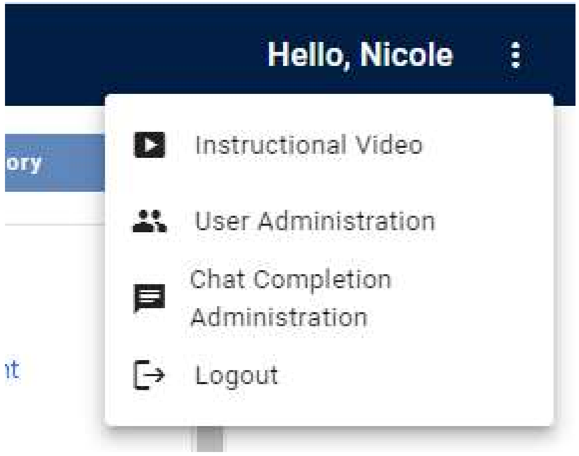
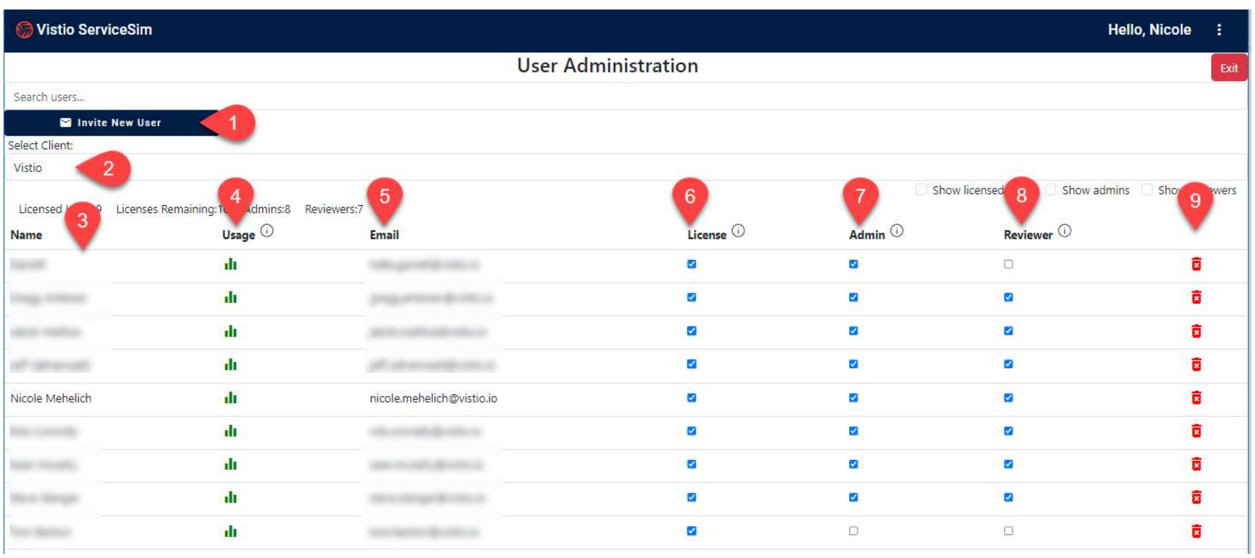
Administrator’s Guide

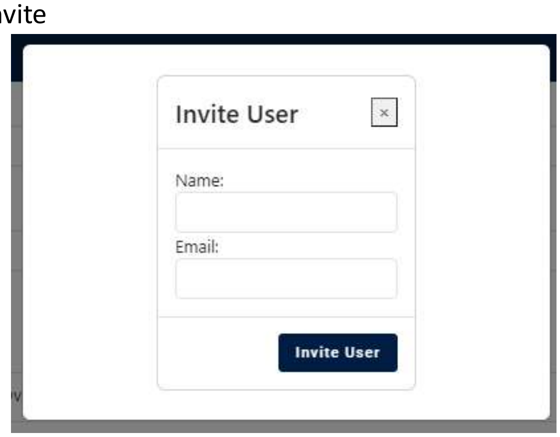
- **Open your preferred web browser and navigate to https://servicesim.app.vistio.io/**
- Log in using your established credentials
- In the upper right corner, select the kebab menu to see administrator options



