OfficeServ ACD — Supervisor

User's Guide

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This manual should be read before the installation and operation, and the operator should correctly install and operate the product by using this manual.

This manual may be changed for the system improvement, standardization and other technical reasons without prior notice.

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CHAPTER 1. Introduction

Purpose

This document introduces the OfficeServ ACD — Supervisor application and describes how to operate the Supervisor application.

Document Content and Organization

This document contains seven chapters and an abbreviation.

Chapter 2. Supervisor Application

This chapter introduces the Supervisor application.

Chapter 3. System Configuration

This chapter describes about System Configuration.

Chapter 4. ACD Configuration

This chapter describes about ACD configuration.

Chapter 5. Agent Configuration

This chapter describes about Agent Configuration.

Chapter 6. Call Routing

This chapter describes about Call Routing Configuration.

Chapter 7. Supervisor Control

This chapter describes in detail about the Supervisor roles.

Chapter 8. Live Monitoring

This chapter describes in detail about System Overview and Agent Monitoring.

ABBREVIATION

This chapter describes the frequently used acronyms.

Conventions

The following special paragraphs are used to point out information that should be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

> NOTE
>
> **Note**
>
> Indicates additional information as a reference.

Console Screen Output

- The lined box with `'Courier New'` font will be used to distinguish between the main content and console output screen text.
- '**`Bold Courier New`**' font will indicate the value entered by the operator on the console screen.

References

Revision History

Edition No.	Date of Issue	Remarks
00	Jun 2008	Base document version 1.0

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CHAPTER 2. Supervisor

This section describes the ACD Supervisor module which provides the web-based administration and operation of ACD.

Starting the Supervisor

1. Assumption: The installation steps are successfully finished.
2. Click **Internet Explorer** icon on the taskbar and enter the following URL in the address field **http://(Domain name)/Supervisor/**

> NOTE
> **SUPERVISOR**
> If the domain name is not available then enter the IP Address of the Webserver.

OR

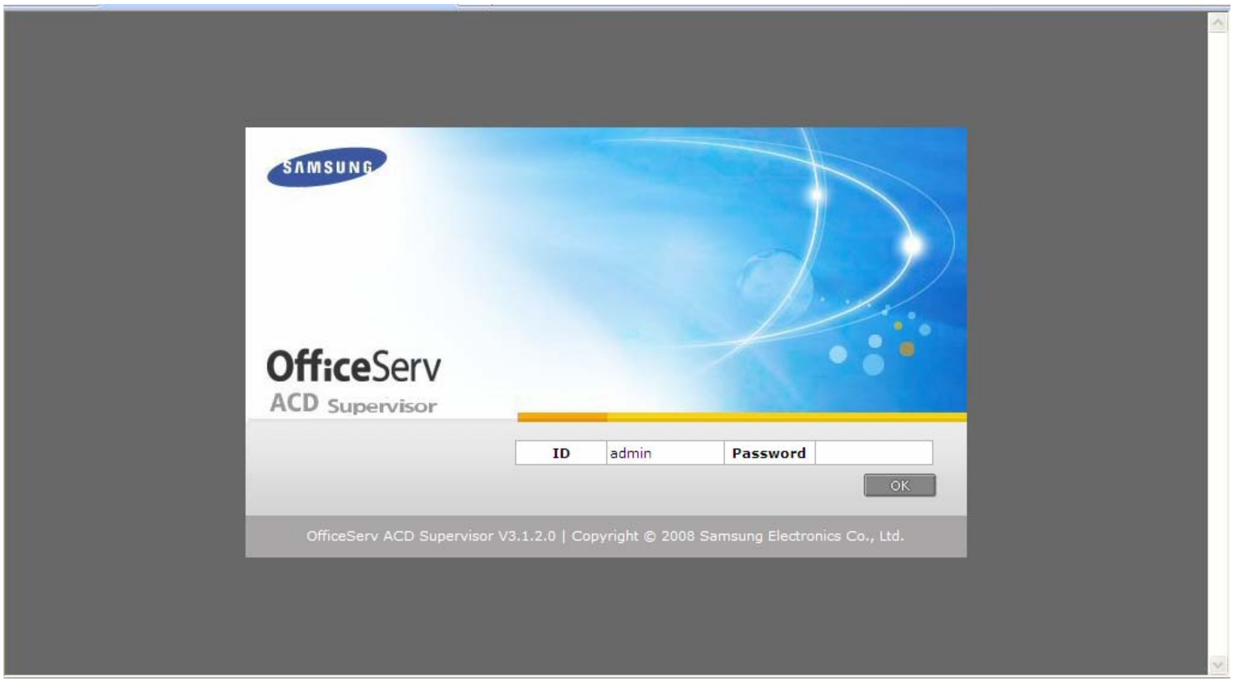
3. From the **Windows** desktop, click the **Start** then choose **Programs** » **Samsung Electronics** » **OfficeServ ACD** » **Supervisor**.

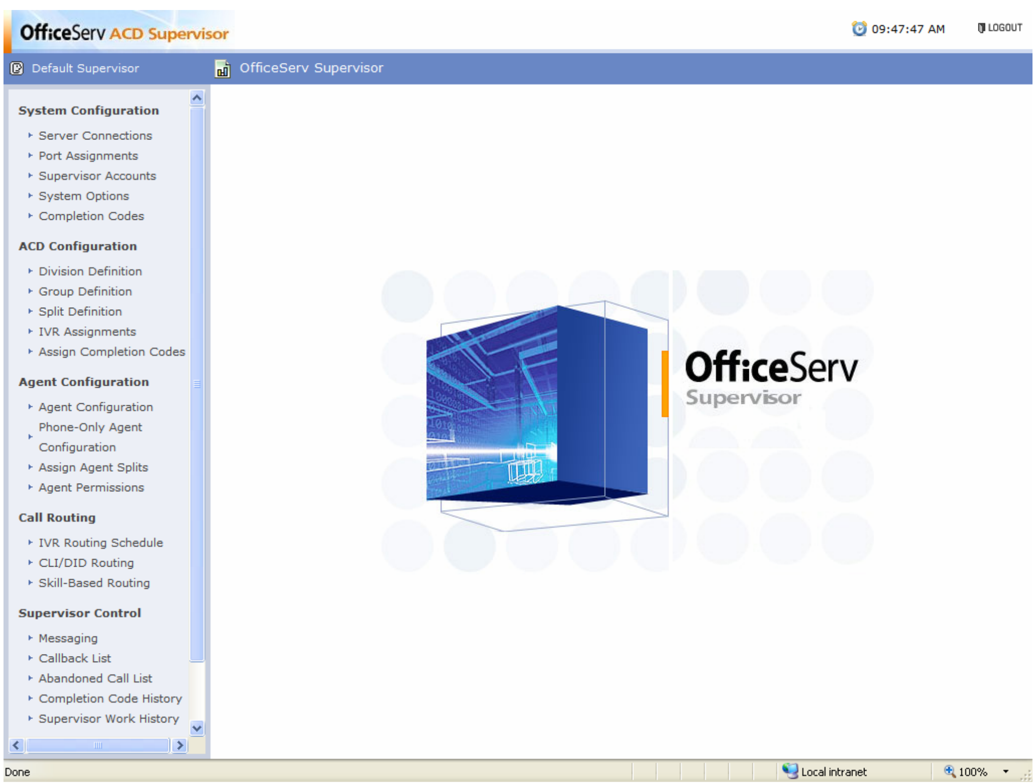
OR

4. Click 

Supervisor icon on the desktop.
5. Press enter. The **OfficeServ ACD Login** page is displayed.
6. Enter appropriate **Username** and **Password**.
7. Press **OK.** The **OfficeServ Supervisor Home Page** is displayed to access the Supervisor features.

> NOTE
> **LOGIN**
> Number of Supervisor login to ACD Supervisor is based on the Licence Type. Refer **License Information** page for details.


SAMSUNG
OfficeServ
ACD Supervisor
ID
admin
Password
OK
OfficeServ ACD Supervisor V3.1.2.0 | Copyright © 2008 Samsung Electronics Co., Ltd.


OfficeServ ACD Supervisor
09:47:47 AM
LOGOUT
Default Supervisor
OfficeServ Supervisor
System Configuration
Server Connections
Port Assignments
Supervisor Accounts
System Options
Completion Codes
ACD Configuration
Division Definition
Group Definition
Split Definition
IVR Assignments
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Call Routing
IVR Routing Schedule
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Skill-Based Routing
Supervisor Control
Messaging
Callback List
Abandoned Call List
Completion Code History
Supervisor Work History
OfficeServ
Supervisor
Done
Local intranet
100%

CHAPTER 3. System Configuration

This section describes the features related to system configuration.

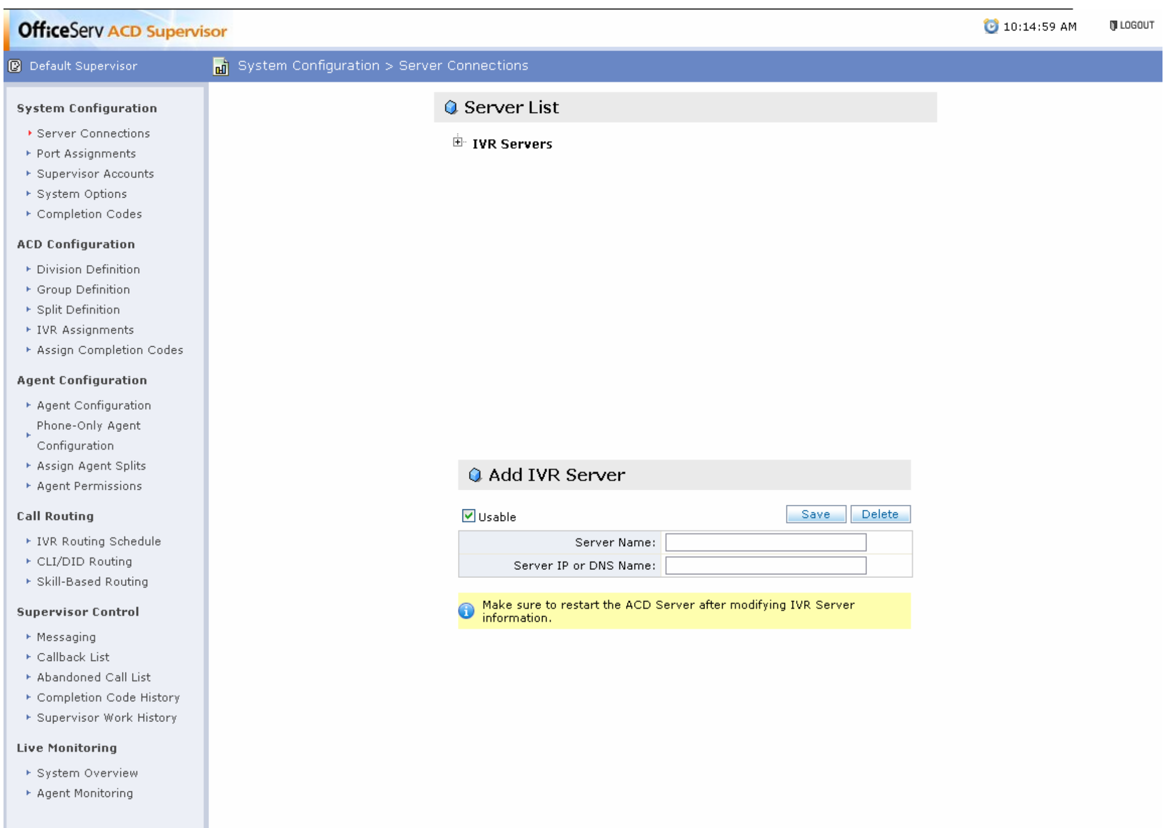
Server Connections

The Server Connections allows the user to register the IVR Server.

Accessing Server Connections

The below section describes how to access the Server Connections page.

1. Click **Server Connections** on the Supervisor left pane.
2. The **Server Connections** page with **Server List** is displayed.



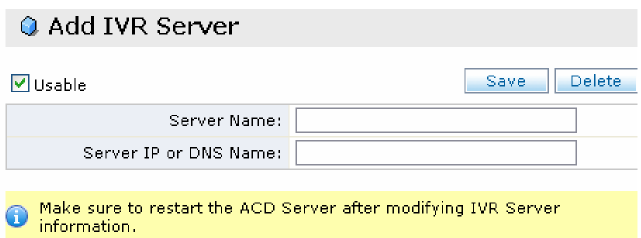
3. The status of IVR Server indicates the following:

- — Indicates that the IVR Server is not in use.
- — Indicates that the IVR Server is in use.

Add

The [**Add**] option allows the user to add IVR Server.

1. Follow the steps in **Accessing Server Connections** section.
2. The **Add IVR Server** section is displayed.

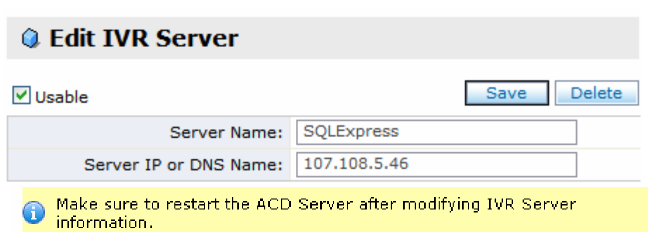


3. Click **Usable** checkbox to indicate whether the IVR server is functional.
4. Enter the following information:
   - Server Name
   - Server IP or DNS name
5. Click **Save** to register the IVR Server. The ACD Server has to be restarted after modifying the IVR Server information.

Modify

The [**Edit**] option allows the user to modify the selected IVR Server.

1. Follow the steps in **Accessing Server Connections** section.
2. Select a server by clicking on the server name.
3. The **Edit IVR Server** section is displayed.



4. Enter the required changes.

5. Click **Save** to save the modified server information. The ACD Server has to be restarted after modifying the IVR Server information.

Delete

The [**Delete**] option allows the user to delete the selected server information.

1. Follow the steps in **Accessing Server Connections** section.
2. Select a server by clicking on the server name.
3. The **Edit IVR Server** section is displayed.
4. Click '**Delete**' button, a message, "**Are you sure to remove IVR Server?**" is displayed.
5. Click **OK** to delete the server.

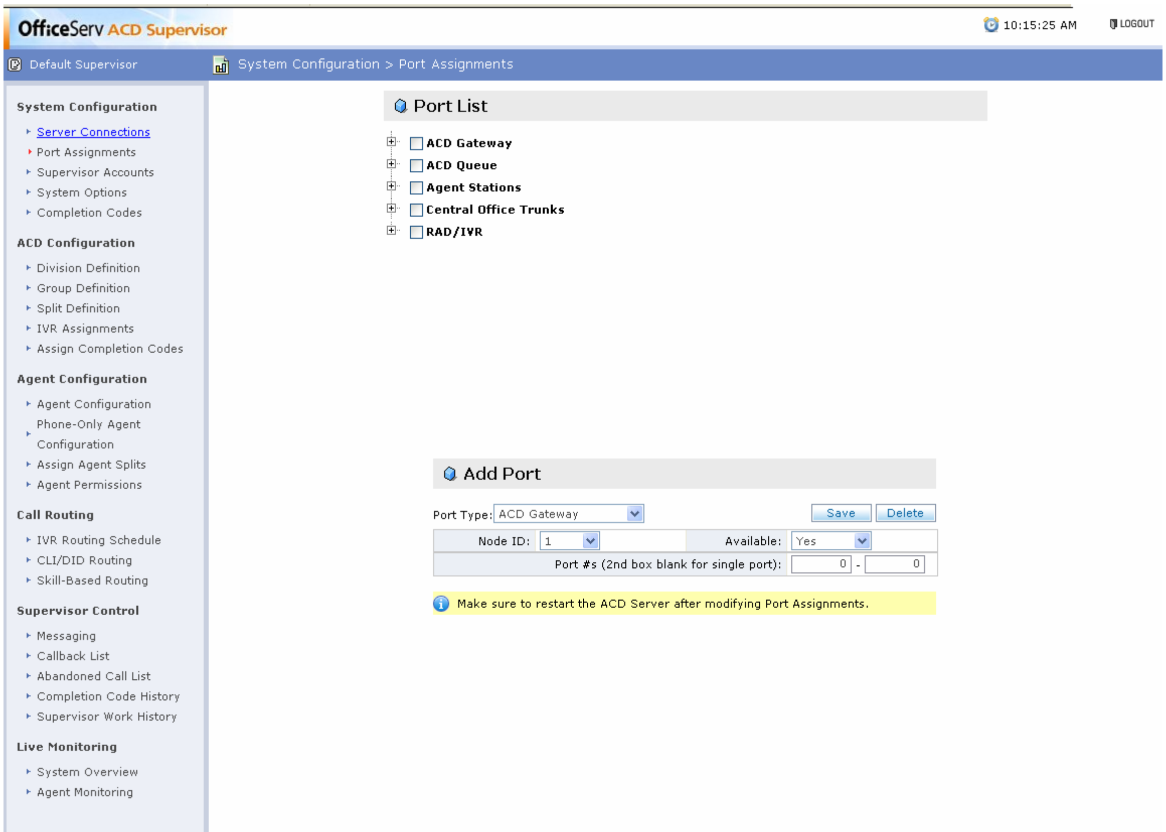
Port Assignments

The Port Assignments allows the user to register the ports for Gateways, Queues, Station, Central Office Trunks and RAD or IVR.

Accessing Port Assignments

The below section describes how to access the Port Assignments page.

1. Click **Port Assignments** on the Supervisor left pane.
2. The **Port Assignments** page with **Port List** is displayed.
3. It shows different types of Port list:
    - **ACD Gateway**
    - **ACD Queue Group**
    - **Agent Stations**
    - **Central Office Trunks**
    - **RAD/IVR Ports**

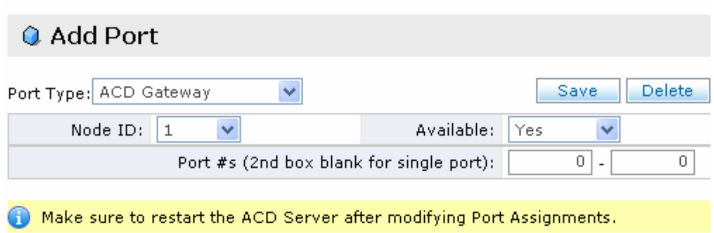


4. The status of Port indicates the following:
   - — Indicates that the port is not in use.
   - — Indicates that the port is in use.

Add

The [**Add**] option allows the user to add the Ports.

1. Follow the steps in **Accessing Port Assignments** section.
2. The **Add Port** is displayed.



3. Enter the following information:

- **Port Type** —
  - ➢ **ACD Gateway** — Select this option to configure the port numbers where the call is switched to ACD Server.
  - ➢ **ACD Queue Group** — Select this option to list port numbers or station group where queued call is waiting.
  - ➢ **Agent Station** — Select this option to list the agent extension.
  - ➢ **Central Office Trunks** — Select this option to list the port numbers with routi ng rules.
  - ➢ **IVR Ports/RAD Ports** — Select this option to list the IVR/RAD Ports.
- **Node ID** — Select the switches from the dropdown list.

> NOTE
> **Node ID**
> Maximum of 8 nodes are available. The Node ID used here should co-incide with the configured switch number in the OfficeServ Link.

- **Available** — Select this option to indicate whether to use the port or not.
- **Port number** — Enter the Port Range.

> NOTE
> **Port Number**
> If configuring for a single port then enter the port number in the first text box and the second text box to be zero. If configuring for port range then enter the minimum range in the first text box and the maximum range in the second text box.
> Refer MMC Settings for more information.

- **Routing Sequence** — The three types of routing options are:

> NOTE
> **Routing Sequence**
> This option is available only if the user select **Central Office Trunks** in **Port Type**.

