

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: Preconfiguration Web Shop / e-commerce
V.CY1602-P5/1
Phone menu active Yes

Main Menu			Sub Menu		
Press key	Department	IVR file	Press key	Call reason	IVR file
1	Sales	dept_31	1	More information on services or products	tc_12
			2	Place an Order	tc_16
			3	Current order - Update request	tc_14
			4	Other	tc_43
2	Customer Support	dept_45	1	General enquiry	tc_44
			2	Technical enquiry	tc_45
			3	Other	tc_43
3	Deliveries	dept_52	1	My delivery - update request	tc_37
			2	Scheduling a delivery	tc_30
			3	Other	tc_43
4	Returns	dept_28	1	Returning an article	tc_27
			2	My return - update request	tc_34
			3	Other	tc_43
5	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	-	-	
	Sunday	-	-	

Call back promise	1	business day(s)
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Max queue time	1200	seconds
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Call missed after last connected call	3	(allowable missed calls, before logging workstation off)
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Default Department	Sales
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Repeat caller to agent	No
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Added Events	25-Dec	Christmas
	1-Jan	New Years Day
	26-Jan	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.

Email to ticket boxes	youraccountname.accountID@tiggamail.com
	sales.youraccountname.31@tiggamail.com
	customersupport.youraccountname.122@tiggamail.com
	deliveries.youraccountname.146@tiggamail.com
	returns.youraccountname.28@tiggamail.com

Email response time	3	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 work stations. 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	Sales	Cust Support	Deliveries	Returns	General	delivery order
Agent 1	fully managed agent	1	1	1	1	1	
Agent 2	Supervisor	2	2	2	2	2	
Agent 3	admin	n/a	n/a	n/a	n/a	n/a	

Add. workstations 2 to 12

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

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