



Live Help On Demand Analytics

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Administrator's Guide

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Oracle Live Help On Demand Analytics

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Oracle Live Help On Demand Analytics Administrator's Guide

This document provides detailed instructions on how to perform the user administrative functions in Oracle Live Help On Demand Analytics.

Getting Started

This chapter includes an overview of Oracle Live Help On Demand Analytics.

User Administration

This chapter includes detailed instructions on how to perform the user administrative functions of Oracle Live Help On Demand Analytics.

1 Getting Started

This chapter provides an overview of Oracle Live Help On Demand Analytics. This chapter contains the following sections:

[How to contact Oracle](#)

[What is Oracle Live Help On Demand Analytics?](#)

[Starting Oracle Live Help On Demand Analytics](#)

How to contact Oracle

If you have any problems regarding Oracle Live Help On Demand Analytics, you can contact Oracle via [My Oracle Support](#). For more information, please go to <http://www.oracle.com/support/contact.html>.

What Is Oracle Live Help On Demand Analytics?

Oracle Live Help On Demand Analytics is a reporting tool that provides information on visitor contacts carried out via Oracle Live Help Chat On Demand. The application also provides reporting statistics on legacy eStara Click To Chat for customers migrating across from that platform.

Oracle Live Help On Demand Analytics enables organizations to maximize the efficiency of their Customer Contact Centers by providing key analytics on chat engagement and agent productivity that the organization can use to identify peak usage times, agent activity rates, as well as a large range of other information.

Oracle Live Help On Demand Analytics also provides multi-organizational support for the reporting statistics so that, where an organization exists in a multi-organizational hierarchy, a parent organization can access reporting statistics for child organizations.

Starting Oracle Live Help On Demand Analytics

Third-party qualifications

Oracle provides support for using Oracle Live Help On Demand Analytics along with the following software:

Operating Systems

- MS Windows XP SP3
- MS Windows Vista SP1 32-bit
- MS Windows 7 (SP1), 8

Internet Browsers

- MS Internet Explorer 7, 8, 9
- Mozilla Firefox 3.6, 7.0, 8.0

Additional Supported Software

- Adobe Flash 11.4+

Note: There have been reported issues of problems using the User Administration plug-in with specific versions of Flash. If you experience problems accessing the User Administration plug-in, please upgrade to the latest version of Flash to resolve the issue.

- MS Office 2003, 2007, 2010

Launch Oracle Live Help On Demand Analytics

Oracle Live Help On Demand Analytics can be launched either by providing the URL to your internet browser or by clicking on the link within WebCare.

Launch from URL

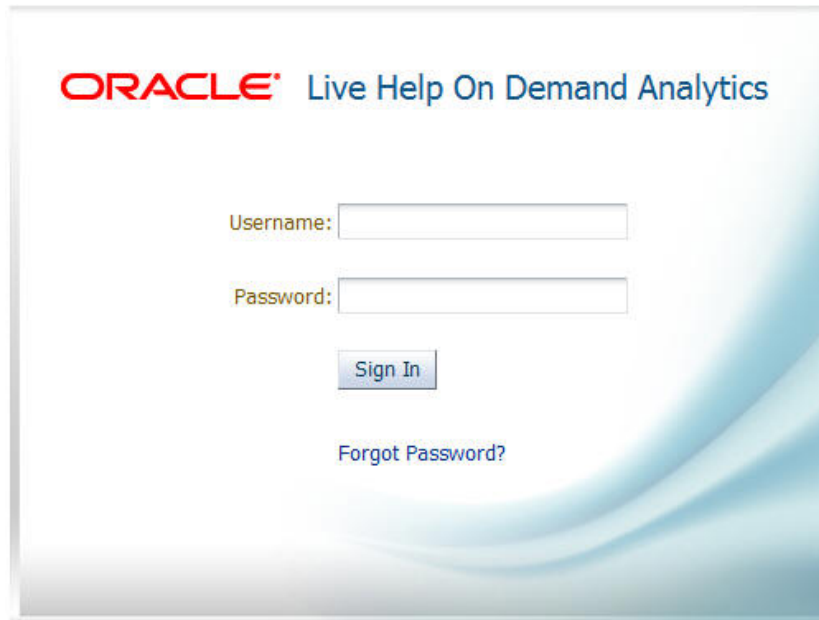
You can launch Oracle Live Help On Demand Analytics directly from your internet browser via the URL (<https://os.atg.com/>)

Launch from WebCare

If your organization has access to WebCare you can also launch Oracle Live Help On Demand Analytics from within [WebCare](#). From the Reporting menu, click on the *Oracle Live Help OD Reporting [CHAT] NEW!* menu choice.

