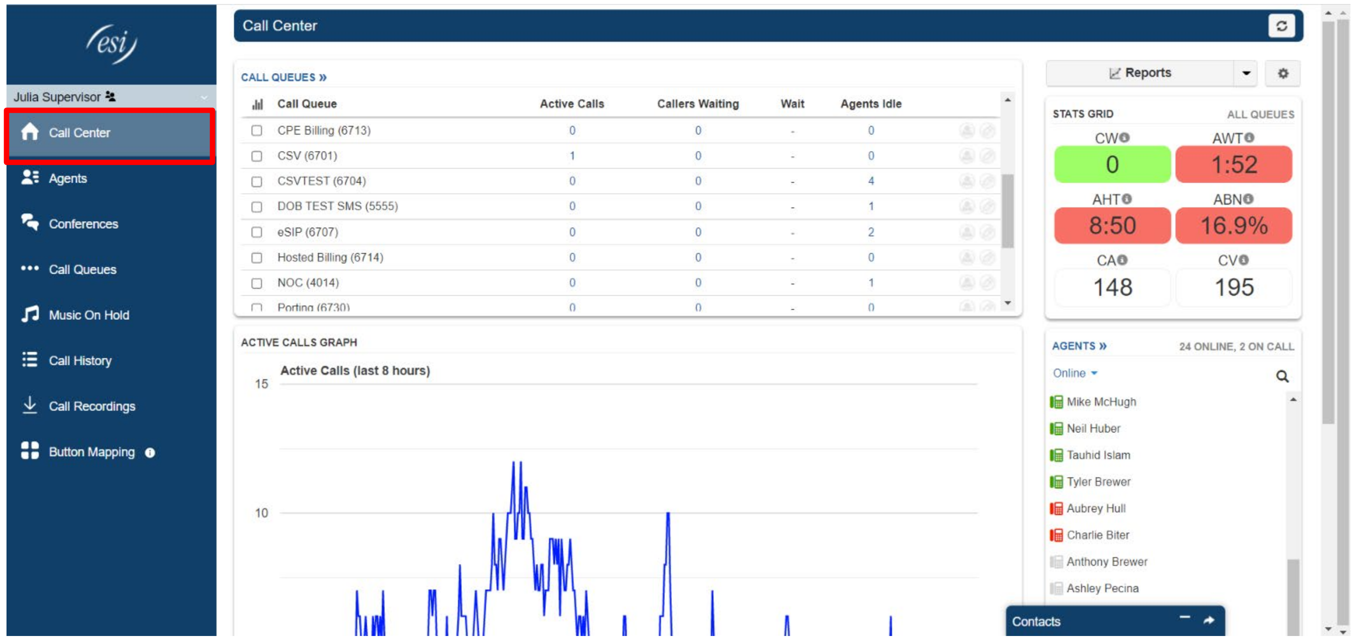
Call Center User's Guide

The Call Center is where a Call Center Supervisor manages their call queue(s), and where a Call Center Agent can view calls, and log-in/out of their assigned queue(s). There are an unlimited number of queues a single domain can have.

Contents

Call Center Supervisor Dashboard Layout

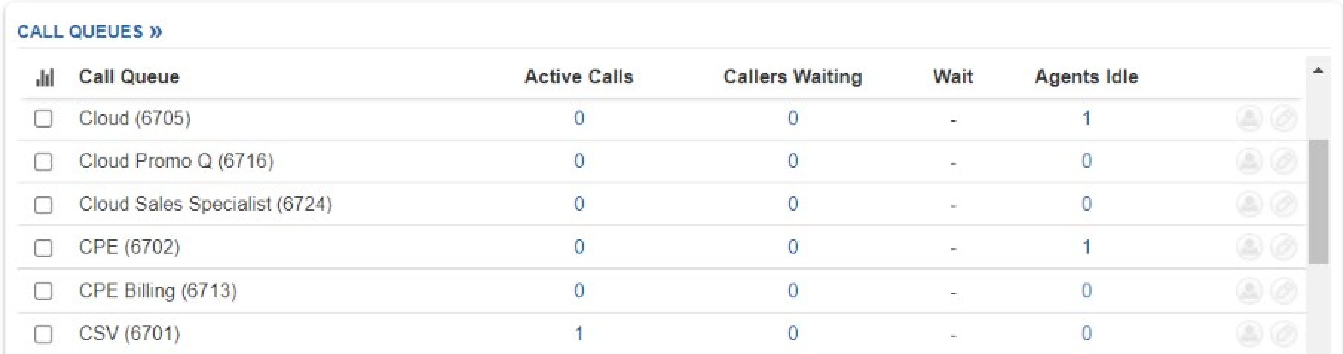
On the Call Center screen, Call Center Supervisor can view a list of Call Queues, an Active Call Graph, a Stats Grid, and a list of all agents in those queues.



Call Queues Table

In the upper left-hand corner of the screen, the Call Queues table displays data in real-time: the number of active calls, the number of callers waiting, the current wait time, and the number of idle agents.

Optionally edit agents and the call queue directly from this table. Refer to "Call Queue Configuration" for more information about editing a call queue. See below for editing an agent directly from this screen.



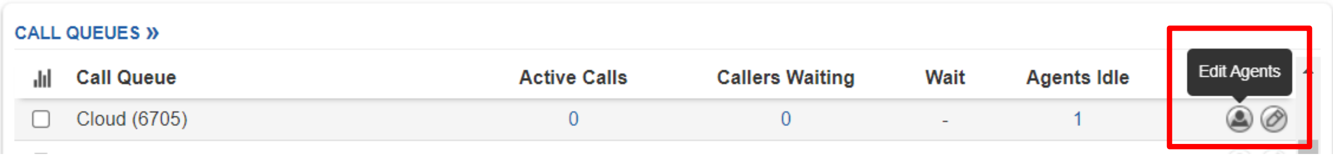
CALL QUEUES »

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
Cloud (6705)	0	0	-	1
Cloud Promo Q (6716)	0	0	-	0
Cloud Sales Specialist (6724)	0	0	-	0
CPE (6702)	0	0	-	1
CPE Billing (6713)	0	0	-	0
CSV (6701)	1	0	-	0

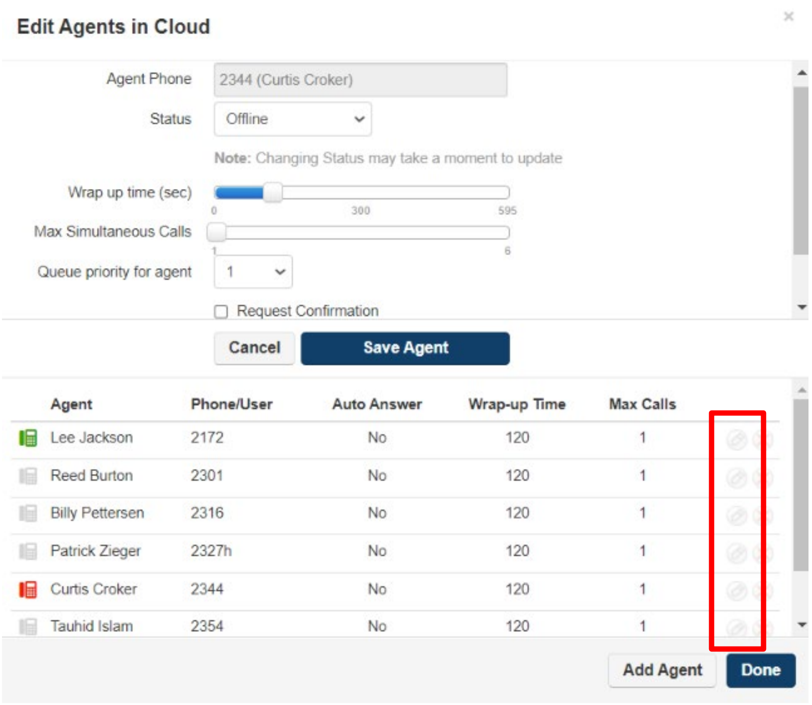
Agents

Edit an Agent

The Call Queues table in the Call Center conveniently allows the editing, adding, and removing of agents directly from this screen. Click on the icon of a person ("edit agents") in a call queue row.



