Attendant Console 2.0

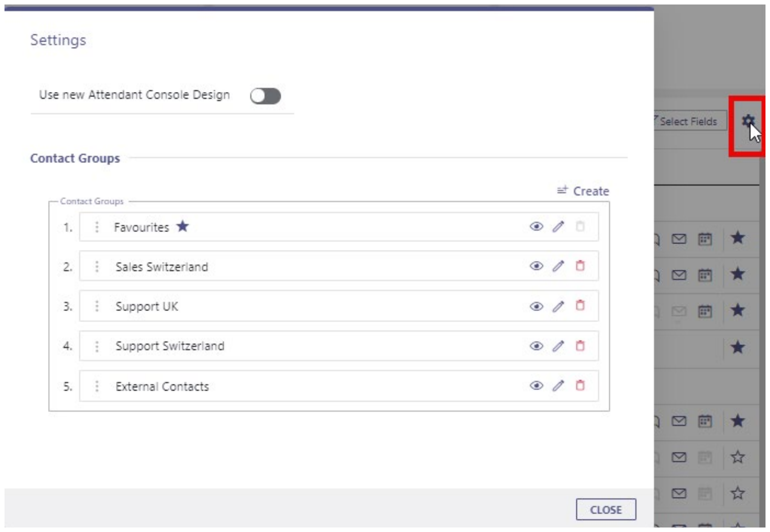
Effortless Call Management

Luware
Nimbus

Solution certified for Microsoft Teams

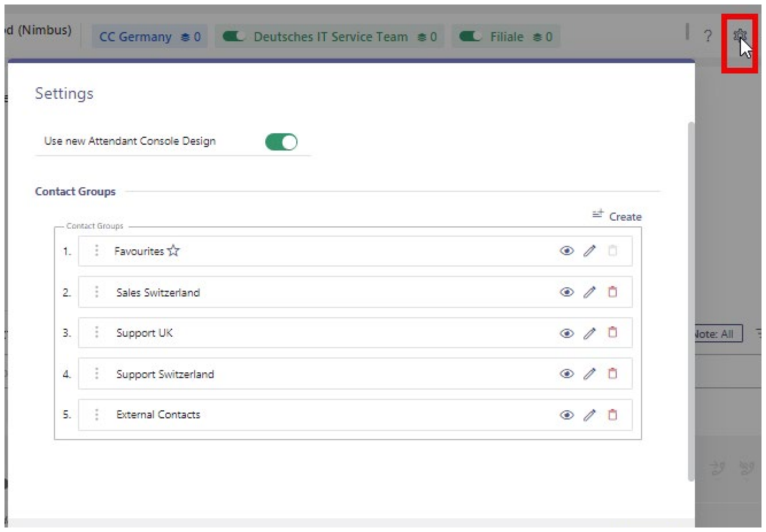
1| Switch Between the Old and the New Attendant

After we enable the new Attendant Console in your region, you can easily switch from Attendant Console v1 to v2. Just click on the settings wheel near the filter selection to open the Settings window.

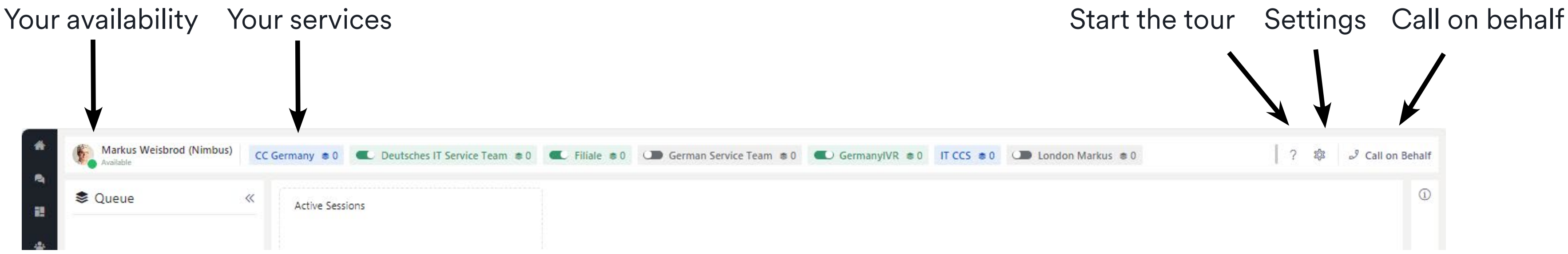


In the Settings window you can toggle on the “Use new Attendant Console design” – if you want to switch to the new Attendant Console v2.

