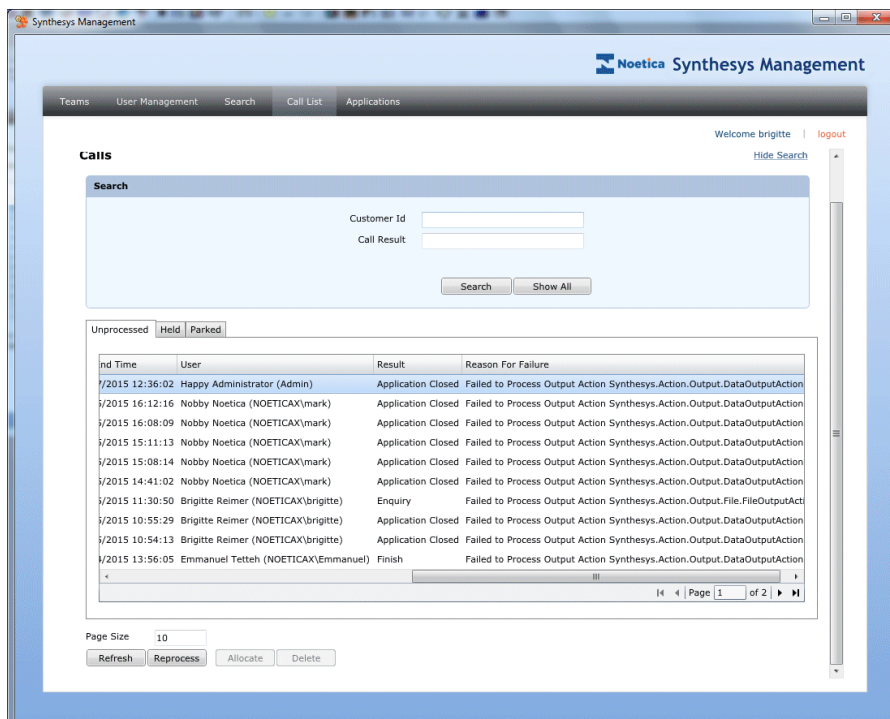


SYNTHEsys MANAGEMENT CALL LIST

Viewing and managing Unprocessed, Held & Parked Calls



The screenshot displays the Synthesys Management web application. At the top, there is a navigation menu with 'Teams', 'User Management', 'Search', 'Call List', and 'Applications'. The 'Call List' tab is active. A user greeting 'Welcome brigitte' and a 'logout' link are visible in the top right. Below the navigation, there is a search section with a 'Search' button and a 'Show All' button. The main content area shows a table of call records with columns for 'End Time', 'User', 'Result', and 'Reason For Failure'. The table lists several calls, most of which are 'Application Closed' with a reason of 'Failed to Process Output Action Synthesys.Action.Output.DataOutputAction'. One call is marked as 'Finish'. At the bottom of the table, there are pagination controls showing 'Page 1 of 2' and buttons for 'Refresh', 'Reprocess', 'Allocate', and 'Delete'.

End Time	User	Result	Reason For Failure
7/2015 12:36:02	Happy Administrator (Admin)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 16:12:16	Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 16:08:09	Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 15:11:13	Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 15:08:14	Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 14:41:02	Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 11:30:50	Brigitte Reimer (NOETICAX\brigitte)	Enquiry	Failed to Process Output Action Synthesys.Action.Output.File.FileOutputAct
7/2015 10:55:29	Brigitte Reimer (NOETICAX\brigitte)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 10:54:13	Brigitte Reimer (NOETICAX\brigitte)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 13:56:05	Emmanuel Teteh (NOETICAX\Emmanuel)	Finish	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction

SYNTHESYS .NET CALL LIST

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Introduction

The **Call List** option in Synthesys Management enables users to view and manage *Unprocessed, Held* and *Parked* calls.

