

IN KONTAKT CENTAR

+ Infinity platforma

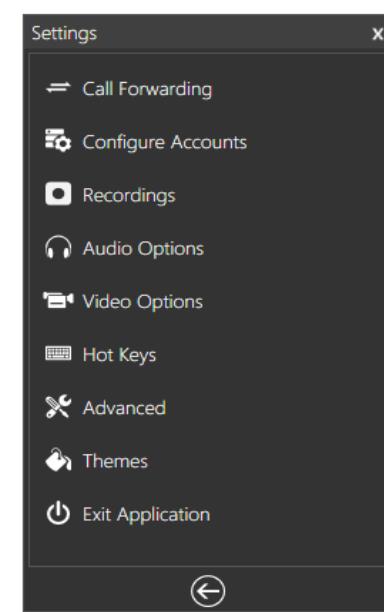
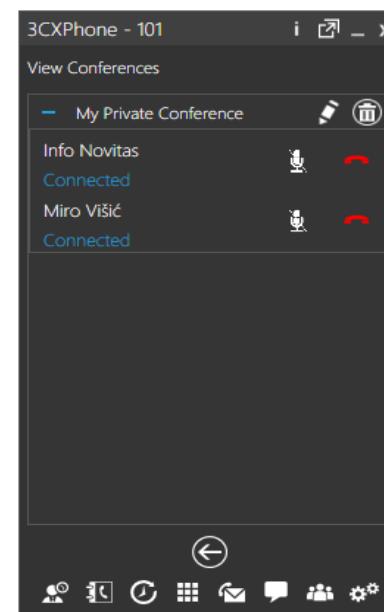
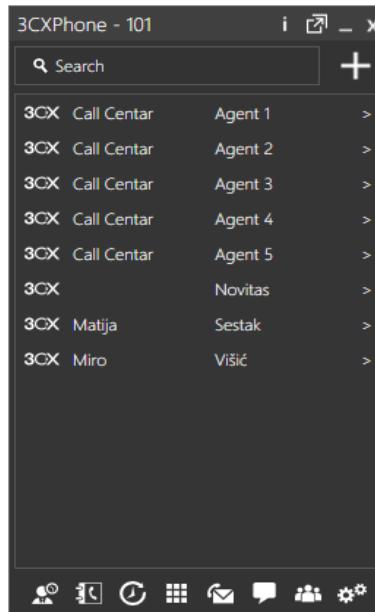
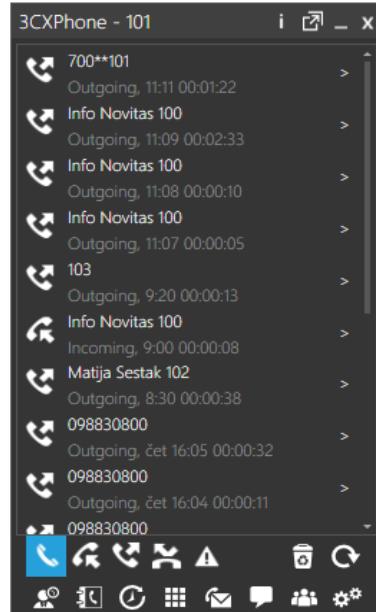
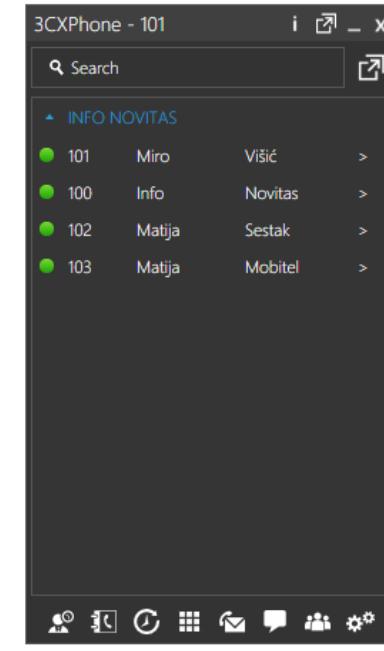
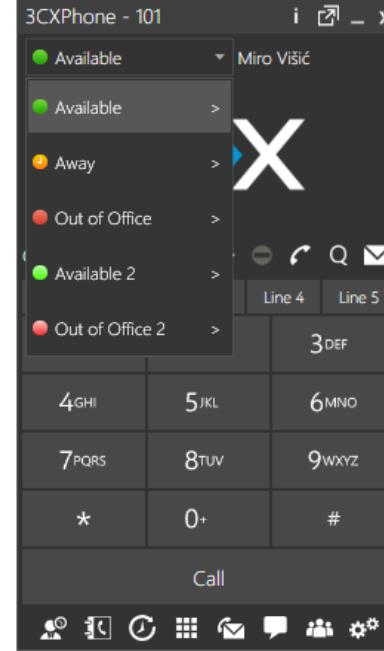
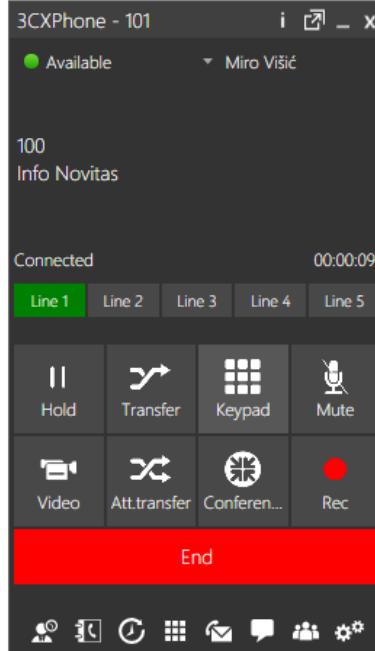
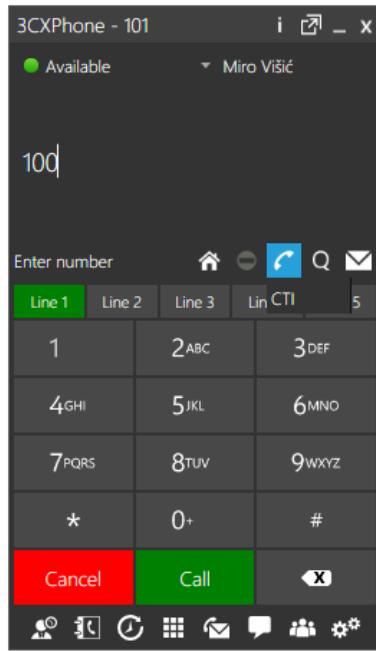


