

MiCollab Advanced Messaging TeamQ Desktop Client Reference

For version 6.1 and above

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Preface

This guide provides references to the features and menus of the TeamQ Desktop Client utility.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed or spoken is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

TeamQ Overview

TeamQ® is an advanced application available for MiCollab Advanced Messaging (MiCollab AM) systems that works in conjunction with the UCConnect Computer Enabled Business Process (CEBP) software module.

Using a Windows desktop client and UCConnect call-flow script, TeamQ effectively adds call center style capabilities to the MiCollab AM system. Incoming calls can be queued for a team of agents, and the agents can view the calls and make call handling decisions from their desktop. While in queue, calls remain on MiCollab AM system ports. Automatic Call Distribution (ACD) or other special software required on the telephone switch is not required.

While in queue, callers can be given the option of requesting a callback. Callback requests are managed through the same client interface and can retain the same position in queue as the original incoming call. When handling a callback, agents can take advantage of click-to-call functionality.

TeamQ is ideal for small call center or workgroup environments where multiple people are responsible for handling incoming calls, such as a customer service environment. With TeamQ, agents can identify who is calling and why before acting upon a queued call. They can view the information displayed for queued calls, and then instruct TeamQ how they would like to handle the call – answer it, take a message, ask the caller to hold, or send the call to another person or team – by simply clicking a button.

Using the TeamQ desktop client, agents can:

- See the status of all calls waiting in queue or being handled by another agent.
- See the status of all other agents in the team.
- Select specific calls to handle from the list of queued calls.
- Have the next available call automatically transferred to their telephone.
- Reserve a call that is in queue for that specific agent to take later.
- Perform other actions on calls in queue, such as re-routing the call to another team or extension or instruction the caller to leave a message.
- Access customized hyperlinks to display call-related information in an external program.
- Customize notifications related to incoming calls and calls that have been on hold for too long. A number of notification options are available, including customizable sounds, flashing program icon, and pop-up messages.
- Attach short notes to a call that can be seen by other agents and included in reports.
- Work locally using a telephone switch extension or remotely using an external telephone number.
- Be a member of multiple teams.

Detailed statistical data related to queued calls and agent activity is maintained by the application. Supervisors and administrators can view and manage this data from within the desktop client. In addition, TeamQ includes a **Reports** utility that allows pertinent activity and performance-related reports to be viewed, printed and saved in several different document formats.

TeamQ does not provide call control after a call has been transferred to an agent. When a call is transferred to an agent, control of the call shifts to the telephone switch environment in which the agent is operating. Thus, agents will use their regular, familiar telephone set operations to transfer or otherwise act upon connected calls.

The call flow presented to callers by the TeamQ UConnect script supports a number of customizable options. To gather pertinent call handling information, the script can ask callers to respond to a series of questions related to the call. The caller responses are then displayed to agents within the desktop client along with other call data.

The TeamQ UConnect script can:

- Play optional greeting and special notice phrases.
- Inform callers of their position in queue and estimated wait time.
- Ask callers to enter a callback telephone number.
- Ask callers to enter an identification number, such as an account number.
- Ask callers to indicate the reason for their call by selecting from a menu of options.
- Ask callers for two additional user-defined inputs.
- Play customized announcements or music to callers waiting in queue.
- Periodically give callers options such as leaving a message or remaining in queue.
- Direct queued calls to an overflow team based on wait time or the number of calls in queue.
- Utilize pre-recorded phrase files, text-to-speech, or a combination when speaking to callers.
- Limit the number of calls allowed to be waiting in queue, and perform a configurable action against additional calls that arrive after the limit is reached.
- Query external data sources, including common databases and custom .NET assemblies, in order to validate caller-entered input and provide data for display to agents.

Settings are configured by TeamQ administrators on a per-queue basis.

This document contains detailed information related to TeamQ modes of operation, related settings, and all aspects of the desktop client interface.

References

Included on the MiCollab AM Installation Media is a catalog of technical documentation. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

The technical documentation is produced in the Adobe Acrobat PDF format and requires the Adobe Acrobat Reader program to view it. You can download the program from www.adobe.com.

The documentation set for this product includes the following documents and online resources:

- **User Guide.** Available as a PDF only. Contains instructions for subscribers about accessing the messaging system and checking and sending messages.

- **Quick Reference Card.** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Documentation Updates.** See the reseller website connect.mitel.com/connect for documentation updates.
- **Online Help.** Online help is available to provide immediate assistance while using the Administration Console and Mailbox Manager. Whenever you are using the MiCollab AM Admin or Mailbox Manager, click the **Help** icon or **Help** to see context-sensitive help for the current page.

You must have pop-up windows enabled on your browser to access some features of the help. See your browser help for information about enabling pop-up windows.

Document Conventions

The following conventions apply to information in this guide:

Bold fonts indicate any UI elements such as the name of the windows, dialog boxes, menu items, icons, or buttons.

Italics fonts introduce any input that you should type. Enter the information exactly as shown. *Italics* fonts can also signify the titles of other documents.

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Modes of Operation

TeamQ supports two different approaches to assigning calls to agents within an agent team. These approaches, or modes, are referred to as **push** mode and **pull** mode. In addition, a third agent mode, **monitor** mode, is supported for individual agents within a team.

There are two ways to incorporate callbacks into the call handling process. Callbacks can be presented and managed separately, or can be **blended** with the incoming calls for a team.

NOTE Throughout this document the term **call** can, in general, be interpreted to mean either a caller waiting in queue or a queued callback.

Push Mode

In **push** mode, calls and blended callbacks in queue for a team are automatically assigned to the next available agent in the team without agent intervention. The status of agents that are available to automatically receive calls is referred to as **Waiting**.

If more than one agent is available when a call is next in line to be processed, the agent that has been waiting for the longest period of time will receive the call.

If more than one call is waiting in queue when an agent becomes available, the agent will receive the call that has been waiting in queue for the longest period of time. If call priorities are being utilized in the queue, calls with the highest priority will be handled first.

Pull Mode

In **pull** mode, agents can explicitly instruct the application that they wish to handle a particular call. In the case of a caller waiting in queue, this is referred to as **taking** a call. In the case of a queued callback, this is referred to as **making** a call. Calls placed in queue for the team are displayed and become accessible to agents. The status of agents that are available to handle calls is referred to as **Idle**.

An agent can take any call or callback waiting in the queue, regardless of the amount of time the call has been waiting or the order in which the call was received. If more than one agent attempts to take the same call simultaneously, the agent that has been idle for the longest period of time will receive the call.

Individual agents can manually transition to **Waiting** status while signed into a team configured for pull mode. In this case, the agent has voluntarily shifted into push mode and the next available call will be assigned to the agent.

Monitor Mode

In monitor mode, an agent is signed into a team but is not considered available to process calls. The status of agents in this scenario is referred to as **Monitoring**.

Agents in **Monitoring** status can view all call queue and agent activity, and can manually handle a call for a team that is being monitored. However, agents in this status are not considered “available” to handle calls. This can affect the treatment of new calls destined for the team. For example, if all agents signed into a particular team are in **Monitoring** status, calls will not be placed into queue for the team.

Callback Modes

There are two methods for incorporating callbacks into the call handling process. Callbacks can be presented and managed separately, or can be **blended** with the incoming calls for a team.

In **non-blended** mode, callback requests are presented in a callback queue that is separate from the incoming calls for a team. In this scenario, callbacks are never automatically pushed to agents and can be handled as time allows or circumstances dictate.

In **blended** mode, callbacks appear in the callback queue and are also presented in the same call queue as incoming calls for a team, maintain the same position in queue as the originating incoming call, and are subject to the same call handling modes as incoming calls.

Applicable Settings

Several agent and team configuration settings affect which agent statuses are available to agents in certain circumstances. These settings are **AllowIdle**, **AllowWrapup**, **AllowPending**, **ReceiveCalls** and **MakeCalls**.

The **AllowIdle** team setting on the **Manage Teams** form specifies whether agents are allowed to transition to **Idle** status, and thus determines whether the team is configured for **push** or **pull** mode. The team is configured for pull mode if **Idle** status is allowed. The team is configured for push mode if **Idle** status is not allowed.

The **AllowWrapup** team setting on the **Manage Teams** form specifies whether agents are placed in **WrapUp** status at the conclusion of a call. **WrapUp** status is useful to permit agents time to complete call notes or other related tasks. To resume taking calls, agents are required to manually transition to **Idle** or **Waiting** status.

The **AllowPending** agent setting, appearing on both the **Manage Teams** form and **Manage Agents** form, determines whether agents in a push mode team will enter **Pending** status immediately after signing in, as opposed to entering **Waiting** status. Pending status allows agents to sign in and view the call queue prior to becoming available for calls. On the **Manage Teams** form, this agent setting only appears for push mode teams.

The **ReceiveCalls** agent setting, appearing on both the **Manage Teams** form and **Manage Agents** form, determines whether agents are considered available to handle incoming calls for a team.

The **MakeCalls** agent setting, appearing on both the **Manage Teams** form and **Manage Agents** form, determines whether agents are considered available to handle callback requests for a team.

Agents that are not configured to receive or make calls are considered to be monitoring the team, and are thus placed in **Monitoring** status. Because **ReceiveCalls** and **MakeCalls** are configured independently for each team in which the agent is a member, agents can effectively be monitoring one team while handling calls for another.

The **BlendCallbacks** team setting, appearing on the **Manage Teams** form, determines whether callback requests are displayed in queue along with incoming calls, or **blended**. If this setting is not enabled for a team, callbacks will appear only in the **Callback Queue** grid.

Agent Status Transition Scenarios

Not Handling Calls – Monitoring Only

Agents not configured to receive calls for any team in which they are a member will be placed in **Monitoring** status upon TeamQ logon. These agents cannot transition to **Idle** or **Waiting** status, but can still manually take a call. The agent will return to **Monitoring** status at the conclusion of a call or wrap up time (if allowed). Agents monitoring one or more teams while also handling calls for other teams will be subject to the applicable “handling calls” scenario below.

Handling Pull Mode Calls

Agents configured to handle calls only for pull mode teams are placed in **Idle** status upon TeamQ logon. These agents can transition to **Idle** or **Waiting** status on demand. The agent returns to **Idle** status at the conclusion of a call or wrap up time (if allowed).

Handling Push Mode Calls

Agents configured to handle calls only for **push** mode teams are placed in either **Waiting** or **Pending** status upon TeamQ logon. These agents cannot transition to **Idle** status. The agent returns to **Waiting** status at the conclusion of a call or wrap up time (if allowed).

Handling Push and Pull Mode Calls

Agents configured to handle calls for push and pull mode teams simultaneously are treated as if they are handle pull mode calls only. These agents can transition to **Idle** or **Waiting** status on demand. The agent returns to **Idle** status at the conclusion of a call or wrap up time (if allowed).

First Time Configuration and Setup

After following installation instructions provided by your System Administrator, start and configure the TeamQ Desktop Client as follows:

Configuring the TeamQ desktop client:

- 1 From the Windows taskbar, select **Start > All Programs > MiCollab AM Desktop > TeamQ > TeamQ Desktop**.
- 2 If a **Logon** screen appears, click **Cancel**.
- 3 In the **File** menu, click **Settings**.
- 4 In the **Connections** tab, enter the name of the MiCollab AM Server Connection in the **Server Name** box. See your System Administrator for this address.
- 5 In the **TeamQ Database Connection** section, enter the name of the TeamQ SQL Server database in the **Server Name** field. See your System Administrator for the database name or address.
- 6 If instructed to by your System Administrator, check the **Use Windows Authentication** box.
- 7 Enter your database username and password for the TeamQ database account in the **User Name** and **Password** fields. A password is not required if using Windows authentication. See your System Administrator for your database username and password.
- 8 Click **OK**.

Main Window

The main window of the **TeamQ Desktop** program includes grids that display the current call queue, callback queue, and status of agents, as well as a series of menus and tool strip buttons that are used to perform various actions. Individual menu options and buttons will be enabled or disabled based on the status of the agent and the item currently selected in the grid.

Window interaction is best accomplished using a pointing device, such as a mouse, but keyboard navigation can also be used in the expected manner. For example, pressing the **Tab** key will move focus between the controls on the form and pressing the **Alt** key will activate the form menus, which can then be selected by using the arrow keys or pressing the key corresponding to the underlined letter in the menu option.

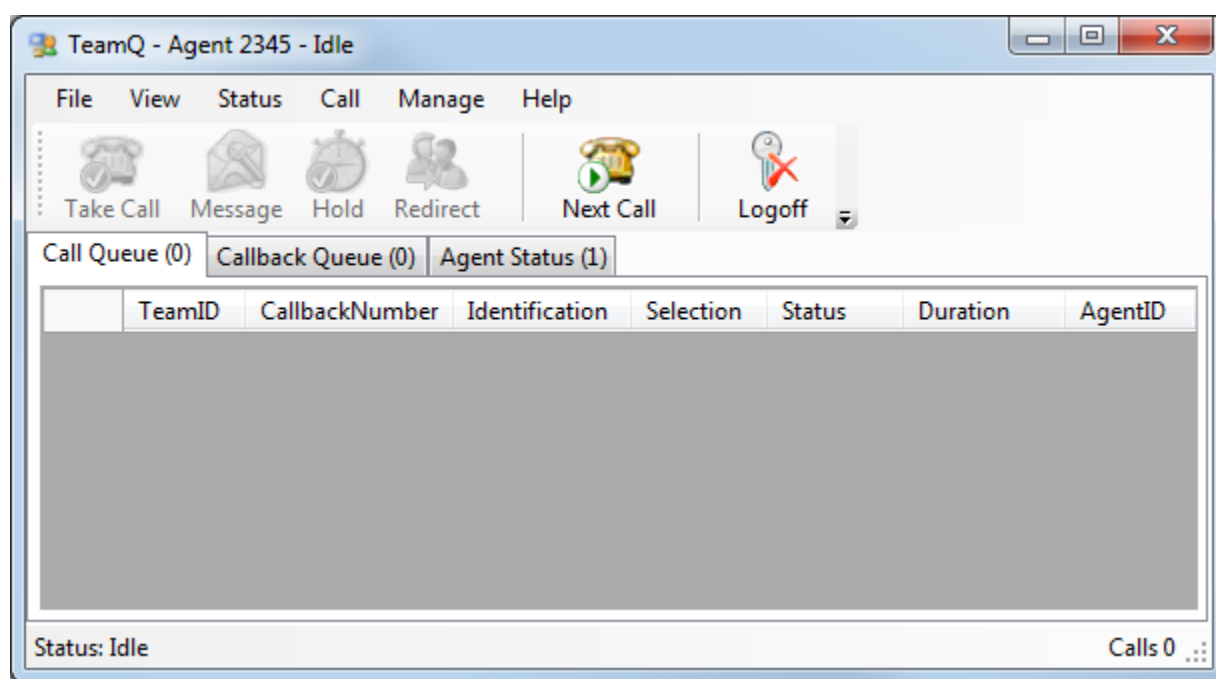


Figure 1. TeamQ- Agent

Title Bar

The title bar of the TeamQ Desktop application displays the name and current status of the signed-in agent.



