



SmartAgent User Guide

MPC Guide

Starting your **SmartAgent** Journey

Version
2.85

Date
14/05/24

Author
Paul Egan

Changes
MPC Timings





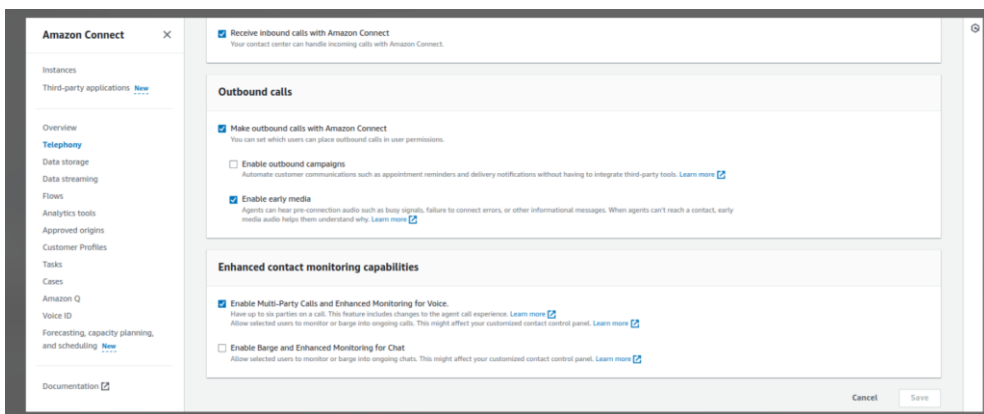
Switching on Multi-Party Calling Function

Switching on Multi-party calling will affect how your agents complete transfers so you should make adequate preparation for any retraining requirements before switching on the functionality in your live environment.

Multi-party Calling function also enables the ability for Supervisors to use the “barge” function if you choose to add this to their roles in Permission settings.

In order to switch on this feature you will need to enable Multi-party calling in Amazon Connect, which will change how your agents manage transfers. So you should make agents aware that call transfers process will change when MPC is enabled as per the MPC release note guide

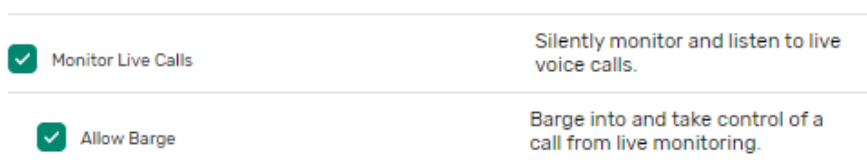
AWS Console Admins will need to log into their Amazon Connect instance and in the navigation page, choose “Telephony”



They will then need to update the Telephony Options and select “Enable Multi-Party Calls and Enhanced Monitoring” option.

If you also want to enable the Supervisor barge feature you will need to amend the permissions settings in SmartAgent within the roles you wish to give access to this service (for example your “Supervisor” security profile.

In SmartAgent go to Settings > Permissions > Select the role you want to apply call Barge to and tick the box next to “Allow Barge”



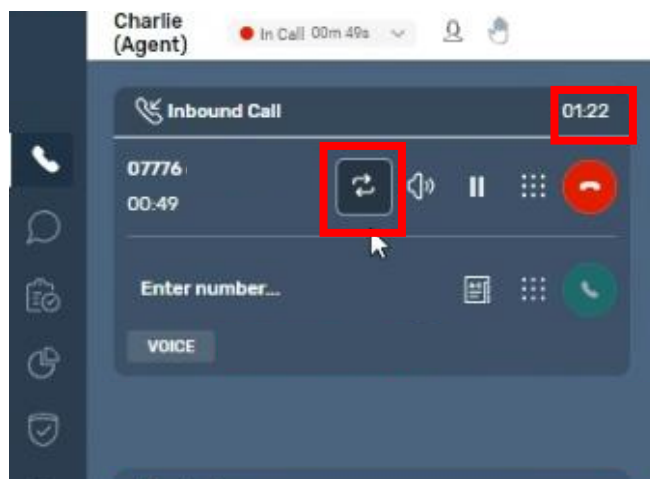


Multi-Party Calling

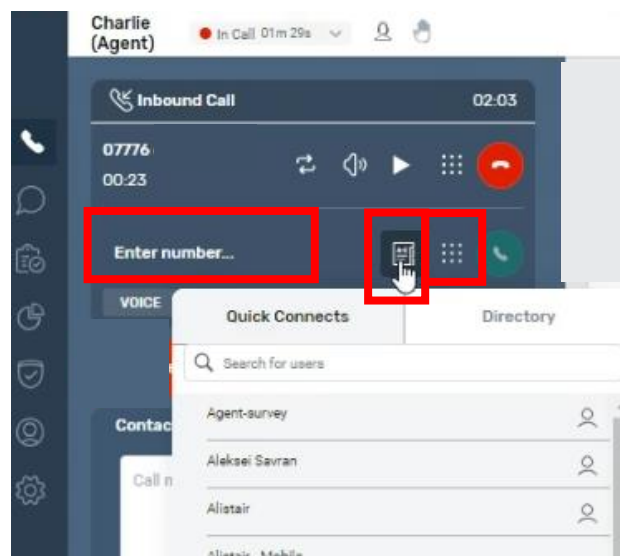
If your organisation uses enhanced monitoring and has enabled Multi-Party Calling, how you transfer calls will change slightly – allowing you to have up to 6 people involved in one call.

