Inbound Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Chat 2Ring Sales Q 2Ring Sales Q 2Ring Sales Q 2Ring Sales Q	01.09 Ossam 01.03 Ossam 8:35 Ossam 8:31.32 Ossam 8:31.32 Ossam 8:34.42 Ossam 14:433 Ossam 07.25 Ossam 01.13 Ossam 04:20 Ossam	ah Sha ah Sha	Customer req	Ended other Transferred Ended other Logged Out Logged Out Not accepted Logged Out Ended other Ended other Ended other Ended other

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.

<ul> <li>Agent: Ossamah Shabbir (2Ring Sala)</li> <li>Interactions ×</li> </ul>	es - 819)	1	■ Voice - Ready (01:32)   ■ CCX Chat &	Mail - Ready (25.05)   🔳 MS Teams State - Avail
< Back				
Participants			Trace	
Agent Wrap-Up	Start	Duration End Reason	7/31/2023, 9:42:54 PM (00:00)	Call registered
Ossamah Shabbir	7/31/2023, 9:43:17 PM	00:46 Ended other	7/31/2023, 9:42:54 PM (00:00)	Arrived at application 6000
Ossamah Shabbir Agent	7/31/2023, 9:42:59 PM	00:16 Transferred	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
Variables 🚯			7/31/2023, 9:42:59 PM (00:17)	Call answered by Ossamah Shabbir Agent
Queue: 2Ring Sales Queue	Department:		7/31/2023, 9:43:16 PM (00:01)	Call arrived at Ossamah Shabbir
Time (Minutes):	Team:		7/31/2023, 9:43:17 PM (00:47)	Call answered by Ossamah Shabbir
erified by:	Policy ID:		7/31/2023, 9:44:04 PM	Call ended
	Policy ID.		Recording	
mail:			3	
Notes			00:00/00:00	
Ossamah Shabbir - This is a repeat caller please assist him			М	19 💌 🕑
			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), ...):

$\leftarrow$ C	https://uccx125.uccx.lab:	8445/desktor	p/container/?locale=en_US#/Tea	m					A 🏠 🔒 🤅	i 🗘 🕼 🕼 👘 🕩
alialia cisco	Cisco Finesse	Ready 00:05:26	9 Ready							(A) 🚺 ~
<b>n</b>	Logged In Read	· .	Not Ready Ta	alking Calls 0	In Queue LWC	€URUSD ~ 0.09% 0.00		WEB • 49.29 D 1.29% 0.63	DRIP • 10.91	D JNUG * 35.81 D D ~ 5.51% 1.87
Home	09:48 PM : The Resource Cer	nter is up ar	nd running again							8 🖬 🗮
	Q PS → IVR Park Call	M 🕶	😲 Voice Ready 🥚 Chat NR	🕑 DW-Config 🖽 DW	Webex A PANIC 2GA	form SFC SN	SQL MSCRM	All Form		≡
Browser	2Ring Team									≡⊔
	Teams Queues		Team: 2Ring Sale	es						
Team		×	Dashboards	¢						
1°	🛎 2Ring Sales * (My Team)	^	Agents							
Manage Team	🛨 Ossamah Shabbir	05:26	AgentName Ossamah Shabbir	State Ready	Duration 00:05:22	Reason	Current Cal	I Queue Calls C		Calls Abandoned
Ð	Ossamah Shabbir Agent	06:14	Ossamah Shabbir Agent Ieva Galo	Ready Logged Out	00:06:11 05:01:45	Supervisor Initiated		1	1	0
My History	Avengers (Team)	~	Martin Bielik Michal Grebac	Logged Out	11:44:24 02:03:05	Annual Leave Annual Leave		0		0
LL LL	🛎 CustomerCare (Team)	~	Michal Grebac Agent Peter Kolenic	Logged Out Logged Out	05:01:41 15:58:40	Supervisor Initiated End of shift		0	-	0
Team Data	🛎 Dwarves (Team)	~	Queues							
	🛎 Erikov Team (Team)	~	Queue Name 2Ring Sales Queue	Calls In Queue	LWC Calls Offe	ered Calls Handled	Calls Abandoned		WT AgentsLoggedIn	Agents Ready Agents Not Ready
Queue Data	A Game of Phones (Team)	~	2Ring Support Queue	0	00:00 0	0	0		0.00 3	0 3
	🛎 Halflings (Team)	~								

