



Consultant

Operator's Guide

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1. What's new?

This section describes changes as of April 25, 2024.

Table 1-1 Changes made in the last update

TOOL	PAGE	DESCRIPTION
Administration panel	Chat history	The number of disputes in a chat inspection is limited to one.
Administration panel	Chat history	Saving the state of collapsible elements has been added.
Administration panel	Chat history	Added the Has the customer's issue been resolved filter.
Administration panel	Chat history	System messages within the chat are now displayed for all employee roles.
Administration panel	Chat history	Changed the display of the long response label.
Administration panel, Workspace	Chat history	Added a service message with information provided by an external bot.
Widget	Widget	Changed post-survey mechanics: the customer can answer whether their issue has been resolved no more than once. Rating requests are sent after the chat is closed, not after pressing the “Mark resolved” button.
Widget	Widget	Added the ability to manage sound notifications.
Workspace	Customer consultations	Added a button to pin the chat.

2. Introduction

The **Consultant** system was created to support customers. Customers contact us for help with technical issues, service issues, and errors, and to ask for additional information regarding their questions.

Consultant consists of three main parts:

1. The administration panel, which is a tool for managing the system. It stores employee data, chat history between operators and customers, statistics derived from these chats, the chatbot and the history of interactions with it, general information about sites connected to the system, reports on employee performance, etc.
2. A widget is a dialogue window with an online consultant that gets placed on websites. The functionality is also used in independent iOS and Android apps. Customers write their questions in the support widgets to get help from a consultant.
3. The operator workspace is the operator's work tool and is his or her office for consulting with customers. This is where the operator processes incoming requests from customers, tags (assigns topics) customer chats, leaves necessary comments, and also personalizes the work environment by customizing settings, creating and editing quick phrase templates, hotkeys, etc. The entire history of customer communications and their correspondence with operators is saved in a database and displayed in the administration panel.

Table 2-1 Addresses for accessing Consultant

Administration panel	<ul style="list-style-type: none">• https://office.suphelper.com – for access outside the Russian Federation.• https://office.suphelper.ru – for access within the Russian Federation.
Operator workspace	<ul style="list-style-type: none">• https://workspace.suphelper.com – for access outside the Russian Federation.• https://workspace.suphelper.ru – for access within the Russian Federation.
Support widget	On the system-integrated Consultant website.

The system supports the following languages:

- English
- Russian
- German
- French
- Spanish
- Portuguese
- Turkish
- Farsi
- Arabic
- Hindi

- Korean
- Japanese

3. Working in the workspace

3.1. General information

The workspace is an operator's office. The operator receives chats from customers in the workspace. This is where the operator consults with customers, assigns tags (topics) to customer chats, leaves comments, and also configures his or her work environment by customizing settings, creating and editing templates for quick phrases, hot keys, etc.

A queue mechanic has been added to the workspace: one operator cannot have more than 20 chats at the same time. All the customers waiting to connect to an operator form a general queue for each combination of project + language + country of registration + VIP status.

As soon as one of the operators closes a chat, thereby freeing a slot, a customer from the queue is assigned to the free slot. Old chats are placed at the top of the queue, and new ones are added to the bottom of the queue. Requests from VIP customers have higher priority than others, and if an operator serves both VIPs and non-VIPs, then the VIPs will go to the top of the queue. If there are operators who have selected to serve only VIP customers, then VIP customers will go to them. Such operators will not serve other customers.

When transferring from one operator to another based on language, the transferred chat will either be assigned to an operator with a suitable language selection, or, if none of the operators with a suitable language selection have free slots (i.e. 20 chats are already in progress), then the chat will rise to the top of the general queue.

3.2. Shift

A shift starts when the operator logs in to the workspace. A shift ends one hour after the operator logs out of the workspace. If the operator logs out, but the interval between logging out and logging back in is less than one hour, then the previous shift continues.

3.3. Authorization in the workspace

To get started:

1. Make sure that:
 - a. You received your username and password from your supervisor.
 - b. You know the location of your IP address.



Note:

When using a VPN, the location of your Internet address may be different from the physical location of your device. To find out the location of your IP address, use one of these services:

- <https://www.iplocation.net/>
- <https://nordvpn.com/ip-lookup/>

2. Go to the workspace website.
 - a. <https://workspace.suphelper.com> – for access outside the Russian Federation.
 - b. <https://workspace.suphelper.ru> – for access within the Russian Federation.
3. Please enter your username and password.

4. If you have two-factor authentication enabled, enter the six-digit code that you receive from the Reddy service user.
5. Press **Log in**.

3.4. Logging out of the workspace

To log out the workspace, you can use one of the following methods:

1. Close the tab, close the browser, or turn off the computer.



Note:

If you don't plan to work soon, first **end** your shift. Otherwise, there may be problems with correctly ending the shift.

The operator's chats without the **Resolved** mark return to the queue after 3 minutes. They will be distributed to other operators. The operator will go offline in about a minute. If you log in again within 1.5-2 hours, you will be prompted to continue your shift. After this time has passed, the shift will be closed automatically. The end of the shift will be considered the time of last activity, excluding downtime. If you log in again after two hours, a new shift will begin.

2. Log out of the interface.

- a. At the bottom left of the page, press the current user's picture.

A window with information about the shift will appear.

- b. Press **Log out**.

A list of logout options appears.

- c. Press **Log out without ending your shift**.

The operator's chats without the **Resolved** mark return to the queue after 3 minutes. They will be distributed to other operators. The operator will go offline in about a minute. If you log in again within 1.5-2 hours, you will be prompted to continue your shift. After this time has passed, the shift will be closed automatically. The end of the shift will be considered the time of last activity, excluding downtime. If you log in again after two hours, a new shift will begin.

3.5. Continuing a shift

If an operator leaves without ending the shift, his or her chats return to the queue after 3 minutes. They will be distributed to other operators. Chats marked "Resolved" are closed and not returned to the queue.

If an operator's shift is not closed, and the operator logs out and goes offline, then upon subsequent authorization in the workspace the operator will be asked to either continue the unfinished shift or to end it.

If the operator *continues* the shift, then the previous shift will resume and his or her working time in the current shift will include both periods of time from the moment of his penultimate login and the current login, including the last offline period included in the current shift.

If an operator *starts a new* shift, the previous shift will end as of the time the operator against logged in to the system.

If an operator *leaves* the workspace without ending the shift, then a shift report will not be sent to Reddy, because the operator's shift has not ended yet, and only reports about completed shifts are sent. If an operator goes offline with an open shift, then the shift ends automatically after 1.5 hours.

3.6. Break

To go on a break, press your avatar and then the "Start break" button. While an operator is on a break, he or she does not receive new chats from customers. However, new messages are sent to old chats. The "Break" counter displays the total time spent by the operator on a break during the current shift. The total time spent by the operator within the current online shift is also displayed here. When you go on a break, the online work counter stops, the break counter starts, and the "End break" button appears. A large yellow bar also appears at the top of the screen, informing the operator that he or she is on a break: "You have been on a break for <break counter>. Total break time: <duration counter>. You will not receive new chats!"

After pressing on the "End break" button, the break counter stops, the online counter starts again, the bar at the top of the screen disappears, and the operator again begins to receive new chats. The offline counter shows the time spent offline during the current shift. The offline counter counts the time when the operator, for one reason or another, did not have an Internet connection. At the end of the shift, the operator will see his or her total indicators for the shift in these three counters.

3.7. Ending a shift

There are several ways to end a shift, but only the following one is considered correct. To end a shift:

1. At the bottom left of the page, press the current user's picture.
A window with information about the shift will appear.
2. Press **Log out**.
A list of logout options appears.
3. Press **End shift**.
Chats not marked **Resolved** are automatically returned to the queue for distribution to other operators. If the **Send report to Reddy** option is enabled in the employee's profile, a shift report will be sent. Statistics on chats per shift will be considered.

3.8. Work statistics and customer chat history

You can view your work statistics, shifts worked, as well as the history of correspondence with customers on the administration panel. The administration panel is also where assessors inspect the operator's work (ratings are given for each chat). The operator can view and dispute a chat rating in the administration panel.


