

# **IP Office**

Customer Call Reporter 1.2 User Guide

### © 2010 AVAYA All Rights Reserved.

### Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

### Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

### Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE,  $\label{top:http://support.avaya.com/licenseinfo/} ARE \ APPLICABLE \ TO \ ANYONE \ WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE,$ PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA")

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

### License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil, offense under the applicable law.

### Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

### Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

### Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://support.avaya.com

Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

### Trademarks

Avaya and Aura are trademarks of Avaya, Inc.

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

### Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: http://www.avaya.com/support

### Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Contonto		3.33 Queue State	85
Contents		3.34 Queue State Time	86
4. Later Landan		3.35 Routed to Other	
1. Introduction		3.36 Routed to Voicemail	
1.1 Key Terms		3.37 Transferred	
1.2 Client PC Requirements		3.38 Statistic Summary	90
1.3 Logging In		1 Poports	
1.4 Changing Your Password		4. Reports	00
1.5 Forgotten Passwords		4.1 Creating Reports	
1.6 Additional Help		4.2 Running Manual Reports	
1.7 Logging Off	19	4.3 Scheduling Reports	
2. Supervisor		4.4 Modifying a Report	
2.1 Logging In	24	4.5 Deleting a Report	
2.2 Editing a View			
2.3 Using a View		4.6.1 Agent Summary Report4.6.2 Alarm Report	
2.4 Statistic Colors		4.6.3 Call Details Report	
2.5 Alarms and Warnings		4.6.4 Call Summary Report	
2.6 Manually Resetting Statistics		4.6.5 Trace Report	
2.7 Graph View		4.6.6 Voicemail Report	
2.8 Account Details		4.0.0 Voicemaii Neport	113
2.9 Scheduling Reports, Tasks and Messages		5. Agent	
2.9.1 Scheduling Reports		5.1 Logging In (Quick Start)	117
2.9.2 Scheduling Housekeeping Tasks		5.2 Viewing Statistics	
2.9.3 Scheduling Wallboard Messages		5.3 Statistic Colors	
		5.4 Graph View	
3. Statistics		5.5 Agent Phone Controls	
3.1 Available Statistics	44	5.5.1 Logging In	
3.2 Agent State (Queue)	45	5.5.2 Logging Out	
3.3 Agent State (Queue) Time	48	5.5.3 After Call Work	
3.4 Agent State (System)	49	5.5.4 Busy Not Available	
3.5 Agent State (System) Time		5.5.5 Enable/Disable Membership	
3.6 Agents ACW	53	5.5.6 Phone Manager Controls	
3.7 Agents Available		•	
3.8 Agents Call Share	55	6. Wallboard	
3.9 Agents Logged On	56	6.1 Wallboard Elements and Controls	131
3.10 Agents Present	57	6.2 Creating Wallboard Accounts	132
3.11 Agents Ringing	58	6.3 Changing a Wallboard Account	133
3.12 Answered Calls	59	6.4 Logging In	134
3.13 Answered External (Non-Queue)	60	6.5 Editing a Wallboard View	135
3.14 Answered Internal (Non-Queue)	61	6.6 Adding Queues and Queue Statistics	136
3.15 Answered Internal (Queue)	62	6.7 Editing Statistic Settings	137
3.16 Average Answer %	63	6.8 Changing the Background Image	138
3.17 Average Answer Time	65	6.9 Changing the General Color and Font	139
3.18 Average Wait Time	67	6.10 Moving and Arranging Elements	
3.19 Busy Not Available	68	6.11 Adding a League Table	
3.20 Calls Waiting	69	6.12 Adding and Editing the Logo	
3.21 Current Wait Time		6.13 Adding and Editing the Title Bar	
3.22 Grade of Service	72	6.14 Adding and Edit Graphs	
3.23 Internal Made	74	6.15 Running the Wallboard Full Screen	
3.24 Longest Wait Time	75	6.16 Adding and Editing a Message Bar	
3.25 Lost Calls		6.17 Sending Wallboard Messages	150
3.26 New Messages		7 Administrator	
3.27 No Answer		7. Administrator	. = -
3.28 Outbound Calls (External)		7.1 Logging In	
3.29 Overflowed Answered	81	7.2 Viewing Accounts	
3.30 Overflowed Calls		7.3 Creating/Editing Supervisor Accounts	
3.31 Overflowed Calls Waiting		7.4 Creating a Wallboard Account	
3.32 Overflowed Lost	9.4	7.5 Amending Supervisor Views	161

7.6 Copying a Supervisor Account	164	8.6.9 Holding Calls	. 214
7.7 System Settings		8.6.10 Internal Twinning	
7.7.1 Switches		8.6.11 Line Appearance Buttons	
7.7.2 Services		8.6.12 Mobile Twinning	
7.7.3 Preferences	167	8.6.13 Parking Calls	
7.8 Diagnostics	169	8.6.14 Trunk to Trunk Calls	
-		8.6.15 Wrap Up	. 215
8. Call Scenarios		0.88: 11	
8.1 Queue Calls		9. Miscellaneous	
8.1.1 Queue Call Answered by 1st Agent		9.1 Multiple Roles	
8.1.2 Queue Call Answered by 2nd Agent		9.2 Configuration Changes	
8.1.3 Queue Call Which is Lost		9.3 Troubleshooting	. 219
8.1.4 Queue Call Picked Up by Another Agent		10 Glossary	
8.1.5 Queue Call Pickup by Non Agent		10.Glossary	000
8.1.6 Queue Call Timed Out to Voicemail		10.1 Administrator	
8.2 Transferring Calls		10.2 After Call Work (ACW) [Agent State]	
8.2.1 Queue Call Supervised Transfer to Queue		10.3 Agent	
8.2.2 Queue Call Supervised Transfer to Agent	183	10.4 Agent State (Queue) [Statistic]	
8.2.3 Queue Call Supervised Transfer to	101	10.5 Agent State (Queue) Time [Statistic]	
Non-Agent	104	10.6 Agent State (System) [Statistic]	
8.2.4 Queue Call Supervised Transfer to Agent in Same Queue	185	10.7 Agent State (System) Time [Statistic]	
8.2.5 Queue Call Unsupervised Transfer to Queue		10.8 Agents Acw [Statistic]	
8.2.6 Queue Call Unsupervised Transfer to Agent		10.9 Agents Available [Statistic]	
8.2.7 Queue Call Unsupervised Transfer to		10.10 Agents Busy [Queue State]	
Non-Agent	189	10.11 Agents Call Share [Statistic]	
8.2.8 Queue Call Unsupervised Transfer to Agent		10.13 Agents Present [Statistic]	
in Same Queue		10.14 Agents Ringing [Statistic]	
8.2.9 Direct Call Supervised Transfer to Queue		10.14 Agents Kinging [Statistic]	
8.2.10 Direct Call Supervised Transfer to Agent	192	10.16 Answered External Non-Queue [Statistic]	
8.2.11 Direct Call Supervised Transfer to	400	10.17 Answered External Non-Queue [Statistic]	
Non-Agent		10.18 Answered Internal Queue [Statistic]	
8.2.12 Direct Call Unsupervised Transfer to Queue		10.19 Announcements	
<ul><li>8.2.13 Direct Call Unsupervised Transfer to Agent</li><li>8.2.14 Direct Call Unsupervised Transfer to</li></ul>	195	10.20 Available [Agent State]	
Non-Agent	196	10.21 Average Answer % [Statistic]	
8.3 Overflow Calls		10.22 Average Answer Time [Statistic]	
8.3.1 Unanswered Call Overflows and is Answered		10.23 Average Wait Time [Statistic]	
8.3.2 Overflowed and Answered by 1st Agent	201	10.24 Busy [State]	
8.3.3 Overflowed and Answered by 2nd Agent		10.25 Busy Alt-Queue [Agent State]	
8.3.4 Overflowed and Lost		10.26 Busy Not Available [Agent State]	
8.3.5 Overflow and Timed Out to Voicemail		10.27 Busy Not Available [Statistic]	
8.3.6 Overflowed Call Picked Up	205	10.28 Busy Non-Queue [Agent State]	
8.4 Non-Queue Calls (Direct Calls)		10.29 Busy Wrap Up	
8.4.1 Direct External Call to Agent (Answered)		10.30 Call Pickup	
8.4.2 Direct External Call to Agent (Unanswered)	207	10.31 Call Waiting [Statistic]	
8.4.3 Internal Call Direct to Agent (Answered)	208	10.32 CCC	
8.4.4 Internal Call Direct to Agent (Unanswered)	209	10.33 CLI	226
8.5 Voicemail	210	10.34 Connected	. 226
8.5.1 Queue Call Timed Out to Voicemail	210	10.35 Collective Group	226
8.5.2 Overflow and Timed Out to Voicemail	211	10.36 Current Wait Time [Statistic]	. 226
8.6 Other Call Features	212	10.37 Direct Call	226
8.6.1 Announcements	212	10.38 Enquiry Call	. 226
8.6.2 Bridged Appearances	212	10.39 Grade of Service [Statistic]	. 226
8.6.3 Busy on Held	212	10.40 Holding [Agent State]	. 226
8.6.4 Call Pickup	212	10.41 Hot Desking	. 227
8.6.5 Call Coverage	213	10.42 In Service [Queue State]	. 227
8.6.6 Do Not Disturb	213	10.43 Internal Made [Statistic]	. 227
8.6.7 Follow Me	214	10.44 IP Office	. 227
8.6.8 Forwarding Calls	214	10.45 Last Agent	227

10.46 Licenses	227
10.47 Logged In	
10.48 Logged Out [Agent State]	
10.49 Longest Waiting Group	
10.50 Longest Wait Time [Statistic]	
10.51 Lost	
10.52 Lost Calls [Statistic]	
10.53 Membership	
10.54 Maintainer	
10.55 New Messages [Statistic]	
10.56 Night Service [Queue State]	
10.57 No Agents [Queue State]	
10.58 No Answer	
10.59 No Answer [Statistic]	
10.60 No Answer Time	
10.61 Non-Queue Call	229
10.62 Off Hook	
10.63 Out of Service [Queue State]	230
10.64 Outbound Calls External [Statistic]	230
10.65 Overflowed	230
10.66 Overflowed Answered [Statistic]	230
10.67 Overflowed Calls [Statistic]	230
10.68 Overflowed Calls Waiting [Statistic]	230
10.69 Overflowed Lost [Statistic]	
10.70 Present [Agent State]	
10.71 Programmable Button	
10.72 Queue	
10.73 Queue Call	
10.74 Queue State [Statistic]	
10.75 Queue State Time [Statistic]	
10.76 Queuing	
10.77 Reason Codes	
10.78 Reference	
10.79 Ring Mode	
10.80 Ringing [Agent State]	
10.81 Ringing Alt-Queue [Agent State]	
10.82 Ringing Non-Queue [Agent State]	
10.83 Rotary Group	
10.84 Routed to Other [Statistic]	
10.85 Routed to Voicemail [Statistic]	
10.86 Short Code	
10.87 Sequential Group	
10.88 Small Community Network (SCN)	
10.89 Statistics	
10.90 Supervised Transfer	
10.91 Supervisor	233
10.92 Wallboard	233
10.93 System Status Application	234
10.94 Transferred [Statistic]	234
10.95 Unsupervised Transfer	234
10.96 View	
10.97 Weighted Average	
10.98 Wrap Up	
	.237

# Chapter 1. Introduction

# 1. Introduction

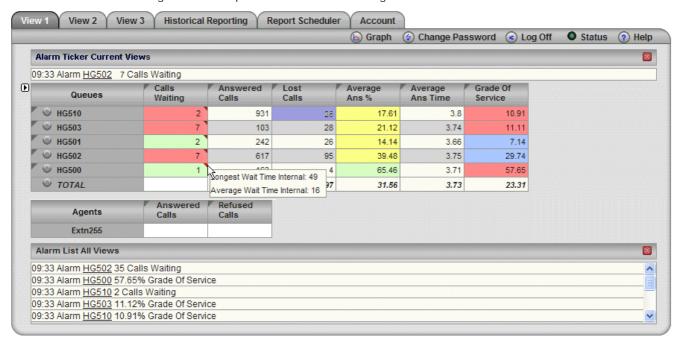
IP Office Customer Call Reporter is a call center reporting application for use with Avaya IP Office telephone systems. IP Office Customer Call Reporter can report on both individual call center 'agents' and on the queues (hunt groups) of which those agents are members. IP Office Customer Call Reporter provides both current and historical reports.

This document covers usage of IP Office Customer Call Reporter version 1.2 with IP Office Release 5 and Release 6 telephone systems.

IP Office Customer Call Reporter is accessed through a web browser using a name and password to login. Those login details determine whether the IP Office Customer Call Reporter web client runs in agent, supervisor, administrator or wallboard mode.

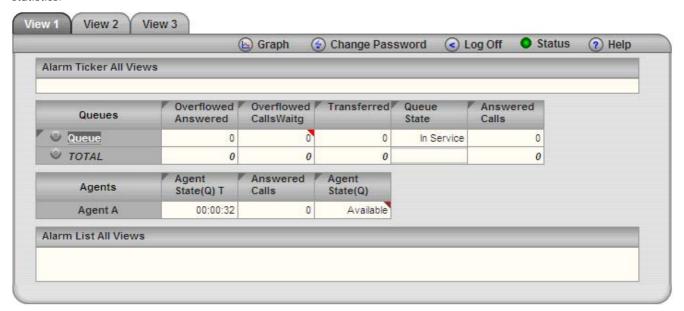
### Supervisor Mode 22

This mode is used to create and manage 'views' of queue and agent statistics. Supervisors can also run manual reports and schedule tasks including automatic reports and wallboard messages.



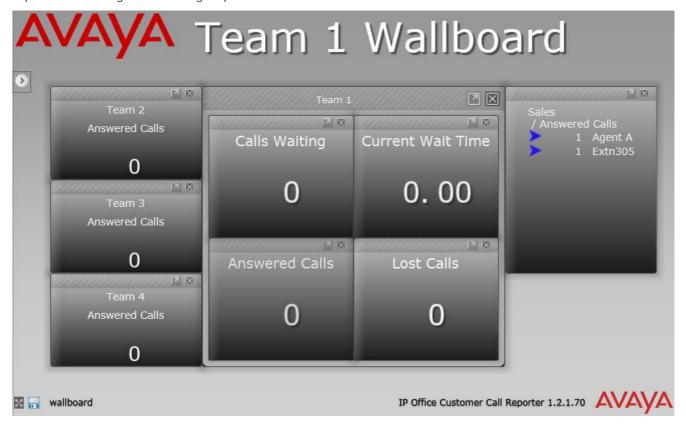
### Agent Mode 116

This mode is used by agents answering calls. It allows them to see their supervisor's view adjust for their own agent statistics.



### Wallboard Mode 130

This mode is used to display queue statistics as sets of values and graphs. It can also be used to display messages sent by supervisors and league tables of agent performance.



# Administrator Mode 154

This mode is used by the IP Office Customer Call Reporter administrator to configure the IP Office Customer Call Reporter system.



# 1.1 Key Terms

The following are the definitions for some of the key elements of IP Office Customer Call Reporter operation covered in this documentation. Additional definitions are included where appropriate. A full set of definitions is found in the Glossary/Definitions 222 section.

### ? Administrator

The administrator can amend IP Office Customer Call Reporter system preferences plus create and administer supervisors. That includes assigning which queues a supervisor can see or granting the supervisor self-administration rights to amend their own settings including queues.

The administrator does not have any views of call statistics. However they can setup and amend the views used by supervisors and their agents.

There is only one administrator account and only one person can log in as the administrator at any time.

### ? Supervisor

Supervisors can <u>create</u> and <u>amend views</u> b of the agent queues assigned to them. Those views are then viewable by the supervisor and the agents. Supervisors can also <u>create reports</u> that they then either run <u>manually</u> or that they <u>schedule</u> 102 to run automatically at regular intervals.

IP Office Customer Call Reporter supports up to 30 supervisors. However the maximum number of supervisors that can be logged in at any time is controlled by the number of available Supervisor licenses (each license enables a simultaneous Supervisor login and Wallboard login).

# ? Agent

An agent is a user who handles calls to queues on the IP Office telephone system. Unlike general IP Office users they have been specifically configured as agents in the IP Office configuration. IP Office Customer Call Reporter supports up to 150 agents.

- To make and receive calls, the agent must login to a phone on the IP Office telephone system. Note that T3 Series and T3 IP Series phones are not currently supported. SIP extensions are not supported.
- The agent's phone status is recorded by IP Office Customer Call Reporter. For example when they logged in to a phone, answer a call, log off, etc.
- The agents are added to queues and then answer call targeted to those queues. An agent can be a member of several queues.
- Using the web client allows the agent to see the same views as their supervisor. However unlike the supervisors view
  the agent will only see their own statistics and those for queues which they belong.

### ? Queue

A queue is a hunt group configured for IP Office Customer Call Reporter operation. Calls to a queue are presented the first <u>available agent [224]</u> in the queue using a pattern set in the queue's configuration. If the call is not answered it is presented to the next available agent and so on until answered. The order in which the agents are used is set in it's configuration to one of the following orders: <u>Collective [228]</u>, <u>Sequential [233]</u>, <u>Rotary [232]</u> and <u>Longest Waiting [228]</u>).

## ? Statistics

IP Office Customer Call Reporter collects information about calls to queues and agents and stores this in its database. It also collects information about the current state of the queues and agents. Statistics based on this information are then used in web views and historical reports.

- Except where specifically indicated, usually by the term 'Non-Queue', all statistics relate to calls targeted to queues.
- Each statistic can only be added once within each view.
- Statistics are calculated values. They are affected by configurable settings on the particular view, wallboard or report such as whether to include or exclude internal calls. Those settings can be varied for each instance where a particular statistic is used.
- The statistics value in views and wallboards can be manually reset when required by any supervisor for who the <a href="mailto:administrator">administrator</a> |222 has enabled the Reset Statistics |314 option. Resetting the statistics affects the view and wallboard statistics for all supervisors and agents. It does not affect the statistics used for historical reports.
- The statistics in views are updated approximately every 2 seconds.

# ? View

The term view is used for the first 3 tabs displayed to supervisors and agents when they login to IP Office Customer Call Reporter. Each view consists of a table of queues and queue statistics. Clicking on any of the queue names will display an additional table of agent statistics for the agents in that queue. An alarm list or ticker can also be added to each view to show alarms and warnings for that view or all the supervisor's views. The views can be amended by the supervisor and administrator.

Agents are able to see the same views as their supervisor but cannot change the queues or statistics. The agent's version of the view will only show queues to which the agent belongs and their own agent details.

### ? Wallboard

The IP Office Customer Call Reporter administrator can create wallboard accounts. When logged in with one of these accounts, the browser can be used to display queue statistics for any queues plus other information such as messages sent or scheduled by IP Office Customer Call Reporter supervisors.

IP Office Customer Call Reporter supports up to 30 wallboards. However the maximum number of wallboards that can be logged in at any time is controlled by the number of available Supervisor licenses (each license enables a simultaneous Supervisor login and Wallboard login).

# 1.2 Client PC Requirements

### Web Browser Requirements

IP Office Customer Call Reporter was designed and tested with the listed web browsers. If used with other any other browser a warning will be displayed but access is not prevented.

Browsers	Required Browser Features
Google Chrome.	JavaScript enabled.
• Firefox 3.0 or higher.	<ul> <li>Pop-ups allowed. Required for report viewing, graph and help windows.</li> </ul>
<ul> <li>Safari 3.1 or higher.</li> <li>Internet Explorer 8.</li> <li>Internet Explorer 7.<sup>[2]</sup></li> </ul>	<ul> <li>If audio for alarms has been enabled, an audio plugin is required for user's browsers. Use Windows Media Player<sup>[5]</sup> or Quick Time.</li> <li>Microsoft Silverlight         IP Office Customer Call Reporter wallboard views use Silverlight. When logging in at a computer without Silverlight installed, if the computer has access to the internet, you will be prompted to install Silverlight. If the computer does not have access to the internet, Silverlight must be installed manually for the wallboard view to run. Full details of     </li> </ul>
	<ul> <li>Silverlight and the browsers on which it is supported can be obtained at <a href="http://www.microsoft.com/silverlight">http://www.microsoft.com/silverlight</a>.</li> <li>To ensure that messages scroll smoothly, especially when a large number of rapidly changing statistics are being displayed, it is recommended that the wallboard PC uses a dedicated graphics card rather than integrated graphics provided on the motherboard of many computers. The recommended minimum specification is a DirectX 9.0c or above compatible graphics card for GPU hardware acceleration via DirectDraw with 1GB or greater video memory. Support for 60Hz or greater refresh rate at the chosen resolution, for both card and monitor.</li> </ul>

### Account Settings and Information Required

Role	Username	Password	Email Address <sup>[1]</sup>
Administrator	Created the first time IP Office Customer Call Reporter is run after installation.	Created the first time IP Office Customer Call Reporter is run after installation.  You can then change it through the system settings [168] after logging in as administrator.	An address is entered during installation when the administrator account is first created. This address can be changed by after logging in by going to the System Settings 1651 tab.
Supervisor	Created by the administrator when they create your supervisor account. If you also take calls on the phone system they may configure it to match your IP Office username.	Set by the administrator when they create a supervisor account.  The administrator can change supervisor passwords [15] if required.  You can change it through your account details [33] after logging in.	Set by the administrator when they create your supervisor account. They can also change your address.  You can change it through your account details 33 after logging in.
Agent	Your IP Office Customer Call Reporter username matches your username on the IP Office phone system. This may differ from the name shown on your phone so consult your supervisor if unsure.	You will be requested to enter a password the first time you login.  If you have an address already configured in the IP Office configuration that is shown as the default.	An address is requested by IP Office Customer Call Reporter when you first log in.  If you already have an address set in the IP Office configuration, that address will be displayed by default.
Wallboard	Created by the administrator when they create the wallboard account.	Created by the administrator when they create the wallboard account.	No email address is used for wallboard accounts.

- 1. Email addresses must be unique. IP Office Customer Call Reporter does not support two users having the same email address. Users who have already logged in can set a new password using the <a href="Change Password">Change Password</a> function. All users can request a new password by email using the <a href="Forgotten Password">Forgotten Password</a> function if they have an email address known to the IP Office Customer Call Reporter system.
- 2. IE7 is supported for only 100 statistics values in any section of a view. That is up to 100 statistic values for queues and up to 100 statistic values for the agents in the currently selected queue. It is also limited to 1500 calls per hour.
- 3. Logging in multiple sessions using the same account will consume multiple licenses.

- 4. When using a browser other than Internet Explorer, Windows Media Player may be supported by the addition of the Firefox Windows Media Play plugin. This plugin is available from <a href="http://port25.technet.com/pages/windows-media-player-firefox-plugin-download.aspx">http://port25.technet.com/pages/windows-media-player-firefox-plugin-download.aspx</a>. Currently this plugin is useable with Google Chrome, Mozilla Firefox and Windows Safari.
- 5. Usernames are not case sensitive. Passwords are case sensitive.

# 1.3 Logging In

This refers to logging in to the IP Office Customer Call Reporter web client, not to <u>logging in to a phone</u> 12h to receive calls.

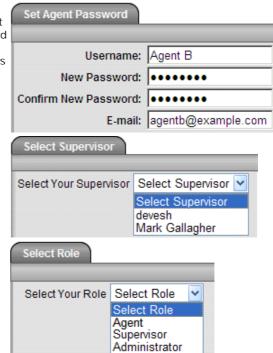
1. Using your browser, enter the path to the IP Office Customer Call Reporter web service - http://<server\_path>/



- 2. Enter your Username and Password.
  - If you have forgotten your password but have an email address known to the IP Office Customer Call Reporter system, click Forgot Password 17.
  - If you are an agent logging in for the first time leave the password field blank. You will then be asked to set your IP Office Customer Call Reporter password and enter your unique email address as part of the login process.
- 3. If you want the IP Office Customer Call Reporter web client to run in a different language, you can use the Language drop down to select a language from the list.

Supported languages are *Dutch*, *English (UK)*, *English (US)*, *French*, *German*, *Italian*, *Brazilian Portuguese*, *Russian* and *Spanish*.

- 4. Click Logon.
  - Agent's First Time Login
    If you are an agent logging in for the first time, the Set
    Agent Password window will appear. Enter a password
    of your choice and then click OK. Your unique email
    address is also requested. You need to enter an address
    in order to use the Forgot Password 17 feature in
    future.
  - All Agent Logins
     If multiple supervisors have been configured, agents need to indicate the supervisor they are working for.
  - Multiple Role Login (Optional)
     If your username is <u>configured for more than one role</u>
     | 218), the Select Role window will appear. Select the required role and click OK.



- 2. The web client will open in the appropriate mode: Agent 11th, Supervisor 22 or Administrator 15th.
  - You have three attempts to enter the correct password or username. If you fail to enter valid login details the login window will close and your account is locked for 5 minutes.
  - Logged in users who are inactive for more than a set time are automatically logged off. The default time is 30 minutes but this can be adjusted by the administrator.

# 1.4 Changing Your Password

The administrator, supervisors and agents who have logged in can select to change their password. This option is not available for wallboards.

To change your password

- 1. Logon to the client application using your current password.
- 2. Click Change Password at the top right of the window.



The Change Password window

- 3. Enter your details:
  - Username
     The name you use when you login to the IP Office Customer Call Reporter web client. This can not be changed.
  - New Password Enter your new password.
  - Confirm New Password Re-enter your new password. Remember that passwords are case sensitive.
- 4. Click OK. You have changed your password.
- 5. Click any of the tabs, including the current one, to return to normal viewing.

# 1.5 Forgotten Passwords

If you have forgotten your password, you can request a new password to be sent to you by email. This option is not available for wallboards.

How is my Email address set for IP Office Customer Call Reporter?

- Agent 222
  - Your email address is requested by IP Office Customer Call Reporter the first time you log in. If you already have an email address set in the IP Office telephone system, that address is displayed by default.
- Supervisor 233

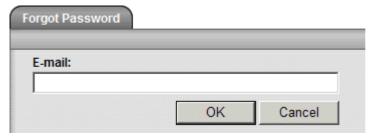
When the administrator creates or amends a <u>supervisor account (157)</u> they can enter a unique email address. Supervisors can also check and change their email address when logged using the Account Details (33) tab.

Administrator 222

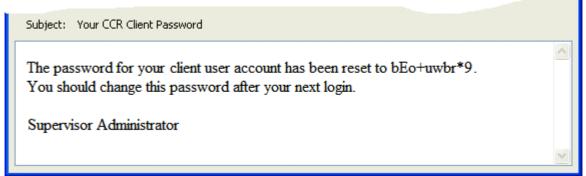
The administrator's email address is entered when IP Office Customer Call Reporter is first run. When logged in as the administrator, the email address can be checked and changed through the System Settings 165 tab.

To request a new password

- 1. Using your web browser access the web address for your IP Office Customer Call Reporter system.
- 2. On the login form click the Forgot Password link.



- 3. Enter your email address.
- 4. Click OK to request a new password email. You are returned to the main IP Office Customer Call Reporter web client Logon Window 15 and an email is sent to your email address.
- 5. The email subject will be Your CCR Client Password. It contains a randomly generated password that you can use to login.



Example of forgotten password email.

6. You can then use the Change Password 16 function after you have logged in.

# 1.6 Additional Help

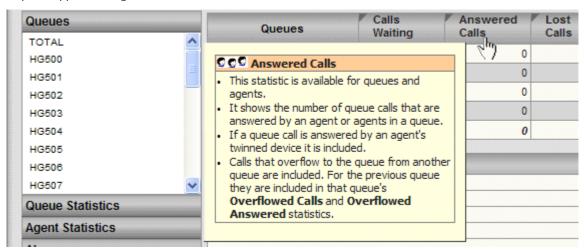
Except for wallboard views, the following methods can be used to access help:

Viewing Help

Clicking the Help button allows you to access this document as embedded help from IP Office Customer Call Reporter. The help will open in a separate browser window. Help is supported in *English*, *Italian*, *German* and *Brazilian Portuguese*. For IP Office Customer Call Reporter running in any other languages, the help will appear in *English*.

### Popup Help Tooltips

For each of the different possible statistics, popup tooltip help is provided. To access this place the cursor over the statistic name (the cursor should change to a hand icon). After a short delay the popup help will appear. Help is supported in English, I talian and Brazilian Portuguese. For IP Office Customer Call Reporter running in any other languages, the help will appear in English.



• The use of help tooltips is enabled or disabled through the Help Tooltips Enabled within the <u>Supervisor account</u> settings 33.

### Statistic Help

In addition to the popup help above, more detailed help on each statistic is available. Click on the statistic name at the top of the column and select Help from the menu that appears.

### Additional Information

Additional help and information on IP Office Customer Call Reporter and IP Office can also be found at the Avaya support web site (<a href="http://support.avaya.com">http://support.avaya.com</a>) and the IP Office Knowledge Base web site (<a href="http://marketingtools.avaya.com/knowledgebase">http://marketingtools.avaya.com/knowledgebase</a>).

# 1.7 Logging Off

Once you have started the IP Office Customer Call Reporter web client you can exit at any time. It is important that you exit correctly rather than just closing the web browser. If you try to login on another machine without previously logging off, you may need to wait 5 minutes for the previous session to time out (during which time a supervisor or agent license may also continue to be consumed).

IP Office Customer Call Reporter wallboards do not have a log off option. The wallboard account is logged off by closing the browser.

### To exit

- 1. Click Log Off to close the application. The application closes and you are returned to the login 15 window.
- 2. This action logs you off the IP Office Customer Call Reporter. For agents, it does not log you off your current phone extension. See Logging Out 123.

# Chapter 2. Supervisor

# 2. Supervisor

### ? Supervisor

Supervisors can <u>create 25</u> and <u>amend views 28</u> of the agent queues assigned to them. Those views are then viewable by the supervisor and the agents. Supervisors can also <u>create reports</u> 98 that they then either run <u>manually</u> 104 or that they <u>schedule</u> 102 to run automatically at regular intervals.

IP Office Customer Call Reporter supports up to 30 supervisors. However the maximum number of supervisors that can be logged in at any time is controlled by the number of available Supervisor licenses (each license enables a simultaneous Supervisor login and Wallboard login).

As a supervisor you can:

### • Create views 25

Select the queues and statistics to include in a view. Set whether a statistic should include internal and or external calls and whether the statistic should provide alarms and warnings.

### • Use and amend views 28

While the view is showing live data, sort and move the rows and columns.

### • Run a graph 32

You can select a separate browser window which can plot a selected statistic as a graph.

### Manually reset all statistics 314

The administrator can allow selected supervisor accounts to reset all view statistics whenever required.

### • Create reports 98

Using the standard report template provided with IP Office Customer Call Reporter you can create a custom report which you can then either run or save.

### Run reports 101

You can run any report that you have saved or one that you have just created. Manually run reports are displayed in a separate browser window. Once displayed you can select whether to email or print the report if required.

### • Schedule reports 102

For reports that you have created and saved, you can select a schedule when the report should automatically run. Automatically run reports are either emailed or printed.

# • Schedule housekeeping tasks 37

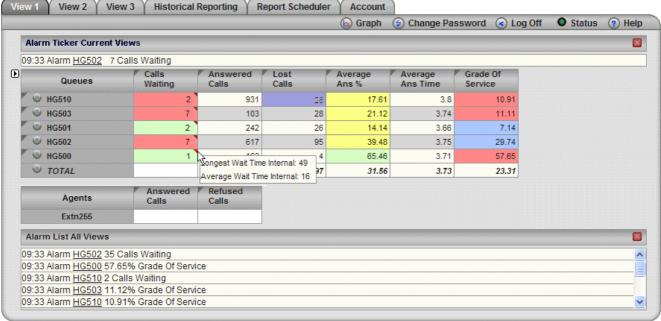
The IP Office Customer Call Reporter administrator can configure you to be able to schedule housekeeping tasks such as database backups and realtime statistic resets.

### Schedule/Send wallboard messages 39

As a supervisor, you can send messages to any IP Office Customer Call Reporter wallboard that includes a messages area.

### • Check your account details 33

You can view your supervisor account details and amend many of the settings if required.



Example web client when logged in as a supervisor.

### Tabs

View 1/2/3 25

Each supervisor has 3 information views, each showing different sets of queues and statistics. These views are initially created by the <u>administrator</u> but can be adjusted by the supervisor. By default the views are called *View 1*, *View 2* and *View 3* but they can be renamed through the supervisor's <u>account settings</u> 3.

• Historical Reporting 98

This tab is used to create and save report templates for both manual and automatic reports. For manual reports the report is run from this tab after having selected the required template.

• Scheduler 102

This tab is used to set and adjust the schedule for automatic reports. It also shows a listing of the most recent manual and automatic reports.

• Account 33

This tab shows details for the supervisor's account. It also allows those details to be changed including the supervisor password and email address.

### **Buttons**



### Graph 32

Display a separate graph of a statistic for a selected queue or agent.



### Reset Statistics 314

This button is only shown on the Account Details at tab for supervisors who have been given the right to Reset Statistics by the administrator.



### Change Password 16

While logged in to IP Office Customer Call Reporter, you can change your password.



### Log Off 19

Close the IP Office Customer Call Reporter connection. It is important to close a connection using this control rather than just closing the browser or tab within the browser. Failing to use this button will cause a 5 minute delay before you can log in again on another PC.



### Status 165

This button indicates the overall status of IP Office Customer Call Reporter. Clicking on the icon displays a <u>System Settings</u> 16th tab which shows the status of the individual IP Office Customer Call Reporter components.

- • Green Circle On: IP Office Customer Call Reporter is running.
- Yellow Bars Slow Flash: Some parts of IP Office Customer Call Reporter are still in the process of starting.
- Red Box Flash: There may be a problem in IP Office Customer Call Reporter.



# Help 18

Access this documentation in online format. Where possible the appropriate page for the current IP Office Customer Call Reporter screen is displayed.

# 2.1 Logging In

This refers to logging in to the IP Office Customer Call Reporter web client, not to logging in to a phone 12h to receive calls

1. Using your browser, enter the path to the IP Office Customer Call Reporter web service - http://<server\_path>/

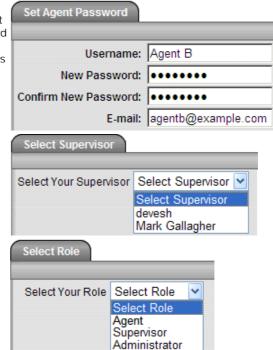
CCRWebClient. The login window should appear.



- 2. Enter your Username and Password.
  - If you have forgotten your password but have an email address known to the IP Office Customer Call Reporter system, click Forgot Password 17.
  - If you are an agent logging in for the first time leave the password field blank. You will then be asked to set your IP Office Customer Call Reporter password and enter your unique email address as part of the login process.
- 3. If you want the IP Office Customer Call Reporter web client to run in a different language, you can use the Language drop down to select a language from the list.

Supported languages are *Dutch*, *English (UK)*, *English (US)*, *French*, *German*, *Italian*, *Brazilian Portuguese*, *Russian* and *Spanish*.

- 4. Click Logon.
  - Agent's First Time Login
    If you are an agent logging in for the first time, the Set
    Agent Password window will appear. Enter a password
    of your choice and then click OK. Your unique email
    address is also requested. You need to enter an address
    in order to use the Forgot Password 177 feature in
    future.
  - All Agent Logins
     If multiple supervisors have been configured, agents need to indicate the supervisor they are working for.
  - Multiple Role Login (Optional)
     If your username is configured for more than one role
     | 2181, the Select Role window will appear. Select the required role and click OK.



- 2. The web client will open in the appropriate mode: Agent 11th, Supervisor 22 or Administrator 15th.
  - You have three attempts to enter the correct password or username. If you fail to enter valid login details the login window will close and your account is locked for 5 minutes.
  - Logged in users who are inactive for more than a set time are automatically logged off. The default time is 30 minutes but this can be adjusted by the administrator.

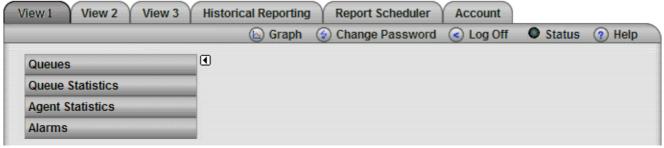
# 2.2 Editing a View

Each supervisor can have up to 3 views showing statistics and alarms for selected queues. Views are setup and amended by the administrator but they can then be adjusted by the supervisor.

Agents are able to see the same views as their supervisor but cannot change the queues or statistics. The agent's version of the view will only show queues to which the agent belongs and their own agent details.

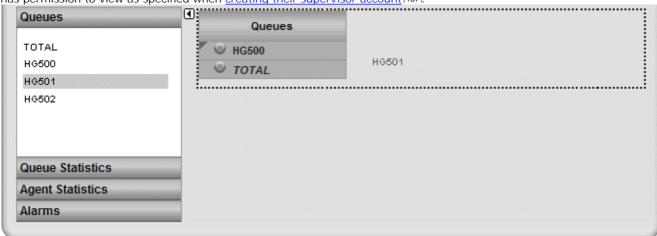
To edit a view

- A. Select the view that you want to change.
- B. Click on the **!** icon to display the list of elements that can be added to a view (this is already done and the **!** icon missing if the view currently contains no elements). Note that while the list of displayable elements is in view, the IP Office Customer Call Reporter does not show or update the statistics and alarms within the view.



Adding Queues

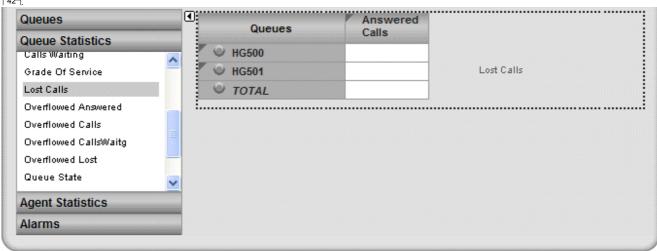
By default all the queues configured for the supervisor are already shown. These are the Queues that the supervisor has permission to view as specified when <u>creating their supervisor account</u> 157).



- To add a queue to the view, click Queues. Drag and drop the required queue into the view and when the hatched lines appear drop it into that area.
- TOTAL can be used to add a summary row to the view. For statistics that are averages, the total will be a <u>weighted average</u> [234]. For other statistics, it provides a simple total of the column. For the Longest Waiting Time it is blank.
- To remove a queue from the view, click on the  $\P$  circle next to its name and select Hide.

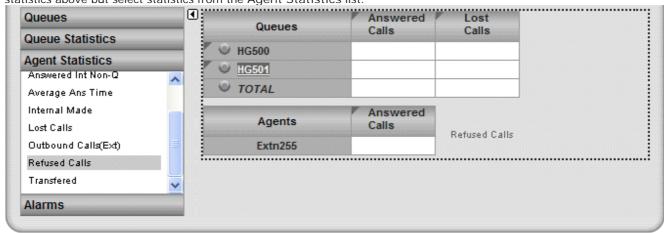
### 2. Add Queue Statistics

You can select which statistics should be displayed for the queues. For details of the available statistics see <a href="Statistics">Statistics</a> <a href="Statistics">Stati

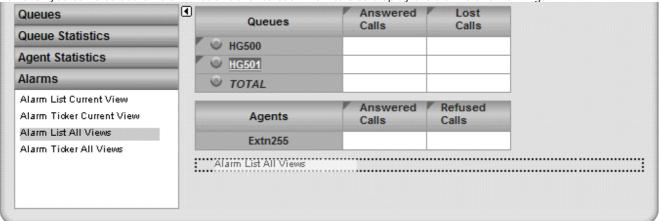


- To add a statistic to the view, click Queue Statistics to view available statistics. Drag and drop the required statistic into the area surrounded by hatched lines in the view.
- Only one instance of each agent and queue statistic can be added to a view.
- Newly added statistic will display the appropriate values for activity since the last statistics reset rather than since the statistic was added to the view.
- To remove a statistics from the view, click on the statistic name in the view and select Hide.
- To adjust the settings used for a statistic, click on the statistic name and select Settings 42h.
- 3. Add Agent Statistics

Click on one of the queue names to display the list of agents in that queue. Use the same options as for queue statistics above but select statistics from the Agent Statistics list.

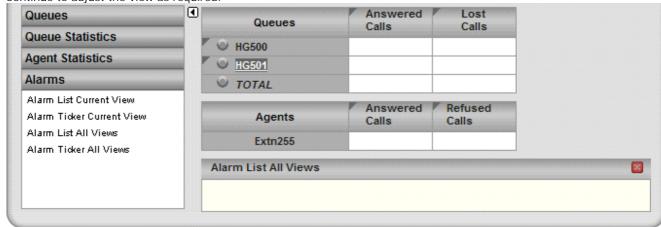


4. Adding an Alarm Summary Each statistic configured to provides alarms and or warnings does so by displaying different color backgrounds. However you can also add an alarm list or ticker to each view to also display the alarms and warnings.



- Click Alarms. Drag and drop the required type of alarm list or ticker to the area either above or below the currently displayed statistics. If required you can have two sets of alarms, one above and one below.
  - An alarm list shows the 100 most recent current alarms and warnings is a scrollable list of all the current alarms and warning. Alarms are shown first in chronological order followed by warnings in chronological order.
    - Alarms in the Alarm List All Views can also trigger an audible alarm if the <u>supervisor's account</u> set as Audio Enabled. This will be played to all users looking at that supervisor's views.
  - An alarm ticker shows the 5 most recent current alarms and warnings one at a time, showing each for a
    few seconds before displaying the next.
  - Alarms and warnings take the form: Time, Type (Alarm or Warning), Name (Queue name, agent name), Current value, Statistic name. For agent and queue state alarms, the state is included in the name. For Busy Not Available state alarms the reason code is included. For example:
    - 12:45 Alarm Sales 15 Calls Waiting
    - 16:31 Warning Sales 120 Average Answer Time
    - 17:20 Alarm Extn2101 Agent State Q Busy NA (paper work)
  - Alarms and warnings are updated approximately every 8 seconds.
  - Clicking on the underlined text in an alarm or warning will change the view to the one containing the alarm or warning and will also select the appropriate queue in that view.
  - Alarms and warnings are removed from the list in when the relevant statistic drops back to the threshold level. The supervisor or agent viewer can also remove an alarm or warning by clicking on the appropriate colored cell of statistic value. Acknowledging an alarm or warning only affects their view.
  - Alarms for database capacity are not shown within the alarm lists and trackers. They are shown during log in





C. When completed, click on 🖸 again to hide list of elements. IP Office Customer Call Reporter will start updating the statistics and alarms.

# 2.3 Using a View

When a view has been created been created there are several controls available that allow you to further customize the screen.

### Showing/Hiding the Options Panels

1. The 1/1 icon is used to switch between adding elements to a view 25 and running a view. To add elements to a view click on 1 to display the list of elements that can be added. While in this mode the statistics already in the view are go blank and are not updated. When completed click on 1 to hide the list and return to updating the view.

### Adjusting Statistics

Once a statistic has been added to a view, its name appears at the top of the column.

1. Click the statistic name to display the statistic options:



### Sort Up

Sort the view in ascending order using column's current values. When selected the statistic name displays an up arrow icon. Separate sorting can be applied to the agent statistics and the queue statistics. Note that while the queue section of a view is sorted, the selected queue to show in the agent section of the view cannot be changed.

### Sort Down

Sot the view in descending order using this column's current values When selected the statistic name displays a down arrow icon. Separate sorting can be applied to the agent statistics and the queue statistics. Note that while the queue section of a view is sorted, the selected queue to show in the agent section of the view cannot be changed.

### · Sort Off

Remove the sort. The queues section returns to the order in which the supervisor or administrator arranged the queues when setting up the view. The agents section returns to alphabetical order except for logged off agents who are placed at the bottom of the view.

- Help
  - Access help on the statistic.
- Hide

Remove the selected statistic from the view.

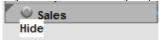
### Settings

Depending on the particular statistic you can change parameters such as which calls are used to calculate the statistic, and set warning and alarm thresholds. See <u>Statistics</u> 42 for the settings options for particular statistics.

Note: The sort options are not available while editing a view, ie. while the **₫** icon is displayed.

### Removing a Queue

1. If you click the circle by a queue you can select Hide to remove the queue from the view.



### Changing the Order of the Statistic Columns

1. Click on the ▶ icon. Then click on the ▼corner icon and drag the column to the required position. When completed, click on the ┫ icon to return the view to normal operation.

### Changing the Order of Queues

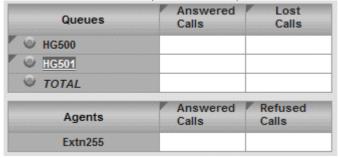
2. Click on the icon. Then click on the corner icon and drag the queue to the required position. When completed, click on the icon to return the view to normal operation.

# Display Additional Information

Statistic can include additional information, indicated by a **¬** red corner icon. Place your cursor over the **¬** icon to display the addition information.

# View/Hide the Agents in a Queue

1. To view the members of a queue click the queue name.



2. To hide the members of a queue, click the queue name again.

# 2.4 Statistic Colors

A number of different color backgrounds are used while displaying statistics. The following colors are used for normal statistics (these colors are not used in wallboards). The colors for changing statistic number values are optional (enabled by the <u>supervisor's account setting</u> 33 Highlighting Enabled) and are not applied to agent state and time values. They are also reset if you change view.

Normal	Alternate Row	Just Changed	Recently Changed
(White)	(Light Gray)	(Purple)	(Light Purple)

The following additional colors are used when any statistic is configured to display warnings and alarms. These colors override the ones above. Wallboards only display the colors for warnings and alarms.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

Alarms and warnings are automatically cleared when the statistic value returns back to the threshold level of the alarm or warning. Agents and supervisors can acknowledge an alarm or warning in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarms list.

# 2.5 Alarms and Warnings

For many statistics, alarm and warning thresholds can be set by supervisors. These thresholds are then applied to the whole column. They are also applied to the views seen by agents.

