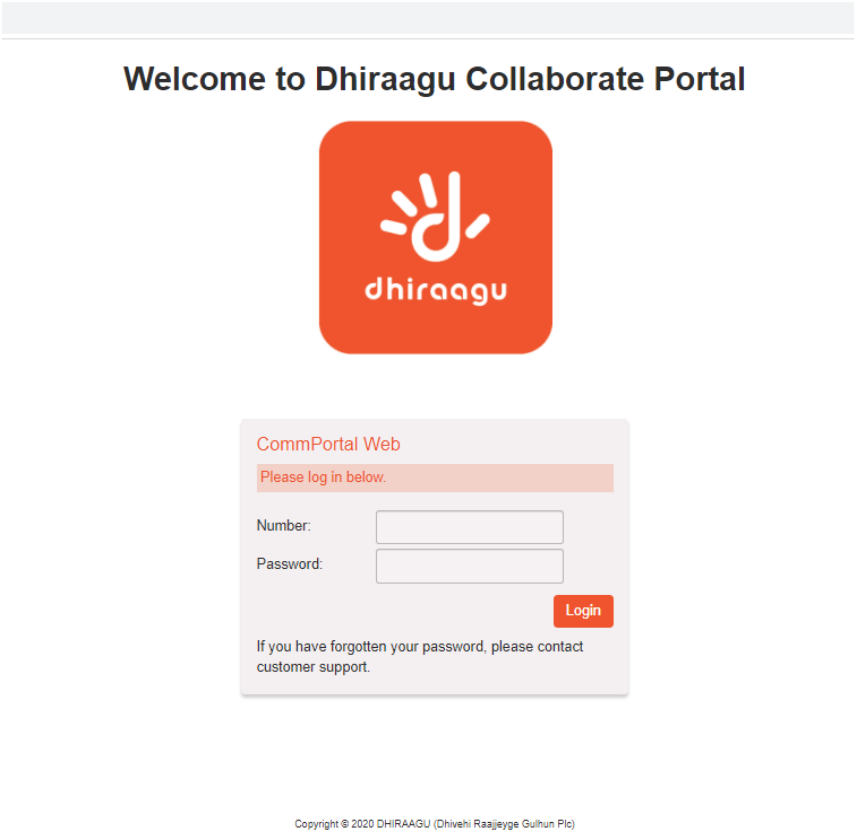
Cloud VOICE

User Guide

www.dhiraagu.com.mv

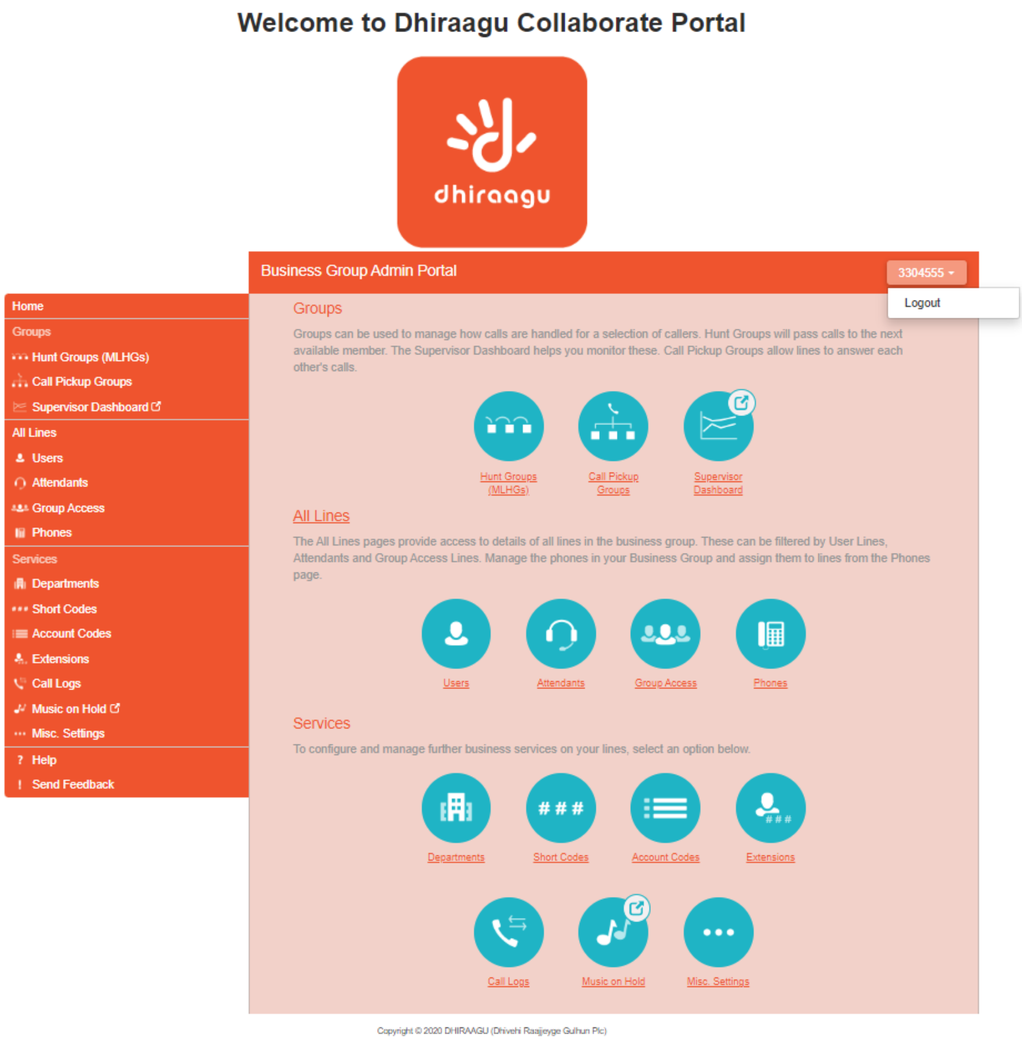
How to Download

- Log into www.cloudvoiceserver.com.mv/bg/#bg/login.html



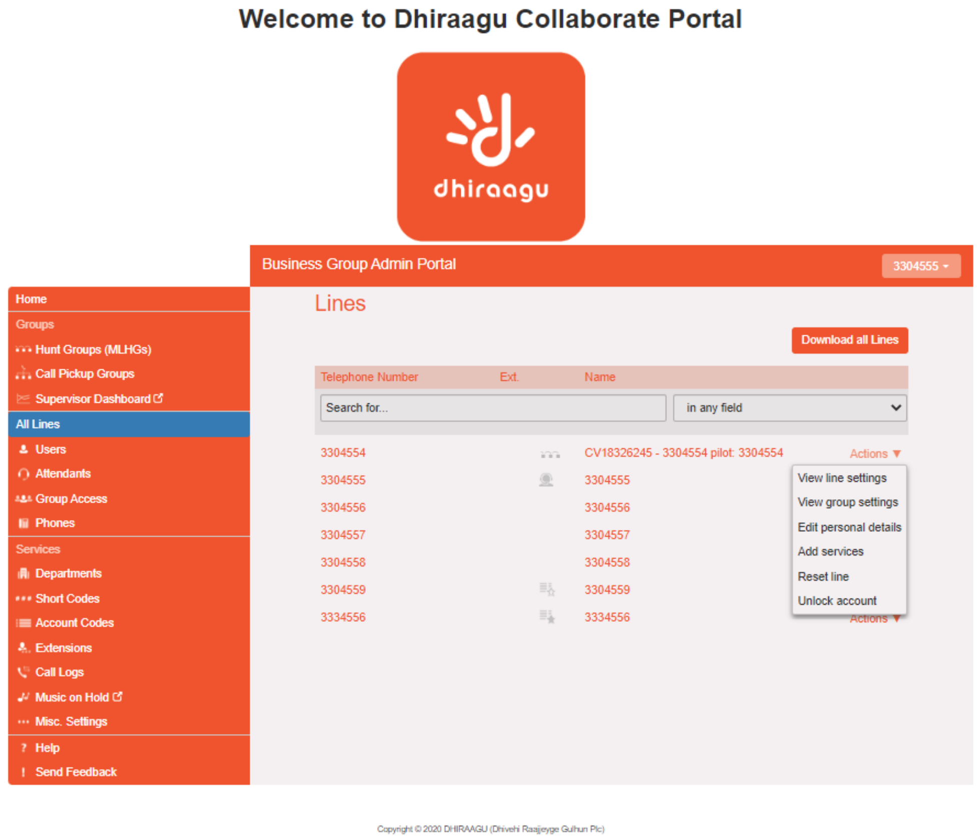
- Enter Phone Number (Extension) and Password received via email.
- Press Login

Cloud Voice Admin Portal Homepage



- Down the left-hand side of this page are a series of links which take you to the different pages within CommPortal.
- The main panel shows the the same information as the left-hand sidebar but as a series of clickable icons.
- The name of the user you are logged in as is shown at the top of the page. Use the drop-down to reveal a Logout link.

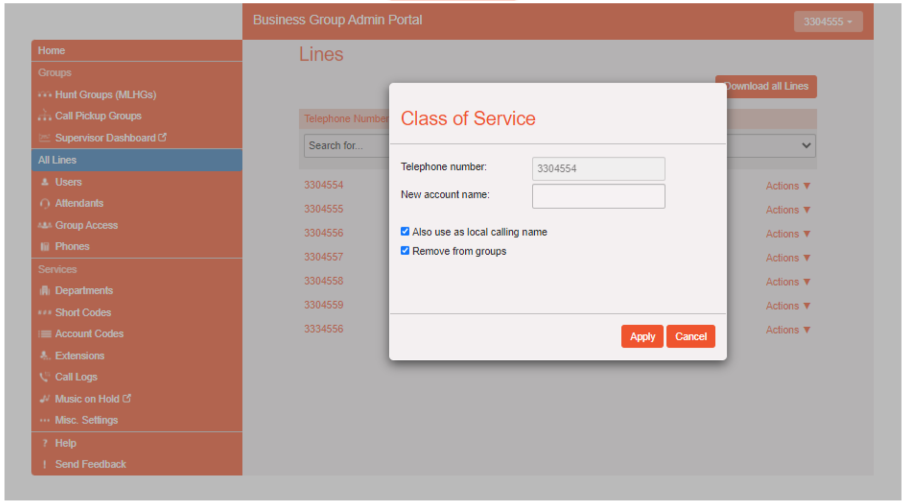
Managing Lines



- To manage the lines in your Department, click on the All Lines option on the left-hand sidebar.
- This menu shows all the lines within the department(s) of which you are an administrator.
- When View All is selected, the screen includes a Department column so that you can see where a particular line is located.
- The Download all Lines button on the top right of the screen enables you to download a .csv file giving the name, DN and department of each line, ordered by the department to which the lines belong if you have more than one department.
- The Actions drop-down on the far right of each line has some or all of the following options, depending on the type of line. Each option opens a pop-up where you can view or carry out configuration.
    - view individual settings or view line settings to view configuration for the selected line
    - view group settings for this line (if the Line is a member of a Group, for example a Hunt Group)
    - edit personal details, for example renaming the line
    - add services to the line
    - reset the line
    - unlock the account

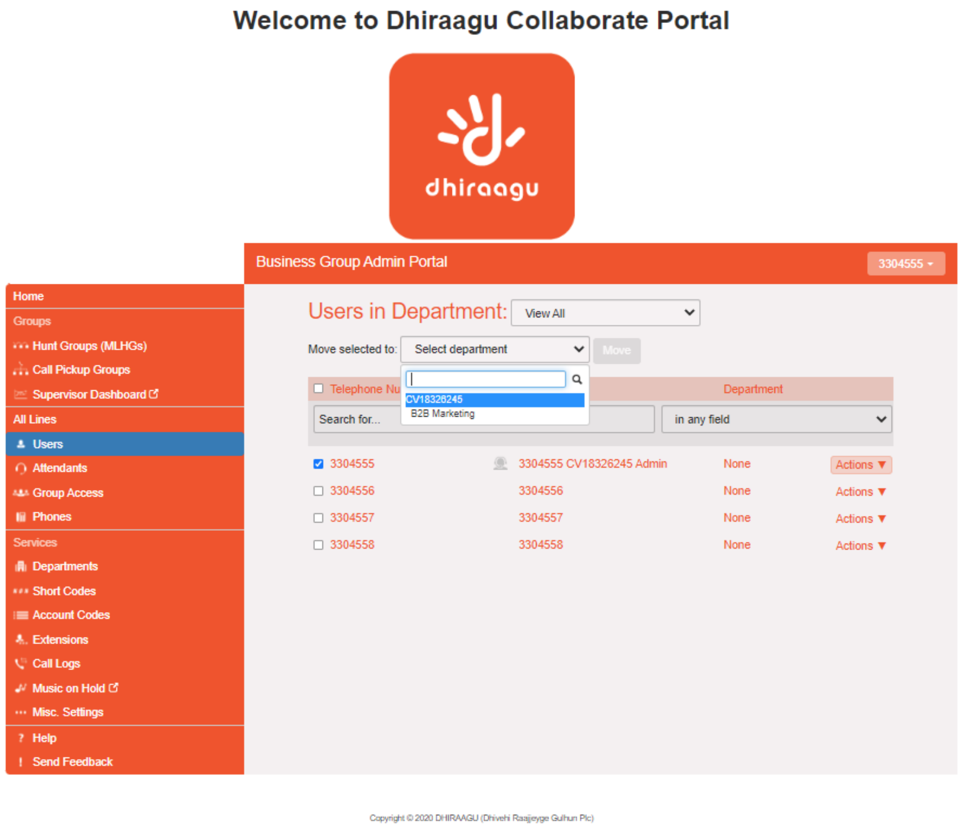
Managing Lines – Reset Business Group Line

Welcome to Dhiraagu Collaborate Portal

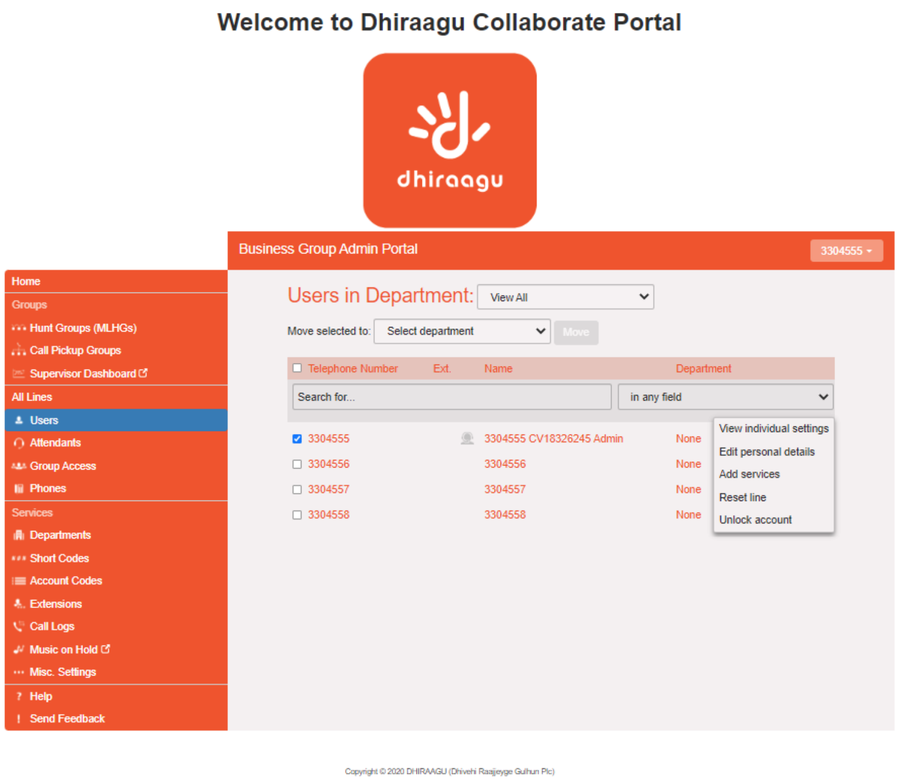


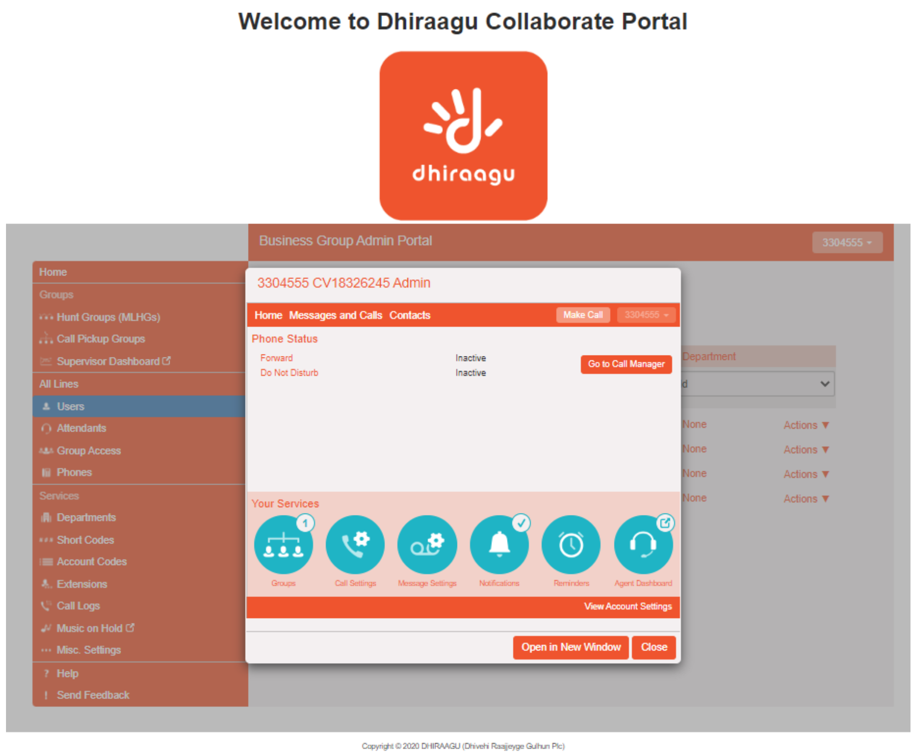
- You can use a reset line option on a Business Group line if you need to allocate this line to a different subscriber. Resetting the line removes all the current data associated with the line, including any call lists.
- To reset the line:
    - Expand the Actions drop-down alongside the line.
    - Select Reset line.
    - This will launch a pop-up where you should
        - enter the name of the new subscriber
        - choose whether to use the account name as the local calling name (this is ticked by default)
        - choose whether to remove the line from all the groups which the previous subscriber belonged to (this is ticked by default).
    - Click Apply. You will then see a confirmation pop-up warning you that resetting the line will lose all the data for the line and cannot be undone.
    - Click Confirm to reset the line, or Cancel to leave the line unchanged.
    - If you click Confirm, you will then see a New User Details pop-up showing the new account name, directory number and all the PINs/passwords, which will have been set to randomly generated numeric or alphanumeric sequences.
    - You can copy and paste this information into an email to send to the new line user.
    - The new MetaSphere EAS account created for this new subscriber will not yet be initialized and the subscriber will be prompted to set a new TUI PIN/CommPortal password and record an initial greeting the first time they log in.

Managing Lines – Moving Lines between Departments



- To move lines between departments, follow these steps:
    1. Select the line using the checkbox to the left of the line
    2. Select the department you wish to move the line to using the drop-down list at the top of the page.
    3. Click on the Move button



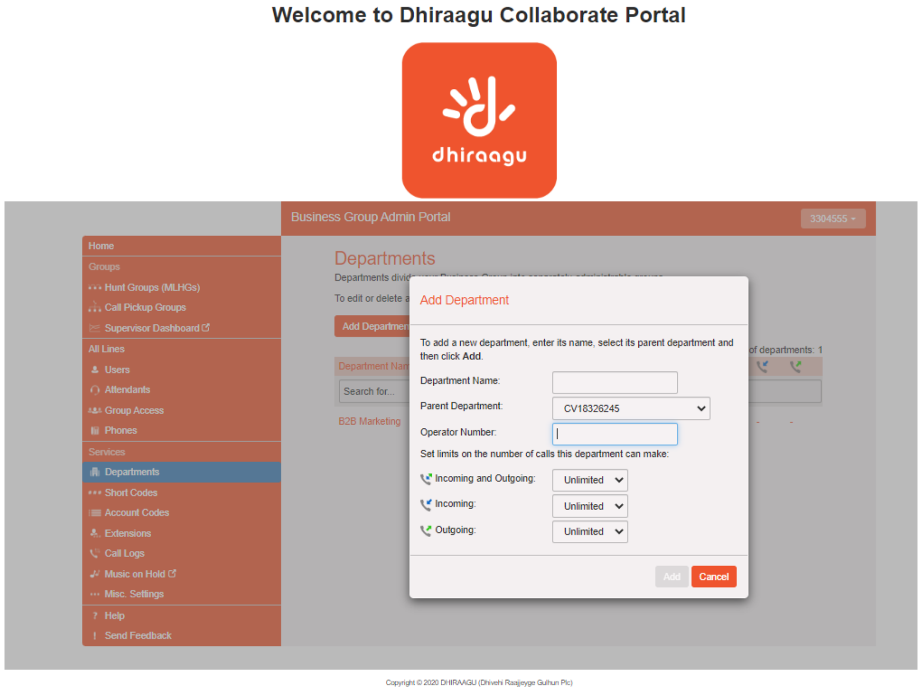


- To log on as a regular user, follow these steps:
    1. Expand the Actions drop-down to the right of the line, and select View individual settings.
    2. This will launch the regular CommPortal interface for that line in a new browser window.

Managing Departments

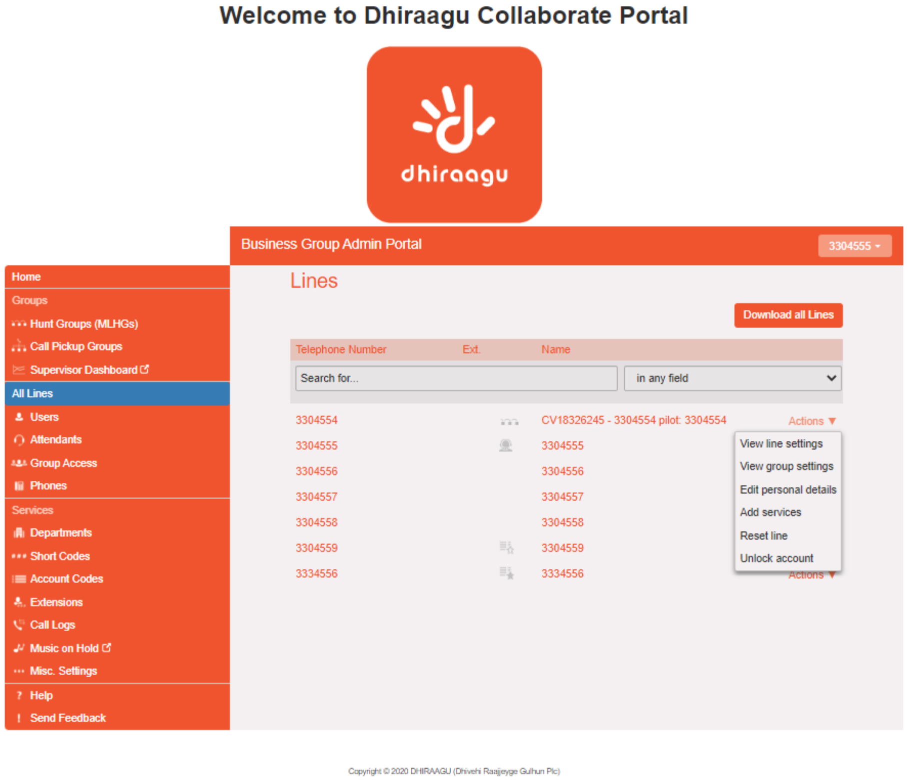
- Click on the Departments link in the menu on the left of any page in the CommPortal BG Admin interface.
- This displays all the departments in your Business Group, along with any configured restrictions on the number of incoming, o utgoing or incoming/outgoing calls.
- If you manage multiple departments or have any sub-departments in your department, you can select the department or sub -department using a drop-down list at the top of the page.
- As you type a term in the search box, you will find possible matches and you can then select the Department you w ant.

Adding Departments



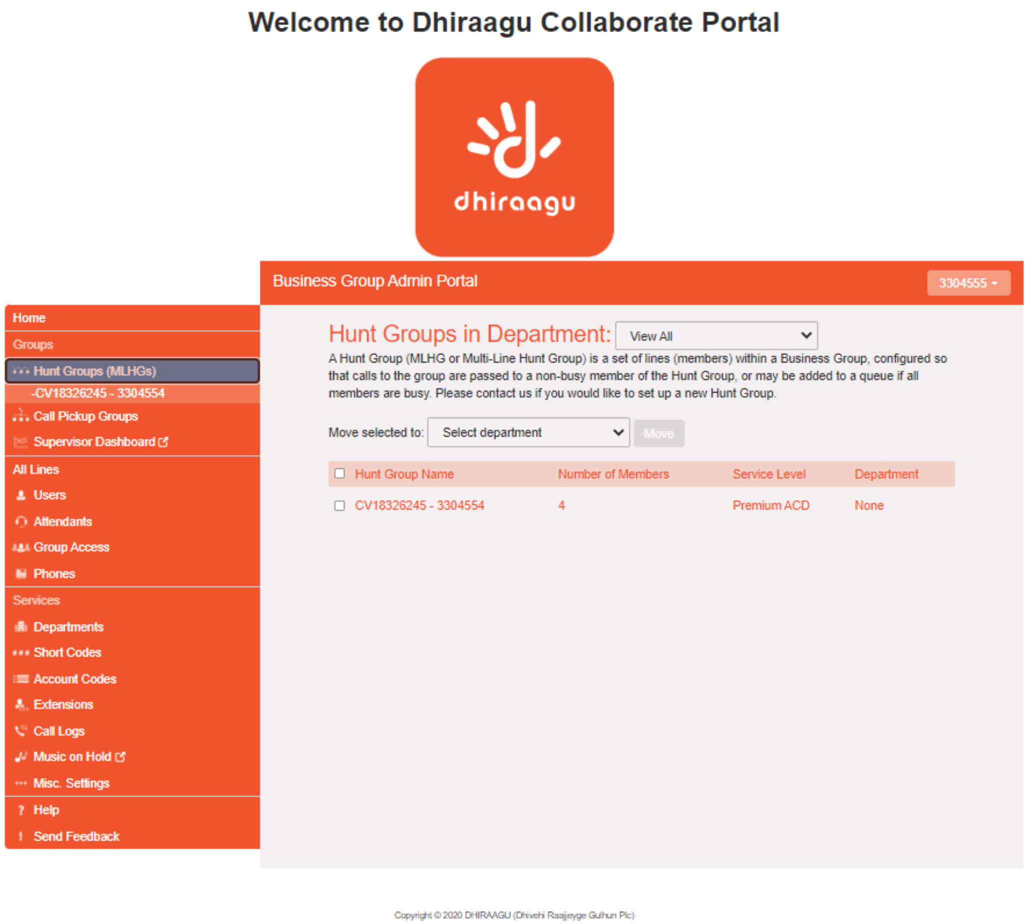
- From the BG Admin Page select the Departments link on the left of the page. Click the Add Department button at the top of th e page and the dialog shown above will appear.
- Enter the following information.
    - Department Name
    - Parent Directory – If this is a top level department, you will use the Business Group Name. If this is a sub department, this will be the upper level department
    - Operator Number – Enter the number of the line that will act as operator for this department
    - If you plan to limit the number of calls allowed for this department, enter the following information
        1. Incoming & Outgoing – Enter the total number of combined concurrent calls that this department will be permitted to have active at any given time.
        2. Incoming – Enter the total number of concurrent incoming calls that this department will be permitted to have active at any given time.
        3. Outgoing – Enter the number of concurrent outgoing calls that this department will be permitted to have active at any given time.
- NOTE: To allow any mix of incoming & outgoing enter the same value in all three fields, or set both the Incoming and the Outgoing fields to Unlimited.

