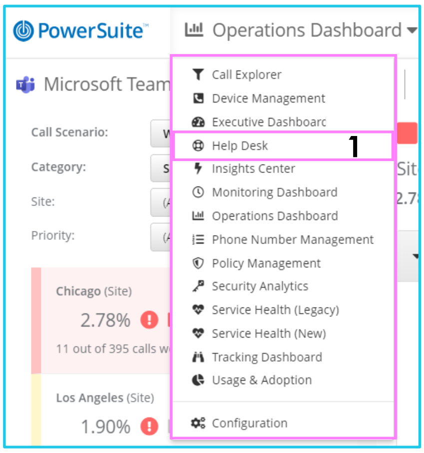
QUICK START GUIDE

Helpdesk Feature and Dashboards

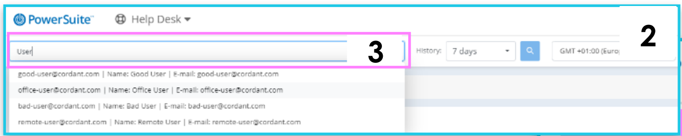
Monitor, analyse, and manage multiple collaboration and communications platforms.

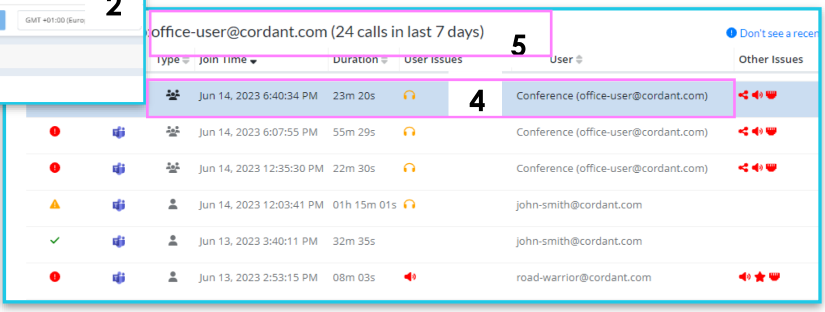
PowerSuite Help Desk

This feature enables you to get call diagnostics, assess call history and obtain analytics for specific users for network connectivity, modality, and devices. Below are the steps to access **Help Desk**:



1) Once you are logged in, click on the **Operations Dashboard** > **Help Desk**.
2) **Help Desk** dashboard will open in a new window.
3) Search by **username** or **email**, then select the target user.
4) Click on username to obtain **User – Call History**.
5) Filter out **Days** to get the history.

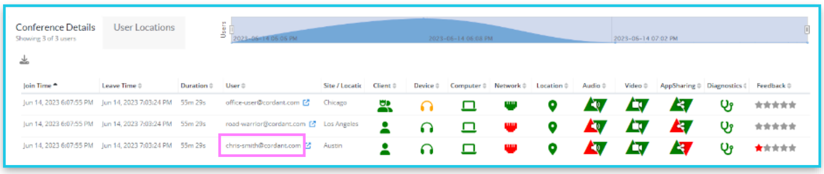


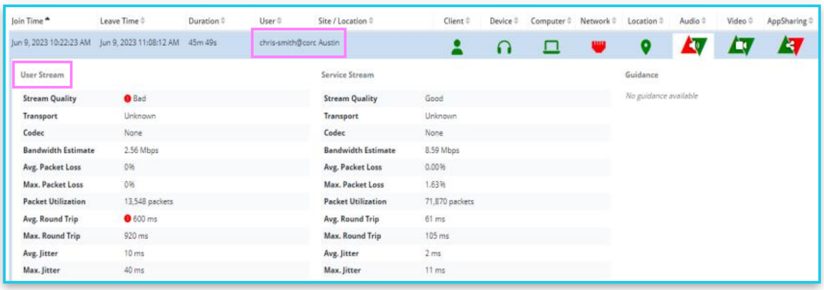


Note: Call history shows important call data and provides visual queues for any detected issues at the user side.

HelpDesk – Call/Conference Details

Track user experience and behavioural insights to troubleshoot specific call/meetings. Steps to retrieve call/conference details:





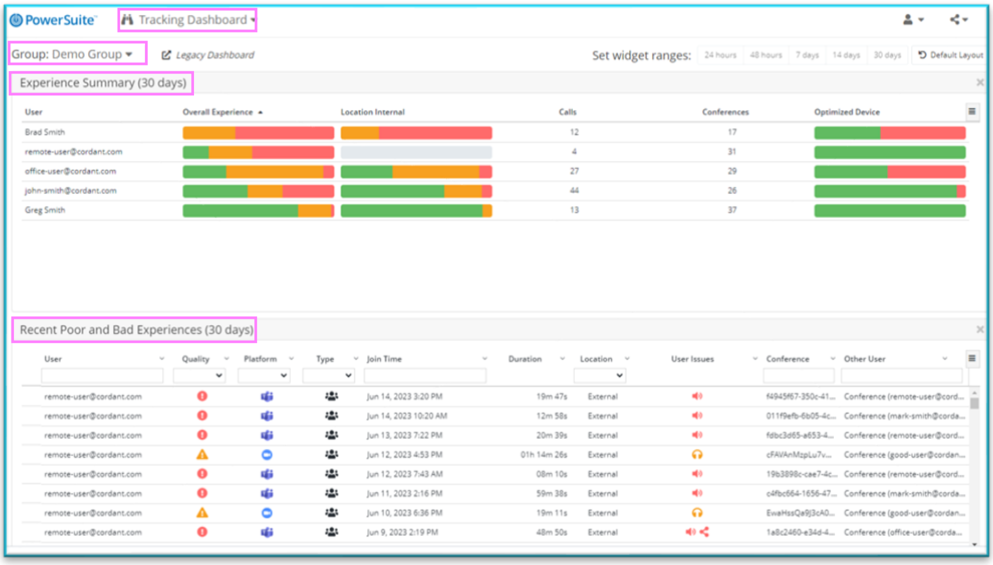
1) **Helpdesk > Search for a User** and timeline of call progress.
2) Click on **Username** to get call quality diagnostic indicators.
3) **Call Details** screen will provide further insights and call data.
4) Click on **User Stream** to obtain potential cause of poor call.
5) Screen will display multiple **call elements** exposed which may contribute to call quality.

