

Fusion:  
Q-for-Me  
08/31/2016



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## ABOUT FUSION Q-FOR-ME

### ALLOW YOUR CALLERS TO HANGUP, BUT RETAIN THEIR PLACE IN THE QUEUE.

#### IT'S QUICK AND EASY TO DEPLOY USING FUSION Q-FOR-ME!

Your customers don't like waiting on hold, but nobody wants to lose their place in the queue either. With Fusion Q-for-Me your callers have the option to request a call back from the next available agent, allowing them to disconnect from the call and attend to other things.

Fusion Q-for-Me provides your customers with choice and control – it's all part of the customer experience! Your calls are less likely to be abandoned, and network costs are minimized by reducing the frequency of idle calls.

### HOW DOES IT WORK?

It's very simple! When the expected wait time exceeds a specified threshold, the caller is given the opportunity to request a call back. The application will confirm the telephone number for the return call based on the caller ID. The caller is given the option to enter an alternative telephone number for call back. If the caller ID is unavailable, Fusion Q-for-Me will prompt the caller to enter their preferred contact number using their telephone keypad. Once these details are confirmed, your caller is then free to hang-up and a QforMe Waiter will hold their place in the queue.

Once the Waiter reaches the front of the queue your agent will be alerted to the fact that the caller has requested a call back. They will be prompted to use their telephone keypad to initiate the call, for example "Press 1 to initiate this call."

### WHAT'S UNDER THE HOOD?

Fusion Q-for-Me is most powerful when combined with Fusion's cloud platform. Fusion allows any aspect of the Q-for-Me interaction, from customized prompts to wait thresholds, to be modified quickly and easily for ultimate flexibility. Fusion comes with inbuilt booking templates that can be customized for your specific business needs.

Q-For-Me is easily integrated into your mobile app strategy. The RESTful API's can be triggered directly from a mobile app to provide a true 'next generation' call center.

### HOW DO I BUY?

Fusion Q-for-Me is purchased using a very easy pricing model. Simply assess how many waiters your call center is likely to need, and purchase per block of five waiters, per month.



## FEATURES

### **USER DEFINABLE WAIT THRESHOLD**

Wait thresholds are definable within the interface, allowing your organization to scale up or down to match peak times or business needs.

### **COMPLETE PROMPT CONTROL**

Every aspect of the booking experience can be customized by the user. Prompts can be changed quickly and easily via the simple, graphical call flow editor. Users can utilize either text-to-speech or pre-recorded messaging for their prompts.

### **SAAS DEPLOYMENT MODEL**

Fusion Q-for-Me requires only a simple SIP trunk to handle the queuing waiters. Service providers do not need any additional hardware or software.

### **ENTIRELY API DRIVEN**

Q-for-Me waiters are triggered via a RESTful API. This allows you to easily integrate Q-for-Me into other systems, such as click-to-call on your website.

### **WORKS WITH YOUR EXISTING REPORTING FRAMEWORK**

With Q-for-Me a customer's call is replaced 1-for-1 with a Q-for-Me waiter. So all your call metrics remain the same. Wallboard and daily reports will work just like they do today.

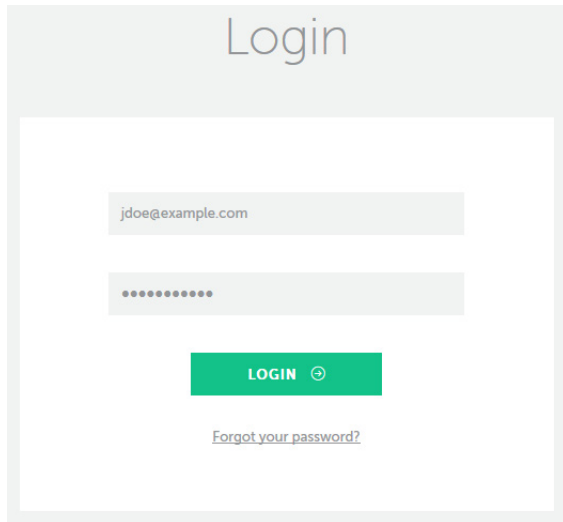
### **FULL REPORTING INTERFACE**

Q-for-Me is accessed via the same portal as Fusion. Here you can see your waiter assignments in real time. You can allocate waiters to specific queues and report on usage. You can even change the Q-for-Me waiter prompts that agents hear when answering Q-for-Me calls.

