Contact Centre Manual

Installation and User guide

Specifications are subject to change without notice.

Facilities described may or may not be supported by your network.

This documentation refers to: Cloud Software Version 18.045 or later.

Contents

1. Introduction

The Cloud PBX has an Integrated Contact Centre which is enabled by licence key.

The Contact Centre options on the system are typically used in companies which have a group of people working together, for example:

Tele-Sales
Service Calls
Reservations
An Order Desk
Multiple Receptionists

or, in any situation where a group of employees need to operate effectively as a team handling calls of a similar nature in a Work Group.

The Contact Centre offers advanced features that allow businesses to provide a professional level of service to inbound customer callers:

• 200 Agents

• 50 Skill sets

• 300 Automated attendant announcements

• Call Transfer and Overflow

• Position in Queue message

• Listen in, Whisper and Intrude

• Call overflow

• Agent and Supervisor Log In/Log Out

• Agent Wrap-up time

• Queue Status Wallboards

• Colour thresholds for key call parameters, per skill set

• Agent Priority on Skill level

• Skill set Mailboxes

• Agent and Skill set reports

Incoming calls to a skill set pool of agents may be:
- Routed on a dedicated inbound number destined to that skill set
- Transferred to another skill set or the Operator
- Queued on the Auto-Attendant

Call Distribution
Calls presented to a skill set pool may be distributed in a number of ways

- **Ring All:** The incoming call is offered to all members of the skill set simultaneously

- **Cyclic Start**: The incoming call is presented to an agent and if not answered moves around the other agents in a cycle. The starting agent in the cycle is also rotated.
- **Priority Routing**: The incoming call is always offered to the first member of the skill set pool, then to the second member, then to the third and so on. Agents can be ranked in the skill set pool in ascending order of skill so that calls are offered to the lower skill sets first.
- **Longest Idle**: calls are first offered to the longest idle agent.
- **Longest Idle Internal**: calls are first offered to the agent who has been idle the longest, based on internal calls only
- **Longest Idle External**: calls are first offered to the agent who has been idle the longest, based on external calls only.

Call Queuing, Auto-Attendant and Voice Mail

Incoming callers can be routed to the appropriate skill set based on the number they have dialled. They are offered a menu of choices to further route the call to the appropriate agent and the system can play messages while they are queued waiting for an agent.

Example of a typical message: "Thank you for calling, an operator will answer your call shortly, alternatively dial 5 for Sales, dial 6 for Service, dial 7 for Transport, or hold for the operator"

The call is then routed to the relevant skill set. This significantly reduces call congestion and workload on operators.

Position in Queue announcement

A message can be played to callers, to advise them of their position in the queue.

Listen in/Whisper/Intrude

A supervisor can monitor calls for quality and training purposes, firstly by listening in, then by whispering to the agent, without being heard by the caller on the line and finally by intruding, to create a three-way conference.

Call Overflow

When a pool of agents is fully occupied with calls, new incoming calls may be overflowed to a different skill set pool or to voicemail or to an external destination. Overflow can be triggered when a call waiting threshold is exceeded.

Agent Login / Logout

Agents can Login and Out of Contact Centre Pools freely, typically for start/end of shift. There are many ways to do this:

- One touch toggle key on the system phone.
- Menu option on the system phone.
- Simple easy toggle option on the portal page.
- A dialling code on an analogue phone
- By Supervisor using web portal

Handling Traffic Peaks

Supervisors can login agents, using the drag & drop portal interface.
Agents may also Log-in to other skill sets during peak times to provide additional assistance in a busy skill set. This facilitates call handling during periods when particular skill sets carry a heavier load at specific times of day.

Wrap-up Time

At the end of a call, an agent will typically require a few minutes to complete actions such as processing orders, or writing up notes of the call. Each Agent can be assigned an individual wrap-up time by the supervisor.

Last Agent Log-Out

While Agents can Log into and out of a skill set freely, the system must take action if all agents log out, so that the skill set pool is not left unattended. In this event the calls are forwarded to a pre-defined destination.

Wallboard Supervisor Overview and Control using Web Portal

The skill set Supervisor has full control over the skill set pool, and can react to levels of calls into the skill set by adding agents using a simple drag and drop interface.

- Live status over-view of the skill set and all its agents.
- Reports regarding the performance of the skill set and its agents
- Quickly add, remove, login, logout using drag & drop portal interface
- Adding a message to the wall display.
- Call Record (can be emailed to Agent and Supervisor as wav file)
- Live listen-in, (Supervisor can connect into an agent call, silently, but can un-mute if needed)
- Supervisor takeover of a call from an agent

Several logins to the skill set web portal are possible, allowing for more than one supervisor over-seeing and controlling the skill set pool.

Skill set Reporting

The skill set supervisor can generate reports based on over-all skill set statistics and on a per agent basis, also allowing the option to set a date/time window for such reports as:

- Longest/ average wait times
- Longest/ average call times
- Max number of calls
- Number of call per day
- No of abandoned calls
- Agent League table

These reports can be viewed on the browser screen, printed out or saved as a file. Also the raw data may be exported to allow further analysis.

