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# TxSmartQConsole



## Admin User Guide

Updated: 2nd March , 2020

[Telenetix Private Limited](#)

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# Introduction

TxSmartQConsole Admin user guide describes how to use TxSmartQConsole for management, configuration, routing of multi-channels. This guide is intended for TxSmartQConsole administrators.

## Login

This site is compatible with following browser versions:

- Google Chrome - Version 61+
- Mozilla Firefox - Version 56+

We provide two types of authentication features:

1. Open auth login
2. Windows login
3. UserName/EmailID and Password

## UserName/EmailID and Password Login

Users can login to console using his/her User ID/ Email ID and Password provided. Password reset option has been provided in the login page in case a user forgets his/her password.

## Windows Login

If AD is configured in the domain, then the users can use their domain credentials to login to console.

## OAuth Login

User can authenticate himself/herself using his/her existing email provider like gmail, facebook, msn or LinkedIn.

OAuth is enabled for following providers:

Gmail, Facebook, Microsoft account/Windows LiveID ([outlook.com](http://outlook.com)) and LinkedIn.



Welcome to TxSmartQ

**Login to continue**



Login



Domain Login



Login with Google



Login with Facebook



Login with MSN



Login with LinkedIn

[Can't login to TxSmartQ?](#)

# TxSmartQ Console Interface

The functionality of the TxSmartQConsole has been categorized mainly into :

## **Contact Center:**

TxSmartQ provides call center functionality by distributing calls to agents using different scenarios and rules. These different scenarios and rules can be added from the pages under this category. These configurations consist of adding agents, adding queues, mapping the agents with the queues and adding sound files that can be played at appropriate situations in the dialplan flow.

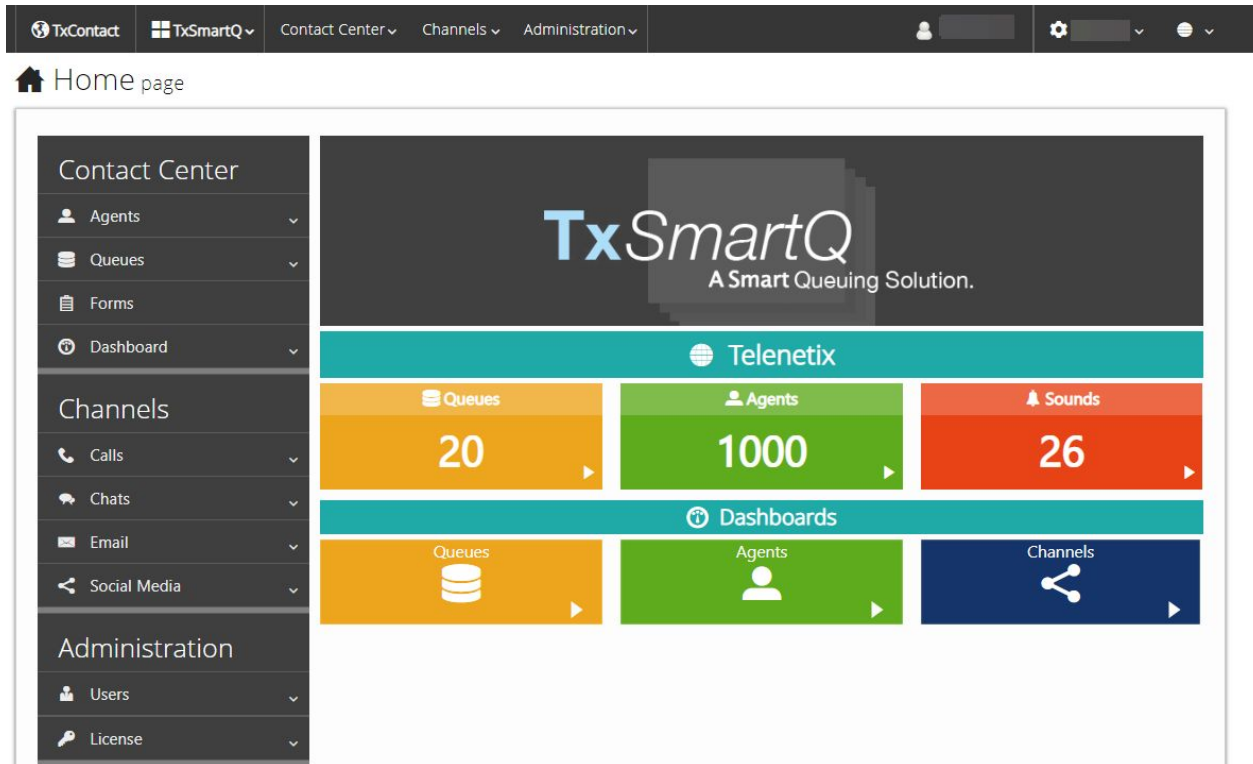
## **Management:**

In the management page, the administrator can perform management tasks like adding new Tenants, adding new Users, assign users with their respective roles and provide licenses to the tenants.

## **Dialplan:**

Dialplan rules are used to route a dialed call to its appropriate endpoint, which can be a traditional extension, queue, voicemail, interactive voice response (IVR) menu or other compatible application. Dialplan rules are extremely flexible. The various routings that decide the call flow in the Contact Center can be configured from the pages under this category.

The homepage shows up the important information which the administrator has to look into. It also serves as an administrator dashboard.



**Note :** Admin users who are logged in can check tenant license details by clicking on the **“Details”** tab under the **License** section under Administration (Only for Admin users).

License Details	
Organization	[Redacted]
User Role	Admin
Expiry Date	2019-06-30 23:59:59
Agent Count	5000
Channel Count	5000
Extension Count	1000
Extension Range	22001-23000

# Contact Center

## Agents

( Home → Contact Center → Agents → View Agents )

### View Agents


This page lets the admins or supervisors to see the agents defined in TxContact. The page also allows managing agents by options to add, edit and delete agents and also link to assign agents to queues.

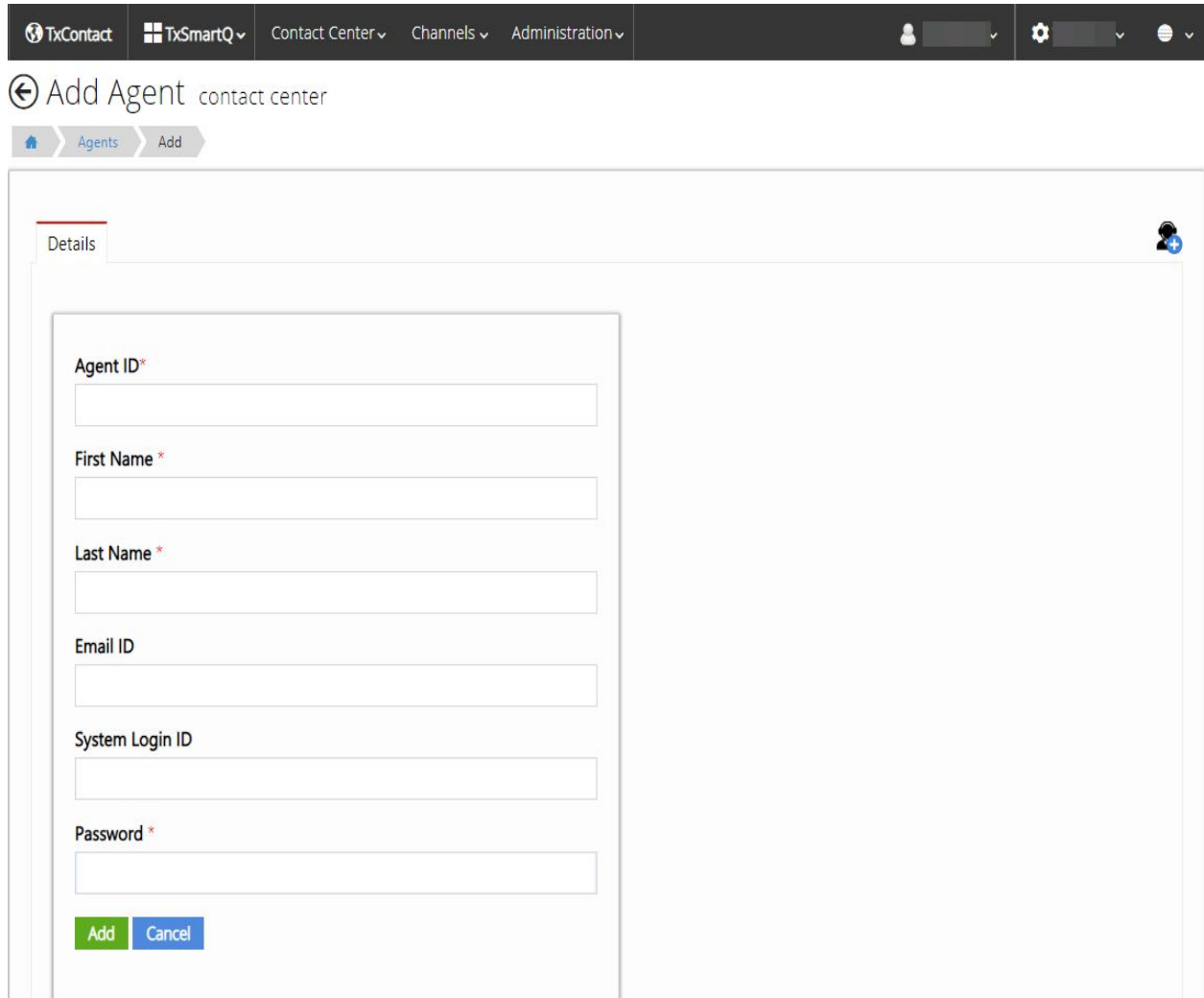
The screenshot shows the TxContact interface for the 'Agents' section. The top navigation bar includes 'TxContact', 'TxSmartQ', 'Contact Center', 'Channels', and 'Administration'. The breadcrumb trail is 'Agents contact center'. Below the breadcrumb is a search bar with the text 'Agent Id,First Name,Email' and a 'Search' button. To the right of the search bar are several icons: a green icon with a red 'X', a green icon with a document, a blue icon with a speech bubble, a blue icon with a document, a green plus icon, and a red trash icon. Below the search bar is a 'Show 10 entries' dropdown menu. The main content is a table with the following columns: AGENT ID, NAME, EMAIL ID, SYSTEM LOGIN ID, IN, OUT, and SETTINGS. The table contains 10 rows of agent data, each with a checkbox on the left and a settings icon on the right. The bottom of the page shows a pagination bar with 'Showing 1 to 10 of 1000 entries' and a set of page numbers: Previous, 1, 2, 3, 4, 5, 100, Next, ...