If the value in any cell in the column goes past one of the thresholds, the background color of that cell is changed. The following colors are used for the cells if the statistic has been enabled for alarms and or warnings.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

Alarms and warnings are automatically cleared when the cell returns back to the threshold level of the alarm or warning. Supervisors and agents can also acknowledge an alarm or warning by clicking on the relevant cell in their view. That cell is then indicated as acknowledged until the value returns back to the threshold value and the alarm or warning is cleared.

### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.

For a summary of which statistics can be set to give alarms and or warnings refer to the list of <u>Available Statistics</u> 44 or the individual statistic description.

### Alarm Views and Lists

If an alarm list or ticker has been added to the view, it also shows the alarms and warnings.

- An alarm list shows the 100 most recent current alarms and warnings is a scrollable list of all the current alarms and warning. Alarms are shown first in chronological order followed by warnings in chronological order.
  - Alarms in the Alarm List All Views can also trigger an audible alarm if the <u>supervisor's account</u> set as Audio Enabled. This will be played to all users looking at that supervisor's views.
- An alarm ticker shows the 5 most recent current alarms and warnings one at a time, showing each for a few seconds before displaying the next.
- Alarms and warnings take the form: Time, Type (Alarm or Warning), Name (Queue name, agent name), Current value, Statistic name. For agent and queue state alarms, the state is included in the name. For Busy Not Available state alarms the reason code is included. For example:
  - 12:45 Alarm Sales 15 Calls Waiting
  - 16:31 Warning Sales 120 Average Answer Time
  - 17:20 Alarm Extn2101 Agent State Q Busy NA (paper work)
- Alarms and warnings are updated approximately every 8 seconds.
- Clicking on the underlined text in an alarm or warning will change the view to the one containing the alarm or warning and will also select the appropriate queue in that view.
- Alarms and warnings are removed from the list in when the relevant statistic drops back to the threshold level. The supervisor or agent viewer can also remove an alarm or warning by clicking on the appropriate colored cell of statistic value. Acknowledging an alarm or warning only affects their view.
- Alarms for database capacity are not shown within the alarm lists and trackers. They are shown during log in

### Reporting Alarms and Warnings

IP Office Customer Call Reporter can provide a historical report of the alarms and warnings that have occurred. This is done by running a report based on the Alarm Report 100 template.

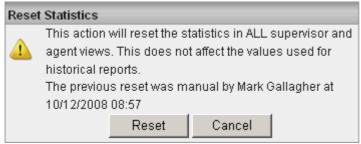
# 2.6 Manually Resetting Statistics

Supervisors for who the administrator has enabled the Reset Statistics option can reset all the statistics currently being used for supervisor views, agent views and wallboards. This will affect all supervisors, agents and wallboards. It does not affect the statistics used for historical reports.

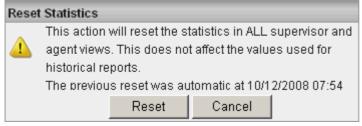
- IMPORTANT
   Resetting statistics will reset the view statistics seen by <u>ALL</u> agents and supervisors.
- Note that after resetting statistics, it may take a couple of minutes for all views and wallboards to update and return to normal operation.
- View and wallboard statistics are also reset if the IP Office Customer Call Reporter server PC or the IP Office Customer Call Reporter services are restarted.
- Automatic statistic resets can be scheduled through the scheduler tab.

To reset the view and wallboard statistics

- 1. Select the Account tab. If the Reset Statistics check box is ticked (this is done by the administrator) then your supervisor account has permission to reset the view statistics when required.
- 2. Click the Reset Statistics button at the top-left.
- 3. A warning box will appear advising that this will affect all supervisor and agent views. Information about the last time the statistics were reset is also displayed.
  - If the view statistics were previously reset by a supervisor, the name of the supervisor is shown along with the time and date of the reset.



• If the view statistics were previously reset due to the IP Office Customer Call Reporter services being restarted or by a housekeeping task, the time and date of the automatic reset is shown.



4. Click Reset.

# 2.7 Graph View

Supervisors and agents can select to have a graph running showing a selected statistic for a queue or agent. The graph appears in a new window or tab depending on the browser being used. Agents are restricted to their own statistics or queues to which they belong.



Example Graph

### To view a graph

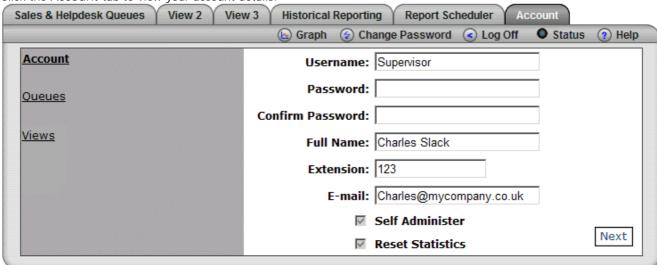
- 1. Click the Graph button. The graph appears in a new window or tab depending on the browser being used.
- Select the queue from the Queue drop down list. Then either select an agent from the Agent drop down list or select a statistic from the Statistics drop-down list. Agents can only select themselves or a queue of which they are a member.
- 3. Select the statistic to monitor and whether it should include internal and or external calls.
- 4. Select the Time Frame for the horizontal axis. The graph will be updated approximately every 1/360th of the selected time frame, for example a time frame of 1 hour means the graph will update approximately every 10 seconds. Once the full time frame is filled, old data points are removed as new data points are added.
- 5. Click Start to run the graph.
- 6. Note that clicking Stop will halt the graph to allow changing the settings. Clicking Start again will clear the existing data from the graph.

# 2.8 Account Details

The administrator <u>creates supervisor accounts</u> and can amend those accounts. During that process they can specify whether you can self administer your account settings. There is a grayed out check box next to the heading Self Administer. If ticked then you are able to update your account details. If not ticked then the tab fields are greyed out and the message *"You are not permitted to administer the account"* appears.

To view/amend your account details

1. Click the Account tab to view your account details.

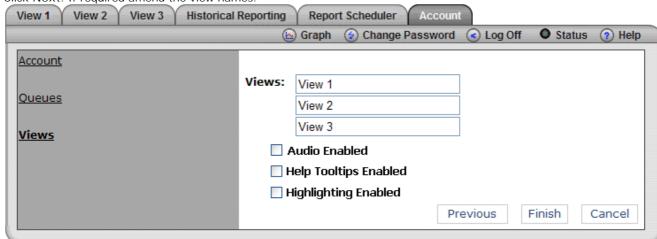


2. If the greyed out option Self Administer has a tick mark you can amend your account details.

Field	Description
Username	This is the supervisor username used for logging in to IP Office Customer Call Reporter. If the name matches the administrator name and or an agent name then the user can also login in those roles. Supervisors cannot change their username. See Multiple Roles 218.
Password	This is the password used for browser access to IP Office Customer Call Reporter.
Confirm Password	All supervisors, even those without Self Administer rights, can use the <a href="Change Password">Change Password</a> option to change their password.
Full Name	This name is shown to agents when they login and select their supervisor. It is also used in reports to indicate which supervisor created and ran the report.
Extension	The telephone extension number associated with the supervisor account.
Email	The unique email address associated with the supervisor. This is used for the <u>forgotten password</u> 179 feature.
Self Administer	If selected, the supervisor has self administration rights and is able to edit their own Account Details 33. Supervisors with this option are also able to schedule housekeeping tasks 37. such as database backups and automatic statistic resets. Supervisors without this option are only able to edit views.
Reset Statistics	Supervisors for who the administrator has enabled the Reset Statistics option can reset all the statistics currently being used for supervisor views, agent views and wallboards. This will affect all supervisors, agents and wallboards. It does not affect the statistics used for historical reports.

Click Next. The Queues window opens. If required amend the queues you want to monitor. Sales & Helpdesk Queues View 2 View 3 Historical Reporting Report Scheduler ← Change Password Log Off Status ? Help Account Queues: Select All ✓ Helpdesk Queues Main Sales **Views** Previous Next

4. Click Next. If required amend the view names.

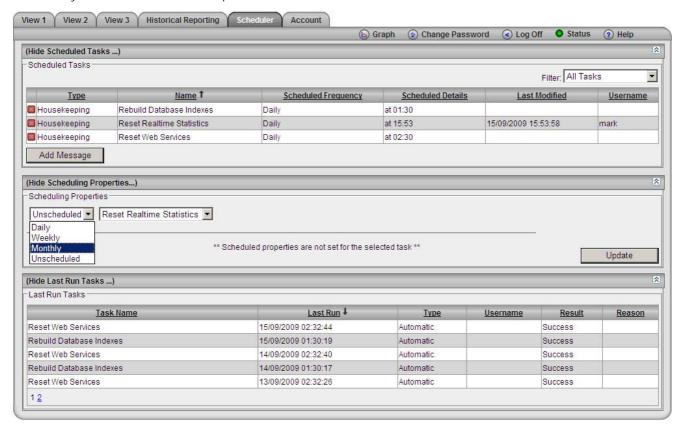


Field	Description
Views	These fields allow you to rename the 3 views.
Audio Enabled	This option is used in conjunction with any view that includes an All Views Alarm List. When enabled, if an alarm occurs, the browser's media player is used to play a sound file from the IP Office Customer Call Reporter server PC. The sound is played to all users looking at that supervisor's views.  • This option is off by default. If enabled, an audio plug-in is required for all user browsers. Use either Quick Time or Windows Media Player.
Help Tooltips Enabled	If enabled, when the cursor is placed over the statistic name in a view, pop-up help for the statistic is displayed. Tooltips are on by default.
Highlighting Enabled	If enabled, when a statistic in a view changes value, its background briefly changes to purple, then light purple and then back to the normal background color. This option is not applied to agent state and time values. Highlighting is on by default.

5. Click Finish to save your changes.

# 2.9 Scheduling Reports, Tasks and Messages

The Scheduler tab can be used to view and edit a range of scheduled tasks. It also shows the status of recent scheduled tasks run by IP Office Customer Call Reporter.



The different types of tasks that can be scheduled are:

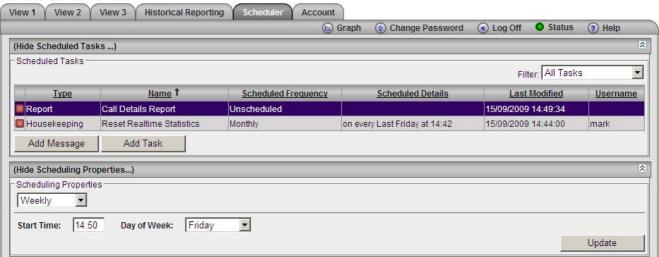
- Reports 36
  - When a report is created and scheduled as Automatic, its details in the Scheduled Tasks list. The Scheduler tab is then used to set the reports schedule.
- Wallboard messages

  Messages to appear on IP Office Customer Call Reporter wallboards can be added on the Scheduler tab.
- Housekeeping 37 Various IP Office Customer Call Reporter housekeeping tasks can be scheduled through the Scheduler tab.

# 2.9.1 Scheduling Reports

The Scheduler tab shows tasks including any reports you have created that have been saved with their Scheduled setting set to *Automatic*.

- 1. Ensure you have <u>created a report [98]</u> as required and set the Scheduled option as *Automatic*. The report destination, format and time range that it covers are set when creating and editing the report.
- Click the Scheduler tab.



- 3. To schedule a report or to change the schedule, click the report to be amended in the Scheduled Tasks section.
- 4. Select the required option in the Scheduling Properties. Amend the report properties as required.
  - Daily
    If selected, you can then set a Start Time for when the report should be run each day. The default is *09:00*.
  - Weekly
     If selected, you can then set a Start Time and Day of Week for when the report should be run each week. The default is 9:00 Sunday.
  - Monthly

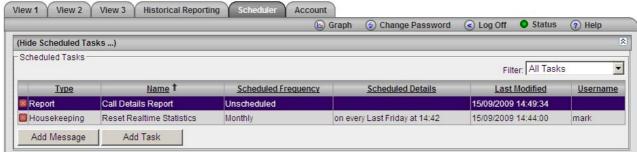
If selected, you can then choose either a day such as the last Friday of the month or a specific date within a month. If you select a date that exceeds the days in the month, the setting is considered to be the last calendar day of the month. For example, if you select the report to always be run on the 31st day of a month, the report will be run on the 30th day of a month when there are only 30 days in the month.

- Unscheduled Stop running the report on an automatic schedule.
- Click Update to save your changes.

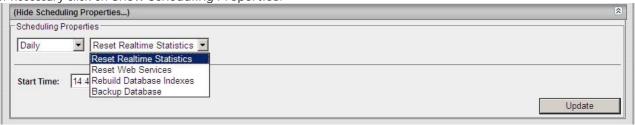
# 2.9.2 Scheduling Housekeeping Tasks

Supervisors for who the administrator has enabled the Self-Administer option can setup housekeeping tasks including tasks to reset all the statistics at specified times. This will affect all supervisor and agent views. It does not affect the statistics used for historical reports.

1. Click on the Scheduler tab.



- 2. To add a new housekeeping task click on Add Task. To edit an existing housekeeping task, click on it.
- 3. If necessary click on Show Scheduling Properties.



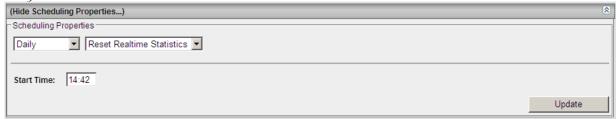
- 4. Select the type of task.
  - Reset Realtime Statistics
     Reset the statistics shown in all supervisor, agent and wallboard views.
  - Reset Web Services
    By default this task is already scheduled and occurs at 02:30. Note that when this action occurs, it will

By default this task is already scheduled and occurs at 02:30. Note that when this action occurs, it will interrupt any connected browser session for several minutes and reset the session timeout for those sessions once operation is restored.

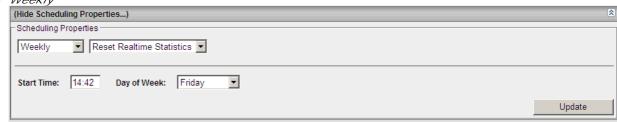
- Rebuild Database Indexes
  - By default this task is already scheduled and occurs at 23:00. It updates the database statistics and re-indexes the database. Doing this allows reports on historical data to run faster, however during the actual re-indexing the response of IP Office Customer Call Reporter is slowed.
- Update Database Statistics
  - This task is similar to Rebuild Database Indexes but does not include the database re-indexing part of that action. Following this, action reports will run slightly faster, however while the action is being performed it has less of an effect on the response of IP Office Customer Call Reporter than the Rebuild Database Indexes action.
- Backup Database
   The backup database is placed into the default MS-SQL backups folder with a date and time prefix to the file name.
- 5. Select the type of schedule for the task: *Daily, Weekly, Monthly* or *Unscheduled*. Additional options are displayed according to the option selected.



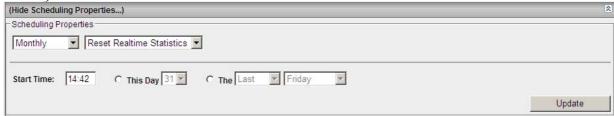
Daily



Weekly



Monthly



Unscheduled

This schedule option has no other settings. It disables the task without deleting it from the task list.

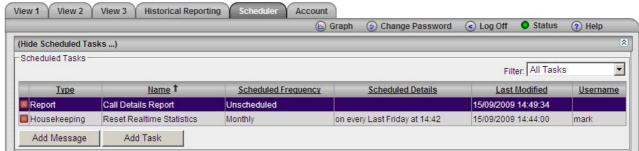
- 6. Once the task is scheduled as required, click on Update.
- 7. The task settings are shown in the Scheduled Tasks list.

# 2.9.3 Scheduling Wallboard Messages

You can schedule messages to be sent to any wallboard. Alternatively you can send an immediate message that will be displayed for 5 minutes.

When there are multiple messages scheduled for a wallboard, the messages are appended to each other as they are scrolled across the wallboard.

1. Click on the Scheduler tab.



- 2. To add a new message click on Add Message. To edit an existing message task, click on it.
- 3. If necessary click on Show Scheduling Properties.
- 4. Enter the text for the Message. This is the text that will be scrolled across the message area of the selected wallboard. Remember that this message may appear amongst other schedule messages and messages set by other supervisors. Therefore it can be useful to add spaces before and after the message text and to end the message with proper punctuation.
- 5. Also enter a short Task Name. This is displayed in the task list.
- 6. Use the Wallboard list to select the wallboard to which the message should be sent.
- 7. Use the Schedule option to select when the message should be sent.
  - Instant Message

An instant message is displayed for 5 minutes.



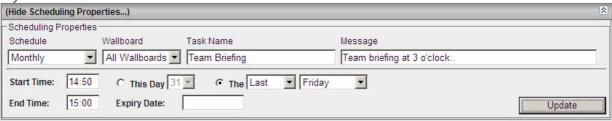
Daily



Weekly



Monthly
 Messages that are scheduled monthly can be set to either occur on the same date each month or on a specific
 day of the month.



- If an Expiry Date is specified, the message scheduling ends on that date. However the message remains in the task list until deleted and can be reactivated by removing or changing the expiry date.
- 8. When the message is set as required click on Update. The message details will be shown in the task list. If the schedule setting was Instant Message, the message will start being displayed for 5 minutes unless overridden by another scheduled message.

# Chapter 3. Statistics

# 3. Statistics

This section provides details on the statistic used in the supervisor views, agent views and wallboards.

#### ? Statistics

IP Office Customer Call Reporter collects information about calls to queues and agents and stores this in its database. It also collects information about the current state of the queues and agents. Statistics based on this information are then used in web views and historical reports.

- Except where specifically indicated, usually by the term 'Non-Queue', all statistics relate to calls targeted to queues.
- Each statistic can only be added once within each view.
- Statistics are calculated values. They are affected by configurable settings on the particular view, wallboard or report such as whether to include or exclude internal calls. Those settings can be varied for each instance where a particular statistic is used.
- The statistics value in views and wallboards can be manually reset when required by any supervisor for who the administrator 22 has enabled the Reset Statistics 31 option. Resetting the statistics affects the view and wallboard statistics for all supervisors and agents. It does not affect the statistics used for historical reports.
- The statistics in views are updated approximately every 2 seconds.

## Statistic Types

The statistics kept by IP Office Customer Call Reporter can be categorized into the following types:

Statistic Type	Description
State Statistics	These statistics show the current state of a queue or agent. Each of these statistics also has a complementary statistic that shows how long the queue or agent has been in its current state. The total time agents have spent in different states is available through historical reports based on the <u>Agent Summary Report</u> 108 template. Examples:
	Agent State (Queue) shows the current state ( <i>logged off, available, busy, etc</i> ) of each agent in a queue.
	Agent State (Queue) Time shows the time each agent in a queue has been in their current state.
Calls/Agents	These statistics show the current number of agents or calls in particular states. The value of these statistics can go up and down and are not available as historical report values. Examples:
	Agents ACW shows the number of agents in a queue who are currently in the after call work (ACW) state.
	Calls Waiting shows the number of calls ringing or queued waiting to be answered.
Call Counts	Depending on the statistic, these statistics increment each time the queue or agent makes, loses, refuses or answers a call. Examples:
	Answered Calls shows the number of queue calls answered by an agent or all the agents in a queue.
	Internal Made shows the number of internal calls made by an agent.
Performance Measures	These statistics combine call counts and target values set by Supervisors to provide a measure of queue or agent performance. Examples:
	Agent Call Share shows an agents share of queue calls answered out of all queue calls answered for a particular queue.
	Average Answer % shows the percentage of calls answered that were answered within the target time set by the supervisor.

#### Statistic Colors

A number of different color backgrounds are used while displaying statistics. The following colors are used for normal statistics (these colors are not used in wallboards). The colors for changing statistic number values are optional (enabled by the <u>supervisor's account setting</u> 3 Highlighting Enabled) and are not applied to agent state and time values. They are also reset if you change view.

Normal	Alternate Row	Just Changed	Recently Changed
(White)	(Light Gray)	(Purple)	(Light Purple)

The following additional colors are used when any statistic is configured to display warnings and alarms. These colors override the ones above. Wallboards only display the colors for warnings and alarms.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

Alarms and warnings are automatically cleared when the statistic value returns back to the threshold level of the alarm or warning. Agents and supervisors can acknowledge an alarm or warning in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarms list.

# 3.1 Available Statistics

Statistic Full Name	Availa	ible for	Call T	ype <sup>[1]</sup>	Warning/ Alarm Type	Include	Overflow	Statistic Type
	Queue	Agent	Ext'	Int'	Alarm Type	From	То	]
Agent State (Queue) 45	-	7	-	-	None	-	-	State
Agent State (Queue) Time 484	-		-	-	>1-999 <sup>[2]</sup>	-	-	State
Agent State (System) 494	-		-	-	None	-	-	State
Agent State (System) Time 524	-		-	-	None	-	-	State
Agents ACW 534	7	-	-	-	>1-150	-	-	Current
Agents Available 544	7	-	-	-	<1-150	-	-	Current
Agents Call Share 55	-		-	-	None	-	7	Performance
Agents Logged On 564	7	-	-	-	<1-150	-	-	Current
Agents Present 57	<b>-</b>	-	-	-	None	-	-	Current
Agents Ringing 58	7	-	1	1	None	-	X	Current
Answered Calls 59			1	1	>1-999	X	<b>X</b> / <b>J</b> [3]	Call Count
Answered External (Non-Queue) 604	-	7	1	-	>1-999	-	-	Call Count
Answered Internal (Non-Queue) 614	-		-	7	>1-999	-	-	Call Count
Answered Internal (Queue) 624	7	7	-	7	>1-999	X	X	Call Count
Average Answer % 63	7		1	7	<1-100%		×	Performance
Average Answer Time 65	7		7	1	>1-600	7	X	Performance
Average Wait Time 67	7	-	7	7	>1-600	-	X	_
Busy Not Available 68	7	-	-	-	>1-150	-	-	Current
Calls Waiting 69		-	1	1	>1-999	X	7	Current
Current Wait Time 714	7	-	7	7	>1-600	-	1	-
Grade of Service 72	7	-	7	7	<1-100%	7	X	Performance
Internal Made 74	-		-	7	>1-999	-	-	Call Count
Longest Wait Time 75	7	-	1	7	>1-600	-	X	_
Lost Calls 76	7	7	1	1	>1-999	×	<b>X</b> / <b>J</b> [3]	Call Count
New Messages 78	7	-	-	-	>1-999	-	-	Call Count
No Answer 79	7	7	7	7	>1-999	X	<b>X</b> / <b>√</b> [3]	Call Count
Outbound Calls (External) 80	-		1	-	>1-999	-	-	Call Count
Overflowed Answered 814	7	-	1	7	>1- 999	-	X	Call Count
Overflowed Calls 82		-	1	7	>1-999	-	X	Call Count
Overflowed Calls Waiting 834	7	-	1	7	>1-999	-	X	Call Count
Overflowed Lost 844		-	7	7	>1-999		X	Call Count
Queue State 85	7	-	-	-	None	-	-	State
Queue State Time 86	7	-	-	-	>1-600 <sup>[2]</sup>	-	-	State
Routed to Other 87			7	7	>1-999	-	X	Call Count
Routed to Voicemail 88	7		1	7	>1-999	-	X	Call Count
Transferred 89			7	7	>1-999		X	Call Count

- 1. With statistics that support both internal and or external calls, the selection of which call types are reported is selectable through the statistic's settings.
- 2. For Agent State (Queue) Time and Queue State Time, separate time thresholds can be set for each state that has been selected to alarm.
- 3. X/√ \* For Answered Calls, Lost Calls and No Answer, queue calls that overflowed to a queue are included in agent statistics but not in queue statistics.
- 4. This documentation uses the full name for IP Office Customer Call Reporter statistics and states. However for the display in browser screens the IP Office Customer Call Reporter may use abbreviated names. The statistics however remain the same

# 3.2 Agent State (Queue)



Agent State (Queue) 45

- This statistic is only available for agents.
- It shows the current state of each agent in the selected queue.
- The related statistic Agent State (Queue) Time 48 can be used to show how long each agent has been in their current
- Possible agent states include:

State	Meaning	State	Meaning
Available	Logged in but not on a call.	Logged Out	The agent has logged out.
Ringing	Alerting with a queue call.	Busy	On a call presented to the queue.
Ring Alt-Queue	Alerting with a call for another queue of which they are a member or that has overflowed.	Busy Alt-Queue	On a call from another queue of which they are a member or that has overflowed.
Ring Non-Queue	Alerting with a non-queue call.	Busy Non-Queue	On a direct call 226 or a picked up call.
Present	Logged in but not enabled for this queue.	ACW	In the After Call Work state.
Holding	With a call on hold.	Busy NA	In Busy Not Available state.

#### Additional Information

Statistic can include additional information, indicated by a  $\P$  red corner icon. Place your cursor over the  $\P$  icon to display the addition information. This type of information is updated approximately every 5 seconds.

Information	Shown for:
Number	Displayed for ringing, busy and hold states.
Internal or External	
Inbound or Outbound	
Busy NA Reason	Displayed for the Busy NA state. The individual reasons are configured by the IP Office phone system maintainer. A reason is selected by the agent when going they go into Busy NA state.

## Settings

This statistic has no customizable settings.



## Description of Agent States

The following agent states can be reported for a queue:

#### Available

This agent state is reported when an agent is logged in and is not in any other state. That is when available to receive and answer queue calls.

#### Busy

This agent state is reported when the agent answers and is connected to a call to a gueue of which they are a member.

#### S After Call Work (ACW)

After Call Work indicates that the agent is not available to receive <u>queue calls</u> [23th] while they perform some other call related activity. Typically this is used for activities such as call records and data entry that need to be completed before handling another call. A number of controls are available for <u>After Call Work</u> [12th]. Agents can be configured to be automatically put into ACW state after a queue call or else they can manually select to enter the state when required.

Note: The Wrap-Up [235] feature briefly applied to the end of all calls including queue calls is also reported as After Call Work state.

## Busy Alt-Queue

This agent state is reported when, while viewing the agent's status in one queue of which they are a member, the agent is connected to a call belonging to another queue of which they are a member. It is also used when the agent is connected to a call that has overflowed from a queue.

# S Busy Not Available (NA)

This agent state indicates that the agent is not available to receive calls while they perform a non-call related activity such as attending a meeting. This state can be selected by an agent using the DND or SAC button on their phone, see Agent Phone Controls 12h. This also requires the agent to select one of the reason codes 23h displayed on their phone to indicate the reason they are going into the Busy Not Available state.

If this state is enabled while a queue call is being presented, the call will go to the next available agent and cause the No Answer statistic for the agent and queue to be incremented.

# Busy Non-Queue

This agent state is reported when the agent answers a call that was not targeted to the queue to which they belong. It is also reported when an agent makes a call.

## Holding

This agent state is reported when an agent has a call on hold.

## C Logged Out

This agent state is reported when an agent has <u>logged out</u> 123 from the phone system. Note that this is the default state assumed by IP Office Customer Call Reporter when it cannot determine the exact state, for example when restarting.

## S Present

This agent state is reported when an agent is logged in but their membership of the particular queue has been disabled. In this state they will not be presented with calls targeted to that queue. The agent's state for other queues may still be available 224.

# Ringing

This agent state is reported when the agent is being presented with a call targeted to a queue of which they are a member. If they answer the call their state will change to Busy 225.

# Ring Alt-Queue

This agent state is reported when the agent is being presented with a call from another queue of which they are a member. If they answer the call their state will change to <u>Busy Alt-Queue</u> 22<sup>th</sup>. It is also used when the agent is being presented a call that has overflowed from a queue.

## Ring Non-Queue

This agent state is reported when the agent is being presented with a call that is not targeted to any queue of which they are a member. If answered the call their state will change to <u>Busy Non-Queue</u> 225.

Statistics:	A ~~~+	Ctata	(0)
<b>วเลแรแ</b> เร.	Aueni	State	(Queue)

# 3.3 Agent State (Queue) Time



- This statistic is only available for agents.
- It shows how long the agent has been in their current state for the selected queue.
- The agent's current state can be shown by the related statistic Agent State (Queue) 45.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### **Alarms**

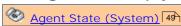
These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given. Different thresholds times can be set for each of the states selectable in the drop down list.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.
- Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.4 Agent State (System)



- This statistic is only available for agents.
- It shows the agent activity across all queues to which the agent belongs, ie. the whole system.
- The related statistic Agent State (System) Time 52 can be used to show how long each agent has been in their current state.
- The possible agent states on the system are listed below. They are listed in order of priority, from the highest priority downwards. The priority is important if the agent belongs to several queues and has a different current state in each of those queues.

State	Meaning
Busy	On a call targeted to a queue.
Busy Non-Queue	On a direct call or picked up call.
Holding	With a call on hold.
Ringing	Alerting with a queue call.
Ring Non-Queue	Alerting with a non-queue call.
Busy NA	In Busy Not Available status.
Available	Logged in but not on a call.
ACW	In After Call Work State.
Present	Logged in but disabled from all queues.
Logged Out	The agent has logged out.

#### Additional Information

Statistic can include additional information, indicated by a  $\ ^{\ }$  red corner icon. Place your cursor over the  $\ ^{\ }$  icon to display the addition information. This type of information is updated approximately every 5 seconds.

Information	Shown for:
Number	Displayed for ringing, busy and hold states.
Internal or External	
Inbound or Outbound	
Busy NA Reason	Displayed for the Busy NA state. The individual reasons are configured by the IP Office phone system maintainer. A reason is selected by the agent when going they go into Busy NA state.

#### Settinas

This statistic has no customizable settings.



## Description of Agent States

The following agent states can be reported for all the queues of which the agent is a member:

#### 🖸 Available

This agent state is reported when an agent is logged in and is not in any other state. That is when available to receive and answer queue calls.

## Busy

This agent state is reported when the agent answers and is connected to a call to a queue of which they are a member.

#### S After Call Work (ACW)

After Call Work indicates that the agent is not available to receive queue calls 23h while they perform some other call related activity. Typically this is used for activities such as call records and data entry that need to be completed before handling another call. A number of controls are available for After Call Work 12h. Agents can be configured to be automatically put into ACW state after a queue call or else they can manually select to enter the state when required.

Note: The Wrap-Up [235] feature briefly applied to the end of all calls including queue calls is also reported as After Call Work state.

# 🕏 Busy Not Available (NA)

This agent state indicates that the agent is not available to receive calls while they perform a non-call related activity such as attending a meeting. This state can be selected by an agent using the DND or SAC button on their phone, see <u>Agent Phone Controls</u> 12h. This also requires the agent to select one of the <u>reason codes</u> 23h displayed on their phone to indicate the reason they are going into the Busy Not Available state.

If this state is enabled while a queue call is being presented, the call will go to the next available agent and cause the No Answer statistic for the agent and queue to be incremented.

## Busy Non-Queue

This agent state is reported when the agent answers a call that was not targeted to the queue to which they belong. It is also reported when an agent makes a call.

#### Holding

This agent state is reported when an agent has a call on hold.

#### Logged Out

This agent state is reported when an agent has logged out 123 from the phone system. Note that this is the default state assumed by IP Office Customer Call Reporter when it cannot determine the exact state, for example when restarting.

#### Ringing

This agent state is reported when the agent is being presented with a call targeted to a queue of which they are a member. If they answer the call their state will change to Busy 225.

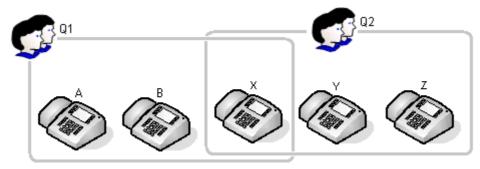
# Ring Non-Queue

This agent state is reported when the agent is being presented with a call that is not targeted to any queue of which they are a member. If answered the call their state will change to <a href="Busy Non-Queue">Busy Non-Queue</a> <a href="Busy Non-Queue">228</a>).

# Example of How Agent State Queue is Determined

When an agent is a member of more than one queue, their state for each queue may differ. The example below show how the different state for different queues is resolved into a single system state.

Agent X is a member of 2 queues; Q1 and Q2. In the following scenarios we see how Agent X's state is reported for each of those queues using the Agent State (Queue) statistic and for the systems as a whole using the Agent State (System) statistic.



Scenarios		Agent State (Queue)		Agent State	
		Q1	Q2	(System)	
Starting Work	Agent X is not logged in at an extension.	Logged Out	Logged Out	Logged Out	
	Agent X logs in to an extension.	Available	Available	Available	
Answering a Queue Call	A call to the queue Q1 is presented to Agent X.	Ringing	Ring Alt-Queue	Ringing	
	Agent X answers the call.	Busy	Busy Alt-Queue	Busy	
	Agent X puts the call on hold.	Holding	Busy Alt-Queue	Busy	
	Agent X reconnects the call.	Busy	Busy Alt-Queue	Busy	
	The call ends. The system automatically applies a short period of wrap up 235, usually 2 seconds.	After Call Work	After Call Work	After Call Work	
	Since it was a queue call the system may then apply automatically <u>After Call Work</u> 222.	After Call Work	After Call Work	After Call Work	
	The system automatically ends After Call Work (by default after 10 seconds).	Available	Available	Available	
Answering a Direct Call	A call is targeted directly to Agent X rather than a queue.	Ring Non-Queue	Ring Non-Queue	Ring Non-Queue	
	Agent X answers the call.	Busy Non-Queue	Busy Non-Queue	Busy Non-Queue	
	The call ends. The system automatically applies a short period of wrap up 235, usually 2 seconds.	After Call Work	After Call Work	After Call Work	
	The system automatically ends wrap up.	Available	Available	Available	
Making a Call	Agent X makes a call.	Busy Non-Queue	Busy Non-Queue	Busy Non-Queue	
	The call ends. The system automatically applies a short period of wrap up 235, usually 2 seconds.	After Call Work	After Call Work	After Call Work	
	The system automatically ends wrap up.	Available	Available	Available	
Doing Other	Agent X selects Busy Not Available.	Busy NA	Busy NA	Busy NA	
Work	When completed, Agent X ends Busy Not Available.	Available	Available	Available	
Enabling/ Disabling Queue	Agent X disables their membership of the Q1 queue.	Present	Available	Available	
Membership	<ul> <li>Agent X disables their membership of the Q2 queue. They are now disabled from all queues.</li> </ul>	Present	Present	Present	
	Agent X re-enables their membership of both queues.	Available	Available	Available	
Ending Work	Agent X logs out from the extension.	Logged out	Logged out	Logged out	

# 3.5 Agent State (System) Time



- This statistic is only available for agents.
- It shows how long the agent has been in their current system state.
- The agent's current state can be shown by the related statistic Agent State (System) [49].

#### Settings

This statistic has no customizable settings.



# 3.6 Agents ACW

# Agents ACW 53

- This statistic is only available for queues.
- Its shows the number of agents in the queue who are currently in the After Call Work (ACW) state.
- For users who previously used CCC, the ACW state is similar to Busy Wrap Up.

#### S After Call Work (ACW)

After Call Work indicates that the agent is not available to receive <u>queue calls</u> [23th] while they perform some other call related activity. Typically this is used for activities such as call records and data entry that need to be completed before handling another call. A number of controls are available for <u>After Call Work</u> [12th]. Agents can be configured to be automatically put into ACW state after a queue call or else they can manually select to enter the state when required.

Note: The Wrap-Up 236 feature briefly applied to the end of all calls including queue calls is also reported as After Call Work state.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold
   Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the
   alarm threshold.
- Alarm Threshold
   Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the
   warning threshold.

# 3.7 Agents Available

## Agents Available 54

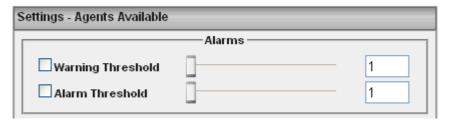
- · This statistic is only available for queues.
- It shows the number of agents in the queue who are currently available to answer calls.

## S Available

This agent state is reported when an agent is logged in and is not in any other state. That is when available to receive and answer queue calls.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold levels below which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be higher than the alarm threshold.

Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be lower that the warning threshold.

# 3.8 Agents Call Share



- · This statistic is only available for agents.
- It shows the percentage of queue calls answered by the agent out of all queue calls answered by the agents in the queue.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	-	-	-	_	-/-
Agent	<b>-</b>	X	<b>y</b>	<b>✓</b>	-,/

#### Example

There are 4 agents in a Sales group. Together they answer 200 calls. The number of calls answered by each agent can be shown as a percentage of the total calls answered.

- Agent 1 answers 62 calls = Call Share 31%.
- Agent 2 answers 56 calls = Call Share 28%.
- Agent 3 answers 58 calls = Call Share 29%.
- Agent 4 answers 24 calls = Call Share 12%.

## Settings

This statistic has no customizable settings.



# 3.9 Agents Logged On

## Agents Logged On 56

- This statistic is only available for queues.
- It shows the number of agents who are members of the queue who are currently logged in.
- When logged in an agent can also be in other states.

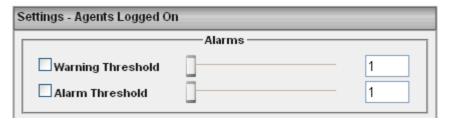
## ? Logged In

An agent is "logged in" when they use an extension on the telephone system to enter their extension number and login code. Their telephone settings are then applied to that extension and they are then able to make and receive calls including calls targeted to queue of which they are members.

Agents can log in to an extension either by pressing the Login button if displayed or dialing a login short code. The default short code is \*35\*<agent extension number>\*<agent login code>#.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 3th. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold levels below which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold
  Select to enable a warning threshold and to set that threshold. The warning threshold must be higher than the alarm threshold.
- Alarm Threshold
   Select to enable an alarm threshold and to set that threshold. The alarm threshold must be lower that the
   warning threshold.

# 3.10 Agents Present

# Agents Present 57

- This statistic is only available for queues.
- It shows the number of agents who are logged in but whose membership of the queue is currently disabled.

# C Present

This agent state is reported when an agent is logged in but their membership of the particular queue has been disabled. In this state they will not be presented with calls targeted to that queue. The agent's state for other queues may still be available 224.

## Settings

This statistic has no customizable settings.



# 3.11 Agents Ringing

# Agents Ringing 58

- This statistic is only available for queues.
- It shows the number of agents with queue calls 23h ringing but not yet answered.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	<b>y</b>	<b>y</b>	X/X
Agent	-	-	-	-	-/-

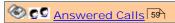
#### Settings

This statistic has no customizable settings.



Statistics: Agents Ringing

## 3.12 Answered Calls

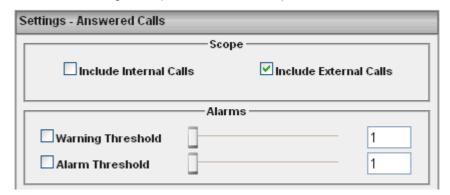


- This statistic is available for queues and agents.
- It shows the number of queue calls [23th that answered by the agents in the queue or the agent being reported on.
- It does not include direct calls answered by agents.
- It does not include queue calls answered by methods such as call pickup.
- It does not include calls that go to voicemail.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>\</b>	X	Optional	Optional	X/X
Agent	<b>✓</b>	X	Optional	Optional	<b>-</b> / <b>J</b>

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 3th. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged	
(Green)	(Yellow)	(Red)	(Blue)	

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.13 Answered External (Non-Queue)

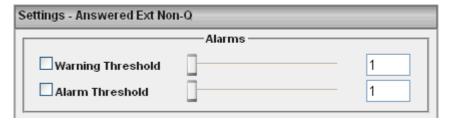


- This statistic is only available for agents.
- It shows the number of external inbound calls that are targeted directly to an agent and answered by that agent.
- It does not includes gueue calls to a gueue of which the agent is a member.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	-	-	-	_	<b>-</b> /-
Agent	×	<b>-</b>	×	<b>y</b>	<b>-</b> /-

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

· When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold
  Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.
- Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.14 Answered Internal (Non-Queue)

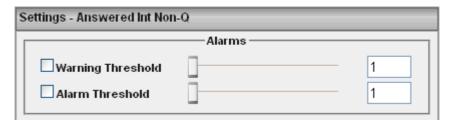


- This statistic is only available for agents.
- It shows the number of internal inbound calls that are targeted directly to an agent and answered by that agent.
- It does not includes gueue calls to a gueue of which the agent is a member.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	-	-	_	_	-/-
Agent	X	-	<b>-</b>	×	X/X

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> [31]. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)
( /	( /	<b>\</b>	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold
   Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the
   alarm threshold
- Alarm Threshold
   Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the
   warning threshold.

# 3.15 Answered Internal (Queue)



- This statistic is available for queues and agents.
- It shows the number of internal calls to the queue that were then answered by the agents in the queue or the agent being reported on.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	\ \	×	X/X
Agent	<b>-</b>	X	<b>V</b>	×	<b>-</b> / <b>-</b> /

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.
- Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.16 Average Answer %

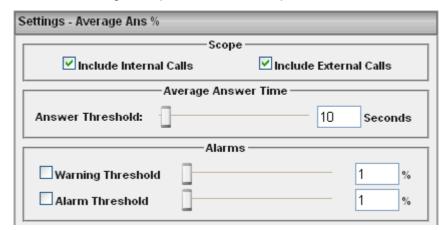


- This statistic is available for queues and agents.
- It shows the number of <u>queue calls [23</u>th answered by the queue within the specified answer threshold time, divided by the total number of calls answered.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>/</b>	X	Optional	Optional	<b>√</b> / <b>X</b>
Agent	<b>y</b>	X	Optional	Optional	<b>√</b> / <b>X</b>

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.
- Answer Threshold: Default = 600 seconds, Range = 1 to 600 seconds.
   Used for statistics calculated as a percentage of calls answered within the set time out of all calls presented. Sets the target time for calls to be answered from when they are first presented to the queue or agent. Note that for agents, calls are only presented for the queue's no answer time before being presented to the next agent.

#### Δlarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold levels below which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a
  warning
- · The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be higher than the alarm threshold.

Alarm Threshold
 Select to enable an alarm threshold and to set that threshold. The alarm threshold must be lower that the
 warning threshold.

## Transferred Call and Performance Statistics

For performance statistics, Average Answer Time, Average Answer % and Grade of Service, transferred calls are treated as follows:

- For supervised transfers, the duration of the enquiry call is treated as the ringing time of the transferred call. Note also that the ring time of the enquiry call is included a separate answered call value.
- For unsupervised transfers, the transferred call is treated the same as a call targeted directly to the queue or agent.

# 3.17 Average Answer Time

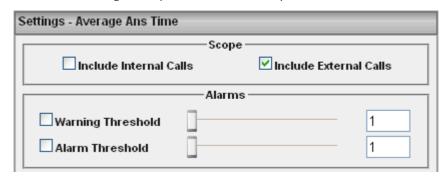


- This statistic is available for queues and agents.
- It shows the sum of answer times divided by the number of queue calls answered by the queue or by the agent being reported.
- The average answer time is measured from the call arriving at the target (queue or agent).
- When calculated for an agent, the statistic is only based on the calls that the agent handled on behalf of the hunt group selected in the view.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	<b>√</b> / <b>X</b>
Agent	<b>&gt;</b>	×	Optional	Optional	<b>√</b> / <b>×</b>

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.

# Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

#### · Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

#### Transferred Call and Performance Statistics

For performance statistics, Average Answer Time, Average Answer % and Grade of Service, transferred calls are treated as follows:

- For supervised transfers, the duration of the enquiry call is treated as the ringing time of the transferred call. Note also that the ring time of the enquiry call is included a separate answered call value.
- For unsupervised transfers, the transferred call is treated the same as a call targeted directly to the queue or agent.

# 3.18 Average Wait Time

# Average Wait Time 674

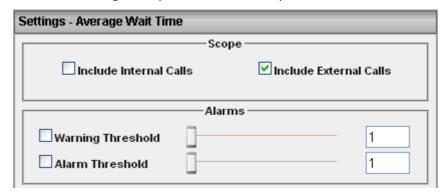
- This statistic is only available for queues.
- Average waiting time of calls.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	<b>√</b> / <b>X</b>
Agent	×	×	-	-	<b>-</b> /-

• For supervised transfers (including transfers using <a href="mailto:park">park</a> [215]), the duration the call is held or parked is included in the <a href="mailto:Average Wait Time">Average Wait Time</a> [65] and <a href="mailto:Longest Wait Time">Longest Wait Time</a> [75] calculations for the queue to which the call is transferred.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.19 Busy Not Available

## Busy Not Available 68

- This statistic is only available for queues.
- It shows the total number of agents in the queue who have currently indicated they are Busy Not Available 225.
- Busy Not Available is a state selected by an agent when they need to stop receiving queue calls in order to do some non-call related activity.

## 🕏 Busy Not Available (NA)

This agent state indicates that the agent is not available to receive calls while they perform a non-call related activity such as attending a meeting. This state can be selected by an agent using the DND or SAC button on their phone, see Agent Phone Controls 12h. This also requires the agent to select one of the reason codes 23h displayed on their phone to indicate the reason they are going into the Busy Not Available state.

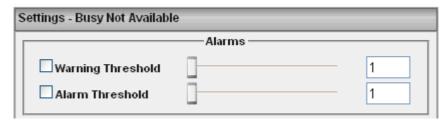
If this state is enabled while a queue call is being presented, the call will go to the next available agent and cause the No Answer statistic for the agent and queue to be incremented.

#### Additional Information

Statistic can include additional information, indicated by a  $\P$  red corner icon. Place your cursor over the  $\P$  icon to display the addition information. This type of information is updated approximately every 5 seconds.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- · Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

· Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.20 Calls Waiting

# Calls Waiting 69

- This statistic is only available for queues
- It shows the number of calls targeted to the queue that are waiting to be answered by the agents in the queue or the agent being reported on.
- It includes calls currently ringing at agent phones.
- Calls that overflow from the queue and are still waiting to be answered are reported using Overflowed Calls Waiting 83

Call types	Queue Calls	Direct Call	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	X.J
Agent	-	-	-	-	-/-

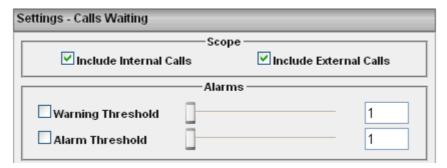
#### Additional Information

Statistic can include additional information, indicated by a  $\P$  red corner icon. Place your cursor over the  $\P$  icon to display the addition information. This type of information is updated approximately every 5 seconds.

