

Feature_List_Mobile_Toolbar

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1. Document Versioning

| Version | Date | Purpose | Author |
|-----------|-------------|-------------|---------------|
| MAppTb-v1 | 05-Dec-2020 | First Draft | Saurabh Goyal |

2. Introduction

This document introduces to the Features, Scope, Capabilities, and comparison between Android and IOS version of Toolbar Ameyo Mobile Agent App .

2.1 Toolbar Mobile Agent App

Ameyo offers the feature to integrate and use the capabilities of the toolbar through its mobile app. The mobile app includes both mobile platforms of Android and IOS. The mobile app provides the feature to the agent to communicate with their consumers from their mobile phones directly. It can provide them the next-generation way of communicating with the consumers for either making the sales or delivering the support without.

3. Features of Mobile Agent Toolbar App

The following table illustrates the features of the Mobile Agent Toolbar App.

| Feature | Description | Android Availability | IOS Availability |
|--|---|----------------------|------------------|
| Secure and Easy Login | The agents can download the app directly from their play/apple store. Every agent has its credentials to login. It helps the agent to work in their respective domain. This feature also helps the supervisor to analyze and monitor the working of each agent. | Yes | Yes |
| Campaign Selection and Default Working | The agents have the privilege to select multiple campaigns in which they are assigned. After the selection, the agent can select the campaign in which they want to work by default. | Yes | Yes |
| AutoCall Toggle Button | A toggle button is present in the mobile app, which helps the agents toggle-on or toggle-off the AutoCall. | Yes | Yes |
| Agent's Availability | The agent has the option to set its availability. The agent can also select Break Reasons when they are not working. | Yes | Yes |
| Floating Widget | The mobile app contains a floating widget that hovers at the agent's mobile screen all the time. It helps the agent to view the status of their calls while working on their CRM. | Yes | No |

| Feature | Description | Android Availability | IOS Availability |
|-----------------------------|--|----------------------|------------------|
| Features of Floating Widget | <p>The following features of the floating widget are available, which helps the agent to work efficiently.</p> <ol style="list-style-type: none"> 1. Agent Availability / Break Reason: The agent can view his/her availability status. 2. AutoCall Toggle Button: The agent can toggle the status of the AutoCall from the widget itself. 3. Disposition button: A disposition button is also present at the widget, through which the agent can provide the disposition of the ongoing call. 4. Consumer's Information: The floating widget shows the basic information like name and phone number of the consumer. 5. Call Hold Button: The agent can put the call on hold directly from the floating widget. 6. Call Disconnection: The agent also has the privilege to disconnect the call from here. | Yes | No |
| Mobile Notification | A constant mobile notification is also present at the agent's mobile in the top panel of notifications, which helps to remind the agent constantly. As soon as the agent logout from the | Yes | Yes |

| Feature | Description | Android Availability | IOS Availability |
|----------------------|--|----------------------|------------------|
| | app, this notification will also end from the top notification panel. | | |
| Calling the customer | The agent can call the customer. If AutoCall is enabled, then the calls will automatically dialed by the dialer; else the agent can dial manually. | Yes | Yes |
| Customer Creation | The agent can call the customer. If AutoCall is enabled, the calls will automatically be dialed by the dialer; else, the agent can dial manually. | Yes | Yes |
| CRM | In the mobile app CRM can be integrated. This CRM can be used to store the information of the customer. | Yes | Yes |
| Calls Handled | This widget shows the total number of calls handled by the agent in the current session. | Yes | Yes |
| CallBacks | It shows the total number of callbacks scheduled for the agent. | Yes | Yes |
| Reschedule callbacks | The agent can reschedule the callbacks that the agent has scheduled. The agent has to provide the reason for rescheduling the callback. | Yes | Yes |
| Delete Callbacks | The agent can also delete the scheduled callbacks. The agent has to provide the reason for deleting the callback. | Yes | Yes |
| Processed Leads | It shows the total number of leads that the agent has processed in the present session. | Yes | Yes |

