

The Pre-configured bundles are helpful as a basis for your setup. Each bundle has the most common configurations, according to our user groups. You can partly or completely change the phone menu, the phone sub menu, the order of items, the events, opening hours and so on when you log in as a supervisor or administrator.

Changes that you make to your phone setup are deployed instantly and you can check the settings by calling your tiggadesk number.

**Bundle:** Pre-configuration Power Customer Service Centre  
V.CY1602-P5/1

**Phone menu active** Yes

Main Menu			Sub Menu		
Press key	Department	IVR file	Press key	Call reason	IVR file
1	Customer Care	dept_40	1	More information on services or products	tc_26
			2	Receiving an update	tc_34
			3	Other	tc_43
2	Technical support	dept_41	1	New customers	tc_54
			2	Existing customers	tc_53
3	Sales	dept_31	1	Placing an order	tc_16
			2	Tracking my order	tc_15
			3	Other	tc_43
4	General Enquiries	dept_43	N/A	N/A	N/A

### Phone menu settings

Line opening hours	Monday	0900	1700	AEST
	Tuesday	0900	1700	AEST
	Wednesday	0900	1700	AEST
	Thursday	0900	1700	AEST
	Friday	0900	1700	AEST
	Saturday	1000	1600	AEST
	Sunday	1000	1600	AEST

<b>Call back promise</b>	1	business day(s)
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<b>Max queue time</b>	1500	seconds
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<b>Call missed after last connected call</b>	<b>3</b>	(allowable missed calls, before logging workstation off)
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<b>Default Department</b>	<b>Customer Care</b>
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<b>Repeat caller to agent</b>	<b>No</b>
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<b>Added Events</b>	<b>25-Dec</b>	Christmas
	<b>1-Jan</b>	New Years Day
	<b>26-Jan</b>	Australia Day

*Events in the calendar will invoke an auto reply if mailed, or a special message on phone lines announcing when you will be open again next.*

<b>Email to ticket boxes</b>	youraccountname.accountID@tiggamail.com
	customercare.youraccountname.31@tiggamail.com
	technicalsupport.youraccountname.122@tiggamail.com
	sales.youraccountname.146@tiggamail.com

<b>Email response time</b>	<b>3</b>	business day(s)
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**Skill matrix (Skilled routing)**

The skill matrix defines which workstation (agent) belongs to which department. The incoming tickets for a certain department, will only be visible for workstations with a value => 1 for that department. Calls will be delivered according the sequence in the table, for a maximum set tries.

If you select 0, workstation will not be called. The 0 stations can only be reached via transfers from other workstations. If workstations is 0, tickets (calls/emails) for that column will not be visible to this workstation. When setting equal values, calls will be randomly distributed over the available stations with this number.

Oneteam Power	2 Active Workstations included
	1 admin account

Name	Role	Cust Care	Tech Supp	Sales	General	delivery order
Agent 1	fully managed agent	1	1	1	1	
Agent 2	Supervisor	2	2	2	2	
Agent 3	admin	n/a	n/a	n/a	n/a	

Add. workstations 2 to 12

Example when selected 12 seats in signup form (+admin)

Name	Role	Cust Care	Tech Supp	Sales	General	delivery order
Agent 1	fully managed agent	1	1	1	1	
Agent 2	fully managed agent	2	2	2	2	
Agent 3	fully managed agent	3	3	3	3	
Agent 4	fully managed agent	4	4	4	4	
Agent 5	fully managed agent	5	5	5	5	
Agent 6	fully managed agent	6	6	6	6	
Agent 7	fully managed agent	7	7	7	7	
Agent 8	fully managed agent	8	8	8	8	
Agent 9	fully managed agent	9	9	9	9	
Agent 10	fully managed agent	10	10	10	10	
Agent 11	fully managed agent	11	11	11	11	
Agent 12	Supervisor	12	12	12	12	
Agent 13	admin	n/a	n/a	n/a	n/a	