Info Novitas ukratko

- Vodeća HR IT tvrtka u modernom generičkom razvoju softvera
- Uredi u HR (Zagreb, Varaždin, Zadar) + London (UK) + Auckland (NZ)
- Razvoj suvremenih desktop, web i mobilnih rješenja
- Integracija kompleksnih SW i HW ICT rješenja
- Tehnologije: Microsoft, Java, Python, PHP, Oracle
- Primjena svjetskih metodologija u razvoju softvera
- ICT konzalting / Projektiranje poslovnih rješenja
- Modeliranje poslovnih sustava i poslovnih procesa



Agent/User Softphone (desktop / mobile)



Pregled (aktivni pozivi, dostupni agenti i red čekanja)

Presence information - Miro Višić (101)

Enter a name or number

Active Calls

Caller	Callee	State	Duration
Miro Višić[101]	Info Novitas[100]	Connected	00:04:46

Transfer Info Novitas[100]
Conference Miro Višić[101]
Park Info Novitas[100]
Drop
Record

Queue Calls

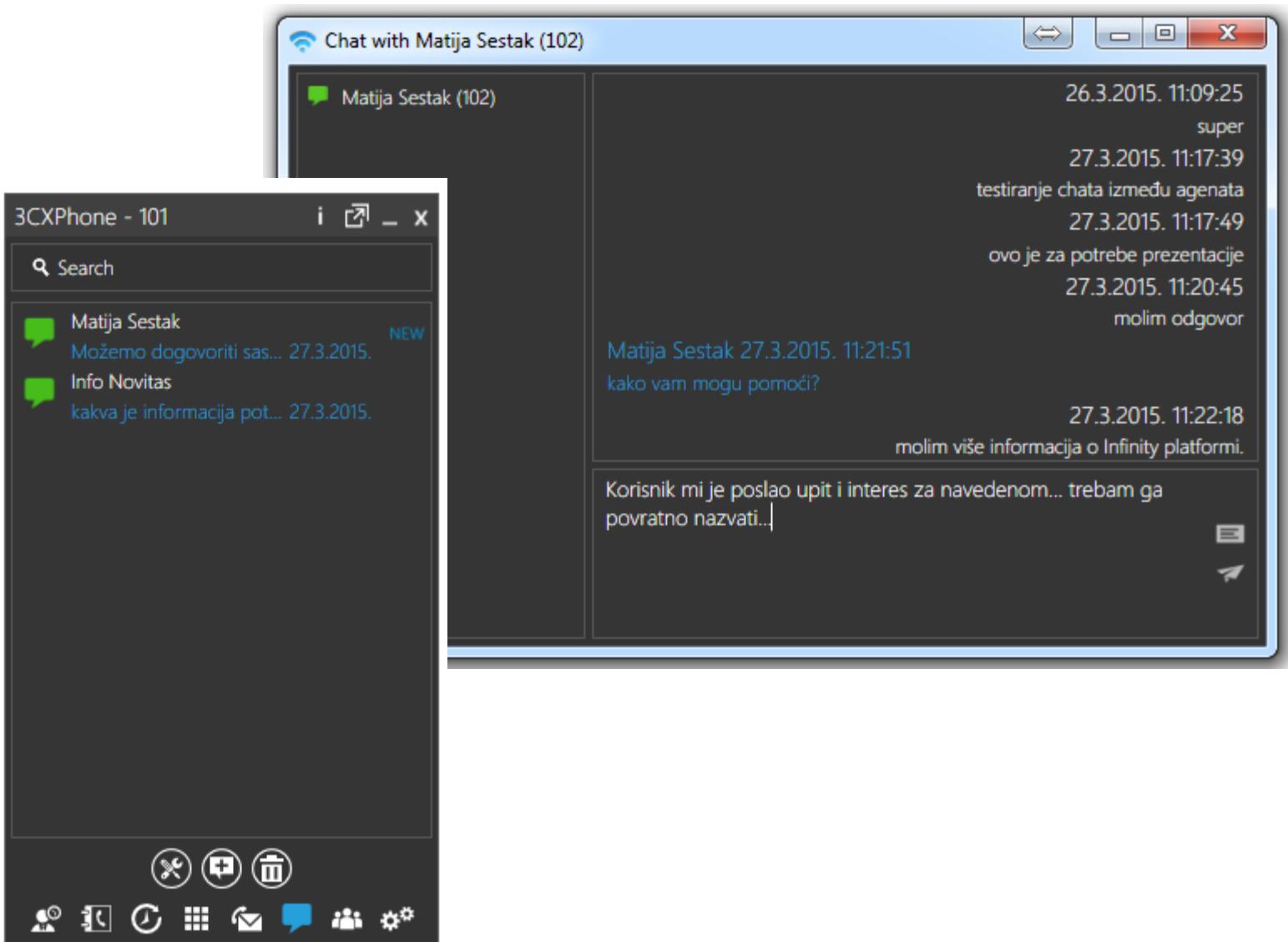
Queue Set 1

Ext	Red čeka...	0	0	LW:00:00...			
Caller	Status	Ext	Name	Agent Status	Ans	A...	Last Logged in/out
200	Agent 1 Call Ce...	Logged out	0	0	27.3.2015. 11:45:02		
202	Agent 3 Call Ce...	Logged out	0	0	27.3.2015. 11:45:02		
204	Agent 5 Call Ce...	Logged out	0	0	27.3.2015. 11:45:02		
201	Agent 2 Call Ce...	Logged out	0	0	27.3.2015. 11:45:02		
203	Agent 4 Call Ce...	Logged out	0	0	27.3.2015. 11:45:02		

INFO NOVITAS

Ext	First Name	Last Name	Status
101	Miro	Višić	Available
100	Info	Novitas	Available
102	Matija	Sestak	Available
103	Matija	Mobitel	Available

