

broadvoice

GoContact Homepage

Navigation Guide

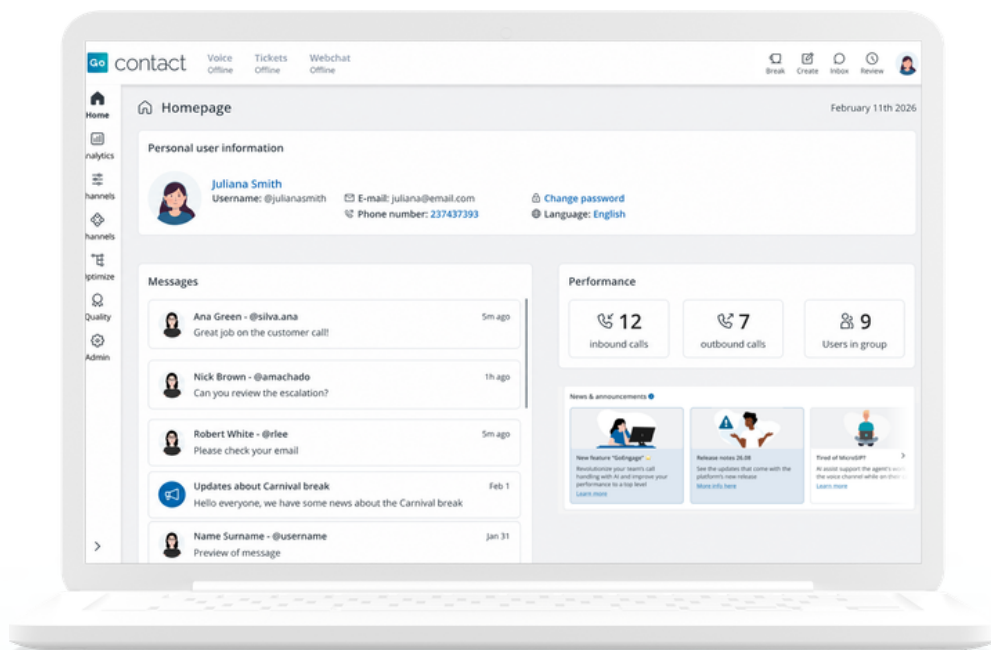


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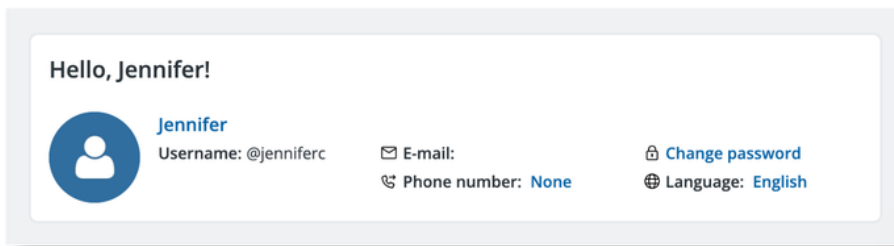
Introduction

In this guide, you will learn how to navigate the Homepage, previously known as the Profile page. The Homepage provides access to important platform information, including the number of people in your group, your profile details, and real-time call statistics. You will also learn how to update your password and personal information, request breaks, send messages, and log out of the platform.

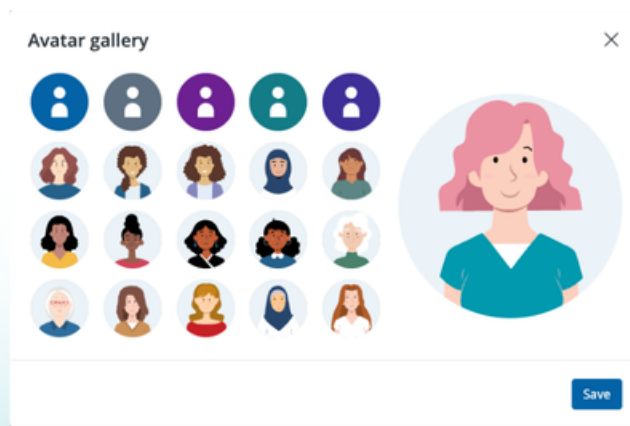


User Information

In the center of the page, you can view key user details, including the user's name and surname, their username used to access GoContact, and the email associated with the account used for password delivery. You will also see the user's phone number, a link to change their password, and their selected language preference.

