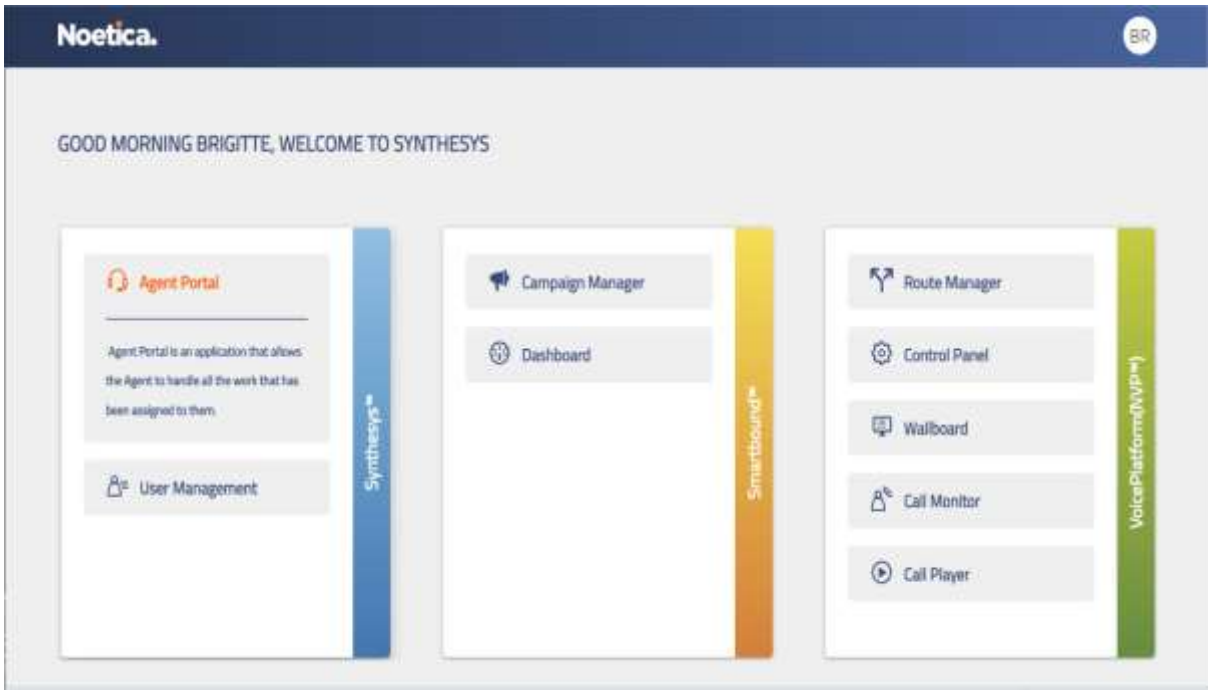
NOETICA ADMIN PORTAL



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The information contained in this document may change. We may issue revisions from time to time to advice of changes or additions. We operate a policy of constantly improving and enhancing our application software. There is a possibility, therefore, that the format of screen display and printed output shown in this documentation may differ slightly from that provided in the software. It is our policy to update this documentation whenever a major release of software takes place.

Noetica Admin Portal

Last updated April 2022

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ADMIN PORTAL

The Admin Portal is a centralised place from where users can navigate to the Noetica web applications.

The level of access available to users within the Admin Portal is determined by the permissions assigned to the individual user and system configurations.

Launching the Web Applications

To access the available web applications

- Enter the URL for the application into the address field of the Web Browser, e.g. http://WebserverName/ApplicationName.
- Enter your username and password, as provided by your Synthesys™ system administrator.