In the pop up window that appears you can edit an individual agent by clicking Edit next to the desired agent name.

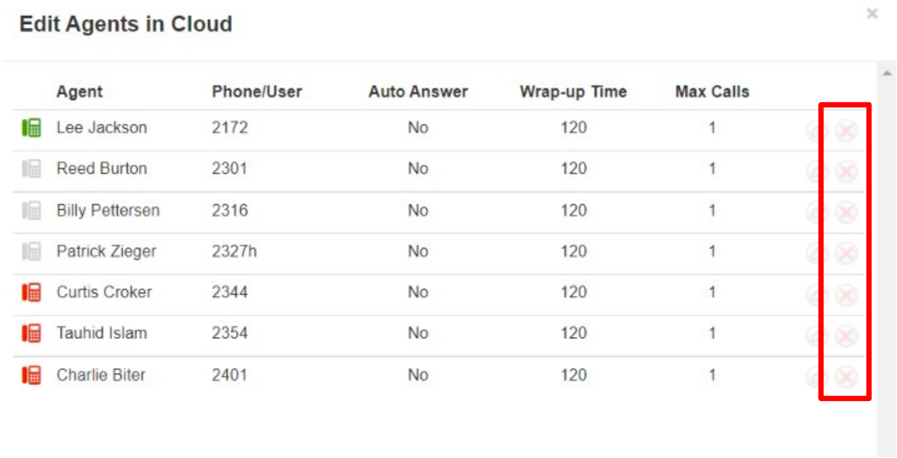


You can edit

- Status (offline or online) wrap up time in seconds
- The maximum number of simultaneous calls (no more than 6)
- The maximum number of SMS messages (no more than 5) the agent's queue priority (1-99)
- The agent's order in a linear hunt, if applicable (1-99) request confirmation from the agent when the call is answered (recommended for off-net agents)
- Select whether the user should auto-answer the call

Remove an Agent

In the "Edit Agents" modal, click the X across from an agent to immediately remove them from the queue.



Agent	Phone/User	Auto Answer	Wrap-up Time	Max Calls
Lee Jackson	2172	No	120	1
Reed Burton	2301	No	120	1
Billy Pettersen	2316	No	120	1
Patrick Zieger	2327h	No	120	1
Curtis Croker	2344	No	120	1
Tauhid Islam	2354	No	120	1
Charlie Biter	2401	No	120	1

Add an Agent

In the "Edit Agents" modal, clicking `Add Agent` opens similar options as above, with the addition of the agent selection fields:

Billy Pettersen	2316	No	120	1
Patrick Zieger	2327h	No	120	1
Curtis Croker	2344	No	120	1
Tauhid Islam	2354	No	120	1

Call Queues Table Column Configurations

The following columns have further configurations in the Call Queues table:

CALL QUEUES »

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
Cloud (6705)	0	0	-	1
Cloud Promo Q (6716)	0	0	-	0
Cloud Sales Specialist (6724)	0	0	-	0
CPE (6702)	0	0	-	1
CPE Billing (6713)	0	0	-	0
CSV (6701)	1	0	-	0
CSVTEST (6704)	0	0	-	4
DOB TEST SMS (5555)	0	0	-	1

Clicking on the number of Active Calls (even if it's zero), displays the call information in real-time: the number the call originated from, the number that was dialed to enter the queue, the status of the call, the assigned agent, and the current duration of the call since it entered the queue. The status must be "talking" in order for the "listen" feature to work, and the agent's scope in the call must be lower than the user who is attempting to listen in. Similar information appears when clicking the number of Callers Waiting.

Calls active in 6705 Call Queue

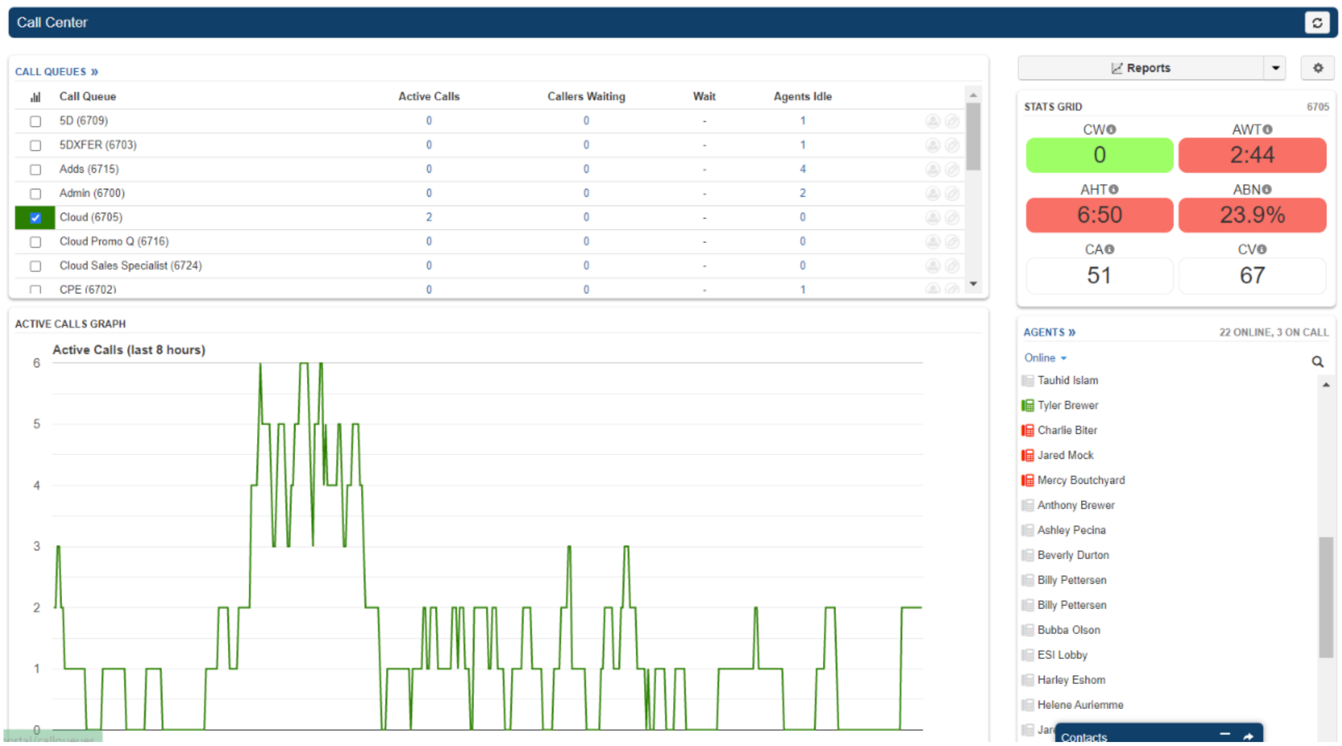
From		Dialed	Status	Agent	Duration
(832) 379-[redacted]	Check Out [redacted]	(800) 850-2151	Talking	2301	11:48
1 (858) 34[redacted]	[redacted]G ERI	1 (972) 422-9800	Talking	2401	11:35

Callers Waiting displays the caller ID the call is originating from, the name of the caller (if available), the status of the call (such as "talking", "ringing agent"), and the current duration/time the caller has been on hold.