The switch back to Attendant Console v1 is as easy as the switch to Attendant Console v2. Just click on the Settings wheel in the Title bar. The Settings window opens.



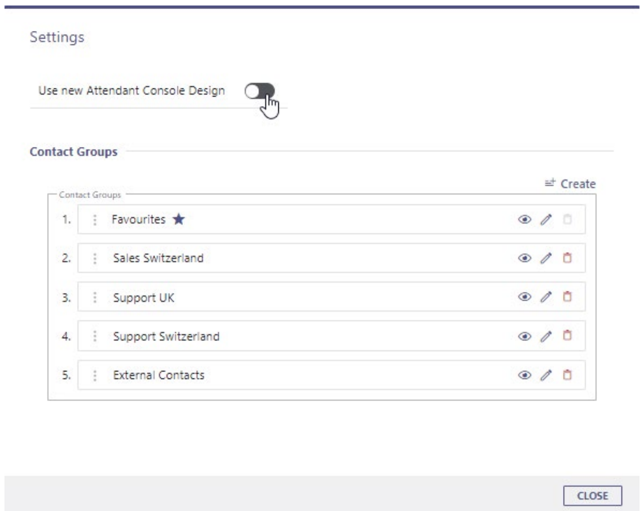
2 | Header



The header is now a compact strip displaying information about the agent's status, including which services he is currently active or inactive in. He can toggle his activation status for team-based services. The colour coding signifies the following: green indicates active team-based services; grey represents services where the user is a member but not active; and blue stands for Contact Center services that the user belongs to.

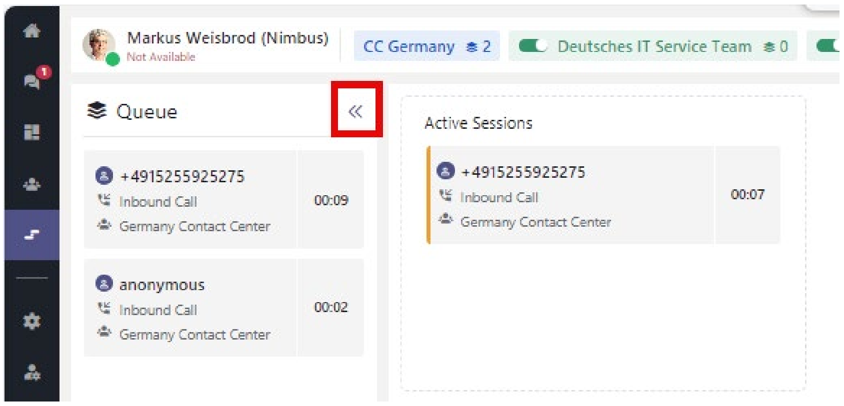
Clicking the <?> on the right side of the title section will open a submenu that allows users to either begin a tour explaining the layout of the new Attendant Console or access knowledge base articles about the new Attendant Console v2. In future you should find a link as well to some training videos.

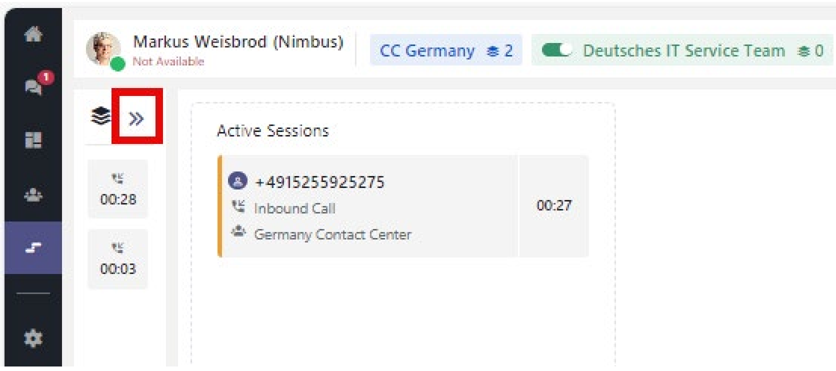
Similar to version 1, users have the ability to set up their Contact Groups within the settings window.