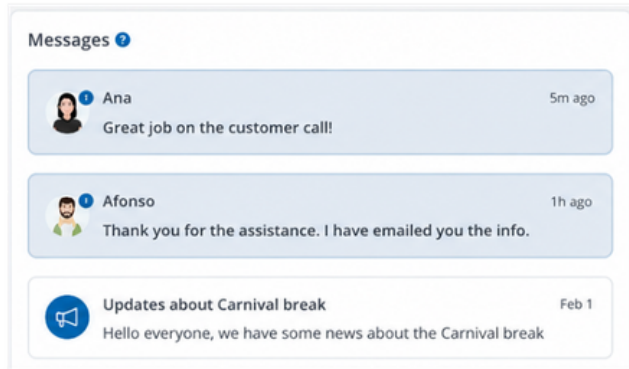


By clicking on the center of the photo, you can customize your profile picture using an image from the GoContact image catalog.

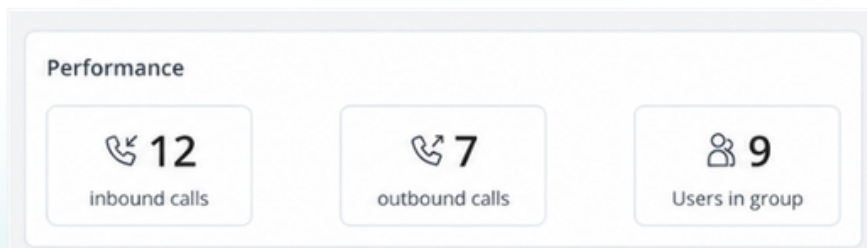


Messages & Performance

Under user information, you can view any internal messages sent to you, either by broadcast, marked with the megaphone, or internal chat.



On the right side of the screen, you can view performance metrics, including the number of users in your group, which reflects how many users are included in the same work group as you. You will also see a real-time counter of inbound calls and outbound calls. Both inbound and outbound call statistics are automatically reset at midnight.



News & Announcements

Under the Performance section, you will find the News and Announcements area, where you can stay up to date with the latest GoContact news, platform updates, and newly available capabilities. Select Learn More to be redirected to the Broadvoice website for additional details and resources.

Please note that the content displayed within the News and Announcements section may vary based on your and permissions within the platform.

Performance

**12**
inbound calls

**7**
outbound calls

**9**
Users in group

News & announcements ?



New feature "GoEngage" ★

Revolutionize your team's call handling with AI and improve your performance to a top level

[Learn more](#)



Release notes 26.08

See the updates that come with the platform's new release

[More info here](#)

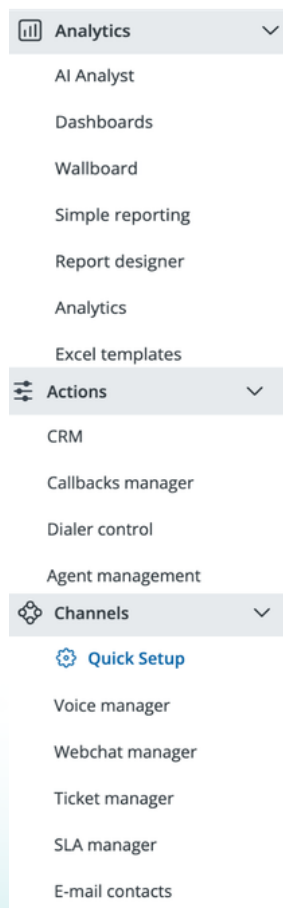
Vertical Menu

On the left is a vertical menu of the GoContact modules to which your profile has access. On the vertical menu, you will find the following expandable icons. Click any icon to expand the menu and access the available options within that section:

Analytics - Access tools to measure and evaluate performance, including dashboards, wallboards, and built-in reporting features.

