


# WEBPORTAL GUIDE

If you prefer, a video tutorial on how to use our Webportal service is also available by clicking the icon 

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# LOGGING IN

Enter the following link into your web browser: <https://webportal.image-24.com/webportal/login.asp>

Note: You may want to make this URL a “Favorite” for faster future reference.

Here is what you will see:

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S.V.P. entrez votre nom et mot de passe / Please sign in



Nom / User Name:

Mot de Passe / Password:

Entrez / Enter

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Enter your User Name and Password to access your personal WebPortal account:

USER NAME: \_\_\_\_\_

PASSWORD: \_\_\_\_\_

# OPTIONS

Once logged in, you will have access to each of the following reports or options:

*Important: Please note that for your convenience, your Account Number and your Billing Number appear under the title on each page.*

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**Welcome, Your Company Name**  
[Logout](#)



[Agent Recordings](#)

[Text Messages](#)



[Billing History](#)

[Information Pages](#)



[Billable Calls](#)

[Statistics](#)

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To access a report, simply click on the Description in blue text next to the image.

**Agent Recordings:** Allows you to listen to all inbound and outbound calls for the past sixty days

**Text Messages:** Allows you access to your messages for the past sixty days

**Information Pages:** Allows you to view your client information pages. These are the information prompts used by our agents. Any updates should be forwarded to us by email at [service@image-24.com](mailto:service@image-24.com)

**Billing History:** Allows you access to your billing history and payments

**Billable Calls:** Provides you with a complete list of billable transactions for the last sixty days

**Statistics:** Allows you access to your client statistics for the past sixty days

# AGENT RECORDINGS

LogOut|Home



## i24 Call Management Solutions Voice Logger Call Retrieval

Choose Time Span	Other Search Parameters
<input checked="" type="radio"/> Last Hour	Account Number <input type="text" value="0"/> Call # <input type="text"/>
<input type="radio"/> Last 3 Hours	Billing Number <input type="text"/>
<input type="radio"/> Last 6 Hours	Agent Initials <input type="text"/> Station # <input type="text"/>
<input type="radio"/> Last 12 Hours	Min Length(mins) <input type="text" value="0"/> Max Length(mins) <input type="text" value="9999"/>
<input type="radio"/> Since Midnight	Caller ID <input type="text"/>
<input type="radio"/> Specific Range (choose from below)	Account Name <input type="text"/> (any part)
Start Date <input type="text" value="3/22/201X"/> <input type="text" value="12:00 am"/>	Min QA Score <input type="text" value="0"/> Max QA Score <input type="text" value="100"/>
End Date <input type="text" value="3/22/201X"/> <input type="text" value="11:59 pm"/>	
<input type="button" value="Retrieve Calls"/>	

- 1) The first step is to enter the date range you would like to retrieve recordings by entering the Start Date and Time followed by the End Date and Time.
- 2) Your account number will automatically populate. You may refine your search with any additional criteria; however, no other specific fields other than your account number are required to initiate a search.
- 3) Click on "Retrieve Calls" to access the recordings found using your search criteria.

# AGENT RECORDINGS

Here is an example of what you will see:

LogOut|Home 

Date/Time	Acct#	Acct Name	Caller ID	Caller Name	Agent	Station	Duration	Call#
07/20/1x 06:05:21 AM					LSD	12	1.0	9668560
07/20/1x 06:01:10 AM					LSD	12	0.4	9668546
07/20/1x 05:34:35 AM					LSD	12	3.6	9668458

Total Duration: 4.9

Open in Excel (this requires Excel to be installed on your PC)

You may now click on the “Date/Time” of any specific call to listen to it. This may require a multimedia player installed on your computer in order to do so.

To return to the main menu, click on “Home” at the top left of the page.



# TEXT MESSAGES

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## i24 Call Management Solutions Text Messages

Choose Time Span		Other Search Parameters	
Start Date	<input type="text" value="3/22/201X"/> 	Account Number	<input type="text" value="0"/> <input type="text" value="Billing Number"/>
End Date	<input type="text" value="3/22/201X"/> 	Call Number	<input type="text" value="Agent Initials"/>
		Keyword	<input type="text"/>
<input type="button" value="Retrieve Messages"/>			

- 1) The first step is to enter the date range you would like to view your messages.
- 2) You may refine your search with any additional criteria; however, no other specific fields other than your account number are required to initiate a search.
- 3) Click on “Retrieve Messages” to access the messages found using your search criteria.

