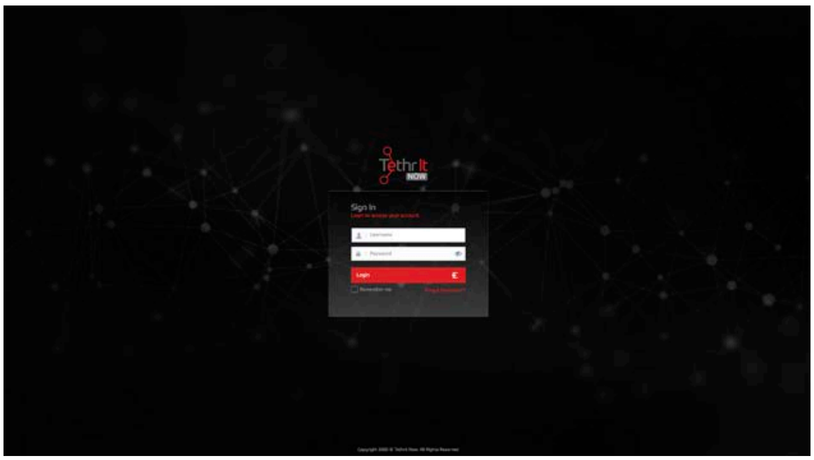
Tethr It Now Customer Admin User Guide

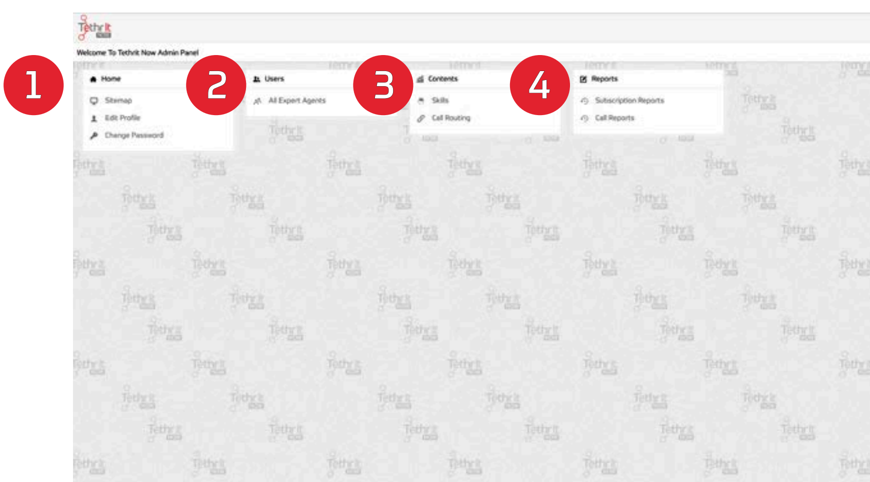
1. Logging In

As the Customer Admin for your Tethr It Now account, you have access to views of your orginization's Expert Agents as well as other functions. To login, simply enter your username (your email address) and the password you created after recieving the confirmation email from Tethr It Now. https://now.tethrit.com



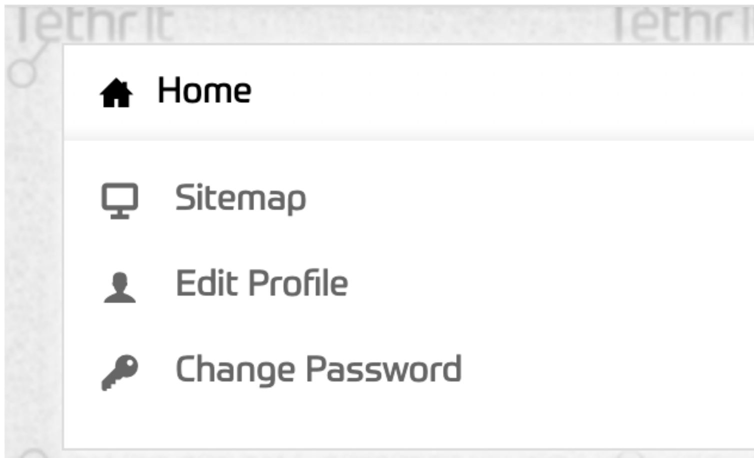
2. Tethr It Now Customer Admin Overview

1. Upon logging in, you may be taken to the console site map. In order to navigate back to the home screen where calls are initiated, click on the CONSOLE button. There are four sections 1. Home 2. Users 3. Contents and 4. Reports.

