Comm100

Getting Started Guide

Ticketing & Messaging

Contents

Introduction

This guide will help you get started configuring the Comm100 Ticketing & Messaging to suit your needs and point you in the direction of different things to review before going live.

Work through each section step by step. To configure each area, you will need to decide on the features and configuration you wish to use. Once you have worked through the guide, you'll be ready to launch.

Getting started

The Ticketing & Messaging product is available in our Enterprise package, coming in two different plans: Omnichannel Gold and Omnichannel Platinum. You can book a demo with our sales team to discuss your needs and get a trial account to explore the solution.

Set up channels to receive tickets

All support request from visitors via multiple channels is generated as Tickets. Your agents need to first set up channels from your Comm100 Control Panel. You can choose to integrate multiple accounts from the following channels:

- Email
- Facebook
- Instagram
- Twitter
- WhatsApp
- WeChat
- SMS
- Telegram
- LINE

To learn more about integrating different channels, see this article.

Reviewing and Handling Tickets

Comm100 Ticketing & Messaging is a core component of the Comm100 digital omnichannel solution. You can manage any conversation that needs follow-up, regardless of where it happens, and track tickets from the first call to resolution.

In addition, it takes control of your inbound support tickets and makes sure the correct department and agent handle them.

Create Views

Comm100 Ticketing &Messaging, comes with system default Views—All, My Open, My Department, Unassigned, All Open, and @mentioned, which allows you to locate tickets on predefined conditions. In addition, you can also create custom Views to locate tickets as per your business needs. The Views help you narrow down the tickets in your ticketing system and only display the tickets which require your attention.

To learn more about creating Views, see this article.

Use @mentions

When working on a ticket, you may need to get other agents involved if you want them to follow up with a case and reach out to the customer, or simply want to provide visibility to others.
The **@mentions** feature allows you to collaborate with other agents more efficiently and keep them in the loop by using a simple @ symbol in your ticket Note field.

To learn more on @mentions, see this article.

Merge Tickets

With Comm100 Ticketing & Messaging, you can merge the history of a source ticket with a target ticket. The merge operation is irreversible. After the merge, the target ticket keeps its property values. Future incoming emails, chat transcripts, and offline messages to the source ticket will automatically be attached to the target ticket. Your future search of the source ticket will bring up the target ticket.

To learn how to merge tickets, see this article.

Manage Contacts

In Comm100 Ticketing & Messaging, **Contact** is a visitor's identity with whom your agent communicates. Having a Contact helps you to track and manage the complete communication history of a visitor. You can Create, Edit, Change, Merge, and View Contacts.

To learn more on managing Contacts, see this article.

Use Signature

You can design and use your ticket signature, which will be visible automatically along with each of your ticket reply. A Ticket Signature is a block of text, sometimes with images or hyperlinks, appended to the end of a ticket message which often contains the sender's name, contact information, or website URL.

To learn more about designing your signature, see this article.

Create Internal Ticket

You can create internal tasks as tickets in Comm100 Agent Console and assign them to other agents in your team. You can also define the priority and apply tag on tickets to locate and review them later.

To learn more about creating an internal ticket, see this article.

Tag Messages

If you are handling many inquiries in your Comm100 Agent Console, you may want to further organize them by assigning keywords or tags. You can attach one or more customized keywords or phrases to each of your messages, making it easier for you to group them and review them later.

To learn more about adding tags to messages, see this article.

Main Settings

The Ticketing & Messaging settings enable you to configure and manage tickets from your ticketing & messaging channels.

