



# TELAVOX OMNI Agent Software User Guide

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TELAVOX OMNI Agent Software



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## Send an Email:

- Click “Create errand”.
- Click “send an errand” and recipient
- email in the “To” field.
- Type your message and hit “Send.”

## Send a File:

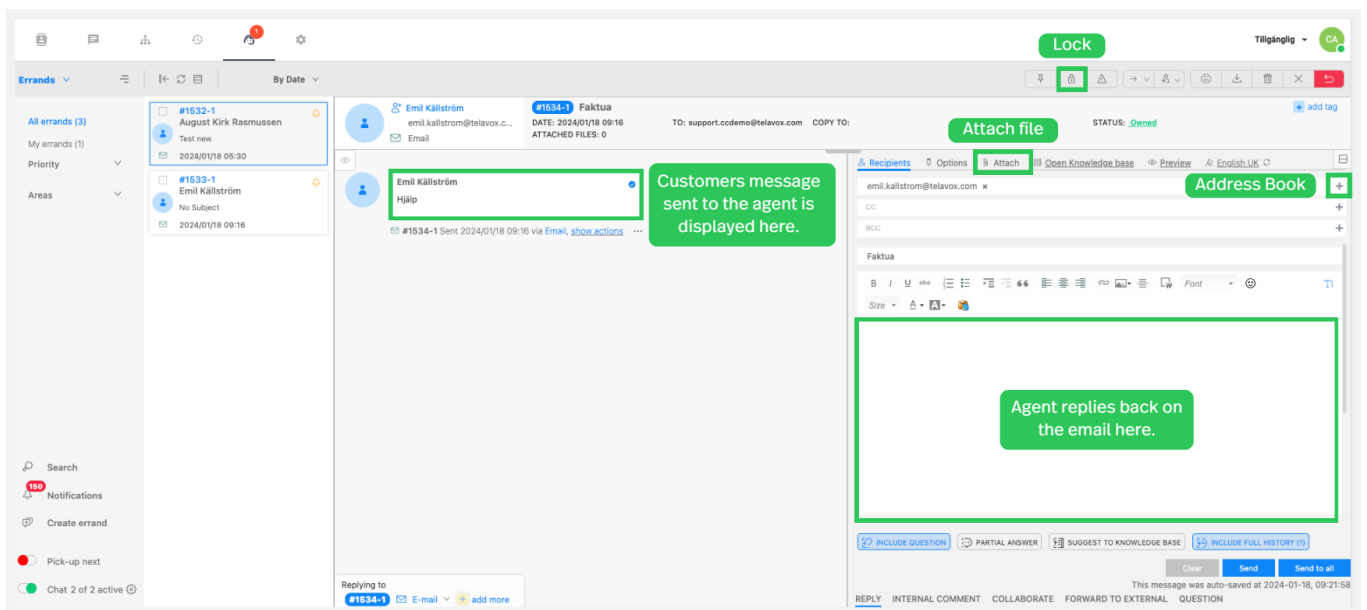
- While composing an email, click “Attach File.”
- Select the file and click “Send.”

## Address Book and Select Email:

- Access the “Address Book” on the right of the address field.
- Choose an email address and click “Select.”

## Lock an Email:

- Click “Lock” to ensure replies go to the same agent.



