

MiVoice Office 400 CCS Documentation

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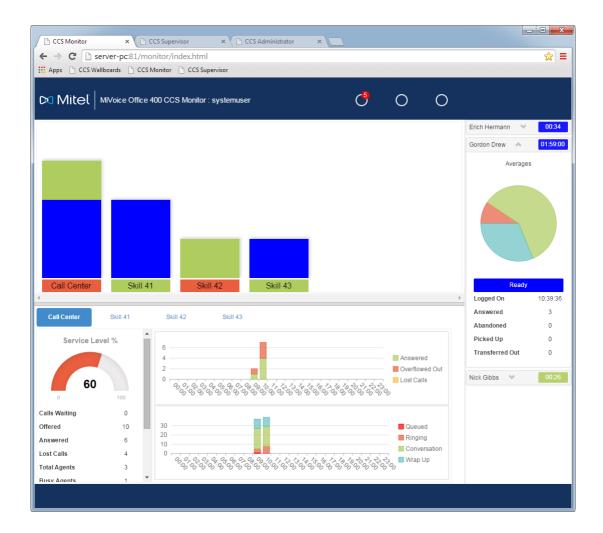
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MiVoice Office 400 CCS Overview

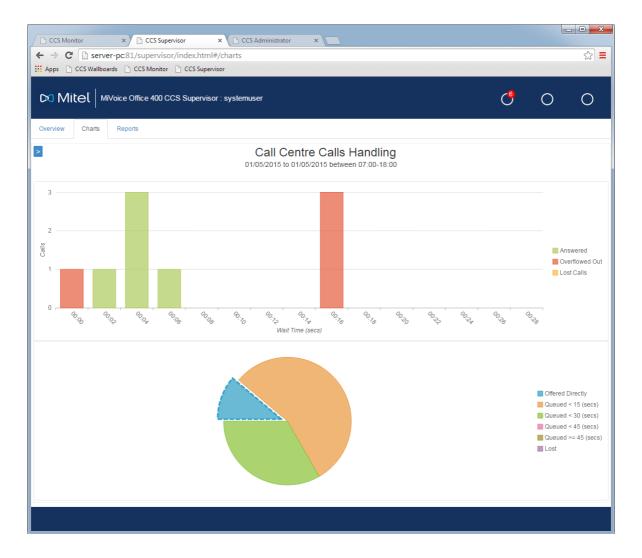
In general terms, the MiVoice Office 400 CCS is made up of a number of different browser apps that you can use to display, monitor, examine, and analyse the way that your Call Center is performing today and in the past.



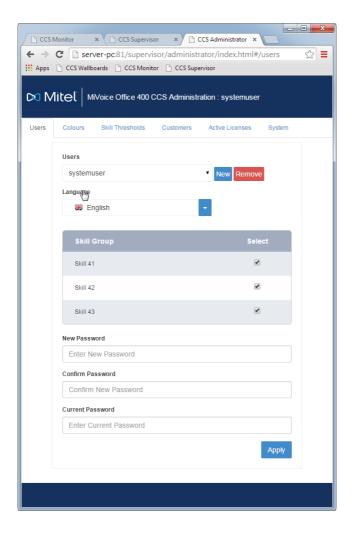
The Wallboard App allows you to create visual displays of data in the browser in much the same was as you used to do on wallboards of old. A flexible layout and selective statistics option gives you great flexibility when choosing which data to display for what ACD Skill groups, and the fullscreen mode means when you run the app on a PC with a large monitor you can maximize the size of the displayed information.



The Monitor App opens a dynamic window onto your Call Center. Real time information is presented in a convenient, easy to understand format that means you can 'see' everything that is going on in your Call Center and quickly respond to any problems or hiccups. Using this App you can log any of your agents on or off as required, or finish their break time or wrap-up processing automatically if you need to.



The Supervisor App gives your the tools to create the charts and reports you need to analyse in depth how your Call Centre is performing. Flexible data selection options means you can widen or narrow your examination to suit your needs. Charts and reports can be printed if required, and all reports can be exported into Excel so you can take advantage of the extensive data manipulation options available in that program.



The Administrator App provides you with a simple interface to set up and maintain various configuration options for MiVoice Office 400 CCS.

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Installation



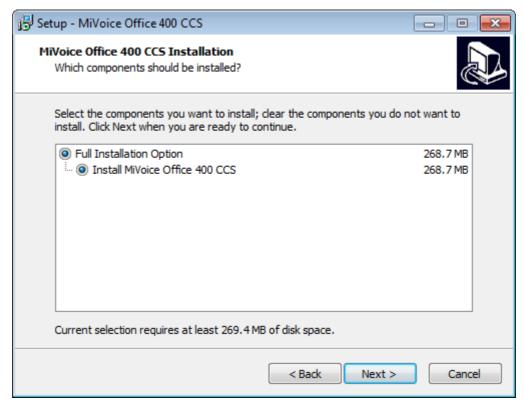
Installation is simple. All files are installed on the Server PC only, there is no need to install any files on any other PC. There is no need to setup a mapped network drive, as there was when installing Aastra 400 CCS v1, nor do you need to changed the advanced server settings, as you did with v1.

Run the 'setup.exe' as Administrator and follow the instructions as you find them.

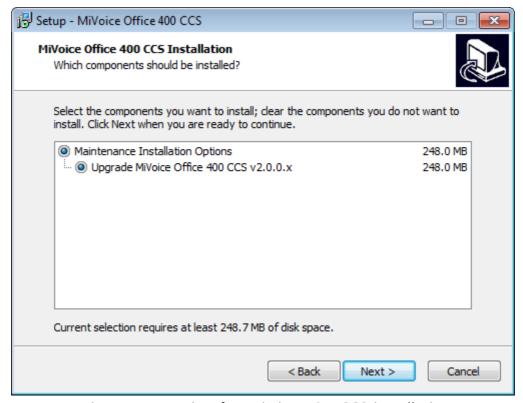
Please note, the setup program will attempt to close any CCS programs that are still running. This is an automated process which usually works but we recommend that you manually shut down all CCS programs before installing to ensure there are no unforeseen problems,

Setup Options

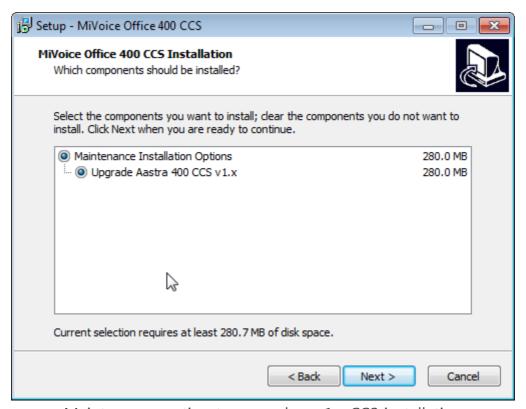
The 'Full Installation' option is exclusively for new MiVoice Office 400 CCS installations. Choosing this option for a site that already has Aastra 400 CCS v1.x installed will cause errors when the setup tries to create Window's services. Unlike with Aastra 400 CCS v1.x, you CANNOT install the Full system onto a PC that does not also have the OIP server installed on it; this is because MySQL does not support remote access and CCS must access the MySQL database. If you install the full system onto a different PC it will not run up because it will not be able to access it's designated MySQL database. The installation program will assertain whether you already have a version of CCS installed and you will see a suitable installation option.



Full option for new installations.



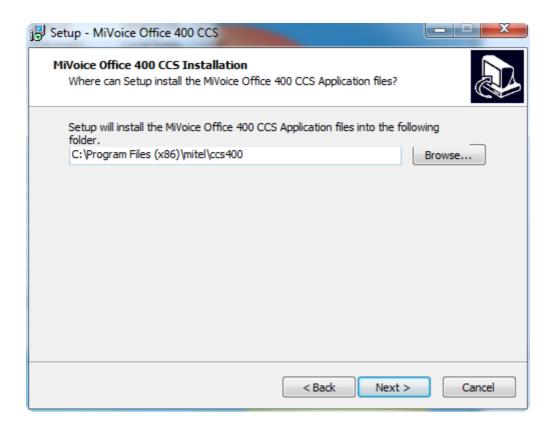
Maintenance option for existing v2.x CCS installations



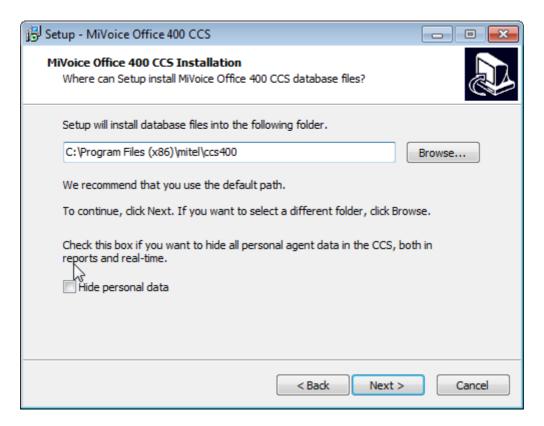
Maintenance option to upgrade a v1.x CCS installation

There is a maintenance option to upgrade a Aastra 400 CCS v1.x system. If your Aastra 400 CCS has not yet been updated to v1.2.0.0 then we suggest you do so before trying to upgrade it to v2. Earlier versions will upgrade but it's possible there are database differences which may make it impossible to sync the v1.x database to the new v2 database.

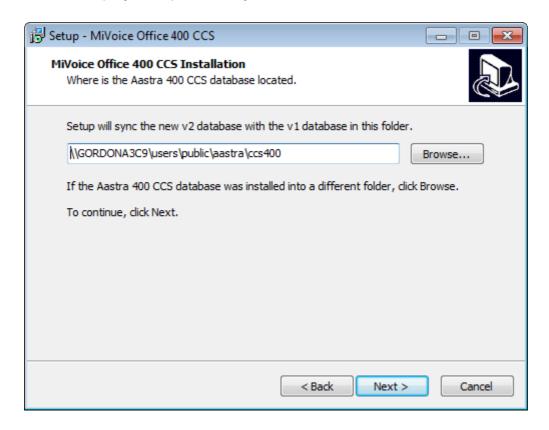
After selecting the components to install you will be asked where to install the App and the App database if doing a Full installation, or where the Aastra 400 CCS was installed if upgrading.

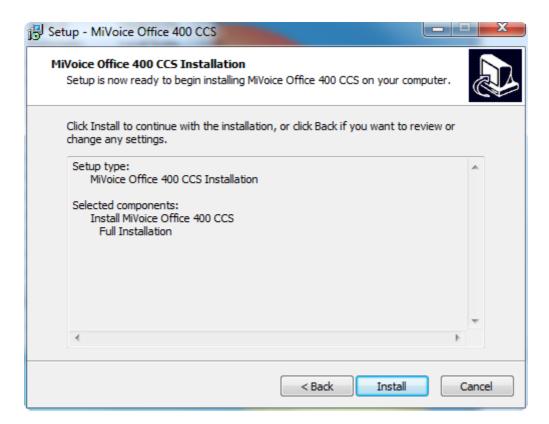


When installing a new CCS v2.x or upgrading an old v1.x, you will have the option to check the "Hide Personal data" button. This will hide all individual agent performance data for both online and offline sources (dynamic and historic). Check this box if you want to hide agent data from ALL users. This option cannot be altered programatically once the installation is complete.



If you are updating a CCS v1.x installation you will be asked to locate the old v1 database. The installation process will display an option but you can amend it if it is incorrect.





After all the component application files have been installed, two programs are automatically run by the install process.

For both full installations and upgrades, the first dialog to open will be the OIP Logon dialog. See OIP Logon dialog for an explanation of the fields and what to enter.

If you are upgrading a v1.x CCS system, the next dialog to open will be the SQL Sync diualog, allowing you to sync your v1.x database with your new CCS v2 database. See <u>Upgrading from CCS v1.x</u> for more details about this. Otherwise, if you are doing a full installation, the SQL Database Create dialog will open next.

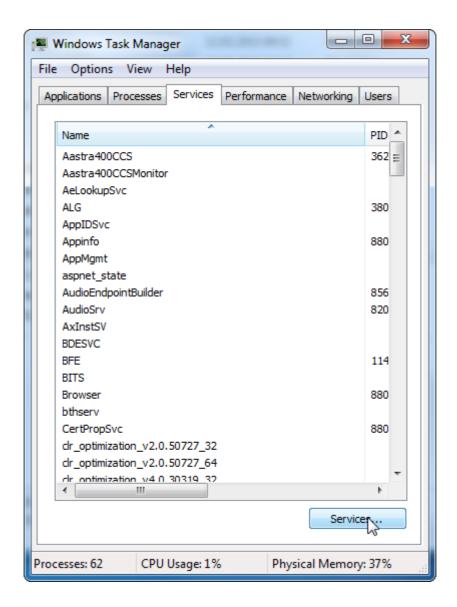
Both these dialogs will run automatically after a second or two and will create/upgrade the CCS v2 database in the MySQL database. In both cases, do not cancel or otherwise stop these programs until they have completed what they are doing.



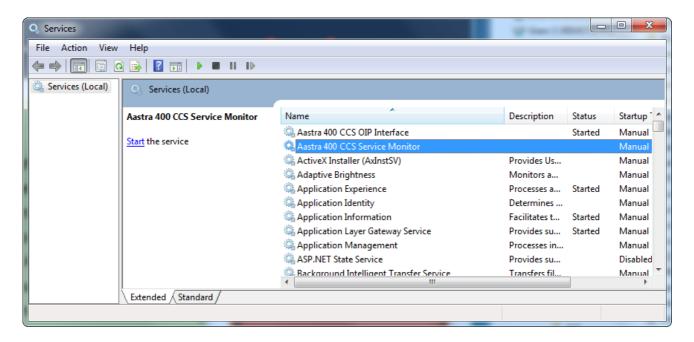
A Full installation adds a new Windows service, called 'MiVoice Office 400 CCS Service'. This service is configured to be included in the OS start up routine but you can amend the service's properties manually if you require in the OS Services dialog.

When upgrading, the existing 'Aastra 400 CCS OIP Interface' service remains in use but instead the new MiVoice Office 400 CCS programs will be run by the service instead of the old v1.x programs.

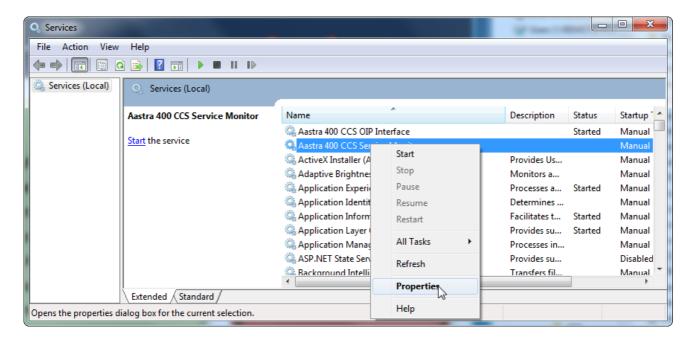
The second 'Aastra 400 CCS Service Monitor' service is no longer used and should be disabled. To disable the service, first open the Task Manager and select the 'Services' tab.



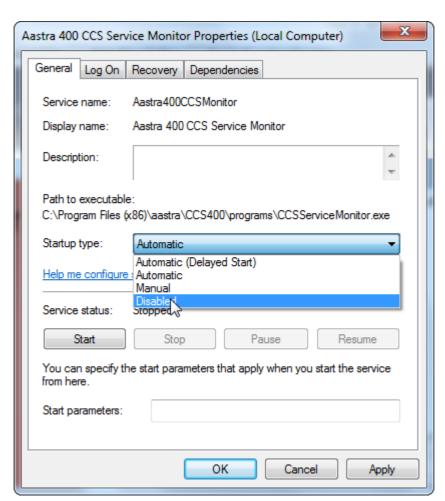
Click the 'Services' button to open the Services dialog.



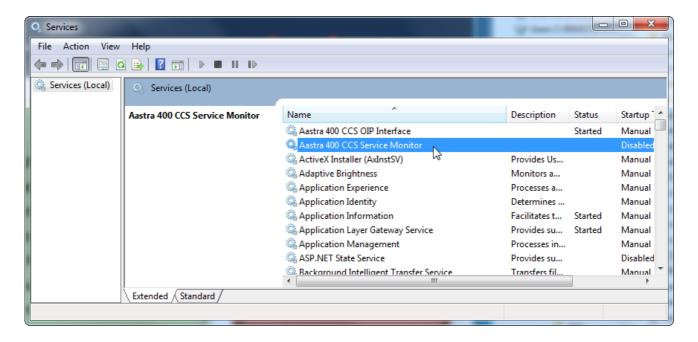
Select 'Aastra 400 CCS Service Monitor' from the list of services. If it is running, then stop it. Right click on the item for the drop down menu of options.



Click 'Properties' and the properties dialog will open.



From the 'Startup type' drop down list select 'Disabled' and the 'Apply' the change.



The service will new show as 'Disabled' in the Startup column. This same process can be used to change the start up type of the MiVoice Office 400 CCS Service if required.

OIP Logon dialog



This is the OIP Server Logon dialog where you do enter the details that the MiVoice Office 400 CCS will use to connect to OIP and communicate with web browsers..

Click OK and the details will be saved. When the MiVoice Office 400 CCS starts up the OIP Server and Web Server will uses these details.

OIP Server Address

Server Address	localhost

This is the IP address on the local network of the PC which has OIP installed. 'localhost' can be used when OIP is installed on the same PC as the MiVoice Office 400 CCS Server, other wise a normal IP address, such as '192.168.1.104', is required. If you are upgrading an Aastra 400 CCS v1.x system this field will already be populated with the required address.

OIP Username and Password



This a valid OIP Server User Name which has admin rights and that user's password. If the User does not have admin rights then MiVoice Office 400 CCS will not function correctly. If you are upgrading an Aastra 400 CCS v1.x system these fields will already be populated with the required Username and password.

CCS Web Server Port



The MiVoice Office 400 CCS Web Server requires it's own port to communicate. Enter a port number which is not used by any other application or service.

In computer networking, a port is a software device serving as a communications endpoint in a computer's host operating system. A port is always associated with an IP address of

a host and the protocol type of the communication, and thus completes the destination or origination address of a communications session. You must enter a valid, unused port number in this field. You may need to discuss this with your netwrok or systems administrator to avoid conflicts. A default will be suggested but it may not be suitable for your system.



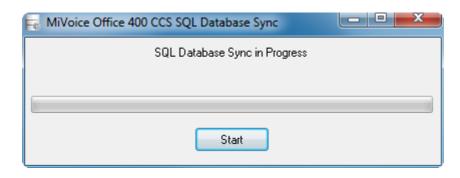
Language Options



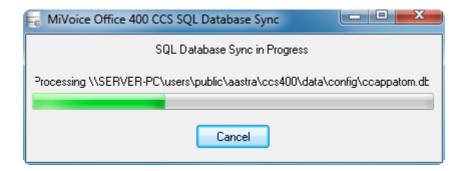
At any time the User can click a language icon and the application will reload all language strings in the language selected.

Upgrading from CCS v1.x

MiVoice Office 400 CCS uses a brand new MySQL database, just like OIP. When upgrading an Aastra 400 CCS v1.x system up to v2 you can import your existing v1.x database into your new v2 database. The sync works by creating a new v2 MySQL database and then importing the data from your old v1.x database.



Click the start button and the sync will start, or wait for a second and it starts automatically.



Syncing a small database will take just a few seconds, but if you have a large number of historical calls in the v1.x database, it will take some time to import this data. There is no bulk import option, each call record has to be imported individually.

Date and Time Format

MiVoice Office 400 CCS requires that the Short time format of the PC be 'HH:mm', which is 24 Hour format.

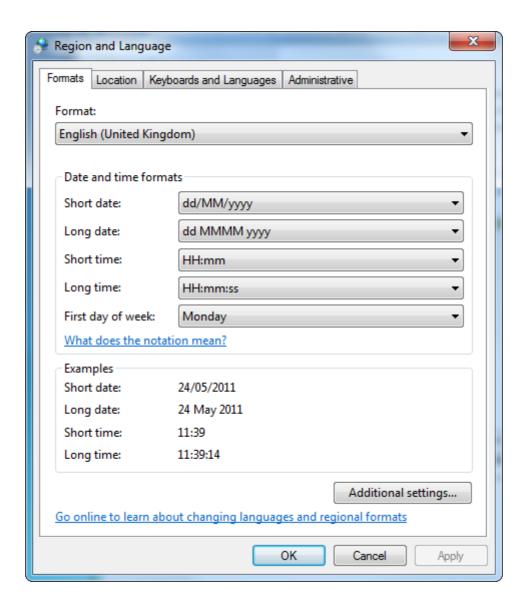
If it is not set to 'HH:mm' the MiVoice Office 400 CCS Report system will not work properly.

The Short date format can be set as required.

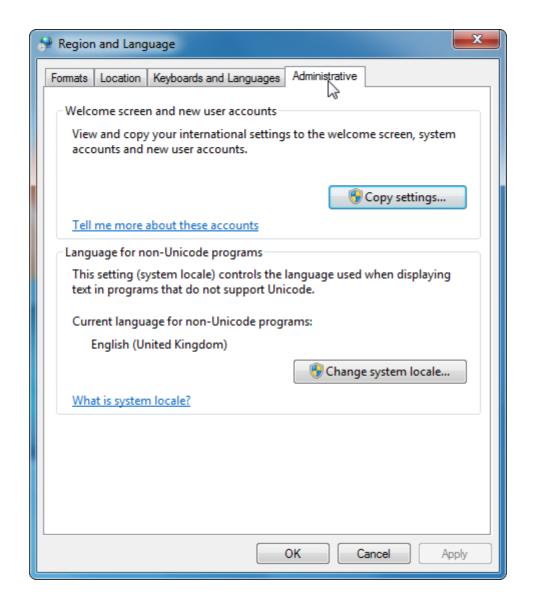
However, due to a known bug with date and time formats in Windows 7, 8, and 10, MiVoice Office 400 CCS receives an incorrect time format until you actually CHANGE the date and time format. It does not matter which region the format is changed to, it can be any of those listed, and you can change it back to your preferred format right afterwards. What's important is that the change to the new format is APPLIED.

You HAVE to do this step, but ONLY once. Afterwards, the correct 24 hour time format is always sent to MiVoice Office 400 CCS, even after a complete re-install.

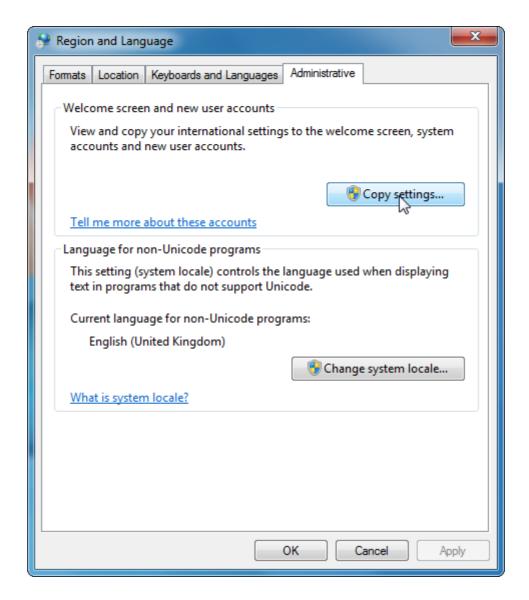
The date and time format is changed in 'Region and Language', which can be found in Control Panel > Clock, Language, and Region.



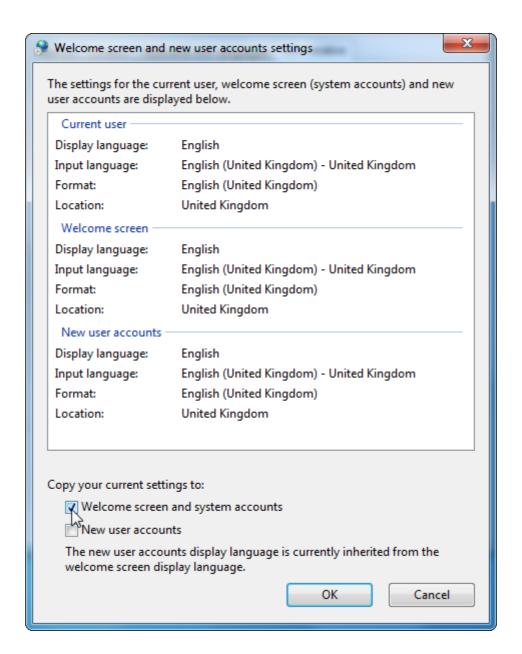
IMPORTANT. You must also set the **administrative** short time format so that the MiVoice 400 CCS services use the 24h format. After setting the format for the user, follow these steps. First, click the **Administrative** tab.



Then click the **Copy settings** button.



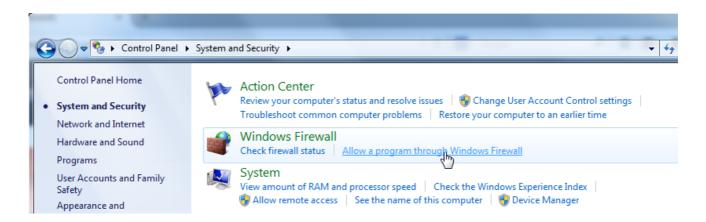
On the dialog that opens, check the Welcome screen and system accounts check box.



Click **OK** and **Apply** the changes.

Firewall settings

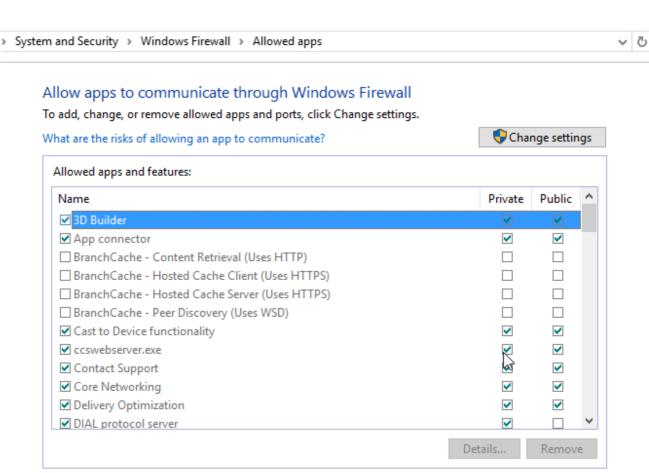
It's important to give the CCS Web Server permission to communicate through the firewall on your PC. If not the CCS browser Apps will not work on any PC other than the server PC because the server will not be able to respond to any requests from remote PCs. This persmission can be set via the control panel. Select 'System Security / Windows Firewall / Allow a program through Windows Firewall'.



You may have to click a further option depending on which version of Windows you are running.

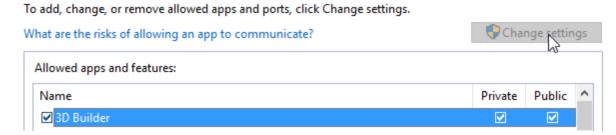


Eventually you will see alist of programs/apps that need permission to communicate throug the firewall. In the list locate 'ccswenserver.exe'. You must check both the public and private checkboxes for this program.



You may need to click 'Change settings' before being allowed to modify the settings.

Allow apps to communicate through Windows Firewall



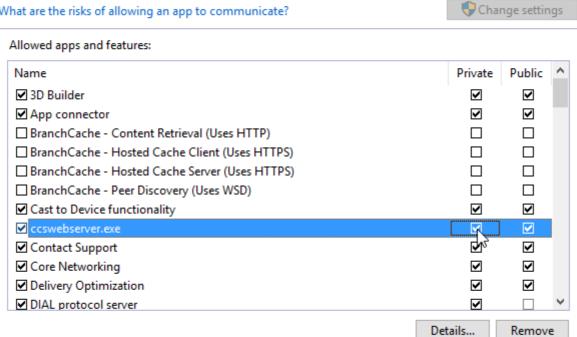
Allow another app...

Make sure both options are checked for 'ccswebserver.exe' and apply the changes by clicking 'OK' at the bottom of the window.

Allow apps to communicate through Windows Firewall

To add, change, or remove allowed apps and ports, click Change settings.

What are the risks of allowing an app to communicate?



Allow another app...

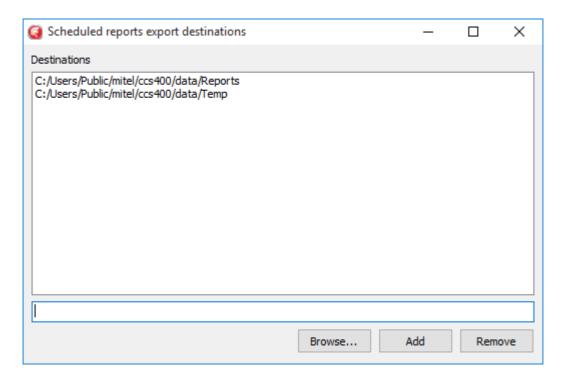
Adding export destinations

When creating schedules for report exporting, a user must enter the pathname of a destination folder where the data files will be placed, you select a destination for the export data from the displayed list of destinations.

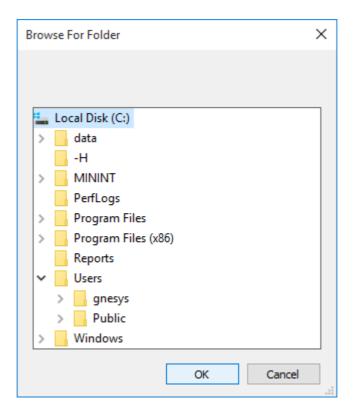


The destinations are added to the system using the program CCSDESTINATIONS.EXE, found in the ../ccs400/programs folder. This is done because there is no way an app running in a browser can validate a folder pathname, so we have to add them using this external program.

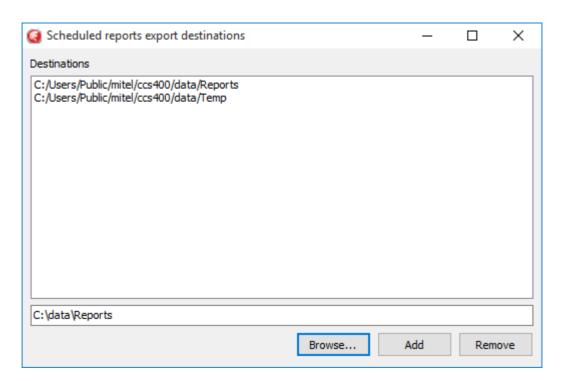
Two default destinations are added during the installation process, '../ccs400/data/reports' and '../ ccs400/data/temp'. It's likely that at some point you will want to add your own folder pathnames to the list. Run the exe and the dialog below will be displayed, or something similar depending on your OS version (win10 in the following screenshots).



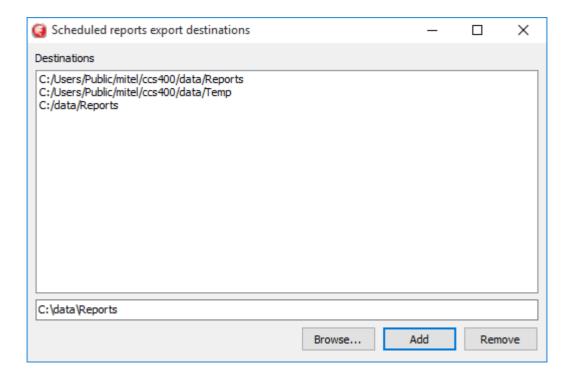
Use the browse button to select or create a new folder.



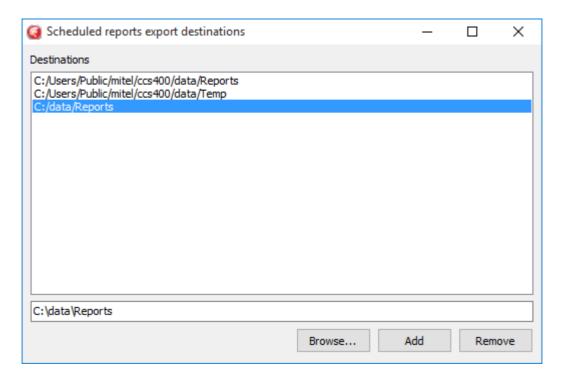
When you are happy, click OK. The folder pathname is now in the pathname field below the list of destinations.



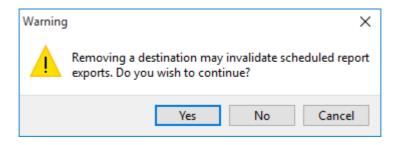
You have to click the 'Add' button to actually add the pathname to the list of destinations.



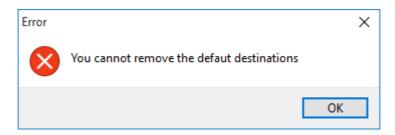
If you change your mind just select the pathname in the list and click the 'Remove' button.



A dialog pops up warning you that if you remove a destination, any schedules that reference that destination may not work as you expect.



Click 'Yes' and the destination is removed. You will not be able to remove the first two default pathnames in the destination list.



Getting Started

Know your browser! MiVoice Office 400 CCS is a suite of single page applications that run within your browser. The apps have been tried and tested in the latest versions of Internet Explorer, Google Chrome, and Mozilla Firefox (2015). Other browsers are available, but the apps may not work in older browsers, specifically those that do not support HTML5 and CORS. For instance, any version of IE before v9 does not support CORS so cannot be used to run the apps. We recommend that before you start using the CCS apps you update your chosen browser to the latest available version.

Single page application just means that when using the app you do not need to navigate between pages in your browser, like you would on a web site for instance. If you have used an EXE program in Windows before you know how a single page application works, it's just like a EXE program. Load the app by entering the required URL in the browser address bar and you won't need to navigate away from that address or open new tabs or windows, the application does it all for you.

You'll need to know either the COMPUTERNAME or the IP address of the PC that has the CCS Web Server installed on it, as well as the port number the Web Server been configured to use. Ask your network administrator for this information before proceeding. Read <u>Finding the Apps</u> for details of how to find the various Apps from the browser.

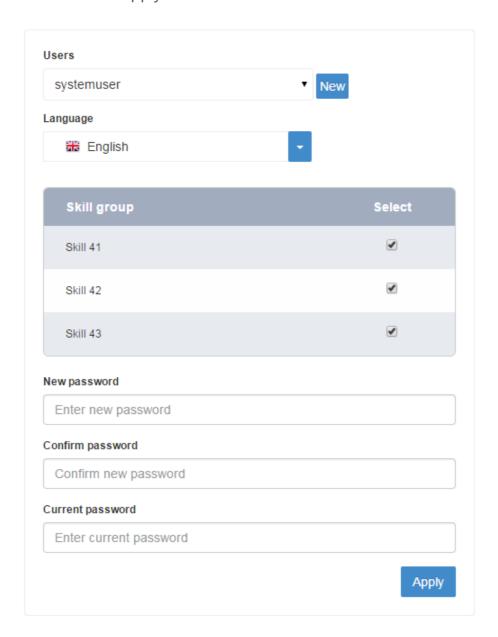
Remember that just closing the browser or navigating to a new page is not the same as logging out of a CCS app. Read <u>Logging in and out</u> to find out why logging out is so important and remember the option for <u>Revoking licenses</u> if you suddenly find that you can't open as many instances of an App as your CCS License allows.

We have an FAQ and a <u>Troubleshooting</u> section which you may find useful if things don't go as you expect.

System User

A new MiVoice Office 400 CCS installation includes a default System User. This user has the username 'systemuser' and the password 'systemuser'. Once you have installed the MiVoice Office 400 CCS we recommend you change this default set up. You have two options, change the password of the default System User, or change the designated System User to a new User altogether. For either option you must log on first to the MiVoice Office 400 CCS Supervisor App using the default System User username and password. Then open the MiVoice Office 400 CCS Administrator App, follow this link to see how to do this.

In the MiVoice Office 400 CCS Administrator App choose the Users tab. If you are happy to just change the default System User password, all you need to do is select the User 'systemuser' from the drop down list, enter a new password with confirmation, enter the default password ('systemuser') and then click the Apply button.



Follow this link for more details of this process.

Finding the Apps

Browsers require an address, or URL, to tell them which HTML page or resource to load into the browser window. In the address bar of the browser you enter the required URL.

URL is an acronym for Uniform Resource Locator and is a reference (an address) to a resource on the Internet or LAN. An URL has two main components: Protocol identifier and resource name. The protocol identifier you will be most familiar with is 'HTTP', and a resource name you may know could be something like 'www.facebook.com'.

To load a CCS App in your browser you need to enter the necessary URL in the address bar.

All CCS Apps use the HTTP protocol, so the address always starts with 'http://'*

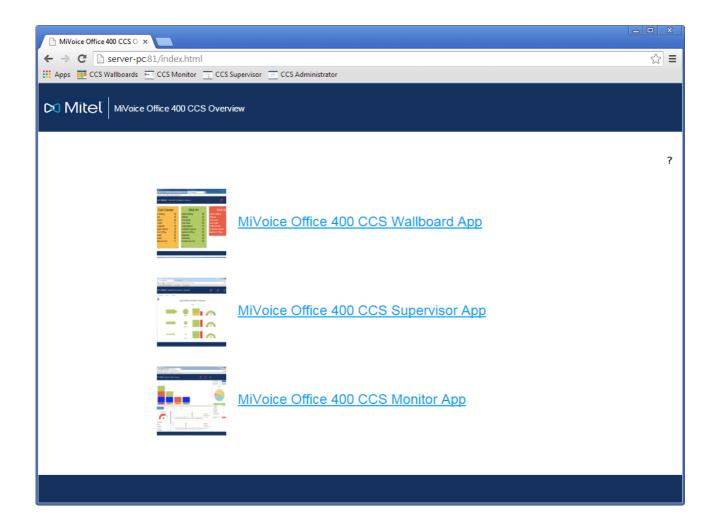
The first part of the resource name will be the COMPUTER NAME** of the PC which has the CCS Web Server running on it, and the PORT NUMBER you entered during installation for the Web Server to use. This will be in the format 'PC-NAME:PORT-NUMBER'. So, the first part will be like this, 'http://pc-name:pc-port/'

You do not put 'www.' in front because you are not accessing the World Wide Web, all CCS App files are held locally on your LAN.

To open an overview page with links to all the MiVoice Office 400 CCS Applications, enter the following resource addess into the address bar of your browser.

'http://pc-name:pc-port/index.html'

The following web page will be displayed, if you entered the right address.



This simple page provides links to each of the MiVoice Office 400 CCS Applications.

You can enter the actual address of the particular App you want to load, instead of the overview page, if you wish. Depending on which App you want to load, there are 3 different options, for the Wallboard, Monitor, and Supervisor App. They all take the same format, 'appname/index.html'.

So, putting it all together, the URL for the Wallboard App will be 'http://pc-name:port-number/wallboard/index.html', the Supervisor App URL will be 'http://pc-name:port-number/supervisor/index.html', and the Monitor App URL will be 'http://pc-name:port-number/monitor/index.html'. Enter either of these three URLs directly into your browser address bar to load the relevant CCS App.

The Administrator App is only accessible as a menu item option within the CCS Supervisor App.

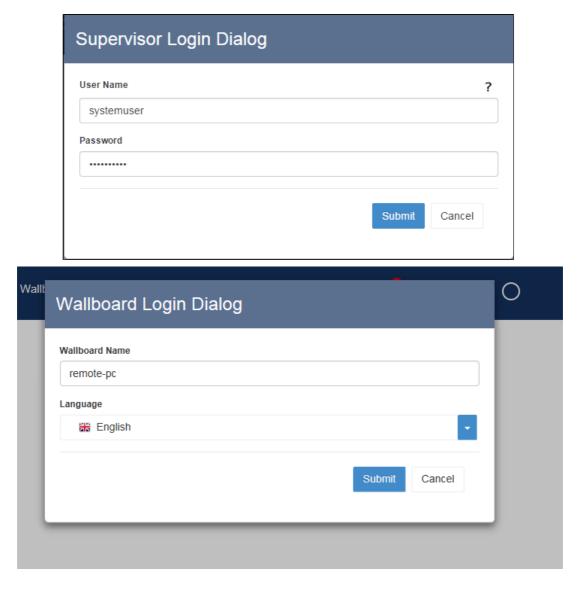
^{*} You can usually omit the 'http://' part of the address URL as the browser will automatically 'assume' it is using the HTTP protocol.

^{**} The IP address of the PC may also be used, if known. The IP address is in the format '999.999.999' and will be set by your network administrator.

Logging in and out

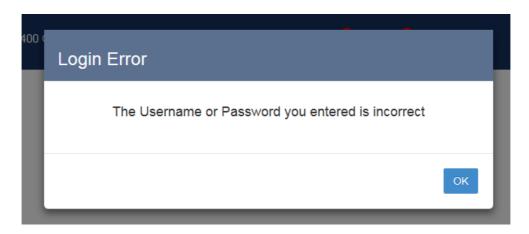
Your main CCS License includes a number of Supervisor and Wallboard licenses. These indicate how many different Supervisor and Wallboard Apps you can have running across your LAN at any one time. Each active CCS license, whether Supervisor or Wallboard, has an application key associated with it that the browser uses to identify itself when communicating with the CCS Web Server. See <u>Browser sessions and licenses</u> for more details of how CCS manages licenses and application keys.

When you load a CCS App into the browser it first checks to see if there is an active application key already associated with the browser, checking the browsers LocalStorage data for any active key details. If it finds a valid application key the App will automatically log itself on. If there is no active key a logon dialog is displayed for you to log on with. Your browser may remember details of previous login attempts and auto-fill fields for you.

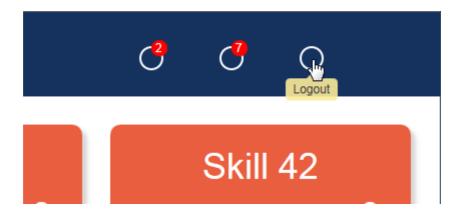


The Supervisor login dialog is slightly different to the Wallboard login dialog. The Wallboard App login requires a wallboard name and the language to use. You can enter any name you wish, but the name is mainly required to identify the App in the event that you want to revoke it's license, so we recommend you use something relevant and easy to identify, the COMPUTERNAME of the PC you are running the App on is one simple solution. Also select the language you want thein Wallboard App from the drop down list of options, choose from the list of available languages. The

Supervisor App log in requires a valid User name and Password combination. See <u>Administrator</u> for more details of how to create Users and modify user account details. The language used will be the language you have configured for the User. If you make a mistake, an error dialog is displayed.

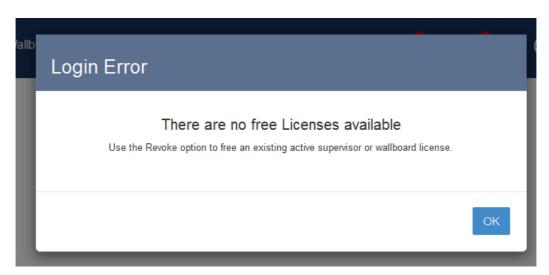


It's important to log out properly when closing or navigating away from any of the Apps. Simply click the white circle in the header navigation bar, on the right hand side of the bar, to Logout.



This action will properly release the license slot you were using for the App and allow other people to log onto the App using the freed up license slot.

If you try to login and there are no available license slots, because you have already reached your CCS License limit, a warning dialog is displayed.



To free a License, either log it off manually or use the revoke option. See <u>Revoking licenses</u> for more details.

Browser sessions and licenses

Your CCS License includes supervisor and wallboard license slots that limit the number of Supervisor and Wallboard Apps you can run across the LAN at any one time. The basic online CCS License includes 1 supervisor license and 1 wallboard license, but you can add additional supervisor and wallboard licenses if you require them. They are not interchangeable, you can't open the Supervisor App using a free wallboard license slot or vice versa.

The Supervisor, Monitor and Administrator Apps all require a supervisor license, but you can open all three Apps in the same browser at one time using just a single supervisor license slot. You will have to log on once, in the first App you load, but afterwards the other Apps will use the active application key details stored in LocalStorage from the first logon to auto-logon.

The Wallboard App uses wallboard license slots, of course, but even if you open the Wallboard App in a browser that already has an active Supervisor App with it's own application key, you will still need a free wallboard license slot to log on.

When you first log on to a CCS App in your browser the CCS Web Server will issue an application 'key' for the CCS License slot associated with the App, whether Supervisor or Wallboard. The key is then included in all http calls from the App to the CCS Web Server for license authentication. This key will be valid for all tabs and windows opened in the same browser, so although the CCS Apps are all designed as single page applications and do not open different tabs or windows during normal use, you can open multiple tabs manually that all reference the same CCS App URL if you want. This means, for instance, that it's possible to have two CCS Monitor App windows open in the same browser at one time, or two CCS Wallboard Apps if you choose.

These multiple windows, or sessions, are all 'sandboxed' inside the browser which means they all reference the same data space, and they all use the same application key issued during the initial log on. What's valid for one is valid for all. You only use a single CCS License slot but you have several versions of the App open in the browser.

However, this is not true if you open two different browser, say Internet Explorer and Google Chrome, on the same PC and then open the same CCS App in both. In this case, the CCS Web Server issues two separate application keys, using up two CCS licenses. There is no crossover between different browsers.

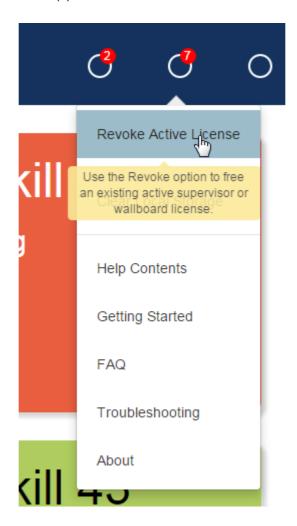
Closing the browser or navigating away from the CCS App URL is not the same as logging off, active licenses remain active when this happens, but they are treated slightly differently depending on whether they are Supervisor licenses or Wallboard licenses. Wallboard licenses always remain 'active' until they are either revoked manually or deliberately logged off. When you enter the Wallboard App URL into your browser, the App will first check to see whether the application key details in browser LocalStorage are associated with an active license slot and if so will continue without requiring you to logon again. This is so that you can include the browser in the PC's start-up process and get the Wallboard App to open up automatically when the PC is rebooted. Supervisor licenses remain active as long as you have a browser window open on the App's URL, but if you close the browser or navigate away without specifically logging off, a Supervisor license remains active for only 30 minutes before it is automatically revoked by the CCS Web Server.

Revoking licenses

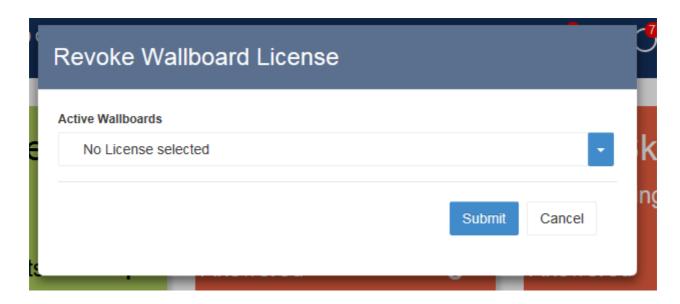
This is an administration option that you will need to use only very occassionally. You have only a limited number of supervisor and wallboard license slots, as indicated in your main CCS License, and it's important that you do not have a situation where a license slot is 'stuck', active in the CCS Web Server but unaccessible from the browser. This would mean you are unable to open as many Supervisor or Wallboard Apps as your CCS License allows.

In fact, supervisor licenses are invalidated automatically after 60 minutes inactivity so it's very unlikely that you will need to revoke a 'stuck' supervisor license.

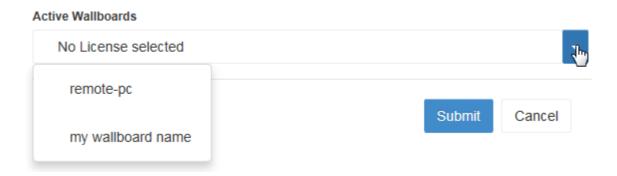
However, wallboard licenses are never automatically invalidated, they remain active until either logged off or revoked. This may cause a problem if, for instance, the browser's LocalStorage data is cleared down. If this happens the Wallboard App's active application key details are lost. The license will remain active in the CCS Web Server but the Wallboard App will have no way of retrieving the application key associated with the license. This means the license slot is active but unusable. To solve this use the Revoke Active License option from the drop down menu, available in the Supervisor, Monitor, and Wallboard Apps.



A simple dialog will open offering you the chance to revoke either active wallboard or active supervisor licenses, depending on which App you call it from.

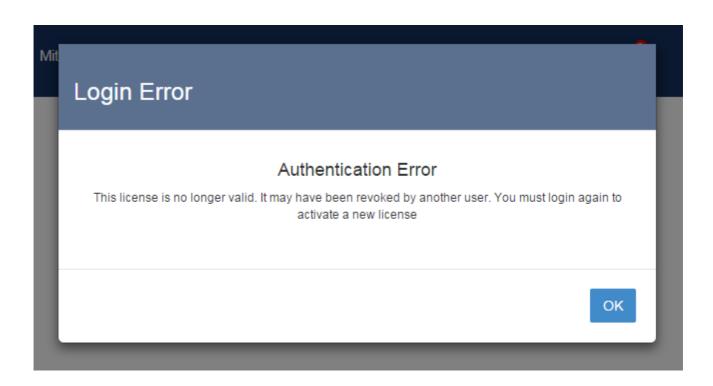


Click the drop down button and a list of all relevant active license slots will be displayed. In the case of wallboard licenses, it will be a list of the wallboard names you chose when logging on, for supervisor licenses it will be the user names.



Select the name connected with the license you want to revoke and click Submit. The license is immediately revoked, freeing up the license slot for use.

If you do revoke the wrong active license, wallboard or supervisor, one which is still being used by an App on the LAN, the application key being used by that App will no longer be valid and an Login Error dialog is displayed. The user must log in again to continue. This is the case for both the Supervisor and Wallboard App.

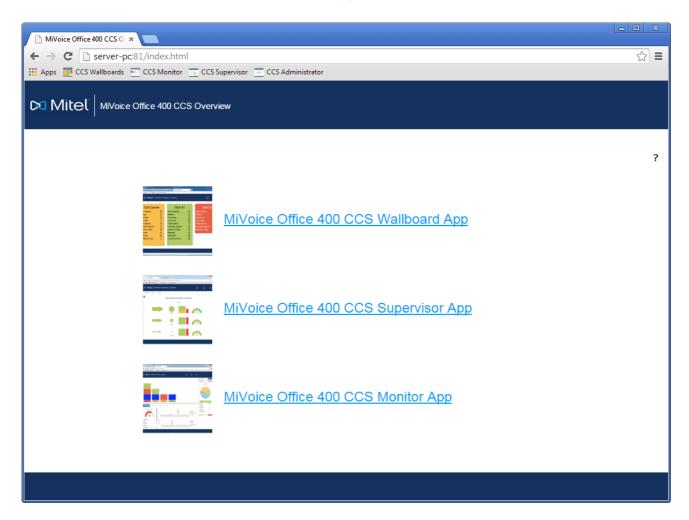


Check List

- Have you set the Short Time format on your PC to HH:mm?
- Have you changed the Time format region (see <u>Date and Time</u> <u>Format</u> for details)?
- Have you given the CCS Web Server permission to communicate through the firewall?
- Have you got the COMPUTERNAME or IP address of the CCS Web Server PC?
- Have you got the port number for the CCS Web Server?
- Have you updated your browser to the latest version?
- Have you sync'd your CCS v1 database?
- Have you changed you CCS System User settings?

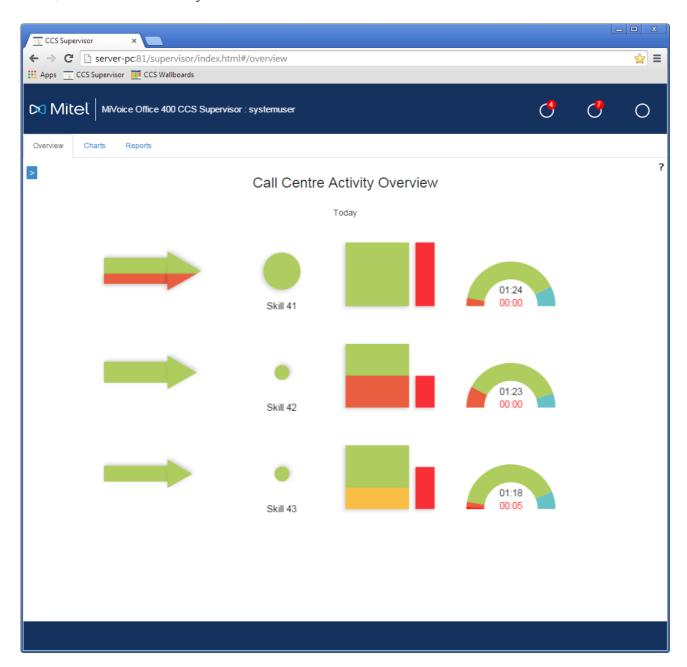
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Apps



Supervisor

The Supervisor App is the place you go to examine your Call Center performance in more detail, especially over the previous days and months and years. The Supervisor App has all the charting and reporting tools you need to explore all aspects of ACD Skill and Agent performance within your Call Center, for as far back as you have data available.



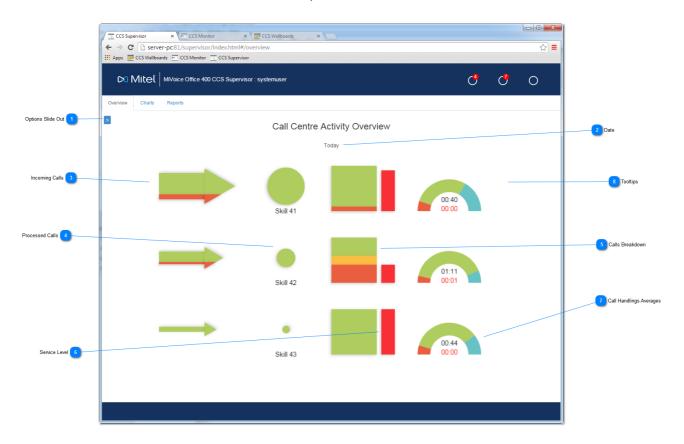
When you first enter the Supervisor App address (URL) in the browser, the browser checks LocalStorage to see if there is an active application key already associated with the browser, if so it will auto-logon, if not you will have to logon again. See <u>Logging in and out</u> for more details of how to log on to the Supervisor App.

When the Supervisor App first loads, the <u>Overview Tab</u> is the first displayed. Other tabs include the <u>Charts Tab</u> and the <u>Reports Tab</u>.

The navigation bar drop down menu provides a range of different configuration options. Go to <u>Supervisor Options</u> for more details of the different configuration options.

Overview Tab

The Overview tab provides you with a simple graphical display showing activity in the Call Center for the period you have selected. It shows where calls are arriving in the Center, which ACD Skill are handling the most calls, which are losing or overflowing calls because they have limited resources, and each ACD Skill's call handling performance. It's not a detailed view, just broad strokes. Further examination can be done on the Charts or Reports tabs.



Options Slide Out



Click this arrow once to slide out the options available for this display. This is slightly different to selecting an item from a drop down menu on the navigation bar. The single click option has been included on all Supervisor tabs to make it easier and much quicker to access the tab's options, something that you may need to do frequently when generating charts and reports.

Go to Overview Options for details of the options available.

Date

Today

This will be the period that the Overview statistics are prepared for. Usually it will be for the current day, 'Today', but you can choose any relative date, like 'Yesterday' or 'Last Week', as well as a specific date range if you require it. See Overview Options for details of how to change the period that the statistics are prepared for.

Incoming Calls



This arrow indicates the number of calls that have arrived for the period chosen. The height of the arrow is sized proportionally to the total number of calls that have arrived at the Call Center, so an ACD Skill with a larger arrow has received more calls than an ACD Skill with a smaller arrow. The two colours displayed in the arrow here show direct calls and overflowed in calls to the ACD Skill, each colour band sized proportional to the total number of calls arriving at the ACD Skill. The top colour, (green in this image), indicates calls arriving directly at the ACD Skill, and the bottom colour, (red in this image), indicate the number of calls overflowing in from other ACD Skills

The colours are configurable on a per user basis, see the <u>Administrator Colours</u> tab for details of how to change a User's colour palette.

Processed Calls



This circle represents the total number of calls actually processed by the ACD Skill, not overflowed out or lost calls, and is sized for each ACD Skill proportionally to the total number of Call Center calls. Larger means more calls, smaller means less.

The colour of the circle is configurable on a per user basis, see the <u>Administrator Colours</u> tab for details of how to change a User's colour palette.

Calls Breakdown



A simple histogram showing the calls handling breakdown for the ACD Skill, the full height of the histogram representing 100% of calls handled. The three colour bands shown above indicate answered, abandoned, and overflowed out calls, each colour band sized proportionally to the total.

The colours are configurable on a per user basis, see the <u>Administrator Colours</u> tab for details of how to change a User's colour palette.

Service Level



A simple histogram to graphically show the ACD Skill's service level percent. The histogram is sized proportionally, 100% is full height. Bigger is better, smaller is worse.

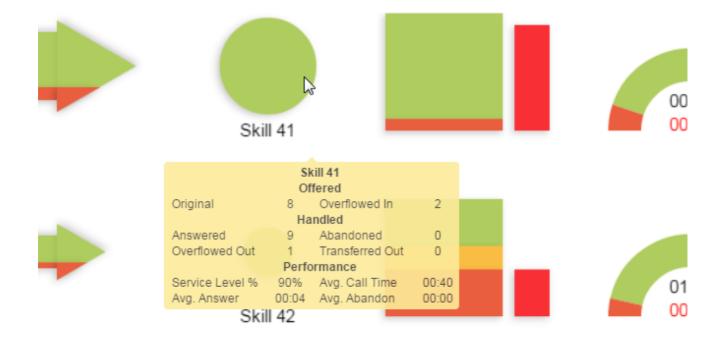
The colour of the histogram is configurable on a per user basis, see the <u>Administrator</u> <u>Colours</u> tab for details of how to change a User's colour palette.

