

Contact Center Agent Dashboard User Guide

Advanced Applications

Introduction

The Contact Center Agent Dashboard (CCAD) is an application for the Contact Center (CC) that provides the ability to monitor, in real time, the service being provided to customers. This application displays customer service metrics such as number of calls waiting, average wait times, and other such performance statistics. It provides agents with real time information not currently available in any Contact Center application thereby empowering them to self-manage customer care standards.

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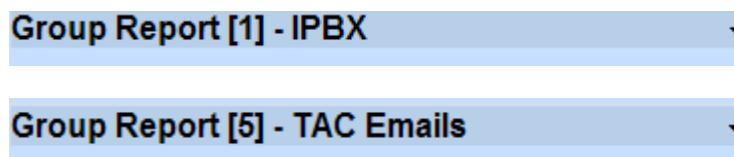
Licensing

CCAD is a licensed application and the number of unique concurrent Windows users is limited by licenses purchased. A Windows user can have only one browser session running CCAD and will use only one license. If the same user starts another session from a different machine, or another browser from the same machine, or even a session in another browser tab from the same machine, the user's existing browser session will be closed.

Operational Considerations

General

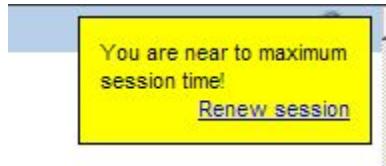
- CCAD is NOT a replacement for the Contact Center Agent Manager or Wallboard applications.
- CCAD has been currently qualified for only the following browsers: Microsoft Internet Explorer (IE), Mozilla FireFox (FF) on Windows, Safari browser on Apple Mac OS and iPad. Please refer to [Supported Browsers and Operating Systems](#) for full details. Apple iPad is the only tablet device currently qualified for CCAD usage from its mobile Safari browser (see [Apple iPad Support](#) for specific restrictions.) No browsers on other tablet and mobile devices have yet been qualified.
- Per the default configuration, when the CCAD web page is launched from its start page, it is shown in a browser window without the menu bar and toolbar(s) to conserve screen real estate. However, when the CCAD is configured to launch in full screen and the browser used is IE, the CCAD is launched in a full screen IE browser window (refer [Launch in Full Screen Browser Window](#) for full details).
- When the CCAD main web page is launched from the CCAD start page, automatic closing of the start page works currently in IE only. For other browsers, one might need to manually close the browser window hosting the start page.
- Currently drag and drop of reports works for IE browser only and not for any other browser. For the other supported browsers, one can edit a report and change the report's position within a zone and/or move it to a different zone. Refer to [Reposition Reports](#) for more details.
- The reports can be moved to only one of four zones in the CCAD web page. The width of these zones is automatically adjusted so as to fully display ALL the reports in each zone and so, in effect, the width of a zone (and so overall display width of the web page) is determined by the widest report in that zone.
- It is not possible to rename reports. If more than one of a kind of report is configured, each report's name or caption is appended with a sequence number. Group Reports' captions, in particular, are appended with the CC group name as well as the below screenshot shows:



- Browsers might render menus and other web page elements slightly differently.
- Only the US English language is supported for the CCAD web page. This application is currently not localized for any other region/language.

User Sessions

- A user's browser session to CCAD is limited to a maximum of 8 hours by default. Thirty (30) minutes before this limit, the user will be shown a warning that his/her session is nearing the maximum time as the below screenshot shows:



By clicking the **Renew session** hyperlink in the warning pop-up, the user can then renew the session for another 8 hours. If the user does not renew the session in this way within 30 minutes before the 8 hour timeout is reached, then the user's session will be closed when his/her session time reaches 8 hours and the associated CCAD user license will be freed. So, an explicit action on the part of a CCAD user is required to keep his/her CCAD session up (beyond 8 hours after the initial login) like other user session oriented web applications. This is to ensure that the CCAD web page does not continue to be updated, potentially wasting bandwidth and locking a user license, when a user is away from the desktop for an extended period of time.

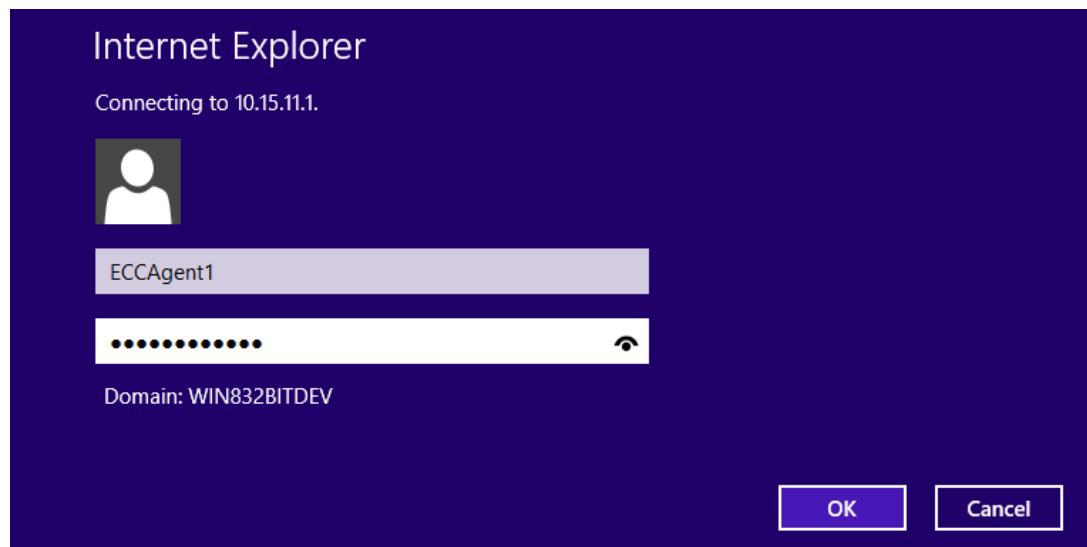
- In order to have "always on" user sessions, the above default behavior can be disabled by a CCAD Administrator. If configured so, a CCAD user session will NOT expire after 8 hours or require renewing the session 30 minutes before that. But, a user session might still be terminated in either of the following cases:
 - The user closes the CCAD browser window.
 - The user's desktop machine/iPad is shut down or disconnected from the network.
 - The CCAD server machine itself is shut down or disconnected from the network.

Windows Authentication

- CCAD web site access is controlled using Windows authentication. When a user browses to the CCAD web site, the browser will prompt for Windows credentials. For instance, when using the IE browser (except IE 10 with “Metro UI” on the Windows 8 desktop), the authentication dialog will be similar to that shown in the below screenshot:



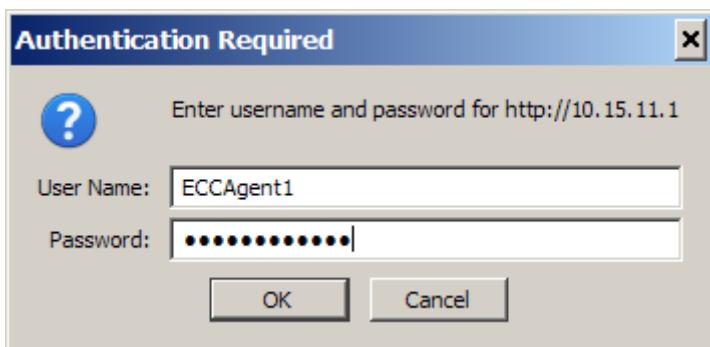
When using IE 10 with “Metro UI” on the Windows 8 desktop, the dialog box will look similar to the below screenshot:



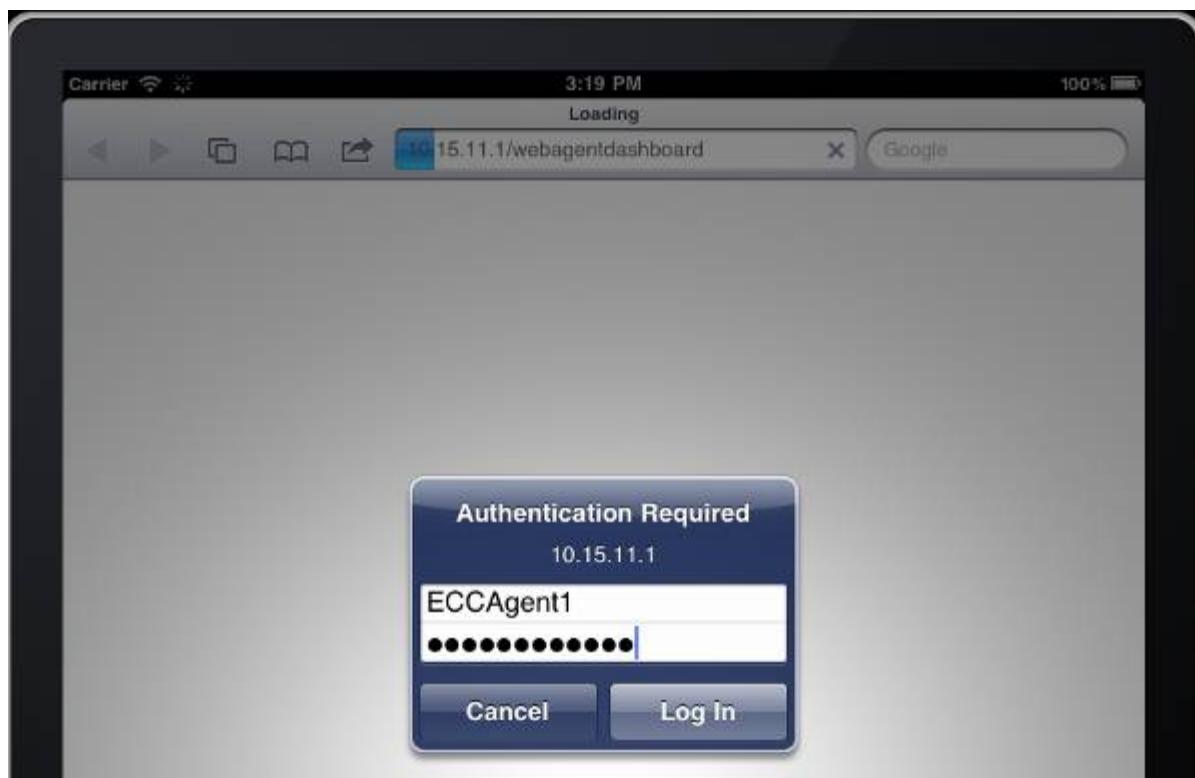
- Local user accounts on the CCAD server must be prefixed with the machine name as shown in the screenshot below: :



- From browsers other than IE, the user will need to enter his/her Windows user name without the domain name (or the machine name when using a local user account on the CCAD server) and password as shown in the below screenshot for the FireFox browser:



The same will be the case for the Apple iPad Safari browser as shown in the below screenshot:



Access and Administration

- To use CCAD a user must be a Windows user (local or domain user) and must be configured to be allowed access by a CCAD administrator, either explicitly or based on his/her membership in a Windows group (local or domain group) that is allowed access. So, the Windows user ID of a CC agent has no relation to the CC Agent ID used to log in to the CC Agent Toolbar; CCAD can be used by a Windows user (that is allowed access) irrespective of being a CC Agent or not.
- Only a user who is configured as a CCAD administrator can design the CCAD web page, add/remove reports, reset and perform other such functions. Normal CCAD users can only view the CCAD web page, as designed and published by a CCAD Administrator, and cannot modify the CCAD web page; they can only minimize, restore, and reorganize the reports. If the CCAD web page is redesigned and published again, it will override the layout changes, if any, of all individual users.

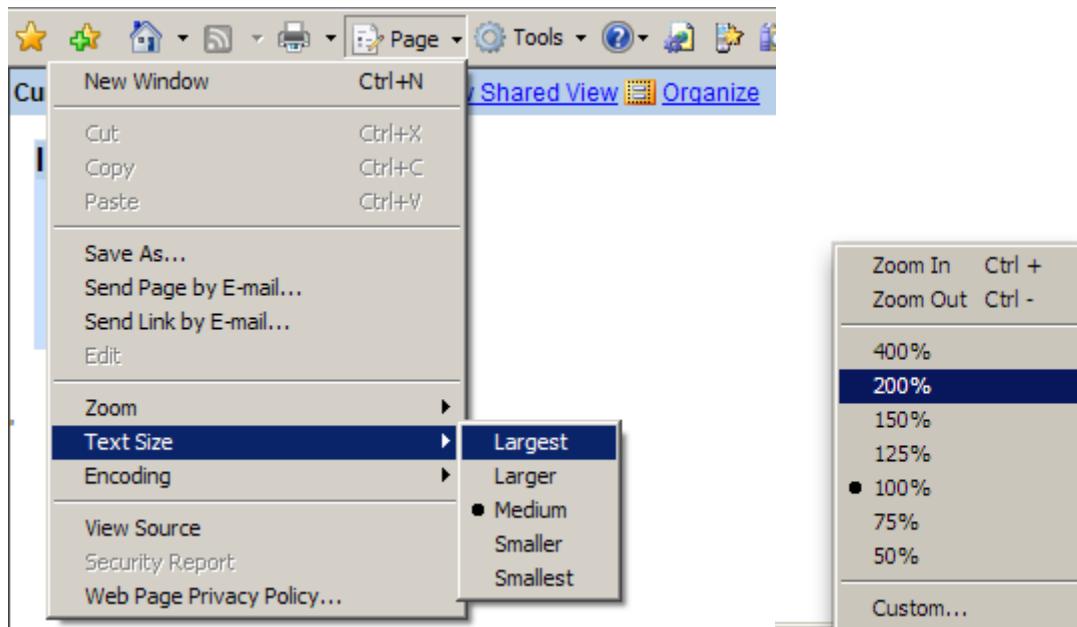
Launch in Full Screen Browser Window

When the CCAD is configured to launch in a full screen browser window and the browser used is IE, the CCAD “main page” (**Default.aspx**) will be opened in a full browser window on clicking the “Launch” button on the CCAD “start page” (**StartPage.aspx**). Please note the following:

- This will be the case when doing login through the CCAD “start page” and launching the “main page” from there. It will NOT apply when directly browsing to the “main page” either manually or automatically (in case the Windows desktop is configured to automatically login and launch CCAD “main page” on startup) and the user must manually switch the browser to full screen mode due to browser security considerations.
- This is supported only when using the Microsoft Internet Explorer (IE) browser (the latest version, Version 9, is recommended) on the Windows desktop platform and, due to browser specific differences, is not guaranteed to work with any other supported browsers (such as FireFox or Safari) or on any other platform/tablet (Mac or iPad.)
- For the new full-screen browser window to display in front, the user will still need to manually close the earlier IE browser window hosting the “start page”, again due to browser security considerations.