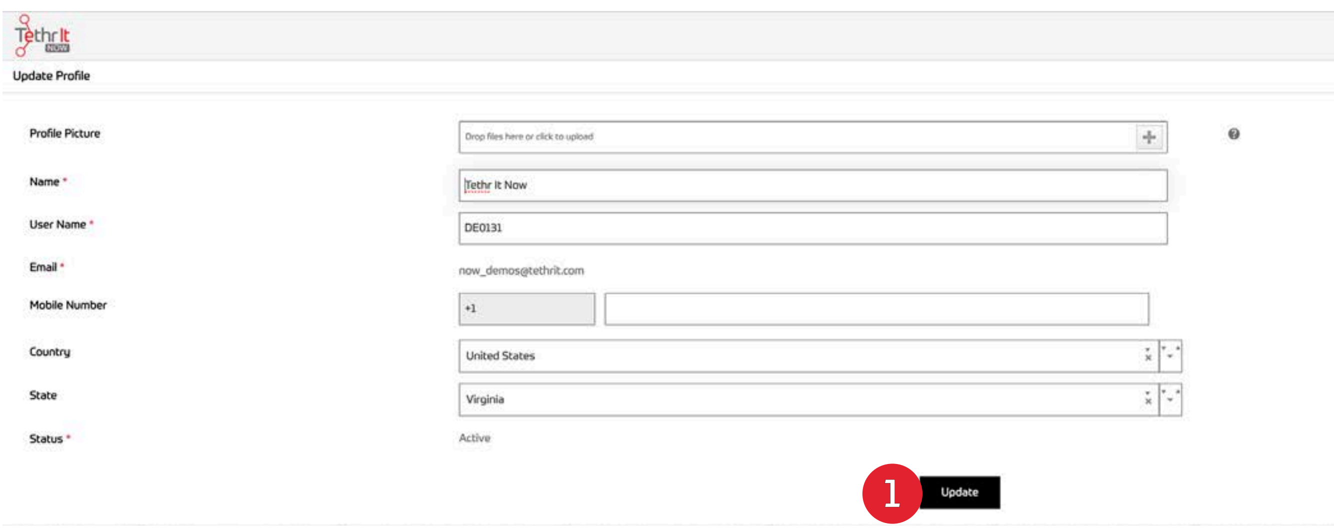


A. Home

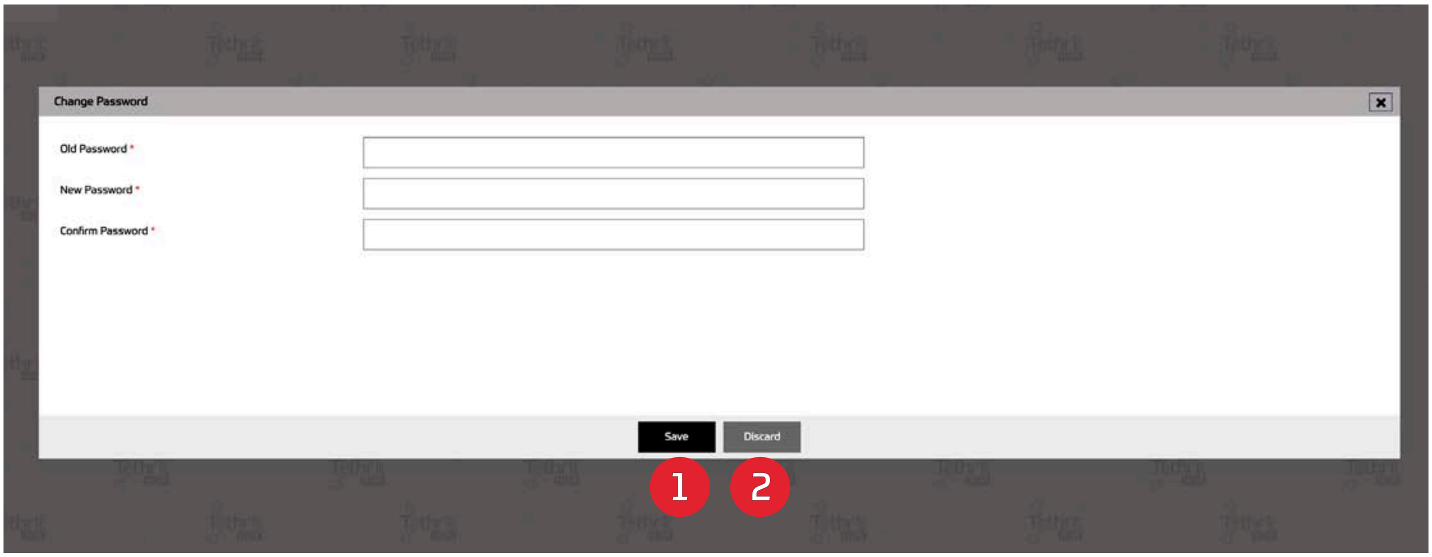
The Home tab is pretty straightforward. It contains the SITEMAP, EDIT PROFILE, and CHANGE PASSWORD sections of the console. SITEMAP is basically the”home page” or main view of the Admin Console.



