

ASTRID

Astrid will help you with settings and features of your telephony service connected to Microsoft Team telephony. For example, you can log out of telephone queues, set profile and send SMS with Astrid.

INSTALL

You will find Astrid in the Microsoft Teams store after your admin has uploaded the app for your organization. Click the Apps button in the menu on the left and search for Astrid.

Choose Astrid by clicking on the card in the store. In the new window just click the Add button.

If you don't find Astrid in the store, your admin may need to allow external apps or add them as selectable for you as an organization.

DASHBOARD

Select the Dashboard tab in your conversation with Astrid to log in or out of queues you are a member of, set your profile or topup up your mobile data.

The screenshot displays the Astrid dashboard interface. At the top, there is a navigation bar with tabs for 'Konversation', 'Help', 'Dashboard' (which is selected), and 'Om'. Below the navigation bar, the dashboard is divided into several sections:

- Queues:** This section contains three cards, each representing a different queue. Each card has a green circular icon with two people and a red dot, indicating a queue. The first card is for 'Sälj' with 4/9 members logged in and a 'Log in' button. The second card is for 'FTAB Sälj' with 1/2 members logged in and a 'Log in' button. The third card is for 'Weblink STO OH' with 1/5 members logged in and a 'Log in' button.
- Number settings:** This section is titled 'Number settings' and contains a 'Presence' dropdown menu set to 'Möte' and a date/time field set to '2019-11-15 11:29'. There is a 'Save' button below these fields.
- Mobile Data:** This section is titled 'Mobile Data +46705752850' and shows 'You have used 0.883 GB of your 10 GB'. Below this, there are four buttons for purchasing additional data: 'Buy 1GB, 44.1 SEK', 'Buy 3GB, 89.1 SEK', 'Buy 5GB, 116.1 SEK', and 'Buy 10GB, 161.1 SEK'.

Queues

Under Response groups you will find queues you are a member of, you also see if you are logged in or logged out and how many of the queue's agents are logged in. The little dot in the bottom corner shows your status in the queue. To change your status, click Sign in or Sign out.

Number settings

Set your profile and select among the profiles your organization has set in the telephony service, you can also set what end time your profile should have. This is also where you see which profile you have set.

If you have your mobile number linked to your user, you can topup your mobile data and see how much data you have consumed so far this month. The various packages are listed together with their price.

QUEUES

Select your queue tab in the upper part of Astrid application. Here you will get information about your queues and its agents.

Support

Calls in queue	Longest wait time	Available agents	Average wait time	Service level	Answered
0	01:04	4/5	00:23	100%	5/5

Agents

Jonathan Lager	
☛ 2 ☉ 33:16	
Simon Eckerman	
☛ 2 ☉ 00:51	
Robert Gustafsson	
☛ 0 ☉ 00:00	
Ted Johansson	▶
☛ 0 ☉ 00:00	
Johan Andreasson	
☛ 1 ☉ 28:49	

Calls in queue

Sälj

Calls in queue	Longest wait time	Available agents	Average wait time	Service level	Answered
0	00:16	3/9	00:16	100%	1/1

Agents

Anders Freese	
☛ 1 ☉ 01:05:03	
Henrik Lindblom	▶
☛ 0 ☉ 00:00	
James Pink	▶
☛ 0 ☉ 00:00	
Jessica Ceder	▶
☛ 0 ☉ 00:00	
Johan Olofsson	▶
☛ 0 ☉ 00:00	
Jörgen Lager	
☛ 0 ☉ 00:00	
Maria Wikström	▶
☛ 0 ☉ 00:00	
Patrik Dubén	
☛ 0 ☉ 00:00	
William Ridderström	▶
☛ 0 ☉ 00:00	

Calls in queue

Calls in queue. Number of current calls in queue.

Longest wait time. Wait time for the call that stayed in the queue the longest.

Available agents. Number of agents that are not paused and all of the queue's agents.