Web Page Display

- The font size for the CCAD web page and/or the reports cannot be adjusted via application settings. However, using standard browser facilities, one can easily adjust the text size of the full CCAD web page or the “zoom-in” settings as the below screenshot shows:

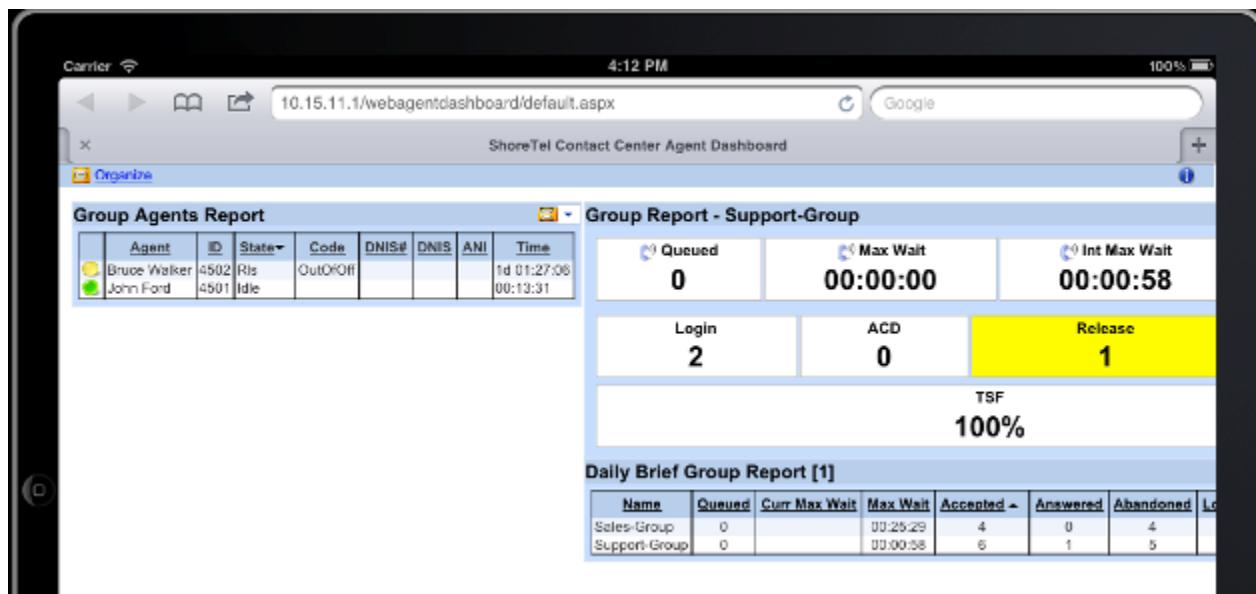


No other automatic or dynamic scaling as per screen resolution/size is possible. To adjust the display of the CCAD web page to make best use of the screen real estate (for instance, for displaying on a large LCD TV and viewable from a distance), one can use a combination of the following as needed:

- The built-in browser specific facilities to adjust the HTML text size or “zoom-in” level for the full page. (The browsers can either automatically or can be configured to save the zoom-in settings for the next launch.)
- Reorganize the reports on the page by dragging/repositioning them into one of two zones of the CCAD web page.
- Run the browser in full screen mode.

Apple iPad Support

- iPad should have firmware version iOS 4.3.2 or higher. The latest available firmware update is strongly recommended.
- Testing has been done with iPad's Safari browser only and not with other mobile browser application available for iPad.
- Testing has been done with iPad on a Wi-Fi connection only and not with a 3G/GPRS Edge data network. Should CCAD be used from iPad via 3G/Edge network, it will incur data charges as when accessing any other web page.
- Rendering of the CCAD web page and execution of its scripts are subject to the resource constraints of the mobile Safari browser on the iPad.
- To use CCAD from the iPad's Safari browser, the CCAD server must be accessible from the corporate network via corporate Wi-Fi or VPN as appropriate.
- If there are reports in all the 4 zones of the CCAD Web page, when viewing it using the mobile Safari browser on an iPad, it will be then required to swipe through the Web page to view all the reports. For example, reports in the first 2 zones will be visible first:



The screenshot shows the iPad's home screen with the ShoreTel Contact Center Agent Dashboard open in a web browser. The URL in the address bar is 10.15.11.1/webagentdashboard/default.aspx. The dashboard displays the following information:

- Group Agents Report:** Shows two agents: Bruce Walker (4502) and John Ford (4501). Both are listed as 'Idle'.
- Group Report - Support-Group:** Shows the following statistics:
 - Queued: 0
 - Max Wait: 00:00:00
 - Int Max Wait: 00:00:58
 - Login: 2
 - ACD: 0
 - Release: 1
- TSF:** 100%
- Daily Brief Group Report [1]:** Shows data for Sales-Group and Support-Group. For Sales-Group, Queued: 0, Curr Max Wait: 00:25:29, Max Wait: 00:25:29, Accepted: 4, Answered: 0, Abandoned: 4. For Support-Group, Queued: 0, Curr Max Wait: 00:00:38, Max Wait: 00:00:38, Accepted: 6, Answered: 1, Abandoned: 5.

Then swiping to the right will show the other reports in the next 2 zones:



The screenshot shows the iPad's home screen with the ShoreTel Contact Center Agent Dashboard open in a web browser. The URL in the address bar is 10.15.11.1/webagentdashboard/default.aspx. The dashboard displays the following information:

- Dept Performance Report - SalesSupport [1]:** Shows a red bar with the text '10%'.
- Daily Brief Group Report [2]:** Shows data for Dispatch and Customer SAT. For Dispatch, Queued: 0, Curr Max Wait: 00:00:00, Max Wait: 00:00:00, Accepted: 0, Answered: 0, Abandoned: 0, Login: 2, Release: 1, Idle: 1. For Customer SAT, Queued: 0, Curr Max Wait: 00:00:00, Max Wait: 00:00:00, Accepted: 0, Answered: 0, Abandoned: 0, Login: 0, Release: 0, Idle: 0.

Windows 8 and 8.1 Support

- IE 10 and IE 11 on Windows 8 desktops (not tablets) are supported.

Group Agents Report

Agent	ID	Ext	State	Code	ONHSE	DMS	ANI	Time
Bruce Walker	4502	502	Out+Rls	No Code				00:40:14
John Paul	4501	501	Rls	No Code				Ad 20:01:25

Group Report - Support-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
2	0	2	0

TSF
100%

Daily Brief Group Report

Name	Queued	Cur Max Wait	Max Wait	Accepted	Answered	Abandoned	Logout	Release	Idle	ACD
Sales-Group	1	00:40:14	00:00:00	1	0	0	1	1	0	0
City Utilities	0	00:00:00	0	0	0	0	2	2	0	0
Billing	0	00:00:00	0	0	0	0	2	2	0	0
Budgeting	0	00:00:00	0	0	0	0	2	2	0	0
Dispatch	0	00:00:00	0	0	0	0	2	2	0	0
Accounting	0	00:00:00	0	0	0	0	2	2	0	0
E-mail-Group	0	00:00:00	0	0	0	0	0	0	0	0
Support-Group	0	00:00:58	3	0	3	2	2	0	0	0
Customer SAT	0	00:00:00	0	0	0	0	0	0	0	0
Control Room	0	00:00:00	0	0	0	0	3	3	0	0
Conf Bridge	0	00:00:00	0	0	0	0	2	2	0	0

- In the “Metro” UI of IE 10, the drop down menu in the top right of a CCAD report does not show up and so the “Edit” and “Minimize” menu options for a report are not available. To use these menu options, a user will need to switch to the “Desktop” version of IE 10:

Daily Brief Group Report

Name	Queued	Cur Max Wait	Max Wait	Accepted	Answered	Abandoned	Logout	Release	Idle	ACD
Sales-Group	1	00:42:08	00:00:00	1	0	0	1	1	0	0
City Utilities	0	00:00:00	0	0	0	0	2	2	0	0
Billing	0	00:00:00	0	0	0	0	2	2	0	0
Budgeting	0	00:00:00	0	0	0	0	2	2	0	0
Dispatch	0	00:00:00	0	0	0	0	2	2	0	0
Accounting	0	00:00:00	0	0	0	0	2	2	0	0
E-mail-Group	0	00:00:00	0	0	0	0	0	0	0	0
Support-Group	0	00:00:58	3	0	3	2	2	0	0	0
Customer SAT	0	00:00:00	0	0	0	0	0	0	0	0
Control Room	0	00:00:00	0	0	0	0	2	2	0	0
Conf Bridge	0	00:00:00	0	0	0	0	2	2	0	0

Get app for this site
Find on page
View on the desktop

http://10.15.11.1/WebAgentDashboard/default.aspx

The drop down menu options for each report will now be available:

Daily Brief Group Report

Name ▲	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	AC	AC	AC
Accounting	0		00:00:00	0	0	0	2	2	0	0	0	0
Billing	0		00:00:00	0	0	0	2	2	0	0	0	0
Budgeting	0		00:00:00	0	0	0	2	2	0	0	0	0
City Utilities	0		00:00:00	0	0	0	2	2	0	0	0	0
Conf Bridge	0		00:00:00	0	0	0	2	2	0	0	0	0
Control Room	0		00:00:00	0	0	0	2	2	0	0	0	0
Customer SAT	0		00:00:00	0	0	0	2	2	0	0	0	0

 Edit
 Minimize

System Requirements

Platform Version Compatibility

- ST14.2 or higher.
- Connect ONSITE but **not** Connect CLOUD.

Contact Center Version Compatibility

- Contact Center 6 or higher.
- Connect Contact Center ONSITE but not Connect Contact Center CLOUD.

User Desktop Requirements

Supported Browsers and Operating Systems

Browser	Operating System
Microsoft Internet Explorer 7.0 or later versions, Internet Explorer Edge	Microsoft Windows (Vista, Windows 7, Windows 8, Windows 8.1 Desktops, Windows 10 desktops)
Mozilla Firefox version 1.5 or later	Microsoft Windows (Vista, Windows 7, Windows 8, Windows 8.1), Mac OS X (“Snow Leopard” 10.6.7 or higher, “Lion” 10.7.x, “Mountain Lion” 10.8.x, “Mavericks” 10.9.x, “Yosemite” 10.10.x, “El Capitan” 10.11.x)
Apple Safari browser 5.0.5 or later	Mac OS X (“Snow Leopard” 10.6.7 or higher, “Lion” 10.7.x, “Mountain Lion” 10.8.x, “Mavericks” 10.9.x, “Yosemite” 10.10.x, “El Capitan” 10.11.x)
Google Chrome browser 29.x or higher	Microsoft Windows (Vista, Windows 7, Windows 8, Windows 8.1); Mac OS X (“Snow Leopard” 10.6.7 or higher, “Lion” 10.7.x, “Mountain Lion” 10.8.x, “Mavericks” 10.9.x, “Yosemite” 10.10.x, “El Capitan” 10.11.x)

Note: The latest versions of the supported browsers are strongly recommended.

Security and Privacy Settings

The following table lists the required browser security and privacy settings for CCAD. In all cases, the recommended settings are the default settings for that browser.

Internet Explorer 7	Make sure that the Internet Zone in the Security Zones settings is set to Medium-High .
FireFox 1.5 or later versions	In the Tools menu under Options , make sure that Enable JavaScript is selected.
Apple Safari browser	In Security tab of Preferences , make sure that Enable JavaScript is checked.
Google Chrome browser	In the Content Settings make sure that " Allow all sites to run JavaScript (recommended) " under the JavaScript section is selected.

Note: If the browser security and privacy settings are set too high, JavaScript might be disabled. In that case automatic updates of CCAD will not work and a user will need to manually refresh the page to see the updated statistics.

Apple iPad Requirements

- Please refer to [Apple iPad Support](#) for specific restrictions.
- JavaScript should be enabled for the Safari browser as shown in the below settings screenshot:



Usage

Browse Dashboard URL

As CCAD is a web based application, it does not require anything to be installed on your desktop/iPad. Using a supported browser, browse to the CCAD URL given by your CCAD administrator. The URL is typically **http://<CCAD-server-name or IP>/WebAgentDashboard/**.

Enter Windows Credentials

CCAD access is controlled using your existing Windows authentication credentials and so you will be prompted to enter your Windows credentials as the below screenshot shows when using IE browser:



For more information regarding different authentication prompts in supported browsers please refer [Windows Authentication](#) in the [Operational Considerations](#).

