

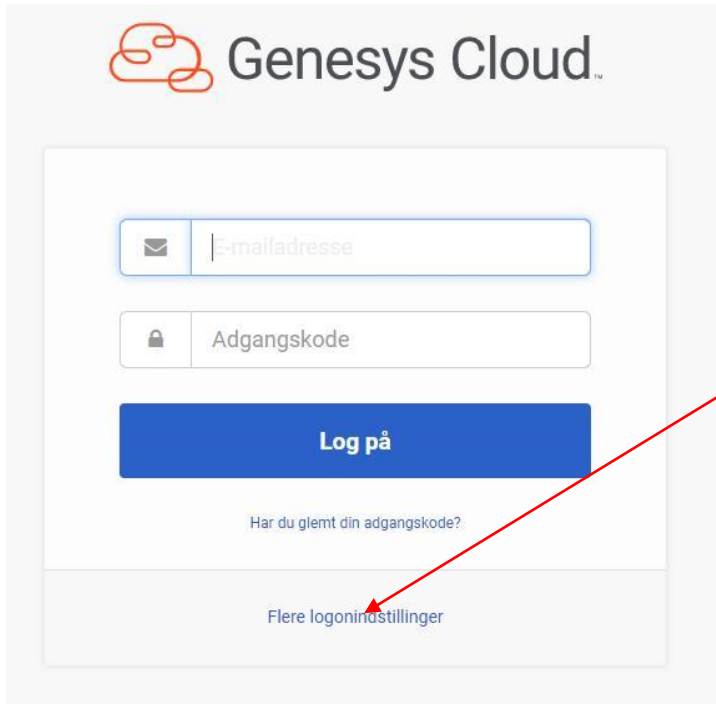
Guide til Purecloud opsætning



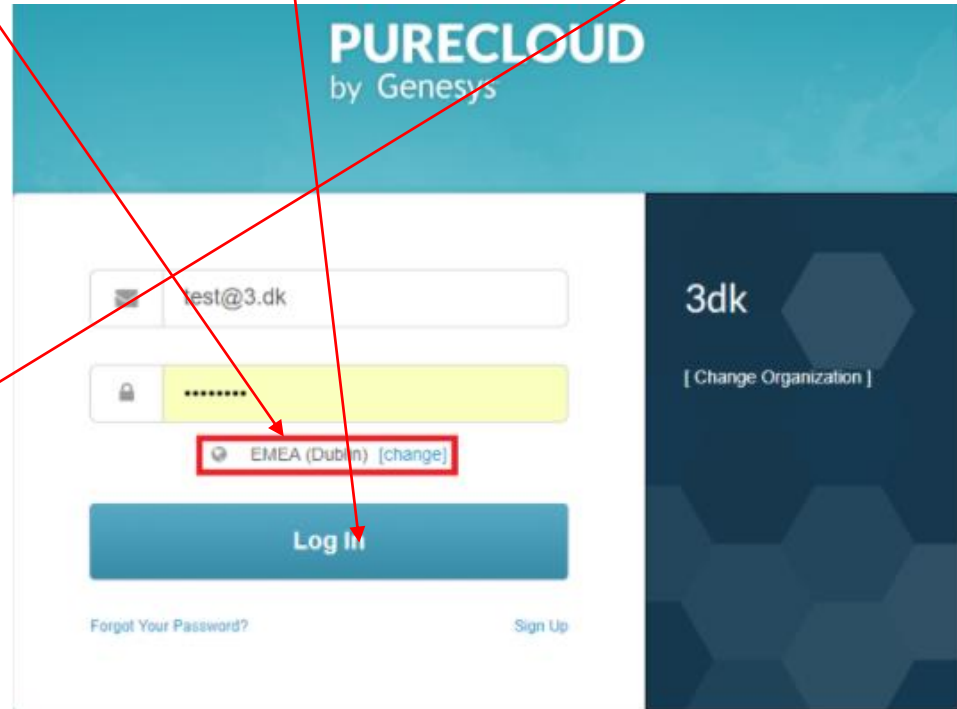
Log på med dit brugernavn og adgangskode på Windows på en pc i butikken. Du skal logge på som ny bruger ligesom hvis du loggede på med butikkens brugernavn og adgangskode.