NOTE

RAD Routing Sequence

RAD supports only CLI and DID routing options

Routing	Description
CLI	Caller Line Identification: Caller's number (Caller ID) is configured and mapped to the Split. Based on caller ID, incoming calls are routed to the corresponding target split; other wise calls are routed to the default split.
DID	Direct Inward Dialing: Caller dialed number is configured and mapped to the Split. Based on the dialed number, incoming calls are routed the corresponding target split other wise calls are routed to the default split.
IVR.	Incoming calls are redirected to the IVR, which plays a voice menu to get the desired service from the caller and then hands over the calls back to the ACD server with service input by the caller OR hands over the calls to specific agent device. The calls are then routed to the appropriate spilt supporting the service received from IVR. The call is routed to the default split in case caller does not input anything,
CLI → DID	If caller's number is found in the CLI routing list, route the call to the target split. Otherwise, check the DID routing list. If DID number is found in the DID routing list, route the call to the target split. If neither CLI routing nor DID routing is available, route the call to the default split
DID → CLI	If DID number is found in the DID routing list, route the call to the target split. Otherwise, check the CLI routing list. If CLI number is found in the CLI routing list, route the call to the target split. If neither DID routing nor CLI routing is available, route the call to the default split
CLI → IVR	Apply the CLI routing. If CLI routing is not available, apply IVR routing.
DID → IVR	Apply the DID routing. If DID routing is not available, apply IVR routing.
CLI → DID → IVR	Apply the CLI routing. If CLI is not available, apply DID routing. If DID routing is also not available, apply IVR routing.
DID → CLI → IVR	Apply the DID routing. If DID is not available, apply CLI routing. If CLI routing is also not available, apply IVR routing.

- **Server** — Select the available servers from the dropdown list.

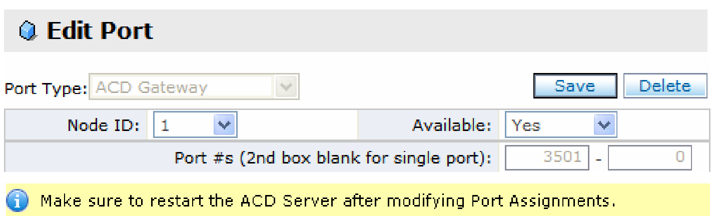
> NOTE
> **Server**
> This option is available only if the user select **IVR/RAD** in **Port Type**.

4. Click **Save** to register the port. The ACD Server has to be restarted after modifying Port Assignments.

Modify

The [**Edit**] option allows the user to modify the selected Port Type.

1. Follow the steps in **Accessing Port Assignments** section.
2. Select a port by clicking on the port name.



3. The **Edit Port** is displayed.
4. Enter the required changes.
5. Click **Save** to save the modified port information. The ACD Server has to be restarted after modifying Port Assignments.

Delete

The [**Delete**] option allows the user to delete the selected port information.

1. Follow the steps in **Accessing Port Assignments** section.
2. Select a port by clicking on the port name.
3. The **Edit Port** is displayed.
4. Click '**Delete**' button, a message, "**Are you sure to remove port**?" is displayed.
5. Click **OK** to delete the port.

Supervisor Accounts

The Supervisor Accounts allows the user to configure login accounts for Supervisor, Reporting and Wallboard.

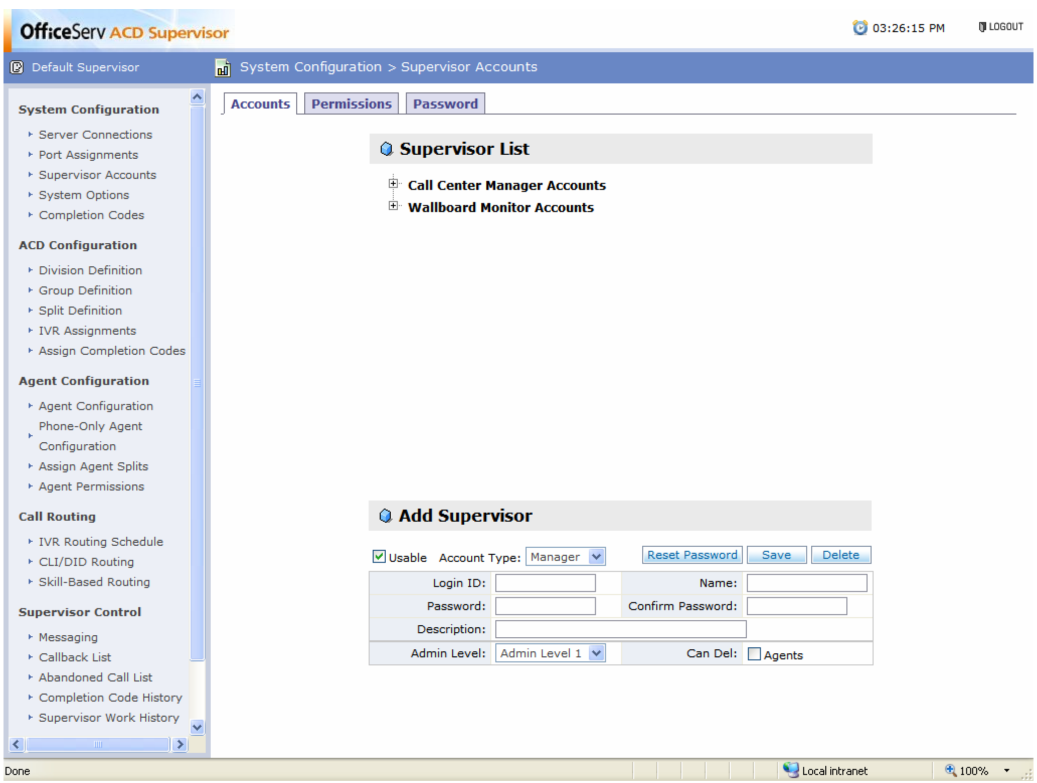
Accessing Supervisor Accounts

The below section describes how to access the Supervisor Accounts page.

1. Click **Supervisor Accounts** on the Supervisor left pane.

2. The **Supervisor Accounts** page with **Supervisor List** is displayed.

3. The status of Supervisor indicates the following:
   -  — Indicates that the Supervisor Account is not available.
   -  — Indicates that the Supervisor Account is available.



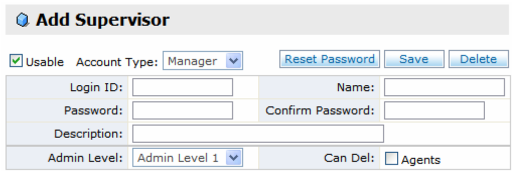
Accounts

The [Accounts] option allows the user to configure the supervisor login accounts. The Supervisor and Reporting share the same login account. By default, "admin" account is created with Supervisor.

Add Supervisor

1. Follow the steps in [Accessing Supervisor Accounts] section.

2. The **Add Supervisor** is displayed.



3. Enter the following information:
   - Click **Usable** checkbox to indicate whether the Supervisor is available or not.
   - Select **Account Type** option to indicate whether to add supervisor for Monitoring or as a Manager.
   - **Login ID**: Enter the Supervisor login ID.
   - **Name**: Enter the Supervisor Name.
   - **Password** —Enter the new password.
   - **Confirm Password** — Enter the new password again.
   - **Description** — Enter description about the supervisor.
   - Select the **Admin Level** option to indicate the permission for the supervisor.
   - Select **Can Del** option to indicate whether to allow the supervisor to delete agent.

> NOTE
>
> **SUPERVISOR**
>
> If account type is Manager then Admin Level and Can Del option is enabled.

4. Click **Save** to register the supervisor details.

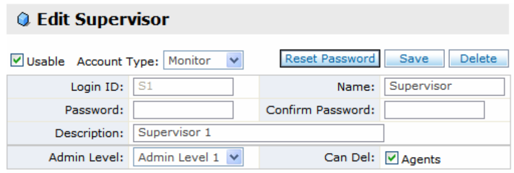
Modify

The [**Edit**] option allows the user to modify the selected Supervisor details.

1. Follow the steps in [Accessing Supervisor Accounts] section.

2. Select a Supervisor by clicking on the Supervisor name.

3. The **Edit Supervisor** is displayed.



4. Enter the required changes.

> NOTE
> **ID**
> Supervisor login ID cannot be modified.

5. Click **Save** to save the modified Supervisor information.

Delete

The [**Delete**] option allows the user to delete the selected Supervisor details.

1. Follow the steps in [**Accessing Supervisor Accounts**] section.
2. Select a Supervisor by clicking on the Supervisor name.
3. The **Edit Supervisor** is displayed.
4. Click '**Delete**' button, a message, "**Are you sure to remove Supervisor?**" is displayed.
5. Click **OK** to delete the Supervisor.

Reset Password

The [**Reset Password**] option allows the supervisor to reset supervisor password.

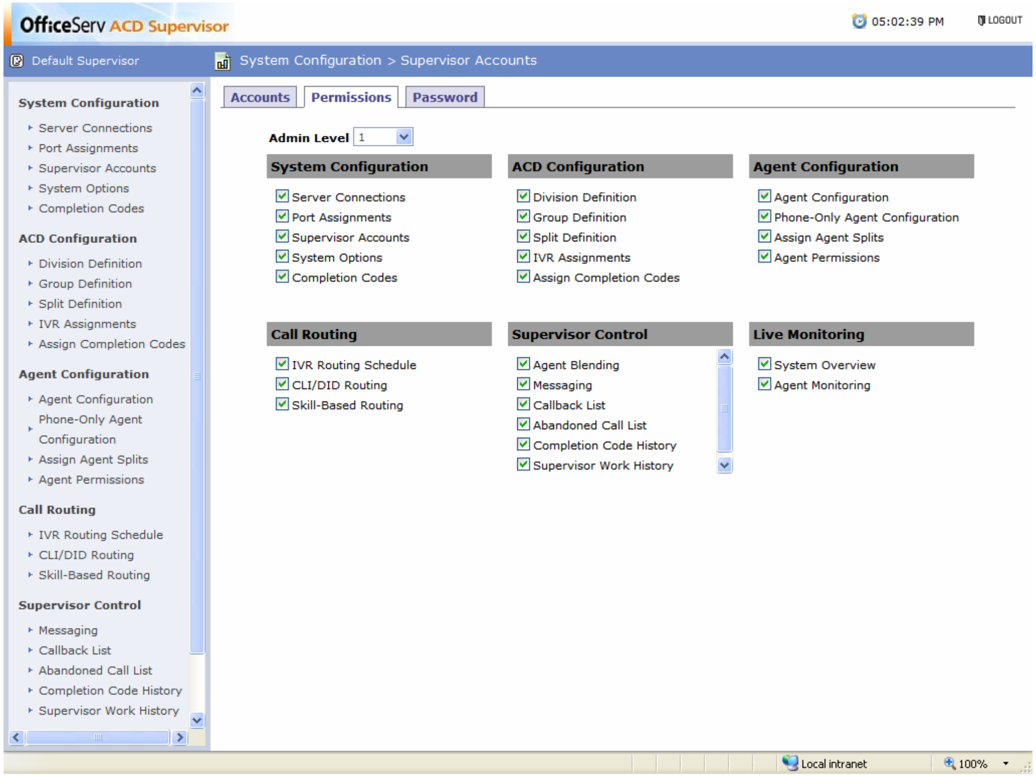
1. Follow the steps in [**Accessing Supervisor Accounts**] section.
2. Select an agent by clicking on the supervisor name.
3. The **Edit Supervisor** is displayed.
4. Click '**Reset Password**' button, a message, "**(Supervisor name) password will be reset to '4321'. Continue?**'
5. Click **OK** to change the password.

Permissions

The [Permissions] tab allows the user to set the supervisor menus for each admin level.

1. Follow the steps in [**Accessing Supervisor Accounts**] section.

2. Click **Permissions** tab. The **Permissions** page is displayed.



3. Select the **Admin Level** from the dropdown list.

4. Select the corresponding checkbox to provide permission for the Supervisor. Once the check box is selected, automatically the permission is saved for the selected admin level.

Password

The [**Password**] tab allows the current log-in supervisor to modify the password.

1. Follow the steps in [Accessing Supervisor Accounts](#) section.

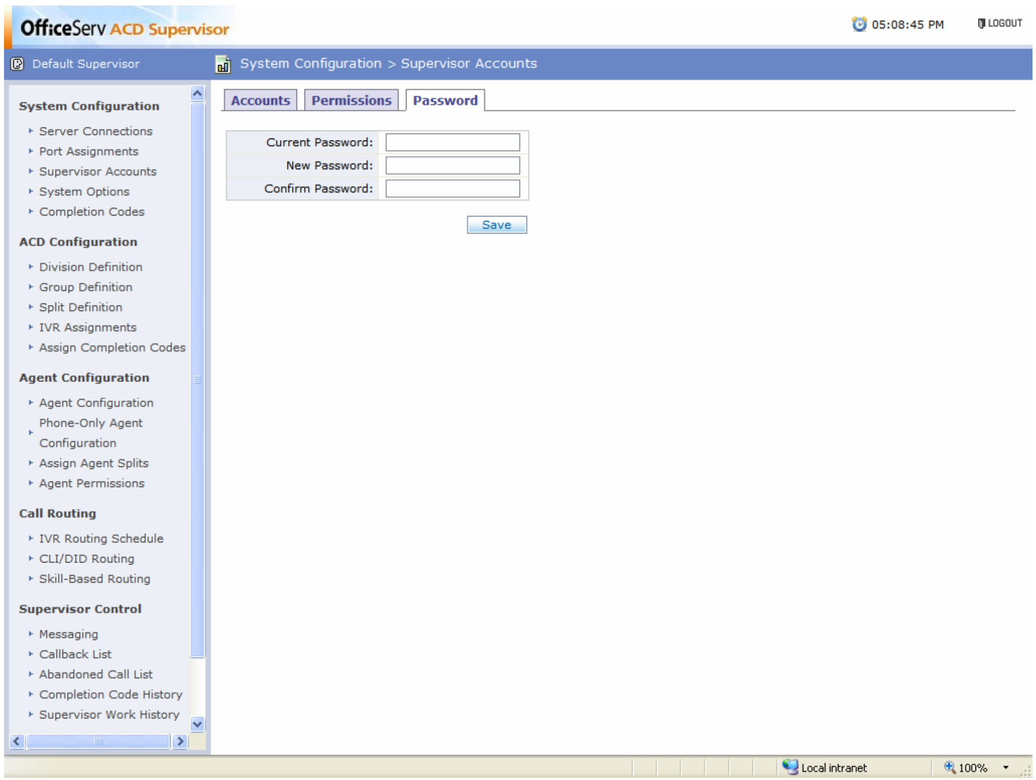
2. Click **Password** tab. The **Password** page is displayed.

3. **Current Password** — Enter the current password.

4. **New Password** —Enter the new password.

5. **Confirm New Password** — Enter the new password again.

6. Click **Save** to change the password.



System options

The System options allows the user to configure System Options.

Accessing System Options

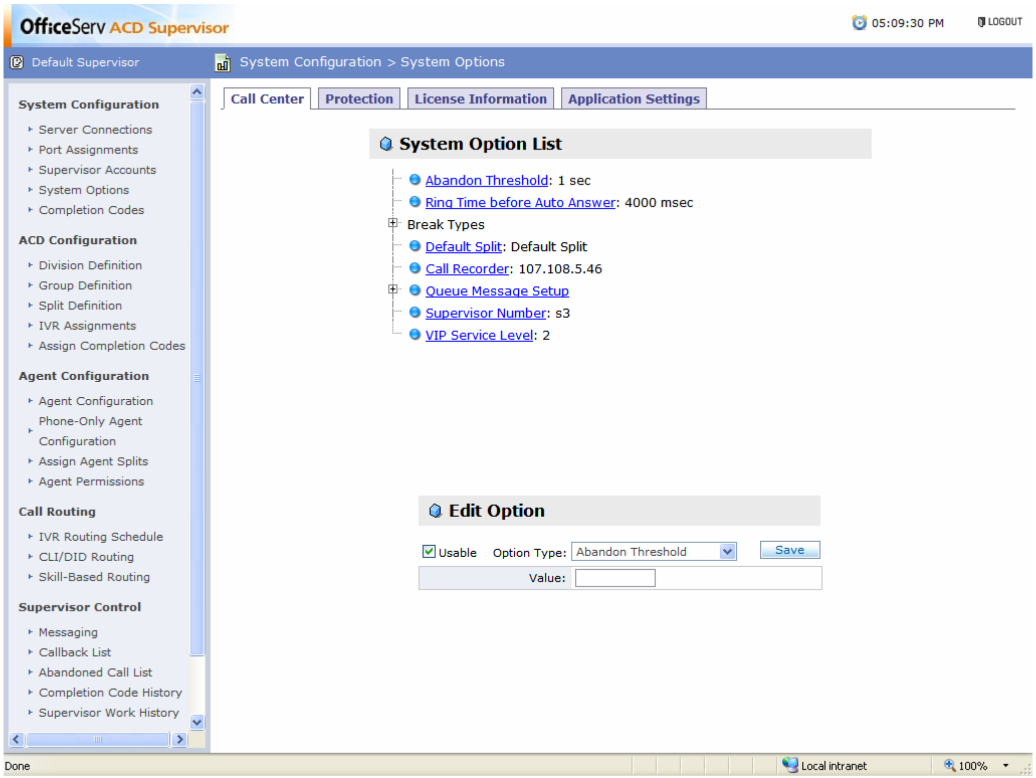
The below section describes how to access the System Option page.

1. Click **System Options** on the Supervisor left pane.
2. The **System Options** page is displayed.

Call center

The [Call Center] tab allows the user to configure the system options for the whole ACD Module.

1. Follow the steps in **Accessing System Options** section.
2. Click **Call Center** tab. By default this page is displayed.
3. The **System Option List** page is displayed.



5. The status of System Option indicates the following:

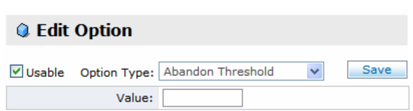
- — Indicates that the System Option is not in use.
- — Indicates that the System Option is in use.

Modify Option

The [**Edit**] option allows the user to modify the selected System Option list.

1. Follow the steps in **Accessing System Options** section.

2. The **Edit Option** is displayed.



3. Select a option by clicking on the option name.

OR

4. Select the **Option Type** from the dropdown list in **Edit Option** section.

- **Abandon Threshold** — It is the max time duration during which the agent can receive the call, if the agent doesn't receive the call during this period then the call is called abandon call, and the time duration is called Abandon threshold.

- **Ring Time Before Auto Answer** —
    - **Time** — Enter the ring time before the agent application automatically answers the call in milliseconds.
    - Click **Usable** checkbox to indicate whether to use this option.
- **Break Types** —
    - Click **Usable** checkbox to indicate whether to use this option.
    - **Description** — Enter the Agent Break Type description. The user can enter up to 8 Break Types. For example, Personal Break, Meeting etc.
- **Default Split** — Select the default call routing split by clicking on **(…) Browse** button. The calls are routed to this split when there is no destination split available.
- **Call Recorder** —
    - Click **Usable** checkbox to indicate whether to use this option.
    - **IVR Server** — To start recording conversation in Agent application; select the IVR Server IP address or DNS name.
- **Queue Message Setup**
    - **Max Queue Time** — Enter the wait time for the RAD/IVR call to wait in the Queue if RAD/IVR ports are not available.
    - **Priority [Greeting Msg or Queue Msg] —** Select either to play Greeting Msg or Queue Msg, when an IVR/RAD port becomes available to a queued call.
    - **Overflow To** [**Phone number or Split**] — If the call is waiting in the RAD/IVR queue for more than "**Max Queue Time**", then select the **Overflow Destination** from the dropdown list.
        - If **Overflow To** is **Split,** then select the **Overflow Destination**, by clicking on **(…) Browse** button

OR

        - If **Overflow To** is **Phone Number,** then enter the phone number.
- **Non-Trunk Routing** — Specify the routing sequence (DID, CLI, IVR) for calls which are incoming from non trunk ports.

