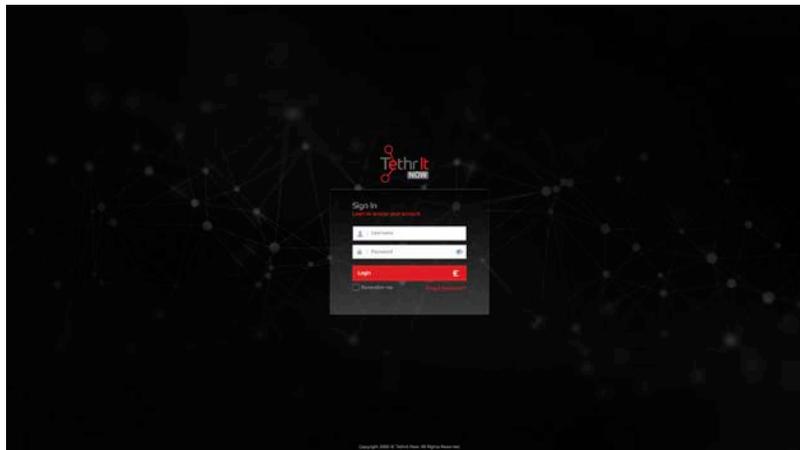


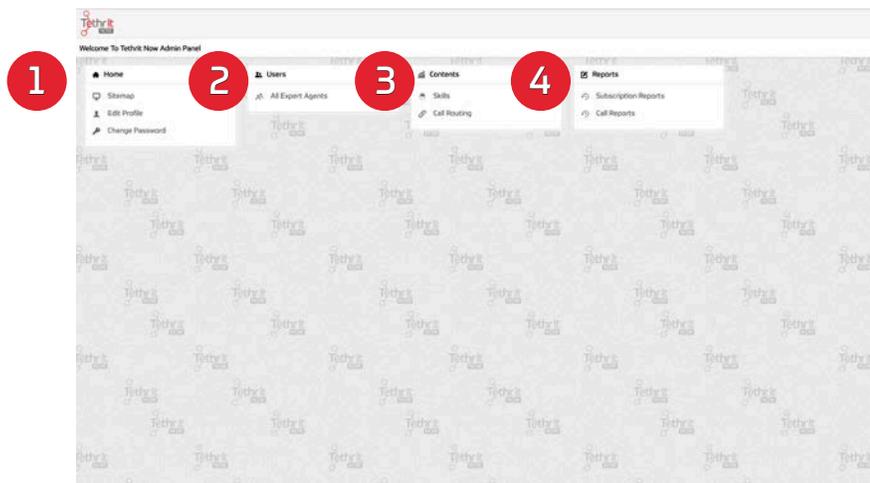
1. Logging In

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



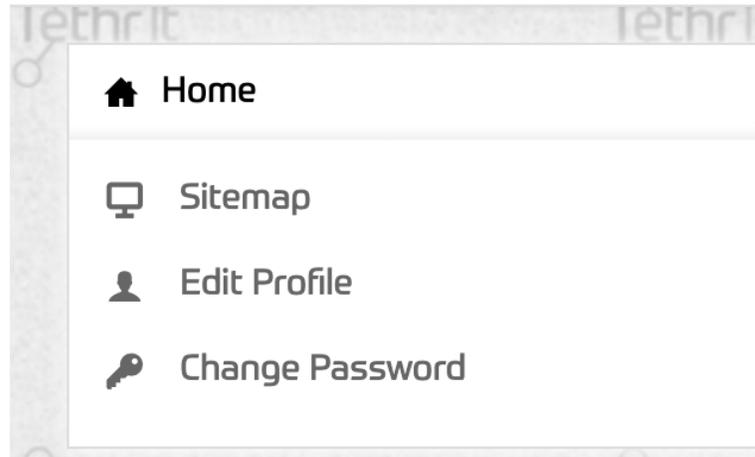
2. Tethr It Now Customer Admin Overview

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.



