



BENEVOICE FOR SALESFORCE

Use Cases & Functionality

BeneVoice Web phone

Version 1.45

Contents

1	Introduction	3
1.1	Pre-requisites.....	3
1.2	Login to the solution.....	3
1.2.1	Login.....	3
1.2.2	Availability management	4
1.3	Omni-Channel Availability integration	5
1.3.1	Omni-Channel login.....	5
1.3.2	Omni-Channel Availability management	6
1.4	BeneVoice web phone.....	7
2	Phone workflows.....	8
2.1	Case - phone workflow.....	8
2.1.1	Inbound call – Single identified customer.....	8
2.1.2	Inbound Call – Not identified / Multiple identified customers	9
2.1.3	Outbound call – Single identified customer	9
2.1.4	Outbound call – Not identified / Multiple identified customers.....	10
2.2	CaseDialog - phone workflow.....	10
2.2.1	Inbound call – Not identified customer	10
2.2.2	Inbound call – Single identified customer.....	11
2.2.3	Inbound call – Multiple identified customers	12
2.2.4	Outbound calls	12
2.3	Contact&Account – phone workflow	12
2.3.1	Inbound call – Not identified customer	13
2.3.2	Inbound call – Single identified caller	14
2.3.3	Inbound call – Multiple identified customers	14
2.3.4	Outbound calls	14
2.4	Contact&Lead – phone workflow.....	14
3	Call Task Activities and details in Salesforce	15
3.1	Call details	15
3.2	Additional information	15
4	CallBack integration and handling in Salesforce	16
5	Dynamic Smart Routing based on any Salesforce data.....	17
6	Enterprise Calls.....	18

7	BeneCloud management – general use cases.....	19
7.1	Voice service pool management	19
7.1.1	BeneDesk Web	19
7.1.2	BeneApp in mobile	21
7.2	Dashboards and Reporting	22
7.2.1	Real-time monitoring dashboard	22
7.2.2	Reporting.....	25

1 Introduction

The purpose of the document is to describe use cases and functionalities of the BeneVoice for Salesforce solution.

The document covers softphone use cases for BeneVoice web phone. If using BeneDesk for Windows softphone, login and softphone usage is different than described in this document.

1.1 Pre-requisites

- Customer’s Salesforce org and needed Lightning apps are activated for BeneVoice for Salesforce usage
- End user is activated for BeneCloud for Salesforce both Salesforce org and BeneCloud
- End user’s BeneCloud user role must include BeneVoice web phone usage in order to use workstation based phone use cases
- Embedded BeneVoice web phone in Salesforce is supported using Chrome web browser

1.2 Login to the solution

1.2.1 Login

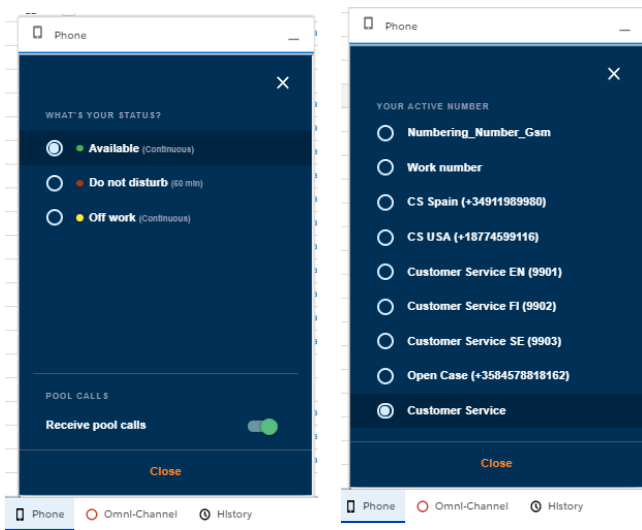
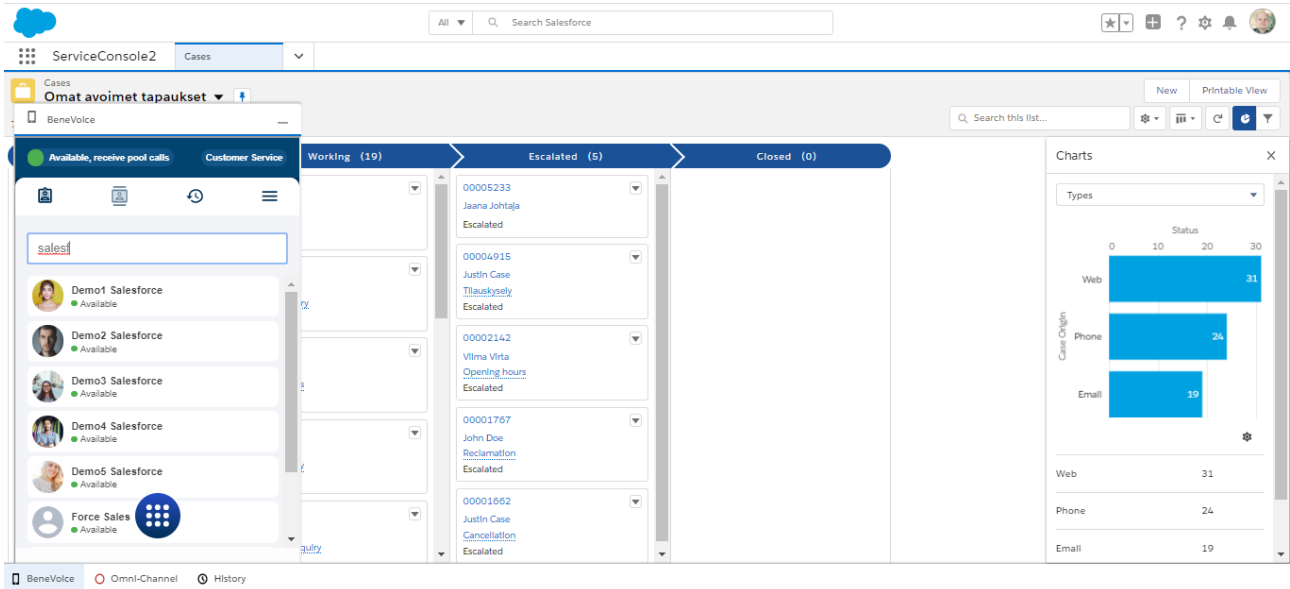
- 1) User logs in as normal to Salesforce web user interface
- 2) User opens Salesforce lightning app, where also BeneVoice for Salesforce is activated.
- 3) BeneVoice web phone utility item is visible in the bottom utility bar. It’s recommended that admin has enabled automatic start of BeneVoice utility item. This means that BeneVoice webphone activates and logs in automatically. (If admin has not enabled automatic start, then user needs to open BeneVoice web phone, when user is automatically signed in to the web phone.)
- 4) BeneVoice web phone is used for controlling phone calls, managing voice channel availability status and caller phone numbers

Note: If user is using Salesforce Omni-Channel and availability integration with BeneVoice, then availability status is centrally managed via Salesforce Omni-Channel utility item. Please see [1.3 Omni-Channel Availability integration](#)

Important notes:

- BeneVoice web phone shall be used in a single Salesforce browser view / tab, where new views and pages are opened within the same single browser view / tab. Console app is recommended for the best user experience.

- Avoid refreshing the whole browser view / tab. Instead, if you need refresh information on the active page, use built in Salesforce options doing so. This ensures that BeneVoice web phone continues functioning as normal.
- If you refresh the whole browser view / tab, you must then re-login to BeneVoice web phone by opening it. Active phone call is also disconnected if you refresh the whole browser view / tab.



1.2.2 Availability management

BeneCloud voice service typically includes customer specific availability statuses, but they always follow the status types described in this chapter. User controls available statuses via BeneVoice web phone. Depending on BeneCloud user role, user may additionally be able to control availability on different voice channel service pools.

