

User Manual

# ZIWO AGENT CLIENT



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# ziwo LOGIN

Need A Video Demo ?

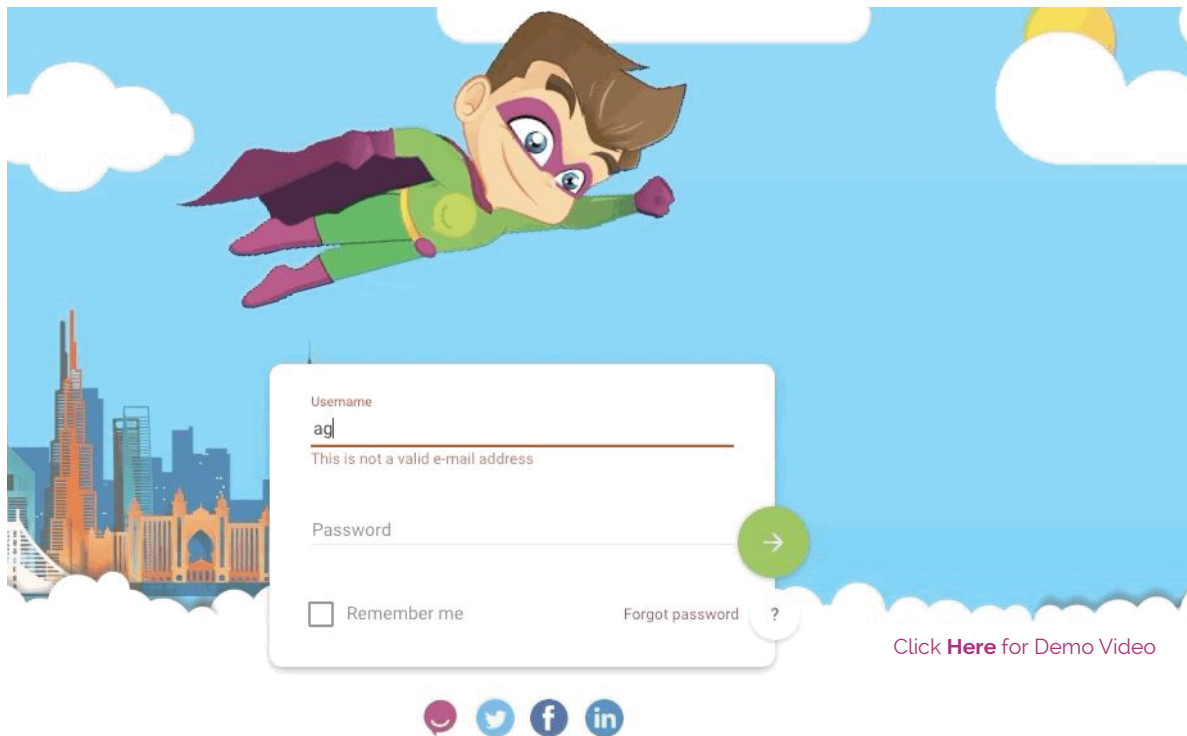
Watch the complete ziwo agent login demo tutorial [Here](#) and follow the steps on the manual accordingly.

Open ZIWO instance in chrome (Only Chrome browser is supported by ZIWO) by entering your Domain/ instance name: yourdomain .aswat.co

**Step 1.** Enter your email address.

**Step 2.** Enter Password

**Step 3.** Click on Green arrow to login.

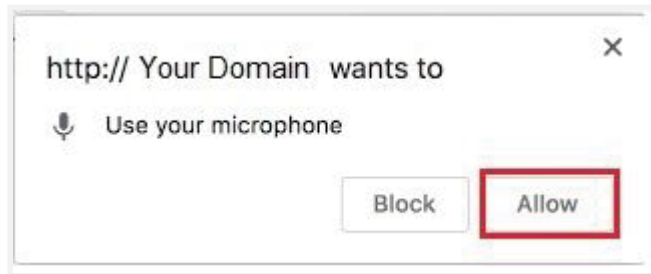


Once you are logged in, please make sure to enable your mic in order to be able to make and receive calls.