3.9. Customer consultations


For an operator, the main place of work is the consultation window. This is where the operator receives chats; views basic customer information and metadata from customer devices, selects quick phrases for a response, and carries out the chat.

When new messages arrive in a chat, the browser tab starts blinking. In the list of chats you can view a preview of the latest message from a customer, bot, or operator.




When you scroll a chat by more than the window height, a down arrow appears, which lets you return to the last message.






A chat with a customer contains the following information:



Customer No., ID	A permanent number assigned to the customer in the Suphelper system. The ability to change the customer number to the customer's full name has been added for certain partners.
Customer status	If the customer is a VIP, this fact is displayed in the title.
Project name	The name of the project (consultation platform: website/application) from which the customer is writing.
Lite version	If the chat came from the lite version of the site, then the lite icon will appear in the chat header.
Country of registration	<p>The country that the customer specified as his or her country when registering on the site. It is displayed only if the customer came as a logged-in user.</p> <div>  Note: <p>Currently, this is not yet implemented on all devices. If it is not yet implemented for a device or if the customer arrives as a non-logged-in user, a dash ("-") will be displayed in the country of registration field.</p> </div>
Language	The language version of the site or application the customer is writing from.
Phone number	The phone number of a logged-in customer will be sent in this field from the customer's devices. If the customer has provided a phone number, it will be displayed in this field. If the customer has not provided one (because the client is not logged in or for some other reason), the field will display a dash.
Bot tags	Tags assigned by a bot.
Devices	Client device: desktop version of the website, mobile version of the website, iOS apps, Android apps, Windows applications. The customer can write from one or more devices. If the customer writes from several devices, then the header will display icons for all the devices the customer used to write in the chat. More details about the versions of operating systems, browsers, and applications can be viewed in the menu on the right. In a customer's incoming message, the icon of the device from which the customer wrote it is displayed in the lower right corner.

	<p>Accordingly, the operator will always know which device a customer used to write a message.</p>  <p>Fig. 1 3-1 Device logos displayed in the chat</p> <p>From left to right: Web, iOS app, Android app, Web browser, Windows application, Telegram.</p>
Countries	<ul style="list-style-type: none"> • Country based on IP address – the customer's country automatically determined based on the customer's IP address when contacting support. If the customer is not in their country of registration or if the customer is using a VPN, the country of registration will not be the same as the country based on their IP address. • City based on IP address — the customer's city is automatically determined based on the customer's IP address when contacting support.
Customer messages, files uploaded by a customer	<p>Messages and attachments sent by the customer to the operator/bot in the chat. JPG/JPEG/PNG/PDF/etc. files up to 100MB can be uploaded. The customer can upload several files at a time (multi-attach is available), including by dragging and dropping, and displaying an image album. File multi-attach is not yet available in mobile apps.</p>
Operator messages	<p>Messages and attachments sent by the operator to the customer in the chat. JPG/JPEG/PNG/PDF/etc. files up to 100MB can be uploaded. The operator can upload several files at a time (multi-attach is available), including by dragging and dropping, and displaying an image album.</p>
System messages	<p>Messages that are automatically generated by the system and highlight chat events:</p> <ul style="list-style-type: none"> • <i>The customer was transferred by the operator, from {operator1} to {operator2}. Operator's explanation: {explanation}</i> • <i>The customer has been transferred by the system, from {operator1} to {operator2}. Reason: "Operator offline."</i> • <i>"Operator {operator} has been disconnected from the chat. Reason: {reason}."</i> • <i>The customer has been banned by Operator {operator}. Reason: {reason}. Ban duration: {duration}</i> • <i>The customer is logged in (id {id})." or "The customer is not logged in.</i> • <i>The chat has begun.</i> • <i>The chat has ended.</i> • <i>"You have joined the chat" or "An operator has been added to the chat"</i> • <i>Unable to find an operator.</i> • <i>Looking for an operator. Reason: {reason}</i>

<p>System hotkeys</p>	<p>You can use common system hotkeys (shortcut key combinations) to quickly perform frequent actions.</p> <p>List of system hotkeys:</p> <ol style="list-style-type: none"> 1. Alt+2 marks the chat as “Resolved”. If the chat is already marked "Resolved", then pressing Alt+2 removes the "Resolved" label. 2. Alt+3 opens/closes the "Ban customer" popup 3. Alt+4 opens/closes the “Select operator for transfer” pop-up 4. Alt+5 opens/closes a side menu with customer information 5. If you place the cursor in an input field and press "/", the "Quick phrases" section opens
<p>Message status</p>	<p>If a message has been sent but not read, it will be marked "✓".</p> <p>If a message has been read, it will be marked "✓✓"</p>
<p>Chat participant avatars</p>	<p>If the operator does not have an avatar, then a default avatar using the first two letters of the operator’s name will be displayed</p> <p>An avatar consisting of the last two digits of the customer number will always be displayed for customers.</p> <div data-bbox="778 1173 863 1258" data-label="Image"> </div> <p>Bot avatar in the workspace:</p>
<p>Mark as resolved</p>	<p>Statistics are used to determine the quality of an operator's work. An operator’s statistics are calculated based on his or her chats. Therefore, it is extremely important to close your chats correctly—that is, to set the chat status to Resolved.</p> <p>Types of chat statuses: New, In progress, Resolved, Answered, Missed</p> <ul style="list-style-type: none"> • <i>New</i> — a chat that has entered the system and is not yet being worked on by an operator. • <i>In progress</i> — an open chat that an operator is working on. • <i>Answered</i> — a chat where the operator responded to the customer but did not press the Mark as resolved button. • <i>Resolved</i> — a chat where the operator responded to the customer and did press the Mark as resolved button. • <i>Missed</i> — a chat that was closed without a single operator response, regardless of whether the operator read the chat or not. <p>The Mark as resolved button can have two states: available and unavailable. By default, the button is unavailable until the operator sends at least</p>

	<p>one message to the chat, sets a tag, or leaves a comment. When pressed, the customer is shown a form to evaluate the operator, and the operator is unable to make any changes in the chat (tags, comments, bans, or messages to the customer).</p> <p>Chats that are marked resolved are closed and removed from the general list of chats after 150 seconds. During this time, the operator and the customer have the ability to open the chat again. To do so, the operator needs to press Mark as unresolved, whereas the customer needs to write a message. If a customer adds to a chat marked as resolved within 150 seconds, then if the operator has not closed the shift, the Resolved label will be removed from the chat. After 150 seconds, if no one has opened the chat again, it will close and disappear from the chat list. If the customer writes more, a new chat will be created.</p> <p>The operator status for a chat is not the same as the chat status. Several operators may work on the same chat. Each of these will have their own outcome depending on their work in the chat. The chat could be missed by one operator, resolved by another, and answered by a third, depending on the specific actions taken by each operator in the chat.</p> <ul style="list-style-type: none"> • <i>Resolved</i> — the operator pressed Mark as resolved. • <i>Answered</i> — the operator responded but did not mark the chat as resolved. The chat was closed automatically. • <i>Transferred</i> — a chat that an operator manually transferred to another operator. • <i>Missed</i> — the operator did not open the chat, did not read any messages from the customer, did not leave messages, and did not manually transfer it to another operator. • <i>Ignored</i> — the operator read at least one message in the chat, did not leave any messages, and did not manually transfer it to another operator.
	<p>"Ban customer" button. To ban a customer, select the reason for the ban from the list as well as the period of time the customer will be banned for.</p> <div data-bbox="497 1429 1426 1590">  Warning: A banned conversation is automatically marked as Resolved. </div> <p><i>Reasons for ban:</i></p> <ul style="list-style-type: none"> • Obscene behavior • Spam • Other
	<p>"Transfer chat" button.</p> <p>A chat can be transferred to an online operator with suitable settings: project, VIP service, language, country of registration.</p>