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

- 0	fol D https://uccx1		p/container/?locale=en_US#/le	am						A	ជ 😕 ថ្	U Z≡ V	e. 🕿
dialia cisco	Cisco Finesse	Ready 00:06:16	S Read										(A)
•	Logged In 9	Ready 2	Not Ready 7	Talking Call:	s In Queue	<i>lwc</i> 00:00	EURUSD ~ 0.09% 0.0	1.09869 0098	CWEB • ~ 1.29% 0.63	49.29 D DR	P • 10.91 2.85% 0.32	JNUG - ~ 5.51	35.81 0 % 1.87
Home	09:48 PM : The Res	source Center is up ar	nd running again										8 57
		🖻 Park Call 🔍 IM 👻	🛑 Voice Ready 🥚 Chat NR	🕑 DW-Config 🖽 DW	/ Webex 🔺 P#	NIC 2GA-form	SFC SN	SQL MSCRM	All For	n			:
Browser	2Ring Team												≡⊔
<u>_</u>	Teams	Queues	W Team: 2Ring Sa	iles									
Team	Updated 37 minutes ago	Reload	Dashboards	×									
age Team	2Ring Finance	~	Agents AgentName	State	Dur	ation	Reason	Current C		Calls Offered	Calls Handled		lis Abandoned
Ð	J 2Ring HR	~	Ossamah Shabbir Ossamah Shabbir Agent	Ready	00:	D6:10 D6:59	reason	Current C	an queue	2 1	2	l Gd	0 0
	J 2Ring Sales Queue	^	leva Galo	Logged Out		02:33	Supervisor Initiated			0	0		0
y History	Ossamah Shabbir	06:16	Martin Bielik Michal Grebac Michal Grebac Agent	Logged Out Logged Out Logged Out	02:	45:12 03:53 02:29	Annual Leave Annual Leave Supervisor Initiated			0	0		0 0
am Data	Ossamah Shabbir A	.gent 07:04	Peter Kolenic	Logged Out		59:28	End of shift			0	0		0
	2Ring Support Que	ue 🗸	Queues Queue Name	Calls In Queue	LWC	Calls Offered	Calls Handled	Calls Abandoned	Service Level	AWT	AgentsLoggedin	Agents Ready	Agents Not Ready
eue Data	J Chat Support	~	2Ring Sales Queue 2Ring Support Queue	0	00:00	2	2 0	0 0	50 0	00:06	3 3	0 0	3 3
	J OutboundPreview	~					-				-		-

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

altalta cisco	Cisco Finesse	Ready 00:07:42	Ø	Ready 00:31:15									<b>'</b> A' <b>()</b>
<b>n</b> <sup>*</sup>	Logged In 9	Ready 2	Not Ready 7	Talking O	Calls In Queue	<i>ижс</i> 00:00	eurusd ✓ 0.09%		WEB - ► 1.29% 0.63		NP • 10.9 2.85% 0.32		IG • 35.81 0 5.51% 1.87
Home	09:48 PM : The Reso	ource Center is up ar	id running again										8 57 =
		Park Call 🔍 IM 👻	📒 Voice Ready 🥚 C	hat NR ピ DW-Co	onfig 🎛 DW Webex 🛛	A PANIC 2GA-form	SFC SN	SQL MSCRM	All Form				=
Browser	2Ring Team												≡⊔
Team	Teams	Queues	📽 Agent: Oss 💼	amah Shabb	ir (2Ring Sales - 81	9)							21
	Updated 38 minutes ago	Reload	Dashboar	ds 🗙					Voice - Ready (0	7:42)   🔳 OOX Ch	nat & Mail - Ready (31:15	5)   🔳 MS Tea	rns State - Available (08:59)
Lů.	2 Ring Finance	~	My Stats										
Manage Team	J 2Ring HR	~	Calls Offered	Calls Handled Cal 2	IIs Abandoned Abandon Rai	te Avg Handle T 00.00:55		Ready T Chats Offered :47:20	I Chats Handled	Emails Offered	Emails Answered	Staffino + 0	Staffino - Staffino % 0 0
	J 2Ring Sales Queue	^	My Queues										
My History	😟 Ossamah Shabbir	07:42	Queue Name 2Ring Sales Queue 2Ring Support Queue	Calls Ir	0.00	Calls Offered	Calls Handled 2	Calls Abandoned 0	Service Level 50 0	AWT 00:06 00:00	AgentsLoggedin 3 3	Agents Rea 0 0	dy Agents Not Ready 3
	2 Rina Add						0	Ŭ	0	00.00	5	0	111

2Ring Added Value – 2Ring Gadgets v7.0

## **2Ring Agent State Controls**

$\leftrightarrow$ $\rightarrow$ C (i) uccxpub.cdxdemo.m	et:8445/desktop/container/?loo	cale=en_US#/home	Q 🛠 <mark>9</mark> 8 :
Cisco Finesse	Ready 00:47:49	Not Ready 00:09:16	<b>• • • •</b>

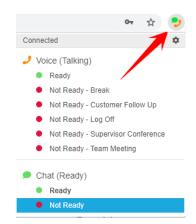
 State controls change color based on time in state that count up or down. Thresholds can be announced with a sound and connected to be always on top <u>2Ring Toast Alerts /</u> <u>Notifications</u>. View more use cases under <u>2Ring Orchestrator / Workflow</u>. 2Ring customers with Finesse 10-11.x use 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.

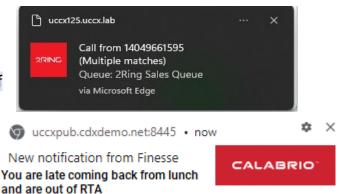
# 2Ring Browser Extension (Edge, Chrome, Firefox)

- 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
- (e.g. advanced caller identification) that are displayed on top of all the windows regardless of what app is currently in active use.
- 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, ...).
- 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 <u>2Ring Orchestrator /</u> <u>Workflow</u>.





**6.** 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).
- **8.** Delivers notifications when conditions are met e.g. calls in queue and LongestWaitTime exceed defined thresholds (this scenario requires <u>2Ring Dashboards & Wallboards</u>).
- **9.** 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.
- **10.** 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.
- **11.**Use Toast Notifications for Ready / Not Ready Buttons so the agent always knows their state.
- 12. Pick a Wrap-Up Code Reminders
- **13.** 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.
- **14.**Personalized Opening Greetings which can be based on hour, queue, IVR selection, # called, agent's name, ...
- **15.**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**



- 1. 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.
- 2. 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 <u>2Ring Toast Alerts / Notifications</u>. 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.

