

# Colours

## Primary Palette

### Primary Palette

R 76  
G 190  
B 224  
  
# 4CBEE0

R 255  
G 255  
B 255  
  
# FFFFFFFF

R 245  
G 245  
B 243  
  
# F5F5F3

R 0 G 163 B 211  # 00A3D3	R 0 G 134 B 173  # 0086AD	R 217 G 241 B 248  # d9f1f8	R 201 G 204 B 206  # C9CCCE	R 125 G 134 B 137  # 7D8689	R 0 G 0 B 0  # 000000
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R 153 G 218 B 237  # 99daed	R 231 G 250 B 255  # e7faff	R 179 G 184 B 187  # B3B8BB
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### State Palette

R 115  
G 191  
B 69  
  
# 73BF45

R 248  
G 150  
B 35  
  
# f89623

R 239  
G 59  
B 36  
  
# ef3b24

R 125  
G 134  
B 137  
  
# 7D8689

# Colours

## Secondary Palettes

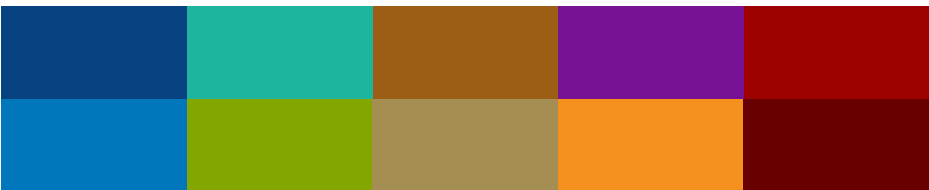
### Grid Group Palette



R 76	R 245	R 196	R 219	R 112
G 144	G 133	G 71	G 168	G 97
B 82	B 84	B 97	B 79	B 161
# 4b8f52	# f58554	# c44760	# 73BF45	# 7061a1

### Dashboard Palette

R 6	R 30	R 255	R 115	R 76
G 65	G 181	G 255	G 191	G 190
B 128	B 158	B 255	B 69	B 224
# 064180	# 1db49d	# FFFFFFFF	# 73BF45	# 4cbee0



R 6	R 0	R 164	R 245	R 115
G 65	G 163	G 142	G 145	G 191
B 187	B 211	B 82	B 31	B 69
# 0076ba	# 00A3D3	# a38d52	# f5911f	# 73BF45

### Presence Palette



R 0	R 0	R 255	R 115
G 163	G 134	G 255	G 191
B 211	B 173	B 255	B 69
# 00A3D3	# 0086AD	# FFFFFFFF	# 73BF45

# Typography Application

Open Sans

Aa

Regular

Aa

Italic

Aa

Semi Bold

Aa

Semi Bold Italic

Aa

Bold

Aa

Bold Italic

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
01234567890@#\$%&\*

Label 10

Table Preferences  
H6Text | Regular 10px

Body 1

Globex Cooperation / Sales  
H5Text | Regular 12px

Watermark

Change presence state...  
H5TextItalic | Italic 12px

Body 2

Available until 5:00 PM  
H5TextSemiBoldItalic | Semi bold italic 12px

Body 3

In the Office  
H5TextSemiBold | Semi Bold 12px

Heading 12

Globex Sales Phone  
H5TextBold | Bold 12px

Tab & Button 1  
Agent State label

Active  
H4Text | Regular 14px

Tab & Button 2  
Agent Name Heading

Dashboard  
H2Text | Regular 16px

Heading 16

Globex Customer Service Phone  
H2TextSemiBold | Semi Bold 16px

# Typography On line

Verdana

Aa Aa  
Regular Italic

Aa Aa  
Semi Bold Semi Bold

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
01234567890@#\$\$%&\*

Label 10

Regular 10px

Body 1

Regular 12px

Watermark

*italic 12px*

Body 2

***bold italic 12px***

Heading 12

**Bold 12px**

Tab & Button 1  
Agent State label

Regular 14px

Tab & Button 2  
Agent Name Heading

Regular 16px

Heading 16

**Bold 16px**

# Icons Media

-  *SMS*
-  *Chat*
-  *Phone*
-  *Email*
-  *Task Queueing*
-  *Fax*



# Icons Callbar



1. Offering call
2. Call on hold
3. Active call

1. Call
2. Whisper mode
3. Call is being monitored

1. Offering callback
2. Accepted Callback
3. Callback on hold

1. Offering callback
2. Accepted Callback
3. Callback on hold

1. Search
2. Worktime
3. Break

1. Call is being recorded
2. Recording of call is paused
3. Call parked by 3rd party

1. Connection error
2. Notes
3. Wrap up

1. Voicemail
2. Mobile
3. Preferences

1. Options
2. Request assistance
3. Help

# Icons Callbar



1. Offering call
2. Call on hold
3. Active call



1. Call is in Whisper mode - Supervisor view.
2. Monitoring a call - Supervisor view
3. Call is being recorded
4. Call recording is paused



