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 21.824 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
Order Desk
Multiple Receptionists

or, in any situation where a group of employees needs 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:

• 400 Agents

• 50 Skill sets

• 300 Automated attendant announcements

• Call Transfer

• 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 performance 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, skill-based**: 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 skilled 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.

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 Whisper or Intrude 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 filling in the white fields and pressing 'Save'.

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

The Portal 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 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 Select button in the "Select Auto-Attendant' area, on the right. 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 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.

- **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, skill-based**: 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.   Whether a call rejected by an agent is cleared, sent to voice mail or returned to the queue is programmed under "Reject action". You may also enable voice mail and voicemail transcription and set the PIN code for the skill set mailbox and set a limit to the number of voicemail messages.

2.4. 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, and Queue Message 10 corresponds to position 10 or higher.
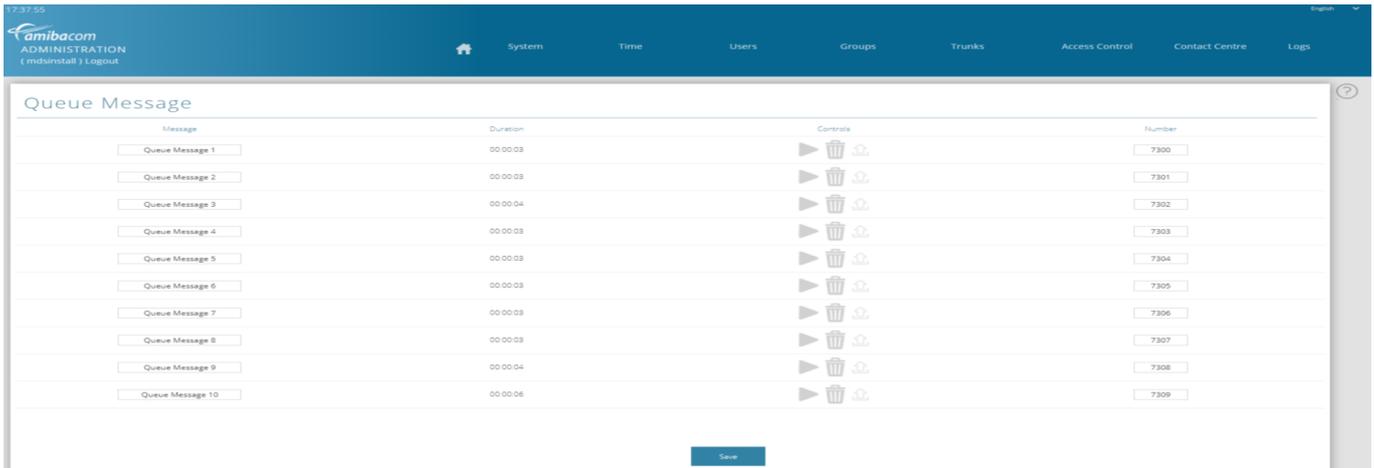
To append a 'Position in Queue' message at the end of a 'Hold' message, go to System Settings/ Auto-Attendant and tick the 'Queue' box for the relevant 'Hold' message.

The ten position in queue messages may be recorded, in place of the default messages, at the Queue Message page, under System settings.

A typical Queue Message 5 is: 'Your call is now 5th in the queue'

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 recorded using a system phone with operator functionality. There is an option in the phone menu to record queue messages.

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.

2.5.   Phone 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 drop-down menu in the 'Priority' column:
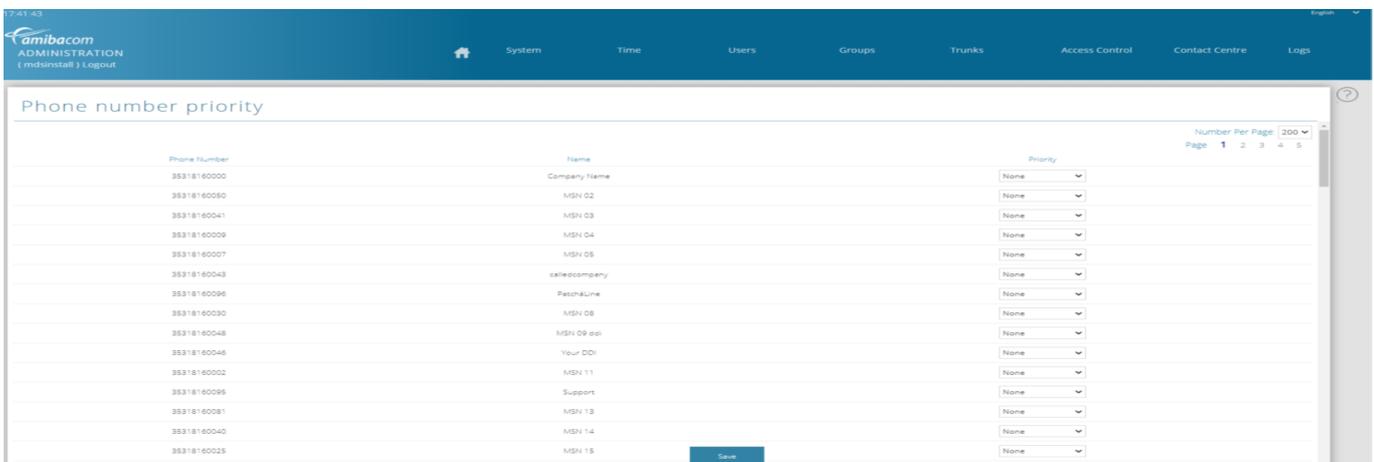
2.6. Outgoing CLI to match destination number

Manually, on a call by call basis, dial *3*Index # destination number
In order to present the Calling Line Identification (CLI) corresponding to Index 6 on the Phone Number page, dial the following sequence, into internal dial tone.
3 06 # destination number required.

Index is the 2-digit version of the Phone Number, on the Phone Number page, i.e. 01, 02, 03 etc.

