inTouch800 Online Admin User Guide

Introduction

Your inTouch800 account gives you direct access to the online user management system to let you set up and control your inTouch800 service.

Terminology and Glossary

Surfer - the user of your inTouch800 service.

Operator - a person on the your side who has received an inTouch800 call.

Target - a telephone number that inTouch800 uses to contact you. Each target can be given a description (eg. 'line 1' or 'main office') for easy reference.

Schedule - a day's configuration for the Timetable, which specifies that day's opening hours (Time Slot) and Target.

Time Slot - an open period within a Schedule. The Target associated with the Time Slot will receive all calls during that period.

Timetable - A Timetable specifies the opening hours of your service each week.

Help - click on any question mark button to view help on the relevant subject.

Log In

To log in to your account, go to **www.inTouch800.com** and enter the username and password you would have been given when you signed up. If you do not know your username or password, please contact **support@inTouch800.com** for assistance.

Once logged in you'll have several options available to you.
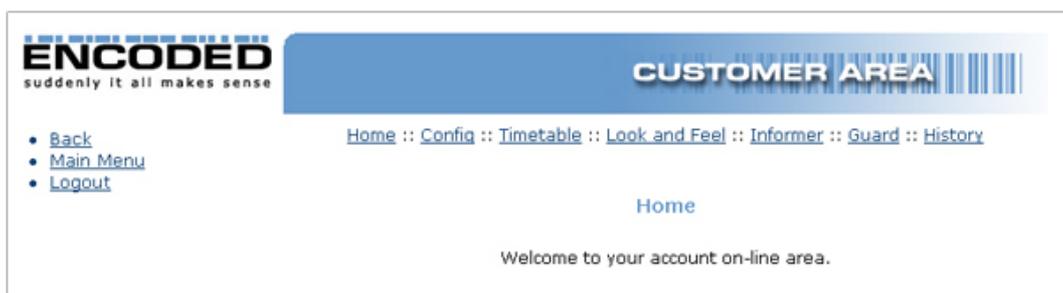
Config

From the Config menu you can change the accounts password and permit or refuse calls from various call types.

Time table

The time table area is a powerful tool of allocating different destination phone numbers for different days of the week.

Each day can be split up in to different scheme or you can use the same scheme for the whole week, as seen here below.

If you wish the change a scheme click "edit"

From here you can break the scheme up into many different components and if you wish have the service route the call through to a different destination.

In the above example all calls will go through to a single destination 24 hours a day.
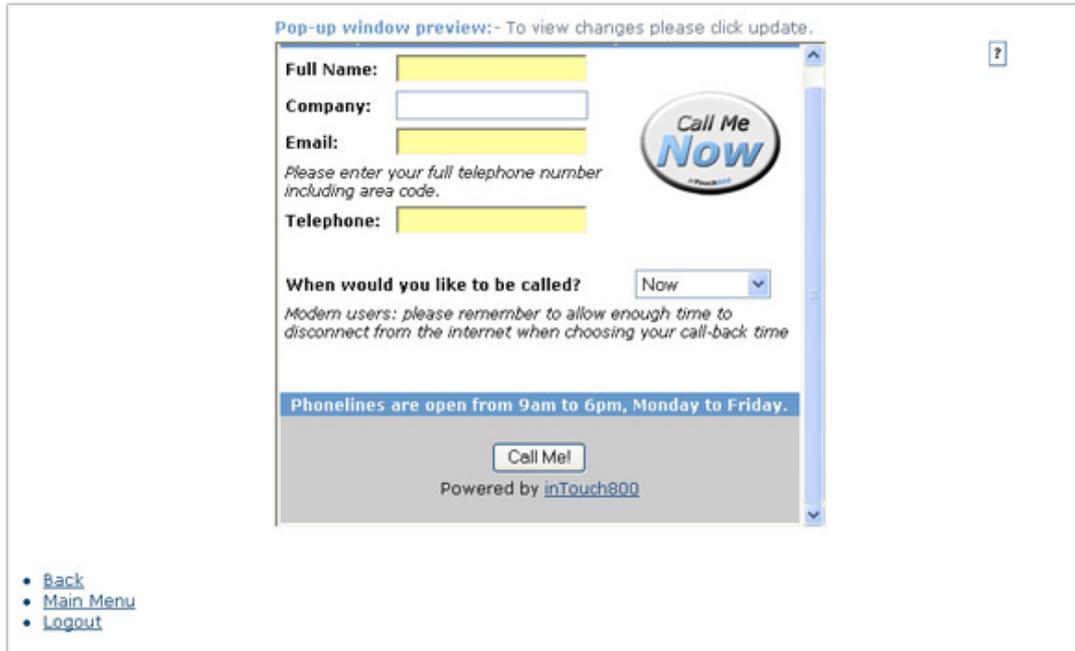
In the below example the office is closed outside of working hours and the call is routed through to different destinations at different times.