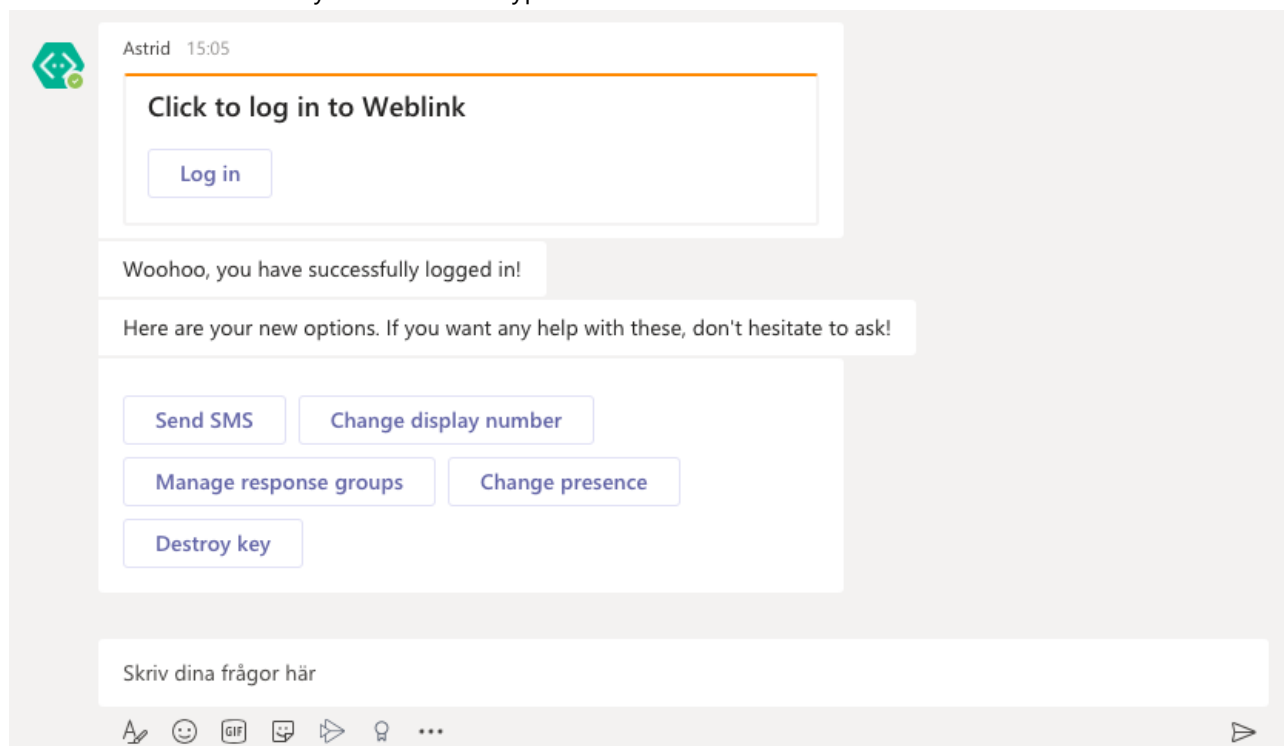
Average wait time. The average time of all calls in queue.

Service level. Value of the parameters given to the queue at the queue setting in your phone system portal.

Answered. Number of answered calls compared to the total amount of calls.

ASTRID AND CONVERSATION

In order to communicate with Astrid, you must first log in with your user in the telephony service. Type "log in" or "get started" and you will get a login window where you fill in your login details, once you have authenticated, the window closes, and you are logged in to the telephone service. You also now get a few choices with buttons that you can click or type in the chat box with Astrid.



With Microsoft Teams installed on your mobile phone, you can do everything you can in a conversation with Astrid. Just select Astrid in your list of chats and start typing commands, if you are already logged in with your computer you do not need to log in again on your mobile.

Queues

If you want to log in or out of a telephone queue, you can write Response Groups and bring up the options available. You can manage your own agent, another agent that is if you are an admin and see the status of a queue.

If there is only one queue that you can log in or log out of, you are logged out directly, otherwise you can choose which queue you want to interact with.

The screenshot displays a chat interface with the following elements:

- Message 1:** A system message on the right: "15:07 response groups".
- Message 2:** From Astrid (15:07): "What would you like to do?". Below it are four buttons: "Manage my agent", "Manage someone's agent", "Status of response group", and "Cancel".
- Message 3:** A system message on the right: "15:07 Manage my agent".
- Message 4:** From Astrid (15:07): "Do you wish to log in or out?". Below it are two buttons: "Log into response group" and "Log out from response group".
- Message 5:** A system message on the right: "15:07 Log into response group".
- Message 6:** From Astrid (15:07): "Ok, I'll log in to Testkö".
- Message 7:** A system message: "You has been logged in to Testkö."
- Input Area:** A text box with the placeholder "Skriv dina frågor här" and a send button.
- Toolbar:** Icons for text, emojis, GIFs, attachments, voice, and a menu.

