



# USER GUIDE Back-office

*“The first fully featured Video and Voice over IP call centre”*



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## **Welcome, SKY-click administrator!**

SKY-click is an easy to use Video and Voice over IP call-centre SKY-click is the first full featured Video and Voice over IP call centre. Manageable through a web-based management platform, SKY-click is the most easy-to-use call-centre in the world.

SKY-click forwards incoming calls to the right agent: the one speaking the caller's language and responsible for the right subject of inquiry.

This guide has the objective to help administrators manage their SKY-click call-centre. In order to make this comprehensible, we have divided it into sections corresponding to the main features you will find in the call-centre.














### **CONCEPT OF THE SKY-CLICK SERVICE:**

The concept is to place call back buttons on your website that will automatically direct the web user to the appropriate agent, the one that knows the product in question and who speaks the user's language.

The back office will allow you to create your agents, your products & services, and link them together.

### **IMPORTANT NOTES:**

- For security reasons the username is the email address. An email address can only support one unique role. An administrator who wants to use the service an agent cannot use the same email address for the administration Back office and the Dialler.
- The SKY-click service operates exclusively on Personal Computers (PCs) with the following minimum system requirements: Windows 2000/XP SP2, Skype 1.4+, Microsoft .NET Framework version 1.1+. And Internet browsers: Internet Explorer 5.0 +, Mozilla Firefox 1.0 +.

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## FIRST STEPS AND LOGIN

A simple and rapid 4 step process:

1. Sign-up on [www.sky-click.com](http://www.sky-click.com) and receive your login and password via email.
2. Login to the SKY-click administration console at <http://my.sky-click.com>
3. Create Agent(s) with the Wizard. Your agent(s) will receive the link to download their Agent console, and their logins and passwords by email.
4. Generate your "Click to Call Button" code and place it on your web pages.

### **IMPORTANT:**

For security reasons the username is the email address. An email address can only support one unique role. An administrator who wants to use the service an agent cannot use the same email address for the administration Back office and the Dialler.

The Click to call centre will be fully operational when at least one of your agents has downloaded and logged in to the Agent Console, the download is available [http://sky-click.com/pages/download\\_dialler.html](http://sky-click.com/pages/download_dialler.html)

## WIZARD GUIDE

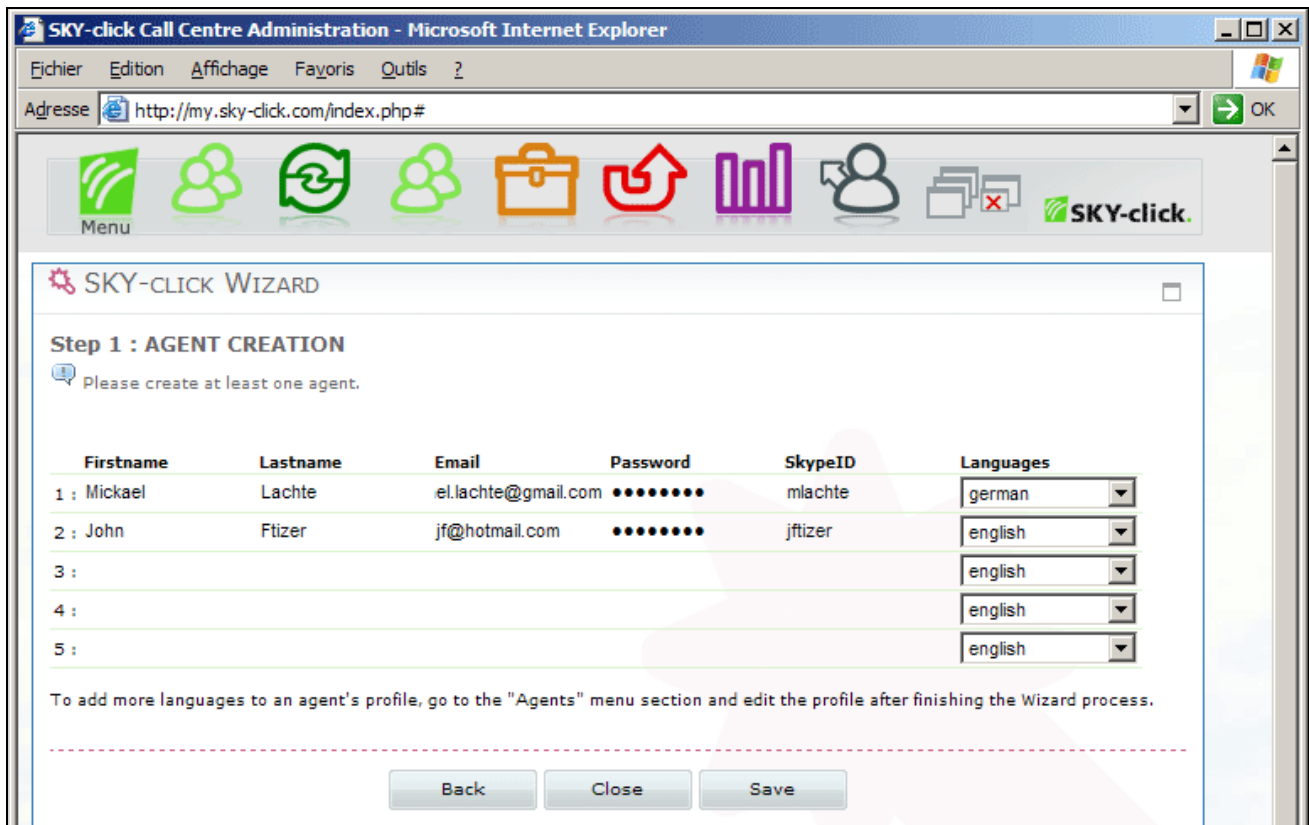
The Wizard has been designed to guide you in the first steps to set up your call centre. Within 2 steps the wizard you will allow you to:

### 1) Create Agents

In this section you can create your first agents with the **MINIMUM** information. Once the process is over you will have the possibility to add additional information regarding your agents. At the end of the process, each of your agents will receive by email:

- A link to download the Agent Console
- Their Login & Password









The Agent Console is the interface where your agents receive their Call Back requests. Your Click to Call Centre will become ACTIVE when at least one agent has logged into his Agent Console.



SKY-click Call Centre Administration - Microsoft Internet Explorer

Fichier Edition Affichage Favoris Outils ?

Adresse <http://my.sky-click.com/index.php#> OK

Menu         SKY-click.