Status Bar

The status bar of the TeamQ Desktop application, which appears at the bottom of the main window, displays the current status of the signed-in agent as well as summary information related to the grid that is currently visible in the window.

When viewing the Call Queue grid:

Status: Idle

Calls 2 - Waiting 1 - Overdue 0

Table 1. Status Bar element descriptions

Status Bar Element	Element Description
Agent Status	Status of the currently signed in agent.
Call Queue Summary	Number of calls displayed in the grid, followed by the number of calls waiting for an agent, followed by the number of waiting calls whose wait time has exceeded the notification threshold for the team.

When viewing the Agent Status grid:

Status: Idle

Agents 2 - Available 1

Table 2. Status bar element descriptions

Status Bar Element	Element Description
Agent Status	Status of the currently signed in agent.
Agent Status Summary	Number of agents displayed in the grid, followed by the number of agents available to take a call.

Display Grids

Three different grids can be viewed in the application main window; the **Call Queue** grid, the **Callback Queue** grid, and the **Agent Status** grid. The data columns included in each grid, as well as the column names, are configurable using the **Configure Columns** dialog. The **Call Queue** grid and **Callback Queue** grid display the same data columns.

In addition:

- Click the header of a column to sort grid contents by values in that column.
- To change the order of columns, click the column header of the column to be moved and drag it to the new location.

- Column widths can be adjusted by clicking on a column separator and dragging to adjust the size. Double-clicking on a column separator automatically adjusts the size to fit the contents of the column.
- Entire rows, or individual cells within a row, can be selected using the left mouse button or the arrow keys on the keyboard. The selection can then be copied and pasted into another application.
- Pressing the **F5** key, or selecting **Refresh** from the **View** menu, will refresh the grid.
- A context-sensitive menu can be displayed by clicking within the grids. The context-sensitive menu may contain one or more links that can be used to activate external programs in order to display additional information about the call.

Call Queue

The **Call Queue** grid contains information about calls and blended callbacks connected to or waiting for agents. Calls are shown for all teams in which the agent is a member. The data columns included in the grid, as well as the column names, are configurable using the **Configure Columns** dialog.

By default, calls with a status of **Pending** are not displayed in the grid. However, selecting **Pending Calls Agents** from the View menu will cause calls with this status to be displayed.

Administrators can view the status of calls in all teams, regardless of team membership, by selecting **All Teams** from the **View** menu.

Call Queue (2)		Callback Queue (1)		Agent Status (1)			
	TeamID	CallbackNumber	Identification	Selection	Status	Duration	AgentID
▶	1234	4259511600	498672	NEW	Waiting	00:00:20	
	1234	9496992300	983613	WIN 8	Waiting	00:00:15	

Figure 2. Call Queue

Table 3. Default Columns

Default Columns	Description
TeamID	Number of the team for which the call is queued.
CallbackNumber	Callback telephone number entered by the caller.
Identification	Identification number entered by the caller.
Selection	Multiple choice option selected by the caller, perhaps indicating the reason for the call.

Status	Current status of the call (see below for possible values).
Duration	Total amount of time the call has been in the queue.
AgentID	ID number of the agent that has acted upon the call.

Table 4. Call Status Values

Call Status Value	Description
Waiting	Call is waiting to be taken by an agent.
Prompting	Caller is interacting with the UCConnect script, perhaps being asked if they would like to continue holding.
AgentReady	Call is being transferred to an agent.
Connected	Call is connected to an agent.
Message	Caller has been asked to leave a voice message, and is in the process of doing so.
Routing	Call has been redirected by an agent, and the redirection is in process.
OnHold	Call has been placed on hold, or reserved, by an agent.
Pending	Call is being prepared by the UCConnect script to enter the queue, but has not yet been queued for a team.
WrapUp	Call has been completed and agent is performing call wrap-up tasks.

Callback Queue

The **Callback Queue** grid contains information about all callbacks, blended and non-blended, connected to or waiting for agents. Callbacks are shown for all teams in which the agent is a member. The data columns included in the grid, as well as the column names, are configurable using the **Configure Columns** dialog.

By default, calls with a status of **Pending** are not displayed in the grid. However, selecting **Pending Calls Agents** from the **View** menu will cause calls with this status to be displayed.

Administrators can view the status of callbacks in all teams, regardless of team membership, by selecting **All Teams** from the **View** menu.

Call Queue (2)	Callback Queue (1)	Agent Status (1)					
	TeamID	CallbackNumber	Identification	Selection	Status	Duration	AgentID
▶	1234	8663680400	730311	STATUS	Waiting	00:00:48	

Figure 3. Callback Queue

The columns displayed in the **Callback Queue** grid are the same as those configured for the **Call Queue** grid.

Agent Status

The **Agent Status** grid contains information related to the current status of agents. All agents that are members of all teams in which the agent is a member are shown. The data columns included in the grid, as well as the column names, are configurable using the **Configure Columns** dialog.

By default, agents with a status of **SignedOut** are not displayed in the grid. However, selecting **SignedOut Agents** from the **View** menu will cause agents with this status to be displayed.

Administrators can view the status of all agents in all teams, regardless of team membership, by selecting **All Teams** from the **View** menu.

Call Queue (0) Callback Queue (1) Agent Status (1)

	AgentID	AgentName	Status	Duration	BusyReason
▶	2345	Agent 2345	Idle	00:02:54	

Figure 4. Agent Status

Table 5. Default Columns

Default Columns	Description
AgentID	Agent ID number.

AgentName	Agent name.
Status	Current agent status (see below for possible values).
Duration	Amount of time the agent has been in the current status.
BusyReason	Description associated with agent Busy status.

Table 6. Agent Status Values

Agent Status Values	Description
Busy	Agent is busy and is not handling calls.
Connected	Agent is connected to a caller.
Forced	Agent has been forced unavailable because a transferred call was not answered.
Idle	Agent is not on a call, and is in pull mode.
Monitoring	Agent is monitoring the queue; not actively taking calls.
Pending	Agent in a push mode team has signed in but not started accepting calls.
Reconnecting	Desktop client is reconnecting to the database (visible only to affected client).
SignedOut	Agent is signed out.
Taking	Call is in the process of being transferred to the agent.
TransferAborted	Call transfer to agent was aborted because it was unsuccessful.
Waiting	Agent is not on a call, and is waiting for a call in push mode.
WrapUp	Agent has finished a call and is performing call wrap-up tasks.

Tool Strip

TeamQ includes a tool strip containing buttons corresponding to frequently used actions. The tool strip can be docked to any edge of the main program window, and can also be hidden from view if desired. In addition, the appearance of the tool strip buttons can be altered in several respects.

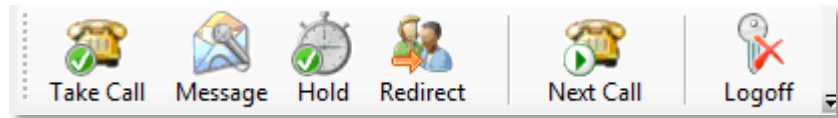









Figure 5. Tool Strip







The **Tool Strip** option on the View menu controls whether the tool strip is visible. To move the tool strip to a different location within the main window, click on the tool strip “grip” (the dotted line preceding the **Take Call** button) with the left mouse button and drag the tool strip to the desired position. Button appearance options are explained in the [Tool Strip Settings Dialog](#) section.

Buttons

The following listing includes all buttons that can appear on the tool strip. Some of the buttons, such as **Logon** and **Logoff**, share a position within the tool strip and will not be visible simultaneously. The collection of buttons that are visible and enabled will change depending on circumstances.

Table 7. Buttons

Icons	Buttons	Descriptions
	Logon	Agent logon. Visible when agent is logged off.
	Logoff	Agent logoff. Visible when agent is logged on.
	Next Call	Transition to Waiting status. Next available call will be pushed. Visible when agent is in Idle status, and also when agent is in WrapUp , Busy , or Forced status and Idle status is not allowed.
	Pause	Transition to Idle status. Push mode suspended. Agent can still pull calls. Visible when agent is in Waiting status.
	Resume	Transition to Idle status. Visible when agent is in WrapUp , Busy , or Forced status and Idle status is allowed.
	Exit	Exit the client application. Visible when agent is logged off or Monitoring , and when agent is in Waiting status if Idle status is not allowed.
	Take Call	Connect the currently highlighted call to the agent. Enabled when an available call is selected in the Call Queue Grid.

	Make Call	Display the Make Call Dialog for the currently highlighted callback to the agent. Enabled when an available callback is selected in the Call Queue Grid or Callback Queue Grid.
	Message	Instruct the caller to leave a voice message. Enabled when an available call is selected in the Call Queue Grid.
	Hold	Reserve the currently highlighted call for the agent. Enabled when an available call is selected in the Call Queue Grid.
	Release	Release the call hold initiated by the agent. Visible and enabled when a call that is on hold for the agent is selected in the Call Queue Grid.
	Redirect	Transfer the call to an extension or team. Enabled when an available call is selected in the Call Queue Grid.
	Hang Up	Complete the currently connected call. Enabled when connected to a call.

Menu Strip

The program menu strip appears in the standard menu location below the title bar. Individual menu options will be enabled based on the current agent status and grid selection.

File View Status Call Manage Help

Figure 6. Menu Strip

Interaction with the menus can be performed using a mouse or by pressing the Alt key followed by the underlined letter of the menu option. In addition, some menu items have shortcut keys, which are displayed in menus following the menu item name.

Table 8. File Menu

File Menu	Description
Connect	Establish a connection to the TeamQ database without logging on as an agent. Used for administrative purposes only.
Disconnect	Terminate the TeamQ database connection.
Logon	Initiate the agent logon procedure.
Logoff	Initiate the agent logoff procedure.

Settings	Display the Settings dialog.
Exit	Exit the application.

Table 9. View Menu

View Menu	Description
Call Queue	Display the Call Queue grid.
Callback Queue	Display the Callback Queue grid.
Agent Status	Display the Agent Status grid.
SignedOut Agents	Show or hide agents with a status of SignedOut .
Pending Calls	Show or hide calls with a status of Pending .
All Teams	Show or hide agents and calls for all teams, regardless of membership. Visible to administrators only.
Memberships	Display memberships for the currently signed in agent.
Tool Strip	Show or hide the Tool Strip .
Columns	Display the Configure Columns dialog.
Refresh	Refresh the contents of the currently visible grid.

Table 10. Status Menu

Status Menu	Description
Next Call (Waiting)	Transition to Waiting status. Next available call will be pushed . Enabled when agent is in Idle status, and also when agent is in WrapUp , Busy , or Forced status and Idle status is not allowed.
Pause (Idle)	Transition to Idle status. Push mode suspended. Agent can still pull calls. Enabled when agent is in Waiting status.
Resume (Idle)	Transition to Idle status. Visible when agent is in WrapUp , Busy , or Forced status and Idle status is allowed.
Make Busy	Transition to Busy status. Available if AllowBusy is enabled for the agent. May contain a sub-menu of allowable busy codes.

Table 11. Call Menu

Call Menu	Description
Take Call	Transfer the currently highlighted call to the agent. Enabled when an available call is selected in the Call Queue Grid.
Make Call	Display the Make Call Dialog for the currently highlighted callback to the agent. Enabled when an available callback is selected in the Call Queue Grid or Callback Queue Grid.
Message	Instruct the caller to leave a voice message. Enabled when an available call is selected in the Call Queue Grid.
Hold	Reserve the currently highlighted call for the agent, or release the call hold initiated by the agent. A check mark preceding the menu item indicates hold status. Enabled when an available or currently held call is selected in the Call Queue Grid.
Redirect	Transfer the call to an alternate extension or team. Enabled when an available call is selected in the Call Queue Grid.
Hang Up	Complete the currently connected call. Enabled when connected to a call.
Notes	Display the Call Notes Dialog on the agent desktop.

Table 12. Manage Menu

Manage Menu	Description
Agents	Display the Manage Agents form.
Teams	Display the Manage Teams form.
Busy Codes	Display the Manage Busy Codes form.
Log Files	Display the Manage Log Files form.
Users	Display the Manage Users form (administrators only).
Queues	Display the Manage Queues form (administrators only).

NOTE The **Manage** menu item is only visible to supervisors and administrators.

Context Menus

Context menus are displayed by clicking the right mouse button within the **Call Queue** or **Agent Status** grid. In the same fashion as the regular menu items, individual context menu items will be enabled based on the current selection.

Table 13. Call Queue Grid

Call Queue Grid	Description
Take Call	Transfer the currently highlighted call to the agent.
Make Call	Display the Make Call Dialog for the currently highlighted callback to the agent.
Hold	Reserve the currently highlighted call for the agent, or release the call hold initiated by the agent.
Message	Instruct the caller to leave a voice message
Redirect	Transfer the call to an alternate extension or team.
Hang Up	Complete the currently connected call.
Terminate	Force termination of a call. Administrators only.
Notes	Display the Call Notes Dialog for the call.
Copy	Copy the text of the selected row or cell to the clipboard.
Link	Link to external data for the call, if configured.

Table 14. Callback Queue Grid

Callback Queue Grid	Description
Make Call	Display the Make Call Dialog for the currently highlighted callback to the agent.
Hold	Reserve the currently highlighted callback for the agent, or release the call hold initiated by the agent.
Redirect	Direct the callback request to a different team.
Terminate	Force termination of a call. Administrators only.
Notes	Display the Call Notes Dialog for the call.
Copy	Copy the text of the selected row or cell to the clipboard.
Link	Link to external data for the call, if configured.

Table 15. Agent Status Grid

Agent Status Grid	Description
Logoff	Initiate agent logoff process for currently signed on agent.
Next Call (Waiting)	Transition to Waiting status.
Pause (Idle)	Transition to Idle status.
Make Busy	Transition to Busy status. May contain a sub-menu of busy codes.
Force Signoff	Force logoff of selected agent. Supervisors and administrators only.
Copy	Copy the text of the selected row or cell to the clipboard.

Notifications

The **TeamQ Desktop** includes several different methods of providing feedback related to call queue and agent status and certain call queue events. Configuration is accomplished using the **Notifications** tab page of the **Settings** dialog.

Call queue events that can trigger notifications include the new call event and the overdue call event. New call events occur when a call is queued for a team. Overdue call events occur when the hold time for a call queued for a team reaches the notification threshold configured for the team. This threshold is configured for each team in the **Teams** Grid on the **Manage Teams** form.

Separate callbacks that appear only in the **Callback Queue** grid do not trigger overdue call events.

Window Behavior

The behavior of the **TeamQ Desktop** program window to new call and overdue call events can be independently set to one of the following options.

Table 16. Window Behavior


Option	Behavior
None	Do not act upon the program window.
Show	Make the program window visible on the desktop.
Flash	Flash the program window and taskbar icon.




Task Bar Icon

The icon appearing in the TeamQ Desktop program title bar and Windows taskbar is changed to reflect the following scenarios.

NOTE If the agent is not available to take calls the background of the icon turns **red**. Agent statuses that produce this effect are: **Busy**, **Forced**, **Pending**, and **WrapUp**.

Table 17. Task Bar Icons

Icon	Name	Description
	Normal	No calls waiting in queue

	Information	One or more calls waiting in queue
	Warning	One or more waiting calls have passed the notification threshold.
	Error	An error has occurred in the application.