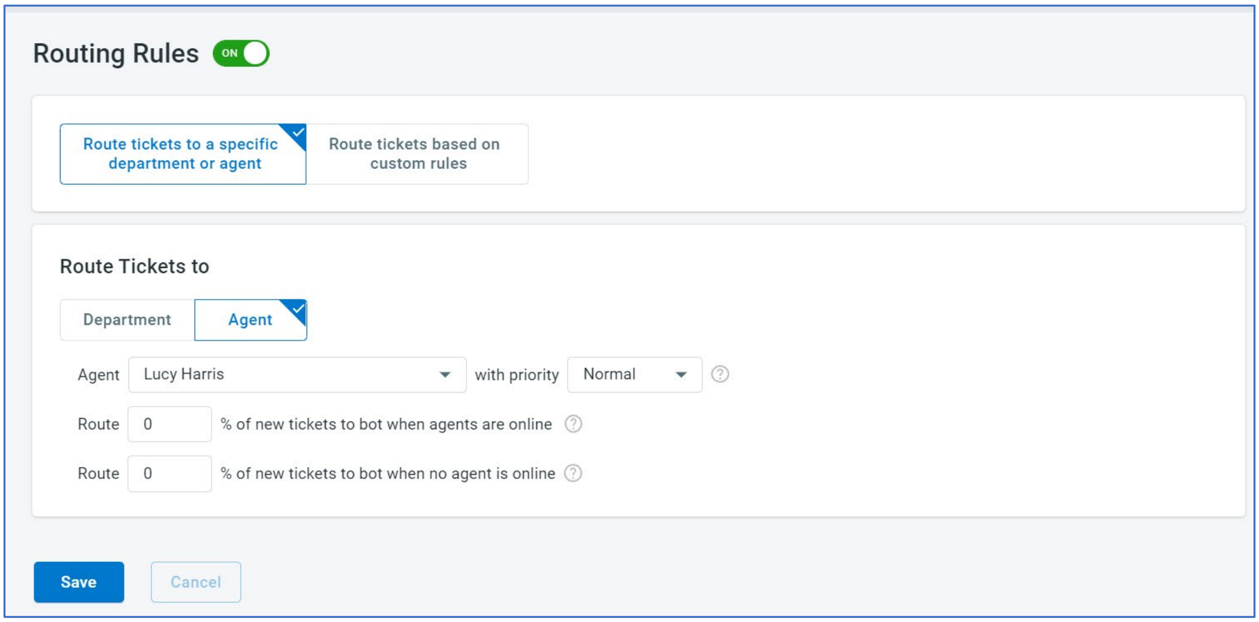
Routing Rules

Routing rules dictate which department or agent is assigned a ticket when a customer reaches out and a new ticket is created. You will need to use routing rules to get visitor's tickets sent through to appropriate agents or departments.

From the Comm100 Control Panel, you can route tickets:

- to a specific department or agent
- using custom rules

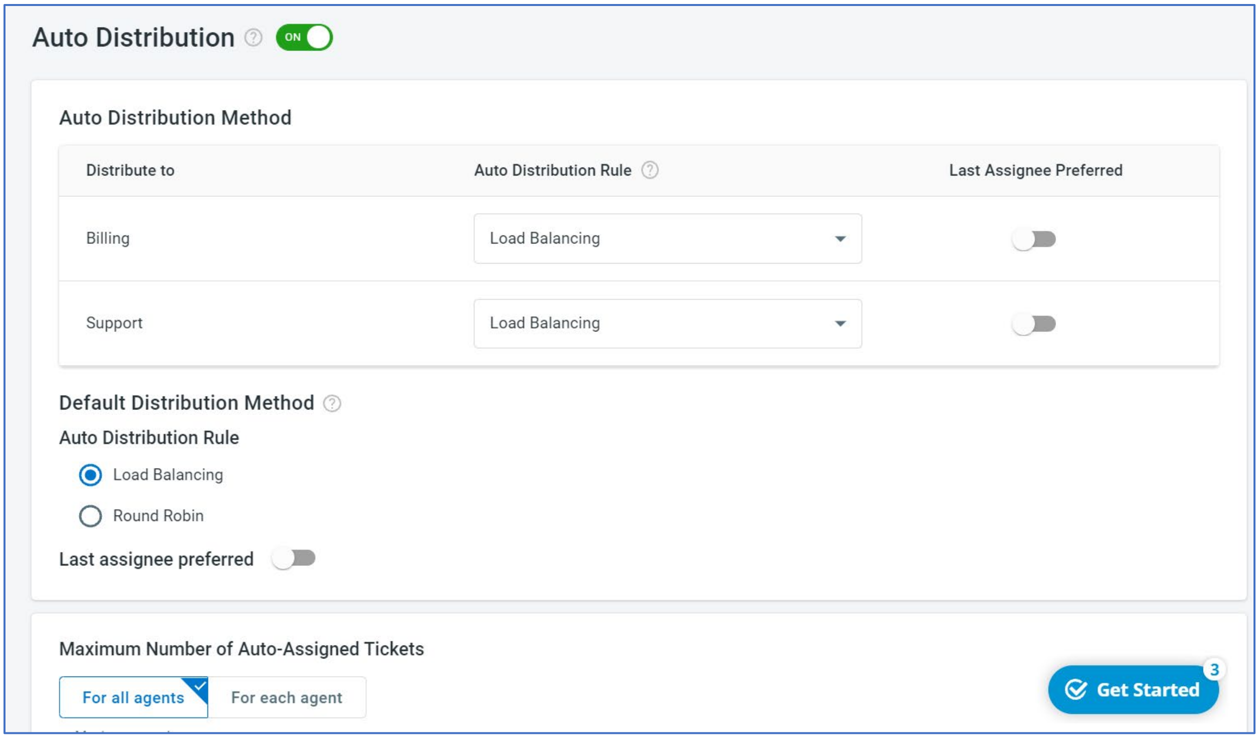
To learn more about setting up the routing rules for tickets, see this article.



