



Task

Report Download

Mailbox

Queue

Live Monitor

Add User

Skill

Workitem

Agent Dashboard

Workitem Dashboard

My Task	Completed task
<input type="text" value="Enter Workitem Id"/>	
	MANUAL WORKITEM 29266 May 17, 2021 15:28 Clear trip manual work item
	MANUAL WORKITEM 29266 May 17, 2021 15:28 Clear trip manual work item

Title: Title

Priority: High

Created by: George Admin

Due Date: May 28, 2021 00:10

Properties: Festival Document

Rate Plan: <input type="text"/>	Transaction Count: <input type="text"/>
GDS status: <input type="text"/>	Rate Loading Status: <input type="text"/>
Category: <input type="text"/>	Agent: <input type="text"/>
Queue: <input type="text"/>	Sub Category: <input type="text"/>

Description:

Remark:

Save Remark
Assign



Task

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Workitem

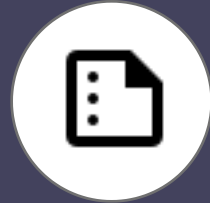


Agent Dashboard



Workitem Dashboard

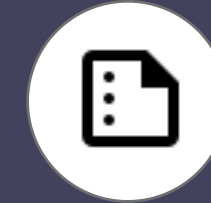
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Agent Work Item Detail

Work description

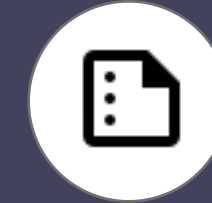
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Single Work Item

Work description

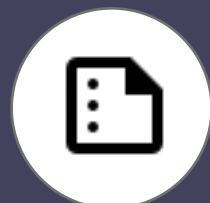
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Work Item Count by category

Work description

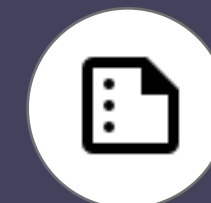
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Work Item Count By Type

Work description

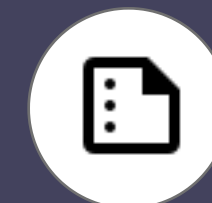
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Work Item SLA Report

Work description

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Work Item Detail Report

Work description

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Agent Dashboard



Workitem Dashboard

Mailbox Configuration

Add New

#	Email Queue Name	Email ID	Update
1	Woman Peacoat	Lorem ipsum dolor sit amet Consectetur	
2	Woman Peacoat	Lorem ipsum dolor sit amet Consectetur	
3	Woman Peacoat	Lorem ipsum dolor sit amet Consectetur	



Task



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Agent Dashboard



Workitem Dashboard

Mailbox Configuration

Add New Mailbox

Mailbox Name:

Email Id:

Password:

Receiving mailbox Url:

Receiving mailbox Port:

Select Queue:

Select Email Template:

Mailbox Name:

Reply Mailbox Url:

Reply Mailbox Port:

Scan Enabled

Reply Enabled

Submit



Task



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Queue



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Workitem



Agent Dashboard



Workitem Dashboard

Queue Configuration

Add New

#	Queue Name	Queue Code	Skill	Update
1	Cancellation_q	Cancellation_q	New Booking	
2	Cancellation_q	Operation_q	Operation	
3	Cancellation_q	General_Enquiry_q	Enduiry	

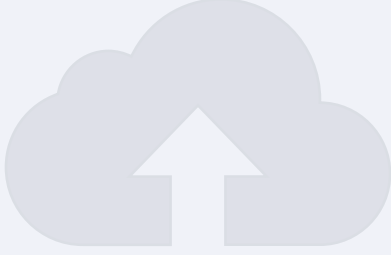
- Task
- Report Download
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- Add User
- Skill
- Workitem**
- Agent Dashboard
- Workitem Dashboard

Manual Workitem Controller

Add New Workitem

Add Excel Workitem

Upload Excel Workitem



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