



Hosted VoIP Phone System

Green Platform

Integrated ACD Call Center Supervisor Guide

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1. Integrated ACD User Guide for Business Group Administrators

Integrated ACDs maintains statistical information on the activity of the Hunt Groups (queues) used in their business to handle calls. These groups and their members are managed using the Administrator CommPortal. The CommPortal may be used to access advanced supervisory features for monitoring hunt group members, including the ability to listen in on or participate in calls.

The *Integrated ACD Supervisor Guide* assists call center supervisors in understanding and managing the ACD (call center) service. Administrators that are managing the phone system in full should also refer to the *Administrator CommPortal Guide* for full reference on all sections of the administrator portal.

For agents using the system, the *Integrated ACD Agent Guide* should be referenced for more information concerning their agent capabilities in the portal. Please contact Telesystem for these guides or download them in the Green Platform resource section at <https://www.telesystem.us/hosted-voip-green>.

1.3 Terminology

Throughout this guide there are several terms with which you should become familiar:

- **Hunt Group** may also be referred to as a Queue, Multi Line Hunt Group, or MLHG.
- **Call Center Agents** may also be referred to as (hunt group) Members or ACD Users.
- **Integrated ACD** may also be referred to as Call Center.

1.4 How Integrated ACD works

Integrated ACD uses the *Hunt Group* feature to handle incoming calls and provide detailed information on all its activity. This activity is reported and managed through the CommPortal Administrator interface. This information is particularly useful if you are operating a call center and want to monitor the performance of the call center staff or call volume in each of your queues.

1.3 Using CommPortal to administer your Hunt Group

You can use the Administrator CommPortal to make changes to your Hunt Groups and access their advanced features. These changes include adding and removing Hunt Group members and amending the configuration options on those lines.

This guide focuses primarily on managing Hunt Groups for use with the Integrated ACD service. Because of this, please understand that each agent (also referred to as a member or a user) using Integrated ACD must be assigned an Integrated ACD license. An agent who is a member of multiple hunt groups only requires a single license. The ACD license is added by Telesystem when they fulfill the order for your ACD system.

Should you need to add, move, or remove ACD licenses from a user's line, please place this order with Telesystem.

1.3.1 Accessing the Administrator CommPortal

To access the CommPortal, point any browser to <https://pbx.telesystem.us/commportal/bg> then enter your administrator credentials.

Number is the ten-digit account number assigned to your own phone account (known as the DID or direct inward dial number).

Password is your CommPortal password.

If after entering your correct direct dial number and password you cannot gain access, this may mean that you do not yet have administrator rights enabled on your account. If you do not know your password or have an issue logging into the portal, please contact your current system administrator or Telesystem to assist.



CommPortal Web
Please log in below.

Number:

Password:

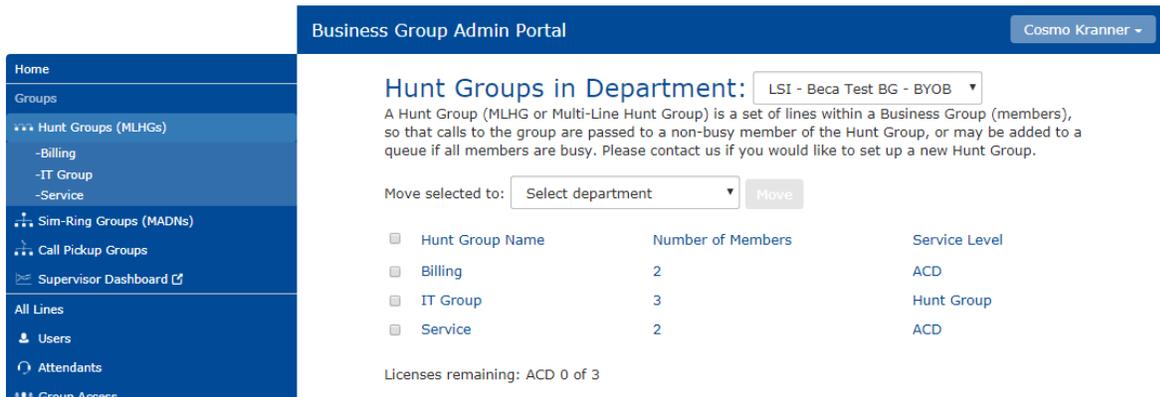
If you have forgotten your password, please contact customer support.

2. Managing Hunt Groups in CommPortal

To begin managing your hunt groups after logging into the Administrator portal, do one of the following:

- Select the home page **Hunt Groups** icon 
- Select Hunt Groups section in the left pane 

The screen that appears in the right pane will show all hunt groups available to you (example shown below).



Hunt Group Name	Number of Members	Service Level
Billing	2	ACD
IT Group	3	Hunt Group
Service	2	ACD

Licenses remaining: ACD 0 of 3

The Hunt group screen shows:

- **All hunt groups** in the department that is selected from the department drop down menu

- The **name** of each hunt group
- The **number** of hunt group members within each group
- The **service level** which indicates whether the hunt group is part of the premium ACD service.
- If there is a limit on the number of ACD (call center) licenses which can be used for agents, this will also be noted at the bottom of the screen.

The services available in the hunt group differ based on the service level of the group (ACD or regular MLHG service) and whether or not you have queuing enabled on the hunt group.

2.1 Viewing and Modifying Hunt Groups

Select the Hunt Group that you want to modify by clicking on its title.

Business Group Admin Portal Cosmo Kranner ▾

Home
Groups
Hunt Groups (MLHGs)
-Billing
-IT Group
-Service

Hunt Group IT Group in Department: South Office

Hunt Group Pilots | Hunt Group Members | Settings

Telephone Number	Ext.	Name
(267) 293 4042	34042	MLHG

The hunt group configuration section includes three tabbed sections. Each is accessed by clicking on its title:

- **MLHG Pilots**- Make changes in this section to how long the hunt group rings and where the hunt group forwards if there is no answer.
- **MLHG Lines**- This section allows the administrator to modify and view lines (agents) that are assigned to that particular MLHG.
- **Settings**- This section allows the administrator to modify and view settings pertaining to this MLHG including the name, ring algorithm used, any log in/out allowance.

2.2 Hunt Group Pilot: Overview

Click on the MLHG Pilot heading to view that section. This is the default section after selecting a hunt group.

A pilot number is a phone number that may be called directly to call into the hunt group. In many cases this number is also assigned an internal extension that may be used for transfers from another phone within that business group or from the Auto Attendant.

Business Group Admin Portal Cosmo Kranner ▾

Home
Groups
Hunt Groups (MLHGs)
-Billing
-IT Group
-Service

Hunt Group IT Group in Department: South Office

Hunt Group Pilots | Hunt Group Members | Settings

Telephone Number	Ext.	Name
(267) 293 4042	34042	MLHG

Click the hunt group number to make changes to its settings. The primary changes to make to a hunt group here include:

- Change how long the call rings the group and/or where it forwards if unanswered.
- Modify the way voicemail is received on the hunt group.
- Allow/disallow callers to press 0 to exit the queue.

The following sections discuss the primary changes that can be made to a hunt group deployed to a call center. Many hunt group settings are similar to those of any other line such as message settings, call settings, etc. See the *Administrator CommPortal Guide* for more complete information on all line properties and changes.