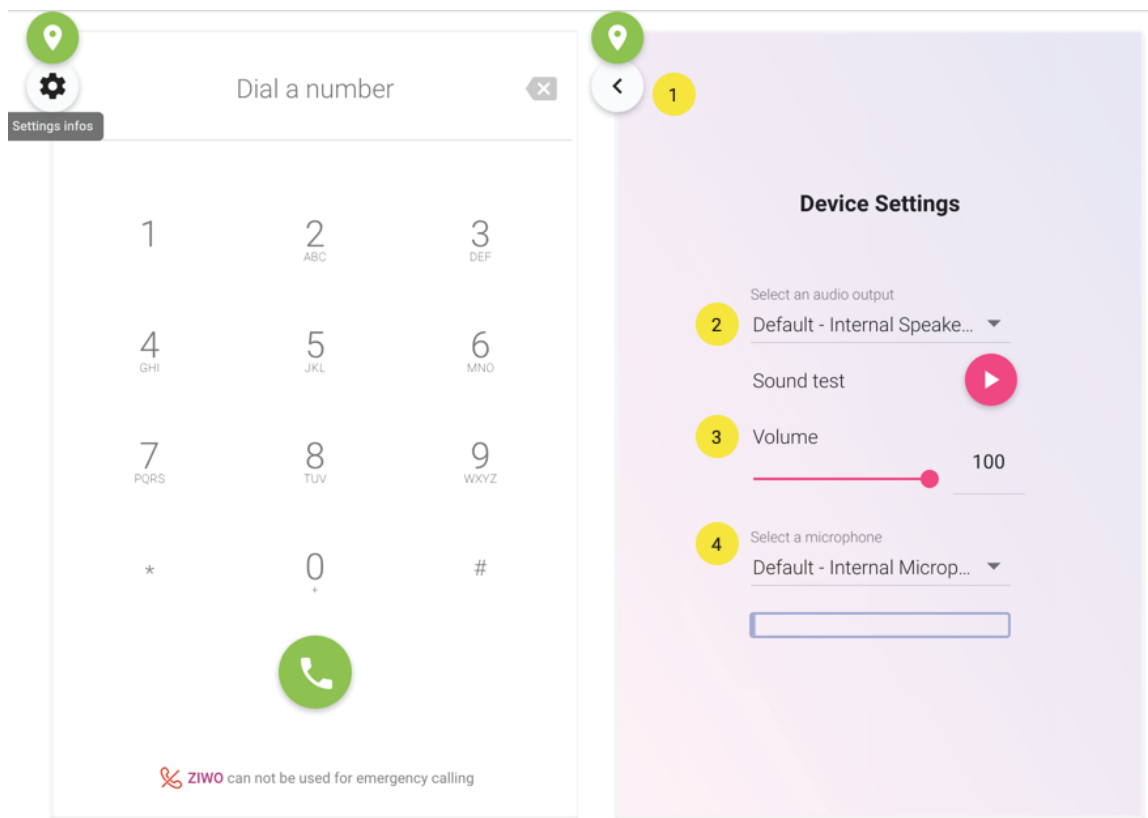
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## DEVICE SETTINGS

**Step 1:** You can double check your device settings by clicking on settings Info:



**Step 2:** Then you should be able to see your Device Settings and make sure that the default audio and Mic drivers are showing:



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It is recommended to connect a headset in order to be able to make and receive calls, related headset drivers should show. If you are going to make and receive calls from your machine then the machine drivers should show. In case the drivers were not showing then you won't be able to make and receive calls and you need to check with your IT team.

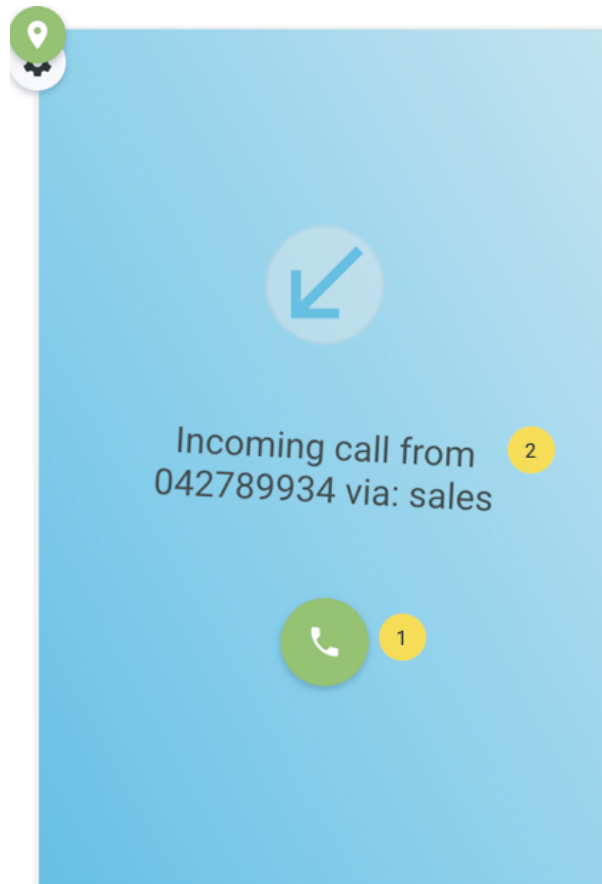




# RECEIVE CALLS

**Step 1:** When you login as an agent, as shown in the screenshot, make sure your status is set to "Available" in order to be able to receive inbound calls.

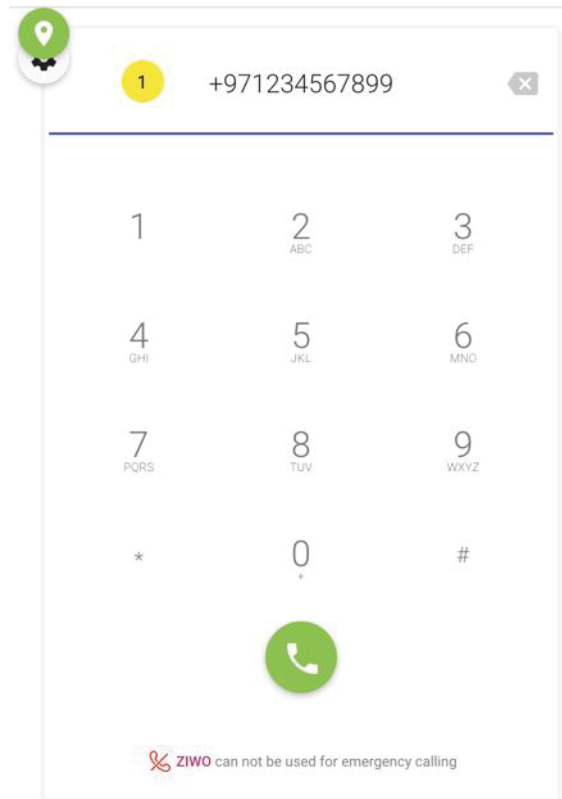
1. Click on the "Answer" button to accept the call.
2. The incoming number will be shown as below in the screenshot.  
(Ex. Incoming number : 0 45864022, Queue : STest)