Automatically, for all outgoing calls, using the Least Cost Routing table

Program the rule in the LCR table. Note that the Output Trunk should be set to Internal

In the example above, all calls to French destination numbers, beginning 0033, will present external number Index 06 (35318160043) as CLI. All calls to the UK, 0044, will present external number Index 03 (35318160041) as CLI. All calls to destination numbers beginning 087 will present external number index 02 (35318160050) as CLI.

2.7.   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 Functions" drop-down list under "User" on the installer web page.

It is also best to define a Listen-in key on the Supervisors phone. Alternatively, they can dial *78 followed by the Extension number. Then, dial 7 to Whisper and 7 again, to toggle, back to Listen only.

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 Functions" on the installer web page.

It is also best to define an Intrude key on the Supervisors phone. Alternatively, they can dial *79 followed by the Extension number.

3. Wall board display

3.1. Wallboard log-in: Wall Username and PIN

The wallboard information for each skill set may be displayed on any monitor by browsing to the Cloud PBX and entering the associated wall 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:

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

3.2.   All wall wallboard display

All wall is a summary display of all skillsets in the contact centre showing 4 key metrics in real time for every skillset.
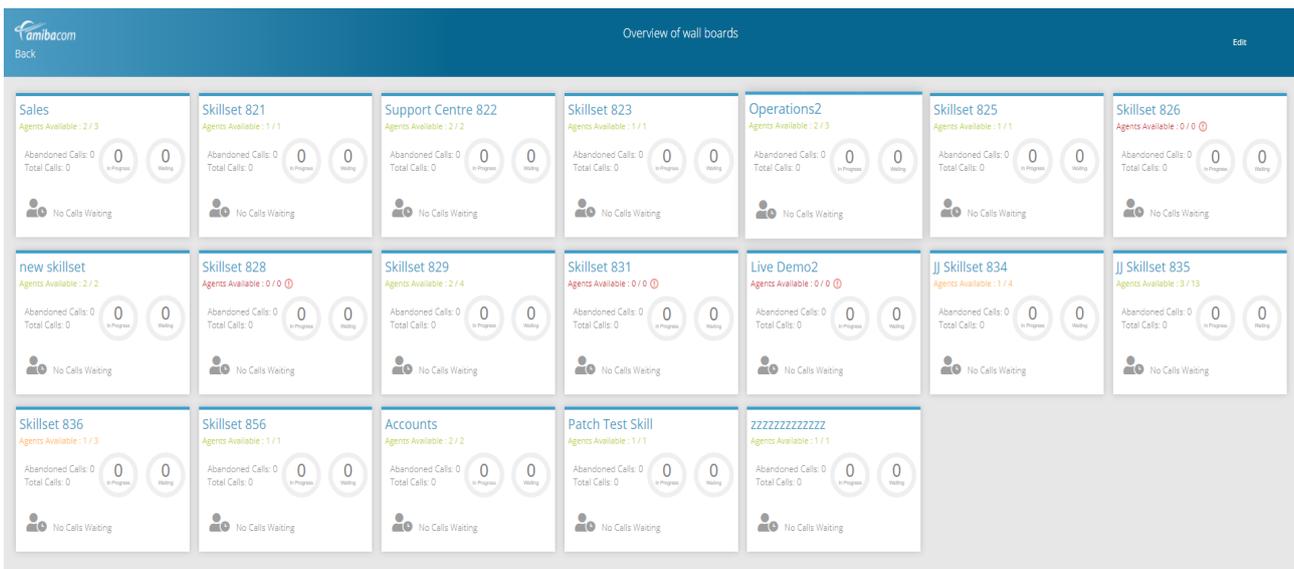
To edit this page, login to the system as an administrator or installer and go to the portal page 'Contact Centre/All Wall Displays'.
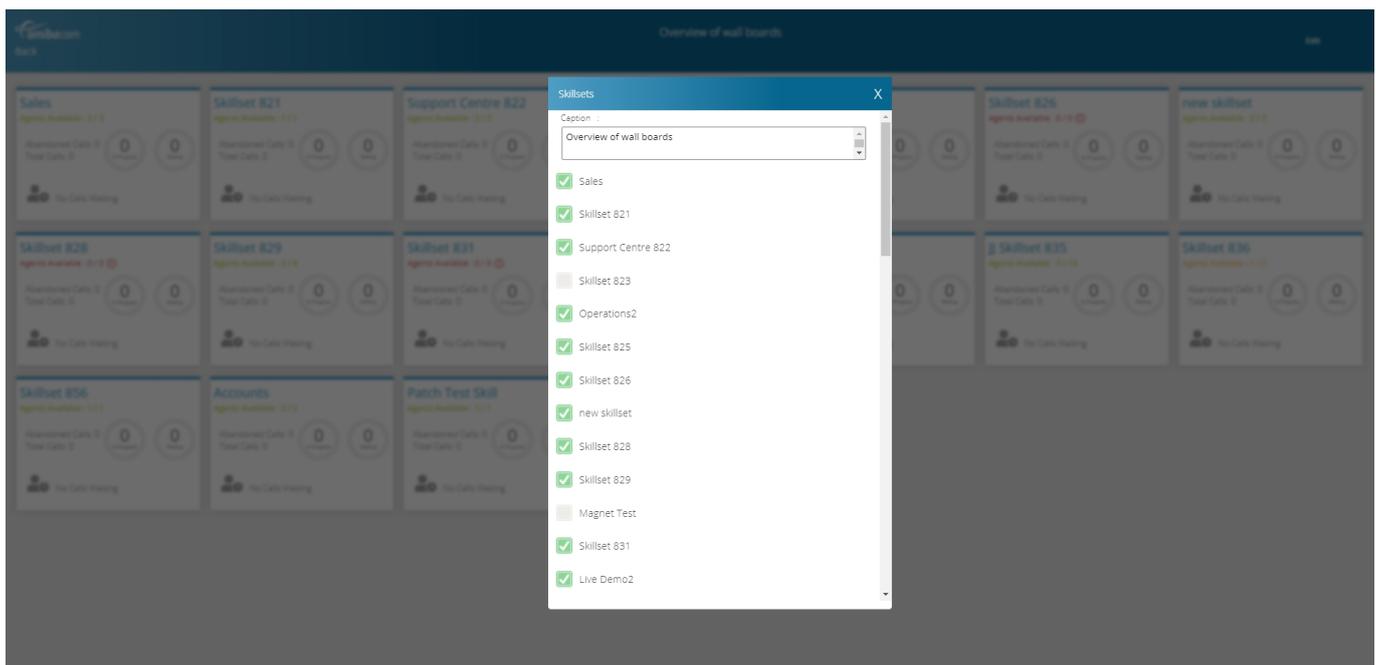
The Edit button opens the panel to program which skillsets appear in this view and what caption