SKY-CLICK WIZARD

**Step 1 : AGENT CREATION**

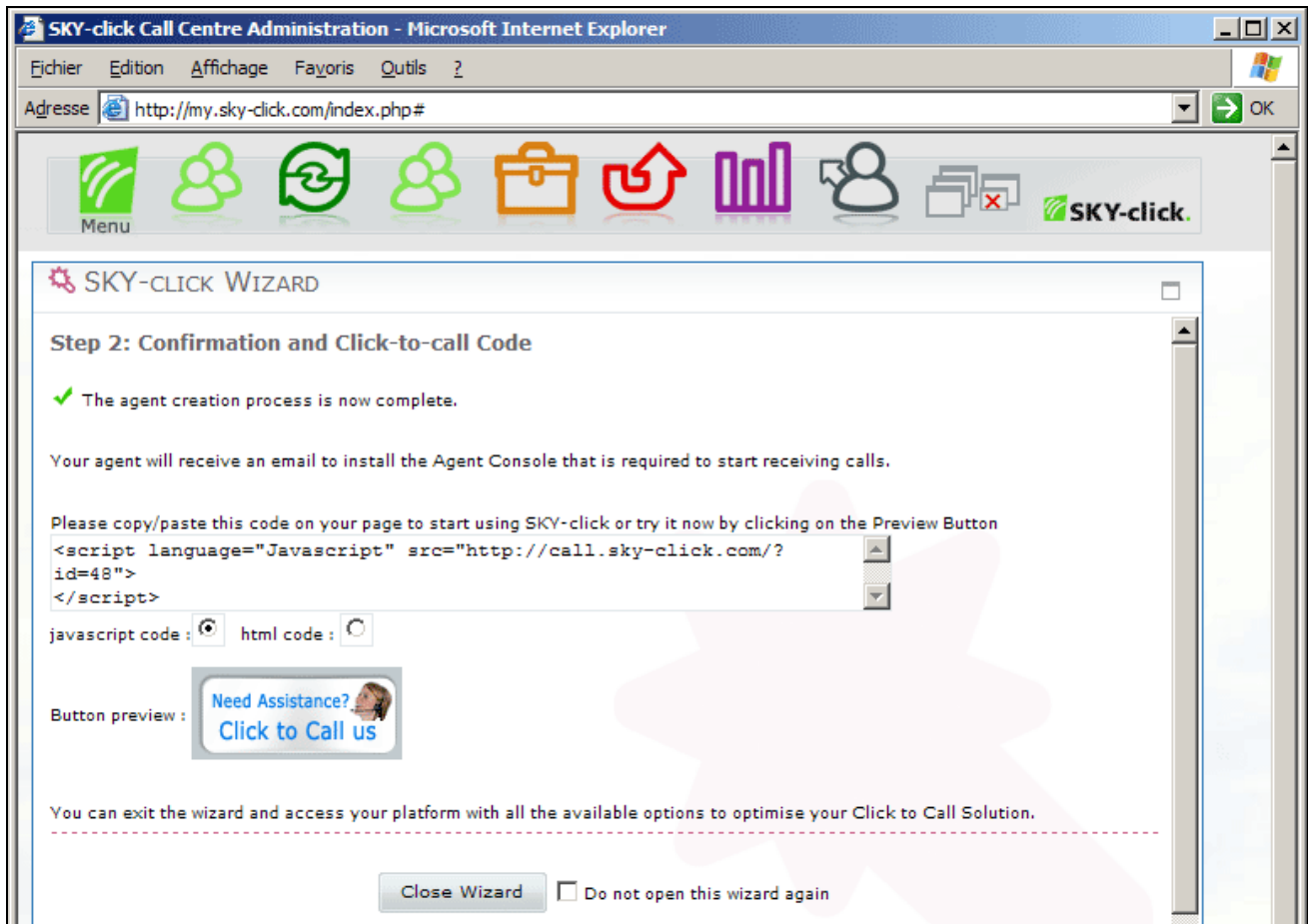
Please create at least one agent.

	Firstname	Lastname	Email	Password	SkypeID	Languages
1 :	Mickael	Lachte	el.lachte@gmail.com	●●●●●●●●	mlachte	german
2 :	John	Ftizer	jf@hotmail.com	●●●●●●●●	jftizer	english
3 :						english
4 :						english
5 :						english

To add more languages to an agent's profile, go to the "Agents" menu section and edit the profile after finishing the Wizard process.

Back Close Save

2) Get the Click to Call button



The screenshot shows a web browser window titled "SKY-click Call Centre Administration - Microsoft Internet Explorer". The address bar shows "http://my.sky-click.com/index.php#". The browser's menu bar includes "Fichier", "Edition", "Affichage", "Favoris", and "Outils". A toolbar contains various icons: a green "Menu" icon, two green person icons, a green circular arrow, an orange briefcase, a red curved arrow, a purple bar chart, a grey person icon, a grey document with a red 'X', and the "SKY-click" logo.

The main content area is titled "SKY-CCLICK WIZARD" and displays "Step 2: Confirmation and Click-to-call Code". A green checkmark indicates "The agent creation process is now complete." Below this, it states "Your agent will receive an email to install the Agent Console that is required to start receiving calls." It then instructs the user to "Please copy/paste this code on your page to start using SKY-click or try it now by clicking on the Preview Button" and provides the following code in a text area:

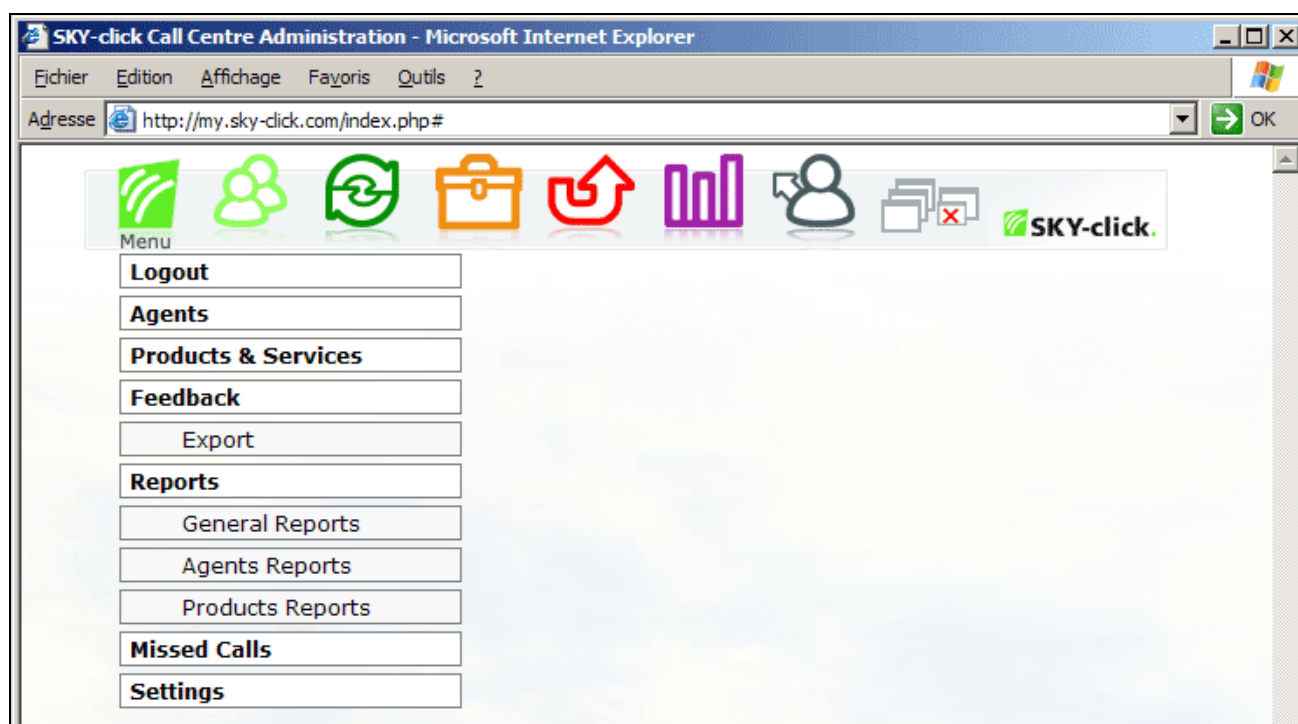
```
<script language="Javascript" src="http://call.sky-click.com/?id=48">
</script>
```