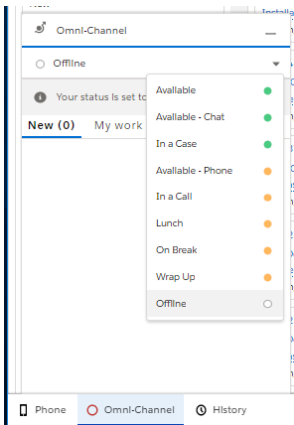
- Offwork
 - Not available to receive voice channel service pool calls
 - Available to receive direct calls (depending on user's call forwarding settings)
 - Able to make outbound phone calls
- Available

- Available to receive voice channel service pool calls
- Available to receive direct calls (depending on user's call forwarding settings)
- Able to make outbound phone calls
- DND
 - Not available to receive voice channel service pool calls
 - Not available to receive direct calls (depending on user's call forwarding settings)
 - Able to make outbound phone calls
- Busy
 - Available to receive voice channel service pool calls
 - Available to receive direct calls (depending on user's call forwarding settings)
 - Able to make outbound phone calls

1.3 Omni-Channel Availability integration

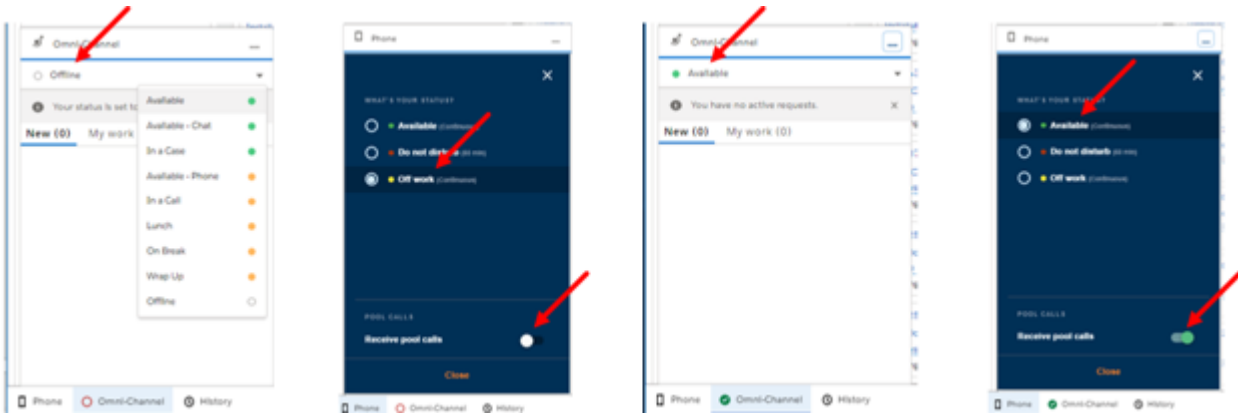
This chapter applies only if Omni-channel Availability Integration is enabled. Then during normal operations user controls login and logout to work including Voice queues via Salesforce Omni-Channel widget. Note: User must also be active in BeneVoice web phone in the same lightning app as Omni-Channel widget.

User logs to Salesforce omni-channel and voice queues via Salesforce Omni-Channel widget.



1.3.1 Omni-Channel login

- When user changes status from Offline to any other status, this activates user in the configured voice BeneCloud voice queues and sets user BeneCloud status to OffWork or Available. User status mapping is done by Salesforce admin.
- When user changes status from any other status to Offline, this will deactivate user in the configured voice queues and set user BeneCloud status to OffWork.



- Going Offline from BeneCloud voice queues works when user initiates this via Omni-channel widget
- If user goes Offline in Omni-channel by any other reason e.g. closing browser, losing network connection, etc., this will not deactivate user in Benecloud voice queues.
- In such a situation user will continue receiving service calls in softphone / configured backup phone terminal, typically mobile device & number. User can then control voice queue activation/deactivation via Benemen UI's (BeneVoice web phone, BeneApp in mobile, BeneDesk web)

1.3.2 Omni-Channel Availability management

- When working via Salesforce Omni-channel, all status changes are controlled via Omni-Channel widget
- User statuses are mapped by Salesforce admin and updated on the background in real time to BeneCloud voice channel.
- Examples:
 - If user goes Lunch status in Omni-channel, this will update Lunch offwork status also to BeneCloud side.
 - User may have certain available type presence statuses for native omni-channel service channels only, e.g. available only for Chat. This can be mapped as Offwork status to Benecloud so user will not receive any service calls, but concentrates working only with Chat service channel
 - Similarly user may have presence status which makes user available only in voice channel
- For service call handling the integration provides automated "In a Call" and "Wrap Up" handling
 - As soon as phone call is ringing on user web phone or user initiates outbound call, Omni-channel status is automatically changed to "In a Call" and user is busy in omni-channel
 - If the call is answered and then ended, status changes automatically to busy "Wrap Up" status. Wrap Up time is configured by Salesforce admin. User can manually change status from Wrap up to something else before configured maximum time. When configured Wrap Up time ends, status reverts back to original status before the call. Wrap up time is optional e.g. this can be left empty in the configuration if not used.
 - If the call is not answered, there isn't any wrap up status, but status goes automatically back to the original status
- Additionally integration provides "In a Case" system status to prioritize Omni-Channel service channels and workload over service calls. Salesforce admin can configure numeric workload limit value. If user's workload is the same or higher than configured value, "in a Case" status is automatically set and user goes Offwork in BeneCloud side.

- Below screenshot provides example how admin has mapped Salesforce Omni-Channel statuses towards BeneCloud

The screenshot shows the 'BeneVoice' configuration page, specifically the 'Presence Statuses Configuration' tab. The page has a navigation bar with tabs: Tenant, Users, Search & Info fields, Blacklist, **Presence Statuses Configuration**, CallBack, Smart Routing, and Enterprise Calls. Below the navigation bar is a table with the following columns: Omni Presense Status, Omni Presense Status Type, BeneCloud Presense Status, and BeneCloud Presense Status Type. The table contains the following data:

Omni Presense Status	Omni Presense Status Type	BeneCloud Presense Status	BeneCloud Presense Status Type
Available	Online	Available	Available
Available - Chat	Online	Chat Only	OffWork
Lunch	Busy	Lunch	OffWork
On Break	Busy	On Break	OffWork
Available - Phone	Busy	Available	Available
Busy	Busy	Busy	OffWork

At the bottom left of the table area, there is a blue button labeled 'Edit mappings'.

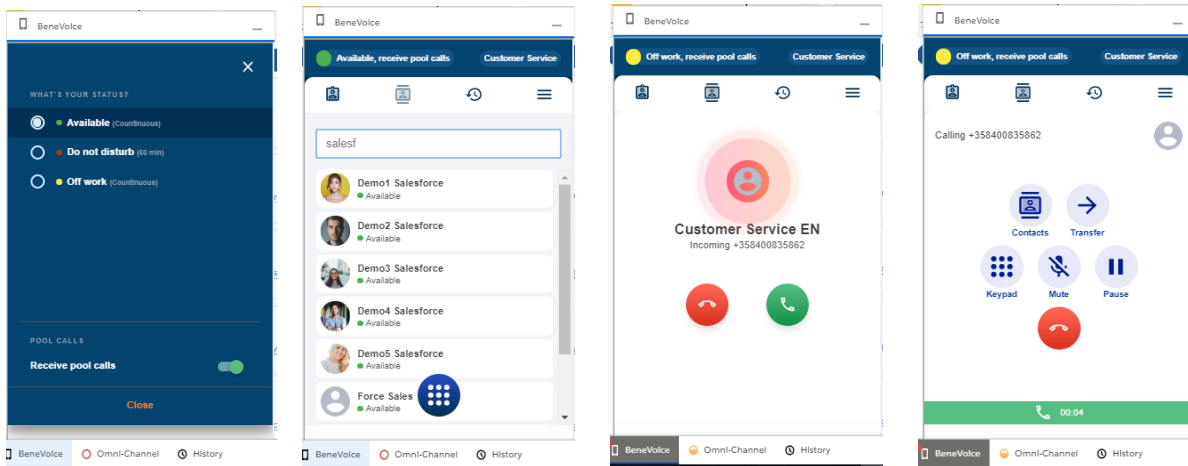
1.4 BeneVoice web phone

Web browser based softphone supported in Chrome browser.

