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## INTRODUCTION

When you set warning levels for a response group on My Pages in Cellip, you can set to receive warnings posted in Microsoft Teams or Slack when a response group has reached the given warning limit. This way, you and your colleagues in the channel know when it is time for more agents to log in and handle the calls.

Now, you and your colleagues are also informed when a caller has left the queue without leaving any information, and thus you and your colleagues can maintain your service levels and contact the customer that has left the queue, but also better understand the calling patterns of your response groups.

## 1. MY PAGES

Log in to My Pages as the administrator for your organisation. Choose which of your response groups you wish to send warnings from by clicking on the response group on the first page of My Pages, or via the menu selection **Response Groups**.

Click on **More settings** and scroll down to **Monitoring of response group**.

### Monitoring the response group

Settings for user profiles to the Cellip 365 Monitor service  
 You can decide when the monitor is going to indicate when to many is handled by the queue or it is taking to long to answer (Only applicable when the queue is active).  
 There is two levels the can be reached a warning level and a critical level.  
 The warning level is indicated by yellow and the critical level by red.  
 If you dont want to use a level set it to 0.

|   |    |
|---|----|
| Warning number in queue:                          | 1  |
| Critical number in queue:                         | 2  |
| Warning current average time in queue (seconds):  | 20 |
| Critical current average time in queue (seconds): | 40 |

**Receive warnings in your Teams or Slack channels.**

|  |                             |
|--|-----------------------------|
| Teams Connector address:               | https://outlook.office.com/ |
| Slack Webhook:                         | disabled                    |
| <b>Receive email when dropped call</b> |                             |
| Mail address:                          | disabled                    |

**Save monitor settings**

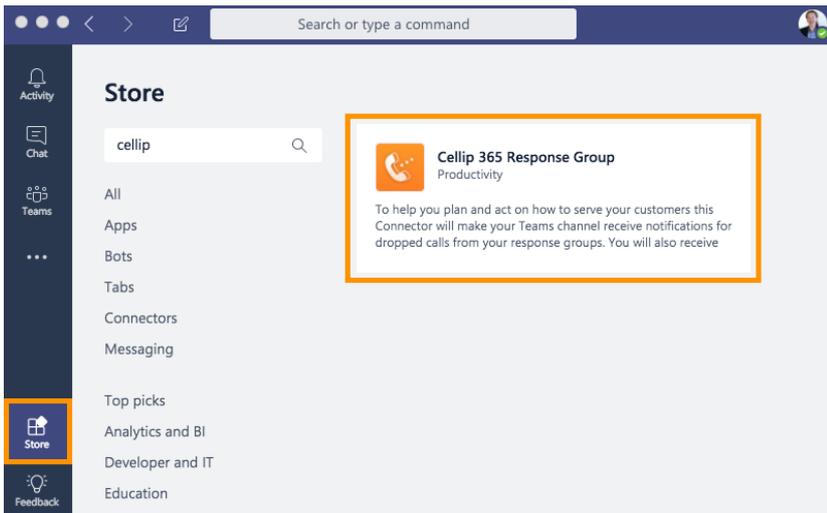
Enter your warning thresholds that are to apply to each response group.

If you use Microsoft Teams you must then fill out a special **connection address** in the field **Teams Connection Address**, see point **2. "Microsoft Teams"** further down in this document for more information on how to create the address.

