

MANUAL GUIDE DOCUMENTATION
3DOLPHIN SRM OMNI CHANNELS

AUXILIARY MAPPING V4.8.2



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APPLICATION CHANGE CONTROL

Version	Date	Authors	Summary of Changes
1.0	13/06/2019	<i>InMotion</i>	<i>Original Document</i>
2.0	10/12/2019	<i>InMotion</i>	<i>Auxiliary Mapping v4.7.1</i>
3.0	22/01/2020	<i>InMotion</i>	<i>Auxiliary Mapping v4.8.1</i>
4.0	18/02/2020	<i>InMotion</i>	<i>Auxiliary Mapping v4.8.2</i>

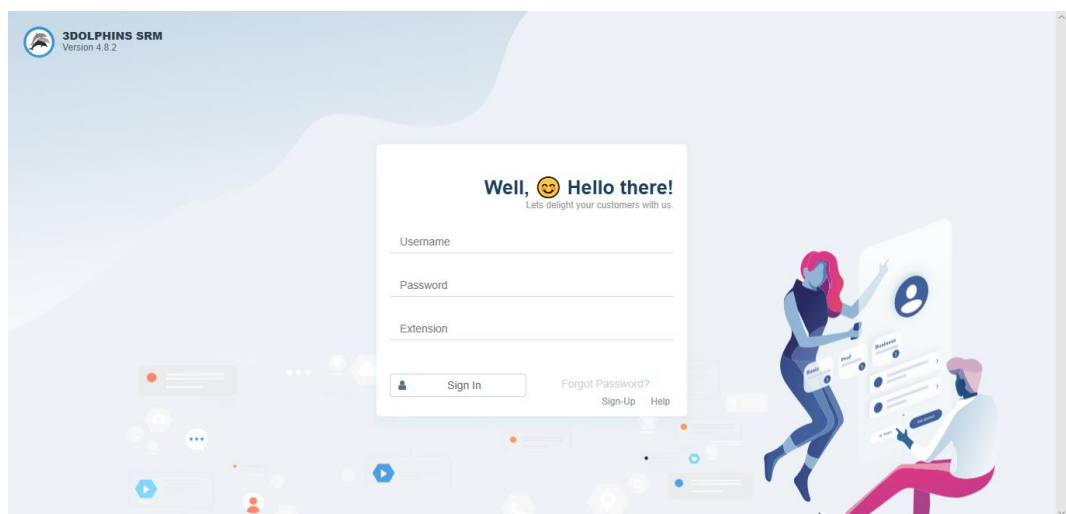
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I. LOGIN

The mechanism for using Omni Channel SRM 3Dolphins v4.8.2 is as follows :

- Open the Web Browser on the computer.
- Enter the URL address in the web browser and login as a *'Trainer'*
- Type your *'Username'* and *'Password'* in the column provided.
Note : Password is a combination of capital letters, lowercase letters, numbers, and symbols ,
- Press the ***'Sign In'*** button or press the ***'Forgot Password'*** button if customer forgot password,



