

Services

Under main menu Services you find these sub-menus/pages:

- **Audio**
- **Time**
- **Service variables**
- **KPI Alarms**
- **Silent Monitoring**
- **Queues** (Display queues and System queue settings)
- **Dialler**
- **Call Flow** (Call Flow Tool)
- **Content**
- **Lists**
- **Social** (Account configuration for SoMe channels to be queued)
- **Chat Service** configuration(s)
- **Agent Assist** (Contact Management System and Knowledgebase Management System)