

# APA User Guide

For APA 2.7, updated January 21, 2021

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## Introduction

Agent Portal Application (APA) is the SCOPSERV desktop solution for call centres. It offers access to phone functions and integration with CRMs.

The APA complements your telephony without replacing it. While using APA, you can keep using the same functions on your phone as before. You now have two ways of calling, answering, transferring, etc.

## Installation

This guide assumes APA Client has already been installed with valid licence on your computer. For any issue, please contact your system administrator.

## Logging In

To log in, your computer must be connected to the internet so that it can establish a connection with SCOPTEL. You must also have an agent profile configured in SCOPTEL.

1. Start APA client.
2. In the setup screen enter you should have the following fields already filled:
  - server domain and port
  - protocol (HTTP or HTTPS)
  - tenant
  - your phone extension

If not, see your administrator to set them up properly, otherwise you will not be able to connect to the telephony services.

3. In the login screen enter your user information:

- agent extension

- passcode

## Logging Out

To log out of APA, click the user icon or name on the far right and select **LOG OUT**.

## Telephony

Telephony functions are located at the center of the application ribbon. There is a field to type phone numbers, and appropriate action buttons depending on your status.



## Incoming Calls

Once you are logged in the application, you will be notified of incoming calls.



To accept the call, click **ANSWER**. The call will be accepted on your phone terminal, via headset or speaker.

If you administrator has set up the *auto-answer* option for your calls, the call will be automatically picked up without your intervention.

## Outgoing Calls

To dial an extension or an outgoing call, type the number in the text box **CLICK HERE TO TYPE #** and click **DIAL**.

## Pausing

You can put yourself in pause mode so that you stop receiving phone calls from queues, and your phone sends a busy signal if someone tries to call it.

To pause:

1. Click the **PAUSE** button.
2. Select a pause type if applicable.

The “away” timer (hours:minutes) will start. It appears next to the button.

To unpause:

1. Click the **UNPAUSE** button.

The “active” timer (hours:minutes) will start. It appears next to the button.

## Kuando Busylight

If your computer is connected to a Kuando Busylight, it will display the following light signals:

- green: available to receive calls
- red (pulsing): line is busy
- blue: incoming call
- yellow: away (agent is on pause)

## Queue Statistics

APA displays two global numbers:

- AWT: the average caller wait time on all queues

- **WAITING**: the total number of caller waiting on all queues

You can view detailed queue statistics:

1. Click on **AWT**.
2. Select a queue (the tenant name is shown as the first part of the name).

A new window will pop up. The available statistics are:

- average wait time
- average talk time
- total talking time
- answered calls
- abandoned calls
- waiting calls
- total calls received
- service level
- idle agents
- busy agents
- paused agents

This panel will keep displaying the statistics for the selected queue. To change queue, click **BACK** and select the one you want.

## Queue Management

To view activity on the queues and log into or out of queues, you can use the *Queues* view. To open *Queues* view, click on **QUEUES**.

The information displayed includes:

- **STATUS**: the compliance status of the queue according to System Level Agreement (SLA) as set up in SCOPEL. You can quickly see if a queue's service level is low and requires intervention.
- **QUEUE NAME**: the tenant and queue name.
- **AVG WAIT**: the average waiting time of callers before their call is answered.
- **WAITING**: the number of current callers waiting on the queue.
- **ABANDON RATE**: the ration of abandoned calls. A high ration usually indicates that callers are spending too much time waiting to be answered.

## Changing Your Queue

There is also a row of checked boxes on the left. The active ones indicate the queues that you are currently logged in. If system settings allow it, you can log yourself in or out of a queue by clicking a box and clicking **LOG IN/OUT**.

WAITING 0    QUEUES 3    [CLICK HERE TO TYPE #](#)    [DIAL](#)

	STATUS	QUEUE NAME	AVG WAIT	WAITING	ABANDON RATE
<input type="checkbox"/>	GOOD	default-sales-product	0s	0	0%
<input checked="" type="checkbox"/>	GOOD	default-sales-service	0s	0	0%
<input checked="" type="checkbox"/>	GOOD	default-support	0s	0	0%

[LOG IN/OUT](#)

## Settings

# Settings

Theme :

Light Mode

Dark Mode

Automatically minimize APA after a minute.

Automatically open ContactInfo window.

Enable Busylight.

Language :

English

## About

Version : 2.7.2

The application will be restarted on save.

SAVE

CANCEL

You can access preferences by clicking your user icon or name on the far right and choosing **SETTINGS**. You will see the version number under the About heading. There are two preferences that you can access:

- Theme: to set the background theme to either dark or light (default).
- Display: to set which screen will display the app if you have multiple displays.
- Language: currently English and French are supported.

To apply those changes, the application needs to be restarted.