

OMNIX USERMANUAL (AGENT)

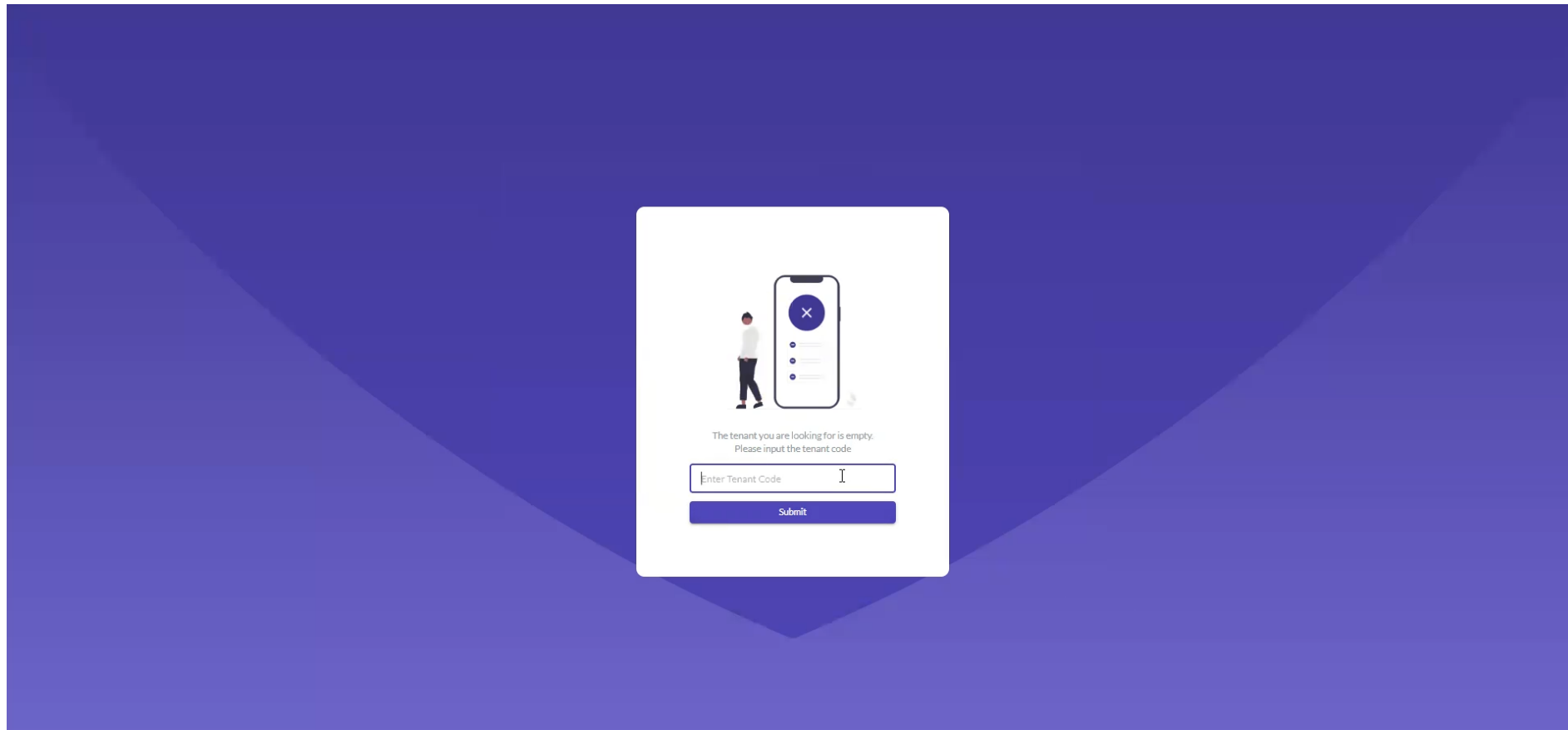


PT. Infomedia Nusantara





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HOW TO LOGIN




Buka aplikasi melalui browser yang di rekomendasikan (Google Chrome) lalu masukan URL yang sesuai dengan yang diberikan oleh tim Development (contoh: test.on5.co.id). Lalu Masukan Tenant Code “indihome” setelah itu Klik Submit.




