

# Contact Centre Manual

## Installation and User guide

Specifications are subject to change without notice.

Facilities described may or may not be supported by your network.

This documentation refers to: Cloud Software Version 21.824 or later.

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# Contents

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1. Introduction 3

2. Setting-up the Contact Centre 6

- 2.1. Names for the Skill Sets 6**
- 2.2. Assign Agents to the Skill Set 7**
- 2.3. Select Call Distribution for the Skill set 9**
- 2.4. Position in Queue announcement 10**
- 2.5. Phone Number Priority 11**
- 2.6. Outgoing CLI to match destination number 12**
- 2.7. Listen in, Whisper, Intrude 13**

3. Wall board display 14

- 3.1. Wallboard log-in: Wall Username and PIN 14**
- 3.2. All wall wallboard display 15**
- 3.3. Skill set wallboard display 16**

4. Skill set Programming and management 19

- 4.1 Log in to the Skillset programming page 19**
- 4.2 Add or remove agents to a skillset 20**
- 4.3 Skillset voice mail management 21**
- 4.3 Skillset call forwarding 21**
- 4.3 Skillset call logs 22**
- 4.3 Skillset parameters, data collection, thresholds and persistent voice mail notifications 22**

5. Skillset and agent reports 25

- 5.1. Skillset, Agent and Login Reports 25**
- 5.2. Creating a Scheduled Report 29**
- 5.3 Customised caller waiting time reports 31**

## 1. Introduction

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The Cloud PBX has an Integrated Contact Centre which is enabled by licence key.

The Contact Centre options on the system are typically used in companies which have a group of people working together, for example:

Tele-Sales  
Service Calls  
Reservations  
Order Desk  
Multiple Receptionists

or, in any situation where a group of employees needs to operate effectively as a team handling calls of a similar nature, in a Work Group.

The Contact Centre offers advanced features that allow businesses to provide a professional level of service to inbound customer callers:

- 400 Agents
- 50 Skill sets
- 300 Automated attendant announcements
- Call Transfer
- Position in Queue message
- Listen in, Whisper and Intrude
- Call overflow
- Agent and Supervisor Log In/Log Out
- Agent Wrap-up time
- Queue Status Wallboards
- Colour thresholds for key performance parameters, per skill set
- Agent Priority on Skill level
- Skill set Mailboxes
- Agent and Skill set reports

Incoming calls to a skill set pool of agents may be:

- Routed on a dedicated inbound number destined to that skill set
- Transferred to another skill set or the Operator
- Queued on the Auto-Attendant

### Call Distribution

Calls presented to a skill set pool may be distributed in a number of ways

- **Ring All:** The incoming call is offered to all members of the skill set simultaneously

- **Cyclic Start:** The incoming call is presented to an agent and if not answered moves around the other agents in a cycle. The starting agent in the cycle is also rotated.
- **Priority Routing, skill-based:** The incoming call is always offered to the first member of the skill set pool, then to the second member, then to the third and so on. Agents can be ranked in the skill set pool in ascending order of skill so that calls are offered to the lower skilled first.
- **Longest Idle:** calls are first offered to the longest idle agent.
- **Longest Idle Internal:** calls are first offered to the agent who has been idle the longest, based on internal calls only
- **Longest Idle External:** calls are first offered to the agent who has been idle the longest, based on external calls only.

### Call Queuing, Auto-Attendant and Voice Mail

Incoming callers can be routed to the appropriate skill set based on the number they have dialled. They are offered a menu of choices to further route the call to the appropriate agent and the system can play messages while they are queued waiting for an agent.

Example of a typical message: “Thank you for calling, an operator will answer your call shortly; alternatively dial 5 for Sales, dial 6 for Service, dial 7 for Transport, or hold for the operator”

The call is then routed to the relevant skill set. This significantly reduces call congestion and workload on operators.

### Position in Queue announcement

A message can be played to callers, to advise them of their position in the queue.

### Listen in/Whisper/Intrude

A supervisor can monitor calls for quality and training purposes, firstly by listening in, then by whispering to the agent, without being heard by the caller on the line and finally by intruding, to create a three-way conference.

### Call Overflow

When a pool of agents is fully occupied with calls, new incoming calls may be overflowed to a different skill set pool or to voicemail or to an external destination. Overflow can be triggered when a call waiting threshold is exceeded.

### Agent Login / Logout

Agents can Login and Out of Contact Centre Pools freely, typically for start/end of shift. There are many ways to do this:

- One touch toggle key on the system phone.
- Menu option on the system phone.
- Simple easy toggle option on the portal page.
- A dialling code on an analogue phone
- By Supervisor using web portal

### Handling Traffic Peaks

Supervisors can login agents, using the drag & drop portal interface.

Agents may also Log-in to other skill sets during peak times to provide additional assistance in a busy skill set. This facilitates call handling during periods when particular skill sets carry a heavier load at specific times of day.

### **Wrap-up Time**

At the end of a call, an agent will typically require a few minutes to complete actions such as processing orders, or writing up notes of the call. Each Agent can be assigned an individual wrap-up time by the supervisor.

### **Last Agent Log-Out**

While Agents can Log into and out of a skill set freely, the system must take action if all agents log out, so that the skill set pool is not left unattended. In this event the calls are forwarded to a pre-defined destination.

### **Supervisor Overview and Control using Web Portal**

The skill set Supervisor has full control over the skill set pool, and can react to levels of calls into the skill set by adding agents using a simple drag and drop interface.

- Live status over-view of the skill set and all its agents.
- Reports regarding the performance of the skill set and its agents
- Quickly add, remove, login, logout using drag & drop portal interface
- Adding a message to the wall display.
- Call Record (can be emailed to Agent and Supervisor as wav file)
- Live listen-in, (Supervisor can connect into an agent call, silently, but can Whisper or Intrude if needed)
- Supervisor takeover of a call from an agent

Several logins to the skill set web portal are possible, allowing for more than one supervisor over-seeing and controlling the skill set pool.

### **Skill set Reporting**

The skill set supervisor can generate reports based on over-all skill set statistics and on a per agent basis, also allowing the option to set a date/time window for such reports as:

- Longest/ average wait times
- Longest/ average call times
- Max number of calls
- Number of call per day
- No of abandoned calls
- Agent League table

These reports can be viewed on the browser screen, printed out or saved as a file. Also the raw data may be exported to allow further analysis.

### **Wall Displays**

Live wall displays give real time performance for each skill set pool. Statistics are continuously updated for call queues, answered calls, abandoned calls, calls answered by voicemail, calls forwarded to other skill sets.

For an individual agent, statistics such as average call length, longest call, and idle time can be displayed.

## 2. Setting-up the Contact Centre

### 2.1. Names for the Skill Sets

The contact centre contains 50 skill sets of agents. Each skill set has a Name and Group number. The name should be changed to describe the skill set. Examples could be 'Sales Campaign 820' or 'Sales Standard 821'. You may change the Names and Group numbers (being careful to avoid conflicts in the numbering plan), by filling in the white fields and pressing 'Save'.

Warning: If you change the default Skillset Numbers, it is essential to avoid conflicts between the different number ranges for Users, Groups and Auto-Attendant Messages. Any conflicts or duplicates in the numbering plan will cause errors in the system operation.

Index	Name	Group	Portal
1	<input type="text" value="Sales"/>	<input type="text" value="820"/>	
2	<input type="text" value="Skillset 821"/>	<input type="text" value="821"/>	
3	<input type="text" value="Support Centre 822"/>	<input type="text" value="822"/>	
4	<input type="text" value="Skillset 823"/>	<input type="text" value="823"/>	
5	<input type="text" value="Operations2"/>	<input type="text" value="824"/>	
6	<input type="text" value="Skillset 825"/>	<input type="text" value="825"/>	
7	<input type="text" value="Skillset 826"/>	<input type="text" value="826"/>	
8	<input type="text" value="new skillset"/>	<input type="text" value="827"/>	
9	<input type="text" value="Skillset 828"/>	<input type="text" value="828"/>	
10	<input type="text" value="Skillset 829"/>	<input type="text" value="829"/>	
11	<input type="text" value="Magnet Test"/>	<input type="text" value="830"/>	
12	<input type="text" value="Skillset 831"/>	<input type="text" value="831"/>	
13	<input type="text" value="Live Demo2"/>	<input type="text" value="832"/>	
14	<input type="text" value="Skillset 833"/>	<input type="text" value="833"/>	

The Portal button in the right hand column is to the Skillset programming page.

## 2.2. Assign Agents to the Skill Set

The number of licensed agents in the Contact Centre is indicated on the System Properties page:

The screenshot shows the 'System Properties' page in the Amibacom Administration interface. The 'Call Centre Agents' value is 25, which is circled in green. The page also displays various system details and a donut chart showing the usage of different message types.

Name	Value	Voicemail Details	Value
Name	inhouse - vm(vmf1.mdspx.com) inst[8] dia[3530001] pbxid[7] type[0]	Codec	PCMA/8000
Software Version	21.839	Language	English (0.3.8)
Running Time	0 Day(s) 05:08:07	Total Storage (Mins)	480
Users	200	Used (Mins)	58
<b>Call Centre Agents</b>	<b>25</b>	Pre-Recorded Messages	155 (5.4 Minutes)
Video Rooms	10	Voicemail Messages	83 (12.0 Minutes)
SIP Trunks	200	Recorded Calls	43 (16.0 Minutes)
Auto-Attendant	Advanced - 200	Auto-Attendant Messages	53 (25.2 Minutes)
CSTA	Basic	Percentage Used :	12%
Recorded Calls Archive	Basic		
Call Record Channels	20		

IP Settings:

IP Address	10.8.36.33
Subnet Mask	255.255.255.0
Default Gateway	10.8.36.1
Preferred DNS Server	172.16.0.23
Alternate DNS Server	0.0.0.0

Donut Chart Legend:

- Pre-Recorded Messages
- Voicemail Messages
- Recorded Calls
- Auto-Attendant Messages
- Free

To assign the agents to a skill set, click on the 'Skillset Assignment' link, to display a list of all the groups and their members. Click on the Edit button of the Skill set you wish to populate with agents.

The screenshot shows the 'Skillset Assignment' page in the Amibacom Administration interface. It displays a table with columns for Index, Group, Name, Members, Edit, Delete, Copy From, and Copy To.

