



Mida Configuration Guide

Mida Attendant Console For Microsoft Teams

Document Version: 1.0



Document Information

Revision	Date	Description	Updates	Product Version
1.0	01/09/2021	First approved version of this manual	-	3.1.0

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1 Introduction

1.1 Legal Statements

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Mida Platform

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Mida Attendant Console for Microsoft Teams

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1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, option and working modes in detail. The system allows the user to configure all system functions using a simple and intuitive WEB interface. Please refer to the reference table for a complete list of documents relevant for system configuration.

1.3 Audience

The present document addresses both end users and system administrators of the products.

1.4 Notations



This document highlights, where possible, the main parameters and operations through bold or italics text and all parts that might be critical during system configuration or use. Critical parts are also marked with Warning symbol reported here on the left.

1.5 Operations Flow

This Configuration Guide is intended to help you configure Mida Solutions' Attendant Console. Please be aware that Mida Attendant Console for Microsoft Teams can be used just in conjunction with Mida C³ Cloud Contact Center.

Therefore, please make sure you have completed the deployment instructions included in [Mida C³ Cloud Contact Center Deployment Guide](#) and in [Mida Attendant Console Deployment Guide](#) before proceeding with this guide.



For Mida Attendant Console for Microsoft Teams app configuration, please refer to the dedicated User Manual.

2 Assign agents to service

Assigning agents to a service change depending on whether the service’s treatment is configured as **Queue Manager** or **Queue Manager Advanced**.

2.1 Assigning agents to a Queue Manager service

Open the service configuration window (**Applications > Queue Manager & IVR > Services**, then click on the **Edit** icon in the **Options** column), and go into the Treatment tab. Locate the **Destination phone numbers** box at the bottom of the window.

Short wait message	No message
Long wait message	No message
Overflow message	No message
Queue announcement message	No message
Destination phone numbers	<input type="text"/> Add destination

Type a valid agent extension into the text box, then click on **Add destination**. If successful, the new destination extension will appear below.

Destination phone numbers	<input type="text"/> Add destination
	☒ Destination number: 202

2.2 Assigning agents to a Queue Manager Advanced service

Using the **Agents configuration** section (in the navigation bar), it is possible to link one or more agents to a queue, assigning them a specific skill level (needed for the **Queue Manager Advanced** treatment).

State	Name	Number	Supervisors	Agents	Agents logged	Options
	London	2	0	1	1	
	New York	3	1	1	1	
	Padova	1	1	2	1	

The page lists only the Advanced Queue Manager Voice Services and for each voice service the following information is provided:

- **State:** show a green or red bullet depending on the voice service status (green=in service time; red=out of service time)
- **Name:** label identifying the voice service
- **Number:** it is the voice service internal extension number
- **Supervisor:** number of supervisor users associated to the service queue
- **Agents:** number of agents configured for the service queue
- **Agents Logged:** number of agents logged in for the voice service
- **Options:**



Details: open a section with the details on the agents and the supervisor configured



Add Agents: open a dialog box for new agents' configuration

Clicking on the **Details** icon displays the **Queue Details** window:

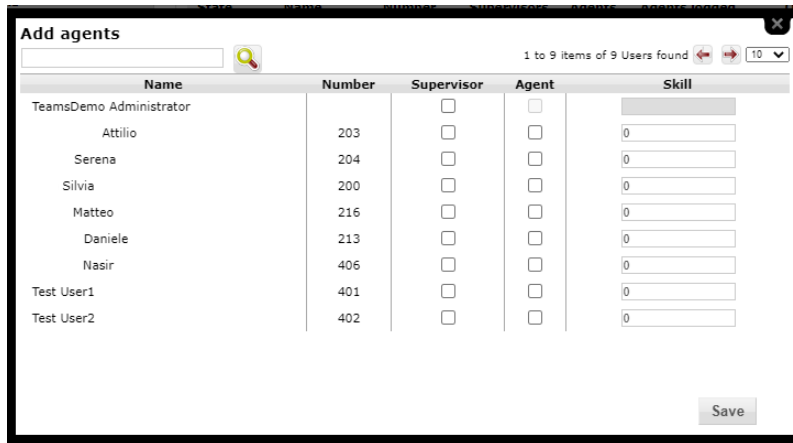


Name	Number	State	Supervisor	Agent	Skill	Options
demo1	4301				0	
demo2	4302				0	
demo3	4000				0	

This window shows the list of users associated to the queue as agents and/or supervisors, providing for each user the following information:

- **Name:** agent's username
- **Number:** extension number associated to the user
- **State:** red lamp means logout, green lamp means login (also a tooltip is available)

Clicking on the **Add Agents** icon displays the **Add Agents** window:



The screenshot shows a web application window titled "Add agents". At the top, there is a search bar and a magnifying glass icon. To the right, it says "1 to 9 items of 9 Users found" with navigation arrows and a dropdown menu showing "10". Below this is a table with the following columns: Name, Number, Supervisor, Agent, and Skill. The table contains 9 rows of user data. Each row has a "Supervisor" and "Agent" column with a checkbox. The "Skill" column has a text input field with the value "0". A "Save" button is located at the bottom right of the window.

Name	Number	Supervisor	Agent	Skill
TeamsDemo Administrator		<input type="checkbox"/>	<input type="checkbox"/>	
Attilio	203	<input type="checkbox"/>	<input type="checkbox"/>	0
Serena	204	<input type="checkbox"/>	<input type="checkbox"/>	0
Silvia	200	<input type="checkbox"/>	<input type="checkbox"/>	0
Matteo	216	<input type="checkbox"/>	<input type="checkbox"/>	0
Daniele	213	<input type="checkbox"/>	<input type="checkbox"/>	0
Nasir	406	<input type="checkbox"/>	<input type="checkbox"/>	0
Test User1	401	<input type="checkbox"/>	<input type="checkbox"/>	0
Test User2	402	<input type="checkbox"/>	<input type="checkbox"/>	0

By checking the related boxes, it is possible to assign a user the agent and/or supervisor role. The text box in the **Skill** column allows to assign a skill to the agent (the skill is a number between 0 and 100, where 100 is the highest skill).