WELCOME BACK!
Your current tenant is Indihomecare ↔

Email

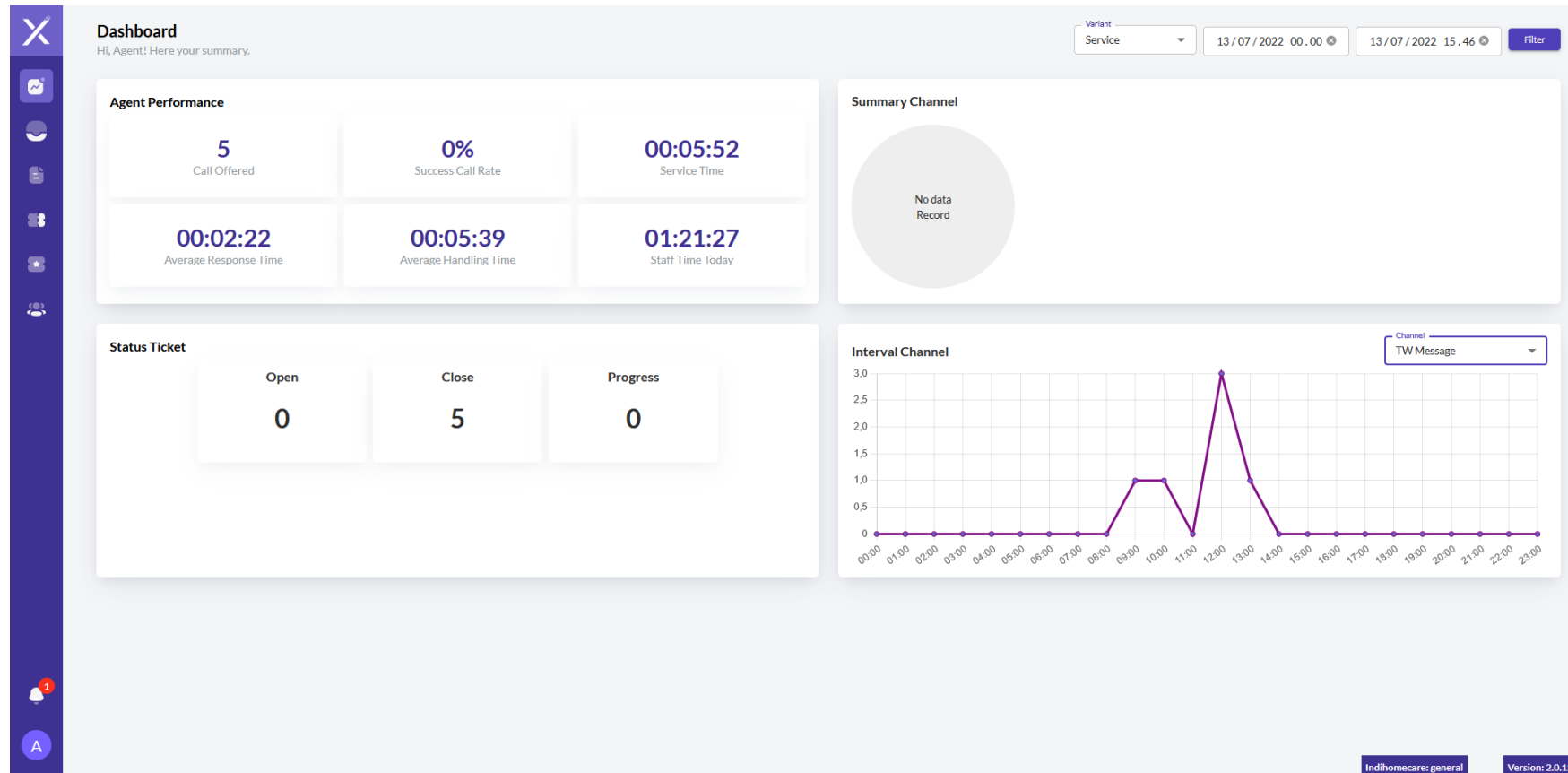
Password
 

Remember Me [Forget your password?](#)

Saya bukan robot 
reCAPTCHA
Privasi • Persyaratan

[Sign In](#)

Login menggunakan kombinasi Email dan password yang sudah diberikan oleh Tim Leader masing-masing.



Ketika sudah berhasil login, maka akan tampil halaman dashboard depan yang merepresentasikan performansi untuk user login tersebut.




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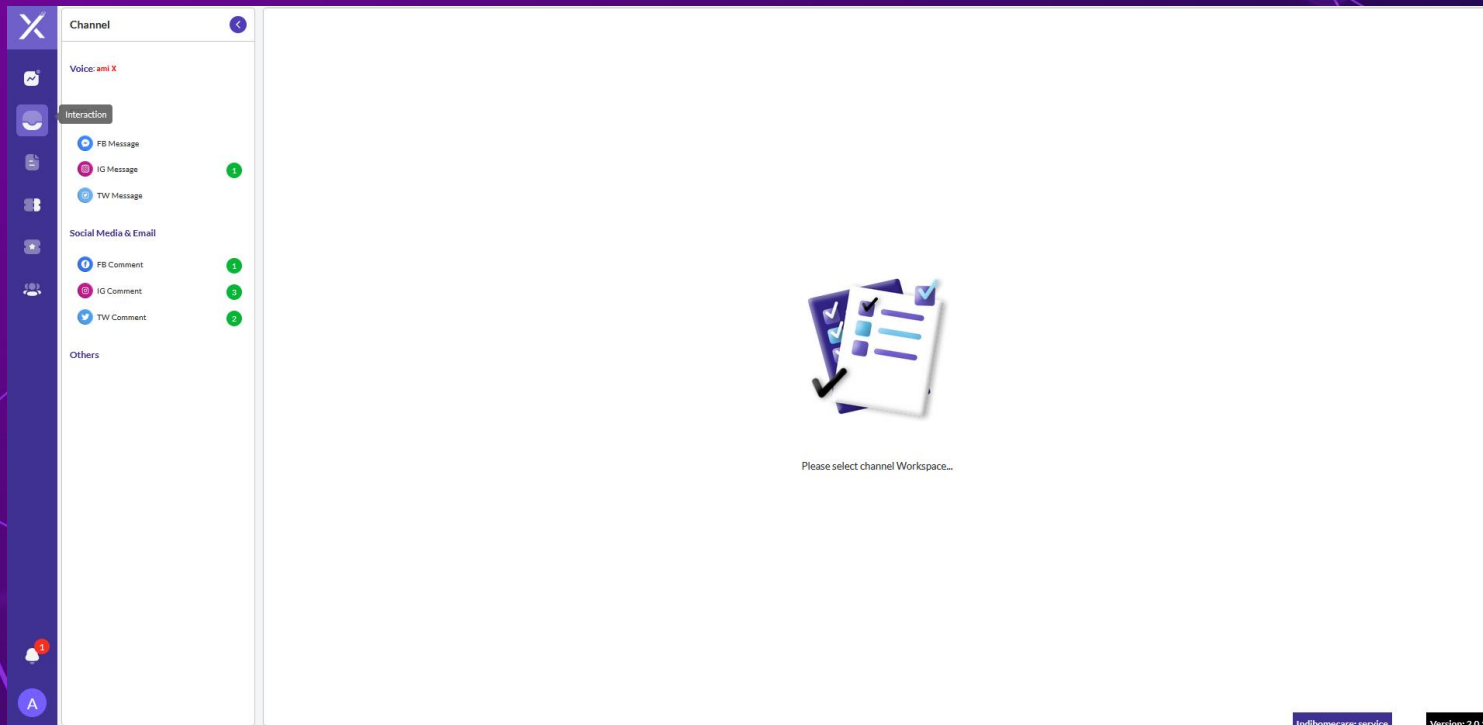
INTERACTIONS