1. Edit Profile
In this panel, the Customer Admin can add or update their profile picture, update user name, add a mobile number, country, and state. Once changes are made click 1. UPDATE to save changes.

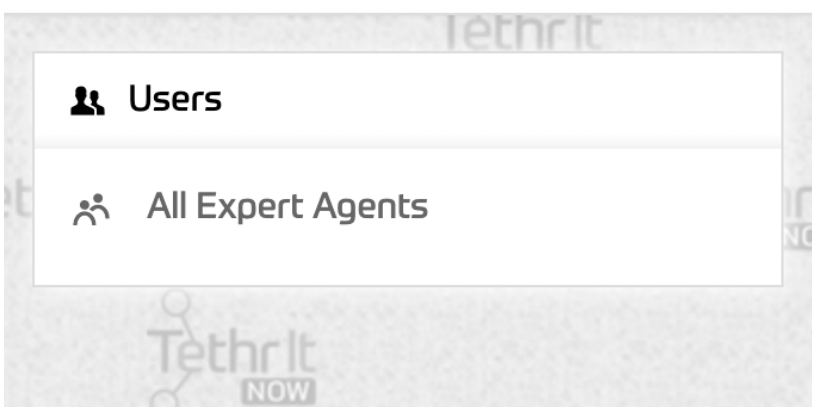


2. Change Password
Customer Admins can change their password if neccesary. To do so, follow the steps on screen and click 1. SAVE. To cancel, click 2. DISCARD.



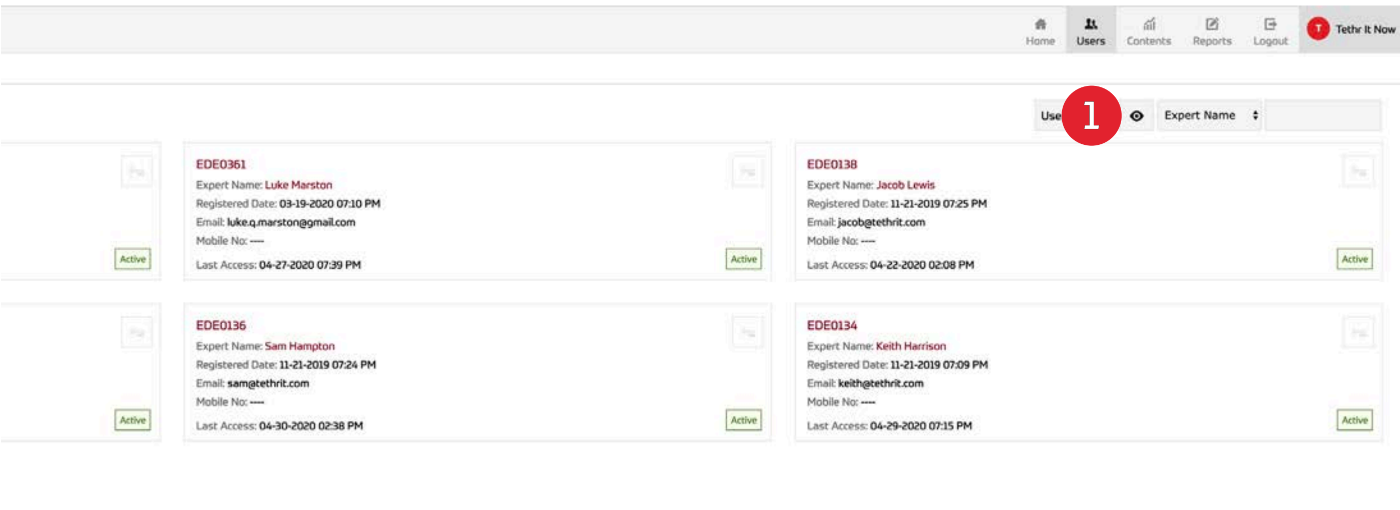
B. Users

Under the users tab is where the Customer Admins have visibility of the Expert Agents in their account. In most instances, Customer Admins will not have authorization to add or delete agents, but an admin can edit agent details and also add or remove tehm from skills routing trees. Skills will be discussed in the CONTENTS section of this guide.