Notification Area Icon

The **TeamQ Desktop** places an icon in the Windows notification area. The icon that appears in the Windows notification area changes in conjunction with the TeamQ Desktop program icon changes mentioned above.



Figure 7. Desktop Icons

Clicking on the icon with the left mouse button will minimize the application window if it is visible, or restore the application window if it is minimized.

Pointing at the icon with the mouse cursor will display a label containing call queue and agent status summary information. The information displayed corresponds with the text displayed in the program Status Bar.

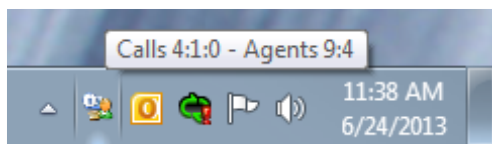


Figure 8. Desktop Icons

Clicking on the icon with the right mouse button will display a context menu with several options.

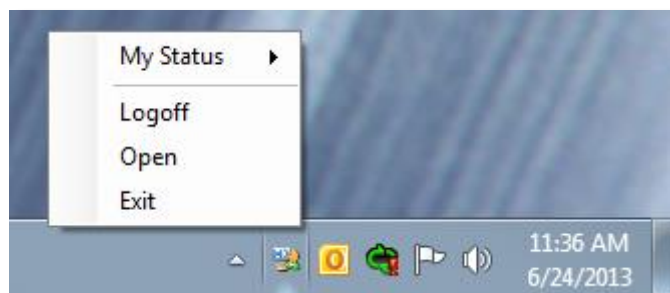


Figure 9. Desktop Icons

Balloon Messages

The **TeamQ Desktop** includes the ability to display pop-up balloon messages in response to new call and overdue call events. Balloon messages originate from the notification area icon.

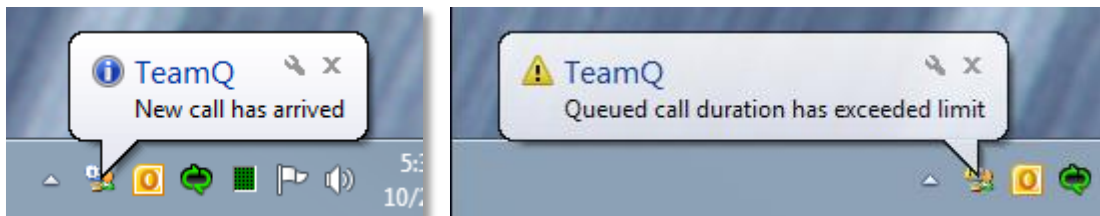


Figure 10. Balloon Messages

Balloon messages appearance can be set to one of the following options.

Table 18. Balloon Messages

Options	Description
Never	Do not display balloon messages.
When Minimized	Display balloon messages only when the program is minimized.
Always	Always display balloon messages.

Notification Sounds

Notification sounds can be enabled, disabled and customized. Sounds can be played when a new call arrives, and when a queued call exceeds the notification threshold limit configured for the team.

Sounds consist of standard Windows system sounds or custom sounds contained in standard, PCM encoded **WAV** files. The default new call sound is the sound configured for the Windows **Asterisk** program event. The default overdue call sound is the sound configured for the Windows **Exclamation** program event.

Call Notes Dialog

The **Call Notes** dialog is displayed alongside the **Main** form on request by selecting **Notes** from the **Call Menu**, or by right-clicking on a call and selecting **Notes** from the context menu. In addition, double-clicking on the **Call Notes** column in either the **Call Queue** or **Callback Queue** grid will also display the dialog.

As different call records are selected in the **Call Queue** or **Callback Queue** grid, the contents of the **Call Notes** dialog will change to reflect the currently selected call.

Call notes are added to the **Call Notes** grid by typing text into the **Note Entry** Box, located in the lower portion of the dialog, and then clicking on the **Add** button. After adding a note to the grid, agents can edit the note text by selecting the text in the **NoteText** column of the grid.

Notes added to the grid are not immediately visible to other agents. Clicking the **Submit** button will attach the added notes to the call in the TeamQ database, at which time the notes will be visible to other agents. After call notes have been submitted, only TeamQ supervisors and administrators can edit the note text or delete the note.

The **Reset** button can be used to reverse all note changes prior to submitting the notes to the database. Any added notes will be discarded and the contents of the grid will be refreshed from the database.

At times, such as when a call is connected to an agent, the **Call Notes** grid is locked and other agents are prevented from adding new notes to the call.

	Created	OwnerName	NoteText
	9/29/2015 2:49 PM	Agent 2345	No answer
	9/29/2015 3:22 PM	Agent 2345	Call was answered, but contact was not at home.
	9/29/2015 3:22 PM	Agent 2345	No answer
▶	9/29/2015 3:25 PM	Agent 2345	Connected

Text input field:
 Add button: Add
Submit button: Submit
Reset button: Reset
Close button: Close

Figure 11. Call Notes Dialog

Grid Columns

Table 19. Call Notes Grid Columns

Grid Column	Description
Created	Date and time that the note was created.
OwnerName	Name of the agent that created the note.
NoteText	Text of the call note.

Note Controls

Table 20. Call Notes Dialog Controls

Control	Description
Note Entry Box	Area to type note text.
Add Button	Add the text in the Note Entry box to the grid.
Submit Button	Submit the added notes to the database.
Reset Button	Reset the dialog contents to the previous state.
Close Button	Close the Call Notes dialog.

Make Call Dialog

The **Make Call** dialog is presented to agents when handling a callback request.

While the dialog is open the call remains in **AgentReady** status and the agent remains in **Taking** status. Upon determining the result of the call, agents must indicate the result in the dialog and click on the **Submit** button.

If **TeamQ click-to-call** functionality is enabled, agents can click on a **Dial** button which will initiate a call to their telephone extension and then transfer the call to the destination telephone number. Alternatively, agents can dial the telephone number directly on the keypad of their telephone.

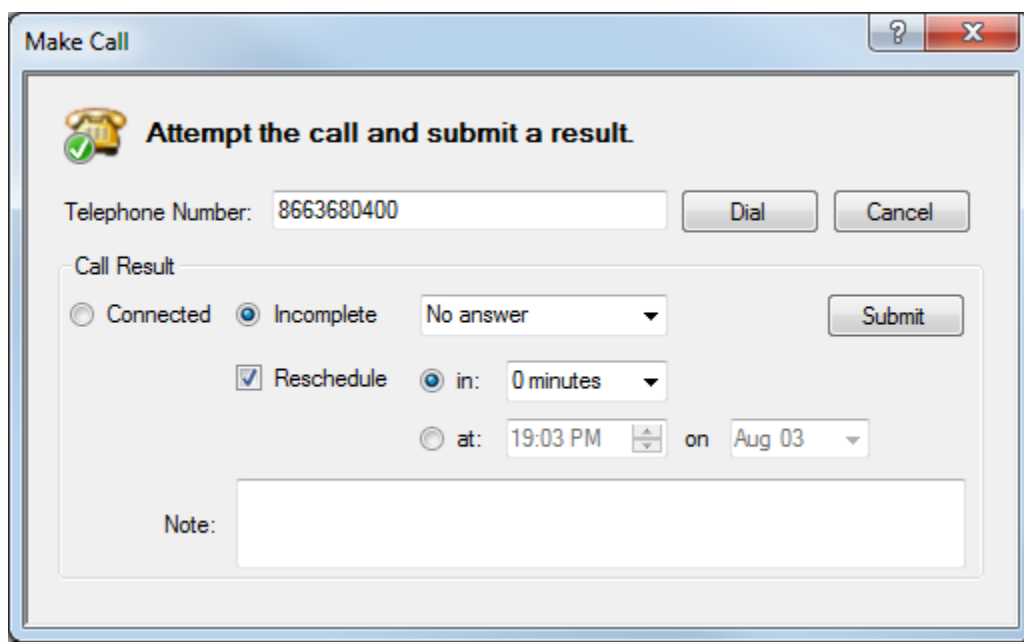


Figure 12. Make Call Dialog

Call Controls

Table 21. Call Controls

Controls	Description
Telephone Number	Destination telephone number for the callback.
Dial Button	Initiate click-to-call functionality, if enabled.
Cancel Button	Cancel the callback request and return it to queue unchanged.

Call Result Controls

Table 22. Call Result Controls

Controls	Description
Connected	Call was answered by intended party.
Incomplete	Call attempt was incomplete for some reason.
Incomplete Reason	Reason the attempt was marked incomplete. A value can be selected from the drop-down list or typed into the box directly.
Reschedule	Whether to reschedule the callback to be attempted again in the future. Callbacks can be rescheduled to take place after a specified number of minutes has lapsed, or at a specific time on a specific date.
Note	Note related to the call attempt to be attached to the call record.

Configure Columns Dialog

Column visibility and header text can be customized for both the **Call Queue** and **Agent Status** grids. The **Callback Queue** grid uses the same settings as the **Call Queue** grid.

Call Queue Grid

Call Queue		Agent Status	
<input type="checkbox"/> Start Time	StartTime	<input type="checkbox"/> Queue ID	QueueID
<input type="checkbox"/> Call Type	CallType	<input type="checkbox"/> Queue Name	QueueName
<input checked="" type="checkbox"/> Status	Status	<input type="checkbox"/> Destination	Destination
<input type="checkbox"/> Priority	Priority	<input type="checkbox"/> Notes	CallNotes
<input checked="" type="checkbox"/> Total Duration	Duration	<input type="checkbox"/> User Field 0	F0
<input type="checkbox"/> Status Duration	StatusDuration	<input type="checkbox"/> User Field 1	F1
<input type="checkbox"/> Caller ANI	ANI	<input type="checkbox"/> User Field 2	F2
<input type="checkbox"/> Caller DNIS	DNIS	<input type="checkbox"/> User Field 3	F3
<input checked="" type="checkbox"/> Callback Number	CallbackNumber	<input type="checkbox"/> User Field 4	F4
<input checked="" type="checkbox"/> Identification	Identification	<input type="checkbox"/> User Field 5	F5
<input checked="" type="checkbox"/> Selection	Selection	<input type="checkbox"/> User Field 6	F6
<input checked="" type="checkbox"/> Agent ID	AgentID	<input type="checkbox"/> User Field 7	F7
<input type="checkbox"/> Agent Name	AgentName	<input type="checkbox"/> User Field 8	F8
<input checked="" type="checkbox"/> Team ID	TeamID	<input type="checkbox"/> User Field 9	F9
<input type="checkbox"/> Team Name	TeamName		

OK Cancel ?

Figure 13. Configure Columns

Available Columns

Table 23. Available Columns

Columns	Description
Start Time	Date and time that the call entered the team queue.
Call Type	Type of call, either Incoming or Callback .
Status	Call status (see Table 4. Call Status Values).
Priority	Numeric priority value assigned to the call.
Total Duration	Total amount of time the call has been in the queue.
Status Duration	Elapsed time period since the call entered the current status.
Caller ANI	Calling party telephone number as provided by the telephone switch.
Caller DNIS	Called party number as provided by the telephone switch.
Callback Number	Callback telephone number entered by the caller.
Identification	Identification number entered by the caller.
Selection	Multiple choice option selected by the caller.
Agent ID	ID number of the agent that has acted upon the call.
Agent Name	Name of the agent that has acted upon the call.
Team ID	ID number of the team for which the call is queued.
Team Name	Name of the team for which the call is queued.
Queue ID	ID number of the queue in which the call resides.
Queue Name	Name of the queue in which the call resides.
Destination	Destination number related to the current status.
Notes	Agent-entered notes associated with the call.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2 to 9	Additional data fields available for use by TeamQ Data Link queries.

Agent Status Grid

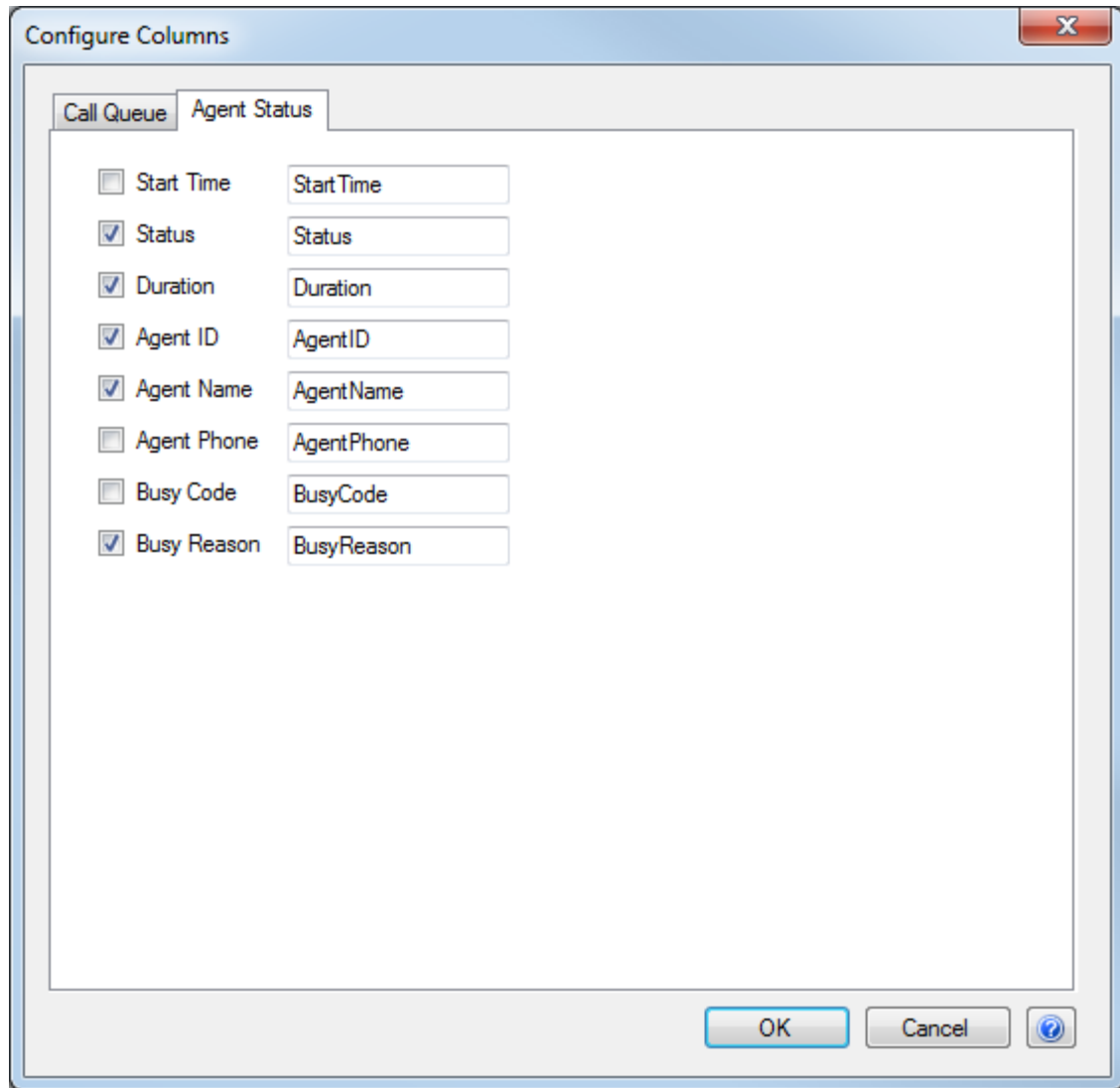


Figure 14. Agent Status

Available Columns

Table 24. Available Columns

Columns	Description
Start Time	Date and time at which the agent entered the current status.
Status	Current agent status (see Table 6. Agent Status Values).
Duration	Amount of time the agent has been in the current status.