General functionality:

- BeneVoice web phone is based on WebRTC technology
- Make phone calls via web phone contact directory, keypad or call history
- Make phone calls via Salesforce view (click-to-dial)
- Answer, end and decline phone calls
- Selecting caller number for outbound phone calls
- Mute / Unmute microphone
- Hold / Unhold phone call
- Call transfer (direct transfer and consulted transfer)
- DTMF by keypad
- Caller identification from web phone contact directory and voice channel service pool queue name with receiving phone calls
- Availability status management
- Managing availability in voice channel service pool queues
- Voice channel service pool queue details dashboard
- Call history
- Additional user settings are managed via BeneDesk web and BeneApp mobile ui's

More detailed instructions via separate *BeneVoice web phone user guide*.



2 Phone workflows

Choice of 4 different phone workflows, which determine the action with inbound and outbound phone calls. Phone workflow is assigned by admin and can be done on a user basis.

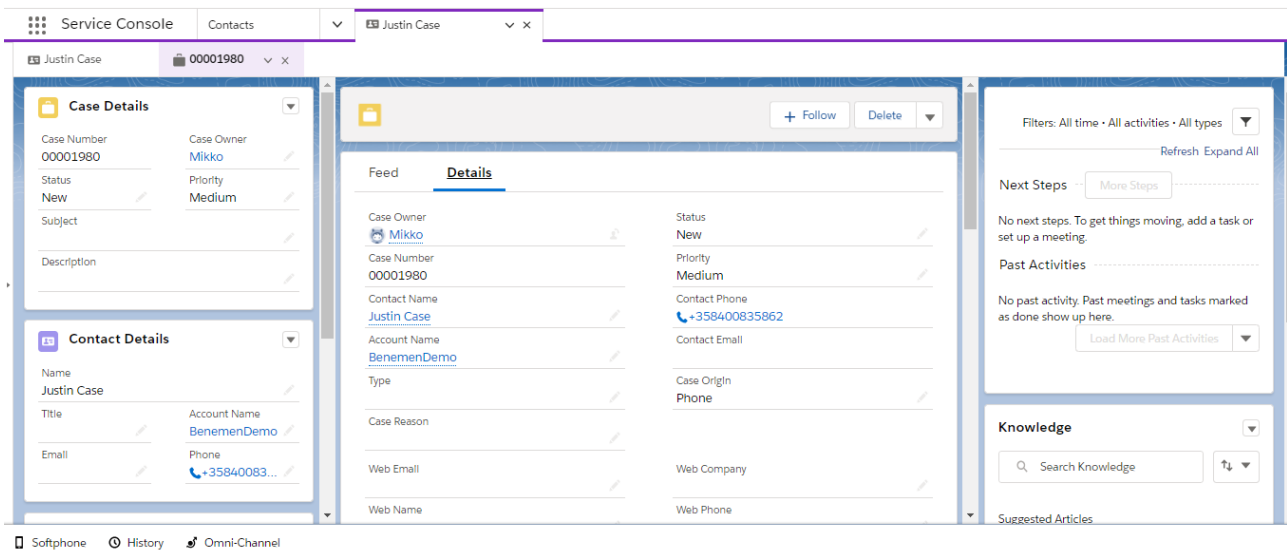
- **Case:** Automated case creation without contact dialog. Targeted for quick case creation. Requires console navigation type of Lightning app for popping up chosen / new cases.
- **CaseDialog:** New & Existing Case handling with contact dialog. Targeted for contact identification and case handling. Requires console navigation type of Lightning app for popping up chosen / new cases.
- **Contact&Account:** Contact & Account identification and screen pop-up.
- **Contact&Lead:** Contact identification. New Lead handling for not identified contacts.

The following sub-chapters are describing the phone workflows in more detail with all the different call scenarios. User based phone workflow is configured by admin via BeneVoice configuration app as part of other user specific configuration items.

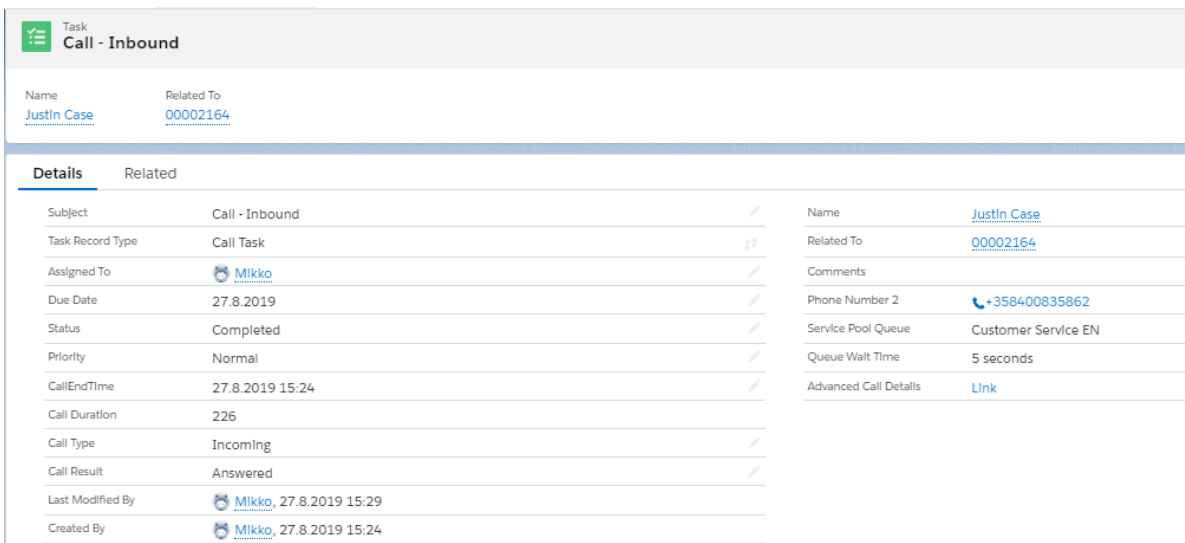
2.1 Case - phone workflow

2.1.1 Inbound call – Single identified customer

1. Phone call rings on web phone. Single identified customer 360-view is opened
 - a. Wephone ui is automatically opened and if service pool queue call, then queue name is visible
 - b. User answers / decline the call
2. When user answers the call, new Case is automatically created and opened. If user declined the call, then a case is not created



- When the call is ended, call task activity is automatically created in the background and also related to the case and the contact. Note: User configuration includes versatile options when and how call task activities are created and pop-up.
- Advanced call details (queue wait time and link to possible call recording) are automatically added to the created call task activity within 10 – 300 seconds after creation.



2.1.2 Inbound Call – Not identified / Multiple identified customers

- Web phone rings, no other action is taken
- When user answers the call, new Case is automatically created and opened but without any customer details. If user declined the call, then a case is not created
- Otherwise the same as the previous use case.

2.1.3 Outbound call – Single identified customer

- Click to dial from Salesforce. Ringing tone for called and also visual indicator in a web phone.