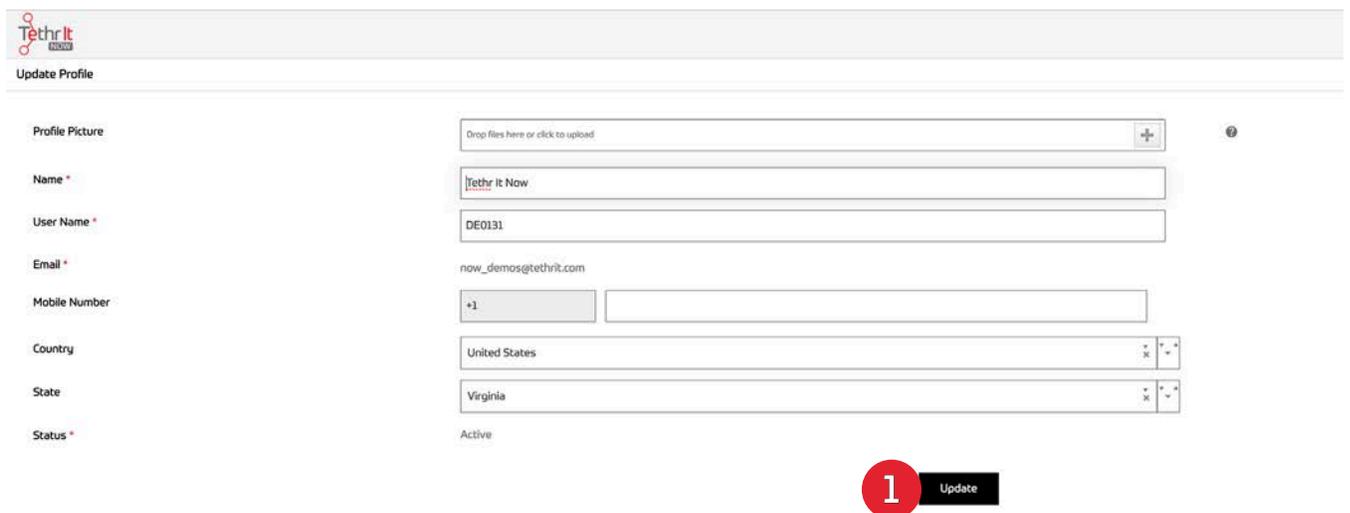
A. Home

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.



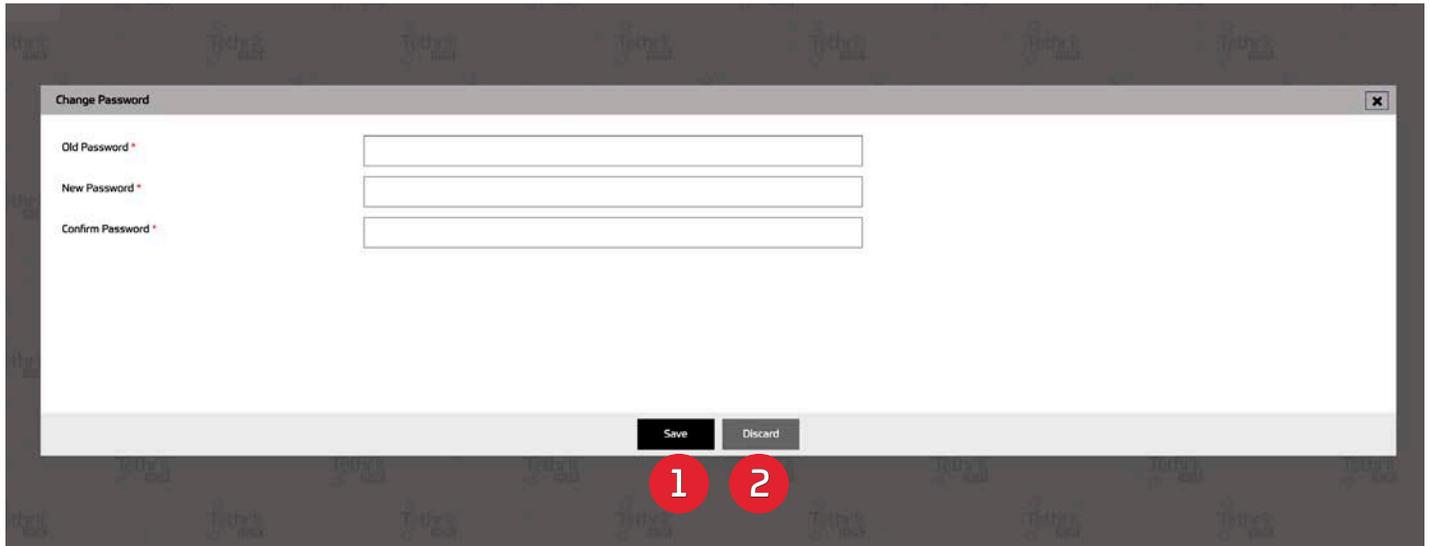
A screenshot of the 'Update Profile' form in the Tethr It Admin Console. The form includes the following fields:

- Profile Picture:** A file upload area with the text 'Drop files here or click to upload' and a plus icon.
- Name *:** A text input field containing 'Tethr It Now'.
- User Name *:** A text input field containing 'DE0131'.
- Email *:** A text input field containing 'now_demo@tethrit.com'.
- Mobile Number:** A text input field with a dropdown menu showing '+1'.
- Country:** A dropdown menu showing 'United States'.
- State:** A dropdown menu showing 'Virginia'.
- Status *:** A dropdown menu showing 'Active'.

At the bottom right of the form, there is a red circle with the number '1' and a black button labeled 'Update'.