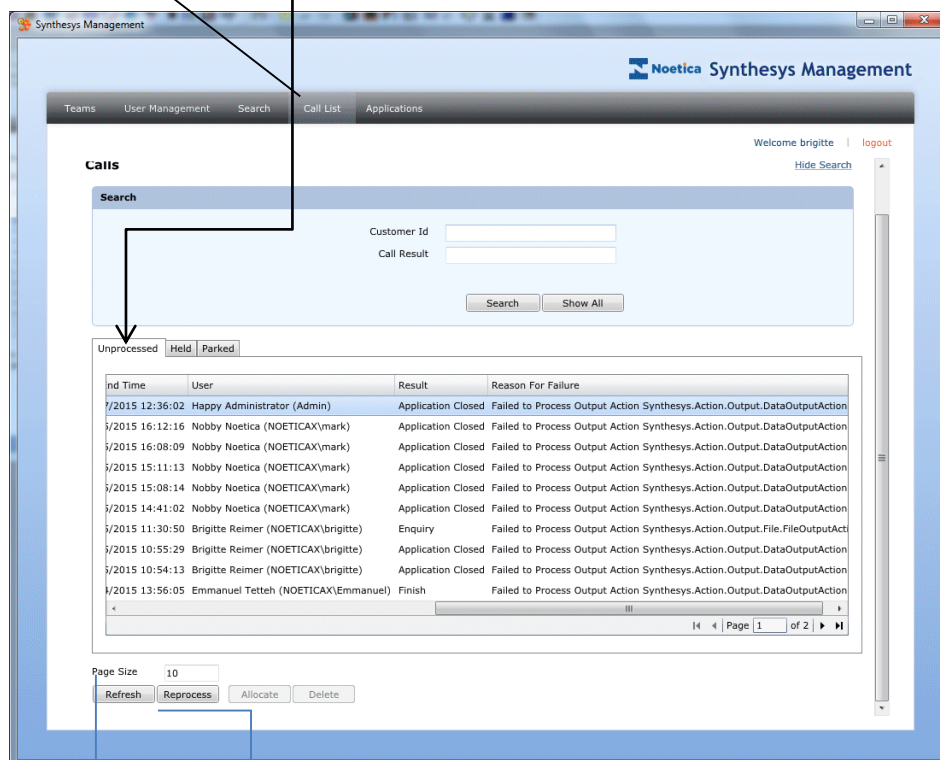
To view Call Lists

- Open Synthesys Management by clicking on the *Synthesys Workspace Management* icon on your desktop.
- Select the **Call List** tab.

The **Call List** page will open, displaying three tabs, **Unprocessed, Held** and **Parked**, to allow users to view a list of unprocessed, held and parked calls.

Call List tab, to open the *Call List* pages

Unprocessed, Held and **Parked** tabs show *unprocessed, held* and *parked* calls.
Search/ Hide Search to show/ *hide* search option for unprocessed calls



The screenshot shows the Synthesys Management interface. At the top, there are navigation tabs: Teams, User Management, Search, Call List, and Applications. The 'Call List' tab is selected. Below the navigation, there is a 'Calls' section with a search bar. The search bar has two input fields: 'Customer Id' and 'Call Result', and two buttons: 'Search' and 'Show All'. Below the search bar, there are three tabs: 'Unprocessed', 'Held', and 'Parked'. The 'Unprocessed' tab is active, displaying a table of call records. The table has four columns: 'Id', 'Time', 'User', and 'Result'. Below the table, there is a 'Page Size' dropdown menu set to '10', and four buttons: 'Refresh', 'Reprocess', 'Allocate', and 'Delete'.

Id	Time	User	Result	Reason For Failure
7/2015 12:36:02		Happy Administrator (Admin)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 16:12:16		Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 16:08:09		Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 15:11:13		Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 15:08:14		Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 14:41:02		Nobby Noetica (NOETICAX\mark)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 11:30:50		Brigitte Reimer (NOETICAX\brigitte)	Enquiry	Failed to Process Output Action Synthesys.Action.Output.File.FileOutputAct
7/2015 10:55:29		Brigitte Reimer (NOETICAX\brigitte)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 10:54:13		Brigitte Reimer (NOETICAX\brigitte)	Application Closed	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction
7/2015 13:56:05		Emmanuel Tetteh (NOETICAX\Emmanuel)	Finish	Failed to Process Output Action Synthesys.Action.Output.DataOutputAction

Page size: Enter the number of items displayed
Refresh/ Reprocess/ Allocate & Delete options to update, process, allocate or delete selected items.