Managing Hunt Groups – Multi Line Hunt Groups (MLHGs)



- To manage the lines in your Department, click on the All Lines option on the left-hand sidebar.
- This menu shows all the lines within the department(s) of which you are an administrator.
- When View All is selected, the screen includes a Department column so that you can see where a particular line is located.
- The Download all Lines button on the top right of the screen enables you to download a .csv file giving the name, DN and department of each line, ordered by the department to which the lines belong if you have more than one department.
- The Actions drop-down on the far right of each line has some or all of the following options, depending on the type of line. Each option opens a pop-up where you can view or carry out configuration.
  - view individual settings or view line settings to view configuration for the selected line
  - view group settings for this line (if the Line is a member of a Group, for example a Hunt Group)
  - edit personal details, for example renaming the line
  - add services to the line
  - reset the line
  - unlock the account

Managing Hunt Groups –View and Move MLHGs to another department



- The Hunt Groups page displays all of the Hunt Groups in the Business Group or department(s) that you have permission to administer.
- To view Hunt Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.
- To move an MLHG between departments, follow these steps:
  1. Select the MLHG using the checkbox to the left of the MLHG.
  2. Select the department you wish to move the MLHG to using the drop-down list at the bottom of the page.
  3. Click on the Move button.

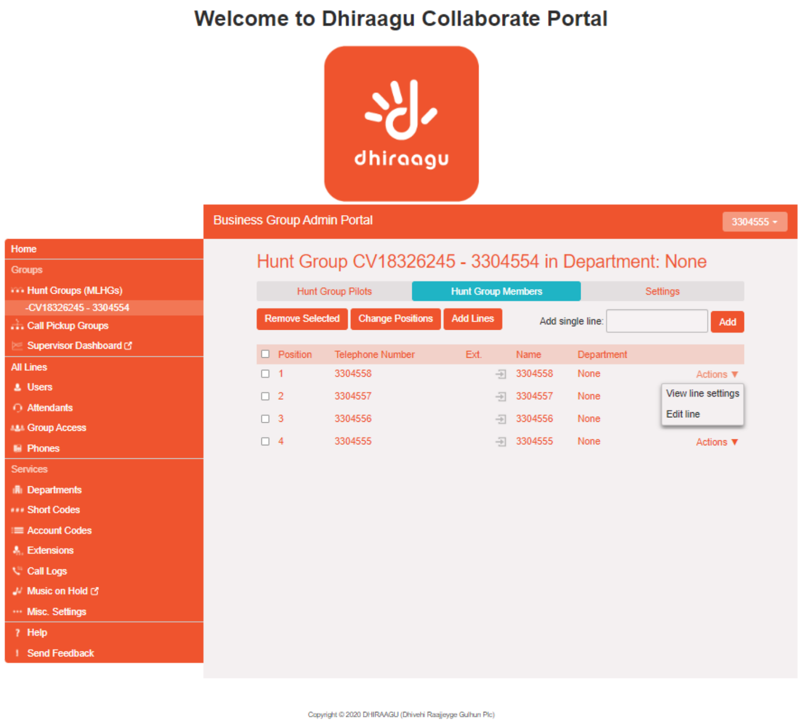
Managing Hunt Groups –View and Modify Hunt Groups

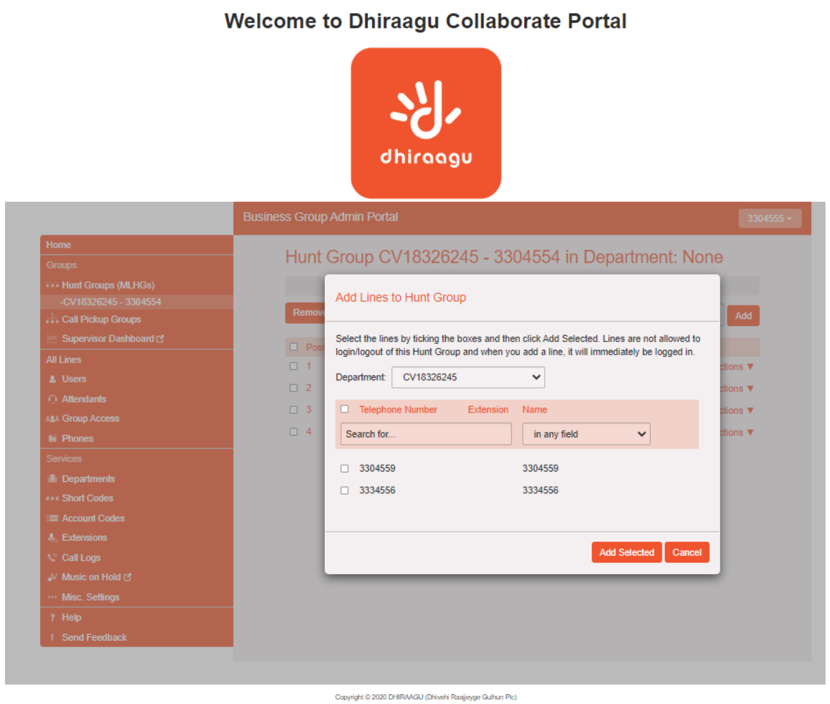
Hunt Group Pilots

- The Hunt Groups Pilots tab displays any pilot numbers for this Hunt Group. A pilot number is one which when called, enters this Hunt Group.
- Click anywhere on a Pilot Line entry to access the CommPortal interface for this line. This allows you to carry out any configuration on the Pilot line, for example you can enable or disable the Unavailable Call Forwarding service for this line and configure the forwarding number that would be used if all your lines were unavailable, for example because there was a power outage at your site.

Hunt Group Members

- This tab displays all the lines which are members of this Hunt Group. There is an icon for each line which tells you whether each member is currently logged into this Hunt Group.





Adding Lines

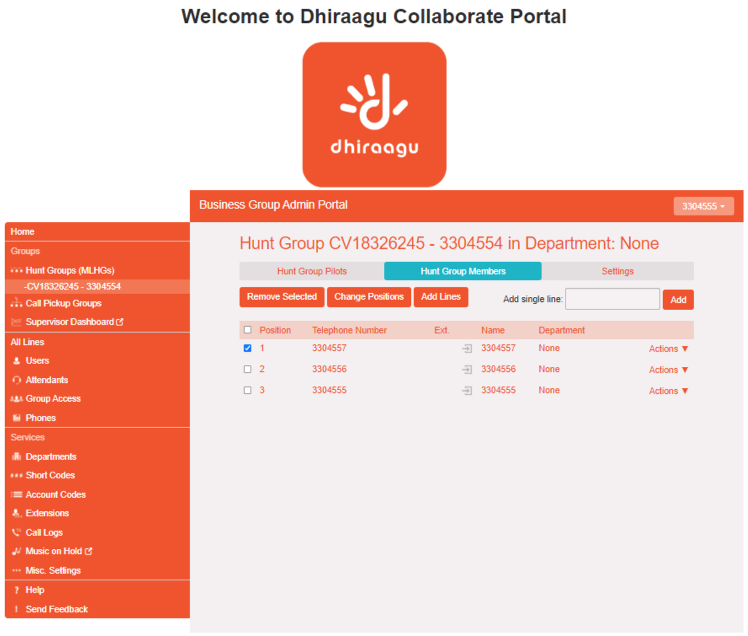
- To add lines to the Hunt Group, perform one of the following two steps:

  1. If you know the number, enter it in the text box on the top right and click Add.
  2. If you don't know the number, click on Add Lines. To select one or more lines to add, use the checkboxes to the left of the lines and click Add Selected.

Managing Hunt Groups – View and Modify Hunt Groups

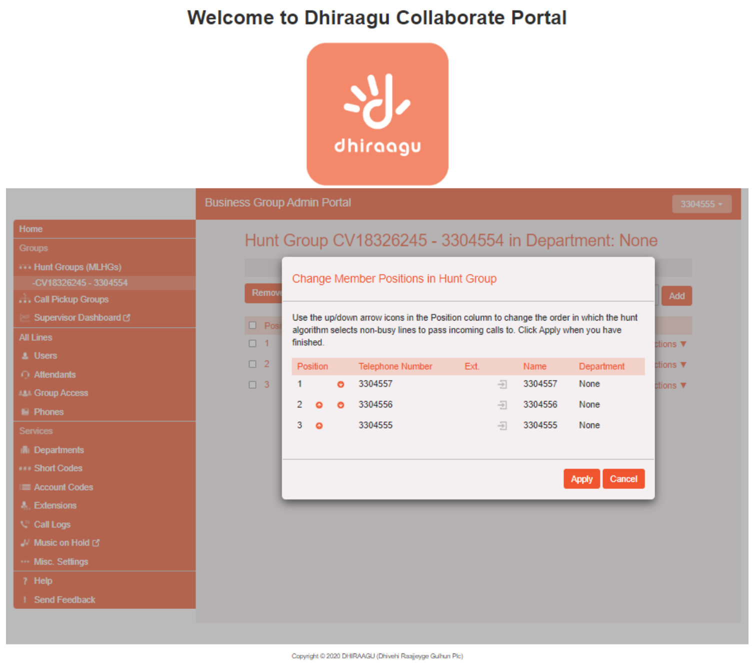
Removing Lines

- To remove a line from the Hunt Group, follow these steps:
    1. Select the line to remove by using the checkbox to the left of it.
    2. Click on the Remove Selected button.



Changing Positions

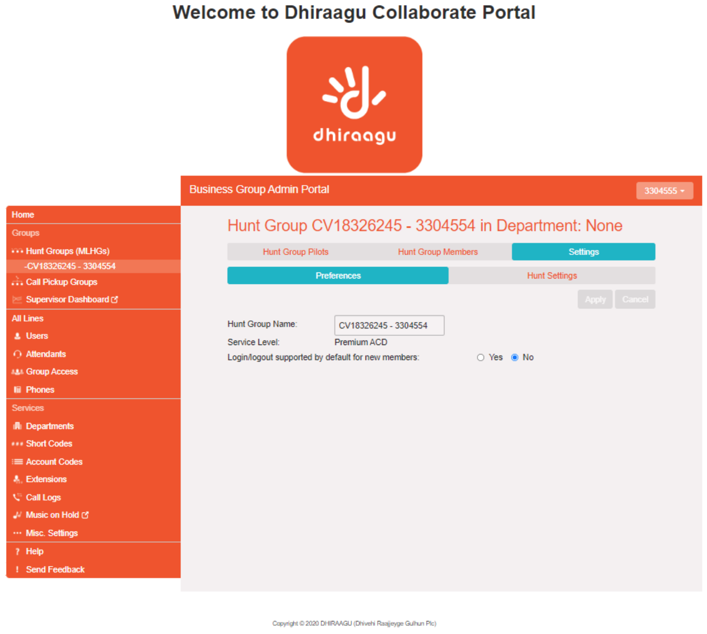
- To change the positions of lines within the Hunt Group, follow these steps:
    1. Click on the Change Positions button.
    2. Move lines up and down using the icons.
    3. Click on Apply.



Managing Hunt Groups –View and Modify Hunt Groups

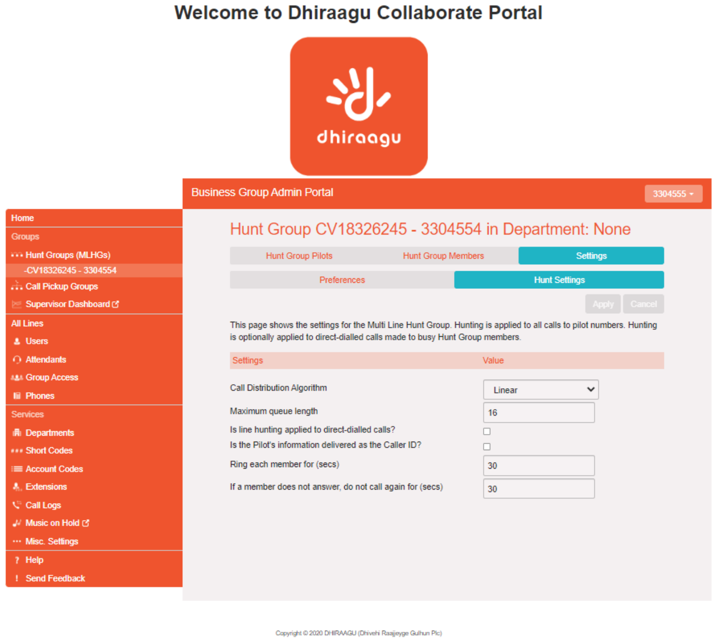
Settings - Preferences

- The Preferences page allows you to rename the MLHG. To rename the MLHG, follow these steps:
    1. Type the new name in the text box.
    2. Click on Apply.



Settings – Hunt Settings

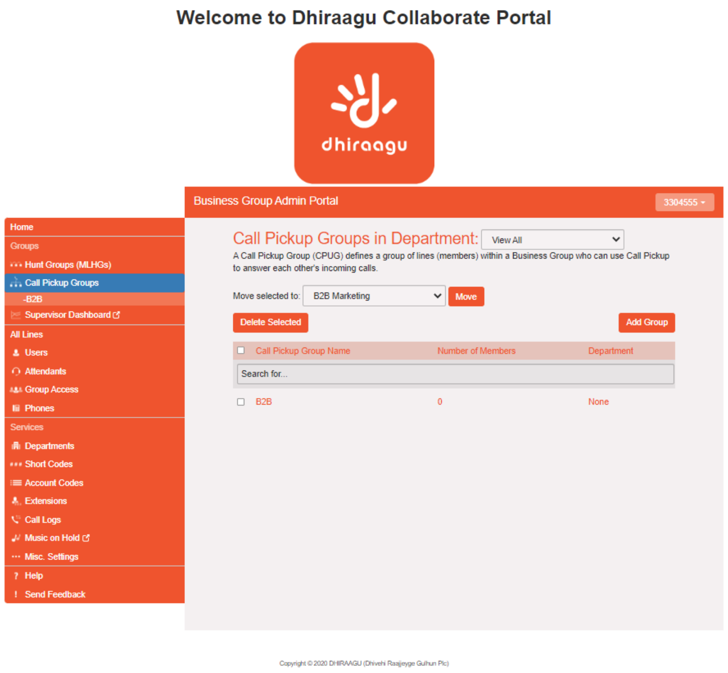
- The Hunt Settings page allows you to see the call distribution algorithm that is currently in use for this MLHG and other detailed MLHG settings.
- You can also use a setting on this page to determine whether the Pilot Line's information (DN and name) is delivered as the Caller ID.



Managing Call Pickup Groups

Viewing Call Pickup Groups

- The Call Pickup Groups page displays all of the Call Pickup Groups in your department.
- To view Call Pickup Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

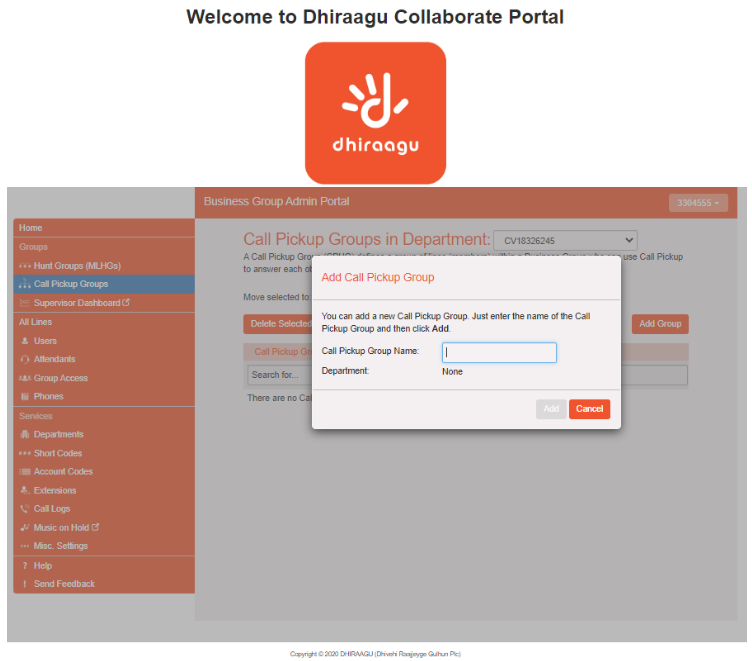


Moving Call Pickup Groups to another department

- To move Call Pickup Groups between departments, follow these steps:
  1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
  2. Select the department you wish to move the Call Pickup group to using the drop-down list at the top of the page.
  3. Click on the Move button.

Adding Call Pickup Groups

- To create a new Call Pickup Group, follow these steps:
  1. Select the Department to which you want to add the Call Pickup Group.
  2. Click on Add Group.
  3. Enter the name of the new Call Pickup Group in the text box.
  4. Click on Add.



Managing Call Pickup Groups

Deleting Call Pickup Groups

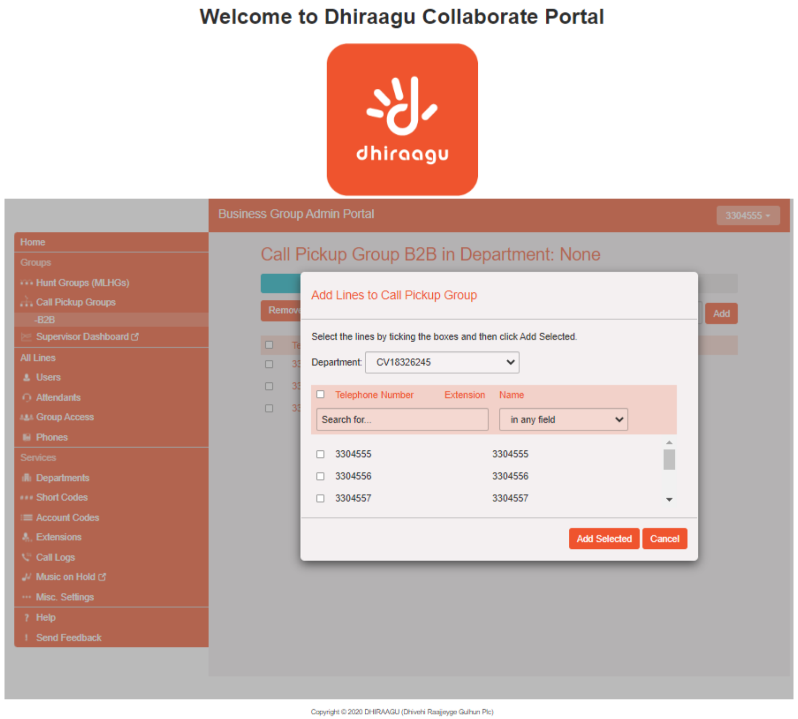
- To delete a Call Pickup Group, follow these steps:
  1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
  2. Click on the Remove Selected button.

Viewing & Modifying Call Pickup Groups

- To view the details of a Call Pickup Group and to modify its settings, follow these steps:
  1. Select that Call Pickup Group by clicking on its entry.
  2. This takes you to the page for that Call Pickup Group.

Managing Call Pick Up Group Members – Adding Lines

- To add lines to the Call Pickup Group perform one of the following two operations:
  1. If you know the number, enter it in the text box on the top right and click Add.
  2. If you don't know the number, click on Add Lines. To select one or more lines to add, use the checkboxes to the left of the lines and click Add Selected.



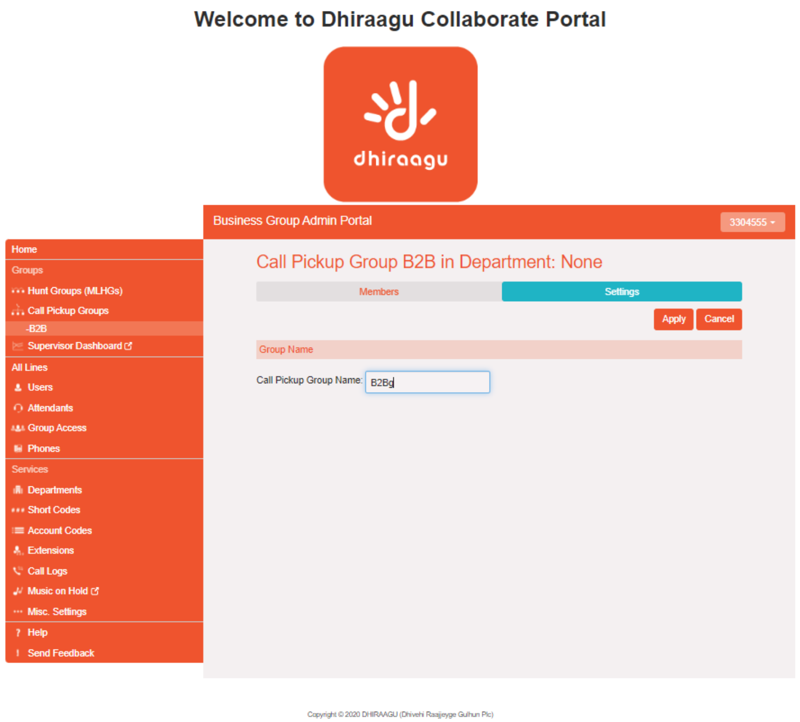
Managing Call Pickup Groups

Managing Call Pick Up Group Members – Removing Lines

- To remove a line from the Call Pickup Group, follow these steps:
  1. Select the line to remove by using the checkbox to the left of it.
  2. Click on the Remove Selected button.

Settings

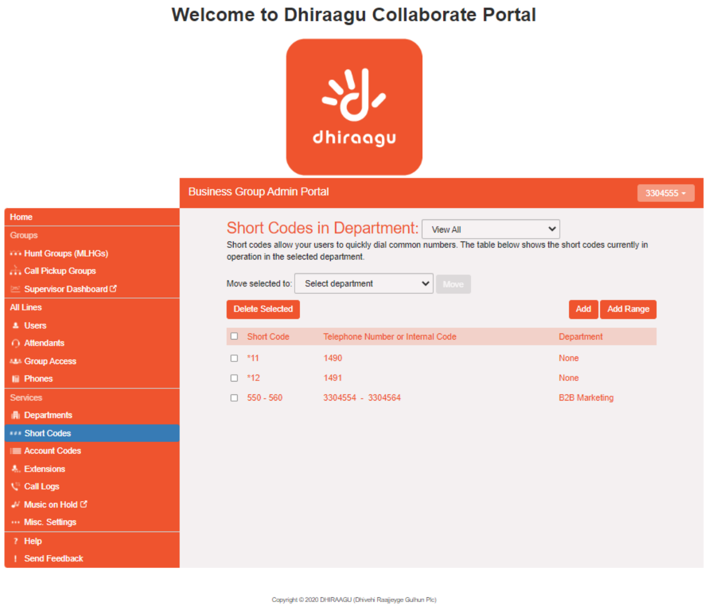
- The Settings tab lets you view and change the name of the Call Pickup Group. To change the name, follow these steps:
  1. Enter the new name in the text box.
  2. Click Apply.



Managing Short Codes

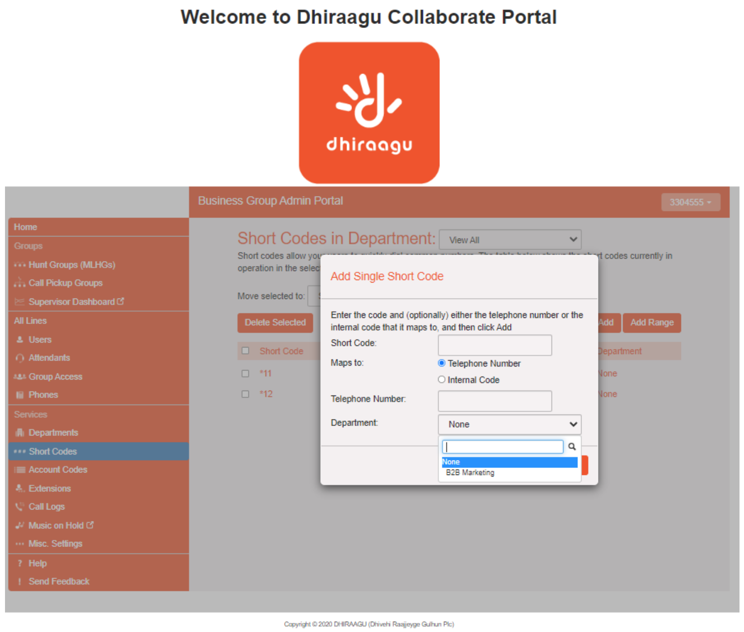
Viewing Short Codes

- The Short Codes page displays all of the Short Codes in your department.
- To view Short Codes in sub-departments, select the sub-department from the drop-down list at the top of the page.
- To view all of the Short Codes for all departments, select View All from the department drop-down list.