1. Call is in whisper mode - Agent view
2. Call is being monitored - Agent view
3. Conference call



1. Offering callback
2. Accepted Callback
3. Parked by you



1. Limited Connectivity
2. No Connectivity



1. Notes - opens Interaction Info
2. Wrap up
3. Voicemail
4. Mobile



1. Search
2. Worktime
3. Break



1. Preferences
2. Options
3. Request Assistance
4. Help

# Icons

## Interaction

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum



Active inbound queue email



Inbound email with a reply or forward initiated but not sent (draft)



Outbound email that is not a reply/forward



Inbound email that is completed



Outbound email that has been sent



Pending Callback



left: Active outbound unsolicited email



right: Active reply email



left: Active reply all email



right: Active forward email



left: Active chat



right: Active SMS



left: Attachments



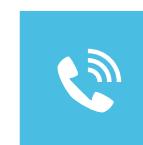
centre: Format text



right: Input text script








left: Reply to email (default action) with extra functions available from Arrow button






right: Make Call (default action on Callback with script or recording) with extra functions available from Arrow button







# Off Call Panel

-  Activity indicator
-  Queue mode has been manually changed
-  Something is wrong
-  Agent has been logged out
-  Quality Management Recording is available









# Call Resolution

-  Activity indicator
-  Queue mode has been manually changed
-  Something is wrong
-  Agent has been logged out
-  Quality Management Recording is available
- 