- The additional information provided by this statistic is the peak waiting time, the average waiting time and the current longest waiting time.
- The information is shown for internal and or external calls depending on the statistic settings.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

Alarm Threshold Select to enable an warning threshold.	alarm threshold and	to set that thresho	old. The alarm thi	reshold must be h	igher that the

**Statistics: Calls Waiting** 

# 3.21 Current Wait Time

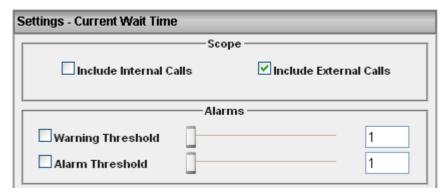
# Current Wait Time 71

- This statistic is only available for queues.
- · Time of the longest currently waiting call.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	J/J
Agent	X	X	Optional	Optional	<b>-</b> /-

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



#### Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

#### Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- · The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.

## Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

#### · Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.22 Grade of Service

# Grade of Service 72

- This statistic is only available for queues.
- It is the number of queue calls answered within the defined answer threshold as a percentage of all queue calls presented.
- It excludes calls where the caller disconnects before the statistic's Lost Calls Threshold setting, measured from when
  the call was presented to the queue.
- It includes calls that become lost calls.
- It does not include calls that were routed elsewhere (Routed to Other) or to voicemail (Routed to Voicemail).

Call types	Queue Calls	Direct Call	Internal Calls	External Calls	Overflowed from/to
Queue	<b>y</b>	X	Optional	Optional	J/X
Agent	-	-	-	-	-/-

#### Example

A supervisor has specified that calls should be answered within 30 seconds. 20 calls into a queue were answered within the target time, 4 calls were answered after 30 seconds and 1 call was lost. The calculation would be 20 / 25 = 0.8. The Grade of Service therefore is 80%.

#### Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.

Settings - Grade Of Service							
Scope							
☐ Include Internal Calls	☑ Include External Calls						
Average Answer Time							
Answer Threshold:	10 Seconds						
Lost Calls (GOS)							
Lost Call	5						
Threshold:	Seconds						
Alarms							
☐ Warning Threshold	1 %						
Alarm Threshold	1 %						

#### • Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.
- Answer Threshold: *Default = 600 seconds, Range = 1 to 600 seconds.*Used for statistics calculated as a percentage of calls answered within the set time out of all calls presented. Sets the target time for calls to be answered from when they are first presented to the queue or agent. Note that for agents, calls are only presented for the queue's no answer time before being presented to the next agent.
- Lost Calls Threshold: *Default = 1 second, Range = 1 to 600 seconds*.

  Lost calls are calls where the caller disconnects before the call is answered. This threshold sets the minimum time in seconds for a call to be available before it will be counted as lost when the caller disconnects and not included in the calculation of this statistic.

#### **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold levels below which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

<del>-</del>			
Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a
warning

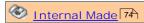
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold Select to enable a warning threshold and to set that threshold. The warning threshold must be higher than the alarm threshold.
- Alarm Threshold
   Select to enable an alarm threshold and to set that threshold. The alarm threshold must be lower that the
   warning threshold.

## Transferred Call and Performance Statistics

For performance statistics, Average Answer Time, Average Answer % and Grade of Service, transferred calls are treated as follows:

- For supervised transfers, the duration of the enquiry call is treated as the ringing time of the transferred call. Note also that the ring time of the enquiry call is included a separate answered call value.
- For unsupervised transfers, the transferred call is treated the same as a call targeted directly to the queue or agent.

## 3.23 Internal Made



- This statistic is only available for agents.
- It shows the number of internal calls made by an agent. Only internal calls that are answered are included.

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.24 Longest Wait Time

## Longest Wait Time 75

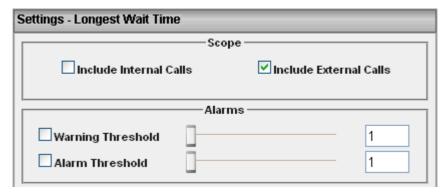
- This statistic is only available for gueues.
- Waiting time of the longest waiting call.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	<b>√</b> / <b>X</b>
Agent	X	X	Optional	Optional	<b>-</b> /-

- For supervised transfers (including transfers using <a href="mailto:park">park</a> [216]), the duration the call is held or parked is included in the <a href="mailto:Average Wait Time">Average Wait Time</a> [65] and <a href="mailto:Longest Wait Time">Longest Wait Time</a> [75] calculations for the queue to which the call is transferred.
- No value is displayed for the TOTAL of a Longest Wait Time column.

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled /	Cleared	Warning	Alarm	Acknowledged
(Gree	en)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.25 Lost Calls



- This statistic is available for queues and agents.
- It shows the number of queue calls where the caller disconnected before they were answered by an agent in the queue or the agent being reported on.
- Queue calls that are lost are reported as lost against both the queue and against the last agent to which the call was presented.
- · It does not include calls that go to voicemail.

## ? Lost Call

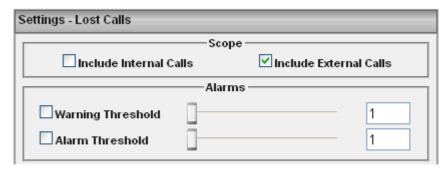
A lost call is one where the caller disconnects before being answered.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	X.X
Agent	<b>-</b>	×	Optional	Optional	X.J

• Note that for a queue, the number of lost calls can be higher than the total of lost calls for agent in the queue as calls can be lost before being presented to any agent.

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

 Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.26 New Messages

## SS New Messages 78

- This statistic is only available for queues.
- It shows the current number of unread messages in the mailbox of the selected queue.
- This is not an IP Office Customer Call Reporter statistic that can be reset, it is a value reported by the voicemail server providing the mailbox.

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset 31.</u> Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged	
(Green)	(Yellow)	(Red)	(Blue)	

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- · The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- · Warning Threshold
  - Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.
- · Alarm Threshold
  - Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

**Statistics: New Messages** 

## 3.27 No Answer

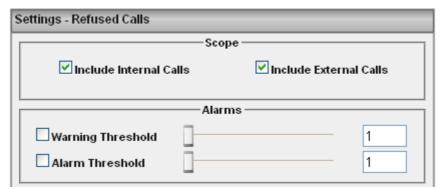


- This statistic is available for queues and agents.
- For an agent it shows the number of queue calls presented to the agent which rang unanswered for the queue's full no
  answer time before be presented elsewhere.
- For a queue it shows the total number of no answer events for the agents in the queue.
- For an agent it includes queue calls and queue calls that overflowed to the agent's queue. It does not include nonqueue calls.
- If an agent enables Busy Not Available while being presented with a queue call, that will be counted against the agent and queue.

Call types	Queue Calls	Direct Call	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	X/X
Agent	<b>✓</b>	X	Optional	Optional	X.J

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- · The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.

## · Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

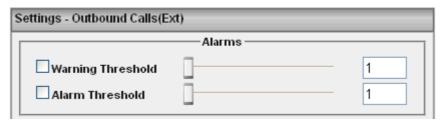
# 3.28 Outbound Calls (External)



- This statistic is only available for agents.
- It shows the number of outbound external calls made by the agent.
- If the outgoing call attempts to seize an external trunk but is unsuccessful, for example getting busy tone, it is still
  included.

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold
   Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the
   alarm threshold.
- Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.29 Overflowed Answered

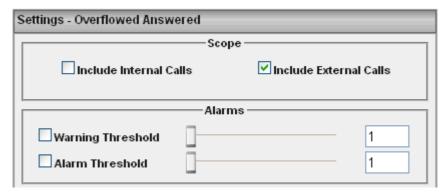
## Overflowed Answered 814

- This statistic is only available for queues.
- It shows the number of queue calls answered after overflowing to another queue.
- This applies even if the overflowed call is answered by an agent in the queue from which it overflowed.
- It does not include queue calls answered by methods such as call pickup (use Routed to Other 87).
- It does not include calls that go to voicemail.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	J.X
Agent	-	-	-	-	-/-

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.

## Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the

## • Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.30 Overflowed Calls

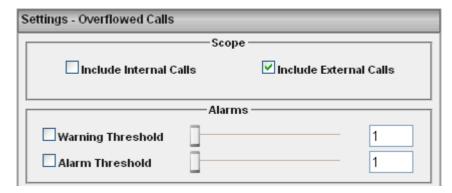
# Overflowed Calls 82

- This statistic is only available for queues.
- It shows the number of calls that have overflowed from the queue to its overflow destination.
- Once a call has overflowed, it may also appear in the queue's <u>Overflowed Calls Waiting [23th</u>, <u>Overflowed Answered [23th</u> and <u>Overflowed Lost [23th</u>] statistics.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	J/X
Agent	-	-	-	-	-/-

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

· Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.31 Overflowed Calls Waiting

# Overflowed Calls Waiting 834

- This statistic is only available for queues.
- It shows the number of calls overflowed from the queue and still waiting to be answered.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	J/X
Agent	-	-	-	-	-/-

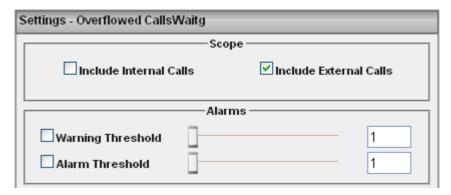
## Additional Information

Statistic can include additional information, indicated by a  $\P$  red corner icon. Place your cursor over the  $\P$  icon to display the addition information. This type of information is updated approximately every 5 seconds.

- The additional information provided by this statistic is the peak waiting time, the average waiting time and the current longest waiting time.
- The information is shown for internal and or external calls depending on the statistic settings.

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.

# Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.32 Overflowed Lost

## CC Overflowed Lost 844

- · This statistic is only available for queues.
- The number of calls which overflowed from the gueue and were then lost.
- It does not include calls that go to voicemail.

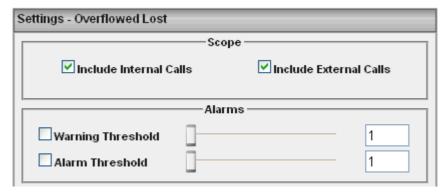
## ? Lost Call

· A lost call is one where the caller disconnects before being answered.

Call types	Queue Calls	Direct Calls	Internal Calls	External Calls	Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	J/X
Agent	-	-	-	-	-/-

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Δlarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)
(Green)	(TCHOW)	(ICCa)	(DidC)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.33 Queue State

## Queue State 85

- This statistic is only available for gueues.
- It shows the current state of the queue as one of the following: In Service, Agents Busy, No Agents, Night Service or Out of Service.
- The related statistic Queue State Time 86 can be used the show the time that the queue has been in its current state.

## Settings

This statistic has no customizable settings.



Possible queue states are:

## ? Night Service

A queue can be set in 'night service' state either manually or as the result of an automatic time schedule.

Agents in the queue will no longer be presented with calls targeted to that queue. Depending on how the queue has been configured by the telephone system maintainer, the calls will either overflow to another queue or to voicemail.

This queue state is reported by the <u>Queue State</u> statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> 86 statistic.

## ? Out of Service

A queue can be set as 'out of service'.

Agents in the queue will no longer be presented with calls targeted to that queue. Depending on how the queue has been configured by the telephone system maintainer, the calls will either overflow to another queue or to voicemail.

This queue state is reported by the <u>Oueue State</u> statistic. The time the queue has been in a particular state is reported by the <u>Oueue State Time</u> 86 statistic.

## ? In Service

This queue state is reported for a queue in normal operation, ie. with some agents logged in and available to answer calls.

Agents in the queue will no longer be presented with calls targeted to that queue. Depending on how the queue has been configured by the telephone system maintainer, the calls will either overflow to another queue or to voicemail.

This queue state is reported by the <u>Queue State</u> 85 statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> 86 statistic.

## ? All Agents Busy

This queue state is reported for a queue when all the logged in agents are in a busy state.

This queue state is reported by the <u>Queue State</u> | 86<sup>th</sup> statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> | 86<sup>th</sup> statistic.

## ? No Agents

This queue state is reported for a queue where no agents are logged in.

This queue state is reported by the <u>Queue State</u> statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> statistic.

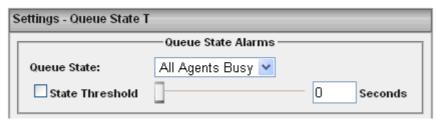
## 3.34 Queue State Time

## Queue State Time 86

- · This statistic is only available for queues.
- It shows the time the gueue has been in its current state.
- The related statistic Queue State 85 can be used the show current state.

## Statistic Settings

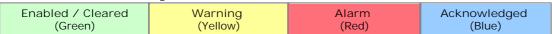
All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## **Alarms**

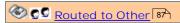
These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.



- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied to an agent statistic, the same setting is applied to the whole column, even when you change which queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.
- Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.35 Routed to Other

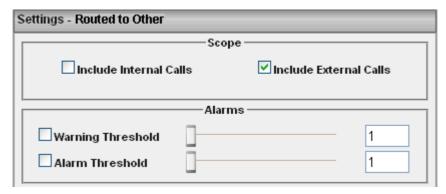


- This statistic is available for queues and agents.
- It shows the number of queue calls to the agent or queue that were subsequently retargeted to or answered by a party that is not a member of the same queue. For example calls picked up by another user while it was ringing at an agent.

Call types	Queue Calls	Direct Call	Internal Calls	External Calls	Overflowed from/to
Queue	<b>y</b>	X	Optional	Optional	J/X
Agent	<b>y</b>	X	Optional	Optional	J.X

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last <u>view statistics reset</u> (31). Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## **Alarms**

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold
  - Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.
- Alarm Threshold
  - Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.36 Routed to Voicemail

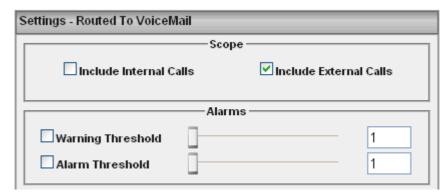


- This statistic is available for queues and agents.
- For a queue it shows the number of queue calls presented and then routed to voicemail.
- For an agent is shows the number of direct calls to the agent that were then routed to voicemail.
- It does not include announcements played by voicemail to the caller.

Call types	Queue Calls	Direct Call	Internal Calls	External Calls	Overflowed from/to
Queue	<b>y</b>	X	Optional	Optional	J/X
Agent	×	<b>y</b>	Optional	Optional	J/X

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 3th. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.

## Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

## Alarm Threshold

Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

## 3.37 Transferred

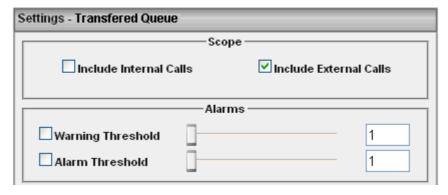


- This statistic is available for queues and agents.
- For a queue it is the number of calls originally targeted at the queue and then successfully transferred by the queue's agents.
- For an agent it is the number of the queue's calls that they have transferred.
- It includes both supervised and unsupervised transfers.
- It does not include direct calls 22th to agents that they then transfer.

Call types	Queue Calls	Direct Call	Internal Calls	External Calls	Calls Overflowed from/to
Queue	<b>-</b>	X	Optional	Optional	-/-
Agent	-	X	Optional	Optional	-/-

## Statistic Settings

All supervisors can customize the settings of each statistic column included in a view. The changes are applied to the existing data since the last view statistics reset 31. Click on the statistic name at the top of the column and select Settings. Customize the statistics settings as required and then click Update.



## Scope

Supervisors can select which types of calls are included in the calculation of this statistic. By default external calls are included.

- Include Internal Calls: Select to include internal calls in the statistic.
- Include External Calls: Select to include external calls in the statistic.

## Alarms

These controls allow you to select whether a warning and or an alarm is given for the statistic. You can also set the threshold level above which the warning or alarm is given.

• When enabled, the background color of the cells is used to indicate their current alarm state.

	3		
Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

- Alarms and warning are updated approximately every 8 seconds. An alarm when it occurs, overrides a warning.
- The alarms or warning is automatically cleared when the cell value goes back past the threshold level.
- Agents and supervisors can acknowledge alarms and warnings in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarm list.
- Within views, the alarm and warning settings are applied to all cells in the statistic column. When applied
  to an agent statistic, the same setting is applied to the whole column, even when you change which
  queue's agents are being viewed.
- Note that when enabling or disabling alarms and warnings, the new settings may only get used at the next change in the value of the relevant cells.
- Warning Threshold

Select to enable a warning threshold and to set that threshold. The warning threshold must be lower than the alarm threshold.

• Alarm Threshold Select to enable an alarm threshold and to set that threshold. The alarm threshold must be higher that the warning threshold.

# 3.38 Statistic Summary

## Agent State (Queue) 45

- This statistic is only available for agents.
- It shows the current state of each agent in the selected queue.
- The related statistic Agent State (Queue) Time 48 can be used to show how long each agent has been in their current

# Agent State (Queue) Time 48

- · This statistic is only available for agents.
- It shows how long the agent has been in their current state for the selected queue.
- The agent's current state can be shown by the related statistic Agent State (Queue) 45

## 🕙 Agent State (System) 🕪

- This statistic is only available for agents.
- It shows the agent activity across all queues to which the agent belongs, ie. the whole system.
- The related statistic Agent State (System) Time 52 can be used to show how long each agent has been in their current

# 🕙 Agent State (System) Time 🖼

- This statistic is only available for agents.
- It shows how long the agent has been in their current system state.
- The agent's current state can be shown by the related statistic Agent State (System) 49.

## Agents ACW 53

- This statistic is only available for queues.
- Its shows the number of agents in the queue who are currently in the After Call Work (ACW) state.
- For users who previously used CCC, the ACW state is similar to Busy Wrap Up.

## GS Agents Available 54

- This statistic is only available for queues.
- It shows the number of agents in the queue who are currently available to answer calls

## Agents Call Share 554

- This statistic is only available for agents.
- It shows the percentage of gueue calls 23th answered by the agent out of all queue calls answered by the agents in the queue.

## Agents Logged On 56

- This statistic is only available for queues.
- It shows the number of agents who are members of the queue who are currently logged in.
- When logged in an agent can also be in other states.

## Agents Present 57

- This statistic is only available for queues.
- It shows the number of agents who are logged in but whose membership of the queue is currently disabled.

## Agents Ringing 58

- This statistic is only available for queues.
- It shows the number of agents with <u>queue calls</u> 23th ringing but not yet answered.

# Manager Calls 594

- This statistic is available for queues and agents.
- It shows the number of queue calls 231 that answered by the agents in the queue or the agent being reported on.
- It does not include direct calls answered by agents.
- It does not include gueue calls answered by methods such as call pickup.
- It does not include calls that go to voicemail.

## Answered External Non-Queue 604

- This statistic is only available for agents.
- It shows the number of external inbound calls that are targeted directly to an agent and answered by that agent.
- It does not includes queue calls to a queue of which the agent is a member.

# Answered Internal Non-Queue 614

- This statistic is only available for agents.
- It shows the number of internal inbound calls that are targeted directly to an agent and answered by that agent.
- It does not includes gueue calls to a gueue of which the agent is a member.

## (Queue) 62 Answered Internal

- This statistic is available for queues and agents.
- It shows the number of internal calls to the queue that were then answered by the agents in the queue or the agent being reported on.

## O S Average Answer % 63

- This statistic is available for queues and agents.
- It shows the number of queue calls 23h answered by the queue within the specified answer threshold time, divided by the total number of calls answered.

# 🌑 🕵 <u>Average Answer Time</u> 65

- This statistic is available for queues and agents.
- It shows the sum of answer times divided by the number of queue calls answered by the queue or by the agent being
- The average answer time is measured from the call arriving at the target (queue or agent).
- When calculated for an agent, the statistic is only based on the calls that the agent handled on behalf of the hunt group selected in the view.

# SS Average Wait Time 67

- This statistic is only available for gueues
- Average waiting time of calls.

# Busy Not Available 68

- This statistic is only available for queues.
- It shows the total number of agents in the gueue who have currently indicated they are Busy Not Available 2251.
- Busy Not Available is a state selected by an agent when they need to stop receiving gueue calls in order to do some non-call related activity.

# Calls Waiting 69

- This statistic is only available for queues.
- It shows the number of calls targeted to the gueue that are waiting to be answered by the agents in the gueue or the agent being reported on.
- It includes calls currently ringing at agent phones.
- Calls that overflow from the queue and are still waiting to be answered are reported using Overflowed Calls Waiting 83

## Current Wait Time 714

- This statistic is only available for gueues.
- · Time of the longest currently waiting call.

## Grade of Service 72

- This statistic is only available for queues.
- It is the number of queue calls answered within the defined answer threshold as a percentage of all queue calls presented.
- It excludes calls where the caller disconnects before the statistic's Lost Calls Threshold setting, measured from when the call was presented to the queue.
- It includes calls that become lost calls
- It does not include calls that were routed elsewhere (Routed to Other) or to voicemail (Routed to Voicemail).

# Made 74

- This statistic is only available for agents.
- It shows the number of internal calls made by an agent. Only internal calls that are answered are included.

# Longest Wait Time 75

- This statistic is only available for queues.
- Waiting time of the longest waiting call.

# **® © ©** Lost Calls **76**

- This statistic is available for queues and agents.
- It shows the number of queue calls where the caller disconnected before they were answered by an agent in the queue or the agent being reported on.
- Queue calls that are lost are reported as lost against both the queue and against the last agent to which the call was presented.
- · It does not include calls that go to voicemail.

## New Messages 78

- This statistic is only available for queues.
- It shows the current number of unread messages in the mailbox of the selected queue.
- This is not an IP Office Customer Call Reporter statistic that can be reset, it is a value reported by the voicemail server
  providing the mailbox.

# Outbound Calls (External) 804

- This statistic is only available for agents.
- It shows the number of outbound external calls made by the agent.
- If the outgoing call attempts to seize an external trunk but is unsuccessful, for example getting busy tone, it is still
  included.

# Overflowed Answered 814

- This statistic is only available for queues.
- It shows the number of queue calls answered after overflowing to another queue.
- This applies even if the overflowed call is answered by an agent in the queue from which it overflowed.
- It does not include queue calls answered by methods such as call pickup (use Routed to Other 87).
- · It does not include calls that go to voicemail.

## Overflowed Calls 82

- This statistic is only available for queues.
- It shows the number of calls that have overflowed from the queue to its overflow destination.
- Once a call has overflowed, it may also appear in the queue's <u>Overflowed Calls Waiting</u> [23th], <u>Overflowed Answered</u> [23th] and <u>Overflowed Lost</u> [23th] statistics.

## Overflowed Calls Waiting 83

- This statistic is only available for queues.
- It shows the number of calls overflowed from the queue and still waiting to be answered.

# Overflowed Lost 84

- This statistic is only available for queues.
- The number of calls which overflowed from the queue and were then lost.
- It does not include calls that go to voicemail.

## Queue State 85

- This statistic is only available for queues.
- It shows the current state of the queue as one of the following: In Service, Agents Busy, No Agents, Night Service or Out of Service.
- The related statistic Queue State Time 86 can be used the show the time that the queue has been in its current state.

## Queue State Time 864

- This statistic is only available for queues.
- It shows the time the queue has been in its current state.
- The related statistic Queue State 85 can be used the show current state.

# **⊗ ©** No Answer 79A

- · This statistic is available for queues and agents.
- For an agent it shows the number of queue calls presented to the agent which rang unanswered for the queue's full no answer time before be presented elsewhere.
- For a queue it shows the total number of no answer events for the agents in the queue.
- For an agent it includes queue calls and queue calls that overflowed to the agent's queue. It does not include nonqueue calls.
- If an agent enables Busy Not Available while being presented with a queue call, that will be counted against the agent and queue.

# ® © Routed to Other 87

- · This statistic is available for queues and agents.
- It shows the number of queue calls to the agent or queue that were subsequently retargeted to or answered by a party
  that is not a member of the same queue. For example calls picked up by another user while it was ringing at an agent.

# 

- This statistic is available for queues and agents.
- For a queue it shows the number of queue calls presented and then routed to voicemail.
- For an agent is shows the number of direct calls to the agent that were then routed to voicemail.
- It does not include announcements played by voicemail to the caller.

# **® ©** <u>Transferred</u> 89 €

- This statistic is available for queues and agents.
- For a queue it is the number of calls originally targeted at the queue and then successfully transferred by the queue's
  agents.
- For an agent it is the number of the queue's calls that they have transferred.
- It includes both supervised and unsupervised transfers.
- It does not include direct calls 22th to agents that they then transfer.

# Chapter 4. Reports

# 4. Reports

This section describes how supervisors can configure, view and save reports using the CCR's standard report templates. Those reports can be run when required or can be scheduled to run automatically at preset intervals.

- Manually run reports are first viewed on screen in a browser window. From there they can be printed and/or
  exported to a range of formats including Adobe PDF, Word, Excel and Crystal Reports.
- Automatically scheduled reports are sent either to a network printer or emailed as an attachment in Adobe PDF, Word, Excel or Crystal Reports format.

Supported languages are *Dutch*, *English (UK)*, *English (US)*, *French*, *German*, *Italian*, *Brazilian Portuguese*, *Russian* and *Spanish*.

## **Using Reports**

Report activity can be divided into the following supervisor activities:

- Creating Reports 98
  - Using the standard reports as templates, you can customize the settings and then save these as Saved Report templates.
- Scheduling Reports 102

For saved reports scheduled as automatic you can activate or deactivate when the report should be run automatically.

• Running Manual Reports 10th

You can manually run a standard report or save report at any time. The report is initially displayed in a browser window from where you can select to print it or to export it to a number of file formats.

## Standard Report Templates

The following report templates are provided:

Report	Description
Agent Summary Report 105	This report type details the <u>call activity for agents</u> in a queue or for specific agents.
Alarm Report 108	This report lists the warning and alarms that have occurred.
Call Details Report	This report details the individual calls for the selected target or targets. For internal calls, the report only reflects the call data for the receiving end, not for the originator. External calls are accounted and shown for the extension making the outbound call.
Call Summary Report	This report provides a summary for the selected target of calls presented, answered, overflowed and lost. The average answer percentage, average answer time, average abandon time and grade of service are also listed.
Trace Report 112	This report lists in chronological order all the events for the selected target or targets within the selected period.
Voicemail Report 113	Reports based on the CCR's Voicemail Report template can be used to track the usage of customized call flows that have been added to Voicemail Pro. The reporting is not automatic, only specific labels that have been assigned to call flow actions are reported on.

## Standard Report Options

 All reports can be used as manual or automatic reports and allow specification of the Report Date Range and Working Hours.

Supported languages are *Dutch, English (UK), English (US), French, German, Italian, Brazilian Portuguese, Russian* and *Spanish*.

Report Op	otions\Report	Agent Summary	Alarm Report	Call Details	Call Summary	Trace Report	Voicemail Report
Targets	Agent	<b>✓</b>	_				_
	Queue	<b>V</b>	-	<b>-</b>	1	-	-
	View	-	<b>J</b> [1]	7	<b>/</b>	_	-
	DDI	_	_	<b>-</b>	<b>/</b>	_	_
	CLI	_	_	<b>-</b>	<b>/</b>	<b>-</b>	_
	Account Code	_	_	7	1	_	_
	Call Reference	_	_	_	-	<b>J</b>	_
	Voicemail	_	-	_	-	_	<b>J</b> [1]
Include	Include Internal	<b>J</b> [1]	<b>J</b> [1]	J	7	<b>J</b> [1]	<b>J</b> [1]
	Date Range	1	J	J	J	J	J
	Working Hours	1	J	7	J	7	J
	Include Saturdays	1	J	7	J	7	J
	Include Sundays	1	J	7	J	7	J
Group	Ungrouped	_	<b>J</b> [1]	<b>-</b>	<b>-</b>	<b>J</b> [1]	<b>√</b>
result by	Hour	_	_	<b>-</b>	<b>-</b>	_	<b>√</b>
	Day	_	_	<b>-</b>	<b>-</b>	_	<b>-</b>
	Week	_	_	<b>√</b>	7	_	<b>√</b>
	Queue	<b>J</b> [1]	_	7	1	_	_
	Agent	-	-	-	1	_	-
	CLI	-	_	<b>-</b>	<b>-</b>	_	<b>-</b>
	DDI	-	-	<b>-</b>	<b>-</b>	_	<b>-</b>
	Account Code	-	-	7	<b>-</b>	-	_

<sup>1.</sup> Fixed non-adjustable setting. When this is the case the control for the setting is not normally displayed in the report configuration settings.

## **Grouped Reports**

- When a report is grouped, each set of grouped records will have its own summary except when there is only one record in the group.
- Records which do not match the grouping being used will be grouped at the start of the report. For example, in a report grouped by CLI, records that have no associated CLI will appear at the start of the report.
- The grouped records will still contain data appropriate for the selected report targets. For example, in a Call Summary Report targeted on a queue but grouped by agents, each report record will still detail how the queue handled the call even though the records will be grouped against the answering agents. This the average answer time for the call will be how long it waited to be answered by any member of the queue, not by just the agent who did answer.

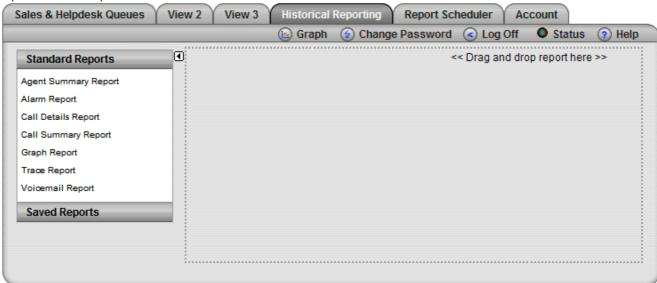
## Non-IP Office Customer Call Reporter Agent and Queue Reporting

Reports can include values for IP Office Customer Call Reporter calls that involved non-IP Office Customer Call Reporter hunt groups or hunt group members. These will be reported as Non Hunt Group and Non Agent. Only a single set of values is reported, not separate values for each non-IP Office Customer Call Reporter hunt group or agent.

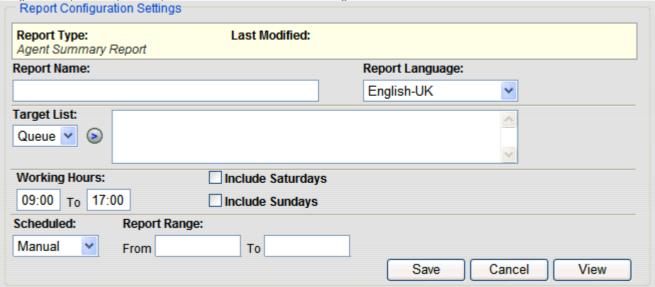
# 4.1 Creating Reports

Use the process below to create a report. The report can then be run immediately or saved for later use. Saved reports can be configured for use within automatic scheduling.

- 1. Click the Historical Reporting tab. The ❶/▶ icons can be used to hide/show the list of standard and saved reports.
- 2. Click Standard Reports to view the available report templates or Saved Reports to use one of your existing saved reports as the template.



3. Drag and drop the required report onto the blank area on the right.



- 4. The settings for the report are displayed. The required fields are Report Name, Target List and Report Range.
- 5. Set a Report Name Enter a Report Name. This will be shown at the top of the report. This is a required field.
- 6. Select the Report Targets

The Target List drop-down allows selection of what type of targets, for example queue or agents, are the target of the report.

- Select the type of target required. Enter the target numbers or names, separating each by a comma.
- For some target types (not account codes and DDI numbers), you can click on to display a list from which you can select targets.
- The wildcard \* can be used to specify match all targets of the type selected in the Target List drop-down. When \* is used, the report may include entries for Non Hunt Group and Non Agent if some IP Office Customer Call Reporter calls have been handled by non-IP Office Customer Call Reporter parties.
- 7. Other Settings

The range and type of settings will vary according to the type of report selected.

## • Report Language

Select the language to be used for the report. By default the same language as being used for the web client is selected

Supported languages are *Dutch*, *English (UK)*, *English (US)*, *French*, *German*, *Italian*, *Brazilian Portuguese*, *Russian* and *Spanish*.

## • Include Internal

For reports based on the *Call Details Report* and *Call Summary Report* templates, select whether the report should include internal calls. Other reports include internal calls automatically.

## Group Results By

By default the records in a report are shown in alphabetic or time order (depending on the report type and target). For reports based on the *Call Details Report* (10th), *Call Summary Report* (11th) and *Voicemail Report* (11th) templates, the records output in the report can be grouped by a common factor such as account code.

- Reports based on the <u>Agent Summary Report [108]</u> template are automatically grouped by queue. Reports based on the <u>Alarm Report [108]</u> and <u>Trace Report [112]</u> templates cannot be grouped, they show events in time order.
- When a report is grouped, each set of grouped records will have its own summary except when there is only one record in the group.
- Records which do not match the grouping being used will be grouped at the start of the report. For example, in a report grouped by CLI, records that have no associated CLI will appear at the start of the report.
- The grouped records will still contain data appropriate for the selected report targets. For example, in a Call Summary Report targeted on a queue but grouped by agents, each report record will still detail how the queue handled the call even though the records will be grouped against the answering agents. This the average answer time for the call will be how long it waited to be answered by any member of the queue, not by just the agent who did answer.

## • Working Hours

Set the time frame for calls to be included in the report. By default the hours are set to 09:00 to 17:00.

Include Saturdays/Include Sundays

Select whether calls occurring on these days should be included in the report.

### Filter

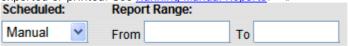
This option is only available for reports based on the <u>Call Details Report</u> template. It allows you to select which calls are included in the report based on the end state of the call.

## 8. Set when the report should occur

By default Scheduled field is set to Manual which means that you can run the report whenever you require it.

## Manual

Use this setting for reports that are only run when you select it. The report configuration settings are displayed to allow changes if required before the report runs. The report is displayed in the browser window but can then be exported or printed. See Running Manual Reports 10th.



- Use the Report Range to specify the period that should be covered by the report.
- If you do not want to save the report as a template for future use click View to run the report now. The report is displayed in a browser window 10h from which you can print it or save it in a number of file formats.
- Even for reports that you are planning to schedule as Automatic, running the report manually first allows you to confirm that it contains the data and targets required.

## Automatic

Use this setting for reports that will run automatic at repeated regular intervals. When select the report settings change from those used for *Manual* (above) to those listed below. Note that these settings are separate from the scheduling of when and how frequently the report is run 102.

Scheduled:	Report Content		
Automatic 💌	Days V 1 V		
Report Format:	Printer:	Copies: E-mail:	

## • Report Content:

These fields set the range of data to include in the report. Select Days, Weeks or Months.

- The number of days or weeks is counted back from the date that the report is actually run. For example Days 1 will report on the previous day, Weeks 2 will report on the previous 2 weeks.
- Months are for the last full month. For example if a report set to *Months 1* is run in February, the report will use the data for January.

- · Report Format
  - Select the format that the report is to be produced in. The options are *PDF* (Adobe Acrobat .pdf), *MsWord* (Microsoft Word .doc), *MsExcel*, (Microsoft Excel .xls), *Rich Text* (Microsoft Word .rtf) or *Crystal*. (Crystal Reports .rpt). Note that if the report is scheduled 102 and sent in *Excel* format, formatting is not applied.
- Printer
  - Select the printer that the report should be sent to if you want it to be printed automatically. Only network printers available to the IP Office Customer Call Reporter server PC appear in this list.
- Copies
  - Select the number of copies of the report that should be produced. You can select between 1 and 10, the default number being 1.
- · Email Address
  - Enter an email address if you want the report to be sent to an email account.
- 9. When the report settings are as required click Save. The report will be saved under Saved Reports. There is no limit to the number of reports that you can save. If you try to save a report with a name that already exists you will receive an error message and a prompt to give the report a different name. When the report has been saved a message window opens stating that the report was saved successfully. Click OK to continue. If you saved an automatic report you need to schedule when the report should run. For more information, see <a href="Scheduling Reports">Scheduling Reports</a> 1021.
- 10. Reports Scheduled as *Automatic* still need to be added to the <u>Scheduler 102</u> list in order to run.

# 4.2 Running Manual Reports

You can manually run a report at any time after the report has been created. The report is displayed in a browser window for viewing. You can then select to print the report or save it to a number of file formats.

• Important: Manual Reports Use Popup Windows
Manually run reports require your browser to support popups. Depending on your browsers settings you may be
prompted on whether you want to allow the pop-up when you run the report. If the report does not appear you will
have to enable popups for the IP Office Customer Call Reporter server website through your browser's options.
Note that many security software suites also block popups unless you allow them.

## To manually run a report

- 1. Select the Historical Reporting tab.
- 2. Click on Standard Reports to select a standard report template or click on Saved Reports to view a list of your previously saved reports.
- 3. Drag and drop the required report on the main area of the window. All the report details are shown.
- 4. Adjust the report details if necessary.
- 5. In the Report Scheduling area select the scheduled type as Manual.
- 6. Click View. A new web browser window opens containing the report.

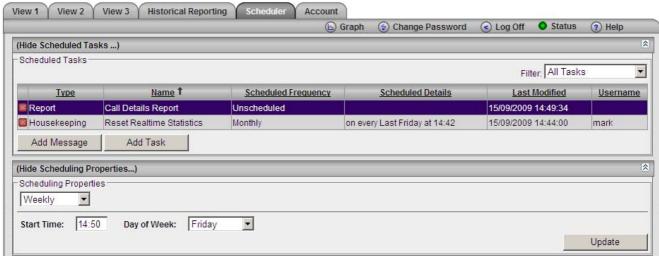
CIER VIEW. A NEW W		9 1		
<b>₽ 2</b> × · ·	▶ 1 /1	100% 🛂		
Trace Re	nort			
Trace ive	port		10/16/2008 - 10/16/2008	9:00 AM - 5:00 PM
Report type		Target Name		Supervisor Name
Trace Report		Agent		Mark Gallagher
		*		
Extn2804				
Date-Time	Event Name	Agent	Number	Reference
17/10/2008 11:54:25	Idle	Extn2804		NULL
17/10/2008 12:09:46	LoggedIn	Extn2804		NULL
17/10/2008 12:09:46	Available	Extn2804		NULL
17/10/2008 12:09:46	Available	Extn2804		NULL
17/10/2008 12:09:46	Available	Extn2804		NULL
17/10/2008 13:02:03	Queue Disabled	Extn2804		NULL
17/10/2008 13:02:03	LoggedOff	Extn2804		NULL
17/10/2008 13:02:03	Queue Disabled	Extn2804		NULL
17/10/2008 13:02:03	Queue Disabled	Extn2804		NULL

- 7. When you are viewing the report you have the following options available.
  - Print
     Click and select the printer that the report should be sent to.
  - Export
    Click to export the file. The file formats available are:
    - Adobe Acrobat (PDF)
    - Crystal Reports (RPT)
    - Microsoft Excel 97-2000 (XLS)
    - Microsoft Excel 98-2000 Data only (XLS)
- Microsoft Word (RTF)
- Microsoft Word Editable (RTF)
- Rich Text Format (RTF)

# 4.3 Scheduling Reports

The Scheduler tab shows tasks including any reports you have created that have been saved with their Scheduled setting set to *Automatic*.

- 1. Ensure you have <u>created a report 98</u> as required and set the Scheduled option as *Automatic*. The report destination, format and time range that it covers are set when creating and editing the report.
- 2. Click the Scheduler tab.



- 3. To schedule a report or to change the schedule, click the report to be amended in the Scheduled Tasks section.
- 4. Select the required option in the Scheduling Properties. Amend the report properties as required.
  - Daily

    If selected, you can then set a Start Time for when the report should be run each day. The default is 09:00.
  - Weekly
     If selected, you can then set a Start Time and Day of Week for when the report should be run each week. The default is 9:00 Sunday.
  - Monthly

If selected, you can then choose either a day such as the last Friday of the month or a specific date within a month. If you select a date that exceeds the days in the month, the setting is considered to be the last calendar day of the month. For example, if you select the report to always be run on the 31st day of a month, the report will be run on the 30th day of a month when there are only 30 days in the month.

- Unscheduled Stop running the report on an automatic schedule.
- 5. Click Update to save your changes.

# 4.4 Modifying a Report

- 1. Select the Historical Reporting tab.
- 2. Click Saved Reports to view a list of the saved reports.
- 3. Drag and drop the required report on the main area of the window and amend the details in the same way as for creating a report 98.
- 4. Click Save to save the changes.

# 4.5 Deleting a Report

- 1. View the Historical Reporting tab.
- 2. Click Saved Reports to view a list of all the saved reports.
- 3. Click a next to the report that you want to delete. A confirmation window opens. Click OK to delete the report or No to keep the report. This will also delete any scheduled reports based on the report.

# 4.6 Standard Report Templates

The following report templates are provided:

Report	Description
Agent Summary Report 105	This report type details the <u>call activity for agents</u> in a queue or for specific agents.
Alarm Report 108	This report lists the warning and alarms that have occurred.
Call Details Report	This report details the individual calls for the selected target or targets. For internal calls, the report only reflects the call data for the receiving end, not for the originator. External calls are accounted and shown for the extension making the outbound call.
Call Summary Report	This report provides a summary for the selected target of calls presented, answered, overflowed and lost. The average answer percentage, average answer time, average abandon time and grade of service are also listed.
Trace Report 112	This report lists in chronological order all the events for the selected target or targets within the selected period.
Voicemail Report 113	Reports based on the CCR's Voicemail Report template can be used to track the usage of customized call flows that have been added to Voicemail Pro. The reporting is not automatic, only specific labels that have been assigned to call flow actions are reported on.

## Non-IP Office Customer Call Reporter Agent and Queue Reporting

Reports can include values for IP Office Customer Call Reporter calls that involved non-IP Office Customer Call Reporter hunt groups or hunt group members. These will be reported as Non Hunt Group and Non Agent. Only a single set of values is reported, not separate values for each non-IP Office Customer Call Reporter hunt group or agent.

## Communication Failure Reporting

IP Office Customer Call Reporter records details of any times when it was unable to communicate with the IP Office telephone system. If a report is run that covers a time period that includes any such events, details of the communication failure are included at the start of the report.

Note: The following IP Offices experienced communication failure with CCR for the periods stated, report data during these periods may be incomplete.

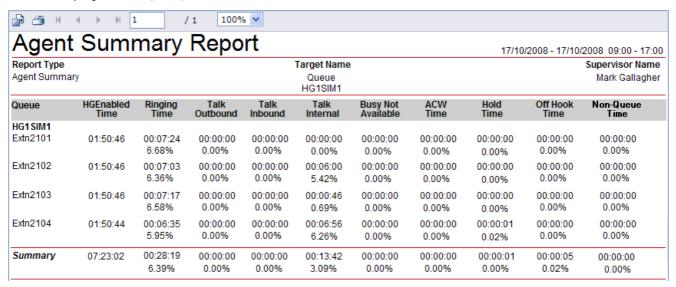
Example Communication Failure Report Prefix

IP Office Name	IP Address	Connection Lost	Connection Restored
Simulation1	135.64.185.202	09/07/2009 12:24:44	09/07/2009 12:30:14

## 4.6.1 Agent Summary Report

This report type details the call activity for agents in a queue or for specific agents.

- Target options: Queue, View or Agent.
   Used to select which agent or set of agents are being reported.
- Group by: Queue (Fixed)



The following information is shown for each target. The actual time and the percentage of the report period are shown.

- Hunt Group Enabled Time
   For the queue being reported, the total time the agent was logged in and had their membership of the queue being reported enabled.
- Busy Not Available Time
   The total time that the agent was in the <u>Busy Not Available</u> 225 state.
- ACW Time
   The total time that the agent was in the <u>after call work [222]</u> state.
- Hold Time
   The total time that the agent had calls on hold or parked.
- Off Hook Time
  The total time the agent's extension was off hook 229 but not connected to a trunk. It includes picking up handset, dialing and ring time. For an external trunk it is the time until the trunk is seized.
- The other columns relate to time either ringing or connected to calls. The column used will depend on the call type as follows:

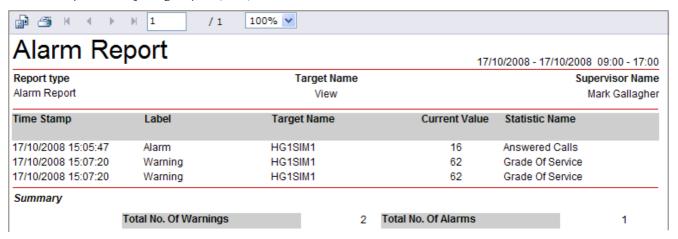
Call Type		Inco	I ncoming Outgoing		going
		Internal	External	Internal	External
Direct Call	Ringing	Non-Queue Time	Non-Queue Time	Talk Internal	Talk Outbound
	Connected	Non-Queue Time	Non-Queue Time	Talk Internal	Talk Outbound
Queue Call	Ringing	Ringing Time	Ringing Time	-	-
	Connected	Talk Inbound	Talk Inbound	-	-

This report is grouped by queue and for each queue a summary totaling each of the values is provided. An additional summary totaling the whole report is included at the end of the report.

## 4.6.2 Alarm Report

This report lists the warning and alarms that have occurred.

- Target options: View (fixed).
- Group Result by: Ungrouped (fixed).



The following information is shown for each alarm or warning:

· Time Stamp

The date and time the alarm or warning was triggered and, for alarms that have been cleared, the date and time the alarm or warning was cleared.

Type

Whether it was an alarm or a warning.

Target Name

The hunt group or agent that triggered the warning. For agent and queue state alarms the state is included in the name, along with the reason code for a Busy Not Available alarm.

Current Value

The value of the statistic when the alarm or warning occurred.

Statistic Name

The statistic.

The summary at the end of the report details the total number of warnings and alarms included in the report period.