Index	Group	Name	Members	Edit	Delete	Copy From	Copy To
1	820	Sales	Gary Nolan(1043), Jim Joyce(106), Seamus Doran(1041)	[Edit]	[Delete]	[Copy From]	[Copy To]
2	821	Skillset 821	Attendant Mag. 800(7299), Tom Hand(1025)	[Edit]	[Delete]	[Copy From]	[Copy To]
3	822	Support Centre 822	Support Q(7004), John Harpert(1048), Dave Shaw(1046)	[Edit]	[Delete]	[Copy From]	[Copy To]
4	823	Skillset 823	Gary Nolan(1043)	[Edit]	[Delete]	[Copy From]	[Copy To]
5	824	Operations2	Jim Joyce(106), Gary Nolan(1043), Seamus Doran(1041)	[Edit]	[Delete]	[Copy From]	[Copy To]
6	825	Skillset 825	Seamus Doran(1041)	[Edit]	[Delete]	[Copy From]	[Copy To]
7	826	Skillset 826		[Edit]	[Delete]	[Copy From]	[Copy To]
8	827	new skillset	Attendant Mag. 8(17080), Gary Nolan(1043), Seamus Doran(1041)	[Edit]	[Delete]	[Copy From]	[Copy To]
9	828	Skillset 828		[Edit]	[Delete]	[Copy From]	[Copy To]
10	829	Skillset 829	Peter Muller(192), Agent 199(199), Gary Nolan(1043), Seamus Doran(1041)	[Edit]	[Delete]	[Copy From]	[Copy To]
11	830	Magnet Test		[Edit]	[Delete]	[Copy From]	[Copy To]
12	831	Skillset 831		[Edit]	[Delete]	[Copy From]	[Copy To]

On the Edit page for the skill set, you may add or remove agents from the skill set by dragging and dropping agents into the centre column as shown below. You can also select an Auto Attendant message for the skill set by clicking on the Select button in the “Select Auto-Attendant’ area, on the right. This message is played to callers who are queued for the skill set. The playing of the message along with the programming of any interactive response is programmed on the Auto-Attendant programming page.

The screenshot displays the 'Skillset Assignment' page in the Amibacom Administration system. The top navigation bar includes the Amibacom logo, the text 'ADMINISTRATION ( mdsinstall ) Logout', and a menu with items: System, Time, Users, Groups, Trunks, Access Control, Contact Centre, and Logs. The main content area is titled 'Skillset Assignment' and contains a sub-section 'Group Assignment - Group : Sales'. On the left, there is a 'Search Colleagues' input field and a list of colleagues with plus signs for adding them. The central area shows '3 Currently Assigned' agents: Gary Nolan (1043), Jim Joyce (106), and Seamus Doran (1041), each with a minus sign for removal. On the right, there is a 'Select Auto-Attendant' panel with a 'Select' button. A 'Save' button is located at the bottom of the central area.

Colleagues	Currently Assigned	Auto-Attendant
Declan Gibbons (1050)	Gary Nolan (1043)	None
Dave Victory (1009)	Jim Joyce (106)	
Polycorn Soundstation (1007)	Seamus Doran (1041)	
Patch 1096 (1096)		
Andrea Hartigan (1030)		
John Harper (1048)		
Fax Test 1088 (1088)		
Dave Shaw (1046)		
Kevin Doherty (1002)		

## 2.3. Select Call Distribution for the Skill set

On the 'Skillset Attributes' page, you can choose, from the Call Distribution dropdown menu, how calls are distributed, to the agents in the skill set group.

Index	Group	Name	Leader	Call Distribution	Reject Action	Enable Voicemail	Voicemail Transcription	Messages	Used (Mins)	PIN Code
1	820	Sales	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	2 (0:1)	2500
2	821	Skillset 821	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
3	822	Support Centre 822	All	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Unrestricted	0 (0:0)	2500
4	823	Skillset 823	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
5	824	Operations2	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
6	825	Skillset 825	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
7	826	Skillset 826	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	1 (0:1)	
8	827	new skillset	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
9	828	Skillset 828	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
10	829	Skillset 829	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
11	830	Magnet Test	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
12	831	Skillset 831	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
13	832	Live Demo2	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
14	833	Skillset 833	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	
15	834	Skillset 834	JH 206	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	9834
16	835	Skillset 835	None	Cyclic Start	Reject to queue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	1 (0:1)	9835
17	836	Skillset 836	None	Ring All	End Current Call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20	0 (0:0)	

- **Ring All:** The incoming call is offered to all members of the skill set simultaneously
- **Cyclic Start:** The incoming call is presented to an agent and if not answered moves around the other agents in a cycle. The starting pointed the cycle is also rotated.
- **Priority Routing, skill-based:** The incoming call is always offered to the first member of the skill set pool, then to the second member, then to the third and so on. Agents can be ranked in the skill set pool in ascending order of skill so that calls are offered to the lower skill sets first.
- **Longest Idle:** calls are first offered to the longest idle agent.
- **Longest Idle Internal:** calls are first offered to the agent who has been idle the longest, based on internal calls only
- **Longest Idle External:** calls are first offered to the agent who has been idle the longest, based on external calls only.

You may also select a leader for each skill set. The leader of the skill set can access the voice mailbox of the skill set to listen to the voice messages. Whether a call rejected by an agent is cleared, sent to voice mail or returned to the queue is programmed under "Reject action". You may also enable voice mail and voicemail transcription and set the PIN code for the skill set mailbox and set a limit to the number of voicemail messages.

## 2.4. Position in Queue announcement

The Auto Attendant can be programmed to play a holding message to callers who are waiting for an agent and to repeat this message at a regular interval. Each time the holding message is played to a caller, a Queue Message is added after the holding message advising the caller of their position in the queue. Queue Message 1 corresponds to the first position in the queue, Queue Message 2 corresponds to the second position in the queue, and Queue Message 10 corresponds to position 10 or higher.

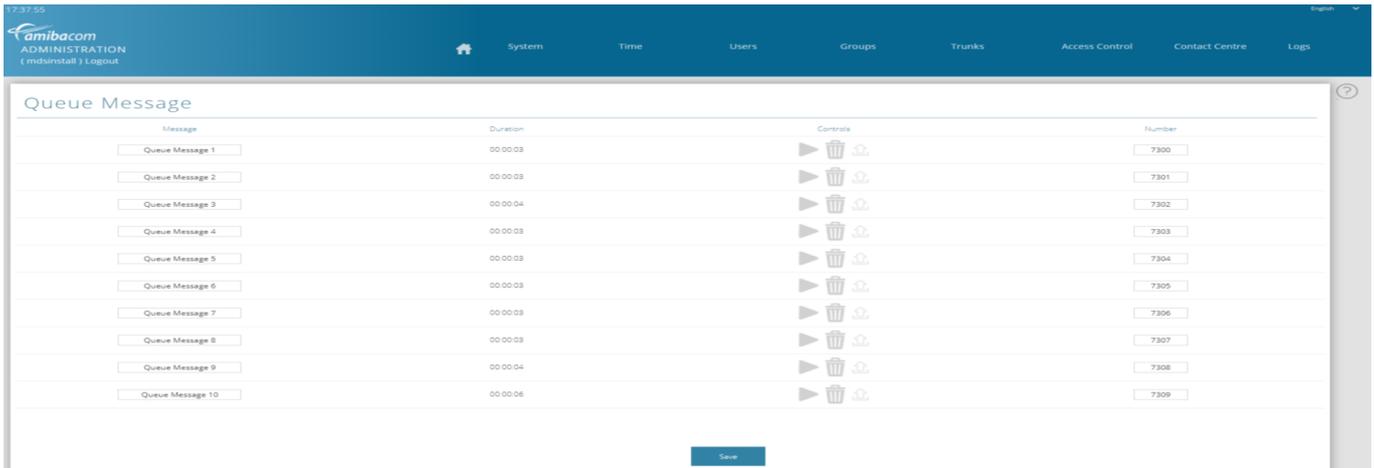
To append a 'Position in Queue' message at the end of a 'Hold' message, go to System Settings/ Auto-Attendant and tick the 'Queue' box for the relevant 'Hold' message.

The screenshot shows the 'Auto-Attendant' configuration page in the AmibaCom Administration system. The interface includes a navigation bar with options like System, Time, Users, Groups, Trunks, Access Control, Contact Centre, and Logs. The main content area displays a table of messages with columns for Message, Duration, Controls, Number, Delay Timer, Digit Assignment, and Queue. The 'Support day' message (ID 7003) has its 'Queue' checkbox checked, which is highlighted with a green circle.

Message	Duration	Controls	Number	Delay Timer	Digit Assignment	Queue
Welcome Message	00:00:21	[Play] [Trash] [Up]	7000	2	Digits	<input type="checkbox"/>
Hold Message	00:00:10	[Play] [Trash] [Up]	7001	15	Digits	<input type="checkbox"/>
Medtel Tie Trunk AA	00:00:13	[Play] [Trash] [Up]	7002	0	Digits	<input type="checkbox"/>
Support day	00:00:05	[Play] [Trash] [Up]	7003	2	Digits	<input checked="" type="checkbox"/>
Support Q	00:00:17	[Play] [Trash] [Up]	7004	10	Digits	<input type="checkbox"/>
Support night	00:00:29	[Play] [Trash] [Up]	7005	0	Digits	<input type="checkbox"/>
AASupport voicemail	00:00:09	[Play] [Trash] [Up]	7006	0	Digits	<input type="checkbox"/>
dshaw holiday	----	[Play] [Trash] [Up]	7007	0	Digits	<input type="checkbox"/>
JH holiday	00:00:11	[Play] [Trash] [Up]	7008	0	Digits	<input type="checkbox"/>
gntest: 10	00:00:06	[Play] [Trash] [Up]	7009	0	Digits	<input type="checkbox"/>
Attendant Msg. 11	00:00:09	[Play] [Trash] [Up]	7010	1	Digits	<input type="checkbox"/>
Attendant Msg. 12	----	[Play] [Trash] [Up]	7011	10	Digits	<input type="checkbox"/>

The ten position in queue messages may be recorded, in place of the default messages, at the Queue Message page, under System settings.

A typical Queue Message 5 is: 'Your call is now 5th in the queue'



The controls are used to upload, play or delete pre-recorded messages. The play button also offers the option to backup messages in G.711 format. In order to upload a new recording, the previous version must be deleted.