Viewing List of Unprocessed Calls

The *Call List* dialog will initially show a list of *unprocessed* calls.

Call List



Search...

Unprocessed | Held | Parked

Sequence Id	Account	Webflow	Call End Time	User	Result
<input checked="" type="checkbox"/> ea2959e3-4f53-4eb6-a5d1-8422b002000d	MRK-Mark	address (4.0)	24/11/2015 11:21:21	()	Appli
<input type="checkbox"/> 8815bbf5-3216-4a0a-8db3-9a45c1812f66	PAL-Paul	Case16389 (49.0)	24/11/2015 10:26:11	()	Appli
<input type="checkbox"/> e4a8b706-66ed-418f-ab37-3de64c27fb39	PAL-Paul	Case16389 (49.0)	23/11/2015 15:37:34	()	Appli
<input type="checkbox"/> b21b776e-0ed5-4b5f-92c7-dc290009e936	BDJ-BR DecJan	CRMNOEmailField (87.0)	11/11/2015 09:12:58	()	Appli
<input type="checkbox"/> 0c8770a7-2081-4043-9c0d-b25ad56c4ee0	MB2- Matt Test	TestWebflow2015 (1.0)	16/09/2015 10:13:21	Matthew Bryant (NOETICAX\Matthew)	Finist
<input type="checkbox"/> 1493fb03-c17c-4ea9-bc45-6840622e3f32	MTS-MetricsTest	Metric2 (2.0)	16/09/2015 10:12:17	Matthew Bryant (NOETICAX\Matthew)	Finist
<input type="checkbox"/> 0befc3ef-1a68-416f-b6fc-ea1f2a803a0	MTS-MetricsTest	Metric2 (2.0)	16/09/2015 10:12:08	Matthew Bryant (NOETICAX\Matthew)	Finist
<input type="checkbox"/> db125afe-58c1-4fd8-968e-1a909c5b3115	MTS-MetricsTest	Metric3 (2.0)	16/09/2015 10:11:23	Matthew Bryant (NOETICAX\Matthew)	Finist
<input type="checkbox"/> 4952bc24-c41d-4f20-9381-a85764eed680	PAL-Paul	SimpleWSI (3.0)	15/09/2015 15:59:09	Paul Keyes (NOETICAX\Paul)	Appli
<input type="checkbox"/> c781ac0b-f2fd-4751-a126-3e501dd32565	PAL-Paul	Alter (6.0)	15/09/2015 15:58:27	Paul Keyes (NOETICAX\Paul)	Finist

Page Size: 10

Refresh | Reprocess | Allocate | Delete

View specific pages by entering the page number, or by moving through the pages using the back  or forward  arrows.

Use the **Page Size** field to enter the number of items displayed on a page.

Viewing Details of an Unprocessed Call

- To display further details of a specific unprocessed call, double click the left mouse button on the desired call.

CallDetails

General

Tenant: General Account Name: Brigitte Feb2012
 Webflow Name: UploadFile Account Prefix: BFE
 Webflow Version: 3.0 Account ID: 106
 Webflow ID: 627

Webflow Instances

Instance	Call Direction	Result	Start Time	End Time	Duration	Agent	User Name	User Id	Language
1	Manual	Line Dead	21/05/2012 17:07:28	21/05/2012 17:07:43	1	Mr Ben Bloggs	ben	1330	en-GB

Visited Sections

Call Parameters

Name	Type	Value
CI_Prefix	System.String	
CI_CustomerId	System.String	
CI_PluginConnectionInfo	System.String	
OpenerId	System.String	9b58425f-2dbd-4b6f-8163-c91baf674af1
PoppedWebflow	System.String	True
WebflowLauncherInstance	System.String	
WebflowLauncherName	System.String	
WebflowLauncherReturns	System.String	

Technical Information

Sequence ID: {1bb2873e-b61c-456b-a5c1-dbb87d2ad2e7}

OK

Search Filter for Unprocessed Calls

The **Search / Hide Search** link at the top right of the Call List screen in Synthesys Management, allows users to view or hide the search panel with Customer ID and Call Result text boxes, and Search and Show All buttons.