## 4.6.3 Call Details Report

This report details the individual calls for the selected target or targets. For internal calls, the report only reflects the call data for the receiving end, not for the originator. External calls are accounted and shown for the extension making the outbound call

- Target options: Agent, Queue, View, CLI, DDI or Account Code.
- Filter: All, Answered, No Answer, Overflowed Lost, Overflowed Answered, Transferred, Lost or Routed to Voicemail.
  - The options *Overflowed Lost* and *Overflowed Answered* are not available if the report target is an agent or agents.
  - Overflowed Lost and Overflowed Answered are only included in reports on the queue from which the call overflowed.
- Group Result by: Ungrouped, Hour, Day, Week, Queue, CLI, DDI or Account Code.
  - When a report is grouped, each set of grouped records will have its own summary except when there is only one record in the group.
  - Records which do not match the grouping being used will be grouped at the start of the report. For example, in a report grouped by CLI, records that have no associated CLI will appear at the start of the report.
  - The grouped records will still contain data appropriate for the selected report targets. For example, in a Call Summary Report targeted on a queue but grouped by agents, each report record will still detail how the queue handled the call even though the records will be grouped against the answering agents. This the average answer time for the call will be how long it waited to be answered by any member of the queue, not by just the agent who did answer.
- Optional: Whether the report includes internal calls is an option.

Made Oallankaa				arget Name	Ta			Report Type
Mark Gallaghe			Queue			II	Call Details Report - A	
								Ungrouped
Duration Status Reference	Duration	Agent	Queue Time	Queue	DDI	Number	Call Direction	Time Stamp
00:00:01 Answered 000140	00:00:01	Agent A	00:00:01	Queue	200	01707364416	Inbound	02/12/2008 13:09:37
Answered 000141		Agent A	00:00:06	Queue	200	01707364416	Inbound	02/12/2008 13:10:18
Lost 000143		Agent A	00:00:07	Queue	200	01707364416	Inbound	04/12/2008 12:31:28
00:00:04 Answered 000144	00:00:04	Agent A	00:00:02	Queue	200	01707364416	Inbound	04/12/2008 12:32:12
00:00:07 Answered 000145	00:00:07	Agent A	00:00:02	Queue	200	01707364416	Inbound	04/12/2008 12:56:14
00:00:04 Answered 0001		Agent A	00:00:02	Queue	200	01707364416	Inbound	

The following information is shown for each target:

- Time Stamp
  - The date and time of the call.
- Call Direction

Inbound or Outbound for external calls. Internal for internal calls.

• Number

For inbound calls this is the CLI of the caller. For outbound calls this is the number dialed by the agent.

DD

For incoming calls, the destination number received.

- Queue
  - The queue to which the call was targeted.
- Queue Time

The time from when the call arrived until it was answered, lost or overflowed. Queue time is not display for calls routed to voicemail.

Agent

When answered, the agent who answered the call.

Duration

The total call duration. No duration is shown for overflowed lost calls or routed to voicemail calls. A duration is only shown for overflowed answered calls when the report is run using the filter *Overflowed Answered*.

Status

Whether the call was:

- Answered
- No Answer
- Overflowed Answered

- Enquiry Answered
- Lost
- Overflowed Lost

Holding

- Transferred
- The status Answered is applied to all calls that go to voicemail.
- Reference

The unique reference 232 number for a particular call. This number is also reported in reports based on the <u>Trace</u> Reports 112 template and can be used as the target for a trace report.

A summary is provided for each item on which the report has been grouped. An additional summary is included at the end of the report for the whole report. The summary details:

• Customer Calls

The number of unique calls covered by the report.

• Call Interactions

The total of calls answered, lost, overflowed answered, overflowed lost and held/reconnected. Note that this is not the same as the call interactions value shown in reports based on the <u>Call Summary Report</u> [118] template.

• Internal Calls

The total number of internal calls.

• External Inbound Calls

The total number of external calls received.

• External Outbound Calls

The total number of external calls made.

# Call Details Report and Transferred Calls For the agent doing the transfer:

For the queue/agent that the call is transferred from, the Call Details Report will detail the following call events:

Call Records	Details included		
Answered Call	per a normal call.		
Holding Call	The Call Reference, Direction, Agent, Number and Queue are those of the answered call.		
	The Date/Time are when the call was held.		
	The Duration is the time from the call being held to the transfer being completed.		
	The DDI is that of the original call.		
	The Queue Time is blank.		
	The Status is <i>Holding</i> .		
Transferred Call	Reports the same details as the original answered call except:-		
	The Date/Time are when the transfer was completed.		
	The Queue Time is blank.		
	The Duration is from the transfer initiation to the end of the transfer (ie. it includes the duration of the enquiry call).		

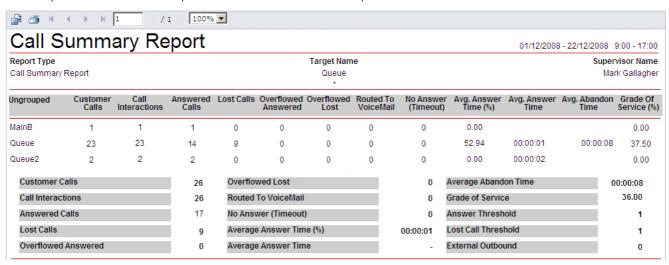
For the queue/agent receiving the transfer: A call detail report run against the Queue/Agent, that receives a transfer, will detail:

Call Records	Details included	
Enquiry Answered	Note that this record is not present for unsupervised transfers.	
	Date/Time is the point ringing is heard.	
	Call direction is internal.	
	Number is the calling parties' number.	
	DDI is the number dialed.	
	Queue is the target queue or blank if agent.	
	Queue Time is the ringing time of the enquiry call.	
	Agent is the agent answering the call.	
	Duration is from the agent answering to the transfer being completed.	
	Status is <i>Enquiry Answered</i> .	
	Call Reference is a new call reference.	
Answered Call	Reports the same details as the original transferred call except:-	
	The Date/Time are when the transfer was completed.	
	The Queue is the target of the transfer.	
	The Queue Time is the time from the initial queuing at the transferee until the transfer is completed.	
	The Duration is from the transfer initiation to the end of the call leg (ie. it includes the duration of the enquiry call).	

# 4.6.4 Call Summary Report

This report provides a summary for the selected target of calls presented, answered, overflowed and lost. The average answer percentage, average answer time, average abandon time and grade of service are also listed.

- Target options: Agent, Queue, View, CLI, DDI or Account Code.
- Group Result by: Ungrouped, Hour, Day, Week, Queue, Agent, CLI, DDI or Account Code.
  - When a report is grouped, each set of grouped records will have its own summary except when there is only one record in the group.
  - Records which do not match the grouping being used will be grouped at the start of the report. For example, in a report grouped by CLI, records that have no associated CLI will appear at the start of the report.
  - The grouped records will still contain data appropriate for the selected report targets. For example, in a Call Summary Report targeted on a queue but grouped by agents, each report record will still detail how the queue handled the call even though the records will be grouped against the answering agents. This the average answer time for the call will be how long it waited to be answered by any member of the queue, not by just the agent who did answer.
- Optional: Whether the report includes internal calls is an option.



The following information is shown for each target selected for the report:

- Customer Calls
  The total number of unique calls.
- Call Interactions

The total number of calls answered, lost, overflowed answered, overflowed lost or routed to voicemail. Depending on the report targets included and how the report is grouped, the same call may have more than one interaction within the report. Therefore this value is different from the number of unique customer calls. Note that this is not the same as the call interactions value shown in reports based on the <u>Call Details Report 102</u> template.

Answered Calls

The number of gueue calls 23th answered. This includes calls that were Routed to Other.

Lost Calls

The number of queue calls lost. The Lost Call Threshold doesn't impact this statistics (it is used for the Grade Of Service below).

• Overflowed Answered

The number of queue calls that overflowed and were then answered. This value is 0 when the report target is an agent.

Overflowed Lost

The number of queue calls that overflowed and were then lost. Calls lost before the report's Lost Call Threshold are not counted. This value is 0 when the report target is an agent.

· Routed to Voicemail

The number of queue calls routed to voicemail. This value is not reported for agents and reports grouped by agents.

• No Answer (Timeout)

The number of times a call was presented to an agent and not answered before being presented to another agent.

The following values are shown unless the report target is an agent (for which the values are blank).

- Average Answer Time (%)
  - The number of calls answered within the report's specified answer threshold time, divided by the total number of calls answered
- Average Answer Time

The sum of the answer time for queue calls answered divided by the number of queue calls answered.

- Average Abandon Time
  - For lost queue calls, this is the average time from when the calls were received by the IP Office system till they were lost. This value is 0 when the report target is an agent.
- · Grade of Service

The number of queue calls answered within the report's answer threshold as a percentage of all calls presented. Calls lost before the report's Lost Call Threshold are not included in the calculation. This value is reported for queues but is not reported for agents.

The report summary totals the individual values for all the targets included in the report with the following differences:

- Lost Calls Threshold: *Default = 1, Range = 1 to 600.*The value in seconds used by the report for calculating the Grade of Service values. Calls lost before this time are not included in the calculation.
- Answer Threshold: Default = 1, Range = 1 to 600.
   The value in seconds used by the report for calculating the Grade of Service values and Average Answer % values
- External Outbound Calls

  Provides a count of calls made by any agents being reported on. This will be 0 if the report target is a queue.

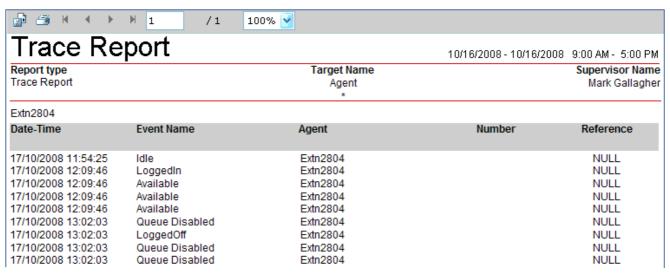
### Note

1. Routed to Voicemail, Overflowed Lost and Overflowed Answered are reported against the queue from which the call overflowed. For an agent they are reported as 0.

# 4.6.5 Trace Report

This report lists in chronological order all the events for the selected target or targets within the selected period.

- Target options: <u>Agent</u>[222], <u>CLI</u>[226] or <u>Call Reference</u>[232].
  - The call reference for individual calls can be obtained from reports based on the <u>Call Details</u> 10th report template.
- Group Result by: Ungrouped (fixed).



For each target being report on, the report will list events where one of the targets changed state.

- Date Time
   The date and time of the event.
- Event Name
  - · Available: The agent became available to answer calls.
  - · ACW: The agent when into the After Call Work state.
  - BNA: The agent entered Busy Not Available state.
  - Busy: The agent went off hook.
  - Holding: The agent put a call on hold or parked a call.
  - Idle: The agent returned to the idle state.
  - Incoming: An incoming external call was received.
  - Internal Made: An internal call was made and connected/reconnected.
  - Internal Received: An internal call was received.
  - · Logged Off: The agent logged off.
  - · Lost: The caller disconnected before being answered.
  - · Logged In: The agent logged in.
  - No Answer: The agent did not answer the call when it was presented to them.
  - Outgoing: An outgoing external call was made.
  - Queue Disabled: The agent's membership of a queue was disabled.
  - Ring: A call is presented.
  - Transferred: The call has been successfully transferred.
- Agent

The agent to which the event applies.

• Number

For call events, on incoming calls the CLI received with the call, on outgoing calls the number dialed.

Reference

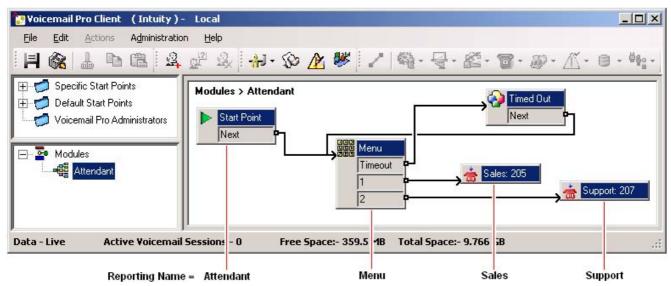
The unique call reference 232 number of the call. Shown for events that involve a call, otherwise Null.

# 4.6.6 Voicemail Report

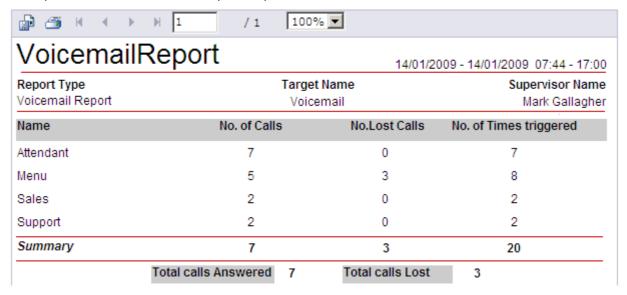
Reports based on the CCR's Voicemail Report template can be used to track the usage of customized call flows that have been added to Voicemail Pro. The reporting is not automatic, only specific labels that have been assigned to call flow actions are reported on.

- Target options: Voicemail (fixed).
- Report on: All calls (fixed).
- Group Result by: Ungrouped, Hour, Day, Week, CLI or DDI.
  - When a report is grouped, each set of grouped records will have its own summary except when there is only one record in the group.
  - Records which do not match the grouping being used will be grouped at the start of the report. For example, in a report grouped by CLI, records that have no associated CLI will appear at the start of the report.
  - The grouped records will still contain data appropriate for the selected report targets. For example, in a Call Summary Report targeted on a queue but grouped by agents, each report record will still detail how the queue handled the call even though the records will be grouped against the answering agents. This the average answer time for the call will be how long it waited to be answered by any member of the queue, not by just the agent who did answer.

The example Voicemail Pro call flow below is a simple auto attendant that lets callers select to be transferred to either sales or support.



Reporting names have been assigned to some of the actions in the call flow. For example, the Start Point action has been given the name *Attendant* (see <u>Adding a Name to an Action 114</u> below). The names are used in IP Office Customer Call Reporter reports based on the Voicemail Report template.



Name

This is the text name assigned to an action or actions in Voicemail Pro customized call flows.

- The same name can be assigned to several actions and to actions in different call flows. For example, if you have several call flows with actions that transfer calls to your Sales team, you may want to name all those action "Sales". This will result in a single reporting line in the Voicemail report for calls that went to from voicemail to sales independent the actual call flow used.
- No. of Calls
   When a call reaches a named action it is counted as an answered call for that name.
- No. Lost Calls

  If, having reached a named action, the call is disconnected by the caller or by the voicemail server before it reaches another named action, it is counted as lost.
- No. of Times Triggered Each time a call reaches a named action, the call is counted as having triggered that name. The same call can be counted as triggering the same action more than once if the call flow loops. Note however that the call must go via another named action rather than simply looping from one of the named actions own result.

# Adding a Reporting Name to a Voicemail Action

- 1. Double-click on the action.
- 2. Select the Reporting tab.



- 3. Select Send reporting information.
- 4. In the Group name field enter the name to associate with the action. This is the name that will be used in reports based on the Voicemail Report template. None of the other fields are used by IP Office Customer Call Reporter.
- 5. Click OK.

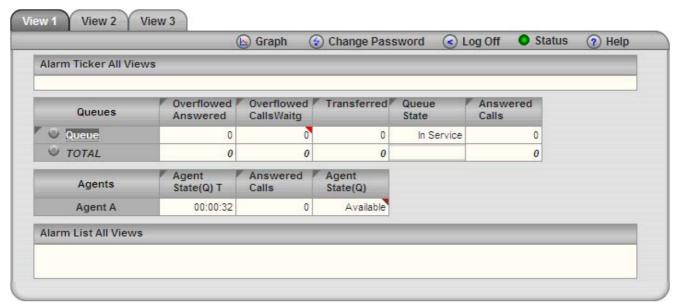
# Chapter 5. Agent

# 5. Agent

# ? Agent

An agent is a user who handles calls to gueues on the IP Office telephone system. Unlike general IP Office users they have been specifically configured as agents in the IP Office configuration. IP Office Customer Call Reporter supports up to

- To make and receive calls, the agent must login to a phone on the IP Office telephone system. Note that T3 Series and T3 IP Series phones are not currently supported. SIP extensions are not supported.
- The agent's phone status is recorded by IP Office Customer Call Reporter. For example when they logged in to a phone, answer a call, log off, etc.
- The agents are added to queues and then answer call targeted to those queues. An agent can be a member of several queues.
- Using the web client allows the agent to see the same views as their supervisor. However unlike the supervisors view the agent will only see their own statistics and those for queues which they belong.



• Blank Views! While it is possible that the supervisor has not configured any content for a particular view, if all views are blank then you may have selected a supervisor whose views do not include any queues to which you belona.

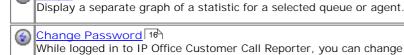
### Tabs

View 1/2/3 118

Graph 32

The 3 view tabs match those of the agent's supervisor. However unlike the supervisor's version you cannot adjust the view. Also you will only see queue statistics for the queues to which you belong and agent statistics for yourself.

### **Buttons**



While logged in to IP Office Customer Call Reporter, you can change your password.

Log Off 19

Close the IP Office Customer Call Reporter connection. It is important to close a connection using this control rather than just closing the browser or tab within the browser. Failing to use this button will cause a 5 minute delay before you can log in again on another PC.

Status 165

This button indicates the overall status of IP Office Customer Call Reporter. Clicking on the icon displays a System Settings 166 tab which shows the status of the individual IP Office Customer Call Reporter components.

- P Green Circle On: IP Office Customer Call Reporter is running.
- Yellow Bars Slow Flash: Some parts of IP Office Customer Call Reporter are still in the process of starting.
- Red Box Flash: There may be a problem in IP Office Customer Call Reporter.

Help 18

Access this documentation in online format. Where possible the appropriate page for the current IP Office Customer Call Reporter screen is displayed.

# 5.1 Logging In (Quick Start)

As an agent there are 2 main parts to using IP Office Customer Call Reporter. Logging in on a phone extension and logging in to IP Office Customer Call Reporter using a web browser.

Information Required	
Your Extension     Number	This will be different from the number of the extension at which you log in.
Your Login Code	This is assigned by the system maintainer.
Your Username	This is assigned by the system maintainer.
Your Password	You initial password is blank but you will be asked to set one as part of the logging in process.
Your Email Address	An email address is highly recommended as it allows you to use the Forgot Password 17 function. If one has already been entered in the IP Office configuration it will be shown.
Supervisor Name	The name of your call center supervisor is requested while logging in to IP Office Customer Call Reporter. You then share their views of the statistics.
Web Address	IP Office Customer Call Reporter is viewed using a web browser and so you will need to know its web address.

### Logging In

### 1. Login to an extension

You will need to know your own extension number (not that of the phone at which you are logging on) and login code to do this.

- If the phone has a Login button on the display:
  - Press the Login button.
  - Dial your extension number and select Next.
  - Dial your login code and select Done.
- The default dialing short code for logging in is \*35.
  - Dial \*35.
  - Dial \* and then your extension number.
  - Dial \* and then your login code.
  - Dial # to finish.

### 2. Login to IP Office Customer Call Reporter

You will need to know your username and password to do this. If this is the first time you have logged in to IP Office Customer Call Reporter you will be asked to set a password and enter an email address. For full details of the login process refer to Logging In 15.

- Start your web browser.
- Enter the web address of the IP Office Customer Call Reporter.
- Enter your username and password. If this is the first time you have logged in to IP Office Customer Call Reporter, leave the password blank as you will be asked to enter one.
- · Click OK and select your supervisor.

### 3. Select a View

There will be 3 tabs, each containing a view setup by your supervisor.

### 4. Select a Queue

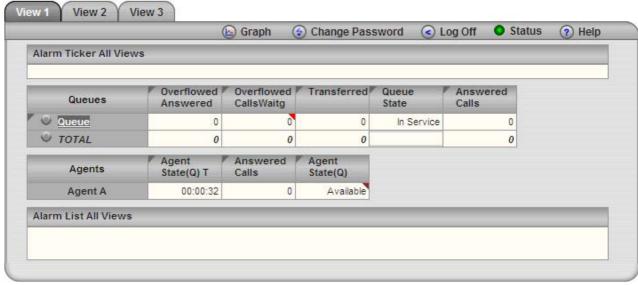
Select a queue within the view to see your own statistics for that queue.

# 5.2 Viewing Statistics

When you open the IP Office Customer Call Reporter web client in agent mode the window will look similar to the one illustrated. The view tabs, up to 3, are views that your supervisor has created. However, unlike their version of the view, you will only see queue statistics for the queues to which you belong and agent statistics for yourself.

# To view your own statistics

1. Click the name of the queue required. Your statistics for that queue are displayed beneath the queue statistics.



2. For details of what the different statistics mean see Statistics 42.

# Viewing Your Own Statistics

- To view your own statistics in any queue, click on the queue name.
- The TOTAL is shown as a summary for all queues. It cannot be used selected to display your performance in all the queues.

# **Adjusted Statistics**

Once a statistic has been added to a view, its name appears at the top of the column.



- 1. Click the statistic name to display the statistic options:
  - Sort Up
     Sort the view in ascending order using column's current values. When selected the statistic name displays an up arrow icon. Separate sorting can be applied to the agent statistics and the queue statistics. Note that while the queue section of a view is sorted, the selected queue to show in the agent section of the view cannot be changed.
  - Sort Down
    Sot the view in descending order using this column's current values When selected the statistic name displays a down arrow icon. Separate sorting can be applied to the agent statistics and the queue statistics. Note that while the queue section of a view is sorted, the selected queue to show in the agent section of the view cannot be changed.
  - Sort Off
    Remove the sort. The queues section returns to the order in which the supervisor or administrator arranged the queues when setting up the view. The agents section returns to alphabetical order except for logged off agents who are placed at the bottom of the view.
  - Help Access help on the statistic.

### Alarms and Warnings

For many statistics, alarm and warning thresholds can be set by supervisors. These thresholds are then applied to the whole column. They are also applied to the views seen by agents.

If the value in any cell in the column goes past one of the thresholds, the background color of that cell is changed. The following colors are used for the cells if the statistic has been enabled for alarms and or warnings.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

Alarms and warnings are automatically cleared when the cell returns back to the threshold level of the alarm or warning. Supervisors and agents can also acknowledge an alarm or warning by clicking on the relevant cell in their view. That cell is then indicated as acknowledged until the value returns back to the threshold value and the alarm or warning is cleared.

If an alarm list or ticker has been added to the view, that also shows alarms and warnings.

- An alarm list shows the 100 most recent current alarms and warnings is a scrollable list of all the current alarms and warning. Alarms are shown first in chronological order followed by warnings in chronological order.
  - Alarms in the Alarm List All Views can also trigger an audible alarm if the <u>supervisor's account</u> 33 is set as Audio Enabled. This will be played to all users looking at that supervisor's views.
- An alarm ticker shows the 5 most recent current alarms and warnings one at a time, showing each for a few seconds before displaying the next.
- Alarms and warnings take the form: Time, Type (Alarm or Warning), Name (Queue name, agent name),
   Current value, Statistic name. For agent and queue state alarms, the state is included in the name. For
   Busy Not Available state alarms the reason code is included. For example:
  - 12:45 Alarm Sales 15 Calls Waiting
  - 16:31 Warning Sales 120 Average Answer Time
  - 17:20 Alarm Extn2101 Agent State Q Busy NA (paper work)
- Alarms and warnings are updated approximately every 8 seconds.
- Clicking on the underlined text in an alarm or warning will change the view to the one containing the alarm or warning and will also select the appropriate queue in that view.
- Alarms and warnings are removed from the list in when the relevant statistic drops back to the threshold level. The supervisor or agent viewer can also remove an alarm or warning by clicking on the appropriate colored cell of statistic value. Acknowledging an alarm or warning only affects their view.
- Alarms for database capacity are not shown within the alarm lists and trackers. They are shown during log in

# 5.3 Statistic Colors

A number of different color backgrounds are used while displaying statistics. The following colors are used for normal statistics (these colors are not used in wallboards). The colors for changing statistic number values are optional (enabled by the <u>supervisor's account setting</u> 3th Highlighting Enabled) and are not applied to agent state and time values. They are also reset if you change view.

Normal	Alternate Row	Just Changed	Recently Changed
(White)	(Light Gray)	(Purple)	(Light Purple)

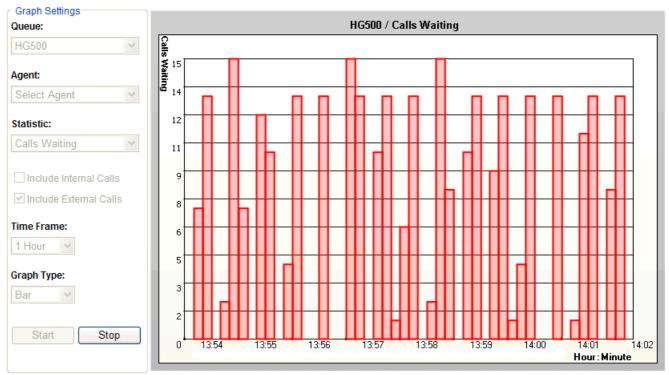
The following additional colors are used when any statistic is configured to display warnings and alarms. These colors override the ones above. Wallboards only display the colors for warnings and alarms.

Enabled / Cleared	Warning	Alarm	Acknowledged
(Green)	(Yellow)	(Red)	(Blue)

Alarms and warnings are automatically cleared when the statistic value returns back to the threshold level of the alarm or warning. Agents and supervisors can acknowledge an alarm or warning in their views by clicking on the colored cell. This only affects their view. Acknowledging an alarm also removes it from the alarms list.

# 5.4 Graph View

Supervisors and agents can select to have a graph running showing a selected statistic for a queue or agent. The graph appears in a new window or tab depending on the browser being used. Agents are restricted to their own statistics or queues to which they belong.



Example Graph

# To view a graph

- 1. Click the Graph button. The graph appears in a new window or tab depending on the browser being used.
- Select the queue from the Queue drop down list. Then either select an agent from the Agent drop down list or select a statistic from the Statistics drop-down list. Agents can only select themselves or a queue of which they are a member.
- 3. Select the statistic to monitor and whether it should include internal and or external calls.
- 4. Select the Time Frame for the horizontal axis. The graph will be updated approximately every 1/360th of the selected time frame, for example a time frame of 1 hour means the graph will update approximately every 10 seconds. Once the full time frame is filled, old data points are removed as new data points are added.
- 5. Click Start to run the graph.
- 6. Note that clicking Stop will halt the graph to allow changing the settings. Clicking Start again will clear the existing data from the graph.

# **5.5 Agent Phone Controls**

IP Office Customer Call Reporter tracks your status through your phone extension. Many of the states it reports are automatically determined by the system but you may be able to control the following key states through your phone.

Note that not all these features may be available to you and those that are may have been configured using different text labels or dialing codes.

# • Logging In 122

The state 'Logged In' refers to being logged onto a phone on the telephone system and therefore able to start receiving and making calls. In order to login you need to know your extension number and your login code. When you login at an extension, your user settings are applied to that phone. If the extension has a normal user, they are logged off while you are logged in. If you were previously logged in at another extension, you are automatically logged off from that extension.

# • Logging Out 123

Logging out stops you from receiving any further calls. If the log off is successful you will either see the name of the phone's normal user on the display or *NoUser*:

- After Call Work 124
- Busy Not Available 125
- Queue Membership 128
- Phone Manager 12th

A range of other phone controls and their effects on statistics are discussed in the Call Scenarios 172 section. They are:

- Bridged Call Appearances 212
- Call Pickup 212.
- Do Not Disturb 213).
- Call Coverage 213.
- Follow Me 214
- Forwarding Calls 214).
- Internal Twinning 215)
- Line Appearances 215
- Mobile Twinning 215).
- Transferring Calls 179)
- Voicemail 210

# ? Programmable Button

Most Avaya phones have a number of programmable buttons which can be used for special functions which can include functions specific to IP Office Customer Call Reporter. Buttons can be provided by the telephone system maintainer for logging in, logging out, enabling/disabling group membership and controlling busy not available and after call work.

### ? Short Code

Various IP Office functions can be programmed against sequence of numbers that can be dialed from user phones. This includes functions used by IP Office Customer Call Reporter agents.

# 5.5.1 Logging In

The state 'Logged In' refers to being logged onto a phone on the telephone system and therefore able to start receiving and making calls. In order to login you need to know your extension number and your login code. When you login at an extension, your user settings are applied to that phone. If the extension has a normal user, they are logged off while you are logged in. If you were previously logged in at another extension, you are automatically logged off from that extension.

# • Programmable Button 23h

Most Avaya feature phones supported by IP Office have <u>programmable buttons</u> 23h. The IP Office system maintainer can program each of these buttons with features for use by the phone's user.

- If the phone has a Login button on the display:
  - · Press the Login button.
  - Dial your extension number and select Next.
  - · Dial your login code and select Done.

### Dialing Short Code 232

The IP Office telephone system maintainer can setup dialing short codes that allow special features to be accessed by dialing the short code number.

- The default dialing short code for logging in is \*35.
  - Dial \*35.
  - Dial \* and then your extension number.
  - Dial \* and then your login code.
  - Dial # to finish.

### • Phone Manger Agent Login/Logout

For agents who hot desk [22], Phone Manager can be used to login [22] to the required phone extension. When the user start Phone Manager, they enter the extension at which they want to login. When they close Phone Manager they are logged off.

The IP Office maintainer can setup a method for agents to change their login code themselves if required.

# 5.5.2 Logging Out

Logging out stops you from receiving any further calls. If the log off is successful you will either see the name of the phone's normal user on the display or *NoUser*.

# • Programmable Button 23h

Most Avaya feature phones supported by IP Office have <u>programmable buttons</u> [23th]. The IP Office system maintainer can program each of these buttons with features for use by the phone's user.

- A Hunt Group Enable button, depending on how it is configured, can be used to enable/disable an agent's membership of a particular group or all groups to which of which they are a member. The button indicates the current state of the membership.
- Dialing Short Code 232

The IP Office telephone system maintainer can setup dialing short codes that allow special features to be accessed by dialing the short code number.

- If the phone does not have a Logof button, you may be able to dial a short code. The default for most IP Office telephone systems is \*36.
- Phone Manger Agent Login/Logout
  For agents who hot desk [22th], Phone Manager can be used to login [22th] to the required phone extension. When the user start Phone Manager, they enter the extension at which they want to login. When they close Phone Manager they are logged off.

# 5.5.3 After Call Work

### After Call Work (ACW)

After Call Work indicates that the agent is not available to receive <u>queue calls</u> [23th] while they perform some other call related activity. Typically this is used for activities such as call records and data entry that need to be completed before handling another call. A number of controls are available for <u>After Call Work</u> [12th]. Agents can be configured to be automatically put into ACW state after a queue call or else they can manually select to enter the state when required.

Note: The Wrap-Up [235] feature briefly applied to the end of all calls including queue calls is also reported as After Call Work state.

### • Programmable Button 23h

Most Avaya feature phones supported by IP Office have <u>programmable buttons</u> [23th]. The IP Office system maintainer can program each of these buttons with features for use by the phone's user.

- After Call Work Button
  - You press the ACW button on your phone. The button will indicate when you are in After Call Work state (manual or automatic). You can press the ACW button on your phone to manually exit After Call Work state.
    - 1400 Series, 1600 Series, 2400 Series, 5400 Series, 4600 Series, 5600 Series and 9600 Series phones with available programmable buttons.
- Dialing Short Codes

The short code features Start ACW and Clear ACW can be used to manually start and clear After Call Work.

Phone Manager

There are no Phone Manager controls for this feature.

### Automatic After Call Work

The IP Office telephone system maintainer can configure individual agents to be automatically put into After Call Work state when they end a queue call. This option is only supported for agents when using a phone with an ACW button as detailed about.

### Disabling After Call Work

The IP Office system maintainer can disable the use of After Call Work by all agents or an individual agent. When this is done, buttons and dialing short codes for After Call Work will not operate.

# ? Wrap Up

For all phone users, the IP Office phone system normally applies a short delay, by default 2 seconds, during which the user is indicated as still being busy to further calls. The main function of wrap up is to allow analog phone users who have just finished a call the opportunity to start dialing a short code or to start making a call before another incoming call is presented to them.

For users set as agents, the period of wrap up applied to their phone is reported as their being in After Call Work 222 state. If the agent is also set for automatic after call work, the wrap up period is applied first and then the automatic after call work period is begun.

# 5.5.4 Busy Not Available

# S Busy Not Available (NA)

This agent state indicates that the agent is not available to receive calls while they perform a non-call related activity such as attending a meeting. This state can be selected by an agent using the DND or SAC button on their phone, see Agent Phone Controls 12h. This also requires the agent to select one of the reason codes 23h displayed on their phone to indicate the reason they are going into the Busy Not Available state.

If this state is enabled while a queue call is being presented, the call will go to the next available agent and cause the No Answer statistic for the agent and queue to be incremented.

# ? Reason Codes

For agent on the following phones, when they select Busy NA (Not Available) state using a button on their phone they will be prompted to select a reason code if any have been configured on the telephone system.

> 1400 Series, 1600 Series, 2400 Series, 5400 Series, 4600 Series, 5600 Series and 9600 Series phones with available programmable buttons.

The codes are configured on the telephone system by the system maintainer. The reason code is displayed as part of Agent State (Queue) statistic information.

Up to 8 custom reasons can be configured plus the following two fixed reasons:

- Automatic
  - This reason is used if the agent is using a phone that allows reason code selection but fails to select a reason. For example if they enabled Busy NA through a short code, using Phone Manager or were forced into it by the IP Office's Agent Status on No Answer feature.
- Unsupported This reason code is used for agents using phones that do not allow the selection of a reason code.
- Programmable Button 23h

Most Avaya feature phones supported by IP Office have programmable buttons 23h. The IP Office system maintainer can program each of these buttons with features for use by the phone's user.

- You can select Busy Not Available state by pressing a DND (Do Not Disturb) or SAC (Send All Calls) button on your phone. You will then be requested to select a reason code from a list displayed on the phone. The available reason codes are configured by the IP Office system maintainer.
- Dialing Short Code 232

The IP Office telephone system maintainer can setup dialing short codes (232) that allow special features to be accessed by dialing the short code number.

- Dial a Do Not Disturb On short code. The default short code is \*O8. This method does not allow the entry of a reason code and so is reported just Busy NA.
- Dial a Do Not Disturb Off short code. The default short code is \*09.
- Phone Manager Agent Mode

Phone Manager Pro users can select Agent Mode within the applications preferences. This enables a number of additional icons. Note that selection of this mode can be disabled by the IP Office maintainer. Note: In this mode, the F1 and F3 functions are swapped. F1 becomes 'account call' and F3 becomes 'make call'.



# Busy Not Available

An agent can use this icon to select <u>Busy Not Available [228</u>) state with the default <u>reason code</u> [23<sup>1</sup>) *Busy* NA. The icon can also be used to exit the state.

# 5.5.5 Enable/Disable Membership

# ? Membership

- The hunt group queues of which an agent is a member are configured by the IP Office telephone system maintainer.
   They cannot be changed by the agent or supervisor. However an agent's membership of a hunt group queue can be disabled.
  - When an agent's membership of a queue is disabled, the agent's state for that queue will be reported as *Present* when it would normally have been *Available*.
  - On many Avaya display phones, a G on the display indicates that the user currently has their membership of at least one group enabled.

# • Programmable Button 23h

Most Avaya feature phones supported by IP Office have <u>programmable buttons</u> [23th]. The IP Office system maintainer can program each of these buttons with features for use by the phone's user.

- A Hunt Group Enable button, depending on how it is configured, can be used to enable/disable an agent's membership of a particular group or all groups to which of which they are a member. The button indicates the current state of the membership.
- Dialing Short Code 232

The IP Office telephone system maintainer can setup dialing short codes that allow special features to be accessed by dialing the short code number.

- Short codes using the Hunt Group Enable function can be used to enable the agent's membership of the queues to which they belong.
- Short codes using the Hunt Group Disable function can be used to enable the agent's membership of the queues to which they belong.

### • Phone Manager Agent Mode

Phone Manager Pro users can select *Agent Mode* within the applications preferences. This enables a number of additional icons. Note that selection of this mode can be disabled by the IP Office maintainer. Note: In this mode, the F1 and F3 functions are swapped. F1 becomes 'account call' and F3 becomes 'make call'.



# Select Group

This icon will display a list of the queues of which the agent is a member. The tick box next to each indicates whether their membership of that queue is currently enabled.

# 5.5.6 Phone Manager Controls

Phone Manager is an IP Office application that can be used by phone users to display call information, control their phone extension and to change many phone settings.

• IP Office Customer Call Reporter does not support the Blind Transfer option provided by IP Office Phone Manager. Agent's using Phone Manager should use the Transfer and Transfer Complete controls instead.

Full details of Phone Manager operation are provided within that application's help. However there are a number of Phone Manager features specifically for call center agents.

- Phone Manger Agent Login/Logout For agents who hot desk [227], Phone Manager can be used to login [227] to the required phone extension. When the user start Phone Manager, they enter the extension at which they want to login. When they close Phone Manager they are logged off.
- Phone Manager Agent Mode Phone Manager Pro users can select Agent Mode within the applications preferences. This enables a number of additional icons. Note that selection of this mode can be disabled by the IP Office maintainer. Note: In this mode, the F1 and F3 functions are swapped. F1 becomes 'account call' and F3 becomes 'make call'.



# Busy Not Available

An agent can use this icon to select Busy Not Available 225 state with the default reason code 23h Busy NA. The icon can also be used to exit the state.



Busy Wrap Up is an agent state used by the IP Office CCC 228 application. It is not supported by IP Office Customer Call Reporter. The equivalent state for IP Office Customer Call Reporter is to report the agent as Present when their memberships of all the groups to which they belong are all disabled.

This is different from Wrap Up 235).



# Select Group

This icon will display a list of the queues of which the agent is a member. The tick box next to each indicates whether their membership of that queue is currently enabled.

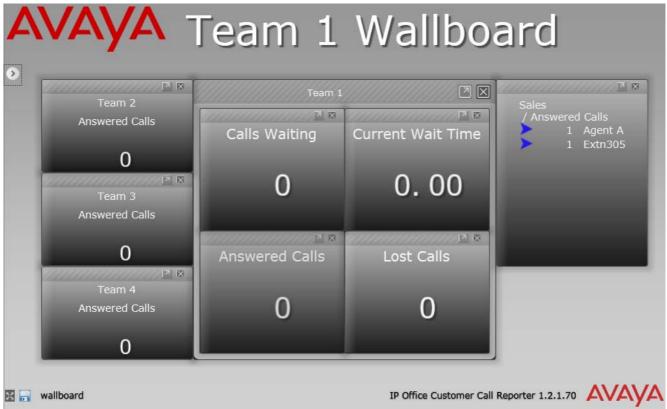
# Chapter 6. Wallboard

# 6. Wallboard

# ? Wallboard

The IP Office Customer Call Reporter administrator can create wallboard accounts. When logged in with one of these accounts, the browser can be used to display queue statistics for any queues plus other information such as messages sent or scheduled by IP Office Customer Call Reporter supervisors.

IP Office Customer Call Reporter supports up to 30 wallboards. However the maximum number of wallboards that can be logged in at any time is controlled by the number of available Supervisor licenses (each license enables a simultaneous Supervisor login and Wallboard login).



Example web client when logged in as a wallboard.

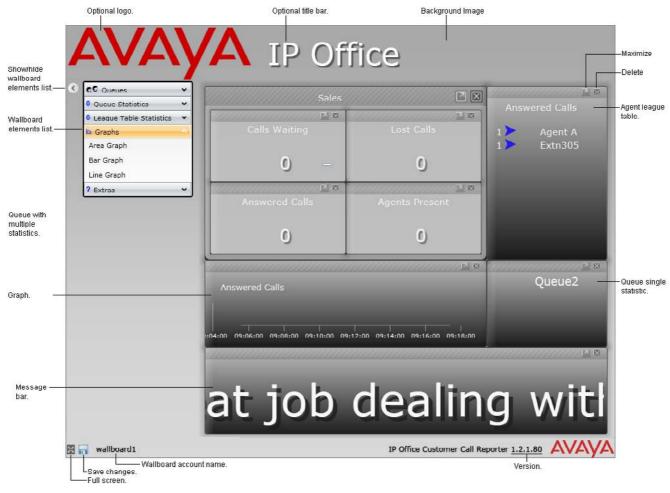
• Microsoft Silverlight
IP Office Customer Call Reporter wallboard views use Silverlight. When logging in at a computer without Silverlight installed, if the computer has access to the internet, you will be prompted to install Silverlight. If the computer does not have access to the internet, Silverlight must be installed manually for the wallboard view to run. Full details of

Silverlight and the browsers on which it is supported can be obtained at http://www.microsoft.com/silverlight.

 To ensure that messages scroll smoothly, especially when a large number of rapidly changing statistics are being displayed, it is recommended that the wallboard PC uses a dedicated graphics card rather than integrated graphics provided on the motherboard of many computers. The recommended minimum specification is a DirectX 9.0c or above compatible graphics card for GPU hardware acceleration via DirectDraw with 1GB or greater video memory. Support for 60Hz or greater refresh rate at the chosen resolution, for both card and monitor.

# 6.1 Wallboard Elements and Controls

The wallboard display is edited directly through the browser in order to add or remove the elements required.



Each wallboard can contain the following different types of elements:

- Logo 143
  - You can display a logo image at the top of the wallboard.
- Title 145

You can display a title at the top of the wallboard.

- Queue Statistics 136
  - Statistics for any IP Office Customer Call Reporter queues can be added to a wallboard. These can be grouped in sets or added individually. Individual warning and alarm settings can be applied to each statistic added.
- Message Bar 149

Message bars can be added to scroll messages across the wallboard display. The messages are scheduled and sent to the wallboard 15th by IP Office Customer Call Reporter supervisors.

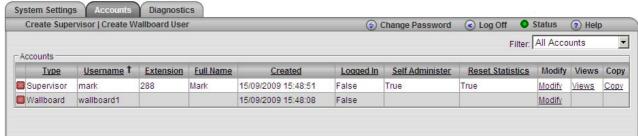
- League Table 142
  - League tables of the top and bottom performing agents in a queue can be added to the wallboard.
- Graphs 14th
  - Selected queue statistics can be displayed in graphs.
- Background I mage 138

The image shown in the wallboard background can be customized.

# **6.2 Creating Wallboard Accounts**

To be able to create a wallboard account you must login as the IP Office Customer Call Reporter administrator 155).

1. Login as the IP Office Customer Call Reporter administrator and select the Accounts tab.



2. Click on Create Wallboard User.

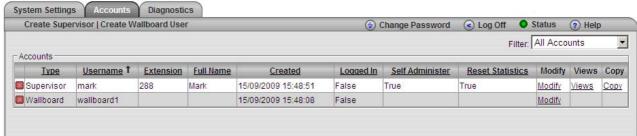


- 3. Enter the details for the account and click Create.
- 4. Log off and then login using the wallboard account 13th details to verify account operation.
- 5. Once logged in using the wallboard account you can  $\underline{\text{edit the wallboard view}}$  135).

# 6.3 Changing a Wallboard Account

To be able to create a wallboard account you must login as the IP Office Customer Call Reporter administrator 15th.

1. Login as the IP Office Customer Call Reporter administrator and select the Accounts tab.



- To delete an account click on the X icon on the left of the account name.
- To change the account settings, click on Modify. When completed click on Update.



# 6.4 Logging In

An IP Office Customer Call Reporter wallboard account is accessed by web browser in the same way as other IP Office Customer Call Reporter roles.

### Computer/Browser Requirements

In addition to the normal <u>IP Office Customer Call Reporter browser and computer requirements</u> 13h, the following apply for accessing an IP Office Customer Call Reporter wallboard.

- · Microsoft Silverlight
  - IP Office Customer Call Reporter wallboard views use Silverlight. When logging in at a computer without Silverlight installed, if the computer has access to the internet, you will be prompted to install Silverlight. If the computer does not have access to the internet, Silverlight must be installed manually for the wallboard view to run. Full details of Silverlight and the browsers on which it is supported can be obtained at <a href="http://www.microsoft.com/silverlight">http://www.microsoft.com/silverlight</a>.
    - To ensure that messages scroll smoothly, especially when a large number of rapidly changing statistics are being displayed, it is recommended that the wallboard PC uses a dedicated graphics card rather than integrated graphics provided on the motherboard of many computers. The recommended minimum specification is a DirectX 9.0c or above compatible graphics card for GPU hardware acceleration via DirectDraw with 1GB or greater video memory. Support for 60Hz or greater refresh rate at the chosen resolution, for both card and monitor.
- Before running a wallboard on a computer, it is recommended to switch off the computers screen saver and any
  monitor power saving mode. Unlike other IP Office Customer Call Reporter login account, a wallboard login does not
  automatically expire after the Session Expiration Minutes set by the IP Office Customer Call Reporter
  administrator.

# Logging In to a Wallboard

1. Using a browser, enter the path to the IP Office Customer Call Reporter web service - <a href="http://cserver\_path>/ccrwebClient">http://cserver\_path>/ccrwebClient</a>. The login window should appear.



- 2. Enter the Username and Password for a wallboard account.
- 3. If you want the IP Office Customer Call Reporter web client to run in a different language, you can use the Language drop down to select a language from the list.

Supported languages are *Dutch*, *English (UK)*, *English (US)*, *French*, *German*, *Italian*, *Brazilian Portuguese*, *Russian* and *Spanish*.

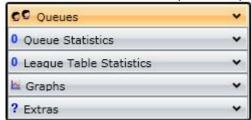
4. Click Logon.

# 6.5 Editing a Wallboard View

The icon on the left is used to show and hide a list of items that can be added to a wallboard.

### Adding Elements to a Wallboard

- 1. Log in using the wallboard account.
- 2. Click on the icon near the top left to display the list of items that can be added to a wallboard.



- 3. Click and drag the items required to the view area. As items are added, the existing items will automatically reposition and resize themselves.
- Logo 143

You can display a logo image at the top of the wallboard.

• Title 145

You can display a title at the top of the wallboard.

• Queue Statistics 136

Statistics for any IP Office Customer Call Reporter queues can be added to a wallboard. These can be grouped in sets or added individually. Individual warning and alarm settings can be applied to each statistic added.

• Message Bar 149

Message bars can be added to scroll messages across the wallboard display. The messages are scheduled and sent to the wallboard 150 by IP Office Customer Call Reporter supervisors.

