

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.

1

LOG IN

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

2

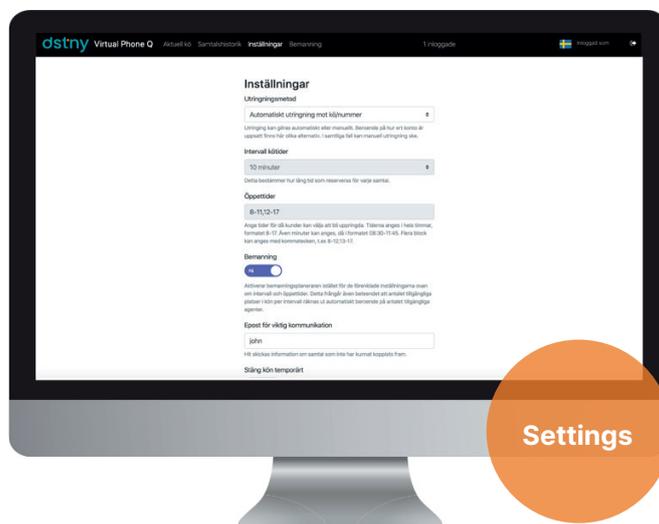
SETTINGS

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.

3

CALL METHOD

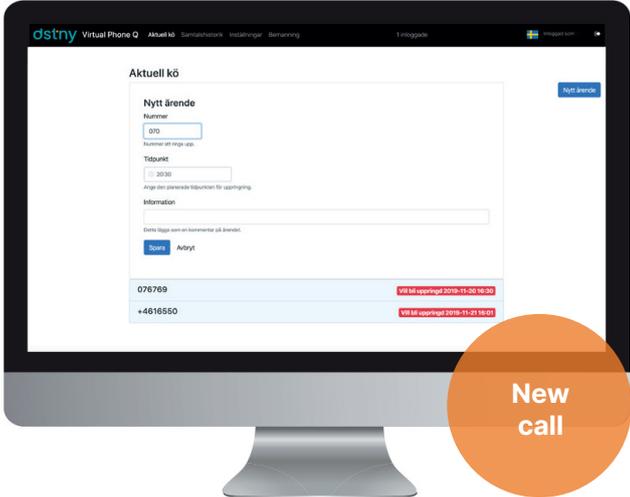
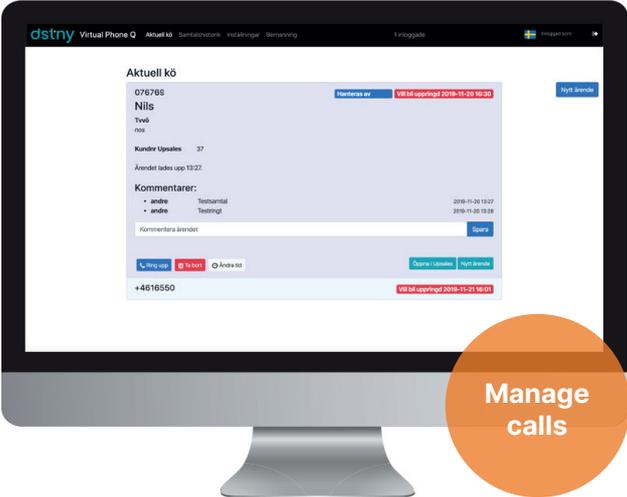
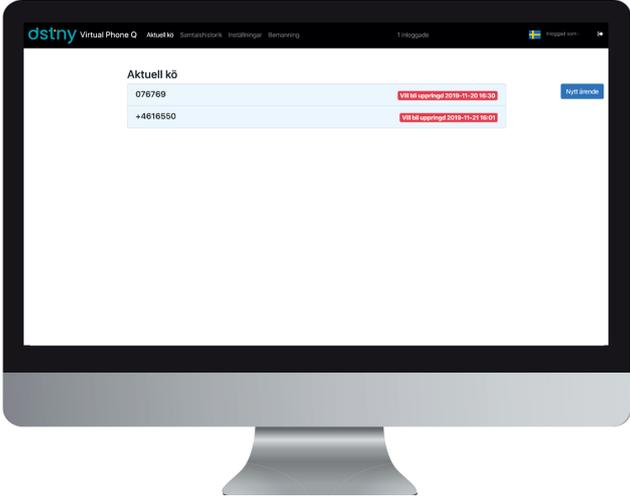
There are three different settings for Call Settings. **Automatically call logged in VPQ users** will automatically distribute calls to the ones logged in to VPQ. **Only manual calls** means that the agents must manage all calls manually. **Automatically call queue/number** will distribute the calls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



4

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.

5

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.

