# Mitel MiContact Center Enterprise

WEB MANAGER
USER GUIDE

Release 9.1

**Mitel**®

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# INTRODUCTION

This document describes how to use the Web Manager applications in Mitel MiContact Center Enterprise.

The **Web Manager** application provides real-time information on Agents and Service Groups to supervisors and managers who can then adapt contact center parameters such as required skills.

This application can also be used as a Wall Display showing a succession of supervision screens.

For more information on how to configure the Web Manager application and access it from the internet, refer to the Mobile and Web Applications Configuration Guide.

# STARTING THE APP

After installation, the Web Manager web application is accessible from the LAN at the following location:

http://<MiCC Enterprise Server>/WebApps/ContactCenter

where <MiCC Enterprise Server> is the name or IP address of the server where MiCC Enterprise web services are hosted.

**Note:** If a different port other than the default HTTP port 80 is defined for the MiCC Enterprise Web Services, the port must be specified when launching Web Manager. For example, if port 5000 is used, Web Manager should be launched with the following:

http://<MiCC Enterprise Server>:5000/WebApps/ContactCenter

Depending on the company web site configuration, the app may also be accessible from the internet and through a secure (HTTPS) connection.

# AUTHENTICATION

## TENANT SELECTION

In the Logon screen that is shown on startup, the user must select one of the Tenants from the top list. (On a non-tenanted installation, this is not necessary.)

If the supervisor or manager has already logged on from the same web browser, the previously chosen tenant is pre-selected.

## LOGON WITH MICC ENTERPRISE

To authenticate with MiCC Enterprise, the supervisor or manager must authenticate by providing valid **Logon ID** and **Password** (as set in Configuration Manager or Web Manager).

## LOGON WITH ANOTHER SERVICE

If the selected tenant has been configured with an external Identity Provider, the user can click the corresponding button to be authenticated through this service.

The first time a user authenticates in this way, a one-time registration screen appears, in which the user's **Logon ID** must be provided. On subsequent logons the user is immediately identified.

## PRIVACY LINK

If configured, the log on window displays a privacy link. Clicking on the link opens a new tab in the browser where the organization's privacy policy is displayed.

# OVERLAY MENU

After authentication, the application menu can be opened (and closed) using the button in the top right corner.

The menu provides access to all configurable objects such as Service Groups, Users, Skills, Agent Groups, Not Ready Reasons, Call Qualification Codes, etc.

It also links to the list of Wall Display screens and to the Scheduler application.

The authenticated user can also log out of the application from this menu.

# CONTACT CENTER CONFIGURATION

To configure the contact center elements and parameters, 3 main types of screens are used throughout the application:

- lists of elements,

- edition forms used for creating or modifying a particular element, and

- assignment screens defining element associations.

## LISTS

A list shows a number of contact center elements in a multi-column view displaying important properties of each element.  Each row starts with a check box allowing to select the corresponding element, and multiple rows can be selected at the same time.

On top of the list is a toolbar containing a button for each action that can be performed on the list or on the selected elements.

While the Create action is always enabled, some buttons in the toolbar are only enabled if exactly one element is selected in the list (Edit button for instance) and some other buttons are enabled if one or more elements are currently selected (Delete button for instance).

## EDITION FORMS

When a contact center element is created or modified (Create or Edit buttons), the corresponding edition form opens.  This screens allows defining the basic properties of the configured element.

If an invalid value is entered in a given input field (entering invalid characters or an out-of-range number for instance), an appropriate message is displayed to help correcting the issue and the form may not be saved until all entries are valid.

# ASSIGNMENT SCREENS

## OVERVIEW

Some elements can be assigned to others.  These assignments are performed through similar assignment screens organized as follows.

The top list contains the elements to be assigned.  It is always possible to select multiple rows in this list.

The bottom list contains the target elements to which the previous ones are assigned.  Multiple target elements can generally be selected, except when assigning Users to an Agent Group.