Broadcast his	story 🗙		Voice - Phone Working (3:21:30)   🔳 CCX Chat and Mail - Not Ready (0:2	20)
Received Mess	ages (8) 🞜		Received: 2022-09-19.2022-09-19 🔲 From: Monika Andonova 🔹 Target:	
Received	* From	Recipient	Message e	2
9/19/2022, 2:18:00 PM	Monika Andonova	Agent: Monika Andonova	Helio everyonel	
9/19/2022, 2:18:00 PM	Monika Andonova	Team: Service Desk	Hello éveryonél	
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
      - 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**

▶ 🕀 Web 🔍 PS → FW2IVR 🖻 Park Call 🔍 IM ADM 🔤 Email AM 🗩 SMS 🗩 Paging 🚭 Voice Ready 🕒 Chat NR 🗗 DW-Config 🖽 DW Webex 🛕 PANIC

- 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)

Vake Call								
	In Dial							
My History	Contact History	Contacts	Calls in Queues					
Calls In Queues								
Al	Voicein	Sales	ServiceDesk	HR	Escalations	ParkedCalls		
Queue	-	Queued At * Waiting	# in Queue Cal	led number	Calling number		Call From: 131	
							Status:	Available For Picking P
Voiceln			03:15 1 100		31		Queue:	Voicein
							Queued At:	2:58:40 PM
Voiceln		2.58.40 PM	00.34 3 100	5	131			
							Waiting:	00:34
							# in Queue:	1
							Collect market	10000

- 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**

- Embed multiple websites to Cisco Finesse with ease. Admins can add any site or application that can run inside of an iFrame including <u>2Ring Cherry/Call Picking</u> 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 <u>2Ring Toolbar Gadget</u>.

## **2Ring Dialog Gadget**

cisco	UISCO FILIESSE	00:01:40	¥	01:11:28									-	A.	
	Logged In 9	Ready	Not Ready 8	Talking 1	Calls In Queue	<i>и</i> кс 00:00	EURUSD	1.10152 022	CWEB ~ 0.12% 0.06	48.72 <sup>D</sup>	DRIP ~ 2.58% 0.29	10.94 <mark>D</mark>	JNUG <b>6.78%</b> 2.30	36.2	4 D ( T)
Home	12:08 PM : Point of	out this week's savings	before closing each	call									8	99+ 🕶	E
		🖻 Park Call 🛛 🔩 IM 👻	🗧 Voice Ready 🥚 C	chat NR ピ DW-Config	g 🖽 DW 🛛 Webex 🥻	PANIC 2GA-form	SFC SN	SQL MSCRN	All Form						Ξ
Browser	2Ring Dialog													≡	Ľ
î	A Home		📕 Ossamah S	Shabbir (14049)	661595)							2Ri	ing Sales Queu	e - 01	:39
Team	Gueue: 2Ring Email Subject: Sales Order f	1:11:28	Hold Consul Details	t Direct Transfer	Keypad 📰 Me		Form		CRM app		SpeedDials	Wrap-Up		En	d
uî Manage Team	J Ossamah Shabbir ( Queue: 2Ring Sales (	Ended) ×	Variables C	<b>()</b> 🔞	Contact History	July	Tom		Скинарр						
• My History	Ossamah Shabbir Queue: 2Ring Sales (	01:39 <sup>@</sup> Queue	Queue: QTime (Minutes): Verified by: Email:	2Ring Sales Queue agent - shabbiro oshabbir@2ring.com				Department: Team: Policy ID:			*				
			Notes					Trace							
Team Data			Customer requested r	regular updates on their o	order.			12:06:47 PM (0 12:06:47 PM (0	0.00) Call registered 0.00) Arrived at application 0.00) Call queued to 2Ring 0.02) Call arrived at Ossam Call answered by Osr	Sales Queue nah Shabbir	r				
Queue Data							Remaining: 9.	50							

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

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 <u>2Ring Toast Alerts / Notifications</u>) or can impact what sentence the agent is told to start the call with (e.g. a reminder to apologize for the long wait), ...