You can see the status of the response group, type or click the Status of the response group [queue name]. Astrid will show you which agents are logged in/out from your queue and which calls are pending.

15:08
status for response group Testkö

Astrid 15:08
In the response group Testkö, Exernal: 0731255478, cellip api api are logged in.
Daniel Fors is logged out.
0 calls are waiting in the queue.

Skriv dina frågor här

✍️ 😊 📁 🗨️ 📌 💡 ⋮ ➤

Mobile data

Write mobile data or topup to Astrid and she will list your choices and price that you will be able to topup with also she will show how much data you have already used. If you do not have a mobile number linked to your user, talk with your admin and make sure your number is connected or port into your phone system.

15:13
topups

Astrid 15:13

WL - Patrik Dubén - +467057

You have used 3.105 GB of your 10 GB. Would you like to top up?

Topups

1 GB - 44.1 kr	3 GB - 89.1 kr	5 GB - 116.1 kr
10 GB - 161.1 kr		

Skriv dina frågor här

✍️ 😊 📁 🗨️ ⋮ ➤

Presence

With Astrid, your phone profile is connected to teams where you can set your profile through the conversation and thereby be able to make outgoing and receive incoming calls according to your profiles.

See the Profiles Manual for more information on how to set or add new profiles. To set a profile, just write which profile you like to set followed by a colon ":", you can also set end time.

Example of setting profile for lunch.

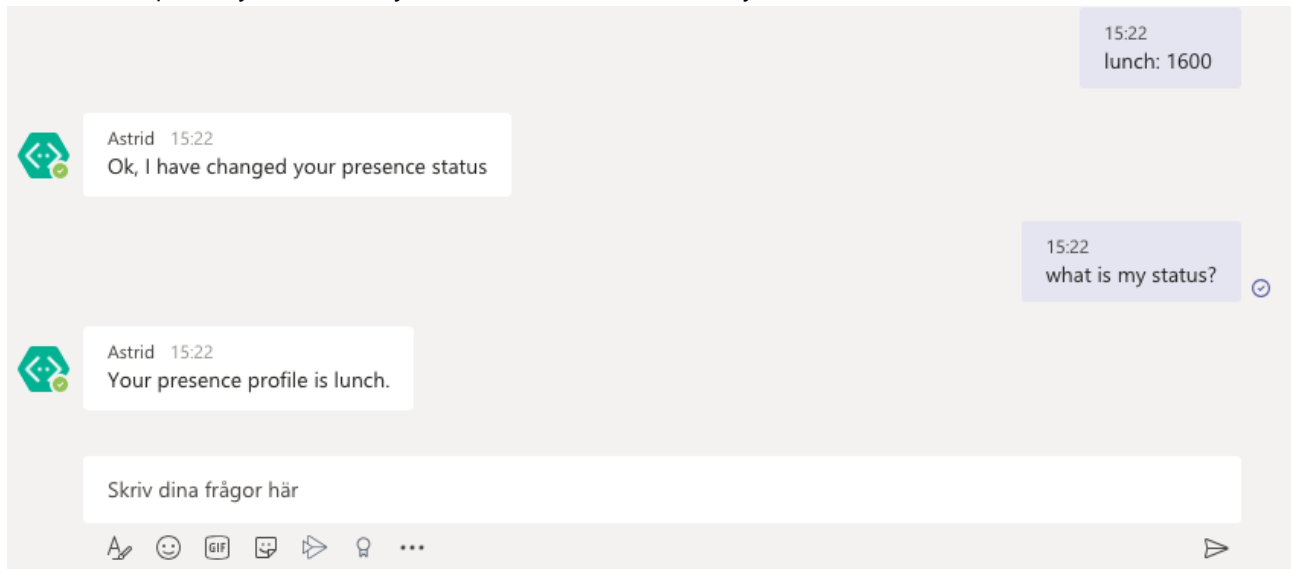
"Lunch: 2019-11-10 15:00"

Your profiles often have an abbreviation that you can enter instead of the full profile name.

If you want to see which profiles you can set, write help and choose Change presence.