AGENT ID	NAME	EMAIL ID	SYSTEM LOGIN ID	IN	OUT	SETTINGS
22001	Agent 22001			6	1	0 0 0
22002	Agent 22002			0	1	0 0 0
22003	Agent 22003			0	1	0 0 0
22004	Agent 22004			0	1	0 0 0
22005	Agent 22005			0	1	0 0 0
22006	Agent 22006			0	1	0 0 0
22007	Agent 22007			0	1	0 0 0
22008	Agent 22008			0	1	0 0 0
22009	Agent 22009			0	1	0 0 0
22010	Agent 22010			0	1	0 0 0



## Add Agent

- Click on the  (**Add Agent icon**) at the top right end of the table in the **View Agents** page.
- Home page shortcut ( Home → ContactCenter → Agents → Add New Agent )



The screenshot shows the 'Add Agent' form in a contact center application. The top navigation bar includes 'TxContact', 'TxSmartQ', 'Contact Center', 'Channels', and 'Administration'. The breadcrumb trail is 'Home > Agents > Add'. The form is titled 'Add Agent contact center' and has a 'Details' tab. The form fields are:

- Agent ID\* (required)
- First Name\* (required)
- Last Name\* (required)
- Email ID
- System Login ID
- Password\* (required)

At the bottom of the form, there are two buttons: 'Add' (green) and 'Cancel' (blue).

Fill the details and click on the **'Add'** button to Add the Agent. Clicking on **'Cancel'** button discards the changes.

## Edit Agent

- Click on the **Agent ID** value of the Agent which has to be edited.

The screenshot shows the 'Edit Agent' page in the TxContact interface. The page has a dark header with navigation options: TxContact, TxSmartQ, Contact Center, Channels, and Administration. Below the header, there is a breadcrumb trail: Agents > Edit. The main content area is titled 'Details' and contains a form for editing agent information. The form fields are: Agent ID\* (22001), First Name\* (Agent), Last Name\* (22001), Email ID, System Login ID, and Password\* (masked with dots). At the bottom of the form are 'Update' and 'Cancel' buttons. To the right of the form is a 'More details' section with a table of agent metadata.

More details	
Created On	2018-11-27 03:58:00 PM
Modified On	2018-12-12 06:52:29 PM
Created By	codebreakers1.tx@gmail.com
Modified By	codebreakers1.tx@gmail.com

The Agent ID field cannot be modified. Modify the other fields as required and click on '**Update**' button. Clicking on '**Cancel**' button will cancel the changes and take you to the agent listing page.

## Add Queues To Agent

This feature lets the user assign agents to multiple queues.

- **Available Queues** are the queues for which the agent is not assigned to. To assign an agent to a queue, select a queue under this section and click on the '**add >>**' button.
- **Queues Assigned** are the queues for which the agent is currently assigned to. To remove agents from a queue, select a queue under this section and click on the '<< **remove**' button.

TxContact TxSmartQ Contact Center Channels Administration

View Assigned Queues

Agents 22001

**Note :** An agent can be part of multiple inbound/manual queues irrespective below cases:

- If an agent is already part of one progressive queue, he cannot be part of other outbound queues.
- However, if an agent wants to be part of multiple outbound queues, outbound queues must be of type predictive only.

Help

**Available Queues**

testsm (in)  
a-a (in)

add >>

<< remove

**Queues Assigned**

rakQ2 (in)  
rakQ1 (in)  
rakInQ3 (in)  
chethzin (in)  
bulktest (out)  
RanjithaTest (in)  
Cs (in)

Update Cancel

## Delete Multiple Agents

- Select the Agents to be deleted by clicking on the checkbox  (**Ckeckbox icon**) for the respective rows. Click on the  (**Delete Selected icon**) at the top right end of the table.

TxContact TxSmartQ Contact Center Channels Administration

Agents contact center

Agents

Show 10 entries


Agent Id,First Name,Email Search

AGENT ID	NAME	EMAIL ID	SYSTEM LOGIN ID	IN	OUT				SETTINGS
22001	Agent 22001			6	1	0	0	0	
22002	Agent 22002			0	1	0	0	0	
22003	Agent 22003			0	1	0	0	0	
22004	Agent 22004			0	1	0	0	0	
22005	Agent 22005			0	1	0	0	0	
22006	Agent 22006			0	1	0	0	0	
22007	Agent 22007			0	1	0	0	0	
22008	Agent 22008			0	1	0	0	0	
22009	Agent 22009			0	1	0	0	0	
22010	Agent 22010			0	1	0	0	0	

Showing 1 to 10 of 1000 entries

Previous 1 2 3 4 5 100 Next ...


## Clone Agents

- Click on the  (**Clone Agent**) at the top right end of the table in **View Agents** page. Fill the details and click on the '**Clone**' button to Clone the Agent or the '**Cancel**' button to Cancel.
- '**Agent ID**' field must be one of the existing Agent ID values which will be cloned.
- '**Agent Start Range**' must be the starting range of the new Agent ID.
- '**Agent End Range**' must be the ending range of the new Agent ID.

## Export Agent data to Excel Sheet

- Click on the  (**Export data to Excel icon**) at the top right end of the table.

## Import Agent data from Excel Sheet

- Click on the  (**Import data to Excel icon**) at the top right end of the table.
- Upload the Excel File by clicking on the '**Browse**' button in the Upload Excel page and then click on '**Submit**'.

## Import Agents contact center

Agents Import

Maximum 500 Agents at a time can be imported.

### Upload Excel File

Choose file No file chosen

Submit

## Import Agents

Agents Import

Please select the rows you want to save

Help

Save Cancel

<input type="checkbox"/>	Agent ID	Password	First Name	Last Name	Email ID	System Login ID	Ma
<input type="checkbox"/>	Agent ID	Agent Password	First Name	Last Name	Email ID	System ID	
<input type="checkbox"/>	1000	1111	1000	agent			
<input type="checkbox"/>	10000	1111	10000	agent			
<input type="checkbox"/>	1001	1111	Agent	1001			
<input type="checkbox"/>	1002	1111	Agent	1002			
<input type="checkbox"/>	1003	1111	Agent	1003			
<input type="checkbox"/>	1004	1111	Agent	1004			
<input type="checkbox"/>	1005	1111	Agent	1005			
<input type="checkbox"/>	5000	1111	5000	agent			

- Select the fields from the drop down in the top row.
- Click on the **'Help'** button located in the top right of the page to show/hide the help table.
- Edit the values if required.
- Click on **'Save'** after selecting the rows needed to be imported.
- Click on **'Cancel'** if the import has to be cancelled.

TxContact TxSmartQ Contact Center Channels Administration Tools

## Import Excel contact center

Agents Import

<< Edit Values Cancel

Show 10 entries Search:

AgentID	First Name	Last Name	Password	Max No Answer	Reason
10001					Duplicate Entry.

Showing 1 to 1 of 1 entries Previous 1 Next

- Any error when importing will be displayed with the reason and to edit the values click on '**<<Edit Values**' button.
- Click on '**Cancel**' to go back to the Agents page.

TxSmartQ Contact Center Channels Administration Reports

## Import Agents

Agents Import

Please select the rows you want to save Help

Save Cancel

	Agent ID	Password	First Name	Last Name	Email ID	System Login ID	Ma
<input type="checkbox"/>	Agent ID	Agent Password	First Name	Last Name	Email ID	System ID	
<input type="checkbox"/>	1000	1111	1000	agent			
<input type="checkbox"/>	10000	1111	10000	agent			
<input type="checkbox"/>	1001	1111	Agent	1001			
<input type="checkbox"/>	1002	1111	Agent	1002			
<input type="checkbox"/>	1003	1111	Agent	1003			
<input type="checkbox"/>	1004	1111	Agent	1004			
<input type="checkbox"/>	1005	1111	Agent	1005			
<input type="checkbox"/>	5000	1111	5000	agent			

- Edit the values and click on the '**Save**' button.

# Queues

( Home → Contact Center → Queues )

## View Queues


Admins and Supervisors can see the queues defined and get the queue management options here.

( Home → Contact Center → Queues → View Queues )

Queue ID	Priority	Strategy	Status	Agent Count	Direction	SETTINGS
manual	1	PSM-LOA	✓	0	↗	👤 👤 📞
---	1	PSM-LOA	✓	0	↙	👤 👤
ChethzOut	1	PSM-LOA	✓	0	↗	👤 👤 📞
a-a	1	PSM-LOA	✓	0	↙	👤 👤
Cs	1	MIA	✓	4	↙	👤 👤
RanjithaTest	1	PSM-LOA	✓	5	↙	👤 👤
chethzin	1	PSM-LOA	✓	1	↙	👤 👤
testsm	1	PSM-LOA	✓	0	↙	👤 👤
bulktest	2	MIA	✓	353	↗	👤 👤 📞
global	2	PSM-LOA	✓	1	↗	👤 👤 📞

## Add Queue

This page lets the user add a new Queue.