Below the code area are radio buttons for "javascript code" (selected) and "html code". A "Button preview" shows a button with the text "Need Assistance? Click to Call us" and a small profile picture icon. At the bottom, it says "You can exit the wizard and access your platform with all the available options to optimise your Click to Call Solution." and provides a "Close Wizard" button and a checkbox for "Do not open this wizard again".

## ADMINISTRATION CONSOLE OR USER INTERFACE (UI)

SKY-click User Interface is based on **draggable section headers** that enable users to modify their interface according to their preferences. All headers in the menu section can be “dragged and dropped” into the interface or into the top grey bar.

**Note:** You may leave windows open when you logout, these will still be open when you log back in.



## SETTINGS

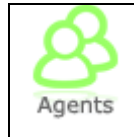


Click on « Settings » in the main menu or on the icon displayed above in order to modify your company information, as well as some call-back and feedback parameters.

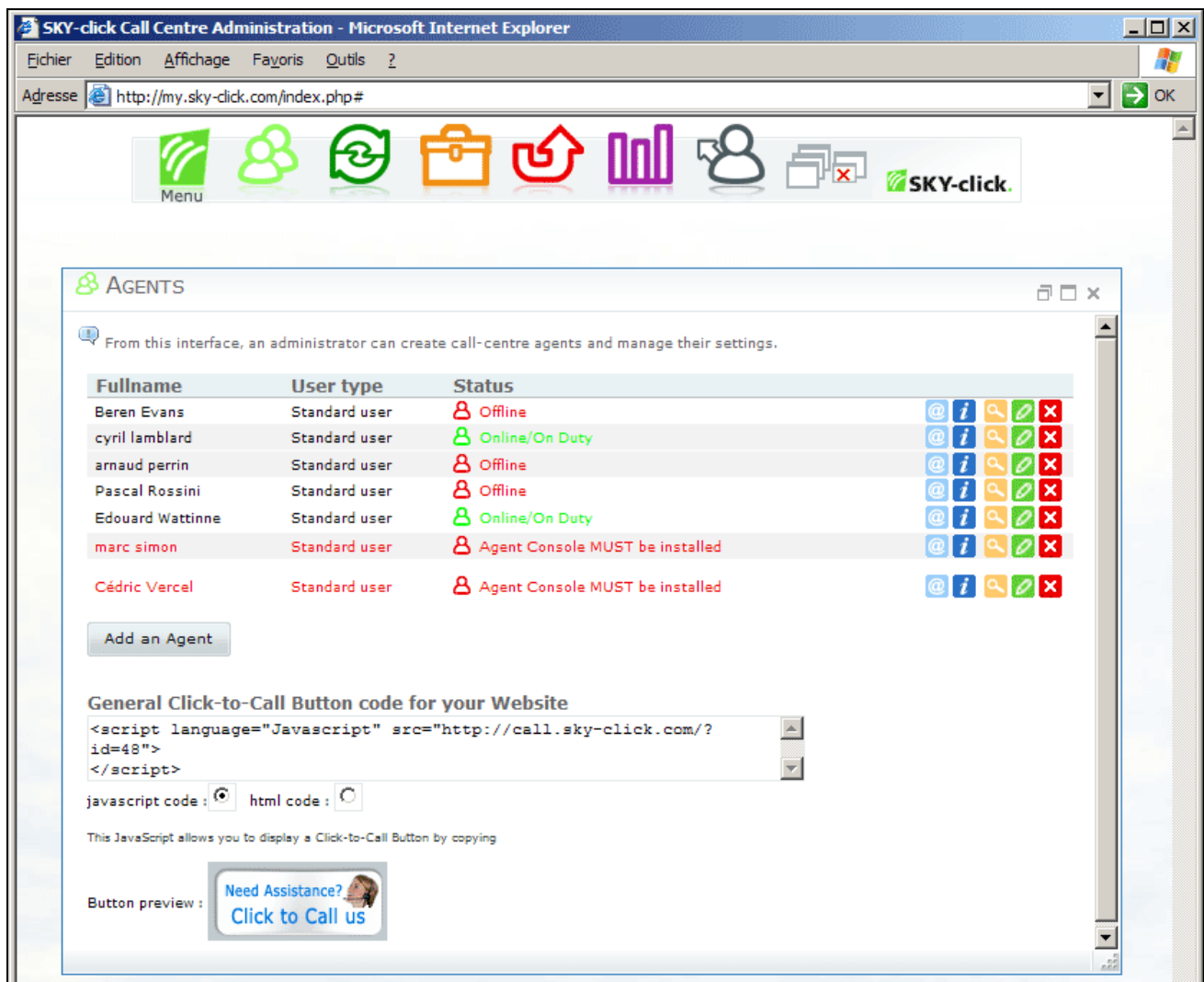
Here are explanations on specifics required fields:

Fields	Description
<b>Callback General Settings</b>	
Callback logo	Select the Callback logo that will be associated with the main Click to Call button code that you find on the Agents main interface.
Add a picture	You can add your own image to be used as a call back button.
Waiting Message	Select a waiting message. This is an audio waiting message your client will hear while waiting to be called back by one of your agents.
Add a waiting message	You can add your own waiting message by uploading your own audio file.
AutoCall delay	When you have enabled the AutoCall function, this is the time in between when an Agent hangs up and when the next call is automatically placed. Cf Agent Settings section.
Feedback list	List of feedbacks
Feedback status	Enter the status that will be displayed in your Feedback form. This will simplify the form filling process for your agents.
<b>Interface Settings</b>	
Show wizard at login	Tick to display Wizard upon login Untick to stop displaying it upon login
<b>SKY-call.to address</b>	
http://sky-call.to/	Enter your company name or any other relevant name after the "/". Each time you type this URL into your browser it will display the USER window to request a call back.