Call Handlings Averages



A simple guage to show average call handling performance for the ACD Skill. The guage shows averges for answer, abandon, talk, and wrap-up, the whole making up average call duration, which is displayed in the centre of the chart (black font). In the above image average call duration is 00:44 seconds. The red figure below is the average time to abandon.

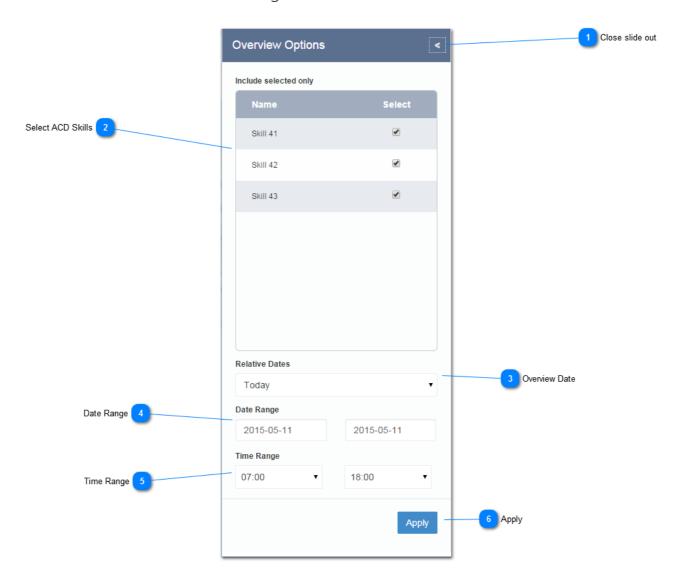
The colours used to represent different averages are configurable on a per user basis, see the <u>Administrator Colours</u> tab for details of how to change a User's colour palette.



Move the mouse cursor across the overview tab page and some helpful information is displayed in a large tool tip.

Overview Options

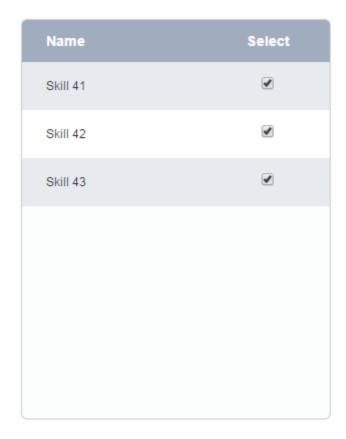
The options you set here will be the default Overview options that the Supervisor App uses when it's opened initially. They are written into the browsers LocalStorage repository. They can be changed at any time, of course, and the changes are written immediately to LocalStorage to become the new default Overview settings.



Close slide out



This is the 'close' icon for the Overview tab options slide out panel. It's slightly different from the configuration option panels close icon, the 'X', because this panel never really closes as such, instead it really just slides out of the way, to the left of the browser window, hence the '<'. This means the panel slides in and out much more quickly than the configuration panels and is easy to use when it's accessed frequently.

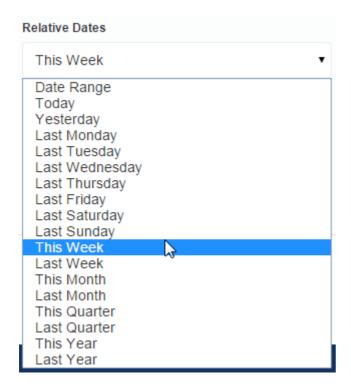


You may wish to exclude certain ACD Skills from the Overview tab. Just check those ACD Skills you want to see, uncheck all others. Only checked ACD Skills will be displayed on the Overview tab. This is a display option only.

Overview Date



When entering dates for reports, charts, and the overview, it's possible to select what are known as relative dates.



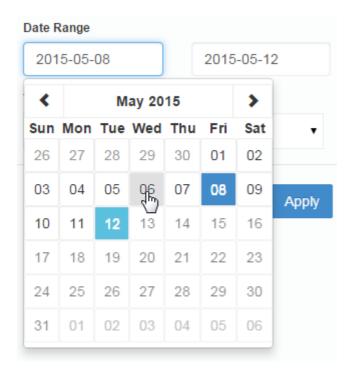
These relative dates are calculated with regard to the current date so that they remain relevant to the period intended over time, unlike actual dates which cover only a specific period.

Date Range

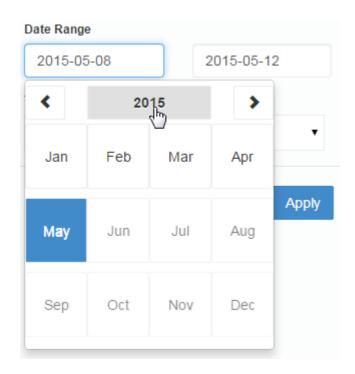


Although relative dates are flexible and remain relevant over time, there may be a case where you need to enter a specific range of dates. You can type a date directly into the date field, or click on the date field and a calendar control will drop down below the field. Use the mouse to select a date, scrolling between months via the <> arrow icons at the top of the control,

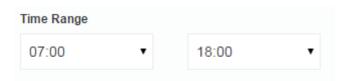
4



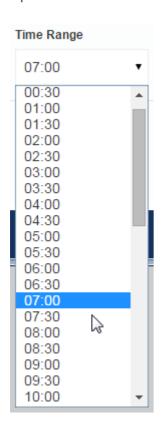
or click the **May 2015** field to bring up a different control that allows you to quickly scroll between months and years.



Time Range



To exclude calls that occur outside of the normal working hours of the Call Center, which may otherwise affect performance measures, add a start and end time to the Overview options. All data outside these times is ignored.



You can't type directly into the start and end time fields, instead use the drop down time selector to change the times.



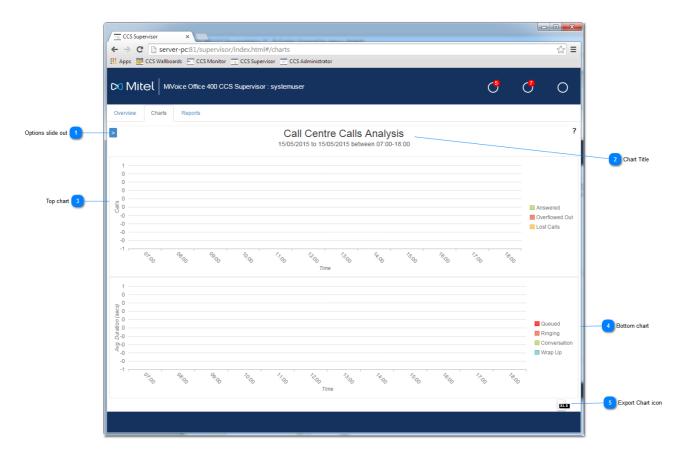


Remember to Apply any changes, otherwise when you close the slide ou tpanel all changes will be lost.

Charts Tab

The Charts tab provides you with the tools to graphically examine your Call Center performance, both as a whole and as it's different components. Choose from 18 different charts covering the Call Center, ACD Skills, Agents, Customers, wrap-up codes, and Break Time codes.

When you first open the Supervisor App, there will be nothing displayed on the Chart tab because you have yet to set the default Chart tab options.



Options slide out

>

<TODO>: Insert description text here...

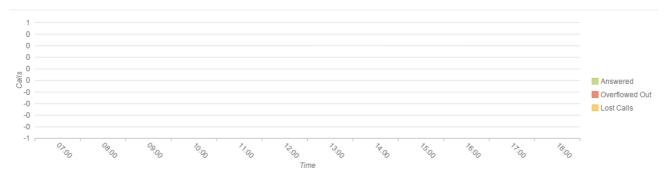
Chart Title

Call Centre Calls Analysis

15/05/2015 to 15/05/2015 between 07:00-18:00

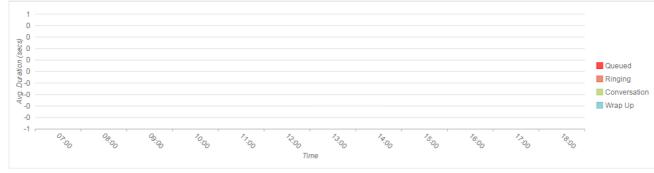
<TODO>: Insert description text here...

Top chart



<TODO>: Insert description text here...

Bottom chart



<TODO>: Insert description text here...

Export Chart icon

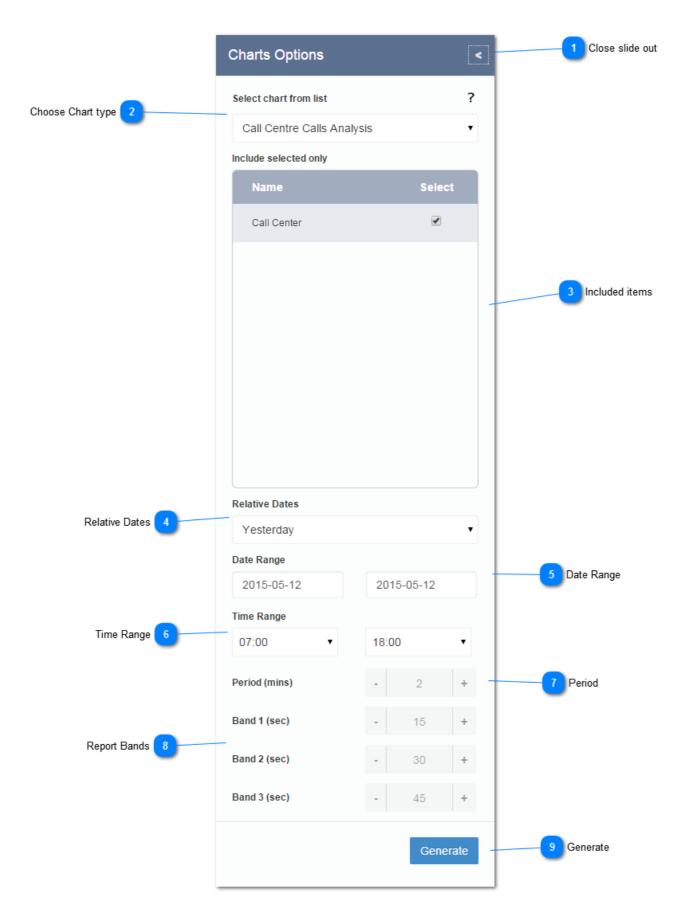
XL S

<TODO>: Insert description text here...

Chart Options

The Chart Options slide out allows you to describe the chart that you want to see. Choose the chart type, set the date and time ranges, along with any extra data required for the chart you selected, then press Generate and the described chart is displayed.

As well as describing the chart you want, the options you set here will also be the default Chart options that the Supervisor App uses when it's opened initially. They are written into the browsers LocalStorage repository. They can be changed at any time, of course, and the changes are written immediately to LocalStorage to become the new default Chart settings.



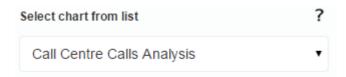
Close slide out

<

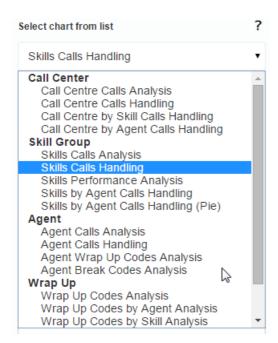
This is the 'close' icon for the Chart tab options slide out panel. It's slightly different from the configuration option panels close icon, the 'X', because this panel never really closes as such, instead it really just slides out of the way, to the left of the browser window, hence the '<'. This means the panel slides in and out much more quickly than the configuration panels and is easy to use when it's accessed frequently.

2

Choose Chart type



Used the drop down list to select the type of chart you want to display.

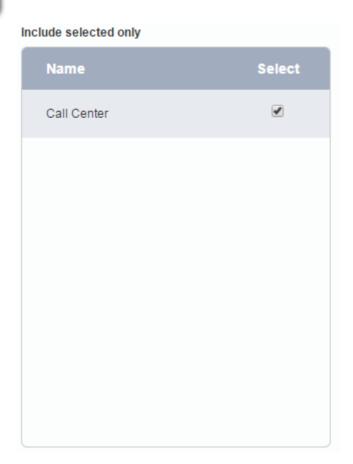


in all there are 18 different charts, listed in full here

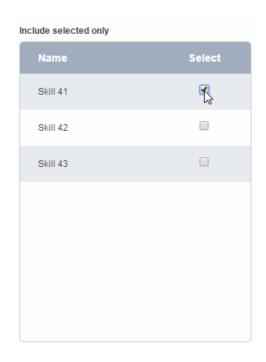
Most will result in two charts being displayed, in the top and bottom half of the screen, but one or two will only display a single full screen chart. See <u>Charts</u> for details of the individual chart types.

Included items

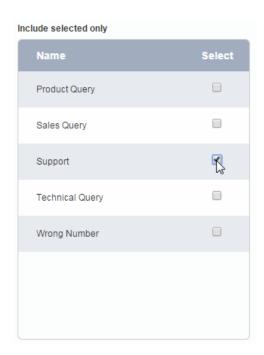
Call Center



Depending on which chart type you select, this box will hold a list of all items for that type. Here the user has selected a Call Center chart so all that we see in the list is 'Call Center', but if the user had selected an ACD Skill chart then the list would include all ACD Skills the user has access to view,



Like wise, when the user selects a wrap-up code chart, the list will include all the wrap-up codes in the Call Center.

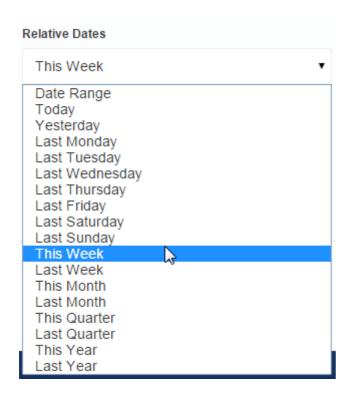


Any item selected will be included in the data for the chart, and unchecked items will be excluded.

Relative Dates



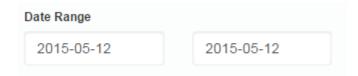
When entering dates for reports, charts, and the overview, it's possible to select what are known as relative dates.



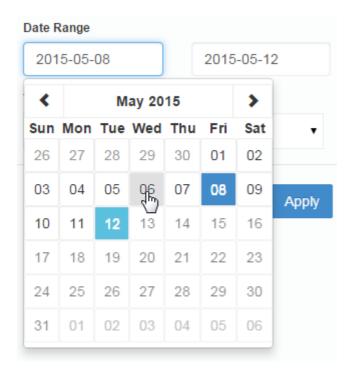
These relative dates are calculated with regard to the current date so that they remain relevant to the period intended over time, unlike actual dates which cover only a specific period.

5

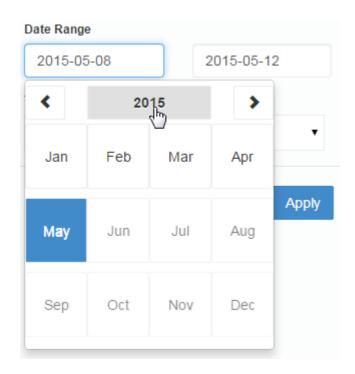
Date Range



Although relative dates are flexible and remain relevant over time, there may be a case where you need to enter a specific range of dates. You can type a date directly into the date field, or click on the date field and a calendar control will drop down below the field. Use the mouse to select a date, scrolling between months via the <> arrow icons at the top of the control,



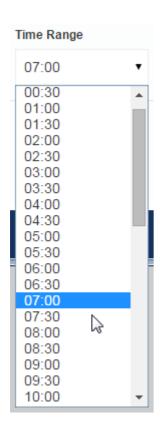
or click the **May 2015** field to bring up a different control that allows you to quickly scroll between months and years.



Time Range



To exclude calls that occur outside of the normal working hours of the Call Center, which may otherwise affect performance measures, add a start and end time to the chart options. All data outside these times is ignored.



You can't type directly into the start and end time fields, instead use the drop down time selector to change the times.

7

Period

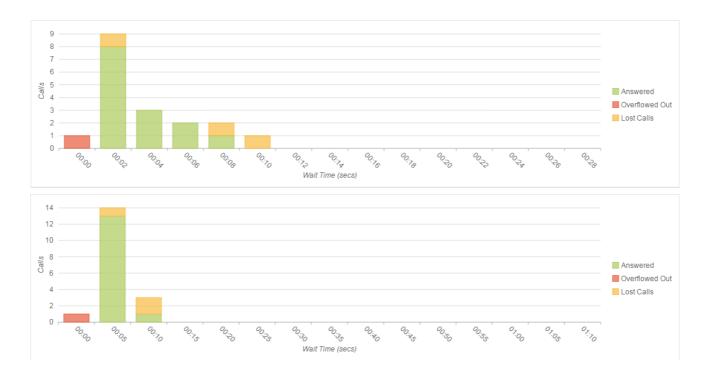
This field serves two slightly different purposes, depending on which chart you have selected. In most cases, the field will remain disabled.



When you select either the Skills or Call center call handling charts, the field is enabled. In this case, the period you select is used to group calls by the waiting time before they are answered, abandoned or overflowed.



You can enter a number directly into the field or click the + and - buttons to increment or decrement the number with the mouse.

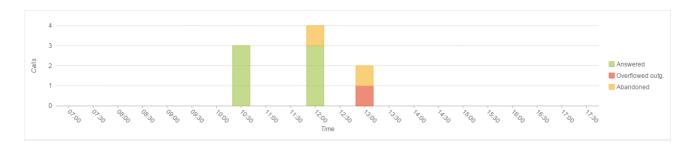


The top chart is for a period of 2 minutes and the bottom chart is for a period of 5 minutes. Notice how the X axis labels reflect the chosen period. Importantly, the data for both charts is the same, it's just the grouping of calls that is different.

If you select any of the following reports: Calls analysis for Calll center, Skills, Agents, Wrap up or Break time codes. Skills performance analysis, the period field will be enabled. This time you can enter the time duration you wish data to be grouped into betwen the start and end times you enter. The choices are 5, 10, 15, 30, and 60 minutes. Form instance, set the period to 30 minutes



and the chart data is grouped into 30 minute divisions



Change the period to 60 minutes



and the chart data is grouped into 60 minute (hour) divisions



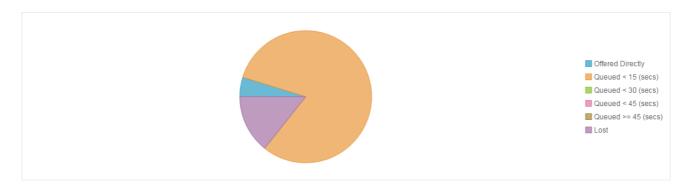
Report Bands

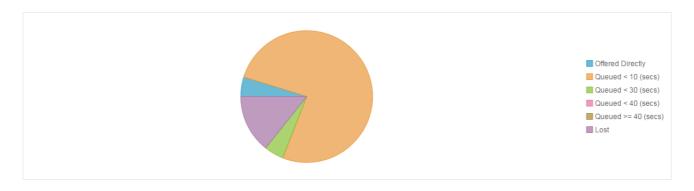
Band 1 (sec)	-	15	+
Band 2 (sec)	-	30	+
Band 3 (sec)	-	45	+

This is an option field for ACD Skill and Call Center Call Handling charts, when you select these charts the field is enabled, otherwise it remains disabled. The times you enter are used to group calls by their waiting time before they are answered or overflowed.



The bands are used to draw a pie chart, with a slice for each band, a slice for calls offered directly, a slice for calls that waited longer than the band 3 time you enter, and a slice for abandoned (Lost) calls.





Offered directly calls are those calls that have no waiting time at all (0 seconds).

The calculation for the different slices is as follows:

```
slice 1 - calls with no waiting time (0 seconds)
```

slice 2 - calls with waiting time >= 1 seconds and < Band 1 value

slice 3 - calls with waiting time >= Band 1 value and < Band 2 value

slice 4 - calls with waiting time >= Band 2 value and < Band 3 value

slice 5 - calls with waiting time >= Band 3 value

slice 6 - all lost calls

If there are no calls in a particular band the slice is not drawn.

9

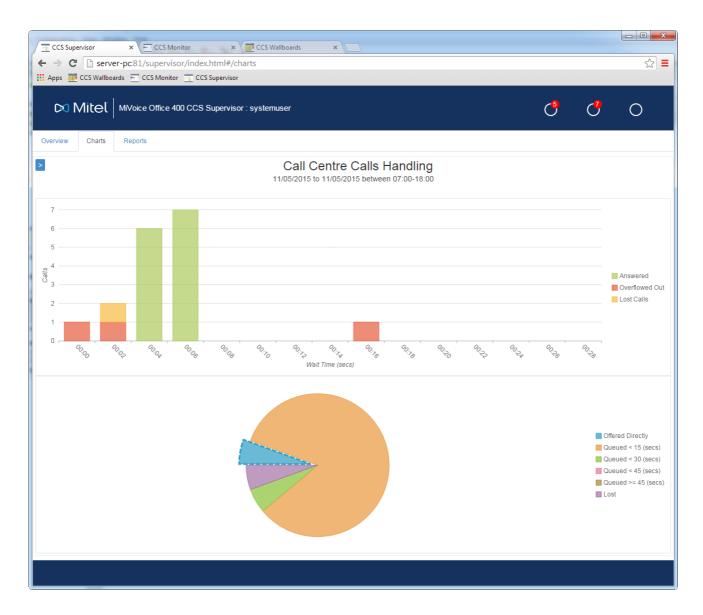
Generate



Click the Generate button to display the charts with the options you have entered.

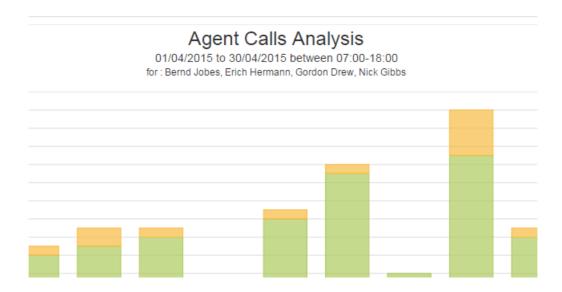
Charts

Charts are usually displayed in pairs on the Chart tab, top and bottom, each using at the same parameters you have set in the chart options panel. Depending on which chart you select there are a number of different chart options you can set up. You can include or exclude items, such as Skills and Agents, and you can enter a specific date range with actual dates, or you can select a relative date, such as 'Today' or 'This Month' and the App will work out the actual dates when the chart is generated. Setting a start and end time defines the period during the day that will be included in the data, anything outside these times will be excluded.



There are some standard features which are true for all displayed charts.

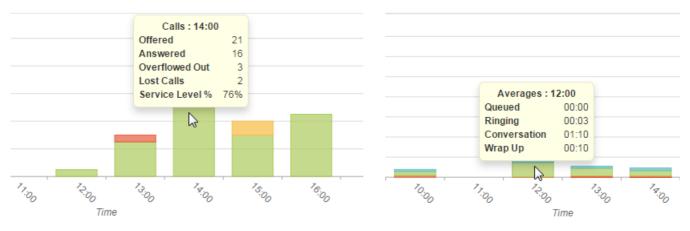
The chart title will include the various options you have set in the Options slide out, including the Chart type, date and time ranges, and the items, such as agents or skill groups, that you selected.



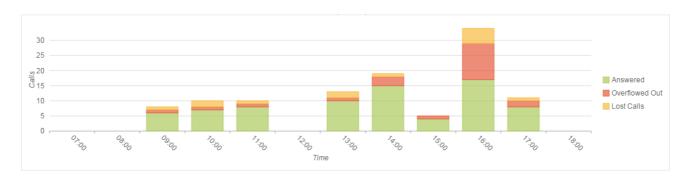
Hover the mouse cursor over any part of a chart and a tool tip will be displayed with extended details relevant to whatever it is that the cursor is hovering over.

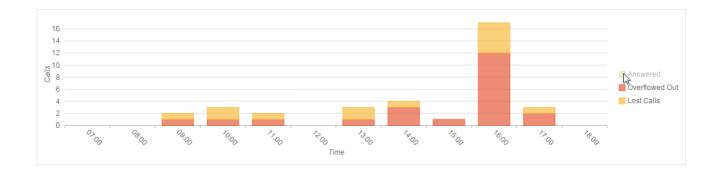
Call Centre Calls Analysis

01/05/2015 to 13/05/2015 between 07:00-18:00

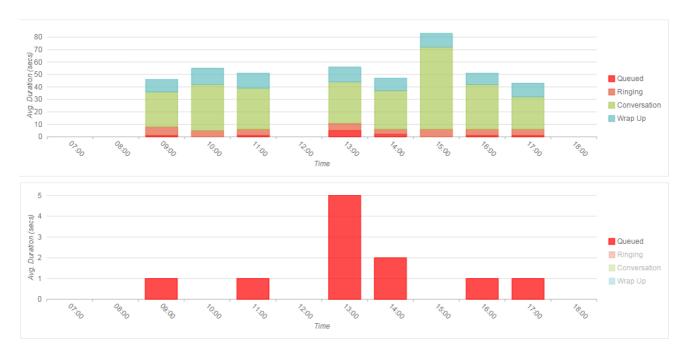


You can turn individual data sets on or off as it suits you. Simply click the small coloured square in the chart legend to turn a data set off, or on if it's already next.





The chart is redrawn when you turn data sets on or off. Notice that the Y axis has changed after the 'Answered' data set was turned off in the image above. This is a useful feature if, as sometimes can happen, one particular set of data is much larger than others and as such 'drowns' out the other data because it forces the Y axis to be too large.



You can turn off more than one data set at a time if you wish, just click the coloured squares in the legend. A data set remains off until you either click it back on or redraw the chart.



Any chart can be exported, as data, to xlsx format. Click the export icon(s), found at the bottom of the Chart tab. See <u>Exporting Charts</u> for details.

Descriptions

Charts are split into 5 categories. In each category are the following charts:

Call Center

- Call Center Calls Analysis
- · Call Center Calls Handling
- · Call Center by Skill Calls Handling
- Call Center by Agent Calls Handling

Skill Group

- · Skills Calls Analysis
- · Skills Calls Handling
- Skills Performance Analysis
- Skills by Agent Calls Handlling
- Skills by Agent Calls Handling (pie)

Agent

- Agent Calls Analysis
- Agent Calls Handling
- Agent wrap-up Codes Analysis
- Agent Break Codes Analysis

wrap-up

- wrap-up Codes Analysis
- wrap-up Codes by Agent Analysis
- wrap-up Codes by Skill Analysis

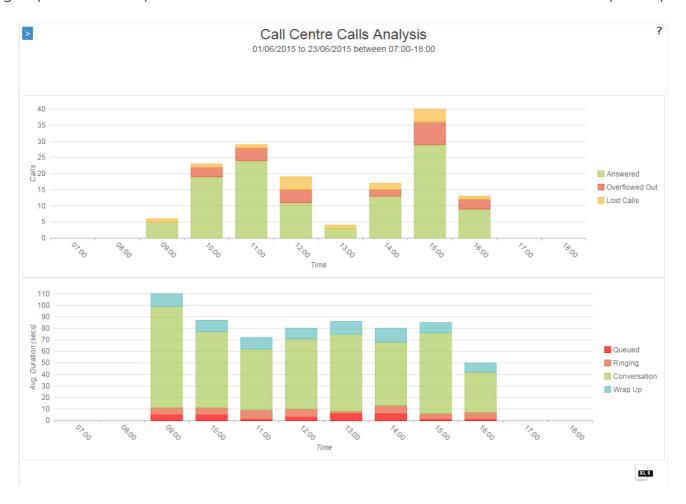
Breaks

- Break Time Codes Analysis
- Break Time Codes by Agent Analysis

Information

Call Center Calls Analysis

The top stacked bar chart shows the numbers of calls answered, abandoned, and overflowed out for the whole Call Center between the date and time range entered in the chart options panel. Calls are grouped into hour periods between the start and end times entered in the chart options panel.

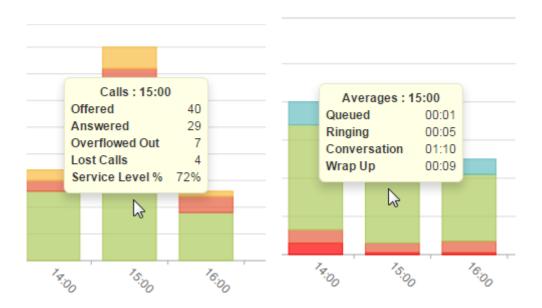


The bottom chart shows the averages for queue, ring, conversation (talk), and wrap-up time for the Call Center and the same date and time ranges as previously set up in the chart options panel.

If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.

Analysis

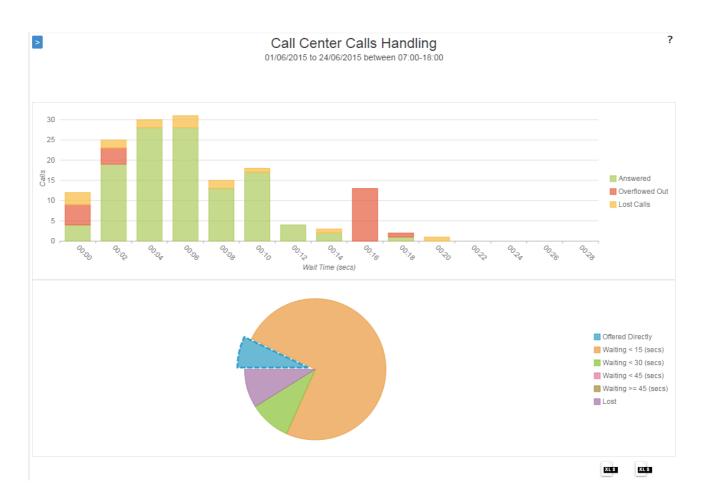
een 07:00-18:00



As with all thebar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

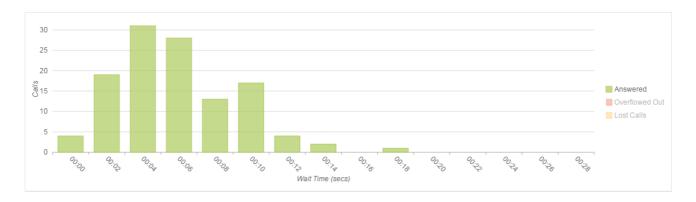
Call Center Calls Handling

The top stacked bar chart shows the breakdown of calls waiting times for the whole Call Center during the start and end date and times entered in the chart options panel. The calls are grouped according to the period duration you entered in the chart options panel. In the chart below the period is 2 seconds, so the first column is all calls answered, abandoned, or overflowed in less than 2 seconds. The next column is calls that waited from 2 to less than 4 seconds, the next from 4 to less than 6 seconds, and so on. The last item in this series is for calls waiting 28 seconds or more. There will always be 15 columns to the series, calculated using the period entered, and the last item will include all calls that do not fit in the earlier bands.

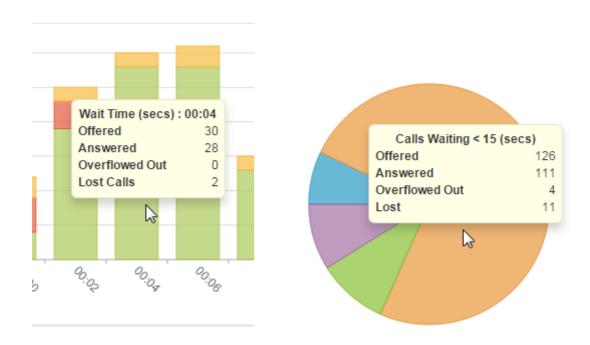


The bottom chart is a pie chart showing the proportions of all answered, abandoned, and overflowed out ACD calls waiting in the time bands you set in the chart options panel. In this charts the bands are set at 15, 30, and 45 seconds. The first slice of the pie is all calls that have no wait (queue + ring) time at all. The next slice is all calls that waited for less than band 1 (15) seconds, the next slice is all calls that waited band 1 (15) seconds or more but less than band 2 (30) seconds, the fourth slice is all calls waiting band 2 (30) seconds or more but less than band 3 (45) seconds, and the fifth slice is all calls waiting band 3 (45) seconds or more. The final slice is all calls that were eventually abandoned.

As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts.



If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.



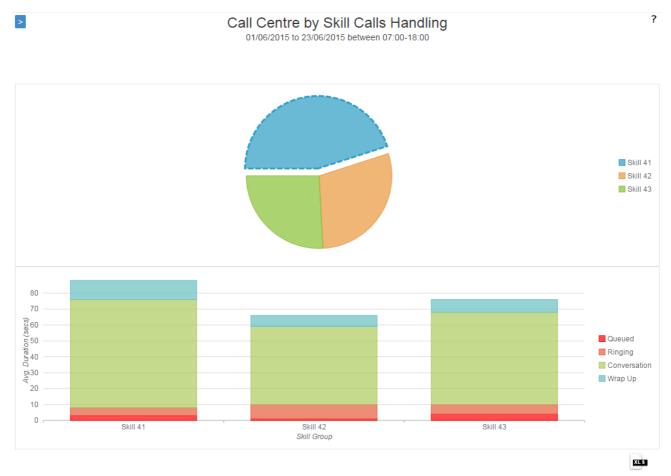
There are two export icons because these charts use different data sets, one for each chart.



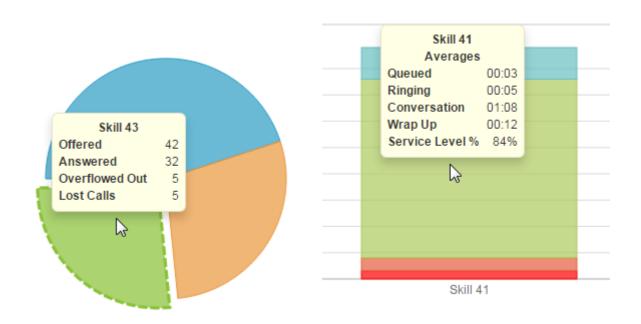
See Exporting Charts for details of how to export the data for these two charts.

Call Center by Skill Calls Handling

The top pie chart shows the proportion of the total number of ACD calls that were offered to each of the selected ACD Skills between the date and time range you entered in the chart options panel.



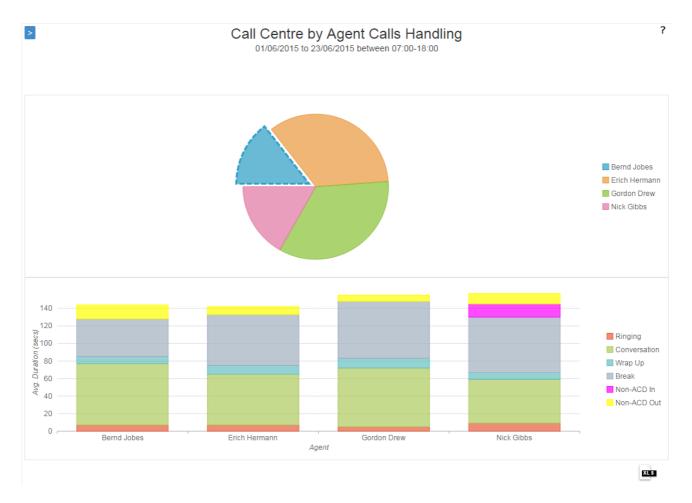
The bottom stacked bar chart shows the averages of Queue, ring, conversation (talk) and wrap-up time for each of the ACD Skill you selected in the chart options panel. As with all charts, hover the mouse over a slice or column for more detail about that particular data.



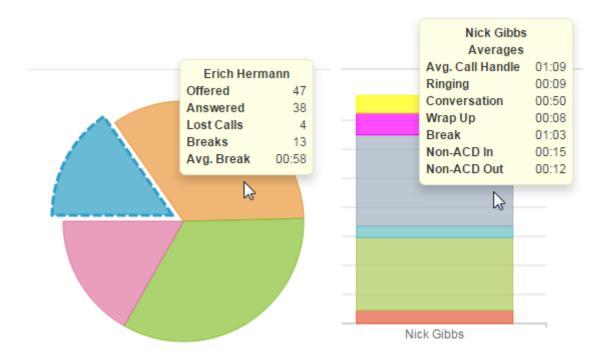
The chart data can be exported to XSLX format using the export icon at the bottom of the page and individual data series in the bar chart can be turned off or on by clicking the series legend on the right side of the chart.

Call Center by Agent Calls Handling

The top pie chart shows the proportion of the total number of ACD calls that were offered to each of the selected ACD Agents between the date and time range you entered in the chart options panel.



The bottom stacked bar chart shows the averages of ring, conversation, wrap-up, break, non ACD in and non ACD out time for each selected ACD agent. As with all charts, hover the mouse over a slice or column for more detail about that particular data.

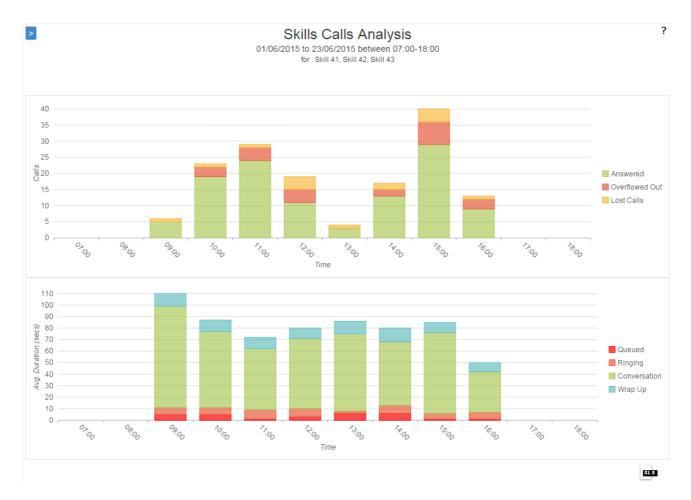


The chart data can be exported to XSLX format using the export icon at the bottom of the page and individual data series in the bar chart can be turned off or on by clicking the series legend on the right side of the charts.

^{**} not available if Hide Personal Data option set during installation.

Skills Calls Analysis

The top stacked bar chart shows the numbers of calls answered, abandoned, and overflowed out for all the ACD Skills selected between the date and time range entered in the chart options panel. Calls are grouped into hourly periods between the start and end times entered in the chart options panel.

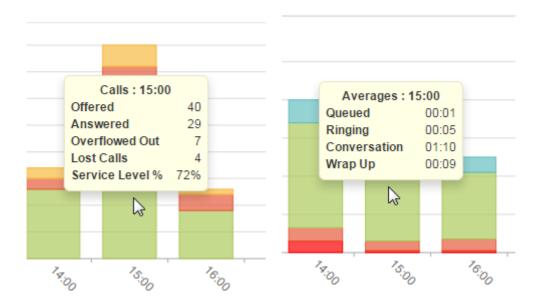


The bottom stacked bar chart shows the averages for queue, ring, conversation (talk), and wrapup time for the selected ACD Skills and the same date and time ranges as previously set up in the chart options panel.

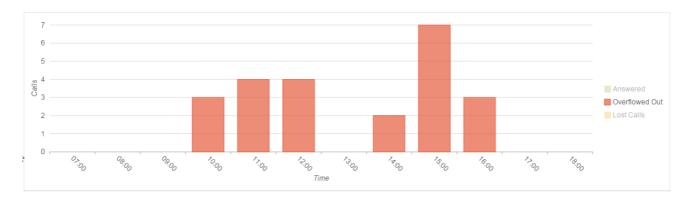
If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.

Analysis

een 07:00-18:00



As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts.



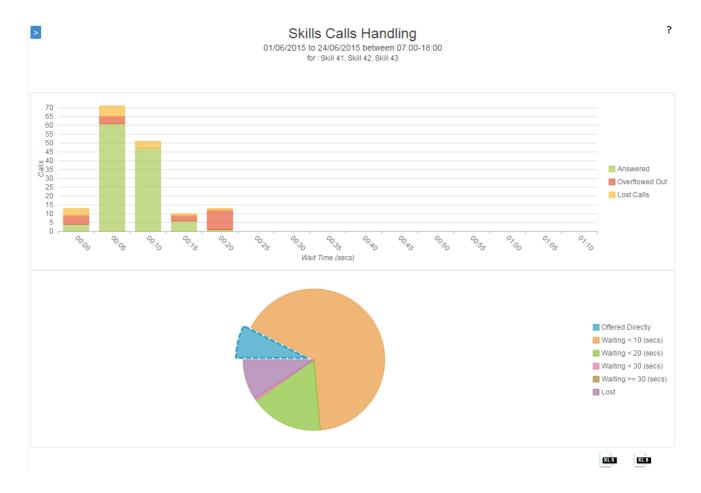
Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

Skills Calls Handling

The top stacked bar chart shows the breakdown of calls waiting times for the selected ACD Skills for the period between the start and end date and times that you entered in the chart options panel. The calls are grouped according to the period duration you entered in the chart options panel.

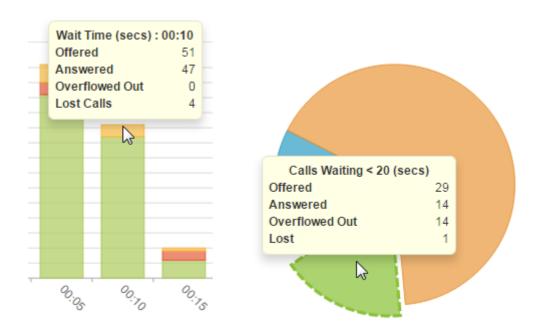


In the chart below the period entered is 5 seconds, so the first column is all calls answered, abandoned, or overflowed in less than 5 seconds. The next column is calls that waited from 5 to less than 10 seconds, the next from 10 to less than 15 seconds, and so on. The last item in this series is for calls waiting 01:10 (70) seconds or more. There will always be 15 columns on the chart, calculated using the period entered, and the last item will include all calls that do not fit in the earlier bands.

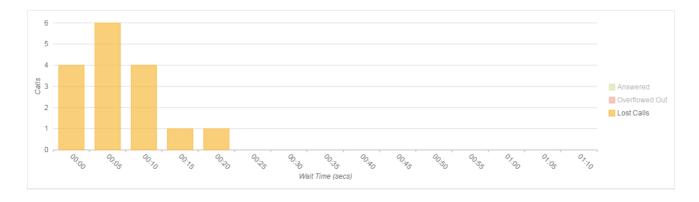


The bottom pie chart shows the proportions of all answered, abandoned, and overflowed out ACD calls in the waiting time bands you set in the chart options panel. In this charts the bands are set at 10, 20, and 30 seconds. The first slice of the pie is all calls that have no wait (queue + ring) time at all. The next slice is all calls that waited for less than band 1 (10) seconds, the next slice is all calls that waited band 1 (10) seconds or more but less than band 2 (20) seconds, the fourth slice is all calls waiting band 2 (20) seconds or more but less than band 3 (30) seconds, and the fifth slice is all calls waiting band 3 (30) seconds or more. The final slice is all calls that were eventually abandoned, regardless of how long they waited.

If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.



Individual data series in the top bar chart can be turned off or on by clicking the series legend on the right side of the charts.



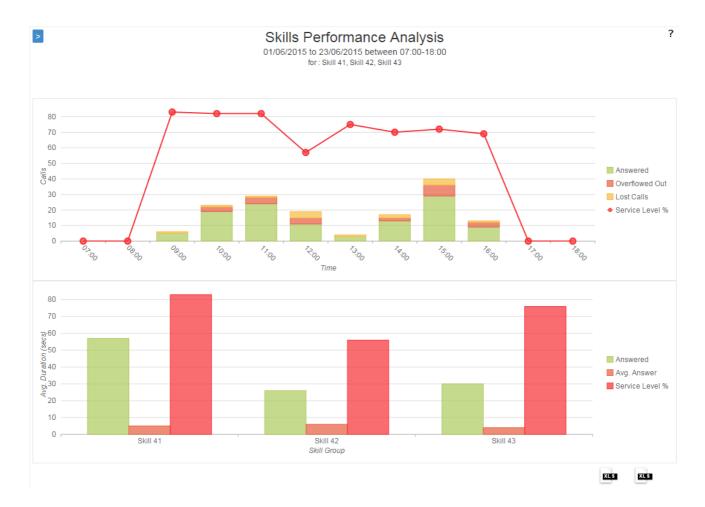
There are two export icons because these charts use different data sets, one for each chart.



See Exporting Charts for details of how to export the data for these two charts.

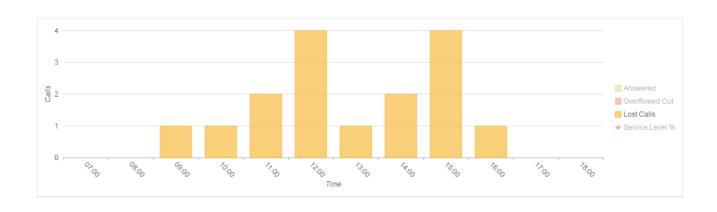
Skills Performance Analysis

The top stacked bar and line chart shows the ACD calls answered, abandoned, or overflowed out of all the selected ACD Skills between the date and time range you selected in the chart options panel. The overall service level % for all selected ACD Skills is shown by the marked line.

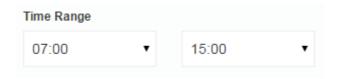


The bottom bar chart shows the number of calls answered, the average answer time, and the service level % for all selected ACD Skills.

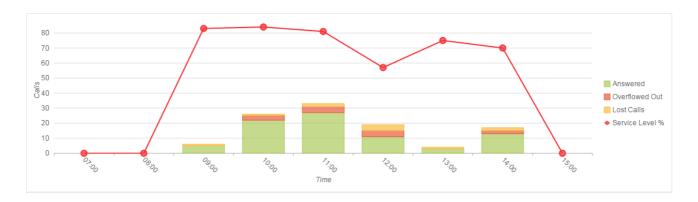
As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts.



The X axis of the top chart is calculated using the start and end times you entered in the chart options page. The period between the start and end times will be divided into hourly blocks and data grouped accordingly.

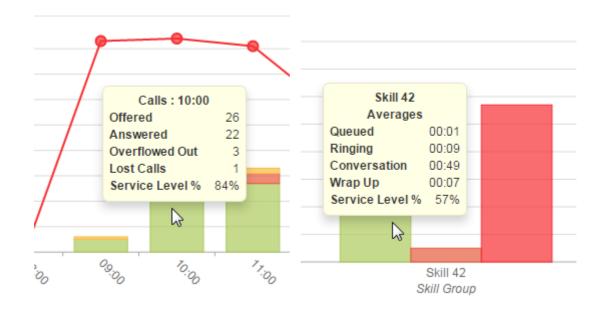


If you change the times and re-generate the chart the X axis will change to reflect the changes you made.



The start time remains the same in the screenshot above, but we've set the end time to 15:00, instead of 18:00, so the chart X axis finishes at 15:00 instead of 18:00. All charts where 'Time' is the X axis can be changed in this manner.

If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.



Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.				

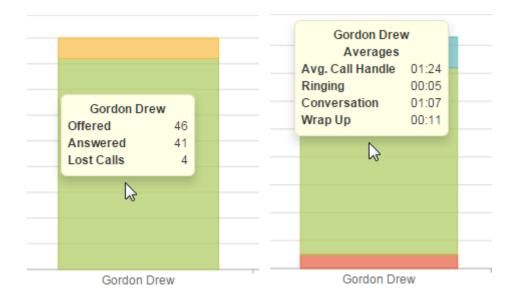
Skills by Agent Calls Handling

The top stacked bar chart will show the ACD calls answered and lost for each ACD Agent that handled any ACD calls for any of your selected ACD Skills between the date and time range that you entered in the chart options panel. One entry per agent.



The bottom stacked bar chart will show an entry for each ACD agent showing the call performance averages for that agent, ring, conversation (talk), and wrap-up times.

As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. Also, if you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.

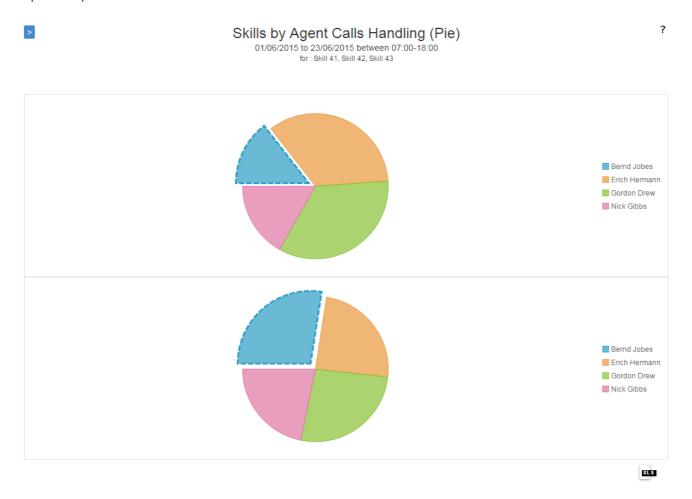


And, of course, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

^{**} not available if Hide Personal Data option set during installation.

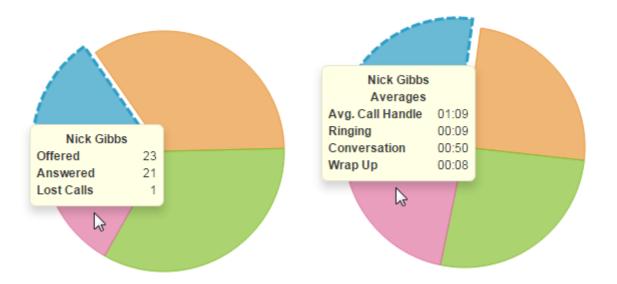
Skills by Agent Calls Handling (Pie)

The top pie chart shows the proportion of calls offered to each ACD Agent that handled any ACD calls for any of your selected ACD Skills between the date and time range that you entered in the chart options panel.



The bottom pie shows the average call handling duration (ring, conversation, wrap-up time) for each ACD Agent that appears in the top chart, each slice representing the average as a proportion of the sum of averages for all agents.

If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.

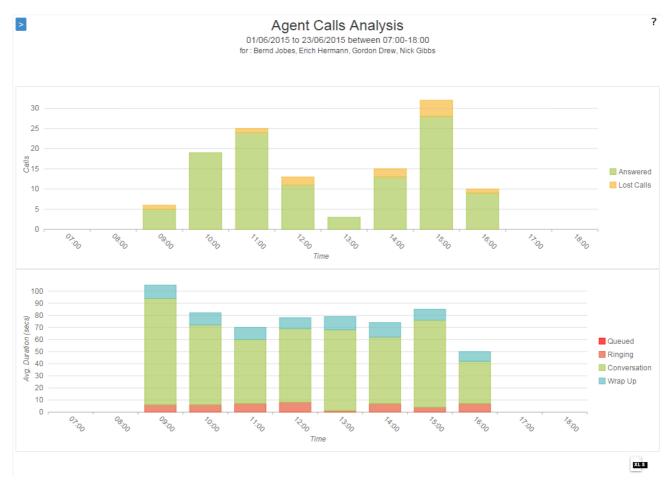


Pie chart data items can't be turned off, like bar chart data items can, but you can export the chart data into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

^{**} not available if Hide Personal Data option set during installation.

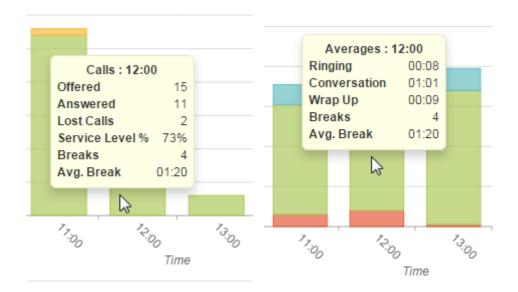
Agent Calls Analysis

The top stacked bar will show the ACD calls answered and lost (abandoned) for each selected ACD Agent between the date and time range you entered in the chart options panel. Calls are grouped into hourly periods between the start and end times entered in the chart options panel.



The bottom stacked chart shows the average times for queue, ring, conversation (talk), and wrap-up for all ACD Agents that handled ACD calls during the period, grouped into the same hourly periods.

If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item.

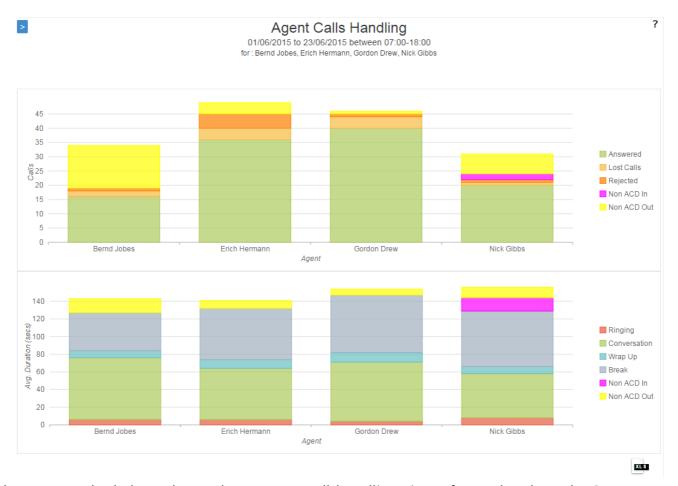


As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

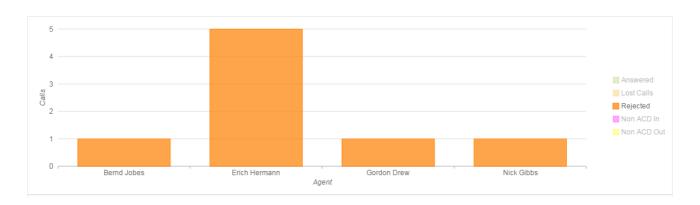
^{**} not available if Hide Personal Data option set during installation.

Agent Calls Handling

The top stacked bar chart shows the calls handled by each of the selected ACD Agents between the date and time range you entered in the chart options panel, it includes ACD and Non ACD calls.



The bottom stacked chart shows the average call handling times for each selected ACD Agent, including Non ACD call average handling time and average time in Breaks. As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts.

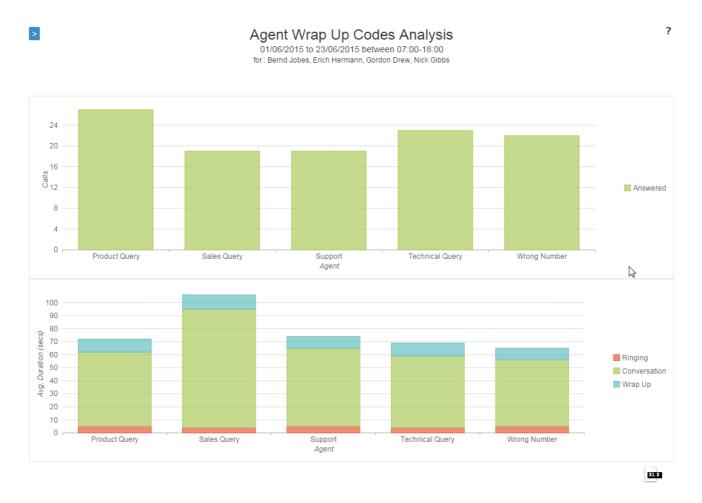


If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

** not available if Hide Personal Data option set during installation.				

Agent wrap-up Codes Analysis

The top bar chart includes all the wrap-up codes that were entered during post call processing by the selected ACD Agents between the date and time range you entered in the chart options panel, showing how many times each was entered. Codes can only be entered when a ACD call is answered.

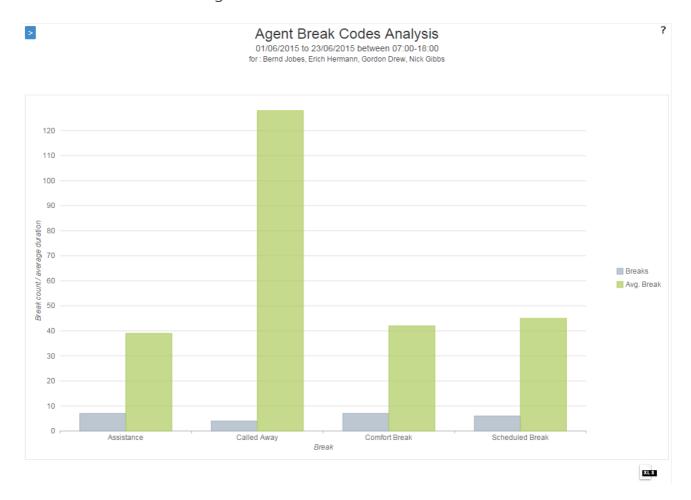


The bottom stacked bar chart shows the average duration for ring, conversation (talk), and wrap-up for each of the wrap-up codes. As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

^{**} not available if Hide Personal Data option set during installation.

Agent Break Codes Analysis

This is a single bar chart with all different break codes entered by the selected ACD Agents between the date and time range you entered in the chart options panel, showing the number of times each code was entered and the average duration of the break time for each code.

