Globitel Connect

Description	The complete user manual for Globitel connect software
Author	Globitel

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I Getting Started

Globitel

1 Login

Logging in is the initial step to access Globitel Connect. Your permissions, such as Agent or Supervisor, will determine the system features and functionalities available to you.

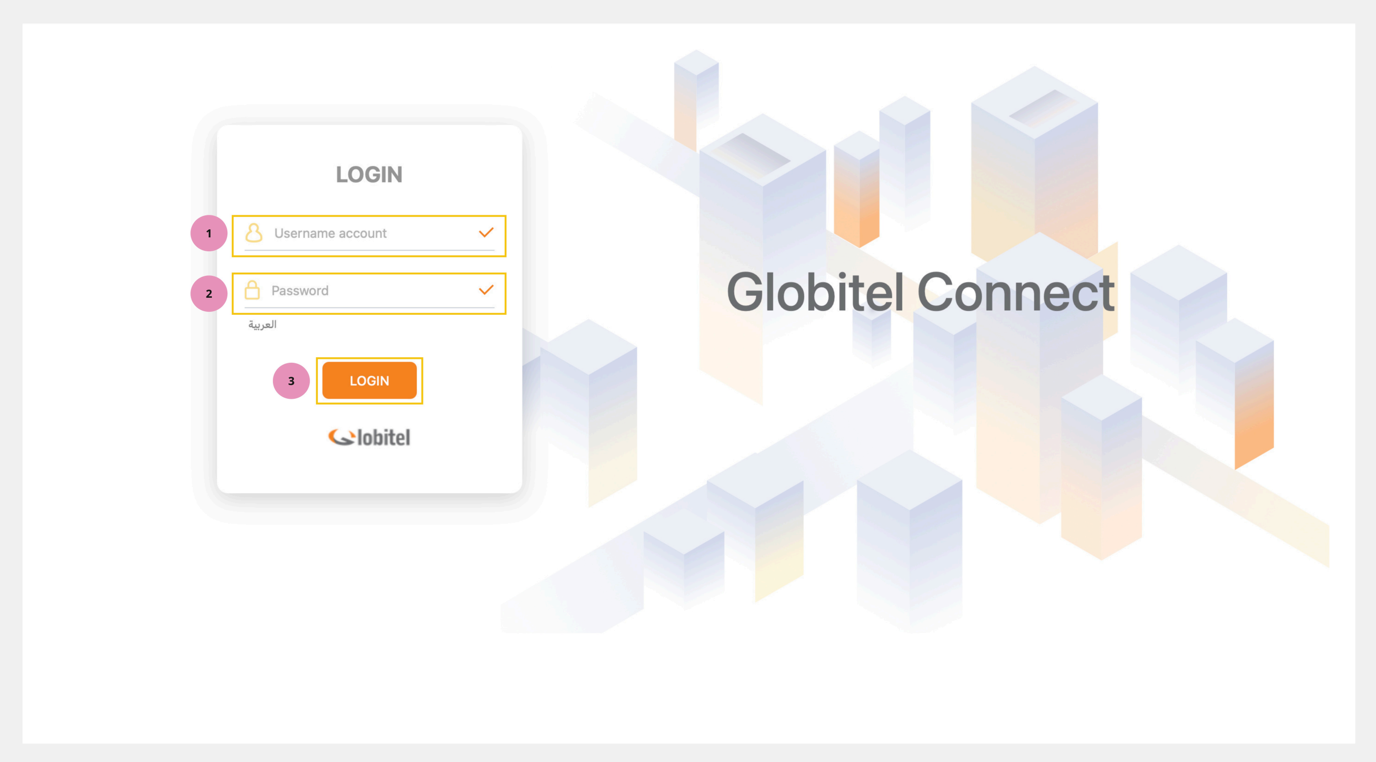
How to access the Log In page?
To access the Globitel Connect web application, follow these sample instructions:

1. Open your preferred web browser. This could be Google Chrome, Firefox, Microsoft Edge, or Opera.
2. In the address bar, enter the server URL in the following format: http://Server_Name:Port/gc-mobile. Please ensure you replace Server_Name and Port with the specific details provided to you from your administrator.

Tip

The preferred web browser for Globitel Connect is Google Chrome. You can download it from this link. It supports all operating systems, including Windows, Mac, and Linux.

How to log in?



To Log in to your account on Globitel Connect, follow these steps:

1. Type your User Name in the 'Username Account' field.
2. Next, input your Password in the 'Password' field.

3. Click on the 'Login' button or press Enter to proceed.

Tip

Please make sure to use the correct credentials provided to you for a successful login. Also, you can change your password to protect your account after the first login. You can find the details here.

Related Articles:

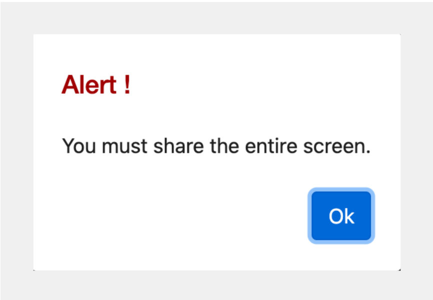
- Dashboard
- Testing your Camera and Microphone
- Getting ready for engagements
- Change My Password

2 Share Screen (Required)

This is a crucial step for you to start using the system. You will need to share your browser entire screen with the system so that it records your screen activities for the purpose of Quality Monitoring.

Caution

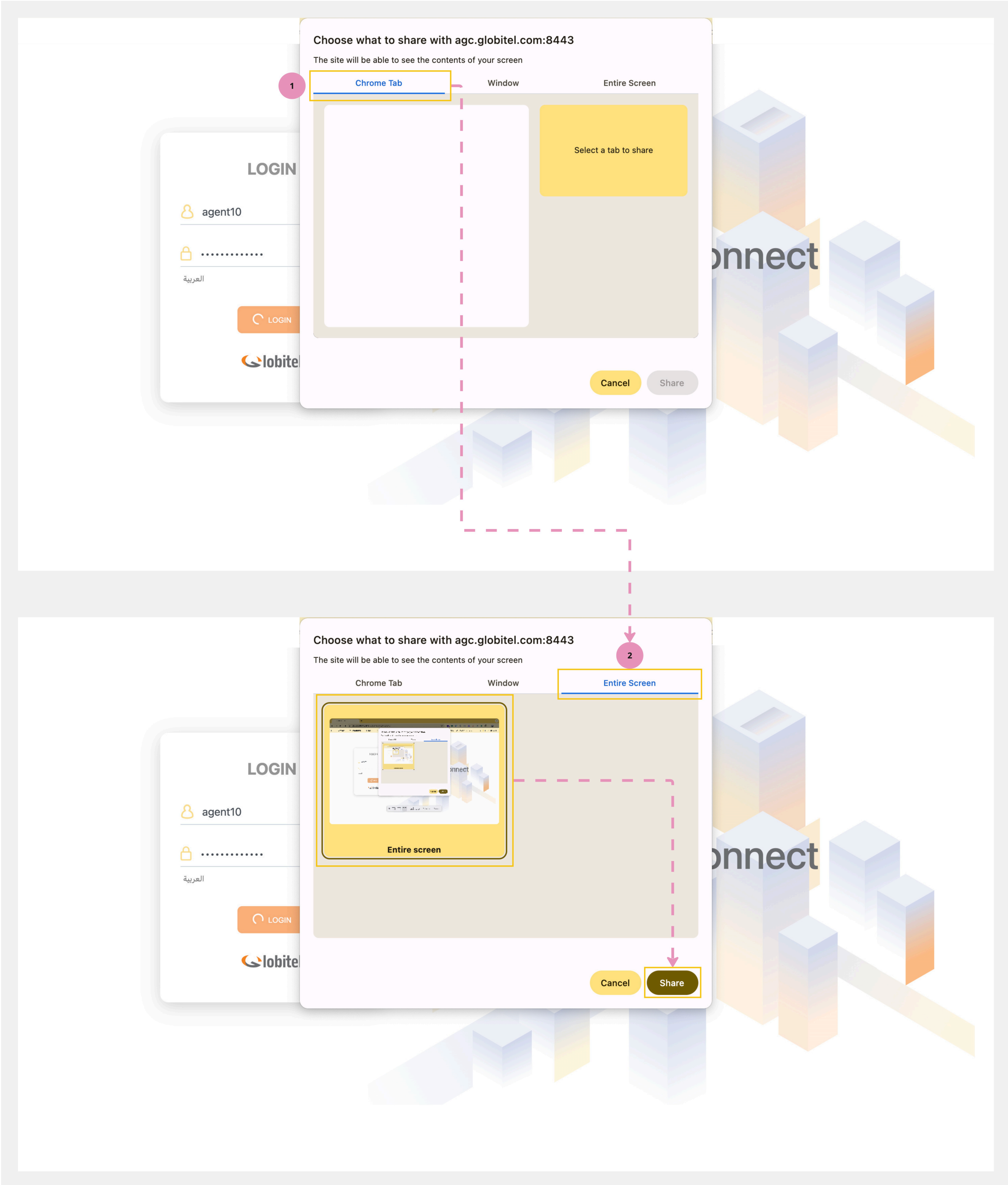
The system will not allow you to proceed or handle interactions if you do not perform this step.



How to share your browser entire screen?

After you log in, the system will automatically show a pop-up window, where you need to follow these steps:

1. Click on the "Entire Screen" tab in the pop-up window.
2. Proceed to select your entire browser screen.
3. Finally, click on the "Share" button to commence the screen sharing.


Choose what to share with agc.globitel.com:8443
The site will be able to see the contents of your screen
1
Chrome Tab
Window
Entire Screen
Select a tab to share
Cancel
Share
LOGIN
agent10
العربية
LOGIN
Choose what to share with agc.globitel.com:8443
The site will be able to see the contents of your screen
2
Chrome Tab
Window
Entire Screen
Entire screen
Cancel
Share

Tip

The system will record all your screen activities as long as you're logged in. It will stop recording your screen activities only if you log out.

Related Articles:

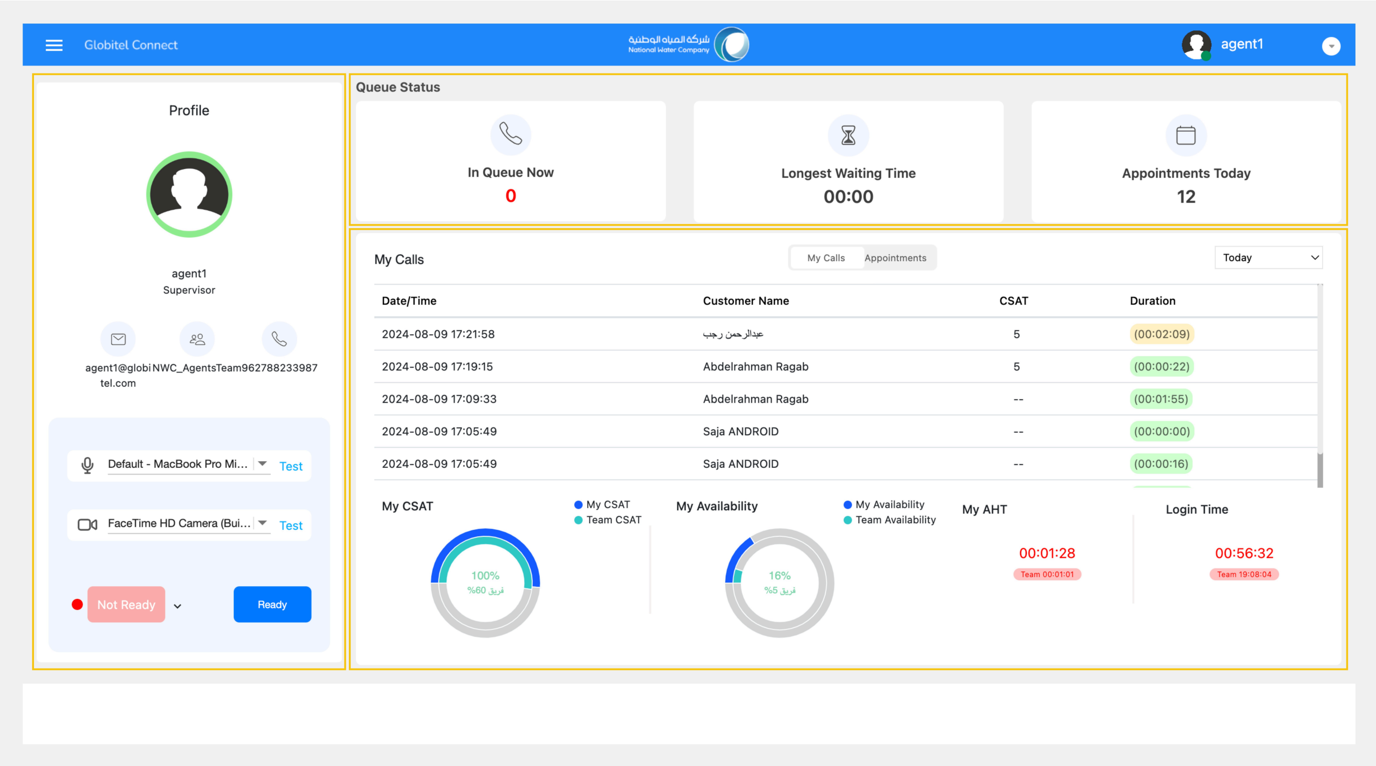
- Testing your Camera and Microphone
- Getting ready for engagements

3 My Dashboard

This is the first screen you will access after logging in and sharing your screen. It's a landing page that provides comprehensive details about customers interactions, your own performance, and being ready to receive new customer interactions. This is extremely useful for giving you a view of what's happening around you.

This screen consists of the following parts:

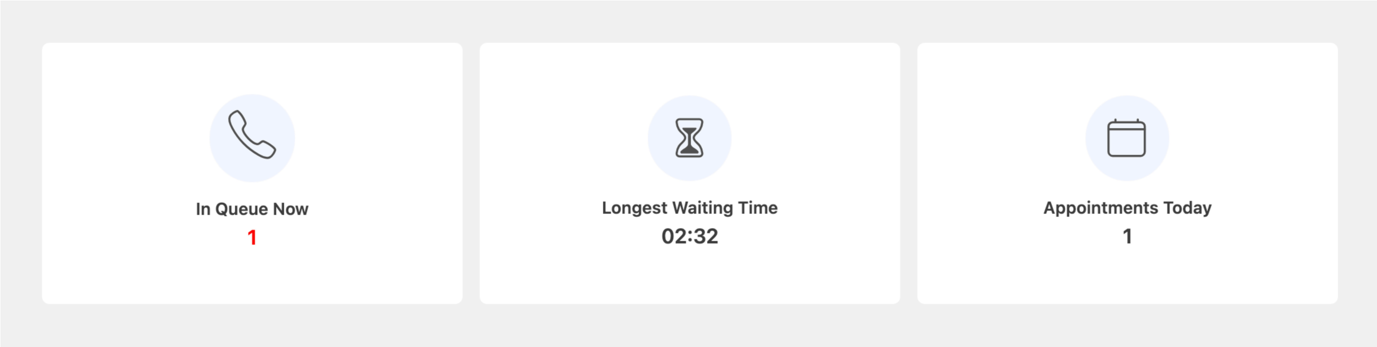
1. Stats cards (queue and appointments).
2. Profile and status panel.
3. Interaction history and appointments grid.



3.1 Stats Cards (Queue Status)

These are cards at the top of the dashboard screen that give you an idea of what is happening with the customers at the current moment. There are three cards to show you the following:

- In Queue Now (#): This is the number of customers that are currently waiting in the lobby to be answered.
- Longest Waiting Time (MM:SS): This displays the time of the customer who has been waiting the longest.
- Appointments Today (#): This is the total number of all customer appointments for the current day.

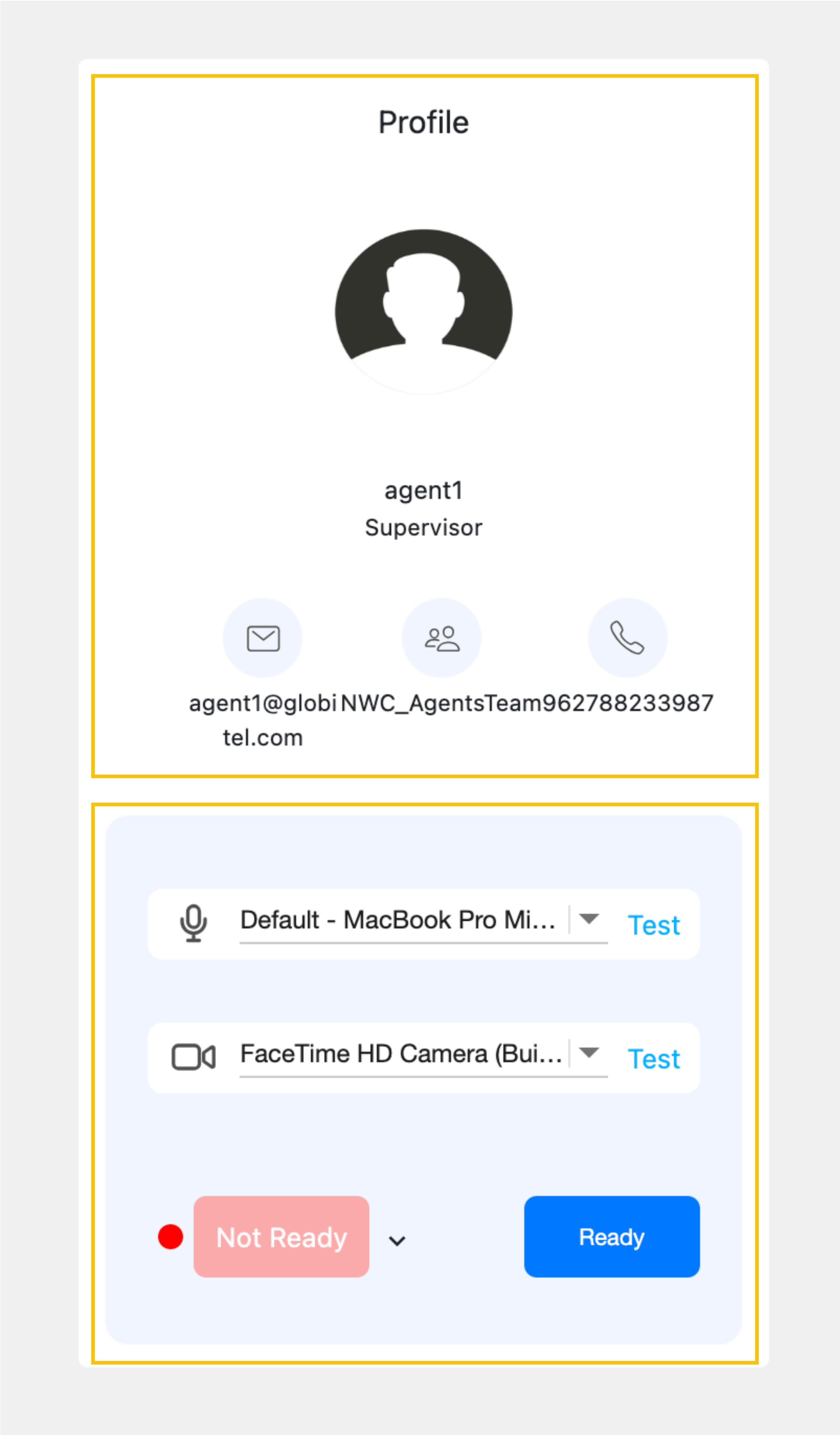


3.2 Profile and Status Panel

The profile panel displays your profile information, which includes:

- Profile Picture: Your image displayed during customer calls.
- Full Name: Your full name displayed during customer calls.
- Email: Your registered email in the system.
- Team: The team you belong to.
- Phone Number: Your work phone number.

The status panel allows you to update your current availability status, preparing you to start getting ready for engagements with customers.


Profile
agent1
Supervisor
agent1@globitel.com
NWC_AgentsTeam
962788233987
Default - MacBook Pro Mi…
Test
FaceTime HD Camera (Bui…
Test
Not Ready
Ready

3.3 Interaction History and Appointments Grid

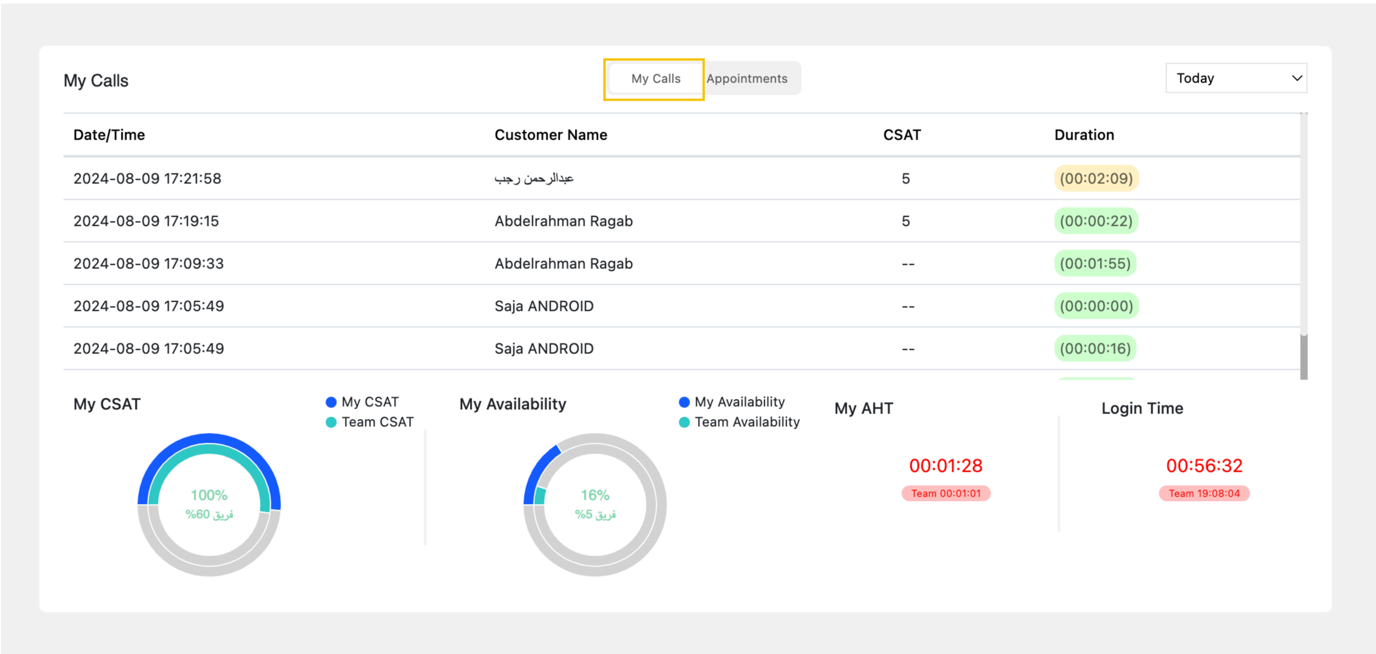
This grid shows you the history of your interactions with customers and all upcoming appointments.

Tip

If you have supervisor permissions, you will be able to see all interactions history and appointments for your team.

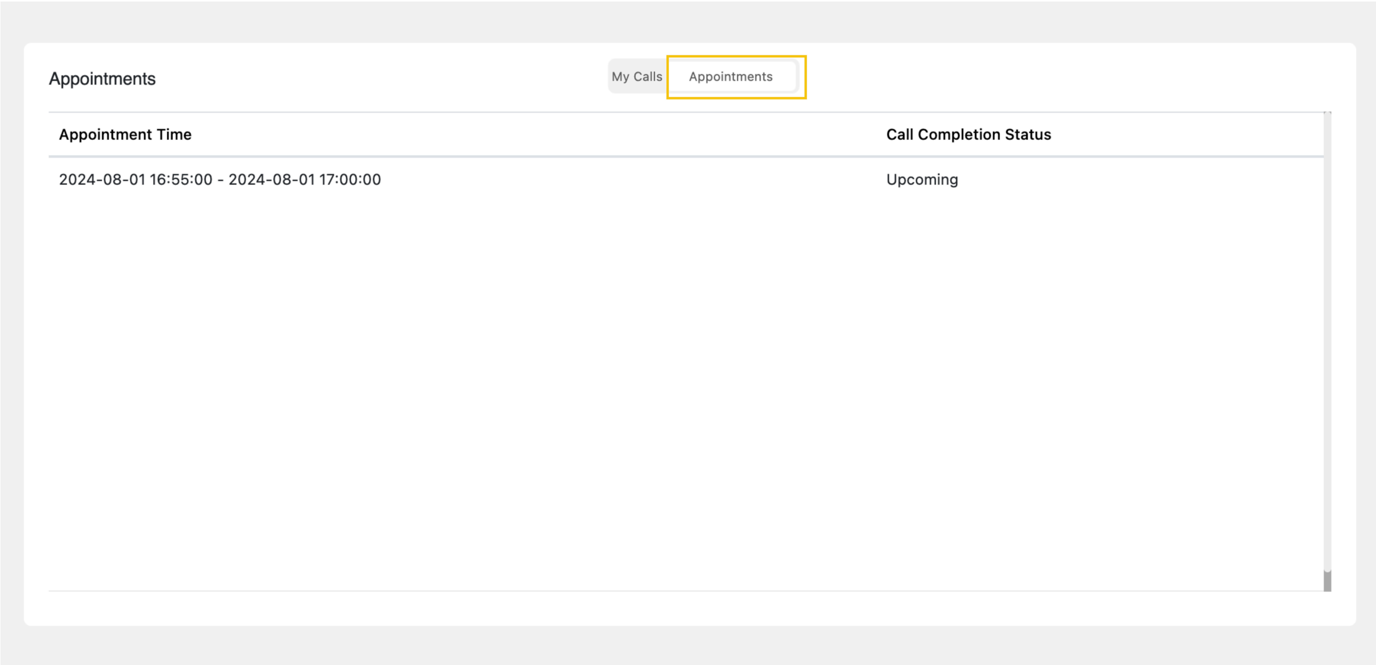
Interaction history tab covers the following information:

Name	Description
Date & Time	This shows the start date and time of each interaction.
Customer Name	This shows the full name of the customer.
CSAT (Customer Satisfaction Score)	This displays the customer's rating of the call, which is a rating between 1(lowest rating) to 5 (highest rating) based on the survey result and in case of norating it shows "--".
Duration	This refers to the duration of each interaction. The colors indicate the start and end periods. For instance, green indicates 0 to 2 minutes, yellow indicates 2 to 4 minutes, and red represents 4 to 6 minutes.



Appointments tab covers the following information:

Name	Description
Appointment Time	Shows the appointment slot in date and time format.
Call Completion Status	This displays the current status of the appointment if it is upcoming, completed or cancelled.



Related Articles:

- Getting ready for engagements
- Interaction history
- Appointments

4 Testing Your Microphone & Camera

This feature allows you to test your camera and microphone before interacting with customers, ensuring that your computer's microphone and camera are working properly.