Åbn chrome og indtast følgende hjemmeside: <https://apps.mypurecloud.ie>. Vælg flere logonindstillinger og skriv "3dk". Husk også at vælge "Dublin" som region. Log derefter ind.



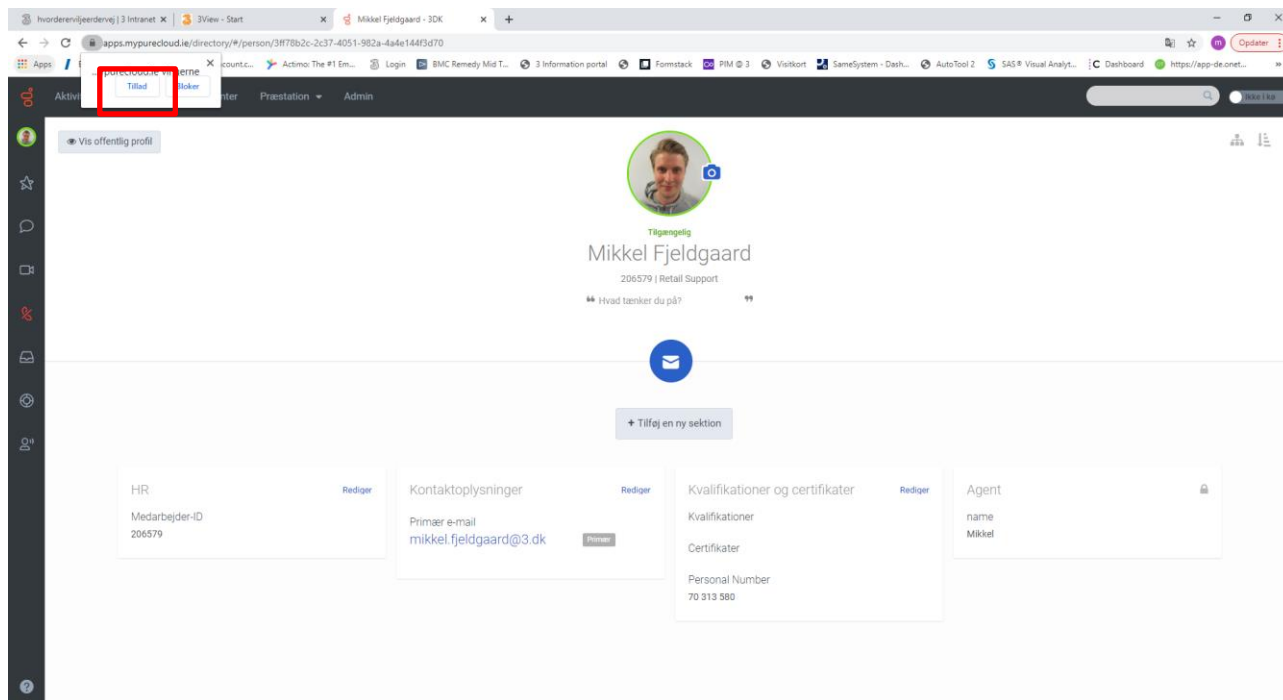
The screenshot shows the Genesys Cloud login interface. At the top left is the Genesys Cloud logo. Below it are two input fields: one for the email address (labeled "E-mailadresse") and one for the password (labeled "Adgangskode"). A blue "Log på" button is positioned below the password field. Below the button is a link that says "Har du glemt din adgangskode?". At the bottom of the login area is a link that says "Flere logonindstillinger".