User Administration

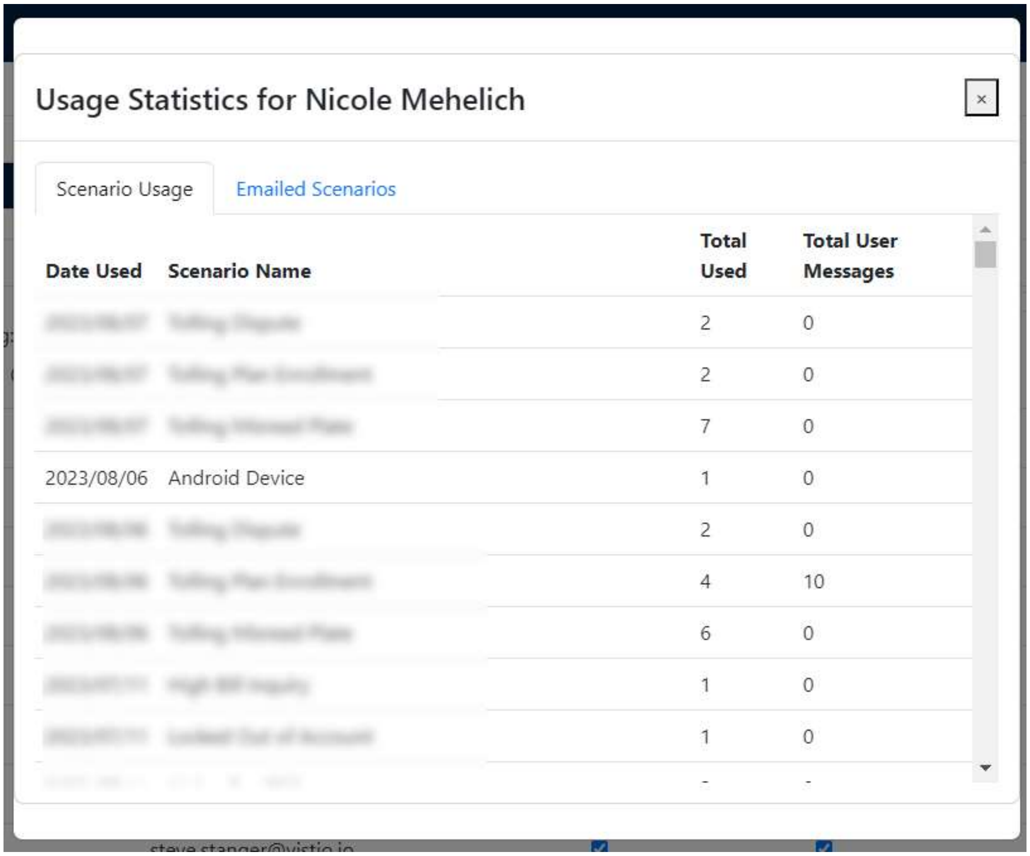


1. Invite New User
    a. All new users will need to be invited to use ServiceSim. Select the button and enter the user’s name and e-mail address to send the invite