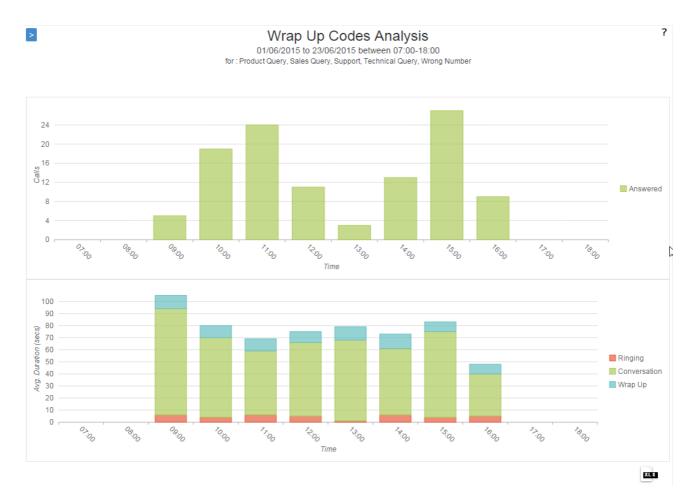


As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

^{**} not available if Hide Personal Data option set during installation.

wrap-up Codes Analysis

The top bar chart shows the number of times one of the selected wrap-up codes was entered by an agent during post ACD call processing between the date and time range you entered in the chart options panel. The counts are grouped into hourly periods between the start and end times you entered.



The bottom stacked chart shows the average times for ring, conversation (talk), and wrap-up for all the calls where one of the selected wrap-up codes was input in post call processing during the same period and grouped into the same hourly periods.

As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

wrap-up Codes by Agent Analysis

The top bar chart has an entry for each ACD Agent who entered at least one of your selected wrapup codes between the date and time range you entered in the chart options panel, showing how many calls the ACD Agent handled where one of the selected wrap-up codes was entered.



The bottom stacked bar chart shows the average duration for ring, conversation (talk), and wrap-up for each of the ACD Agents, using only those ACD calls where one of the selected wrap-up codes was entered. As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

^{**} not available if Hide Personal Data option set during installation.

wrap-up Codes by Skill Analysis

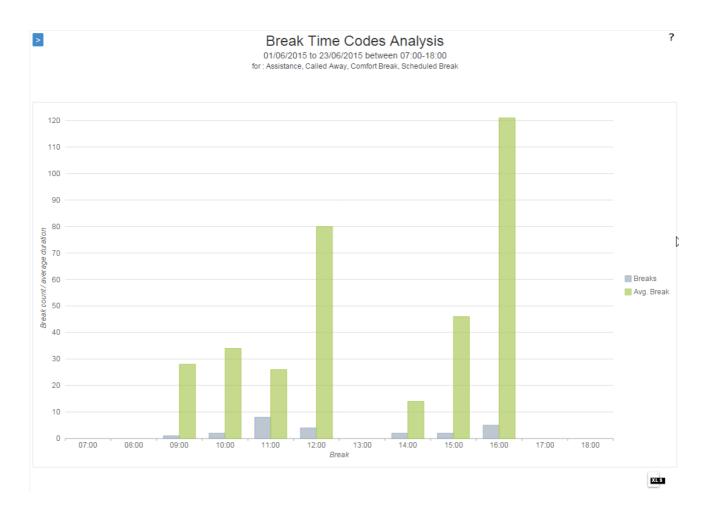
The top bar chart has an entry for each ACD Skill which handled at least one ACD call where a selected wrap-up codes was entered during post call processing, between the date and time range you entered in the chart options panel, showing how many calls the ACD Skill handled where one of the selected wrap-up codes was entered.



The bottom stacked bar chart shows the average duration for ring, conversation (talk), and wrap-up for each of the ACD Skills, using only those ACD calls where one of the selected wrap-up codes was entered. As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

Break Time Codes Analysis

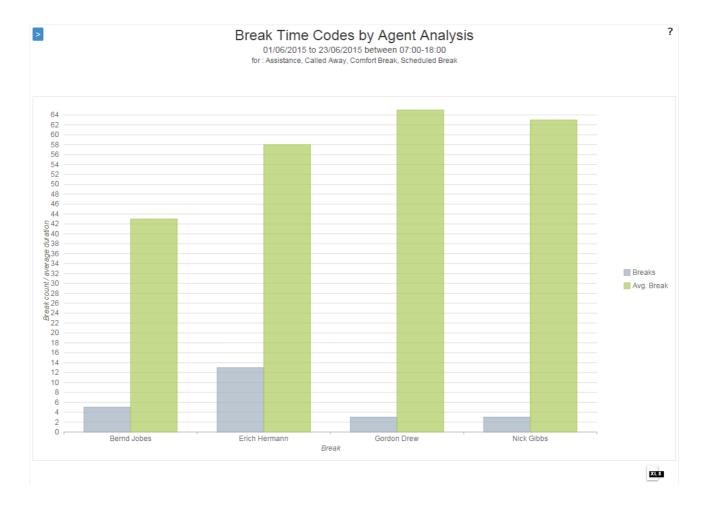
This is a single bar chart with all the selected Break Codes between the date and time range you entered in the chart options panel, showing the number of times each code was entered and the average duration of the break time for each code, grouped into hourly periods between the start and end times entered in the chart options panel.



As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

Break Time Codes by Agent Analysis

The single bar chart has an entry for each ACD Agent who entered at least one of your selected Break Time codes between the date and time range you entered in the chart options panel, showing how many times the agent entered any of the selected codes and the average duration of those breaks.



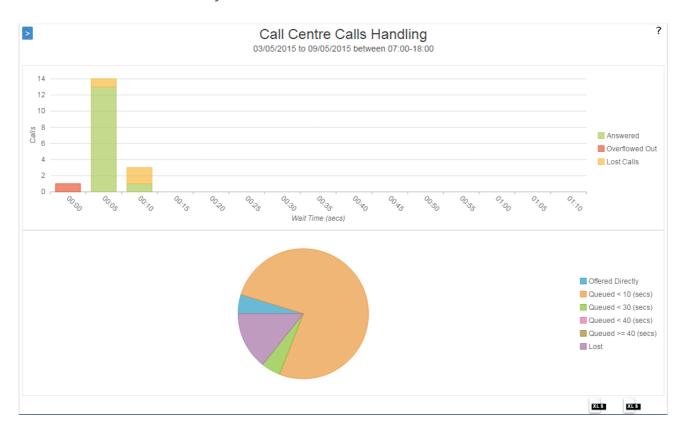
As with all the bar charts, individual data series can be turned off or on by clicking the series legend on the right side of the charts. If you hover the mouse over a data series, tooltips will be displayed with additional data for the specific item. Also, the data used to generate the charts can be exported into XSLX format by clicking the export icon at the bottom right of the chart tab. See Exporting Charts for details.

^{**} not available if Hide Personal Data option set during installation.

Exporting Charts

It's possible to export any of the charts displayed on the Chart tab into XLSX format if you wish. Of course, it's the data used to create the chart that is exported, not the chart itself. The resulting XLSX file can then be accessed in Excel like any other spread sheet and you can create your own charts in Excel using the same data used in the Charts tab.

At the bottom of the Charts tab you will see one or two small icons.



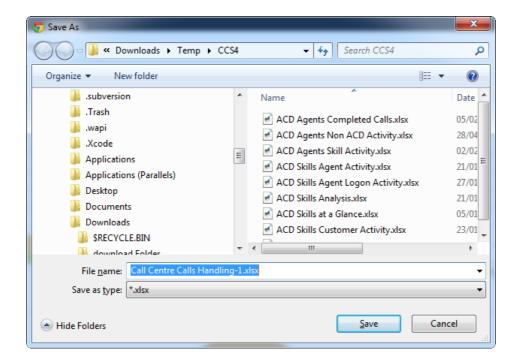
These are the export icons. I

When you click the export icon an xlsx file will be created from the data used to display the charts you see on the tab. If there are two icons, the left hand one exports the data for the top chart, while the right hand one exports the data for the bottom chart. If there is only one export icon then it means there is only one set of data for both charts.

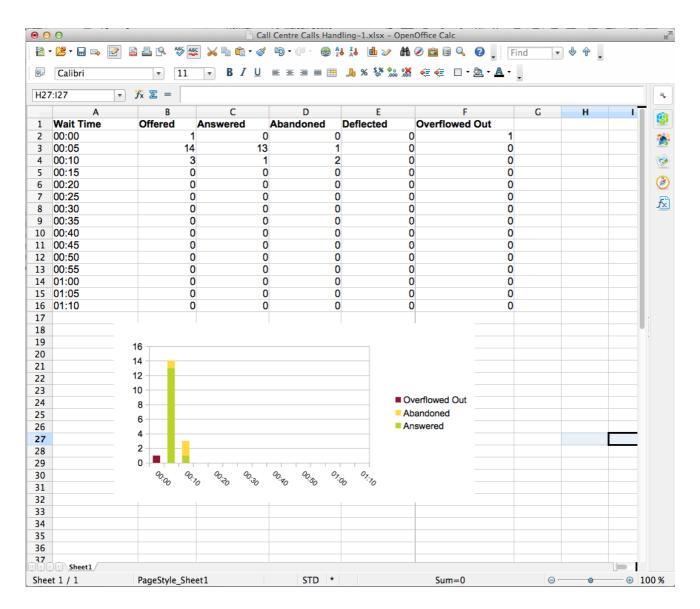
XL S

XL S

Depending on the browser you are using and how you have it set up, you may be asked to select a destination for the xlsx file, and be given the chance to alter the export file name



or the file may be automatically saved to a download folder. Either way, the file can then be opened in Excel or any other application that understands the xlsx format, and the data processed accordingly.

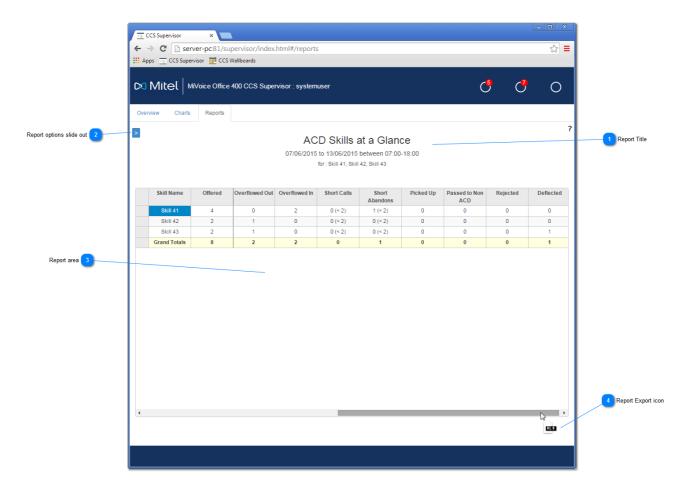


This is a screen grab of the Mac OS X version of OpenOffice working with an xlsx file exported from the CCS Supervisor App. In fact, if you look carefully you'll notice it's the same data used to create the chart in the screen shot of the Charts tab at the top of this page. We exported the data to xlsx format, saved the file to a disk and then copied it onto a MAC computer, which we opened in the OpenOffice application. This demonstrates nicely the huge flexibility the export option provides you, allowing you to easily spread data from the CCS Apps throughout your organisation.

Reports Tab

The Reports tab gives you the tools to explore the historical performance of your Call Center in great detail. There are 31 different standard reports, grouped into Skill, Agent, Wrap-up Code, Break Time Code, and Customer reports. Named reports will also be shown if you have created any, always at the head of the list of available reports.

When you first open the Supervisor app, there will be nothing displayed on the Reports tab because you have yet to choose a report. The first thing to do is click the 'Report options' slide out icon at the top left hand of the tab. Jump straight to Report Options for more details of how to enter different options and generate a report.



Report Title

ACD Skills at a Glance

07/06/2015 to 13/06/2015 between 07:00-18:00

for: Skill 41, Skill 42, Skill 43

The report title will include information about the selection parameters used to generate the report. It will include a unique title that identifies the type of report i.e. ACD Skills or...

ACD Agents Customer Activity

22/06/2015 to 22/06/2015 between 07:00-18:00

for: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Gibbs

ACD Agents.

It will include the start and end date for the report, as well as the start and end times. It will also include all the items you selected to report on, whether ACD Skill, ACD Agent, or whatever

Wrap Up Codes at a Glance

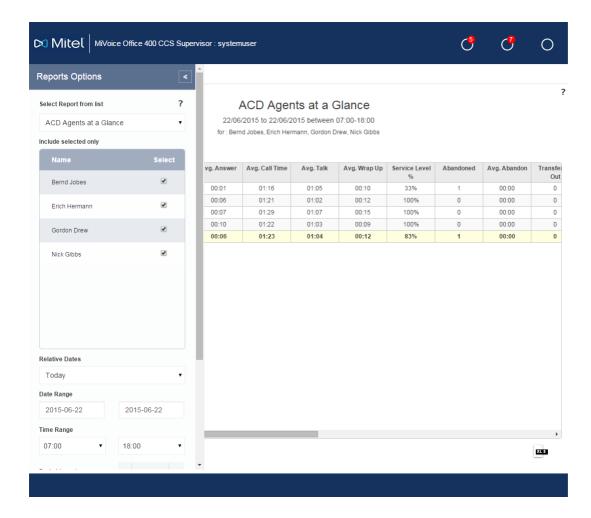
22/06/2015 to 22/06/2015 between 07:00-18:00

for: Product Query, Sales Query, Support, Technical Query, Wrong Number

\pmb Report options slide out



This will open out the Report Options panel, sliding out from the left side of the window.



In the Report Options panel you are able to enter the parameters for the report you want. See Report Options for more details of how to enter the different options.

Report area

	Offered	Overflowed Out	Overflowed In	Short Calls	Short Abandons	Picked Up	Passed to Non ACD	Rejected	Deflected
Skill 41	4	0	2	0 (< 2)	1 (< 2)	0	0	0	0
Skill 42	2	1	0	0 (< 2)	0 (< 2)	0	0	0	0
Skill 43	2	1	0	0 (< 2)	0 (< 2)	0	0	0	1
Grand Totals	8	2	2	0	1	0	0	0	1

The report, once generated, will appear in the area in a grid format.

Depending on the report type you select, and the width of your browser window, it's likely that some columns of the report grid will overflow the available space. In which case you can scroll across the grid to see the hidden columns.



Skill Name	Offered	e Level	Calls that Queued	Avg. Abandon	Transferred In	Transferred Out	Overflowed Out	Overflowed In	Short Calls	Short Abandons
Skill 41	3	(in 15)	1	00:00	0	0	0	0	0 (< 2)	0 (< 2)
Skill 42	1	(in 15)	0	00:00	0	0	0	0	0 (< 2)	0 (< 2)
Skill 43	3	in 10)	1	00:05	0	0	0	0	0 (< 2)	0 (< 2)
Grand Totals	7	%	2	00:05	0	0	0	0	0	0

Most reports have 'fixed' columns on the left hand side, meaning you never scroll these off the screen, they remain visisble. Usually the grouping columns are fixed so you alway sknow what the data you are looking at refers to.

Skill Name	Year	Month	Day	to Non D	Rejected	Deflected	External Answered	Longest Queue	Longest Answer	Longes: Abandor
Skill 41	2015	June	12		0	0	0	00:02	00:09	00:00
			16		0	0	0	00:01	00:11	00:00
			17		1	0	0	00:01	00:10	00:09
			18		4	0	0	00:13	00:13	00:20
			19		0	0	0	00:01	00:07	00:05
			22		0	0	0	00:01	00:09	00:00
			Sub Totals		5	0	0	00:13	00:13	00:20
		Sub Totals			5	0	0	00:13	00:13	00:20
	Sub Totals				5	0	0	00:13	00:13	00:20
Skill 42	2015	June	12		0	0	0	00:00	00:10	00:00
			16		0	0	0	00:00	00:00	00:00
			17		0	0	0	00:00	00:10	00:00
			18		1	0	0	00:01	00:13	00:00
			19		0	0	0	00:01	00:18	00:07
			22		0	0	0	00:00	00:10	00:00
			Sub Totals		1	0	0	00:01	00:18	00:07
		Sub Totals			1	0	0	00:01	00:18	00:07
	Sub Totals				1	0	0	00:01	00:18	00:07
Skill 43	2015	June	12		0	1	0	00:18	00:08	00:00
			16		0	2	0	00:03	00:07	00:03
			17		1	n	n	00:02	UU-US	00:00

In the example above, the four group by columns, Skill Name, Year, Month, and Day remain fixed while the rest of the grid scrolls.

Sometimes you may want to see data in a different order to that presented. In which case you can drag and drop columns around the grid to suit. Simply hold the mouse button down while hovering over a column to drag and then unclick to drop it where you want it.

Skill Name	Offered	Answered	Abandoned Al	Ayg. Answer pandoned	Avg. Call Time	Service Level %	Calls that Queued	Avg. Abandon	Transferred In	Transfe Out
Skill 41	3	3	0	2 00:06	01:26	100% (in 15)	1	00:00	0	0
Skill 42	1	1	0	00:10	01:22	100% (in 15)	0	00:00	0	0
Skill 43	3	2	1	00:04	01:18	66% (in 10)	1	00:05	0	0
Grand Totals	7	6	1	00:06	01:22	88%	2	00:05	0	0
orand rotals	,									
Skill Name	Offered	Answered	Avg. Answer	Avg. Call Time	Abandoned	Service Level %	Calls that Queued	Avg. Abandon	Transferred In	Transfe Out
	•				Abandoned			Avg. Abandon	Transferred In	
Skill Name	Offered	Answered	Avg. Answer	Avg. Call Time	Abandoned	%				Out
Skill Name	Offered	Answered	Avg. Answer	Avg. Call Time	Abandoned	% 100% (in 15)	Queued 1	00:00	0	Out 0

These drag and drop changes are not permanent. If you generate the report again they will be lost, and they are not included when exporting or printing the report.



Report Export icon



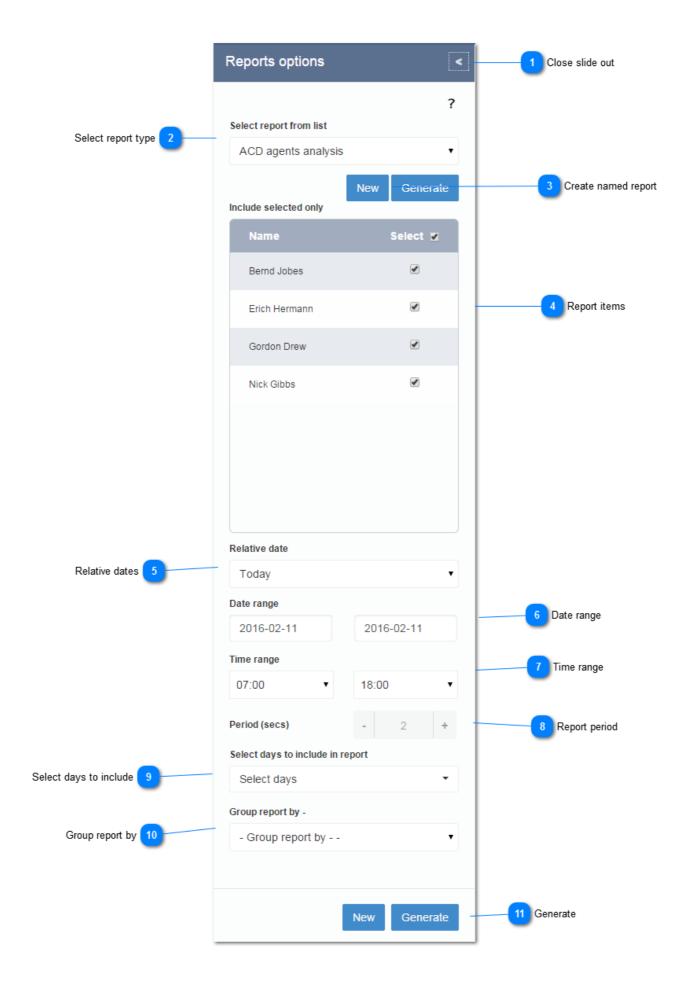
This icon allows you to export the report you have generated to XSLX format for use in Excel or other spreadsheet packages. See <u>Exporting reports</u> for details of how to export the reports.

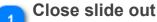
All reports can be exported.

Report Options

The Report Options slide out allows you to describe the report that you want to see. Choose the report type, set the date and time ranges, along with any extra data required for the report you selected, then press Generate and the described report is displayed.

As well as describing the report you want, the options you set here will also be the default Report options that the Supervisor App uses when it's opened initially. They are written into the browsers LocalStorage repository. They can be changed at any time, of course, and the changes are written immediately to LocalStorage to become the new default Report settings.





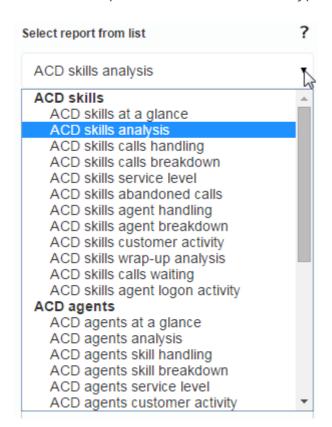


This is the 'close' icon for the Report tab options slide out panel. It's slightly different from the configuration option panels close icon, the 'X', because this panel never really closes as such, instead it really just slides out of the way, to the left of the browser window, hence the '<'. This means the panel slides in and out much more quickly than the configuration panels and is easy to use when it's accessed frequently.

Select report type



Used the drop down list to select the type of report you want to generate.



in all there are 31 different reports, in 6 different catergories, listed in full here

ACD skills

ACD skills at a glance

ACD skills analysis

ACD skills calls handling

ACD skills calls breakdown

ACD skills service level

ACD skills abandoned calls

ACD skills agent handling

ACD skills agent breakdown

ACD skills customer activity

ACD skills wrap-up analysis

ACD skills calls waiting

ACD skills agent logon activity

ACD agents

ACD agents at a glance

ACD agents analysis

ACD agents skill handling

ACD agents skill breakdown

ACD agents service level

ACD agents customer activity

ACD agents wrap-up analysis

ACD agents break time analysis

ACD agents logon activity

ACD agents non-ACD activity

ACD agents completed calls

Groups

Agent groups at a glance

Agent groups agent activity

Agent groups skill activity

Agent groups ACD performance

Agent groups non-ACD performance

Customers

Customers at a glance

Wrap-up

Wrap-up codes at a glance

Break

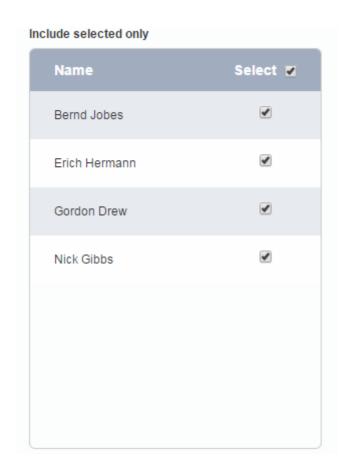
Break time codes at a glance

Create named report

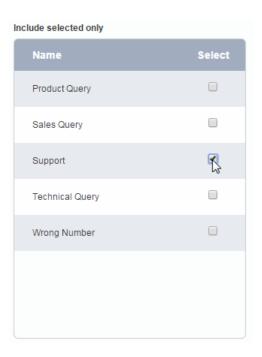


Named reports are used mainly for automatically exporting reports to a required format. See <u>Named reports</u> for details of how to create a named report, and see <u>Schedules Tab</u> for information of how to export a named report automatically.

Report items

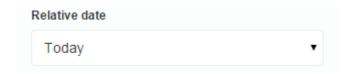


Depending on which report type you select, this box will hold a list of all items for that type. Here the user has selected an ACD Skill report so we see listed all the ACD Skills that the user has permission to view, but if the user had selected a wrap-up Code report then the list would include all the wrap-up Codes in the Call Center,

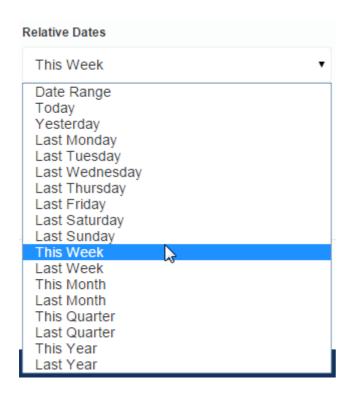


Any item selected will be included in the data for the report, and unchecked items will be excluded. IMPORTANT: If no items are selected, when the report is generated ALL items will be included in the report.

Relative dates



When entering dates for reports, charts, and the overview, it's possible to select what are known as relative dates.



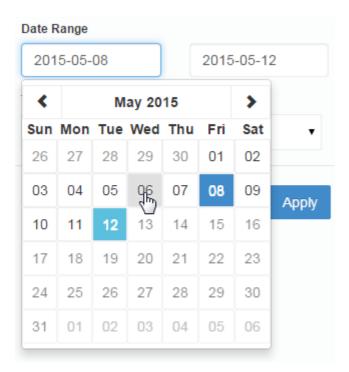
These relative dates are calculated with regard to the current date so that they remain relevant to the period intended over time, unlike actual dates which cover only a specific period.



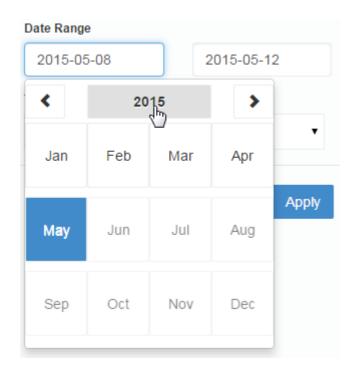
Date range



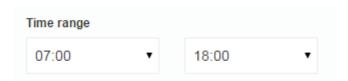
Although relative dates are flexible and remain relevant over time, there may be a case where you need to enter a specific range of dates. You can type a date directly into the date field, or click on the date field and a calendar control will drop down below the field. Use the mouse to select a date, scrolling between months via the <> arrow icons at the top of the control,



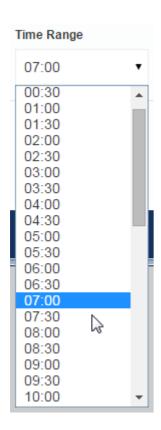
or click the **May 2015** field to bring up a different control that allows you to quickly scroll between months and years.



Time range



To exclude calls that occur outside of the normal working hours of the Call Center, which may otherwise affect performance measures, add a start and end time to the report options. All data outside these times is ignored.



You can't type directly into the start and end time fields, instead use the drop down time selector to change the times.

Report period



This is an option field for ACD Skills Calls Waiting report, when you select this report the field is enabled, otherwise it remains disabled. The period selected is used to group calls by the waiting time before they are answered, abandoned or overflowed. The report will create 6 separate bands using the number you enter here and group calls into these bands, using the calls time to answer and time to abandon to select which band to include it in.



You can enter a number directly into the field or click the + and - buttons to increment or decrement the number with the mouse.



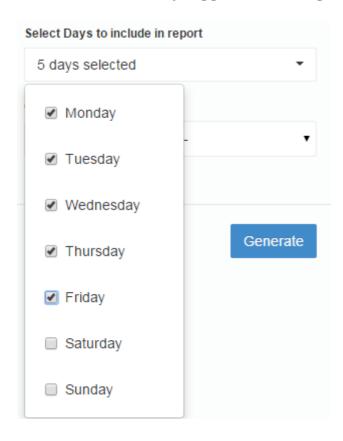
Select days to include



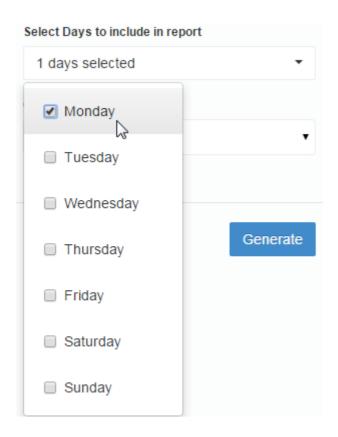
You can exclude any calls received on particular days of the week from your report if you wish.

This may be useful if, for instance, you want to exclude unanswered calls to you Call Center at the weekend when nobody was present.

From the drop down list, select those days you want to include in the report. No calls received at the Call Center on any unchecked day will be included in the report, even if those calls handled by logged on ACD Agents.



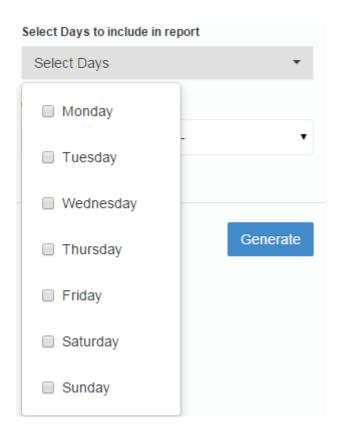
You may wish to track particular trends in your Call Center, such as whether there are more calls on a Monday than usual or whether calls on Friday take longer to handle than calls during the week. In which case, check no other day except 'Monday' and only calls received by the Call Center on any Monday in the date range will be included in the report.



The list will tell you how many days have been selected.



Only if at least one day is checked will any unchecked days be excluded. By default no days at all will be checked in the drop down list.



If all days are unchecked then instead of all days being excluded, which may be what you would expect but which would also result in no data being collected for the report, all days are automatically included in the report.

Unchecking all days will improve the time it takes to process the SQL query that collects the report data, so we've made this the default.

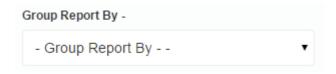
10

Group report by

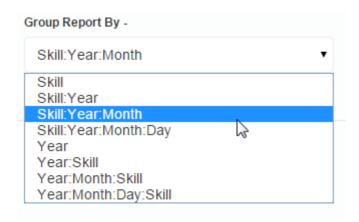


Some reports, like the 'at a Glance' reports, do not have any group by options. They are summary reports which have a single line for each item and perhaps Grand Totals if you've set that option in the <u>Configure Report Options</u>.

Some reports can be grouped to make the data more relevant and easier to interpret. In that case, you will see the following Group Report By field



You now have the option to select a group by option for the report. If you do not choose any option, the default will be the first in the dropdown list.



Grouping affects how the report appears when generated.

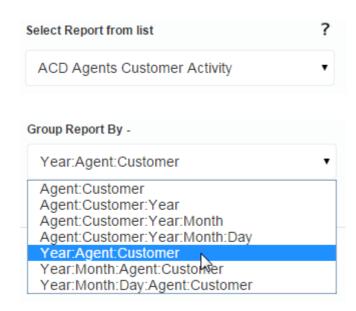
Skill Name	Year	Month	Offered	Answered	Avg. A
Skill 41	2015	June	4	3	00
		Sub Totals	4	3	00
	Sub Totals		4	3	00
Skill 42	2015	June	2	1	00
		Sub Totals	2	1	00
	Sub Totals		2	1	00
Skill 43	2015	June	2	1	00
		Sub Totals	2	1	00
	Sub Totals		2	1	00
Grand Totals			8	5	00

Changing the grouping changes the report, even though the data remains the same.



Year	Month	Skill Name	Offered	Answered	Avg. Aı
2015	June	Skill 41	4	3	00:0
		Skill 42	2	1	00:
		Skill 43	2	1	00:0
		Sub Totals	8	5	00:
	Sub Totals		8	5	00:
Grand Totals			8	5	00:

The Group By options you see will be relevant to the type of report you have selected above. For example:



Year	Agent Name	Customer Name	Offered	Answered	Avg. A
2015	Erich Hermann	Bernd Jobes	2	1	00:
		Sub Totals	2	1	00:
	Gordon Drew	Bernd Jobes	2	2	00:
		Sub Totals	2	2	00:
	Sub Totals		4	3	00:
Grand Totals			4	3	00:

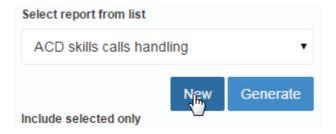
Generate

Generate

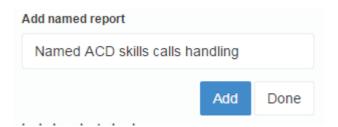
Click the button to gentered.	generate the repo	rt you have select	ed with all the op	tions you have

Named reports

A named report is created by the user, based on one of the standard CCS report. The user gives the report a unique name and all the report option parameters that are selected in the Report Options slide out are added to the named report. When the named report is generated these saved parameters are used. Any of the standard reports can be used as a base report, and a user can create any number of named reports based on the same standard report if they choose, each having the exact same or completely different report option parameters if they choose. Named reports are user based, so a user will only see their own named reports when they log on, never any other user's named reports.



To create a named report simply select a standard report from the drop down list on the Report Options slide out, then click the **New** button.



The 'Add named report' field, pre-populated with a default name for the report based on the name of the selected standard report, will replace the drop-down list of reports, and two new buttons, **Add** and **Done**, will replace the **New** and **Generate** buttons. Any name can be entered to replace the default name, the only restriction being that no other of the user's named reports can already be using the same name.



We recommend that you use descriptive names to make it easier to identify the report in other parts of the app.

Add named report		
skills calls handling		
	Add	Done
Include selected only		

At this point you can simply click the **Add** button and, provided the name is unique, a new named report is added for you, which will have all the currently selected report option parameters saved along with it.



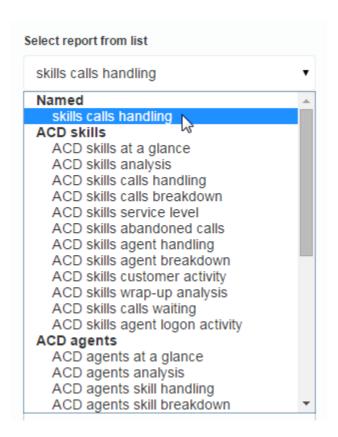
If the operation is successful, a small message box informs you it, otherwise you will see an error message box warning you that the name you entered was not unique.

Error: This name is in use. Enter a different x name.

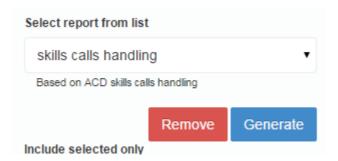
If you did not select anything in the <u>Report options items</u> table, you will also see a small information box telling you that nothing was selected and that when the named report is generated all items will be included in the report.

Information: If no item is selected then all items will be included by default

Once added you can select the new named report from the drop-down list of available reports, shown as a member of a new report group, called **Named**, that will have been added to the drop-down list.



The **Named** group will always appear at the top of the drop-down list, with the listed named reports sorted into Skill, Agent, Agent Group, Customer, Wrap up code and Break Time code order. The **Named** group will not be shown if there are no named reports, either because you have not yet added any or because you have removed them all.

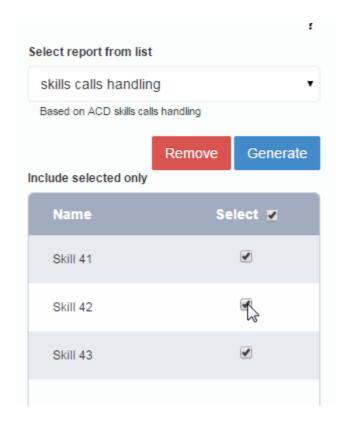


When you select a named report from the list, a small label will appear below the selected report telling you which standard report the named report is based on. At the same time, all the report option parameters that were saved along with the named report will be selected in the various option fields. You can immediately generate the named report by clicking the **Generate** button in the same way as you would generate a standard report.

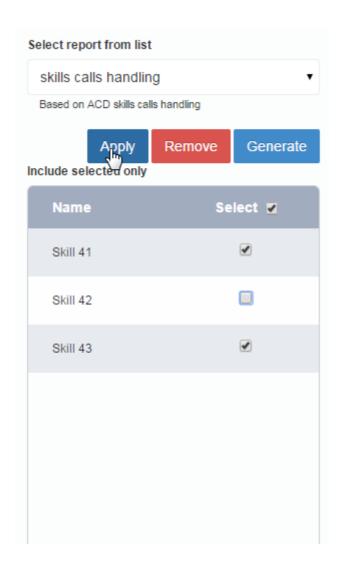


The unique name you gave the named report will be displayed in place of the standard report description that is usually shown, but other than that there is no difference between generating a named report and the standard report it is based on.

You can change the parameters of any named report as you can for standard reports. If any parameter changes, it could be a new start time, a new relative date, or a change in the selected items,



an **Apply** button will appear next to the **Remove** button.



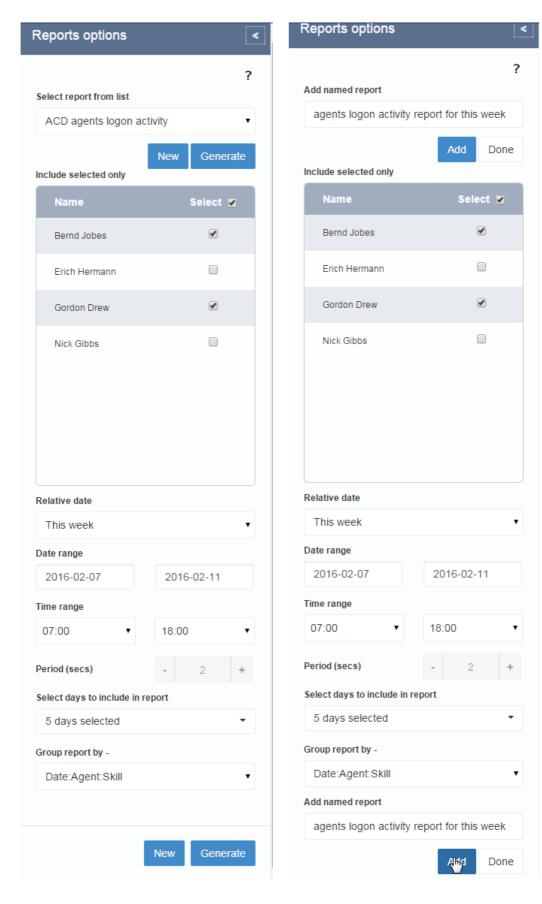
If you click **Apply** then the changes you made to the report parameters will be saved to the selected named report and the next time you select it from the list all the new parameters will be shown and, importantly, the new parameters are the ones that will be used when the named report is next generated, either manually or automatically.

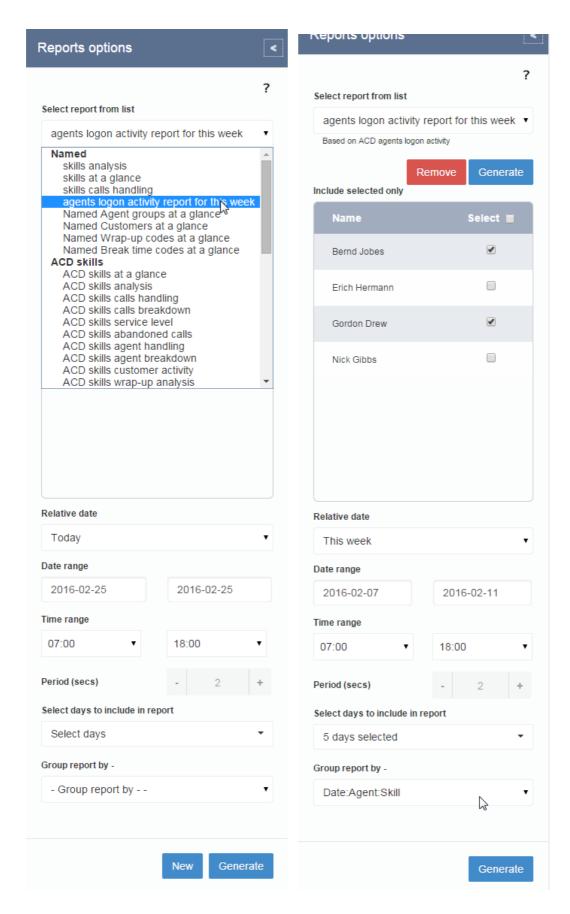


If you do not click **Apply**, but instead select another report on the list or move to another App tab, all changes will be ignored and the named reprot parameters will remain as they were. The only thing you can't change is the name of the named report. The screenshots below show the procedure.

First you select the required standard report and click **New**, then, when you have entered a suitable unique name and set all the report parameters to what you require, click the **Add** button to create

the named report, and finally, select the named report from the drop-down list to see which paramters have been set.





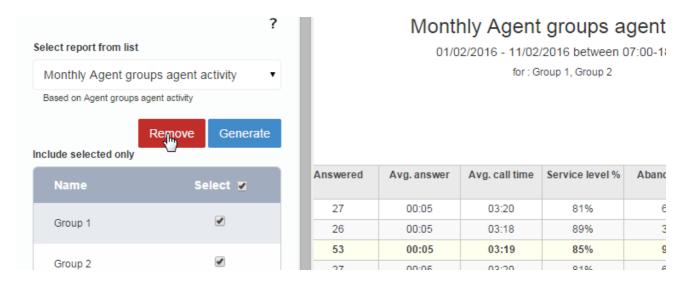
and when generated the new named report takes the parameters you have saved with it.

agents logon activity report for this week

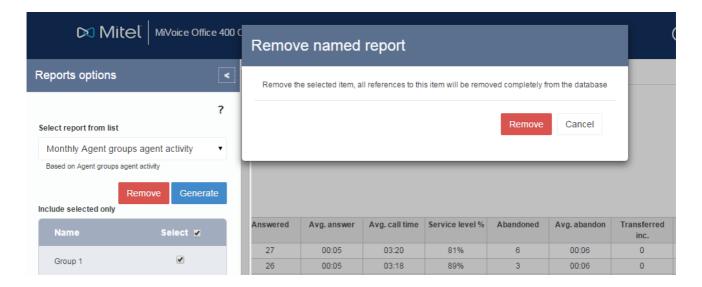
07/02/2016 - 11/02/2016 between 07:00-18:00 for: Bernd Jobes, Gordon Drew

Logon date	Agent name	Skill name	Logon time	Log off date	Log off time	Logged on for
2016-02-08	Gordon Drew	Skill 41	09:48:13	2016-02-08	10:44:33	56:20
			10:45:19	2016-02-08	13:18:18	02:32:59
			13:51:50	2016-02-08	15:46:59	01:55:09
			15:47:16	2016-02-08	16:02:46	15:30
			16:02:59	2016-02-08	16:49:44	46:45
			16:49:54	2016-02-08	19:00:20	02:10:26
		Sub totals				08:37:09
	Sub totals					08:37:09
2016-02-10	Gordon Drew	Skill 41	09:40:08	2016-02-10	19:00:41	09:20:33
		Sub totals				09:20:33
	Sub totals					09:20:33
2016-02-11	Gordon Drew	Skill 41	09:56:16	2016-02-11	15:55:42	05:59:26
			16:08:12	2016-02-11	16:21:48	13:36
			16:22:19	-	-	00:00
		Sub totals				06:13:02
	Sub totals					06:13:02
Grand totals						24:10:44

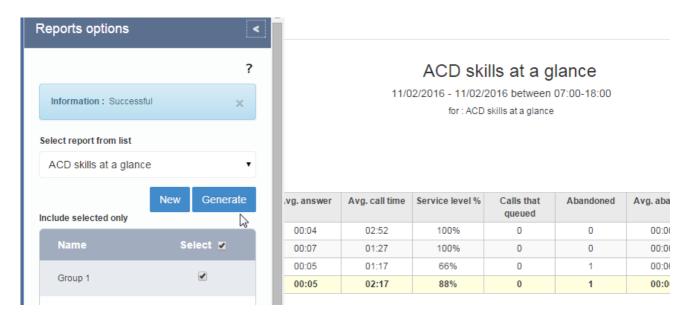
You can remove a named report at any time. Simply click the **Remove** button.



A dialog will appear warning you that the named report will be competely removed from the database.



At this point you can cancel the operation or remove the named report completely.



Once removed, the named report cannot be accessed again and even if it was included in a schedule, it will not be generated the next time the schedule runs. See <u>Schedules Tab</u> for more details about schedules and how they work with named reports.

Descriptions

The reports are split into 6 categories. In each category are the following reports.

ACD Skills

- · ACD Skills at a Glance
- · ACD Skills Analysis
- · ACD Skills Calls Handling
- ACD Skills Calls Breakdown
- ACD Skills Service Level
- ACD Skills Abandoned Calls
- ACD Skills Agent Handling **
- ACD Skills Agent Breakdown **
- · ACD Skills Customer Activity
- ACD Skills Wrap-up Analysis
- ACD Skills Calls Waiting
- ACD Skills Agent Logon Activity **

ACD Agents

- ACD Agents at a Glance **
- ACD Agents Analysis **
- ACD Agents Skill Handling **
- ACD Agents Skill Breakdown **
- ACD Agents Service Level **
- ACD Agents Customer Activity **
- ACD Agents Wrap-up Analysis **
- ACD Agents Break Time Analysis **
- ACD Agents Logon Activity **
- ACD Agents Non ACD Activity **
- ACD Agents Completed Calls *8

Groups

- · Agent Groups at a Glance
- Agent Groups Agent Activity **
- · Agent Groups Skill Activity
- Agent Groups ACD Performance
- Agent Groups Non ACD Performance

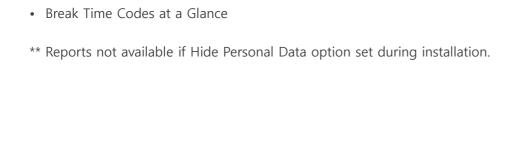
Customers

· Customers at a Glance

wrap-up

• Wrap-up Codes at a Glance

Break Time

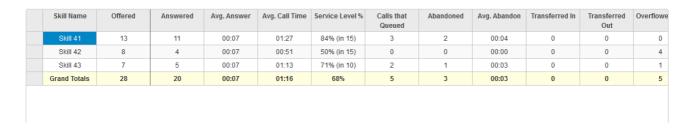


Grouping and Totals

Some reports are summary reports that are not grouped and do not have sub totals. These are the 'At A Glance' reports for ACD Skills, ACD Agents, Customers, wrap-up Codes, and Break Time Codes, and the ACD Agent Completed Call report

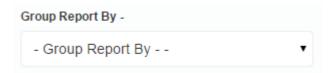


You will see 'No Group By options' in the 'Group Report By' field of the <u>Report Options</u> slide out. The report generated will have just one summarized entry for each selected item, and in the 'At a Glance' reports, grand totals if you've set that option in the <u>Report Options Configuration</u>.



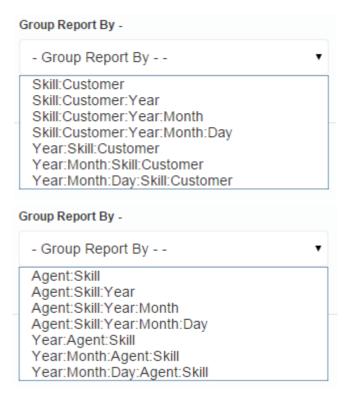
An example of the 'ACD Skills at a Glance' report is shown above to illustrate a report with no 'Group By' options.

When you select a report that does have Group By options then the 'Group Report By' field in the Report Options slide out will show the following text



Different types of report can be grouped in different ways to suit your needs. The 'Group Report By' drop down list will hold all the grouping options that are available for the selected report.

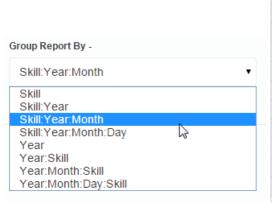




You select the grouping option that gives you the report you want. Some examples follow of the same report but with different group by options.



Skill Name	Offered	Answered	Avg. Answer	Avg. Call Time	Servic
Skill 41	4	3	00:07	01:56	7:
Skill 42	2	1	00:10	01:24	5
Skill 43	2	1	00:08	01:48	5
Grand Totals	8	5	00:07	01:48	5



Skill Name	Year	Month	Offered	Answered	Avg. A
Skill 41	2015	June	4	3	00
		Sub Totals	4	3	00
	Sub Totals		4	3	00
Skill 42	2015	June	2	1	00
		Sub Totals	2	1	00
	Sub Totals		2	1	00
Skill 43	2015	June	2	1	00
		Sub Totals	2	1	00
	Sub Totals		2	1	00
Grand Totals			8	5	00



Year	Month	Skill Name	Offered	Answered	Avg. A
2015	June	Skill 41	4	3	00:0
		Skill 42	2	1	00:
		Skill 43	2	1	00:0
		Sub Totals	8	5	00:
	Sub Totals		8	5	00:
Grand Totals			8	5	00:

The data is the same but the different grouping options generate reports that present the data in different ways.

Information

ACD Skills at a Glance



This report has no Group By options, it is available in summary format only and includes the following information:

- ACD Skill Name
- Offered
- Answered
- · Avg. Answer
- · Avg. Call Time
- Service Level %
- Abandoned
- · Avg. Abandon
- Overflowed Out
- · Overflowed In
- Transferred In
- Transferred Out
- Short Calls
- Short Abandons
- Picked Up
- Passed to Non ACD
- Rejected
- Deflected

ACD skills at a glance

printed on: Fri, 6 Nov 2015

at: 14:14:51

Report Parameters

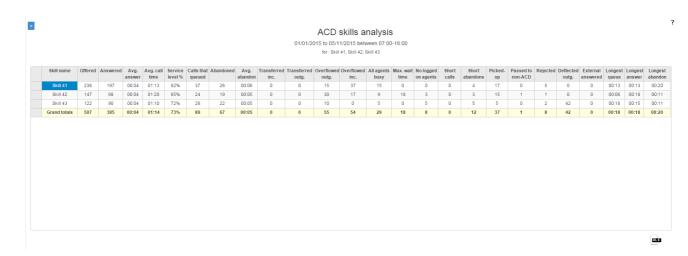
From: Thu, 1 Jan 2015

To: Fri, 6 Nov 2015 Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

Short abandons	Short calls	Avg. abandon	Avg. answer	Avg. call time	Service level %	Overflowed outg.	Abandoned	Answered	Offered	Skill name
4	0	00:06	00:04	01:13	82% (in 15)	15	26	197	238	Skill 41
0	non-ACD	Passed to	17	Picked-up						
0	ferred inc.	Transf	37	rflowed inc.	Over					
0	cted outg.	Defle	5	Rejected						
3	0	00:05	00:04	01:20	65% (in 15)	30	19	98	147	Skill 42
1	non-ACD	Passed to	15	Picked-up						
0	ferred inc.	Transf	17	rflowed inc.	Over					
0	cted outg.	Defle	1	Rejected						
5	0	00:05	00:04	01:10	72% (in 10)	10	22	90	122	Skill 43
0	non-ACD	Passed to	5	Picked-up						
0	ferred inc.	Transf	0	rflowed inc.	Over					
42	cted outg.	Defle	2	Rejected						
12	0	00:05	00:04	01:14	73%	55	67	385	507	Grand totals
1	non-ACD	Passed to	37	Picked-up						
0	ferred inc.	Transf	54	rflowed inc.	Ove					
42	cted outg.	Defle	8	Rejected						

ACD Skills Analysis



This report has the following Group By options:

- Skill
- Skill:Year
- Skill:Year:Month
- Skill:Year:Month:Day
- Year:
- · Year:Skill
- Year:Month:Skill
- Year:Month:Day:Skill

It includes the following information:

- Offered
- Answered
- · Avg. Answer
- · Avg. Call Time
- Service Level %
- · Calls That Queued
- Abandoned
- · Avg. Abandon
- Transferred In
- Transferred Out
- Overflowed Out
- All Agents Busy
- Max. Wait Time
- No Logged On Agents
- Overflowed In
- · Longest Queue
- Longest Answer
- Longest Abandon
- · Short Calls
- Short Abandons
- Picked Up
- · Passed to Non ACD

- Rejected
- Deflected

Example report printout:

ACD skills analysis

Report Parameters

From: Thu, 1 Jan 2015 printed on: Fri, 6 Nov 2015

at: 14:15:57

Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

To: Fri, 6 Nov 2015

Skill name	Offered	Answered	Abandoned	Ov	erflowed ou	ıtg.	Service	Calls that queued	Picked-up	Passed to non-ACD
Skiii fiame		Avg. answer	Avg. abandon	All agents busy	Max. wait time	No logged on agents	level %	Avg. call time	Rejected	Deflected
Skill 41	238	197	26		15		82%	37	17	0
		00:04	00:06	15	0	0		01:13	5	0
Skill 42	147	98	19		30		65%	24	15	1
		00:04	00:05	9	18	3		01:20	1	0
Skill 43	122	90	22		10		72%	28	5	0
		00:04	00:05	5	0	5		01:10	2	42
Grand totals	507	385	67		55		73%	89	37	1
		00:04	00:05	29	18	8		01:14	8	42

ACD Skills Calls Handling



This report has the following Group By options:

- Skill
- Skill:Year
- Skill:Year:Month
- Skill:Year:Month:Day
- · Year:
- Year:Skill
- Year:Month:Skill
- · Year:Month:Day:Skill

It includes the following information:

- Offered
- Answered
- Service level %
- · Calls that queued
- · Avg. queue
- · Avg. ring
- Avg. talk
- Avg. wrap-up
- · Avg. agent
- · Avg. trunk
- · Avg. call time

ACD skills calls handling

Report Parameters

From: Thu, 1 Jan 2015

To: Fri, 6 Nov 2015

Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

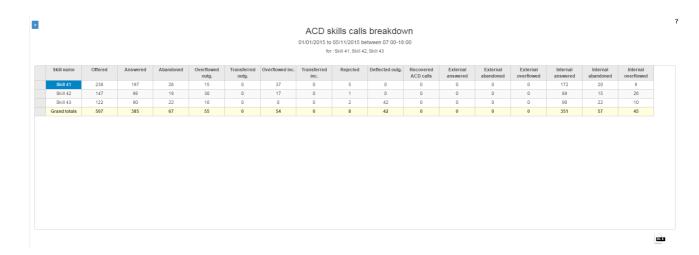
talk	Avg.	Avg.	Avg.	Avg. call

printed on: Fri, 6 Nov 2015

at: 14:16:44

Skill n	ame	Offered	Answered	Service level %	Calls that queued	Avg. queue	Avg. ring	Avg. talk	Avg. wrap-up	Avg. agent	Avg. trunk	Avg. call time
Sk	ill 41	238	197	82%	37	00:02	00:04	00:55	00:12	01:12	01:00	01:13
Sk	ill 42	147	98	65%	24	00:02	00:07	01:06	80:00	01:20	01:11	01:20
Sk	ill 43	122	90	72%	28	00:03	00:05	00:56	00:09	01:10	01:01	01:10
Grand to	otals	507	385	73%	89	00:02	00:04	00:58	00:10	01:13	01:03	01:14

ACD Skills Calls Breakdown



This report has the following Group By options:

- Skill
- Skill:Year
- Skill:Year:Month
- Skill:Year:Month:Day
- · Year:
- · Year:Skill
- Year:Month:Skill
- Year:Month:Day:Skill

It includes the following information:

- Offered
- Answered
- Abandoned
- · Overflowed outgoing
- · Transferred outgoing
- · Overflowed incoming
- Transferred incoming
- Rejected
- · Deflected outgoing
- · Recovered ACD calls
- · External answered
- · External abandoned
- · External overflowed
- · Internal answered
- · Internal abandoned
- · Internal overflowed

ACD skills calls breakdown

Report Parameters

From: Thu, 1 Jan 2015

To: Fri, 6 Nov 2015

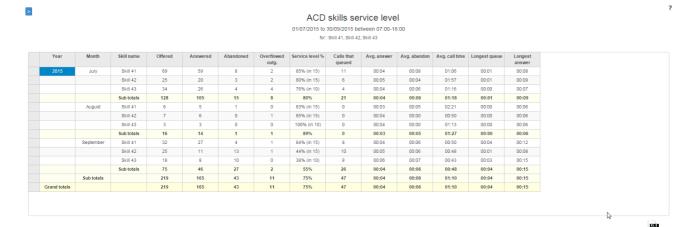
Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

printed on: Fri, 6 Nov 2015 at: 15:23:26

Skill name	Offered	Answered	Overflowed outg.	Transferred outg.	Rejected	Recovered ACD calls		External			Internal	
3kiii fidirile		Abandoned	Overflowed inc.	Transferred inc.	Deflected outg.		Answered	Abandoned	Overflowed outg.	Answered	Abandoned	Overflowed outg.
Skill 41	238	197	15	0	5	0	0	0	0	172	20	9
		26	37	0	0							
Skill 42	147	98	30	0	1	0	0	0	0	89	15	26
		19	17	0	0							
Skill 43	122	90	10	0	2	0	0	0	0	90	22	10
		22	0	0	42							
Grand totals	507	385	55	0	8	0	0	0	0	351	57	45
		67	54	0	42							

ACD Skills Service Level



This report has the following Group By options:

- Skill
- Skill:Year
- Skill:Year:Month
- Skill:Year:Month:Day
- Year:
- Year:Skill
- · Year:Month:Skill
- Year:Month:Day:Skill

It includes the following information:

- Offered
- Answered
- Abandoned
- Overflowed outgoing
- Service level %
- · Calls that queued
- · Avg. answer
- · Avg. abandon
- Avg. call time
- Longest queue
- · Longest answer

ACD skills service level

printed on: Fri, 6 Nov 2015

at: 14:17:44

Report Parameters

Grand totals

From: Thu, 1 Jan 2015

To: Fri, 6 Nov 2015

Between: 07:00-18:00

507

385

67

Report on: Skill 41, Skill 42, Skill 43

Skill name	Offered	Answered	Abandoned	Overflowed outg.	Service level %	Calls that queued	Avg. answer	Avg. abandon	Avg. call time	Longest queue	Longest answer
Skill 41	238	197	26	15	82% (in 15)	37	00:04	00:06	01:13	00:04	00:13
Skill 42	147	98	19	30	65% (in 15)	24	00:04	00:05	01:20	00:01	00:18
Skill 43	122	90	22	10	72% (in 10)	28	00:04	00:05	01:10	00:03	00:15

73%

00:04

00:05

01:14

00:04

00:18

ACD Skills Abandoned Calls

ACD skills abandoned calls 01/07/2015 to 30/09/2015 between 07:00-18:00 for: Skill 41, Skill 42, Skill 43