## AGENTS :



To enter the « Agents » section, click on the link in the SKY-click drop-down menu or on the icon displayed above. This will open the Agents window.



From this interface, an administrator can create call-centre agents and manage their settings.

Fullname	User type	Status	
Beren Evans	Standard user	Offline	@ i P + X
cyril lamblard	Standard user	Online/On Duty	@ i P + X
arnaud perrin	Standard user	Offline	@ i P + X
Pascal Rossini	Standard user	Offline	@ i P + X
Edouard Wattinne	Standard user	Online/On Duty	@ i P + X
marc simon	Standard user	Agent Console MUST be installed	@ i P + X
Cédric Verce	Standard user	Agent Console MUST be installed	@ i P + X

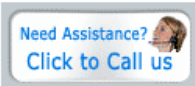
Add an Agent

**General Click-to-Call Button code for your Website**

```
<script language="Javascript" src="http://call.sky-click.com/?id=48">
</script>
```

javascript code :  html code :

This JavaScript allows you to display a Click-to-Call Button by copying

Button preview : 

Click on the icons to access different functions:

**i** : Displays the “Agent’s Personal information”, “Availability” and “Product & Service list”. This is a “read only” recap of the information that was supplied when signing the Agent up.

**P** : Add / Remove Products or Services assigned to the Agent.



Click on **+** to add and on **-** to remove product or services associated to an agent.

 : **Edit Agent information.**  
Edit & Modify Agent information


 : **Delete an agent from the system.**  
The Administrator will have to confirm the deletion. Once confirmed, the agent is deleted from the database.

## Add an Agent:

By clicking on “**Add an Agent**“, you will access the form to register any new agent.

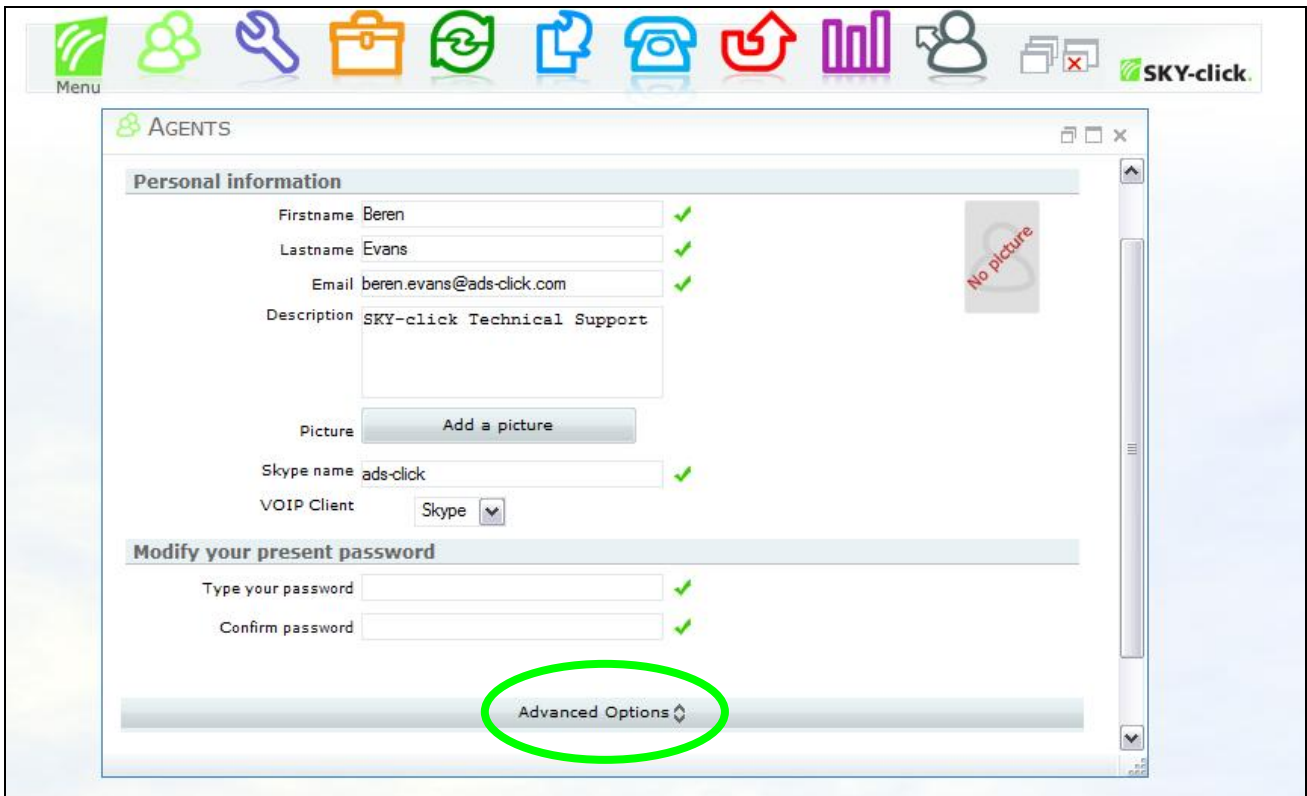
To be sure you have entered all the necessary information the system includes little red crosses next to each entry field , which become green ticks  once the field has been properly filled in.

