



telsis

A  Gamma company

Telsis Contact Centre

Service Description



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1. Revision History

Revision	Date	Description of Change
1.0	2nd March 2021	Initial release
1.1	15th March 2021	Patch release including webchat enhancements



2. Introduction and Purpose

The purpose of this document is to introduce Telsis Contact Centre and detail the features of this service.

2.1. What is Telsis Contact Centre?

Telsis Contact Centre is a cloud based omnichannel contact centre solution for network operators.

Telsis Contact Centre is compatible with a broad range of handsets and supports WebRTC to enable the use of soft phones and home working for contact centre agents who only need access to a supported browser.

Telsis Contact Centre provides the following features:

- Agents automatically enabled for both voice and email interactions on a single subscription
- Webchat available as an add-on subscription for agents.
- Agent interface that works on any supported browser - see section below for complete list
- Supervisor specific interface
- Unlimited admin accounts included at no additional cost
- Inbound and outbound voice capabilities
- Shared phonebook across the organisation
- Shared presence information across the organisation
- Graphical call flow design Interface
- Customer Relationship Management software included
- Wallboards included at no additional cost
- Sophisticated queue management tools
- Agent and queue-based call recording
- Comprehensive historical reporting tools

3. Voice Channel

Telsis Contact Centre provides a comprehensive set of voice features to enable agents to make and receive calls and manage the current and historical communication with customers.

3.1. Service Numbers

Service numbers are assigned to the company by the network operator - the contact centre is setup as a site within the portal and the number must be assigned to this site (Telsis Contact Centre). Customers can have as many service numbers assigned to Telsis Contact Centre as they need.

3.2. Voice Queues

Inbound telephone calls are queued, and the administrator can manage how these queues work within the contact centre environment. There is no limit to the number of queues allowed, but a service number will have to be assigned to a queue to make it active and agents will need to be available via groups for all active queues.

3.2.1. Basic Features

Each queue is given a name and can also be given a long description. For a queue to be active it needs to be given a primary group whose agents will take the calls presented to the queue.

Administrators can choose which classifications they allow agents to apply to calls at wrap-up for each queue. These act as tags for the call enabling the management team to understand what broad categories of interaction are flowing through the contact centre. This master list is configurable by the administrator and these classifications can be used in a variety of reports.

Administrators can assign an agent script to a queue. This prompts the agent with questions when they pick up a call and gives space to record the answer. This dialogue is automatically recorded into the internal CRM and can be viewed later.

3.2.2. Groups

Administrators can choose to automatically push calls to additional groups based on the following predetermined criteria:

- If the queue length exceeds a set number of calls
- If the queue length exceeds the number of calls per available agent
- If the queue's maximum wait time is exceeded
- If there are no available agents in the primary group



3.2.3. Outbound/Transfer

The administrator can choose whether a queue allows outbound calls to be made from it. The queue presentation number can be set here. By default, this number will be the Service Number attached to the queue, but this can be changed to any number. The customer should follow BNetzA guidelines regarding number presentation.

There is also flexibility as to what number is displayed to the caller when calls are transferred from the queue.

3.2.4. Audio

Customers can upload their own music and voice announcements, which can be used with queues and for menus etc. when creating their own interaction flows.

A text to speech engine is included so that it is easy to add voice announcements without the need to hire professional recording equipment.

The following audio can optionally be associated with the queue.

A-Party Announcement - this is the recording that is played to the caller joins the queue

B-party Announcement - this is the recording that is played to the agent when they answer the call

Queue Music - this is the music played when the caller joins the queue

B-party music - this is the audio that is played to the agent when they put the call on hold

A-Party agent connect audio - This is the audio played to the caller just before they are put through to an agent.

3.2.5. Queue Recording

The administrator can set the percentage of calls that will be recorded on the queue from 0% to 100%

You can choose to record both caller and agent, just agent or just caller. You can also give the customer the option to opt out of being recorded.

These recordings are stored and are accessible from within your Call Recording platform.

The queue information as well as the caller CLI and agent ID is stored in the metadata.

Please note. Call recording cannot be set at a queue level on outbound calls.

3.2.6. Agent Recording

Sometimes an agent or a supervisor wish to record a call when they are mid call. The administrator can set up distinct call recording reasons that can be triggered by the agent e.g., if the agent is dealing with an abusive caller. This records the call from when this is triggered and records the relevant metatag data.

