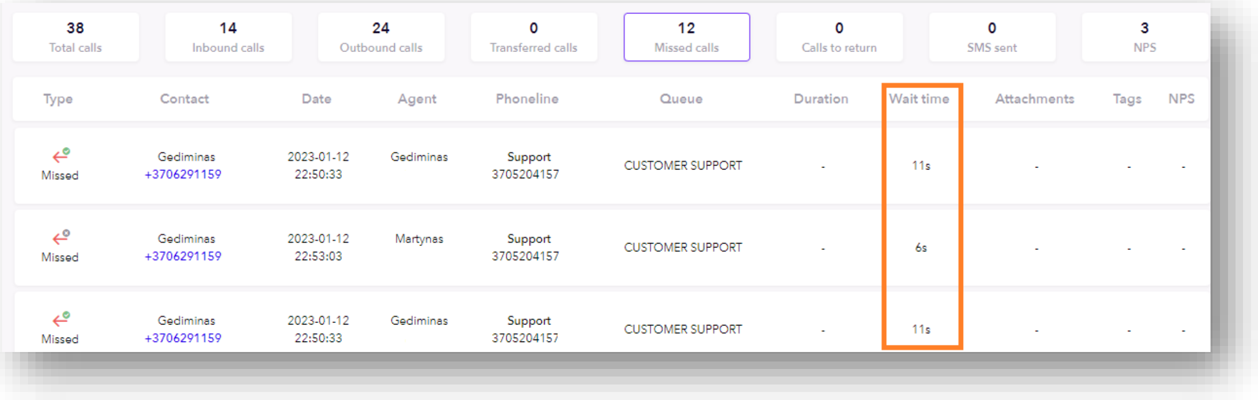
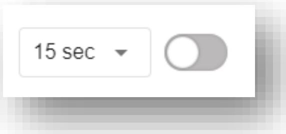
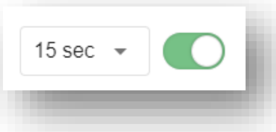


2.When you select a time , it should be displayed in the square:



3.When the time is selected – turn on the module and check if the system will record calls shorter than the time you set.

When turned on, the module should look like this (Important: When you turn on the module - you no longer need to press save in the settings section of the button. The module starts working immediately after switching on):

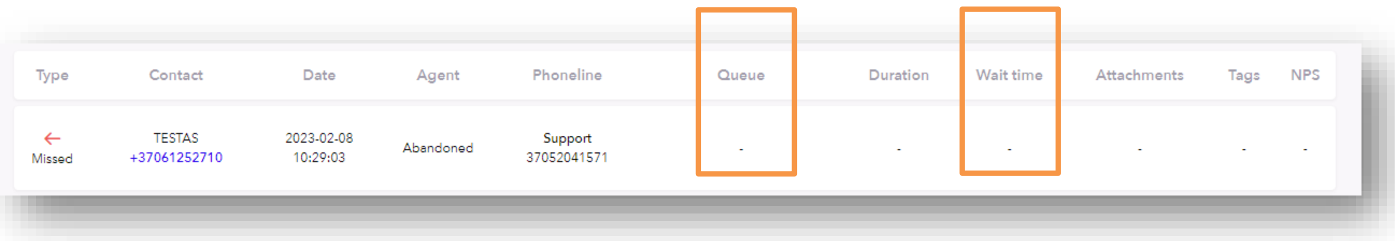


It is also important to know:

When the module is turned on, all calls will be eliminated without falling into any queue.

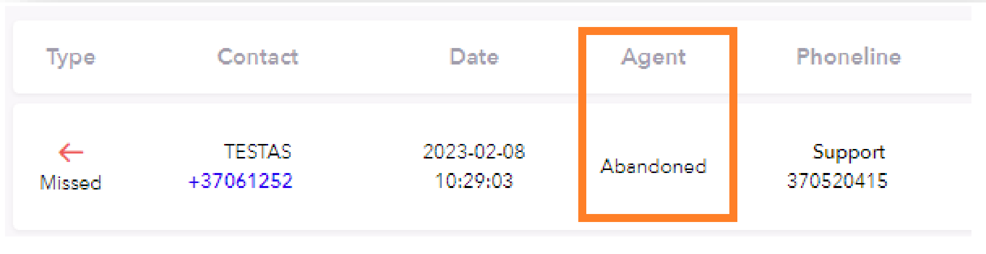
Example: We call the line and hear ivr choices. We listen to the choices and interrupt the conversation. The Tellq system creates a missed call of this type, in which there is neither "Queue name" or "Wait time".

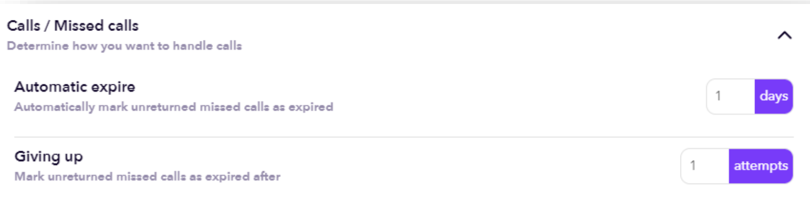
When you turn on the Hide **short abandoned missed calls** module, these calls will also no longer appear (no matter what time you choose).



If the module is turned off - the system will record all missed calls 100% (and those that have entered the queue and did not enter).

DISABLE PERSONAL MISSED CALLS – If you enable this module – all missed calls will receive the status "Abandoned" – there will be no more personal missed calls. Missed calls will be visible to all agents added to the line.

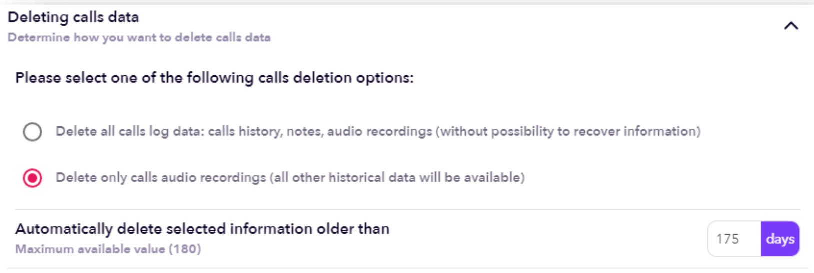




<u>**Automatic expire**</u> - determine after how many days unanswered missed calls disappear to agents from the Missed calls list. You will see such calls by selecting the Missed (x) filter in the Logs section of the TL.

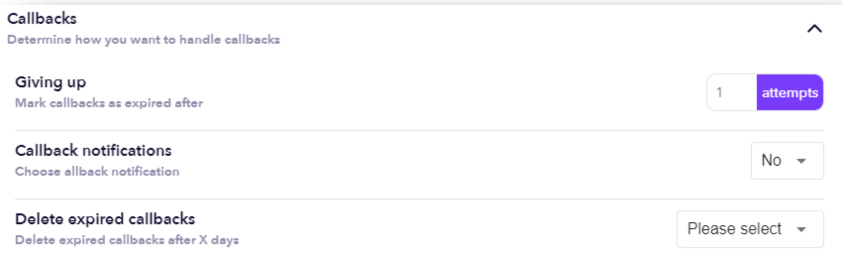
<u>**Giving up**</u> – determine how many unsuccessful attempts to call back, missed calls disappear to agents from the Missed calls list. You will see such calls by selecting the Missed (x) filter in the Logs section of the TL.

In practice, the most common setting: 2 days and 3 attempts to call back.



Deleting calls date – You can choose how long the call records will be stored in the system. The maximum period is 180 days (6 months).

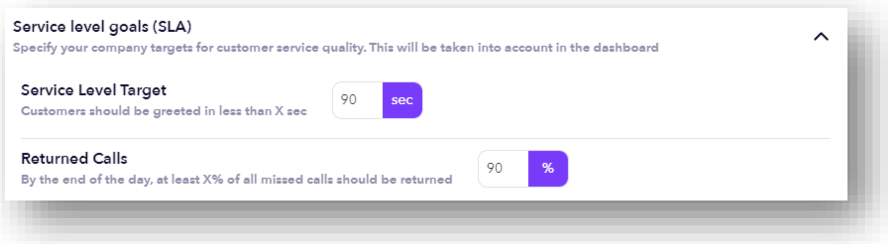
You can also choose other settings – Delete chat recordings to keep statistics or delete everything.



Giving up – You can determine after how many attempts to call back the call will be recorded as "Expired".

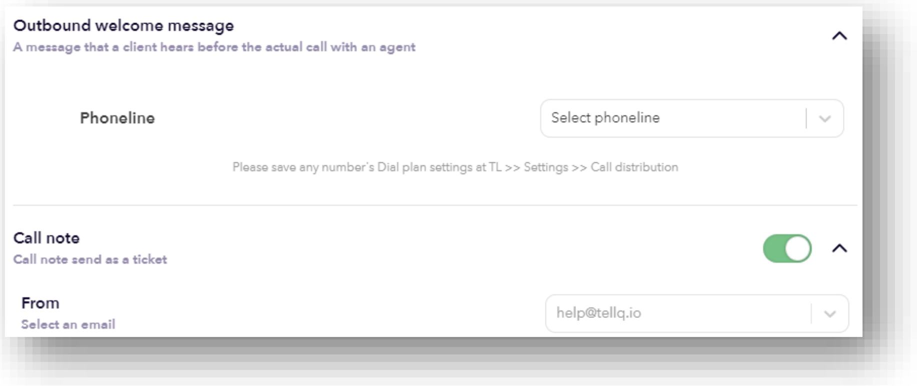
Callback notification – You can determine whether the callback messages will be personal or will not be seen by anyone.

Delete expired callbacks – You can determine after how long expired calls will be deleted.



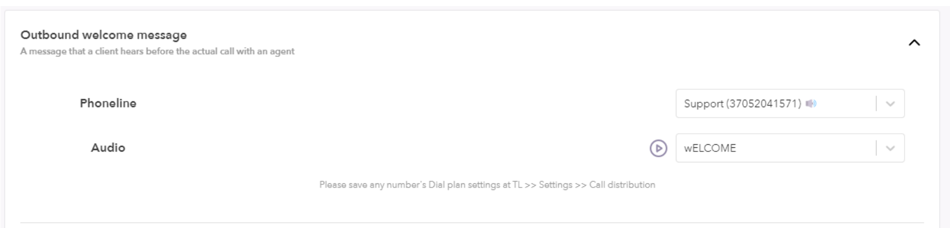
Service Level Target - You determine how long it takes to answer an IN call. Based on this, in the "Service Level" section of the Dashboard in the TL >>, you will see how many percentages of calls are answered in less than a set time.

Returned Calls – Determine how many % of missed calls at the end of the day must be successfully called back.
In the Analytics >> call summary, by bubble color, you will see if you are fulfilling this criterion.



Outbound welcome message – You can set the OUTBOUND audio message for calling. When the customer picks up the phone, they will hear the message you put on this settings.

Select Phoneline – Select the number to which you will put the OUTBOUND welcome message:

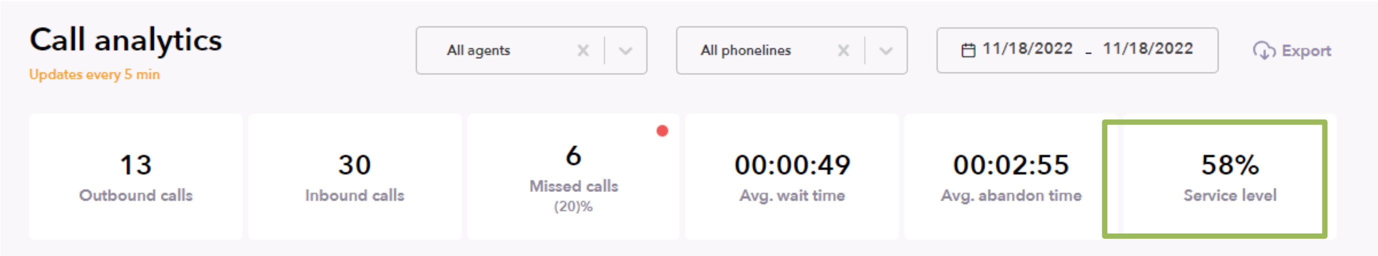


After selecting „select audio“, a box called "Audio" will appear . In this box, you can select the already nested welcome entries or upload a new record.

Call Note – you can enable the function thanks to which, you will be able to send the created call note as an informational message >> in the form of a letter.

From (Select an email) – Select the default email from which you will send call note.

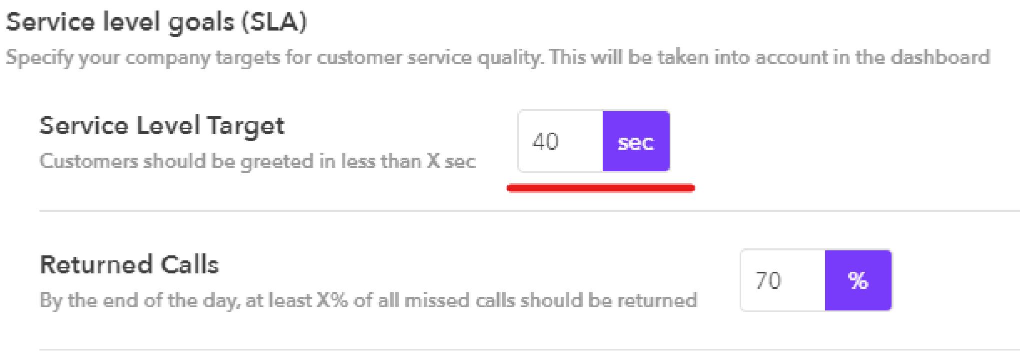
SLA % CALCULATION



1. Choose a date. (Our chosen date is 11/18/2022 (Full business day)).

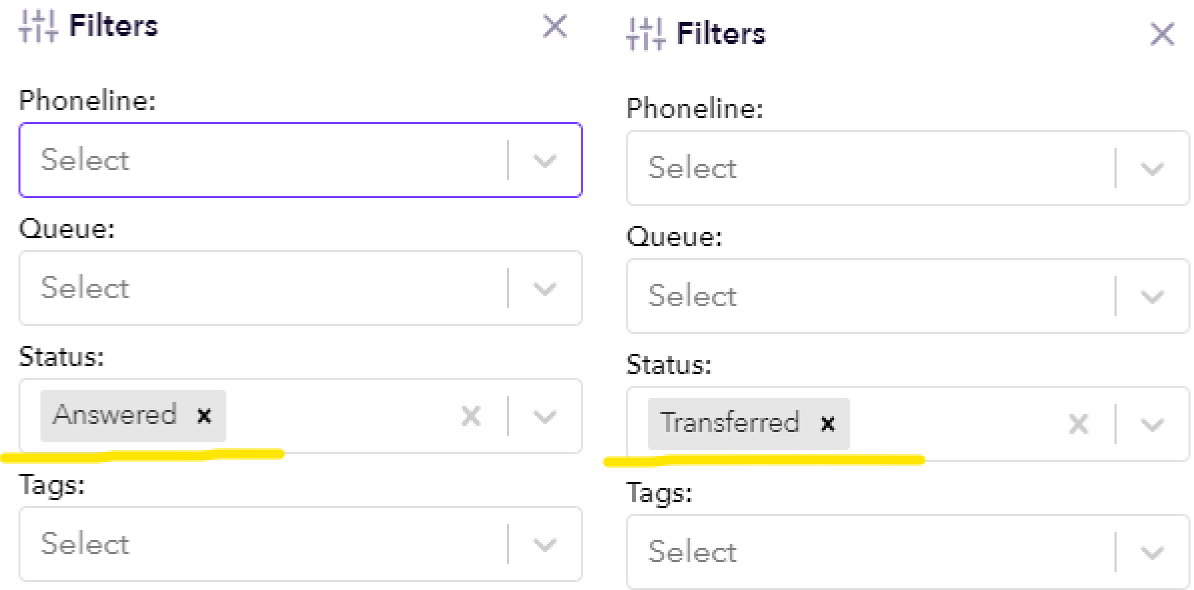
2. Daily SLA (Service level) fulfillment is 58%

3. The Teamleader settings are as follows:



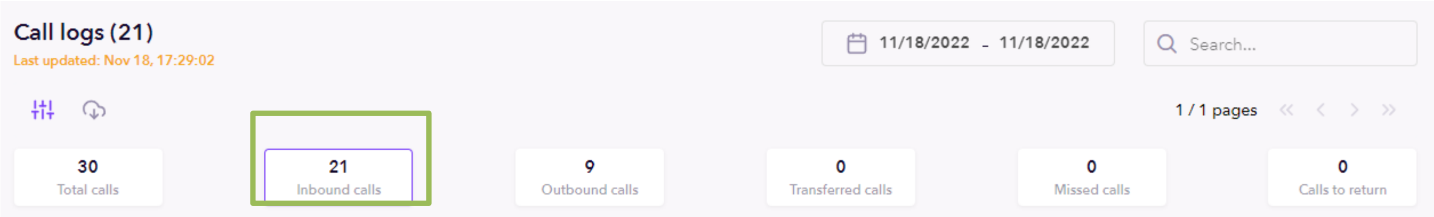
This means that customers need to respond faster than within 40s (the number 40 is not included - count up to 39s).

4. Filter out **answered** calls (1 result). When you do this, filter out **transferred** calls (result 2) (use the logs filter on the side):

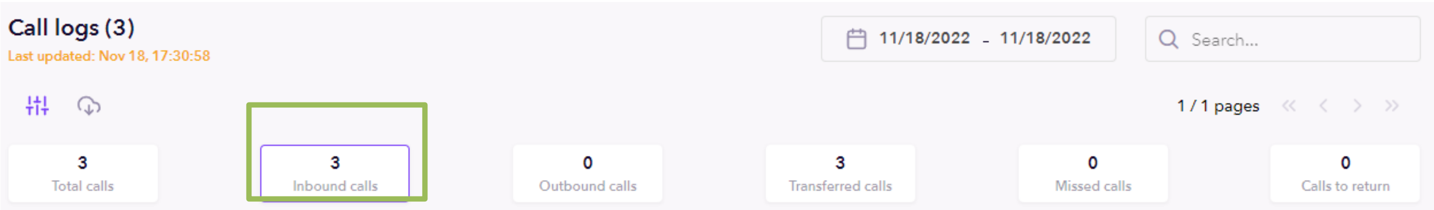


5. You will get the results:

Answered filtering results:



Transferred filtering results:



All answered IN calls + all answered TRANSFERR calls = 21 + 3 = 24

Out of them fulfill SLA (answered faster than 40s) = 12 (Answered) + 2 (Transferred) = 14

Out of them not fulfilling SLA (responded in more than 40s (40 and more)) = 24 – 14 = 10

Form a proportion:

24 - 100%

10 - x%

1000 : 24 = 41.666..

We only take the whole number (rounded to the decimal point) = 42% of missed calls.

If there was, for example, 41.1235.. after the decimal point, we would only take the whole number 41.

The final result of the SLA = 100% - 42% = 58%

AUDIO FILE CONVERSION (FOR TELLQ APP)

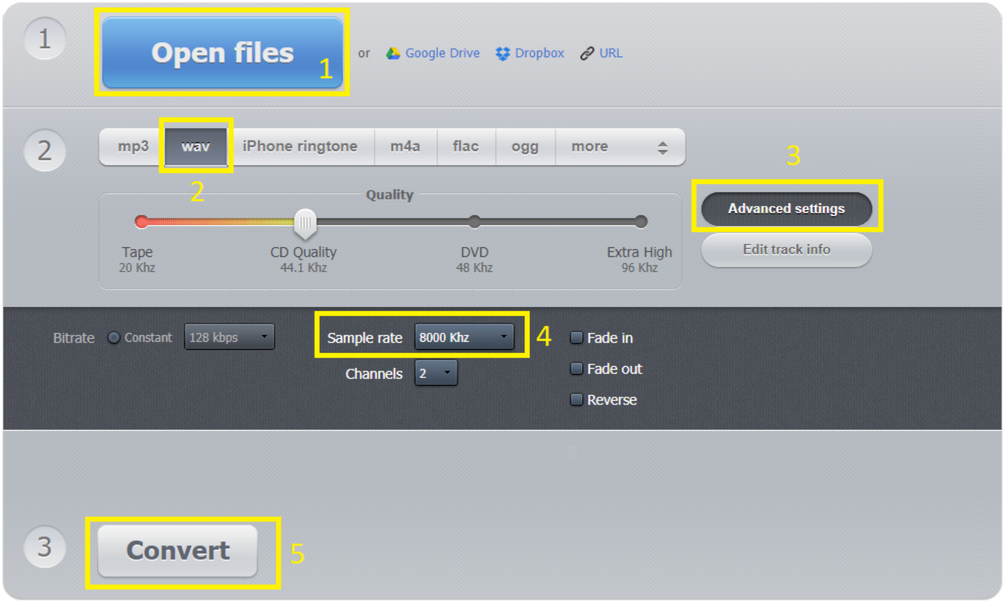
To properly convert a file before uploading to a TELLQ program, the correct file format is required.

The file format should be . Wav up to 256kbps

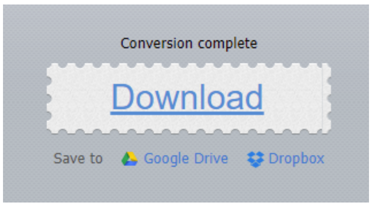
We can convert the file with a free online conversion program which can be found at the following address:

https://online-audio-converter.com/

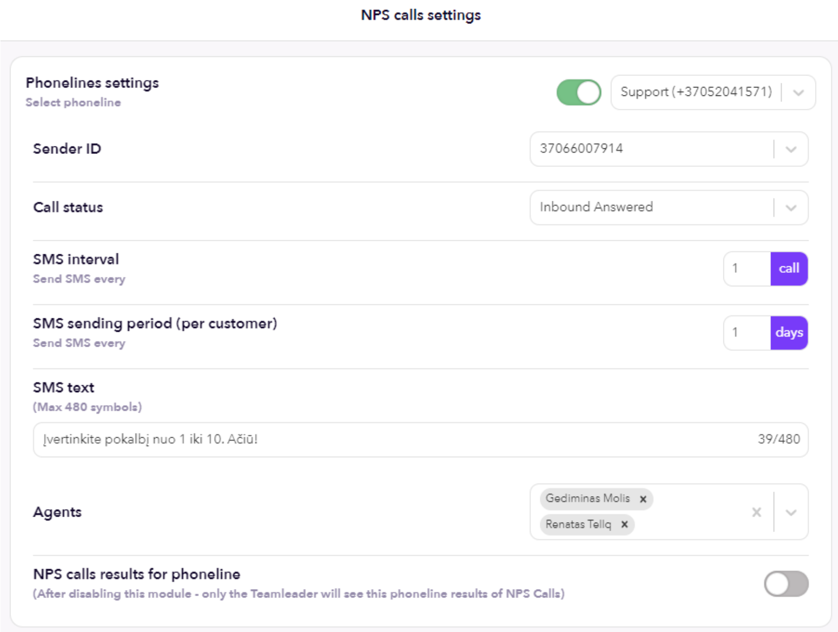
In order to convert the file correctly, you should select the following options:



1. After clicking on the open files >> select the file you want to convert.
2. Click on the format name to which you want to convert the file.
3. Select Advanced settings.
4. In the sample circle, select 8000 Khz.
5. Click Convert to download the file that has already been converted.



NPS CALL SETTINGS



Phonelines settings - Line selection (select for which line settings you will turn on the NPS calls module).

Sender ID – The ID (name or number) issued by the operator from which you will send an NPS Calls text message to the customer.

Call status – Choose what type of call you'll rate.

SMS interval – Select the INTERVAL for sending NPS messages.

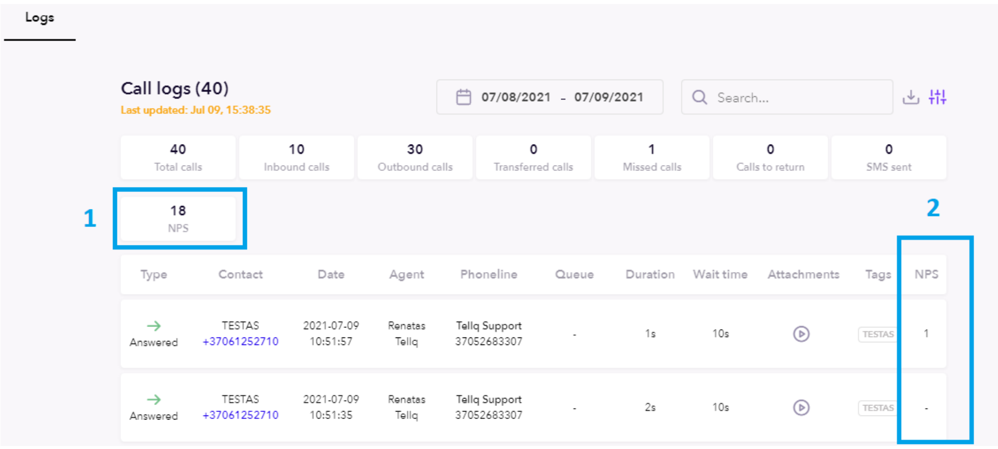
SMS sending period – Select every how many days you will send sms to a unique number. The setting is needed so that during the period of the day the same number does not receive the NPS sms a second time.