Wall Displays

Live wall displays give real time performance for each skill set pool. Statistics are continuously updated for call queues, answered calls, abandoned calls, calls answered by voicemail, calls forwarded to other skill sets.

For an individual agent, statistics such as average call length, longest call, and idle time can be displayed.

2. Setting-up the Contact Centre

2.1. Names for the Skill Sets

The contact centre contains 50 skill sets of agents. Each skill set has a Name and Group number. The name should be changed to describe the skill set. Examples could be 'Sales Campaign 820' or 'Sales Standard 821'. You may change the Names and Group numbers (being careful to avoid conflicts in the numbering plan), by clicking on the "Skillsets" link and filling in the white fields and pressing 'Save'.

System Settings	Time Settings	User Settings	Group Settings	Trunk Settings	Access Control	Contact Centre	Call Logging

Contact Centre / Skillsets

Contact Centre menu: Skillsets, Skillset Assignment, Skillset Attributes, Message Forwarding, Fallback to Operator, All Wall Displays, Wall Username & Password, External number priority, Skillset/Agent Report, Scheduled Report, Wrap-up time

Index ▾	Name	Group	
1	Sales	820	
2	Skillset 821	821	
3	Support Centre 822	822	
4	Skillset 823	823	
5	Skillset 824	824	
6	Skillset 825	825	
7	Skillset 826	826	
8	Skillset 827	827	
9	Skillset 828	828	
10	Skillset 829	829	
11	Magnet Test	830	
12	Skillset 831	831	
13	Live Demo	832	
14	Skillset 833	833	
15	Skillset 834	834	Go
16	Skillset 835	835	Go
17	Skillset 836	836	Go
18	Skillset 837	837	Go
19	Skillset 838	838	Go
20	Skillset 8888	8888	Go
21	Skillset 840	840	Go
22	Skillset 841	841	Go
23	Skillset 842	842	Go
24	Skillset 843	843	Go
25	Skillset 844	844	Go
26	Skillset 845	845	Go
27	Skillset 846	846	Go
28	Skillset 847	847	Go
29	Skillset 848	848	Go

https://   inhouse/UserInterface/main/mainTogether18.045.html.gz#   **Save**

The Go button in the right hand column is to the Skillset programming page.

2.2. Assign Agents to the Skill Set

The number of licensed agents in the Contact Centre is indicated on the System Properties page:

To assign the agents to a skill set, click on the 'Skillset Assignment' link, to display a list of all the groups and their members. Click on the Edit button of the Skill set you wish to populate with agents.

On the Edit page for the skill set, you may add or remove agents from the skill set pool by dragging and dropping agents into the centre column as shown below. You can also select an Auto Attendant message for the skill set by clicking on the + sign underneath 'Select Auto-Attendant'. This message is played to callers who are queued for the skill set. The playing of the message along with the programming of any interactive response is programmed on the Auto-Attendant programming page.

2.3. Select the type of Call Distribution for the Skill set

On the 'Skillset Attributes' page, you can choose, from the Call Distribution dropdown menu, how calls are distributed, to the agents in the skill set group.

Contact Centre / Skillset Attributes

Index ▾	Group	Name	Leader	Call Distribution	Enable Voicemail ⊕ ⊖	Messages	Used (Mins)	PIN Code
1	820	Sales	None ▾	Longest Idle ▾	✔	20 ▾	0 (0.0)	
2	821	Skillset 821	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
3	822	Support Centre 822	All ▾	Longest Idle ▾	✔	Unrestricted ▾	3 (1.3)	••••
4	823	Skillset 823	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
5	824	Skillset 824	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
6	825	Skillset 825	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
7	826	Skillset 826	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
8	827	Skillset 827	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
9	828	Skillset 828	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
10	829	Skillset 829	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
11	830	Magnet Test	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
12	831	Skillset 831	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
13	832	Live Demo	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
14	833	Skillset 833	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
15	834	Skillset 834	All ▾	Priority Routing ▾	✔	20 ▾	0 (0.0)	••••
16	835	Skillset 835	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
17	836	Skillset 836	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
18	837	Skillset 837	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
19	838	Skillset 838	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
20	8888	Skillset 8888	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
21	840	Skillset 840	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	
22	841	Skillset 841	None ▾	Ring All ▾	✔	20 ▾	0 (0.0)	

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- **Ring All:** The incoming call is offered to all members of the skill set simultaneously
- **Cyclic Start**: The incoming call is presented to an agent and if not answered moves around the other agents in a cycle. The starting pointed the cycle is also rotated.
- **Priority Routing**: The incoming call is always offered to the first member of the skill set pool, then to the second member, then to the third and so on. Agents can be ranked in the skill set pool in ascending order of skill so that calls are offered to the lower skill sets first.
- **Longest Idle**: calls are first offered to the longest idle agent.
- **Longest Idle Internal**: calls are first offered to the agent who has been idle the longest, based on internal calls only
- **Longest Idle External**: calls are first offered to the agent who has been idle the longest, based on external calls only.