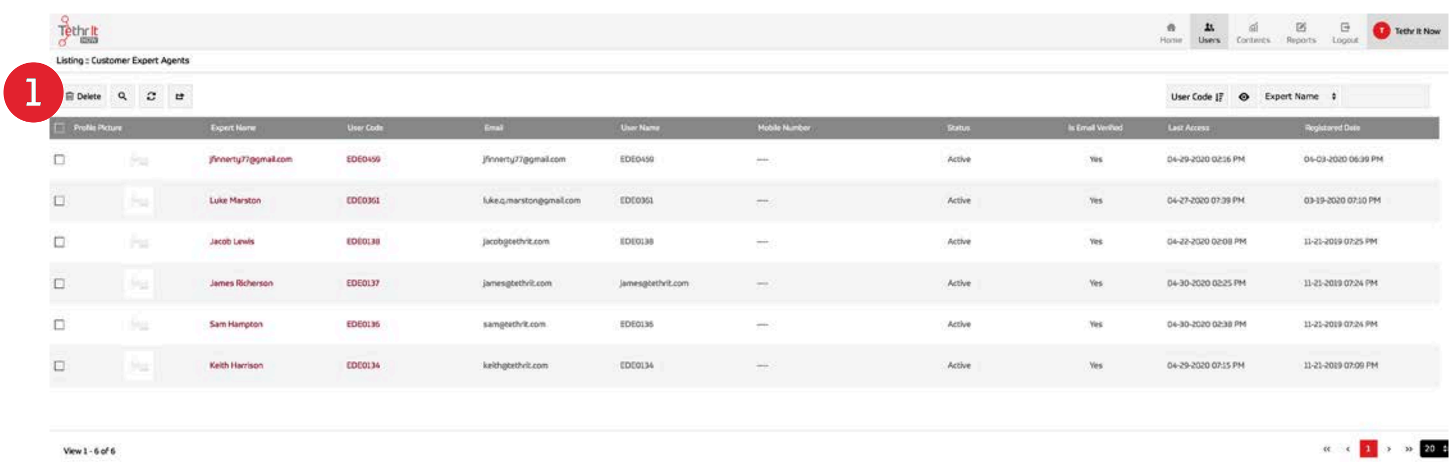
1. Expert Agent Main View

Afrer clicking All Expert Agents from the Users tab, the Customer Admin will navigate to the Expert Agent listing screen. This page shows all agents assigned to the orginization's account. To change the view to a list view, click the 1. EYE icon in the upper right corner of the page and select "List View". **Note: In order to delete an expert agent, the Customer Admin must be in list view.**



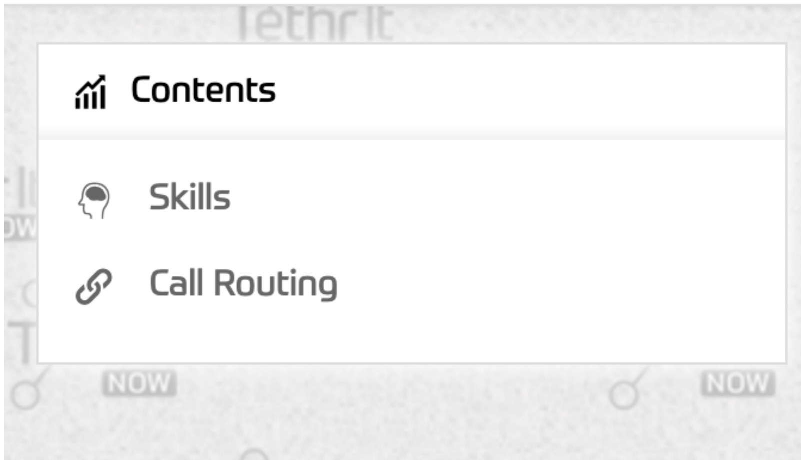
2. List View

List view gives another visual representation of the Expert Agent list and also allows the Customer Admin to delete agents. To delete an agent(s), select the check box next to the agent's name and click 1. DELETE. **Note: In most cases, Customer Admins will not have the ability to ADD Expert Agents and will have to contact Tethr It Now to do so.**