	<p>To transfer based on language, you must select a language from the drop-down list. Only languages selected in the language settings of operators who are online or on break and have the suitable VIP service status and country of registration are displayed. To search, enter a language name in ISO format (for example, en, fr, ru). If every operator has a language selected, the list will be empty.</p> <div>  Note: <p>A transfer based on language is only possible for a language other than the customer's language.</p> </div> <p>When transferring, the chat is checked for strict compliance with the operator's language selections and projects, country of registration, languages, VIP service status, and workload.</p> <p>If there is no operator with language selections, or if all operators who could potentially receive this chat are already maximally loaded, then the chat will not be transferred. The operator will receive a message that the transfer cannot be completed at present.</p> <p>Example. There are three operators on shift: two serve English-speaking customers, and one serves French-speaking customers. The French-speaking operator only serves customers with VIP status. If one of the operators needs to transfer a French-speaking customer without VIP status, then French will not appear in the list of languages, since the operator does not serve customers without VIP status.</p>
	<p>"Pin chat" button. When pressed, the chat will be displayed at the top of the chat list.</p> <div>  Tip: <p>You can also pin a conversation by right-clicking it and pressing Pin.</p> </div> <div>  Warning: <p>Pinning does not affect the lifetime of the chat.</p> </div>
	<p>"Expand right menu" button. By default, the right menu is collapsed.</p>
<p>Field for entering an operator message</p>	<p>To respond, the operator enters the required text in the input field and presses the send message button.</p>

	<p>Operators who work on the Windows operating system can also send messages by pressing the Enter key or Ctrl+Enter on the keyboard (depending on the configured setting: General - Sending messages).</p> <p>Operators who work on MacOS can also send messages by pressing the ⌘+Enter key combination on the keyboard.</p> <p>When responding to a customer, if an operator uses a phrase that is marked in another project as an identification phrase, then when the operator tries to send the message, he or she will receive a warning with the text of the identification phrase. This is done so that the operator does not accidentally send the customer a message that mentions another project.</p> <p>The operator can ignore the warning and send the message anyway.</p>
	<p>Button for attaching a file to a message. Files can be dragged and dropped, and multiple files can be attached simultaneously.</p> <p>JPG, JPEG, PNG, and PDF files can be uploaded.</p>
	<p>Button for opening the emoji menu.</p>
Opening the Quick Phrases menu	<p>To open the quick phrase menu, press the “\” or “/” button on your keyboard. When you press it, a window for selecting a quick phrase opens and lets you search the text of the quick phrase. To close the quick phrase menu, press the "Esc" button.</p>
Attachments	<p>When loading an image, a pop-up appears with the following information:</p> <ol style="list-style-type: none"> 1. The title "<number of uploaded images> image(s) selected" 2. An uploaded picture <ol style="list-style-type: none"> a. has a delete button b. When pressed, the selected image is deleted c. if a single image has been uploaded and it is deleted, the pop-up closes 3. Comment field <ol style="list-style-type: none"> a. optional b. contains a placeholder c. min 2 characters, max 4096 4. Submit button <ol style="list-style-type: none"> a. sends the uploaded pictures 5. Cancel button <ol style="list-style-type: none"> a. closes the pop-up



	<p><i>The uploaded images can be viewed in the pop-up. When viewing images, you can switch between them using the arrow buttons on the keyboard.</i></p> <p>If an error occurs while uploading an image, validation messages are displayed for the following cases:</p> <ol style="list-style-type: none"> 1. if the image size is too large: "The maximum file size is 100 MB" 2. if too many images are attached: "You cannot upload more than 10 files" <p>If a validation message is displayed, the attached images are not uploaded and are not displayed in the chat field</p> <p>Similar requirements apply when the customer uploads images and files in the widget to send to the support operator:</p> <p>Icon for attaching a file</p> <ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. When pressed, a window for selecting files opens. b. Multiple images can be attached to a chat. c. JPG/JPEG/PNG/PDF files can be uploaded. d. The size of a single attached image must not exceed 100 MB e. The maximum number of images in a message is 10.
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The system saves the state (collapsed/expanded) of the right menu, depending on the user's selection. The state is taken into account when the employee subsequently logs into the system and reloads the page.

A list of projects on which the operator is working is displayed on the left side of the screen, and below them is a list of chats the operator has received, ordered as follows:

1. chats for which the response time has expired
2. others


List of projects	<p>Projects that the operator is working on.</p> <p>The counter on the project displays the number of unread chats.</p>
List of chats	The operator's incoming chats.
Draft Draft:	If a message was not sent and the operator moved on to another chat, a draft preview will be displayed on the chat in the list of chats.
Unread messages indicator	Shows that there are unread messages in the chat: customer, system, and bot messages.

	
Long response 	<p>The operator's general settings include a "Long response indicator", a chat in which the customer is waiting for the operator's response will be highlighted in red after the time period specified in the "Response wait time before chat indicator appears" setting.</p>


The lifetime of any chat is one hour from the moment of the last message, regardless of whether it came from the operator or customer. When a chat is assigned to an operator, the chat lifetime is extended by one hour. This prevents operators from receiving chats that may be timed out and close before the operator responds to the customer.

A chat can be highlighted in color. Color highlighting was created to allow the operator to highlight chats in his or her workspace in different custom colors to make the list easier to understand visually. To highlight a chat with a color, right-click it, select "Set label", and press one of the suggested colors. A label with the selected color will then appear next to the chat.

3.10. Workspace settings

In the workspace settings, the operator can personalize his or her workspace. To go to settings, press  in the lower left corner of the screen.

3.10.1. General settings

Long response indicator 	<p>This setting helps the operator monitor conversations where excessive time has elapsed without a response to the customer. For all projects, the operator's response will be currently considered delayed if more than 5 minutes pass from the time the customer asked the question to the operator's response. To avoid long responses, the operator may choose to configure the long response indicator so that unanswered chats are highlighted, signaling to the operator the chat will soon receive a long response label. By default, this setting is set to 5 minutes for all users. After the time specified in the setting has elapsed, the chat is marked in red.</p>
Sending messages	<p>Available options for the "Sending messages" setting:</p> <ul style="list-style-type: none"> • By default, the "Enter key" option is set for all users. • For operators working on the Windows operating system, the Ctrl+Enter key combination. • For operators working on the MacOS operating system, chat messages can be sent to the customer by pressing the Command (or cmd) ⌘+Enter key combination.

Time zone	<p>In the workspace's general settings, the operator can select his or her time zone. After selecting a time zone, the time in the operator's workspace will be displayed based on the selected time zone.</p> <p>Not all cities are included in the list. Simply select any city with the same UTC offset as your city. For example, I'm in Smolensk and my time is UTC+3. This city is not on the list, so I can select any other city with UTC+3: Istanbul, Minsk, Nairobi, Volgograd, etc.</p> <p>By default, if a time zone is not selected in the settings, the operator's workspace will display the time selected on his or her computer.</p>
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3.10.2. Notifications

Basic settings for text and sound notifications in the operator's work environment.

Browser notifications	<p>If the setting is enabled, the operator will receive account notifications as standard browser notifications.</p> <p>If the setting is disabled, the operator will not receive notifications as standard browser notifications on a desktop computer.</p> <p>In order for notifications to arrive, you must also allow the sending of notifications on this site in your browser settings. Additionally, the settings for displaying notifications in some browsers are duplicated in the operating system settings. For example, if your Google Chrome browser is configured to disallow notifications, then you need to allow notifications first in the browser settings and then also in the Windows settings on your work computer.</p>
New chat sound	The operator can choose whether to play a beep when a new chat arrives.
New message sound	The operator can choose whether to play a sound when a new message arrives in the chat.
Sound for new message in current chat	The operator can choose whether to play a sound when a new message arrives in the current chat (the one that is currently open).

3.10.3. System hotkeys

You can use common system hotkeys (shortcut key combinations) to quickly perform frequent actions.

List of system hotkeys:

1. Alt+2 marks the chat as “Resolved”. If the chat is already marked "Resolved", then pressing Alt+2 removes the "Resolved" label.
2. Alt+3 opens/closes the "Ban customer" popup
3. Alt+4 opens/closes the “Select operator for transfer” pop-up
4. Alt+5 opens/closes the right menu with customer information
5. If you place the cursor in an input field and press "/", the "Quick phrases" section opens

3.10.4. Project colors

Section under development.