HOW TO HANDLE

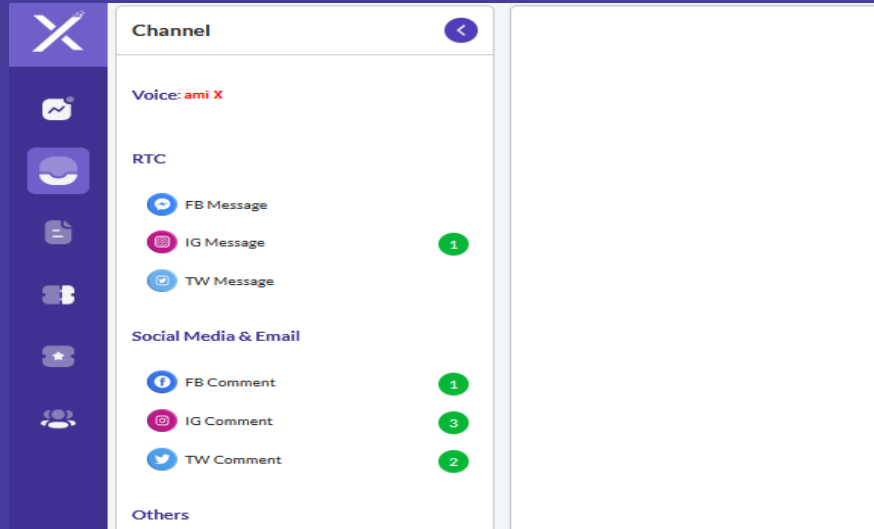
01

Masuk ke menu Interaction dengan cara klik icon Interaction () yang ada di panel sebelah kiri hingga muncul seperti gambar disamping. Pada bagian kiri yaitu list channel yang aktif untuk user login tersebut.



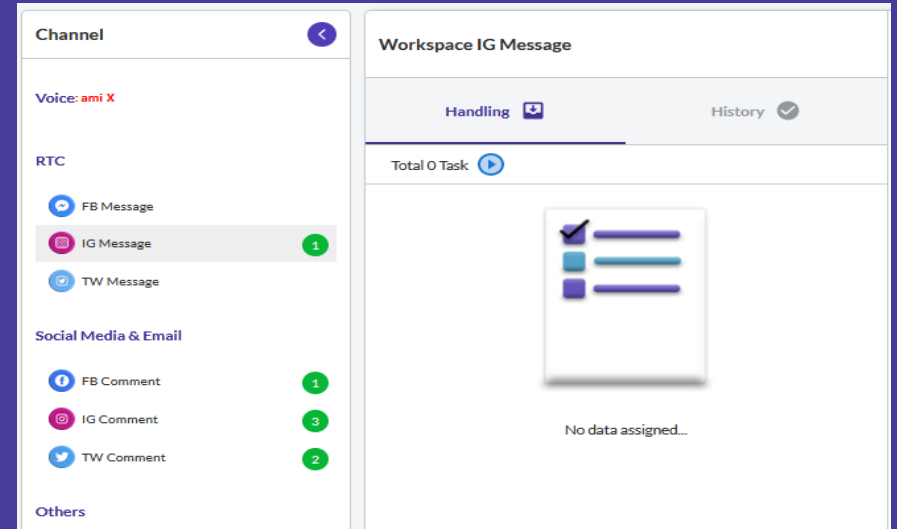
HOW TO HANDLE

01



Angka dibawah tulisan List Tickets merepresentasikan seluruh jumlah antrian yang masuk. Untuk melakukan pick up, dapat memilih nama/Logo Channel.