- Click on the  (Add Queue icon) at the top right end of the table in **View Queue(s)** page.
- Home page shortcut.( Home → Contact Center → Queues → Add New Queue)

## Add Queue Configuration

← Add Queue contact center

Home > Queues > Add

Queue Details Settings

**Queue ID\***  
special characters are not allowed

**Queue Type\***  
Call

**Name\***

**Description**

**Priority \***

**Queue Length\***

**Strategy \***  
Prioritized Skill Matching with LOA

**Status \***  
Active

**Queue Direction \***  
Inbound

**Queue SLA \***  
60

Add Cancel

- **'Priority'**: Queue priority will decide which call to be given to an agent first in the case of the agent being part of multiple queues and calls being queued in all of them. Highest priority will be set by default while adding a new queue. A queue with high priority (lower the number, the higher the priority) is used before a queue with low priority. Raising the priority of a queue will affect all the other queues and give that priority call precedence over all the other calls queued up.
- **'Strategy'** specifies the call distribution strategy, *i.e.* the method used to decide how incoming calls are distributed to agents.



The different call distribution strategies on TxContact with their brief descriptions are listed below:

- **Most Idle Agent (MIA)** - Call is offered to an agent who is idle for the longest time.
- **Least Occupied Agent (LOA)** - Call is routed to an agent who has spent the least time on all calls during the current login session.
- **Prioritized Skill Matching with MIA** - For incoming calls with different priorities, the call is offered to an agent with the skill level closest to the call priority. If multiple agents have the same skill levels, then the call is routed to the most idle agent.
- **Prioritized Skill Matching with LOA** - For incoming calls with different priorities, the call is offered to an agent with the skill level closest to the call priority. If multiple agents have the same skill level, then the call is routed to an agent who is least occupied.
- **Most Skilled Agent with MIA** - An available agent with the highest skill level is offered the call. If multiple agents have the same skill levels, then the call is routed to the most idle agent.
- **Most Skilled Agent with LOA** - An available agent with the highest skill level is offered the call. If multiple agents have the same skill level, then the call is routed to an agent who is least occupied.
- **Least Skilled Agent with MIA** - Agent with the least skill level is offered the call. If multiple agents have the same skill levels, then the call is routed to the most idle agent.
- **Least Skilled Agent with LOA** - Agent with the least skill level is offered the call. If multiple agents have the same skill level, then the call is routed to an agent who is least occupied.

This queuing strategy helps the incoming calls to be routed to the agent who has been available the longest. Consider the following example where the agents in a queue are ready to answer the queue calls.

Agents	Duration(hh:mm:ss)
Agent A	00:05:10
Agent B	00:07:40
Agent C	00:02:50
Agent D	00:03:25

When the call gets queued, since the longest available (most idle) agent is Agent B with a duration of 7 minutes he/she will be offered the queued call. If Agent B rejects or does not answer the call, the next most idle agent i.e. Agent A will be offered the calls and so on.

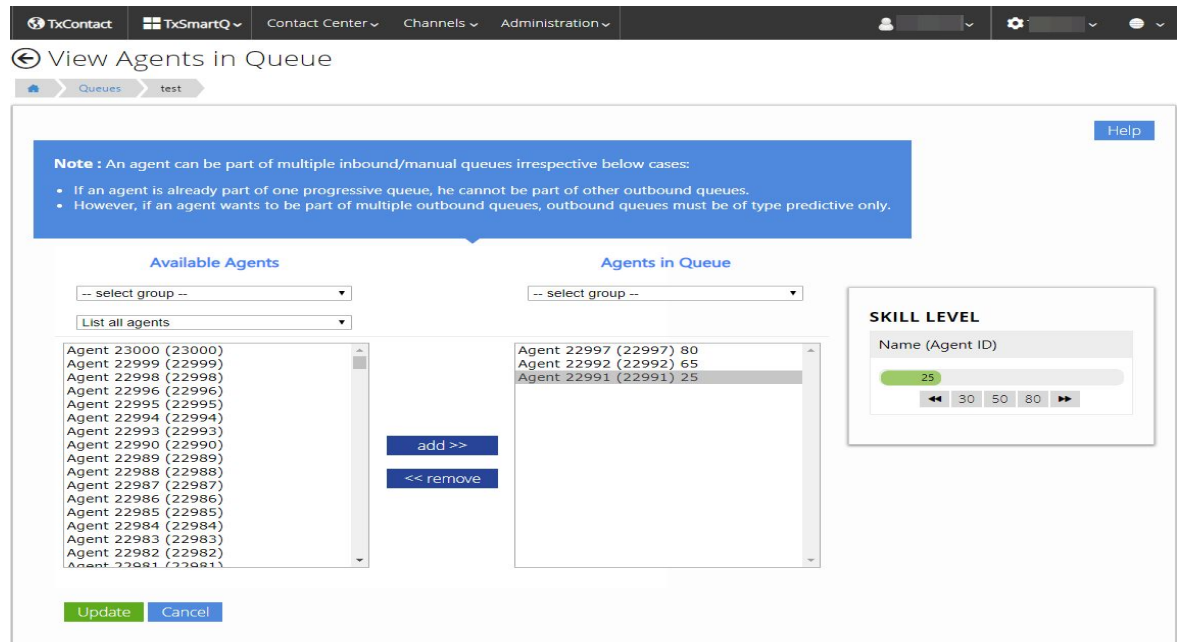
### Least Occupied Agent(LIO)

This queuing strategy helps the incoming calls to be routed to the agent who has attended

least Number of calls.

## Skill Based Routing

This queuing strategy helps the incoming calls to be routed to the most suitable skilled agent. To achieve this, supervisors can score the agents in each queue by using the “Add agents to queue” page. The scores can be set from 1-100(low-high). The default score is 50.



The supervisors can score the agents in the queue depending on their skill of handling the callers. If a high priority call has to be handled by the highly skilled agent give a high score to the agent in that queue.

For example, if a queue handles callers asking for Premium(90), Enhanced(60), Basic(40) support and agents are scored as below. Please note that 90, 60 and 40 are the priorities assigned to the callers depending on the support option they opted.

Agents	Scores
Agent A	75
Agent B	60
Agent C	40
Agent D	80

Case 1 -

A call gets queued asking for Premium support, call will be offered to Agent D since the agent is highly skilled for the call of priority 90.

Case 2 -

2 calls get queued asking for Enhanced support. Calls will be offered to Agent B and Agent A. Agent B because of the skill matching the call priority of Enhanced support(60). That leaves Agent A, C and D. Among these the agent whose skill is close to the caller's priority will be offered the call. So Agent A will be offered the call.

Case 3 -

2 calls for Basic, 1 call for Enhanced, 1 call for Premium

Basic calls will be offered to Agent C, Agent B. Enhanced call will be offered to Agent A. Premium call will be offered to Agent D.

Color Codes to be followed for Agents in Queue page::

Blue - Agent is yet to be added/removed from Queue.

Green - Agent is successfully added/removed from Queue.

Orange - Agent 'On Call' will be removed from Queue later.

Light-Green - Agent Skill Level has been successfully updated.

- **'Queue SLA'** is a Service Level Agreement to set by the user. If it is set to 60 means that the call should be answered by an agent within 60 secs.

## Add Call Configuration

The following configurations are specific to the call channel and are applied to the calls on arrival to the queue.

The screenshot shows the 'Add Queue' configuration form in a contact center management system. The interface includes a top navigation bar with 'TixContact', 'TixSmartQ', and various menu items like 'Contact Center', 'Channels', 'Administration', and 'Tools'. Below the navigation bar, the breadcrumb path is 'Add Queue > contact center'. The main form area has two tabs: 'Queue Details' (selected) and 'Settings'. The 'Queue Details' tab contains the following fields:

- Queue ID\***: Text input field containing 'CollectionQueue'.
- Queue Type\***: Dropdown menu with 'Call' selected.
- Name\***: Text input field containing 'CollectionQueue'.
- Description**: Empty text input field.
- Priority \***: Text input field containing '1'.
- Queue Length\***: Text input field containing '10'.
- Strategy \***: Dropdown menu with 'Prioritized Skill Matching with LOA' selected.
- Status \***: Dropdown menu with 'Active' selected.
- Queue Direction \***: Dropdown menu with 'Inbound' selected.
- Queue SLA \***: Text input field containing '60'.

At the bottom of the form, there are two buttons: 'Add' (green) and 'Cancel' (blue).

TixContact TixSmartQ Contact Center Channels Administration Tools

← Add Queue contact center

Queues Add

Queue Details Settings

General Voicemail

**Queue Sound Language \***

**Queue Hold Music \***

**Queue Agent Hold Music**

**Whisper Tone**

**Open Message**

**Close Message**

**Open Hours Profile \***

**Calling Mode \***

**Enable Call recording**

**Hold Time Announcement**

**Average Call Time**  
 (mins)

**Abandonment Threshold**  
 (secs)

**ACW Timeout**  
 (secs)

- **'Hold Music'** will be played when the caller is waiting in Queue or when the agent puts the caller on-hold.
- **'Hold Time Announcement'** field specifies whether the average hold time should be announced to the caller who will be waiting in the queue.  
 \*Currently this hold time is played as soon as the caller is placed in the queue.