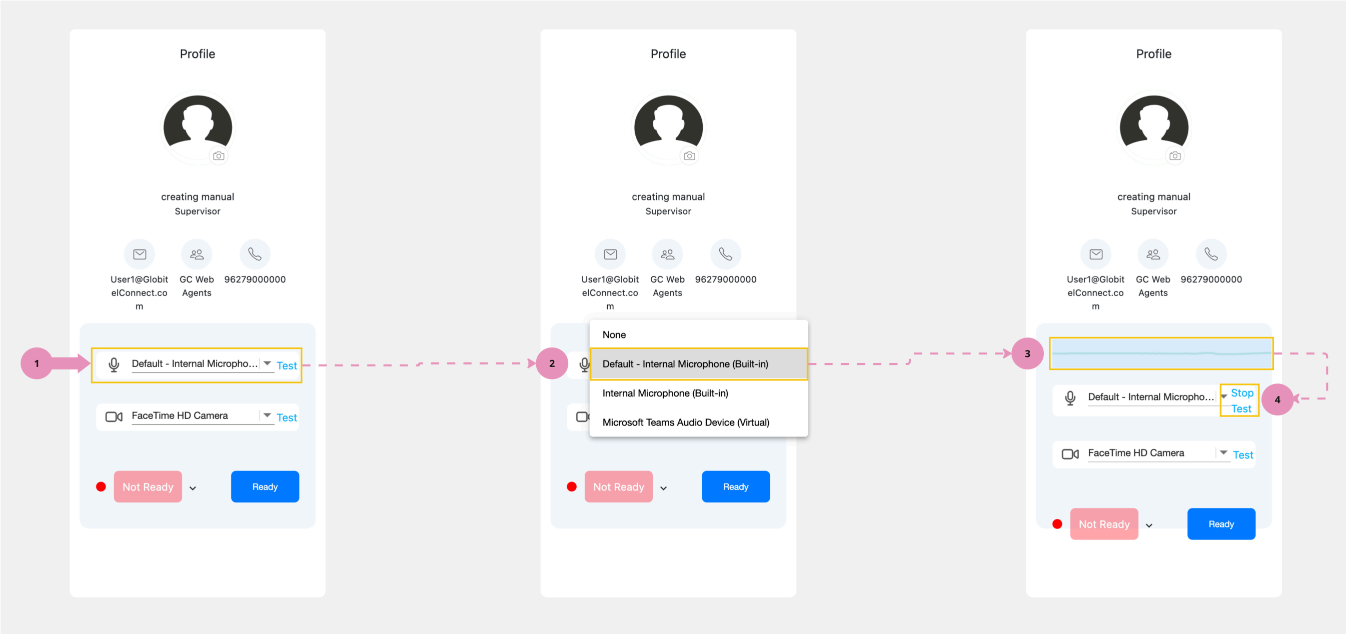
> **Caution**
>
> Please ensure your computer has an integrated or built-in camera and microphone to use Globitel Connect. Without these, you won't be able to receive interactions.

4.1 Test my Microphone

> **Tip**
>
> The system selects the built-in microphone by default. You can click the "Test" button to start testing this microphone.

To test external microphone, follow these steps:

1. Connect your microphone to your computer.
2. Click on the drop-down list next to the microphone icon in the profile panel.
3. Select the custom microphone you want to test.
4. Click on the "Test" button and start speaking to view your voice frequency.
5. Finally, click on the "Stop" button to end your test.



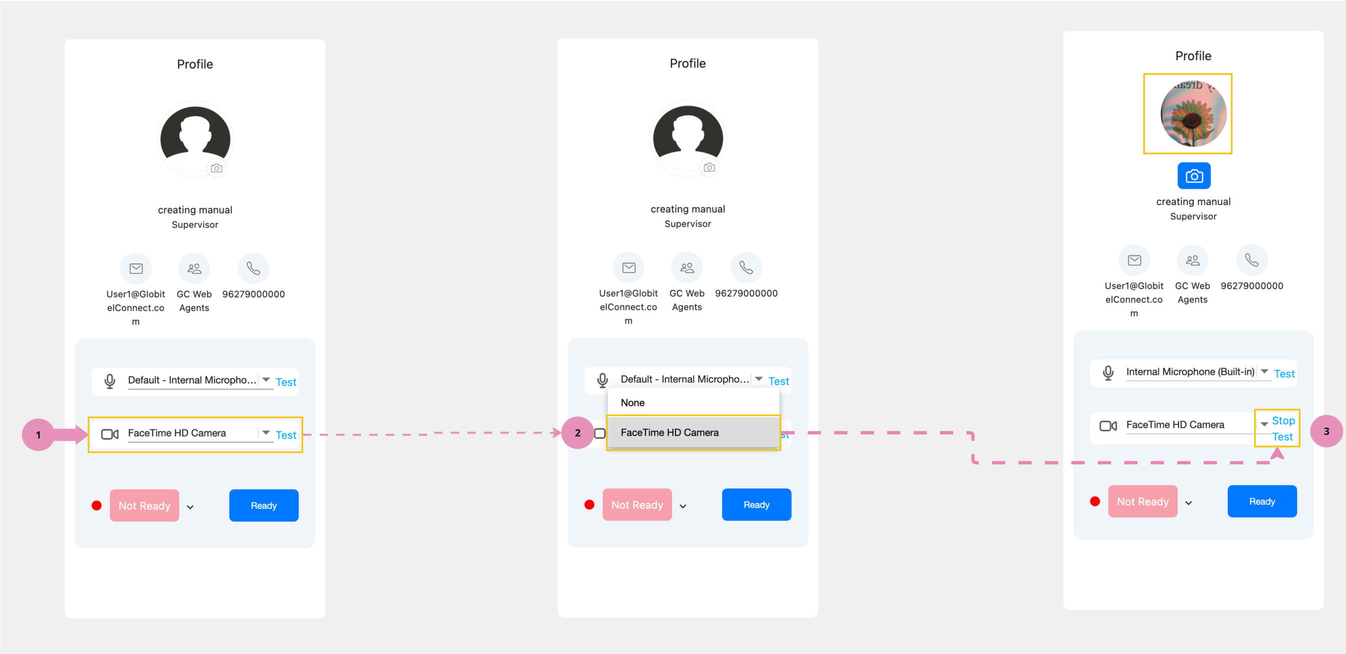
4.2 Test my Camera

Tip

The system selects the built-in camera by default. You can click on the "Test" button to start testing this camera.

To test external camera, follow these steps:

1. Connect your camera to your computer.
2. Click on the drop-down list next to the camera icon in the profile panel.
3. Select the custom camera you want to test.
4. Click on the "Test" button to start viewing your face in the profile picture.
5. Finally, click on the "Stop" button to end your test.



Related Articles:

- Getting ready for engagements

5 Interaction History

The interaction history feature provides a comprehensive overview of your past calls with customers.

How can I access the interaction history?

On the "Dashboard" page, you can view the details of your calls in the "My Calls" grid. The following information is available:

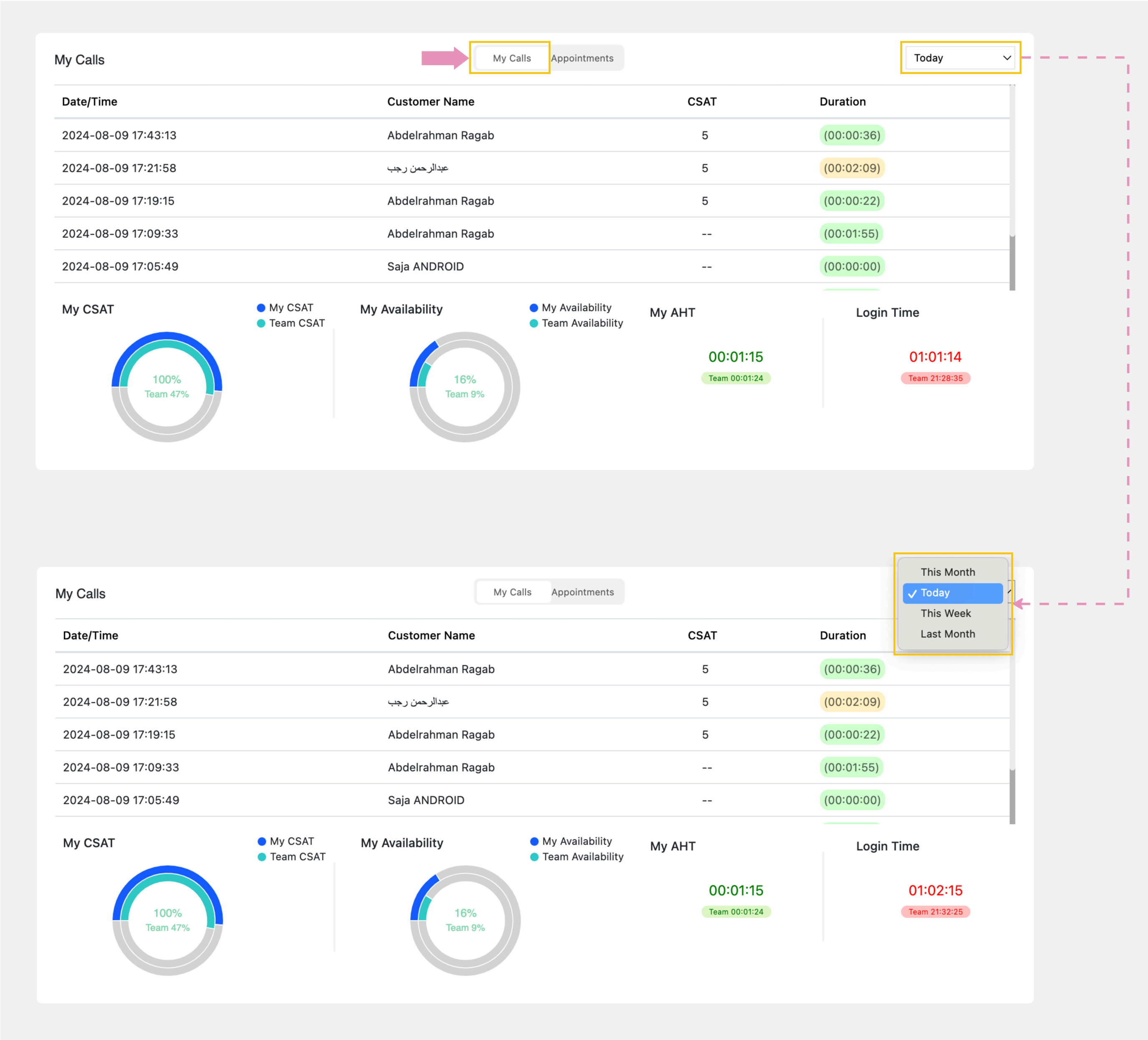
Name	Description
Date & Time	This shows the start date and time of each interaction.
Customer Name	This shows the full name of the customer.
CSAT (Customer Satisfaction Score)	This displays the customer's rating based on the rating survey results after the interaction and is a rating from 1 (lowest rating) to 5 (highest rating).
Duration	This refers to the duration of each interaction. The colors indicate the start and end periods. For instance, green indicates 0 to 2 minutes, yellow indicates 2 to 4 minutes, and red represents 4 to 6 minutes.

Tip

You can filter your previous interactions by "This Month", "Today", "This Week", or "Last Month".

Also, you can view the call statistics and charts as follows:

- My CSAT (%): Displays the Customer Satisfaction Score (CSAT) percentage out of 100, based on survey results for you and your team.
- My Availability (%): Shows data on agent availability for you and your team. It calculates the ratio between overall ready time and duty time for selected durations (today, this week, this month, and last month). Ready time includes on-call and available time, while duty time encompasses on-call, available, online, do not disturb, and break times.
- My AHT (HH:MM:SS): Displays the average handling time (AHT) for all records, measured in hours, minutes, and seconds, for you and your team.
- Login Time (HH:MM:SS): Displays the total time logged in from the login moment to the current time for you and your team, measured in hours, minutes, and seconds.



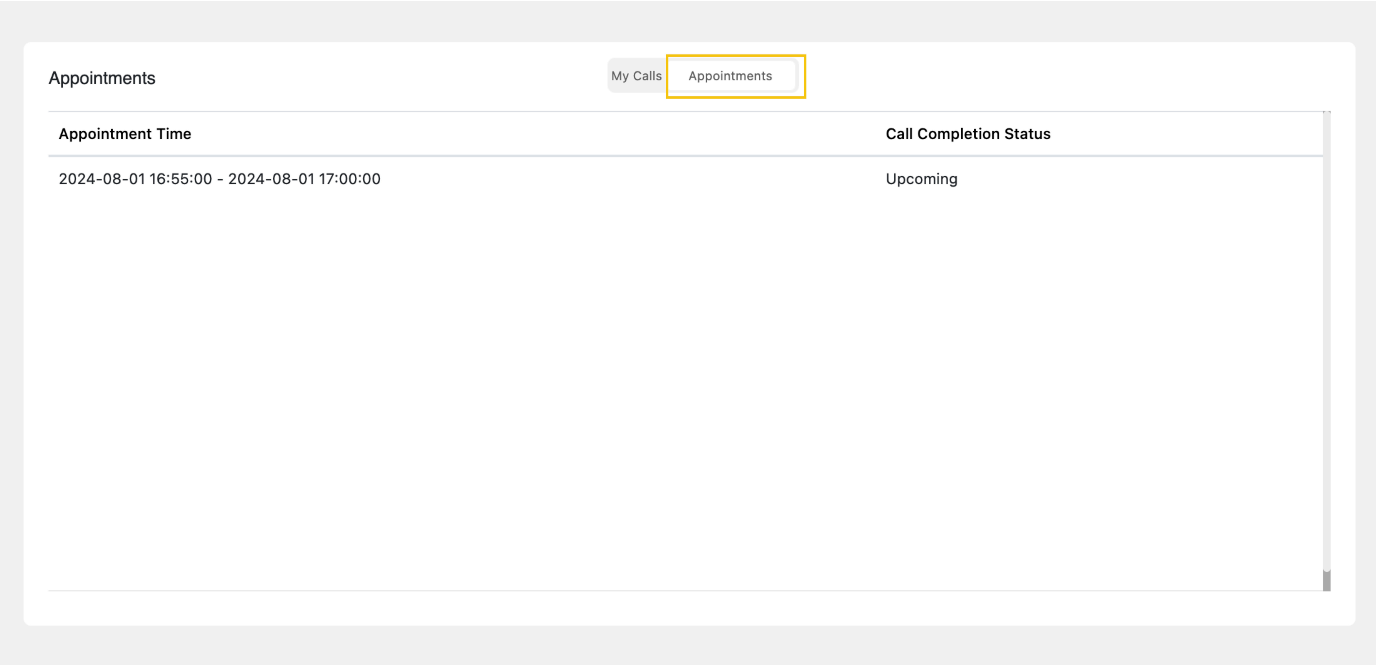
Related Articles:

- Dashboard
- Getting ready for engagements

6 My Appointments

The Appointments feature provides an overview of all upcoming and scheduled appointments with customers.
How do I access the list of upcoming appointments?
On the Dashboard page, you can view appointment details through the “Appointments” tab. The following information is available:

Name	Description
Appointment Time	This displays the appointment booking slot by the customer in date and time format.
Call Completion Status	This displays the current status of the appointment if it is upcoming, completed or cancelled.



Related Articles:

- [Dashboard]
- [Testing your Camera and Microphone]

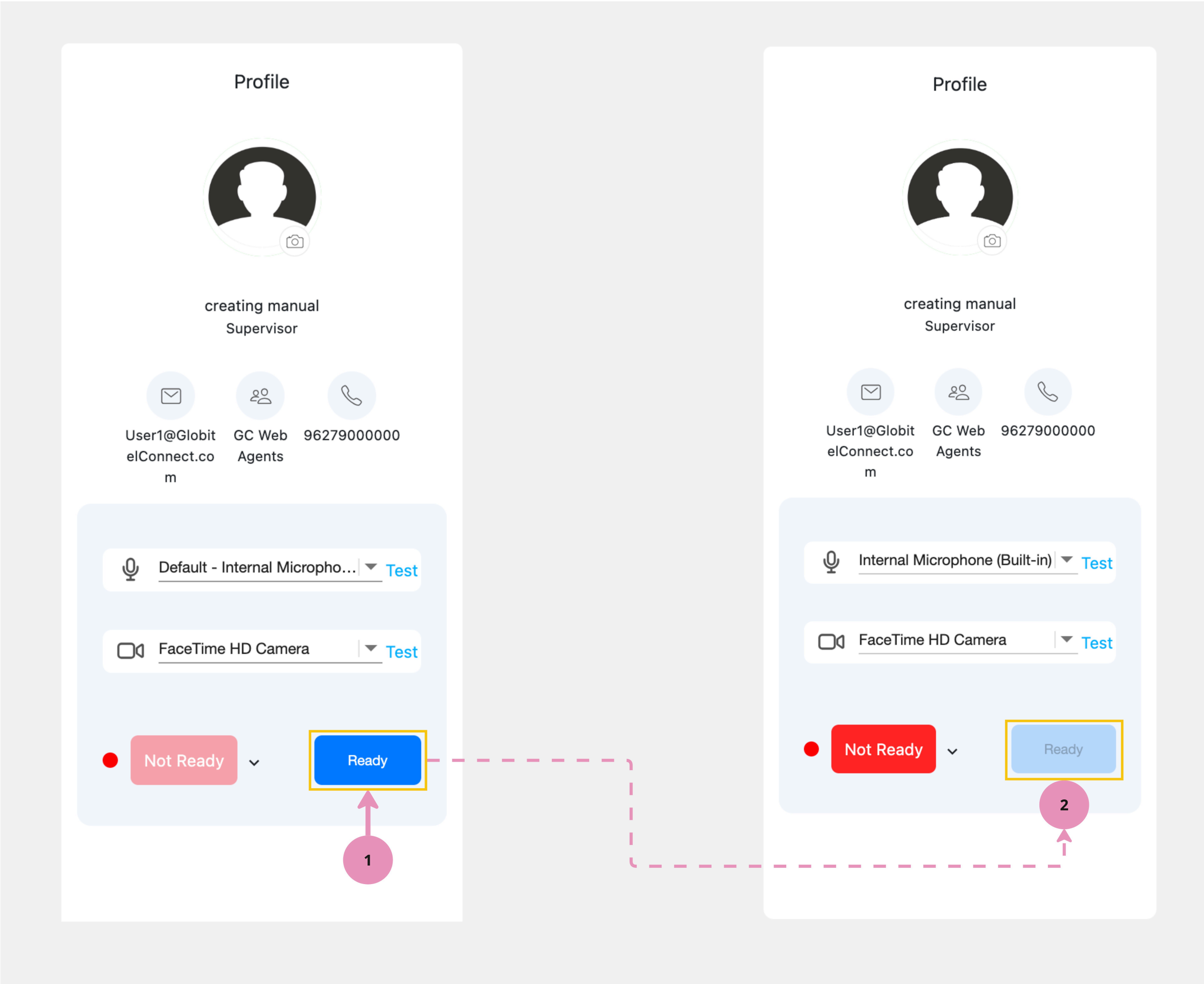
7 Getting Ready for Engagements

Now, you have logged in; you can start handling interactions with customers. Here you need to tell the customers that you are ready. Otherwise, you will not receive any interaction as the system will assume that you are busy.

> **Caution**
>
> If you are a supervisor handling only interactions transferred from your team members, you need to be ready. Otherwise, the system will assume that you are busy and you will not receive any transferred interactions.

How to get ready for engagements?

To be ready for interactions, press the "Ready" button located under your profile panel in the dashboard.



Related Articles:

- Dashboard
- Testing Your Microphone & Camera

II. Handling Interaction

8 Receiving A New Interaction

If you are ready, the system will begin sending customers' interactions for you to handle them.

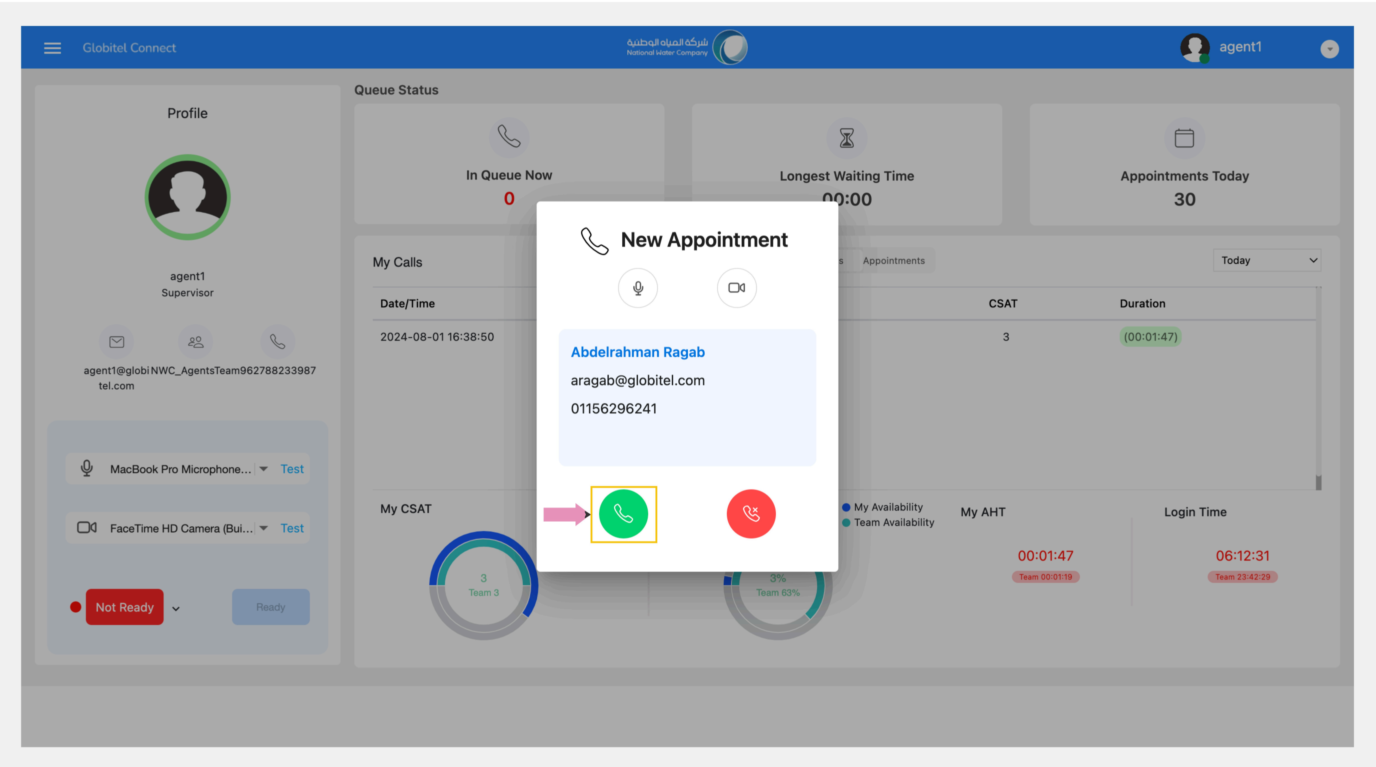
When a new interaction is allocated to you, a notification window will appear on your screen accompanied by a ringing tone.

This notification window provides the following details:

- Whether the call is for a new appointment or immediate support interaction.
- Options to enable or disable your camera.
- Customer information, including the customer's name, email, and phone number.
- Options to answer or reject this interaction.

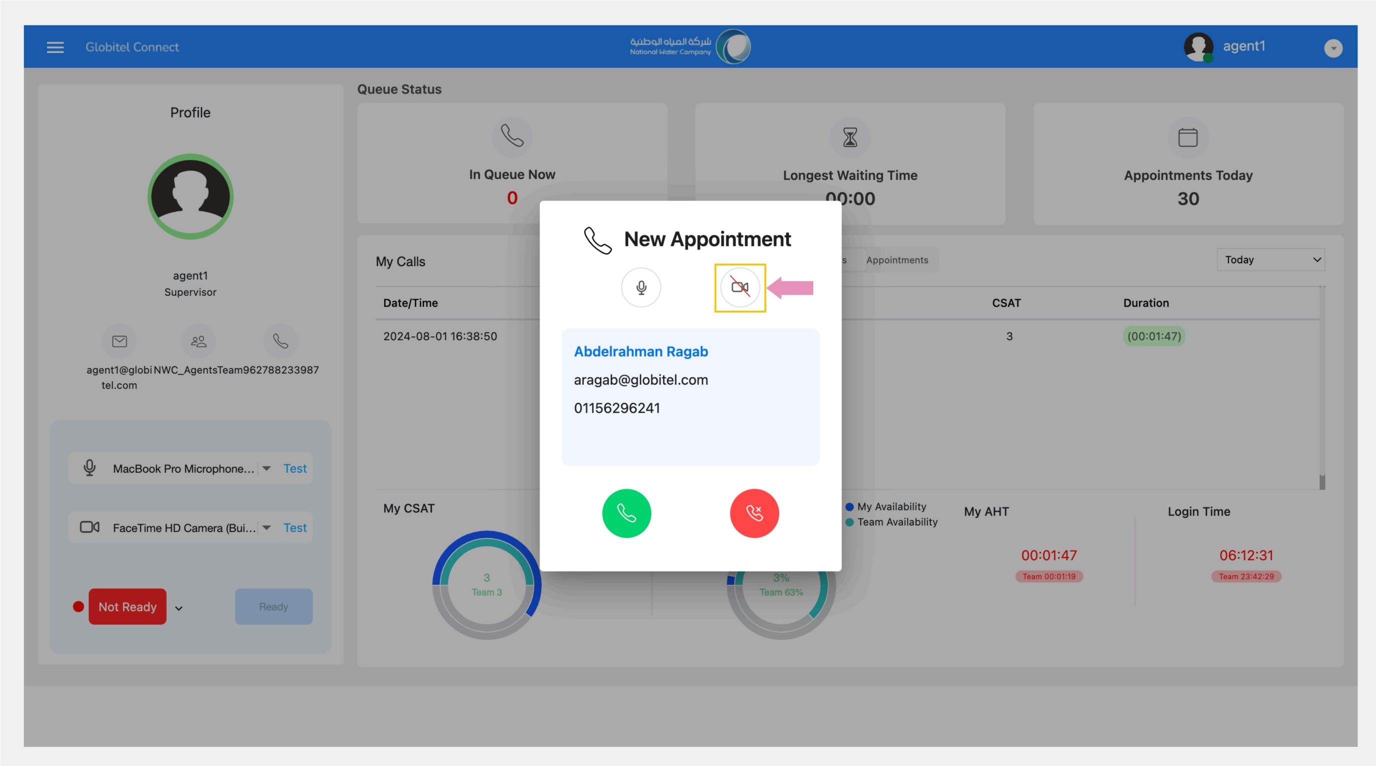
8.1 Answer the Call

Press the green "Answer " icon to accept the call and start interacting with the customer.



Caution

Be sure to activate the microphone sound and turn on the camera (if required) when answering the call.