When all selections have been done in the top and bottom lists, the screen can be applied / saved: all assignments are then performed in a single step.

In most assignment screens, all elements that are selected in the top list are assigned to the target elements in the bottom list, and all elements that are not selected in the top list are unassigned from those target elements.  However, the skill assignment behaves differently, as detailed below.

## PRE-SELECTION

If some assignable elements or targets are selected in the original list before the Assign button is pressed, the assignment screen pre-selects them in either the top or the bottom list.

For example, selecting 5 Users from the Users list and clicking the Assign to Agent Group button shows the Assignment of Agents to an Agent Group screen with those 5 users pre-selected in the top list.

## CURRENT ASSIGNMENT

If a single target element is selected in the original list before the Assign button is pressed, then the assignment screen not only pre-selects it in the bottom list but also displays the currently assigned elements in the top list.

For example, selecting a single Agent Group from the Agent Groups list and pressing the Assign Agents button shows the Assignment of Agents to an Agent Group screen with this Agent Group pre-selected in the bottom list and all Users currently assigned to this Agent Group also pre-selected in the top list.

The currently assigned skill levels of a User, Service Group or Skill Template can also be viewed in this way.

## SKILL LEVEL ASSIGNMENT

Assigning skills to Users, Service Groups or Skill Templates is particular because a specific level is set for each selected skill.

In skill assignment screens, the top list is used not only to select some skills but also to specify their numeric level. There are two main differences compared to other assignment screens.

- Only selected skills (and levels) are applied to the target elements.
  Unselected rows in the top list are ignored when applying the assignment screen: the level of the corresponding skills is not changed on the target elements.

- To remove a particular skill from target elements, the corresponding row must be selected in the top list and the skill level must be set to 0.

This has been designed as a means to easily change a single skill level while leaving the other ones untouched. This mechanism allows the manager to use skills to represent teams of agents for instance, in addition to more traditional skills that reflect the individual competence of each agent, such as language knowledge.

**Example**

Suppose 3 skills are defined to represent the specific level of each agent in French, English and Swedish skills. The Front Office team is represented by another skill. A Service Group is defined to select agents who belong to this team, i.e. having a level greater than 0 for the Front Office skill. The other skills are also used for finer agent selection based on language knowledge.

To quickly add 100 agents to the Front Office team during a call peak, the manager opens the Assignment of skills to agents screen, then selects just the Front Office skill row and sets the level to 1 for 100 agents. All other skill levels are not changed, which is desirable because each of those 100 agents still has the same language level.

**Creating a Skill during assignment**

From a Skill assignment screen, it is possible to create a new skill to be applied to target elements.

This requires entering a name and pressing the Create Skill button. The new skill is then created and added to the top list with level set to 1. Other selected skill rows and associated levels are not modified.

At this point it is still possible to modify the skill levels; the actual assignment is performed when the Save button is pressed.

**Applying a Skill Template during assignment**

In a Skill assignment screen, selecting a Skill Template from the drop-down list and pressing the Apply Template button merges the top list with this template.

Skills that were not yet selected or with a lower level are changed to match the skill levels in the template. Selected skills that do not belong to the template and skills that were already selected with a higher level than in the template are not modified.

At this point it is still possible to change the skill levels; the actual assignment is only performed when the Save button is pressed.

# SEARCH FILTERS

In some lists and assignment screens, search filters can be applied so that the list items only include those matching the filter.

### AGENTS MATCHING A GIVEN SKILL AND LEVEL

This filter restricts the list of Users (agents) to show only those whose skill level is greater than or equal to a given value for a specified skill.

### AGENTS MATCHING THE SKILLS OF A SERVICE GROUP

This filter restricts the list of Users to display only those who have sufficient skill levels to serve a particular Service Group.

It is possible to filter Users based on the first, second and / or third skill choice of the Service Group.