NOTE

Non-Trunk Ports

Ports not configured in Central Office Trunks section in System Options page of **Supervisor application**.

    - **Node ID** — Select the Node ID from the dropdown list.
    - **Routing Seq** — Select the sequence of call to be routed from the dropdown list.
- **Supervisor Number** — If this number is configured then Agent can make a call to this

number directly using the "**Supervisor Assistance**" icon in **Agent** application.

- Click **Usable** checkbox to indicate whether to use this option.
- Enter the Supervisor Phone number.

- **VIP Level** — In case of non-availability of agent, VIP call is set at the front of split queue.

> NOTE **VIP agent**
>
> If VIP agent is not available, then the general agent is searched to serve the VIP call.

- Click **Usable** checkbox to indicate whether to use this option.
- **Level** — Any call received from IVR with customer level equal or less than to this VIP level is considered as a "VIP" call in the ACD. For example, if the VIP level is set to 2, the call with customer level 1 or 2 is VIP call. The VIP call is routed to the agent who is allowed to serve the VIP call.

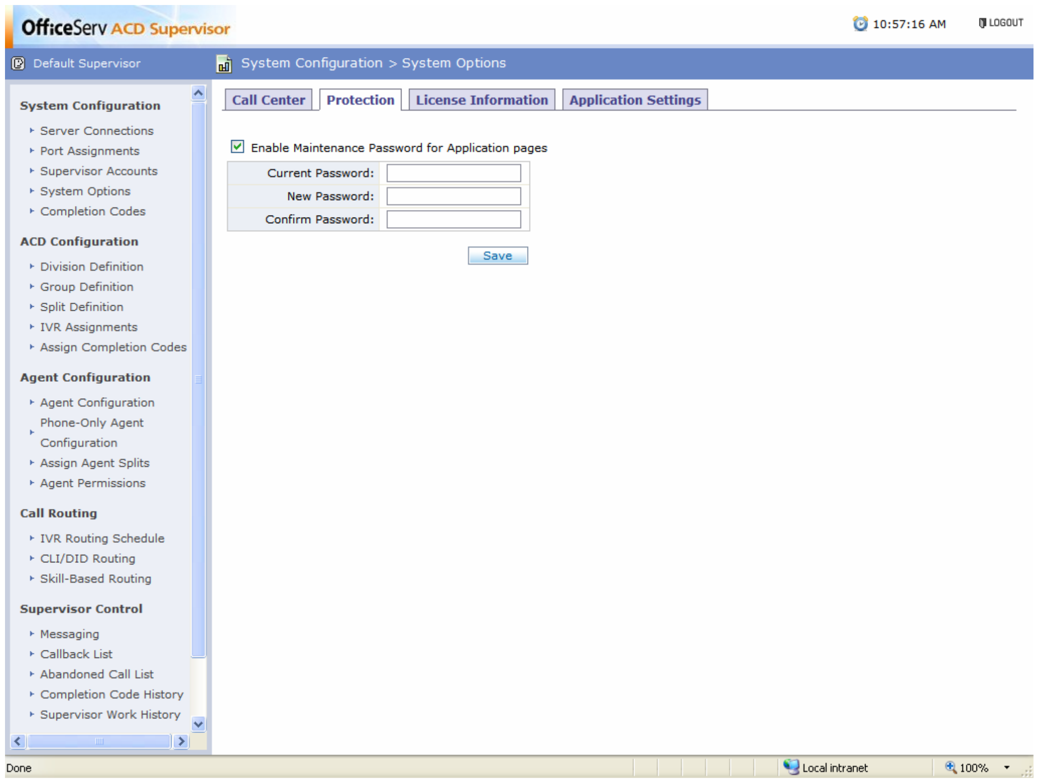
> NOTE **VIP Level**
>
> Refer Agent Configuration for more details.

5. Click **Save** to save the modified information.

Protection

The [Protection] tab allows the user to provide access authorization to Application Settings pages.

1. Follow the steps in Accessing System Options section.
2. Click **Protection** tab. The **Protection** page is displayed.
3. Click the **Enable Maintenance Password for Application Settings Page** checkbox to enable this feature.
4. **Current Password** — Enter the current password.
5. **New Password** —Enter the new password.
6. **Confirm New Password** — Enter the new password again.
7. Click **Save** to change the password.



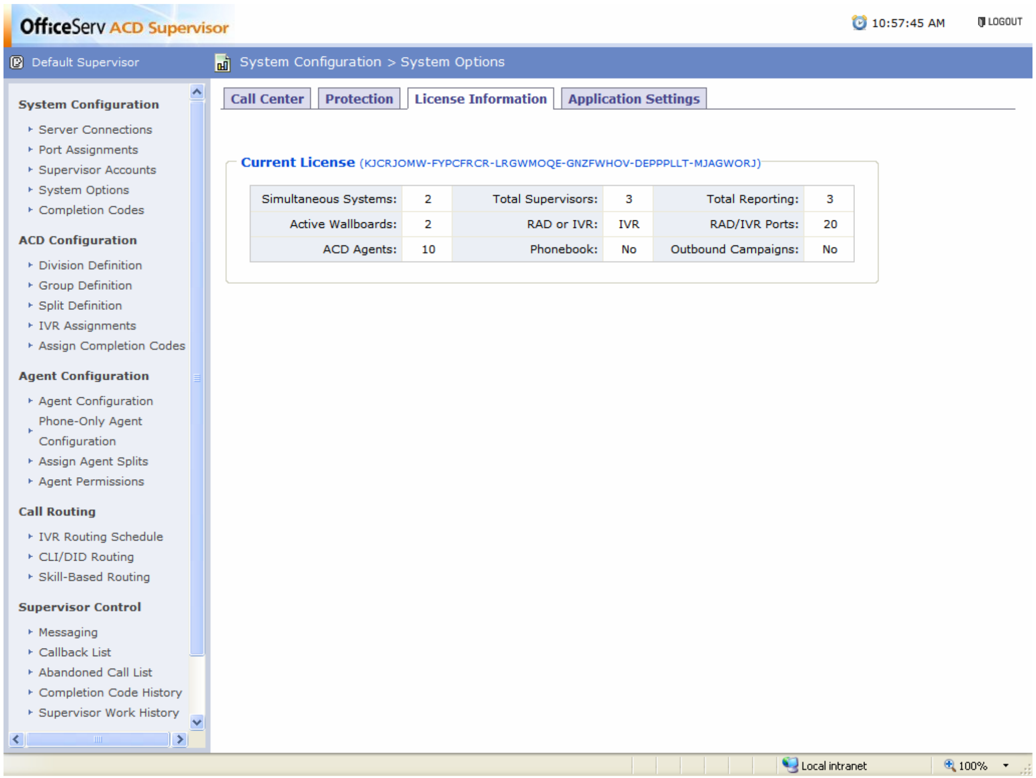
License Information

The [License Information] tab allows the user to view the current License Information.

1. Follow the steps in [Accessing System Options](#) section.

2. Click **License Information** tab. The **License Information** page is displayed.

3. It displays the current License Information along with the following details:
    - Simultaneous Systems
    - Total Supervisors
    - Total Reporting
    - Active Wallboards
    - RAD or IVR
    - RAD or IVR ports
    - ACD Agents
    - Phonebook
    - Outbound Campaigns



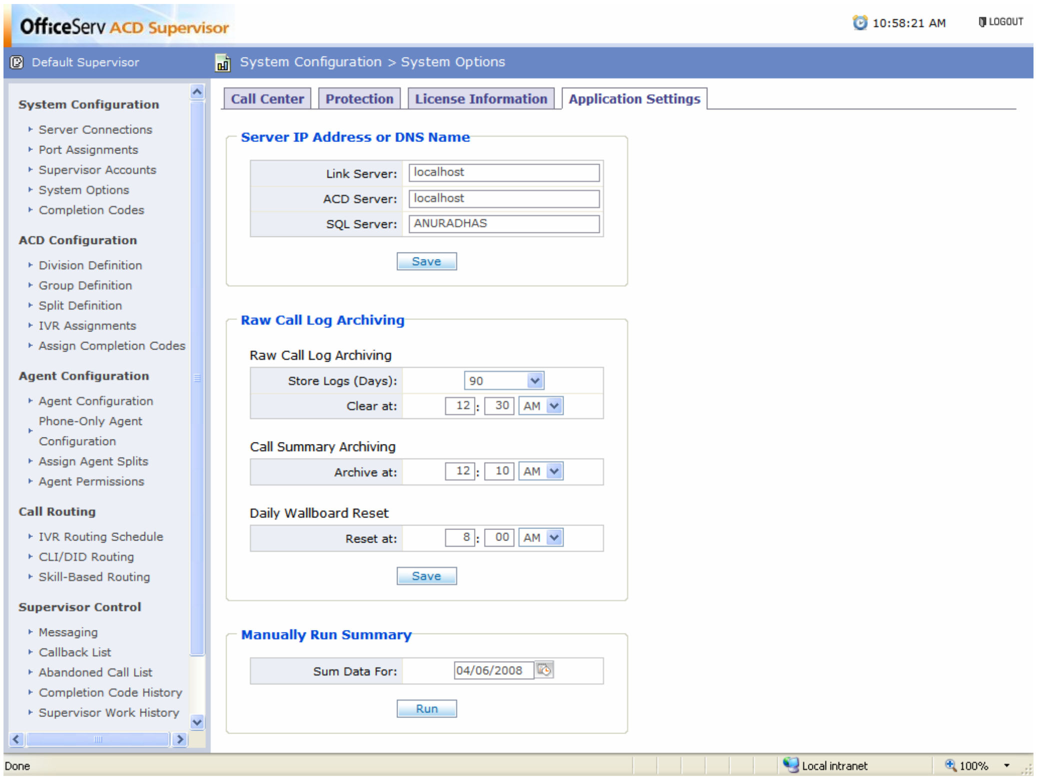
Application Settings

The [Application Settings] tab allows the user to view/modify the IP settings and data archiving.

1. Follow the steps in **Accessing System Options** section.

2. Click **Application Settings** tab. The **Application Settings** page is displayed.

> NOTE
>
> **Application Settings**
>
> If password is set in **Protection** page, then the user has to enter the password, then the **Application Settings** page is displayed.



Server IP Address or DNS Name

Server Configuration allows the user to change Link, SQL and ACD server IP Address or DNS name.

1. Follow the steps in **Application Settings** section.
2. Enter the required changes:
   - Link Server
   - ACD Server
   - SQL Server
3. Click **Save** to update the new server details.

Raw Call Log Archiving

Raw Call Log Archiving option allows the user to manually summarize the call data.

1. Follow the steps in **Application Settings** section.
2. Enter the required changes:
   - **Store Logs (Days)** — Select the call log removal interval from the dropdown list.

- **Clear at** — Enter the time to remove the debugging log.
- **Call Summary Archiving** — Enter the call data archiving time.
- **Daily Wallboard Reset** — Enter the daily reset time for Wallboard data.

3. Click **Save** to update the call archiving details.

Manually Run Summary

This option allows the supervisor to create the summary of data which is stored in the database (existing monitoring data).

1. Follow the steps in **Application Settings** section.
2. Select the date from the calendar.
3. Click **Run** to update the call archiving details.

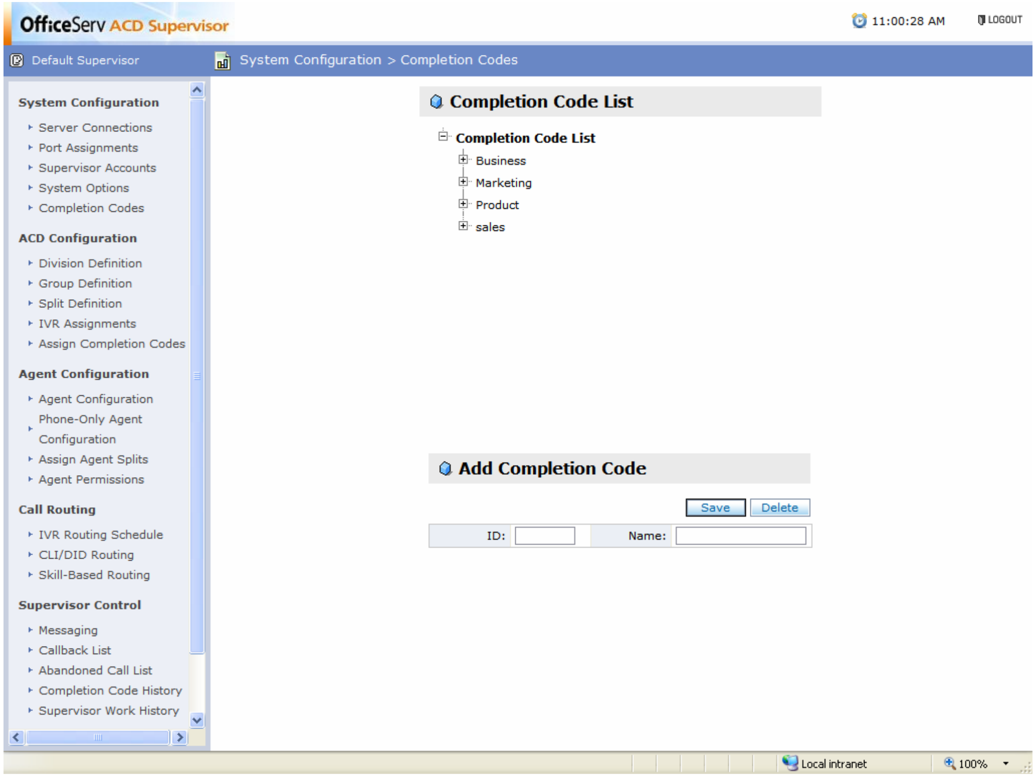
Completion Codes

The Completion Code allows the user to register the completion codes for each call in Agent Application.

Accessing Completion Codes

The below section describes how to access the Completion Code page.

1. Click **Completion Codes** on the Supervisor left pane.
2. The **Completion Code List** page is displayed.
3. The status of completion code indicates the following:
   -  — Indicates that the code is not in use.
   -  — Indicates that the code is in use.



Add Completion Code

The [Add] option allows the user to add the complete codes.

1. Follow the steps in [Accessing Completion Codes] section.

2. The **Add Completion Code** is displayed.

3. Enter the following information:
   - ID
   - Name

4. Click **Save** to add the completion code.

Modify Completion Code

The [Edit] option allows the user to modify the selected Completion Code.

1. Follow the steps in [Accessing Completion Codes] section.

2. Select a Code by clicking on Code name.

3. The **Edit Completion Code** section is displayed.

4. Enter the required changes.

5. Click **Save** to save the modified Completion Code information.

Delete Completion Code

The [Delete] option allows the user to delete the selected Completion Code.

1. Follow the steps in [Accessing Completion Codes]() section.

2. Select a Code by clicking on ( ) Code name.

3. The **Edit Completion Code** is displayed.

4. Click '**Delete**' button, a message, "**Are you sure to remove Completion Code?**" is displayed.

5. Click **OK** to delete the Completion Code.

Add Minor Code

The [Add] option allows the user to add a minor code to the selected completion codes.

1. Follow the steps in [Accessing Completion Codes]() section.

2. Select a code by clicking on the Code name.

3. Click **Add Minor Code** on **Edit Completion Code** page. The **Add Minor Code** is displayed.

4. Enter the following information:
   - ID
   - Name

5. Click **Save** to add the minor code.

Modify Minor Code

The [Edit] option allows the user to modify the selected Minor Code.

1. Follow the steps in **Accessing Completion Codes** section.
2. Select a minor code by clicking on Minor Code name.
3. The **Edit Minor Code** is displayed.

4. Enter the required changes.
5. Click **Save** to save the modified minor code information.

Delete Minor Code

The [Delete] option allows the user to delete the selected Minor Code.

1. Follow the steps in **Accessing Completion Codes** section.
2. Select a Code by clicking on Minor Code name.
3. The **Edit Minor Code** is displayed with corresponding details of selected code.
4. Click '**Delete**' button, a message, **"Are you sure to remove Completion Code?"** is displayed.
5. Click **OK** to delete the minor code.

CHAPTER 4. ACD Configuration

This section describes the features related to ACD configuration.

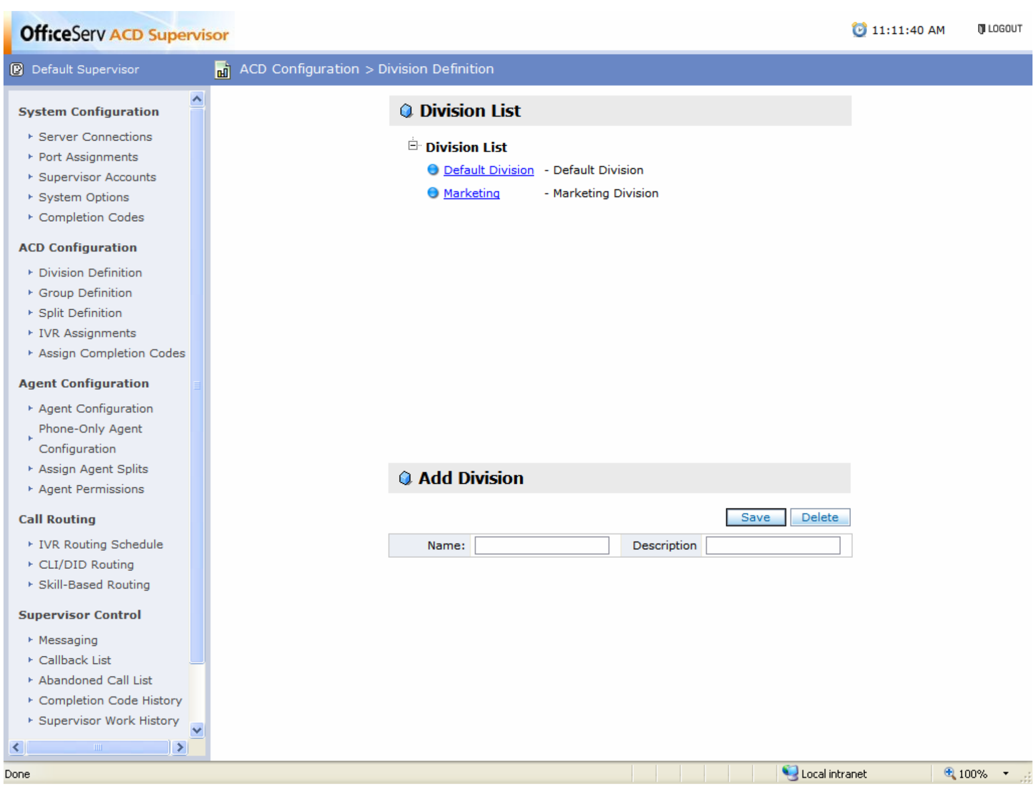
Division Definition

A Division is collection of Groups.

Accessing Division Definition

The below section describes how to access the Division Definition page.

1. Click **Division Definition** on the Supervisor left pane.
2. The **Division Definition** page with **Division List** is displayed.
3. The status of Division indicates the following:
   - — Indicates that the division is not available.
   - — Indicates that the division is available.



Add

The [**Add**] option allows the user to add the Division.

1. Follow the steps in **Accessing Division Definition** section.
2. The **Add Division** is displayed.

3. Enter the following information:
   - Name
   - Description
4. Click **Save** to add the Division.

Modify

The [**Edit**] option allows the user to modify the selected Division.

1. Follow the steps in **Accessing Division Definition** section.
2. Select a division by clicking on the division name.
3. The **Edit Division** is displayed.

4. Enter the required changes.
5. Click **Save** to the modified division information.

Delete

The [**Delete**] option allows the user to delete the selected Division.

1. Follow the steps in **Accessing Division Definition** section.
2. Select a division by clicking on the division name.
3. The **Edit Division** section is displayed.