Here are explanations on specifics required fields:

Fields	Description
<b>Personal Information</b>	
Picture	Download your Agent picture (optional)
Skype Name	Skype ID of your Agent
<b>Insert your Password</b>	
Agent Dialler setup Information	We recommend that you leave it ticked. The setup information will be sent to the agent by email, including the access codes and a link to download the dialler.
<b>Advanced Options</b>	
Add Languages	Click on  to add languages to your Agent settings. The agent will receive calls in all selected languages.
Availability	Select the Time & Day your agent is “On duty” to accept calls.
Autocall	When <b>Active</b> , the Agent does not decide when to place calls. These will be triggered automatically by the system based on the settings specified in the Setting area of the main menu; generally a couple of minutes after Agents have finished their last call. When <b>Not Active</b> , Agents can place calls in their own time.
Webcam	When <b>Active</b> this indicates that your Agent has a webcam. This option can be then offered to your clients. When <b>Not Active</b> , it means that the Agent has no webcam.
SkypeOut account	When <b>Active</b> , it means that your agent has a SkypeOut account, meaning that the agent will have the possibility to call clients back on their fixed or mobile phones. This enables PC to Phone communication on top of PC to PC. When <b>Not Active</b> , it means that your agent has NO SkypeOut account. Clients will not have the possibility to leave their phone numbers to be called back. The process will take place via SKYPE only, meaning PC to PC communication only.
Skype Agent Personal Contacts	When <b>Active</b> , it means your agent can keep using his Skype Account and access his personal contacts. When <b>Not Active</b> , it means Skype is deactivated for contacts, and that Agents can only receive call-back requests through SKY-click.
SalesForce Account	When <b>Active</b> , it means that your company has a

SalesForce license and that your agent has an account. When an Agent receives a call back request, he has the possibility to edit or create new information directly in the CRM tool. The access level of the Agent will depend on his rights, defined in SalesForce by the SalesForce Admin. When **Not Active**, it means that agents will have the feedback form provided by SKY-click at their disposal. This information is then exportable into any CRM tool.

NOTE: Be aware that to access the advanced options you need to click on the corresponding "Advanced options" toolbar.



The screenshot shows the SKY-click AGENTS interface. At the top, there is a toolbar with various icons including a menu, user profile, tools, and SKY-click logo. The main window is titled "AGENTS" and contains a form for editing agent information. The form is divided into sections: "Personal information" and "Modify your present password".

**Personal information section:**

- Firstname: Beren ✓
- Lastname: Evans ✓
- Email: beren.evans@ads-click.com ✓
- Description: SKY-click Technical Support
- Picture: Add a picture button
- Skype name: ads-click ✓
- VOIP Client: Skype (dropdown)

**Modify your present password section:**

- Type your password: [input field] ✓
- Confirm password: [input field] ✓

At the bottom of the form, there is a button labeled "Advanced Options" which is circled in green.

## General Click-to-Call Button code for your Website

This is the general code to be pasted on your website in order to display the click to call button. This is the generic code and it will display:

- The logo chosen in the Settings section.
- The waiting message chosen in the Settings section
- Calls will be dispatched based on your agent settings

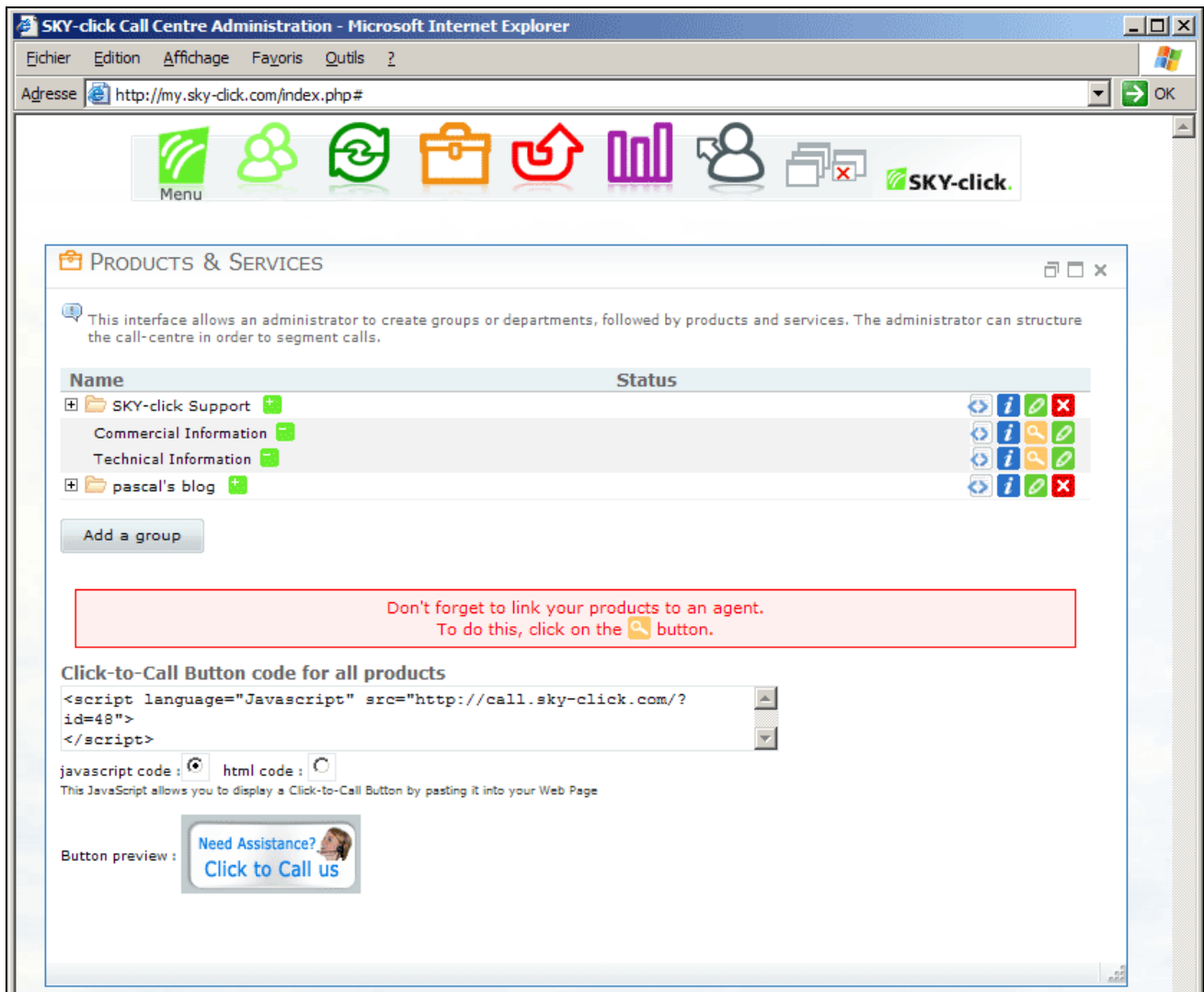
Choose the JavaScript code for **your website**: JavaScript example: `<script language="Javascript" src="http://call.sky-click.com/?id=48"></script>`

Choose the HTML code for your **email signature**: HTML example: `<a href="http://call.sky-click.com/url/?id=48" target="_blank"></a>`

## PRODUCTS & SERVICES:



The “Products & Services” section allows you to organise your Product and Services according to your organization. You can then associate them to Agents, who will only receive Call back requests relevant to them.