AgentID	Agent ID number.
AgentName	Agent name.
Agent Phone	Agent telephone number or extension.
Busy Code	Numeric busy code optionally assigned when agent enters Busy status.
Busy Reason	Description associated with numeric busy code.

Settings Dialog

The **TeamQ Desktop** program **Settings** dialog includes three tab pages containing settings related to application behavior, appearance and connections.

Notifications Tab

The **Notifications** tab contains settings related to application behavior in response to new call and overdue call events.

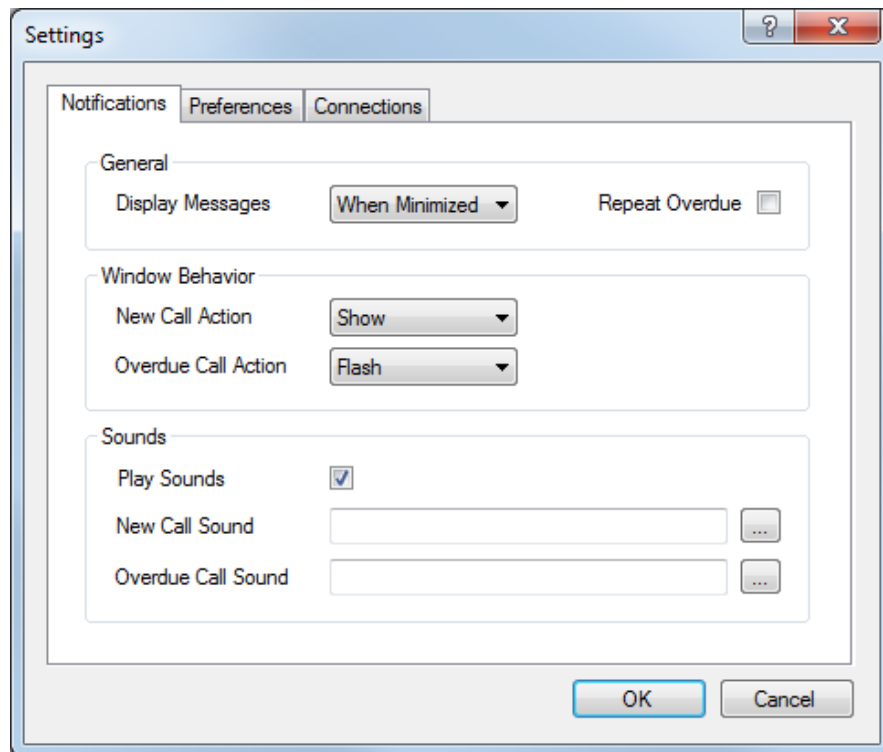


Figure 15. Notifications

General

Table 25. General Settings

Settings	Description
Display Messages	Controls the display of pop-up balloon messages in reaction to new call and overdue call events. Options are:

- **Never** Do not display balloon messages.
- **When Minimized** Display balloon messages only when the program is minimized.
- **Always** display balloon messages.

Repeat Overdue	Whether to repeat the overdue notification at each Notify Threshold interval.
----------------	--

Window Behavior

Table 26. Window Behavior

Behavior	Description
New Call Action	Controls the behavior of the program window when a new call arrives. Options are: <ul style="list-style-type: none"> • None Take no action. • Show Make the program window visible on the desktop. • Flash the program window and taskbar icon
Overdue Call Action	Controls the behavior of the program window when a waiting call exceeds the notification threshold. Options are: <ul style="list-style-type: none"> • None Take no action. • Show Make the program window visible on the desktop. • Flash the program window and taskbar icon.

Sounds

Table 27. Sounds

Sound	Description
Play Sounds	Whether to play sounds for program events. When enabled, default system sounds will be played unless custom sounds are specified.
New Call Sound	Full path to a standard, PCM encoded WAV file to play when a new call arrives.
Overdue Call Sound	Full path to a standard, PCM encoded WAV file to play when a queued call exceeds the notification threshold

Preferences Tab

The **Preferences** tab contains settings related to program appearance and diagnostics.

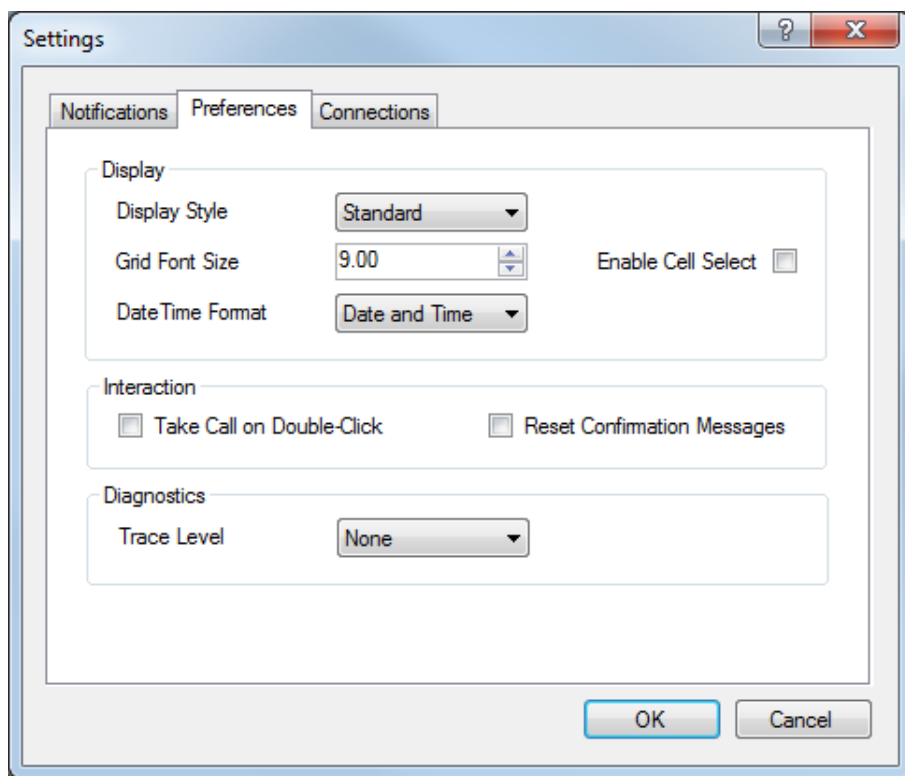


Figure 16. Preferences

Display

Table 28. Display

Option	Description
Display Style	This controls the overall visual style of the program window and elements. Change requires program restart. Options are: <ul style="list-style-type: none">• Standard Modern Windows visual style.• Classic Windows visual style.
Grid Font Size	This sets the font size for the call queue and agent status grids.
Date Time Format	Specifies the format in which date/time fields are displayed in the Call Queue grid. Options are: <ul style="list-style-type: none">• Date and Time Include the date and time.• Time Only Include the time only.

Enable Cell Select	This defines whether or not to allow selection of individual cells within the call queue and agent status grids. If disabled, full rows will be selected. This option primarily affects the results of the Copy action in the grid Context Menus .
--------------------	--

Interaction

Table 29. Interaction

Option	Description
Take Call on Double-Click	Specifies whether double-clicking on a call row in a call grid will invoke the Take Call action.
Reset Confirmation Messages	Specifies that dialog boxes that have been disabled using the do not show this again option should be re-enabled. The action of selecting this option and closing the Settings dialog will reset the dialogs. This option will not remain selected after the Settings dialog is closed.

Diagnostics

Table 30. Diagnostics

Option	Description
Trace Level	Level of detail written to the trace file. Options include, in increasing order of detail: None , Error , Event , Debug , Verbose .

Connections Tab

The **Connections** tab contains settings related to program connections to the MiCollab AM server and TeamQ database.

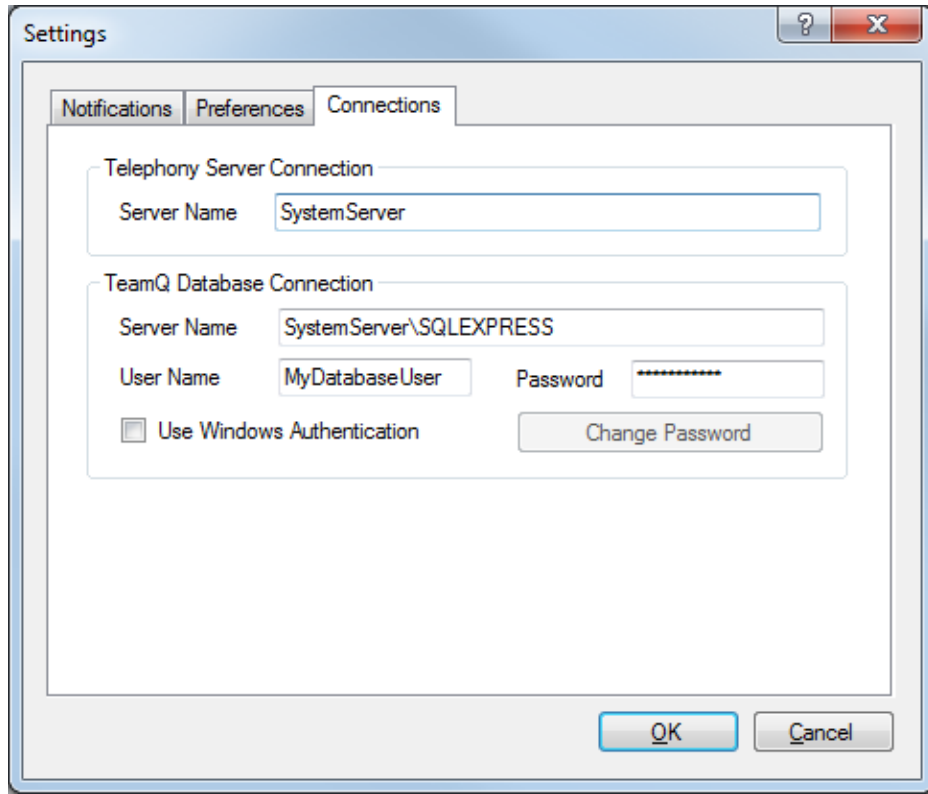


Figure 17. Connections Tab

MiCollab AM Server Connection

Table 31. Server Connection

Option	Description
Server Name	Name or IP address of the MiCollab AM server. A port number, preceded by a colon, can be included following the name or address if necessary.

TeamQ Database Connection

Table 32. TeamQ Database Connection

Option	Description
Server Name	Server or instance name for the TeamQ SQL Server database. Standard SQL Server naming conventions apply.
User Name	User name for the database account used to establish the connection.

Password	Password for the database account user name.
Use Windows Authentication	Whether to use the credentials of the currently logged on Windows user instead of the specified database user account.
Change Password	Displays a dialog allowing the account password to be changed. Button is only enabled for database user accounts, and only when not connected to the database.

Logon Dialog

The **Logon** dialog is presented to agents when logging onto TeamQ. Agent credentials supplied in the dialog are verified against the corresponding MiCollab AM subscriber mailbox in the MiCollab AM system. Because MiCollab AM subscriber mailbox credentials are used, security code changes are accomplished by changing the security code for the subscriber mailbox within the MiCollab AM system.

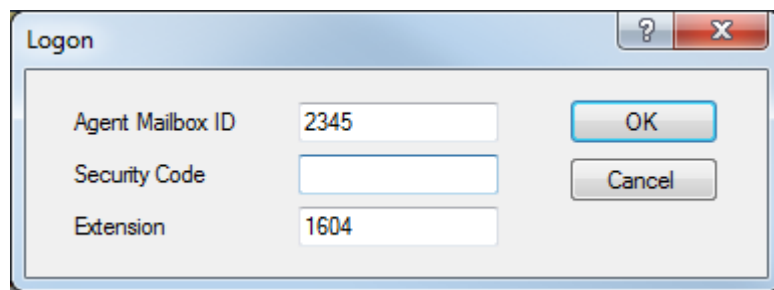


Figure 18. Logon Dialog

Table 33. Settings

Options	Description
Agent Mailbox ID	Agent ID corresponding to MiCollab AM subscriber mailbox.
Security Code	Security code for MiCollab AM subscriber mailbox.
Extension	Telephone extension at which agent will receive TeamQ calls.

Tool Strip Settings Dialog

The **TeamQ Desktop** Tool Strip **Settings** dialog is used to customize the appearance of the application tool strip.

The dialog is accessed by selecting the Configure item from the tool strip overflow menu.



Figure 19. Tool Strip

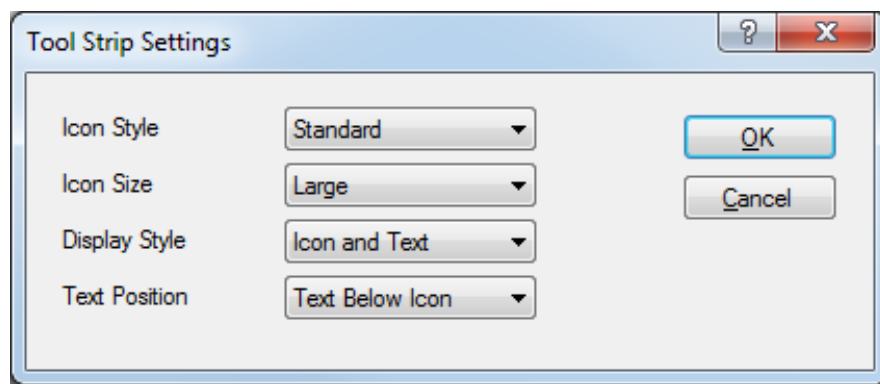


Figure 20. Tool Strip Settings

Table 34. Settings

Settings	Description
Icon Style	Designates the style of the icon images contained in the tool strip. <ul style="list-style-type: none">• Standard Modern style icons.• Classic Classic style icons.
Icon Size	Designates the size of the icon images contained in the tool strip. <ul style="list-style-type: none">• Small Small icons.• Large Large icons.
Display Style	Designates whether the icon image, action text, or both are displayed.

- **Icon and Text** Display the icon image and action text.
 - **Icon Only** Display the icon image only.
 - **Text Only** Display the icon action text only.
-

Text Position

Designates where the action text appears in relation to the icon image.

- **Text After Icon** Display the text to the right of the icon.
 - **Text Before Icon** Display the text to the left of the icon.
 - **Text Above Icon** Display the text above the icon.
 - **Text Below Icon** Display the text below the icon.
-

Administration Forms

The TeamQ administration forms are used by supervisors and administrators to configure TeamQ agents and teams, and to access log file data.

