

iPECS

CCS Call Flow Designer

User Manual

iPECS is an Ericsson-LG Brand

Please read this manual carefully before operating your set. Retain it for future reference.



Revision History

ISSUE	DATE	DESCRIPTION OF CHANGES
1.8	2014-02-28	Applied new BI

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Table of Contents

1.	IPECS CCS CALL FLOW DESIGNER INSTALL	4
1.1	PRE-INSTALLATION REQUIREMENTS	4
1.2	INSTALLATION	5
2.	CONFIGURING CCS Q USING CALL FLOW DESIGNER	13
2.1	MAIN INTERFACE	13
2.1.1	CCS Queue and Campaign Objects	14
2.1.2	Canvas	15
2.1.3	Object Configurations	16
2.1.3.1	Callback Message Wizard	17
2.1.4	Zoom and Refresh	19
2.1.5	Status	21
2.2	FILE MENU	22
2.2.1	New	22
2.2.2	Open From Workbook	24
2.2.3	Save to Workbook	25
2.2.4	Save to Server	27
2.2.5	Options	28
2.2.5.1	Advanced	28
2.2.5.2	General	29
2.3	OBJECT SETTINGS GLOSSARY	30
2.3.1	Auto-Attendant	30
2.3.1.1	General	30
2.3.1.2	Scheduling	31
2.3.1.3	Announcements	31
2.3.1.4	Overflows	32
2.3.2	Queue	33
2.3.2.1	General	33
2.3.2.2	Agent Details	33
2.3.2.3	Skill Details	34
2.3.2.4	Scheduling	34
2.3.2.5	Announcements	35
2.3.2.6	Completions	36
2.3.2.7	Overflows	36
2.3.2.8	Other Settings	37
2.3.3	Callback Message	38
2.3.3.1	General	38
2.3.3.2	Scheduling	38
2.3.3.3	Announcements	38

2.3.3.4	Messages	39
2.3.4	CCS Call Team	40
2.3.4.1	General.....	40
2.3.4.2	Agent Details	40
2.3.4.3	Skill Details	41
2.3.4.4	Scheduling.....	41
2.3.4.5	Announcements	42
2.3.4.6	Overflows	42
2.3.5	Routing Options	43
2.3.5.1	General.....	43
2.3.5.2	Scheduling.....	43
2.3.5.3	Routing	44
2.3.6	Survey.....	46
2.3.6.1	General.....	46
2.3.6.2	Announcements	46
2.3.7	Email.....	48
2.3.7.1	General.....	48
2.3.7.2	Agent Details	48
2.3.7.3	Skill Details.....	48
2.3.7.4	Scheduling.....	48
2.3.7.5	Email	49
2.3.8	Voicemail	50
2.3.8.1	General.....	50
2.3.8.2	Scheduling.....	50
2.3.8.3	Announcements	50
2.3.8.4	Messages	51
2.3.9	Callback Campaign	52
2.3.9.1	General.....	52
2.3.9.2	Completions	53

1. IPECS CCS CALL FLOW DESIGNER INSTALL

1.1 Pre-Installation Requirements

The machine running CCS Call Flow Designer must meet the following system requirements:

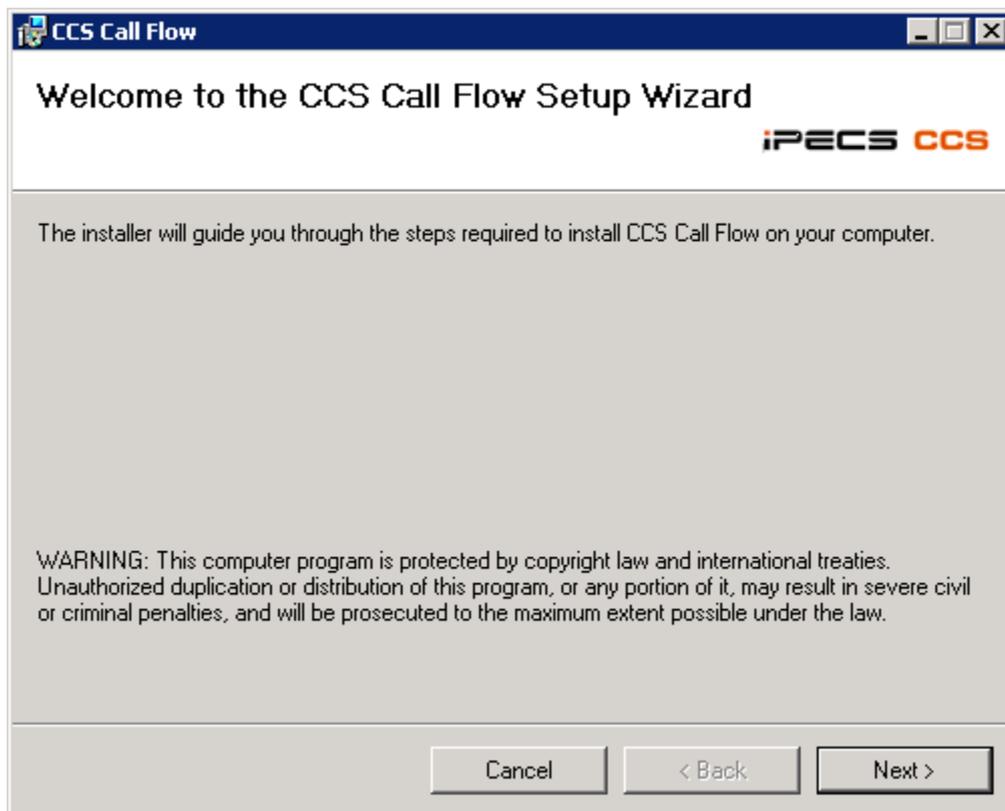
Call Flow Designer Recommended Hardware	
Install Scope	Call Flow Designer
Operating System	Windows 7 Professional or Windows 2008 Server
CPU	Core 2 Duo 1.6GHz
RAM	1 GB
Disk Space	10 GB
Additional Requirements:	Microsoft .NET Framework 4.0 Microsoft Excel 2007 or later

1.2 Installation

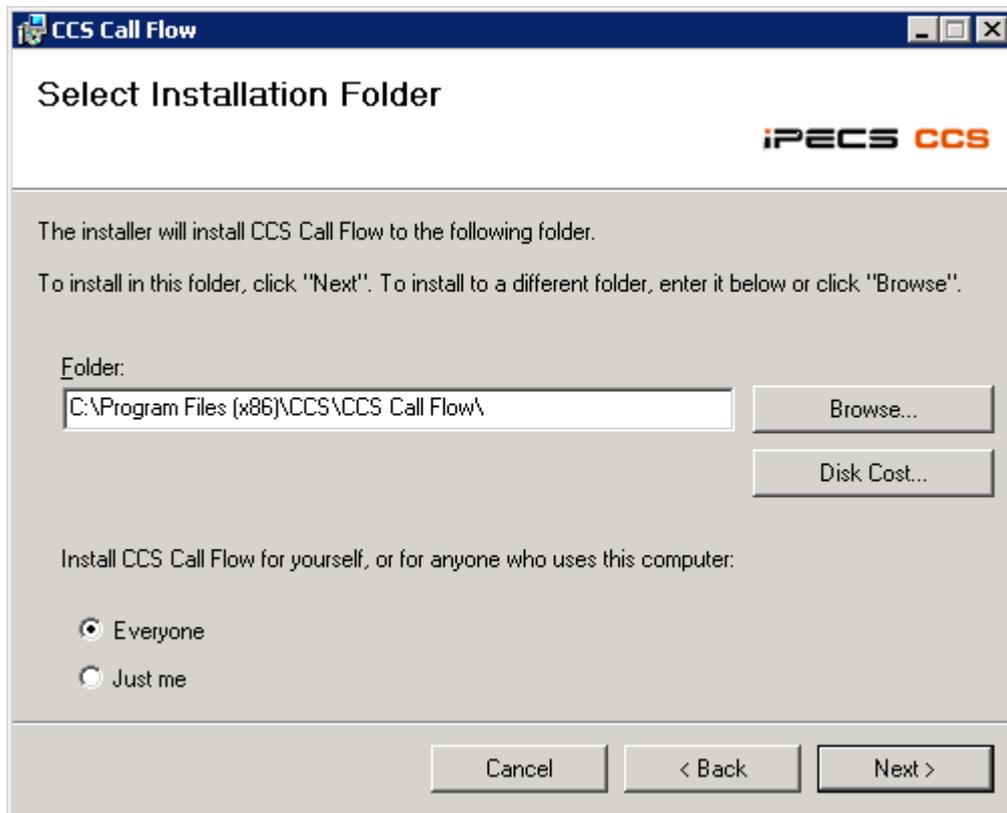
Step 1 - In the CCS folder → Run the **CCSCallFlow.msi**



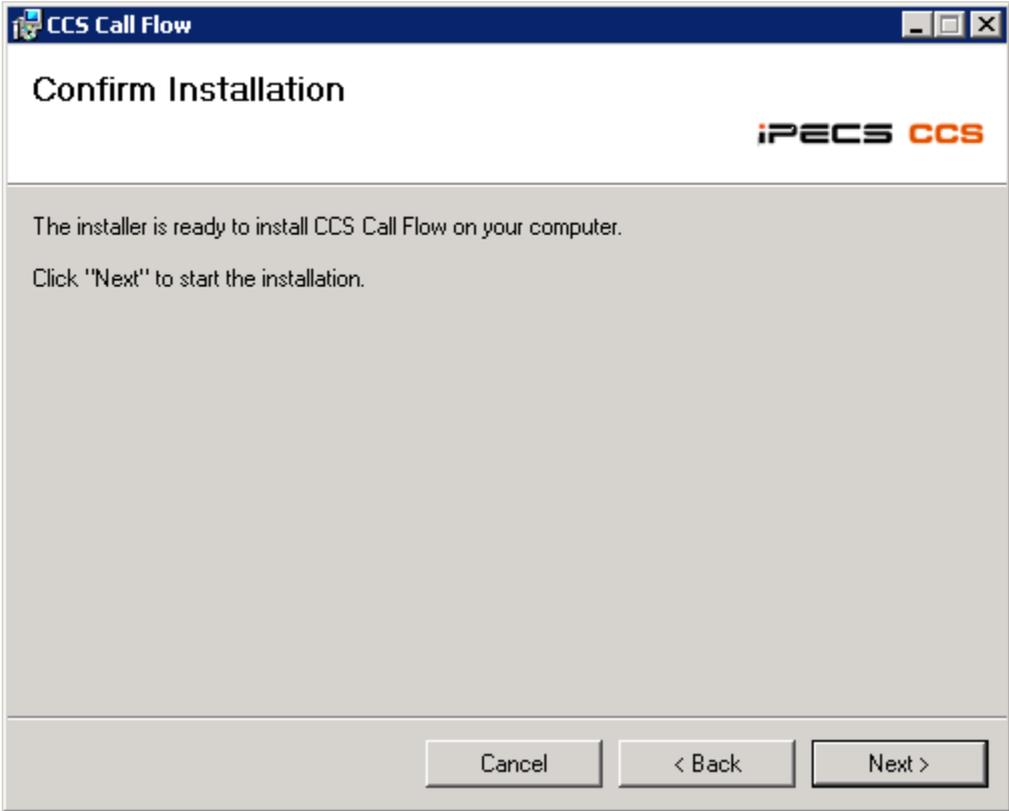
Step 2 - The CCS Call Flow Setup Wizard will guide you through the install process.
Select **Next**.