SMS text – the text of the NPS message. Possible assessment 1-10. The number of characters in the message is 480 characters.

Agents – Choose which agents' calls you'll rate.

NPS calls results for phoneline – If the module is enabled – evaluations will be visible to both the agent and the TL, if it is enabled, only the TL.

The results of the NPS can be found **in the LOGS** section of **the CALLS** >>:



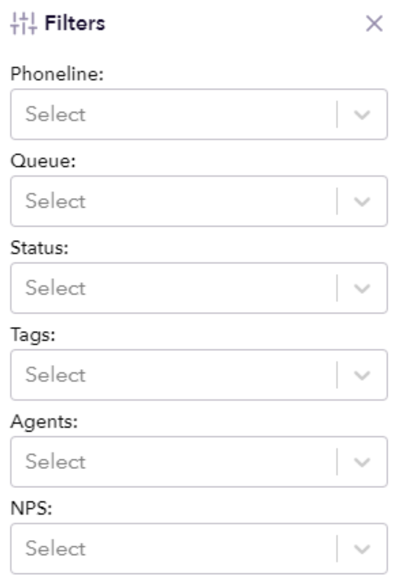
TRACKING RESULTS:

You can filter the results by clicking on the "NPS" column **(1)**. After clicking on this column, the system will display only those call results in which the NPS rating is obtained.

You can see the NPS rating next to the call record in the NPS column **(2).** If the call is rated, you'll see a rating in the range of 1-5. If the call isn't rated, you'll see a (-) symbol.

FILTERING THE RESULTS:

You can filter the results with the filter in the LOGS section (The filter is located in the upper right corner of the window):



Phoneline – In this box, you can choose which number of entries you want to filter.
Queue – In this section, you can choose which number row you filter by.
Status – In this box, you can select the call statuses by which you want to filter.
Tags – In this box, you can choose by which end-of-call Tag you will filter.
Agents – In this box, you can select by which agents you want to filter the result.
NPS – You can choose which NPS result you will filter (range 1-5). There are several to choose from.

FILTER OPERATION AND RENDERING OF RESULTS:

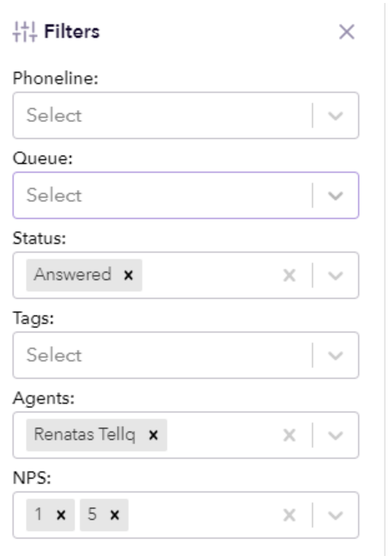
Example:

We want to filter out the results of the two-day (2021/07/08 – 2021/07/09) calls from agent Renatas Tellq answering NPS. We only want to see customer ratings 1 and 5.

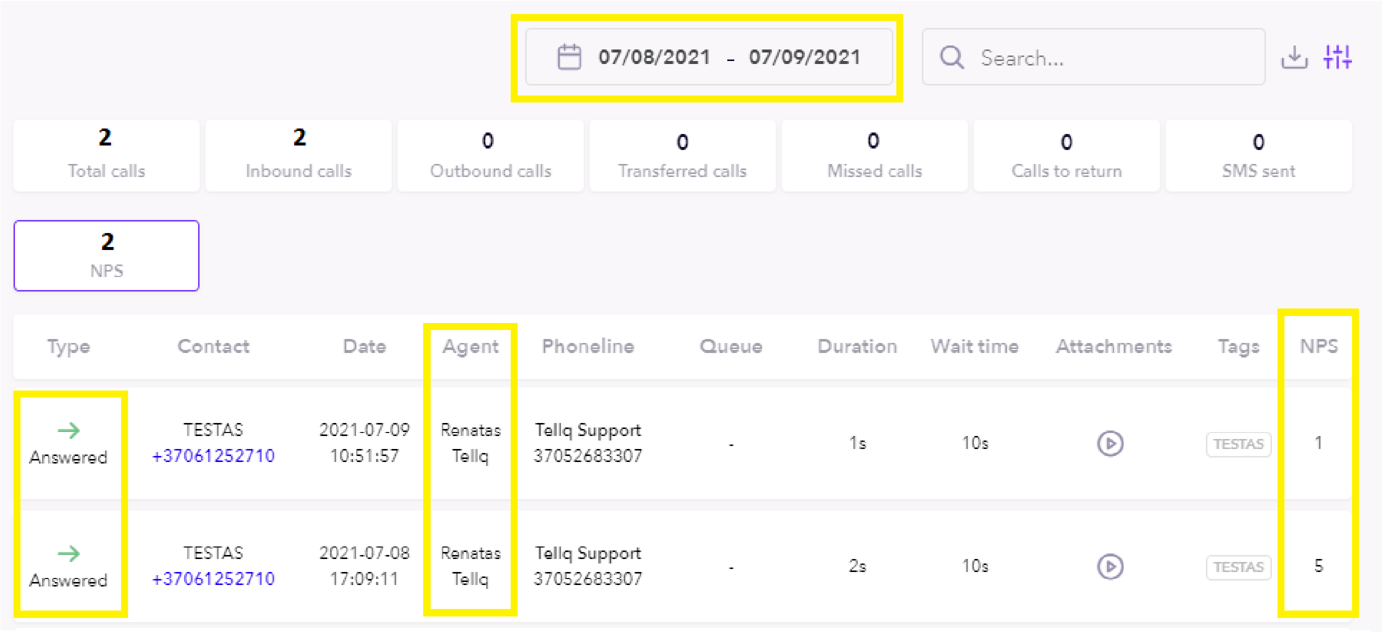
How to filter out:

1. At the top of the window (in the LOGS section) we set the desired period:

2. In the filter we select what we want to filter:



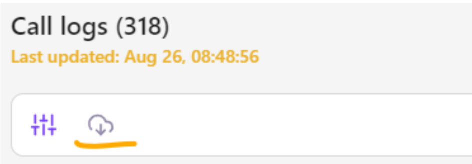
3. The system will automatically generate the result according to your request (Yellow-circled fields are our filter options):



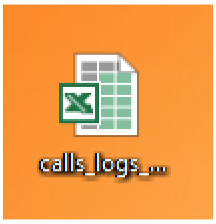
EXPORT NPS RESULTS TO MICROSOFT EXCEL:

You can also export the results in the form of an Excel (.xls) file.

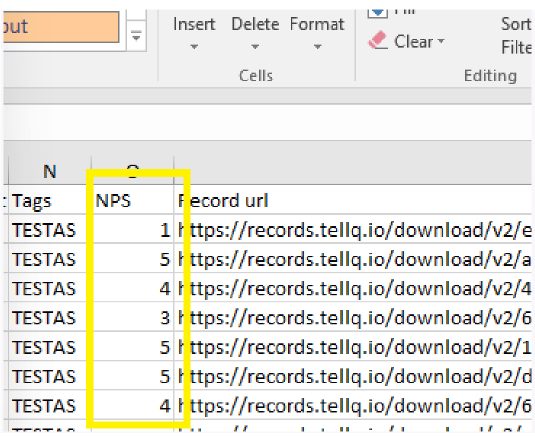
To do this, you should click on the "Download symbol" in the Logs section next to the Search line:



By clicking on this symbol, the system will automatically generate (.xls) a file that it will offer you to save on your computer.



After opening the saved file we will be able to see all the results, including the NPS evaluations:



THIS IS WHAT THE NPS ASSESSMENT MESSAGE THAT THE CLIENT RECEIVES LOOKS LIKE:

After the conversation, the client (in a period of 5 seconds) receives an NPS evaluation SMS with the text recorded in our settings.

The client records the assessment and sends the message as a response.

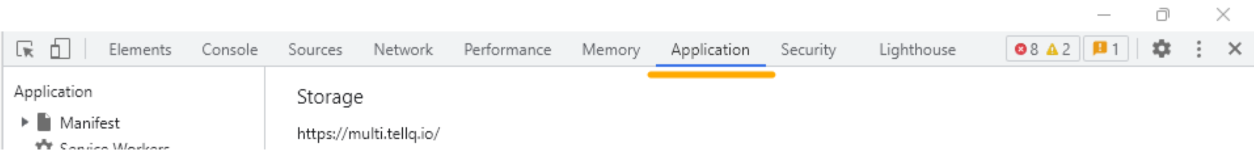
Its assessment occurs in the LOGS section next to the conversation record (in the NPS column).

<u>IMPORTANT: The system only counts the first assessment. If the client does not write the message, you will see a (-) character in the NPS column.</u>

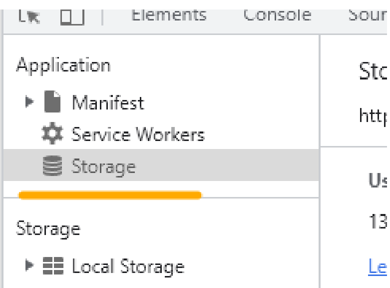
CACHE RESET INSTRUCTION (In case of application)

In the Tellq app, press the **<u>F12 key on your computer's keyboard</u>**.

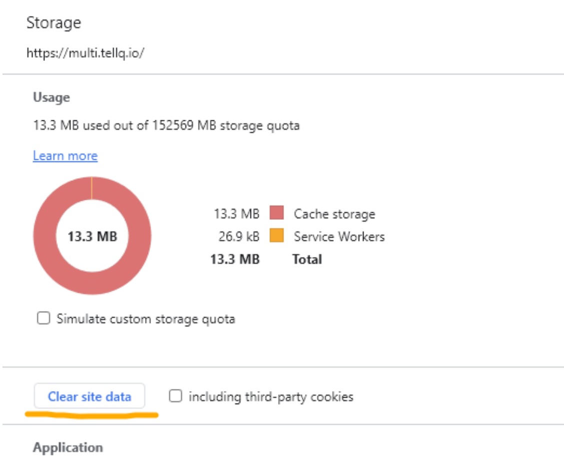
In the window that opens (on the right side), find the **<u>application section</u>**



In this section, press **<u>STORAGE</u>**



In the Storage section, press **<u>CLEAR SITE DATA</u>**

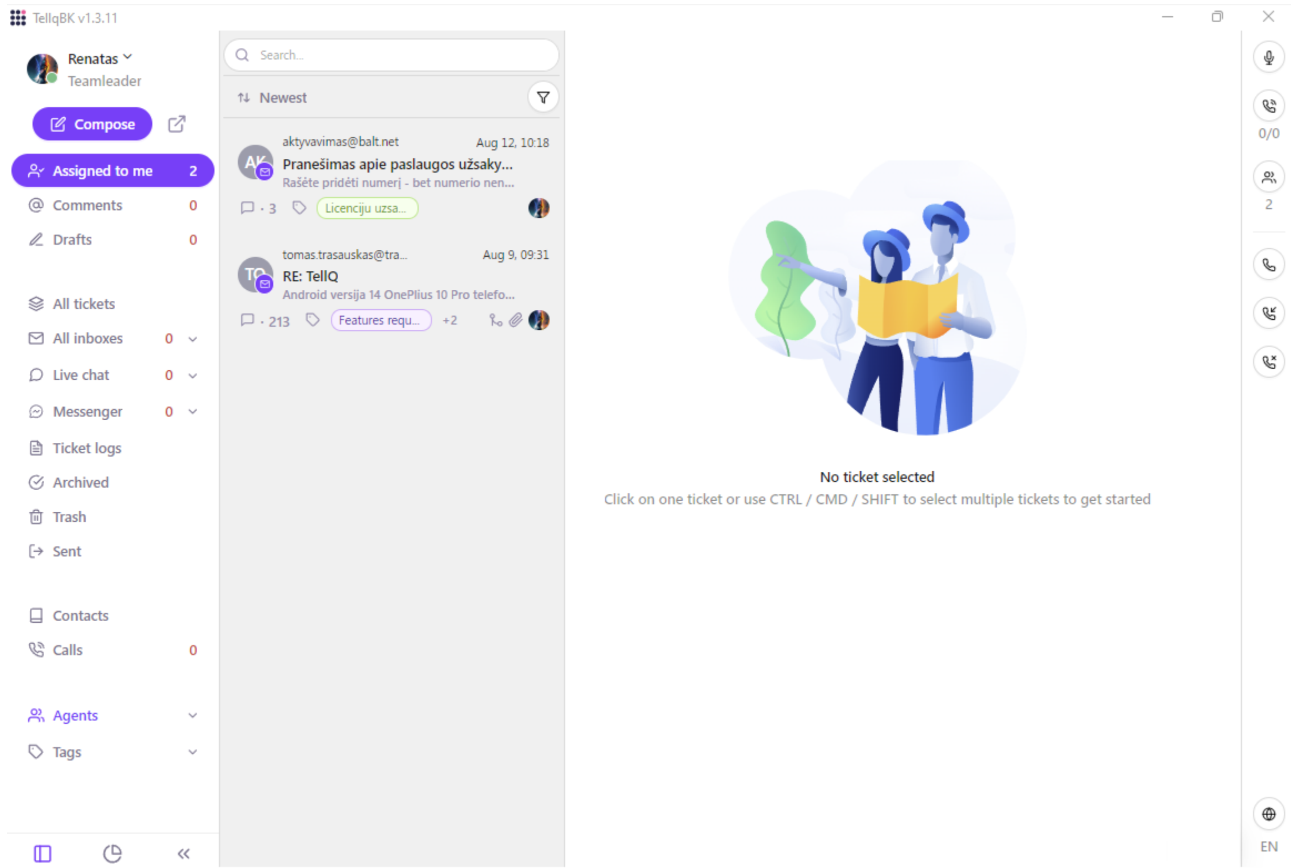


Reboot the application by pressing the **<u>key combination Ctrl+R</u>**

Reconnect to the app.

Check if this helped solve the visual problems.

TELLQ PROGRAM MAIN WINDOW



TellqBK v1.3.11 -Tellq version of the program.

Renatas Teamleader -Agent name/status/avatar.

Assigned to me 1 -Section showing personal assigned ticket.

Comments 0 "You can look at the comments where you're tagged."

Drafts 0 -Draft of letters.

All inboxes 0 (Help Tellq, Renatas, Tellq Admin) -List of mailboxes to which is assigned.

Live chat 0 (Tellq Chat, testas 000) - Livechat to which is assigned - list.

Messenger 0 (Tellq) - Messenger to is assigned - a list.

Ticket logs -All ticket information on the current day.

Archived -Archive of letters. This is where the archived letters fall.

Trash -Garbage can (deleted from system emails).

Sent -Shows the sent mail here (as long as the ticket is not archived).

Contacts -Contact list.

Calls 0 -Working with calls (call logs, phone, etc.)

Agents -List of system agents (visible when extracted).

Tags -A list of tags created (visible when extracted).

-Button which you press will return to the main menu.

-Analytics menu.

-Collapse the side menu to the left.

Newest -Sort by filter.

-Additional mail filter

Search... -Search tool.

Oldest / Newest / Newest unreplied / Oldest unreplied -Sort by filter extra options.

aktyvavimas@balt.net Aug 12, 10:18 Pranešimas apie paslaugos užsaky... Rašėte pridėti numerį - bet numerio nen... Licenciju uzsa... -Representation of the received

-Collapse the window/magnify/disable the program.

-Microphone settings.

0/0 -Live calls.

1 -List of agents (online / offline).

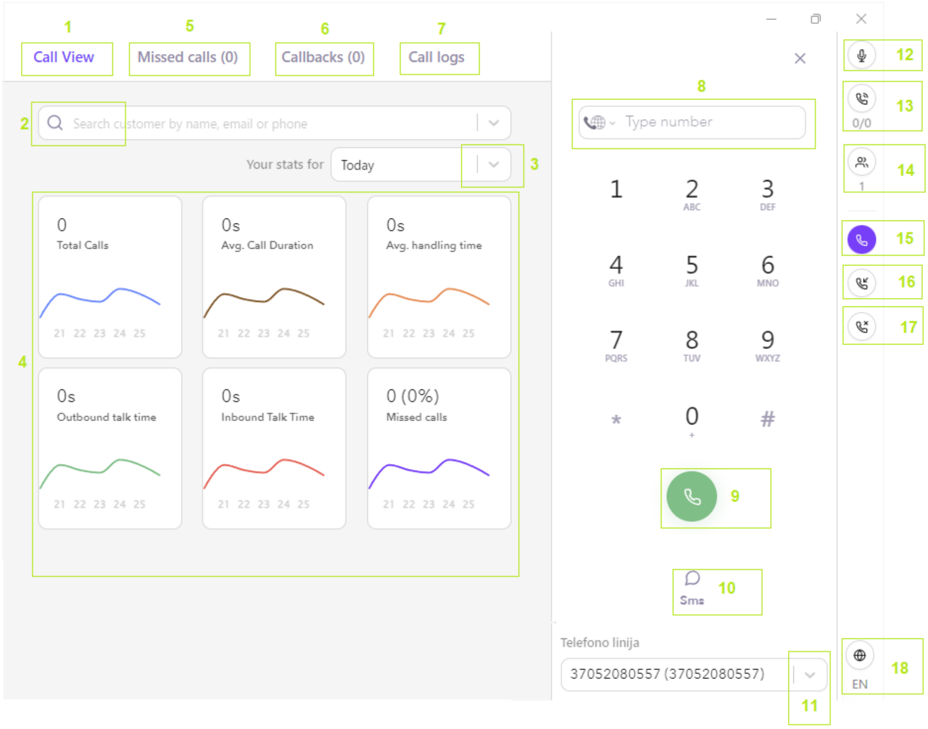
-Phone button.

-Callback button.

-Missed calls.

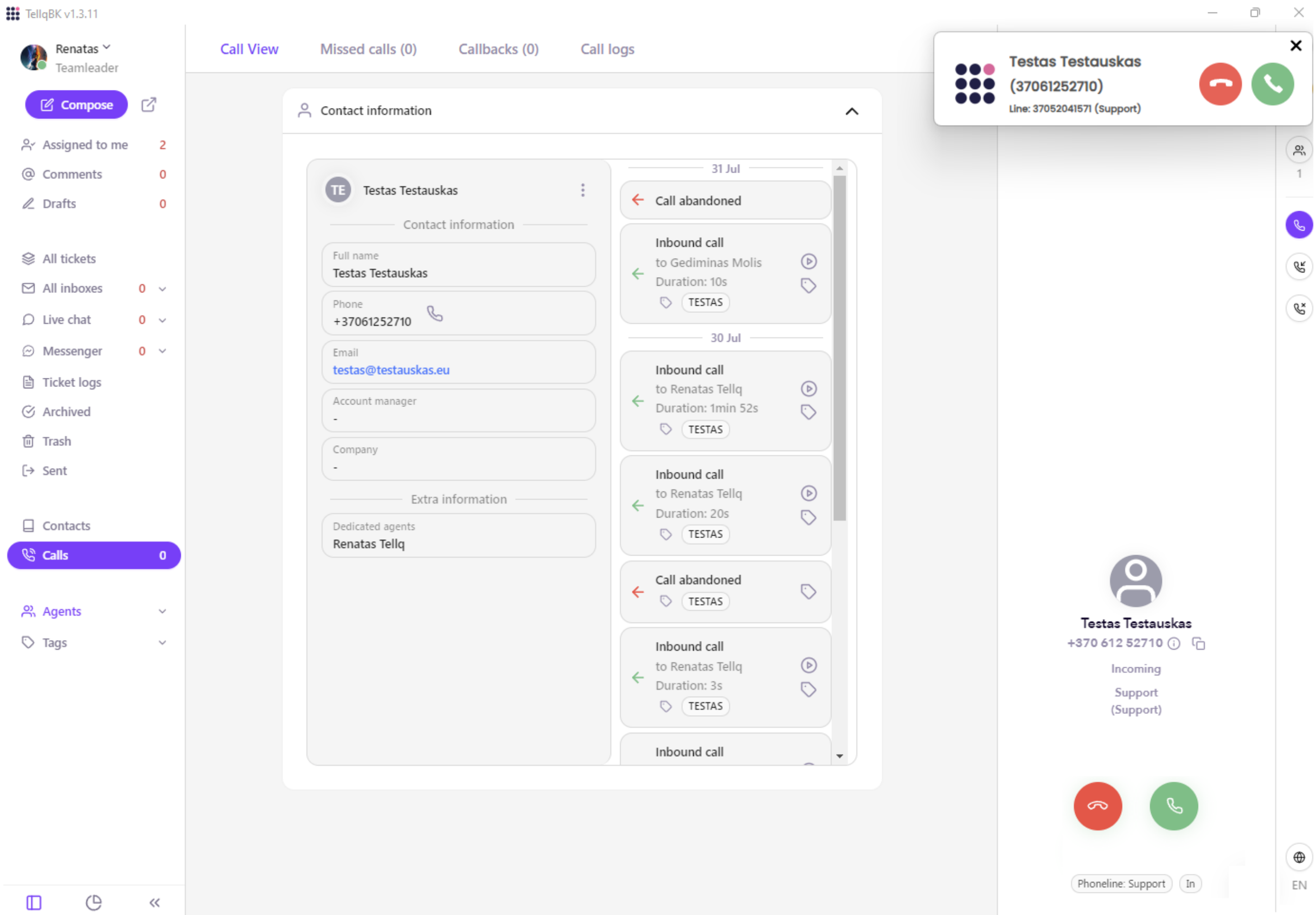
EN -Changing the language of the Tellq program

CALLS

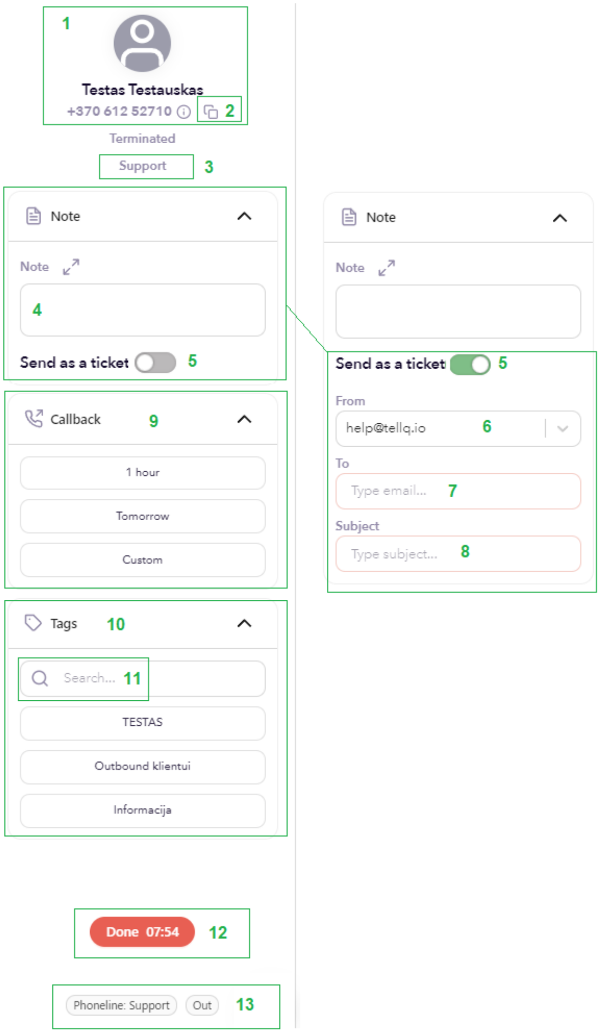


1. Instant statistics window.
2. Search string.
3. Date filter.
4. Indicators of instant statistics (personal).
5. Missed calls section.
6. Callback section.
7. Call log.
8. Field for entering the phone number +370
9. Out call initiation button.
10. Sms sending function.
11. Outbound number selection.
12. Microphone settings.
13. Live Calls.
14. Agent activity.
15. Turning your phone on/off.
16. Callback + count.
17. Missed call + count.
18. Changing the language of the Tellq program.

CALL VIEW (CALL VIEW) This is what the system looks like when in a neutral state (You do not call and no one calls you). When you make a call, or receive a call - on the screen you will see the customer's contact information, call history, bookmarks and other important information that will allow you to recognize the client:



<u>End of conversation window:</u>



1. The name of the client (if it is in the contact book) + phone number.

2. The badge of the number copy function.

3. Information – to which line the call is made (or from which).

4 – 8. In this section it is possible to send a call note to the client. You need to turn on Send as a ticket and fill in the desired information. Ticket sends when you complete the call by pressing the red end call button (12).

