

Wildix ja vTiger

Wildix portaali personaalsed kasutajakohased seaded

- Web CRM vTiger aadressi määramine

Personal

Features

Function keys

Fax Server

Chat / Presence

Contact center

Web Phone

Outlook

Extensions

Password

Two-factor authentication

Web Push

E-Mail: nikolai@esecom.ee

Mobile: +37256615077

Language: English

Picture: [Edit](#)

Date format: dd/mm/yyyy | 24-hour clock | 01/02/2019 11:58

Ring only active device

PopUp URL / App

Incoming call: On-Click

Outgoing call: On-Click

Dialing hot key: F11

Open attendant console

Web CRM: <https://vtiger.intra.esecom.ee:8088/>

SAVE

Ise valid, millest menüü ja avaleht koosneb

Contacts Tickets Documents Organizations PBXManager FAQ Mail Manager All

vtiger

MARKETING & SALES

SUPPORT

INVENTORY

Tools

Home

Open Tickets

Key Metrics

Tickets - All

Tickets by Status

Status	Assigned To
Open	Nikolai Tovarnitski
Open	Meelis Org
Open	Meelis Org
Open	Meelis Org
Open	Vaino Reintamm
Open	Meelis Org
Open	Meelis Org

Tickets by Status: Open (31), In Progress (4), Wait For Response (1), Closed (6)

"Contacts List" - Mugav vaade, sorteerimine, kiirsing. Igal kliendil võib olla oma agent

Search or dial a number Any

Nikolai Tovarnitski (926)
11314 Tallinn, Estonia

vtiger

All Records Type keyword and press enter Advanced

Contacts Tickets Documents Organizations PBXManager FAQ Mail Manager All

Actions + Add Contact All Contacts 1 to 13

	First Name	Last Name	Title	Organization Name	Primary Email	Office Phone	Assigned To
	Meelis	Test	--	--		+3726025930	Meelis Org
	Meelis	Org	--	--		+3725097417	Kristian Piht
	Siim	Kaare	--	--		342	Vaino Reintamm
	Nikolai	T	--	--		926	Vaino Reintamm
	Wildix	Kite	--	--			Meelis Org
							Meelis Org
	Kristian	Piht	--	Esecom International OU		3726025931	Kristian Piht
	Vaino	Reintamm	--	--			Meelis Org
	Raivo	Koljal	--	--		338	Meelis Org
	Demo	Esecom	--	--		913	Kristian Piht
	Nikolai	Tovarnitski	--	Demo Firma		6025926	Nikolai Tovarnitski
							Support Group
	Jake	Rahu	--	--		6025920	Jake Rahu

"Ticket List". Ticketite vaade. Saab seadistada, et vaade oleks parem ja selgem. Kiirsing, sorteerimine.

Search or dial a number Any

Nikolai Tovarnitski (926)
11314 Tallinn, Estonia

vtiger

All Records Type keyword and press enter Advanced

Contacts Tickets Documents Organizations PBXManager FAQ Mail Manager All

Ticket List Actions + Add Ticket

Esecom Tickets [Administrator] 1 to 20

	Ticket Number	Created Time	Title	Organization Name	Contact Name	Assigned To	Priority	Status
	T1001044	30-10-2018 13:05:03	Tikkurila jaam talveajale	--	--	Nikolai Tovarnitski	Tavaline	Open
	T1001043	25-10-2018 10:48:45	Kõne ticket 5	--	Meelis Test	Meelis Org		Open
	T1001042	25-10-2018 10:47:39	Kõne ticket 5	--	Meelis Test	Meelis Org		Open
	T1001041	25-10-2018 10:42:02	Kõne ticket 5	--	--	Meelis Org		Open
	T1001040	25-10-2018 09:48:04	Urmase kõneanalüüs	--	--	Vaino Reintamm		Open
	T1001039	25-10-2018 09:40:35	Kõne ticket 5	--	--	Meelis Org		Open
	T1001038	25-10-2018 09:39:43	Kõne ticket 5	--	--	Meelis Org		Open
	T1001037	25-10-2018 09:28:07	Kõne ticket 5	--	--	Meelis Org		Open
	T1001036	25-10-2018 09:15:15	Kõne ticket 5	--	--	Meelis Org		Open
	T1001035	25-10-2018 09:14:11	Kõne ticket 5	--	--	Meelis Org		Open
	T1001034	25-10-2018 09:12:55	Kõne ticket 5	--	--	Meelis Org		Open
	T1001033	25-10-2018 09:11:52	Kõne ticket 5	--	--	Meelis Org		Open
	T1001032	25-10-2018 08:52:35	Kõne ticket 5	--	--	Meelis Org		Open
	T1001031	25-10-2018 08:46:40	Kõne ticket 5	--	--	Meelis Org		Open
	T1001030	24-10-2018 17:56:13	Kõne ticket 4	--	--	Meelis Org		In Progress
	T1001029	24-10-2018 17:54:00	Kõne ticket 4	--	--	Meelis Org		In Progress
	T1001028	24-10-2018 16:22:55	Hädaabi	--	Siim Kaare	Vaino Reintamm		In Progress

