

VCC 2.5.9 Email Feature Highlights

Agenda

- VCC Email Channel Overview
- VCC Dashboard Email Widget
- VCC Dashboard Email Settings View
- VCC Agent Desktop Email Features Overview
 - Managing the Channel Status
 - Agent Status Monitoring for all Channels
 - Channel Selection
 - Toast Data for Email
 - Inbound Email Interaction Window
 - Inbound and Outbound Workbins
 - Contact History View
 - Contact History Notes, Details, and Case Data
 - Email Control Voice Consultation and Email Transfers
 - Outbound Email Interactions Window
 - Email Contact and Directory and Outbound Email

- CX Analytics Email Features Overview
 - Queue Activity Time: Email Report
 - Queue Statistics Day: Email Report
 - Agent Activity Day Report
 - Agent Statistics Day: Email Report





VCC Email Channel Overview

VCC now supports email interactions from your customers. The Genesys Email Server connects to your corporate email server and pulls email messages from the account that is configured in your system. Agents use VCC Agent Desktop to handle email interactions.





VCC Dashboard Email Widget

Real-time reporting for email interactions using the **Email** widget is available in the **Reports** view. The **Email** widget displays the following reporting statistics at the contact center level:

- the number of email interactions waiting
- the current maximum wait-time for email interactions
- the average wait-time for email interactions

Email routing controls which agents receive email interactions based on the email skill request.



VCC Dashboard Email Settings View

As an administrator, you can now configure a connection to the customer email server. This connection supports a single inbound email address and is associated with one skill for email routing. You can enable this feature using the **Email Settings** tab located under the **Contact Center Settings** view.

102111	Email Settings				Saw
Not Ready					Jav
After Call Work	Email Server Domain:	pop.gmail.com			
Disposition	Email Server Port:	995			
Caller ID	User Name:	genesysrk2@gmail.com			
Address Book	Password:	Password			
Queue Service Level	Email Server Type:	POP3			
	Use SSL:	True			
Skill Service Level	Routing Skill:	sale			
Agent Permissions	From address:	genesysrk2@gmail.com			





VCC Agent Desktop Email Features Overview

Depending on the types of media channels assigned, an agent can handle one or more interactions using the different channel types (Voice, Chat, or Email).

The concurrent interaction setting for the Email channel is one interaction per agent. The agent is always available for other channels. When handling email interactions, the agent:

- Can take one chat interaction or one voice interaction while handling an email interaction
- Is notified of incoming email interactions
- Can control their individual channel (Voice, Chat, Email) status
- Can accept or reject incoming email interaction
- Can make a consultation call on the Voice channel during email interactions
- Can transfer email interactions to other agents





Managing Channel Status

The Voice channel is automatically set to the default **Ready** status when an agent logs in to the system. Agents can then set their status to: •**Ready** to accept email interactions •**Not Ready** to accept email interactions

v Workspac	ce			
ly Channels	Dashboard			
/ledia		Status		Forward
🔇 voice		Ready	(33:54)	No Active Forward
🔘 chat		le Not Ready	(33:18)	
		 Ready Not Ready Not Ready - Break N Not Ready - Not Ready 	lotR adddy ady Break1 ady Break2 ady1	





Agent Status Monitoring for all Channels

Agents can view their status summary (login name, channels, and channel status) by placing their mouse pointer over the **Agent Status** icon.

		Conditionally Ready (27:01) Logged in since 3:24 PM Society One Ready	(28:47)	=
		email: Soft Ready	(27:01) (28:47)	^
	📞 voice 📮 chat 🛛	email		- 1
Contact Center				
C	00:00 Average Waiting Time			
0 Waiting	00:00 Current Max Waiting Time			

8



Channel Selection

Agents can select which interaction channel they are using to see their key performance indicators (KPIs).