Chat opcija između agenata (desktop / mobile)



Napredne statistike redova čekanja i agenata

Napredne statistike redova čekanja (u realnom vremenu):

- Praćenje statusa pozivatelja u redu čekanja
- Praćenje broja pozivatelja u redu čekanja

Prijavljivanje i odjavljivanje agenata u redove čekanja

Napredne statistike agenata:

- Vrijeme prijave/odjave agenata u red čekanja
- Osvrt na broj odgovorenih/neodgovorenih poziva
- Prosječno i najduže vrijeme čekanja, ...
- Zidna ploča (wallboard)

Pregled poziva po službama i redovima čekanja

The screenshot shows the 3CX phone system interface for user Mladen Gulan (515). The top bar displays the 3CX logo, the user name "Mladen Gulan (515)", a status indicator "Dostupan" (Available), and the time "15:48". The main window features a toolbar with icons for new call, transfer, hold, and other functions. Below the toolbar, there are sections for "Queue calls" and "807 Služba za podršku korisnicima" (Customer Support Service).

Queue calls:

Šifra	Naziv	Čekanje u	Duzina
523	[Hrvoje Bule]	810 - [Služba za prodaju]	0:0:03

807 Služba za podršku korisnicima:

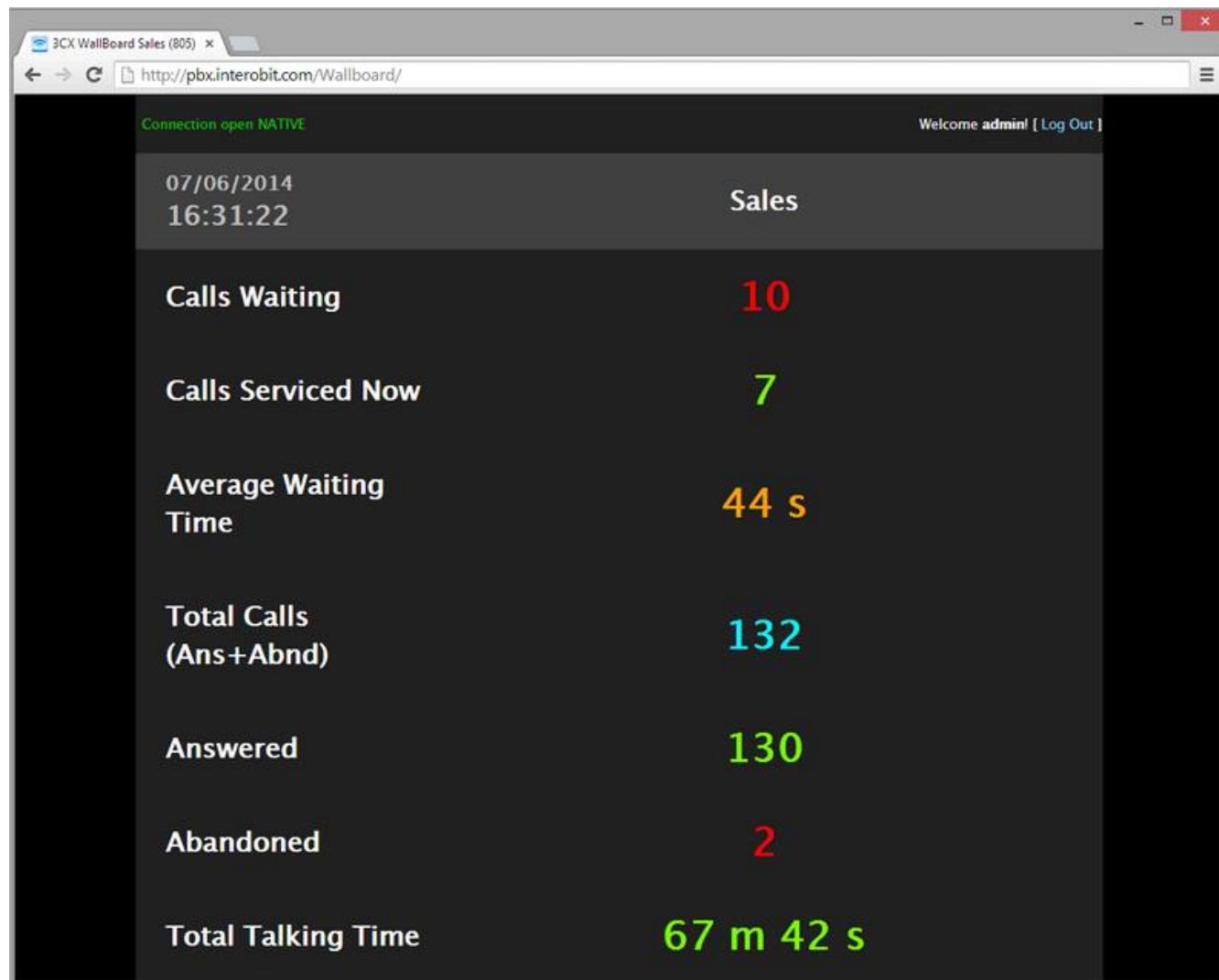
Ime	Status	Odg	Odb	Informacije	Drugo
807 Služba za podršku kor	W/O S	2	3	Pozivi - LW:00:29	00:14/00:10
515 Mladen Gulan	Prijavljen	0	0	20.5.2013. 8:	00:00
501 Ivan Vdovic	Prijavljen	1	0	21.5.2013. 1:	00:12
505 Goran Ranogajec	Prijavljen	1	0	21.5.2013. 1:	00:09
510 Miroslav Bozic	Prijavljen	0	0	21.5.2013. 1:	00:00