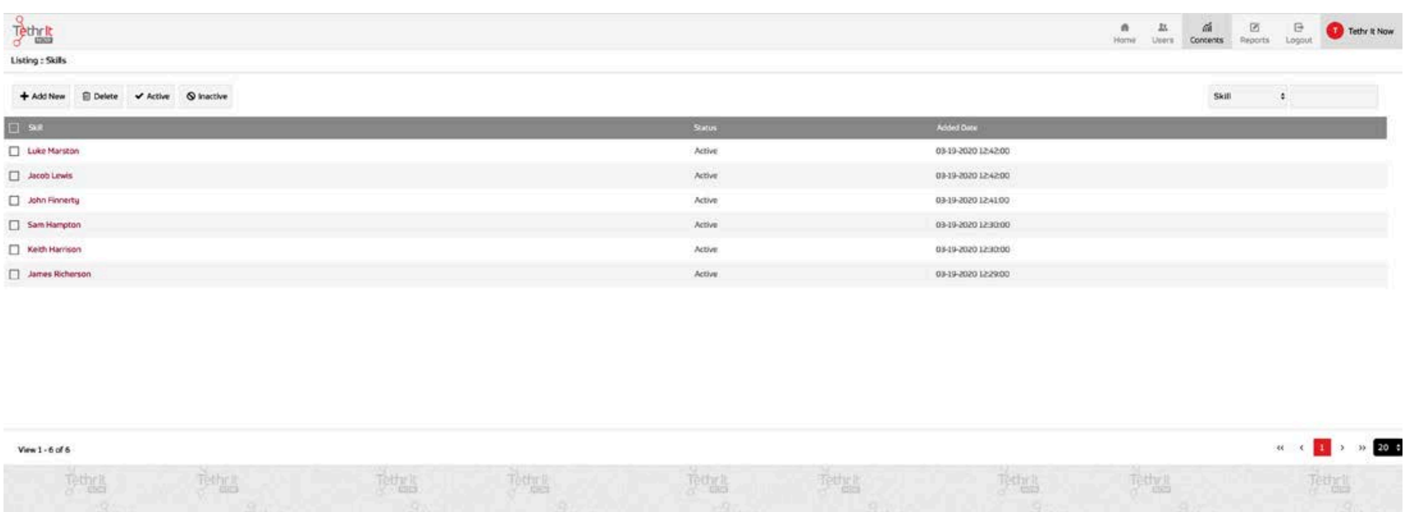


C. Contents

The Contents tab is where Customer Admins will find the sections that allow you create Skills for inbound Tethr It Now Calls and where Call Routing static links and QR Codes are housed.



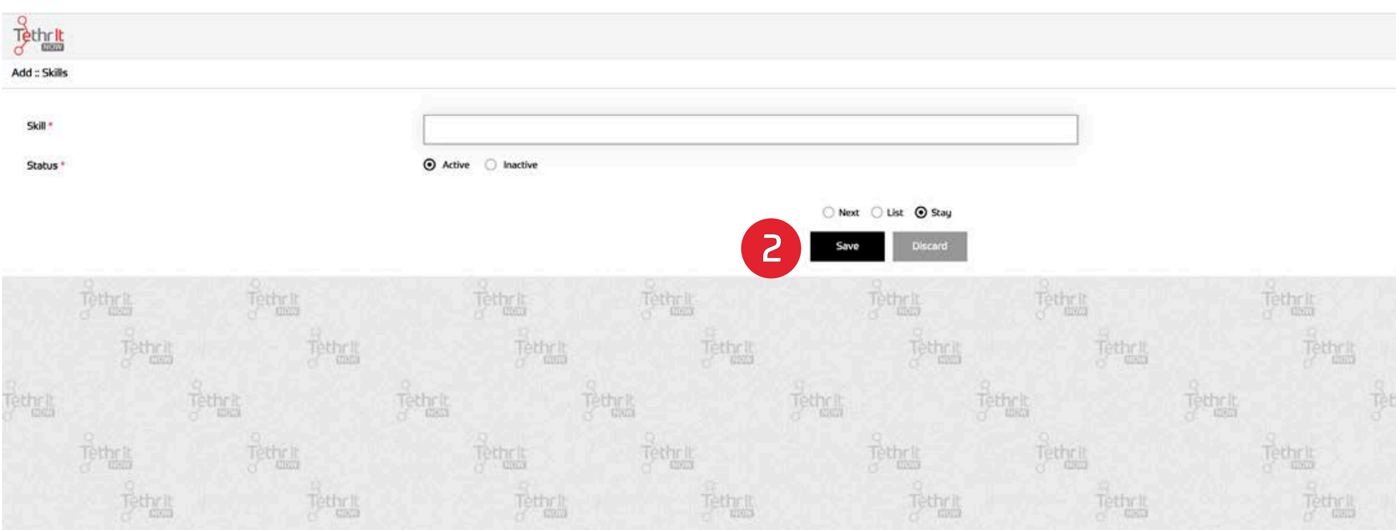
1. Skills
If the Customer Admin's orginization utilizes Tethr It Now's inbound calling abilites, this is where he/she can view, edit, and create skills that will be available for the end user to select from before placing the call. There is not a limit on the number of skills that can be applied to an Expert Agent's account.