9. Callback can be created.

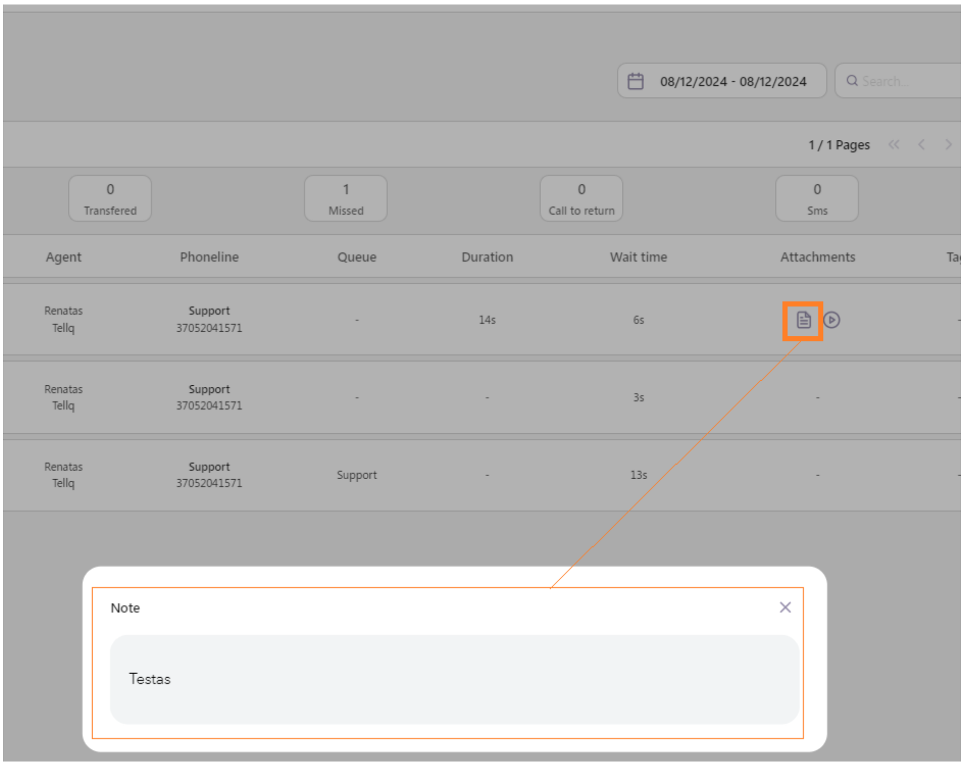
10. End of Call TAG

11. TAG search string.

12. End of conversation button with handling time.

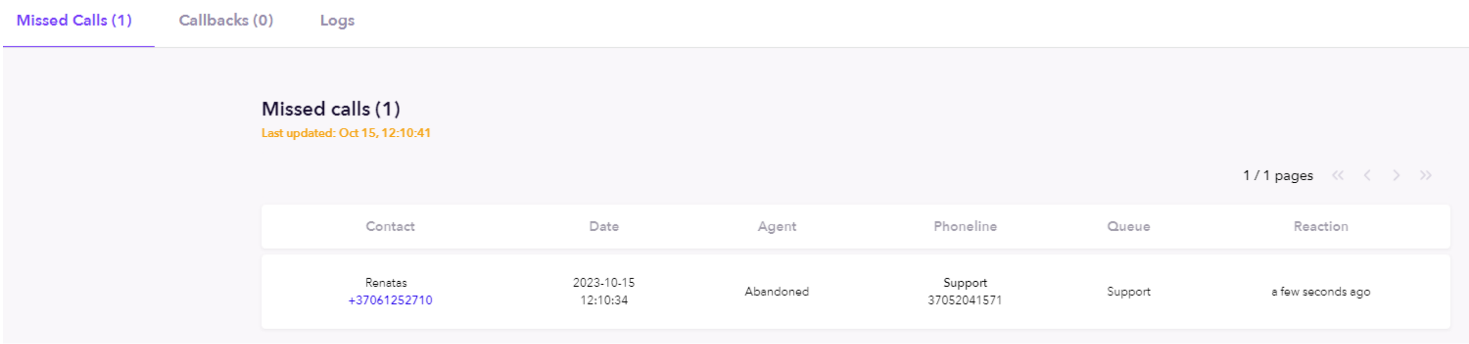
13. Line name and indication about the type of call IN / OUT

You will see the sent message (Call note) in the customer's calls history:



MISSED CALLS

If a call is missed, the system will automatically notify you that you have missed a call that needs to be called back. To do this, click missed calls. See example below. You can call back a missed (click-to-call).



Contact – Contact data.

Date - The exact date and time when the call took place.

Type (or Agent) – The type of missed call (Abandoned or Personal).

ABANDONED – All calls that have not been assigned to a specific Agent. For example: The agents were in a "unavailable" break or were talking on the phone at the time, and the customer was calling and not waiting for the agent to answer – they finished the call. Such a missed call is seen by all agents serving a particular telephone line.

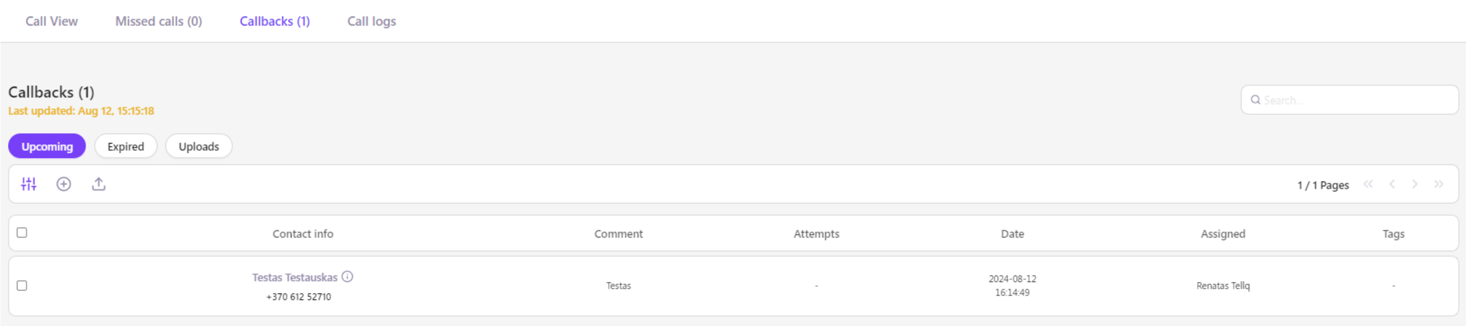
PERSONAL – The agent was Available, only → a specific agent sees such a missed call. Calling a missed call is the responsibility of a specific agent, other agents do not see this missed call.

Phoneline – the number of the company / agent to which the customer called.

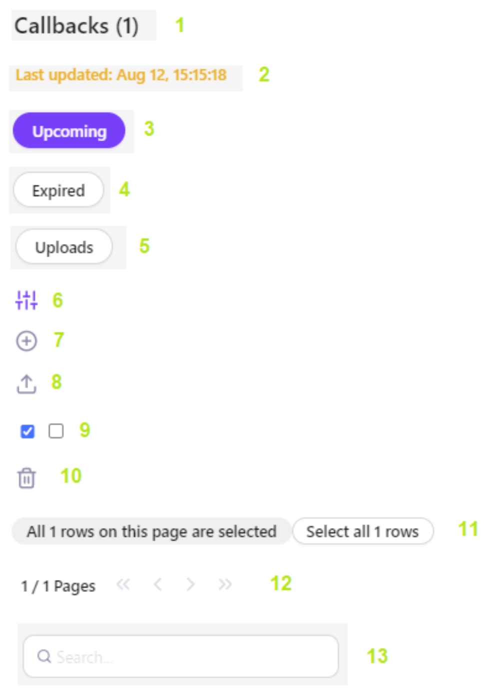
Queue – The name of the line to which the number is assigned.

Reaction – How much time has passed since the call.

CALLBACKS



Next, we will describe each part of the Callback menu. Note that the following table shows both callbacks created during the conversation and those created outside of the conversation.



1. In this place shows how many are current callbacks (the number in absenteeism)(number in parentheses).

2. In this place we can see the refresh time of the callback list.

3. The upcoming callback.

4. Expired callback.

5. History of the callback lists (upload).

6. Callback filter.

7. Pressing this button – you will be able to create a new callback.

8. Pressing this button – you will be able to load a new callback .csv list.

9. Selection buttons.

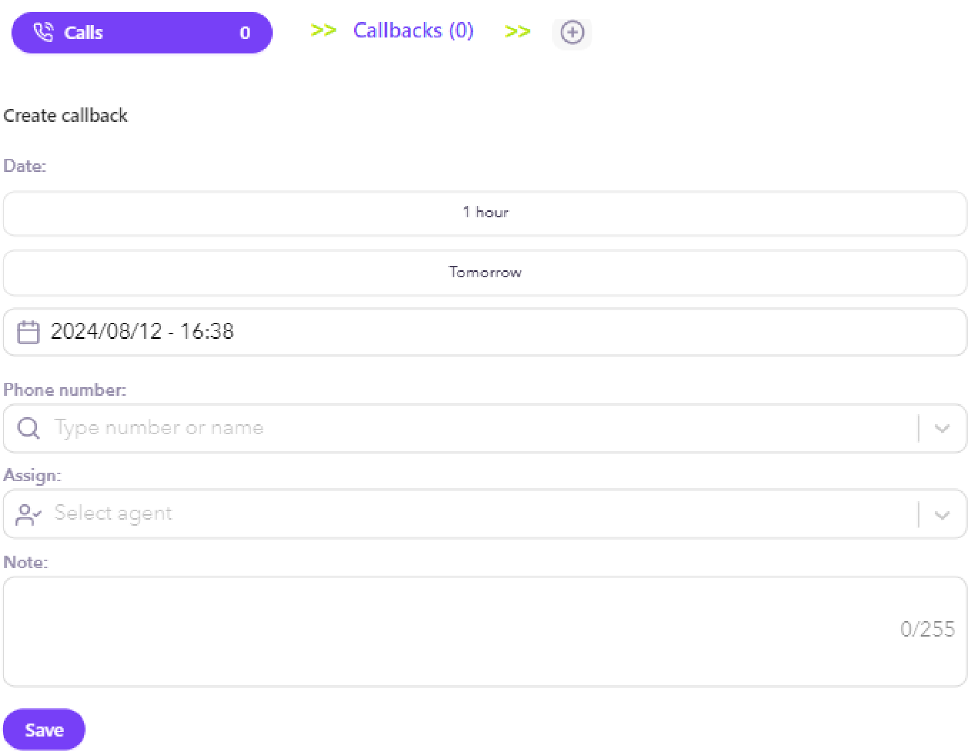
10. Selecting callback - with the help of this button, you can delete it.

11. Shows the choices (check mark marks).

12. Number of callback pages.

13. Search string.

CREATING A CALLBACK OUTSIDE OF A CONVERSATION



In order to create a Callback outside of the conversation, you should first go to the Callbacks section >> press the + symbol and fill in the required data in the table that opens.

Date – In this section, let's choose the time and date of the callback.

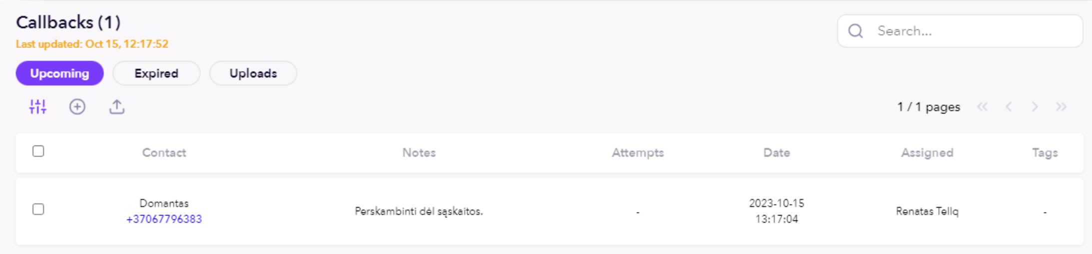
Phone number – You can manually enter the customer number in +370 format or select a client from the contact list.

Asign – Select yourself or the colleague to whom you want to assign this callback.

Notes – Write the reason for the callback.

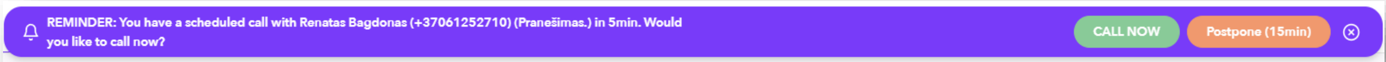
Save – If you have filled everything correctly – press the button save and the callback will be saved.

You will be notified of the saved Callback by the resulting number next to Callbacks (1) and the entry in the Callback table that has been created:



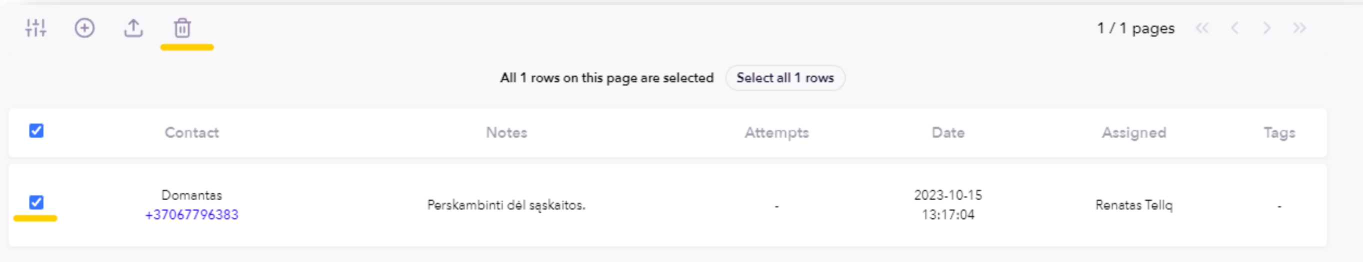
Contact – Customer's name and contact number. It is possible to call with the mouse cursor by clicking on the highlighted number.
Attempts – How many times have you tried to call a customer.

As the callback approaches, a reminder will pop up at the top of the screen where you can delay the callback or call the customer immediately:

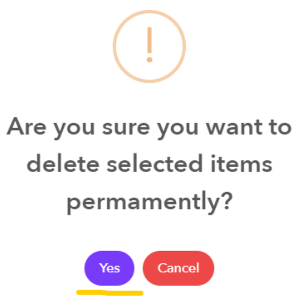


If you don't want to call back anymore, you should write to Your Teamleader to delete the specific callback.

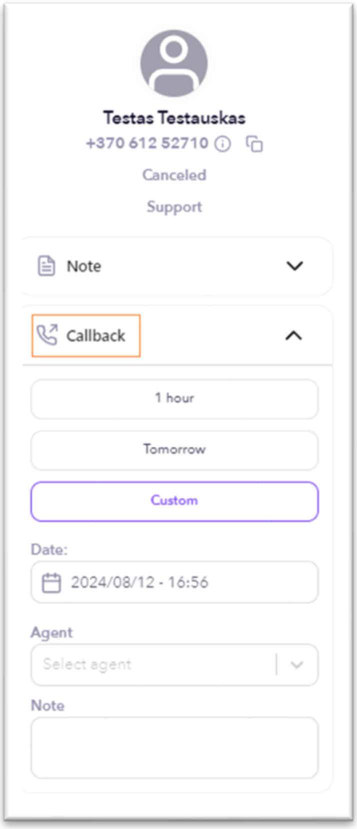
This can be done as follows, select the callback you want to delete and press the garbage box symbol:



When you click on the garbage box symbol, a table will pop up asking you if you really want to do it. If you really want to delete the callback - confirm the choice.



CREATING A CALLBACK AFTER A CONVERSATION



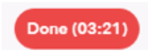
When you finish talking to the customer and you or the customer hangs up – you appear in the Call Handling environment.

In this environment, you can also create a Callback.

You can choose quick choices

or choose 

and create the desired Callback with your desired time period. Just select the desired date, the desired time, agent and enter the reason for the callback.

If you filled everything out correctly - press the red 

button to end the conversation and create a new Callback.

The created Callback will appear in the list:

	Contact	Notes	Attempts	Date	Assigned	Tags
☐	Renatas Bagdonas +37061252710	Testas	-	2023-10-16 13:21:18	Renatas Tellq	-

CALLBACK UPLOAD FROM EXCEL . CSV

If necessary, you can trigger the entire Callback list by using the UPLOAD function. In the following part of the instruction, we will describe how to correctly create and upload a Callback .csv file.

In order to correctly create an excel Callback file - follow this table:

	A	B	C	D	E
1	Phone	callback_date_time	Note	Tag	Agent_email
2	37066612345	12/30/2022 15:00	Testas 1	Projektas 1	renatas@tellq.io
3	37066612345	12/30/2022 15:01	Testas 2	Projektas 2	renatas@tellq.io
4	37066612345	12/30/2022 15:02	Testas 3	Projektas 3	renatas@tellq.io
5	37066612345	12/30/2022 15:03	Testas 4	Projektas 4	gytis@tellq.io
6	37066612345	12/30/2022 15:04	Testas 5	Projektas 5	gytis@tellq.io
7	37066612345	12/30/2022 15:05	Testas 6	Projektas 6	gytis@tellq.io
8	37066612345	12/30/2022 15:06	Testas 7	Projektas 7	martynas@tellq.io
9	37066612345	12/30/2022 15:07	Testas 8	Projektas 8	martynas@tellq.io
10	37066612345	12/30/2022 15:08	Testas 9	Projektas 9	martynas@tellq.io
11					

Phone – Customer's phone number, without + symbol, with country code.

Callback_date_time is the future date and time of the call.

Note – The reason for the callback.

Tag – Custom information.

Agent_email - Here you need to specify the login of the Tellq system agent to whom you want to assign Callback.

Very important: The names of the table should not be separate words. bottom hyphen _.

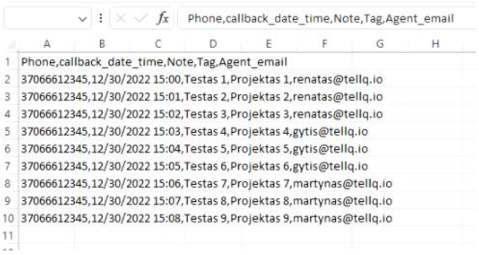
Very important: The number does not have to be with the + symbol and start with 86. The correct format of the number should start with 370/371/372, etc.

It is very important: The agent's e-mail address must be identical to the logical name of his system. If you record a different one , Callback will not appoint the right agent.

Very important: Date and hours – there must not be a past time, because in this case the call will immediately become expired.

Date of preparation of the instruction: 2024-08-26

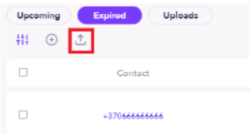
Very important: Preserving the file . CSV format – It is necessary to select values separated by commas. The final .csv file should look like this. Otherwise, the file will not load:



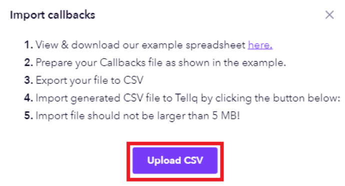
THE PROCESS OF UPLOADING A CSV CALLBACK FILE TO TELLQ

Once we have created the correct Callback .csv file, we would need to do the following:

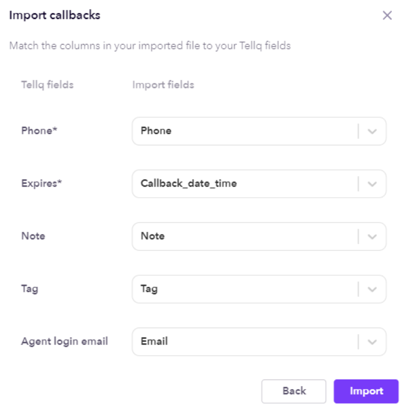
1. In the callback section menu, let's press the UPLOAD symbol:



2. If you clicked on the correct location – a table will open in which you should click on the Upload Csv button located at the bottom of the table:



3. In the window that opens, select your previously created . CSV file.
4. In the pop-up table you need to select Yours. The values in the CSV file are based on the example given at the bottom (you can do this by pressing the down arrow next to each row:



5.When you put the values in the table in the correct order – press the button named  If you did everything right – the data loading should start immediately.

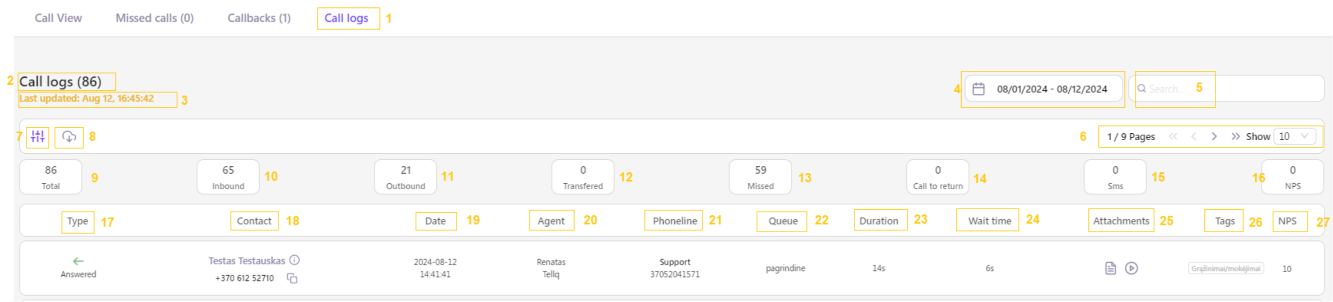
6. A positive status sign will indicate about uploading the file or you will see that the Callback list has appeared in the main menu.

LOGS (CALL RECORDS)

In this section, you can track calls, eavesdrop on records, and monitor the overall situation (how the agents are doing). If necessary, you can listen to how the agent communicates with the client, see what SMS was sent from the system or how the agent was evaluated by the client after the conversation.

Important: Calls resume every 10-15 minutes. Renewal is not instantaneous.

You can also move all the information you want in the form of an Excel table, or filter the results using the Logs filter.



In the following table, we will describe the view and individual parts of the call menu to help you understand each of the values and functions of this table. We will describe the operation of certain functions in the following instruction.

1. Call logs section where you can look at the full chat log.

2-3. In this place we can see the refresh time of the call logs list and the total amount of entries in the log.

4-5. Date selection and search string.

6. Information about the entries on the page. It is also possible to choose after how many entries to display.

7. Filter button.

8. Export button with the help of which you will be able to export information to an excel file.

9. Total number of calls (IN + OUT).

10. The amount of IN calls.

11. Amount of OUT calls.

12. The number of redirected calls.

13. The amount of missed calls.

14. The number of calls waiting for a call back.

15. The amount of text messages sent.

16. The amount of NPS estimates.

17. Type of call.

18. Contact name.

19. Date.

20. The agent who called / answered the call.

21. The name of the telephone line.

22. The name of the order.

23. Call duration.

24. Waiting time.

25. Call record + call note.

26-27. Tag name and nps assessment result.

CALL AND SMS STATUS IN TELLQ SYSTEM:

SENDING SMS FAILED.

SENDING AN SMS SUCCEEDED.

THE OUTGOING CALL FROM THE SYSTEM WAS ANSWERED BY THE CLIENT.

THE CALL ENTERING THE SYSTEM WAS ANSWERED BY A TELLQ AGENT.

CLIENT UNAVAILABLE – OUTGOING CALL FAILED.

THE OUTGOING CALL WAS INTERRUPTED FROM THE AGENT'S SIDE BEFORE THE CLIENT HAD TIME TO ANSWER.

THE OUTGOING CALL WAS INTERRUPTED – THE CUSTOMER LINE WAS BUSY.

THE CALL CURRENTLY ENTERING THE SYSTEM (NOT YET ANSWERED).

THE MISSED CALL WAS SUCCESSFULLY CALLED BACK.

UNSUCCESSFULLY, THE MISSED CALL WAS CALLED BACK (BECAME EXPIRED).

A SIMPLE MISSED CALL WITH WHICH NO ACTION BY THE AGENT HAS YET BEEN PERFORMED.

A SUCCESSFUL TRANSFER OF THE CALL TO ANOTHER EXTERNAL NUMBER, OR TO ANOTHER TELLQ AGENT, HAS OCCURRED SUCCESSFULLY.

UNSUCCESSFUL TRANSFER OF THE CALL TO ANOTHER EXTERNAL NUMBER, OR TO ANOTHER TELLQ AGENT.

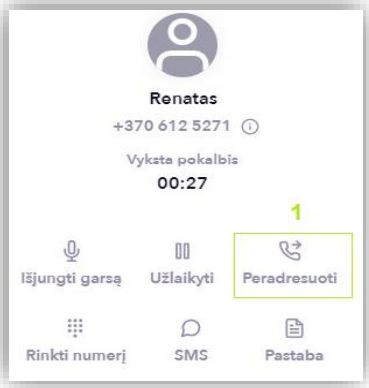
SUCCESSFUL CALL FORWARD.