2.2.1 Hunt Group Pilot: Call Manager Settings

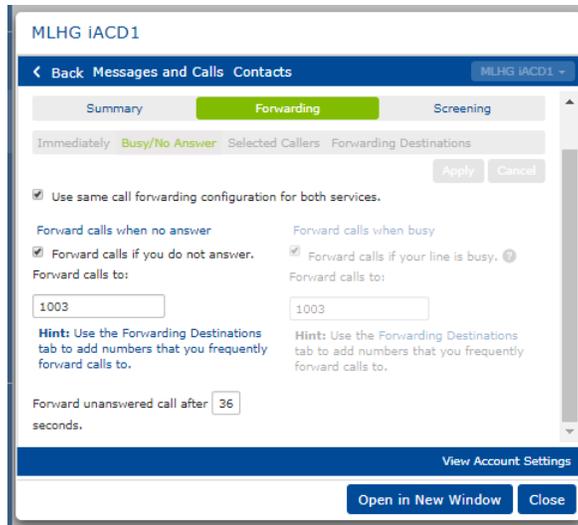
Supervisors can modify the forwarding settings of the hunt group in its Call Manager section. For example, the overflow destination or the amount of time the caller rings the members can be configured in this section.

To modify hunt group settings:

- Select **Groups**
- Select **Hunt Groups**
- Click the hunt group you want to configure
- Select **Hunt Group Pilots** section
- Click the hunt group you want to configure
- Click **Go to Call Manager** 
- Click **Forwarding** tab
- **Modify** settings as desired in the forwarding section then click **Apply**

The most common forwarding on hunt groups is **Busy/No Answer Forwarding** (see below). This forwards the incoming call if the hunt group members are all busy or if none answer the ringing call. For example, calls to the billing department may overflow (forward) to the auto attendant or another extension if they are unanswered.

To modify the busy or no answer forwarding destination, use the instructions above then click on Busy/No Answer and modify the no answer and busy destinations as shown below. The busy/no answer destination can be a telephone number or valid extension.



The example above shows that if the calls are unanswered, they are forwarded to extension 1003 after 36 seconds. If the members are busy, the call is forwarded to extension 1003.

Keep in mind that if you have queuing enabled on your hunt group, the setting for how long you allow callers to wait is set elsewhere. See section 2.4.2.

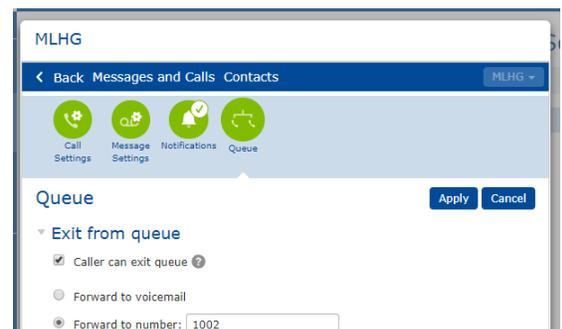
2.2.2 Hunt Group Pilot: Queue Settings

Modify the queue settings of the hunt group as follows:

- Select **Groups**
- Select **Hunt Groups**
- Click the hunt group you want to configure
- Select **Hunt Group Pilots** section
- Click the hunt group you want to configure



- Click **Queue**
- Modify the following as needed:
 - *Exit from queue*- check this if you want callers to be able to press 0 to exit the queue while they are waiting. If it is checked, you must choose to send the call to voicemail on the hunt group or another destination. The example to the right shows that callers may press 0 to exit the queue. When they do, they will be transferred to extension 1002.

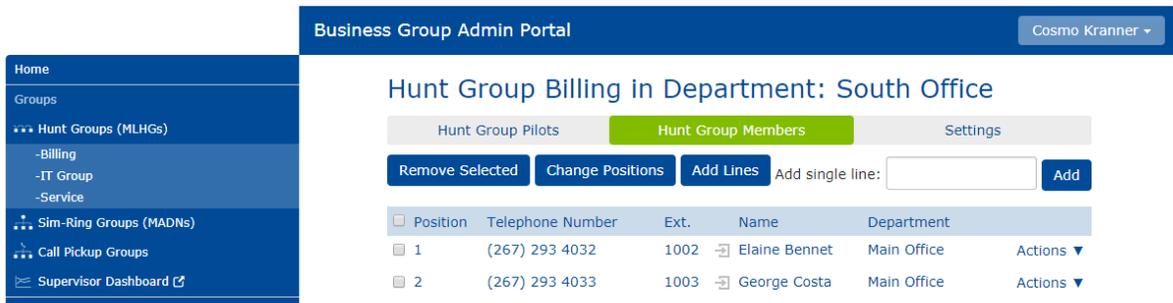


- *Present pilot name with the number in Caller ID*- specifies whether or not the directory number that was called should be delivered as the caller ID when the agent receives a call. This can be used so that, for example, a helpdesk receiving calls could know whether the "Helpdesk" or "Accounts Inquiries" number had been called. This is available for most phone models and premium ACD hunt groups.
- Click **Apply** to save changes

2.3 Hunt Group Members: Overview

Click the *Hunt Group Members* heading to view that section.

Members are the lines within the hunt group that ring when called. This section shows the users allocated to the hunt group and whether or not they are currently logged in.



The options at the top of this section allow the administrator to add, remove, or modify the lines in the hunt group.

To remove a line from the group:

- Click the checkmark  to the left of the line you want to remove
- Click **Remove Selected** button

To modify the order of the members:

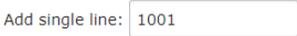
- Click **Change Positions** button
- Use the  and icons to modify the member positions
- Click **Apply**

The order of the members is only relevant if the hunt group is using a linear or circular call distribution method. See section 2.4.2.1 for more information on the call distribution options.

To add another member to the group using the Add Lines menu:

- Click **Add Lines** button
- In the screen that appears, filter to the correct department (if needed), then place  checkmarks by the lines to add to the hunt group.
- Click **Add Selected** button

To add another member to the group using the single line menu:

- Enter an extension or phone number of a user in the *Add single line:* text box

- Click **Add** button

2.3.1 Hunt Group Members: Individual Line Settings

There are modifications that can be made to the hunt group member's individual settings. To do this while viewing the hunt group, click on the phone number or use the *Actions- View Line Settings* option to the right of the line. The administrator may make all the primary line changes to the lines here.

More information on all the individual settings of the name, forwarding, etc for users is detailed in the *Administrator CommPortal Guide*.

2.3.2 Hunt Group Members: Member Log in and Log Out

The administrator can allow hunt group members to log in and out of the group. The status is noted in the member screen as follows:

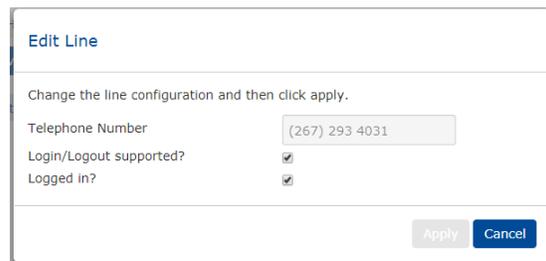
 Logged in member

 Logged out member

When a line is logged out, the member will not receive calls sent to the hunt group. You may allow to disallow users to log themselves in and out on an individual basis as shown below.

The enable or disable the ability to log in/log out for a specific member:

- Click **Actions** by the line to modify
- Select **Edit line** from the drop down menu
- Add (enable) or remove (disable) a **checkmark** by *Login/Logout supported*



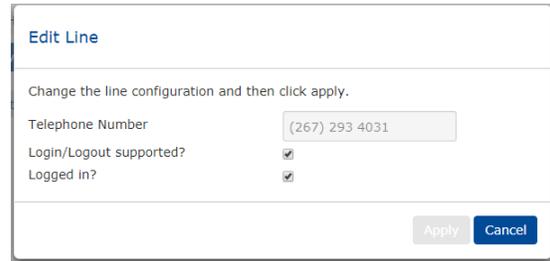
Edit Line	
Change the line configuration and then click apply.	
Telephone Number	(267) 293 4031
Login/Logout supported?	<input checked="" type="checkbox"/>
Logged in?	<input checked="" type="checkbox"/>
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

If the administrator has allowed users to log in and out, they may do so through their User CommPortal Groups section or Agent Dashboard (see section 3.1.3). In some cases, their desk phone may also allow them to log in or out.