3.10.5. Quick phrases


The operator can create templates for answering frequently asked questions. These templates are called **Quick phrases** and are located in the corresponding section of the settings. They can be grouped into categories. For customers, only the contents of the **Phrase description** field are displayed.

Quick phrases and categories are displayed in alphabetical order. You can switch between quick phrases and categories using the keyboard arrows. The page offers filters by category and project, as well as the ability to search.

The workspace user can create and edit categories and quick phrases and assign keyboard shortcuts to them. Administration panel users can view and edit previously created quick phrases and categories.

3.10.5.1. Creating a quick phrase category



To create a category:

1. Go to the settings .
 2. Go to the **Quick phrases** section.
 3. Open the **Categories** tab.
 4. Press **Add category**.
- An input field will appear.
5. Enter a category name.
 6. Press the *Enter* key or the **OK** button.

The quick phrase category will be created.

3.10.5.2. Editing a quick phrase category



To edit a quick phrase category:

1. Go to the settings .
2. Go to the **Quick phrases** section.
3. Open the **Categories** tab.
4. Next to the desired category, press  (**Edit**).
5. Change the category name.
6. Press the *Enter* key or the **OK** button.

The category name will be changed.

3.10.5.3. Deleting a quick phrase category


To delete a quick phrase category:

1. Go to the settings .
2. Go to the **Quick phrases** section.
3. Open the **Categories** tab.
4. Next to the desired category, press  (**Delete**).
5. Confirm the deletion.

The category will be permanently deleted. Any quick phrases in this category will be moved to **Uncategorized**.

3.10.5.4. Creating a quick phrase



To create a quick phrase:

1. Go to the settings .
 2. Go to the **Quick phrases** section.
 3. Press **Add a quick phrase**.
- A window for adding a quick phrase will appear.
4. Fill in the following parameters:
 - a. A project is the consultation platform that the quick phrase will be attached to.
 - b. Quick phrase category.
 - c. Title.
 - d. Description.
 5. If necessary, place the cursor in the **Hotkey** field and press a combination on the keyboard.
 6. Press **Add**.

The quick phrase will be created.

3.10.5.5. Editing a quick phrase



To edit a quick phrase:

1. Go to the settings .
2. Go to the **Quick phrases** section.
3. Next to the desired phrase, press  (**Edit**).
4. Change the required settings.
5. Press **Save**.

The quick phrase will be changed.

3.10.5.6. Deleting a quick phrase


To delete a quick phrase:

1. Go to the settings .
2. Go to the **Quick phrases** section.
3. Next to the desired phrase, press  (**Delete**).
4. Confirm the deletion.

The quick phrase will be permanently deleted.

3.10.5.7. Deleting multiple quick phrases

To delete multiple quick phrases:

1. Go to the settings .
2. Go to the **Quick phrases** section.
3. Select quick phrases using the checkboxes on their left, or press **Select all** at the top of the window.
4. Press **Delete** at the top of the window.
5. Confirm the deletion.

The quick phrases will be permanently deleted.

3.11. Notifications

Section under development

To view notifications, tap the bell icon. If you have unread incoming notifications, a counter with the number of unread notifications will be displayed next to the bell.

Incoming notifications.

All	All received notifications (system notifications + notifications sent manually by administrators and managers).
Important	Notifications sent manually by administrators and managers through the notification submission form.
Inspection	<p>System notifications about changes in the inspection status in chats that the user participated in: As present, the following are implemented:</p> <ul style="list-style-type: none"> • Notifications when an assessor rates an operator • Notifications about a changed rating • Notifications about a rejected rating

The rules for receiving these notifications are described in more detail in the instructions for the Consultant administration panel.

3.12. Interface language

Several workspace interface languages are available to the operator. To select the desired language, press the language flag icon at the bottom left of the screen.

The interface language is not directly related to the operator's language selection. Customer chats received by the operator are linked to the languages set in the operator's language selection in the administration panel. The workspace interface language is the language of the operator's work environment. Content in the work area is displayed according to the selected language.

4. Working in the administration panel

4.1. Background

4.1.1. Widget

The customer contacts support via a widget on a website, in an app, through a Telegram bot, or through other channels. Depending on the method, the functionality available to the customer may differ.

Before reaching an operator, the customer receives service messages, interacts with a bot, and receives answers through it. If no suitable answer can be found, the customer is invited to reformulate the question, and a button to call the operator is displayed. If there is still no answer, the process of contacting an operator begins automatically.

The inquiry goes into a queue if there are online operators with the appropriate project, language, country of registration, and VIP customer service status.

If an operator with a suitable language is not found for the customer, the customer is prompted to choose from a list of alternative languages of the currently available operators. The selection process also accounts for the country of registration. After a language is chosen, an operator is selected. The selected language is only used for the current consultation. The customer cannot change the language while they are in the queue. If all operators with alternative service languages are busy, then after a partner-specific period the customer is shown system messages asking them to wait. After 59 minutes, if no new messages are received, the chat is closed.

The customer sees the status of the message: sending, sent, read. You can manage sound notifications, use emojis, and send files from your device or the clipboard.

After the chat is closed, the customer is asked to assess the consultation, indicate whether their issue was resolved, and give a rating from 1 to 5. The rating is considered only for the two parameters: if only one is completed, then the rating is not taken into account.

4.1.2. Operator shifts

An operator shift begins when the operator logs in to the system. A shift ends one hour after the operator logs out of the system. If the operator logs out, but the interval between logging out and logging back in is less than one hour, then the previous shift continues.

About one minute after closing the Workspace tab, the operator will go offline.

1.5 to 2 hours after the operator closes the Workspace tab or presses “Exit before shift ends”, the system will automatically close the shift. The system will automatically close the shift after one hour offline. Upon logging in, there will be no invitation to continue the shift. The end of the shift will be the date of the last activity, i.e. there won't be an extra hour. If an operator reenters the Workspace in two hours, he or she will start a new shift and the old one will close.

4.1.3. Allocating employee access

Roles, employee groups, and projects are mechanisms for allocating employees' access to various pages.

Access rights are allocated as follows:

- An **administrator** has full access, deals with settings for projects, languages, employees, employee groups, and the knowledge base, and gathers statistics. **A person with this role has access to all groups and all users, even if he or she is not a member of these groups. This is the only role that can create, edit, and delete groups.**
- A **manager** oversees moderators, inspects chats, and gathers statistics. **A person with this role has access only to the employees (and related content) with whom he or she shares group membership, according to the assigned role rights. A person with this role sees only the groups he or she is a member of.**
- A **moderator** oversees operators, inspects chats, and sees all customer interactions. **A person with this role has access only to the content of employees with whom he or she shares group membership, according to the assigned role rights. A person with this role sees only the groups he or she is a member of.**
- A **restricted moderator** oversees operators and inspects chats, but only for a restricted number of projects. **A person with this role has access only to the content of employees with whom he or she is part of the same project. The visibility of an employee with this role is limited to projects and related content. A restricted moderator does not have access to groups.**
- A **senior operator** oversees a team of operators with whom he or she shares group membership, participates in chat inspections, and gathers operator statistics. **A person with this role has access only to the content of employees with whom he or she shares group membership, according to the assigned role rights. A person with this role sees only the groups he or she is a member of.**
- An **operator** advises customers. **A person with this role has access only to the content of employees with whom he or she shares group membership, according to the assigned role rights. A person with this role sees only the groups he or she is a member of.**

Table 4-1 Access to pages depending on the employee's role

	ADMINISTRATOR	MANAGER	MODERATOR, RESTRICTED MODERATOR	SENIOR OPERATOR	OPERATOR
Statistics	✓	✓	✓	✓	✓
Statistics → Operators → Closed shifts	✓	✓	✓	✓	✓
Statistics → Operators → Operator time	✓	✓	✓	✓	✓
Statistics → Operators → Operator activity	✓	✓	✓	✓	✓
Statistics →	✓	✓	✓	✗	✗
Chat history	✓	✓	✓	✓	✓

Table 4-1 Access to pages depending on the employee's role

	ADMINIS TRATOR	MANAGER	MODERATO R, RESTRICTE D MODERATO R	SENIOR OPERATOR	OPERATOR
Employees → List of employees	✓	✓	✓	✓	✗
Quick phrases	✓	✓	✓	✓	✓
Notifications	✓	✓	✓	✓	✓

4.2. Statistics

A menu section for visualizing the data for a period.