Manage Users Form

The **Manager Users** form is used to configure TeamQ database user accounts. Database user accounts are required in order to gain access to the TeamQ database, and to establish access permission levels. Database user configuration is only available to administrators.

Supervisors can perform the following functions for supervised teams:

- Manage Teams
- Manage Agents
- Manage Log Files
- Manage Busy Codes
- Force sign-out of an agent
- Release a call from **OnHold** status.
- Edit or delete call notes.

Administrators have all supervisor permissions for all teams, and can also:

- Manage Users
- Manage Queues
- Create new Teams and Agents
- Force Terminate Call

NOTE Assigning supervisor permissions is a two-step process. The TeamQ database user must be configured with supervisor permissions as shown below, and the MiCollab AM subscriber mailbox corresponding with the supervisor's Agent Mailbox ID must be assigned a TeamQ Role of Supervisor.

User accounts can be local database accounts or Windows domain accounts. For local database accounts, a password is assigned and must be provided by the agent. For Windows domain accounts, the credentials of the Windows user currently logged onto the desktop will be used.

To connect and logon to TeamQ, the corresponding user account information is specified on the **Connections** tab of the **Settings** dialog.

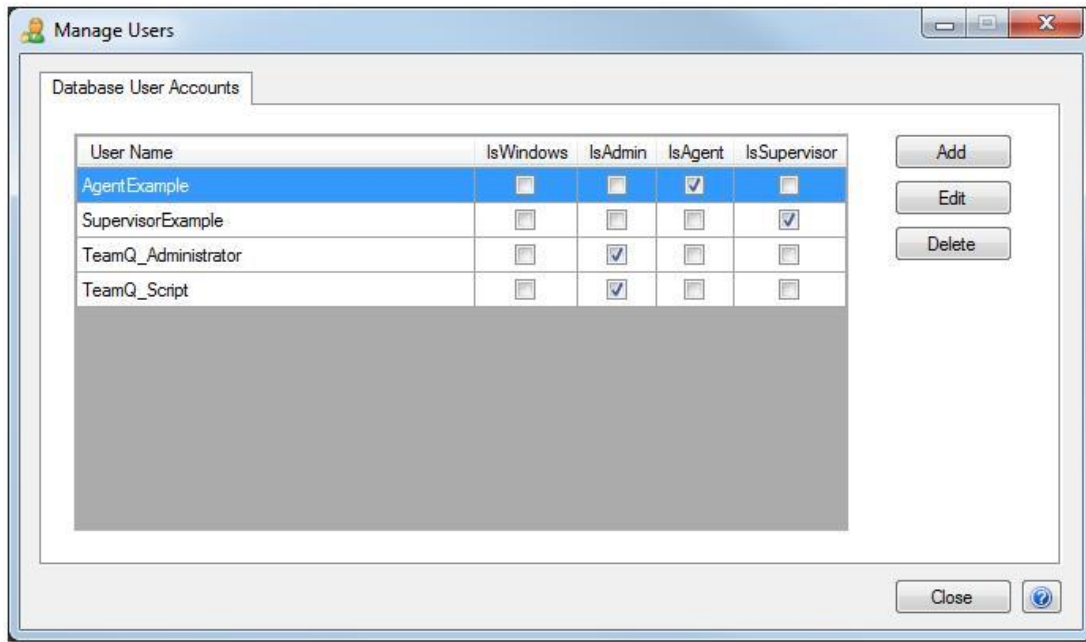


Figure 21. Manage Users

Table 35. Grid Columns

Column	Description
User Name	Database or Windows user account name.
IsWindows	If checked, user account is a Windows domain account.
IsAdmin	If checked, account has administrator permissions.
IsAgent	If checked, account has agent permissions.
IsSupervisor	If checked, account has supervisor permissions.

Table 36. Action Buttons

Buttons	Description
Add	Add a new user account.
Edit	Edit the selected user account.
Delete	Delete the selected user account.

Add User Dialog

The **Add User** dialog is used when adding or editing a TeamQ database user account.

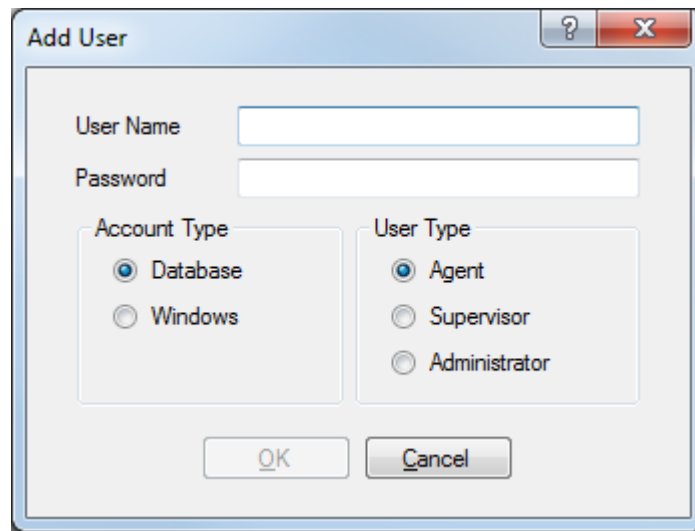


Figure 22. Add User

Table 37. Settings

Setting	Description
User Name	Database or Windows account user name. Windows accounts must be specified in DOMAIN\UserName format.
Password	Account password. Only applicable to Database account types.

Table 38. Account Type

Account	Description
Database	Account is a TeamQ database user account.
Windows	Account is a Windows user account.

Table 39. User Type

User	Description
Agent	Account has agent permissions.
Supervisor	Account has supervisor permissions.
Administrator	Account has administrator permissions

Manage Teams Form

The **Manage Team** form is used to configure TeamQ teams. Team configuration is available to Supervisors and Administrators.

Figure 23. Manage Teams

Table 40. Form Buttons

Button	Description
Accept	Submit all changes to the database.
Reject	Reverse all changes that have been made prior to acceptance.
Refresh	Re-read the team configuration data from the database.

Teams Grid

The **Teams Grid** contains a record for each team and related configuration settings. The settings appear in each grid row, and also in the section below the grid.

Teams are added by entering data into the new team row; the row at the bottom of the grid denoted by an asterisk.

To remove a team, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.

Teams

	TeamID	TeamName	TeamMailbox	AllowIdle	AllowWrapup	AllowMessage	AllowHold	All
▶	1234	Team 1234	1234	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes ▼	<input checked="" type="checkbox"/>	
	5678	Team 5678	5678	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes ▼	<input checked="" type="checkbox"/>	
*				<input type="checkbox"/>	<input type="checkbox"/>	▼	<input type="checkbox"/>	

Allow Idle

☐

Allow Message

Yes ▼

Transfer Type

Blind ▼

Allow Wrapup

☒

Allow Hold

☒

Notify Threshold

300

Wrapup Limit

0

Allow Redirect

☒

Forced Threshold

0

Blend Callbacks

☒

Callback Delay

10

Figure 24. Teams

Table 41. Teams Grid

Option	Description
Team ID	Team ID number.
Team Name	Team name.
Team Mailbox	MiCollab AM subscriber mailbox assigned to the team.
Allow Idle	Whether to allow agents to enter Idle status. The AllowIdle setting determines the mode of operation for the team. If checked, the team is configured for pull mode. If not checked, the team is configured for push mode.
Allow Wrapup	Whether to allow agents to enter Wrapup status at the conclusion of a call.
Wrapup Limit	Maximum amount of time in seconds that an agent may remain in Wrapup status. A value of 0 indicates an indefinite amount of time is allowed.

Allow Message	Whether to allow agents to direct queued callers to leave a message. <ul style="list-style-type: none"> • No Do not allow • Yes Leave message for agent specified mailbox. • Team Leave message for team mailbox only.
Allow Hold	Whether to allow agents to reserve a call to take themselves.
Allow Redirect	Whether to allow agents to redirect calls to other teams or external extensions.
Transfer Type	Default transfer type for transferring calls to agents. Options include: Blind , Monitored , and Supervised .
Notify Threshold	Number of seconds of hold time after which a queued call is considered overdue, and overdue call notifications are triggered.
Forced Threshold	Maximum amount of time in seconds that an agent will remain in Forced status after a failed transfer attempt. A value of 0 indicates an indefinite amount of time is allowed.
Blend Callbacks	Whether to display callbacks in the Call Queue along with incoming calls. If not enabled, callbacks will only appear in the Callback Queue.
Callback Delay	Default number of minutes to display as the reschedule period for an incomplete callback in the Make Call Dialog .

Team Members Grid

The **Members** grid contains a listing of each agent that is a member of the team that is currently selected in the Teams grid, and the related agent permissions.

Members are added to the team by entering data into the new member row; the row at the bottom of the grid denoted by an asterisk. Only agents that exist in the database can be added as team members.

After typing the first digit into the **AgentID** column, a listing of all configured agent ID numbers beginning with that digit will be presented.

To remove an agent from the team, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.

Members		Busy Codes					
	AgentID	AgentName	Supervisor	ReceiveCalls	MakeCalls	AllowBusy	AllowPending
▶	2345	Agent 2345	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 25. Members Grid

Table 42. Members Grid

Column	Description
AgentID	ID number of a configured agent.
AgentName	Name of the configured agent (read-only)
Supervisor	Whether the agent is a supervisor for the team.
ReceiveCalls	Whether the agent is configured to receive calls for the team.
MakeCalls	Whether the agent is configured to make callbacks for the team.
AllowBusy	Whether the agent is allowed to enter Busy status.
AllowPending	Whether an agent in a push mode team will enter Pending status immediately after signing in, as opposed to entering Waiting status. Column only appears if Allow Idle is unchecked.

Team Busy Codes Grid

The **Busy Codes** grid contains a listing of each busy code that is assigned to the team that is currently selected in the **Teams** grid, and whether the busy code is enabled for use by team members.

Busy codes are added to the team by entering data into the new busy code row; the row at the bottom of the grid denoted by an asterisk. Only busy codes that exist in the database can be assigned to a team.

After typing the first digit into the **Code** column, a listing of all configured busy codes beginning with that digit will be presented.

To remove a busy code assignment from the team, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.

	Code	Description	Enabled
▶	1	Break	<input checked="" type="checkbox"/>
	2	Lunch	<input checked="" type="checkbox"/>
	3	Project	<input type="checkbox"/>
	4	Other	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>

Figure 26. Busy Codes

Table 43. Busy Codes

Column	Description
Code	Numeric busy code.
Description	Busy code description (read-only).
Enabled	Whether the busy code is enabled for use by team members.

Manage Agents Form

The **Manage Agents** form is used to configure TeamQ agents. Agent configuration is available to Supervisors and Administrators.

Manage Agents

Agents

	AgentID	Name	Phone	Transfer
▶	2345	Agent 2345	1604	Supervised
*				

Memberships

	TeamID	TeamName	Supervisor	ReceiveCalls	MakeCalls	AllowBusy	AllowPending
▶	1234	Team 1234	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	5678	Team 5678	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Accept

Reject

Refresh

Close

Database changes saved

Figure 27. Manage Agents

Table 44. Form Buttons

Buttons	Description
Accept	Submit all changes to the database.
Reject	Reverse all changes that have been made prior to acceptance.
Refresh	Re-read the team configuration data from the database.

Agents Grid

The **Agents Grid** contains a record for each agent and related configuration settings.

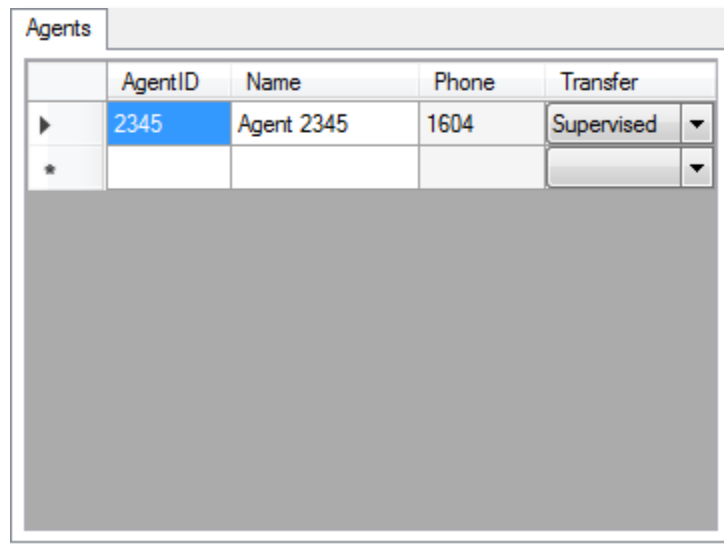


Figure 28. Agent Grid

Table 45. Agents Grid

Column	Description
AgentID	Agent ID number.
Name	Agent name.
Phone	Agent telephone number of extension (read-only). Set by agent at logon.
Transfer	Type of transfer used for transferring calls to the agent.

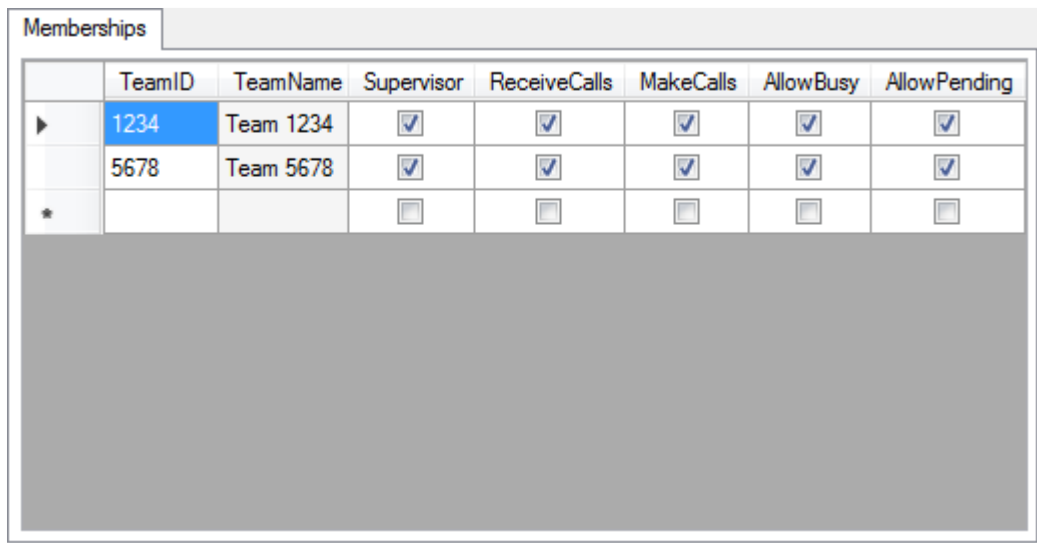
Team Memberships Grid

The **Team Memberships** Grid contains a listing of each team in which the agent currently selected in the Agents grid is a member, and the related agent permissions for the team.

Agents are assigned to teams by entering data into the new membership row; the row at the bottom of the grid denoted by an asterisk. Agents can only be assigned to teams that exist in the database.

After typing the first digit into the **TeamID** column, a listing of all configured team ID numbers beginning with that digit will be presented.

To remove the agent from a team, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.