### AGENTS WHO BELONG TO AN AGENT GROUP

This filter restricts the list of Users to include only the members of a given Agent Group.

### SERVICE GROUPS MATCHING THE SKILLS OF AN AGENT

This filter restricts the list of Service Groups to display only those that a particular User (agent) is sufficiently skilled to serve.

It is possible to filter Service Groups based on the first, second and / or third skill choice.

# SCHEDULED CONFIGURATION

Most assignment screens allow modifications to be applied immediately or to be scheduled for future application.  Those changes can also be repeated at regular intervals.

## PLANNABLE CHANGES TO THE CONFIGURATION

### ASSIGNMENT OF SKILLS TO AGENTS

This scheduled change consists in assigning a list of Skills, each one with an associated level, to a list of agents (Users).

Removing a skill from agents is possible by selecting a level equal to 0 (zero) for this skill.

*Partial skill assignment or full skill reset*

Any number of skills are assignable during a given scheduled change: it is not mandatory to set a new level for all Skills defined in the system (or tenant).  Skills that are not selected keep their current level when the scheduled change is applied.

On the contrary, it is also possible to schedule a complete reset of all Skills and levels to predefined values.  For this, all Skills defined in the system (or tenant) must be selected and a corresponding level specified (0 to remove the Skill) when defining the scheduled change.

## ASSIGNMENT OF SKILLS TO SERVICE GROUPS

This scheduled change consists in assigning a list of Skills, each one with an associated level, to a list of Service Groups.

Adding and removing a second or third skills choice is also plannable.  A scheduled change allows modifications of the first, second and third skills choices in a single operation.

Removing a skill from Service Groups is possible by selecting a level equal to 0 (zero) for this skill.

*Partial skill assignment or full skill reset*

Here also any number of skills are assignable during a given scheduled change.  Skills (and skill choices) that are not selected keep their current level when the scheduled change is applied.

It is also possible to schedule a complete reset of all Skills and levels to predefined values.  For this, all Skills defined in the system (or tenant) must be selected (for each choice if multiple ones are selected) and a corresponding level specified (0 to remove the Skill) when defining the scheduled change.

## ASSIGNMENT OF AGENTS TO AN AGENT GROUP

This scheduled change consists in assigning a list of agents to a particular Agent Group.

De-assigning agents from an Agent Group must be done by assigning them to another Agent Group.  (This is not specific to the configuration scheduling.)

# TRIGGERS

### DAILY SCHEDULE

A daily schedule is triggered every N days, where N can be chosen in the [0, 366] interval.

The default value for N is 0 (no repetition): such a schedule therefore corresponds to a one-shot planned configuration change.

### WEEKLY SCHEDULE

A weekly schedule is triggered every N weeks, where N is in the [1, 53] interval.  The default value for N is 1 (every week).

Optionally, one or more weekdays can be selected to indicate when the change should be triggered within the week.  If multiple days are selected the change will be triggered multiple times during the week.

### TRIGGER TIME AND VALIDITY INTERVAL

Whatever the chosen frequency, it is possible to specify an activation date and time as well as an optional expiration date and time for the scheduled change.

The default activation date is the date at which the scheduled change is defined.  The activation trigger time can also be specified, by default it is set to one hour later than the current time.

If no expiration date and time are specified, the scheduled change is valid forever (until it is manually deleted).

### ENABLING AND DISABLING A TRIGGER

An option controls whether a given trigger is enabled (active) or disabled.

By default, when scheduling a new configuration change the corresponding trigger is enabled.

## MANAGEMENT OF SCHEDULED CHANGES

At any time, the list of all scheduled configuration changes is accessible for review from the overlay menu.

It is possible to edit a particular entry, either to modify the associated configuration change (target agents or skill levels for instance) or to redefine its trigger options (such as the frequency).

After selecting one or more entries from the list, it is also possible to enable (activate), disable or delete them in a single operation.