If you are allowed access based on your Windows user name, or are a member of a Windows group that is allowed access, your Dashboard session will begin and you will see a start page to launch the Dashboard page:



Launch Dashboard

From the start page, click the **Launch Agent Dashboard** button. A new browser window will open in which the dashboard will be shown as the below screenshot shows:

The screenshot shows the ShoreTel Contact Center Agent Dashboard in a Windows Internet Explorer window. The URL is <http://10.15.11.1/WebAgentDashboard/default.aspx>. The dashboard is divided into three main sections: Group Agents Report, Group Report [2] - Sales-Group, and Group Report [3] - E-mail-Group. Each section contains tables and performance metrics.

Group Agents Report:

Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI	Time
Bruce Walker	4502	502	Idle					00:47:02
John Ford	4501	501	Idle					01:02:52

Group Report [2] - Sales-Group:

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
1	0	0	1

TSF
100%

Group Report [3] - E-mail-Group:

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
0	0	0	0

Group Report [1] - Support-Group:

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
2	0	0	2

TSF
100%

When using IE (except IE 10 when using the Windows 8 “Metro” UI), you will be prompted to close the existing browser window or tab (as the case might be) and, if so, please choose “Yes”:



When using IE 10 on Windows 8 with the “Metro” UI, the prompt will be similar to the below:



Windows Internet Explorer

The webpage you are viewing is trying to close the tab.

Do you want to close this tab?

Yes

No

Note: For the other browsers, the Start Page might not be closed in this manner and, if so, please manually close that browser window.

The CCAD web page will appear more or less the same on all supported browsers. For instance, below is the CCAD web page hosted in the FireFox browser:

Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI	Time
Bruce Walker	4502	502	Idle					1d 00:55:05

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
1	0	0	1

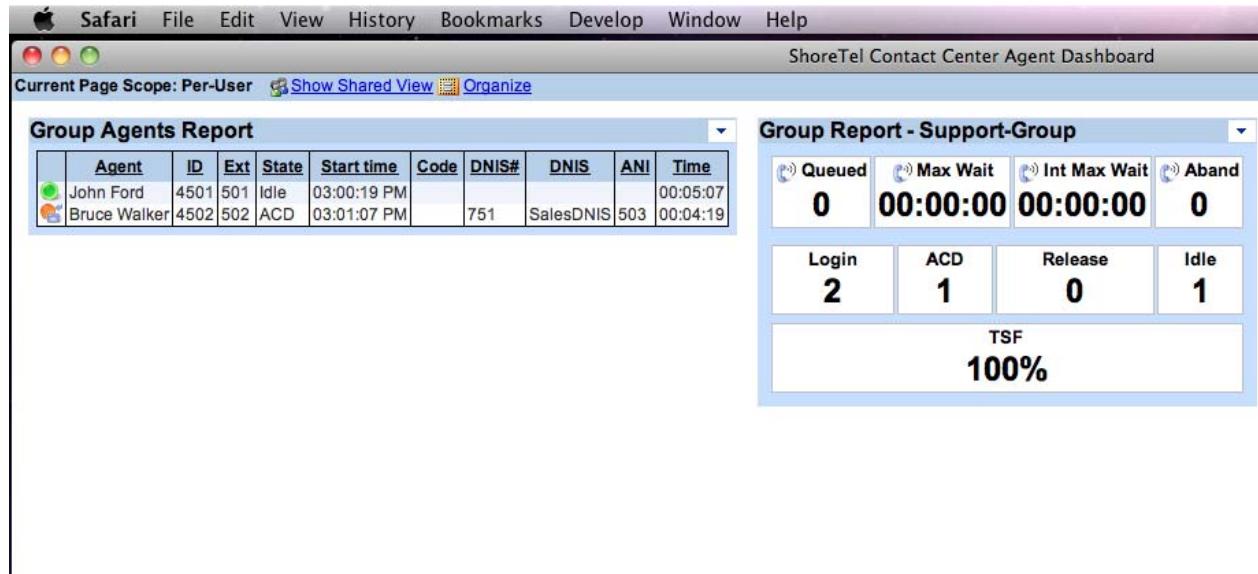
TSF
100%

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
1	0	0	1

TSF
100%

Below is the screenshot for the CCAD web page hosted in the Mac Safari browser:



The screenshot shows the ShoreTel Contact Center Agent Dashboard in a Mac Safari browser window. The title bar reads "Safari File Edit View History Bookmarks Develop Window Help" and "ShoreTel Contact Center Agent Dashboard". The main content area is divided into two main sections: "Group Agents Report" and "Group Report - Support-Group".

Group Agents Report:

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI	Time
John Ford	4501	501	Idle	03:00:19 PM		751	SalesDNIS	503	00:05:07
Bruce Walker	4502	502	ACD	03:01:07 PM					00:04:19

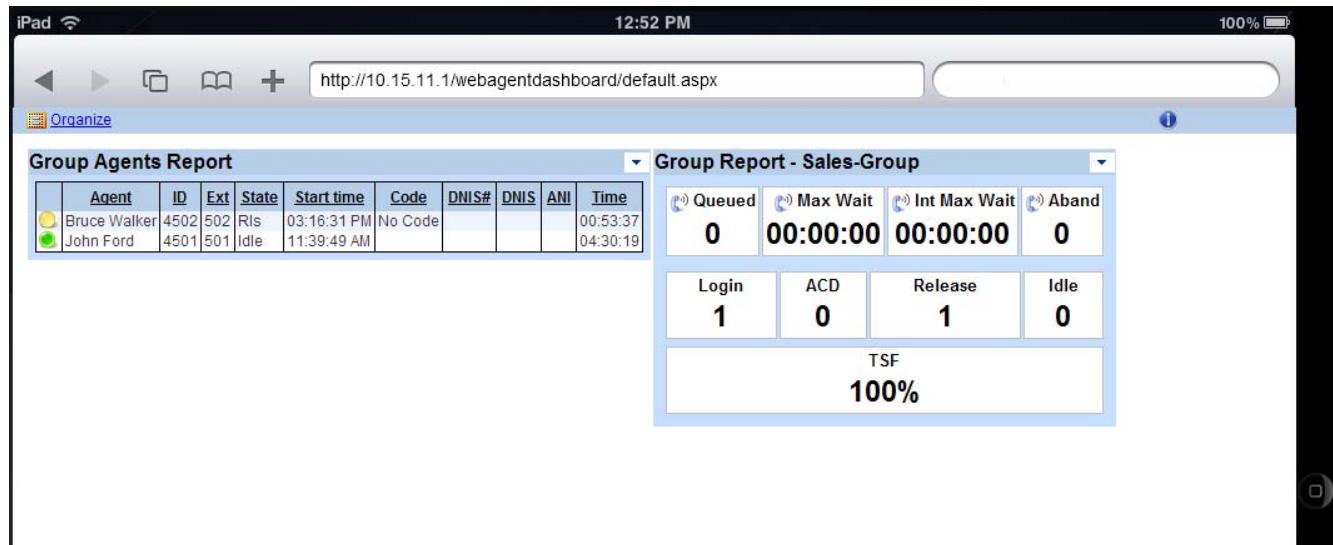
Group Report - Support-Group:

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
2	1	0	1

TSF
100%

And in Apple iPad browser:



The screenshot shows the CCAD web page in an Apple iPad browser. The address bar shows "http://10.15.11.1/webagentdashboard/default.aspx". The main content area is divided into two main sections: "Group Agents Report" and "Group Report - Sales-Group".

Group Agents Report:

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI	Time
Bruce Walker	4502	502	Rls	03:16:31 PM	No Code				00:53:37
John Ford	4501	501	Idle	11:39:49 AM					04:30:19

Group Report - Sales-Group:

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
1	0	1	0

TSF
100%

Real Time Reports

The CCAD is designed by the administrator. In the CCAD there are following five types of reports:

Group Agents Report

It shows status of agents in selected group(s).

Group Agents Report									
	Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI	Time
Green	Bruce Walker	4502	502	Idle					00:52:10
Yellow	John Ford	4501	501	Rls	No Code				00:01:06

Notes:

- The agents shown are from particular CC groups as configured by a CCAD Administrator.
- The columns in the report are also configured by a CCAD Administrator.
- To view the list of CC groups from which the agents are shown, hover the mouse over the report title. The list of groups will be shown as a tooltip:

Group Agents Report									
	Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI	Time
Green	Bruce	4502	502	Idle					00:53:38
Yellow	John Ford	4501	501	Rls	No Code				00:02:34

- If an agent is seeking supervisor help, it is not reflected in the agent's state icon or state information.
- Logged off agents are not displayed.
- This report does not display agents logged only into their personal agent queues (which are available as of Contact Center Version 7.) If an agent is logged in to his/her personal agent queue in addition to a group part of the report's group filter, the agent's logged in groups will show "Personal Agent Queue" as one of the groups on mouse hover as the screenshot below shows:

Agent	ID	Ext	State	Start time	Code	DNIS#	ANI	Time
John Ford	4501	501	Idle	02:10:02 PM				00:04:24
B...								00:05:08

John Ford

Time in state
00:04:24

Login groups
E-mail Group, **Personal Agent Queue**, Sales, Support, Test Group

- The maximum display length of the ANI column (if configured to be displayed) is dynamically determined by the Caller ID for voice ACD calls received so far and includes the + prefix if present. If the Caller ID of any other type of ACD call is greater than that length (as in the case of ACD e-mails), it will be shown partially up to the maximum length of Caller ID (as determined by voice ACD calls received so far). To view the full Caller ID in that case, one must hover mouse over the ANI column and only then it will be fully shown as a tooltip as the below screenshot shows:

 CCONGOS	8434	ACD	01:51:04 PM	VoiceMail@s...	 Lc
 CRYDER	8455	ACD	02:27:06 PM	TAC - Main +1234567890	VoiceMail@shoretel.com

- The maximum display length of the DNIS number column is determined by the CC DNIS numbers for the voice ACD calls received so far. If the CC DNIS number of any other type of call is greater than that length (as in the case of ACD e-mails), it is shown partially up to the maximum length of CC DNIS (as determined by voice ACD calls received so far). To view the full CC DNIS number in that case, one must hover mouse over the DNIS number column and only then it will be fully shown as a tooltip as the below screenshot shows:

Agent	ID	State	Start time	Code	DNIS#	DNIS	ANI
 CCONGOS	8434	ACD	01:51:04 PM		tacv...		VoiceMail@s...
 JMURRAY	8422	Rls	05:58:37 PM	Q Monitor		tacvmail@shoretel.com	

- If the “show paged list” option is configured for the report by a CCAD Administrator, the agents are shown in pages. The page size is currently fixed to 10 rows so that a maximum of 10 agents per page are shown.
- Only one interaction per agent can be shown by this report.
- If Click to call has been enabled then agent names will be clickable to place call to the agent:

Agent	ID	Ext	State	Start time	Code	DNIS	ANI	Time	InB. ACD Calls	Total Calls
John Ford	4501	501	Rls	10:59:37 AM	No Code			23:49:25	0	0
Moto Tachiri	4503	502	Idle	09:30:00 AM				01:19:02	0	0

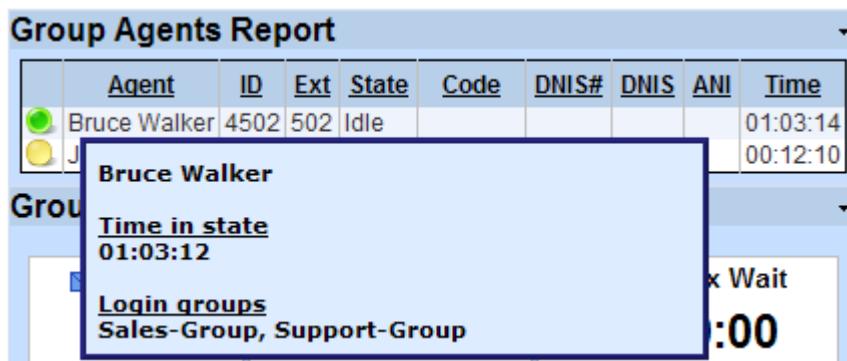
Viewing Agent State Duration

The “Time” column, if configured to be shown, will show a running timer of the agent’s state duration.

Note: For showing the running state timer, the difference between the CC server’s timestamp of agent state change and current time on the user’s desktop/iPad is calculated. And, then the time elapsed with two successive checking of Web page updates (typically 4 seconds) is added. This calculation is performed on the user’s desktop/iPad and not on the server. So, if the user’s desktop/iPad clock and the CC server’s clock are not in sync, there is a potential for this time to not match exactly with the CC Agent Manager’s real time reports. Also, this running timer is not shown if the difference between the server timestamp of agent state change and time on user’s desktop/iPad comes out to be negative which can happen if the clock on the user’s desktop/iPad is ahead of the CC server’s clock.

Viewing Agent’s Logged In Groups

Hovering mouse over an agent’s state icon will show, in a bubble, the list of groups the agent is logged in groups as well as time in current state (at that point) as the below screenshot shows:



The screenshot shows a table titled "Group Agents Report" with columns: Agent, ID, Ext, State, Code, DNIS#, DNIS, ANI, and Time. The "Time" column shows a running timer for each agent. A tooltip is displayed over the green "Idle" state icon for agent "Bruce Walker". The tooltip contains the following information:

- Time in state**: 01:03:12
- Login groups**: Sales-Group, Support-Group
- Wait**: :00

Note: An agent’s state duration shown on mouse hover is not displayed in a continuous fashion but it is shown as of the time of mouse hover and, consequently, it will not exactly match the agent state timer if that is also configured to be displayed. This state duration is calculated on demand on the user’s desktop/iPad and not on the server. As a result, if the user’s desktop/iPad clock and the CC server’s clock are not in sync, there is a potential for this time to not match exactly with the CC Agent Manager’s real time reports. Also, the state duration is not shown if the difference between the server timestamp of agent state change and time on user’s desktop/iPad comes out to be negative which can happen if the clock on the user’s desktop/iPad is ahead of the CC server’s clock.

