

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:

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



Nom / User Name:

Mot de Passe / Password:

Entrez / Enter

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.

Welcome, Your Company Name
[Logout](#)



[Agent Recordings](#)

[Text Messages](#)



[Billing History](#)

[Information Pages](#)



[Billable Calls](#)

[Statistics](#)

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

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

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

LogOut|Home      

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"/> Billing Number <input type="text"/> |
| End Date | <input type="text" value="3/22/201X"/>  | Call Number | <input type="text"/> |
| | | 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:

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

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

LogOut|Home 

i24 Call Management Solutions Account Information Pages

Enter Account Number

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

BILLING HISTORY



LogOut|Home

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:



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

LogOut|Home



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

LogOut|Home 

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.

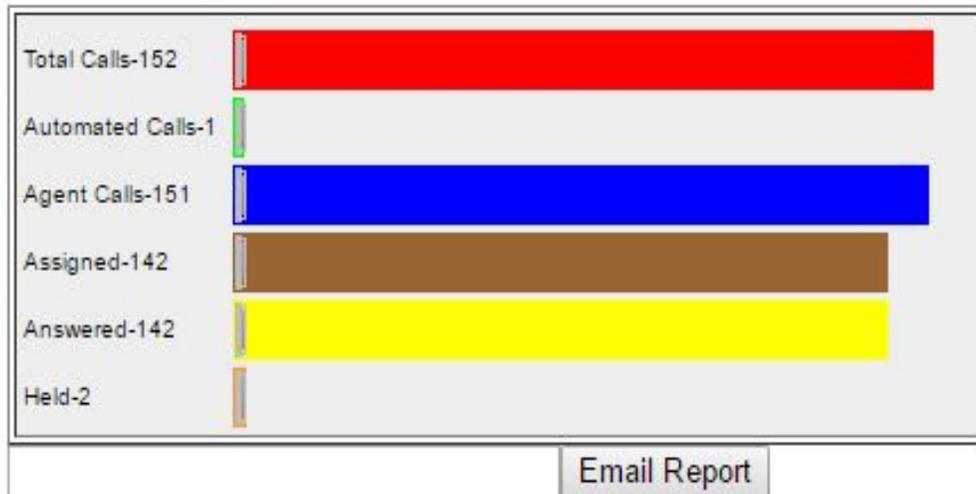
STATISTICS

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



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