## USING Q-FOR-ME

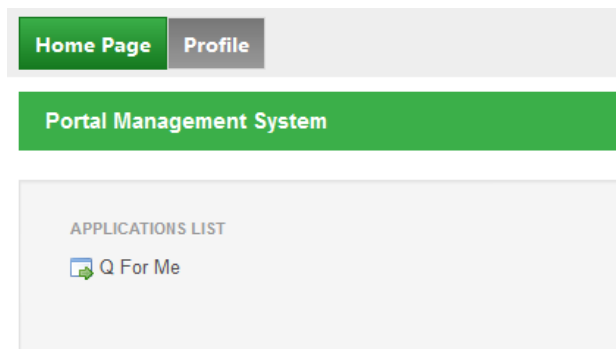
### LOG IN

To access Q-for-Me, you will need to navigate for the Fusion Portal (<https://www.needURLhere.com>) and login with your Username and Password.



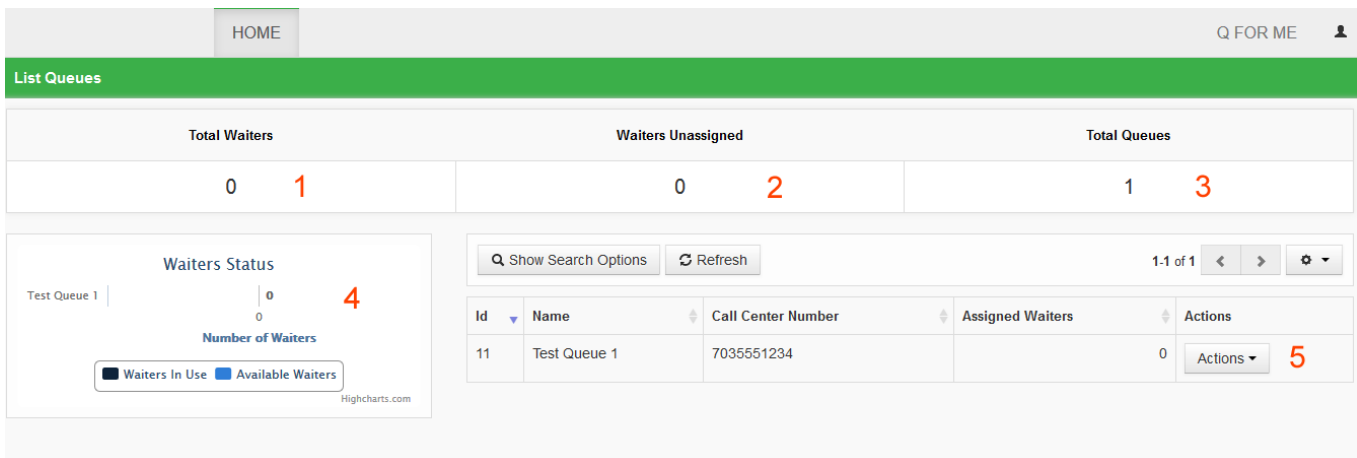
The screenshot shows a login form titled "Login". It contains two input fields: the first for a username (containing "jdoe@example.com") and the second for a password (masked with dots). Below the fields is a green "LOGIN" button with a right-pointing arrow icon. Underneath the button is a link that says "Forgot your password?".

Once logged in you will see a link that will take you to Fusion Q-for-Me. Click the Q-for-Me application link to display the Dashboard.