Alternately, administrators may log members in or out of the hunt group as shown below.

To log a member in or out of a hunt group:

- Click **Actions** by the line to modify
- Select **Edit line** from the drop down menu
- Add (logged in) or remove (logged out) a **checkmark** by *Logged In*



Administrators may also allow entire hunt groups the ability to log in and out, rather than choosing on an individual basis. To view or modify this (whole) hunt group setting, see section 2.4.2.

2.4 Hunt Group Settings: Overview

Click the *Hunt Group Settings* heading to view that section.

The *Settings* within this section include:

- **Preferences** –change the name and overall login/out decisions for the group
- **Hunt Settings**- modify the distribution algorithm, how long members are called, and how long callers wait in queue.



2.4.1 Hunt Group Settings: Preferences

Hunt Settings *Preferences* section may be accessed by doing the following:

- Select **Groups**
- Select **Hunt Groups**
- Click the hunt group you want to configure
- Select **Settings** section
- Select **Preferences** subsection
- Modify the following as needed then click the **Apply** button:

Hunt Group Name: Input the desired name of this hunt group.

Service Level: This field notes whether this is a regular hunt group or an integrated ACD hunt group. This field may not be changed by the system administrator.

Login/logout supported by default for new members: As members are added and removed from hunt groups, you can allow or disallow them the ability to log in or out themselves. This setting can be decided for all new members here or modified per member in the members section (see section 2.3.2).

2.4.2 Hunt Group Settings: Hunt Settings

The Settings *Hunt Settings* section may be accessed by doing the following:

- Select **Groups**
- Select **Hunt Groups**
- Click the hunt group you want to configure
- Select **Settings** section
- Select **Hunt Settings** subsection
- Modify the following as needed then click the **Apply** button:

Call Distribution Algorithm: the method in which calls to the hunt group will be distributed to its members. See section 2.4.2.1 for information on each option.

Maximum queue length: The maximum number of callers you wish to be allowed wait in queue (1-256). If this number is exceeded, the caller will be handled with the call forward busy treatment (see section 2.2.1). This field only appears if Telesystem has enabled queueing on the hunt group.

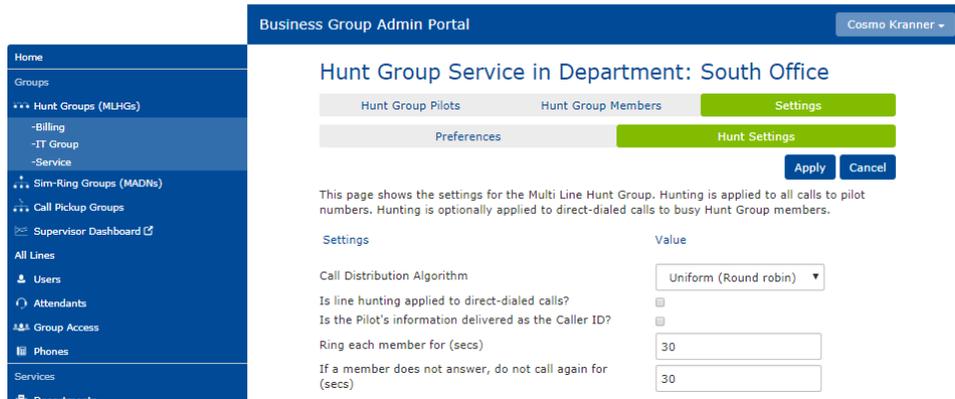
Maximum time calls are queued for (secs): This is the maximum number of seconds that you want to allow callers to wait in queue before they overflow somewhere else. If this time is exceeded, the caller will be handled by the call forward busy treatment (see section 2.2.1). This field only appears if Telesystem has enabled queueing on the hunt group.

Is line hunting applied to direct-dialed calls? Specifies whether external calls directly to a line within the hunt group receive the line hunting treatment if the line is busy. (Intercom calls, and external calls directly to a line with SIP Call Forking enabled, do not receive Line Hunting treatment regardless of the setting of this field.)

Is the Pilot's information delivered as the caller ID? Specifies whether the directory number that was called should be delivered as the caller ID. This can be used so that, for example, a helpdesk receiving calls could know whether the "Helpdesk" or "Accounts Inquiries" number had been called.

Ring each member for (secs): Specifies the number of seconds a call will be presented to a member. There are approximately 6 seconds per ring.

If a member does not answer, do not call again for (secs): If a member does not answer a call this hunt presents a call to them, the hunt group will not present another call to the member for this number of seconds. There are approximately 6 seconds per ring.



2.4.2.1 Hunt Group Settings: Call Distribution Algorithm

The Call Distribution Algorithm is the method in which calls to the hunt group will be distributed to its members. It decides whether all members should ring at the same time, sequentially, or based on whether they've been idle the longest. Information about each type of distribution is below.

Linear

- *What it is:* When the hunt group is called, hunting starts with the first MLHG Line and continues through the list until a non-busy line is found. If a busy MLHG Line is dialed directly and the *Hunt on Direct Dialed Calls* option is set to true, hunting starts with the MLHG Line after the dialed number and continues to the end of the list until a non-busy line is found. It does not start again from the beginning of the list.

Circular

- *What it is:* When the hunt group is called, this is the same as Linear. If a busy MLHG Line is called, this is the same as Linear except that once the end of the list is reached, hunting will continue from the beginning of the list until a non-busy line is found.

Uniform (round robin)

- *What it is:* When the hunt group is called, hunting starts with the first number after the line that was selected by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the list until it reaches the number it started with. If a busy MLHG Line is dialed directly, and *Hunt on Direct Dialed Calls* is set to true, this is the same as Circular hunting.

Uniform (longest idle)

- *What it is:* When the hunt group is called, hunting starts with the MLHG Line that has been idle for the longest. The idle time for a Line is calculated using the end time of any incoming or outgoing calls to or from the Line, not just those allocated by hunting. When an MLHG Line disables the Do Not Disturb call service, its idle time is reset to zero. This is the most commonly used call center algorithm.

Ring All

- *What it is:* When the hunt group is called, all members ring simultaneously. If a member is logged out or unavailable, they will not ring. This is a common distribution for hunt groups that are not call center.
- *Points of note:* In most cases, the “if a member does not answer” field is set to 1 second so that calls continue ringing all members (section 2.4.2). Also, the “ring each member for” field (section 2.4.2) is usually set to match the call forward no answer (section 2.2.1) timing.

3 Supervisor Dashboard

You will use the Administrator CommPortal to access and download the various statistics generated by the Integrated ACD component. These statistics will be shown on the Supervisor Dashboard. If you are having trouble accessing the dashboard, it could be because you do not have a supervisor license. If this is the case, please contact Telesystem for assistance.

To access the Supervisor Dashboard:

- Select the home page *Supervisor Dashboard* icon
- Select *Supervisor Dashboard* section on the left



The Supervisor Dashboard interface will launch in a separate browser window.