Toast Data for Email

Toast data displays an interactive notification that enables agents to preview a new inbound email interaction. This notification includes attached data that enables agents to decide whether to accept or decline the interaction.

y Channels Dashboard			
edia	Status	Forward	
voice	Ready	(00:53) No Ac	ve Forward
chat	🕒 Not Ready	(00:53)	
email	Ready	(00:01)	
			🔁 Ratikanta Kar
			Case Information
			Origin: Inbound email
			HELLOO





Inbound Email Interaction Window

The **Inbound Email Interaction** window enables you to handle many e-mail related tasks.

Case Information		0	Information	History				
Origin: Inbound email		0						
🔻 Ratikanta Kar 🖨 Inbound		ONTA	80					
Sale Request		Ę	General		Enter Title		Phone Number	Y Priman
From: ratikanta.kar@genesys.com	Monday, September 08, 2014 5:10:08 F	PM	First Name*		Ratikanta	×	+16789075645	
o. genesysikz@ginan.com <genesysikz@ginan.com></genesysikz@ginan.com>			Last Name*		Kar	x	Add Phone Number	^ V
Hi , Please let me know my sales order			Lust Hume					
							Email Address	
Regas RK							ratikanta.kar@genesys.com	× Primar
Direct : 703-673-1686 Cell : 510-284-9282							rk@genesys.com	× O
USA, VA-Chantilly (L-9)							Add Email Address	
"Changing the face" can change nothing; "Facing the change" can	change everything.							
		R						
Dispositions Note		SPO						
		NSE						
		S						

Inbound and Outbound Workbins

A workbin is similar to a personal queue where you can store e-mail and other interactions to be handled later.

nformation History				My Channels	
				Dashboard	
Status	Subject	Start Date 👻	End Date	CloudVccEmailDrattWb	
s M In Progress	Re: HELLOO	9/8/14 5:13:40 PM		CloudVccEmailProgessW	
See Done	Re: Sale Request2	9/8/14 5:11:27 PM 9/8		Contact Directory	
S Done	Re: Sale Request	e: Sale Request 9/8/14 5:10:57 PM 9/8/14 5:		My Messages	
Market In Progress	Sale Request2	9/8/14 5:10:57 PM			
nal Workbins I CloudVccEmailDraftWb (1) i CloudVccEmailProgessWb (2)	CloudVccEmailProgessWb				
	From	Subject	Received =		
	🖌 ratikanta.kar@genesys.com	Hello	9/8/14 5:19	9:10 PM	
	🖌 ratikanta.kar@genesys.com	Sale Request2	9/8/14 5:10	0:57 PM	





Contact History View

The **History** tab displays the contact history, which details the interactions that agents selected in the **Contact History** view of the person contacting the contact center.

·	Informat	tion History				
		Status	Subject	Start Date 👻	End Date	
	× 🗠	Done	Re: Sale Request2	9/8/14 5:11:27 PM	9/8/14 5:12:01 PM	,
	* 🔛	Done	Re: Sale Request	9/8/14 5:10:57 PM	9/8/14 5:11:29 PM	
	× 🗠	In Progress	Sale Request2	9/8/14 5:10:57 PM		
	× 🗹	In Progress	Sale Request	9/8/14 5:10:26 PM		
	•	Done	Re: HEL000000000	9/4/14 5:40:14 PM	9/4/14 5:40:28 PM	
	* 🖬	Done	Re: HEL0000000000	9/4/14 5:39:57 PM	9/4/14 5:40:06 PM	
	× 🗠	Done	HEL000000000	9/4/14 5:39:31 PM	9/4/14 5:40:23 PM	
	▲ 🔤	Done	Re: HELLOO	9/4/14 1:50:45 PM	9/4/14 1:50:55 PM	
	× 🗠	In Progress	HELLOO	9/4/14 1:50:25 PM		
	I≪ ≪ P	Page 1 of 6 🕨			1 - 10 of 51 10	✓ per page
	Details	s Note C	Case Data			
			S	elect interaction to view details		





Contact History Notes, Details, Case Data

Agents can use **Details** to view information such as time stamp and email subject
Agents can use **Note** to attach a note to the interaction history