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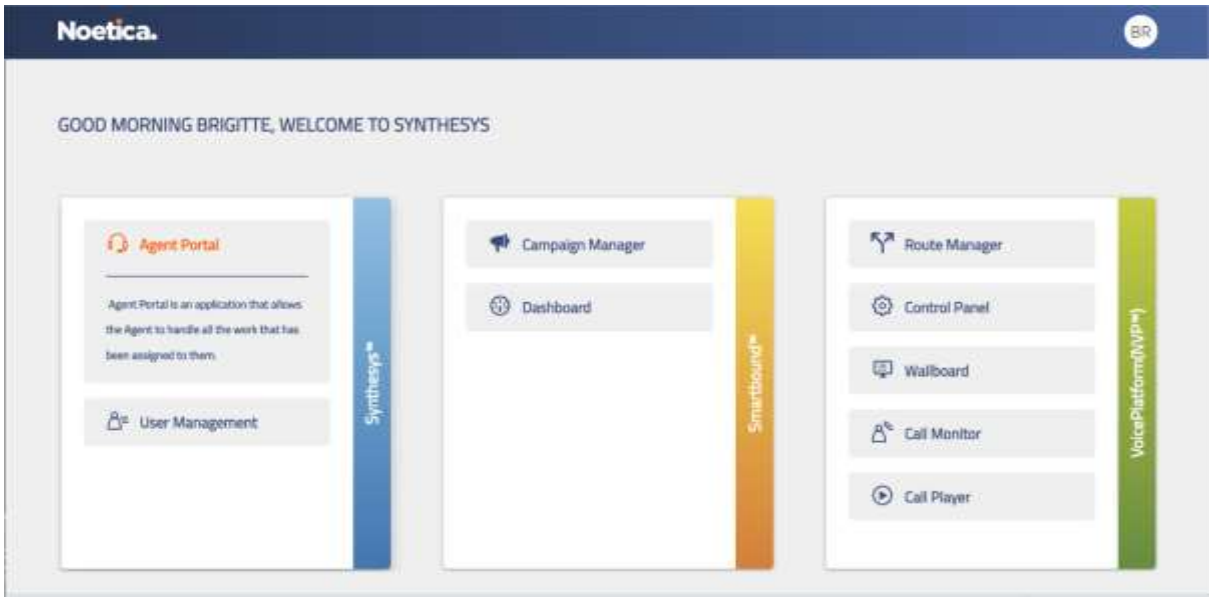
Admin Portal Features

The web applications are sorted into three categories, Synthesys™, Smartbound™ and Voice Platform (NVP™).

When selecting a web application, tooltips will give a brief description of its use.



Depending on the permissions granted, individual users will be able to see and launch all, or some of the following web applications:

Column	Web Application
Synthesys ™	Agent Portal and User Management
Smartbound ™	Campaign Manager and Dashboard
Voice Platform (NVP ™)	Route Manager, Control Panel, Wallboard, Call Monitor and Call Player.

The next pages will give a brief description of the web applications available.

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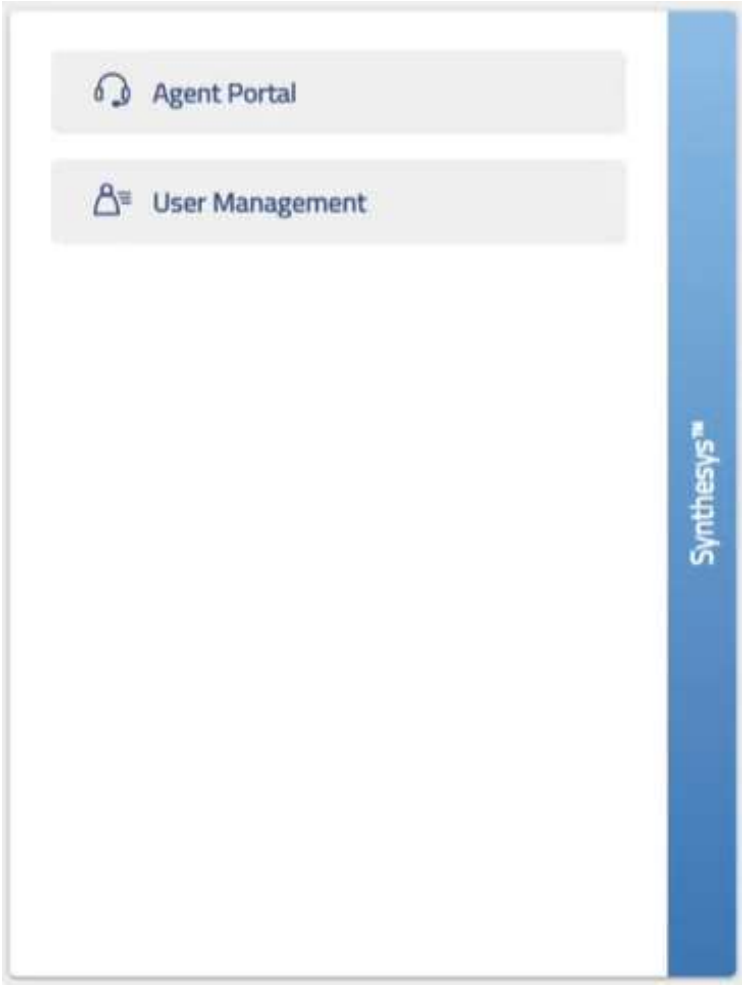
Synthesys™

Web applications available for Synthesys™ include the Agent Portal and User Management.