3 | Queue

When you check the Queue, you will notice a key change. Calls are displayed in a Queue Card, which shows all vital details. The Queue area is smaller because the Queue Card is more compact. If pickup is configured for the call, you will see a pickup card with a pickup button on the right side (where the time waiting time is presented).



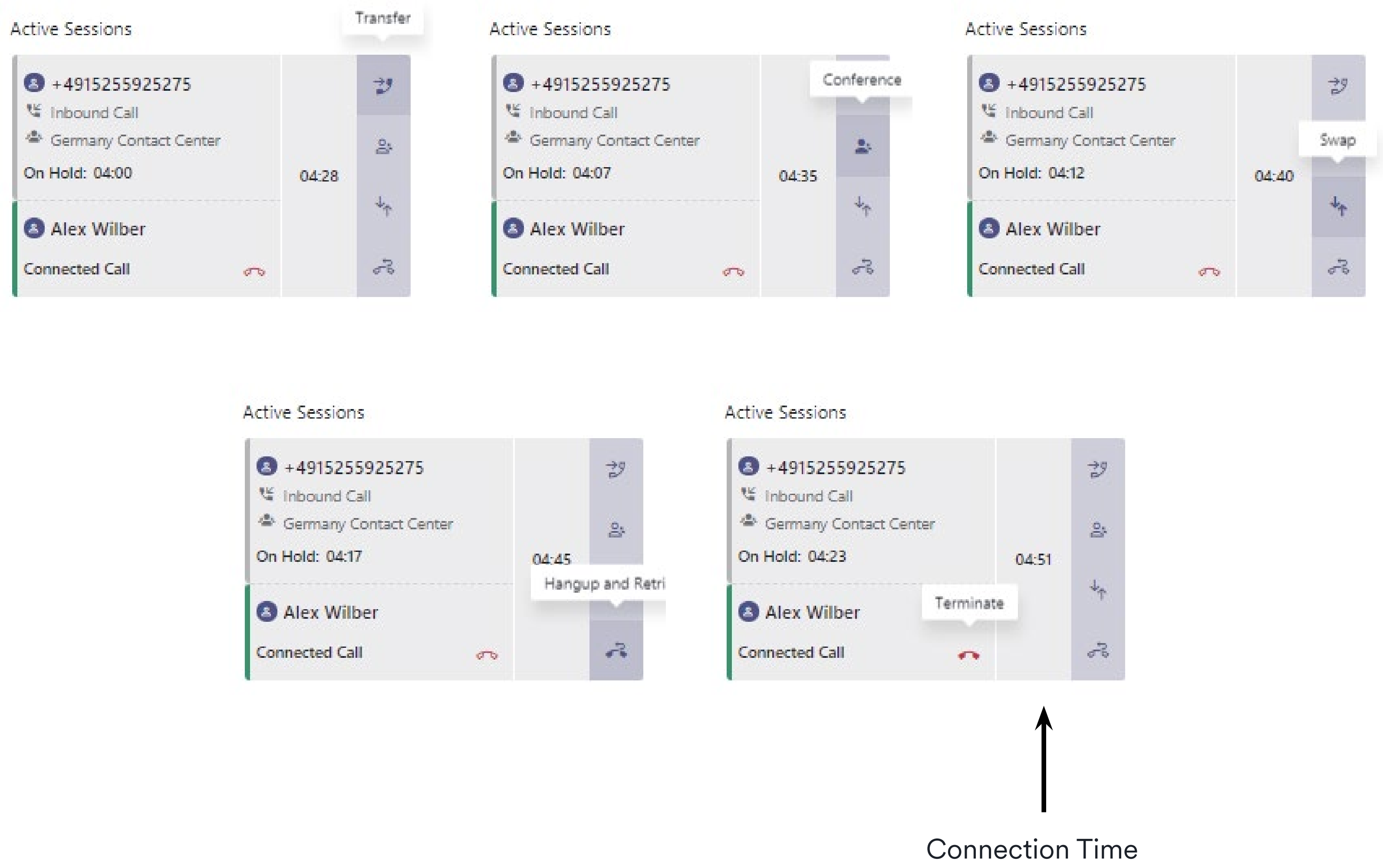


A new feature allows the Queue to be folded (which means minimized) or unfolded (shown). To fold the queue means to minimize the calling card to essential information while freeing up space for critical data in the middle of the screen.