The screenshot shows a chat interface with a light gray background. At the top right, there is a timestamp '15:19' and the word 'help' in a light blue box. On the left, there is a green hexagonal icon with a white face and a plus sign. The main chat area contains a white message bubble from 'Astrid 15:19' with the text: 'What would you like help with? I can provide assistance for the topics below. For more help, visit help'. Below this text are five blue buttons: 'Send SMS', 'Change display number', 'Manage response groups', 'Mobile data', and 'Change presence'. To the right of the chat area, there is another timestamp '15:20' and a blue box containing 'Change presence' with a small circular icon to its right. Below this, another white message bubble from 'Astrid 15:20' contains the text: 'You can change your presence profile by sending the name of the profile you would like to change to followed by a colon (:), e.g. 'meeting:'. If you specify a time or date after the profile name, the profile will only be active until the time you specified, i.e. 'lunch: 1345' would set your presence status to lunch until 13:45. Dates must be specified like YYYY-MM-DD Please refer to the Help tab for more information.' Below this message is a white box with a list of profiles: 'Dina tillgängliga profiler med tillhörande triggers är tillgänglig: lunch: möte: sjuk, sjk: vård av barn: semester: tjänstledig: tjänsteresa: tillfälligt ute: ute på arbete: gått för dagen: stör ej:'. At the bottom of the chat area, there is a white input field with the placeholder text 'Skriv dina frågor här' and a row of icons: a pencil, a smiley face, a GIF icon, a video icon, a paper plane icon, a speech bubble icon, and a three-dot menu icon. On the far right of the input area, there is a blue paper plane icon.

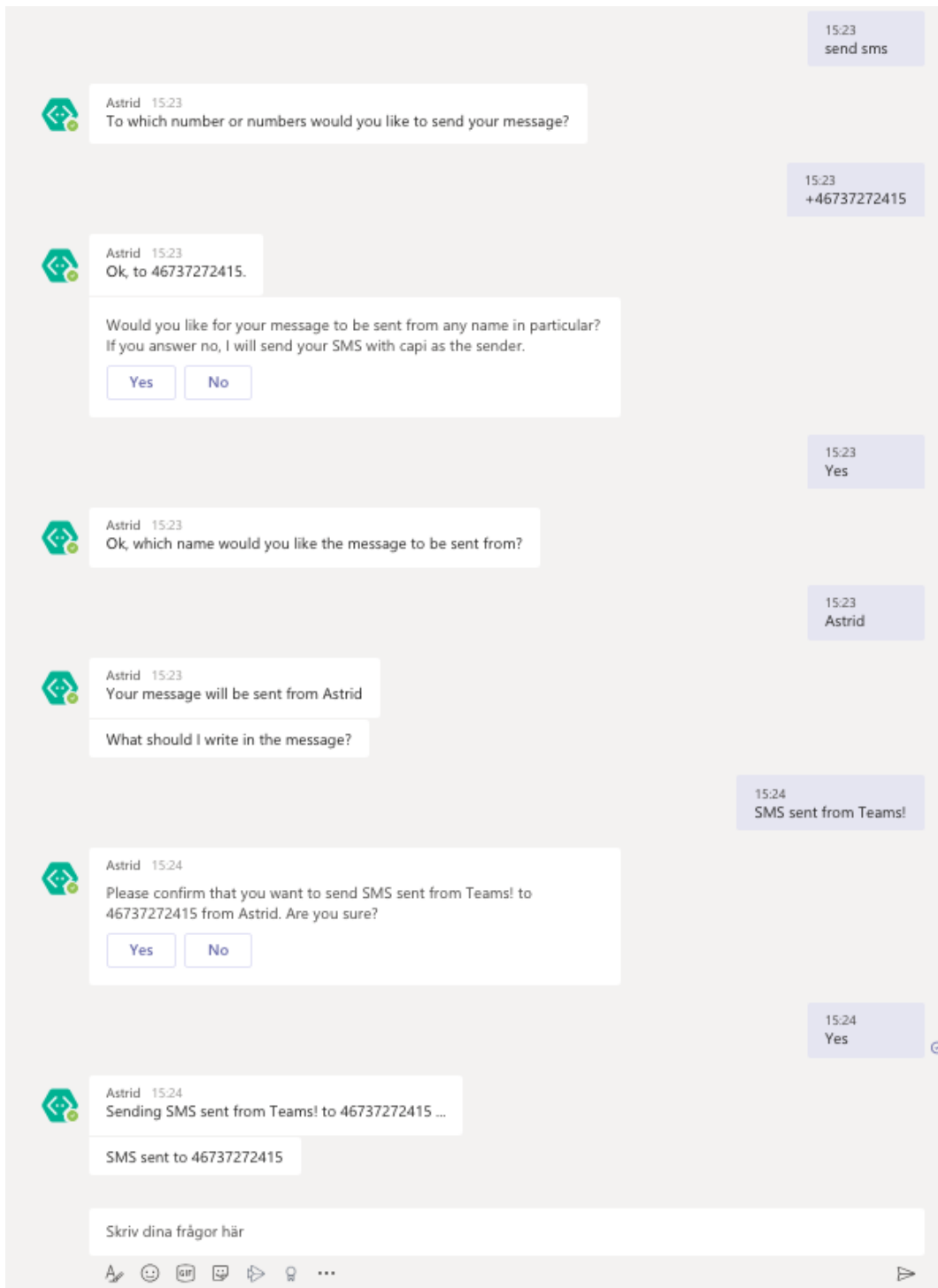
To see what profile you have set you can ask Astrid, "what is my status".