A) Creating a Skill

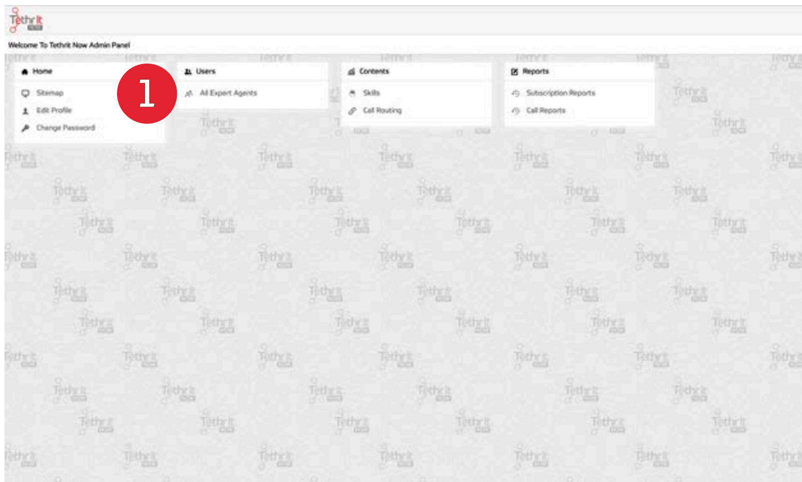
To create a new skill 1. click ADD NEW while in the Skills section.

2. Give the skill a name and click SAVE. Before clicking SAVE, the Admin can select Next (which will allow the creation of a new skill), List (which takes the Admin back to the skills master list), or Stay (Which keeps the Admin on the same screen after creating the skill.)