4.2.3. Operators

A menu item containing pages with operator statistics.

4.2.3.1. Closed shifts

A page for displaying the main statistics about closed operator shifts.


The page has filters  for filtering by time, group, and operator.

Table 4-5 Columns of the “Closed shifts” page

NAME	DESCRIPTION	FORMULA
Operator	Operator username and nickname.	
Shifts	List of operator shifts for the period.	
Online time	The time during which the operator was in the “Online” status.	
Paused time	The time during which the operator was in the “Paused” status.	
Processed (Resolved + Answered)	The number of chats that were closed as Resolved or Answered .	$HC = \sum (D_{Res} + D_{Ans})$, where D_{Ans} is a chat with the Answered status and D_{Res} is a chat with the Resolved status that has been assigned to at least one operator.
Resolved	The number of chats that the operator manually closed. Applies even if the operator has not sent a single reply to the customer in the chat. Banned chats are also considered resolved.	
Ignored	The number of chats where the operator viewed at least one message but did not leave a single response to the customer,	

Table 4-5 Columns of the “Closed shifts” page

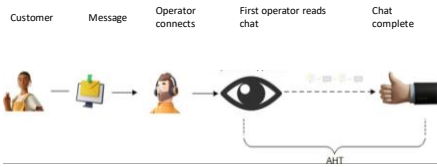
NAME	DESCRIPTION	FORMULA
	did not close it manually, and did not transfer the chat to another operator.	
Missed	The number of chats in which the operator did not view the messages, did not leave a single reply to the client, did not close the dialog manually, and did not transfer the chat to another operator.	
Transferred	The number of chats that an operator has transferred to another operator.	
No error	The number of chats for which the operator received a “No error” rating during an inspection.	
Recommendation	The number of chats for which the operator received a “Recommendation” rating during an inspection.	
Error	The number of chats for which the operator received an “Error” rating during an inspection.	
AHT	<p>The average chat processing duration by support.</p> 	<p>$HT = Date_2 - Date_1$, where</p> <p>$Date_1$ is the time when the first operator reads the chat for the first time and</p> <p>$Date_2$ is the time when the chat is closed.</p> $AHT = \frac{\sum(HT)}{\sum(D_{Ans} + D_{Res})}$ <p>, where</p> <p>HT is the period of time when the chat was in progress.</p>

Table 4-5 Columns of the “Closed shifts” page

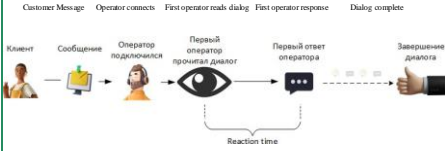
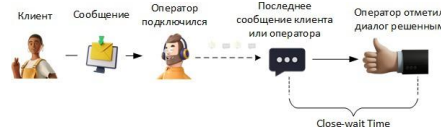
NAME	DESCRIPTION	FORMULA
		<p>D_{Res} is a chat with the Resolved status that has been assigned to at least one operator.</p> <p>D_{Ans} is a chat with the Answered status.</p>
Reaction time	<p>Average reaction time.</p> 	<p>$T_R = Date_2 - Date_1$, where</p> <p>$Date_2$ is the time of the first message from any operator and</p> <p>$Date_1$ is the time when the first operator reads the chat for the first time.</p> $ReT = \frac{\sum(T_R)}{\sum(D_{Ans} + D_{Res})}$, where <p>T_R is the time period between the first reading of the chat and the first response for chats with the Resolved and Answered status that were assigned to at least one operator.</p> <p>D_{Res} is a chat with the Resolved status that has been assigned to at least one operator.</p> <p>D_{Ans} is a chat with the Answered status.</p>
Close-wait Time	<p>The average time until a chat closes.</p> 	<p>$T_{Cw} = Date_2 - Date_1$, where</p> <p>$Date_2$ is the time when the operator presses the button Mark as resolved.</p>

Table 4-5 Columns of the “Closed shifts” page

NAME	DESCRIPTION	FORMULA
		<p>$Date_1$ is the time of the last message from the customer or operator in the chat.</p> $CwT = \frac{\sum(T_{Cw})}{\sum(D_{Res})}, \text{ where}$ <p>T_{Cw} is the time period from the last message in the chat to the pressing of the Mark as resolved button and</p> <p>D_{Res} is a chat with the Resolved status that has been assigned to at least one operator.</p>
FCR	% of customers who say their issue was fully resolved.	$FCR = \frac{\sum(D_{Resolved})}{\sum(D_{Rated})}, \text{ where}$ <p>$D_{Resolved}$ is a chat with the Resolved status for which the customer indicated that his or her issue was resolved and</p> <p>D_{Rated} is a chat with the Resolved status where the customer answered whether his or her question was resolved.</p>
CSAT	% of customers satisfied with the consultation.	$CSAT = \frac{\sum(D_{Resolved})}{\sum(D_{Rated})}, \text{ where}$ <p>$D_{Resolved}$ is a chat with the Resolved status for which the customer gave a rating of 4 or 5 and</p> <p>D_{Rated} is a chat with the Resolved status for which the customer gave any rating.</p>

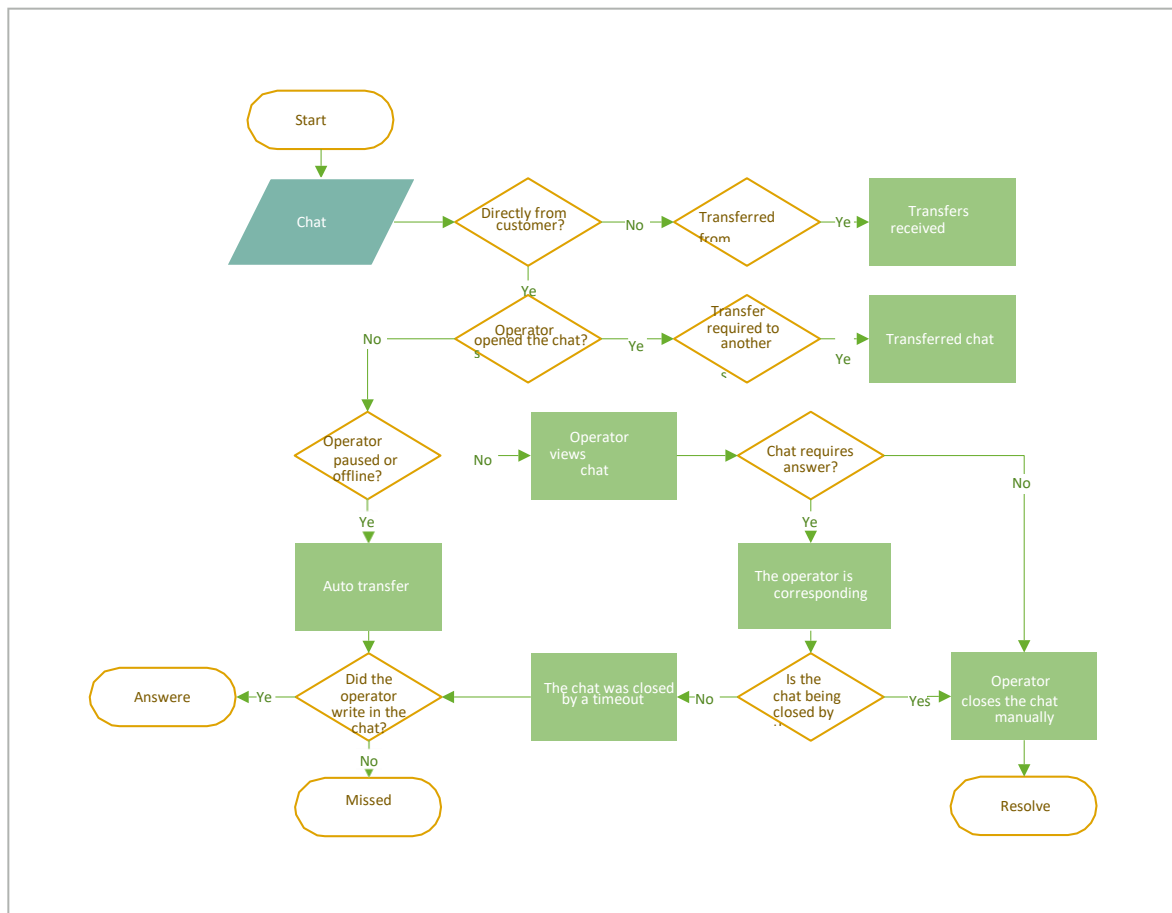


Figure 2 4-1 System for determining operator chat statistics

4.2.3.2. Operator time


A page with a table of statistics about the time that the operator has worked. The page has filters  for filtering by time interval, group, and operator.