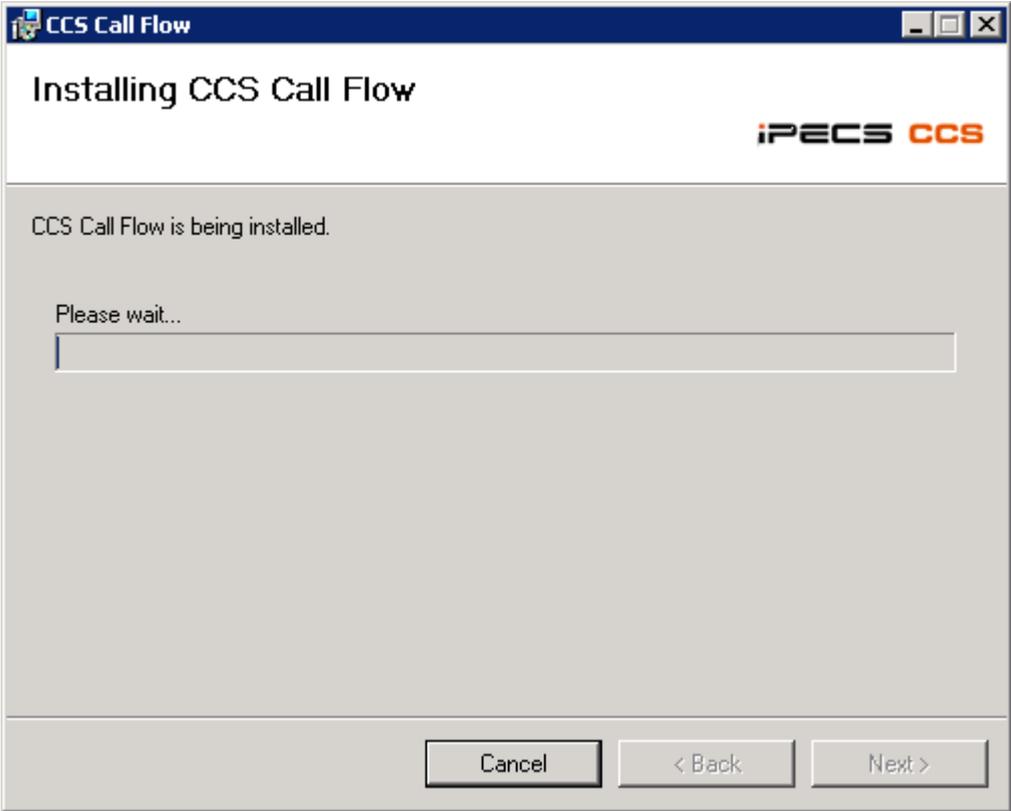
Step 3 - Confirm the **installation path** for the CCS Call Flow → Select **Next**.



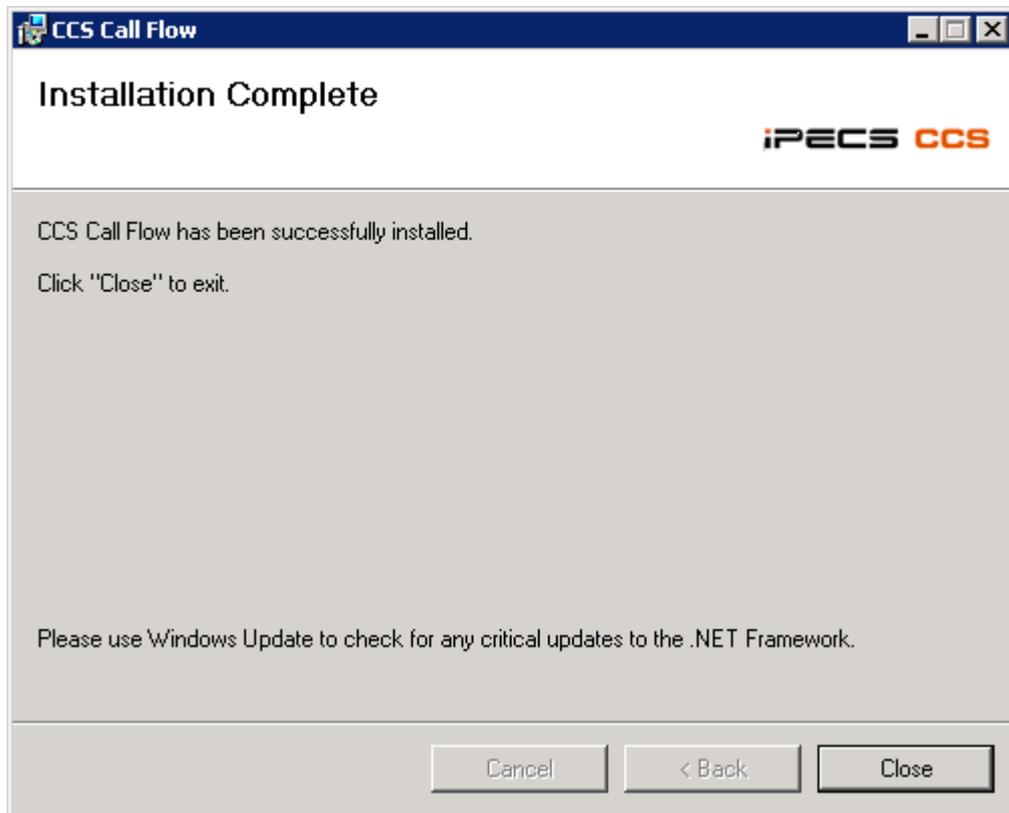
Step 4 - Confirm the installation → Select **Next**.



Step 5 - The CCS Call Flow Installer will start installing the program to completion.



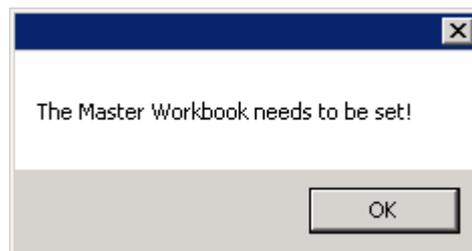
Step 6 - Select **Close** after the CCS Call Flow has been successfully installed.



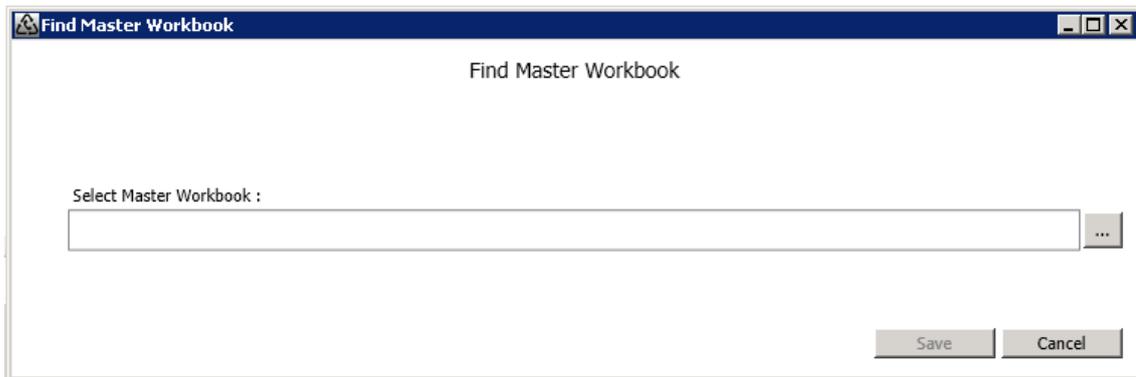
Step 7 - Open the **CCS Call Flow Designer** from the desktop shortcut.



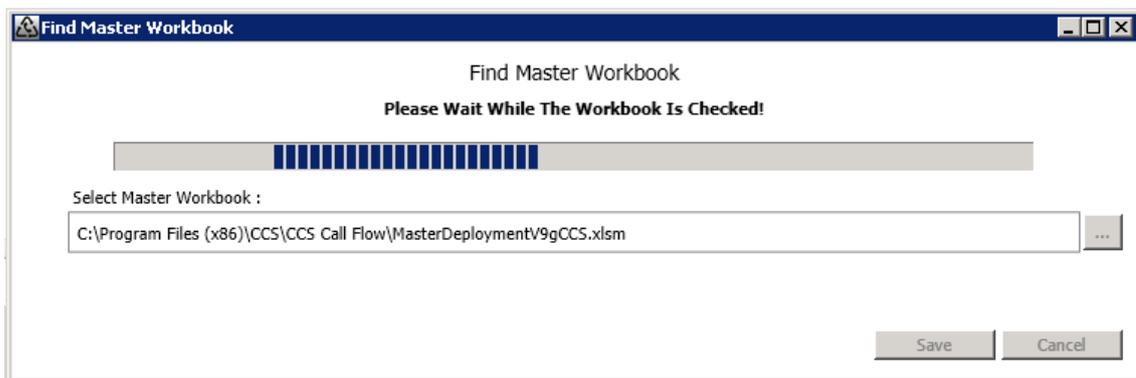
Step 8 - Select **OK** to set the Master Workbook.



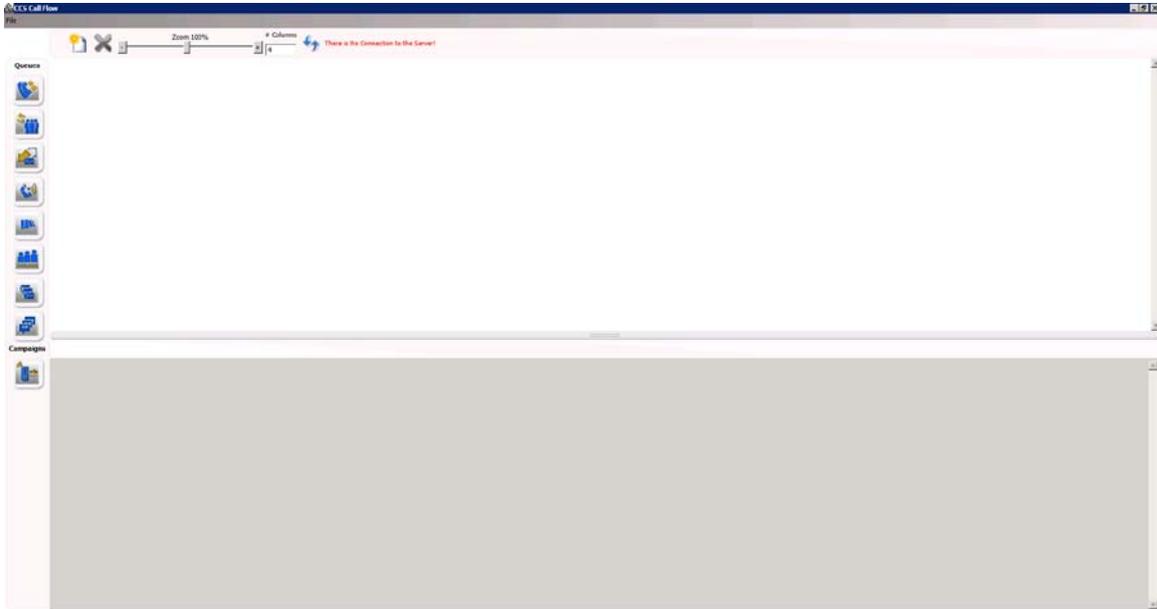
Step 9 - Select the **Master Workbook** → Use the side button to browse for the workbook.



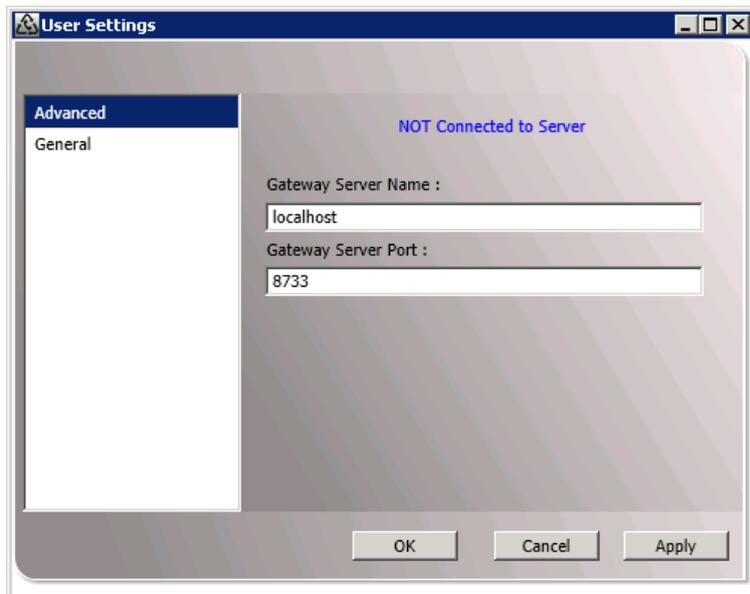
Step 10 - The workbook will be checked for validity. Press the **Save** button when finished.



