tiggadesk
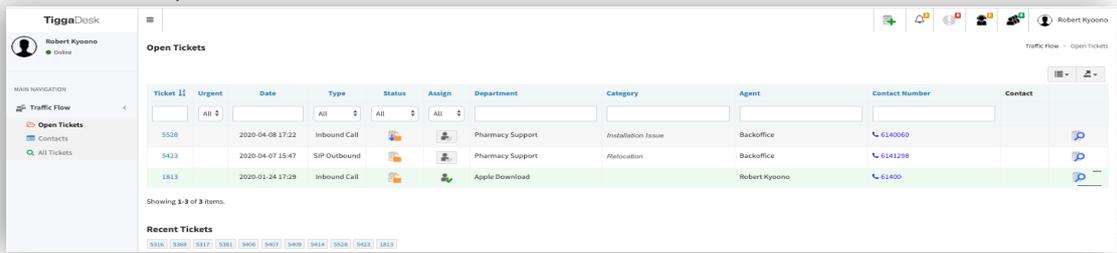
Traffic Flow – Open Tickets

Contains only the tickets assigned to you and unassigned tickets that needs processing. Closed (finished) tickets can be found in All Tickets. 10 last closed tickets can be found left bottom corner.
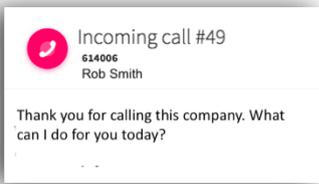
Unassigned ticket   Assigned to you   Urgent ticket   View ticket details

Mini Dashboard – Right Upper Corner
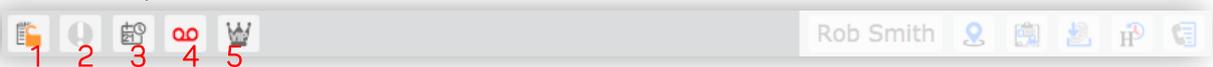

1. Create ticket (New)
2. Notifications
3. Urgent Tickets
4. Agents Online
5. Customers in Queue
6. Profile / Log out
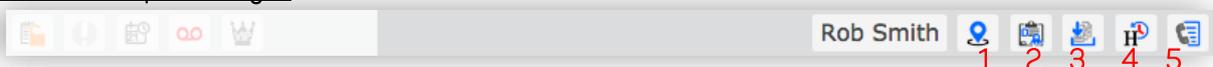
Answering an Incoming Call

1. Pop-up appears at the right bottom of the browser window;
2. Click on pop-up to open ticket;
3. Answer the phone;
4. Make notes, complete name/address data, close ticket.

Ticket – Top Bar Left

1. Ticket status (green=closed/finished)
2. Urgent (Normal = grey)
3. Task associated? (grey=no)
4. Voice mail (grey=no)
5. VIP customer (grey=no)

Ticket – Top Bar Right

1. Update customer details
2. Your company policies
3. Attachments/Docs send by customer
4. History of events in ticket
5. Call history for this customer

Action Bar

1. Tasks associated / Add Task
2. Compose Email / Read Emails
3. Compose SMS / Read SMS
4. Transfer Call (visible during call)
5. Escalate Call (visible during call)
6. Call (make a call)

Transfer a Call (fully managed)

1. Click Transfer in Action Bar
2. Select Recipient from dropdown, tick confirm Call Transfer
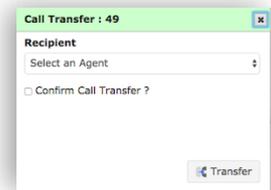
3. Click Transfer
4. Add Voice Note (Optional), follow instruction via telephone.
5. Ticket will automatically be passed on to the destination
6. Hang up phone.

Transfer a call (Semi managed roles with desk phones)
1. During call, press on phone (caller gets waiting music)
2. Enter transfer extension
3. Press corresponding key under display ("transfer" or "send")
4. Announce call to recipient
5. Hang up phone

Making a Call (fully managed roles)
After pressing in a ticket, your phone will ring. Answer and the connection to the destination is being made. (You will hear "connecting you to the destination" followed by ringing sound).
1. From an existing ticket: Open a ticket, and click in the action bar, or
2. From scratch: Create ticket in Mini Dashboard. Open the newly created ticket, click
3. Go to contacts (left side main menu), select contact, click on phone number. Create the ticket. Open the newly created ticket, click

Making a Call directly on IP deskphone or softphone without using a ticket
1. Internal calls: dial 3 digit extension number followed by # key
   a. Special destinations starting with 13 or 18: dial 61 + number followed by #.
      i. E.g. 61 1300 133 200 #
2. External calls:
   a. National: dial number followed by # key. Use area code also for local calls
      i. e.g. 0287551453# or 0400601234#
   b. International numbers, start with 00 11, followed by ISD (country) code and number and end with #.
      i. Eg calls from AUS to UK: 0011 44 7023658962#

Not working? Ensure "Allow Direct Outbound via SIP Client" is activated in the setup-workforce tab. This can be done by supervisors or administrators in their panel.

Voice Mail
You can listen to voice mails via the tickets (the recorder symbol). If there is a recording, a player will automatically open.You can also dial from your IP phone 505050 to listen to the voicemails. If you are not in the office and want to use a normal phone, you can call 02 9497 5020 (within Aus) or 61 2 9497 5020 from outside AUS. Use your registered mobile phone to do so.

View and Create SMS's / Emails
Click or @ to open resp. SMS or Email module. Both modules work similarly. Click SMS Chain or Email Chain to view all received/send SMS or Emails or Compose to write and send a SMS or Email. You can make use of templates (templates are defined/written by the supervisor).

Adding a Note
Click on , write your note and press . The note will be visible to anyone opening/reading the ticket or an associated ticket.

Closing a Ticket
When you want to close a ticket, you can either Close it or Temporarily Close (InProgress)
   a. Close: Click on the   Close button, select reason, press
   b. In Progress: follow instruction, click