•Agents can use **Case Data** to view the case information for the interaction history

S	tatus	Subject	rt	Start Date 👻	End Date	
	Done	Re: S	ale Request2	9/8/14 5:11:27 PM	9/8/14 5:12:01 PM	
× 🗠 👘	Done	Re: S	ale Request	9/8/14 5:10:57 PM	9/8/14 5:11:29 PM	
×	In Progress	Sale	Request2	9/8/14 5:10:57 PM		
	In Progress	Sale	Request	9/8/14 5:10:26 PM		
	Done	Re: H	IEL000000000	9/4/14 5:40:14 PM	9/4/14 5:40:28 PM	
	Done	Re: H	IEL000000000	9/4/14 5:39:57 PM	9/4/14 5:40:06 PM	
	Done	HELO	000000000	9/4/14 5:39:31 PM	9/4/14 5:40:23 PM	
	Done	Re: H	IELLOO	9/4/14 1:50:45 PM	9/4/14 1:50:55 PM	
×	In Progress	HELL	.00	9/4/14 1:50:25 PM		
Page 1	ge 1 of 6 🕨				1 - 10 of 51 10	▶ per pa
Details	Note	Case Data				
Re: Sale F From: do Fo: Ra	Request NotReply@gr atikanta Kar <r< td=""><td>nail.com atikanta.kar@gen</td><td>esys.com></td><td></td><td>Inv</td><td>valid Date</td></r<>	nail.com atikanta.kar@gen	esys.com>		Inv	valid Date
Thank you Genesys_	u for the email i Sales_Team-RH	nquiry. We are curr L	ently reviewing your email and v	vill contact you soon.		

14

3. Genesys Telecommunications L



Email Control – Voice Consultation and Email Transfers

Agents can start a voice consultation with another agent about their email session
Agents can transfer their email interaction to their consultation target

Senesys • Workspace			
🛞 🛛 Ratikanta Kar 😂 01:47 🔀 🊰 🔀 🗸 🔽 🤇	<u>.</u>	Case Information	+mu x
Case Information	+1703 ×	Origin: Inbound email	All Types 🗹 😃
Origin: Inbound email		🔻 Ratikanta Kar 🤤 Inbound	+170 👱 ^
▼ Ratikanta Kar 🤤 Inbound		HELLOO	AAtwo Aty 🖉 🖉
HELLOO From: ratikanta.kar@genesys.com To: "genesysrk2@gmail.com" <genesysrk2@gmail.com> Image: SP_zip (1KB)</genesysrk2@gmail.com>	Adtwo Aty Unavailable Agent2 3 Conditionally Available Start Voice Consultation (+17036731776)	To: "genesysrk2@gmail.com" <genesysrk2@gmail (1kb)<="" @="" sp_zip="" td=""><td>Agent2 3 Conditionally Available Instant E-mail Transfer (x0GklgIbRfaBLqdVButrRQ==.0a3f147f-04- 14454f9f047-76bb163e-e54) INKTEST Agent Onavailable</td></genesysrk2@gmail>	Agent2 3 Conditionally Available Instant E-mail Transfer (x0GklgIbRfaBLqdVButrRQ==.0a3f147f-04- 14454f9f047-76bb163e-e54) INKTEST Agent Onavailable
Regds RK Direct : 703-673-1686 Cell : 510-284-9282 USA, VA-Chantilly (L-9) "Changing the face" can change nothing; "Facing	RKTest Agent Image: Constraint of the second seco	RK Direct : 703-673-1686 Cell : 510-284-9282 USA, VA-Chantilly (L-9) "Changing the face" can change noth:	agent vccb Juavailable piyush Agent1 Juavailable 6 Matching Internal Targets





Outbound Email Interactions Window

The **Outbound E-mail Interaction** window enables you to handle many e-mail-related tasks, including the following:

•Add one or more Carbon Copy (CC) recipients

•Add one or more Blind Carbon Copy (BCC) recipients

ase Information	^ 0
igin: Outbound email	
Ratikanta Kar 🤤 Outbound	NTAC
m: genesysrk2@gmail.com	
Fo ratikanta.kar@genesys.com	Add Cc 👻
bject: Re: HELLOO Add	I Cc
Roboto - 9pt - B U i ■ - i≡ ≡ ≡ ≡ ≡ ■ Add	I Bcc
plying 1 Thursday, September 04, 2014 1:49:38 PM, Ratikanta Kar wrote:	
RK Direct : 703-673-1686	
Cell : 510-284-9282 USA, VA-CHARTIIIY (L-9) Changing the face" can change nothing; "Facing the change" can change everything.	RESPON
	SES





Email Contact Directory and Outbound Email

The Contact Directory enables you to do the following:

~ -

M 👻

 \sim -

-

 \sim

~ •

- -

-

 \sim

E-mail (RK10@gmail.com)

E-mail (RK10@gmail.com)

- ی

- ی

•Find contacts

Genesys • Workspace

Type name or number Q

Contact

2+ 2×

• hk rk

- rk

Postmaster

Ratikanta Kar

Ratikanta Kar

RK 122

RK Kar

RK Kar

RK KAR

RK Kar

Manage contacts by using contact actions



2013, Genesys Telecommunications Lac

17

atories. Inc. All rights

9	Genesvs
Concession of the local division of the loca	00110333

CX Analytics Email Features Overview

New Channel (Chat, Email, and Multichannel) reports for increased reporting capabilities. Multichannel reports include statistics for all channels to which the agent is assigned.







Queue Activity - Time: Email Report

Home 🔻 Tools 🔻 Data 🔻 Grid 👘 Format 🔻

REPORT DETAILS

Report Filter:

({Date Filter ID} = This Week) Anc ApplyComparison("Case when ±0<19 then 1 end = Case when ±0=#E5 and #4 between #2 and #3 then 1 end", {Date Filter ID} (ID), {Date Filter ID} (ID), {End Date} (ID), {End Date} (ID), {Date (ID), {Date (ID), {Date Filter ID} = This Week}) And (= Email)

PROMPT DETAILS

Promp: 1: Select a timetrame or ... This Week Promp: 2: Enter a Start Date. (Optional) Promp: not answered Promp: 3: Enter an End Date. (Optional) Promp: not answered

Data rows: 10 D

Interaction ID	Interaction Resource ID	Customer Email	E-mail Start Time	Outcome	Agent	Disposition Code	Engage Time	Walt Time
24470	3309994	gənesysrk2@gmail.com	8/25/2014 11:20:27 AM	NONE	Agent 1st	None	15	13
54150	3309998	genesysrk2@gmail.com	8/25/2014 11:20:27 AM	NONE	Agent 1st	None	33	0
24170	3310458	genesysrk2@gmail.com	8/25/2014 12:29:25 PM	REDIRECTED	Agent 1st	None	0	7
0417U	3311022	genesysrk2@gmail.com	8/25/2014 12:29:25 PM	COMPLETED	Agent 1st	None	20	3,109
24400	3310970	gənesysrk2@gmail.com	8/25/2014 1:23:00 PM	TRANSFERRED	Agent 1st	None	181	0
04102	3311058	gənesysrk2@gmail.com	8/25/2014 1:23:00 PM	NONE	Agent 1st	None	584	7
54202	3312382	gənesysrk2@gmail.com	8/25/2014 5:49:00 PM	COMPLETED	Agent 1st	None	11	6
24004	3312410	gənesysrk2@gmail.com	8/25/2014 5:49:30 PM	NONE	Agent 1st	None	17	6
542'04	3312414	gənesysrk2@gmail.com	8/25/2014 5:49:30 PM	TRANSFERRED	Agent 1st	None	63	0
54212	3312814	genesysrk2@gmail.com	8/25/2014 5:58:31 PM	NONE	Agent 1st	None	16	7
2/016	3312630	gənesysrk2@gmail.com	8/25/2014 6:01:31 PM	NONE	Agent 1st	None	11	7
J4210	3312634	gənesysrk2@gmail.com	8/25/2014 6:01:31 PM	TRANSFERRED	Agent 1st	None	36 😞	0
Total							967	3,162