The screenshot shows the dashboard interface. At the top, there are two tabs: "Home Page" (highlighted in green) and "Profile". Below the tabs is a green banner that reads "Portal Management System". Underneath this banner is a section titled "APPLICATIONS LIST" which contains a single item: "Q For Me" with a small icon to its left.

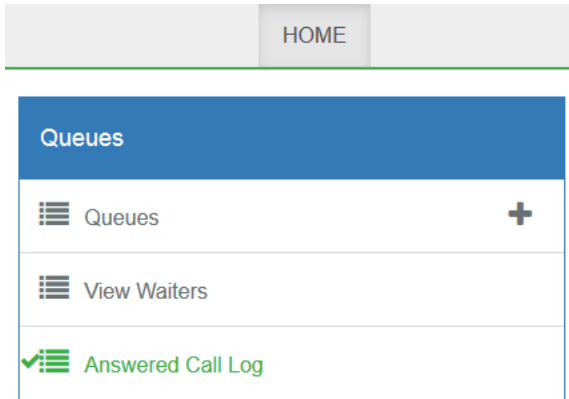
Once in the Dashboard, 'List Queues' is the default view.



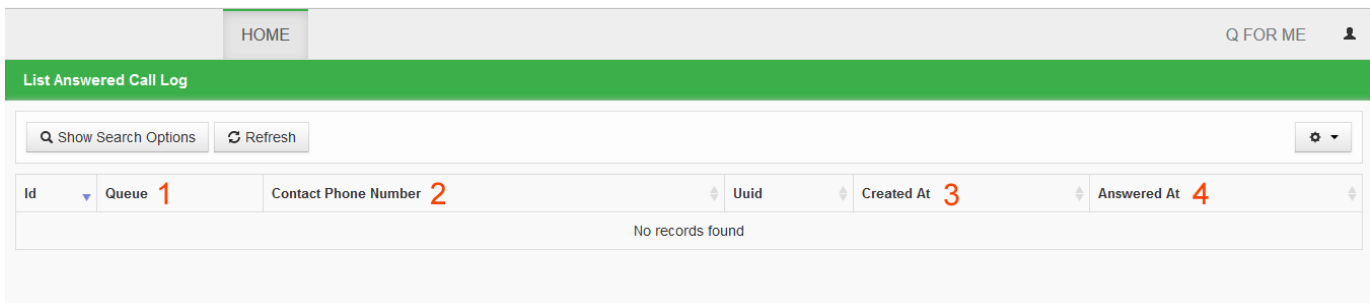
- Total Waiters:** Denotes the total number of waiters that you have purchased
- Waiters Unassigned:** Shows the number of waiters that you currently have available to be assigned to your queues
- Total Queues:** Shows the number of queues you currently have running
- Waiters Status:** Denotes the number of waiters currently holding places in your queue versus the number currently available to your callers
- Queue List:** Shows the details of each queue, including name, call center number and number of assigned waiters. The Actions drop down menu allows you to edit or delete your queue

## ANSWERED CALL LOGS

The Answered Call Log allows you to view a list of all the answered calls that came through the call center via a waiter.

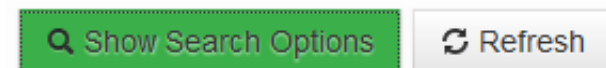


To access, click 'Answered Call Log' by mousing over the Home button (at the top of the page).



1. **Queue:** Identifies the queue that the waiter came through
2. **Contact Phone Number:** Denotes the phone number of the caller who requested the callback
3. **Created At:** Shows the date and time that the waiter was initiated
4. **Answered At:** Identifies the date and time that an agent picked up the call from the queue

To search for specific calls, click the 'Show Search Options' button.



Search fields will appear in the top row above your data.

🔍 Hide Search Options
🔄 Refresh
🗑️ Clear Search Field
⚙️ ▾

Id	Queue	Contact Phone Number	Uuid	Created At	Answered At
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
No records found					

To return to the Search Options screen, click 'Hide Search Options'.