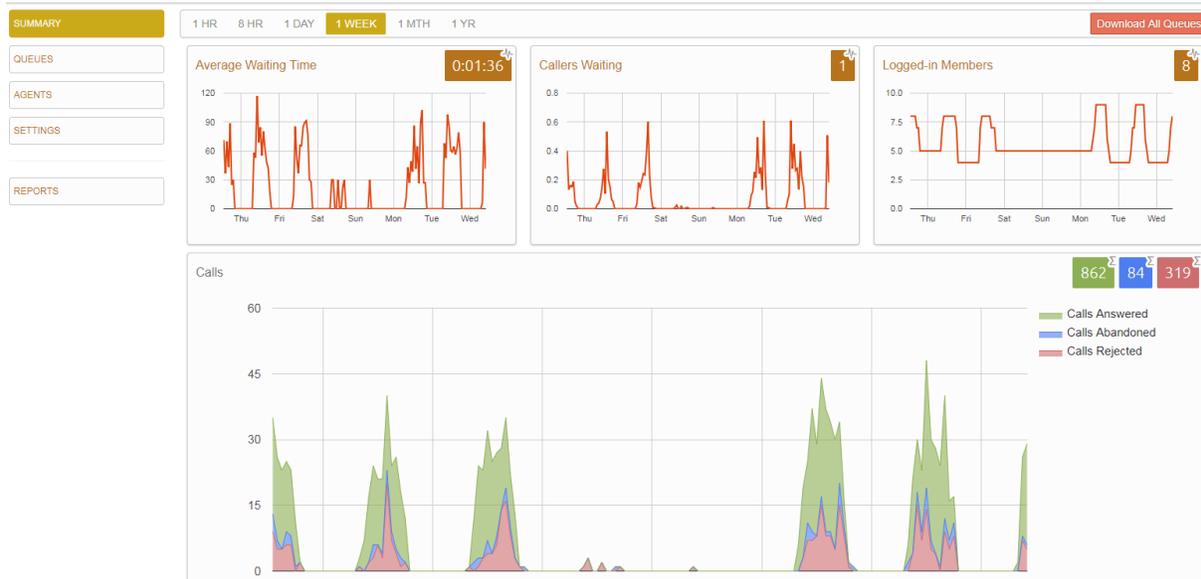
3.1 Using the Integrated ACD Screens

The Supervisor Dashboard allows you to access further information about the MLHG and its members using the following techniques.

- Hover over the data lines on the graphs to see values for a specific time within the time period of the graph.
- 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.

- Switch to and from a wallboard view by clicking on the  at the top of the Queues or Agents section. 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.

Below is an example of a wallboard that is viewing 1 week view of the *Summary* section.

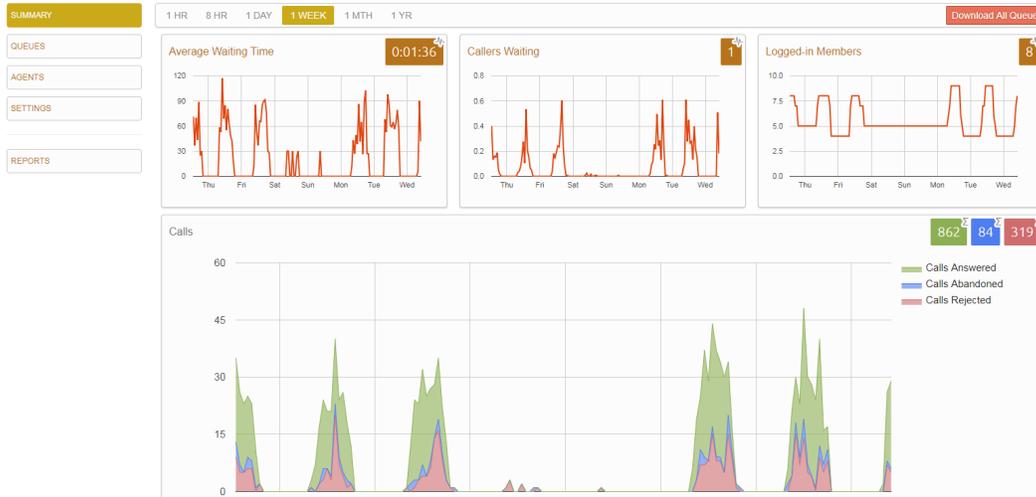


When it is first accessed, the supervisor Dashboard screen will show five sections on the left side. Each may be accessed by clicking on its title.

- **Summary-** Shows a summary of the top level statistics for the period selected.
 - **Queues-** Summarizes the statistics pertaining to all or particular queues and shows whether there are any currently queued calls.
 - **Agents-** Summarizes the statistics pertaining to each agent and shows the current status of each.
 - **Settings-** Allows the supervisor to modify several settings for the ACD queues such as unavailable states, wrap up, etc.
- Reports-** Opens a new browser window in which the supervisor may pull a variety of different ACD reports.

3.1.1 Summary Screen

Click on **Summary** on the left side of the Supervisor Dashboard to view the Summary screen. The Integrated ACD Summary screen displays a range of statistics for all the queues (MLHGs). An example is shown below.



The default view shows real time and historic values. The boxes in the top right corner of each graph are real time. The rest of the graph will display the value of the following items based on the time period (1 hour, 8 hour, 1 day, 1 week, 1 month, 1 year) selected on the top bar.

- Average 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 (a combination of received, answered, abandoned and rejected calls).

3.1.2 Queues Screen

Click on **Queues** on the left side of the Supervisor Dashboard to view the Queues screen. The **Queues** screen shows detailed information on the queues (MLHG's) that you administer.

The default view on the right of this view shows real time and historic values for the queues. The boxes in the top right corner of each graph are real time. The rest of the graph will display the value of the following items based on the time period (1 hour, 8 hour, 1 day, 1 week, 1 month, 1 year) selected on the top bar.

The small display on the left of this view (example shown to the right) allows you to choose to see one or all queues that you manage. Use the checkboxes in the panel to modify which queue statistics you want to see.

QUEUES

Select all

ACD 1
- 6103464137
0 call(s) waiting 0:00

ACD 2
- 6103464136
1 call(s) waiting 0:08

This panel also shows the MLHG pilot number and the number of calls that are currently waiting for all Queues selected. This may 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. Please note that the time listed ("1 call(s) waiting 0:08") is what the system perceives (based on historical data and a particular algorithm) to be the amount of time for which the queued call is likely to be answered. This is not a real-time statistic.

Use the [Download All Queues](#) button on the top right of the Queues section 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.

Average Waiting Time (duration)

This is the sum of queuing and alerting (agent's line is ringing) times.

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.

Calls Answered

For the current view statistics, this is either the percentage or the rate per hour of received calls that were answered. For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.

Calls Abandoned

These are received calls where the caller hung up before an agent answered.

For the current view statistics, this is either the percentage or the rate per hour. For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were abandoned.

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 current view statistics, this is either the percentage or the rate per hour. For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were rejected.

Abandon Time (duration)

The average time a caller waits in a queue before hanging up without their call being answered.

Call Duration (duration)

The average duration of answered calls.

Wrap-up Time (duration)

The average time spent by agents completing any work associated with a call after the call itself has ended.

Pilot Calls Received (number of calls or calls/hr)

Calls may arrive in a queue either via the pilot number(s) or, if configured, 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 current view statistics, this is always calls per hour. 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.

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, provide a useful metric of how responsive your call center agents are.

Logged-in Agent States

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 (%)

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 Do Not Disturb. Agents who are logged out of all the selected queues are not shown.

Disposition codes (calls)

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. In many cases, these callers go to a 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 current view statistics, this is either the percentage or number of calls timed out. For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.