Clicking on the number of Agents Idle displays all of the agents in the queue. It includes the agent's extension, their current status, their answering order in the queue (if configured), the max number of calls they can receive at a time (no more than 6), and the max number of SMS messages they can receive at a time (no more than 5).

Active Calls Graph

The Active Calls graph represents the real-time data in the selected call queues. If none of the call queues are checked in the Call Queues table, then the default selection is all call queues. The y-axis depicts the number of active calls in the last eight hours. By default the graph (and the Stats Grid) represent all the call queues. Click on a specific queue to view only its stats.

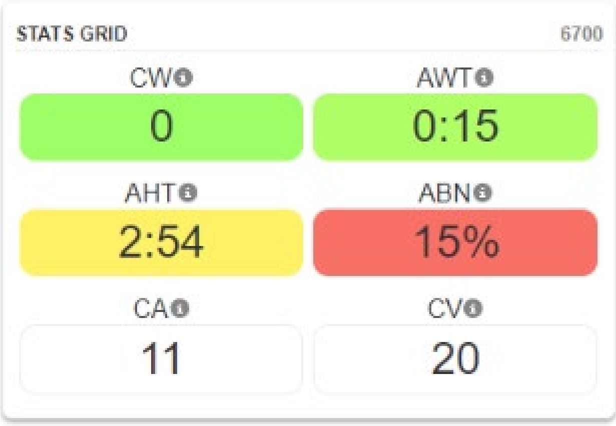


Stats Grid

The Stats Grid displays values based on color-coded thresholds in order to quickly identify when a configurable call queue limit has been reached or exceeded.

For instance, a Call Center Supervisor can set an AWT (Average Wait Time) of 120 seconds as a lower threshold. Then, if the average caller wait time is less than 120 seconds, the AWT stat will be green. If the wait time exceeds 120 seconds, the stat will change to yellow. The Call Center Supervisor would also set an upper threshold where the yellow (warning) would then change to red, such as at 3+ minutes (180 seconds). The upper threshold should typically always be higher than the lower threshold.

- Green - the value is below the lower threshold.
- Yellow - the value is at or above the lower threshold and below the upper threshold.
- Red - the value is at or above the upper threshold.
- White - the threshold has not been configured, such as is the default for CA and CV.

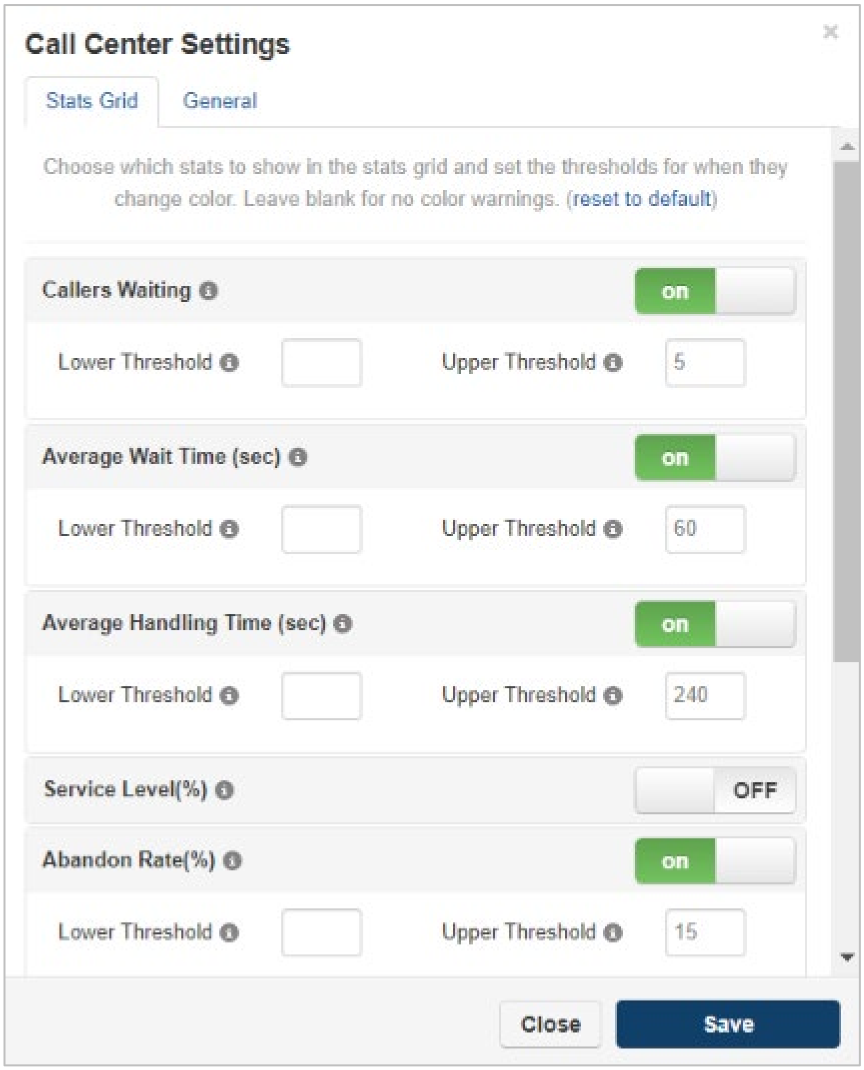


Stat	Description
CW (Callers Waiting)	The active number of callers waiting in the selected call queue. If no queue is selected, all call queues are represented.
AWT (Average Wait Time)	The average time a caller spent in the call queue before being dispatched to an agent.
AHT (Average Handling Time)	This time includes Talk Time, Hold Time, and Disposition Time.
SL (Service Level)	This is the ratio of calls meeting the service level agreement that is configured under the stats grid settings >> general tab.
ABN (Abandon Rate)	This is the percentage of calls abandoned, over the total calls offered.
CA (Calls Answered)	This is the number of calls answered by all agents in the call queue.
CV (Call Volume)	This is the number of calls originating in the call queue, including abandoned calls, answered calls, voicemails, and forwards.

If the Stats Grid thresholds are not configured, then the grid will default to the following behavior:

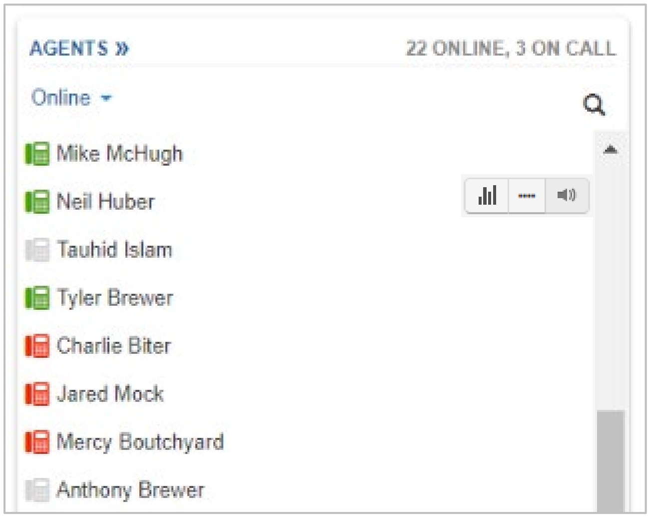
- Lower thresholds are 0 (blank) and will color-code as yellow when they reach 70% of the default upper threshold value.
- The CW (Callers Waiting) upper threshold is 5.
- The AWT (Average Wait Time) upper threshold is 60 (seconds).
- The AHT (Average Handling Time) upper threshold is 240 (seconds).
- The ABN (Abandon Rate) upper threshold is 15 (percent).
- CA (Calls Answered) and CV (Call Volume) do not have default upper thresholds and will color-code as white, no matter the number of calls answered or the call volume.