Customer name	Callers' number	Date	Calling at	into Skill group	for Agent	Waited for
Bernd Jobes	25	2015-07-01	11:39:03	Skill 43	Erich Hermann	00:06
Gordon Drew	22	2015-07-01	11:40:05	Skill 43	Bernd Jobes	00:03
Bernd Jobes	25	2015-07-02	12:35:43	Skill 43	Erich Hermann	00:06
Nick Gibbs	23	2015-07-02	12:54:48	Skill 41	None	00:06
Nick Gibbs	23	2015-07-02	12:55:00	Skill 41	None	00:09
Nick Gibbs	23	2015-07-02	12:56:48	Skill 41	None	00:11
Erich Hermann	24	2015-07-02	13:00:30	Skill 42	Gordon Drew	00:06
Bernd Jobes	25	2015-07-02	13:02:24	Skill 43	None	00:11
Erich Hermann	24	2015-07-02	13:03:12	Skill 41	None	00:11
Erich Hermann	24	2015-07-02	13:03:57	Skill 41	None	00:10
Nick Gibbs	23	2015-07-03	14:44:24	Skill 42	None	00:06
Nick Gibbs	23	2015-07-03	14:49:17	Skill 42	Bernd Jobes	00:00
Bernd Jobes	25	2015-07-03	15:33:36	Skill 41	Gordon Drew	00:09
Bernd Jobes	25	2015-07-09	14:16:23	Skill 41	Erich Hermann	00:04
Bernd Jobes	25	2015-07-15	11:46:35	Skill 41	Gordon Drew	00:06
Bernd Jobes	25	2015-08-24	16:36:37	Skill 41	Gordon Drew	00:05
Remd Johas	25	2015-09-01	10:32:22	Skill 42	Nick Gibbs	00-03

This report has no Group By options:

It includes the following information:

- Customer name
- Callers' number
- Date

>

- · Calling at
- · into Skill group
- for Agent
- Waited for

Example report printout:

ACD skills abandoned calls

Report Parameters

 From:
 Tue, 1 Sep 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Sat, 31 Oct 2015
 at: 14:19:00

Between: 07:00-18:00

Report on: Skill 41

Customer name	Callers' number	Date	Calling at	into Skill group	for Agent	Waited for
Bernd Jobes	25	2015-09-10	12:27:42	Skill 41	Erich Hermann	00:01
Bernd Jobes	25	2015-09-16	16:27:44	Skill 41	Gordon Drew	00:07
Erich Hermann	24	2015-09-18	16:45:36	Skill 41	Gordon Drew	00:08
Bernd Jobes	25	2015-09-21	14:16:19	Skill 41	Erich Hermann	00:08

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ACD Skills Agent Handling

ACD skills agent handling 01/07/2015 to 30/09/2015 between 07:00-18:00 for: Skill 41, Skill 42, Skill 43

Skill name	Agent name	Offered	Answered	Abandoned	Service level %	Avg. answer	Avg. abandon	Avg. call time	Longest answer	Longest abandon	Longest talk	Longest call
Skill 41	Bernd Jobes	2	2	0	100%	00:03	00:00	01:19	00:04	00:00	01:03	01:07
	Erich Hermann	39	36	3	92%	00:04	00:04	01:08	00:12	00:08	05:04	05:07
	Gordon Drew	46	41	5	89%	00:04	00:07	01:08	00:08	00:09	03:19	03:21
	Nick Gibbs	12	12	0	100%	00:03	00:00	00:48	00:08	00:00	01:07	01:14
	Sub totals	99	91	8	95%	00:03	00:05	01:05	00:12	00:09	05:04	05:07
Skill 42	Bernd Jobes	1	0	1	0%	00:00	00:00	00:00	00:00	00:00	00:00	00:00
	Erich Hermann	1	1	0	100%	00:08	00:00	01:10	00:08	00:00	01:02	01:10
	Gordon Drew	4	3	1	75%	00:07	00:06	01:01	00:09	00:06	01:04	01:11
	Nick Gibbs	46	33	9	71%	00:04	00:07	01:28	00:09	00:11	12:51	12:55
	Sub totals	52	37	11	61%	00:04	00:06	01:25	00:09	00:11	12:51	12:55
Skill 43	Bernd Jobes	17	14	3	82%	00:04	00:05	01:08	00:07	00:07	01:24	01:31
	Erich Hermann	26	18	8	69%	00:04	00:07	01:12	00:07	00:09	01:34	01:40
	Gordon Drew	4	3	1	50%	00:08	00:05	01:08	00:15	00:05	01:33	01:36
	Nick Gibbs	2	2	0	100%	00:04	00:00	00:39	00:05	00:00	01:03	01:07
	Sub totals	49	37	12	75%	00:04	00:06	01:08	00:15	00:09	01:34	01:40
Grand totals		200	165	31	77%	00:04	00:06	01:10	00:15	00:11	12:51	12:55

This report has the following Group By options:

- Skill:Agent
- Skill:Agent:Year
- Skill:Agent:Year:Month
- Skill:Agent:Year:Month:Day
- · Year:Skill:Agent
- Year:Month:Skill:Agent
- Year:Month:Day:Skill:Agent

It includes the following information:

- Offered
- Answered
- Abandoned
- Service level %
- · Avg. answer
- · Avg. abandon
- · Avg. call time
- · Longest answer
- · Longest abandon
- · Longest talk
- · Longest call

Example report printout:

XLS

ACD skills agent handling

Report Parameters

From: Tue, 1 Sep 2015

To: Sat, 31 Oct 2015 Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

printed on: Fri, 6 Nov 2015

at: 14:19:28

Skill name::Agent name	Offered	Answered	Abandoned	Service level %	Avg. answer	Avg. abandon	Avg. call time	Longest answer	Longest abandon	Longest talk	Longest call
Skill 41::Erich Hermann	15	13	2	86%	00:05	00:04	00:45	00:12	00:08	02:18	02:30
Skill 41::Gordon Drew	19	17	2	89%	00:04	00:07	00:55	80:00	00:08	02:11	02:15
Sub totals Agent name	34	30	4	87%	00:04	00:05	00:50	00:12	00:08	02:18	02:30
Skill 42::Nick Gibbs	23	13	9	56%	00:05	00:07	00:49	00:08	00:11	01:13	01:20
Sub totals Agent name	23	13	9	56%	00:05	00:07	00:49	80:00	00:11	01:13	01:20
Skill 43::Bernd Jobes	3	1	2	33%	00:03	00:06	00:32	00:03	00:07	00:19	00:22
Skill 43::Erich Hermann	12	6	6	50%	00:05	00:07	00:59	00:07	00:09	01:09	01:13
Skill 43::Gordon Drew	2	1	1	0%	00:15	00:05	00:30	00:15	00:05	00:05	00:20
Skill 43::Nick Gibbs	1	1	0	100%	00:05	00:00	00:12	00:05	00:00	00:03	80:00
Sub totals Agent name	18	9	9	45%	00:05	00:06	00:47	00:15	00:09	01:09	01:13
Grand totals	75	52	22	59%	00:04	00:06	00:49	00:15	00:11	02:18	02:30

ACD Skills Agent Breakdown

ACD skills agent breakdown 01/07/2015 to 30/09/2015 between 07:00-18:00 for: Skill 41, Skill 42, Skill 43

Skill name	Agent name	Offered	Answered	Abandoned	Overflowed outg.	Transferred outg.	Picked-up	Rejected	Deflected outg.	Short calls	Short abandons
Skill 41	Bernd Jobes	2	2	0	0	0	2	0	0	0	0
	Erich Hermann	39	36	3	0	0	1	0	0	0	1
	Gordon Drew	46	41	5	0	0	0	0	0	0	0
	Nick Gibbs	12	12	0	0	0	11	0	0	0	0
	Sub totals	99	91	8	0	0	14	0	0	0	1
Skill 42	Bernd Jobes	1	0	1	0	0	0	0	0	0	1
	Erich Hermann	1	1	0	0	0	1	0	0	0	0
	Gordon Drew	4	3	1	0	0	3	0	0	0	0
	Nick Gibbs	46	33	9	4	0	0	0	0	0	0
	Sub totals	52	37	11	4	0	4	0	0	0	1
Skill 43	Bernd Jobes	17	14	3	0	0	0	0	3	0	0
	Erich Hermann	26	18	8	0	0	0	0	1	0	0
	Gordon Drew	4	3	1	0	0	1	0	0	0	0
	Nick Gibbs	2	2	0	0	0	1	0	0	0	0
	Sub totals	49	37	12	0	0	2	0	4	0	0
Grand totals		200	165	31	4	0	20	0	4	0	2

This report has the following Group By options:

- Skill:Agent
- Skill:Agent:Year
- Skill:Agent:Year:Month
- Skill:Agent:Year:Month:Day
- · Year:Skill:Agent
- Year:Month:Skill:Agent
- Year:Month:Day:Skill:Agent

It includes the following information:

- Offered
- Answered
- Abandoned
- Overflowed outgoing
- Transferred outgoing
- Picked-up
- Rejected
- · Deflected outgoing
- Short calls
- Short abandons

Example report printout:

XL S

ACD skills agent breakdown

Report Parameters

From: Tue, 1 Sep 2015

To: Sat, 31 Oct 2015

Between: 07:00-18:00

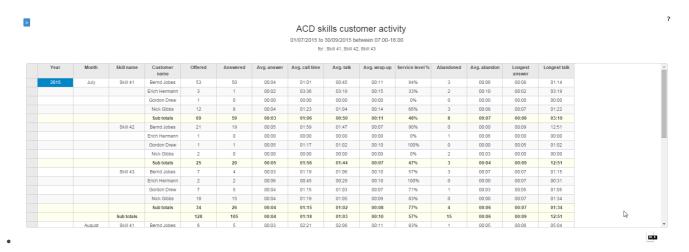
Report on: Skill 41, Skill 42, Skill 43

printed on: Fri, 6 Nov 2015

at: 14:43:13

Skill name::Agent name	Offered	Answered	Abandoned	Overflowed outg.	Transferred outg.	Picked- up	Rejected	Deflected outg.	Short calls	Short abandons
Skill 41::Erich Hermann	15	13	2	0	0	1	0	0	0	1
Skill 41::Gordon Drew	19	17	2	0	0	0	0	0	0	0
Sub totals Agent name	34	30	4	0	0	1	0	0	0	1
Skill 42::Nick Gibbs	23	13	9	1	0	0	0	0	0	0
Sub totals Agent name	23	13	9	1	0	0	0	0	0	0
Skill 43::Bernd Jobes	3	1	2	0	0	0	0	0	0	0
Skill 43::Erich Hermann	12	6	6	0	0	0	0	0	0	0
Skill 43::Gordon Drew	2	1	1	0	0	0	0	0	0	0
Skill 43::Nick Gibbs	1	1	0	0	0	0	0	0	0	0
Sub totals Agent name	18	9	9	0	0	0	0	0	0	0
Grand totals	75	52	22	1	0	1	0	0	0	1

ACD Skills Customer Activity



This report has the following Group By options:

- Skill:Customer
- Skill:Customer:Year
- Skill:Customer:Year:Month
- Skill:Customer:Year:Month:Day
- Year:Skill:Customer
- Year:Month:Skill:Customer
- · Year:Month:Day:Skill:Customer

It includes the following information:

- Offered
- Answered
- · Avg. answer
- · Avg. call time
- · Avg. talk
- · Avg. wrap-up
- Service Level %
- Calls That Queued
- Abandoned
- · Avg. abandon
- · Longest answer
- Longest talk

ACD skills customer activity

Report Parameters

 From:
 Tue, 1 Sep 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Sat, 31 Oct 2015
 at:
 14:43:35

Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

Skill name::Customer name	Offered	Answered	Avg. answer	Avg. call time	Avg. talk	Avg. wrap- up	Service level %	Abandoned	Avg. abandon	Longest answer	Longest talk
Skill 41::Bernd Jobes	32	28	00:04	00:52	00:36	00:11	87%	3	00:05	00:12	02:18
Skill 41::Erich Hermann	1	0	00:00	00:00	00:00	00:00	0%	1	80:00	00:00	00:00
Skill 41::Gordon Drew	2	2	00:04	00:26	00:06	00:15	100%	0	00:00	00:05	00:09
Sub totals Customer name	35	30	00:04	00:50	00:34	00:11	62%	4	00:05	00:12	02:18
Skill 42::Bernd Jobes	24	12	00:05	00:52	00:35	00:10	50%	11	00:05	00:08	01:13
Skill 42::Erich Hermann	2	1	00:02	00:15	00:03	00:10	50%	1	00:08	00:02	00:03
Skill 42::Gordon Drew	1	0	00:00	00:00	00:00	00:00	0%	1	00:11	00:00	00:00
Sub totals Customer name	27	13	00:04	00:49	00:32	00:10	33%	13	00:05	80:00	01:13
Skill 43::Bernd Jobes	12	7	00:06	00:55	00:38	00:10	50%	5	00:07	00:15	01:09
Skill 43::Erich Hermann	1	0	00:00	00:00	00:00	00:00	0%	1	00:07	00:00	00:00
Skill 43::Gordon Drew	4	2	00:04	00:22	00:11	00:07	50%	2	00:07	00:05	00:19
Skill 43::Nick Gibbs	2	0	00:00	00:00	00:00	00:00	0%	2	00:05	00:00	00:00
Sub totals Customer name	19	9	00:05	00:47	00:32	00:09	25%	10	00:06	00:15	01:09
Grand totals	81	52	00:04	00:49	00:33	00:10	38%	27	00:06	00:15	02:18

ACD Skills wrap-up Analysis



This report has the following Group By options:

- · Skill:wrap-up
- Skill:wrap-up:Year
- Skill:wrap-up:Year:Month
- Skill:wrap-up:Year:Month:Day
- Year:Skill:wrap-up
- Year:Month:Skill:wrap-up
- Year:Month:Day:Skill:wrap-up

It includes the following information:

- Answered
- · Avg. Answer
- · Avg. Call Time
- Service Level %
- · Calls That Queued
- Abandoned
- · Avg. Abandon
- · Transferred In
- Transferred Out
- Longest Answer
- Longest Talk
- · Longest Call

ACD skills wrap-up analysis

printed on: Fri, 6 Nov 2015

at: 14:45:06

09:02

09:03

Report Parameters

From: Thu, 1 Jan 2015

To: Tue, 30 Jun 2015

Between: 07:00-18:00
Report on: Skill 41, Skill 43

Grand totals

153 00:04

01:16

100%

Skill name::Wrap-up code	Answered	Avg. answer	Avg. call time	Service level %	Calls that queued	Transferred inc.	Transferred outg.	Longest answer	Longest talk	Longest call
Skill 41::-nocode	46	00:04	01:10	100%	3	0	0	00:11	01:12	01:18
Skill 41::Product Query	13	00:05	01:17	100%	1	0	0	00:13	01:27	01:30
Skill 41::Sales Query	12	00:05	02:06	100%	1	0	0	00:10	09:02	09:03
Skill 41::Support	9	00:05	01:09	100%	2	0	0	00:12	01:41	01:50
Skill 41::Technical Query	10	00:05	01:21	100%	1	0	0	00:10	01:52	01:55
Skill 41::Wrong Number	11	00:05	01:17	100%	0	0	0	00:10	02:08	02:17
Sub totals Wrap-up code	101	00:04	01:19	100%	8	0	0	00:13	09:02	09:03
Skill 43::-nocode Skill 43::Product Query	22 7	00:03 00:05	01:10 01:10	100% 100%	1	0	0	00:09 00:08	01:12 01:03	01:21 01:11
Skill 43::Sales Query	5	00:04	01:17	100%	0	0	0	00:08	02:07	02:10
Skill 43::Support	5	00:04	01:28	100%	0	0	0	00:07	03:06	03:12
Skill 43::Technical Query	11	00:04	01:06	100%	0	0	0	00:09	01:31	01:39
Skill 43::Wrong Number	2	00:01	00:43	100%	0	0	0	00:03	01:06	01:09
Sub totals Wrap-up code	52	00:03	01:10	100%	2	0	0	00:09	03:06	03:12

ACD Skills Calls Waiting



This report has the following Group By options:

- Skill
- Skill:Year
- Skill:Year:Month
- Skill:Year:Month:Day
- · Year:
- · Year:Skill
- Year:Month:Skill
- · Year:Month:Day:Skill

It includes the following information:

- Service Level %
- Answered
- Waiting 0-2^{*}
- 3-4**
- 5-6^{**}
- 7-8**
- 9-10^{*}
- >10 (secs) *
- Lost
- Waiting 0-2^{*}
- 3-4**
- 5-6**
- 7-8**
- 9-10^{*}
- >10 (secs) **
- •
- •
- •
- *This figure will be the 'Period (secs)' you specify in the parameter options for the report

 ** These figures will be calculated using the 'Period (secs)' number you specify in the options.

Example report printout:

ACD skills calls waiting

Report Parameters

From: Thu, 1 Jan 2015 printed on: Fri, 6 Nov 2015 To: Tue, 30 Jun 2015

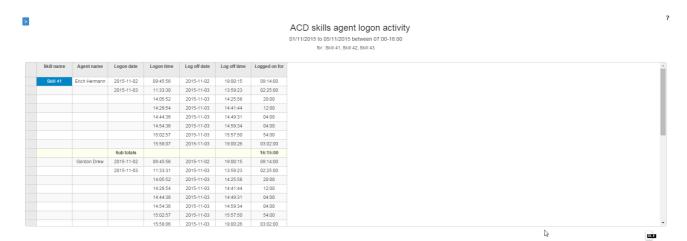
at: 14:45:37

Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

					Waiting	g (secs))					Waitin	g (secs	i)	
Skill name	Service level %	Answered	0-2	3-4	5-6	7-8	9-10	>10	Lost	0-2	3-4	5-6	7-8	9-10	>10
Skill 41	80%	101	26	25	20	10	16	4	25	14	2	2	2	2	3
Skill 42	65%	58	14	19	13	4	5	3	29	13	1	0	1	0	14
Skill 43	78%	52	16	16	12	6	2	0	14	10	1	2	0	0	1
Grand totals	74%	211	56	60	45	20	23	7	68	37	4	4	3	2	18

ACD Skills Agent Logon Activity



This report has the following Group By options:

- Skill:Agent:Date
- · Skill:Date:Agent
- Date:Skill:Agent
- Date:Agent:Skill

It includes the following information:

- · Logon Time
- Log Off Date
- · Log Off Time
- · Logged on for

ACD skills agent logon activity

Report Parameters

 From:
 Thu, 1 Oct 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Sat, 31 Oct 2015
 at:
 15:09:33

Between: 07:00-18:00

Report on: Skill 41, Skill 42, Skill 43

Skill name::Agent name::Logon date	Logon time	Log off date	Log off time	Logged on for
Skill 41::Erich Hermann-2015-10-01	10:34:34	2015-10-01	19:00:37	08:26:00
Skill 41::Erich Hermann-2015-10-12	09:21:07	2015-10-12	19:00:34	09:39:00
Skill 41::Erich Hermann-2015-10-14	12:08:50	2015-10-14	19:00:55	06:52:00
Skill 41::Erich Hermann-2015-10-16	12:01:32	2015-10-16	19:00:16	06:58:00
Skill 41::Erich Hermann-2015-10-21	15:22:19	2015-10-21	19:00:08	03:37:00
Skill 41::Erich Hermann-2015-10-29	11:49:41	2015-10-29	19:00:32	07:10:00
Sub totals Logon date				42:42:00
Skill 41::Gordon Drew-2015-10-01	10:34:35	2015-10-01	19:00:37	08:26:00
Skill 41::Gordon Drew-2015-10-12	09:18:57	2015-10-12	19:00:34	09:41:00
Skill 41::Gordon Drew-2015-10-14	12:08:51	2015-10-14	19:00:55	06:52:00
Skill 41::Gordon Drew-2015-10-29	11:49:42	2015-10-29	19:00:32	07:10:00
Sub totals Logon date				32:09:00
Sub totals Agent name				74:51:00
out totale / igent name				7 1.0 1.00
Skill 42::Nick Gibbs-2015-10-01	10:34:36	2015-10-01	19:00:37	08:26:00
Skill 42::Nick Gibbs-2015-10-12	09:19:01	2015-10-12	19:00:34	09:41:00
Skill 42::Nick Gibbs-2015-10-14	12:08:53	2015-10-14	19:00:55	06:52:00
Skill 42::Nick Gibbs-2015-10-29	11:49:43	2015-10-29	19:00:32	07:10:00
Sub totals Logon date				32:09:00
Sub totale Agent name				32:09:00
Sub totals Agent name				32.09.00

ACD Agents at a Glance



This report has no Group By options, it is available in summary format only and includes the following information:

- ACD Agent Name
- Offered
- Answered
- · Avg. Answer
- · Avg. Call Time
- · Avg. Talk
- · Avg. wrap-up
- Service Level %
- Abandoned
- · Avg. Abandon
- Transferred Out
- Picked Up
- Rejected
- Deflected
- Breaks
- · Avg. Break
- Non ACD In
- Avg. Non ACD In
- · Non ACD Out
- · Avg. Non ACD Out

ACD agents at a glance

Report Parameters

 From:
 Thu, 1 Oct 2015
 printed on:
 Fri, 6 Nov 2015

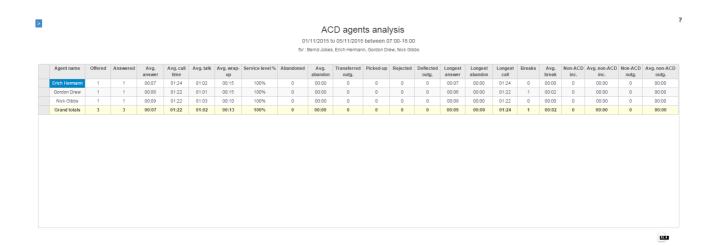
 To:
 Sat, 31 Oct 2015
 at: 15:10:17

Between: 07:00-18:00

Report on: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Gibbs

Agent name	Offered	Answered	Abandoned	Service level %	Avg. call time	Avg. talk	Transferred outg.	Picked- up	Breaks	Non- ACD inc.	Avg. non- ACD inc.	Non- ACD outg.	Avg. non- ACD outg.
		Avg. answer	Avg. abandon			Avg. wrap- up	Deflected outg.	Rejected	Avg. break				
Erich Hermann	3	3	0	100%	00:57	00:44	0	1	0	0	00:00	0	00:00
		00:04	00:00			80:00	0	0	00:00				
Gordon Drew	1	1	0	100%	01:33	01:11	0	0	0	0	00:00	0	00:00
		00:07	00:00			00:15	0	0	00:00				
Nick Gibbs	2	2	0	100%	00:56	00:42	0	0	0	0	00:00	0	00:00
		00:04	00:00			00:10	0	0	00:00				
Grand totals	6	6	0	100%	01:02	00:47	0	1	0	0	00:00	0	00:00
		00:04	00:00			00:09	0	0	00:00				

ACD Agents Analysis



This report has the following Group By options:

- Agent
- Agent:Year
- · Agent:Year:Month
- Agent:Year:Month:Day
- · Year:
- Year:Agent
- Year:Month:Agent
- Year:Month:Day:Agent

It includes the following information:

- Offered
- Answered
- · Avg. Answer
- · Avg. Call Time
- Avg.Talk
- · Avg. wrap-up
- Service Level %
- Abandoned
- Avg. Abandon
- Transferred Out
- Picked Up
- Rejected
- Deflected
- · Longest Answer
- · Longest Abandon
- Longest Call
- Breaks
- · Avg. Break
- Non ACD In
- · Avg. Non ACD In
- Non ACD Out

• Avg. Non ACD Out

Example report printout:

ACD agents analysis

Report Parameters

From: Thu, 1 Oct 2015 **printed on:** Fri, 6 Nov 2015

To: Sat, 31 Oct 2015 at: 15:10:47

Between: 07:00-18:00

Report on: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Gibbs

		Answered	Abandoned	Avg. talk	Service level %	Transferred outg.	Picked- up	Breaks	Non- ACD inc.	Non- ACD outg.	Longest answer	Longest call
Agent name	Offered	Avg. answer	Avg. abandon	Avg. wrap- up	Avg. call time	Deflected outg.	Rejected	Avg. break	Avg. non- ACD inc.	Avg. non- ACD outg.	Longest abandon	
Erich Hermann	3	3	0	00:44	100%	0	1	0	0	0	00:06	01:23
		00:04	00:00	00:08	00:57	0	0	00:00	00:00	00:00	00:00	
Gordon Drew	1	1	0	01:11	100%	0	0	0	0	0	00:07	01:33
		00:07	00:00	00:15	01:33	0	0	00:00	00:00	00:00	00:00	
Nick Gibbs	2	2	0	00:42	100%	0	0	0	0	0	00:07	01:30
		00:04	00:00	00:10	00:56	0	0	00:00	00:00	00:00	00:00	
Grand totals	6	6	0	00:47	100%	0	1	0	0	0	00:07	01:33
		00:04	00:00	00:09	01:02	0	0	00:00	00:00	00:00	00:00	

ACD Agents Skill Handling



This report has the following Group By options:

- · Agent:Skill
- · Agent:Skill:Year
- · Agent:Skill:Year:Month
- Agent:Skill:Year:Month:Day
- Year:Agent:Skill
- Year:Month:Agent:Skill
- Year:Month:Day:Agent:Skill

It includes the following information:

- Offered
- Answered
- · Avg. Answer
- · Avg. Call Time
- Service Level %
- · Calls That Queued
- Abandoned
- · Avg. Abandon
- Longest Answer
- Longest Abandon
- Longest Talk
- Longest Call

ACD agents skill handling

Report Parameters

 From:
 Wed, 1 Jul 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Wed, 30 Sep 2015
 at:
 15:12:03

Between: 07:00-18:00

Report on: Erich Hermann, Nick Gibbs

Agent name::Skill name	Offered	Answered	Avg. answer	Avg. call time	Service level %	Calls that queued	Abandoned	Avg. abandon	Longest answer	Longest talk
									Longest abandon	Longest call
Erich Hermann::Skill 41	39	36	00:04	01:08	92%	3	3	00:04	00:12	05:04
									00:08	05:07
Erich Hermann::Skill 42	1	1	80:00	01:10	100%	0	0	00:00	00:08	01:02
									00:00	01:10
Erich Hermann::Skill 43	27	18	00:04	01:12	66%	4	8	00:07	00:07	01:34
									00:09	01:40
Sub totals Skill name	67	55	00:04	01:09	86%	7	11	00:06	00:12	05:04
									00:09	05:07
Nick Gibbs::Skill 41	12	12	00:03	00:48	100%	1	0	00:00	00:08	01:07
									00:00	01:14
Nick Gibbs::Skill 42	46	33	00:04	01:28	71%	10	9	00:07	00:09	12:51
									00:11	12:55
Nick Gibbs::Skill 43	2	2	00:04	00:39	100%	1	0	00:00	00:05	01:03
									00:00	01:07
Sub totals Skill name	60	47	00:03	01:15	90%	12	9	00:07	00:09	12:51
									00:11	12:55
Grand totals	127	102	00:03	01:12	88%	19	20	00:06	00:12	12:51
Granu totals	121	102	00.03	01.12	0070	19	20	00.00	00:12	12:55
									00.11	12.55

ACD Agents Skill Breakdown

Agent name | Skill name | Offered | Answered | Abandoned | Overflowed | Overflowed | Inc. | Transferred | Transferred | Transferred | Overflowed | Inc. | Overflowe

This report has the following Group By options:

- · Agent:Skill
- · Agent:Skill:Year
- · Agent:Skill:Year:Month
- Agent:Skill:Year:Month:Day
- Year:Agent:Skill
- Year:Month:Agent:Skill
- Year:Month:Day:Agent:Skill

It includes the following information:

- Offered
- Answered
- Abandoned
- · Overflowed outgoing
- Transferred outgoing
- Transferred incoming
- Picked-up
- Rejected
- · Deflected outgoing
- Short calls
- Short abandons

ACD agents skill breakdown

Report Parameters

 From:
 Wed, 1 Jul 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Wed, 30 Sep 2015
 at:
 15:12:23

Between: 07:00-18:00

Report on: Erich Hermann, Nick Gibbs

Agent name::Skill name	Offered	Answered	Abandoned	Overflowed outg.	Transferred outg.	Picked- up	Rejected	Deflected outg.	Short calls	Short abandons
Agent nameskiii name				Overflowed inc.	Transferred inc.					
Erich Hermann::Skill 41	39	36	3	0	0	1	0	0	0	1
				1	0					
Erich Hermann::Skill 42	1	1	0	0	0	1	0	0	0	0
				0	0					
Erich Hermann::Skill 43	27	18	8	0	0	0	0	1	0	0
				0	0					
Sub totals Skill name	67	55	11	0	0	2	0	1	0	1
				1	0					
Nick Gibbs::Skill 41	12	12	0	0	0	11	0	0	0	0
Wick GlobsGKIII 41	12	12	Ü	0	0		Ü	Ü	0	Ü
Nick Gibbs::Skill 42	46	33	9	4	0	0	0	0	0	0
TVICK GIDDSGKIII 42	40	55		2	0		Ü			
Nick Gibbs::Skill 43	2	2	0	0	0	1	0	0	0	0
THEN GIDDSGRIII 43	2	2	3	0	0	'	3	3		Ü
Sub totals Skill name	60	47	9	4	0	12	0	0	0	0
Cab totals Only Harrie	00	71	3	2	0	12	Ü	Ü	Ü	Ü
				2	U					
Grand totals	127	102	20	4	0	14	0	1	0	1
				3	0					

ACD Agents Service Level

ACD agents service level

01/01/2015 to 05/11/2015 between 07:00-18:00

for: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Glibbs

Agent name Offered Answered Abandoned Overflowed outg.

Bernd Jobes 53 38 6 0 71% 00:04 00:02 01:17 01:02 01

Agent name	Offered	Answered	Abandoned	Overflowed outg.	Service level %	Avg. answer	Avg. abandon	Avg. call time	Avg. talk	Avg. wrap-up	Longest answer	Longest talk
Bernd Jobes	53	38	6	0	71%	00:04	00:02	01:17	01:02	00:09	00:09	186
Erich Hermann	162	127	17	1	77%	00:04	00:06	01:15	00:59	00:11	00:17	699
Gordon Drew	132	118	13	0	88%	00:04	00:05	01:14	00:57	00:12	00:15	542
Nick Gibbs	125	101	11	12	80%	00:04	00:06	01:10	00:57	00:08	00:13	771
Grand totals	472	384	47	13	79%	00:04	00:05	01:13	00:58	00:10	00:17	771
										Ľ,	}	

This report has the following Group By options:

- Agent
- Agent:Year
- Agent:Year:Month
- Agent:Year:Month:Day
- Year:
- Year:Agent
- Year:Month:Agent
- Year:Month:Day:Agent

It includes the following information:

- Offered
- Answered
- Abandoned
- · Overflowed outgoing
- Service level %
- · Avg. answer
- · Avg. abandon
- · Avg. call time
- Avg. talk
- Avg. wrap-up
- Longest answer
- Longest talk

Example report printout:

XL S

ACD agents service level

Report Parameters

From: Wed, 1 Jul 2015

To: Wed, 30 Sep 2015

Between: 07:00-18:00

Report on: Bernd Jobes, Gordon Drew

printed on: Fri, 6 Nov 2015

at: 15:13:19

Year::Month::Agent name	Offered	Answered	Abandoned	Overflowed outg.	Service level %	Avg. answer	Avg. call time	Avg. talk	Longest answer
rear month Agent name						Avg. abandon		Avg. wrap-up	Longest talk
2015, July - Bernd Jobes	20	15	2	0	75%	00:04	01:12	00:57	00:07
						00:00		00:10	01:24
2015, July - Gordon Drew	30	27	3	0	90%	00:04	01:14	00:56	00:09
						00:06		00:12	03:19
Sub totals Agent name	50	42	5	0	82%	00:04	01:13	00:56	00:09
						00:03		00:11	03:19
2015, August - Bernd	0	0	0	0	0%	00:00	00:00	00:00	00:00
Jobes						00:06		00:00	00:00
2015, August - Gordon	4	3	1	0	75%	00:04	01:46	01:29	00:06
Drew						00:05		00:13	02:07
Sub totals Agent name	4	3	1	0	37%	00:04	01:46	01:29	00:06
						00:05		00:13	02:07
0045 Ocalesches Board					0.00/	00.00	00.00	00.40	00.00
2015, September - Bernd Jobes	3	1	2	0	33%	00:03	00:32	00:19	00:03
2045 0	20	47			0.00/	00:06	00.54	00:10	00:19
2015, September - Gordon Drew	20	17	3	0	80%	00:04	00:51	00:35	00:15
Outs totals Assert source	22	40	-	0	500/	00:05	00:40	00:11	02:11
Sub totals Agent name	23	18	5	0	56%	00:03	00:49	00:34	00:15
						00:05		00:10	02:11
Sub totals Month	77	63	11	0	58%	00:03	01:08	00:51	00:15
						00:04		00:11	03:19
Grand totals	77	63	11	0	58%	00:03	01:08	00:51	00:15
Grand totals		03		J	3070	00:03	01.00	00:51	03:19
						00.04		00.11	05.15

ACD Agents Customer Activity

ACD agents customer activity 01/01/2015 to 05/11/2015 between 07:00-18:00 for: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Gibbs

Agent name	Customer name	Offered	Answered	Avg. answer	Avg. call time	Avg. talk	Avg. wrap-up	Service level %	Abandoned	Avg. abandon	Longest answer	Longest talk
Bernd Jobes	Erich Hermann	8	7	00:04	01:10	00:57	00:08	87%	1	00:07	00:08	02:07
	Gordon Drew	15	12	00:05	01:26	01:11	00:09	80%	3	00:03	00:09	03:06
	Nick Gibbs	21	19	00:04	01:14	00:59	00:10	90%	2	00:03	00:09	01:24
	Sub totals	44	38	00:04	01:17	01:02	00:09	85%	6	00:03	00:09	03:06
Erich Hermann	Bernd Jobes	111	96	00:04	01:17	01:01	00:11	85%	15	00:05	00:18	11:39
	Gordon Drew	10	9	00:06	01:07	00:48	00:12	90%	1	00:08	00:11	01:07
	Nick Gibbs	23	22	00:05	01:13	00:57	00:10	95%	1	00:09	00:10	01:34
	Sub totals	144	127	00:04	01:15	00:59	00:10	90%	17	00:05	00:18	11:39
Gordon Drew	Bernd Jobes	102	95	00:04	01:12	00:55	00:12	92%	7	00:04	00:15	09:02
	Erich Hermann	10	7	00:05	01:42	01:24	00:12	70%	3	00:07	00:09	03:19
	Nick Gibbs	19	16	00:05	01:16	01:00	00:11	84%	3	00:08	00:10	01:33
	Sub totals	131	118	00:04	01:14	00:57	00:11	82%	13	00:05	00:15	09:02
Nick Gibbs	Bernd Jobes	97	89	00:04	01:12	00:59	00:08	91%	8	00:05	00:13	12:51
	Erich Hermann	5	4	00:04	01:03	00:49	00:09	80%	1	00:08	00:10	01:10
	Gordon Drew	10	8	00:03	00:54	00:44	00:05	80%	2	00:09	00:06	01:08
	Sub totals	112	101	00:03	01:10	00:57	00:07	83%	11	00:06	00:13	12:51
Grand totals		431	384	00:04	01:13	00:58	00:10	85%	47	00:05	00:18	12:51

This report has the following Group By options:

- Agent:Customer
- Agent:Customer:Year
- Agent:Customer:Year:Month
- Agent:Customer:Year:Month:Day
- Year:Agent:Customer
- Year:Month:Agent:Customer
- Year:Month:Day:Agent:Customer

It includes the following information:

- Offered
- Answered
- · Avg. answer
- · Avg. call time
- Avg. talk
- · Avg. wrap-up
- Service level %
- · Calls that queued
- Abandoned
- · Avg. abandon
- · Longest answer
- Longest talk

Example report printout:

XL S

ACD agents customer activity

Report Parameters

 From:
 Wed, 1 Jul 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Wed, 30 Sep 2015
 at:
 15:13:59

Between: 07:00-18:00 Report on: Bernd Jobes

Year::Month::Agent name::Customer name	Offered	Answered	Avg. answer	Avg. call time	Avg. talk	Avg. wrap- up	Service level %	Abandoned	Avg. abandon	Longes answer
2015, July - Bernd Jobes::Erich Hermann	2	2	00:06	00:45	00:29	00:10	100%	0	00:00	00:07
2015, July - Bernd Jobes::Gordon Drew	4	3	00:04	01:17	01:03	00:10	75%	1	00:03	00:05
2015, July - Bernd Jobes::Nick Gibbs	11	10	00:04	01:16	01:01	00:11	90%	1	00:00	00:07
Sub totals Customer name	17	15	00:04	01:12	00:57	00:10	88%	2	00:01	00:07
Sub totals Agent name	17	15	00:04	01:12	00:57	00:10	88%	2	00:01	00:07
2015, September - Bernd Jobes::Erich Hermann	1	0	00:00	00:00	00:00	00:00	0%	1	00:07	00:00
2015, September - Bernd Jobes::Gordon Drew	1	1	00:03	00:32	00:19	00:10	100%	0	00:00	00:03
2015, September - Bernd Jobes::Nick Gibbs	1	0	00:00	00:00	00:00	00:00	0%	1	00:06	00:00
Sub totals Customer name	3	1	00:03	00:32	00:19	00:10	33%	2	00:06	00:03
Sub totals Agent name	3	1	00:03	00:32	00:19	00:10	33%	2	00:06	00:03
Sub totals Month	20	16	00:04	01:09	00:54	00:10	60%	4	00:04	00:07
Grand totals	20	16	00:04	01:09	00:54	00:10	60%	4	00:04	00:07

ACD Agents wrap-up Activity



This report has the following Group By options:

- Agent:wrap-up
- Agent:wrap-up:Year
- Agent:wrap-up:Year:Month
- Agent:wrap-up:Year:Month:Day
- Year:Agent:wrap-up
- Year:Month:Agent:wrap-up
- Year:Month:Day:Agent:wrap-up

It includes the following information:

- Answered
- Avg. Answer
- Avg. Call Time
- Service Level %
- Calls That Queued
- Transferred In
- Transferred Out
- Longest Answer
- · Longest Talk
- · Longest Call

Example report printout:

ACD agents wrap-up analysis

Report Parameters

 From:
 Thu, 1 Jan 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Fri, 6 Nov 2015
 at: 15:14:42

Between: 07:00-18:00

Report on: Bernd Jobes, Erich Hermann

Year::Agent name::Wrap-up code	Answered	Avg. answer	Avg. call time	Service level %	Calls that queued	Transferred inc.	Transferred outg.	Longest answer	Longest talk	Longest call
2015 - Bernd Jobes::-nocode	22	00:04	01:12	100%	0	0	0	00:09	01:24	01:31
2015 - Bernd Jobes::Product Query	4	00:05	01:13	100%	1	0	0	00:06	01:03	01:09
2015 - Bernd Jobes::Sales Query	4	00:03	01:18	100%	0	0	0	00:07	02:07	02:10
2015 - Bernd Jobes::Support	3	00:06	01:59	100%	0	0	0	00:07	03:06	03:12
2015 - Bernd Jobes::Technical Query	4	00:07	01:19	100%	0	0	0	00:09	01:31	01:39
2015 - Bernd Jobes::Wrong Number	1	00:08	01:11	100%	0	0	0	00:08	01:03	01:11
Sub totals Wrap-up code	38	00:04	01:17	100%	1	0	0	00:09	03:06	03:12
2015 - Erich Hermann::-nocode	91	00:04	01:16	100%	7	0	0	00:12	11:39	11:44
2015 - Erich Hermann::Product Query	8	00:05	01:16	100%	0	0	0	00:11	01:13	01:17
2015 - Erich Hermann::Sales Query	5	00:06	01:51	100%	0	0	0	00:10	03:34	03:35
2015 - Erich Hermann::Support	7	00:05	01:06	100%	1	0	0	00:12	01:11	01:20
2015 - Erich Hermann::Technical Query	9	00:04	01:04	100%	1	0	0	00:09	01:05	01:14
2015 - Erich Hermann::Wrong Number	7	00:06	01:08	85%	1	0	0	00:18	02:08	02:17
Sub totals Wrap-up code	127	00:04	01:15	97%	10	0	0	00:18	11:39	11:44
Sub totals Agent name	165	00:04	01:15	98%	11	0	0	00:18	11:39	11:44
Grand totals	165	00:04	01:15	98%	11	0	0	00:18	11:39	11:44

ACD Agents Break Time Activity

							05/11/2015 between 07:00-18:00	
							crich Hermann, Gordon Drew, Nick Gibbs	
'ear	Month	Agent name	Break code	Breaks	Avg. break	Total breaks		
015	June	Bernd Jobes	Assistance	2	01:22	02:44		
			Comfort Break	1	00:09	00:09		
			Scheduled	2	00:21	00:42		
			Sub totals	5	00:43	03:35		
		Erich Hermann	No code	4	00:10	00:41		
			Assistance	3	00:25	01:17		
			Called Away	3	02:01	06:03		
			Comfort Break	4	00:31	02:05		
			Scheduled	3	01:05	03:15		
			Sub totals	17	00:46	13:21		
		Gordon Drew	Assistance	1	00:33	00:33		
			Called Away	1	02:30	02:30	W.	
			Comfort Break	1	00:13	00:13		
			Sub totals	3	01:05	03:16		
		Nick Gibbs	No code	1	00:02	00:02		
			Assistance	1	00:04	00:04		

This report has the following Group By options:

- Agent:Break Code
- Agent:Break Code:Year
- Agent:Break Code:Year:Month
- Agent:Break Code:Year:Month:Day
- Year:Agent:Break Code
- Year:Month:Agent:Break Code
- Year:Month:Day:Agent:Break Code

It includes the following information:

- Breaks
- Avg. Break
- Total Breaks

Example report printout:

ACD agents break time analysis

Report Parameters

 From:
 Thu, 1 Jan 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Fri, 6 Nov 2015
 at:
 15:15:08

Between: 07:00-18:00

Report on: Bernd Jobes, Erich Hermann

Agent name::Break code	Breaks	Avg. break	Total breaks
Bernd Jobes::-nocode	6	00:08	00:53
Bernd Jobes::Assistance	2	01:22	02:44
Bernd Jobes::Comfort Break	1	00:09	00:09
Bernd Jobes::Scheduled Break	2	00:21	00:42
Sub totals Break code	11	00:23	04:28
Erich Hermann::-nocode	8	00:32	04:19
Erich Hermann::Assistance	3	00:25	01:17
Erich Hermann::Called Away	3	02:01	06:03
Erich Hermann::Comfort Break	4	00:31	02:05
Erich Hermann::Scheduled Break	3	01:05	03:15
Sub totals Break code	21	00:48	16:59
Grand totals	32	00:39	21:27

ACD Agents Logon Activity



This report has the following Group By options:

- Agent:Date
- Agent:Skill:Date
- · Agent:Date:Skill
- Date:Agent
- · Date:Agent:Skill
- Date:Skill:Agent

It includes the following information:

- Logon Time
- · Log Off Date
- Log Off Time
- · Logged on for

Example report printout:

ACD agents logon activity

Report Parameters

 From:
 Sun, 1 Nov 2015
 printed on:
 Fri, 6 Nov 2015

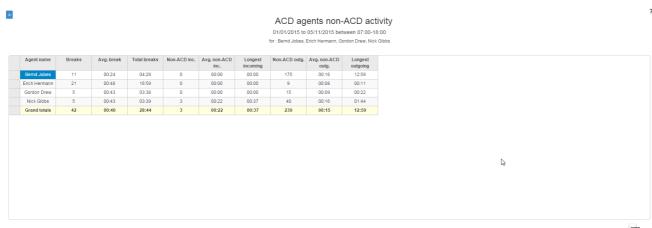
 To:
 Fri, 6 Nov 2015
 at: 15:16:01

Between: 07:00-18:00

Report on: Bernd Jobes, Erich Hermann

Logon date::Agent name	Logon time	Log off date	Log off time	Logged on for
2015-11-02-Erich Hermann	09:45:56	2015-11-02	19:00:15	09:14:00
Sub totals Agent name				09:14:00
2015-11-03-Erich Hermann	11:33:30	2015-11-03	13:59:23	02:25:00
2015-11-03-Erich Hermann	14:05:52	2015-11-03	14:25:58	20:00
2015-11-03-Erich Hermann	14:28:54	2015-11-03	14:41:44	12:00
2015-11-03-Erich Hermann	14:44:36	2015-11-03	14:49:31	04:00
2015-11-03-Erich Hermann	14:54:36	2015-11-03	14:59:34	04:00
2015-11-03-Erich Hermann	15:02:57	2015-11-03	15:57:50	54:00
2015-11-03-Erich Hermann	15:58:07	2015-11-03	19:00:26	03:02:00
Sub totals Agent name				07:01:00
Grand totals				16:15:00

ACD Agents Non ACD Activity



This report has the following Group By options:

- Agent
- Agent:Year
- Agent:Year:Month
- Agent:Year:Month:Day
- Year:
- Year:Agent
- Year:Month:Agent
- Year:Month:Day:Agent

It includes the following information:

- Breaks
- · Avg. Break
- · Total Breaks
- · Non ACD In
- · Avg. Non ACD In
- Longest Incoming
- Non ACD Out
- · Avg. NOn ACD Out
- Longest Outgoing

Example report printout:

ACD agents non-ACD activity

Report Parameters

 From:
 Wed, 1 Jul 2015
 printed on:
 Fri, 6 Nov 2015

To: Wed, 30 Sep 2015 at: 15:16:42

Between: 07:00-18:00

Report on: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Gibbs

Agent name	Breaks	Avg. break	Total breaks	Non-ACD inc.	Avg. non- ACD inc.	Longest incoming	Non-ACD outg.	Avg. non- ACD outg.	Longest outgoing
Bernd Jobes	6	00:08	00:53	0	00:00	00:00	82	00:21	12:59
Erich Hermann	4	00:54	03:38	0	00:00	00:00	0	00:00	00:00
Gordon Drew	1	00:20	00:20	0	00:00	00:00	7	00:09	00:14
Nick Gibbs	1	00:28	00:28	1	00:37	00:37	25	00:19	01:44
Grand totals	12	00:26	05:19	1	00:37	00:37	114	00:19	12:59

ACD Agents Completed Calls

ACD agents completed calls 01/01/2015 to 05/11/2015 between 07:00-18:00 for: Bernd Jobes, Erich Hermann, Gordon Drew, Nick Gibbs

Agent name	Date	Skill name	Started at	Duration	Call type	Call status	Customer name	Dialled number	Call code	Queue time	Ring time	Talk time	Wrap-up time
Bernd Jobes	2015-06-12	Skill 43	12:11:03	01:48	ACD	Answered	Gordon Drew	43	Technical Query	00:00	00:08	01:31	00:09
	2015-06-16	Skill 43	16:03:22	00:03	ACD	Abandoned	Gordon Drew	43	none	00:03	00:00	00:00	00:00
		Skill 43	16:03:22	00:09	ACD	DeflectedOut	Gordon Drew	43	none	00:00	00:09	00:00	00:00
			16:03:33	02:16	Break	None	none		Assistance	00:00	00:00	00:00	00:00
		Skill 43	16:05:54	01:23	ACD	Answered	Gordon Drew	43	Support	00:00	00:07	01:06	00:10
	2015-06-17	Skill 43	11:19:28	00:55	ACD	Answered	Gordon Drew	43	Sales Query	00:00	00:07	00:38	00:10
		Skill 43	11:20:43	00:49	ACD	Answered	Nick Gibbs	43	Technical Query	00:00	00:08	00:31	00:10
		Skill 43	16:51:03	01:01	ACD	Answered	Nick Gibbs	43	Product Query	00:02	00:03	00:52	00:04
	2015-06-18	Skill 43	10:05:19	02:19	ACD	Answered	Erich Hermann	43	Sales Query	00:00	00:03	02:07	00:09
		Skill 43	14:27:58	01:19	ACD	Answered	Nick Gibbs	43	Product Query	00:00	00:06	01:03	00:10
			14:32:55	00:31	Outgoing non-	DialledOut	none	41	none	00:00	00:00	00:31	00:00
			14:35:25	00:24	Outgoing non-	DialledOut	none	41	none	00:00	00:00	00:24	00:00
		Skill 43	14:40:00	00:03	ACD	Rejected	Nick Gibbs	43	none	00:00	00:03	00:00	00:00
		Skill 43	14:53:37	00:09	ACD	DeflectedOut	Nick Gibbs	43	none	00:00	00:09	00:00	00:00
			14:53:49	00:09	Break	None	none		Scheduled	00:00	00:00	00:00	00:00
		Skill 43	15:45:12	00:09	ACD	DeflectedOut	Nick Gibbs	43	none	00:00	00:09	00:00	00:00
			15:45:22	00:33	Break	None	none		Scheduled	00:00	00:00	00:00	00:00

This report has no Group By options, it is available in summary format only and includes the following information:

- ACD Agent Name
- Date
- Skill Name
- Started At
- Duration
- Call Type
- · Call Status
- Customer Name
- Dialled Number
- Call Code
- Queue Time
- Ring Time
- Talk Time
- wrap-up Time

Example report printout:

ACD agents completed calls

Report Parameters

From: Thu, 1 Oct 2015 To: Sat, 31 Oct 2015

Between: 07:00-18:00

Report on: Erich Hermann, Gordon Drew, Nick Gibbs

printed on: Fri, 6 Nov 2015 at: 15:17:58

Agent name	Date	Skill name	Started at	Duration	Call type	Call status	Customer name	Dialled number	Call code	Queue time	Ring time	Talk time	Wrap-up time
Erich Hermann	2015-10-01	Skill 43	10:34:38	01:23	ACD	Answered	Bernd Jobes	43	none	00:00	00:05	01:08	00:10
Erich Hermann	2015-10-16	Skill 41	12:01:33	01:21	ACD	Answered	Bernd Jobes	41	none	00:00	00:03	01:03	00:15
Erich Hermann	2015-10-29	Skill 41	11:49:46	00:09	ACD	Answered	Bernd Jobes	41	none	00:00	00:06	00:03	00:00
Gordon Drew	2015-10-12	Skill 41	10:36:01	01:33	ACD	Answered	Bernd Jobes	41	none	00:00	00:07	01:11	00:15
Nick Gibbs	2015-10-12	Skill 42	10:35:38	01:30	ACD	Answered	Bernd Jobes	42	none	00:00	00:07	01:13	00:10
Nick Gibbs	2015-10-29	Skill 42	11:50:00	00:22	ACD	Answered	Bernd Jobes	42	none	00:00	00:01	00:11	00:10

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Agent Groups at a Glance



This report has no Group By options, it is available in summary format only and includes the following information:

- · Group name
- Offered
- Answered
- · Avg. answer
- · Avg. call time
- Service level %
- Abandoned
- Avg. abandon
- · Transferred incoming
- Transferred outgoing
- Breaks
- · Avg. Break
- Non ACD In
- · Avg. Non ACD In
- Non ACD Out
- · Avg. Non ACD Out

Example report printout:

XC 3

Agent groups at a glance

Report Parameters

From: Thu, 1 Jan 2015 printed on: Fri, 6 Nov 2015 To: Fri, 6 Nov 2015

at: 15:19:30

Between: 07:00-18:00 Report on: Group 1, Group 2

	Offered	Answered	Avg. call time	Service level %	Abandoned	Transferred inc.	Transferred outg.	Breaks	Non- ACD inc.	Non- ACD outg.
Group name		Avg. answer			Avg. abandon			Avg. break	Avg. non- ACD inc.	Avg. non- ACD outg.
Group 1	1888	1536	01:14	80%	188	0	0	168	12	956
		00:04			00:05			00:41	00:22	00:15
Group 2	1020	798	01:14	77%	102	0	0	111	9	672
		00:04			00:05			00:40	00:22	00:15
Grand totals	2908	2334	01:14	78%	290	0	0	279	21	1628
		00:04			00:05			00:40	00:22	00:15

Agent Groups Agent Activity

Agent groups agent activity 01/01/2015 to 05/11/2015 between 07:00-18:00 for: Group 1, Group 2

oup name	Agent name	Offered	Answered	Avg. answer	Avg. call time	Service level %	Abandoned	Avg. abandon	Transferred inc.	Transferred outg.	Breaks	Avg. break	Non-ACD inc.	Avg. non-ACD inc.	Non-ACD outg.	Avg. non-ACD outg.
Group 1	Bernd Jobes	212	152	00:04	01:17	71%	24	00:02	0	0	44	00:24	0	00:00	700	00:16
	Erich Hermann	648	508	00:04	01:15	77%	68	00:06	0	0	84	00:48	0	00:00	36	00:08
	Gordon Drew	528	472	00:04	01:14	88%	52	00:05	0	0	20	00:43	0	00:00	60	00:09
	Nick Gibbs	500	404	00:04	01:10	80%	44	00:06	0	0	20	00:43	12	00:22	160	00:16
	Sub totals	1,888	1,536	00:04	01:13	79%	188	00:05	0	0	168	00:40	12	00:22	956	00:15
Group 2	Bernd Jobes	159	114	00:04	01:17	71%	18	00:02	0	0	33	00:24	0	00:00	525	00:16
	Erich Hermann	486	381	00:04	01:15	77%	51	00:06	0	0	63	00:48	0	00:00	27	00:08
	Nick Gibbs	375	303	00:04	01:10	80%	33	00:06	0	0	15	00:43	9	00:22	120	00:16
	Sub totals	1,020	798	00:04	01:13	76%	102	00:05	0	0	111	00:40	9	00:22	672	00:15
and totals		2,908	2,334	00:04	01:13	77%	290	00:05	0	0	279	00:40	21	00:22	1,628	00:15

This report has the following Group By options:

- Group:Agent
- Group:Agent:Year
- Group:Agent:Year:Month
- Group:Agent:Year:Month:Day
- · Year:Group:Agent
- Year:Month:Group:Agent
- Year:Month:Day:Group:Agent

It includes the following information:

- Offered
- Answered
- · Avg. answer
- · Avg. call time
- Service level %
- Abandoned
- · Avg. abandon
- · Transferred incoming
- Transferred outgoing
- Breaks
- · Avg. break
- · Non ACD incoming
- Avg. non ACD incoming
- · Non ACD outgoing
- · Avg. non ACD outgoing

Example report printout:

Fine

Agent groups agent activity

Report Parameters

 From:
 Thu, 1 Jan 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Fri, 6 Nov 2015
 at:
 15:19:57

Between: 07:00-18:00 Report on: Group 1, Group 2

	Offered	Answered	Avg. call time	Service level %	Abandoned	Transferred inc.	Breaks	Non-ACD inc.	Non-ACD outg.
Group name::Agent name		Avg. answer			Avg. abandon	Transferred outg.	Avg. break	Avg. non- ACD inc.	Avg. non- ACD outg.
Group 1::Bernd Jobes	212	152	01:17	71%	24	0	44	0	700
		00:04			00:02	0	00:24	00:00	00:16
Group 1::Erich Hermann	648	508	01:15	77%	68	0	84	0	36
		00:04			00:06	0	00:48	00:00	80:00
Group 1::Gordon Drew	528	472	01:14	88%	52	0	20	0	60
		00:04			00:05	0	00:43	00:00	00:09
Group 1::Nick Gibbs	500	404	01:10	80%	44	0	20	12	160
		00:04			00:06	0	00:43	00:22	00:16
Sub totals Agent name	1888	1536	01:13	79%	188	0	168	12	956
		00:04			00:05	0	00:40	00:22	00:15
Group 2::Bernd Jobes	159	114	01:17	71%	18	0	33	0	525
		00:04			00:02	0	00:24	00:00	00:16
Group 2::Erich Hermann	486	381	01:15	77%	51	0	63	0	27
		00:04			00:06	0	00:48	00:00	00:08
Group 2::Nick Gibbs	375	303	01:10	80%	33	0	15	9	120
		00:04			00:06	0	00:43	00:22	00:16
Sub totals Agent name	1020	798	01:13	76%	102	0	111	9	672
		00:04			00:05	0	00:40	00:22	00:15
Cranditatala	2000	2224	04:42	770/	200	0	270	24	1620
Grand totals	2908	2334	01:13	77%	290	0	279	21	1628
		00:04			00:05	0	00:40	00:22	00:15

Agent Groups Skill Activity

Agent groups skill activity 01/01/2015 to 05/11/2015 between 07:00-18:00 for: Group 1, Group 2

Group name	Skill name	Offered	Answered	Avg. answer	Avg. call time	Avg. talk	Avg. wrap-up	Service level %	Abandoned	Avg. abandon	Longest answer	Longest abandon	Longest talk
Group 1	Skill 41	884	788	00:04	01:12	00:55	00:12	89%	72	00:06	00:13	00:20	09:02
	Skill 42	492	388	00:04	01:21	01:07	00:09	78%	52	00:05	00:18	00:11	12:51
	Skill 43	512	360	00:04	01:10	00:56	00:09	69%	64	00:04	00:15	00:09	03:06
	Sub totals	1,888	1,536	00:04	01:13	00:58	00:10	78%	188	00:05	00:18	00:20	12:51
Group 2	Skill 41	330	291	00:04	01:10	00:53	00:11	88%	24	00:05	00:12	00:09	05:04
	Skill 42	345	270	00:04	01:22	01:08	00:09	77%	36	00:05	00:18 Lg	00:11	12:51
	Skill 43	345	237	00:04	01:09	00:56	00:08	68%	42	00:05	00:09	00:09	03:06
	Sub totals	1,020	798	00:04	01:13	00:58	00:09	77%	102	00:05	00:18	00:11	12:51
Grand totals		2,908	2,334	00:04	01:13	00:58	00:10	78%	290	00:05	00:18	00:20	12:51

This report has the following Group By options:

- Group:Skill
- · Group:Skill:Year
- Group:Skill:Year:Month
- Group:Skill:Year:Month:Day
- · Year:Group:Skill
- Year:Month:Group:Skill
- Year:Month:Day:Group:Skill

It includes the following information:

- Offered
- Answered
- · Avg. answer
- · Avg. call time
- Avg. talk
- Avg. wrap-up
- Service level %
- Abandoned
- · Avg. abandon
- · Longest answer
- · Longest abandon
- · Longest talk

Example report printout:

XL B

Agent groups skill activity

Report Parameters

 From:
 Thu, 1 Jan 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Fri, 6 Nov 2015
 at:
 15:20:20

Between: 07:00-18:00 Report on: Group 1, Group 2

Group name:: Skill name	Offered	Answered	Avg. call time	Avg. talk	Service level %	Abandoned	Longest answer	Longest abandon	Longest talk
Group numer skiii nume		Avg. answer		Avg. wrap-up		Avg. abandon			
Group 1::Skill 41	884	788	01:12	00:55	89%	72	00:13	00:20	09:02
		00:04		00:12		00:06			
Group 1::Skill 42	492	388	01:21	01:07	78%	52	00:18	00:11	12:51
		00:04		00:09		00:05			
Group 1::Skill 43	512	360	01:10	00:56	69%	64	00:15	00:09	03:06
		00:04		00:09		00:04			
Sub totals Skill name	1888	1536	01:13	00:58	78%	188	00:18	00:20	12:51
		00:04		00:10		00:05			
Group 2::Skill 41	330	291	01:10	00:53	88%	24	00:12	00:09	05:04
		00:04		00:11		00:05			
Group 2::Skill 42	345	270	01:22	01:08	77%	36	00:18	00:11	12:51
		00:04		00:09		00:05			
Group 2::Skill 43	345	237	01:09	00:56	68%	42	00:09	00:09	03:06
		00:04		80:00		00:05			
Sub totals Skill name	1020	798	01:13	00:58	77%	102	00:18	00:11	12:51
		00:04		00:09		00:05			
Grand totals	2908	2334	01:13	00:58	78%	290	00:18	00:20	12:51
Grand totals	2300	00:04	01.13	00:30	1070	00:05	00.10	00.20	12.51
		00.04		00.10		00.00			

Agent Groups ACD Performance

Agent groups ACD performance 01/01/2015 to 05/11/2015 between 07:00-18:00

Group name	Offered	Answered	Avg. answer	Avg. call time	Avg. talk	Avg. wrap-up	Service level %	Abandoned	Avg. abandon	Longest queue	Longest answer	Longest abandon	Longest talk	Longest call
Group 1	1888	1536	00:04	01:14	00:59	00:10	80%	188	00:05	00:04	00:18	00:20	12:51	12:55
Group 2	1020	798	00:04	01:14	00:59	00:10	77%	102	00:05	00:04	00:18	00:11	12:51	12:55
Grand totals	2,908	2,334	00:04	01:14	00:59	00:10	78%	290	00:05	00:04	00:18	00:20	12:51	12:55

This report has the following Group By options:

- Group
- Group:Year
- Group:Year:Month
- Group:Year:Month:Day
- Year:
- Year:Group
- Year:Month:Group
- Year:Month:Day:Group

It includes the following information:

- Offered
- Answered
- · Avg. answer
- · Avg. call time
- Avg. talk
- · Avg. wrap-up
- Service level %
- Abandoned
- · Avg. abandon
- · Longest queue
- Longest answer
- Longest abandon
- · Longest talk
- · Longest call

Example report printout:

XL S

Agent groups ACD performance

Report Parameters

 From:
 Wed, 1 Jul 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Wed, 30 Sep 2015
 at:
 15:21:05

Between: 07:00-18:00 Report on: Group 1, Group 2

Year::Month::Group name	Offered	Answered	Avg. call time	Avg. talk	Service level %	Abandoned	Longest queue	Longest answer	Longest talk
rear amonda a comp name		Avg. answer		Avg. wrap-up		Avg. abandon		Longest abandon	Longest call
2015, July - Group 1	476	420	01:18	01:03	88%	32	00:01	00:09	12:51
		00:04		00:10		00:04		00:09	12:55
2015, July - Group 2	267	234	01:20	01:06	87%	15	00:01	00:09	12:51
		00:04		00:09		00:03		00:06	12:55
Sub totals Group name	743	654	01:18	01:04	87%	47	00:01	00:09	12:51
		00:04		00:09		00:03		00:09	12:55
2015, August - Group 1	64	56	01:27	01:13	87%	4	00:00	00:06	05:04
		00:04		00:10		00:05		00:05	05:07
2015, August - Group 2	36	33	01:23	01:08	91%	0	00:00	00:06	05:04
		00:04		00:10		00:00		00:00	05:07
Sub totals Group name	100	89	01:25	01:11	89%	4	00:00	00:06	05:04
		00:04		00:10		00:05		00:05	05:07
2015, September - Group	276	184	00:47	00:31	65%	88	00:04	00:15	02:18
2013, September - Group 1	210	00:04	00.47	00:31	0370	00:06	00.04	00:13	02:10
2015, September - Group	147	87	00:45	00:11	59%	57	00:04	00:11	02:30
2	141	00:04	00.40	00:11	3370	00:06	00.04	00:12	02:30
Sub totals Group name	423	271	00:46	00:30	62%	145	00:04	00:15	02:18
_ as to take of open indirect		00:04		00:11		00:06		00:11	02:30
Sub totals Month	1266	1014	01:10	00:55	79%	196	00:04	00:15	12:51
		00:04		00:10		00:05		00:11	12:55
Grand totals	1266	1014	01:10	00:55	79%	196	00:04	00:15	12:51
		00:04		00:10		00:05		00:11	12:55

Agent Groups Non ACD Performance



This report has the following Group By options:

- Group
- Group:Year
- Group:Year:Month
- Group:Year:Month:Day
- Year:
- Year:Group
- Year:Month:Group
- Year:Month:Day:Group

It includes the following information:

- · External non-ACD incoming
- · Internal non-ACD incoming
- · Non-ACD outgoing
- Avg. non-ACD incoming
- Avg. non-ACD outgoing
- Breaks
- · Avg. break
- Longest incoming
- · Longest outgoing

Example report printout:

Agent groups non-ACD performance

Report Parameters

From: Wed, 1 Jul 2015 printed on: Fri, 6 Nov 2015 To: Wed, 30 Sep 2015

at: 15:21:24

Between: 07:00-18:00 Report on: Group 1, Group 2

Group name	External non-ACD inc.	Internal non-ACD inc.	Non-ACD outg.	Avg. non- ACD inc.	Avg. non- ACD outg.	Breaks	Avg. break	Longest incoming	Longest outgoing
Group 1	0	4	456	00:37	00:20	48	00:26	00:37	12:59
Group 2	0	3	321	00:37	00:20	33	00:27	00:37	12:59
Grand totals	0	7	777	00:37	00:00	81	00:26	00:37	12:59

Customers at a Glance

This report has no Group By options, it is available in summary format only and includes the following information:

- Customer Name
- Offered
- Answered
- · Avg. Answer
- · Avg. Call Time
- Service Level %
- Abandoned
- · Avg. Abandon

Example report printout:

Customers at a glance

Report Parameters

 From:
 Wed, 1 Jul 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Wed, 30 Sep 2015
 at:
 15:21:55

Between: 07:00-18:00

Report on: Bernd Jobes, Gordon Drew, Erich Hermann, Nick Gibbs

Customer name	Offered	Answered	Avg. answer	Avg. call time	Service level %	Abandoned	Avg. abandon
Bernd Jobes	159	128	00:04	01:10	79%	26	00:06
Erich Hermann	10	4	00:04	01:20	40%	6	00:08
Gordon Drew	16	10	00:04	00:55	62%	4	00:07
Nick Gibbs	34	23	00:04	01:21	67%	7	00:06
Grand totals	219	165	00:04	01:10	62%	43	00:06

Wrap-up Codes at a Glance

This report has no Group By options, it is available in summary format only and includes the following information:

- Wrap-up Code
- Answered
- · Avg. answer
- · Avg. call time
- Avg. talk
- Avg. wrap-up
- Service level %
- · Transferred incoming
- Trasnferred outgoing
- · Longest talk
- · Longest wrap-up

Example report printout:

Wrap-up codes at a glance

Report Parameters

 From:
 Thu, 1 Jan 2015
 printed on:
 Fri, 6 Nov 2015

 To:
 Fri, 6 Nov 2015
 at: 15:22:19

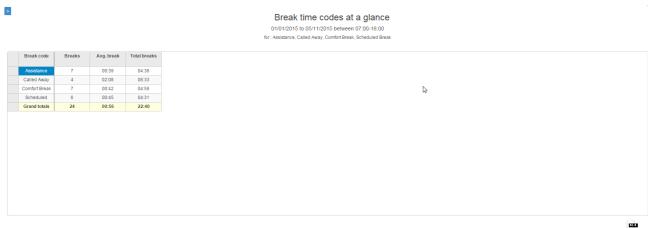
Between: 07:00-18:00

Report on: Product Query, Sales Query, Support, Technical Query, Wrong

Number

Wrap-up code	Answered	Avg. answer	Avg. call time	Avg. talk	Avg. wrap-up	Service level %	Transferred inc.	Transferred outg.	Longest talk	Longest wrap-up
Product Query	27	00:06	01:13	00:57	00:10	100%	0	0	01:27	00:15
Sales Query	20	00:04	01:43	01:27	00:11	100%	0	0	09:02	00:15
Support	19	00:05	01:15	01:00	00:09	100%	0	0	03:06	00:15
Technical Query	23	00:04	01:10	00:55	00:10	100%	0	0	01:52	00:15
Wrong Number	22	00:05	01:05	00:51	00:09	95%	0	0	02:08	00:15
Grand totals	111	00:04	01:16	01:01	00:09	99%	0	0	09:02	00:15

Break Time Codes at a Glance



This report has no Group By options, it is available in summary format only and includes the following information:

- Break Code
- Breaks
- Avg. Break
- Total Breaks

Example report printout:

Break time codes at a glance

Report Parameters

From: Thu, 1 Jan 2015 printed on: Fri, 6 Nov 2015

To: Fri, 6 Nov 2015 at: 15:22:39

Between: 07:00-18:00

Report on: Assistance, Called Away, Comfort Break, Scheduled Break

Break	Breaks	Avg. break	Total breaks
Assistance	7	00:39	04:38
Called Away	4	02:08	08:33
Comfort Break	7	00:42	04:58
Scheduled Break	6	00:45	04:31
Grand totals	24	00:56	22:40

Column Descriptions

There follows a description of the actual statistic that each different column header in any report refers to. Where the column header might appear in different reports types, such as ACD Skill or ACD Agent, information will be included if the statistic is different in any of the different report type, otherwise you may consider that the statistic is the same in each case.

Column Header	Description
Abandoned	In ACD Skill reports, Abandoned is the count of ACD calls that abandoned after being presented to the Skill, whether ringing on an Agent or ringing in the queue, it does not include calls that were deflected or overflowed out of the Skill.
	In ACD Agent reports, Abandoned is the count of ACD calls that were abandoned after being presented to the Agent, it does not include rejected or deflected out calls.
All agents busy	Found in ACD Skill reports only, All Agents Busy is the count of ACD calls that were overflowed out of the Skill because all agents were busy (overflow action).
Answered	Answered is the count of ACD calls that were answered by an ACD Agent and it includes any short calls.
Avg. abandon	In ACD Skill reports, Avg. Abandon is the average time ACD calls were ringing in the Skill queue or on an Agent before being abandoned (queue + ring time).
	In ACD Agent reports, Avg. Abandon is the average time ACD calls were ringing on the Agent before being abandoned (ring time).
Avg. agent	Avg. agent is the average time answered ACD calls spend on the agent side (ring, talk, wrap-up)
Avg. answer	In ACD Skill reports, Avg. Answer is the average time ACD calls were ringing in the Skill queue or on an Agent before being answered (queue + ring time).
7 vg. ariswer	In ACD Agent reports, Avg. Answer is the average time ACD calls were ringing on the Agent before being answered (ring time).
Avg. Breaks	Avg. Breaks is the average duration of an ACD Agent break.
A	In ACD Skill reports, Avg. Call Time is the average duration of answered calls, including queue, ring, talk, and wrap-up time.
Avg. call time	In ACD Agent reports, Avg. Call Time is the average duration of an answered call, including ring, talk, and wrap-up time (no queue time).
Avg. Non ACD In	Found in ACD Agent reports only, Avg. Non ACD In is the average duration of incoming Non ACD calls.

Avg. Non ACD Out	Found in ACD Agent reports only, Avg. Non ACD Out is the average duration of outgoing Non ACD calls.
Avg. talk	Found in ACD skill and ACD agent reports. Average talk time of answered ACD calls.
Avg. trunk	Avg. trunk is the average time ACD calls spend on the trunk side (queue, ring, talk)
Avg. wrap-up	Found in ACD Agent reports only, Avg. wrap-up is the average duration of post ACD call processing, called wrap-up. Applies to answered ACD calls only.
Breaks	Breaks is the number of breaks taken by ACD Agents whilst logged on.
Call Code	Call Code is either the wrap-up code entered at the end of an ACD call or the Break Time code entered by an agent when they go on a break. Refer to Call Type for details of what type of call is being reported.
Callers' number	Abandoned calls report, number of incoming caller
Calling at	Abanoned calls report, time the call was made
Call Status	Call Status reports the significant status of the reported call. Options include Answered, Abandoned, None (for agent breaks), DialledOut, Rejected, DeflectedOut, OverflowedOut.
Calls That Queued	Count of calls to the ACD Skill that received some queue time, in other words, were not immediately presented to an ACD Agent.
Call Type	Call Type reports the type of the reported call. Options include ACD, Break, Incoming Non ACD and Outgoing Non ACD.
Deflected/Deflected Out	Found in ACD Skill and ACD Agent reports, count of calls that were deflected due to an ACD Skill action setting in OIP Toolbox.
Dialled Number	Dialled Number is the number, if known, that was dialled to initiate the call, whether ACD or Non ACD.
Duration	Duration is either the duration of the ACD or Non ACD call, from start to finish, or it is the length of time the Agent was on break.
External abandoned	Abandoned ACD calls that have an external origin.
External answer/answered	Answered ACD calls that have an external origin.
External non-ACD incoming	Incoming non-ACD calls with external origin.
External Overflowed	Overflowed out ACD calls that have an external origin.
into Skill group	Abandoned calls report, destination Skill group of the ACD call
Internal abandoned	Abandoned ACD calls that have an internal origin.
Internal answered	Answered ACD calls that have an internal origin.
Internal non-ACD incoming	Incoming non-ACD calls with internal origin.
Internal overflowed	Overflowed outgoing ACD calls that have an internal origin.

for Agent	Abandoned calls report, destination Agent name
Logged on for	Time that Agent was logged on for, as MM:00 or HH:MM:00 (seconds are always dipslayed as 00)
Log Off Date	Date that Agent logged off.
Log Off Time	Time that Agent logged off.
Logon Date	Date that Agent logged on.
Logon Time	Time that Agent logged on.
Longest Abandon	Longest time to abandon an ACD Call. Includes queue and ring time in ACD Skill reports but only ring time in ACD Agent reports.
Longest Answer	Longest time to answer an ACD Call. Includes queue and ring time in ACD Skill reports but only ring time in ACD Agent reports.
Longest Call	Longest ACD call. In ACD Skill reports it includes queue, ring, and talk time, in ACD Agent reports it includes ring, talk, and wrap-up time.
Longest Incoming	Longest incoming Non ACD call for the ACD Agent.
Longest Outgoing	Longest outgoing Non ACD call for the ACD Agent.
Longest Talk	Longest time an ACD call was in conversation.
Longest Queue	Longest time an ACD call was in the ACD Skill queue.
Lost	All abandoned or overflowed out ACD calls.
Max. Wait Time	Found in ACD Skill and ACD Agent reports, Max. Wait Time is the count of ACD calls that were overflowed out of the Skill because the call had been ringing on the Agent for longer than the maximum waiting time set for the Skill (overflow action)
No Logged on Agents	Found in ACD Skill reports only, No Logged on Agents is the count of ACD calls that were overflowed out of the Skill because there were no Agents logged onto the Skill (overflow action).
Non ACD In	Count of incoming Non ACD calls presented to the ACD Agent.
Non ACD Out	Count of outgoing Non ACD calls made by the ACD Agent.
Offered	In ACD Skill reports, Offered is the number of ACD calls answered by, abandoned on, or overflowed out of the Skill. It does include short calls (answered or abandoned), but does not include rejected or deflected calls as these calls do not cause the call to leave the Skill so they are not included in Offered, other wise they might be counted twice. In ACD Agent reports, Offered is the number of ACD calls
	answered by, abandoned on, rejected by, picked up by, deflected from, or overflowed out from (max wait time only) the Agent. Rejected and deflected calls are included

	in the Agent count of Offered because these actions cause the call to leave the Agent
Overflowed In	Number of ACD calls overflowed in to the ACD Skill or Agent.
Overflowed Out	Number of ACD calls overflowed out of an ACD Skill because of a Call Center action set up in the OIP Toolbox.
Passed to Non ACD	Passed to Non ACD Calls are ACD Calls into a Skill that are handled by Non ACD extensions, these could be logged off Agents or ACD Agents that are not being monitored by the CCS because of licensing issues.
Picked Up	ACD calls picked up by an alternative ACD Agent.
Queue Time	The length of time the ACD call spent in the ACD Skill queue waiting to be presented to an Agent.
Recovered ACD calls	Count of ACD calls that were recovered from the OIP logs on CCS start up. i.e calls that were made when the CCS system was down.
Rejected	ACD calls rejected by the ACD Agent from the handset
Ring Time	The length of time the ACD call spent ringing on an ACD Agent.
Service Level %	Percentage of offered ACD calls that were answered within the Service Level Threshold of the ACD Skill.
Short Abandons	Short Abandons are abandoned ACD calls with a queue and ring time less than the short abandoned threshold of the ACD Skill that the calls was abandoned from.
Short Calls	Short Calls are answered ACD calls with a duration (queue+ring+talk+wrapup) less than the short answered threshold of the ACD Skill that handled the call.
Talk Time	The Length of time the Agent was in conversation, for ACD and NOn ACD calls.
Total Breaks	Total time ACD Agents spent in Breaks.
Transferred In	Count of ACD calls that were transferred into the ACD Skill.
Transferred Out	Count of ACD calls that were transferred out of the ACD Skill.
Waited for	Abandoned calls report, time caller waited before abandoning call
Waiting	Time spent in queue or ringing before the ACD callis either answered, abandoned or overflowed out.
wrap-up Time	The length of time the Agent was in wrap-up after an ACD Call.

Example 1

Here is an example ACD Skills at a Glance report.

		Up Non ACD	Abandons	Calls	In	Overflowed	Transferred Out	Transferred In	Avg. Abandon	Abandoned	Calls that Queued	Service Level %	Avg. Call Time	Avg. Answer	Answered	Offered	Skill Name
Skill 41 5 5 00:05 01:24 100% (in 15) 1 0 00:00 0 0 0 2 0 (<2) 0 (<2) 0 (<2)	0	0 0	0 (< 2)	0 (< 2)	2	0	0	0	00:00	0	1	100% (in 15)	01:24	00:05	5	5	Skill 41
Skill 42 4 2 00:10 01:23 50% (in 15) 0 0 00:00 0 0 2 0 0(<2) 0(<2) 0 (0)	0	0 0	0 (< 2)	0 (< 2)	0	2	0	0	00:00	0	0	50% (in 15)	01:23	00:10	2	4	Skill 42
Skill 43 3 2 00:04 01:18 66% (in 10) 1 1 00:05 0 0 0 0 0 < 2 0 (< 2) 0 (< 2) 0	0	0 0	0 (< 2)	0 (< 2)	0	0	0	0	00:05	1	1	66% (in 10)	01:18	00:04	2	3	Skill 43
Grand Totals 12 9 00:05 01:22 72% 2 1 00:05 0 0 2 2 0 0 0 0	0	0 0	0	0	2	2	0	0	00:05	1	2	72%	01:22	00:05	9	12	Grand Totals

This report has no group by options, each line is a summary for each selected ACD Skill. If you've checked the grand totals box in the <u>configure report options</u> panel, grand totals are displayed.

Columns have been manually sized to reduce the overall width of the grid so that all columns can be seen. If the screen width is too narrow to show all columns an overflow scroll bar will be visible.

In the 'Service Level %' column, after the individual ACD Skill value, is a bracketed figure. This figure shows the Service Level Threshold for the ACD Skill. For example, ACD Skill 'Skill 41' has a service level % of 100%, followed by (in 15). This means 100% of ACD calls were answered within the ACD Skill Service Level Threshold of 15 seconds. The grand total summary of Service Level %, which is an average of all percentages, does not include a threshold value because there is no single threshold for this value.

In the 'Short Calls' and 'Short Abandons' columns, a similar thing can be seen. Here the short calls threshold and short abandon calls threshold for each ACD Skill is seen in brackets after the count, in the form (< x), where x is the threshold value and refers to a number of seconds. Again, there are no thresholds in the grand total values because no single value works for this total value.

Example 2

Here is an example of an ACD agents skill handling report.

							ACD a	gents sk	ill handlir	ng					
							01/01/2015 to (05/11/2015 be	tween 07:00-18	3:00					
							for: Bernd Jobes, E	rich Hermann, G	Bordon Drew, Nick	Gibbs					
ear	Agent name	Skill name	Offered	Answered	Avg. answer	Avg. call time	Service level %	Calls that queued	Abandoned	Avg. abandon	Longest answer	Longest abandon	Longest talk	Longest call	
015	Bernd Jobes	Skill 41	2	2	00:03	01:19	100%	0	0	00:00	00:04	00:00	01:03	01:07	
		Skill 42	2	1	00:08	01:11	50%	0	1	00:00	00:08	00:00	01:03	01:11	
		Skill 43	49	35	00:04	01:17	71%	5	5	00:04	00:09	00:07	03:06	03:12	
		Sub totals	53	38	00:04	01:16	73%	5	6	00:03	00:09	00:07	03:06	03:12	
	Erich Hermann	Skill 41	95	82	00:04	01:13	86%	7	8	00:05	00:12	00:09	05:04	05:07	
		Skill 42	5	5	00:07	03:15	80%	1	0	00:00	00:18	00:00	11:39	11:44	
		Skill 43	62	40	00:04	01:06	64%	6	9	00:07	00:08	00:09	01:34	01:40	
		Sub totals	162	127	00:04	01:15	76%	14	17	00:06	00:18	00:09	11:39	11:44	
	Gordon Drew	Skill 41	111	100	00:04	01:15	90%	13	10	00:07	00:13	00:20	09:02	09:03	
		Skill 42	8	7	00:05	01:01	87%	1	1	00:06	00:09	00:06	01:18	01:27	
		Skill 43	13	11	00:04	01:13	76%	1	2	00:02	00:15	00:05	01:33	01:36	
		Sub totals	132	118	00:04	01:13	84%	15	13	00:06	00:15	00:20	09:02	09:03	
	Nick Gibbs	Skill 41	13	13	00:03	00:49	100%	1	0	00:00	00:08	00:00	01:07	01:14	
		Skill 42	108	84	00:04	01:16	77%	13	11	00:06	00:13	00:11	12:51	12:55	
		Skill 43	4	4	00:04	00:30	100%	1	0	00:00	00:05	00:00	01:03	01:07	
		Sub totals	125	101	00:03	01:10	92%	15	11	00:06	00:13	00:11	12:51	12:55	
	Sub totals		472	384	00:04	01:13	81%	49	47	00:05	00:18	00:20	12:51	12:55	

This report has group by options, see <u>Information</u> for details of the group by options for this report. We have selected to group the report by Year, Agent and Skill for this example. If you've checked the grand totals and sub totals boxes in the <u>configure report options</u> panel, sub totals and grand totals are displayed.

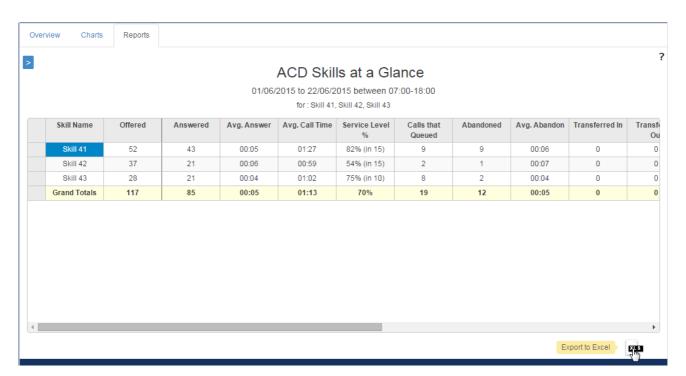
Exporting reports manually

All MiVoice Office 400 CCS reports can be exported directly into the XSLX file format for use in EXCEL and other spreadsheet packages that can import XSLX format files.

At the bottom of the Report Tab you'll see this icon.

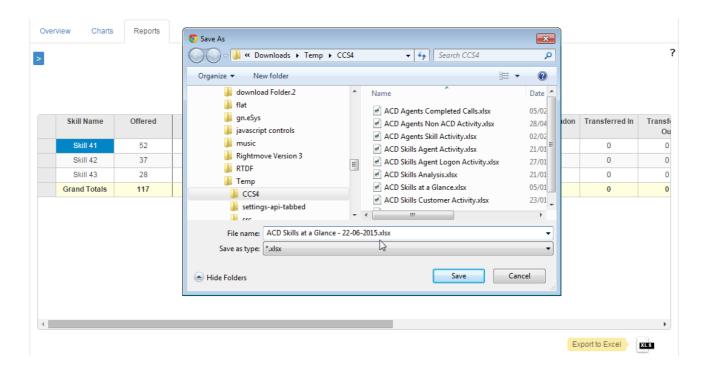


This is the 'Export Report' icon and when you click it you'll be able to export the currently displayed report to XSLX format.

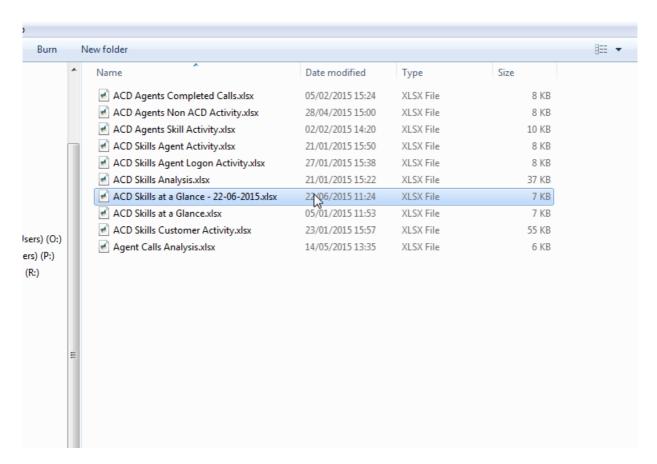


Some browsers allow the user to decide where dowloaded files are saved, others automatically save to a download folder. Set up the browser to suit your requirements. For this example we have set the browser up to ask the user for a destination whenever a file is downloaded.

So, in this example, when you click the icon a small dialog opens where you can entre the destination and file name of the exported XSLX file.

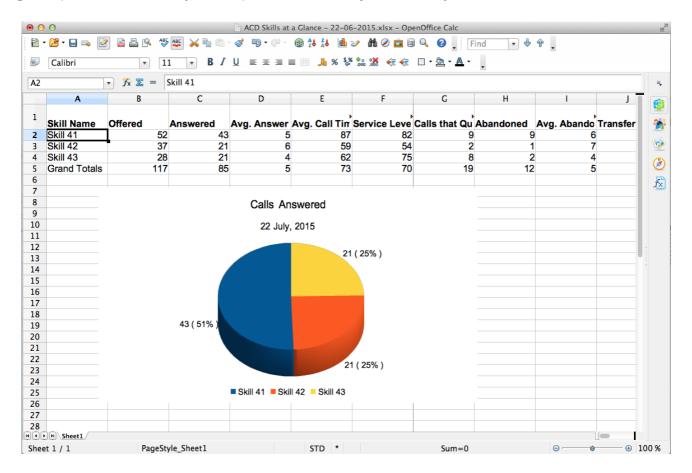


The report is then converted and exported into the destination and with the file name you entered in the dialog.



You can then use this file as you would any xslx file. In the screenshot below we have imported the file into the Open Office Calc app on a MAC computer. You can see all the report fields duplicated in the spreadsheet as rows and columns. There are too many columns to see in this screen shot, but all the columns you see in the CCS report are there in the exported spreadsheet. We have used

the Answered column to create a small pie chart showing how many calls each Skill has answered during the period covered by the report, which was just one day in this case.



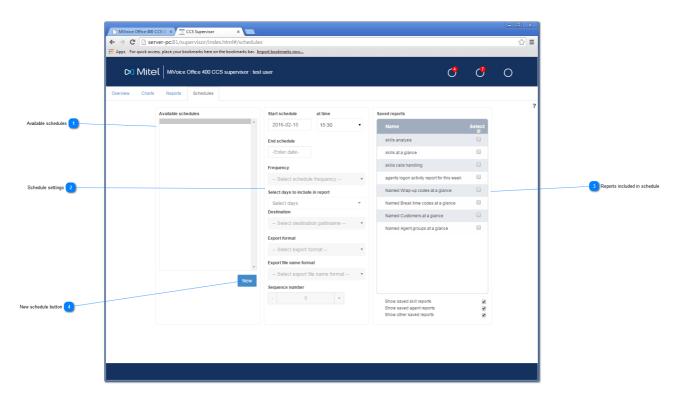
You can manipulate the data exactly as you would any other data in a spreadsheet, making reports and charts to meet your specific needs.

Exporting reports automatically

Any report can be exported automatically, but before you can export a report automatically you have to first create a named report based on the report you want to export, then create a schedule and set it up to generate and export the named report, or reports, when you require. See Named reports for details of how to create a named report, and see Schedules Tab for details of how to create and set up a schedule.

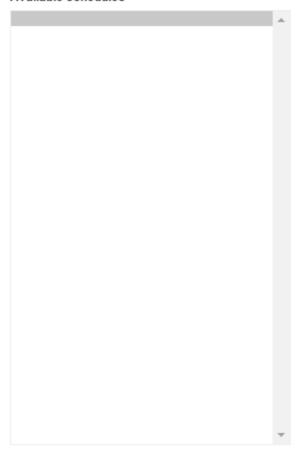
Schedules Tab

You can automatically export one or more reports to a variety of different formats by setting up one or more schedules. These are user based, so each user can have their own set of independent export schedules. The new Schedules tab in the Supervisor app is where the user sets up the automatic process. When you first navigate to the Schedules tab, you will see a screen similar to the one shown below. No schedules have been set up so there will be nothing in the **Available schedules** list on the left. On the right you will see all the named reports you have created in the **Saved reports** list, which may be none. If so, you need to go to the <u>Reports Tab</u> to add some named reports, otherwise there is no point creating any schedules because no reports will be exported when the schedule runs. Jump straight to <u>Adding a new schedule</u> for details of how to create new export schedules.



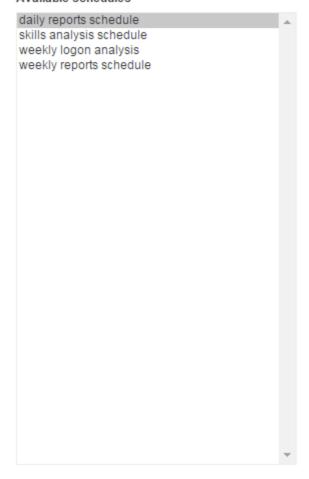
Available schedules

Available schedules

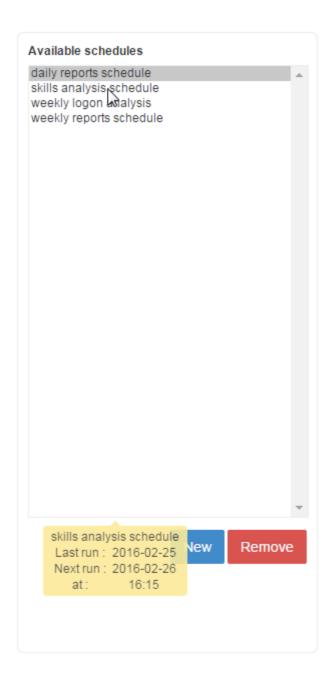


This will show all the schedules the logged on user has already created.

Available schedules

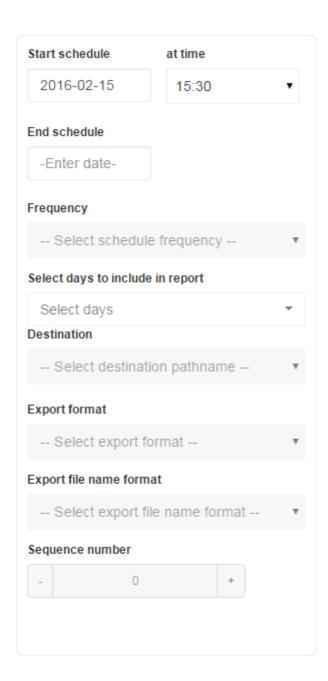


Schedules are user-based so each user will have their own unique list of schedules. A useful feature is the tooltip displayed when you hover the mouse over a schedule in the list.

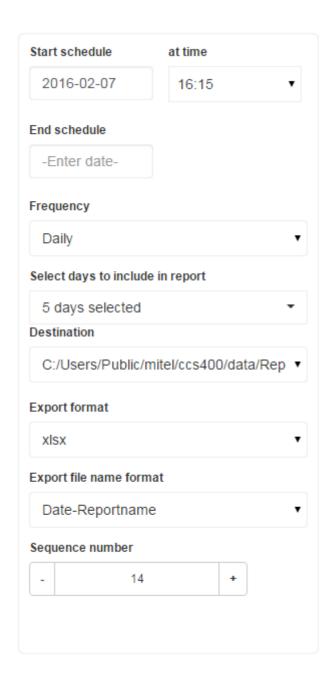


The tooltip will tell you when the schedule was last run, if at all, and indicate the expected next run date and time.

Schedule settings

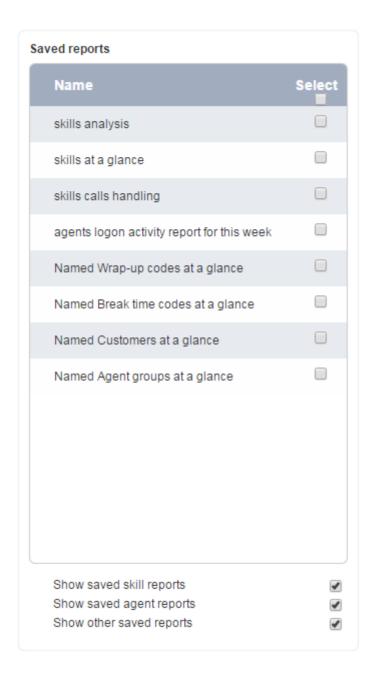


Initially this panel will show nothing save **Start schedule** and **at time** defaults, which will be the current date and time. All other fields will be disabled. But when a schedule is selected these field will show the values that have been set for the selected schedule. Each setting can be amended to suit.

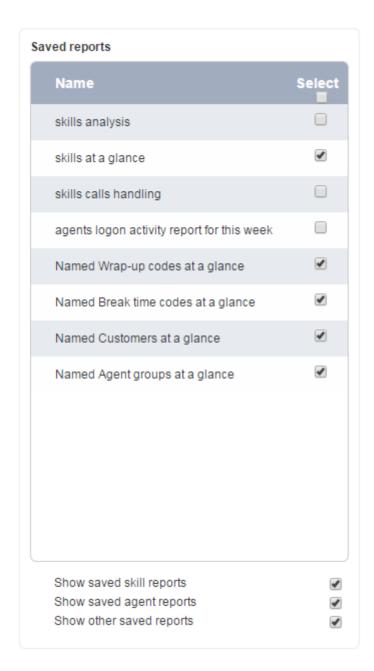


Reports included in schedule

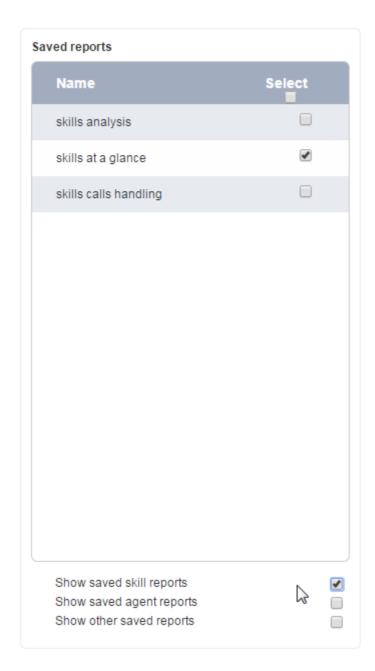
All named reports you have created in the Reports tab will be listed here.



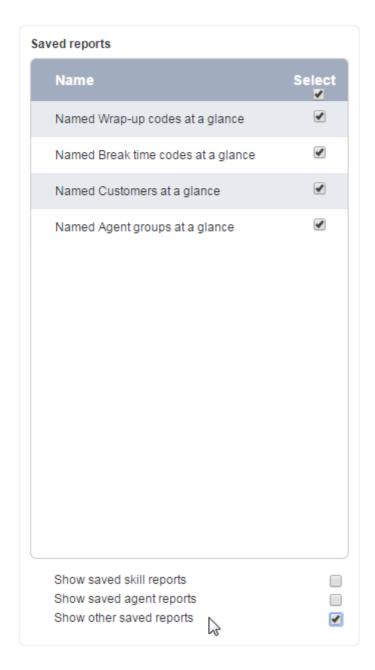
Initially none will be checked, but when you select a schedule all reports that are included in the schedule will be checked.



You may find, if you have a lot of saved named reports, that you want to limit what is listed. You can check or uncheck the boxes below the table to turn particular types of named report on or off. For instance, you may wish to focus only on skill based reports, just uncheck the **Show saved agent reports** and **Show other saved reports** checkboxes.



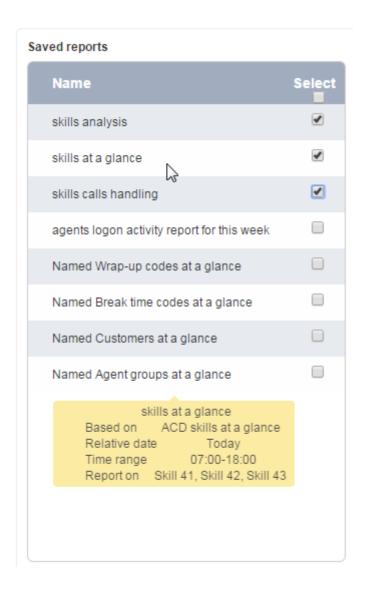
Now only skill based named reports are listed. To hide both skill and agent based reports, just check the **Show other saved reports** checkbox.



No skill or agent based named reports are shown.

IMPORTANT: Hidden reports will NOT be added to a schedule when the Apply button is pressed. Only visible selected reports are included.

One useful feature is the tooltip help that is displayed when you hover the mouse over a named report in the list.



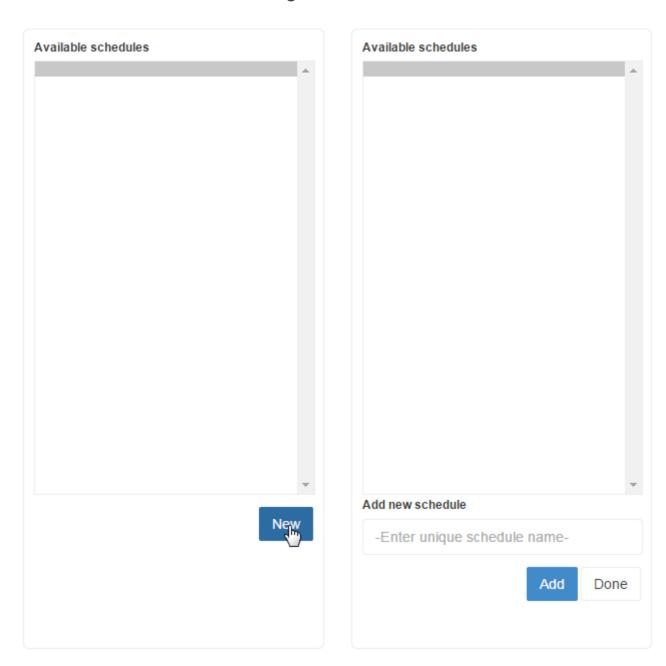
Details of the named report are shown, including which standard report it is based on, the date and time settings, and which items are included in the report.

New schedule button



To add a new schedule click the New button. See Adding a new schedule for more details.

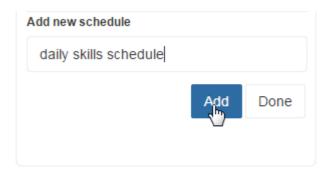
Adding a new schedule



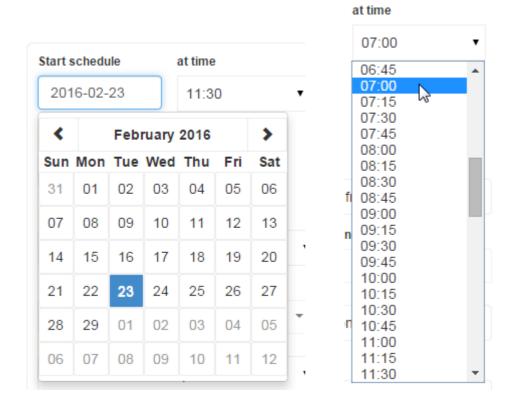
When you click the **New** button a new field is displayed, **Add new schedule**, along with two new buttons, **Add** and **Done**. The schedule must have a unique name, if you try to add a name that is not unique you sill see a warning error message box.



As well as being unique, we recommend that you use a descriptive name for your schedules. This makes it easier to keep track of which schedules you have and when they are supposed to run.



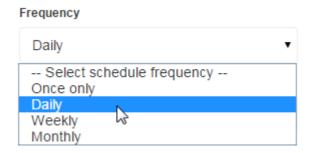
Once you have entered a unique name you have to configure the various options required by the CCS Report Server. First you need to enter the start date and time for the scheudle to run.



Enter the first date that you want the schedule to be processed by the report server. From that date on the schedule will be active. The time you enter will be the time of day at which the schedule is run, when the reports are actually generated and exported.

-En	ter da	te-				
<		>				
Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	01	02	03	04	05
06	07	08	09	10	11	12

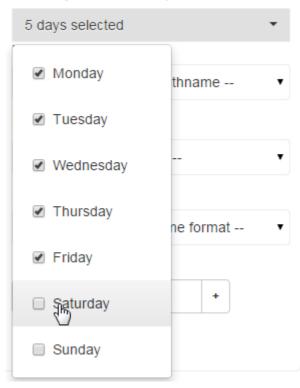
You may want to enter an end date for the schedule, although you don't have to. If you enter an end date, the schedule will be automatically deleted by the report server on that date. If you do not enter an end date, the schedule will run continually until you choose to remove it. Obviously, the end date cannot be set prior to the start date.



The schedule frequency deterimes how often the schedule is run. You must choose a frequency. Once only frequency means the schedule will be run once, at the time entered, after which it will be automatically deleted by the report server. Daily frequency means that the schedule will be run every day at the time entered. However, the reports in the schedule may not be generated on any given day depending on the Days on settings you enter (see below). Weekly frequency means that the schedule will be run every week, at the time entered, on the same day of each subsequent week as the day the start date falls on. In the screenshot above the user has selected the 23rd of February, a Tuesday. If the user then selects a weekly frequency, the schedule will be run every Tuesday for as long as it is active. Monthly frequency means the schedule will be run once a month, at the time entered. In the case of monthly frequencies, the schedule falls on the same date of the month as the start date, so in the example above, a monthly schedule would run on the 23rd day of February and then on the 23rd of each month thereafter.

If you select a **Daily** frequency then the **Select days to include in report** selection field will be enabled, which otherwise is disabled.

Select days to include in report



This is a simple drop-down selector which allows you to trun particular days on or off. The report server will only run daily schedules if they are turned on, if they are turned off the schedule is ignored. If you select no days at all, the schedule assumes all days are on. But you can, for instance, turn the weekend off by selecting only weekdays and leaving Saturday/Sunday unchecked. You can find out more about how to use this feature in Example 1.

If you try and save a schedule without selecting a frequency you wil see a warning error message box.



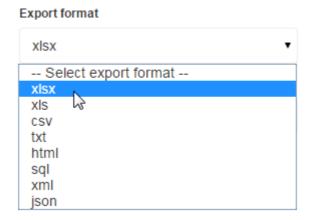
When the schedule runs, all the reports in the schedule will be generated and converted into export files. The report server needs to know where to save these. Each schedule must have a destination path-name for the exported files. Because the browser does not allow user apps to access the underlying file system of the PC, you cannot enter destination path-names manually, you must choose from a list of known destinations. Some default path-names are added during the installation, but you can add and remove destinations from that list using the CCS Destinations program which is installed in the programs folder during installation. See <u>Adding export destinations</u> for details of how to maintain schedule destinations.



Again, you must enter a destination, if you try and add the schedule without selecting one a warning error box is displayed.



As well as deciding where to save the exported data, you must tell the schedule what format you want the data to be saved as. A range of different formats are available to choose from, you need only select one from the drop-down list of options.

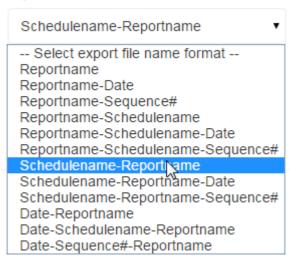


Failure to select an export format will result in a warnig error box when you try to add the schedule.



There are a number of different format options for naming the exported data files that you can choose from.

Export file name format



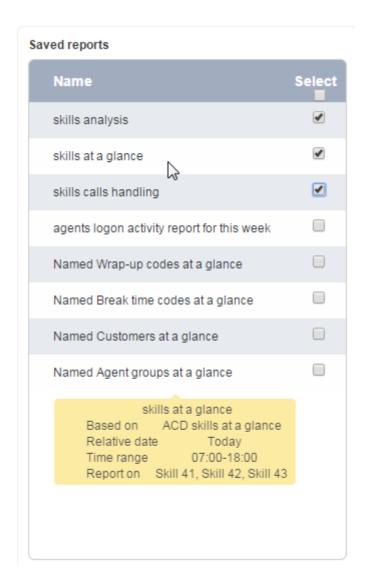
All the files exported when the schedule is run will be named according to the option you select. If a file with the same name already exists, the report server will automatically overwrite the old file with the new file. You must select a file name format.



You can set a particular schedule number to be used in conjunction with the export file name format. The sequence number will be incremented everytime it's used, but only as long as you have chosen an export file name format that includes the sequence number, otherwise it is ignored.

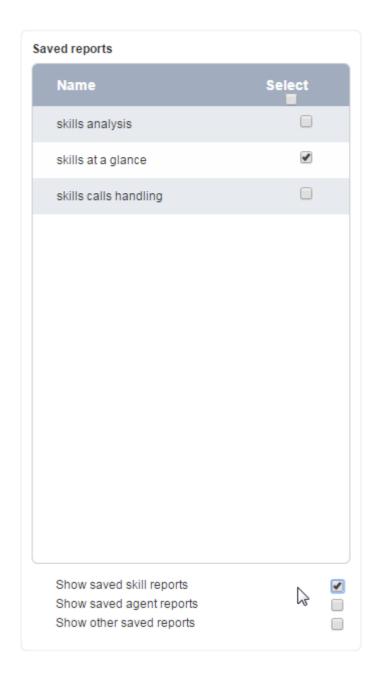
Saved reports	
Name	Select
skills analysis	•
skills at a glance	•
skills calls handling	✓
agents logon activity report for this week	
Named Wrap-up codes at a glance	
Named Break time codes at a glance	
Named Customers at a glance	
Named Agent groups at a glance	
Show saved skill reports Show saved agent reports	✓
Show other saved reports	✔

Last of all, you must select the saved reports which you want to be included in the schedule. At least one report, of any type, must be selected, or you will get an error message box, but otherwise there are no restictions on what you can select. A report can be included in more than one schedule, for instance, and you can mix reports of different type in the same schedule, like agent reports and skill reports. You can even select reports with different relative date options, such as 'last week' and 'yesterday', if you want. Sometimes it might not be immediately obvious what a report is from just it's name. If you hover the mouse cursor over a particular report you will see a tooltip window open with some useful information about the report in it.

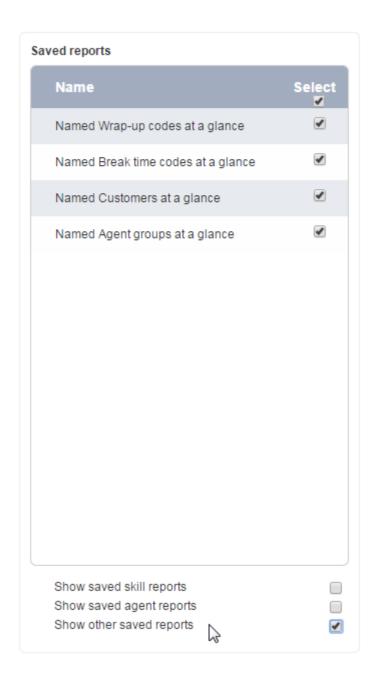


The info will include the name of the standard report that the named report is based on, the relative date which is currently configured for the report, the time range covered by the report, and the items that have been selected for inclusion in the report. This info is very useful when you are trying to group similar reports together into one schedule, it saves you having to go back to the Reports tab and look at the named report in the list there to find it's options.

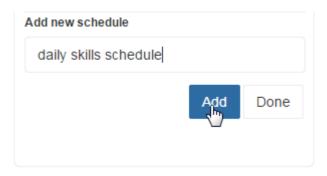
The checkboxes underneath the selection list allow you to turn particular types of report 'on' or 'off'. This is useful, for instance, if you have lots of named reports and just want to focus on a particular type, like skill reports.



Just uncheck the **Show saved agent reports** and **Show other saved reports** checkboxes and only skill reports are displayed. To see other reports, neither skill or agent, just check **Show other saved reports**.



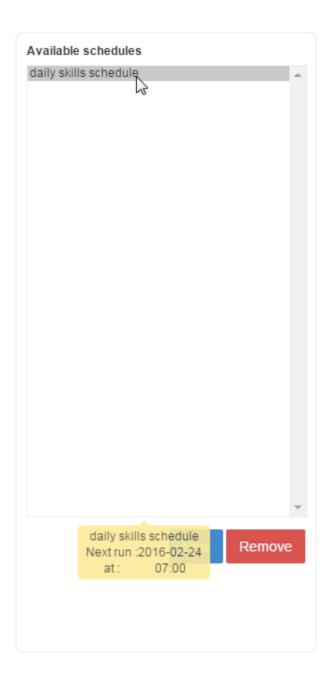
All skill and agent based reports will be hidden. One thing to remember, hidden reports will NOT be included in the schedule when you **Add** it, even if you previously selected a report before hiding it.



When you are happy, click the **Add** button. Any errors will be reported, but if there are no errors, you will see a success information box.



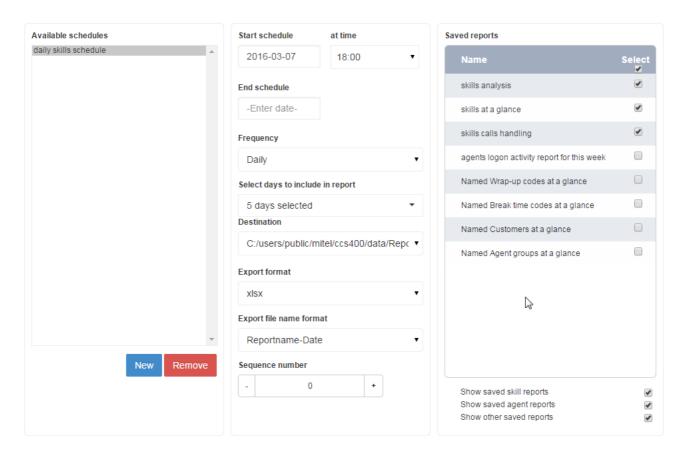
The schedule has now been added and is immediately active. You will see it in the **Available** schedules list.



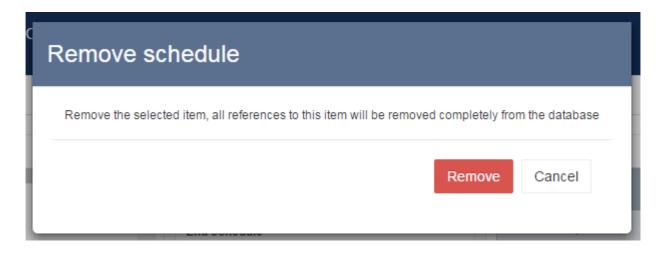
Hover the mouse cursor over it to see when it will next be run. Because this is a new schedule you won't see a **Last run** date in the tooltip box, and if the **Next run** date is the current date, and the time is less than the current time, the schedule will run within the next minute after being added.

Amending schedule settings

When you select an existing schedule, all the current options for that schedule are pre-configured on the page. These are the settings that the report server will use to decide whether a particular schedule should be processed or not.



You can Remove any schedule just by clicking the button. A small warning dialog will open,

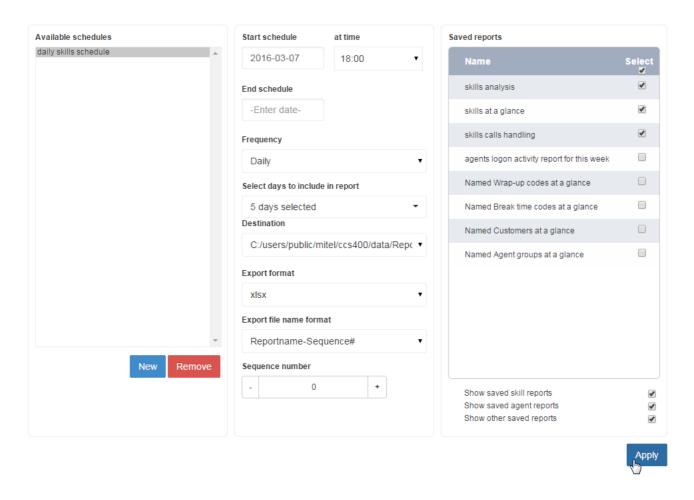


If you click **Remove** in the dialog the schedule will immediately be deleted from the database. The named reports that are included with the schedule are not affected, and any export files that have already been created by the schedule are also unaffected. It's just the schedule details themselves that are removed. Click **Cancel** to abort the action and the schedule remains unchanged.

If you change any of the schedule's settings, you must **Apply** them before they become active. If you change any option, say for instance you change the **Export file name format**,

Export file name format	
Reportname-Sequence#	•
-	

The **Apply** button will appear at the bottom of the page.



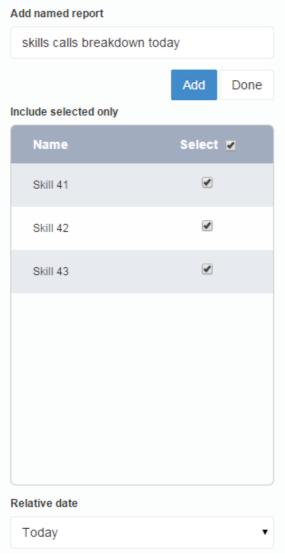
If you don't click this button, but instead select a different schedule in the list of **Available schedules**, or tab to a different page, all changes you have made will be lost, the original settings for the schedule will be retained. Any option can be changed, although the same rules apply as when adding a schedule, so you can't apply a change that would leave the schedule with no included reports, for instance, or with no selected destination. Warning error boxes are displayed with deatils of the error in these cases.

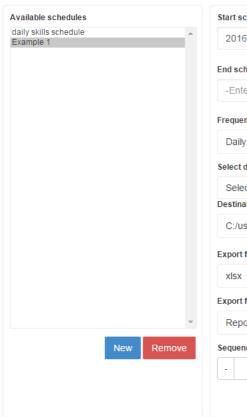
One thing to remember when applying changes to a schedule is that when they are applied, any detail about the schedules previous run history is overwritten as well. This could lead to a schedule being run twice on the same day. For instance, if you change the details of a schedule which has already run that day, the last run date and next run date are reset, and the report server treats the schedule as if it is a brand new one. If the criteria are met, the report server will run the schedule regardless of whether it had already been run that day.

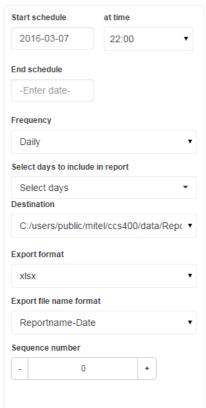
Example 1

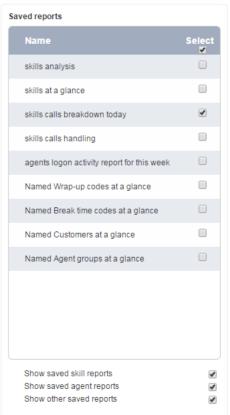
You set up a schedule to decide when reports are generated, but it's the report options themselves which dictate whether there is any data found when the report is actually generated.

For instance, suppose you need a report each morning when you come in which gives you a break down of yesterday's activity. You could set up a schedule to run each night at 22:00, after the callcentre has closed and when no more calls are likely, and include a named report with a relative date of 'Today'. Every night at 22:00 the schedule will run and the report will be generated for all activity 'Today'. On those days with any activity the export file you need will be created.