Move Short Codes to another department

- To move Short Codes between departments, follow these steps:
    1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
    2. Select the department you wish to move the Short Code or Short Code range to using the drop-down list at the top of the page.
    3. Click on the Move button.



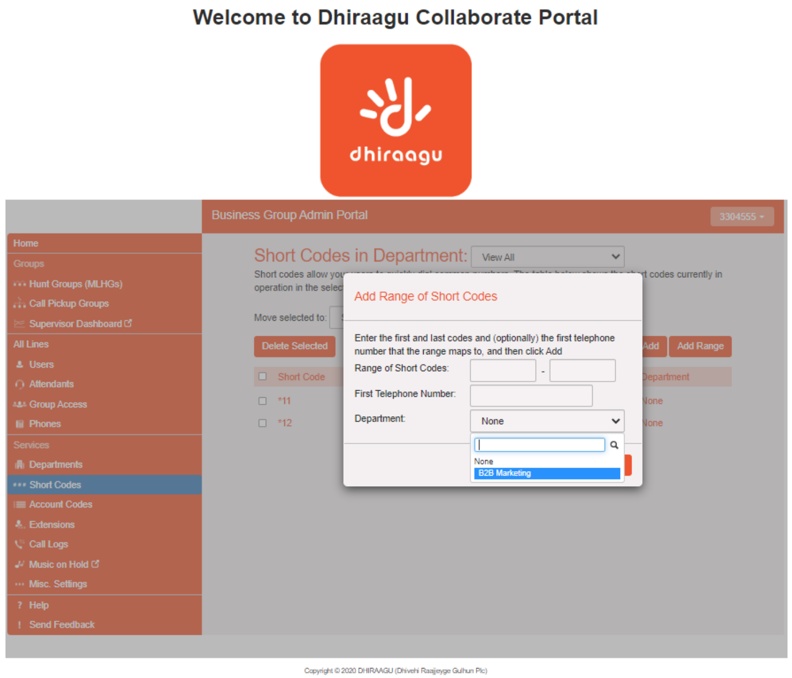
Adding Short Codes

- To create a new Short Code, follow these steps:
    1. Click on Add.
    2. Enter the number of the Short Code to add.
    3. Enter the telephone number or internal code the Short Code should dial.
    4. Click on Add.

Managing Short Codes

Adding Short Code Ranges

- To create a new Short Code range, follow these steps:
    1. Click on Add Range.
    2. Enter the first and last numbers of the Short Code range to add.
    3. Optionally, enter the telephone number or internal code the first Short Code in the range should dial.
    4. Click on Add.



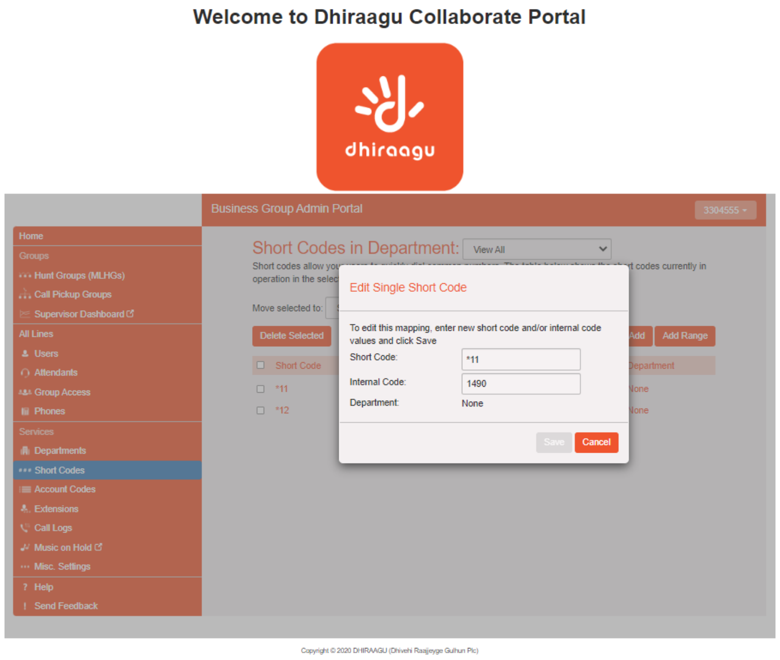
Delete Short Codes & Short Code Ranges

- To delete Short Codes and Short Code ranges, follow these steps:
    1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
    2. Click on the Remove Selected button.

Managing Short Codes

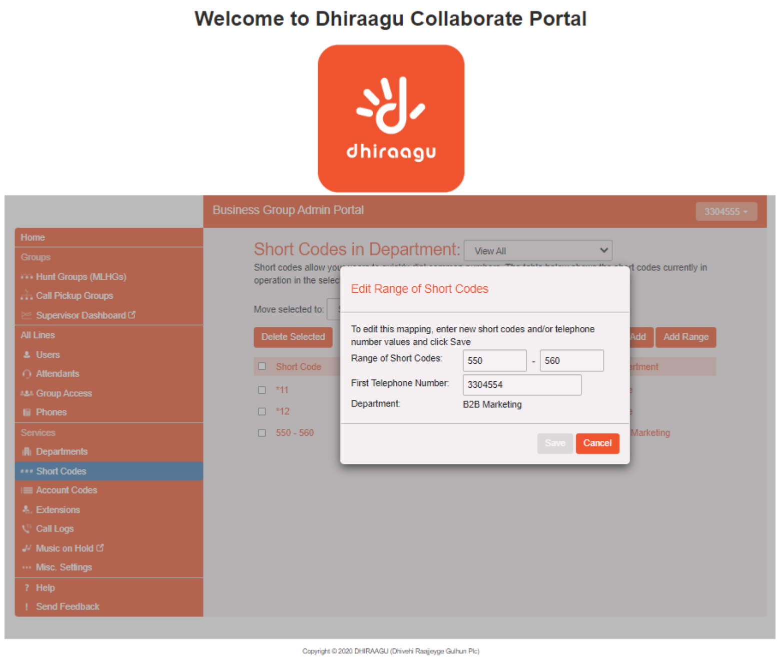
Modifying Short Code Ranges

- To modify an existing Short Code, follow these steps:
    1. Click on either the Short Code number or the number the Short Code dials.
    2. Modify the details.
    3. Click on Save.



Modifying Short Code Ranges

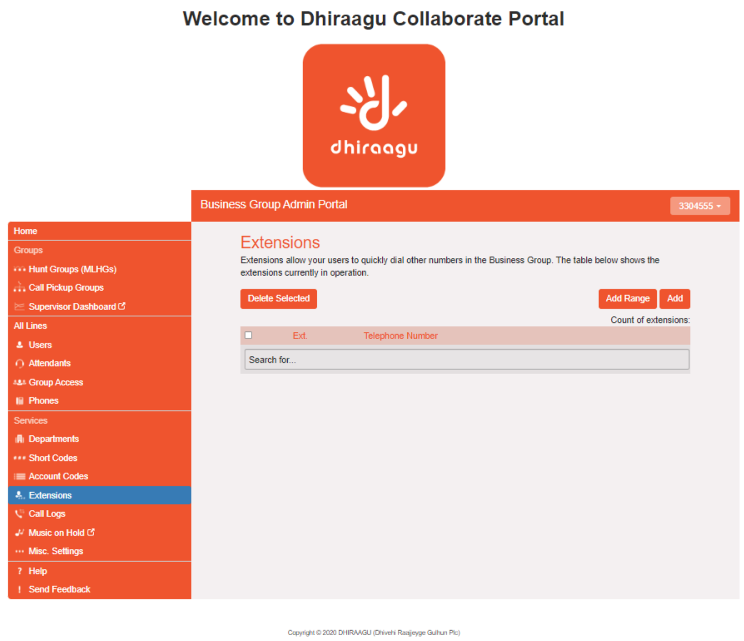
- To modify an existing Short Code range, follow these steps:
    1. Click on either the Short Code range numbers or the numbers the Short Code range dials.
    2. Modify the details.
    3. Click on Save.



Managing Extensions

Viewing Extensions

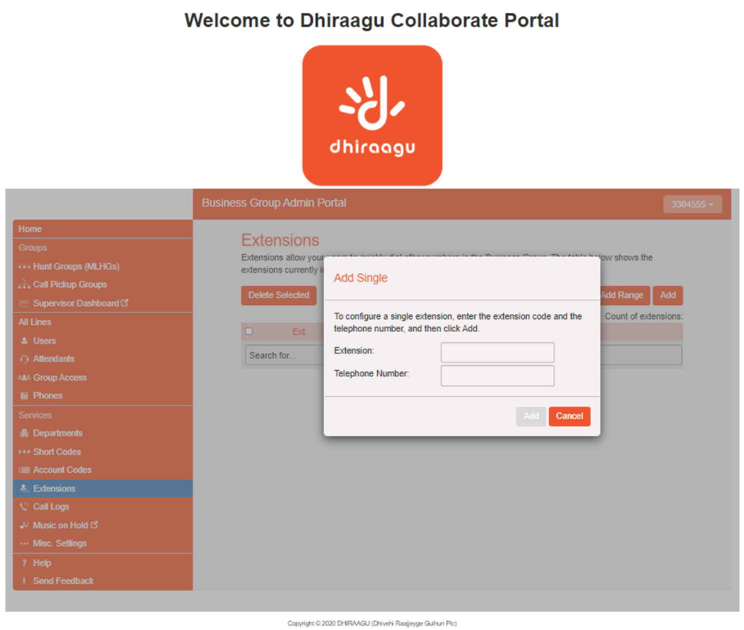
- The Extensions page displays all the Extensions in your business.



Adding Extensions

- To create a single new Extension, follow these steps:

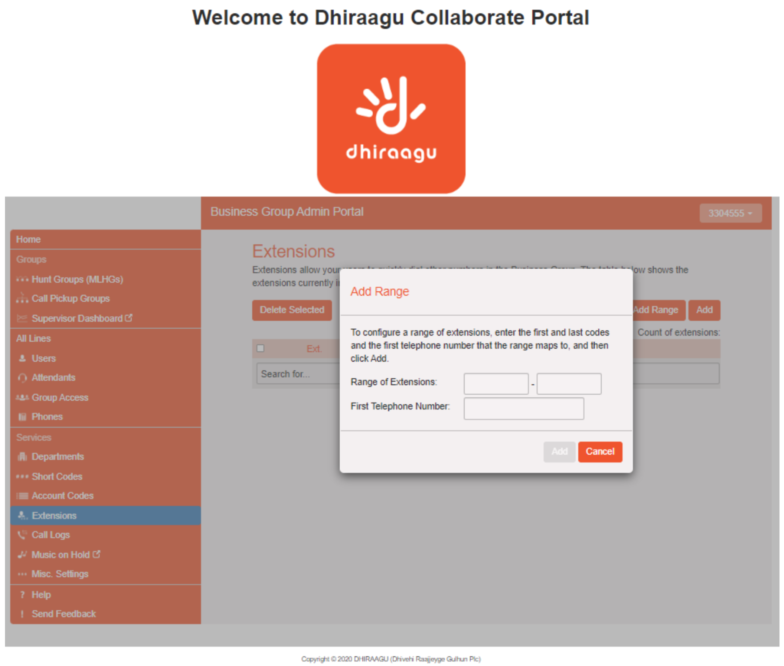
  1. Click on Add.
  2. Enter the number of the Extension to add.
  3. Enter the telephone number of the line in your business that this Extension should map to.
  4. Click on Add.



Managing Extensions

Adding Extension Ranges

- To create a single new Extension range, follow these steps:
  1. Click on Add Range.
  2. Enter the first and last Extension numbers to add.
  3. Enter the telephone number of first line in your business that this Extension range should map to.
  4. Click on Add.



Deleting Extensions & Extension ranges

- To delete Extensions and Extension ranges, follow these steps:
  1. Select the Extension or Extension range using the checkbox to the left of the Extension or Extension range.
  2. Click on the Remove Selected button.

Modifying Extensions

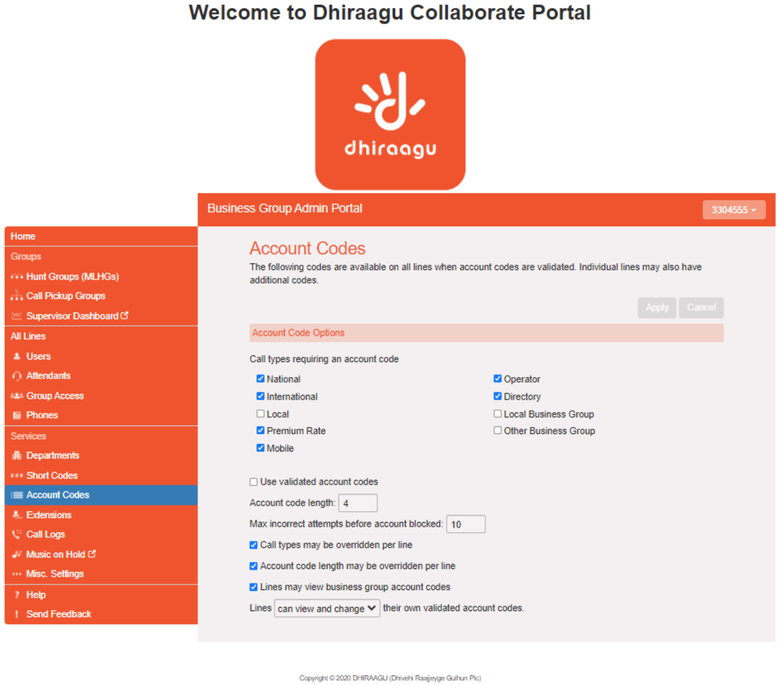
- To modify an existing Extension, follow these steps:
  1. Click on either the Extension number or the phone number of the Extension.
  2. Modify the details.
  3. Click on Save.

Modifying Extension Ranges

- To modify an existing Extension range, follow these steps:
  1. Click on either the Extension range numbers, or the phone numbers the Extension range dials.
  2. Modify the details.
  3. Click on Save.

Managing Account Codes

Modify Settings – Modify Call Types Requiring Account Codes



- Use the checkboxes on the Account Codes page to specify which types of calls will require account codes:
  - National – Whether account codes are required for long distance calls.
  - International – Whether account codes are required for calling international numbers.
  - Local – Whether account codes are required for local calls.
  - Premium Rate –Whether account codes are required for premium rate (1-900 number) calls.
  - Regional – Whether account codes are required for regional calls.
  - Mobile (only available in areas which are not part of the North American Numbering Plan (NANP)) – Whether account codes are required for mobile calls.
  - Operator – Whether account codes are required for operator calls.
  - Directory – Whether account codes are required for directory (411) calls.
  - Carrier Dialed – Whether account codes are required to make calls when dialing a carrier code (such as 1010000).
  - Local Business Group – Whether account codes are required for local calls to other numbers within your business. Normally calls within your business will be local calls, but if you have multiple sites calls between numbers may be regional or national calls. In this case you need to use the Other Business Group setting.
  - Other Business Group – Whether account codes are required for non-local calls to other numbers within your business.
- Note: You cannot require an account code for emergency calls, toll-free calls, or calls to service access codes.
- Once you have selected the call types, click Apply to save your changes.

Managing Account Codes

Modifying Settings – Choosing Validates or Non-validated Account Codes

- To use Validated Account Codes, follow these steps:
    1. Check Yes after User validated account codes.
    2. Click Apply.
- To use Non-validated Account Codes, follow these steps:
    1. Check No after User validated account codes.
    2. Click Apply.

Modifying Settings – Setting Account Code Length

- To specify the length that should be used by your account codes, follow these steps:
    1. Enter the length in the text box after Account code length:
    2. Click Apply.

Modifying Settings – Blocking Access after Incorrect Account Codes

- If you are using Validated Account Codes, a user's phone line will be blocked after an incorrect account code is entered too many times in succession. To change the number of incorrect entries the user is allowed, follow these steps:
    1. Enter the value in the text box after Max incorrect attempts before account is blocked:
    2. Click Apply.

Modifying Settings – Setting Individual Line Properties

- To specify whether various settings can also be specified for each line in your business, perform one of the following operations.
    - To allow which types of calls require account codes to be changed for each line, check Call types may be overridden per line.
    - To allow the length of account codes to be changed for each line, check Account code length may be overridden per line.
    - To allow lines to view the account codes that you have defined for the whole business, check Lines may view business group account codes.
    - Set whether each line should be able to view, or both view and change, or not view their own account codes by selecting the relevant setting from the dropdown list at the bottom of the Account Code Options section.
    - If you want to have per line account codes, but don't want the user to be able to configure these, configure these by logging on to CommPortal as that user.

Softphone

dhiraagu evvun

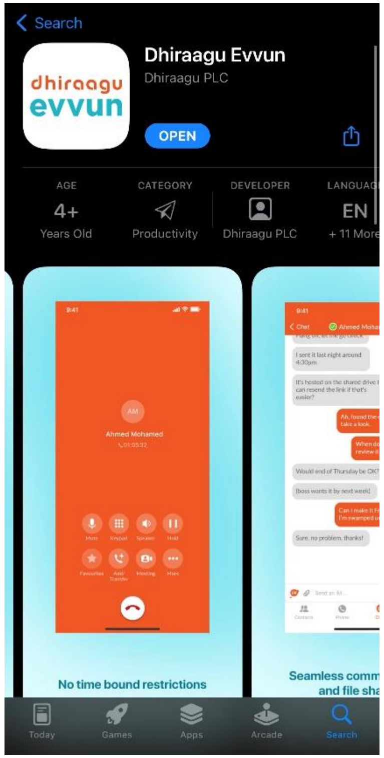
How to Download

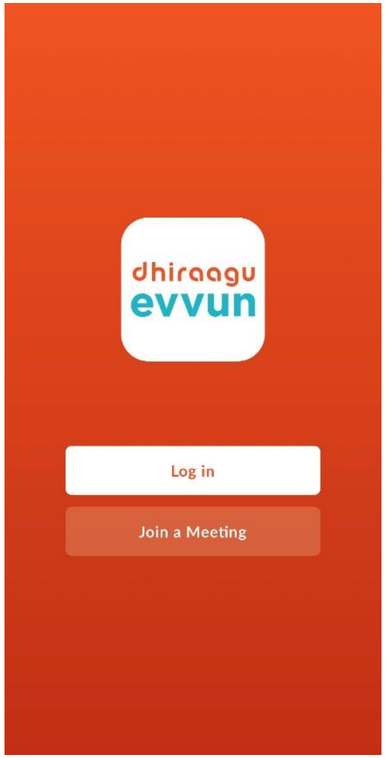
Mobile: Go to the Google Play Store or the Apple App Store, as appropriate for your phone, and download Dhiraagu Evvun.

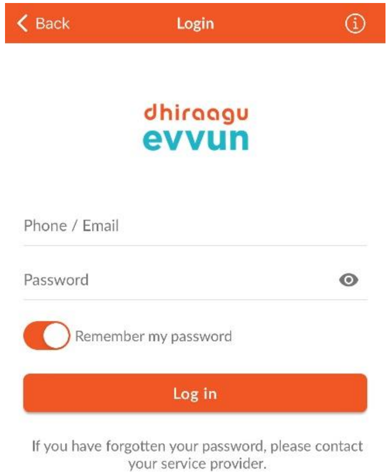
- **Android**: https://play.google.com/store/apps/details?id=com.metaswitch.cp.Dhiraagu_Pvt_Ltd_16577
- **iOS:** https://apps.apple.com/tr/app/dhiraagu-evvun/id1528289084

How to Login

- Once downloaded, you can login using the credentials received via email. Login credentials will be same for the web portal and softphone.





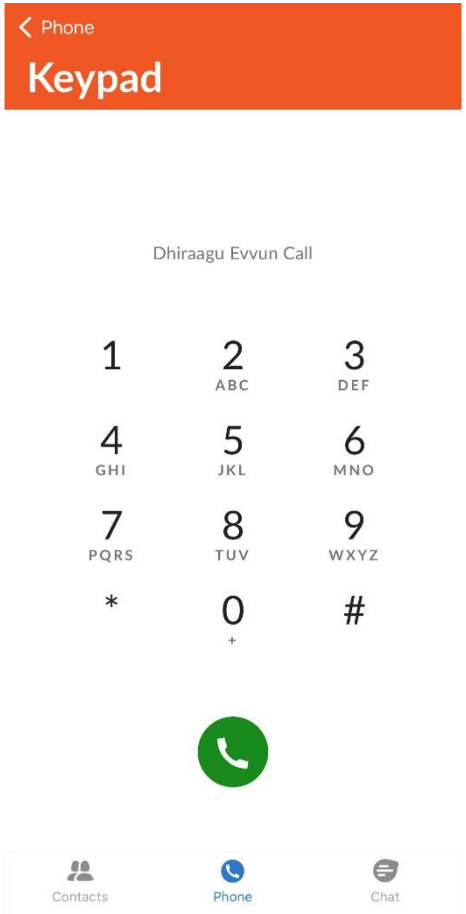


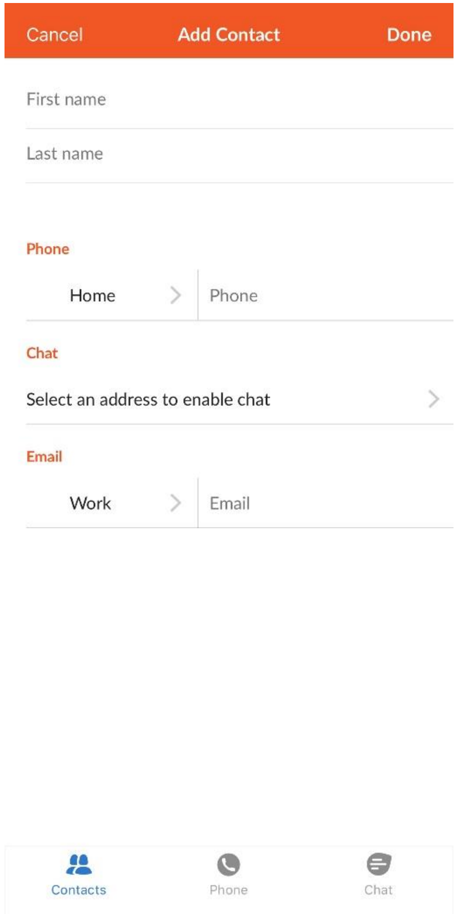
Softphone

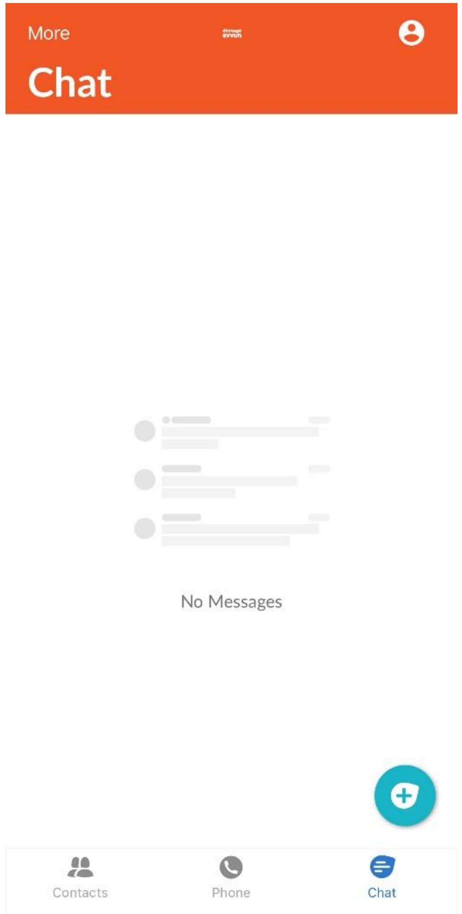
dhiraagu evvun

How to Use

- Once logged in, you have the options to make calls, add and view contacts, and chat.





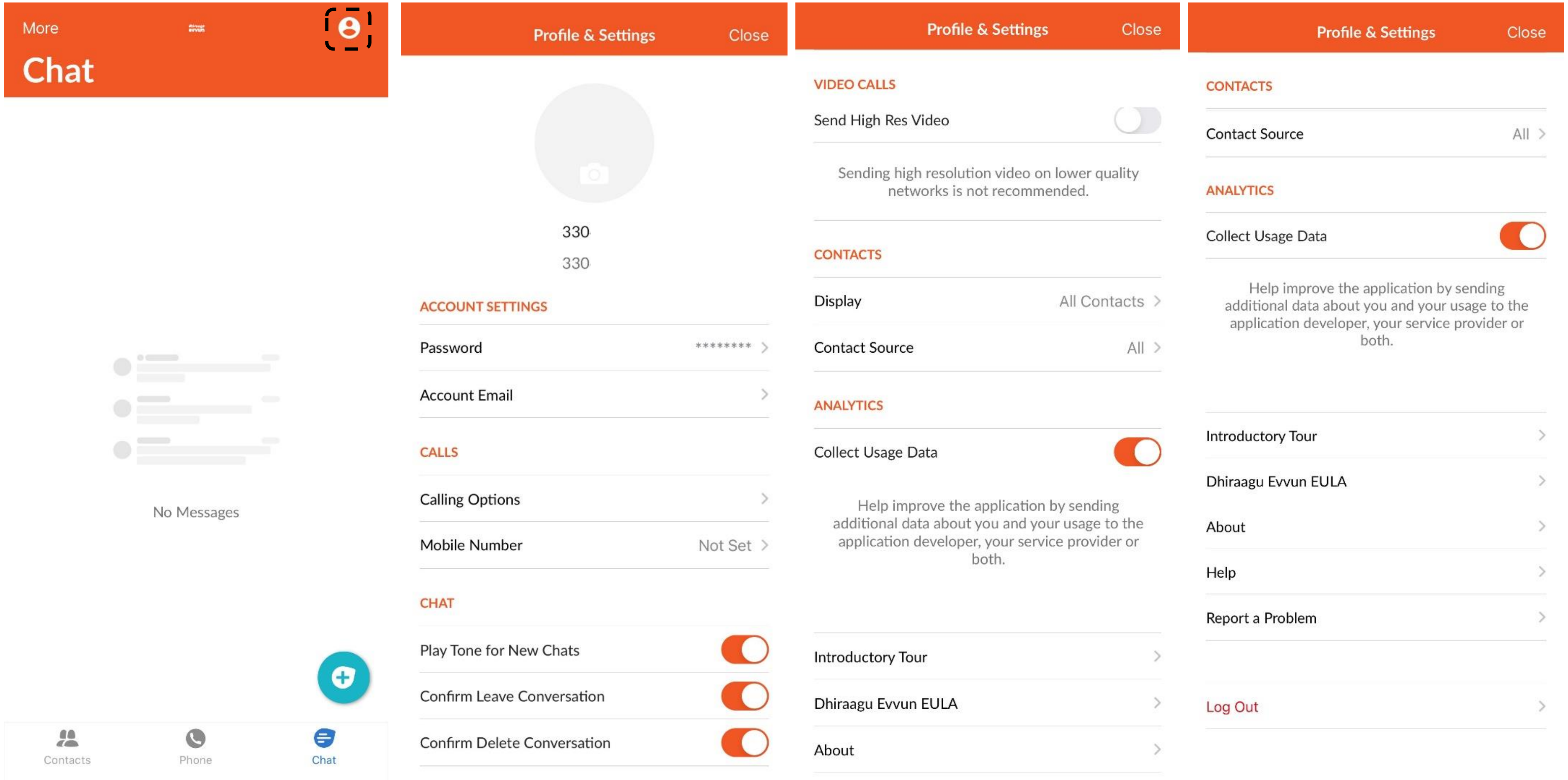


Softphone

dhiraagu evvun

Profile & Settings

- There are multiple settings which you can configure for your softphone in the settings menu when you press the icon on the top right-hand corner.