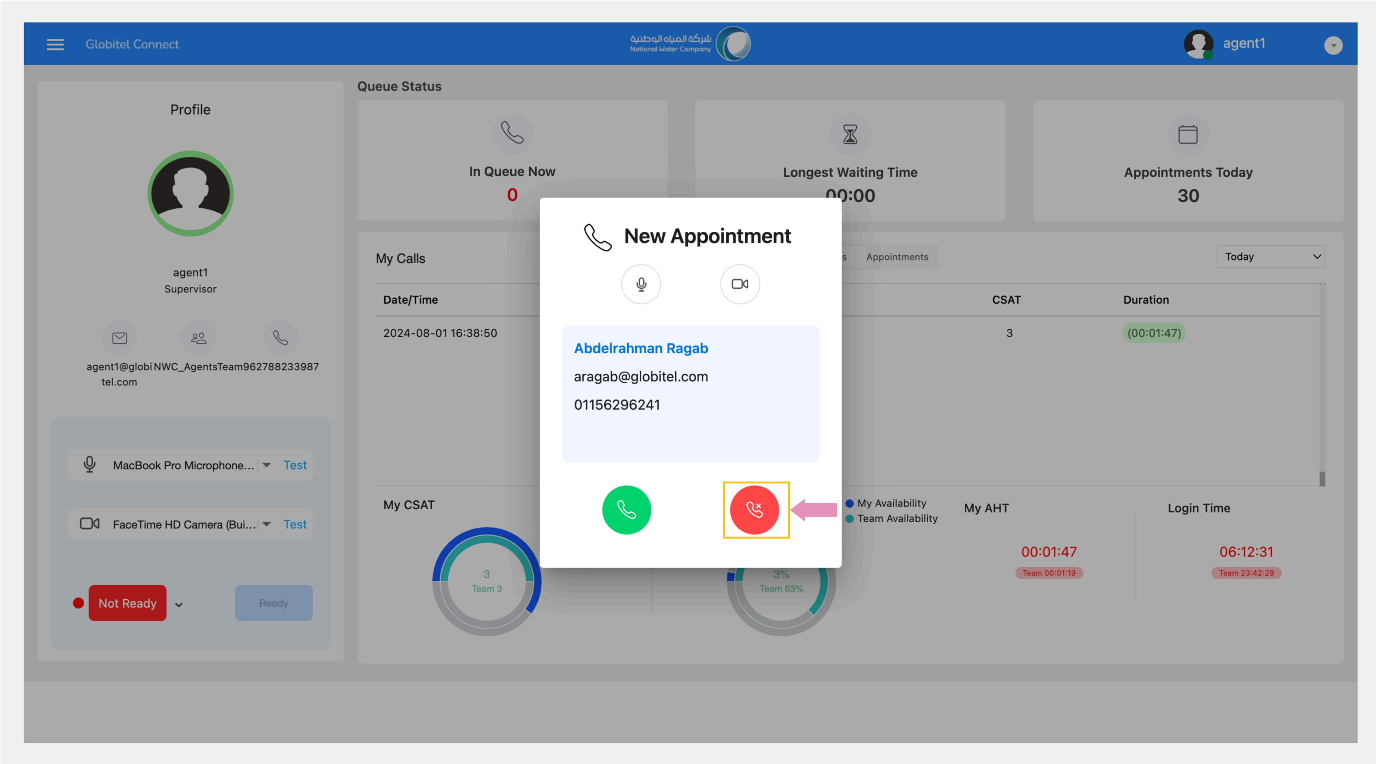


8.1 Reject the Call

To reject the call, press the "Reject " red icon.

Caution

If you do not answer to an incoming interaction within 5 seconds, the system will assign this interaction to another ready team member and set your status to "Not Ready". If you press "Reject", the interaction will be sent back to the queue, and your rejection of the call will be recorded in the system. This option should be used only in emergency situations.



Related Articles:

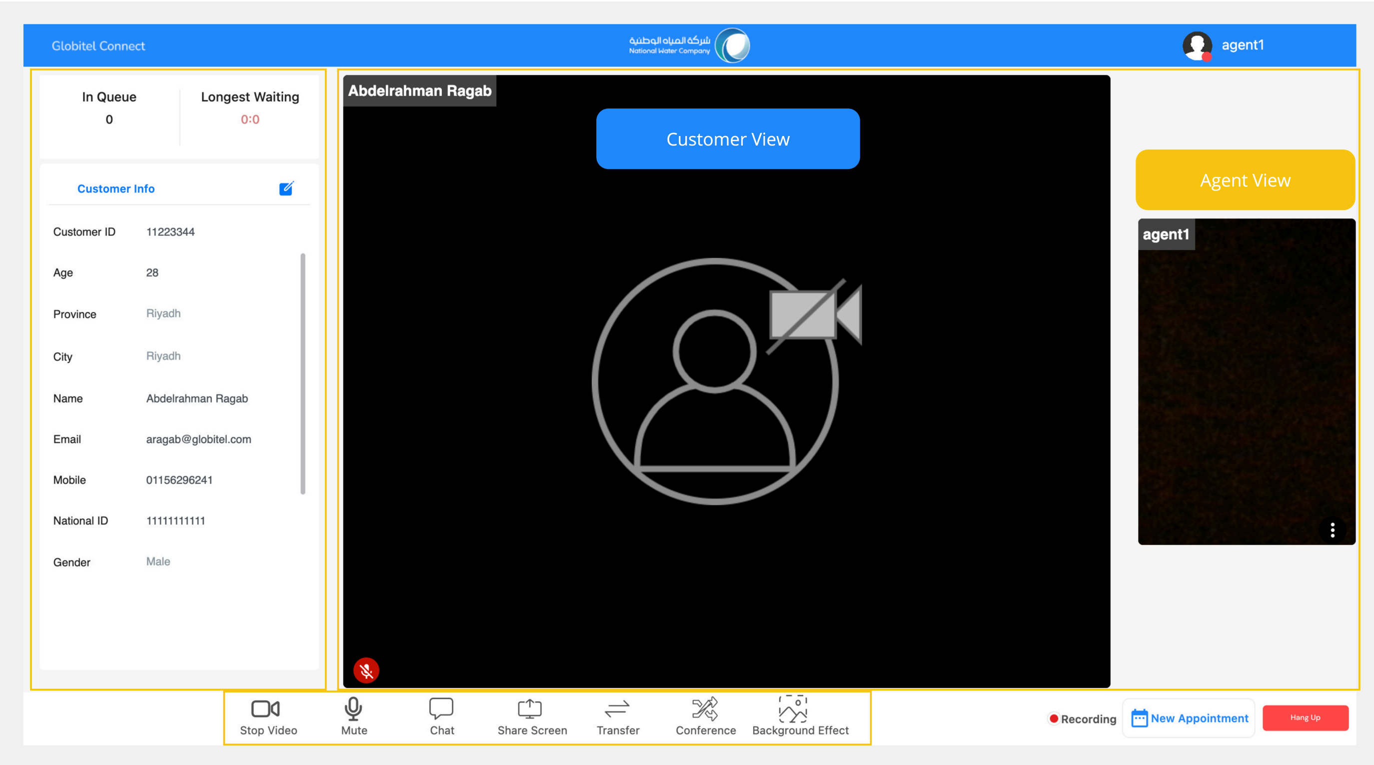
- Testing your Camera and Microphone
- Call Transfer
- Change Background and/or Blur
- Chat
- Exchanging Documents

9 Conference Room Functions

Once you have answered the call, the conference room will appear, enabling interaction with the customer. You view the customer's photo and hear their voice.

The conference room page is divided into three main sections:

1. Meeting Panel: This section displays the live photos and microphones status of the customer and yourself.
2. Customer Information Panel: This section showcases the customer's information.
3. Conference Functions: This section provides the necessary actions you can perform during the meeting.



9.1 Conference Functions

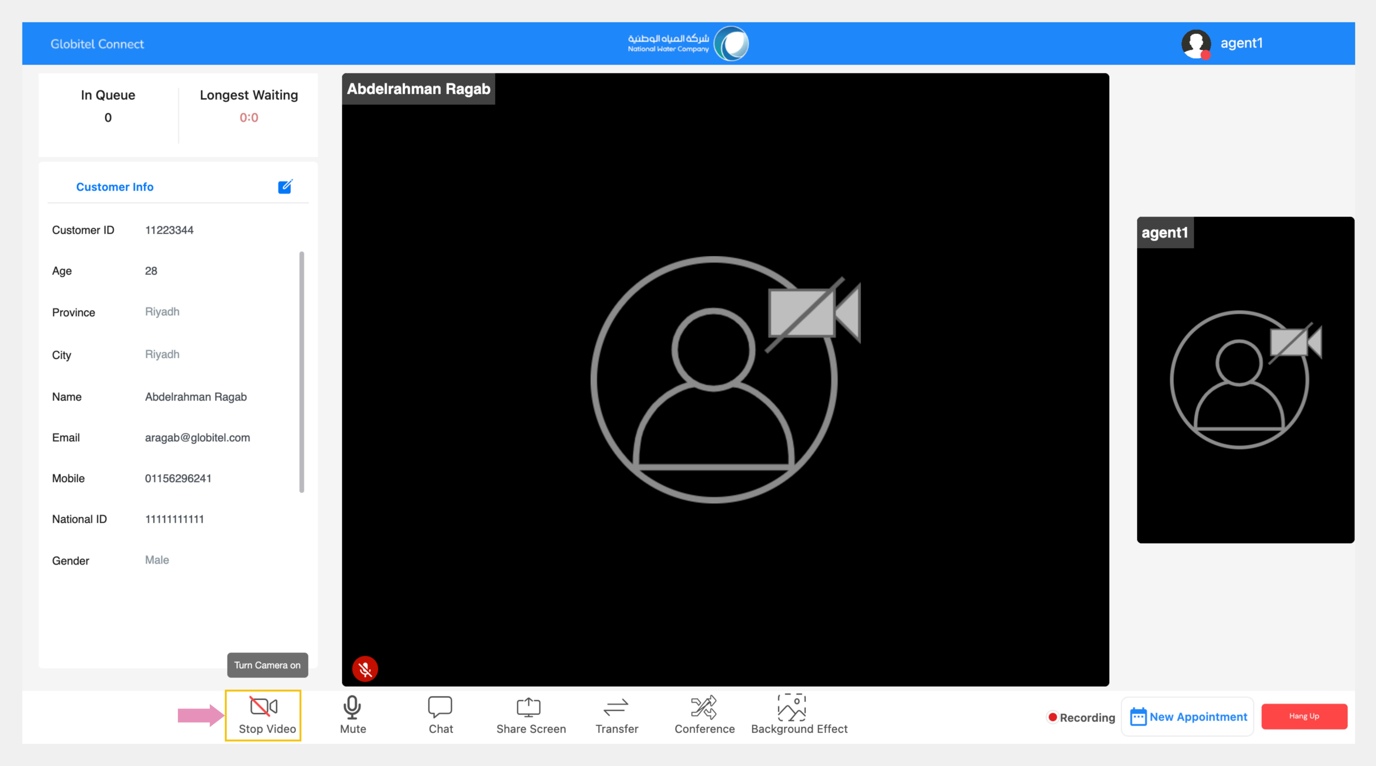
Here are eight functions you can utilize during interactions with customers in a conference:

1. Turn your camera ON/OFF.
2. Mute/Unmute your microphone.
3. Share your screen with customer.
4. Transfer the call to another ready agent.
5. Initiate a conference call with the supervisor.

6. [Change the background](#) while sharing your camera.
7. [Chat](#) with the customer.
8. [Exchange documents](#) with the customer.

9.1.1 Turn your Camera On/Off

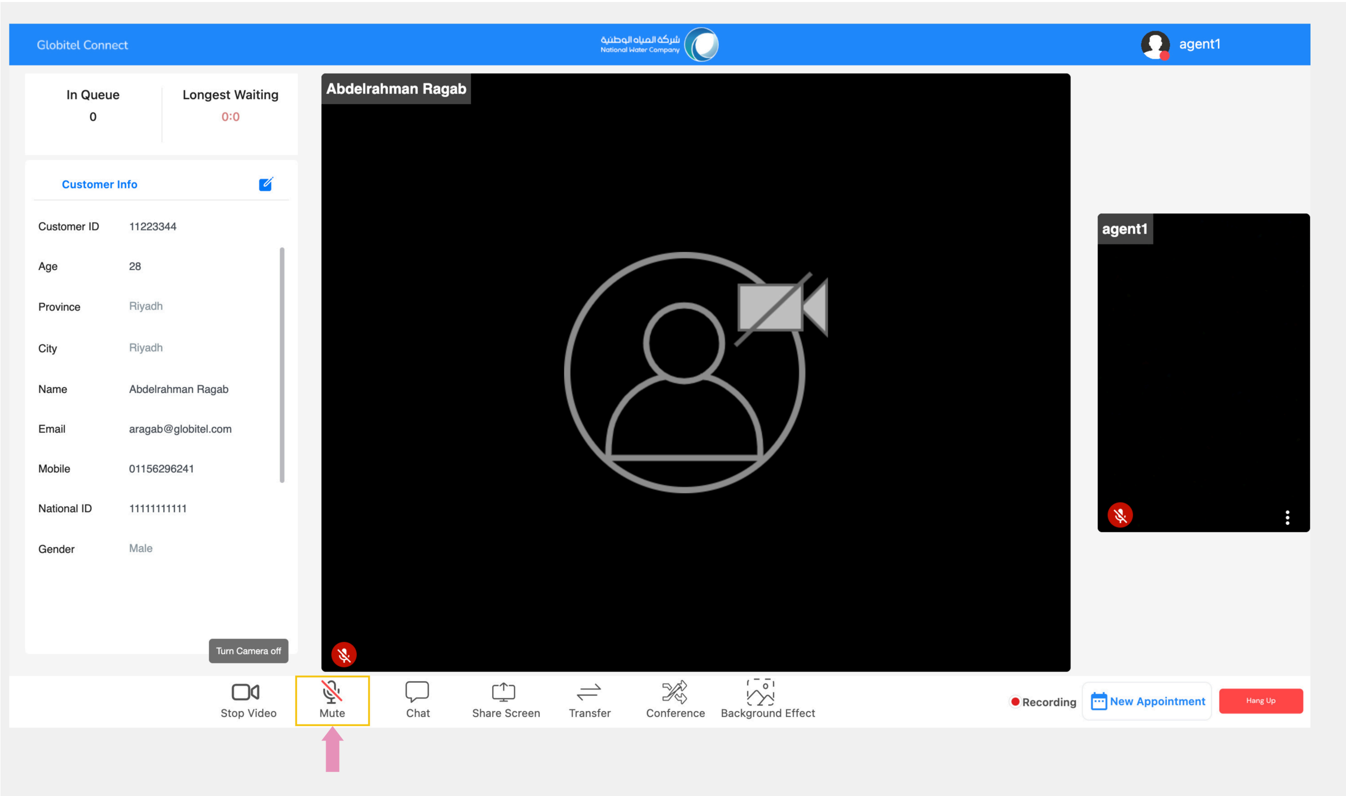
To toggle your camera on or off during customer interaction, click on the "Camera" icon. You can find this in the conference functions section, located at the bottom of the meeting room page.



9.1.2 Mute/Unmute your Microphone

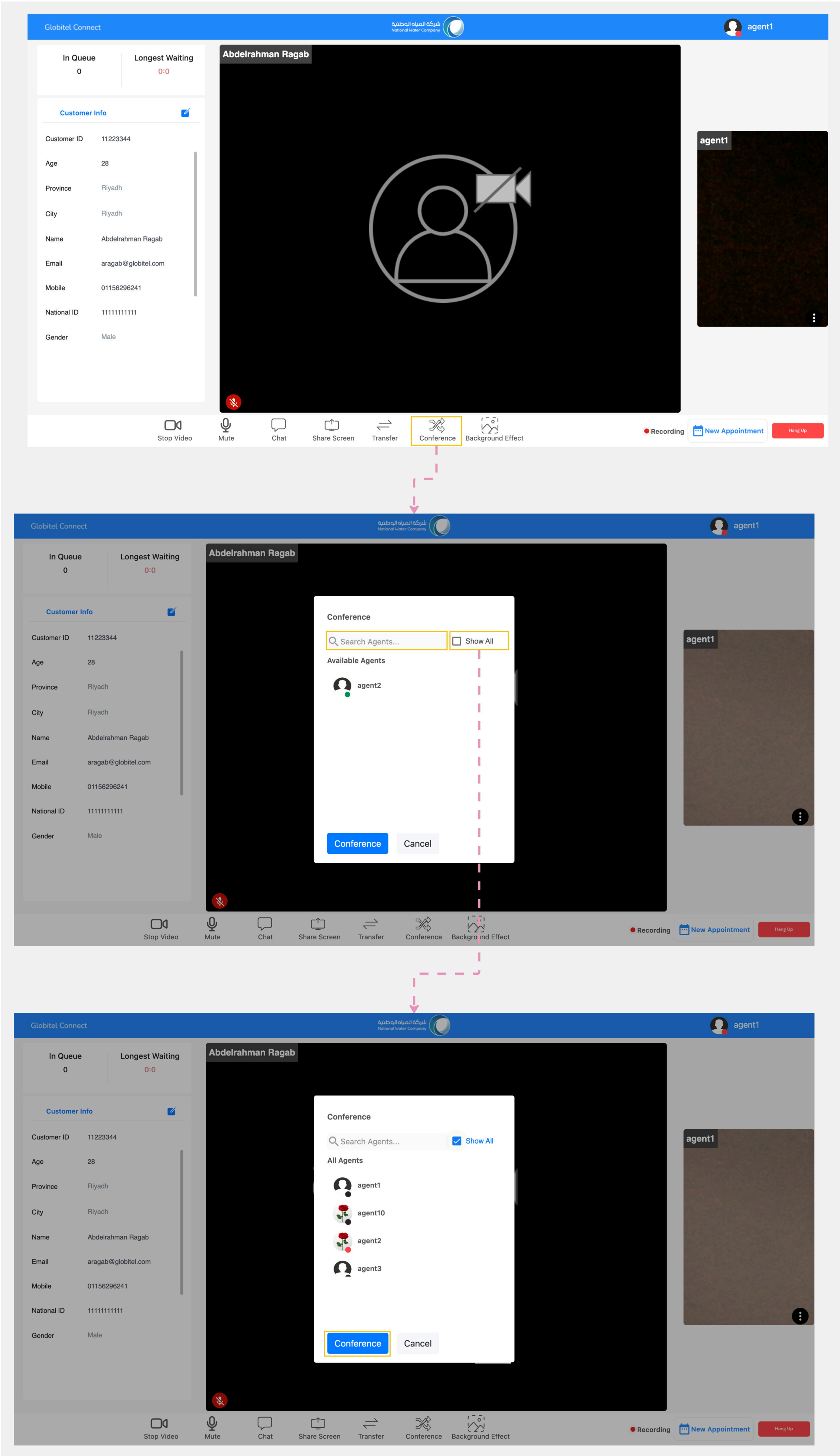
To toggle your microphone mute or unmute during customer interaction, click on the "Microphone" icon. You can find this in the conference functions section, located at the bottom of the meeting room page.

> **Caution**
>
> Do not mute your microphone during interaction with the customer. You may only mute it if your action does not require speaking with the customer.



9.1.3 Initiate a Conference call with the Supervisor

You can create a conference call with a ready supervisor by clicking on the "Conference" action. The ready supervisor will appear, or you can search for them by name to add them to the meeting.


Globitel Connect
agent1
In Queue
0
Longest Waiting
0:0
Customer Info
Customer ID
11223344
Age
28
Province
Riyadh
City
Riyadh
Name
Abdelrahman Ragab
Email
aragab@globitel.com
Mobile
01156296241
National ID
11111111111
Gender
Male
Abdelrahman Ragab
Stop Video
Mute
Chat
Share Screen
Transfer
Conference
Background Effect
Recording
New Appointment
Hang Up
Conference
Search Agents...
Show All
Available Agents
agent2
Cancel
All Agents
agent10
agent3

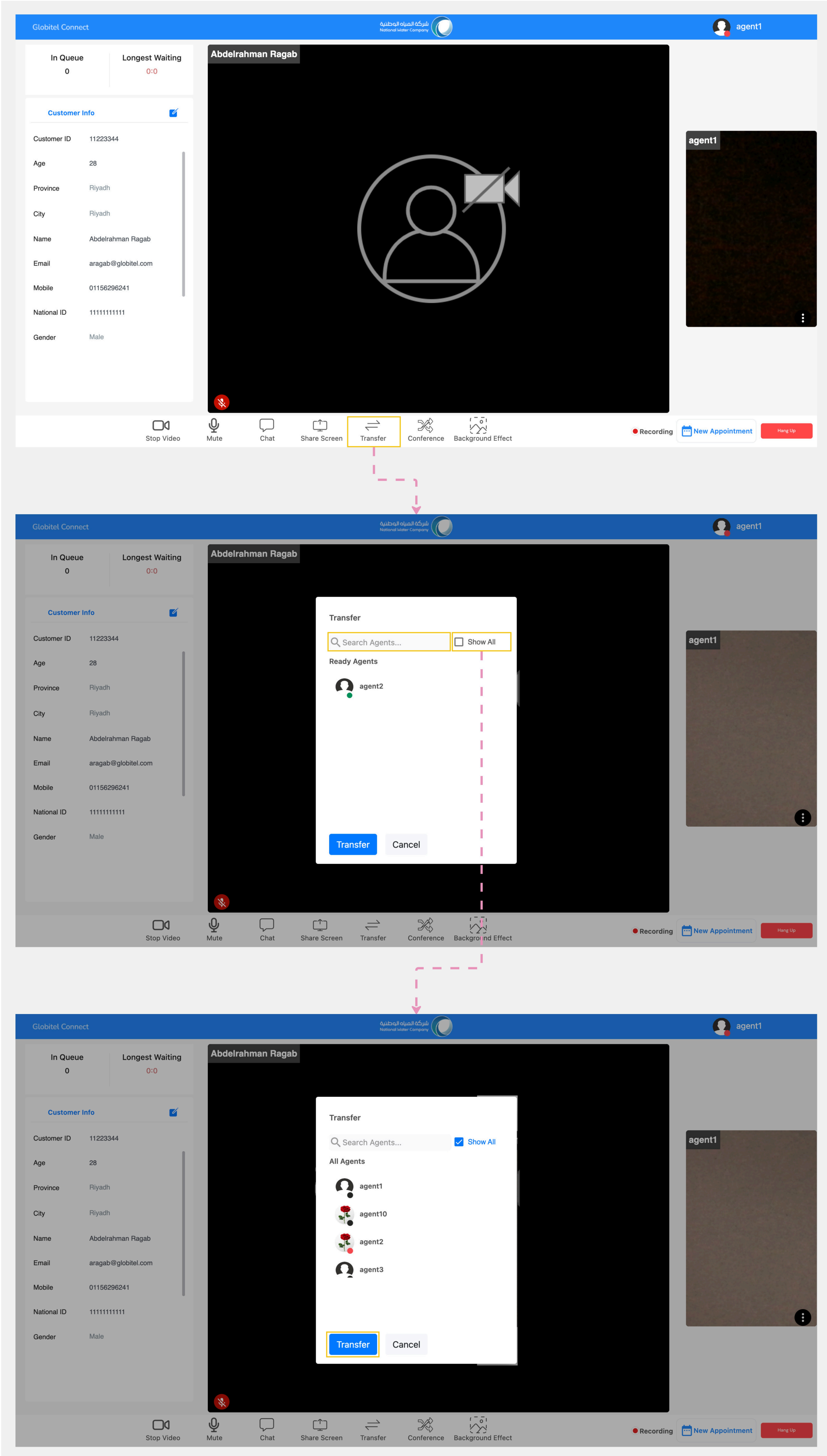
10 Call Transfer

This function enables you to transfer your active interaction with customer to another ready and available agent for handling.

How can I transfer the call to another agent?

To transfer the call, follow these steps:

1. Click on the "Transfer" button located in the meeting functions section.
2. A pop-up window will appear, showing available agents by default.
3. You can search for a specific agent by typing their name in the search box.
4. Finally, select the agent and click on the "Transfer" button.



Globitel Connect
agent1
In Queue
0
Longest Waiting
0:0
Customer Info
Customer ID
11223344
Age
28
Province
Riyadh
City
Riyadh
Name
Abdelrahman Ragab
Email
aragab@globitel.com
Mobile
01156296241
National ID
11111111111
Gender
Male
Abdelrahman Ragab
agent1
Stop Video
Mute
Chat
Share Screen
Transfer
Conference
Background Effect
Recording
New Appointment
Hang Up
Transfer
Search Agents...
Show All
Ready Agents
agent2
Transfer
Cancel
Transfer
Search Agents...
Show All
All Agents
agent1
agent10
agent2
agent3
Transfer
Cancel

Related Articles:

- Chat
- Exchanging Documents

11 Change Background and Blur

While using your camera, you can utilize this feature to change or blur the background during customer interactions.

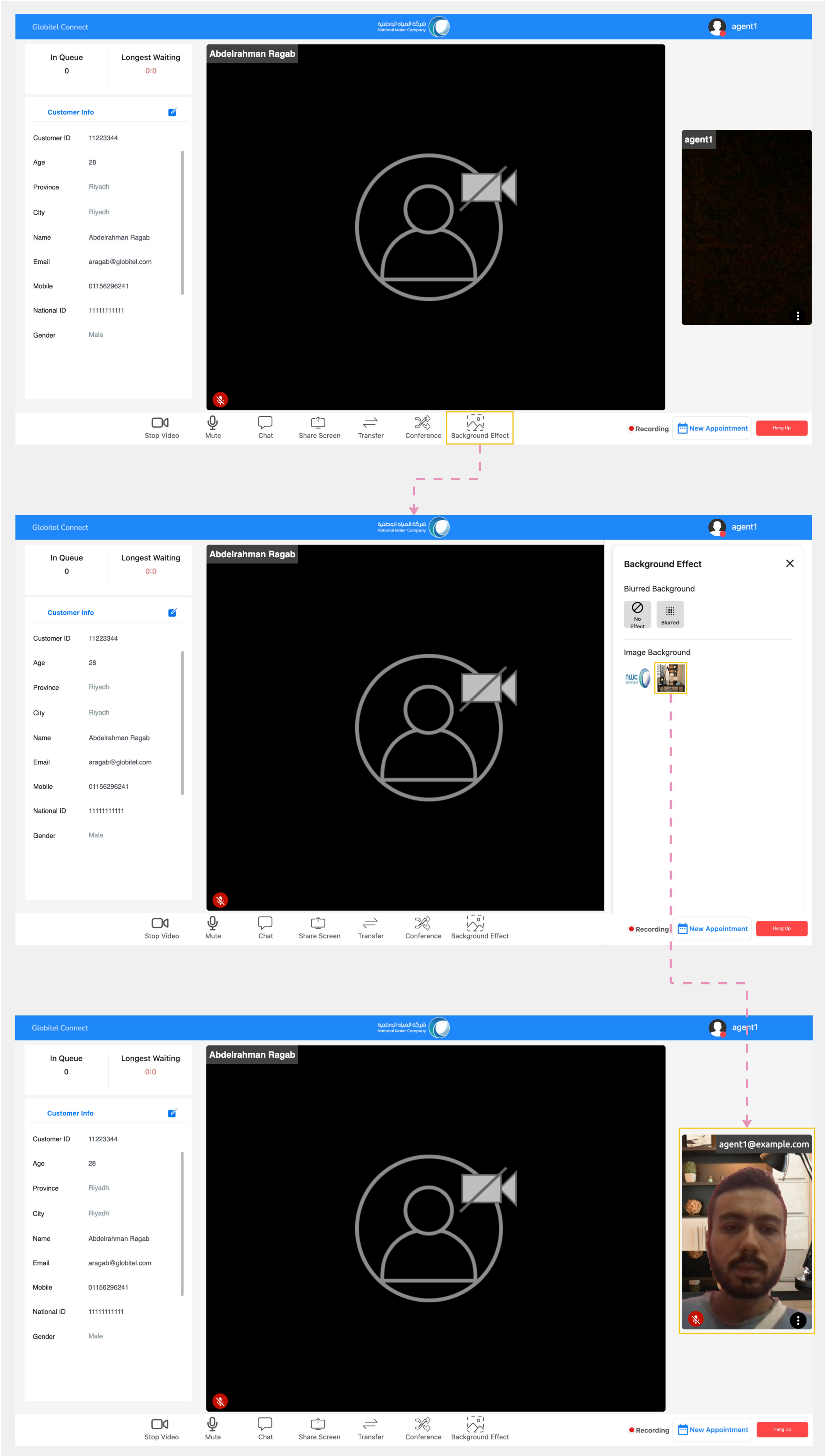
Caution

Use this function only when using your camera with a customer.