Helistajate ajalugu e kõnelogi koos salvestusega

The screenshot shows the vtiger PBXManager interface. The top navigation bar includes 'Contacts', 'Tickets', 'Documents', 'Organizations', 'PBXManager', 'FAQ', 'Mail Manager', and 'All'. The user is identified as Nikolai Tovarnitski (926) with phone number 11314. The main content area displays a 'Records List' for 'All PBXManager' records. The table below contains the following data:

Call Status	Customer Number	Customer	User	Recording	Duration (sec)	Start Time
↑ completed	+3726105921	--	Kristian Pihl	☑	112	30-10-2018 10:43:17
↑ completed	+3725121045	--	Kristian Pihl	☑	125	30-10-2018 10:21:16
↑ completed	+3725121045	--	Kristian Pihl	☑	408	30-10-2018 10:10:23
↓ Answered elsewhere	+3726025909	--	Kristian Pihl	☑	0	30-10-2018 10:01:04
↓ Answered elsewhere	+3726025909	--	Kristian Pihl	☑	0	30-10-2018 10:00:34
↑ Call Rejected	+3726572127infonavorekperearstikeskusee	--	Kristian Pihl	☑	0	30-10-2018 09:39:04
↑ completed	+3726507245	--	Kristian Pihl	☑	352	30-10-2018 09:10:22
↓ completed	+3725045888	--	Vaino Reintamm	☑	231	29-10-2018 17:02:26
↑ completed	338	Raivo Koljal	Vaino Reintamm	☑	17	29-10-2018 16:56:36
↑ Unknown	+3726171444	--	Vaino Reintamm	☑	0	29-10-2018 14:55:15
↑ completed	+37253229506	--	Vaino Reintamm	☑	749	29-10-2018 13:53:53
↑ completed	+37253028380	--	Vaino Reintamm	☑	64	29-10-2018 11:37:14
↓ completed	+3726025930	Meelis Test	Meelis Org	☑	24	25-10-2018 10:48:26
↓ completed	+3726025930	--	Meelis Org	☑	82	25-10-2018 10:46:25
↓ completed	+3726025930	--	Meelis Org	☑	60	25-10-2018 10:45:16
↑ completed	+3726025930	Meelis Test	Meelis Org	☑	9	25-10-2018 10:42:44
↓ completed	+3726025930	Meelis Test	Meelis Org	☑	51	25-10-2018 10:41:14
↓ completed	+3725097417	Meelis Org	Vaino Reintamm	☑	61	25-10-2018 09:47:22
↓ completed	930	Meelis Test	Meelis Org	☑	33	25-10-2018 09:40:13

E-kirjad ühes kohas. Kiirotsing.

The screenshot shows the vtiger Mail Manager interface. The top navigation bar includes 'Contacts', 'Tickets', 'Documents', 'Organizations', 'PBXManager', 'FAQ', 'Mail Manager', and 'All'. The user is identified as Nikolai Tovarnitski (...). The main content area displays an 'INBOX' list of emails. The search bar contains the keyword 'hooldus'. The table below contains the following data:

From	Subject	Date
hooldus@elista.ee	RE: KeM TELLIMUS	08:51:11
hooldus@elista.ee	RE: Tel 665 () nime muudatus	30-10-2018
Hooldus Esecom	RE: Akadeemia tn - jstse telefonid [Ticket #1001083]	26-10-2018
Hooldus Esecom	Autoreply - RE: ' ' ' ' aministeeriumi tellimus [Ticket #1001069]	26-10-2018
Hooldus Esecom	RE: ' ' ' ' aministeeriumi tellimus [Ticket #1001069]	26-10-2018
Hooldus Esecom	Autoreply - RE: Telefon nr 675 08' ' ei tööta [Ticket #1001071]	24-10-2018
Hooldus Esecom	RE: Telefon nr 675 08' ' ei tööta [Ticket #1001071]	24-10-2018
hooldus@elista.ee	RE: Lauatelefon erroris	19-10-2018
hooldus@elista.ee	RE: Lauatelefon erroris	18-10-2018
hooldus@elista.ee	RE: Numbril nime vahetus	17-10-2018

Sissetulev kõne. Wildix süsteemis helistaja tuvastatud. Lisan kliendi Vtiger CRM-i.