should appear on this "allwall" board.

3.3.   Skill set wallboard display

The Skill set wallboard displays the key performance indicators of the skillset and agents in real time, using an intuitive colour design to indicate performance levels.
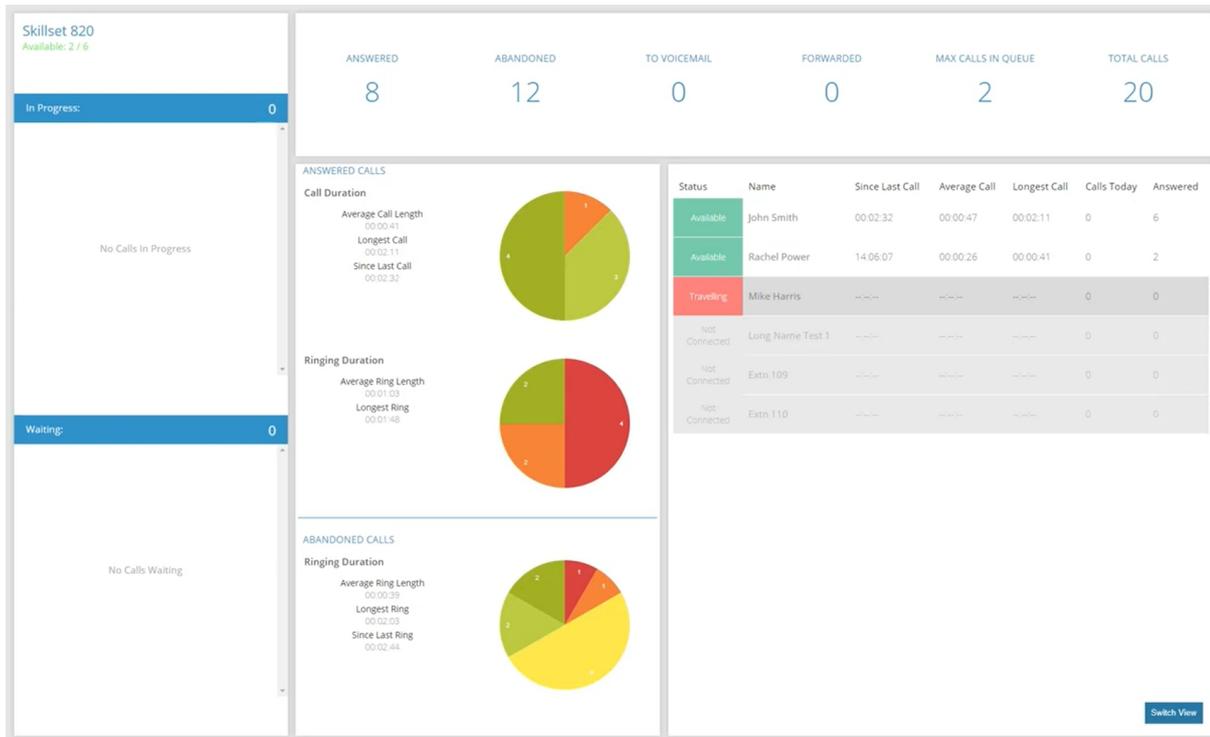
As calls arrive on the queue they are displayed in the waiting area with an individual colour code which changes with the length of time in the queue.
