QUICK GUIDE VIRTUAL PHONE Q

LET A BOT HOLD THE CUSTOMER'S PLACE IN THE QUEUE

Virtual Phone Q gives your customers the opportunity to let a bot hold their place in the telephone queue and instead get a callback at a predetermined time.



LOG IN

To manage VPQ cases and settings, log in at https://vpq.dstny.se.



SETTINGS

Under the Settings tab you can manage your VPQ service. Here you choose, among other things, call method and interval for queue times. Note that the changes made here apply to the entire queue and affect all logged in agents.



CALL METHOD

There are three different settings for Call Settings. Automatically call logged in VPQ users will automatically distribute calls to the ones logged in to VPQ. Only manual calls means that the agents must manage all calls manually. Automatically call queue/number will distribute the calls to an ADC-group. With any of these choices you can always manage calls manually.





CURRENT QUEUE

You can find your current cases under Current queue. Here you will see upcoming redials, phone numbers and what times they are scheduled for dialing. Yellow color indicates upcoming callout. When the call time is over, the case turns red.





Click on a case to either call, edit or delete it.



Create your own cases by clicking on New call.

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CALL HISTORY

Under the **Call History** tab, you can see managed and deleted calls. Here you can also see which agent handled the case and at what time the call was made.

SULLY TeleSn	nurf Actuell to Samtabhistorik Installining	laf.	1 110 20 100	
	Samtalshistorik			
	Kund	Agent	Tidpunkt	
	067207915	+46104105080	2018-06-04 14:08	Upperingel as hit
	0720790	simon.ohls	2018-06-04 14:05	Euritaget
	0673442761	+46104105080	2018-05-31 15:00	Appringet as its
	0673383205	+46104105080	2018-05-29 13:42	Uppringd as kit
	0670718760	+46104105080	2018-05-29 13:15	Appeliaget an Int.
	067071000	+46104105080	2018-05-29 13:10	Oppringel an Int
	0670718761	+46104105080	2018-05-29 13:10	Uppringel as Int.
	0670412053	+46104105080	2018-05-24 11:06	Upperingel as hit
	0673645566	+46104105000	2010-05-24 11:04	Opperingel an Init
	073334254	stefan.moll	2018-05-18 13:47	
	073334254	stefan.mol	2018-05-18 09:25	Burthaget
	073334254	stefan.mol	2018-05-18 09:25	Burthaget
	067207100	+46104105080	2018-05-17 17:01	Uppringd as its
	067364053	+46104105080	2018-05-16 13:26	Uppringd as fell
	072809	tony.parm	2018-05-16 11:38	Earthaget
	0720710007	tony.parm	2018-05-16 11:37	Fortkapet
	072071000	tony-parm	2018-05-16 11:20	Enrikapel
	0720710007	tony.parm	2010-05-16 11:20	Enclosed
	072071007	tony.parm	2018-05-16 11:20	BurtLaget
	067209010	+46104105080	2018-05-07 15:10	Uppringd as its
	067392051	+46104105080	2018-04-30 09:37	Unrelaxed as hit