810 Služba za prodaju:

Ime	Status	Odg	Odb	Informacije	Drugo
810 Služba za prodaju	W/O S	1	3	Pozivi - LW:00:34	00:18/00:42
510 Miroslav Bozic	Prijavljen	1	0	21.5.2013. 1:	00:42
523 Hrvoje Bule	Q:00:03	0	0	21.5.2013. 1:	00:00

At the bottom, there are buttons for intercom calling, language selection (Hrvatski), and a help icon.

Zidna ploča (Wallboard)



Podešavanje pozivan na čekanju (call queues)

Call queues hold calls in a queue until an agent is available to answer the call

General
Configure the Number, Name, and Time-out of queue

Virtual Extension Number: 800

Name: Red čekanja

Polling Strategy: Hunt Random Start

Ring timeout(seconds):

Call Queue Agents
Select which extensions will be agents for this Call Queue. User must be logged in to take calls.

Extensions:

- 101 Miro Višić
- 102 Matija Sestak
- 103 Matija Mobil tel

Add Remove

Hunt Random Start

- Ring All
- Prioritized Hunt
- Round Robin
- Longest waiting
- Least Talk Time
- Fewest Answered
- Hunt by Threes Random
- Hunt by Threes Prioritized

Up Down

Add External Agent Number

Destination if no answer
Select a destination for this call if it reaches Maximum Queue Wait Time, if no agent is logged in, or if caller presses the * button.

End Call

Connect to Extension

Connect to Queue / Ring Group

Connect to Digital Receptionist

Voicemail box for Extension

Forward to Outside Number

100 Info Novitas

100 Info Novitas

100 Info Novitas

100 Info Novitas

Call queues – Ostale opcije podešavanja

Other Options

Configure the settings and details below

Enable intro prompt

Play full intro prompt before calling agents



Intro prompt file

Add



Announce Queue position to caller



Announcement Interval (seconds)



Music on hold

Add



Maximum Queue Wait Time (seconds)



3CX Phone System Pro Edition Options

Callback Option for this Queue



Callback Outbound Prefix



Wrap-Up Time (seconds)



Maximum Callers in Queue



Reset Call Statistics for this Queue

Reset

Configure



Reset Queue Statistics via schedule

Priority Queue

Give caller ability to opt out of recording (DTMF 3)

Configure SLA Time (seconds)

Queue Email Notifications

Select queue manager extension number 101

Select

101

Notify Queue Manager via email when SLA time has been Breached



Notify Queue Manager when a Callback is made



Notify Queue Manager when a Callback fails



Notify Queue Manager when a Queue call is lost



Agenti (dodavanje i podešavanje ekstenzija)

Filter:									
Extension Number	First Name	Last Name	Email Address	Mobile Number	Outbound Caller ID	Group Name	Phone Model	MAC Address	
100	Info	Novitas	info@info-novitas.hr			INFO NOVITAS			
101	Miro	Višić	mvisic@info-novitas.hr	+38598830800		INFO NOVITAS			
102	Matija	Sestak	matija@info-novitas.hr	+385912283588		INFO NOVITAS			
103	Matija	Mobitel	matija@info-novitas.hr	+385912283588		INFO NOVITAS			
200	Call Centar	Agent 1				AGENTI			
201	Call Centar	Agent 2				AGENTI			
202	Call Centar	Agent 3				AGENTI			
203	Call Centar	Agent 4				AGENTI			
204	Call Centar	Agent 5				AGENTI			

Edit Extension settings and click OK or Apply to save changes.