	TeamID	TeamName	Supervisor	ReceiveCalls	MakeCalls	AllowBusy	AllowPending
▶	1234	Team 1234	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	5678	Team 5678	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 29. Memberships Grid

Table 46. Memberships Grid

Column	Description
TeamID	Team ID number
TeamName	Team name (read-only)
Supervisor	Whether the agent is a supervisor for the team.
ReceiveCalls	Whether the agent is configured to receive calls for the team.
MakeCalls	Whether the agent is configured to make callbacks for the team.
AllowBusy	Whether the agent is allowed to enter Busy status.
AllowPending	Whether an agent in a push mode team will enter Pending status immediately after signing in, as opposed to entering Waiting status.

Manage Busy Codes Form

The **Manage Busy Codes** form is used to create and configure busy codes for use by agents. **Busy Code** configuration is available to Supervisors and Administrators.

Busy Codes			
	Code	Description	Enabled
▶	1	Break	<input checked="" type="checkbox"/>
	2	Lunch	<input checked="" type="checkbox"/>
	3	Project	<input checked="" type="checkbox"/>
	4	Other	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>

Assignments			
	TeamID	TeamName	Enabled
▶	1234	Team 1234	<input checked="" type="checkbox"/>
	5678	Team 5678	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>

Accept Reject Refresh Close ?

Figure 30. Manage Busy Codes

Table 47. Form Buttons

Button	Description
Accept	Submit all changes to the database.
Reject	Reverse all changes that have been made prior to acceptance.
Refresh	Re-read the team configuration data from the database.

Busy Codes Grid

The **Busy Codes Grid** contains a record for each busy code and related configuration settings.

Busy codes are added by entering data into the new busy code row; the row at the bottom of the grid denoted by an asterisk.

To remove a busy code, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.

	Code	Description	Enabled
▶	1	Break	<input checked="" type="checkbox"/>
	2	Lunch	<input checked="" type="checkbox"/>
	3	Project	<input checked="" type="checkbox"/>
	4	Other	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>

Figure 31. Busy Codes Grid

Table 48. Busy Codes

Column	Description
Code	Numeric busy code.
Description	Busy code description (read-only).
Enabled	Whether the code is enabled system-wide.

Assignments Grid

The **Assignments Grid** contains a record for each busy code assignment and related configuration settings.

Busy codes are assigned to teams by entering data into the new assignment row; the row at the bottom of the grid denoted by an asterisk. Busy codes can only be assigned to teams that exist in the database.

After typing the first digit into the **TeamID** column, a listing of all configured team ID numbers beginning with that digit will be presented.

To remove the busy code from a team, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.

	TeamID	TeamName	Enabled
▶	1234	Team 1234	<input checked="" type="checkbox"/>
	5678	Team 5678	<input checked="" type="checkbox"/>
*			<input type="checkbox"/>

Figure 32. Assignments Grid

Table 49. Assignments Grid

Column	Description
TeamID	Team ID number.
TeamName	Team name (read-only)
Enabled	Whether the code is enabled for use by members of the specified team.

Manage Queues Form

The **Manage Queues** form is used to create and configure the call handling options for calls processed by the TeamQ UCCONnect script. Queue management is available to TeamQ administrators.

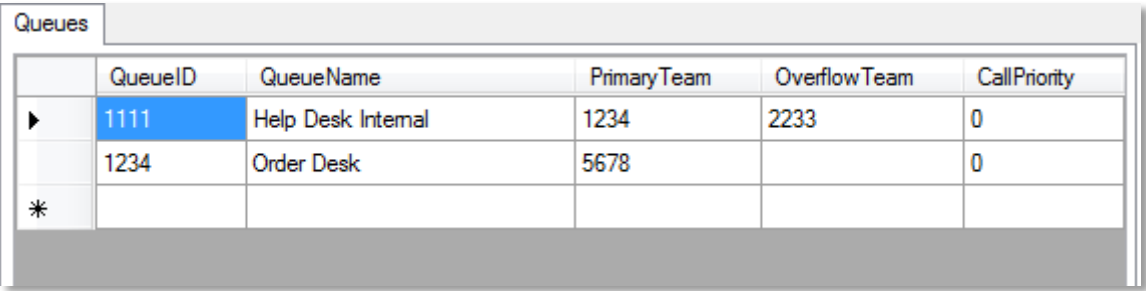
Figure 33. Manage Queues

Queues Grid

The **Queues Grid** contains a record for each queue and selected key configuration settings.

Queues are added by entering data into the new queue row; the row at the bottom of the grid denoted by an asterisk.

To remove a queue, highlight the entire grid row by clicking on the row selection column (the column on the right-hand side containing the selection arrow) and pressing the **Delete** key.



Queues					
	QueueID	QueueName	PrimaryTeam	OverflowTeam	CallPriority
▶	1111	Help Desk Internal	1234	2233	0
	1234	Order Desk	5678		0
*					

Figure 34. Queues Grid

Table 50. Queues Grid

Column	Description
QueueID	Queue ID number.
QueueName	Queue name.
PrimaryTeam	Primary team ID number. After typing the first digit into the column, a listing of all configured team ID numbers beginning with that digit will be presented.
OverflowTeam	Overflow team ID number. After typing the first digit into the column, a listing of all configured team ID numbers beginning with that digit will be presented.
CallPriority	Priority for calls entering the queue.

Settings Tab

The **Settings** tab contains general call handling settings.

Settings Queue Dialog Standard Input Custom Input Dialog Phrases Phrase Catalog

Primary Team: [Help Desk](#) Overflow Team: [Backup Help](#)

Overflow

- ☒ No Agents Available
- ☒ Wait Time Exceeds
- ☒ Calls Waiting Exceeds
- ☒ Set Priority

Text-To-Speech

- Enabled ☒
- Language [American English](#)
- Timeout

Restrictions

- ☐ Max Calls Waiting
- Max Wait Time

Hold Audio

- Play Mode [Rotate](#)
- Fill Mode [PlayNext](#)
- ☒ Resume Play

Phrases

- [HoldMusic1](#)
- [HoldMusic2](#)
- [HoldMusic3](#)

Figure 35. Settings Tab

Table 51. Settings Options

Option	Description
Primary Team	Primary team name (read-only).
Overflow Team	Overflow team name (read-only).

Table 52. Overflow Group

Option	Description
No Agents Available	Whether to overflow if no agents are available in the primary team.
Wait Time Exceeds	Whether to overflow when the wait time for a call exceeds the given number of seconds. Note that calls are only moved to the overflow team at the next Timeout Interval expiration.
Calls Waiting Exceeds	Whether to overflow when the number of calls waiting in queue exceeds the given value
Set Priority	Whether to set the call priority to the given value when redirecting calls to the overflow team.

Table 53. Restrictions Options

Option	Description
Max Calls Waiting	Whether to limit the number of calls waiting in queue at any particular time, and the maximum number of calls to allow.
Max Wait Time	The maximum wait time in effect for queued calls. This value is calculated based on the Timeout Interval and Menu Iterations settings on the Queue Dialog tab (Formula: Timeout * (Iterations + 1)).

Table 54. Text-To-Speech Group

Option	Description
Enabled	Whether TTS is enabled for use when speaking queue phrases.
Language	TTS language to use.
Timeout	Maximum number of seconds to wait for a TTS channel to become available.

Table 55. Hold Audio Group

Option	Description
Play Mode	Indicates how to resume list playback when callers choose to remain in queue. <ul style="list-style-type: none"> • Restart Restart at top of list. • Rotate Restart at next phrase. • Random Restart at random phrase.
Fill Mode	Indicates the action to take in the event the hold phrase is shorter than the prompt interval timeout. <ul style="list-style-type: none"> • None Do not play additional audio (caller hears silence). • PlayNext Start playing the next phrase in the list. • Repeat Start playing the same phrase again.
Resume Play	Whether to restart phrase playback at the position at which playback stopped when callers choose to remain in queue. Otherwise, the next appropriate phase will play from the beginning.
Phrases List	Phrases included as hold audio for the queue.

Queue Dialog Tab

The **Queue Dialog** tab contains setting related to call handling prior to being queued for a team and options while in queue.

Figure 36. Queue Dialog

Table 56. Queue Dialog

Option	Description
Greeting Phrase	Optional phrase to play to callers at the beginning of the call flow. Prevent Interrupt Whether to prevent callers from interrupting audio playback by pressing a digit.
Notice Phrase	Optional phrase to play to callers after the greeting phrase. Prevent Interrupt Whether to prevent callers from interrupting audio playback by pressing a digit.

No Agents Action	<p>Action to take if no agents are signed into the primary or overflow teams, along with an associated parameter value.</p> <ul style="list-style-type: none"> • None – No agent action taken. Control of the call is returned to the next call processor without any return digits. • Message – Direct the caller to leave a message. On exit, the Message digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. If no parameter is specified the mailbox number of the primary team is supplied. • Callback – Submit a callback request for the caller. A TeamQ team ID can be specified in the parameter box. If no parameter is specified the team that the call was queued for will be used. On exit, the Hangup digit defined for the UConnect script will be passed to the next call processor. • Redirect – Redirect the call to a different extension or call processor. On exit, the Transfer digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. • Exit – Exits the queue and goes to the next call processor, as defined in the call processor mailbox. On exit, the Exit digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. <p>Parameter Box Parameter, such as mailbox number or extension, appropriate for the specified action.</p>
Max Wait Action	<p>Action to take when a call reaches the maximum allowable wait time, along with an associated parameter value.</p> <ul style="list-style-type: none"> • None – No agent action taken. Control of the call is returned to the next call processor without any return digits. • Message – Direct the caller to leave a message. On exit, the Message digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. If no parameter is explicitly specified the mailbox number of the primary team is supplied. • Callback – Submit a callback request for the caller. A TeamQ team ID can be specified in the parameter box. If no parameter is specified the team that the call was queued for will be used. On exit, the Hangup digit defined for the UConnect script will be passed to the next call processor. • Redirect – Redirect the call to a different extension or call processor. On exit, the Transfer digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box.

- **Exit** – Exits the queue and goes to the next call processor, as defined in the call processor mailbox. On exit, the **Exit** digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box.

Parameter Box Parameter, such as mailbox number or extension, appropriate for the specified action.

Max Calls Action	<p>Action to take when the maximum number of calls in queue has been reached, along with an associated parameter value.</p> <ul style="list-style-type: none"> • None – No agent action taken. Control of the call is returned to the next call processor without any return digits. • Message – Direct the caller to leave a message. On exit, the Message digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. If no parameter is explicitly specified the mailbox number of the primary team is supplied. • Callback – Submit a callback request for the caller. A TeamQ team ID can be specified in the parameter box. If no parameter is specified the team that the call was queued for will be used. On exit, the Hangup digit defined for the UConnect script will be passed to the next call processor. • Redirect – Redirect the call to a different extension or call processor. On exit, the Transfer digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. • Exit – Exits the queue and goes to the next call processor, as defined in the call processor mailbox. On exit, the Exit digit defined for the UConnect script will be passed to the next call processor, along with any digits in the parameter box. <p>Parameter Box Parameter, such as mailbox number or extension, appropriate for the specified action.</p>
Timeout Interval	Amount of time in seconds that callers remain in queue before being presented with the timeout menu, if enabled.
Use Audio Length	Whether to use the length of the hold audio phrase as the prompt interval timeout value.

Table 57. Initial Menu Group

Option	Description
Enabled	Whether to present a menu of options to callers prior to placing the calls into queue for a team.

Prompt	Initial menu prompt phrase.
Play Position	Whether to play position in queue information to callers before presenting the menu options.
Play Wait Time	Whether to play estimated wait time information to callers before presenting the menu options.
Queue on Timeout	Whether to place the caller in queue if the caller does not respond to the menu prompt in a timely fashion. Only available if the Queue menu option is enabled.
Menu Options	<p>Indicates which menu options are available to callers.</p> <ul style="list-style-type: none"> • Queue Queue for agent. • Leave Message Leave voice message. • Request Callback Request return call. • Exit Exit queue.

Table 58. Timeout Menu Group

Option	Descriptions
Enabled	Whether to present a menu of options to callers after the configured timeout interval expires.
Prompt	Timeout menu prompt phrase.
Play Position	Whether to play position in queue information to callers before presenting the menu options.
Play Wait Time	Whether to play estimated wait time information to callers before presenting the menu options.
Queue on Timeout	Whether to place the caller in queue if the caller does not respond to the menu prompt in a timely fashion. Only available if the Queue menu option is enabled.
Menu Iterations	Maximum number of times to repeat the timeout menu process. The maximum wait time is the timeout interval multiplied by the menu iterations value plus 1.
Menu Options	<p>Indicates which menu options are available to callers.</p> <ul style="list-style-type: none"> • Queue Queue for agent. • Leave Message Leave voice message. • Request Callback Request return call. • Exit Exit queue.

Standard Input Tab

The **Standard Input** tab contains settings related to gathering standard caller input for display in the TeamQ desktop application.

Settings Queue Dialog **Standard Input** Custom Input Dialog Phrases Phrase Catalog

Callback Number

Enabled

Prompt Confirm ☒

Digit Count Digits Method

Link

Validation

Offer Calling Party

Enabled ☒ Preface

Prompt

Identification

Enabled ☒

Prompt Confirm ☐

Digit Count Digits Method

Link

Validation

Selection

Enabled ☒

Prompt Confirm ☐

Choices

Key	Display	PhraseName	Link	Priority
0	<input checked="" type="checkbox"/> NEW			0
1	<input checked="" type="checkbox"/> WIN 7			1
2	<input type="checkbox"/>			0

Figure 37. Standard Input tab

Table 59. Callback Number Group

Option	Description
Enabled	Whether to prompt callers for a callback number. <ul style="list-style-type: none"> No No. Yes Yes. IfNoANI Only if ANI is not available.
Prompt	Callback number prompt phrase.

Confirm	Whether to confirm callback number input with callers.
Digit Count	Number of digits to use for Fixed and Maximum digit methods.
Digits Method	Determines how many digits are accepted as input. <ul style="list-style-type: none"> • Variable Variable number of digits. • Fixed Fixed number of digits. • Maximum Variable number of digits up to a maximum.
Link	Hyperlink to attach to the callback number for agent usage (see Input Links).
Validation	Pattern matching input validation template (see Input Validation).

Table 60. Offer Calling Party Sub-Group

Option	Description
Enabled	Whether to offer the received calling party telephone number to callers for use as the callback number.
Preface	Phrase to speak prior to the calling party telephone number.
Prompt	Offer calling party prompt phrase.

Table 61. Identification Group

Option	Description
Enabled	Whether to prompt callers for an identification number.
Prompt	Identification number prompt phrase.
Confirm	Whether to confirm identification input with callers.
Digit Count	Number of digits to use for Fixed and Maximum digit methods.
Digits Method	Determines how many digits are accepted as input. <ul style="list-style-type: none"> • Variable Variable number of digits. • Fixed Fixed number of digits. • Maximum Variable number of digits up to a maximum.
Link	Hyperlink to attach to the identification number for agent usage (see Input Links).
Validation	Pattern matching input validation template (see Input Validation).