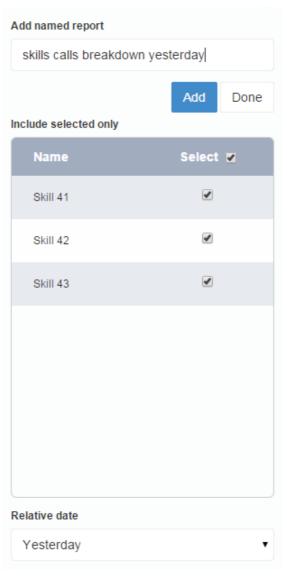


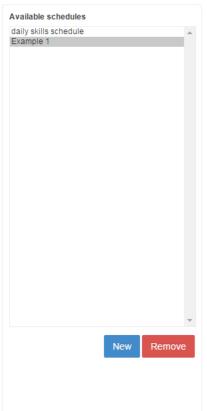


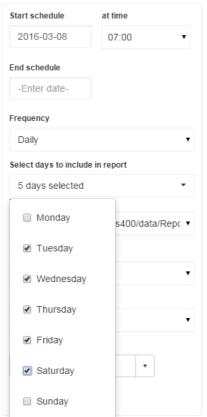


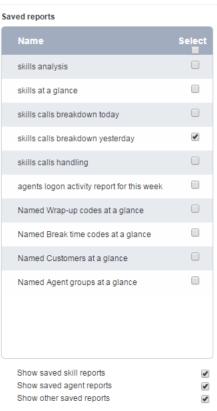


The thing about using 'Today' as a relative date is that there is always the chance of missing some data because only activity up to the time you generate the report will be included, anything that happens after you have generated the report is missed. In the example above any calls after 22:00 on the current day will be excluded. You can avoid this by using the relative date 'Yesterday' in the named report instead of 'Today'. 'Yesterday' is complete in that it doesn't change no matter what time of day you generate the report, all calls for 'Yesterday' are always known when a report is generated.







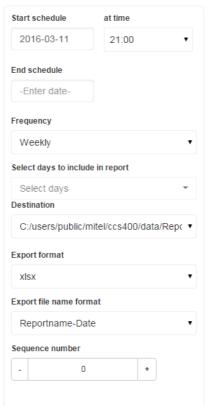


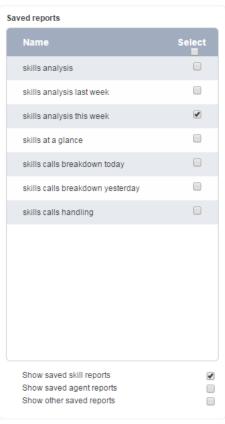
In this example we've created another named report, exactly the same as the first except that the relative date has been set to 'Yesterday' (obviously we could have just changed the parameter of the first named report if we wanted). We have also changed the schedule run time to 07:00, but we turned off Monday and Sunday, so the schedule only runs Tuesday to Saturday, and we selected the new breakdown named report instead of the old one. So now, the schedule runs at 07:00 each morning, Tuesday to Saturday, and the report is generated for all activity 'Yesterday', the difference being that ALL activity for 'Yesterday' is included, including calls after 22:00. Also, we turn Monday off because on mondays 'Yesterday' means Sunday, when there are no calls to the call centre, and we turn off Sunday for the same reason, 'Yesterday' means Saturday when there are no calls. You could just as easily turn them on if you wanted to see if there was any randon traffic at the weekend

This same effect can be seen when you choose relative dates 'This week' and 'Last week'.



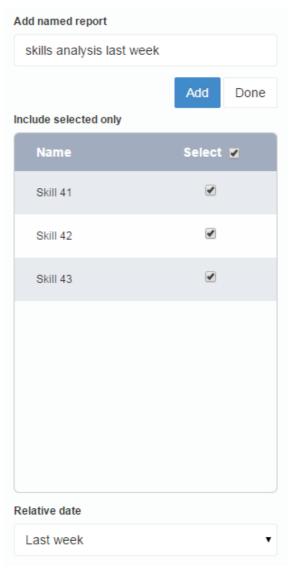




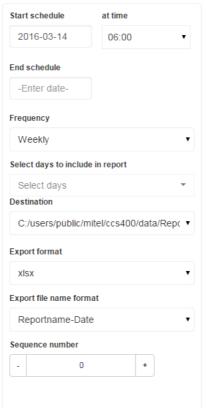


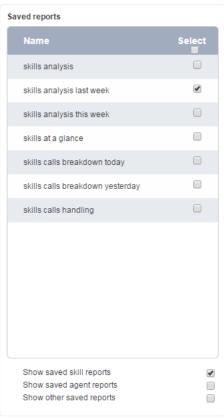
We create a named skills analysis report with a relative date of 'This week' and as well as selecting this new report in the schedule, we changed the schedule frequency to **Weekly**, the **Start schedule** date to the upcoming Friday date, and the **at time** to 21:00. Now our named analysis report is generated on each Friday night at 21:00 hours. Because we have used the relative date 'This week' in the named report, all calls to the call centre upto 21:00 on Friday night are included in the exported data, but any calls after that time are missing.

An alternative schedule could be setup as follows.







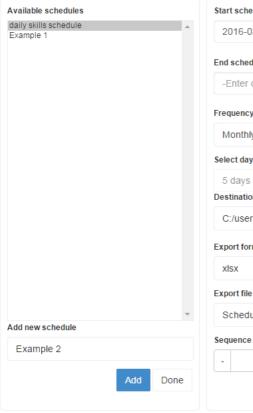


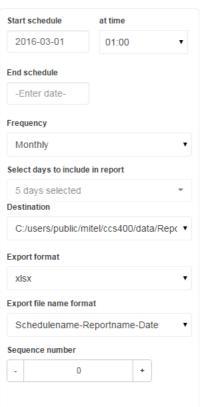
Here the named skills analysis report has a relative date of 'Last week'. As well as selecting the new named report, we leave the schedule frequency at **Weekly** as before, but we set the **Start schedule** date to the date of next Monday date and the **at time** to 06:00. Now our named report is generated each Monday morning at 06:00 hours. Because we are now using the relative date 'This week' in the named report, all calls to the call centre for the previous week, Sunday to Saturday, are included in the report, no calls are missed.

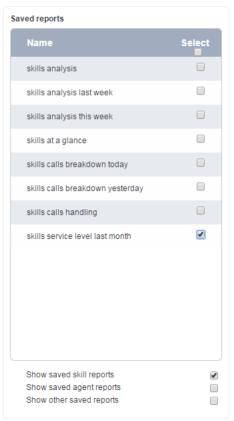
Example 2

So you want a report exported at the end of each month showing the activity and performance of the call centre or parts thereof. Creating a monthly schedule to run at the end of each month can be a bit tricky, should it run on the 31st or 30th of the month, but what about February and leap years. An easy solution is to go on the first of each month but use the relative date 'Last month' in your named reports.







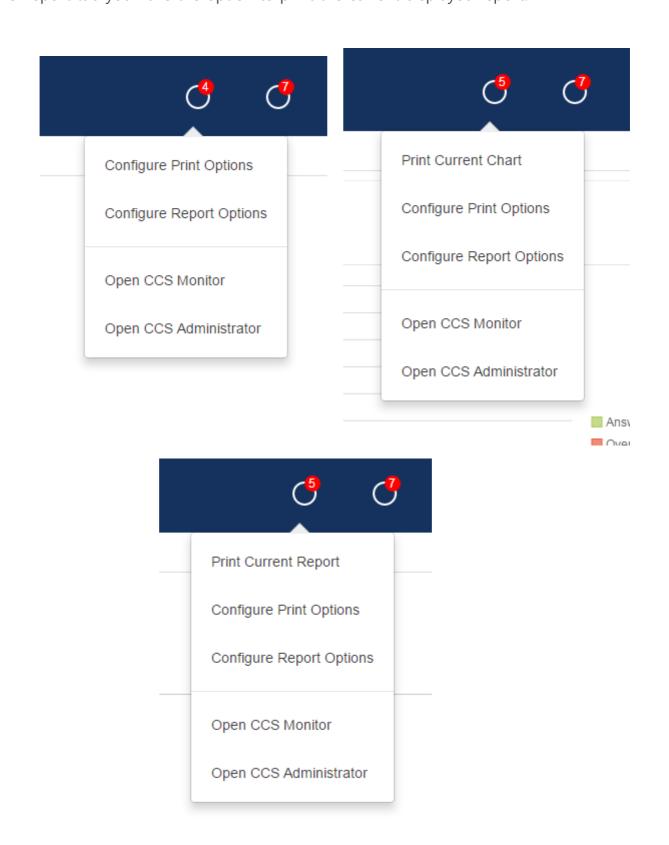


The first thing we do is create the report, or reports, that we need to run each month. In the example above we've chosen one report, ACD skills service level, but any number can be created and added to the schedule. We selected all the skills we want to include in the report and selected 'Last month' in the relative date list, then added the report with the descriptive name 'skills service level last month'. Then we went to the schedule tab and added a new schedule, which we called 'Example 2' for obvious reasons. We selected the 'Monthly' frequency and set the start date as the first of the next month, in this case, 1st March, 2016. After selecting the schedule destination, export format and file name format, we selected the report we wanted to add into the schedule. In this screenshot you can see that, because we only wanted to include a single skill report, we hid other types of reports to reduce clutter. The named report we saved earlier, 'skills service level last month', is selected. Then we add the schedule and if everything is OK we see the information message box with the 'success' message.

Once active, on the 1st of each month, at 01:00 hours, the schedule will run and the named report will be generated and exported to the specified destination. The report will incude the service level data for the selected skills for the whole of the previous month, and it doesn't matter whether it was a 31, 30, 29 or 28 day month.

Options

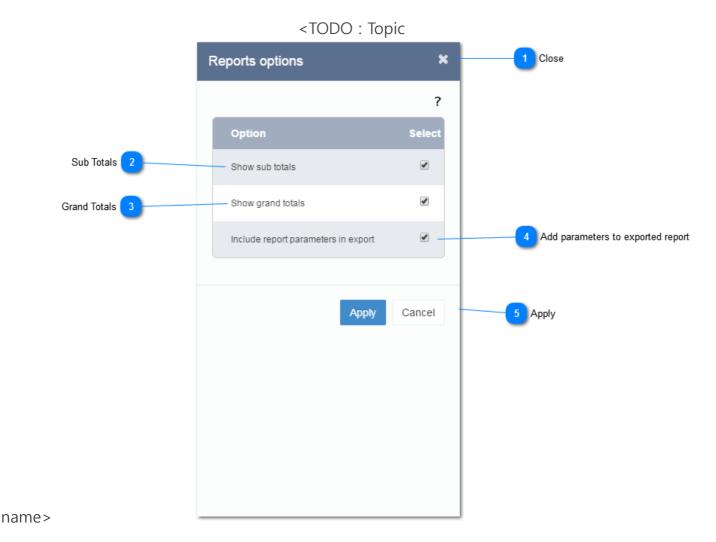
There are some configuration options available on the navigation bar drop down menu. When you select the Chart tab you have the option to print the current chart, as displayed, and likewise when you select the Report tab you have the option to print the current displayed report.



Follow the links for the different options:						

Configure Report Options

When you select this item the panel below slide out from the left side of the screen showing the configurable report options.

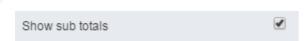


Close



As you'll find elsewhere in the Apps, close the slide out panel by clicking this icon, remember that any changes you make will not be applied if you close the slide out this way.

Sub Totals



If you want to have sub totals displayed in your reports check this item. Many reports have 'group by' options that allow you to group the data in different ways. For instance, you may wish to group a report by ACD Skill and Date, or by ACD Skill and Agent. When you select

a group by option, if you have checked this sub totals option, the report will include sub totals when the grouped element changes.

If selected, sub totals will also be included in printed reports and when you export a report to Excel format (xlsx).

3

Grand Totals

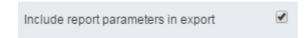


This option speaks for itself. Check it if you want to see grand totals at the end of each report, otherwise no grand totals will be included.

If selected, grand totals will also be included in printed reports and when you export a report to Excel format (xlsx).

4

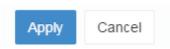
Add parameters to exported report



Check this option if you want to include header information in the exported report files.

Information exported will include the report heading, start and end dates and times, days on, and all the items include in the report.

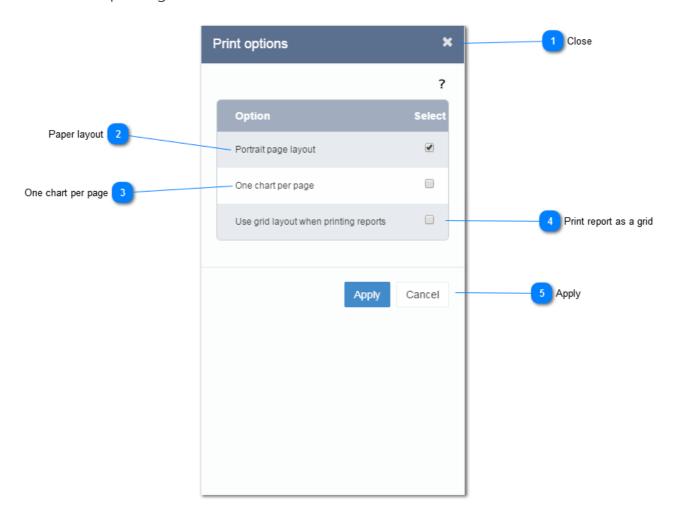
Apply



As elsewhere, it's important to apply any changes you make. If you click the close icon or the cancel button then any changes will be lost.

Configure Print Options

When you select this item the panel below slide out from the left side of the screen showing the configurable print options. Printing from within the browser is not as easy as it really should be, it's certainly more complicated than printing from within an EXE. See <u>Browser Printing</u> for more information about printing.







As you'll find elsewhere in the Apps, close the slide out panel by clicking this icon, remember that any changes you make will not be applied if you close the slide out this way.

Paper layout



If you want to print with the Portrait page layout check this option. Please note, this is an App setting, NOT a printer setting. When you print something like a chart or a report the

App will use this option to decide how to size and layout the item, but you will also have to set up your printer separately to get the right paper orientation on your printer.

See Printing in the browser for more details of how to print from within your web browser.

One chart per page



Select this option if you want the App to split the charts so only one is printed per page. Again, this is an App setting, you will have to configure your printer separately as well to get the results you want.

See Printing in the browser for more details of how to print from within your web browser.

Print report as a grid

Use grid layout when printing reports

<TODO>: Insert description text here...

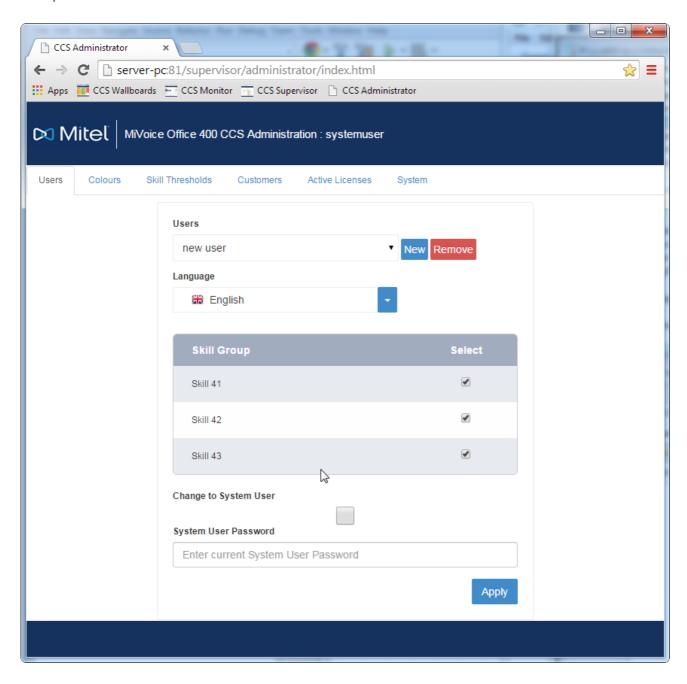
Apply



As elsewhere, it's important to apply any changes you make. If you click the close icon or the cancel button then any changes will be lost.

Open CCS Administrator

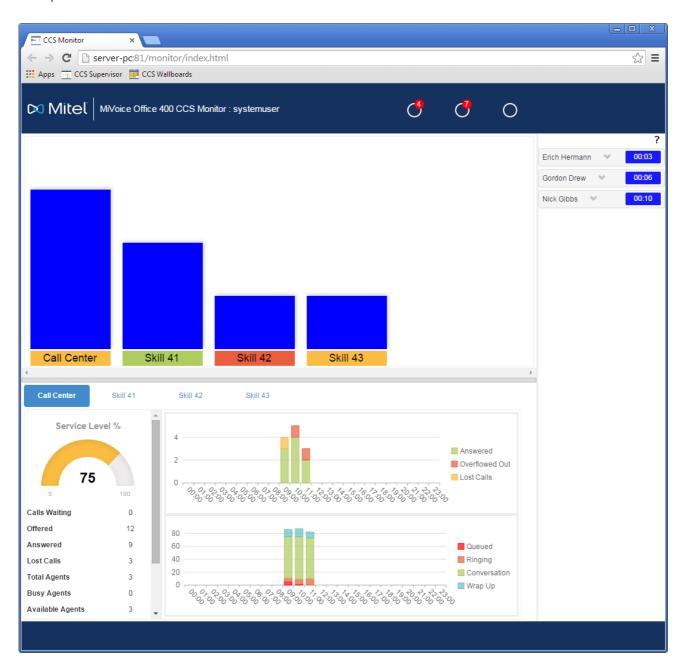
Select this option to open the CCS Administrator App in a new tab or window, depending on your browser settings. The App inherits your current logon details and license application key, so this will not take up a second license slot.



See Administrator App for more details.

Open CCS Monitor

Select this option to open the CCS Monitor App in a new tab or window, depending on your browser settings. The App inherits your current logon details and license application key, so this will not take up a second license slot.



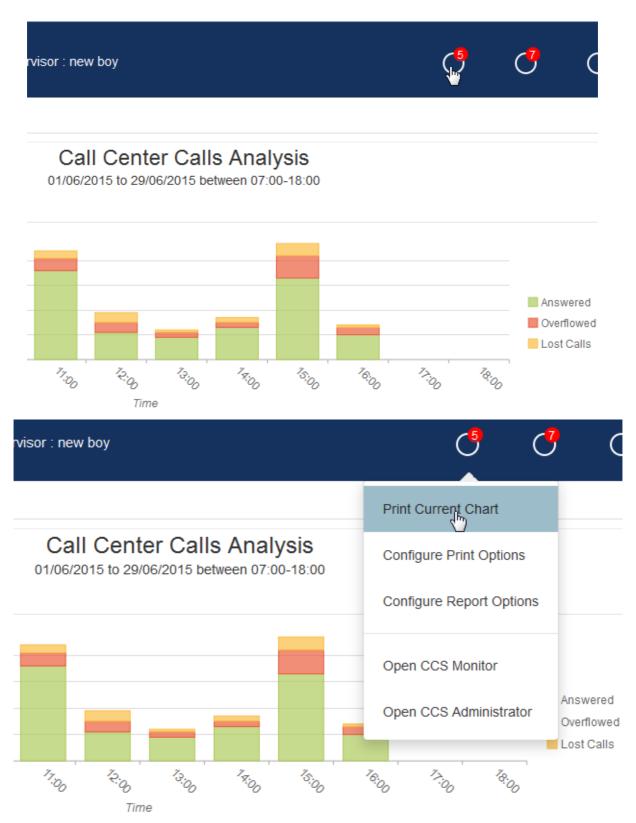
See Monitor App for more details.

Print Current Chart

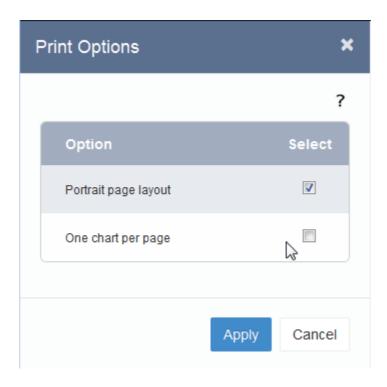
Printing from within the browser is a more complicated process than printing from inside an EXE program because the browser operates like a 'sandbox', which means that apps running inside the browser cannot reach out and setup or manipulate the printer in the same way that an EXE program can.

It's possible to press 'Ctrl-P' or select the browser 'Print...' menu option to print the chart directly from the Charts tab. The resulting printout will attempt to match the printed page with exactly what you see in the browser window. It's likely that this will result in a far from satisfactory printout.

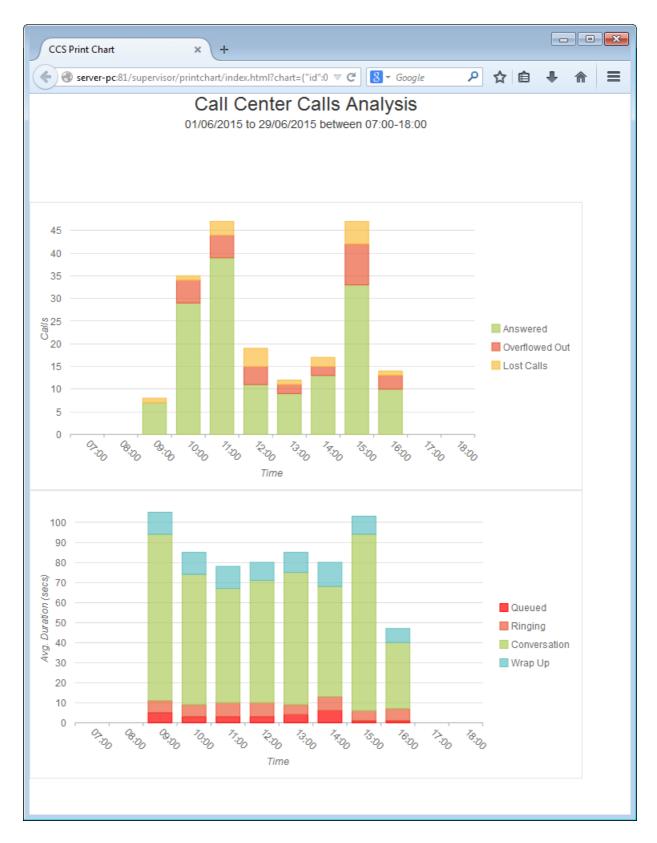
So, when viewing charts, there is a menu option that will attempt to produce a printout better suited to your requirements^{*}.



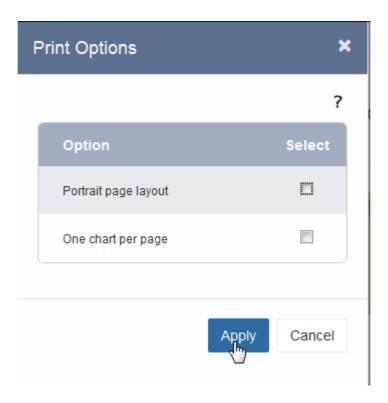
You will find a 'Print Current Chart' option in the menu options. Click this option and a new Print Chart window or tab will open, depending on your browser settings, which can be printed directly to produce a chart print that matches the settings you have entered in the <u>Configure Print Options</u> panel.



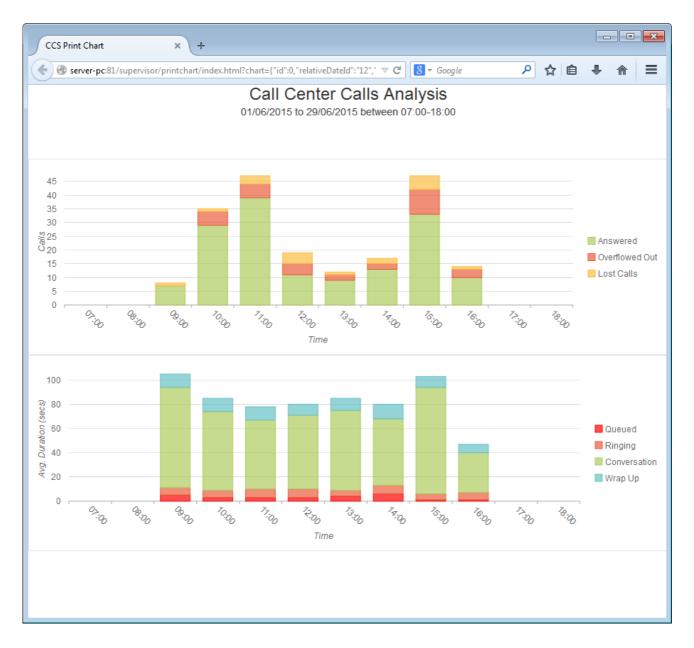
Checking 'Portrait page layout' and unchecking 'One chart per page' will open a Print Chart window such as the one below.



The whole page is designed to print on a single A4 page in portait layout and, if your printer is set up accordingly, will print correctly.**

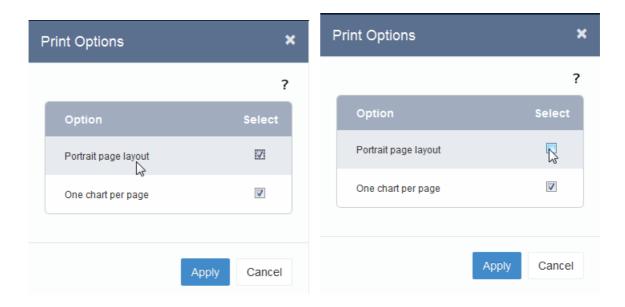


If you change the print options the Print Chart window will change as well. Here we have unchecked the 'Portrait page layout' option, so the Print Chart window will be sized for landscape layout.

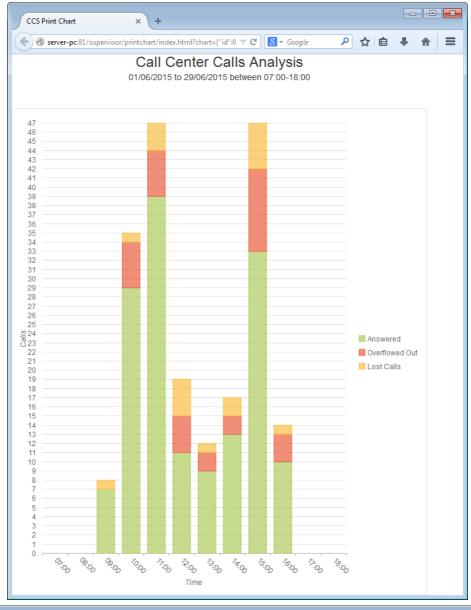


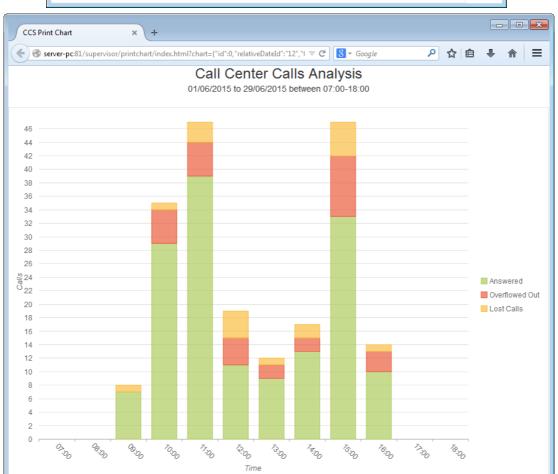
You may notice the slight difference in the width/height of each of the screen shots above. This should print correctly on a single A4 sheet in landscape layout.

You can choose other options as well.



The options on the left are for a portrait layout printout with only one chart per page, while the options on the right are for a landscape layout printout also with just one chart per page.





The screen shots above show the resulting Print Chart windows of each of the options. Portrait layout and one chart per page on the left, landscape layout and one chart per page on the right. Only the first chart is shown in the Print Chart window, the second chart will appear on the second page of the printouts in each case, if you need to, you can resize the Print Chart window manually to reveal the second chart.

* All browsers print in their own way, there is no standard process that the CCS Apps can use to give you the exact same printing experience across all browsers. All examples in this document are created using the Mozilla Firefox browser, which we think gives the best printing experience. For your information, currently it's not possible to consistently print reports or charts from within the Google Chrome browser,.

** The App cannot setup the printer itself, this must be done by you, either using the browser Print Setup page or through the OS printer driver.

Print Current Report

Printing from within the browser is a more complicated process than printing from inside an EXE program because the browser operates like a 'sandbox', which means that apps running inside the browser cannot reach out and setup or manipulate the printer in the same way that an EXE program can.

It's possible to press 'Ctrl-P' or select the browser 'Print...' menu option to print the report directly from the Reports tab. The resulting printout will attempt to match the printed page with exactly what you see in the browser window. It's likely that this will result in a far from satisfactory printout.

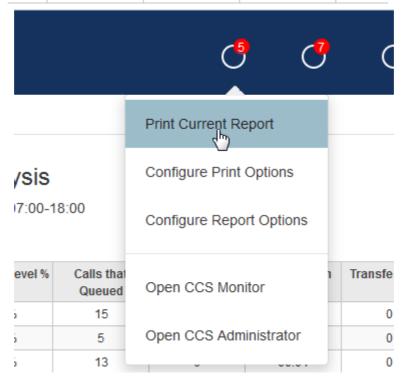
So, when viewing reports, there is a menu option that will attempt to produce a printout better suited to your requirements^{*}.



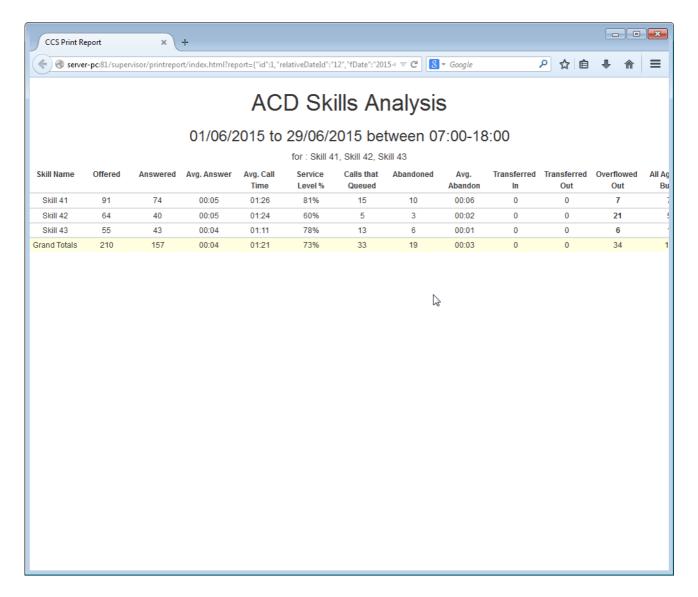
/sis

)7:00-18:00

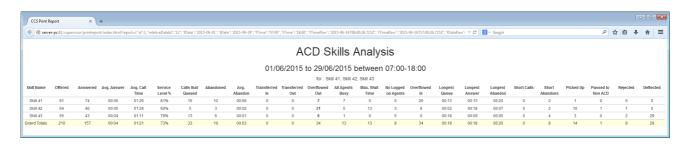
evel %	Calls that Queued	Abandoned	Avg. Abandon	Transfe
6	15	10	00:06	0
ò	5	3	00:02	0
6	13	6	00:01	0



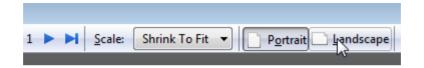
There are no specific report print options, as there are when <u>printing charts</u>. This is because the reports are displayed on the HTML page as a large <TABLE> object, and the printing of <TABLE> objects is largely controlled by the browser. You will have to set the printer preferences that best suit your requirements. To achieve better printout of reports try <u>exporting the report</u> into XSLX format and printing from within Excel or some other spreadsheet app.



When you click the 'Print Current Report' option a new report window will open which can be printed directly for a more consistent print result than just using 'Ctrl-P' on the Reports tab. The whole page is designed to print on a single A4 page in landscape layout with the 'Shrink to Fit' option, and if your printer is set up accordingly it will print correctly.**



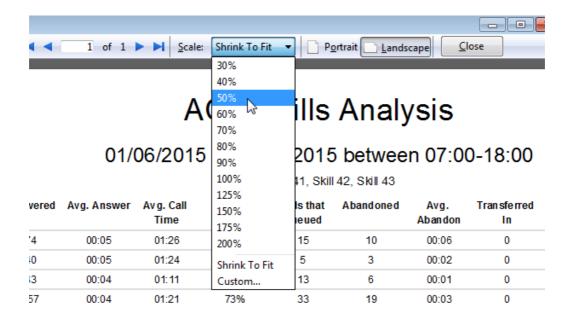
The screen shot above is the whole ACD Skills at a Glance report seen in the new report window which has been manually resized to fit everything in. It's not necessary to do this for the actual printout. Open the browsers print preview window and you will be able to see how the report fits onto the printed page with the settings you have entered. We recommend landscape mode printing.



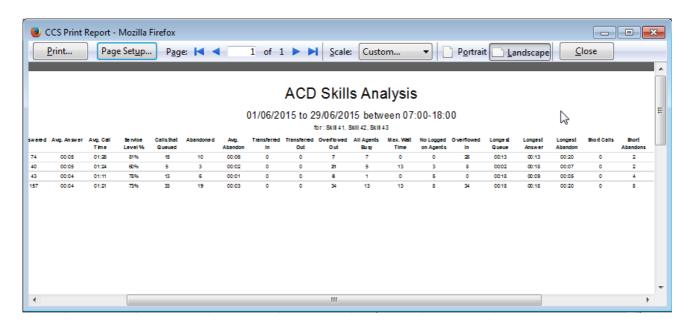
Skills Analysis

/06/2015 between 07:00-18:00

The 'Shrink to Fit' option will attempt to resize the report so that all the columns of the report fit on a single page. If the browser is unable to do this automatically, you can enter a custom size to make sure all columns are included.



The preview will show you what the report printout will look like, when you are happy click 'Print'.

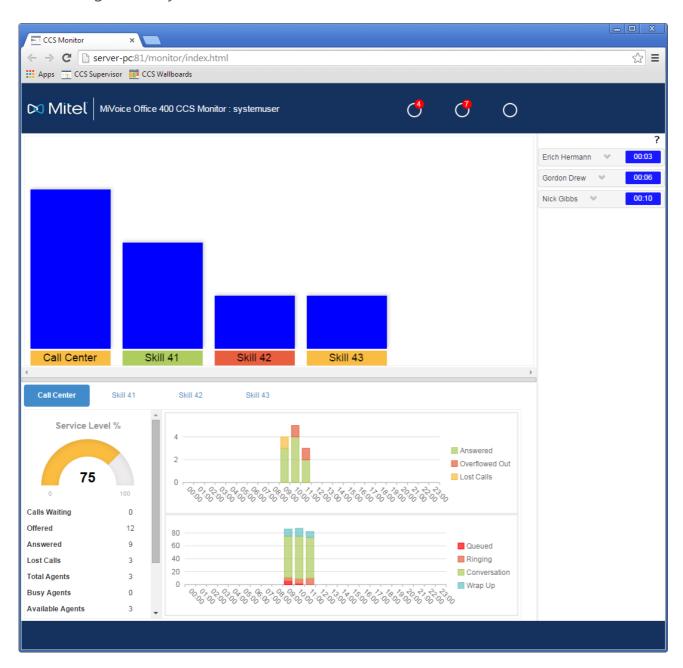


* All browsers print in their own way, there is no standard process that the CCS Apps can use to give you the exact same printing experience across all browsers. All examples in this document are created using the Mozilla Firefox browser, which we think gives the best printing experience. For your information, currently it's not possible to consistently print reports or charts from within the Google Chrome browser,.

** The App cannot setup the printer itself, this must be done by you, either using the browser Print Setup page or through the OS printer driver.

Monitor

The Monitor App is designed to provide you with familiar analysis tools to monitor the Call Center and individual Agents in dynamic real time.

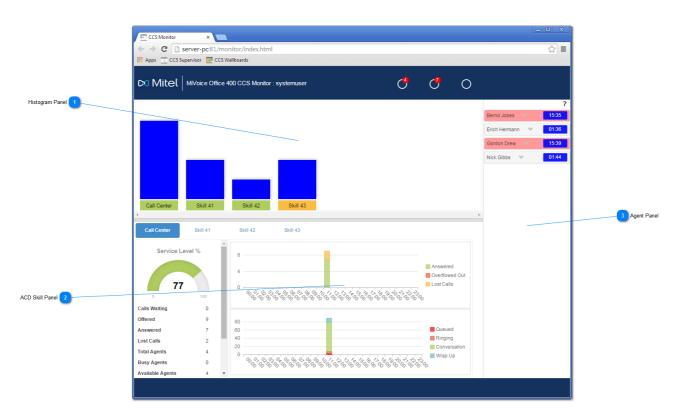


When you first enter the Monitor App address (URL) in the browser, the browser checks LocalStorage to see if there is an active application key already associated with the browser, if so it will auto-logon, if not you will have to logon again. See <u>Logging in and out</u> for more details of how to log on to the Monitor App. Alternatively, rather than entering the URL in the browser address bar every time, you could create a browser Bookmark to the Monitor App and add it to the Bookmarks Bar. See <u>Setting up a Bookmarks link</u> for examples of how to do this in several browsers. It's possible to open the Monitor App directly using an option found in the Supervisor App. See the Supervisor Options section along with <u>Open CCS Monitor</u> for details.

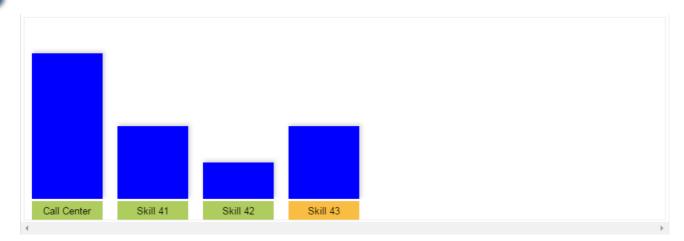
The navigation bar drop down menu in the Monitor App provides a range of different configuration options. Go to Monitor Options for more details of the different configuration options.

Overview

The Monitor App is just one single page in the browser but it includes all the real time tools that you need to monitor your Call Center and Agents. If you are a CCS v1 user who has upgraded to v2 you will find this page quite familar. All the real time data you had in v1 is here in this Monitor App. Follow the Details link to see more details about the specific parts of the App. The App page is split into 3 sections.



Histogram Panel

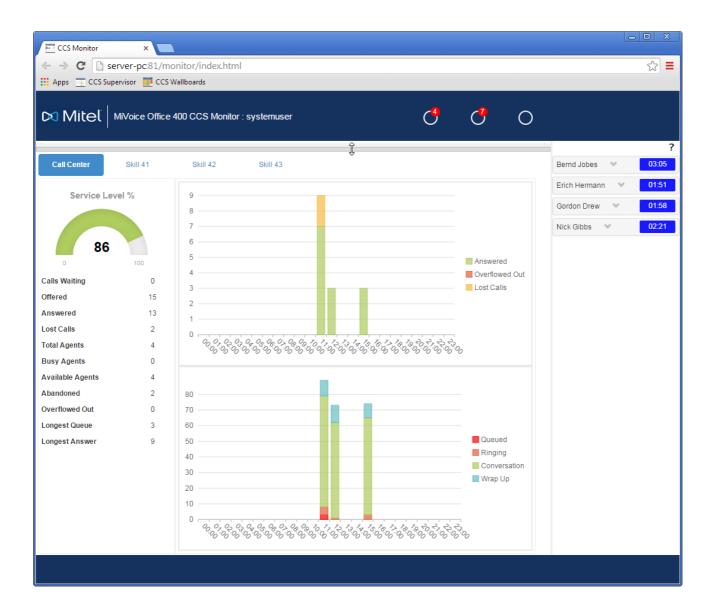


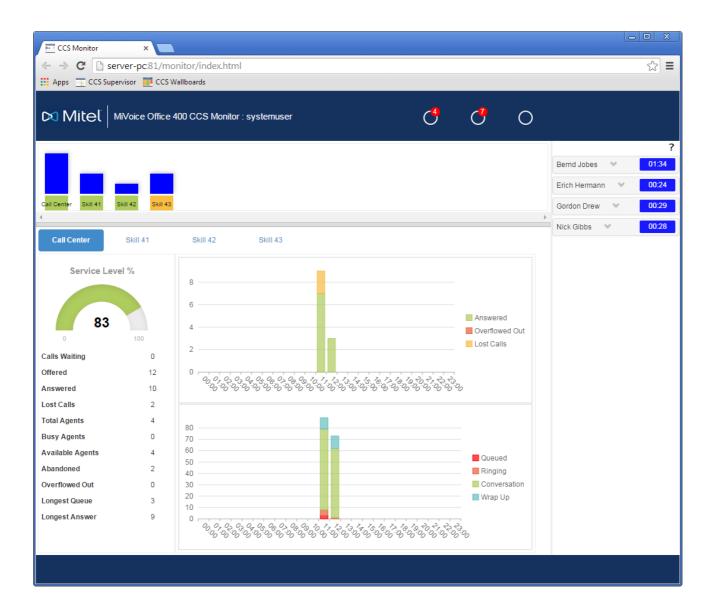
The histogram panel is where the real time data for all ACD Skills selected in the <u>Monitor Configuration</u> panel is displayed. These histograms show dynamic activity for each Skill or the Call Center and are updated every second with new data. See the section on <u>Skills</u> for more details of what these histograms show and how to make the most out of them.

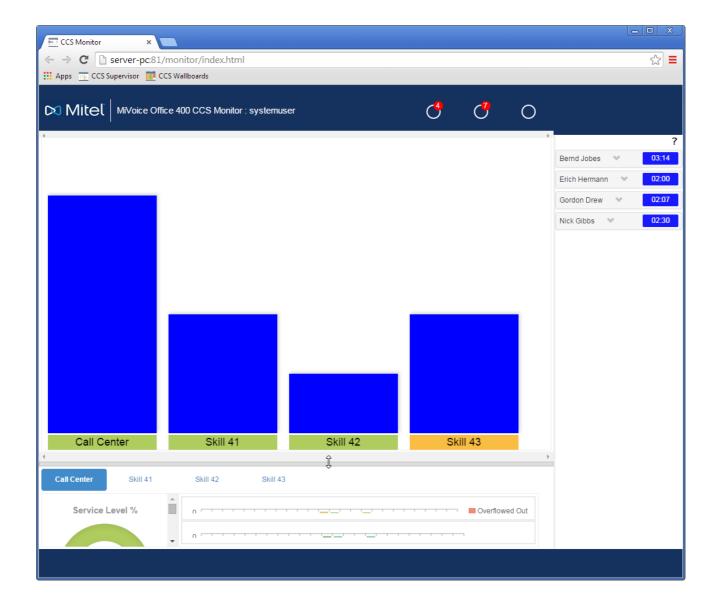


At the top of this panel all the ACD Skills you selected in the Monitor Configuration panel will be listed. You can select any one Skill, or the Call Center if it's in the list, and a range of dynamic data specific to that ACD Skill will be displayed. Parts of this panel are updated dynamically each second, other parts every 15 seconds or so. See the section on Skills for more details of what the panel shows and how to make the most out of the data.

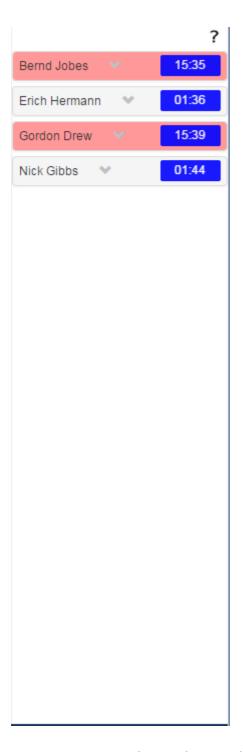
The Histogram and ACD Skill panels can be resized using the splitter bar in-between them, and they will resize as best they can to suit the new dimensions.





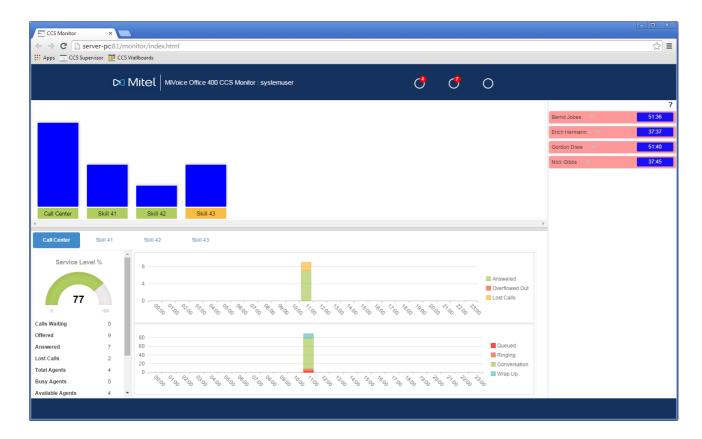


Agent Panel

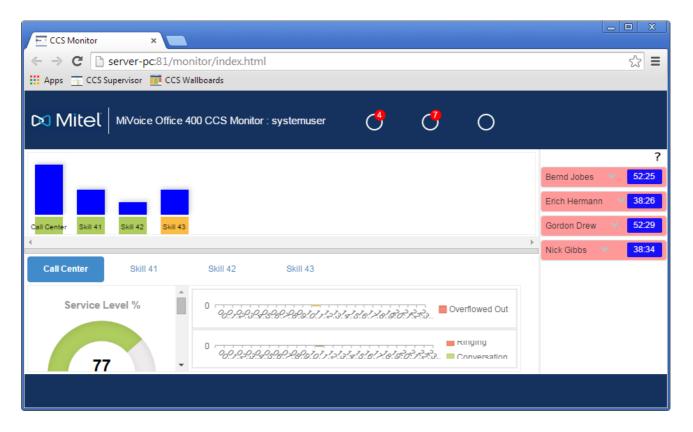


Every ACD agent logged onto the specific ACD Skill selected in the ACD Skill panel on the left side of the page will be included in this panel. When the Call Center is selected, All logged on ACD Agents are included. See the section on <u>Agents</u> for more details of what this panel shows and how to get the most out of the data.

Unlike the Histogram and ACD Skill panels, the Agent panel cannot be resized directly, it is automatically sized based on the width of the browser window



But obviously there are limits, if the page is resized to be too small some detail may be lost or displayed oddly.

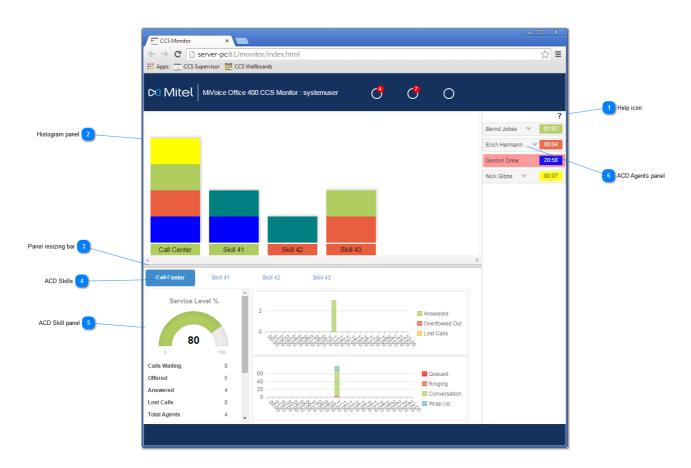


Combine resizing the histogram and ACD Skill panels with the whole browser window to set up the Monitor App as it suits you.



* The screen shots above have been reduced by up to 50% to fit them into the help file. This is not a browser feature.

Details

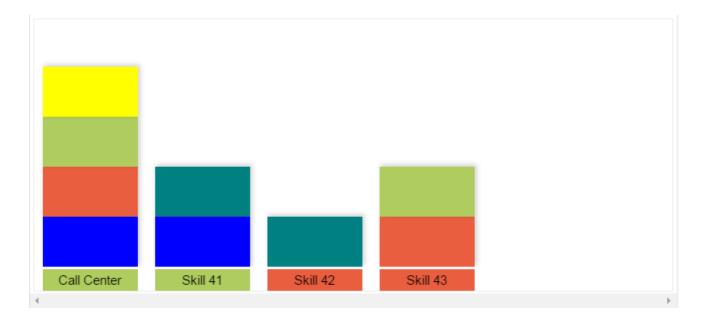


Help icon

?

Click the Help icon to access this online help.

Histogram panel



These are the ACD Skill histograms, showing dynamic information about performance, active calls and ACD Agent states. You can choose which ACD Skills to include on this panel in the Monitor Configuration panel. See the Skills section for more details about the data displayed in this panel.

Panel resizing bar

Drag this bar up or down to resize the ACD Skills Histograms panel and the ACD Skill panel.

ACD Skills

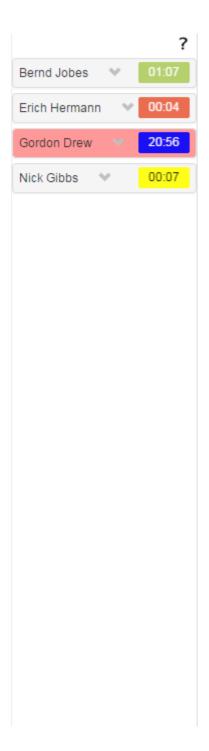


Each of the ACD Skills you selected in the <u>Monitor Configuration</u> panel will appear here. Click one to select it, it will appear as white font against blue background when selected.

ACD Skill panel

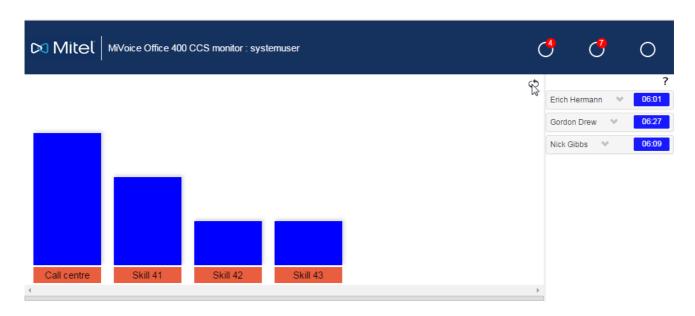
This panel will display data for the ACD Skill you selected in ACD Skills above. When you change the selected ACD Skill this panel changes automatically to show data for the new ACD Skill. If you select the Call Center then data for all ACD Skills is used to populate this panel. See the Skills section for more details about the data displayed in this panel.

ACD Agents panel

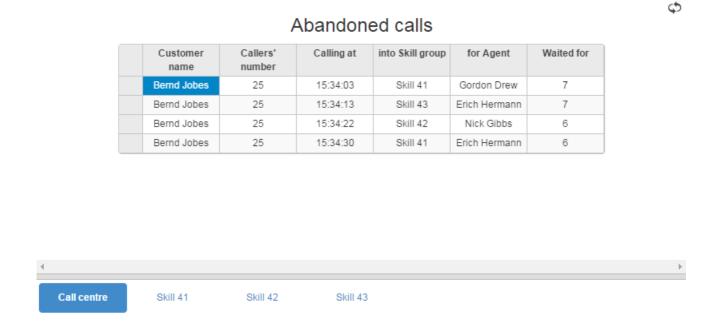


This panel will include all the logged on ACD Agents for the ACD Skill you selected in ACD Skills above. When you change the selected ACD Skill this panel will automatically update to show only those ACD Agents logged onto the new Skill. If you select the Call Center then data for all logged on ACD Agents will be included. See the Agents section for more details of the data displayed in this panel and how to use the various Agent features that the Monitor App provides for you.

Abandoned calls panel



A simple feature has been added to the histogram panel to allow the user to dynamically monitor abandoned calls. Simple click on the small 'rotate' icon that you will find in the top right hand corner of the histogram panel. This will switch the panel over to the Abandoned calls view.



This simple view will show all abandoned calls during the current day for the selected skill. When you change the selected ACD skill the view will automatically update with the abandoned calls for the new skill you have just selected.



Abandoned calls

Customer name	Callers' number	Calling at	into Skill group	for Agent	Waited for
Bernd Jobes	25	15:34:22	Skill 42	Nick Gibbs	6



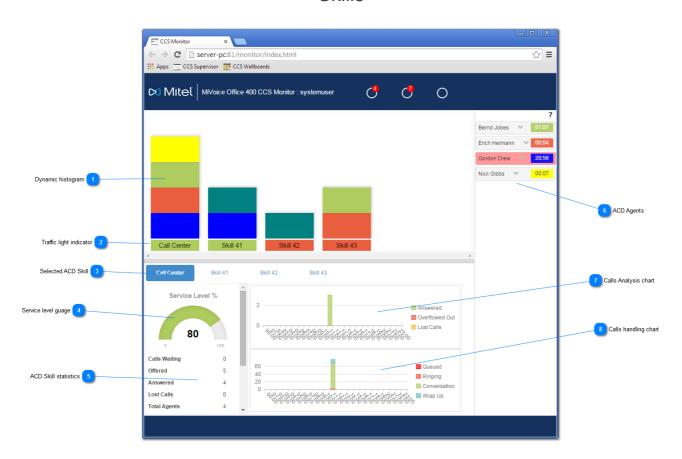
The view will update every 15 seconds or so, which means it may take as long as that before a recent abandoned call is included in the list. To return to the histogram panel, click the rotate icon in the top right hand corner of the view.

Abandoned calls

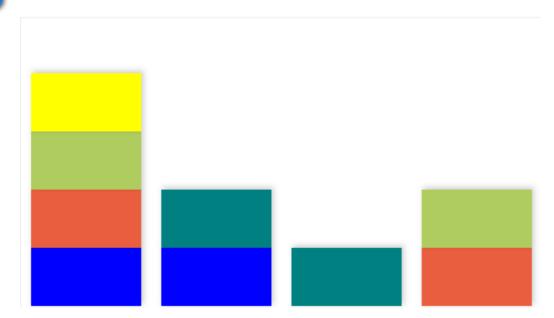


Customer name	Callers' number	Calling at	into Skill group	for Agent	Waited for
Bernd Jobes	25	15:34:22	Skill 42	Nick Gibbs	6

Skills



Dynamic histogram



Each ACD Skill that you select in the <u>Monitor Configuration</u> panel will have a histogram in this panel. All logged on ACD Agent and ACD call activity is represented in these dynamically updated histograms.

Each ACD Skill histogram represents 100% of ACD call and logged on agent activity for that Skill. The Call Center histogram will include data for all logged on ACD agents and all call activity, both ACD and non ACD.

The height of each individual ACD Skill histogram is set as a proportion of the total number of agents active on the PBX plus the number of all calls currently queued. As agents log on and off and calls enter and leave the ACD Skill queue, the height of each individual histogram will be redrawn accordingly.

Each logged on agent is represented by a single block of colour in the ACD Skill histogram. The colour will change as the agent's state changes, from ready, to ringing, to talking, to wrap-up, and so on. The Call Center histogram will show the 'master' or over-riding state of each agent, while the ACD Skill histogram shows the current agent state with particular reference to that Skill. ACD calls that enter the ACD Skill queue, not ringing yet on an agent, will be given their own block of colour while they remain in the queue, but when the calls rings on an agent, the queue colour block is removed and that agent's colour block changes to the ring state colour.

Colours are taken from a palette, either the default palette shown here, or a user specific palette that can be configured to suit each individual user's requirements. See <u>Administrator Colours</u> for details of how to configure your own colour palette.

Hover the mouse cursor over a histogram for additional snapshot information about the dynamic state of that ACD Skill. Tooltip data is not updated once shown.

Traffic light indicator



At the bottom of each histogram the ACD Skill name will be shown. The background colour of this area will match the <u>traffic light colours</u> used in the <u>Wallboards App</u> to show service level performance of the Skill or the whole Call Center.

Selected ACD Skill



All the ACD Skills you select in the <u>Monitor Configuration</u> panel will appear in this list at the top of this panel. You select one by clicking it, and it will be highlighted with a blue background, as shown above. This selected ACD Skill is now the focus of this panel and the <u>Agents</u> panel on the right hand side of the monitor window. The data and information described below are all relevant to the ACD Skill you select in this list.

Service level guage



This guage shows the service level percentage of the selected ACD Skill. This is the percentage of calls answered with the <u>service level threshold</u> you have set for the selected ACD Skill. It will be coloured using the user's <u>traffic light colour</u> scheme.



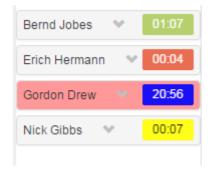
ACD Skill statistics

Calls Waiting	0	
Offered	5	
Answered	4	
Lost Calls	0	
Total Agents	4	

The user can display data for the selected ACD Skill by choosing from a range of different statistics in the <u>Monitor Configuration</u> panel. The stats are updated in real time and the same statistics is displayed no matter which ACD Skill is selected.

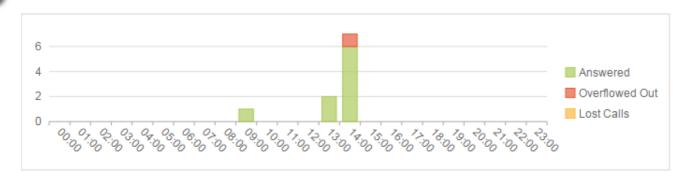
Calls Waiting	0
Offered	10
Answered	9
Lost Calls	1
Total Agents	4
Busy Agents	0
Available Agents	4
Abandoned	1
Overflowed Out	0
Longest Queue	1
Longest Answer	8

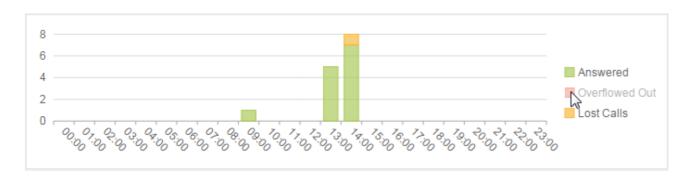
ACD Agents



This panel on the right side of the page will include all the logged on ACD agents for the selected ACD Skill, or for the whole Call Center if that is selected. Where there is not enough space to fit all the agents in, scroll bars will allow the user to move up or down the list as required. Each agent object in the list can be expanded to show more detail. See <u>Agents</u> for full details of whats in these objects and how to interactive with them.

