Profiles

- Agent
- Supervisor

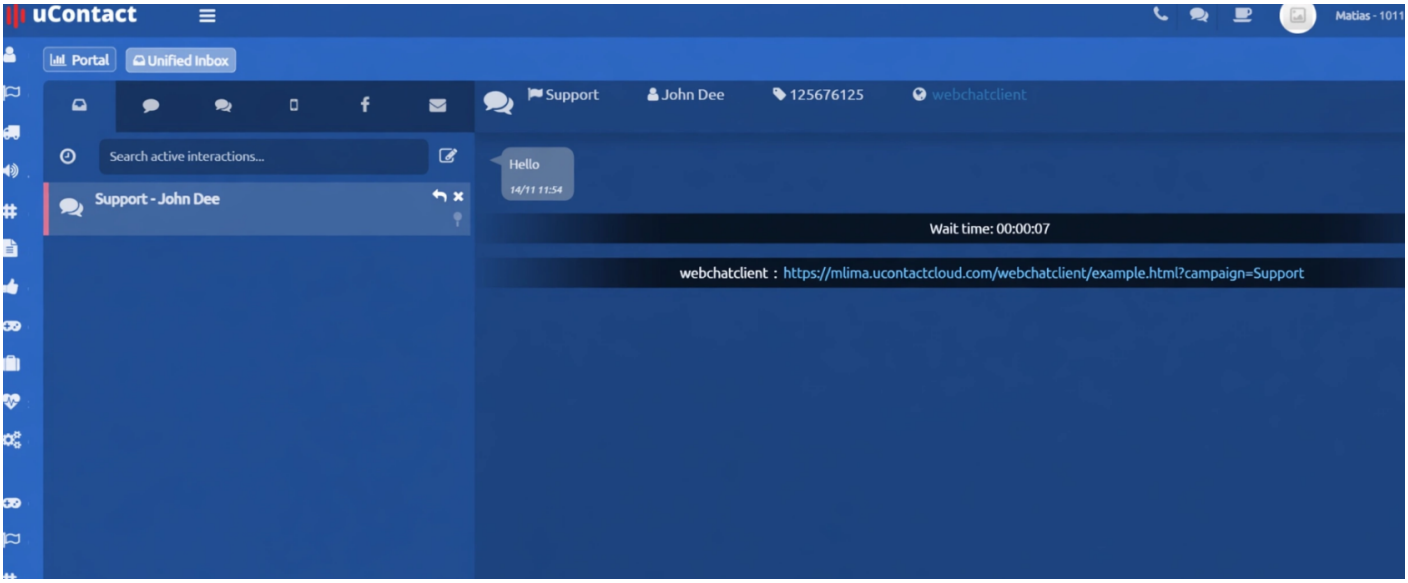
Agent

This section shows the Webchat interaction from the agent profile.

Interaction View

The agent will have access to different interactions in their inbox and will be able to search for them by campaign name or user name.

When an interaction is opened, it expands on the right side of the screen, displaying the conversation and customer information at the top.



- Webchat Campaign Name
- Contact Phone Number
- Contact Name
- Contact Email

At the beginning of the conversation, the customer’s waiting time is displayed, showing the time elapsed from when the message was sent until the interaction was answered by an agent.

Interaction Options

The customer will be able to make voice calls and video calls with the agent.

The first option is the emoji icon. When clicked, it displays a list of emojis that can be used in messages.

To the right, next to the message input box where the agent responds to the customer, there is an icon containing the campaign’s predefined responses. Once selected, these responses are automatically inserted into the message.

Next to it, there is the icon for sending voice messages.

To the right, there is the button for attaching files.

The following button sends the message written by the agent.

In the upper-right corner, the agent will find a three-dot menu icon that allows access to the customer’s previous messages.

Supervisor

Webchat Campaign Monitoring

This section displays real-time statistics for Webchat campaigns. It shows the current status of each Webchat campaign in real time, based on the parameters configured during campaign creation.

Bottom-left table



Icon: Agent status icon. It may display a phone icon when the agent is on a call, or the corresponding break icon when the agent is in a pause state.

Channels: If the agent is handling an active interaction, the corresponding channel logo will be displayed (SMS, Webchat, among others). Multiple channel icons may appear simultaneously when applicable.

Status: Real-time agent status. Available statuses include: Disconnected, Busy, Available, Available on Break, and Busy on Break (where “Break” refers to any configured break status).

Agent: Name of the agents assigned to the campaign.

Completed: Number of completed interactions per agent.

Active: Displays the number of active interactions currently assigned to the agent.

Time: Displays the time elapsed since the agent’s last status change.

Interaction Status

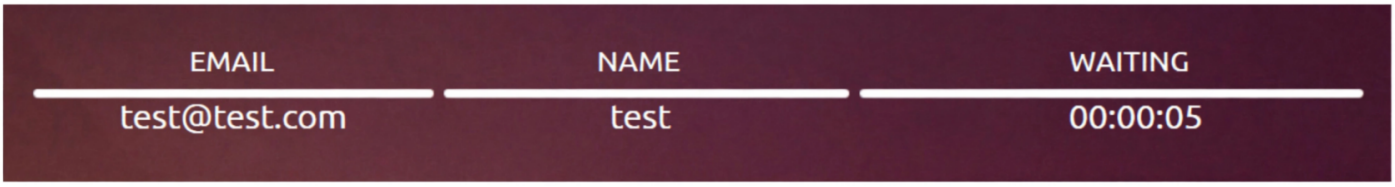
Displays the status of the active interaction based on the time thresholds configured in the Campaign Settings under Chat Time. The available interaction statuses are as follows:

- The interaction status will be displayed in green while it remains within the first configured time threshold.
- The interaction status will be displayed in yellow while it remains between the first and second configured time thresholds.
- The interaction status will be displayed in red when it exceeds the second configured time threshold and beyond.

- When the agent does not have an active interaction and the third configured time threshold is exceeded, an alert will be displayed in the agent’s status.

Bottom-right table

If the campaign has customers waiting in the queue, the table on the right will be populated as shown in the following image.



This table displays each customer's email address, name, and the time they have been waiting for assistance.

Agent Actions

When you click on an agent with an active interaction, the following options will be displayed:



- **Spy:** Allows the supervisor to view, in real time, the messages exchanged between the agent and the customer.
- **Screen Monitoring:** Allows the supervisor to view the agent’s screen in real time. To display this option, Screen Monitoring must be enabled under Settings → Agents.
- **Info:** Displays a window containing the agent’s detailed information.
- **Pause:** Allows the supervisor to place the agent into a paused state.
- **Log Out Agent:** Allows the supervisor to log the agent out of the portal. The agent must sign in again using their username and password to resume work.