The screenshot shows the PURECLOUD by Genesys login interface. At the top is a teal header with the text "PURECLOUD by Genesys". Below the header are two input fields: one for the email address (containing "test@3dk") and one for the password (containing "*****"). Below the password field is a dropdown menu showing "EMEA (Dublin) [change]". A blue "Log in" button is positioned below the dropdown. Below the button are two links: "Forgot Your Password?" and "Sign Up". On the right side of the page, there is a dark blue sidebar with the text "3dk" and "[Change Organization]".



”Tillad” i det pop-up der kommer 2 gange. Den spørger ind til din placering og mikrofon. Begge gange skal der trykkes ”tillad”.



Klik på det lille billede oppe i venstre hjørne og tryk derefter "vælg telefon"

The screenshot shows a web application interface for user management. On the left, a sidebar contains a list of status options: Tilgængelig (selected), Optaget, Ikke til stede, Pause, Spisepause, Møde, and Undervining. The main content area displays the profile of Mikkel Fjeldgaard, including his name, ID (206579), role (Retail Support), and location (Frederiksberg, Capital RegionDen...). Below the profile picture, there is a section titled "Hvad tænker du på?" with a red box containing the text "Der er ikke valgt nogen telefon." and a button labeled "Vælg telefon". A red arrow points from the text above to the profile picture, and another red arrow points from the text above to the "Vælg telefon" button. The bottom of the page shows a grid of sections: HR (Medarbejder-ID: 206579), Kontaktoplysninger (Primær e-mail: mikkel.fjeldgaard@3.dk), Kvalifikationer og certifikater (Kvalifikationer, Certifikater, Personal Number: 70 313 580), and Agent (name: Mikkel).

Skriv dit navn i feltet og vælg "dit navn (webRTC)"

The screenshot shows a web application interface for a user profile. The browser address bar displays a URL from 'apps.mypurecloud.ie'. The top navigation bar includes links for 'Aktivitet', 'Katalog', 'Dokumenter', 'Præstation', and 'Admin'. On the left, a sidebar contains various icons and a 'Vælg telefon' dropdown menu. This menu is open, showing a search field with 'mikkel fjel' and a list of options, with 'Mikkel Fjeldgaard (webRTC)' selected. A red arrow points from the instruction text to this selection. The main profile area features a user profile card for 'Mikkel Fjeldgaard' with a profile picture, status 'Tilgængelig', location 'Frederiksberg, Capital RegionDenmark', and role '206579 | Retail Support'. Below the card is a '+ Tilføj en ny sektion' button. At the bottom, there are four editable sections: 'HR' (Medarbejder-ID: 206579), 'Kontaktoplysninger' (Primær e-mail: mikkel.fjeldgaard@3.dk), 'Kvalifikationer og certifikater' (Kvalifikationer, Certifikater, Personal Number: 70 313 580), and 'Agent' (name: Mikkel).

Klik på indstillinger

The screenshot shows a user profile page for Mikkel Fjeldgaard. The interface includes a top navigation bar with tabs: Aktivitet, Katalog, Dokumenter, Præstation, and Admin. A left sidebar contains a list of status options: Tilgængelig (selected), Optaget, Ikke til stede, Pause, Spisepause, Møde, and Undervisning. Below these is a text input field with the placeholder 'Hvad tænker du på?' and a button 'Mikkel Fjeldgaard (webRTC)'. At the bottom of the sidebar are links for 'Ikke på kontoret', 'Indstillinger', and 'Log af'. The main content area displays the user's profile information, including a profile picture, name, ID, and location. Below the profile is a section titled 'Tilføj en ny sektion'. At the bottom, there are four cards for HR, Kontaktoplysninger, Kvalifikation og certifikater, and Agent, each with a 'Rediger' button.