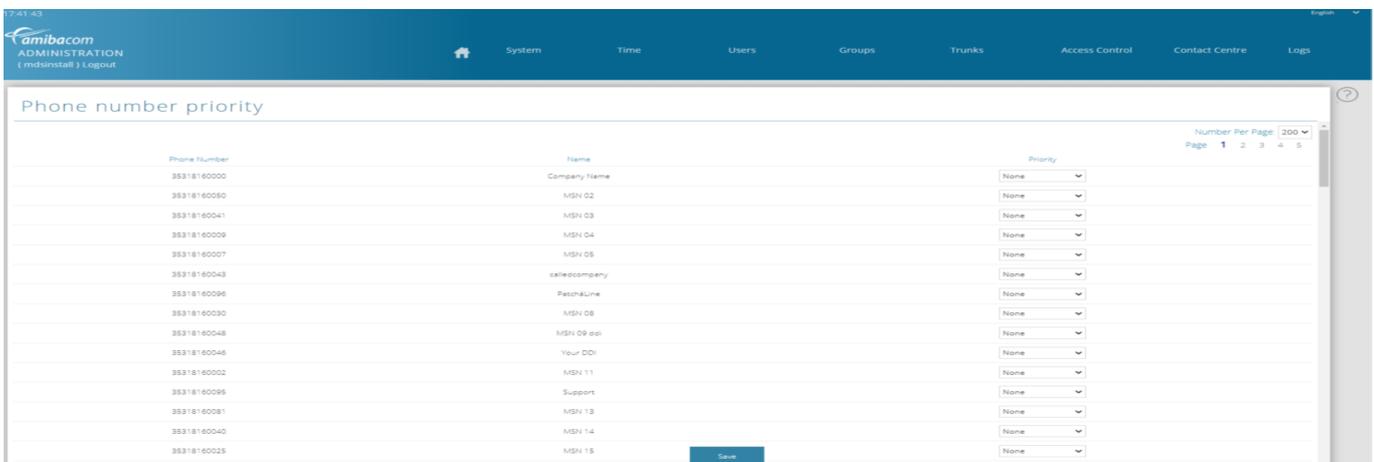
The messages can also be recorded using a system phone with operator functionality. There is an option in the phone menu to record queue messages.

Each message has an internal number. The default queue message numbers are 7300 to 7309.

Warning: If you change the default Message Numbers, it is essential to avoid conflicts between the different number ranges for Users, Groups, Skillsets and Auto-Attendant Messages. Any conflicts or duplicates in the numbering plan will cause errors in the system operation.

## 2.5. Phone Number Priority

The supervisor may prioritize inbound calls to the Contact Centre, based on the number dialed. Calls to a high priority number will be answered first. You can set the priority for each external number by selecting from the drop-down menu in the 'Priority' column:



## 2.6. Outgoing CLI to match destination number

**Manually, on a call by call basis, dial \*3\*Index # destination number**

In order to present the Calling Line Identification (CLI) corresponding to Index 6 on the Phone Number page, dial the following sequence, into internal dial tone.

\*3\* 06 # destination number required.

The screenshot shows the 'Phone Numbers' configuration page. The table lists various phone numbers and their associated settings. The row for Index 6 is highlighted with a red circle, indicating the configuration for CLI for France.

Index	Phone Number	Name	SIP Account	Music on Hold	Cadence	Calls Received
1	35318160000	Company Name	SIP Account #6	Default	Default Cadence	●
2	35318160050	CLI for Irish mobile	SIP Account #6	Default	Default Cadence	●
3	35318160041	CLI for UK	SIP Account #6	Default	Default Cadence	●
4	35318160009	MSN 04	SIP Account #6	Default	Default Cadence	●
5	35318160007	MSN 05	SIP Account #6	Default	Default Cadence	●
6	35318160043	CLI for France	SIP Account #6	Default	Cadence 1	●
7	35318160096	PatchLine	SIP Account #6	Default	Default Cadence	●
8	35318160030	MSN 08	SIP Account #6	Default	Default Cadence	●
9	35318160048	MSN 09 ddi	SIP Account #6	Default	Cadence 8	●
10	35318160048	Your UDI	SIP Account #6	Default	Cadence 8	●
11	35318160002	MSN 11	SIP Account #6	Default	Default Cadence	●
12	35318160005	Support	SIP Account #6	Default	Cadence 6	●
13	35318160081	MSN 13	SIP Account #6	Default	Cadence 9	●
14	35318160040	MSN 14	SIP Account #6	Default	Default Cadence	●

Index is the 2-digit version of the Phone Number, on the Phone Number page, i.e. 01, 02, 03 etc.

**Automatically, for all outgoing calls, using the Least Cost Routing table**

The screenshot shows the 'Least Cost Routing' configuration page. The table lists various routing rules. The row for Index 9 is highlighted with a red circle, showing the configuration for CLI for France.

Index	Input Trunk	Input Sequence	Output Trunk	Output Sequence	LCR Timing Modes
0	9	*21*	Internal	*21*822*9	Always
1	9	#21#	Internal	#21*822#	Always
2	Internal	*#	Internal	*21*822*90	Always
3	Internal	*67*	Internal	*3*0#	Always
4	Internal	*6900	Internal	6900	Always
5	9	001155	*909	003538160000	Always
6	9	00111	*909	003538160000	Always
7	9		9		Always
9	9	0033	Internal	*3*06#0033	Always
10	9	0044	Internal	*3*06#0033	Always
11	9	087	Internal	*3*06#0033	Always
12					Always
13	9		9		Always
14	9		9		Always
15	9				Always

Program the rule in the LCR table. Note that the Output Trunk should be set to Internal

In the example above, all calls to French destination numbers, beginning 0033, will present external number Index 06 (35318160043) as CLI. All calls to the UK, 0044, will present external number Index 03 (35318160041) as CLI. All calls to destination numbers beginning 087 will present external number index 02 (35318160050) as CLI.

## 2.7. Listen in, Whisper, Intrude

In a Call Centre it is often useful for a Supervisor to monitor calls for quality and training reasons. Calls can be Recorded and reviewed at a later date, but for some situations live listen-in and whisper is the best option.

### Connection options

Listen-in Mode (the Supervisor can hear the conversation between the Caller and the Agent, but they cannot hear the Supervisor.)

Whisper Mode (the Supervisor can hear the conversation between the Caller and the Agent, and the Agent can hear the Supervisor but the caller cannot hear the Supervisor.)

Intrude Mode (This is a full 3 way call, all parties can hear and talk to each other.)

### Setup

The Supervisor should be enabled for the option "Listen/Whisper" in the "User Functions" drop-down list under "User" on the installer web page.

The screenshot shows the 'User Functions' configuration page in the Camibacom Administration web interface. The 'Function' dropdown is set to 'Listen/Whisper'. A table lists 18 users with their 'Enable' status. The checkbox for 'Dave Shaw' (Index 11) is checked and circled in red.

Index	User Number	Name	Enable
1	1090	Declan Gibbons	<input type="checkbox"/>
2	1041	Seamus Doran	<input type="checkbox"/>
3	1009	Dave Victory	<input checked="" type="checkbox"/>
4	1007	Polycorn Soundstation	<input type="checkbox"/>
5	1043	Gary Nolan	<input checked="" type="checkbox"/>
6	106	Jim Joyce	<input checked="" type="checkbox"/>
7	1096	Patch 1096	<input checked="" type="checkbox"/>
8	1030	Andrea Hartigan	<input type="checkbox"/>
9	1048	John Harper	<input checked="" type="checkbox"/>
10	1088	Fax Test 1088	<input type="checkbox"/>
11	1046	Dave Shaw	<input checked="" type="checkbox"/>
12	1002	Kevin Doherty	<input type="checkbox"/>
13	1095	Dave Maj Mein	<input type="checkbox"/>
14	114	Suzanne Kenny	<input checked="" type="checkbox"/>
15	1081	John Manning	<input type="checkbox"/>
16	1023	Aidan Walters	<input type="checkbox"/>
17	1059	Paul Hickey	<input type="checkbox"/>
18	1040	Michael Collins	<input type="checkbox"/>

It is also best to define a Listen-in key on the Supervisors phone. Alternatively, they can dial \*78 followed by the Extension number. Then, dial 7 to Whisper and 7 again, to toggle, back to Listen only.

If the Supervisor intends to intrude and create a full three-way conference on the call, the Supervisor needs to be enabled for "Intrude" under the "User Functions" on the installer web page.

Function:  Number Per Page:

Index	User Number	Name	Enable	Protection
1	1050	Declan Gibbons	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	1041	Seamus Doren	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	1009	Dave Victory	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	1007	Polycorn Soundstation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	1048	Gary Nolan	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	106	Jim Joyce	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	1096	Patch 1096	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	1030	Andrea Hartigan	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	1048	John Harper	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	1088	Fax Test 1088	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	1046	Dave Shaw	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	1002	Kevin Doherty	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	1095	Dave Maj Main	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	114	Suzanne Kenny	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15	1081	John Manning	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16	1023	Aidan Walters	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	1059	Paul Hickey	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	1040	Michael Collins	<input checked="" type="checkbox"/>	<input type="checkbox"/>

It is also best to define an Intrude key on the Supervisors phone. Alternatively, they can dial \*79 followed by the Extension number.

### 3. Wall board display

#### 3.1. Wallboard log-in: Wall Username and PIN

The wallboard information for each skill set may be displayed on any monitor by browsing to the Cloud PBX and entering the associated wall user name and PIN code. The live statistics for any skill set can be displayed on several monitors, logged in to the same account. The live wall of a skill-set may be displayed at both ends of the room and on a computer screen on the supervisor’s desk.

