

IRM PROCEDURAL UPDATE

DATE: 11/19/2024

NUMBER: ts-01-1124-1145

SUBJECT: eGain System Guidelines

AFFECTED IRM(s)/SUBSECTION(s): 1.4.18.13

CHANGE(s):

IRM 1.4.18.13, eGain Live Chat System Guidelines - added new IRM subsection new eGain program.

(1) EPSS uses the eGain Application, which provides monitoring capabilities, data base records, and management information.

(2) The eGain Supervisor Console allows managers to:

- Monitor the workload and service level adherence of various agent groups and assistors
- Determine the availability of agents
- Track assistor performance, including viewing active and complete chat sessions
- Provide guidance and assistance by joining active chat sessions

(3) The eGain Reports Console provides analysts and supervisors with access to create reports to view information about agent and service level performance. Users have access to the following data:

- Agent Performance Reports
- Knowledge Base Performance Reports
- Service Level Performance Reports
- Workforce Scheduling Reports

(4) Access to the eGain Supervisor Console and the eGain Reports Console is obtained by submitting a BEARS request for PROD USER EPSS SUPERVISOR (EGAIN SOLVE). Requests should include name, position, and SEID.

(5) System Administrators (SAs) use eGain Admin Console to:

- Add/delete/modify agent groups, knowledge articles, and users
- Reskill assistors to agent groups
- Configure organizational settings
- Manage eGain user profiles and permissions

(6) Access to the eGain Admin Console application is secured by submitting a BEARS request for PROD ADMIN EGAIN DEPT (EGAIN SOLVE). Requests should include business unit, name, and SEID.

(7) SAs also manage the content in the EPSS Chatbot. They have access to the eGain Knowledge Base Console to manage knowledge articles, quick responses and links, and communication templates.

(8) Access to the eGain Knowledge Base Console is secured by submitting a BEARS request for PROD USER EPSS AUTHOR (EGAIN SOLVE). Requests should include name, position, and SEID.