Sorting Agents

To sort agents, click a column header. It toggles sorting in ascending or descending order. Sort arrows are displayed on each column (except the "Start Time") to indicate the sort direction (ascending or descending.)

For example, below screenshot shows agents sorted by agent name:

Group Agents Report								
	Agent	ID	Ext	State	Code	DNIS	ANI	Time
	Bruce Walker	4502	502	ACD		SalesDNIS	501	00:03:28
	John Ford	4501	501	Out				00:03:34

And, below screenshot shows agents sorted in descending order by agent state duration:

Group Agents Report								
	Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI
	Bruce Walker	4502	502	Out+Rls	OutOfOff			00:00:33
	John Ford	4501	501	ACD		751	SalesDNIS	502

Change Font Size

You can configure the HTML font size of a Group Agents report to one of three sizes: **default**, **extra-large** and **extra-extra-large**. For instance, to edit the default font size of a Group Agents Report to extra-large, click the edit icon or drop-down arrow and then click edit icon(depending upon the browser) in the top right of a Group Agents Report:

Group Agents Report [1]						
	Agent	Ext	State	ANI	Time	Daily ACD Calls
	John Ford	501	Idle		00:03:55	0
	Moto Tachiri	502	Idle		00:03:44	1

Choose the desired font size:

The screenshot shows the 'Editor Zone' dialog box on the left and a 'Daily Group Report - Marketing' dashboard on the right.

Editor Zone (Left):

- File Edit View Favorites Tools Help
- Close
- Editor Zone
- Modify the properties of the Web Part, then click OK or Apply to apply your changes.
- Layout**
- Chrome State: Normal
- Zone: Dashboard Zone 1
- Zone Index: 1
- Property Grid** (highlighted with an orange box)
- defaultFontSize
extraLargeFontSize
extraExtraLargeFontSize
- OK Cancel **Apply** (highlighted with a red box)

Daily Group Report - Marketing (Right):

Current Page Scope: Per-User Show Shared View Organize

Dashboard Zone 1

Daily Group Report - Marketing

Calls Answered	Agents Active	Calls Abandoned	
1	2 / 2	1	
Calls in Queue	Answer Rate	Avg Wait	Max Wait
0	50%	00:01:18	00:00:39
TSF	Avg Talk	Max Talk	
50%	00:00:00	00:00:00	

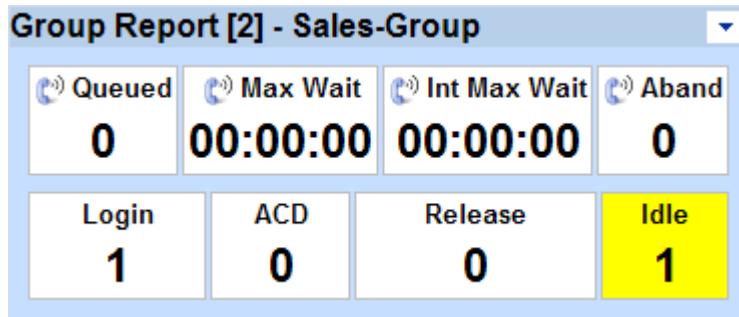
Group Agents Report (Table):

Agent	Ext	State	ANI	Time	Daily ACD Calls	Daily N. ACD Calls
Moto Tachiri	502	ACD	501	00:05:22	1	0
John Ford	501	Out	501	00:05:40	0	3

Make sure to click **Apply** to confirm the chosen font size. And, then press **OK** to close the report editing mode.

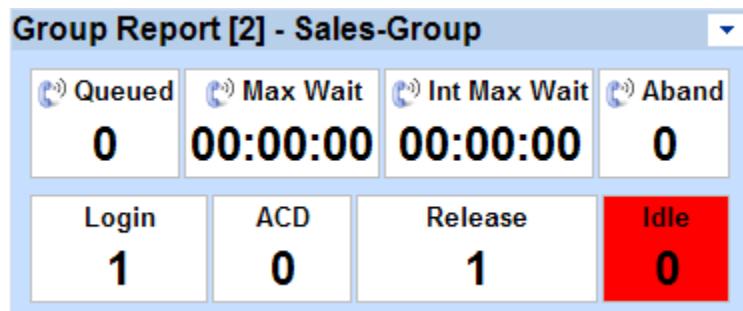
Group Report

The Group Report shows statistics of a chosen Contact Center group. The title of the report also shows the name of the group.

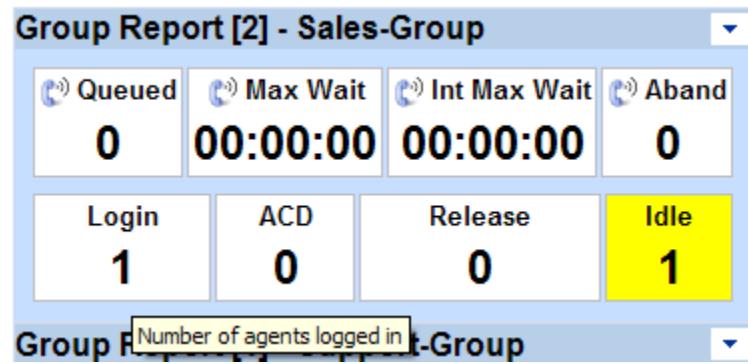


Notes:

- The statistics shown are from particular CC group as configured by the CCAD Administrator. The name of the group is part of the report's title.
- Only chosen statistics associated with voice and e-mail calls are shown. The statistics panes in the report are also configured by the CCAD Administrator.
- The statistics for voice ACD calls are indicated by phone icon and that for ACD e-mail calls are indicated by e-mail icon .
- The group statistics displayed is for the current statistics interval (as configured for the group in the CC Director) and for inbound ACD voice calls only. They do not account for any outbound ACD voice calls (callbacks, Dial list calls and others), chats or e-mails or any non-ACD calls.
- Currently E-mail only or Voice CC groups are not distinguished. So, when determining whether the "Number of Waiting Calls" threshold has reached (if configured in the CC Director), best guess is done to deduce whether the received statistic feed might be for the queued voice calls or e-mails and, then, "Queued" panel for voice calls or e-mails is colored accordingly.
- If an available statistic in the report reaches corresponding threshold of the group (as configured in the CC Director), the corresponding statistic pane will be highlighted in either yellow or red color:

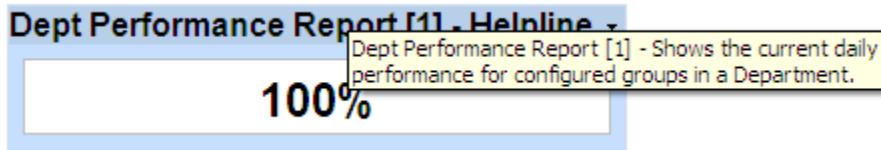


- Hovering mouse over a statistics will show an informative tooltip.

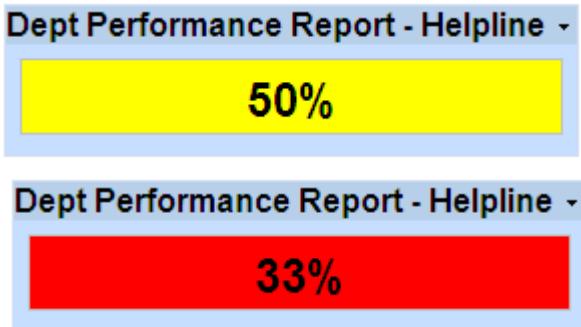


Department Performance Report

Department Performance Report shows the daily performance for the groups that might logically form a “department” for a customer. It measures the daily percentage of successful calls to such a department i.e. those calls that were eventually answered, irrespective of whether they overflowed to separate groups or not in that department (not to separate departments).



If low and high thresholds are configured for the department, as the calculated performance reaches a threshold, the report will be colored accordingly:



Notes:

- A “Department” is a CCAD artifact only.
- A Department’s threshold, if configured in CCAD, is totally unrelated to the thresholds configured for the CC groups in the CC Director.
- The report accumulates data from 12 AM onwards for the day, or from the time of the last Contact Center server restart, to calculate a department’s performance.

Daily Group Report

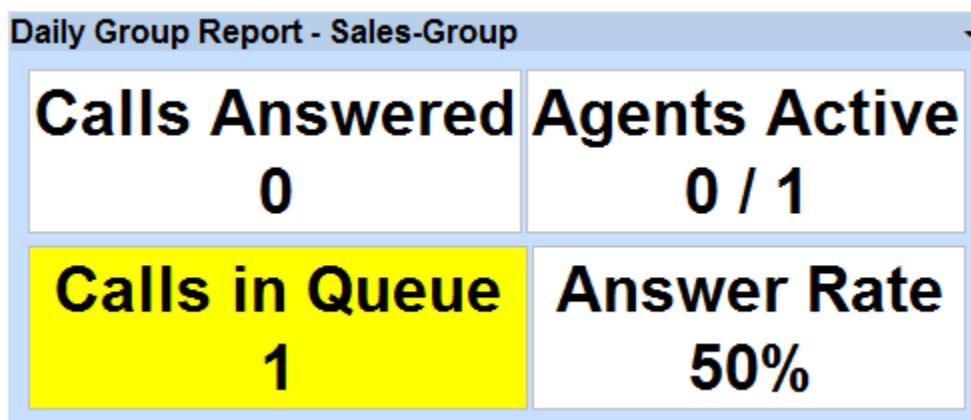
This report shows the following daily and real-time statistics (as configured by a CCAD Administrator) for a configured CC group in separate panels:

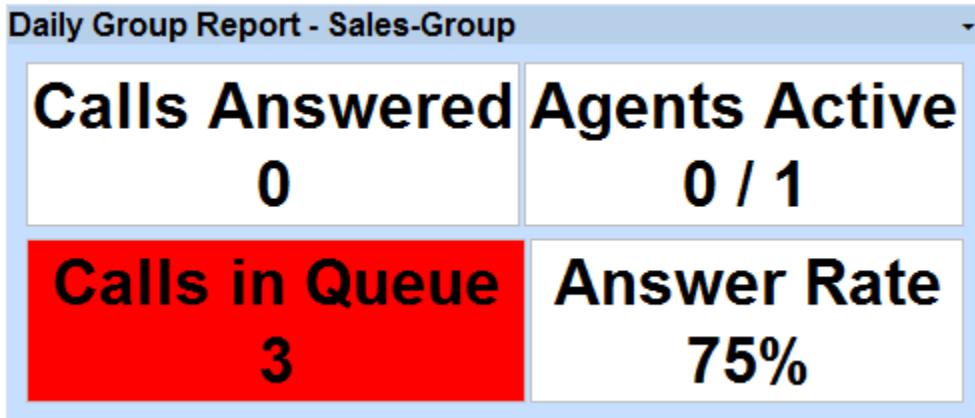
- **Calls Answered:** Shows the number of calls answered for the day by agents in the group.
- **Agents Active:** Shows the current number of agents not in release state as well as the total number of agents currently logged in to that group. So, for example, if there are 12 agents logged in to the configured group, 4 are in release, 3 are idle, and 5 are on ACD calls, this panel will show "8 / 12".
- **Answer Rate (%):** Calculated using the following formula for inbound ACD voice calls:

$$(\text{Calls Accepted} - \text{Calls Abandoned} - \text{Calls Interflowed Out}) / (\text{Calls Accepted}) * 100$$

- **Calls Queued:** Shows the current number of ACD calls queued for the group. And, if a threshold is configured for that statistic, the associated panel will be colored yellow or red.
- **TSF:** Target Service Factor of the group for the day.
- **Avg Wait:** Average wait time (in hh:mm:ss format) in queue for the day for inbound ACD calls.
- **Avg Talk:** Average talk time (in hh:mm:ss format) for the day for inbound ACD calls.
- **Max Talk:** Longest talk time (in hh:mm:ss format) for the day for inbound ACD calls.

If the "Calls in Queue" panel is configured as well as threshold for that panel is also configured, then as the number of queued calls reaches the configured threshold, the panel will be colored accordingly:





Notes:

- The daily group statistics displayed are for inbound ACD voice calls only and do not account for any outbound ACD voice calls (callbacks, Dial list calls and others), chats or e-mails or any non-ACD calls.
- The available daily statistics panels (**Calls Answered**, **Answer Rate**, **TSF**, **Avg Wait**, **Avg Talk** and **Max Talk**) accumulate data from 12 AM onwards for the day, or from the time of the last Contact Center server restart.
- This threshold for the **Calls Queued** panel is unrelated to the real time queued calls threshold for a group that is configurable in the CC Director.
- As and when any of the daily/current statistics of the configured group(s) change, the corresponding Daily Group Report(s) will be automatically updated like the other CCAD reports.

Daily Brief Group Report

This tabular report shows the following real-time and daily statistics for multiple CC groups:

- **Name:** Name of the CC Group.
- **Queued:** Current number of waiting inbound ACD voice calls.
- **Curr Max Wait:** The maximum wait time of all currently queued inbound ACD voice calls as a running timer.
- **Max Wait:** Maximum wait time of all calls queued during the day.
- **Accepted:** Number of incoming ACD voice calls for the day.
- **Answered:** Number of answered incoming ACD voice calls for the day.
- **Abandoned:** Number of abandoned inbound ACD voice calls for the day.
- **Login:** Current number of logged in agents.
- **Release:** Current number of agents on release.
- **Idle:** Current number of idle agents.
- **ACD:** Current number of agents handling incoming ACD calls.
- **TSF:** TSF for the day.