Step 11 - The CCS Call Flow Designer should now be open with a blank canvas as shown below.



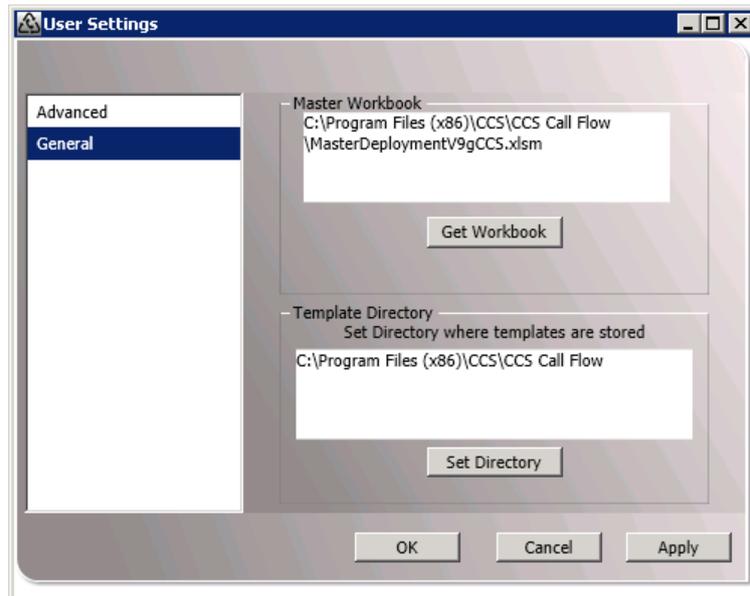
Step 12 - Select **File** → Select **Options** → In the **Advanced** section, configure the following settings:



Gateway Server Name – The IP address or machine name where CCS Desk Gateway. The gateway is typically running on the same machine as the CCS Desk Server.

Gateway Server Port – The port that CCS Desk Gateway listens on. The default port is 8733.

Step 13 - Select **General** to configure the template folders. The Master Workbook location can also be changed in this section.



Master Workbook – The location of the master workbook.

Template Directory – The location of the Call Flow configuration templates.

Server Connection Details – Once connected to the CCS Desk Gateway, this section shows the connection between the CCS Desk Gateway and the CCS Desk Server. This is read-only.

Step 14 - Click **OK** when finished and the Call Flow installation is completed.

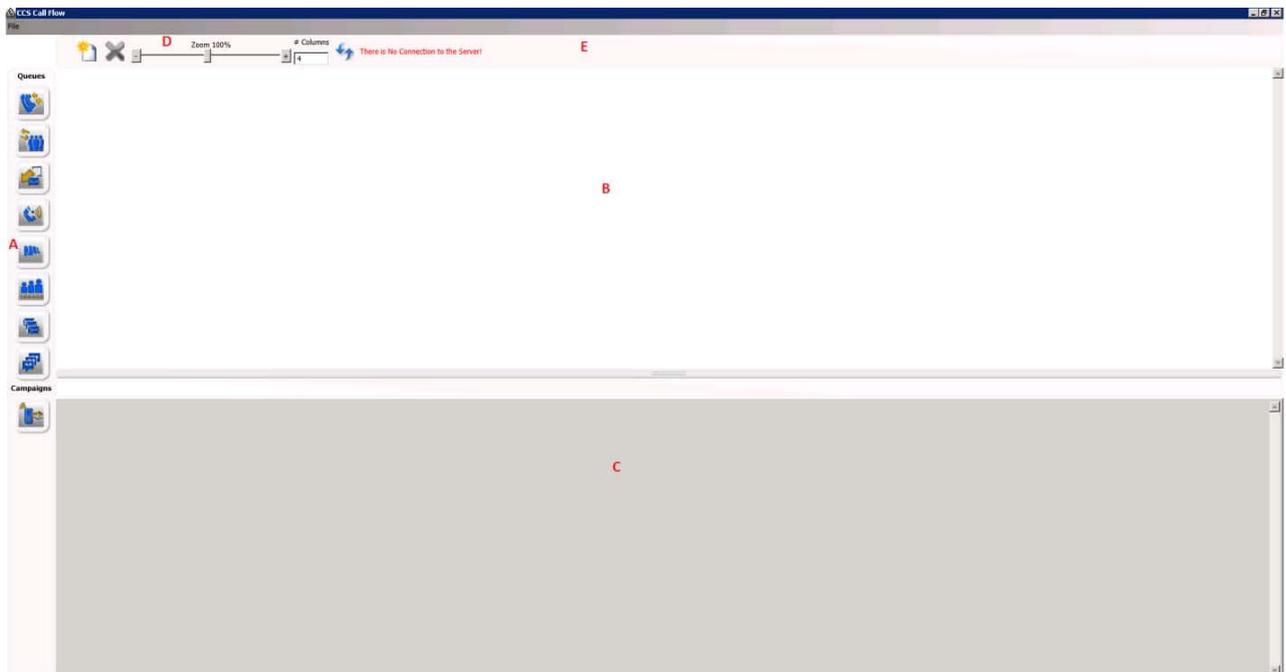
2. CONFIGURING CCS Q USING CALL FLOW DESIGNER

2.1 Main Interface

Open the Call Flow Designer from the desktop shortcut, or from the start menu: Start → Programs → CCS → CCS Call Flow Designer.



The Call Flow Designer will be opened with a blank canvas.



There are several panels in the main interface:

- The CCS Queue and Campaign objects panel
- The Canvas
- The Object Configurations panel
- The Zoom and Refresh panel
- The Status panel

2.1.1 CCS Queue and Campaign Objects

There are several Queues and Campaigns objects available in Call Flow:

	Auto-Attendant	Play greeting files and provide information / options to callers.
	Queue	Transfer queued voice calls / chat requests to agents, and to keep callers on hold while the agents are busy.
	Callback Message	Take callers' return phone number and voice message to be called back with the Callback in Queue.
	CCS Call Team	Transfer campaign calls to available agents. Similar to Queue, however, there is no announcement (except to select the pre-emptive dialler server) or overflow option.
	Routing Options	Very similar to Auto Attendant, but it also has access to configure a more complex announcement options with its Routing tab.
	Email	Transfer incoming emails to available agents. There is no announcement or overflow option.
	Voicemail	Record callers' voice messages and provide notification to agents if necessary.
	Campaign Callback	Send customer's requests, such as web callback, callback in queue, back to the agents.

Drag and drop them into the canvas to use the object in the flow.

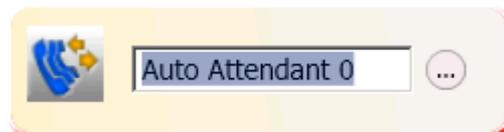
2.1.2 Canvas

The Canvas panel is where the flow is created. Drag and drop any Queues or Campaign objects from the toolbar to start designing.

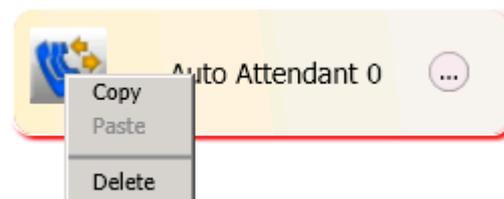


Objects can be moved around the canvas by drag and drop. The currently selected object will have a red-coloured shadow. The line and arrow shows the connection between objects and the direction. The above example shows that 'Auto Attendant 0' can overflow a call to 'Queue 0'

To change the name of the object, click on the (...) button. Type the new name and click **Enter** when finished.



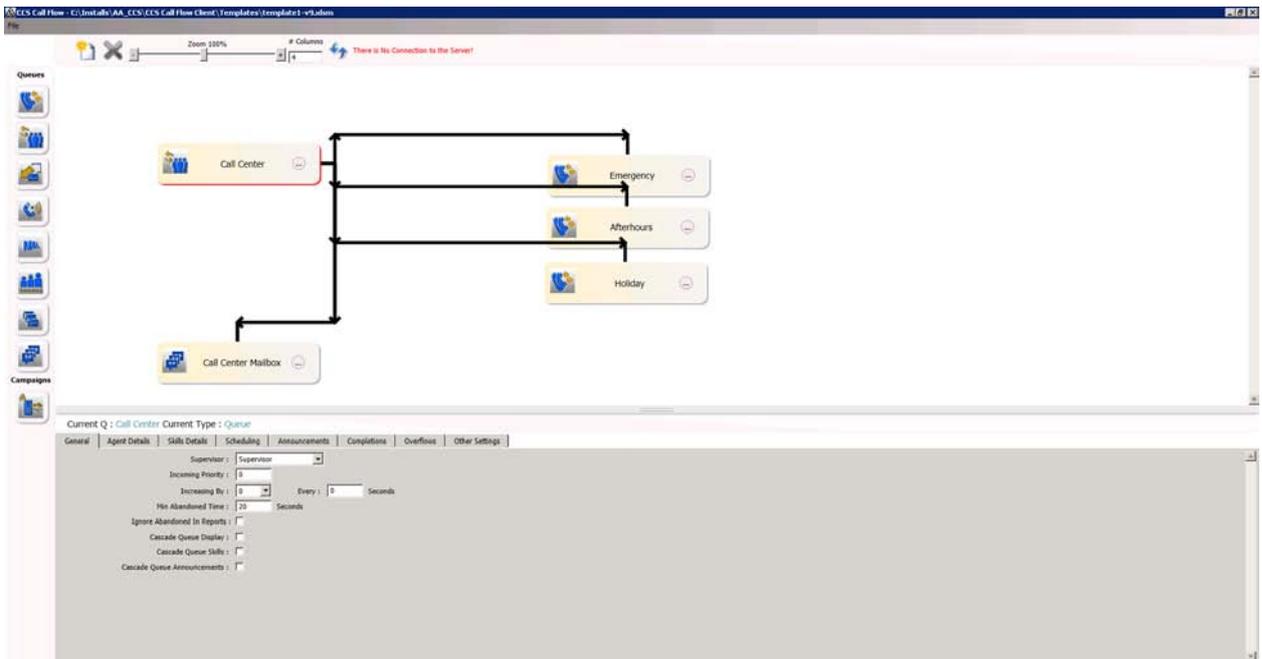
To delete the object from the canvas, right click on the object icon and select **Delete**. This action is not reversible.



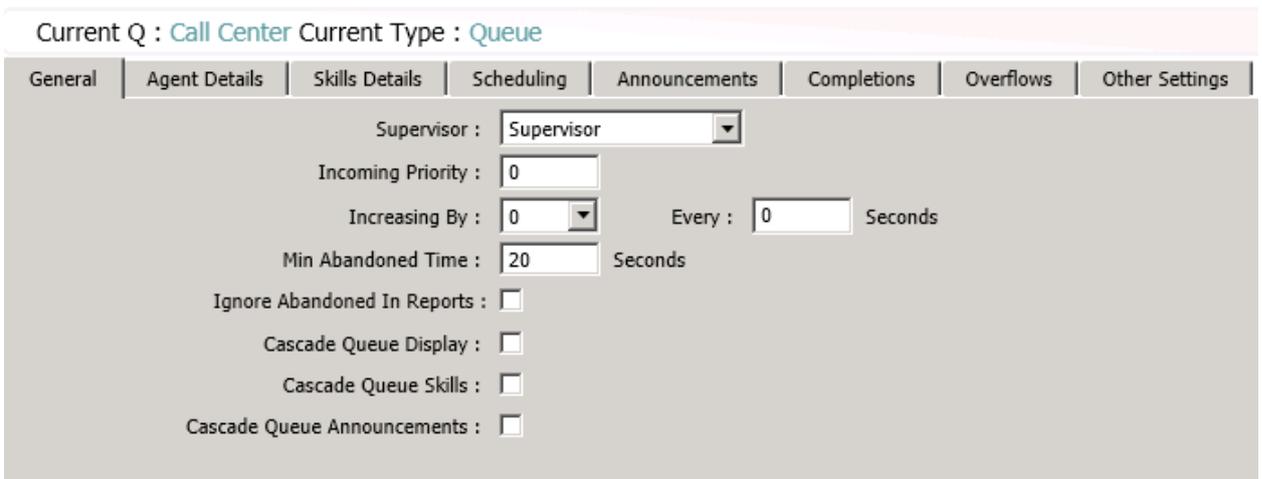
Copy and Paste feature will be available on future release of Call Flow Designer.