$\leftarrow$ C	https://ucox125.ucox.lab:8445/de	esktop/container/?locale=e	n_US#/home					P A 🖈 😏	ଓ □ ৫ ⊕ 😩 …
altalta cisco	Cisco Finesse	g 19 <b>\$</b>	Ready 01:14:38						<b>'</b> A' <b>①</b>
	Logged In Ready	Not Ready 8	Talking 1	Calls In Qu	LWC 00:00	EURUSD 1.10	CWEB	48.72 D DRIP ~ 2.40% 0.27	10.96 D JNUG 36.36 D 36.36 D 7.13% 2.42
Home	12:08 PM : Point out this week's sav	ings before closing eac	n call						🗙 (99+ 🕶
	Q PS → IVR Park Call  II	M 👻 🕘 Voice Ready 🧶	Chat NR ピ DW-Co	onfig 🎛 DW 🛛 W	/ebex A PANIC 2GA-form	SFC SN SQL	MSCRM All For	m	:
Browser	2Ring Dialog								= 0
î.	A Home	📕 Ossamah	Shabbir (1404	49661595)					2Ring Sales Queue - 04:4
Team	Geosamah Shabbir 1:14: Queue: 2Ring Email Subject: Sales Order for Customer Zulo	BB Hold Cons	ult Direct Trans		Medical Script	Form	CRM app	SpeedDials	Wrap-Up End
<b>LÎ</b> Manage Tear	Ossamah Shabbir (Ended) Queue: 2Ring Sales Queue	×	eractions 🛿 (84						Address • 14049661595 Q
Ð	Ossamah Shabbir 04-     Queue: 2Ring Sales Queue	19 CINERACTION Start	◆ Address ↔	Contact	Channel	¢ Queue ¢	Duration    Agent	♦ Wrap-Up ♦ Notes	Policy ID     Control Ended Reason     T
My History	Queue: 2king sales Queue	7/31/2023, 12:02:0		Shabbir, Ossam Shabbir, Ossam		2Ring Sales Q 2Ring Sales Q	01:13 Ossamah Sh 04:20 Ossamah Sh		Ended other Ended other
		7/31/2023, 11:35:5			Voice Inbound	2Ring Sales Q 2Ring Sales Q	00:32 Ossamah Sh 02:39 Ossamah Sh		Ended other Ended other
-		7/25/2023, 11:01:4		Shabbir, Ossam	Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q	00:51 Ossamah Sh 03:15 Ossamah Sh	a	Transferred Ended other
Team Data		7/5/2023, 10:34:18	AM 14049661595	Shabbir, Ossam	Voice Inbound	2Ring Sales Q	00:00 Ossamah Sh	a	RONA
		7/5/2023, 10:31:09 7/5/2023, 10:29:33			Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q	02:02 Ossamah Sh 00:00 Ossamah Sh		Ended other RONA
Queue Data		6/13/2023, 1:26:15 5/23/2023, 1:32:13			Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q	00:09 Ossamah Sh 01:06 Ossamah Sh		Ended other Ended other
		5/15/2023, 3:51:26 5/8/2023, 11:00:56		Shabbir, Ossam	Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q	01:26 Ossamah Sh 01:58 Ossamah Sh		Ended other Ended other
		5/8/2023, 10:55:11 5/4/2023, 2:56:24	AM 14049661595	Shabbir, Ossam	Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q	03:48 Ossamah Sh 00:33 Ossamah Sh		Ended other Ended other
		5/4/2023, 2:51:07 5/4/2023, 11:43:38	PM 14049661595	Shabbir, Ossam	Voice Inbound Voice Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Sales Q	00:22 Ossamah Sh 00:51 Ossamah Sh	a	Transferred
		4/28/2023, 4:45:44 4/28/2023, 4:45:44	PM 14049661595	Shabbir, Ossam Shabbir, Ossam Shabbir, Ossam	Voice Inbound	2Ring Sales Q 2Ring Sales Q 2Ring Sales Q	04:08 Ossamah Sh 00:00 Ossamah Sh	ð	Transferred Transferred Ended not answered
		1, 20, 2020, 4.44.00		anacan, oradin	moond	zing outo q	00001101101		Ended Hot districted

## 2. Customer Journey

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

- 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.

	nah Shabbir (1404966	51595)					2Ring Sales Queue - 07:26
Close [	Medical Script						Wrap-Up
Details	Contacts	Contact History	Script	Form	CRM app	SpeedDials	
K Back							
Participa	nts				Trace		
Agent Ossamah Sha	Wrap- Ibbir		Start 7/31/2023, 12:06:49 PM	Duration End Reason 07:26 Ended other	7/31/2023, 12:06: 7/31/2023, 12:06:	17 PM (00:00) Call registered 17 PM (00:00) Arrived at application 17 PM (00:00) Call queued to 2Ring 17 PM (00:02) Call arrived at Ossam	Sales Queue
Variables	0					49 PM (07:26) Call answered by Oss	
Queue:	2Ring Sales Queue	Department					
QTime (Minutes	):	Team:			Recording		
Verified by:	agent - shabbiro	Policy ID:			00:00/00:00		
Email:	oshabbir@2ring.com					N 19	• @ H
Notes							
Ossamah Shabi	i <b>ir</b> - Customer requested regular upda	tes on their order.			Recording 1		*
					Forms		
					Туре	No D	Data
						100	

## 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.

	Cisco Einesse		Ready							2 A 🗙 😏	\$   ¢	) (= @	• ··· • • • • • • • • • • • • • • • • •
)*	Logged In 9 0	Not Ready 8	01:26:09 Talking 1	Calls In Queue	<i>и</i> кс 00:00	eurusd ~ 0.01%	1.10115 6 0.00015	сwев	48.91 ¤ % 0.25	DRIP ~ 2.14% 0.24	10.99 D	JNUG ~ 7.22%	36.3
e	12:22 PM : FIRE, FIRE, FIRE in the office	. Please vacate premi	ses ASAP!										<mark>⊗</mark> (99+ •
	Q PS → IVR Park Call  IM -	🕒 Voice Ready 🥚	chat NR ピ DW-Confi	g 🖽 DW 🛛 Webex 🛕	PANIC 2GA-form	SFC SN	N SQL MSCF	RM All	Form				
fr [	2Ring Dialog												=
	🖀 Home		Shabbir (14049	661595)							2Ri	ng Sales Qu	leue - 03
	Ossamah Shabbir 1:26:10     Queue: 2Ring Email     Subject: Sales Order for Customer Zulo	Hold Consu Details	t Direct Transfer	Keypad 🗎 Med	ical Script		Form	CRM	app	SpeedDials	Wrap-Up		Er
eam	Ossamah Shabbir (Ended) Queue: 2Ring Sales Queue	Current Point	In with support	complete Forms	Completed Form	15							
nry hta ata	Ossamah Shabbir 0310     Queue: 28ng Sales Queue	- select - - select - Good Poor	evaluate our support	service?					Conclusions Agent: Agent Name: Customer Name: Customer Name: Campagn (D: Cause Name: Call ID: Next Steps/Now Date Next Steps/Other Date Next Steps/Other Date	le:			
		Do you know the why the problem solved? *Now Date 07/312023 122 Other Date	hasn't been →	How would you evaluate our support service?					Save & Finish Late	-			