If thresholds for the real-time statistics for a group (as configured in the CC Director) are reached, the corresponding table cells are colored coded yellow or red:

Daily Brief Group Report [1]											
Name	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD	
Sales-Group	0	00:00:19	02:22:40	1	0	1	1	1	0	0	
Support-Group	1	00:00:58	00:00:58	4	0	3	2	2	0	0	

Notes:

- The report shows the configured statistics for specified CC groups as chosen by a CCAD Administrator.
- The displayed daily group statistics are for inbound ACD voice calls only and do not account for any outbound ACD voice calls (callbacks, Dial list calls and others), chats or e-mails or any non-ACD calls.
- The daily group statistics (**Max Wait, Accepted, Answered** and **Abandoned**) accumulate data from 12 AM onwards for the day, or from the time of the last Contact Center server restart.
- The group statistics (**Queued, Curr Max Wait, Login, Release, Idle** and **ACD**) are real-time. A group's thresholds, as configured in the CC Director, are for the real-time and current interval based statistics and so are then applied, if applicable, for these statistics only and NOT for the daily statistics.
- Hovering the mouse over any column header shows short help for that statistic as a tooltip:

1	Abandoned	Login	Release	Idle	ACD
0	0	2	1	1	0
Number of abandoned inbound ACD voice calls for the day					
0	0	2	1	1	0

Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login ▾	Release
Current longest wait time of incoming ACD calls waiting in the group's queue 1						

- The report can be sorted by any column which then shows the sort arrow indicating the sort direction (ascending or descending.)

Daily Brief Group Report										
Name ▾	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD
Accounting	0		00:00:00	0	0	0	2	1	0	0
Billing	0		00:00:00	0	0	0	2	1	0	0
Budgeting	0		00:00:00	0	0	0	2	1	0	0
City Utilities	0		00:00:00	0	0	0	2	1	0	0
Control Room	0		00:00:00	0	0	0	2	1	0	0
Customer SAT	0		00:00:00	0	0	0	0	0	0	0
Dispatch	0		00:00:00	0	0	0	2	1	0	0
ECC	0		00:00:00	0	0	0	2	1	0	0
E-mail-Group	0		00:00:00	0	0	0	0	0	0	0
Equipments	0		00:00:00	0	0	0	2	1	0	0
Escalation	0		00:00:00	0	0	0	2	1	0	0
HR	0		00:00:00	0	0	0	2	1	0	0
Inside Sales	0		00:00:00	0	0	0	2	1	0	0
Logistics	0		00:00:00	0	0	0	2	1	0	0
Marketing	0		00:00:00	0	0	0	2	1	0	0
Purchasing	0		00:00:00	0	0	0	2	1	0	0
Quality	0		00:00:00	0	0	0	2	1	0	0
Renewals	0		00:00:00	0	0	0	2	1	0	0
Sales-Group	0		00:00:00	0	0	0	1	1	0	0
Support-Group	0		00:00:08	2	1	1	2	1	0	1
Switch	0		00:00:00	0	0	0	2	1	0	0
Taxes	0		00:00:00	0	0	0	2	1	0	0
UC	0		00:00:00	0	0	0	2	1	0	0

Daily Brief Group Report

Name	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login ▾	Release	Idle	ACD
Billing	0		00:00:00	0	0	0	2	1	1	0
City Utilities	0		00:00:00	0	0	0	2	1	1	0
ECC	0		00:00:00	0	0	0	2	1	1	0
Inside Sales	0		00:00:00	0	0	0	2	1	1	0
Marketing	0		00:00:00	0	0	0	2	1	1	0
Budgeting	0		00:00:00	0	0	0	2	1	1	0
Switch	0		00:00:00	0	0	0	2	1	1	0
Dispatch	0		00:00:00	0	0	0	2	1	1	0
HR	0		00:00:00	0	0	0	2	1	1	0
Accounting	0		00:00:00	0	0	0	2	1	1	0
UC	0		00:00:00	0	0	0	2	1	1	0
Quality	0		00:00:00	0	0	0	2	1	1	0
Taxes	0		00:00:00	0	0	0	2	1	1	0
Control Room	0		00:00:00	0	0	0	2	1	1	0
Support-Group	0		00:00:08	2	1	1	2	1	1	0
Escalation	0		00:00:00	0	0	0	2	1	1	0
Logistics	0		00:00:00	0	0	0	2	1	1	0
Equipments	0		00:00:00	0	0	0	2	1	1	0
Purchasing	0		00:00:00	0	0	0	2	1	1	0
Renewals	0		00:00:00	0	0	0	2	1	1	0
Sales-Group	0		00:00:00	0	0	0	1	1	0	0
Customer SAT	0		00:00:00	0	0	0	0	0	0	0
E-mail-Group	0		00:00:00	0	0	0	0	0	0	0

- If the report is configured with paging enabled, the statistics will then be shown in pages with statistics of 10 groups in each page:

Daily Brief Group Report [1]

Name ▾	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD
Accounting	0		00:00:00	0	0	0	2	1	1	0
Billing	0		00:00:00	0	0	0	2	1	1	0
Budgeting	0		00:00:00	0	0	0	2	1	1	0
City Utilities	0		00:00:00	0	0	0	2	1	1	0
Conf Bridge	0		00:00:00	0	0	0	2	1	1	0
Control Room	0		00:00:00	0	0	0	2	1	1	0
ECC	0		00:00:00	0	0	0	2	1	1	0
Equipments	0		00:00:00	0	0	0	2	1	1	0
Escalation	0		00:00:00	0	0	0	2	1	1	0
HR	0		00:00:00	0	0	0	2	1	1	0

1 2 3

The page numbers in the bottom of the report can be used to navigate to the individual pages:

Daily Brief Group Report [1]

Name ▾	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD
Inside Sales	0		00:00:00	0	0	0	2	1	1	0
Logistics	0		00:00:00	0	0	0	2	1	1	0
Marketing	0		00:00:00	0	0	0	2	1	1	0
Purchasing	0		00:00:00	0	0	0	2	1	1	0
Quality	0		00:00:00	0	0	0	2	1	1	0
Renewals	0		00:00:00	0	0	0	2	1	1	0
Sales-Group	0		00:00:00	0	0	0	1	1	0	0
Support-Group	0		00:00:00	0	0	0	2	1	1	0
Switch	0		00:00:00	0	0	0	2	1	1	0
Taxes	0		00:00:00	0	0	0	2	1	1	0

1 2 3

Daily Brief Group Report [1]

Name ▾	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD
UC	0		00:00:00	0	0	0	2	1	1	0

1 2 3

- If Click to call has been enabled then group names will be clickable to place call to be queued for the group:

Daily Brief Group Report [1]

Name ▾	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD
EmailGrp	0		00:00:00	0	0	0	0	0	0	0
Marketing	0		00:00:00	0	0	0	2	0	1	0
Sales	0		00:00:00	0	0	0	1	0	0	0
Support	0		00:00:00	0	0	0	2	0	1	0
Test Group	0		00:00:00	0	0	0	0	0	0	0

Real Time Update

The CCAD web page is automatically updated as and when the state of an agent changes, a call is queued to a group, and other such conditions. For example, when another agent performs a login, the Group Agents Report will be updated and animated gif will be shown that gives feedback that the Dashboard is being updated as the below screenshot shows:

[Organize](#)

Group Agents Report

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI
ECC Agent1	4501	501	Rls	10:27:53 AM	No Code			
ECCAgent2	4502	502	Rls	10:54:29 AM	No Code			

Group Report [3] - E-mail Group

Queued	Max Wait	Int Max Wait
0	00:00:00	00:00:00

Login	ACD	Release	Idle
0	0	0	0

Group Report [2] - Sales-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
1	0	1	0

Group Report [1] - Support-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0

Login	ACD	Release	Idle
2	0	2	0



Then the updated Dashboard web page will be shown.

Personalizing Dashboard

You can personalize the CCAD in constrained ways as follows:

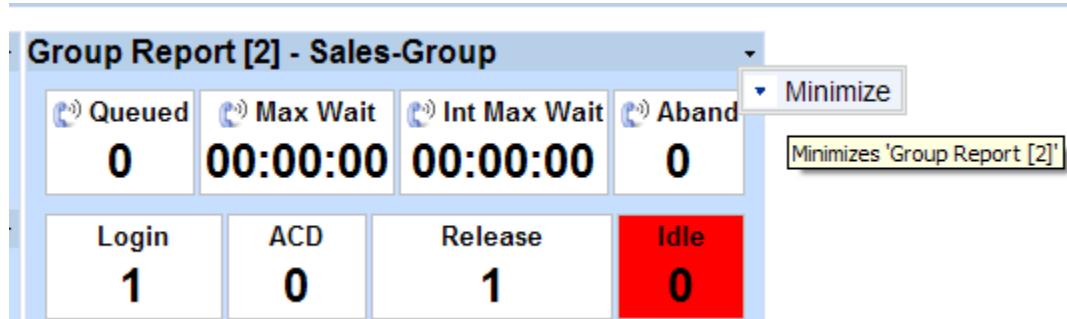
- Drag and drop/Move report(s) to particular CCAD zones
- Minimize a report

Notes:

- Your personalization changes will be persisted across your CCAD sessions. That is, if you close your browser and use CCAD again, reports in your CCAD web page will be laid out as per layout personalization changes made in your last CCAD session.
- All of your personalization changes will be lost if the CCAD administrator publishes an updated Dashboard or resets the Dashboard.

Minimize and Restore Reports

You can minimize a report and restore it later. For example, when using the IE browser, clicking the top right down arrow for a report will show the “Minimize” menu item.



The report will be minimized. To restore the report to normal visible state, click the top right arrow in the minimized report and then, in the drop down menu, click **Restore** menu item:



For the other supported browsers, the UI will be slightly different as detailed in the [General](#) section of the [Operational Considerations](#).

Reposition Reports

When using the IE browser, the report can be repositioned, within a zone or to different zone, by a simple drag and drop mechanism as illustrated below.

Step 1: Click the **Organize** link on the top left of the CCAD.



The available CCAD zones will be shown and the link will switch back to normal view.

[Normal](#)

Switch to normal view of dashboard

Dashboard Zone 1

Group Agents Report

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI
ECC Agent1	4501	501	Rls	10:27:53 AM	No Code			
ECCAgent 2	4502	502	Rls	10:54:29 AM	No Code			

Group Report [3] - E-mail Group

Queued	Max Wait	Int Max Wait	
0	00:00:00	00:00:00	
Login	ACD	Release	Idle
0	0	0	0

Dashboard Zone 2

Group Report [2] - Sales-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
1	0	1	0

Group Report [1] - Support-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
2	0	2	0

Step 2: Using IE drag a report to a different CCAD zone. The screenshots below show a Group Report being dragged from zone 2 to zone 1. A blue rectangle will show the drop target in the zone.

[Normal](#)

Dashboard Zone 1

Group Agents Report

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI
ECC Agent1	4501	501	Rls	10:27:53 AM	No Code			
ECCAgent 2	4502	502	Rls	10:54:29 AM	No Code			

Group Report [3] - E-mail Group

Queued	Max Wait	Int Max Wait	
0	00:00:00	00:00:00	
Login	ACD	Release	Idle
0	0	0	0

Dashboard Zone 2

Group Report [2] - Sales-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
1	0	1	0

Group Report [1] - Support-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
2	0	2	0

Group Report [2] - Sales-Group

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
1	0	1	0

Step 3: Drop the report in the blue rectangle in the target zone.

The screenshot shows the Microsoft Internet Explorer browser displaying a dashboard with three report cards:

- Group Agents Report:**

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI
ECC Agent1	4501	501	Rls	10:27:53 AM	No Code			
ECCAgent 2	4502	502	Rls	10:54:29 AM	No Code			
- Group Report [3] - E-mail Group:**

Queued	Max Wait	Int Max Wait	
0	00:00:00	00:00:00	
Login	ACD	Release	Idle
0	0	0	0
- Group Report [2] - Sales-Group:**

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
1	0	1	0

Step 4: Switch to Normal view.

After dropping a report, click the **Normal** link to toggle back to the normal view of the Dashboard.

The screenshot shows the Microsoft Internet Explorer browser displaying a dashboard with three report cards:

- Group Agents Report:**

Agent	ID	Ext	State	Start time	Code	DNIS#	DNIS	ANI
ECC Agent1	4501	501	Rls	10:27:53 AM	No Code			
ECCAgent 2	4502	502	Rls	10:54:29 AM	No Code			
- Group Report [1] - Support-Group:**

Queued	Max Wait	Int Max Wait	Aband
0	00:00:00	00:00:00	0
Login	ACD	Release	Idle
2	0	2	0
- Group Report [3] - E-mail Group:**

Queued	Max Wait	Int Max Wait	
0	00:00:00	00:00:00	
Login	ACD	Release	Idle
0	0	0	0

When using other browsers – Mozilla FireFox, Apple Safari or iPad Safari browser – the reports cannot be dragged and dropped, but can be repositioned by editing their positions manually. Any CCAD user can change the layout of a report by clicking the **Edit** menu option in the top right of the report. For browsers other than Microsoft IE, the **Edit** menu icon is shown as the below screenshot shows for the Safari browser on a Mac:

Group Agents Report

Agent	ID	Ext	State	Code	DNIS	ANI	Time
Bruce Walker	4502	502	Idle				00:16:49
John Ford	4501	501	Idle				00:16:19

Group Report - Support-Group

Configure position and layout of the report

Int Max Wait: 0 00:00:00 00:00:00

Login: 2 ACD: 0 Release: 0 Idle: 2

TSF: 100%

Clicking the Edit option will bring up the editor zone in left part of the page with the report layout editor already expanded:

Editor Zone

Modify the properties of the Web Par., then click OK or Apply to apply your changes.