Queues > Add

Queue Details Settings

General

Open Message

Close Message

Welcome Message

Offer Time Out  
secon

Type \*  
Proactive

Open Hours \*  
default

Add Cancel

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- **'Average Call Time'** is the average time in minutes an agent is on call with customer for the queue. This field is mandatory if **'Hold Time Announcement'** is enabled for the queue.
- **'Whisper Tone'** will be played once the agent receives a queue call. This message will help the agent to recognize the queue before answering the call. For Ex: An agent is assigned to multiple queues like Tech Support, Sales and Customer Care and a call comes to the agent. Whisper tone helps the agent to be aware of the queue from where the call is coming from.
- **'Open Message'** will be played if the queue is open.

- **'Close Message'** will be played if the queue is closed.
- **'Enable Call Recording'** if checked, all the queue calls will be recorded.
- **'ACW Timeout'** if mentioned, the agent is put back to ready state within the specified time if agent is in 'ACW' state. \*if within the specified time the agent himself changes the state to Break or Logs Out, the agent won't be put back to ready state.
- **'Open Hours'**  
Blue bar indicates the open time which the queue is to be opened.

The user is supposed to enter open time and close time in IST format .

The open time should not be greater than close time.

The screenshot shows the 'Edit Open Hours' interface for a contact center. The interface includes a navigation bar with 'TxContact', 'TxSmartQ', 'Contact Center', 'Channels', and 'Administration'. Below the navigation bar, there is a breadcrumb trail: 'Open Hours' > 'Edit'. The main content area displays a grid for setting open hours for different days of the week. The grid has columns for hours from 00 to 23. Blue bars indicate open timing. A legend at the bottom left states 'Blue bar indicates open timing.' A 'Save' button is located at the bottom right.

Day	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Monday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Tuesday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Wednesday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Thursday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Friday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Saturday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Sunday								■	■	■	■	■	■	■	■	■	■	■	■	■				

■ Blue bar indicates open timing.

Save

- **'Holidays'**

Clicking on **"Add Holiday"** can add a holiday date to remain closed irrespective of working days.

Clicking on the date User can edit the Holidays.

Blue bar indicates the open time which the queue is to be opened.

The screenshot displays the 'Edit Open Hours' interface for Contact Center. The top navigation bar includes 'TxContact', 'TxSmartQ', 'Contact Center', 'Channels', 'Administration', and 'Tools'. The main header shows 'Edit Open Hours Contact Center' with a back arrow. Below the header, there are tabs for 'Open Hours' and 'Edit'. The main content area features a calendar for 2019-06-18 with a blue bar indicating open hours from 02:00 to 20:00. A legend below the calendar states: 'Blue bar indicates open timing.' Below the legend is a table with columns 'Holiday Date', 'Json', and 'Actions'. The table contains two rows: one for 2019-06-18 with a JSON configuration for open and close times, and one for 2019-06-29 with an empty JSON object. A 'Save' button is located to the right of the table. The footer of the interface reads '© Powered by Dhtmlx scheduler'.

Holiday Date	Json	Actions
2019-06-18	{u'S1': {u'Close': u'2043', u'Open': u'0221'}}	
2019-06-29	{}	



- **'VoiceMail'**

If 'Enable' is checked, any call waiting in the queue for greater than the Threshold time, shall be given an option to leave a Voicemail at every threshold interval. If the caller does not opt to leave a voicemail the caller can continue to wait in the queue. If the caller chooses to leave a voicemail, the voicemail will be mailed to the mail Ids mentioned in Email ID(s) field.

The Threshold time should be entered in minutes.

If Enable field is checked, it is mandatory to mention Threshold time and Email ID(s). The Email Ids should be comma separated.

Once the queue length has been reached, for any more calls coming into the queue, voicemail option will directly be offered if 'Enable VM on Queue Threshold' is checked, else the calls will be directly dropped.

The screenshot shows the 'Edit Queue' interface in a contact center system. The top navigation bar includes 'TxContact', 'TxSmartQ', 'Contact Center', 'Channels', and 'Administration'. The main header is 'Edit Queue contact center'. Below the header, there are tabs for 'Queues' and 'Edit'. The 'Voicemail' tab is selected, showing the following configuration options:

- Enable  Enable VM on Queue Threshold
- Threshold**  
 (secs)
- Email ID(s)**  
 Comma separated Email Id(s) to which Voicemail will be sent

At the bottom of the form, there are two buttons: 'Update' (green) and 'Cancel' (blue).

Fill the details and click on the **'Add'** button to Add the Queue or the **'Cancel'** button to Cancel.



## Add Chat Configuration

The following configurations are specific to the chat channel and are applied to the chats on arrival to the queue.

- **'Open Message'** will be displayed when the customer is waiting in Queue for a chat session with the agent.
- **'Close Message'** will be displayed when the customer ends the chat session with the agent.
- **'Welcome Message'** will be displayed when the customer enters the chat session with the agent.
- **'Type'** field specifies whether the chat is Reactive or Proactive chat. Proactive chats are the automatic pop-up messages that get triggered based on the configuration setup. The rules can be specified based on the time spent by visitor, page visited, location of the visitor etc. These rules will help to determine when to trigger the invitation for the visitor. Reactive chats are the ones where the visitor opts for chatting with the agent by clicking a button("chat now") present on the page.
- **Chat Timings**

Open Hours tab displays the list of days with open time and close time during which the queue is to be opened and closed for chats.

The user is supposed to enter open time and close time in IST.(For ex. 07:00 = 07:00 AM, 19:00=08:00 PM).

The open time should not be greater than close time.

TxContact TxSmartQ Contact Center Channels Administration

← Edit Open Hours contact center

Open Hours Edit

Open Hours Holidays Chennai, Kolkata, Mumbai, New Delhi

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Monday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Tuesday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Wednesday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Thursday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Friday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Saturday								■	■	■	■	■	■	■	■	■	■	■	■	■				
Sunday								■	■	■	■	■	■	■	■	■	■	■	■	■				

Save

■ Blue bar indicates open timing.

## Canned Messages

Canned messages are the responses that can be used by agents to quickly respond to the customers. Instead of typing in the same responses repeatedly for every chat session, these messages help the agents to pick the response and send it to the customer.

There are two types of canned messages.

Generic Canned Messages : Canned Messages which are common to all queues.

Specific Canned Messages : Canned Messages which are specific for a particular queue.

Generic Canned Messages can be created by keeping the Queue ID field as empty, whereas we have to input the queue Id for specific canned messages.

Message Name and Message Text as mandatory fields for adding a canned message.

Both, Generic and Specific messages can be viewed by clicking on the tab below.

← Canned Messages channels

Home > Canned Messages


**Tenant \***

**Queue Type \***



**Message Name \***

**Message Text \***

**Queues \***

**Message Category**  
 

Show  entries Search:

Name	Text	Queues	Category	Actions
welcome	welcome to interlink	Generic	welcome	 

## Edit Queue

This page lets the user edit an existing queue.

- Click on the **Queue ID value** of the Queue which has to be edited.

## Edit Queue Configurations

← Edit Queue contact center

Queues Edit

Queue Details Settings

Queue ID\*  
manual

Queue Type\*  
Call

Name\*  
Manual Queue

Description  
dialer\_admin

Priority\*  
1

Queue Length\*  
1

Strategy\*  
Prioritized Skill Matching with LOA

Status\*  
Active

Queue Direction\*  
Outbound

Queue SLA\*  
60

Update Cancel

The Queue ID field cannot be modified. Update the other fields and click on **'Update'** button to Update Queue details or **'Cancel'** button to Cancel any operation.

## Delete Queue(s)


This feature lets the user to delete an existing queue.

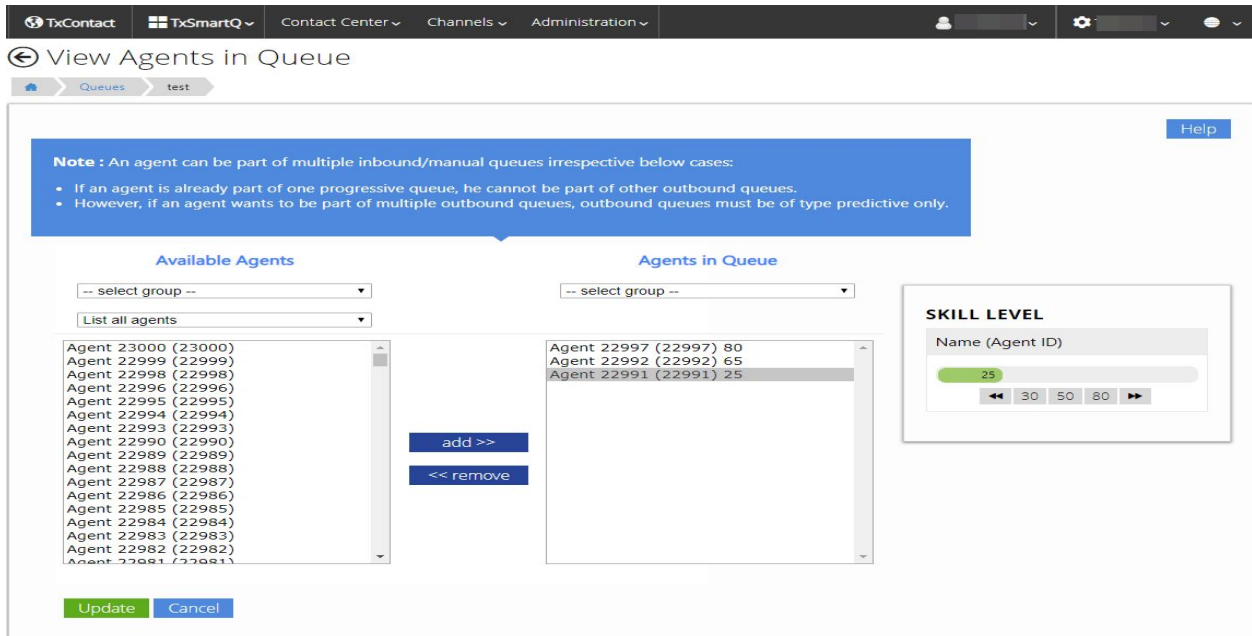
- Select the Queue(s) to be deleted by clicking on the checkboxes  in the

respective rows. Click on the  (**Delete Selected icon**) at the top right end of the table.