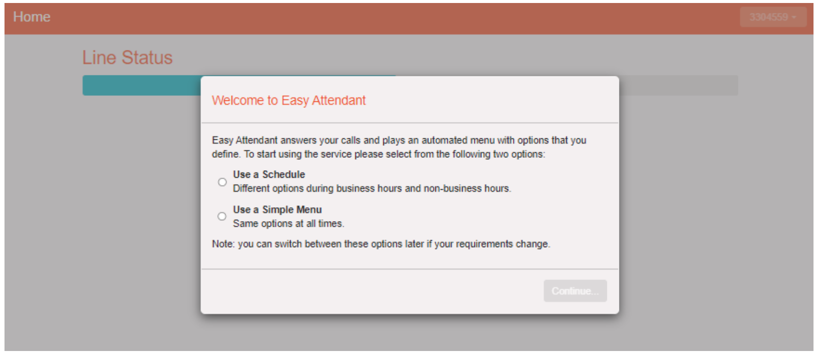


Easy Attendant

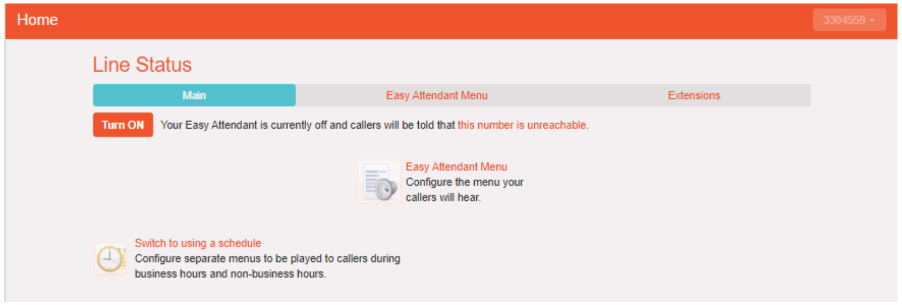
Logging on to Easy Attendant

To configure your Easy Attendant, log into the Easy Attendant, following these steps:

- From the BG Administrator portal, select Lines and then click the Individual Line icon on the far-right side of the page. As an alternative, you can access the CommPortal user login screen and enter the Easy Attendant Number and Password.
- If this is the first time you have logged in, or if no Easy Attendant configuration has yet been set up, you will see a Welcome screen.

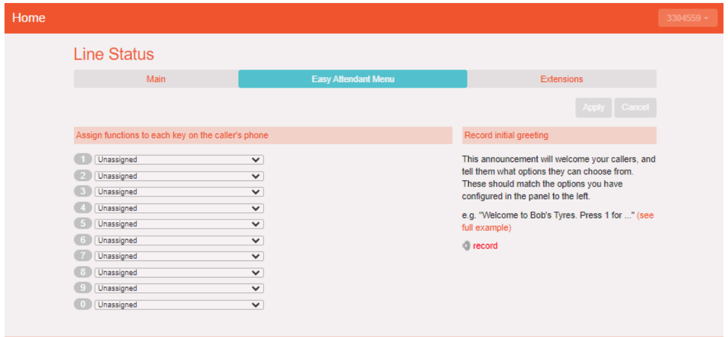


- Use the radio buttons to select either a scheduled menu for business hours and non-business hours or a simple menu that will be played whenever Easy Attendant is turned on, and press Continue. (You can change this later if you need to.)
- The screen then displays the Easy Attendant portal. This screen enables you to
  - turn your Easy Attendant on and off (Easy Attendant must be turned off while you are configuring it)
  - configure your Easy Attendant menus
  - set the Schedule, if you are using different menus for business hours and non-business hours.

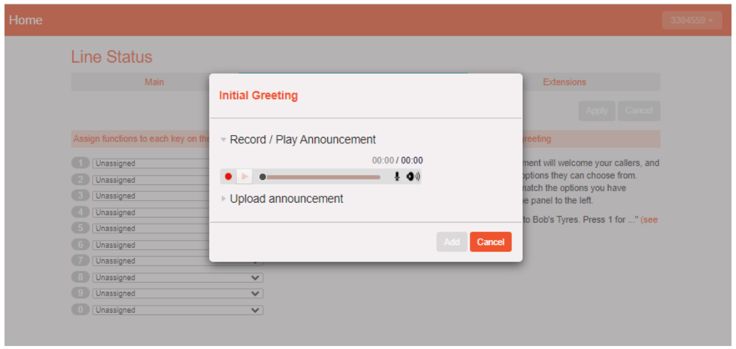


Configuring Easy Attendant Menus & Schedules

- You should now begin configuring your Easy Attendant menu(s) and schedules.
- Select either the Business Hours Menu tab or, if you are using a single menu, the Easy Attendant Menu tab.
- First, set up your Easy Attendant by recording the initial greeting.
- If you are using the Dial By Extension At Any Time option, you should ensure that this initial greeting includes the option for a caller to dial an extension immediately if they know the extension number of the person or department they want to reach.



- Select the record option on the lower right of the screen. This launches the announcement recorder, where you can either record an announcement, or upload a pre-recorded announcement.

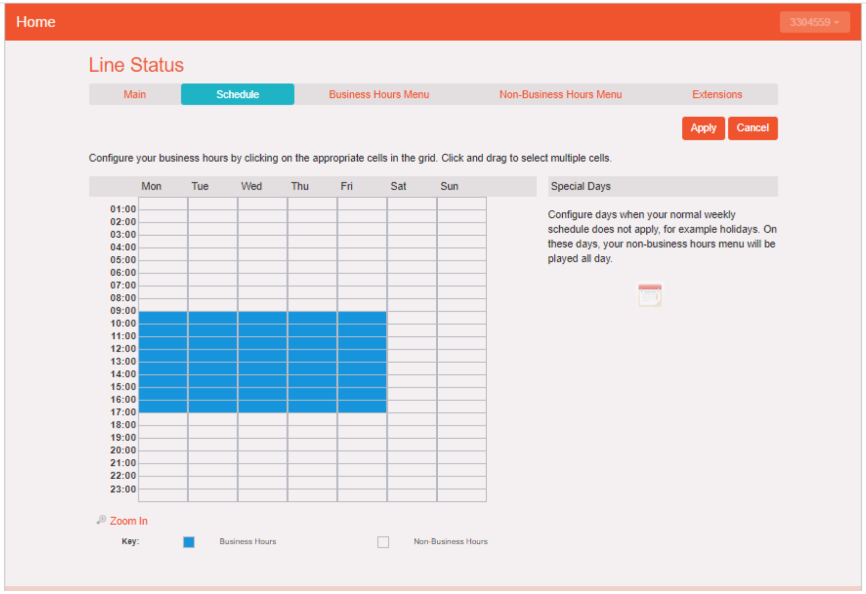


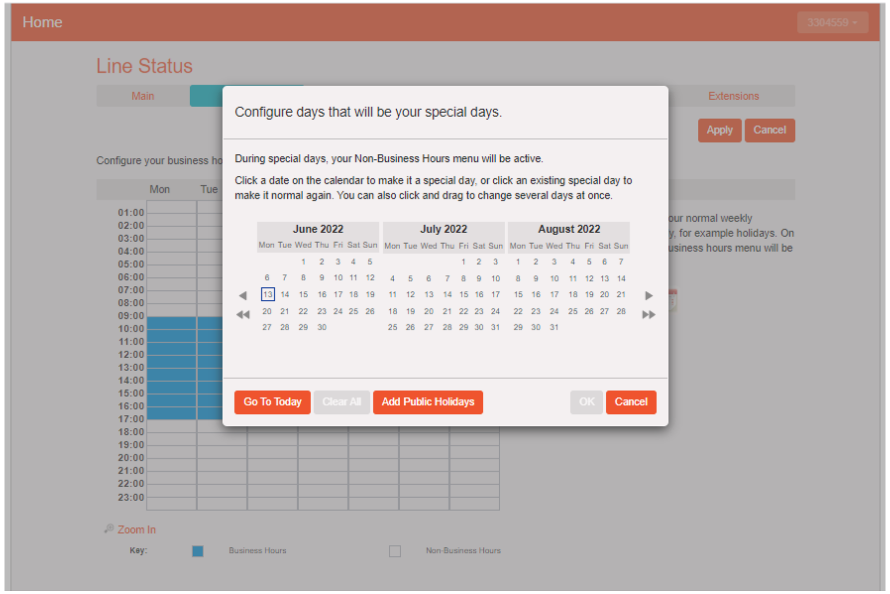
- Once you have recorded or uploaded your initial greeting, you can return to the Menu tab.
- Now you are ready to define the specific menu items as defined in your plan to one of the following options.
    - Play Announcement
    - Transfer to Phone
    - Transfer to VoicemailDial by Extension
    - Dial by Name

- If you are using a different menu for non-business hours, you should now set up the initial recording and configure the menu options on the Non-Business Hours Menu tab.
- Next you will need to establish your working hours by selecting the Schedule tab. Once in the Schedule screen, click on the Business Hours key and then click in the calendar and while holding down the left mouse button drag the mouse across the calendar to indicate the business hours. In the example below, the business hours are Monday – Friday from 9:00 am until 5:00 pm. Any other time are considered non-working hours.

Easy Attendant Schedule Tab

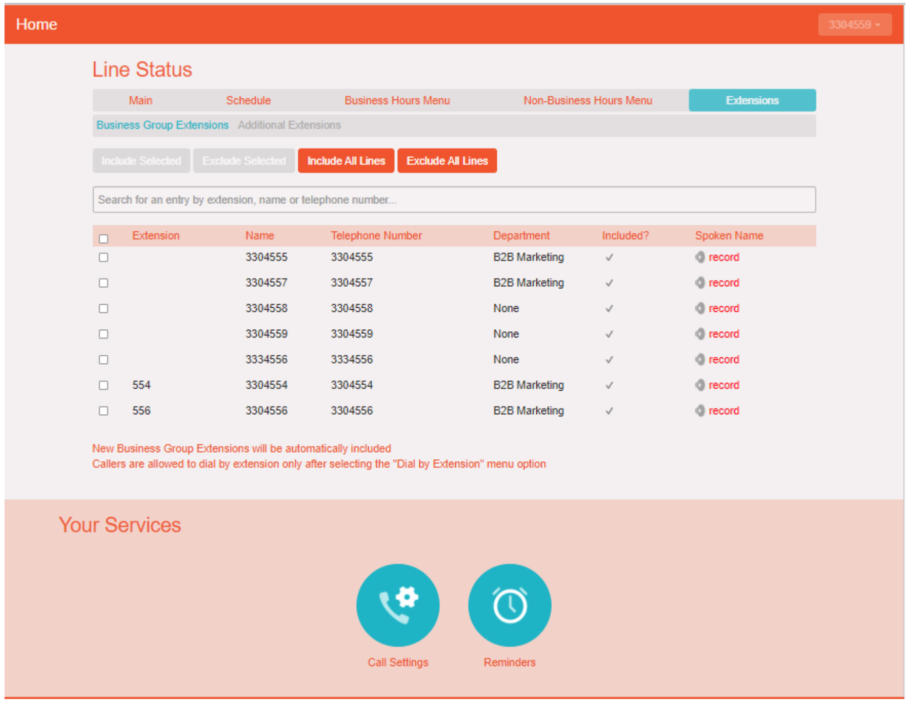
- Next you will need to select any non-working days such as holidays by clicking on the calendar icon in the Special Days section of the Schedule page. You can choose individual non-working days by clicking on the date in the calendar, or you can use the Choose Public Holidays option to automatically add public holidays for your region.





Configuring your Easy Attendant Extensions

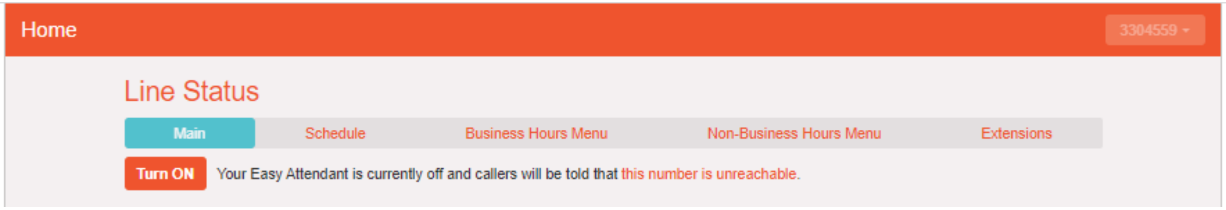
- If you will be using "Dial by Name", then you will need to define which extensions will participate in dial by name and record the names of users in the extensions tab. Additionally, if you want to use the Dial By Extension At Any Time option, you must configure it here.



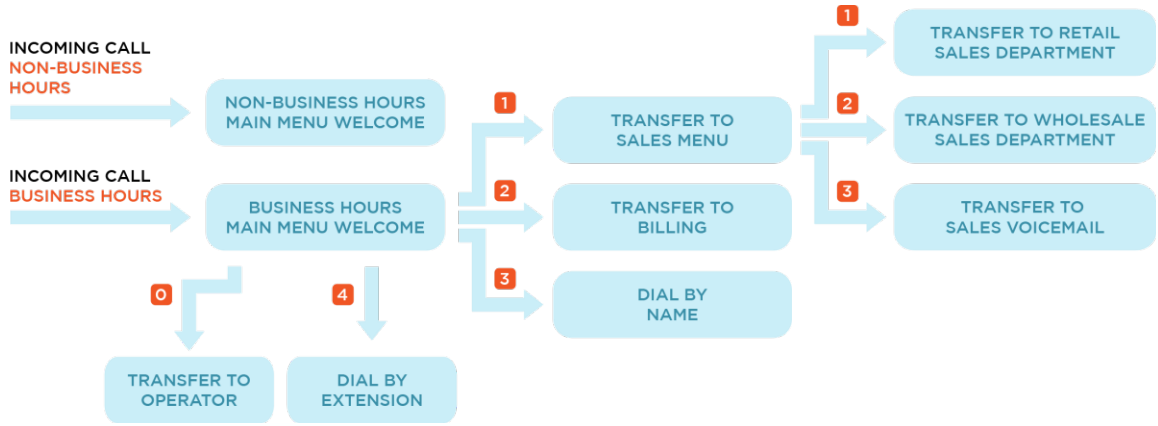
- The Callers are allowed to dial by extension at any time link at the foot of the screen means that callers can dial an extension at any point in the Easy Attendant menu and not just on a Dial by Extension menu option. If you want to restrict dial by extension to Dial by Extension menu options only click on this link. It will now display that Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option.
- To include or exclude an extension from dial by name, select the extension(s) by ticking the checkbox on the left of each extension and then click either Include Selected or Exclude Selected.
- To record the user's name, click on the record link for the user. If a name has already been recorded, this link will display listen/change.
- To record names to be used for dial by name, click the record icon. If the spoken name has already been created, the screen will show listen/change rather than record, and you can click this link to hear the existing recording and change it if you need to.
- Use this recording interface to record the name or upload a spoken name recording and click the Save button.

Activating Easy Attendant

- The final step in this process is to activate your Easy Attendant by clicking the Turn On button from the Main Tab. Your Easy Attendant is now active.



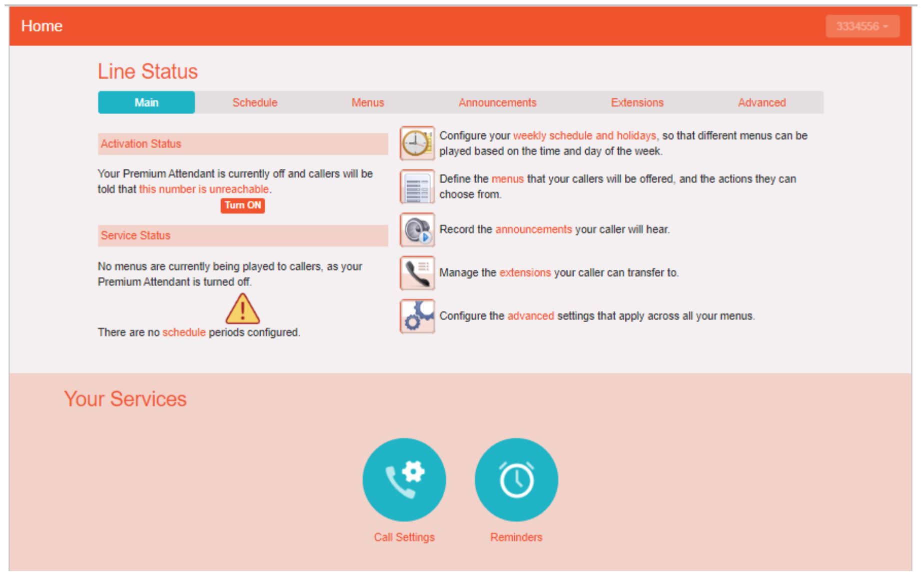
Premium Attendant



Configuring your Easy Attendant Extensions

- To configure your Premium Attendant log into the Auto-Attendant, follow these steps:
- From the BG Administrator portal, select Lines and then click the Individual Line icon on the far-right side of the page. As an alternative, you can access the CommPortal user login screen and enter the Premium Attendant Number and Password. The screen then displays the Premium Attendant portal.

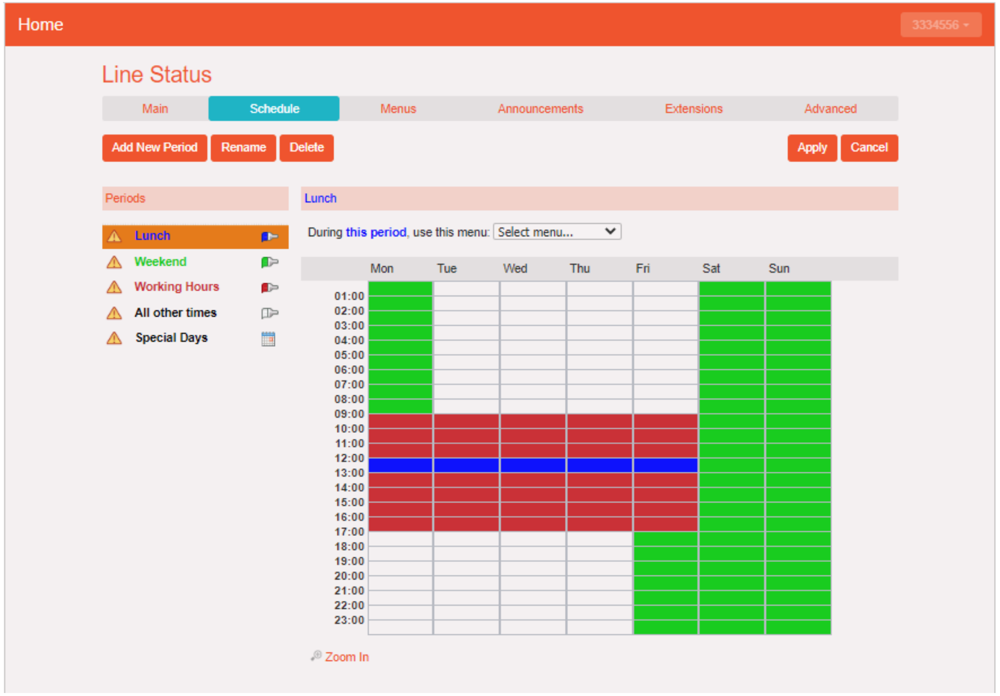
Premium Attendant Portal



Configuring Premium Attendant Schedule

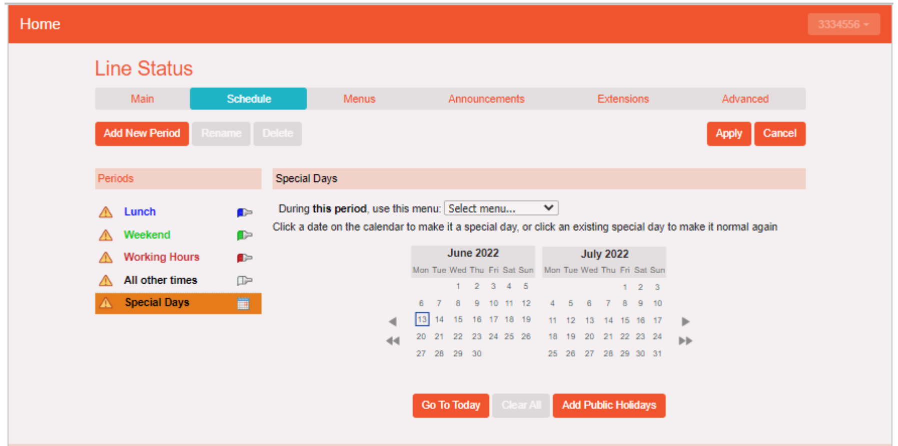
- You can configure your weekly schedule by clicking on the Weekly Schedule and Holidays icon. Once in the Schedule screen, click on the Business Hours key and then click in the calendar and, while holding down the left mouse button, drag the mouse across the calendar to indicate the business hours. In the example below, the business hours are Monday – Friday from 9:00 am until 5:00 pm. Any other time are considered non-working hours.

Premium Attendant Schedule Tab



- Next you will need to select any non-working days such as holidays by clicking on the calendar icon in the Periods section of the Schedule page. You can choose individual non-working days by clicking on the date in the calendar, or you can use the Choose Public Holidays option to automatically add public holidays for your region.

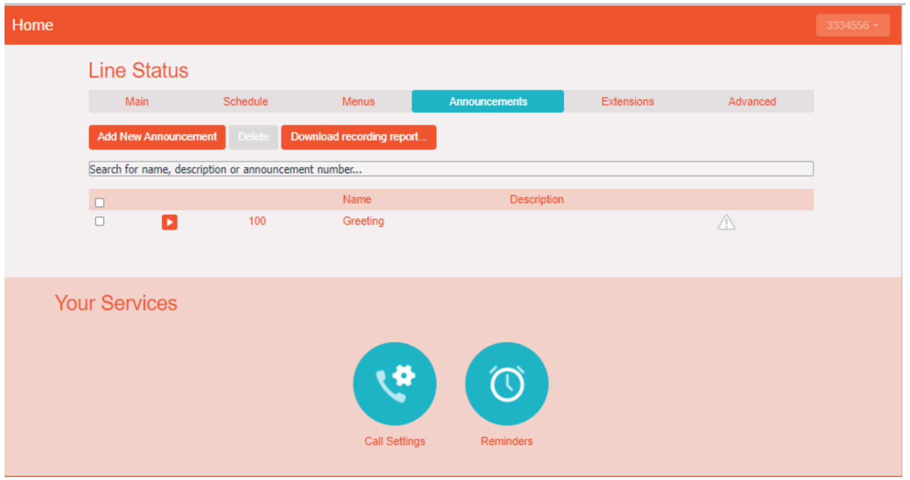
Premium Attendant Special Days



Configuring Premium Attendant Announcements

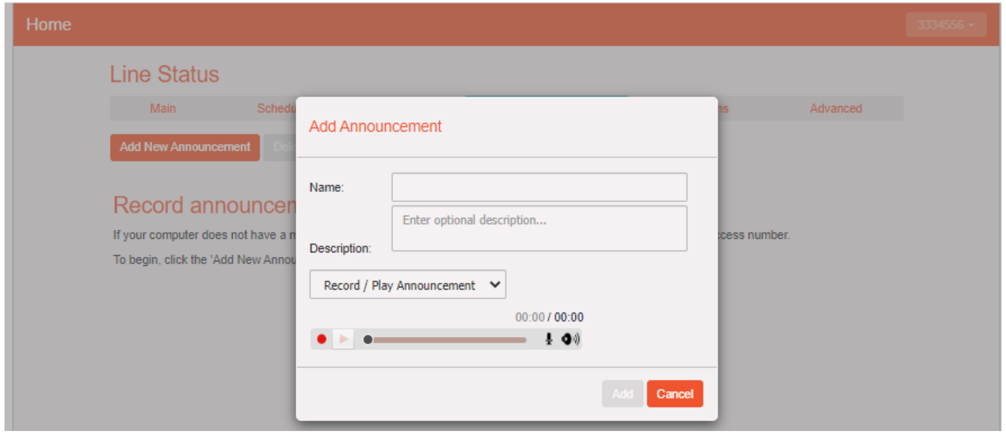
- In order to use your Premium Attendant, you will need to record or upload the announcements that will be played as either your primary Business Hours or Non-Business Hours greeting as well as any other recorded announcements required. The example under premium attendant would require three announcements, one each for Business Hours, Non-Business hours and the Sales menu. Click in the Announcements tab to begin configuration.

