

Customer Guides (Public)

- [Webex Download Instructions & Guides](#)
- [Webex Desktop User Guide](#)
- [Webex Mobile User Guide](#)
- [Go Integrator and Click to Call Set-up](#)
- [iCall Suite - Call Analytics](#)
- [User License Comparison](#)
- [Pausing / Resuming Call Recording \(Public\)](#)
- [Call Barge In Guide \(Public\)](#)
- [Accessing and download calls from the call recording portal](#)

Webex Download

Instructions & Guides

Webex is a softphone application that will allow you to make or receive calls using an application your mobile or computer using your work number.

Downloading the application:

First, you will need to download the relevant application for your device using the link below:

<https://bwks-uap.webex.com/download?partner-org-uuid=5343abe8-231b-4094-b7db-c19df2b6a3f6&config-set-uuid=72f95b9d-13a1-4384-9abd-7d7edddc4867&show-message=false>

When you first open the application, you will be prompted to enter your username and password. Please enter the details supplied by Globe2.


Getting Started Guides:

- [Desktop Guide](#)
- [Mobile Guide](#)


Webex Desktop User Guide

Getting Started:


Adding contacts:

1. Webex, select the contacts icon  from the left hand menu.
2. Next click the 'create contact' button.
3. Then, click create a custom contact and then enter the relevant contact details.
4. Then click save -> add.

Making a call

1. In Webex, select the phone icon  from the left hand menu.
2. From this screen, you can then enter the phone number and press enter to dial that number.
Alternatively, you can search for a contact and click on their name to dial them.

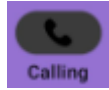
Transferring calls

1. During a call, press the three dots  and then click the transfer option.
2. A new pop-up will be shown. Dial the desire number or search for the contact and then press the consult now button / transfer now button to transfer the call.
 - a. **Consult Now:** Places the original call on hold, allowing you to speak with the recipient before completing the transfer. Once you have consulted with the recipient, you can then press the transfer button shown on screen to complete the transfer.
 - b. **Transfer Now:** Immediately transfers the call to the selected recipient without prior communication.

Webex Mobile User Guide

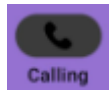
Getting Started:


Adding contacts:



1. In Webex, select the phone icon from the bottom menu and then click contacts at the top of the screen.
2. Next click the 'add a contact' button.
3. Then, click 'customise a new contact' and then enter the relevant contact details.
4. Then click save -> add.

Making calls



1. In Webex, select the phone icon from the bottom menu.
2. From here, you can either select the then click on the dial icon  and dial a number or press contacts at the top of the screen to select a contact.

Transferring calls



1. During a call, press the three dots and then click the transfer option.
2. A new pop-up will be shown. Dial the desire number or search for the contact and then press the consult now button / transfer now button to transfer the call.
 - a. **Consult Now:** Places the original call on hold, allowing you to speak with the recipient before completing the transfer. Once you have consulted with the recipient, you can then press the transfer button shown on screen to complete the transfer.
 - b. **Transfer Now:** Immediately transfers the call to the selected recipient without prior communication.

Go Integrator and Click to Call Set-up

Prerequisite: you will need your application username or password. If you are not sure what this is, you can ask Globe2 to reset this for you.

Instructions:

1. First, please download and install/run the Go Integrator Cara application from the link below:

https://downloads.yourwhc.co.uk/dms/_goIntegrator/Carainstaller.exe

2. After installing the application, it will open and prompt you for your username and password. Please enter your username and password and click log in.
3. Next in Chrome, visit the following link and install the extension. With this installed, you are able to click on the phone numbers and have it dial out on your phone.

<https://chromewebstore.google.com/detail/telephone-number-detectio/oolkfdhccdcigjigaghblnlkbgjki>

iCall Suite - Call Analytics

iCall Suite - Call Analytics provides a business with a web-based reporting package that allows them to run and email reports on all aspects of calls made, attempted calls, received calls and missed calls. Likewise it enables this call data to be presented in live visual Wallboards for Call Centre operations.

The application portal comes with standard branding and cannot be branded.

iCS provides users with a mobile-optimised suite of call analytics that can be accessed via any web browser. There are 3 core modules available and only one can be used at a time, as you upgrade, you gain the functionality from the previous package.

- iCS Insight
- iCS Report
- iCS Report Premier

iCS Insight

iCS insight is a business productivity tool delivering powerful call data visualisation via a predefined dashboard and wallboard.