- <u>League Table</u> 142
  - League tables of the top and bottom performing agents in a queue can be added to the wallboard.
- Graphs 147

Selected queue statistics can be displayed in graphs.

- 4. To change the settings of an item click on it and select Settings.
- 5. To hide the list of items click on the icon.
- 6. To save the wallboard settings click on the in icon at the bottom left of the wallboard.

# **Editing Settings**

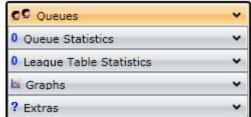
- 1. Click on the area or element of the graph you want to edit. In the menu that is displayed click on Settings. and edit the settings as required.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the icon to save the wallboard settings.

# Deleting Elements from a Wallboard

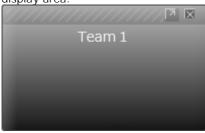
To delete an element from the wallboard click on the X icon at its top-right. For some elements the X icon is not shown until you first click on the element.

# 6.6 Adding Queues and Queue Statistics

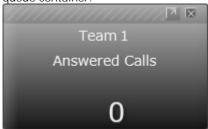
1. Click on the icon near the top left to display the list of items that can be added to a wallboard.



2. Click on Queues to display a list of the available queues. Click and drag the required queue over to the wallboard display area.



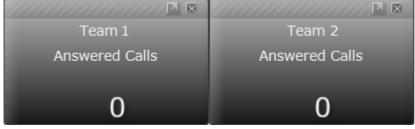
3. Click on Queue Statistics to display a list of available statistics. Click and drag the required statistic over onto the queue container.



4. You can repeat the step above to add additional statistics to the queue container.



5. Alternatively you can repeat both steps to add multiple queue containers each with a single statistic.



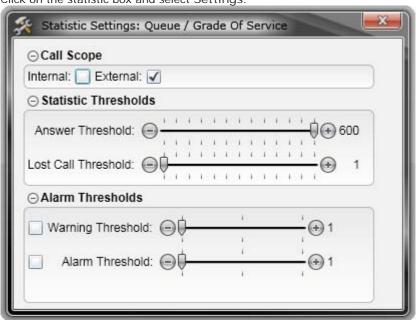
- 6. To hide the list of items again click on the icon.
- 7. To save the wallboard settings click on the 🗖 icon at the bottom left of the wallboard.

# 6.7 Editing Statistic Settings

For many statistics you can select what types of calls should be included in the statistic. You may also be able to set whether the statistic should indicate warnings and or alarms when its value passes the thresholds that you set.

### Statistic Settings

1. Click on the statistic box and select Settings.



- The options available will vary according to the type of statistic. For details of the individual statistics refer to the Statistics 42 section. Some statistics have no settings so the menu will be blank.
- In the Call Scope section if available, select the type of calls that should be included in the statistic.
- In the Statistics Thresholds section if available, set the thresholds for calls included in the statistic.

Answer Threshold: Default = 600 seconds, Range = 1 to 600 seconds.

Used for statistics calculated as a percentage of calls answered within the set time out of all calls presented. Sets the target time for calls to be answered from when they are first presented to the queue or agent. Note that for agents, calls are only presented for the queue's no answer time before being presented to the next agent.

- Lost Calls Threshold: *Default = 1 second, Range = 1 to 600 seconds*.

  Lost calls are calls where the caller disconnects before the call is answered. This threshold sets the minimum time in seconds for a call to be available before it will be counted as lost when the caller disconnects and not included in the calculation of this statistic.
  - In the Alarm Thresholds section, select whether you want the statistic to include a warnings and or alarms. If either is selected, use the slider to adjust the threshold levels at which it occurs.
    - Warnings are shown by the statistic background color changing to yellow.
    - Alarms are show by the statistic background color changing to red.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the in icon to save the wallboard settings.

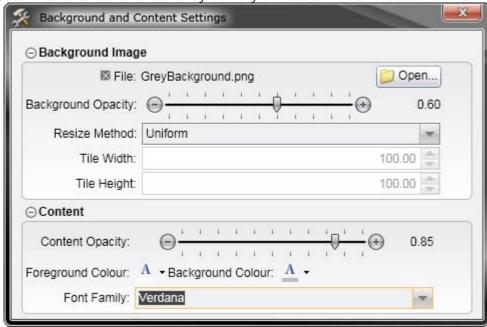
# Changing the Displayed Name

The queue and statistic names displayed can be edited without affecting the operation of the element. Click on the existing text and enter the required name.

# 6.8 Changing the Background Image

The background of the wallboard is image file which can be replaced with a file of your choice.

1. Click on an area of the wallboard way from any of the other visible wallboard elements and then click on Settings.



- The Background I mage section contains the settings for the image file.
  - To load an image file click on Open and browse to the image that you want to use. The selected file is copied from its location to the IP Office Customer Call Reporter server.
  - To change how the image is resized when the wallboard is resized select the required Resize Method.
    - Fill If this method is selected, the image size is change so that both its height and width fit the space provided for it on the wallboard. This means that the images original ratio between height and width is not maintained but the image fits the full display area.
       Uniform If this method is selected, the image size is changed, maintaining its original ratio between height and width, until both fit within the space provided for it on the wallboard. This method means that there may be some blank space left along either the horizontal or vertical edges.
    - Uniform Fill If this method is selected, the image size is changed, maintaining its original ratio between height and width, until one of them fits the space provided for it on the wallboard. This means that some part of the image (at the bottom or the right) may be cropped.
    - Tiled If this method is selected, the image is resized using the Tile Width and Tile Height settings. The space provided for the image on the wallboard is then filled with multiple copies of the image at that size.
  - The Background Opacity slider allows you to change the transparency applied to the image.
  - To delete the existing image click on the X icon. When there is no image loaded the general background of the wallboard is white.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the in icon to save the wallboard settings.

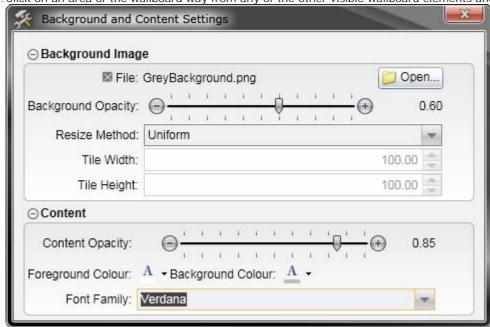
# 6.9 Changing the General Color and Font

The background and font colors used for the elements added to the wallboard can be changed. The same colors are used for all elements added to the wallboard. The exception is the general background which uses an <u>image file or is white</u> 138).

These settings are for the general font and colors used. Some wallboard elements have their own specific settings for fonts and colors that can be set to differ from the general settings.

### General Font and Color Settings

1. Click on an area of the wallboard way from any of the other visible wallboard elements and then click on Settings.



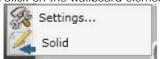
- The Content section contains the general color and font settings for the wallboard elements:
  - The Content Opacity slider allows you to change the transparency applied the wallboard elements.
  - To change the font color, click on the down arrow shown after Foreground Color and select the color required.
  - To change the background color used for the element shading click on the down arrow shown after Background Color and select the color required.
  - To select the font used for most wallboard elements can be selected in the Font Family drop down. The font size is adjusted automatically.
    - The fonts available for use are restricted to those widely supported by web browsers. These are:
       Arial, Arial Black, Comic Sans MS, Courier New, Lucida Grande, Times New Roman,
       Trebuchet MS and Verdana.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the icon to save the wallboard settings.

Changing the Background Color Style of an Element

By default each element uses a shading style based on the background color selected above.



1. Click on the wallboard element.



2. From the menu click on Solid to change the setting between a solid or a shaded background. The option is ticked if it is currently enabled.

# 6.10 Moving and Arranging Elements

As you add or delete elements from the wallboard, the existing elements are automatically moved and resized. Except for the logo and title bar elements which have fixed positions, you can also grab and move existing elements.

To move an element, click on the element's title bar and drag it to the required position. The position of other elements will be adjusted also.

# **Maximizing Elements**

Within a set of elements, one of the elements can be set to be maximized by clicking on the up arrow at the top right of the element. When you do this, the element is enlarged and any element that is already maximized returned to it normal size. You can also return an element to its normal size by clicking on the down arrow at its top right.



A set of elements with none maximized.



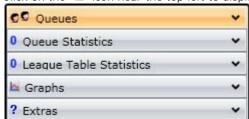
A set of elements with an element maximized.

# 6.11 Adding a League Table

For a selected queue, the performance of the agents in that queue against a selected agent statistic can be displayed as a league table. Either the top, the bottom or a combination of the top and bottom performers can be displayed. The actual number of agents included in the display may vary depending on the wallboard display area available.

Adding the League Table to the Wallboard

1. Click on the icon near the top left to display the list of items that can be added to a wallboard.

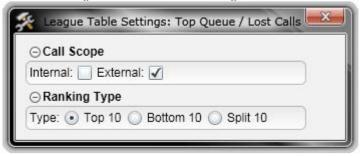


- 2. Click on League Table Statistics to display the list of agent statistics that can be used in a league table. Click and drag the required statistic to the wallboard display area. A box for the league table will be added to the display.
- 3. Click on Queues to display the list of queues. Click and drag the queue whose agents you want show over onto the league table.
- 4. To hide the list of items again click on the icon.
- 5. To save the wallboard settings click on the 🗖 icon at the bottom left of the wallboard.

# Editing the League Table Settings

You can select whether the league table should display the top, bottom or a combination of the top and bottom performers in the queue.

1. Click on the league table and select Settings



- Depending on the agent statistic being tracked by the league table, the Call Scope section may be available. If it is, the settings allow you to select what types of calls should be included in the statistic.
- The Ranking Type section allows you to select the type of league table.
  - Top 10 Show the top 10 agents for the selected statistic.
  - Bottom 10 Show the bottom 10 agents for the selected statistic.
  - Split 10
     Show the top 5 and the bottom 5 agents for the selected statistic.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the imicon to save the wallboard settings.

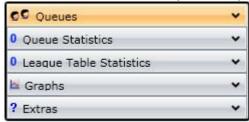
# 6.12 Adding and Editing the Logo

You can add a logo image to the top right of the wallboard. If the wallboard includes a title, the logo and title are positioned adjacent to each other across the top of the wallboard.

# Adding the Logo to the Wallboard

Each wallboard can include only one title bar. The title bar is always positioned above any other elements added to the wallboard and to the right of the logo if also added.

1. Click on the icon near the top left to display the list of items that can be added to a wallboard.

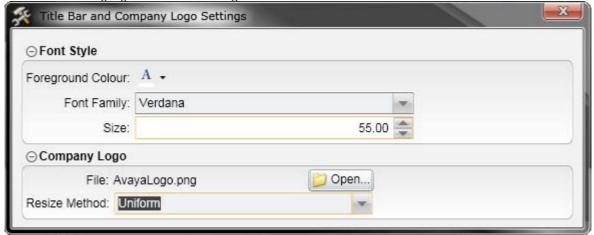


- 2. Click on Extras to display the list of items which includes the Company Logo element.
- 3. Click and drag the Company Logo element to the display area.
- 4. To hide the list of items again click on the icon.
- 5. To save the wallboard settings click on the 🗖 icon at the bottom left of the wallboard.

# Editing the Logo Image Settings

You can change the image used for the logo and how it is resized when the wallboard size is changed.

1. Click on the exiting logo and select Settings.



- In the Company Logo section:
  - To load an image file click on Open and browse to the image that you want to use. The selected file is copied from its location to the IP Office Customer Call Reporter server.
  - To change how the image is resized when the wallboard is resized select the required Resize Method.
    - Fill

      If this method is selected, the image size is change so that both its height and width fit the space provided for it on the wallboard. This means that the images original ratio between height and width is not maintained but the image fits the full display area.
    - Uniform If this method is selected, the image size is changed, maintaining its original ratio between height and width, until both fit within the space provided for it on the wallboard. This method means that there may be some blank space left along either the horizontal or vertical edges.

Uniform Fill  If this method is selected, the image size is changed, maintaining its original ratio between height ar width, until one of them fits the space provided for it on the wallboard. This means that some part of the image (at the bottom or the right) may be cropped.
• Fixed  If this method is selected, the image size is not changed. Instead the display area provided for it on the wallboard is changed.
2. To hide the settings, close the settings menu by clicking on the icon.
3. Click on the icon to save the wallboard settings.

# Removing the Logo

- 1. Click on the existing logo image. It will become outlined by a box. Click on the X icon at the top-right of the outline.
- 2. Click on the iii icon to save the wallboard settings.

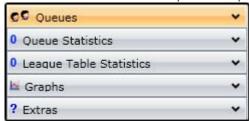
# 6.13 Adding and Editing the Title Bar

A title can be added to the top of the wallboard. You can then adjust the font style, size and color used for the title. If the wallboard includes a logo, the logo and title are positioned adjacent to each other across the top of the wallboard.

# Adding the Title to the Wallboard

Each wallboard can include only one title bar. The title bar is always positioned above any other elements added to the wallboard and to the right of the logo if also added.

1. Click on the icon near the top left to display the list of items that can be added to a wallboard.



- 2. Click on Extras to display the list of items which includes the Title Bar element.
- 3. Click and drag the Title Bar element to the display area.
- 4. To hide the list of items again click on the icon.
- 5. To save the wallboard settings click on the 🗖 icon at the bottom left of the wallboard.

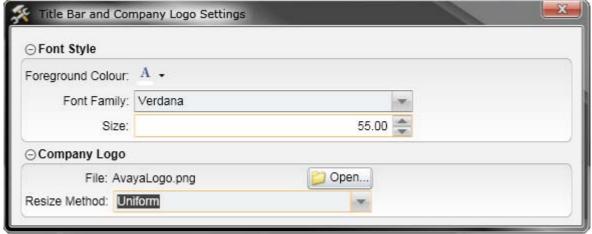
## Editing the Wallboard Title

- 1. Click on the existing title area. It will become outlined by a box.
- 2. Click on the existing text to display a cursor. Edit or enter the title text required.
- 3. Click elsewhere on the wallboard.
- 4. To save the wallboard settings click on the 🗖 icon at the bottom left of the wallboard.

# Editing the Title Bar Settings

You can adjust the speed and direction of scrolling applied to the messages that the wallboard displays. You can also select the font and limit the font sizes.

1. Click on the title and select Settings.



- In the Font Style section, select the font, font color and font size. The size of the title is automatically adjusted to fit the wallboard.
  - The fonts available for use are restricted to those widely supported by web browsers. These are: Arial, Arial Black, Comic Sans MS, Courier New, Lucida Grande, Times New Roman, Trebuchet MS and Verdana.
- 2. To hide the settings, close the settings menu by clicking on the icon.

3. Click on the icon to save the wallboard settings.

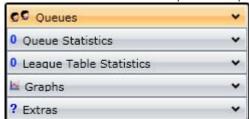
- Removing the Title Bar 1. Click on the existing title. It will become outlined by a box. Click on the X icon at the top-right of the outline.
  - 2. Click on the icon to save the wallboard settings.

# 6.14 Adding and Edit Graphs

Queue statistics can be displayed as graphs showing the statistic value changing over time. Each graph only shows one statistics for one queue, however you can add multiple graphs.

# Adding a Graph

1. Click on the icon near the top left to display the list of items that can be added to a wallboard.



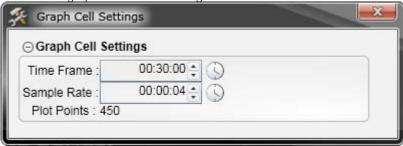
- 2. Click on Graphs to display the list of the different types of graphs available. Current options are *Area Graph*, *Bar Graph* and *Line Graph*. Click and drag the required type of graph onto the wallboard display area.
- 3. Click on Queues to display the list of queues. Click and drag the queue for which you want to plot a statistic over onto the graph.
- 4. Click on Queue Statistics to display the list of queue statistics. Click and drag the required statistic over onto the graph.
- 5. To hide the list of items again click on the icon
- 6. To save the wallboard settings click on the 📊 icon at the bottom left of the wallboard.

# Changing a Graphs Contents

1. Using the same method as for adding a graph, simply drag a different queue or queue statistic onto an existing graph in order to change its contents.

## Editing the Graph Settings

1. Click on the graph and select Settings



- The Time Frame setting sets the maximum length of time (hours:minutes:seconds) that should be included in the graph as data is added.
- The Sample Rate sets how often (hours: minutes: seconds) the graph should be updated.
- The Plot Points value indicates how many points will be used to plot the complete graph using the two settings above. The maximum allowed is 500 plot points or for bar graphs 30 bars. The range of selectable values for Time Frame and Sample Rate above will adjust according to the current value of the other and vice versa.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the in icon to save the wallboard settings.

# Resetting a Graph

The current data in a graph can be cleared without having to remove the graph or restart the wallboard.

1. Click on the graph.

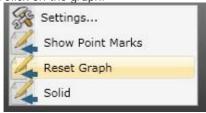


2. From the menu displayed select Reset Graph.

## Show/Hide Plot Points

In addition to plotting a line or solid area, the individual data points can be shown on the graph or hidden.

1. Click on the graph



2. From the menu displayed select Show Point Marks. The option is ticked if it is currently enabled.

# 6.15 Running the Wallboard Full Screen

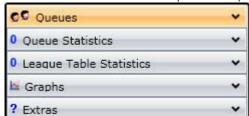
To run the wallboard full screen click on the  $\boxtimes$  icon at the bottom left of the wallboard. While running in full screen mode, press  $\mathit{Esc}$  to return the wallboard to its previous size.

# 6.16 Adding and Editing a Message Bar

When a wallboard includes a message bar, IP Office Customer Call Reporter supervisors can send messages to it or schedule messages 150 to be sent in the future.

Adding the Message Bar to the Wallboard

1. Click on the icon near the top left to display the list of items that can be added to a wallboard.

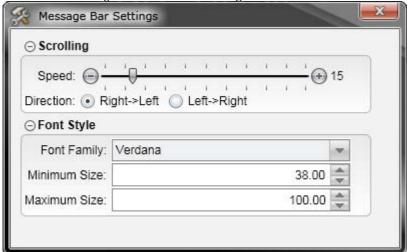


- 2. Click on Extras to display the list of items which includes the Message Bar element.
- 3. Click and drag the Message Bar element to the display area.
- 4. To hide the list of items again click on the icon.
- 5. To save the wallboard settings click on the 🗖 icon at the bottom left of the wallboard.

# Editing the Message Bar Settings

You can adjust the speed and direction of scrolling applied to the messages that the wallboard displays. You can also select the font and limit the font sizes.

1. Click on the message bar and select Settings.



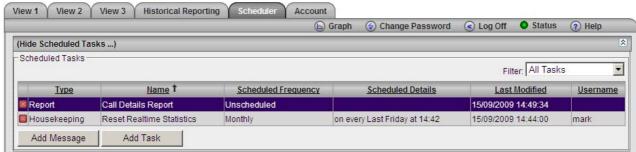
- In the Scrolling section select the direction of scrolling required and use the slider to adjust the speed.
- In the Font Style section select the font to use and the size limits. The size of the message bar is automatically adjusted to fit the wallboard and the font size within the message bar is also automatically adjusted unless it reaches one of the limits set here.
  - The fonts available for use are restricted to those widely supported by web browsers. These are: Arial, Arial Black, Comic Sans MS, Courier New, Lucida Grande, Times New Roman, Trebuchet MS and Verdana.
- 2. To hide the settings, close the settings menu by clicking on the icon.
- 3. Click on the licon to save the wallboard settings.

# 6.17 Sending Wallboard Messages

You can schedule messages to be sent to any wallboard. Alternatively you can send an immediate message that will be displayed for 5 minutes.

When there are multiple messages scheduled for a wallboard, the messages are appended to each other as they are scrolled across the wallboard.

1. Click on the Scheduler tab.



- 2. To add a new message click on Add Message. To edit an existing message task, click on it.
- 3. If necessary click on Show Scheduling Properties.
- 4. Enter the text for the Message. This is the text that will be scrolled across the message area of the selected wallboard. Remember that this message may appear amongst other schedule messages and messages set by other supervisors. Therefore it can be useful to add spaces before and after the message text and to end the message with proper punctuation.
- 5. Also enter a short Task Name. This is displayed in the task list.
- 6. Use the Wallboard list to select the wallboard to which the message should be sent.
- 7. Use the Schedule option to select when the message should be sent.
  - Instant Message

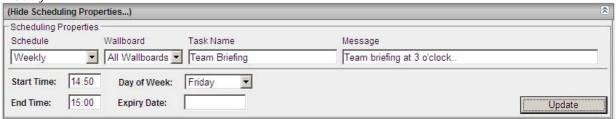
An instant message is displayed for 5 minutes.



Daily



Weekly



Monthly
 Messages that are scheduled monthly can be set to either occur on the same date each month or on a specific
 day of the month.



- If an Expiry Date is specified, the message scheduling ends on that date. However the message remains in the task list until deleted and can be reactivated by removing or changing the expiry date.
- 8. When the message is set as required click on Update. The message details will be shown in the task list. If the schedule setting was Instant Message, the message will start being displayed for 5 minutes unless overridden by another scheduled message.

# Chapter 7. Administrator

# 7. Administrator

# ? Administrator

The administrator can amend IP Office Customer Call Reporter system preferences plus create and administer supervisors. That includes assigning which queues a supervisor can see or granting the supervisor self-administration rights to amend their own settings including queues.

The administrator does not have any views of call statistics. However they can setup and amend the views used by supervisors and their agents.

There is only one administrator account and only one person can log in as the administrator at any time.

When you login 15 as the administrator you view a listing of all the supervisor accounts. You can then create and modify supervisor accounts 15 h. In the System Settings 165 window you can see all the monitored IP Office switches together with the name and address of all discovered IP Offices and their connection state. You can also modify the system preferences 165 h.



Example web client when logged in as an administrator.

#### Important

The first time you log in as the administrator, it is recommended that you select the <u>System Settings</u> tab and confirm the information in the Preference Details section, especially your unique email address.

#### Tabs

## • Accounts 158

This tab displays the existing supervisor accounts created by the administrator. It can be used to create and modify accounts.

# • System Settings 165

This tab allows adjustment of system wide IP Office Customer Call Reporter settings such as the email server.

#### • Diagnostics 169

This tab should only be used under guidance of an Avaya support engineer when requested.

#### Buttons



#### Change Password 16

While logged in to IP Office Customer Call Reporter, you can change your password.



# Log Off 19

Close the IP Office Customer Call Reporter connection. It is important to close a connection using this control rather than just closing the browser or tab within the browser. Failing to use this button will cause a 5 minute delay before you can log in again on another PC.



#### Status 165

This button indicates the overall status of IP Office Customer Call Reporter. Clicking on the icon displays a <u>System Settings</u> 18th tab which shows the status of the individual IP Office Customer Call Reporter components.

- • Green Circle On: IP Office Customer Call Reporter is running.
- Yellow Bars Slow Flash: Some parts of IP Office Customer Call Reporter are still in the process of starting.
- Red Box Flash: There may be a problem in IP Office Customer Call Reporter.



## Help 18

Access this documentation in online format. Where possible the appropriate page for the current IP Office Customer Call Reporter screen is displayed.

# 7.1 Logging In

This refers to logging in to the IP Office Customer Call Reporter web client, not to <u>logging in to a phone</u> 12h to receive calls.

1. Using your browser, enter the path to the IP Office Customer Call Reporter web service - http://<server\_path>/

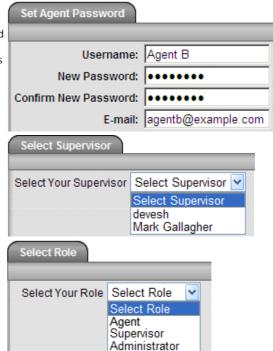
CCRWebClient. The login window should appear.



- 2. Enter your Username and Password.
  - If you have forgotten your password but have an email address known to the IP Office Customer Call Reporter system, click Forgot Password 17.
  - If you are an agent logging in for the first time leave the password field blank. You will then be asked to set your IP Office Customer Call Reporter password and enter your unique email address as part of the login process.
- 3. If you want the IP Office Customer Call Reporter web client to run in a different language, you can use the Language drop down to select a language from the list.

Supported languages are *Dutch*, *English* (*UK*), *English* (*US*), *French*, *German*, *Italian*, *Brazilian Portuguese*, *Russian* and *Spanish*.

- 4. Click Logon.
  - Agent's First Time Login
    If you are an agent logging in for the first time, the Set
    Agent Password window will appear. Enter a password
    of your choice and then click OK. Your unique email
    address is also requested. You need to enter an address
    in order to use the Forgot Password 17 feature in
    future.
  - All Agent Logins
     If multiple supervisors have been configured, agents need to indicate the supervisor they are working for.
  - Multiple Role Login (Optional)
     If your username is <u>configured for more than one role</u>
     | 1218), the Select Role window will appear. Select the required role and click OK.



- 2. The web client will open in the appropriate mode: Agent 11th, Supervisor 22 or Administrator 15th.
  - You have three attempts to enter the correct password or username. If you fail to enter valid login details the login window will close and your account is locked for 5 minutes.
  - Logged in users who are inactive for more than a set time are automatically logged off. The default time is 30 minutes but this can be adjusted by the administrator.

# 7.2 Viewing Accounts

As administrator you are able to create, edit and delete login account for IP Office Customer Call Reporter supervisors and wallboards. The details of existing accounts can be viewed on the Accounts tab. The two additional commands in the menu bar, <a href="Create Supervisor">Create Supervisor</a> and <a href="Create Wallboard User">Create Wallboard User</a> allow you to create new accounts.



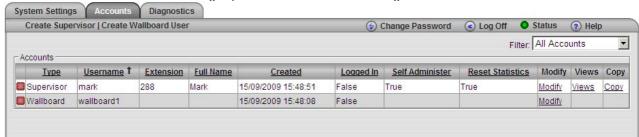
Field	Description
	Click this icon to delete an account.
Туре	Indicates whether the account is a supervisor account or a wallboard account. The Filter selection at the top-right of the menu can be used to select which types of accounts are displayed.
Username	This is the supervisor username used for logging in to IP Office Customer Call Reporter. If the name matches the administrator name and or an agent name then the user can also login in those roles. Supervisors cannot change their username. See Multiple Roles 218.
Full Name	This name is shown to agents when they login and select their supervisor. It is also used in reports to indicate which supervisor created and ran the report.
Extension	The telephone extension number associated with the supervisor account.
Self Administer	If selected, the supervisor has self administration rights and is able to edit their own Account Details 33. Supervisors with this option are also able to schedule housekeeping tasks 37 such as database backups and automatic statistic resets. Supervisors without this option are only able to edit views.
Reset Statistics	Supervisors for who the administrator has enabled the Reset Statistics option can reset all the statistics currently being used for supervisor views, agent views and wallboards. This will affect all supervisors, agents and wallboards. It does not affect the statistics used for historical reports.
Modify	Click this option to modify the <u>supervisor account</u> or <u>wallboard account</u> settings.
Views	Click this option to edit the supervisor's views 16th. This option is not available for wallboard accounts.
Сору	Click this option to copy the supervisor account 164. This option is not available for wallboard accounts.

# 7.3 Creating/Editing Supervisor Accounts

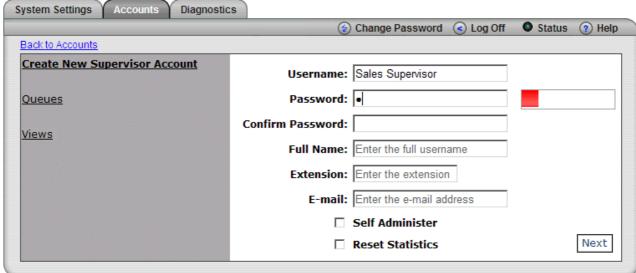
Before any supervisors can use the application they need to have an account created for them. You can create up to 30 supervisor accounts. However the maximum number of supervisors that can be logged in at any time is restricted by the number of supervisor licenses.

To create a supervisor account

1. Click the Accounts tab. All the existing supervisor accounts are listed together with their current status.



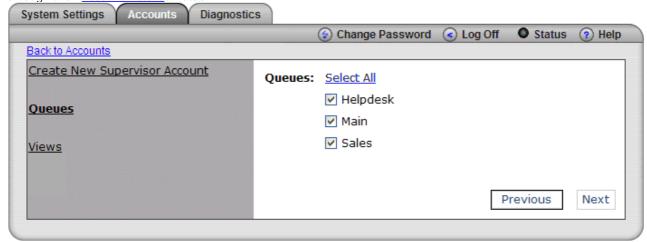
2. Click the Create Supervisor link. The Create New Supervisor Account window opens.



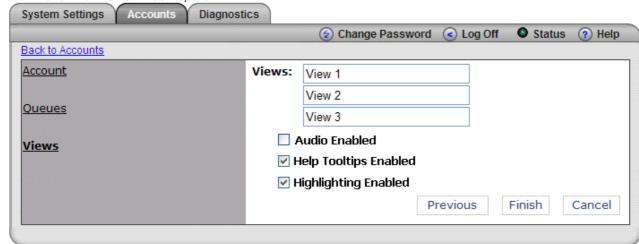
3. Complete the fields with the relevant details.

Field	Description
Username	This is the supervisor username used for logging in to IP Office Customer Call Reporter. If the name matches the administrator name and or an agent name then the user can also login in those roles. Supervisors cannot change their username. See Multiple Roles 218.
Password	This is the password used for browser access to IP Office Customer Call Reporter.
Confirm Password	All supervisors, even those without Self Administer rights, can use the Change Password option to change their password.
Full Name	This name is shown to agents when they login and select their supervisor. It is also used in reports to indicate which supervisor created and ran the report.
Extension	The telephone extension number associated with the supervisor account.
Email	The unique email address associated with the supervisor. This is used for the <u>forgotten password</u> reature.
Self Administer	If selected, the supervisor has self administration rights and is able to edit their own Account Details 33. Supervisors with this option are also able to schedule housekeeping tasks 37 such as database backups and automatic statistic resets. Supervisors without this option are only able to edit views.
Reset Statistics	Supervisors for who the administrator has enabled the Reset Statistics option can reset all the statistics currently being used for supervisor views, agent views and wallboards. This will affect all supervisors, agents and wallboards. It does not affect the statistics used for historical reports.

4. Click Next. The Queues window opens. Select the queues that the supervisor will be able to view. By default all of the queues are selected. Supervisors with self administration rights can amend the selection themselves if required through their <a href="Account Details">Account Details</a> ab.



5. Click Next. The Views window opens.



Field	Description
Views	These fields allow you to rename the 3 views.
Audio Enabled	This option is used in conjunction with any view that includes an All Views Alarm List. When enabled, if an alarm occurs, the browser's media player is used to play a sound file from the IP Office Customer Call Reporter server PC. The sound is played to all users looking at that supervisor's views.  • This option is off by default. If enabled, an audio plug-in is required for all user browsers. Use either Quick Time or Windows Media Player.
Help Tooltips Enabled	If enabled, when the cursor is placed over the statistic name in a view, pop-up help for the statistic is displayed. Tooltips are on by default.
Highlighting Enabled	If enabled, when a statistic in a view changes value, its background briefly changes to purple, then light purple and then back to the normal background color. This option is not applied to agent state and time values. Highlighting is on by default.

- 6. Click Finish to create the new supervisor account. The new account will be listed in the Supervisors Accounts tab.
- 7. Once the account has been created you can <u>create views</u> for the supervisor account. All supervisors can also amend and create their own views.

To change the details of a supervisor account

- 1. Display the list of current supervisor accounts.
- 2. Click Modify for the account that you want to change.
- 3. Click through each window and amend the details as necessary.
- 4. Click Finish in the last window. The details are updated.
- 5. Click Back to Supervisors Summary to return to the list of supervisor accounts.

#### To delete a supervisor account

- 1. Display the list of current supervisor accounts.
- 2. Click Delete for the account that you want to remove.
- 3. Confirm that you want to delete the account by clicking OK. The supervisor account is deleted.

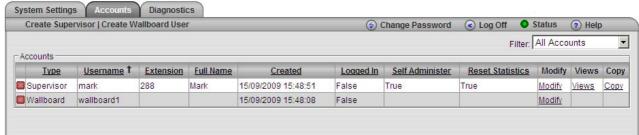
## To copy a supervisor Account

• See Copying a Supervisor Account 164).

# 7.4 Creating a Wallboard Account

To be able to create a wallboard account you must login as the IP Office Customer Call Reporter administrator 155h.

1. Login as the IP Office Customer Call Reporter administrator and select the Accounts tab.



2. Click on Create Wallboard User.



- 3. Enter the details for the account and click Create.
- 4. Log off and then login using the wallboard account 13th details to verify account operation.
- 5. Once logged in using the wallboard account you can  $\underline{\text{edit the wallboard view}}$  135).

# 7.5 Amending Supervisor Views

Each supervisor has 3 views which appear as their first 3 tabs. Each view can be configured to show different queues and statistics. The queues usable are those selected for the <u>supervisor account</u> [15].

All supervisors, even those without self administration rights, can also <u>adjust their own views</u> 25. Supervisors can also rename their 3 views.

#### To create a view

- A. Select the Accounts tab and locate the supervisor in the list of supervisor accounts.
- B. Click the Views link.



1. Adding Queues

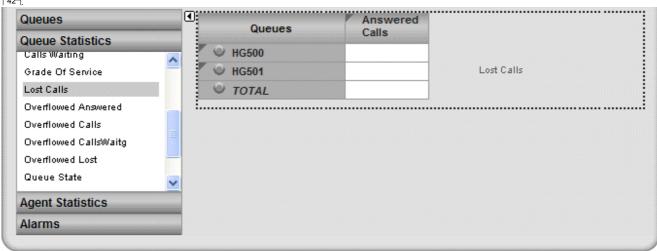
By default all the queues configured for the supervisor are already shown. These are the Queues that the supervisor has permission to view as specified when <u>creating their supervisor account</u> 15th.



- To add a queue to the view, click Queues. Drag and drop the required queue into the view and when the hatched lines appear drop it into that area.
- TOTAL can be used to add a summary row to the view. For statistics that are averages, the total will be a <u>weighted</u> average 23th. For other statistics, it provides a simple total of the column. For the Longest Waiting Time it is blank.
- To remove a queue from the view, click on the @ circle next to its name and select Hide.
- To adjust the order of the queues, click on the 🔽 corner icon and drag the queue to the required position.

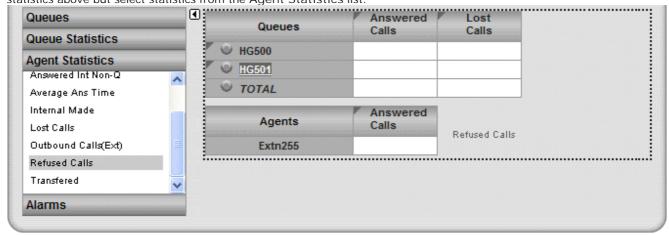
#### 2. Add Queue Statistics

You can select which statistics should be displayed for the queues. For details of the available statistics see <a href="Statistics">Statistics</a> <a href="Statistics">Stati

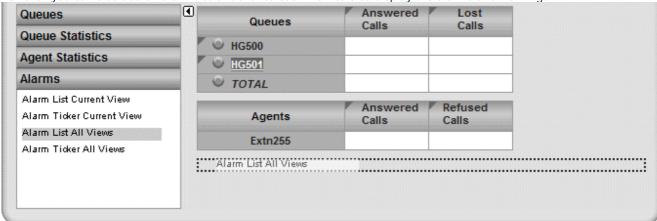


- To add a statistic to the view, click Queue Statistics to view available statistics. Drag and drop the required statistic into the area surrounded by hatched lines in the view.
- Only one instance of each agent and queue statistic can be added to a view.
- Newly added statistic will display the appropriate values for activity since the last statistics reset rather than since the statistic was added to the view.
- To remove a statistics from the view, click on the statistic name in the view and select Hide.
- To adjust the settings used for a statistic, click on the statistic name and select Settings 42h.
- 3. Add Agent Statistics

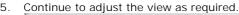
Click on one of the queue names to display the list of agents in that queue. Use the same options as for queue statistics above but select statistics from the Agent Statistics list.

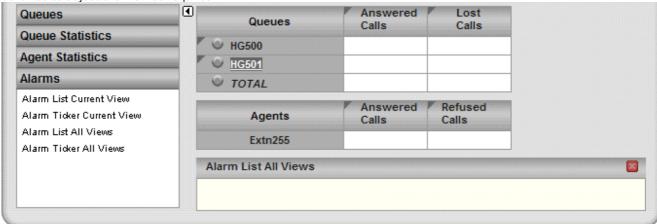


4. Adding an Alarm Summary Each statistic configured to provides alarms and or warnings does so by displaying different color backgrounds. However you can also add an alarm list or ticker to each view to also display the alarms and warnings.



- Click Alarms. Drag and drop the required type of alarm list or ticker to the area either above or below the currently displayed statistics. If required you can have two sets of alarms, one above and one below.
  - An alarm list shows the 100 most recent current alarms and warnings is a scrollable list of all the current alarms and warning. Alarms are shown first in chronological order followed by warnings in chronological order.
    - Alarms in the Alarm List All Views can also trigger an audible alarm if the <u>supervisor's account</u> 33 is set as Audio Enabled. This will be played to all users looking at that supervisor's views.
  - An alarm ticker shows the 5 most recent current alarms and warnings one at a time, showing each for a
    few seconds before displaying the next.
  - Alarms and warnings take the form: Time, Type (Alarm or Warning), Name (Queue name, agent name), Current value, Statistic name. For agent and queue state alarms, the state is included in the name. For Busy Not Available state alarms the reason code is included. For example:
    - 12:45 Alarm Sales 15 Calls Waiting
    - 16:31 Warning Sales 120 Average Answer Time
    - 17:20 Alarm Extn2101 Agent State Q Busy NA (paper work)
  - Alarms and warnings are updated approximately every 8 seconds.
  - Clicking on the underlined text in an alarm or warning will change the view to the one containing the alarm or warning and will also select the appropriate queue in that view.
  - Alarms and warnings are removed from the list in when the relevant statistic drops back to the threshold level. The supervisor or agent viewer can also remove an alarm or warning by clicking on the appropriate colored cell of statistic value. Acknowledging an alarm or warning only affects their view.
  - Alarms for database capacity are not shown within the alarm lists and trackers. They are shown during log in





- C. When you have created the view as required, click on Next View. Each supervisor has 3 views.
- D. When completed, click Back to Supervisor Summary.

# 7.6 Copying a Supervisor Account

You can create a new supervisor account based on an existing one.

- All the queues that have been selected to be monitored are copied.
- The following settings of the existing supervisor are not copied: name, password, full name, email address and views.

To copy an existing account

- 1. Click Accounts tab to view the list of supervisor accounts that have been created.
- Click the Copy link next to the existing supervisor account which you want to use as the basis for the new supervisor account.



- 3. Enter the new supervisors name in the Username field.
- 4. Enter a Password and confirm the password.
- 5. Enter the supervisor's Full Name.
- 6. Enter the supervisor's unique Email address. This is used for functions such as Forgotten Password 17.
- 7. Click OK to create the account.
- 8. You can now amend the supervisor account 15th and create views 16th for the account.

# 7.7 System Settings

The System Settings tab contains several sections. The information in each section is shown or hidden by clicking on the section name. This tab can also be accessed by supervisors and agents clicking on the Status option. However they will not see the Preferences section and cannot restart services.

The information sections are:

• Switches 165

This section displays information about the telephone systems (switches) that the IP Office Customer Call Reporter is aware of and which one it is connected to.

• Services 166

This section displays information about the different IP Office Customer Call Reporter services and their status.

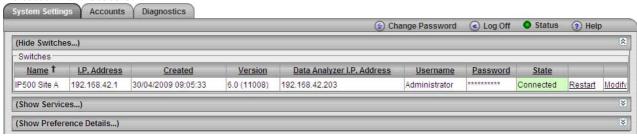
• Preferences 16th

This section is only available to the administrator.

## 7.7.1 Switches

This section displays information about the telephone systems (switches) that the IP Office Customer Call Reporter is aware of and which one it is connected to.

1. Click System Settings tab. If necessary, click on Show Switches. The details of the IP Office system to which the IP Office Customer Call Reporter is configured to work are shown and the current status of the connection is indicated in the State column.



- 2. Click on a column name to sort the list using that column. The arrow icon indicates the column that the list is sorted by and if it is in ascending or descending order.
- 3. The information displayed cannot be changed here. Refer to the IP Office Customer Call Reporter Installation Manual for details on changing this information:
  - Name

The name of the IP Office 22th telephone system.

IP Address

The IP address of the IP Office telephone system.

Created

When the connection was configured for use by IP Office Customer Call Reporter.

Version

The IP Office core software version of the IP Office telephone system.

Data Analyzer IP Address

The data analyzer is an IP Office Customer Call Reporter component which collects information from the IP Office telephone system and passes it to the other IP Office Customer Call Reporter components.

Username

The IP Office service user name that has been used for the connection to the IP Office.

Password

This field is normally masked except when being modified.

State

This column shows the state of the connection from the IP Office Customer Call Reporter server to the data analyzer and IP Office. The required state for normal operation is *Connected*.

Restart

This option is disabled for non-administrators.

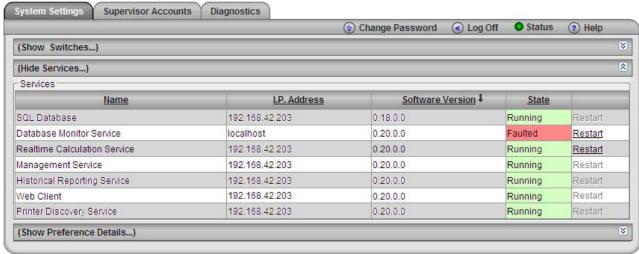
Modify

This option can be used by the IP Office Customer Call Reporter administrator to change to *IP Address*, *Username* and or *Password* that is being used for the connection to the IP Office. Refer to the IP Office Customer Call Reporter installation manual for full details as changing the IP Address has implications for the existing queue and agent data already collected in the IP Office Customer Call Reporter database.

# 7.7.2 Services

This section displays information about the separate software services used by IP Office Customer Call Reporter.

- 1. Select the System Settings tab.
- 2. Select Show Services

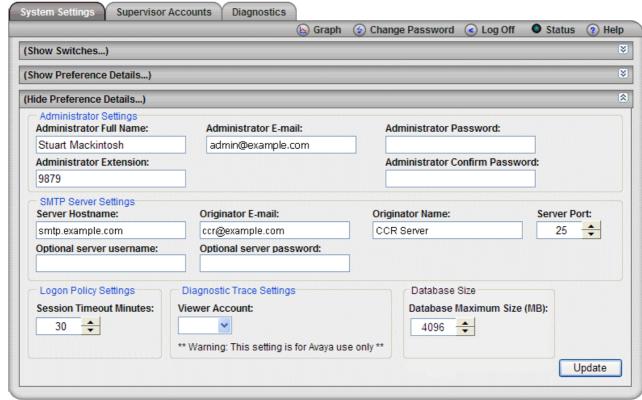


- 3. Click on a column name to sort the list using that column. The arrow icon indicates the column that the list is sorted by and if it is in ascending  $\P$  or descending  $\P$  order.
- 4. The information displayed is:
  - Name
     The name of the service.
  - I P Address
     The address or host name of the server PC on which the service is running.
  - Software Version
     The version of the service. .
  - State
     The current state of the service.
  - Restart
     This option is disabled for non-administrators. If underlined, the option can be used to restart the related service. Note that restarting any services may reset the statistics seen in all supervisor and agent views.

# 7.7.3 Preferences

This section is only available to the administrator. It allows various IP Office Customer Call Reporter settings to be set and changed.

- 1. Select the System Settings tab.
- 2. Select Show Preference Details



· Administrator Settings

The following parameters are used for general administrator information.

- Administrator Full Name
   This field is for general information only.
- Administrator E-mail
   This field is used in conjunction with the <u>forgotten password</u> 17 function.
- Administrator Extension
   This field is for general information only.
- Administrator Password and Administrator Confirm Password These fields allow you to change your administrator password.
- SMTP Server Settings

Access to an SMTP server is required for the emailing of reports and for the forgotten password function.

Server Hostname

This should be the full name of the SMTP server including its domain name.

Originator Email

The sender's email address to be used for emails from IP Office Customer Call Reporter. Note that most SMTP servers will require this to match the email address of an account configured on the SMTP server or to be an address configured as one that the SMTP server will relay.

· Originator Name

The name to use on emails sent from IP Office Customer Call Reporter.

• Server Port

The port of the SMTP server on which it receives emails. The default for most SMTP servers is 25.

- Optional Server Username and Optional Server Password
   If the SMTP server uses authentication, enter a username and password that matches the security details of an email account for IP Office Customer Call Reporter configured on the SMTP server.
- Logon Policy Settings

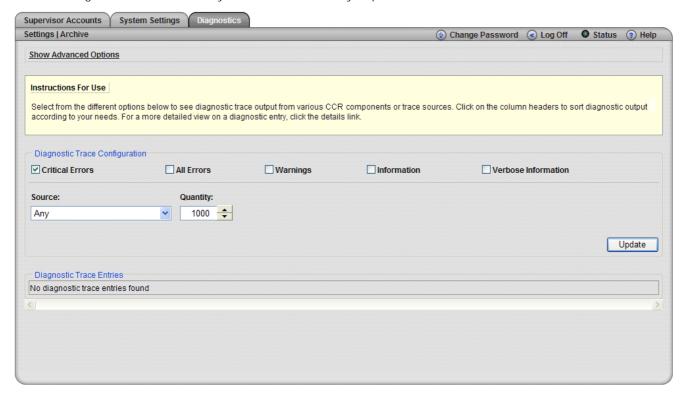
- Session Timeout Minutes: *Default = 30 mlnutes*.