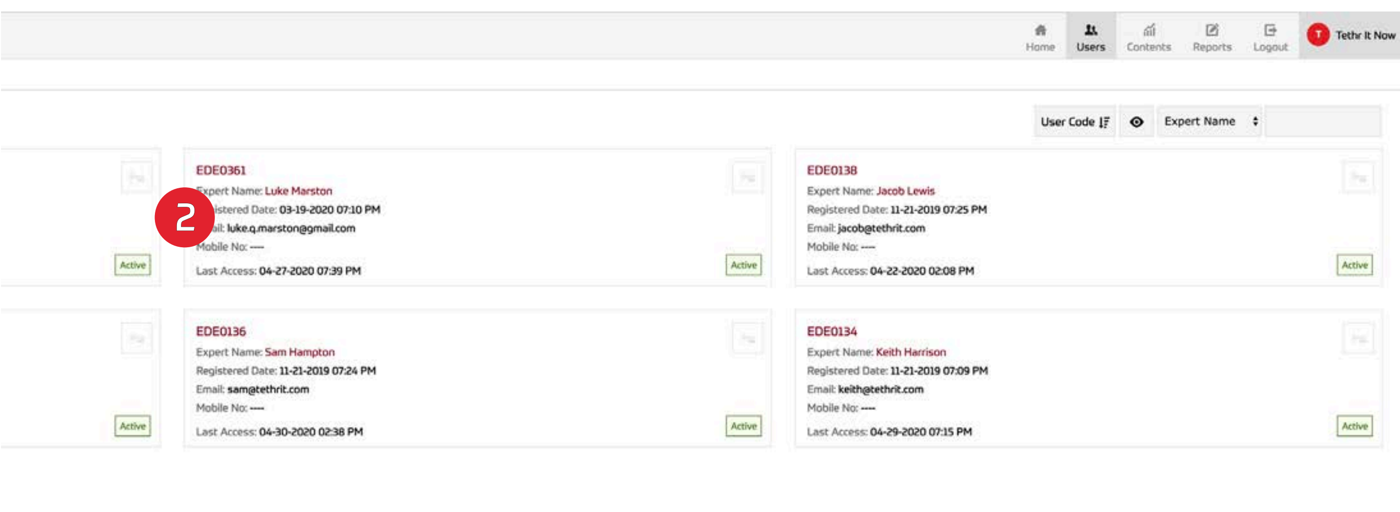


B) Applying a Skill to an Expert Agent

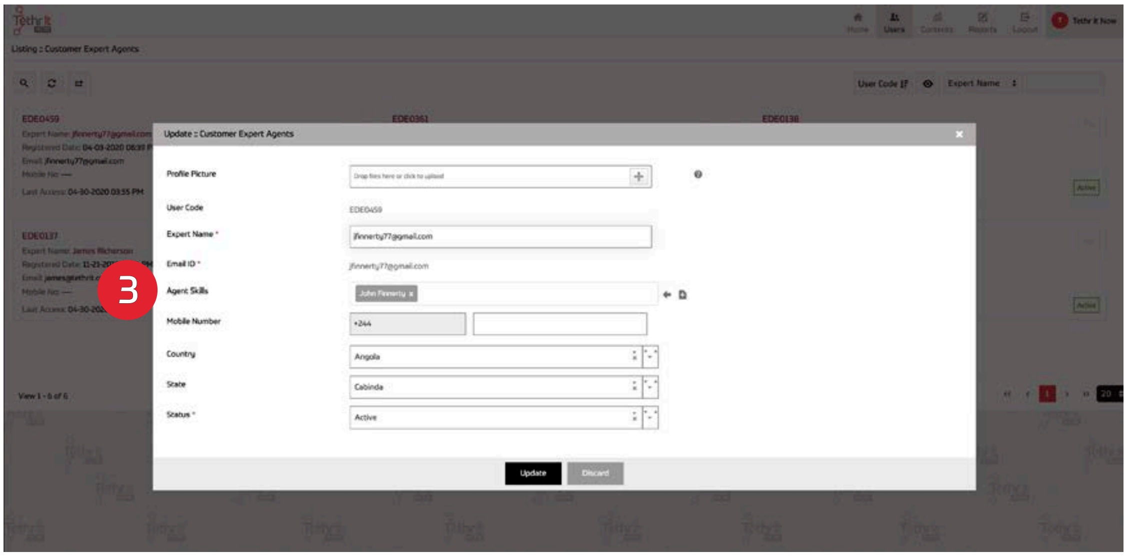
Once a skill is created, it needs to be applied to an Expert Agent(s) in order to become functional. To apply the skill to an agent, return to the USERS section and 1. click All Expert Agents.



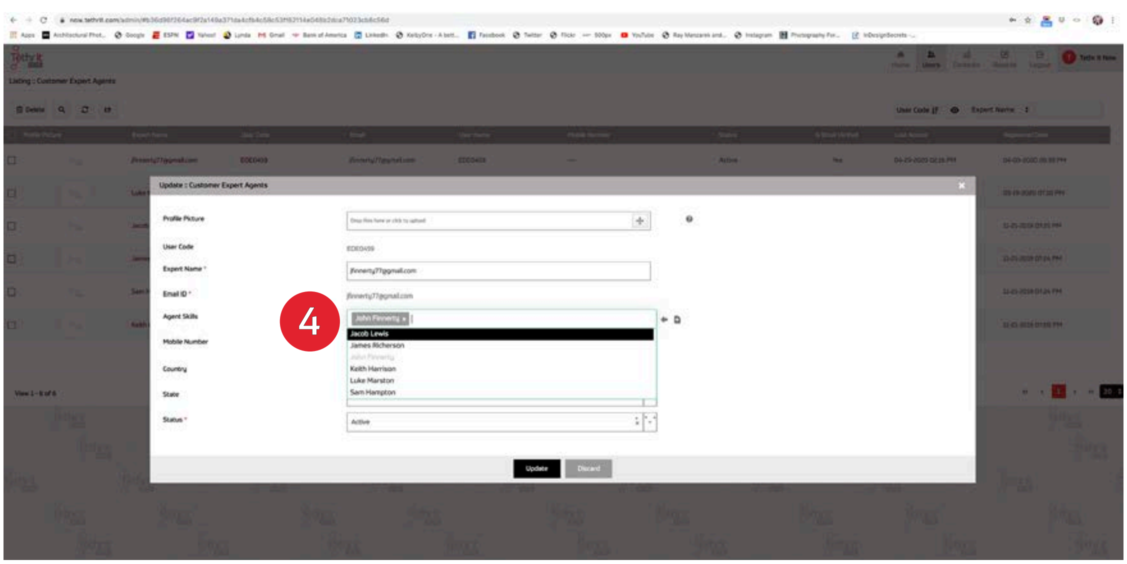
Find the Expert Agent you'd like to apply the skill to and 2. click the name.



Inside the profile view of the agent you will see 3. the Skill Drop Down menu.



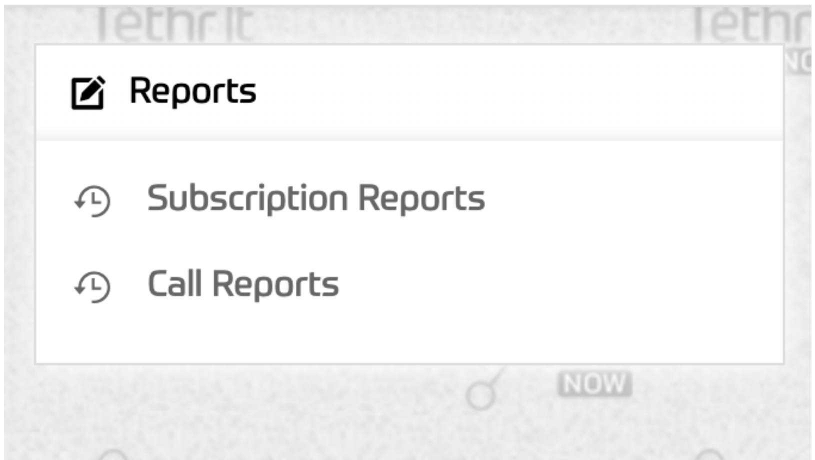
4. Click the skill(s) you'd like to aplly to the Expert Agent.