Actions - Manage day-to-day operations with tools such as the CRM for contact data, the Callback Manager for real-time callback handling, Dialer Control for live campaign adjustments, and Agent Management to reassign agents across queues as needed.

Channels - Create, configure, and manage all communication channels to align with your operational requirements.

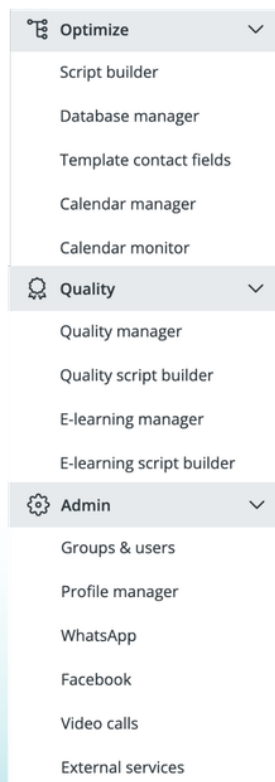


Vertical Menu

Optimize - Enhance platform functionality by building custom agent scripts, configuring contact template fields, uploading external databases, and using the calendar feature.

Quality - Create and manage eLearning content and quality audits, and access your assigned trainings and evaluations.

Admin - Manage users and groups, customize user profiles, and configure integrations such as social network connections.



Top Menu Bar

The top bar provides access to your communication channels. On the left side, select Voice, Tickets, or Webchat to log in to these communication channels.



The right side of the top bar provides quick access to key features throughout your shift:

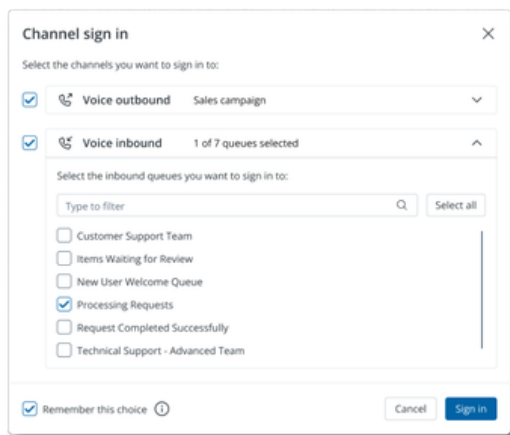
- Coffee Cup Icon: Request or start a break.
- Compose Icon: Create a new ticket or email.
- Message Icon: View notifications, initiate and view broadcast messages, and chat conversations.
- Profile Icon: Access account options, including logging out of the platform.

If you have Supervisor permissions, the Review icon allows you to review and authorize employee break requests.

Top Menu Bar

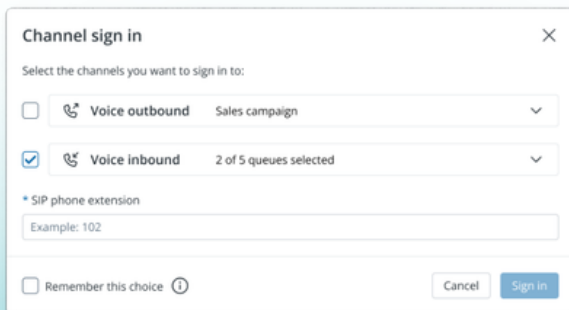
When logging in to the Voice channel, select your outbound campaign and inbound queue(s). Any queues preselected by your supervisor will already be selected. Please note that you can be logged in to one campaign and multiple inbound queues simultaneously.

Select Remember this choice to save your campaign and queue selections for future logins.