🔍 Hide Search Options

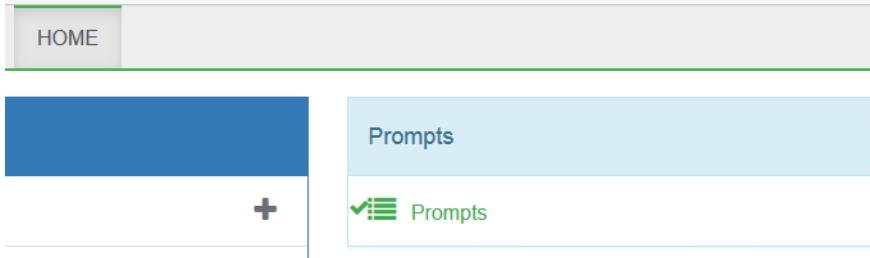
🔄 Refresh

🗑️ Clear Search Field



**PROMPTS**

Using the Prompts controller, you can view all prompts associated with Q-for-Me. To access, click 'Prompts' by mousing over the Home button (at the top of the page).



After clicking 'Prompts', you will see the following screen:

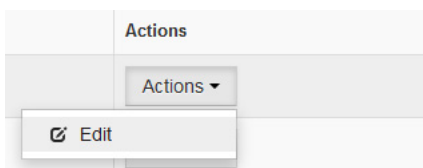
List Prompts									
Q Show Search Options		Refresh		5	Export	1.4 of 4	<	>	Settings
Id	Prompt Name 1	Prompt Label 2	Prompt Audio 3	Actions 4					
4	ask_take_call	Do you want to take this call?		Actions					
3	welcome	Welcome to Q For Me service.		Actions					
2	noinput	sorry, i did not hear anything.		Actions					
1	nomatch	sorry, i did not understand you.		Actions					

- 1. Prompt Name:** Identifies the prompt
- 2. Prompt Label:** Demonstrates what the prompt says to the call center agent
- 3. Prompt Audio:** By clicking on the green icon, you are able to hear what the prompt says to agents
- 4. Actions:** Allows you to edit the individual prompt
- 5. Export:** Export a list of all the prompts associated with QforMe to a CSV or Excel file

**NOTE:** 'Prompt Label' demonstrates the Text-to-Speech prompt and 'Prompt Audio' demonstrates the audio prompt. If the prompt audio exists, then the corresponding prompt label does not take effect, and only the audio prompt is played. If the prompt audio does not exist, then the prompt label is played.

**Edit Prompt**

To edit a prompt, Actions > Edit.



You will see the following screen:

The screenshot displays the 'Edit Prompt' screen. At the top, there is a navigation bar with 'HOME' and 'Q FOR ME' with a user icon. The main content area has a green header 'Edit Prompt'. Below this, there are two input fields: 'Prompt Name \*' with the value 'ask\_take\_call' and 'Prompt Label \*' with the value 'Do you want to take this call?'. A legend indicates '\* = Required Field'. Below the fields are three buttons: 'Save', 'Cancel', and 'Reset'. At the bottom, there is a section for audio management. It includes a 'Browse...' button (labeled 1) with the text 'No file selected.', an 'upload new audio' button (labeled 2), and a 'delete audio file' button (labeled 3). The 'Prompt Name' is also displayed as '(ask\_take\_call)' with a link 'Click here to listen'.

