



adportas
CCKall
Chat Manager 8

Corporate chat
solution



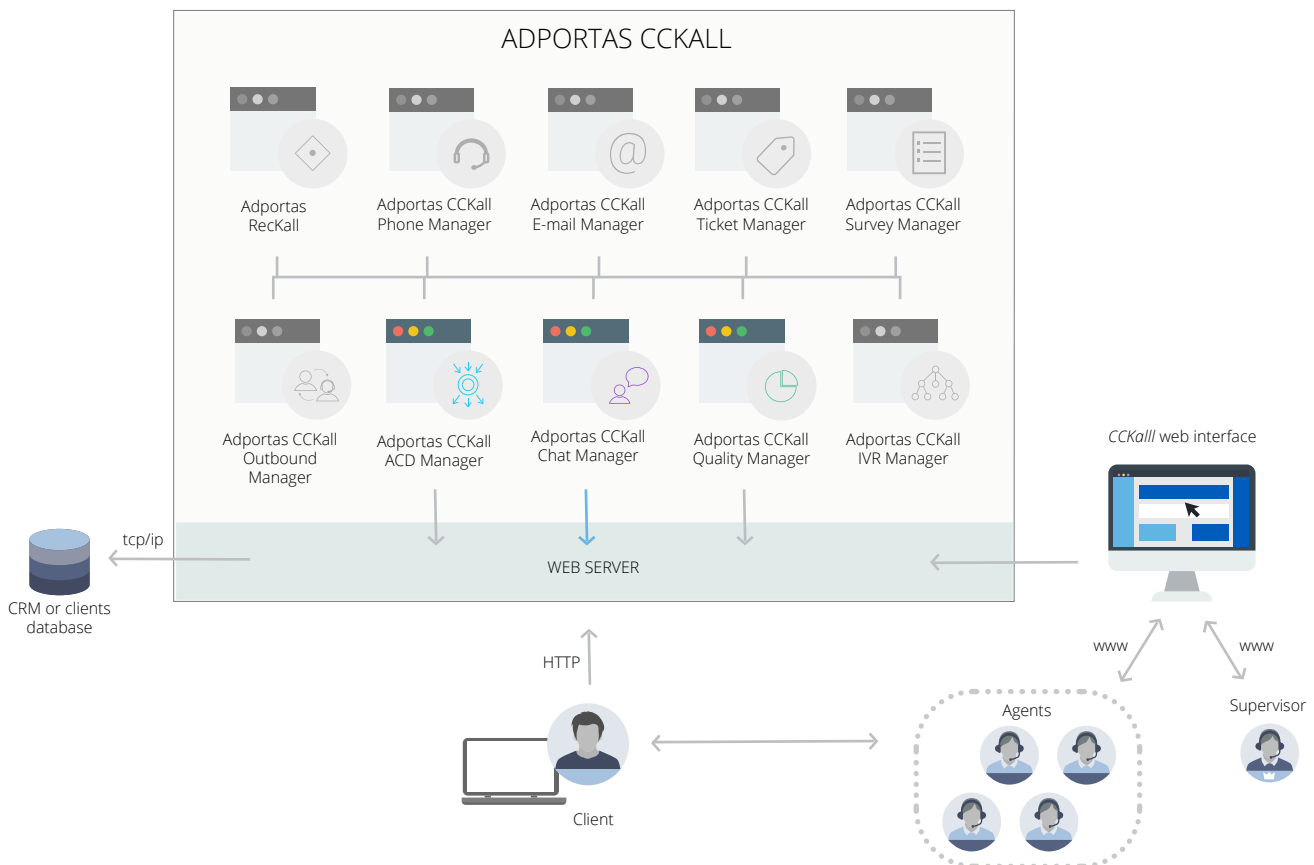
1. Description.

The *Adportas CCKall Chat Manager* solution enables interchanging online instant messages (IM) between clients on their company website directly requesting service from the contact center agents in real time. Each agent has a dedicated screen on the *Adportas CCKall* multichannel web interface (contact center solution) for chat requests, helping them keep a complete view of the environment for effective interaction between service channels (telephone, e-mail, chat).

Adportas CCKall Chat Manager allows collaborative internal conversations (instant messages) between different company areas to help solve problems or concerns with specialists or support group.