Edit the thresholds by clicking on the Stats Grid gear icon. Click Save to save changes. Then click on the General tab to edit the Service Level Agreement. This is the acceptable amount of time in which a call needs to be answered.



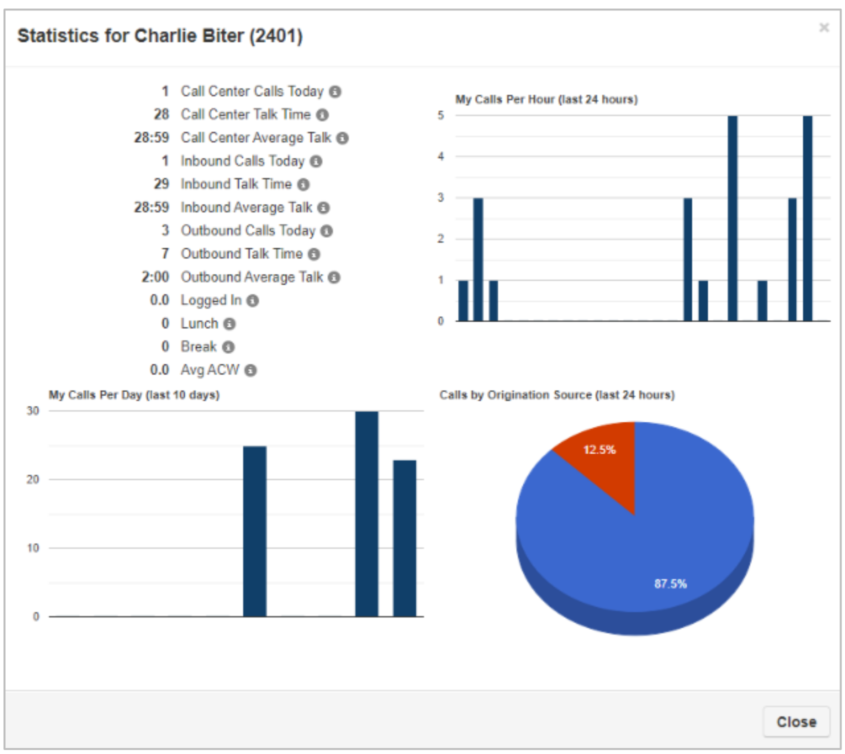
Agents Table

In the bottom right-hand corner of the Call Center portal is the Agents table. View an agent's call stats, assigned queues (including current status), and the option to listen. Agents in this table are color-coded as follows: grey (offline), green (online and available), and red (online and unavailable). Only online agents can be a part of a call queue.



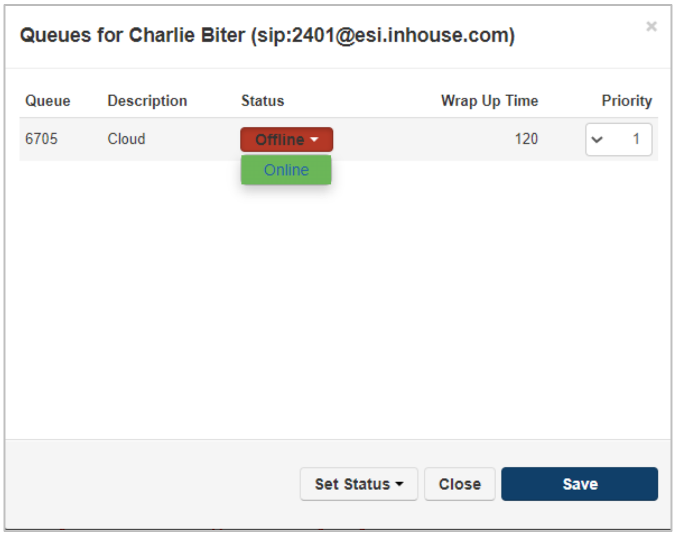
Agent Stats

Below is an example of an "agent stats" modal. An agent's calls are graphed here for the past 10 days, and more specifically, the last 24 hours includes a break-down of call types, time talked, etc.



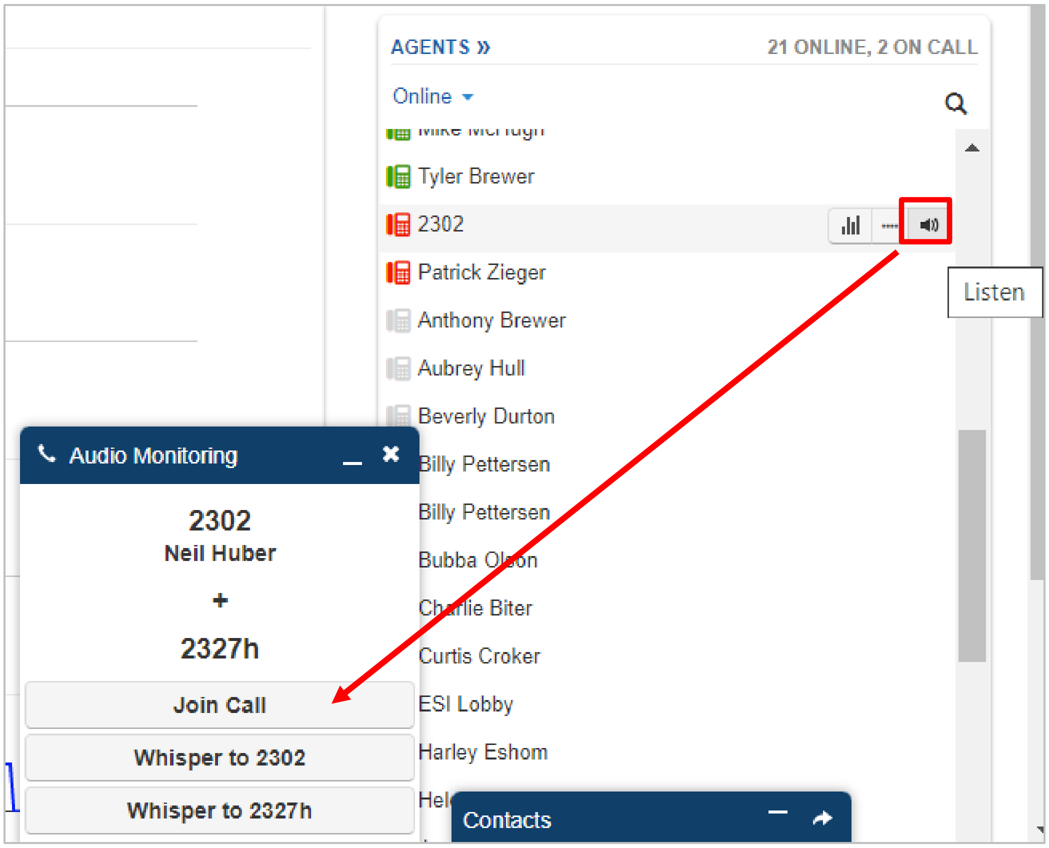
Assigned Queue(s)

The "assigned queue" modal lists the call queues the agent is in. Status can be changed here (offline or online) if the agent has forgotten to log-off for the day. Their queue priority can also be changed. The lowest number equals the highest priority (i.e. 1 is the highest priority and calls in that queue will be routed to the agent first).



Listen / Whisper / Barge

Listening to calls is an available feature for on-net and off-net calls when the status of a call is "talking". However, the scope of the user listening in must be higher than the scope of the agent in the call. For instance, a Call Center Supervisor will not have the option to listen in to a call where the agent is another Call Center Supervisor, but they can listen in to the calls of Call Center Agents.