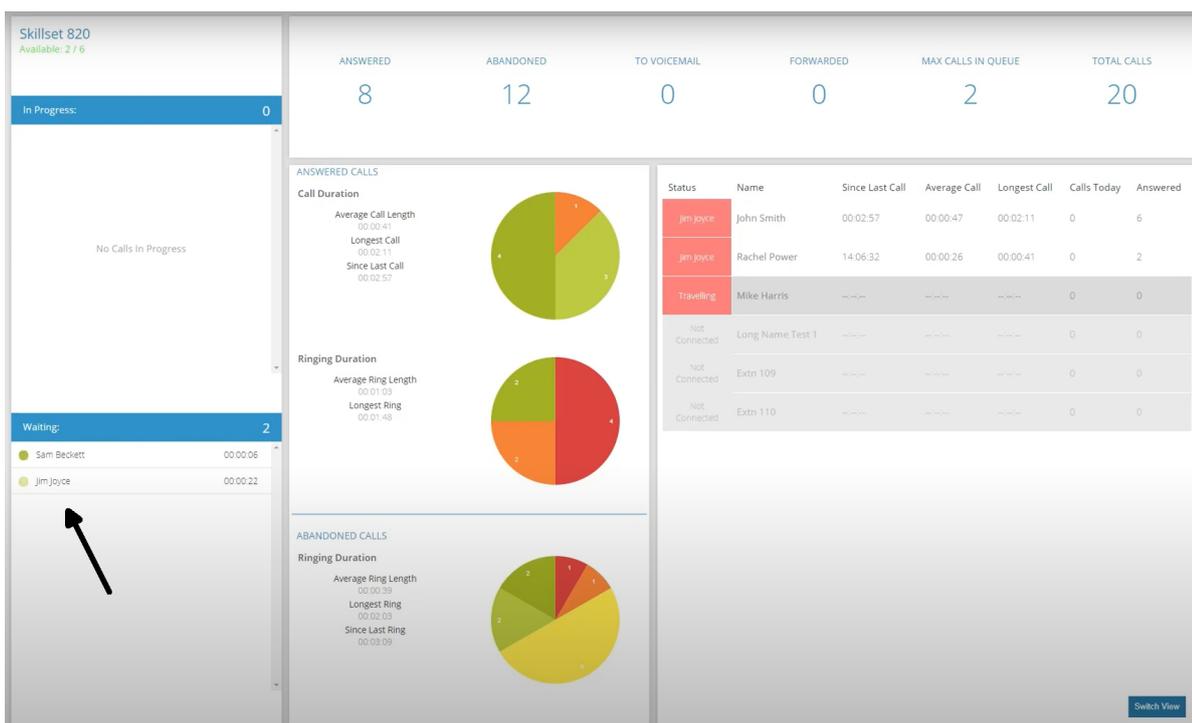
Across the top, the cumulative call statistics for the skillset are updated in real time. On the right, the Agent panel gives the current status and detailed metrics for each Agent.
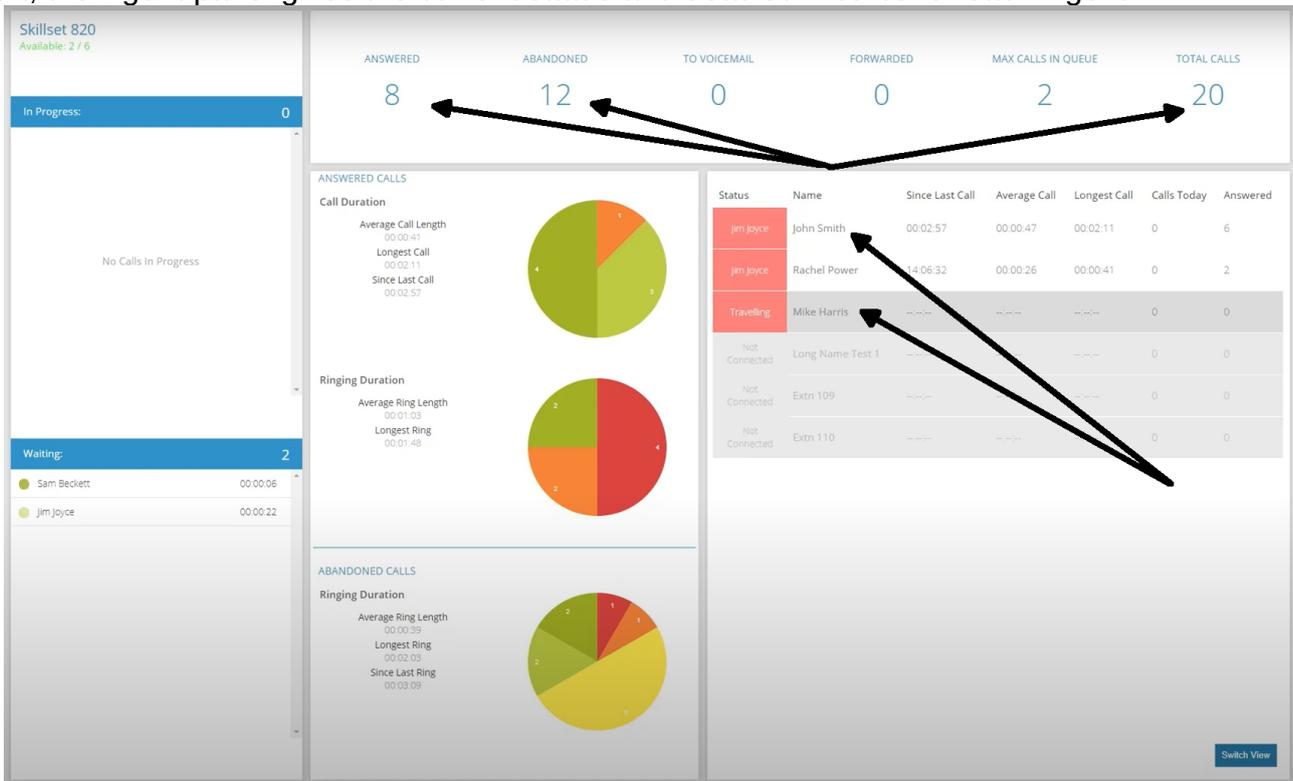
You can switch the Agent view from a list to a card view, to display summary status, when monitoring a large number of agents.
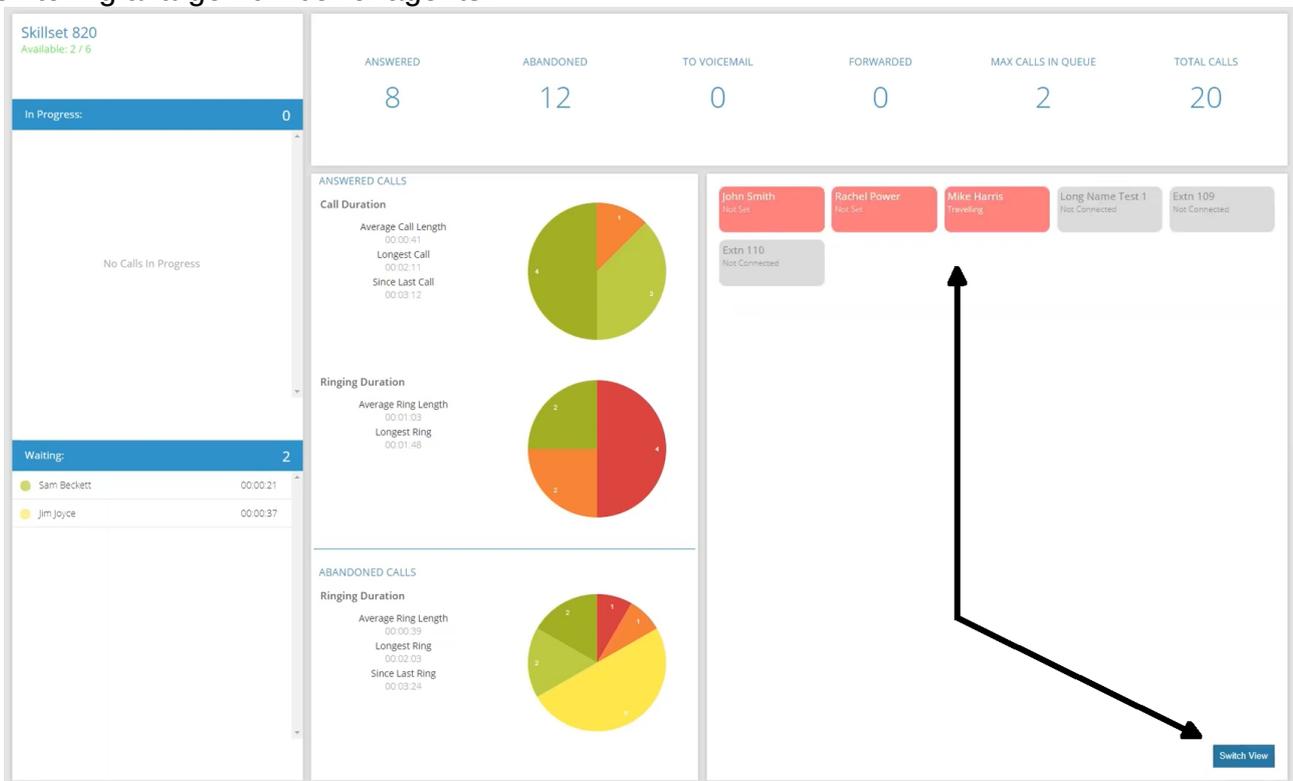