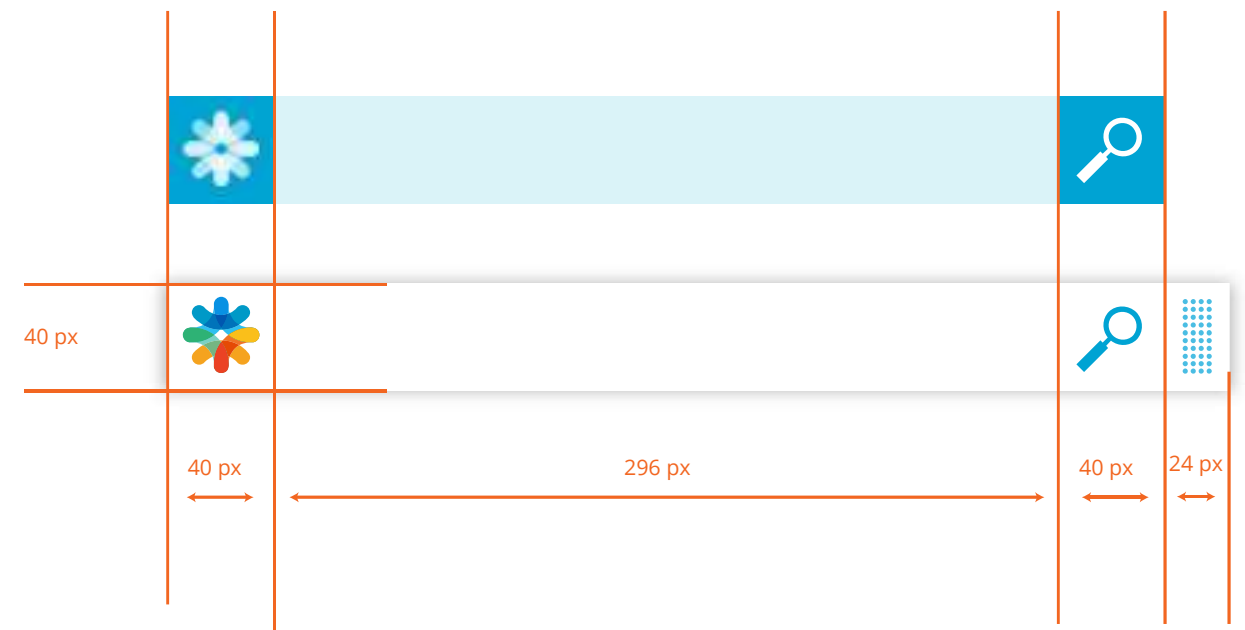
# Notifications

-  Warning
-  Fatal error
-  Information
-  Notify Me

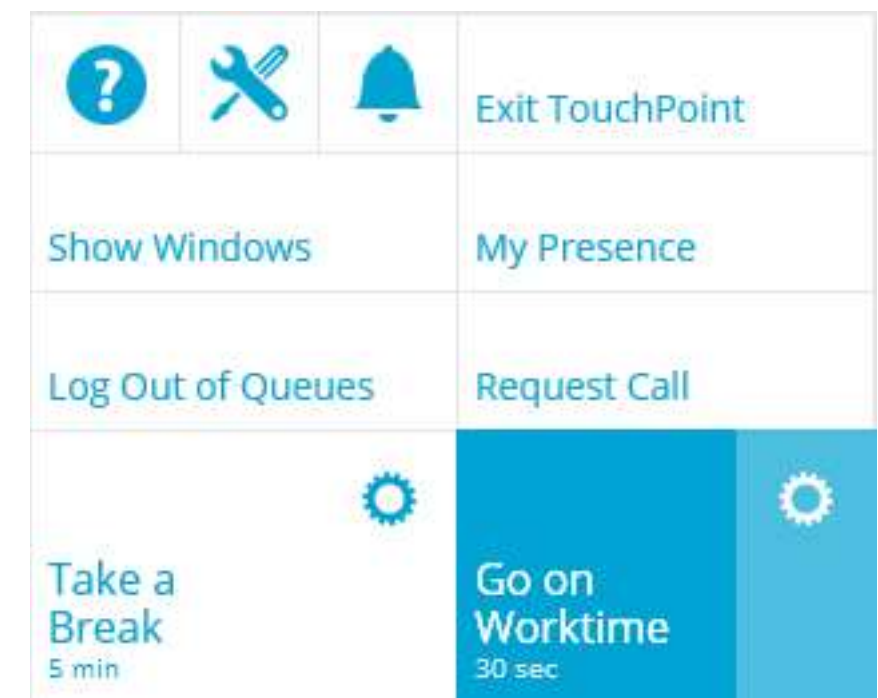
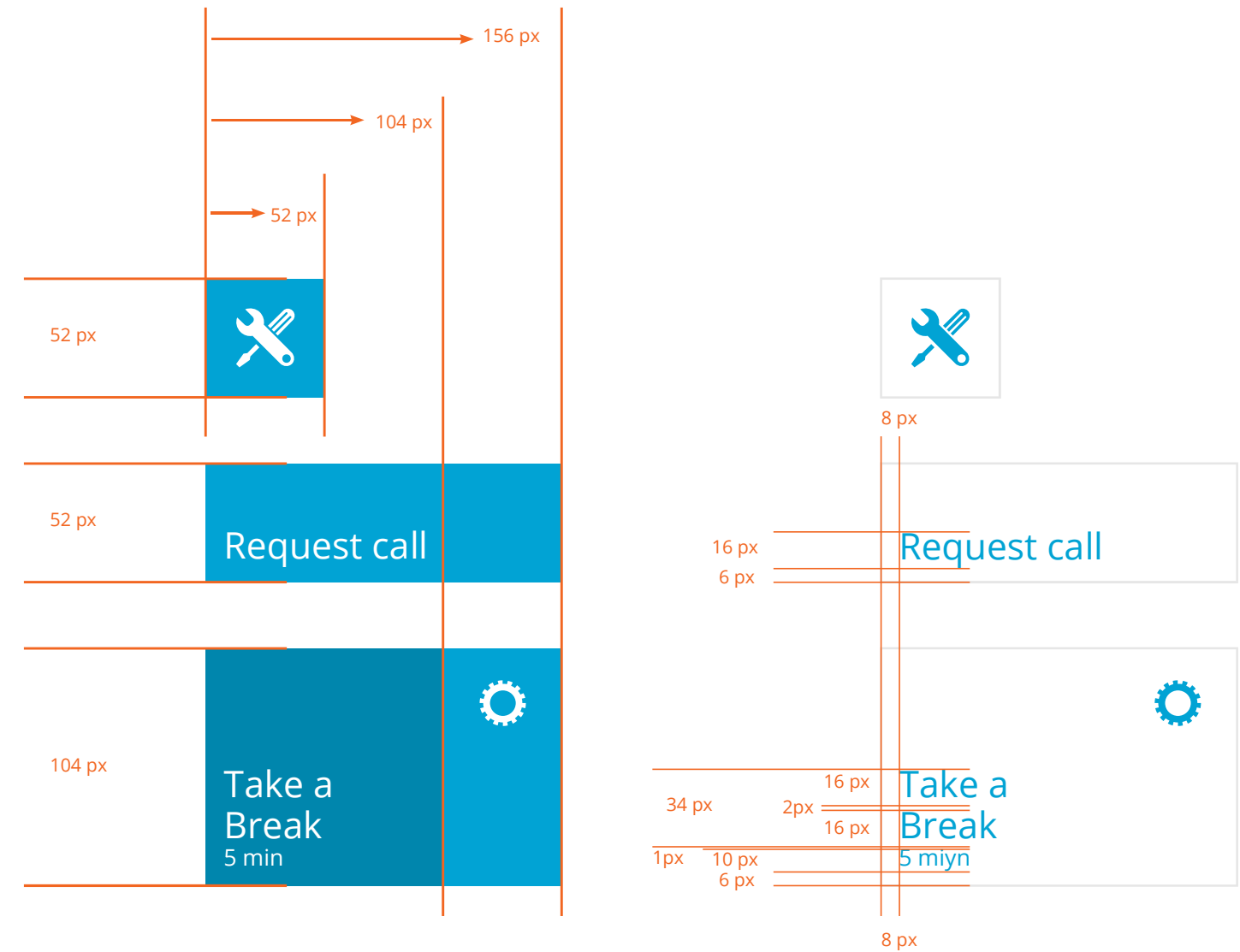
# Contact Card