The administrator must set up a selection of call recording reasons here before they selectable by the agent.

These recordings are stored and are accessible from within your Call Recording platform.

3.2.7. KPI's

The administrator can set the following KPI parameters:

KPI measurement Period - by default this is set to 15 minutes and determines for example whether the longest wait measurement has been breached.

Service Level Target - how long should calls be in the queue in seconds before they are answered.

Service Level Warning Threshold (%) - the percentage of calls that should be answered in the Service Level Target time.

Call Time Target (Seconds) - how long should calls be connected to agents.

Availability Warning Threshold (%) - the percentage of calls that are being answered by agents vs calls hitting the queue.

Number of Agents Warning Threshold - the minimum number of agents that should be available on the queue.

Caller Queue Warning Threshold - the ratio of calls in the queue to the maximum queue length.

The administrator can also set how often alerts are sent and who will receive these alerts. Alerts can be sent either via the portal only or the portal and email to the nominated email addresses.

3.2.8. Advanced

The following advanced queue features can be configured:

Maximum Queue Length - here the maximum queue length can be configured. This can either be set as an absolute value or as a multiple of the number of agents available or on interruptible breaks. Please note. This value always needs to be less than or equal to the total number of agent subscriptions multiplied by 15.

Dynamic Queue Length - this is an optional setting that allows the maximum queue length to be set based on the number of agents available on that queue.



Wrap up behaviour - the number of seconds allowed for wrap up and whether this can be extended by the agent.

Advanced Agent/Queue Settings - here the administrator can control whether agents can view the queue status, whether calls are allowed to queue when there are no agents on the queue and whether agents are automatically logged off the queue at certain times of the day

The following additional miscellaneous features can also be set

- Maximum total callers on the queue
- Maximum wait time (s)
- Out dial timeout
- Busy Back-off Time
- Call Failed back-off time
- No pickup Back-off Time
- Breakout DTMF Key
- Priority of this queue if agent is assigned to multiple queues
- Whether to prevent queue jumping by other rules/ users
- Connect caller to last agent they talked to (if available)

3.2.9. Announcements

Both the queue position and estimated wait time can be announced to the caller and the audio can be supplemented with additional custom messages dependent on queue position and estimated wait time.

3.2.10. Call Backs

Depending on the queue position or estimated wait time, call backs can be offered. These hold the caller's position in queue and call back the caller when they reach the head of the queue. Custom audio can be set for both the caller and the agent.

In addition, call slots can be offered to provide a more flexible call back option. These are configured in the Call Slots section and need to be included in a call flow.

3.3. Call Flow Manager

Call flows enable the routing of calls from a service number to an agent through a queue, offering calls to the most highly skilled agent, not already busy.

This is a graphical interface that enables a series of nodes to be connected to control how a call is managed. Both inbound and outbound calls can be managed via a call flow and each flow is associated with a Service Number.

When building call flows, the administrator can validate the call flows and only valid call flows can be published. When updating call flows, the updated version can be scheduled to take effect at a time outside of the core operating hours or the change can be made immediately.

For a complete list of nodes and their behaviours please see the appendix

Telsis Contact Centre allows for the export and import of call flows as JSON files.

3.4. Audio Files

Audio files can be uploaded in MP3 or WAV format. These can be speech files to be used in an announcement or music that can be used when callers are on hold.

Speech can also be created by using the text to speech.

3.5. Play Books

Several individual audio files can be played in sequence, which could be used for example to play announcements in between music for queueing callers. The sequence of files can be edited by the administrator and new files can easily be added and old files removed.

3.6. Area Codes

A list of telephone area codes can be added, which can then be used when creating call flows, e.g., branch on area code.

3.7. Number Lists

A list of telephone numbers can be added, which can be used within call flows, e.g., branch on a number contained within a list.

3.8. Surveys

Post telephone call surveys can be created, which enable callers to answer questions using their touch tone telephones. Custom audio questions can be uploaded, and various answering schemes are available e.g., press 1 for yes.

Surveys are viewable by creating a new Contact Report.

3.9. Call Slots

As mentioned in section 3.2.10, call slots enable the option of slots to be made available to customers for specific times of day. These may coincide with less busy times. At the specified time, an outbound call will be made and connected to a free agent.