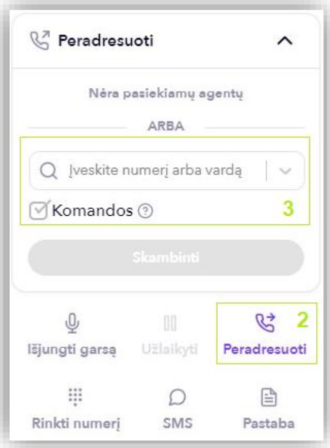
TRANSFER + HOLD FUNCTION

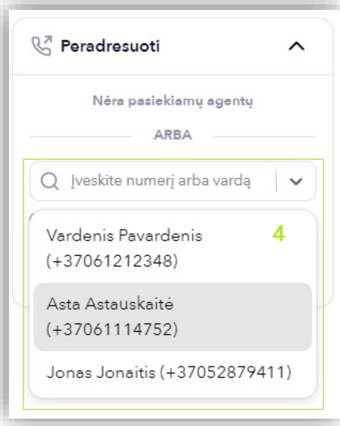
In order to carry out a redirection to a colleague or to another external number during the call - press the button called "Redirect" (1) About the successfully selected button will be indicated by the color change (2)

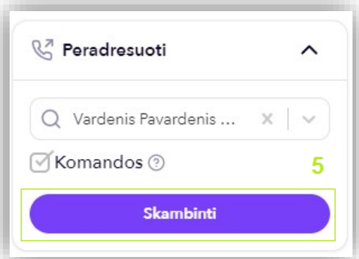
If you want to forward to a colleague from the team's contact list – put a checkmark on the "Commands" to activate the corresponding contact list (3) and find the necessary contact in the search line. If you know the number , you can enter it by hand. If the contact isn't from the team's contact list, don't check the checkmark.

If you enter a snippet of the number or name of the contact you are looking for in the search string, you should suggest matches based on your search (4). Use the mouse cursor to select the required contact.

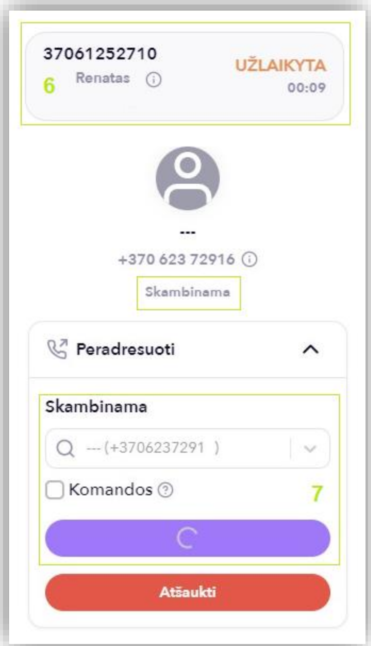


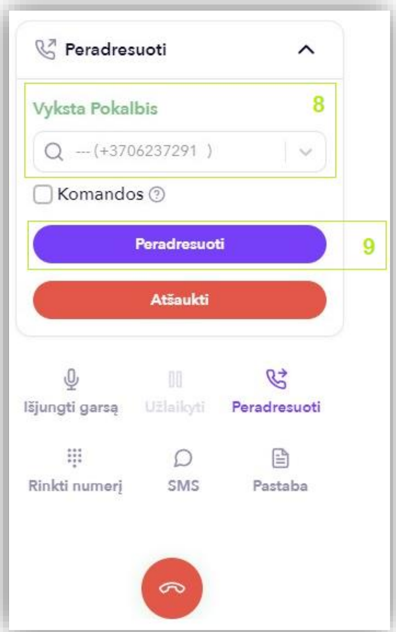


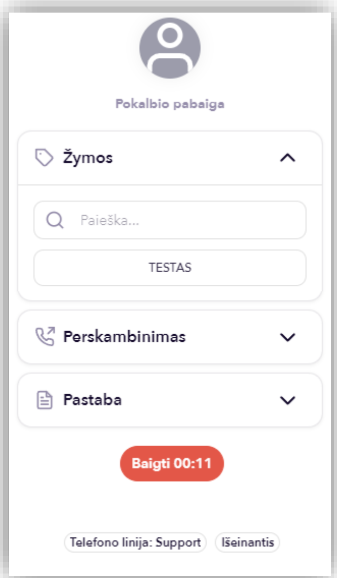




When you have already found the number - press the purple "Call" button to initiate a call to the selected contact / number (5) You can see on the screen that the client is "on hold" hears the HOLD melody (6) and you are calling an external number (the number with which you will want to connect the client) (7) About the successful connection to the external number is indicated by the inscription "Conversation is underway" (8) You talk to an external number, agree that the customer will be connected to it and press "Redirect" (9)





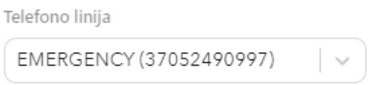


Pressing "Redirect" (9) interrupts the call with an audible signal. Tellq's agent drops out of the conversation. From this moment on, the client communicates with the external number (with which you connected).

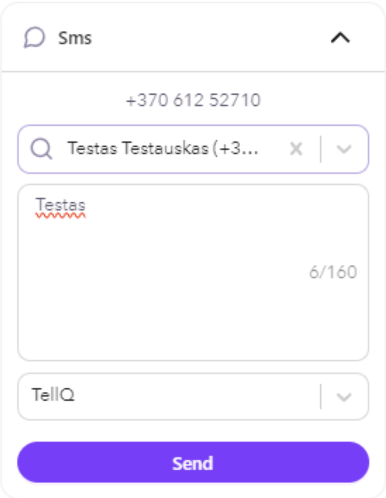
SENDING SMS

In order to send an SMS from the system, the following actions should be performed:

Press the Calls section (if you are not in it) and select the bubble symbol in the virtual phone menu:



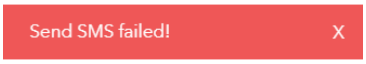
In the table of sending SMS that opens, fill in all the necessary data and press the SEND button:



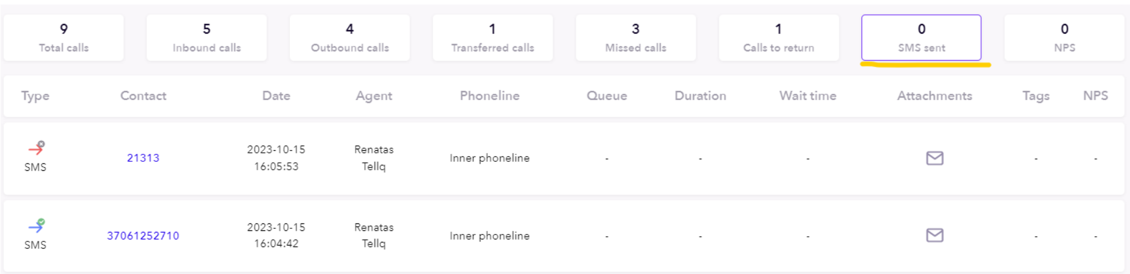
- Find in contacts, or record the mobile phone number of the person to whom you want to send SMS.
- Save the text of the message without exceeding 160 characters.
- Select Sender ID – This ID the recipient will see as the sender's name on their mobile phone. This ID must be ordered from your telephone operator.

If the SMS message was sent successfully - you will see a message in the lower left corner of the screen

If the SMS message is not sent, you will see a message in the lower left corner of the screen



You will also be able to see this information in the LOGS section - by selecting a square with the value SMS sent:

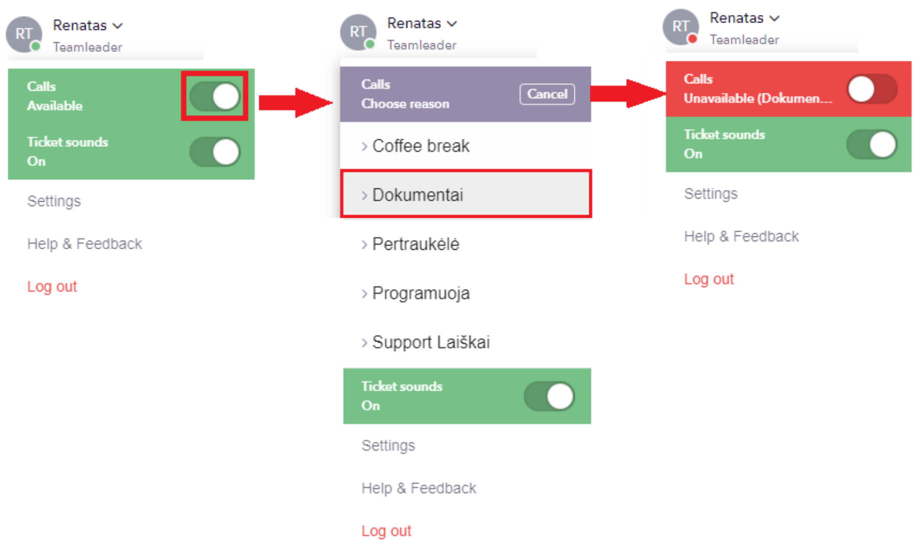


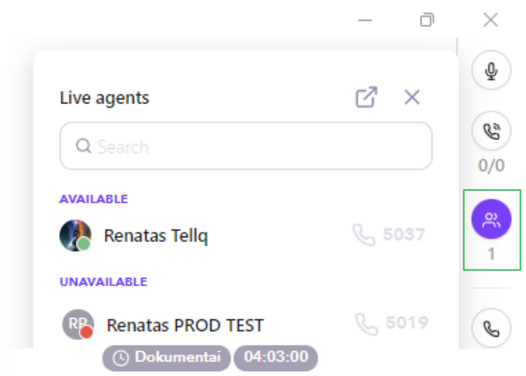
In the Attachments section – by clicking on the envelope symbol with the mouse cursor – you will be able to read the SMS you have sent.

It is important to remember: The client cannot send SMS messages back to the Tellq system.

CALLS MODULE BREAKS AND AGENT STATUS

In order to choose a break – you should click on your avatar in the upper left corner (Name) and disable the available status – by pressing the mouse pointer on the power button. When you choose a break , the agent's status from the online, becomes offline and at the name instead of a green bubble, a red one lights up. From this point on, the agent is not available and calls will no longer fall to him.:





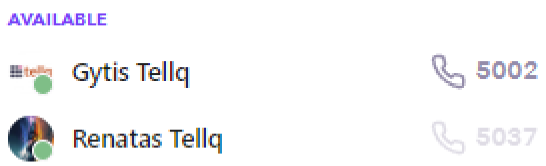
You can track the statuses of agents by clicking on the icon in the upper right corner (in the example it is marked in green).

Under the agent's name shows the selected break and how much the agent is in that break. This time is calculated in real time.

Please note: Breaks are for the CALLS module only. If you don't use this module, you won't be able to set breaks.

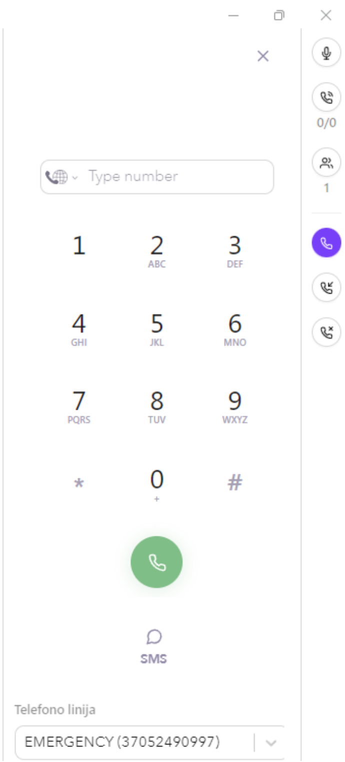
Please note: If you are logged in (available) but your internal number is inactive, do not worry – this must be the case. This is done so that when performing call forwarding - the agent cannot call himself to the internal number.

The numbers of agents that are available and can receive an internal call are active and look like this:



CALLING (CALLS MODULE)

In order to call from the system – you should select the Calls section to open the virtual phone window or press the phone icon located on the right side of the Tellq window (purple):

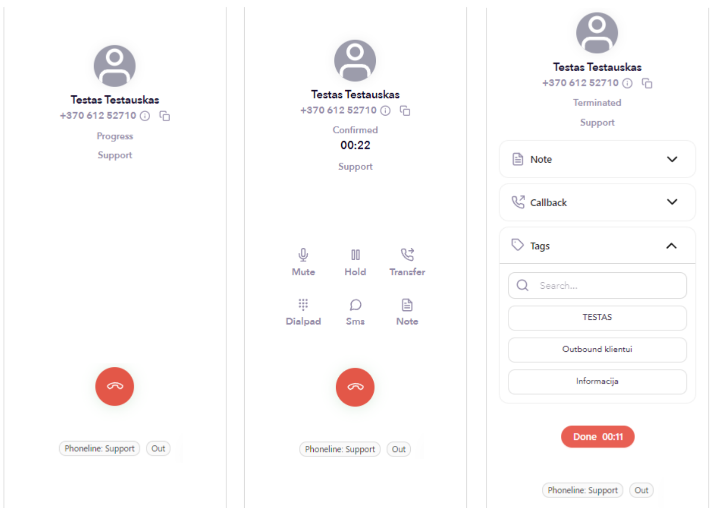


Enter your phone number using a country code, such as +37066655555

Important: Make sure you have selected the Outbound number in this location, otherwise the call will not work:

When the Outbound number is selected and the customer number is entered – press the green call button to initiate the call:

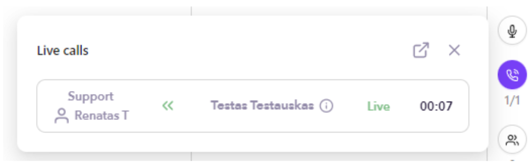
If you entered everything correctly, the system will recognize the country code and the flag of that country will appear next to the number:



In these three photos, you will see the next stages of the call:

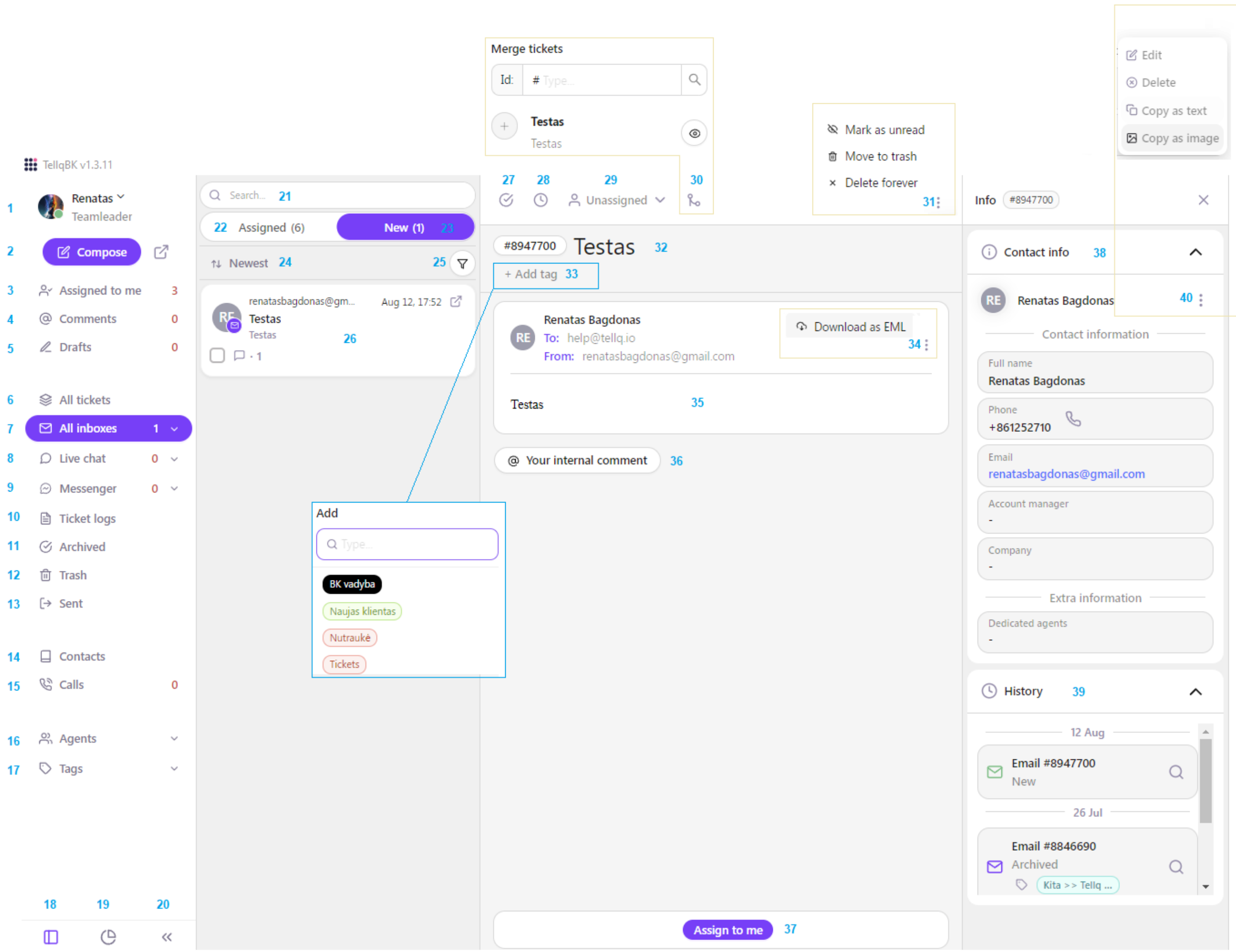
1. Call – You hear an invitation signal in your headphones (you're waiting for the customer to answer). Status Progress...

2. The client responded, the status changed to Confirmed... On the screen, we can see that the time of the conversation is counted.

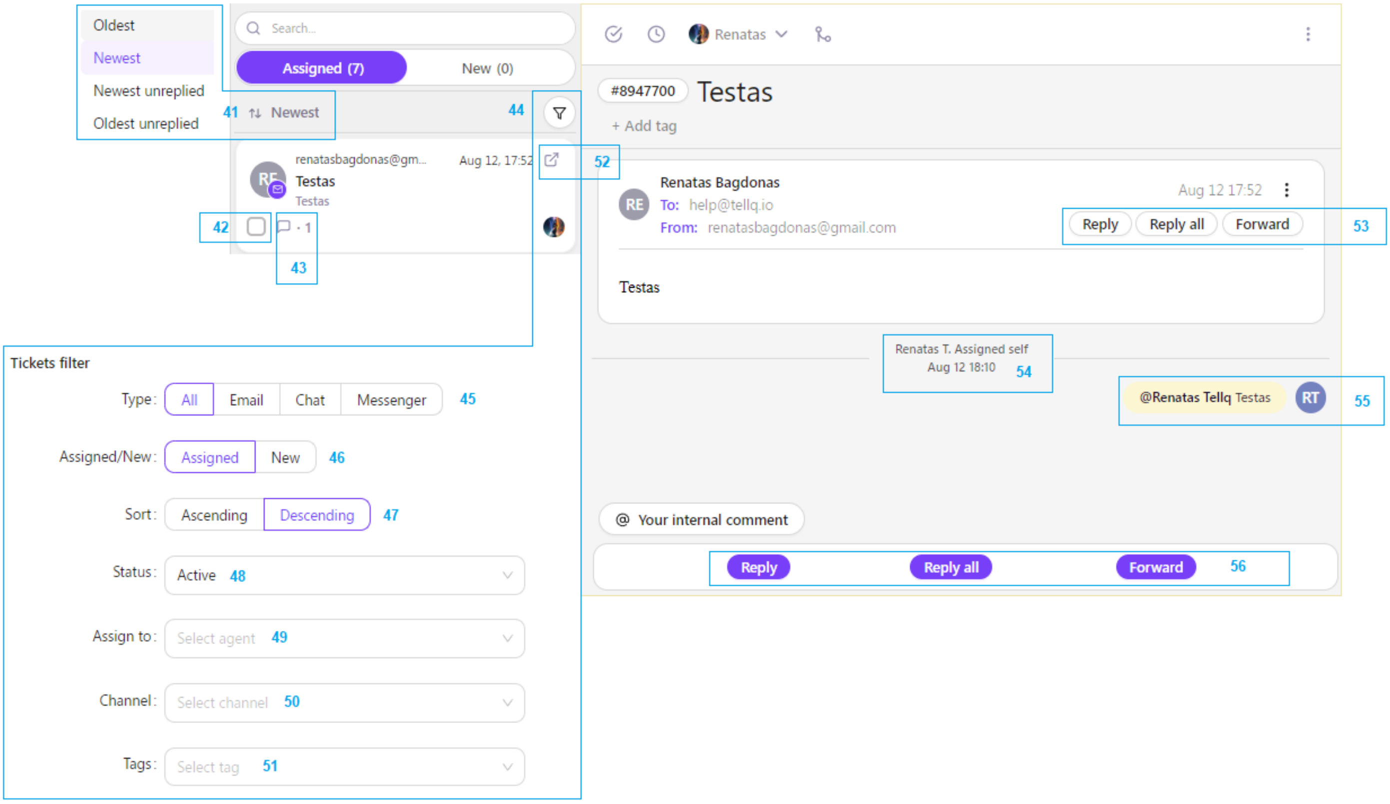


3. After you have finished the conversation, the status has changed to disconected. You are currently in the Handling time state. You need to select the end tag of the chat and press the DONE button to become available again.

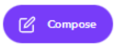
E-MAILS (MARKINGS)

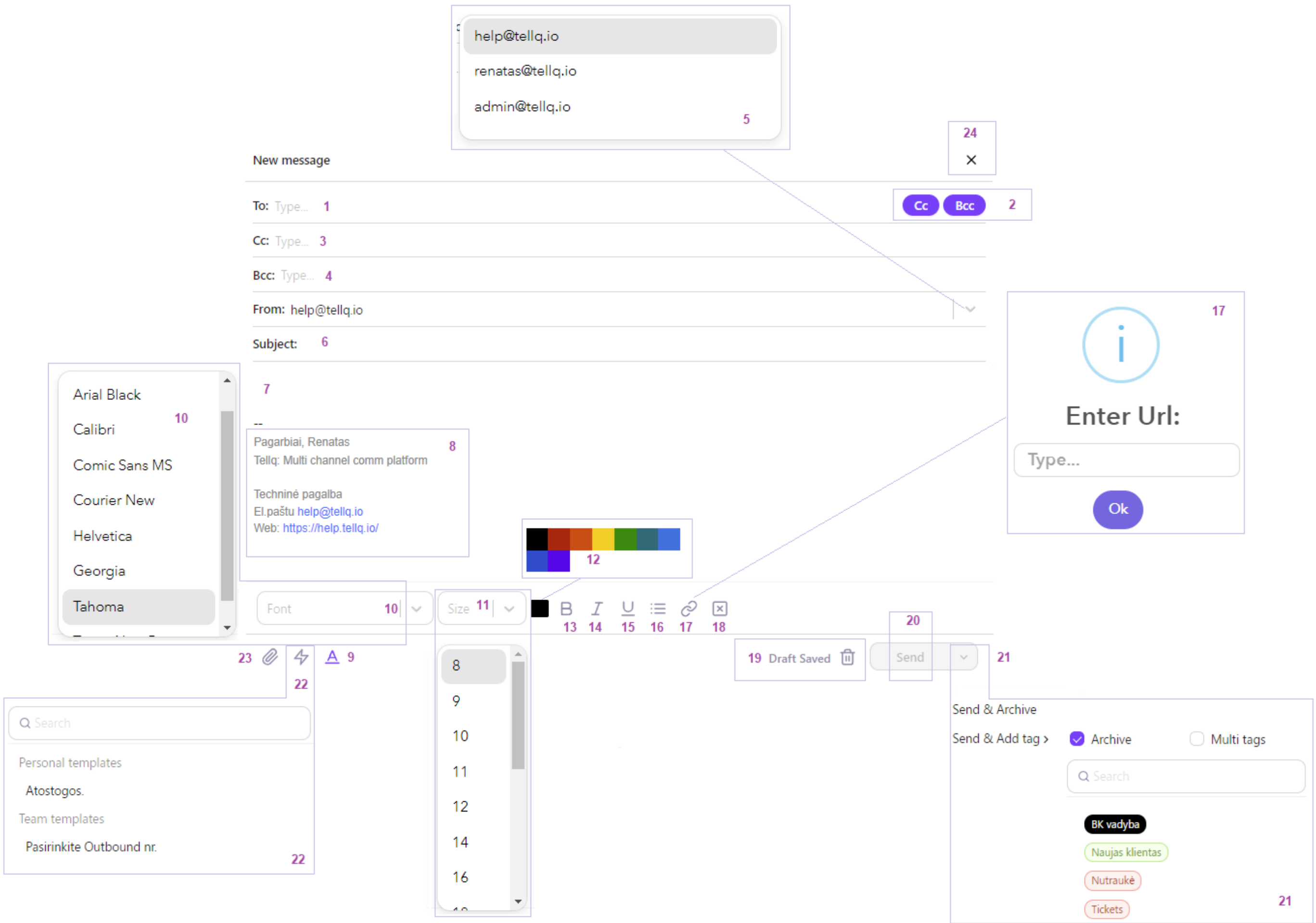


1. Agent name + internal settings (by clicking on the name).
2. Create a new message button + rendering the writing letter in a new window.
3. How many assigned tickets your account currently has.
4. Internal comments.
5. Draft section (this is where draft of the letter is created).
6. If you select this option – you will see all tickets (email + live chat + messenger).
7. All e-mails.
8. Live Chat requests.
9. Facebook letters.
10. Letter logs section (journal).
11. History of archived letters.
12. Garbage can.
13. Unarchived letters sent.
14. Contact book.
15. Call log + additional features.
16. Existing system agents.
17. Existing system ticket tags.
18. Back to the main menu button.
19. Indicators of analytics.
20. Collapse the menu to the left side.
21. Letter search line.
22. Section of Assigned Letters.
23. New Letters section.
24. Sort by filter.
25. Advanced ticket filter.
26. Rendering of an unopened ticket.
27. Ticket archiving button.
28. Ticket snooze button (Can be temporarily disabled ticket).
29. Identifies the agent assigned to the ticket + can be assigned to another.
30. Merge tickets function button.
31. Additional functions of the existing letter.
32. Received ticket ID + name of the letter Subject.
33. Ticket Tag Selection.
34. Download as EML function button – can be downloaded in .eml format.
35. Ticket comunication rendering.
36. Internal comment function (for correspondence between agents in the Tellq program).
37. Assigning a letter >> to yourself is a button.
38. Sender's contact information.
39. History of correspondence with the sender.
40. Sender's contact information – additional editing menu.
41. Sort by filter choices.
42. The place reserved for the certificate of the letter.
43. This indicator indicates how many correspondence in units (communication) are in the letter.
44. Advanced filter options.
45. Select which channel to filter messages.
46. A choice which you will be able to distinguish the assigned tickets from the new ones.
47. Filter from the newest / oldest
48. Filter by current ticket status.
49. Filter by assigned agent.
50. Choosing a specific box (email, livechat, messenger).
51. Filter by TAG.
52. Opening a letter in a new window.
53. Reply buttons to a specific communication (pinned the whole story to this comunication. Subsequent information does not attach.
54. History of action.
55. The appearance of an internal comment.
56. Answer buttons – responds to all correspondence by attaching the entire story.