## Add Agents To Queue

This feature lets the user to assign agents to any multiple queues .

- Click on the  (Add/Remove Agents from Queue icon) at the top right end of the page.
- Alternate way is to click on the same image in the 'SETTINGS' column in the **View Queue(s)** page.



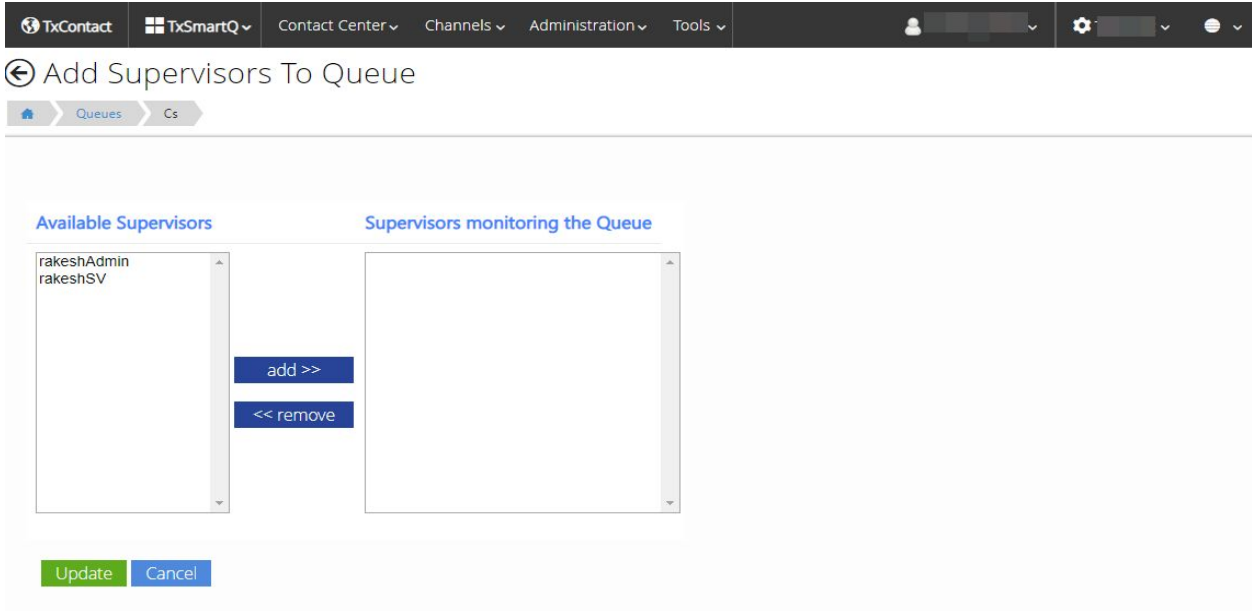
- **Available Agents** are the agents who are not under this particular queue who can be added by selecting the Agents and then clicking on the 'add >>' button and click on 'Update'.
- **Selected Agents** are the Agents who are under this particular queue and to remove them click on the Agents and click on '<< remove' button and click on 'Update'.
- Click on 'Cancel' button to Cancel the operation.



## Add Supervisors to Queue

This feature lets the user to assign supervisors to queues for monitoring .

- Click on the  (Add Supervisors to Queue icon) in the 'Queues' page.



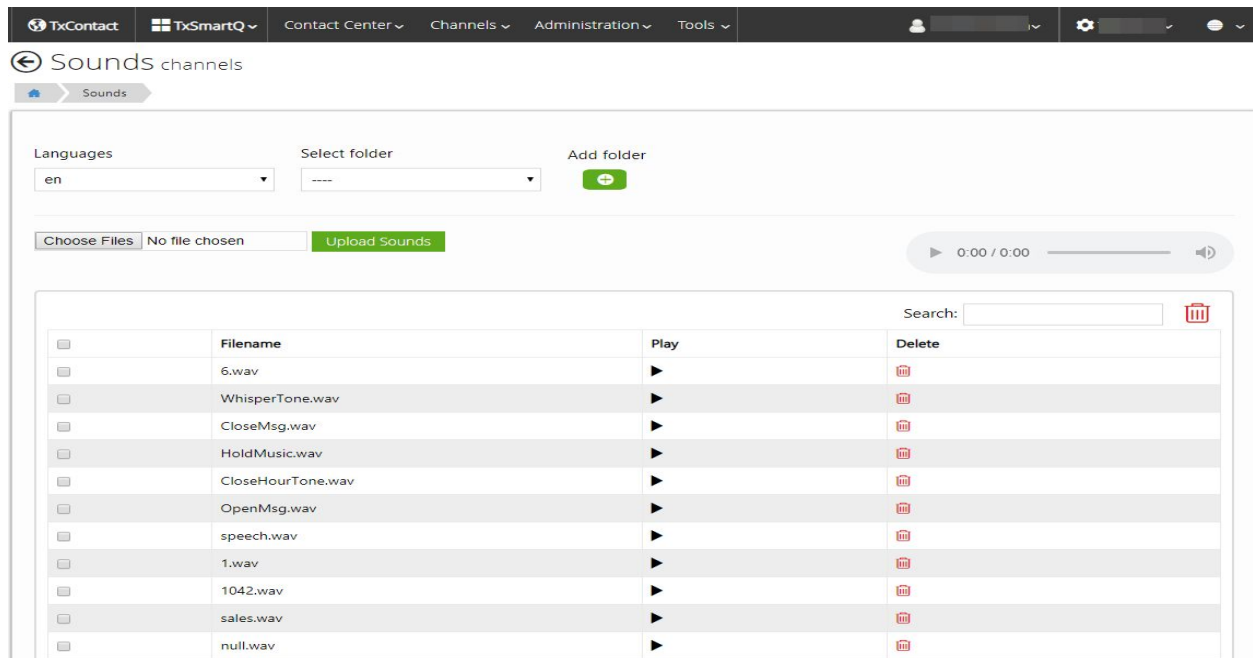
The screenshot displays the 'Add Supervisors To Queue' interface. At the top, there is a navigation bar with the following items: TxContact, TxSmartQ, Contact Center, Channels, Administration, and Tools. Below the navigation bar, the page title is 'Add Supervisors To Queue'. The main content area is divided into two columns: 'Available Supervisors' and 'Supervisors monitoring the Queue'. The 'Available Supervisors' column contains a list with 'rakeshAdmin' and 'rakeshSV'. The 'Supervisors monitoring the Queue' column is currently empty. Between the two columns are two buttons: 'add >>' and '<< remove'. At the bottom of the interface are two buttons: 'Update' and 'Cancel'.

- **Available Supervisors** are the Supervisors who are not monitoring this particular queue who can be added by selecting the Supervisors and then clicking on the '**add >>**' button and click on '**Update**'.
- **Supervisors monitoring the Queue** are the Supervisors who are monitoring this particular queue and to remove them click on the Supervisors and click on '**<< remove**' button and click on '**Update**'.
- Click on '**Cancel**' button to Cancel the operation.

## Sounds

( Home → Contact Center → Sounds )


This page lets the users upload sound files that can be used in queue messages and in the IVR.



	Filename	Play	Delete
<input type="checkbox"/>	6.wav	▶	
<input type="checkbox"/>	WhisperTone.wav	▶	
<input type="checkbox"/>	CloseMsg.wav	▶	
<input type="checkbox"/>	HoldMusic.wav	▶	
<input type="checkbox"/>	CloseHourTone.wav	▶	
<input type="checkbox"/>	OpenMsg.wav	▶	
<input type="checkbox"/>	speech.wav	▶	
<input type="checkbox"/>	1.wav	▶	
<input type="checkbox"/>	1042.wav	▶	
<input type="checkbox"/>	sales.wav	▶	
<input type="checkbox"/>	null.wav	▶	


Select a tenant from the dropdown to see the sound files under that tenant.

### To Upload Sound Files:


- Select Language and specify folder if required. Click on  to add folder in order to add new folder.
- Click on the **'Choose Files'** button and a browse window opens up. Select one or more sounds files that has to be uploaded and click Ok.
- Click on **'Upload Sounds'**.

**Note :** Only 16 bit, 8kHz/16KHz PCM mono, WAV files can be uploaded.

### To Delete a Sound File :

- Click on the  (**bin icon**) next to the corresponding sound file.

### To Play a Sound File :

- Click on the  (**play icon**) next to the corresponding sound file and it starts playing.

# Dashboard

( Home → Contact Center → Dashboard )

Dashboard provides real-time agent monitoring, giving managers and supervisors an overall view of call center activity.

Dashboard provides real-time data for specified intervals with the following information:

- Agent states in each queue
- Queue status such as the no. of queued calls, abandoned calls.
- SLA alerts if the calls waiting in the queue have exceeded the threshold SLA limit.
- Real-time data of "inbound","outbound","internal" calls..

We have 3 dashboards:

1. Queues dashboard
2. Agents dashboard
3. Calls dashboard

The screenshot shows the TixSmartQ Dashboard interface. At the top, there are navigation tabs for Inbound, Dialer Outbound, Manual Outbound, Internal, Emails, Chats, and Social Media, each with a count of 0. Below this is a 'Queues' section with a search bar and a table of queue data. The table has columns for Queue Name, LGD, RDY, OF, IN, ASW, OB, P BRK, NP BRK, and Total. The data rows show various queue names and their corresponding counts.