2.1.3 Object Configurations

When an object is selected at the canvas, the Object Configurations panel will provide the settings available for the object. Each object has a different set of configurations and must be configured individually using the Call Flow or using the workbook spreadsheet.



Current Q shows the selected object and **Current Type** shows the object type.



New object can be created and linked automatically to the selected object by pressing the + button where applicable.

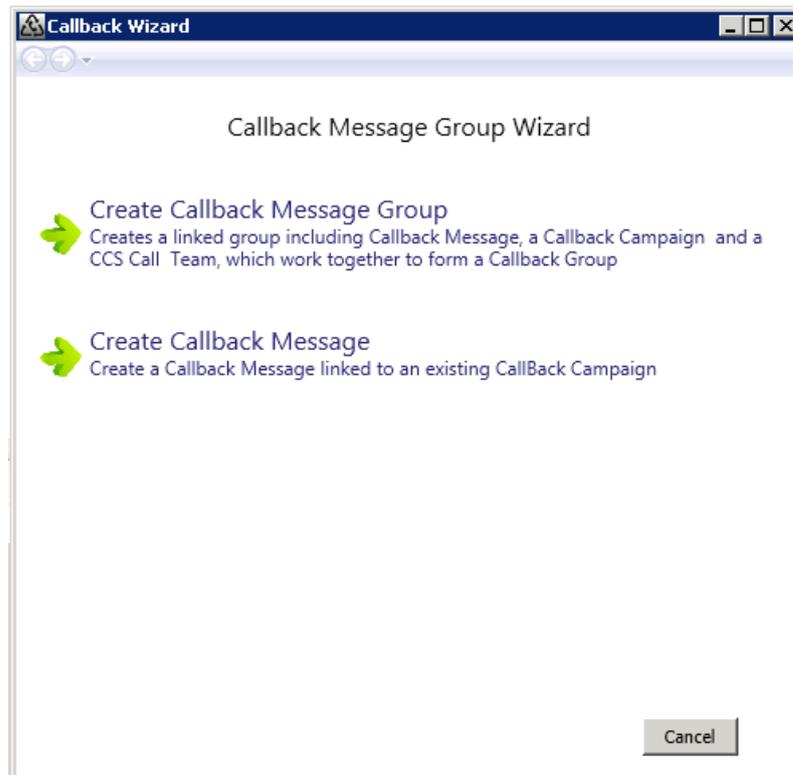
Current Q : **Auto Attendant 0** Current Type : **Auto_Attendant**

General | **Scheduling** | Announcements | Overflows | Other Settings

Overflow Rule	Value	Destination Type	Destination	Script Name
Outside Hours :		Queue		+
Holiday Mode :		Disabled		
Max Time In Q :	0	Disabled		
Max Calls In Q :	0	Disabled		
Emergency Mode :		Disabled		

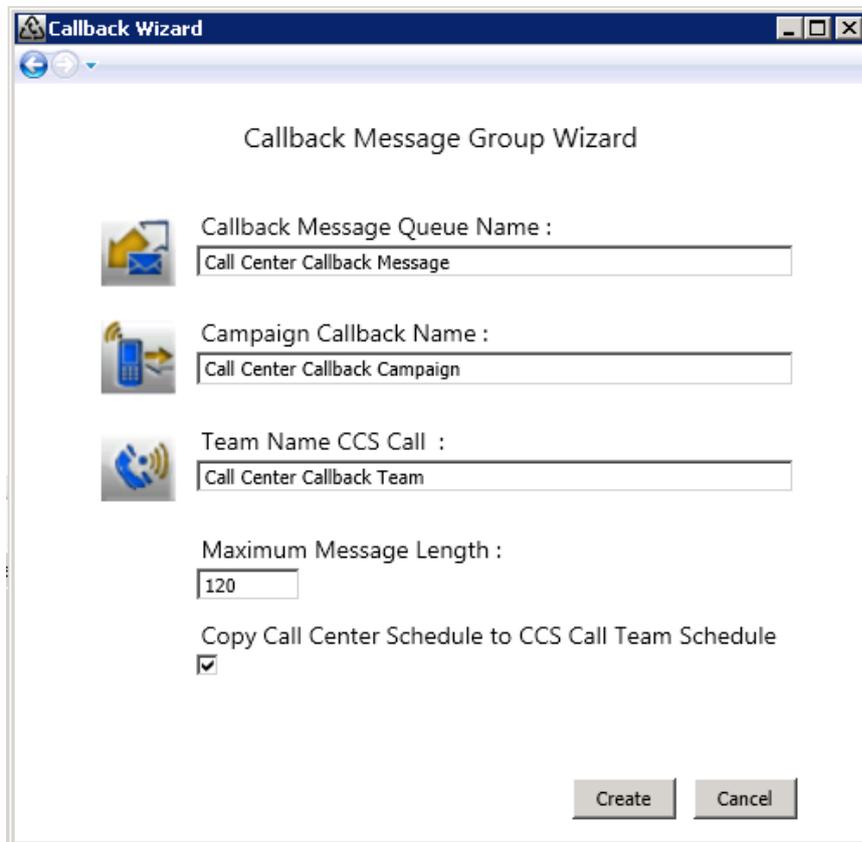
2.1.3.1 Callback Message Wizard

A wizard will automatically launch when using the + button to automatically create on a Callback Message type.



Create a Callback Message Group – automatically creates a linked Callback Message queue, a Callback campaign, and a CCS Call Team queue. The complete set is required to properly configure the Callback in Queue feature.

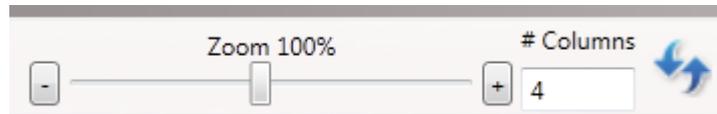
After selecting this option, the wizard will request the names for the new objects, the maximum message length allowed for the callback message and the option to copy the schedule configuration from the original Queue to the CCS Call Team.



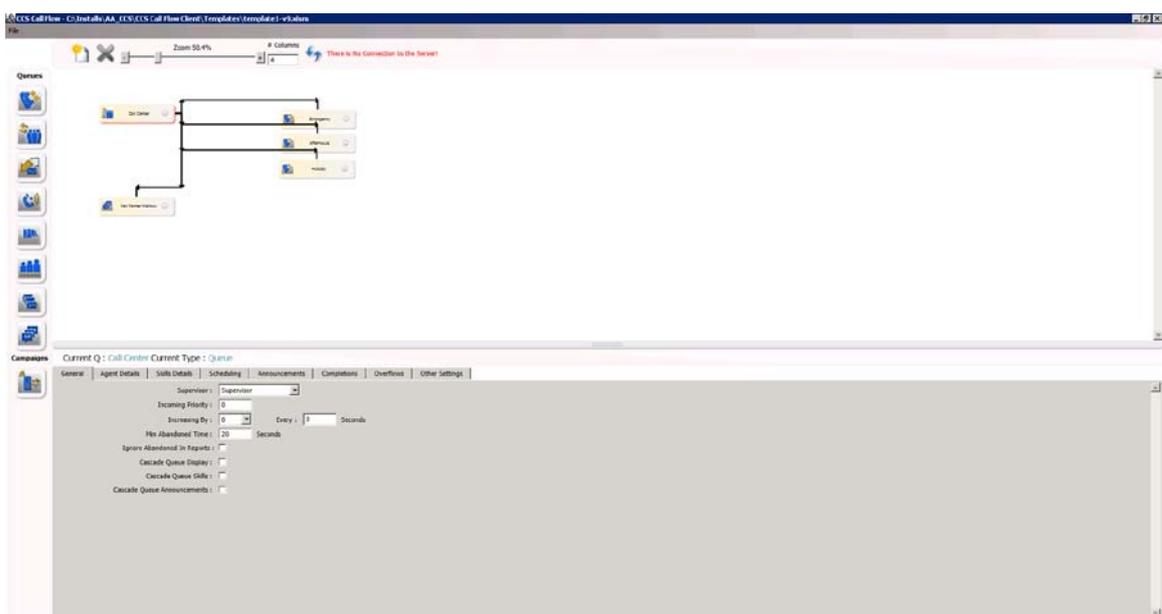
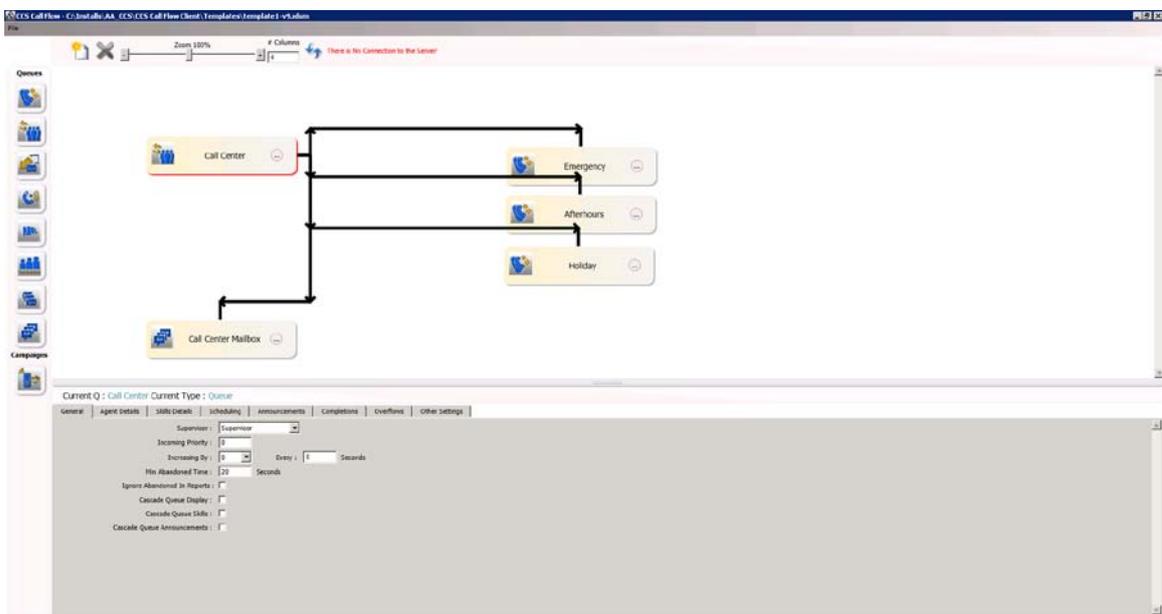
The screenshot shows a window titled "Callback Wizard" with a subtitle "Callback Message Group Wizard". It contains three input fields with icons to their left: a house and envelope icon for "Callback Message Queue Name" (value: "Call Center Callback Message"), a mobile phone icon for "Campaign Callback Name" (value: "Call Center Callback Campaign"), and a headset icon for "Team Name CCS Call" (value: "Call Center Callback Team"). Below these is a "Maximum Message Length" field with the value "120". At the bottom, there is a checkbox labeled "Copy Call Center Schedule to CCS Call Team Schedule" which is checked. "Create" and "Cancel" buttons are at the bottom right.