02

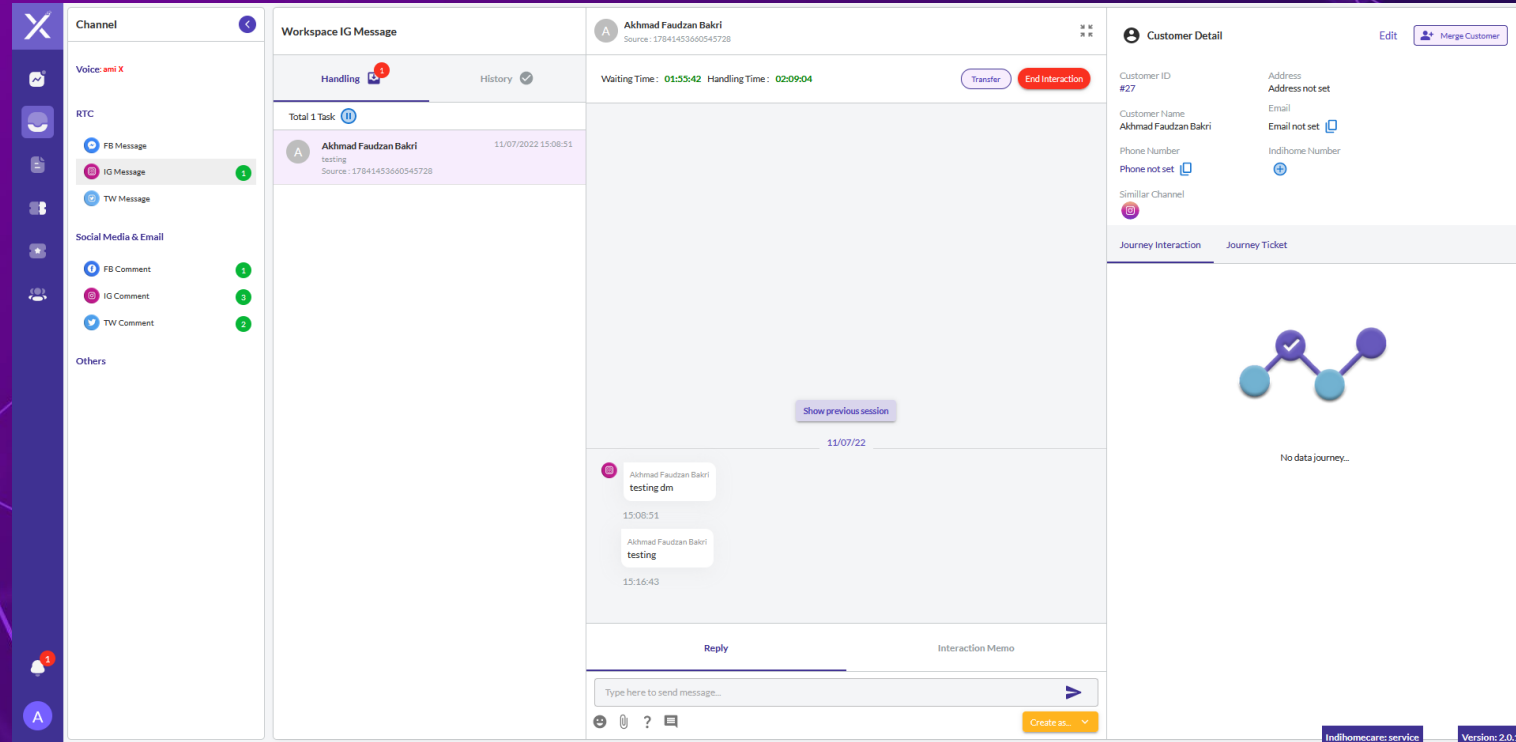


Setelah itu akan muncul Workspace sesuai Channel yang dipilih. Lalu Klik Tombol (▶) case akan otomatis masuk ke bucket agent. Jumlah case maksimal yang dapat di pickup dapat di setting dari userlevel Supervisor.

HOW TO HANDLE

04

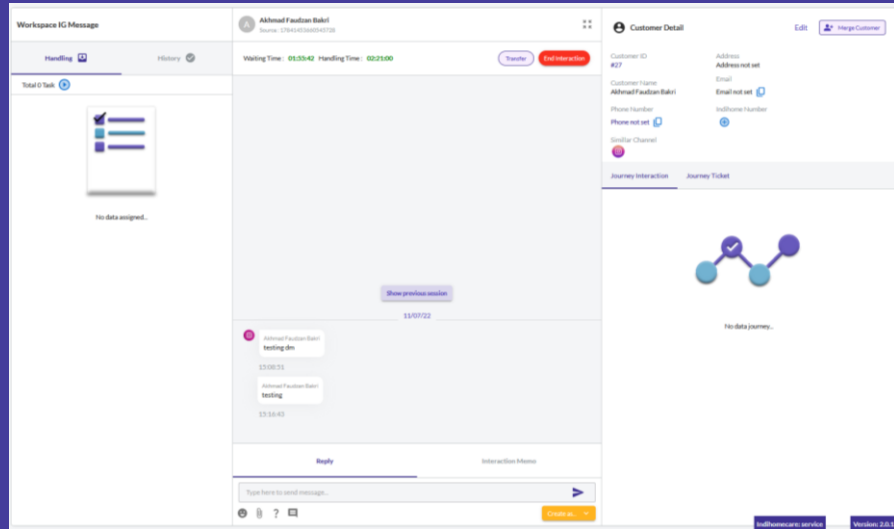
- Pilih interaksi yang ada di Workspace untuk melihat dan membaca pesan dari pelanggan.
- Klik Tombol ([Show previous session](#)) untuk melihat history interaksi pelanggan dari sesi sebelumnya.
- Agent dapat melihat Ticket (CWC) yang telah agent buat sebelumnya pada Journey Interaction atau Klik Tulisan ([Journey Interaction](#))



The screenshot displays the Infomedia customer service interface. On the left, a sidebar shows navigation options: Channel, Voice, RTC, Social Media & Email, and Others. The main workspace is titled 'Workspace IG Message' and shows a message from 'Akhdad Faudzan Bakri' with a timestamp of 11/07/2022 15:08:51. Below the message, there is a 'Show previous session' button and a date separator for 11/07/22. The message content includes a text message from the customer: 'testing dm' at 15:08:51 and a reply from the agent: 'testing' at 15:16:43. On the right, the 'Customer Detail' panel shows information for Customer ID #27, Customer Name Akhdad Faudzan Bakri, and various contact details. At the bottom right, there is a 'Journey Interaction' section with a diagram and the text 'No data journey...'. The interface also includes buttons for 'Transfer', 'End Interaction', 'Reply', and 'Interaction Memo'.

HOW TO HANDLE

05



Untuk merespon interaksi Customer, klik Reply.

Isi konten untuk merespon interaksi Customer.