Queue	Name	LGD	RDY	OF	IN	ASW	OB	P BRK	NP BRK	Q	Total
1	---	0	0	0	0	0	0	0	0	0	0
1	a	0	0	0	0	0	0	0	0	0	0
1	chethzin	0	0	0	0	0	0	0	0	0	0
1	ChethuOut	0	0	0	0	0	0	0	0	0	0
1	Cs	0	0	0	0	0	0	0	0	0	0
1	Manual Queue	0	0	0	0	0	0	0	0	0	0
1	RanjithaTest	0	0	0	0	0	0	0	0	0	0
1	testsim	0	0	0	0	0	0	0	0	0	0
1	test	0	0	0	0	0	0	0	0	0	0
2	BulkTest	0	0	0	0	0	0	0	0	0	0
2	global	0	0	0	0	0	0	0	0	0	0
4	rakOutQ2	1	1	0	0	0	0	0	0	0	0
4	rakQ1	0	0	0	0	0	0	0	0	0	0
5	NJ	0	0	0	0	0	0	0	0	0	0

The **Queue** pane shows the active queues available and the count of agents and calls under the queues in different states and under different SLA's.

Clicking on the Agents count in the **Agents** Data pane takes you to the **Agents Dashboard** page that shows the list of all agents available. This list can be filtered by status using the dropdown available in the agents pane.

Dialer Outbound 0
Manual Outbound 0
Internal 0
Emails 0
Chats 0

m(s) selected Mon Jun 24 20

Name	Agents							Sessions	
	LGD	RDY	OF	IN	ASW	OB	P BRK	NP BRK	
---	0	0	0	0	0	0	0	0	
a	0	0	0	0	0	0	0	0	
chethzin	0	0	0	0	0	0	0	0	
ChethzOut	0	0	0	0	0	0	0	0	
Cs	0	0	0	0	0	0	0	0	
Manual Queue	0	0	0	0	0	0	0	0	
RanjithaTest	0	0	0	0	0	0	0	0	
testsm	0	0	0	0	0	0	0	0	
test	0	0	0	0	0	0	0	0	
BulkTest	0	0	0	0	0	0	0	0	
global	0	0	0	0	0	0	0	0	
rakOutQ2	1	1	0	0	0	0	0	0	
rakQ1	0	0	0	0	0	0	0	0	
NJ	0	0	0	0	0	0	0	0	
NY	0	0	0	0	0	0	0	0	

A **'Change state'** button is provided at the agents pane to change the state of Agents. (State of agents who are already in the **'offline'** state cannot be changed.)

In the dashboard, click on **Calls, Outbound** and **Internal** buttons to get details of those calls.

- Calls (Inbound Calls)**  
 These calls are offered to the agents when they are ready. When the agents disconnect the call, they are put in ACW. They have to manually pick **Available** to receive the next call.
- Outbound Calls**  
 These are outbound calls done by the agents. When this call is done, agent will be put on **On-break** with **Outbound** as disposition code.
- Internal Calls**  
 These are the internal calls between the extensions. When these calls are done, if the agents are logged in, the agent who dialed the call will be put in **Aux7 - Consult** mode. The agent who received the call will be put in on-break with **Aux7 - Consult** mode.

The following is the Calls dashboard which shows the details of the calls.

### Dashboard

Dashboard Channels

Inbound 2    Dialer Outbound 0    Manual Outbound 0    Internal 0

Channel: Calls    Thu Dec 14 2017 12:19:09 GMT+0530 (India Standard Time)    Filter: Inbound

Show 10 entries    Search:

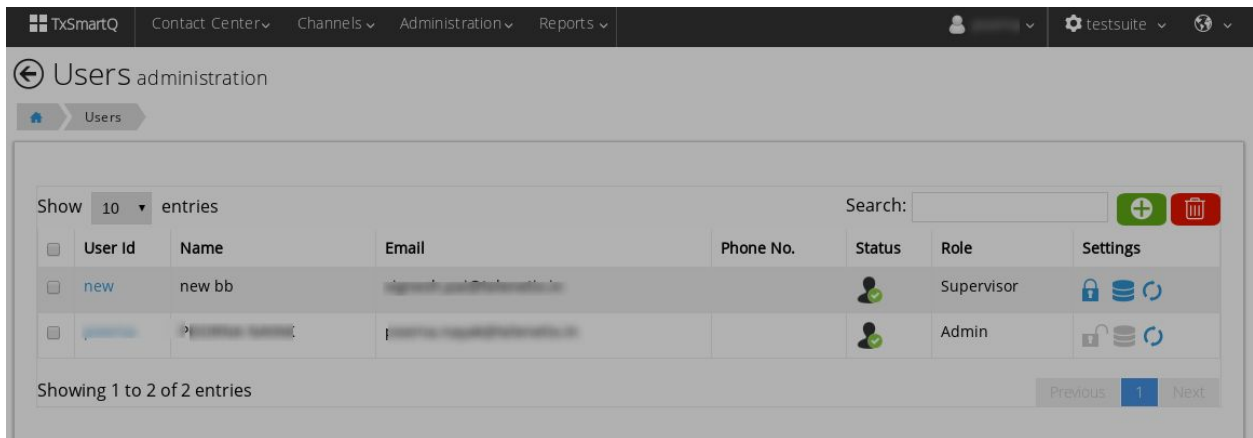
Customer	Call Type	Queue	State	Duration	Agent
20003	Inbound	customercare	Ready for Call	00:14:09	0
9506	Inbound	ane2	Queued	00:04:00	0

# Administration

## Users

( Home → Administration → Users )

This page lets you to view all the users. It also allows to add new user or modify existing user details.



The status icons show whether user is active ( ) or inactive ( ).

### To Delete Multiple Users:


- Select the Users to be deleted by clicking on the checkboxes  in the respective rows. Click on the . (**Delete Selected icon**) at the top right end of the table.

### To modify User details:

- Click on the **User ID** of the User which has to be modified Users page.

Please update the user information

**User Id\***  
rakeshAdmin

**Access Token**  
[Redacted] 

**Tenant \***  
Telenetx

**Name \***  
[Redacted] [Redacted]

**Email \***  
[Redacted]

**Windows Login**  
Domain Username

**Phone Number**  
Contact number

**Status\***  
Active

**Role \***  
Supervisor

**Eavesdrop from**  
Extension


**Eavesdrop**  
BARGE-IN

**More details**

Created On	2019-05-27 03:45:56 PM
Modified On	2019-06-24 12:25:59 PM
Created By	smartq_admin
Modified By	smartq_admin

User ID field cannot be modified here.

### To Add a New User:

- Click on the  (**Add User icon**) at the top right end of the table on Users page. It can also be accessed from Home page ( Home → Administration → Users→ Add New User).



Enter the information for the new user and we will send them mail with instructions to login

**User Id\***

**Tenant\***

**Name\***

**Email\***

**Windows Login**

**Phone Number**

**Status\***

**Role\***

Enter all the details and click on 'Add' button to new user or cancel to go back to previous page.

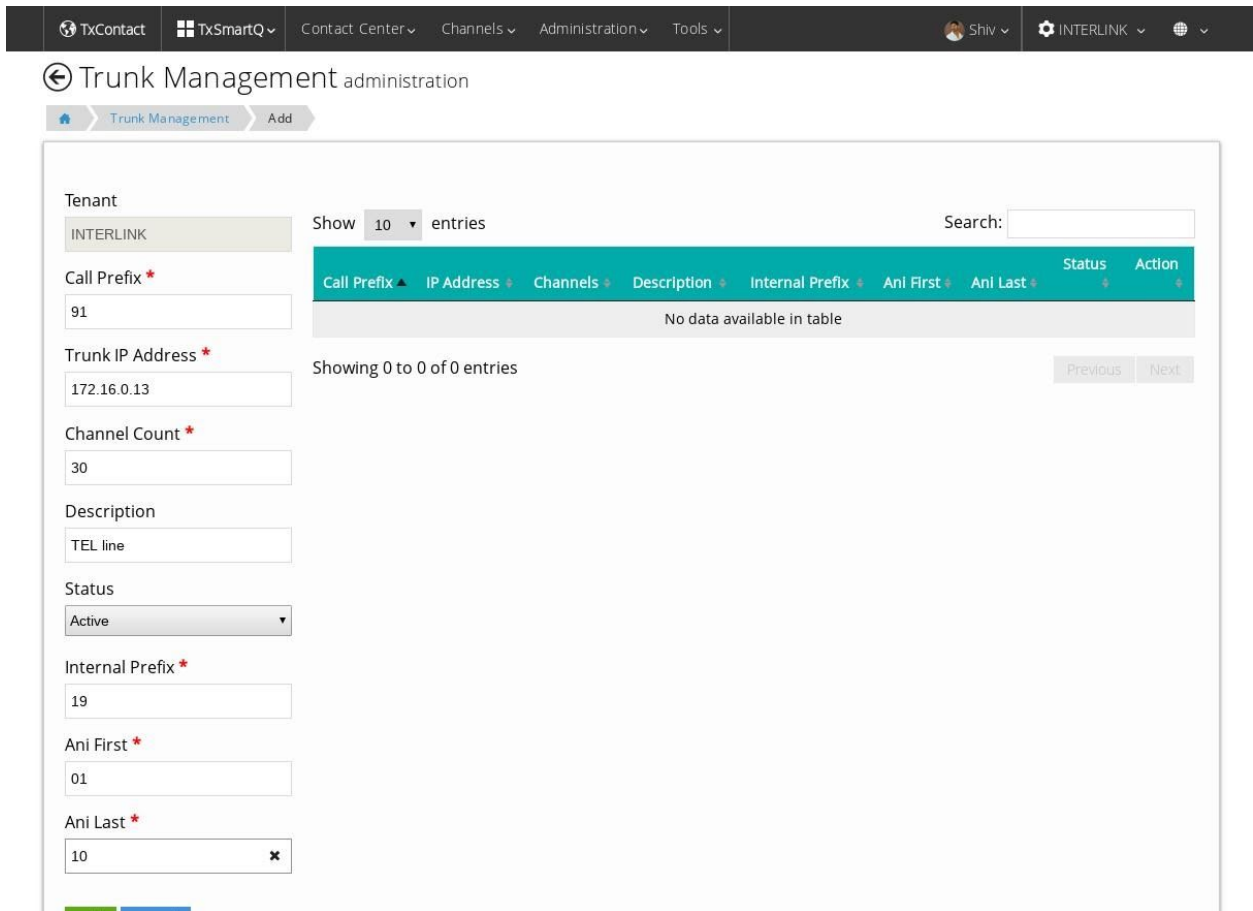
- Only Windows Login or email open auth login is allowed at a time, both cannot be used in the same installation.
- 2 Roles are allowed for user:
  - a. *Admin* : This user will have access to only his Tenant and can add/delete/edit Users, Queues, Agents etc of his Tenant.
  - b. *Supervisor* : This user will have access to some features which the Admin assigns him.