Premium Attendant Announcement Tab

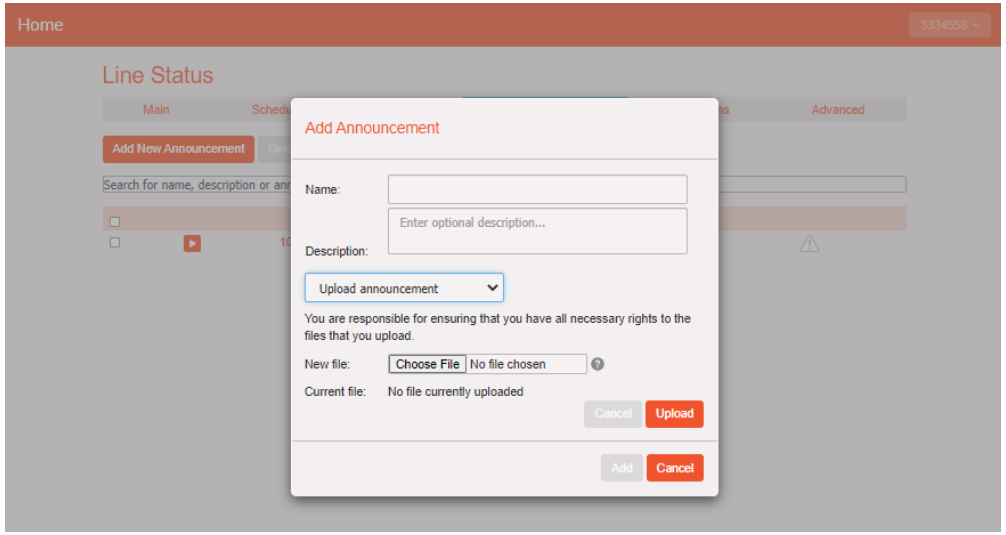


Add Announcement

- Click the Add New Announcement button and then follow the steps below.
    1. Enter the name and description of your announcement.
    2. To record your announcement using a microphone or headset connected to your computer, click the red record button.
    3. When you have finished recording, press the stop button and click on the Add button at the bottom of the interface.
- To upload pre-recorded announcements, select Upload Announcement from the drop-down menu on the announcement recorder and browse to the location of your announcement and click upload. After your upload has completed click the Add button.

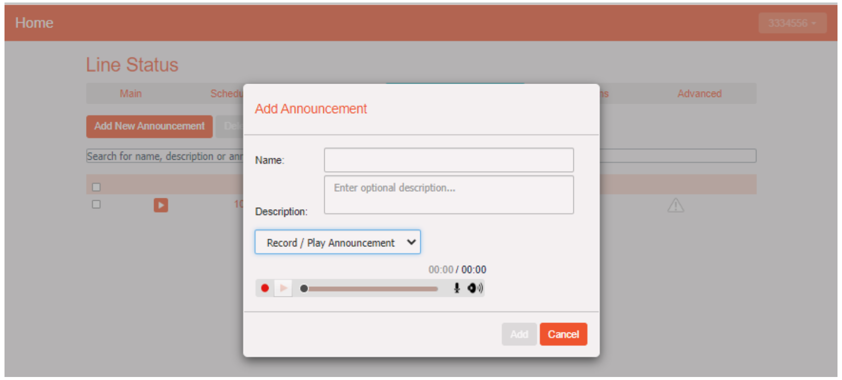


Uploading an Announcement



Recording Announcements by Phone

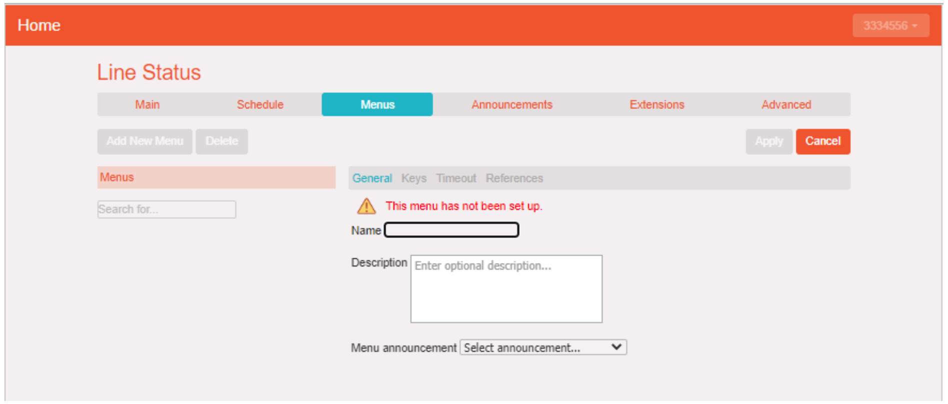
- To record the announcement using your telephone, do the following.
  1. Create the announcement by adding a name and description and selecting Record By Phone from the drop-down menu.
  2. Make a note of the announcement number and then click on the Add button.
  3. Dial the main number for your Premium Attendant service provided by your service provider, enter the number for your Premium Attendant, enter the pin and then follow the prompts to record your announcement using the announcement number noted in the previous step.



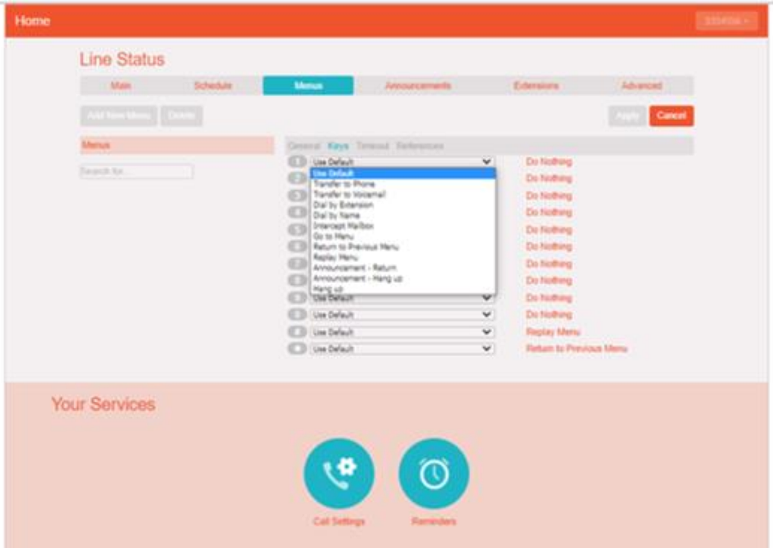
Configuring Premium Attendant Menus

Premium Attendant Menus Tab

- Begin to configure your menu by providing a name and description and selecting the Menu announcement to be used by this menu,and then click Apply.
- Next you will need to configure the action for each key pressed for your menu by selecting the Keys link and then selecting an option using the dropdown menus for each key pressed in the menu.



Premium Attendant Key Configuration Menu

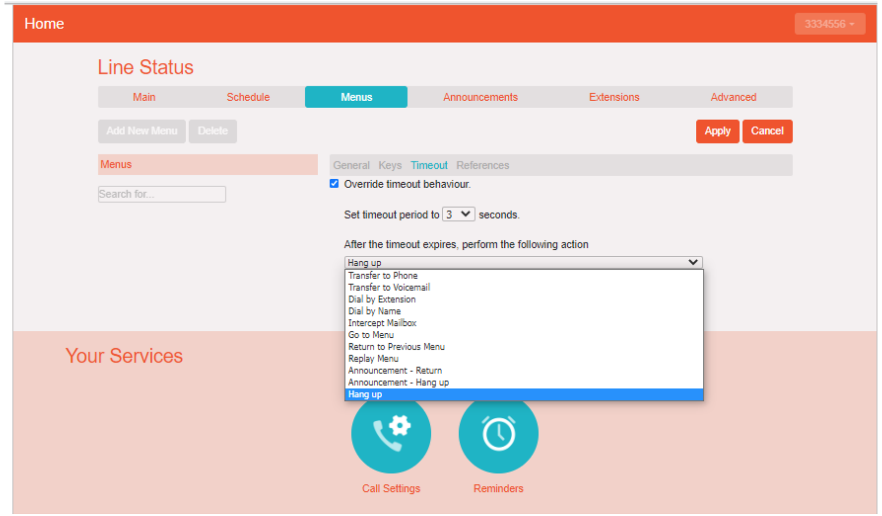


The options available for each key are as follows:

- Use Default (This option is default for all keys for new menus)
- Transfer to Phone
- Transfer to Voicemail (CoS controlled)
- Dial by Extension (CoS controlled including whether an announcement is automatically played giving initial instructions when this key is pressed, or whether these instructions must be recorded by the subscriber in the menu announcement)
- Self-care by Extension (CoS controlled, allows subscribers with mailboxes only identified by extension numbers to dial in to their mailbox)
- Dial by Name (CoS controlled)
- Voicemail by Extension (CoS controlled)
- Voicemail by Name (CoS controlled)
- Transfer to Operator (CoS controlled, and only available for Premium Attendants in a Business Group)
- Intercept mailbox (CoS controlled)
- Go to Menu
- Return to Previous Menu
- Replay Menu
- Announcement – Return
- Announcement – Hang up
- Hang up

Premium Attendant Timeout Configuration Menu

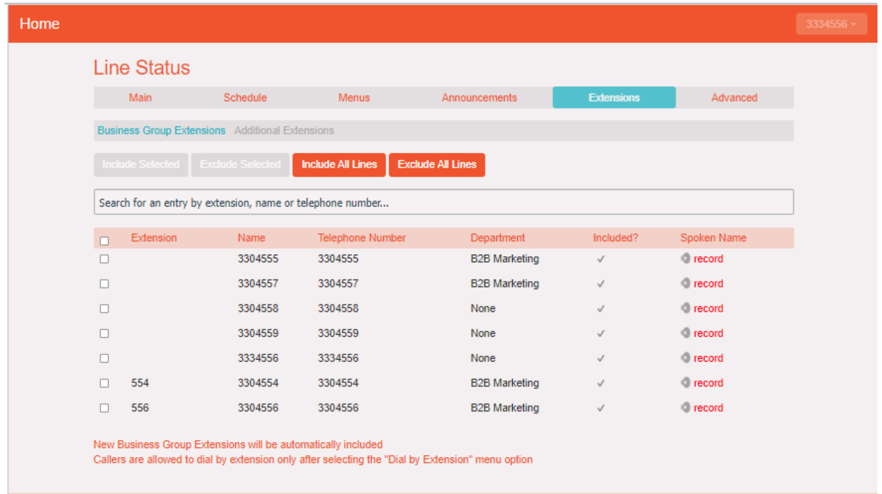
- Next, you will need to configure the timeout behavior of your menu to address callers that do not press a key in this menu. Enter the timeout duration and the timeout behavior from the dropdown list as seen below and click Apply.



Configuring Premium Attendant Extensions

- If you plan on using dial by name or dial by extension, you will need to select the extensions and record a name for the dial by name.
- The procedure for configuring your Premium Attendant extensions is the same as for Easy Attendant.

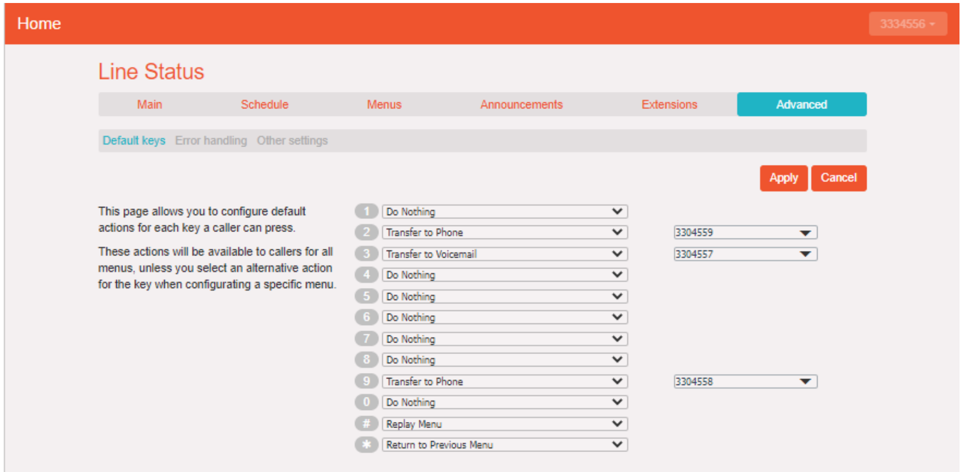
Premium Attendant Extension Tab



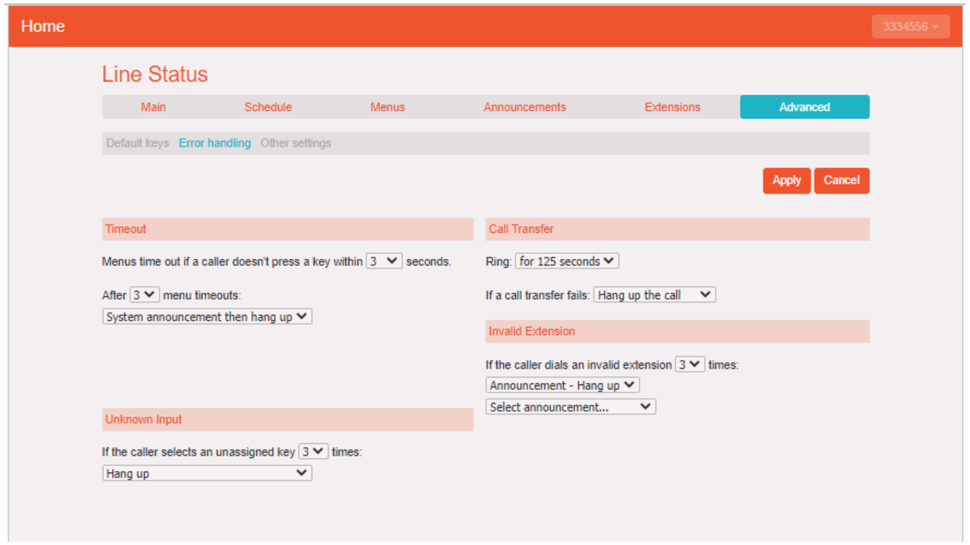
Configuring Premium Attendant Advanced Options

Premium Attendant Advanced Settings tab

- In order to configure the advanced settings for your Premium Attendant, click on the Advanced tab and define the default handling for each key press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.
- Next, click on the Error Handling link and set the value and behavior for Timeout, Call Transfers, Unknown Input and Invalid Extensions.



Premium Attendant Error Handling Menu



Activating Premium Attendant

- Finally, you will need to activate your Premium Attendant by going to the Main page and selecting the Turn On button.
- The Premium Attendant interface uses the following error messages and icons to alert you to incorrect or missing configuration. These are produced on page load, and are not updated dynamically.
- The Main tab has a Service Status panel that states your current schedule period and the menu that callers will hear. It also reports if you have errors in any menus, or one or more announcements is missing audio.
- The Schedule and Menus pages use a banner line to report any errors.
- The following icons are used to indicate incorrect or incomplete configuration
    - error icon
    - warning icon
- If there are any errors in your configuration, you will be warned against turning on Premium Attendant, and in some cases this will be prohibited. You should therefore resolve the configuration errors before attempting to turn Premium Attendant on.

Music On Hold

CommPortal Access

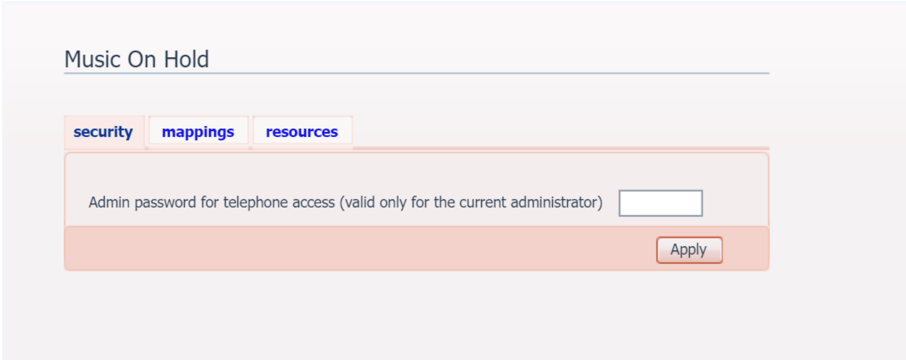
Logging In

- To log into the Music On Hold system, click the Music On Hold link at the bottom of the left-hand side of CommPortal. This opens up a new browser window with the Music On Hold administration system.

- If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music On Hold administration system.
  - Security – View and configure your security settings.
  - Mappings – This section allows you to configure different recordings to be played when different lines within your business put callers on hold.
  - Resources – This section allows you to upload and manage your recordings.

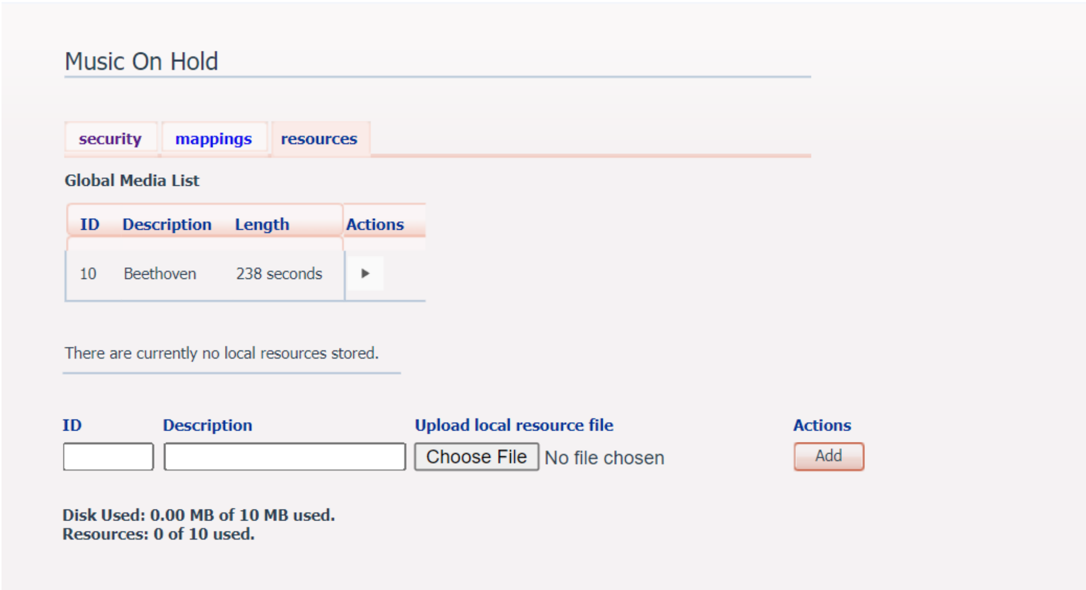
Viewing & Changing Security Settings

- To view your security settings, select the Security section.
- As well as accessing the Music On Hold system using CommPortal, you can also use your phone to access it. Using this page you can view and change the password you will need to enter to use the phone access. To change your password, follow these steps:
  1. Enter the new password in the text box.
  2. Click Apply.



Managing Recordings

- To access the recordings section, click on the Resources link.



Global Media List

- The Global Media List section specifies any recordings that we have made available for your use. Whether we make any recordings available to you depends on which service you have subscribed to. You cannot add or remove recordings from the Global Media List.

Your own recordings

- The second section displays any recordings that you have uploaded to the system, either using this web interface or via the phone access.

Recording Limits

- At the bottom of this section, you will see:
    - how many MB of storage you have used
    - how many MB of storage you are allowed
    - how many recordings you have uploaded
    - how many recordings you are allowed.
- The system will not allow you to exceed either your storage limit or the maximum number of recordings you are allowed.

Recording Formats

- You can upload recordings to the system in either WAV or MP3 format.

Adding a Recording

- To add your own recording, follow these steps:
    1. Enter an ID for this recording in the ID text box. This ID must be between 10 and 99.
    2. Enter a description for this recording in the Description text box.
    3. Click on Browse and select the recording you wish to upload. This must be either a .wav or .mp3 file.
    4. Click on Add.
- Depending on the size of the recording you are uploading this process may take a few seconds.

Modifying a Recording

- To change the description of a recording, follow these steps:
    1. Click on the Edit button to the right of the recording.
    2. Edit the Description field.
    3. Click Save.
    4. To change the volume at which a recording will play, follow these steps:
    5. Click on the Edit button to the right of the recording.

6. Select a new Gain value from the drop-down list.
    - Select 0 to play the recording at its original volume,
    - Select +1, +2 or +3 to play the recording louder, with +3 being the loudest.
    - Select -1, -2 or -3 to play the recording quieter, with -3 being the quietest.
7. Click Save.

Playing a Recording

- You can play a recording that you have uploaded by clicking on the ID or Description link for that recording. Note that this will play the recording at its original volume – the Gain setting has no impact on playing a recording through this interface.
- If you want to check the effect of changing the volume of a recording, you should log into the phone interface and play the recording from there. For more details on this, see Section 14.2.1.

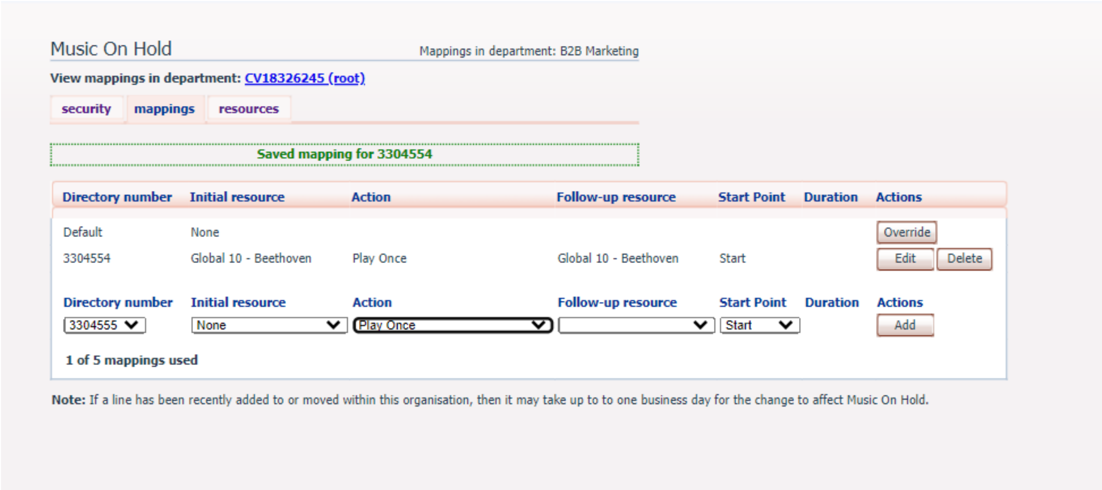
Removing a Recording

- To remove a recording click on Delete to the right of the recording you wish to delete.

Assigning Recordings to Lines

Music On Hold Mappings Section

- You can assign recordings either to all lines in your business, or different recordings per line. To do this you need to access the mappings section.



- You will now see a list of mappings between the directory numbers of lines in your Business Group or department and the MusicOn Hold resources that each line uses.
- If the department you are an administrator of has one or more sub-departments, you will see links to these at the bottom of the screen.
    - To manage resources for a line that is in a sub-department, click on the link for that sub-department.
    - When you have followed the link to a sub-department, an additional link appears at the top of the screen, allowing you to move back up to the parent department.
- There is always a default mapping, which is used if you don't specify a mapping for a particular line. This is shown first in the list with Default instead of a Directory number and applies to all directory numbers except for those with their own individual mappings in the list. The mappings screen also shows how many individual mappings you are allowed to create.
- Each mapping consists of a series of fields which you can set:
    - An Initial resource, or recording, which is played when the call is put on hold.
    - Optionally a Follow-up resource, or recording, which may be played depending on the Action.
    - An Action, which can be one of:
        - Repeat – The initial recording is played continually.
        - Play Once – The initial recording is played once, and then the follow-up recording is playing continually.
        - Repeat – Initial Interrupted – The initial recording should be interrupted at set intervals by the follow-up recording. This could be used to interrupt music with an announcement indicating that the user is in a queue.
        - Repeat – Follow-up Interrupted – The initial recording is played first. Then the follow-up recording plays continually being interrupted by the first recording.
    - The Start point field indicates whether the recording will start at the beginning (the value Start indicates this) or whether it should start at a random point of the recording (the value Random indicates this).
    - The Duration field which is used by the Repeat – Initial Interrupted and Repeat – Follow-up Interrupted actions to indicate how often the repeated recording should be interrupted.
- In general, your Service Provider will configure a Default resource to be played as a single, repeating resource.
    - If you are an administrator for the whole Business Group, you can override this mapping for the whole group and all its departments, to use a different resource or a combination of resources.
    - If you are an administrator for a department within the group, you can override the default mapping for your department and any sub-departments.
    - If you have not changed the default, it appears with an Override button to the right (instead of the Edit button shown for other mappings).

Adding a Mapping

- To add a mapping for a particular line, follow these steps:

  1. Use the Directory number, Initial resource, Action, Follow-up resource, Start Point, and Duration drop-downs to set these fields (located to the left of the Add button).

  2. Click on Add.

Modifying a Mapping

- To modify either the default mapping, or the mapping for a line, follow these steps:

  1. To change the default mapping that was supplied by your Service Provider or inherited from a higher-level department, click the Override button to the right of the mapping.

  - If you were overriding the default mapping, the Override button is now replaced by Edit and Use Default buttons.
  - To change any other existing mapping, including the default mapping if you have already overridden it, click Edit to the right of the mapping.

  2. Modify the fields.

  - To revert to the existing default mapping that was supplied by your Service Provider for the whole Business Group, or the default mapping for your department if you are a department administrator, click the Use Default button.

  3. Click on Save.

  - You cannot modify the telephone number that a mapping applies to. If you need to do this, remove the mapping and add a new one.

Removing a Mapping

- To remove a mapping click on the Delete button to the right of the mapping. You cannot delete the default mapping, but you can override it, edit it, or revert to the original default that was inherited from Service Provider settings or from a higher-level department.

Phone Access

Using this interface, you can:

- Listen to the music or other recordings for the default mapping or the mapping you have configured for any of your lines.
- Listen to the Global Media Resources we have made available.
- Create, change or delete your own recordings.

Logging In

- To access the telephone interface for Music On Hold, dial 555-555-5555 from your phone. To log in you need to enter:

  1. Your telephone number.
  2. Your Music On Hold password. You can view or change this by using CommPortal as described in Section 14.1.2.