The 'Channel sign in' dialog box is shown. It has a title bar with a close button (X). Below the title, it says 'Select the channels you want to sign in to:'. There are two main sections. The first is 'Voice outbound' with a dropdown menu showing 'Sales campaign'. The second is 'Voice inbound' with a dropdown menu showing '1 of 7 queues selected'. Below this, there is a search bar 'Type to filter' and a 'Select all' button. A list of queues is shown: 'Customer Support Team', 'Items Waiting for Review', 'New User Welcome Queue', 'Processing Requests' (which is checked), 'Request Completed Successfully', and 'Technical Support - Advanced Team'. At the bottom, there is a checkbox 'Remember this choice' which is checked, and two buttons: 'Cancel' and 'Sign in'.

If you are using an external softphone, such as MicroSIP, you will also be prompted to enter the SIP phone extension provided by your administrator.



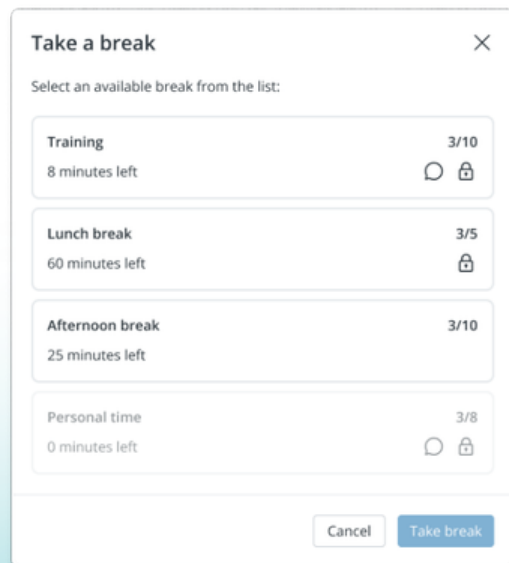
The 'Channel sign in' dialog box is shown. It has a title bar with a close button (X). Below the title, it says 'Select the channels you want to sign in to:'. There are two main sections. The first is 'Voice outbound' with a dropdown menu showing 'Sales campaign'. The second is 'Voice inbound' with a dropdown menu showing '2 of 5 queues selected'. Below this, there is a field for '* SIP phone extension' with the text 'Example: 102'. At the bottom, there is a checkbox 'Remember this choice' which is unchecked, and two buttons: 'Cancel' and 'Sign in'.

Breaks

The coffee cup icon allows you to take a break during your shift. To request a break, click the coffee cup icon to open the list of available break options.

In the Breaks pop-up window, you may see additional icons next to certain break types. A lock icon indicates that the break requires approval, while a chat bubble icon indicates that a comment is required when selecting that break. Break options that appear shaded or grayed out are not currently available.

Each break option also displays a ratio of the current number of users in your group on break to the maximum number allowed at the same time. For example, 3/5 means that 3 group users are currently on break, and up to 5 group users may be on that break simultaneously.



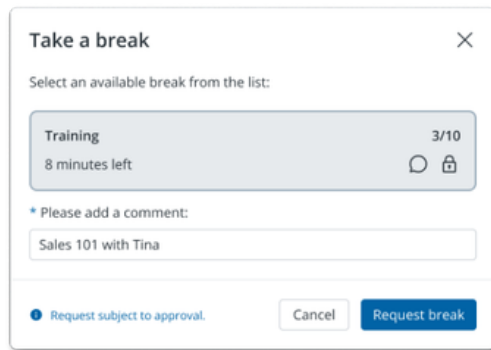
The screenshot shows a 'Take a break' pop-up window with a close button (X) in the top right corner. Below the title, it says 'Select an available break from the list:'. There are four break options listed, each in a rounded rectangle:

- Training**: 3/10, 8 minutes left. It has a chat bubble icon and a lock icon.
- Lunch break**: 3/5, 60 minutes left. It has a lock icon.
- Afternoon break**: 3/10, 25 minutes left.
- Personal time**: 3/8, 0 minutes left. It has a chat bubble icon and a lock icon.

At the bottom of the window, there are two buttons: 'Cancel' and 'Take break'.

Breaks

If a break requires supervisor approval, this will be indicated in the lower-left corner of the break option.