General Voice Mail Forwarding Rules Phone Provisioning 3CXPhone Other Options Office Hours Scheduling Rights

User Information

Configure user information below

Extension Number	<input type="text" value="101"/> 
First Name	<input type="text" value="Miro"/>  
Last Name	<input type="text" value="Višić"/> 
Email address	<input type="text" value="mvisic@info-novitas.hr"/> 
Mobile Number	<input type="text" value="+38598830800"/> 

Authentication

The authentication ID and Password are used by the phone to authenticate with 3CX Phone System. If the phone has a user id field enter the extension number.

ID	<input type="text" value="101"/> 
Password	<input type="password" value="*****"/>  ***

Mogućnosti preusmjeravanja (forwarding)

 Edit Extension settings and click OK or Apply to save changes.

General Voice Mail **Forwarding Rules** Phone Provisioning 3CXPhone Other Options Office Hours Scheduling Rights

Available Away Out of Office Available 2 Out of Office 2 Exceptions

Configure how calls should be re-directed when a user can not answer the phone or the phone is busy.

No Answer

If the call is not answered within seconds, then:

- Send call to my voice mail 
- Send call to my mobile number 
- Send call to 
- An external number or Skype ID 
- Rebound™ (Offer option to Confirm to accept) 
- Disconnect the call 
- Different behaviour for internal calls 

Phone is Busy

If my phone is busy or unregistered, then:

- Send call to my voice mail 
- Send call to my mobile number 
- Send call to 
- An external number or Skype ID 
- Rebound™ (Offer option to Confirm to accept) 
- Disconnect the call 
- Different behaviour for internal calls 

- Ring my extension and my mobile at the same time 
- I want to be able to accept more than 1 call at the same time - uses Phone Status 

Dodatne opcije za svaku ekstenziju (agenta)

 Edit Extension settings and click OK or Apply to save changes.

General Voice Mail Forwarding Rules Phone Provisioning 3CXPhone Other **Options** Office Hours Scheduling Rights

Options

Record all calls 

Call screening ON 

Send email notification on missed call 

Do not show extension in 3CX company phonebook 

Restrictions

Disable Extension 

Disable External Calls 

PIN Protect  For seconds

Disallow use of extension outside the LAN 

Block Remote Tunnel Connections 

Access

Allow 3CX Management Console Access  Configure Permissions

Allow 3CX Web Reports Access 

Allow Admin Operations 

Can download any recording 

Allow 3CX Wallboard Access 

Allow 3CX Hotel Module Access 

Access Password for 3CX Web Services  ***

Konfiguracija radnog vremena i pauza agenata

Configure Hours

These settings will be applied for ALL Profiles for this particular extension.

This extension uses Global Office Hours
 This extension uses Specific Office Hours

Configure

Configure Break Times

Configure

Automatic Extension Scheduling

These options will automatically change the status and functionality of your extension based on the time of the day.

Automatically change extension profile based on time of day
 Log out from queues when not available (Away / Out of office)
 Block Outbound calls outside of Office Hours

Configure Office Hours for this extension

Configure Office Hours for this extension

Include holidays

	From:	To:		Office Hours
Monday	08:00	17:00	Add >	<input type="text"/>
			< Remove	<input type="text"/>
Tuesday	08:00	17:00	Add >	<input type="text"/>
			< Remove	<input type="text"/>

Mogućnosti i prava (za supervizora ili managera)

Extension Rights

Configure the group membership, role of user in each group and assigned rights of users in that group.

Group Membership

Extension	Role
<input checked="" type="checkbox"/> INFO NOVITAS	Manager
<input type="checkbox"/> AGENTI	

Role of user in this group

Role of user in this group

Manager

Rights currently assigned

Can see group members

 ⓘ

Can see group calls

 ⓘ

Show presence to group members

 ⓘ

Show calls to group members

 ⓘ

Perform operations (divert, transfer, take) on any active call to group members

 ⓘ

Can Barge In (Barge, Listen or Whisper) (Requires 3CX PRO Edition)

 ⓘ

Can Intercom

 ⓘ

Allow parking

 ⓘ

Allow IVR control

 ⓘ

Allows to manage Company Phonebook

 ⓘ

Reset to Default

Funkcionalnosti povratnog poziva

Funkcionalnost povratnog poziva:

- Omogućava pozivateljima da prekinu poziv i zadrže svoju poziciju u redu čekanja
- Klijent se poziva kad agent postane dostupan
- E-mail notifikacija o povratnom pozivu se može poslati supervizoru

Strategija redova čekanja

Strategije redova čekanja

- Round Robin
- Najduže čeka
- Najmanje razgovara
- Najmanje odgovora
- Grupa od troje - prioritizirana
- Grupa od troje - slučajna



Izaberite strategiju koja najbolje odgovara Vašoj kompaniji.

Round Robin strategija reda čekanja

Agent 1 preuzima prvi poziv



Agent 2 preuzima drugi poziv



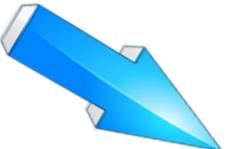
Agent 3 preuzima treći itd..