Calls Queued

If all agents are busy in other calls, an incoming call will be queued until an agent is available. For the current view statistics, this is either the percentage or number of incoming calls that are queued. For the historical statistics in the graphs, this is either the percentage or rate of calls per hour.

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 current view statistics, this is always the rate of calls per hour. For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.

3.1.3 Agents Screen

Click on **Agents** on the left side of the Supervisor Dashboard to view the Agents screen. The **Agents** screen shows detailed information on the agents (MLHG Member lines) that you administer.

This screen shows both current values (the white numbers in the small boxes on the top right of each graph) and 1 hour historical data (on the graphs) for a selected Agent. 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.

To select the statistics for a different agent, click on a different radio button in the left pane showing all agent names.

Use the  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  button to view the Agent Status page for the currently selected Agent. You can access the Agent Status page of a specific 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. More information on the Agent Status page can be found in the *Integrated ACD Agent Guide*.



The following statistics are available on the Agents screen:

Calls answered (number of calls or calls/hr)

The rate at which this agent answered incoming calls.

For the current view statistics, this is always calls per hour. For the historical statistics, this is either the number of calls or the rate of calls per hour.

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 current view statistics, this is always calls per hour. For the historical statistics, this is either the number of calls or the rate of calls per hour.

Time in queued calls (% or duration in seconds)

The time this agent spent in calls that arrived via a queue.

For the current view statistics, this is a percentage. For the historical statistics, this is a percentage or a duration in seconds.

Time in internal calls (% or duration in seconds).

The time this agent spent in calls from other members of their Business Group.

For the current view statistics, this is a percentage. For the historical statistics, this is a percentage or a duration in seconds.

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 current view statistics, this is a percentage. For the historical statistics, this is a percentage or a duration in seconds.

Time in outgoing calls (% or duration in seconds)

The time this agent spent in outgoing calls.

For the current view statistics, this is a percentage. For the historical statistics, this is a percentage or a duration in seconds.

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 current view statistics, this is a percentage. For the historical statistics, this is a percentage or a duration in seconds.

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 current view statistics, this is a percentage. For the historical statistics, this is a percentage or a duration in seconds.

Wrap-up Time

The average time spent by this agent in the Wrap-up status to complete any work associated with a call after the call itself has ended.

Agent States

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)

The total number of calls that this agent has assigned to each disposition code. 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 manage their Agent State.

3.1.3.1 Agents Screen: Monitor / Whisper / Barge-In

Supervisors can use the *Monitor / Whisper / Barge-In* features to assist with management of the call center. These three features allow the supervisor to listen in on 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 respectively.

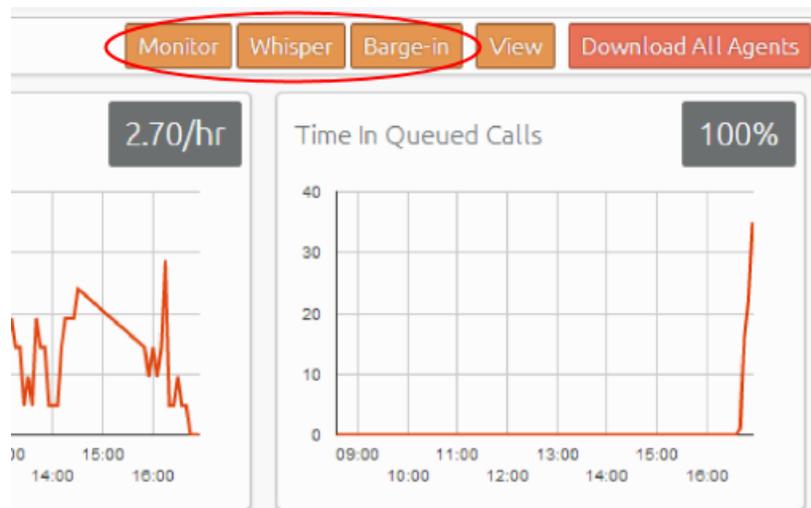
You can only use the Monitor, Whisper and Barge-In actions to participate in an agent's call if:

- The agent is a member of the company 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 features through the Agents screen of your Supervisor Dashboard as explained below.

To use the Monitor / Whisper / Barge features:

- Go to the **Supervisor Dashboard** section in the Administrator CommPortal.
- Select the **Agents** section to view the list of the agents
- An 'In a call' icon  indicates the agents currently in an active call with a customer
- Select the radio button next to an agent in an active call
- If the agent selected is an Integrated ACD Premium agent, you will then see three orange push buttons in the top left of the screen.



- 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 pushbuttons 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.

3.1.4 Settings Screen

Integrated ACD provides several advanced supervisory features for Business Groups and Queues, including agent states and Disposition codes. You can manage settings for these additional features using the **Settings** screen.

To access the **Settings** screen:

- Select the **Supervisor Dashboard** in the Administrator CommPortal.
- Select the **Settings** box in the left pane to launch the Settings section

When you have finished making all your changes, you must always click the **Save** button in the top right hand corner of the **Settings** page to confirm your changes.

The rest of this section describes how to make changes to the settings on the **Settings** page.

3.1.4.1 Settings Screen: 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 MLHGs as appropriate
- Click the **Save** button in the top right hand corner of the **Settings** page to confirm your changes.

The screenshot shows a settings page with a left-hand navigation menu containing 'SUMMARY', 'QUEUES', 'AGENTS', 'SETTINGS', and 'REPORTS'. The 'SETTINGS' tab is selected. The main content area is titled 'Business Group Wide' and contains two settings: 'Allow simultaneous login to multiple Queues' with a checked checkbox, and 'Agent States' with a dropdown menu set to 'Enabled' and a checked checkbox. A red oval highlights the 'Allow simultaneous login to multiple Queues' setting. At the top right, there are 'Save' and 'Cancel' buttons.

3.1.4.2 Settings Screen: 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** button in the top right hand corner of the **Settings** page to confirm your changes.

The screenshot shows the same settings page as above, but with a red oval highlighting the 'Agent States' setting, which is set to 'Enabled' with a checked checkbox. The 'Allow simultaneous login to multiple Queues' setting is also visible and checked. The 'Agent States' dropdown menu is expanded, showing a list of states: 01: Available, 02: Wrap-up, 03: In A Call, 04: Do Not Disturb, 05: Logged Out, 06: Line Not Ready, and 07: Product Testing. The 'Save' and 'Cancel' buttons are at the top right.

3.1.4.3 Settings Screen: Adding or Removing Agent States

There are two types of agent states which can be set by the agents themselves using a drop-down on their agent status page (or, for some phone models, from the phone itself).

- **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.

In addition to agent states which agents can set themselves, there are a number of 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.
- **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.
- **In a call.** This agent state is displayed when an agent is in a call but would otherwise be available. This can be any type of incoming or outgoing call, and not just calls received via a queue. The Agent is moved into this state as soon as their line starts ringing.

The Settings screen on your Supervisor Dashboard allows you to enable or disable agent states for your business group and configure any custom unavailability reasons which your agents can choose when they make themselves unavailable to take calls from their queues.

Supervisors can add up to 30 additional states (unavailability reasons) that can be used by agents to indicate why they are currently unable to take calls arriving via any of their queues.

The screenshot shows the 'Settings' page for 'Agent States' in a Supervisor Dashboard. The page has a sidebar with navigation tabs: SUMMARY, QUEUES, AGENTS, SETTINGS (highlighted), and REPORTS. The main content area is titled 'Business Group Wide' and contains several settings:

- 'Allow simultaneous login to multiple Queues' with a checked checkbox.
- 'Agent States' with a blue plus icon and 'Enabled' with a checked checkbox.
- A list of agent states, each in a grey input field:
 - 01: Available
 - 02: Wrap-up
 - 03: In A Call
 - 04: Do Not Disturb
 - 05: Logged Out
 - 06: Line Not Ready
 - 07: Product Testing

A red circle highlights the 'Agent States' section, including the 'Agent States' toggle and the list of states.