The usernames and PIN codes are defined on the Wall Username & Password page:

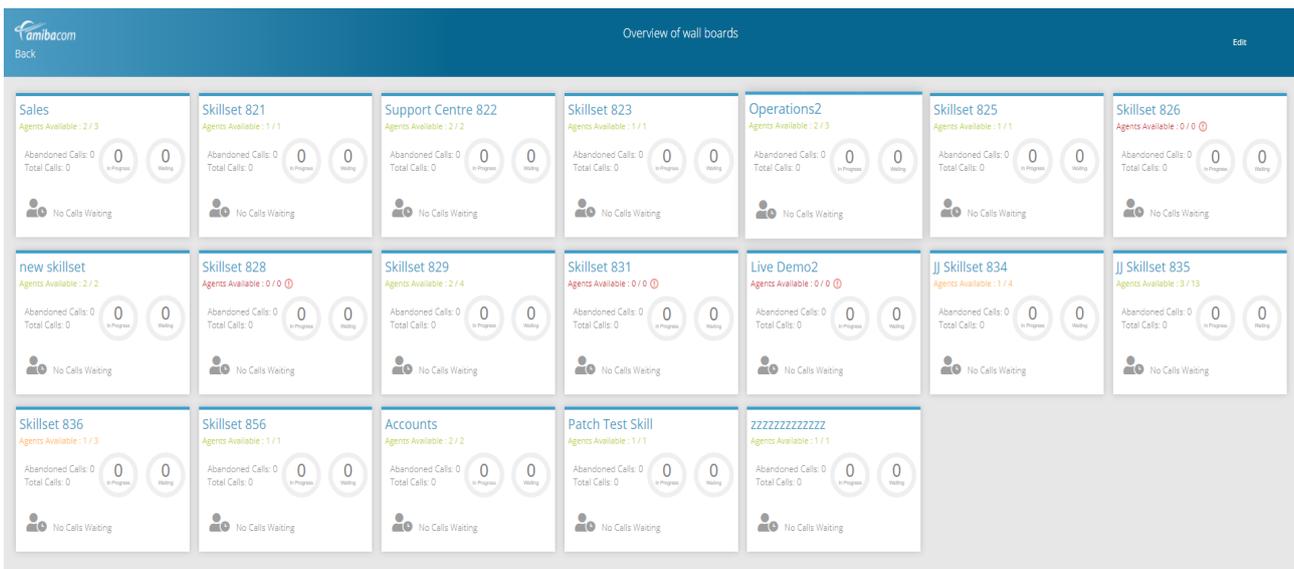
Wall Username & Password

Group	User	PIN Code
All Wall Displays	<input type="text" value="allwall"/>	<input type="text" value="...."/>
Sales	<input type="text" value="Wall 820"/>	<input type="text" value="...."/>
Skillset 821	<input type="text" value="Wall 821"/>	<input type="text" value="...."/>
Support Centre 822	<input type="text" value="Wall 822"/>	<input type="text" value="...."/>
Skillset 823	<input type="text" value="Wall 823"/>	<input type="text" value="...."/>

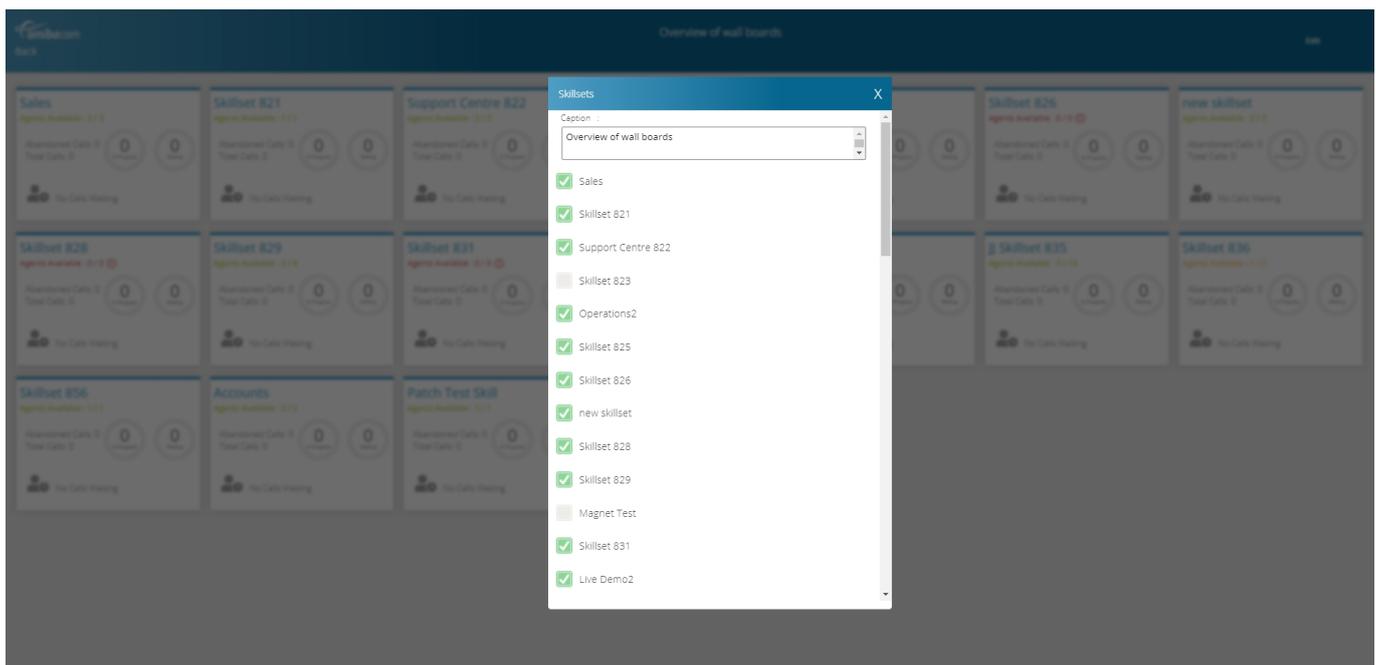
The first user on this page, 'allwall', has access to the wall displays for all skill sets. All of the other users on this page have access for a single skillset.

## 3.2. All wall wallboard display

All wall is a summary display of all skillsets in the contact centre showing 4 key metrics in real time for every skillset.



To edit this page, login to the system as an administrator or installer and go to the portal page 'Contacted Centre/All Wall Displays'.

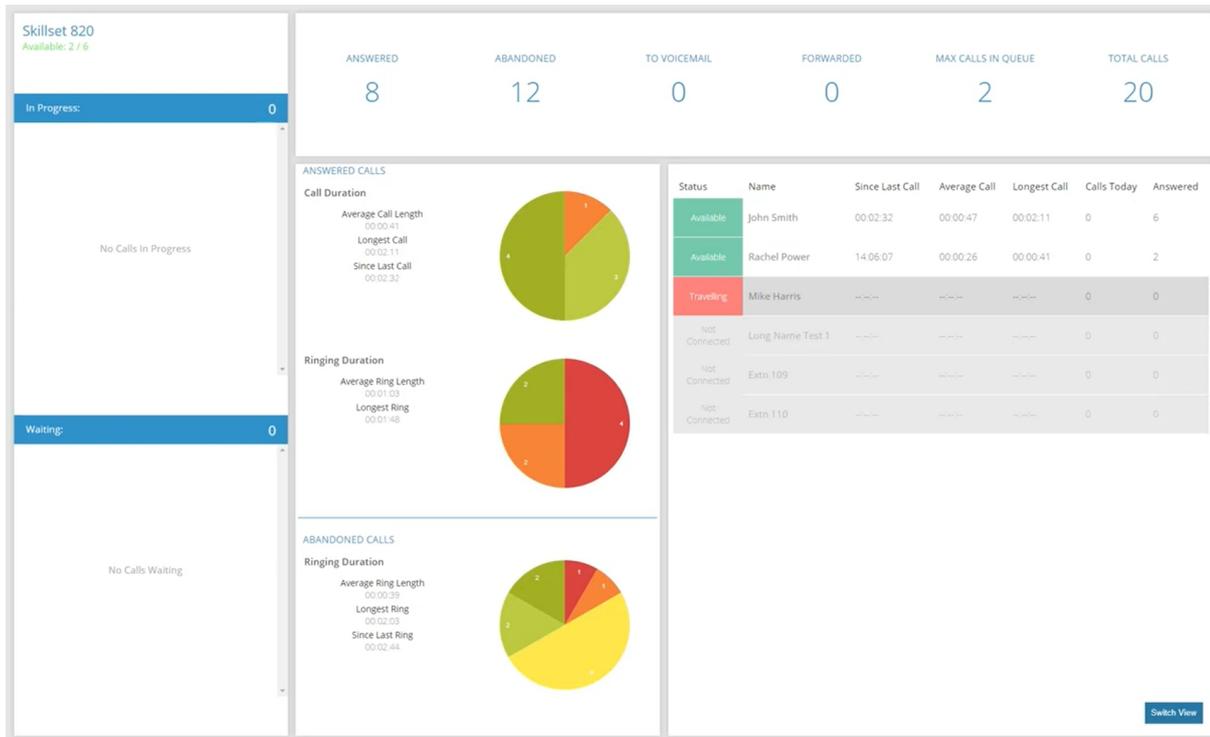


The Edit button opens the panel to program which skillsets appear in this view and what caption

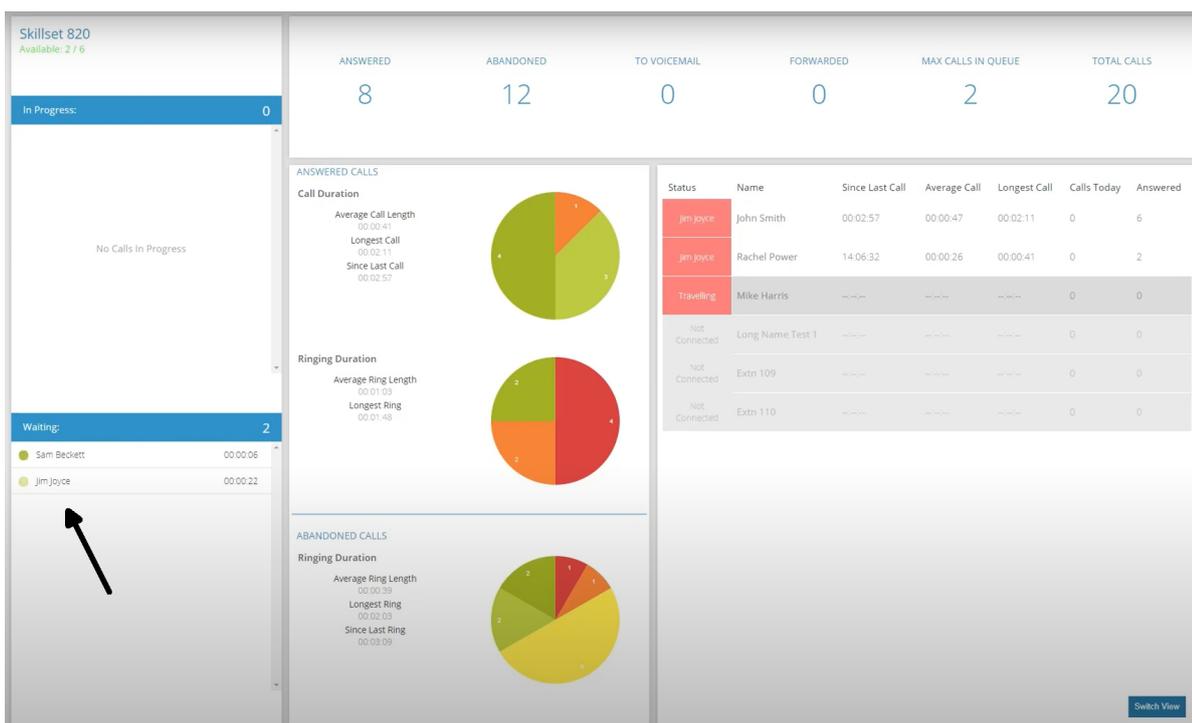
should appear on this “allwall” board.