To search for specific unprocessed calls you can use the Customer ID and or Call Result fields:

- If known, enter the customer ID into the **Customer ID** field.
- Enter the call outcome, as displayed in the **Results** column, into the **Call Result** field.
- Click the **Search** button, to display the calls that match your search criteria.

Call List

Calls Hide Search

Search

Customer Id

Call Result

Sequence Id	Account	Webflow	Call End Time	User	Result	Reason Fo
<input type="checkbox"/> 183b2b4b-e414-4cac-9ec3-0af3762d0214	MRK-Mark	SpecResched (2.0)	24/08/2015 14:26:47	Nobby Noetica (NOETICAX\mark)	Reschedule	Method nc
<input type="checkbox"/> a9b5492d-2b22-4044-a44d-f49469046354	BDJ-BR Declan	CRMNOEmailField (79.0)	24/08/2015 13:50:22	Kim Constantine (NOETICAX\kim)	Reschedule	Method nc
<input type="checkbox"/> 3388659d-233b-49e2-9818-e7b4f0af3275	BDJ-BR Declan	CRMNOEmailField (79.0)	24/08/2015 13:45:36	Kim Constantine (NOETICAX\kim)	Reschedule	Method nc

Unprocessed Held Parked

Page Size

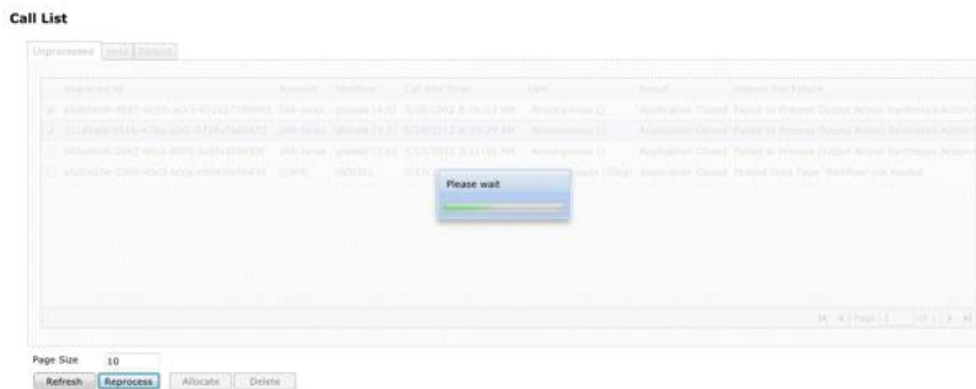
- Click the **Show All** button, to display all unprocessed calls for the selected page.

Processing Unprocessed Calls

In some instances it may be possible to simply re-run an unprocessed call, for example if it failed to process because of a *Timeout*, or because the connection to the database was interrupted.

To process an unprocessed call:

- Select the call(s) that you wish to process by clicking your left mouse button into the check box next to the call.
- Next, click the **Reprocess** button at the bottom left of the Call List screen.



- Click the **Refresh** button, to update the list of *unprocessed* calls displayed.



If the call still fails to process, you need to contact you Systems Administrator.

Deleting Unprocessed Calls

It is possible to select and delete unprocessed calls, held and parked calls however can't be deleted:

- Select the unprocessed call(s) that you wish to delete by clicking your left mouse button into the check box next to the call.
- Click the **Delete** button at the bottom left of the Call List screen, to delete the selected items.