The 'Take a break' dialog box features a title bar with a close button (X). Below the title, it prompts the user to 'Select an available break from the list:'. A list item for 'Training' is shown, indicating '8 minutes left' and '3/10' remaining, with icons for a comment bubble and a lock. A required comment field is present, with the text 'Sales 101 with Tina'. At the bottom, there is a radio button labeled 'Request subject to approval.' (which is selected), a 'Cancel' button, and a 'Request break' button.

After submitting your break request, a notification will appear on the home page indicating that your request is pending approval. Once your supervisor approves the request, you will receive an additional notification confirming the approval.

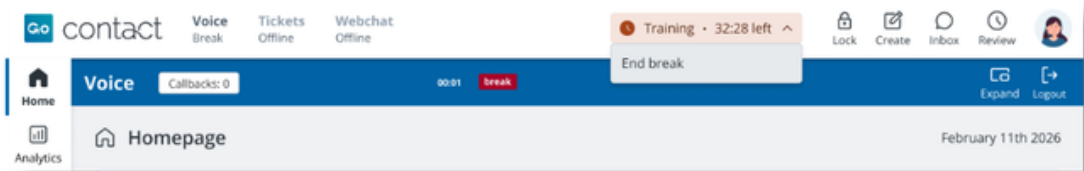
If you are currently handling an active voice interaction, your break will be queued automatically and will begin as soon as the interaction is completed.



Breaks

Once your break begins, a notification will appear in the top bar showing the active break and the remaining time available. Your status will also update from Online to Break, and your communication channels on the left side of the screen will reflect your break status.

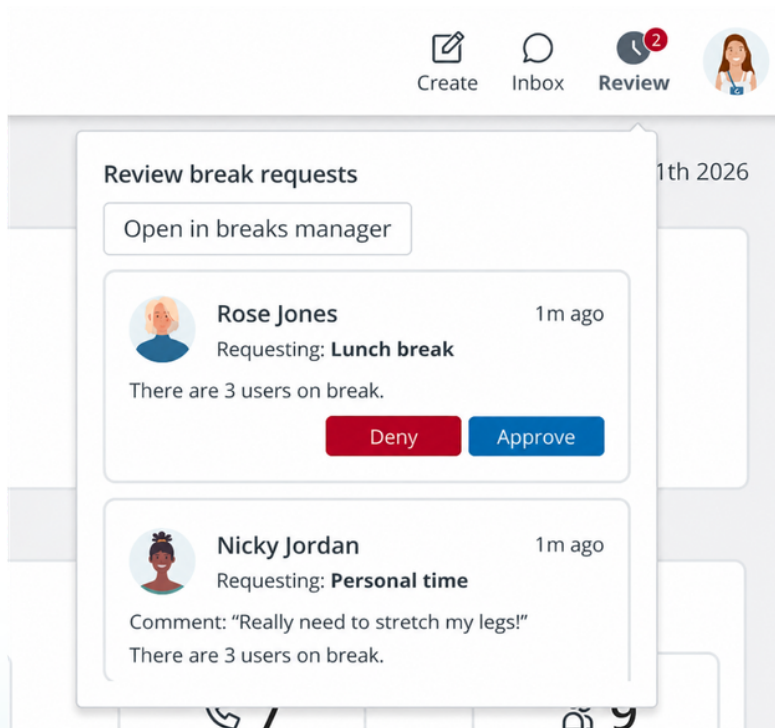
To end your break early, click the break notification and select End Break.



Breaks

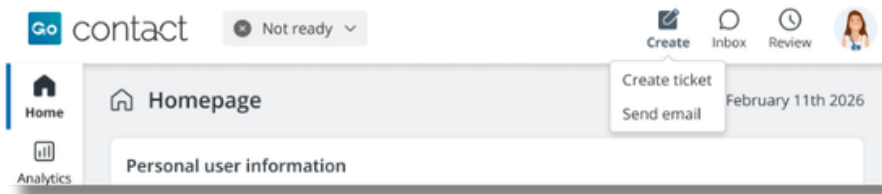
Supervisors will see a red badge notification on the Review icon when there are pending break requests that require attention. Click the Review icon to view all pending requests and approve or deny them as needed.