4. Click '**Delete**' button, a message, "**Are you sure to remove Division?**" is displayed.

5. Click **OK** to delete the division.

Group Definition

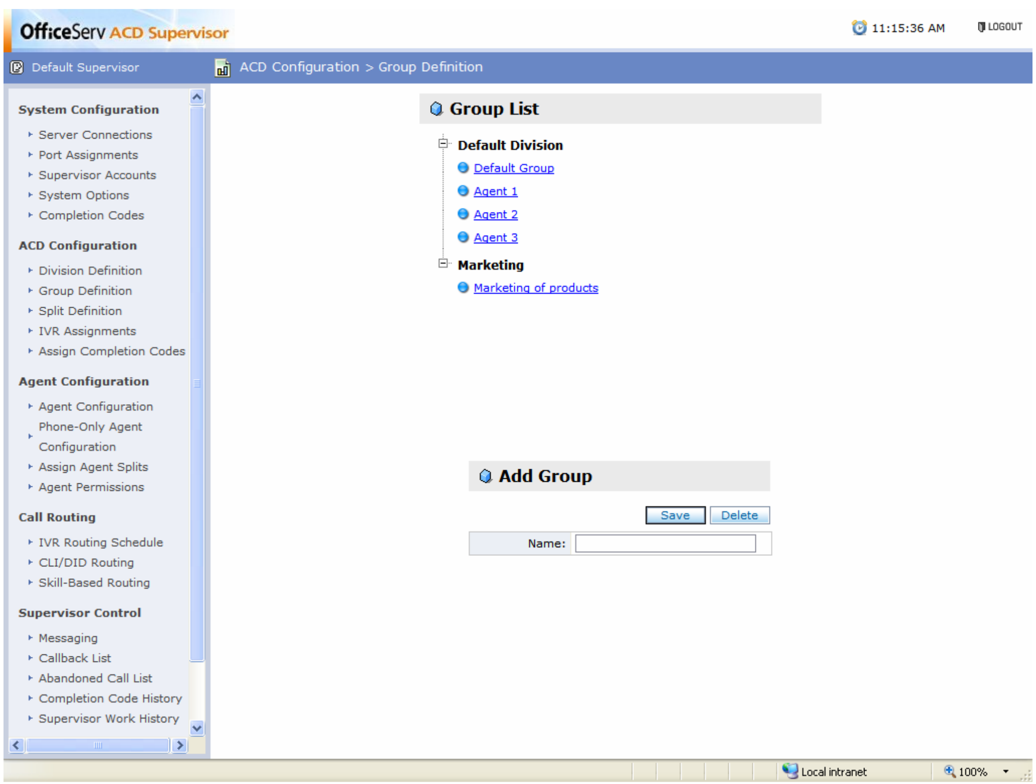
Group is collection of Splits.

Accessing Group Definition

The below section describes how to access the Group Definition page.

1. Click **Group Definition** on the Supervisor left pane.

2. The **Group Definition** page with **Group List** is displayed.



3. The status of group indicates the following:

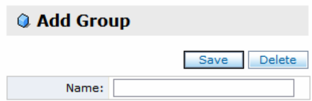
-  — Indicates that the group is not available.
-  — Indicates that the group is available.

Add

The [**Add**] option allows the user to add the group.

1. Follow the steps in **Accessing Group Definition** section.

2. The **Add Group** is displayed.



3. **Name** — Enter the group name.

4. Click **Save** to add the group.

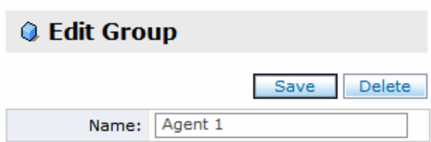
Modify

The [**Edit**] option allows the user to modify the group.

1. Follow the steps in **Accessing Group Definition** section.

2. Select a group by clicking on the group name.

3. The **Edit Group** is displayed.



4. Enter the required changes.

5. Click **Save** to save the modified group information.

Delete

The [**Delete**] option allows the user to delete the selected group.

1. Follow the steps in **Accessing Group Definition** section.

2. Select a group by clicking on the group name.

3. The **Edit Group** is displayed.

4. Click '**Delete**' button, a message, "**Are you sure to remove Group**?" is displayed.

5. Click **OK** to delete the group.

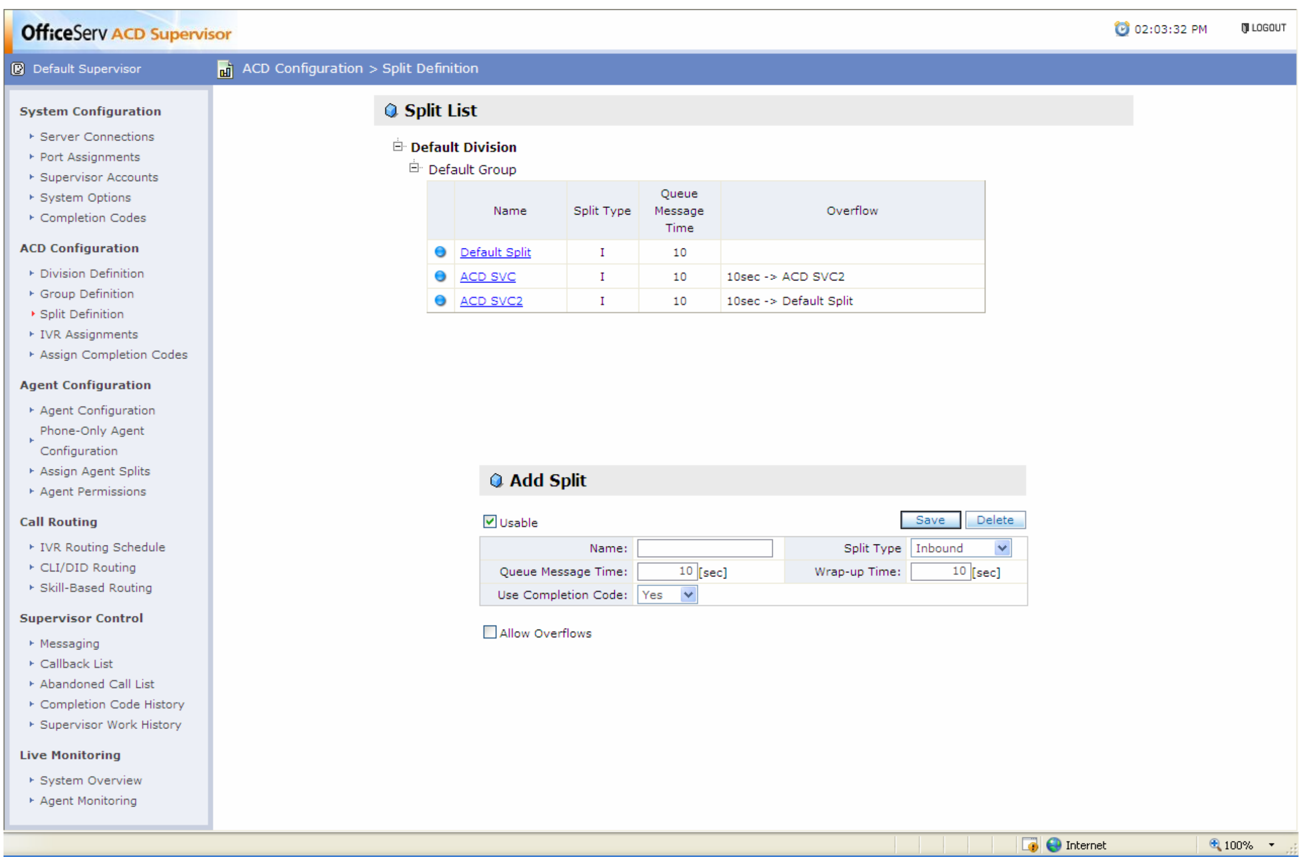
Split Definition

Split is defined as a unit of call routing, group of agents with skill/level.

Accessing Split Definition

The below section describes how to access the Split Definition page.

1. Click **Split Definition** on the Supervisor left pane.
2. The **Split Definition** page with **Split List** is displayed.
3. The status of split indicates the following:
   -  — Indicates that the split is not available.
   -  — Indicates that the split is available.

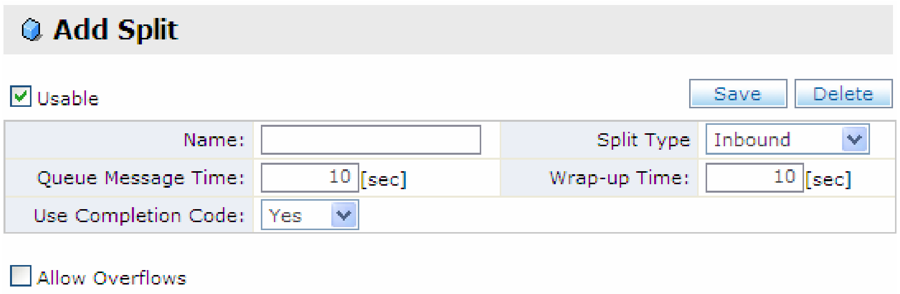


Add

The [**Add**] option allows the user to add the Split Definition.

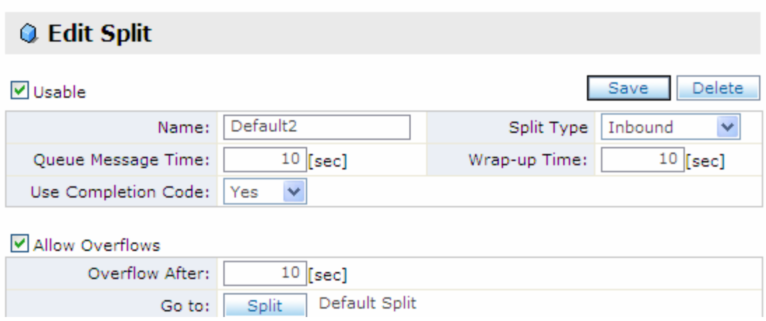
1. Follow the steps in **Accessing Split Definition** section.

2. The **Add Split** is displayed.



3. Enter the following information:

   - Click **Usable** checkbox to indicate whether the Split is available or not.
   - **Split Type** — Select the type from the dropdown list.
   - **Queue Message Time** — Enter the time (sec) for the caller to wait in the split queue before going to the RAD/IVR to hear the wait comfort message.
   - **Wrap-up Time** — Wrap-up time for agent primarily logged on to this split.
   - **Use Completion Code** — Select to indicate whether to use the code or not.
   - **Allow Overflows** — Usability of call overflow features. (Default: No Overflow) On selecting this check box, following fields are displayed.



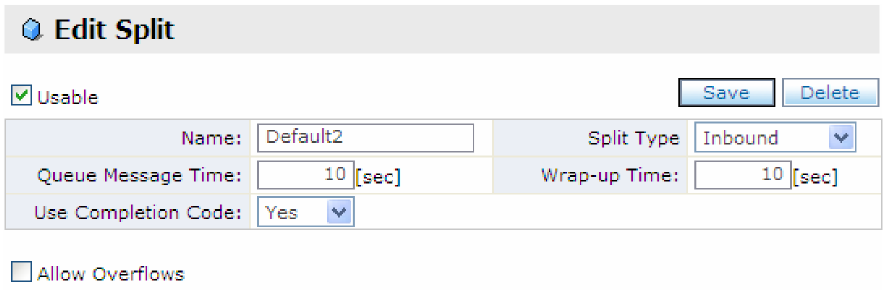
   - ➢ **Overflow After** — Enter the sec to overflow after the specified period.
   - ➢ **Go to** — Select the split name by clicking on the **Split** button.

4. Click **Save** to add the split.

Modify

The [Edit] option allows the user to modify the selected split.

1. Follow the steps in [Accessing Split Definition] section.
2. Select a split by clicking on the split name.
3. The **Edit Split** is displayed.



4. Enter the required changes.
5. Click **Save** to save the modified split information.

Delete

The [Delete] option allows the user to delete the selected split.

1. Follow the steps in [Accessing Split Definition] section.
2. Select a split by clicking on the split name.
3. The **Edit split** is displayed.
4. Click '**Delete**' button, a message, "**Are you sure to remove Split**?" is displayed.
5. Click **OK** to delete the split.

IVR Assignments

When the caller enters DTMF input during IVR service, IVR determines the service code based on the DTMF input and transfers the call to ACD. The call received from IVR is routed to the split which is associated with the caller service code.

Accessing IVR Assignments

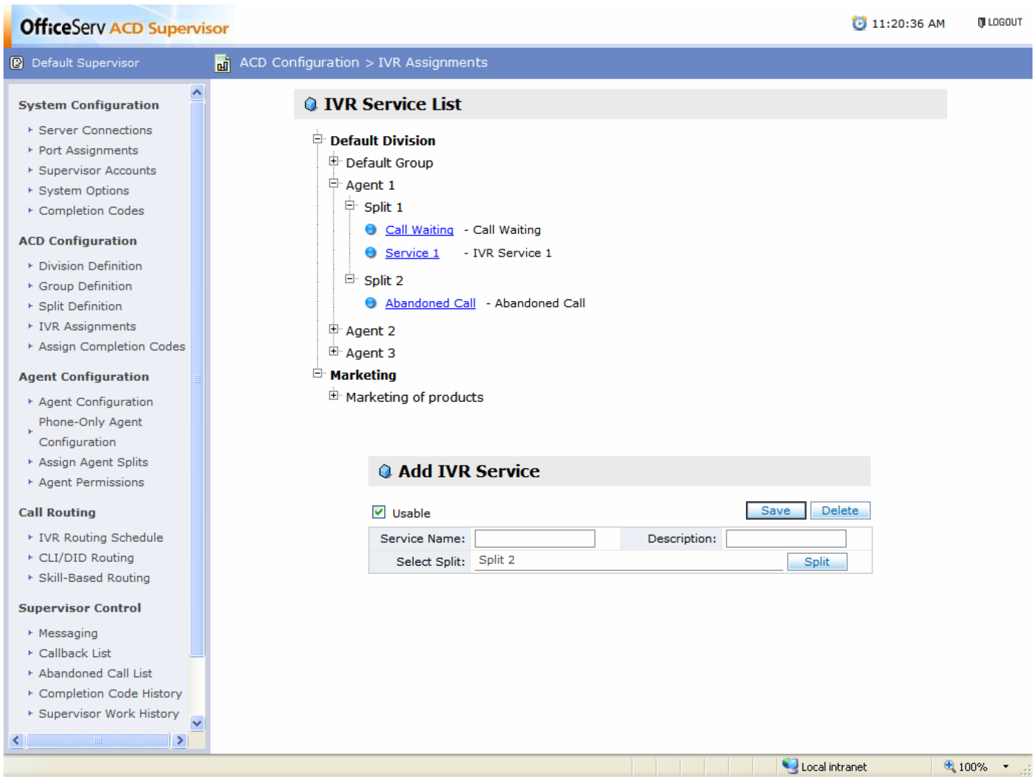
The below section describes how to access the IVR Assignments page.

1. Click **IVR Assignments** on the Supervisor left pane.

2. The **IVR Assignments** page with **IVR Service List** is displayed.

3. The status of each IVR service indicates the following:

- — Indicates that the IVR service is not in use.
- — Indicates that the IVR service is in use.

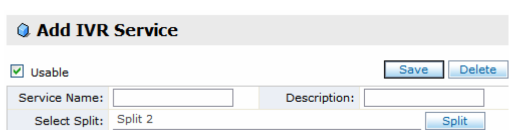


Add

The [**Add**] option allows the user to add the IVR Service.

1. Follow the steps in [Accessing IVR Assignments]() section.

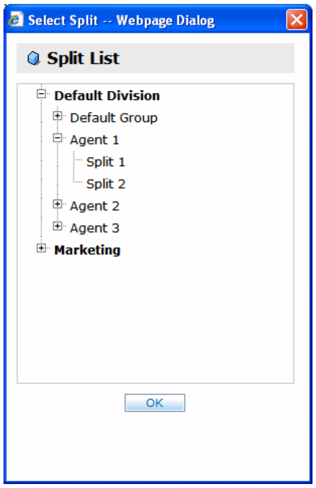
2. The **Add IVR Service** is displayed.



3. Select the **Split** by clicking on the tree menu in the order of Division, Group and Split.

OR

4. Click on **Split Browse** button and select the split from the pop-up page.

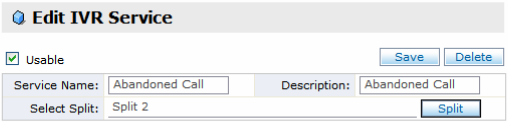


5. Enter the following information:
   - Click **Usable** checkbox to indicate whether the service is available or not.
   - Service Name
   - Description
6. Click **Save** to add the IVR Service.

Modify

The [**Edit**] option allows the user to modify the selected IVR Service.

1. Follow the steps in [Accessing IVR Assignments]() section.
2. Select a IVR Service by clicking on the service name.
3. The **Edit IVR Service** is displayed.



4. Enter the required changes.
5. Click **Save** to save the modified IVR Service.

Delete

The [**Delete**] option allows the user to delete the selected IVR Service.

1. Follow the steps in [Accessing IVR Assignments](#) section.
2. Select a IVR Service by clicking on the service name.
3. The **Edit IVR Service** is displayed.
4. Click ‘**Delete**’ button, a message, “**Are you sure to remove IVR Service?**” is displayed.
5. Click **OK** to delete the service.

Assign Completion Codes

This page allows the user to assign the completion codes to each split.

NOTE

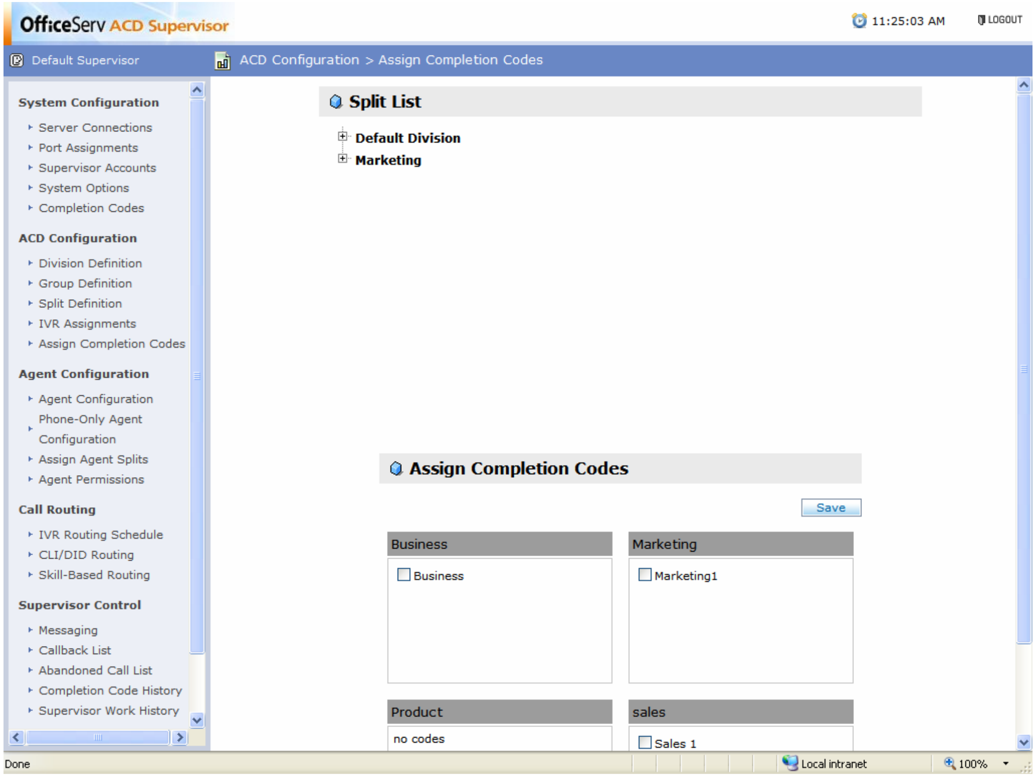
Assign Completion Code

Completion codes should be created in the Completion Codes page prior to assignment. Refer Completion Code for more details.