# REAL-TIME SUPERVISION

In several screens, supervision data is displayed and updated in real-time to help the user make decisions for day-to-day management of the contact center.

## USERS LIST

Each row in a list of Users displays the following real-time supervision data.

- State of the agent: Logged Off, Servicing, Idle, Not Ready, Incoming, etc.

- Ready or not ready for the various media: Voice, E-mail & SMS, Open Media, Chat.

## SERVICE GROUPS LIST

Each row in a list of Service Groups displays the following real-time supervision data.

- Service Level percentage, changing color from green to red when under the target.

- Number of sessions / calls in queue.

- Longest wait time.

- Free agents vs. logged on agents.

## INDIVIDUAL SERVICE GROUP

Clicking the name of a Service Group in the Service Groups list opens its individual supervision screen, which is divided into multiple panels.

Some panels show data computed on the performance interval (identified by the ↔ symbol) while some other data represent instantaneous values (identified by the ⚡ symbol).  The performance interval duration is indicated at the bottom of the screen.

The top left gauge indicates the service level configured threshold (in the title).  The needle position corresponds to the service level value (for the current performance interval), shown in a red or green section depending on the **Service Level Goal**.

The top middle gauge indicates the abandon rate (for the current performance interval) as the needle position.  If an **Abandon Rate Above** threshold has been defined for this Service Group, the gauge is divided into corresponding green and red sections.

The top right pie chart contains a summary of the sessions received during the current performance interval.  The numbers of sessions answered, abandoned and overflowed out are represented by different sections, and the total number of sessions is indicated in the panel title.

The bottom left pie chart shows the repartition of currently logged on agents among those who are free, busy, busy (other) and unavailable.  The total number of logged on agents is indicated in the panel title.

The bottom right sub-panel displays data related to currently waiting sessions.

- Total number of waiting sessions (in the title).
- Longest waiting time.
- Estimated waiting time for all configured skill choices, as well as the currently active skill choice.

Numbers that exceed the thresholds configured for the Service Group in Configuration Manager (**Number of Calls in Queue**, **Actual Waiting Time** and **Estimated Waiting Time** respectively) are highlighted.

## DIRECT SCREEN ACCESS

All screens that show real-time supervision data are designed to be directly accessed.  They can therefore be bookmarked in a web browser or shown in a MiContact Center Agent tab separately.

To hide the unnecessary top area and toolbar, the following query string can be appended to the URL of such screens:

?hideTop=true&readOnly=true

For instance, the Users list screen can be directly accessed through the following URL.

http://<MiCCEntServer>/WebApps/ContactCenter/tenants/1/Users?hideTop=true&readOnly=true

In order to create direct access links, the same query string parameters can be added to the URL of the Service Groups list or the URL of the supervision screen of an individual Service Group.

# WALL DISPLAY MODE

In addition to the normal display mode, a Wall Display mode is available showing a selection of real-time supervision screens.

To maximize the screen space available for useful information, the top area and toolbar are hidden in this mode.

## CONFIGURATION

From each screen that displays real-time information, a button can be pressed to add the selected element(s) as a new Wall Display screen.

The list of Wall Display screens (which is accessible through the menu) can be used to change the screens ordering and delete them.

Pressing the Start displaying button switches the application into Wall Display mode: all screens in the list are then automatically displayed one at a time.

Pressing the Esc key switches the application back to normal mode.

## SCREEN ADAPTATION

When used in Wall Display mode, the application is typically running on a PC and not on a mobile device. The web browser contents should therefore occupy the full screen, which may require a manual operation (**F11**).

After switching to Wall Display mode, the zoom level must be manually adapted to the particular screen size and resolution. This can be done either from the browser menu or preferably using the **Ctrl +** or **Ctrl *mouse wheel*** combinations.

These recommendations are reminded to the user in an information pop-up window.

# LEAVING THE APP

As a web application, the Web Manager terminates when the browser window is closed or used for navigating to another URL.

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