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# MAKE OUTBOUND CALLS

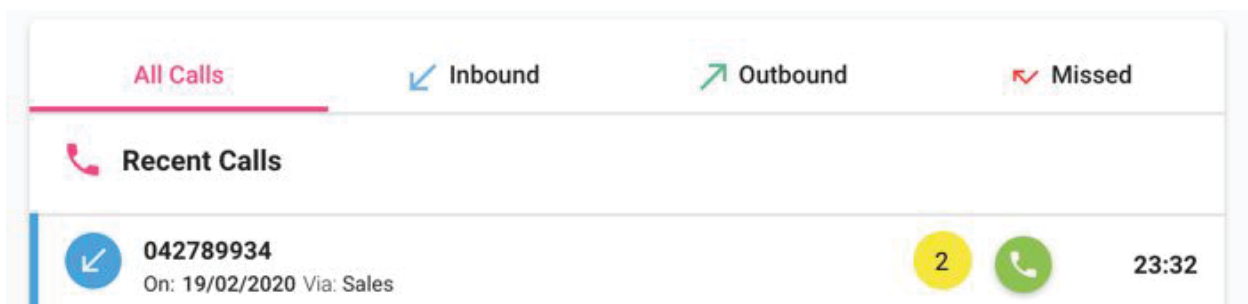
**Step 1.** To make an outbound call, you must enter the number in the international dialing code into the dial pad otherwise the call will not get connected. (International format is + or 00 followed by the country code then the number. For example, If I want to make a call to UAE, I need to follow this format: +971XXXXXXXXXX).



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**Step 2.** Another way to make an outbound call is done as follows:

- Go to the "Recent Calls" section found on the left hand side of the dialpad.
- Place the mouse over any number, a green "Call Again"  button appears.
- Click on the green button and the call will start ringing.