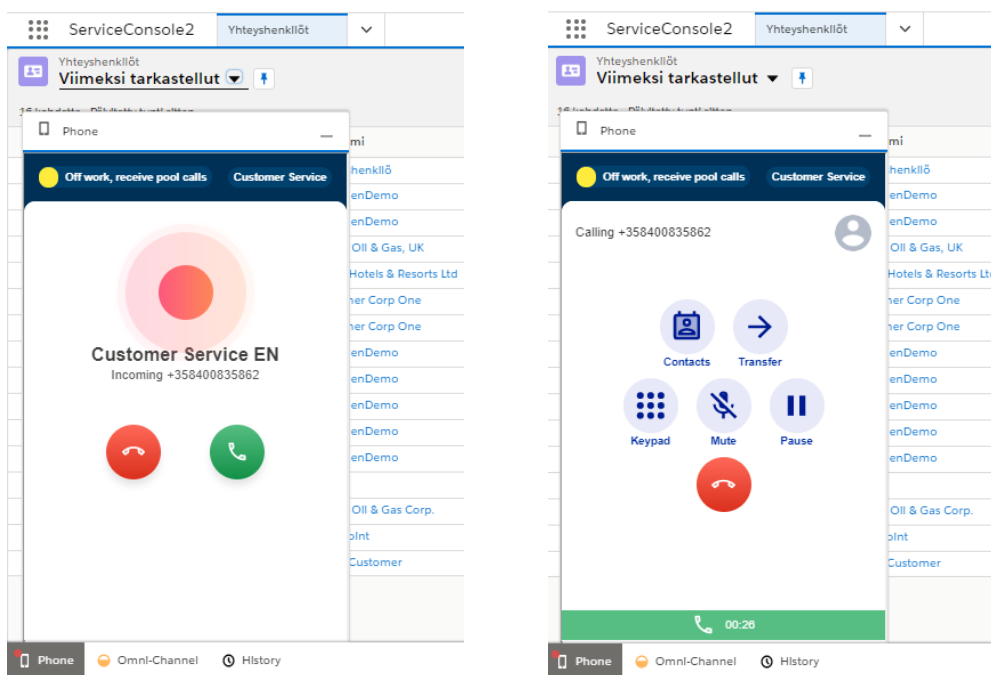
2. Customer 360-view is opened if the call was initiated from some other view.
3. When the customer answers the call, new Case is automatically created and opened. If the customer declined the call, then a case is not created
4. Otherwise the same as the previous use case.

2.1.4 Outbound call – Not identified / Multiple identified customers

1. The same as with [2.1.2](#) .

2.2 CaseDialog - phone workflow

With inbound phone call, web phone is automatically opened for answer / decline. Additionally service pool queue name is visible if phone call is received by one. Phone call management is done via web phone interface.



Recommended usage model is that call task activities are created in the background automatically and also related to the identified customer and the case without any pop up and user action. Additionally User configuration includes versatile options when and how call task activities are created and pop-up if wanted.

2.2.1 Inbound call – Not identified customer

A phone call rings in a web phone and it's opened for answer / decline. At the same time separate dialog window is opened to help user to take next actions with the customer.

Dialog window include the following:

- Customer phone number and service pool queue name / direct call info
- Option to search existing Contact / Account by name. Additional search variables can be configured by admin.
 - Results will by default show Contact and Account name. Additional result details can be configured by admin. E.g. email address, birthdate, etc.
 - If found, option to automatically update phone number and choose contact
 - Choosing existing contact will take to [Single identified customer](#) contact dialog
- Button to create "New Case" without caller identification at this point.

- Close (X) buttons to close dialog without any action.

2.2.2 Inbound call – Single identified customer

As soon as call rings on the web phone, the below dialog is opened in Salesforce

- Contact information: Contact name, Account name + additional details configured by admin
- Voice queue name if the call received via queue, otherwise 'Direct'
- Core details of the five last modified Cases with option to continue working with one. Admin can configure what details are visible.
- Option to search some other existing case for the contact. By default search is by case number, but admin can add additional search variables e.g. Subject.
- Option to create "New Case" for the contact
- Option to create "New Case – Not identified" if you don't want to use identified user
- Close (X) buttons to close dialog without any action.

Case Number	Account Name	Subject	Created Date	Last Modified Date	Name Status	Case Reason	Priority	Case Origin	Booking Number
00006638	BenemenDemo	CallBack - 15.05.2020 11:52	15.5.2020 11:52	15.5.2020 11:52	Mikko New		Medlum	Phone	
00004901	BenemenDemo	Tilauksely	12.12.2019 14:57	15.5.2020 8:15	Mikko Closed	Myynti	Medlum	Email	0123470
00006620	BenemenDemo	Huoltotilaus	12.5.2020 12:20	15.5.2020 8:10	Mikko Escalated	Ongelma	Medlum	Phone	
00001662	BenemenDemo	Cancellation	14.3.2019 11:57	15.5.2020 8:10	Mikko Escalated	Other	High	Phone	
00001652	BenemenDemo	Vakuustilaus	13.3.2019 19:45	15.5.2020 8:10	Mikko Working	Myynti	High	Phone	

2.2.3 Inbound call – Multiple identified customers

As soon as call rings on the web phone, the below dialog is opened in Salesforce

- On top line caller number and Voice queue name visible. (or Direct if call was not received via queue)
- Lists identified Contacts / Accounts (max 10 of both)
- By default Type, Full Name, Business phone, Account Name and Mobile Phone details are shown. Admin can add additional details to be shown.
- Choosing one will take agent to [Single identified](#) dialog
- Search some other contact / account. The same as with [Not Identified](#) flow.
- New Case button to create empty case without any contact/account mapping
- Close (X) buttons to close dialog without any action.

Call Disposition - +3584578818164 --- Customer Service EN ✕

The following records found based on caller's phone number.
Click 'Choose' to select one

Type	Full Name	Account Name	Title	Email	SLA	Level	Languages	
Contact	Paul Newman	United Oil & Gas, UK		mlkko.silonsaar@benemen.com	Platinum			Choose
Contact	Justin Case	BenemenDemo	Director	Justin.case@benedemo.com	Platinum	VIP	English	Choose
Contact	Lauren Boyle	United Oil & Gas Corp.	SVP, Technology	lboyle@uog.com	Gold	Secondary	English	Choose
Contact	Liz D'Cruz	United Oil & Gas, Singapore	VP, Production	ldcruz@uog.com	Platinum	Secondary	English	Choose
Account	Grand Hotels & Resorts Ltd							Choose

Search and choose other customer record

Update phone
 Choose

Continue by creating new case without customer identification

2.2.4 Outbound calls

Currently CaseDialog workflow doesn't have any specific workflow action for outbound call.

Click-to-dial can be initiated from any phone number type field in any view. (Please consult Benemen if click-to-dial should be available in other data type fields than phone number)

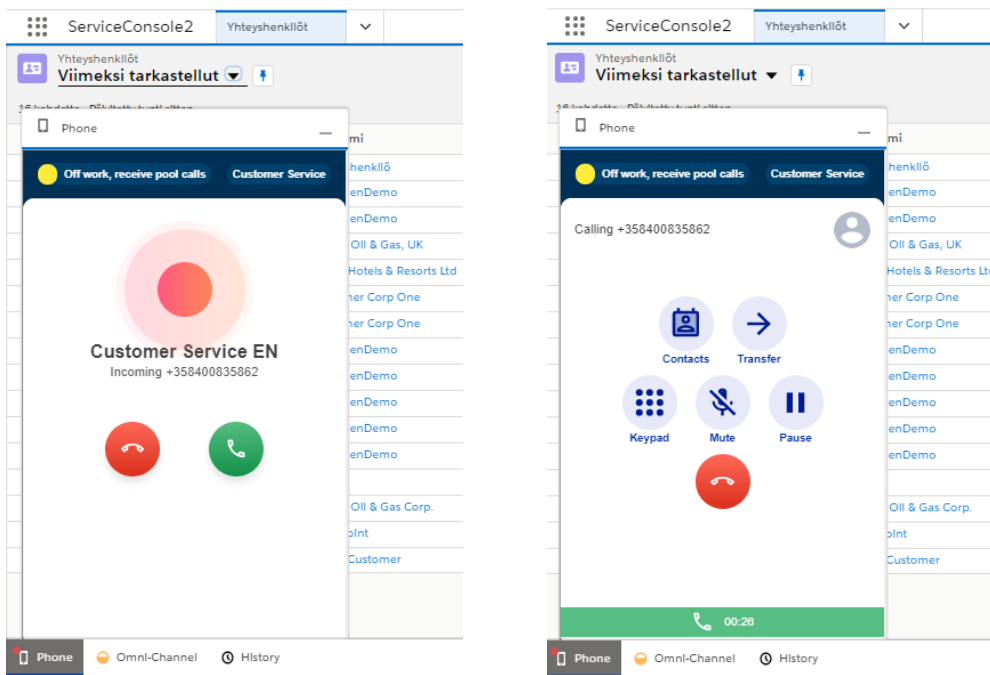
By default Call task activities are created on the background for each outbound call. Call task creation and pop-up can be controlled via user configuration.