E-MAILS (WORKING WITH TICKET)

In order to create and send a new letter from the system - you need to click on the button named COMPOSE in the upper left corner (under your name), which looks like this: 

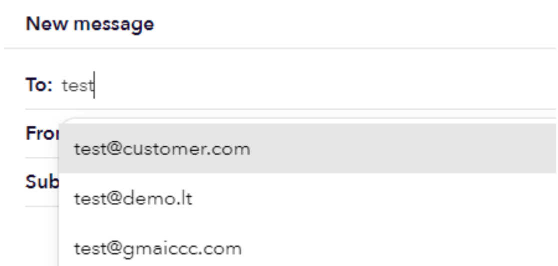


When you press COMPOSE (or simply reply a letter with any other button), you will see the following (or similar) window (at the top).

1. Here you can record the recipient / recipients
2. CC and BCC row activation buttons.
3. CC contact field.
4. BCC contact field.
5. From the selection of the box from the system.
6. Subject text box.
7. The text field of the letter.
8. Signature.
9. Message editing menu button.
10. Font.
11. Text size.
12. The color of the text.
13. Font bold menu.
14. The inclination of the text.
15. Underlining the text.
16. Marking the text.
17. Inserting an active link.
18. Elimination of the text format.
19. Warning of the preservation of DRAFT and its deletion.
20. Button to send a letter.
21. Send button with additional functions.
22. Templates selection menu. Places the prepared text in the text field of the letter (7).
23. File attachment option. The Drag and drop function also works by dragging a file into an email.
24. Disabling / closing the letter being created.

<u>Enter in the box the e-mail of the addressee of the TO.</u>

When you start typing, the system offers matches from your contact list. If you don't have one in the list — you won't offer anything, if you have one — you'll see the following image:

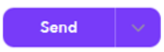


If any of these options are suitable - it is enough to choose it with the click of a mouse key.

<u>Select the FROM mailbox from which you will send mail.</u>

You can do this by clicking on the line next to the inscription FROM. The selection should look like this:

<u>Enter the Subject name and type the desired text of the message.</u>

If you did everything right, the button 

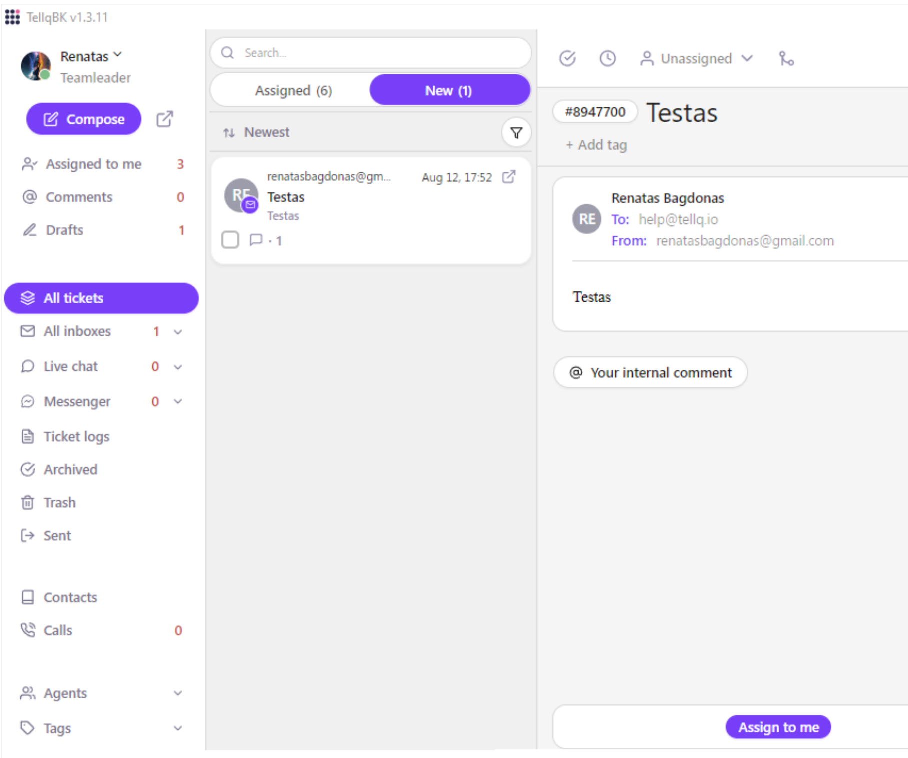
should activate. By pressing this button , you will send your written message from the system.

ARCHIVING A MESSAGE:

A sent message can be placed with the TAG you want or archived. In order to archive a letter – you should click on the button located in the upper corner of the written letter (yellow underline). In order to select TAG, we click on the tag badge (green underscore):

WORK ON THE LETTER RECEIVED BY THE CLIENT:

When you receive a customer's letter to the e-mail in the Tellq system, we will see the following image on the screen:

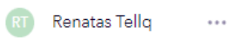


There 

will be 1 symbol next to the section, which means that one new letter has been received into the system. You can also see about this in the section of this folder 

When selecting this selection, you will see that you have received a letter from the customer. The ticket ID of the received letter is: #8947700.

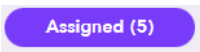
In order to start working with this ticket – press the button 

If you did everything correctly, you will see the name of your agent instead of the Status Unassigned: 

From this moment on, you can begin to answer to the client.

When you asigned the letter to yourself , the letter becomes your personal responsibility and falls into the section 

In this section you can see all the letters you are currently working on.

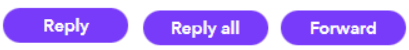
If you are looking for a letter assigned by a colleague for example , you should click on 

the section. In this section you will see all the letters in the mailbox - you work (also your colleagues) (general list).

WRITING THE LETTER YOU RECEIVED:

When you have assigned a letter to yourself, you can write it off. In order to write a letter - you can choose two different methods:

Method 1: Answer buttons at the bottom:



These buttons are designed to reply the last letter from the client by attaching the entire correspondence history to it. Imagine such a situation that you correspond with the client for a long time, and the client writes to you in the same correspondence without ceasing. As a result, you will get a very large story with an abundance of different topics.

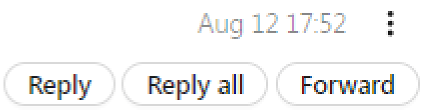
If you choose these answer buttons , you will write to the client and every time you pin the entire story. The same goes with the Forward button. By clicking on it in this place - during the redirect, you will send the entire history of the ticket to the desired recipient.

+ Pros – You can summarize and reply/ forward all correspondence at the same time.

- Minuses - If you inserted other recipients during the correspondence by removing the main one (correspondence without seeing the main recipient) – using these reply/forward buttons – you can send a full history of correspondence to the main recipient (the recipient can get something that he should not see).

For example: You corresponded with person X, clicked on Reply all under your letter and changed the recipient to Y. If you send a message in this way - you will attach all correspondence with person X to the letter and the recipient Y will be able to read everything.

Method 2: Reply buttons in the corner of the received letter:



If you notice, these buttons are located next to each message you receive (in the corner). They are designed to respond to a specific letter by attaching the history of correspondence to it.

For example: You corresponded with client X and suddenly you needed some additional information from colleague Y.

After pressing Reply – you change the recipient to Y and correspond for your question. After receiving the required response, you want to answer to customer X (you do not want your colleague Y to see your correspondence).

Find the last letter written by client X and next to that in the corner of the letter, press one of the buttons 

in this way to reply to the client, attaching the entire story to that letter (eliminating correspondence with colleague Y).

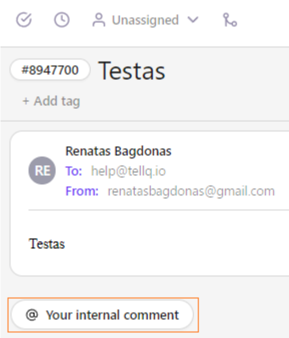
+ Pros – You can choose which part of the message you want to reply to, thus eliminating unnecessary history.

- Cons - Using this method of answering - you will not send the entire history of correspondence (which is sometimes required).

INTERNAL COMMENTS:

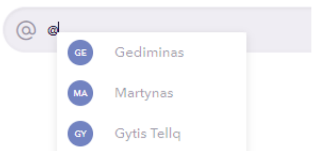
In the Tellq system there is such a function, with the help of which you can correspond with a colleague (who also uses Tellq) without seeing the client and without sending a letter.

This can be done as follows:

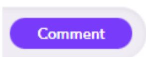


At the bottom of the messages, find the following line, which begins with the symbol @

Clicking on  the symbol in the corner - you will get a table with the choice of colleagues:



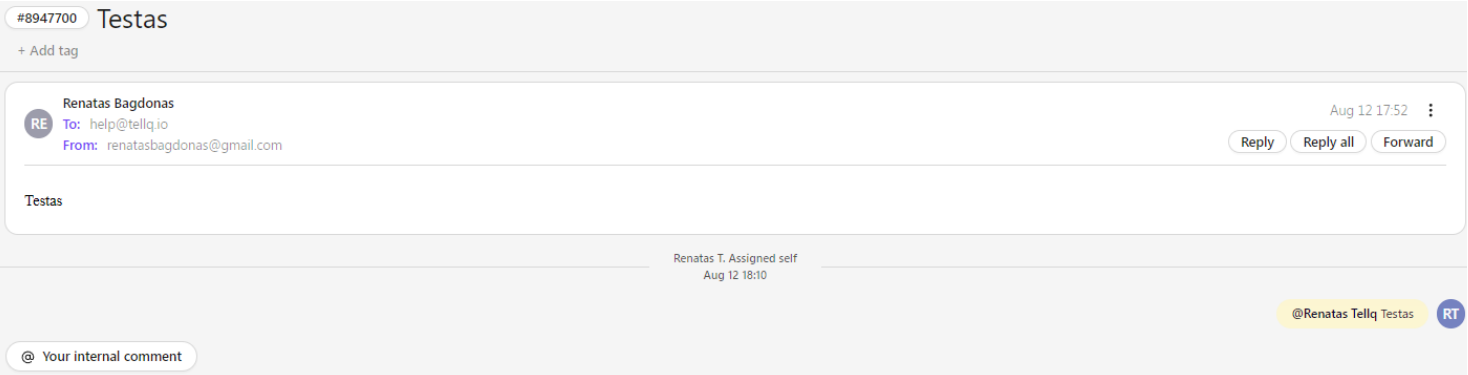
Select the colleague to whom you want to send an internal comment and write the desired text 

when you do it with the mouse pointer press the button 

or just press Enter.

Under the letter, your comment with the name of the marked colleague will immediately be created >> 

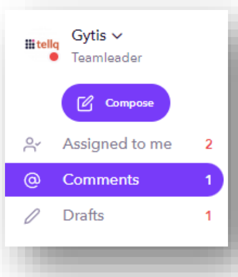
In the general image of the letter, it will look like this:

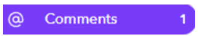


In the meantime, a message will pop up in your colleague's account that it is mentioned in the internal comment:

In this message, you can see which ticket you are marked with (Ticket ID), as well as by clicking open - you will be able to open this letter.

In addition to this message, the coment count section is also changed, which is located here:





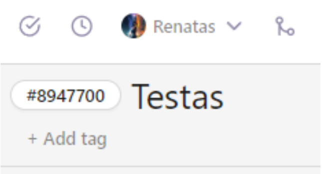
This section is needed so that the agent can see that he has unanswered comments in the letters. 1 symbolizes the amount of unanswered comments.

Important: When you reply to a comment in which you were tagged – the count goes down by -1

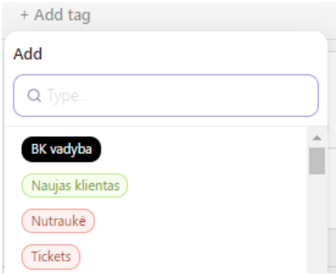
If you have created the comment by yourself and want to delete or edit it - hover the mouse pointer over the comment and wait for the [. . .] symbol to appear. By clicking on this symbol, you will be able to perform the desired actions:

<u>EMAIL TAG ASSIGNMENT:</u>

In order to assign a TAG to a letter, you need to follow simple steps:



Select the +Add tag symbol marked in the photo and choose which TAG you want to add:

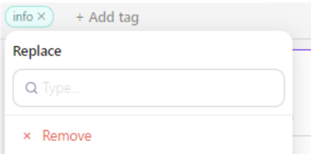


In the table that popped up, you will see all the available TAGS, If you have created more than a few of them - you will be able to take advantage of the search function.

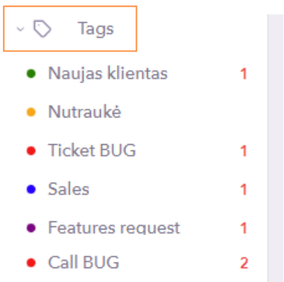
A successfully placed TAG will look something like this:

To delete the TAG – press the desired TAG with the mouse pointer and press Remove or just press the X symbol next to the desired TAG.

Also, the desired TAG can be swapped for another.



You can also see the TAG in the following place:

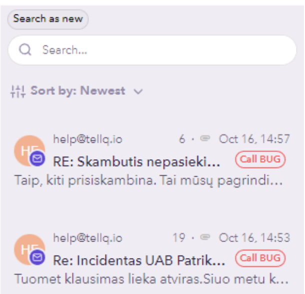


Click on the down arrow – expand the TAGS list and you will see the +count distribution.

The red numbers next to tag mean – how many tickets have such a TAG.

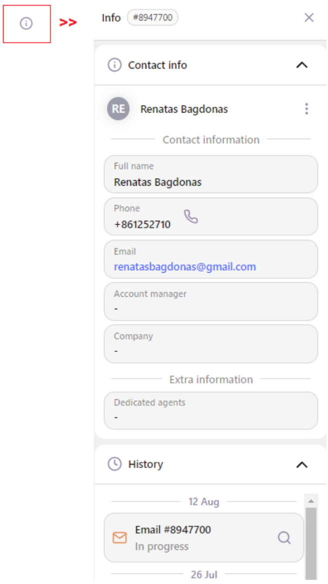
This is very convenient if you want to look at the messages that you have marked with a specific meaning of TAG.

Let's choose for example „bug tag" by clicking on it with the mouse pointer. In the result we will see two letters (count 2) which are marked with this TAG:



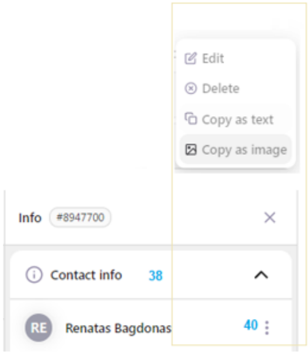
CUSTOMER CARD + CORRESPONDENCE HISTORY:

In the received letter window, in the upper right corner, click on the symbol ⓘ Clicking on the following symbol will open the customer's card and historical data:



You can constantly edit the contact details. The newly saved data will be placed next to the customer's name in the Contacts section.

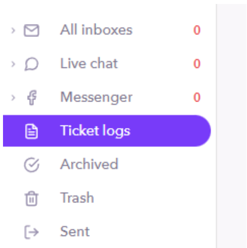
The editing selection can be found here (40):



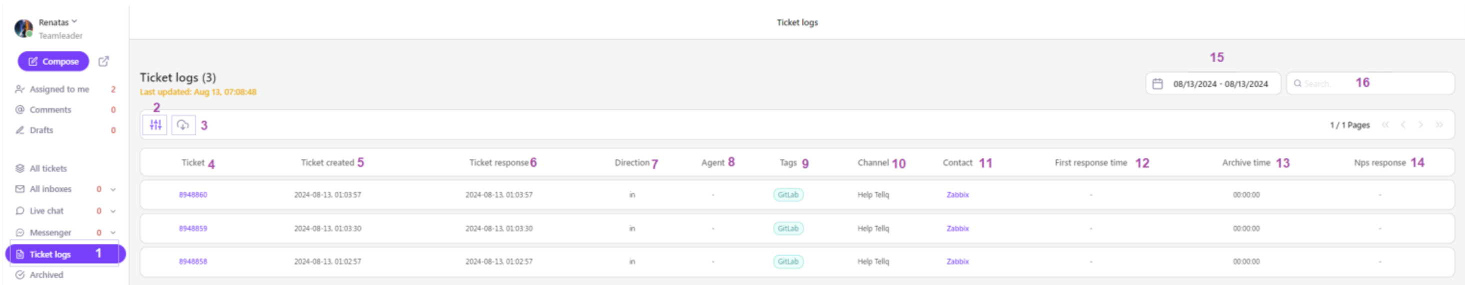
TICKET LOGS

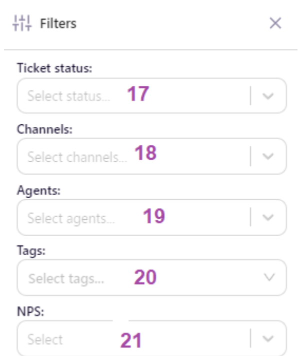
Ticket LOGS is a list of emails that defines all-day, or a selected period of work with the TICKETING system.

This section can be found on the left side of the window, in the following place:



TICKET LOGS MAIN WINDOW

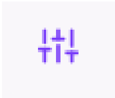


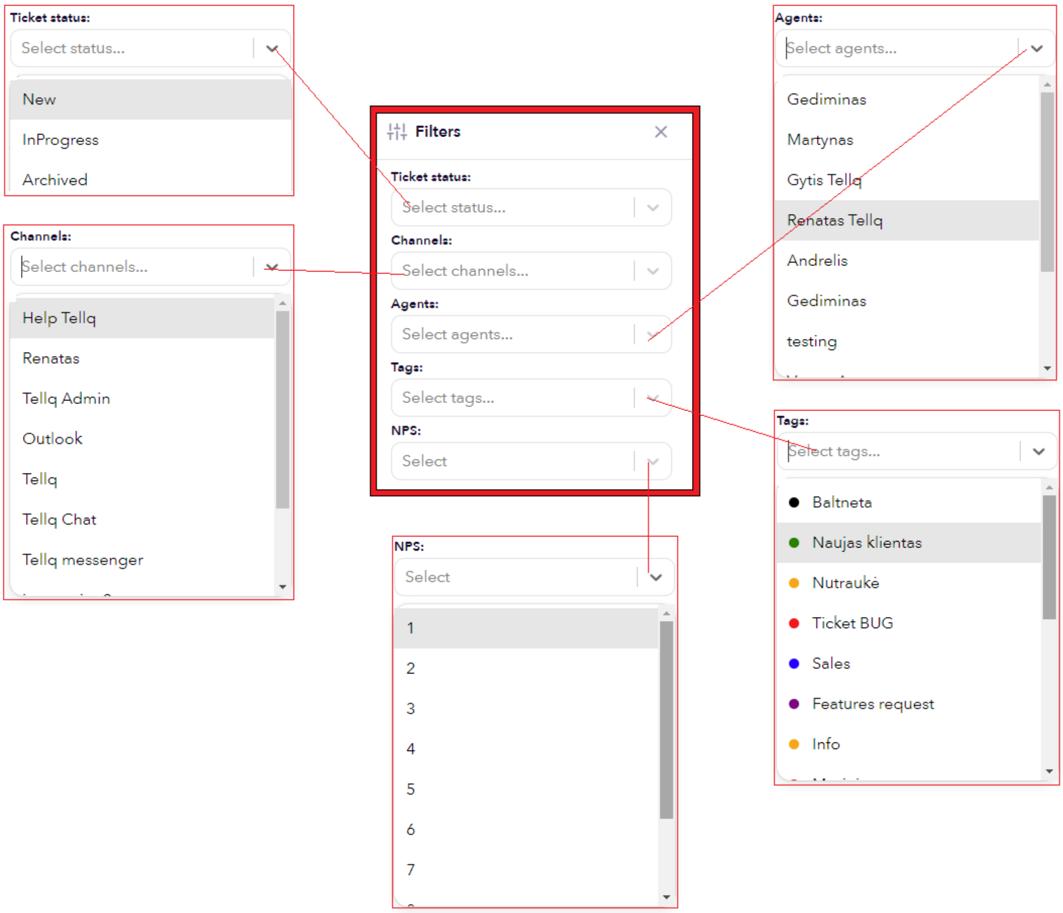


1. Ticket logs section.
2. Ticket logs filter button.
3. Export to excel button.
4. Ticket – Ticket ID is indicated in this place.
5. Ticket created – The time and date when the letter was created in the system.
6. Ticket response – The date and time of the last response in the letter.
7. Direction – the type of letter. In or OUT. IP means that the letter to the system has been received. OUT means that the letter from the system has been sent.
8. Agent – the agent who serves the letter.
9. Tags – the tag of the letter.
10. Chanel – the mailbox into which the letter fell.

11. Contact – Contact information.
12. First response time – The speed of the first response to a letter.
13. Archive time – The time of archiving the letter after receipt.
14. NPS response – The results of the Nps ticket evaluation. If the result is there , it will show the calculator. If there is no result, it will display the dash symbol.
15. Date filter.
16. Search string.

TICKET LOGS FILTER OPERATION

To use the Ticket Logs filter – let's click on the filter icon that looks like this: 



In this filter, you can filter out the desired indicators:

17. **Ticket status** – Mark the status by which you will filter emails.

18. **Channels** – Email / Live Chat / Messenger mailbox name.

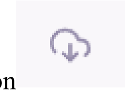
19. **Agents** – The name of the Tellq agent who works with the mailbox.

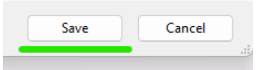
20. **Tags** – Tag name (With this option, you can filter out emails with the desired TAG name).

21. **NPS** – You can filter out letters based on the NPS score.

Important: The filter can use all the options or individual ones (depends on the desired result).

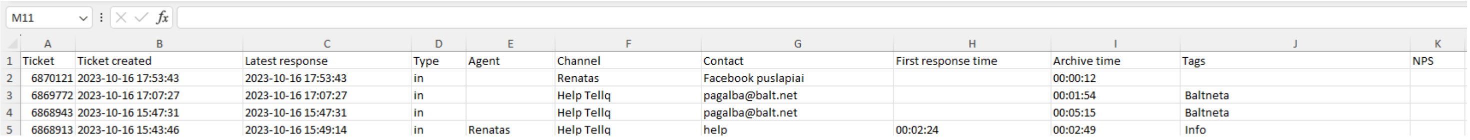
EXPORT OF TICKET LOGS RESULTS TO EXCEL FILE

To export ticket logs results to an Excel file – You would need to take a simple step >> press button 

As soon as you press the button, the file storage window will pop up on the screen. Select where you want to save the generated file and click 

If you did everything correctly, you should see the saved file in the selected place on your computer:

The contents of the file should look like this:



	A	B	C	D	E	F	G	H	I	J	K
1	Ticket	Ticket created	Latest response	Type	Agent	Channel	Contact	First response time	Archive time	Tags	NPS
2	6870121	2023-10-16 17:53:43	2023-10-16 17:53:43	in		Renatas	Facebook puslapiai		00:00:12		
3	6869772	2023-10-16 17:07:27	2023-10-16 17:07:27	in		Help Tellq	pagalba@balt.net		00:01:54	Baltneta	
4	6868943	2023-10-16 15:47:31	2023-10-16 15:47:31	in		Help Tellq	pagalba@balt.net		00:05:15	Baltneta	
5	6868913	2023-10-16 15:43:46	2023-10-16 15:49:14	in	Renatas	Help Tellq	help	00:02:24	00:02:49	Info	

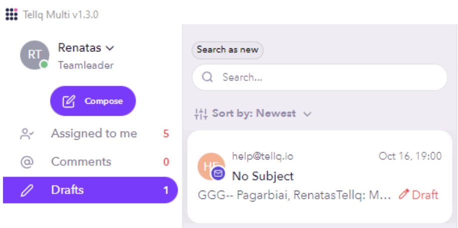
With this feature, you'll be able to filter out information for the period you want and share it with other colleagues.