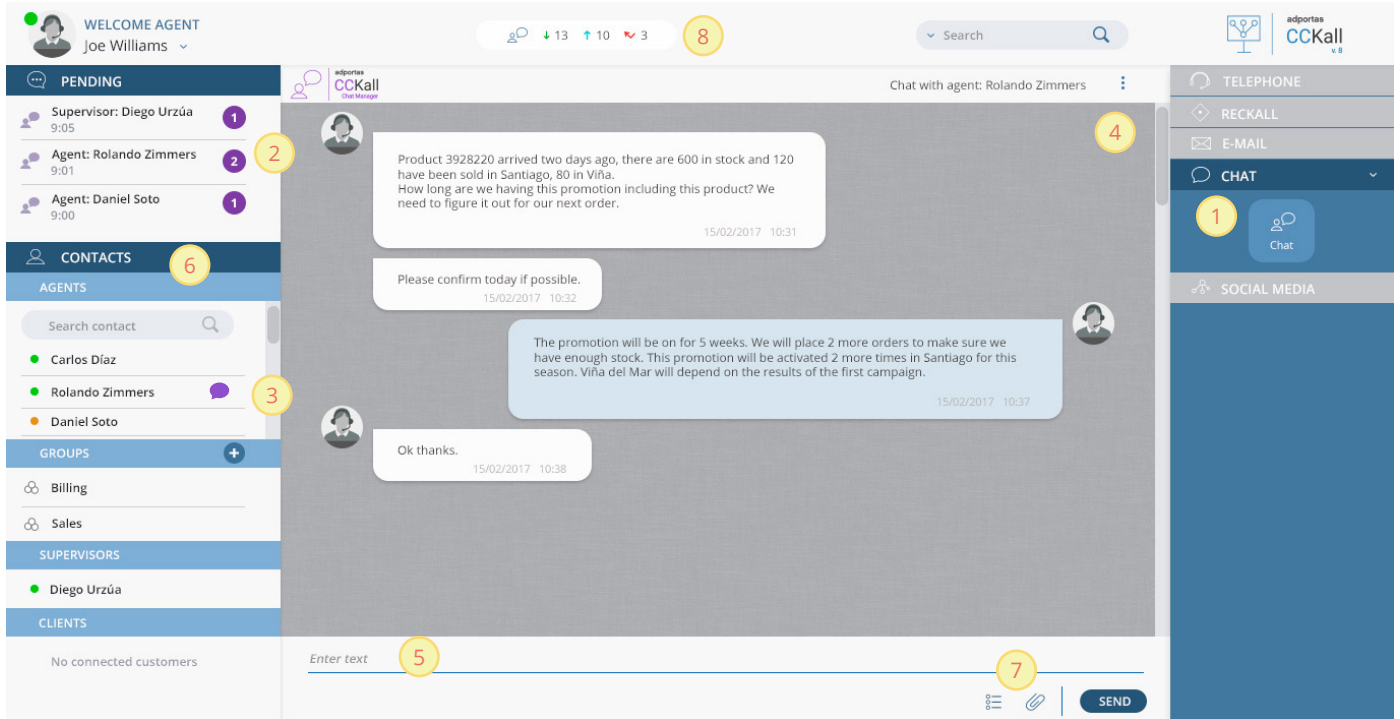
Adportas CCKall Chat Manager and its intelligent routing allow selecting the most apt agent available for a given situation, improving service quality and reducing waiting time between clients, solving every interaction in a most efficient manner.