You may also select a leader for each skill set. The leader of the skill set can access the voice mailbox of the skill set to listen to the voice messages. You may also enable voice mail and set the PIN code for the skill set mailbox and set a limit to the number of voicemail messages.

2.4. Fallback to Operator

The 'Fallback to Operator' page is used to forward the calls destined for the skill set to the Operator in the event of No Answer or Busy from the skill set group.

System Settings	Time Settings	User Settings	Group Settings	Trunk Settings	Access Control	Contact Centre

Contact Centre / Fallback to Operator

Index ▾	Group	Name	Forward on No Answer Fallback ⊕ ⊖	Forward on Busy Fallback ⊕ ⊖
1	820	Sales	☐	☐
2	821	Skillset 821	☐	☐
3	822	Support Centre 822	☐	☐
4	823	Skillset 823	☐	☐
5	824	Skillset 824	☐	☐
6	825	Skillset 825	☐	☐
7	826	Skillset 826	☐	☐
8	827	Skillset 827	☐	☐
9	828	Skillset 828	☐	☐
10	829	Skillset 829	☐	☐
11	830	Magnet Test	☐	☐
12	831	Skillset 831	☐	☐
13	832	Live Demo	☐	☐
14	833	Skillset 833	☐	☐
15	834	Skillset 834	☐	☐
16	835	Skillset 835	☐	☐
17	836	Skillset 836	☐	☐
18	837	Skillset 837	☐	☐
19	838	Skillset 838	☐	☐
20	8888	Skillset 8888	☐	☐
21	840	Skillset 840	☐	☐
22	841	Skillset 841	☐	☐
23	842	Skillset 842	☐	☐
24	843	Skillset 843	☐	☐

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2.5. Position in Queue announcement

The Auto Attendant can be programmed to play a holding message to callers who are waiting for an agent and to repeat this message at a regular interval. Each time the holding message is played to a caller, a Queue Message is added after the holding message advising the caller of their position in the queue. Queue Message 1 corresponds to the first position in the queue, Queue Message 2 corresponds to the second position in the queue et cetera and Queue Message 10 corresponds to position 10 or higher.

To activate Queue Messages, you must first go to the System Settings/Auto-Attendant programming page and tick the box 'Queue'.

The ten position in queue messages should be recorded at the Queue Message page, under System settings.

The controls are used to upload, play or delete pre-recorded messages. The play button also offers the option to backup messages in G.711 format. In order to upload a new recording, the previous version must be deleted.

The messages can also be entered using a system phone with operator functionality. There is an option in the phone menu to record queue messages. There are no messages in the system by default.

Each message has an internal number. The default queue message numbers are 7300 to 7309.

Warning: If you change the default Message Numbers, it is essential to avoid conflicts between the different number ranges for Users, Groups, Skillsets and Auto-Attendant Messages. Any conflicts or duplicates in the numbering plan will cause errors in the system operation.

2.6. Listen in, Whisper, Intrude

In a Call Centre it is often useful for a Supervisor to monitor calls for quality and training reasons. Calls can be Recorded and reviewed at a later date, but for some situations live listen-in and whisper is the best option.
Connection options
Listen-in Mode (the Supervisor can hear the conversation between the Caller and the Agent, but they cannot hear the Supervisor.)
Whisper Mode (the Supervisor can hear the conversation between the Caller and the Agent, and the Agent can hear the Supervisor but the caller cannot hear the Supervisor.)
Intrude Mode (This is a full 3 way call, all parties can hear and talk to each other.)
Setup
The Supervisor should be enabled for the option "Listen/Whisper" in the "User Features" drop-down list under "User Settings" on the installer web page.

User Settings / User Features

Feature: Listen/Whisper		Number Per Page: 50		Page (1 / 2 / 3 / 4)
Index ▾	**User Number**	**Name**		**Enable ⊕ ⊖**
1	1050	Declan Gibbons		☐
2	1041	Seamus Doran		☐
3	1009	Dave Victory		☐
4	1007	Polycom Soundstation		☐
5	1043	Gary Nolan		☐
6	106	Fred		☐
7	1096	Patch		☐
8	1030	Andrea Hartigan		☐
9	1048	John Harper		☐
10	1088	Fax Test 1088		
11	1046	DaveS		☑
12	1002	Kevin Doherty		
13	1095	DMaj Main		☐
14	114	Kevin Kenny 2		☐
15	1081	John Manning		☐
16	1023	Aidan Walters		☐
17	1059	Paul Hickey		☐
18	1040	Michael Collins		☐
19	119	Alexander Hayward		☐
20	1025	Tom Hand		☐
21	121	Michel		☐
22	1010	Meeting Room		☐
23	1054	Romain L		☐
24	1051	John Welnick		☐
25	1052	Daniel Apitz		☐
26	1053	Stephan Chust		☐
27	1055	Alex Peirce		☐

It is also best to define a Listen-in key on the Supervisors phone.