Queue Statistics - Day: Email Report

Home 🔻 Tools 🔻 Data 👻 Grid 👘 Format 👻



REPORT DETAILS

Report Filter:

({Date Filter ID} = This Week) And ApplyComparison("Case when #0<19 then 1 end = Case when #0=#E5 and #4 between #2 and #3 then 1 er = Email)

PROMPT DETAILS

Prompt 1: Select a timeframe or ... This Week Prompt 2: Enter a Start Date. (Optional) Prompt not answered Prompt 3: Enter an End Date. (Optional) Prompt not answered

Date	<u>E-mails</u> <u>Received</u>	E-mails Replied	<u>Revoked</u> <u>E-mails</u>	Avg Engage Time	Avg Wait Time
38-25-2014	<u>Z</u>	<u>0</u>	<u>0</u>	141	452
Total	7	0	0	141	452





Agent Activity – Day Report

Home 🔻 Tools 🔻 Data 👻 Grid 👘 Format 💌



REPORT DETAILS

Report Filter:

({Date Filter JD} = This Week) And ApplyComparison/"Case when #0<19 then 1 end = Case when #0=#E5 and #4 between #2 and #3 then 1 end', {Date Filter ID} (ID), {Date Filter

PROMPT DETAILS

Prompt 1: Select a timeframe or ... This Week Prompt 2: Enter a Start Date. (Optional) Prompt not answored Prompt 3: Enter an End Date. (Optional) Prompt not answered

🕅 🖣 1 🚊 of 2 pages 🕨 🕅

Date	Agent	Event Type	Event Start Time	Event End Time	Event Total Duration
08-25-2014	Agent 1st	lcgin	8/25/2014 9:50:49 AM	8/25/2014 9:50:49 AM	0
08-25-2014	Agent 1st	NOTREADY	8/25/2014 9:50:49 AM	8/25/2014 10:06:33 AM	944
08-25-2014	Agent 1st	READY	8/25/2014 9:50:49 AM	8/25/2014 10:50:11 AM	3,562
08-25-2014	Agent 1st	NOTREADY	8/25/2014 9:50:49 AM	8/25/2014 10:51:37 AM	3,648
08-25-2014	Agent 1st	READY	8/25/2014 10:06 33 AM	8/25/2014 10:07:13 AM	40
08-25-2014	Agent 1st	BUSY	8/25/2014 10:07 13 AM	8/25/2014 10:07:48 AM	35
08-25-2014	Agent 1st	READY	8/25/2014 10:07 48 AM	8/25/2014 10:10:25 AM	157
08-25-2014	Agent 1st	BUSY	8/25/2014 10:10 25 AM	8/25/2014 10:11:09 AM	44





Agent Statistics - Day: Email Report

Aome 🔹 Tools 🔻 Data 👻 Grid 🛛 Format 👻



REPORT DETAILS

Report Filter:

({Date Filter ID} = Ths Week) And ApplyComparison("Case when #0<19 then 1 and = Case when #0=#E5 and ≠4 between #2 and #3 then 1 and", {Date Filter ID} (ID), {Date F = Email) And (Agent ({Resource Type}) = "Agent")

PROMPT DETAILS

Prompt 1: Select a timeframe or ... This Week Prompt 2: Enter a Start Date. (Optional) Prompt not answered Prompt 3: Enter an End Date (Optional) Prompt not answered

Dato	Agont	Interaction <u>E mails</u>				Avg Engage	
vale	Agem	Туре	Agent E-mails	Received	E-mails Replied	by Agent	Time
08-25-2014	Agent 1st	Inbound	8	7_	<u>C</u>	<u>1</u>	96
08-25-2014	Agent 1st	Outbound	<u>4</u>	<u>0</u>	Ē	<u>0</u>	0
Total			12	7	0	1	141







Thank You!