The screenshot shows the 'PRODUCTS & SERVICES' section of the SKY-click administration interface. It includes a table with the following data:

Name	Status
SKY-click Support	+
Commercial Information	-
Technical Information	-
pascal's blog	+



Below the table, there is a red warning box with the text: "Don't forget to link your products to an agent. To do this, click on the [icon] button." At the bottom, there is a section for "Click-to-Call Button code for all products" which displays the following JavaScript code:

```
<script language="Javascript" src="http://call.sky-click.com/?id=48">
</script>
```






Below the code, there are radio buttons for "javascript code" (selected) and "html code". A note states: "This JavaScript allows you to display a Click-to-Call Button by pasting it into your Web Page". A button preview is shown with the text "Need Assistance? Click to Call us".

To add a Product or Service within a group, click on  next to the Group Name in the Products & Services interface.

### Icon functions within Products & Services category:

-  : Display Group Product & Service information » and the « List of Products or services » associated to it. This is a read only interface.
-  : Add a Product or Service to the Group.



-  : Click here to associate a Product or Service to an Agent
-  : Edit the Group Name and Description.
-  : Delete the Group and all the Products or Services inside it.
-  : Display list of product or service associated to a group.
-  : Delete a product from a Group

## Click-to-Call Button code for all products


This is the general code to paste on your website in order to display the click to call button. This is the generic code and it will display:

- The logo chosen in the Settings section.
- The waiting message chosen in the Settings section
- Calls will be dispatched to Agents who have a product associated to their profile.

Choose the JavaScript code for **your website**: JavaScript example: `<script language="Javascript" src="http://call.sky-click.com/?id=48"></script>`

Choose the HTML code for your **email signature**: HTML example: `<a href="http://call.sky-click.com/url/?id=48" target="_blank"></a>`

## Click-to-Call Button code for a specific product or service

To get a specific code for a given product or service, click on  to display the specific click to call button code.

This code must be pasted into your website source code to display the click to call button.

- The logo is set in the Product Section and it is call image. If no image has been uploaded, the system uses a default one from the general Settings section.
- The waiting message is set in the Product Section. If no audio file has been uploaded, the system uses a default one from the Settings section.
- Calls will ONLY be dispatched to agents that are associated to a specific product or service.

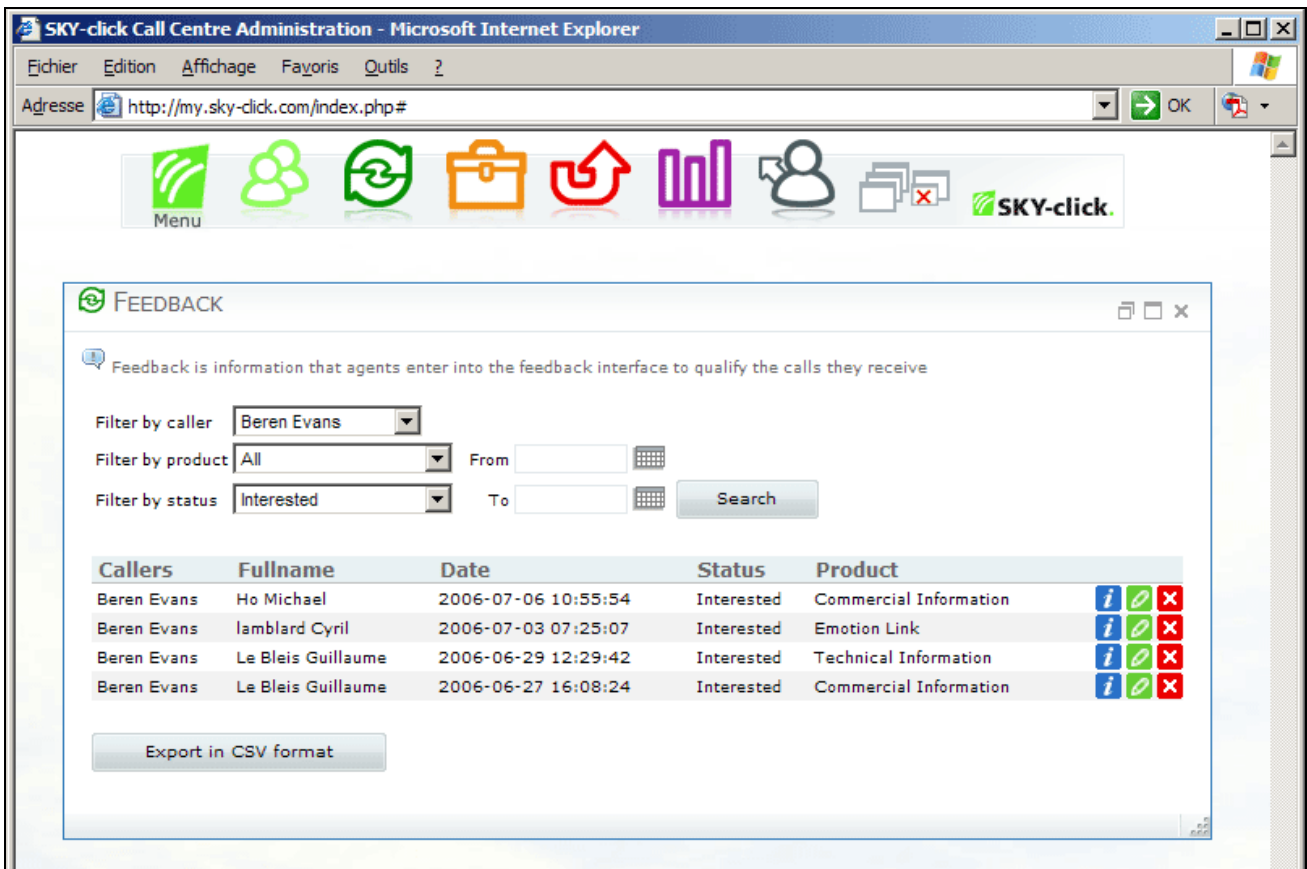
Choose the JavaScript code for your **website**: JavaScript example: `<script language="Javascript"src="http://call.sky-click.com/?id=48"></script>`

Choose the HTML code for your **email signature**: HTML example: `<a href="http://call.sky-click.com/url/?id=48" target="_blank">`

## FEEDBACK:




By clicking on the « Feedback » logo in the main drop-down menu, you open the Feedback window. Feedback is made via the SKY-click client with the Feedback tool. When it is validated, the information is logged in the « Feedback » main window. Caller history is also logged. In the « Feedback » window, you will see a series of filters at the top, and a feedback list below.






Callers	Fullname	Date	Status	Product
Beren Evans	Ho Michael	2006-07-06 10:55:54	Interested	Commercial Information
Beren Evans	lambard Cyril	2006-07-03 07:25:07	Interested	Emotion Link
Beren Evans	Le Bleis Guillaume	2006-06-29 12:29:42	Interested	Technical Information
Beren Evans	Le Bleis Guillaume	2006-06-27 16:08:24	Interested	Commercial Information

### Feedback function icons

The feedback list is displayed in a number of columns: Callers, Full name, Date, Status and Product. At the end of each horizontal line corresponding to a « Feedback », there are three icons.