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:

← C	https://uccx125.uccx.lab:8445/deskto	op/container/?locale=en_US#/home				🖉 A 🛧 👂	3 D	¢ @	°° 😩
uluilu cisco	Cisco Finesse	Peady 01:32:33							"A"
	Logged In Ready 9 0	Not Ready Talking <b>8</b> 1	Calls In Queue LWC	EURUSD 1.10126	CWEB 48.94 D ~ 0.58% 0.28	DRIP ~ 2.32% 0.26	10.97 D	JNUG ~ 7.22% :	36.39
Home	12:29 PM : The Resource Center is up a	nd running again							<b>⊗</b> 99+ <b>•</b>
	Q PS → IVR Park Call A IM ▼	Voice Ready Ochat NR ピ DW-Config	DW Webex A PANIC 2GA-form	SFC SN SQL MSCRM	1 All Form				
Browser	2Ring Dialog								ΞC
1Ŷ	<b>∦</b> Home	📕 Ossamah Shabbir (1404966	,					j Sales Qu	ieue - 09:3
Team	Queue: 2Ring Email		Keypad 🖼 Medical Script Medical S	cript	_		Wrap-Up		End
1°	Subject: Sales Order for Customer Zulo Ossamah Shabbir (Ended)	Cullent Folin	Contact History Script	Form	CRM app	SpeedDials			
Manage Team		IT Helpdesk Caller Information	Problem Area		Conclusions				
Ð	Queue: 2Ring Sales Queue	Internal Employe Enter personal information	<ul> <li>Intranet</li> <li>Browser I:</li> </ul>	ISUe	Callid: Agent Name:	Ossamah Shabbir			
My History		* Name Ossamah Shabbir	User Man		Customer ID: Queue Name:	2Ring Sales Queue			
<u> </u>		* Surname	Methodica						
Team Data		Department	O Windows						
		Age	O Hardware						
Queue Data		* Employment date							
		01/01/2017 12:00 AM							
		O Customer							
					Submit				

*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 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.

cisco	Cisco Finesse	O0:01:01	Ø	Ready 01:06:07						
	Logged In 9	Ready	Not Ready 8	Talking 1	Calls In Queue	LWC 00:00 ~ 0	5D 1.10185 .05% 0.00055	CWEB 48.9	5 D DRIP 11 ~ 2.49% 0.28	0.
Home		source Center is up ar								
		🖻 Park Call 🔍 IM 👻	Voice Ready Ot	at NR ピ DW-Config	DW Webex A PAN	C 2GA-form SFC	SN SQL MSCR	VI All Form		-
Browser	2Ring Dialog									
1°	😭 Home			habbir (1404966	51595)				2Rin	~
Team	Gueue: 2Ring Email	1:06:08	Retrieve 🗏 Me	dical Script	• •				[	Ē
1°	Subject: Sales Order for	Customer Zulo 01:01 (00:39)	Details	Contacts	Contact History	Script	Form	CRM app	SpeedDials	
Manage Team	Queue: 2Ring Sales Qu		@ All	👁 2Ring	👁 Cisco 🛛 👁	Queues 🛷 2ringsu	<b>. •</b>			
	J Unknown (Ended)	×			s	earch				
Ð	Queue: 2Ring Sales Qu	ieue	<ul> <li>2Ring</li> <li>Martin Bielik</li> </ul>	Michal Grebac	Michal Grebac +1(916)5143355	Michal Grebac	Michal Grebac 🔇 🖡	eter Kolenic 🛛 🔇 Pete	er Kolenic A 💙 Thijs Koolaa 815	an
My History							812 🗸 8	13 🚽 814		
ци.			816 ▼ Cisco	Fred Rodgers +1(719)5551212	C Fred Rodgers +1(719)5558888	819	(404)9661595	20 817	in Schleising Schlei 818	1
Team Data			<ul> <li>Queues</li> </ul>			Direct Transfer     Conference				_
			2Ring_Support 5701225	VIP Queue 6701226	• 63 •	Consult				
Queue Data										
								<b>•</b> • • -		

- 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 <u>2Ring CRM Connectors (Premium Bundle)</u>).
  - *a.* A Generic SQL Connector can be used if your contact store uses a relational database and drivers are available:

All Sources (4)	MsDynamics	(1)	Salesforce	(1)	ServiceNow	(1)	Sql		(1)
Q phone: 14049661595									
Add email address to CC								3 Show His	tory
Ossamah Shabbir						Conta	ct O	ssamah	Shabbir (Contact)
								Company:	2Ring
								Extension:	-
								E-mail:	oshabbir@2ring.com
								Mobile:	14049661595
								Phone:	819
								Pager:	
								Title:	Pre Sales Director

- *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 <u>2Ring Dialog Gadget</u> 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.