Skills are a way to put agents in certain buckets of expertise so that inbound callers can contact a person with knowlege in a certain subject matters. Skills can be created any way the orginization would like. Some companies list actual agent names like the example above and others define actual skill set names and put agents uder those skills.

D. Reports

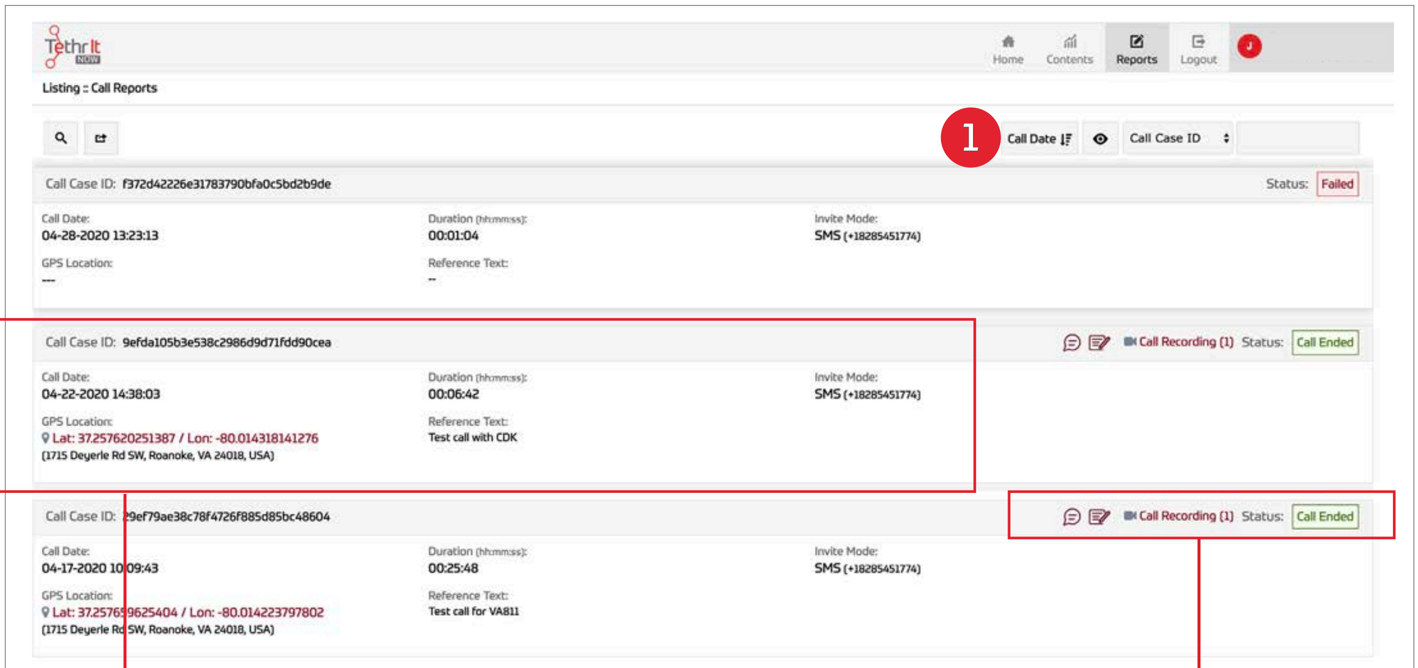
The Reports tab is where Customer Admins can check the status of their orginization's Tethr It Now subscriptions and view call reports of all Expert Agents.



1. Subscription Reports
Although a Customer Admin cannot change their orginization's subscription status, the Subscription Reports section provides basic details that may be of interest including start and end date.

1. Call Reports
Call Reports give the Customer Admin a view of all Expert Agent's calls as well as access to the call media associated with those calls. 1. Calls can be filtered and sorted numerous ways.

Call Reporting Example:



Call reports contain the following general information:

1. Call Date
2. GPS Location (If activated during the session)]
3. Call Duration
4. Reference Text (If applicable)
5. Invite Mode

Call Media Storage

1. Chat Transcripts
2. Call Notes
3. Call Recordings (MP4 format - note: Video is also saved in web format to computer)
4. Call Status

3. Logging Out

To log out of the console 1. click LOGOUT from the main navigation screen.