# TEXT MESSAGES

Here is an example of what you will see:

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03/22/17 11:00 AM to 03/22/17 11:59 PM

Message ID: 2598662  
Taken: 03/22/17 9:16:44 AM  
RENDEZ-VOUS  
XXXX  
Age/Date d'achat: XXXX  
# Modèle: XXXXX  
# Serie: 10906256AJ  
Prenom : XXXX  
Nom : XXXX  
Tel : (514) 521- XXXX  
Adresse : 4571 rue XXX  
Ville : XXXX  
Code postal : H1H 1H1  
Reference : Internet  
Probleme : XXXXX  
Date : A rappeler  
Heure : A rappeler

Envoi de l'Histoire

03/22/17 9:20:08 AM email initiated to info@compagnie.ca  
03/22/17 9:20:08 AM email completed to info@compagnie.ca  
03/22/17 9:20:08 AM Delivered  
03/22/17 9:20:08 AM Taken

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To return to the main menu, click on "[Home](#)" at the top left of the page.

# INFORMATION PAGES

- 1) The first step is to enter your account number.
- 2) Then on “Retrieve Info Pages” in order to view the client information used by our agents.
- 3) Any updates should be forwarded to us by email at [service@image-24.com](mailto:service@image-24.com)

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## i24 Call Management Solutions Account Information Pages

**Enter Account Number**

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To return to the main menu, click on “[Home](#)” at the top left of the page.



# BILLING HISTORY

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i24 Call Management  
Solutions  
Billing History

**Enter Account Number or Billing ID**

Account Number

Billing ID

Retrieve Billing History

- 1) The first step is to enter your account number or billing number.
- 2) Click on “Retrieve Billing History”.

Here is an example of what you will see:

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LogOut|Home

For Billing ID: 78XXXX  
Your Company Name:  
Account number:

Date	Description	Amount
4/1/201X	Call Center Services	0.00
4/1/201X	0 minutes from 20 February to 19 March	0.00
4/1/201X	SUBTOTAL 04-134681	0.00
4/1/201X	NEW CHARGES 04-134681	0.00
4/1/201X	NEW BALANCE 04-134681	0.00

Should you require additional information on invoicing or payments please contact our accounts receivable department by telephone at (514) 736-6767 – (800) 667-6767 from Monday to Friday 8:30am to 5:00pm.



To return to the main menu, click on “[Home](#)” at the top left of the page.

# BILLABLE CALLS

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## i24 Call Management Solutions Billing Detail

Choose Date Range	Other Search Parameters
<p>Start Date 3/22/201X </p> <p>End Date 3/22/201X </p> <p><input type="button" value="Retrieve Calls"/></p>	<p>Account Number 0 <input type="text"/></p>

- 1) The first step is to enter your account number followed by the date range you would like to retrieve your billable calls for by entering the Start Date followed by the End Date.
- 2) Click on "Retrieve Calls".

This report provides information from the last sixty (60) days and only for calls previously billed. Note that our billing cycle runs from the 20th to the 19th of successive months.

# BILLABLE CALLS

Here is an example of what you will see:

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## I24 CALL MANAGEMENT SOLUTIONS Billable Call Activity

Date/Time	Description	Number	Caller Name	Agent	Statistic
3/21/201X 10:15:00 AM				CL2	01:30
3/21/201X 10:40:00 AM				SY1	03:15
3/21/201X 2:53:00 PM				JL1	02:00
3/21/201X 3:13:00 PM				CL1	00:45
3/21/201X 4:48:00 PM				ST1	01:30
3/21/201X 5:07:00 PM				MJ1	02:15
3/21/201X 7:17:00 PM				JE1	02:30

Total Calls: 7  
Total Stats: 13.75  
Average Stat/Call: 1.96



[Open in Excel](#)

To return to the main menu, click on “[Home](#)” at the top left of the page.

# STATISTICS

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## i24 Call Management Solutions Statistical Information

Choose Date Range	Other Search Parameters
Start Date 3/22/201X 	Account Number <input type="text" value="0"/> Billing Number <input type="text"/>
End Date 3/22/201X 	Include Account Group Number(s) Include All Groups ▲ 1 2 3 ▼
<input type="button" value="Retrieve Stats"/>	Exclude Account Group Number(s) Exclude No Groups ▲ 1 2 3 ▼
	Calls After <input type="text" value="12:00 Mid"/> Calls Before <input type="text" value="11:59 PM"/> Day of Week <input type="text" value="All"/>
	Op Initials <input type="text"/> Hold Time> <input type="text" value="0"/> (secs) Delay to Answer Time> <input type="text" value="0"/> (secs)
	Include Distribution Group(s) (press CTRL and click to select multiple groups) Include All Groups ▲ 0 1 2 ▼
	Exclude Distribution Group(s) (press CTRL and click to select multiple groups) Exclude No Groups ▲ 0 1 2 ▼

- 1) The first step is to enter your account number followed by the date range you would like to retrieve your statistics for by entering the Start Date followed by the End Date.
- 2) You may also choose a specific time of day and specific days only. For example, choose a time period and then a day of the week (Monday from 8:00am to 12:00pm) and the report will reflect statistics for this exact period.
- 3) Click on “Retrieve Stats” to access the statistics found using your search criteria.

