Using Jitsi and Notifier

Jitsi and Notifier are tools for Enhancement of User Experience: Agent can know some customer information in advance and then answer them more friendly.

1 Jitsi

Jitsi is a softphone, Agent use it to receive, transfer the incoming call and make a conference as well.

If Jitsi is not installed on Agent PC, Agent can download at https://desktop.jitsi.org/Main/Download#stableline. Note: If using different versions, Jitsi can not work as expect on PC.

Agent can see "Install and Setup on Window" here: https://desktop.jitsi.org/Documentation/InstallAndSetupOnWindows

1.1 <u>Sign In</u>

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Accounts Image: Ima		rimasuser Online +					×
Add new account Add new account Network SIP SIP User name and password SIP id 50011@192.168.1.10 Ex: john@voiphone.net or simply "john" for no server Password Remember password Advanced Add Cancel SIP primasuser@138.91.37.114 (SIP) SIP Online Add Edit Delete	Accounts Genera	al Audio	Video Security	Events	Chat	Advanced	
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For the first time, we need an account to sign in. If account is not added for Agent PC yet or Agent forgot password, please contact Primas.

For more "User Documentation" please refer: https://desktop.jitsi.org/Documentation/UserDocumentation

1.2 Basic using Jitsi

• The incoming call screen:



• After answer, the connected screen:

🝰 00:00:05 Call	
user 2 (6611888105@192.168.1.112)	
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• Action bar:



For FAQ: https://desktop.jitsi.org/Documentation/FAQ

• Call other agent: Enter number of Agent make the call directly.

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		Call		
				ļ

1.3 Diagnostic

Incoming call screen is not shown:

- If there are many agents support a queue, the call can be distributed for a difference agent. Jitsi is turn off or offline, please open and click Online on the menu



Agent is not assigned to current queue: please contact Primas or use patern on Jitsi and call: *88[QueueNo] => Call. Ex: *8820021

2 Notifier

Notifier is place to integrate with customer CRM(Customer Relationship Management).

2.1 Basic using

• Signed In screen: Primas will install and signed in Notifier on Agent PC for ready to use.



• Screen Pop: It is opened in the same time the incoming call screen of Jitsi.

Screen Pop										-	- 1	6
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						Branch 3	0	0	0	1	1	
		Issues in	n the last 30 days (grouped	d daily) View in Issue Na	vigator	Branch 4	0	1	0	0	1	
		O Crea	ated issues (0)			บางหว่า	0	0	1	0	1	
Message Notification		LinkScope Demo P	Page									

The Notifier Screen Pop will show caller detail information, so Agent can serve caller more effectively.

2.2 Diagnostic

If Screen Pop is not shown when the incoming call of Jitsi be shown:

• Please check Notifier has been opened and Signed In. If not, please open and Sign In with remembered info

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Status	s: 🕜 Onlin	e 🔇 Port	Version:	2.0.0.1190	1

• Next, please check "Screen Pop" Feature.