  This setting controls how long users logged in to an IP Office Customer Call Reporter web client can be inactive. When this timeout is exceeded, the user is required to login again. The time out setting can be set for between 1 minute and 1440 minutes (1 day). The default setting is 30 minutes. This setting is not applied to wallboard logins.
  - Note that other events such as restarting the <%CCR%> services can also cause users to be required to login again.
  - Setting the timeout to a large value may not work as intended if the duration is likely to include a scheduled reset of the web services [37]. The web services reset will interrupt any connected sessions while the reset occurs but then allow the sessions to continue with the timeout reset.
- Diagnostic Trace Settings
  This option will only be used when advised by Avaya when they require additional information to diagnose a possible problem.
- Database Size: *Default = 4096MB*Once the database has reached 75% of its maximum size, an alarm will be generated and displayed whenever users log in to IP Office Customer Call Reporter. At 80% an alarm will be generated and the IP Office Customer Call Reporter application will begin to take actions necessary to allow it to continue recording new data. The action taken is to automatically erase the oldest 10% of data.
- 3. Click Update. Anyone who is using the client application will be logged off as soon as you update the settings.

# 7.8 Diagnostics

The options available on the Diagnostic tab should only be used under guidance by an Avaya authorized engineer.

When run the diagnostics traces are written into the IP Office Customer Call Reporter database and so consume space. Therefore diagnostics trace should only be run when absolutely required for fault resolution.



# **Chapter 8. Call Scenarios**

# 8. Call Scenarios

This section provides a number of examples of the statistics collected by the IP Office Customer Call Reporter for different call scenarios. It also explains some of the features of call handling provided by the telephone system and how those are interpreted by the IP Office Customer Call Reporter.

## Queue Calls 173

- Queue Call Answered by 1st Agent 173
- Queue Call Answered by 2nd Agent 174
- Queue Call Which is Lost 175
- Queue Call Picked Up by Another Agent 178
- Queue Call Picked Up by a Non Agent 17th
- Queue Call Timed Out to Voicemail 178

# Transferring Calls 179

- Queue Call Supervised Transfer to Queue 18th
- Queue Call Supervised Transfer to Agent 183
- Queue Call Supervised Transfer to Non-Agent 184
- Queue Call Supervised Transfer to Agent in Same
   Queue 188
- Queue Call Unsupervised Transfer to Queue 188
- Queue Call Unsupervised Transfer to Agent 18th
- Queue Call Unsupervised Transfer to Non-Agent 189
- Queue Call Unsupervised Transfer to Agent in Same Queue 1991
- <u>Direct Call Supervised Transfer to Queue</u>

   19
- <u>Direct Call Supervised Transfer to Agent 192</u>
- Direct Call Supervised Transfer to Non-Agent 1931
- <u>Direct Call Unsupervised Transfer to Queue</u> 1941
- <u>Direct Call Unsupervised Transfer to Agent 195</u>
- <u>Direct Call Unsupervised Transfer to Non-Agent</u> 1981

## Overflow Calls 197

- Unanswered Call Overflows and is Answered 1999.
- Overflowed and Answered by 1st Agent 20h.
- Overflowed and Answered by 2nd Agent 2021.
- Overflowed and Lost 2031.
- Overflowed and Timed Out to Voicemail 204.
- Overflowed Call Picked Up 2051.

## Voicemail 210

- Queue Call Timed Out to Voicemail 210
- Overflowed and Timeout to Voicemail 211

## Non-Queue Calls (Direct Calls) 206

- Internal Call to an Agent (Unanswered) 209
- Internal Call to an Agent (Answered) 208
- External Call to an Agent (Unanswered) 207
- External Call to an Agent (Answered) 206

## Other Call Features

- After Call Work 124
- Announcements 212
- Bridged Appearances 212
- Busy Not Available 125
- Call Pickup 212
- Call Coverage 213
- Do Not Disturb/Send All Calls 213
- Follow Me 214
- Forwarding Calls 214
- Group Membership 126
- Holding Calls 214
- Internal Twinning 215
- Line Appearance Buttons 215
- Logging In 122
- Logging Out 123
- Mobile Twinning 215
- Parking Calls 215
- Trunk to Trunk Calls 215
- Wrap Up 215

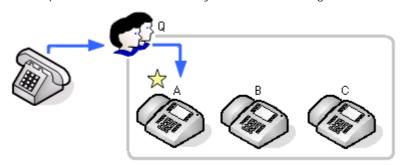
# 8.1 Queue Calls

# ? Queue Call

This term is used for calls targeted to a queue, either by the telephone system or by the caller dialing the queue's extension number. Unless otherwise specifically stated, most statistics shown by IP Office Customer Call Reporter are only for queue calls. Calls direct to an agent (non-queue calls 228) rather than to the queue to which they belong are not normally included.

# 8.1.1 Queue Call Answered by 1st Agent

An external call is targeted to a queue. The call is answered by the first available agent.

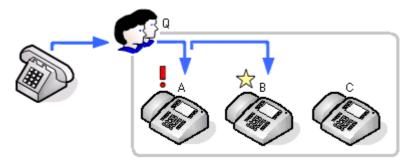


Events	Queue Q	Agent A
A call is routed to the queue.	Calls Waiting 1	-
The call is presented to the first available agent.	Agents Ringing 1	-
The call is answered.	Answered Calls 1	Answered Calls 1
Historical	Answered Calls 1	Answered Calls 1

Queues	Answered Calls	No Answer	Lost Calls
Queue Q		0	0
TOTAL		0	0
	·		
Agents	Answered Calls	No Answer	Lost Calls
Agents Agent A		No Answer	
		No Answer 0	

# 8.1.2 Queue Call Answered by 2nd Agent

An external call is targeted to a queue. The call is not answered by the first available agent. The call is answered by the second available agent.

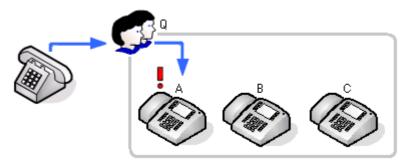


Events	Queue	Agent A	Agent B
A call is routed to the queue.	Calls Waiting 1	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-
The call is not answered.	No Answer 1	No Answer 1	-
The call is presented to the next available agent.	Agents Ringing 1	-	-
The call is answered.	Answered Calls 1	-	Answered Calls 1
Historical	No Answer 1 Answered Calls 1	No Answer 1	Answered Calls 1

Queues	Answered Calls	No Answer	Lost Calls
Queue Q		1	0
TOTAL		1	0
Agents	Answered Calls	No Answer	Lost Calls
Agents Agent A		No Answer	
		No Answer	

# 8.1.3 Queue Call Which is Lost

An external call is targeted to a queue. The call is not answered before the caller hangs up.



Events	Queue Q	Agent A
A call is routed to the queue.	Calls Waiting 1	-
The call is presented to the first available agent.	Agents Ringing 1	-
The caller hangs up.	Lost Calls 1	Lost Calls 1
Historical	Lost Calls 1	Lost Calls 1

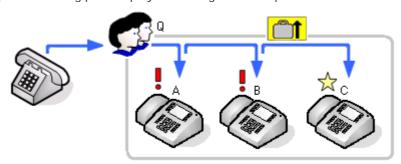
Queues	Answered Calls	No Answer	Lost Calls
Queue Q	0	0	1
TOTAL	0	0	1
Agents	Answered Calls	No Answer	Lost Calls
Agents Agent A		No Answer	
		No Answer  0 0	

## Notes:

• When a queue call is lost, it is recorded as lost against the queue and against the last agent to which is was presented.

# 8.1.4 Queue Call Picked Up by Another Agent

This scenario shows a queue call being picked up by another agent in the queue.



Events	Queue Q	Agent A	Agent B	Agent C
A call is routed to the queue.	Calls Waiting 1	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is not answered.	No Answer 1	No Answer 1	-	-
The call is presented to the next available agent.	Agents Ringing 1	-	-	-
Another agent in the queue picks up the ringing call.	Answer 1	-	-	Answered 1
Historical	No Answer 1 Answered 1	No Answer 1	-	Answered 1

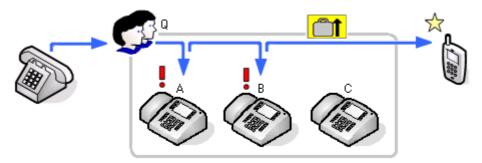
Queues	Answered Calls	No Answer	Lost Calls
Queue Q	1	0	0
TOTAL	0	0	0
Agents	Answered Calls	No Answer	Lost Calls
Agent A	0	1	0
			0
Agent B	0	U	0

## Notes:

- The call presented to the first agent but not answered by them is counted as a No Answer call for both the agent and the queue as it rang them for the queue's full no answer time before being automatically presented to the next available agent.
- The agent to which the call was being presented when it was picked up does not have the call counted as a No Answer call as it was not presented for the queue's full no answer time before it was picked up.
- The picked up call is not recorded as an answered call for the queue. Instead the call is recorded as Routed to Other.
- For the agent who picked up the calls it is recorded as Answered External (Non-Queue).

# 8.1.5 Queue Call Pickup by Non Agent

This scenario shows a queue call being picked up by someone who is not a member of the queue, in this case a normal extension.



Events	Queue Q	Agent A	Agent B	Agent C
A call is routed to the queue.	Calls Waiting 1	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is not answered.	No Answer 1	No Answer 1	-	-
The call is presented to the next available agent.	Agents Ringing 1	-	-	-
Another agent in the queue picks up the ringing call.	Routed to Other 1	-	-	-
Historical	No Answer 1 Routed to Other 1	No Answer 1	Routed to Other 1	_

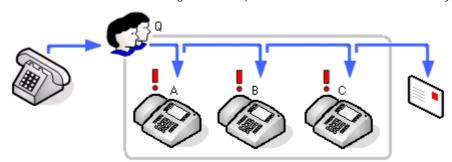
Queues	Answered Calls	No Answer	Lost Calls	Routed to Other
Queue Q	0	0	0	1
TOTAL	0	0	0	1
Agents	Answered Calls	No Answer	Lost Calls	Routed to Other
Agents Agent A		No Answer	LUST	
		No Answer	LUST	

## Notes:

- The call presented to the first agent but not answered by them is counted as a No Answer call for both the agent and the queue as it rang them for the queue's full no answer time before being automatically presented to the next available agent.
- The agent to which the call was being presented when it was picked up does not have the call counted as a No Answer call as it was not presented for the queue's full no answer time before it was picked up.
- The picked up call is not recorded as an answered call for the queue. Instead the call is recorded as Routed to Other.

# 8.1.6 Queue Call Timed Out to Voicemail

An external call is targeted to a queue. The call is presented to each available agent in turn but remains unanswered. When the queue's voicemail timeout occurs the call goes to the queue's voicemail mailbox immediately.



Events	Queue Q	Agent A	Agent B	Agent C
A call is routed to the queue.	Calls Waiting 1	-		
The call is presented to the first available agent.	Agents Ringing 1	-	-	_
The call is not answered.	No Answer 1	No Answer 1	-	_
The call is presented to the next available agent.	Agents Ringing 1	-	-	-
The call is not answered.	No Answer 1	-	No Answer 1	_
The call is presented to the next available agent.	Agents Ringing 1	-	-	-
The call is not answered.		-	-	No Answer 1
While being presented the call times out to voicemail.	Routed to VM 1	-	-	-
The caller leaves a message.	New Messages 1			
Historical	No Answer 2 Routed to VM 1 New Messages 1	No Answer 1	No Answer 1	No Answer 1

Queues	Answered Calls	140 / 1115 / 101	Lost Calls	Routed to Other	Routed to Voicemail
Queue Q	0	3	0	0	1
TOTAL	0	3	0	0	1
Agents	Answered	No Answer	Lost	Routed to	

Agents	Answered Calls	No Answer	Lost Calls	Routed to Other
Agent A	0	1	0	0
Agent B	0	1	0	0
Agent C	0	1	0	0

# 8.2 Transferring Calls

Transferred calls consist of a number of stages:

- 1. The current call is put on hold pending transfer.
- 2. An enquiry call is made to the transfer target.
  - For an unsupervised transfer, the transfer process is completed while the enquiry call is still ringing.
  - For a supervised transfer the transfer process is only completed after the enquiry call is answered.

IP Office Customer Call Reporter reports transferred calls in the following way depending on whether the transfer is supervised or unsupervised and on whether the transfer target is a queue, an agent or any other target.

Supervised Transfer to	Queue	Agent	Other
Enquiry Call	<ul> <li>Increments the transferring agent's Internal Made statistic.</li> <li>The enquiry call is treated as an internal call by IP Office Customer Call Reporter, however the IP Office will present it to the target as internal or external as appropriate for the call that has been put on hold pending transfer.</li> </ul>		The enquiry call is not recorded in any agent statistic.
Enquiry Answered	Increments Answered     Calls for the targeted queue     and agent answering.	Increments Answered     Internal Non-Queue for     the targeted agent.	Increments the Answered Calls statistic for the transferring queue.
Successful Transfer	If the call transferred is a queue and agent transferring	eue call, transfer completion incr J.	ements Transferred for the
	<ul> <li>Increments Answered Calls for the targeted queue and agent answering with an internal or external call as appropriate for the call transferred.</li> </ul>		No further statistics are incremented.
Unsupervised Transfer to	Queue	Agent	Other
Enquiry Call	The enquiry call is not record	led in any queue or agent statist	ic.
Successful Transfer	If the call being transferred vagent's Transferred statistic	vas a queue call, it increments these.	ne transferring queue and
	Increments Answered Calls for the targeted queue and answering agent.	Increments the answering agent's Answered Internal Non-Queue or Answered External Non-Queue as appropriate for the call being transferred.	<ul> <li>No further statistics are incremented.</li> </ul>

## Transferred Call and Performance Statistics

For performance statistics, Average Answer Time, Average Answer % and Grade of Service, transferred calls are treated as follows:

- For supervised transfers, the duration of the enquiry call is treated as the ringing time of the transferred call. Note also that the ring time of the enquiry call is included a separate answered call value.
- For unsupervised transfers, the transferred call is treated the same as a call targeted directly to the queue or agent.

## Transferred Calls and Wait Time

• For supervised transfers (including transfers using <a href="mailto:park|216">park|216</a>), the duration the call is held or parked is included in the <a href="mailto:Average Wait Time">Average Wait Time</a> <sup>65</sup> and <a href="mailto:Longest Wait Time">Longest Wait Time</a> <sup>75</sup> calculations for the queue to which the call is transferred.

# Call Details Report and Transferred Calls

For the agent doing the transfer:

For the queue/agent that the call is transferred from, the Call Details Report will detail the following call events:

Call Records	Details included
Answered Call	As per a normal call.
Holding Call	The Call Reference, Direction, Agent, Number and Queue are those of the answered call.
	The Date/Time are when the call was held.
	The Duration is the time from the call being held to the transfer being completed.
	The DDI is that of the original call.
	The Queue Time is blank.
	The Status is <i>Holding</i> .
Transferred Call	Reports the same details as the original answered call except: -
	The Date/Time are when the transfer was completed.
	The Queue Time is blank.
	The Duration is from the transfer initiation to the end of the transfer (ie. it includes the duration of the enquiry call).

For the queue/agent receiving the transfer:

A call detail report run against the Queue/Agent, that receives a transfer, will detail:

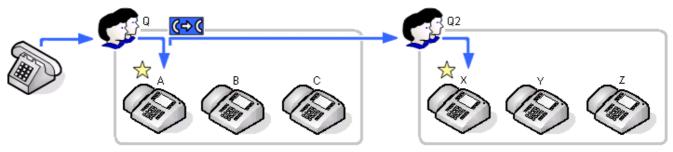
Call Records	Details included
Enquiry Answered	Note that this record is not present for unsupervised transfers.
	Date/Time is the point ringing is heard.
	Call direction is internal.
	Number is the calling parties' number.
	DDI is the number dialed.
	Queue is the target queue or blank if agent.
	Queue Time is the ringing time of the enquiry call.
	Agent is the agent answering the call.
	<ul> <li>Duration is from the agent answering to the transfer being completed.</li> </ul>
	Status is <i>Enquiry Answered</i> .
	Call Reference is a new call reference.
Answered Call	Reports the same details as the original transferred call except: -
	The Date/Time are when the transfer was completed.
	The Queue is the target of the transfer.
	The Queue Time is the time from the initial queuing at the transferee until the transfer is completed.
	The Duration is from the transfer initiation to the end of the call leg (ie. it includes the duration of the enquiry call).

Within reports there is a difference in where the transferred calls ringing time is reported. In an Agent Summary Report, the ringing time is included in the Hold time. In a Call Details Report it is part of the Queue Time values.

• IP Office Customer Call Reporter does not support the Blind Transfer option provided by IP Office Phone Manager. Agent's using Phone Manager should use the Transfer and Transfer Complete controls instead.

# 8.2.1 Queue Call Supervised Transfer to Queue

In this scenario the agent who answered an external call to the queue transfers it to another queue.



Events	Queue Q	Agent A	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is answered.	Answered Calls 1	Answered Calls 1	-	-
The call is put on hold pending transfer.	-	-	-	-
The agent dials the transfer target.	-	Internal Made 1	-	-
The call is answered.	-	-	Answered Calls 1	Answered Calls 1
The agent completes the transfer.	Transferred 1	Transferred 1	Answered Calls 1	Answered Calls 1
Historical	Answered Calls 1 Transferred 1	Answered Calls 1 Internal Made 1 Transferred 1	Answered Calls 2	Answered Calls 2

Queue Q Queue Q2	1	0	1	0
Queue Q2	2			
	4	0	0	1
TOTAL	3	0	1	1
Agents	Answered Calls	Internal Made	Transferred	Answered Int Queue
Agent A	1	1	1	0
Agent B	0	0	0	0
Agent C	0	0	0	0

Queues	Answered Calls	No Answer	Transferred	Answered Int Queue
Queue Q	1	0	1	0
Queue Q2	2	0	0	1
TOTAL	3	0	1	1
Agents	Answered Calls	Internal Made	Transferred	Answered Int Queue
Agent X	2	0	0	1
Agent Y	0	0	0	0
Agent Z	0	0	0	0

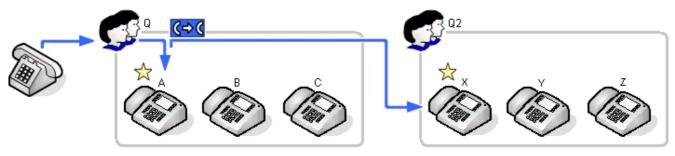
The following is an example report, using the <u>Call Details Report</u> 10th template, for a supervised transfer from queue to queue. It shows the initial call being answered, put on hold, an enquiry call being made and answered and then the initial call being transferred.

CDR							From	02/12/2008 - 02/12/	2008 07:35 - 17:00
Report type				Target	Name				Supervisor Name
Call Details Report - All				Que	ue				Mark Gallaghe
<u>Ungrouped</u>				*					
Date - Time	Call Direction	Number	DDI	Queue	Queue Time	Agent	Duration	Status	Reference
02/12/2008 07:36:53	Inbound	01707364416	200	Queue	00:00:07	Agent A	00:00:38	Answered	000129
02/12/2008 07:37:23	Inbound	01707364416	3	Queue		Agent A	00:00:08	Holding	000129
02/12/2008 07:37:27	Internal	288	300	Queue2		Agent X	00:00:04	Enquiry Answered	000130
02/12/2008 07:37:31	Inbound	01707364416	200	Queue		Agent X	00:00:17	Transferred	000129
02/12/2008 07:37:31	Inbound	01707364416	200	Queue2		Agent X	00:00:17	Answered	000129
Summary									
Custo	mer Calls	2	Call Interactions		2 E	xternal Inbound	Calls	1	
			Internal Calls		1 E	xternal Outbour	id Calls	0	

The report shows the initial call being answered after 7 seconds. That call is then put on hold for 8 seconds as shown by the second line. An internal enquiry call is made and 4 seconds after that is answered the transfer is completed. Note that the transfer completion cause two lines to appear for a supervised transfer, one with the status Transferred for the queue from which the call was transferred and one with the status Answered for the queue to which the call was transferred.

# 8.2.2 Queue Call Supervised Transfer to Agent

In this scenario the agent who answered an external call to the queue transfers it to an agent in another queue.



Events	Queue Q	Agent A	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is answered.	Answered Calls 1	Answered Calls 1	-	_
The call is put on hold pending transfer.	-	-	-	_
The agent dials the transfer target.	-	Internal Made 1	-	_
The call is answered.	-	-	-	Answered Internal Non- Queue 1
The agent completes the transfer.	Transferred 1	Transferred 1	-	Answered External Non- Queue 1
Historical	Answered Calls 1 Transferred 1	Answered Calls 1 Internal Made 1 Transferred 1	-	Answered Internal Non- Queue 1 Answered External Non- Queue 1

Queues	Answered Calls	No Answer	Transferred	Answered Int Queue
Queue Q	1	0	1	0
Queue Q2	0	0	0	0
TOTAL	1	0	1	0

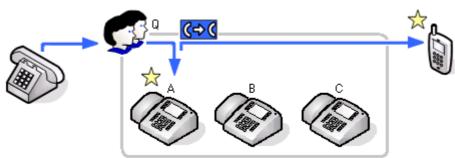
Agents	Answered Calls	Internal Made	Transferred		Answered Ext Non-Q
Agent A	1	1	1	0	0
Agent B	0	0	0	0	0
Agent C	0	0	0	0	0

Queues	Answered Calls	No Answer	Transferred	Answered Int Queue
Queue Q	1	0	1	0
Queue Q2	0	0	0	0
TOTAL	1	0	1	0

Agents	Answered Calls	Internal Made	Transferred	Answered Int Non-Q	Answered Ext Non-Q
Agent X	0	0	0	1	1
Agent Y	0	0	0	0	0
Agent Z	0	0	0	0	0

# 8.2.3 Queue Call Supervised Transfer to Non-Agent

In this scenario the agent who answered an external call to the queue transfers it to a non-agent.

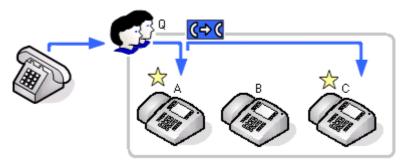


Events	Queue Q	Agent A
A call is routed to the queue.	Calls Waiting 1	-
The call is presented to the first available agent.	Agents Ringing 1	-
The call is answered.	Answered Calls 1	Answered Calls 1
The call is put on hold pending transfer.	-	-
The agent dials the transfer target.	-	-
The call is answered.	Answered Call 1	-
The agent completes the transfer.	Transferred 1	Transferred 1
Historical	Answered Calls 2 Transferred 1	Answered Calls 1 Transferred 1

Queues	Answered Calls	No Answer	Transferred	
Queue Q		2	0 1	1
Queue Q2		O O	0 (	5
TOTAL		2	0 1	1
Agents	Answered Calls	Internal Made	Transferred	
Agents Agent A		Titternai	Transferred 1	
		Titternai	Transferred 0 1	

# 8.2.4 Queue Call Supervised Transfer to Agent in Same Queue

In this scenario the agent who answered an external call to the queue transfers it to another agent in the same queue.



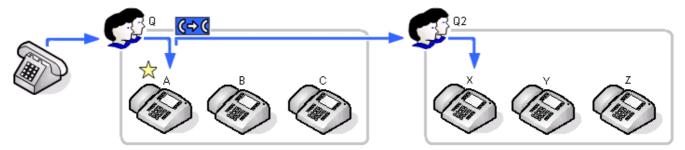
Events	Queue Q	Agent A	Agent C
A call is routed to the queue.	Calls Waiting 1	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-
The call is answered.	Answered Calls 1	Answered Calls 1	-
The call is put on hold pending transfer.	-	-	-
The agent dials the transfer target.	-	Internal Made 1	-
The call is answered.	-	-	Answered Internal Non Queue 1
The agent completes the transfer.	Transferred 1	Transferred 1	Answered External Non Queue 1
Historical	Answered Calls 1 Transferred 1	Answered Calls 1 Internal Made 1 Transferred 1	Answered Internal Non Queue 1 Answered External Non Queue 1

Queues	Answered Calls	No Answer	Transferred
Queue Q	1	0	1
Queue Q2	0	0	0
TOTAL	1	0	1

Agents	Answered Calls	Internal Made	Transferred		Answered Ext Non-Q
Agent A	1	1	1	0	0
Agent B	0	0	0	0	0
Agent C	0	0	0	1	1

# 8.2.5 Queue Call Unsupervised Transfer to Queue

In this scenario the agent who answered an external call to the queue transfers it to another queue and completes the transfer without waiting to be answered.

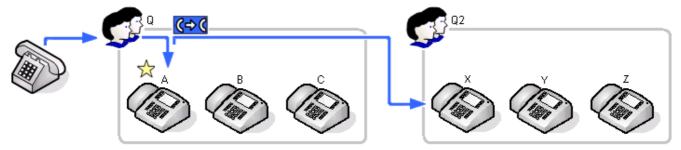


Events	Queue Q	Agent A	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is answered.	Answered Calls 1	Answered Calls 1	-	-
The call is put on hold pending transfer.	-	-	-	_
The agent dials the transfer target.	-	-	-	_
The agent completes the transfer without waiting to be answered.	Transferred 1	Transferred 1	Answered Calls 1	Answered Calls 1
Historical	Answered Calls 1 Transferred 1	Answered Calls 1 Transferred 1	Answered Calls 1	Answered Calls 1

Queues	Answered Calls		No Answer	Transferred	
Queue Q		1	0		1
Queue Q2		1	0		0
TOTAL		2	0		1
					1
Agents	Answered Calls		Internal Made	Transferred	
Agent A		1	0		1
Agent B		0	0		0
Agent C		0	0		0
Queues	Answered Calls		No Answer	Transferred	
Queue Q		1	C		1
Queue Q2		1	C		0
TOTAL		2	O		1
Agents	Answered Calls		Internal Made	Transferred	
Agent X		1	0		0
			0		
Agent Y		0	0		0

# 8.2.6 Queue Call Unsupervised Transfer to Agent

In this scenario the agent who answered an external call to the queue transfers it to an agent in another queue and completes the transfer without waiting to be answered.



Events	Queue Q	Agent A	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is answered.	Answered Calls 1	Answered Calls 1	-	-
The call is put on hold pending transfer.	-	-	-	-
The agent dials the transfer target.	-	-	-	-
The agent completes the transfer without waiting to be answered.	Transferred 1	Transferred 1	-	-
The call is answered.	-	-	-	Answered External Non Queue 1
Historical	Answered Calls 1 Transferred 1	Answered Calls 1 Transferred 1	-	Answered External Non Queue 1

Queues	Answered Calls	No Answer	Transferred
Queue Q	1	0	1
Queue Q2	0	0	0
TOTAL	1	0	1

Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent A	1	0	1	0
Agent B	0	0	0	0
Agent C	0	0	0	0

Queues	Answered Calls	No Answer	Transferred
Queue Q	1	0	1
Queue Q2	0	0	0
TOTAL	1	0	1

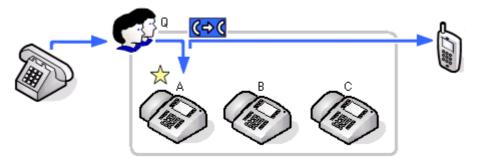
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent X	0	0	0	1
Agent Y	0	0	0	0
Agent Z	0	0	0	0

The following is an example report, using the <u>Call Details Report</u> 10th template, for an unsupervised transfer from a queue to an agent in another queue. It shows the initial call being answered, put on hold and then the initial call transferred.

Report type			T	arget Nam	е				Supervisor Name
Call Details Report - All				Queue					Mark Gallaghe
Ungrouped				*					
Date - Time	Call Direction	Number	DDI	Queue	Queue Time	Agent	Duration	Status	Reference
02/12/2008 07:55:44	Inbound	01707364416	200	Queue	00:00:02	Agent A	00:00:07	Answered	000133
02/12/2008 07:55:46	Inbound	01707364416		Queue		Agent A	00:00:07	Holding	000133
02/12/2008 07:55:53	Inbound	01707364416	200	Queue		Agent X	00:00:04	Transferred	000133
Summary									
Custo	omer Calls	1 Ca	II Interactions		1	External Inbo	ound Calls	1	
		Int	ernal Calls		0	External Out	bound Calls	0	

# 8.2.7 Queue Call Unsupervised Transfer to Non-Agent

In this scenario the agent who answered an external call to the queue transfers it to an agent in another queue and completes the transfer without waiting to be answered.

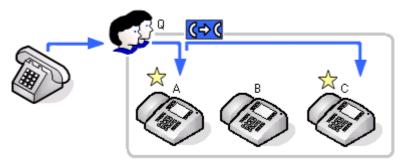


Events	Queue Q	Agent A
A call is routed to the queue.	Calls Waiting 1	-
The call is presented to the first available agent.	Agents Ringing 1	-
The call is answered.	Answered Calls 1	Answered Calls 1
The call is put on hold pending transfer.	-	-
The agent dials the transfer target.	-	-
The agent completes the transfer without waiting to be answered.	Transferred 1	Transferred 1
Historical	Answered Calls 1 Transferred 1	Answered Calls 1 Transferred 1

Queues	Answered Calls		No Answer	Transferred	
Queue Q		1	0		1
Queue Q2		0	0		0
		1	0		1
TOTAL		_' _	U		
TOTAL		'	0		
Agents	Answered Calls		Internal Made	Transferred	
				Transferred	1
Agents				Transferred	1 0

# 8.2.8 Queue Call Unsupervised Transfer to Agent in Same Queue

In this scenario the agent who answered an external call to the queue transfers it to another agent in the same queue.

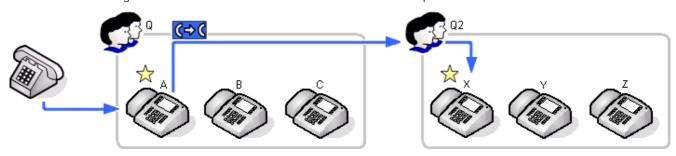


Events	Queue Q	Agent A	Agent C
A call is routed to the queue.	Calls Waiting 1	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-
The call is answered.	Answered Call 1	Answered Calls 1	-
The call is put on hold pending transfer.	-	-	-
The agent dials the transfer target.	-	-	-
The agent completes the transfer without waiting to be answered.	Transferred 1	Transferred 1	-
The call is answered.	-	_	Answered External Non Queue 1
Historical	Answered Call 1 Transferred 1	Answered Call 1 Transferred 1	Answered External Non Queue 1

Queues	Answered Calls	No Answer	Transferred	
Queue Q	1	0	1	
Queue Q2	C	0	0	
TOTAL	1	0	1	
Agents	Answered		Transferred	Answered Ext Non-Q
<u> </u>	Calls	Made		LXt NOII-Q
Agent A	Calls 1	l Made 0	1	0
	Calls 1	0	1	0

# 8.2.9 Direct Call Supervised Transfer to Queue

In this scenario the agent who answered a direct call transfers it to another queue.



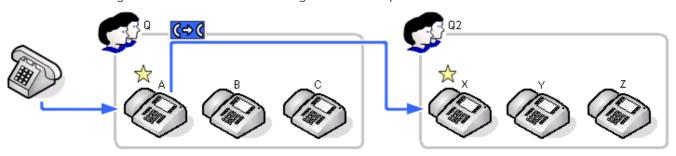
Events	Queue Q	Agent A	Queue Q2	Agent X
An external call is routed direct to an agent.	-	-		
The call is answered.	-	Answered External Non Queue 1		
The call is put on hold pending transfer.	-	-	-	_
The agent dials the transfer target.	-	Internal Made 1		
The call is answered.	-	-	Answered Calls 1	Answered Calls 1
The agent completes the transfer.	-	-	Answered Calls 1	Answered Calls 1
Historical	-	Answered External Non Queue 1 Internal Made 1	Answered Calls 2	Answered Calls 2

Queues	Answered Calls	No Answer	Transferred	
Queue Q	0	0	0	
Queue Q2	2	0	0	
TOTAL	2	0	0	
	,			
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent A	0	1	0	1
Agent B	0	0	0	0
Agent C	0	0	0	0
Queues	Answered	No Answer	Transferred	

Queues	Answered Calls	No Answer	Transferred	
Queue Q	0	0	0	
Queue Q2	2	0	0	
TOTAL	2	0	0	
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent X	2	0	0	0
Agent Y	0	0	0	0
Agent Z	0	0	0	0

# 8.2.10 Direct Call Supervised Transfer to Agent

In this scenario an agent transfers a direct call to an agent in another queue.



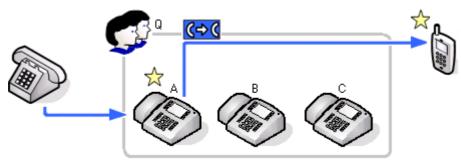
Events	Queue Q	Agent A	Queue Q2	Agent X
An external call is routed direct to an agent.	-	-	-	-
The call is answered.	-	Answered External Non Queue 1	-	_
The call is put on hold pending transfer.	-	-	-	_
The agent dials the transfer target.	-	Internal Made 1	-	_
The call is answered.	-	-	-	Answered Internal Non Queue 1
The agent completes the transfer.	-	-	-	Answered External Non Queue 1
Historical	-	Answered External Non Queue 1	-	Answered Internal Non Queue 1
		Internal Made 1		Answered External Non Queue 1

						QU	ieue
				1			
Queues	Answered Calls	No Answer	Transferred				
Queue Q	0	0		0			
Queue Q2	0	0		0			
TOTAL	0	0		0			
Agents	Answered Calls	Internal Made	Answered Ext Non Q		Answered Int Non Q		
Agent A	0	1		1		0	
Agent B	0	0		0		0	
Agent C	0	0		0		0	
Queues	Answered Calls	No Answer	Transferred				
Queue Q	0	0		0			
Queue Q2	0	0		0			
TOTAL	0	0		0			

TOTAL				
Agents	Answered	Internal	Answered	Answered
	Calls	Made	Ext Non Q	Int Non Q
Agent X	0	0	1	1
Agent Y	0	0	0	0
Agent Z	0	0	0	0

# 8.2.11 Direct Call Supervised Transfer to Non-Agent

In this scenario the agent transfers a direct call to a non-agent.

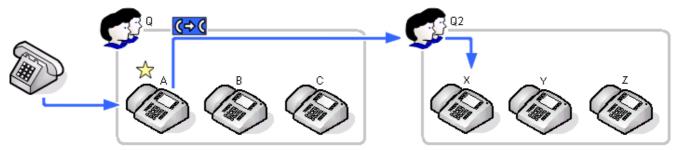


Events	Queue Q	Agent A
An external call is routed direct to an agent.	-	-
The call is answered.	Answered External Non-Queue 1	-
The call is put on hold pending transfer.	-	-
The agent dials the transfer target.	-	-
The call is answered.	-	-
The agent completes the transfer.	-	-
Historical	Answered External Non- Queue 1	-

Queues	Answered Calls	No Answer	Transferred	
Queue Q		0	0	
Queue Q2	(	0	0	
TOTAL		0	0	
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
		0	0	1
Agent A				
Agent A Agent B		0	0	0

# 8.2.12 Direct Call Unsupervised Transfer to Queue

In this scenario the agent transfers a direct call to another queue and completes the transfer without waiting to be answered.

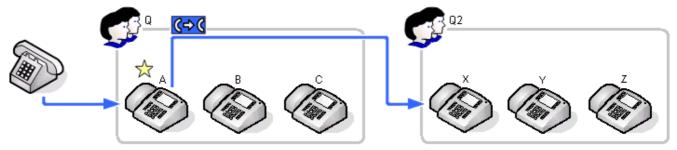


Events	Queue Q	Agent A	Queue Q2	Agent X
An external call is routed direct to an agent.	-			
The call is answered.	-	Answered External Non Queue 1		
The call is put on hold pending transfer.	-	-	-	-
The agent dials the transfer target.	-	-		
The agent completes the transfer without waiting to be answered.	-	-	Calls Waiting 1 Agents Ring 1	
The call is answered.			Answered Calls 1	Answered Calls 1
Historical	_	-	Answered Calls 1	Answered Calls 1

				<u>'</u>
Queues	Answered Calls	No Answer	Transferred	
Queue Q	0	0	0	
Queue Q2	1	0	0	
TOTAL	1	0	0	
				1
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent A	0	0	0	1
Agent B	0	0	0	0
Agent C	0	0	0	0
Queues	Answered Calls	No Answer	Transferred	
Queue Q	0	0	0	
Queue Q2	1	0	0	
TOTAL	1	0	0	
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent X	1	0	0	0
Agent Y	0	0	0	0

# 8.2.13 Direct Call Unsupervised Transfer to Agent

In this scenario the agent who answered a direct call transfers it to an agent in another queue and completes the transfer without waiting to be answered.

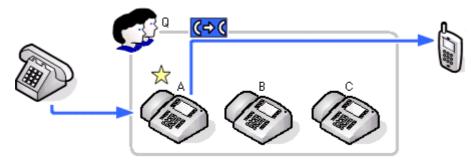


Events	Queue Q	Agent A	Queue Q2	Agent X
An external call is routed direct to an agent.	-	-	-	-
The call is answered.	-	Answered External Non Queue 1	-	-
The call is put on hold pending transfer.	-	-	-	-
The agent dials the transfer target.	-	-	-	-
The agent completes the transfer without waiting to be answered.	-	-	-	-
The call is answered.	-	-	-	Answered External Non Queue 1
Historical	_	Answered External Non Queue 1	-	Answered External Non Queue 1

				-1
Queues	Answered Calls	No Answer	Transferred	
Queue Q		0	C	
Queue Q2		0	C	
TOTAL		0	) c	
		,	,	1
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent A	(	0	C	) 1
Agent B	(	0	C	0
Agent C	(	0	C	0
Queues	Answered Calls	No Answer	Transferred	
Queue Q		C	(	
Queue Q2		C	C	
TOTAL		C	C	
				,
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q
Agent A	(	0	C	1
Agent B		0	C	0
Agent C		0	C	0

# 8.2.14 Direct Call Unsupervised Transfer to Non-Agent

In this scenario the agent who answered an external call to the queue transfers it to an agent in another queue and completes the transfer without waiting to be answered.



Events	Queue Q	Agent A
An external call is routed direct to an agent.	-	-
The call is answered.	-	Answered External Non Queue 1
The call is put on hold pending transfer.	-	-
The agent dials the transfer target.	-	-
The agent completes the transfer without waiting to be answered.	-	-
The call is answered.	-	-
Historical	-	Answered External Non Queue 1

Queues	Answered Calls	No Answer	Transferred		
Queue Q	0	0	О		
Queue Q2	0	0	O		
TOTAL	0	0	0		
				-	
Agents	Answered Calls	Internal Made	Transferred	Answered Ext Non Q	
Agent A	0	0	0		1
Agent B	0	0	0		0
Agent C	0	0	0		0

**Call Scenarios: Transferring Calls** 

## 8.3 Overflow Calls

### ? Overflowed Calls 19th

- An overflowed call is any call originally targeted at the queue that then overflows using the queue's overflow settings.
   The overflowing calls are then presented to members of other queues.
- IP Office Customer Call Reporter only supports overflow using other IP Office Customer Call Reporter queues as the overflow destinations.

### ? Queuing

Hunt groups on the telephone system can be configured to use queuing when the number of calls waiting to be answered exceeds the number of available agents to which waiting calls can be presented. With queuing enabled the additional callers continue to be treated as if ringing even though they are queued.

Without queuing, when the hunt group become busy, addition calls go directly to the overflow destination if set, else to voicemail if available, else return busy to the caller.

IP Office Customer Call Reporter is only supported for queues (hunt groups) that use queuing.

### Overflow Settings

Every queue can be configured by the telephone system maintainer with a number of overflow settings.

- · Overflow Group List
  - This is the key setting, which if set, enable overflow for the queue. The Overflow Group List is a list of other hunt groups whose members are used to answer overflowing calls. The list is used in sequential order, with the overflowed call being presented to the available agents in each group using the Ring Mode setting of that group. If still unanswered the overflowed call then goes to the next group in the list and eventually back to the overflowing group in a continuous loop until answered.
- Overflow Time (Optional)
   An Overflow Time can be set though this is not necessary to use overflow, see 'When Do Calls Overflow?' below.
- Overflow Mode
   By default, if the queue is using 'queuing', once one calls overflows all queued calls overflow. This can be switched off, with the overflow of each call being determined on a call by call basis.

### When Do Calls Overflow?

If an Overflow Group List has been setup for a queue, calls will overflow when:

- For a queue without 'queuing' enabled, a call overflows immediately if there are no available agents.
- For a queue with 'queuing' enabled but no Overflow Time set, a call will overflow when it has been presented to but not answered by each of the available agents.
- For queues with 'queuing' enabled and an Overflow Time set, a call will be presented to available agents or wait in the queue until the overflow time expires at which point the call will overflow.
  - If the call is currently being presented to an agent when the overflow time expires, the call will complete ringing for the No Answer Time at that agent before it actually overflows.
- The default IP Office operation is to overflow all 'queued' calls once any one call has overflowed. However if required the IP Office can be switched to overflow calls using the rules above on a call by call basis.

### How are Overflowed Calls Treated?

When a call overflows it still belongs to the original queue. The overflow list is used to expand the list of agents to whom the call can be presented for answer. The only setting of the hunt groups to which a call overflows that are applied are their own Ring Mode 232 and No Answer Time 229 settings. All other settings, including announcements and voicemail, applied to the call are those of the original queue. Similarly, for IP Office Customer Call Reporter, the call statistics belong to the overflowing queue.

For users to which the overflowed call is presented, the indication of the call source will be that of the queue from which it has overflowed.

#### Overflowed Calls and Statistics

For IP Office Customer Call Reporter statistics, calls overflowing from a queue are treated as follows unless specifically stated as otherwise for a particular statistic:

- Calls that overflow from a queue to another queue are included in the original queue's Overflowed Calls 82 statistic.
- Queue calls overflowing to a non-queue hunt group are not supported.
- For the queue which queue calls overflowed from:
  - The calls <u>are not included</u> in the queue's <u>Calls Waiting</u> 69, <u>Answered Calls</u> 59 and <u>Lost Calls</u> 76 statistics. Instead they <u>are included</u> in its <u>Overflowed Calls Waiting</u> 83, <u>Overflowed Answered</u> 81 and <u>Overflowed Lost</u> 84 statistics.
  - The calls <u>are included</u> in the queue's performance statistics; <u>Average Answer %</u> 63, <u>Average Answer Time</u> 63 and <u>Grade of Service</u> 72.
  - If the overflowing call goes to voicemail they are included in the queue's Routed to Voicemail 88 statistic.
  - If the overflowing call is routed to somewhere outside the queue and its overflows it is included in the queue's Routed to Other 33 statistics.
- For the queue which queue calls overflowed to:
  - The calls are only included in the queue's <u>Calls Waiting</u> 69 statistic.
  - For agents, the calls are included in their <u>Agent Call Share [55]</u>, <u>Answered Calls [59]</u>, <u>No Answer [79]</u> and <u>Lost Calls [76]</u>.
- Once a call has overflowed it remains an overflowed call. This applies even if it is answered by a member of the original queue from which it overflowed.

The table below summarizes which statistics include calls overflowing from the gueue and calls that overflow to a gueue:

Statistic includes calls	Overflow	ed from	Overflo	wed to
	Queue	Agent	Queue	Agent
Agents Call Share 55	-	-	-	<b>J</b>
Agents Ringing 58	_	-	-	-
Answered Calls 59	×	×	×	7
Answered Internal (Queue) 62	X	×	×	7
Average Answer % 63	1	×	×	×
Average Answer Time 65	1	×	×	×
Calls Waiting 69	×	×	<b>J</b>	7
Grade of Service 72	1	×	×	×
Lost Calls 76	X	×	×	7
Overflowed Answered 814	-	-	×	-
Overflowed Calls 82	1	-	×	-
Overflowed Calls Waiting 83	1	-	×	-
Overflowed Lost 844	-	-	×	-
No Answer 79A	X	×	×	7
Routed to Other 874	1	X	×	×
Routed to Voicemail 88	1	X	×	×
Transferred	1	×	X	×

Statistics not included in the table and those marked - are not applicable.

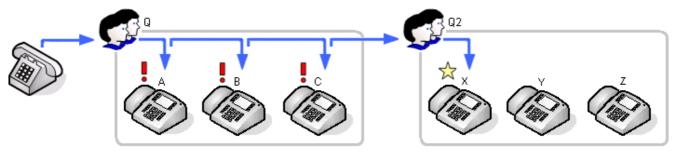
#### Overflowed Calls and Reports

Queue reports based on the <u>Call Summary Report</u> 11th template will report overflowed calls against the queue from which they overflowed. They will not report the calls against the queue to which they overflow.

Queue reports based on the <u>Call Details Report</u> 10h template will behave the same as reports based on the Call Summary report above except when grouped by *Queue*. When grouped by *Queue*, the report reports overflowed calls against both the queue from which they overflowed and against the group to which they overflowed.

## 8.3.1 Unanswered Call Overflows and is Answered

This scenario shows a call being presented to and not answered by any of the agents in a queue and so overflowing. The call is then answered by the first agent in the overflow to which it is presented.



Events	Queue Q	Agent A	Agent B	Agent C	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-	-	-	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-	-	-
The call is not answered.	No Answer 1	No Answer 1	-	-	-	_
The call is presented to the next available agent.	Agents Ringing 1	-	-	-	-	_
The call is not answered.	No Answer 1	-	No Answer 1	-	-	_
The call is presented to the next available agent.	Agents Ringing 1	-	-	-	-	-
The call is not answered.	No Answer 1	-	-	No Answer 1	-	-
The call overflows to another queue.	Overflowed Calls 1	-	-	-	Calls Waiting 1	_
The call is presented to the first available agent.	Overflowed Calls Waiting 1	-	-	-		-
The call is answered.	Overflowed Answered 1	-	-	_	-	Answered Calls 1
Historical	No Answer 3 Overflowed Calls 1 Overflowed Answered 1	No Answer 1	No Answer 1	No Answer 1	-	Answered Calls 1

Queues	Answered Calls	No Answer	Lost Calls		Overflo Calls	owed	Overflowed Answered	Overflowed Lost
Queue Q	0	3		0		1	1	0
Queue Q2	0	0		0		0	0	0
TOTAL	0	3		0		1	1	0
	,							
Agents	Answered Calls	No Ans	swer	Lost Calls				
Agent A		0	1		0			
Agent B		0	1		0			

Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Overflowed Lost
Queue Q	0	3	0	1	1	0
Queue Q2	0	0	0	0	0	0
TOTAL	0	3	0	1	1	0

0

0

Agents	Answered Calls	No Answer	Lost Calls
Agent X	1	0	0
Agent Y	0	0	0
Agent Z	0	0	0

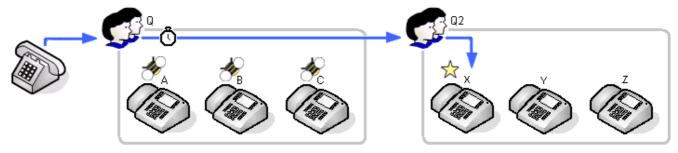
#### Notes:

Agent C

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed.