If the Supervisor intends to intrude and create a full three-way conference on the call, the Supervisor needs to be enabled for "Intrude" under the "User Settings" in the installer web page.

User Settings / User Features

Index ▾	User Number	Name	Enable ⊕ ⊖	Protection ⊕ ⊖
1	1050	Declan Gibbons	☐	☐
2	1041	Seamus Doran	☐	☐
3	1009	Dave Victory	☐	☐
4	1007	Polycom Soundstation	☐	☐
5	1043	Gary Nolan	☐	☐
6	106	Fred	☐	☐
7	1096	Patch	☐	☐
8	1030	Andrea Hartigan	☐	☐
9	1048	John Harper	☐	☐
10	1088	Fax Test 1088	☑	☐
11	1046	DaveS	☑	☐
12	1002	Kevin Doherty	☑	☐
13	1095	DMaj Main	☑	☐
14	114	Kevin Kenny 2		☐
15	1081	John Manning	☐	☐
16	1023	Aidan Walters	☐	☐
17	1059	Paul Hickey	☐	☐
18	1040	Michael Collins	☐	☐
19	119	Alexander Hayward	☑	☐
20	1025	Tom Hand	☑	☐
21	121	Michel	☑	☐
22	1010	Meeting Room	☑	☐
23	1054	Romain L	☑	☐
24	1051	John Welnick	☑	☐
25	1052	Daniel Apitz	☑	☐
26	1053	Stephan Chust	☑	☐
27	1055	Alex Peirce	☑	☐

Feature: Intrude ▾   **Number Per Page:** 50 ▾   Page (1 / 2 / 3 / 4)

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It is also best to define an Intrude key on the Supervisors phone.

2.7. Wall Displays

Go to the page 'All Wall Displays' and click on the settings icon to select which of the 50 skill sets you wish to display on the wallboard.

By clicking the skillset button, the summary live status panel for the skillset is displayed and the button becomes green.

You can display a message or a title at the top of the wallboard by typing it into the white box.
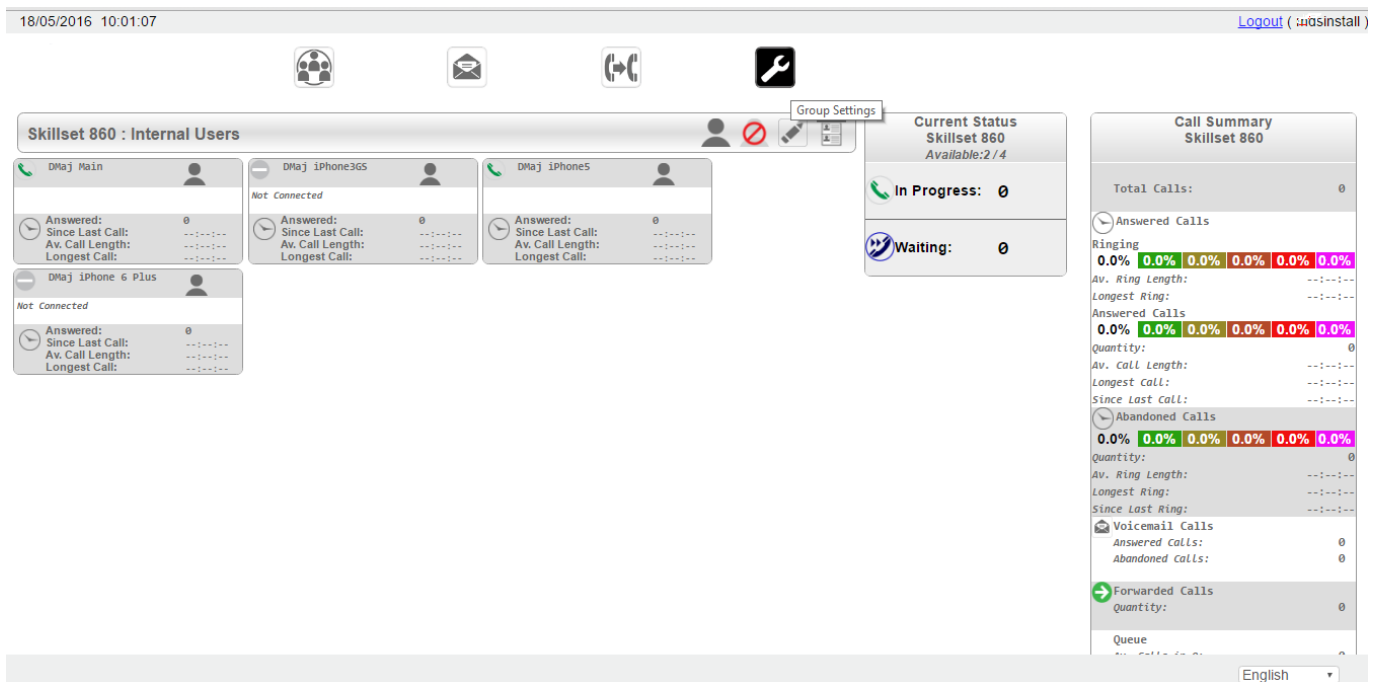
By clicking on any skill set panel, you display the detailed performance for the skill set and for every individual agent in the skill set. Call data collection must first be activated under the Group Settings icons for the skill set.

