

# easycallnow

## Avatars

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# Introduction

Avatars are small pictures or icons that customise your appearance to others. They are used to identify you and your activity in different places.

The default avatar is a small square with a colour and your initials.

The colour is randomly assigned to you and can be changed to one of several options.

You can also upload an image to be your avatar. To find out how to change your avatar see page 5.



Colours and initials



Images

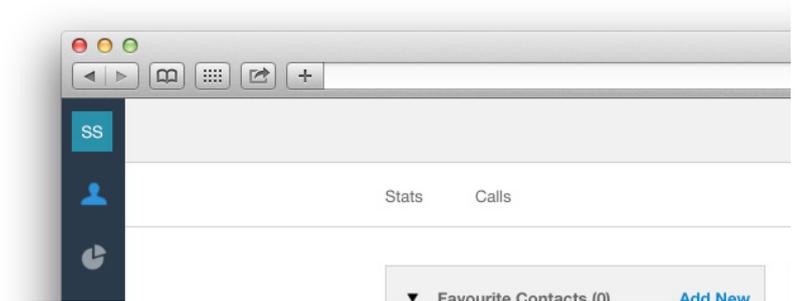
# Avatar locations

You will see your avatar start to appear in many places as we bring in new features. It will help you to easily identify colleagues, what they have been doing and where you can interact with them. They also indicate personal areas.

## Global Navigation

The most prominent location where you will find your avatar is at the top of the navigation bar.

Hovering over it will show the log out button and clicking it displays your name and agent ID.



## Instant Messaging

Avatars will be used in the upcoming Instant Messaging feature. They help you quickly identify who the message is from.

Instant Messaging will be released in the near future.



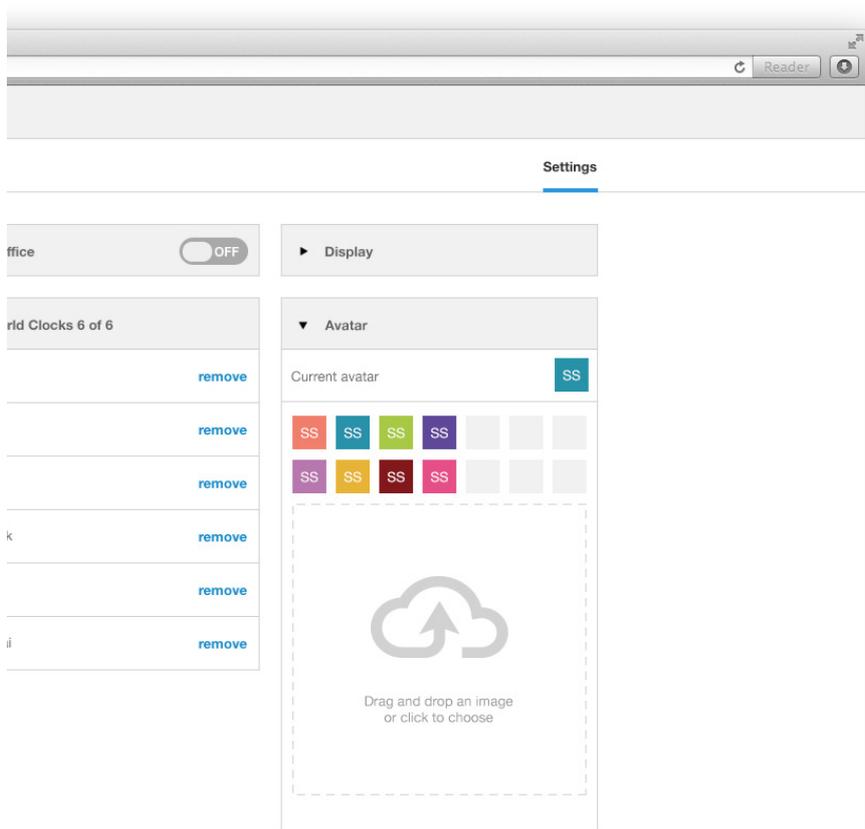
# Changing your avatar

Your avatar can be changed whenever you like to a different colour or a new image can be uploaded with the avatar creator. The process is simple and can be found under agent settings.

From the agent page click on the Settings tab. The avatar settings are displayed underneath the display options on the right hand side. At the top your current avatar is shown.

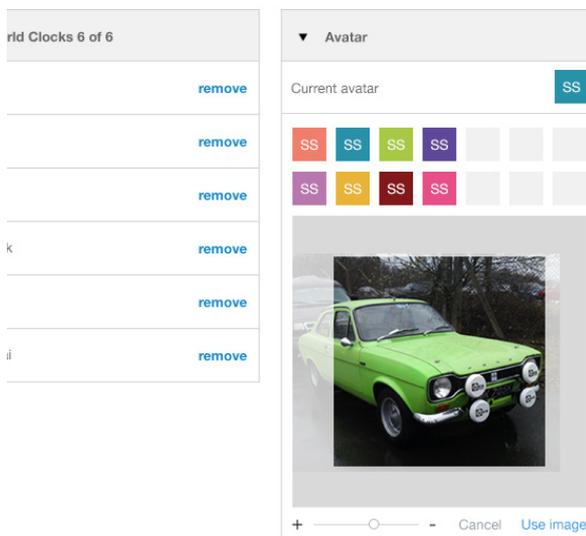
Below you can pick a different colour for your default avatar from the 8 different colours available. Next to this are the 6 most recently uploaded images than can be chosen from.

To upload an image drag and drop an image from your computer over the box. We will start to process the image and a preview will display in the avatar creator.



The image is automatically sized to fill the central area with the excess displayed in the crop area on either side (above and below for portrait images). You can use the slider below the preview to adjust the size of the image.

The image can be dragged around until you are happy. Click Use image to apply the new avatar or Cancel to discard your changes and upload a different image.



# Troubleshooting

## What colour will my avatar be by default?

Your avatar and those of other users will be picked randomly each time you sign in from the 8 colours available. You can select one and it will always display in this colour or you can upload an image.

## What happens to old avatar images?

We keep your 6 most recent images so you can switch back to one of them if you would like to use it again. Images older than this are not saved and will need to be re-uploaded.

## What happens if I upload a picture that is too small?

We require you to upload an image at least 100 pixels in height and width. If you upload an image smaller than this it will not be saved. Pictures that are small will be enlarged to fill the cropping area.

## How big can my image be?

You can upload an image that has a height and width that are both between 100 and 2400 pixels (px). If your image is too large you can use an image editing tool to shrink it.

## How big can the file size of my image be?

The image must also be less than 1 Megabyte (MB). There are lots of tools available online to compress your image so that it can be uploaded.

## Can I edit, rotate or flip the image I upload?

Unfortunately the avatar creator will not be able to edit, rotate or flip the image you upload. There are several tools available that can do this for you before you upload your image.

## Can I sync my image with an online account?

In the future we hope to add the ability to import your profile picture from Facebook, Twitter, Google+ and other services.

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**Avatars**