## 8.3.2 Overflowed and Answered by 1st Agent

In this scenario the queue has queuing enabled and an overflow time set. An external call to the queue is queued to be answered as there are no available agents. When the overflow timeout expires the call overflows. The call is then answered by the first agent in the overflow to which it is presented.



Events	Queue Q	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	_
The call overflows to another queue.	Overflowed Calls 1	Calls Waiting 1	_
The call is presented to the first available agent.	Overflowed Calls Waiting 1	Calls Waiting 1	-
The call is answered.	Overflowed Answered 1	-	Answered Calls 1
Historical	Overflowed Calls 1	-	Answered Calls 1
	Overflowed Answered 1		

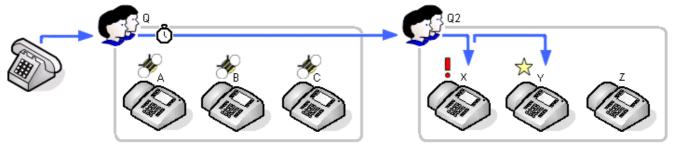
Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Overflowed Lost
Queue Q	0	0	0	1	1	0
Queue Q2	0	0	0	0	0	0
TOTAL	0	0	0	1	1	0

Agents	Answered Calls	No Answer	Lost Calls
Agent X	1	0	0
Agent Y	0	0	0
Agent Z	0	0	0

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed.

# 8.3.3 Overflowed and Answered by 2nd Agent

In this scenario, the call overflows but is not answered by the first agent in the overflow to which it is presented, however it is answered by the next available agent.



Events	Queue Q	Queue Q2	Agent X	Agent Y
A call is routed to the queue.	Calls Waiting 1	-	-	_
The call overflows to another queue.	Overflowed Calls 1	Calls Waiting 1	-	_
The call is presented to the first available agent.	Overflowed Calls Waiting 1	Calls Waiting 1	-	_
The call is not answered.	-	Calls Waiting 1	-	-
The call is presented to the first available agent.	-	Calls Waiting 1	No Answer 1	_
The call is answered.	Overflowed Answered 1	-	-	Answered Calls 1
Historical	Overflowed Calls 1 Overflowed Answered 1	_	No Answer 1	Answered Calls 1

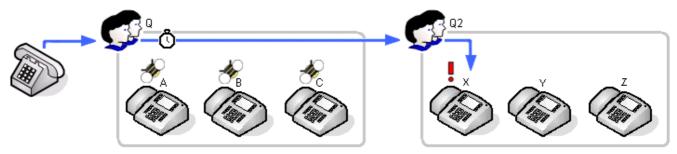
Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Overflowed Lost
Queue Q	0	0	0	1	1	0
Queue Q2	0	0	0	0	0	0
TOTAL	0	0	0	1	1	0

Agents	Answered Calls	No Answer	Lost Calls
Agent X	0	1	0
Agent Y	1	0	0
Agent Z	0	0	0

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed.

### 8.3.4 Overflowed and Lost

In this scenario, after the call overflows the caller disconnects before the call can be answered.



Events	Queue Q	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-
The call overflows to another queue.	Overflowed Calls 1 Overflowed Calls	Calls Waiting 1	
The call is presented to the first available agent.	Waiting 1		-
The caller hangs up.	Overflowed Lost 1	-	Lost Calls 1
Historical	Overflowed Calls 1 Overflowed Lost 1	-	Lost Calls 1

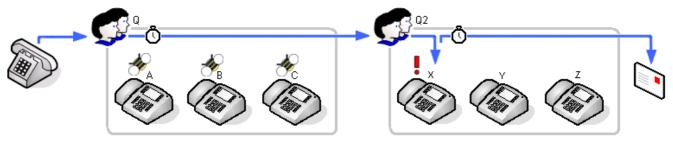
Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Overflowed Lost
Queue Q	0	0	0	1	0	1
Queue Q2	0	0	0	0	0	0
TOTAL	0	0	0	1	0	1

Agents	Answered Calls	No Answer	Lost Calls
Agent X	0	0	0
Agent Y	0	0	0
Agent Z	0	0	0

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed.

### 8.3.5 Overflow and Timed Out to Voicemail

In this scenario after a call overflows, the queue's voicemail timeout occurs. The call will then go to the original queue's voicemail mailbox.



Events	Queue Q	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	_
The call overflows to another queue.	Overflowed Calls 1 Overflowed Calls	Calls Waiting 1	
The call is presented to the first available agent.	Waiting 1		-
While being presented the call times out to voicemail.	Routed to Voicemail 1	-	_
Historical	Overflowed Calls 1 Routed to Voicemail 1	-	-

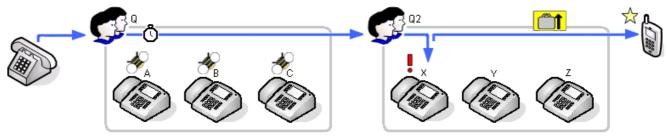
Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Routed to Voicemail
Queue Q	0	0	0	1	0	1
Queue Q2	0	0	0	0	0	0
TOTAL	0	0	0	1	0	1

Agents	Answered Calls	No Answer	Lost Calls
Agent X	0	0	0
Agent Y	0	0	0
Agent Z	0	0	0

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed.
- The call is included in the Routed to Voicemail statistic of the queue from which it overflowed.

## 8.3.6 Overflowed Call Picked Up

In this scenario the overflowed call is pickup by someone outside the original and overflow queue.



Events	Queue Q	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-
The call overflows to another queue.	Overflowed Calls 1 Overflowed Calls	Calls Waiting 1	-
The call is presented to the first available agent.	Waiting 1		-
While being presented the call times out to voicemail.	Routed to Voicemail 1	_	-
Historical	Overflowed Calls 1 Routed to Other 1	-	-

Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Routed to Other
Queue Q	0	0	0	1	0	1
Queue Q2	0	0	0	0	0	0
TOTAL	0	0	0	1	0	1

Agents	Answered Calls	No Answer	Lost Calls
Agent X	0	0	0
Agent Y	0	0	0
Agent Z	0	0	0

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed
- The overflowed call is included in the Routed to Other statistic of the queue from which it overflowed. The same would apply even if the call had been picked up by an agent in the original queue or the overflow queue.

# 8.4 Non-Queue Calls (Direct Calls)

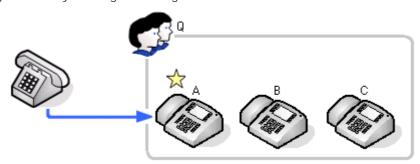
## ? Direct Call

The terms 'non-queue call' or 'direct call' are used for calls targeted directly at a particular agent rather than at the queue to which they belong.

While handling a direct call and agent will not be presented with queue calls and will be indicated as Busy Non-Queue.

## 8.4.1 Direct External Call to Agent (Answered)

An external call is targeted directly to an agent. The agent answers the call.



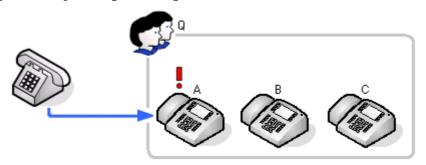
Events	Queue Q	Agent A
An external call is routed direct to an agent.	-	-
The call is answered.	-	Answered External (Non Queue) 1
Historical	_	Answered External (Non Queue) 1

Answered Calls	No Answer	Lost Calls	Routed To Other	Routed To Voicemail
0	0	0	0	0
0	0	0	0	0
Answered Calls	No Answer	Lost Calls	Routed To Other	Answered Ext Non-Q
0	0	0	0	1
0	0	0	0	0
	0	0	0	
	Calls 0 0 Answered	Calls         0         0           0         0         0           Answered         No Answer	Calls         Calls           0         0           0         0           0         0           Answered         No Answer   Lost	Calls         Calls         Other           0         0         0         0           0         0         0         0           Answered         No Answer         Lost         Routed To

- Except for affecting the agent's state, <u>direct calls [226]</u> to an agent are not recorded unless the agent answers the call.
- The agent states used for direct calls are Ringing Non Queue 232 and when connected Busy Non Queue 225.
- Direct calls are not recorded against any queue to which the agent belongs.

# 8.4.2 Direct External Call to Agent (Unanswered)

An external call is targeted directly to an agent. The agent does not answer and the caller disconnects.



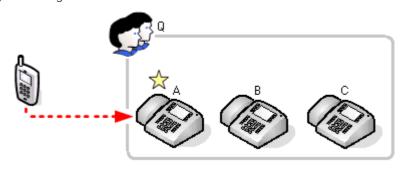
Events	Queue Q	Agent A
An external call is routed direct to an agent.	-	-
The call is not answered.	-	-
The caller hangs up.	-	-
Historical	_	-

Queues	Answered Calls	No Answer	Lost Calls	Routed To Other	Routed To Voicemail
Queue Q	0	0	0	0	0
TOTAL	0	0	0	0	0
			,		
					•
Agent	Answered Calls	No Answer	Lost Calls	Routed To Other	
Agent Agent A		No Answer			
		No Answer  0 0			

- Except for affecting the agent's state, direct calls 226 to an agent are not recorded unless the agent answers the
- The agent states used for direct calls are Ringing Non Queue 232 and when connected Busy Non Queue 225.
- Direct calls are not recorded against any queue to which the agent belongs.
- Since the call was not targeted at a queue, it is not recorded as a lost call for the agent or queue.

# 8.4.3 Internal Call Direct to Agent (Answered)

An internal call to an agent. The agent answers.



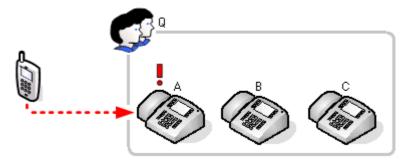
Events	Queue Q	Agent A
An external call is routed direct to an agent.	-	
The call is answered.	-	Answered Internal (Non- Queue) 1
Historical	-	Answered Internal (Non-Queue) 1

Queues	Answered Calls	No Answer	Lost Calls	Routed To Other	Routed To Voicemail
Queue Q	0	0	0	0	0
TOTAL	0	0	0	0	0
Agent	Answered Calls	No Answer	Lost Calls	Routed To Other	Answered Int Non-Q
Agent Agent A		No Answer			
		No Answer 0			

- Except for affecting the agent's state, <u>direct calls [228</u>] to an agent are not recorded unless the agent answers the call.
- The agent states used for direct calls are Ringing Non Queue 232 and when connected Busy Non Queue 225.
- Direct calls are not recorded against any queue to which the agent belongs.

# 8.4.4 Internal Call Direct to Agent (Unanswered)

An internal call to an agent who does not answer. Since this is not a call targeted to a queue, it is not recorded as a lost call. It would only appear in statistics if the agent has <u>answered the call look.</u>



Events	Queue Q	Agent A
An external call is routed direct to an agent.	-	-
The call is not answered.	-	-
The caller hangs up.	-	-
Historical	-	-

Queues	Answered Calls	No Answer	Lost Calls	Routed to Other	Routed to Voicemail
Queue Q	0	0	0	0	0
TOTAL	0	0	0	0	0
Agent	Answered Calls	No Answer	Lost Calls	Routed to Other	
Agent Agent A		No Answer			
		No Answer 0			

- Except for affecting the agent's state, <u>direct calls</u> 228 to an agent are not recorded unless the agent answers the call.
- The agent states used for direct calls are Ringing Non Queue 232 and when connected Busy Non Queue 225.
- Direct calls are not recorded against any queue to which the agent belongs.
- Since the call was not targeted at a queue, it is not recorded as a lost call for the agent or queue.

## 8.5 Voicemail

For direct calls to an agent, if the call goes to voicemail, it is not recorded by any statistic.

Queue calls can be routed to voicemail if the queue has a Voicemail Answer Time set. This time is applied from the when a call is presented to a queue and if it expires the call is routed to voicemail and recorded as such in the Routed to Voicemail statistic of the queue and the last agent to which it was presented. Voicemail is used immediately the timeout expires regardless of how long the call has been ring an agent.

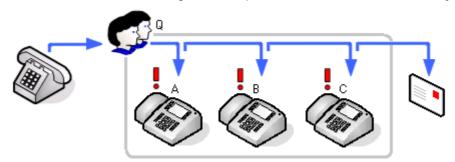
Other statistics (Answered Calls, Lost Calls, Overflowed Answered, Overflowed Lost etc.) are not incremented by queue calls that go to voicemail and are then waiting to be answered, answered or lost.

If using Voicemail Pro, details of what happened to calls that go to voicemail can be reported using reports based on the Voicemail Report 113 template.

Note that assisted transfers from the voicemail server to a queue or agent are not supported by IP Office Customer Call Reporter.

### 8.5.1 Queue Call Timed Out to Voicemail

An external call is targeted to a queue. The call is presented to each available agent in turn but remains unanswered. When the queue's voicemail timeout occurs the call goes to the queue's voicemail mailbox immediately.

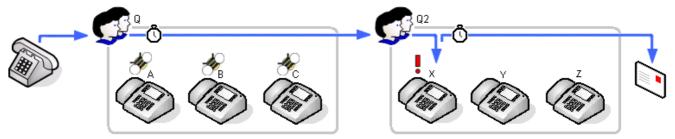


Events	Queue Q	Agent A	Agent B	Agent C
A call is routed to the queue.	Calls Waiting 1	-	_	-
The call is presented to the first available agent.	Agents Ringing 1	-	-	-
The call is not answered.	No Answer 1	No Answer 1	-	-
The call is presented to the next available agent.	Agents Ringing 1	-	-	-
The call is not answered.	No Answer 1	-	No Answer 1	-
The call is presented to the next available agent.	Agents Ringing 1	-	-	-
The call is not answered.		-	-	No Answer 1
<ul> <li>While being presented the call times out to voicemail.</li> </ul>	Routed to VM 1	-	-	-
The caller leaves a message.	New Messages 1			
Historical	No Answer 2 Routed to VM 1 New Messages 1	No Answer 1	No Answer 1	No Answer 1

Queues	Answered Calls	No Answer	Lost Calls	Routed to Other	Routed to Voicemail
Queue Q	0	3	0	0	1
TOTAL	0	3	0	0	1
Agents	Answered Calls	No Answer	Lost Calls	Routed to Other	
Agents Agent A		No Answer			
		No Answer  1			

### 8.5.2 Overflow and Timed Out to Voicemail

In this scenario after a call overflows, the queue's voicemail timeout occurs. The call will then go to the original queue's voicemail mailbox.



Events	Queue Q	Queue Q2	Agent X
A call is routed to the queue.	Calls Waiting 1	-	-
The call overflows to another queue.	Overflowed Calls 1 Overflowed Calls	Calls Waiting 1	
The call is presented to the first available agent.	Waiting 1		-
While being presented the call times out to voicemail.	Routed to Voicemail 1	-	-
Historical	Overflowed Calls 1 Routed to Voicemail 1	-	-

Queues	Answered Calls	No Answer	Lost Calls	Overflowed Calls	Overflowed Answered	Routed to Voicemail
Queue Q	0	0	0	1	0	1
Queue Q2	0	0	0	0	0	0
TOTAL	0	0	0	1	0	1

Agents	Answered Calls	No Answer	Lost Calls
Agent X	0	0	0
Agent Y	0	0	0
Agent Z	0	0	0

- The overflowed call is included in the specific overflow statistics of the queue from which it overflowed.
- The overflowed call is included in the performance statistics of the queue from which it overflowed.
- The overflowed call is not included in any queue statistics of the queue to which it overflowed except the Call Waiting statistic while the call was waiting to be answered.
- The overflowed call is included in the answered, lost and no answer statistics of the agents in the queue to which it overflowed.
- The call is included in the Routed to Voicemail statistic of the queue from which it overflowed.

## 8.6 Other Call Features

#### 8.6.1 Announcements

### ? Announcements

While a call to a queue is waiting to be answered, the IP Office telephone phone system can play pre-recorded announcements to the caller. This option is configured by the IP Office telephone system maintainer. The playing of announcements to waiting calls does not affect IP Office Customer Call Reporter statistics.

Announcements can be configured on calls waiting to be answered within a queue or for direct calls waiting to be answered by an individual user. For IP Office Customer Call Reporter, queue announcements are supported and do not affect statistics. However the use of user announcements is not supported.

Note that the use of customized announcement call flows through Voicemail Pro that do anything other than provide prompts before returning the caller to the queue are not supported by IP Office Customer Call Reporter. For example, using a customized call flow that allows callers to opt to leave a message or to be transferred to another number, are not supported by IP Office Customer Call Reporter.

## 8.6.2 Bridged Appearances

Queue calls to an agent will be reflected by any bridged appearance buttons on another user's phone set to that agent.

• Use of this feature is not supported for agents. Using this feature may lead to statistics that appear incorrect or that are difficult to interpret.

## 8.6.3 Busy on Held

When an agent has a call on hold, their status is indicated as Holding, however they can be presented with other calls.

The IP Office has a Busy on Held setting for each user which can be enabled. When enabled, when the user has a call on hold they are not presented with any further hunt group or queue calls. This will not affect their IP Office Customer Call Reporter state which still shows *Holding*. Direct calls follow their forward on busy setting or otherwise go to voicemail or else get busy tone.

### 8.6.4 Call Pickup

There are a wide range of features that can be used to pickup a call ringing elsewhere on the telephone system. For example the call pickup can be based on the line on which the call was received, the group to which it is presented or the user or extension at which it is ringing. Consult with the system maintainer for details of which pickup features are available and how to access them.

- Queue calls answered by this method will be reported as Routed to Other for the queue at which they were ringing unless the pickup was by an agent in the same queue.
- For an agent answering the call:
  - If they are an agent in the same queue, the call is recorded in the Answered Calls statistic (and Answered Internal (Queue) if internal) for the queue and answering agent.
  - If they are not in the same queue, the call is recorded as Answered External (Non-Queue) or Answered Internal (Non-Queue) for the answering agent.
- Non-queue calls answered this way are recorded as Answered External (Non-Queue) or Answered Internal (Non-Queue) for the answering agent.

## 8.6.5 Call Coverage

Call coverage is not applied to queue calls. Therefore it does not affect statistics.

#### 8.6.6 Do Not Disturb

An agent using any Do Not Disturb or Send All Calls feature is treated as selecting the Busy Not Available state. In that state the agent is not presented queue calls and the state and time in state is reported by the IP Office Customer Call Reporter.

## 🕏 Busy Not Available (NA)

This agent state indicates that the agent is not available to receive calls while they perform a non-call related activity such as attending a meeting. This state can be selected by an agent using the DND or SAC button on their phone, see Agent Phone Controls 12h. This also requires the agent to select one of the reason codes 23h displayed on their phone to indicate the reason they are going into the Busy Not Available state.

If this state is enabled while a queue call is being presented, the call will go to the next available agent and cause the No Answer statistic for the agent and queue to be incremented.

#### ? Reason Codes

For agent on the following phones, when they select Busy NA (Not Available) state using a button on their phone they will be prompted to select a reason code if any have been configured on the telephone system.

> • 1400 Series, 1600 Series, 2400 Series, 5400 Series, 4600 Series, 5600 Series and 9600 Series phones with available programmable buttons.

The codes are configured on the telephone system by the system maintainer. The reason code is displayed as part of Agent State (Queue) statistic information.

Up to 8 custom reasons can be configured plus the following two fixed reasons:

- - This reason is used if the agent is using a phone that allows reason code selection but fails to select a reason. For example if they enabled Busy NA through a short code, using Phone Manager or were forced into it by the IP Office's Agent Status on No Answer feature.

This reason code is used for agents using phones that do not allow the selection of a reason code.

Programmable Button 23h

Most Avaya feature phones supported by IP Office have programmable buttons 23h. The IP Office system maintainer can program each of these buttons with features for use by the phone's user.

- You can select Busy Not Available state by pressing a DND (Do Not Disturb) or SAC (Send All Calls) button on your phone. You will then be requested to select a reason code from a list displayed on the phone. The available reason codes are configured by the IP Office system maintainer.
- Dialing Short Code 232

The IP Office telephone system maintainer can setup dialing short codes 232 that allow special features to be accessed by dialing the short code number.

- Dial a Do Not Disturb On short code. The default short code is \*O8. This method does not allow the entry of a reason code and so is reported just Busy NA.
- Dial a Do Not Disturb Off short code. The default short code is \*09.
- Phone Manager Agent Mode

Phone Manager Pro users can select Agent Mode within the applications preferences. This enables a number of additional icons. Note that selection of this mode can be disabled by the IP Office maintainer. Note: In this mode, the F1 and F3 functions are swapped. F1 becomes 'account call' and F3 becomes 'make call'.



Busy Not Available

An agent can use this icon to select Busy Not Available 225 state with the default reason code 234 Busy NA. The icon can also be used to exit the state.

### 8.6.7 Follow Me

Agents can use follow me to redirect their calls to another internal users phone. The calls remain associated with the agent and will be recorded in the statistics as if it was ringing against the extension at which the agent has logged on.

## 8.6.8 Forwarding Calls

Hunt groups and queues do not have call forwarding settings. However agents can use their own call forwarding settings to forward calls including queue calls.

- An agent's Forward on Busy and Forward on No Answer settings are applied to their direct calls but are not applied to queue calls that they receive.
- An agent's Forward Unconditional settings can be optionally applied to queue calls by selecting the Forward Hunt Group Calls option. When selected, it is applied to all queue calls including internal calls regardless of the agent's Forward Internal Calls setting.
- Queue calls cannot be forwarded to another hunt group or queue.
- If a queue call is forwarded and then unanswered after the queue's No Answer Time, the IP Office will attempt to retrieve the call and present it to the next available agent.
  - Some trunks, for example analog trunks, cannot provide the call progress signaling used by the IP Office to retrieve a call if unanswered. Calls forwarded via such trunks are treated as answered immediately when they are forwarded.

For IP Office Customer Call Reporter this means:

- Direct calls to an agent forwarded by the agents call forwarding settings are not recorded by any statistics.
- Queue calls to an agent forwarded by the agents call forwarding settings only affect IP Office Customer Call Reporter if the call is answered while forwarded.
  - If the call is forwarded to another agent within the queue, any Answered, Lost and No Answer statistics as appropriate are incremented for the queue and for the agent to which the call was forwarded and not the agent from which it was forwarded.
  - If the call is forwarded to a non-agent destination, if answered there it will recorded as Answered Other for the queue. However, if lost or not answered, the Lost or No Answer statistic for the queue or its agents are not incremented.
- Use of this feature is not supported for agents. Using this feature may lead to statistics that appear incorrect or that are difficult to interpret.

### 8.6.9 Holding Calls

Calls held by an agent affect the agent's status (which becomes Holding) but do not affect any other statistics.

Retrieving the call from hold does not affect any statistics either. This also applies to hold calls that recall to the agent who put the call on hold. They are not counted as additional answered calls.

The length of time that agent's had calls on hold is reported in reports based on the Agent Summary Report template.

## 8.6.10 Internal Twinning

Direct and queue calls for agents with internal twinning enabled are presented to both the agent's main and twinned extensions.

• Use of this feature is not supported for agents. Using this feature may lead to statistics that appear incorrect or that are difficult to interpret.

## 8.6.11 Line Appearance Buttons

Line appearance buttons can indicate when an incoming call on that line is ringing. The button can be used to answer the call.

• Use of this feature is not supported for agents. Using this feature may lead to statistics that appear incorrect or that are difficult to interpret.

## 8.6.12 Mobile Twinning

Mobile twinning is used to present calls to a user to both their normal extension and to an external number at the same time. This is not normally used with hunt group calls. However the option Hunt Group Calls Eligible for Mobile Twinning can be used to enable this.

• Use of this feature is not supported for agents. Using this feature may lead to statistics that appear incorrect or that are difficult to interpret.

## 8.6.13 Parking Calls

IP Office Customer Call Reporter treats calls parked by one agent and then unparked by another agent as <u>supervised</u> <u>transfers</u> 179 but omitting the enquiry answered stage.

### 8.6.14 Trunk to Trunk Calls

IP Office Customer Call Reporter is not supported for recording statistics relating to trunk to trunk to trunk to trunk transfers by agents.

## 8.6.15 Wrap Up

### ? Wrap Up

For all phone users, the IP Office phone system normally applies a short delay, by default 2 seconds, during which the user is indicated as still being busy to further calls. The main function of wrap up is to allow analog phone users who have just finished a call the opportunity to start dialing a short code or to start making a call before another incoming call is presented to them.

For users set as agents, the period of wrap up applied to their phone is reported as their being in After Call Work 222 state. If the agent is also set for automatic after call work, the wrap up period is applied first and then the automatic after call work period is begun.

# **Chapter 9. Miscellaneous**

## 9. Miscellaneous

# 9.1 Multiple Roles

A user can be configure to undertake more than one IP Office Customer Call Reporter role, selecting their current role (agent, supervisor or administrator) when they log in to the IP Office Customer Call Reporter web client. Full details are included in the IP Office Customer Call Reporter Installation manual.

- Administrator and Supervisor
  - The administrator's user name is setup during IP Office Customer Call Reporter installation. If a supervisor is added to the configuration then the user is able to login either as the administrator or as a supervisor.
- · Agent and Supervisor
  - Agent usernames for IP Office Customer Call Reporter login use the user's name within the IP Office configuration. If a supervisor account with the same name is created that user is able to login as either an agent or a supervisor.
- Agent, Supervisor and Administrator
   Creating an IP Office user and an supervisor account with names that match the administrator name allows that user to login as either an agent, a supervisor or as the administrator.

## 9.2 Configuration Changes

Changes to the IP Office switch configuration have an immediate effect on call routing and therefore on call statistics. However, as detailed below, it does not have an immediate effect on the agent and queue names visible in views and reports.

The IP Office Customer Call Reporter updates its information about the queues and agents configured on the IP Office telephone system every 5 minutes. Therefore adding, removing or renaming agents and queues do not affect views immediately. Instead it requires users to wait up to 5 minutes and to then refresh their view by either switching to another view and then back or by logging out and then logging in again.

#### Agents

- Adding an Agent to a Queue
   Wait up to 5 minutes and then refresh the view.
- Removing an Agent from a Queue

Wait up to 5 minutes and then refresh the view. The agent's contribution to the queue's performance is still included in the queue statistics but they are not included in the view of agent statistics. The agent's statistics are still accessible within historical reporting.

- · Deleting an Agent
  - Wait up to 5 minutes and then refresh the view. The agents contribution to the queue's performance is still included in the queue statistics but they are not included in the view of agent statistics. The agent's statistics are still accessible within historical reporting.
- · Renaming an Agent

Wait up to 5 minutes and then refresh the view. The agent's contribution to the queue's performance is still included in the queue statistics but the agent appears with their new name and reset personal statistics.

Warning

When targeting a report on agents, for reports based on the *Call Details Report* template, the agent's statistics are split appropriately between the old and new names. For reports based on other templates (*Agent Summary Report*, *Call Summary Report* and *Trace Report*), only the agent's statistics under the current name are reported.

#### Queue

- Adding a Queue
  - Before the new queue can be added to any view, it must first be selected in the list of queues available to a supervisor. This is done within the supervisors account details by either the <u>administrator [15]</u> or by <u>supervisors with self-administrator rights [33]</u> for their own account. Again this cannot be done until up to 5 minutes after the new queue was added to the IP Office configuration.
- Renaming a Queue
  - Wait up to 5 minutes and then refresh the view. The queue name is automatically removed from the view. To add the queue using the new name is the same as for adding a queue detailed above. The queue's statistics within historical reporting are split appropriately between the old and new names.
- Deleting a Queue
  - Wait up to 5 minutes and then refresh the view. The queue name is automatically removed from the view. The queue's statistics are still accessible within historical reporting.

# 9.3 Troubleshooting

Reports/Graph/Help Do Not Appear

Using these options requires the browser to allow pop-up windows. If they do not appear when selected, the browser may have been configured to block pop-up windows.

- Most browsers can be configured to either allow all pop-ups, to allow pop-ups from a particular web server or to prompt whenever a pop-up windows attempts to open.
- Additional software other than the browser, for example some PC firewall software and ad-blocker software, may
  also stop pop-up windows and may need to be configured to allow pop-up windows for the IP Office Customer Call
  Reporter server address.

#### Part of a View Goes Gray

When a web client is displaying a view of queue and agent statistics and alarms, it is regularly polling the IP Office Customer Call Reporter server for updated data. The statistics in views are updated approximately every 2 seconds.

If the background of any section of a view goes grey with no data, it indicates that there has been an excessive delay in receiving updated data.

- If this is not a regular event then no action is required, the web client view will update automatically.
- If this occurs frequently inform your administrator or maintainer.

#### View is Blank

There are a number of reasons why a view may be blank:

- No content has been setup for the view by the administrator or supervisor.
- For an agent the view will be blank if it does contain any queues of which they are also a member.

"Connection to the server has been lost. Realtime statistics might be out of date" Message

This message indicates that connection may have been lost. For example the system administrator may have restarted some part of IP Office Customer Call Reporter. Refreshing the browser view should correct the web client.

Customer C	all Reporter	1.2	User	Guide
IP Office	-			

# **Chapter 10. Glossary**

# 10. Glossary

This section provides definitions of key IP Office Customer Call Reporter terms.

Icon	Meaning
?	General definition of a term.
	Definition of an agent or queue state reported by IP Office Customer Call Reporter.
<b>®</b>	Definition of an agent statistic.
CO	Definition of a queue statistic.

## 10.1 Administrator

#### ? Administrator

The administrator can amend IP Office Customer Call Reporter system preferences plus create and administer supervisors. That includes assigning which queues a supervisor can see or granting the supervisor self-administration rights to amend their own settings including queues.

The administrator does not have any views of call statistics. However they can setup and amend the views used by supervisors and their agents.

There is only one administrator account and only one person can log in as the administrator at any time.

## 10.2 After Call Work (ACW) [Agent State]

#### S After Call Work (ACW)

After Call Work indicates that the agent is not available to receive <u>queue calls</u> [23th] while they perform some other call related activity. Typically this is used for activities such as call records and data entry that need to be completed before handling another call. A number of controls are available for <u>After Call Work</u> [12th]. Agents can be configured to be automatically put into ACW state after a queue call or else they can manually select to enter the state when required.

Note: The Wrap-Up [235] feature briefly applied to the end of all calls including queue calls is also reported as After Call Work state.

# 10.3 Agent

#### ? Agent

An agent is a user who handles calls to queues on the IP Office telephone system. Unlike general IP Office users they have been specifically configured as agents in the IP Office configuration. IP Office Customer Call Reporter supports up to 150 agents.

- To make and receive calls, the agent must login to a phone on the IP Office telephone system. Note that T3 Series and T3 IP Series phones are not currently supported. SIP extensions are not supported.
- The agent's phone status is recorded by IP Office Customer Call Reporter. For example when they logged in to a phone, answer a call, log off, etc.
- The agents are added to queues and then answer call targeted to those queues. An agent can be a member of several
  queues.
- Using the web client allows the agent to see the same views as their supervisor. However unlike the supervisors view
  the agent will only see their own statistics and those for queues which they belong.

# 10.4 Agent State (Queue) [Statistic]

## Agent State (Queue) [45]

- This statistic is only available for agents.
- It shows the current state of each agent in the selected queue.
- The related statistic Agent State (Queue) Time 48 can be used to show how long each agent has been in their current state.

# 10.5 Agent State (Queue) Time [Statistic]

## Agent State (Queue) Time 48

- This statistic is only available for agents.
- It shows how long the agent has been in their current state for the selected queue.
- The agent's current state can be shown by the related statistic Agent State (Queue) 45

# 10.6 Agent State (System) [Statistic]

# Agent State (System) 49A

- This statistic is only available for agents.
- It shows the agent activity across all queues to which the agent belongs, ie. the whole system.
- The related statistic <u>Agent State (System) Time</u> 52<sup>2</sup> can be used to show how long each agent has been in their current state.

## 10.7 Agent State (System) Time [Statistic]

## Agent State (System) Time 52

- · This statistic is only available for agents.
- It shows how long the agent has been in their current system state.
- The agent's current state can be shown by the related statistic Agent State (System) 49.

## 10.8 Agents ACW [Statistic]

## Agents ACW 53A

- · This statistic is only available for queues.
- Its shows the number of agents in the queue who are currently in the After Call Work (ACW) state.
- For users who previously used CCC, the ACW state is similar to Busy Wrap Up.

## 10.9 Agents Available [Statistic]

## GG Agents Available 54

- This statistic is only available for gueues.
- It shows the number of agents in the queue who are currently available to answer calls.

## 10.10 Agents Busy [Queue State]

## ? All Agents Busy

This queue state is reported for a queue when all the logged in agents are in a busy state.

This queue state is reported by the <u>Queue State</u> 86 statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> 86 statistic.

# 10.11 Agents Call Share [Statistic]

# Agents Call Share 55

- This statistic is only available for agents.
- It shows the percentage of <u>queue calls 23</u> answered by the agent out of all queue calls answered by the agents in the queue.

# 10.12 Agents Logged On [Statistic]

## Agents Logged On 56

- This statistic is only available for queues.
- · It shows the number of agents who are members of the queue who are currently logged in.
- When logged in an agent can also be in other states.

# 10.13 Agents Present [Statistic]

## QQ Agents Present 57A

- This statistic is only available for queues.
- It shows the number of agents who are logged in but whose membership of the queue is currently disabled.

# 10.14 Agents Ringing [Statistic]

#### Agents Ringing 58

- This statistic is only available for queues.
- It shows the number of agents with gueue calls 23th ringing but not yet answered

# 10.15 Answered Calls [Statistic]

# 

- This statistic is available for queues and agents.
- It shows the number of queue calls [23th that answered by the agents in the queue or the agent being reported on.
- It does not include direct calls answered by agents.
- It does not include queue calls answered by methods such as call pickup.
- · It does not include calls that go to voicemail.

## 10.16 Answered External Non-Queue [Statistic]

# Answered External Non-Queue 604

- This statistic is only available for agents.
- It shows the number of external inbound calls that are targeted directly to an agent and answered by that agent.
- It does not includes queue calls to a queue of which the agent is a member.

## 10.17 Answered Internal Non-Queue [Statistic]

## Answered Internal Non-Queue 614

- This statistic is only available for agents.
- . It shows the number of internal inbound calls that are targeted directly to an agent and answered by that agent.
- It does not includes queue calls to a queue of which the agent is a member.

## 10.18 Answered Internal Queue [Statistic]

# Answered Internal (Queue) 624

- This statistic is available for queues and agents.
- It shows the number of internal calls to the queue that were then answered by the agents in the queue or the agent being reported on.

## 10.19 Announcements

## ? Announcements

While a call to a queue is waiting to be answered, the IP Office telephone phone system can play pre-recorded announcements to the caller. This option is configured by the IP Office telephone system maintainer. The playing of announcements to waiting calls does not affect IP Office Customer Call Reporter statistics.

# 10.20 Available [Agent State]

#### S Available

This agent state is reported when an agent is logged in and is not in any other state. That is when available to receive and answer queue calls.

# 10.21 Average Answer % [Statistic]

# 

- This statistic is available for gueues and agents.
- It shows the number of queue calls [23th] answered by the queue within the specified answer threshold time, divided by the total number of calls answered.

# 10.22 Average Answer Time [Statistic]

# **⊗ © S** Average Answer Time 65

- This statistic is available for queues and agents.
- It shows the sum of answer times divided by the number of queue calls answered by the queue or by the agent being reported.
- The average answer time is measured from the call arriving at the target (queue or agent).
- When calculated for an agent, the statistic is only based on the calls that the agent handled on behalf of the hunt group selected in the view.

# 10.23 Average Wait Time [Statistic]

## SS Average Wait Time 674

- This statistic is only available for queues.
- Average waiting time of calls

## 10.24 Busy [State]

#### S Busy

This agent state is reported when the agent answers and is connected to a call to a queue of which they are a member.

## 10.25 Busy Alt-Queue [Agent State]

#### Busy Alt-Queue

This agent state is reported when, while viewing the agent's status in one queue of which they are a member, the agent is connected to a call belonging to another queue of which they are a member. It is also used when the agent is connected to a call that has overflowed from a queue.

## 10.26 Busy Not Available [Agent State]

## S Busy Not Available (NA)

This agent state indicates that the agent is not available to receive calls while they perform a non-call related activity such as attending a meeting. This state can be selected by an agent using the DND or SAC button on their phone, see <u>Agent Phone Controls</u> 12h. This also requires the agent to select one of the <u>reason codes</u> 23h displayed on their phone to indicate the reason they are going into the Busy Not Available state.

If this state is enabled while a queue call is being presented, the call will go to the next available agent and cause the No Answer statistic for the agent and queue to be incremented.

## 10.27 Busy Not Available [Statistic]

## Busy Not Available 68

- This statistic is only available for queues.
- It shows the total number of agents in the queue who have currently indicated they are Busy Not Available 22sh.
- Busy Not Available is a state selected by an agent when they need to stop receiving queue calls in order to do some non-call related activity.

## 10.28 Busy Non-Queue [Agent State]

#### Busy Non-Queue

This agent state is reported when the agent answers a call that was not targeted to the queue to which they belong. It is also reported when an agent makes a call.

# 10.29 Busy Wrap Up

#### ? Busy Wrap Up

Busy Wrap Up is an agent state used by the IP Office CCC 220 application. It is not supported by IP Office Customer Call Reporter. The equivalent state for IP Office Customer Call Reporter is to report the agent as *Present* when their memberships of all the groups to which they belong are all disabled.

This is different from Wrap Up 235.

# 10.30 Call Pickup

#### ? Call Pickup

The IP Office supports a number of features that allow agents to pickup calls ringing in a queue.

# 10.31 Call Waiting [Statistic]

## Calls Waiting 694

- This statistic is only available for queues.
- It shows the number of calls targeted to the queue that are waiting to be answered by the agents in the queue or the
  agent being reported on.
- It includes calls currently ringing at agent phones.
- Calls that overflow from the queue and are still waiting to be answered are reported using Overflowed Calls Waiting 83

Customer Call Reporter 1.2 User Guide IP Office

## 10.32 CCC

#### ?ccc

Compact Call Center (CCC) is an alternate call center reporting application supported with IP Office telephone systems.

CCC and IP Office Customer Call Reporter are not supported on the same IP Office system except for the use of CCC Reporter to access historical CCC reports. However some CCC licenses can be used with IP Office Customer Call Reporter.

#### 10.33 CLI

#### ? CLI

Called or Calling Line ID. Also known as CLID or ICLID (Incoming Calling Line ID). On incoming calls this is the telephone number of the caller if provided with the call. On outgoing calls it is the number called.

## 10.34 Connected

#### ? Connected

The state where the agent is talking to a caller. This state does not include time when the call is alerting the agent or the agent has the call on hold or parked.

## 10.35 Collective Group

#### ? Collective

Hunt groups configured as 'collective' presents a waiting call to all available agents simultaneously. This type of hunt group is not supported for use as an IP Office Customer Call Reporter queue.

## 10.36 Current Wait Time [Statistic]

#### Current Wait Time 714

- This statistic is only available for queues
- Time of the longest currently waiting call.

#### 10.37 Direct Call

#### ? Direct Call

The terms 'non-queue call' or 'direct call' are used for calls targeted directly at a particular agent rather than at the queue to which they belong.

While handling a direct call and agent will not be presented with queue calls and will be indicated as Busy Non-Queue.

# 10.38 Enquiry Call

#### ? Enquiry Call

While transferring a call, the original call is put on hold pending transfer and a call is made to the transfer target. The call to the transfer target is called an 'enquiry call'. It is also known as a 'consultation call'.

# 10.39 Grade of Service [Statistic]

## GS Grade of Service 72

- This statistic is only available for queues.
- It is the number of queue calls answered within the defined answer threshold as a percentage of all queue calls presented.
- It excludes calls where the caller disconnects before the statistic's Lost Calls Threshold setting, measured from when
  the call was presented to the queue.
- It includes calls that become lost calls.
- It does not include calls that were routed elsewhere (Routed to Other) or to voicemail (Routed to Voicemail).

# 10.40 Holding [Agent State]

#### Holding

This agent state is reported when an agent has a call on hold.

Glossary: Hot Desking

## 10.41 Hot Desking

#### ? Hot Desk

Since agents login at an extension in order to start receiving calls, they can use any extension available rather than needing a permanent phone extension. Users who login at different extensions are referred to as 'hot deskers'.

## 10.42 In Service [Queue State]

#### ? In Service

This queue state is reported for a queue in normal operation, ie. with some agents logged in and available to answer calls.

Agents in the queue will no longer be presented with calls targeted to that queue. Depending on how the queue has been configured by the telephone system maintainer, the calls will either overflow to another queue or to voicemail.

This queue state is reported by the <u>Oueue State</u> 86 statistic. The time the queue has been in a particular state is reported by the <u>Oueue State Time</u> 86 statistic.

## 10.43 Internal Made [Statistic]

## Made 74

- This statistic is only available for agents.
- It shows the number of internal calls made by an agent. Only internal calls that are answered are included.

## 10.44 IP Office

#### ? IP Office

IP Office is an Avaya telephone system for small businesses. It supports traditional analog phones, Avaya digital feature phones and Avaya IP features phones.

# 10.45 Last Agent

#### ? Last Agent

In a queue with no overflow and no voicemail, if their is only one available agent, when a call is present to them it will continuing ringing without regard to the No Answer Time of the queue and any related No Answer Time actions that the IP Office would normally apply. This applies even if the agent enables Busy Not Available while the call is being presented.

#### 10.46 Licenses

#### ? Licenses

Use of IP Office Customer Call Reporter is controlled by licenses entered by the maintainer into the IP Office telephone system. Insufficient licenses may cause IP Office Customer Call Reporter to not work. Licenses control:

- The number of IP Office Customer Call Reporter agents (up to a maximum of 150).
- The number of IP Office Customer Call Reporter supervisors and wallboards that can be logged in at any time (up to a maximum of 30 of each).

# 10.47 Logged In

#### ? Logged In

An agent is "logged in" when they use an extension on the telephone system to enter their extension number and login code. Their telephone settings are then applied to that extension and they are then able to make and receive calls including calls targeted to queue of which they are members.

Agents can log in to an extension either by pressing the Login button if displayed or dialing a login short code. The default short code is \*35\*<agent extension number>\*<agent login code>#.

# 10.48 Logged Out [Agent State]

#### Logged Out

This agent state is reported when an agent has logged out 123 from the phone system. Note that this is the default state assumed by IP Office Customer Call Reporter when it cannot determine the exact state, for example when restarting.

# 10.49 Longest Waiting Group

#### ? Longest Waiting

Hunt groups configured as 'longest waiting' do not use the order in which agents has been configured as members of the queue. Instead a new call targeted to the queue is presented to the available agent who has been in the available state the longest.

## 10.50 Longest Wait Time [Statistic]

## Longest Wait Time 75

- This statistic is only available for queues.
- Waiting time of the longest waiting call.

#### 10.51 Lost

#### ? Lost Call

A lost call is one where the caller disconnects before being answered.

## 10.52 Lost Calls [Statistic]

## **S** S Lost Calls 76

- · This statistic is available for queues and agents
- It shows the number of queue calls where the caller disconnected before they were answered by an agent in the queue
  or the agent being reported on.
- Queue calls that are lost are reported as lost against both the queue and against the last agent to which the call was presented.
- It does not include calls that go to voicemail.

## 10.53 Membership

#### ? Membership

- The hunt group queues of which an agent is a member are configured by the IP Office telephone system maintainer.
   They cannot be changed by the agent or supervisor. However an agent's membership of a hunt group queue can be disabled.
  - When an agent's membership of a queue is disabled, the agent's state for that queue will be reported as *Present* when it would normally have been *Available*.
  - On many Avaya display phones, a G on the display indicates that the user currently has their membership of at least one group enabled.

## 10.54 Maintainer

#### ? Maintainer

In this documentation the term 'maintainer' or 'system maintainer' refers to the person who configures settings on the IP Office telephone system. That may not be the same person as the IP Office Customer Call Reporter Administrator 222.

# 10.55 New Messages [Statistic]

#### New Messages 78

- This statistic is only available for queues.
- It shows the current number of unread messages in the mailbox of the selected queue.
- This is not an IP Office Customer Call Reporter statistic that can be reset, it is a value reported by the voicemail server
  providing the mailbox.

# 10.56 Night Service [Queue State]

#### ? Night Service

A queue can be set in 'night service' state either manually or as the result of an automatic time schedule.

Agents in the queue will no longer be presented with calls targeted to that queue. Depending on how the queue has been configured by the telephone system maintainer, the calls will either overflow to another queue or to voicemail.

This queue state is reported by the <u>Queue State</u> 86 statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> 86 statistic.

## 10.57 No Agents [Queue State]

#### ? No Agents

This queue state is reported for a queue where no agents are logged in.

This queue state is reported by the <u>Queue State</u> 86 statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> 86 statistic.

## 10.58 No Answer

#### ? No Answer

When a queue call is presented to an agent it rings for a time set in the telephone system configuration (called the No Answer Time) before being presented to the next available agent. Calls that have rung for the full time without being answered are recorded as no answer calls. Calls that ring for only part of the time and are then answered elsewhere are not recorded.

The telephone system can be configured to change the agent's state if they do not answer a call. That can include logging the agent off or setting them into Busy Not Available 22 state with the reason code 23 Busy NA.