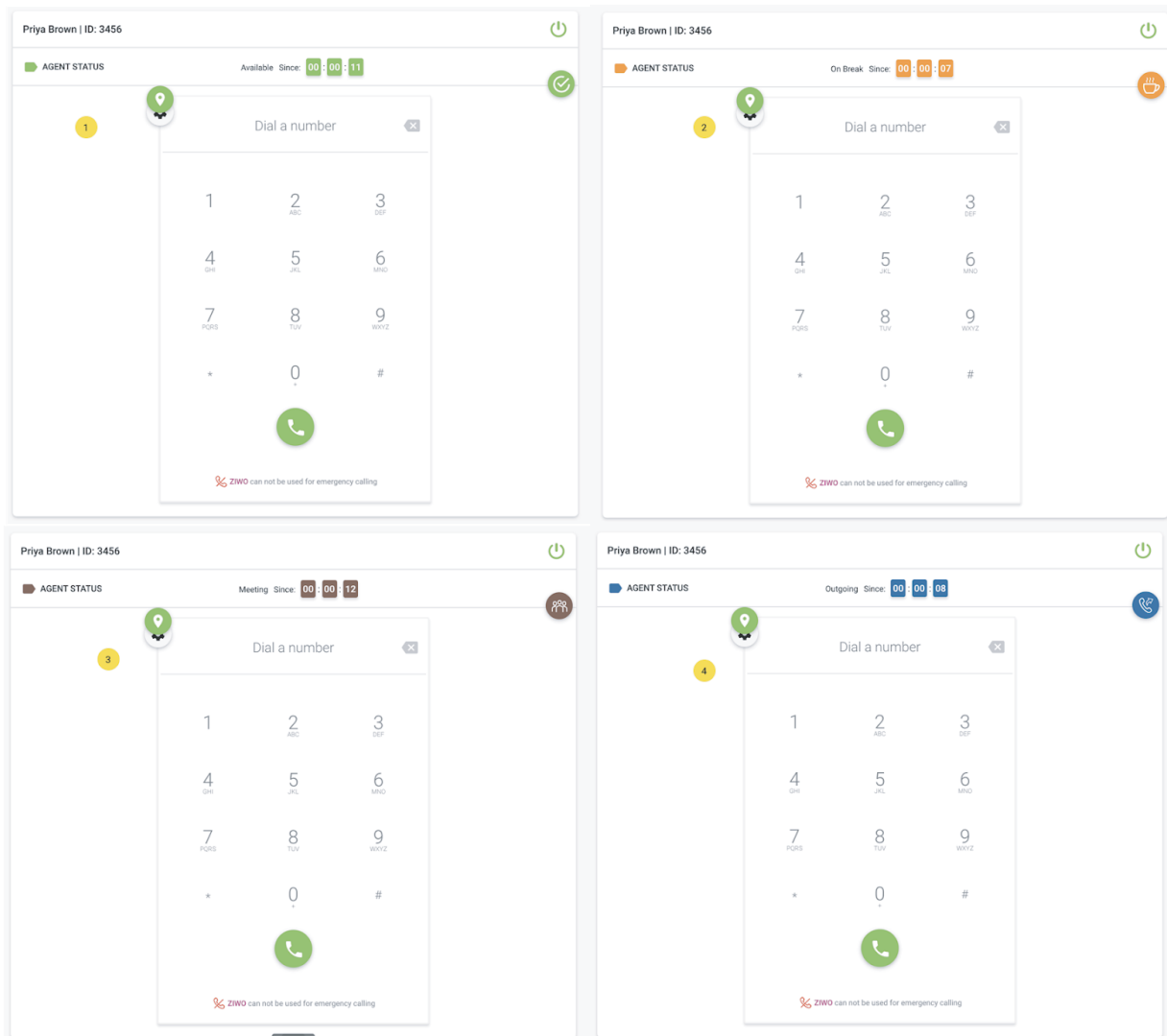




# CHANGE AGENT STATUS

There are **4** statuses, with different color codes, available for an agent to choose from. When a status is selected, a counter starts counting the time spent in that status. Below is a description about these statuses:

1. **Available**: Agent is ready to receive calls.
2. **On Break**: Agent is going on a break thus he will not receive calls.
3. **Meeting**: Agent is having a meeting thus he will not receive calls.
4. **Outgoing**: Agent wants to make outbound calls and he will not receive calls while he is on this status.



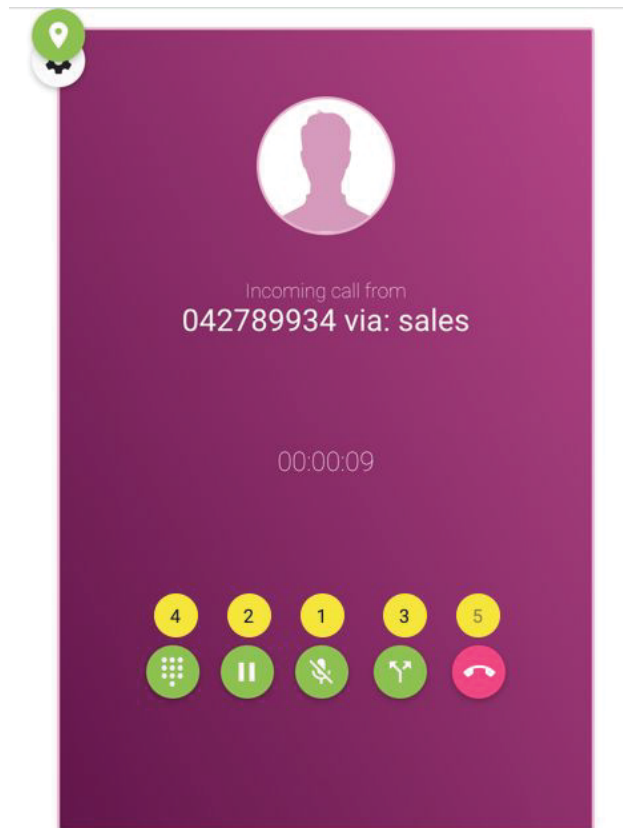
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# DIALPAD FEATURES

Whether you are having an inbound or outbound calls, you can use any of the below dialpad features:

- **Mute / Unmute** : This button is used to mute the agent's mic so the customer will not hear him in case the agent is talking to a supervisor.
- **Hold / Unhold** : This button is used to put the customer on hold in case he wants to transfer the call or he wants to talk to his supervisor.
- **Transfer** : We have 2 modes of transfer: (Described in details later on)
  - A - **Blind Transfer** : This is when the agent is entering an extension number for a person then transfers the line directly to that person without asking for his/her permission.
  - B - **Attended Transfer** : This is when an agent enters an extension number for a person then calls this person asking for his/her permission first before transferring the call to them.
- **Dialpad** : This button is used to display the dialpad so that an agent can enter an extension number to transfer calls.
- **Hang up** : This button is used to hang up the call with a customer.



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## CALL TRANSFER

Transfer the call with

### 1. Blind Transfer

### 2. Attended Transfer


When an agent clicks on the "Transfer" Button , another screen will pop up and the agent will be having 2 modes of transfer:

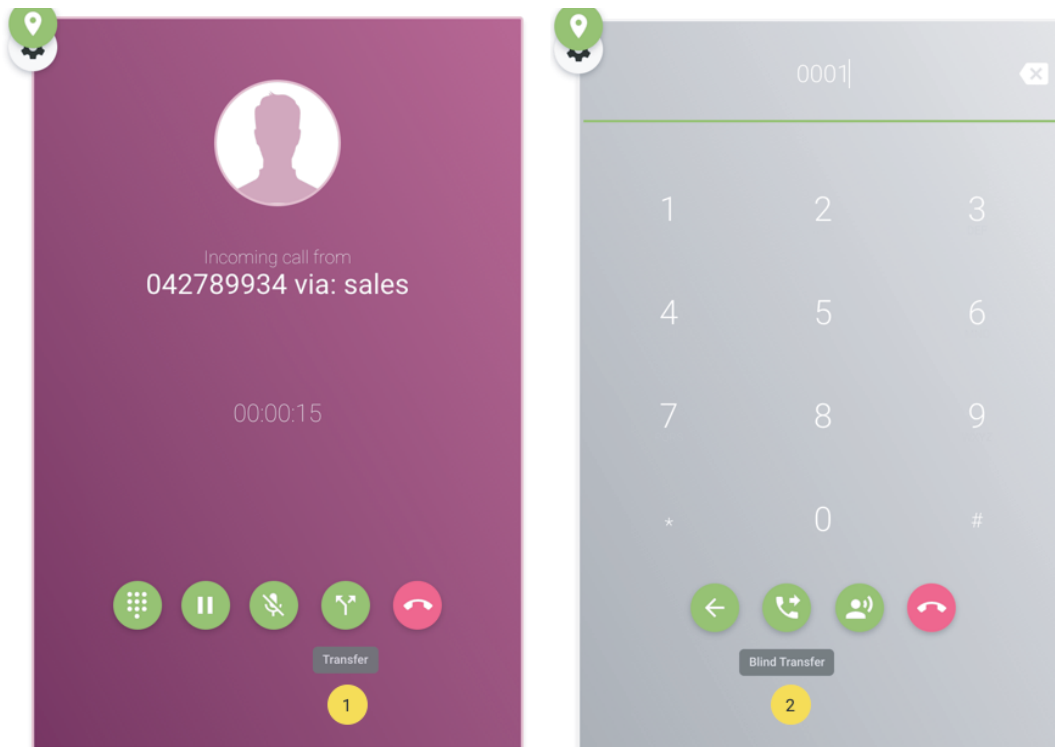
#### 1 - Blind Transfer:



This is when the agent is entering an extension number for a person then transfers the line directly to that person without asking for his/her permission.

For example:

If we want to transfer the call to extension 1111, you need to enter the extension 1111 then you click  and the call will automatically be transferred to that extension and hung up from your end.

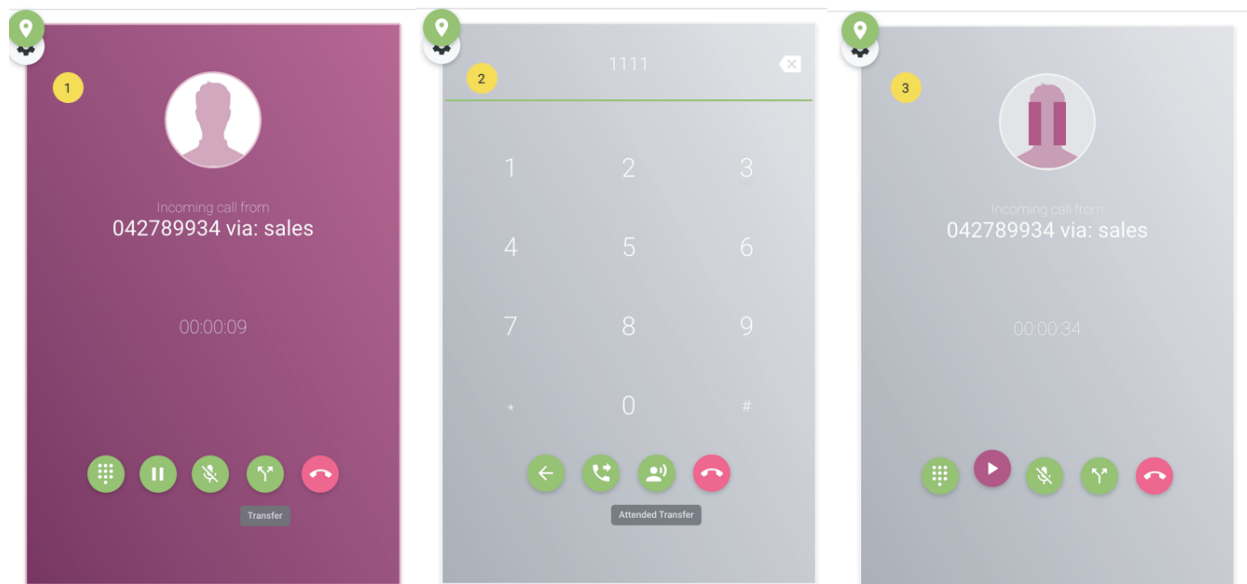


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## 2 - Attended Transfer:

This is when an agent enters an extension number for a person then calls this person asking for his/her permission first before transferring the call to them.

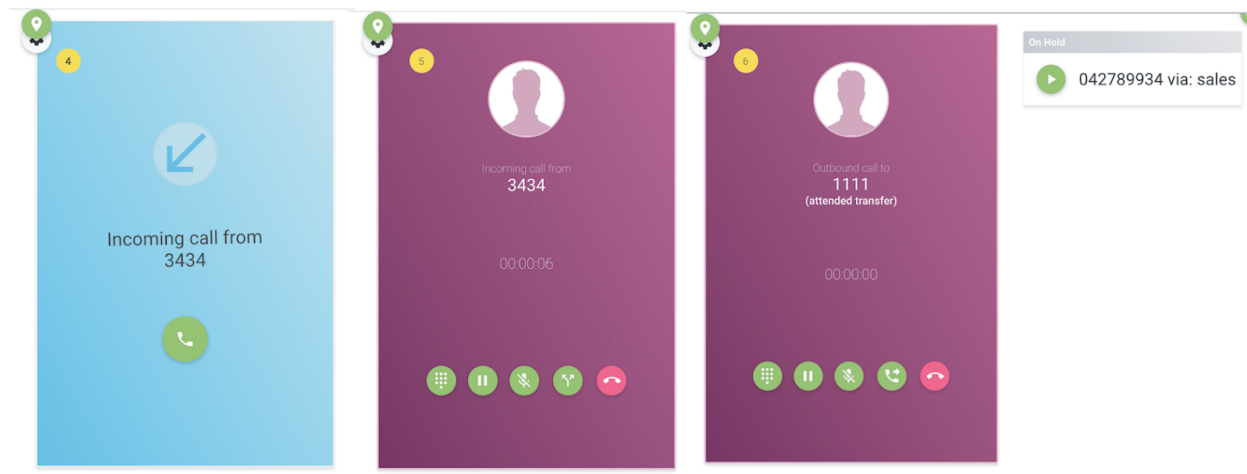
Agent 3434 wants to transfer a call from client **042789934** to agent 1111