Auto Distribution

Auto Distribution enables you to auto distribute tickets to agents to make sure the workload is distributed optimally. Once tickets are auto-distributed, agents do not need to pick up tickets manually. You can define distribution rules of how tickets are assigned to agents and the maximum tickets an agent can accept automatically.

To learn more about the auto distribution of tickets, see this article.



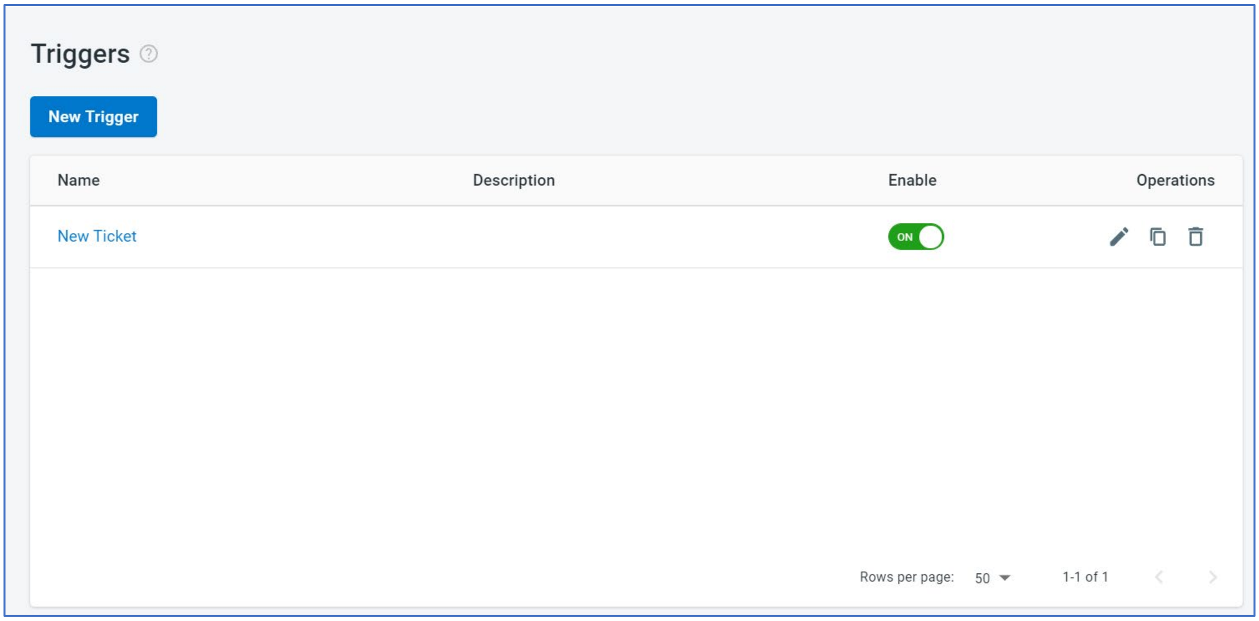
Triggers

Triggers allow you to automate several actions on an "if this, then that" basis. When certain conditions are met, you can have the system change a ticket's attributes such as status, priority, or assignee.

You can also have the system send out automated messages to customers, assignee, and other agents. If a ticket meets more than one trigger rule, the triggers will work in sequence based on their display order

Using triggers, you can get multiple ways of automating system actions working together. For example, if a ticket has been pending a customer response for a week, you could trigger the ticket's status to change to closed and send an automated email to the customer letting them know their query has been closed.