Intuitive dashboard

The at-a-glance dashboard monitors performance to visualise call activity such as:

- Hourly / daily call distribution
- Call activity by DDI / extension / user
- Missed call summary
- Unreturned missed calls by caller ID

Business wallboard

The pre-configured wallboard displays key business metrics (DDI, user and business summary).

iCS Report

iCS Report delivers enhanced-level call reporting and analytics. Access configurable dashboards, wallboards and detailed reporting. Run and schedule reports.

iCS Report features include:

- Schedule reports for 'yesterday', 'last week', 'last month' or custom dates.
- Browse an extensive catalogue of reports or use filters to customise your own. Report on call activity by extension, department, hunt group, DDI and user, including total calls, destination, talk time and ring time.
- Incoming call analytics measure call volumes, targets, grade of service, percentage calls answered, call abandoned, longest waiting and unreturned missed calls.
- Executive reports collate data from multiple reports, and provide observations & recommended actions.
- Customised dashboards and wallboards.

iCS Report Premier

iCS Report Premier enhances the functionality of iCS Report by adding live call statistics and monitors contact centre queues and agents. Monitor call activity via live dashboards, reports and wallboards for up to the minute contact centre analytics and granular reporting.

iCS Report Premier features include:

- Real time reporting; live calls waiting and call handling statistics by agent and ACD call queue. Report on total calls, destination, talk time, ring time, grade of service, percentage calls answered, number of calls in queue, call abandoned, longest waiting and unreturned missed calls.
- At a glance dashboards and wallboards display group performance parameters on a live tile.
- Live call statistics for queues and agents, such as number / duration of calls and availability.
- Supervisor management tools including agent presence monitoring.
- Review performance and use "what if" calculations to forward plan contact centre agent shifts.

User License Comparison

The below table only compares the **user** license features. The site features i.e hunt groups are the same.

	Foundation License	HV Select License
Inclusive Minutes to 01,02,03 & UK Mobile Networks*	PAYG	✓
Voicemail	✓	✓
Personal Contacts	✓	✓
User Call Forwarding Options for always, busy, no answer and not reachable call forwarding	✓	✓
Do Not Disturb	Not included	✓
Speed Dials	Not included	✓
Busy Lamp Fields internal speed dials (See if a user is on the phone)	Not included	✓
User Selective Call Forwarding I.e time/day call forwarding for out of hours	Not included	✓
Alternative/Additional Numbers**	Not included	✓
Pre-ring Message (pre-alert)	Not included	✓

* 5,000 Minutes Per User: Subject to fair usage. Inclusive UK Mobile networks: FM1, FM3, FM4, FM5 and FM6.

** Chargeable extra

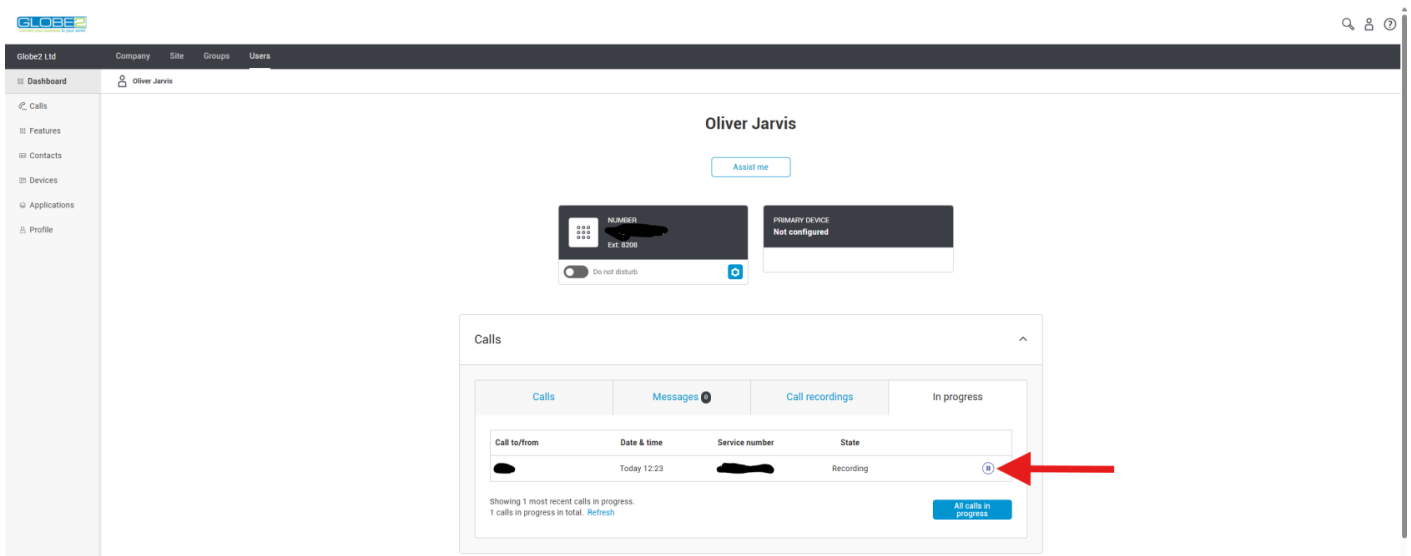
Pausing / Resuming Call Recording (Public)

Please note: this feature must be enabled by Globe2 before use.