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

Tracking Dashboard

It shows call experience data summary for the users.

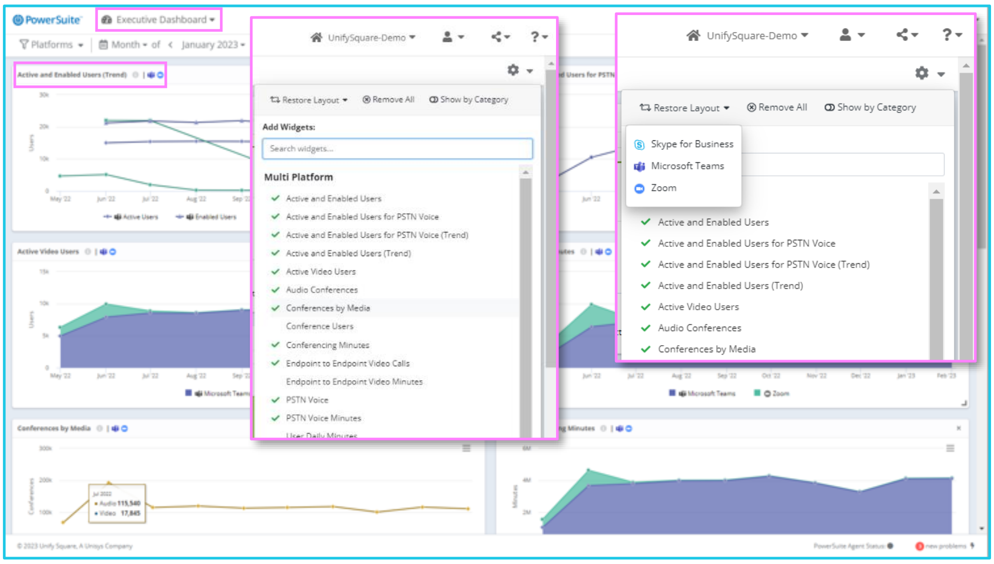
1) Click on the **Operations Dashboard > Tracking Dashboard**.
2) Click on **Group** drop-down to view poor call history.
3) Click on **User** in poor call history, it takes you to **HelpDesk** view for that user.



Executive Dashboard

It shows SaaS platform usage consumption to quality metrics.

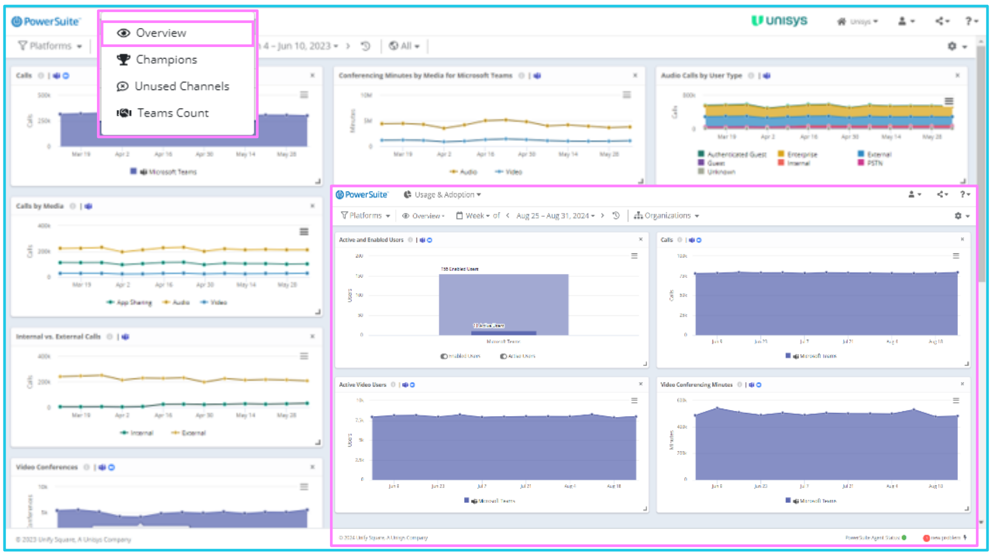
1) Click on the **Operations Dashboard > Executive Dashboard**.
2) Click on **Widget Manager** to select **widget** from list to add to dashboard view.
3) Click on **Tooltips** to get sub-report of the users.
4) Click on **Restore** to reset configuration dashboard widgets.



Usage and Adoption Dashboard

It shows more in-depth SaaS platform usage consumption and call quality metrics.

1) Click on the **Operations Dashboard > Usage and Adoption Dashboard**.
2) Click on **Overview** to see high-level collaboration & governance consumption.
3) Click on **Widgets** to get in-depth reports on users.



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