To learn more about triggers, see this article.

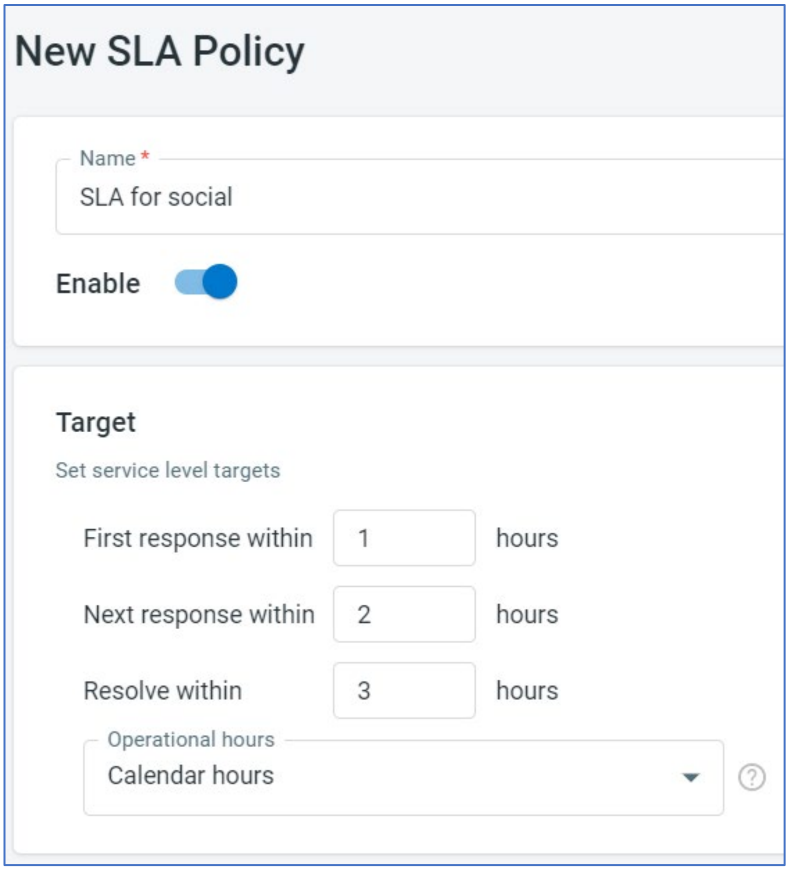


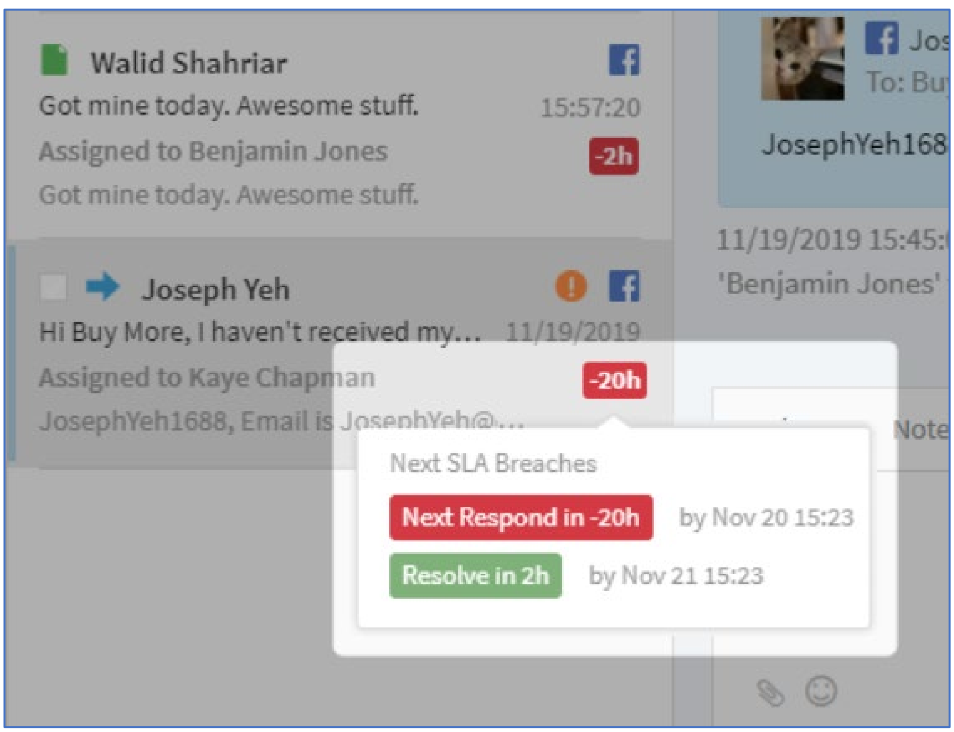
SLA Policies

A service-level agreement (SLA) is a commitment between a service provider and a client. It lays out the expectations by which that service is measured. If your company uses SLAs to manage tickets, you can configure these within the Ticketing & Messaging system.

SLAs for different measures can then be seen within the Agent Console.

To learn more about SLAs, see [this article.]


New SLA Policy
Name *
SLA for social
Enable
Target
Set service level targets
First response within
1
hours