If outbound click-to-dial was initiated from Contact object, contact name is automatically assigned in the created call task activity.

If outbound click-to-dial was initiated from some other object, by default automated related to or contact name assignment is not done in the created call task activity. However these can be enabled on tenant and user level configuration.

2.3 Contact&Account – phone workflow

With inbound phone call, web phone is automatically opened for answer / decline. Additionally service pool queue name is visible if phone call is received by one. Phone call management is done via web phone interface.

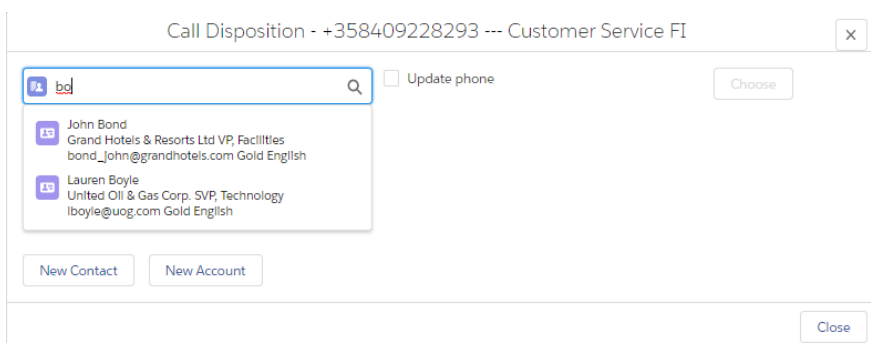


Recommended usage model is that call task activities are created in the background automatically and also related to the identified customer without any pop up and user action. Depending on the use case it might be useful to pop-up activity so that user can add some additional details on it. User configuration includes versatile options when and how call task activities are created and pop-up if wanted.

2.3.1 Inbound call – Not identified customer

As soon as call rings on the web phone , the below dialog is opened in Salesforce.

- Caller number and Voice queue name. (or 'Direct' if direct call to agent phone number)
- By default option to search existing Contact / Account by name. Additional search variables can be configured by admin.
 - Results will by default show Contact and Account name. Additional result details can be configured by admin. E.g. email address, birthdate, etc.
 - If found, option to automatically update phone number and choose contact
 - Choosing existing contact will take to [Single identified customer](#) contact dialog
- Buttons "New Contact" and "New Account" to create new record. Caller number is automatically included as Phone number.
- Close (X) buttons to close dialog without any action.
- Call Task Activity is created when phone call ends based on used configuration.



2.3.2 Inbound call – Single identified caller

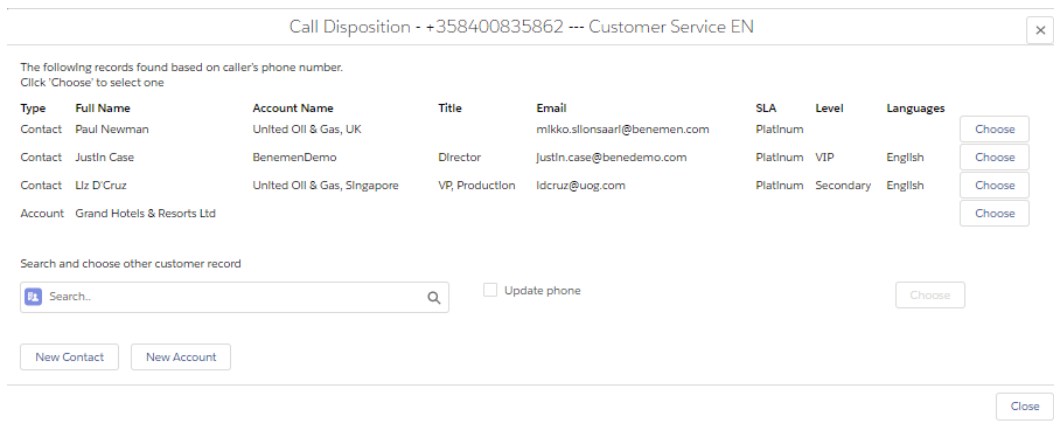
A phone call rings in the web phone and at the same time customer’s 360-view is opened.

Call Task Activity is created when phone call ends based on used configuration.

2.3.3 Inbound call – Multiple identified customers

As soon as call rings on the web phone, the below dialog is opened in Salesforce

- On top line caller number and Voice queue name visible. (or Direct if call was not received via queue)
- Lists identified Contacts / Accounts (max 10 of both)
- By default Type, Full Name, Account Name details are shown. Admin can add additional details to be shown.
- Choosing one will open given Contact / Account card
- Search some other contact / account. The same as with [Not Identified](#) flow.
- Buttons “New Contact” and “New Account” to create new record. Caller number is automatically included as Phone number.
- Close (X) buttons to close dialog without any action.
- Call Task Activity is created when phone call ends based on used configuration.



2.3.4 Outbound calls

Currently Contact&Account workflow doesn’t have any specific workflow action for outbound call.

Click-to-dial can be initiated from any phone number type field in any view. (Please consult Benemen if click-to-dial should be available in other data type fields than phone number)

By default Call task activities are created on the background for each outbound call. Call task creation and pop-up can be controlled via user configuration.

If outbound click-to-dial was initiated from Contact object, contact name is automatically assigned in the created call task activity.

If outbound click-to-dial was initiated from some other object, by default automated related to or contact name assignment is not done in the created call task activity. However these can be enabled on tenant and user level configuration.

2.4 Contact&Lead – phone workflow

Works the same as with Contact&Account phone workflow, but instead of Accounts it identifies and creates Leads.

3 Call Task Activities and details in Salesforce

By default call details are automatically saved as call task activities in Salesforce for all the phone calls handled via web phone integration. This occurs when the phone call ends.

Depending on the workflow and caller identification, call task activities are automatically assigned to identified customer and related to worked Case or identified Account. Additionally, for outbound click-to-dial calls related to and contact matching can be automated.

Admin based user configuration provides versatile configuration options 'when and how' call task activities are created and pop-up.

Customer may freely modify call task layout including needed fields and details.

BeneVoice for Salesforce provides also an option to automate call task activity creation for 'any' BeneCloud phone call i.e. also for other phone calls than the ones done via Salesforce embedded BeneVoice web phone. Please see [Calls Lookup](#) for more details.

3.1 Call details

The following call details can be included in the call task activity. Salesforce admin may freely modify the visible fields and also add some customer specific details.