SMS

To send an SMS just enter number for your recipient followed by your message. If you need to send the same SMS to multiple recipients separate them with a comma.

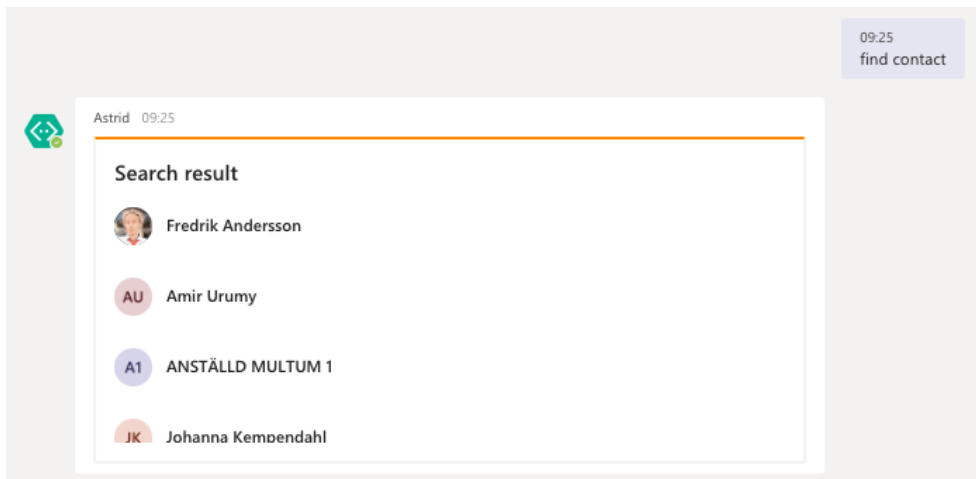
For example, type "0737272456 Thank you for sending SMS" to send the message to 0737272456.



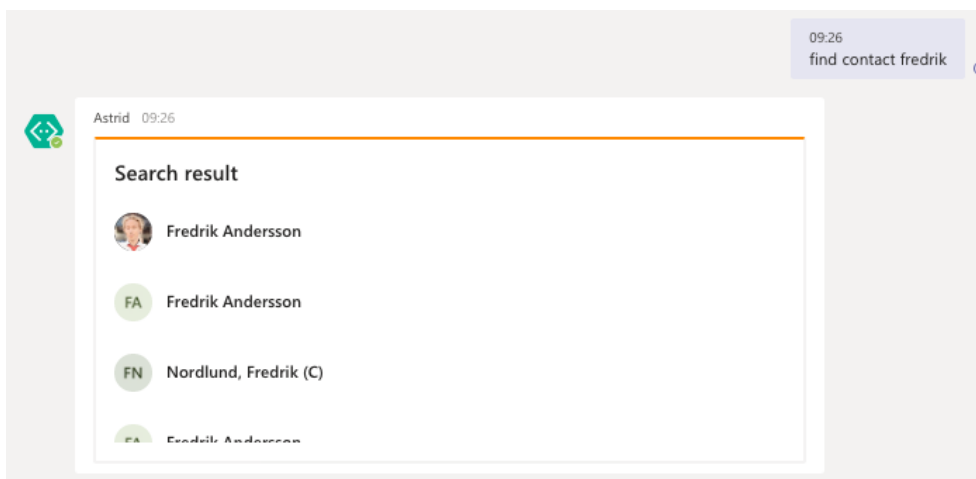
Contacts

Astrid can help you get information about your colleagues and what status they have set so you can choose the best way to make contact at this given moment.

Just ask Astrid to “find contact” to get a list of contacts.



If you like to search for a certain contact, you just need to type “find contact [NAME]” e.g. “find contact fredrik”.




Click contact you like to get more information about.

Astrid 09:26

Fredrik Andersson

+46855801065



Presence: Tillgänglig

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mobile +46738833965

SMS