Each skill set has a supervisor wall display which gives real time statistics on the key performance indicators for that skillset.
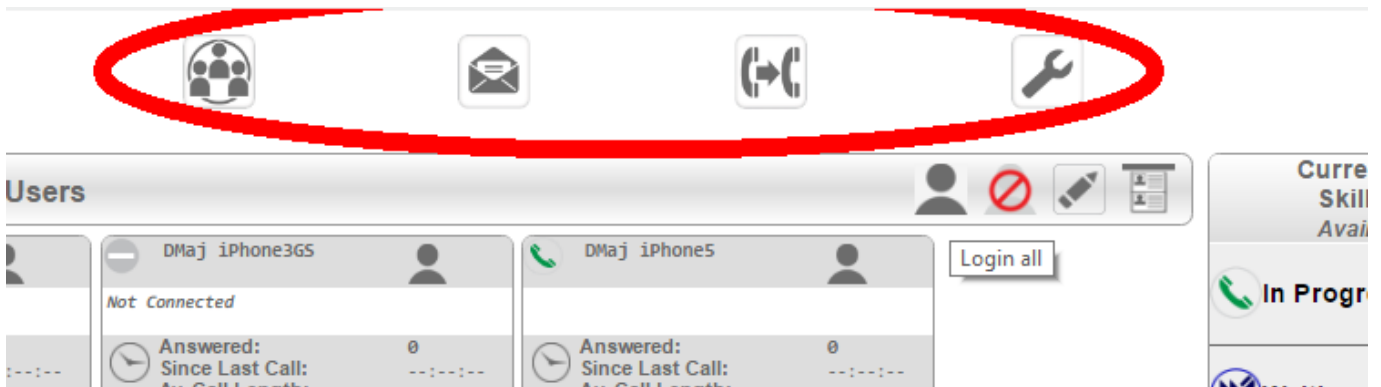
The icons at the top give easy access to Group Assignment, Messages, Forwarding and the skill set settings (e.g. message forwarding, email address, PIN code, banner url, call report data collection periods and thresholds for color highlights).