The central column displays the key metrics for answered and abandoned calls, in colour coded charts and in real time.
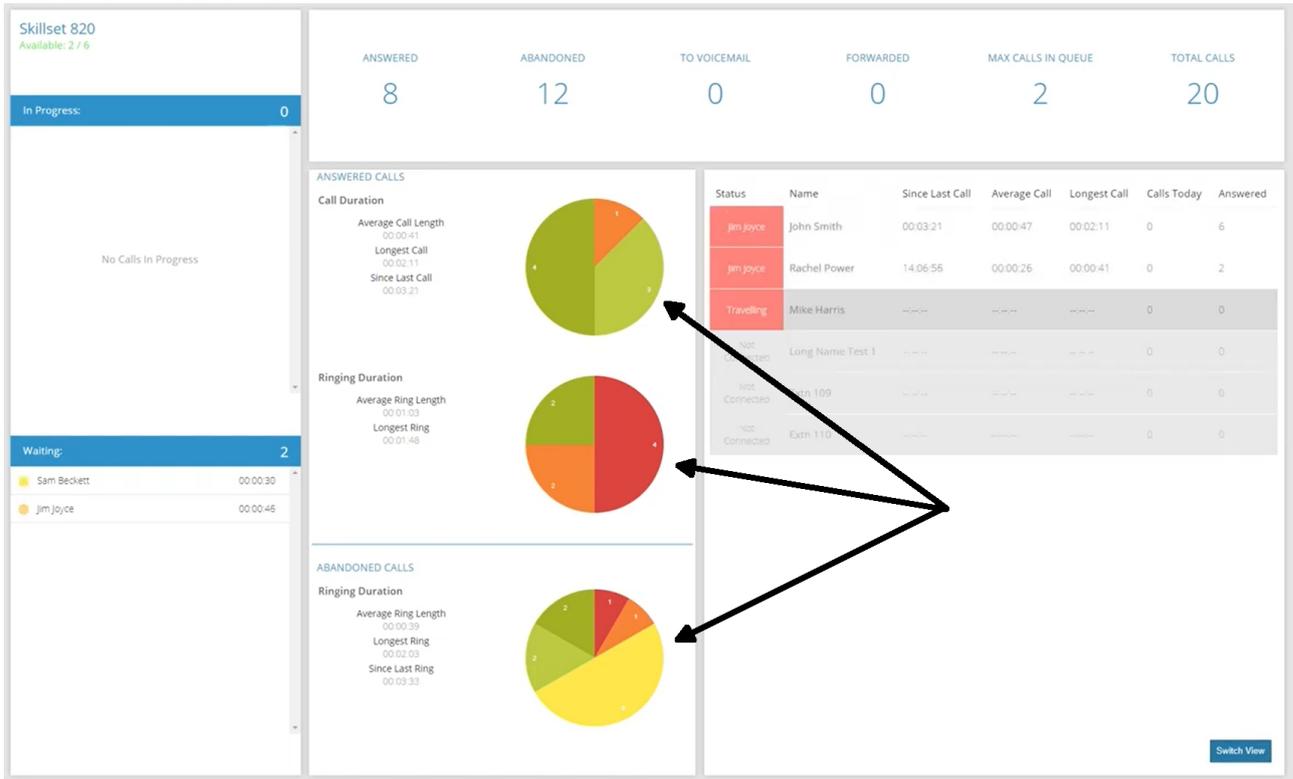
As calls are answered, they are moved to the In Progress area. The colour changes with the length of the call. The charts and the skillset summary on top are continually updated.
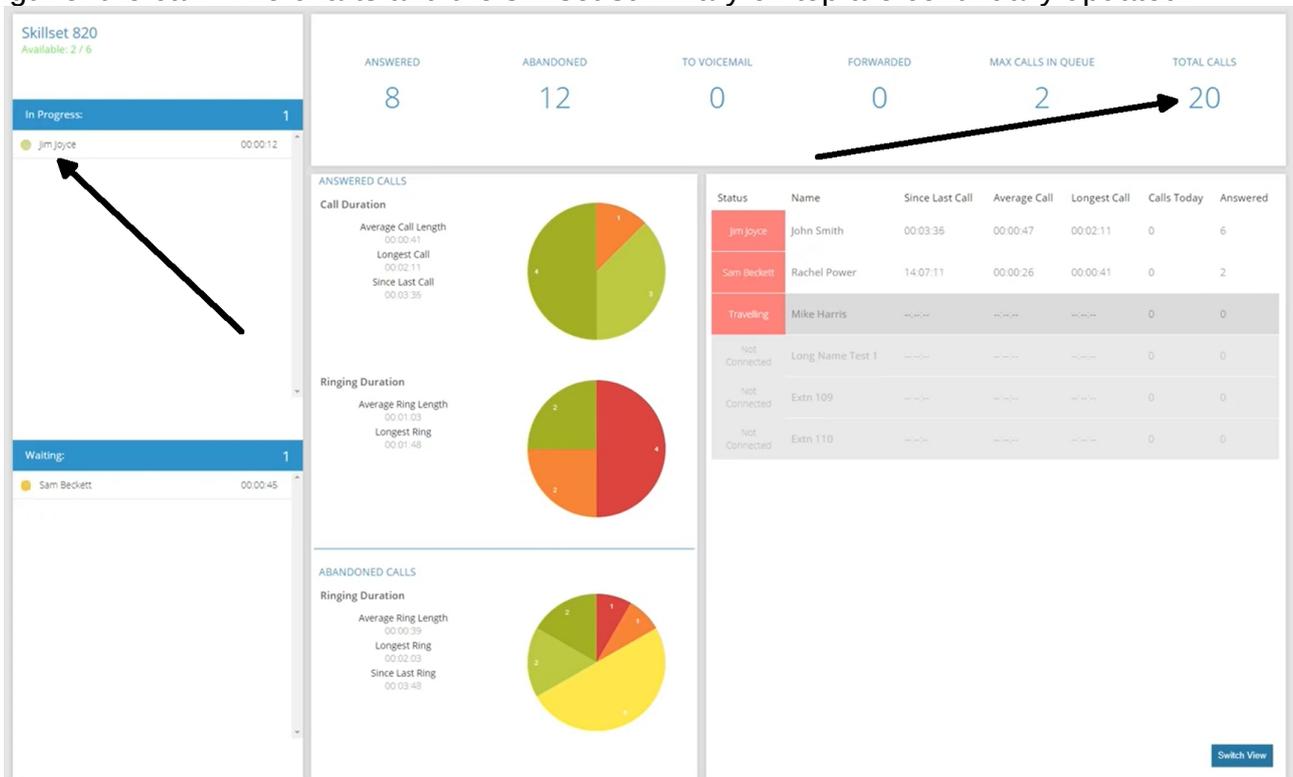
4.Skill set Programming and management