Cisco Finesse	Talking 00:02:21	R	Ready 00:44:53							17	<b>K</b> , <b>U</b>
Logged In 9	Ready	Not Ready <b>8</b>	Talking <b>1</b>	Calls In Queue	<i>ыжс</i> 00:00	EURUSD 1.10229	CWEB 48.77 D ~ 0.23% 0.11	DRIP ~ 2.58% 0.29	10.94 D	JNUG <b>6.39%</b> 2.17	36.11 0
11:40 AM : Point out this	week's savings	before closing each	call							0 (	99+ 🕶
Q PS → IVR P Park	k Call 🔍 IM 👻	Voice Ready 🔴 C	Chat NR ピ DW-Config	DW Webex	PANIC 2GA-form	SFC SN SQL MS	SCRM All Form				;
2Ring Dialog											$\equiv \Box$
🖀 Home		📕 Ossamah S	Shabbir (140496)	61595)					2Ri	ng Sales Queue	- 02:2
Samah Shabbir Queue: 2Ring Email	44:54	Hold Consul	t Direct Transfer	Keypad 🗎 Me	dical Script				Wrap-Up		End
Subject: Sales Order for Custom	mer Zulo	Details	Contacts	Contact Histor	Script	Form	CRM app	SpeedDials			
J 14049661595 (Ended) Queue: 2Ring Sales Queue	×	Create/Update Case Information				I					
Ossamah Shabbir Queue: 2Ring Sales Queue	02:21	Case Number 00003138	Account Name		t Name ah Shabbir						
		Status	Priority     High	Case (		1					
		Description Information									
		Subject									
		Sales Order 2553637 Sh	ipping Update			]					
		Description									
		Customer called regardi	ng tracking information on th	e <u>order</u>							
		Save									

- 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.



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

anymore - this can be don	e from 2Ring Dialog	Gadget or from 2F	Ring Team Gadget.
---------------------------	---------------------	-------------------	-------------------

Call start: Call start (Curn	New Note	Type: ticipants:	AGENT_INSIDE
Call Duration:	Call ended without conclusion.	inated by:	Oliver Smith
Application:		eived by:	Christopher Slater
Queue:		p-Up Reason:	
Caller Name:		d Duration:	
Country:	Remaining: 2018 Add	i	
Notes	0		
Christopher Slat Call postponed f	er - 3/24/2023, 12:39:00 PM or 30 minutes.		
	24/2023, 12:39:00 PM ent with customer from 11/4/2022.		

## **2Ring CRM Connectors**

2Ring Dialog Gadget provides a comprehensive set of features that enable data stored in 3<sup>rd</sup> 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:

 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:

II Sources	(3) MsDynamics	(1)	Salesforce	(1)	ServiceNow	(1) Sql	(0)
<b>Q</b> phone: 1404966159	5						
							☑ Open ✓ Set Current Show History
Shabbir, Ossamah Shabbir, Ossamah, 2R Shabbir, Ossamah, CA	-				Person User Contact	MsDynamics ServiceNow Salesforce	Shabbir, Ossamah (Person)         Adress:       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       4/28/2023, 8:49:00 PM:         4/28/2023, 8:49:00 PM:       Incoming call - Completed         4/28/2023, 8:49:00 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.

a. In Cisco Finesse using a simplified input form

Cisco Finesse	Ø	Ready 00:44:53						(A)
Logged In Ready 9 0	Not Ready	Talking <b>1</b>	Calls In Queue	lwc 0:00	EURUSD 1.10229	CWEB 48.77 0 ~ 0.23% 0.11	DRIP ~ 2.58% 0.29	10.94 D JNUG 36.11 <b>^ 6.39%</b> 2.17
11:40 AM : Point out this week's saving	s before closing each	call						8 99+ -
Q PS → IVR Park Call A IM -	Voice Ready 🥚 C	Chat NR 🕑 DW-Config 日	DW Webex A PANIC	2GA-form	SFC SN SQL MSC	RM All Form		
2Ring Dialog								≡ [
A Home	📇 Ossamah S	Shabbir (14049661	595)					2Ring Sales Queue - 02:2
Ossamah Shabbir 44:54     Queue: 2Ring Email     Subject: Sales Order for Customer Zulo	Hold Consul	t Direct Transfer	Keypad Medical Sc	ript 🔲 🔍		CRM app	SpeedDials	Wrap-Up End
14049661595 (Ended) Queue: 2Ring Sales Queue     Ossarnah Shabbir 02.21	Create/Update Case Information Case Number 00003138	Account Name	Contact Name Ossamah Shabb					
Queue: 2Ring Sales Queue	Status New Description Information	Priority	Case Origin	~				
	Subject Sales Order 2553637 Sh							
		ng tracking information on the g	der					
	Save							

- b. In the remote system (the below is a Salesforce screen):
  - i. 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.
  - ii. The 2Ring Browser Extension allows the Agent to change States from within the CRM application.
  - iii. 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.