-  Queue
-  Individual
-  Fatal error
-  Forwarded to Voicemail
-  Play Sound
-  Individual
-  Fatal error
-  Forwarded to Voicemail

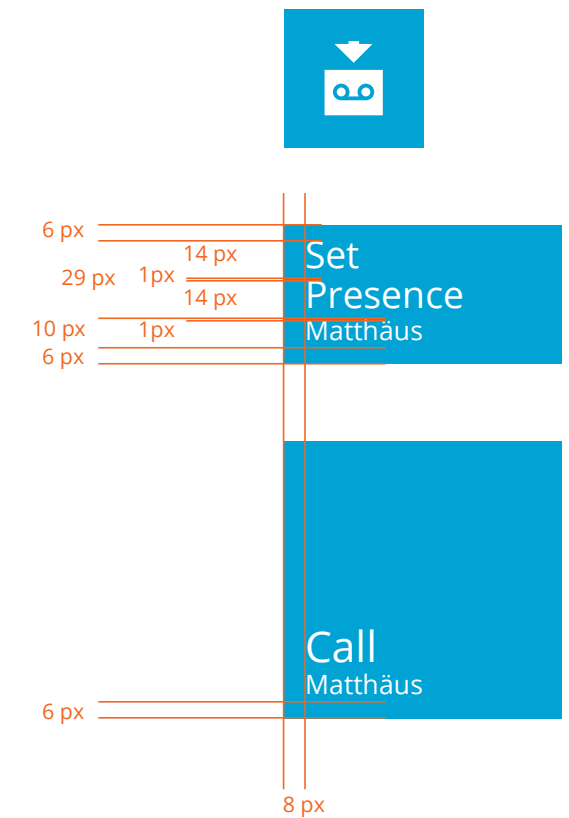
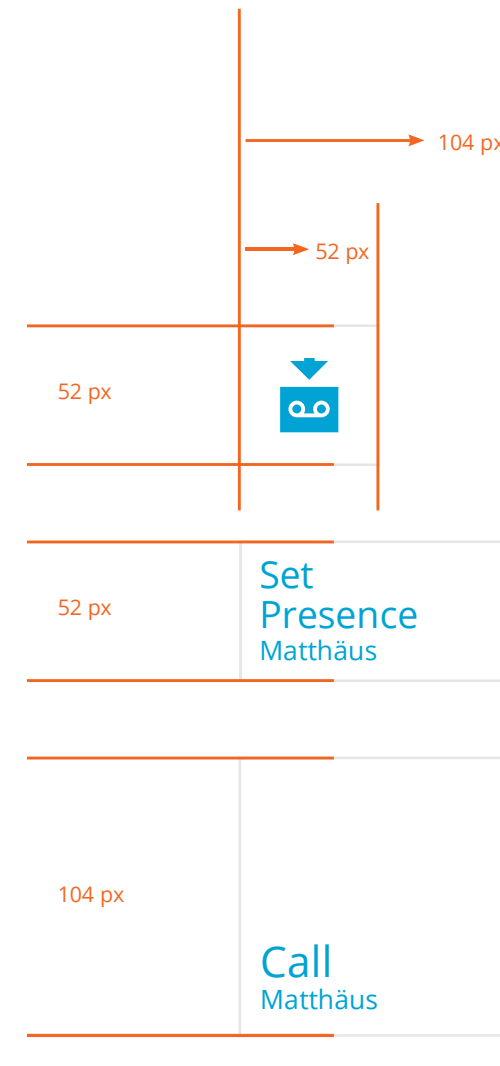
# Buttons *on* Call bar



# Buttons *on* Flower menu



# Buttons on Contact card menu



# Buttons

## Search & Groups