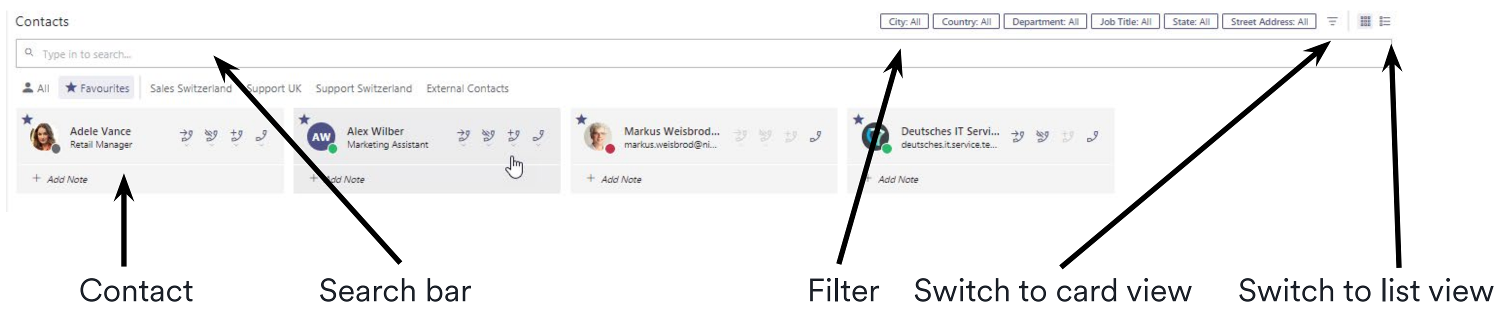
4 | Task Card

The Queue Cards have a fresh new look, paired with all the information you need.

The V1 Calling cards have been consolidated into a single, powerful card (e.g., the Consult Card) that combines all functionalities. The redesigned system makes managing consultation calls smoother and more intuitive. Features such as transferring to a consultant, creating a conference, swapping active/inactive participants, and hanging up or retrieving calls with either the customer or the consultant are all included.