Using Telephone Interface

- The telephone interface is menu driven with voice prompts, so listen to the prompts and then press the keys on your phone to select which option you would like.
- For your convenience, the top-level menus provided by the telephone interface are documented here:

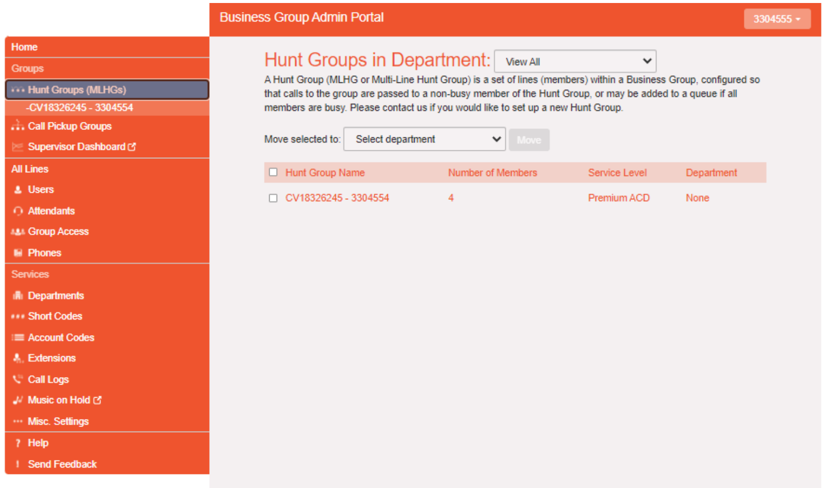
*. Press * at any time to go back to the previous menu.

1. Listen to resource for default mapping. This will play you the recording which is played to callers on hold for extensions which do not have their own mappings.
   - If you have logged in using an administrator line assigned to the top-level Business Group, you will hear the default mapping for the Business Group. If you have logged in as a department administrator, you will hear the default mapping for your department
2. Listen to resource for particular extension. This will play the recording which is played to callers on hold on a particular extension.
   - If you type a valid extension number, you will hear the resources that are mapped to this line, or the resources for the default mapping that it uses if it does not have its own explicit mapping. You will hear these resources in the same pattern as a caller would hear them.
3. Listen to global resources. This allows you to listen to the recordings in the Global Media List, described in Section 14.1.3. You will need the 2 digit resource ID of the recording you want to listen to.
4. Manage existing local resources. This allows you to modify or delete recordings you have added to the Music On Hold system, including recording a new resource to replace an existing one. You will need the 2 digit resource ID of the recording you want to modify or delete.
5. Record new local resource. This allows you to record a new resource over the phone.

Integrated ACD Call Center

Multi Line Hunt Group

- Integrated ACD uses the Multi Line Hunt Group feature within a Business Group to provide detailed information about Multi Line Hunt Group activity for Business Group Administrators through the CommPortal BG Admin interface.
- This information is particularly useful if you are operating a small call center and want to monitor the performance of your call center staff.
- Your Business Group will include one or more Multi Line Hunt Groups. You can view the configuration of a Multi Line Hunt Group using the CommPortal BG Admin interface.

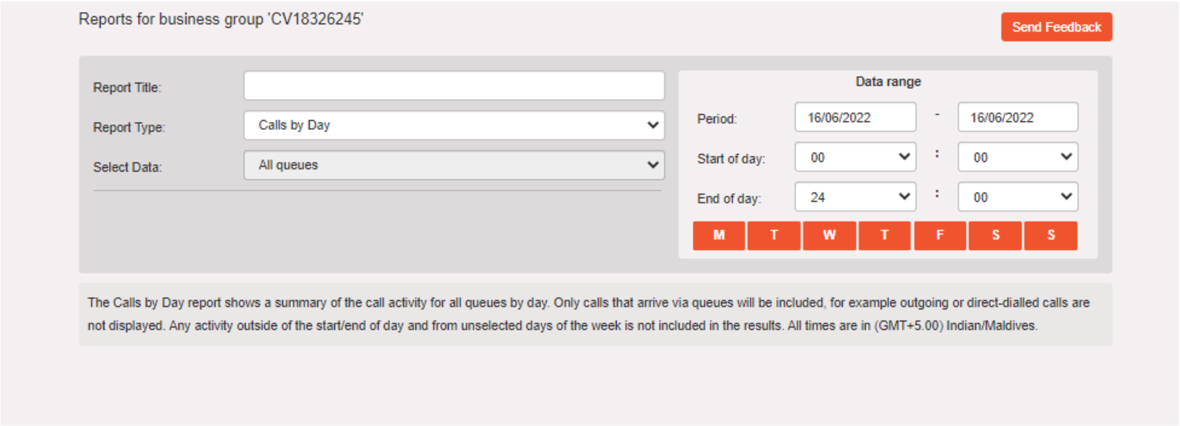


- On this page, you can view, edit, move and remove a Multi Line Hunt Group, add and remove member lines, and access the configuration options for the member lines. These tasks are described in section 2.3.
- Once calls are coming in to the Multi Line Hunt Group, you can use the Supervisor Dashboard link on the CommPortal BG Admin interface to launch a range of pages that provide current and historical statistics on each of your Multi Line Hunt Groups is performing.

Integrated ACD Basic

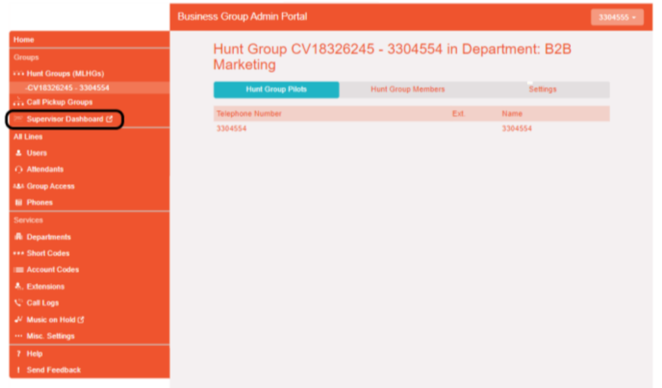
- The Integrated ACD Basic service level enables you to use the Supervisor Dashboard to
  - display current calls
  - view and download a range of detailed statistics for the MLHGs that you administer
  - generate reports on the activity of your MLHG(s).

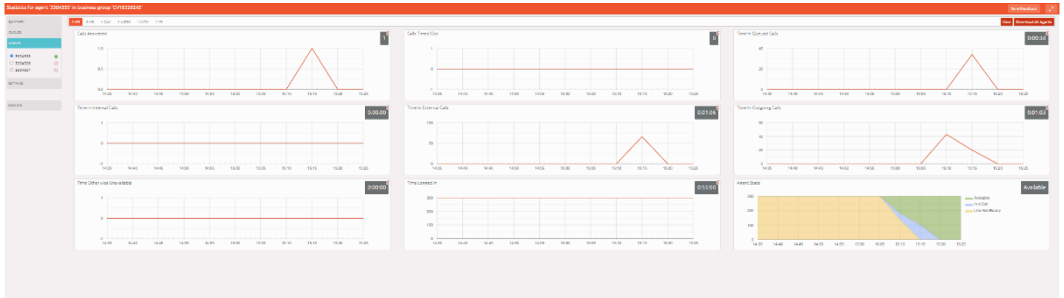
- On the initial screen you can see summary information about your Multi Line Hunt Group (if you have more than one Multi Line Hunt Group in your Business Group, this summary information will include the information for all of them):
  - The graphs show historical statistics for the time period selected. The white numbers in the gray or colored boxes on the top right of each graph are either the cumulative total of the graph or a snapshot of the current statistics, as indicated by an icon and tooltip at the top right of each box.
  - You can hover over the data lines on the graphs to see tooltips giving the value for a specific time within the time period of the graph.
    - You can click on a time period at the top of the screen to show historical data for a different time period, for example 1 Day or 1 Week.
    - You can download a .csv file that has raw statistics of all your queues for a selected time period.
  - There are additional screens that display detailed information on the activity of queues and agents, for example allowing you to view statistics for an individual agent. This information can be displayed in two different views: the detailed graphical view shown above, or a Wallboard view that summarizes the data for the time period that is currently selected.
  - You can also launch the Reports page from the Summary page, which allows you to create detailed reports on different areas of your Call Center's performance during a specific time period.



Accessing Integrated ACD Statistics

- On the left-hand sidebar of the CommPortal BG Admin interface, click the Supervisor Dashboard link.
- This launches the Integrated ACD Summary screen in a new browser window, from where you can also access screens displaying statistics for your Queues and Agents, review and modify your settings, and generate reports.





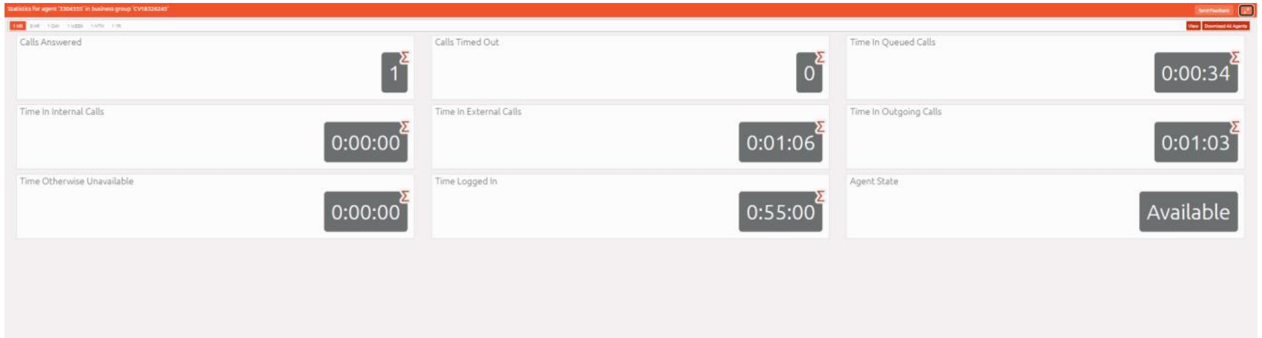
Using IACD Screens

- Hover over the data lines on the graphs to see values for a specific time within the time period of the graph. The graphs will display the time in hh:mm:ss or mm:ss as appropriate.
- Click on a time period at the top of the screen to show historical data for a different time period, for example 1 Day or 1 Week.
- Click the red Download All Queues button at the top right of the screen to download a .csv file that has more detailed statistics of all your queues for the selected time period. On the Agents page, this is a Download All Agents button that provides statistics for all the Agents.

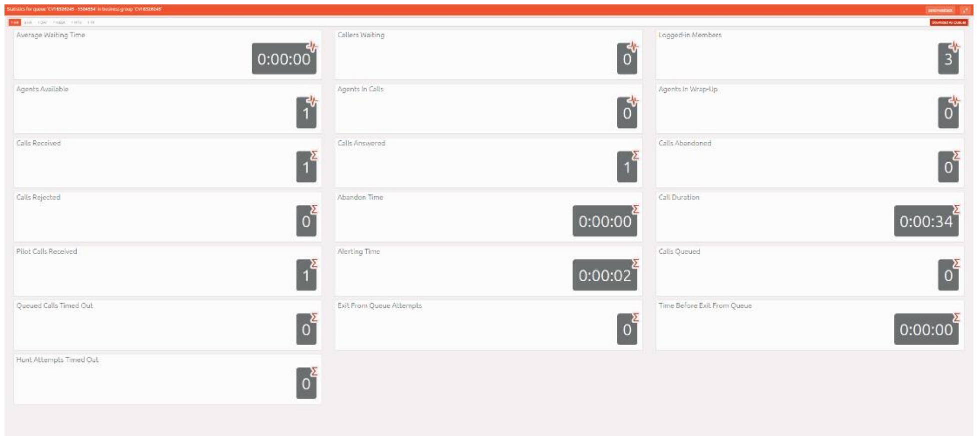
Using Wallboard View

- The Wallboard view removes the navigation and shows data for the time period that is currently selected. This view is extremely useful if you want to see at a glance how your Queues and Agents are currently performing.
- To open and close the Wallboard view:
    - Ensure that you have selected the appropriate time period that you want to display on the Wallboard view.
    - Click on the button at the top right of the screen to display the Wallboard view.
    - Click on the button to return to the standard view.
- The Summary screen Wallboard view retains but enlarges the graphs.

Accessing Integrated ACD Statistics

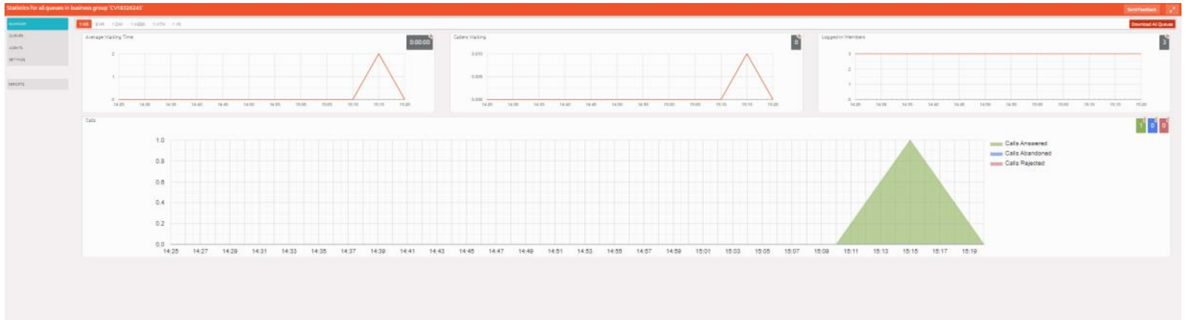


- The Queues and Agents Wallboard views simply display the name of the statistic and the gray boxes. The values in the gray boxes are either the cumulative total of the graph or a snapshot at the current time, as indicated by a tooltip and the icon in the top right-hand corner of each box.
- indicates that this is a cumulative total.
- indicates that this a near real-time value.



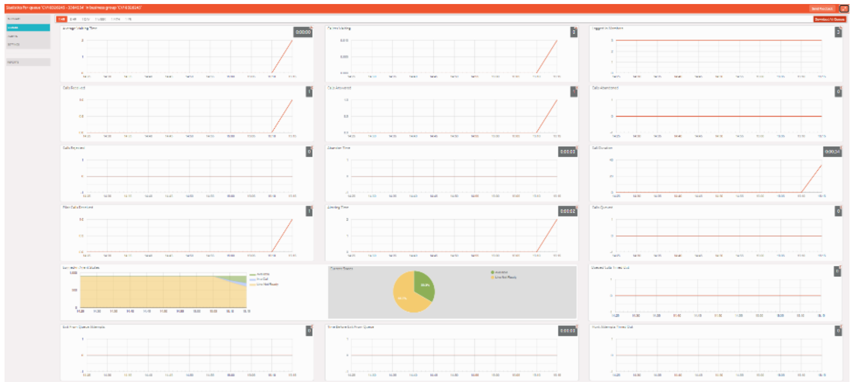
Viewing Integrated ACD Summary

- The Integrated ACD Summary screen displays a range of statistics for all the queues (MLHGs) in the Business Group or Department that you previously selected.



- The default view shows the 1-hour historical data (on the graphs) and either the cumulative total of the graph or a snapshot at the current time (the white numbers in the gray or colored boxes at the top right of each graph) for the following statistics:
    - Predicted waiting time for a call to be answered.
    - Number of callers waiting in the Queue(s) managed by this BG Administrator.
    - Number of Agents who are logged in.
    - Number of calls (separate statistics for answered, abandoned and rejected calls).

Viewing the Queues Screens



- The Queues screen shows detailed information on the Queues (MLHGs) that you administer. To access the Queues screen:
    - Click on the Queues box on the left of the Summary screen.
    - This launches the default view, which shows 1-hour historical data for all the Queues that you administer.
        - the numbers in the gray boxes will either be the cumulative total from the graphs, or a near real-time value, and this will be indicated by the icon in the top right of each gray box.

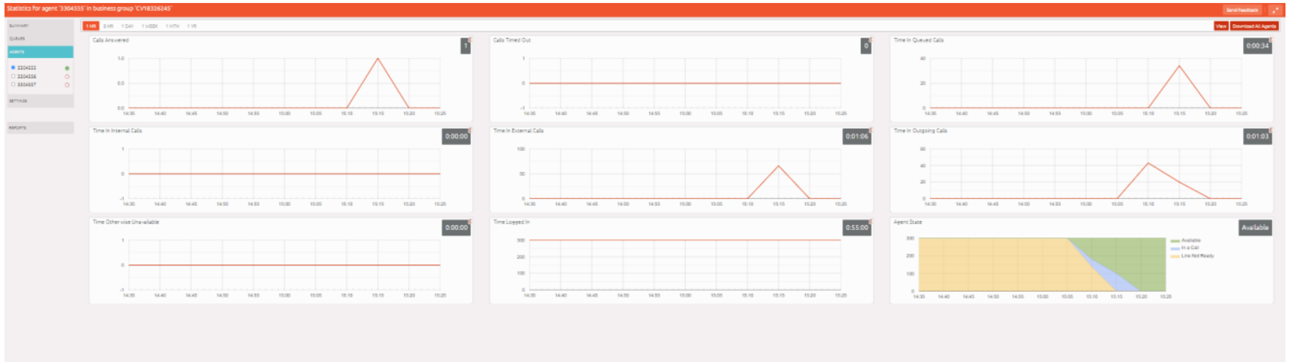
    - Use the checkboxes in the panel on the top left-hand side of the screen to display statistics for a single Queue or for a combination of Queues.
    - This panel shows the MLHG Pilot Number and the number of calls that are currently waiting for all Queues selected, to help you identify the Queue that might be of the most interest to you, for example because there are a large number of callers waiting.
    - Use the red Download All Queues button to download information about all your Queues in csv format.
- The following statistics are displayed on the Queues screen. Some of these are displayed either as absolute numbers or as a rate per hour, depending on the configuration of your service.
    - Predicted Waiting Time (duration)
        - This is the sum of queuing and alerting (agent's line is ringing) times.
        - The number in the gray box is the cumulative total for the time period selected.
    - Callers Waiting (calls)
        - This is the number of callers waiting in the queue. Calls arriving in the MLHG may be put in a queue if all the lines are busy and your MLHG is configured to hold callers in a queue. When an agent becomes available, the first call in the queue will be hunted to that agent and it will not be counted in this statistic even if the agent has not yet answered the call.
        - You will not see this statistic if your MLHG is configured to only accept a call when an agent is available.
    - Logged in Members (agents)
        - The number of agents who are currently logged in.
    - Calls Received (number of calls received or calls/hr)
        - This is the rate at which incoming calls arrive.
        - The number in the gray box is the cumulative total for the selected time period.
    - Calls Answered
        - For this historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.
        - The number in the gray box is the cumulative total for the selected time period.
    - Calls Abandoned
        - These are received calls where the caller hung up before an agent answered.
        - For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were abandoned.
        - The number in the gray box is the cumulative total for the selected time period.
    - Calls Rejected
        - This is either received calls that were rejected as busy (if you have disabled queuing) or the received calls that were rejected when the queue was full.
        - For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were rejected.
        - The number in the gray box is the cumulative total for the selected time period.
    - Abandon Time (duration)
        - The average time a caller waits in a queue before hanging up without their call being answered.
        - The number in the gray box is the cumulative total for the selected time period.

- Call Duration (duration)
    - The average duration of answered calls.
    - The number in the gray box is the cumulative total for the selected time period.
- Wrap-up Time (duration) - Integrated ACD Premium only
    - The average time spent by agents completing any work associated with a call after the call itself has ended.
    - The number in the gray box is the cumulative total for the selected time period.
- Pilot Calls Received (number of calls or calls/hr)
    - Calls may arrive in a queue either via the pilot number(s) or by calling one of the agents directly. You can configure your queue so that, if that agent is busy when the call arrives, the call is then queued as if it arrived via the pilot number(s).
    - For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour received by the pilot number.
    - The number in the gray box is the cumulative total for the selected time period.
- Alerting Time (duration)
    - This is the average time between the call being hunted to an agent and the agent answering their phone. This statistic, along with Hunt attempts not answered, provides a useful metric of how responsive your call center agents are.
    - The number in the gray box is the cumulative total for the selected time period.
- Logged-in Agent States - Integrated ACD Premium only
    - This is the total amount of time in seconds that agents logged in to the selected queues spent in each agent state in the period. Agents are only included on this graph for times when they were logged into at least one of the selected queues.
- Current States (%) - Integrated ACD Premium only
    - This is the percentage of agents that are currently in each state. This statistic only includes agents who are logged in to at least one of the selected queues and only states that are currently being used by agents are shown. This statistic does include agents whose state is set automatically to unavailable, for example because they are in a call or have turned on MetaSphere CFS DND. Agents who are logged out of all the selected queues are not shown.
- Disposition Codes (calls) - Integrated ACD Premium only
    - The total number of calls that have been assigned to each disposition code by agents in the selected queues.
- Queued Calls Timed Out
    - You can configure your queue to timeout calls that have been queued for longer than a specified time. However, we would recommend implementing a different behavior in this scenario, for example by forwarding the caller to voicemail. If you see a lot of calls being timed out, then you probably need to add more agents to the queue. If queuing has been disabled, a call will only be accepted if an agent is available, and this statistic will be hidden.
    - For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
    - The number in the gray box is the cumulative total for the selected time period.
- Calls Queued
    - If all agents are busy in other calls, an incoming call will be queued until an agent is available.
    - For the historical statistics in the graphs, this is either the percentage or rate of calls per hour.
    - The number in the gray box is the cumulative total for the selected time period.
    - If you have disabled queuing so a call is only accepted if an agent is available, this statistic will be hidden.

- Hunt Attempts Timed Out (number of calls or calls/hr)
    - This is the number of calls that were hunted to a particular agent but the call timed out before the agent answered, and the call was then hunted to another agent. If the caller simply hung up before the agent answered, this is not counted in this statistic. This statistic is only shown if hunt on no answer is configured for this MLHG.
    - This statistic, along with Alerting time, provides a useful metric of how responsive your call center agents are.
    - For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
    - The number in the gray box is the cumulative total for the selected time period.
- Exit from Queue Attempts
    - If you have this feature, this is the number of callers who pressed zero on their phone keypad to exit a MLHG Queue and forward their call either to voicemail or to a configured telephone number.
    - The number in the gray box is the cumulative total for the selected time period.
    - Time Before Exit From Queue
    - This is how long callers remain in a MLHG before pressing zero on their phone keypad to exit the Queue.
    - The number in the gray box is the cumulative total for the selected time period.

Viewing the Agents Screens

- You can access an Agents screen that shows detailed information on the agents (MLHG Member lines) belonging to the Queues (MLHGs) that you administer. To access the Agents screen:
    - Click on the Agents box on the left of the Summary screen.
    - This launches the default view, which shows the current values (the white numbers in the gray box on the top right of each graph) and 1-hour historical data (on the graphs) for the first Agent in the Queue(s) that you administer. Depending on the configuration of your system, some of these numbers will be displayed either as absolute numbers or as a rate per hour, as indicated below..

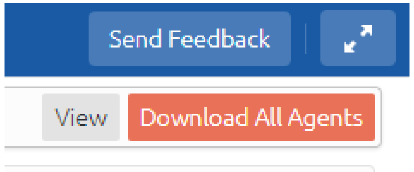


    - Use the radio button to select the statistics for a different agent.
    - Use the red Download All Agents button to download information in csv format about all your Agents. The download will include statistics per agent for each Queue that they belong to.
    - Use the orange View button to view the Agent Status page for the selected Agent. This page is described in 2.4.5.
- The following statistics are available on this screen. Note that some of these statistics will only be shown if you are managing at least one Queue that is using the Integrated ACD Premium service level.
    - Calls answered (number of calls or calls/hr)
        - The rate at which this agent answered incoming calls.
        - For the historical statistics, this is either the number of calls or the rate of calls per hour.
        - The number in the gray box is the cumulative total for the selected time period.
    - Calls timed out (number of calls or calls/hr)
        - The rate at which this agent failed to answer calls (the calls may therefore have been hunted to another agent). This statistic tracks calls that were unanswered because the call was timed out when ringing this agent. If the caller simply hung up, then that is not counted here.
        - For the historical statistics, this is either the number of calls or the rate of calls per hour.
        - The number in the gray box is the cumulative total for the selected time period.
    - Time in queued calls (% or duration in seconds)
        - The time this agent spent in calls that arrived via a queue.
        - For the historical statistics, this is a percentage or a duration in seconds.
        - The number in the gray box is the cumulative total for the selected time period.

- Time in internal calls (% or duration in seconds).
    - The time this agent spent in calls from other members of their Business Group.
    - For the historical statistics, this is a percentage or a duration in seconds.
    - The number in the gray box is the cumulative total for the selected time period.
- Time in external calls (% or duration in seconds).
    - The time this agent spent in calls dialed directly to the agent from outside the Business Group.
    - For the historical statistics, this is a percentage or a duration in seconds.
    - The number in the gray box is the cumulative total for the selected time period.
- Time in outgoing calls (% or duration in seconds)
    - The time this agent spent in outgoing calls.
    - For the historical statistics, this is a percentage or a duration in seconds.
    - The number in the gray box is the cumulative total for the selected time period.
- Time otherwise unavailable (% or duration in seconds)
    - The time that this agent was unavailable to answer calls without already being in a call, for example because they enabled Do Not Disturb on their line.
    - For the historical statistics, this is a percentage or a duration in seconds.
    - The number in the gray box is the cumulative total for the selected time period.
- Time logged in (% or duration in seconds)
    - The time this agent was logged in to a queue. This number may exceed 100% if the agent is a member of more than one queue.
    - For the historical statistics, this is a percentage or a duration in seconds.
    - The number in the gray box is the cumulative total for the selected time period.
- Wrap-up Time - Integrated ACD Premium only
    - The average time spent by this agent completing any work associated with a call after the call itself has ended.
    - The number in the gray box is the cumulative total for the selected time period.
- Agent States - Integrated ACD Premium only
    - This is the percentage of time that this agent spent in each agent state, including agent states that are set automatically, for example when an agent was unavailable because they had logged out of all their queues, turned on DND or were in a call.
    - The state that this agent is currently in is shown in the top right-hand corner.
- Disposition Codes (calls/hr) - Integrated ACD Premium only
    - The total number of calls that this agent has assigned to each disposition code.

Viewing the Agents Status Page

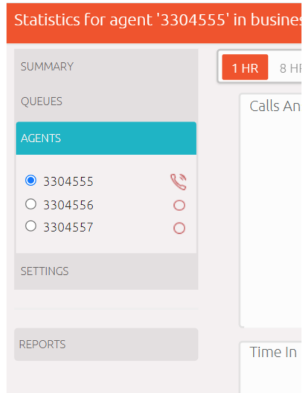
- The Agent Status page is used by MLHG members to view information on the current activity of the Queues (MLHGs) that they belong to and, if they are a member of an Integrated ACD Premium Queue, manage their Agent State.
- You can access the Agent Status page of a particular Agent if necessary. For example, you may need to mark an Agent as unavailable if they are not currently available to take calls but have failed to update their Agent State.
- To view the Agent Status page:
    - Go to the Supervisor Dashboard.
    - Go to the Agents page.
    - In the panel on the left-hand side of the Agents page, use the radio button alongside the Agent's name to select the Agent.
    - Click the View button on the top right of the Agents page.



