



Luware Nimbus on Mobile Devices

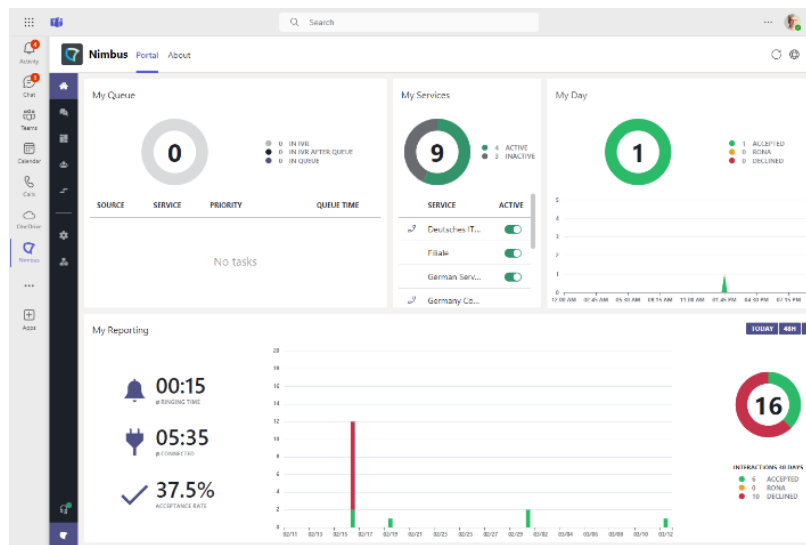
Luware
Nimbus



Luware Nimbus on Mobile Devices

Luware Nimbus offers a cloud-based contact center solution seamlessly integrated with Microsoft Teams. It empowers users to efficiently handle incoming calls, manage queues, supervise agents, and generate reports through a user-friendly web portal or an app directly within Microsoft Teams. Compatible with various Teams clients, including desktop, web, and mobile platforms, Luware Nimbus ensures a smooth workflow.

However, there are some differences and limitations that you should be aware of when using Luware Nimbus on a mobile device. The following content of this document will detail these limitations for your reference.



User Portal / App UI

The user interface (UI) of the Luware Nimbus portal and app is tailored for larger screen devices typically found in contact center setups. Offering comprehensive views of queues, tasks, agents, and reports. It's important to note that the web pages are not optimized for smaller screen devices like smartphones or tablets. Consequently, users may encounter challenges with layout, navigation, or functionality when accessing the portal or app UI on mobile devices. For the optimal user experience, particularly for tasks beyond calls, we advise utilizing a desktop or web client to access the Nimbus portal or app UI.

Task Distribution

Luware Nimbus assigns tasks to agents based on their presence status and availability within Microsoft Teams. Regardless of the device being used, as long as you're logged into a supported Teams client with the appropriate presence state (e.g., available, busy), you'll receive tasks from Luware Nimbus. For instance, if the task is a call, Luware Nimbus will send you a meeting invitation, which you can accept or decline from any client. Upon acceptance, you'll join the media session with the caller and proceed to manage the call.

Call Transfer Options

One of the features that Luware Nimbus offers is the ability to transfer calls to other agents, queues, or external numbers. Either through the native call transfer options within Microsoft Teams or via the transfer options provided by the Attendant Console as part of the Luware Nimbus App.

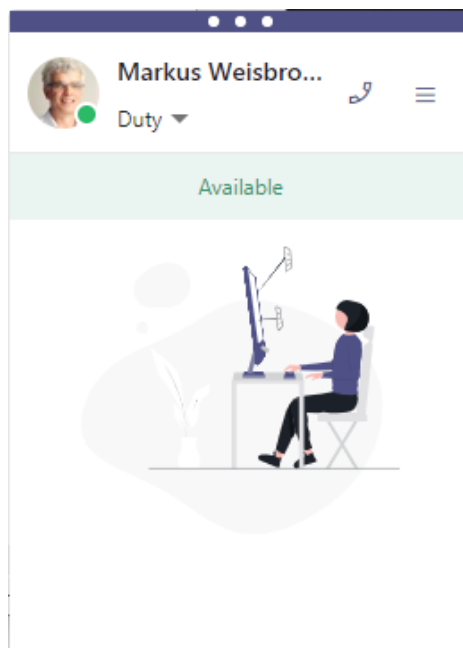
However, it's important to note that the Teams mobile apps and embedded clients may not display identical call transfer options or buttons compared to their desktop or web counterparts. Consequently, transferring calls from a mobile device might not follow the same steps or interface as that from a desktop or web device. This discrepancy is beyond our control, as Luware Nimbus employs a uniform mechanism to set up meeting sessions and invite agents, regardless of the client type. Luware Nimbus relies solely on the agents' presence status to send out invitations and does not know which specific client is in use.

The actual execution of the invitation and joining of the media session are managed by Teams. The Luware Nimbus Attendant Console is not affected by this and will allow users to initiate call transfers even if their native Teams client does not present the corresponding transfer buttons.

Luware Nimbus Assistant

Luware Nimbus Assistant is a Windows desktop application. This means its features like accepting various tasks, selecting Duty Profiles, and managing After Call Work and RONA are inaccessible from mobile devices. You will only be able to join calls that are sent to you by Teams.

If you want to access Luware Nimbus Assistant, you'll have to use a desktop or web client. It's a handy tool that can boost your productivity and performance, so we suggest using it whenever you can.



Multi-Device Sign-On

While Teams offers the convenience of signing in to multiple devices simultaneously and syncing conversations, meetings, and files across them, this feature can sometimes pose challenges with Luware Nimbus.

Luware Nimbus relies on your presence status and availability to route calls effectively. If a Luware Nimbus service is set to distribute calls to 'Away' users, and individuals sign out of their desktop clients after work, but remain signed in on their mobile devices, they may continue to receive calls.

To avoid this confusion, we recommend that you sign out of any devices that you are not using or set the same presence state on all your devices.

Team Presence on Mobile App

Teams offers the advantage of displaying the presence status of your team members directly within the mobile app, enabling you to easily identify who is Available, Busy, Away, or Offline. If your team members are logged in to multiple devices, this function may not work as expected. Microsoft Teams relies on the status of the most recently logged-in device, potentially causing confusion in status updates. Therefore, we recommend logging out from additional devices while working in the Contact Center.

How To Change Your Presence on the Mobile App

You can find detailed instructions on changing your presence states on various devices on the Microsoft websites provided below:

- [Change your status in Microsoft Teams - Desktop](#)
- [Change your status in Microsoft Teams - Mobile](#)