System administrators and installers have supervision rights for all skillsets which allow them to add and remove agents form a skillset to meet changing call volumes.

4.1 Log in to the Skillset programming page

To do this, login to the system as an administrator or installer and go to the 'Contact Centre / Skillsets' page and click on the Portal icon for the skillset.
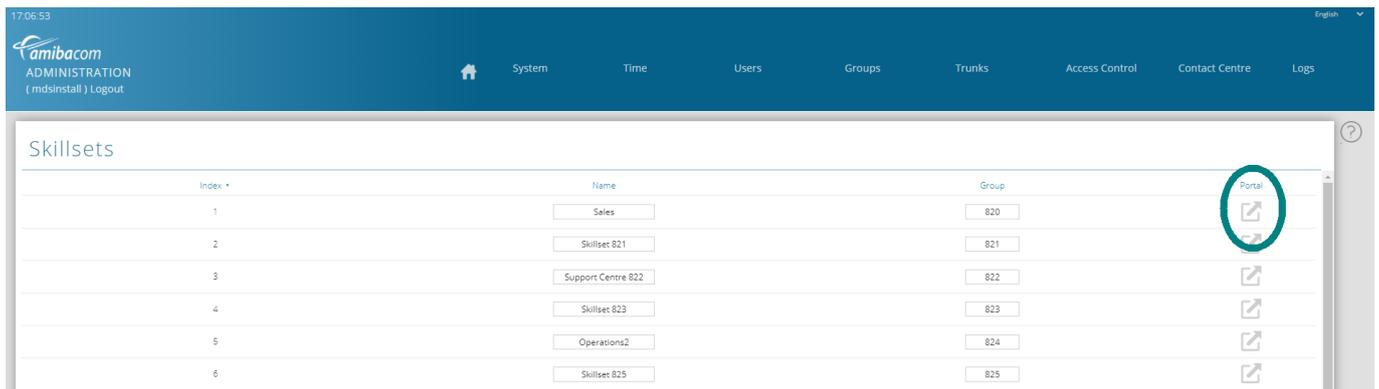
Alternatively, got to the 'Contact Centre/All Wall Displays' page and click on the skillset summary panel here to reach the skillset programming page.
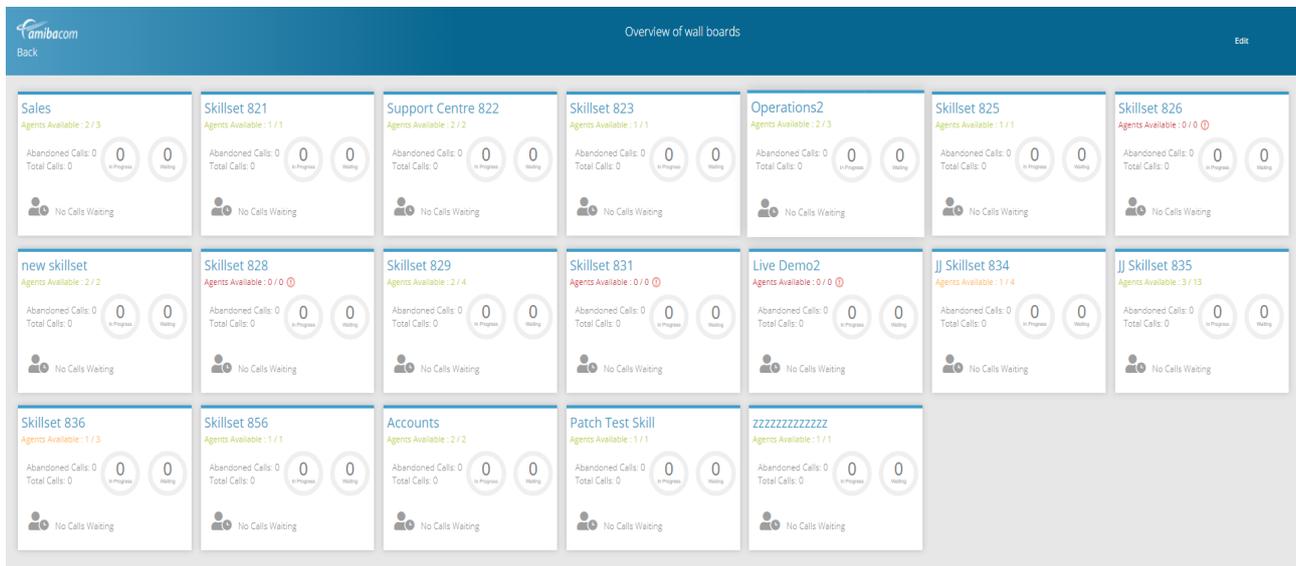
Following is the skillset programming page.