Logging In

Whichever method you use to launch the application, a login screen displays and asks you to enter your login details.



To log in, enter your Username and Password and click on the Sign In button.

Forgotten password

If you forget your password, you can click on the *Forgot Password?* link to display the password recovery screen.

You must enter the email address associated with the account and click on the *Recover Password* button. You should then receive an email containing a newly generated password. You can then return to the Oracle Live Help On Demand Analytics log in page and log in using the new password.

2 User Administration

This chapter includes detailed instructions on how to perform the user administrative functions of Oracle Live Help On Demand Analytics. As well as an initial overview, this chapter contains the following sections:

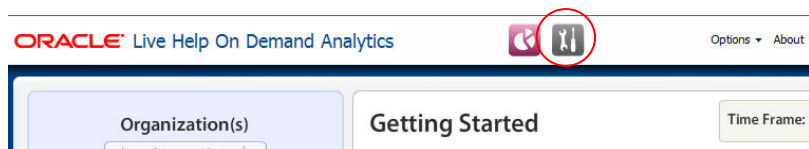
[Creating a New User](#)

[Updating a User's Details](#)

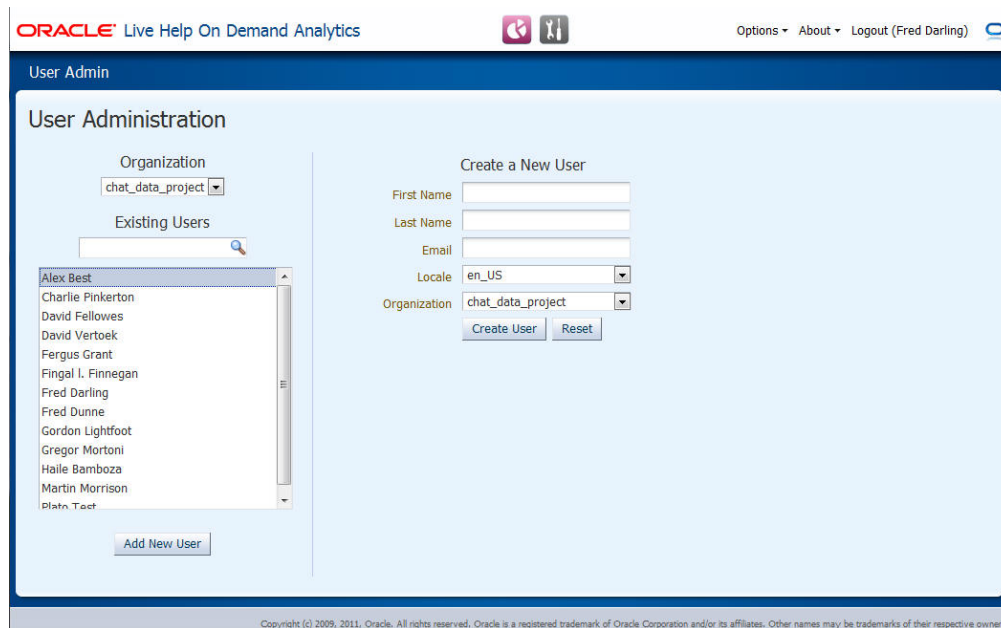
Overview

User Administration is an area of the console which enables you to perform administrative tasks. If you have Organization Administration rights then you can; add a new user, edit an existing user's details, assign Organization Admin access rights to a user, assign the Rules Editor User role, reset a user's password, delete a user, or choose a user's language.

To access the User Administration area of the console, click on the Administration button in the header bar.




The User Administration area of the console opens in the highest tier you have access to in any multi-organizational framework.

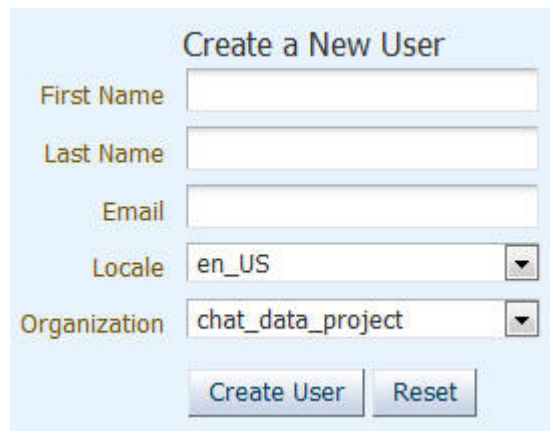


The left-hand window of the User Administration area of the console displays a list of existing users for the selected organization. A dropdown box allows you to easily switch between any organizations for which you have Organization Admin access rights. If you switch between organizations, the list of existing users changes to display the users for the selected organization. You can also enter a user's name in the Filter Users box to search for existing users within an organization.

