**PureCloud Demo Script Documentation**

**Anything in RED will need to be modified to link to your local PureCloud demo instance**

## **Login Details**

The PureCloud demo site can be accessed here:

|  |
| --- |
| **PureCloud URL** |
| <https://apps.mypurecloud.com/> |

|  |  |  |
| --- | --- | --- |
| **Login Details** | | |
| **Role** | **Username** | **Password** |
| Employee Queue | demo@livepro.com | Welcome2! |
| Employer Queue | demo2@livepro.com | Welcome2! |

|  |  |
| --- | --- |
| **Generic Super Details** | |
| Generic Super Phone Number | +1 317 455 3890 |
| Generic Super Live Chat Website | <https://livepropc.weebly.com/> |

## **Things to be mindful of prior to starting:**

* Always use Firefox (there is currently a PureCloud issue with files in Chrome)
* Explain how Skills in PureCloud interact with roles in livepro to determine what information the user should see. This is completely customisable. If a user hasn’t been setup with livepro access, this will automatically happen when the user logs in to PureCloud
* Integration of livepro into PureCloud takes around 15 minutes to setup

## **Login instructions**

PureCloud is connected to the livepro instance: **ldev.livepro.com.au**. Please ensure you are logged out of this instance of livepro before completing the demo to ensure there are no permissions issues.

1. Before logging in, make sure announcements have been relaunched in www.ldev.livepro.com.au (optional)
2. Login to PureCloud using your username and password at this link: <https://apps.mypurecloud.com/>
3. Once logged in, you should automatically be eligible for interactions (phone or live chat) to come through. You can toggle this up the top right be clicking the ‘on queue/off queue’ button.
4. Choose your scenario below (phone works best to begin) to demonstrate

## **Phone Instructions**

Three queues are currently setup when you dial-in.

1. On your mobile, dial 0011 1 317 455 3890
2. This will take you to the IVR where you have three options, select option 3 for ‘super withdrawals’
3. ‘withdrawal’ will automatically be entered in to the search field. This has been setup in the IVR menu through PureCloud and is completely customisable based on a client’s IVR. You should program your own IVR to have three options with 3 being super withdrawals, 1 and 2 have not been used but could easily be programmed to populate other Knowledge Objects.
4. Select ‘Can I withdraw my super?’ to access the compass
5. Highlight the way the Knowledge Object is completely integrated into PureCloud and refer to the scripting section that an agent can read over the phone.
6. Answer that the client is over 65 and has retired, reading out the content word for word
7. Highlight the use of a related link to promote proactive customer service rather than reactive, this takes the customer through a journey and anticipates their question, shows that the agent is an expert. Link is written as if it’s a question, so it can be read straight over the phone.
8. Click the related link and show document note
   1. **Optional**: show feedback/favourites/rating and date last updated
9. Use the search function and type in ‘obligations’ to demonstrate that the agent can still search if the customer has multiple questions
10. Click into the hub and demonstrate hub features/benefits
11. End the call. Select correct wrap up code on the right-hand pane and then click “done” In bottom right corner
12. Open the livepro App through PureCloud by clicking on ‘Apps’ at the top and then ‘livepro’
13. Demonstrate that back office admin etc. can still access livepro i.e. people that don’t take calls
14. Show favourites/announcements/general feedback and option to pop out livepro window
15. Show how to navigate through categories by clicking on the ‘lp’ logo next to the search bar. This will bring up the category structure which is how you browse. **NOTE**: The only categories with Knowledge Objects are the ‘employer super’ and ‘employees’ categories.

## Chat Instructions

These instructions will simulate a chat in PureCloud.

1. Open the livepro PC chat link: <https://livepropc.weebly.com/>
2. Select the ‘chat’ tab. Whilst doing this, explain that this would be an example of their corporate website which has been integrated with PureCloud’s chat function.
3. Enter in a fake name and enter the subject as ‘super withdrawal’, click submit. Note: Ensure popups aren’t blocked.
4. Once the box pops up, type in a chat pretending you are a customer “Hi, can I withdraw my super?”
5. In the PureCloud window, answer the interaction.
6. Select the ‘scripts’ button on the right-side window
7. Click on the ‘can I withdraw my super?’ Knowledge Object
8. Copy and paste the scripted response straight into the chat and demonstrate how easy it is to provide customers with information
9. Enter in over 65 and retired and then copy and paste the information into the chat
10. Copy and paste the related link into the chat to demonstrate proactive customer service (this could also be used as a promotion/sales tool e.g. do you want more information about our latest promotion?).
11. \*\*\*Go through other Knowledge Objects as desired\*\*\*
12. Select the ‘end chat’ or close the customer facing chat window to end the chat
13. Under ‘wrap-up codes’ (top right), click ‘call resolved’ and then ‘done’ at the bottom right of the window