Top navigation: Aktivitet, Katalog, Dokumenter, Præstation, Admin

Left sidebar:

- Tilgængelig (11 m 59s)
- Optaget
- Ikke til stede
- Pause
- Spisepause
- Møde
- Undervisning
- Hvad tænker du på?
- Mikkel Fjeldgaard (webRTC)
- Ikke på kontoret
- Indstillinger
- Log af

Main profile area:

- Profile picture
- Tilgængelig
- Frederiksberg, Capital Region/Denmark
- Mikkel Fjeldgaard
- 206579 | Retail Support
- Hvad tænker du på?
- Tilføj en ny sektion

Bottom cards:

- HR: Medarbejder-ID 206579
- Kontaktoplysninger: Primær e-mail mikkel.fjeldgaard@3.dk
- Kvalifikation og certifikater: Kvalifikationer, Certifikater, Personal Number 70 313 580
- Agent: name Mikkel

Vælg "Sprog" og skift derefter til "English" og tryk "Anvend og genindlæs"

The screenshot shows the Genesys Cloud user interface. A settings dialog box is open, displaying the 'Indstillinger' (Settings) menu on the left. The 'Sprog' (Language) option is selected. The main panel shows the 'Foretrukket sprog' (Preferred language) list, where 'English' is selected. The background interface shows a user profile for 'Mikkel Fjeldgaard' and a chat window.

Indstillinger

- Meddelelser
- Chat
- Adgangskode
- Sprog
- Lyd

Foretrukket sprog

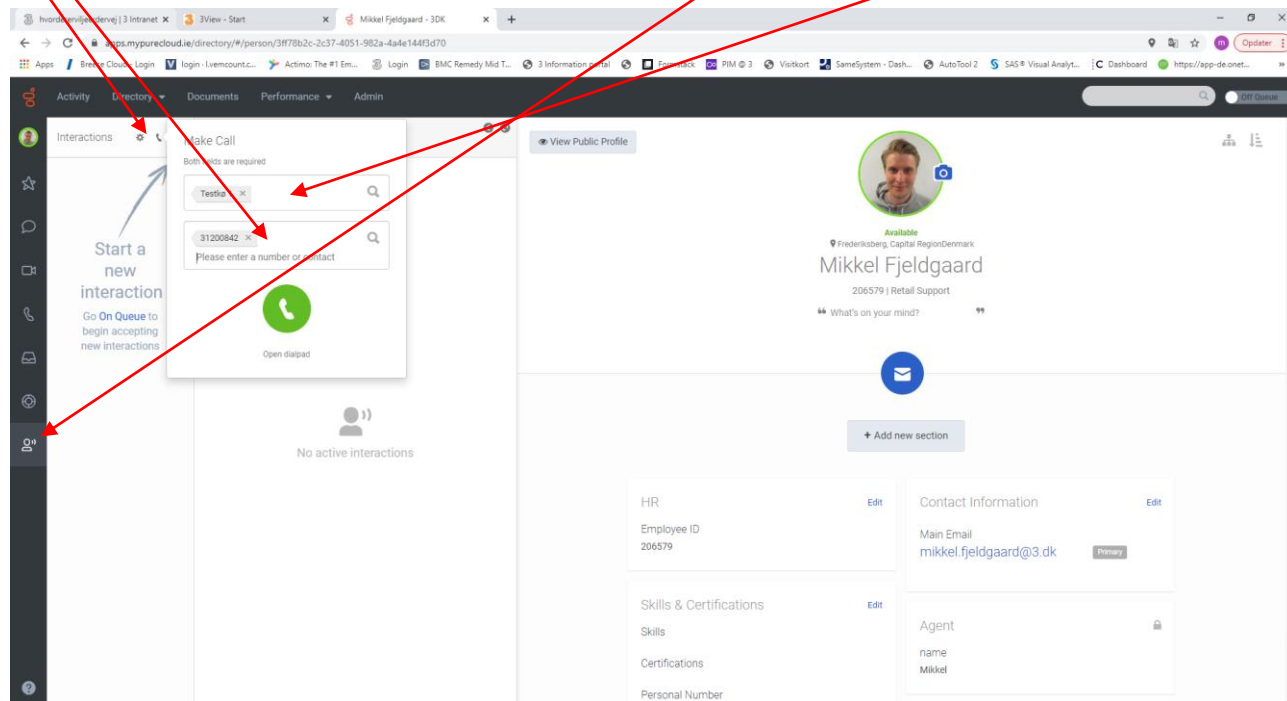
- Čeština (beta)
- Dansk
- Deutsch
- English
- Español
- Français
- Italiano
- Nederlands
- Norsk
- Polski
- Português do Brasil
- Suomi
- Svenska
- Türkçe
- Русский (beta)
- ไทย (beta)
- 한국어
- 日本語
- 繁体中文
- 简体中文

