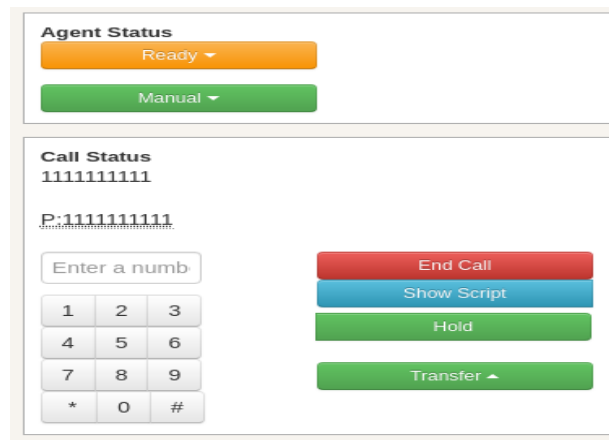# ICTBroadcast Web Phone (WebRTC Agent):

ICT Innovations brings another amazing feature for call centers and Agents support! Web Phone. ICTAgent support Voice,SMS,Fax and email communications technologies however here we will discuss only voice communications.

What is a **WebPhone?** and How does it help Agents?
A WebPhone is a **WebRTC** based phone that allows agents to receive incoming and make outbound calls using their browsers without any additional hardware or software. ICTBroadcast offers integrated WebPhone for Agents. It empower agents to perform the following actions.
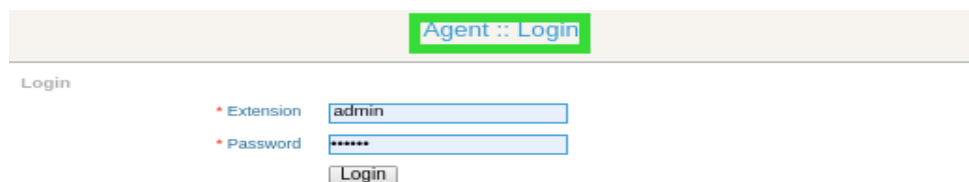
1. Login as Agent
2. Agents status (Ready/Busy)
3. Predictive/Manual modes
4. Show Script
5. Call on Hold
6. Transfer Call to Another Agent
7. Campaign List
8. Contact List
9. Script
10. Update Contact
11. Disposition/Re-Schedule

1. Login as Agent

Users can even access integrated WebRTC Web Phone by **login as an agent** by giving an extension and password.

2. Set Agent Status

ICTBroadcast provides an option to change the status of Agent, the agent can set his status as ready and not ready by selecting appropriate status option from Agent status box,

Note: The agent with ready status can receive, forward or make calls

3. Predictive/Manual modes

ICTBroadcast provides option to agents to select dialling method, either manual dialling (manual) or automated dialing (predictive). Agent can select manual option to dial manually from web-phone or select predictive option to let ICTBroadcast automatically dial the contact list
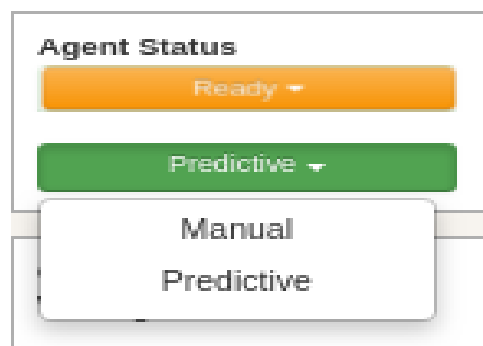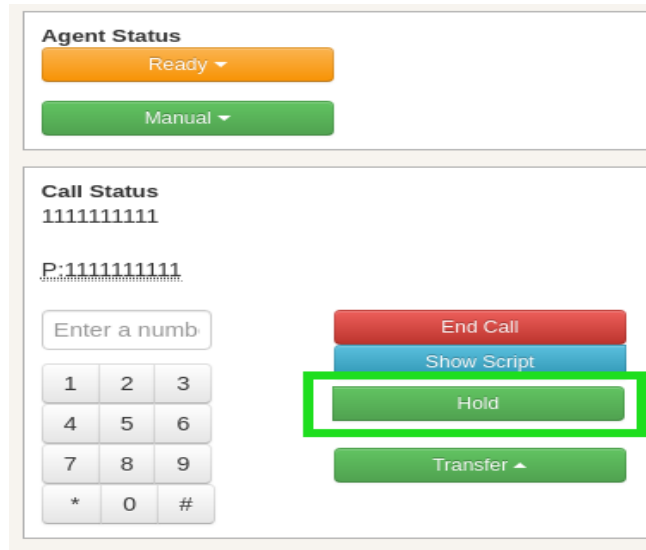

