



# Imagicle Agent Console

With your new UCX Engage Plans, you can get in touch with your customers via chat, WhatsApp, Messenger, and more.

## Change Status

- Available
- Unavailable
- Inactive

## Create Ticket

Use this shortcut to create a ticket about an open or closed chat.

## Archive

Access all the archived conversations.

## Contact List

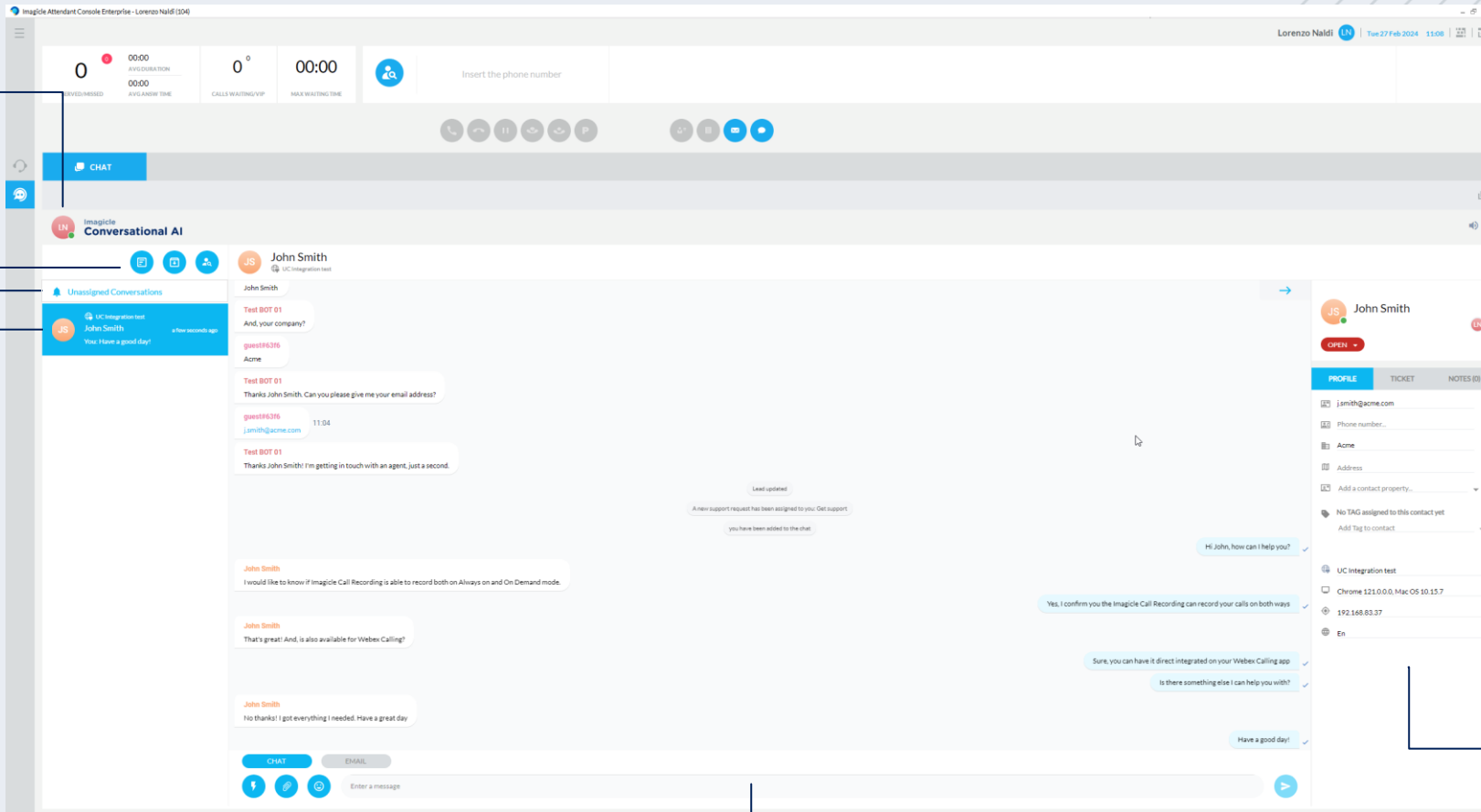
Pick a colleague to chat with from your directory.

## Unassigned Chats

Click on 'Unassigned Conversations' to check and manage an unassigned chat.

## Chat List

Conversations that you are currently managing, or those assigned to you that require your management.



## Detach Panel

Detach (separate) the chat from your Console.

## Action Panel

This panel is where you handle the status, assignments, and tickets of your chats. Check the next page to know more.




## Visitor Information

If you choose to view them in your chat flow, you can access all visitor information from the 'Profile' section. This includes

- **Email, company, phone number, address,** and any **tag.**
- The **name of the chatbot** the visitor comes from.
- The **browser**, like Chrome, Firefox etc.
- **Approximate Geolocation** based on their IP address.
- The **language** the visitor started the chat with (you can set your chat in multilanguage).

## Conversation Panel

This is what it looks like when you receive (or initiate) your first chat. Type your reply in the text area at the bottom and hit the button to send the message. You can also send an email at a certain moment to recap and continue the conversation in a separate location.

You can use  canned response, i.e. a shortcut to send complex predefined answer to the customer,  attach a file to the conversation or  select an emoji you want to send.



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## Change the status

You can put the chat on 'pending' and re-open later or 'resolve' and close it.

JS John Smith LN

OPEN ▾

- Open
- Pending
- Resolve

NOTES (0)

Acme

Address

Add a contact property...

No TAG assigned to this contact yet

Add Tag to contact

## Open a Ticket

You can open a ticket, set its priority, assign the case to a teammate, and also convert to offline and add a tag.

JS John Smith LN

OPEN ▾

PROFILE TICKET NOTES (0)

Ticket ID #44

Priority

● Medium ▾

Followers ⓘ

Search teammate ▾

Convert to offline ⓘ

No TAG assigned yet

Select a tag or create a new one ▾

## Add a Note.

During or following your conversation, you have the option to add notes. This can help you remember key points that emerged from your direct conversation with the visitor.

JS John Smith LN

OPEN ▾

PROFILE TICKET NOTES (1)

Add a note ...

ADD NOTE

Interested in call recording ×

Created 27/2/2024 by Lorenzo Naldi

## Reassign, Add teammate, Leave.

You have the option to 'reassign' a chat to a teammate or a chatbot, which can streamline your workload. Additionally, you can 'add a teammate' to join the ongoing conversation before choosing to 'leave'.

JS John Smith LN

OPEN ▾

- Reassign
- Add teammate
- Leave

Add teammate ×

Invite another teammate to serve the conversation

Reassign conversation ×

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