Accessing Assign Completion Codes

The below section describes how to access the Assign Completion Codes page.

1. Click **Assign Completion Codes** on the Supervisor left pane.
2. The **Assign Completion Codes** page with **Split List** is displayed.
3. Select the **Split** by clicking on the tree menu in the order of Division, Group and Split.
4. Click **Minor Code** checkbox of corresponding **Completion Code.**



5. Click **Save** to assign Completion Code.

CHAPTER 5. Agent Configuration

Agent Configuration

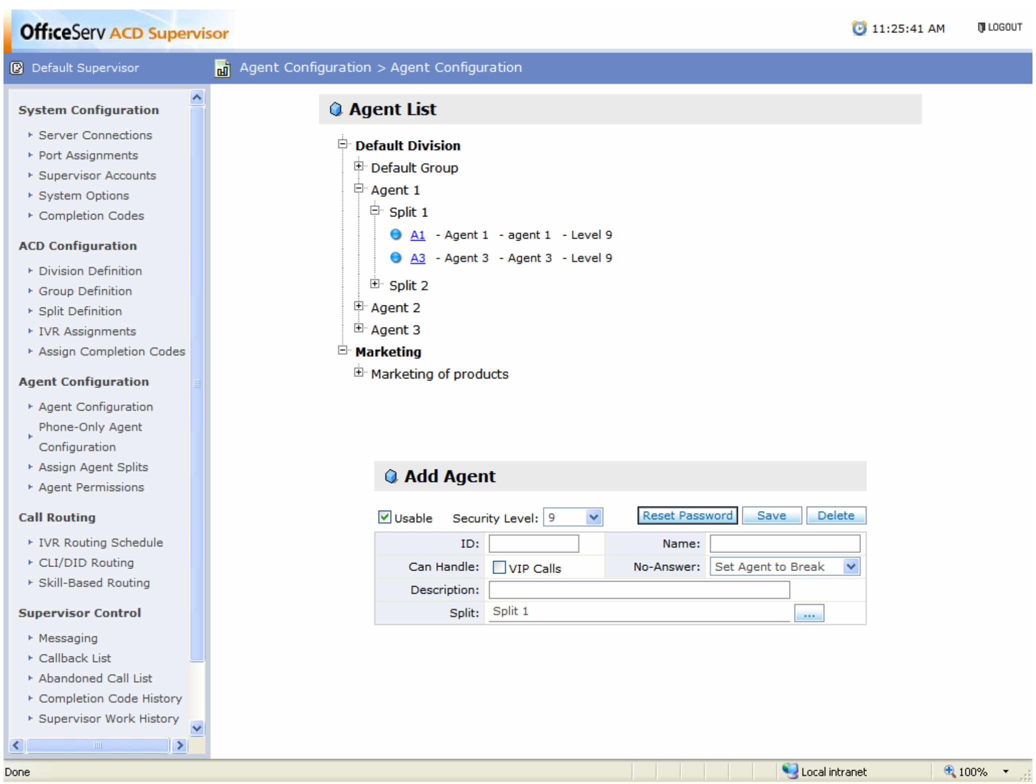
This page allows the user to create/modify/delete agent to serve the calls routed to ACD splits.

Accessing Agent Configuration

The below section describes how to access the Agent Configuration page.

1. Click **Agent Configuration** on the Supervisor left pane.

2. The **Agent Configuration** page with **Agent List** is displayed.



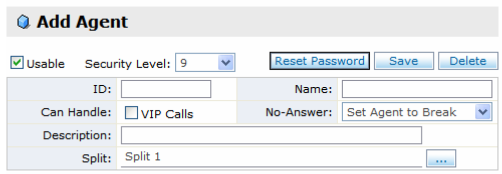
3. The status of each Agent indicates the following:

-  — Indicates that the Agent is not available.
-  — Indicates that the Agent is available.

Add

The [**Add**] option allows the user to add an Agent.

1. Follow the steps in [Accessing Agent Configuration]() section.
2. The **Add Agent** is displayed.



3. Enter the following information:
   - Click **Usable** checkbox to indicate whether the Agent is available or not.
   - Select the Agent **Security Level** from the dropdown list.

> NOTE
>
> **Security Level**
>
> The nine security levels determines the menus and features allowed to each agent in the Agent application. Agent permissions for each security level is set in "Agent Permissions" page.

   - **Login ID** — Enter the Agent login ID.
   - **Name** — Enter the Agent Name.
   - **Can Handle** — Select this option to allow the Agent to handle the VIP calls.

> NOTE
>
> **VIP Call**
>
> Refer to in "System Options → Call Center" page for details.

   - **No-Answer** — If the Agent doesn't answer the call, select the status to display in Agent application**.**
   - **Description** — Enter description about the Agent.
   - **Split** — Select the log-in split for the Agent by clicking on the **Browse (…)** button.

> **NOTE**
>
> **Split**
>
> Agent can logon to maximum eight splits. The Agent Configuration page sets the primary split only. The multi-split assignment is configured in “Assign Agent Splits” page.

OR

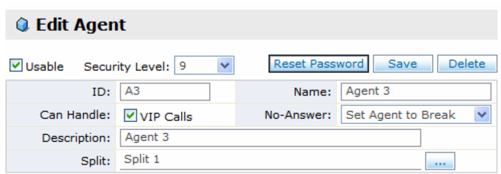
- Select the Split by clicking on the tree menu in the order of Division, Group and Split.

4. Click **Save** to add the Agent.

Modify

The [**Edit**] option allows the user to modify the selected Agent details.

1. Follow the steps in [Accessing Agent Configuration]() section.
2. Select an Agent by clicking on the Agent name.
3. The **Edit Agent** is displayed.



4. Enter the required changes.

> **NOTE**
>
> **ID**
>
> Agent ID cannot be modified.

5. Click **Save** to save the modified Agent information.

Delete

The [**Delete**] option allows the user to delete the selected Agent details.

1. Follow the steps in [Accessing Agent Configuration]() section.
2. Select an Agent by clicking on the Agent name.
3. The **Edit Agent** is displayed.
4. Click ‘**Delete**’ button, a message, “**Are you sure to remove Agent?**” is displayed.

5. Click **OK** to delete the Agent.

Reset Password

The [**Reset Password**] option allows the supervisor to reset Agent password.

1. Follow the steps in **Accessing Agent Configuration** section.
2. Select an Agent by clicking on the Agent name.
3. The **Edit Agent** is displayed.
4. Click '**Reset Password**' button, a message, "**(Agent name) password will be reset to '4321'. Continue?**'
5. Click **OK** to change the password.

Phone-only Agent Configuration

This page allows the user to create/modify/delete agent who serves the ACD call without PC (Agent program).

Accessing Phone-only Agent Configuration

The below section describes how to access the Phone-only Agent Configuration page.

1. Click **Phone-only Agent Configuration** on the Supervisor left pane.
2. The **Phone-only Agent Configuration** page with **Agent List** is displayed.

Add

The [**Add**] option allows the user to add the Phone only Agent details.

1. Follow the steps in **Accessing Phone-only Agent Configuration** section.
2. The **Add Agent** is displayed.
3. Enter the following information:
    - Click **Usable** checkbox to indicate whether the Agent is available or not.
    - **Login ID** — Enter the Agent login ID.
    - **Name** — Enter the Agent Name.
    - **Phone** — Select the Agent phone number from the dropdown list.

- **Can Handle** — Select this option to allow the Agent to handle the blended calls or VIP calls.

NOTE

VIP Call

Refer to in "System Options → Call Center" page for details.

- **No-Answer** — If the Agent doesn't answer the call, select the status to display in Agent application**.**
- **Description** — Enter description about the Agent.
- **Split** — Select the log-in split for the Agent by clicking on the **Browse (…)** button.

NOTE

Split

Agent can logon to maximum eight splits. The Agent Configuration page sets the primary split only. The multi-split assignment is configured in "Assign Agent Splits" page.

OR

- Select the Split by clicking on the tree menu in the order of Division, Group and Split.

4. Click **Save** to add the Agent.

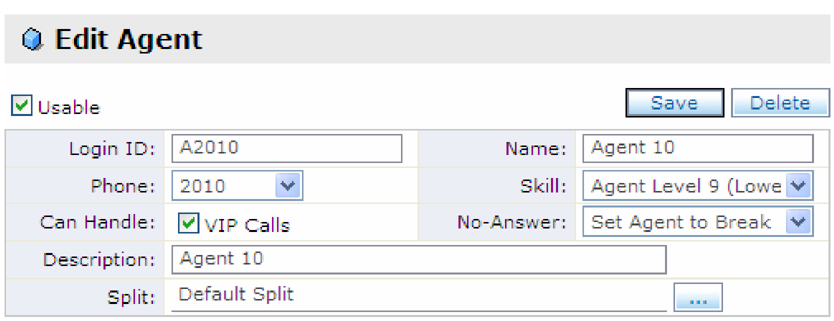
Modify

The [**Edit**] option allows the user to modify the selected Agent details.

1. Follow the steps in **Accessing Phone-only Agent Configuration** section.

2. Select an Agent by clicking on the Agent name.

3. The **Edit Agent** is displayed with corresponding details of selected Agent.



4. Enter the required changes.

5. Click **Save** to save the modified Agent information.

Delete

The [**Delete**] option allows the user to delete the selected Agent details.

1. Follow the steps in **Accessing Phone-only Agent Configuration** section.
2. Select an Agent by clicking on the Agent name.
3. The **Edit Agent** is displayed with corresponding details of selected Agent.
4. Click '**Delete**' button, a message, "**Are you sure to remove Agent?**" is displayed.
5. Click **OK** to delete the Agent.

Assign Agent Splits

This page allows the user to assign the agents to multiple splits (max eight splits).

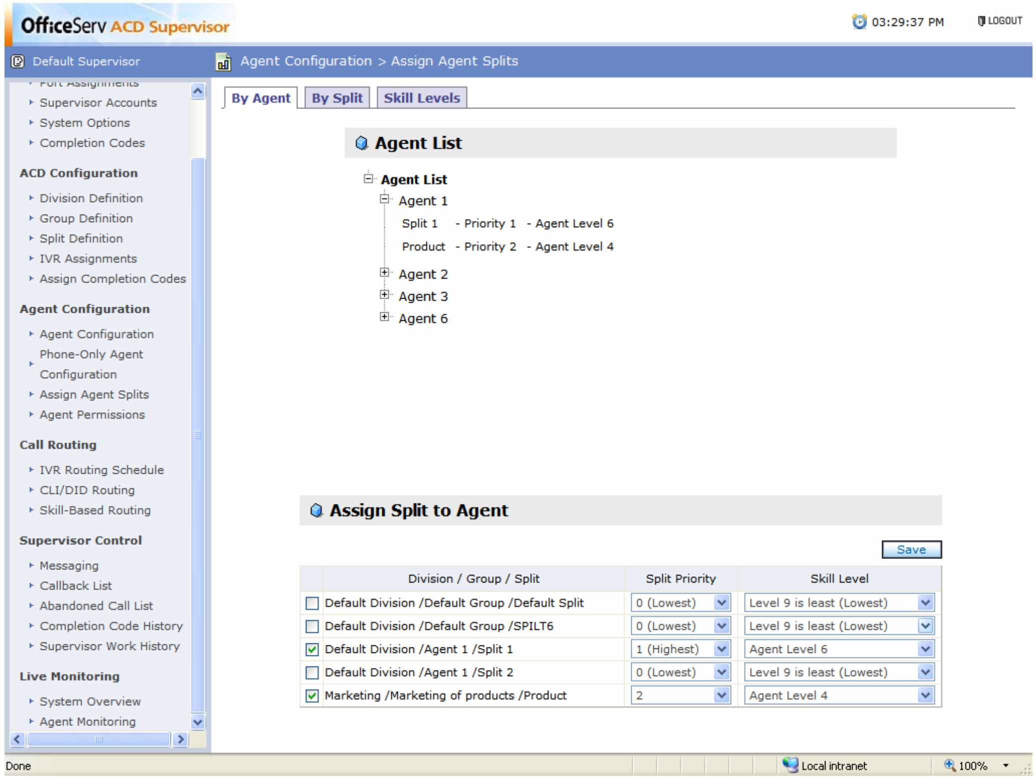
Accessing Assign Agent Splits

The below section describes how to access the Assign Agent Splits page.

1. Click **Assign Agent Splits** on the Supervisor left pane.
2. The **Assign Agent Splits** page with **Agent List** is displayed.

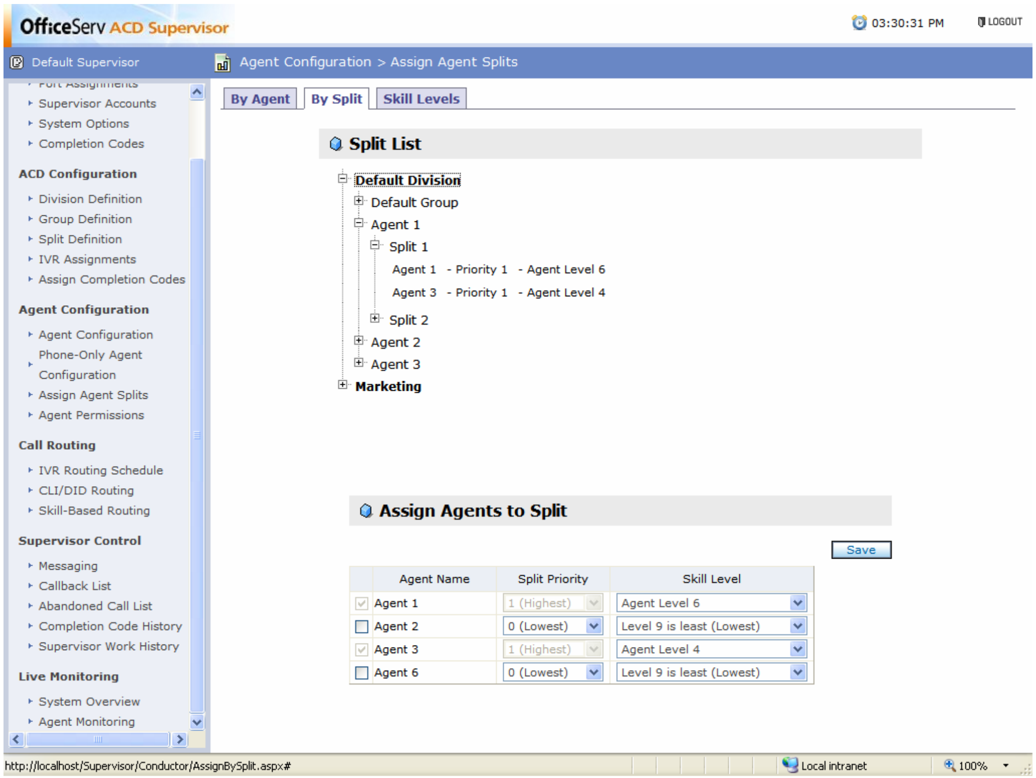
By Agent

1. Follow the steps in **Accessing Assign Agent Splits** section
2. Click **By Agent** tab. By default this page is displayed.
3. The **Agent List** page is displayed.
4. In **Assign Split to Agent**:
   - Select the Agent by clicking on the tree menu in the order of Agent List/Agent.
   - Select the check box **Division/Group/Split** by clicking on the check box.
   - Assign the **Split Priority** and **Skill Level** for the selected Agent.
5. Click **Save** to update the Agent split details.



By Split

1. Follow the steps in [Accessing Assign Agent Splits]() section
2. Click **By Split** tab. The **By Split** page is displayed.
3. The **Split List** page is displayed.
4. In Assign Agents to Split:
   - Select the Split by clicking on the tree menu in the order of Division/Group/Split.
   - Select the check box Agent Name by clicking on the check box.
   - Assign the **Split Priority** and **Skill Level** for the selected Agent.
5. Click **Save** to update the Split level.

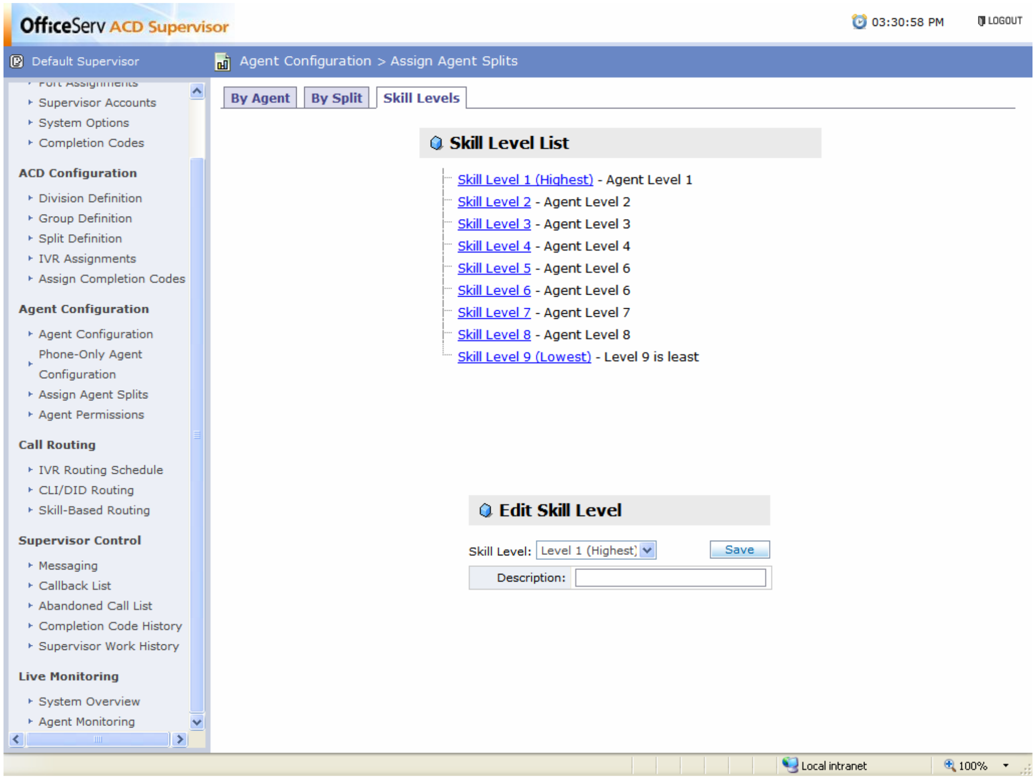


Skill Levels

1. Follow the steps in [Accessing Assign Agent Splits]() section.
2. Click **Skill Levels** tab. The **Skill Levels** page is displayed.
3. The **Skill Level List** page is displayed.
4. In **Edit Skill level**:
   - Select the Skill level by clicking on the skill level.

OR

   - Select the skill level from the dropdown list.
   - **Description** — Enter description about the skill level.
5. Click **Save** to update the Skill level.