In the User Administration area of the console, the main display section is used to enter or display user information.

Creating a New User

You can create a new user for any organization for which you have Organization Admin access rights. Once you have clicked on the Administration button, , you are immediately presented with the Create a New User screen in the main display section.



1. Enter a value for the user's first name, last name and email address, and select the organization from the drop down.

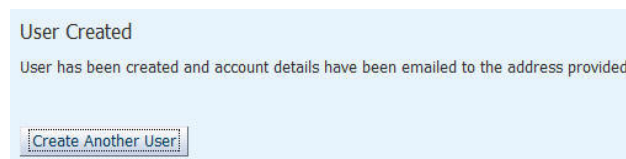
Note: You must ensure that the email address and organization details for the new user are correct as these cannot be altered after the user has been created.

You can also select a language/locale option in the Locale drop down – this sets the new user's console language/locale and activates when they login. The default user language/locale is set to English (US), regardless of the language/locale of the person creating the new user.

Note: If you have Organization Admin access rights to a parent organization you can create a new user for that organization or any child organizations in the multi-organizational framework. Any new user created at the child organization level can view the report data of the parent organization and any other child organizations associated with it.

Clicking on the **Reset** button clears any data on the first name, last name, and email fields.


2. Click on the **Create User** button to create the user once you have entered the information in the fields. You now see a *User Created* confirmation message, as displayed below.



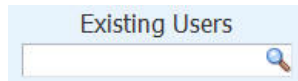
If you wish to create more users, click on the **Create Another User** button and you are returned to the Create a New User screen.

Once you finish creating a new user, they will receive an email containing their username and password. Their username is their registered email address, and their password is system-generated. If the user wishes to change their password to something more memorable, they can do this by following the instructions in the Changing a Password section of the User Guide.

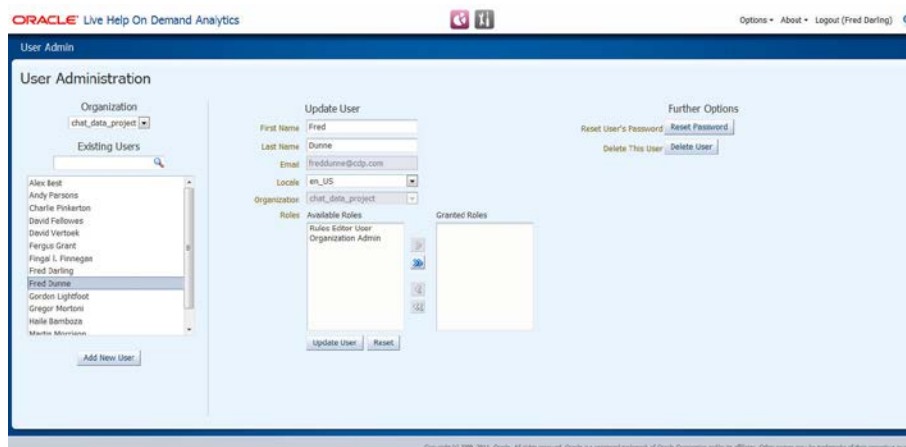
Updating a User's Details

Once you have clicked on the Administration button, , you are immediately presented with the Create a New User screen in the main display section.

1. You can display and/or edit the details for any user by selecting their name from the list of users in the left-hand window. Or you can search the list of users displayed by typing part of the name into the text box above the list of names.



2. Select the existing user's name and the Update User screen displays in the main display section.



3. Edit the existing user's first name or last name details.

Note: You cannot edit their email or organization details.

You can also select a language/locale option in the Locale drop down – this sets the user's console language/locale and activates the next time they login. The default user language/locale is set to English (US), regardless of the language/locale of the person creating the new user.

4. You can assign or remove the following Roles:

Rules Editor User - enables the user to access the Engagement Engine.