## Trunk Management

Trunk management console addresses the PRI / GSM complexity challenges like effective line utilization, Fail-Over, line separation and channel distribution across the

gateways. Console simplifies and provides flexibility to choose defined specific channel / media gateway and dynamic caller-id manipulation features. Simplicity of User Interface enables management console admin to apply changes on live production setups without any downtime.

[TxSmartQ Console Home >> Administration >> Trunk Management](#)



**Add Trunk:**

Fill Up all the trunk details

Call Prefix : Numeric value which defines the Dial out number prefix and also used as trunk pool ID within a tenant.

Trunk IP Address : Media Gateway or trunk provider’s network IP address.



Channel Count : Number of active PRI / GSM channels.

Description : Description about the configuration.

Status : Toggle to Activate / Deactivate the line.

Ani First : Numeric value used only if number manipulation enabled for PRI lines (last 2 digit of pilot number )

Ani Last : Last or ending digits for chosen range.

Click  **add button** to save the configuration and  edit icon to alter the changes.

## Supervisory Eavesdrop

When role is selected as 'Supervisor', 2 fields appear:


1. *Eavesdrop from* : Extension from which the Supervisor is going to Bargeln. Only when the supervisor calls from this extension he will be authenticated to eavesdrop on the call.
2. *Eavesdrop* : Has 3 options
  - a. NOEAVESDROP : Bargeln is not allowed
  - b. LISTEN ONLY : Can eavesdrop and listen to the conversation between agent and customer
  - c. BARGE-IN : Can Bargeln

■ Supervisors can press the following digits on Eavesdrop

- 1 To speak with the Agent
- 2 To speak with the Customer
- 3 To speak with the Agent and Customer
- 0 To Listen Only

**Note:** To use this feature, Supervisor should be added to the queue he wants to eavesdrop.

## User Access Control

Admin can control the privileges of the supervisor through the User Access Control  . User privileges can be controlled for the categories Agents, Queues, Sounds, Dashboard and Reports.

User Id	Name	Email	Phone No.	Status	Role	Settings
 helpdesk	helpdesk helpdesk	helpdesk@linknet.com			Supervisor	  

ixContact | ixSmartQ | Contact Center | Channels | Administration | Tools | smartq\_admin | telenetix

## ← User Access Control

Users > User Access Control

User ID : [redacted]    Tenant ID : [redacted]


Agents | Dashboard | Queues | Reports | Sounds

Access	Control
	<input type="checkbox"/>
View Agent Groups	<input type="checkbox"/>
View Agent Details	<input checked="" type="checkbox"/>
Edit Agents	<input type="checkbox"/>
Add Agents	<input type="checkbox"/>

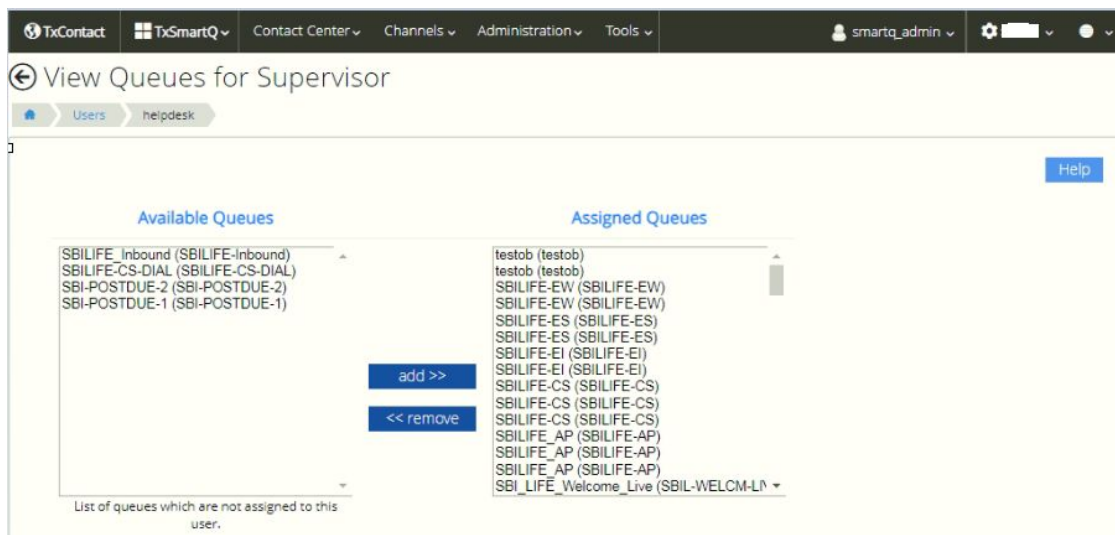
Update Permissions

For example :- If the supervisor needs access to View agent details of Agents Page, click on Agent section in User Access Control page, check the required box and click on **Update permissions**.

## Assign/Unassign Queues to Supervisors

Assign/Unassign queues to supervisor  allows the user to assign/unassign the supervisor to multiple queues. Supervisor will be able to view the details of the queues he is part of once he/she logs into TxSmartQ.

1. **Available Queues** are the queues for which the supervisor is not assigned to. To assign the supervisor to a queue, select a queue under this section and click on the 'add >>' button.
2. **Assigned Queues** are the queues for which the supervisor is currently assigned to. To remove the supervisor from a queue, select a queue under this section and click on the '<<remove' button.



## Reset password

Password reset option has been provided in scenarios where the user forgets his/her password or his/her password is compromised. Admin can reset the password of the supervisors and other admins .

## DialPlan

DialPlan is responsible for instructing the PBX to route calls based on various conditions.

## Incoming Call Routing

( Home → Dialplan → Incoming Call Routing )

The Incoming Call Routing page lets the user to route an incoming call to its appropriate endpoint. This end point can be a queue, extension or to transfer it to another section in the dialplan.

The screenshot shows the 'Incoming Call Routing' configuration page. At the top, there is a navigation bar with 'TxContact', 'TxSmartQ', and various menu items like 'Contact Center', 'Channels', 'Administration', and 'Tools'. Below the navigation bar, the page title 'Incoming Call Routing' is displayed with a back arrow icon. A breadcrumb trail shows 'Incoming Call Routing'. The main content area features an 'Add New routing' form with two blue circular icons (share and refresh) and an 'Add' button. Below the form is a table with three columns: 'Incoming Number', 'To', and 'Destination'. The table contains three rows of routing rules, each with a red trash icon for deletion. An 'Update' button is located at the bottom left of the table.

Incoming Number	To	Destination
2453245	extension	10001
96969	queue	CallQ
12345	ivr	telenetix_testivr1

Select a tenant from the dropdown to see its routing.

### Add a new Routing :

- Now in the Add New Routing form, fill the first input field with the number that matches the incoming DID.
- Select an appropriate endpoint for the call from the drop down next to the input field.
- Depending on the endpoint you selected the second dropdown gets populated. If you selected queues all the queues will be shown in the second dropdown, If you select extension as the endpoint, all the extensions will be displayed, if you select dialplan you get an input field instead of second drop down where you can input the number to which the incoming call can be transferred and if you select IVR, you need to input the IVR name in the input field. Now select the desired value in the drop


down.

- Click on **'Add'**.

**Edit a Routing:**

- Edit the appropriate fields you want to change from the list of routings.
- Click on **'Update'** button at the bottom left of the screen.

**Delete a Routing :**

- Click on the  (**bin icon**) next to the corresponding routing.

# Advanced Dialplan

( Home → Dialplan → Advanced Dialplan )

The Advanced Dialplan page lets the user create complex call flows.

The screenshot displays the 'Advanced Dialplan' configuration page. At the top, there is a navigation bar with 'TxContact', 'TxSmartQ', and various menu items like 'Contact Center', 'Channels', 'Administration', and 'Tools'. The user is logged in as 'smartq\_admin'. The page title is 'Advanced Dialplan dialplan'. A blue note box states: 'Note : Please escape the special characters using backslashes in dialplan data.' There is an 'Add Dialplan' button in the top right.