2. Change Password

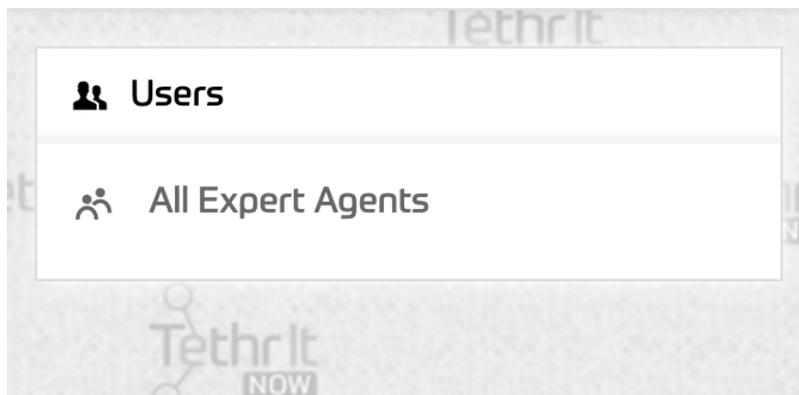
Customer Admins can change their password if necessary. To do so, follow the steps on screen and click 1. SAVE. To cancel, click 2. DISCARD.



The screenshot shows a 'Change Password' dialog box with three input fields: 'Old Password *', 'New Password *', and 'Confirm Password *'. At the bottom, there are two buttons: 'Save' (labeled with a red circle containing the number 1) and 'Discard' (labeled with a red circle containing the number 2).

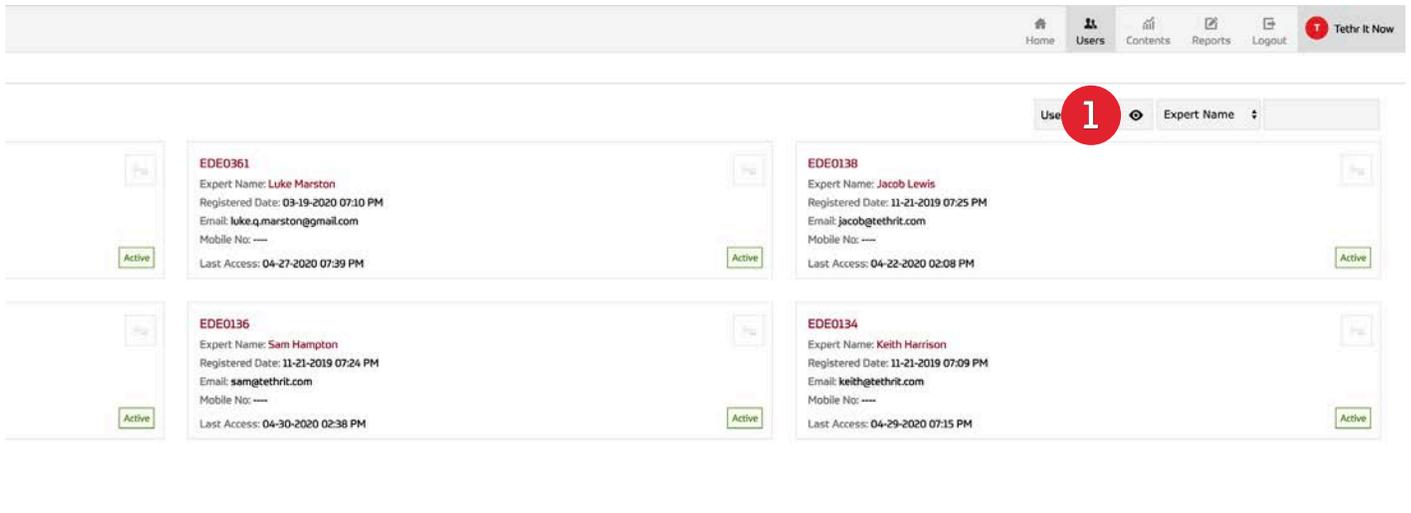
B. Users

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 them from skills routing trees. Skills will be discussed in the CONTENTS section of this guide.