To make changes to the agent states in the settings section:

- To add new unavailability reason, type its name into the field labelled **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** button in the top right hand corner of the **Settings** page to confirm your changes.

It is important to 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.

3.1.4.4 Settings Screen: Enabling the Wrap-up State for a Queue

The wrap-up state is an automatic 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.

The screenshot shows the settings for 'Queue ACD 1'. A red oval highlights the 'Use Wrap-Up state' checkbox (checked), 'Use a maximum Wrap-Up time' checkbox (checked), and the 'Maximum Wrap-Up time' input field (set to 20). Below this, the 'Disposition Codes' section is visible, with a 'Required' checkbox (unchecked). The disposition codes listed are: 'Wrap-up timed out', '01: Call Back Needed', '02: Issue Resolved', and '03: Start typing to add another code.' The 'Queue ACD 2' section is partially visible at the bottom.

To enable 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 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 of your chosen codes.
- 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** button in the top right corner of the Settings page to confirm your changes.

3.1.4.5 Settings Screen: Adding or Removing Disposition codes

You can add up to 30 additional disposition codes per queue that can be used by agents to indicate how a call was resolved. You can also remove any existing disposition codes.

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** button in the top right hand corner of the Settings page to confirm your changes.

3.2 Reports

The Supervisor Dashboard allows you can create a wide range of reports for the ACD queues (MLHGs) that you manage. These reports range from broad call center traffic statistics to individual call records.

These reports provide crucial information on queue and agent activity over a specified period. This information can be used to help you with day-to-day management tasks such as planning for busy periods during the working week and monitoring the general performance of your agents. You can either schedule reports to be generated on a regular basis or generate a report on past activity over a specified period.

To access the Reports screen:

- Click on **Reports** on the left pane of your Supervisor Dashboard.
- This will bring up a separate screen that allows you to choose the type of report you wish to run.

3.2.1 Before You Begin (Reports)

There are many decisions that you will need to make before you start generating your reports.

- You must decide which of the 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
 - 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
 - Agent Status Summary
- For all of the following report types, this date range must be within the last 60 days.
 - Agent Summary
 - Call Log
 - Call Detail by Agent
 - Call Duration Summary
 - 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 certain 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 one-time report or a recurring report on future activity.

3.2.2 Generating a Report

To generate a report:

- Go to the **Supervisor Dashboard** of the Administrator CommPortal.
- Select **Reports**

- This launches the Reports page, where you will specify the report you want to generate and the time period that it should cover in the panel at the top of the page.

- If you want to give the report your own title, type your chosen title into the **Report Title** field.
- Use the drop-down alongside **Report Type** to select the type of report to generate.
 - Depending on the report type you select, you may need to use the Select data drop-down to select an Agent or Queue for this report.
- Use the **Schedule** drop-down to select whether you want to generate a one-off or a scheduled report. You should then follow the appropriate instructions below to generate either a one off report or a scheduled report (if this is enabled on your account).

Generating a one-off report

To generate a one-off report:

- If you want to email the reports to one or more selected recipients, enter their email addresses as a comma-separated list in the **Send to** field.
- Enter your chosen start date into the left-hand **Data range** field in the format MM/DD/YYYY.
- Enter your chosen end date into the right-hand **Data range** field in the format MM/DD/YYYY.
- 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.
- To see a preview of your report, click **Update Report**.
- Click **Save**.

You may see the errors described in Errors when generating a report if any of the information you have just entered is not valid.

Generating a scheduled report

To generate a scheduled report:

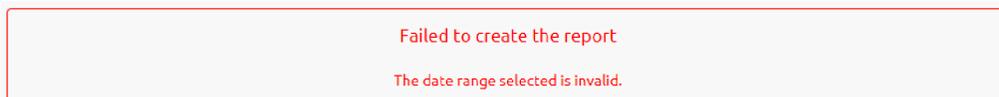
- If you selected weekly, monthly or yearly in the Schedule drop-down, select the time you want the report to be generated into the **Due** field.
 - For Weekly, set this to the day of the week the report should be generated.

- 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.
- If you want to email the reports to selected recipient, enter their email addresses as a comma-separated list in the **Send to** field.
- Enter your chosen start date into the left-hand **Data range** field in the format MM/DD/YYYY.
- Enter your chosen end date into the right-hand **Data range** field in the format MM/DD/YYYY.
- 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.
- To see a preview of your report, click **Update Report**.
- Click **Save**.

You may see the errors described in Errors when generating a report if any of the information you have just entered is not valid.

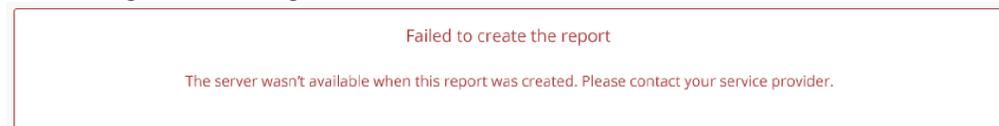
Errors when generating a report

If you enter information that is not valid when creating a report, report creation will fail, and you will see the following message.



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 Telesystem to inquire about any known problems with the server's connectivity.

3.2.3 Interpreting Reports

The Summary, Queue and Agents statistics displayed by Integrated ACD are calculated in a number of different ways. This section provides some background information to help you interpret these statistics that may be helpful when using the Reports section.

On each screen, the white numbers in the boxes on the top right of each graph or on the Wallboard views are a snapshot at the current time and represent the current values for each statistic. The graphs show historical data for the time period selected.

- The current values in the boxes on the top right of each box use an hourly rate that is a running average.
- For the 1 day and 1 week granularities, this hourly rate will be the same as the number in the period. For other granularities, it will be 12x higher or 24x lower than the numbers in the graphs for the same call rate.
- The graphs either use the hourly rate, or display the absolute number for calls received, calls answered, calls abandoned and calls rejected in the selected time period and use these as the axis of the graph. These numbers are also shown in the tooltip which appears when you mouse over a specific time period on the graph. The tooltip also displays the percentage of total calls for calls that were answered, abandoned or rejected.

The statistics auto-refresh to keep the data current. This happens without the page reloading.

- For current data, the statistics auto-refresh every 30 seconds.
- For historical data, the statistics auto-refresh every 5 mins when the 1 or 8 hour views are selected, every hour when the 1 day or 1 week views are selected or every day when the 1 month or 1 year views are selected.
- The list of queues and agents currently configured auto-refreshes every 5 minutes.

The statistics shown on the Integrated ACD screens are calculated using different metrics.

- The statistics always use the mean when combining multiple queues, or combining 12 x 5 min stats into 1 hour and 24 x 1 hour stats into 1 day. The running average is used for the current value of calculating event based statistics (that is, all statistics except Callers waiting, Logged in members). This is therefore effectively a weighted mean of the last ~5 events.
- Some statistics are calculated as a percentage that will be a proportion of the time period selected spent on that particular activity. For example, if the 1 Hour time period is selected, statistics are shown in 5 minute segments, and the current 5 minute period would therefore be 300 seconds.

- The number of calls per hour statistic is updated as calls arrive, and is calculated as 1 divided by the gap between the two most recent calls. There is a running average of the most recent values (for example the last 5 calls), but weighted so that the most recent changes count for more. If the rate of calls suddenly changes, the value will still partly reflect the old rate until several new calls have arrived.