Strategija - Agent „Najduže čeka“ na novi poziv

	Prioritet poziva		Prosječno vrijeme čekanja
	#3	 Agent 1	3 sec
	#1	 Agent 2	6 sec
	#2	 Agent 3	4 sec

Strategija – Dodijeli agentu koji najkraće razgovara

	Prioritet poziva	Vrijeme razgovora
	#3	 Agent 1 57 min
 	#2	 Agent 2 53 min
	#1	 Agent 3 49 min

Strategija – Dodijeli agentu koji ima najmanje poziva

	Prioritet poziva	Odgovoreni pozivi
	#3	 Agent 1 37
	#1	 Agent 2 34
	#2	 Agent 3 36

Strategija - Grupa od 3 – prioritetno prvo najiskusniji

Redoslijed prioriteta		
	 Agent 1	1
	 Agent 2	1
	 Agent 3	1
	 Agent 4	2
	 Agent 5	2
	 Agent 6	2

3CX.

Strategija - Grupa od tri – sustav proizvoljno odabire

Redoslijed prioriteta			
	 Agent 1	1	
	 Agent 2	1	
	 Agent 3	2	
		 Agent 4	1
		 Agent 5	2
		 Agent 6	2

Slušanje, slušanje i šaptanje, uskakanje u poziv

Slušanje:

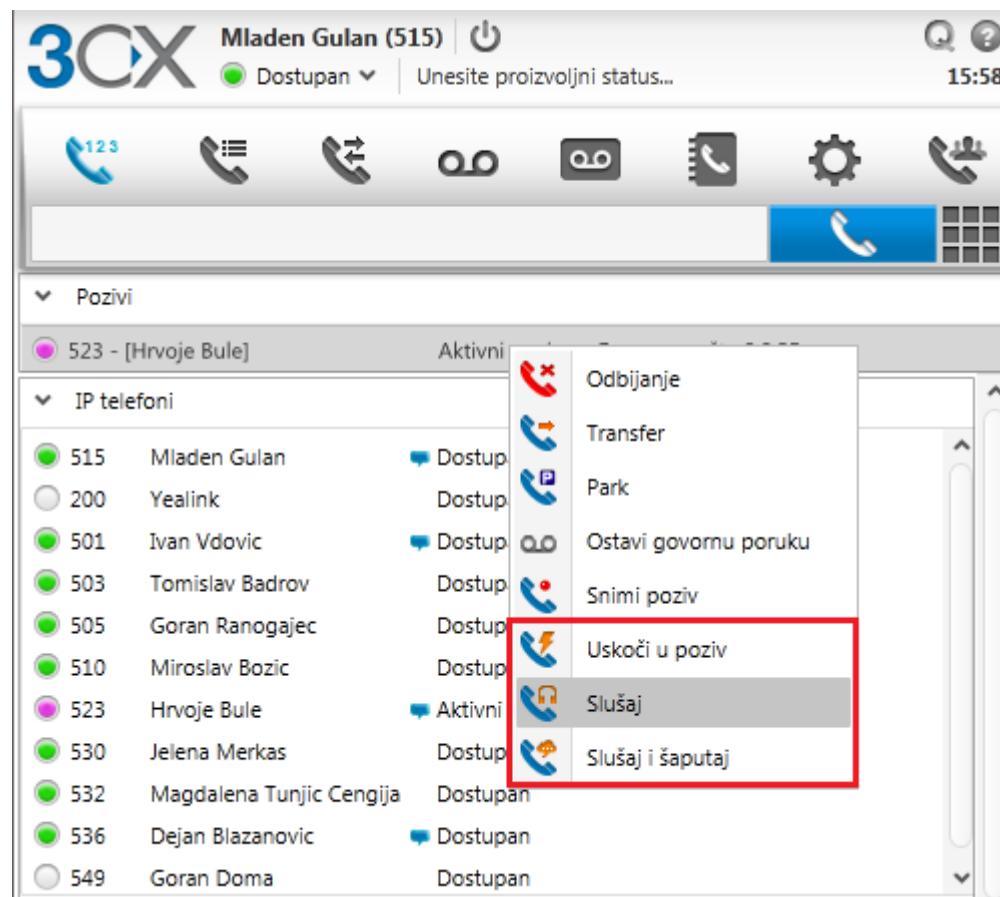
- slušanje poziva agenata bez znanja sudionika razgovora

Slušanje i šaptanje

- omogućuje šaptanje agentu bez znanja druge strane

Uskakanje u poziv

- pridruživanje trenutnom razgovoru



Wrap-up vrijeme (za upis podataka u CRM)

- Daje agentu vremena da upiše napomene u CRM prije novog poziva
- Sustav se može integrirani s našom Infinity platformom (koja sadrži CRM, marketing, help desk, call centar i druge module) ili drugim CRM rješenjima
- Prilagodljivo – određujemo koliko je vremena potrebno

Call Center

Configure the Call Center options

Callback Option for this Queue

Offered to caller after timeout in seconds 600 

2 

20 



Callback Outbound Prefix

Wrap-Up Time

Reset Call Statistics for this Queue

Prioritetni red čekanja (VIP lista klijenata)

- Omogućuje važnijim korisnicima da dođu na vrh reda čekanja:
 - Korisni mogu biti definirani prema SLA vremenima čekanja
- Klijenti dobivaju specijalni broj koji im to omogućuje:
 - Na taj način se uvijek nalaze ispred reda čekanja
 - Moguće je podešavati prioritizaciju čekanja po različitim korisnicima