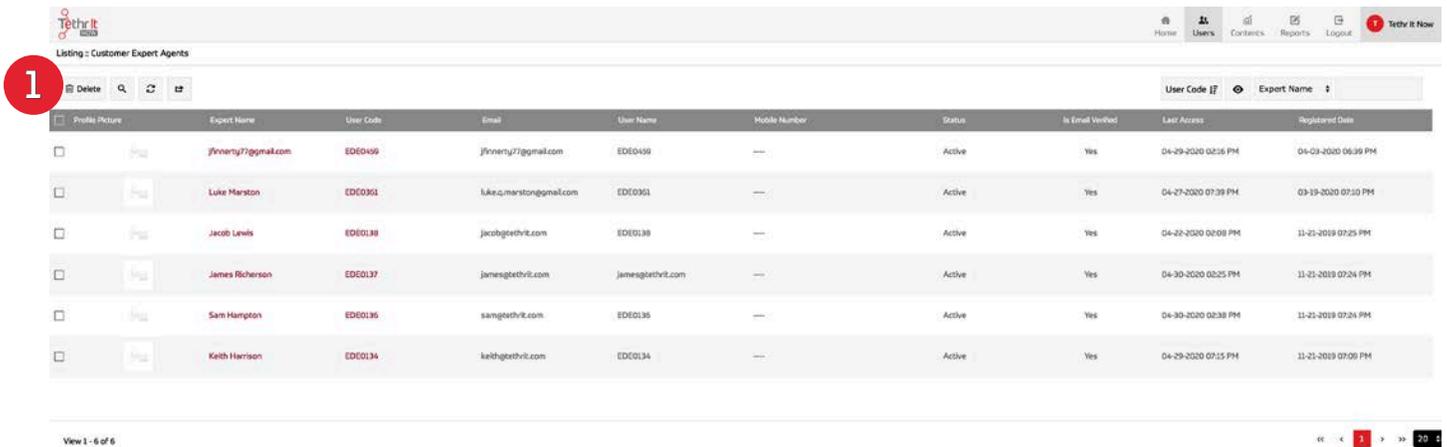
1. Expert Agent Main View

After 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 organization'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.**



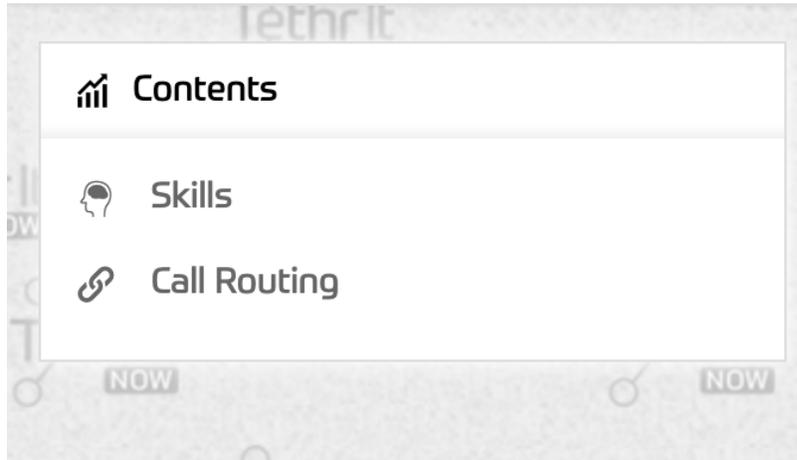
2. List View

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.**



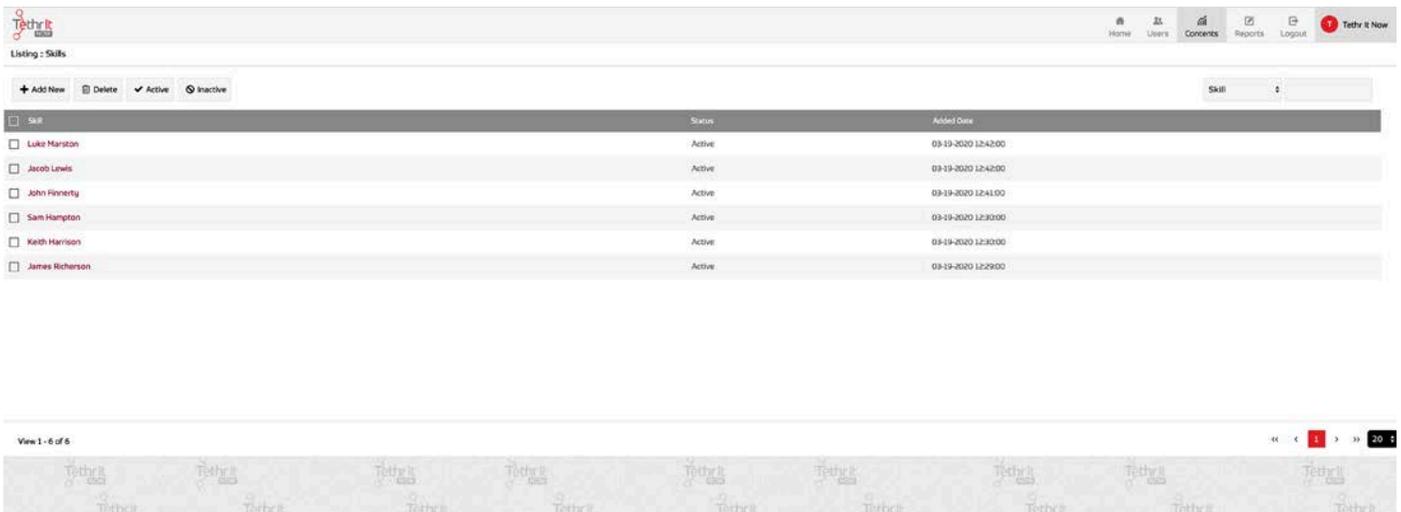
C. Contents

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 organization utilizes Tethr It Now's inbound calling abilities, 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 screenshot of the Tethr It NOW web application interface showing the 'Skills' listing page. The page includes a navigation bar with 'Home', 'Users', 'Contents', 'Reports', and 'Logout' options. Below the navigation bar, there are buttons for '+ Add New', 'Delete', 'Active', and 'Inactive'. A search bar is also present. The main content area displays a table with columns for 'Skill', 'Status', and 'Added Date'. The table lists six skills, all with a status of 'Active' and an added date of '09-19-2020'. The footer shows 'View 1 - 6 of 6' and a pagination control.