2.8. Program call reports' data collection and thresholds per skill set

Click on the Group Settings icon at the top of the Skill set programming page.
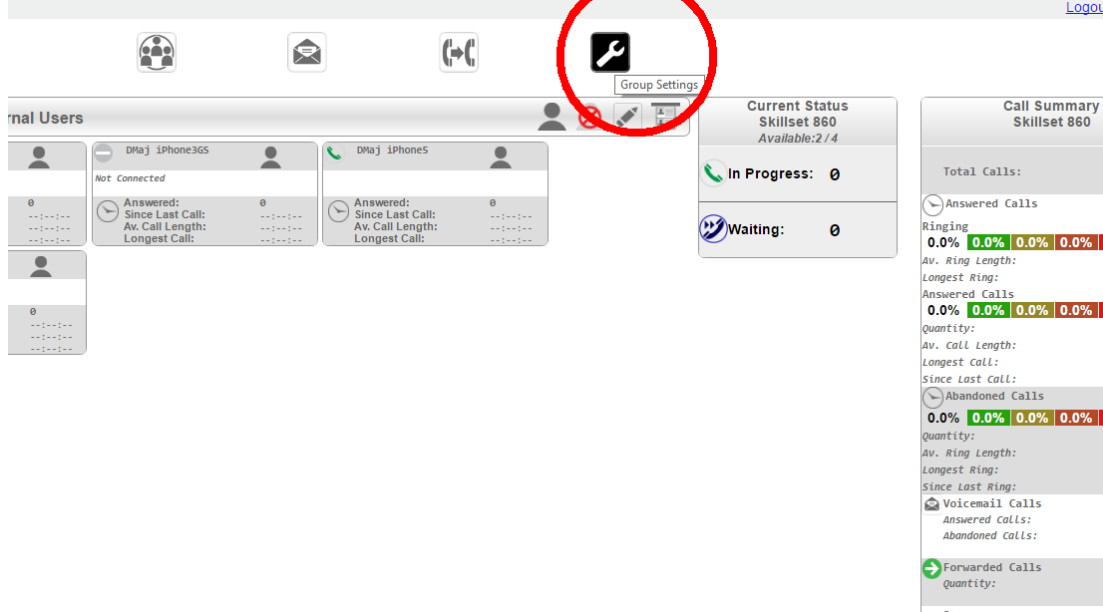
Voice mail forwarding may be activated and email address, PIN code and Banner URL selected for the skillset.
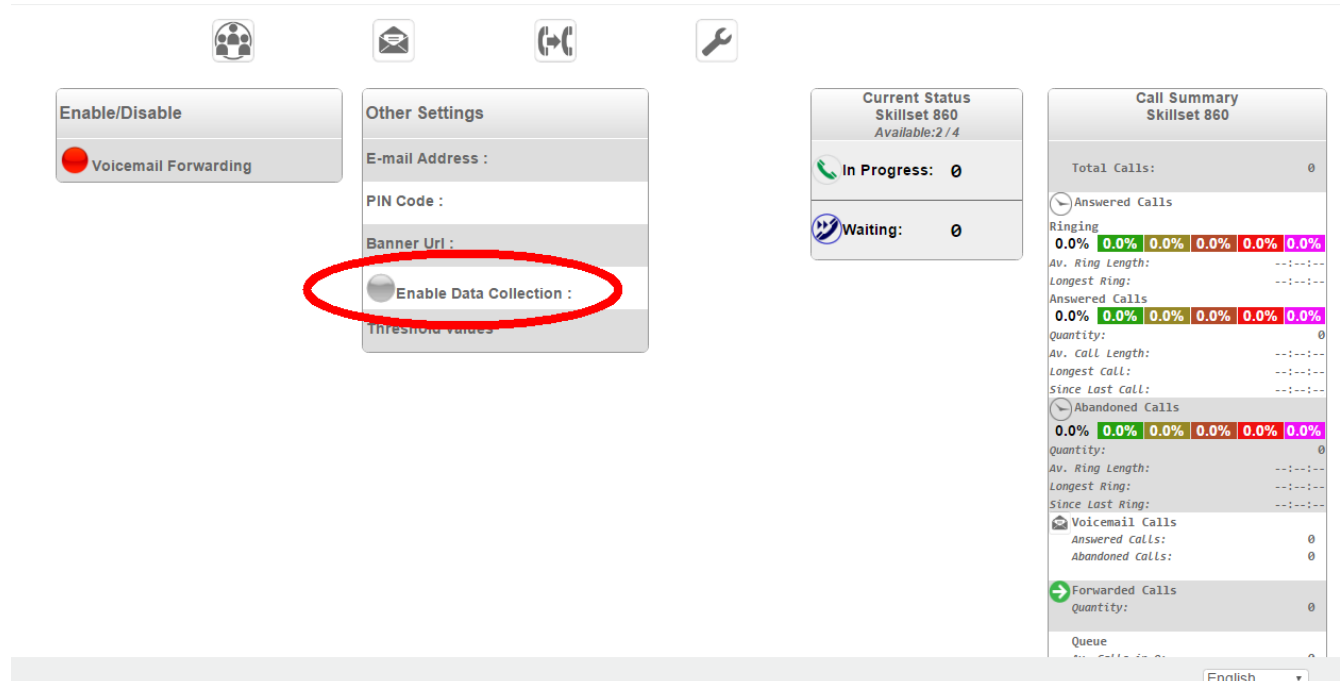
Click on the (Enable) Data Collection tab to access the following page.

Select the data collection (snapshot) start time. This is the time at which the system will begin to store call information on the skill set in the Skill set Reports database. The Data Granularity Interval defines the duration of each snapshot.

The Call Summary Start time is the time at which the data displayed in the Call Summary for the skill set on the right hand side of this display is first reset. This is normally the same as the Data Collection Start time. The Call Summary Reset Interval is the period before which the Call Summary running totals displayed on this page are reset to zero. The Reset Interval should normally be a multiple of the Data Granularity Interval. Click the green arrow at the bottom of the page, to save the changes.

Click on the red Enable Data Collection icon, so that it turns to green, to activate the call data collection.

Click on the Threshold values box to set the color signals, that advise when programmed levels of call answering and handling have been breached, for the Call Summary and the Current Status:

In the column on the left, the color that applies when each threshold is reached may be altered.
1. Click on the color threshold box to be changed.
2. Select the general color range on the circle.
3. Click on the precise color in the square.

In the second column, the Total Calls number thresholds are listed in ascending order for both In Progress calls and calls Waiting in the queue.

In the Current Status column, the background colors on the number of In Progress and Waiting calls corresponds to the exceeded threshold value. The background colors on each of the individual calls correspond to the respective Time thresholds.

The Call Summary column, on the right, displays the percentage of calls that have passed each of the programmed Time thresholds. The percentage on the clear background, on the left, represents the calls below the first threshold, in each row.

Click on the green arrow to accept your changes.

2.9. Wallboard log-in: Wall Username and Password

The wallboard information for each skill set may be displayed on any monitor by browsing to the Cloud PBX and entering the associated user name and PIN code. The live statistics for any skill set can be displayed on several monitors, logged in to the same account. The live wall of a skill-set may be displayed at both ends of the room and on a computer screen on the supervisor's desk.