The screenshot shows the Vtiger CRM interface. At the top, there is a search bar and navigation tabs for Contacts, Tickets, Documents, Organizations, PBXManager, FAQ, and Mail Manager. The user is identified as Nikolai Tovarnitski (926) from ESECOM. The main area displays a 'Ticket List' for 'Esecom Tickets [Administrator]'. A sidebar on the left shows an 'Incoming call' notification for 'Janek Jürjõe (Damen CRM)' with the phone number '+37258064641'. Below this notification are three buttons: '+ Add Contact', '+ Add Ticket', and 'All Tickets'. A table of tickets is visible, with columns for Ticket Number, Created Time, Title, Organization Name, Contact Name, Assigned To, Priority, and Status. Red arrows point from the 'Incoming call' notification to the '+ Add Contact' button (labeled 'Lisan kontakti Vtiger CRM-i'), the '+ Add Ticket' button (labeled 'Teen kõnest ticketi'), and the 'All Tickets' button (labeled 'Vaatan kõik selle kliendiga seotud ticketid'). Another red arrow points from the 'Incoming call' notification to the 'Sissetulev kõne' label in the ticket list.

Ticket Number	Created Time	Title	Organization Name	Contact Name	Assigned To	Priority	Status
T1001044	30-10-2018 13:05:03	...aam talveajale	--	--	Nikolai Tovarnitski	Tavaline	Open
T1001043	25-10-2018 10:48:45	Kõne ticket 5	--	Meelis Test	Meelis Org		Open
T1001042	25-10-2018 10:47:39	Kõne ticket 5	--	Meelis Test	Meelis Org		Open
T1001041	25-10-2018 10:42:02	Kõne ticket 5	--	--	Meelis Org		Open
T1001040	25-10-2018 09:48:04	Urmase kõneanalüüs	--	--	Vaino Reintamm		Open
T1001039	25-10-2018 09:40:35	Kõne ticket 5	--	--	Meelis Org		Open
T1001038	25-10-2018 09:39:43	Kõne ticket 5	--	--	Meelis Org		Open
T1001037	25-10-2018 09:28:07	Kõne ticket 5	--	--	Meelis Org		Open
T1001036	25-10-2018 09:15:15	Kõne ticket 5	--	--	Meelis Org		Open
T1001035	25-10-2018 09:14:11	Kõne ticket 5	--	--	Meelis Org		Open
T1001034	25-10-2018 09:12:55	Kõne ticket 5	--	--	Meelis Org		Open
T1001033	25-10-2018 09:11:52	Kõne ticket 5	--	--	Meelis Org		Open
T1001032	25-10-2018 08:46:40	Kõne ticket 5	--	--	Meelis Org		Open
T1001031	25-10-2018 08:46:40	Kõne ticket 5	--	--	Meelis Org		Open
T1001030	24-10-2018 17:56:13	Kõne ticket 4	--	--	Meelis Org		In Progress
T1001029	24-10-2018 17:56:13	Kõne ticket 4	--	--	Meelis Org		In Progress
T1001028	24-10-2018 16:27:55	Hälsabi	--	Silm Kaare	Vaino Reintamm		In Progress
T1001027	24-10-2018 15:53:11	Kõne ticket 5	--	--	Meelis Org		Open

Kõne salvestatud ja kättesaadav Ticketi lehel

The screenshot shows the Vtiger CRM interface displaying the details of a ticket titled 'Kõne ticket 5'. The ticket is assigned to 'Meelis Org' and has a status of 'Open'. The 'Call Recording' field is highlighted with a red box and a red arrow pointing to it, with the text 'Kuulamiseks vajutan siia' below it. The 'Documents' section is empty, and the 'Updates' section shows a message from 'Meelis Org' created 5 days ago. The right sidebar contains a 'Ticket Summary' section with links for Ticket Details, Comments, Updates, Documents, Service Contracts, and Services.