On this page, the Agents tab displays the skillset agents' current status and call metrics. The administrator can login/logout an agent from the skillset by clicking on the agent's user status button.

4.2 Add or remove agents to a skillset

To add or remove agents from a skillset, go to the Edit tab.

To add an agent to the skillset, drag the agent from the left column to the centre column or click on the plus symbol on the agent's name.

To remove an agent from the skillset drag the agent from the centre column to the left column or click on the minus symbol beside the agents name.

To assign an Auto-Attendant message to the skillset, click the Select button under 'Select Auto-Attendant' and choose from list of available messages.

If you wish to add an agent from or group from a networked system, enter the network number of the user or group and press Select.

4.3 Skillset voice mail management

The voicemail messages of the skillset can be listened to, downloaded, deleted or called back from the skillset Voicemail tab:

4.3 Skillset call forwarding

The Forwarding tab allows the skillset administrator to set 4 types of call forwarding for the skillset.

4.3 Skillset call logs

The Call Logs tab lists all the calls to the skillset with the relevant call details.

4.3 Skillset parameters, data collection, thresholds and persistent voice mail notifications

The Settings tab is where the administrator can change parameters of the skillset.

Enable/Disable forwarding of skillset voicemails by email as a wav attachment to the skillset email address which is specified here.

Assign a PIN code to the skillset which will be required to listen to the skillset voicemail messages.

Banner URL: Enter a web page address to be displayed.

Enable Data Collection opens the following page for programming data collection parameters:
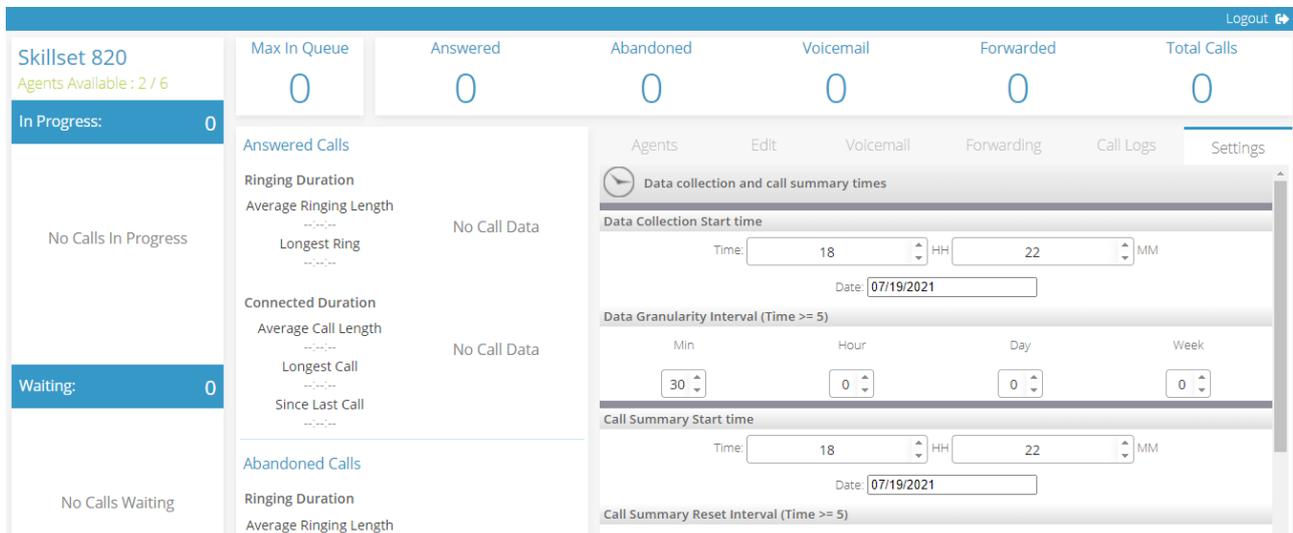
The data collection start time is the time at which the system will begin to store call information for the skillset in the reports database.

The Data Granularity Interval defines the duration of each snapshot for data collection. This is how often the Skillset wallboard is updated, typically every 15 minutes.