DRAFTS

Every time you create a new letter, or a response to the customer – after writing the first words – we see on the screen that the DRAFT file is being created. The successful creation of the DRAFT file is indicated to us by the message that pops up at the bottom of the screen:

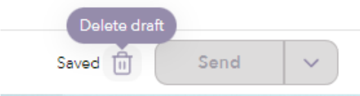
This message pops up only when you start writing the letter - continuing, DRAFT saves automatically (for a certain period of time).

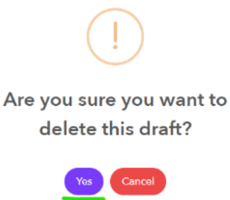
We can track the saved DRAFT file in the following place:



The number that lights up next to the DRAFT line symbolizes the creation of a new DRAFT. By clicking on this section , you will be able to look at the letter in which the DRAFT letter has been created and has not yet been sent.

In order to delete the created DRAFT - at the bottom of the letter being written, press the trash can symbol next to the SEND button:

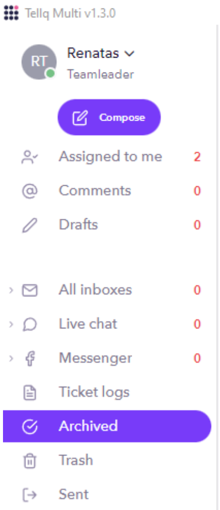




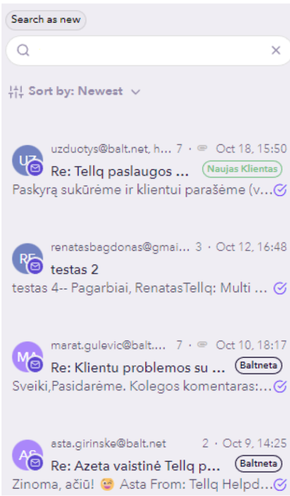
In the table that popped up, confirm your choice.

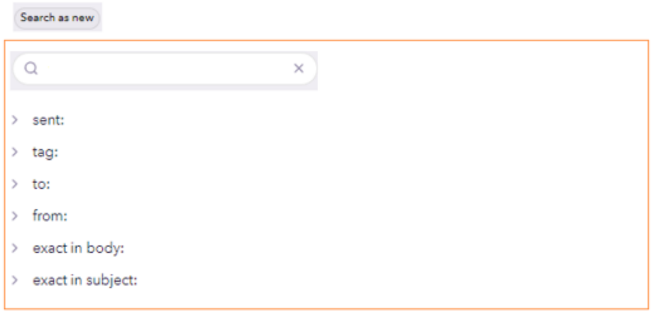
ARCHIVED (ARCHIVED LETTERS SECTION)

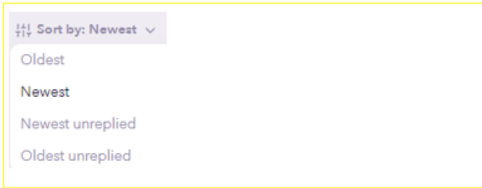
We can find the archived letters section in the menu on the left by clicking on the following option:



When we open this section, we can see all the archived tickets:



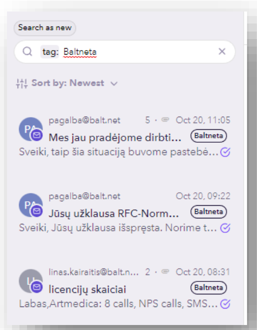




In this place is the most important thing to know the principles of operation of the filters.

In order to take advantage of additional options in the search string, it is enough to select the desired option with the mouse cursor, or write its name by hand.

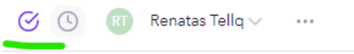
The whole action should look something like this. We select TAG: we write the tag name and the system finds all the archived letters with the TAG we want.



<u>**Returning an archived message to the total flow of inboxes:**</u>

The archived message becomes unarchived, in two ways:

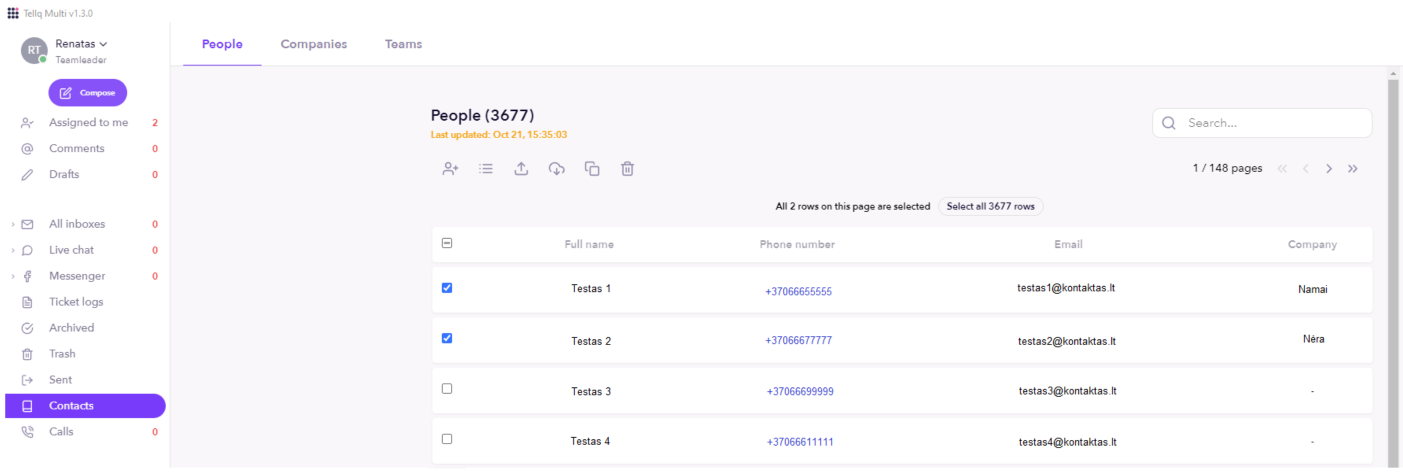
The 1st way is that the signature client and the archived message become reopened. Method 2 - The message from archived to the asigned section is transferred by the agent.

In order to do this (make the letter reopened) >> You need to click on the message in the archive and when the letter opens , click on the symbol above the letter you selected with the mouse pointer: 

After clicking on this symbol , the letter falls out of the archive and is displayed again in the ARCHIVED section.

CONTACTS

The contacts section can be found in this place. Next, we will describe each part of the contact list and the main ones that need to be done to upload or modify a contact.



 Section where all contacts can be found.

 The amount of existing contacts +

 Button to add a contact.

 Edit the contact card.

 Import contacts.

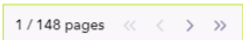
 Export of contacts.

 Copy to the Teams contacts folder.

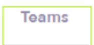
 Deleting a contact.

 Tagging a contact.

 Search for a contact.

 Page navigation.

 Companies section.

 Teams contact list.

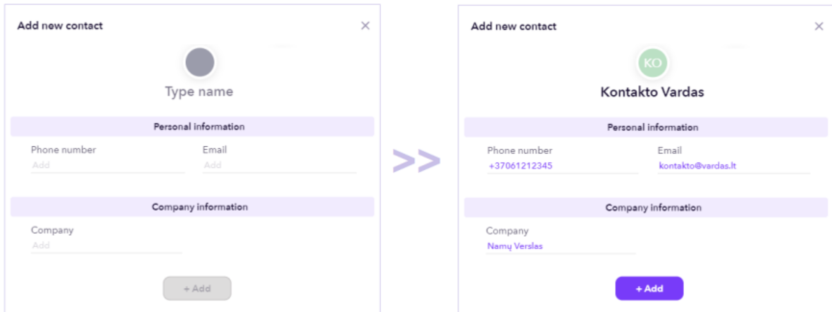
 Shows how many contacts you've

 Suggest that you tag all contacts.

ADD A SINGLE CONTACT:

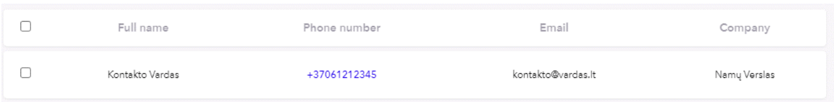
To add a single contact, you should first press a button that looks like this:

 and enter the contact data in the pop-up table:



If you recorded the data correctly and want to create a contact - press the button that looks like this: 

The created contact will look like this:



SELECT ONE OR MORE CONTACTS:

In order to mark one or more of the desired contacts, before performing some action – you should use the buttons  If the checkmark is blue – the contact is checked. If there is no checkmark (empty square) – the contact is not marked. According to this, one should orient oneself in marking the contact.

ADD/EDIT YOUR CONTACT CARD

In the example - only 4 contact values are visible (Full_name / Phone_number / Email / Company). These four values are mandatory when creating or importing a contact.

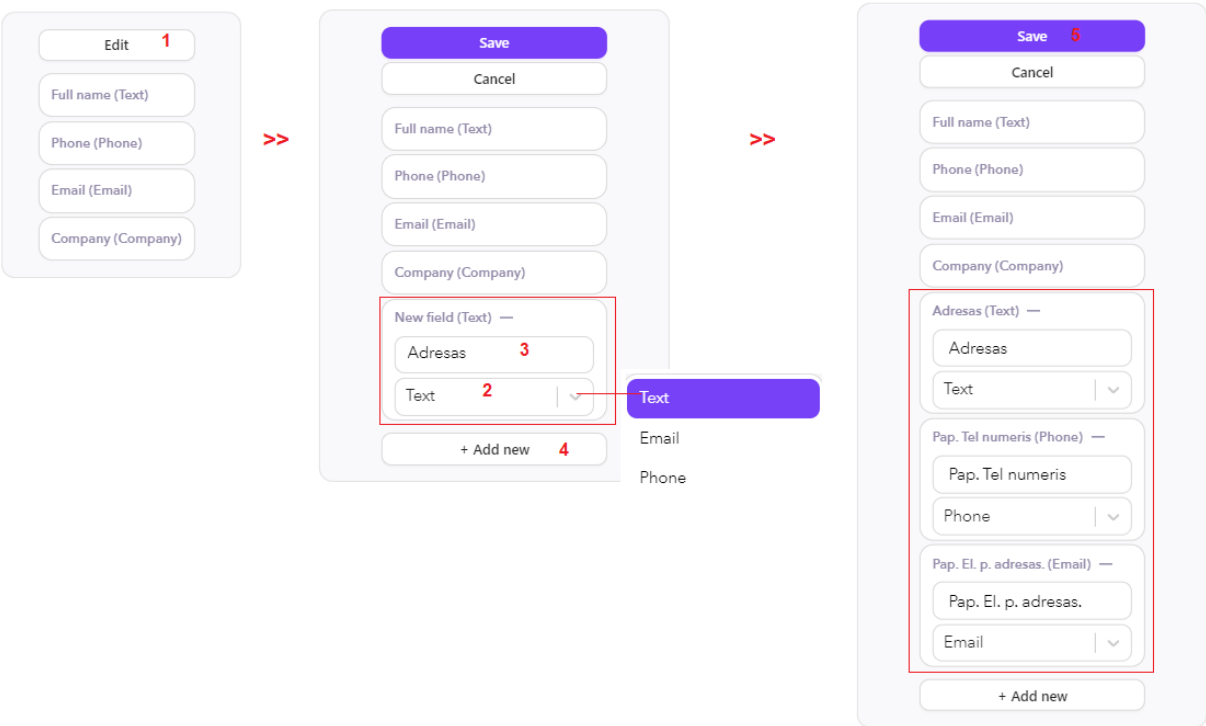
If you want to create additional values (for example, you are asking for more information from the client) – you should do the following:

Press the button, which looks like this: 

When you press the button, a table should open, where you

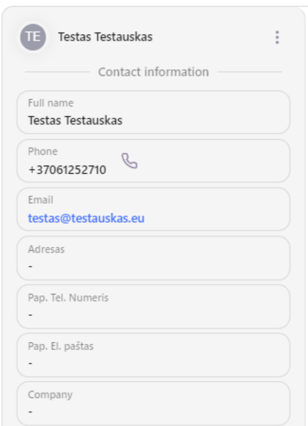
can add the desired values of the contact card by pressing the purple button.

In the following example, we will add additional lines for a phone number, e-mail and residential address:

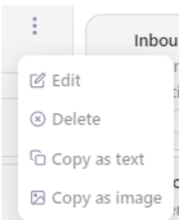


1. Choose **Edit**
2. Select or add the text / email / phone (it is necessary to choose according to the value recorded later).
3. Write the name of the column.
4. Press the **Add** button to insert other values.
5.When all three values (strings) are created - we press **Save**.

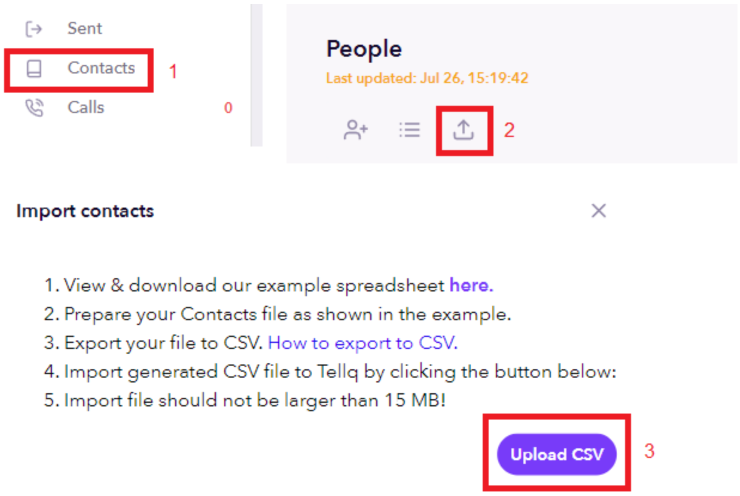
After performing the following steps to modify the card, you will be able to supplement the contacts with the necessary information:

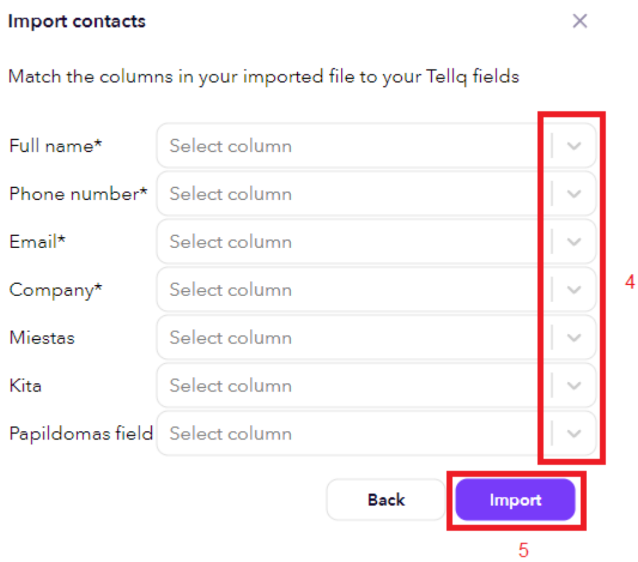


To add the information you want, press the three dots next to the contact's name and choose to edit the contact:



UPLOAD A CONTACT FILE





1. Click on Contacts (1).
2. Press the import button (2).
3. Click on upload CSV (3).
4. Select the values of our excel columns to load the data into the correct columns on the Tellq side. Please note that the Full_name / Phone_Number / Email / Company fields are with an asterisk, which means that they are mandatory and must be in your Excel file.
5. Press Import (5).

FILE REQUIREMENTS

1. The numbers must be without the + symbol and begin with the country code. **For example: 37066612345**
2. Name and surname in one line. **For example: Vardenis Pavardenis**
3. The name of the columns does not have to be two words. **For example: Phone /Phone_number**
4. All rows must contain only one value at a time. **For example: Single number/One email address.**
5. No embellishments/styles/tables/references/formats are available in the table **– only clean content with no pictures and backgrounds.**
6. The table must contain the mandatory columns indicated in the system: **Full_name / Phone_Number / Email / Company.** If you do not have such data, it is not important - it is important that there is a column with this name, otherwise it will not allow you to load.
7. **Loading is possible only . CSV format** – necessarily one where the values are separated by a comma (not a semicolon).
8. There can be no spaces in the e-mail address, in the phone number.

Correctly created Excel file and . Sample CSV file:

H6 fx

	A	B	C	D	E	F
1	Full_name	Phone	Miestas	Kita	Email	company
2	Vardenis Pavardenis	37061207738	Vilnius	VIP	vardenis@pavardenis.lt	Namai
3						

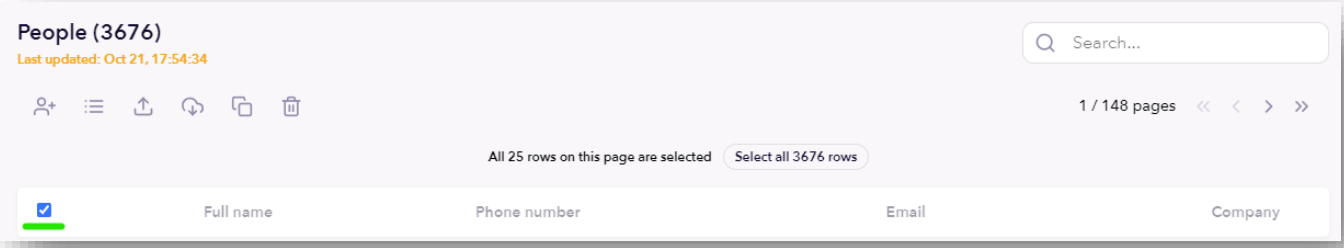
D10 fx

	A	B	C	D	E	F	G	H
1	Full_name,Phone,Miestas,Kita,Email,company							
2	Vardenis Pavardenis,37061207738,Vilnius,VIP,vardenis@pavardenis.lt,Namai							
3	,,,,,							

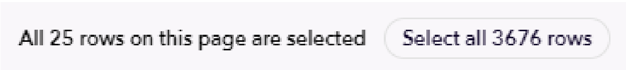
DELETING CONTACTS

In order to delete a contact or multiple , the first thing to do is to mark what you would like to delete. This can be done in several ways:

1st way (deleting all contacts): Select all contacts by pressing the button located in this place:



After clicking on this place – you will mark all the contacts on one page, and a message will pop up at the top, which will recommend you to select contacts for all pages:

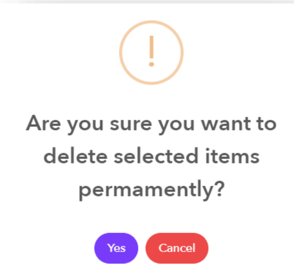


If you want to delete all contacts on only one page – with a checkmark – press the trash can button 

If you want to delete all (all pages) contacts – click

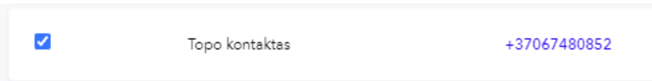
and then  In this way you will mark all your contacts and you can delete them at once.

Always clicking on the delete button, you will get a system table with the following text:



If you really want to delete - press 

and the contacts will be deleted. If you want to cancel your choice – press 

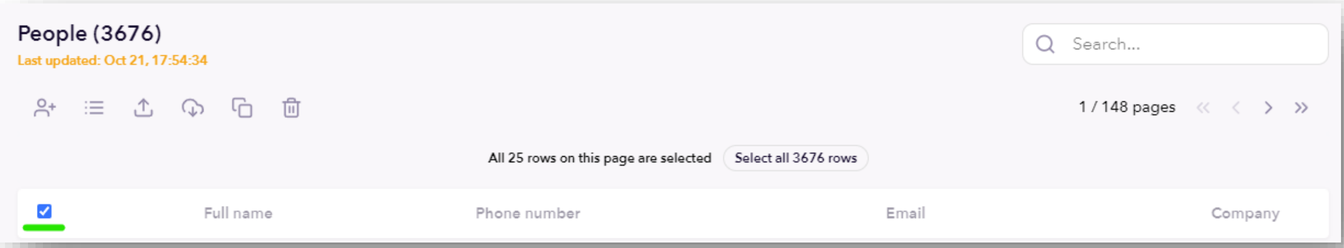
Method 2 (deleting one contact): The principle is exactly the same as we described above, the only difference is that you will mark one contact by clicking on the checkmark next to 

the contact and then press the delete button 

EXPORT OF CONTACTS (FROM THE TELLQ SYSTEM)

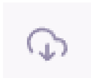
Sometimes it happens that the accumulated contact list needs to be extracted from the system. This can be done by selecting the contact export function:

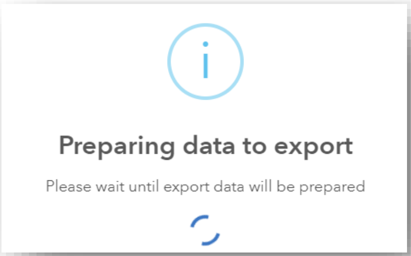
First, let's mark all contacts (select all contacts by pressing the button located in this place):



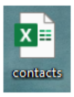
When you're checked , additionally select

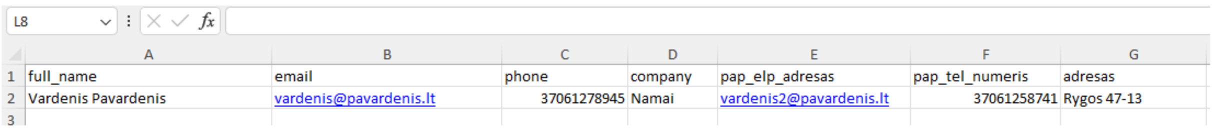
a selection to select all the contacts on all pages.

Once you've done that – press the **contact export button**  A table will pop up in the system that will notify you of the contact list being generated. Shortly after this message, you will be able to save the file to your computer:



When you save the generated excel file to your computer , it will look like this:





	A	B	C	D	E	F	G
1	full_name	email	phone	company	pap_elp_adresas	pap_tel_numeris	adresas
2	Vardenis Pavardenis	vardenis@pavardenis.lt	37061278945	Namai	vardenis2@pavardenis.lt	37061258741	Rygos 47-13
3							

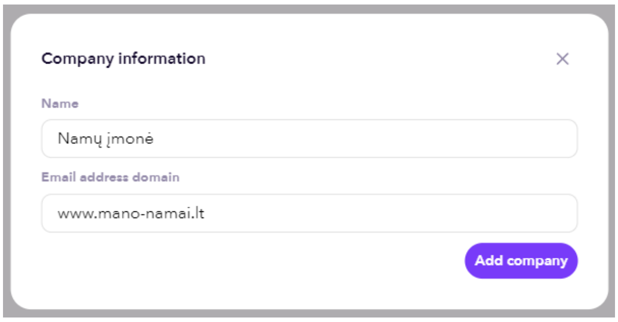
COMPANIES (CREATING A GROUP OF CORPORATE CONTACTS)

In this section, 

you can create a contact group for your business. This is very convenient when you have hundreds of contacts and want to group them into one specific folder.

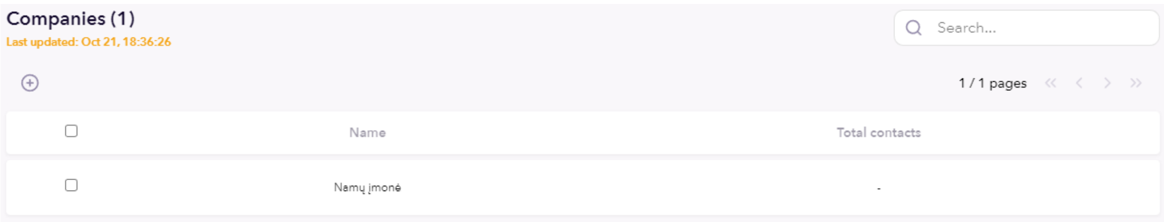
This is how you can do it:

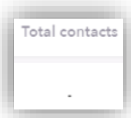
Click on  the symbol and fill in the company information in the pop-up table:



When you fill in the information - press the button 

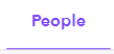
the contact will create and you will see the following image:





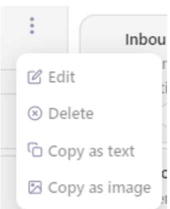
Since no contacts have been added to this group yet, you will see a hyphen symbol next to the amount of contacts

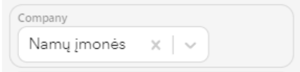
<u>Adding contacts to the created company folder:</u>

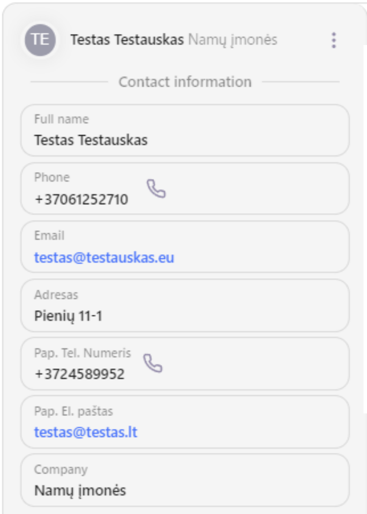
In order to add a contact, you need to go back to the contacts folder 

by clicking on the desired contact to open their contact card.