## Collaborate

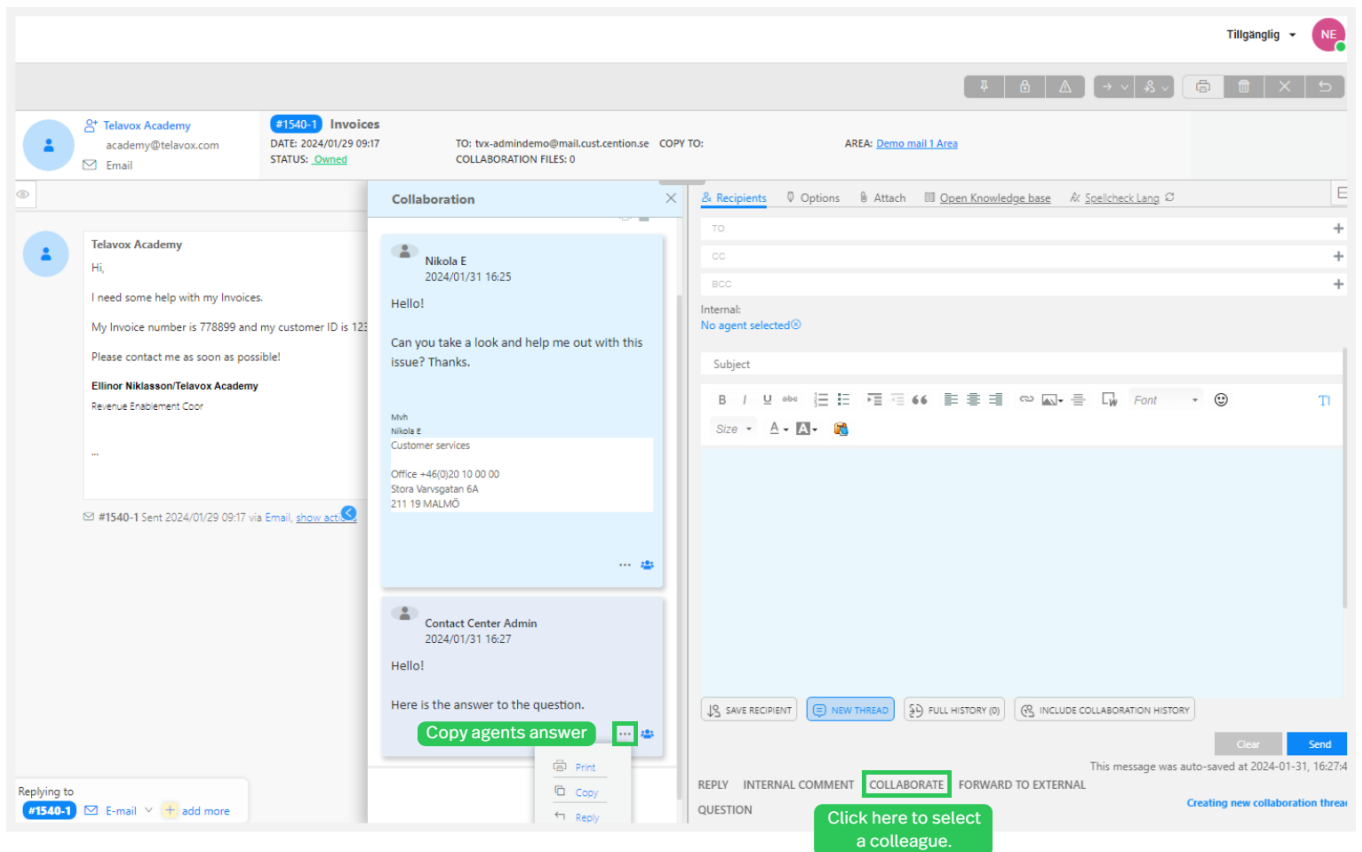
### Collaborate with a Colleague:

- Click on the three dots and click on “Copy”.

### Copy & Paste Colleague’s Answer:

- Highlight the text, right-click, and choose “Copy.”

- In your email, right-click and choose “Paste.”



## Unified Statistics

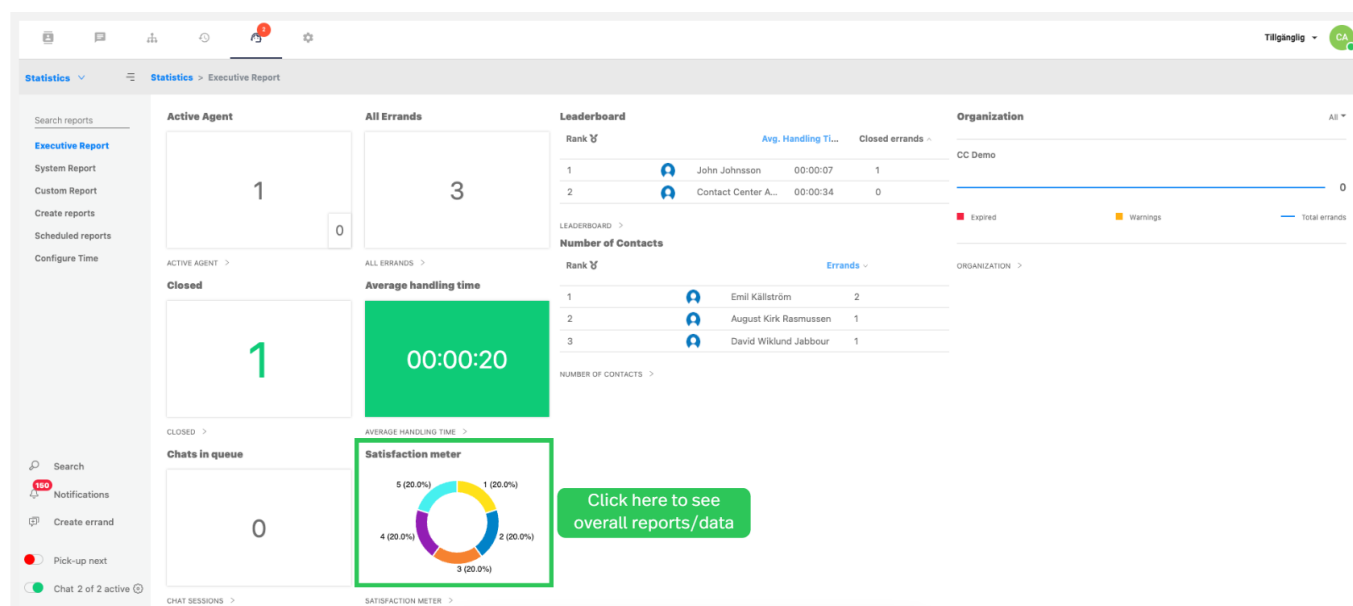
Only available if you are an admin user in Telavox Omni.