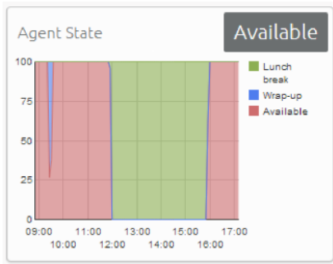
Agent States

- If you have the Integrated ACD Premium service, you can configure several Agent States that your Agents can use to indicate their current availability. This allows you to clearly identify and track when and why agents are not at their desks taking calls. There are also some Agent States which are set automatically because of the agent's actions, for example if they log out of all their queues.
- There are two types of Agent States which can be set by the agents themselves using a drop-down on the Agent Status page.
    - **Available** - Agents in the Available state can answer calls arriving from a Queue or direct-dial calls.
    - **Unavailable** - Agents in an Unavailable state cannot answer calls arriving from a Queue. However, they are still able to answer direct-dial calls.
- As Agents may be unavailable for several reasons, the Integrated ACD Premium service allows you to configure up to 30 unavailability reasons for your entire Business Group that Agents can choose from when moving to an Unavailable state. Each of these gives a different reason as to why an Agent is not currently able to take calls. For example, you can configure unavailability reasons that indicate an Agent is on a break, at lunch or in a meeting.
- In addition to Agent States which agents can set themselves, there are several circumstances when the Agent State will be set automatically to one of the following.
    - **Wrap-up state.** If wrap-up is enabled for a queue, the Agent is automatically moved into wrap-up state when they finish a call that arrived via a queue. For more information on wrap-up, see section 2.8.2.
    - **Logged Out.** This Agent State is displayed when an Agent is logged out of all the queues of which they are a member but is not in wrap-up or a custom unavailable state.
    - **Line Not Ready.** This Agent State is displayed when an Agent is logged in to a queue, but their telephone line is not ready to receive calls, for example it is an unregistered SIP line.
    - **DND.** This Agent State is displayed when an Agent is logged in to a queue but has turned on their DND call service and is not in wrap-up or a custom unavailable state.

Viewing Agent States



- Select the Agents box on the left of the Supervisor Dashboard to launch the Agents screen.
- The Agent state is indicated by the icon to the right of the Agent's name. There are four possible icons.
    - - The **Available** icon indicates that this Agent is in an Available state and can receive calls.
    - - The **Unavailable** icon indicates that this Agent cannot currently take calls arriving from a Queue. However, they may still be able to answer incoming direct-dial calls. This icon will pulse if the Agent is currently in the wrap-up state. The tooltip will display the reason the Agent is unavailable. It will show 'in a call' if the agent's phone is currently ringing but they have not yet answered the call.
    - - The In a Call icon indicates that this agent is in a connected call. This icon will pulse if the Agent is in the wrap-up state.
    - You can also see an Agent's current state in the top right-hand corner of the Agent State statistic graph, as shown below.



Wrap-up State

- Wrap-up state is an Agent State that your Agents will enter immediately after completing a customer call. While in wrap-up state, Agents can complete any work related to the completed call.
- If wrap-up has been enabled for a Queue, Agents are automatically put into wrap-up state after ending a customer call that has arrived through that Queue. Agents are unavailable for further calls from the Queue while in this state, allowing them time to resolve any issues coming out of the call.
- You can choose to allow Agents to exit wrap-up state directly or require them to choose a disposition code to indicate how the call was resolved. For more information on disposition codes, see Disposition Codes.
- You can configure a wrap-up timer so that Agents can only spend a limited amount of time in wrap-up state. The Agent will see the timer counting down on the Agent Status page. When the Wrap-up time expires, the Agent will automatically exit Wrap-up state. If you have configured your Call Center to use mandatory disposition codes, a wrap-up timed out disposition code will automatically be entered. The Agent will then return to the Available state, unless they have carried out another action which would automatically set their Agent state to Unavailable, for example they have logged out of their Queue(s).
- You can enable wrap-up for a Queue and configure the wrap-up timer using the Settings screen.

Wrap-up and Disposition Code Statistics

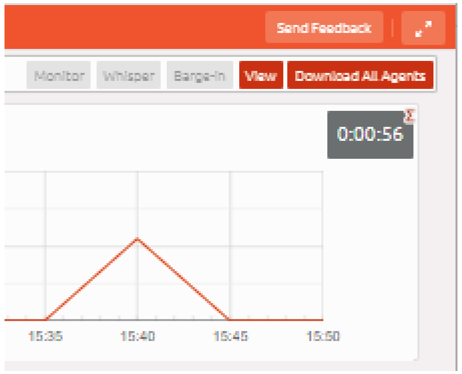
- Statistics are generated to show the average time that Agents have been spending in the wrap-up state, giving you a clear indication of how much time is being taken carrying out clerical duties after a call has been completed. You can view the average wrap-up time for each Agent or for all Agents in a Queue.
- Additionally, you can see how many calls are being assigned each disposition code, giving you useful information on how your Agents are dealing with calls and helping you identify patterns that may indicate an issue with your service. Again, you can view this statistic for an individual Agent or for all Agents in a Queue.

Monitor / Whisper / Barge-In

- If you have the Integrated ACD Premium service, you can use the Monitor / Whisper / Barge-In feature to listen in on your Agents' calls undetected, talk to an Agent during a call without the customer hearing, or fully participate in an ongoing call and speak to all parties.
- You can only use the Monitor, Whisper and Barge-In actions to participate in an Agent's call if:
    - the Agent is a member of the Business Group and department that you manage or any of its sub- departments.
    - the Agent is a member of at least one Queue that uses the Integrated ACD Premium service.
- You can access the Monitor / Whisper / Barge-In feature through the Agents screen or invoke it directly from your phone.

Using Integrated ACD Interface Agents Screen

- To use the Monitor / Whisper / Barge-In feature via the the Integrated ACD interface Agents screen in CommPortal:
    - Go to the MLHGs page in the CommPortal BG Admin interface, and click the Supervisor Dashboard link.
    - Select the Agents box on the left of the Supervisor Dashboard to launch the Agents screen.
    - In the panel on the left-hand side of the screen, you will see a list of the Agents that are logged in to the Queues that you manage.
    - An 'In a call' icon indicates the Agents currently in an active call with a customer.
    - To use Monitor / Whisper / Barge-In, select the radio button next to an Agent in an active call.
    - If the agent selected is an Integrated ACD Premium agent,



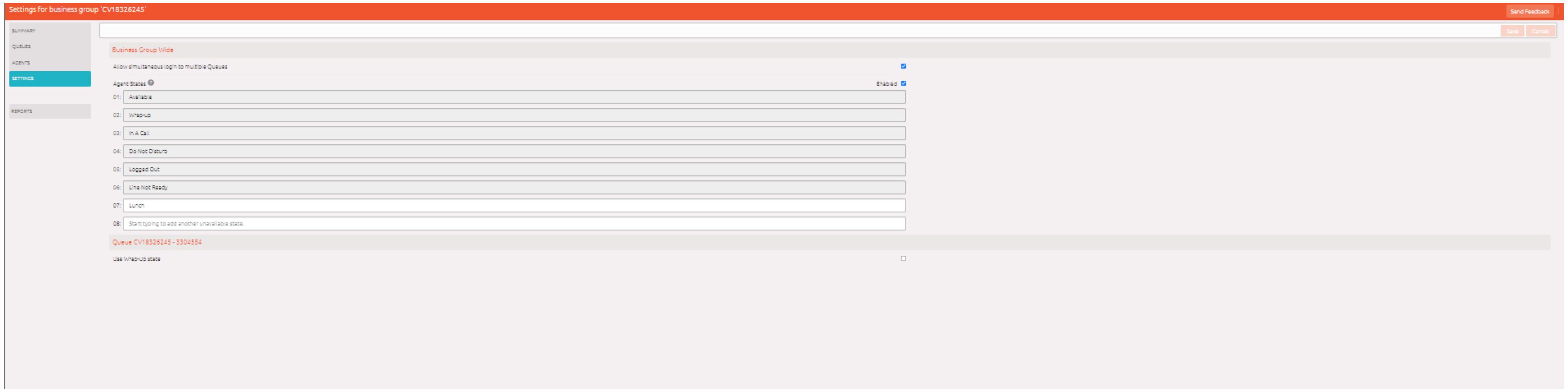
- You can then take one of the following actions:
    - Monitor - listen in on the existing call between the selected Agent and the customer.
    - Whisper - speak to or advise the selected Agent during the call, without the customer hearing.
    - Barge-In - fully join the call, speaking to both the selected Agent and the customer.
- When you click one of the buttons, your phone will ring, and you will be connected to the Agent's call when you answer your phone.
- When you are in an Agent's call, you can continue to use the push buttons to change your level of participation. For example, if you are listening in on a call using the Monitor pushbutton and decide that you want to offer an Agent some advice without the customer hearing, you can simply click the Whisper button.
    - Note that invoking the Whisper action will result in a brief loss of audio that will affect the customer. We recommend that you only invoke the Whisper action during a break in conversation between the Agent and customer to minimize any impact on the customer's experience.

Using your phone

- You can also invoke the Monitor, Whisper or Barge-In actions directly from your phone, without the need to use the Integrated ACD Supervisor Dashboard.
- To do this, dial the access code of the action that you want to use, followed by the intercom code of the Agent whose call you want to participate in. Your Metaswitch Networks will provide you with the necessary access codes.
- Note that if you use the Monitor, Whisper and Barge-In actions directly from your phone, you will not be able to change your level of participation during the call.

Integrated ACD Settings

- You can manage settings for these additional features using the Integrated ACD Settings screen int eh Supervisor Dashboard. This section describes how to carry out the following tasks:
  - Enabling or disabling simultaneous login to multiple MLHGs that require explicit login.
  - Enabling the use of agent states for a business group.
  - Adding or removing agent states.
  - Enabling or disabling the use of the 'wrap-up' state and disposition codes for a specific Queue.
  - Mandating the use of disposition codes by agents in a specific Queue.
  - Adding or removing disposition codes.
  - Configuring dynamic Queue announcements (if available in your deployment).

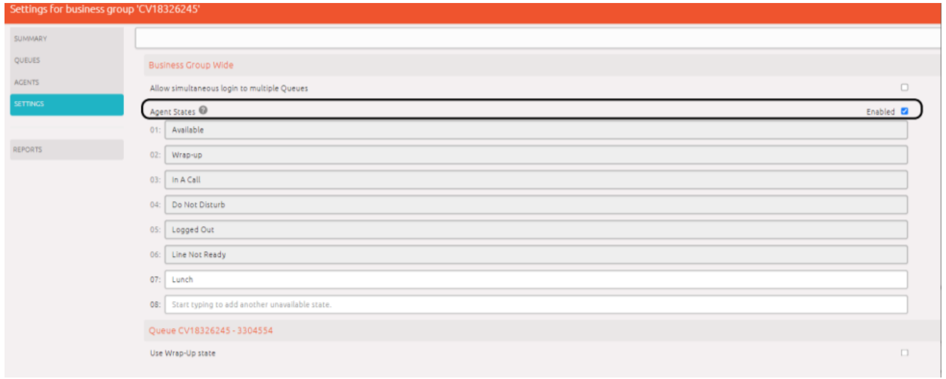


Enabling or disabling simultaneous login to multiple Queues

- You can choose to allow Agents in this Business Group to be logged in to more than one Queue that requires explicit login. If this setting is disabled, Agents will be automatically logged out of a Queue that requires explicit login if they try to log in to another.
- Note that this setting does not affect Queues which do not require explicit login. Agents are always allowed to be logged in to more than one of these Queues simultaneously.
- To enable or disable simultaneous login to multiple Queues:
  - check or uncheck the box marked Allow simultaneous login to multiple Queues as appropriate
  - click the Save pushbutton in the top right-hand corner of the Settings page to confirm your changes.

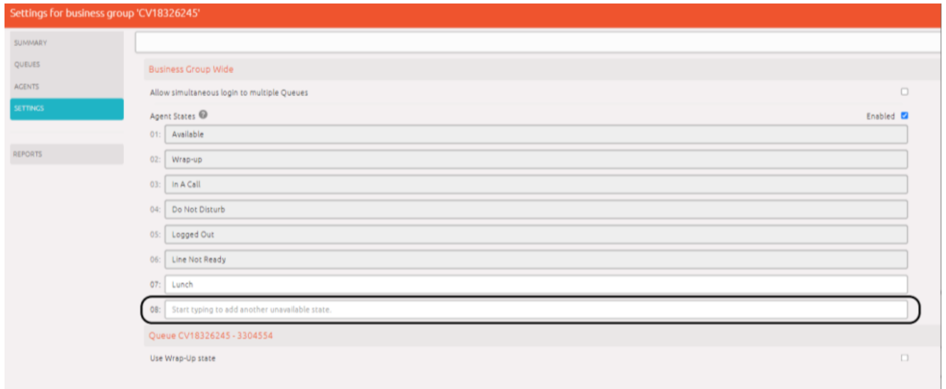
Enabling or disabling Agent States

- You can enable or disable the use of agent states for all Queues in this Business Group. To enable or disable agent states:
    - check or uncheck the box marked Agent States - Enabled as appropriate
    - click the Save pushbutton in the top right-hand corner of the Settings page to confirm your changes.



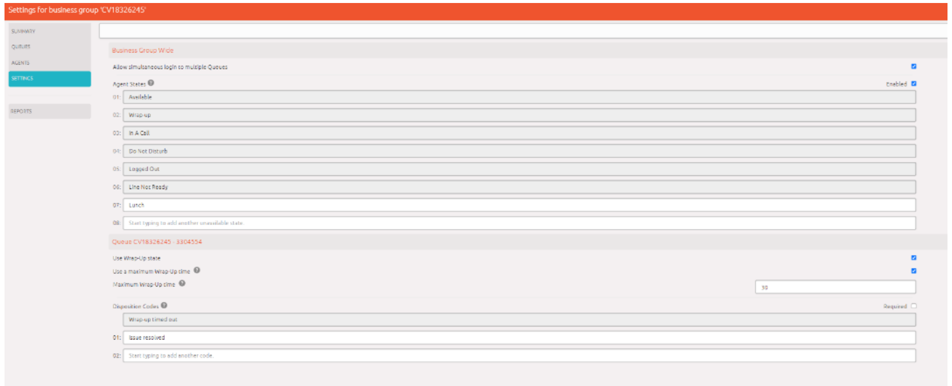
Adding or removing unavailability reasons

- You can add up to 30 additional unavailability reasons per Business Group that can be used by Agents to indicate why they are currently unable to take calls arriving via any of their queues. You can also remove any existing unavailability reasons.
- Note that Agent States must be enabled, before you can add or remove any unavailability reasons.
- You should also note that the statistics that are generated for agent states are tracked by the number that they hold in the list, rather than the name given to them. If you move an unavailability reason to another position in the list, the historical statistics will stay associated with the number and will be assigned to any unavailability reason that you put in its place. If possible, you should avoid changing the position of unavailability reasons in the list to prevent states becoming associated with the wrong historical statistics.
- To make changes to your unavailability reasons:
    - To add new unavailability reason, type its name into the field labeled Start typing to add another unavailable state at the end of the list.
    - To remove an unavailability reason, delete the text and leave the field blank.
- Once you have made all your changes, click the Save pushbutton in the top right-hand corner of the Settings page to confirm your changes.



Enabling the Wrap-up State for a Queue

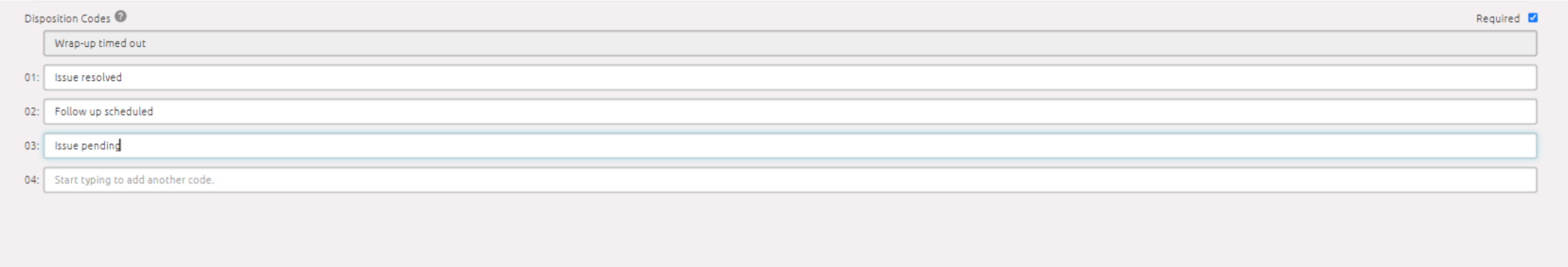
- The wrap-up state is an Agent State that your Agents will enter immediately after completing a customer call. While in the wrap-up state, Agents should carry out any clerical work related to the completed call.
- Note that Agent States must be enabled, before you can enable the Wrap-Up state for a Queue.
- You should decide whether you want to configure any disposition codes for Agents to use to indicate how a call was resolved. If you do want to configure disposition codes, you should also decide whether Agents must assign a disposition code to a call before they are able to leave the wrap-up state.
- You must also decide whether you want to configure a wrap-up timer, so that your Agents can only spend a limited time in wrap-up state. Once the timer expires, the Agent is automatically moved out of wrap-up.



- To enable or disable the use of the wrap-up state for a Queue:
  - Find your chosen Queue on the Settings page and check or uncheck the box marked Use Wrap-Up state as appropriate.
  - If you want to use the Wrap-Up timer
    - check the box marked Use a maximum Wrap-Up time
    - enter the time in seconds which agents can spend in Wrap-Up state in the input box.
  - If you decided that you wanted to add disposition codes to the wrap-up state, type one of your chosen codes into the empty field underneath the Disposition Codes heading. Once you begin typing in the empty field, another field will appear underneath. Enter your second chosen code into this new field, and so on until you have entered all your chosen codes.
    - If you have enabled the Wrap-Up timer, a Wrap-up timeout disposition code will have been pre-configured and will be automatically applied whenever an Agent is moved out of Wrap-Up because the Wrap-Up time expired.
  - If you decided that Agents must assign a disposition code to a call before leaving wrap-up state, ensure that the Required checkbox above the list of disposition codes is checked.
  - Click the Save pushbutton in the top right-hand corner of the Settings page to confirm your changes.

Adding or Removing Disposition Codes

- You can add up to 30 additional disposition codes per Integrated ACD Premium Queue that can be used by Agents to indicate how a call was resolved. You can also remove any existing disposition codes, apart from the pre-configured Wrap-up timeout disposition code.
- Note that Agent States and the wrap-up state must be enabled before you can configure disposition codes.
- You should note that the statistics that are generated for disposition codes are tracked by the number that they hold in the list, rather than the name given to them. If you move a code name to another position in the list, the historical statistics will stay associated with the number and will be assigned to any code name that you put in its place. If possible, you should avoid changing the position of disposition codes in the list to prevent codes becoming associated with the wrong historical statistics.



- To make changes to your disposition codes:
    - To add a new disposition code, type its name into the empty field at the end of the list.
    - To remove a disposition code, delete the text and leave the field blank.
    - Click the Save pushbutton in the top right-hand corner of the Settings page to confirm your changes.

Configure Dynamic Queue Announcements

- If this feature is available in your deployment, you can configure whether callers will hear announcements while they are waiting for their call to be answered that tell them their place in the queue and the approximate wait time until an agent will be available.
- To configure Queue announcements:
    - Tick the checkbox alongside Queue status announcement enabled.
    - The following additional fields will then appear. These are hidden if Queue status announcement enabled is not ticked.
    - Set Initial delay as required. This sets the time before a caller will hear the initial announcement and can be any non-negative numeric value in the range 0-3600 seconds.
        - The default is 10 seconds, so that the caller hears music on hold for a short time before the first announcement. Set this to a different value if you want music to be played for a longer or shorter time.
        - Set this to 0 if you want the first announcement to be played when callers join the queue and before they hear any music.
    - Set Interval between announcements to the number of seconds that music on hold should be played between each announcement. This can be any non-negative numeric value in the range 0-3600 seconds. The default is 180 seconds.
    - Click the Save pushbutton in the top right-hand corner of the Settings page to confirm your changes..

Report Types

Agent Summary

- The Agent Summary report gives an overview of the performance of all the Agents in your call center, allowing you to spot any issues that may require further investigation.
- It includes general performance information for all Agents in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.
- This information is presented in a table. Note that this table does not include information on incoming calls that were not received via a Queue or outgoing calls.

Agent Summary

Agent	Queue	Min call duration	Mean call duration	Max call duration	Mean alerting time	Total calls offered	Total calls answered
John Smith	Support	2:36	2:36	2:37	0:00	60	60 (100%)
Ann Jones	Support	2:36	2:36	2:37	0:00	143	143 (100%)
Jane Watson	Careers	2:46	2:46	2:47	0:00	186	186 (100%)
David Ball	Careers	2:46	2:46	2:47	0:00	126	126 (100%)
Chris Thomas	Careers	2:46	2:46	2:47	0:00	181	181 (100%)

- Each row in the table gives information on an Agent's activity when handling calls from a particular Queue, as indicated in the Agent and Queue columns. If an Agent is a member of more than one Queue, they will have a row in the table for every Queue that they are a member of.
- The Agent Summary report provides the following information.
  - Min call duration - The duration of the shortest call answered by the Agent that was received from this Queue during the specified time period.
  - Mean call duration - The average length of a call answered by this Agent from this Queue during the time period specified.
  - Max call duration - The duration of the longest call that this Agent handled from this Queue during the time period specified.
  - Mean alerting time - The average amount of time between a call from this Queue being hunted to the Agent and the Agent answering their phone.
  - Total calls offered - The number of calls offered to this Agent from this Queue during the chosen time period.
  - Total calls answered - The number of calls answered by this Agent from this Queue.

Report Types

Call Log

- The Call Log report gives a detailed overview of call activity for your call center, providing information on all calls made to or from the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.
- This information is presented as a table with a row for each call.

Call Log

Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
11/01/2017 00:00:02	inbound	36[illegible]	SIPp main pilot	David Wright	0:15	0:10	
11/01/2017 00:00:05	inbound	36[illegible]	SIPp main pilot	Cillian Evans	0:03	0:10	
11/01/2017 00:00:08	inbound	36[illegible]	SIPp main pilot	David Wright	0:06	0:10	

Call Detail by Agent

- The Call Detail by Agent report offers a detailed view of call activity for a particular Agent, allowing you to easily assess their level of performance.
- It provides information on all incoming and outgoing calls involving an Agent during your chosen time period. The entirety of this time period must be within the last 60 days.
- This information is presented as a table with a row for each call.

Call Detail by Agent

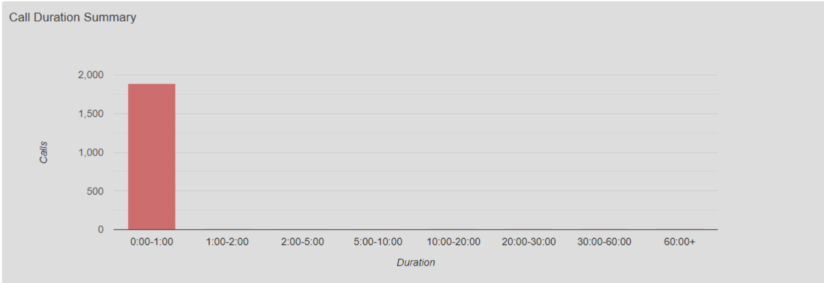
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
10/25/2017 10:28:54	internal	John Smith		hello	0:14	0:14	1596
10/25/2017 11:01:32	internal	John Smith		hello	0:08	0:22	3257
10/26/2017 12:01:14	internal	hello		John Smith	0:05	unconnected	

- The Call Log & Call Detail by Agent report provides the following information for each call.
  - Date - The date and time at which the call was initiated.
  - Direction - Whether this was an incoming, outgoing or internal call.
  - Source - The number of the calling party.
  - Intermediate Destinations - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
  - Destination - The number of the party that received the call.
  - Alerting Time - How long in seconds before the call was answered.
  - Duration - The duration of the call.
  - Account code - The account code used (if applicable).
- Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.
  - MADNs
  - Call Waiting
  - Call Pickup
  - Call Hold
  - 3-Way Calling
  - For some types of call transfer, for example if a call is transferred by a Business Group line into an MLHG, the initial leg of the call will be reported separately.

Report Types

Call Duration Summary

- This Call Duration Summary report gives a clear indication of how quickly your Agents are dealing with customer calls.
- It provides information on the length of calls answered by Agents for a particular Queue during your chosen time period. The entirety of this period must be within the last 60 days.
- Note that calls will only be included if they started in the specified time period. A call does not have to finish within the specified time period to be included. If a call is passed from one Queue to another, it will be included in the Call Duration Summary report for both Queues.
- For ease of use, calls are divided into a number of duration ranges, starting with calls less than 1 minute long and going up to calls over an hour long.
- This information is presented in both a histogram and a table.



Call Duration Summary

Duration	Calls	Total Duration
0:00-1:00	1885 (99.7%)	2:57:00
1:00-2:00	0 (0%)	0:00
2:00-5:00	5 (0.3%)	24:39
5:00-10:00	1 (0.1%)	5:12
10:00-20:00	0 (0%)	0:00
20:00-30:00	0 (0%)	0:00
30:00-60:00	0 (0%)	0:00
60:00+	0 (0%)	0:00

- The histogram shows how many answered calls fell into each duration range during the specified time period.
- The table presents the same information, along with the total duration of all calls in each duration range.

Report Types

Daily Traffic

- The Daily Traffic report provides a useful indication of when your call center is at its busiest, allowing you to identify peak hours of activity and whether your Agents are handling more calls in the morning or afternoon.
- It provides information on the volume of incoming calls to the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. This time period must be within the last 32 days. The information is presented in a bar chart and table.