When the contact card opens, press three dots next to the contact's name to open the contact's edit window.

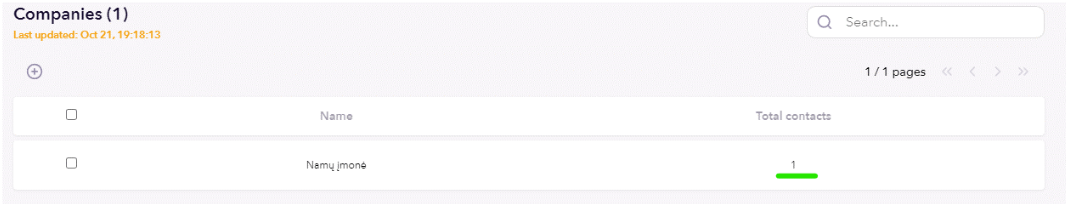


Press the EDIT button and select the company you created earlier from the list: 



After selecting the desired company – press Save at the top to save your choice.

The contact is added to the company folder:



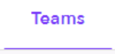
After clicking on the folder name – we will see the added contact data:

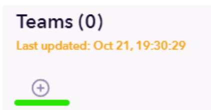
To delete a company folder – click 

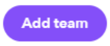
to change your company's information and save it 

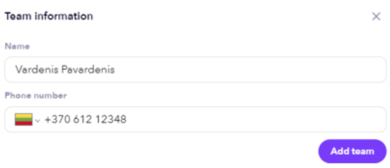
TEAMS

In this folder, contacts of employees (agents working with Tellq) are usually created so that they can be found faster in the TRANSFER function.

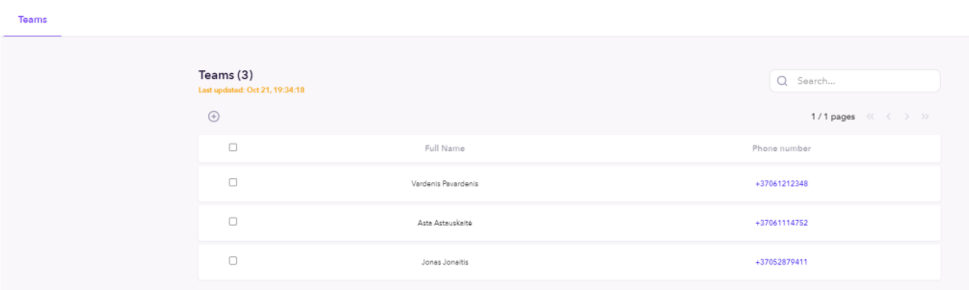
To create an agent contact – Click on the section 

and select 

Write the contact information in the table that appears and click 

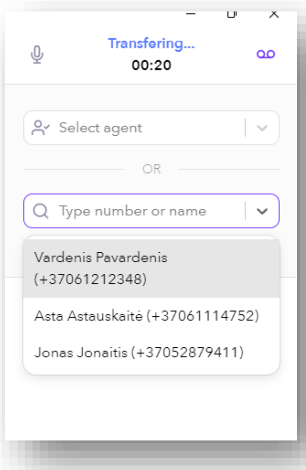


Created contact list will look something like this:



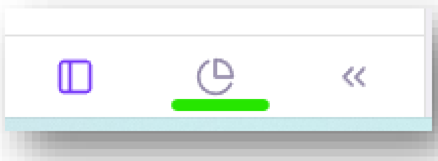
How do I make the most of this contact list? It is very convenient to find the personal numbers of colleagues in a separate folder, and there are also situations when, after calling the client , the call must be redirected to the personal number of a colleague.

For your convenience, we have made the following function so that during the call (Transfer) you can select the number of a colleague without looking for it in a general list with hundreds of contacts (read about the TRANSFER function on the previous pages):



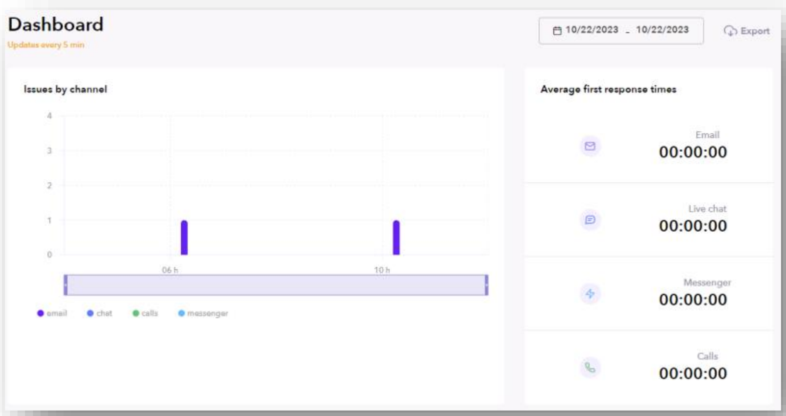
ANALYTICS (DASHBOARD)

In order to get to the analytics department – you should press the pie-shaped button located in the left lower corner of the window:



The dashboard section of Analytics shows the main results of the Inbox and Calls modules for quick viewing. If you want to take a quick look at how many emails you've received, or how many calls have been made by agents, you're in the right place.

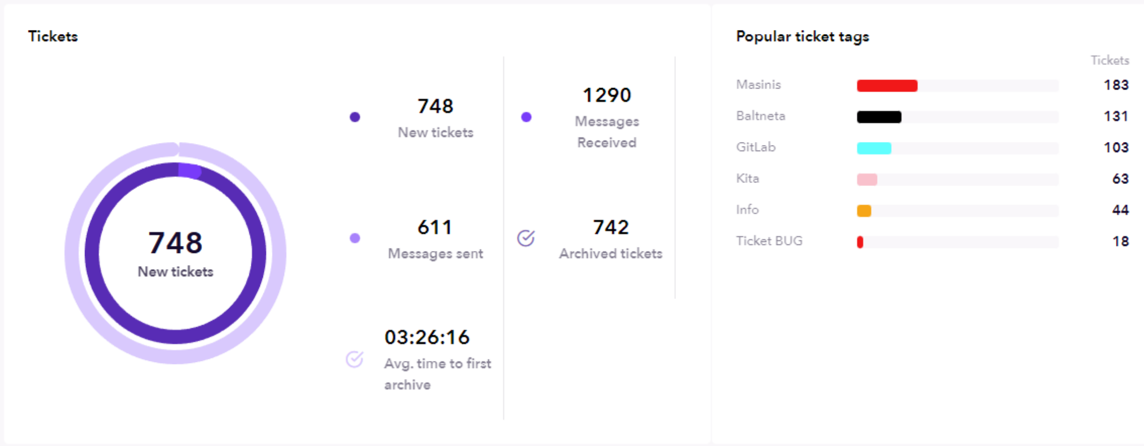
In the further part of the instruction, we will describe all the tables in the DASHBOARD section.



In this window, we see the average first response time for all the modules used.

If you want to filter for a specific search date, you'll need to select the date filter at the top.

You can also export all analytics indicators to an EXCEL file by clicking on the "Export" badge.



In the following table we can see the statistics of working with mailboxes (in the selected period).

New tickets – All new letters.

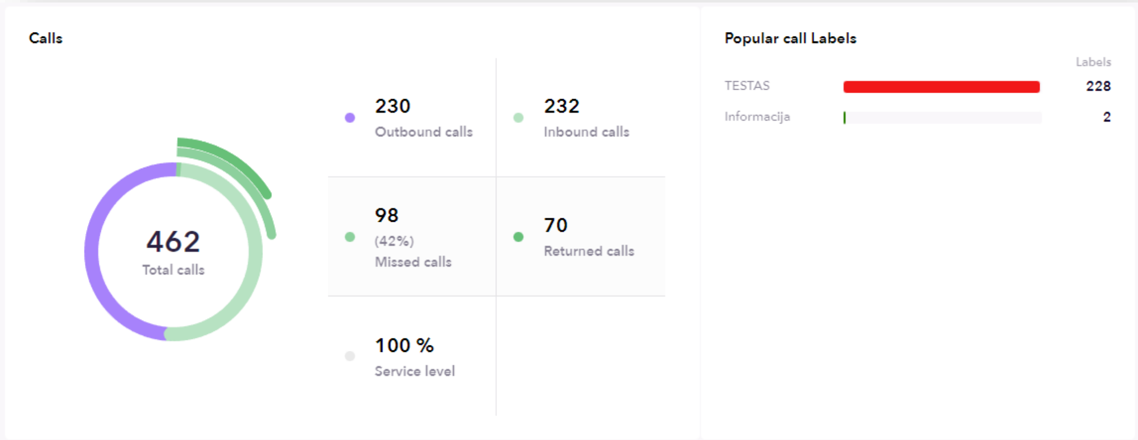
Messages received – All messages received.

Messages sent – Messages sent from system.

Archived tickets – Archived letters.

Avg. time to archive – The average archiving time of a message.

Popular ticket tags – Tags placement by popularity – taking the entire filter period.



In the following table we can see the statistics of working with calls (in the selected period).

Outbound calls – Outgoing calls from the system.

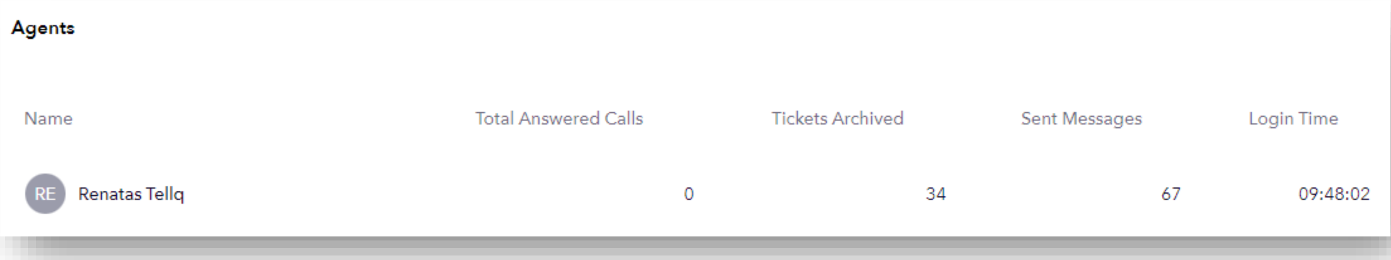
Inbound calls – calls coming into the system (the customer called the Tellq program).

Missed calls – missed calls.

Returned calls – callback calls.

Service level – What percentage do you run at the set "Service level". How this indicator is calculated - see the explanation of the Calls function.

Popular calls labels – Call Tags placement based on popularity – taking the entire filter period.



Agents

Name	Total Answered Calls	Tickets Archived	Sent Messages	Login Time
RE Renatas Tellq	0	34	67	09:48:02

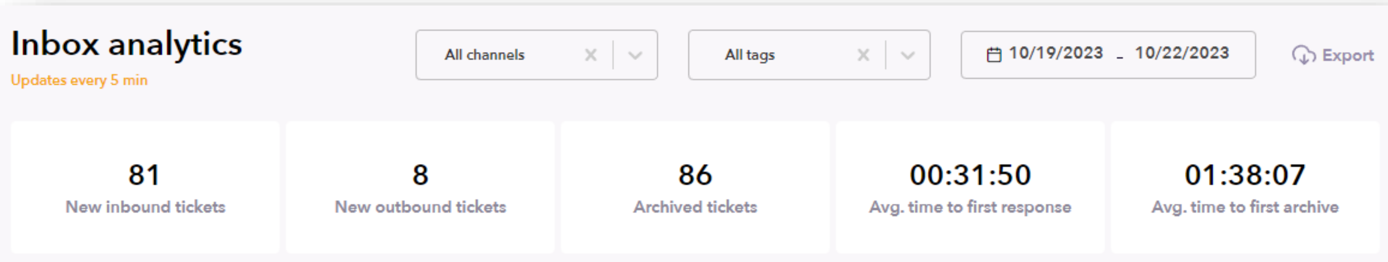
Total Answered Calls – Number of calls answered.

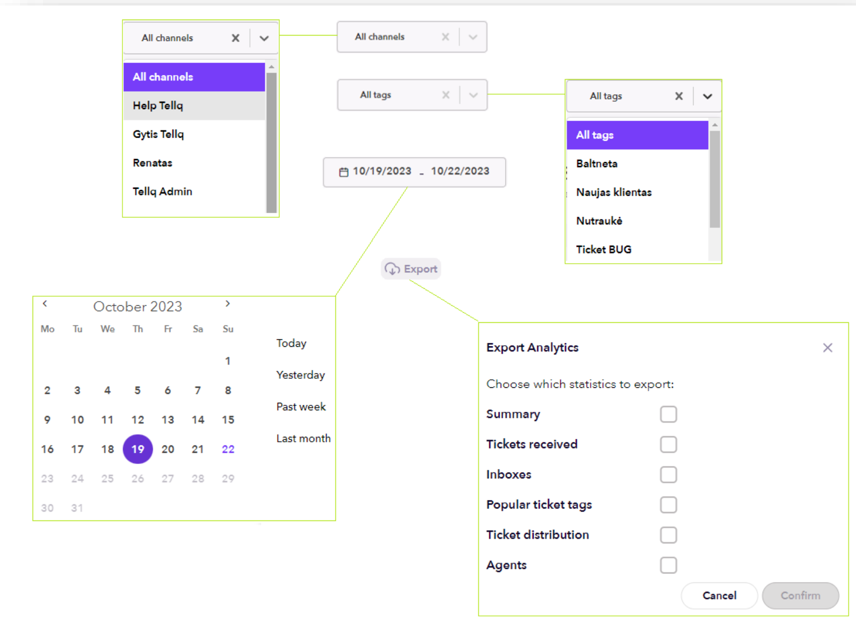
Tickets Archived – Number of archived tickets.

Sent messages – Number of sent mail.

Login Time – How long the agent has been connected to the Tellq system.

ANALYTICS (INBOX)





All chanels – A selection of available channels (including Facebook / Livechat / Inbox).

All tags – Tags selection by covering all available channels.

Date filter – It is possible to select the desired date mode including quick options such as (today / yesterday / past week / Last month).

Export – You can download the selected results in excel format (you can choose from the menu that appears in the table).

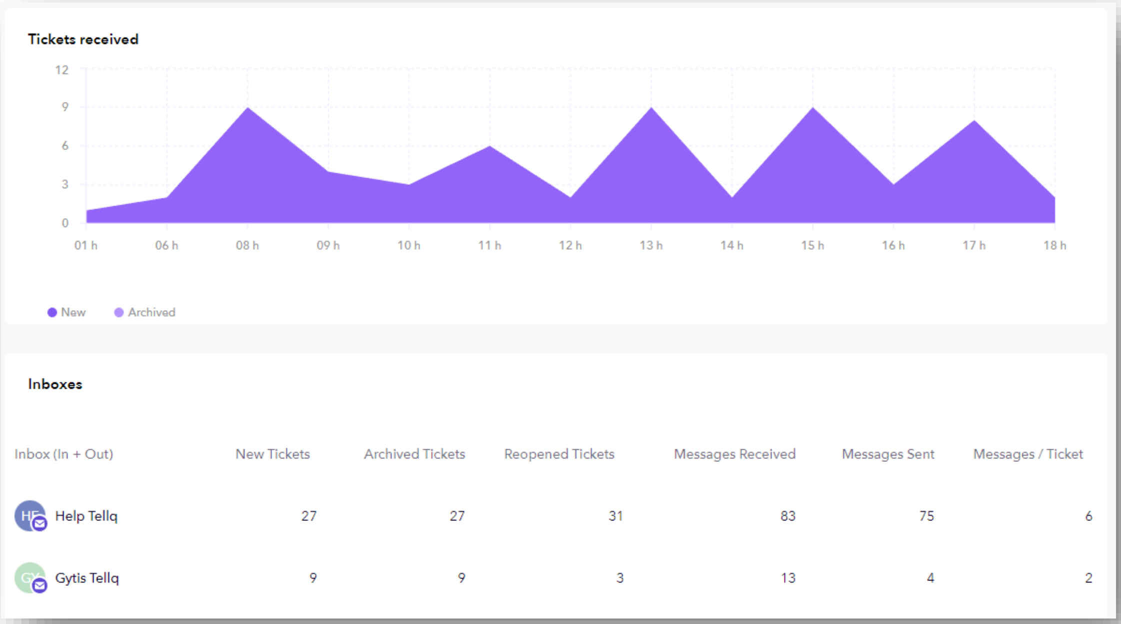
New inbound tickets – Newly received incoming letters. Newly received, according to our example, means that 81 letters with different IDs came to the system.

New outbound tickets – New Outbound tickets (sent from the system).

Archived tickets – Unique letters archived during the selected period.

Avg. Time to first response – The average time it takes for the customer to send the first response from the system.

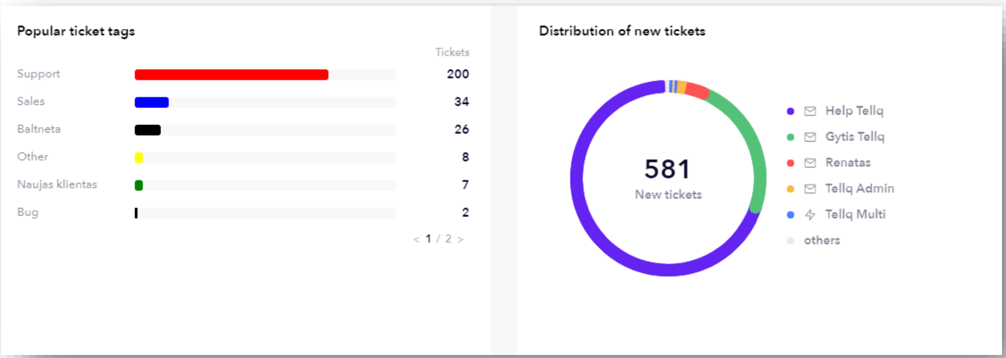
Avg. Time to first archive – In what average time a unique message is archived in the system.



In the first image you can see the distribution of received and archived letters by date (Tickets received).

In the second image, the statistics of active mailboxes (Inboxes):

Reopened Tickets – Archived old messages have been reopened.
Messages Received – The number of messages received in messages.
Messages / Ticket - What is the average number of messages in correspondence (in one letter).



Popular Ticket Tags – Distribution of letter tags by frequency.

Distribution of new tickets – Total number and distribution of new messages between mailboxes.

Agents

Name	Assigned Tickets	Archived Tickets	Sent Messages	Forwarded Tickets	Avg. Time To First Response	Avg. Time To Email Response	Avg. Time To Chat Response	Avg. Time To Messenger Response	Avg. Time To First Archive
Gytis Tellq	1	13	12	0	00:33:56	00:59:42	00:00:00	00:00:00	01:05:38
Renatas Tellq	12	34	67	0	00:15:59	01:13:56	00:00:00	00:00:00	01:52:25

Assigned Tickets – What number of letters assigned to yourself during the specified period.

Sent messages – Sent messages from the system.

Forwarded Tickets – Number of forwarded messages.

Avg. Time To First Response – The average first response time to a customer's request from the agent's side.

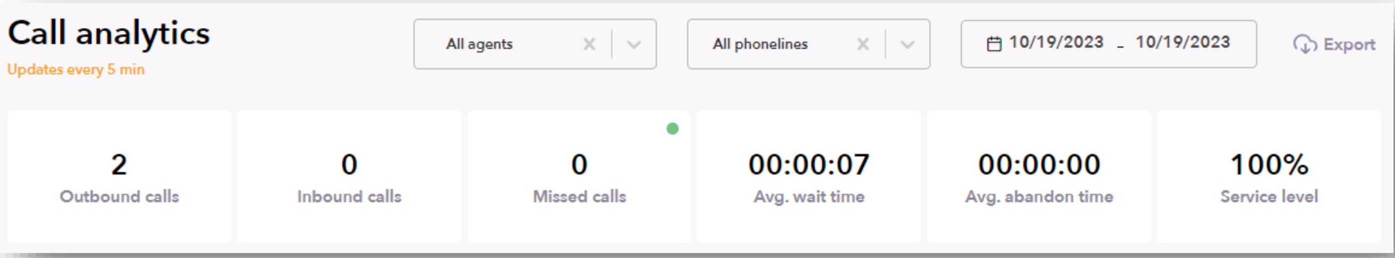
Avg. Time To Email Response – The average response time of a Tellq agent to a client's Email request (taking not only the first, but all of his responses to the client's emails).

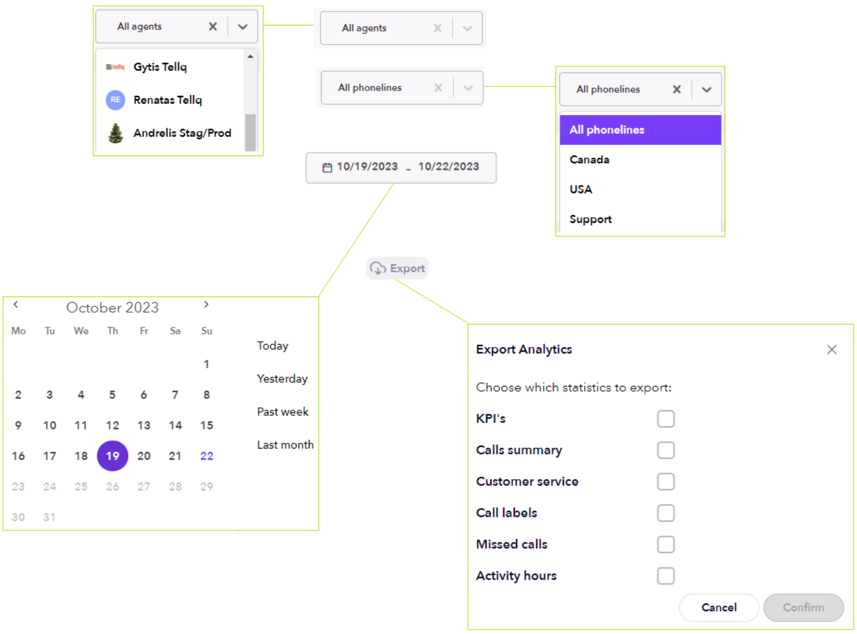
Avg. Time To Chat Response - The average response time of a Tellq agent to a client's Live Chat request (taking not only the first, but all his responses to the client's letters).

Avg. Time To Messenger Response - The average response time of a Tellq agent to the client's Messenger request (taking not only the first, but all his responses to the client's letters).

Avg. Time To First Archive – Average time of first archiving.

ANALYTICS (CALLS)





All agents – List of agents that use the Calls module.

All phonelines – List of available phone lines.

Date filter – It is possible to select the desired date mode including quick options such as (today / yesterday / past week / Last month).

Export – You can download the selected Calls results in excel format (you can choose from the menu that appears in the table).

Outbound calls – Outgoing calls from the system.

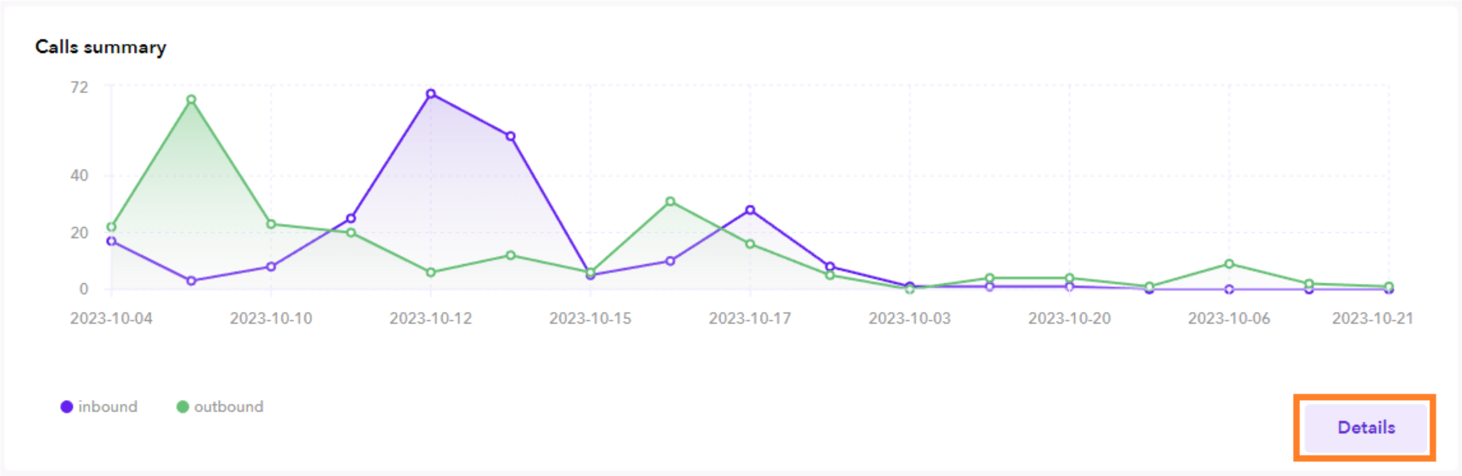
Inbound calls – calls entering the system.