Table 4-6 Columns of the “Operator time” page


NAME	DESCRIPTION
Operator	Operator name and username.
Shifts	<p>The number of shifts worked during the selected time period. The start date of the first and last shifts in the selection.</p> <div>  Note: For a detailed view of shifts, press the number that reflects the number of shifts. </div>
Worked	The number of hours worked.
Paused	The amount of time spent paused.

Table 4-6 Columns of the “Operator time” page

NAME	DESCRIPTION
Offline	The amount of time spent offline.

4.2.3.3. Operator activity

A page for viewing statistics about the distribution of operators' working hours.

- Periods the operator spent online are shown in green.
- Periods the operator spent offline are shown in gray.
- Periods the operator spent paused from work are shown in yellow.


Filters  by date, project, language, device, group, and operators are available.

Table 4-7 Columns for operator activity statistics

NAME	DESCRIPTION
Operator	Operator's name (nickname) and username.
Status	Current status.
Chart	Visualization of the operator's statuses on a timeline.

4.3. Chat history

A page with basic information about customer requests for the purpose of monitoring and controlling the quality of operators' conversations. The page displays customer correspondence with the bot and support operators. The following chat options are possible:

- The customer chatted with the bot and didn't call an operator.
- The customer chatted with the bot and then called an operator.
- The customer did not chat with the bot but instead immediately went to an operator.

The page provides the following:



- Search by chat and customer IDs, customer number, and message text. To search, type in the box at the top of the page and press *Enter*.
- Select the columns to display. To configure the columns, press  and use the checkboxes to select the required columns. By default, the *Chat date and time*, *Chat status*, *Customer rating*, *Operators*, *Operator tags*, and *Bot tags* columns are displayed. The *Reaction time*, *Average response time*, *Maximum response time*, and *Issue resolved* columns are also available.
- Filtering chats for display. To filter, press  and select the required options.


Table 4-14 Filters on the chat history page

NAME	DESCRIPTION	EXAMPLE VALUES
Time Interval	The date and time of the period for which data should be obtained.	12/11/2023 00:00 – 12/16/2023 23:59
Chat participants	Who the customer chatted with.	<ul style="list-style-type: none"> • Bot • Operator
List of chatbots	Which bots participated in the chat.	AI_bot
Chatbot status	The result of the customer's interaction with the bot. The filter does not depend on the chat status or whether an operator is participating in the chat.	<ul style="list-style-type: none"> • Answer received – the bot found an answer to all the customer's requests with options or a 100%-match with the original intention. • Partially answered – the bot was able to answer only some of the customer's questions. One or more questions were not answered. • No answer found – the bot could not find an answer to any of the customer's questions.
Chat status	The current status of the chat.	<ul style="list-style-type: none"> • Answered • Processing • Missed • New • Resolved
Message type	Whether the customer profile has the VIP label.	<ul style="list-style-type: none"> • VIP • Not VIP

Table 4-14 Filters on the chat history page

NAME	DESCRIPTION	EXAMPLE VALUES
Country of registration	The country set in the customer profile.	Angola
Project	The source of the chat.	Manhattan Project
Language	The language specified in the customer's application settings.	Russian
Device	The app or device the customer is using for contact.	App_iOS
Has the customer's issue been resolved	The result of the consultation quality survey.	<ul style="list-style-type: none"> • Yes • No • No answer
Customer rating	The rating set by the customer after the chat ends.	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • Not rated
Operator tags	Tags set by operators.	California
Bot tags	Tags assigned by a bot.	Advancebet
Inspection status	Whether there is a dispute or whether an employee needs to verify the chat rating.	<ul style="list-style-type: none"> • Under dispute • Rating inspection required
Inspection rating	The rating set by an employee as a result of the chat inspection.	<ul style="list-style-type: none"> • Error • Recommendation • No error • Not rated
Employee filters		

Table 4-14 Filters on the chat history page

NAME	DESCRIPTION	EXAMPLE VALUES
Group	All employees in a group.	Northwest Division
Operator	List of operators participating in chats.	Alan Turing
Operator status	<p>The status of the chat after interaction with the operator.</p> <div>  Warning: The selection is available only when the Operator filter is filled in. </div>	<ul style="list-style-type: none"> • Answered • Ignored • Missed • Resolved • Transferred
Assessor	Employees involved in inspections.	Dmitri Mendeleev

4.3.1. List of chats

Customer No.	A permanent number assigned to the customer in the Suphelper system.
Chat status	<p>A chat can have one of five statuses:</p> <ul style="list-style-type: none"> • New: open + no reply from operator • Active: open + operator has replied • Resolved: closed + the operator pressed the button to mark the chat as resolved or the customer was banned • Answered: closed + chat timed out after reply was posted by operator • Missed: closed + no reply from operator, read or not read by the operator. <p>Chat status</p> <p>The chat status is determined at the conclusion of the chat and may not coincide with the status of individual operators in the chat.</p>
Reaction time	Time it takes the operator to post an initial reply to a customer query.
Average response time	Average time it takes operators to reply to the customer over the course of one chat.
Maximum response time	Longest interval between customer message and operator response during a chat.

Customer rating	The customer's rating of the service quality. Pressing “...” will display the customer's comment about the rating, if any.
The issue is resolved	The customer's answer to the question of whether support resolved his or her issue: Yes/No
Operators	Operators who participated in the chat. Hovering over “...” displays the operators' comments on the chat.
Tags	Tags assigned by the operators who worked on the chat.

4.3.2. Chats in full

Message text	The text of the customer's messages, the text of the operator's messages, the text of the bot's messages, the text of system messages, the long response label (if any).
Files	Files sent by the customer to the operator, files sent by the operator to the customer. JPG, JPEG, PNG, PDF, etc. files up to 100MB can be uploaded. The customer and operator can upload several files at a time (multi-attach is available), including by dragging and dropping, and displaying an image album. File multi-attach is not yet available in mobile apps.
Project	Project from which contact originated.
Chat ID	Number assigned to a chat in the system.
Date	Date and time chat was created – when the customer sent the first message in the chat.
Customer No.	A permanent number assigned to the customer in the Suphelper system. The ability to change the customer number to the customer's full name has been added for certain partners.
Customer ID	If the customer is authorized, their account number on the site from which they are writing will be shown here. If the customer is not authorized, no number will be shown.
Customer status	If the customer is a VIP, this fact is displayed next to the ID.
Metadata	Customer data:

- The country of registration is the country that the customer specified as his or her country when registering on the site. It is displayed only if the customer came as a logged-in user.



Note:

Currently, this is not yet implemented on all devices. If it is not implemented for a device or if the customer arrives as a non-logged-in user, a dash (“-”) will be sent in the country of registration field.

- Country based on IP address – the customer's country automatically determined based on the customer's IP address when contacting support. If the customer is not in their country of registration or if the customer is using a VPN, the country of registration will not be the same as the country based on their IP address.
- Phone number – the phone number of a logged-in customer will be sent in this field from the customer's devices. If the customer has provided a phone number, it will be displayed in this field. If the customer has not provided one (because the client is not logged in or for some other reason), the field will display a dash.
- Device information formatted as follows: OS icon, browser or app, browser or app version, Consultant name and version.

