



Admin User Guide

<https://digidesk.citrustelecom.net/app2> (Optimised for Google Chrome)

Configuration

Voice Accounts

Name	Account Name within DigiDesk platform.
Service Numbers	Select service number.
Voice Mention Text	Define voice mention record text presented to agents, using available variables.
Routing Style	Define Routing style and Wrap Up options.
Destination Exits	Define multiple Exit settings.
OOH Settings	Define Out-Of-Hours settings and overflow options.
Queue Settings	Define Queue Settings, including prompts and Max Reached options.
Queue Buster	Define queue buster settings and associated options.
Post Call Messages	Configure Post Call messages.
Team Queue Numbers	Configure Team Queue options.
Call Recordings	Configure Call Recording and storage length.
Survey Settings	Define various options for Post-Call Surveys.
Advanced Settings	Define a range of advanced settings for your Voice channel.
DR Settings	Configure Disaster Recovery options, and activate at account level.

There may be other channel specific settings. If you need further support, contact your account manager.

Digital Accounts

Name	Account Name within DigiDesk platform.
Routing Decision	Set Routing decision.
Routing Style	Choose from Longest Idle Cyclical Dynamic .
Activity Cap	Define max number of mentions before reaching activity cap.
Cap Exceeded	Choose from Unassigned Team Agent
Time Elapsed	Define time elapsed threshold.
Time Exceeded	Choose an Action, triggered when time elapsed threshold is reached.
Email Alert	Triggers email alert to nominated / specified email address(es)

There may be other channel-specific settings. If you need further support, contact your account manager.

Teams

Set Up Teams	Assign your Agents to Teams, with associated settings.
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Configuration continued...



Agents

Username	Define Username, used to login to DigiDesk.
Password	Define / update Password for each user.
Name	Define the Agents Name, used for the [agent name] variable.
Image	Upload image for Agent.
Team	Select Team(s) for Agent.
Profile	Select Profile for Agent.
Channel Settings	Define user skill level, per account, with other associated settings.
Schedule	Define Agent Schedule, with associated settings.

Agent Profiles

Profile Name	Define profile name.
Role	Select a role to define default range of permissions.
Apps	Select for CSAT and / or DigiDesk.
Campaigns	Select associated Campaigns, per profile.
Accounts	Select associated Accounts, per profile.
Permissions	Define a range of Permission, per profile.

Settings

Alerts	Configure a range of Real-Time Alerts based on a set criteria.
Bookmarks	Manage Bookmarks with associated settings.
Keywords	Set up a range of Keyword queries, with associated settings.
Tags	Set up a range of Tags, with associated settings.

Administration

General Settings	Define a range of General Settings for the account.
Design Settings	Define a range of design settings for the account.
Channel Settings	Define a range of settings for each Channel.
AWP Settings	Define a range of settings for Agent Workplace.

For further support on administration settings, contact your account manager

Configuration continued...



Advanced Settings

Resolutions	Manage and add Custom Resolutions, for engagement.
Responses	Manage and add Auto Responses, for engagement.
Workflow	Configure advanced workflow, based on conditions with associated actions.
Custom Widgets	Configure a range of Custom Widgets, with associated settings.

For further support on advanced settings, contact your account manager.