Skill	Status	Added Date
<input type="checkbox"/> Luke Marston	Active	09-19-2020 12:42:00
<input type="checkbox"/> Jacob Lewis	Active	09-19-2020 12:42:00
<input type="checkbox"/> John Finerty	Active	09-19-2020 12:41:00
<input type="checkbox"/> Sam Hampton	Active	09-19-2020 12:30:00
<input type="checkbox"/> Keith Harrison	Active	09-19-2020 12:30:00
<input type="checkbox"/> James Richerson	Active	09-19-2020 12:29:00

A) Creating a Skill

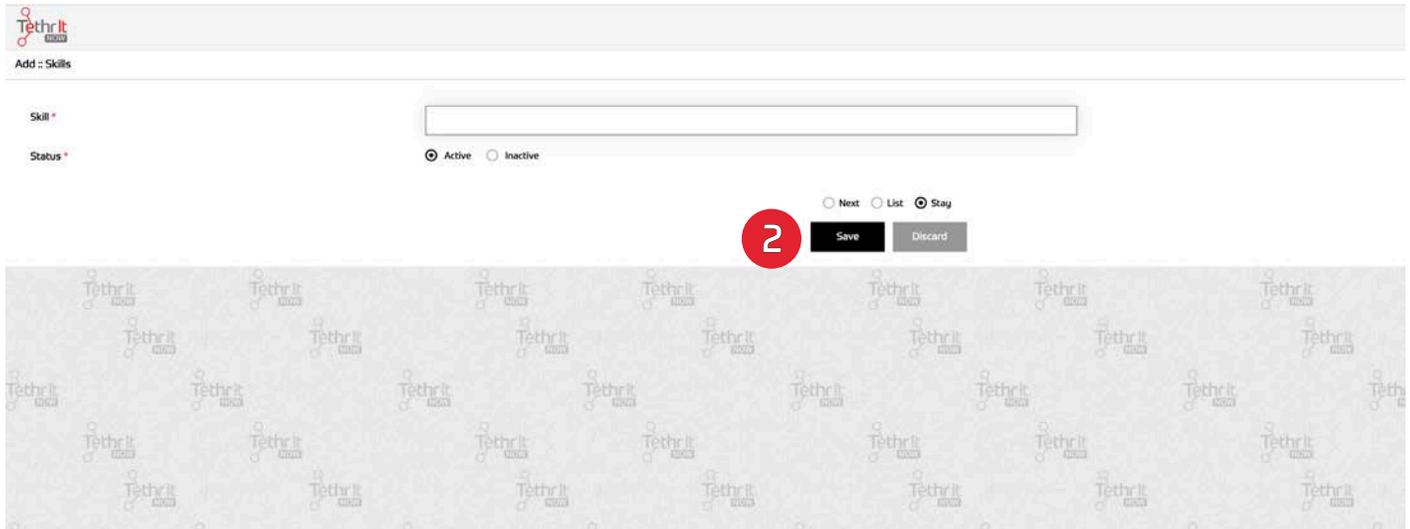
To create a new skill 1. click ADD NEW while in the Skills section.



The screenshot shows the 'Listing :: Skills' page. At the top left is the TethrIt NOW logo. Below it is the page title 'Listing :: Skills'. A navigation bar contains four buttons: '+ Add New', 'Delete', 'Active', and 'Inactive'. A red circle with the number '1' is positioned over the '+ Add New' button. Below the navigation bar is a table with two columns: 'Skill' and 'Status'. The table contains six rows, each with a checkbox, a name, and a status.

<input type="checkbox"/>	Skill	Status
<input type="checkbox"/>	Luke Marston	Active
<input type="checkbox"/>	Jacob Lewis	Active
<input type="checkbox"/>	John Finnerty	Active
<input type="checkbox"/>	Sam Hampton	Active
<input type="checkbox"/>	Keith Harrison	Active
<input type="checkbox"/>	James Richerson	Active