Next response within
2
hours
Resolve within
3
hours
Operational hours
Calendar hours


Walid Shahriar
Got mine today. Awesome stuff.
15:57:20
Assigned to Benjamin Jones
-2h
Got mine today. Awesome stuff.
Joseph Yeh
Hi Buy More, I haven't received my...
11/19/2019
Assigned to Kaye Chapman
-20h
JosephYeh1688, Email is JosephYeh@...
11/19/2019 15:45
'Benjamin Jones'
Next SLA Breaches
Next Respond in -20h
by Nov 20 15:23
Resolve in 2h
by Nov 21 15:23

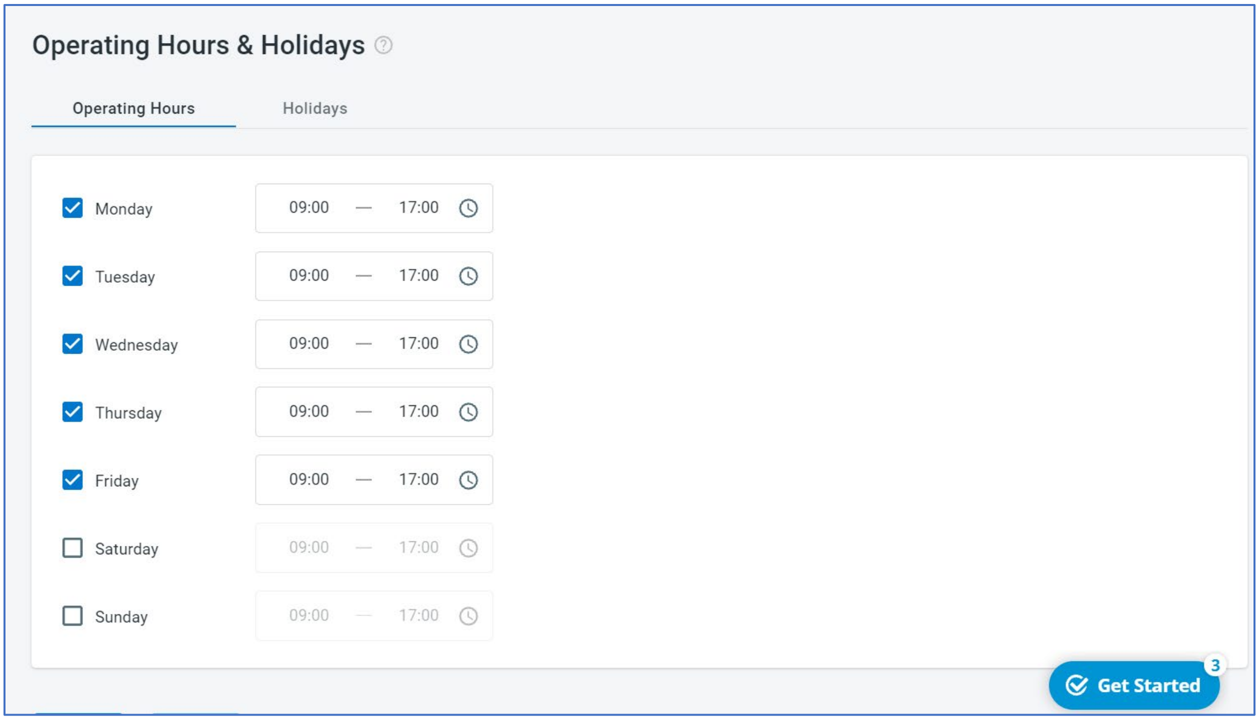
Operating Hours & Holidays

You'll need to configure operating hours and holidays in your system to ensure that your trigger events and SLA policies work correctly.