Vanjski agenti i dostupnost izvan ureda

- Agenti ili supervisori mogu raditi i biti dostupni izvan ureda
- Moguće je imati i vanjske suradnike (npr. Studente s radom od doma)
- Vrlo korisno za dostupnost voditelja ili menadžera u slučaju problema ako se isti nalaze na terenu da se mogu uključiti u poziv
- Agenti dobivaju pozive na svoj mobilni ili kućni broj
- Spajaju se na 3CX PBX centralu preko vlastitog VPN-a
 - 3CX uspostavlja i kreira automatski vlastiti VPN tunel



SLA Alerts

- Supervizori mogu biti obaviješteni kada klijenti čekaju više od predviđenog vremena
- Slučajevi se evidentiraju radi postizanja nužne korisničke podrške
- Mogućnost praćenja preko Wallborda



Statistički izvještaji unutar kontakt centar modula

- Web izvještaji pomažu menadžerima i voditeljima call centra unaprijediti call centar uslugu, a sadrže:
 - Detaljne statistike redova čekanja
 - Statistiku distribucije poziva
 - Statistiku povratnih i prekinutih poziva
 - SLA statistiku
 - Statistiku agenata
 - Itd.
- Mogućnost kreiranja proizvoljnih (custom) izvještaja u Infinity CRM platformi prema potrebama klijenta.

IN3CX - Popis značajnih mogućnosti sustava - 1

Mogućnosti
UC klijent za PC računala
Lista prisutnosti (presence) sa click to dial
Instant messaging
Osobni adresar za svakog djelatnika zasebno
Dijeljeni adresar za organizaciju
Povijest poziva (sa sortiranjem, pretraživanjem)
Audio konferencije
Pregled glasovne pošte (voicemail)
Snimanje pojedinačnih poziva (UC klijent)
Snimanje poziva na serverskom nivou / snimanje video sesija
Lokalizacija na hrvatski jezik
Mobilni UC klijenti za Android, iPhone
Enkripcija TLS / SRTP
Integracija sa Microsoft Outlookom

IN3CX - Popis značajnih mogućnosti sustava - 2

Mogućnosti
Integracija sa Microsoft Exchange adresarom / LDAP podrška
Integracija sa CRM sustavima
Napredni CDR sa izvještajnim sustavom
Integrirani napredni dolazni i odlazni Call Centar
Više simultanih uređaja/softvera po korisniku
Multipoint video konferencije (voice swiched, PTZ)
Dijeljenje prezentacija/office aplikacija/co-browsing
E-learning, telemedicine, remote assistance
Whiteboard
File transfer, group chat, notes
Clientless UC/video/web konferencije (WebRTC)
Maksimalni broj ekstenzija do 10.000
Clustering više IN3CX sustava

Prediktivno automatsko pozivanje (Predictive Dialer)

- Predictive Dialer (opcionalna komponenta call centra):
 - Omogućuje automatsko zvanje liste klijenata i njihovo spajanje sa trenutno slobodnim agentima
 - Prepoznaje i filtrira (zauzeti signal, fax uređaj na liniji, glasovnu poštu, neaktivnu liniju, neodgovoreni poziv,
 - Statistički pregled utilizacije agenata sa i bez p.dialer:
 - Ručno biranje – od 15-30/60min (minimalno 50% idle time)
 - Automatsko biranje – iskoristivost do 57/60 min (5% idle time)
 - Može unaprijediti produktivnost call centra do 300%
 - Omogućuje različite modele biranja i podešavanja



IN3CX – ostale bitne značajke i integracijske komponente

- HD zvuk
- IVR, Intercom
- Snimanje poziva
- CDR, izvještaji
- Faks server (faks to e-mail (PDF format))



Integracija sa Outlookom i sa CRM sustavima

Outlook

- Integracija omogućuje zvanje izravno iz Outlooka.
- Prikaz detalja pozivatelja ako se nalazi u Outlook bazi



CRM sustavi

- Podrška za vodeće CRM sustave
- API za integraciju sa ostalim CRM-ovima – Info Novitas Infinity CRM



Infinity platforma – Dashboard sa svim podsustavima

infinity

Quick Create ▾

Dashboard

Activities >

Companies >

Contacts >

Marketing >

Loyalty >

Call center >

360 View >

Sales activities >

Helpdesk support >

Project management >

Contracting >

Billing & payments >

File management >

Office management >

Public procurement >

Miro Višić

7

5

1

Quick Create

Dashboard

LEADS

86

Lead overview +0.2%

CONTACTS

211

Contacts overview +5.2%

COMPANIES

433

Companies overview 0.0%

CAMPAIGNS

89

Campaign overview +2.1%

MARKETING

2015

Values

150

100

50

0

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Leads Contacts Companies Average

Month	Leads	Contacts	Companies	Average
Jan	20	50	140	60
Feb	25	10	20	18
Mar	20	25	35	25
Apr	0	0	0	0
May	0	0	0	0
Jun	0	0	0	0
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0

