DELIBERATE

blinkyDings

for Genesys Cloud.

from **2.49** € / month
Try now! 30 days free

Never miss a call again!

- Agent-Status
- Ring-no-Answer
- Presence
- Current Interaction
- Call-Status
- Assistance-Request
- etc.

kuando BUSYLIGHT

Genesys Cloud

OPTIMIZED REACHABILITY BY EFFICIENT TEAMWORK.

„BlinkyDings" is a special add-on to the Genesys Cloud application. It signals the current Genesys status of your agents and informs about incoming interactions, easily visible for the whole customer service team and of course, also for the agents themselves. For example, Pure Communicate users, can have their personal status or call status displayed.

Signaling takes place visually by use of an external USB color LED light and by on-screen desktop notifications. Each status event can individually be configured to have a unique color and blink behavior.

Add-on software available for Windows 7, 8, 10 and macOS (coming soon).

USB Simply connect the busylight via USB.

Central configuration via cloud based administration portal.

2-fold encrypted data transmission for secure administration access.
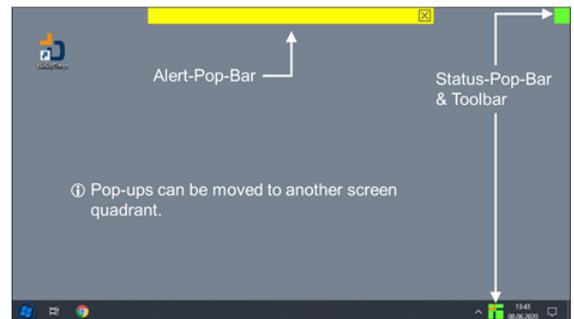
What's blinky Dings ?

BlinkyDings is a client application that extends the notification capabilities of Genesys Cloud. It provides signaling for each Genesys agent presence status, call status and routing status. It also includes the "Need Assistance" feature (also with hotkey) for notification and call for help (e.g. to team leader).

Each status can individually be configured to have a unique color and flashing behavior. For pure Communicate users, for example, the personal status or call status can be displayed. These visual popups appear on the screen above all windows, i.e. even if the browser initiating the notification is running in the background. Optionally, an external color LED light connected via USB can be used.

blinkyDings GUI

The notification is displayed at 3 screen positions:

- Wide bar at the top of the screen
- Small box in the upper right corner
- At tool bar in the lower right corner
- Optional via USB light

Fields of Application

In principle, browser-based applications do not signal outside the browser. If the browser is running in the background, or the user is not looking at the screen, notifications can often be overseen. Acoustic signaling is usually not desired in a contact center environment. Communicate users, on the other hand, do not permanently work with a headset on and therefore often do not notice a ringing event. blinkyDings makes it possible to see what is happening in the browser outside the browser, either on the screen or via the additional hardware.

Status Information

Basically one can distinguish between two types of status:

Alerting State

The following states can be displayed, e.g. for incoming interactions:

- Request Support
- Alerting
- Offering
- Contacting
- Connected

- Dialing
- Not Responding
- Disconnected
- Terminated

Presence State

The following presence states can be displayed (mostly similar to Genesys Cloud):

- (Custom States)
- Busy
- Meeting
- Available
- Idle
- On-Queue

- Training
- Offline
- Away
- Break
- Meal

Fits perfectly: USB Light - kuando Busylight

- Two different designs, Alpha and Omega
- 360-degree visible angle
- USB connected with 3 m cable
  (no additional power supply necessary)
- Multi color LED light
- **Attractive bundle with blinkyDings available**

Kuando Busylight UC Omega

Kuando Busylight UC Alpha