### Find Statistics:

- Click on the “Main Menu” and choose “Statistics” and then “View Reports”.

### Basic Statistics:

See overall performance, response times, customer feedback etc.



## Knowledge Base

Only available if you are an admin user in Telavox Omni.

## Access Knowledge Base:

- Find it in the main menu.

## Update Content:

- Click "Edit" on an answer to make changes.

The screenshot displays the Cention Knowledge Base interface. On the left, a sidebar contains navigation links: Administration, Organizations, Groups, Agents, Routing groups, Knowledge bases (highlighted), Chat, Companies, Stun/Turn Servers, Contact cards, API, Email Templates, and System Setup. The main area is titled 'Knowledge bases' and includes tabs for Knowledge bases, Categories, Questions (active), Suggestions, and Ratings. A search bar and a 'Sort By' dropdown are present. A table lists seven questions, with the first one, 'How do you credit / Cancel an invoice?', selected. An 'Edit in knowledge base' button is located below the table. On the right, the 'Edit Question' modal is open, showing the question text and a rich text editor for the answer. The answer text reads: 'Hi, We have now sent you a credit invoice, and also the new invoice with the correct amount have been sent.' A 'Change content in Question and Answer' button is visible in the modal.

## Tagging Errands

### Tag an Errand:

- Open an errand, click “Tag,” add your tag.

### Filter Errands by Tags:

- Use the “Filter” option and select tags.

### Create Own Tags:

- Go to settings, find “Tags,” click “Add.”

Only available if you are an admin user in Cention.

The screenshot shows a support ticket interface. At the top, there's a toolbar with icons for pin, lock, warning, navigation, and actions. Below this, the ticket details show 'AREA: Support' and 'STATUS: Owned'. A green box highlights a '+ add tag' button. A dropdown menu is open, titled 'Tags', with a search bar 'Search tag...'. The menu lists three tags: 'Ekonomi (2)', 'Support (3)', and 'VIP - Tags'. A green callout bubble points to the dropdown with the text 'Add a tag to the errand'. The main content area has tabs for 'Recipients', 'Options', 'Attach', 'Open Knowledge base', and 'Pr'. The 'Recipients' tab is active, showing email addresses and CC/BCC fields. Below this is a rich text editor with a toolbar and a large text area. At the bottom, there are buttons for 'INCLUDE QUESTION', 'PARTIAL ANSWER', 'SUGGEST TO KNOWLEDGE BASE', and 'INCLUDE FULL HISTORY (1)'. Further down are 'Clear', 'Send', and 'Send to all' buttons. A timestamp 'This message was auto-saved at 2024-01-18, 09:21:58' is displayed. At the very bottom, there are links for 'REPLY', 'INTERNAL COMMENT', 'COLLABORATE', 'FORWARD TO EXTERNAL', and 'QUESTION'.

