

ECS Setup and Manager Help Content

ECS Setup and Manager Help Content

This document provides links to all help content for the ECS Setup and Manager Client. It is broken up into each subsystem of the Setup and Manager client: Business Structure, Staffing and Implementation.

Setup Help Content



© 2017 Evolve IP. All Rights Reserved.

Business Structure

- [Technical](#)
- [Handling Timeouts](#)
- [Address Book](#)
- [Time Zones](#)
- [CRM](#)

Staffing

- [Agents](#)
- Agent Characteristics
 - [Agent's Profiles](#)
 - [Load Allowances](#)

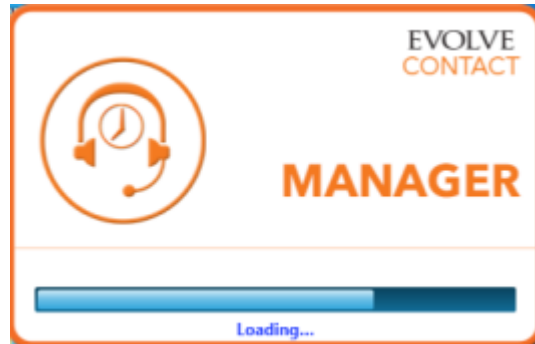
Implementation

- Interaction Handling
- [Media Repository](#)
- [Dynamic Media Repository](#)
- [Response Templates](#)
- [Text Template Repository](#)
- [Address Book Metadata](#)
- [Monitoring](#)
- Priority Classes
- Breaks
- [Special Days](#)
- [Dispositions](#)
- Skills
- [Rest API](#)

Business Process

- [General](#)
- [Handling Defaults](#)
- [Handling Timeouts](#)
- [Staff](#)
- Interaction Handling Flow
 - [Data Set and Get Nodes](#)
 - [Flow Control Nodes](#)
 - [Announce and Collect Nodes](#)
- Flow Variables

Manager Help Content



Below is a list of all activities that can be performed in the Manager Client. Each activity is listed in the appropriate subsystem with the appropriate link to the help content for each activity. The help content will also contain activities that can only be performed in the Setup Client.

- Adding a New Agent Profile
- Changing Agent Parameters
 - Change Agent's Load Allowance
- Assigning Agents to Business Processes
- Assigning a Supervisor to a Business Process
- Defining Wrap-up Time
- Changing an Agent's Phone Extension
- Activate Special Treatment Flow
- Setting Alerts and Warnings
- Adding Contacts to the Address Book
- Changing Contact Center Operation Hours
- Creating Disposition Codes

Business Structure

- Adding Contacts to the Address Book – [Address Book](#)
- Changing Contact Center Operation Hours

Staffing

- Adding a New Agent Profile – [Agents](#)
- Changing Agent Parameters – [Agents](#)
 - Change Agent's Load Allowance
- Changing an Agent's Phone Extension – [Agents](#)

Implementation

- Setting Alerts and Warnings – [Monitoring](#)

Business Process

- Activate Special Treatment Flow – [General](#)
- Defining Wrap-up Time – [Handling Defaults](#)
- Assigning Agents to Business Processes – [Staff](#)
- Assigning a Supervisor to a Business Process – [Staff](#)
- Creating Disposition Codes – [Dispositions](#)