Manuals+ — User Manuals Simplified.

TELAVOX OMNI Agent Software

TELAVOX OMNI Agent Software User Guide

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Contents

Email

Send an Email:

- Click "Create errand".
- Click "send an errand" and recipient
- email in the "To" field.
- Type your message and hit "Send."
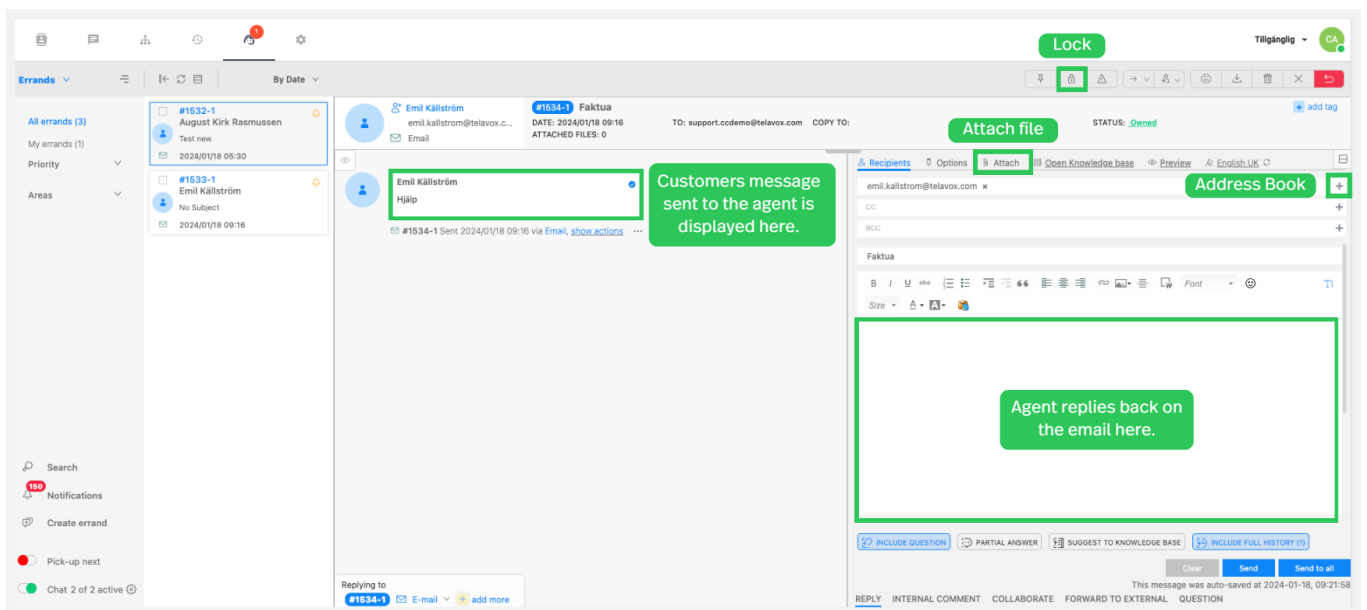
Send a File:

- 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:

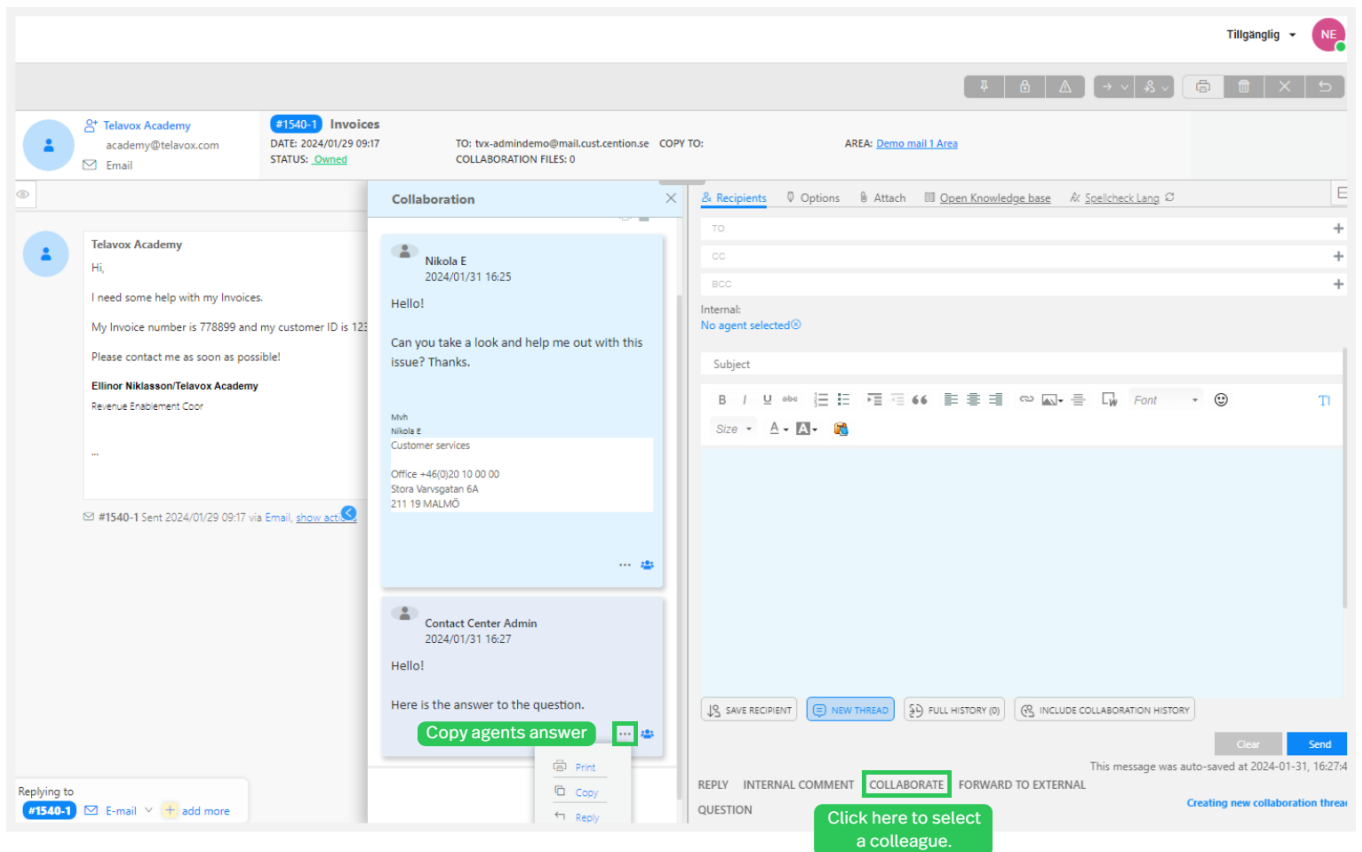- Click "Lock" to ensure replies go to the same agent.