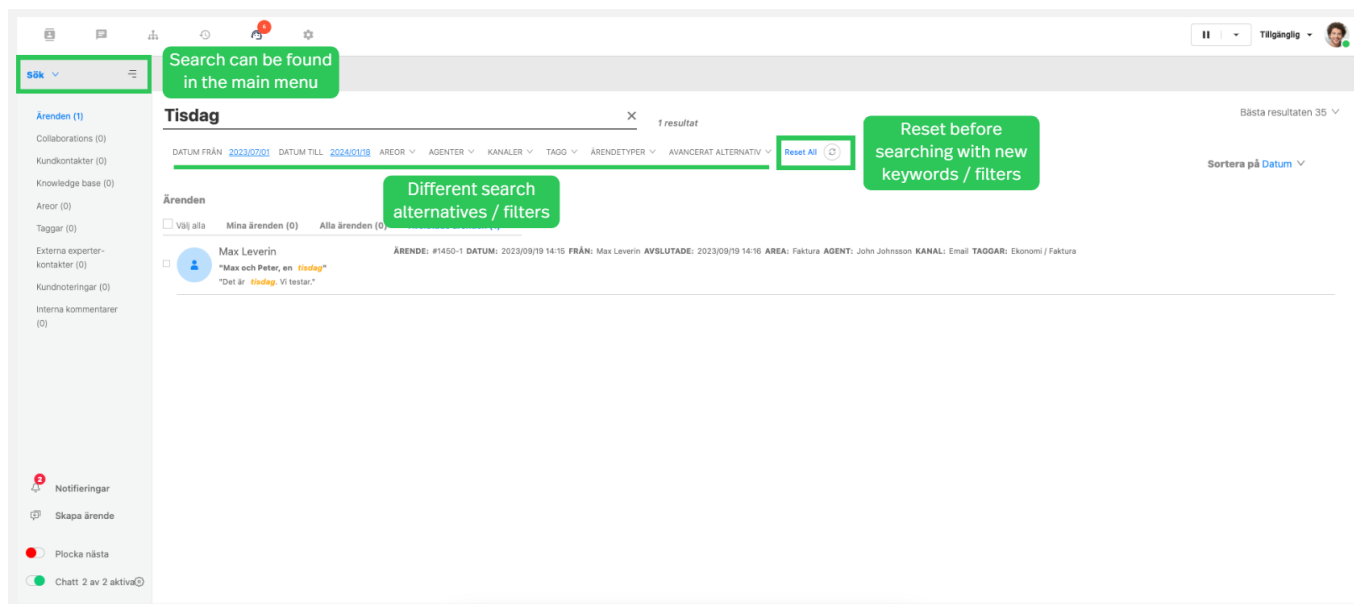
## Search

### Search Options:

- Use keywords, customer name, or ID for different searches.

### Refine Search:

- After the first search, refresh and use additional filters.

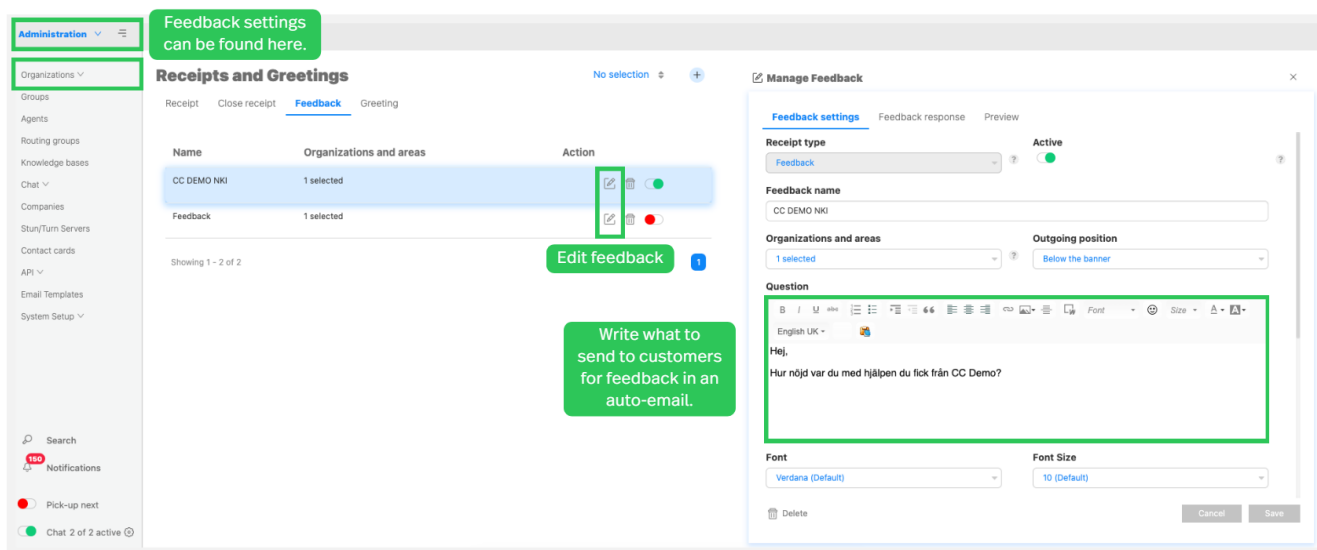


## Satisfaction Meter

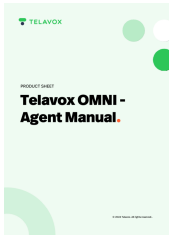
Only available if you are an admin user in Telavox Omni.

## Gather Customer Feedback:

- Click on "Administration" in the main menu and then "Organizations". Now choose "Receipts and Greetings", here you can decide what to send to customers for your feedback gathering.



## Documents / Resources



[TELAVOX OMNI Agent Software](#) [pdf] User Guide  
OMNI Agent Software, Agent Software, Software

References

- [User Manual](#)

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