Look & Feel

On this page you can change the branding and appearance of your popup window.

The first part of the page is divided into two columns. The left-hand section lets you choose the background and text colour of various parts of the popup window. Clicking on the palette symbol next to each option will display a colour-picker; or if you know the hexadecimal value of the colour you want you can enter it manually into the text boxes provided. You can also specify the location of your logo to go in the top right corner of the window. If you would like more control over the font and sizes used to more closely match your corporate image you may specify the location of the CSS Style sheet to be used by the popup window. Any locations you specify should be full URLs, including 'http://' if applicable.

The second column lets you choose which fields will be displayed on the popup window; simply tick the ones you want to use. The *Number* field is mandatory and cannot be deselected. *Spot* is a hidden field and is used to pass extra information to be read out to the operator - such as the location on the website of the Call Me button pressed by the surfer.

Beneath the two columns is information to help you add the link to the popup window to your website. It includes the *suggested* size of the window, which needs to be specified in the link. The suggested size is calculated from the fields you have selected, and may be inaccurate if a custom stylesheet is being used. Please see the inTouch800 installation documentation for advice on how to add the link to your website.

At the bottom of the page is a preview window showing what the popup window will look like with the options you've chosen. When you change any options on this page, click on 'Update' to refresh the preview.

Informer

The Informer module is used to send failed call information via email to you and to the surfer. You can choose to switch it off for either of them, but in the vast majority of cases you will want it activated.

To set up Informer, enter the email address to which you would like the messages sent and set the subject for the emails. You can also enter a reply-to address that lets you reply to the message for help. You may want to use your own email address for this.

To set up Informer for surfers, you need to specify the email address from which the messages appear to have come (this should ideally be a good marketing email address such as sales@ or callback@). You can also set the message body that is sent to the surfer; this can of course include any marketing or promotional messages you want to include. Please note that at the current time, only plain text emails can be sent.

Settings

Here you can set the presentation number (CLI) of the calls made by the service, and the messages read out to your operators.

The CLI can be set for the calls made to you and for those made to the surfer. You may want to set your CLI to something meaningful so you know that the calls are from the call back service, or if you want your internal telephone system to use the CLI to route the incoming calls properly.

You may want the CLI set for calls made to the surfer so that in the even that the surfer wishes to contact you after the initial call by dialling 1471, in which case the Surfer Presentation Number should be set to your main contact phone number.

The CLI feature is very powerful, and must not be abused by setting either Presentation Number to anything that may mislead clients or surfers. Any abuse of this feature may lead to the immediate closure of all your inTouch800 services.

On this page you may also change the messages heard by users of the service. If you have a Standard Edition service, you will probably want to leave alone all but the first message - to which you might want to add some sort of branding to promote your company.

If you have a Call Centre Edition service, you can only change what the surfer is told when they answer the call. You will probably want to brand this in the name of your client so the surfer knows who they will be speaking to.

Security Guard

The Guard module is used to keep an eye on your service and ensure that it does not get abused by malicious users. The Guard monitors two parameters to detect fraudulent use - IP address checking and surfer phone number checking. Each check works in the same way: The number of requests with an identical IP address or telephone number parameter is continually monitored and if the requests in a defined time period exceeds a defined number the Guard will block any further requests with that same parameter.

You may set the number of times an identical parameter is accepted before triggering the Guard, and in what time frame. Once the Guard has been triggered, it will block all requests with that parameter until the chosen time frame expires again.

History

Call statistics can be viewed in real time from the History window.

All calls received can be requested based on date. Each individual call can then be open up in greater detail.

Schedule Form

Title:	-
Full Name:	Robert
Company:	Encoded
Email:	bob@encoded.co.uk
Number:	02071073010

Extension: -

IP Address: 212.56.102.135

Requested	Scheduled	Actioned Time	Result
06-Jul-05 04:08:52	06-Jul-05 04:08:52	06-Jul-05 04:08:52	The call back completed successfully

Spot:
-

Comments:
-

Answer:
-

Back

From here you can see all the information sent an received from the service. Call stats can also be downloaded as a CSV file. Once again the dates can be specified and then the "Download Stats" button generates the file.