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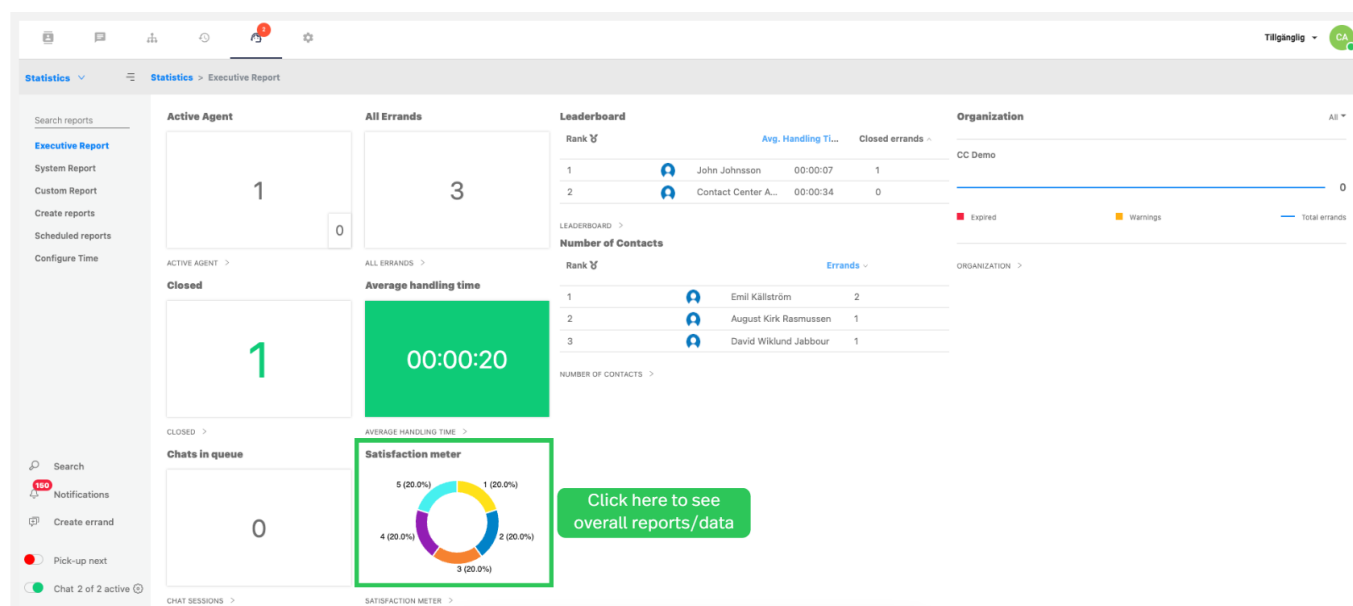
Only available if you are an admin user in Telavox Omni.

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.

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."