Create Callback Message Only – only the Callback Message queue is created. The Callback campaign and the CCS Call Team queue must be created manually.

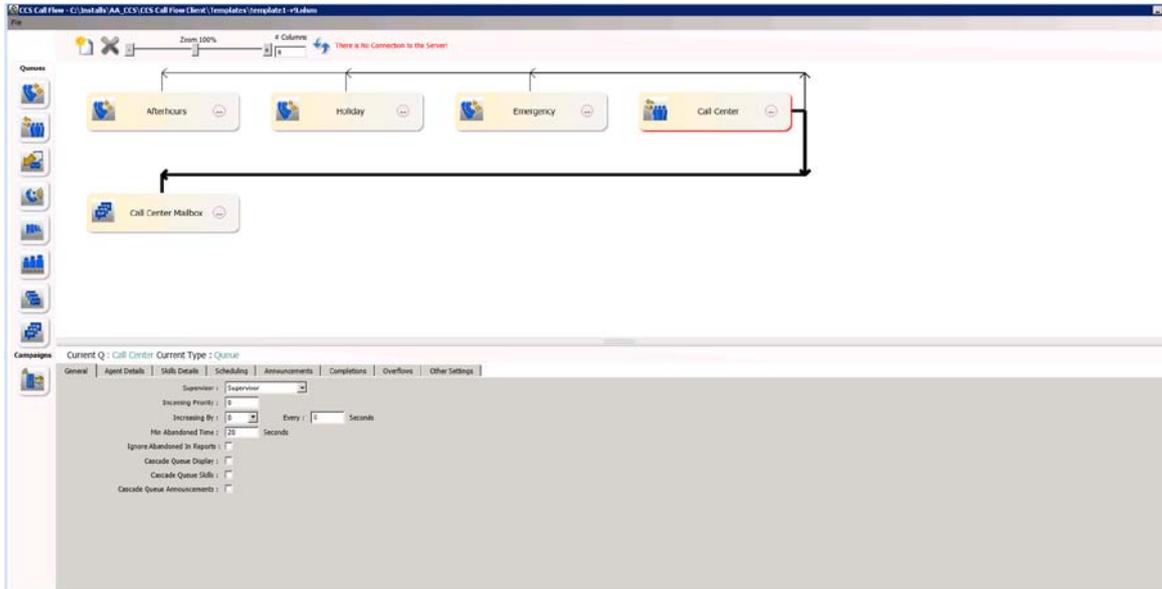
2.1.4 Zoom and Refresh



The Zoom tool will resize the canvas. Both the slider and the - / + buttons can be used to configure the zoom value.



We can restructure the canvas using the Refresh tool. Configure the number of columns in the # **Columns** box and click on the Refresh button beside it.



2.1.5 Status



Located right beside the Zoom and Refresh panel, the Status panel provides the connection status to the Desk Gateway Server, and the setup 'lock' condition.

There are three possible status messages:

1. **There is No Connection to the Server**

Call Flow is unable to communicate with the CCS Desk Gateway.

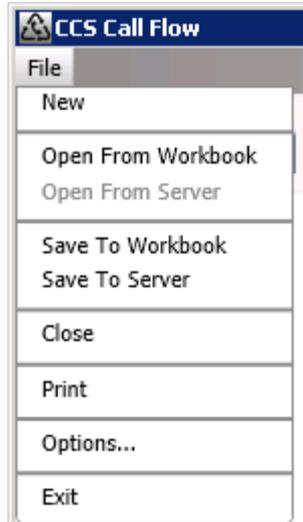
2. **The Connection to the Server is Currently Locked**

Call Flow has detected that changes have been made outside the Call Flow tool and therefore Call Flow will replace existing configuration when saving to Server.

3. **Empty**

The Call Flow is connected to the CCS Desk Gateway and the configuration is not locked.

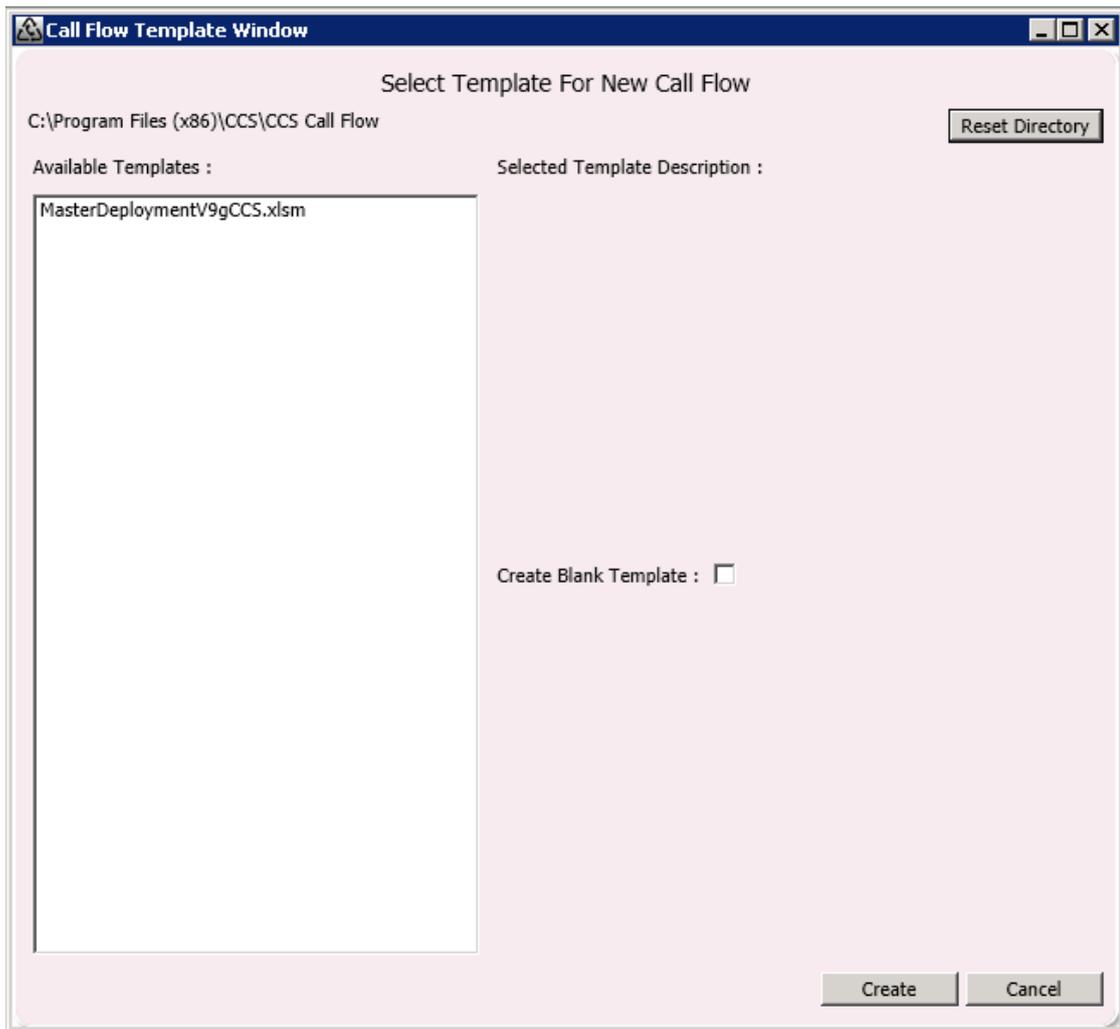
2.2 File Menu



2.2.1 New

To clear the current canvas and create a new call flow, select this option and select **Yes** on the screen below. This action is not reversible i.e. the previous canvas is not recoverable.

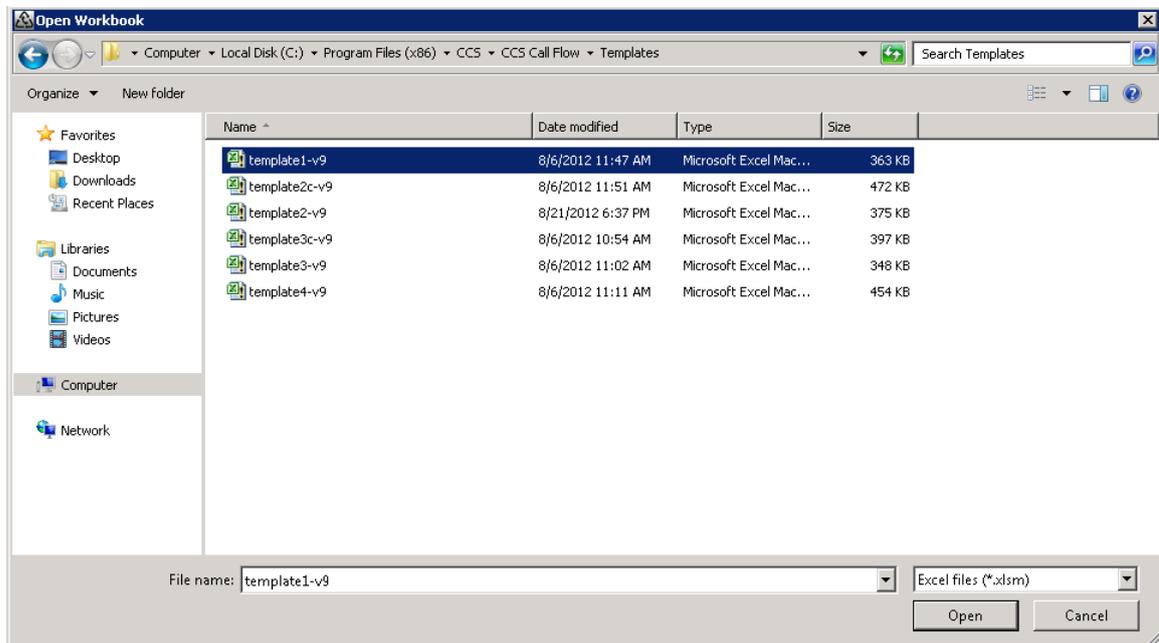




Choose from the available templates, or check the 'Create Blank Template' box to start with a blank canvas. Press the **Create** button.

The template directory can be changed by using the 'Reset Directory' button.

2.2.2 Open From Workbook

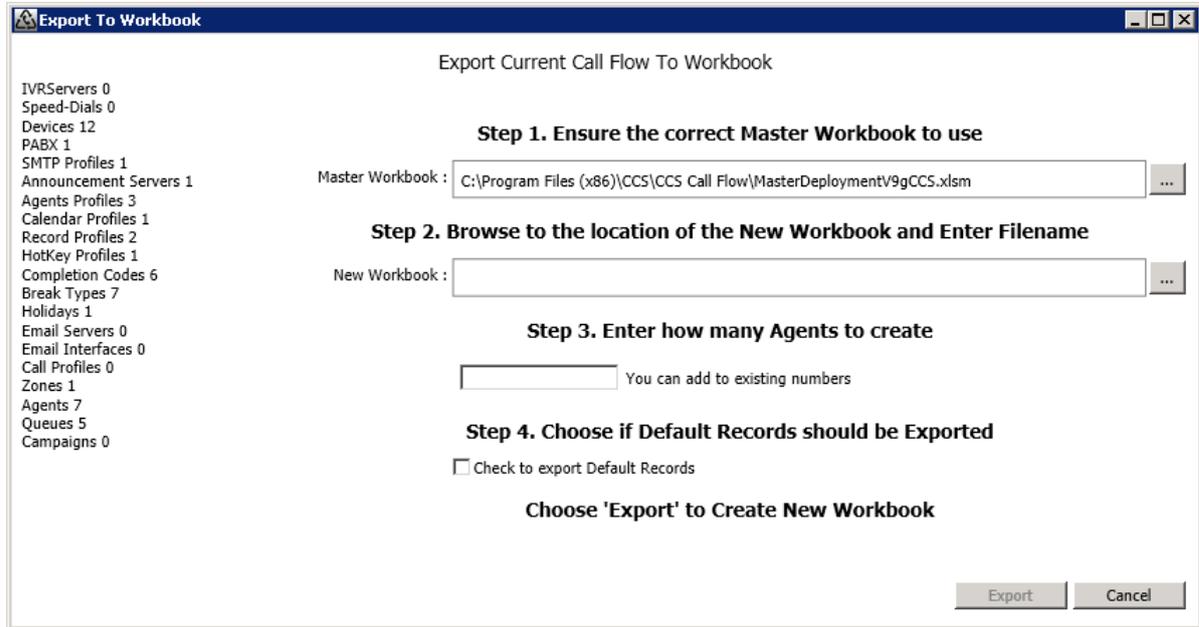


This menu option allows a workbook to be imported into CCS Call Flow. Choose the workbook from the explorer window provided and click Open.