- Select the application that you want to launch to access it.



Web Application	Description
Agent Portal	Used to launch CRM Entity websites and to run the associated scripted apps, to present agents with all the information they need to handle the call in a knowledgeable and professional manner. The access rights within the Agent Portal can be determined by the permissions assigned to individual users.
User Management	Enables contact centre administrators to create and manage users and teams (including Blending settings for the teams, where enabled), and to create and assign skill abilities. The level of access within User Management is determined by the permissions that have been granted to each User, or each Role.

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Smartbound™,

Web applications available for Smartbound™ include the Campaign Manager and Dashboard.

- Select the application that you want to launch.

Web Application	Description
Campaign Manager	For adding and managing voice and messaging campaigns. **Voice campaigns** are typically associated with the scripted app (or external application) that supports the interaction between agents and customers, and the relevant call lists with the records to be dialled. **Messaging campaigns** are used with SMS and email lists and associated messaging template, for contacting customers via SMS or email.
Dashboard	Provides real time system information from the dialler of contact centre activity, including the state of campaigns and activity of agents, teams, outbound groups, and call lists, and general dialler details.

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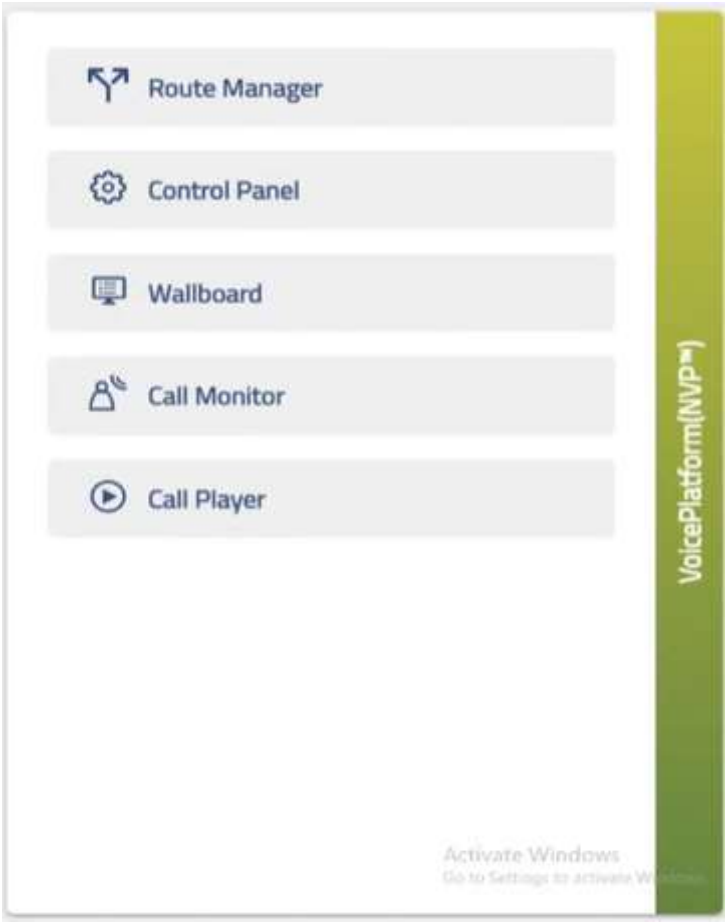
Voice Platform (NVP™)

The web applications available in the Voice Platform category include the Route Manager, Control Panel, Wallboard, Call Monitor and Call Player.

- Select the application that you want to launch.



Web Application	Description
Route Manager	Used to create and manage Inbound, IVR and Advanced routes, defining call settings and the queueing process.
Control Panel	For specifying the action to be taken, on a per route basis, if the Contact Centre needs to be evacuated due to a fire drill or other cause. The specified action is then activated when the voice platform is put into emergency mode via the designated website.
Wallboard	Provides a real-time view of the activity within the contact centre and the ability to monitor all Inbound Strategies and the Agents assigned to them.
Call Monitor	Used to monitor agents logged into the Agent Portal, viewing log in details and agent states. Allows the support of live calls that agents are handling, by listening to the calls in progress, assist agents, and if required, join the conversation, to speak to all parties involved.
Call Player	Enables the search for and play back of call recordings of agent and customer interactions.

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