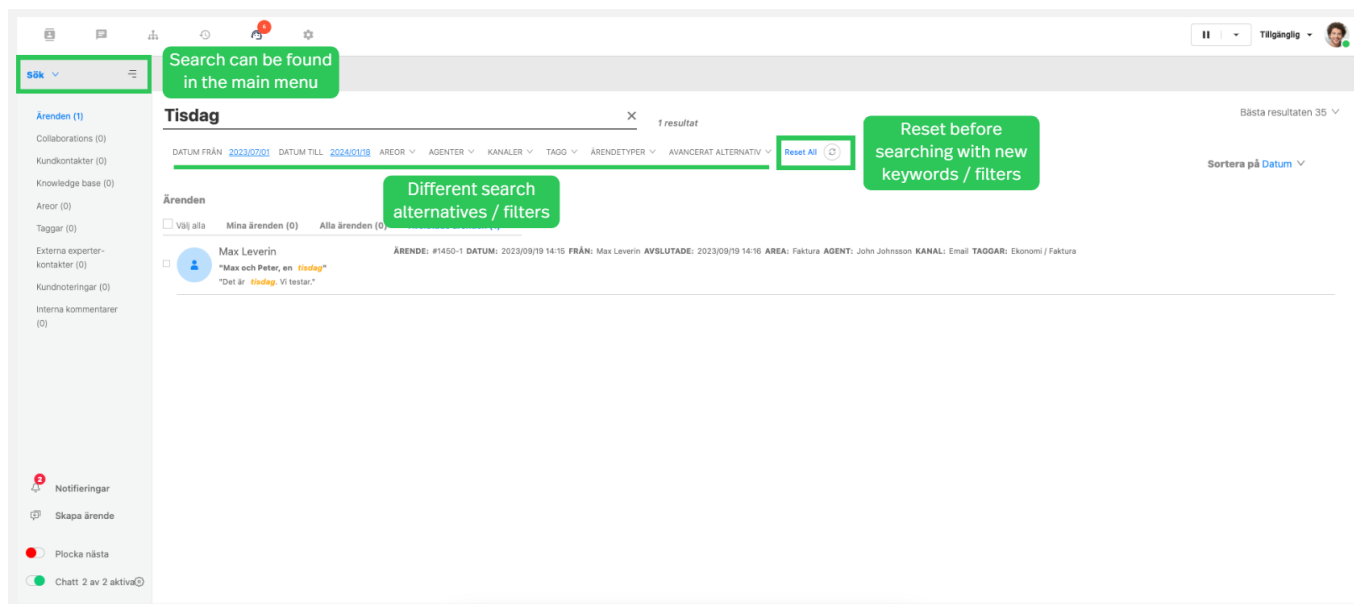Only available if you are an admin user in Cention.

Search

Search Options:

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

Refine Search:

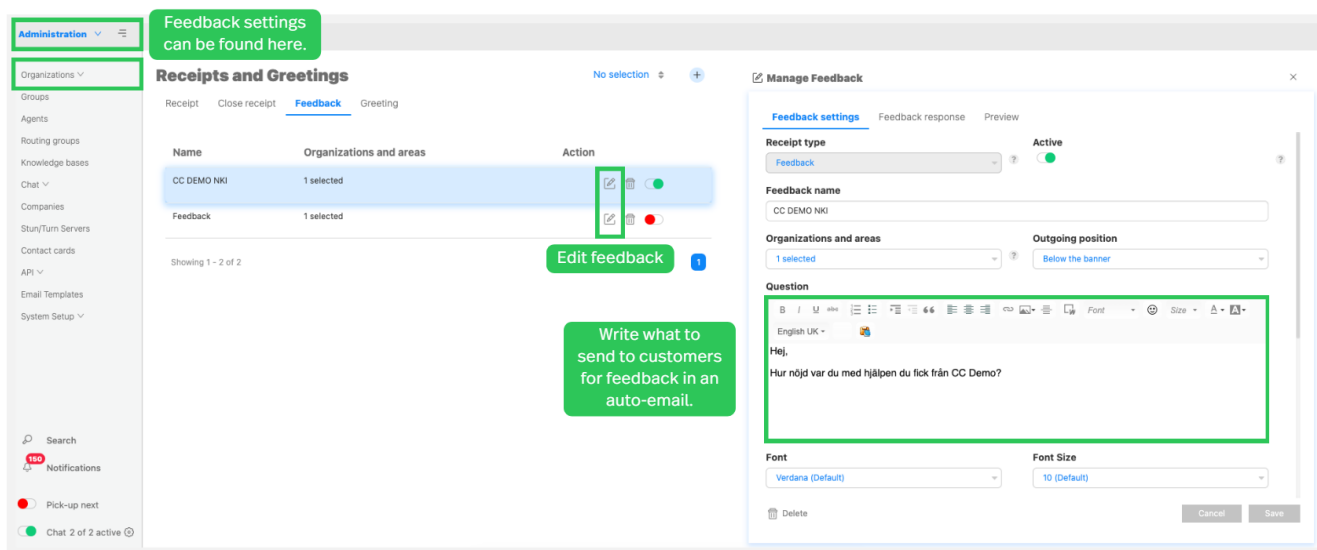- After the first search, refresh and use additional filters.
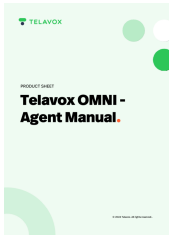
Satisfaction Meter

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**