- Call End Time
- Call Duration
- Phone Number 2 (caller number)
- Service Pool Queue (voice queue name)
- Queue Wait Time (and numeric Queue Wait Time Sec. Added 10 – 300 seconds after activity creation)
- Advanced Call Details (URL to access possible call recording and call details in BeneCloud side. Added 10 – 300 seconds after activity creation)
- Call Type (incoming / Outbound)
- Call Result (Answered / Not Answered)
- Phone to (used with Enterprise Calls functionality only. Includes BeneCloud user phone number in the customer phone call)
- Call Date (used with Enterprise Calls functionality only. Timestamp when the customer phone call occurred)

Option: Case phone workflow - call details saved within case object

Recommendation is to save call details as Call Task Activity with automated relation to the case. However this admin configuration option can be used for saving call details within worked case object.

Note: All call task activity related configuration options are disabled and not used, when 'Save Call Info on Case' option is checked.

3.2 Additional information

"Service Pool Queue" and name has central role with BeneCloud voice queues

- Primary tool / attribute to provide information of the caller, purpose, etc.
- Benemen is not limiting amount of service pools and customer may freely name them
- Visible in call notification, informing agent of the caller, language, purpose, etc.

Wrap Up / After call time details

- Salesforce Omni-Channel and BeneVoice availability integration enables Wrap Up handling fully in Salesforce side
- Wrap Up time is then part of the native Salesforce User Presence dashboards and reports

4 Callback integration and handling in Salesforce

BeneVoice for Salesforce includes option to integrate Benecloud callback functionality with Salesforce.

With this integration callback logic and service are implemented as standard service module at BeneCloud side, but callback requests are fully handled in Salesforce.

- Integration can be activated on Benecloud callback list basis. Configuration is described in separate *BeneVoice for Salesforce - Configuration guide* for admins.
- As soon as customer leaves callback on BeneCloud side, information is fetched to Salesforce and created as Salesforce Case, Task related to Case or Task only. Timespan for Salesforce record creation is max. ~20 seconds.
- All callback request handling is thereafter happening at Salesforce side. (As soon as callback request is successfully created on Salesforce side, it is automatically closed on BeneCloud side with 'Moved to SF' note.)
- Callback cases are assigned to configured Salesforce queues and customer may assign these to agents by any available method.
- Salesforce Omni-Channel with BeneVoice availability integration could be used here for realtime queuing and routing of callback cases.
- BeneVoice installation creates dedicated callback Case and Task record types and page layouts. Customer may modify these for own needs.
- Contact / Account identification is done based on caller's phone number.
 - If single Contact / Account is identified, then Case / Task is created for this record.
 - If none or multiple Contact / Account is identified, then Case / Task are created without any assigned Contact / Account record.
- Callback Case / Task subject is: "Callback - <date & time when callback was left>"
- Callback Case / Task specific fields are
 - Callback ChannelIn , name of voice queue customer left callback request
 - Callback CreationTime , original date & time customer left callback request
 - Callback ContactNumber , phone number to call back to customer
 - Callback Recording URL , URL to listen callback voice message left by customer
- Standard BeneVoice functionality brings additional value for callback handling as agent's can use Click-to-dial for outbound calls and automated call task activities are created for the call attempts.

Example of Callback Case from single identified contact:

The screenshot displays a Salesforce record for a 'CallBack' task. The left sidebar contains three sections: 'Tapaus: Lisätiedot' (Case: Additional Information), 'Yhteyshenkilö: Lisätiedot' (Contact: Additional Information), and 'Tapaukset ylätason kohteelle Yhteysh... (3+)' (Cases for the parent object). The main content area shows a 'Syöte' (Input) section with 'Lisätiedot' (Additional Information) expanded, displaying a grid of fields for the contact and the case. The contact information includes name, phone number, and email. The case information includes status, priority, and creation date.

Tapaus: Lisätiedot	
Tapauksen numero 00005280	Tapauksen omistaja Mikko
Tila New	Prioriteetti Medlum
Alhe CallBack - 07.03.2020 18:08	
Kuvaus	

Yhteyshenkilö: Lisätiedot	
Nimi Tami Testaaja	
Nimike	Tilin nimi Yksityshenkilö
Sähköposti henklo@gmail.com	Puhelin +358400835862

Tapaukset ylätason kohteelle Yhteysh... (3+)	
00005280	CallBack - 07.03.2020 18:08
00005279	CallBack - 07.03.2020 18:04

Syöte Lisätiedot	
Tapauksen omistaja Mikko	Tila New
Tapauksen numero 00005280	Prioriteetti Medlum
Yhteyshenkilön nimi Tami Testaaja	Yhteyshenkilön puhelinnumero +358400835862
Tilin nimi Yksityshenkilö	Yhteyshenkilön sähköposti henklo@gmail.com
Tyyppi	Tapauksen alkuperä Phone
Tapauksen syy	
Takaisinsoltoppyntö palvelusarjasta	
Takaisinsoltoppyntö luontialka 7.3.2020 18:08	
Solttajan puhelinnumero +358400835862	
Takaisinsoltoppyntö äänivesti Link	
Web-sähköposti	Web-yritys
Web-nimi	Web-puhelin
Avaamispäivä/-alka 7.3.2020 18:09	Sulkemispäivä/-alka

Example of CallBack Task from not identified contact:

The screenshot shows a Salesforce record for a 'CallBack' task. The top section displays the task name and date. Below this, there is a list of related records under the 'Lisätiedot' (Additional Information) tab. The records include contact information, case details, and user assignments.

Lisätiedot		Liittyvä
Alhe	CallBack - 07.03.2020 18:10	Nimi
Tehtävätietueen tyyppi	Solttopyyntö	Liitty tietueeseen
Vastuhenkilö	Mikko	Kommentti
Eräpäivä		Takaisinsolttopyyntö palvelusarjasta
Tila	Ei aloitettu	Solttajan puhelinnumero
Prioriteetti	Normal	Takaisinsolttopyyntö luontialka
Edellinen muokkaaja	Mikko, 7.3.2020 18:10	Takaisinsolttopyyntö äänivesti
Luoja:	Mikko, 7.3.2020 18:10	

5 Dynamic Smart Routing based on any Salesforce data

Smart Routing functionality enables customer to dynamically route incoming phone calls based on Salesforce data. This is not especially affecting end user functionality, but enables intelligent routing decisions for incoming phone calls e.g. pass language IVR if we know contact's preferred language, prioritize caller in a voice queue based on their SLA level or route phone call to the agent who is owner of the most recent case for the contact, etc.



Smart Routing is typically activated on voice queues level and requires activation also at BeneCloud configuration side. Benemen provides detailed implementation steps in a separate Smart Routing for Salesforce configuration document.

Native Salesforce Flows and Flow Builder is used to configure actual routing logic. Managed package includes two predefined Flow templates, which can be used and modified for specific customer scenario, when activating Smart Routing. Customer can freely create their own Scenario flows too.

Please consult Benemen for more details on the dynamic smart routing.

6 Enterprise Calls

Enables call activity creation in Salesforce for BeneCloud phone calls, which were not already done and created by Salesforce embedded softphone and phone workflows. Main use case is customer calls answered/made in another BeneCloud voice endpoint e.g. Mobile and BeneVoice for Teams phone calls.



Enterprise Calls task activity creation happens automatically and doesn't require any actions from end users and is not activated on end user basis.

Instead, admin controls and activates if and how calls lookup is activated. Call task activities creation via calls lookup module has the following requirements

- Phone call must be marked as 'work call' in BeneCloud side
- Customer phone number must have at least a one contact record match in Salesforce

Admin can activate the functionality using continuous lookup mode, when call task activities are automatically created ~1 – 6 minutes after the customer phone call is ended. Additionally admin may use one time look up mode, which allows do the look up and call task activity creation up to 7 days old customer phone calls.

Admin controls if call details are created as call task or case object. Also default status of the created record is configurable. If customer phone number is matched with single contact record, the created record is automatically linked to this contact.

Call task / case owner is automatically identified based on BeneCloud user id. Requirement for this is that the user is also activated for BeneVoice for Salesforce including BenemenExternalUserID in the user configuration. Admin can configure default Salesforce user account, which is used as the owner when the above method is not available.