Hele Genesys Cloud opdateres med dit sprogvalg.

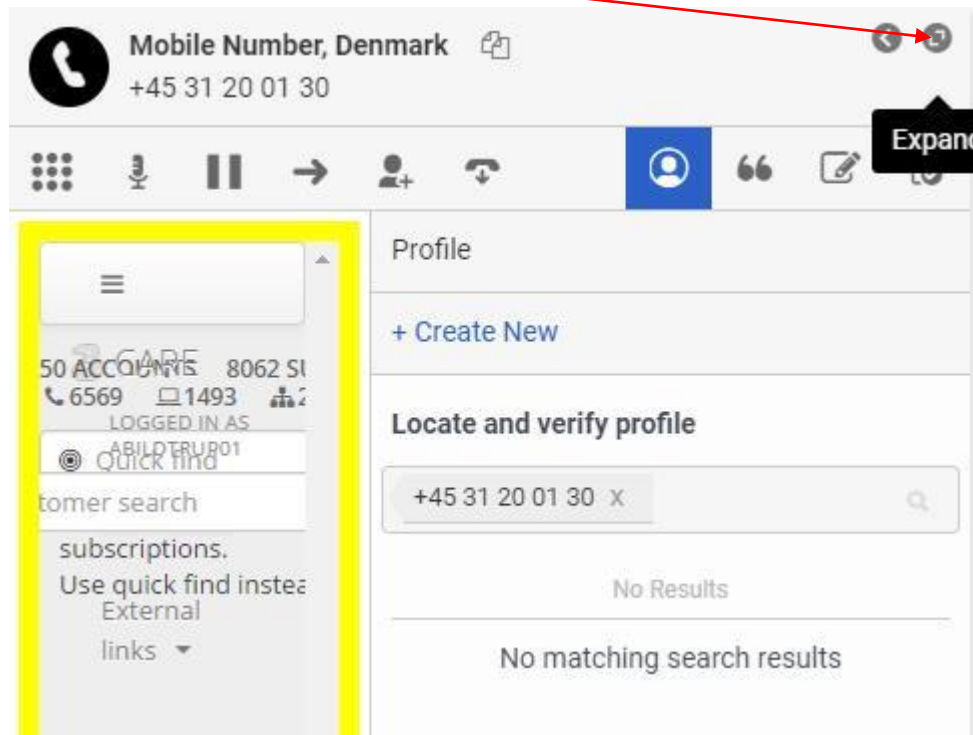
Anvend og genindlæs



Nu skal du teste om du kan ringe fra Purecloud. Klik på det nederste ikon i venstre side. Derefter klikke du på telefon røret og skriver i det øverste felt test og vælger den kø der hedder "testkø 1". I det nederste felt skriver du dit 3 nummer og trykker enter. Til slut trykker du på den grønne knap med røret.



Klik på "expand".



Nu får du et overblik over hvordan et normalt opkald vil se ud. Tjek selvfølgelig om lyden går fint igennem først og fremmest. Det kan være du bliver bedt om at logge ind. Her skal du buge din kode til Care.