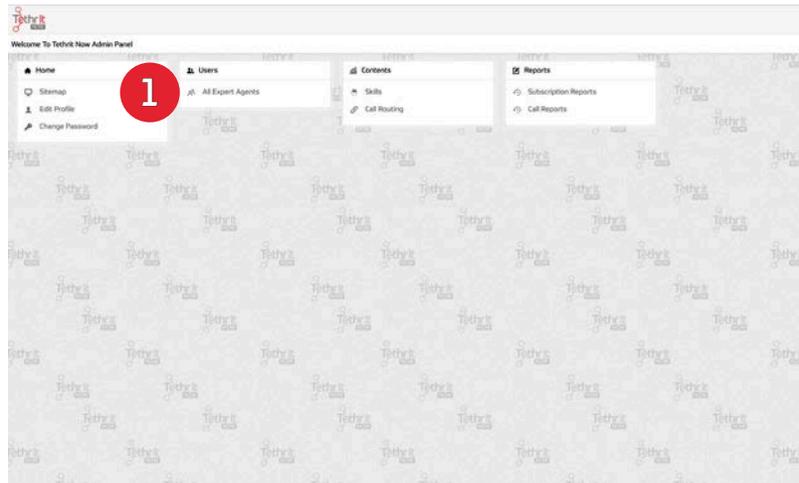
2. Give the skill a name and click SAVE. Before clicking SAVE, the Admin can select Next (which will allow the creation of a new skill), List (which takes the Admin back to the skills master list), or Stay (Which keeps the Admin on the same screen after creating the skill.)



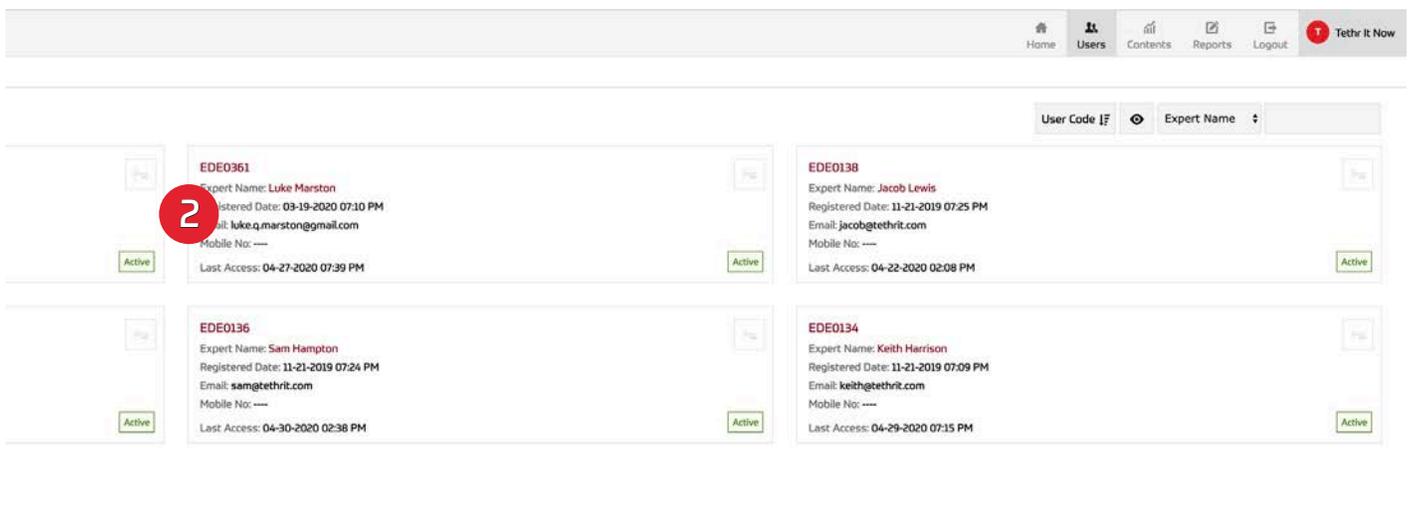
The screenshot shows the 'Add :: Skills' form. It has a 'Skill *' label and an empty text input field. Below that is a 'Status *' label with two radio buttons: 'Active' (selected) and 'Inactive'. At the bottom right, there are three radio buttons: 'Next', 'List', and 'Stay' (selected). Below these are two buttons: 'Save' and 'Discard'. A red circle with the number '2' is positioned over the 'Save' button. The background of the page is a repeating pattern of the TethrIt NOW logo.