This means that during low call volumes the current value statistic may at first seem too high because it now takes a long time for a call to arrive at the new rate.

For historical values, the statistic takes the number of calls and divides by the granularity (for example, if you have 2 calls in 5 minutes, you will have 24 calls per hour). This allows for simple comparison of the current value shown for a statistic when switching between different time periods. For example, if the call center is receiving calls at a steady rate of approximately 5 calls every 5 minutes, a current rate of 60 calls per hour will be shown for both the 1 hour and 1 day views.

Note that this may cause unexpected statistics if you are testing the system by carrying out individual calls on an otherwise idle system. For example, a single call will result in a rate of 12 calls per hour being shown for both the 1 hour and 1 day views.

- For the following statistics, the current values are updated as new data becomes available: average waiting time, abandon time, call duration, alerting time.
- If there are very low call volumes, then the last call of the appropriate type may have been some time ago and so the current value will become stale. For example, a call arrives and is answered, and the duration of the call is 5:43. There are no further calls for the next hour, but the Call duration statistic remains 5:43. If a new call arrives, was answered and the call duration was 1:23, the Call duration statistic is updated with this new value (though it will still be a running average of the last few calls, so will not drop immediately all the way down to 1:23).
- If there are no calls currently waiting or currently active then the average waiting time or call duration will be reported as zero.
- The following statistics are tracked as numbers: callers waiting and logged in members
- The real time value is the actual number at that refresh point, whereas the graph is the mean over that time period. If an agent logs out during the period of the graph, they will be shown as logged in for less than 100% of the time. For example, an agent logging out for 1 minute in a 5 minute period will be shown as logged in for 80% of the time. Callers waiting may show as a fraction when calculating historical values.

- On the **Queues** tab, depending on how your deployment is configured, the graphs may show the absolute number rather than the rate for the following statistics: calls received, calls answered, calls rejected, calls abandoned, pilot calls received, calls queued, queued calls timed out, hunt attempts timed out.
- On the Agents tab, again depending on how your deployment is configured, the graphs may show the absolute number rather than the rate for the following statistics: calls answered, calls timed out, time in queued, internal calls, external calls, outgoing calls, time otherwise unavailable, time logged in.

3.2.4 Reports Types

The following types of reports are available to you through the Reports section.

Agent Summary

The **Agent Summary** report gives an overview of the performance of all of 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 queues that you manage 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 (MLHG) 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
Kelly Test	Accession team 225	00:00	00:00	00:00	00:00	0	0 (0.00%)
Admin Line	Accession team 225	00:04	00:19.2	01:14	00:3.4	5	5 (100%)
unassigned	MLHG229	00:00	00:00	00:00	00:00	0	0 (0.00%)
Mat Meredith	MLHG229	01:05	01:05	01:05	00:03	1	1 (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.

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 queue 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	Duration
09/25/2013 10:13:28	inbound	5163257811	DG 7720	5162107979	0:04
09/25/2013 10:14:10	inbound	5163257811	DG 7720	5166224425	0:18
09/25/2013 10:16:50	inbound	5163257811	DG 7720	DG 7704	0:18

The Call Log 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.
- **Duration** - The duration of the call.

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

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	Redirections	Destination	Duration	Connected
07/15/2013 17:36	internal	2345550220		2345550228	02:07	Yes
07/15/2013 17:38	internal	2345550223		2345550228	01:15	Yes
07/15/2013 17:41	internal	2345550228		2345550224	00:37	Yes
07/15/2013 17:46	internal	2345550224	2345550229	2345550228	01:05	Yes
07/16/2013 13:51	internal	2345550220		2345550228	03:52	Yes

The 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.
- **Redirections** - 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.
- **Duration** - The duration of the call.
- **Connected** - Whether or not the call was connected.

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.

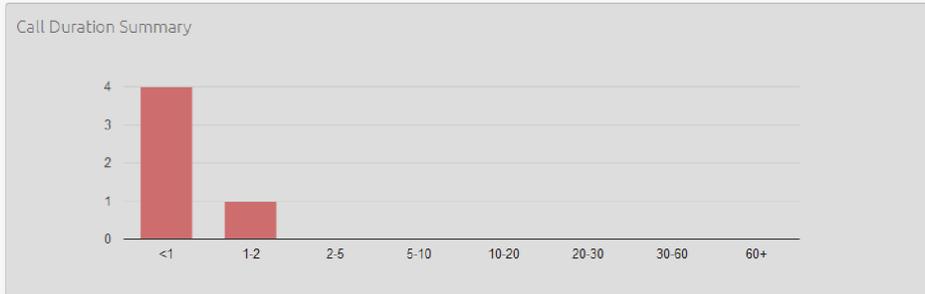
- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling

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.

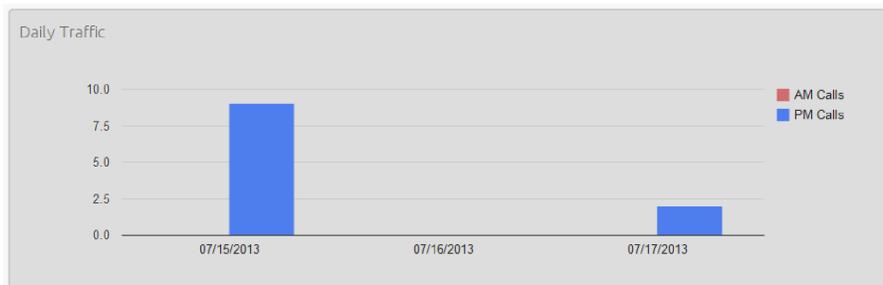


Duration	Calls	Total duration
<1	4 (80%)	00:22
1-2	1 (20%)	01:14
2-5	0 (0%)	00:00
5-10	0 (0%)	00:00
10-20	0 (0%)	00:00
20-30	0 (0%)	00:00
30-60	0 (0%)	00:00
60+	0 (0%)	00:00

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.

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 queues that you manage 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.



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.

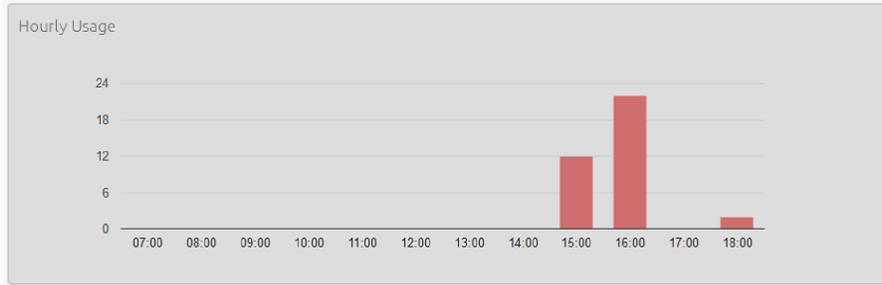
The table presents the following information for each day that is included in the specified time period.

- **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 count** - 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 count** - 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.

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.



	Calls
07:00	0
08:00	0
09:00	0
10:00	0
11:00	0
12:00	0
13:00	0

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 queues that you manage 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.