For each call slot the maximum number of callers in the time period can be set.

4. Chat Channel

This channel enables the business to put one or more chat interfaces into their website to route webchat to skilled agents. It uses the same logic to route interactions to agents, via skill Groups, i.e., a webchat is routed via an interaction flow to a queue and the most skilled, available agent is offered the chat. Currently agents are offered up to four simultaneous webchats.

4.1. Chat Services

The administrator can create multiple chat services via this interface. Each chat service is given a Name, an optional Description, and an Access Name, which is used to identify this service to the remote web client.

The Chat Service needs to be associated with a Chat Flow and once this has been done, the administrator can click the Web Snippet, but with opens a new window showing the code that needs to be placed in the Page Header of the relevant web page.

Webchat Snippet

Webchat auto open time

```

<!DOCTYPE html>
<html lang="en">
<head>
<title>Converse</title>
<meta charset="utf-8">
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<meta name="viewport" content="width=device-width, initial-scale=1.0" />

<link type="text/css" rel="stylesheet" media="screen" href="https://xmpp-uatcontact.unlimitedhorizon.co.uk/resource/webchat/client/converse.css" />
<script src="https://xmpp-uatcontact.unlimitedhorizon.co.uk/resource/webchat/client/converse.js"></script>
<script src="https://xmpp-uatcontact.unlimitedhorizon.co.uk/resource/webchat/client/emojis.js"></script>
<script>
window.webchatConfig = { accessName: "Help", postfix: "tuesdaydemocon-6454",
chatComponent: "tcc", xmppDomain: "xmpp-uatcontact.unlimitedhorizon.co.uk",
language: "en", autoOpenTime: "0",
BOSHServiceURL: 'https://xmpp-uatcontact.unlimitedhorizon.co.uk/resource/webchat/bosh/bosh' }
</script>
</head>
<body></body>
</html>

```

Copy the highlighted text to the head part of your html Close

In the above screenshot the code in grey should be used. This interface also gives you the opportunity to edit the following elements of the customer facing webchat window:

Webchat Auto Open time - this is set to zero seconds by default

Title Text -This is the text that shows at the top of the chat window that appears on the website

Button Text - this is the text that shows on the button that the website user would click to initiate a chat

Primary Colour - this is the main colour of the webchat window - this takes a hex value

Button Colour - this is the colour of the button that the website user would click to initiate a chat

4.2. Chat Flows

Chat flows can be constructed using the same Interaction Flow Editor interface as call flows. For example, It easy to construct flows that asks questions to the customer and then automatically routes the chat to the correct queue based on the answers.

For a complete list of available nodes, please check the appendix.

4.3. Chat Queues

4.3.1. Basic Configuration

Each Chat Queue must be given a name and an optional Description.

Additionally, like the other channels the Group that the queue is directed to and the Classifications that are to be used on the queue can be set.

4.3.2. Agent Assets

Like email, the administrator can define several text blocks that can be made available to the agent, when they are responding to a chat.

4.3.3. KPIs

The following KPI targets can be set against each Chat Queue

- The number of seconds spent connected to an agent

- The Percentage of chats answered by agents vs. total chats entering the queue

- The minimum number of agents that should be available

- The percentage of queuing chats vs. maximum queue length

4.3.4. Advanced

The following can be configured:

- Maximum Queue Length

- Wrap - How long to allow and how many extensions of what duration to allow



Whether Agents can view the Queue status

Whether Chats can queue, if there are no agents

Total number of chats - this is the total or the queued and the live chats

Maximum number of Chats per Agent

Maximum wait time in seconds

Busy Backoff Time - this is the time after putting a Chat back into the Queue, before it is presented back to the same agent

Chat failed Backoff Time - the time between the agent failing to connect to the Chat and the Chat being re-presented to the Agent

5. Email Channel

5.1. Email Servers

Telsis Contact Centre can be connected to email servers to send and receive emails using the POP3, SMTP and IMAP protocols. This allows customers to use existing email services such as Gmail or M365 and multiple email addresses can be configured, which can then be assigned to different queues.

Telsis Contact Centre supports both a basic and the OAuth2 authentication type and will attempt to authenticate the credentials when the settings are saved. You should check what settings are required by your email provider.

5.2. Email Flow Manager

Email flows can be constructed using the same Call Flow Editor interface as call flows. It is easy to construct flows that inspect the email for words and then branch the email to different queues based on different matches.