Layout

Chrome State: Normal

Zone: Dashboard Zone 1

Zone Index: 0

OK Cancel Apply

ShoreTel Contact Center Agent Dashboard

Current Page Scope: Per-User Show Shared View Organize

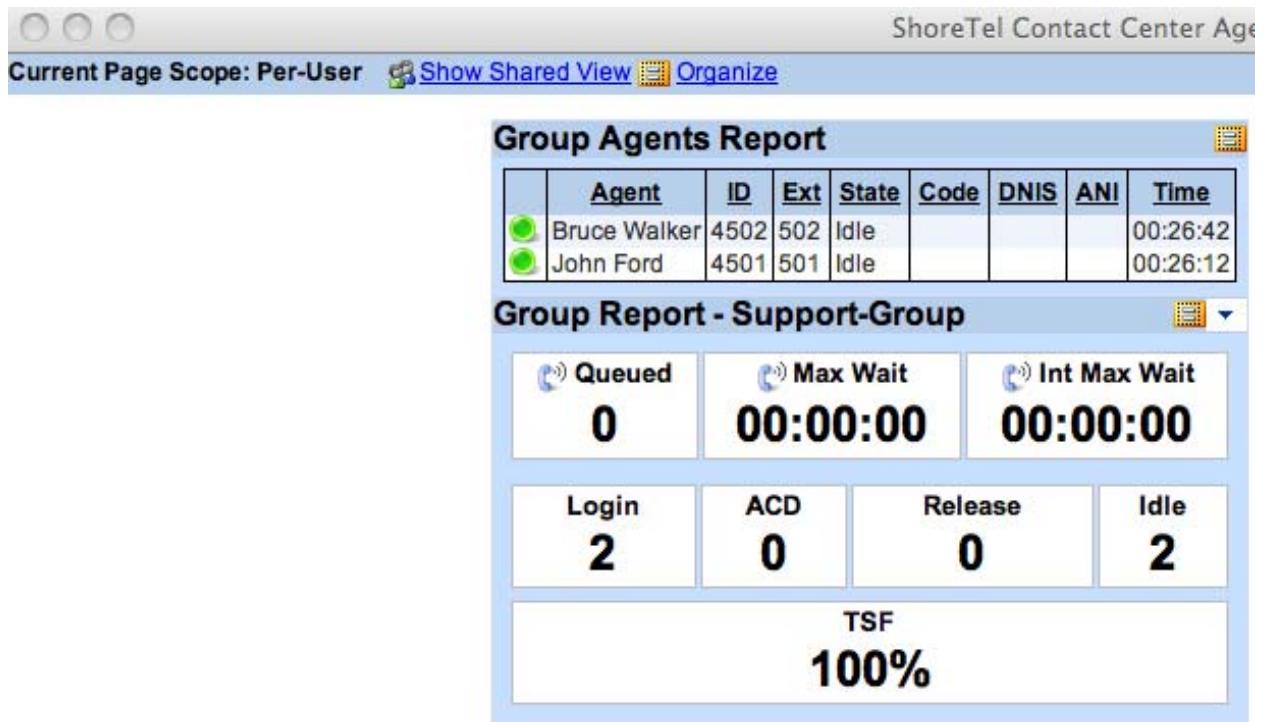
Group Agents Report

Agent	ID	Ext	State	Code	DNIS	ANI	Time
Bruce Walker	4502	502	Idle				00:20:26
John Ford	4501	501	Idle				00:19:56

One can then either change the zone of the web page or change the position of the report within a zone. For instance, for a Group Agent Report in Zone 1 in the above example, one can reposition it to Zone 2 by selecting the new zone from the zone list as the below screenshot shows:



With the new zone specified, clicking **OK** and **Apply** button will then move the report to Zone 2 as the below screenshot shows:



To change the position of a report within a zone, one can specify the positional index of the report. For instance, to place the above Group Agents Report below the Group Report, one can edit the layout of the Group Agents Report and specify its position (Zone Index) as 1 as the below screenshot shows:

ShoreTel Contact Center Agent Dashboard

Editor Zone Close

Modify the properties of the Web Part, then click OK or Apply to apply your changes.

-Layout

Chrome State: Normal

Zone: Dashboard Zone 2

Zone Index: 1

OK Cancel Apply

Current Page Scope: Per-User Show Shared View Organize

Dashboard Zone 1
Add a report from catalog to this zone.

Dashboard Zone 2

Group Agents Report

Agent	ID	Ext	State	Code	DNIS	ANI	Time
Bruce Walker	4502	502	Idle				00:28:43
John Ford	4501	501	Idle				00:28:13

Group Report - Support-Group

Queued	Max Wait	Int Max Wait
0	00:00:00	00:00:00

Clicking **OK** or **Apply** will then reposition the Group Agents Report below the Group Report as the below screenshot shows:

ShoreTel Contact Center Agent Dashboard

Current Page Scope: Per-User Show Shared View Organize

Group Report - Support-Group

Queued	Max Wait	Int Max Wait
0	00:00:00	00:00:00

Login	ACD	Release	Idle
2	0	0	2

TSF
100%

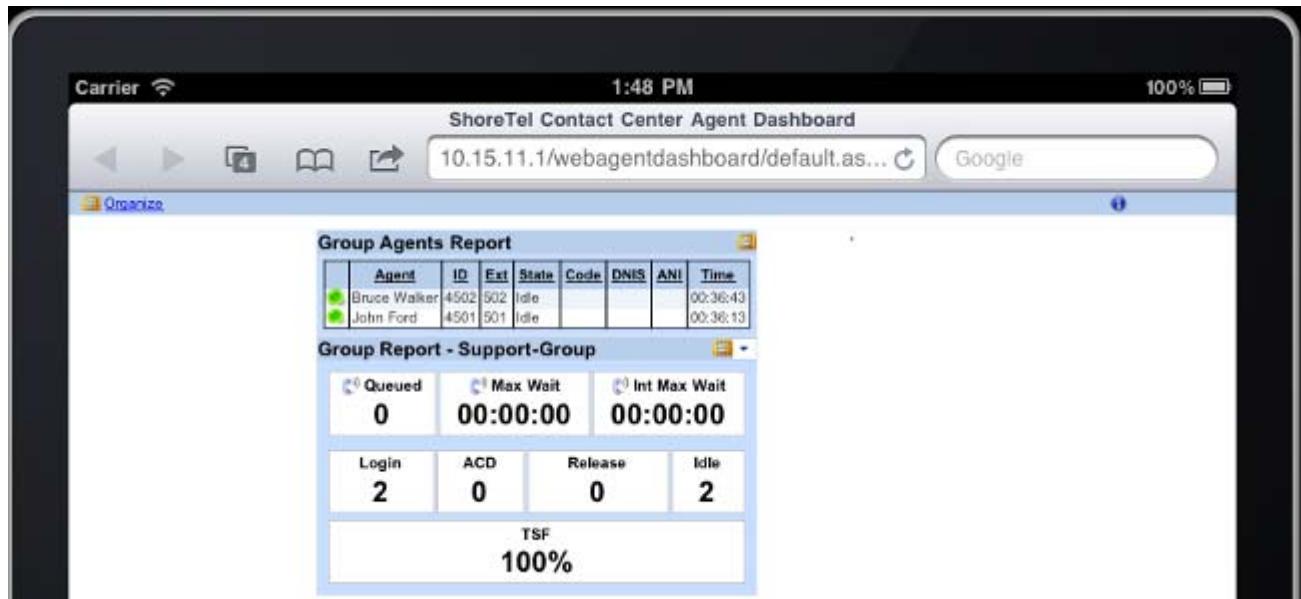
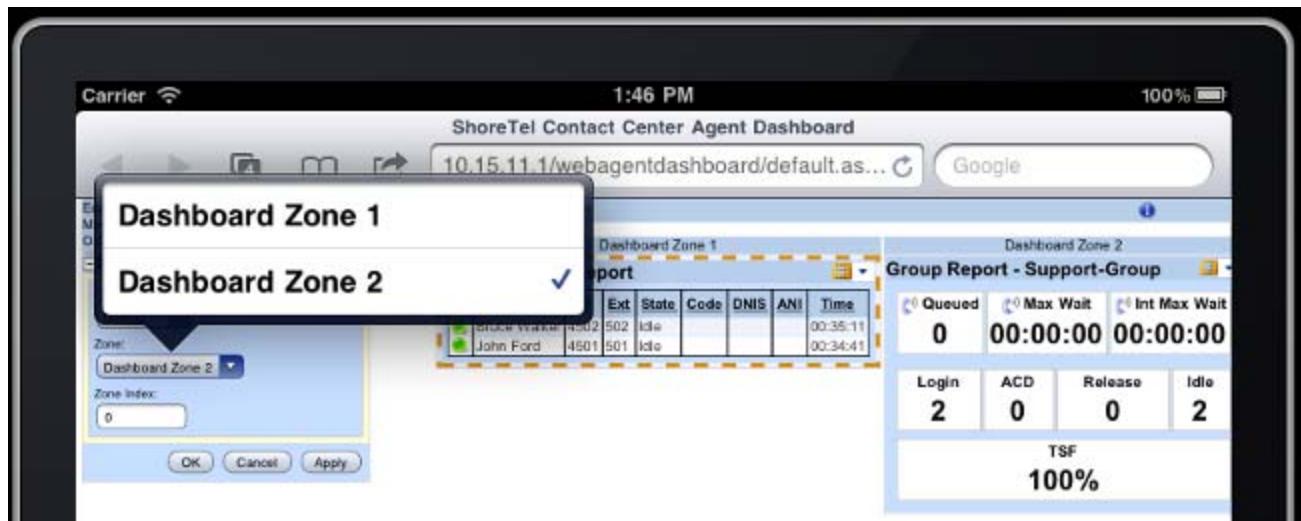
Group Agents Report

Agent	ID	Ext	State	Code	DNIS	ANI	Time
Bruce Walker	4502	502	Idle				00:29:40
John Ford	4501	501	Idle				00:29:10

Notes:

- The Zone Index has to be a positive integer. A value of 0 means that the report appears at the top of the zone. For example, when you add a report to an empty zone, its Zone Index is 0. When you add a second report to the bottom of the zone, its Zone Index is 1. To move the second report to the top of the zone, type 0.
- Each report in the zone must have a unique Zone Index value. Therefore, changing the Zone Index value for a report will also change the Zone Index value for other reports, if any, in the same zone.

Changing a report's layout will work similarly on the iPad's Safari browser also as the below screenshots show:



Information

Clicking the information icon will give information about the Agent Dashboard as well as when the page was last updated.



Troubleshooting Common Problems

Not able to login

Symptoms

When browsing to the Dashboard web site, you are prompted repeatedly for authentication credentials and then finally an Access denied error message is displayed.

Possible resolution steps

- Make sure your entered Windows credentials are correct.
- Verify with your CCAD Administrator that your Windows user group is allowed to access the Dashboard.

CCAD Web Page Stops Updating

Symptoms

The information on the CCAD web page does not seem to be updating any more.

Possible resolution steps

- Check whether there is any warning icon () displayed on the web page. If so, click the warning icon to get information about the exact error (like the server being unavailable, Contact Center Event Feed connection down and others) and contact your CCAD Administrator.
- Verify whether clocks of the CC server, CCAD server and your desktop computer/iPad are in sync.

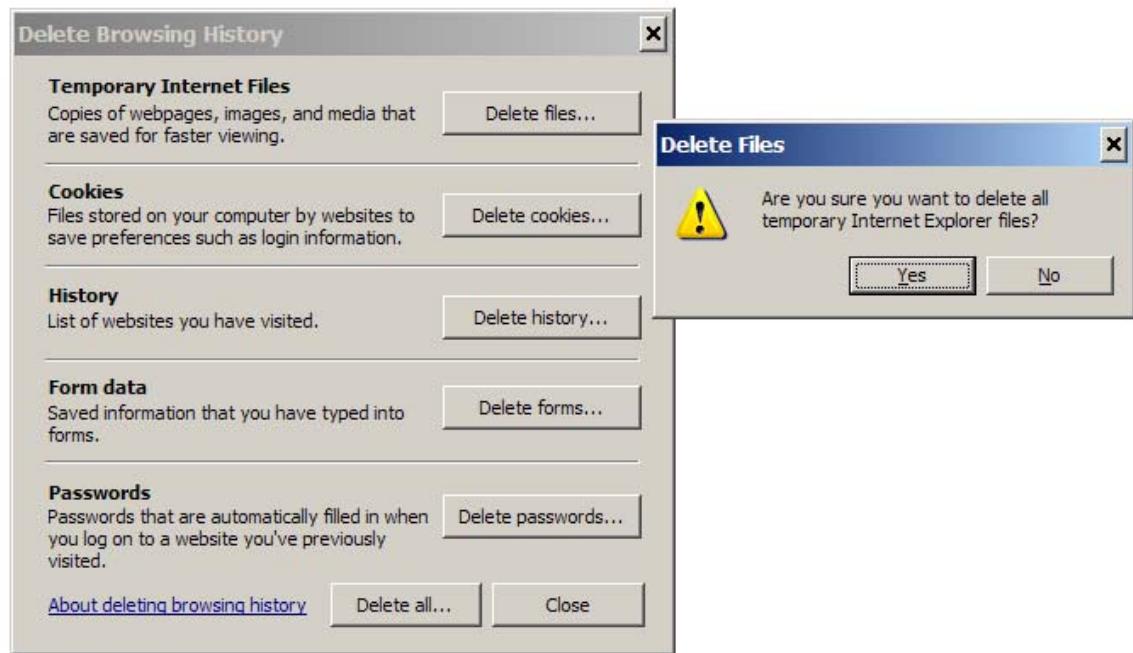
After CCAD Upgrade New Reports not Visible