### 3.3. Skill set wallboard display

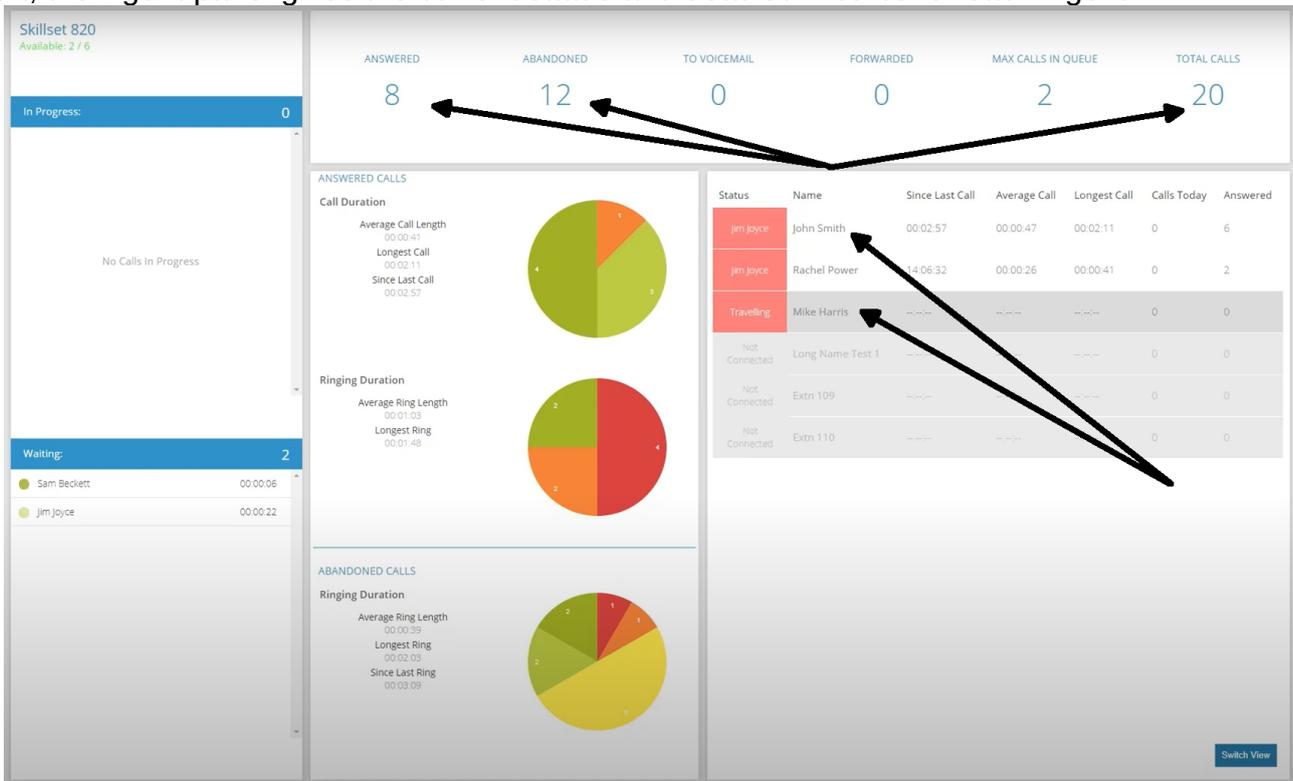
The Skill set wallboard displays the key performance indicators of the skillset and agents in real time, using an intuitive colour design to indicate performance levels.



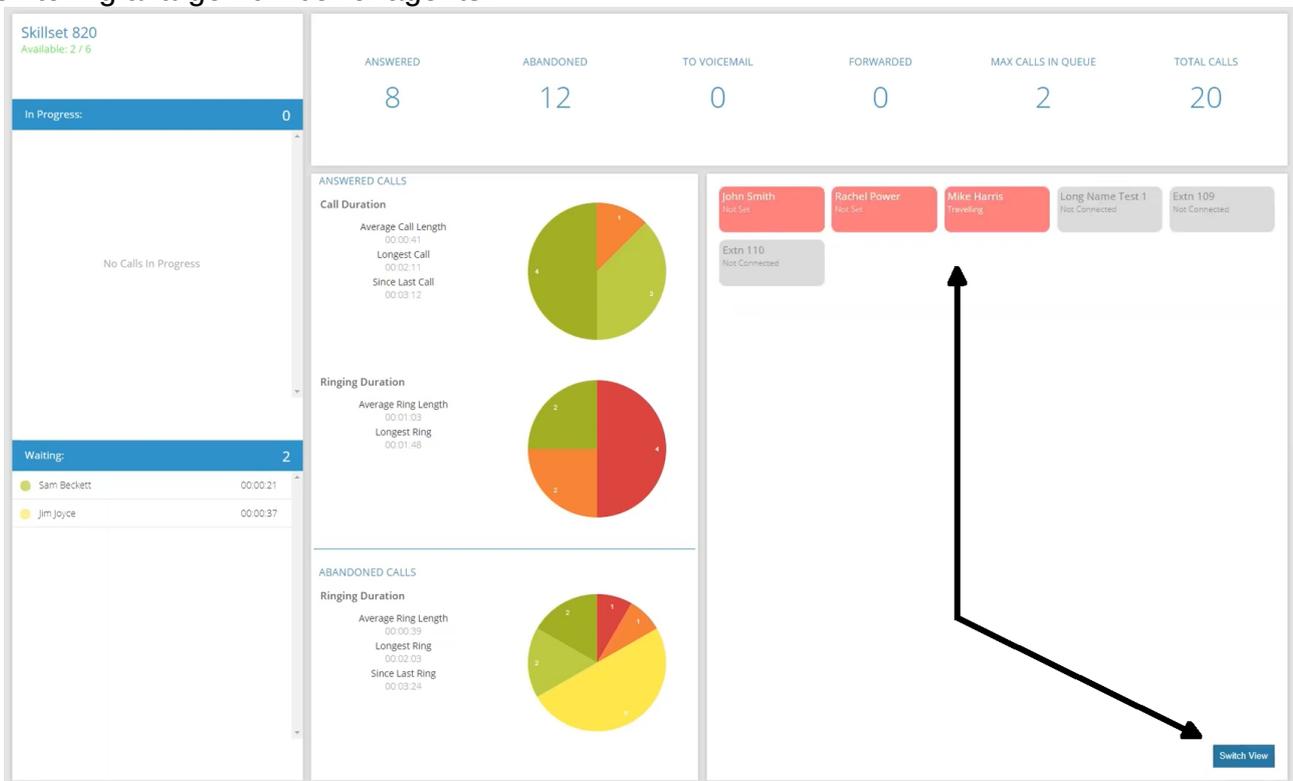
As calls arrive on the queue they are displayed in the waiting area with an individual colour code which changes with the length of time in the queue.



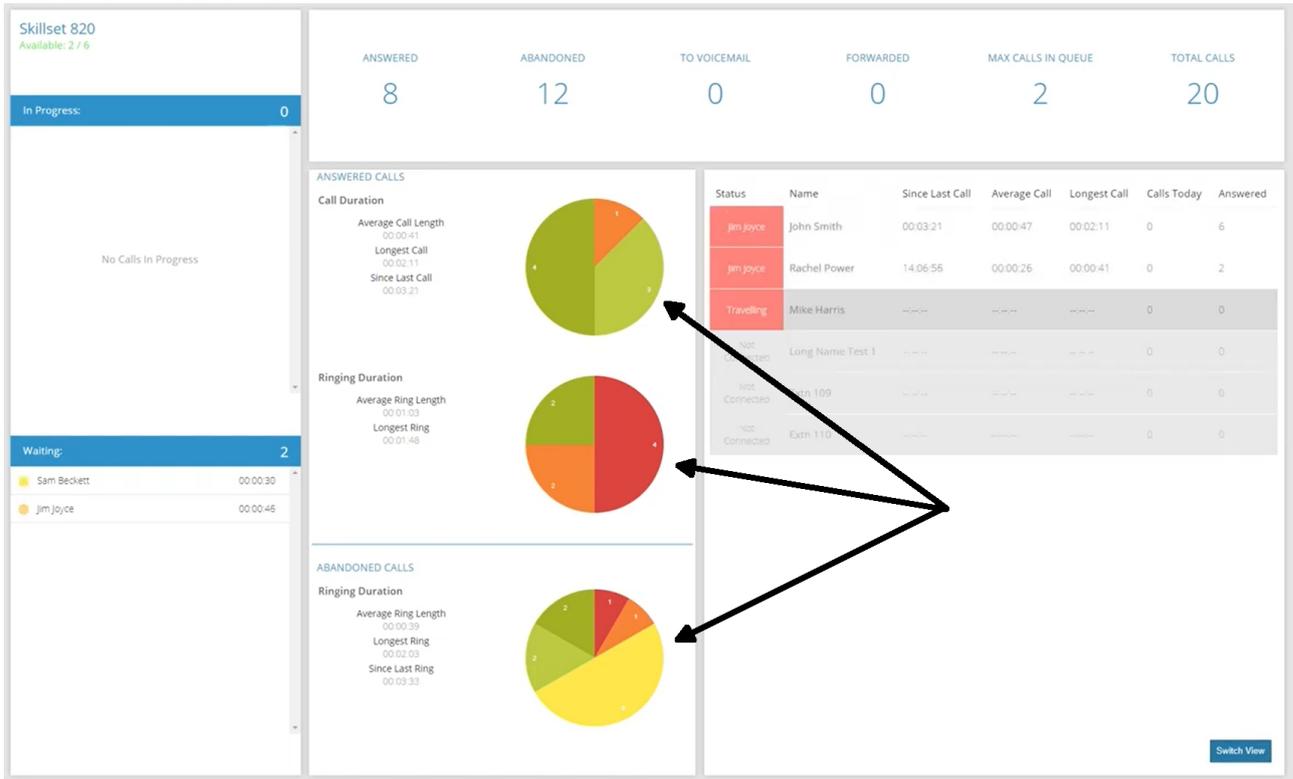
Across the top, the cumulative call statistics for the skillset are updated in real time. On the right, the Agent panel gives the current status and detailed metrics for each Agent.