If enabled, individual users can pause and resume call recordings during a phone call and there are a few different ways to achieve this depending on the device you are using:

Via the portal (easiest):

If provided access, users can login to the "Business Portal", and pause/resume call recordings easily via the dashboard as shown in the example below:

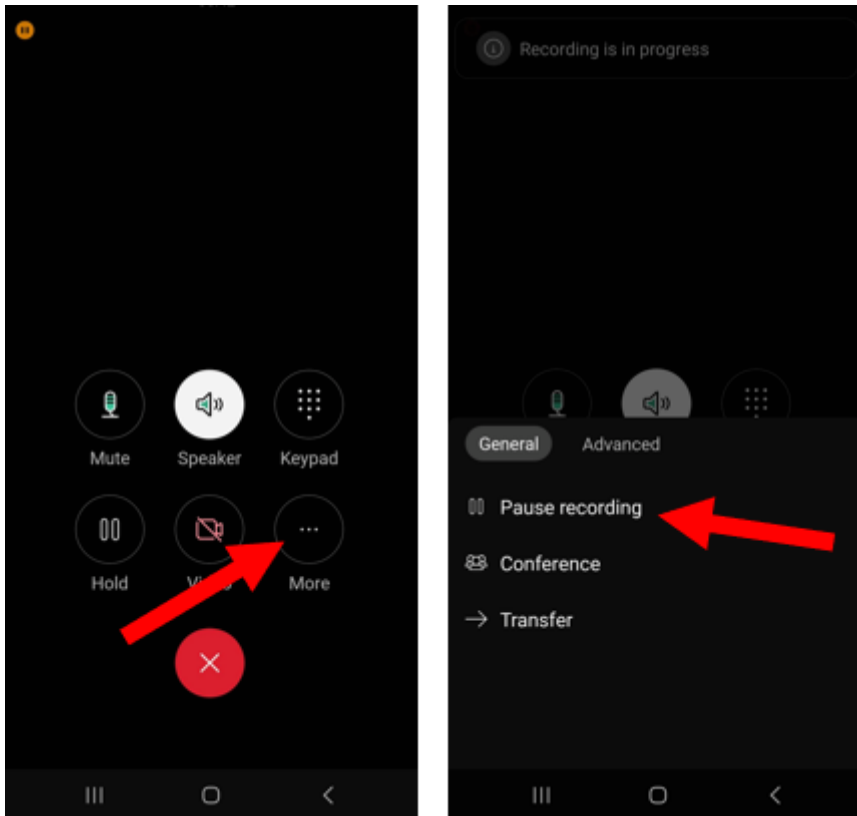


Via a desk phone:

During a call users can pause recordings by placing the current call on hold and dialling ***48** and resuming their current call. When required, users can then resume call recording by once again placing their current call on hold and dialling ***49**.