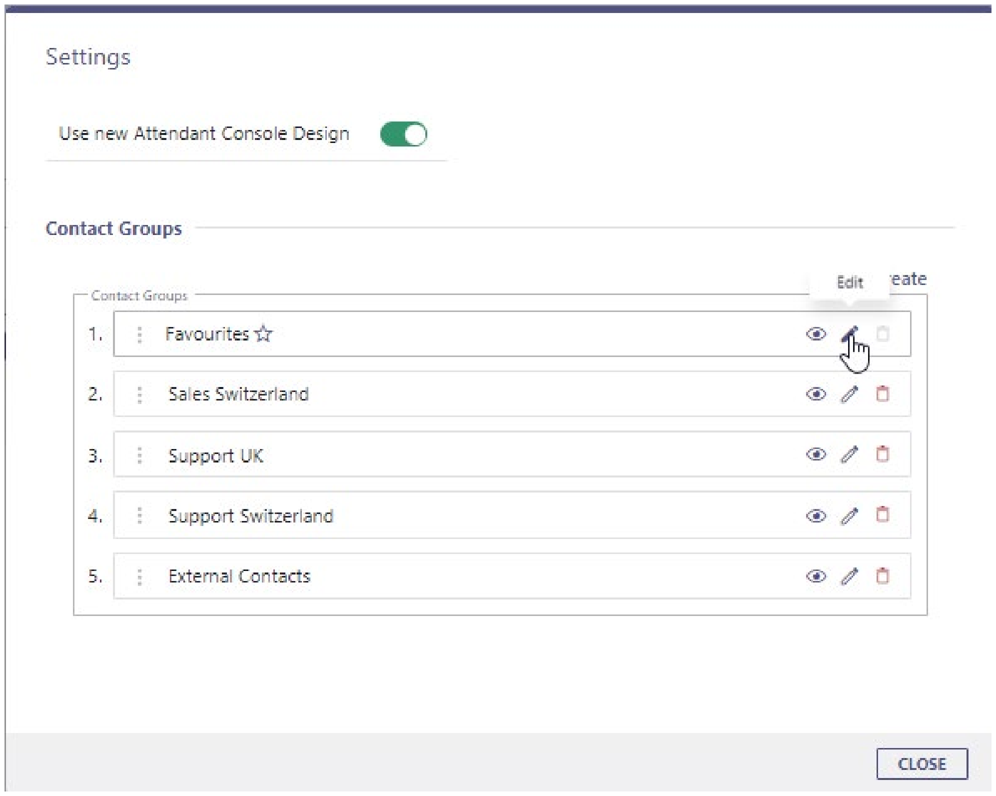

Active Sessions
Transfer
+4915255925275
Inbound Call
Germany Contact Center
On Hold: 04:00
04:28
Alex Wilber
Connected Call
Active Sessions
Conference
+4915255925275
Inbound Call
Germany Contact Center
On Hold: 04:07
04:35
Alex Wilber
Connected Call
Active Sessions
+4915255925275
Inbound Call
Germany Contact Center
On Hold: 04:12
Swap
04:40
Alex Wilber
Connected Call
Active Sessions
+4915255925275
Inbound Call
Germany Contact Center
On Hold: 04:17
04:45
Hangup and Retri
Alex Wilber
Connected Call
Active Sessions
+4915255925275
Inbound Call
Germany Contact Center
On Hold: 04:23
04:51
Alex Wilber
Terminate
Connected Call
Connection Time

The contact widget has been redesigned to provide more space, allowing users to fit more contact cards in a row compared to the previous list of contacts. Despite appearances, this layout actually accommodates more contacts. Users who prefer the List view can easily switch from the Contact Card view. The contact cards now display the most relevant information and include essential direct actions like Save transfer, Consultative transfer, and basic Call functionality

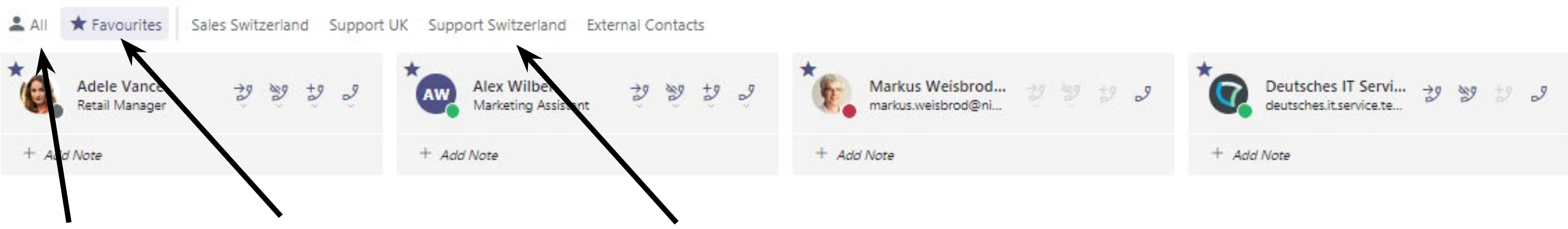


5 | Contact Groups

Now, let's look at the Contact groups.



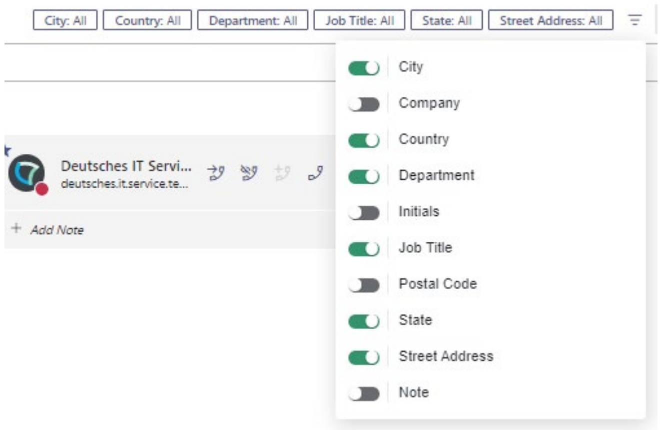
The updated Contact groups are more powerful; we significantly enhance search capabilities. Customer requests for a "contains" search are now possible within the contact groups. However, in the "All" section, we remain limited to the Graph search, which only supports term-based searches.