If an Agent wants to transfer a call to specialist team they will select the Transfer Icon from the dialler area.

The “Inbound call” time displayed will show how long the customer has been on the call. Other timings shown will highlight how long a person on the call has been in their particular state, e.g. on hold etc.



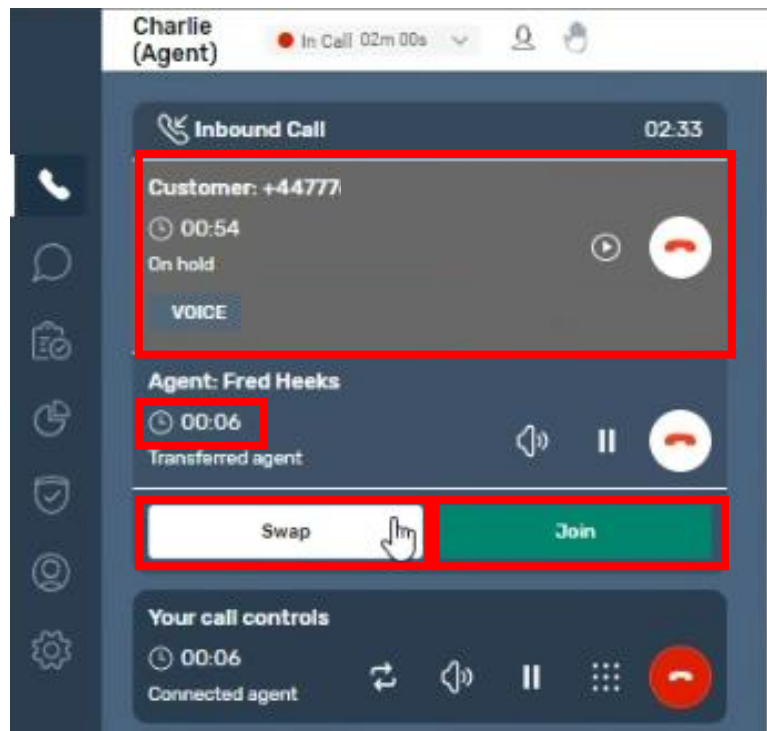
The Agent can then use either the external number, keypad or “Quick Connects button” to select who they are transferring a call through to.





Multi Party Calling (continued)

At this point the customer will be put on hold (shown on-screen as being greyed out) while the Agent can talk to the other person to prepare them for the transfer.



The Agent can then use the swap button to move between talking to the customer and the specialist team / Agent.

As they press “Swap” the other party will be put on hold and be greyed out.

If the agent wants to mute their own microphone or put themselves on hold then they would do this in the “Your call controls” section

If they want to speak to all parties at the same time they can press the “Join” button. All parties will be taken off hold and can hear/speak to each other.



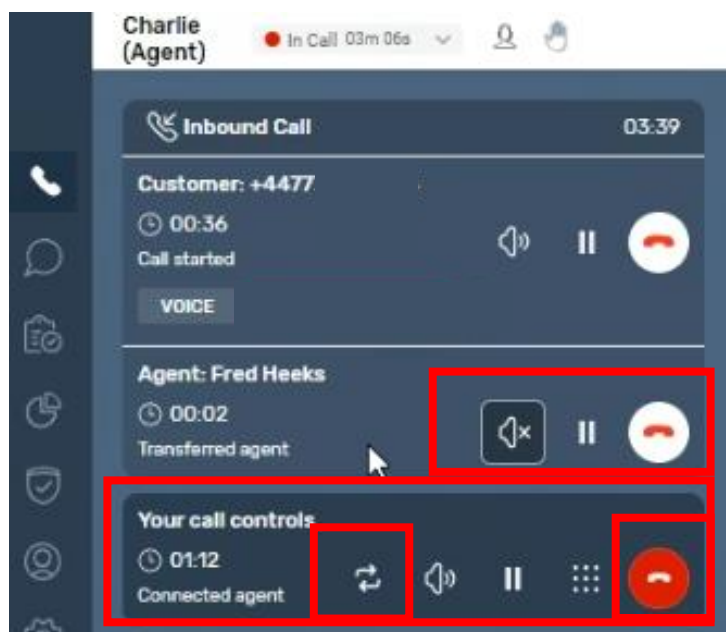


Multi-Party Calling (continued)

While connected in a multi-party call Agents will have the ability to mute a participant or put them on hold using the control icons for that party on the call.

When the Agent has completed the transfer and wishes to leave the call, they should select the red “end call” button in “Your call controls”.

This will leave the customer speaking to the transferred person or department and put the agent into After-Call Work mode.