4. Show Dialogue/Scripts:

It provides you an option to display a campaign script/dialogue for each campaign.
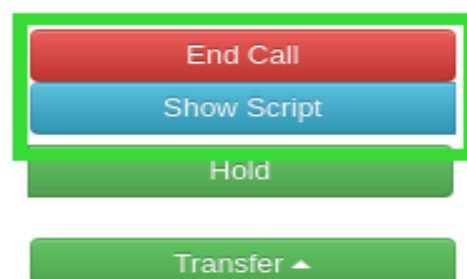
5. Call on Hold

It provides an option to put a caller on hold until the availability of the agent, and while a caller is on hold a recorded message/music will play for the caller.
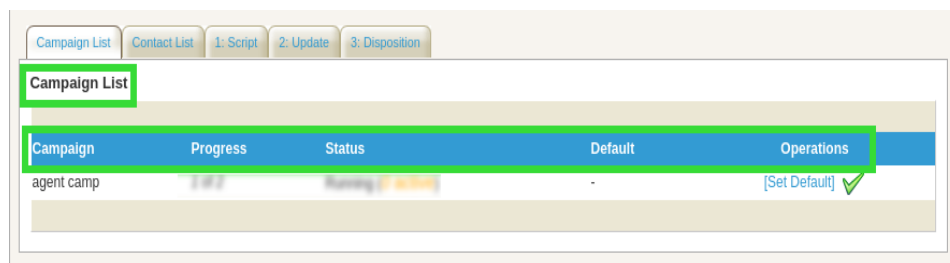

6. Call Transfer to Another Agent

It provides an option to transfer calls, the agent can transfer the call to the desired extension. The agent can select the extension from the list by clicking the transfer button.
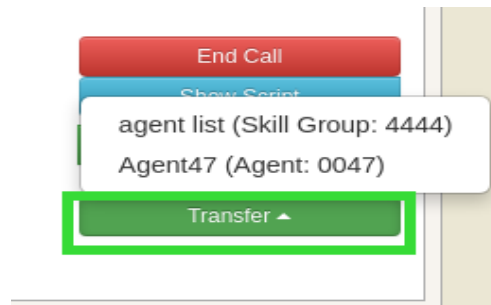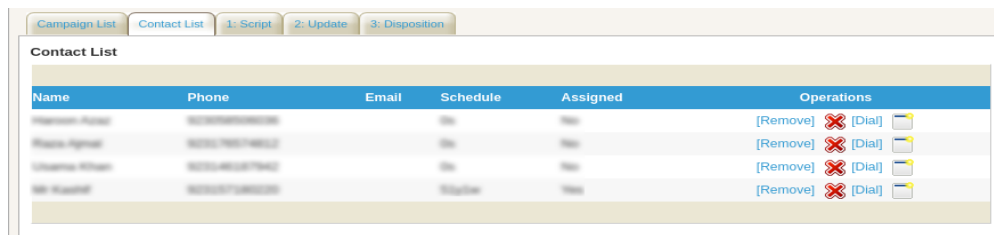

7. Campaign List:

ICTBroadcast provides option to display campaigns list. Agent can monitor campaigns progress and status as shown