11.1 How to Change the Background Image?

Follow these steps to change your background image:

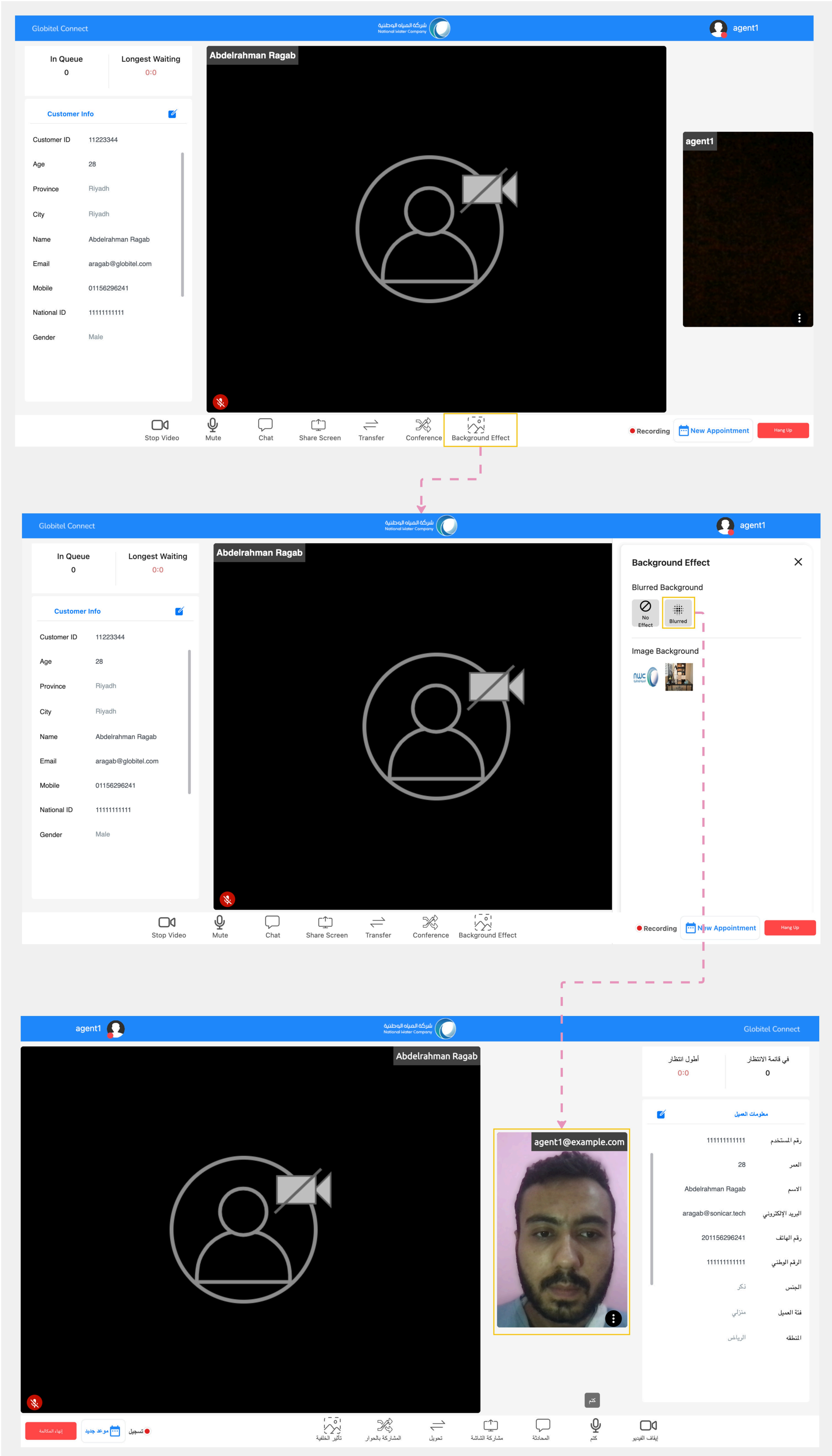
1. Click the "Change Background" button located in the conference functions section of the meeting room.
2. A "Background Effect" panel will appear.
3. Select your preferred background image from the "Image Background" section.
4. Finally, you can see this effect in the meeting section. Customers will see this background while interacting with you.


Globitel Connect
agent1
In Queue
0
Longest Waiting
0:0
Customer Info
Customer ID 11223344
Age 28
Province Riyadh
City Riyadh
Name Abdelrahman Ragab
Email aragab@globitel.com
Mobile 01156296241
National ID 11111111111
Gender Male
Abdelrahman Ragab
Stop Video
Mute
Chat
Share Screen
Transfer
Conference
Background Effect
Recording
New Appointment
Background Effect
Blurred Background
No Effect
Blurred
Image Background
agent1@example.com

11.2 How to Apply a Blur Effect to the Background?

Follow these steps to apply a blur effect for your background:

1. Click the "Change Background" button located in the conference functions section of the meeting room.
2. A "Background Effect" panel will appear.
3. Select "Blurred" from the "Blurred Background" section.
4. Finally, you can see this effect in the meeting section. Customers will see this background while interacting with you.



Globitel Connect
agent1
In Queue
0
Longest Waiting
0:0
Customer Info
Customer ID 11223344
Age 28
Province Riyadh
City Riyadh
Name Abdelrahman Ragab
Email aragab@globitel.com
Mobile 01156296241
National ID 11111111111
Gender Male
Abdelrahman Ragab
agent1
Stop Video
Mute
Chat
Share Screen
Transfer
Conference
Background Effect
Recording
New Appointment
Hang Up
Background Effect
Blurred Background
No Effect
Blurred
Image Background
agent1@example.com
aragab@sonicar.tech
201156296241

Tip

You can remove the background image or blurred effect by selecting "No Effect" from the "Background Effect" panel.

Related Articles:

- Room Functions
- Chat
- Exchanging Documents

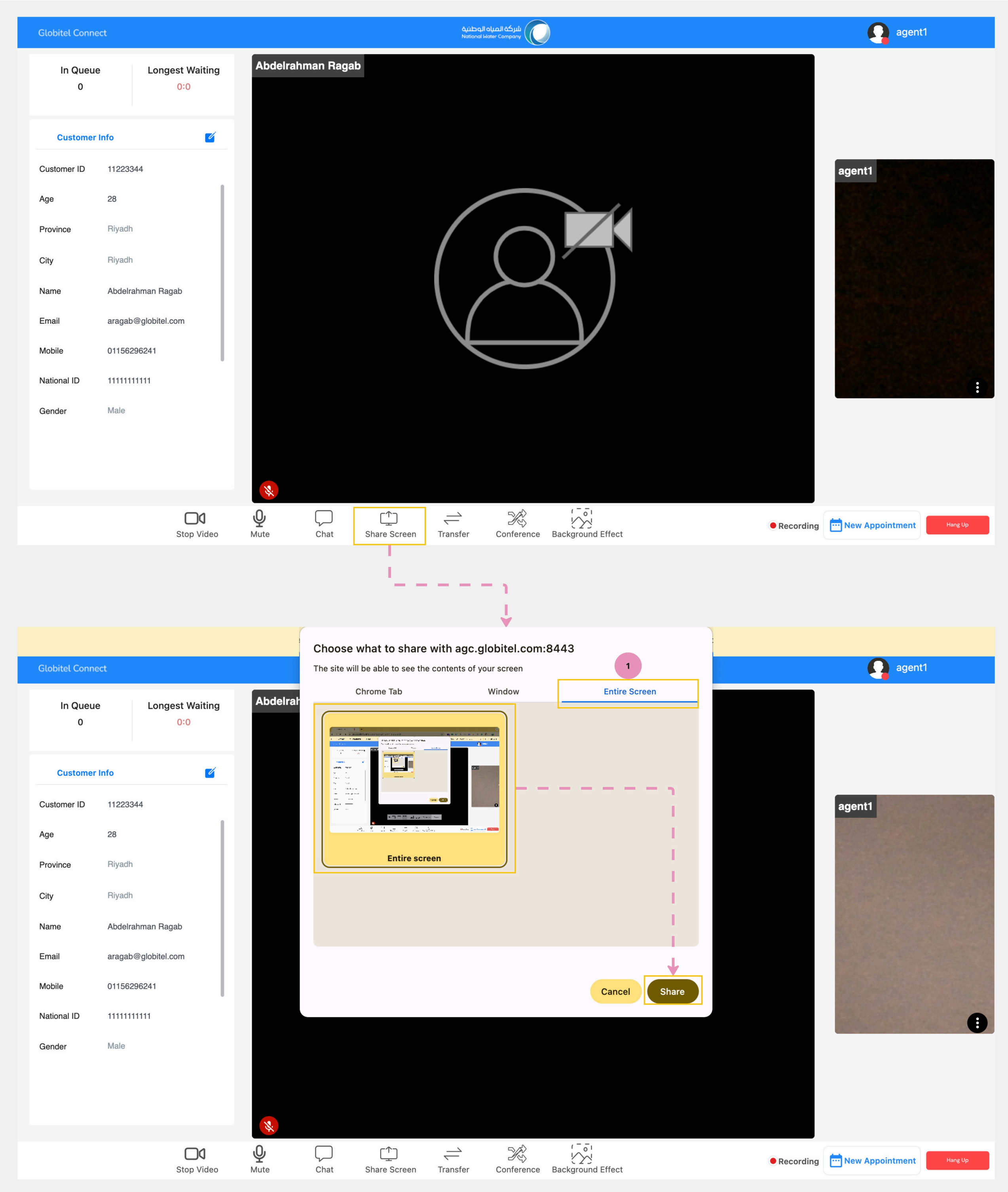
12 Screen Sharing During the Interaction

During customer interactions, you can share your screen to provide necessary information or explain how to use the services that require screen sharing.

How can I share my screen with a customer?

It's simple, just do follow these steps:

1. Click on the "Share Screen" button, which is located in the meeting functions section.
2. In the pop-up window, select the required tab, such as Chrome Tab, Window, or Entire Screen.
3. Then, select the screen you need to share.
4. Finally, commence screen sharing by clicking on the "Share" button.



Tip

To stop sharing your screen, simply click the "Share Screen" button again. It's located in the meeting functions section.

Related Articles:

- Room Functions
- Exchanging Documents

13 Chat

The chat feature allows you to exchange text with customers during an interaction. This feature is especially helpful when you need to share details such as numbers or addresses that require memorization. It's also beneficial when the internet connection is weak and you need to convey crucial information.

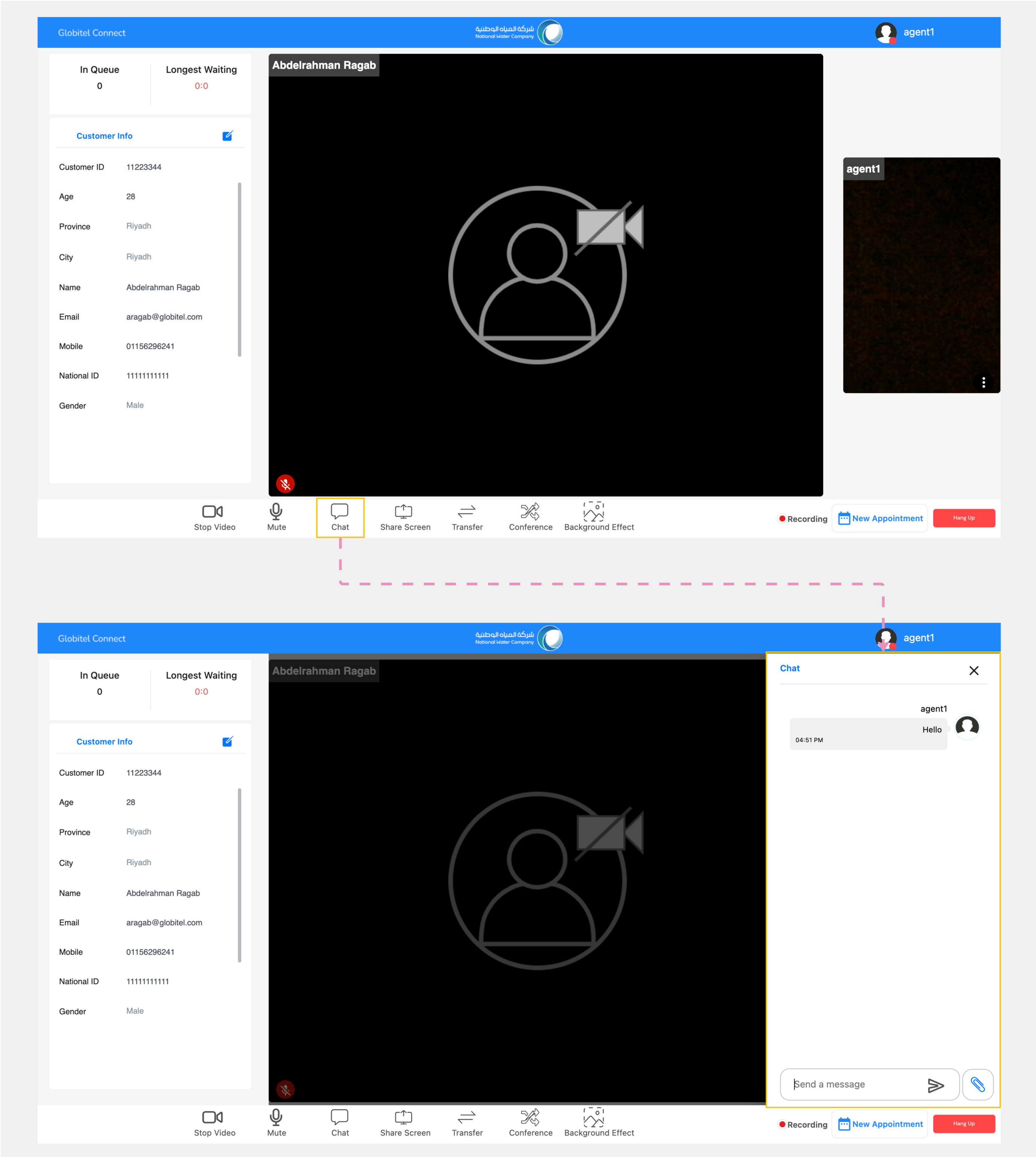
How can I chat with customer?

You can chat with a customer by following these steps:

1. Click the "Chat" button located in the conference functions section of the meeting room.
2. The chat panel will appear, where you can view customer messages.
3. To send a message, type it in the message box and press "Enter".

Caution

If you have important information related to an interaction, copy that before the call ends. Otherwise, the data from the chat will be lost when the call is ended.



Related Articles:

- Room Functions

14 Exchanging Documents

The uploading documents feature allows you to exchange files with customers during an interaction. This feature is especially helpful when you need to share documents such as invoices.

How can I share documents with customer?

You can share documents with customer, do the following steps:

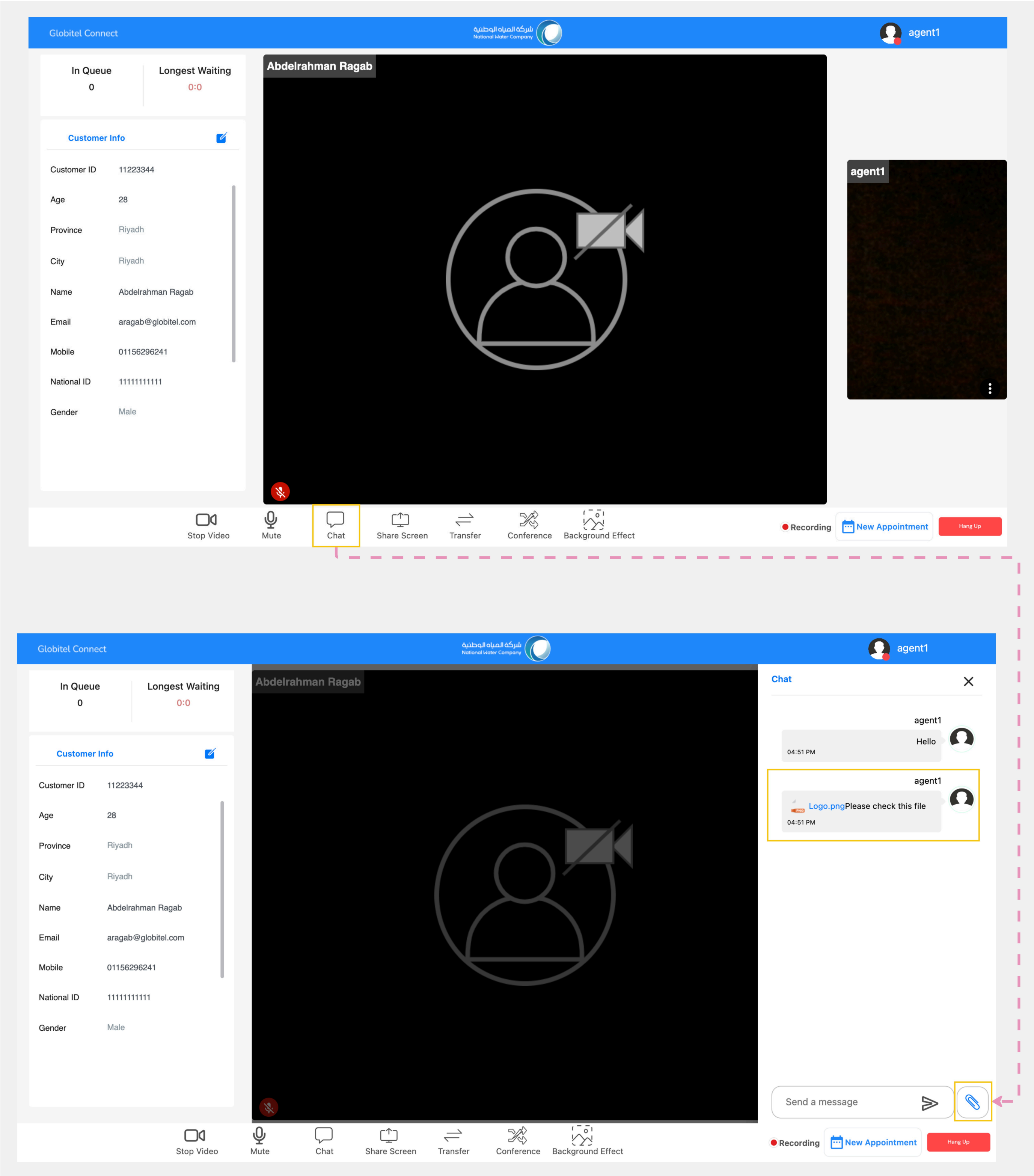
1. Click the "Chat" button located in the conference functions section of the meeting room.
2. The chat panel will then appear, where you can view messages or files from the customer.
3. Click on the "File" icon.
4. The file manager will open for you to select the file.
5. Select the specific file that you want to share and press "Enter" to send it to the customer.

Caution

If you have important files related to an interaction, download that before the call ends. Otherwise, the files from the chat will be lost when the call is ended.

Tip

Supported file types include Images, Videos, Documents (PDF, Docx, XLSX), and Zip files.



Related Articles:

- Room Functions
- Share Screen

III. Customer Access

15 Requesting a Meeting

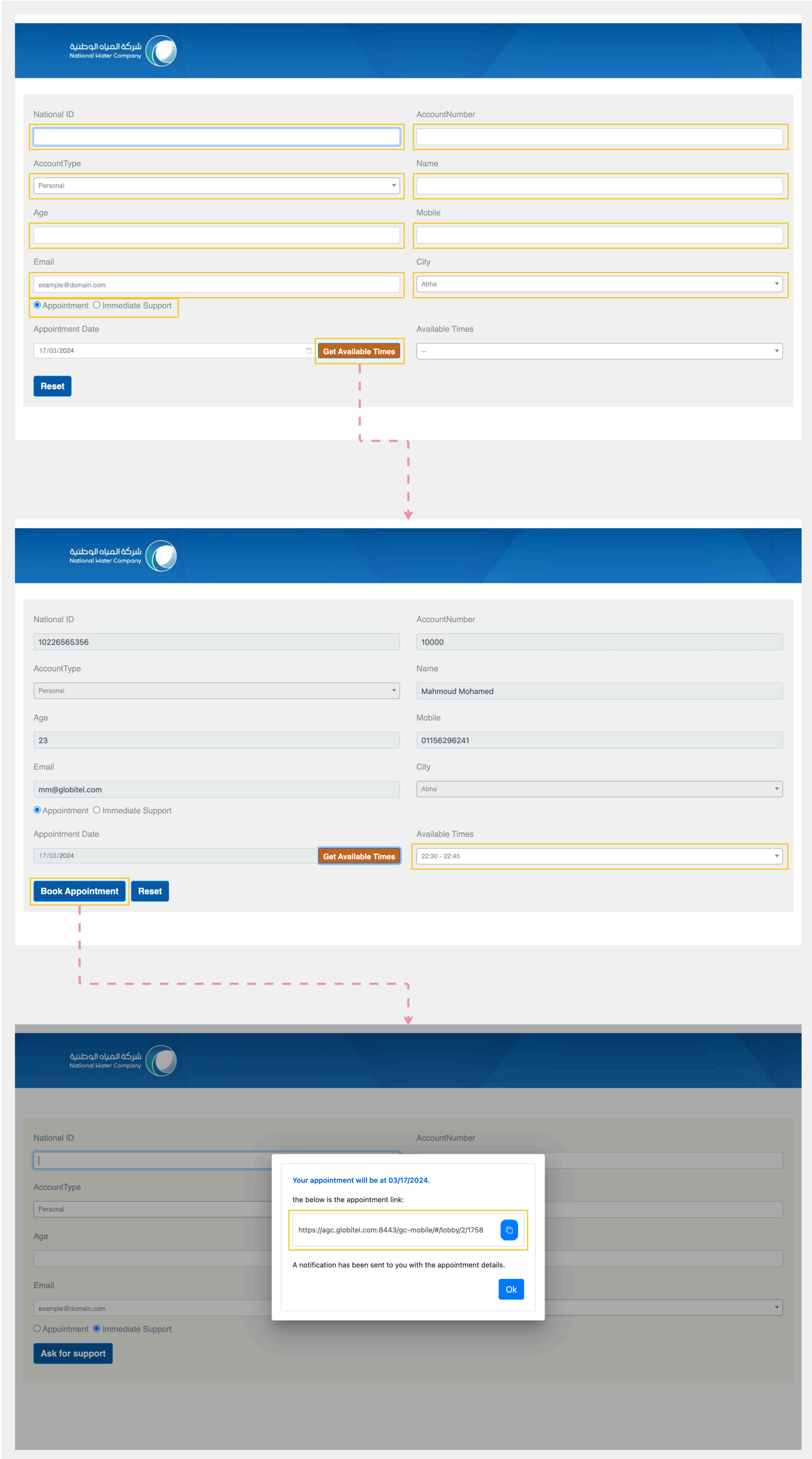
As a customer, you have the ability to request a new appointment or immediate support, which will initiate interaction with an agent.

How to request a new meeting?

1. Navigate to the URL provided by customer support or find it on the customer support page.
2. Input the necessary personal information: National ID, Account Number, Account Type, Name, Age, Mobile, Email, and City.
3. Choose the type of meeting you want. There are two options: 'Appointment', which enables you to select a custom date and time, or 'Immediate Support', which is for requesting a meeting now.
4. Click 'Book Appointment' to begin the meeting request process.
5. A pop-up will appear containing the link to your meeting.
6. If you selected immediate support, you can copy and paste the link into a new browser tab to start a meeting with an agent.

Tip

If you requested a meeting, an email containing the meeting link and your details will be sent to you.


شركة المياه الوطنية
National Water Company
National ID
AccountNumber
AccountType
Personal
Name
Age
Mobile
Email
example@domain.com
City
Abha
Appointment
Immediate Support
Appointment Date
17/03/2024
Get Available Times
Available Times
--
Reset
National ID
10226565356
AccountNumber
10000
AccountType
Personal
Name
Mahmoud Mohamed
Age
23
Mobile
01156296241
Email
mm@globitel.com
City
Abha
Appointment
Immediate Support
Appointment Date
17/03/2024
Get Available Times
Available Times
22:30 - 22:45
Book Appointment
Reset
Your appointment will be at 03/17/2024.
the below is the appointment link:
https://agc.globitel.com:8443/gc-mobile/#/lobby/2/1758
A notification has been sent to you with the appointment details.
Ok
Appointment
Immediate Support
Ask for support

16 Starting a Meeting

After requesting a meeting, click on "Ready for Engagements" to begin interacting with an agent.

Caution

Make sure your default microphone is unmuted and your camera is turned on before you start interacting with the agent.

The meeting room will be displayed, and it features two sections:

1. Meeting Panel: This section shows the live feed and microphone status of both the agent and yourself.
2. Meeting Functions: This section contains various actions you can perform during the meeting.