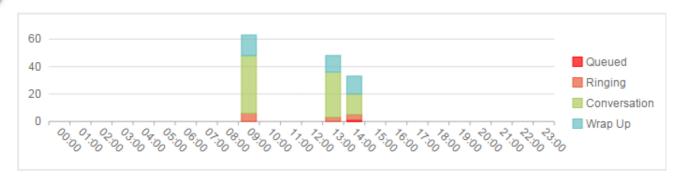
Calls Analysis chart





As with most charts in the Supervisor App, you can turn data on or off by clicking the appropriate legend

Calls handling chart

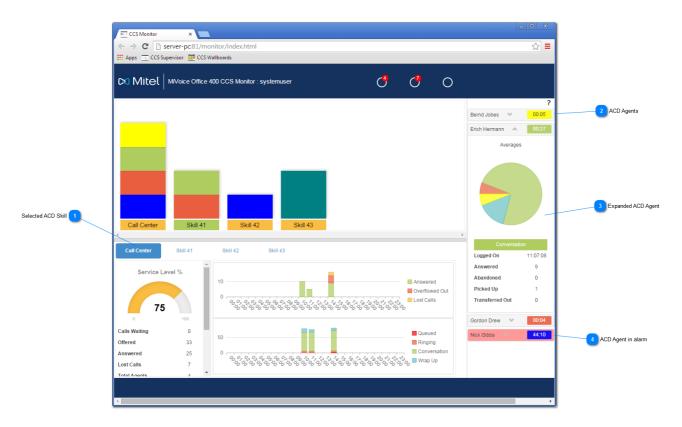


This chart is updated every 15 seconds and shows the call handling averages for all answered calls over the course of the current 24 hour period. As above, the data is grouped into hourly periods, a feature that cannot be changed, and if you hover the mouse over any bar on the chart additional relevant information is displayed in a tooltip. Also, data items can be turned on or off by clicking the appropriate legend to the right of the chart.

8

Agents

The Agent data displayed in the main page of the Monitor App will be for logged on Agents in the selected ACD Skill or the whole Call center. If there are no logged on Agents no data is shown.

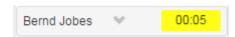


Selected ACD Skill

Call Center

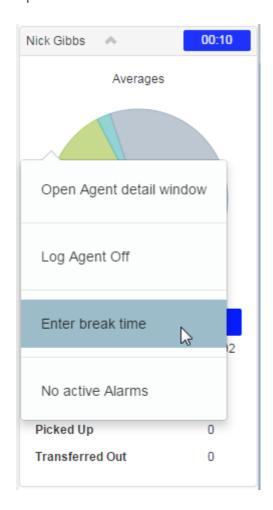
This is the selected ACD Skill or Call Center. All the ACD Skills you select in the Monitor Configuration panel will appear in this list at the top of this panel. You select one by clicking it, and it will be highlighted with a blue background, as shown above. This selected ACD Skill is now the focus for the Agents panel on the right hand side of the monitor window. The data and information described below are all relevant to Agents logged onto the ACD Skill you select in this list.

ACD Agents



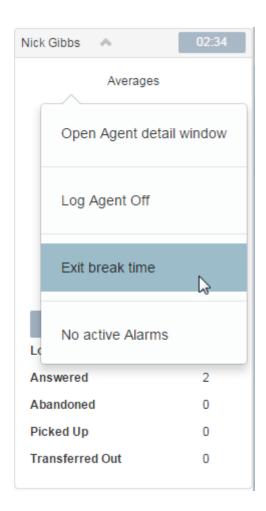
Every logged on Agent for the selected ACD Skill will be shown here. You will see the name and a colour block that shows the Agent's current state and the time spent in that state. This is a dynamic block and changes in real time as the Agent state changes. The small down-arrow can be clicked to open an extended panel with additional information for that Agent. See <u>below</u> for details.

Right click on the Agent panel for menu options. Although the following screen shots are taken with the Agent panel extended, it does not have to be extended for the menu to open.

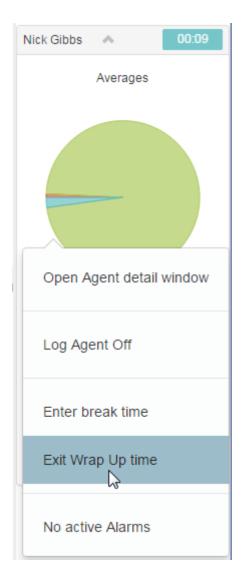


The right-click menu is dynamic, some options are specific to the Agent state. The top option opens a new, separate window for this particular Agent with more information. See Details Window for a full description. You can automatically log the Agent off if you choose, just click the 'Log Agent Off' option.

In the screen shot above the Agent is in 'Ready' state, but you can put the Agent into 'Break' state if you choose, using the 'Enter break time' option. If the Agent is already in 'Break' state, this option will change to 'Exit break time', and obviously if you click it the Agent will exit break time.



If the Agent is in 'wrap-up' state you will also have the option to exit wrap-up time as well. This option only works if you have not set a time limit to wrap-up time for the ACD Skill in OIP Toolbox.

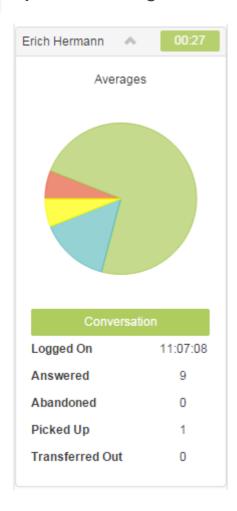


The final option is informative only and tells you which alarms are active for this Agent, if any. See <u>Configure Agent Alarms</u> for more information about Agent alarms.

NOTE: This menu is different if the Hide Personal Data option is set during installation.

The Agent Detail Window option is not available.

Expanded ACD Agent

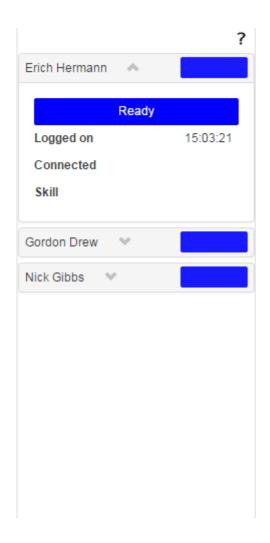


The extended ACD Agent panel shows extra data for the Agent that is specific to the selected ACD Skill. It includes a pie chart which shows call handling averages for Agent during the current day, including any non ACD activity if the Call Center is selected. Hover the mouse cursor over the pie chart for a tooltip which shows the actual values for the various averages displayed.



Below the pie chart is a block of colour that indicates the current state for the Agent relevant to the ACD Skill selected. The time the Agent last logged on to the ACD Skill is shown below the state colour block, along with some statistics that show in brief the Agents call stats for the selected ACD Skill during the current day.

NOTE: This expanded view is different if the Hide Personal Data option is set during installation.



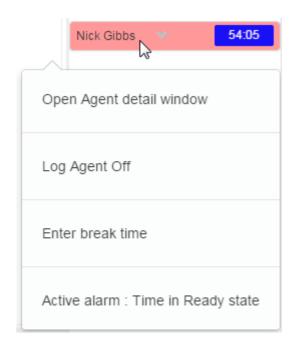
No statistics or time in state information is included, although you wil still be able to see the current state of each agent.

4

ACD Agent in alarm



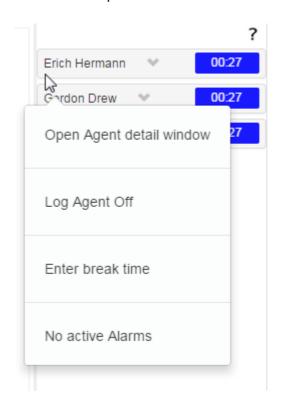
When an Agent enters an alarm state the header bar will be show in red, as above. This simple visual que tells you that the agent is in alarm. To see which alarm has been triggered, right-click the mouse on the header bar for the menu. The last entry in the menu will be the active alarms for that Agent.



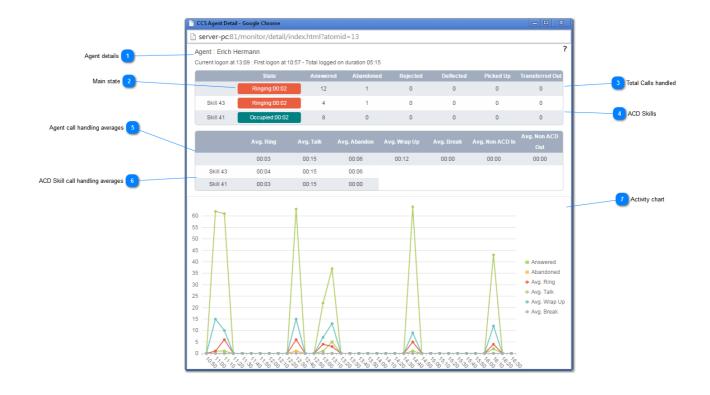
Alarms are set in the **Configure Agent Alarms** panel.

Details Window

You can open an Agent detail window for every agent in the <u>ACD Agents panel</u>. Regardless of whether the panel is expanded or closed, right click the mouse on the required Agent's panel and a menu of options will appear. The first item will be 'Open Agent dewtail window'. You guessed it, click this item and the Agent detail window opens.



The screen shot below shows a typical Agent detail window. The window is resizable and you can open them for as many Agent's as you wish.



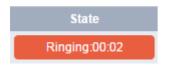
Agent details

Agent : Erich Hermann

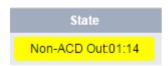
Current logon at 13:09: First logon at 10:57 - Total logged on duration 05:15

This title block shows the Agent name and logon details. You can see the time the Agent logged on for the current logon session, as well as the time the Agent first logged on today and the total logged on time for the current day.

🤧 Main state



This first state is the main state for the Agent, which just means it's whatever the Agent is actually doing. If the Agent is active on a non ACD call this would not show up in any ACD Skill data because non ACD calls are not recorded as ACD Skill activity, but here you would see it as the main Agent state.



Total Calls handled

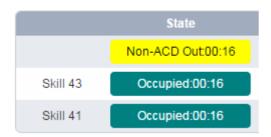
Answered	Abandoned	Rejected	Deflected	Picked Up	Transferred Out
12	1	0	0	0	0

Showing the overall ACD stats for the Agent, the total number of ACD calls answered and abandoned, as well as the number of ACD calls the Agent rejected, picked up, or transferred out.

ACD Skills

Skill 43	Ringing:00:02	4	1	0	0	0	0
Skill 41	Occupied:00:02	8	0	0	0	0	0

There will be one or more entry here, depending on how many ACD Skills the Agent is currently logged on to. Each entry will show the current day stats of all ACD activity by the Agent in that ACD Skill, as well as the Agent's current ACD Skill state.



In the image above, the Agent's main state shows as a non ACD state, so both ACD Skills that the Agent is logged on to are shown as 'Occupied', because the Agent is not free to take any ACD call for either Skill.

Agent call handling averages

	Avg. Ring	Avg. Talk	Avg. Abandon	Avg. Wrap Up	Avg. Break	Avg. Non ACD in	Avg. Non ACD Out
	00:03	00:15	00:06	00:12	00:00	00:00	00:00

Some data showing average call handling for the Agent for the current day. These are summary stats, including all ACD and non ACD calls, and average break times if the Agent has taken any breaks during the day.

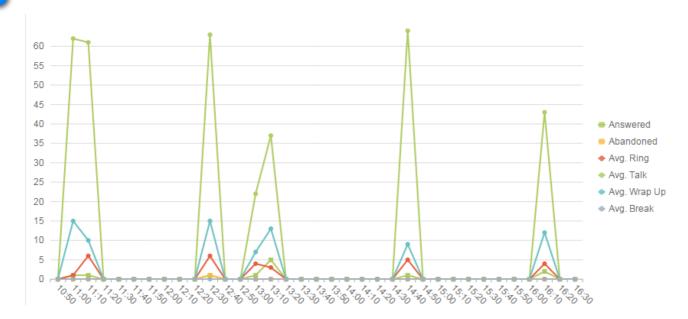
ACD Skill call handling averages

Skill 43	00:04	00:15	00:06
Skill 41	00:03	00:15	00:00

These are the ACD call handling averages, Ring, Talk, and Abandon, for Agent ACD activity in each ACD Skill the Agent is logged onto. 'Avg wrap-up' only appears as a summary stat because it is not accumulated to specific ACD Skills. An Agent in wrap-up state is not available to take ACD calls so is shown as 'Occupied' in all ACD Skills.

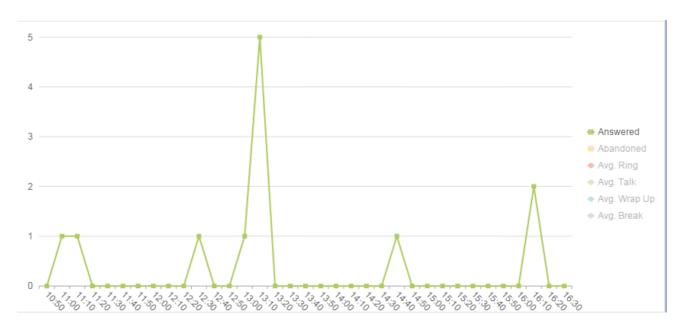
	State
	Wrap Up:00:03
Skill 43	Occupied:00:35
Skill 41	Occupied:00:03

Activity chart



This chart shows the Agent's ACD call activity for the current day, beginning at the time the Agent first logged on, right up to the present time. The data is grouped into 10 minute periods to make it a little easier to read and more likely to fit into a reasonably sized window. The number of ACD calls answered and abandoned in each period is recorded, along with averages for ring, talk, wrap-up and break times.

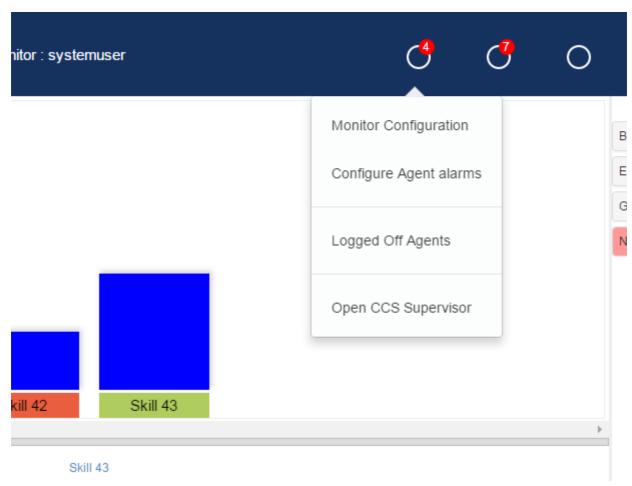
As with other charts, you can turn data on or off by clicking the data legend on the right.



This may be useful because we mix averages and counts on the same chart. This can lead to big discrepancies that may make some data hard to see. Turning off data with large values, for instance average talk time which may be many seconds, you can then see the data which has smaller values, such as answered, which may be quite low in any ten minute period.

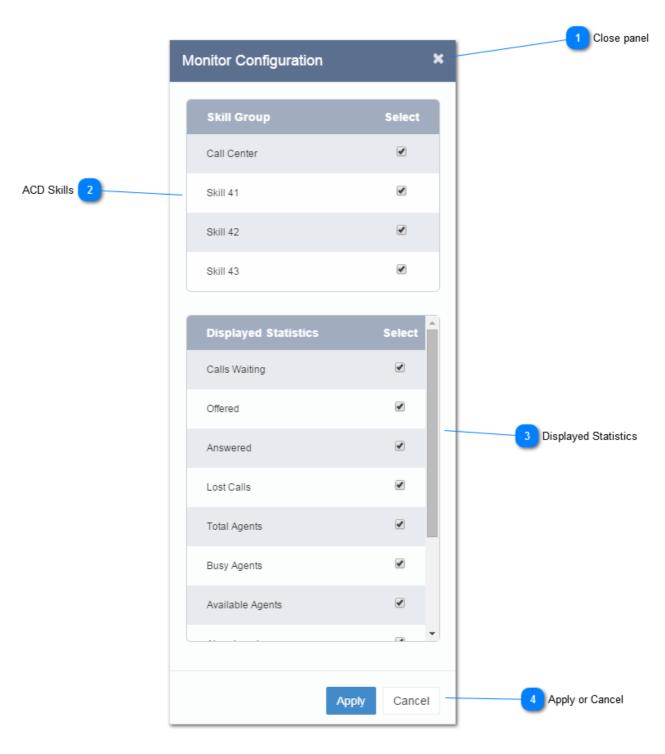
Options

There are some configuration options available on the navigation bar drop down menu. Click in the white circle numbered with a '4' to see the relevant Monitor App options.



Follow the links to the different options

Monitor Configuration



Close panel

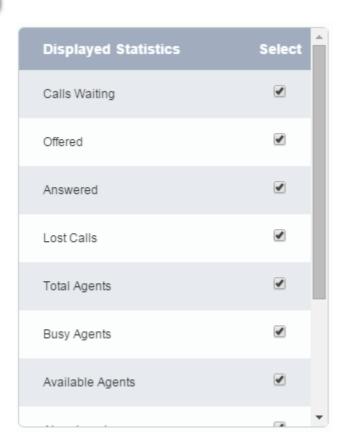


Click this icon to close the panel. IMPORTANT: Any changes you have made will be lost if you close the panel this way, use the Apply button if you want to save your changes.



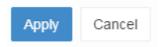
This panel will display all the ACD Skills configured in your Call Center, as well as adding an entry for the whole Call Center itself. Any Skill checked will appear on the Monitor main page, as a <u>histogram</u> in the Histogram panel and an entry in the <u>Skills list</u> in the ACD Skills panel. Unchecked Skills do not appear. Remember to Apply any changes.

Displayed Statistics



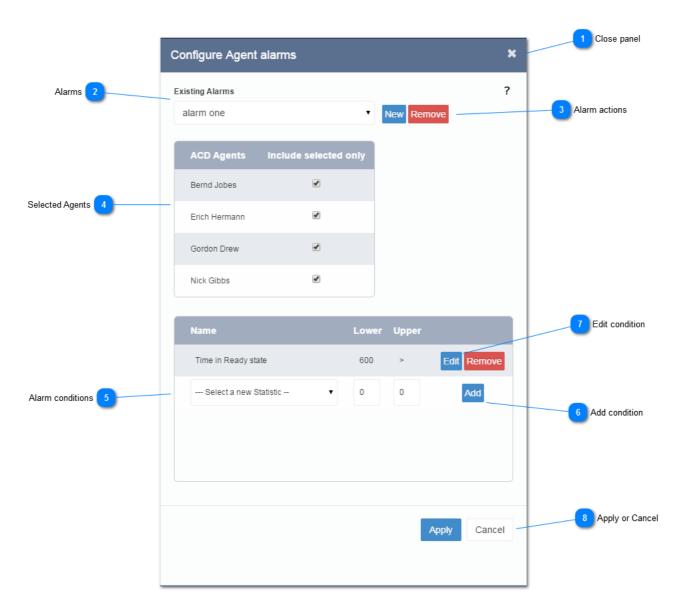
These are the statistics that appear in the <u>ACD Skills</u> panel for the selected Skill. ANything checked will appear, anything unchecked will not. Remember to Apply any changes.

Apply or Cancel



Apply changes by clicking the Apply button, or close the panel and lose all changes by clicking Cancel.

Configure Agent Alarms

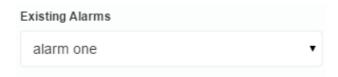


🛖 Close panel

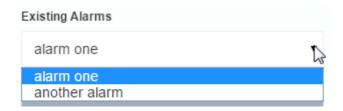


Click this icon to close the panel. IMPORTANT: Any changes you have made will be lost if you close the panel this way, use the Apply button if you want to save your changes.

Alarms



The drop down list will include all the alarms the current user has created. A user can create as many alarms as are needed.



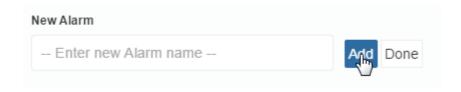
When you select an existing alarm all the alarm conditions are displayed and all the agents selected for the alarm are shown in the Agents list as checked.

3

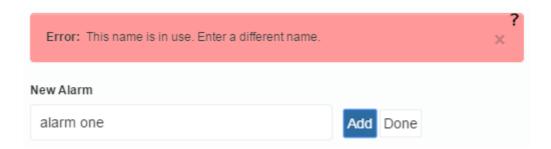
Alarm actions



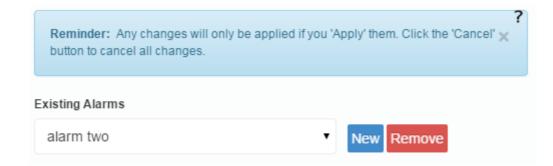
You must first add a new alarm before setting conditions or selecting agents to include. Click the 'New' button at create a new alarm. The buttons at the side of the drop down change to 'Add' and 'Done' and the drop down list changes to become a text field.



Enter a name in the 'New Alarm' field, which must be unique. If you decide not to add a new alarm, click the 'Done' button, otherwise click 'Add'. If the name you entered is not unique you will see a warning,

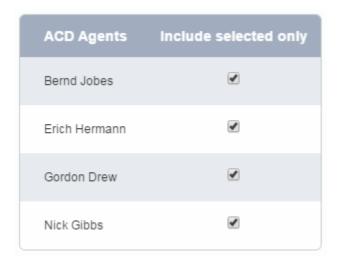


but if the name is unique an empty alarm with that name will be created.



IMPORTANT, remember that this alarm is not saved to the database until you click the Apply button, if you click 'Cancel' or close the panel at any time then the new alarm and any of the conditions you entered will be lost.

Selected Agents



This list will be populated with all the logged on Agents in the Call Center. Initially, when you create a new alarm, none of the agents in the list will be selected, you must choose those agents you wish to include in the alarm by selecting them. An agent can be included in as many different alarms as you wish and to remove an agent from an alarm simply uncheck the agent in the list. Likewise, to include an agent in an alarm, just check that agent in the list.

IMPORTANT, remember that any changes you make to an alarm are not saved to the database until you click the Apply button, if you click 'Cancel' or close the panel at any time then any new agent selections or deselections you entered will be lost.

Alarm conditions



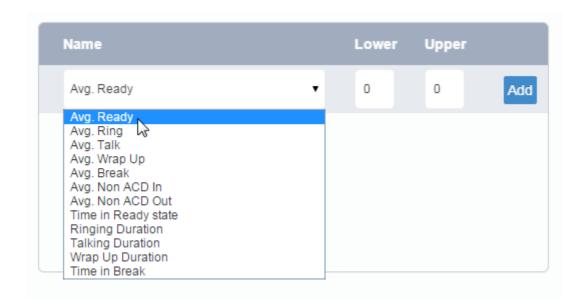
This list will be populated with all the different conditions you have attached to the current alarm. Initially, when you create a new alarm, there will be no conditions in this list. You need to add a condition.



Add condition



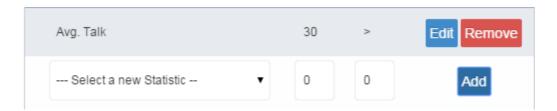
To add a condition, first select a statistic from the drop down list. You can choose from a range of averages or total durations for the condition. When the alarm is evaluated, the value of this statistic for each selected agent is checked against the lower and upper thresholds of the condition and if the value meets the condition then an alarm is raised for that agent.



Select the statistic then enter values in the 'Lower' and 'Upper' fields. The 'Lower' field accepts only numbers, and it cannot be less than the Upper field. If you want the Upper field to just mean 'greater than' you can enter the '>' character, otherwise enter a number greater than the 'Lower' field.



When you are happy with the condition, click the 'Add' button. The condition will be added to the Alarm list of conditions. You may enter as many conditions as you want.



IMPORTANT, remember that any changes you make to an alarm are not saved to the database until you click the Apply button, if you click 'Cancel' or close the panel at any time then any new condition you enter will be lost.

Edit condition



If you want to edit a conditon press the 'Edit' button.



You can change the selected statistic and the Lower and Upper thresholds of any condition. When you are happy, click the 'Done' button and the changes will be displayed.



You can remove a condition easily by clicking the 'Remove' button.



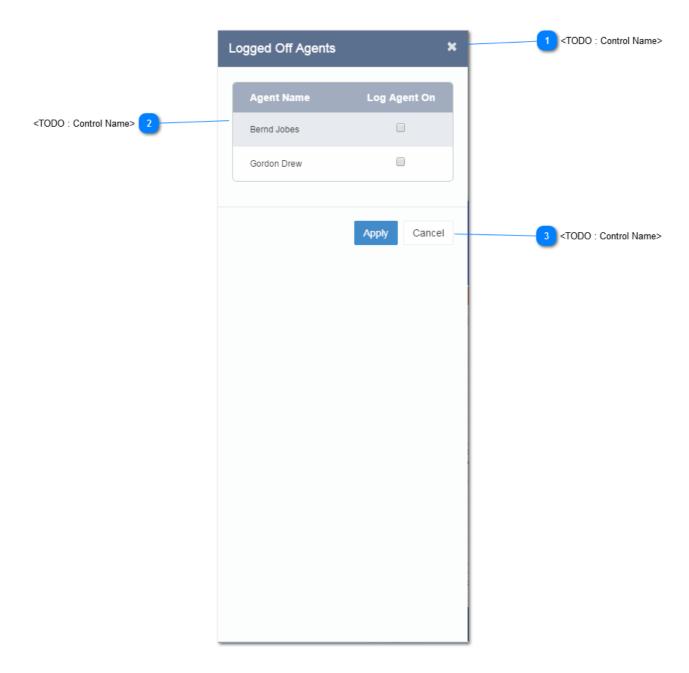
IMPORTANT, remember that any changes you make to an alarm are not saved to the database until you click the Apply button, if you click 'Cancel' or close the panel at any time then any edits will not be applied and removed conditions will remain in the alarm.

Apply or Cancel



Apply changes by clicking the Apply button, or close the panel and lose all changes by clicking Cancel. This includes adding new alarms, deleting alarms, adding, editing, or deleting conditions for any alarms. All changes must be Applied or they are invalid.

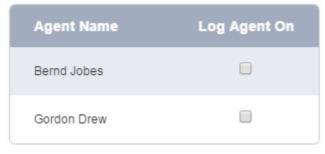
Logged Off Agents



<TODO : Control Name>

<TODO>: Insert description text here...

<TODO : Control Name>



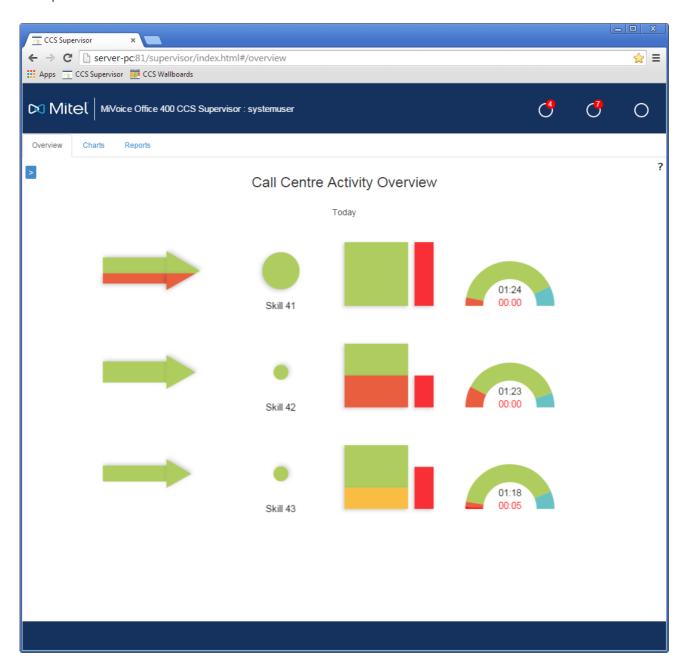
<TODO>: Insert description text here...

TODO : Control Name>
Apply Cancel

<TODO>: Insert description text here...

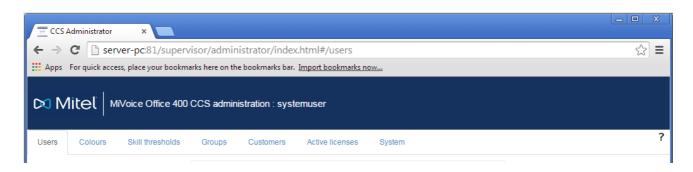
Open CCS Supervisor

Select this option to open the CCS Supervisor App in a new tab or window, depending on your browser settings. The App inherits your current logon details and license application key, so this will not take up a second license slot.



See **Supervisor** App for more details.

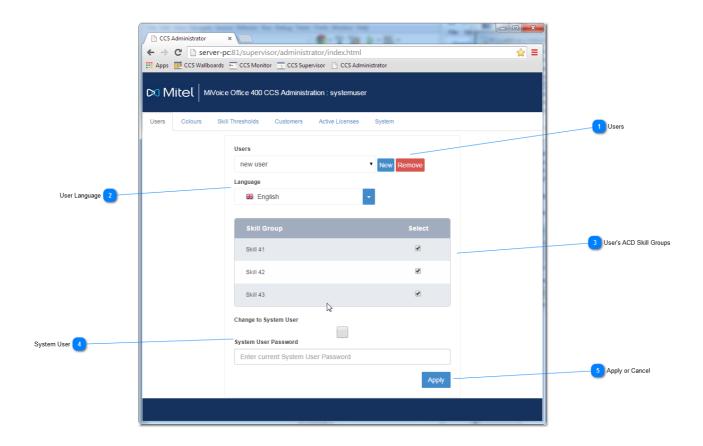
Administrator



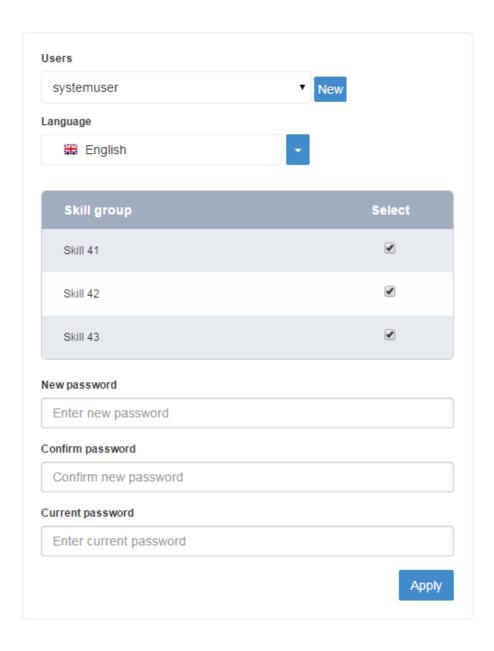
This App allows the User to add, edit, and remove various configurable settings in the MiVoice Office 400 CCS database. Each tab is explained in detail, follow the links below.

Users

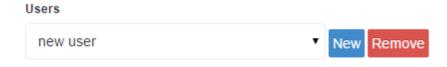
The User tab will be slightly different if you are logged on as the System User or as standard User. The System User has the facility to add and remove Users, while a standard User only has the facility to amend some of their own details. This section details the System User facilities, while this section outlines the options available to standard Users.



NOTE: If you are logged on as the System User, you must select the System User from the drop down list of all Users in order to change the System User password. Follow this <u>link</u> for details of how to change the User password.



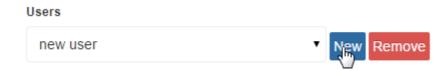
Users



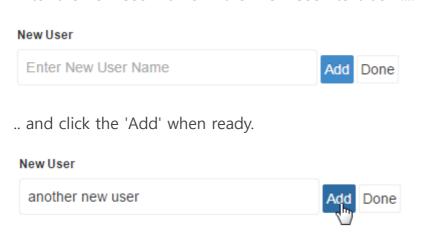
From the drop down list select an existing user that you want to edit.



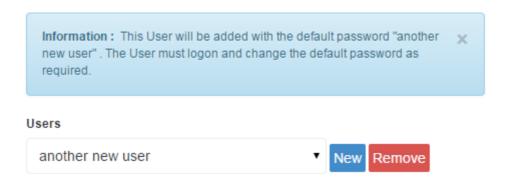
You can also add new sers by clicking the 'New' button.



Enter the new User name in the 'New User' text box



This will add a new User with the name you entered and a default password which is exactly the same as the User name (case sensitive).

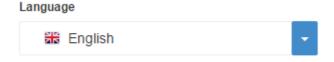


You can also delete a User by selecting the name from the list and clicking the red 'Remove' button. A dialog will pop up warning you that the User is about to be removed from the database.

Remove User "another new user" This User will be completely removed from the database along with all connected configuration settings.

IMPORTANT: This operation is immediate, there is no need to click the 'Apply' button to make this operation final. As soon as you click 'Remove' in the opened dialog, the User is gone.

User Language



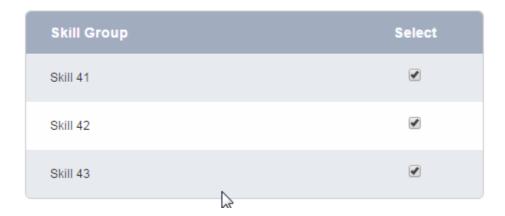
This is the language of the User selected in the drop-down list. To change the User's language, select a different language from one of those in the drop down list. Available languages may change over time or depending on local market conditions. Only those languages shown in the list will be available for the installed system.



NOTE: Language changes are not dynamic, you must either log off/on again or reload the App to see the changed language.

IMPORTANT: Remember to click the 'Apply' button after making a language change, otherwise changes are lost.

User's ACD Skill Groups

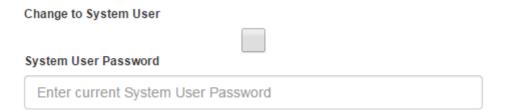


The selected ACD Skill groups will be the only groups that the selected User will see when they log on to any of the CCS Apps. In order to hide a Skill from a particular User, de-select it in this list.

NOTE: The Call Center group which is used throughout the Apps always represents the whole Call Center, regardless of the ACD Skill groups selected for the logged on User.

IMPORTANT: Remember to click the 'Apply' button after making any change to the selected ACD Skill groups, otherwise changes are lost.

🥋 System User



The System User is considered the overall administrator of the system and is the only User allowed to control certain configurable options. Only one User can be designated as the System User. The new installation has a default System User with the username 'systemuser' and with the password 'systemuser'. We recommend you change this after installing the system. To change the password, select the default System User in the drop-down list then change the password, follow this link to see how to change the password.

If you wish to change the designated System User from the default one, select a different User from the drop-down list, (follow this link for details of how to add a new User), and check the 'Change to System User' checkbox. You must enter the existing System User password, which will be 'systemuser' if you are changing the default User, otherwise it will be whatever you have set for the current System User. When you are sure the details are correct, click the 'Apply' button.

IMPORTANT: As soon as you change the System User, the current logged on User will NO LONGER be the System User and will have no access to System User options. The change is immediate so if you make a mistake there will be no option to rectify it unless you log off and log back on as the new System User you have just set up.

5

Apply or Cancel

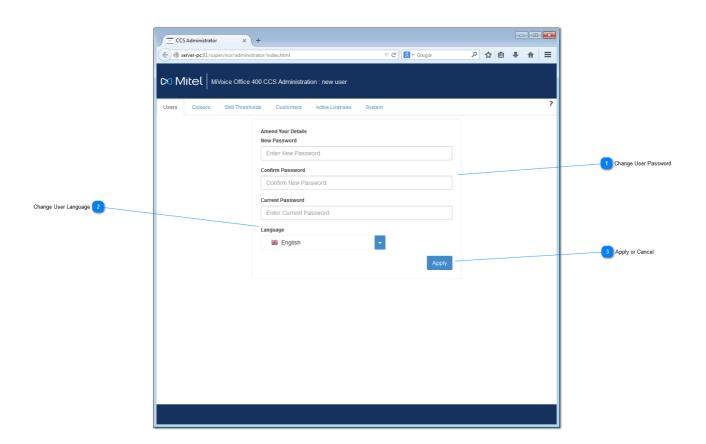


Changes to the selected User's language or ACD Skill Groups must be applied before they are finalised. Click the Apply button to set any changes in the database, or Cancel to ignore those changes.

IMPORTANT: Adding a new User or removing an existing User are immediate operations, they do not need to be Applied before being finalised in the database.

Standard User

The User tab allows the logged on standard User to change their own password or the language that is displayed when they log onto any of the MiVoice Office 400 CCS Apps.



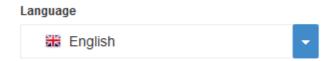
🔁 Change User Password

New Password Enter New Password Confirm Password Confirm New Password Current Password Enter Current Password

Change the current logged on User or selected System User password by entering a new one, along with an identical confirmation password, then entering the current User password in the required field.

You must click the Apply button to see the new password change added to the database.

Change User Language



This is the language of the current User. To change the User's language, select a different language from one of those in the drop down list. Available languages may change over time or depending on local market conditions. Only those languages shown in the list will be available for the installed system.



NOTE: Language changes are not dynamic, you must either log off/on again or reload the App to see the changed language.

IMPORTANT: Remember to click the 'Apply' button after making a language change, otherwise changes are lost.

3

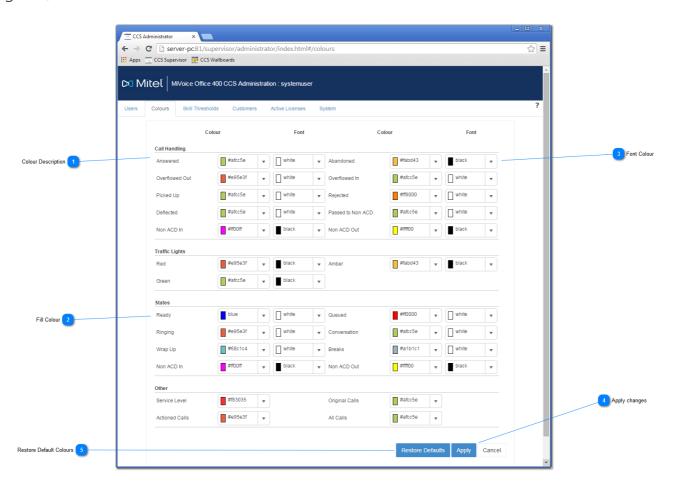
Apply or Cancel



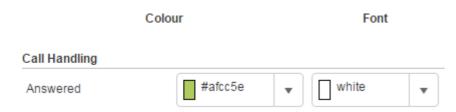
Apply any changes to the database by clicking this button. If you do not apply them, any changes you make will be lost.

Colours

The MiVoice Office 400 CCS Apps initially use a default colour scheme when displaying data graphically, but it's possible for Users to configure their own set of colours for use by the Apps whenever they log in. The Wallboard App will use the System User's colour scheme if there is one configured, otherwise it will use the default scheme.



Colour Description



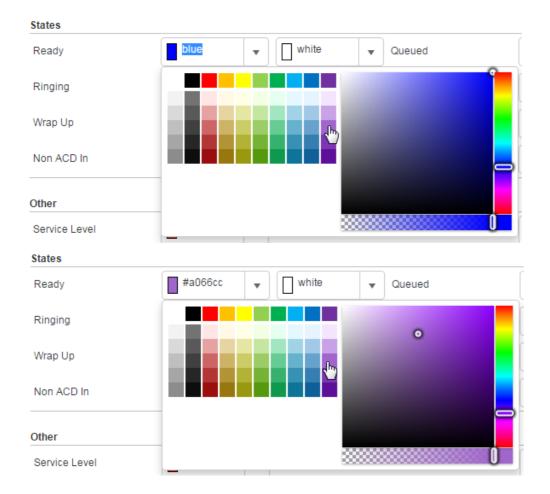
This indicates when the colour will be used in the Apps. For example; when showing answered calls graphically all Apps will use a fill colour of '#afcc5e' and a text (font) colour of 'white'. ANy colour can be entered, for either fill or font, and a particular colour can be used more than once.

Fill Colour



This is the colour that any shaded area, chart bar, line, column or pie slice, etc, will be filled with when the Apps display the named statistic or state as a series on a chart or as an element in some dynamic graphics.

Use the drop down arrow to open a colour selection window. Choose the colour you want and press the drop down arrow again to close the selection window.



Any changes you make must be applied. Apps that are already running will automatically begin to use the new colours after then have been applied, but it takes several seconds for the changes to filter through.



🚗 Font Colour



When changing a Fill colour it's important to remember the Font colour. This is the colour of any text displayed over the fill colour, such as names, times and values. The text could be difficult to read unless an appropriate colour is selected. You are not limited to just black or white, any colour can be used.

Again, any changes must be applied.

Apply changes



All changes must be applied before they will take effect. Press Cancel to return all colours to the last applied state.

Restore Default Colours

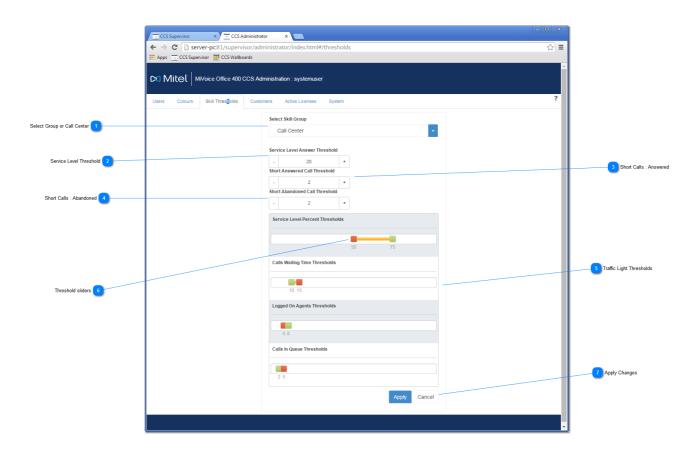


If you decide the scheme you have set up is no longer suitable, rather than change each colour individually, click Restore Defaults to instantly return your colour scheme back to the installatuion default configuration.

CAUTION: You do not need to Apply this change, your colour scheme will immediately be returned to the default scheme when you click this button.

Skill Thresholds

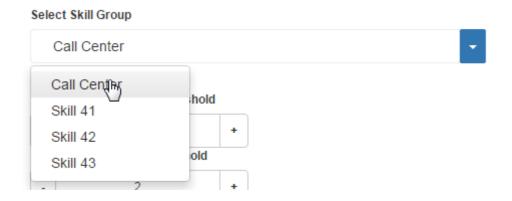
Each individual ACD Skill group, and the Call Center as a whole, has a series of thresholds that can be configured to assist in monitoring performance throughout the day. These are configurable within the CCS Administrator App if you are logged on as the System User, otherwise this feature is restricted.



Select Group or Call Center



Select the ACD Skill group you want to configure from the drop down list. Whichever group you select, the current thresholds for that group will be used to populate the fields below.



There is also the choice of setting thresholds for the whole Call Centre, all activity in the Call Centre weighted against the thresholds you set.

Service Level Threshold

Service Level Answer Threshold



This value is the target time, in seconds, for answering ACD calls. Any Skill group call answered within the threshold you set will be included in the Servce Level %, while calls answered after this threshold are excluded.

Service Level Answer Threshold

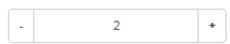


To alter the value, either type directly into the text field or use the plus and minus icons to increment and decrement the value displayed.

All changes must be applied otherwise they are ignored. All currently open Apps will automatically update with the new thresholds after you have applied them, but it may take a few seconds to filter through.

Short Calls : Answered

Short Answered Call Threshold



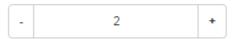
This value is the minimum time, in seconds, for an answered ACD call. Calls that take less time than this will be ignored by all the Apps, except when the count of 'Short Answered Calls' is specifically being displayed. This threshold can be set to 0 if required. It is used to avoid including 'operational' calls in the Skill group totals. These are automatically generated calls that sometimes have to be be created when real calls are deflected, overflowed, or otherwise transferred throughout the exchange. Depending on how your exchange is configured, this threshold may or may not be neccesary.

All changes must be applied otherwise they are ignored. All currently open Apps will automatically update with the new thresholds after you have applied them, but it may take a few seconds to filter through.

4

Short Calls: Abandoned

Short Abandoned Call Threshold

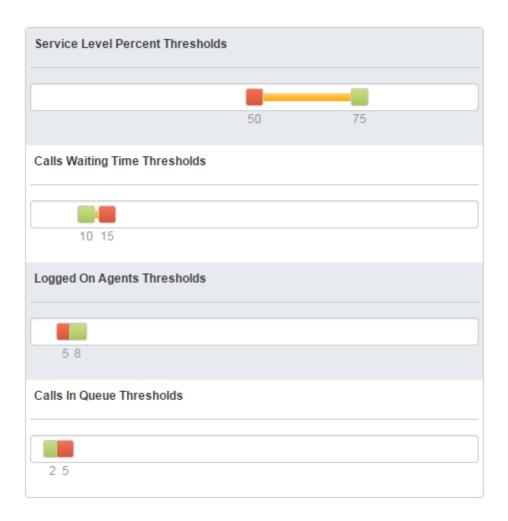


This value is the minimum time, in seconds, for an abandoned ACD call. Calls that take less time than this will be ignored by all the Apps, except when the count of 'Short Abandoned Calls' is specifically being displayed. This threshold can be set to 0 if required. It is used to avoid including 'operational' calls in the Skill group totals. These are automatically generated calls that sometimes have to be be created when real calls are deflected, overflowed, or otherwise transferred throughout the exchange. Depending on how your exchange is configured, this threshold may or may not be neccesary.

All changes must be applied otherwise they are ignored. All currently open Apps will automatically update with the new thresholds after you have applied them, but it may take a few seconds to filter through.

5

Traffic Light Thresholds



When displaying statistics for selected Skill groups, the Wallboard App will fill the background of each Skill group panel with a traffic light colour, either red, amber, or green. The fill colours are a quick way of showing the actual performance of the selected Skill based on a metric and threshold you have previously setup. This panel shows the 4 available statistical metrics you can choose from, and allows you to set the red, amber, and green thresholds for each statistic.

The four metrics are Service Level %, Call Waiting Time (average seconds), Logged On Agents, and Calls In Queue. The <u>Wallboard App</u> uses the metric you select when deciding which background fill colour it should use for each Skill group.

Each of the threshold sliders allows you to set upper and lower thresholds for red and green, while amber is automatically for values between the upper and lower thresholds. The current red and green thresholds for each metric are displayed as a number directly below the sliders.

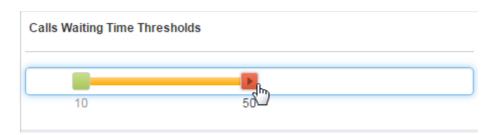
All changes must be applied otherwise they are ignored. All currently open Apps will automatically update with the new thresholds after you have applied them, but it may take a few seconds to filter through.



Click on a slider and drag it to the left or right, the actual value of the slider is displayed directly below it. Un-click to drop the slider and set the threshold at the displayed value. You can set the upper and lower thresholds to the same value if required, in which case the upper slider will 'hide' the lower slider. The minimum value for any slider is 0, and the maximum is 100. In the case of the Service Level % and Logged on Agents metrics, lower values are considered poorer performance than higher values, so the sliders are red for lower and green for higher thresholds.



But for Calls Waiting Time and Calls In Queue, lower values are considered better performance and higher values worse, so sliders are green for lower and red for higher thresholds. The slider determines the background colours used by the Wallboard App when it checks the selected metric for each displayed ACD Skill. In the case below, if the average Call Waiting Time of the Skill, or Call Centre, is 10 seconds or less, the Wallboard app uses green as a fill, if it's between 10 and 50 seconds, the App uses amber, and if it's 50 or above, red.



All changes must be applied otherwise they are ignored. All currently open Apps will automatically update with the new thresholds after you have applied them, but it may take a few seconds to filter through.

NOTE: You may change the actual traffic light colours that the Wallboard App uses, see <u>Colours</u> for details, but the slider colours on this page will not change as well, they are fixed to the default colours used for green, amber, and red.

Apply Changes

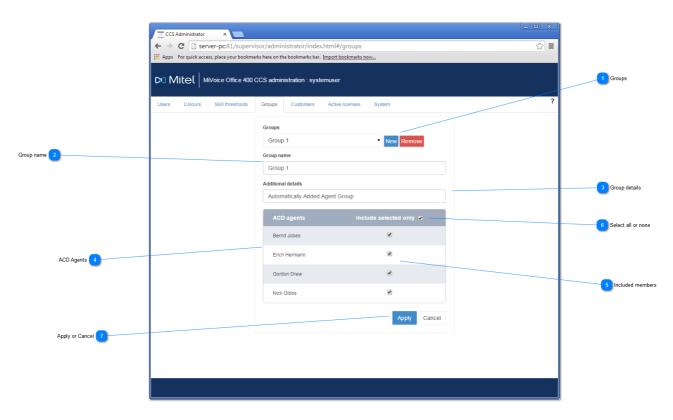


All changes must be applied otherwise they are ignored. All currently open Apps will automatically update with the new thresholds after you have applied them, but it may take a few seconds to filter through. Click the Cancel button to ignore any changes you have made and reset the displayed thresholds to the last applied values for the group selected.

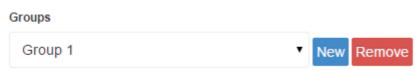
Groups

The Groups tab allows the user to create groupings of agents, independently of the ACD skills the agents log on to, for use when generating reports. When you select a group report, the data for the report is collated from all agents that are selected as members of that group.

During the auto-initialisation that occurs when you first run the CCS, a group is auto-created and all agents are added to it. You will see it in the list of groups as 'Group 1'. Initially all agents will be members of this group, but you can edit, rename or remove this group if you choose. A group must have at least one member and may not have the same name as other groups, but other than that there are no restrictions on groups. Agents can be members of more than one group at a time, or no group at all if you wish.

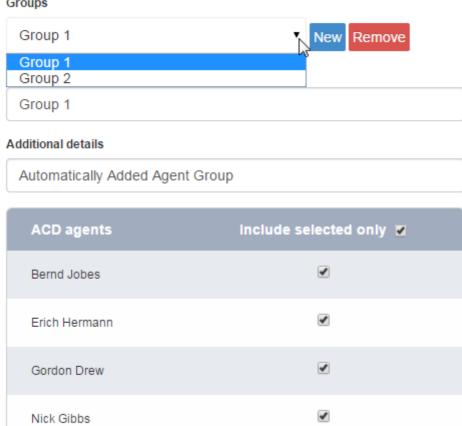


1 Groups

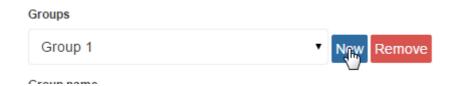


Select a group to edit from the drop-down list of groups. All groups will be included in the drop-down list, when you select a group it's details and members will be displayed

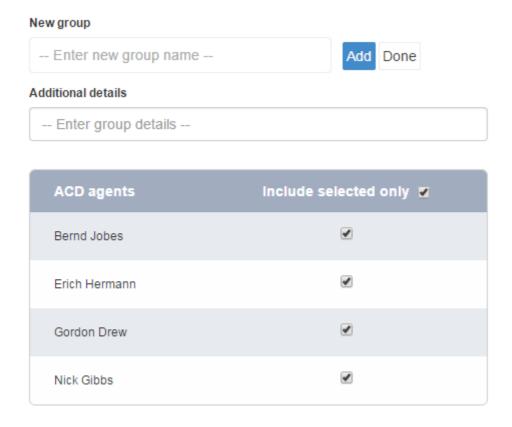
Groups



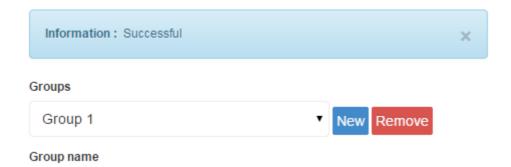
You can add a new group by clicking the New button



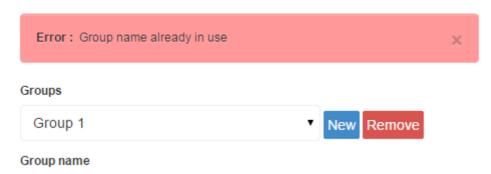
Add a unique group name and details, if required, as well as selecting those agents you wish to include in the group's membership.



When you are ready, click the Add button. A small message box will be displayed to show that the action was successful, the new group has been added.



If there is a error with the details you have entered, you will see a read message box informing you of the error, and the new group will not have been added.



If you do not wiash to add the new group, click the Done button to cancel the action.

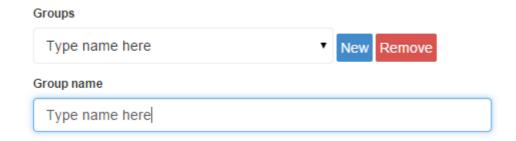


Group name

Group name



Type the group name here if you want to change the name of an existing group.



You'll see the group name text in the drop down list change as well. Click Apply if you want to make change permanent, or click Cancel to drop the changes.

, Group details

Additional details

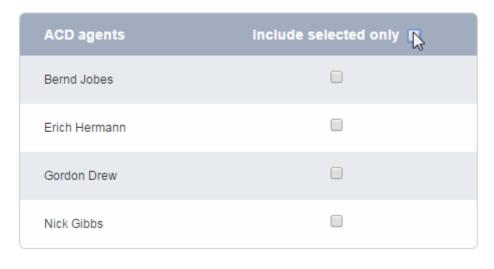
Automatically Added Agent Group

Add some additional detail here to describe the group if required.

ACD Agents

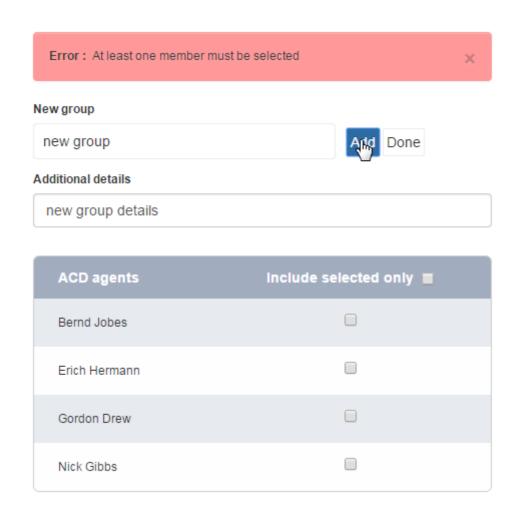
ACD agents	Include selected only 🔽
Bernd Jobes	€
Erich Hermann	€
Gordon Drew	€
Nick Gibbs	€

Each group should have one or more members. Use the small checkbox in the title to turn all check boxes either on or off as you require.

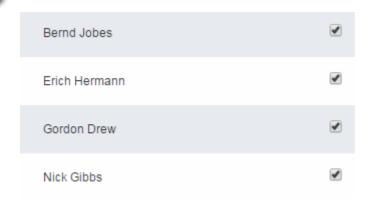




If you try to add or amend a group with no selected members an error message box will be displayed.



Included members



Check those agents you wish to be members of the selected group.

Select all or none



Check the box in the title bar to select or deselect all agents as you require.



Apply or Cancel



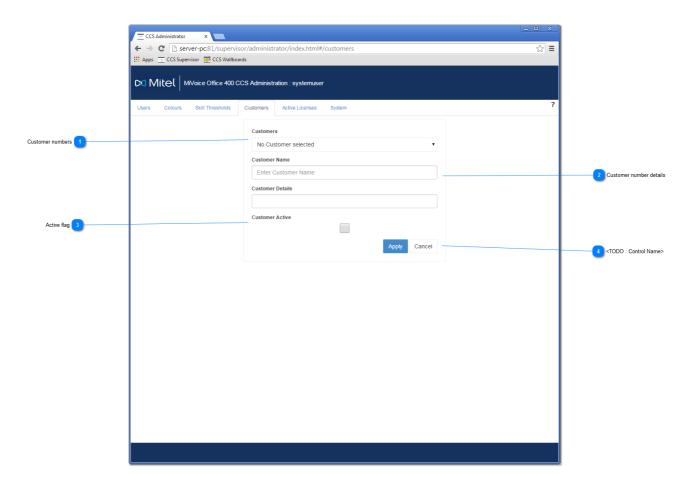
Click the Apply button to apply any changes you have made to the group's details, or click cancel to abandon changes and revert to the previous state.

Customers

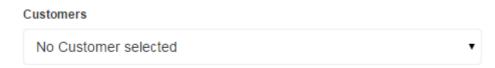
Customer numbers are the numbers of the caller making an incoming ACD call to the Call Centre.

Customer number management enables you to associate names and details to numbers directly from the MiVoice Office 400 CCS. In this way Call Centre Management is able to directly tailor the information associated with Customer numbers to precisely meet the handling and reporting needs of the centre.

A Customer number will be added automatically to the database whenever the first ACD call from the customer is processed and providing that the number has not already been added.



Customer numbers



From the drop-down list select the number that you wish to edit. All customer numbers will be included in the drop-down list.

, Customer number details

Customer Name Enter Customer Name Customer Details

The customer name and details of the selected number is displayed in these fields, which will remain empty if nothing is yet configured. Add a Customer name, which will be displayed instead of the actual number in MiVoice Office 400 CCS reports. Additional information about the customer can be added into the details field.

All changes or additions must be applied before they are saved to the database.

