

xCally Shuttle Guide

Agents

- Create a New Agent
- Edit the Agent
- Agent - Queue Association
- 3-way Agent Experience
 - CTI Windows phone bar and Softphone Clients
 - External SIP Phones
 - WebRTC
- Shuttle Web Agent Dashboard

Analytics

- Metrics
- Reports
 - Ready to use Reports
 - Agents Stats Reports
 - Calls Stats Reports
 - Cally Square Stats Reports
 - Queues Stats

Audio

- Recordings

Cally Square

- Introduction
- Get started
- IVR Structure Blocks
- Examples & More
 - Access to Voicemail from external DID
 - Advanced DISA
 - Ask for callback keeping the queue position
 - Auto-attendant
 - Callback
 - CSAT - CSI: forward customers to a Survey
 - Database
 - Email notification for inbound calls
 - Loyal Engagement IVR script
 - Manipulate the CallerID
 - Math block - array handler
 - Multilanguage service handled by one queue only
 - Play a sound file based on DID
 - Request HTTP API resources
 - SMS IVR
- Troubleshooting

Contact Management

- CM Contact Lists
- CM Custom Fields
- CM Triggers
- CM Agent GUI
- CM Outbound Calls
- CM Disposition

Dashboard

Dial Plan

- Inbound Routes
- Outbound Routes

Queues

- Create a new Queue
- Edit a Queue
- Queue - Agent Association

Realtime

Settings

- General
 - License
- Integrations
 - Triggers
- Pauses
- Tags
- Chanspy
- BLF
- Users
 - Create a New User and Manage his Permissions
- Mail

SIP

- Create a new SIP
- Edit the SIP

SMS

Tiger Dial

- Create the List
- Create the Process
- Configure the Process
- Add Contacts in the List
- Run the Process
- Monitor the Process
- Tiger Dial Analytics
- Agent Settings and Disposal
- Contacts Blacklist
- Realtime [beta]
- Update
- Channel variables
- Tiger Dial Preview
- Callback form

Trunks

- Create a New Trunk
- Edit a Trunk
- Examples

Voicemail

- Create a New Voicemail
- Edit a Voicemail

Annex - XCALLY DB Tables

Security