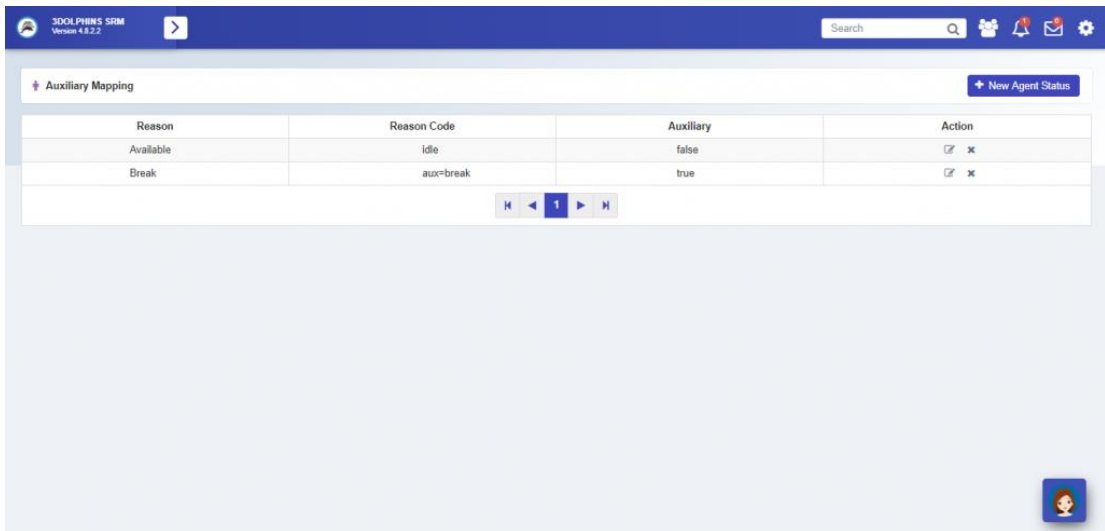
II. AUXILIARY MAPPING

Agents are responsible for setting their status in the dashboard. In fact, the only time an agent's status changes is when they manually change it in the dashboard.

3Dolphins provides two default status values :

1. Available
2. Not Available

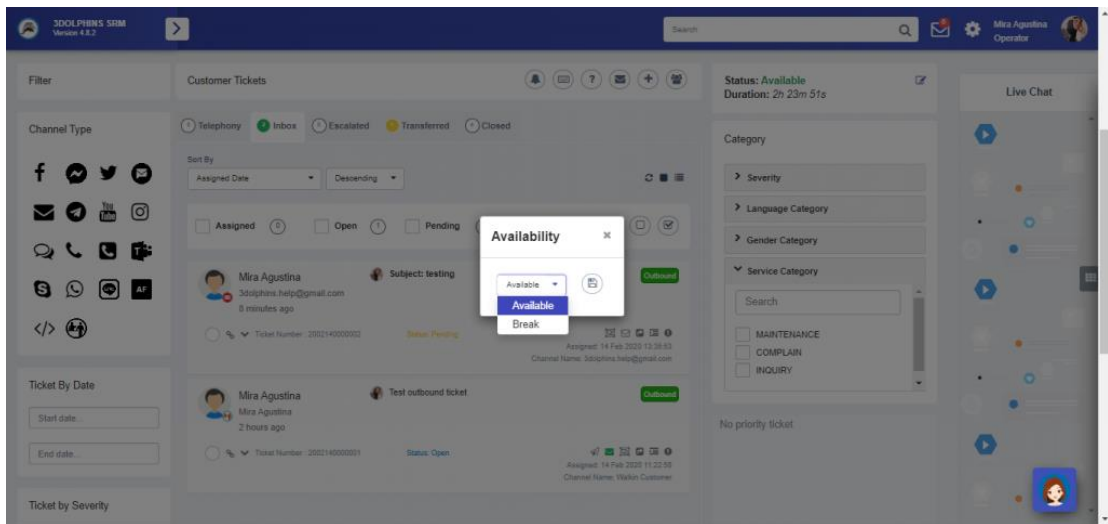
Go to **customer service** menu and click the **auxiliary mapping** menus, then you will see a auxiliary mapping page such as images below.



Reason	Reason Code	Auxiliary	Action
Available	idle	false	<input checked="" type="checkbox"/> x
Break	aux=break	true	<input checked="" type="checkbox"/> x