**Step 1** - Agent 3434 will click on the transfer button:

**Step 2** - Enter the extension number 1111 and click on Attended transfer button

**Step 3** - Customer(042789934) will be put on hold.



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**Step 4** - Agent 1111 receiving call from Agent 3434

**Step 5** - Agent 1111 pick up call of Agent 3434


**Step 6** -Agent 3434 After having permission from Agent 1111 will transfer the call by clicking on the transfer button and the customer will be transferred to agent 1111

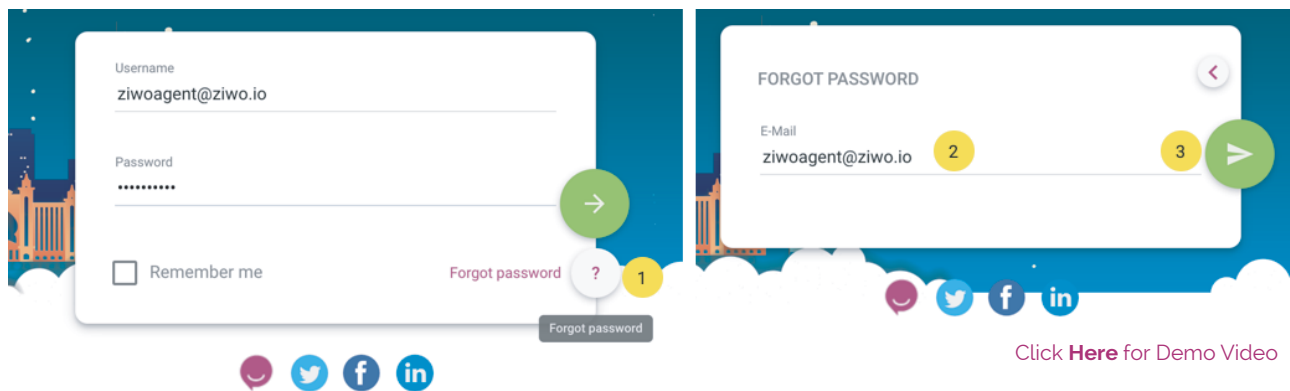


# RESET PASSWORD

**Step 1.** When you open your ZIWO URL, you will see an option called "Forgot password"

**Step 2.** When you click on this option, a pop up window will appear requesting you to enter the account email ID

**Step 3.** Enter the email ID and click on the green arrow as shown  in the screenshot. A reset password link will be sent to your email ID. You will be asked to enter the new password and confirm it.

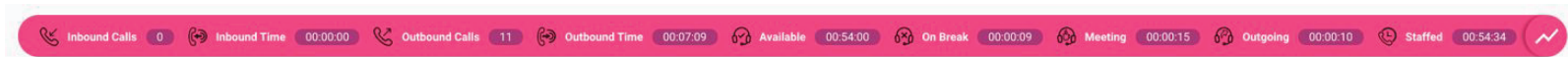


Also agents can ask the admin to reset their passwords where the admin can initiate the reset password email to be sent to the agent's email address and then agents need to setup the new password.



# AGENTS STATS BAR

Every agent will be interested to check their stats in terms of how many inbound and outbound calls they have made, total inbound and outbound times and their statuses breakdown. Therefore we have the stats bar, as shown below, which summarizes all the agents statistics.



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## Agent's Stats Bar Statistics Description:

- **Inbound calls:** This field shows how many inbound calls did the agent receive so far.
- **Inbound time:** This field shows total time for the inbound calls the agent received so far.
- **Outbound calls:** This field shows how many outbound calls did the agent make so far.
- **Outbound time:** This field shows total time for the outbound calls the agent made so far.
- **Available:** This is the total time spent in "Available" statuses.
- **On Break:** This is the total time spent in "On Break" statuses.
- **Meeting:** This is the total time spent in "Meeting" statuses.
- **Outgoing:** This is the total time spent in Available statuses.
- **Staffed:** This is the total time spent in "Available"+"Meeting"+"Outgoing" statuses.



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## RECENT CALLS












In this section, the agent can see a history of all his/her inbound, outbound and missed calls and they are organized under **4** tabs:

**1- All calls:** Here the agent can see all inbound, outbound and missed calls.


**2- Inbound calls**  Here the agent can see his/her inbound calls only.

**3- Outbound calls**  Here the agent can see his/her outbound calls only.

**4- Missed calls**  Here the agent can see his/her missed calls only. Missed calls are those calls which were missed by the agent and he/she didn't answer a customer's call.

1	All Calls	Inbound	Outbound	Missed
	<b>Recent Calls</b>			
2		<b>042789934</b> On: 20/02/2020 Via: Sales		00:19
3		<b>97142789900</b> On: 20/02/2020		00:16
		<b>97142789900</b> On: 20/02/2020		00:16
		<b>2345</b> On: 20/02/2020		00:14
4		<b>042789934</b> On: 20/02/2020 Via: Sales		00:14
		<b>5567</b> On: 20/02/2020		00:11
		<b>042789934</b> On: 20/02/2020 Via: Sales		00:10
		<b>5567</b> On: 20/02/2020		00:10
		<b>5567</b> On: 20/02/2020		00:09
		<b>042789934</b> On: 20/02/2020 Via: Sales		00:09

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**Step 1.** If an agent places the mouse over any number under recent calls, a green "Call Again" button  appears. Click on the green button and the call will start ringing..