Missed calls – missed calls. **A green bubble** indicates that all calls are called back. **A red bubble** that there are unanswered calls.

Avg. wait time is the average waiting time for a customer.

Avg. abandon time – how long on average all agents remain inaccessible.

Service level – What percentage do you run at the set "Service level".



In the Calls Summary section, you can find more detailed information about calls. For this you would need to press this button Details

Phonelines | Agents

Agents	Total Calls	Inbound Calls	Outbound Calls	Transfered Calls	Total Talking Time	Inbound Talk Time	Avg. Call Duration	Avg. Time After Call
Renatas Tellq	83	46	37	1	01:20:54	00:33:22	00:01:43	00:00:26

Total Calls – The number of all calls.

Inbound Calls – Number of incoming calls (IN).

Outbound Calls – Number of outgoing calls (OUT).

Transferred Calls – Number of redirected calls.

Total Talking Time – Total speaking time on the phone.

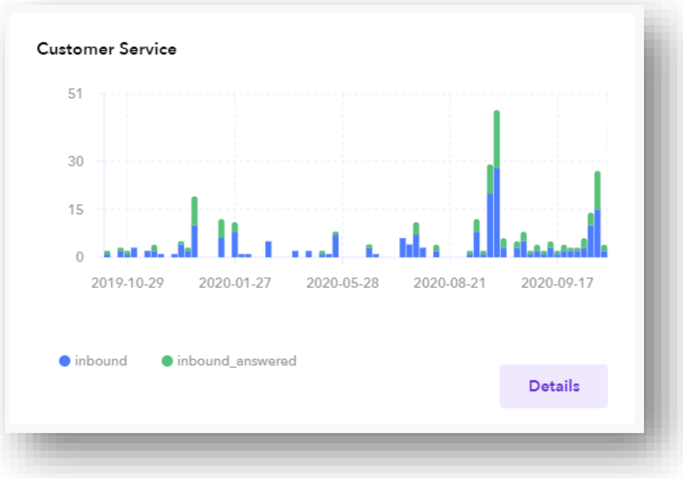
Inbound Talk Time – Speaking time for incoming calls.

Avg. Call Duration – The average duration of one call.

Avg. Time After Call – The average time spent filling out the end of the conversation information.

These statistics, as you can see in the tables, can be filtered out according to the available "Phone lines" and according to the "Agents"

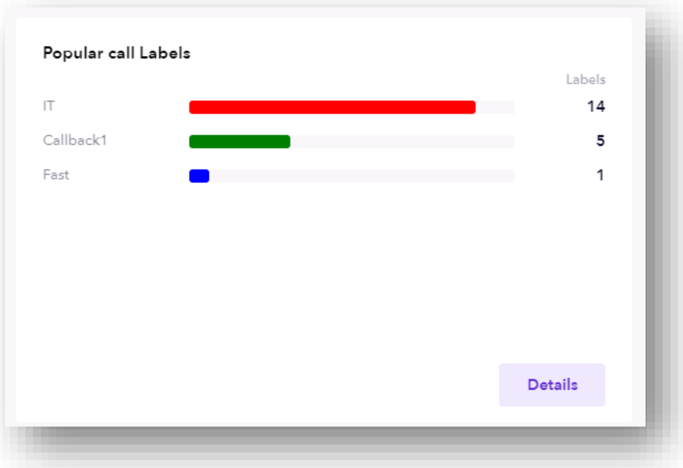
Phonelines | Agents



CUSTOMER SERVICE

In this section you can find information about

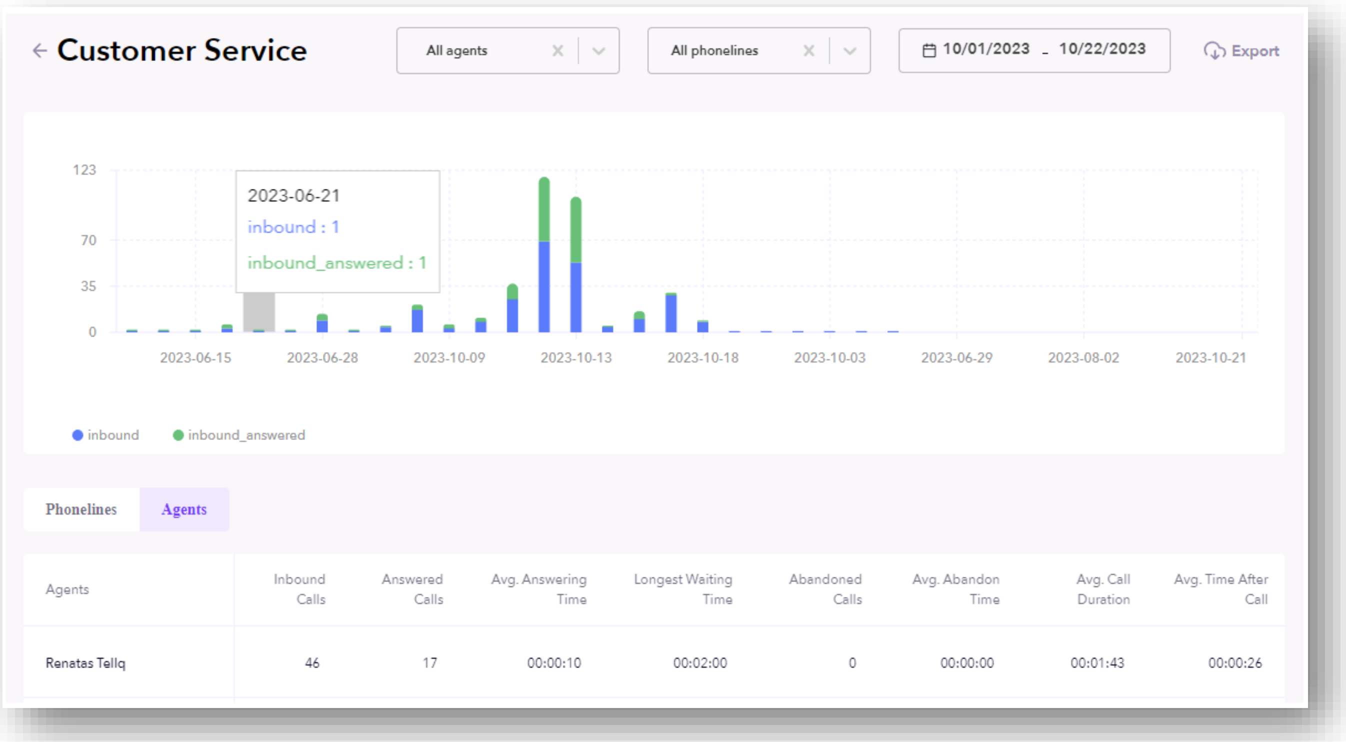
INBOUND calls. Press the button Details to see more detailed statistics by phone line or agents.



POPULAR CALL LABELS

In this section you can find information about calls "TAGS".

Press Details the button to see the Tags stats.



Inbound calls – How many incoming calls have entered the system.

Answered calls – How many incoming calls were answered.

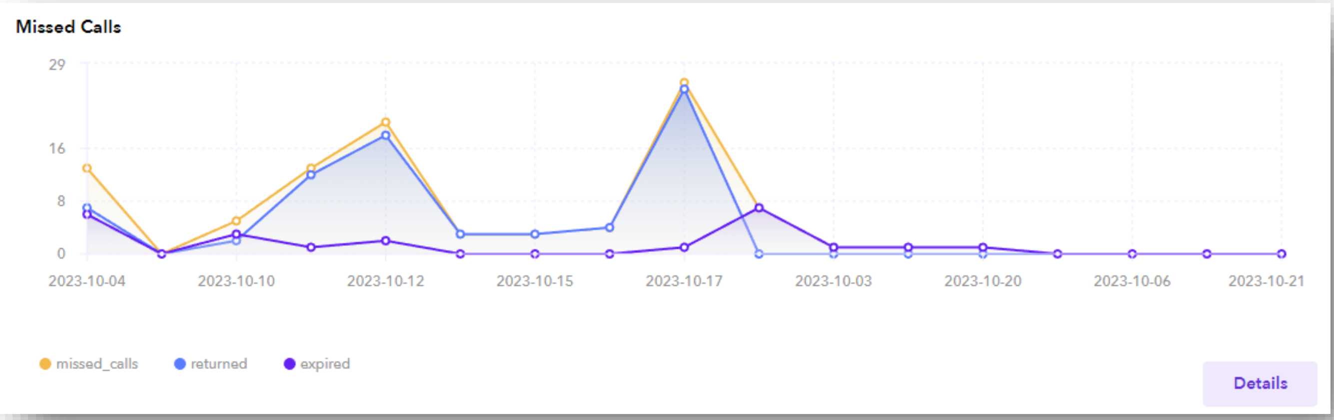
Avg. Answering time – The average time it takes for an agent to answer an incoming call.

Abandoned calls – Unanswered calls.

Avg. abandon time – On average, all agents are out of reach.

Avg. Call Duration – The average duration of one call.

Avg. Time After Call – The average time spent filling out the end of the conversation information.



Phonelines | Agents

Agents	Inbound Calls	Missed Calls	Returned	Expired	Avg. Return Time	Avg. Attempt To Return	Within 15min	Within 1h	End Of Day
Renatas Tellq	46	28	21	8	06:19:32	0	3	5	19

Inbound Calls – Incoming calls.

Missed Calls – Missed Calls.

Returned – Called back.

Expired – Unanswered calls. An attempts was made to make some calls (or not) and the call due to the settings in the system became expired.

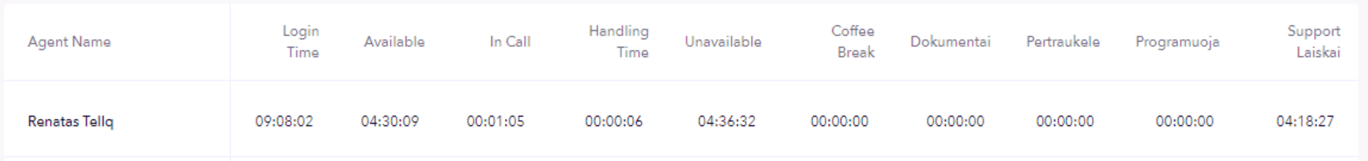
Avg. Return Time – Average time to call back.

Avg. Attempt To Return – Average number of attempts – call back.

Within 15 min – Called back in the first 15min.

Within 1h - Called back in the first hour.

End of Day – Called back at the end of the day.



Agent Name	Login Time	Available	In Call	Handling Time	Unavailable	Coffee Break	Dokumentai	Pertraukele	Programuoja	Support Laiskai
Renatas Tellq	09:08:02	04:30:09	00:01:05	00:00:06	04:36:32	00:00:00	00:00:00	00:00:00	00:00:00	04:18:27

Login Time – How long the Tellq agent has been logged into the system.

Available – How long in total the Tellq agent has been available.

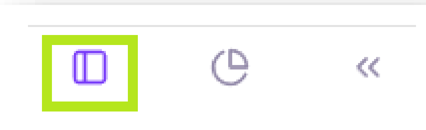
In Call – The time the agent spoke on the phone.

Handling time – The time after the call (until press DONE button).

Unavailable – How long has the Tellq agent been unavailable (was on a call, break, or disconnected).

Cofee / Documents / Break / Programming, etc . – All the breaks we created and the time that the agent spent on a specific break.

Important: In order to exit analytics and continue to work in the main window of the program - press the following button again:



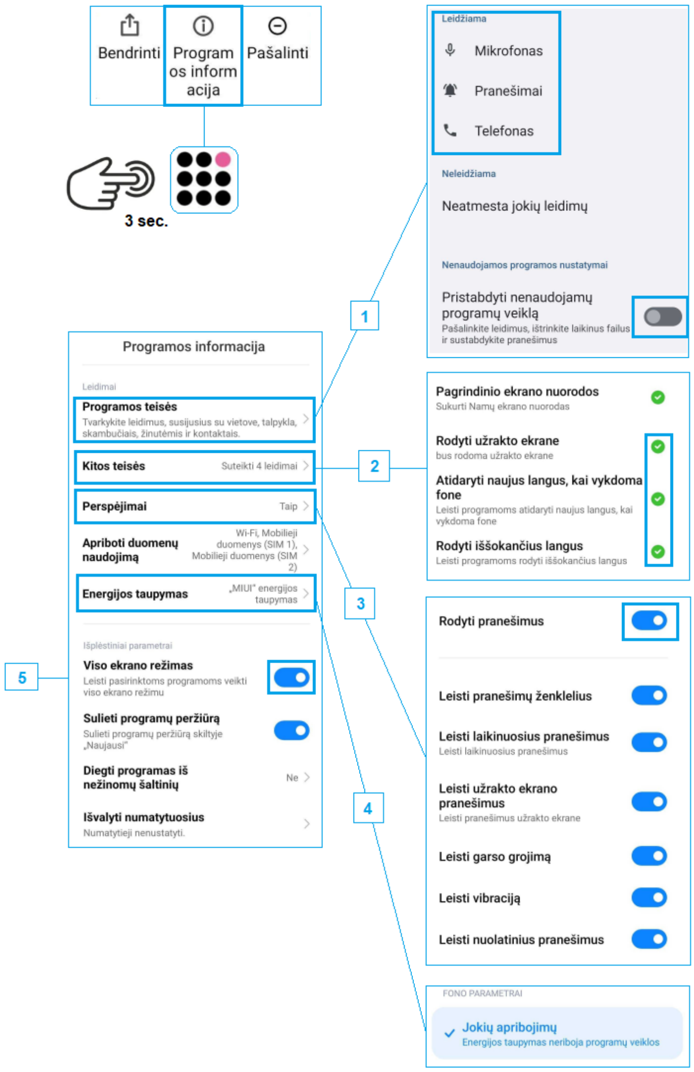
MOBILE APPLICATION FOR ANDROID PLATFORM

DOWNLOAD THE **TELLQ** APP FROM GOOGLE PLAY.

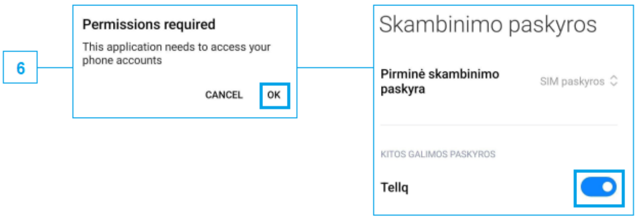
FOR QUICK SETUP: AFTER INSTALLING THE MOBILE APPLICATION – DO NOT OPEN IT.

Press your finger on the application badge that you see on the phone screen and hold for 2-3 seconds.

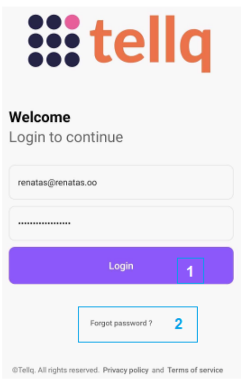
In the pop-up little "bubble", select - application details ⓘ



1. In the application rights settings, grant access to microphone / Notifications / Phone (calls). You should grant all the necessary permissions. Also, turn off the setting that pauses the activity of unused applications.
2. Other permissions (advanced setup) window – Grant permissions to the bookmarked settings.
3. In the Alerts (IN call settings) window, turn on notifications.
4. In the power saving (battery settings) window, turn off battery power saving by selecting "No restrictions".
5. In this selection, give the app permission to operate in full screen mode.
6. AFTER OPENING THE MOBILE APPLICATION: In the "Permissions" window that immediately appears, select "OK" and turn on the Tellq application as an additional calling account.



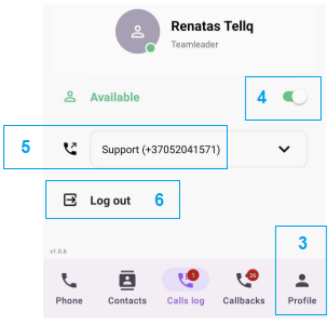
IN ORDER TO LOG IN TO THE MOBILE APPLICATION – open it and enter your logins:



1. Enter your logins (The same logins as the windows app) and press Login to log in to your account.
2. If you don't remember the password , you can press forgot password and restore it.

GETTING STARTED WITH THE PROGRAM:

When starting work, you must always check whether your status is available. You can do this by clicking on this button (3):



3. Pressing the button will open the Profile menu, where you can select the status of your user and a few more functions.

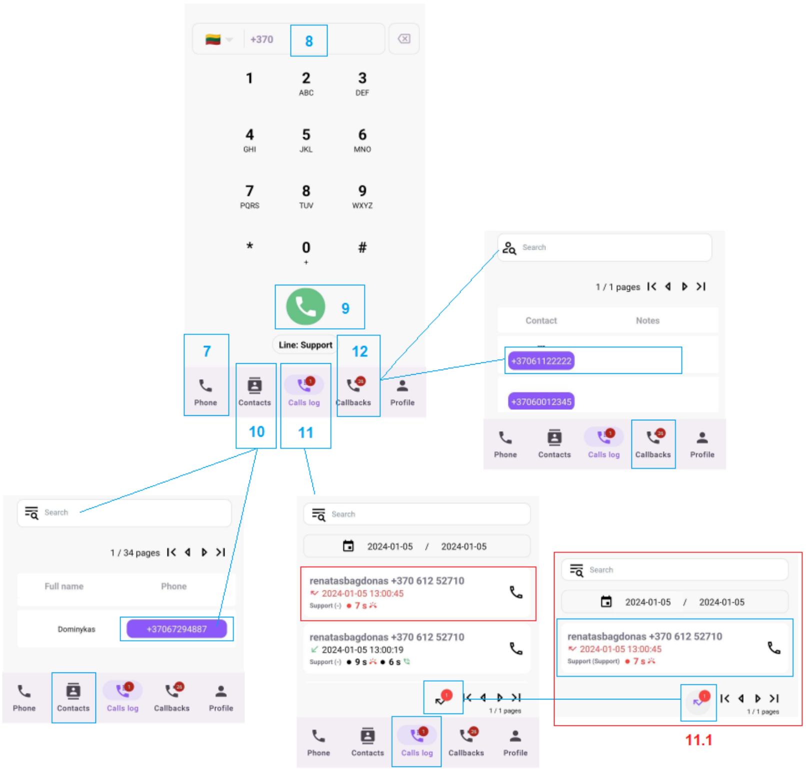
4. You can turn the status on and off with the help of a floating button.

5. In this section, you can select the number for OUT calls (If your call center has more than one number).

6. To log out of the program - press the button marked with a number (6):

CALLING (OUT CALLS):

When you have selected the OUT call number (5) >> you can proceed to working with OUT calls. Select Phone (phone window) (7) and in the box that opens at the top (8) enter the desired number on the line by pressing your finger. Typing is possible with the app keyboard or phone (pop-up) keyboard. Once you've entered everything – you can press the call button (9).



7. The main window of the phone (for calling).

8. The line for entering the number (OUT call).

9. OUT call initiation. Pressing the button – starts to make a call.

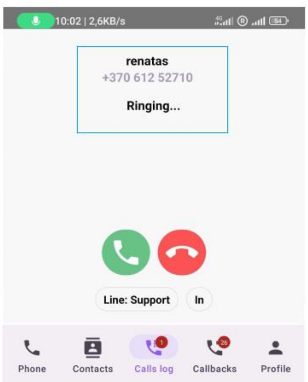
10. Contact book. It is possible to make a call by pressing your finger on the number (click to call).

11. Call logs list + missed calls. It is possible to call back by clicking on the phone symbol (on the right side next to the number). Missed calls are indicated by the red color of the date (marked with a red border). As well as the number at the icon of missed calls (11.1). By clicking only on the icon - it is possible to filter out all the missed calls (on this card will represent only them).

12. A Callback list has been created. It is also possible to make calls by clicking on the number (click to call).

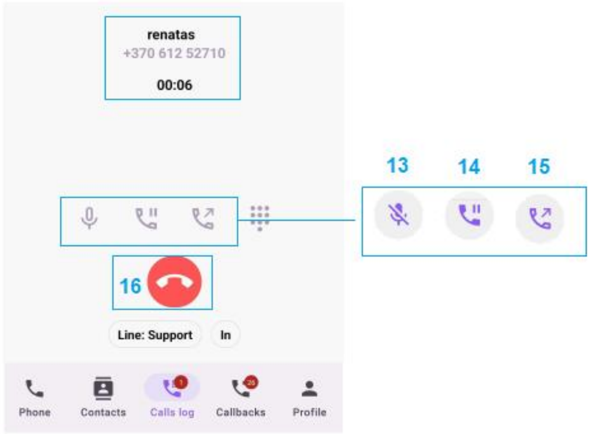
CALLING (IN CALLS):

You will receive information about the incoming call inside the mobile application, or on the phone screen (when you are not in the application itself). You will be informed about the call from the Tellq app by an inscription circled in a blue frame (first photo). You can answer in the usual order (green button):



CALL (CALL PROGRESS AND FEATURES):

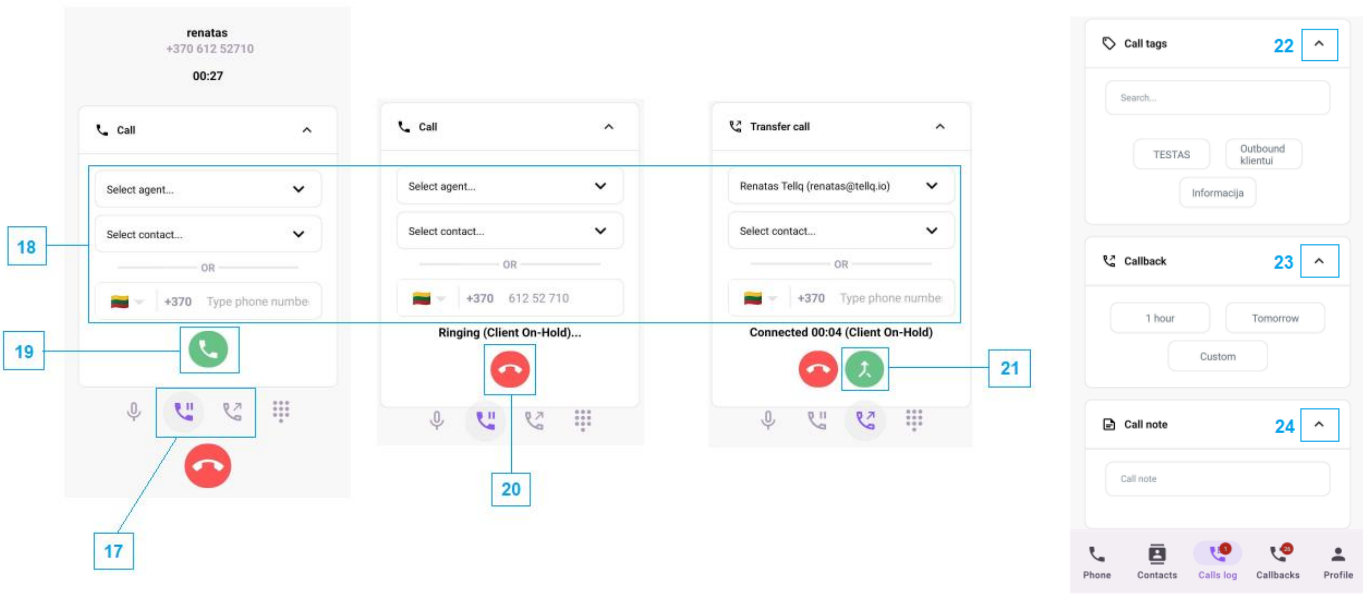
When you pressed the green button - the conversation began. The start of the call is indicated to you by the additional call functions that have appeared and the call time at the top of the mobile application:



13. Call mute function, which can be turned on or off by clicking on the icon (13).
14. HOLD function which can be activated or deactivated by pressing on the icon (14).
15. TRANSFER function which can be activated or deactivated by clicking on the icon (15).
16. End of call button – You can interrupt or end the call.

CALLING (HOLD + TRANSFER):

17. When you are in a chat, press one of the desired functions - HOLD (14) or TRANSFER (15)
18. Enter the desired external number or select from the list (For the HOLD and TRANSFER functions, the same logic).
19. Activate HOLD or TRANSFER
20. Stop the action until successful merging – press the red button.
21. The HOLD function takes place normally (a call with a client's delay), but if you want to connect the client to a colleague or an external number – in the last step, when you have contacted the desired external or internal number – you will need to press the TRANSFER icon (21). If the call is successfully connected to the client - you will be "thrown" out of the conversation and will no longer participate in it. This will be indicated by the end of the conversation window, in which it will require you to fill in the information for the end of the conversation and press the DONE button.



22. You can select the end of the conversation TAG.
23. You can create a CALLBACK for later callback.
24. You can record a note or reminder for this particular call.