Agent	Direction	Total call count	Answered call count	Unanswered call count	Call total duration	Call mean duration
Kelly Test	in	0	0 (0.00%)	0 (0.00%)	00:00	00:00
Kelly Test	out	0	0 (0.00%)	0 (0.00%)	00:00	00:00
Admin Line	in	3	3 (100%)	0 (0.00%)	01:45	00:35
Admin Line	out	12	10 (83.3%)	2 (16.7%)	10:54	01:5.4000000000000006
A2	in	0	0 (0.00%)	0 (0.00%)	00:00	00:00
A2	out	23	16 (69.6%)	7 (30.4%)	07:17	00:27.3125
unassigned	in	0	0 (0.00%)	0 (0.00%)	00:00	00:00
unassigned	out	5	5 (100%)	0 (0.00%)	01:55	00:23
Mat Meredith	in	0	0 (0.00%)	0 (0.00%)	00:00	00:00
Mat Meredith	out	1	1 (100%)	0 (0.00%)	00:37	00:37

The table presents the following information on an agent's incoming and outgoing calls during the specified time period.

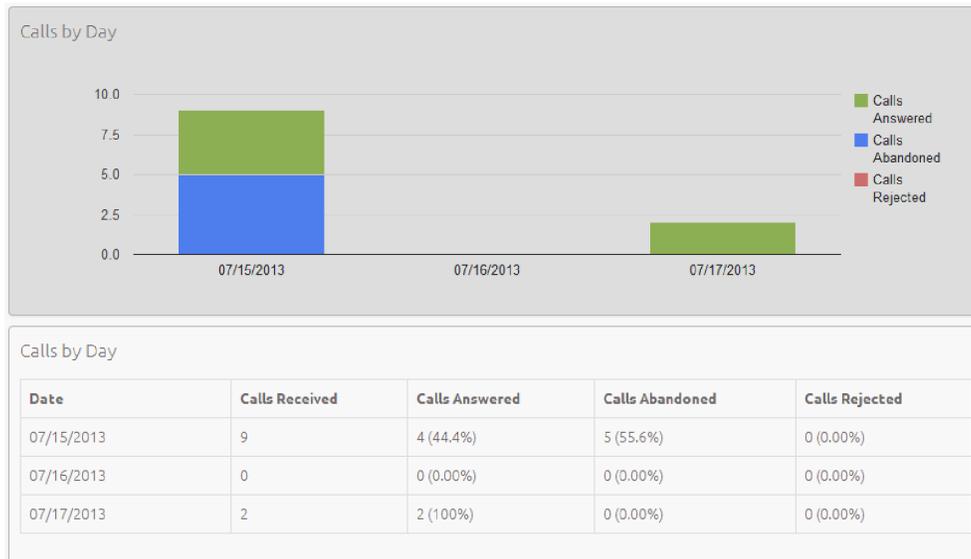
- **Total call count** - The number of incoming/outgoing calls involving this agent.

- **Answered call count** - 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 call count** - 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.
- **Call total duration** - The total duration of all incoming/outgoing calls involving this agent.
- **Call mean duration** - The average duration of an incoming/outgoing call involving this agent.

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 queues that you manage 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.



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.

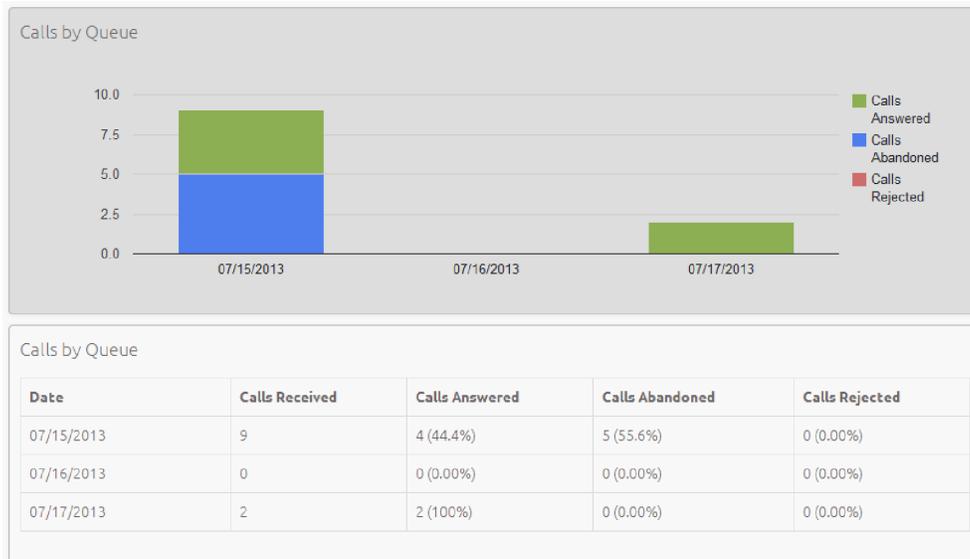
- **Calls Received** - The number of calls received.
- **Calls Answered** - The number of calls received that were answered by an agent. This is also presented as a percentage of the total number of calls received.

- **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.

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.



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.

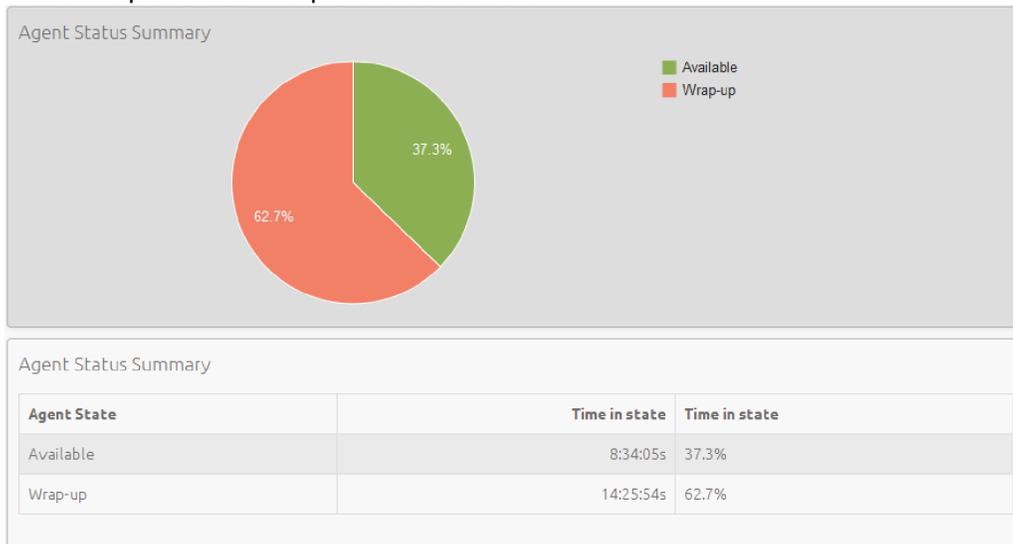
- **Calls Received** - The number of calls received through the queue.
- **Calls Answered** - The number of calls received through the queue that were answered by an agent. This is also presented as a percentage of the total number of calls received through the queue.
- **Calls Abandoned** - The number 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.

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 chosen time 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.

Queue Summary

This report provides a summary of the call activity in all of the Queues in a single report, enabling Integrated ACD Supervisors to compare their Queues and identify patterns in call volume or unexpected rates of call abandonment or rejection in a particular Queue.

Abandoned Calls Summary

This report shows how many calls are abandoned without being answered across all of the Queues, enabling Integrated ACD Supervisors to identify Queues which potentially might need more Agents to cope with the volume of calls.

Short Calls by Agent

This report shows how many calls of less than 5 seconds were handled by each Call Center Agent, enabling Integrated ACD Supervisors to identify Agents with an abnormally high number of short calls which might suggest they are not handling callers correctly.

Frequent Caller Summary

This report shows the 50 most active callers, in order, for a selected Queue, enabling Integrated ACD Supervisors to identify Queues where callers have to make repeated attempts to contact the company or identify regular customers who might be suitable targets for a marketing campaign.

Generating a report

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.