2. Adportas CCKall Chat Manager architecture.



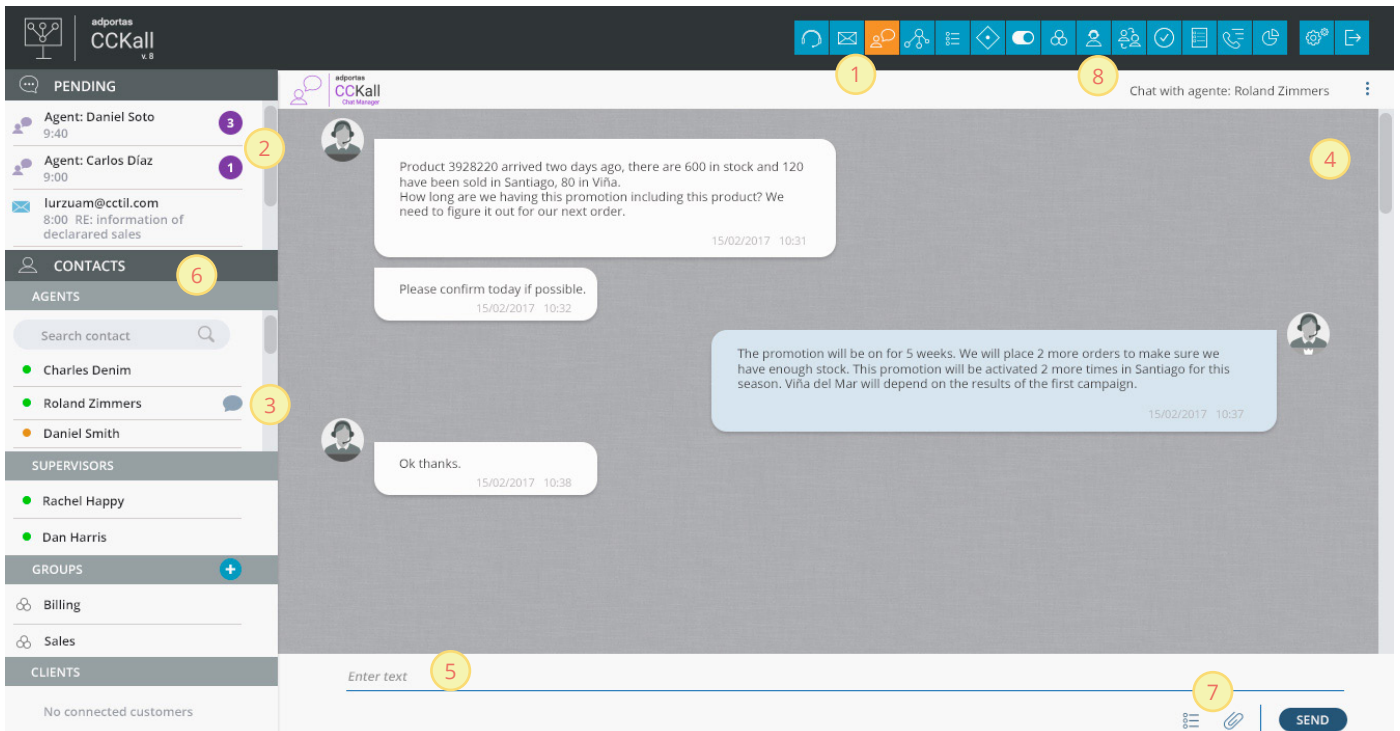
3. Adportas CCKall Chat Manager main functionalities.

Adportas CCKall with Adportas CCKall Chat Manager module on agent interface:



- ① Chat selection
- ② Chat queueing
- ③ Active Chat
- ④ Conversation area
- ⑤ New messages input area
- ⑥ Contacts
- ⑦ Prerecorded messages and attached files area
- ⑧ KPIs visualization

Adportas CCKall with Adportas CCKall Chat Manager module on supervisor interface:



3.1 Chat queueing.

An area on the left side panel of the *Adportas CCKall Chat Manager* displays unread messages and a counter to its right. The link opens a minichat with the corresponding conversation.

3.2 KPIs visualization.

The corresponding KPI can be seen by the agent on the top of the screen at all times. The supervisor can see all KPIs from the agents.

3.3 Parallel chats.

Several chat sessions can be held at the same time.

3.4 Internal chats.

Allows internal chats between supervisor, agent and/or other company areas.

3.5 Automation.

Determines the moment of incorporating a web client to a chat with an agent.

3.6 Database.

The chat transcriptions are stored in the system database and can be redirected to the supervisor for analysis.

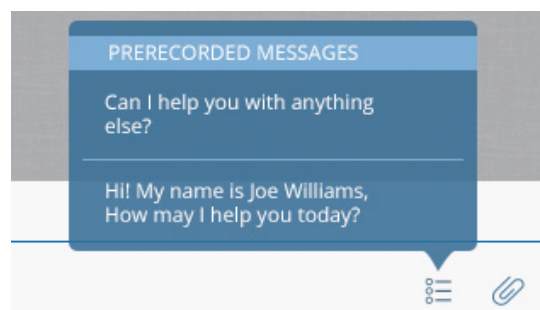
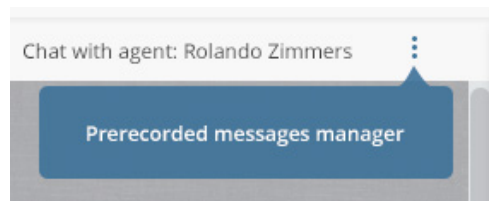
3.7 Skills.

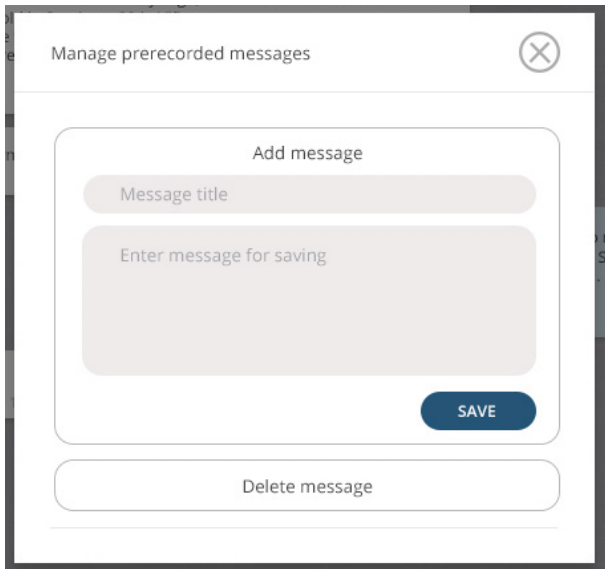
The intelligent chat server can select the agent according to availability and skills.