 : Displays a window containing all the information collected by the agent. This page can only be viewed, and to return to the « Feedback » main list, click on « Return » in the bottom right corner of the window.

 : Displays the information presented under , only here it can be edited and saved. « Cancel » takes you back to the « Feedback » main list without saving any modified information, while « Next » saves your modifications before taking you back to the « Feedback » main list window.

 : Erases the Feedback. You will be asked for confirmation.

## **CALLBACK MANAGER:**



By clicking on the « Callback Manager » link in the main drop-down menu, you open the Callback Manager window.

The Callback Manager allows an administrator to see what requested calls are currently pending, and to cancel them if need be.

## **MISSED CALLS:**



By clicking on the « Missed Calls » link in the main drop-down menu, you open the Missed Calls window. This section logs all call requests to your SKY-click call centre which were made during the time no Agents were available to take calls.

## **REPORTS:**

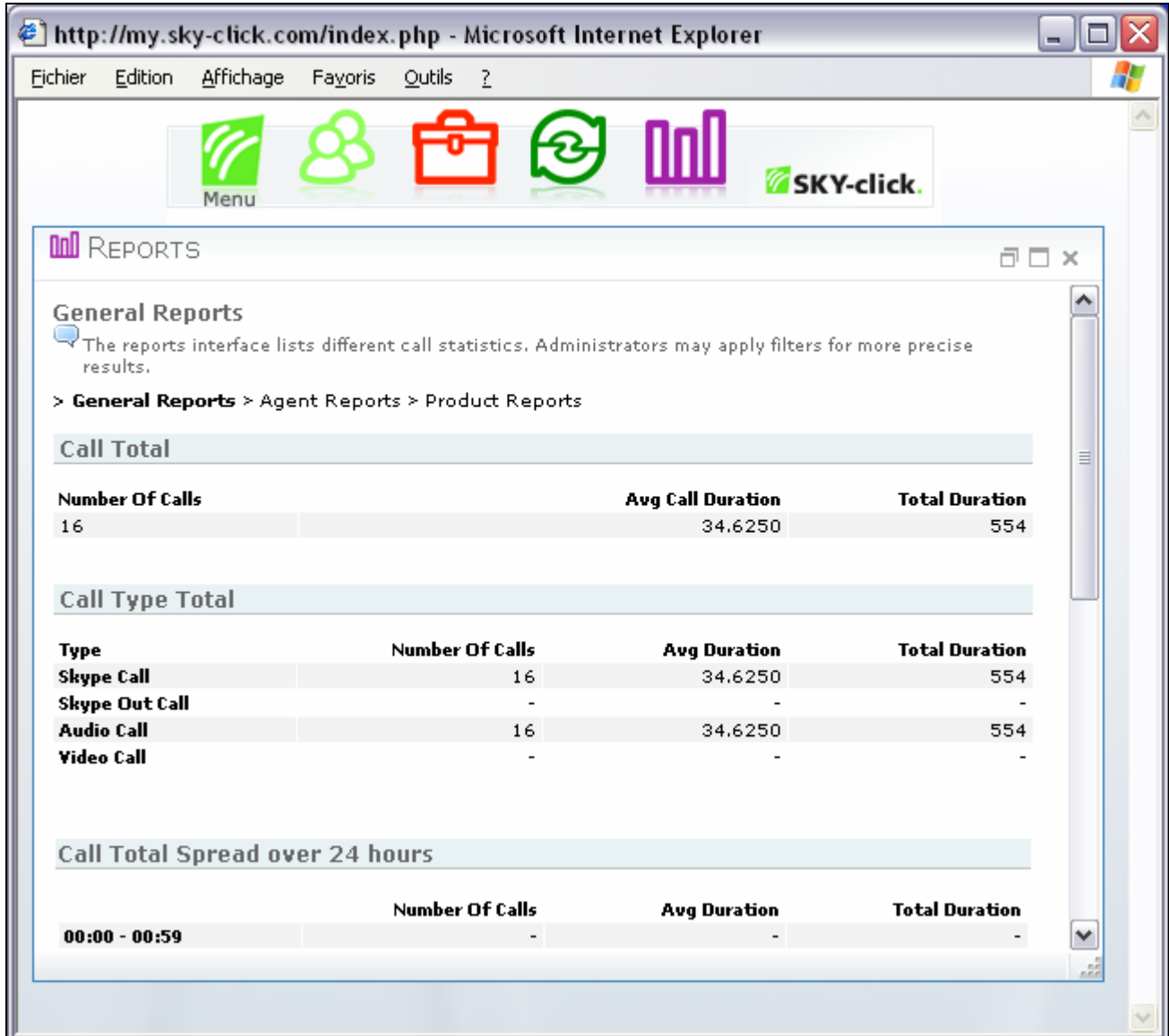


By clicking on the « Reports » link in the main drop-down menu, you open the Reports window.

Reports are statistics concerning the use of SKY-click and are created automatically. They are separated into three groups: General reports, Agent reports and Product reports.

- General reports log call total, call type total and call total spread over 24 hours.
- Agent reports log call totals per agent, per language and per country.
- Product reports log call totals per product and per feedback.

In the « Reports » window, you will see a series of filters at the top, and series of reports below.



http://my.sky-click.com/index.php - Microsoft Internet Explorer

Fichier Edition Affichage Favoris Outils ?

Menu SKY-click.

## REPORTS

**General Reports**

The reports interface lists different call statistics. Administrators may apply filters for more precise results.

> **General Reports** > Agent Reports > Product Reports

### Call Total

Number Of Calls	Avg Call Duration	Total Duration
16	34.6250	554

### Call Type Total

Type	Number Of Calls	Avg Duration	Total Duration
Skype Call	16	34.6250	554
Skype Out Call	-	-	-
Audio Call	16	34.6250	554
Video Call	-	-	-

