

NETOP®

Live GUIDE™

Live Chat for Customer Engagement

Customizing Operator's Console to view customers waiting time in the queue

Customize the Operator Console

New Live Guide Users

Live Guide 5.8.1 introduces new functionality in the Operator Console - allowing Operators to see the amount of time customers have been waiting in the queue.

Waiting...	Name	Type	Status	Campaign	Department	Number of...	Proactive	Current pa...	Current pa...
09:46	C11	Customer	Queue	Second Ca...	Support	2	No		file:///C:/U...
00:21	C10	Customer	Queue	First Camp...	Sales	4	No		file:///C:/U...

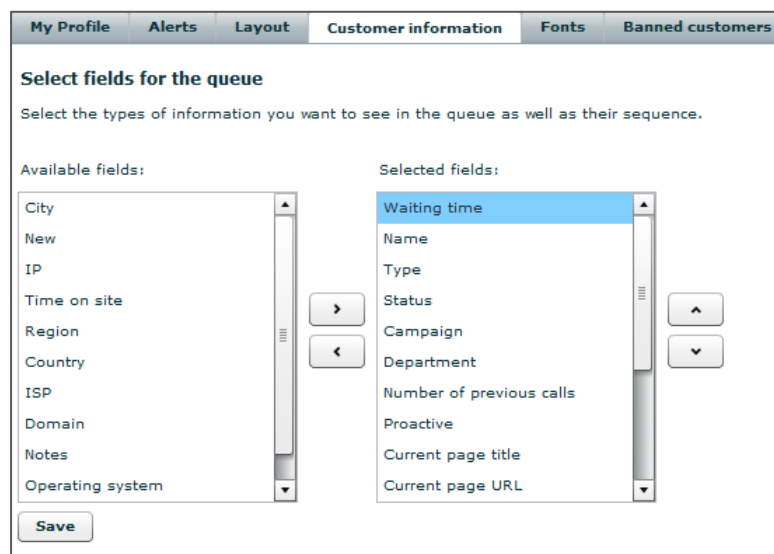
Existing Live Guide Users

If you're already using Live Guide and you want to benefit and you want to use this feature:

1. In the Operator Console click the **Settings** button and go to the **Customer information** tab



2. From the **Available fields** list select the **Waiting Time** field and using the > button add the field to the **Selected Fields** list on the right.
3. You can also sort the fields in the **Selected fields** list using the **Move up/down** buttons to the right of the list depending on where you would like the column to be positioned.



4. Click **Save** to enable your changes; once you go back to **Calls** you will be able to see the changes.