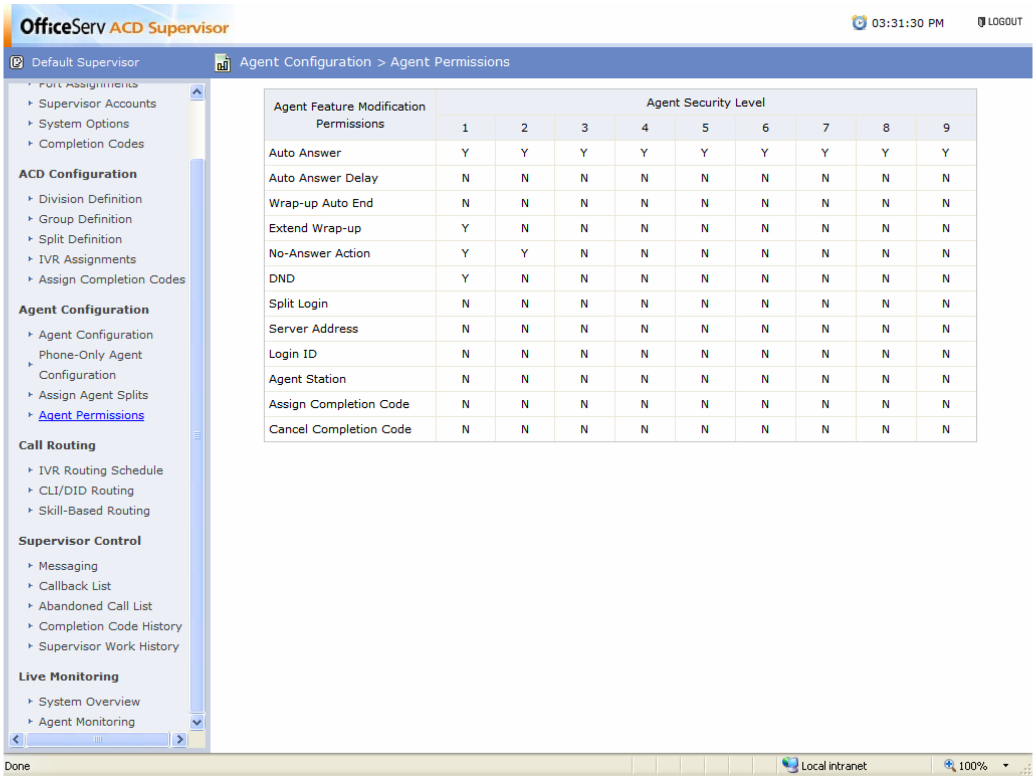
Agent Permissions

The user will be able to configure the Agent Application menu and features permissions for each Agent depending on the security level.

Accessing Agent Permissions

The below section describes how to access the Agent Permissions page.

1. Click **Agent Permissions** on the Supervisor left pane.
2. The **Agent Permissions** page is displayed.

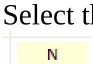


Agent Feature Modification Permissions	Agent Security Level								
	1	2	3	4	5	6	7	8	9
Auto Answer	Y	Y	Y	Y	Y	Y	Y	Y	Y
Auto Answer Delay	N	N	N	N	N	N	N	N	N
Wrap-up Auto End	N	N	N	N	N	N	N	N	N
Extend Wrap-up	Y	N	N	N	N	N	N	N	N
No-Answer Action	Y	Y	N	N	N	N	N	N	N
DND	Y	N	N	N	N	N	N	N	N
Split Login	N	N	N	N	N	N	N	N	N
Server Address	N	N	N	N	N	N	N	N	N
Login ID	N	N	N	N	N	N	N	N	N
Agent Station	N	N	N	N	N	N	N	N	N
Assign Completion Code	N	N	N	N	N	N	N	N	N
Cancel Completion Code	N	N	N	N	N	N	N	N	N

Modifying Agent Permissions

1. Follow the steps in **Accessing Agent Permissions** section.

2. Click on **Y** or **N** to change the permissions. A dropdown list with **Yes** or **No** option is displayed. 

3. Select the appropriate permission and the changed permission is highlighed for a few seconds.


4. The following permissions can be changed:
   - **Auto Answer** — It specifies whether to allow the agent to enable/disable this option.
   - **Auto Answer Delay** — It specifies whether to allow the agent to extend ringing time before automatically answering the call.
   - **Wrap-up Auto-End** — Specify whether to allow the agent to automatically end the wrap-up time, after the Auto end wrap-up time is configured in Supervisor.
   - **Extend Wrap-Up** — Specify whether to allow the agent to extend wrap-up time before ending.

- **No Answer Action** — Specify whether to allow the agent to change the status after incoming call is not answered.
- **DND (Do-Not-Disturb)** — Specify whether to allow the agent to toggle this option or not.
- **Split Login** — Specify whether to allow the agent to reassign split priority and login/logout of selected split (Select split Login).
- **Server Address** — Specify whether to allow the agent to change Server IP address.
- **Login ID** — Specify whether to allow the agent to change login ID.
- **Agent Station** — Specify whether to allow the agent to change station number.
- **Assign Completion Code** — Specify whether to allow the agent to assign completion code for ACD inbound call.
- **Cancel Completion Code —** Specify whether to allow the agent to cancel completion code for ACD inbound call.

CHAPTER 6. Call Routing

This section describes the features related to call routing.

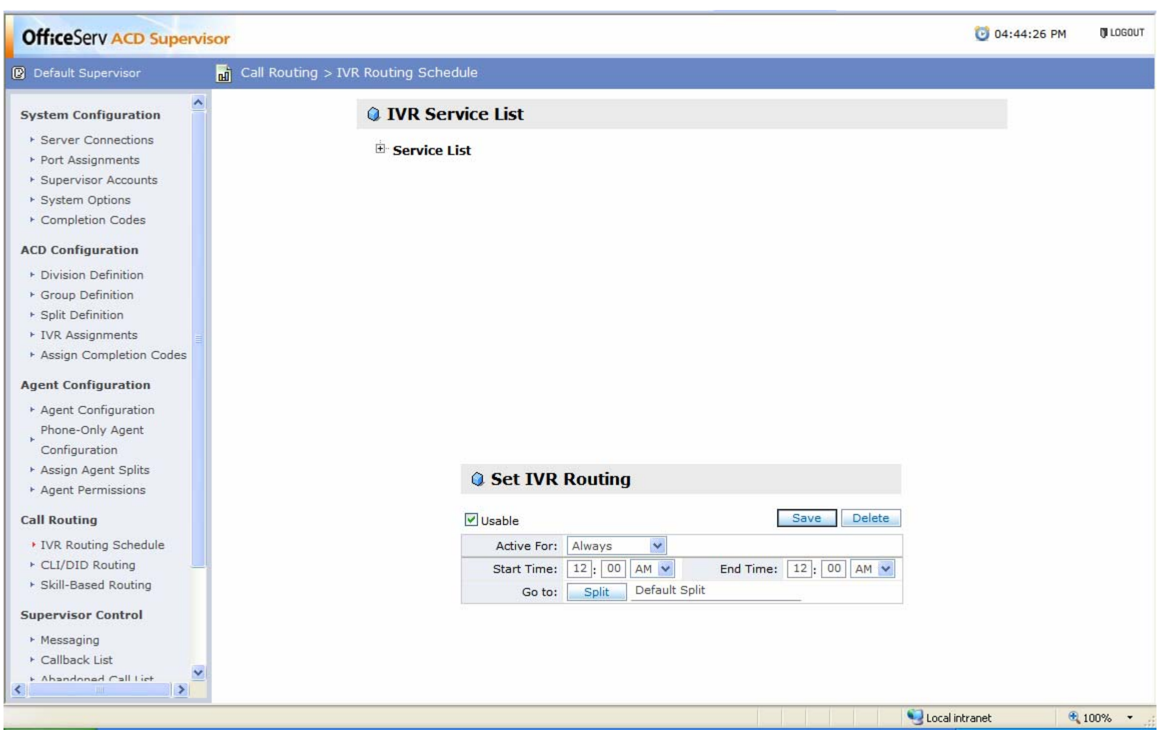
IVR Routing Schedule

This page allows the user to configure the scheduled IVR routing per IVR service code. If not configured, IVR service routing configured in IVR Assignments page is applied all day long.

Accessing IVR Routing Schedule

The below section describes how to access the IVR Routing Schedule page.

1. Click **IVR Routing Schedule** on the Supervisor left pane.
2. The **IVR Routing Schedule** page with **IVR Service List** page is displayed.
3. The status of IVR Routing Schedule indicates the following:



- — Indicates that the IVR Routing Schedule is not in use for the specified date and time.
- — Indicates that the IVR Routing Schedule is in use for the specified date and time.

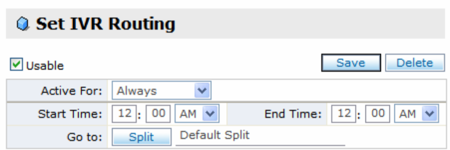
Set IVR Routing

The [Set IVR Routing] option allows the user to set the IVR Routing Schedule for the selected IVR Service.

1. Follow the steps in **IVR Routing Schedule** section.

2. Select a service by clicking on the IVR service name.

3. The **Set IVR Routing** is displayed.



4. Enter the following information:

   - Click **Usable** checkbox to indicate whether the IVR Routing Schedule is in use or not.
   - **Active For** — Select this option to indicate when the service is active. It can be one of the following:
     - **Always** – Selected routing is followed always.
     - **Specific Date** – Selected routing is followed only on the specified date.
     - **Date Range** – Selected routing is followed on the specified date range (Enter Start Date and End Date)
     - Specific day of week (Sunday, Monday etc) — Selected routing is followed on the selected day.

NOTE

Priority for Active For

For the selected service, if all the four types of "Active For" is configured, then priority will be in the following order:

Specific date (Highest)

Date range

Specific day of week

Always

   - **Start Time** — Enter the time for the service to start.
   - **End Time** — Enter the time for the service to end.
   - **Go to** — Select the split name by clicking on the **Split** button.

5. Click **Save** to save the modified routing information.

Modify

The [**Edit**] option allows the user to modify the selected routing information.

1. Follow the steps in **IVR Routing Schedule** section.
2. Select a Routing Schedule by clicking on the IVR Routing Schedule name.
3. The **Set IVR Routing** is displayed.
4. Enter the required changes.
5. Click **Save** to save the modified routing information.

Delete

The [**Delete**] option allows the user to delete the selected IVR Routing Schedule.

1. Follow the steps in **IVR Routing Schedule** section.
2. Select a Routing Schedule by clicking on the IVR Routing Schedule name.
3. The **Set IVR Routing** is displayed.
4. Click ‘**Delete**’ button, a message, “**Are you sure to remove Routing?**” is displayed.
5. Click **OK** to delete the routing information.

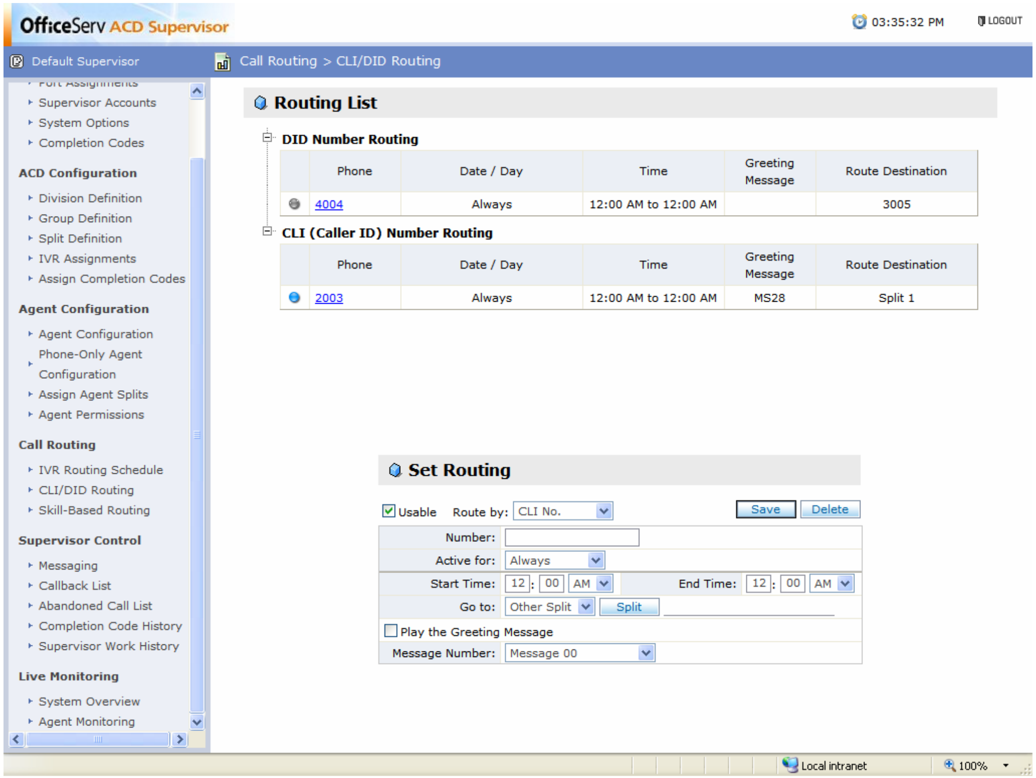
CLI/DID Routing

This page allows the user to configure the scheduled CLI or DID routing. For each CLI or DID number, if “Play the Greeting Message” option is checked, the greeting message is played before routing the call to the target split. The IVR/RAD should be configured accordingly with the corresponding message ID (MS00-MS99) in the Split Call control of IVR Scenario Builder. Refer to the IVR User Guide for scenario creation.

Accessing CLI/DID Routing

The below section describes how to access the CLI/DID Routing page.

1. Click **CLI/DID Routing** on the Supervisor left pane.
2. The **CLI/DID Routing** page with **Routing List** page is displayed.
3. The status of CLI/DID Routing Schedule indicates the following:

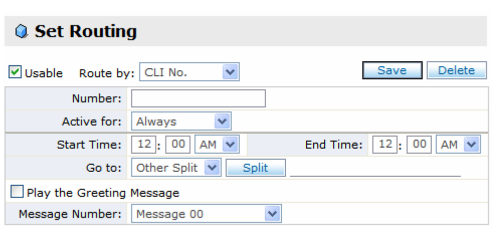


- — Indicates that the CLI/DID Routing Schedule is not in use.
- — Indicates that the CLI/DID Routing Schedule is in use.

Set Routing

The [Set Routing] option allows the user to set the Routing Schedule for the selected CLI/DID Routings.

1. Follow the steps in **Accessing CLI/DID Routing** section.
2. Select a service by clicking on the Routing name.
3. The **Set Routing** is displayed.



4. Enter the following information:
   - Click **Usable** checkbox to indicate whether the CLI/DID Routing Schedule is in use or not.

- **Number** — Enter the routing phone number. (Wildcard character '*' is allowed)

> NOTE
> **Number**
> Wildcard Character '*' can be used in phone number. For example, if **Number** is 320* then all the numbers that start with 320.

- **Active For** — Select this option to indicate when the service is active. It can be one of the following:
  - **Always** – Selected routing is followed always.
  - **Specific Date** – Selected routing is followed only on the specified date.
  - **Date Range** – Selected routing is followed on the specified date range (Enter Start Date and End Date)
  - Specific day of week (Sunday, Monday etc) — Selected routing is followed on the selected day.

> NOTE
> **Priority for Active For**
> For the selected service, if all the four types of "Active For" is configured, then priority will be in the following order:
> Specific date (Highest)
> Date range
> Specific day of week
> Always

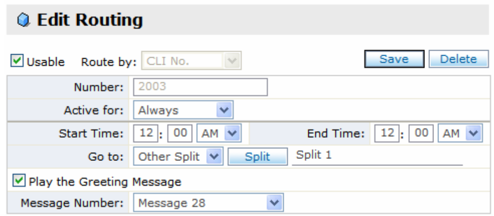
- **Start Time** — Enter the time for the service to start.
- **End Time** — Enter the time for the service to end.
- **Go to** — Select whether the routing is for a Split or Phone number.
  - If split is selected, then select the split name by clicking on the **Split** button.
  - If phone number is selected, then enter the agent extension number.
- Select **Play the Greeting Message** to indicate whether to play the message for the call.
- Select the **Message Number** from the dropdown list.

5. Click **Save** to save the routing information.

Modify

The [**Edit**] option allows the user to modify the selected routing details.

1. Follow the steps in Accessing CLI/DID Routing section.
2. Select a Routing Schedule by clicking on the Routing Schedule name.
3. The **Edit Routing** is displayed.



4. Enter the required changes.

> NOTE
> **Edit Routing**
> Route by and Number cannot be edited.

5. Click **Save** to save the modified routing information.

Delete

The [**Delete**] option allows the user to delete the selected CLI/DID Routing Schedule.

1. Follow the steps in Accessing CLI/DID Routing section.
2. Select a Routing Schedule by clicking on the Routing Schedule name.
3. The **Edit Routing** is displayed with corresponding details of selected Routing Schedule.
4. Click '**Delete**' button, a message, "**Are you sure to remove Routing?**" is displayed.
5. Click **OK** to delete the CLI/DID Routing Schedule.

Skill-Based Routing

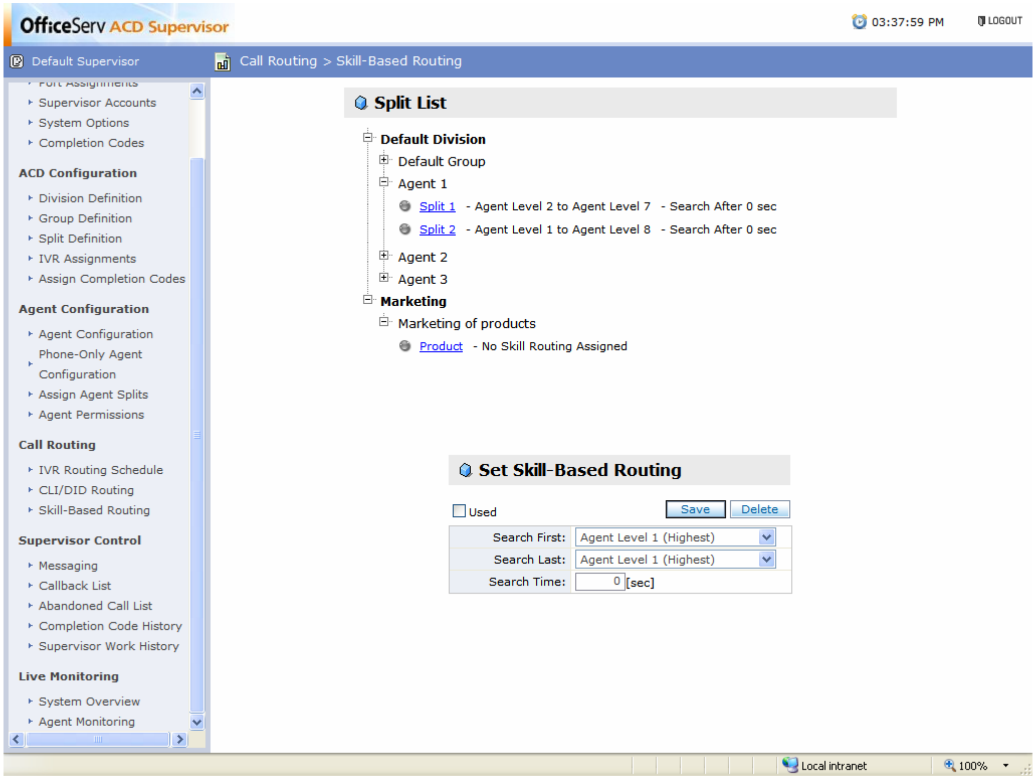
This page allows the user to configure the skill-based routing per split. For the selected highest and lowest skill levels with search time specified, the server finds the available agent level by level i.e. if Search First is 2, Search Last is 4 and Search Time is 10 sec, then Server finds level 2 agent. If no level 2 agent is available, then search for level 3 agent after 10 seconds. If no level 3 agent is available, then search for level 4 agent after 10 seconds. If no level 4 agent is available, then search for any available agent.

Accessing Skill-Based Routing

The below section describes how to access the skill-based Routing page.

1. Click **Skill-Based Routing** on the Supervisor left pane.

2. The **Skill-Based Routing** page with **Split List** page is displayed.



3. The status of Skill-Based routing indicates the following:

- — Indicates that the Skill-Based routing is not in use.
- — Indicates that the Skill-Based routing is in use.

Set Skill-Based Routing

The [Skill Based Routing] option allows the user to set Skill-Based Routing for each split.