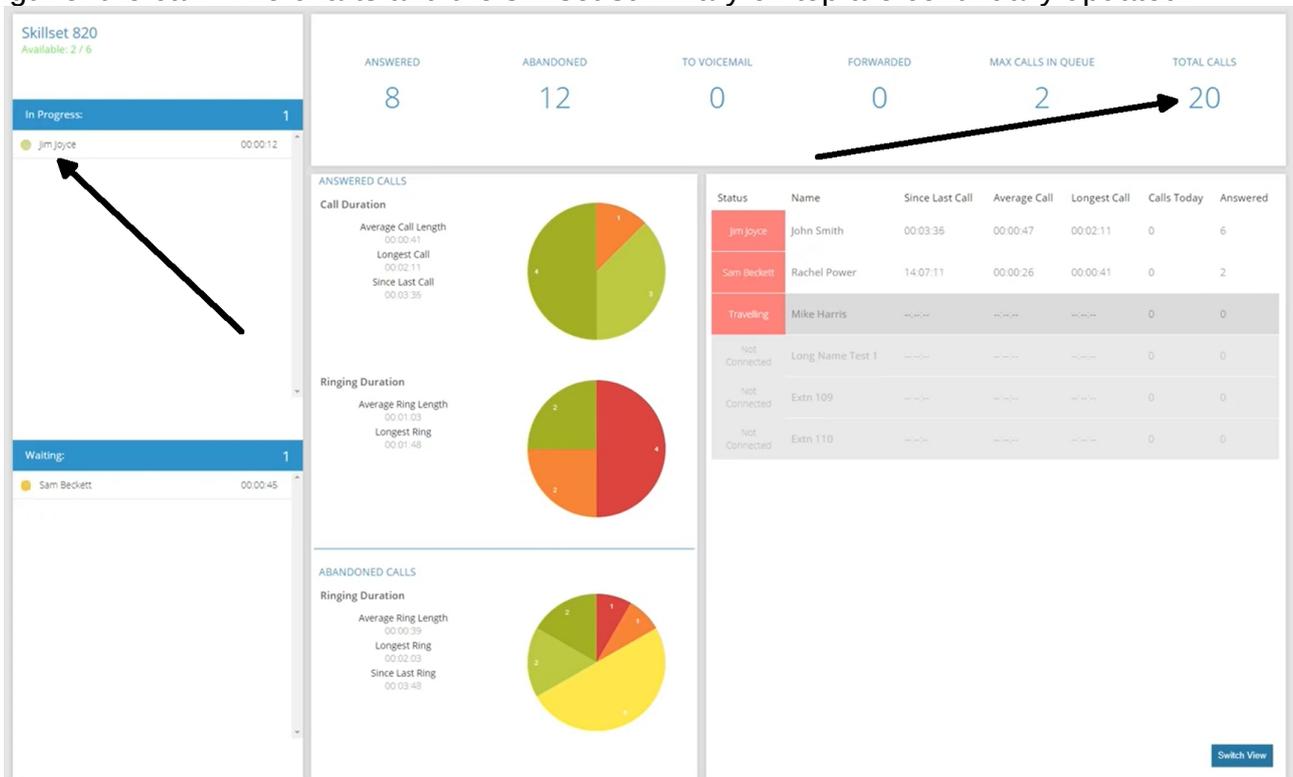
You can switch the Agent view from a list to a card view, to display summary status, when monitoring a large number of agents.



The central column displays the key metrics for answered and abandoned calls, in colour coded charts and in real time.



As calls are answered, they are moved to the In Progress area. The colour changes with the length of the call. The charts and the skillset summary on top are continually updated.

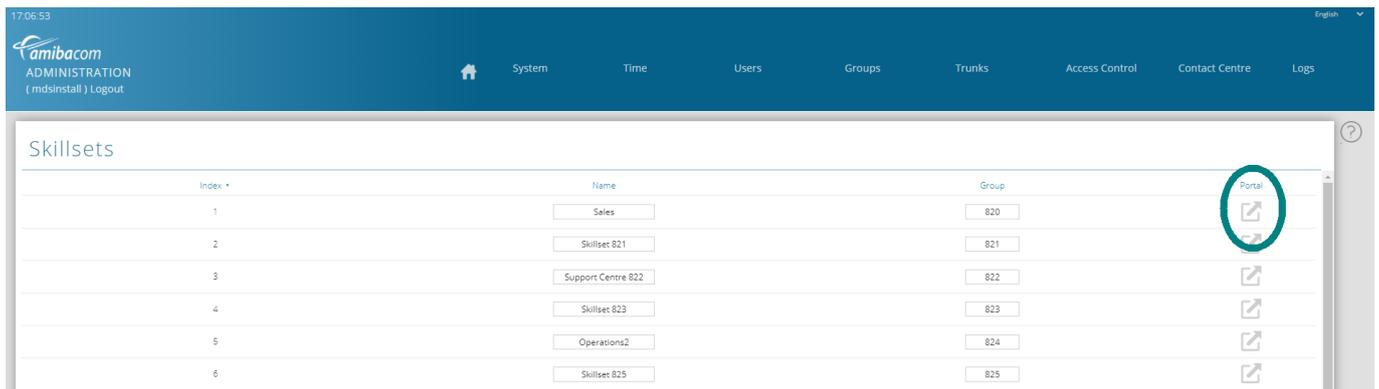


# 4. Skill set Programming and management

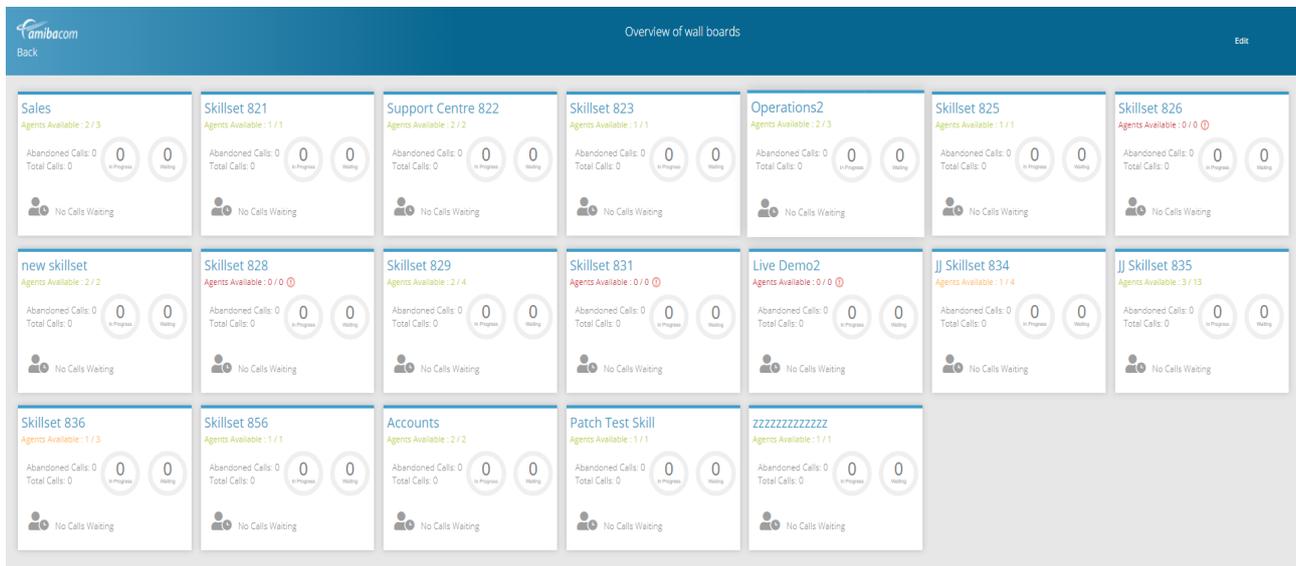
System administrators and installers have supervision rights for all skillsets which allow them to add and remove agents form a skillset to meet changing call volumes.

## 4.1 Log in to the Skillset programming page

To do this, login to the system as an administrator or installer and go to the 'Contact Centre / Skillsets' page and click on the Portal icon for the skillset.



Alternatively, got to the 'Contact Centre/All Wall Displays' page and click on the skillset summary panel here to reach the skillset programming page.



Following is the skillset programming page.

The screenshot shows the 'Skillset 820' dashboard. At the top, there are summary metrics: Max In Queue (0), Answered (0), Abandoned (0), Voicemail (0), Forwarded (0), and Total Calls (0). Below these are three sections: 'In Progress' (0), 'Waiting' (0), and 'No Calls In Progress'. The 'Agents' tab is active, displaying a table of agents with columns for User Status, Name, Since Last Call, Average Call, Longest Call, Outgoing Today, and Answered. The agents listed are John Smith (Available), Rachel Power (Logged in), Mike Harris (Available), Extn 104 (Logged in), Sam Beckett (Logged in), and Jim Joyce (Logged out).

On this page, the Agents tab displays the skillset agents' current status and call metrics. The administrator can login/logout an agent from the skillset by clicking on the agent's user status button.

## 4.2 Add or remove agents to a skillset

To add or remove agents from a skillset, go to the Edit tab.

The screenshot shows the 'Skillset 820' dashboard with the 'Edit' tab selected. The 'Agents' section is expanded to show '6 Currently Assigned' agents. On the left, there is a list of agents with plus signs next to their names: Long Double Surname (105), Extn 108 (108), Extn 109 (109), Extn 110 (110), Extn 111 (111), Extn 112 (112), Extn 113 (113), Extn 114 (114), and Extn 115 (115). On the right, there is a list of currently assigned agents with minus signs: John Smith (101), Rachel Power (102), Mike Harris (103), Extn 104 (104), Sam Beckett (106), and Jim Joyce (107). There are 'Select' buttons for each agent in the right list. Additionally, there are options to 'Select Auto-Attendant' (None) and 'Select Networked User or Group' (Please Enter).