Table 62. Selection Group

Option	Description
Enabled	Whether to prompt callers to select from a multiple-choice menu of options.
Prompt	Selection menu prompt phrase.
Confirm	Whether to confirm selection input with callers.
Choices Grid	<p>Contains configuration options for each menu choice.</p> <ul style="list-style-type: none"> • Key Digit associated with choice. • (checkbox) Whether choice is enabled. • Display Value displayed to agents. • PhraseName Optional phrase used for input confirmation. • Link Hyperlink to attach to the choice (see Input Links). • Priority Call priority to assign.

Custom Input Tab

The **Custom Input** tab contains settings related to gathering custom caller input for display in the TeamQ Desktop application.

The screenshot shows the 'Custom Input' tab with the following settings:

- User Field 0:**
 - Enabled: ☒
 - Prompt: EnterSN
 - Confirm: ☒
 - Digit Count: 9
 - Digits Method: Fixed
 - Link: https://mywebservice.com?SerialNumber=^User0
 - Validation: (empty)
- User Field 1:**
 - Enabled: ☒
 - Prompt: SelectModel
 - Confirm: ☒
 - Choices:

Key	Display	PhraseName	Link	Priority
0	<input type="checkbox"/>			0
1	<input checked="" type="checkbox"/>	C129	ModelC129	0
2	<input checked="" type="checkbox"/>	D415	ModelD415	0
3	<input type="checkbox"/>			0
4	<input type="checkbox"/>			0
5	<input type="checkbox"/>			0
6	<input type="checkbox"/>			0
7	<input type="checkbox"/>			0
8	<input type="checkbox"/>			0
9	<input type="checkbox"/>			0

Figure 38. Custom Input tab

Table 63. User Field 0 Group

Option	Description
Enabled	Whether to prompt callers for input to be displayed in the User 0 field in the TeamQ desktop application.
Prompt	Input prompt phrase.
Confirm	Whether to confirm input with callers.
Digit Count	Number of digits to use for Fixed and Maximum digit methods.
Digits Method	Determines how many digits are accepted as input.

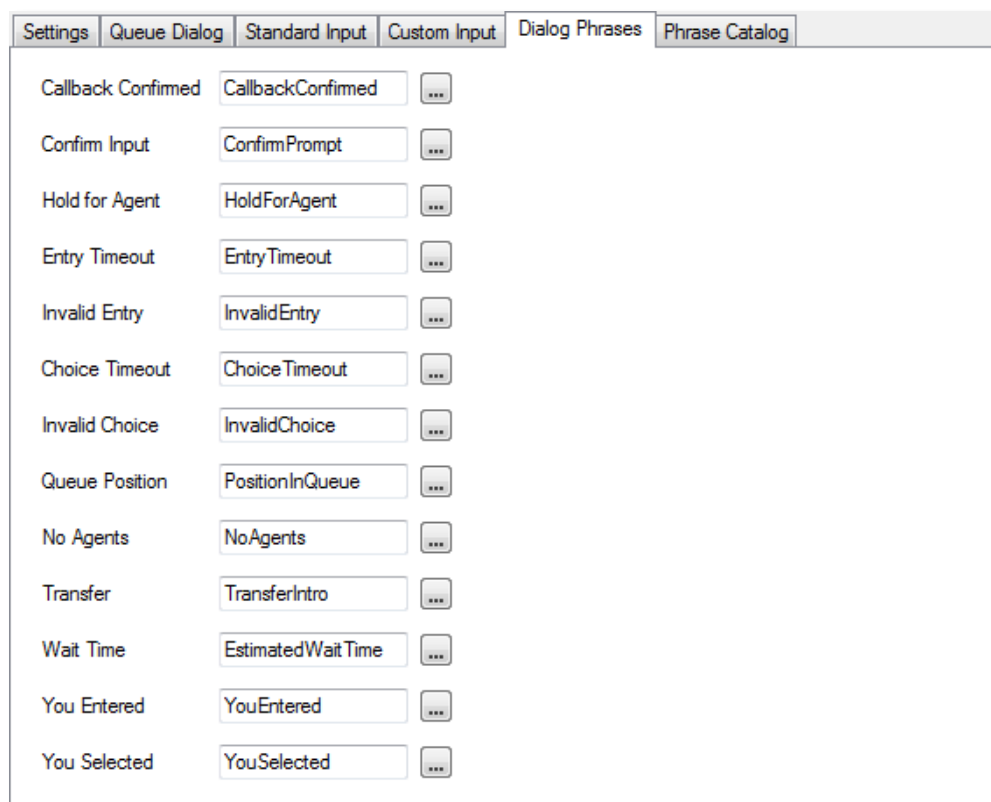
	<ul style="list-style-type: none"> • Variable Variable number of digits. • Fixed Fixed number of digits. • Maximum Variable number of digits up to a maximum.
Link	Hyperlink to attach to the input for agent usage (see Input Links).
Validation	Pattern matching input validation template (see Input Validation).

Table 64. User Field 1 Group

Options	Description
Enabled	Whether to prompt callers to select from a multiple-choice menu of options to be displayed in the User 1 field in the TeamQ desktop application.
Prompt	Menu prompt phrase.
Confirm	Whether to confirm input with callers.
Choices Grid	<p>Contains configuration options for each menu choice.</p> <ul style="list-style-type: none"> • Key Digit associated with choice. • (checkbox) Whether choice is enabled. • Display Value displayed to agents. • PhraseName Optional phrase used for input confirmation. • Link Hyperlink to attach to the choice (see Input Links). • Priority Call priority to assign.

Dialog Phrases Tab

The **Dialog Phrases** tab contains settings for additional phrases used within the queue call-flow.



Option	Value
Callback Confirmed	CallbackConfirmed
Confirm Input	ConfirmPrompt
Hold for Agent	HoldForAgent
Entry Timeout	EntryTimeout
Invalid Entry	InvalidEntry
Choice Timeout	ChoiceTimeout
Invalid Choice	InvalidChoice
Queue Position	PositionInQueue
No Agents	NoAgents
Transfer	TransferIntro
Wait Time	EstimatedWaitTime
You Entered	YouEntered
You Selected	YouSelected

Figure 39. Dialog Phrases tab

Table 65. Dialog Phrases

Option	Description
Callback Confirmed	Phrase played after caller has submitted a callback request.
Confirm Input	Prompt phrase asking caller to confirm whether input is correct.
Hold for Agent	Phrase played immediately prior to placing caller into queue.
Entry Timeout	Phrase played when caller does not respond to a prompt for input.
Invalid Entry	Phrase informing caller an entry is invalid.
Choice Timeout	Phrase played when caller does not respond to a menu selection prompt.
Invalid Choice	Phrase played when a caller menu selection choice is invalid.

Queue Position	Phrase played prior to speaking the caller's position in queue.
No Agents	Phrase played when no agents are signed into the target queue.
Transfer	Phrase played prior to initiating a call transfer.
Wait Time	Phrase played prior to speaking the caller's estimated wait time.
You Entered	Phrase played prior to repeating a caller entry for confirmation.
You Selected	Phrase played prior to repeating a caller menu selection for confirmation.

Phrase Catalog Tab

The **Phrase Catalog** tab contains a complete listing of all configured TeamQ phrases. Phrases which have a name consisting solely of numeric digits can be recorded using the TeamQ administration telephone user interface (see the *TeamQ Server Administration* document).

Settings

Queue Dialog

Standard Input

Custom Input

Dialog Phrases

Phrase Catalog

	PhraseName	Description
▶	AccountNumberPrompt	Please enter your account number, followed by the pound sign.
	CallbackConfirmed	Your callback request has been submitted.
	CallbackNumber	Please enter your callback telephone number, followed by the pound sign.
	CallingPartyIs	The number you are calling from is,
	ChoiceTimeout	You may make your selection at any time.
	ConfirmPrompt	If this is correct, press 1. Otherwise, press 9.
	EntryTimeout	You may begin your entry at any time.
	EstimatedWaitTime	The estimated wait time is,
	HoldForAgent	Please hold for the next available agent.
	HoldForRep	Please hold for the next available representative.
	HoldMusic1	
	HoldMusicPiano	

Figure 40. Phrase Catalog tab

Table 66. Phrase Catalog tab

Column	Description
PhraseName	Name or number of the phrase.
Description	Description of the phrase, also used for text-to-speech playback.

Input Validation

Several queue input definitions described above support an input validation template. Input validation can be used to ensure that caller input matches a known length or pattern.

Input validation template patterns support the following characters:

Table 67. Input validation characters

Characters	Description
Digit 0 to 9	Match the specific digit.
?	Match any single digit.
*	Match any number of digits (including none).

In addition, validation template patterns support the following special syntax:

Table 68. Input Validation syntax

Syntax	Description
[DigitList]	Any single digit in DigitList (contiguous list of digits 0-9).
[!DigitList]	Any single digit not in DigitList.

For example:

Table 69. Input Validation Pattern Examples

Pattern	Example
Any four digits	????
Any number of digits starting with '1'	1*
Four digits starting with '1'	1???
Four digits not starting with '1'	[!1]???
Four digits starting with '1' or '2'	[12]???
Four digits not ending with '3'	???[!3]

Multiple validation patterns can be provided for a single input definition. The individual patterns must be separated by a comma.

For example:

Table 70. Multiple Validation Pattern Examples

Pattern	Example
Four, five, or six digits	????,?????,??????
Four digits starting with '1' or '2'	1???,2???

Input Links

Several queue input definitions described above support the configuration of input links. Input links are attached to call record data fields and contain a command that can be executed by agents using the **TeamQ Desktop** Client. Typically, the command is used to display information related to the call using an external program, such as a web browser.

By right-clicking on a call data field in the **Call Queue** grid, agents can access a context menu containing the link for that call data field. By right-clicking on the row header for a call record, agents can access all links attached to all call data fields in the record.

Link commands can consist of an Internet address, hyperlink, specific executable program with arguments, or a file with a file type that is registered with Windows on the agent workstation.

NOTE A good way to test whether a specific command will work on an agent workstation is to execute the command from the Windows **Run** dialog.

Links configured for input items can consist of up to three fields, separated by the '|' character, in the following format. Only the **FileName** field is required.

Link Format: FileName | Display | Arguments

Table 71. Input Links

Field	Description
FileName	Complete hyperlink or executable file specification.
Display	Value for display in the TeamQ Desktop Client context menu.
Arguments	Arguments supplied to an executable file.

Specific caller input values can be included in links through the use of value substitution labels. The supported value substitution labels are:

Table 72. Specific caller input values

Labels	Description
^CallingParty	Calling party data (i.e. ANI) received for the call.
^CallbackNumber	Callback number input value.
^Identification	Identification input value.
^Selection	Selection input value.
^User0	User Field 0 input value.
^User1	User Field 1 input value.

Table 73. Link Examples

Option	Example
Simple Internet Hyperlink	www.mywebsite.com
Hyperlink to secure web service with parameter	https://mywebservice.com?ID=^Identification
Hyperlink to secure web service with parameter and display name	https://mywebservice.com?ID=^Identification Customer Lookup
Executable with arguments	myprogram.exe ^CallbackNumber
Executable with arguments and display	myprogram.exe Phone Lookup ^CallbackNumber

Call Overflow Scenarios

Using the overflow settings on the **Settings** tab, calls can be configured to overflow to a secondary team based on several criteria including the amount of time the call has been waiting in queue, the number of calls in queue, and agent availability.

Call overflow, the action of moving a call from the call queue of the Primary Team to the call queue of an Overflow Team, can take place at several points during a call, including:

- Initial attempt to place the call in queue for the primary team.
- Expiration of the **Timeout Interval** period.
- All agents in the primary team become unavailable while a call is in queue.

In all cases, the overflow action will not be initiated if there are no agents available to handle calls in the overflow team.

When a call overflows, the [Menu Iterations](#) count is reset, thus a call could foreseeably be waiting in queue for the same amount of time for the primary team and the overflow team.

Initial Queue Attempt

The initial queue attempt takes place immediately after the caller has entered all requested information, such as callback number or identification number. If the [Initial Menu](#) is active, the queue attempt occurs if the caller selects the [Queue](#) option.

Calls can overflow at this point in the call flow if there are agents available to handle calls in the overflow team, and either of the following conditions is met:

- The [No Agents Available](#) option is enabled and there are no agents available to handle calls in the primary team.
- The [Calls Waiting Exceeds](#) option is enabled and the number of calls waiting in queue for the primary team exceeds the number specified.

If there are no agents available to handle calls in the overflow team, the [No Agents Action](#) applies to the primary team.

Subsequent Queue Attempts

Queue attempts subsequent to the initial queue attempt take place following the expiration of the [Timeout Interval](#). If the [Timeout Menu](#) is active, the queue attempt occurs if the caller selects the [Queue](#) option.

Calls can overflow at this point in the call flow if there are agents available to handle calls in the overflow team, and either of the following conditions is met:

- The [No Agents Available](#) option is enabled and there are no agents available to handle calls in the primary team.
- The [Wait Time Exceeds](#) option is enabled and the amount of time the caller has been waiting exceeds the number of seconds specified.

If there are no agents available to handle calls in the overflow team, the [No Agents Action](#) applies to the primary team.

Agents Become Unavailable

Agents are considered unavailable to handle calls if they are in one of the following statuses: **Signed Out**, **Busy**, or **Forced**. While a call is in waiting in queue for the primary team, the condition may arise where the last available agent transitions to one of these statuses, and thus there are no longer any agents available to handle calls for the team.

In this case, calls will overflow immediately if the [No Agents Available](#) option is enabled and there are agents available to handle calls in the overflow team.

If there are no agents available to handle calls in the overflow team, the [No Agents Action](#) applies to the primary team.

Manage Log Files Form

The **Manage Log Files** form is available to supervisors and administrators, and is used to review, export and delete call, agent, and queue log records. The collection of log records displayed in the grid can be limited using the **Filter** settings.

CallID	StartTime	CallType	LineNumber	Priority	HoldSeconds	WaitSeconds	ConnectSeconds	WrapSeconds	AgentID	AgentName	TransferType	Destination	EndStatus
2228	9/29/2015 3:52:53 PM	Incoming	1	0	59	59							CallBack
2229	9/29/2015 3:53:49 PM	CallBack		0	69	69	69	49	2345	Agent 2345	Supervised	8663680400	Agent
2230	9/29/2015 3:58:14 PM	Incoming	1	0	111	111							CallBack
2231	9/29/2015 4:00:03 PM	CallBack		0	252	252		5	2345	Agent 2345			CallBack
2232	9/29/2015 4:14:07 PM	CallBack		0	154	154	92	1	2345	Agent 2345	Supervised	4259511600	Agent

Figure 41. Manage Log Files

Table 74. Display Tabs

Tab	Description
Call Log	Provides access to call log records.
Agent Log	Provides access to agent log records.
Queue Log	Provides access to queue log records.

Table 75. Action Buttons

Button	Description
Export	Export the currently displayed log records to a CSV text file. User is prompted to specify a file name and location.
Purge	Delete log records dated on or before a specified date. User is prompted to specify a date. Note that any filter settings in effect do not apply.
Refresh	Re-read the log record data from the database.

