



WebACD

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Getting Started

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What do I need to use WebACD?

You will need a computer with Windows and a user account (see your Support Center site administrator for assistance). Then download and install WebACD from the Support page of your Support Center service site. There are two WebACD components, the WebACD Inbox and WebACD Monitor; your site administrator can tell you which components to install.

How can I download and install WebACD on my computer?

To download and install WebACD:

- 1 Go to your WebEx Support Center Web site.
- 2 On the left navigation bar, under **Assistance**, select **Support**.
- 3 On the **Support** page, scroll down to the Downloads section.
- 4 Select the WebACD component you want to install; choose from WebACD Inbox and WebACD Monitor.
- 5 Follow the installation instructions.

Managing Customer Session and Interactions

- [Can I allow customers to request support from my website?](#)
 - [Can I track customer requests that come in after business hours and then respond to them during business hours?](#)
 - [Can I invite a manager or another CSR to a remote support session with my customer?](#)
 - [Can I send my customers an email that contains a link to my personal queue?](#)
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Can I allow customers to request support from my website?

Yes. You can place a help link or button on your website. For details, see the Site Administrator guide on the Support page of your Support Center service site.

Can I track customer requests that come in after business hours and then respond to them during business hours?

Yes. Just specify your business hours, then customers who submit requests during non-business hours will be asked to leave a message. The information the customer puts on the "Leave a Message" form is sent to the queue so that it can be handled during business hours.

Can I invite a manager or another CSR to a remote support session with my customer?

Yes. For details, see the WebACD Inbox Guide, available on the Support page or your Support Center service site.

Can I send my customers an email that contains a link to my personal queue?

Yes. Just select the Copy Personal Queue URL on your console's Inbox menu and then add it to the email signature section of your email template or message. Customers can then select the link in the email message to automatically go to your personal queue.

Managing the Queue

- [Is it possible to route customer requests for specific products to specific CSRs?](#)
 - [Can I specify the WebACD queue hours of operation?](#)
 - [Can CSRs decide which customer requests they want to handle?](#)
 - [If there is sudden increase in requests, can I shut the queue down and display a message to customers?](#)
 - [Can I have WebACD notify me when customers are assigned to me?](#)
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Is it possible to route customer requests for specific products to specific CSRs?

Yes. WebACD provides skill-based routing to CSRs. For details, see the Site Administrator guide on the Support page of your Support Center service site.

Can I specify the WebACD queue hours of operation?

Yes. For details, see the Site Administrator guide on the Support page of your Support Center service site.

Can CSRs decide which customer requests they want to handle?

Yes. When you create queues, just select the "Allow users to choose specific customers in the queue" option.

If there is sudden increase in requests, can I shut the queue down and display a message to customers?

Yes. You can specify the maximum number of customer requests that the queue can hold. When that number is exceeded, the queue is automatically shut down and customers are asked to leave a message. The default number of requests allowed in the queue is "200".

Can I have WebACD notify me when customers are assigned to me?

Yes. WebACD can play a sound, blink the window, or bring the window to the foreground to alert you to new requests.

Managing CSRs

- [As a support manager, can I monitor CSR support sessions?](#)
- [Can I ensure that requests are uniformly distributed among CSRs?](#)

As a support manager, can I monitor CSR support sessions?

Yes. The WebACD Monitor allows you to monitor all queues and CSRs in real time.

Can I ensure that requests are uniformly distributed among CSRs?

WebACD can distribute requests in the following ways:

- Everybody mode: WebACD routes requests to any available CSR.
- Most Idle mode: WebACD identifies qualified CSRs and then assigns the request to the CSR who has been idle the longest.
- Round Robin mode: WebACD identifies qualified CSRs and then distributes requests amongst those CSRs in a round robin fashion.

General Questions

- [Can I conduct simultaneous support sessions?](#)

- [Can I make the WebACD console resemble my Website?](#)
 - [Can WebACD help me ensure Service Level Agreement \(SLA\) compliance?](#)
 - [Can I be notified if SLA is breached?](#)
 - [Can I generate reports that show CSR performance and SLA compliance?](#)
 - [Can I stop WebACD from automatically starting when I start my computer?](#)
 - [When I am not at my computer, is it possible to automatically change my status to unavailable?](#)
 - [What's the best way to gather diagnostic system information from customer computers?](#)
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Can I conduct simultaneous support sessions?

Yes.

Can I make the WebACD console resemble my Website?

Yes. You can add a logo and select colors for the customer console. For details, see the branding section of your WebEx Site Administrator guide on the Support page of your Support Center service site.

Can WebACD help me ensure Service Level Agreement (SLA) compliance?

To ensure that customers are serviced quickly, WebACD provides:

- Request routing and distribution rules (Most Idle, Round Robin, etc.) to make sure that customer requests are handled within a specified period of time.
- A threshold that you can set to automatically escalate unanswered requests to a manager.

Can I be notified if SLA is breached?

Yes. As you create queues, specify the email addresses of managers to notify when SLA is breached.

Can I generate reports that show CSR performance and SLA compliance?

Yes. When you generate reports, just enter "Wait time" as the search string. You can also run Call Volume reports to analyze the wait time pattern for customer requests.

Can I stop WebACD from automatically starting when I start my computer?

Yes.

When I am not at my computer, is it possible to automatically change my status to unavailable?

Yes. You can set your WebACD Inbox preferences to specify the period of time after which you are considered to be unavailable.

What's the best way to gather diagnostic system information from customer computers?

You can gather customer diagnostic information by selecting System Information on your CSR console. You can save the information and upload it to your ticket management system.