Infinity platforma – Marketing i Call Centar pregled

infinity

Quick Create

Miro Višić

Marketing	Joel kampanja	11.03.2015	28.03.2015	CREATED	Violeta Jališć	Stiven Mavrek	11.03.2015		
Marketing campaign	Quadro kampanja	12.03.2015	30.03.2015	CREATED	Matija Šestak	Violeta Jališć	11.03.2015		
Leads	Mario kampanja			IN PROGRESS	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Products	Zoro kampanja			IN PROGRESS	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Distribution lists	Sun tzu kampanja			CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Templates	Water kampanja	05.03.2015	18.03.2015	IN PROGRESS	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Business reports	Fire and water ka...	05.03.2015	18.03.2015	IN PROGRESS	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Master view	Zero Kampanja	05.03.2015	26.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Loyalty	Ajira kampanja	11.03.2015	25.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Call center	Event kampanja	11.03.2015	26.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
New call	SUPERNOVA ka...	19.03.2015	30.03.2015	COMPLETED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Inbound calls	Doberman kamp...	12.03.2015	25.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Outbound calls	Blackjack kampa...	11.03.2015	20.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Voice mail	Skype kampanja	12.03.2015	26.03.2015	IN PROGRESS	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Call queue	Grimm kampanja	12.03.2015	26.03.2015	COMPLETED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Call history	Star Wars kampa...	12.03.2015	26.03.2015	POSTPONED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Address book	Razor kampanja	11.03.2015	26.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
My settings	Google Adwords ...	12.03.2015	25.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
360 View	El colo chocolate ...	12.03.2015	19.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Sales activities	Pereci kampanja	12.03.2015	26.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
	Cookie kampanja	12.03.2015	26.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
	SuperDry kampa...	12.03.2015	25.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
	Hurricane kampa...	05.03.2015	26.03.2015	CREATED	Mario Šoštarić	Mario Šoštarić	11.03.2015		
Helpdesk support					items per page		1 - 25 of 89 items		
		1	2	3	4	25			

Infinity platforma – Help Desk podrška i Loyalty

infinity Quick Create ▾

Contact: Choose contact... Start typing to get a list of possible matches

Specialistic team: Choose... Source: Choose... Telephone: Choose... E-mail: Choose... Ticket: Choose...

Marketing >

Loyalty >

Rewarding program >

Bonus points >

Partners >

Clients >

Selling points >

Reports >

Call center >

360 View >

Sales activities >

Helpdesk support >

Issues >

- New issue
- Issues overview
- SLA issues
- Issue queue
- My issues >
- Team issues >
- Team activities
- Notifications
- Teams >
- Knowledge base

My profile

Account settings

Help

System administration

Log Out

Issue description

Issue name: Issue name

Environment: Environment...

Description:

B I U abc ¶ (inherited font) A

Paragraph (inherited size)

Ticket...

Infinity platforma – Pregled e-mail poruka i Chat

Quick Create ▾

- New task
- New event
- New lead
- New contact
- New company

FOLDERS

Inbox	9
Junk	3
Drafts	
Sent	
Deleted	5

QUICK LINKS

Images	100
Documents	124

CUSTOM

- Work
- Personal
- Others

SEARCH

1 - 20 of 141

From	Subject	Date
Terrell Tilson	WORK Sed ut perspiciatis unde omnis iste natus error sit voluptatem	13:42
Tyler Charlebois	FAMILY Accusantium doloremque laudantium totam rem aperiam	1:31
Carrol Granados	Eaque ipsa quae ab illo inventore veritatis et quasi	9/03/14
Sang Roles	Voluptas sit aspernatur aut odit aut fugit sed quia consequuntur	9/03/14
Avery Hooper	Neque porro quisquam est qui dolorem ipsum quia dolor sit amet	8/03/14
Alex Murphy	WORK Consectetur adipisci velit sed quia non numquam eius	8/03/14
Bernie Maldonado	Quis autem vel eum iure reprehenderit qui in ea voluptate	8/03/14
Dominique Slay	Vel illum qui dolorem eum fugiat quo voluptas nulla pariatur	7/03/14
Jc Doney	Ullam corporis suscipit laboriosam nisi ut	7/03/14
Brock Wulff	IMPORTANT Numquam eius modi tempora incident ut labore	7/03/14

Chatbar

FAVORITES

- Jeremy Potter
- David Tennant
- Anna Johansson
- Alan Doyle
- Simon Corbett
- Polly Paton

ONLINE CONTACTS

- Jeremy Potter
- David Tennant
- Anna Johansson
- Eric Jackson
- Howard Jobs
- Annie Watson
- Alan Doyle
- Simon Corbett
- Polly Paton

Infinity platforma – Administracija i prečac panel

The screenshot displays the Infinity platform administration interface. The top navigation bar features several colored cards: PROJECT HOME (teal), ARCHIVE (green), COMPANY PULSE (orange), MESSAGES (blue) with a notification badge showing '99', INFO NOVITAS HELPDESK (purple), and SYSTEM ADMINISTRATION (dark blue). The left sidebar contains a hierarchical menu:

- ADMINISTRATION
 - General configuration
 - Licence
- MODULES
 - General
 - Marketing
 - Helpdesk
 - Call center
- USERS MANAGEMENT
 - Users
- USER INTERFACE
 - System dashboard
 - Look and feel
- Announcement banner
- INTEGRATIONS
 - Plugins
 - Google Drive

The central main area is titled "System administration" and features a large graphic of three interlocking gears. The right sidebar is organized into sections:

- MAIL
 - Incoming mail
 - Outcoming mail
- SECURITY
 - Roles
 - User sessions
 - Row security
 - Field permissions
- ADVANCED
 - Events
 - Database
 - System log



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