Daily Traffic

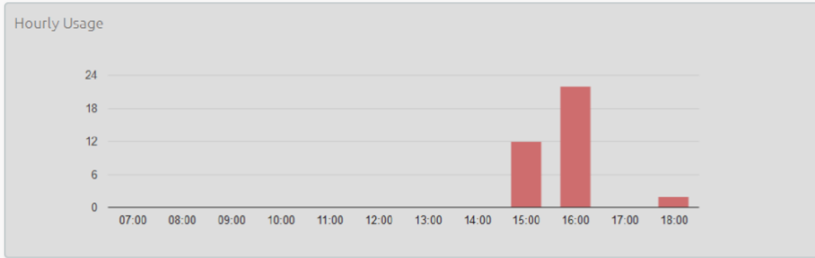
Date	AM call count	PM call count	Peak hour	Peak hour call count	AM total call duration	PM total call duration
07/15/2013	0	9	16:00 - 17:00	8	00:00	00:34
07/16/2013	0	0	00:00 - 01:00	0	00:00	00:00
07/17/2013	0	2	15:00 - 16:00	2	00:00	00:06

- The bar chart displays the number of calls received each day from 0.00am to 12.00 and from 12.00 to 24.00. If the hours of a working day have been specified using the Start of day and End of day fields, calls started outside of the hours of a working day will be excluded from this count.
- The table presents the following information for each day that is included in the specified time period.
    - **AM call count** - the number of calls received from 0.00 to 12.00. If the hours of a working day have been specified using the Start of day and End of day fields, calls started outside of the hours of a working day will be excluded from this count.
    - **PM call count** - the number of calls received from 12.00 to 24.00. If the hours of a working day have been specified using the Start of day and End of day fields, calls started outside of the hours of a working day will be excluded from this count.
    - **Peak hour** - the hour of day during which the most calls were received. Note that the peak hour can only be calculated for data that is less than 32 days old.
    - **Peak hour call count** - the number of calls received during the peak hour. Note that the peak hour call count can only be calculated for data that is less than 32 days old.
    - **AM total call duration** - the total duration of all calls received from 0.00 to 12.00. If the hours of a working day have been specified using the Start of day and End of day fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.
    - **PM total call duration** - the total duration of all calls received from 12.00 to 24.00. If the hours of a working day have been specified using the Start of day and End of day fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.

Report Types

Hourly Usage

- The Hourly Usage report allows you to see which hours of the day a Queue is at its busiest, helping you to plan when extra Agents may be required.
- It provides information on the volume of calls handled per hour by a particular Queue during a specified time period. The entirety of this time period must be within the last 32 days.
    - If the time period that you specify is longer than one day, the totals shown for each hour will be the number of calls made during this hour on all selected days.
    - If you use the Start of day and End of day fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.
- This information is presented in a histogram and table, which both display the number of calls per hour that were received through your chosen Queue and answered by an Agent



Hourly Usage

	Calls
07:00	0
08:00	0
09:00	0
10:00	0
11:00	0
12:00	0
13:00	0
14:00	0
15:00	12
16:00	22
17:00	0
18:00	2

Report Types

User Statistics

- The User Statistics report provides an overview of the performance of each of the Agents in your call center, allowing you to quickly view key metrics such as how many calls Agents are failing to answer and how long on average, they are taking to deal with customer calls.
- It provides call statistics for each Agent in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days. This information is presented in a table, with each Agent having one row for incoming call statistics and one row for outgoing call statistics, as indicated in the Direction column.

User Statistics

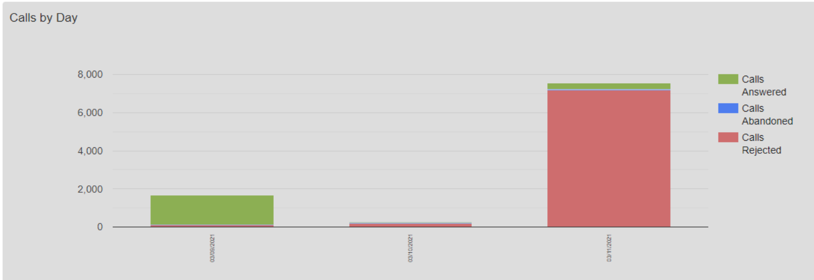
Line	Direction	Total calls	Answered calls	Unanswered calls	Mean alerting time	Total call duration	Mean call duration
John Smith	inbound	3	0 (0%)	3 (100%)	0:06	0:00	0:00
John Smith	outbound	6	3 (50%)	3 (50%)	0:15	0:47	0:15
Ann Jones III	inbound	4415	3437 (77.8%)	978 (22.2%)	0:08	8:07:45	0:08
Ann Jones III	outbound	0	0 (0%)	0 (0%)	0:00	0:00	0:00

- Line - The line used by the Agent.
- Direction - Whether this was an incoming, outgoing or internal call.
- Total calls - The number of incoming/outgoing calls involving this Agent.
- Answered calls - The number of incoming/outgoing calls involving this Agent that were answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- Unanswered calls - The number of incoming/outgoing calls involving this Agent that were not answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- Mean alerting time - The average time before a call was answered.
- Total call duration - The total duration of all incoming/outgoing calls involving this Agent.
- Mean call duration - The average duration of an incoming/outgoing call involving this Agent.

Report Types

Calls by Day

- The Calls by Day report allows you to see the number of calls per day that are being received by your call center and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.
- The report provides statistics on call activity for the Business Group or Departments that you manage (and any of their sub-departments) on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the Start of day and End of day fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.
- This information is presented in a bar chart and table.



Calls by Day

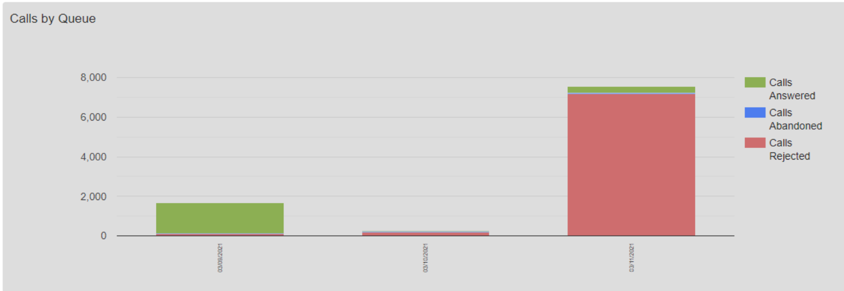
Date	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected
03/09/2021	1667	1550 (93%)	6 (0.4%)	111 (6.7%)
03/10/2021	220	0 (0%)	36 (16.4%)	184 (83.6%)
03/11/2021	7564	341 (4.5%)	46 (0.6%)	7177 (94.9%)

- The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period.
- The table presents the following information for each day in the specified time period.
    - **Calls Received** - The number of calls received.
    - **Calls Answered** - The number of calls received that were answered by an Agent. This is also presented as a percentage of the total number of calls received.
    - **Calls Abandoned** - The number of calls received that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received.
    - **Calls Rejected** - The number of calls received that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold.

Report Types

Calls by Queue

- The Calls by Queue report allows you to see the number of calls that are being received through a particular Queue and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.
- The report provides statistics on call activity for a particular Queue on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the Start of day and End of day fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.
- This information is presented in a bar chart and table.



Calls by Queue

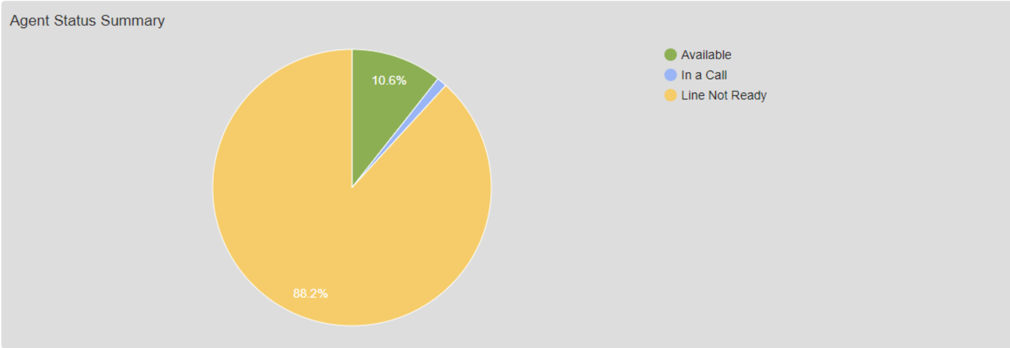
Date	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected
03/09/2021	1667	1550 (93%)	6 (0.4%)	111 (6.7%)
03/10/2021	220	0 (0%)	36 (16.4%)	184 (83.6%)
03/11/2021	7564	341 (4.5%)	46 (0.6%)	7177 (94.9%)

- The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period.
- The table presents the following information for each day in the specified time period.
    - **Calls Received** - The number of calls received through the Queue.
    - **Calls Answered** - The number of calls received through the Queue that were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
    - **Calls Abandoned** - The number of calls received through the Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
    - **Calls Rejected** - The number of calls received through the Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.

Report Types

Agent Status Summary

- The Agent Status Summary report allows you to see how long an Agent has been spending in each Agent State during your chosentime period, which must be within the last year.
- The information is presented in a pie chart and table.
- The pie chart displays the percentage of your chosen time period that the Agent spent in each Agent State.
- The table displays the total time that the Agent has spent in each Agent State. This is also presented as a percentage of your chosen time period.



Agent Status Summary

Agent State	Time in State	Time in State
Available	7:37:20	10.6%
Wrap-up	0:00	0%
In a Call	50:47	1.2%
Do Not Disturb	0:00	0%
Logged Out	0:00	0%
Line Not Ready	63:31:54	88.2%

Report Types

All Agent Status Summaries

- The All Agents Status Summaries report includes multiple tables and charts, one for each agent, allowing you to analyze agentstatus information more easily and compare data between agents. The report data for each agent is the same as in the existing Agent Status Summary report but isnow conveniently contained in a single source.
- The information is presented in multiple pie charts and tables, one for each agent.

Inbound Summary Report

Inbound Summary

Pilot Number	Calls Received	Calls Connected	Total Duration	Average Call Duration	Average Wait Time	Calls Abandoned	Average Abandon Time
3612039070	0	0	0:00	0:00	0:00	0	0:00
3612039076	0	0	0:00	0:00	0:00	0	0:00
3612039077	0	0	0:00	0:00	0:00	0	0:00
3612039078	0	0	0:00	0:00	0:00	0	0:00
3612039079	1841	1703	2:33:18	0:05	0:10	138	1:33

- The table presents the following information for the specified period.
  - **Pilot Number** - The DN of each Pilot Number in your Queue(s).
  - **Calls Received** - The number of calls received through the Pilot Number(s) in your Queue(s).
  - **Calls connected** - The number of calls handled by the Pilot Number(s) in your Queue(s).
  - **Total duration** - The total duration of all incoming calls received by the Pilot Number(s) in your Queue(s).
  - **Mean call duration** - The average length of a call answered by the Pilot Number(s) in your Queue(s).
  - **Average Wait Time** - The average time a caller had to wait before the Pilot Number(s) in your Queue(s) handled the call.
  - **Calls Abandoned** - The total number of calls received by the Pilot Number(s) in your Queue(s) that were abandoned by the caller before they were answered.
  - **Average Abandon Time** - The average time callers waited in a Queue before hanging up without their call being answered by the Pilot Number.

Report Types

Queue Summary

- The Queue Summary report allows you to see the activity in all your Queues in a single report. This report includes both inbound and internal calls. You may want to use this report to identify patterns in call volume across your Queues so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.
- The report provides statistics on the activity of all your Queues within your chosen time period. The entirety of this time period must be within the last 60 days.
- This information is presented in a table only
- The table presents the following information for the specified period.

Queue Summary

Queue	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected	Average Waiting Time	Average Call Duration	Average Abandon Time
Marketing	9451	1891 (20%)	88 (0.9%)	7472 (79.1%)	0:01	0:06	0:00
Support	0	0 (0%)	0 (0%)	0 (0%)	0:00	0:00	0:00

- **Queue -** The name of the Queue.
- **Calls Received -** The number of calls received through this Queue. This is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Answered -** The number of calls received through this Queue that were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Abandoned -** The number of calls received through this Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Rejected -** The number of calls received through this Queue that were rejected because there were no Agents available to take the call, and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached, or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.
- **Mean waiting time -** The average time callers had to wait before the call was answered by the Queue.
- **Mean call duration -** The average length of a call answered by this Queue during the time period specified.
- **Mean abandon time** - The average time callers waited in a Queue before hanging up without their call being answered.

Report Types

Abandoned Calls Summary

- The Abandoned Calls Summary report allows you to see how many calls are abandoned across all of your Queues. This report includes both inbound and internal calls. You may want to use this report to identify unexpected rates of call abandonment in particular Queues which might indicate that you need more Agents in that Queue.
- The information is presented in a table only.

Abandoned Calls Summary

Queue	Calls Abandoned	Calls Rejected	Average Abandon Time
Marketing	88 (0.9%)	0 (0%)	0:00
Support	0 (0%)	0 (0%)	0:00

- The table presents the following information for the specified time period.
    - **Queue** - The name of the Queue.
    - **Calls Abandoned** - The number of calls received through this Queue that were abandoned by the caller before they were answered.
    - **Mean abandon time** - The average time callers waited in a Queue before handing up without their call being answered.

Abandoned Calls Detail Report

- The Abandoned Calls Detail report shows the proportion of calls that are abandoned as well as the absolute number of abandoned calls, during specific time periods, enabling you to identify the time periods that have the highest abandon rates.
- This information is presented in a table only.

Abandoned Calls Detail

Date	Calls Abandoned	Calls Rejected	Average Abandon Time
04/27/2017	0 (0%)	0 (0%)	0:00
04/28/2017	1 (14.3%)	0 (0%)	0:11
04/29/2017	0 (0%)	0 (0%)	0:00
04/30/2017	0 (0%)	0 (0%)	0:00
05/01/2017	0 (0%)	0 (0%)	0:00
05/02/2017	0 (0%)	0 (0%)	0:00
05/03/2017	0 (0%)	0 (0%)	0:00

- **Date** - The date on which the calls took place. The date will be displayed in the format that is set for your deployment. The screenshot shows this in MM:DD:YYYY.
- **Calls Abandoned** - The number of calls received through this Queue that were abandoned by the caller before they were answered. This statistic is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Rejected** - The number of calls received through the Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.
- **Average Abandon Time** - The average time callers waited in a Queue before hanging up without their call being answered.

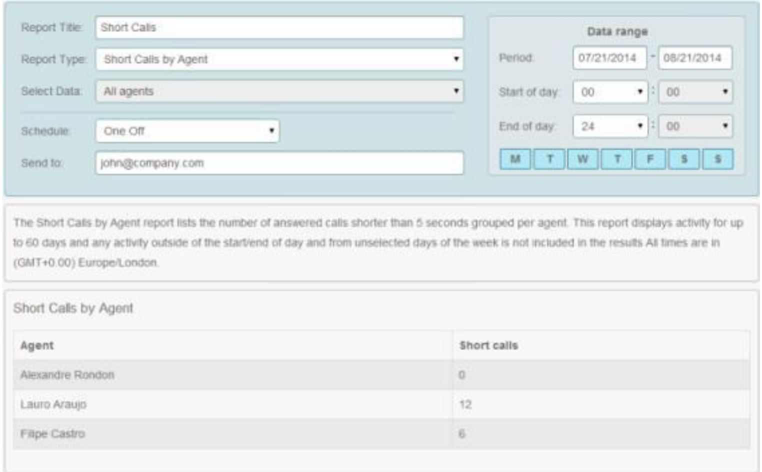
Report Types

Short Calls by Agent

- The Short Codes by Agent report allows you to see the number of calls of less than 5 seconds handled by your Agents within the chosen time period, which must be within the last 60 days. You may want to use this report to identify Agents with an abnormally high number of short calls which might suggest that they are not handling callers correctly.
- This information is presented in a table only.

Short Calls by Agent

Agent	Short Calls
Ann Jones	283
David Wright	173
Cillian Evans	262
David Ball	158
Chris Thomas	246



Agent	Short calls
Alexandre Rondon	0
Lauro Araujo	12
Filipe Castro	6

- The table presents the following information for all your Agents over the specified time period.
  - **Agent** - The name of the Agent.
  - **Short calls** - The number of calls lasting less than 5 seconds handled by this Agent.

Frequent Callers Summary

- The Frequent Callers Summary report allows you to see the 50 most active callers, in order, for the selected Queue within your chosen time period, which must be within the last 60 days. You may want to use this report to identify callers whose repeat calls might indicate their call was not dealt with satisfactorily, for example because they called multiple times but hung up before their call was answered each time, or who are particularly good customers who might be suitable targets for a marketing campaign.
- This information is presented in a table only.
- The table presents the following information for the selected Queue for the selected time period.
- **Caller ranking** - The ranking for this caller, based on the number of calls received from them during the specified time period.
- **Source** - The number of the calling party.
- **Calls Received** - The number of calls received from this caller over the time period.
- **Calls Abandoned** - The number of calls that were abandoned by this caller before they were answered.
- **Total queuing time** - The total amount of time this caller had to wait before their call was answered by an Agent.
- **Total duration** - The total duration of all incoming calls received from this caller.

Frequent Caller Summary

Caller Ranking	Source	Calls Received	Calls Abandoned	Total Queuing Time	Total Duration
1	3612044181	138	9	24:22	0:06
2	3612044182	128	7	28:32	15:08
3	3612044185	128	12	35:18	9:41
4	3612044180	122	8	29:19	9:44
5	3612044184	118	8	30:16	14:20
6	3612044186	114	11	35:45	13:33
7	3612044193	112	5	30:00	9:00
8	3612044187	104	10	34:18	8:08
9	3612044192	98	7	30:27	7:37
10	3612044190	94	9	31:49	7:14
11	3612044188	93	11	28:24	6:56
12	3612044189	93	7	28:34	7:17
13	3612044195	92	4	23:59	7:34
14	3612044191	89	6	27:38	7:15
15	3612044197	86	7	29:00	6:40
16	3612044196	81	5	25:01	11:19
17	3612044199	79	5	22:14	6:18
18	3612044198	72	7	26:04	5:28

Generating Reports

- You can create reports to be generated at a specified point in the future, either on a one-off basis or at regular specified intervals, for example every week or month. These reports are created as pdf files which are then emailed to one or more email addresses.
- There is a limit on the number of reports that can be scheduled: if your system is already at this limit, you will not be able to schedule another report unless you delete an existing one first.
- You can also choose to generate an instantaneous report on past activity.

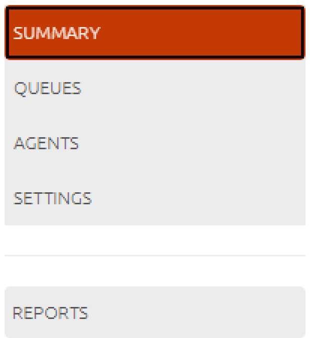
Before you begin

- There are a number of decisions that you will need to make before you start generating your reports.
- You must decide which of the following report types you want to create.
- If you want to create an Agent Status Summary or Call Detail by Agent report, you will need to know the name or number of the Agent that you want to create a report for.
- If you want to create any of the following report types, you will need to know the name of the Queue that you want to create a report for.
    - Calls by Queue
    - Call Duration Summary
    - Frequent Callers Summary
    - Hourly Usage
- You must know the date range that you want the report to cover.
- For all of the following report types, this date range must be within the last year.
    - Calls by Day
    - Calls by Queue
    - Queue Summary
    - Agent Status Summary and All Agents Status Summaries (Integrated ACD Premium only)
- For all of the following report types, this date range must be within the last 60 days.
    - Abandoned Calls Summary and Abandoned Calls Detail Summary
    - Agent Summary
    - Call Log
    - Call Detail by Agent
    - Call Duration Summary
    - Frequent Callers Summary
    - Inbound Summary
    - Short Calls by Agent
    - User Statistics
    - For an Hourly Usage or Daily Traffic report, this date range must be within the last 32 days.

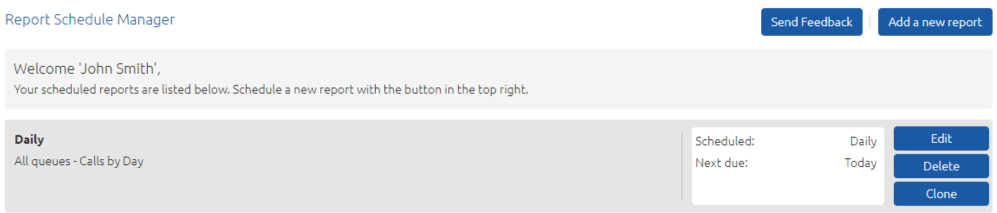
- You must choose whether you want to specify the start time and end time for the working day. If you do specify these times, the report will only show statistics for activity between these two times. If you decide that you do want to specify the start time and end time for the working day, you must know these times. Note that if you choose a start time that is later in the day than the end time, the report will display statistics for activity between 0.00 and your chosen end time and for activity between your chosen start time and 24.00.
- You must choose whether you want to exclude activity from certain days of the week from your report. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics. If you do want to exclude certain days of the week, you must know which days you want to exclude.
- You must decide whether you want to generate a report on past activity, or schedule a one-off or recurring report on future activity.

Launch the Reports Page

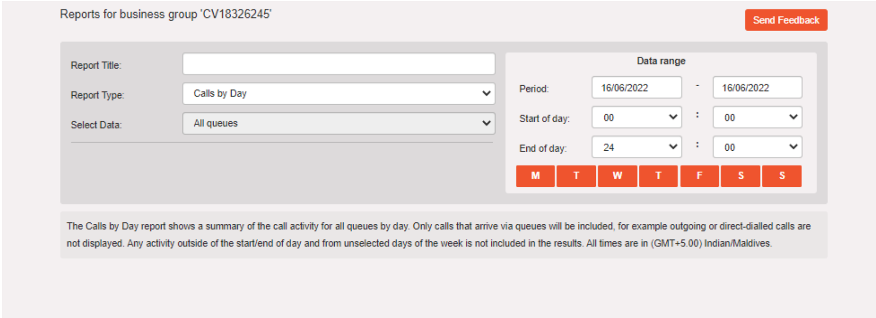
- To access the Reports page:
- Go to the MLHGs page in the CommPortal BG Admin interface and click the **Supervisor Dashboard** link.
- Click **Reports** in the box on the left of the Supervisor Dashboard.



- This launches the Report Schedule Manager page, which will show you any reports that you have currently scheduled as well asallow you to create a new report.

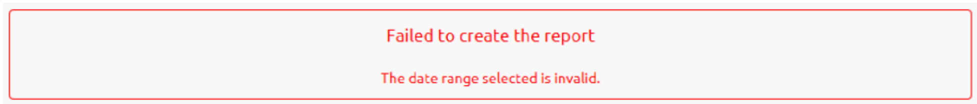


- To create a new report, click Add a new report in the top right corner of this page to launch the Report creation screen.
- If you want to create a report that's very similar to one that you have already scheduled, click the Clone button alongside that report. This will create a new report with the appropriate fields already filled in.
- You can now create your report on the Report creation screen

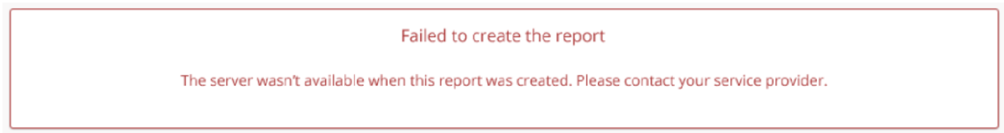


- If you want to give the report your own title, type your chosen title into the Report Title field.
- If you also have permission to create reports for your Business Group, you will see the Report Scope field. Use the radio buttons to select ACD for this report. You will not see this option if you cannot create Business Group reports.
- Use the drop-down alongside **Report Type** to select the type of report to generate.
    - You will then see a summary of what the report immediately below the input panel.
    - Use the **Select Data** drop-down to select an Agent or Queue for this report. This field will only be available if you need to make a selection. As noted in Before you begin:
        - You will need to select an Agent if you are generating an Agent Status Summary (Integrated ACD Premium only), Call Detail by Agent or Short Calls by Agent report.
        - You will need to select a Queue if you are generating a Calls by Queue, Call Duration Summary, Frequent Callers Summary or Hourly Usage report.
    - Use the **Department** drop-down to select the Department, if you are able to generate reports for more than one Department.
    - Fill in the **Data range** box. If you are creating a one-off report, these should be dates and times that have already passed.
        - Enter your chosen start date into the left-hand **Data range** field.
        - Enter your chosen end date into the right- hand **Data range** field.
        - If you want to specify the start time for a working day, use the **Start of Day** hour and minute drop-down to enter this time in 24h format.
        - If you want to specify the end time for a working day, use the **End of Day** hour and minute drop-down to enter this time in 24h format.
        - If you want to exclude any days from the report, click on the blue boxes at the bottom of the **Data range** panel to exclude the selected days.
    - If you do not have permission to schedule reports, you will not see any more options. Click **Update Report**, and the report data will appear on the screen below the report creation box.
    - If you have permission to schedule reports, you will see the following additional options on the screen.

- Use the **Schedule** drop-down to select whether you want to generate a one-off or a scheduled report.
    - To generate a one off report, click **One Off**. The dates that you entered should be in the past.
    - To generate a Scheduled report, use the drop-down to select the regularity with which the report should be generated. If you select weekly, monthly or yearly in the Schedule drop-down, select the time you want the report to be generated into the **Due** field.
        - For Weekly, set this to the day of the week the report should be generated.
        - For Monthly, enter the day of the month on which you want the report to be generated. This will be between 1 and 31. If you enter a day that does not occur in a particular month, for example 31 April, the report will be generated on the final day of that month.
        - For Yearly, enter the date on which you want the report to be generated. This should be in MM/DD format.
- Enter email addresses of anyone you want to receive a copy of the report. It will be emailed to them in pdf format once it has been created.
- To see a preview of your report, click Update Report.
- You may see the following error message when generating a report if any of the information you have just entered is not valid.



- You should review the information that you have entered into the fields on the Reports page when creating the report and correct any errors.
- The report may not be created because the server cannot be contacted. If this is the case, you will see the following error message.



- If you see this message, contact Dhiraagu to enquire about any known problems with the server's connectivity.

Thank You