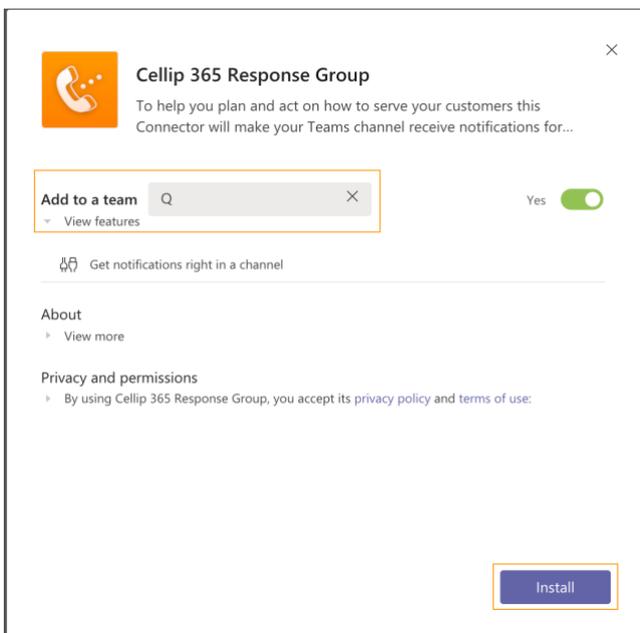
If you use Slack you must fill out a special Webhook-address in the field **Slack Webhook**, see point **3. "Slack"** further down in this document for more information on how to create the address.

Don't forget to click on the **Save** button.

## 2. MICROSOFT TEAMS



Open and log in to your organisation's Microsoft Teams environment. Click on the Store button and look for Cellip 365 Response Group. You can easily search for it in the search field by typing Cellip and clicking on the application.



Select which Team that is to receive notifications and click on Install.

Choose which channel in the selected Team is to receive the notifications. If you wish to create a new channel you must do this before you go to the store.

## Connectors for "General" channel in "Support" team

✕

Keep your group current with content and updates from other services.

Search  All Sort by: Popularity ▾

MANAGE

Configured

My Accounts

CATEGORY

**All**

Analytics

CRM

Customer Support

Developer Tools

HR

Connectors for your team

-  **Cellip 365 Response Group**  
Get notifications when respons Configure
-  **Forms**  
Easily create surveys, quizzes, and polls. Configure

All connectors

-  **Azure DevOps**  
Collaborate on and manage software projects online. Add
-  **RSS**  
Get RSS feeds for your group. Add
-  **Incoming Webhook**  
Send data from a service to your Office 365 group in real time. Add

Choose the connection called Cellip 365 Response Group.



Thank you for showing interest for Cellip's "Response Groups". You'll need to be customer at Cellip and have Response groups to use this connection. Please find more information at [Cellip.com](https://www.cellip.com).  
To continue installation please hit the Connect to Office 365 button.

Connect to  Office 365

Click on the Connect to Office 365 button to proceed to the installation.

Copy the link that your channel receives to add it to the Cellip My Pages according to the previous instructions in this manual, see point 1. "My Pages".

**Connection for your Team**

Copy the URL below to save it to the clipboard, then close this window. You'll need this URL at Cellip "My pages" Response groups.

`https://outlook.office.com/webhook/a83566c4-9607-427d-ad08-7bfef0d8e7d9@760b9c3f-fda`

Login to My pages at Cellip.com and click the response group you like to monitor.

Response Groups

|         |                  |                |             |
|---------|------------------|----------------|-------------|
| Support | Svarsgrupp2      | Sales          | Kundservice |
| Ekonomi | Jour             | International  | TM-kund     |
| Privat  | spärrjänst mobil | Dialectsupport |             |

Paste the URL into the "Teams Connector address" field and press "Save monitor settings".

**Monitoring the response group**

Settings for user profiles to the Cellip 365 Monitor service  
 You can decide when the monitor is going to indicate when to many is handled by the queue or it is taking to long to answer (Only applicable when the queue is active).  
 There is two levels the can be reached a warning level and a critical level.  
 The warning level is indicated by yellow and the critical level by red.

Close the window and click on Done.

An example of what it might look like in your channel when it works:

**Svarsgrupp Support** Yesterday 2:49 PM

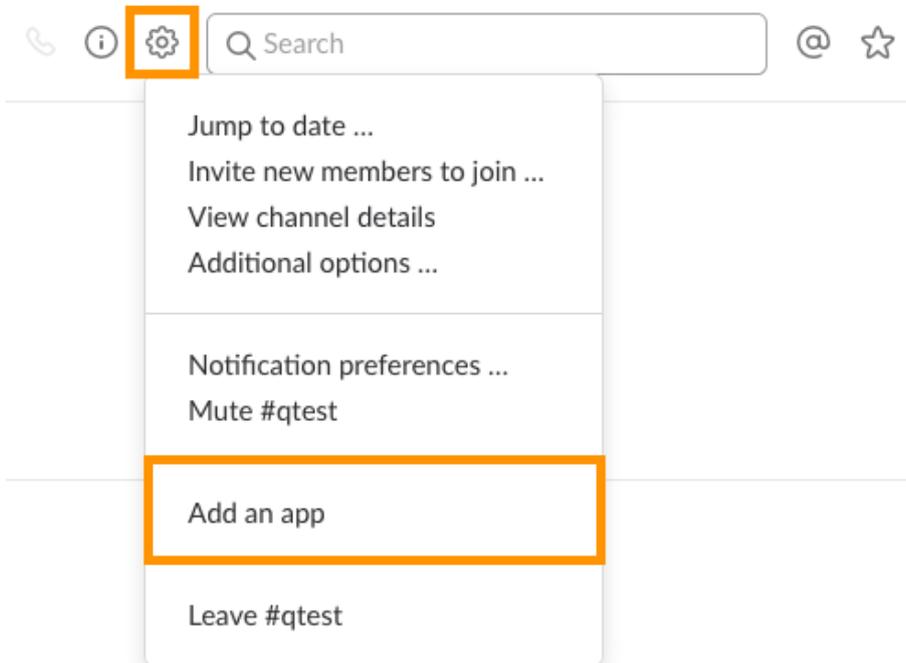
**Cellip Response Group**  
Warning @team

|                         |         |
|-------------------------|---------|
| <b>Response group</b>   | Support |
| <b>Calls in queue</b>   | 1       |
| <b>Logged in Agents</b> | 2       |

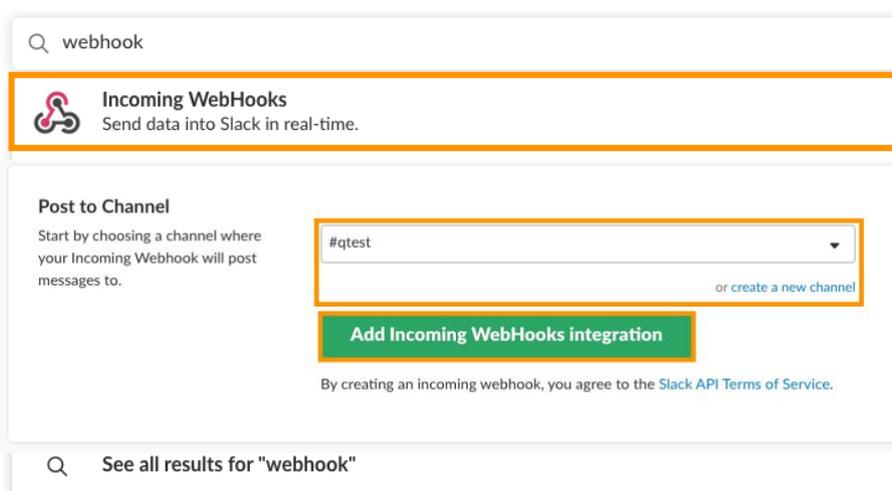
← Reply

### 3. SLACK

Open and log in to your organisation's Slack environment, go to settings by clicking on the cogwheel. Then click on **Add an app**.



Search for "**webhook**" and select the app **Incoming WebHooks** by clicking on it.



Select which channel you wish to send warnings to or create a new channel only for response group notifications.

Give your WebHook a name and save your settings. If you have multiple response groups, it can be a good idea to use the same name as the response group on Cellip My Pages.

Copy this link that your channel receives and paste it to Cellip My Pages according to the instructions earlier in this manual, see point 1. **My Pages**.

### Setup Instructions

We'll guide you through the steps necessary to configure an Incoming Webhook so you can start sending data to Slack. close

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**Webhook URL** <https://hooks.slack.com/services/T3X6JL9QT/B7U7FH0G6/@YoQ428t1jNvpqZUD8EvY8D3>

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