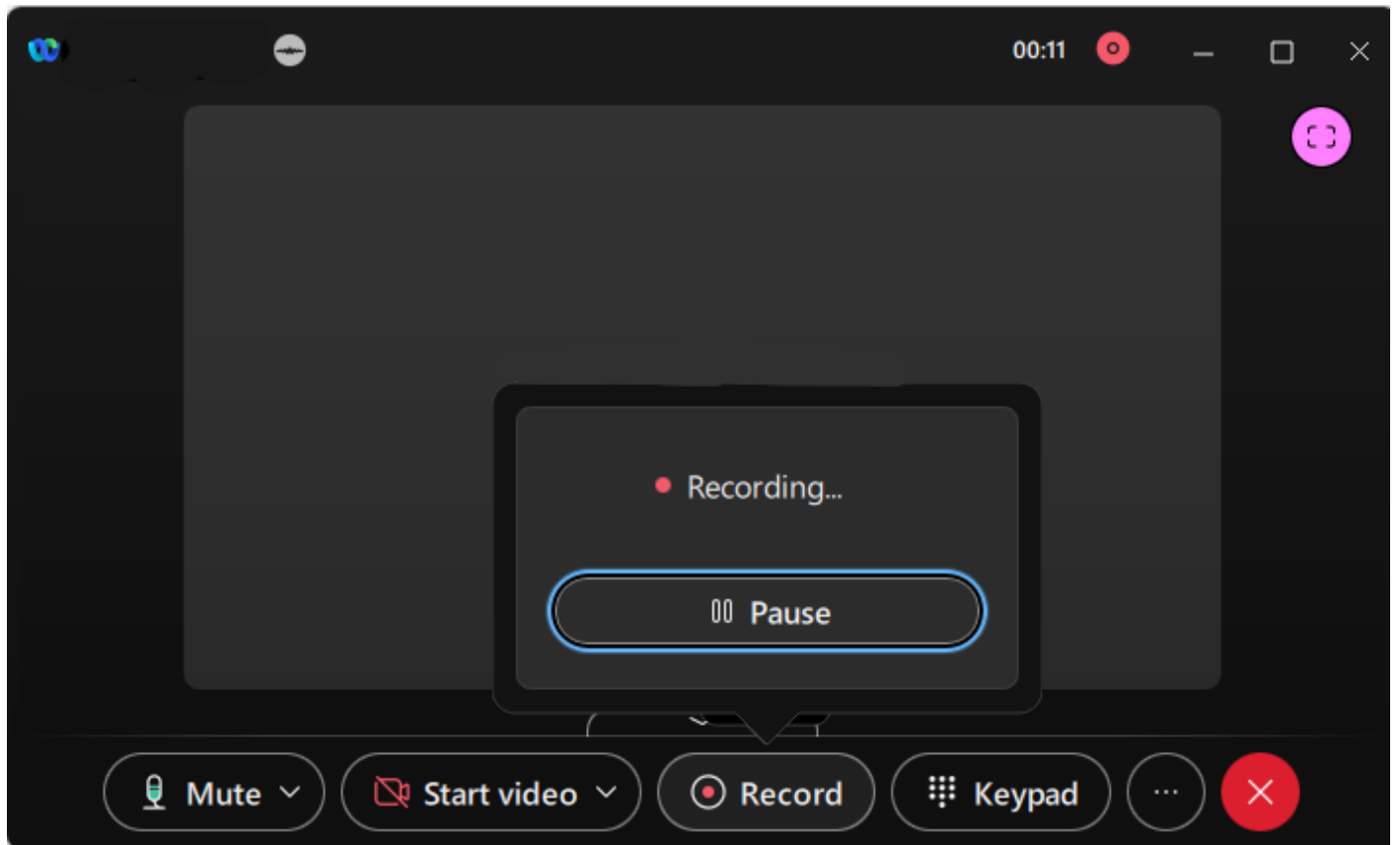
Via Webex (mobile):

Pausing/Resuming call recordings during a call via Webex is very straight forward and does not require placing the user on hold. During a call, simply click on the more button and select the pause recording option. To resume, click on the more button and click resume recording.



Via Webex (Desktop)

During a call, press the record button at the bottom of the Webex window, and then click pause. Repeat the same process to resume the recording afterwards.



Call Barge In Guide (Public)

What is call barge in?:

Call barge in allows users to barge in to talk to or listen in to another users

Please note: by default all users are exempt from having their calls barged in. To remove this exemption, please contact support@globe2.net. Furthermore, by default an audible tone will be played to the user who's call is being barged.

How to barge in a call:

If another User is talking to a customer, but you need to support them on a call, dial *33 followed by their extension number. If you have the warning tone turned on in the Business Portal, the other User will hear it to make them aware Barge In has occurred. A three-way call will then be established.

If you are listening in for training, please ensure you mute your microphone as all parties in the phone call will be able to hear you.

Accessing and download calls from the call recording portal

Voice recording must be enabled for this to be possible

Who can access the call recording portal?

Both end users and company administrators can access the call recording portal, however end users can only see their own call recordings.

Accessing the Call Recording Portal

□ For Administrators (Company, Site, or Group Admins):

1. **Login to the Business Portal.**
2. Scroll down on the **main dashboard** to “**Services**”.
3. Click the **Call Recording tile**.
4. This will **open the Call Recording Portal in a new tab** and automatically **log in the user with admin privileges** based on their role.

□ For End Users:

1. **Login to the Business Portal.**
2. On the left-hand menu, select “**Calls**” under Dashboard.
3. Click the **Call Recording button**.
4. This opens the **Call Recording Portal in a new tab**, logging them in automatically with their appropriate permissions.

Downloading calls:

1. From the left hand menu, select interactions and you will be shown a list of completed call recordings.
2. Find the desired call and click the view details button (the right arrow)
3. Click the download icon and select ".mp3" to download the call in mp3 format.