Viewing List of Held & Parked Calls

To display a list of parked or held calls

- Click on either the *Parked* or *Held* tab in the *Call List* dialog.

Calls Search...

Unprocessed **Held** Parked

Sequence Id	Account	Webflow	Time Parked	User	Park Reason
<input type="checkbox"/> c1a7efc3-2cf2-49fd-b926-bd928b5269dd	PAL-Paul	Case16389 (54.0)	24/11/2015 11:22:29	Paul Keyes (NOETICAX\Paul)	Auto Saved!!!
<input type="checkbox"/> 3b506cfe-9d1b-4bd8-9b41-b0243edeed81	PAL-Paul	Case16389 (49.0)	23/11/2015 16:05:53	Nobby Noetica (NOETICAX\mark)	Auto Saved!!!
<input type="checkbox"/> 38b0b4ad-5796-4dc4-809c-3f369ba12802	PAL-Paul	Case16389 (44.0)	01/10/2015 13:01:34	Paul Keyes (NOETICAX\Paul)	Auto Saved!!!
<input type="checkbox"/> d3453ea5-466b-45ff-9d2d-9e77a37352dc	PAL-Paul	Case16389 (44.0)	01/10/2015 12:50:00	Paul Keyes (NOETICAX\Paul)	Auto Saved!!!
<input type="checkbox"/> 4c770f25-7dfd-4032-8939-1c6d3080c49f	PAL-Paul	Case16389 (44.0)	30/09/2015 17:08:47	Chris Barnes (NOETICAX\Chris.Barnes)	;
<input type="checkbox"/> 168ce470-b994-4739-84d4-46c9d9e0c4f	BDJ-BR Declan	CRMNOEmailField (83.0)	11/09/2015 09:08:40	Kim Constantine (NOETICAX\kim)	test transfer
<input type="checkbox"/> 50e14d78-21d2-4302-a437-10ac88a75fa0	BDJ-BR Declan	CRMNOEmailField (82.0)	10/09/2015 16:54:03	Kim Constantine (NOETICAX\kim)	kim
<input type="checkbox"/> 06799884-c235-49cc-bf66-b4edde87e3bc	BDJ-BR Declan	CRMNOEmailField (81.0)	26/08/2015 09:30:34	Kim Constantine (NOETICAX\kim)	kim 09:30
<input checked="" type="checkbox"/> b2aed138-a21e-4050-b76b-642107701810	BRJ-BR June	OBGroup2 (14.0)	26/08/2015 09:29:15	Kim Constantine (NOETICAX\kim)	kim 09:29
<input type="checkbox"/> 03186980-8626-49b7-b48c-c12b4247642c	BDJ-BR Declan	CRMNOEmailField (81.0)	26/08/2015 09:27:27	Kim Constantine (NOETICAX\kim)	kim

Page Size: 10

Specific pages can be viewed entering the page number, or by moving through the pages using the back  or forward  arrows.

View Details of Parked/ Held Calls

- To display further details regarding a held or parked call, double click the left mouse button on the desired call.

CallDetails 28

General

Tenant: General Account Name: BR June
 Webflow Name: OBGroup2 Account Prefix: BRJ
 Webflow Version: 14.0 Account ID: 129
 Webflow ID: 770

Webflow Instances

Instance	Call Direction	Result	Start Time	End Time	Duration	Agent	User Name	User Id	Language
1	Outbound		26/08/2015 09:28:55	26/08/2015 09:29:15	1	Kim Constantine	NOETICAX\kim	1448	en-GB

Visited Sections

Call Parameters

Name	Type	Value
CustomerID	System.String	BarcLoan_29
CI_Prefix	System.String	
CI_CustomerId	System.String	
CI_PluginConnectionInfo	System.String	
OpenerId	System.String	
PoppedWebflow	System.String	
CallProperties	System.String	<?xml version="1.0" encoding="utf-8" standalone="yes"?><Properties><Property Name="CallDirection" Value="Pre
WebflowLauncherInstance	System.String	
WebflowLauncherName	System.String	
WebflowLauncherReturns	System.String	

Allocating Held Calls

To assign a held call to a specific user

- Select the held call that you wish to allocate, by clicking your left mouse button into the check box next to the call.