B) Applying a Skill to an Expert Agent

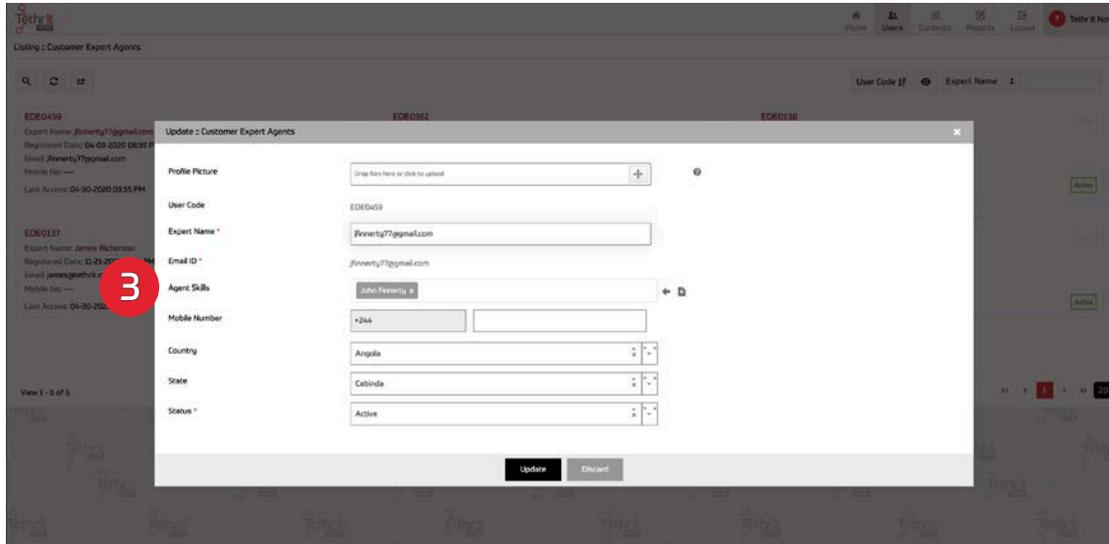
Once a skill is created, it needs to be applied to an Expert Agent(s) in order to become functional. To apply the skill to an agent, return to the USERS section and 1. click All Expert Agents.



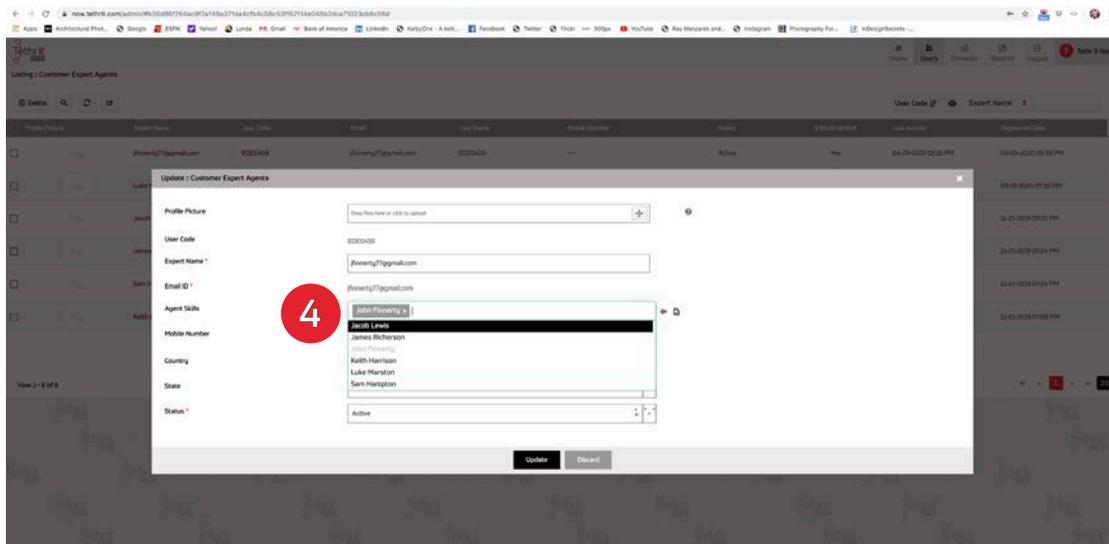
Find the Expert Agent you'd like to apply the skill to and 2. click the name.



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



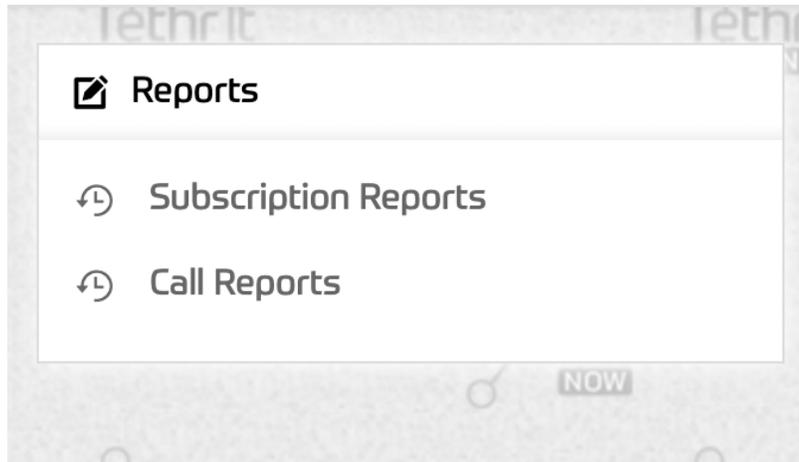
4. Click the skill(s) you'd like to apply to the Expert Agent.