All Calls

Inbound


Outbound

Missed

Recent Calls



0529660787  
On: 2/18/20




10:06 AM

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#### Call Details :


1. Date, start time & end time of call
2. Call Duration.
3. Answered time of the call.
4. Time spent in queue.
5. Call result: (whether call is answered, busy, cancel, transfer, failed, time out or lose race).
6. Hangup by: (whether the was hung up by the agent or the customer).
7. Call recording; Ability to listen to the call.
8. Queue Name



042789934  
On: 20/02/2020 Via: Sales

00:19

0:00 / 1:17



1 Date 20/02/2020	1 Start Time 00:19:40	3 Answered at 00:19:40	1 End Time 00:20:58
2 Duration 00:01:18	4 Time in Queue 4 S	5 Call Result Answered	6 Hangup by Caller

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## CALLS SECTION

Under this section, agents can see full details about their calls. They have the ability to filter calls per date and per direction (inbound, outbound, internal and service). Also they can select which details they want to display in columns.

**Step 1.** Currently displayed: If an agent clicks on " Many", it will show the total number of calls displayed based on the selected filters.

**Step 2.** Filters: Agent can filter the report by date and direction.

**Step 3.** Additional columns to display: Agents can choose which call related data they want to display.

Calls <span>Currently Displayed: 30 of many</span>						
	Date	Directions 				
Start Date	End Date	Caller Number	Called Number	Direction	Total Duration	
20/02/2020 00:20:03	20/02/2020 00:20:55	3434 (Priya Musale)	1111	Internal	00:00:52	
20/02/2020 00:19:40	20/02/2020 00:20:58	042789934	042480564	Inbound	00:01:18	
20/02/2020 00:16:19	20/02/2020 00:16:21	3434 (Priya Musale)	97142789900	Outbound	00:00:02	
20/02/2020 00:16:08	20/02/2020 00:16:11	3434 (Priya Musale)	97142789900	Outbound	00:00:03	

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### Calls Details:

- 1- Called by: Displays the name of the agent who received or made the call.
- 2- Start date.
- 3- End date.
- 4- Entered Queue At: In case of using queues, this field shows the time when the call entered the queue.
- 5- Answered at.
- 6- Caller number: Depending on the direction of the call, if it was an inbound call then it will be the customer's number while if it was an outbound call, it will be the agent's number.
- 7- Called Number: Depending on the direction of the call, if it was an inbound call then it will be the agent's number while if it was an outbound call, it will be the customer's number.
- 8- Direction : whether the call is an inbound, outbound, internal or service call.
- 9- Total duration: This is the total call duration.
- 10- Talk time: This is the talk time of the agent and the customer.

**11-** Time spent in IVR: In case of having an IVR setup, this shows how much time did the call stay in the IVR.

**12-** Time spent in queue: In case of having queues setup, this shows how much time did the call stay in the queue before being transferred to an available agent.

**13-** On Hold duration: This shows the time duration when the agent puts the customer on hold

**14-** Recorded call: calls with talk time will be recorded only and when agents click on the play button, they will be able to hear the call.

**15-** phone button : If an agent clicks this button, this will initiate an outbound call to that number.

**042480564**

**1** Called By **Priya Brown**




042480564

▶
0:00 / 0:09

🔊
⋮

**14**

<b>2</b> Start Date:	19/02/2020 23:29:23	<b>6</b> Caller Number:	3456 (Priya Brown)	<b>10</b> Talk Time:	00:00:09
<b>3</b> End Date:	19/02/2020 23:29:34	<b>7</b> Called Number:	042480564	<b>11</b> Time Spent In IVR:	-
<b>4</b> Entered Queue At:	-	<b>8</b> Direction:	↗ Outbound	<b>12</b> Time Spent In Queue:	00:00:00
<b>5</b> Answered At:	19/02/2020 23:29:25	<b>9</b> Total Duration:	00:00:11	<b>13</b> On Hold Duration:	00:00:00


**Calls** Currently Displayed: 60 of many

Date

▼

Directions

▼

Start Date	End Date	Caller Number	Called Number	Direction	Total Duration	
19/02/2020 23:32:13	19/02/2020 23:32:41	3456 (Priya Brown)	042480564	↗ Outbound	00:00:28	
19/02/2020 23:30:28	19/02/2020 23:30:39	3456 (Priya Brown)	042480564	↗ Outbound	00:00:11	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;"><b>15</b></div>  </div>

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For more info please visit <https://www.ziwo.io/support/> or contact us at [support@ziwo.io](mailto:support@ziwo.io)

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## AGENT PROFILE

### Access Profile

Agents can access this section by clicking on the profile icon ,In the left lower side of the screen, agents will have the below options:

- 1 - Profile
- 2 - Log out

The screenshot displays the ZIWO Agent Profile interface. On the left, a sidebar contains navigation icons. The main area is divided into two panels. The left panel shows 'Recent Calls' with a table of call history. The right panel shows the agent's profile and status, including a dial pad.