To upload new audio by:

1. Browsing and selecting audio files stored on your computer
2. Click upload new audio
3. Once the audio file is uploaded, you are able to delete it again by clicking delete audio file

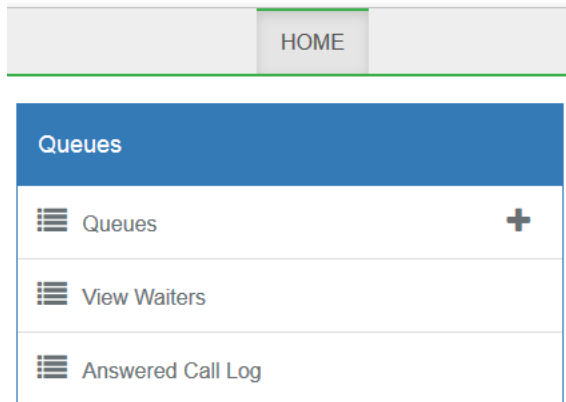
### Audio Format

Fusion VoiceXML only accepts audio format **8 kHz G.711 ulaw** or **alaw WAV file**. As a result, the Fusion Q-for-Me application will convert the uploaded audio files into ulaw or alaw format. Fusion Q-for-Me may not be able to convert all kinds of audio format, so it is recommended that you upload your audio files as 8 kHz G.711 ulaw or alaw WAV files.

## QUEUES

### Add a Queue

To add a Queue, mouse-over the Home button (at the top of the page) and click the '+' next to 'Queues'.



You will see the following screen:

 A screenshot of the 'Add Queue' form. The form has a green header 'Add Queue' and a blue note: 'Please note: API connection details will be displayed, once the queue has been successfully added.' Below the note are four fields:
 

- 1**: Name \* (text input)
- 2**: Call Center Number \* (text input)
- 3**: Assigned Waiters \* (slider control showing 0)
- 4**: \* = Required Field (with 'Add' and 'Reset' buttons)

To add a queue:

1. Give your new queue a relevant name
2. Enter the phone number where inbound calls reach your call center
3. Assign the number of waiters you require to your queue using the slider. In this case there are 16 waiters available but you may only assign 5.
4. Click ADD

Once the new queue is added, you will be presented with the following information:

Edit Queue

<b>Name *</b>	<input type="text" value="Test Queue 1"/>
<b>Call Center Number *</b>	<input type="text" value="7035551234"/>
<b>Assigned Waiters *</b>	<input type="text" value="0"/> <input style="width: 100px; height: 20px; border: 1px solid #ccc;" type="text"/> <input type="text" value="0"/>
<b>Status</b>	<input checked="" type="radio"/> Enable <input type="radio"/> Disabled
<b>* = Required Field</b>	<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Reset"/>

### API Methods

The two APIs are used in the call back booking script. Using Integration nodes you can use the Check Waiter API to check if there is a waiter currently available.

The Add to Queue API is used to add a call back to the queue if there is available waiter.

API Documentation

#### API Method One: Check Waiter

API URL	https://usstudio.inferencecommunications.com/queue_for_me/api/v1/check_waiter/0f09136df16b533757f5a0dc0192e04ccb13fb33/
HTTP Method	POST

#### Parameters

N/A	N/A
-----	-----

#### Response

Error Code	Error Message
200	The Token will be returned. The Token is used for "API Method Two: Add To Queue", and it will be expired after 15 minutes. <b>Example Value:</b> <ul style="list-style-type: none"> <li>• <span style="border: 1px solid #ccc; padding: 2px;">b4b25010795c-f8507543f739739678bdd54c6262</span></li> </ul>
400	APIKey not found.
405	HTTP POST method is supported only.
422	<b>Please note:</b> While the text for an error message may change, the error code will stay the same.
500	Something is broken. Please contact your service provider.
501	Method not implemented.
504	The request couldn't be serviced due to some failure within our stack. Try again later.