# STATISTICS

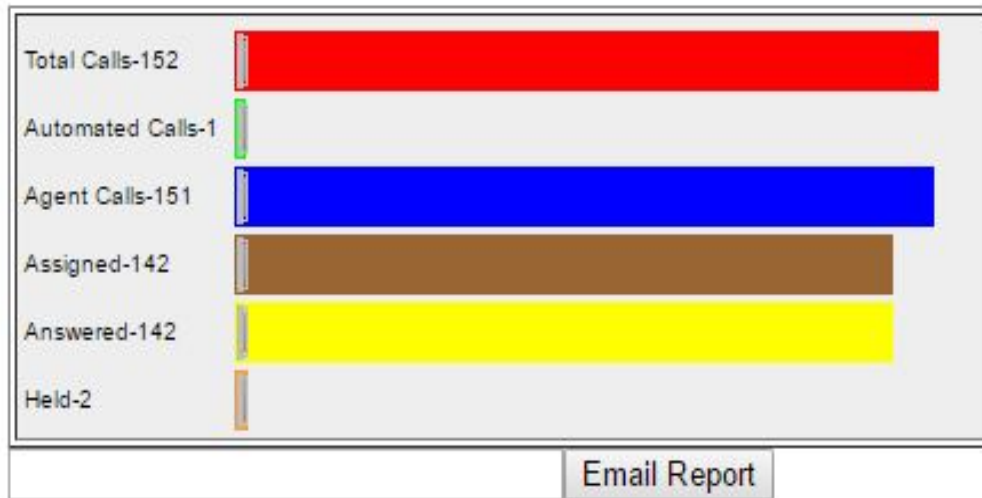
Here is an example of what you will see:

**Name of the Company**  
 Account 52XX  
 3/1/201X 00:00 AM to 3/22/201X 11:59 PM  
 Calls after: 12:00 mid and Calls before: 11:59 PM  
 Day of Week: All

General Stats	Unit	%	Explanation
Total Incoming Calls	1	100.0%	All incoming telephone calls for your account(s) that lasted longer than 6 seconds. This does not include outgoing calls or activity on your account not involving a phone call.
Automated Calls	0	0.0%	Incoming calls handled entirely by our voice processing equipment: there was no agent involvement. This also includes calls where an agent connected to the call but the caller hung up within 10 seconds. If your account has an automated greeting, and the caller pressed 0 to speak with an agent, this also includes calls where the caller waited less than 10 seconds after pressing 0.
Agent Calls	1	100.0%	This is the difference between 'Total Incoming Calls' and 'Automated Calls'. It is a measure of calls where the caller actually wanted to talk to an agent.
System Abandon	0	0.0%	Incoming calls where the caller hung up before the call could be assigned to an agent.
Assigned to Agent	1	100.0%	This is the difference between 'Agent Calls' and 'System Abandon'.
Agent Abandon	0	0.0%	Calls assigned to an agent that were not answered.
Answered by Agent - % of Total calls	1	100.0%	Calls assigned to an agent that were answered by an agent. This is the difference between 'Assigned to Agent' and 'Agent Abandon' and is expressed as a % of 'Total Incoming Calls' for your account(s).
Answered by Agent - % of Assigned calls	1	100.0%	Calls assigned to an agent that were answered by an agent. This is the difference between 'Assigned to Agent' and 'Agent Abandon' and is expressed as a % of 'Assigned to Agent' calls for your account(s).
Avg Work Time, Answered Calls (secs)	192		The total time the Agents had your calls highlighted on their screen. This includes time they were talking to a caller as well as 'wrap' time, which is time spent following your dispatch instructions after the caller hung up.
Calls put on hold by Agent	0	0.0%	Calls where the agent put the caller on hold for more than 10 seconds.
Avg Hold Time, Held Calls (secs)			The total hold time for all held calls divided by the number of calls placed on hold.
Avg Wait for Operator, Agent Calls (secs)	11.6		The average delay experienced by callers who were connected to an agent.
Calls Reaching an Agent within 30 secs	1	100.0%	Calls that reached an Agent within 30 seconds.
Patches	0		The total calls made by our agents to connect an incoming caller to another number.
Patch Time (mins)			The total number of minutes for callers connected to another number.
Busies	0		The total number of times incoming callers heard a busy signal.

# STATISTICS

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To return to the main menu, click on "[Home](#)" at the top left of the page.