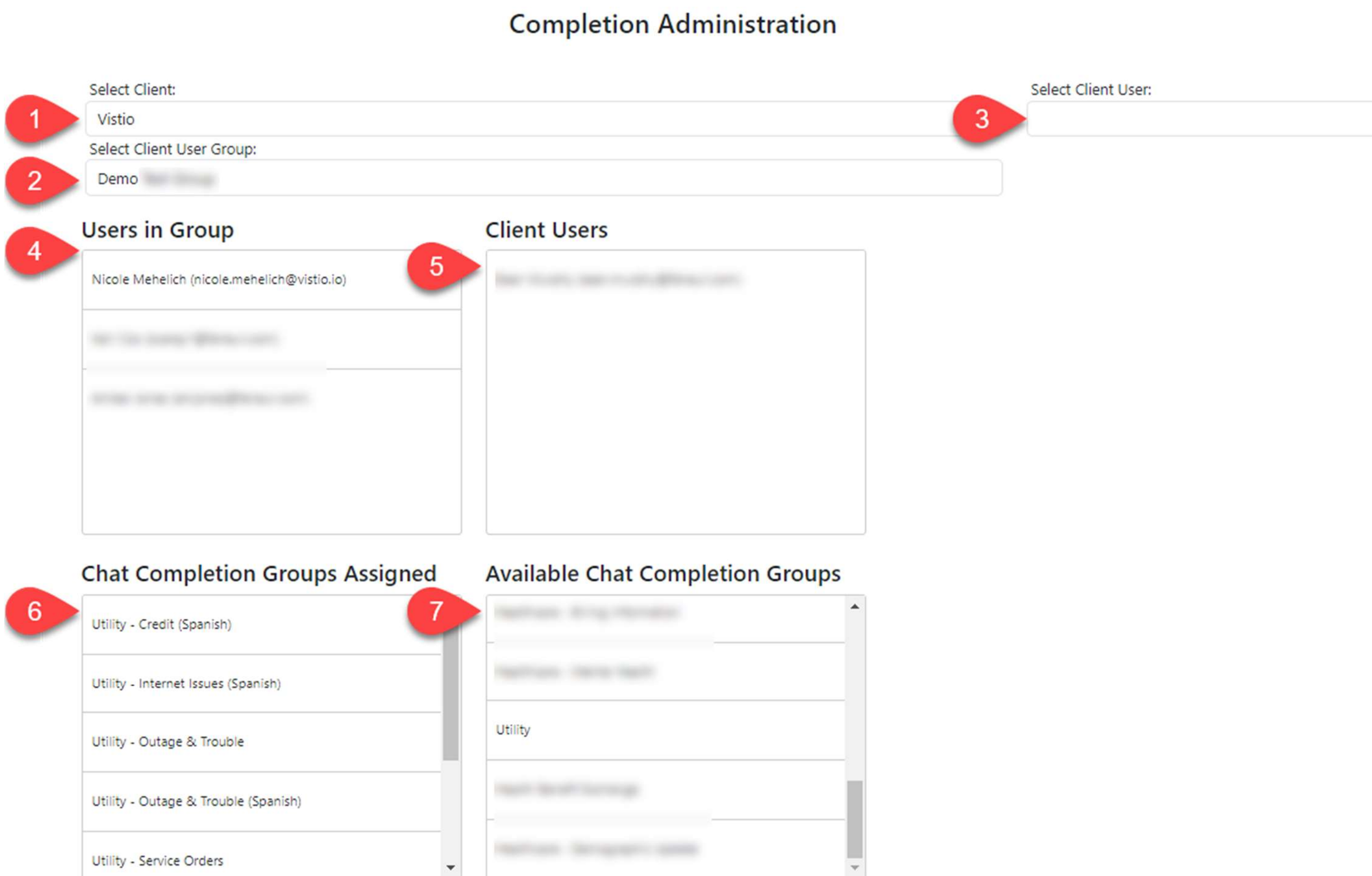
The user will receive an e-mail address with a link to complete the enrollment process (See user guide for additional information on the enrollment process)

2. Client Selection
    a. The client group for which a user is assigned. Some users may be a part of several client groups (such as Corporate users or Vistio team members)
3. User Name
    a. List of user's first and last names associated with a ServiceSim account
4. Usage
    a. Administrators may click on this icon to view a user's usage statistics including the scenario name, number of times used per day, message count, and historical data of e-mailed transcripts



5. Email
    a. List of user's e-mail addresses associated with their ServiceSim account
6. License Status
    a. Each user must be assigned a license to use ServiceSim.
    NOTE: Licenses are limited. Only active users should have a license enabled. As users transition off ServiceSim, the license should be released to allow new users to onboard. There is no limit to the amount of times a user may have a license assigned or removed.
7. Admin Status
    a. When the check box is green (enabled), the user has administrator privileges.
    NOTE: There is no limit to the amount of admins allowed per client
8. Reviewer Status
    a. When the check box is green (enabled), the user is available in the list to receive transcripts from the conversation or history windows
9. Delete User
    a. Select the red trash can to delete a user entirely.
    NOTE: This will remove the user from the administrative portal, and historical usage will no longer be visible

Chat Administration



1. Client Selection
    a. The client for which a group of users are assigned.
2. Client User Group Selection
    a. Group of users within a client that may have different access levels depending on skills and/or areas of focus for training and coaching
3. Client User (filter)
    a. Drop-down selection of users within the Client and Client User Group to filter results in Users in Group, Client Users, Chat Completion Groups Assigned, and Available Chat Completion Groups modules
4. Users in Group
    a. Selection of all users within the group
5. Client Users
    a. Selection of all users within the Client
6. Chat Completion Groups Assigned
    a. Selection of Chat Completion Groups available for the Client
7. Available Chat Completion Groups
    a. Selection of all Chat Completion Groups available to the Client

Simply use drag & drop to add or remove users from groups and add or remove chat completion groups from user groups!