To add an agent to the skillset, drag the agent from the left column to the centre column or click on the plus symbol on the agent's name.

To remove an agent from the skillset drag the agent from the centre column to the left column or click on the minus symbol beside the agents name.

To assign an Auto-Attendant message to the skillset, click the Select button under 'Select Auto-Attendant' and choose from list of available messages.

If you wish to add an agent from or group from a networked system, enter the network number of the user or group and press Select.

### 4.3 Skillset voice mail management

The voicemail messages of the skillset can be listened to, downloaded, deleted or called back from the skillset Voicemail tab:

### 4.3 Skillset call forwarding

The screenshot shows the 'Skillset 820' interface with the 'Voicemail' tab selected. The top navigation bar includes a 'Logout' button. The left sidebar displays 'Skillset 820' and 'Agents Available: 2 / 6'. The main dashboard features a row of call statistics: Max In Queue (0), Answered (0), Abandoned (0), Voicemail (0), Forwarded (0), and Total Calls (0). Below this, there are sections for 'In Progress' (0) and 'Waiting' (0). The central area is divided into 'Answered Calls' and 'Abandoned Calls', both showing 'No Call Data'. The right-hand side of the dashboard is dominated by the 'Voice Messages [Personal] : 20' list. This list has a 'Delete All' button and a search bar. The table columns are 'Controls', 'Date', 'Calling Party', 'Name', 'Duration', and 'Status'. All 20 entries are for 'John Smith' with various dates and durations. The bottom of the list shows pagination controls for 10 items per page.

The Forwarding tab allows the skillset administrator to set 4 types of call forwarding for the skillset.

The screenshot shows the 'Skillset 820' interface with the 'Forwarding' tab selected. The top navigation bar and left sidebar are identical to the previous screenshot. The main dashboard call statistics are also the same. The central area for 'Answered' and 'Abandoned' calls remains 'No Call Data'. The right-hand side of the dashboard is now the 'Forwarding' settings panel. It contains four settings, each with a 'Click to change' dropdown and a 'Disabled' status: 'Forward All Calls', 'Forward No Answer' (with a 'Delay 10 secs' field), 'Forward On Busy', and 'Forward On No Registration'.

## 4.3 Skillset call logs

The Call Logs tab lists all the calls to the skillset with the relevant call details.

Date	Duration	Ring Time	Number	Name	Agent
07/16/2021 19:31:02	00:00	00:21	101	John Smith	Skillset 820
07/15/2021 14:08:20	00:00	00:16	101	John Smith	Skillset 820
07/15/2021 14:07:31	00:00	00:23	101	John Smith	Skillset 820
07/15/2021 12:46:38	00:00	00:07	101	John Smith	Skillset 820
06/18/2021 16:29:33	00:00	00:27	101	John Smith	Skillset 820
06/18/2021 15:24:05	00:00	00:23	101	John Smith	Skillset 820
06/18/2021 15:09:40	00:00	00:11	101	John Smith	Skillset 820
06/18/2021 15:08:43	00:00	00:26	101	John Smith	Skillset 820
06/18/2021 12:19:28	00:00	02:23	101	John Smith	Skillset 820
06/18/2021 12:14:39	00:00	00:46	101	John Smith	Skillset 820

## 4.3 Skillset parameters, data collection, thresholds and persistent voice mail notifications

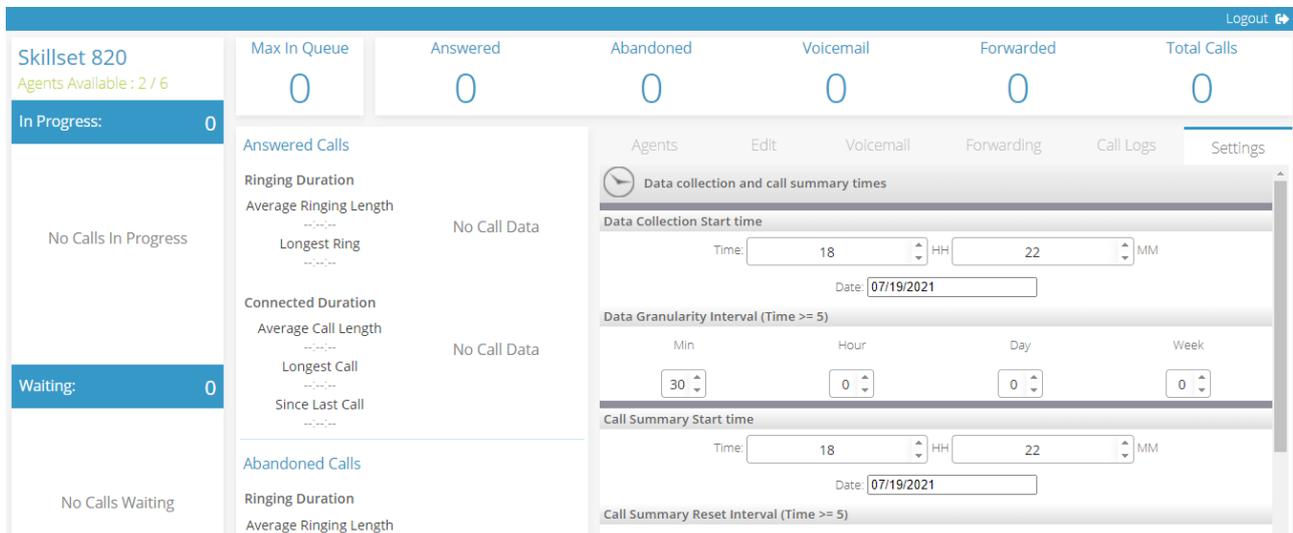
The Settings tab is where the administrator can change parameters of the skillset.

**Enable/Disable** forwarding of skillset voicemails by email as a wav attachment to the skillset email address which is specified here.

**Assign a PIN** code to the skillset which will be required to listen to the skillset voicemail messages.

**Banner URL:** Enter a web page address to be displayed.

**Enable Data Collection** opens the following page for programming data collection parameters:



The data collection start time is the time at which the system will begin to store call information for the skillset in the reports database.

The Data Granularity Interval defines the duration of each snapshot for data collection. This is how often the Skillset wallboard is updated, typically every 15 minutes.

The Call Summary Start time is the time at which the data displayed in the Skillset Call Summary data at the top of the page is first set. This is normally the same as the Data Collection Start time.

The Call Summary Reset Interval is the period after which the Call Summary running totals displayed at the top of the page are reset to zero. This would typically be 1 day.

The Reset Interval should be a whole multiple of the Data Granularity Interval.

Click the green icon at the bottom of the page, to save the changes.

## Setting Thresholds

The screenshot displays the 'Setting Thresholds' page for Skillset 820. At the top, there are call statistics: Max In Queue (0), Answered (0), Abandoned (0), Voicemail (0), Forwarded (0), and Total Calls (0). Below this, there are sections for 'In Progress' and 'Waiting' calls, both showing 0. The main area is divided into 'Answered Calls', 'Connected Duration', and 'Abandoned Calls', each with metrics like Ringing Duration, Average Ringing Length, and Longest Ring/Call. The 'Settings' tab is selected, showing two sections: 'In Progress' and 'Waiting'. Each section has a table of thresholds with columns for 'Threshold Name', 'HH:MM:SS', and '# Of Calls'. The 'In Progress' section has 5 thresholds (Threshold 1 to 5) with values ranging from 5 to 25 seconds. The 'Waiting' section has 2 thresholds (Threshold 1 and 2) with values of 20 and 30 seconds.

Clicking on 'Setting Thresholds' allows the skillset administrator to define up to 5 performance thresholds. The performance thresholds are:-

- a predefined number of calls waiting in the skillset queue
- a predefined number of calls in progress in the skillset
- a predefined caller waiting time in the skillset queue
- a predefined call in progress time in the skillset

When these performance thresholds are exceeded, the colour of the call on the wallboard is changed in real time with darker colours indicating increased severity.

On this page, the administrator can customise the performance thresholds by modifying number of calls or the caller waiting time or call in progress time associated with each colour threshold.

### Voicemail persistent notification

This is a feature which ensures that important voicemails are picked up and listened to. The system will make repeated external calls to the number specified here until the system has verified that the voicemails in the skillset voicemailbox have been listened to.

The screenshot shows the 'Voicemail persistent notification' configuration page. It features a text input field for the notification number, with a green checkmark and a red X icon next to it, indicating a validation or status. The page also includes a 'Show all' button at the bottom right.

## 5. Skillset and agent reports

### 5.1. Skillset, Agent and Login Reports

The system stores call data from the programmed Data Collection time for each skill set, provided the Enable Data Collection tab at the skill set Group Settings is set to display the green button. Data collection must be turned on, as described in this manual under “Program call reports’ data collection and thresholds per skill set”.

You can generate reports of the key performance indicators for each agent or skillset and for agents’ login statistics.

Skillset/Agent Report Skillset  Summary/Detailed

Period Start Time:  HH  MM Date:   
 Period End Time:  HH  MM Date:

**Skillset/Agent Report : Output Columns**  
 Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Total Calls
Ringing Answered Threshold [#]
Ringing Answered Threshold [%]
Av. Ring Length ( Answered Calls )
Longest Ring ( Answered Calls )
Connected Duration Threshold [#]
Connected Duration Threshold [%]
Answered Calls
Av. Call Length
Longest Call
Last Call ( Answered Calls )
Abandoned Ringing Threshold [#]
Abandoned Ringing Threshold [%]
Abandoned Calls
Av. Ring Length ( Abandoned Calls )
Longest Ring ( Abandoned Calls )
Last Call ( Abandoned Calls )
Voicemail Calls ( Answered Calls )
Voicemail Calls ( Abandoned Calls )
Forwarded Calls
Av. Calls in Q
Max Calls in Q
Av. Ring Length ( Queue )
Longest Ring ( Queue )



Select the type of report from the drop-down menus at the top left of the page and the time period of the report.

Select or deselect the Skillsets or Agents by clicking the Edit button and clicking the circular bulbs from red to green.