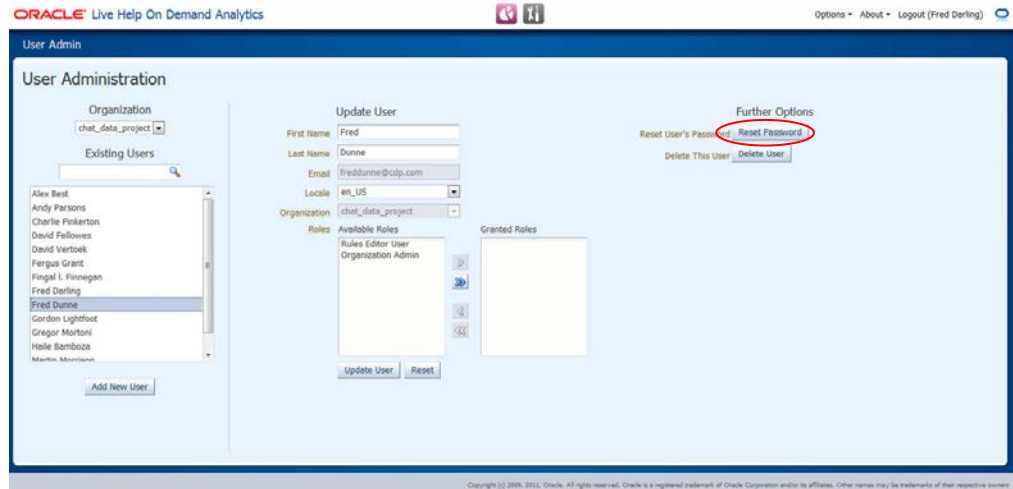
Organization Admin - check or uncheck the Organization Admin checkbox to assign Organization Admin access rights. This allows the user to create new and update existing users. The change is enforced the next time the user logs in.

5. Click on the **Update User** button to enforce the changes you made.

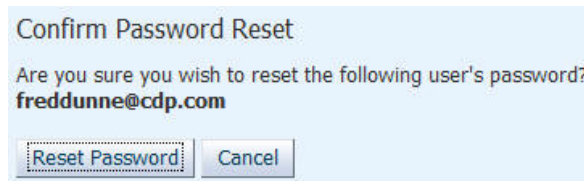
If you click on the **Reset** button you are returned to the previously saved details for that user.

Resetting a User's Password

If a user requires a new password for any reason, you can generate it by selecting their name from the list of users in the left-hand window and then clicking the **Reset Password** button in the Further Options section of the main window.



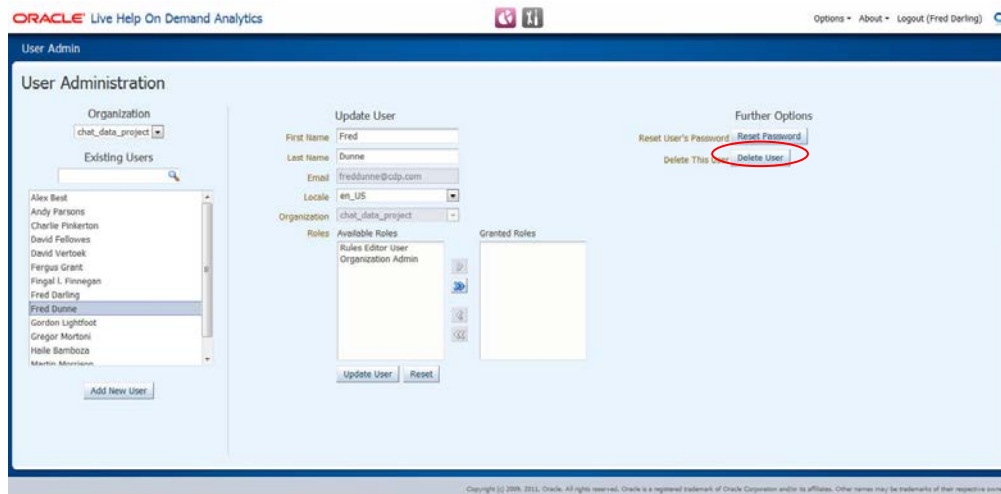
Once you click the button, the console displays a window asking you to confirm that you want to reset the user's password.



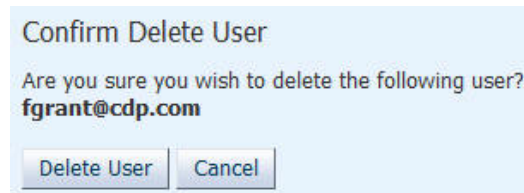
If you click the **Reset Password** button, a new password is generated and emailed directly to the user's registered email address.

Deleting a User

If you wish to remove a user from an organization then you must select their name from the list of users in the left-hand window and then click the **Delete User** button in the Further Options section of the main window.



Once you click the button, the console displays a window asking you to confirm that you want to delete this user.



If you click the **Delete User** button, the user is deleted from the system and you are presented with the Create a New User screen.

Note: Deleting a user automatically deletes all of their private bookmarks and removes the user from the subscription list for any public bookmarks.