- Listen In – the supervisor listens to the call. The agent or the caller are notified.
- Whisper To – the supervisor can talk to the agent and the customer is not aware. Whisper can be disruptive the agent so ESI suggests using the Internal Chat feature instead.
- Join Call – the supervisor is added to the call creating a 3-way conference.

Call Queue Configuration

Call queues are beneficial to managing high call volume. They organize agents into groups (and optional tiers) to streamline the flow of incoming calls. Callers also benefit; through the use of music on hold and announcements, the caller is comforted that their call will be answered quickly and efficiently.

Type of Call Queues

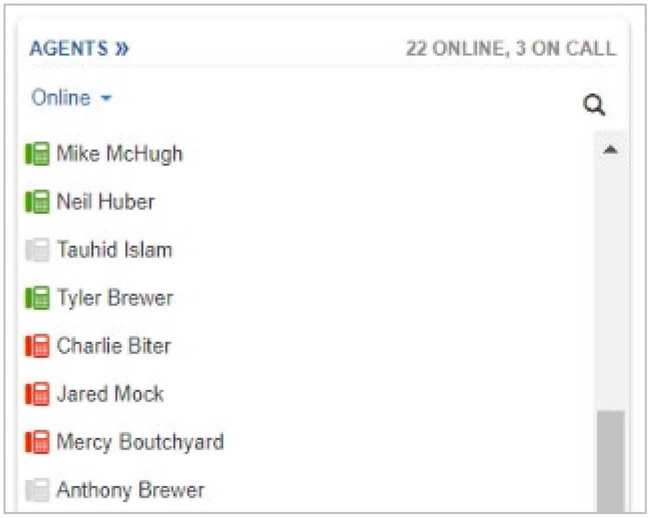
- Round-Robin (longest idle) routes callers to the agent who has been idle longest.
- Tiered Round-Robin (available in v43+) routes callers to tiers of agents, who are then rung one at a time before the caller moves to the next tier, until an agent answers.
- Ring All routes callers to all available agents at the same time.
- Linear Hunt routes callers to the available agents in a pre-defined order.
- Linear Cascade routes callers to groups of available agents in a pre- defined order.
- Call Park places the caller on hold until an agent retrieves the call. We will not discuss Call Park in this document.

Call Queue Rules

- Users with the scope of Office Manager and above can add and configure call queues. Call Center Supervisors cannot add or delete a call queue, but they can change the type of queue assigned to a particular extension and pre queue / in queue / SMS options. Refer to the "User Manual" for more information.
- A call queue must have a dedicated extension and owner. If the extension you are creating for the queue is not currently present then the system will create one and indicate this by showing the green new label to the right of the dialog box.
- If the call queue does not have a music on hold file, then the system will default to using the domain music on hold.

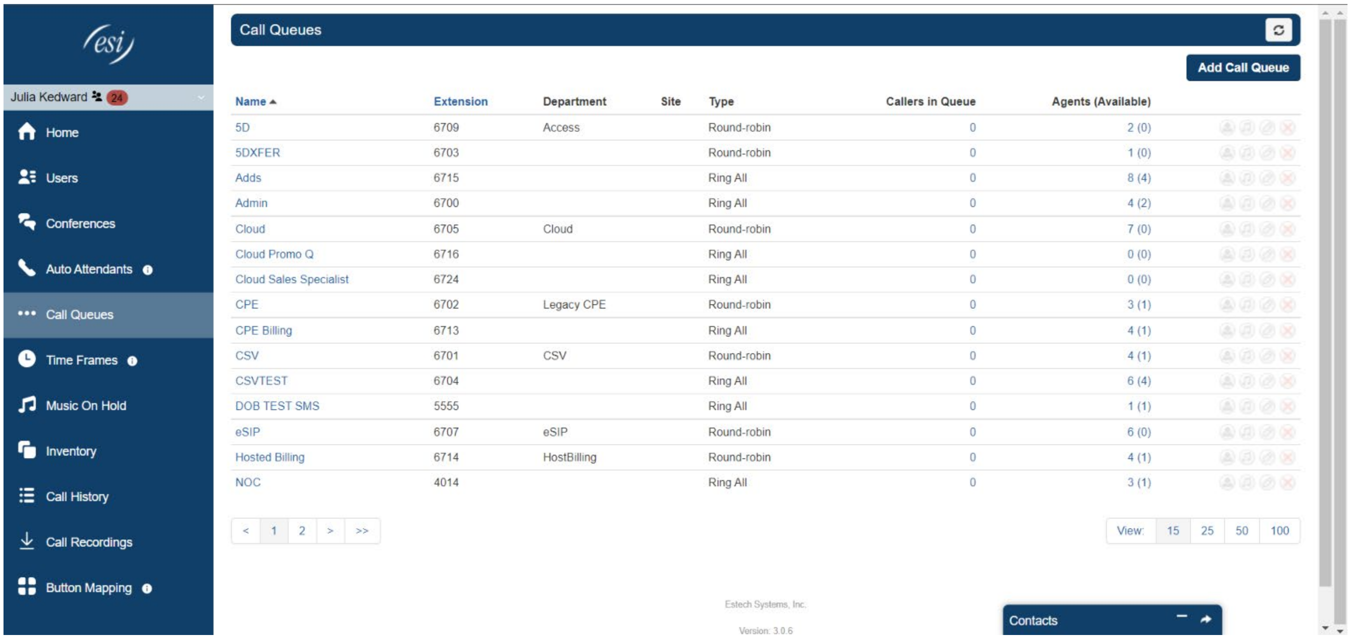
Agent Rules

- A call queue must be configured first before assigning an agent and the agent must be "online" in order to be part of an active queue.
- Call queues can contain both on-net and off-net agents.
- If a device is not registered, then the agent is considered "offline".
- Agents who are assigned to multiple queues can prioritize one queue over another.
- Status:
    - Green – registered, idle, and logged in. Available for queued calls.
    - Red – registered, busy, and logged in. Agent is on a live call.
    - Grey – device unregistered. Not available for calls.



Configure a Call Queue Using a Call Queue

With the scope of an Office Manager or above, navigate to the Call Queue screen within a domain.