All Tab Favorite Tab Own Defined Contact Groups

6 | Filters

We have made significant improvements to the filters. New filter options, such as postal code, address, and initials, have been added for greater precision in identifying the right contacts. These filters can now be attached to the contact widget and will remain there.

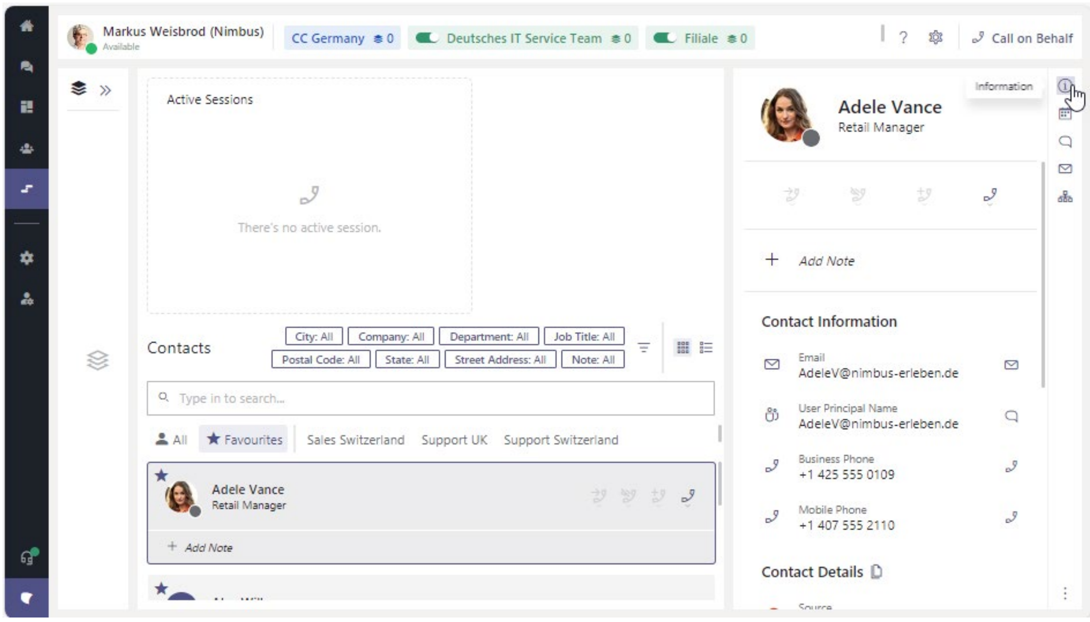


This update eliminates the need to add the filters each time, search for the brackets and fill in the value; simply click on the filter and input your search term.

With the “x” on the right side of the filter box you can reset the value of the filter.

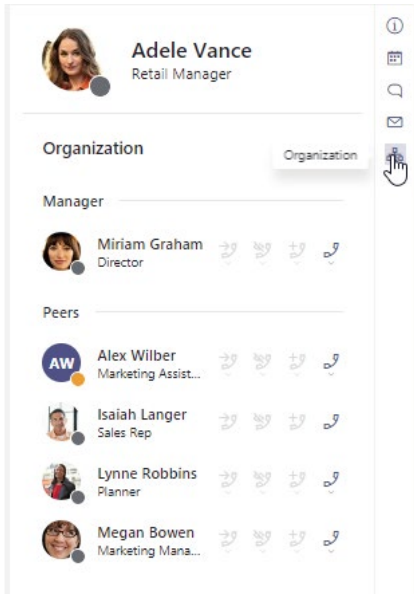
7 | Side Panels

Clicking on a contact card will open/close the side panel.



It gathers all supplementary information in a single location.

Here you can find Contact Details, check the Calendar, send a Chat or Email to the selected contact, or view Organizational Structure. The side panel acts as your main hub, providing easy access to crucial information and a starting point for further exploration, helping you navigate the organization without disrupting your original search.



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Contact us for more information or to request a live demo.

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