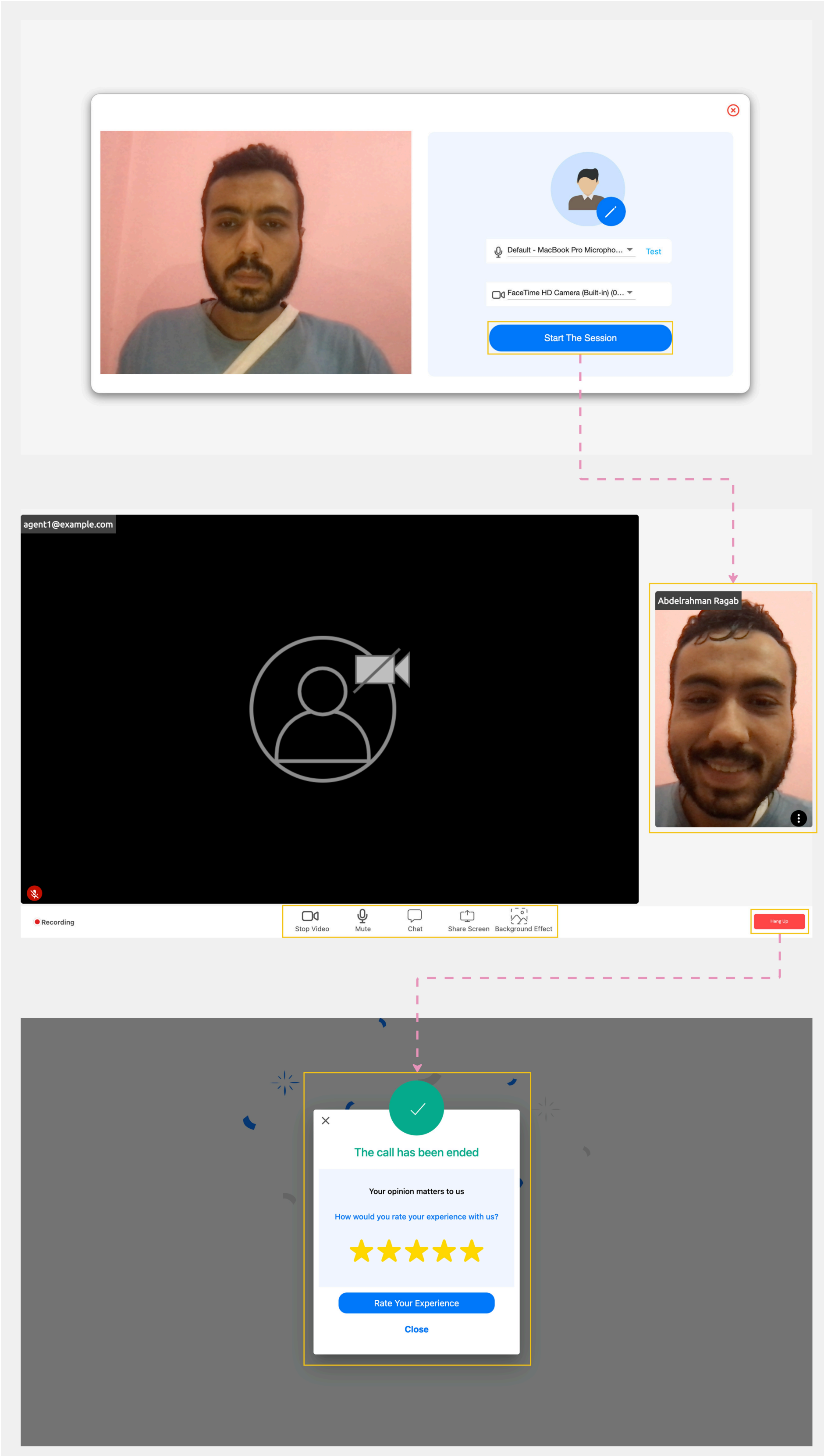
16.1 Meeting Functions

Here are seven functions you can use during your interaction with the agent in the meeting room:

1. Turn your camera ON/OFF.
2. Mute/Unmute your microphone.
3. Share your screen with the agent.
4. Change the background while your camera is on.
5. Chat with the agent.
6. Exchange documents with the agent.
7. Hang Up to end the meeting and rate your experience.

Tip

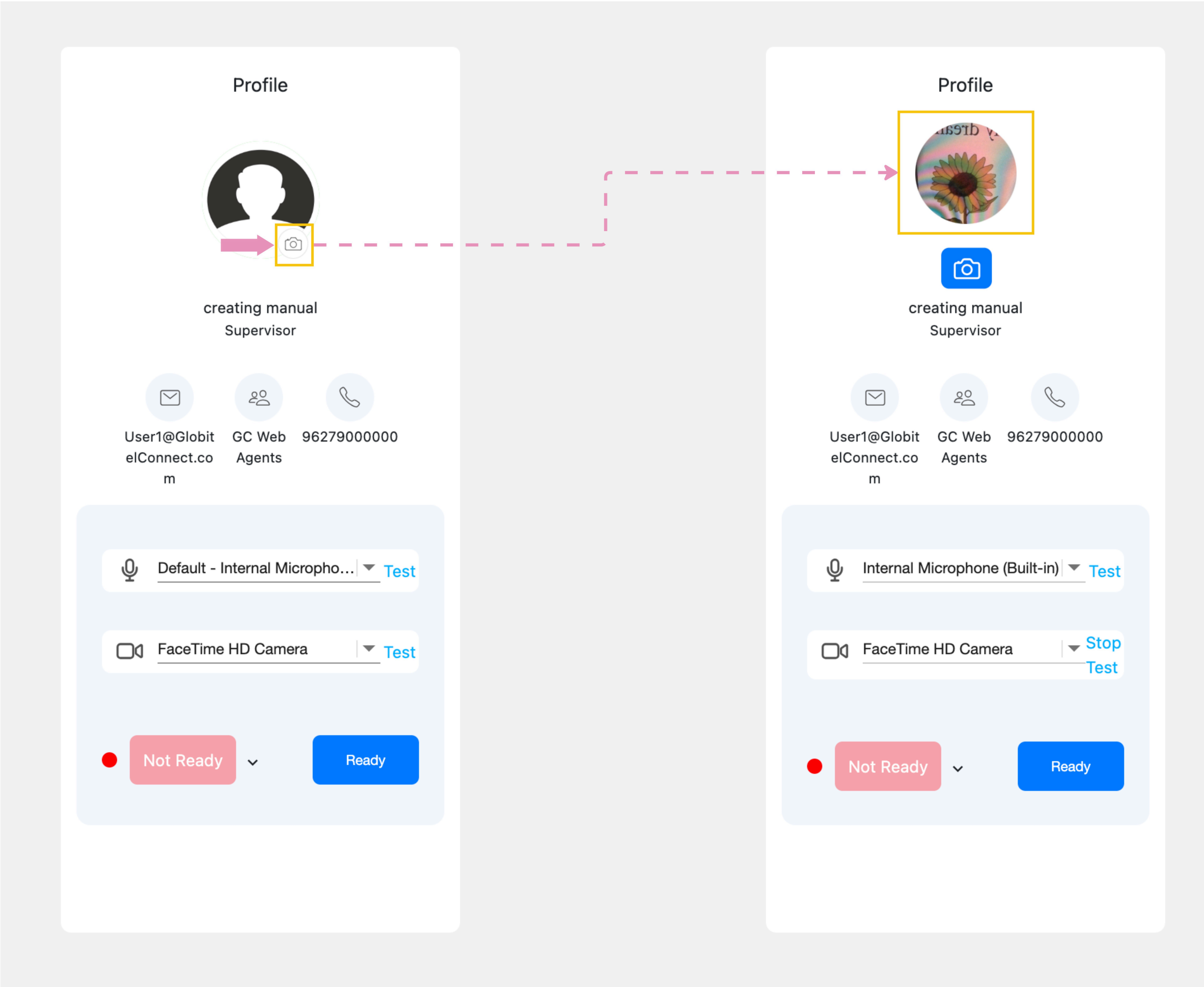
After ending the call, you can rate your experience with the agent on a scale from 1 to 5, with 5 being the highest and 1 the lowest.


Default - MacBook Pro Micropho...
Test
FaceTime HD Camera (Built-in) (0...
Start The Session
agent1@example.com
Abdelrahman Ragab
Recording
Stop Video
Mute
Chat
Share Screen
Background Effect
The call has been ended
Your opinion matters to us
How would you rate your experience with us?
Rate Your Experience
Close

IV. My Profile

17 Modify Profile Photo

You can update your profile picture through the profile section located within your workspace (dashboard) by clicking on the camera icon next to the default photo to activate the camera and take a profile photo so that it appears to customers when interacting with them.



Related Articles:

- Dashboard
- Testing your Camera and Microphone

18 Change Password

You can change your current password to secure your account or if you're logging into the system for the first time and need to change the provided password.

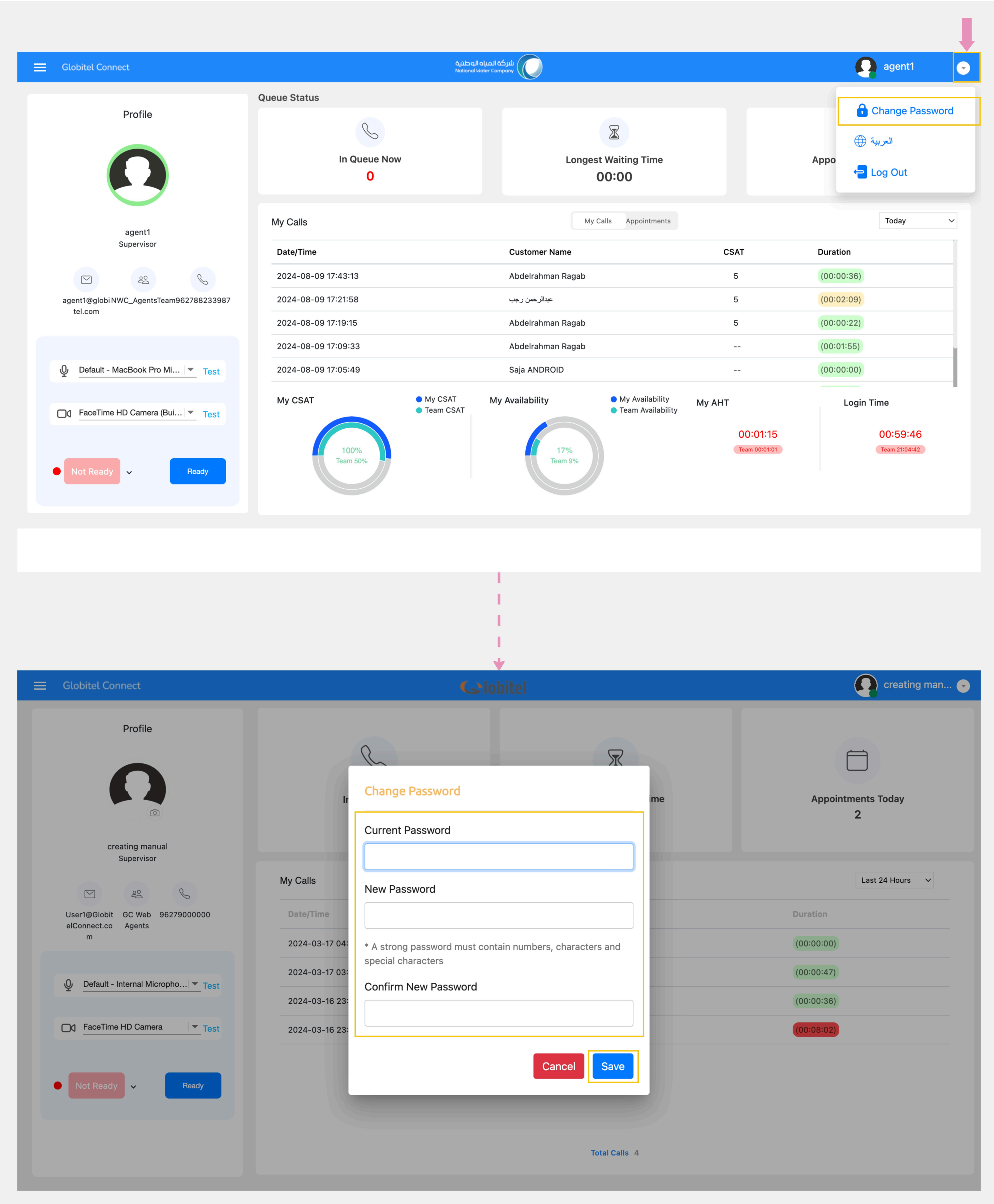
How can I change my current password?

To change your password, follow these steps:

1. Click on the drop-down list near your profile picture in the header.
2. Select "Change Password" from the drop-down.
3. A pop-up will appear for changing your password.
4. Enter your current password in the "Current Password" field.
5. Finally, enter and confirm your new password and click "Save".

Tip

Ensure you create a strong password with at least eight characters. It should include at least one number, one special character, one uppercase letter, and one lowercase letter.


Globitel Connect
agent1
Change Password
العربية
Log Out
Profile
agent1
Supervisor
agent1@globitel.com
NWC_AgentsTeam
962788233987
Queue Status
In Queue Now
0
Longest Waiting Time
00:00
My Calls
Appointments
Today
Date/Time
Customer Name
CSAT
Duration
Not Ready
Ready
My CSAT
My Availability
My AHT
Login Time
00:01:15
00:59:46
Change Password
Current Password
New Password
* A strong password must contain numbers, characters and special characters
Confirm New Password
Cancel
Save
Appointments Today
2
Last 24 Hours
Total Calls 4

V. Real Time Monitor (Supervisors)

Globitel

19 Track Agents Performance

As a supervisor, you can oversee your team's performance and access a detailed statistical analysis of agent statuses.

How can I access the team monitoring page?

To access the team monitoring page, follow these steps:

1. Click the options icon on the left side of the header.
2. From the drop-down menu, select "Team Monitoring".
3. You will view the team monitoring page.

There are four cards on the team monitoring page, described as follows:

19.1 In Queue Now

The "In Queue Now" card provides managers with real-time statistics about customers for the current day:

- In Queue Now (#): Displays the total number of customers currently in the virtual queue awaiting agent interaction.
- AVG. Waiting (MM:SS): Displays the average waiting time of customers who typically wait beyond the Acceptable Average Wait Time, a time configured by the administrator (default is 10 minutes).
- Longest Waiting (MM:SS): Indicates the wait time of the customer who has been waiting the longest.

19.2 Handled Interactions

Within the "Handled Interactions" card, managers can view the following real-time statistics about handled calls for the current day:

- Handled Interactions (#): This represents the total number of interactions answered by agents, not including those that were abandoned.
- AVG. Response Time (MM:SS): The Average Response Time shows the average time taken to initially respond to customer calls.
- AVG. Duration (MM:SS): The Average Handle Time represents the average duration of calls managed by agents.
- Abandoned: This displays the total number of calls abandoned by customers.

19.3 Agents

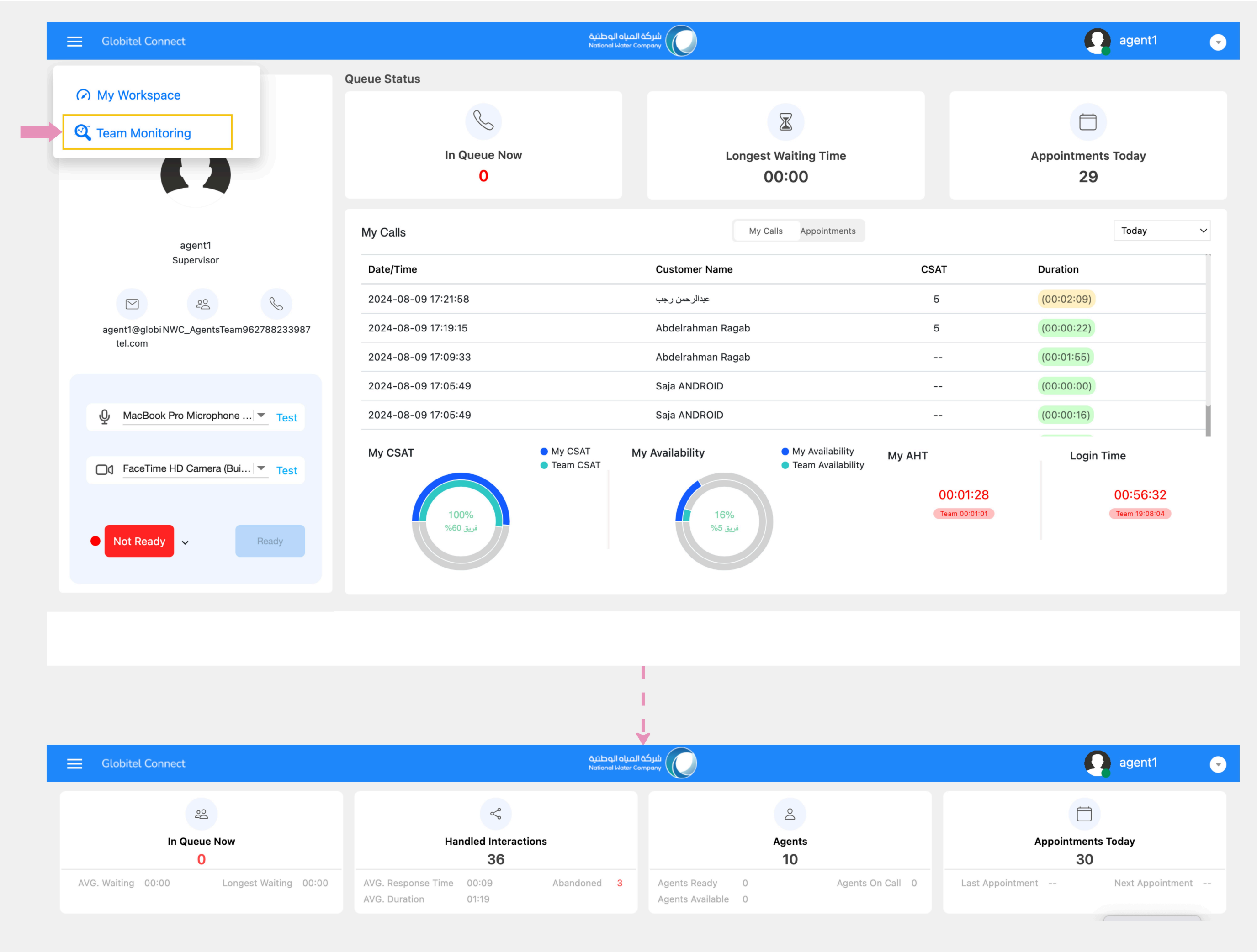
The "Agents" card enables managers to view the following real-time statistics about agents for the current day:

- Agents (#): This shows the total number of agents in the team.
- Agents Ready (#): This represents the total number of agents ready to accept customer calls.
- Agents Available (#): This signifies the total number of agents currently active and available in the system.
- Agents On Call (#): This indicates the total number of agents currently engaged in customer calls.

19.4 Appointments Today

Within the "Eligible Appointments Today" card, managers can view the following real-time statistics about the last and next appointments for the current day:

- Appointments Today (#): This represents the total number of appointments for the current day.
- Last Appointment: This indicates the time slot allocated for the last appointment of the day.
- Next Appointment: This represents the time slot designated for the next upcoming appointment.



Related Articles:

- Dashboard (Workspace)

20 Monitoring Team Interactions & Appointments

feature allows you to monitor all of your team's interactions and appointments and is divided into two sections:

- Team Interactions: Provides you with the status of the team's availability and offers statistics on customer satisfaction and the number of calls handled for each agent.
- Team Appointments: Provides a list of all appointments that have been booked and the completion status of each call.

20.1 Team Interactions

The "Team Status" tab allows supervisors to track the interactions of each team member (agent) in real-time.

Tip

You can filter your team interactions by "This Month", "Today", "This Week", or "Last Month".

The following information is available:

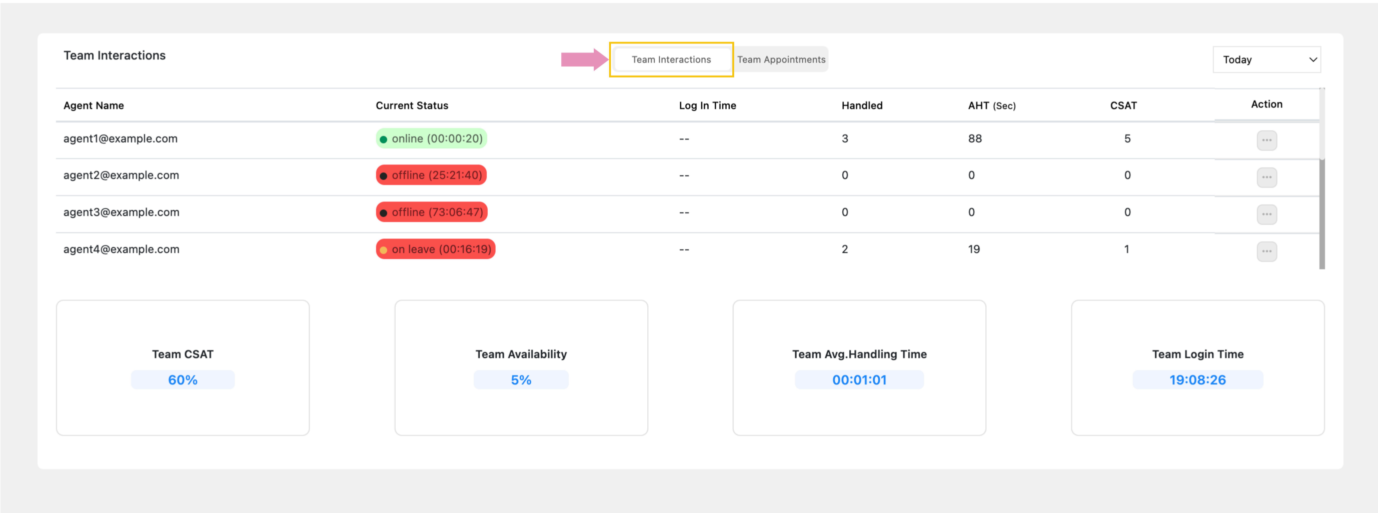
Name	Description
Agent Name	This is the full name of the agent, given in the format: First Name, Last Name.
Current Status	This shows the agent's real-time status and time, indicating whether they are online, ready for calls, currently on a call, or offline.
Log In Time	This shows the date and time the agent logged into the system.
Handled	This is the total number of calls the agent has handled.
AHT (Sec)	This is the average duration of calls managed by agents in seconds.
CSAT (Customer Satisfaction Score)	This displays the customer's rating based on the rating survey results after the interaction and is a rating from 1 (lowest rating) to 5 (highest rating).

Tip

The colors on the current status indicate the start and end periods. For instance, green indicates 0 to 2 minutes, yellow indicates 2 to 4 minutes, and red represents 4 to up.

Also, you can view the call statistics and charts as follows:

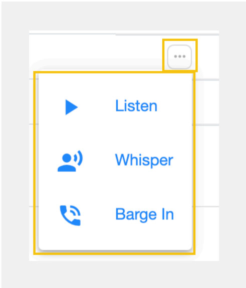
- Team CSAT (%): Displays the Customer Satisfaction Score (CSAT) percentage out of 100, based on survey results for your team.
- Team Availability (%): Shows data on agent availability for your team. It calculates the ratio between overall ready time and duty time for selected durations (today, this week, this month, and last month). Ready time includes on-call and available time, while duty time encompasses on-call, available, online, do not disturb, and break times.
- Team AHT (HH:MM:SS): Displays the average handling time (AHT) for all records, measured in hours, minutes, and seconds, for your team.
- Team Login Time (HH:MM:SS): Displays the total logged-in time from the moment of login to the current time for your team, measured in hours, minutes, and seconds.



20.1.1 What actions can I take to monitor a current interaction (3-dot icon - ⋯)?

In the "Team Status" section, supervisor can perform actions by clicking on the options icon. Actions such as "Listen," "Whisper," or "Barge In" are available during an active interaction.

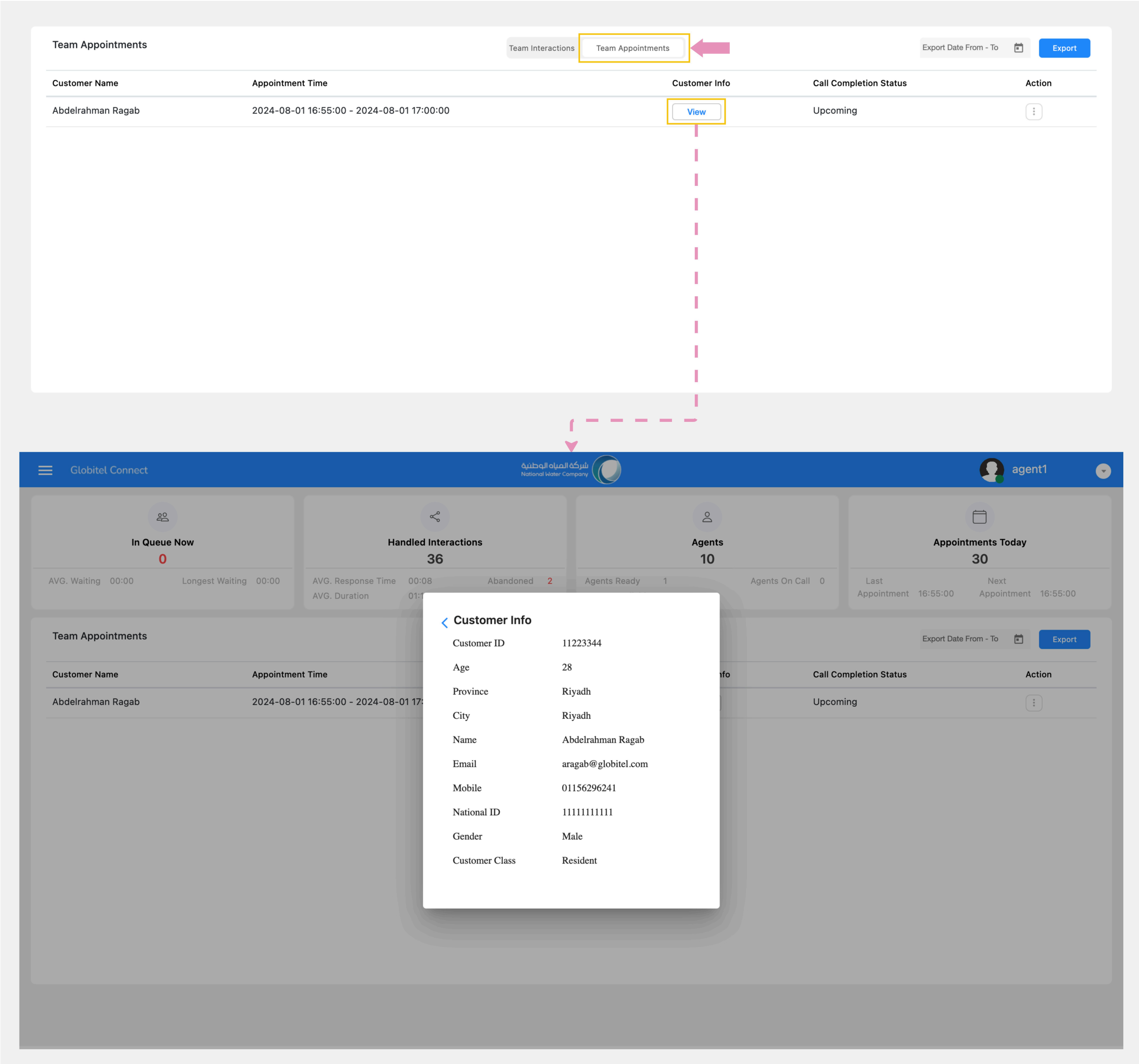
- Listen: This feature allows the administrator to silently listen in on a call made or answered by an agent. This can aid in assessing the agent's performance and understanding customer interactions.
- Whisper: This feature enables the administrator to provide live advice and guidance to an agent during a call. The administrator's line is unmuted, but the audio is only delivered to the agent, thus not interrupting the call.
- Barge In: This feature allows administrators to join a live call, making it a three-way conversation. This is particularly useful in situations where the agent may need assistance in handling a difficult call.