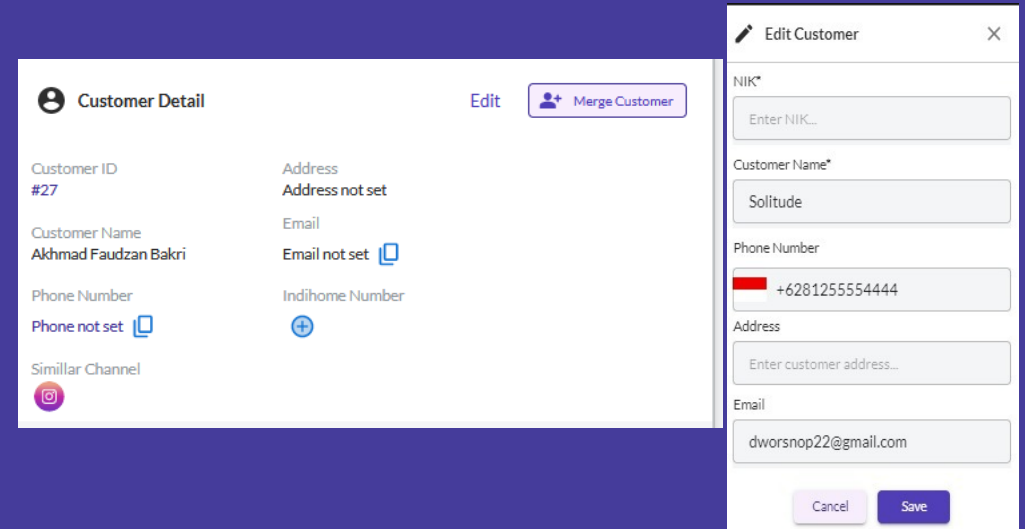
Untuk mempermudah Agent, dapat juga digunakan Quick Reply dengan klik tombol (🗨️), lalu tinggal pilih template mana yang akan digunakan.

Selain itu Agent juga dapat melampirkan file dengan klik tombol (📎).

Klik tombol (😊) untuk mengirimkan emoticon

Klik tombol (➤) untuk mengirim respon ke Customer

06



Pada Customer Detail bisa dilihat data Customer yang sudah terinput ke sistem. Jika ingin mengubah Detail Customer, klik tombol (Edit) Lalu isikan data sesuai dengan Field yang tertera.

Merge Customer

07

- Terkadang suatu Customer melakukan interaksi hanya dari satu macam touch point/channel.
- Untuk menggabungkan/ merelasikan/ merge data Customer tersebut, klik tombol



The screenshot shows a CRM interface with a "Customer Detail" modal window. The modal contains the following information:

- Customer ID:** #5
- Address:** jkt
- Customer Name:** J
- Phone Number:** +6282210518298
- Indihome Number:** 152443210478
- Similar Channel:** Facebook, Instagram, Twitter

At the top right of the modal, there are "Edit" and "Merge Customer" buttons. The background shows a workspace with a message history and a chat window.

Merge Customer


08

- Klik tombol **Choose** pada Customer yang akan dimerge.
- Klik tombol **Yes** untuk mengkonfirmasi bahwa Customer tersebut akan dimerge datanya dengan Customer yang sedang dilayani.

The screenshot displays a customer service interface with a central workspace for TW messages. A 'Merge Customer' dialog box is open, showing a search for 'sin' and a list of customer profiles. The profile for 'Your favorite Sins' is selected, and a 'Choose' button is visible. A confirmation dialog box is overlaid on top, asking 'Merge this customer? Are you sure want to merge this customer?' with 'No' and 'Yes' buttons. The background shows a channel list on the left and a message history on the right.