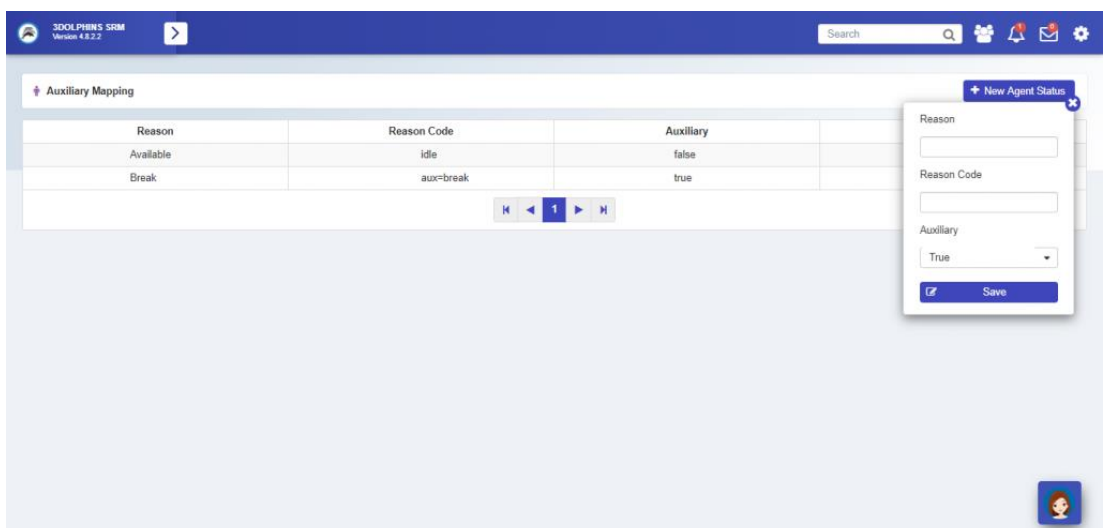
2.1 Create New Agent Status

On the Agent dashboard, you can see the availability status of the agent. This availability is one that determines the distribution of tickets. For example, each agent who is logged in to the 3Dolphins app, the agent must change its status to *available* to receive tickets from customers, or when the shift is over, the agent can change its status to *shift end*.



In addition to the three status above, you can add new ones status. For example, you might add a status for training or backup by selecting **customer service** menu > **auxiliary mapping**.

At the upper right corner, click **new agent status** button. Then, you will see a pop-up form to add a new agent status. Enter a status name (Reason), reason code, and select whether the status should appear in the dashboard to the agent (Auxiliary), click **save** button.



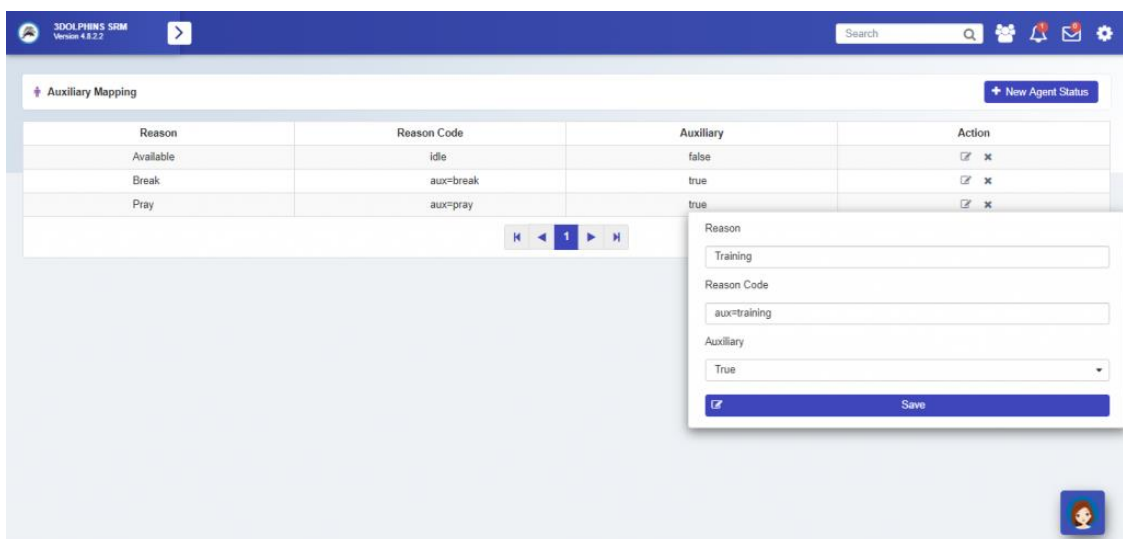
- Fill in the following information :

Field Name	Description
Reason	A availability of agent status i.e available, break, etc.
Reason Code	Code of agent status.
Choose Auxiliary	If you choose 'true' then the agent status will show on the availability status of agent. but, if you choose 'false' then the agent status will hide on the availability status of agent.

2.2 Edit an Existing Agent Status

Sometimes, you might need to edit a status or auxiliary mapping. Maybe it's because you will rename these values or change the status to 'false' so that the status does not appear in the agent dashboard.

To change the status, select the auxiliary status and click the *edit* button. Then, you will see a pop-up to change the status. Enter new information, and click **Save** to apply changes.



2.3 Remove Agent Status

Sometimes you need to remove a *auxiliary mapping* status from a system when it is no longer needed. Select *auxiliary mapping status* and click **delete** button. Then, you will see a pop-up confirm to remove request. Click yes button to proceed or you can click no button to return to the auxiliary mapping page.