## 10.59 No Answer [Statistic]

## **<sup>®</sup> ©** <u>No Answer</u> 79A

- This statistic is available for queues and agents.
- For an agent it shows the number of queue calls presented to the agent which rang unanswered for the queue's full no answer time before be presented elsewhere.
- For a queue it shows the total number of no answer events for the agents in the queue.
- For an agent it includes queue calls and queue calls that overflowed to the agent's queue. It does not include nonqueue calls.
- If an agent enables Busy Not Available while being presented with a queue call, that will be counted against the agent and queue.

## 10.60 No Answer Time

## ? No Answer Time

Hunt group queues and agents both have No Answer Time settings that are configured by the IP Office system maintainer.

For calls to a hunt group queue, the queue's No Answer Time is used. It sets how long a call will be presented to an agent before being presented to the next available agent. Each time a call is not answered within the No Answer Time and then presented elsewhere it is recorded as a No Answer 22 call for the queue and for the agent.

No answer time is not used for collective groups and when the agent is the last available agent in a group that does not have any overflow or voicemail set.

For direct calls to an agent rather than a queue of which the agent is a member, the agent's No Answer Time setting is used. It sets when calls should go to voicemail or use the agent's forward on no answer number if set. The agent's No Answer Time setting is not used for queue calls.

## 10.61 Non-Queue Call

#### ? Non-Queue Call

The terms 'non-queue call' or 'direct call' are used for calls targeted directly at a particular agent rather than at the queue to which they belong.

## 10.62 Off Hook

#### ? Off Hook

This is a telephony term for when the handset on a traditional phone is lifted from the phone. For IP Office Customer Call Reporter, off hook time is used for any state where the agent's phone is in use but not connected to a call. For example when in the process of making a call.

## 10.63 Out of Service [Queue State]

#### ? Out of Service

A queue can be set as 'out of service'.

Agents in the queue will no longer be presented with calls targeted to that queue. Depending on how the queue has been configured by the telephone system maintainer, the calls will either overflow to another queue or to voicemail.

This queue state is reported by the <u>Queue State</u> 86 statistic. The time the queue has been in a particular state is reported by the <u>Queue State Time</u> 86 statistic.

## 10.64 Outbound Calls External [Statistic]

## Outbound Calls (External) 804

- · This statistic is only available for agents.
- It shows the number of outbound external calls made by the agent.
- If the outgoing call attempts to seize an external trunk but is unsuccessful, for example getting busy tone, it is still
  included.

#### 10.65 Overflowed

## ? Overflowed Calls 19th

- An overflowed call is any call originally targeted at the queue that then overflows using the queue's overflow settings. The overflowing calls are then presented to members of other queues.
- IP Office Customer Call Reporter only supports overflow using other IP Office Customer Call Reporter queues as the overflow destinations.

## 10.66 Overflowed Answered [Statistic]

## Overflowed Answered 814

- This statistic is only available for queues.
- It shows the number of queue calls answered after overflowing to another queue.
- This applies even if the overflowed call is answered by an agent in the queue from which it overflowed.
- It does not include queue calls answered by methods such as call pickup (use Routed to Other 87).
- It does not include calls that go to voicemail.

# 10.67 Overflowed Calls [Statistic]

## Overflowed Calls 82

- This statistic is only available for queues.
- It shows the number of calls that have overflowed from the queue to its overflow destination.
- Once a call has overflowed, it may also appear in the queue's Overflowed Calls Waiting 23th, Overflowed Answered 23th and Overflowed Lost 23th statistics.

# 10.68 Overflowed Calls Waiting [Statistic]

## Overflowed Calls Waiting 83A

- This statistic is only available for queues.
- It shows the number of calls overflowed from the queue and still waiting to be answered.

# 10.69 Overflowed Lost [Statistic]

## Overflowed Lost 844

- This statistic is only available for queues.
- The number of calls which overflowed from the queue and were then lost.
- It does not include calls that go to voicemail.

# 10.70 Present [Agent State]

#### C Present

This agent state is reported when an agent is logged in but their membership of the particular queue has been disabled. In this state they will not be presented with calls targeted to that queue. The agent's state for other queues may still be available 224.

## 10.71 Programmable Button

#### ? Programmable Button

Most Avaya phones have a number of programmable buttons which can be used for special functions which can include functions specific to IP Office Customer Call Reporter. Buttons can be provided by the telephone system maintainer for logging in, logging out, enabling/disabling group membership and controlling busy not available and after call work.

#### 10.72 Queue

#### ? Queue

A queue is a hunt group configured for IP Office Customer Call Reporter operation. Calls to a queue are presented the first <u>available agent [224]</u> in the queue using a pattern set in the queue's configuration. If the call is not answered it is presented to the next available agent and so on until answered. The order in which the agents are used is set in it's configuration to one of the following orders: <u>Collective</u> [228], <u>Sequential</u> [233], <u>Rotary</u> [232] and <u>Longest Waiting</u> [228]).

### 10.73 Queue Call

#### ? Queue Call

This term is used for calls targeted to a queue, either by the telephone system or by the caller dialing the queue's extension number. Unless otherwise specifically stated, most statistics shown by IP Office Customer Call Reporter are only for queue calls. Calls direct to an agent (non-queue calls 228) rather than to the queue to which they belong are not normally included.

## 10.74 Queue State [Statistic]

## Queue State 85

- · This statistic is only available for queues.
- It shows the current state of the queue as one of the following: In Service, Agents Busy, No Agents, Night Service or Out of Service.
- The related statistic Queue State Time 86 can be used the show the time that the queue has been in its current state.

## 10.75 Queue State Time [Statistic]

## Queue State Time 864

- This statistic is only available for queues.
- It shows the time the queue has been in its current state.
- The related statistic <u>Queue State</u> 85 can be used the show current state.

# 10.76 Queuing

#### ? Queuing

Hunt groups on the telephone system can be configured to use queuing when the number of calls waiting to be answered exceeds the number of available agents to which waiting calls can be presented. With queuing enabled the additional callers continue to be treated as if ringing even though they are queued.

Without queuing, when the hunt group become busy, addition calls go directly to the overflow destination if set, else to voicemail if available, else return busy to the caller.

IP Office Customer Call Reporter is only supported for queues (hunt groups) that use queuing.

#### 10.77 Reason Codes

## ? Reason Codes

For agent on the following phones, when they select Busy NA (Not Available) state using a button on their phone they will be prompted to select a reason code if any have been configured on the telephone system.

• 1400 Series, 1600 Series, 2400 Series, 5400 Series, 4600 Series, 5600 Series and 9600 Series phones with available programmable buttons.

The codes are configured on the telephone system by the system maintainer. The reason code is displayed as part of Agent State (Queue) statistic information.

Up to 8 custom reasons can be configured plus the following two fixed reasons:

Automatic

This reason is used if the agent is using a phone that allows reason code selection but fails to select a reason. For example if they enabled Busy NA through a short code, using Phone Manager or were forced into it by the IP Office's Agent Status on No Answer feature.

Unsupported

This reason code is used for agents using phones that do not allow the selection of a reason code.

## 10.78 Reference

## ? Reference

Each call is assigned a unique call reference number that remains with the call whilst it is on the IP Office telephone system. The Reference number for a call is included in reports based on the <a href="Trace Report">Trace Report</a> and <a href="Call Details Report">Call Details Report</a> (10th) templates. A call's Reference number can also be used as the target reports based on the Trace Report template.

## 10.79 Ring Mode

#### ? Ring Mode

A hunt group's ring mode defines the order in which agents in the group are used. The options are Collective 226, Sequential 233, Rotary 232 and Longest Waiting 228.

## 10.80 Ringing [Agent State]

#### Ringing

This agent state is reported when the agent is being presented with a call targeted to a queue of which they are a member. If they answer the call their state will change to Busy 225.

## 10.81 Ringing Alt-Queue [Agent State]

### Ring Alt-Queue

This agent state is reported when the agent is being presented with a call from another queue of which they are a member. If they answer the call their state will change to <u>Busy Alt-Queue</u> 225. It is also used when the agent is being presented a call that has overflowed from a queue.

# 10.82 Ringing Non-Queue [Agent State]

#### 🕏 Ring Non-Queue

This agent state is reported when the agent is being presented with a call that is not targeted to any queue of which they are a member. If answered the call their state will change to <u>Busy Non-Queue</u> [228].

## 10.83 Rotary Group

## ? Rotary

Hunt groups configured as 'rotary' present calls waiting to be answered to the first available agent after the agent who last answered a call to that queue. This is done using the order in which the agents have been configured in the queue by the telephone system maintainer. Unanswered calls are presented to the next available agent using the same queue membership order. Each new call targeted to the queue is to the agent after the one who last answered a queue call.

# 10.84 Routed to Other [Statistic]

## Routed to Other 87

- This statistic is available for queues and agents.
- It shows the number of queue calls to the agent or queue that were subsequently retargeted to or answered by a party that is not a member of the same queue. For example calls picked up by another user while it was ringing at an agent.

# 10.85 Routed to Voicemail [Statistic]

# 

- · This statistic is available for queues and agents.
- For a queue it shows the number of queue calls presented and then routed to voicemail.
- For an agent is shows the number of direct calls to the agent that were then routed to voicemail.
- It does not include announcements played by voicemail to the caller

#### 10.86 Short Code

## ? Short Code

Various IP Office functions can be programmed against sequence of numbers that can be dialed from user phones. This includes functions used by IP Office Customer Call Reporter agents.

# 10.87 Sequential Group

#### ? Sequential

Hunt groups configured as 'sequential' present calls waiting to be answered to the first available agent in the group, then if unanswered to the next available agent and so on. This is done using the order in which the agents have been configured in the queue by the telephone system maintainer. Each new call targeted to the group is again presented to the first available agent in queue membership order.

## 10.88 Small Community Network (SCN)

## ? Small Community Network (SCN)

This refers to a method of linking several IP Office telephone systems using IP trunks. Currently calls received on SCN trunks are reported as external calls by IP Office Customer Call Reporter.

IP Office Customer Call Reporter 1.2 does not support SCN operation, ie. agents and hunt groups on more than one IP Office system. In addition advanced small community networking features such as remote hot desking and/or distributed hunt groups are not supported.

## 10.89 Statistics

#### ? Statistics

IP Office Customer Call Reporter collects information about calls to queues and agents and stores this in its database. It also collects information about the current state of the queues and agents. Statistics based on this information are then used in web views and historical reports.

- Except where specifically indicated, usually by the term 'Non-Queue', all statistics relate to calls targeted to queues.
- Each statistic can only be added once within each view.
- Statistics are calculated values. They are affected by configurable settings on the particular view, wallboard or report
  such as whether to include or exclude internal calls. Those settings can be varied for each instance where a particular
  statistic is used.
- The statistics value in views and wallboards can be manually reset when required by any supervisor for who the <a href="maintenance">administrator</a> | 222 has enabled the <a href="maintenance">Reset Statistics</a> | 314 option. Resetting the statistics affects the view and wallboard statistics for all supervisors and agents. It does not affect the statistics used for historical reports.
- The statistics in views are updated approximately every 2 seconds.

# 10.90 Supervised Transfer

## ? Supervised Transfer

A supervised transfer is one where, having put your current call on hold pending transfer, you make an enquiry call and wait for that call to be answered. When answered you can announce the transfer and then complete the transfer process. This is also called an assisted transfer.

# 10.91 Supervisor

#### ? Supervisor

Supervisors can <u>create [25]</u> and <u>amend views [26]</u> of the agent queues assigned to them. Those views are then viewable by the supervisor and the agents. Supervisors can also <u>create reports [98]</u> that they then either run <u>manually [10]</u> or that they <u>schedule [102]</u> to run automatically at regular intervals.

IP Office Customer Call Reporter supports up to 30 supervisors. However the maximum number of supervisors that can be logged in at any time is controlled by the number of available Supervisor licenses (each license enables a simultaneous Supervisor login and Wallboard login).

## 10.92 Wallboard

## ? Wallboard

The IP Office Customer Call Reporter administrator can create wallboard accounts. When logged in with one of these accounts, the browser can be used to display queue statistics for any queues plus other information such as messages sent or scheduled by IP Office Customer Call Reporter supervisors.

IP Office Customer Call Reporter supports up to 30 wallboards. However the maximum number of wallboards that can be logged in at any time is controlled by the number of available Supervisor licenses (each license enables a simultaneous Supervisor login and Wallboard login).

## 10.93 System Status Application

#### ? System Status Application (SSA)

The IP Office System Status Application (SSA) is a software tool used to view the status of the IP Office telephone system. It uses the same connection method to the IP Office as the IP Office Customer Call Reporter application and so cannot normally be run from the IP Office Customer Call Reporter server.

## 10.94 Transferred [Statistic]

## **© ©** Transferred 89

- This statistic is available for queues and agents.
- For a queue it is the number of calls originally targeted at the queue and then successfully transferred by the queue's
  agents.
- For an agent it is the number of the queue's calls that they have transferred.
- It includes both supervised and unsupervised transfers.
- It does not include direct calls 228 to agents that they then transfer.

## 10.95 Unsupervised Transfer

#### ? Unsupervised Transfer

In an unsupervised transfer, having put your current call on hold pending transfer, after dialing the transfer destination you complete the transfer process without waiting to hear if the call is answered. This is also called a 'Blind Transfer'.

#### 10.96 View

#### ? View

The term view is used for the first 3 tabs displayed to supervisors and agents when they login to IP Office Customer Call Reporter. Each view consists of a table of queues and queue statistics. Clicking on any of the queue names will display an additional table of agent statistics for the agents in that queue. An alarm list or ticker can also be added to each view to show alarms and warnings for that view or all the supervisor's views. The views can be amended by the supervisor and administrator.

Agents are able to see the same views as their supervisor but cannot change the queues or statistics. The agent's version of the view will only show queues to which the agent belongs and their own agent details.

# 10.97 Weighted Average

#### ? Weighted Average

A weighted average is used when combining statistics from different sources, for example when displaying the overall Average Answer % for several queues. The method used will take account of a weighting factor such as the number of calls answered by each individual queues.

The example below shows the Average Answer % for 3 queues.

Statistic	Queue 1	Queue 2	Queue 3
Calls Answered	30	2	40
" within answer threshold	20	1	40
Average Answer %	66%	50%	100%

There are several ways in which the overall average for the queues could be expressed:

• Simple Average: 72%

The method is the average of the individual averages.

- Simple average = (66+50+100)/3 = 72%.
- Combined Average: 85%

This method treats the calls as if answered by a single combined queue.

- Combined average = (20+1+40)/(30+2+40) = 85%.
- Weighted Average: 88%

The weighted average is similar to the combined average but adjusts the contribution of each queue by the number of calls answered by that queue.

• Weighted average = ((66x20) + (50x1) + (100x40))/(20+1+40) = 88%.

# 10.98 Wrap Up

## ? Wrap Up

For all phone users, the IP Office phone system normally applies a short delay, by default 2 seconds, during which the user is indicated as still being busy to further calls. The main function of wrap up is to allow analog phone users who have just finished a call the opportunity to start dialing a short code or to start making a call before another incoming call is presented to them.

For users set as agents, the period of wrap up applied to their phone is reported as their being in After Call Work 222 state. If the agent is also set for automatic after call work, the wrap up period is applied first and then the automatic after call work period is begun.

Index	Agents Available 54, 90, 223
	Agents Call Share 55, 90, 223
A	Agents Logged On 56, 90, 223
Account	Agents Present 57, 90, 223
Copy 164	Agents Ringing 58, 90, 223
Details 33	Alarm 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, 67,
New 164	68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84, 86,
Setup 157	87, 88, 89, 118, 119
Account Code	Database capacity 25, 30, 118, 161
Group by 96	List 25, 30, 118, 161
Accounts 157	Ticker 25, 30, 118, 161
Acknowledged 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62,	Wallboard 131, 135
63, 65, 67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82,	Alarm list
83, 84, 86, 87, 88, 89, 118, 119	Add 25, 161
Acrobat 98	Alarm Report 96, 104
ACW 45, 49, 53, 124, 222 Add	Alarm Reports 106
	Alarm Threshold 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, 67, 68, 60, 74, 73, 74, 75, 76, 78, 70, 80, 81, 83, 83, 84, 86
Agent 218	68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84, 86, 87, 88, 89
Agent Statistics 25, 161	Alarms
Alarm List 25, 161 Message 39, 150	Thresholds 25, 161
	All Agents Busy 85, 223
Queue 25, 161, 218 Statistics 25, 161	All Views Alarm List 33, 157
Wallboard user account 132, 160	Alternate Row 29, 42, 119
Additional Help 18	Announcements 212, 224
Additional Information 45, 49, 68, 69, 83	Answer
Administrator 11, 154, 222	Target time 63, 72, 137
Main Window 154	Answer Percentage
Administrator E-mail 167	Average Speed 63
Administrator Extension 167	Answer Threshold 63, 72, 137
Administrator Full Name 167	Answer Time 65, 90, 224
Administrator Password 167	Average Speed 65
Adobe Acrobat 98	Answered
Adobe Acrobat Reports 101	Calls 59
After Call Work 45, 49, 53, 124, 215, 222, 235	External (Direct) 60
After Call Work Statistic 53	Internal (Direct) 61
Agent 11, 116, 222	Internal (Queue) 62
Add 218	Answered Calls 59, 90, 224
Delete 218	Answered External Non-Queue 60, 90, 224
Group by 96	Answered Internal (Queue) 62, 90, 224
Main Window 116	Answered Internal Non-Queue 61, 90, 224
Non Agent 96, 104	Assisted transfer 233
Rename 218	Audio Enabled 25, 30, 33, 118, 157, 161
Agent Mode 125, 126, 127, 213	Automatic 36, 102
Agent State 45, 49, 225	Reason code 125, 213, 231
After Call Work 45, 49, 53, 124, 222	Report 98
Available 45, 49, 54, 224	Available 45, 49, 54, 126, 224, 228
Busy Alt-Queue 45, 225	Available Statistic 54
Busy Non-Queue 45, 49, 225	Average 234
Busy Not Available 45, 49, 68, 125, 213, 225	Average Answer % 63, 90, 224
Holding 45, 49, 226	Average Answer Time 65, 90, 224
Logged Out 45, 49, 227	Average Speed
Present 45, 57, 230	Answer Time 65
Ring Alt-Queue 45, 232	Average Wait Time 67, 75, 90, 179, 224
Ring Non-Queue 45, 49, 232	Average waiting time 69, 83
Ringing 45, 49, 232	В
Agent State (Queue) 45, 49, 90, 222	Background 138
Agent State (Queue) Time 48, 90, 222	Background Opacity 138
Agent State (System) 49, 90, 223	Blank 219
Agent State (System) Time 52, 90, 223	Blind Transfer 234
Agent Summary Report 96, 104	Blue 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, 67,
Agents	68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84, 86,
Statistics 25, 161	87, 88, 89, 118, 119
Table 25, 161	Brazilian 15, 18, 24, 96, 98, 134, 155
View 25, 161 Agents ACW 53, 90, 223	Busy 45, 49, 225 Busy Alt-Queue 45, 225
DUELLO BLAVE DO BU 77.3	DUSV AUGUINEUR 43 7/3

Busy NA 49, 229 Busy NA Reason	
Agent state 45, 49 Busy Non-Queue 45, 49, 225 Busy Not Available 45, 49, 68, 90, 125, 127, 213, 225, 229 Busy Wrap Up 127, 225 Button 121, 231 Programmable 122, 123, 124, 125, 126, 213  C C Call Answered 208 Non Queue 229 Not Answered 209 Call Details Report 96, 104, 107 Call information Busy NA Reason 45, 49 Inbound 45, 49 Inbound 45, 49 Number 45, 49 Outbound 45, 49 Outbound 45, 49 Call Pickup 225 Call reference 96, 232  Day Group by 96 Delete Agent 218 Queue 218 Supervisor account 157 Diagnostic 169 Diagnostic 169 Diagnostic 169 Diagnostic 7race Settings 167 dialing codes 122, 123, 125, 126, 213 Direct calls 206, 227, 208, 209 Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155 E Call Pickup 225 Call reference 96, 232  Email 164 Email Address 33, 157	
Busy Non-Queue 45, 49, 225 Busy Not Available 45, 49, 68, 90, 125, 127, 213, 225, 229 Busy Wrap Up 127, 225 Button 121, 231 Programmable 122, 123, 124, 125, 126, 213  C C Call Answered 208 Non Queue 229 Not Answered 209 Call Details Report 96, 104, 107 Call information Busy NA Reason 45, 49 Internal 45, 49 Internal 45, 49 Number 45, 49 Outbound 45, 49 Outbound 45, 49 Outbound 45, 49 Call Pickup 225 Call reference 96, 232  Group by 96 Day of Week 36, 102 Days 98 DDI Group by 96 Delete Agent 218 Queue 218 Supervisor account 157 Diagnostic 169 Diagnostic Trace Settings 167 dialing codes 122, 123, 125, 126, 213 Direct calls 206, 207, 208, 209 Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155  E Call Pickup 225 Email 164 Email Address 33, 157	
Busy Not Available 45, 49, 68, 90, 125, 127, 213, 225, 229 Busy Wrap Up 127, 225 Button 121, 231 Programmable 122, 123, 124, 125, 126, 213  C C Call Answered 208 Non Queue 229 Not Answered 209 Call Details Report 96, 104, 107 Call information Busy NA Reason 45, 49 Inbound 45, 49 Internal 45, 49 Number 45, 49 Outbound 45, 49 Outbound 45, 49 Call Pickup 225 Call Pickup 225 Call reference 96, 232 Day of Week 36, 102 Days 98 DDI Group by 96 Delete Agent 218 Queue 218 Supervisor account 157 Diagnostic 169 Diagnostic Trace Settings 167 dialing codes 122, 123, 125, 126, 213 Direct call 206, 226, 229 direct calls 206, 207, 208, 209 Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155 E Email 164 Call reference 96, 232	
Busy Wrap Up 127, 225 Button 121, 231 Programmable 122, 123, 124, 125, 126, 213  C Call Answered 208 Non Queue 229 Not Answered 209 Call Details Report 96, 104, 107 Call information Busy NA Reason 45, 49 Inbound 45, 49 Internal 45, 49 Number 45, 49 Outbound 45, 49 Call Pickup 225 Call Pickup 225 Call Pickup 225 Call reference 96, 232 Days 98 DDI Group by 96 Delete Agent 218 Queue 218 Supervisor account 157 Diagnostic 169 Diagnostic Trace Settings 167 dialing codes 122, 123, 125, 126, 213 Direct call 206, 226, 229 direct calls 206, 207, 208, 209 Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155 E Email 164 Email Address 33, 157	
Button 121, 231  Programmable 122, 123, 124, 125, 126, 213  C  Call  Answered 208  Non Queue 229  Not Answered 209  Call Details Report 96, 104, 107  Call information  Busy NA Reason 45, 49  Inbound 45, 49  Internal 45, 49  Number 45, 49  Outbound 45, 49  Call Pickup 225  Call reference 96, 232  DDI  Group by 96  Delete  Agent 218  Queue 218  Supervisor account 157  Diagnostic 169  Diagnostic Trace Settings 167  dialing codes 122, 123, 125, 126, 213  Direct call 206, 226, 229  direct calls 206, 207, 208, 209  Disconnected calls 72, 90, 226  Distributed Hunt Groups 233  Dutch 15, 24, 96, 98, 134, 155  E  E  Email 164  Call reference 96, 232	
C         Delete           Call         Agent 218           Answered 208         Queue 218           Non Queue 229         Supervisor account 157           Not Answered 209         Diagnostic 169           Call Details Report 96, 104, 107         Diagnostic Trace Settings 167           Call information         dialing codes 122, 123, 125, 126, 213           Busy NA Reason 45, 49         Direct call 206, 226, 229           Inbound 45, 49         Disconnected calls 206, 207, 208, 209           Internal 45, 49         Distributed Hunt Groups 233           Number 45, 49         Dutch 15, 24, 96, 98, 134, 155           Outbound 45, 49         E           Call Pickup 225         Email 164           Call reference 96, 232         Email Address 33, 157	
C       Delete         Call       Agent 218         Answered 208       Queue 218         Non Queue 229       Supervisor account 157         Not Answered 209       Diagnostic 169         Call Details Report 96, 104, 107       Diagnostic Trace Settings 167         Call information       dialing codes 122, 123, 125, 126, 213         Busy NA Reason 45, 49       Direct call 206, 226, 229         Inbound 45, 49       Disconnected calls 72, 90, 226         Internal 45, 49       Distributed Hunt Groups 233         Number 45, 49       Dutch 15, 24, 96, 98, 134, 155         Outbound 45, 49       E         Call Pickup 225       Email 164         Call reference 96, 232       Email Address 33, 157	
Call       Agent 218         Answered 208       Queue 218         Non Queue 229       Supervisor account 157         Not Answered 209       Diagnostic 169         Call Details Report 96, 104, 107       Diagnostic Trace Settings 167         Call information       dialing codes 122, 123, 125, 126, 213         Busy NA Reason 45, 49       Direct call 206, 226, 229         External 45, 49       direct calls 206, 207, 208, 209         Internal 45, 49       Disconnected calls 72, 90, 226         Internal 45, 49       Distributed Hunt Groups 233         Number 45, 49       Dutch 15, 24, 96, 98, 134, 155         Call Pickup 225       Email 164         Call reference 96, 232       Email Address 33, 157	
Answered 208 Non Queue 229 Not Answered 209 Call Details Report 96, 104, 107 Call information Busy NA Reason 45, 49 Inbound 45, 49 Internal 45, 49 Number 45, 49 Outbound 45, 49 Call Pickup 225 Call Pickup 225 Call reference 96, 232  Queue 218 Supervisor account 157 Diagnostic 169 Diagnostic Trace Settings 167 dialing codes 122, 123, 125, 126, 213 Direct call 206, 226, 229 direct calls 206, 207, 208, 209 Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155 E Email 164 Call reference 96, 232  Email Address 33, 157	
Non Queue       229       Supervisor account       157         Not Answered       209       Diagnostic 169         Call Details Report       96, 104, 107       Diagnostic Trace Settings       167         Call information       dialing codes       122, 123, 125, 126, 213         Busy NA Reason       45, 49       Direct call       206, 226, 229         External       45, 49       Disconnected calls       72, 90, 208         Internal       45, 49       Distributed Hunt Groups       233         Number       45, 49       Dutch       15, 24, 96, 98, 134, 155         Outbound       45, 49       E         Call Pickup       225       Email       164         Call reference       96, 232       Email Address       33, 157	
Not Answered 209  Call Details Report 96, 104, 107  Call information  Busy NA Reason 45, 49  External 45, 49  Inbound 45, 49  Internal 45, 49  Number 45, 49  Outbound 45, 49  Call Pickup 225  Call reference 96, 232  Diagnostic 169  Diagnostic Trace Settings 167  dialing codes 122, 123, 125, 126, 213  Direct call 206, 226, 229  direct calls 206, 207, 208, 209  Disconnected calls 72, 90, 226  Distributed Hunt Groups 233  Dutch 15, 24, 96, 98, 134, 155  E  Email 164  Call reference 96, 232	
Call Details Report 96, 104, 107  Call information  Busy NA Reason 45, 49  External 45, 49  Inbound 45, 49  Internal 45, 49  Number 45, 49  Outbound 45, 49  Call Pickup 225  Call reference 96, 232  Diagnostic Trace Settings 167  dialing codes 122, 123, 125, 126, 213  Direct call 206, 226, 229  direct calls 206, 207, 208, 209  Disconnected calls 72, 90, 226  Distributed Hunt Groups 233  Dutch 15, 24, 96, 98, 134, 155  E  Email 164  Call reference 96, 232	
Call information       dialing codes 122, 123, 125, 126, 213         Busy NA Reason       45, 49         External       45, 49         Inbound       45, 49         Internal       45, 49         Internal       45, 49         Number       45, 49         Outbound       45, 49         Call Pickup       225         Call reference       96, 232         dialing codes       122, 123, 125, 126, 213         Direct call       206, 207, 208, 209         Disconnected calls       72, 90, 226         Distributed Hunt Groups       233         Dutch       15, 24, 96, 98, 134, 155         E       Email         Call reference       96, 232	
Busy NA Reason 45, 49 External 45, 49 Inbound 45, 49 Internal 45, 49 Number 45, 49 Outbound 45, 49 Call Pickup 225 Call reference 96, 232  Direct call 206, 226, 229 direct calls 206, 207, 208, 209 Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155  E  Email 164 Email Address 33, 157	
External 45, 49 Inbound 45, 49 Internal 45, 49 Internal 45, 49 Internal 45, 49 Number 45, 49 Outbound 45, 49 Call Pickup 225 Call reference 96, 232  Disconnected calls 72, 90, 226 Distributed Hunt Groups 233 Dutch 15, 24, 96, 98, 134, 155  E Email 164 Call reference 96, 232	
Disconnected calls 72, 90, 226	
Internal       45, 49       Distributed Hunt Groups 233         Number       45, 49       Dutch 15, 24, 96, 98, 134, 155         Outbound       45, 49       E         Call Pickup 225       Email 164         Call reference 96, 232       Email Address 33, 157	
Number       45, 49       Dutch 15, 24, 96, 98, 134, 155         Outbound       45, 49       E         Call Pickup       225       Email 164         Call reference       96, 232       Email Address       33, 157	
Outbound 45, 49 Call Pickup 225 Email 164 Call reference 96, 232 Email Address 33, 157	
Call Pickup 225 Email 164 Call reference 96, 232 Email Address 33, 157	
Call reference 96, 232 Email Address 33, 157	
Tallimodate 101	
Calling Line ID 226 Report 98	
Calls Enable	
Disconnected 72, 90, 226 Audio 33, 157	
Overflowed 197, 230 Highlighting 33, 157	
Calls Waiting 69, 90, 225 Tooltips 33, 157	
CCC 127, 225, 226 Enabled 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 6	5.
Change Password 22, 116, 154 67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84,	
Changed 29, 42, 119 86, 87, 88, 89, 118, 119	
Changing English 15, 18, 24, 96, 98, 134, 155	
Administrator Password 165 Enquiry Call 226	
Passwords 16 Excel 98	
Chrome 13 Expiry Date	
Silverlight 13, 130, 134 Wallboard messages 39, 150	
Cleared 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, Extension 33, 156, 157, 167	
67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84, External	
86, 87, 88, 89, 118, 119 Call information 45, 49	
CLI 226 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81,	
Group by 96 82, 83, 84, 88, 89	
CLID 226 External Inbound Call	
Close Application 19 Answered 206	
Collective 226 Answered in queue 173	
Communication Failure 104 Not answered 207	
Compact Call Center 226 F	
Company Logo 143 Fill 138, 143	
Configuration Changes 218 Filtering Data in Reports 98 Confirm Password 33, 157 Firefox 13	
Operated 000	
Consultation Call 200	
0 : 00	
Conv. 450, 404	
Transdard Too, Tro, Tro	
1 Gigot 1 dosword 10, 24, 100	
Create Wellboard Hear 420, 400	
Creation Deports 00	
Oriental Demonts 00, 404	
CIVSIAI REDUITS 98, TUT	
Crystal Reports 98, 101 full screen 148 Current longest waiting time 69, 83	
Current longest waiting time 69, 83  Current Wait Time 71, 90, 226	
Current longest waiting time 69, 83 Current Wait Time 71, 90, 226 Customer Service Summary Report 105 G 126, 228	
Current longest waiting time 69, 83 Current Wait Time 71, 90, 226 Customer Service Summary Report 105  G G 126, 228 German 15, 24, 96, 98, 134, 155	
Current longest waiting time 69, 83  Current Wait Time 71, 90, 226  Customer Service Summary Report 105  D  G  G  G  G  G  G  G  126, 228  German 15, 24, 96, 98, 134, 155  Google Chrome 13	
Current longest waiting time 69, 83 Current Wait Time 71, 90, 226 Customer Service Summary Report 105  G G 126, 228 German 15, 24, 96, 98, 134, 155	

Graph 32, 120	L
Real Time 120	Language
Graphs 131, 135	Login 15, 24, 155
Gray 219	Last Agent 227
Green 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65,	League Table 131, 135, 142
67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84,	Licenses 227
86, 87, 88, 89, 118, 119	Light Gray 29, 42, 119
Green Circle 22, 116, 154	-
Group	Light Purple 29, 42, 119
Collective 226	Line List 157
Longest Waiting 228	Log Off 19, 22, 116, 154
Non Hunt Group 96, 104	Logged In 56, 227
Rotary 232	Logged On Statistic 56
Select 126, 127	Logged Out 45, 49, 227
Sequential 233	Logging in 15, 24, 155
Group by 96	Logging Off 19
grouped 96, 98, 107, 110, 113	Login 122, 123, 127
Groups	Short code 117, 122
Distributed 233	Logo 131, 135, 143
Groups List 157	Logon Policy Settings 167
-	Logout 122, 123, 127
Н	Longest Wait Time 67, 75, 90, 179, 228
Help 18, 22, 28, 116, 118, 154	Longest Waiting 228
Help Tooltips Enabled 33, 157	Longest Waiting Time 25, 69, 83, 161
Hide 25, 161	Lost Call 76, 84, 228
Agents 28	Lost Calls 76, 90, 228
Queues 28	Lost Calls Threshold 72, 90, 137, 226
Statistics 28	
Highlighting Enabled 29, 33, 42, 119, 157	M
Historical Reporting 98	Main Window
Holding 45, 49, 226	Administrator 154
Hot Desk 227	Agent 116
Hot Desking 233	Supervisor 22
Hour	Maintainer 228
Group by 96	Manual
	Report 98
I LOUIS COS	Maximizing 141
ICLID 226	Media player 33, 157
In Service 85, 227	Membership 126, 228
Inbound	Message Bar 131, 135, 149
Call information 45, 49	messages 11, 78, 90, 130, 228, 233
Include	Microsoft
External calls 59, 63, 65, 67, 69, 71, 72, 75, 76, 79,	Excel 98
81, 82, 83, 84, 88, 89	Word 98
Internal calls 59, 63, 65, 67, 69, 71, 72, 75, 76, 79,	Microsoft Excel Reports 101
81, 82, 83, 84, 88, 89	Microsoft Word Reports 101
Saturdays 96	Modify 156
Sundays 96	Monitor
Include External Calls 59, 63, 65, 67, 69, 71, 72, 75, 76,	Agents 25, 161
79, 81, 82, 83, 84, 88, 89	Ougues 25 161
Include Internal Calls 59, 63, 65, 67, 69, 71, 72, 75, 76, 79,	Queues 25, 161
81, 82, 83, 84, 88, 89	Monthly 36, 102
Install	Monthly 36, 102
Install	Monthly 36, 102
Silverlight 13, 130, 134	Monthly 36, 102 Wallboard messages 39, 150 Months 98
Silverlight 13, 130, 134 Instant Message 39, 150	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155
Silverlight 13, 130, 134 Instant Message 39, 150 Internal	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81,	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218  N Name 33, 157
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157 New Account 164
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13 IP Address 165, 166	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157 New Account 164 New Messages 78, 90, 228
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13 IP Address 165, 166 IP Office 227	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157 New Account 164 New Messages 78, 90, 228 Night Service 85, 228
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13 IP Address 165, 166 IP Office 227 Italian 15, 18, 24, 96, 98, 134, 155	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N N Name 33, 157 Administrator 167 View 33, 157 New Account 164 New Messages 78, 90, 228 Night Service 85, 228 No Agents 85, 229
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13 IP Address 165, 166 IP Office 227 Italian 15, 18, 24, 96, 98, 134, 155 J	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157 New Account 164 New Messages 78, 90, 228 Night Service 85, 228 No Agents 85, 229 No Answer 79, 90, 229
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13 IP Address 165, 166 IP Office 227 Italian 15, 18, 24, 96, 98, 134, 155  J JavaScript 13	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157 New Account 164 New Messages 78, 90, 228 Night Service 85, 228 No Agents 85, 229 No Answer 79, 90, 229 No Answer Time 229
Silverlight 13, 130, 134 Instant Message 39, 150 Internal Call information 45, 49 Include 59, 63, 65, 67, 69, 71, 72, 75, 76, 79, 81, 82, 83, 84, 88, 89 Internal Made 74, 90, 227 Internet Explorer 13 IP Address 165, 166 IP Office 227 Italian 15, 18, 24, 96, 98, 134, 155 J	Monthly 36, 102 Wallboard messages 39, 150 Months 98 Multiple Role 15, 24, 155 Multiple Roles 218 N Name 33, 157 Administrator 167 View 33, 157 New Account 164 New Messages 78, 90, 228 Night Service 85, 228 No Agents 85, 229 No Answer 79, 90, 229

Non-queue call 206, 226, 229	Queue Statistics 131, 135
Normal 29, 42, 119	Queuing 197, 231
Number	Quick Time 13
Call information 45, 49	R
0	Ranking 142
Off Hook 229	Real Time Graph 120
Opacity 138	Reason
Originator Email 167	Agent state 45, 49
Originator Name 167	Reason Codes 125, 213, 231
Out of Service 85, 230	Recently Changed 29, 42, 119
Outbound	Red 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, 67,
Call information 45, 49	68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84, 86,
Outbound Calls (External) 80, 90, 230	87, 88, 89, 118, 119
overflow 85, 227, 228, 230	Red Box 22, 116, 154
Overflowed Answered 81, 90, 230	Reference 232
Overflowed Call 197, 230	Remote Hot Desking 233
Overflowed Calls 82, 90, 230	Remove
Overflowed Calls Waiting 83, 90, 230	Queues 28
Overflowed Lost 84, 90, 230	Statistics 28
P	Rename
Password 15, 24, 33, 155, 157, 164, 165	Agent 218
Administrator 167	Queue 218
Change 22, 116, 154	Rename Views 28
Forgotten 17	Report Automatic 98
Set agent password 15, 24, 155	Manual 98
Passwords	Range 98
Changing 16, 165	Scheduler 102
PCA 63, 72, 137	Report Content 98
PDF 98	Report Format 98
Peak waiting time 69, 83	Report Formats 101
Percentage of calls answered 63, 72, 137	Report Template
Phone Manager	Agent Summary 105
Agent Mode 125, 126, 127, 213	Alarm 106
Phone Manger 122, 123, 127	Call Details 107
Pickup 225	Call Summary 110
Popup Help 18	Trace 112
Pop-ups 13 Portuguese 15, 24, 96, 98, 134, 155	Voicemail 113
Preference Details 167	Reports
Present 45, 49, 57, 126, 127, 225, 228, 230	Create 98
Present Statistic 57	Data Filtering 98
Printer 98	Language 98
Programmable Button 121, 122, 123, 124, 125, 126, 213,	Scheduling 98
231	Viewing 98
Purple 29, 33, 42, 119, 157	Reset Statistics 31, 33, 156, 157
Q	Resize Method 138, 143
Queue 11, 231	Restart 165, 166 Rich Text 98
Add 25, 161, 218	
Call Not Answered 175	Rich Text Format Reports 101
Call Overflowed then Answered 201	Ring Alt-Queue 45, 232 Ring Mode 232
Delete 218	Ring Non-Queue 45, 49, 232
Group by 96	Ringing 45, 49, 232
Hide 28	Ringing Statistic 58
Rename 218	Roles
Show Agents 28	Multiple 218
Statistics 25, 161	Rotary group 232
Table 25, 161	Routed to Other 87, 90, 232
Queue Call 173, 231	Routed to Voicemail 88, 90, 232
Queue State 85, 90, 231	Row 29, 42, 119
All Agents Busy 85, 223	Russian 15, 24, 96, 98, 134, 155
In Service 85, 227	S
Night Service 85, 228	Safari 13
No Agents 85, 229	Silverlight 13, 130, 134
Out of Service 85, 230	Sample Rate 147
Queue State Time 86, 90, 231	Save

Save	Answered Calls 59, 90, 224
Wallboard settings 135, 137, 138, 139, 142, 143,	Answered External Non-Queue 60, 90, 224
145, 147, 149	Answered Internal (Queue) 62, 90, 224
Schedule	Answered Internal Non-Queue 61, 90, 224
Wallboard messages 39, 150	Average Answer % 63, 90, 224
Schedule Reports 102	Average Answer Time 65, 90, 224
Scheduled Tasks 36, 102	Average Wait Time 67, 90, 224
Scheduler tab 36, 39, 102, 150	Busy Not Available 68, 90, 225
Scheduling Reports 98	Call Share 55
SCN 233	
	Calls Waiting 69, 90, 225
scroll messages 131, 135	Configuration 25, 161
Scrolling 149	Current Wait Time 71, 90, 226
Select Group 126, 127	Grade of Service 72, 90, 226
Select Role 15, 24, 155	Internal Made 74, 90, 227
Self Administer 33, 156, 157	
	Label 25, 161
Self-Administer 37	Longest Wait Time 75, 90, 228
Sequential 233	Lost Calls 76, 90, 228
Server Hostname 167	New Messages 78, 90, 228
Server Port 167	No Answer 79, 90, 229
Services 166	Outbound Calls (External) 80, 90, 230
Session Time Out 19	
	Overflowed Calls Waiting 83, 90, 230
Session Timeout 167	Overflowed Lost 84, 90, 230
Set Agent Password 15, 24, 155	Queue State 85, 90, 231
short code 121, 124, 215, 232, 235	Queue State Time 86, 90, 231
Login 117, 122	Routed to Other 87, 90, 232
short codes 122, 123, 125, 126, 213	
	Routed to Voicemail 88, 90, 232
Silverlight 13, 130, 134	Transferred 89, 90, 234
Small Community Networking 233	Statistics
SMTP Server Settings 167	Overflowed Answered 81, 90, 230
Software Version 166	Overflowed Calls 82, 90, 230
Solid 139	
	Reset 11, 31, 33, 42, 156, 157, 233
Sort 28, 118	Status 22, 116, 154
Spanish 15, 24, 96, 98, 134, 155	Supervised transfer 67, 75, 179, 233
SSA 234	Supervisor 11, 22, 233
Standard Reports 98	Email address 33, 157
Start Time 36, 102	Main Window 22
State 45, 49, 165, 166, 225	Name 33, 157
After Call Work 45, 49, 53, 124, 222	Password 33, 157
All Agents Busy 85, 223	Username 33, 157
Available 45, 49, 54, 224	Supervisor Accounts
Busy Alt-Queue 45, 225	•
	Copy 164
Busy Non-Queue 45, 49, 225	Create 157
Busy Not Available 45, 49, 68, 125, 213, 225	Delete 157
Holding 45, 49, 226	View 157
In Service 85, 227	Switches 165
Logged Out 45, 49, 227	
	System Settings 167
Night Service 85, 228	System Settings Screen 154
No Agents 85, 229	System Status Application 234
Out of Service 85, 230	Т
Present 45, 57, 230	
Ring Alt-Queue 45, 232	Targets 96
	Task Name 39, 150
Ring Non-Queue 45, 49, 232	Threshold
Ringing 45, 49, 232	Alarm 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, 67, 68,
Statistic	
Abbreviation 25, 161	69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84, 86,
	87, 88, 89
Add 25, 161	Answer 63, 72, 137
Agent State (Queue) 45, 90, 222	Lost calls 72, 90, 137, 226
Agent State (Queue) Time 48, 90, 222	Warning 48, 53, 54, 56, 59, 60, 61, 62, 63, 65, 67,
Agent State (System) 49, 90, 223	68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84,
Agent State (System) Time 52, 90, 223	86, 87, 88, 89
Agents ACW 53, 90, 223	Ticker
Agents Available 54, 90, 223	Add 25, 161
Agents Call Share 55, 90, 223	Tiled 138
Agents Logged On 56, 90, 223	Time Frame 147
Agents Present 57, 90, 223	Timeout 167
Agents Ringing 58, 90, 223	Title 131, 135

```
Title Bar 145
                                                           Warnings
Tooltips 18, 33, 157
                                                               Threshold
                                                                           25, 161
Total 25, 161
                                                           Week
Trace Report 96, 104, 112
                                                              Group by
                                                                          96
Trace Settings 167
                                                           Weekly 36, 102
                                                              Wallboard messages
Transfer
                                                                                     39, 150
   Blind
           234
                                                           Weeks 98
   Pickup 176
                                                           Weighted Average 234
   Supervised 233
                                                           White 29, 42, 119
   Trunk to trunk
                  215
                                                           Windows Media Player 13
   Unsupervised
                   234
                                                           Word 98
Transferred 89, 90, 234
                                                           Working Hours 96
                                                           Wrap Up 124, 127, 215, 225, 235
Trunk to trunk 215
Ungrouped 96
                                                           Yellow 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65,
                                                           67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84,
Uniform 138, 143
                                                           86, 87, 88, 89, 118, 119
Uniform Fill 138, 143
                                                           Yellow Bars 22, 116, 154
Unscheduled 36, 102
Unsupervised Transfer 234
Unsupported 125, 213, 231
User Names 22
Username 15, 24, 33, 155, 156, 157, 164, 165
   Administrator 167
Version 165, 166
View 11, 96, 234
   Create 25, 161
   Name 33, 157
   Queue Table 25, 161
Rename Tab 25, 161
Viewing Reports 98
Views
   Managing 28
   Rename
Voicemail 96
Voicemail Report 96, 104
Voicemail Reports 113
W
Wait Time 67, 75, 90, 179, 228
Waiting time 69, 83
Wallboard 11, 130, 233
   Alarm 131, 135
   Fonts
           139, 145, 149
           135, 137, 138, 139, 142, 143, 145, 147, 149
   Save
   Schedule messages
                         39, 150
   Warning 131, 135
Wallboard account
   Add
         132, 160
Wallboards
   Graphs
             131, 135
   League Table
                  131, 135
   Logo 131, 135
   Message Bar 131, 135
   Queue Statistics 131, 135
         131, 135
Warning 29, 30, 42, 48, 53, 54, 56, 59, 60, 61, 62, 63, 65,
67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84,
86, 87, 88, 89, 118, 119
   Database capacity 25, 30, 118, 161
         25, 30, 118, 161
   List
   Ticker 25, 30, 118, 161
   Wallboard
              131, 135
Warning Threshold 48, 53, 54, 56, 59, 60, 61, 62, 63, 65,
67, 68, 69, 71, 72, 74, 75, 76, 78, 79, 80, 81, 82, 83, 84,
86, 87, 88, 89
```

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2010 Avaya Inc. All rights reserved.