From the Review pop-up window, you can select the Breaks Manager button to access additional break management options.



Create Tickets and Emails

Click the Create icon to open the creation menu, where you can choose to create either a new ticket or a new email.



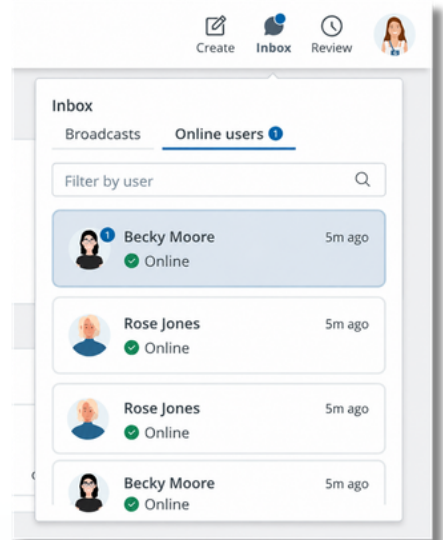
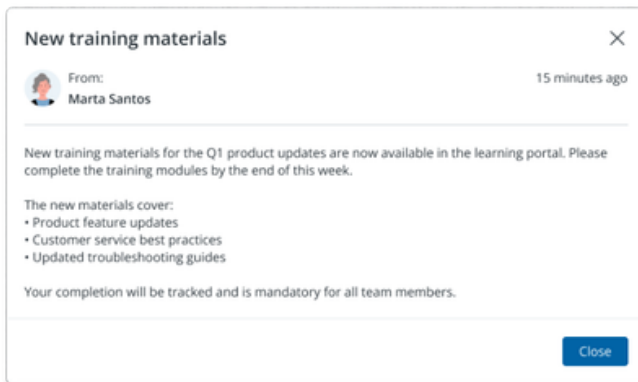
You can then create a ticket manually or send an email by entering the customer's email and phone number, selecting the appropriate queue, adding a subject, and applying a predefined response template.

A screenshot of the 'Create ticket form' dialog. The form contains fields for 'Email' (exemplo@exemplo.com), 'Phone' (Phone), 'Queue' (NÃO MEXER Queue Tickets), 'Subject' (NÃO MEXER Subject / Informações / Faturação última fatura), and 'Template' (NÃO MEXER Template Info). Below these fields is a rich text editor with a toolbar and a text area containing a placeholder for a client name and a predefined response template. The dialog has 'Cancel' and 'Create ticket' buttons at the bottom right.

Inbox

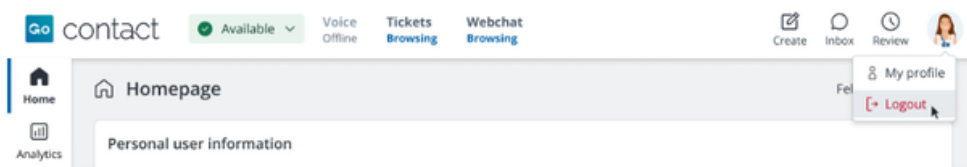
Click the Inbox icon to view broadcast messages and chat conversations. The blue badge notification will appear when you have an unread message. Please note that chat access may vary based on your assigned role and permissions.

To start a new chat or reply to an existing conversation, select Online Users and search for the user by name. Only users who are currently online and available will appear in the list.

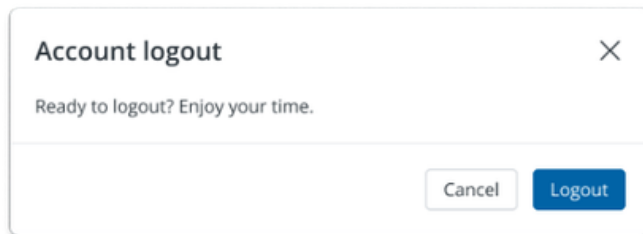


Logging Out

To log out of the platform at the end of your shift, click your profile icon in the upper-right corner of the screen and select Logout.



A confirmation window will appear asking you to verify that you want to log out before the action is completed.



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