The usernames and PIN codes are defined on the Wall Username & Password page:

| System Settings | Time Settings | User Settings | Group Settings | Trunk Settings | Access Control | Contact Centre | Call Logging |

ontact Centre / Wall Username & Password

Group	User	PIN Code
All Wall Displays	allwall	••••
Sales	Wall 820	••••
Skillset 821	Wall 821	••••
Support Centre 822	Wall 822	••••
Skillset 823	Wall 823	
Skillset 824	Wall 824	
Skillset 825	Wall 825	
Skillset 826	Wall 826	
Skillset 827	Wall 827	
Skillset 828	Wall 828	
Skillset 829	Wall 829	
Magnet Test	Wall 830	••••
Skillset 831	Wall 831	
Live Demo	Live Demo	••••

The first user on this page 'allwall' has access to set the wall display for all skill sets. All of the other users on this page have access for a single skillset.

2.10.   External Number Priority

The supervisor may prioritize inbound calls to the Contact Centre, based on the number dialed. Calls to a high priority number will be answered first. You can set the priority for each external number by selecting from the dropdown menu in the 'Priority' column:

| System Settings | Time Settings | User Settings | Group Settings | Trunk Settings | Access Control | Contact Centre | Call Logging |

Contact Centre / External number priority

Number Per Page: 50 ▾   Page (1 / 2 / 3 / 4)

External Number	Name	Priority
35318160000	MSN 01	2 ▾
35318160050		1 ▾
35318160041		4 ▾
35318160009		3 ▾
35318160007		None ▾
35318160043		None ▾
35318160096		None ▾
35318160030		None ▾
35318160048	dugjhdgh	None ▾
35318160046	Your DDI	None ▾
35318160002		None ▾
35318160095		None ▾
35318160081	MSN_081	None ▾
35318160040		None ▾

2.11.   Skillset, Agent and Login Reports

The system stores call data from the programmed Data Collection time for each skill set, provided the Enable Data Collection tab at the skill set Group Settings is set to display the green button. Data collection must be turned on, as described in this manual under "Program call reports' data collection and thresholds per skill set".

You can generate reports of the key performance indicators for each agent or skillset and for agents' login statistics.

Skillset/Agent Report		
Skillset/Agent Report ▾	Skillset Edit Summary/Detailed	Both ▾

⟲ Period Start	Time:	16	HH	21	MM	Date: 17/04/2016
⟲ Period End	Time:	16	HH	21	MM	Date: 17/05/2016

Skillset/Agent Report : Output Columns
Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Total Calls
Ringing Answered Threshold [#]
Ringing Answered Threshold [%]
Av. Ring Length (Answered Calls)
Longest Ring (Answered Calls)
Connected Duration Threshold [#]
Connected Duration Threshold [%]
Answered Calls
Av. Call Length
Longest Call
Last Call (Answered Calls)
Abandoned Ringing Threshold [#]
Abandoned Ringing Threshold [%]
Abandoned Calls
Av. Ring Length (Abandoned Calls)
Longest Ring (Abandoned Calls)
Last Call (Abandoned Calls)
Voicemail Calls (Answered Calls)
Voicemail Calls (Abandoned Calls)
Forwarded Calls
Av. Calls in Q
Max Calls in Q
Av. Ring Length (Queue)
Longest Ring (Queue)

Select the type of report from the drop-down menus at the top left of the page and the time period of the report.

Select or deselect the Skillsets or Agents by clicking the Edit button and clicking the circular bulbs from red to green.

Select All			
🟢Sales	🔴Skillset 821	🟢Support Centre 822	🔴Skillset 823
🔴Skillset 824	🔴Skillset 825	🔴Skillset 826	🟢Skillset 827
🔴Skillset 828	🔴Skillset 829	🔴Magnet Test	🔴Skillset 831
🔴Live Demo	🔴Skillset 833	🔴Skillset 834	🔴Skillset 835
🔴Skillset 836	🔴Skillset 837	🔴Skillset 838	🔴Skillset 8888
🔴Skillset 840	🔴Skillset 841	🔴Skillset 842	🔴Skillset 843
🔴Skillset 844	🔴Skillset 845	🔴Skillset 846	🔴Skillset 847
🔴Skillset 848	🔴Skillset 849	🔴Skillset 850	🔴Skillset 851
🔴Skillset 852	🔴Skillset 853	🟢Skillset 854	🔴Skillset 855
🔴Skillset 856	🔴Skillset 857	🔴Skillset 858	🔴Skillset 859
🔴Skillset 860	🔴Skillset 861	🔴Skillset 862	🔴Skillset 863
🔴Skillset 864	🔴Skillset 865	🔴Skillset 866	🔴Skillset 867
🔴Skillset 868	🔴zzzzzzzzzzzzz		

Last Call (Answered Calls)
Abandoned Ringing Threshold [#]
Abandoned Ringing Threshold [%]
Abandoned Calls
Av. Ring Length (Abandoned Calls)
Longest Ring (Abandoned Calls)
Last Call (Abandoned Calls)
Voicemail Calls (Answered Calls)
Voicemail Calls (Abandoned Calls)
Forwarded Calls

The report for a skillset comprises a selection of the following key performance indicators:

Total Calls, Answered Calls, Average Call Length, Longest Call, Last Call, Average Ring Length, Longest Ring,

For Abandoned Calls: Number of abandoned calls, Average ring length, Longest Ring, Last Call

Voicemail Calls Answered, Voicemail Calls Abandoned

Forwarded Calls, Average Calls in Queue, Maximum Calls in Queue, Average Ring length in Queue, Longest Ring in Queue.