7 BeneCloud management – general use cases

7.1 Voice service pool management

Queue management can be handled flexible from different endpoints.

Management capabilities require BeneCloud Group Manager / Supervisor rights.

- BeneDesk web
<https://discover.benedesk.com>
- BeneApp iOS ja Android smart phones
<https://play.google.com/store/apps/details?id=com.benemen.beneapp&hl=en>
<https://apps.apple.com/fi/app/beneapp/id989797121?l=en>

7.1.1 BeneDesk Web

1. Login to <https://discover.benedesk.com> -> Service Pool Management
Service Pool Management view gives realtime snapshot of voice queues available for given agents and admins.

	Serving	Free	Active	Active calls	Queue length	Max. wait time
CS Japan	3	3	3	0	0	0s
CS South Korea	3	3	3	0	0	0s
CS Spain	2	2	2	0	0	0s
CS UK	2	2	2	0	0	0s
CS USA	3	3	3	0	0	0s
Customer Service EN	1	1	1	0	0	0s
Customer Service FI	1	1	1	0	0	0s
Customer Service SE	1	1	1	0	0	0s
Sales	0	0	0	0	1	7s

2. Click any queue you would like to see in more detail and do changes in real time.
 - a. Modify directly on this screen existing Agent details. Like activate in the queue, change skill level.
 - b. Use “Users” option to remove & add users in the queue
 - c. Use “Settings” to modify voice queue workflow.

Serving	Free	Active calls	Queue length	Max. wait time
0	0	0	1	37s

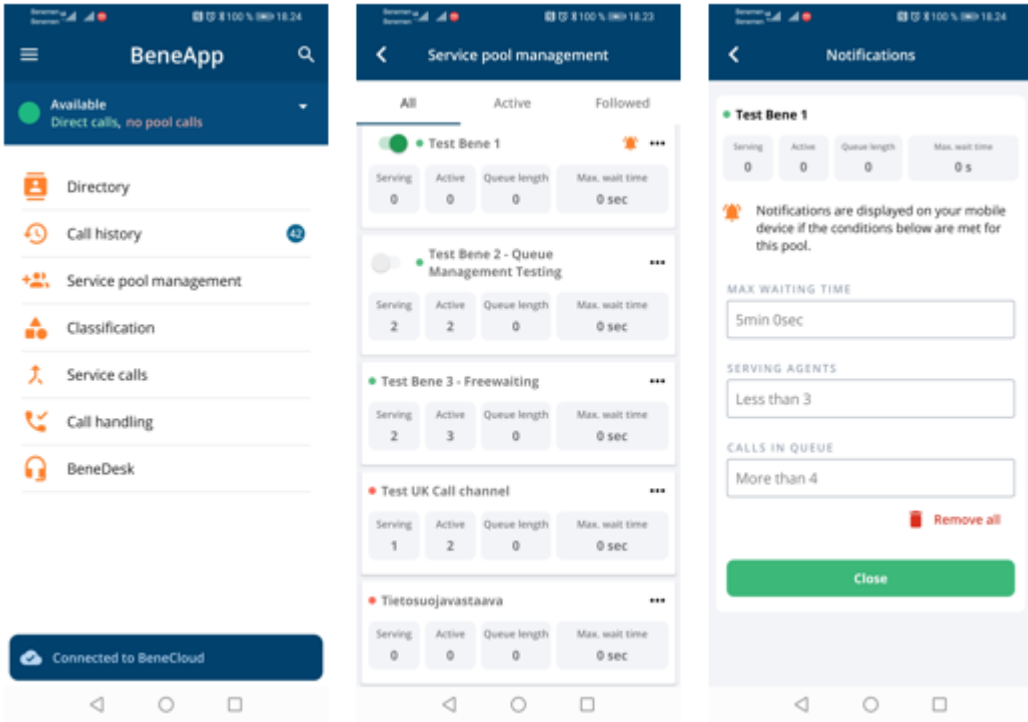
Agent	Availability
Salesforce Demo1	Available
Salesforce Demo2	Available
Salesforce Demo4	Available
Salesforce Demo5	Available
Salesforce Demo3	Available

3. Settings view is used to manage and modify voice queue workflow
 - a. Modify queue announcements, transfers where the calls are connected with given option, schedules when queue is open / closed and exceptions
 - b. Supervisor can upload new announcements to the system via “Create new prompt” option
 - c. “Details” show more detailed information on the configured workflow. These are done and modified via Benemen support request

7.1.2 BeneApp in mobile

BeneApp provides easy to use and feature rich BeneCloud voice channel management in Android and iOS smart phones. In addition to managing service pool voice queues, admin user may also set and control voice queue alarms and notification via mobile app. Possible notifications are delivered as push notification to the mobile device.

BeneApp brings many benefits for end users too. For example user can handle availability by couple of clicks, go available/offwork for voice channel and if needed handle service phone calls via mobile.



7.2 Dashboards and Reporting

7.2.1 Real-time monitoring dashboard

- Service pool voice queue real-time monitoring dashboard is available via BeneDesk Web <https://discover.benedesk.com> -> Service Pool Management.
Selecting any queue will open more detailed view of the queue.

BeneDesk

Set availability | salesforce.demo1

Service pools	Serving	Free	Active	Active calls	Queue length	Max. wait time
CS Japan	3	3	3	0	0	0s
CS South Korea	3	3	3	0	0	0s
CS Spain	2	2	2	0	0	0s
CS UK	2	2	2	0	0	0s
CS USA	3	3	3	0	0	0s
Customer Service EN	1	1	1	0	0	0s
Customer Service FI	1	1	1	0	0	0s
Customer Service SE	1	1	1	0	0	0s
Sales	0	0	0	0	1	7s

The screenshot shows the 'Service pool management' interface for a 'Sales' service pool. At the top, there's a 'Back to service pool list' button. Below that, the 'Sales' service pool is identified with a phone icon and a 'Numbers 7' indicator. A phone number '+3584578814276' is displayed. Key performance indicators are shown: 'Serving' (0), 'Free' (0), 'Active calls' (0), 'Queue length' (1), and 'Max. wait time' (37s). A list of agents follows, each with a status indicator (red or green), name (Salesforce Demo1-5), a progress bar, and an 'Available' status. At the bottom, there are 'Save', 'Users', and 'Settings' buttons.

- Additionally Service calls tab can be used to see in more detail ongoing and recent service calls.