1. Follow the steps in Accessing Skill-Based Routing section.

2. Select a split by clicking on the split name.

3. Select the Skill-Based Routing from the dropdown list.
   - **Used** option is used to indicate whether Skill-Based Routing is available or not.
   - **Search First** — Select the highest skill level.
   - **Search Last** — Select the lowest skill level.
   - **Search Time** — Enter the time in seconds for the search criteria.

4. Select **Save** to update Skill-Based Routing search.

Modify

The [**Edit**] option allows the user to modify the selected Skill-Based Routing.

1. Follow the steps in **Accessing Skill-Based Routing** section.
2. Select a split by clicking on the split name.
3. The **Set Skill-Based Routing** is displayed with corresponding details of selected split .
4. Enter the required changes.
5. Click **Save** to save the modified routing information.

Delete

The [**Delete**] option allows the user to delete the selected Skill-Based Routing.

1. Follow the steps in **Accessing Skill-Based Routing** section.
2. Select a split by clicking on the split name.
3. The **Set Skill-Based Routing** is displayed with corresponding details of selected split .
4. Click '**Delete**' button, a message, "**Are you sure to remove Routing?**" is displayed.
5. Click **OK** to delete the Skill-Based Routing route.

CHAPTER 7. Supervisor Control

This section describes about the Supervisor roles

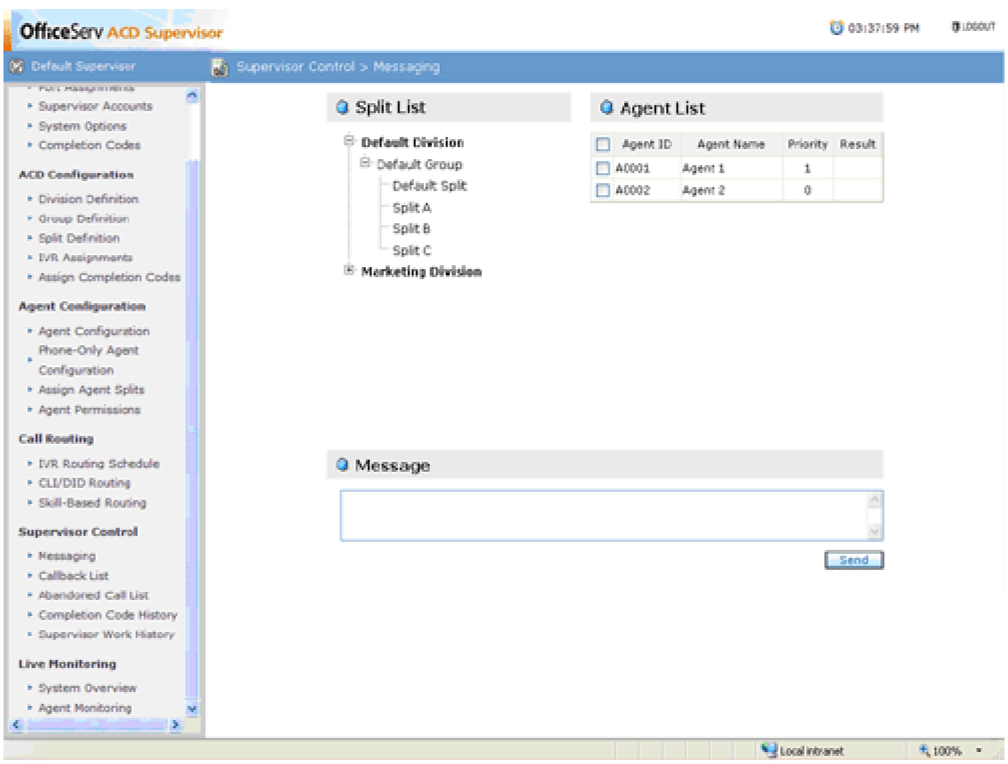
Messaging

The [**Messaging**] option allows the user to send message to the selected agent.

Accessing & Sending Messages

The below section describes how to access the Messaging page.

1. Click **Messaging** on the Supervisor left pane.
2. The **Messaging** page with **Split List and Agent List** page is displayed.



3. Select the Split by clicking on the tree menu in the order of Division, Group and Split
4. The corresponding agents, logged into the Agent application are displayed are in the **Agent List** section.

5. Select the agent and enter the message to be broadcasted in the **Message** field.

6. Click **Send** to send the message to the selected agent.

Callback List

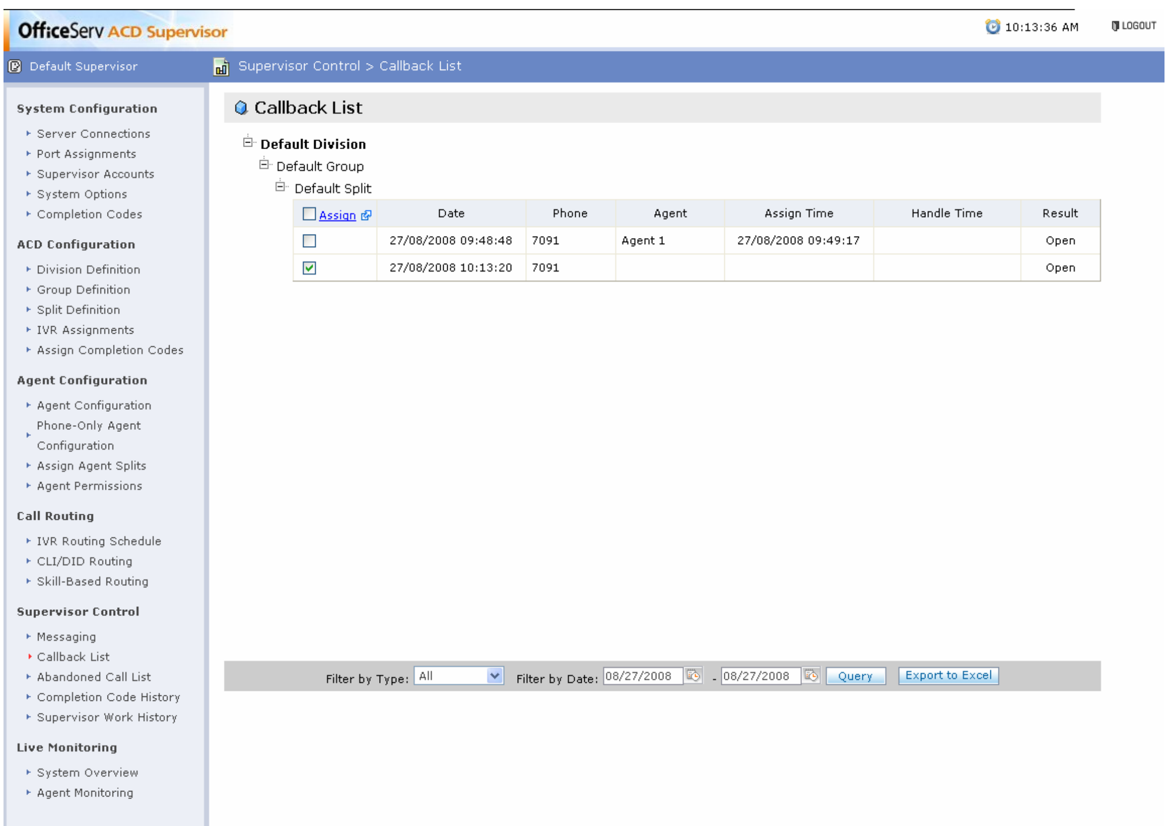
A Callback is where the call is passed to the IVR, to listen to the welcome message and the caller selects the callback option. The [**Callback**] option allows the user to view the list of callbacks for each spilt.

Accessing Callback List

The below section describes how to access the Callback List page.

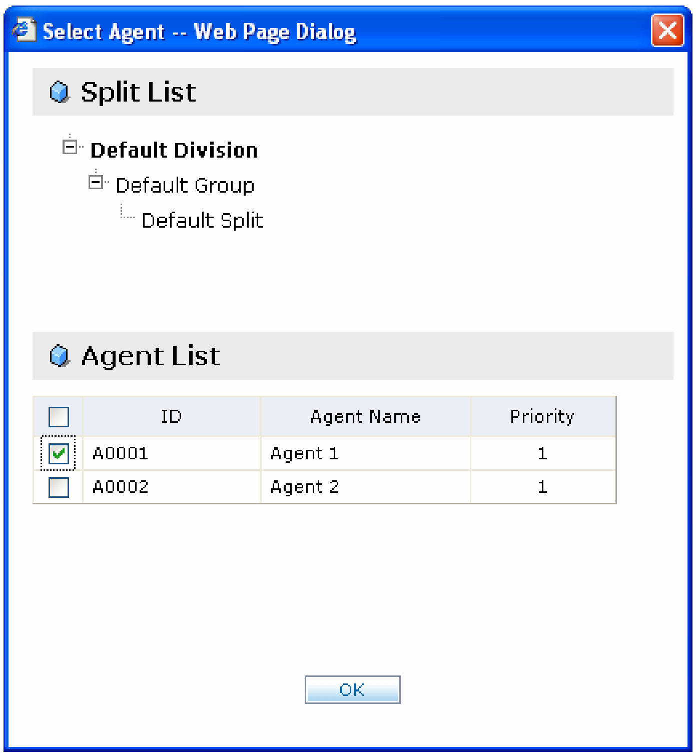
1. Click **Callback List** on the Supervisor left pane.

2. The **Callback List** page is displayed.



Assigning Callback List

1. Follow the steps in Accessing Callback List.
2. Select the Split by clicking on the tree menu in the order of Division, Group and Split.
3. To assign callback number to the agent,
   - Select the callback number by clicking on the checkbox.
   - The **Assign** field name is shown. Click **Assign**, the "**Select Agent**" page is displayed.



   - Select the Agent from the **Agent List**. Click **OK**.
   - For the selected Callback number, the agent name with assigned date and time stamp is displayed in **Callback List** page.

Query on Callback List

1. Follow the steps in Accessing Callback List.
2. **Filter by Type** — Select **Filter Type** from the dropdown list.
3. Select the **Filter by Date** range by clicking on the calendar.

4. Click **Query** to view the callback list for the selected period.

5. Click **Export to Excel** to save the callback list to your hard disk.

Abandoned Call List

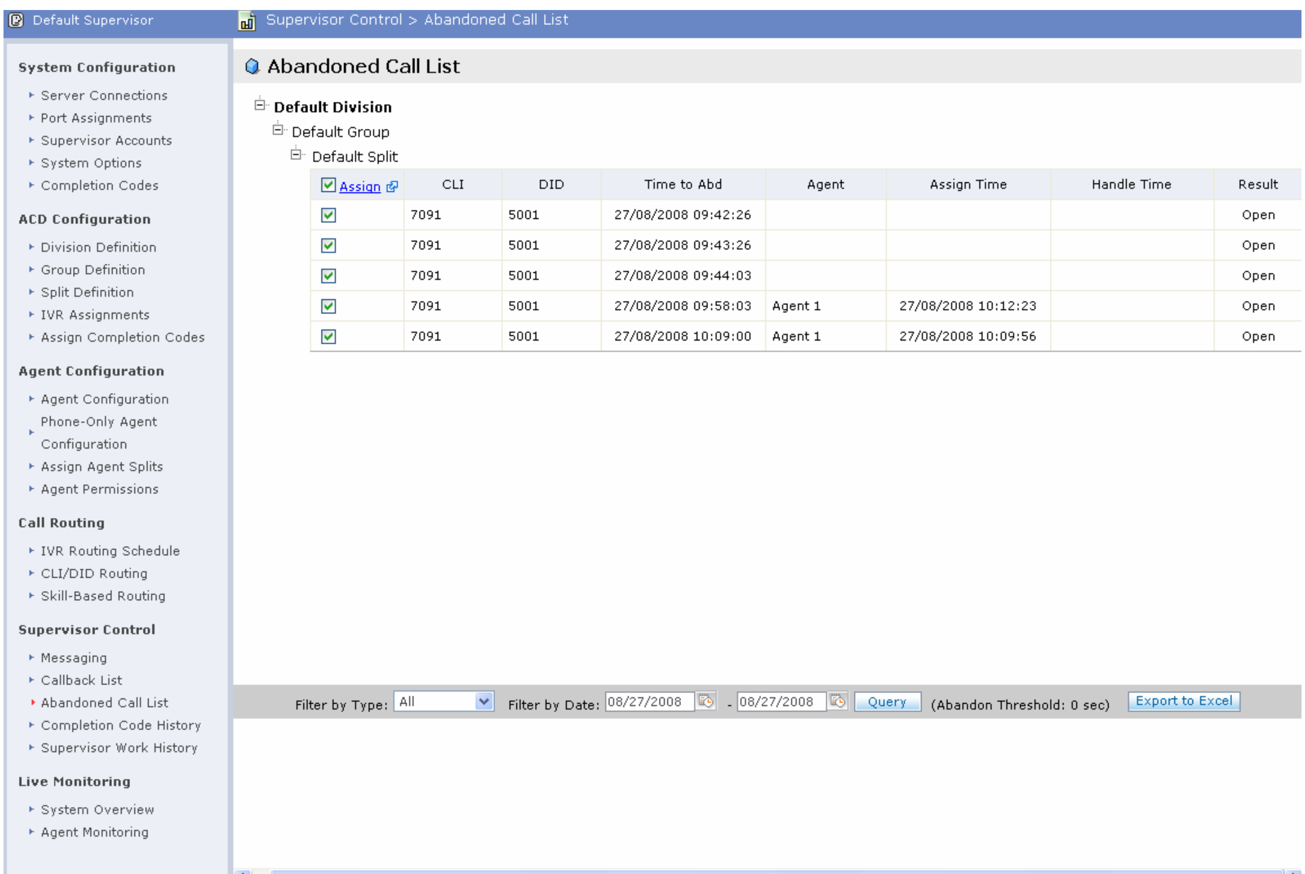
The Abandoned Call is defined as any call which is not answered by the agent or caller himself hangs up without any agent activity.The [**Abandoned Call List**] option allows the user to view the abandoned call list for each split.

Accessing Abandoned Call List

The below section describes how to access the Abandoned Call List page.

1. Click **Abandoned Call List** on the Supervisor left pane.

2. The **Abandoned Call List** page is displayed.



Assigning Abandoned Call List

1. Follow the steps in [Accessing Abondoned Call List](#).
2. Select the Split by clicking on the tree menu in the order of Division, Group and Split.
3. To assign abandoned number to the agent,
   - Select the abandoned number by clicking on the checkbox.
   - The **Assign** field name is shown. Click **Assign**, the "**Select Agent**" page is displayed.
   - Select the Agent from the **Agent List**. Click **OK**.
   - For the selected abandoned number, the agent name with assigned date and time stamp is displayed in **Abandoned Call List** page.

Query on Abandoned Call List

1. Follow the steps in [Accessing Abondoned Call List](#).
2. **Filter by Type** — Select **Filter Type** from the dropdown list.
3. Select the **Filter by Date** range by clicking on the calendar.
4. Click **Query** to view the Abondoned Call List for the selected period.
5. Click **Export to Excel** to save the Abandoned Call List to your hard disk.

Completion Code History

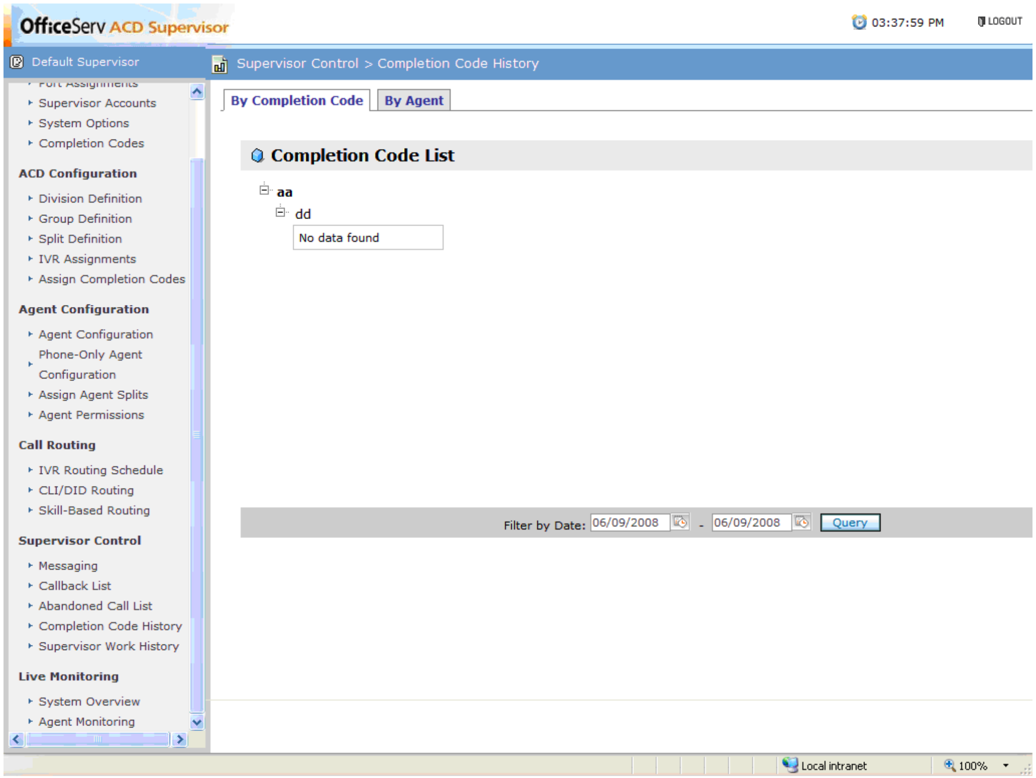
The [Completion Code History] option allows the user to view the completion code record.

Accessing Completion Code History

The below section describes how to access the Completion Code History page.

1. Click **Completion Code History** on the Supervisor left pane.

2. The **Completion Code History** page is displayed.

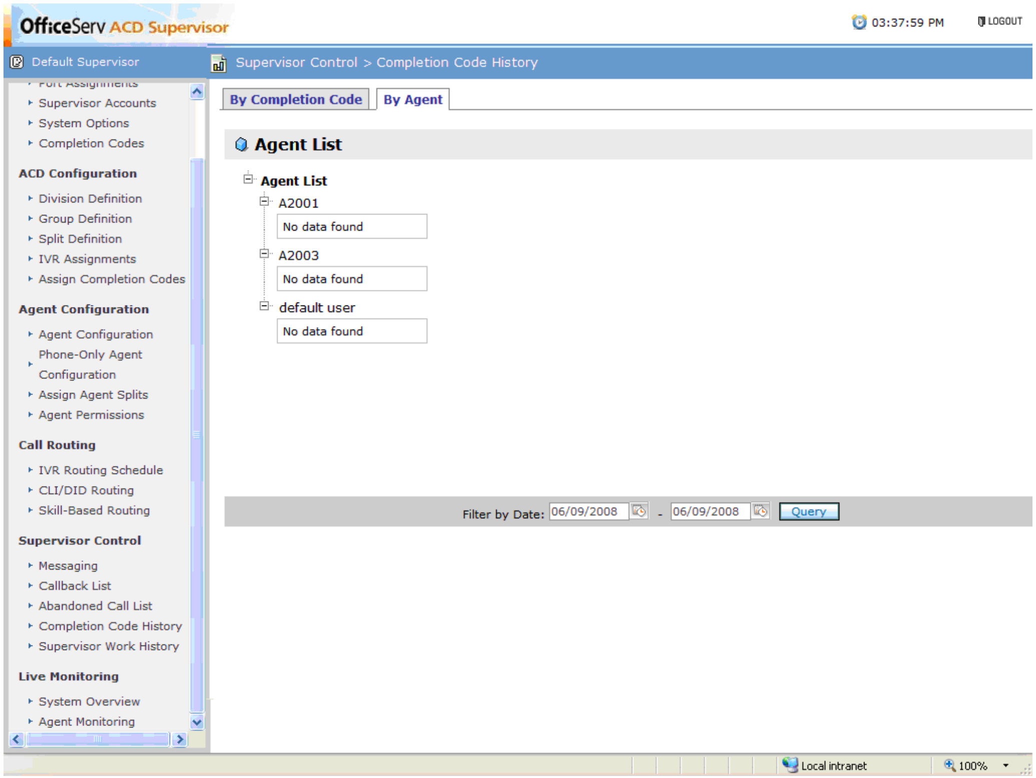


Completion Code History Minor-Codewise

1. Follow the steps in [Completion Code History](#) section.
2. Select the Completion Code by clicking on the tree menu.
3. Select the **Filter by Date** range by clicking on the calendar.
4. Click **Query** to view the selected Completion Code history.