Symptoms

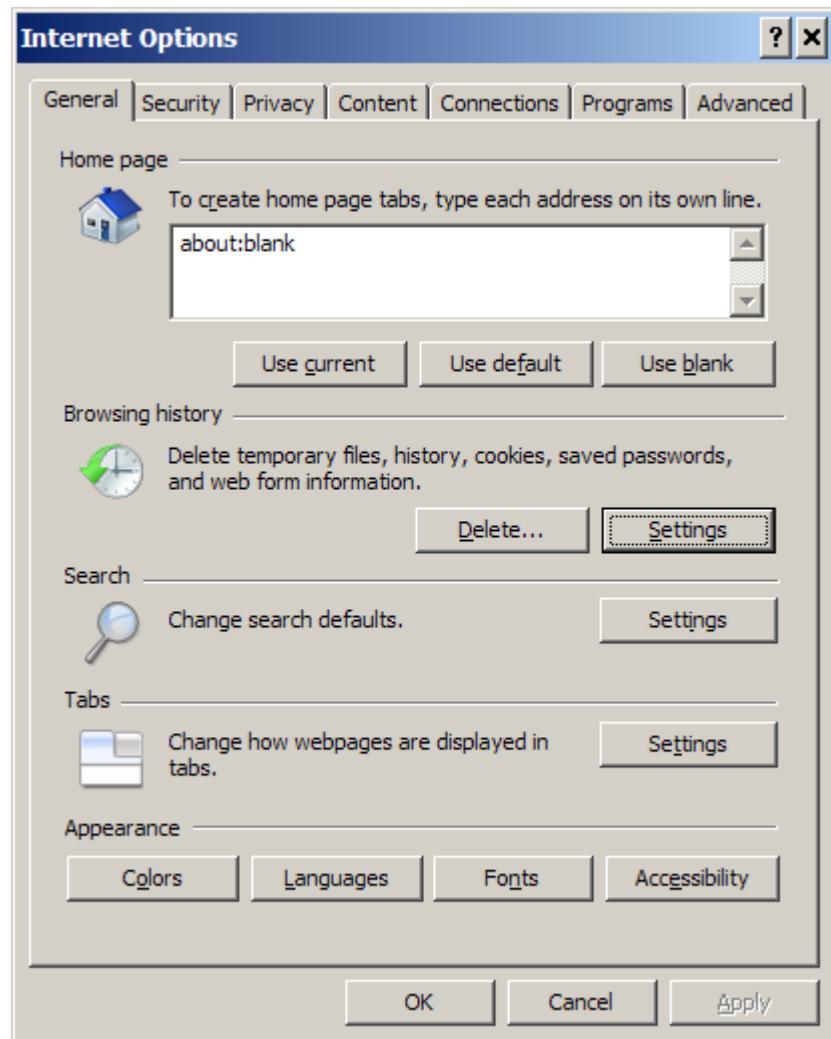
After the Dashboard upgrade, you still see the old reports and not the newly added or reconfigured reports.

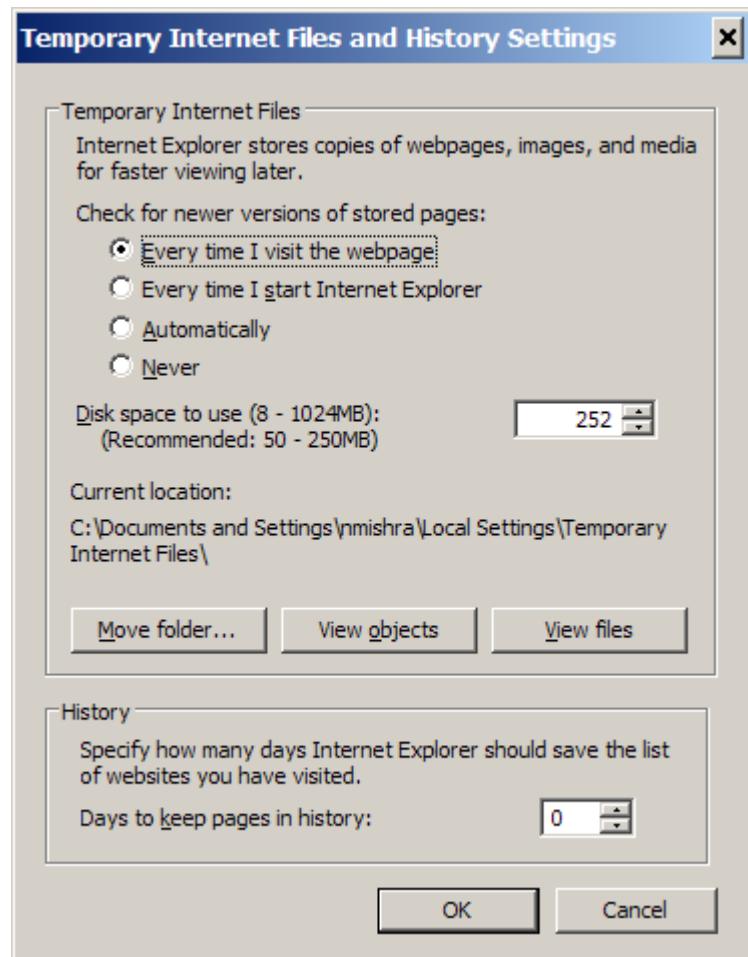
Possible resolution steps

- Browsers often cache the web pages and so they might still show the old reports on the cached Dashboard web page. So, you might need to clear temporary internet files from your browser. For example, from IE browser, you can clear cached Dashboard web page using **Delete Browsing History** option as the below screenshot shows:



- In settings for the browser history, make sure that the option for checking newer version of the web pages is not disabled. For example, the below screenshots show how to check this setting for IE:

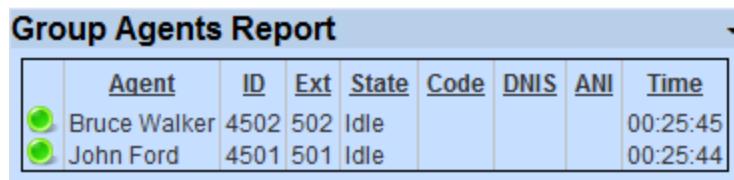




Group Agents Report All Blue

Symptoms

After upgrading to the CCAD version 3.5, the rows in previous Group Agents Reports shows up all in blue color and not in alternate blue and light blue colors:



	<u>Agent</u>	<u>ID</u>	<u>Ext</u>	<u>State</u>	<u>Code</u>	<u>DNIS</u>	<u>ANI</u>	<u>Time</u>
●	Bruce Walker	4502	502	Idle				00:25:45
●	John Ford	4501	501	Idle				00:25:44

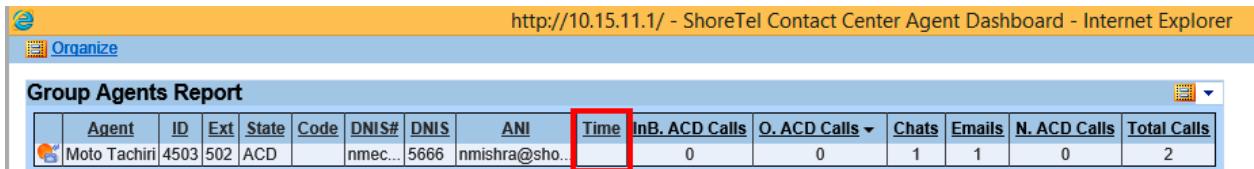
Possible resolution steps

Browser might have an old cascading style sheet (CSS) in its cache. Fully refresh the CCAD page by reloading it.

Running Timers not shown in Reports

Symptoms

In the CCAD reports that are supposed to shows the running timers in columns/panels, no such timers are shown. For instance, agent state timer is not shown in the Group Agents Report:



The screenshot shows a web browser window for the ShoreTel Contact Center Agent Dashboard. The URL is http://10.15.11.1/. The title bar says "ShoreTel Contact Center Agent Dashboard - Internet Explorer". The main content is a table titled "Group Agents Report". The columns are: Agent, ID, Ext, State, Code, DNIS#, DNIS, ANI, Time, InB. ACD Calls, O. ACD Calls, Chats, Emails, N. ACD Calls, and Total Calls. A red box highlights the "Time" column. The data in the table is as follows:

	Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI	Time	InB. ACD Calls	O. ACD Calls	Chats	Emails	N. ACD Calls	Total Calls
	Moto Tachiri	4503	502	ACD		nmec...	5666	nmishra@sho...		0	0	1	1	0	2

Possible resolution steps

- Make sure that the current time on the agent desktop/iPad is synchronized with that of the CC server. This is because, for showing the running state timer, the difference between the CC server's timestamp of agent state change and current time on the user's desktop/iPad is calculated. This calculation is performed on the user's desktop/iPad and NOT on the server. If this difference comes out to be negative (which can happen if the clock on the user's desktop/iPad is ahead of the CC server's clock, then the running timer is not shown.
- Contact technical support.

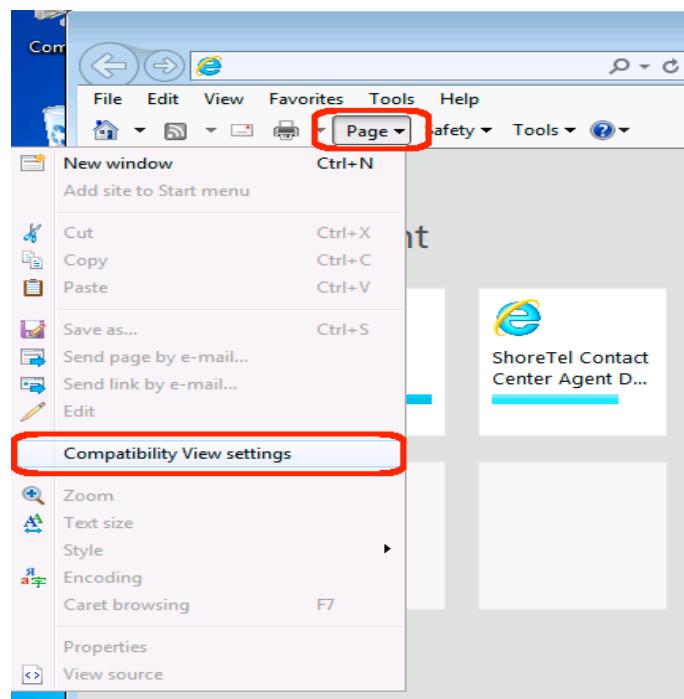
Problem with Internet Explorer 11

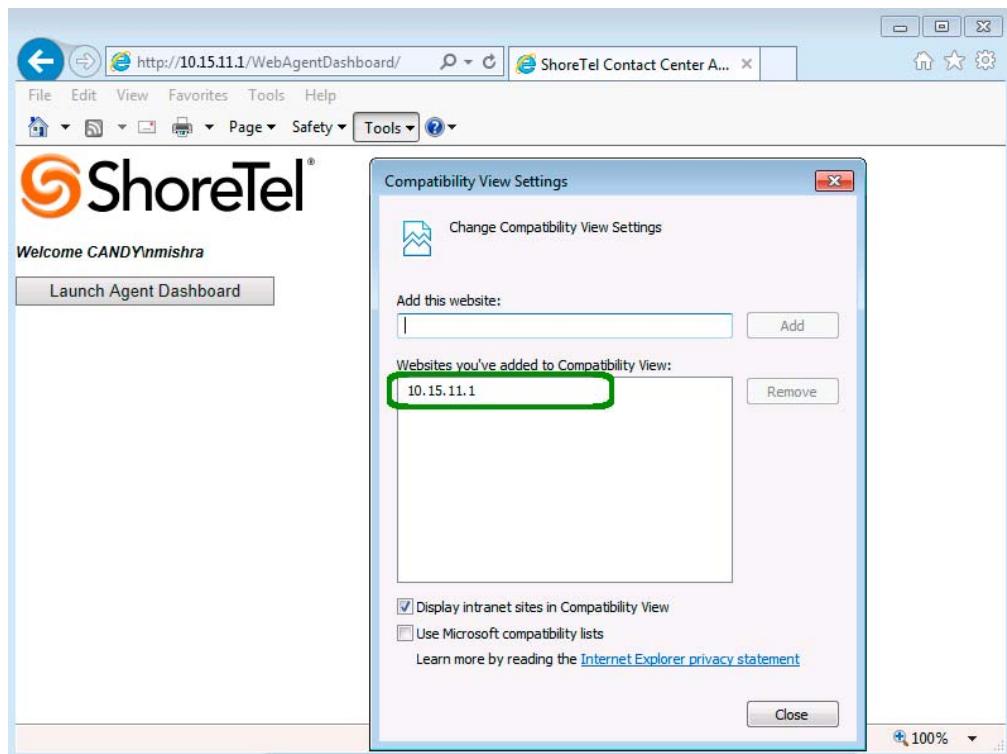
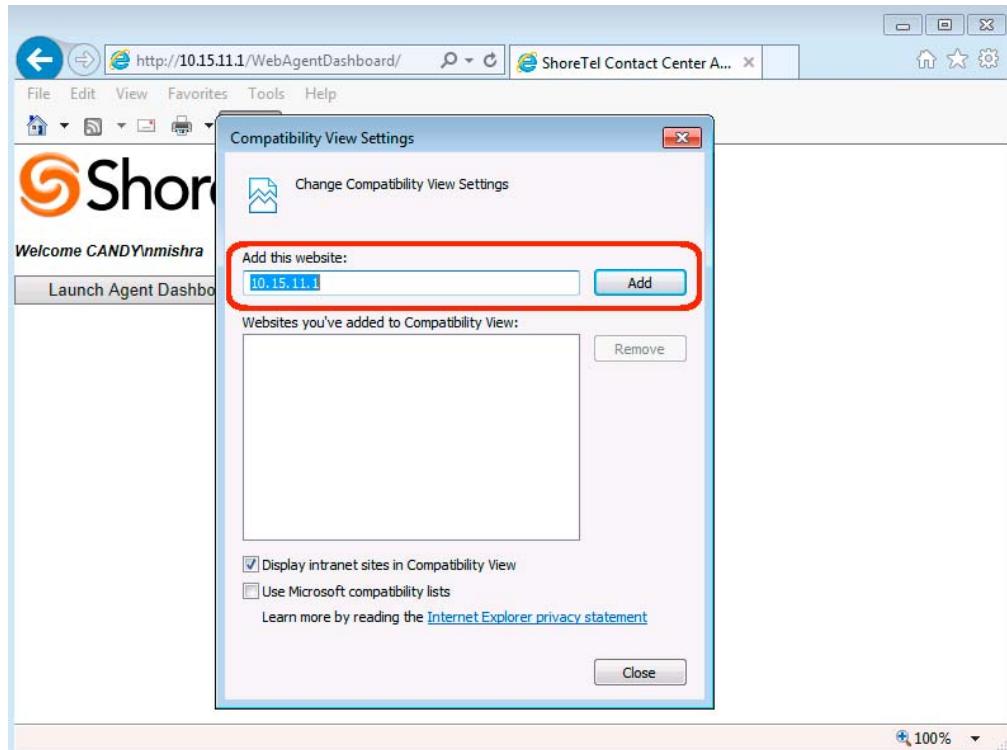
Symptoms

When using Internet Explorer (IE) 11, the CCAD Web page does not update and also the drag-and-drop of reports does not work.