If you use the SLA feature, having a correct view of your team's hours is essential to ensure the clock displays the correct time.

Operating hours and holidays also affect the ticket duration reflected in reports and be used to count days if they're used in trigger rules.

To learn how to configure operating hours and holidays, see [this article].

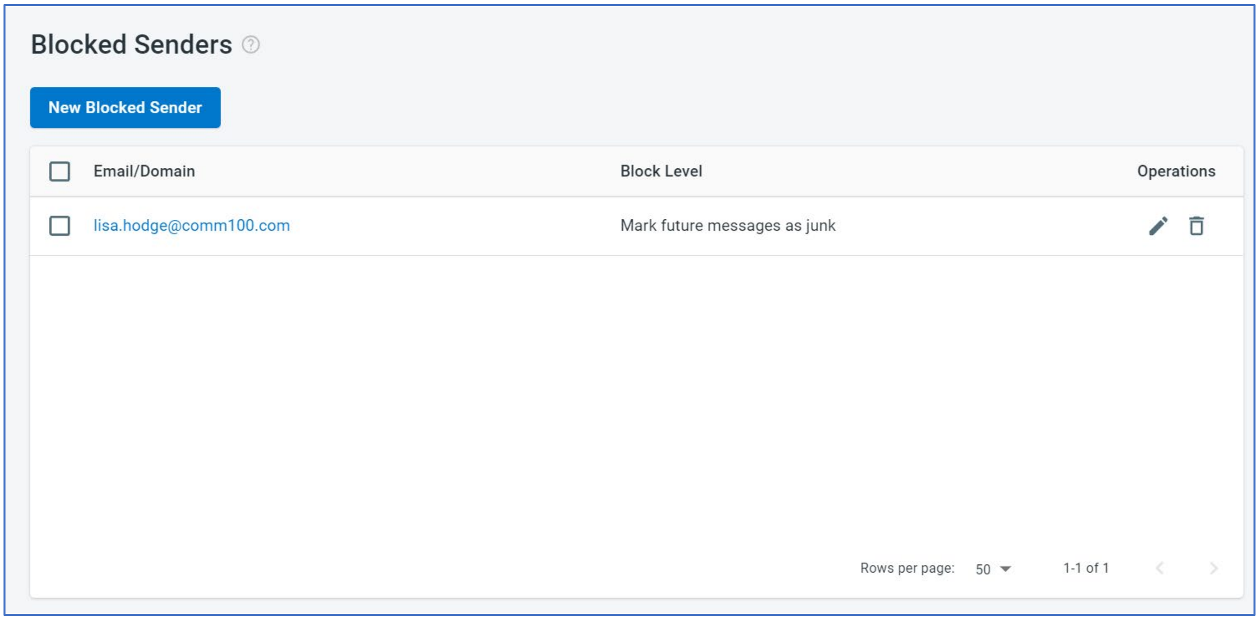


Blocked Sender

The Comm100 Ticketing & Messaging system allows you to add an email account and create support tickets out of emails in the Inbox. However, your email account might also receive some unsolicited emails, which will create tickets as well.

The **Block Sender** feature helps you block unsolicited messages from specific email addresses or domains and move them to the Ticket **Junk** folder or reject them.

To learn how to block a sender's email and domain, see [this article].