For a complete list of available nodes, please check the appendix.

5.3. Email Queues

Email queues enable the efficient management of email to and from Telsis Contact Centre. Emails will appear on the queue and agents that are within groups that serve that queue will be able to select emails to work in. Participation on email queues can be set at an agent level, so for example an agent might be part of a Group that is attached to an email queue, but they could be set to work on voice exclusively.

Each queue can be associated with a different email server and/or email account and can therefore be associated with a different email flow.

A list of classifications can be assigned to emails and these will be recorded against the call notes and can be reported against using the built in Reports tool. The administrator can select which classifications are enabled for email as with other channels.

A timer can be set for emails on a queue. This measures the time that it takes the agent to reply to the email, once they have initiated the response. This time can be set by the administrator and the opportunity to allow and extension can also be configured.

5.3.1. Templates



The administrator can write text blocks that will be included on all emails on the queue. This supports a range of formatting options as well as allowing the inclusion of hyperlinks, jpgs, and embedded media.

5.3.2. Text Blocks

The administrator can additionally upload a library of text blocks which are made available to agents on the queue, which can reduce the amount of time spent responding to the email.

5.3.3. Attachments

The administrator can upload documents, which can be made available to email queues. The maximum file size of an attachment is 8MB.

Agents are unable to attach documents not included within the document library to ensure only authorised attachments can be used.

The default file extensions that can be attached are .doc and .pdf. This list can be configured within the assets configuration section, under the System menu.

5.3.4. Email Editor options

Under the System menu is the Email Editor Options menu. This controls what editing options an agent sees when they are replying to an email. The following options can be set.

Styles - bold, italic, underline, strike

Code Blocks

Lists - ordered or bullet

Scripts - subscript or superscript

Indents - +1 or -1

Direction - you can set the to right to left

Sizes - Small, medium, large, huge

Headings - Header 1, Header 2, Header 3, Header 4, Header 5, Header 6, Normal

Colours - Font colour, background colour

Font

Alignment

Clear Content - this can be used to remove formatting of pasted text.

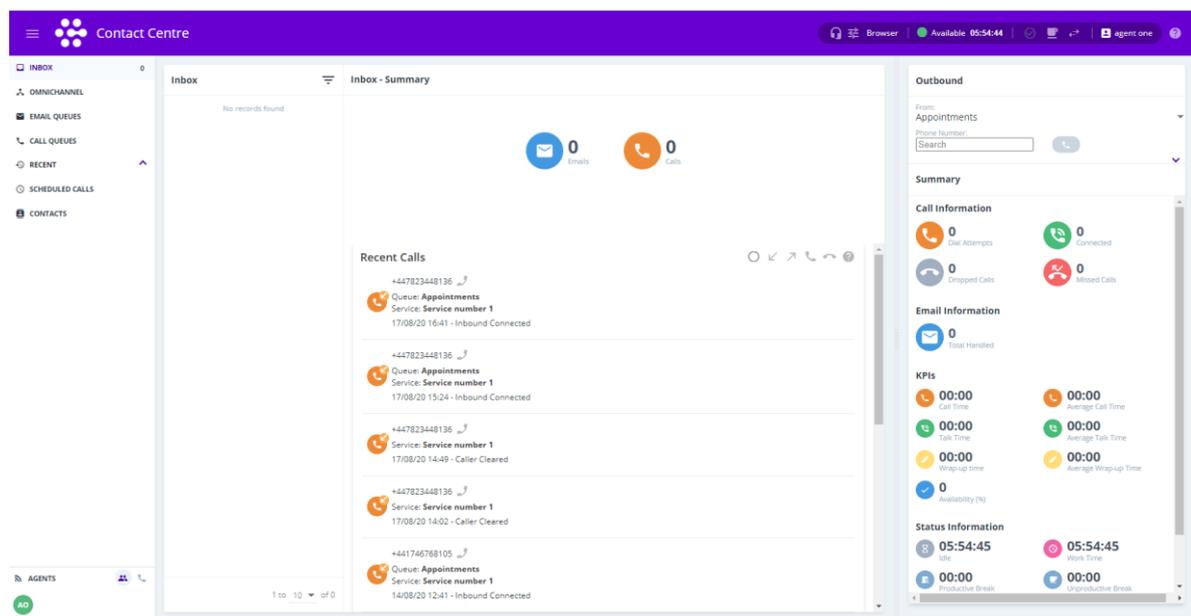
Attachments - this enables attachments to be used and allows the document extensions configured within the assets configuration.