The Call Summary Start time is the time at which the data displayed in the Skillset Call Summary data at the top of the page is first set. This is normally the same as the Data Collection Start time.
The Call Summary Reset Interval is the period after which the Call Summary running totals displayed at the top of the page are reset to zero. This would typically be 1 day.

The Reset Interval should be a whole multiple of the Data Granularity Interval.

Click the green icon at the bottom of the page, to save the changes.

Setting Thresholds

Clicking on 'Setting Thresholds' allows the skillset administrator to define up to 5 performance thresholds. The performance thresholds are:-
-a predefined number of calls waiting in the skillset queue
-a predefined number of calls in progress in the skillset
-a predefined caller waiting time in the skillset queue
-a predefined call in progress time in the skillset

When these performance thresholds are exceeded, the colour of the call on the wallboard is changed in real time with darker colours indicating increased severity.

On this page, the administrator can customise the performance thresholds by modifying number of calls or the caller waiting time or call in progress time associated with each colour threshold.

Voicemail persistent notification

This is a feature which ensures that important voicemails are picked up and listened to. The system will make repeated external calls to the number specified here until the system has verified that the voicemails in the skillset voicemailbox have been listened to.

5.Skillset and agent reports

5.1.   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 Edit Summary/Detailed	Both ▼
Skillset/Agent Report ▼		

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

Select individual parameters by holding down the control key and clicking on the desired parameters:

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**

🕐 | ... | 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

5.2.   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.
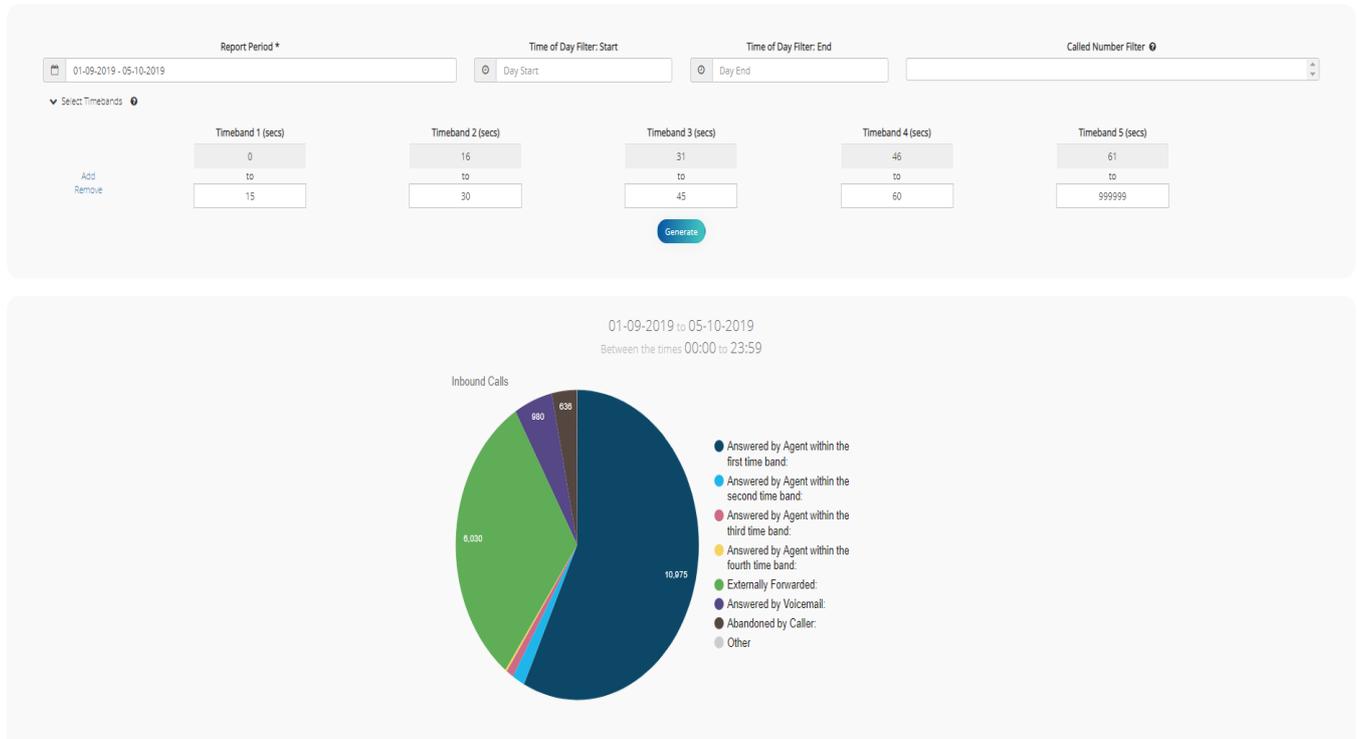
Finally, define a destination Email address (you can enter multiple email address, each separated by a semicolon ;).

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

5.3 Customised caller waiting time reports

Call Centre Report
Overall Caller waiting Time to speak to an Agent

	Report Period *	Time of Day Filter: Start	Time of Day Filter: End	Called Number Filter ❓
📅	01-09-2019 - 05-10-2019	⏱ Day Start	⏱ Day End	

▼ Select Timebands ❓

	Timeband 1 (secs)	Timeband 2 (secs)	Timeband 3 (secs)	Timeband 4 (secs)	Timeband 5 (secs)
	0	16	31	46	61
Add	to	to	to	to	to
Remove	15	30	45	60	999999

Generate

01-09-2019 to 05-10-2019
Between the times 00:00 to 23:59

Inbound Calls

- Answered by Agent within the first time band:
- Answered by Agent within the second time band:
- Answered by Agent within the third time band:
- Answered by Agent within the fourth time band:
- Externally Forwarded:
- Answered by Voicemail:
- Abandoned by Caller:
- Other

A separate database can be set up for detailed statistical analysis of inbound caller waiting times with customised reports and adjustable waiting time thresholds.