You can click on the icons at the bottom of the page to preview the report or download it as a csv file.

Selectin Agent at the dropdown menu reports on agents' Call performance:

Skillset/Agent Report								
Agent Report ▼	Skillset	Edit	User	Edit	Summary/Detailed	Both ▼		
Skillset/Agent Report								
Agent Report								
Agent Login								

			HH	15	MM	Date: 19/04/2016
Period End	Time:	16	HH	15	MM	Date: 19/05/2016

Agent Report : Output Columns
Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Answered Calls
Av. Call Length
Longest Call
Last Call

Selecting "Agent Login" from the drop down menu enables reports on agent availability, calls forwarded and time logged out of skill sets and on DND (Do Not Disturb).

Skillset/Agent Report

| Agent Login | ▼ | Skillset [Edit] User [Edit] Summary/Detailed [Both ▼] |

| Skillset/Agent Report |
| Agent Report |
| **Agent Login** |

Period End   Time: **16** ▲▼ HH **15** ▲▼ MM   Date: 19/04/2016

Period End   Time: **16** ▲▼ HH **15** ▲▼ MM   Date: 19/05/2016

Agent Login : Output Columns : Summary
Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

| Total Available Time |
| Total Unavailable Time |
| Total Available Time(Excluding Wrap-up) |
| Total Unavailable Time(Excluding Wrap-up) |
| Logged in |
| Logged out |
| Forward All Calls On |
| Forward All Calls Off |
| Connected |
| Disconnected |
| In Skillset |
| Out Of Skillset |
| DND : Off |
| DND Mode 1 |
| DND Mode 2 |
| DND Mode 3 |
| DND Mode 4 |
| DND Mode 5 |
| DND Mode 6 |
| DND Mode 7 |
| DND Mode 8 |
| DND Mode 9 |

Agent Login : Output Columns : Detailed
Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

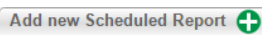| Available |
| Available(Excluding Wrap-up) |
| Logged out |
| Forward All Calls On |
| Disconnected |
| Out Of Skillset |
| DND : Off |
| DND Mode 1 |
| DND Mode 2 |
| DND Mode 3 |
| DND Mode 4 |
| DND Mode 5 |
| DND Mode 6 |
| DND Mode 7 |
| DND Mode 8 |
| DND Mode 9 |

2.12.   Creating a Scheduled Report

This page is used to schedule regular reports or occasional reports of Key Performance Indicators. You can select the performance parameters to be included in the report, the reporting period and frequency, and specify a list of email addresses the report will be sent to.

The page displays a list of the currently scheduled reports and an option to "Add new Scheduled Report".

Currently scheduled reports can be enabled, disabled or edited.

To schedule a new report, first give it a name which describes the contents and is different to any existing report names.

Select the type of report (Skillset, Agent or Agent Login) and select which Skillsets or Agents are to be covered in the report (All, One or Multiple) then select the layout type (Summary data, Snapshot all raw data or both).

Select the data elements for inclusion in the report by drawing a box with your cursor to select items, or holding down the Ctrl key to make multiple non-adjacent selections. Selected items have a darker background.

Skillset/Agent Report | Skillset/Agent Report ▾ | Skillset [Edit] | Summary/Detailed [Both ▾]

✎	Name	Scheduled Report 31
🕐	First Report	Time: [16] ⬍ HH [34] ⬍ MM Date: [17/05/2016]
🕐	Cover Period	Unit [Days ▾] Value [1] ⬍
🕐	Repeat Period	Unit [Days ▾] Value [1] ⬍
✉	E-mail Address	

Skillset/Agent Report : Output Columns
Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Total Calls
Ringing Answered Threshold [#]
Ringing Answered Threshold [%]
Av. Ring Length (Answered Calls)
Longest Ring (Answered Calls)
Connected Duration Threshold [#]
Connected Duration Threshold [%]
Answered Calls
Av. Call Length
Longest Call
Last Call (Answered Calls)
Abandoned Ringing Threshold [#]
Abandoned Ringing Threshold [%]
Abandoned Calls
Av. Ring Length (Abandoned Calls)
Longest Ring (Abandoned Calls)
Last Call (Abandoned Calls)
Voicemail Calls (Answered Calls)
Voicemail Calls (Abandoned Calls)
Forwarded Calls
Av. Calls in Q
Max Calls in Q
Av. Ring Length (Queue)
Longest Ring (Queue)

✅

You can assign the Time and Date this report should be first run (First Report), the Cover Period and a Repeat Period (this can be Hours, Days, weeks, Months or Years) for when it should be re-run.

Finally, define a destination Email address (you can enter multiple email address, each separated by a semicolon ;).

Click the green arrow to save and return to the overview page.