| Feature | Description | Android Availability | IOS Availability |
|-----------------------|--|----------------------|------------------|
| Success | It shows the count of the successful disposed calls. | Yes | Yes |
| Total Login Duration | It shows the total duration of the agent for which he/she was logged in for the current session. | Yes | Yes |
| Average Talk Time | It is equal to the total time (in seconds) spent by the agents while talking to the customers divided by the total number of answered customer calls in this campaign. | Yes | Yes |
| Average ACW Duration | It is the average amount of time spent by all the agents in disposing the calls.It represents the average time taken by the Agents to dispose the calls. | Yes | Yes |
| Average Hold Time | It is equal to the total hold time divided by the count of customer calls with holds. | Yes | Yes |
| Average Handling Time | It is equal to the sum of Customer Talk Time, Customer Hold Time for, and Wrap Time of Connected Calls divided by the total connected calls. | Yes | Yes |
| Break Count | It shows the total number of breaks in which the agent has put its availability status from Available to any of the break reason. | Yes | Yes |
| Total Break Duration | It shows the total number of breaks in which the agent has put its availability status from Available to any of the break reason. | Yes | Yes |

| Feature | Description | Android Availability | IOS Availability |
|--------------------------------------|--|----------------------|------------------|
| Break Count | It shows the total count of the breaks that the agent has taken in its current session. | Yes | Yes |
| Customer Tab | The customer tab of the mobile app shows the list of the registered customers. It shows their information like name and phone number. | Yes | Yes |
| Click-to-Call button at Customer Tab | The agent can directly make a call to the customer through the Click-to-Call feature. | Yes | Yes |
| Team Tab | The agent can chat with their teammates through Team tab. | Yes | Yes |
| More Tab | The more tab contains the settings, so that agent can customize its working accordingly. | Yes | Yes |
| My CallBacks | The "My CallBacks" option helps the agent to view the list of his scheduled callbacks. | Yes | Yes |
| Basic Settings | <p>The following are the basic settings available that the agent can perform from the mobile app.</p> <ol style="list-style-type: none"> Campaigns and Default Campaign: The agent is able to change the campaign to work and also the default campaign. Extension: The agent can also change the extension. Change Password: The agent has the option to change his password. | Yes | Yes |

| Feature | Description | Android Availability | IOS Availability |
|----------------------------|---|----------------------|------------------|
| | <p>4. Send Logs: If there is any problem found in the app, then through this option the agent can send the logs to the agent.</p> <p>5. Reload: During network fluctuations, the agent can reload the app. In this, the network using the app will get refreshed.</p> | | |
| Transfer the call | The agent has the privilege to transfer the call to another agent. | Yes | Yes |
| Conference of the Call | The agent has the privilege to confer the call to another agent or another user. | Yes | Yes |
| WebRTC Configuration | The agent can configure the app to run on WebRTC. | Yes | No |
| Call History Module | The Call History module shows the history of all the calls that the agent has attended. | Yes | Yes |
| Missed Call Module | It shows the list of missed calls that the agent has missed or does not pick them. | Yes | Yes |
| WebRTC Configuration | WebRTC can be configured with Ameyo Agent Toolbar App. | Yes | Yes |
| IMEI Number Authentication | If the administrator has configured IMEI number mapping with the agent, then the agent can only login with the device whose IMEI number is mapped. | Yes | No |

| Feature | Description | Android Availability | IOS Availability |
|-----------------------------|--|----------------------|------------------|
| Call Reversal Solution | In this solution, the agent's leg will always be connected with the Call Server, only the Customer's leg connects every time. | Yes | Yes |
| Screen Recording Prevention | If the administrator has configured the Screen Recording Prevention, then the agent will not be able to record the Screen through any third-party or native software app. It helps to ensure the prevention of Data Piracy. | Yes | No |
| Screenshot Prevention | This feature prevents the agent from taking the screenshot of the Ameyo Agent Mobile app. It helps the organization to ensure its data privacy. | Yes | No |
| Disable Call Recording | If the administrator has disabled the call recording, then the conversation between agent and customer will not get recorded. This feature helps the organization to ensure its privacy. | Yes | No |
| WhatsApp Chat Support | WhatsApp Chat support is also present in the mobile app. The messages shared over WhatsApp are received on the mobile app itself. | Yes | Yes |
| LeadSquared Third party CRM | If LeadSquared CRM (third-party CRM) is integrated with Ameyo application, then a link is displayed at the floating widget. The agent can click this link to redirect to the LeadSquared app. The agent's login credentials will be the same as that of the Ameyo, and the agent should be able to logon to LeadSquared App. | Yes | No |

| Feature | Description | Android Availability | IOS Availability |
|----------------------------|--|----------------------|------------------|
| Salesforce Third party CRM | <p>If Salesforce CRM (third-party CRM) is integrated with Ameyo application, then a link is displayed at the floating widget. The agent can click this link to redirect the Salesforce app.</p> <p>The agent's login credentials will be the same as that of the Ameyo, and the agent should be logon to Salesforce App.</p> | Yes | No |