20.2 Team Appointments

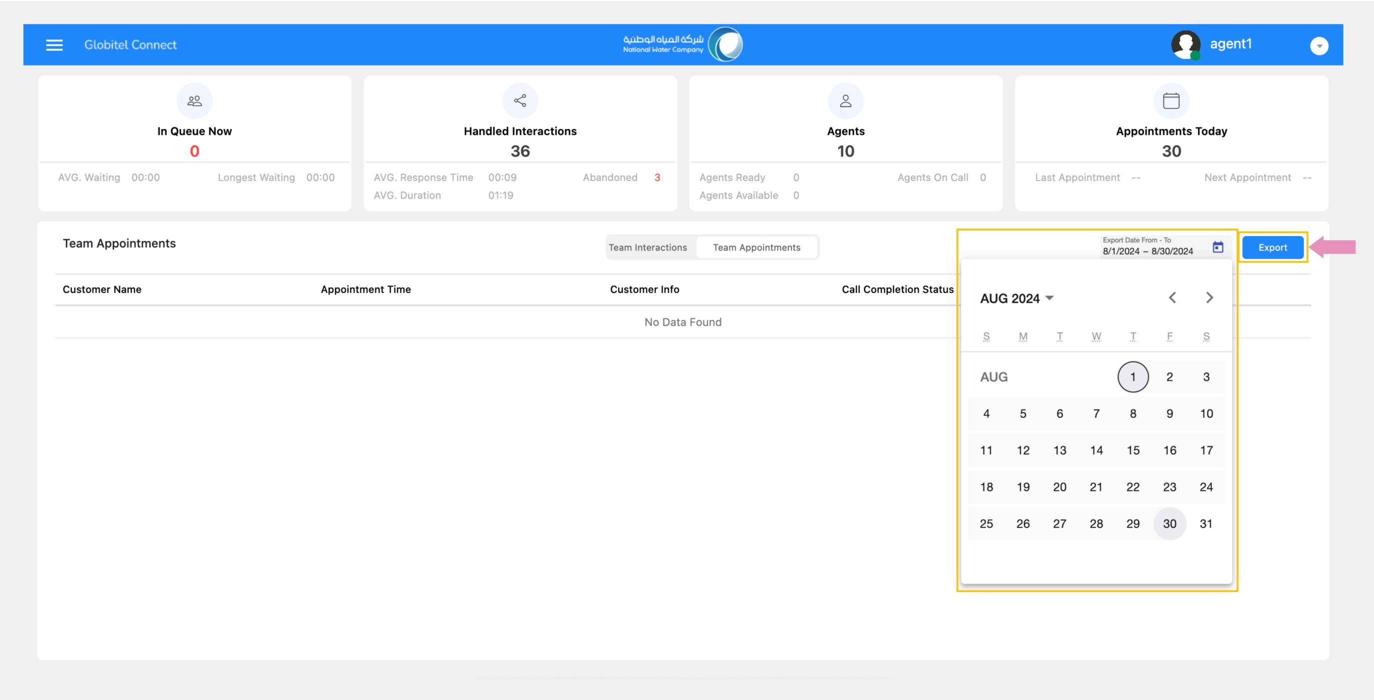
The "Team Appointments" tab enables supervisors to monitor and manage all appointments across the entire organization in real time.
The following information is available:

Name	Description
Customer Name	This shows the full name of the customer.
Appointment Time	This displays the appointment booking slot by the customer in date and time format.
Customer Info	Displays all information about the customer, including required details.
Call Completion Status	This displays the current status of the appointment if it is upcoming, rescheduled, completed, or cancelled.
Action (3-dot icon)	Allows the supervisor to cancel upcoming appointments.



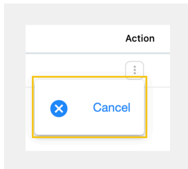
Tip

The supervisor can export appointments by selecting start and end dates, then clicking export to download the team appointments as an Excel file.



20.2.1 What actions can I take to manage appointments (3-dot icon -)?

Supervisors can cancel a scheduled appointment by selecting it from the team appointments tab, clicking the three-dot icon under 'Actions,' and confirming the cancellation.



Related Articles:

- Dashboard (Workspace)

VI. Administration

21 Login

Logging in is the initial step to access Globitel Connect Administration Portal.

How to access the Log In page?

To access the Globitel Connect Admin Portal, follow these sample instructions:

1. Open your preferred web browser. This could be Google Chrome, Firefox, Microsoft Edge, or Opera.
2. In the address bar, enter the server URL in the following format: `http://Server_Name:Port/gc-mobile`. Please ensure you replace `Server_Name` and `Port` with the specific details provided to you from your development team.

How to log in?

To Log in to your account on Globitel Connect Admin Portal, follow these steps:

1. Type your User Name in the 'Username' field.
2. Next, input your Password in the 'Password' field.
3. Click on the 'Login' button or press Enter to proceed.

Tip

Please make sure to use the correct credentials provided to you for a successful login. Also, you can change your password to protect your account after the first login. You can find the details here.

Related Articles

- Change Password
- System Settings
- About the System

22 My Dashboard

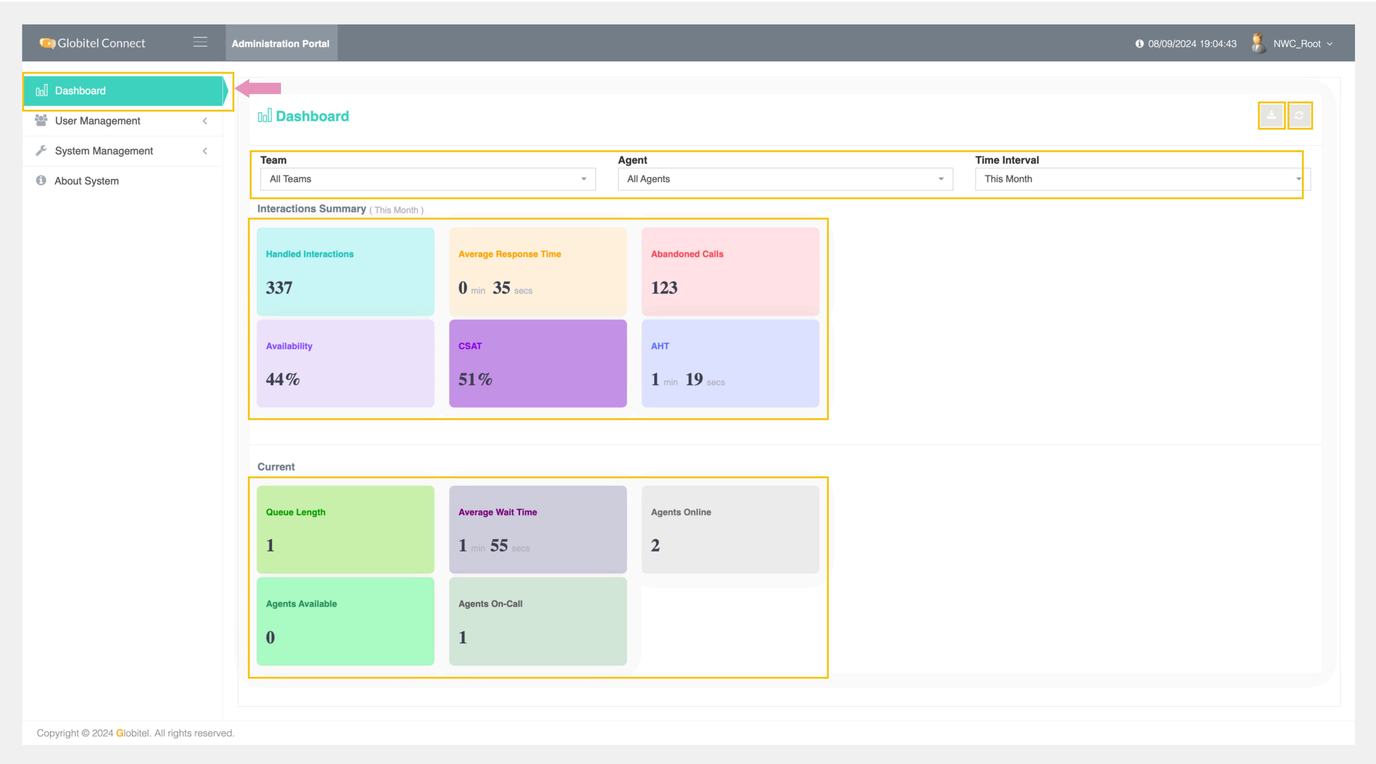
This is the first screen you will access after logging in. It's a landing page that provides comprehensive details about interactions summary and current interactions. This is extremely useful for giving you a view of what's happening around you.

Tip

You can export the dashboard data as an Excel file by clicking on the Export button in the top-right corner.

This screen consists of the following parts:

1. Filters Section.
2. Interactions Summary Stats
3. Current Stats.



22.1 Filters Section

This section allows you to apply various filters to view the related statistics according to the selected criteria.

There are three filter criteria as follows:

1. Team: Filter data for a specific team or use the default option (All Teams).
2. Agent: Filter data for a specific agent or use the default option (All Agents).
3. Time Interval: Filter data by custom dates, such as This Month, Today, This Week, or Last Month.

22.2 Interactions Summary

This section appears after the filter section on the dashboard screen, providing a summary of interactions for the current month by default. You can use filters to view custom data. There are six cards displaying the following:

- Handled Interactions (#): The total number of interactions except the missed calls.
- Average Response Time (MM:SS): The average waiting durations time for all the interactions, shown in minutes:seconds format.
- Abandoned Calls (#): The total number of calls abandoned by customers.
- Availability (%): Shows data on agent availability, either for the entire team or specific team. It calculates the ratio between overall ready time and duty time for selected durations (today, this week, this month, and last month). Ready time includes on-call and available time, while duty time encompasses on-call, available, online, do not disturb, and break times.
- CSAT (%): Displays the Customer Satisfaction Score (CSAT) percentage out of 100, based on survey results for all agents.
- Average Handle Time (MM:SS): The average duration of calls managed by agents, shown in minutes:seconds format.

22.3 Current Stats

This section provides an overview of the current team's real-time activities on the system. There are five cards displaying the following:

- Queue Length (#): The total number of customers currently in the virtual queue awaiting agent interaction.
- Average Wait Time (MM:SS): Displays the average waiting time of customers who typically wait beyond the Acceptable Average Wait Time, a time configured by the administrator (default is 10 minutes).
- Agents Online (#): The total number of agents ready to accept customer calls.
- Agents Available (#): The total number of agents currently active and available within the system.
- Agents On-Call (#): The total number of agents currently engaged in customer calls.

Related Articles:

- Change Password
- Roles Management
- System Settings
- About the System

VI.I User Management

23 Roles Management

Under roles management (Privileges Groups), you can create a new group of roles, update selected groups, and delete selected groups. You can select this group of roles when adding a new user to determine their access to the agent or admin portal according to these roles.

Tip

You can export all privileges groups in CSV, Excel, or PDF format.

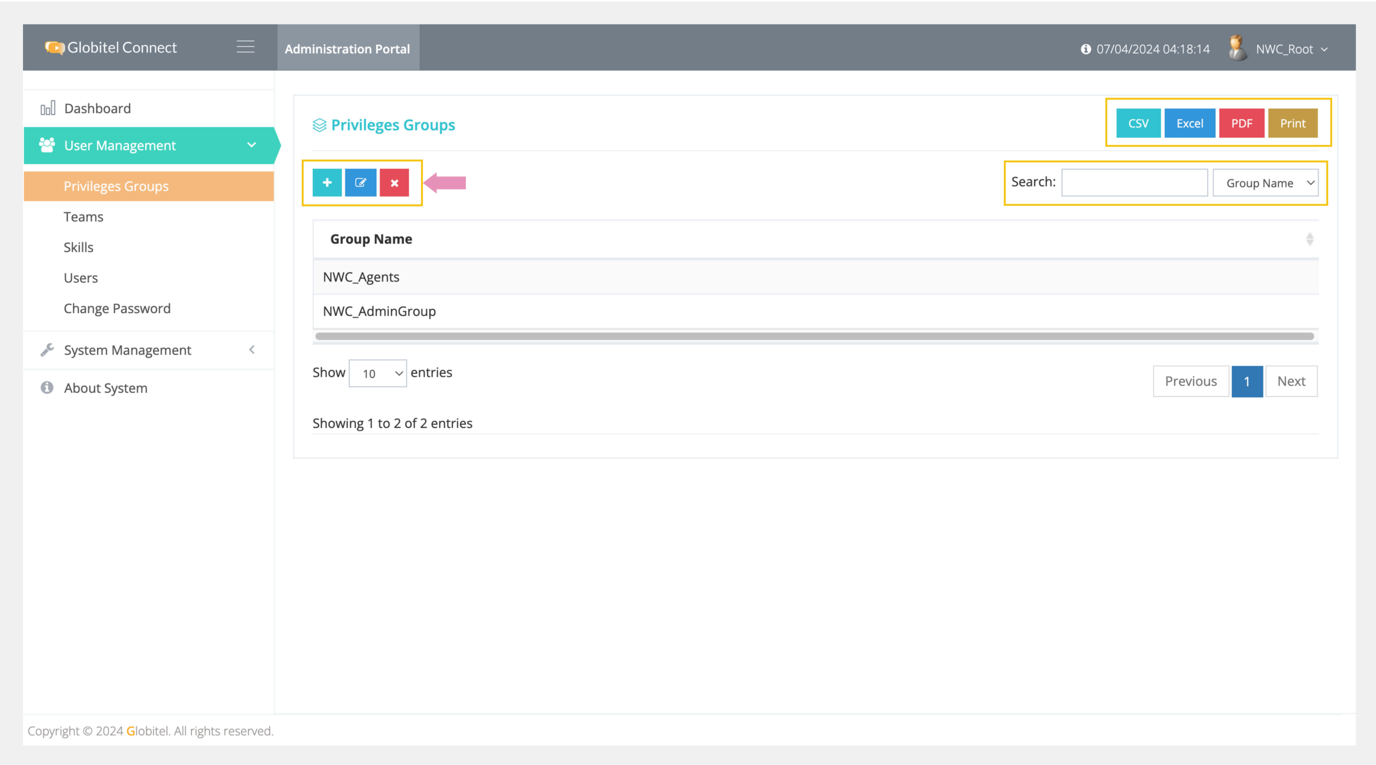
How can I access roles management (privileges groups)?

To access roles management section, follow these steps:

1. Click on the User Management drop-down in the left side panel.
2. Select "Privileges Groups" from the drop-down.
3. A new page will appear displaying a list of all groups.

Tip

You can search for any group by typing the group name in the search box to view the matched results.



23.1 Add Role

You can add a new group by clicking on the "⊞" icon on the main page of the privileges groups management and filling in the following fields:

- Group Name: Use this field to add a friendly name for this group, such as "Admin Group" or "Agent Group".

Then, you need to select which portal to link with this group. There are two portals:

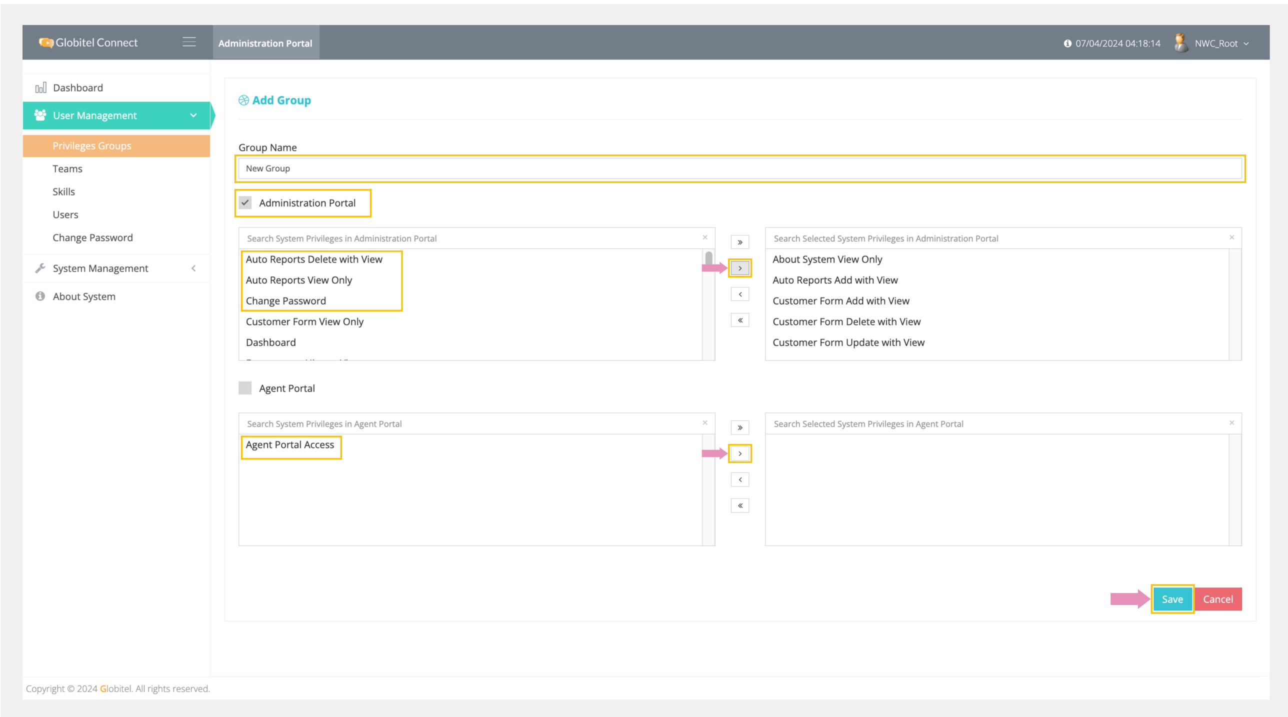
1. Administration Portal: Select roles for accessing the administration portal, such as managers.
2. Agent Portal: Select roles for accessing the agent portal, such as agents or supervisors.

23.1.1 Administration Portal Roles

Role	Description
About System View Only	Allows viewing of system information.
Auto Reports Add with View	Allows adding and viewing auto-generated reports.
Auto Reports Delete with View	Allows deleting and viewing auto-generated reports.
Auto Reports View Only	Allows viewing of auto-generated reports.
Change Password	Allows the user to change their password.
Customer Form Add with View	Allows adding and viewing customer forms.
Customer Form Delete with View	Allows deleting and viewing customer forms.
Customer Form Update with View	Allows updating and viewing customer forms
Customer Form View Only	Allows viewing customer forms.
Dashboard	Allows access to the dashboard stats.
Privilege Groups Add with View	Allows adding and viewing privilege groups.
Privilege Groups Delete with View	Allows deleting and viewing privilege groups.
Privilege Groups Update with View	Allows updating and viewing privilege groups.
Privilege Groups View Only	Allows viewing privilege groups.
Routing Rule Add with View	Allows adding and viewing routing rules.
Routing Rule Delete with View	Allows deleting and viewing routing rules.
Routing Rule Update with View	Allows updating and viewing routing rules.
Routing Rule View Only	Allows viewing routing rules.
Skill Add with View	Allows adding and viewing skills.

Skill Delete with View	Allows deleting and viewing skills.
Skill Update with View	Allows updating and viewing skills.
Skill View Only	Allows viewing skills.
System Settings Update with View	Allows updating and viewing system settings.
System Settings View Only	Allows viewing system settings.
Team Add with View	Allows adding and viewing teams.
Team Delete with View	Allows deleting and viewing teams.
Team Update with View	Allows updating and viewing teams.
Team View Only	Allows viewing teams.
Users Add with View	Allows adding and viewing users.
Users Delete with View	Allows deleting and viewing users.
Users Update with View	Allows updating and viewing users.
Users View Only	Allows viewing users.

Finally, click on "Save" to add the role to the system.



Related Articles:

- Users Management
- Skills Management
- System Settings
- About the System

24 Teams Management

Teams management allows you to manage all teams in the system by adding new teams, updating selected teams, and deleting selected teams. It helps you add team levels, such as managers, supervisors, and agent teams, to the system. These teams can be linked to agents when adding users or creating routing rules.

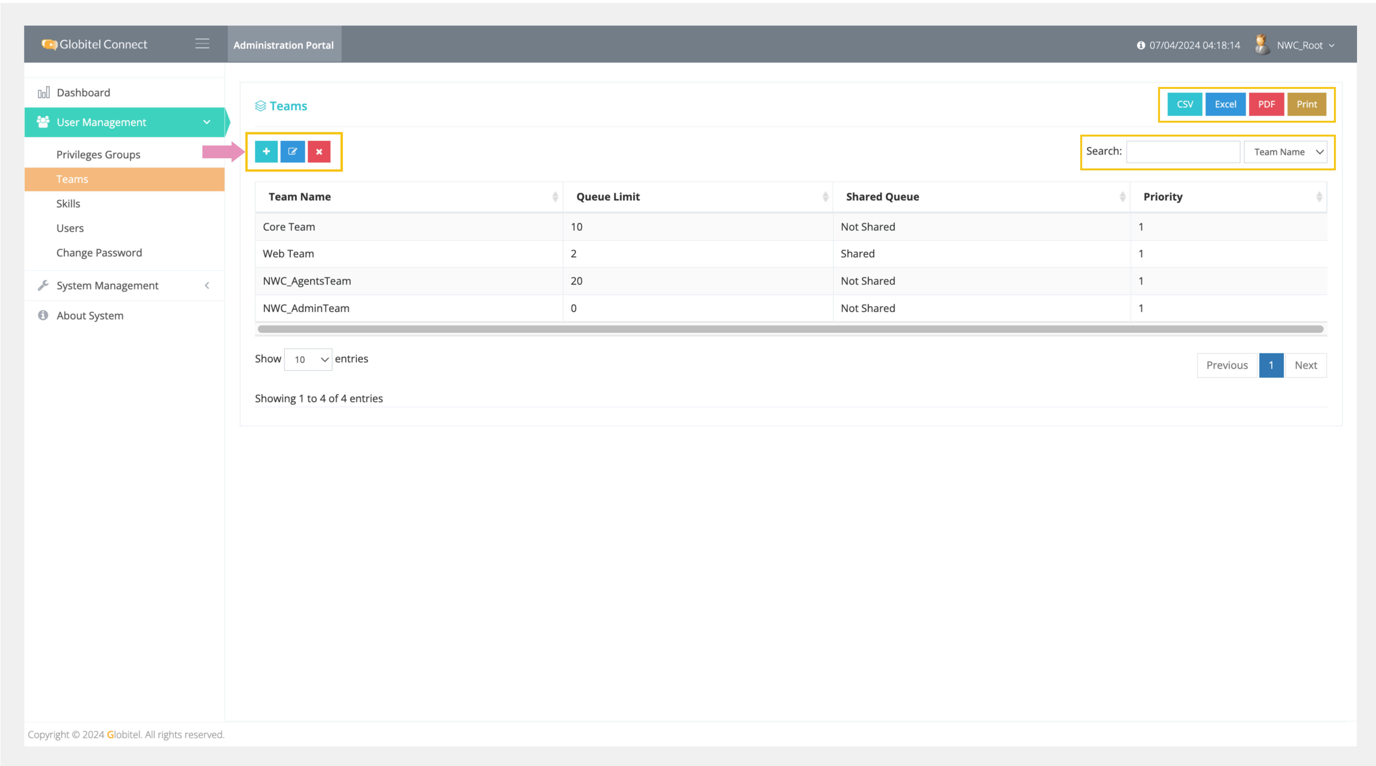
> **Tip**
>
> You can export all teams in CSV, Excel, or PDF format.

How can I access teams management?

To access teams management section, follow these steps:

1. Click on the User Management drop-down in the left side panel.
2. Select "Teams" from the drop-down.
3. A new page will appear displaying a list of all teams.

> **Tip**
>
> You can search for any team by typing the team name in the search box to view the matched results.



24.1 Add Team

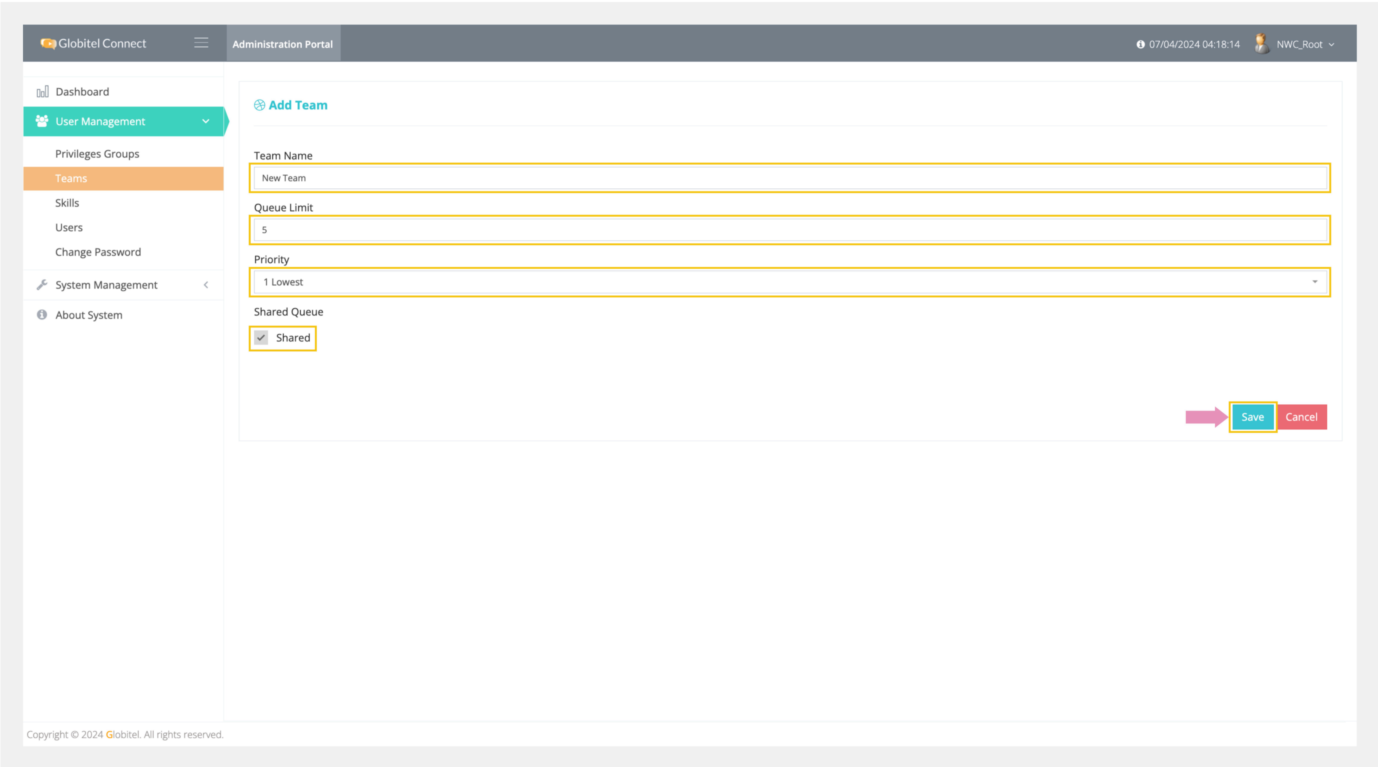
You can add a new team by clicking on the "⊞" icon on the main page of the teams management and filling in the following fields:

- Team Name: Enter the name or title of the team.
- Queue Limit: Set the maximum queue length for this team.
- Priority: Assign a priority level for this team, ranging from 1 (Lowest) to 5 (Highest).
- Shared Queue: Enabling this option allows interactions to be shared with other agents, enabling sharing of the queue among agents.

Finally, click on "Save" to add the team to the system.

Caution

No calls will be accepted when the number of waiting customers in the queue reaches the maximum limit.



Tip

You can update or delete the selected team by clicking on the respective update or delete icon.

Related Articles:

- Routing Rules
- Users Management
- System Settings
- Dashboard

25 Skills Management

Skills management allows you to manage all skills in the system by adding new skills, updating selected skills, and deleting selected skills. It helps you add skill levels, such as language skills, communication skills, and management skills, to the system. These skills can be assigned to agents when adding users or creating routing rules.

Tip

You can export all skills in CSV, Excel, or PDF format.