HOW TO HANDLE

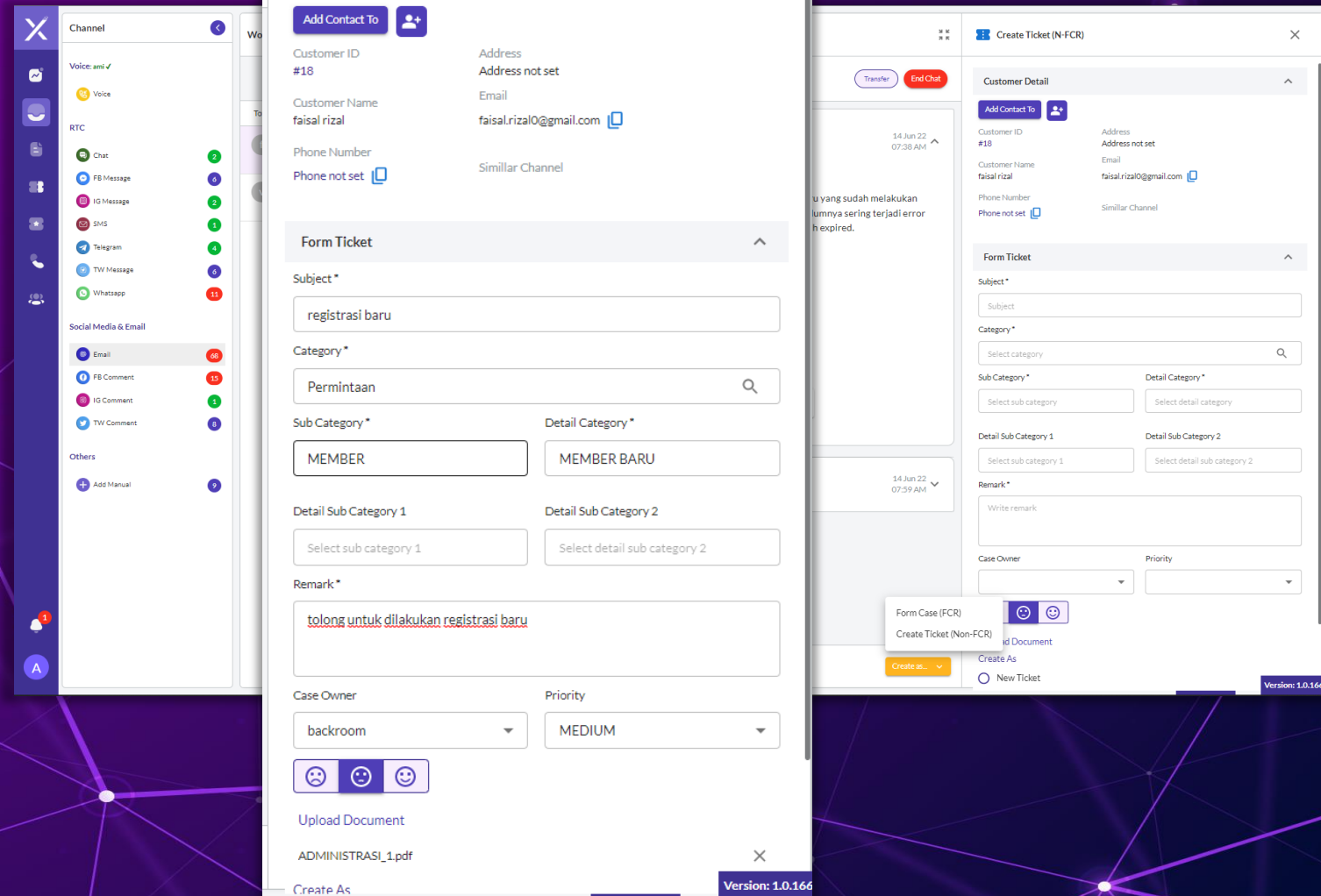
09

Untuk membuat FCR atau ticket, klik tombol ().

Isi form FCR atau ticket. Dalam satu sesi interaksi, user dapat membuat lebih dari satu FCR ataupun ticket.

Untuk ticket, user juga dapat melampirkan dokumen.

Klik tombol () untuk submit FCR ataupun ticket.



The image shows a screenshot of the 'Create Ticket (N-FCR)' interface. The interface is divided into several sections:

- Channel:** A sidebar on the left showing various communication channels like Voice, Chat, FB Message, IG Message, SMS, Telegram, TW Message, and Whatsapp, along with Social Media & Email options like Email, FB Comment, IG Comment, and TW Comment.
- Customer Detail:** A section containing customer information such as Customer ID (#18), Customer Name (faisal rizal), Phone Number (Phone not set), Address (Address not set), and Email (faisal.rizal@gmail.com).
- Form Ticket:** A section for entering ticket details, including Subject (registrasi baru), Category (Permintaan), Sub Category (MEMBER), and Detail Category (MEMBER BARU). It also includes fields for Remark (tolong untuk dilakukan registrasi baru), Case Owner (backroom), and Priority (MEDIUM).
- Buttons:** A 'Submit Ticket' button is visible at the bottom of the form.
- Footer:** The version number 'Version: 1.0.166' is displayed at the bottom right.

HOW TO HANDLE

10

The screenshot displays a customer service interface with three main panels:

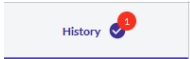
- Channel Panel:** Lists various communication channels such as Voice, RTC, FB Message, IG Message, and TV Message, along with Social Media & Email and Others.
- Workspace IG Message Panel:** Shows a message from 'Ahmad Fauzan Bakri' with a source ID of 1784145360543728. It includes a 'Total 1 Task' indicator and a 'Show previous session' button.
- Form Case (FCR) Panel:** A form for creating a case with the following fields:
 - Subject* (Text input)
 - Category* (Dropdown menu)
 - Sub-Category* (Dropdown menu) and Detail Category* (Dropdown menu)
 - Detail Sub Category 1* (Dropdown menu) and Detail Sub Category 2* (Dropdown menu)
 - Remark* (Text area)
 - Indihome Number (Text input)
 - Status Case (Dropdown menu)
 - No Indihome (Text input)

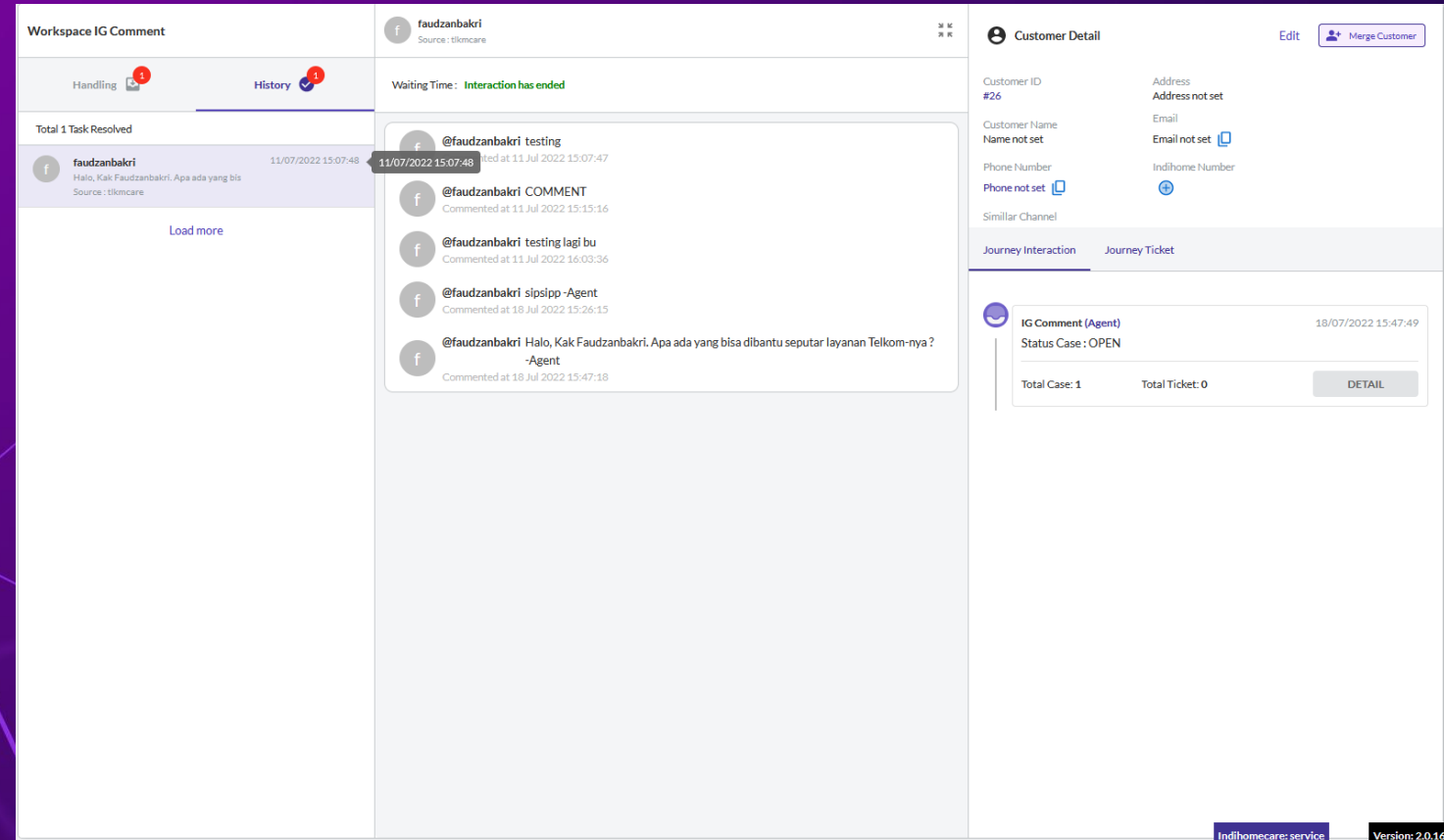
Untuk Pengisian Form Case (FCR) sebagai berikut :