6. Agent Interface Features

Agents can take calls via a handset or via a softphone using the Telsis Contact Centre portal.

This is currently supported on the latest versions of Chrome, Edge and Firefox browsers and uses the Web RTC protocol. The method of receiving calls, i.e., via a handset or softphone (webRTC) is set by the agent when they log in to Telsis Contact Centre.

Figure 5.1: The agent portal showing the workspace



6.1. Queue Visualisation

Agents can view all the queues that they have been given access to view, providing the number of agents available to handle and interaction. This also provides a visualisation of the number of waiting interactions on each queue.

6.2. Agent Status

Telsis Contact Centre agents can set their status and indicate if they are available to handle new inbound requests. The available statuses are configured by their administrator and their current status is visible to their supervisors.

6.3. Call Manipulation Buttons

Allows Telsis Contact Centre agents to put callers on hold, transfer calls to other agents or groups, and to put callers on hold while they request assistance from supervisors.



6.4. Call Recording

Allows Telsis Contact Centre agents to start new call recordings (for example recordings that may be flagged as containing the agent reading terms and conditions for contact fulfilment, or for an abusive caller) or to pause existing call recordings.

6.5. Call Wrap-Up and Call Classifications

Allows Telsis Contact Centre agents to make call wrap-up notes and to provide a call classification (which may be used for reporting purposes) at the end of a call. Call classifications are set by the administrator and can be different across queues.

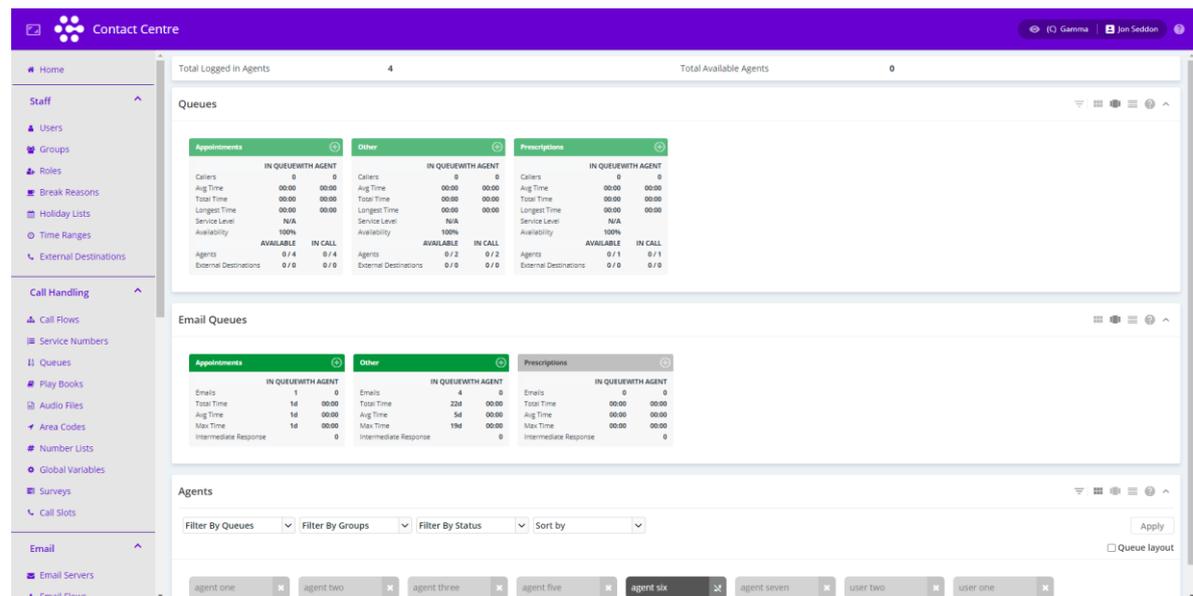
6.6. Call pickup from Queue

Allows Telsis Contact Centre agents to choose which interaction to pick up from an inbound queue. Agents may be configured so that they are able to choose which interaction to handle or to have the highest priority interaction pushed to them.