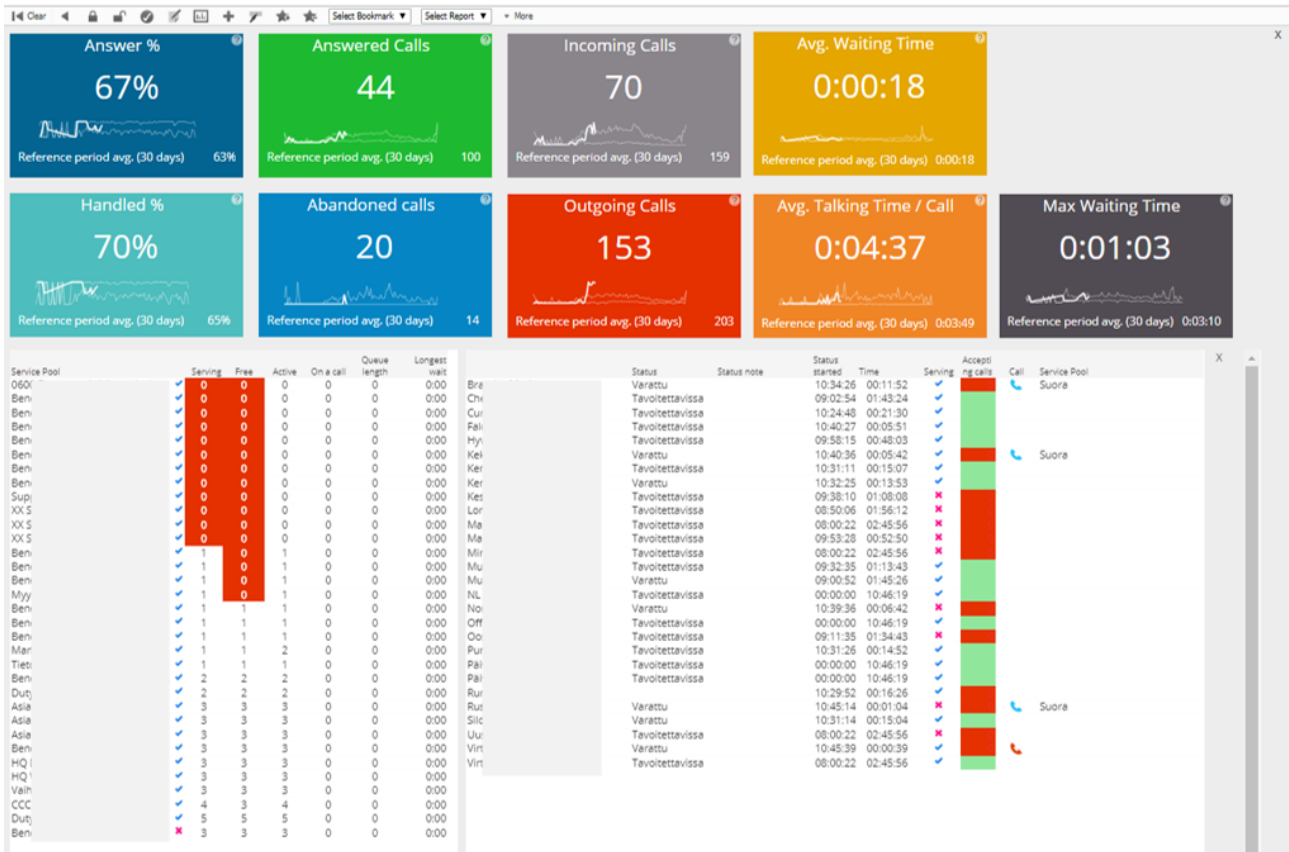
The screenshot shows the 'Service calls' interface. It features a search and filter section with fields for 'Start time' (08/05/2019 09:10), 'End time' (08/05/2019 11:10), 'Entry service pool', and 'Last service pool'. There are also dropdowns for 'User', 'Role', 'Result', and 'Source number'. A 'Search' button is present. Below the filters is a table of call records:

Arrival time	Call result	Source number	Entry service pool	Last service pool	Answering user	WaitTime	
5/8/2019 11:00 AM	Ongoing	+358400835982	Sales	Sales	Salesforce Demo1	00:12	📄
5/8/2019 10:57 AM	Abandoned	+358400835982	Sales	Sales		01:15	📄
5/8/2019 10:30 AM	Abandoned	+358400835982	Sales	Sales		01:01	📄

At the bottom, there are navigation arrows, a page indicator '1/1', and a dropdown menu set to '25'.

- More advanced real-time dashboards & info monitor views can be provided via BeneReports web reporting service and tool, if given service modules are purchased and configured for the customer. When configured, web based BeneReports tool can be accessed via BeneDesk web.

BENEVOICE FOR SALESFORCE
Customer guidance



Salesforce Omni Supervisor

If Salesforce Omni-channel is in use, Omni Supervisor is the main tool monitoring agent work, salesforce omni queues and agent availability. Assuming Omni-Channel availability integration is enabled, dashboard includes availability reporting for voice channel.

Service Console | Omni Supervisor

Agents | Queues Backlog | Assigned Work | Skills Backlog

Agent Summary

All Agents | Agents by Queue

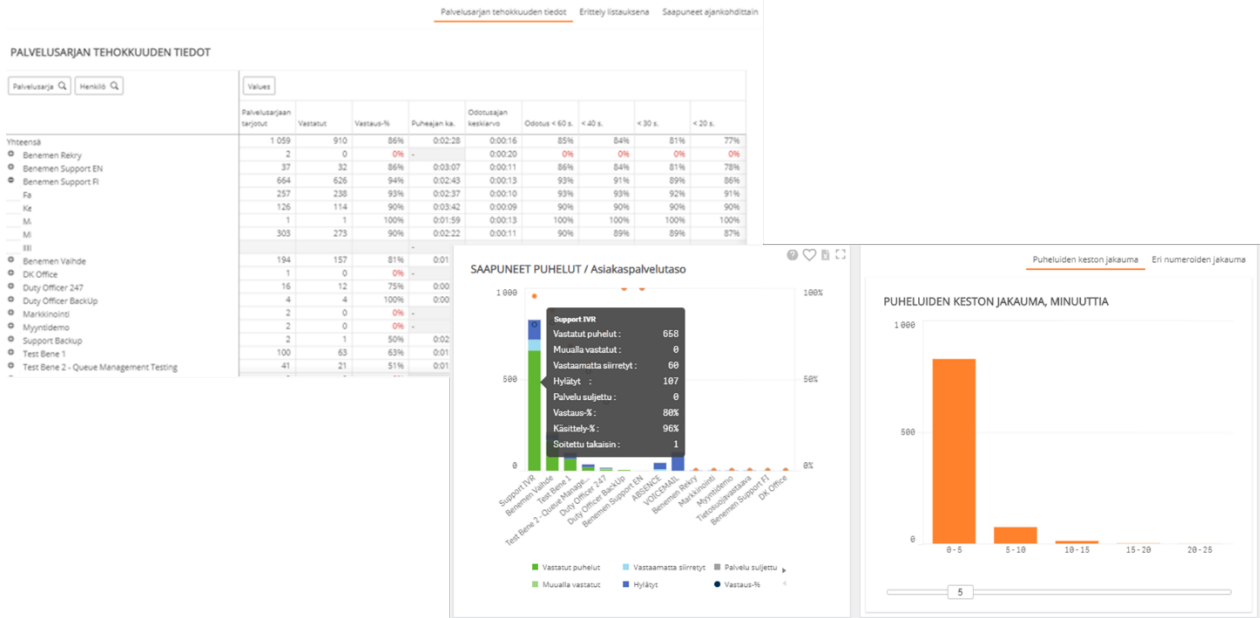
AGENT	STATUS	FLAG	ACTION	WORK SUMMARY	STATE	LOGIN	ACCEPT	CAPACITY	WORKLOAD	CHANNELS	ASSIGNED QUEUES	SKILLS
Lisa C	Lunch		Change Status		1 min 21 s	1 min 37 s	--	0 %	0 / 200		CallBack English, CallBack Sales, CallBack Swedish, CustomerService...	See more
Mikko	In a Call		Change Status		18 s	2 h 46 min 58 s	1 h 23 min 52 s	0 %	0 / 200		CallBack English, CallBack Sales, CallBack Swedish, CustomerService...	See more
Rudf	In a Case		Change Status	1 Chat Transcript	40 s	1 min 30 s	34 s	10 %	20 / 200		CallBack English, CallBack Swedish, CustomerServiceChat, CustomerSe...	See more

7.2.2 Reporting

Rich reporting capabilities can be provided via BeneReports online reporting service and Salesforce reporting & dashboards modules

BeneReports online reporting service

Provides detailed direct phone call, service call and call center reporting. When purchased and configured for the customer, web based reporting tool is accessed via BeneDesk web by users / admins with reporting manager rights.



Salesforce Reports & Dashboards

Provides detailed reports for all the agent work and activities done via Salesforce. All the saved call tasks activities, call details and phone originated case data are available for Salesforce report creation. Additionally with Omni-Channel availability integration user presence reports will include agent availability reporting for voice channel too.