There is also a further option which is to add another person to the call by using the “Transfer” button again.

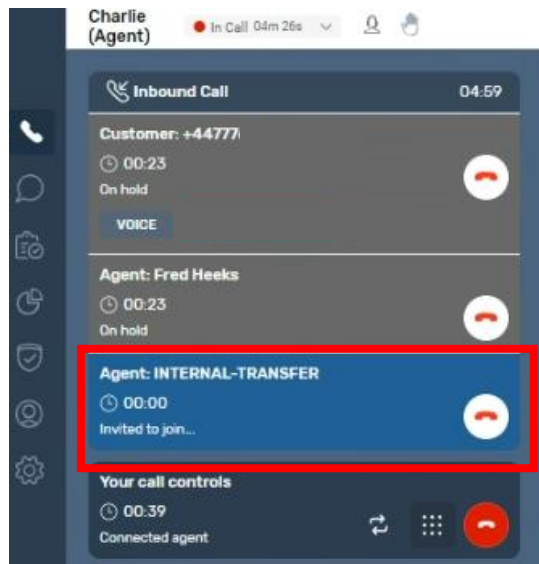
If the agent elects this they will again be given the option to key in an external number or use the Quick connect listing as before to invite the other person to join the multi-party call.



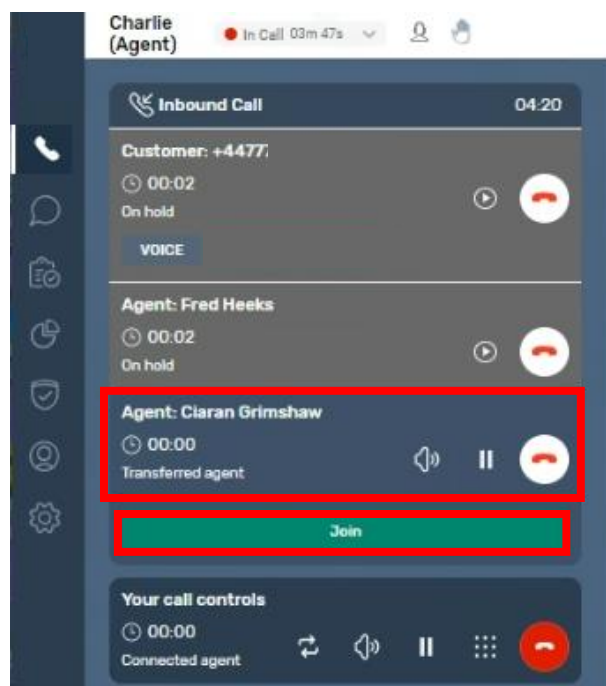


Multi Party Calling (continued)

This will immediately place the other parties on hold while the agent initiates contact with an additional person using the same manual/keypad entry or selecting from Quick Connects. The agent may see a brief message on-screen while this additional connection is made and answered.



Once connected they will have an opportunity to speak to the new attendee while the other parties remain on hold. Once a conference call contains more than 3 parties you will not have a “swap button” but can manually place any parties on hold /restore as necessary.





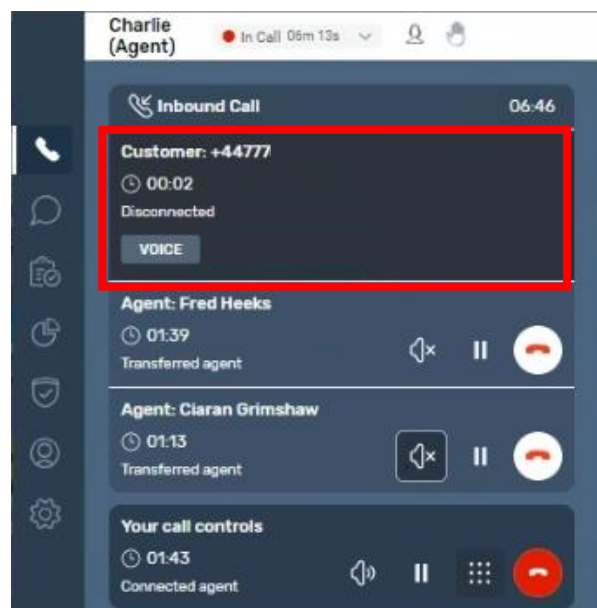
Multi Party Calling (continued)

If the new attendee is ready to join the call the agent can select the “Join” Button to allow everyone to speak / hear each other again.

Other parties on the call using SmartAgent will be able to put attendees on hold or mute them.

If a participant is no longer needed, they can leave by pressing the red “end call” icon from against their details or someone else can remove them from the call using the red “end call” icon next to their details and other participants will remain on the call.

If the customer ends the call then their status will change to “disconnected” and show onscreen in a dark grey colour.



Other remaining parties will remain in a conference call and would need to select the “end call” icon to end the multi-party call.

It should be noted that any conversation after the customer has disconnected will remain part of the CTR record of that customer call.

So in the event of a customer requesting a copy of a call it will include this part of the call after disconnection.