7. Supervisor Interface Features

The supervisor's main screen shows Live Data for both the queues and the agents that they manage.

Figure 6.1. Live View, which is the supervisor's main screen



Queues display various critical data such as Average Wait Time, Longest Wait Time and the queues can be configured to show a RAG status depending on the SLA's set against the queues. Clicking into the queue will show a further layer of detail.

When viewing agent data, agent availability is shown and indicated by colour; and more information is available by clicking on the agent. This also gives the supervisor the ability to change the availability of the agent across the channels they are licenced for.

When an agent is on a call, the supervisor can listen in, speak to the agent, take control of the call, and record the call.

8. Telsis Contact Centre Management Features

8.1. User Management

Users may be created using the Telsis Contact Centre web interface or may be provisioned using the Telsis Contact Centre provisioning API.



8.1.1. Basic settings

Here the administrator can reset a user's password and set whether a user can receive direct calls.

8.1.2. Agent Level Call Recording

Here the administrator can select whether an agent is set for Call Recording and the percentage of their calls that are recorded.

In scenarios where the Contact Centre does not want to record at a queue level this can be set at an agent level.

8.1.3. Agent Configuration

Under the System Configuration the administrator can set the following agent configuration items:

Timeout before agents become unavailable when they lose connectivity to the web server - this is set at 120 seconds by default.

Number of times an agent can fail to pick up before they become unavailable - this is set as two by default

Number of times an agent can fail to pick up before they become unavailable - this is set as two by default

Number of times a busy agent can decline a call before they become unavailable - this is set to 2 by default

Number of times the call to an agent can fail before they become unavailable - this is set to 2 by default

Agent portal configuration - this sets whether agents can see status of queues, groups and agents.

8.2. Group Management

Users are assigned to groups and these groups are assigned to queues, thus managing which agents answer which interactions. Groups can be assigned to more than one queue.

Within the group management interface, you can assign one or more agents and rate those agents for the group skill from one to five stars. This skill rating determines the order in which agents within this group will be offered interactions. If agents have the same skill rating calls will be distributed to the longest idle agent.

You can also determine whether agents are automatically made available when they log in and active across all queues that this group is assigned to.

8.3. Role Management

Roles define what the user can do, for example an agent can by default handle voice and email interactions but cannot see the Live Data screen. Currently, roles are fixed, but this restriction will be lifted for General Availability.

8.4. Agent Break Management

Multiple break reasons can set for agents and these can be classed as productive or non-productive breaks. An example of a productive break is training, and a non-productive break is lunch.

The break reason can be set as interruptible enabling the supervisor to set the agent to available if, for example, a large volume of calls arrived.

8.5. Holiday List Management

One or more lists of holidays can be added. These are used with the Time Ranges functionality so that different service hours can be set for dates listed as holidays.

8.6. Time Range Management

Time ranges can be set absolutely or relatively. Absolute time ranges set operating hours for a specific date or date range. This can be used if the contact centre was shut down for a day for training for example.

Relative time ranges allow operating hours to be set for each day of the week and for days specified as holidays, which makes time range management straightforward. Time Ranges can be used when creating interaction flows.

8.7. External Telephone Destination Management

Using this option calls can be diverted to other numbers.

8.8. Global Variables

Global variables can be recorded and managed here, which can be used for call flow management.



9. Partner Specific Features

9.1. Global partner settings

The following can be set at a reseller partner level and copied down to companies to make the setup of individual companies easier:

Break reasons

Holiday lists

Time Ranges

Call flows - when passing down call flow these can be written to be generic, but easily editable at the customer level to enable them to be useful in the context of the specific groups and queues in use.

Audio files

Area codes

Number lists

Email flows - as per call flows these can have customer specific variables set to make them useful in the customer's setting.

Whilst these settings can be made available to every company under management the company or partner administrator still has the option to override or ignore these settings and use company specific settings.

9.2. Branding

The colours can be changed to align with the partner's own branding and the partners logo can be added as well. This can be done at the partner level so that all instances inherit this, or individual customer's instances can be branded.

10. Reporting

10.1. Creating New Reports

There is a comprehensive reporting tool built into Telsis Contact Centre that enables multiple different reports to be created and viewed with the Telsis Contact Centre Portal. Alternatively, these reports can be downloaded as a CSV file.