Completion Code History Agent-wise

1. Follow the steps in [Completion Code History](#) section.
2. Click **By Agent** tab. The **By Agent** page with **Agent List** is displayed.



3. Select the agent by clicking on the tree menu.

4. Select the **Filter by Date** range by clicking on the calendar.

5. Click **Query** to view the selected agent history.

Supervisor Work History

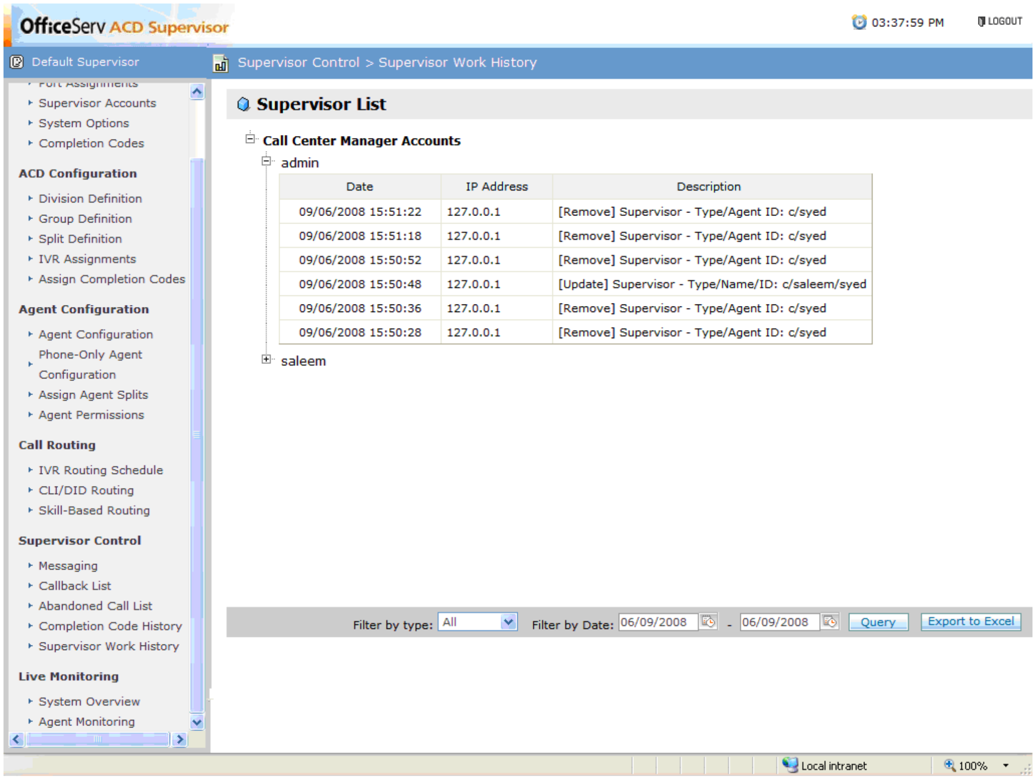
The [**Supervisor Work History**] option allows the user to view the summary of work of each supervisor.

Accessing Supervisor Work History

The below section describes how to access the Supervisor Work History page.

1. Click **Supervisor Work History** on the Supervisor left pane.

2. The **Supervisor Work History** with **Supervisor List** page is displayed.



3. Select the Supervisor by clicking on the supervisor name.

4. The work details of the selected supervisor is displayed.

Query on Supervisor Work History

1. Follow the steps in Accessing Supervisor Work History.

2. **Filter by Type** — Select **Filter Type** from the dropdown list.

3. Select the **Filter by Date** range by clicking on the calendar.

4. Click **Query** to view the Supervisor Work History for the selected period.

5. Click **Export to Excel** to save the Supervisor Work History to your hard disk.

CHAPTER 8. Live Monitoring

This section describes about System Overview and Agent Monitoring.

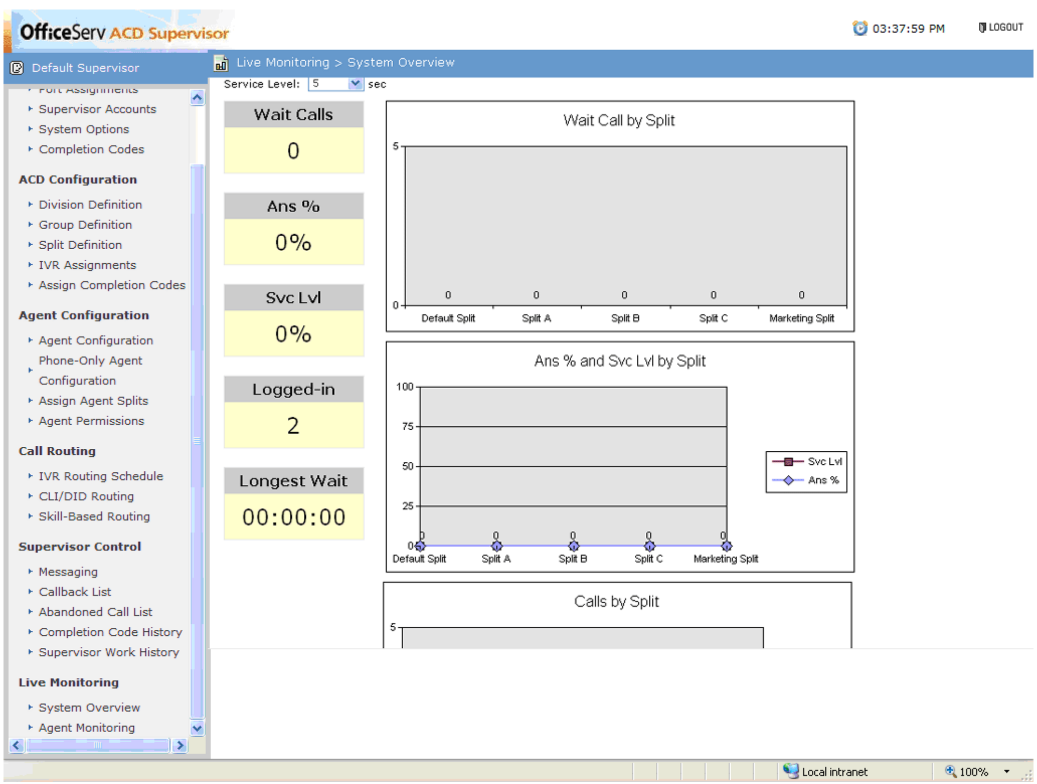
System Overview

Accessing System Overview

The below section describes how to access the System Overview page.

1. Click **System Overview** on the Supervisor left pane.

2. The **System Overview** page is displayed.



3. Select the **Service Level** from the dropdown list.

> NOTE
> **SERVICE LEVEL**
> It is the ratio of answered call in service objective time.

4. It shows the graphical view of split calls and following information:
   - Wait Calls — Indicates the number of wait calls.
   - Ans % — Indicates the percentage of answered calls.
   - Svc Lvl — Indicates the percentage of service level for the selected service threshold level.
   - Logged-in — Indicates the number of logged in agents.
   - Longest Wait — Indicates the longest call wait time.

Agent Monitoring

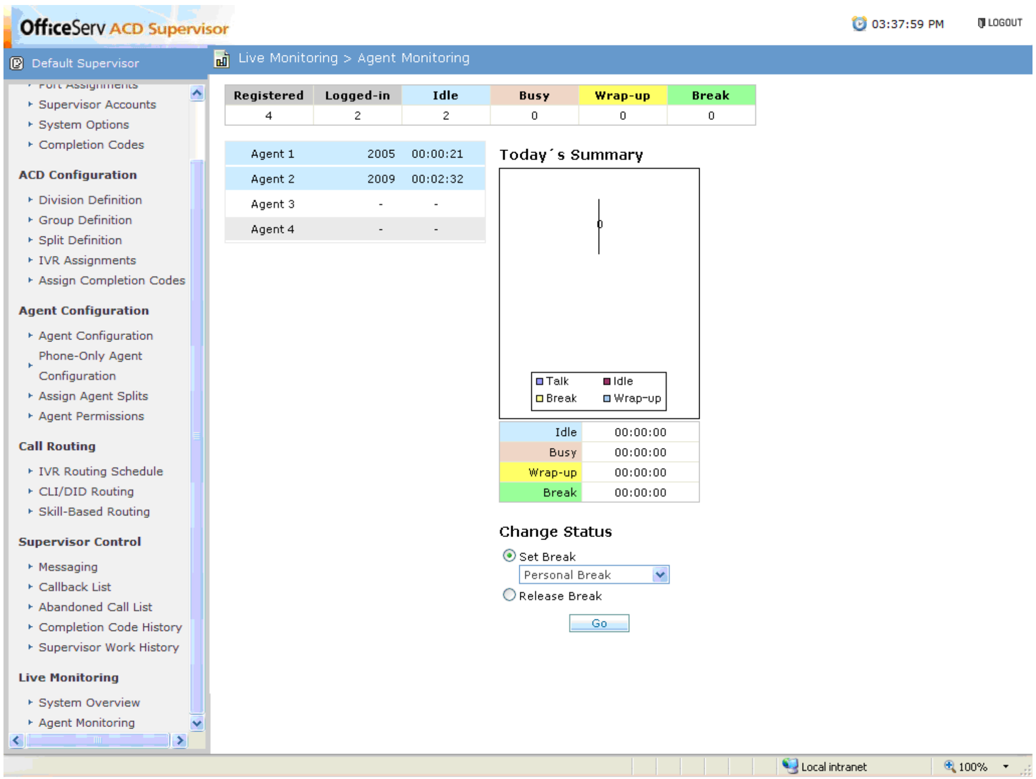
The [Agent Monitoring] option allows the user to view the configured Agents statistics (Idle time, Busy time, Wrap-up time and Break time) and perform following operations

- Forced Login/Logout of the Phone Only Agents.
- Changing the status of the Agent/Phone Only Agent from Idle to Break and releasing the Agent/Phone Only Agent from the Break.

Accessing Agent Monitoring

The below section describes how to access the Agent Monitoring page.

1. Click **Agent Monitoring** on the Supervisor left pane.
2. The **Agent Monitoring** page is displayed.



3. It shows the details about the Agent on current day.

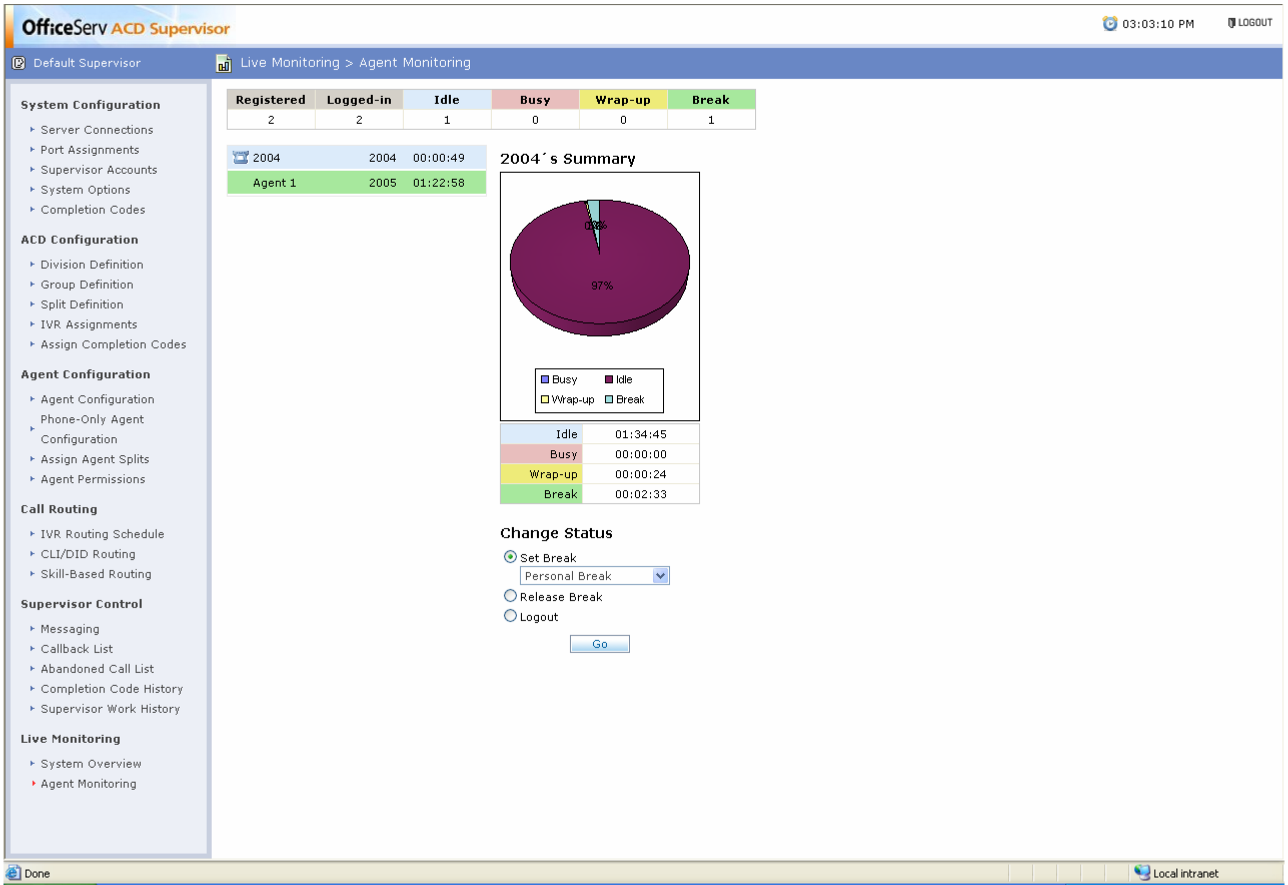
4. Select the Agent and the summary of the Agent is displayed in graphically.

5. The Supervisor can change the status of the selected Agent in **Change Status**.

Monitoring Phone Only Agent

1. Follow the steps in <u>**Accessing Agent Monitoring**</u>.

2. Select Phone Only Agent by clicking icon  or Agent's name.



3. Summary of the Agent is displayed graphically.

4. Supervisor can do the following operations:

- Force Login if the agent is not logged.

OR

- Force Logout the Agent, if the Agent is logged in
- Set the Agent status Idle to any of Break Types configured.

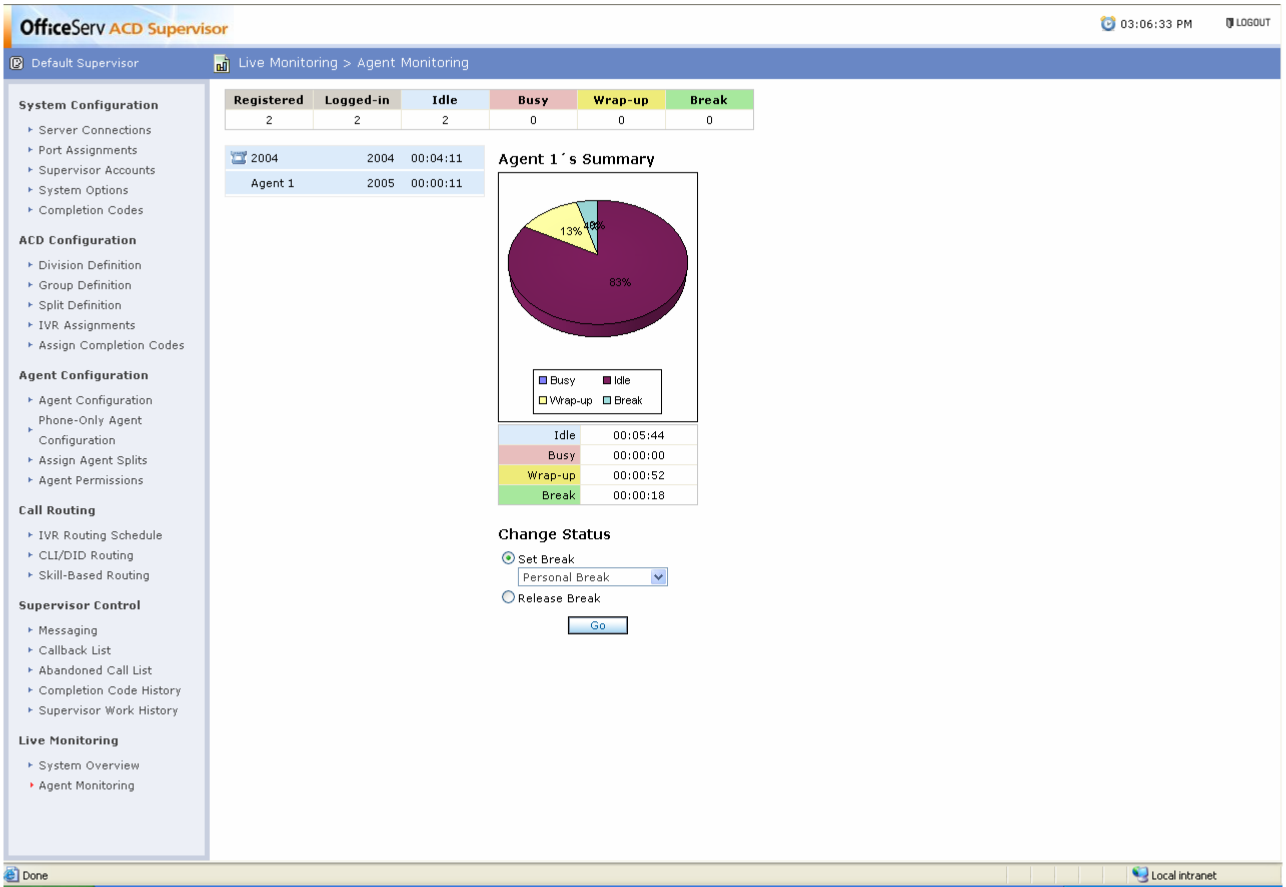
OR

- Releasing the Break status of the Agent.

Monitoring Agent

1. Follow the steps in **Accessing Agent Monitoring**.

2. Select Agent by clicking Agent’s name.



3. Summary of the Agent is displayed graphically.

4. Supervisor can do the following operations:

- Set the Agent status Idle to Break Types configured.

OR

- Releasing the break status of the Agent.

> NOTE
>
> **AGENT STATUS**
>
> When Agent is busy., status cann't be changed.

ABBREVIATION

A

ACD	Automatic Call Distribution
ASP	Active Server Pages

C

CTI	Computer Telephony Integration
COT	Central Office Trunks
CLI	Calling Line Identification

D

DB	Database
DID	Dialed Number Identification
DSN	Data Source Name
DTMF	Dual Tone Multi Frequency

I

IP	Internet Protocol
IVR	Interactive Voice Response
IIS	Internet Information Server

H

HTTP	Hyper Text Transport Protocol

M

MMC	Man Machine Code

O

ODBC	Open Database Connectivity

P

PBX	Private Branch Exchange

R

RAD	Recorded Announcement Device

S

SQL	Structured Query Language

T

TCP	Transmission Control Protocol

U

UMS	Unified Messaging System
URL	Uniform Resource Locator

V

VoIP	Voice over IP

OfficeServ ACD Supervisor

User's Guide