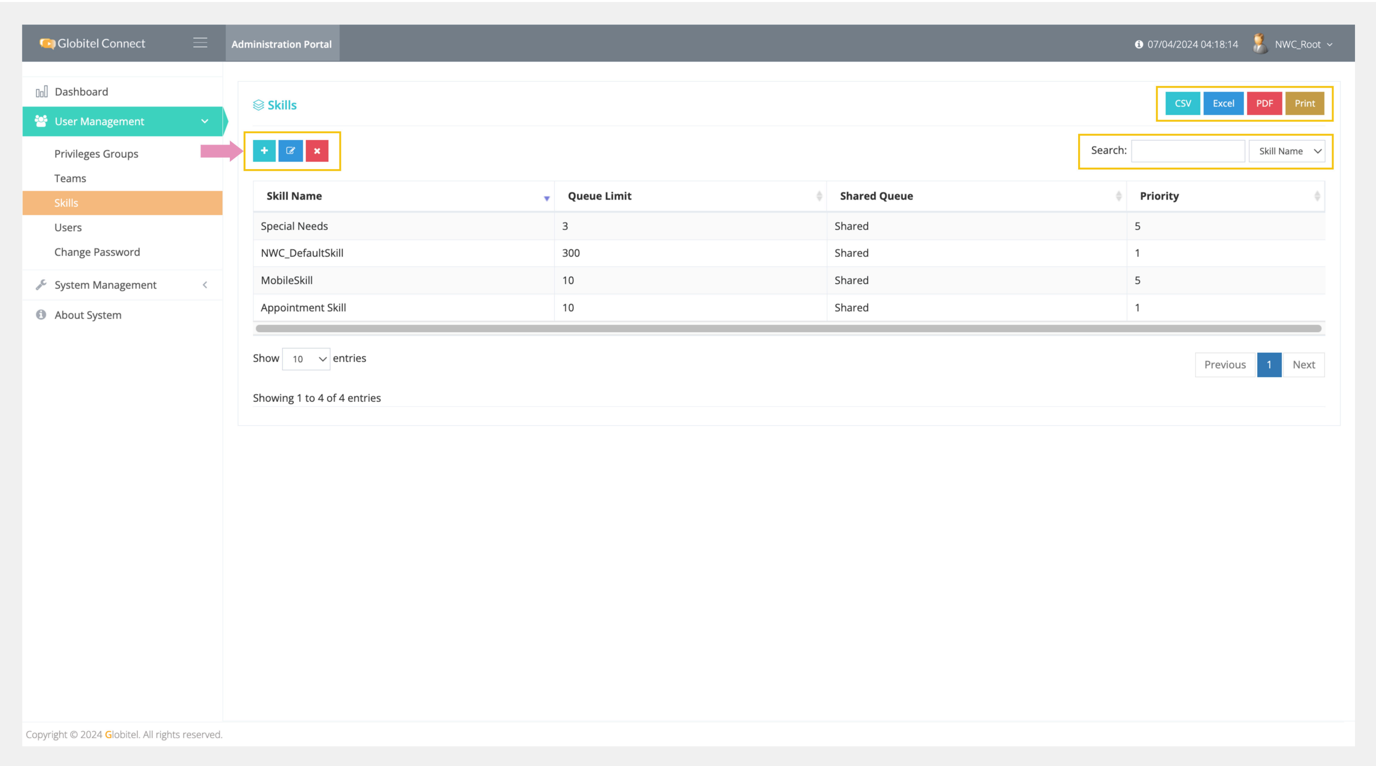
How can I access skills management?

To access skills management section, follow these steps:

1. Click on the User Management drop-down in the left side panel.
2. Select "Skills" from the drop-down.
3. A new page will appear displaying a list of all skills.

Tip

You can search for any skill by typing the skill name in the search box to view the matched results.

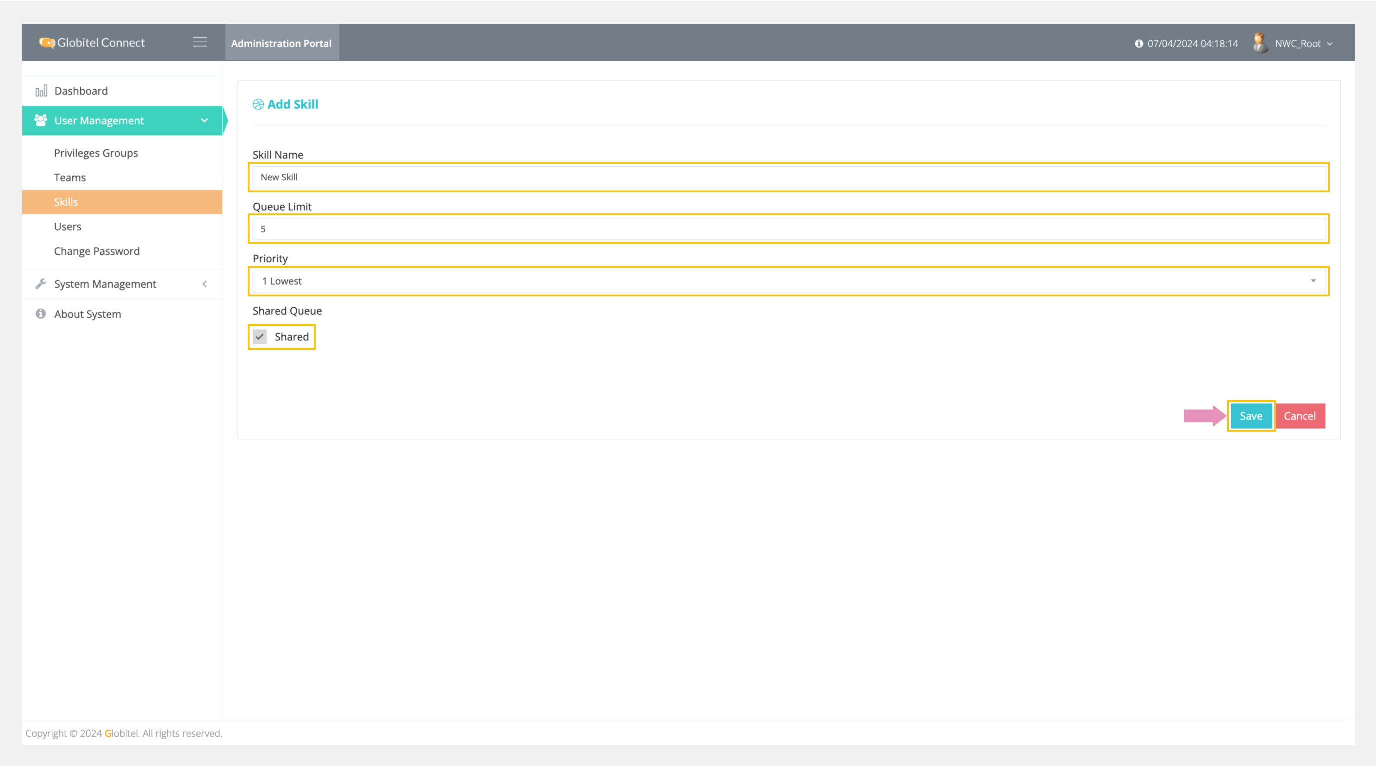


25.1 Add Skill

You can add a new skill by clicking on the "⊞" icon on the main page of the skills management and filling in the following fields:

- Skill Name: Enter the name or title of the skill.
- Queue Limit: Set the maximum queue length for this skill.
- Priority: Assign a priority level for this skill, ranging from 1 (Lowest) to 5 (Highest).
- Shared Queue: Enabling this option allows interactions to be shared with other agents, enabling sharing of the queue among agents.

Finally, click on "Save" to add the skill to the system.



Tip

You can update or delete the selected skill by clicking on the respective update or delete icon.

Related Articles:

- Routing Rules
- Roles Management
- System Settings
- About the System
- Dashboard

26 Users Management

Teams management allows you to manage all users in the system by adding new users, updating selected users, and deleting selected users. It is essential to add agents, supervisors, and admins to enable them to start accessing the agent and admin portals.

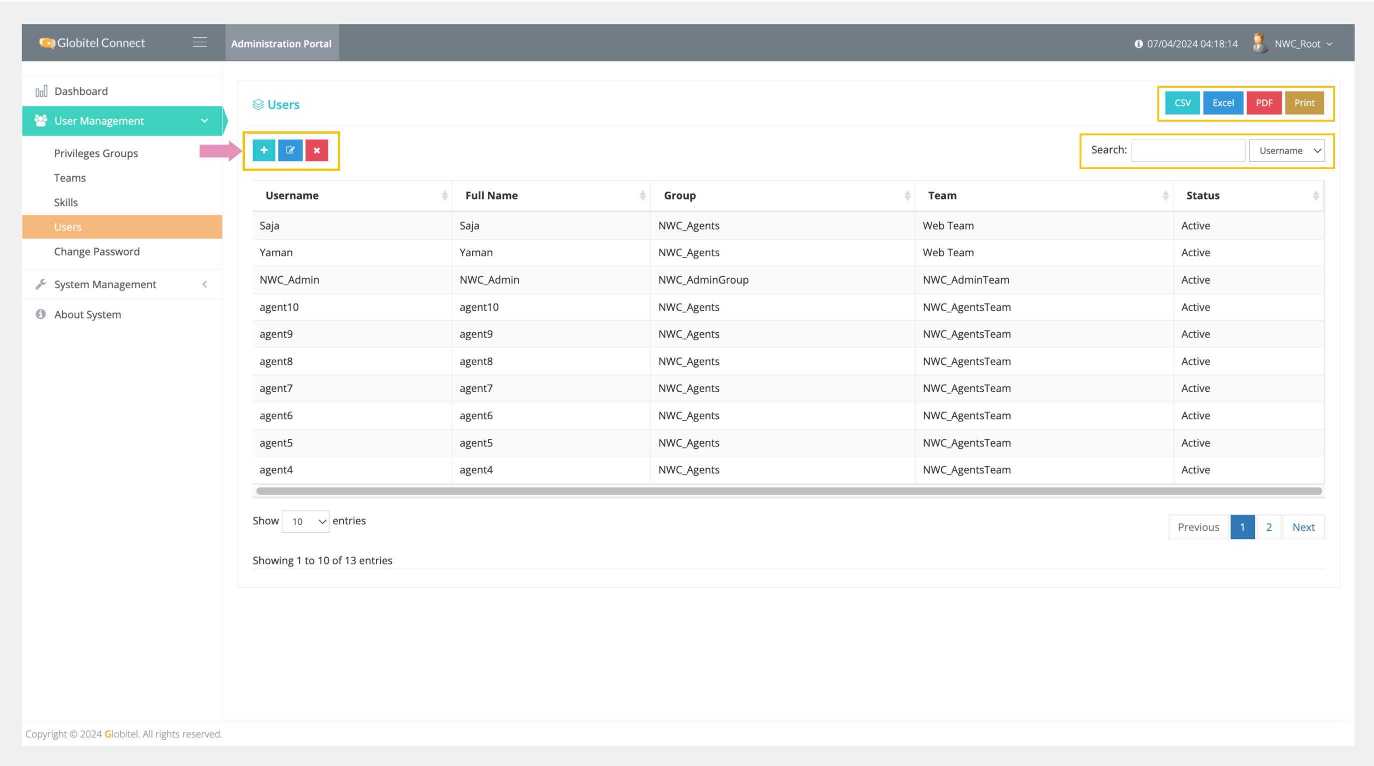
> **Tip**
>
> You can export all users in CSV, Excel, or PDF format.

How can I access users management?

To access users management section, follow these steps:

1. Click on the User Management drop-down in the left side panel.
2. Select "Users" from the drop-down.
3. A new page will appear displaying a list of all users.

> **Tip**
>
> You can search for any user by typing the username in the search box to view the matched results.



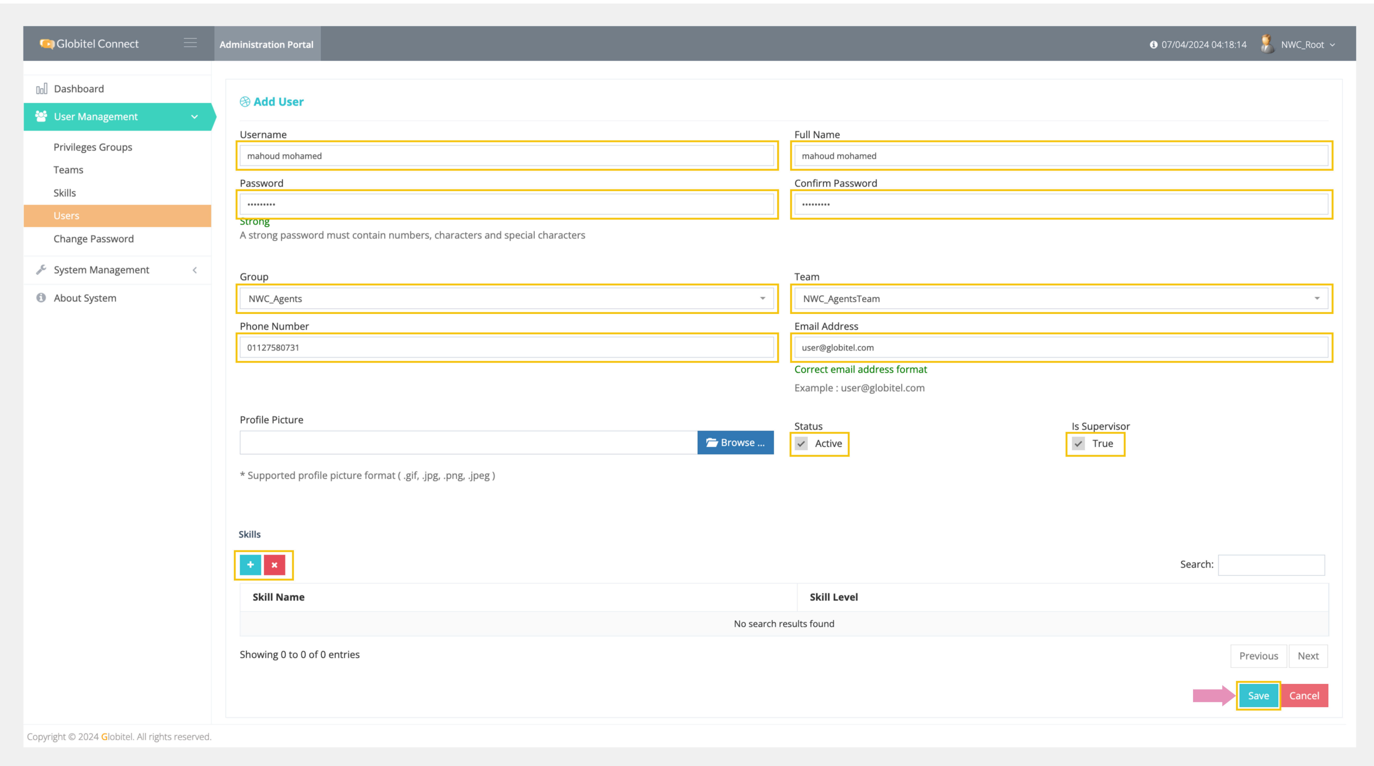
26.1 Add User

You can add a new user by clicking on the " + " icon on the main page of the teams management and filling in the following fields:

- Username: Enter the username the user will use to log in.
- Full Name: Type the full name of the user.
- Password: Add the initial login password for this user.
- Confirm Password: Re-type the password to confirm it.
- Group: Select the privilege group for this user.
- Team: Select the related team for this user.
- Phone Number: Add the phone number of this user.
- Email: Add the email address of this user.
- Status: Set the user as active to allow portal access.
- Is Supervisor? Grant the user supervisor permissions.

You can select skills for this user by clicking on the "+" icon under the skills section while adding a new user.

Finally, click on "Save" to add the team to the system.



> **Tip**
>
> You can update or delete the selected user by clicking on the respective update or delete icon.

You can update or delete the selected user by clicking on the respective update or delete icon.

Related Articles:

- Dashboard
- Roles Management
- Teams Management
- System Settings

27 Change My Password

You can change your current password to secure your account or if you're logging into the system for the first time and need to change the provided password.

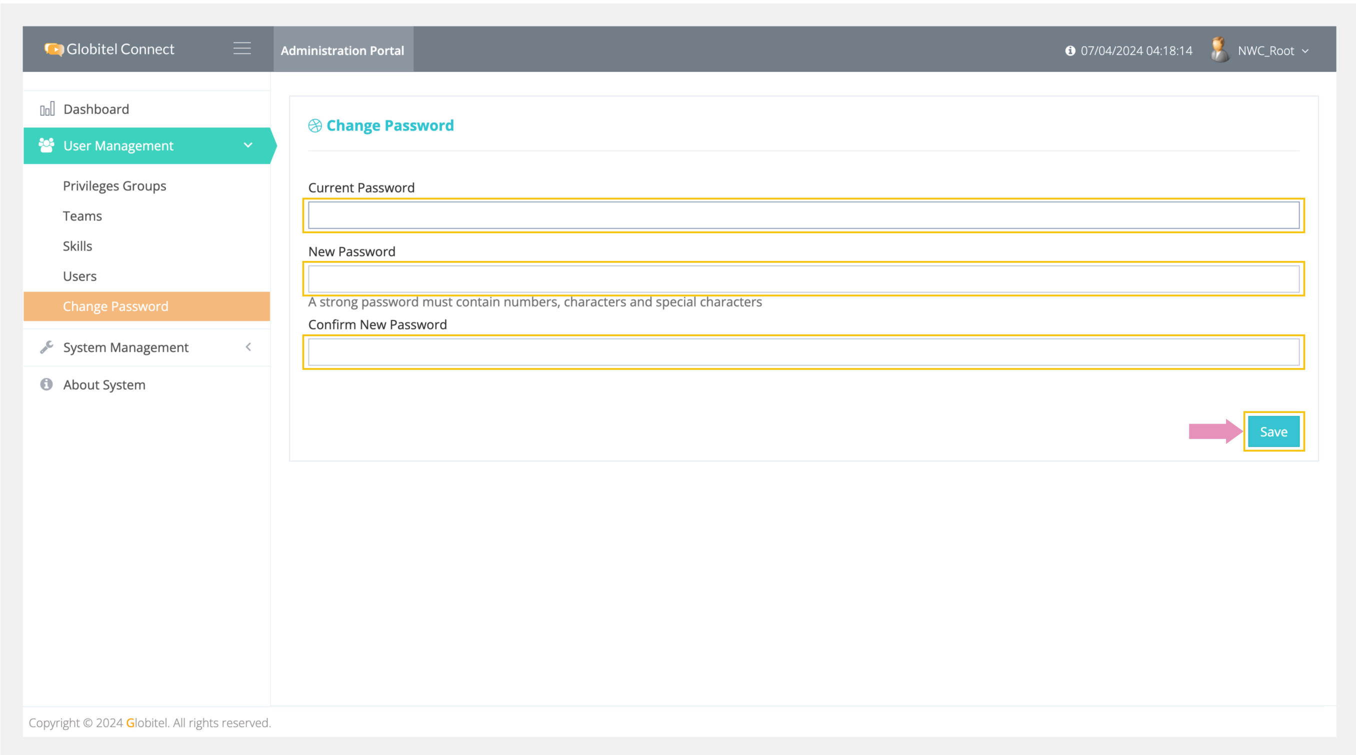
How can I change my current password?

To change your password, follow these steps:

1. Click on the User Management drop-down in the left side panel.
2. Select "Change Password" from the drop-down.
3. A new page will appear for changing your password.
4. Enter your current password in the "Current Password" field.
5. Finally, enter and confirm your new password and click "Save".

Tip

Ensure you create a strong password with at least eight characters. It should include at least one number, one special character, one uppercase letter, and one lowercase letter.



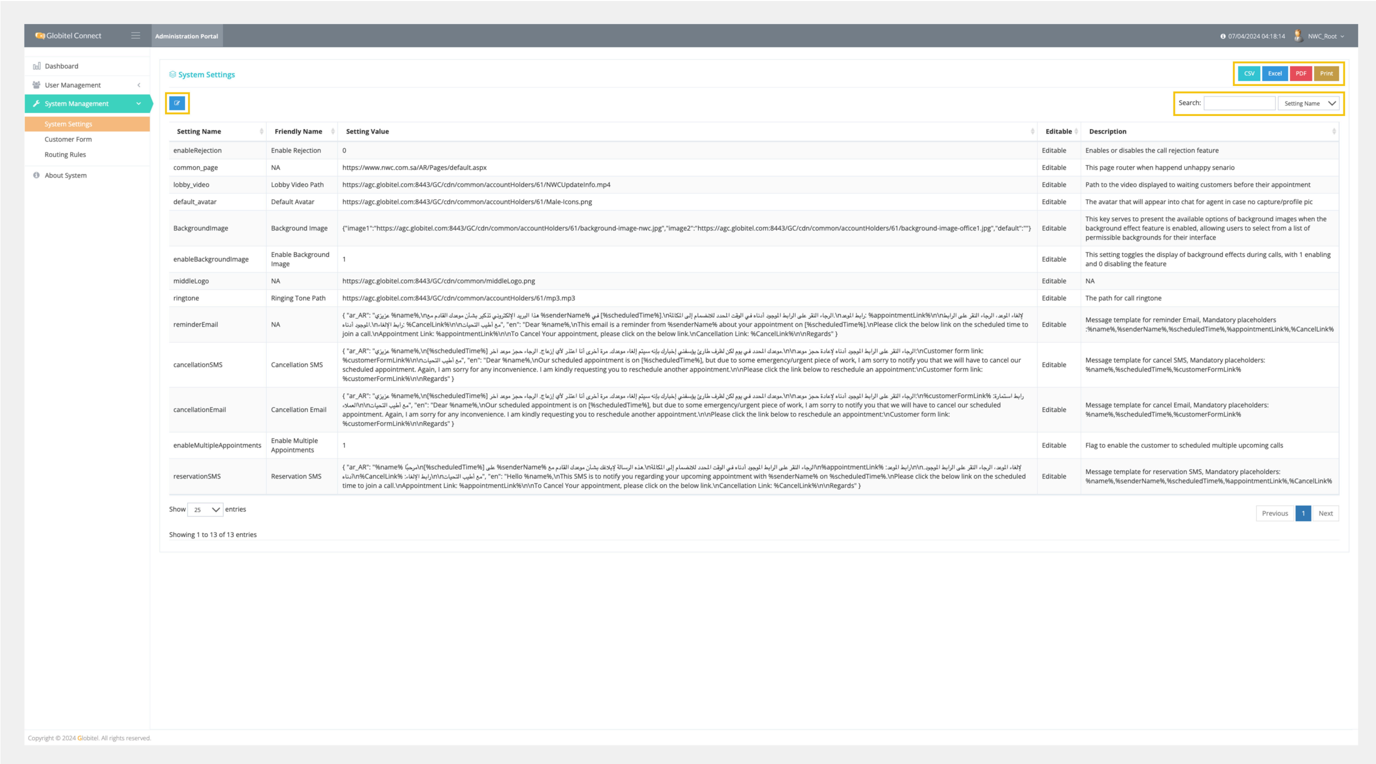
Related Articles:

- Dashboard
- Routing Rules
- Customer Form

VI.II System Management

28 System Settings

Under System Settings, you can edit system localizations and settings by changing the editable fields. This is helpful to customize your system identity and cretira.



How can I access System Settings?

You can access System Settings by selecting "System Management" > "System Settings" from the left-side menu.

Tip

You can export all system settings in CSV, Excel, or PDF format.

Info

You can search for any setting by typing the setting name in the search box to view the matched results.

28.1 What Types of System Settings Can I Edit?

You can edit any system setting by selecting the corresponding row and then clicking on the edit "" icon to start editing that key.