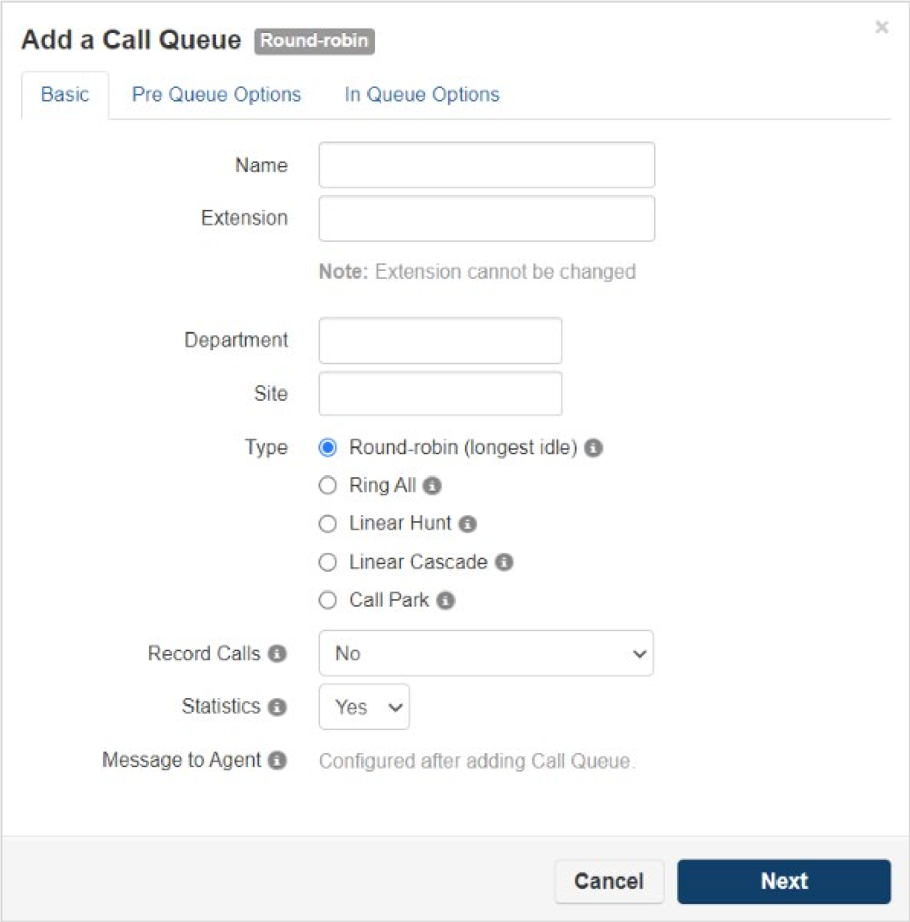


Add/Edit a Call Queue

There are 4 available tabs in the Add Call Queue modal and also while actively editing an existing call queue: basic, pre queue options, in queue options, and SMS. Fill out the fields as needed and then click Save to save the new call queue.

Basic Tab

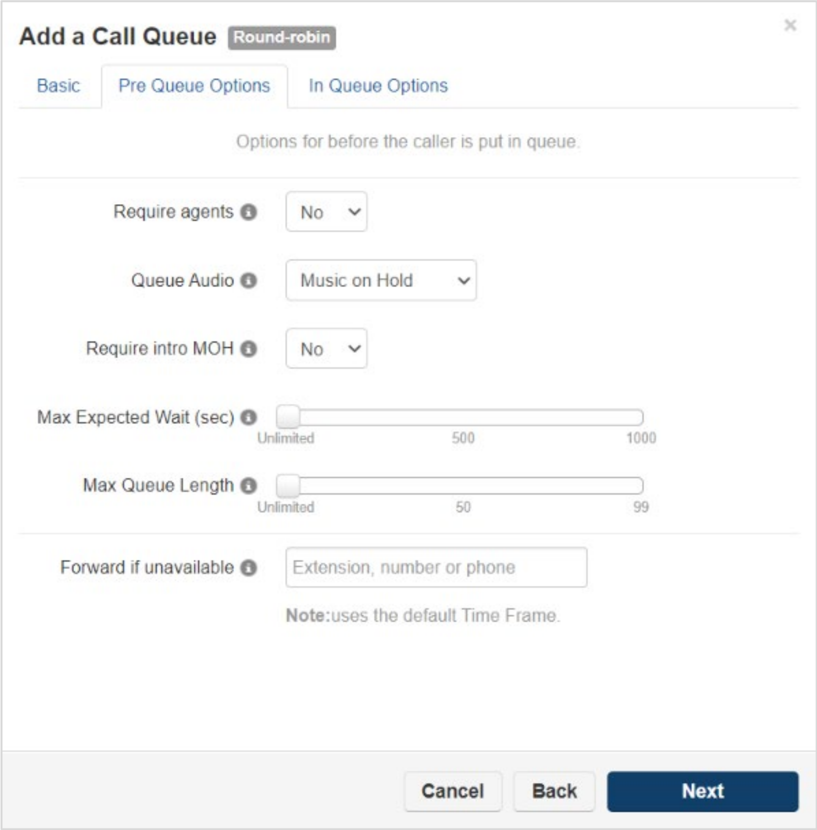
The first tab sets the name and extension of a call queue (which is required). "Name" can later be changed, but the extension cannot.



- Name – do not use spaces
- Extension – your choice but this cannot be changed once the queue is created
- Site – special characters are not supported
- Record calls – choose 'yes' to have all calls from the queue recorded. These recordings are available to the Supervisor and Office Manager users.
- Send email – enter an email that will be notified of new recordings
- Statistics – choose 'yes' if you want to use reports
- Message to agent –this option plays a message to the agent when they answer the call. For example "Remind the caller of our new warranty program.", "Remember to verify the customer's contact information."

Pre Queue Options Tab

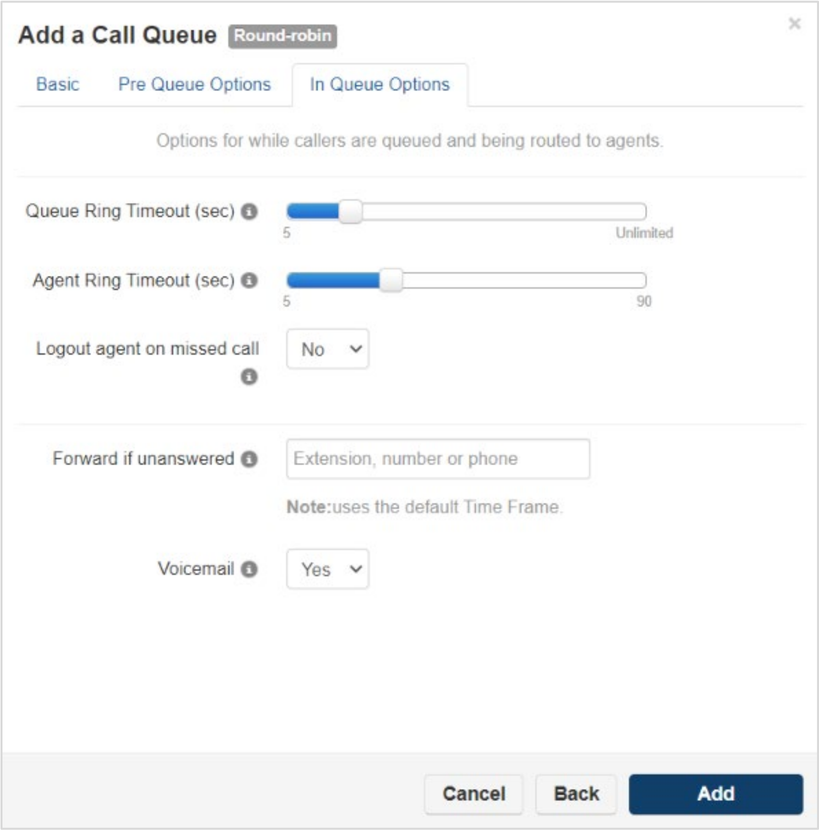
This screen has the same choices regardless of which call queue type is selected (except for Call Park, which does not have any additional tabs beyond Basic).



- Required Agents – set to at ‘yes’ if at least one agent must be available before a caller is sent to the queue. If set to ‘yes’ and no agents are logged in, callers will follow the call forwarding rule set for the queue.
- Require intro MOH – play the MOH in full before sending callers to agents. If set to ‘no’ and no others are in queue the caller will be sent directly to agent without MOH. This may not be desired if the MOH includes a greeting announcement to callers.
- Max expected wait (sec) – when the queue’s average wait time reaches this max threshold the queue will not be open to new callers. New callers will follow the call forwarding rule set for the queue until the wait time drops below the threshold.
- Max queue length – when the queue reaches this max threshold new callers will not be allowed. New callers will follow the call forwarding rule set for the queue until the queue length drops below the threshold.
- Allow callback option – this allows the caller to receive a call back instead of waiting in queue.
- Forward if unavailable – In the Pre Queue Options tab, if "Require Agents" is set to Yes, and no agents are logged in, the "Forward if Unanswered" value from the In Queue Options tab will be used for incoming calls, instead of the "Forward if Unavailable" value at the bottom of this tab.

In Queue Options Tab

This tab configures what happens to callers while they are in the queue waiting to be directed to an agent. These are the in queue options available for the following call queue types: Round-robin, Tiered Round-robin, and Linear Hunt.