Depending on the report type further detail can be reported on such as queue, agent, callers etc. This data can be prepared for customisable time periods and then further filters can be applied such as the service level target.

10.1.1. Call Data Reports

The following Call Data Reports are available:

- Service Number
- Queue
- Agent
- IVR
- Call Classification
- Call Transfers
- Queue Transfers
- Voicemail
- Callers
- Calls
- External Destination
- Scheduled Calls

10.1.2. Email Data Reports

The following Email Data Reports are available

- Email Agent
- Email Queue

10.1.3. Webchat Agent Report

The following Webchat Data Reports are available



Webchat Agent

Webchat Queue

10.1.4. Status Data Reports

The following Status Data Reports are available:

Working Hours

Break Reasons

10.1.5. Diagnostic Reports

This allows a Status Change Report to be run for one or more agents and tracks all status changes with the time stamp

10.2. Scheduling reports

Once the report has been created it can be automatically generated and sent to an SFTP destination or to an email address at a set interval

10.3. Contact Reports

Contact Reports allow the administrator to generate reports from survey data, the templates used by agents and the agent scripts.

11. Wallboards

Wallboards can be easily be constructed to show information relating to Service Numbers, Queues, and Live Status events such as the availability of Agents. It is easy to drag, drop and resize these data elements to clearly show performance within the contact centre.

The following elements can be included in a wallboard:

- Service number information, e.g. number of calls answered on that service number

- Queues, e.g. average wait time on that queue

- Email Queues, e.g. Number of emails handled today

- Webchat Queues, e.g. Current Queued Webchats

- Live Data e.g. Live view of queues

Wallboards can be shown on any device that can run a supported browser. Up to 10 different wallboards can be displayed without any additional licences.



12. Appendix One - Interaction Flow Nodes

12.1. Call Delivery and Routing Node Types

12.1.1. Check Call Type

This node type is used to distinguish different types of call.

12.1.2. Check Time

This node type allows branching based on a single date and time.

12.1.3. Inbound Call

This node type is usually the first node in a call flow. It is the starting point of the call flow and allows you to access call-leg information.

12.1.4. Percentage Routing

This node type distributes calls between a number of different routes based on a defined percentage.

12.2. Caller Interaction Nodes

12.2.1. Connected to Agent

This node type causes an audio file to be played to a caller when they are connected to an agent but put on hold. If required, multiple audio files (an address book) can be played.

There are no branches for this node type. It is simply a marker for the end of a call flow. When a caller is connected to an agent, this node executes.

12.2.2. DTMF Menu

This node allows simple DTMF menus to be created. You may know these as IVR menus.

12.2.3. DTMF String

This node type collects a DTMF string, with multiple digits, from a caller. This allows the caller to enter data using their DTMF keypad, such as a customer number or dates, or to ask the customer for their number if they have previously withheld it.

12.2.4. End Call

This node type clears down a call.

12.2.5. Play Announcement

This node type causes an audio announcement to be played to the caller. This might be used, for example, to play a welcome message to the caller or to play an announcement informing them that the call may be recorded. If required, multiple audio files (an address book) can be played.

12.2.6. Voice Mailbox

This node type allows a call recording to be sent to voicemail if the call cannot be taken or the caller opts to leave a message. The recording is then sent via the recording functionality to the your Call Recording platform.

12.2.7. Survey

Allows the caller to be routed to a prepared survey at the end of the call.

12.3. Branching Node Types

12.3.1. Branch on Area Code

This node type allows branching based on an area-code group. Country codes or area codes may be organised into groups, which may be used to route the call to the correct part of the call flow. A best-match scheme for routing based on the CLI of the originating number is used.

12.3.2. Branch on Number List

This node type allows branching based on a list of destination number prefixes, enabling specific outbound numbers to be blacklisted (blocked) or whitelisted (allowed).

12.3.3. Branch on Time Range

This node type allows branching based on a time-range value. Calls may be routed based on the time of day and the day of the week, allowing different routing behaviour inside and outside of business hours.

12.4. Outdial Node Types



12.4.1. Connect Outdial

This node type marks the end of handling for a series of events. When an outdialled call connects, this node executes.

12.4.2. Dial Contact

This node type makes an outdial call to a destination.

12.4.3. Outdial Failed

This node type marks the end of handling for a series of events. When an outdialled call fails, this node executes.