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

D. Reports

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



1. Subscription Reports

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

Package: 1 year Subscription (PKG-0003)			Payment Through:	Offline	Status:	Live
Subscription Code: ORDER00000410090	Subscribed On: 2020-04-29	Subscription Start Date: 2020-04-29				
Ending Date: 2021-04-29	Package Amount: 10000.00					

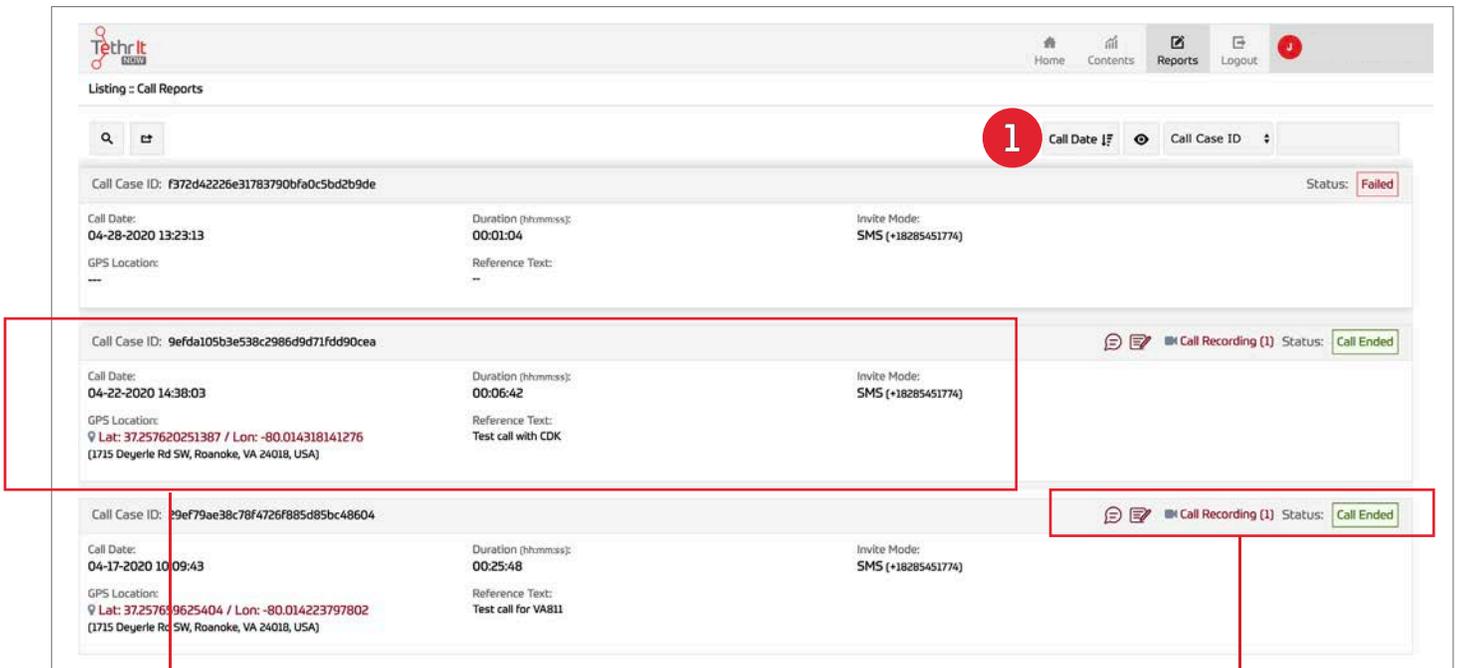
View 1 - 1 of 1

« < 1 > » 20 1

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:



The screenshot shows the 'Listing - Call Reports' page in the Tethr It NOW system. It features a search bar, a filter icon, and a dropdown menu for 'Call Date'. A red circle with the number '1' highlights the 'Call Date' filter. Below the filter, there are three call report entries. The first entry is highlighted with a red box and has a 'Failed' status. The second and third entries are also highlighted with red boxes and have a 'Call Ended' status. The second entry includes a 'Call Recording (1)' icon and a 'Call Recording (1) Status: Call Ended' label. The third entry also includes a 'Call Recording (1) Status: Call Ended' label. A red line connects the 'Call Recording (1) Status: Call Ended' label of the third entry to the 'Call Media Storage' section below.

Call Case ID	Call Date	Duration (hh:mm:ss)	Invite Mode	Status
f372d42226e31783790bfa0c5bd2b9de	04-28-2020 13:23:13	00:01:04	SMS (+18285451774)	Failed
9efda105b3e538c2986d9d71fdd90cea	04-22-2020 14:38:03	00:06:42	SMS (+18285451774)	Call Ended
29ef79ae38c78f4726f885d85bc48604	04-17-2020 10:09:43	00:25:48	SMS (+18285451774)	Call Ended

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



The 'Call Media Storage' section shows a list of call media items. It includes icons for chat transcripts, call notes, and call recordings. A red line connects the 'Call Recording (1) Status: Call Ended' label from the screenshot above to the 'Call Recording (1) Status: Call Ended' label in this section.

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.