API Documentation

**API Method Two: Add To Queue**

API URL	https://usstudio.inferencecommunications.com/queue_for_me/api/v1/add_to_queue/0f09138df16b533757f5a0dc0192e04ccb13fb33/
HTTP Method	POST

**Parameters**

Token	REQUIRED	<p>Example Value:</p> <ul style="list-style-type: none"> <li>b4b25010795cf8507543f739739678bdd54c6262</li> </ul>
UUID	REQUIRED	<p>Example Value:</p> <ul style="list-style-type: none"> <li>8d4662de-340b-11e1-8095-001b24932956</li> </ul>
PhoneNumber	REQUIRED	<p>Example Value:</p> <ul style="list-style-type: none"> <li>0370103207</li> </ul>

**Response**

Error Code	Error Message
200	Call details have been inserted to the queue.
400	APIKey not found.
405	HTTP POST method is supported only.
422	<b>Please note:</b> While the text for an error message may change, the error code will stay the same.
500	Something is broken. Please contact your service provider.
501	Method not implemented.
504	The request couldn't be serviced due to some failure within our stack. Try again later.

Click **SAVE** - Your new queue will then appear in the dashboard as demonstrated below.

List Queues

Total Waiters	Waiters Unassigned	Total Queues
0	0	1

**Waiters Status**

Test Queue 1 | 0

Number of Waiters

Writers In Use
Available Waiters

Highcharts.com

Show Search Options
Refresh
1-1 of 1

Id	Name	Call Center Number	Assigned Waiters	Actions
11	Test Queue 1	7035551234	0	Actions



From the Actions drop down menu you can:

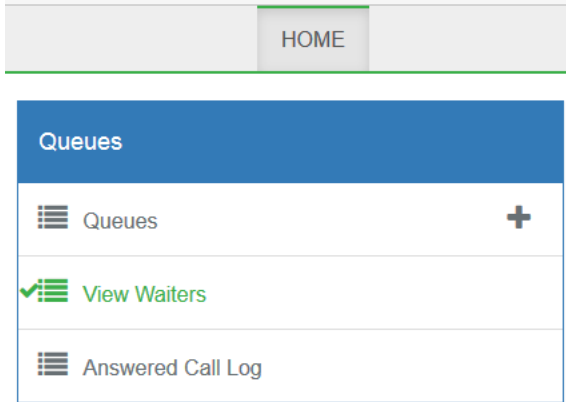
1. Edit your queue
2. View API Method One: Check Waiter
3. View API Method Two: Add to Queue
4. Delete your queue

Q Show Search Options   Refresh					1-1 of 1   < >   ⚙	
Id	Name	Call Center Number	Assigned Waiters	Actions		
11	Test Queue 1	7035551234	0	Actions ▾		

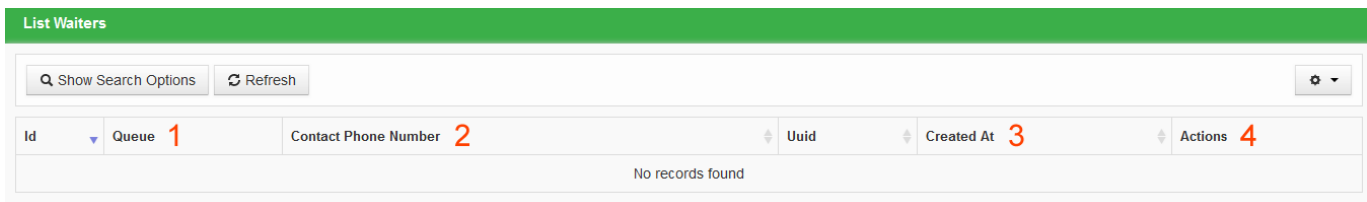
- ✎ Edit
- 📄 API Method One: Check Waiter
- 📄 API Method Two: Add To Queue
- 🗑 Delete

**WAITERS**

The Waiters menu option allows you to view a list of waiters currently active in the queue. To access, mouse-over the Home button (at the top of the page) and click 'View Waiters'.



You will be presented with the following screen:



1. **Queue:** Identifies the queue that the waiter is waiting in
2. **Contact Phone Number:** Denotes the phone number of the caller who has requested the callback
3. **Created At:** Identifies the date and time that the waiter entered the queue
4. **Actions:** Allows you to delete waiters out of the queue