12.4.4. Outdial Request

This node type is a map start point and will run when Telsis Contact Centre receives an outdial request.

12.4.5. Callback Slot

Allows the callback slot menu to be used as perhaps an option on a DTMF menu

12.5. Queue Node Types

12.5.1. Join Queue

This node type allows a call to be queued for delivery to an agent with the required skill if it cannot be answered immediately.

12.5.2. Queue Status

This node type makes routing decisions based on the queue status before carrying out other operations such as joining the call to the queue.

The node type branches according to the type of check. Checks can be made on the current queue length, the average time to wait, the number of available agents, or the number of agents who are online.

12.6. Chat Node Types

12.6.1. Chat Arrived

This is the starting node for Webchat interactions.

12.6.2. Send Chat Message

This enables a message to be sent to the end user before an agent is connected to a chat

12.6.3. Wait for Chat

This waits for user input before processing to the next node, e.g. asking a question and waiting for the user to type an answer

12.6.4. Branch on Chat

Allows different branches based on what a user types before connecting the chat to an agent

12.6.5. Queue Chat

Routes the chat to a queue.

12.7. Email Node Types

12.7.1. Branch on email

This node type allows branching based on the content of a specific field: the To address, the From address, the Subject, or the email body.

12.7.2. Email Arrived

When an email arrives, this node executes.

12.7.3. Queue Email

This node type allows an email to be queued for delivery to an agent with the required skill if it cannot be answered immediately.

12.8. Company Configuration Node Types

12.8.1. Branch on Company Variable

This node type allows branching based on a global-variable value used by a company's call flow to handle calls.



12.8.2. Set Company Variable

This node type allows the simple assignment of values to global variables used to handle a company's calls. It enables user-configurable values used in the call flow to be updated via the call flow rather than via the web portal. This might be used, for example, to play a message or forward calls to a different number if the call centre is offline for some reason, after a company administrator has phoned the system to toggle the variable.

12.9. External Destination Node Types

12.9.1. Route to External Destination

This node type routes calls to a virtual agent (external contact centre), for example, if queues overflow or if out-of-hours routing is required to provide 24/7 customer service.

12.9.2. Route to External Number

This node type routes calls to an external number, such as an external voicemail platform, an IVR, a network announcement or a customer satisfaction survey, outside of the queueing behaviour. This might be used, for example, to route a call to an external platform for a satisfaction survey after the call with the agent has completed.

12.10. HTTP Node Types

12.10.1. String Builder

This node allows strings such as URLs to be built and passed to other nodes such as the REST Query node

12.10.2. Simple JSON

This node type provides simple JSON-encode capabilities. It allows you to assign integers, strings and booleans to a string variable, which can then be converted to JSON code by a REST Query node.

12.10.3. REST Query

This node type is used to send an arbitrary HTTP request to an external HTTP server. It might run, for example, when Telsis Contact Centre receives a REST query from a customer-service agent or an external platform such as a CRM database.

If required, you can modify the header when sending a HTTP request (for example, for authentication purposes) and add additional headers. You can also pass out any variable as a parameter to an

external web service and get JSON code in return, which contains data that can be assigned to variables.

12.10.4. Prepare REST Request

This node type is used to prepare an arbitrary HTTP request to be sent to an external platform. Any prepared requests will be sent when the specified agent-related events occur.

The HTTP request is only sent when triggered by a specific event, such as when an agent is being alerted to an incoming call or when they answer a call. Multiple REST queries can be prepared for the same event.

This node allows, for example, external systems to be notified of or passed information pertaining to Contact Centre calls, such as individual customer interactions, statistics, etc. for monitoring, configuration and data-analysis purposes.

12.11. Miscellaneous Node Types

12.11.1. Check Option

This node type allows branching based on a Boolean value.

12.11.2. Compare Integer

This node type allows branching based on an integer value.

12.11.3. Compare String

This node type allows branching based on a string value.

12.11.4. Display in Agent Portal

This node type allows customised information (supplied via an API) to be displayed in the Agent Portal when a call is in progress.

12.11.5. Set Agent Status

This node type enables an agent to log in to their user account and change their status by dialling into the IVR and entering a PIN to identify themselves. This might be used if there is no internet access for some reason.

12.11.6. Set Variable

This node type allows the simple assignment of values to call-flow variables.



12.11.7. String Builder

This node type concatenates a set of strings and integers.