- Queue Ring Timeout (sec) – this is how long the queue should ring the available agent. This is the total time the caller is waiting for the queue to move through available agents.
  In platform version 42 (which is what is being used as of April 2022), Queue Ring Timeout when set to Unlimited in any queue type will mirror the MaxTalkDuration value, which defaults at 7200s. The timeout varies in previous versions: v39 is 60s and v40/v41 is 120s.
  Callers will be sent to the queue's voicemail if agents fail to answer before the Ring Timeout and if Forward if unanswered is not set. This will also trigger the system message: “Please continue to hold or Press 2 to leave a voicemail” and then return the call back to the queue if nothing is pressed. The voicemail box for the option to Press 2 is the call queue owner's voicemail box.
- Agent Ring Timeout (sec) – this is how long the queue should ring to each agent. This time should be less than the total “queue ring timeout”.
- Logout Agent on Missed Call – when set to ‘yes’ an agent will be logged out of the queue is a queued call is presented to them and they do not answer. The agent will need to log back in to the queue to receive calls.
- If unanswered – this is where callers are sent if not agents are reachable or the queue are met. This field can be set to a different extension different queue, off-net number, or voice mail. The voice mail is the mailbox of the actual queue. To see these voice mails login to eConsole as the queue user.

SMS Tab (NEW)

This is a new feature to be release by mid-January 2023.

SMS-enabled Call Center

This new feature gives agents in a Call Center the ability to communicate with customers via SMS. The workflow is as follows:

- The business publishes 10 digit numbers enabled with SMS communications that customers can use to contact the business for specific business areas; i.e. sales, customer care, billing, etc.
- Customers use predefined keywords in an SMS to initiate a session with a business associate.
- The customer and the agent maintain the SMS communication to handle the customer's inquiry.
- Once the SMS session has been completed, the agent closes that session.
- Statistics are kept for all SMS communications between agents and customers.

With SMS communications, the customers do not have to wait on the phone if their call gets queued, they can at any time opt-out and leave the queue. And of course if necessary they can always call the business to talk to someone in person should that be necessary, in other words; this is not a replacement for traditional calling in Call Centers but rather an additional option for customers.

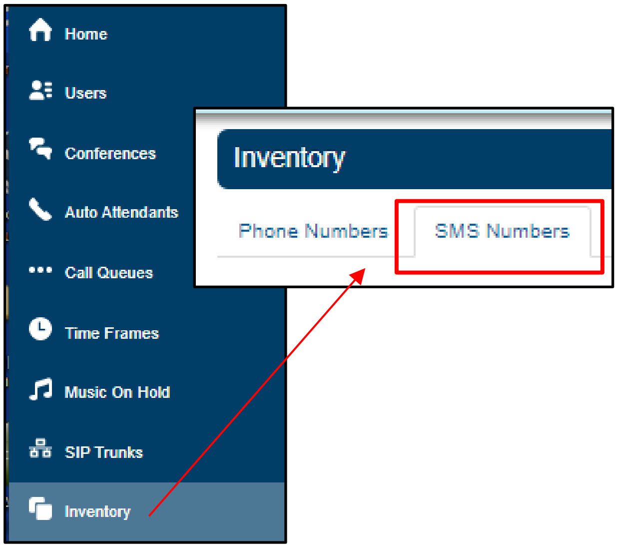
We recommend that only one agent per queue is given the ability to use SMS to avoid several agents replying to the same customer at different times.

Enabling SMS for Queues

Prerequisites: You need to have SMS enabled numbers in the inventory. You will need one SMS number for each queue.

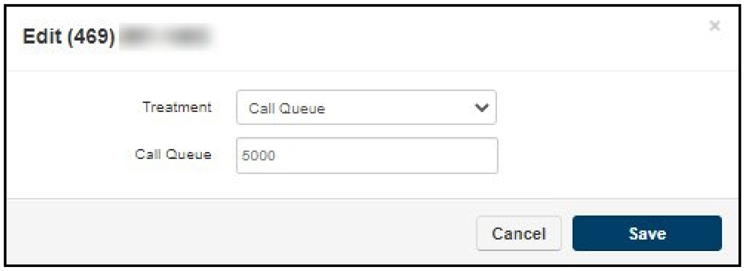
The following procedure can be carried out by the ***Office Manager***.

Login to the eConsole and navigate to Inventory, then SMS numbers.



Select the number from the inventory that you want to assign to a queue and click on the Edit icon.

The edit number panel will open up. For Treatment, select Call Queue from the dropdown menu. Then enter the Call Queue number to which you want this number to be assigned.



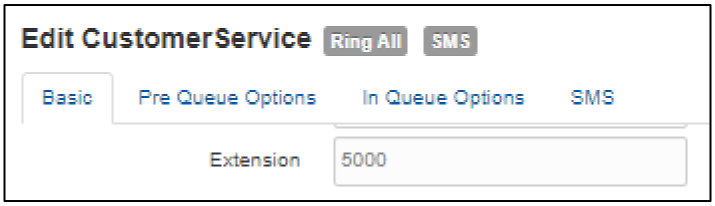
The Call Queue is SMS-enabled now.

SMS Settings for queues

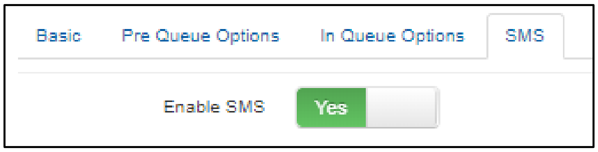
The following procedure can be carried out by either the ***Office Manager or*** the ***Call Center Supervisor***.

Login to the eConsole and navigate to Call Queues Click on the Edit Queue icon for the queue you want to complete the settings for SMS.

When the Edit Queue panel opens up, you will notice a new tab all the way to the right, labeled "SMS", click on it.

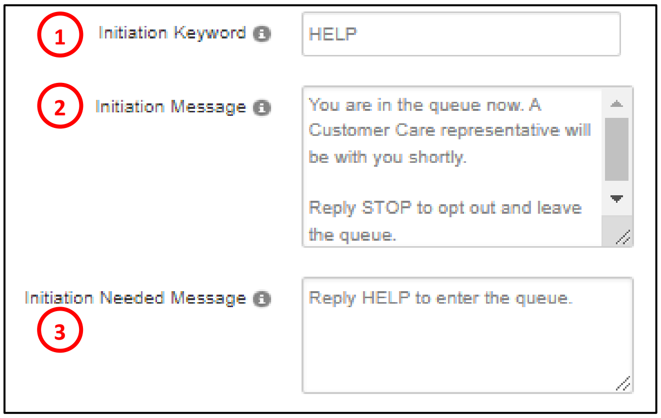


Slide the **Enable SMS** switch to the YES position.



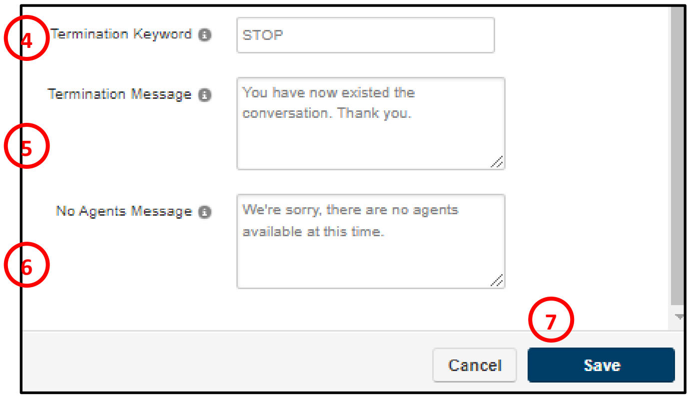
1. Set the "Initiation Keyword". This is the keyword you want customers to send to this number in order to start a session with an agent.
2. Set the "Initiation Message". This is the message the customer will receive in response to the initiation keyword indicating he/she has entered the queue. Make sure to include an opt-out word which is the keyword the customer can send to get out of the queue or close the session with the agent.