- Subject :
- Category : Klik Tombol (🔍) Untuk memilih Category sesuai dengan Case yang dihandle
 - Remark : Diisikan dengan Pesan Pelanggan yang masuk
- IndiHome Number : Klik Tombol (🔍) dan pilih Nomor Internet sesuai yang diberikan pelanggan pada case tersebut.
 - Untuk Status case silakan pilih Open-Interaction-Close

HOW TO HANDLE

11



- Field History () digunakan untuk melihat Task atau case yang pernah diselesaikan Agent pada user tersebut pada hari itu.



The screenshot displays the 'Workspace IG Comment' interface. It features a 'History' tab with a notification badge, showing a list of comments from the user 'faudzanbakri'. The comments include a test message, a general comment, and two agent responses. A 'Customer Detail' panel on the right shows customer information such as ID #26, name, and phone number. At the bottom right, there is a summary for 'IG Comment (Agent)' with a status of 'OPEN', 1 total case, and 0 total tickets.

Workspace IG Comment

faudzanbakri
Source: tikncare

Handling  History 

Waiting Time: Interaction has ended

Total 1 Task Resolved

faudzanbakri
Halo, Kak Faudzanbakri. Apa ada yang bisa
Source: tikncare

11/07/2022 15:07:48

@faudzanbakri testing
Commented at 11 Jul 2022 15:07:47

@faudzanbakri COMMENT
Commented at 11 Jul 2022 15:15:16

@faudzanbakri testing lagi bu
Commented at 11 Jul 2022 16:03:36

@faudzanbakri sipsipp-Agent
Commented at 18 Jul 2022 15:26:15

@faudzanbakri Halo, Kak Faudzanbakri. Apa ada yang bisa dibantu seputar layanan Telkom-nya ?
-Agent
Commented at 18 Jul 2022 15:47:18

Customer Detail

Customer ID #26
Address Address not set
Customer Name Name not set
Email Email not set
Phone Number Phone not set
Indihome Number

Journey Interaction Journey Ticket

IG Comment (Agent) 18/07/2022 15:47:49
Status Case : OPEN
Total Case: 1 Total Ticket: 0

Indihomecare: service Version: 2.0.16




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Advance Search



Menu Advance Search

01

- Untuk Mencari history interaksi pelanggan.
- Masuk ke menu Interaction dengan cara klik icon Interaction () yang ada di panel sebelah kiri hingga muncul seperti gambar disamping.

Customer

Search customer...

No name

No name

No name

Akhdad Faudzan Bakri
+625745111114

Aliya Thasya Aurellia Catheriena

Andhika D N

Annisa Aldinah

Ariesta Chacha Fedwisha

Bloodseeker

amlien shaum

Load more

No Data Selected

Indihomcare: general Version: 2.0.16

Menu Advance Search

02



The image displays two screenshots of a software interface for customer management. The left screenshot shows the 'Customer' menu with a search bar and a list of customer entries. The right screenshot shows the 'Select Filter' dropdown menu open, listing various search criteria.

Customer List (Left Screenshot):

Profile Picture	Name	Phone Number
No name	No name	-
No name	No name	-
No name	No name	-
Akhmad Faudzan Bakri	Akhmad Faudzan Bakri	+6285741111114
Aliya Thasya Aurellia Catherlena	Aliya Thasya Aurellia Catherlena	-
Andhika D N	Andhika D N	-
Annisa Aldinah	Annisa Aldinah	-
Ariesta Chacha Fedwisha	Ariesta Chacha Fedwisha	-
Bloodseeker	Bloodseeker	-
amien shaum	amien shaum	-

Select Filter Menu (Right Screenshot):

- Select Filter
- Cust ID
- Cust Name
- Email
- No Hp
- FB ID
- FB Name
- TW ID
- TW Name
- IG ID
- IG Name
- Indihome Num

- Tampilan awal Ketika User membuka menu Advance Search adalah seperti diatas.
- Untuk mencari Customer Klik Menu () akan muncul list cust id, cust name, email, no hp, fb id, fb name, tw id, tw name, ig id, ig name, ig username, indihome number.
- Pilih Filter sesuai dengan data yang dimiliki user dan isikan Keyword lalu klik Search ()