Possible resolution steps

- Configure IE 11 to view the CCAD Web site in “compatibility” view as the below screenshots show.



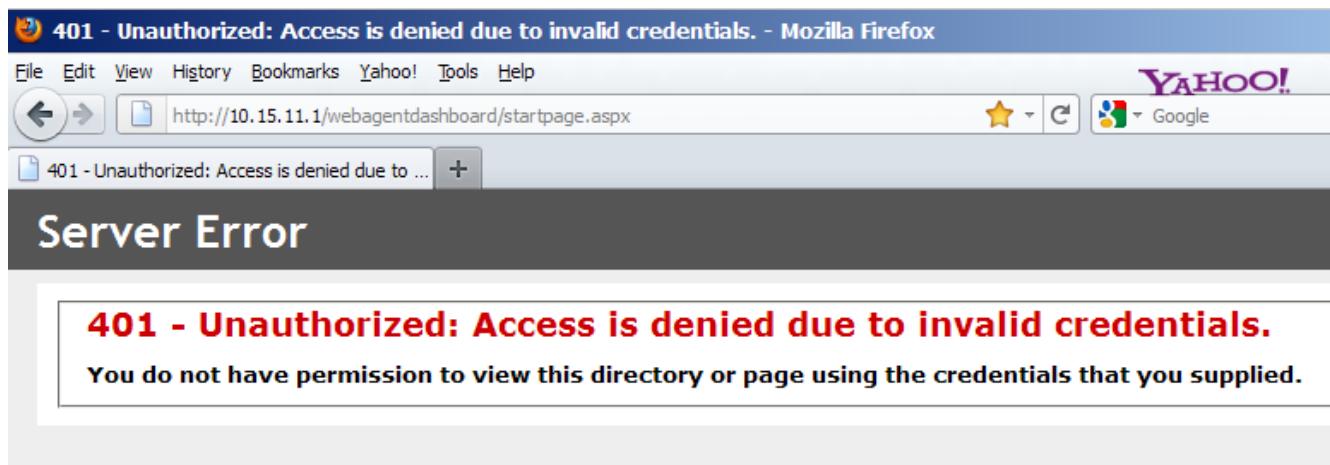


- Upgrade to the latest version of the CCAD.

Not Able to Login

Symptoms

When browsing to the Web Agent Dashboard web site, a user is prompted repeatedly for authentication credentials and then finally an Access denied message is displayed.



Possible resolution steps

- Verify that the user has entered correct Windows credentials and check the Windows Security logs for any errors.
- Verify that the Windows user group of the user is allowed to access the Dashboard. Please refer [Allowed Windows User Groups](#) for configuration details.
- If the user is an Active Directory domain user, verify that the CCAD server is joined to the same domain.
- If using FireFox 30 or later, enable NTLM V1 in the browser as the below screenshot shows:

A screenshot of the Firefox 'about:config' page. The search bar at the top has 'nego' typed into it. A table below lists various network preferences. The 'network.negotiate-auth.allow-insecure-ntlm-v1' preference is highlighted with a red box around the entire row. The 'Value' column for this preference is also highlighted with a red box and contains the value 'true'. Other preferences listed include 'network.negotiate-auth.allow-insecure-ntlm-v1-https', 'network.negotiate-auth.allow-non-fqdn', 'network.negotiate-auth.allow-proxies', 'network.negotiate-auth.delegation-uris', 'network.negotiate-auth.gsslib', 'network.negotiate-auth.trusted-uris', 'network.negotiate-auth-using-native-gsslib', 'security.ssl.allow_unrestricted_renego_everywhere_temporarily_available_pref', 'security.ssl.renego_unrestricted_hosts', 'security.ssl.require_safe_negotiation', and 'security.ssl.treat_unsafe_negotiation_as_broken'.

Preference Name	Status	Type	Value
network.negotiate-auth.allow-insecure-ntlm-v1	user set	boolean	true
network.negotiate-auth.allow-insecure-ntlm-v1-https	default	boolean	true
network.negotiate-auth.allow-non-fqdn	default	boolean	false
network.negotiate-auth.allow-proxies	default	boolean	true
network.negotiate-auth.delegation-uris	default	string	
network.negotiate-auth.gsslib	default	string	
network.negotiate-auth.trusted-uris	default	string	
network.negotiate-auth-using-native-gsslib	default	boolean	true
security.ssl.allow_unrestricted_renego_everywhere_temporarily_available_pref	default	boolean	false
security.ssl.renego_unrestricted_hosts	default	string	
security.ssl.require_safe_negotiation	default	boolean	false
security.ssl.treat_unsafe_negotiation_as_broken	default	boolean	false

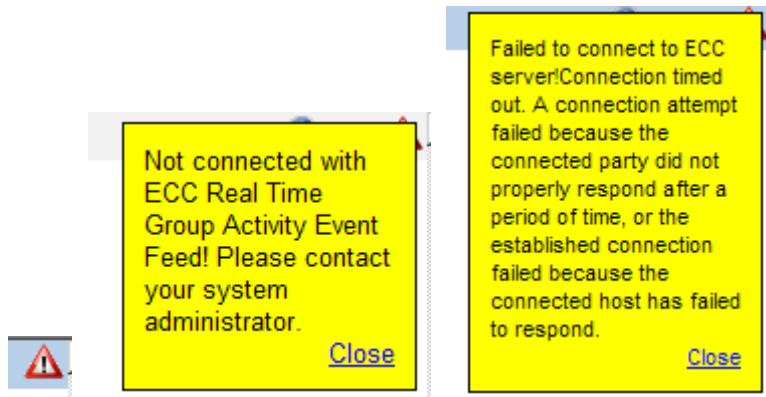
For more details see this link: <https://www.fxsitecompat.com/en-US/docs/2014/ntlmv1-auth-has-been-disabled-ntlm-support-on-non-windows-platforms-is-now-deprecated/>.

Warnings Displayed

Contact Center Event Feed Connection Problem

Symptoms

A warning icon is displayed on the web page and/or a warning message is displayed that there is problem connecting to Contact Center Event Feed.



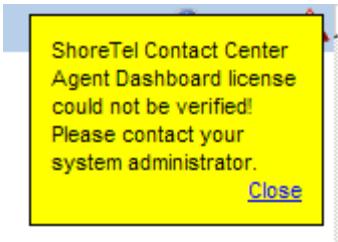
Possible resolution steps

- Contact Center server might be down. Please contact your CCAD Administrator.
- Try to refresh the web page from the browser.

License Not Verified

Symptoms

A warning icon is displayed on the web page and/or a warning message is displayed on the Dashboard that its license could not be verified.



Possible resolution steps

Please contact your CCAD administrator.

Near Maximum Session Time

Symptoms

A warning icon is displayed on the web page and/or a warning message is displayed that you are near the maximum session time.



Possible resolution steps

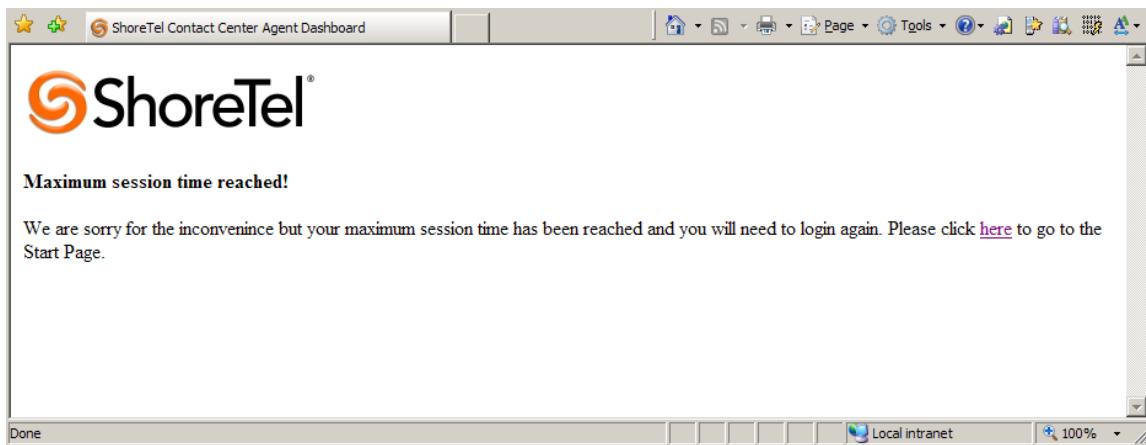
Unless user session timeout is disabled by a CCAD administrator, thirty (30) minutes before the 8 hour maximum session timeout, you will be shown this warning that your session is near maximum time. Click the **Renew session** link to renew your CCAD session for another 8 hours.

Errors Displayed

Maximum Session Time Reached

Symptoms

An error page is displayed that you have reached the maximum session time and you are logged out.



Possible resolution steps

Unless user session timeout is disabled by a CCAD administrator, if you don't renew your session upon receiving a warning Thirty (30) minutes before the 8 hour maximum session timeout (as the below screenshot shows), you will be logged out.



You will need to login again either by clicking the link on the page or navigating to the start page.

Logged in from Different Location

Symptoms

An error message box is displayed that your session will be closed because you have logged in from different location. When OK button is clicked, the browser window is closed.



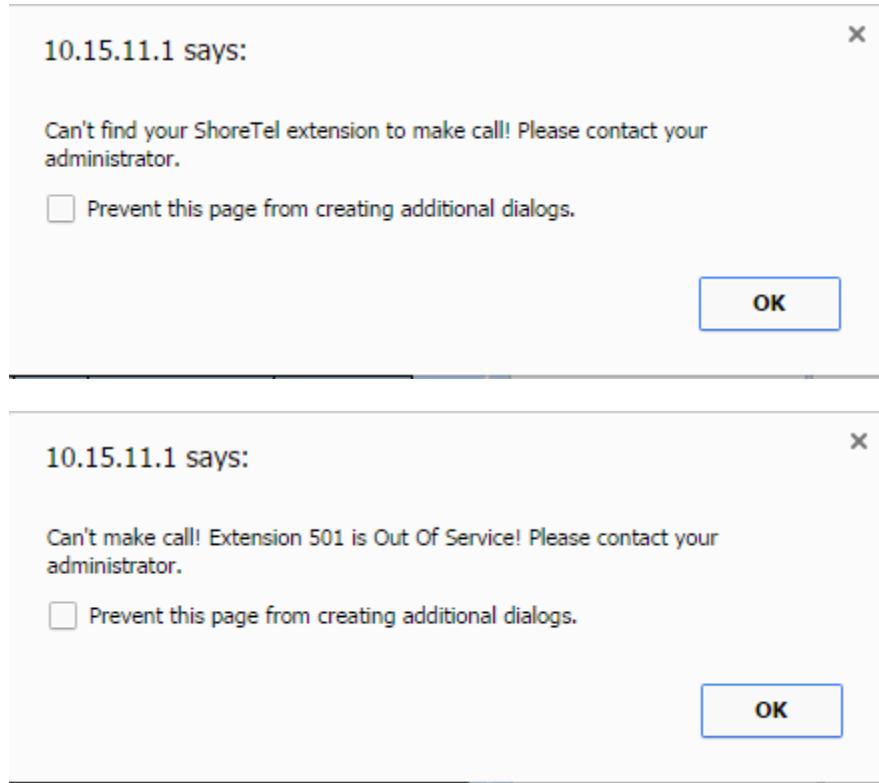
Possible resolution steps/explanation

You can't login to CCAD from more than one location. CCAD restricts a single browser session for a user. If you start another CCAD session from a different machine, or another browser from the same machine, or even in another browser tab from the same machine, your earlier browser session will be closed.

Failed to Make Call

Symptoms

When clicking an agent or a group to make call, an error message box is displayed similar to the following:



Possible resolution steps

- Contact your CCAD administrator to verify your ST extension is correctly mapped to the Windows User ID with which you login to the CCAD.