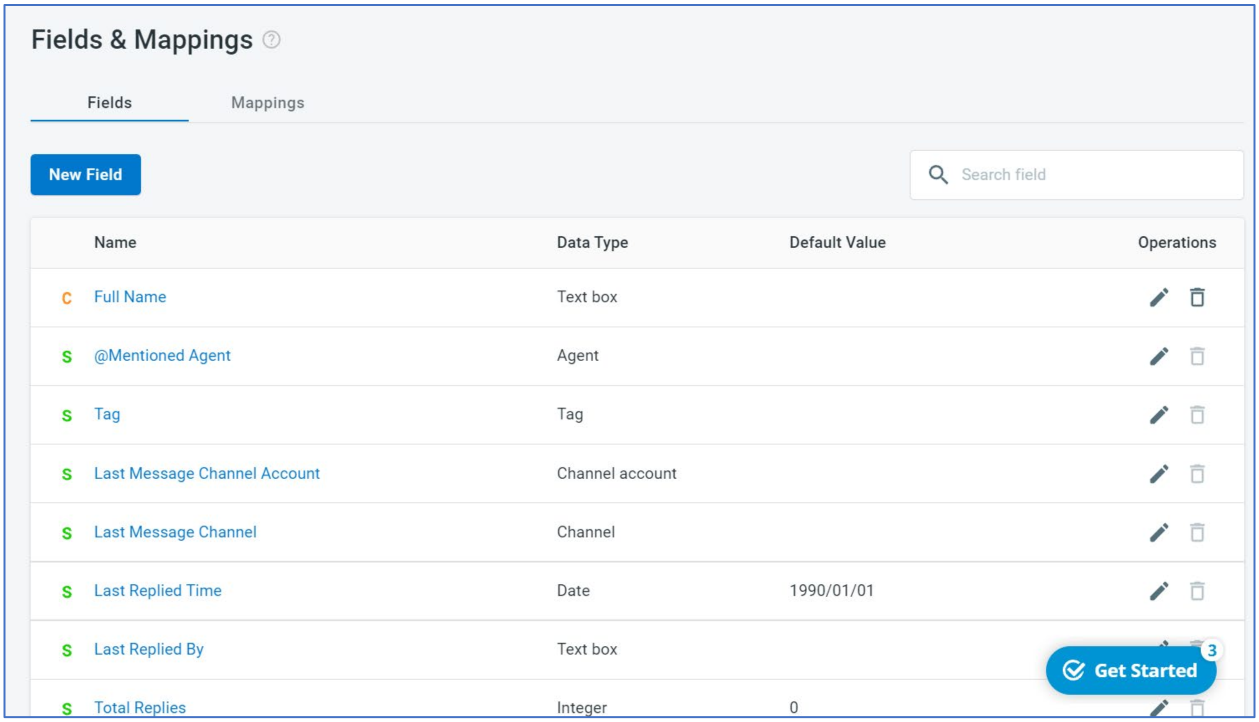


Fields & Mappings

A ticket field allows you to capture information and save it to a ticket. In addition to the System fields, which are default, you can create and map custom fields to serve your unique operational or business needs.

The following data types are available to create custom fields: Text, Text area, Email, URL, Data, Integer, Float, Operator, Radio, Checkbox, Dropdown List, and Checkbox List, and more.

To learn how to create custom fields, see [this article].



Reporting

Comm100' Ticketing & Messaging includes robust reporting that shows a clear picture of your channels support traffic and performance metrics

The report is broken down into five parts:

Real-Time Report

The Real-Time report gives an at-a-glance view of all ticket handling status and agent performance. This report keeps you informed in real-time of all conversations generated from your Ticketing & Messaging channels.

This report is further broken down into two parts: **Right Now** and **Today.**

Right now

Metrics in this report include:

- **Unassigned Tickets:** The total number of tickets that haven't been assigned to any departments or agents.
- **Open Tickets:** The number of tickets with statuses of New, Pending Internal, Pending External, or On-Hold.
- **New Tickets:** The number of tickets whose status is New.
- **Pending Internal Tickets:** The number of tickets whose status is Pending Internal. Usually, those tickets require your team's attention.
- **Pending External Tickets:** The number of tickets whose status is Pending External.
- **On-Hold Tickets:** The number of tickets whose status is On-Hold.

- **Urgent Tickets:** The number of tickets with Urgent priority.
- **High Priority Tickets:** The number of tickets with High priority.
- **Today's Replied Tickets:** The number of tickets that have been replied to today.
- **Today's Resolved Tickets:** The number of tickets that were resolved today.

Today

Metrics in this report include:

- **Created Tickets:** The number of tickets that were created today.
- **Resolved Tickets:** The number of tickets that were resolved today.
- **Replied Tickets:** The number of tickets that have been replied to today.
- **Reopened Tickets:** The number of tickets that were reopened today.