Similar to the 'New' option, this will clear the existing canvas and the action is not reversible.

2.2.3 Save to Workbook

Export the current canvas into a workbook.



The different counters on the left show the number of items available in the configuration.

The steps are thoroughly described by the export wizard:

Step 1 – Confirm the master workbook.

Press the (...) button to modify.

Step 2 – Browse the location of the new workbook and provide a filename.

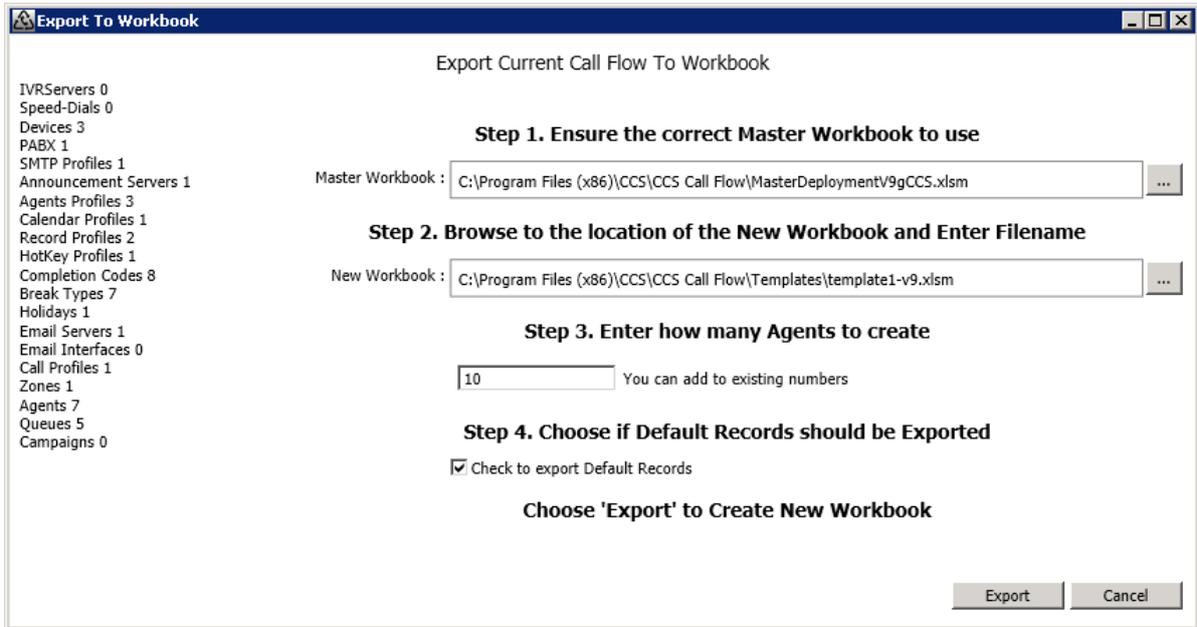
Press the (...) button to browse.

Step 3 – Enter the amount of agents to create.

CCS Call Flow only supports up to 150 agents. If the canvas already has existing agents i.e. imported from a workbook, then the new agents will be appended into the configuration. Enter the value 0 when no further agent is required.

Step 4 – Default Records

Check the box to include default records into the exported workbook. As soon as you check the box, the counters on the left will increment to illustrate the content of the workbook with the default records.



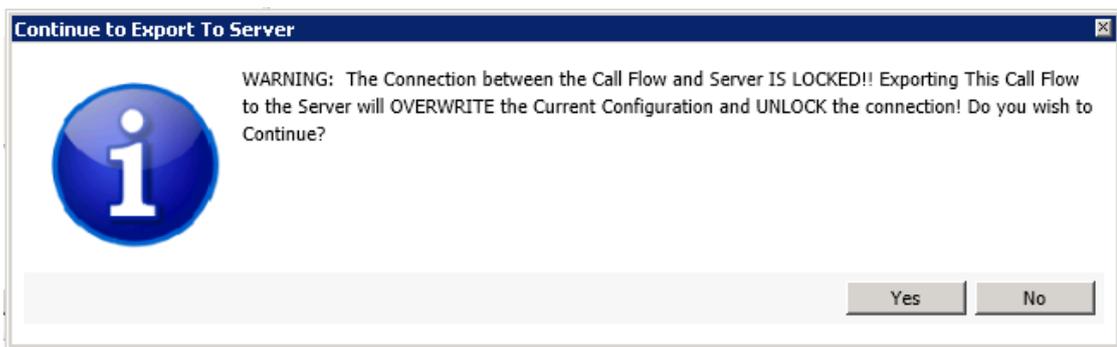
Step 5 – Finish

Click on the Export to finish.

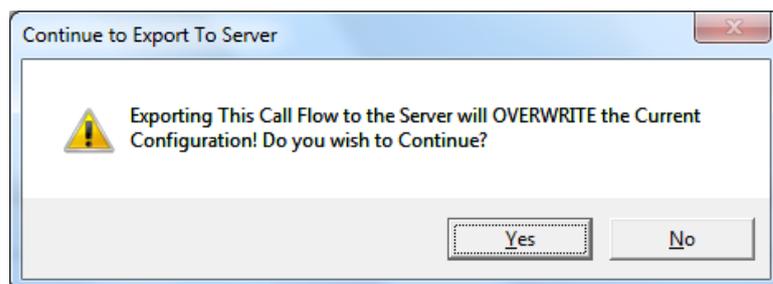
2.2.4 Save to Server

This will save the configuration loaded in Call Flow into the CCS Desk Server. This feature is enabled only when the Call Flow is connected to the CCS Desk Gateway.

When the connection to the server is locked because other configurations have been made outside Call Flow, then following alert message will appear to advise that all existing configurations will be overwritten including the extra configurations. Select **Yes** to continue the import.

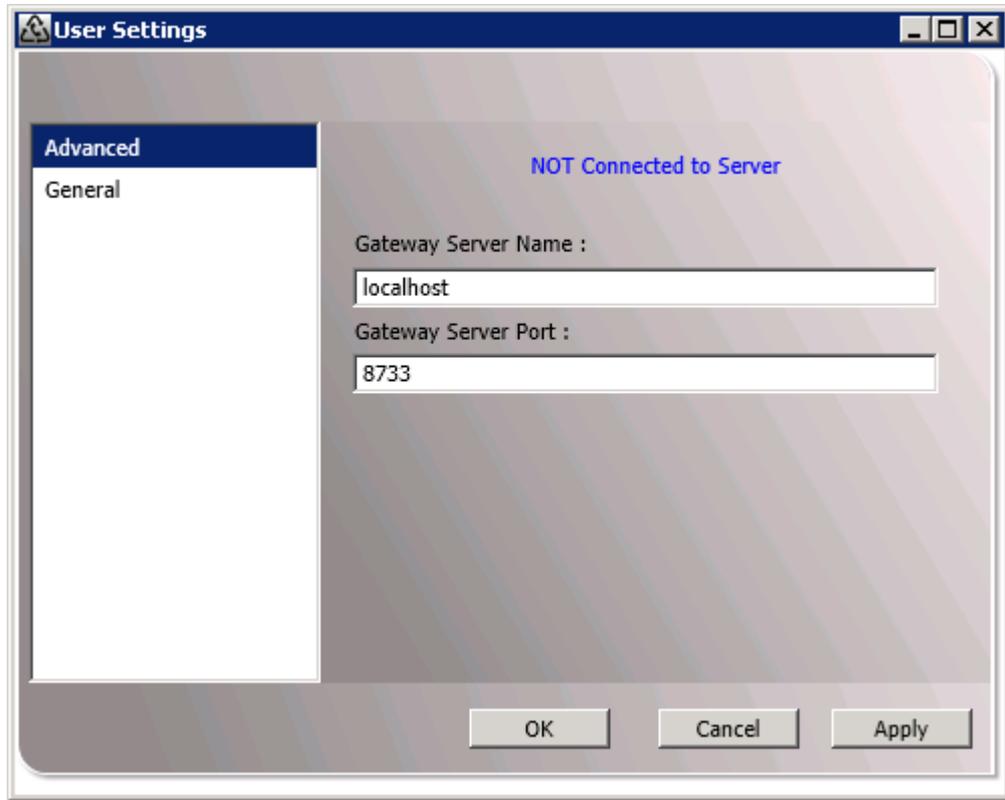


When the connection to the server is not locked, the following message will appear to confirm the import. Select **Yes** to continue the import.



2.2.5 Options

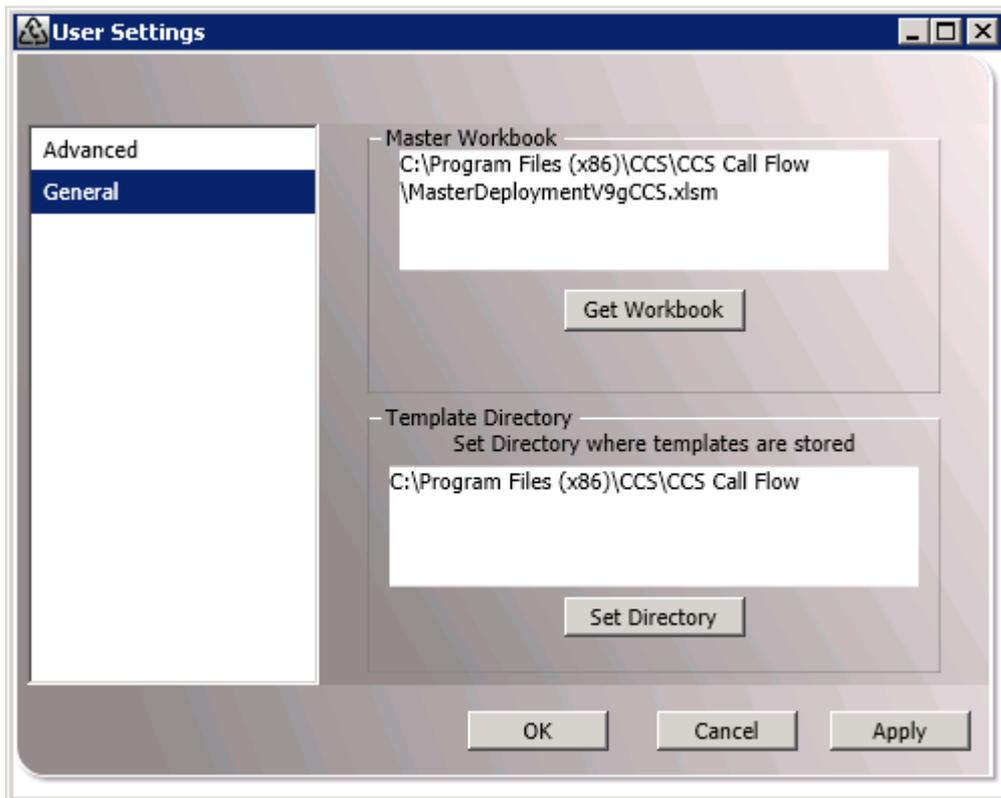
2.2.5.1 Advanced



Gateway Server Name – The IP address or machine name where CCS Desk Gateway. The gateway is typically running on the same machine as the CCS Desk Server.

Gateway Server Port – The port that CCS Desk Gateway listens on. The default port is 8733.

