

Kontrollerer kundens rekord

For å sjekke kundeoppføringen:

1. Gå til Kunder-> Kunder -> Aktiv for å se en liste over alle aktive kunder. Klikk på rediger -knappen mot kunden for å se detaljene.

Name	Email	Phone Number	Custom Attributes	Actions
Andreas Wallin	andreas.w			[Edit] [Delete] [Details]
Christlan Thorsrud	christlan.			[Edit] [Delete] [Details]
Harald Bakken	harald	+	Custom Attributes: Oslo Organization: Puzzel Department: Product	[Edit] [Delete] [Details]

2. Første fane viser kundedetaljer som kan endres og lagres.

Attributes

Mood: →

Name

max. 70 characters

Email Address

Phone number

Communication Preferences

SMS Consent ☒ YES

Email Consent ☒ YES

Custom Attributes * Click on the value to change it

Name	Value *	
New Attribute Name	New Attribute Value	[+]

Cancel Save

3. Andre fane vil vise Saker, der agenten kan sjekke kundeoppføringen for å forstå sakshistorikk og åpne saker.

Details Tickets Campaigns Audit Trail Export

Tickets list Clear Selection Select all on page

Show 10 entries

	#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
+	51	Test ticket	JK	Resolved			Normal	All Users	ticket	13 days ago	jayanthi_prkumar@yahoo.co.in	communication

Showing 1 to 1 of 1 entries (filtered from 53 total entries) Previous 1 Next

4. Tredje fane vil vise kampanjehistorikk som kunden har mottatt.

Details Tickets Campaigns Audit Trail Export

Email Campaign Deliveries SMS Campaign Deliveries

Active Deliveries

Campaign	Status	Email	Time
New feature announcement duplicate	Saved	jayanthi_prkumar@yahoo.co.in	N/A
New feature announcement 2020-09-19 07:55:14	Saved	jayanthi_prkumar@yahoo.co.in	N/A
Upcoming release	Saved	jayanthi_prkumar@yahoo.co.in	N/A

Showing 1 to 3 of 3 entries 1

Previous Deliveries

Campaign	Status	Email	Time	Open	Click
New feature announcement	Delivered	jayanthi_prkumar@yahoo.co.in	Sep 19, 2020 @ 9:35am	1	
Trial campaign	Delivered	jayanthi_prkumar@yahoo.co.in	Sep 19, 2020 @ 9:28am	3	

Showing 1 to 2 of 2 entries 1

5. Den fjerde fanen vil vise kundekontaktens endringshistorikk (revisjonsløype).

Details Tickets Campaigns Audit Trail Export

Full Name All Time Search

Logicalware 14 days ago + Customer Jayanthi Prashanth kumar added from manual creation