The screenshot shows a web application interface with a dark sidebar on the left and a main content area. The sidebar contains icons for Activity, Directory, Documents, Performance, and Admin. The main content area is divided into sections. At the top, there's a header with 'Interactions' and a search bar. Below this, there's a section for 'Mobile Number, Denmark' with a phone icon and the number '+45 31 20 08 42'. The main content area is titled 'CARE' and shows a customer profile for 'Hi3G Denmark ApS'. The profile includes a 'Business' status, a 'Quick find' button, and a note about having more than 500 subscriptions. The profile also lists the address 'Scandlagade & 2450 København SV', the number of users 'My3 Users Yes (274)', and the business admin 'Habro Fund Management' with a phone number and email. There's a 'Send SMS' button and a 'Customer search' bar. The bottom of the page has a navigation bar with links for ACCOUNTS, CASES, INTERACTIONS, COMMUNICATION, DOCUMENTS, NUMBERS & PORTINGS, PRODUCTS, SALES, REPAIRS, and CONSENTS.



Mute (kunden kan ikke høre dig)

Sæt på hold (kunden får musik)

Viderestil (du kan her viderestille til en anden afdeling)

Lig på

The screenshot shows a web browser window with a CRM application. The browser's address bar displays the URL `apps.mypurecloud.ie/directory/#/person/3f78b2c-2c37-4051-982a-4a4e144f3d70`. The CRM interface includes a top navigation bar with tabs for Activity, Directory, Documents, Performance, and Admin. A left sidebar contains icons for various functions. The main content area is titled "Mobile Number, Denmark" and shows a customer profile for "Hi3G Denmark ApS". The profile details include a phone number (+45 31 20 08 42), a business status (ACTIVE), and contact information (Scandiagade 8, 2450 København SV). A yellow rectangular box highlights the central profile information. Red arrows point from the text annotations to specific icons in the CRM interface: one to the mute icon, one to the hold icon, one to the transfer icon, and one to the follow icon.

Interactions

Mobile Number, Denmark
+45 31 20 08 42

Mobile Number...
Testsko 1
Connected

CARE LOGGED IN AS FJELDGAARD001 Logout Customer search External links

50 ACCOUNTS 8062 SUBSCRIPTIONS
📞 6569 📠 1493 📡 25 📡 227 📡 00

Quick find

Customer has more than 500 subscriptions.
Use quick find instead or [Force load](#)

Business
ACTIVE

26123445
Hi3G Denmark ApS
Address
Scandiagade 8,
2450 København SV
My3 Users
Yes (274)
Business admin
Håbro Fund Management 📞 70313313 📧 martin.fly@3.dk
None
[Add note](#)

[Send SMS](#)

ACCOUNTS CASES INTERACTIONS COMMUNICATION DOCUMENTS NUMBERS & PORTINGS PRODUCTS SALES REPAIRS CONSENTS

Profile
[+ Create New](#)
Locate and verify profile
+45 31 20 08 42 X
No Results
No matching search results



Når du eller kunden har lagt på vil du komme til sidste step af opkaldsflowet. Her skal du vælge en wrap up kode og skrive en case. Når du er færdig trykker du "Done".

The screenshot shows a CRM interface with a customer profile for 'Hi3G Denmark ApS'. The main content area is highlighted in yellow. To the right, there is a 'Wrap-up Codes' panel with a search bar and a 'Default Wrap-up Code' link. At the bottom right, there is a 'Done' button. Red arrows point from the text above to the 'Wrap-up Codes' panel and the 'Done' button.

Activity Directory Documents Performance Admin

Interactions Mobile Number, Denmark +45 31 20 08 42

Mobile Number... Testilo 1

CARE LOGGED IN AS FJELDGAARD001 Logout Customer search External links

50 ACCOUNTS 8062 SUBSCRIPTIONS 4 698 1493 425 4227 100

Quick find Customer has more than 500 subscriptions. Use quick find instead or Force load

26123445 Hi3G Denmark ApS

Address Scandlagade 8, 2450, København SV

My3 Users Yes (274)