2.2.5.2 General



Master Workbook – The location of the master workbook.

Template Directory – The location of the Call Flow configuration templates.

Server Connection Details – Once connected to the CCS Desk Gateway, this section shows the connection between the CCS Desk Gateway and the CCS Desk Server. This is read-only.

2.3 Object Settings Glossary

This section explains the different configurations available in each queue and campaign objects.

2.3.1 Auto-Attendant

2.3.1.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Incoming Priority – Sets the priority for the incoming calls for the queue. Please note that 0 is the lowest. To ensure that calls in lower priority queues are not ignored during times of high volume in the higher priority queues, we can configure a rate of increase for a Queued calls priority. Thus a low priority call increase until it has the highest call priority, and is answered.

Increasing By – The rate of the priority increase e.g. increase priority by 1 every 60 seconds.

Min Abandoned Time – The minimum time a call must wait in the queue before considered abandoned. The maximum value is 199 seconds.

Cascade Queue Display – If the call is overflowed from another queue, use the previous queue's name and completion codes when the call is presented to the agent.

Cascade Queue Skills – If the call is overflowed from another queue, use the previous queue's skill based routing configuration to distribute the call to the available agent.

Cascade Queue Announcements – If the call is overflowed from another queue, use the previous queue's announcement messages and settings while the call is waiting in the queue.

2.3.1.2 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already in Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

2.3.1.3 Announcements

Enable Announcement – the checkbox must be ticked to enable announcement.

Inter-Announcement Delay – The time delay between announcements in seconds. The Hold music for the queue will be played in between each announcement. Minimum value is 3.

Announcement Type – Determines what will be announced.

- **Queue Position** – Plays the first announcement using the queue's greeting1, followed by repeat and third announcements of the call's position in the queue.
- **Wait Time** – The same as Queue Position but also announces the expected wait time at the end of greeting1 first announcement.
- **Simple Message** – Plays the queue's greeting1, greeting2, and greeting3 files for the queue announcements.

Wait Time Value – When 'Wait Time' announcement type is selected, this option is enabled. This is the monitoring range for the wait time statistic.

Announcement Server – The announcement server that will service calls into the queue.

Queue Identifier (In-Band) – When using in-band signalling integration, this value serves as the queue identifier matched against the in-band data received.

Announcement Routing 0-9 – During the announcement the caller can be prompted to press a digit to indicate a selection of a service. The calls can then be routed to another Queue. Use the **Destination Type** and **Destination**. Note there is only 1 announcement routing option available for configuration. The same routing options will be configured for Initial Announcement, Repeat Announcement and Third Announcement.

2.3.1.4 Overflows

Outside Hours – When the call arrives outside the schedule specified in the Schedule tab.

Holiday Mode – On a holiday, when the call arrives outside the schedule specified in the Schedule tab.

Max Time In Q – Sets the time in seconds for how long the call remains in the queue, and where to route once the time exceeds.

Max Calls In Q – The maximum number of calls allowed in the queue before subsequent calls are overflowed.

Emergency Mode – When the system is put into emergency mode.

2.3.2 Queue

2.3.2.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Incoming Priority – Sets the priority for the incoming calls for the queue. Please note that 0 is the lowest. To ensure that calls in lower priority queues are not ignored during times of high volume in the higher priority queues, we can configure a rate of increase for a Queued calls priority. Thus a low priority call increase until it has the highest call priority, and is answered.

Increasing By – The rate of the priority increase e.g. increase priority by 1 every 60 seconds.

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Cascade Queue Announcements – If the call is overflowed from another queue, use the previous queue's announcement messages and settings while the call is waiting in the queue.

2.3.2.2 Agent Details

Queue Mode – The call distribution mode. There are 5 available options on how the calls will be distributed.

- **Round Robin** – Calls are distributed in a circular fashion.
- **Longest Available** – The agent who has had the freest time will receive the next call.
- **Last New Call** – Sends the call to the agent who most recently finished a call.
- **Shortest Available** – The opposite of Longest Available.
- **Least Talk Time** – Distributes calls to agents who have had least proportion of time on the phone.

Wrap Up Time – The amount of time given to the agent after finishing a call from this queue.

Agent Absent Time – The time the system allows a call to ring at the agent's phone before it is routed to another agent, and the previous agent is automatically logged out for not answering the queued call.

Agent Absent Break – The break status placed to the agent when absent to answer a call into the queue.

Service Level – Is used to determine whether a call was answered within the required service level. This is used when outputting adherence statistics to the optional Workforce data module.

Hide Caller ID – Prevents the display of the Caller ID on the Call Window in the CCS Desk Client.

Auto-Record Mode – Forces call recording to start when the call is answered by the agent.

Auto-Answer Mode – Forces the call to be answered on the first ring.

2.3.2.3 Skill Details

Skills Based Routing – enable or disable this feature.

2.3.2.4 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already In Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

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Enable Announcement – the checkbox must be ticked to enable announcements.

Inter-Announcement Delay – The time delay between announcements in seconds. The Hold music for the queue will be played in between each announcement. Minimum value is 3.

Announcement Type – Determines what will be announced.

- **Queue Position** – Plays the first announcement using the queue's greeting1, followed by repeat and third announcements of the call's position in the queue.
- **Wait Time** – The same as Queue Position but also announces the expected wait time at the end of greeting1 first announcement.
- **Simple Message** – Plays the queue's greeting1, greeting2, and greeting3 files for the queue announcements.

Wait Time Value – When 'Wait Time' announcement type is selected, this option is enabled. This is the monitoring range for the wait time statistic.

Announcement Server – The announcement server that will service calls into the queue.

Queue Identifier (In-Band) – When using in-band signalling integration, this value serves as the queue identifier matched against the in-band data received.

Third Announcement Interval – Used only if a third announcement needs to be played. This is the frequency of how often the 3rd announcement (GREETING3) is played instead of GREETING2.

If the value is set to 4, the order of the greetings would be 1,2,2,2,3,2,2,2,3

If the value is set to 0, third announcement is never played.

Initial Announcement Must Be Played – Ensures the First announcement is played to the caller even if an agent is already available to take the call.

Announcement Routing 0-9 – During the announcement the caller can be prompted to press a digit to indicate a selection of a service. The calls can then be routed to another Queue. Use the **Destination Type** and **Destination**. Note there are 3 separate of announcement routing options that can be configured for steps of announcement i.e. Initial Announcement, Repeat Announcement and Third Announcement.

2.3.2.6 Completions

Use Completion Codes – tick to enable this feature.

Default Code – this completion code will be entered automatically for every call on this queue.

Multiple Codes – Multiple codes to be entered for one call when this option is enabled.

Tree Format – If codes exist which have a ‘-’ in the name, they will be displayed in a tree format.

2.3.2.7 Overflows

Outside Hours – When the call arrives outside the schedule specified in the Schedule tab.

Holiday Mode – On a holiday, when the call arrives outside the schedule specified in the Schedule tab.

No Agents In – When no agents are logged into CCS Desk. Agents on break are also considered logged out.

Max Time In Q – Sets the time in seconds for how long the call remains in the queue, and where to route once the time exceeds.

Max Calls In Q – The maximum number of calls allowed in the queue before subsequent calls are overflowed.

Agent Call Ratio – If the ratio of logged in agents to calls is too high, the calls will be overflowed. With the value of 4, for every 1 agent logged in to the queue, the system will allow 4 calls to wait in the queue and the subsequent calls are overflowed.

Emergency Mode – When the system is put into emergency mode.

2.3.2.8 Other Settings

GM Script – If CCS Desk is integrated with GoldMine, a GoldMine script can be used when a call is answered from the queue. To select a script click on the drop down menu and highlight the desired script.

CCS Console Department – When CCS Console is used by the CCS Q agent, the screen pop can be configured to show a specific department. The selection for department is taken from the list of departments configured in the CCS Report directory.

Pop URL Mode – The configured URL will be displayed whenever a call from that queue is ringing or answered by an agent.

This feature happens independently of any CRM integration that may be configured. There are 'variables' that can be used e.g. <http://intranet/find?ph={NUMBER}>

{NUMBER} – The phone number of the incoming call

{QUEUEID} – The ID of the queue

{QUEUENAME} – The name of the queue

URL for end of CCS Chat – Similar to Pop URL but specifically for CCS Chat session routed through the queue.

2.3.3 Callback Message

2.3.3.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Min Abandoned Time – The minimum time a call must wait in the queue before considered abandoned. The maximum value is 199 seconds.

Ignore Abandoned In Reports – When enabled, a call in this queue will never be logged as abandoned.

2.3.3.2 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already In Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time Of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

2.3.3.3 Announcements

Announcement Server – The announcement server that will service calls into the queue.

Queue Identifier (In-Band) – When using in-band signalling integration, this value serves as the queue identifier matched against the in-band data received.

2.3.3.4 Messages

Enable Voice Message Recording – when enabled, the queue will activate the message recording feature.

Store Messages In Custom Location – By default, the recorded messages will be stored in the folder belonging to the queue e.g. C:\CCS Ann\Q0001 for the first queue. If the Custom Location is specified, the recorded messages will be stored there. Proper folder security settings must be applied to ensure our system can write into it.

New Sub-Folder For Each Day's Message – This option will create a sub folder for each day's messages e.g. C:\CCS Ann\Q0001\2013-01-11 for the 11th January 2013.

Play Tone At Start Of Recording – Enables a short tone to be played to advise the start of the recording.

Use Message For Callback in Queue – When enabled, a message recording can be sent to a campaign (**Campaign type: Callback**) for the next agent.

Maximum Message Length – This is the maximum length for a recorded message, in minutes. Once this is reached the recording will stop and the call will be ended automatically.

Minimum Message Length – If the duration of a message recorded is less than this setting, it will be discarded.

Send Recorded Message by Email – The recording will be sent as an email attachment to the specified email recipient.

Email SMTP Sender – The SMTP profile to use when sending the email.

SMS Notification To An Agent – When this option is enabled and an agent is selected has a mobile number configured in the agent's profile, an SMS will be sent to that agent to inform that a message has been recorded. This feature requires CCS SMS.

Second Copy Of Message In Different Folder – A copy of the recording can be made into another specified folder. The 'New sub-folder for each day' option also affects this option.

2.3.4 CCS Call Team

2.3.4.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Incoming Priority – Sets the priority for the incoming calls for the queue. Please note that 0 is the lowest. To ensure that calls in lower priority queues are not ignored during times of high volume in the higher priority queues, we can configure a rate of increase for a Queued calls priority. Thus a low priority call increase until it has the highest call priority, and is answered.

Increasing By – The rate of the priority increase e.g. increase priority by 1 every 60 seconds.

Min Abandoned Time – The minimum time a call must wait in the queue before considered abandoned. The maximum value is 199 seconds.

Ignore Abandoned In Reports – When enabled, a call in this queue will never be logged as abandoned.

Cascade Queue Display – If the call is overflowed from another queue, use the previous queue's name and completion codes when the call is presented to the agent.

Cascade Queue Skills – If the call is overflowed from another queue, use the previous queue's skill based routing configuration to distribute the call to the available agent.

Cascade Queue Announcements – If the call is overflowed from another queue, use the previous queue's announcement messages and settings while the call is waiting in the queue.

2.3.4.2 Agent Details

Queue Mode – The call distribution mode. There are 5 available options on how the calls will be distributed.

- **Round Robin** – Calls are distributed in a circular fashion.
- **Longest Available** – The agent who has had the freest time will receive the next call.
- **Last New Call** – Sends the call to the agent who most recently finished a call.
- **Shortest Available** – The opposite of Longest Available.

- **Least Talk Time** – Distributes calls to agents who have had least proportion of time on the phone.

Wrap Up Time – The amount of time given to the agent after finishing a call from this queue.

Service Level – Is used to determine whether a call was answered within the required service level. This is used when outputting adherence statistics to the optional Workforce data module.

Hide Caller ID – Prevents the display of the Caller ID on the Call Window in the CCS Desk Client.