The main content area shows three dialplan entries, each with a 'Name' field, a 'Continue' dropdown (set to 'False'), and a list of actions:


- telenetix\_CallIQ**: Condition: caller profile fields, destination\_number, Data: ^CallIQ\$. Break: on-false. Actions: ring\_ready (Data: None), sleep (Data: 1000), set (Data: continue\_on\_fail=true), set (Data: App\_Name=TxSmartQ), set (Data: default\_language=en), set (Data: sip\_h\_X-txc\_stop\_record=no), txsbc (Data: TenantID=telenetix;QueueID=CallIQ).
- telenetix\_testivr1**: Condition: caller profile fields, destination\_number, Data: ^telenetix\_testivr1\$. Break: on-false. Action: txivr (Data: menu=telenetix\_testivr1.xml).
- extensioncall\_4**: Condition: caller profile fields, destination\_number, Data: ^(10[0-1][0-9][0-9])\$. Break: on-false. Actions: set (Data: dialed\_extension=\$1), set (Data: ringback=\${us-ring}), set (Data: transfer\_ringback=\${hold\_music}), set (Data: call\_timeout=30), set (Data: hangup\_after\_bridge=true), bridge (Data: sofia/internal/\${txgetagenturi \${dialed\_extensio}).



### **Add an Extension :**

- Click on '**Add Dialplan**' button at the top right of the screen and a extension pane is added.
- Give a unique name for the extension.
- Click on '**Update Dialplan**' to update the changes.
- Generic dialplan options such as Manual Call, Extension Call and Gateway Pool are provided in the dropdown at the top right of the screen to make it easier to add a new dialplan.


### **Delete an Extension:**

- Click on the  at the rightmost end of the extension pane.
- Click on '**Update Dialplan**' to update the changes.


### **Add a Condition :**

- Click on '**Add Condition**' button at the top right of the screen and a condition pane is added.
- Select an appropriate field from the dropdown on the condition pane and the value/expression to be matched in the input field on the condition pane. The value can be a regular expression as well.
- Click on '**Update Dialplan**' to update the changes.


### **Delete a Condition :**

- Click on the  at the rightmost end of the condition pane.
- Click on '**Update Dialplan**' to update the changes.

### **Add an Action under a Condition :**

- Click on the  towards the right end of the condition pane.
- Select an appropriate action from the dropdown on the action bar and enter the data required for that action in the input field on the action bar.
- Click on '**Update Dialplan**' to update the changes.

### **Delete an Action :**

- Click on the  at the rightmost end of the action bar.
- Click on '**Update Dialplan**' to update the changes.

## Feature Access Codes

( Home → Dialplan → Feature Access Codes )

This page lets the user edit feature access codes that can be dialed to access specific features of the contact center. These access codes will be dialed by the agent to go into different states. For ex: The agent can dial \*94 to go into "Available" mode, \*92 to logout. If TxTalk is the softphone used by agents, then the feature access codes can be automatically sent to TxTalk through provisioning.

The screenshot shows the 'Feature Access Codes dialplan' configuration page in TxSmartQ. The page has a navigation bar at the top with 'TxSmartQ', 'Contact Center', 'Channels', 'Administration', and 'Reports'. Below the navigation bar, there is a breadcrumb trail: 'Feature Access Codes dialplan' and 'Feature Access Codes'. The main content area is divided into two sections.

The first section is a table with three columns: 'Feature', 'Access Code', and 'Description'. The table contains the following data:

Feature	Access Code	Description
Login	*81 Agent ID size : 5 Password size : 5	Login to the queue. Length of Agent ID Length of Agent password
On Break	*88	Agents on break.
Logout	*86	Cannot receive queue calls.
On Outbound	*90	Ready to make outbound calls.
Available for Calls	*82	Ready to receive queue calls.
Available for Chat	*85	Ready to receive queue chat.
Available for Email		Ready to receive queue email.
Available for Fb		Ready to receive queue fb.
Barge In	*91	Supervisory bargein

At the bottom of this table is an 'Update' button.

The second section is titled 'Disposition Codes' and includes a note: '(Please prepend aux- to name, Eg: aux-Lunch)'. It contains a table with two columns: 'ICON' and 'ACTION'. The table has the following data:





ICON	ACTION
+	Add New Disposition Code
🗑️	Delete Disposition Code
💰	Productive Disposition Code
🚫	Non Productive Disposition Code

Below this table is an 'Update' button.

### To Add/Update Agent Login:

- Input the access code to be dialed in the Agent Login input box.
- Enter the size of the Agent ID and Password to be dialed with the Agent Login code in the Agent ID Size input box and Password Size input box.
- Click on '**Update**' button at the bottom of the screen.

### **Disposition Codes:**

- Click on the 'Help' button which guides you to Add, Delete or Update a Disposition Code.
- Click on the  (**add new icon**) button to add new Disposition Code, enter the values and then click on '**Update**' button.
- To delete, click on  (**delete icon**) after selecting the Disposition codes intended to be deleted.
- Click on the  (Productive) icon to change it to Non-Productive  and vice versa for the same and click on '**Update**' button.

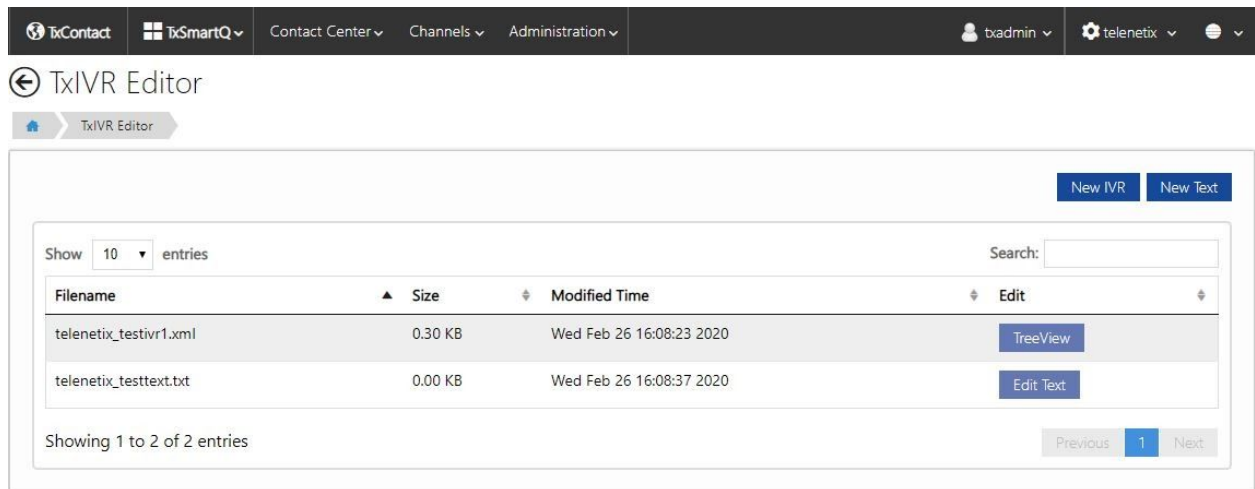
**Note:** Regular expressions are not allowed in feature access codes.

# TxIVR Editor

(Home > Channels > Calls > IVR > Editor)

TxIVR Editor allows creating the xml files without the effort of writing the script manually. These xml files for IVR can be customised accordingly.

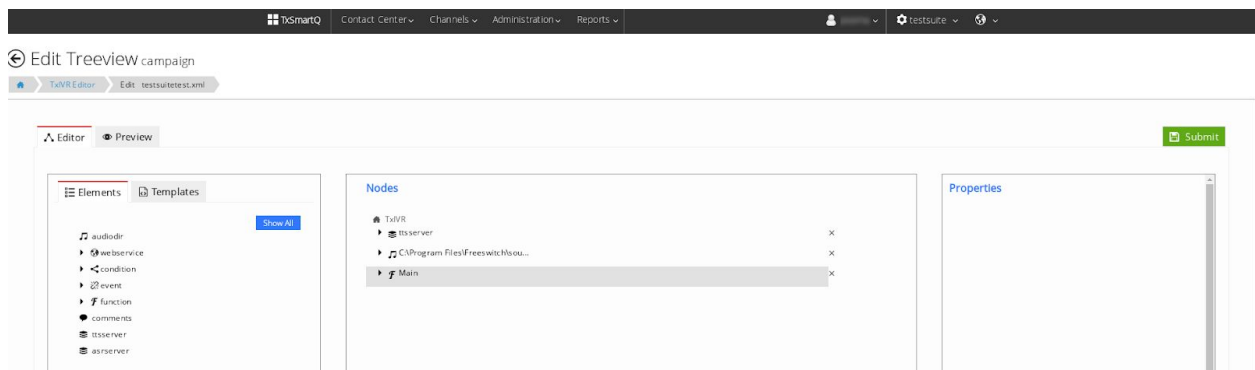
TxIVR Editor page also allows creating text files where the blacklist numbers will be listed.



## Add IVR

- Click on “New IVR” at the top right end of the table.
- Enter the name of the xml file you want to create and save it.

## Edit IVR/Preview IVR



- Click on “TreeView” button of the particular xml file which has to be edited/previewed.

- Click on the elements which you want to put in your xml file. That will be reflected into the Nodes column.
- On clicking on any element you can find the properties of it and values for the properties can be given accordingly.
- “Show all” will display all other default properties and its values which also can be edited.
- “Preview” tab helps in viewing the entire xml file which is generated.
- Click on “submit” and then “save” to save your IVR xml file.

## Add Text

- Click on “New Text” at the top right end of the table.
- Enter the name of the text file you want to create and save it.

## Edit / Preview Text

The screenshot shows the 'Edit Text' interface for a campaign. The breadcrumb trail indicates the path: TxIVR Editor > Edit telenetix\_testtext.txt. The main area is a 'Text Editor' with a text area containing the following numbers:

```
9876543210
9988776655
9638527410
```

At the top right of the editor is a 'Blacklist' button. At the bottom are 'Discard' and 'Save' buttons.

- For listing the numbers to be blacklisted, enter one number in a line without any special characters.