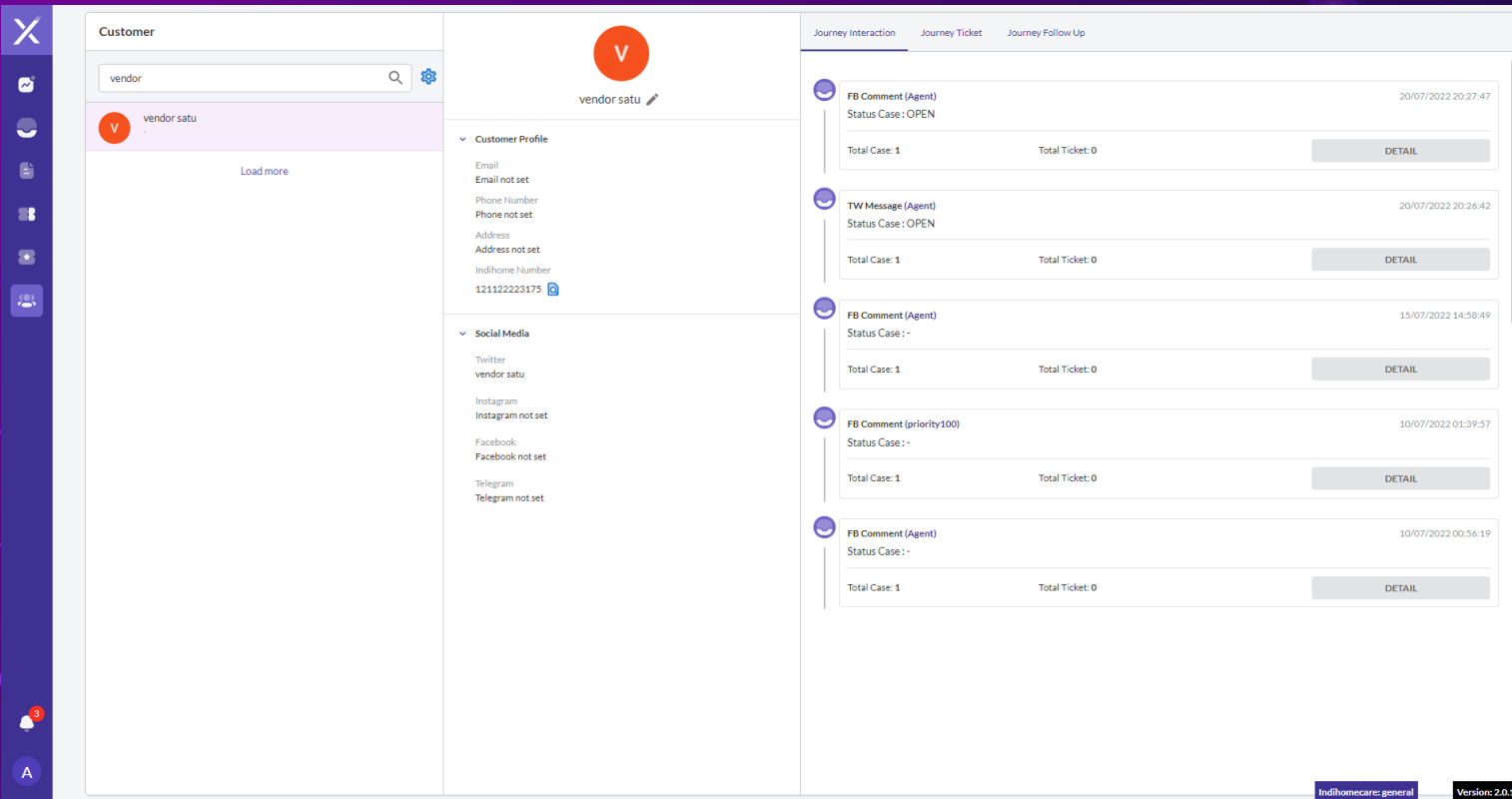
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Reply Back

Menu Advance Search

01

- Masih pada menu Customer, untuk melakukan proses reply back, pilih Customer yang ingin dilayani dengan klik Customer pada panel sebelah kiri.
- Setelah detail data dari Customer ditampilkan, pilih interaksi pada tab Journey Interaction. Klik tombol [DETAIL](#)



The screenshot displays the 'Customer' menu in the infomedia system. On the left, a search bar contains the text 'vendor'. Below it, a list of search results shows 'vendor satu' with a 'Load more' button. The main panel is divided into three sections: 'Customer Profile', 'Social Media', and 'Journey Interaction'. The 'Customer Profile' section shows fields for Email, Phone Number, Address, and Indihome Number. The 'Social Media' section lists links for Twitter, Instagram, Facebook, and Telegram. The 'Journey Interaction' section is active, showing a list of interactions with columns for 'Status Case', 'Total Case', 'Total Ticket', and a 'DETAIL' button. The interactions listed are:

Interaction Type	Status Case	Total Case	Total Ticket	Action
FB Comment (Agent)	OPEN	1	0	DETAIL
TW Message (Agent)	OPEN	1	0	DETAIL
FB Comment (Agent)	-	1	0	DETAIL
FB Comment (priority100)	-	1	0	DETAIL
FB Comment (Agent)	-	1	0	DETAIL

At the bottom of the interface, the text 'Indihomecare: general' and 'Version: 2.0.10' is visible.

Menu Advance Search

02

- Pada pop up Detail Journey, klik Tab Detail Interaction.
- Ketik respon yang ingin disampaikan pada Customer.
- Pastikan pilihan Send to caring terchecklist jika Customer tersebut perlu diproses pada group Caring di interaksi berikutnya selama case belum closed.
- Klik tombol ➤ untuk mengirim reply ke Customer.