3.8 Prerecorded messages.

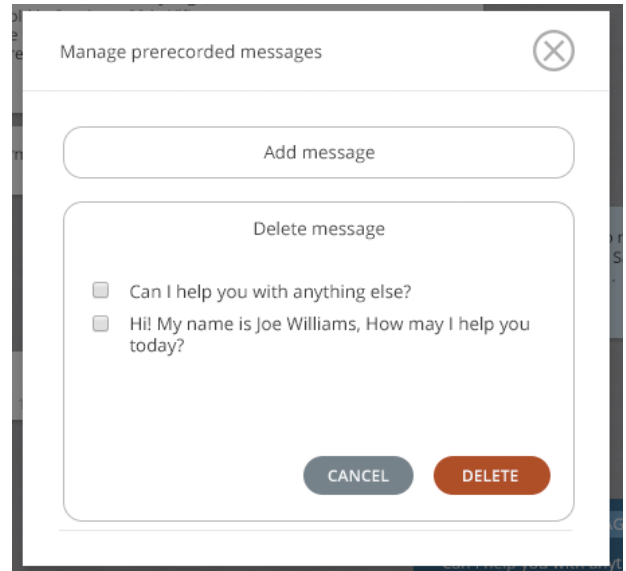
Clicking on the list icon under the enter message area displays a contextual menu for prerecorded messages. This reduces the response time between an agent and an external client.

The message manager is located on right of the active user name, opening a modal window for adding or deleting predetermined texts.





Add message window pop-up



Delete message window pop-up

Prerecorded messages on supervisor interface.
 Multichannel messages.

Creation date	Extensions	Destination	Message	Edit	Delete
18/09/2019 16:22:35	All	Chat	Is there anything else I can do for you?		
18/09/2019 13:42:12	All	E-mail - Chat	Currently unavailable		
18/09/2019 11:34:42	1234 - 5342 - 3242	Chat	Thank you for contacting us		

3.9 Forms and registrations.

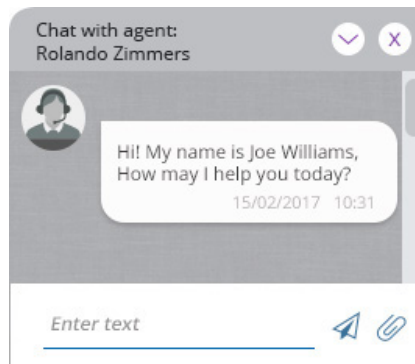
Access link to pre-chat inscription form and post-chat registrations.

3.10 Security.

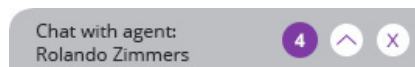
Adportas CCKall Chat Manager communicates over TCP/IP to keep information secure.

3.11 Mini-chat.

Mini-chat interface: collapsible pop-up window activated by selecting an active chat. It is a reduced version of the main interface, with the added advantage of maintaining a conversation while viewing other contexts of the application such as e-mail, etc.



Open minichat



Minimized

3.12 Attached images.

Attached images are viewed on a pop-up window.

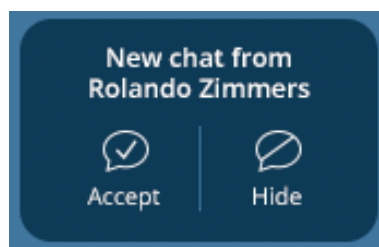
3.13 History.

Message history between peers.

3.14 Alerts.

Reception of a new message displays an alert on the lower right.

One button opens the mini-chat for immediate reply, while the other one hides the alert.



3.15 Agent group chats.

Messages can be sent to predefined groups of agents. The user (supervisor or agent) can create, delete, view, add or remove agents within a group.



Requirements

Adportas CCKall Chat Manager server

Java 7 or higher
Apache Tomcat 8 or higher
PostgreSQL database
Linux based OS
Port 9000

For client

Any of the following browsers:
a) Chrome 56.0 or higher
b) Firefox 51.0 or higher
c) Safari 5.0 or higher

Adportas CCKall hardware requirements

10 to 50 licenses

CPU: Quad core or higher
RAM: 16 GB or more
Drive: 500 GB or more

100 to 400 licenses

CPU: Hexa core or higher
RAM: 24 GB or more
Drive: 1 TB or more