Call Log Tab

The screenshot shows the 'Call Log' tab in a software interface. At the top, there are tabs for 'Call Log', 'Agent Log', and 'Queue Log'. Below these are filter dropdowns for 'Date Range' (set to 'Current week'), 'Queue' (set to '(All)'), 'Team' (set to '(All)'), 'Agent' (set to '(All)'), 'Status' (set to '(All)'), and 'CallType' (set to '(All)'). A 'Reset' button is located to the right of these filters. The main area contains a table with the following columns: CallID, StartTime, CallType, LineNumber, Priority, HoldSeconds, WaitSeconds, ConnectSeconds, WrapSeconds, AgentID, AgentName, TransferType, Destination, and EndStatus. The table displays five records. The first record (CallID 2228) is highlighted with a blue background. The status of each record is shown in a small box at the end of the row: 'CallBack' for the first, and 'Agent' for the others. At the bottom left, it says 'Displaying: 9/28/2015 - 9/29/2015'. At the bottom right, it says 'Records: 5'.

CallID	StartTime	CallType	LineNumber	Priority	HoldSeconds	WaitSeconds	ConnectSeconds	WrapSeconds	AgentID	AgentName	TransferType	Destination	EndStatus
2228	9/29/2015 3:52:53 PM	Incoming	1	0	59	59							CallBack
2229	9/29/2015 3:53:49 PM	Callback		0	69	69	69	49	2345	Agent 2345	Supervised	8663680400	Agent
2230	9/29/2015 3:58:14 PM	Incoming	1	0	111	111							CallBack
2231	9/29/2015 4:00:03 PM	Callback		0	252	252		5	2345	Agent 2345			CallBack
2232	9/29/2015 4:14:07 PM	Callback		0	154	154	92	1	2345	Agent 2345	Supervised	4259511600	Agent

Figure 42. Call Log Tab

Table 76. Filter

Option	Description
Date Range	Date range of log records to display.
Queue	Limit display to a specific QueueID number.
Team	Limit display to a specific TeamID number.
Agent	Limit display to a specific AgentID number.
Status	Limit display to a specific EndStatus value.
CallType	Limit display to a specific CallType value.
Reset Button	Clear the filter settings.

Call Log Records Grid

The **Call Log Records** grid contains a record for each entry in the database, subject to any active **Filter** settings. Descriptions of the columns displayed in the grid can be found in the [Call Log Files](#) section.

When a row in the grid is selected, other rows containing parent or child calls will be highlighted.

Pointing the mouse cursor at the **HoldSeconds**, **ConnectSeconds** or **WrapSeconds** column headers will display summary statistical data for the corresponding column. Statistical data includes the summary, average, maximum and minimum values for the displayed records.

Ascending or descending sorting by any column can be achieved by clicking on the column header.

Agent Log Tab

The screenshot shows the 'Agent Log' tab in a software interface. At the top, there are filter controls: 'Date Range' set to 'Current day', and dropdown menus for 'Queue' (All), 'Team' (All), 'Agent' (All), 'Status' (All), and 'CallType' (All). A 'Reset' button is on the right. Below the filters is a table with 13 columns: AgentID, AgentName, AgentStatus, BusyCode, BusyReason, CallID, CallType, TeamID, TeamName, QueueID, QueueName, StatusStartTime, StatusEndTime, and Duration. The table contains 18 records for Agent 2345, showing various statuses like Idle, Busy, Taking, Connected, WrapUp, and Idle, along with associated call details and durations. At the bottom left, it says 'Displaying: 9/29/2015 - 9/29/2015' and at the bottom right, 'Records: 18'.

AgentID	AgentName	AgentStatus	BusyCode	BusyReason	CallID	CallType	TeamID	TeamName	QueueID	QueueName	StatusStartTime	StatusEndTime	Duration
2345	Agent 2345	Idle									9/29/2015 3:38.3...	9/29/2015 3:49.3...	00:10:58
2345	Agent 2345	Busy	1	Break							9/29/2015 3:49.3...	9/29/2015 3:54.3...	00:05:03
2345	Agent 2345	Idle									9/29/2015 3:54.3...	9/29/2015 3:54.5...	00:00:13
2345	Agent 2345	Taking			2229	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 3:54.5...	9/29/2015 3:54.5...	00:00:07
2345	Agent 2345	Connected			2229	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 3:54.5...	9/29/2015 3:56.0...	00:01:09
2345	Agent 2345	WrapUp			2229	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 3:56.0...	9/29/2015 3:56.5...	00:00:49
2345	Agent 2345	Idle									9/29/2015 3:56.5...	9/29/2015 4:03.4...	00:06:49
2345	Agent 2345	Taking			2231	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 4:03.4...	9/29/2015 4:04.1...	00:00:30
2345	Agent 2345	WrapUp			2231	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 4:04.1...	9/29/2015 4:04.2...	00:00:05
2345	Agent 2345	Idle									9/29/2015 4:04.2...	9/29/2015 4:16.2...	00:12:04
2345	Agent 2345	Taking			2232	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 4:16.2...	9/29/2015 4:16.4...	00:00:17
2345	Agent 2345	Connected			2232	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 4:16.4...	9/29/2015 4:18.1...	00:01:32
2345	Agent 2345	WrapUp			2232	Callback	1234	Team 1234	1234	Queue 1234	9/29/2015 4:18.1...	9/29/2015 4:18.1...	00:00:01

Figure 43. Agent Log

Table 77. Filter

Option	Description
Date Range	Date range of log records to display.
Queue	Limit display to a specific QueueID number.
Team	Limit display to a specific TeamID number.
Agent	Limit display to a specific AgentID number.
Status	Limit display to a specific Status value.
CallType	Limit display to a specific CallType value.
Reset Button	Clear the filter settings.

Agent Log Records Grid

The **Agent Log Records** grid contains a record for each entry in the database, subject to any active **Filter** settings. Descriptions of the columns displayed in the grid can be found in the [Agent Log Files](#) section.

Pointing the mouse cursor at the **Duration** column header will display summary statistical data for the column. Statistical data includes the summary, average, maximum and minimum values for the displayed records.

Ascending or descending sorting by any column can be achieved by clicking on the column header.

Queue Log Tab

CallID	EventDateTime	QueueID	QueueName	TeamID	TeamName	AgentID	AgentName	ActionType	InputType	CallEndStatus	ActionData
2228	9/29/2015 3:52.5...	1234	Queue 1234	1234	Team 1234			CallStart			
2228	9/29/2015 3:53.0...	1234	Queue 1234	1234	Team 1234			GetInput	CallbackNu...		8663680400
2228	9/29/2015 3:53.2...	1234	Queue 1234	1234	Team 1234			GetInput	Identification		145236
2228	9/29/2015 3:53.3...	1234	Queue 1234	1234	Team 1234			GetInput	Selection		1
2228	9/29/2015 3:53.4...	1234	Queue 1234	1234	Team 1234			QueueForTeam			
2228	9/29/2015 3:53.4...	1234	Queue 1234	1234	Team 1234			QueueForTeam		NoAgents	
2228	9/29/2015 3:53.5...	1234	Queue 1234	1234	Team 1234			CallEnd		CallBack	*
2230	9/29/2015 3:58.1...	1234	Queue 1234	1234	Team 1234			CallStart			
2230	9/29/2015 3:58.2...	1234	Queue 1234	1234	Team 1234			GetInput	CallbackNu...		4259511600
2230	9/29/2015 3:58.3...	1234	Queue 1234	1234	Team 1234			GetInput	Identification		458796
2230	9/29/2015 3:58.4...	1234	Queue 1234	1234	Team 1234			GetInput	Selection		2
2230	9/29/2015 3:58.5...	1234	Queue 1234	1234	Team 1234			QueueForTeam			
2230	9/29/2015 3:59.0...	1234	Queue 1234	1234	Team 1234			GetInput	QueueMenu		1

Figure 44. Queue Log

Table 78. Filter

Option	Description
Date Range	Date range of log records to display.
Queue	Limit display to a specific QueueID number.
Team	Limit display to a specific TeamID number.
Agent	Limit display to a specific AgentID number.
Status	Limit display to a specific CallEndStatus value.
Reset Button	Clear the filter settings.

Queue Log Records Grid

The **Queue Log Records** grid contains a record for each entry in the database, subject to any active **Filter** settings. Descriptions of the columns displayed in the grid can be found in the [Queue Log Files](#) section.

When a row in the grid is selected, other rows for the same call will be highlighted.

Ascending or descending sorting by any column can be achieved by clicking on the column header.

NOTE Logging of queue events can be enabled or disabled by the MiCollab AM system administrator. Logging is disabled if no records appear in the grid.

Call Log Files

TeamQ call log files are exported from the database using the. Exported call log files can consist of all log records in the database, or a subset filtered by any combination of **call date range**, **queue**, **team**, **agent**, **call end status** or **call type**. The files created by a call log export are text files in standard CSV (comma-separated-values) format. As such, the files can be opened in a text editor and are suitable for import into a third-party program for review and report generation.

Call Log Fields

Table 79. Call Log Fields

Field	Description
CallID	Unique ID number for the call.
StartTime	Date and time at which the call entered the team queue.
CallType	Type of call, either Incoming or Callback .
LineNumber	MiCollab AM line number on which the caller was queued.
Priority	Numeric priority value assigned to the call.
HoldSeconds	Number of seconds the call was in queue before being acted upon.
WaitSeconds	Number of seconds from the time the call arrived to the time the call, or call sequence, was handled. For calls with an EndStatus of Overflowed and for calls with an end status of Callback in teams configured for blended callbacks this value represents the cumulative time until the subsequent child call was acted upon.
ConnectSeconds	Number of seconds the call was connected to an agent.
WrapSeconds	Number of seconds the agent was in WrapUp status after the conclusion of the call.
AgentID	ID number of the agent that acted upon the call.
AgentName	Name of the agent that acted upon the call.
TransferType	Type of transfer used if the call was transferred. Blind , Monitored or Supervised .

Destination	Destination number related to the EndStatus .
EndStatus	Status under which the TeamQ script caller interaction ended (see Table 80. Call End Status Values).
TeamID	ID number of the team for which the call was queued.
TeamName	Name of the team for which the call was queued.
QueueID	ID number of the queue that processed the call.
QueueName	Name of the queue that processed the call.
ANI	Calling party telephone number provided by the telephone switch.
CallbackNumber	Callback telephone number entered by the caller.
Identification	Identification number entered by the caller.
Selection	Multiple choice option selected by the caller.
F0	User-defined multi-digit input entered by the caller.
F1	User-defined multiple choice option selected by the caller.
F2...F9	Additional data fields optionally utilized by custom TeamQ implementations.
CustomStatus	Additional status code optionally provided by custom TeamQ implementations.
CallNotes	Agent-entered notes associated with the call, in XML node format.
ParentCallId	ID number of the parent call, if any. A parent call is a previous call that initiated the call in question. For example, a Callback call generally has an Incoming call as its parent call.

Table 80. Call End Status Values

Call End Status Value	Description
Disconnect	Interaction with the TeamQ script ended for a reason other than those listed below. For example, the caller disconnected or chose not to remain in queue.
Agent	Call was connected to an agent.
Message	Caller was been asked to leave a voice message.

Redirect	Call was been redirected by an agent to an alternate extension or team.
CallBack	Callback was requested.
NoAgents	No agents were available in the team.
Terminated	Call was forcibly terminated by an administrator.
Overflowed	Call was overflowed to a different team

Agent Log Files

TeamQ agent log files are exported from the database using the **Manage Log Files** form. Exported agent log files can consist of all log records in the database, or a subset filtered by any combination of **date range**, **queue**, **team**, **agent ID**, **agent status** or **call type**. The files created by an agent log export are text files in standard CSV (comma-separated-values) format. As such, the files can be opened in a text editor and are suitable for import into a third-party program for review and report generation.

Agent Log Fields

Table 81. Agent Log Fields

Field	Description
AgentID	ID number of the agent.
AgentName	Name of the agent.
AgentStatus	Agent status value (see Table 6. Agent Status Values).
BusyCode	Code applicable to Busy status.
BusyReason	Description of applicable busy code.
CallID	Unique ID number for the call.
CallType	Type of call, either Incoming or Callback .
TeamID	ID number of the team for which the call was queued.
TeamName	Name of the team for which the call was queued.
QueueID	ID number of the queue that processed the call.
QueueName	Name of the queue that processed the call.
StatusStartTime	Date and time at which the agent status started.
StatusEndTime	Date and time at which the agent status ended.
Duration	Number of seconds the agent was in the status.

Queue Log Files

TeamQ queue log files are exported from the database using the **Manage Log Files** form. Exported queue log files can consist of all log records in the database, or a subset filtered by any combination of **date range**, **queue**, **team**, **agent ID**, or **call end status**. The files created by a queue log export are text files in standard CSV (comma-separated-values) format. As such, the files can be opened in a text editor and are suitable for import into a third-party program for review and report generation.

NOTE Logging of queue events can be enabled or disabled by the MiCollab AM system administrator. In order for records to be available, queue logging must be enabled. Refer to the *TeamQ Server Administration* document for details.

Queue Log Fields

Table 82. Queue Log Fields

Field	Description
CallID	Unique ID number for the call.
EventDateTime	Date and time at which the event occurred.
QueueID	ID number of the queue that processed the call.
QueueName	Name of the queue that processed the call.
TeamID	ID number of the team for which the call was queued.
TeamName	Name of the team for which the call was queued.
AgentID	ID number of the agent that acted upon the call.
AgentName	Name of the agent that acted upon the call.
ActionType	Action type for the event (see Table 83. Queue Action Types).
InputType	Input type applicable to GetInput actions (see Table 84. Queue Input Types).
CallEndStatus	Status under which the TeamQ script caller interaction ended (see Table 80. Call End Status Values).
ActionData	Additional data associated with, and pertinent to, the event action.

Table 83. Queue Action Types

Action Type Value	Description
CallStart	Start of caller interaction with TeamQ script.
CallEnd	End of caller interaction with TeamQ script.
GetInput	Prompt caller and accept input.
QueueForTeam	Occurs when a call is initially queued for a team and subsequently when call control returns to the script for additional processing.
LeaveMessage	Caller elected to leave a message instead of remain in queue.
RequestCallback	Caller elected to request a callback instead of remain in queue.
ExitQueue	Caller elected to exit the queue.

Table 84. Queue Input Types

Input Type Value	Description
QueueMenu	Queue Dialog Initial Menu or Timeout Menu input.
CallbackNumber	Standard Input Callback Number input.
Identification	Standard Input Identification input.
Selection	Standard Input Selection input.
User0	Custom Input User Field 0 input.
User1	Custom Input User Field 1 input.
User2 – User9	Reserved for future use.

Desktop Client Program Trace Files

The **TeamQ Desktop** program can write diagnostic information to an application trace file. Diagnostic information is useful for troubleshooting application issues. The amount of detail written to the file is governed by the **Trace Level** setting on the **Preferences** tab of the **Settings** dialog.

Application trace files are named **TeamQDesktop_YYMMDD.txt**, where **YYMMDD** is the year, month and day on which the file was generated, and are located in a user profile folder for the Windows user logged onto the desktop and running the client program.

Trace file folder:

```
C:\Users\<UserName>\AppData\Local\AVST\TeamQ\<TeamQ Version>
```