Volume Report

The Volume report shows how many tickets occurred on your site within a specific time period.

Metrics in this report include:

- **Open Tickets:** The number of tickets with statuses of New, Pending Internal, Pending External, or On-Hold.
- **Created Tickets:** The number of tickets that were created.
- **Resolved Tickets:** The number of tickets resolved within a defined time period.
- **Closed Tickets:** The number of tickets that were closed.
- **Replied Tickets:** The number of tickets replied within a defined time period.
- **Reopened Tickets:** The number of tickets reopened within a defined period.
- **Visitor Messages:** The number of messages received from visitors in all tickets.
- **Agent Messages:** The number of messages sent by agents in all tickets.

This report can be viewed by Site, Time, Agent, Department, Channel or Channel account.

Channel Report

The Channel report breaks down the numbers of messages or posts from different channels within a specific time.

Metrics in this report include:

- **Email:** The number of tickets created from Email messages.
- **Facebook**
    - **Facebook Wall Post:** The number of tickets created from Facebook Wall Posts.
    - **Facebook Visitor Post:** The number of tickets created from Facebook Visitor Posts.
    - **Facebook Message:** The number of tickets created from Facebook Messages.
    - **Total:** All tickets created from Facebook Wall Posts, Facebook Visitor Posts, and Facebook Messages.
- **Instagram**
    - **Instagram Post Comment:** The number of tickets created from Instagram Post Comment.
    - **Instagram Post:** The number of tickets created from Instagram Post.

    - **Instagram Direct:** The number of tickets created from Instagram Direct.
    - **Total:** All tickets created from Instagram Post Comment, Instagram Post, and Instagram Direct.

- **Twitter**

    - **Twitter Tweet:** The number of tickets created from Twitter Tweets.
    - **Twitter Direct Message:** The number of tickets created from Twitter Direct Messages.
    - **Total:** The number of tickets created from Twitter Tweets and Twitter Direct Messages.

- **WeChat:** The number of tickets created from WeChat Messages.
- **SMS:** The number of tickets created from SMS Messages (Twilio).
- **WhatsApp:** The number of tickets created from the WhatsApp Business message.
- **Chat:** The number of tickets created from Live Chat.
- **Offline Message:** The number of tickets created from Offline Message.
- **Internal: The number of tickets created from Internal.**
- **LINE:** The number of tickets created from LINE.
- **Telegram:** The number of tickets created from Telegram.

This report can be viewed by Site, Agent, Department, or Channel Account.

Efficiency Report

The Efficiency report shows the agent's average response time, average first response time, the average time to close a ticket, and etc.

Metrics in this report include:

- **Avg Agent Response Time:** The average amount of time it takes for an agent to respond to a ticket.
- **Avg. First Response Time:** The average amount of time it takes for an agent to send the first response in a ticket.
- **Avg. Conversation Time:** The average amount of time it takes an agent to close a ticket.
- **Avg. Visitor Messages:** The average number of messages sent by visitors in a ticket.
- **Agent Messages:** The average number of messages sent by agents in a ticket.

SLA Policies Report

The SLA Policies report gives you an overview of how your SLA policy is being followed.

Metrics in this report include:

- **SLA First Response Rate:** The percentage of the number of tickets whose first responses were sent within the SLA divided by the total number of tickets whose first responses were sent.
- **SLA Avg. First Response Time:** Total time of first responses sent within the SLA divided by the number of tickets whose first responses were sent within the SLA.
- **SLA Next Response Rate:** The percentage of the number of tickets whose next responses were sent within the SLA divided by the total number of tickets whose next responses were sent.

- **SLA Avg. Next Response Time:** Total time of next responses sent within the SLA divided by the number of tickets whose next responses were sent within the SLA.
- **SLA Resolution Rate:** The percentage of the number of tickets that were resolved within the SLA divided by the total number of tickets that were resolved.
- **SLA Avg. Resolution Time:** Total time of resolution done within the SLA divided by the number of tickets resolved within the SLA.
- **Breached Tickets:** The number of tickets that breached the SLA goal.

Comm100

Let’s chat

Comm100 is a leading global provider of omnichannel customer engagement solutions with a mission to make online service and support delivery more genuine, more personalized, and more productive through meaningful conversations.

Learn More

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