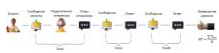
From left to right: Web, iOS app, Android app, Web mobile, Win client + EPOSes + self-service terminal, Telegram.



Note:

The customer can change this information on the website or in the application. This also changes the information in the administration panel, including in chats where the customer information was different.

Language	The consultation language that the customer used when contacting support. It is assigned to the chat.
Chat status	<p>A chat can have one of five statuses:</p> <ul style="list-style-type: none"> • New: open + no reply from operator • Active: open + operator has replied • Resolved: closed + the operator pressed the button to mark the chat as resolved or the customer was banned • Answered: closed + chat timed out after reply was posted by operator • Missed: closed + no reply from operator, read or not read by the operator.

	The chat status is determined at the conclusion of the chat and may not coincide with the status of individual operators in the chat.	
Bot tags	Tags assigned to the chat by a bot.	
Operator tags	Tags assigned to the chat by the operators who worked on it.	
Time indicators	Chat length	The duration of the chat from the time when the first operator first reads the chat to the moment the chat is closed.
	First response time	The duration of the chat from the moment the customer is put in the queue until the first message from an operator.
	Average responsetime	<p>The average time it took for operators to respond during the chat.</p> <p>Formula:</p> $T_R = Date_2 - Date_1$ <p>, where</p> <p>$Date_2$ is the time of the previous message from the customer, bot, or operator and</p> <p>$Date_1$ is the time of the operator's next message.</p>  $ART = \frac{\sum(T_R)}{Q}$ <p>, where</p> <p>T_R is the time period between messages from the customer or bot and messages from the operator and</p> <p>Q is the number of operators' messages in the chat.</p>
	Maximum response time	The value of the highest response time.
Operators	<p>This block displays the operators who participated in the chat and their inspection status.</p> <p>Operator details:</p>	

	<ul style="list-style-type: none"> • Operator nickname • Operator status for the chat <p><i>The chat status at the time when the operator finished working with the customer on the chat. This status will not always coincide with the final chat status, since this operator may have been followed by other operators who changed the chat status. Here we are talking about the chat status resulting from the operator's work with the chat.</i></p> <ul style="list-style-type: none"> • Inspection status + Chat inspection functionality • The rating given to the operator by the assessors <p>The operator status for a chat is not the same as the chat status. Several operators may work on the same chat. Each of these will have their own outcome depending on their work in the chat. The chat could be missed by one operator, resolved by another, and answered by a third, depending on the specific actions taken by each operator in the chat.</p> <ul style="list-style-type: none"> • <i>Resolved</i> - closed + operator has hidden chat or customer was banned. • <i>Answered</i> - closed + chat timed out after reply was posted by operator. • <i>Transferred</i> - manually transferred to another operator. • <i>Missed</i> (closed + no reply from operator + not read by operator). The operator did not read a single message from the customer in the chat, the operator did not leave a single message in the chat, and the chat was not manually transferred to another operator. • <i>Ignored</i> (closed + no reply from operator + operator read at least one message in the chat). The operator read at least one message from the customer in the chat, the operator did not leave a single message in the chat, and the chat was not manually transferred to another operator.
Attachments	You can view uploaded images in a notification. When viewing images, you can switch between them using the arrow keys on the keyboard. The maximum number of images in a message is 10.

The lifetime of any chat is one hour from the moment of the last message from the operator or customer. When a chat is assigned to an operator, the chat lifetime is extended by one hour, which prevents operators from receiving chats that may be closed before the operator responds to the customer.

A chat can be pinned to the top of the operator's chat list. Doing this will not affect the chat lifetime.

When you scroll a chat by more than the window height, a down arrow appears, which lets you return to the last message.

4.3.3. Inspections

A chat inspection is the process of assessing the work performed by operators as part of a chat. One or more operators may in turn participate in a chat.

An inspection is performed on the **Chat history** page. Several filters are available to search for chats that should be inspected.

Table 4-15 Useful filters when searching for chats to inspect

FILTER NAME	DESCRIPTION	EXAMPLES
Time Interval	Chat creation date. If a period is selected, the results will include all the chats created during said period.	12/04/2023 00:00 – 12/07/2023 23:59
Chat status	The status of the chat or the result set by the operator.	Answered, In progress, Missed, New, Resolved
Project	Consultation platform.	myProject
Language	The website language or system language of the mobile device (iOS, Android) the customer used to make contact.	en
Device	The platform the chat came from.	Web, App_iOS, App_Android, WebMobi, App_Windows, Telegram
Customer rating	The customer's rating (1-5) of the service quality.	5
Tag	Tags that operators have added to the chat. If a chat has several tags, it will match the filter if one or more of them are specified.	Florida
Inspection status	The need to verify a rating or participate in a dispute.	<ul style="list-style-type: none"> • Under dispute – the chat has at least one inspection where there is an unresolved dispute. • Rating check required – at least one rating in the chat requires confirmation from a manager or administratorPotntei.

Table 4-15 Useful filters when searching for chats to inspect

FILTER NAME	DESCRIPTION	EXAMPLES
Inspection rating	<p>A rating of the consultation by a moderator, restricted moderator, manager, or administrator.</p> <p>The filter will match if at least one rating in the chat has the selected status.</p>	No error, Error, Recommendation, Not rated
Group	Employee groups.	Northwest Division
Operator	An employee with the Operator role.	Roger Deakins
Operator status	The result of the operator's work in a chat.	<ul style="list-style-type: none"> • Resolved • Answered • Transferred • Missed • Ignored
Assessor	An employee who has the ability to check inspections (moderator and above).	John Brown

A chat becomes available for inspection only after it is closed and all participating operators have completed their work. Active chats in which the customer's query is still being answered are not available for inspection.

The work of each operator in the chat is individually assessed.

After the rating is assigned, the inspection (dispute) form is automatically closed and a notification is sent.

4.3.3.1. Operator



An operator only sees their own rating, not the ratings assigned by assessors to other operators. The operator does not see the names of assessors, only their role in the system. If the operator is not part of a group with a senior operator, they will see the inspection of their chat and will be able to open a dispute if they do not agree with the assigned rating. If an operator is part of a group with a senior operator, they will see the inspection of their chat, but only the senior operator will be able to open a dispute and participate in it if the senior operator does not agree with the rating assigned to the associated operator.

The operator may take part in one dispute with regard to an inspection:

- *A dispute with the assessor* (the assessor may be a moderator, restricted moderator, manager, or administrator).

4.3.3.1.1. Opening a dispute

To open a dispute in the **Operator** role:

1. Use one of the following methods to search for rated chats:
 - Go to the **Notifications** page.
 - Find rated chats manually:
 - Go to the **Chat history** page.
 - Press .
 - In the **Inspection rating** field, select **Error** and **Recommendation**.
Chats with corresponding ratings will be displayed.
2. Go to a chat that you don't agree with.
3. At the bottom of the panel on the right, find the **Inspection** section and under the rating, press **Show details**.
A history of chat ratings changes will open.
4. Press **Open dispute**.
A field for entering a comment will appear.
5. Enter a comment about the dispute.
6. Press **Start dispute**.
7. View updates in the dispute. To do this:
 - a. Go to the **Chat history** page.
 - b. Press .
 - c. Select *Under dispute* in the **Inspection status** field.
 - d. Go to the desired chat.
 - e. The menu on the right will show the inspection history.

4.3.3.2. Senior operator


A senior operator can see their own ratings as well as the ratings assigned to operators in their group. The senior operator opens disputes and takes part in them when not in agreement with the rating assigned to their operators by the assessors. The senior operator does not see the names of assessors, only their role in the system.


The senior operator may take part in one dispute with regard to an inspection:

- *Dispute with the assessor.* The assessor can be a moderator, restricted moderator, manager, or administrator.

4.3.3.2.1. Opening a dispute

To open a dispute in the **Senior Operator** role:

1. Go to the **Chat history** page.
2. Find ratings that need to be inspected. To do this:
 - a. Press .
 - b. In the **Inspection rating** field, select **Error** and **Recommendation**.
Chats with corresponding ratings will be displayed.
3. Go to a chat that you don't agree with.