8. Contacts List:

ICTBroadcast provides option to display contact list. Agent can view contacts detail, also directly dial any person from given list by click by dial button. Agent can remove desired contact fro m list as shown:
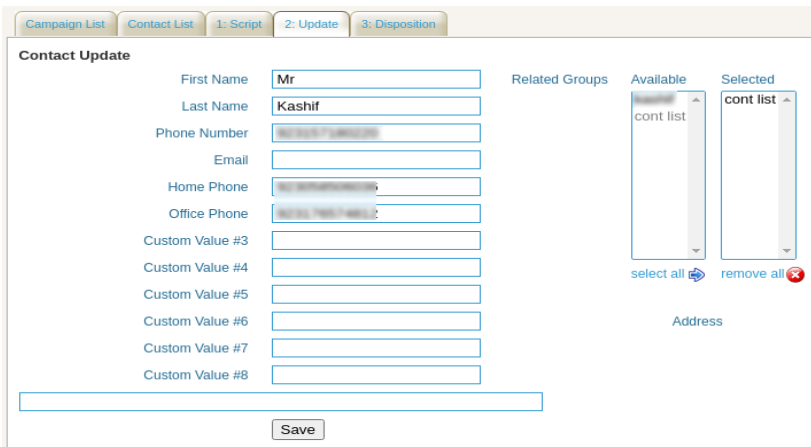
9. Script:

ICTBroadcast provides option to display script on screen. Agent can view script/content that being used in campaign as shown:

10. Update Contacts:

ICTBroadcast provides option to update contact information. Agent can change/update contact information if required as shown:

11. Disposition:

ICTBroadcast provides option to reschedule call time. In case if recipient do not take call/busy, Agent can reschedule call from disposition option as shown:

How to create Dialogue script for agents in ICTBroadcast:

Admin/User can configure dialogue/personal scripts for agents in the following way:

Go to the **Message** menu from main-menu
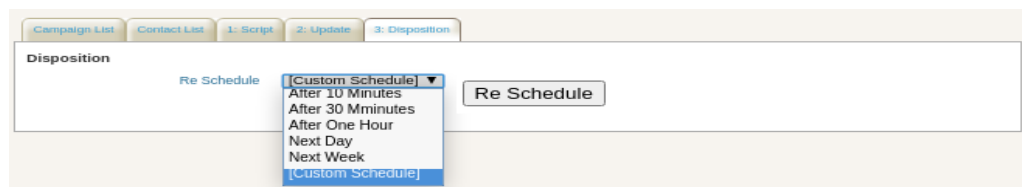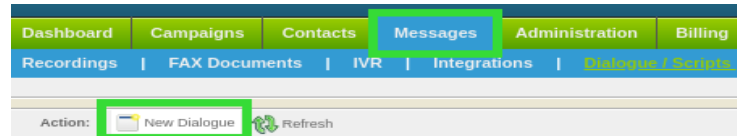Choose **Dialogue/Script** menu from sub-menu
Click the **Add New** button

Fill out all the fields and click **Save.**

Note: User can make a dynamic/customized dialogue by using Tokens. Click on **Show Available Tokens**, to add tokens in dialogue.

How to assign new Campaign to agent

ICTBroadcast provides integration of Web-Phone in two campaigns only. To configure these campaigns you need to follow the steps given below:

1. **Agent Campaign**
   - **Enter Campaign name**
   - **Select the contact group**
   - **Set outbound callerID**
   - **Set AMD option**
   - **Add URL of CRM for group**

     Both agent campaign and interactive campaigns can be configured to trigger a pop-up on the agent screen, the same URL should point to some **CRM** or other contact center. URL can be configured in the Contact URL field as shown in the following image

- **Select Dialogue**
  There is an option of Dialogue/Script under the general-options section in agent campaign or interactive campaign type where user can select recently created dialogues.

  Web-phone lets you customize the campaign script/ dialogue. It provides you an option to display campaign script/dialogue for each campaign. Agents can use this functionality by creating campaigns with dialogue.

- **Select Agent**
- **Save the campaign**

2. Interactive/Press 1 Campaign

- **Enter Campaign name**
- **Select the contact group**
- **Set outbound callerID**
- **Set AMD option**
- **Add URL of CRM for group**

  Both agent campaign and interactive campaigns can be configured to trigger a pop-up on the agent screen, the same URL should point to some **CRM** or other contact center. URL can be configured in the Contact URL field as shown in the following image

- **Select Dialogue**
  There is an option of Dialogue/Script under the general-options section in agent campaign or interactive campaign type where user can select recently created dialogues.

Web-phone lets you customize the campaign script/ dialogue. It provides you an option to display campaign script/dialogue for each campaign. Agents can use this functionality by creating campaigns with dialogue.

- **Select Key for Transfer**
  On which key / button system should transfer call to Agent / Extension
- **Select Agent**
- **Save the campaign**