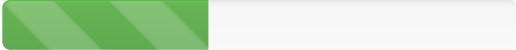


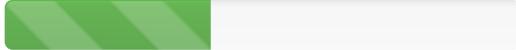
Select Campaign

Campaign Name
Date: 12/1/13 - 12/31/14



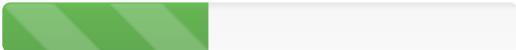
 5/10  5,123

Campaign Name
Date: 12/1/13 - 12/31/14



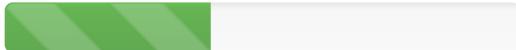
 5/10  5,123

Campaign Name
Date: 12/1/13 - 12/31/14



 5/10  5,123

Campaign Name
Date: 12/1/13 - 12/31/14



 5/10  5,123

Notes

The agent can click anywhere in each campaign to join the campaign.

Call information
User information
Agent information

Call info

Call Duration
Number dialed
Call Status

Actions

Hold?
Hang Up
Smart Drop
Call Quality
Transfer/Escalate
Pause/Break
Next Call

User info

Name
Phone number
Script
Questionnaire
3rd party integrations

Actions

Call Back
DNC

Agent info

Calls made
Call quota
Length of session

Actions

Log out
Help?

Call Information

This information relates to the call itself and actions that the agent can make before, during, and after the call. The actions available to the agent change based on the current status of the call. It also informs the agent of the call status and duration.

Call Status Call Duration	Agent Actions
-------------------------------------	----------------------

Below are examples of different call statuses and their available agent actions.

Dialing Duration: 0:05	Hang Up	Smart Drop
----------------------------------	---------	------------

Call Connected Duration: 5:45	Call Quality	Hang Up	Transfer
---	--------------	---------	----------

Call Ended Duration: 12:45	Pause/Break	Next Call >
--------------------------------------	-------------	-------------

Notes

We would like to prevent actions at certain points during the call. For example, SmartDrop is only necessary for the first part of the call, after that it would be replaced by transfer, which is unnecessary at the beginning of the call.

Transfers

Transfers can be defined by the admin in advance. Additionally agents can transfer to other agents, groups, and specific numbers. The transfer panel should expand downward over the user information area.

The interface displays a 3x3 grid of transfer options. Each option consists of a silhouette icon, the text "User X", and the phone number "800-555-5555 x315".

Below the grid is a search input field containing the text "Type in transfer number", a "Transfer" button, and the text "or Cancel".

At the bottom left, the text "Call Connected" is displayed in a large font, with "Duration: 5:45" below it.

At the bottom right, there are three buttons: "Call Quality", "Hang Up", and "Hide Transfer".

Notes

Clicking on user to transfer immediately transfers. Otherwise the user must type in the number and then click transfer. Cancel and "Hide Transfer" should both close this drawer.

User Information

This space displays information regarding the person who is called. The only required information is the phone number, but the other fields will be populated based on the additional rows that come from the agent or admin when they create their list. The agent can only take two actions for the user, add them to the "Do Not Call" list or set a time to call the user back later.

John Doe
310-555-5555

Age: 35
Income: 35k

Last Donation: \$35
Total Donations: \$250

Sex: M
Location: CA

Add to DNC

Call Back Later

Script

Questionnaire

CRM

Application

Hello, Mr. Smith, my name is Chris Winston. Carlos Ramirez thought we should connect. I help human resource departments keep their HR systems up to date. Do you have a moment to talk about how well your system is working for you? (pause for response)

If your current system isn't meeting your needs, I can fix errors, install upgrades, make the system easier to use, or help you find a replacement. What type of problems are you experiencing with your system? (pause for response)

(reflect back what you heard) That must be a real drain on your resources. I'm sure I can help you fix those retirement plan reports. I have quite a bit of experience in correcting inaccurate reporting, installing software upgrades, and helping clients meet regulatory requirements. How urgently do you need to get those reports corrected? (pause for response)

(reflect back what you heard) That sounds pretty urgent. I can work with your staff to get that done quickly at an affordable price. It seems like I might be able to give you some assistance. Do you have some time on your calendar when we could meet and talk about what you need?

User Information

This space displays information regarding the person who is called. The only required information is the phone number, but the other fields will be populated based on the additional rows that come from the agent or admin when they create their list. The agent can only take two actions for the user, add them to the "Do Not Call" list or set a time to call the user back later.

 User X
800-555-5555 x315
Direct: 310-555-5555
Session time: 13:12
Calls: 4
Quote: 15
[Help](#) [End Session](#)

 User X
800-555-5555 x315
Direct: 310-555-5555
Session time: 13:12
Calls: 4
Quote: 15
[Help](#) [End Session](#)

Contact Supervisor

[Send](#) or Cancel

FAQ
[I can't connect my phone](#)
[My calls are not connecting](#)
[I don't know how to do X](#)

FAQ
[I can't connect my phone](#)
[My calls are not connecting](#)
[I don't know how to do X](#)

FAQ
[I can't connect my phone](#)
[My calls are not connecting](#)
[I don't know how to do X](#)

FAQ
[I can't connect my phone](#)
[My calls are not connecting](#)
[I don't know how to do X](#)

[Read more on our knowledge base >](#)

Notes

We are not sure what help documentation to show here, this is just one layout we could try. "Contact Supervisor" should send an email to the Campaign Admin.

User Settings

This is to allow the user to edit their settings while they are in a call center campaign. They access it by clicking on their photo/name.



User X
800-555-5555 x315

Direct: 310-555-5555
Session time: 13:12

Calls: 4
Quote: 15

Help End Session

Settings

Name

Change picture
 Upload

Email address

Set hold music

My Phone Number

Old Password

New Password

or Cancel [View stats >](#)

Notes

We are not sure what help documentation to show here, this is just one layout we could try. "Contact Supervisor" should send an email to the Campaign Admin.

Call Connected

Duration: 5:45

Call Quality

Hang Up

Transfer

John Doe
310-555-5555

Age: 35
Income: 35k

Last Donation: \$35
Total Donations: \$250

Sex: M
Location: CA

Add to DNC

Call Back Later

Script

CRM1

CRM2

Application

Hello, Mr. Smith, my name is Chris Winston. Carlos Ramirez thought we should connect. I help human resource departments keep their HR systems up to date. Do you have a moment to talk about how well your system is working for you? (pause for response)

If your current system isn't meeting your needs, I can fix errors, install upgrades, make the system easier to use, or help you find a replacement. What type of problems are you experiencing with your system? (pause for response)

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User X
800-555-5555 x315

Direct: 310-555-5555
Session time: 13:12

Calls: 4
Quote: 15

Help

End Session