Call List

Calls Search...

Unprocessed | Held | Parked

Sequence Id	Account	Webflow	Held Time	User
<input type="checkbox"/> d35e13d3-f66e-4fe1-a269-bb1f88344116	PAL-Paul	Case16389 (44.0)	30/09/2015 17:08:07	Chris Barnes (NOETICAX\Chris.Ba
<input type="checkbox"/> 87dcad8-94c2-4182-9030-6a006035d7e1	BRJ-BR June	OBGroup2 (14.0)	26/08/2015 11:46:14	Kim Constantine (NOETICAX\kim
<input type="checkbox"/> 2e3791a2-ca52-4c2d-b5c4-f8deac9be370	BDJ-BR DecJan	CRMNOEmailField (13.0)	04/09/2014 12:02:23	Happy Administrator (Admin)
<input type="checkbox"/> 8f48c419-f11c-4ba7-b4eb-d59f26937e82	BDJ-BR DecJan	CRMNOEmailField (13.0)	04/09/2014 11:47:24	Happy Administrator (Admin)
<input type="checkbox"/> 53de811b-5ddb-45dc-ba19-d88bc5375ce5	BDJ-BR DecJan	CRMNOEmailField (13.0)	04/09/2014 11:26:19	JHG h3HGJ (A1112)
<input type="checkbox"/> efb374b-5136-4ac6-990e-4248b7b73b9f	PAL-Paul	Case17054 (7.0)	04/08/2014 11:22:32	Paul Keyes (Paul)
<input checked="" type="checkbox"/> f96630b0-4b3d-4d6f-9aca-1ba032d5bcd4	BDJ-BR DecJan	CRMNOEmailField (12.0)	01/08/2014 17:08:35	Andrew Lewis (NOETICAX\Andrew
<input type="checkbox"/> 78ee1695-3997-4054-9cb0-91a1c9cabbba0	BDJ-BR DecJan	CRMNOEmailField (12.0)	01/08/2014 16:56:08	Happy Administrator (Admin)
<input type="checkbox"/> 82a81935-234d-4b9c-a277-450dc96af58c	BDJ-BR DecJan	CRMNOEmailField (9.0)	01/08/2014 12:34:31	Happy Administrator (Admin)
<input type="checkbox"/> d8749d9c-c38e-4345-9702-9423965a89f8	BDJ-BR DecJan	CRMNOEmailField (9.0)	01/08/2014 12:31:03	Happy Administrator (Admin)

Page Size: 10

Refresh Reprocess **Allocate** Delete

- Click the **Allocate** button at the bottom left of the Call List screen.
- Select the user to whom you wish to allocate the call.

Call List Welcome NOETICAX\brigitte | logout

Calls Search...

Unprocessed | Held | Parked

Select User

Please select a user to allocate this call to:

- Admin (NOETICAX\Admin)
- Alistair White (NOETICAX\Alistair.White)
- Brigitte Reimer (NOETICAX\brigitte)**
- Camelia Suciu (NOETICAX\camelia)
- Christopher Murphy (NOETICAX\Chris)
- Chris Barnes (NOETICAX\Chris.Barnes)
- Danny Singer (NOETICAX\danny)
- Emmanuel Tetteh (NOETICAX\Emmanuel)
- Kim Constantine (NOETICAX\kim)
- Nobby Noetica (NOETICAX\mark)

OK Cancel

Page Size: 10

Refresh Reprocess **Allocate** Delete

The allocated call will be displayed in the **Held calls** Web part in the Synthesys.Net Portal.

Held calls

Select to unhold: Page size: 10

Webflow	Hold reason	Hold time ▲
BR DecJan - CRMNOEmailField 12.0	458973475	01/08/2014 17:08:35

Refresh 1 of 1 Go