Call Type	Number	On: Date/Time	Duration
Inbound	042480564	On: 20/02/2020	00:19
Inbound	042480564	On: 20/02/2020	00:14
Inbound	042480564	On: 20/02/2020	00:10
Inbound	042480564	On: 20/02/2020	00:10
Inbound	042480564	On: 20/02/2020	00:09
Inbound	042480564	On: 20/02/2020	00:03
Inbound	042480564	On: 19/02/2020	23:32
Inbound	042480564	On: 19/02/2020	23:30
Inbound	042480564	On: 19/02/2020	23:29
Inbound	042480564	On: 19/02/2020	23:27

**AGENT STATUS**  
Available Since: 00 : 14 : 11

**Dial a number**

1 2 3  
4 5 6  
7 8 9  
\* 0 #

**Profile**  
PRIYA BROWN 1  
priya.k@ziwo.io

**Log Out** 2

**Call Statistics:**  
Inbound Time: 00:00:00  
Outbound Calls: 0  
Outbound Time: 00:00:00  
Available: 00:24:49  
On Break: 00:00:00  
Meeting: 00:00:00

ZIWO can not be used for emergency calling

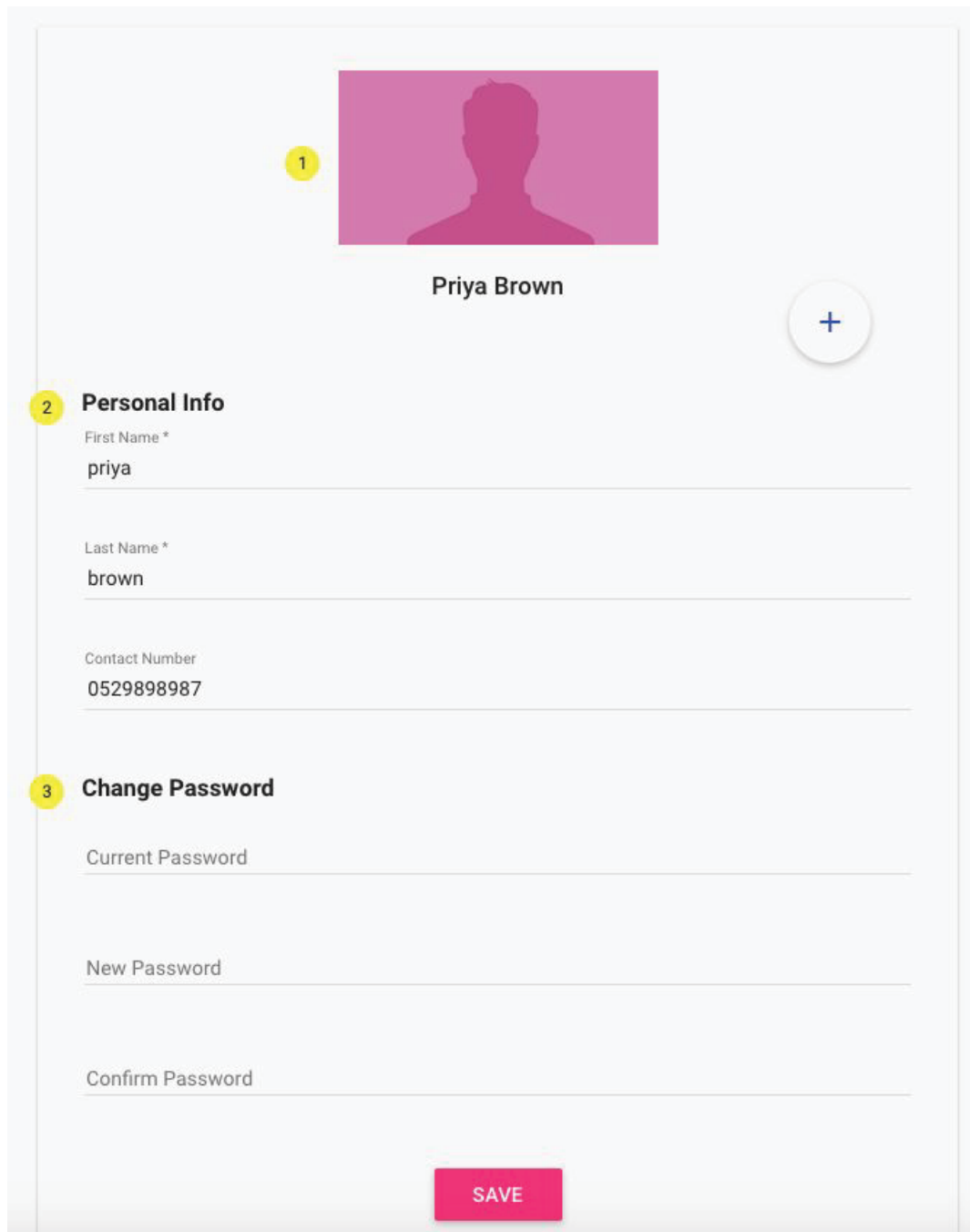
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## Update Profile

**Step 1-** Upload their profile picture.

**Step 2-** Update their personal details (first and last name and contact number).

**Step 3-** They can reset their password.



**1**

Priya Brown

**2** **Personal Info**

First Name \*

priya

Last Name \*

brown

Contact Number

0529898987

**3** **Change Password**

Current Password

New Password

Confirm Password

**SAVE**

Click [Here](#) for Demo Video



**THANK YOU**