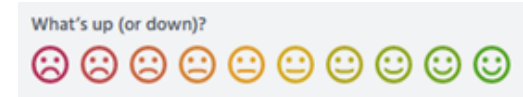


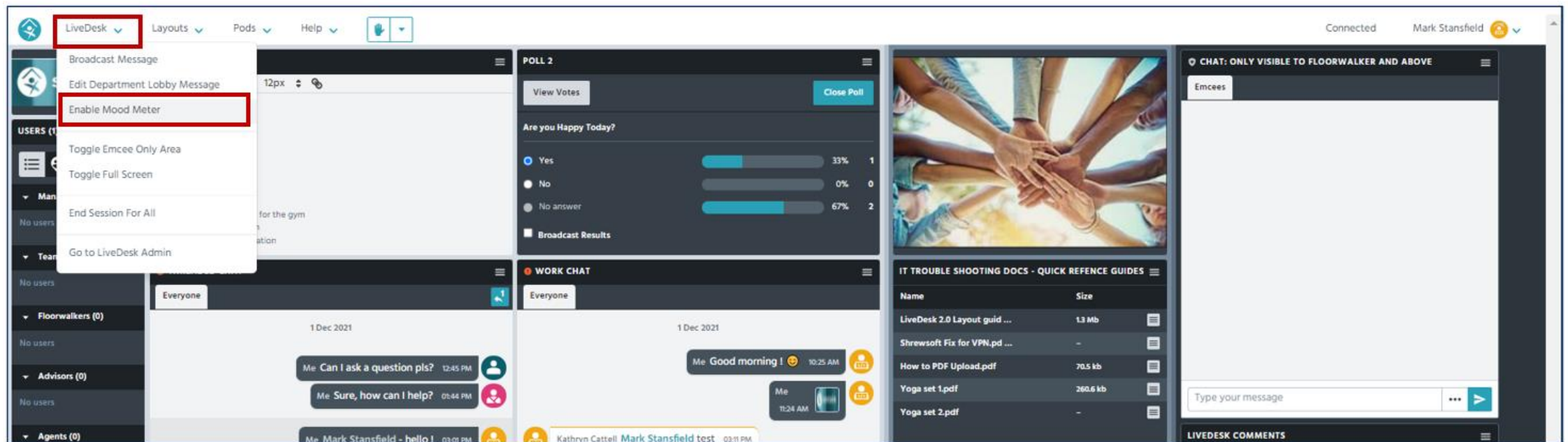
MOOD METER POD



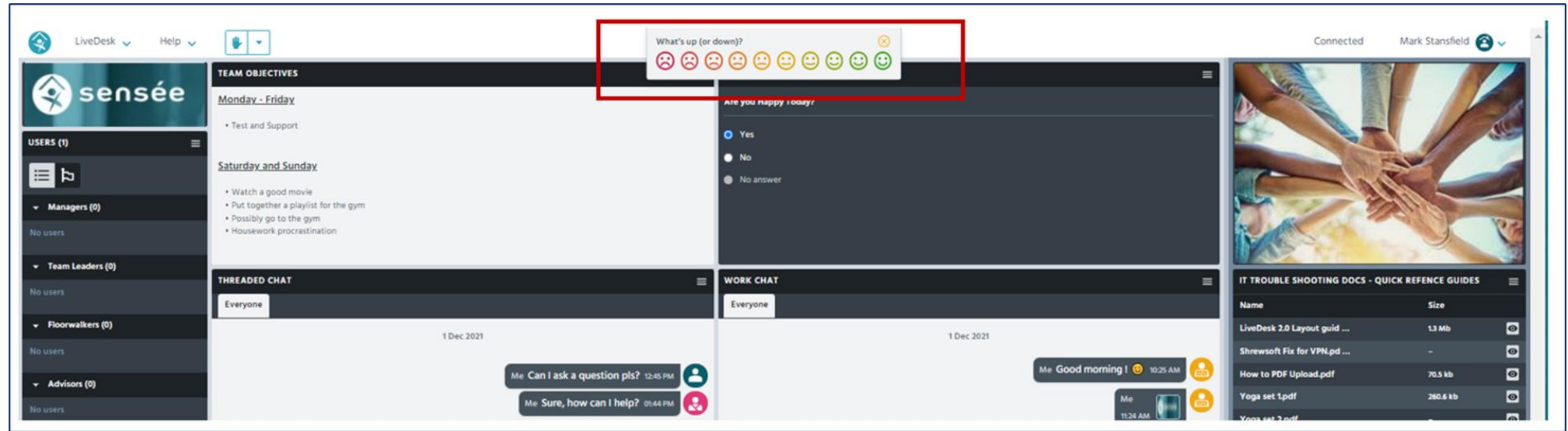
To gauge the general mood within the LiveDesk, advisors are presented with options to select from at various points throughout their shifts:



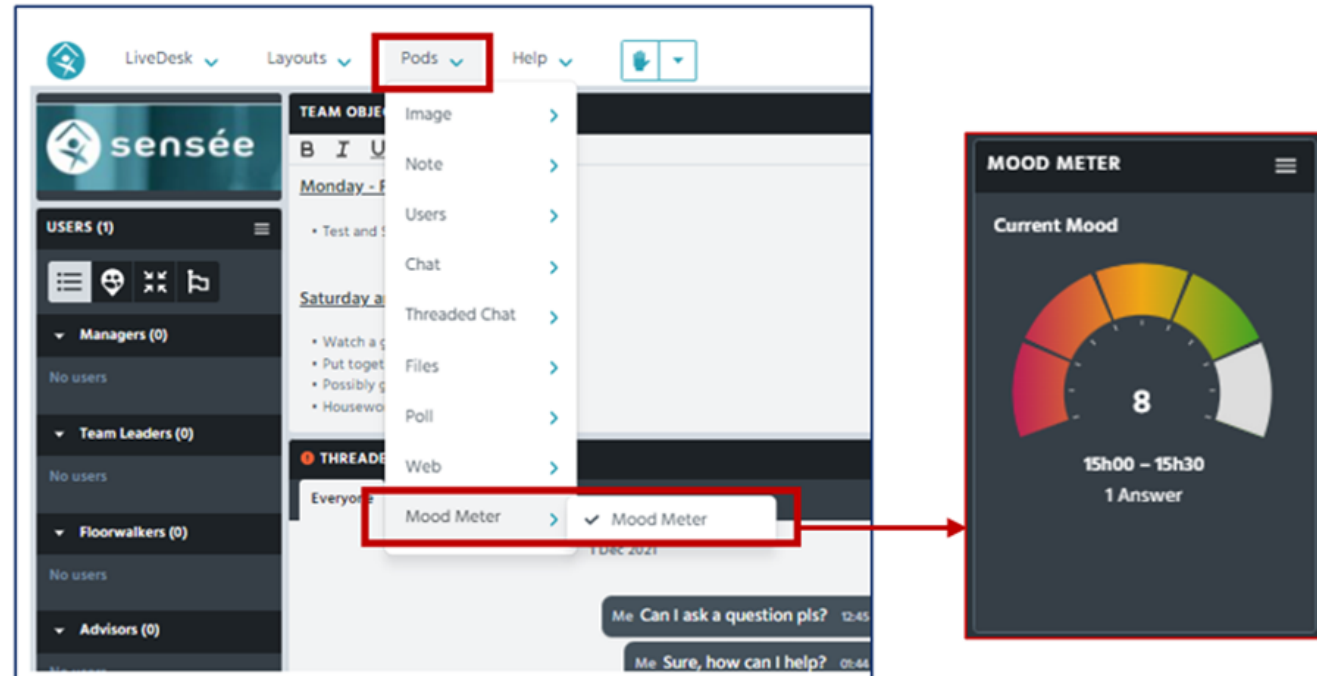
To enable this feature simply select **Enable Mood Meter** from the **LiveDesk dropdown menu** located at the top of livedesk:



To gauge the general mood within the LiveDesk, advisors are presented with options to select from at various points throughout their shifts:



To monitor the results add the mood meter pod to the livedesk from the **Pods** dropdown option at the top of LiveDesk. The mood meter pod will allow the LiveDesk managers to monitor the mood and take measures to elevate team morale when the mood is identified as being low:



It is **recommended** that the mood meter be kept in the **management area** of LiveDesk to prevent the mood of one or two individuals influencing the overall mood of the team:

The screenshot displays the LiveDesk interface with several panels:

- Left Panel:** Navigation menu with sections for Users (1), Managers (0), Team Leaders (0), Floorwalkers (0), Advisors (0), Agents (0), and IT (1). The user 'Mark Stansfield' is currently active.
- Top Left:** 'TEAM OBJECTIVES' for 'Monday - Friday' (Test and Support) and 'Saturday and Sunday' (Watch a good movie, Put together a playlist for the gym, Possibly go to the gym, Housework procrastination).
- Top Middle:** 'POLL 2' titled 'Are you Happy Today?' with results: Yes (33%, 1), No (0%, 0), No answer (67%, 2).
- Middle:** 'THREADED CHAT' and 'WORK CHAT' windows showing messages from 'Me', 'Mark Stansfield', and 'Kathryn Cattell Mark Stansfield test'.
- Right Panel (Manager Section):**
 - 'IT TROUBLE SHOOTING DOCS - QUICK REFERENCE GUIDES' table:

Name	Size
LiveDesk 2.0 Layout guid ...	1.3 Mb
Strewsoft Fix for VPN.pd ...	-
How to PDF Upload.pdf	70.5 kb
Yoga set 1.pdf	260.6 kb
Yoga set 2.pdf	-
 - 'SOCIAL CHAT' window with messages from 19 Nov 2021 and 1 Dec 2021.
 - 'LIVEDESK COMMENTS' section with a text area and formatting options.
 - 'MANAGER AREA NOTES' section with a text area and formatting options.
 - 'MOOD METER' widget showing a current mood of 8, a time range of 15h00 - 15h30, and 1 Answer.

Pick Ups: A Mood Meter Feature

If your department is configured with Mood Descriptors (configuration can be arranged via request to the Cloudworks Development Team), the Pick Ups feature allows team members who have marked their mood as within the bottom 3 options of the mood meter to expand on their situation and highlight if additional team support is required.

If the team member indicates that additional support is required this is highlighted to the team within the Mood Meter Pod. If **Pick Up** is shown to the right of the individuals name, then this individual has yet to be 'picked up' by one of the management team. If a manager clicks on Pick Up, their name will appear to the right hand side of the team members name alongside a hand symbol - this signifies to the other managers in LiveDesk that they have assigned themselves the role of supporting the team member.

The screenshot shows the LiveDesk interface with a 'MOOD METER' pod. The pod displays a gauge with a score of 8.5 and a list of team members who need support. The 'Needs Support (3)' section lists the following team members and their status:

Team Member	Status
Andrew Scobie	Pick Up
Felipe Spoladore	Pick Up
Luke Skywalker	Tomás Marques
Marta Pais	Pick Up
Steve Mosser	Daniel Lopes