ــــ		Search: All	Q Search Cases and more	Connected Voice (Talking)	٥	*• 🖬 ? 🌣 🖡 🐻	
Lightning Console Cases	V 🖽 Michal Grebac	✓ × I III 2Ring America	, Inc.   🗸 🗙	Ready			
Cases Recently Viewed   F	Phone	Salesforce - Personal - Microsc	fit E — 🗆 🗙	Not Ready - Break Not Ready - End of shift Not Ready - Lunch Not Ready - Uther tasks		New	
Case Number	✓ Subject	ps://d24000000haioeao-de	ev-ed.lightning.for A	✓ Date/Ti See Chat & Mail (Ready)	vner A	dias 🗸 🗸	
1 00003130	Call to: Michal Gr 🌭 Pho	ne	с	28/06/2 Ready			
2 00003006	Call to: Kevin Sch Ossamał	n Shabbir	Ext: 819	25/10/2022 13:20	2sale		
3 00003122	Call to: Peter Kole		00:45	06/06/2023 08:51	2sale	V	
4 00003129	Call to: Peter Kole Calls			06/06/2023 09:33	2sale	•	
5 00003128	Call to: Peter Kole			06/06/2023 09:33	2sale	•	
00003120	Call to: Peter Kole	l (Connected) - Ossamah Shabb	ir 00:45	05/06/2023 18:21	Zsale		
7 00003121	Call to: Peter Kole	Inbound (Connected) Ossamah Shabbir	00:45 ×	06/06/2023 08:49	2sale		
8 00003119	Call to: Peter Kole HOLD		KEYPAD	05/06/2023 18:17	2sale		
9 00003117	Call to: Peter Kole WRAP-L		END	05/06/2023 18:06	2sale		
10 00003118	Call to: Peter Kole	ig Context ~		05/06/2023 18:17	2sale		
11 00003115	Call to: Peter Kole	ah Shabbir (Contact)		05/06/2023 17:58	2sale	V	
12 00003116	Call to: Peter Kole			05/06/2023 18:05	2sale		
13 00003114	Pyramid Construc	/ariables		05/06/2023 17:31	2sale		
14 00003113	Call to: Pyramid C 2Rinc	e De g Sales Queue	partment	05/06/2023 17:31	2sale	•	
15 00003112	Pat Test2 QTime	e (Minutes) Tea	m	05/06/2023 17:29	2sale	▼	
16 00003111	Call to: Pat Stumi	d by Pol	icy ID	05/06/2023 17:29	2sale	V	
17 00003108	Call to: Pat Stum.			05/06/2023 17:00	2sale	V	
18 00003110	Pat Test			05/06/2023 17:27	2sale	V	
19 00003109	Call to: Pat Stum			05/06/2023 17:25	[*] uccx125.ucc	cx.lab ···· ×	
20 00003102	Pat Test			05/06/2023 16:46		ase pick a wrap-up code	
21 00002107	Call to: Pat Stumi			05/06/2023.16:59			

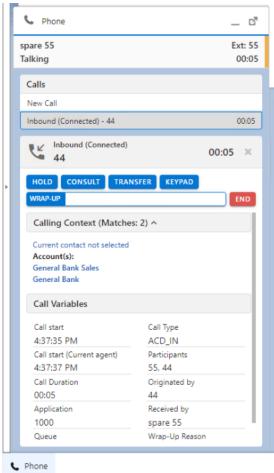
It is possible to live and breathe in the ITSM/CRM/ERP systems if the agent logs into Cisco Finesse first and keeps Finesse running in one of the browser tabs. Then, agents can remain in the CRM user interface, and let 2Ring provide alerts, incoming and outbound call automations, CRM click2dial, and 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: 14049	661595				
					🖬 Open 🗸 Set Current 🔊 Show History
Shabbir, Ossam	ah		Person	MsDynamics	Shabbir, Ossamah (User)
Shabbir, Ossam	ah, 2Ring America Inc.		User	ServiceNow	Phone: +14049661595
Shabbir, Ossam	ah, CA		Contact	Salesforce	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.

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

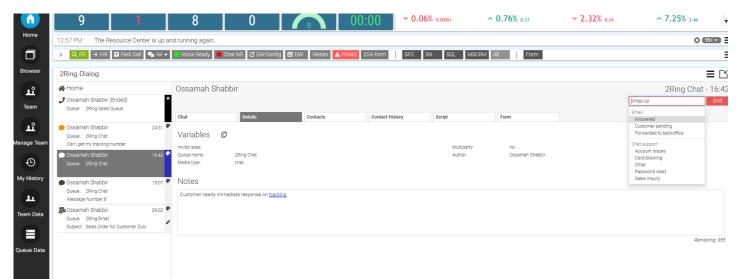


Not all connectors provide all features. To find out if a specific connector supports a requested feature, refer to this table (if in doubt, please review Solution's documentation or contact):

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

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

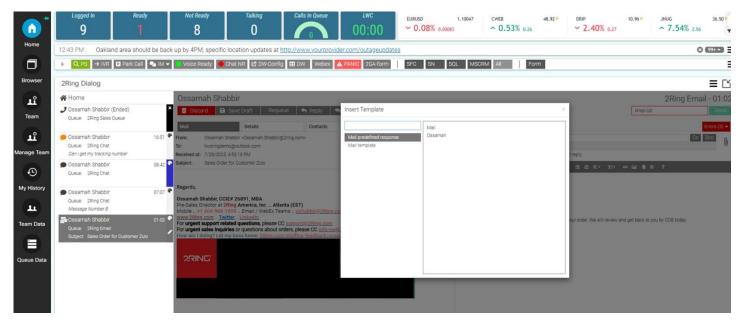
- 1. Agents use a single gadget (2Ring Dialog) for handling voice, chat, and email interactions.
  - a. Cisco Finesse requires UCCX agents to use two separate gadgets one for handling voice interactions (phone calls), and another one for handling chat/email.
- 2. The list of current interactions (on 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 <u>2Ring Orchestrator</u> (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.