3 A

Active flag

Customer Active



This flag indicates if the Customer is Active or not. As numbers are added automatically it's possible for the database to grow very large, which could lead to a lot of un-used Customer numbers being listed when generating reports. Uncheck the active flag to mark a Customer number as inactive and the number will no longer be included in the customer numbers list.

Customer Active



Remember to click the Apply button or the change will not be saved to the database.

4

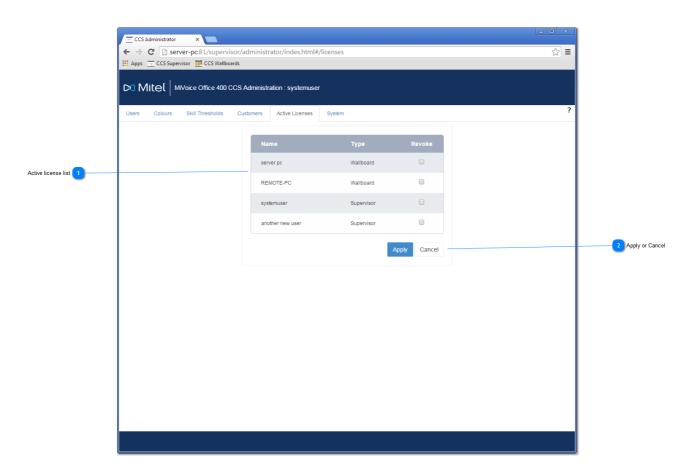
<TODO : Control Name>



Click the Apply button to save any changes to the database, click Cancel to reset all fields to the last saved state for the selected Customer.

Active Licenses

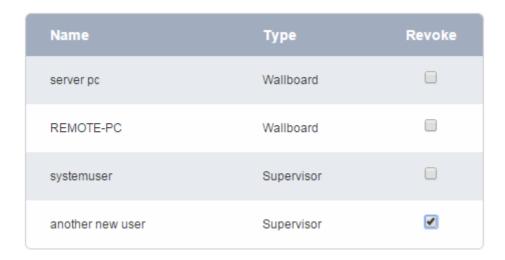
This is a maintenance tab, available only to the System User, that allows for management of MiVoice Office 400 CCS licenses. Because MiVoice Office 400 CCS Apps are browser based, it's possible to just close a browser without logging off any Apps running at the time. This means any active license associated with those Apps remain active when in fact they could be re-used elsewhere. Use this simple dialog to revoke any license that is no longer being used but remains active.



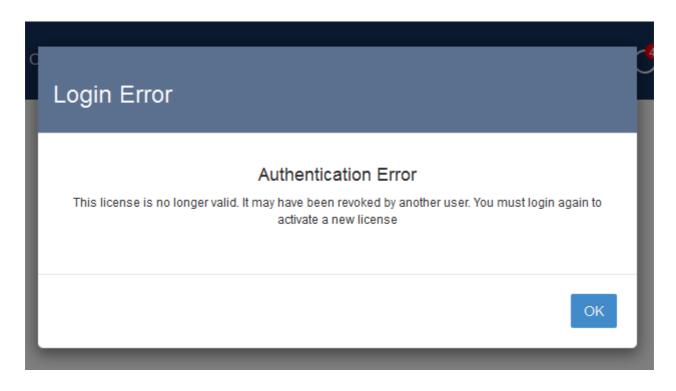
Active license list

Name	Туре	Revoke
server pc	Wallboard	
REMOTE-PC	Wallboard	
systemuser	Supervisor	
another new user	Supervisor	

All of the currently active MiVoice Office 400 CCS licenses will be listed here. You will see all licenses, for both wallboards and supervisors, and you can revoke one or more of them, regardless of what type they are. Just check each license you wish to revoke.



Then click Apply. The checked licenses will be revoked immediately and after a few seconds any App still using one of those licenses will display an Login Error dialog like the one below.



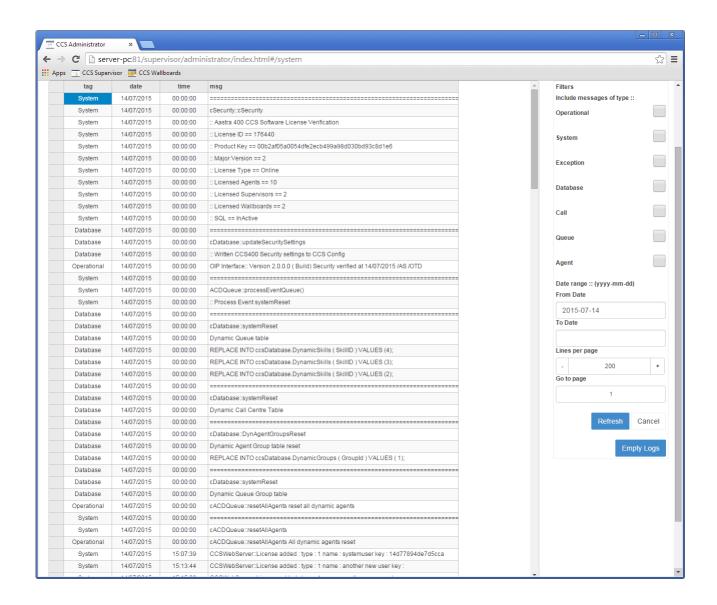
NOTE: If you check the Supervisor license that you are using it WILL be revoked and you will see the Login Error dialog shown above. Sorry, you'll just have to login again.



Only when you click Apply will any checked licenses be revoked. Click Cancel to un-check all licenses.

System

This is a maintenance tab and should only be used under instruction. Do not use this tab unless you have been instructed in how to use the different features properly.



Wallboard

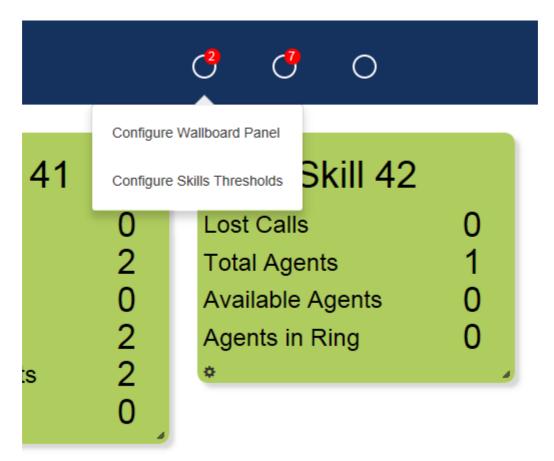
The Wallboard App allows you to easily broadcast important Call Center data that all of your agents can see and share.



There are flexible options to control the layout of the app, the ACD Skills included in the layout, the size of the individual panels in the layout, the statistics displayed for each ACD Skill, and a traffic light system of colours to quickly show how each ACD Skill is performing. For each selected ACD Skill a panel is displayed showing which ever statistics you choose and coloured as to the traffic light scheme you setup. We call these panels 'wallboards'. The app can be put into full screen mode for maximum visual effectiveness.



To configure the layout of the wallboards click the left hand menu item circle in the navigation bar.



You will see a drop down menu, click the 'Configure Wallboard Panel' item for layout options. Go to Configure Layout for details.

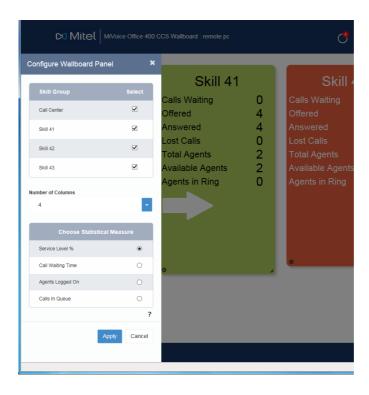
The 'Traffic Light' system used in the Wallboard App is quite simple. You set performance thresholds for <u>'Red', 'Amber', and 'Green' colours</u>, and when an ACD Skill Group or the Call Center enters or exits yours thresholds the individual wallboards are coloured accordingly.

To set the traffic light thresholds click the 'Configure Skills Thresholds' item. Go to $\underline{\text{Setting}}$ $\underline{\text{Thresholds}}$ for details.

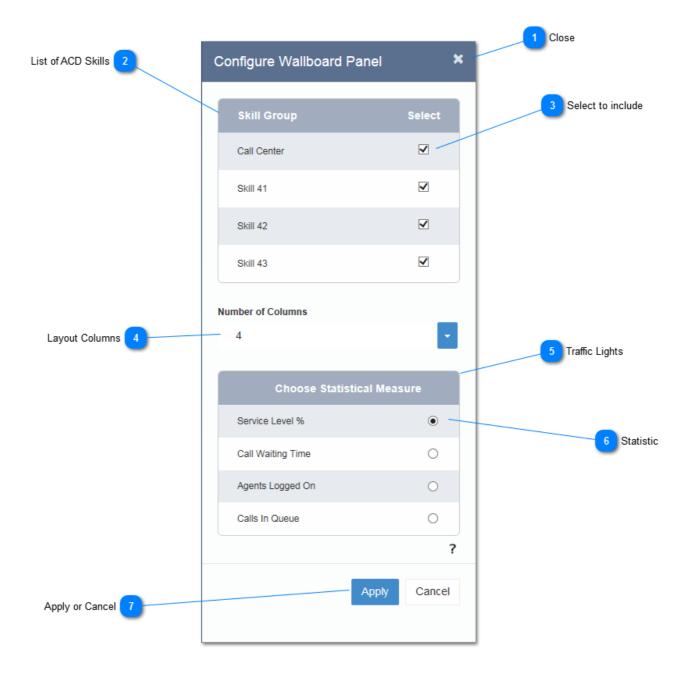
To put the Wallboard app in full screen mode, click the 'Full Screen' icon. Go to <u>Full Screen Mode</u> for details

Configure Layout

When you select the 'Configure Wallboard Panel' option a side panel will slide out from the left hand side of the browser.



The slide out panel shows the configuration options that let you design the layout of your wallboards.



Close



Click the icon to close the slide out and return to the main Wallboard App

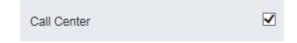
List of ACD Skills



This table will show you all the ACD Skills in your Call Center, scrolling if there are more Skills than can be conveniently displayed.

Next to each ACD Skill is a check box that will be checked if the Skill is currently included on the layout, and unchecked if not. The small icon at the left of the Skill name can be selected for drag-and-drop operation. The skills will be displayed on the screen in the same order as you set up here. See <u>Panel order</u> for details of how to change the display order.

Select to include



To include an ACD Skill on the layout, simply check the Skill in the list, and uncheck those Skills that you do not want to include in the layout.

Layout Columns



The layout divides the browser window into as many 'columns' as you've selected, which controls the width of the displayed wallboards.

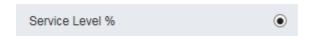
For a more detailed look go to Columns and Rows.

Traffic Lights



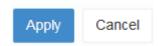
The Wallboard app has a 'traffic light' colour system to show how each is performing compared to whatever statistical measure the user has chosen to measure them against. Four measures are available, Service Level %, Agents Logged On, Calls In Queue, and Calls Waiting Time. See <u>Setting Thresholds</u> for a more detailed explanation of the Traffic Light system.

Statistic



Select the particular statistical measure you want to monitor. This applies to all wallboards being displayed, it's a global value across the app. Different measures can be used in different Wallboard apps if required.

Apply or Cancel



Do not forget to 'Apply' the changes you make, otherwise they will be ignored by the App. Click 'Cancel' to exit the Slide out without making any changes

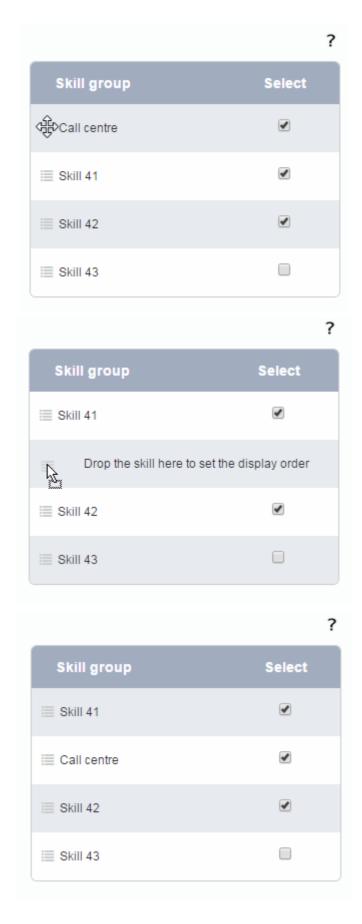
Panel order



The skills will be displayed on the main Wallboard App window in the order you set here in this Skill group table.

Call Centre		Skill 41		Skill 42	
Calls waiting	0	Service level %	0	Calls waiting	0
Offered	0	Calls waiting	0	Offered	0
Answered	0	Offered	0	Answered	0
Abandoned	0	Answered	0	Abandoned	0
Overflowed outg.	0	Abandoned	0	Overflowed outg.	0
Service level %	0	Overflowed outg.	0	Service level %	0
•		•	4	٥	

The main App window would look like this (above) if you left the Skill group table as it was. But if you drag-and-drop the various entries in the table you can change this display.



Here the 'Call Centre' entry has been moved to come after the 'Skill 41' entry. When this change is applied the main App window would look like this...

Skill 41	
Service level %	0
Calls waiting	0
Offered	0
Answered	0
Abandoned	0
Overflowed outg.	0
_	

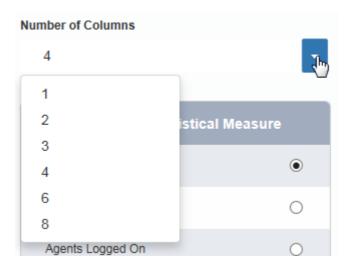
Call Centre	
Calls waiting	0
Offered	0
Answered	0
Abandoned	0
Overflowed outg.	0
Service level %	0
o .	

Skill 42	
Calls waiting	0
Offered	0
Answered	0
Abandoned	0
Overflowed outg.	0
Service level %	0
•	

Items that are not selected are ignored, if you do drop a selected item after an unselected one in the table the order is applied based on selected items only.

Columns and Rows

The Wallboard app creates a hidden column/row structure in the browser window to display the wallboards. You choose the number of columns you want from the available drop down options, displayed below,



while the number of rows is calculated automatically as the number of selected ACD Skills divided by the number of columns.

The number of columns determines the width of each displayed wallboard. The browser window is divided into as many columns you select, so the column layout you select will dictate the width of any wallboards you display. The width cannot be changed manually other than by changing the column layout of the Wallboard panel. If you choose 1 column, obviously, each wallboard will be as wide as the browser window, whereas if you choose 3 columns each wallboard will one third of the width of the browser window. The width of each wallboard is sized dynamically, if you resize the browser window the width of each wallboard is resized accordingly to fit.





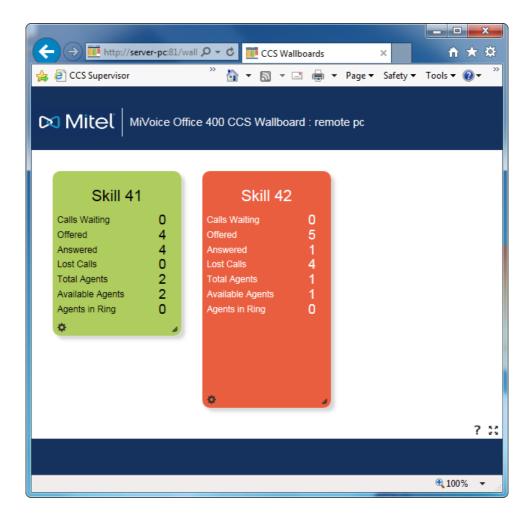
The two images above shows the same Wallboard app with a 2 column layout and 3 selected ACD Skills, the first image has the browser window very narrow, while the second image shows the browser window after it has been resized. Note that the width of the wallboards has changed when the window was resized, but the height hasn't. Height is not affected by resizing the Browser window. See Wallboard height for more details.

You can change the column layout at any time without reselecting ACD Skills, and the heights of each wallboard will remain unaffected even after the Wallboard app redraws the new column/row layout.



The image above shows what happens when you change the Wallboard app to a 3 column layout. Only with widths of the wallboards has changed, not the heights, and all the displayed ACD Skills remain.

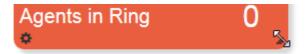
It's possible to choose more columns than you have ACD Skills, it does not matter. All that happens is that the Wallboard app has 'empty' space on the layout.



Here's the same Wallboard app as above, with a 3 column layout, but here we have de-selected the ACD Skill 'Skill 43', so it no longer appears. The remaining wallboards are unchanged, but where 'Skill 43' was is now empty space.

Wallboard height

While the width of each wallboard is set automatically, you can resize each wallboard separately using the small resize icon in the bottom right hand corner of each wallboard.



Drag the icon up or down to change the height of the wallboard. Individual wallboards can have different heights, as shown below

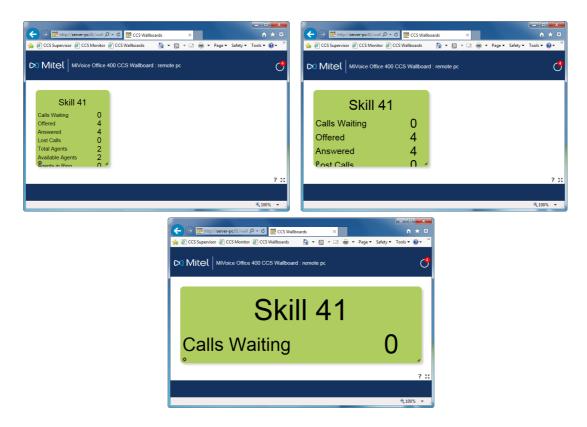


But each row of wallboards has the same height as the tallest wallboard in that row, so subsequent rows are drawn below the tallest wallboard, as you can see in the gap between 'Skill 41' and 'Skill 43' above.

If the wallboard height makes it overflow the browser window, scroll bars will be displayed. Wallboards have to be resized individually, it's not possible to globally change the height of all wallboards across the board.

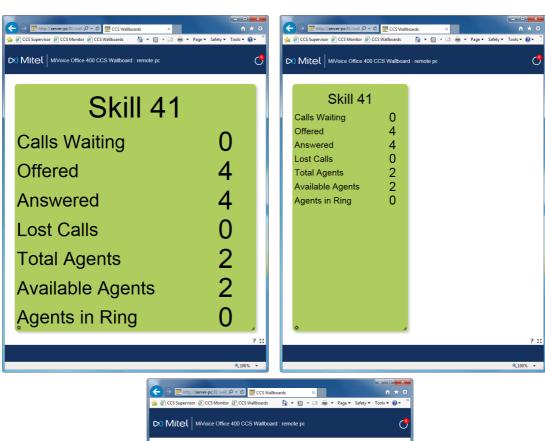
Dynamic Sizing

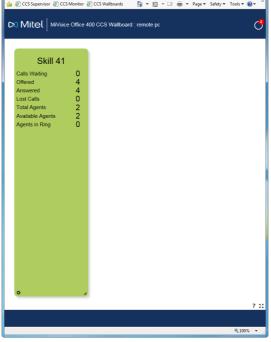
When drawing the wallboards, the Wallboard app will dynamically size the data text font based on the width of the wallboard, not the height.



Shown above are 3 images of the same wallboard being displayed in 3 different column layouts, first 3, then 2, and last in 1 column layout. Notice that the height of the wallboard does not change as the width does, but the size of the text font changes with each different layout, and this may mean that some items of data displayed on the wallboard are no longer visible.

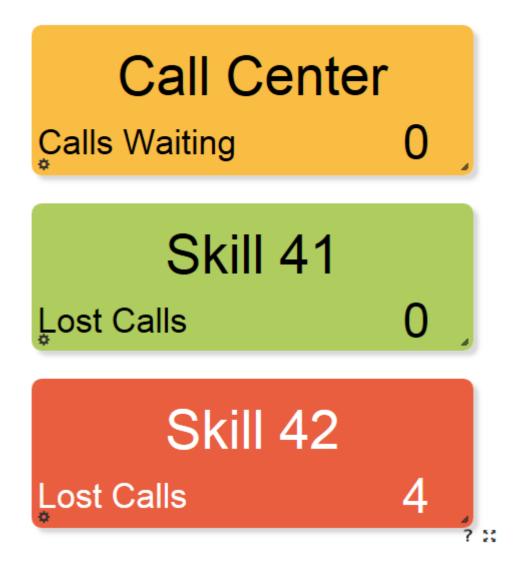
In the final case, when the layout is set to 1 column, you would have to resize the height of both the browser window and the wallboard to see all the data items you have selected.





This set of images above shows such a resized wallboard in first a 1 column layout, then in 2 and 3 column layouts. You see again that the height of the wallboard doesn't change, but the width does, and along with it so does the size of the text font.

From this you can see that the layout possibilities are very flexible but some care must be given to ensure that the data you select is fully displayed in each wallboard. This flexibility can lead to some unexpected results, as with the single column layout, which actually results in fewer statistics being displayed even though the wallboard is larger than with multiple column layouts. Here the single column layout makes the font so large that only a single stat can be fitted onto the wallboard.



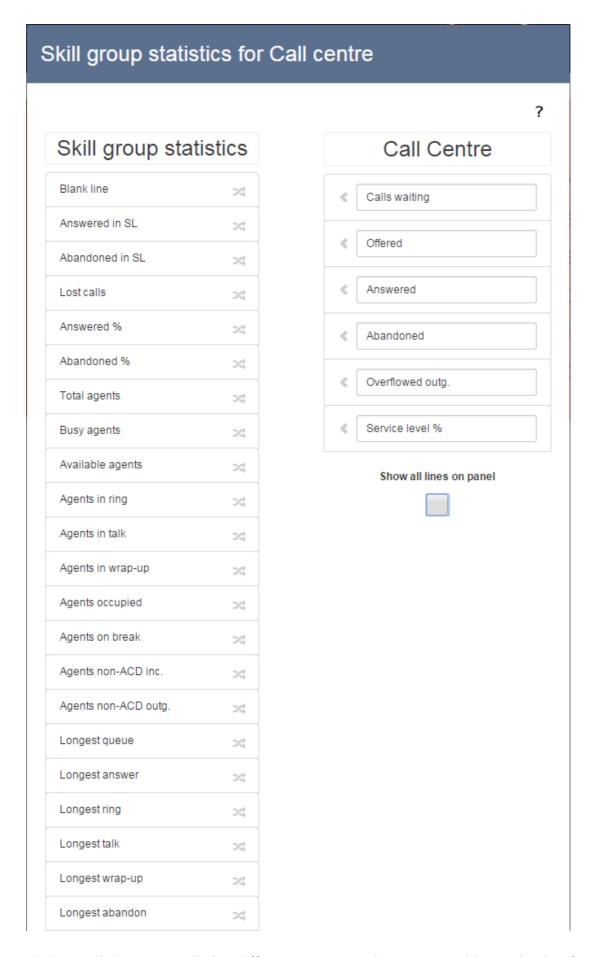
Choosing the right number of columns and resizing the browser window and the height of wallboards may be necessary to ensure all data is displayed.

Setting Skill Group Statistics

When you first add a wallboard to the Wallboard panel a default set of statistics will be displayed, but the user can set up each individual wallboard to display anything from a wide range of statistics if required.



In the bottom left hand corner of each wallboard is a small edit icon (a cog), click this to open the Statistics dialog.



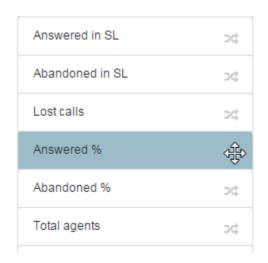
The statistics dialog will show you all the different statistics that it's possible to display for the selected ACD Skill or Call Center. Thos statistics already displayed in the Skill group panel will

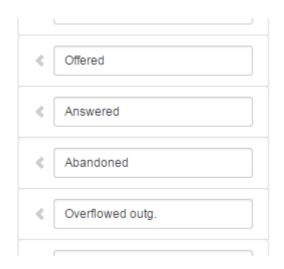
appear in the right hand column, whille all the remaining, available statistics will appear in the left hand column. Drag and drop statistics fromm the left hand column onto the right hand column to add them to the panel. The screen shots below show how to add 'Answered %' to the displayed statistics of a panel.

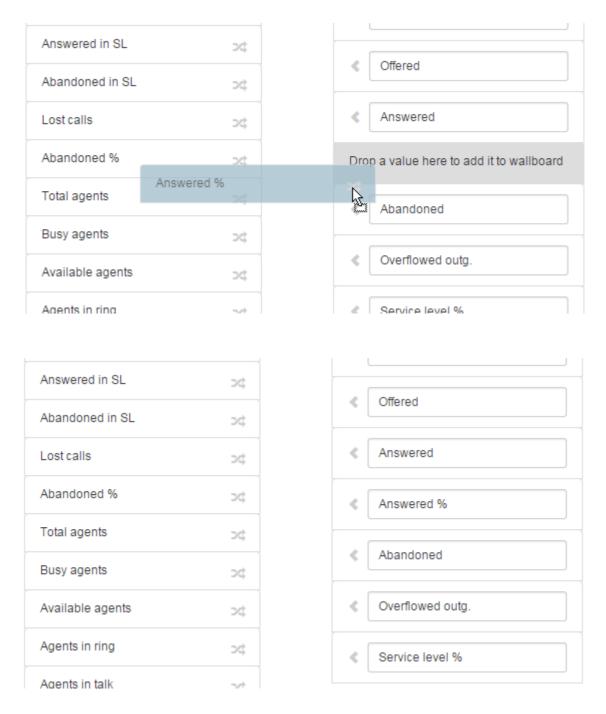
Before



Click on the cog icon and drag from the left column across to the right column.





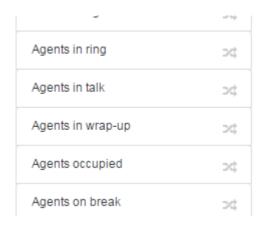


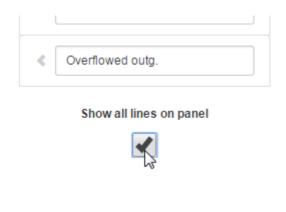
Click apply after the operation is completed

After



The statistic 'Answered %' has been added to the panel, but you might notice that there is not enough room to really display all the statistics now, the last one is cropped slightly and affected by the icons. So, click the cog icon again and check the 'Show all lines on panel' option.

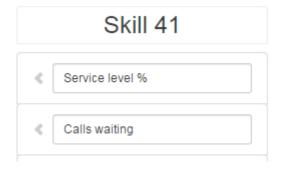


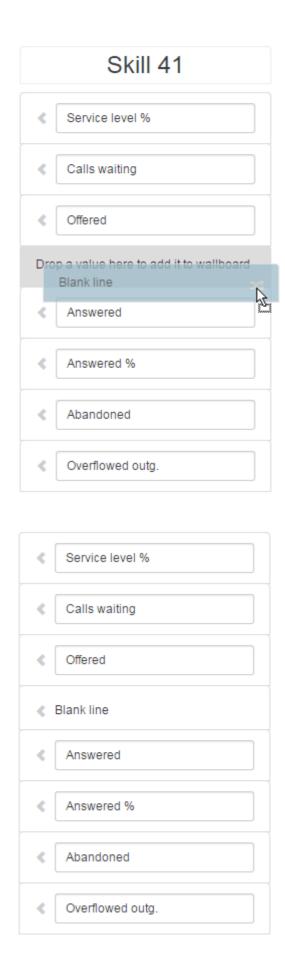




The stats are now redrawn to ensure they are all fit easily on the panel and are clearly visible. You may wish to add a little extra formatting, in which case you can add one or more blank lines to the panel to separate stats or group different stats together. Click the cog icon again and at the top of thre left column you will find an entry called 'Blank line'. Drag this item in the same was as you would a statistic and drop it into the list of stats in the right hand column.



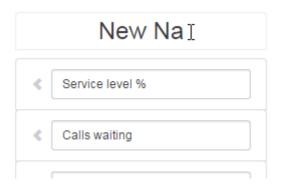




This item can be dropped anywhere, and you can have more than one such line if you want. When applied, the panel will now look like this (below).

Skill 41	
Service level % Calls waiting Offered	0 0 0
Answered Answered % Abandoned Overflowed outg.	0 0 0 0

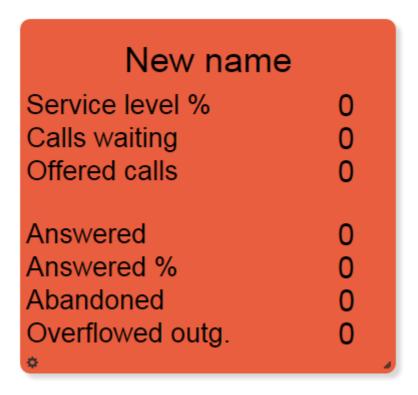
The blank line is clearly visible between the 'Offered' and 'Answered' statistics. You change change the title displayed at the top of the panel by opening the settings dialog and entering the required text into the title field at the top of the right hand column.



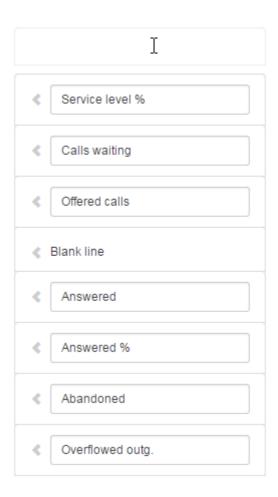


You can change the text displayed on the panel by editing the description of each stat in the options panel.



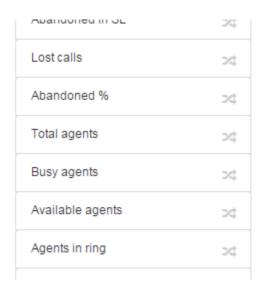


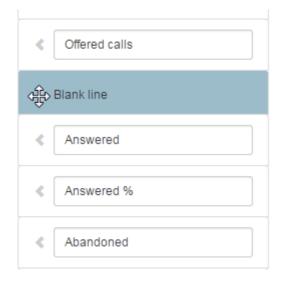
If you leave the title empty the statistics will be moved up to fill the available space.

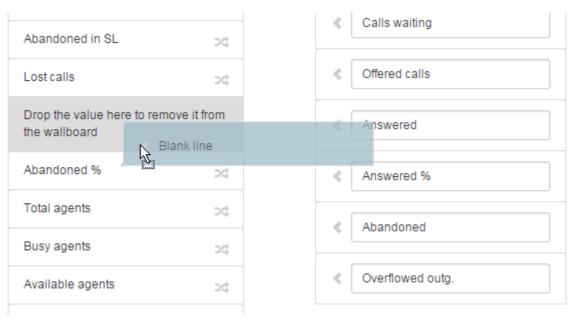




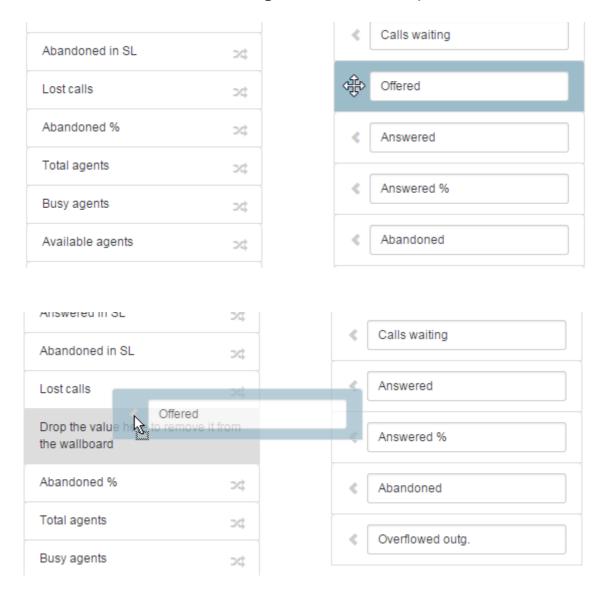
You can remove the blank line simply by dragging it from the right hand column back into the left hand column.







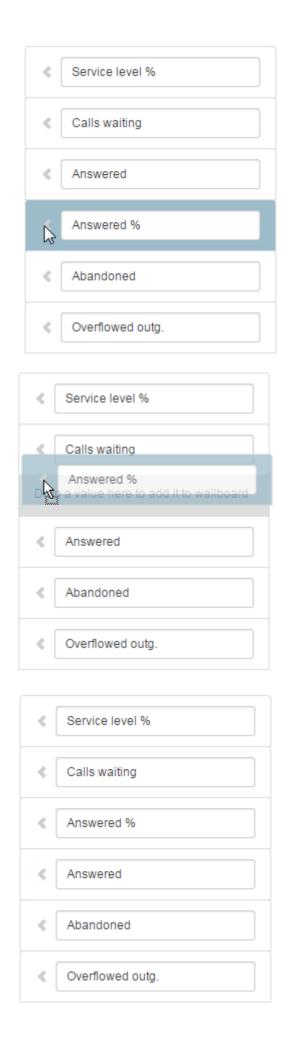
The same process can be used to remove stats from the panel as well as blank lines. Here the screen shots show the 'Offered' statistic being removed from the panel.





Or you can change the order of the stats on the panel using drag and drop.

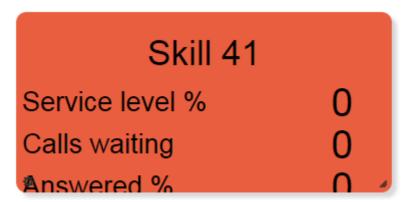
Skill 41	
Service level %	0
Calls waiting	0
Answered	0
Answered %	0
Abandoned	0
Overflowed outg.	0
•	A



Skill 41	
Service level %	0
Calls waiting	0
Answered %	0
Answered	0
Abandoned	0
Overflowed outg.	0
•	A

You may select a completely different set of statistics for each of the displayed ACD Skill groups and the Call Center, or the same set for each. There is no limit to the number of statistics you can select, but obviously the available space for the wallboard given the layout you have set up may mean that some statistics are not visible. If this is the case, check the 'Show all lines on panel' option and the stats will be redrawn to ensure they always all appear on the panel, but obviously in some cases the panel may be so small that adjusted text can become difficult to read. The only cure for this is to resize the panel.

Before



24
> \$
>\$
24

Show all lines on panel



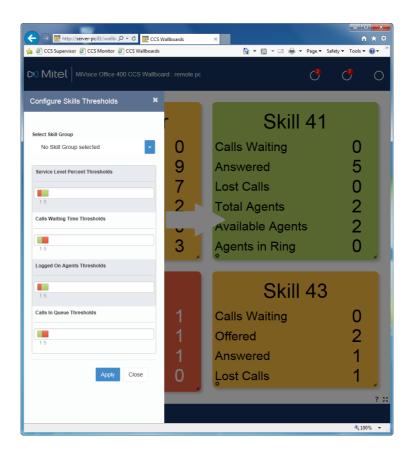
After



'Apply' any changes you have made, or 'Cancel' to ignore them.

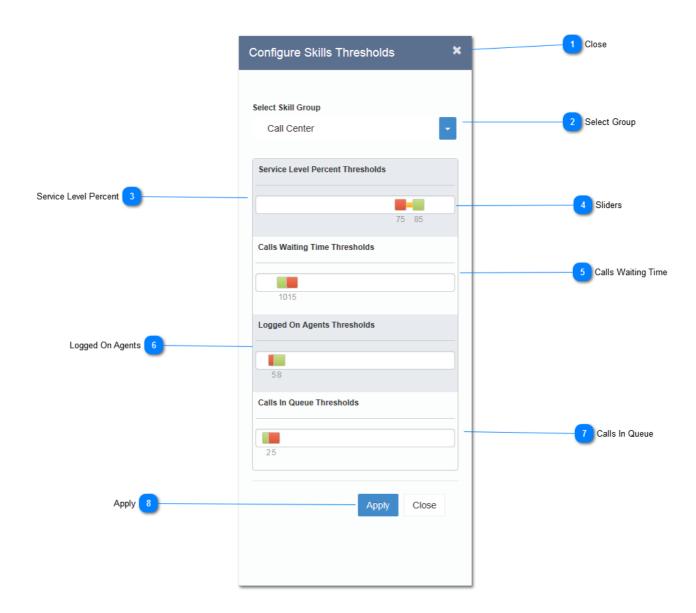
Setting Thresholds

When you select the 'Configure Skills Thresholds' option a side panel will slide out from the left hand side of the browser.



There are 4 traffic light options for measuring your Call Center and ACD Skill performance, Service Level Percent, Calls Waiting Time, Logged on Agents, and Calls in Queue. Service Level Percent is perhaps the most commonly used metric for measuring performance, but you can easily select whichever option you prefer in the <u>Configure Wallboard Layout</u> slide out.

Initially there will be nothing selected so the displayed thresholds will all be the defaults. You must select an ACD Skill Group or the Call Center to see the thresholds.



Close



Close the slide out without applying any changes to the thresholds you may have made.

Select Group



Click the drop down button to see the full list of all the ACD Skills in your Call Center. Remember, before you select a new ACD Skill Group, any changes you have already made to the current Group thresholds must be applied, otherwise they will be lost.



Service Level Percent



Service Level Percent is the percentage of calls answered within the service level threshold that is set for each Skill Group. In this case, a higher value is better, because it means more calls have been answered in threshold, so the Green threshold is the higher number.

The red button sets the 'less than or equal to' threshold for the colour Red, the green button sets the 'greater than or equal to' threshold for the colour Green. This means anything greater then the red value and less than the green value is coloured Amber. In the example above, if the Service Level % (calls answered in threshold) drops to 75 or below the wallboard is Red, for anything between 75 and 85 it is Amber, while for 85 and above it is Green.

This option does not set the service level threshold for the Skill Group, this just sets the Red, Amber, and Green thresholds for the traffic light system used in the Wallboard App.

If you want to set the actual service level threshold for a Skill Group you must go to the Skill Thresholds tab in the CCS Administrator app and set it there.

Sliders



The red and green buttons can be moved up and down the slider to the desired threshold.





Just put the mouse cursor on the button and hold the left button down to slide up or down. The slider is coloured amber between the red and green buttons. The actual value being set is displayed below each button. Remember to Apply any changes before closing the slider or choosing another Skill Group or the changes will be lost.

5 C

Calls Waiting Time



Calls Waiting Time is the average number of seconds before a ringing call is answered. In this case the Red button is the higher number, because it means the average wait to answer is longer. The Red and Green slider buttons are reversed.



But the sliders work in exactly the same way, just slide the buttons to the desired values. In the example above if the average Call Waiting Time of less than or equal to 5 seconds the wallboard will be Green, if it's between 5 and 20 seconds the wallboard will be Amber, and if it's 20 seconds or more the wallboard will be Red.

6

Logged On Agents



Logged On Agents is the number of Agents logged onto the Skill (or all agents logged on if the Call Center is selected), and Green is the higher number because it's better to have more agents logged on than fewer. Set the sliders in the same was as described above to the values desired.

Calls In Queue



Calls in Queue is the actual numbers of calls ringing on the Skill but not yet allocated to or ringing on a specific Agent. In this case, Red is the higher number because more calls queuing is undesirable.

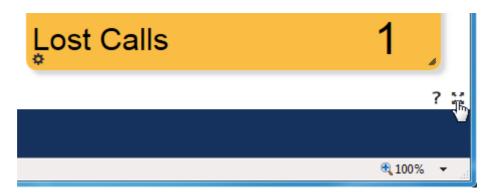
Apply



Remember to Apply any changes before selecting a new Skill or closing the slide out otherwise they will be lost.

Full Screen Mode

You will see a small icon in the right hand corner of the main Wallboard App browser window, four arrows pointing outwards from the center. This is the 'Full Screen' icon.



Click it and the Wallboard browser will display the main window in full screen mode. This mode differs slightly depending on which browser you are using, you may be required to approve the full screen request before proceeding, and the background could be black or white, depending on settings and options.



The wallboards will be displayed on the whole of the PC monitor, in the same row/column layout as for normal operation. In full screen mode nothing else is displayed on the PC monitor, except for programs that have the 'Stay On Top' attribute, which will overlay the wallboards. The settings icon cannot be used in full screen mode.

Call Cente	r	Skill 41	
Calls Waiting	0	Calls Waiting	0
Offered	1	Answered	0
Answered	1	Lost Calls	0
Skill 42		Skill 43	
Lost Calls	0	Calls Waiting	0
Total Agents	0	Offered	1
Available Agents	\cap	Answered	1

You will be able to resize individual wallboards using the small resize icon in the bottom right-hand corner.

Call Center	•	Skill 41	
Calls Waiting	0	Calls Waiting	0
Skill 42		Skill 43	
Lost Calls	0	Calls Waiting	0
		Offered	1
		Answered	1
		Lost Calls	0
		Total Agents	1

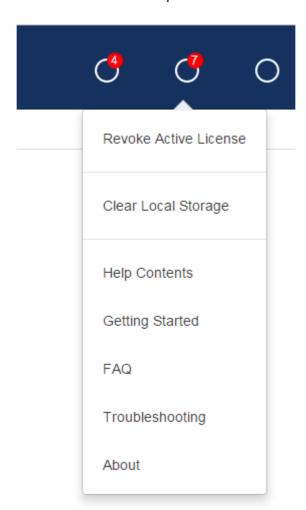
Sizes you set in full screen mode are retained when you switch back to normal view mode.

This mode is exited by pressing the ESC key.

Colour Scheme

The colour scheme for the Wallboard app gives you the flexibility to configure the three traffic light colours, Red, Amber, and Green, to suit. These colours are used in the Monitor app and the Supervisor app as well, where they can be configured for each User. The Wallboard app, which is not User specific, takes the colour scheme of the designated System User, whoever that may be. To change these colours you must change the System User colour scheme, which can be done in the Administrator app. See Changing User Colours for details.

Help



How do I generate a report?

Using the <u>Supervisor app</u>, select the <u>Reports Tab</u>. At the top left hand corner of the tabbed page there will be a small icon, click this to open the <u>Report Options</u> slide out panel. Select the report you want to generate from the list of available reports, enter the different parameters you require, and press the **Generate** button. The report is displayed in the tabbed page.

How do I generate a chart?

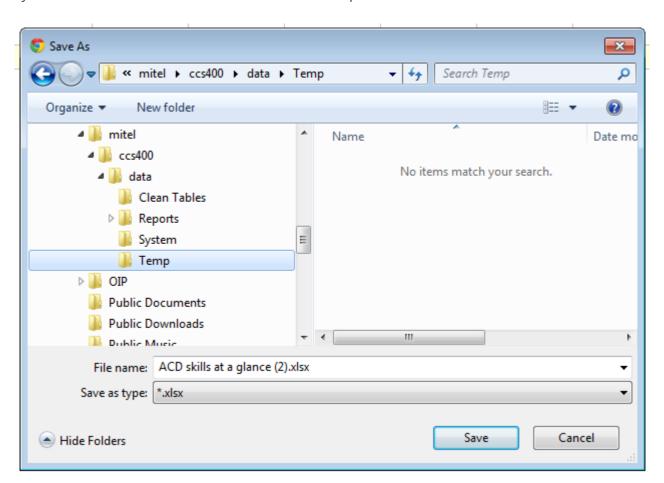
Using the <u>Supervisor app</u>, select the <u>Charts Tab</u>. At the top left hand corner of the tabbed page there will be a small icon, click this to open the <u>Chart Options</u> slide out panel. Select the chart you want to generate from the list of available charts, enter the different parameters you require, and press the **Generate** button. The chart is displayed in the tabbed page.

How do I export a report or chart?

Export to Excel

Just below each chart or report, on the right hand side, you will see a small icon,

, if you hover the mouse over the icon a small 'Export to Excel' tooltip will be displayed. All you have to do is click this icon to export either report or chart (it's the actual data used to create the chart or report that is exported). A dialog will open giving you the chance to manually enter a filename and destination for the exported file.



What are named reports and how do I create a one?

Named reports are saved versions of the standard reports that have a full set of report parameters saved with them. When you generate a named report the parameters saved with that named report are used to extract the data for the report. You can change any of the report parameters if you want to. Named reports can be used when you want to automatically export a report. Save the required report parameters to a named report then include that named report in a schedule to have the data for that report exported automatically. See the <u>Named reports</u> topic for more details.

How do I export reports automatically?

You can export report data automatically into any one of several different formats. You must first create the named reports which describe the reports that you want to export, then create a schedule which describes when and where the reports are to be exported to.

What are schedules and how do I create one?

A schedule describes how you want reports exported, when you want them exported, and where you want them exported to. You can have many schedules and include many reports in each. In the Supervisor app, select the Schedules Tab. You can add, edit, and remove your schedules from this tab. There are a number of parameters from your schedule that must be entered, but the app will guide you as much as possible. You need to have already created some named reports before you can create a schedule. See the Named reports topic for more details about these. Once you've done that, adding a new schedule is as easy as clicking the New button. Every minute the CCS report server will check the settings of every schedule. If the conditions for export are true, the server will generate each named report it finds in the schedule and export the results in the appropriate format to the destination specified. Once processed, the schedule remains inactive until the next time its conditions for export become true. See the Adding a new schedule topic for more details.

How can I see real time information?

How do I create a new User?

How do I change my password?

How do I change my color scheme?

How can I monitor trends in the Call Center?

How do I turn my browser into a wallboard?

How do I set an Agent Alarm?

How do I log on a Logged Off Agent?

How do I put an active agent into break time?

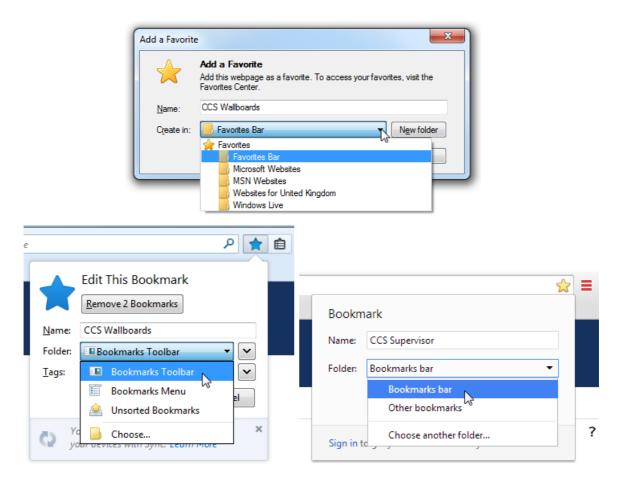
How do I log off an active agent?

Browser Options

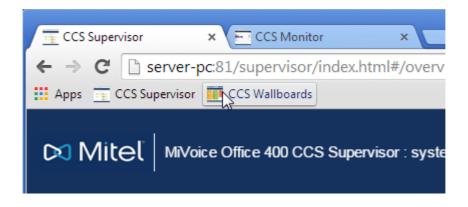
Setting up a Bookmarks link

We recommend you set up bookmark links to the MiVoice Office 400 CCS Apps to make it easier to acces them when you need to. Setting up a link is very easy and we have included details of how to do it in either of the 3 browsers we recommend you use, if you use a different browser the process may be slightly different.

First you have to open the app, see <u>Finding the Apps</u> for details of how to find the apps and open them up in the browser. Once you have the App open in your browser press 'Ctrl-D'. This will open a small dialog in the browser.



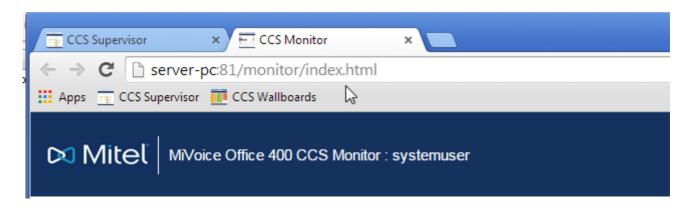
The three dialogs above are from IExplorer, Firefox, and Chrome respectively. You can see they are very similar and work in the same way. IE calls it a 'Favorites Bar' while the other two refer to the 'Bookmarks bar', but it's the same thing in each browser. The link is given a Name, which is what is actually displayed in the bar. You can enter your own name if required, or use the default supplied by the browser. From the drop down list underneath the Name field, choose 'Favorites' or 'Bookmarks' bar so that the link appears on the tool bar in the browser.



The Bookmark bar is above the browser display area and underneath the address bar. When you click on the bookmark the browser opens the specified App immediately.

Navigating the App

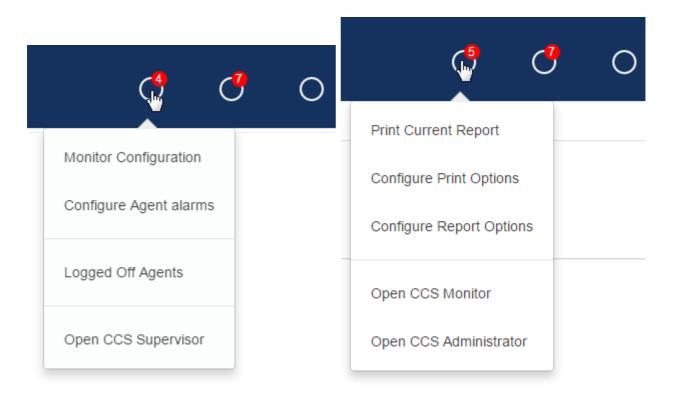
MiVoice Office 400 CCS Apps are 'single page' applications. This just means that once you have opened a CCS App in your browser there is no more browser navigation required. All action and activity in the App occurs on the same, single page in the browser. You will not see any 'back' links or breadcrumb links in any of the CCS Apps. If you do use the browser 'back' button while using an App it will make the browser exit the App and return to whatever page you were looking at before you opened the CCS App.



The base URL address never changes as you use the App because you never load new pages, there is only one HTML file for each App, called 'index.html', which is shown in the address bar.



The circles at the top of the App page, in the header bar, are menu options. If the circle has a smaller superscript red circle in it, the number in the red circle indicates how many sub menu items there are for that menu option.

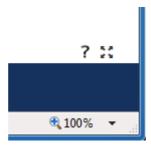


If there is no number it means there is only a single menu option.

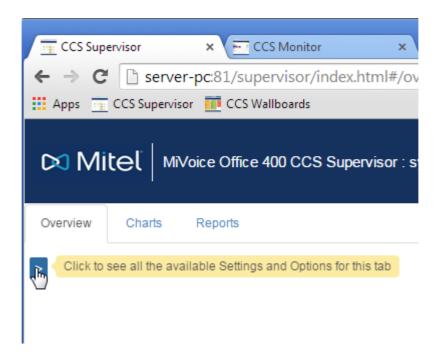


There are some other navigation methods in the App.

Where ever you see a small? icon you can access relevant Help documentation by clicking on it. The icon is found throughout the CCS Apps.

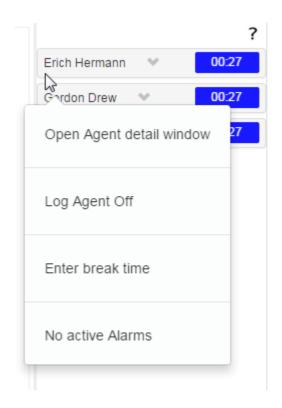


In the CCS Supervisor App there is a small button that allows you to quickly slide out an options dialog for entering chart and report parameters.



These dialogs are likely to be used extensively and this slide out icon just makes it so much easier to access the dialog.

The right mouse button click event is only used in the CCS Monitor App, for accessing individual Agent menu options.



At other times, if you click the right mouse button it will open a browser menu that is not specific to CCS Apps in any way.



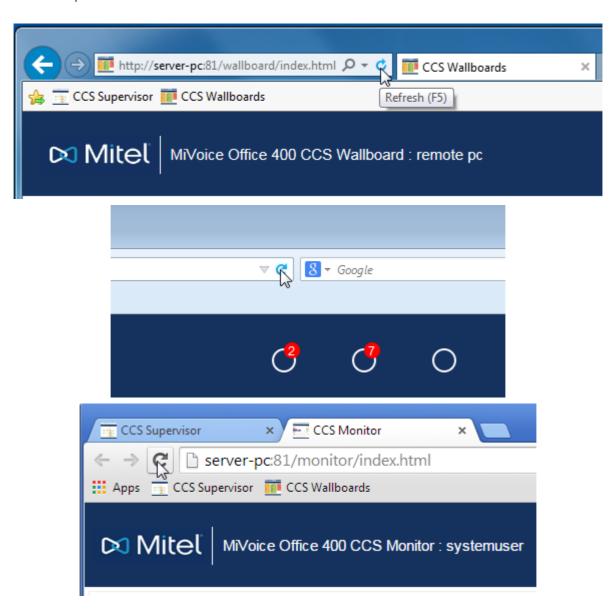
These menu options are managed and handled by the browser and have nothing to do with any of the CCS Apps.

Reloading the App

All the MiVoice Office 400 CCS Apps can safely be refreshed or reloaded by the browser during a logon session. Logged on user details are retained and the App will reload and continue without requiring the user to re-logon, some configuration may have to be re-entered but the CCS Apps retain as much configuration as possible to avoid this necessity.

As a rule it should not be necessary to reload any of the CCS Apps during normal operation, however, it may be that the browser fails to 'draw' the page correctly and it must be reloaded to solve the issue. This may occur if network traffic is interrupted for any reason. The browser constantly re-draws the CCS App page based on what data has been received across the network from the CCS Web Server. If the traffic is incomplete or corrupted the browser may redraw the App page incorrectly.

The simplest way to reload a page in most browsers is to press the F5 key, which works in IE, Firefox, and Chrome. Otherwise you can locate the refresh icon on the page and click this. It is found in different places in the different browsers.



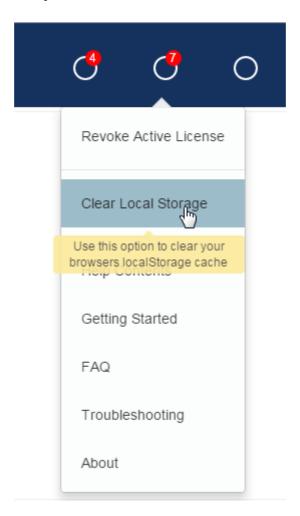
The images above show the reload icon as it is found in IE, Firefox, and Chrome browsers respectively.

Printing

Printing from within a browser is a slightly hit and miss affair. It's possible to hit ctrl-p at any time to print the current page, but this rarely works to anyones satisfaction. The only elements of the MiVoice Office 400 CCS that are specifically intended for printing are the Chart and Report tabs in the Supervisor App. Do not try and print charts or reports using ctrl-p in any browser, the resulting print out will probably not be satisfactory. The Supervisor App has menu options to provide a more suitable printing option for both charts and reports. See Print Current and Print Current Report for more details of how to print within the App.

LocalStorage

Each browser maintains it's own data space, called LocalStorage, on the PC. MiVoice Office 400 CCS Apps use this local storage to hold information about screen layout and other configurable settings for various users. It may be neccesary to clear the browser's local storage, something that usually can be done from the browser's own developer console, if available, but can also be done using the MiVoice Office 400 CCS Apps. You will not need to do this during normal use, but if you attempt to log on and the App page remains blank or displays incorrectly, it may mean that at some time in the past the data held in local stroage has been corrupted, or only partially saved, and the App is trying to setup your page with faulty data



Load one of the Apps into the browser. This works whether you use the Wallboard, Supervisor or Monitor App. You do not need to log on first, this option is available to logged off users as well. Click the nav circle with the smaller superscript red circle and the number 7. From the drop-down menu choose the option 'Clear Local Storage' and click it. This will clear the local storage of the browser you are using, and it will work no matter which browser that is, IE, Firefox, Safari, Chrome, etc.

This will clear any configuration settings and username-license key information that was stored in the browser and allow you to start again from scratch.

FAQ

Why is there data missing from my reports?

It's possible that the data is missing because the short time format for the server PC has not been changed to 24 hour. If this is so, call data is added to the database with incorrect or missing time information which in turn means these calls may not be selected when a report is being generated. See the help section <u>Date and Time Format</u> for details of how to change the short time format correctly.

What is CORS?

The CCS Web Server is a RESTful service that communicates with the same HTTP verbs (GET, POST, PUT, DELETE, etc.) used by web browsers to retrieve web pages and send data to remote servers. "Cross-domain" AJAX (XMLHttpRequest) requests are usually forbidden by default because of their ability to perform advanced request that introduce many security issues as described in cross-site scripting. Cross-origin resource sharing (CORS) is a mechanism that allows AJAX requests on a web page from another domain outside the domain from which the resource originated.

Why is there a delay before my data is displayed?

CCS Apps use AJAX (XMLHttpRequest) to request data from the server, which is an asynchronous service. What that means is that when the App requests some data from the Server it cannot then wait until that specific data is returned, it must continue processing. Data may be returned in a different order to the AJAX requests made for that data, which in turn could lead to the App working in an unexpected way. If you are having issues with unexpected operation and the network is running normally and not under load, it should be possible to use the Browser page reload option to restart (reload) the App to resolve any issues caused by the asynchronous data service.

Troubleshooting

I cannot get the apps to load in the browser, even though the server address is correctly entered in the status bar.

Check your Windows firewall settings, make sure you have given the CCS web server permission to communicate through the firewall. Please check the documentation for your version of the OS to see how to do this.

The Supervisor or Monitor web apps will not let anyone log on.

In the CCS400/DATA/SYSTEM folder there is a file called actlog.xml. This holds session information and is constantly updated so that current logon sessions are maintained if the CCS is restarted. This file can become corrupted if the CCS is not shutdown properly and a symptom is that the web apps do not start and there may not be any error message. If this is your problem, try shutting the CCS down, deleting this file manually (no other), and then restarting the CCS. You should now be able to log on.

If you have the message "There have not been any calls into the call centre yet." in the web apps.

This may be due to a known problem with SQL dates. If your short date format has a space in it, for instance, "dd mm, yyyy", this causes an error when the date is used in an SQL statement. A fix is intended but not available as of v2.0.0.8, a quick fix is to change the format so that it has no spaces.