Setting Name	Description
enableRejection	Enables or disables the call rejection feature, with 1 enabling and 0 disabling the feature.
common_page	This page router when an unhappy scenario happens. This is a hyperlink value of the page.
lobby_video	Path to the video displayed to waiting customers before their appointment. This used to upload video (Supported video type (MP4)).
default_avatar	The avatar that will appear in chat for the agent if no capture/profile picture is available. This used to upload images (Supported background image type (gif, jpg, png, jpeg, svg)).
BackgroundImage	This key serves to present the available options of background images when the background effect feature is enabled. This used to upload images (Supported background image type (gif, jpg, png, jpeg, svg)).
enableBackgroundImage	This setting toggles the display of background effects during calls, with 1 enabling and 0 disabling the feature.
middleLogo	The company logo displayed on the portal. This used to upload images (Supported background image type (gif, jpg, png, jpeg, svg)).
ringtone	The path for call ringtone. This used to upload ringtone sound (Supported sound type (.MP3)).
reminderEmail	Message template (Arabic and English) for reminder Email, Mandatory placeholders: %name%, %senderName%, %scheduledTime%, %appointmentLink%, %CancelLink%. For example: { "ar_AR": "عزيزي %name%,\nهذا البريد الإلكتروني تذكير بشأن موعدك القادم مع %senderName% في [%scheduledTime%].\nالرجاء النقر على الرابط الموجود أدناه في الوقت المحدد للانضمام إلى المكالمة.\nرابط الموعد: %appointmentLink%\n\nلإلغاء الموعد، الرجاء النقر على الرابط الموجود أدناه.\nرابط الإلغاء: %CancelLink%\n\nمع أطيب التحيات", "en": "Dear %name%,\nThis email is a reminder from %senderName% about your appointment on [%scheduledTime%].\nPlease click the below link on the scheduled time to join a call.\nAppointment Link: %appointmentLink%\n\nTo Cancel Your appointment, please click on the below link.\nCancellation Link: %CancelLink%\n\nRegards" }
cancellationSMS	Message template (Arabic and English) for cancellation SMS, Mandatory placeholders: %name%, %scheduledTime%, %customerFormLink%. For example: { "ar_AR": "عزيزي %name%,\nموعدك المحدد في يوم [%scheduledTime%] لكن لظرف طارئ يؤسفني إخبارك بإنه سيتم إلغاء موعدك. مرة أخرى أنا اعتذر لأي إزعاج. الرجاء حجز موعد آخر.\n\nالرجاء النقر على الرابط الموجود أدناه لإعادة حجز موعد:\nCustomer form link: %customerFormLink%\n\nمع أطيب التحيات", "en": "Dear %name%,\nOur scheduled appointment is on [%scheduledTime%], but due to some emergency/urgent piece of work, I am sorry to notify you that we will have to

	cancel our scheduled appointment. Again, I am sorry for any inconvenience. I am kindly requesting you to reschedule another appointment.\n\nPlease click the link below to reschedule an appointment:\nCustomer form link: %customerFormLink%\n\nRegards" }
cancellationEmail	Message template (Arabic and English) for cancellation Email, Mandatory placeholders: %name%, %scheduledTime%, %customerFormLink%. For example: { "ar_AR": "عزيزي %name%,\n[%scheduledTime%] موعدك المحدد في يوم لكن لظرف طارئ يؤسفني إخبارك بإنه سيتم إلغاء موعدك. مرة أخرى أنا اعتذر لأي إزعاج. الرجاء حجز موعد آخر.\n\nالرجاء النقر على الرابط الموجود أدناه لإعادة حجز موعد:\n%customerFormLink% : رابط استمارة العملاء\n\nمع أطيب التحيات", "en": "Dear %name%,\nOur scheduled appointment is on [%scheduledTime%], but due to some emergency/urgent piece of work, I am sorry to notify you that we will have to cancel our scheduled appointment. Again, I am sorry for any inconvenience. I am kindly requesting you to reschedule another appointment.\n\nPlease click the link below to reschedule an appointment:\nCustomer form link: %customerFormLink%\n\nRegards" }
enableMultipleAppointments	Flag to enable the customer to schedule multiple upcoming calls, with 1 enabling and 0 disabling the feature.
reservationSMS	Message template (Arabic and English) for reservation SMS, Mandatory placeholders: %name%, %senderName%, %scheduledTime%, %appointmentLink%, %CancelLink%. For example: { "ar_AR": "%name% مرحبًا\n[%scheduledTime%] على %senderName% هذه الرسالة لإبلاغك بشأن موعدك القادم الرجاء النقر على الرابط الموجود أدناه في الوقت المحدد للانضمام إلى \n.مع المكالمة\n%appointmentLink% :رابط الموعد\n\n. لإلغاء الموعد، الرجاء النقر على الرابط الموجود أدناه\n%CancelLink% :رابط الإلغاء\n\nمع أطيب التحيات", "en": "Hello %name%,\nThis SMS is to notify you regarding your upcoming appointment with %senderName% on %scheduledTime%.\nPlease click the below link on the scheduled time to join a call.\nAppointment Link: %appointmentLink%\n\nTo Cancel Your appointment, please click on the below link.\nCancellation Link: %CancelLink%\n\nRegards" }

Related Articles:

- Dashboard
- Skills Management
- Teams Management
- Routing Rules

29 Customer Form Attributes (Custom Attributes)

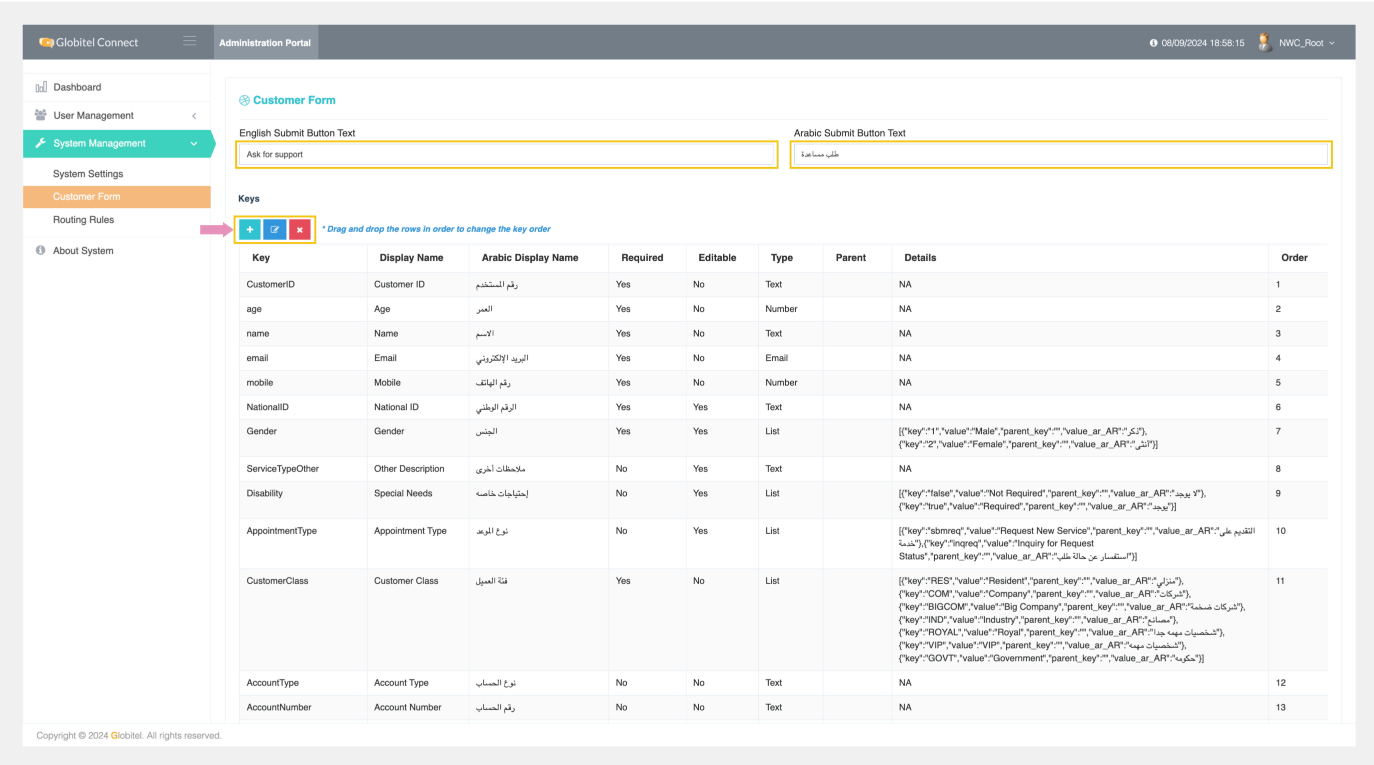
Under Customer Form Attributes, you can customize the customer form for call requests by adding custom attributes. This allows customers to fill in these fields when requesting a call or appointment. It helps you tailor the data requested from customers and use it within the system by creating routing rules for these fields.

How can I access Custom Attributes?

You can access Custom Attributes by selecting "System Management" > "Customer Form" from the left-side menu.

How can I sort attributes?

You can sort the list of attributes by dragging and dropping the rows to change their order in the table.



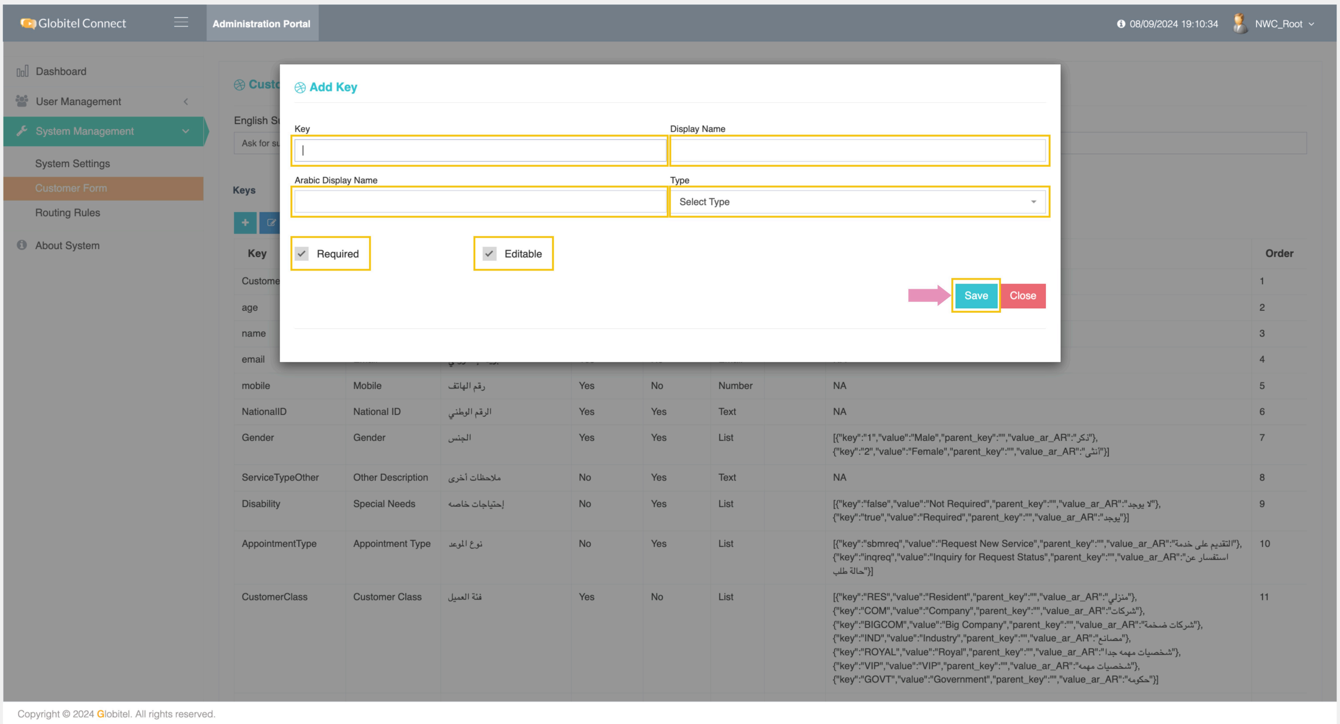
29.1 Add Custom Attribute (Add Key)

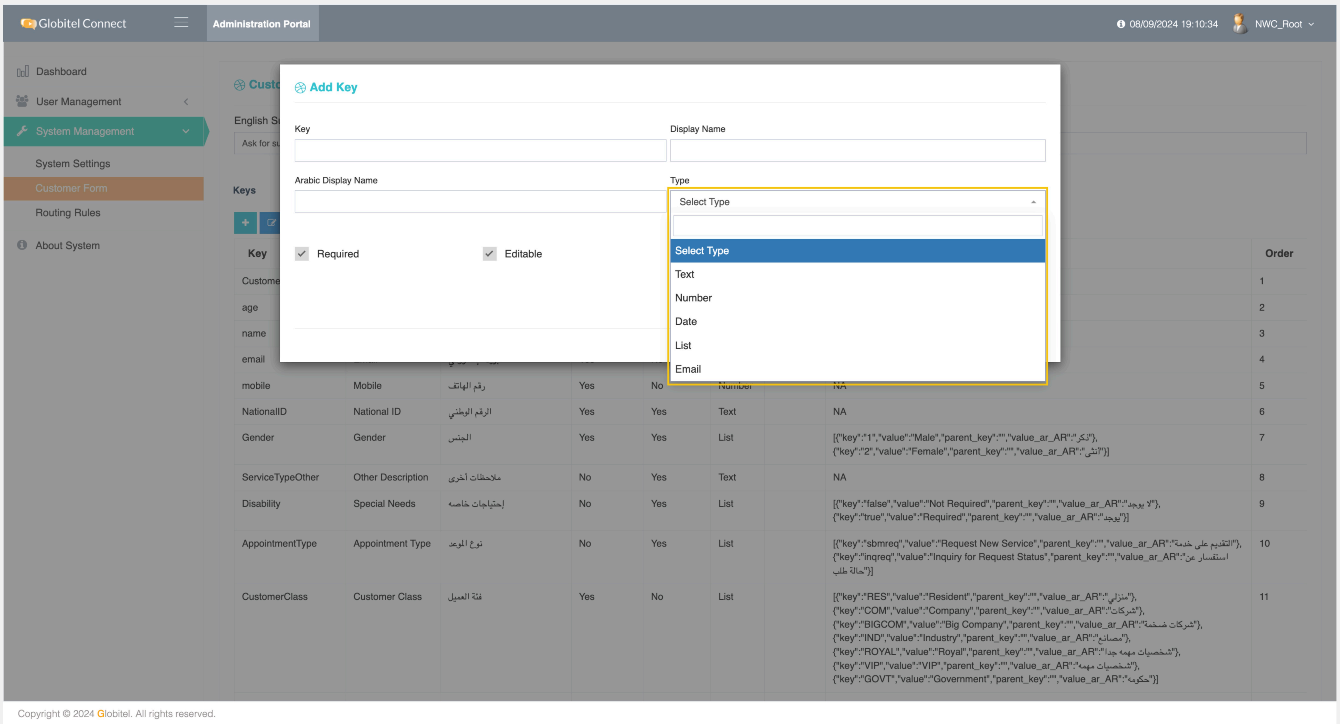
You can add a new key (attribute) by clicking on the "⊞" icon and filling in the following fields:

- Key: Used to add a key value in the system.
- Display Name: Used to add the English-friendly display name.
- Arabic Display Name: Used to add the Arabic-friendly display name.

- Type: Used to select the type of field, including Text, Number, Date, List, or Email.
- Required: Used to select whether this field must be filled out by the customer or not.
- Editable: Used to enable or disable the agent's ability to edit the customer information value for this key (attribute).

Finally, click on "Save" to add the key to the customer form.





Related Articles:

- Dashboard
- Users Management

30 Rules Management (Routing Rules)

Under Routing Rules, you can add custom rules for your team(s) and use these rules within the system. This allows you to define rules for each team and add conditions using AND and OR logic for Skills or Teams types.

How can I access Routing Rules?

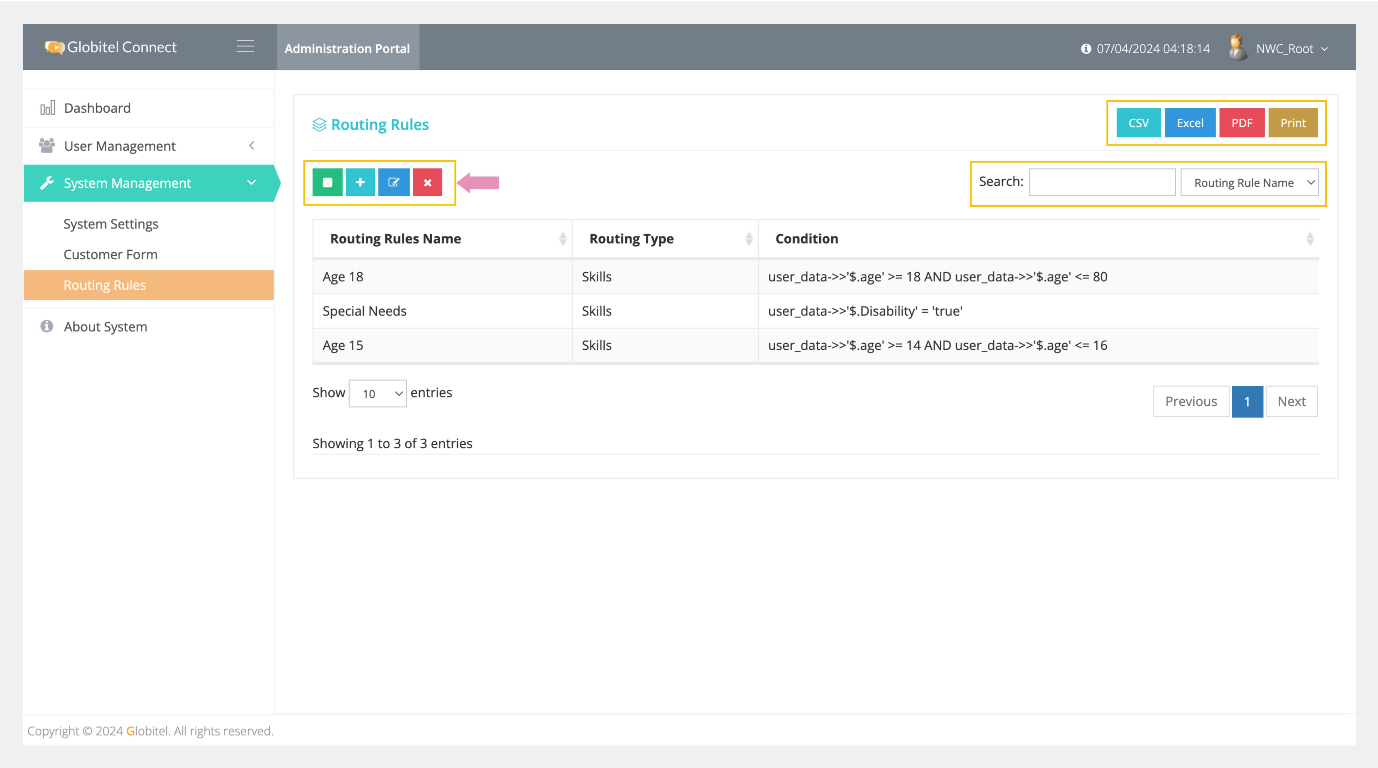
You can access Custom Attributes by selecting "System Management" > "Routing Rules" from the left-side menu.

Tip

You can export all routing rules in CSV, Excel, or PDF format.

Info

You can search for any rule by typing the routing rule name in the search box to view the matched results. Use the drop-down to select the search criteria: "routing rule name," "type," or "condition."



30.1 Add Rule

You can add a new rule by clicking on the " " icon and filling in the following fields:

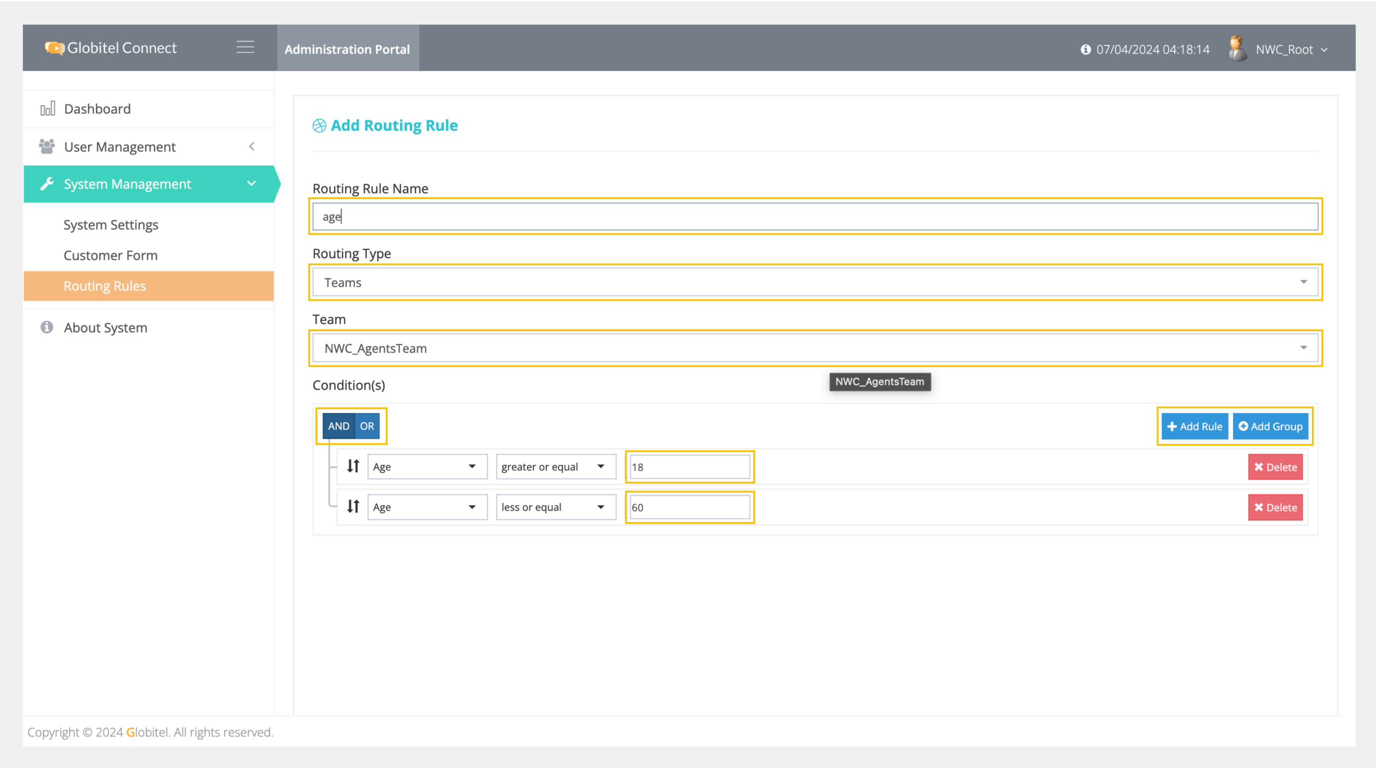
- Routing Rule Name: Used to add the English-friendly name for the rule.
- Routing Type: Used to select the type of this rule. There are two types: Skills and Teams.

Then you need to add the condition(s). There are two types of conditions:

- AND condition: All specified conditions must be met for the rule to apply.
- OR condition: At least one of the specified conditions must be met for the rule to apply.

> **Tip**
>
> You can add more rules or groups of rules using AND / OR conditions.

Finally, click on "Save" to add the rule to the system.



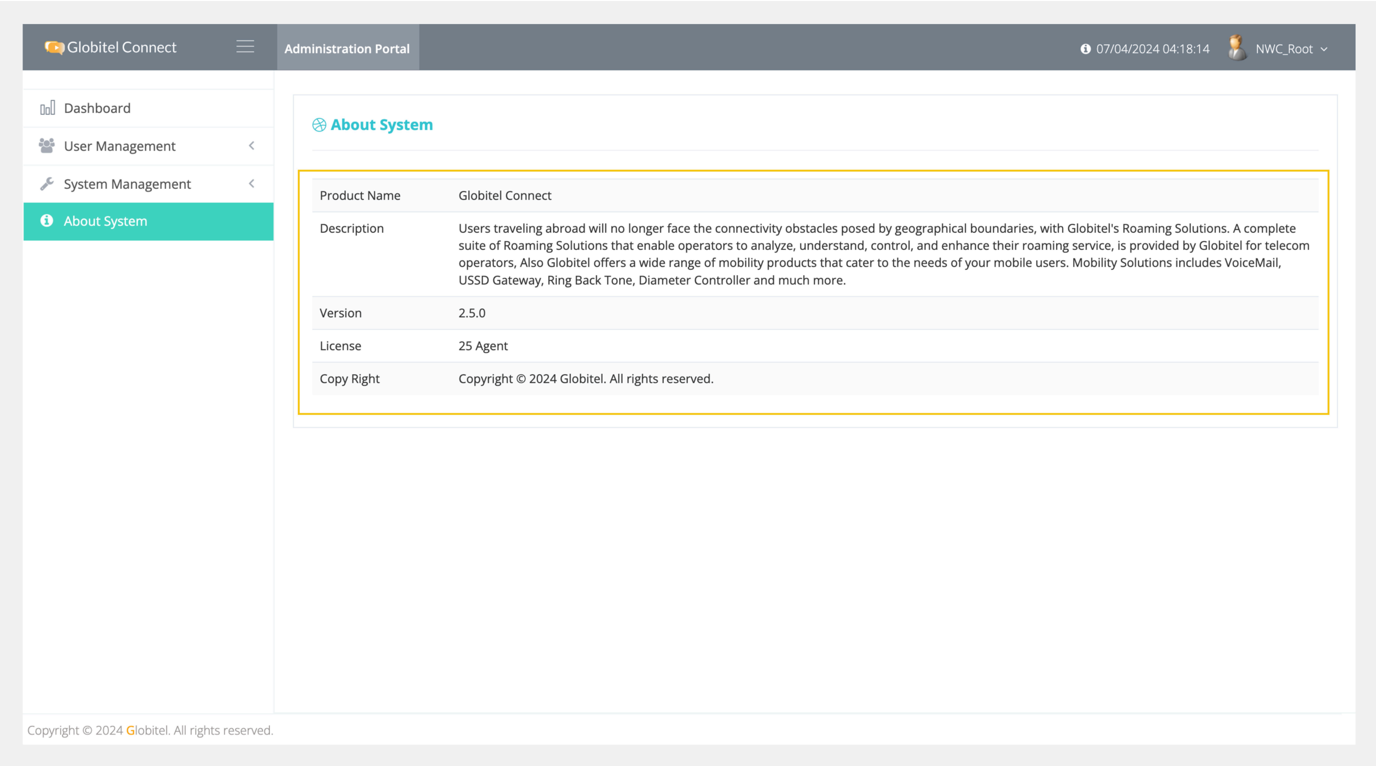
Related Articles:

- Skills Management
- Teams Management
- Users Management

31 About System

Under the About System page, you can find system information such as product name, description, current version, and license. The license information is helpful for providing the maximum number of allowed agent users on your subscription.

You can access the About System page by selecting "About System" from the left-side menu to view license information.



Related Articles:

- Dashboard
- Roles Management
- System Settings

32 FAQs

What is the Globitel Connect System?

Globitel Connect is an easy-to-use communication platform offering comprehensive features to help companies simplify and enhance customer support workflows and communications. It provides two portals, the Agents/Supervisors Portal and the Admins Portal.

How can I access Globitel Connect?

Open your browser and enter the server URL in the following format: http://Server_Name:Port/gc-mobile . Please ensure you replace Server_Name and Port with the specific details provided to you from your administrator or supervisor.

What is the recommended browser for accessing Globitel Connect?

We recommend using Google Chrome for accessing Globitel Connect. You can download it here.

As an agent, can I use Globitel Connect without a camera or microphone?

No, please ensure your computer has an integrated or built-in camera and microphone to use Globitel Connect. Without these, you won't be able to receive interactions.

As an agent, how can I ensure that my camera and microphone are working with Globitel Connect?

Globitel Connect provides a feature to test your camera and microphone before starting the interactions. You can find more details on how to perform this test here.

As an agent, can I access my dashboard without sharing my entire browser screen?

You can't access your dashboard without sharing your entire browser screen because this action used to record all your screen activities as long as you're logged in. It will stop recording your screen activities only if you log out. You can find more details on how to perform this action here.

As an agent, how do I set my status to 'Ready' for receiving new interactions?

It's very simple. Just click on the 'Ready' button located under your profile panel on your workspace dashboard.

As an agent, Can I chat with customer?

Yes, after accepting the customer's call, you can click on the 'Chat' icon under the room functions.

As an agent, what features can I use after accepting the customer's call?

Globitel Connect provides you with a comprehensive set of features to manage the call, including sharing files with the customer, changing the camera background while interacting, chatting with the customer, transferring the call to another agent, creating a conference meeting, sharing your screen with the customer, and more.

As a customer, how can I request a meeting?

It's very simple. Navigate to the URL provided by customer support or find it on the customer support page. Then, fill out the form and select the meeting type. There are two options: 'Appointment,' which allows you to choose a custom date and time, or 'Immediate Support,' which is for requesting a meeting right away.

As a customer, will the system send the meeting link to my email as a reminder?

Yes, you will receive an email with the meeting details, including the meeting URL, date and time, and your information.

As a customer, what features can I use while interacting with the agent?

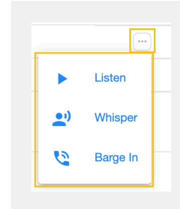
Globitel Connect provides you with a comprehensive set of features while interacting with the agent, including sharing files with the agent, changing the camera background while interacting, sharing your screen with the agent, and more.

As a supervisor, what features can I use to monitor my team?

Globitel Connect provides you with a comprehensive set of features to manage and monitor your team in real-time, including tracking your team performance, monitoring team interactions, monitoring team appointments, and taking actions.

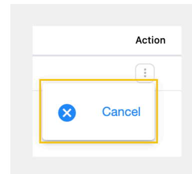
As a supervisor, what actions can I take to monitor the team's current interactions?

From the Team Monitoring section, you can use some actions provided by the system to manage ongoing interactions, such as listening, whispering, or barging in to the current interaction with the agent.



As a supervisor, what actions can I take to monitor the team's appointments?

Supervisors can cancel a scheduled appointment by selecting it from the team appointments tab, clicking the three-dot icon under ‘Actions,’ and confirming the cancellation.



As an administrator, what features can I use to manage the system?

Globitel Connect provides you with a comprehensive set of features to manage the system, including viewing system stats and charts, managing roles, managing teams, managing skills, managing users, changing your password, updating system settings, updating customer form, managing routing rules, and viewing my current license.

How can I change the language of my dashboard?

You can change the portal's language by clicking the drop-down menu next to your profile picture in the header. The system supports two languages (English and العربية).

Helpful?

Thank you for trusting

Globitel Connect

Globitel