**5.** Agents can create personal response templates (Cisco's gadget only offers global/serverbased 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	C https://uccx125.uccx.lab:8445/desl	ktop/container/?locale=en_US#/home				P A \star 😏 🕃 🕻	D 🕼 🕼 🕄 🕫
altalta cisco	Cisco Finesse Ready	5 Ready 00:04:23					(A)
	Logged In Ready 9 1	Not Ready Talking 80	Calls In Queue LWC	EURUSD 1.10068	CWEB 48.91 № ^ 0.51% 0.25	DRIP 10.97 D ~ 2.32% 0.26	JNUG 36.490
Home	12:43 PM : Oakland area should be ba	ack up by 4PM, specific location updates at <u>ht</u>	tp://www.yourprovider.com/outageu	pdates			8 99+ -
	▶ Q PS → IVR I Park Call 🔩 IM	🔹 🧶 Voice Ready 🧶 Chat NR 😢 DW-Config	DW Webex A PANIC 2GA-fo	rm SFC SN SQL N	All Form		
Browser	2Ring Dialog						
1°	A Home	Ossamah Shabbir					2Ring Chat - 04:2
Team	Ossamah Shabbir 1:49:58 Oueue: 2Ring Email	Invite				Wrap-Up	D End
	Subject: Sales Order for Customer Zulo	Chat Details	Contacts Con	tact History Script	Form	Email Answe	
-rî	Ossamah Shabbir (Ended) Queue: 2Ring Sales Queue	<ul> <li>Ossamah Shabbir joined the chat as Ossamah Sh</li> </ul>	habbir (Agent).	Quick Responses			mer pending rded to backoffice
Manage Tear	Ossamah Shabbir 1406	System at 12:42:36 PM	Hello Ossamah Shabbir. How can l	Q.			int issues
Ð	Queue: 2Ring Chat		i Ossamah Shabbir (Agent) at	Hello - Hello, how can I	help you?	Other	
My History	Can i get my tracking number Ossamah Shabbir 05:57	Hello		Card number - What is	and and	Passw Sales I	iord reset inquiry
1	Queue: 2Ring Chat	Ossamah Shabbir at 12:45:52 PM	v Messages	number?	your card		
Team Data	Cossamah Shabbir 04/23	Message Number 1					
	Queue: 2Ring Chat Message Number 8	Ossamah Shabbir at 12:46:06 PM					
		Message Number 2 Ossamah Shabbir at 12:46:10 PM					
Queue Data		Message Number 3					
		Ossamah Shabbir at 12:46:12 PM Message Number 1=4					
		Ossamah Shabbir at 12:46:14 PM					
		Message Number 5					
		Personah Chahhir at 19-46-20 DLA		3 Messages *			
		Type a message		$\triangleleft$	0		

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

$\leftarrow$ C	https://uccx125	ucox.lab:8445/deskto	p/container/?locale=en_	US#/home						ł	⊃ A® ¶		¢ П	ć= 🖻		
altalta cisco	Cisco Finesse	Ready 00:09:51	P	Ready 00:01:49											<b>'</b> 'A')	0
	Logged In 9	Ready 1	Not Ready 8	Talking O	Calls In Queue	<i>ыжс</i> 00:00	eurus	D 1.10074	CWEB	48.91 D	<sup>DRIP</sup> ~ 2.4	0% 0.27	10.96 D	JNUG ~ 7.54%		16.50 D
Home	12:43 PM : Oakland a	rea should be back	up by 4PM, specific I	ocation updates at <u>h</u>	ttp://www.yourprovi	ider.com/outageupdate	25								8 99+	
		Park Call 🔍 IM 👻	🕒 Voice Ready 🥚 C	hat NR ピ DW-Config	DW Webex	A PANIC 2GA-form	SFC	SN SQL MSC	RM All	Form						-
Browser	2Ring Dialog														Ξ	
1°	😭 Home		Ossamah Shal	bir										2Ring (	Chat - C	01:4
Team	Gueue: 2Ring Email	1:47:24	Invite Select a Queue										Wrap-Up			End
LÎ Manage Team	Subject: Sales Order for Cr Ossamah Shabbir (End Queue: 2Ring Sales Queu	ed) ×		agent		Ť	y	Quick Responses	Form							
Ð	Ossamah Shabbir Queue: 2Ring Chat Can i get my tracking numi	11:32 <b>@</b>						Hello - Hello, how can I help	you?							
My History	Ossamah Shabbir     Queue: 2Ring Chat	03:23 🕈	There are currently no o	ueues with available agents	s. Please try again later.	Invite Close		Card number - What is your number?	card							
Team Data	Ossamah Shabbir Queue: 2Ring Chat	01:49 🕈														
Queue Data																
			Ossamah Shabbir jo System at 12:42:36 PM	ined the chat as <b>Ossamah </b> \$	Shabbir (Agent).											
						amah Shabbir. How can I help mah Shabbir (Agent) at 12:42										
			Type a message						0							

- *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.

				E	irrors (3	s) <del>-</del>			
በ.	To:	Ossamah.Shabbir@2ring.c	Cc E	BCC	0				
Ű	Subject:			U					
	Customer's	RE: Mark as Reply	along with your reply.						
	B / U	FW: Mark as Forward	2• <mark>A</mark> • = = = • T1• @ <b>E B b</b> ?						
	Good Morr Thank you	-	check status of your order. We will review and get back to you by COB today.						
	Thank <u>you</u>								
	Customer	Support Agent							
	Communic	cations CORP							

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

- 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.
- Delivers <u>2Ring Toast Alerts / Notifications</u> if Cisco Finesse cannot run in Chrome or Firefox.
- 5. Integrate with kuando Busy Lights





Regarding Sales / Products: <u>www.2Ring.com/Contacts</u>

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