Auto-Record Mode – Forces call recording to start when the call is answered by the agent.

Auto-Answer Mode – Forces the call to be answered on the first ring.

2.3.4.3 Skill Details

Skills Based Routing – enable or disable this feature.

2.3.4.4 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already In Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time Of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

2.3.4.5 Announcements

Announcement Server – The announcement server that will service calls into the queue.

2.3.4.6 Overflows

Outside Hours – When the call arrives outside the schedule specified in the Schedule tab.

Holiday Mode – On a holiday, when the call arrives outside the schedule specified in the Schedule tab.

No Agents In – When no agents are logged into CCS Desk. Agents on break are also considered logged out.

Max Time in Q – Sets the time in seconds for how long the call remains in the queue, and where to route once the time exceeds.

Max Calls in Q – The maximum number of calls allowed in the queue before subsequent calls are overflowed.

Agent Call Ratio – If the ratio of logged in agents to calls is too high, the calls will be overflowed. With the value of 4, for every 1 agent logged in to the queue, the system will allow 4 calls to wait in the queue and the subsequent calls are overflowed.

Emergency Mode – When the system is put into emergency mode.

2.3.5 Routing Options

2.3.5.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Incoming Priority – Sets the priority for the incoming calls for the queue. Please note that 0 is the lowest. To ensure that calls in lower priority queues are not ignored during times of high volume in the higher priority queues, we can configure a rate of increase for a Queued calls priority. Thus a low priority call increase until it has the highest call priority, and is answered.

Increasing By – The rate of the priority increase e.g. increase priority by 1 every 60 seconds.

Min Abandoned Time – The minimum time a call must wait in the queue before considered abandoned. The maximum value is 199 seconds.

Ignore Abandoned In Reports – When enabled, a call in this queue will never be logged as abandoned.

Cascade Queue Display – If the call is overflowed from another queue, use the previous queue's name and completion codes when the call is presented to the agent.

Cascade Queue Skills – If the call is overflowed from another queue, use the previous queue's skill based routing configuration to distribute the call to the available agent.

Cascade Queue Announcements – If the call is overflowed from another queue, use the previous queue's announcement messages and settings while the call is waiting in the queue.

2.3.5.2 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already In Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time Of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

2.3.5.3 Routing

Enable Announcement – the checkbox must be ticked to enable announcements.

Inter-Announcement Delay – The time delay between announcements in seconds. The Hold music for the queue will be played in between each announcement. Minimum value is 3.

Announcement Type – Determines what will be announced.

- **Queue Position** – Plays the first announcement using the queue's greeting1, followed by repeat and third announcements of the call's position in the queue.
- **Wait Time** – The same as Queue Position but also announces the expected wait time at the end of greeting1 first announcement.
- **Simple Message** – Plays the queue's greeting1, greeting2, and greeting3 files for the queue announcements.

Wait Time Value – When 'Wait Time' announcement type is selected, this option is enabled. This is the monitoring range for the wait time statistic.

Announcement Server – The announcement server that will service calls into the queue.

Queue Identifier (In-Band) – When using in-band signalling integration, this value serves as the queue identifier matched against the in-band data received.

Third Announcement Interval – Used only if a third announcement needs to be played. This is the frequency of how often the 3rd announcement (GREETING3) is played instead of GREETING2.

If the value is set to 4, the order of the greetings would be 1,2,2,2,3,2,2,2,3

If the value is set to 0, third announcement is never played.

Initial Announcement Must Be Played – Ensures the Initial Announcement is played to the caller even if an agent is already available to take the call.

Routing Options – A more complex routing options (compared to Auto-Attendant) can be defined e.g. multiple digits, transfer to a registered device / number / CCS IVR service / etc. The routing options configured are enabled for all announcement types.

2.3.6 Survey

2.3.6.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Incoming Priority – Sets the priority for the incoming calls for the queue. Please note that 0 is the lowest. To ensure that calls in lower priority queues are not ignored during times of high volume in the higher priority queues, we can configure a rate of increase for a Queued calls priority. Thus a low priority call increase until it has the highest call priority, and is answered.

Increasing By – The rate of the priority increase e.g. increase priority by 1 every 60 seconds.

Min Abandoned Time – The minimum time a call must wait in the queue before considered abandoned. The maximum value is 199 seconds.

Ignore Abandoned In Reports – When enabled, a call in this queue will never be logged as abandoned.

Cascade Queue Display – If the call is overflowed from another queue, use the previous queue's name and completion codes when the call is presented to the agent.

Cascade Queue Skills – If the call is overflowed from another queue, use the previous queue's skill based routing configuration to distribute the call to the available agent.

Cascade Queue Announcements – If the call is overflowed from another queue, use the previous queue's announcement messages and settings while the call is waiting in the queue.

2.3.6.2 Announcements

Announcement Type – Determines what will be announced.

- **Queue Position** – Plays the first announcement using the queue's greeting1, followed by repeat and third announcements of the call's position in the queue.
- **Wait Time** – The same as Queue Position but also announces the expected wait time at the end of greeting1 first announcement.

- **Simple Message** – Plays the queue’s greeting1, greeting2, and greeting3 files for the queue announcements.

Wait Time Value – When ‘Wait Time’ announcement type is selected, this option is enabled. This is the monitoring range for the wait time statistic.

Announcement Server – The announcement server that will service calls into the queue.

Queue Identifier (In-Band) – When using in-band signalling integration, this value serves as the queue identifier matched against the in-band data received.

Third Announcement Interval – Used only if a third announcement needs to be played. This is the frequency of how often the 3rd announcement (GREETING3) is played instead of GREETING2.

If the value is set to 4, the order of the greetings would be 1,2,2,2,3,2,2,2,3

If the value is set to 0, third announcement is never played.

Initial Announcement Must Be Played – Ensures the First announcement is played to the caller even if an agent is already available to take the call.

Announcement Routing 0-9 – During the announcement the caller can be prompted to press a digit to indicate a selection of a service. The calls can then be routed to another Queue. Use the **Destination Type** and **Destination**. Note there is only 1 announcement routing option available for configuration. The same routing options will be configured for Initial Announcement, Repeat Announcement and Third Announcement

2.3.7 Email

2.3.7.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Incoming Priority – Sets the priority for the incoming calls for the queue. Please note that 0 is the lowest. To ensure that calls in lower priority queues are not ignored during times of high volume in the higher priority queues, we can configure a rate of increase for a Queued calls priority. Thus a low priority call increase until it has the highest call priority, and is answered.

Increasing By – The rate of the priority increase e.g. increase priority by 1 every 60 seconds.

Ignore Abandoned In Reports – When enabled, a call in this queue will never be logged as abandoned.

2.3.7.2 Agent Details

Queue Mode – The call distribution mode. There are 5 available options on how the calls will be distributed.

- **Round Robin** – Calls are distributed in a circular fashion.
- **Longest Available** – The agent who has had the freest time will receive the next call.
- **Last New Call** – Sends the call to the agent who most recently finished a call.
- **Shortest Available** – The opposite of Longest Available.
- **Least Talk Time** – Distributes calls to agents who have had least proportion of time on the phone.

Wrap Up Time – The amount of time given to the agent after finishing a call from this queue.

Service Level – Is used to determine whether a call was answered within the required service level. This is used when outputting adherence statistics to the optional Workforce data module.

2.3.7.3 Skill Details

Skills Based Routing – enable or disable this feature.

2.3.7.4 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already In Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time Of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

2.3.7.5 Email

SMTP Profile for Forwarding Email – The profile used for forwarding emails to the agents in the queue.

Enter Completion Code for Each Email – When enabled, agent assigned with an email is considered 'busy' as far as CCS Q is concerned. They will also have a window pop up on their CCS Desk screen asking them to enter a completion code once that email is completed. If it is disabled, the email will be sent to the first available agent but it will not make them busy.

Leave Agent Able To Take calls – While the agent is 'busy' on an email, when this option is enabled, calls from this queue can still be routed into the agent.

Put Agent On Break When Handling Email - If the 'Agent Busy' option is not enabled, the break selected in this drop down list will be applied to the agent when they receive an email. Therefore they will become busy and will not be able to receive any more calls or emails until they make themselves free.

2.3.8 Voicemail

2.3.8.1 General

Supervisor – The agent responsible for the queue and the Status of the queue. The supervisor is able to see the statistics for the Queue in the CCS Desk Queue Statistics Popup Display even though the supervisor is not assigned as an agent to the Queue.

Min Abandoned Time – The minimum time a call must wait in the queue before considered abandoned. The maximum value is 199 seconds.

Ignore Abandoned In Reports – When enabled, a call in this queue will never be logged as abandoned.

2.3.8.2 Scheduling

Zone – queue behaviour can be automatically adjusted according to Holidays for the Zone in which a queue is based. Zones are primarily for centralized organizations that answer calls from multiple locations, and have to apply the local working days according to the origin of the call. In such case, public Holidays can occur in each of those locations that do not occur at the same time in the other locations.

Ignore Calls Already In Queue – calls already waiting in the queue will not be overflowed when the time has exceeded the active schedule of the queue.

Enable Time of Day Settings – enable or disable the queue schedule.

Times per Day – Select the queue opening and closing times of day for each day. The Copy function is also available to easily copy a schedule from one day to other days.

2.3.8.3 Announcements

Announcement Server – The announcement server that will service calls into the queue.

Queue Identifier (In-Band) – When using in-band signalling integration, this value serves as the queue identifier matched against the in-band data received.

2.3.8.4 Messages

Enable Voice Message Recording – when enabled, the queue will activate the message recording feature.

Store Messages In Custom Location – By default, the recorded messages will be stored in the folder belonging to the queue e.g. C:\CCS Ann\Q0001 for the first queue. If the Custom Location is specified, the recorded messages will be stored there. Proper folder security settings must be applied to ensure our system can write into it.

Play Tone At Start Of Recording – Enables a short tone to be played to advise the start of the recording.

New Sub-Folder For Each Day's Message – This option will create a sub folder for each day's messages e.g. C:\CCS Ann\Q0001\2013-01-11 for the 11th January 2013.

Maximum Message Length – This is the maximum length for a recorded message, in minutes. Once this is reached the recording will stop and the call will be ended automatically.

Minimum Message Length – If the duration of a message recorded is less than this setting, it will be discarded.

Send Recorded Message by Email – The recording will be sent as an email attachment to the specified email recipient.

E-mail SMTP Sender – The SMTP profile to use when sending the email.

SMS Notification To An Agent – When this option is enabled and an agent is selected has a mobile number configured in the agent's profile, an SMS will be sent to that agent to inform that a message has been recorded. This feature requires CCS SMS.

Second Copy Of Message In Different Folder – A copy of the recording can be made into another specified folder. The 'New sub-folder for each day' option also affects this option.

2.3.9 Callback Campaign

2.3.9.1 General

Queue – Where the campaign calls will be distributed into. (**Queue type: CCS Call Team**)

Mode – The campaign dialing mode.

- **Preview** – The campaign call is presented to the agent and they click the dial button when ready.
- **Progressive** – The campaign call is presented to the agent and will start dialing according to the 'Seconds before dialing' configuration.

Maximum Retries – Set the amount of times the call will be retried if engaged or unanswered is detected. If this value is smaller than the completion code 'Number of Retries' configuration, then the completion code setting is overridden.

Seconds Before Dialling – The time before the system starts dialing automatically. This option is available only when Agent Mode is configured as Progressive.

Seconds Between Calls – The Available time required before an agent can be assigned with a new campaign call. This is slightly different to the conventional wrap-up time, in that here the agent is actually available so can still take calls from other sources.

Call Priority – Sets the priority of the campaign call over other calls the agent may receive. 1 is the lowest priority.

2.3.9.2 Completions

Default Code – When enabled, this overcomes the situation where users are taking too long to enter a code. A default code can be specified, which will automatically be selected if the user has finished the call and has still not entered a code after x seconds of the call ending.

Disable 'Complete Without Calling' – Disable the option in CCS Desk.

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