**Select All**

Sales   
  Skillset 821   
  Support Centre 822   
  Skillset 823  
 Skillset 824   
  Skillset 825   
  Skillset 826   
  Skillset 827  
 Skillset 828   
  Skillset 829   
  Magnet Test   
  Skillset 831  
 Live Demo   
  Skillset 833   
  Skillset 834   
  Skillset 835  
 Skillset 836   
  Skillset 837   
  Skillset 838   
  Skillset 8888  
 Skillset 840   
  Skillset 841   
  Skillset 842   
  Skillset 843  
 Skillset 844   
  Skillset 845   
  Skillset 846   
  Skillset 847  
 Skillset 848   
  Skillset 849   
  Skillset 850   
  Skillset 851  
 Skillset 852   
  Skillset 853   
  Skillset 854   
  Skillset 855  
 Skillset 856   
  Skillset 857   
  Skillset 858   
  Skillset 859  
 Skillset 860   
  Skillset 861   
  Skillset 862   
  Skillset 863  
 Skillset 864   
  Skillset 865   
  Skillset 866   
  Skillset 867  
 Skillset 868   
 zzzzzzzzzzzzzz   
   

Last Call ( Answered Calls )
Abandoned Ringing Threshold [#]
Abandoned Ringing Threshold [%]
Abandoned Calls
Av. Ring Length ( Abandoned Calls )
Longest Ring ( Abandoned Calls )
Last Call ( Abandoned Calls )
Voicemail Calls ( Answered Calls )
Voicemail Calls ( Abandoned Calls )
Forwarded Calls

The report for a skillset comprises a selection of the following key performance indicators:

Select individual parameters by holding down the control key and clicking on the desired parameters:

Total Calls, Answered Calls, Average Call Length, Longest Call, Last Call, Average Ring Length, Longest Ring,

For Abandoned Calls: Number of abandoned calls, Average ring length, Longest Ring, Last Call

Voicemail Calls Answered, Voicemail Calls Abandoned

Forwarded Calls, Average Calls in Queue, Maximum Calls in Queue, Average Ring length in Queue, Longest Ring in Queue.

You can click on the icons at the bottom of the page to preview the report or download it as a csv file.

Selectin Agent at the dropdown menu reports on agents' Call performance:

Skillset/Agent Report Skillset  User  Summary/Detailed

Agent Report  
Skillset/Agent Report  
Agent Report  
Agent Login

HH 15 MM Date: 19/04/2016

Period End Time: 16 HH 15 MM Date: 19/05/2016

Agent Report : Output Columns  
Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Answered Calls
Av. Call Length
Longest Call
Last Call



Selecting "Agent Login" from the drop down menu enables reports on agent availability, calls forwarded and time logged out of skill sets and on DND (Do Not Disturb).

Skillsset/Agent Report Skillsset [Edit] User [Edit] Summary/Detailed/Both

Agent Login Skillsset/Agent Report Agent Report Agent Login

Period End Time: 16 HH 15 MM Date: 19/04/2016

Period End Time: 16 HH 15 MM Date: 19/05/2016

Agent Login : Output Columns : Summary  
 Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Total Available Time
Total Unavailable Time
Total Available Time(Excluding Wrap-up)
Total Unavailable Time(Excluding Wrap-up)
Logged in
Logged out
Forward All Calls On
Forward All Calls Off
Connected
Disconnected
In Skillset
Out Of Skillset
DND : Off
DND Mode 1
DND Mode 2
DND Mode 3
DND Mode 4
DND Mode 5
DND Mode 6
DND Mode 7
DND Mode 8
DND Mode 9

Agent Login : Output Columns : Detailed  
 Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Available
Available(Excluding Wrap-up)
Logged out
Forward All Calls On
Disconnected
Out Of Skillset
DND : Off
DND Mode 1
DND Mode 2
DND Mode 3
DND Mode 4
DND Mode 5
DND Mode 6
DND Mode 7
DND Mode 8
DND Mode 9

## 5.2. Creating a Scheduled Report

This page is used to schedule regular reports or occasional reports of Key Performance Indicators. You can select the performance parameters to be included in the report, the reporting period and frequency, and specify a list of email addresses the report will be sent to.

The page displays a list of the currently scheduled reports and an option to “Add new Scheduled Report”.

1/05/2016 10:29:42

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
sales week	15:46:00 26/08/2014 15:46:00 24/05/2016	Weeks 1	Weeks 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 10	16:59:26 04/02/2015 16:59:26 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 11	17:01:15 04/02/2015 17:01:15 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 12	17:04:23 02/04/2015 17:04:23 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 13	18:01:08 20/07/2015 18:01:08 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 14	18:13:29 20/07/2015 18:13:29 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 15	16:29:24 22/07/2015 16:29:24 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 16	13:59:11 13/08/2015 13:59:11 18/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 17	10:44:19 24/09/2015 10:44:19 18/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 18	17:56:36 23/10/2015 17:56:36 17/05/2016	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 19	12:15:29 04/11/2015	Days 1	Days 1	

Name	First Report Next Report	Cover Period	Repeat Period	E-mail Address
Scheduled Report 20	15:48:06 26/08/2014	Days 1	Days 1	

Currently scheduled reports can be enabled, disabled or edited.

To schedule a new report, first give it a name which describes the contents and is different to any existing report names.

Select the type of report (Skillset, Agent or Agent Login) and select which Skillsets or Agents are to be covered in the report (All, One or Multiple) then select the layout type (Summary data, Snapshot all raw data or both).

Select the data elements for inclusion in the report by drawing a box with your cursor to select items, or holding down the Ctrl key to make multiple non-adjacent selections. Selected items have a darker background.

Skillset/Agent Report Skillset/Agent Report • Skillset Edit Summary/Detailed Both ▾

	Name	Scheduled Report 31					
	First Report Time:	16	HH	34	MM	Date:	17/05/2016
	Cover Period	Unit	Days	Value	1		
	Repeat Period	Unit	Days	Value	1		
	E-mail Address						

Skillset/Agent Report : Output Columns  
 Draw a box with your cursor to select items. Hold down the Ctrl key to make multiple non-adjacent selections. Selected items have a grey background.

Total Calls
Ringing Answered Threshold [#]
Ringing Answered Threshold [%]
Av. Ring Length ( Answered Calls )
Longest Ring ( Answered Calls )
Connected Duration Threshold [#]
Connected Duration Threshold [%]
Answered Calls
Av. Call Length
Longest Call
Last Call ( Answered Calls )
Abandoned Ringing Threshold [#]
Abandoned Ringing Threshold [%]
Abandoned Calls
Av. Ring Length ( Abandoned Calls )
Longest Ring ( Abandoned Calls )
Last Call ( Abandoned Calls )
Voicemail Calls ( Answered Calls )
Voicemail Calls ( Abandoned Calls )
Forwarded Calls
Av. Calls in Q
Max Calls in Q
Av. Ring Length ( Queue )
Longest Ring ( Queue )



You can assign the Time and Date this report should be first run (First Report), the Cover Period and a Repeat Period (this can be Hours, Days, weeks, Months or Years) for when it should be re-run.

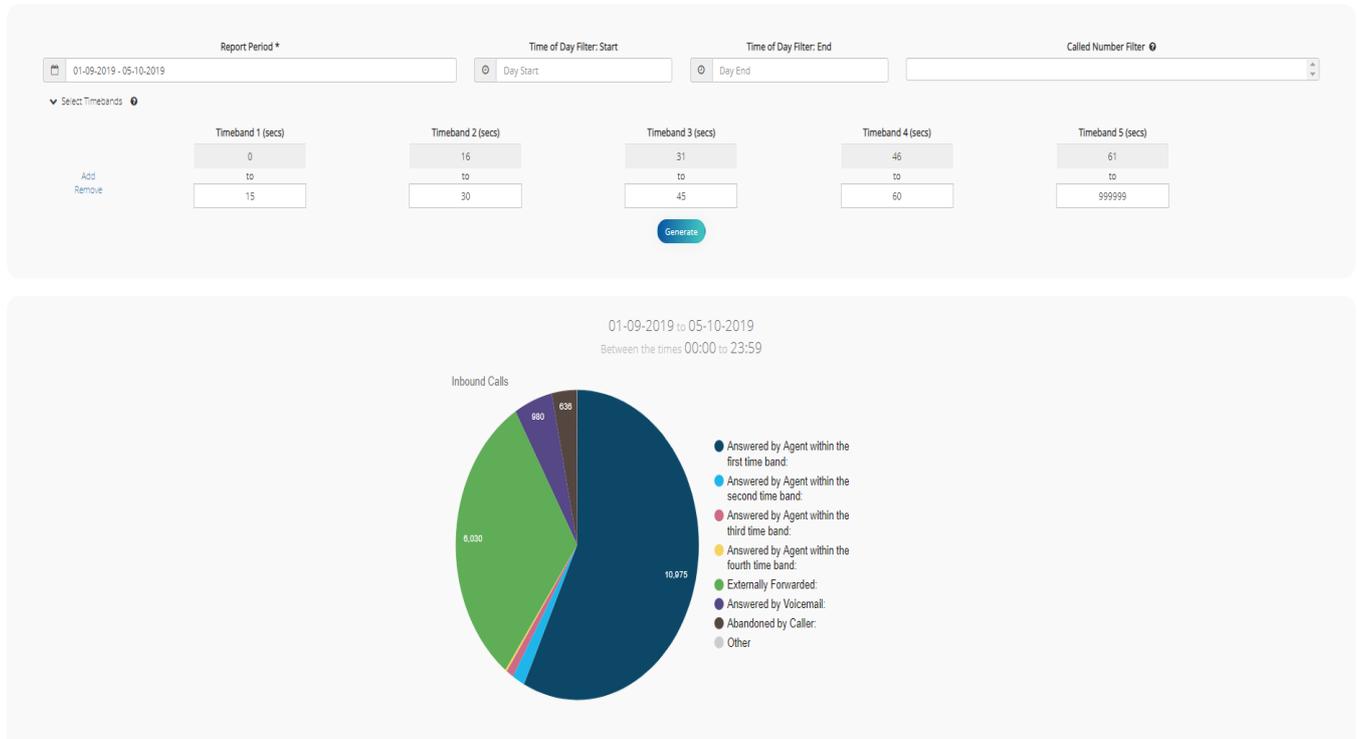
Finally, define a destination Email address (you can enter multiple email address, each separated by a semicolon ;).

Click the green arrow to save and return to the overview page.

## 5.3 Customised caller waiting time reports

### Call Centre Report

Overall Caller waiting Time to speak to an Agent



A separate database can be set up for detailed statistical analysis of inbound caller waiting times with customised reports and adjustable waiting time thresholds.