Business admin Habro Fund Management 70313313 martin.fly@3.dk

Note Add note

Send SMS

ACCOUNTS CASES INTERACTIONS COMMUNICATION DOCUMENTS NUMBERS & PORTINGS PRODUCTS SALES REPAIRS CONSENTS

Wrap-up Codes

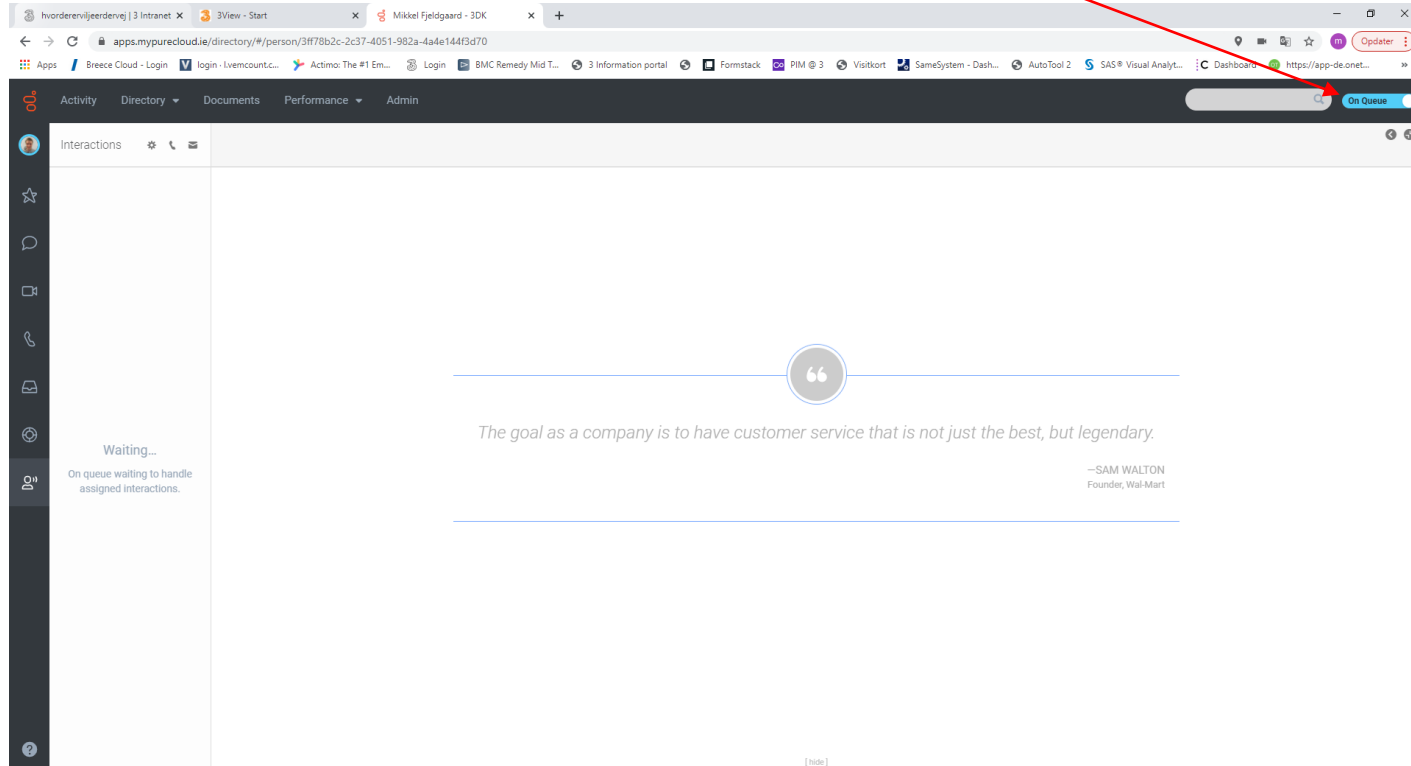
After Call Work 5:12

Find wrap-up code

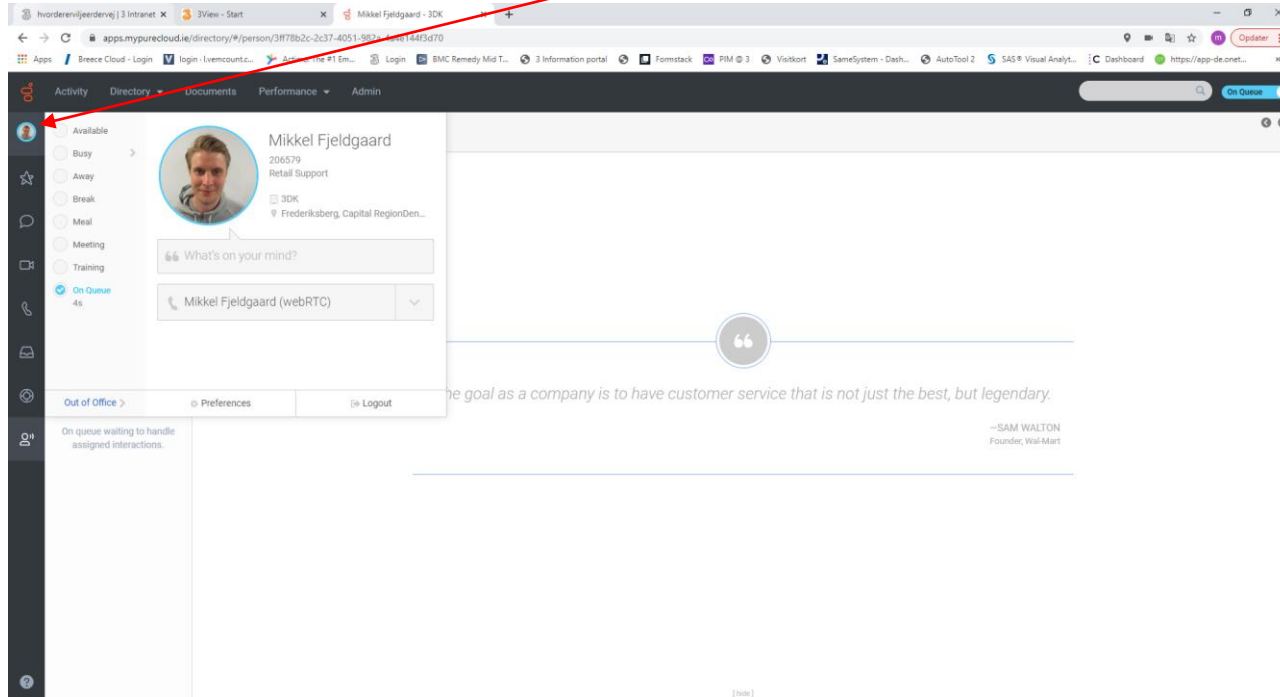
Default Wrap-up Code

Wrap-up code is set Default Wrap-up Code Done

Nu er du klar til at modtage kald! Du ska blot klikke på slideren i højre hjørne. Herefter vil kald helt automatisk komme til dig når der er et ledigt kald.



Skal du til pause eller i frokost? Klik herefter på dit profilbillede. Vælg den mulighed der passer og så bliver du automatisk "smidt" af køen.



Hvad skal jeg huske inden jeg tager kald?



Bogmærker og logins

Da i logger ind på jeres egen windows profil er der ikke gemt de adgangskoder og adgange i er vant til. Derfor er det vigtigt at i sørger for at have adgang til følgende sider inden i tager opkald:

1. Care
2. 3View & alle links i 3View
3. Helpcenter
4. Åbn teams og login.



Hvilke knapper skal jeg ikke bruge i purecloud?

The screenshot shows the PureCloud user interface. The top navigation bar has tabs for Activity, Dev, Performance, and Admin, each marked with a red X. The left sidebar contains various icons, some also marked with red X. The main content area displays the user's profile information, including a profile picture, name, location (København), and job title (Retail Support). Below the profile is a section for contact information, showing the main email address mads.abildtrup@3.dk. The interface is designed to help users manage their profile and contact details.