4. At the bottom of the panel on the right, find the **Inspection** section and under the rating, press **Show details**.
A history of chat ratings changes will open.
5. Enter a comment about an existing dispute or press **Open dispute**.
A field for entering a comment will appear.
6. Enter a comment about the dispute.
7. Press **Start dispute**.
8. View updates in the dispute. To do this:
 - a. Go to the **Chat history** page.
 - b. Press .
 - c. Select *Under dispute* in the **Inspection status** field.
 - d. Go to the desired chat.
 - e. The menu on the right will show the inspection history.

4.4. List of employees

A page where you can view a list of employees who are in the same group as the current one. It is a subsection of the **Employees** menu.

Table 4-16 Columns of the “Employees” page

NAME	DESCRIPTION	EXAMPLE VALUES
Status	Employee workspace status.	<ul style="list-style-type: none"> • Online – the employee has logged in to the workspace and is not on a break. • Offline – the employee has not logged in to the workspace. All employees working in the administration panel will have this status. • Paused – the employee has pressed “Start break”.
Employee	The name and username specified in the employee's account.	Alan Turing a.turing
Role	Role of the employee in the system.	<ul style="list-style-type: none"> • <i>Administrator</i> • <i>Manager</i> • <i>Moderator</i> • <i>Restricted moderator</i>

Table 4-16 Columns of the “Employees” page

NAME	DESCRIPTION	EXAMPLE VALUES
		<ul style="list-style-type: none"> • <i>Senior operator</i> • <i>Operator</i>
Status	Employee account status.	<ul style="list-style-type: none"> • Empty – the account is active. • Blocked – the account is blocked.

Table 4-17 Filters on the “Employees” page

NAME	DESCRIPTION	EXAMPLE VALUES
Group	A list of all groups in the system.	Northwest Division
Role	Role of the user in the system. Multiple values can be selected.	Administrator
Employee type	VIP customer service status.	<ul style="list-style-type: none"> • Serves VIPs • Does not serve VIPs • Serves everyone
Country of registration	The country of registration is set when the project is assigned to an employee. The operator will receive messages from users only from selected countries, if any are selected.	Argentina, Greenland, Bahamas
Project	The project the employee is working on. Only one value can be selected.	Project Mercury
Language	<p>Working language of the employee. Multiple values can be selected.</p> <p>Employees who do not have a language set in even one place will also be included in the results.</p>	en

Table 4-17 Filters on the “Employees” page

NAME	DESCRIPTION	EXAMPLE VALUES
Status	Employee activity status	<ul style="list-style-type: none"> • Deletion in progress • Blocked • Active

4.4.1. Shift reports in Reddy

This report can be delivered to a Reddy user if the **Shift reports** option in the profile of an employee with the **Operator** role is set to **Send**.

The content of the report is presented below.

Shift report ID: [shift id] - [current page number]/[total pages] Employee: [Name]

Time format: UTC 00:00

Period: [month/day/year (hour:minute:second)] - [month/day/year (hour:minute:second)] Online:

[hour.minutes.seconds]

Offline: [hours.minutes.seconds] Paused:

[hours.minutes.seconds]

Project: [Name]

Chats: [Number] Resolved:

[Number] Answered: [Number]

Skipped: [Number]

Ignored: [Number] Transferred: [Number]

Time indicators:

Average reaction time: [hours.minutes.seconds] Average response

time: [hours.minutes.seconds]

// Days are converted to hours. Blocks about chats and time indicators are not displayed if they have no values or if their values are 0

Example report

Shift report ID: 657ae4aaf103bf1f433a3fd1 - 1/1 Employee: username:

a.turing, nickname: Alan Turing Time format: UTC 00:00

Period: 12/14/2023 (11:19:06) - 12/14/2023 (11:20:26)

Online: 6h. 15m. 20s.

Offline: 30m. 55s.

Paused: 5m. 2s.

Project: Save the World

Chats: 10

Resolved: 8

Missed: 1

Transferred: 1

Time indicators: Average reaction

time: 5s. Average response time:

4.5. Quick phrases

This page contains text templates for answers to frequently asked questions. In the administration panel, you can only view and edit quick phrases: they are created exclusively in the workspace. Access to quick phrases is allocated as follows:

- The operator can view and edit the quick phrases that he or she created.
- A senior operator, moderator, and manager can view and edit the quick phrases of operators in his or her group.
- A restricted moderator can view and edit the quick phrases of operators who are assigned to the same project as he or she is.
- An administrator can view and edit the quick phrases of all employees in the system.

4.5.1. Editing quick phrases

To view and edit quick phrases:

1. Go to the **Quick phrases** page.
2. Next to the page heading, in the drop-down menu, select the employee whose quick phrases you want to view.
A list of quick phrases in the employee's categories and projects will appear.
3. Press **Edit** under the description of the quick phrase.
4. Change the required settings.
5. Press **Save**.

4.6. Notifications



Important note:

Section under development

Two tabs are available on the page: **Inbox** and **Sent**.

If there are unread incoming notifications, the name of the **Notifications** section displays a **counter with the number of unread incoming messages**.

4.6.1. Incoming notifications

The types of incoming notifications are described below.

Table 4-18 Incoming notification types

All	All system notifications and all notifications sent manually by administrators and managers.
Important	Notifications sent by administrators and managers via the notification editor.
Inspection	<p>System notifications about changes in the inspection status in chats that the employee participated in:</p> <ul style="list-style-type: none"> • Notifications when the assessor assigns a rating to an operator. • Notifications about a changed rating. • Notifications about a rejected rating.

4.6.1.1. Managing incoming notifications

To manage notifications:

1. Go to the **Notifications** page.
2. Select notifications using the checkbox on the left side or press **Select all** at the top of the page.
3. To mark notifications as read, click **Mark as read** at the top of the page.
4. To delete notifications, press **Delete** at the top of the page.

4.6.1.2. Principles that guide who receives notifications

The principles used to determine which user roles receive notifications are presented below.

NOTIFICATION ON RECIPIENT	RATER				
	ADMINISTRATOR	MANAGER	MODERATOR WHO IS BEING REVIEWED	RESTRICTED MODERATOR WHO IS BEING REVIEWED	MODERATOR WHO IS NOT BEING REVIEWED
					RESTRICTED MODERATOR WHO IS NOT BEING REVIEWED

NOTIFICATION RECIPIENT	RATER					
	ADMINISTRATOR	MANAGER	MODERATOR WHO IS BEING REVIEWED	RESTRICTED MODERATOR WHO IS BEING REVIEWED	MODERATOR WHO IS NOT BEING REVIEWED	RESTRICTED MODERATOR WHO IS NOT BEING REVIEWED
Senior operator (whose operator participated) NOT in the same group as the rater	No	No	No	No	No	No
Senior operator (whose operator participated) in the same group as the rater	Yes	Yes	No	No	Yes	Yes
Operator with a senior operator	Yes	Yes	No	No	Yes	Yes
Operator without a senior operator	Yes	Yes	No	No	Yes	Yes

PERSON WHO CHANGED THE RATING						
NOTIFICATION RECIPIENT	ADMINISTRATOR	MANAGER	MODERATOR WHO IS BEING REVIEWED	RESTRICTED MODERATOR WHO IS BEING REVIEWED	MODERATOR WHO IS NOT BEING REVIEWED	RESTRICTED MODERATOR WHO IS NOT BEING REVIEWED
Senior operator (whose operator participated) NOT in the same group as the person who is changing the rating	No	No	No	No	No	No
Senior operator (whose operator participated) in the same group as the person who is changing the rating	Yes	Yes	No	No	Yes	Yes
Operator with a senior operator	Yes	Yes	No	No	Yes	Yes
Operator without a senior operator	Yes	Yes	No	No	Yes	Yes

PERSON WHO REJECTS THE RATING		
NOTIFICATION RECIPIENT	ADMINISTRATOR	
Senior operator (whose operator participated) NOT in the same group as the person who rejects the rating	No	No
Senior operator (whose operator participated) in the same group as the person who rejects the rating	No	No
Operator with a senior operator	No	No
Operator without a senior operator	No	No