MESSAGE OF THE DAY

SYNTHESYS MESSAGE OF THE DAY

Introduction

The **Message of the Day** enables Account Managers and Supervisors to send *Quick Messages* containing simple text or *HTML Messages* with more complex information around the Call Centre to the Agents' workstation.

It is also possible to switch on and off tune sound on the Agent workstation, when a new *Message of the Day* arrives.

Details of quick messages will be stored in the Phoenix Audit table, including information about who has sent a message and to whom it was sent, the date it was sent and from which machine, and the content of the message.

To access details of the Phoenix_Audit table, you need to either query the table directly, or write a report to analyse audits for quick messages.

Sending Messages

The Message of the Day window will open as soon as the Agent logs on to the Synthesys system. Messages can be sent either as a quick, instant Message or as a HTML Message.

Quick Messages   contain simple text messages and can only be sent out to agents currently logged on to the Synthesys system.

The message will pop up on the bottom right hand corner of the screen and will be automatically deleted once the message has been read and is closed.
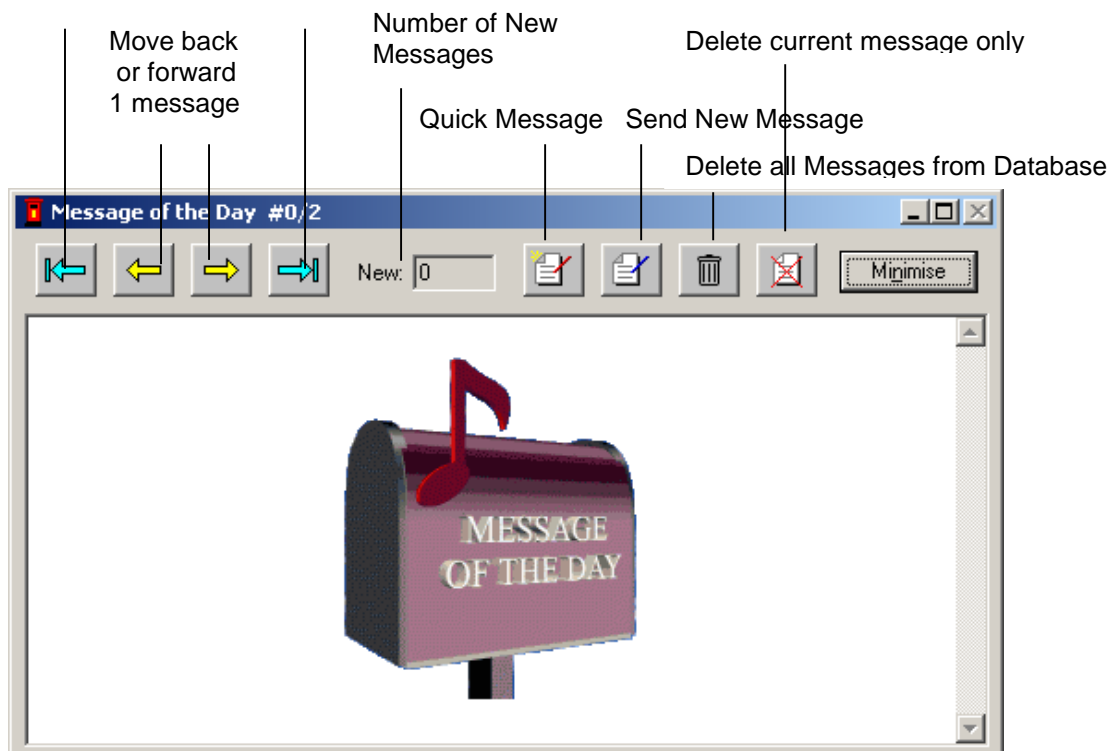
HTML Messages   contain more complex messages, which are saved to the database and can be opened as required.

If messages are dispatched while agents are busy taking calls, a post-box icon will be displayed on the right-hand side of the taskbar, alerting the agent to the fact that a new message has arrived.

Move back to   Move forward to
the first message   the last message

Move back   Number of New   Delete current message only
or forward   Messages
1 message

Quick Message   Send New Message

Delete all Messages from Database

Send Quick Message

If you wish to send a quick and simple text message

- Click the **Quick Message** icon represented by the notepad with a red pencil.

- From the *Send To* list, choose the user group (Everyone, Groups, Users or Teams) that should receive your message.

- Next, select the individual groups (Account Manager, Agent, etc.) users, or teams, as required, holding down the *Ctrl* button on the keyboard for a multiple selection.