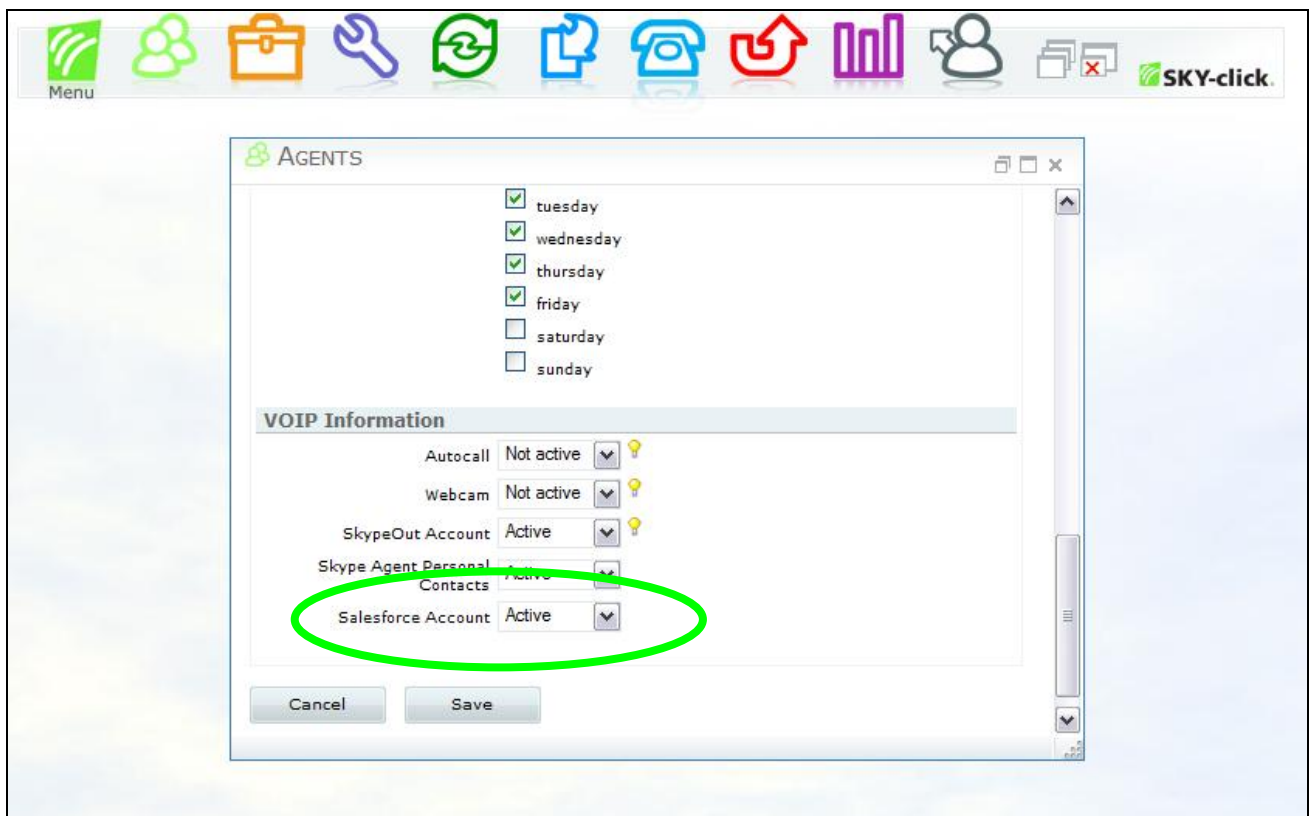
### Call Total Spread over 24 hours

Number Of Calls	Avg Duration	Total Duration
00:00 - 00:59	-	-

## SALESFORCE INTEGRATION:

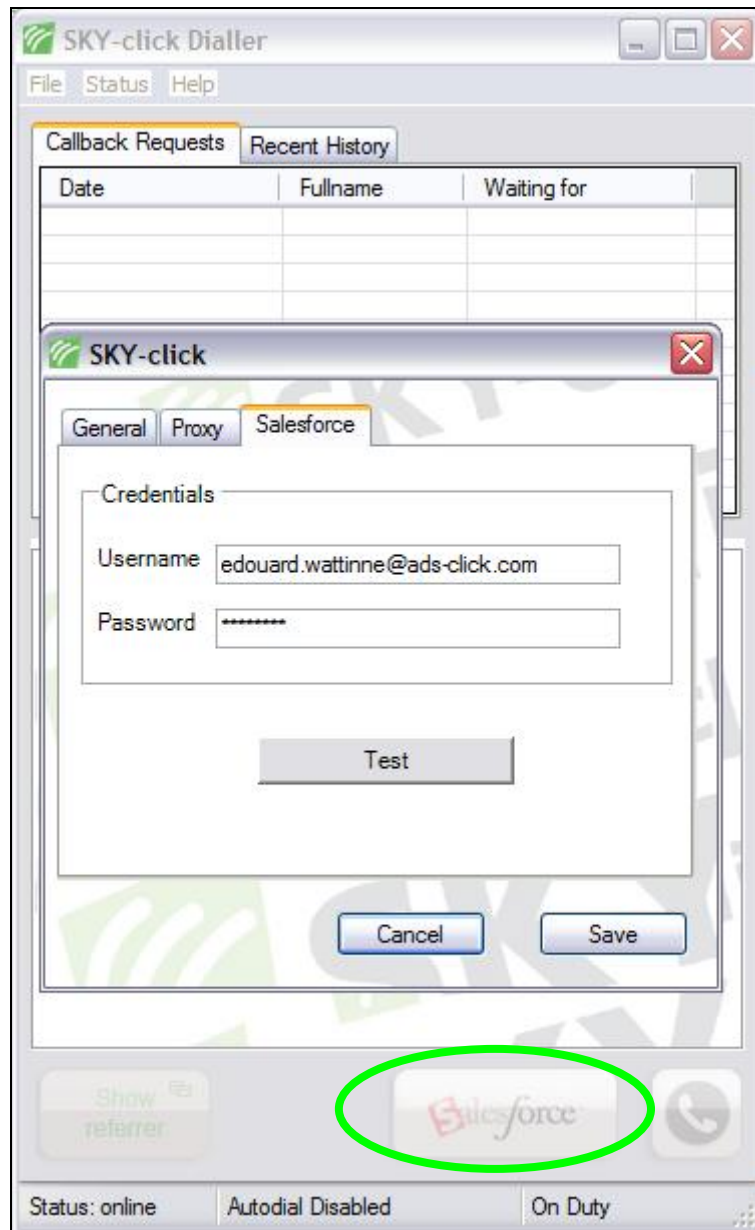
You can activate your Salesforce account in two steps:

Step 1: In the Back office the administrator has to activate the Salesforce Account. This feature is available at the agent level by clicking on advanced options.



Step 2 :

The Agent activates his Salesforce account in the Menu File Preferences/Salesforce section of the Dialler, by entering his Salesforce id and password which will allow him to connect to Salesforce.



## LOGOUT:



Click on « Logout » when you want to end your SKY-click administrator session. You will be asked for confirmation. When you have quit the application, you may use your browser to visit any other website you wish. If you want to re-connect to SKY-click, enter the login page URL and re-enter your login and password.

## Contact for support:

If this user-guide has not answered all the questions you have, feel free to send an email to **[support@sky-click.com](mailto:support@sky-click.com)**

**Enjoy your new call-centre!**