- Type your message into the *Type Message* field and click OK to send the message.
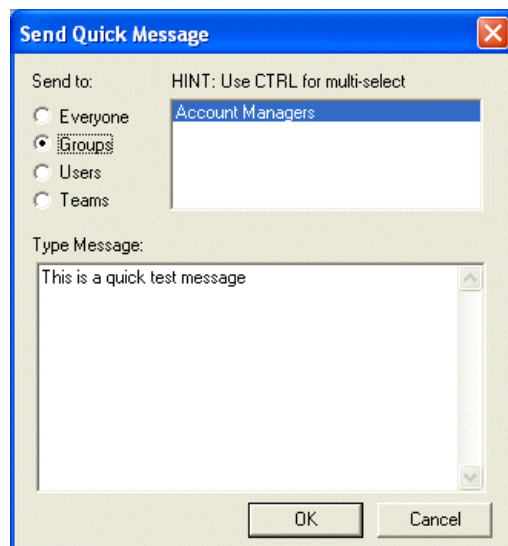

When the *Quick Message* has been dispatched, the **Quick Message** dialogue window will open, displaying the information to all selected users or persons in the selected groups and teams, as long as they are currently logged on to Synthesys.
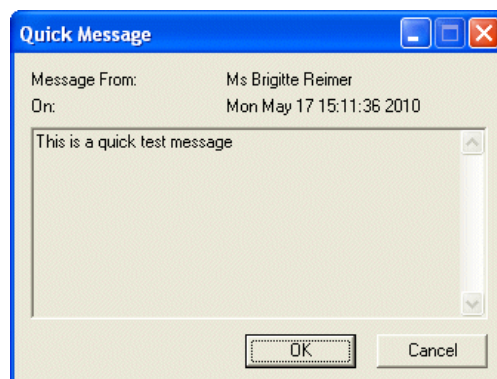
Send New HTML Message

To send an HTML message

- Click on **Send New Message** , represented by the notepad with the blue pencil, to open your HTML Editor (Front Page or Word), where you can enter your message.

- After closing your HTML Editor, click YES to save your message to the Database.
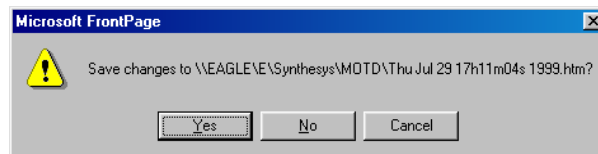
A post-box icon will be displayed on the right-hand side of the taskbar on the agents' workstation, showing that a new message has arrived.

Reading your HTML Messages

In the *New* field the number of new, unread messages will be displayed.
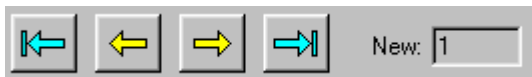
The yellow arrow keys enable you to move back or forward one message at the time, the blue arrow keys allow you to move to the first or the last message received.

Deleting HTML Messages

To delete all HTML messages from the Database

- Click on the bin icon .

- Only Account Managers or Supervisors with access permission to the Callflow Editor are able to delete HTML messages.

To delete the currently displayed message only

- Click on the 'Delete current message' icon .

Message of the Day Sound

It is also possible to switch on and off tune sound on the Agent workstation, when a new *Message of the Day* arrives.

The sound to play, i.e. short, long, or broadcast is defined by registry value *Sound* of the key:
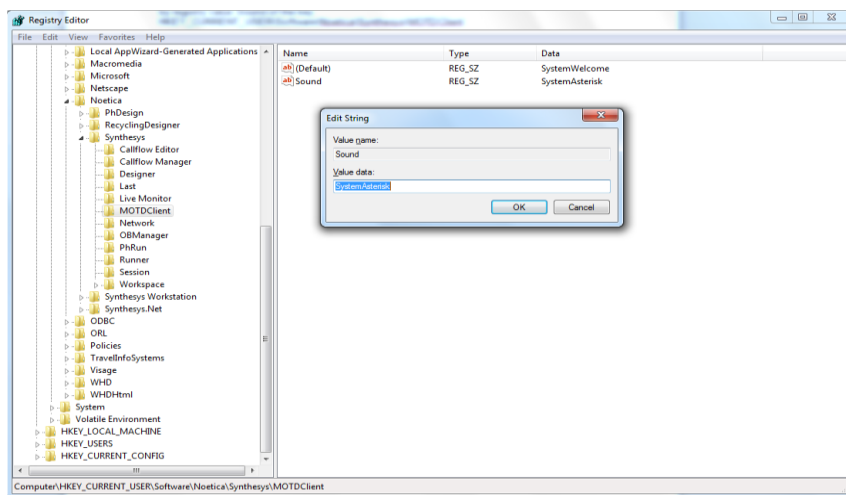
> HKEY_CURRENT_USER\Software\Noetica\Synthesys\MOTDClient

If the value is from the following list

SystemAsterisk
SystemQuestion
SystemHand
SystemExit
SystemStart
SystemWelcome
SystemExclamation
SystemDefault

then the respective sound from the system defined sound scheme is played. If the value is not from the list, the SystemDefault sound is played."

No sound is played, if the key or the value in it does not exist, or if the value is an empty string.

If you wish to use sound, we will send you a text file MOTDClient. To run the key you have to change the extension from .txt to .reg.

Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Noetica\Synthesys\MOTDClient]

"sound"="SystemAsterisk"