3. Set the “Initiation Needed Message”. This is the message the customer will get in return if he/she send any text other than the Initiation Keyword.



Scroll down on the same panel and.

4. Set the “Termination keyword”. This is the keyword you stated in the Initiation Message to be used to opt-out of the session and get out of the queue.
5. Set the “Termination Message” This is the message the customer will get acknowledging the termination of an ongoing session or getting out of the queue before an agent was able to take the SMS session.
6. Set the “No Agents Message”. This is the message the customer will receive when he/she tries to enter the queue with the initiation keyword but there are no agents available to take the SMS session.
7. SAVE your settings



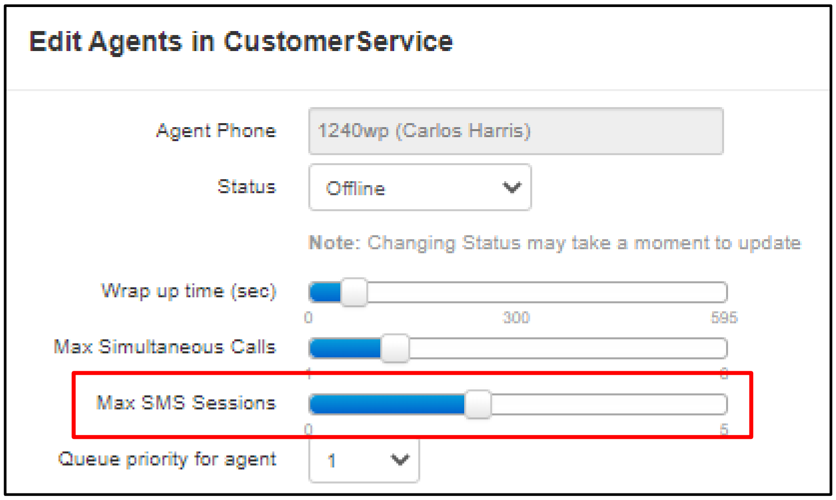
The queue is now properly set for SMS communications.

Enabling Agents to use SMS communications in a Queue

This procedure should be carried out by either the ***Office Manager or*** the ***Call Center Supervisor***.

You can now select which agent in the Queue will be able to handle SMS communications. Navigate back to the Call Queue option in the main menu. For the queue you want to manage, click on the “Edit Agents” icon.

Slide the control bar labeled “Max SMS Sessions” to the desired number of maximum simultaneous SMS sessions you want this agent to handle. Leaving the bar in the “zero” position, means this agent will not handle SMS communications with customers.

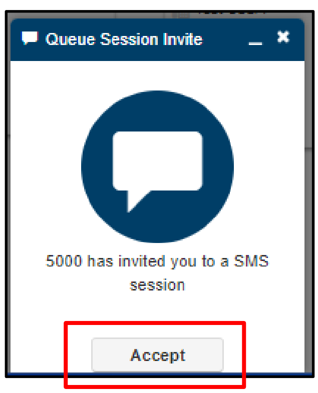


Repeat the step above for as many agents as needed.

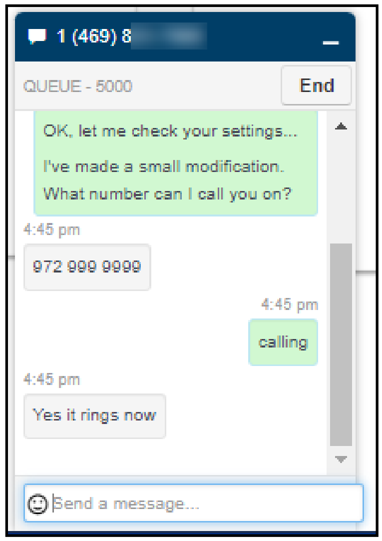
The queue and its agents are not ready to start receiving SMS communications requests from customers.

Call Center Agents usage of SMS communications

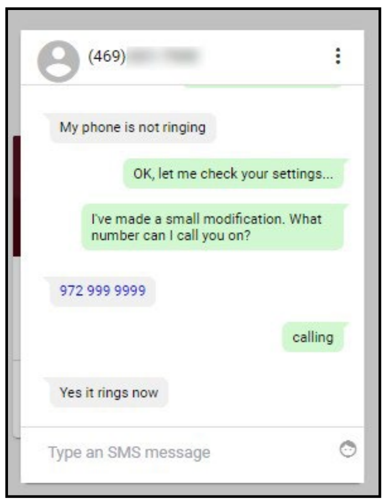
When a customer sends the predefined keyword to the queue, Call Center agents enabled with SMS communications assigned to the queue, will receive a Queue session invite.



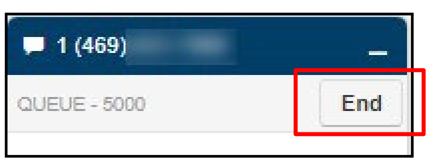
Any call center agent can now **Accept** the invite. The agent accepting the invite first, will have ownership of the active queue SMS session for the duration of the conversation with the customer. The agent can then have the conversation with the customer from the SMS widget in the eConsole.



Alternatively, f the agent is using the Webphone, the conversation can occur there instead.

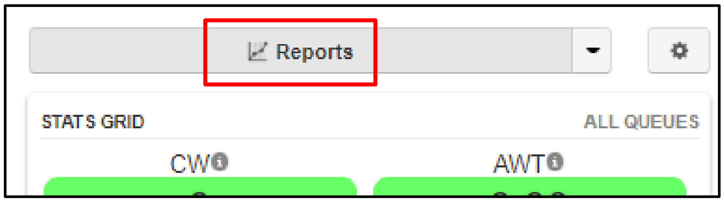


When the SMS session with the customer has finished, the agent can press the End button to terminate the session. The session will also terminate if the customer sends the predefined Termination Keyword.

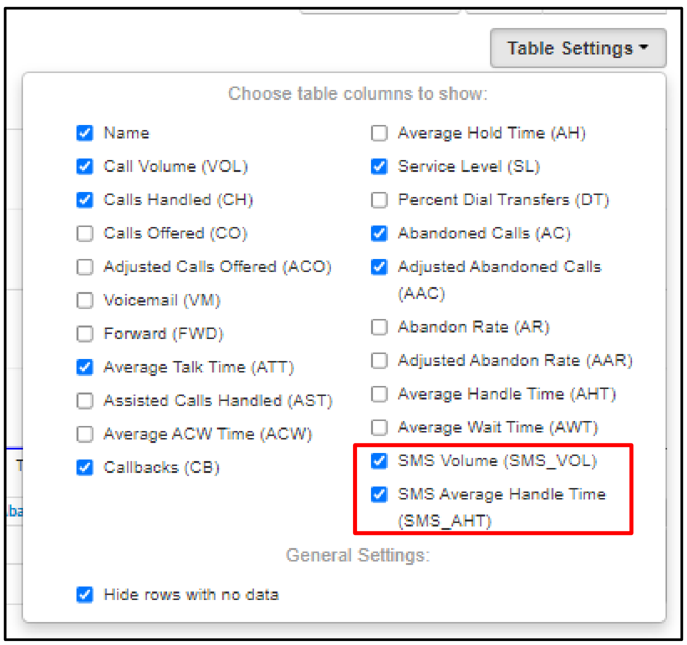


Call Queue SMS Statistics

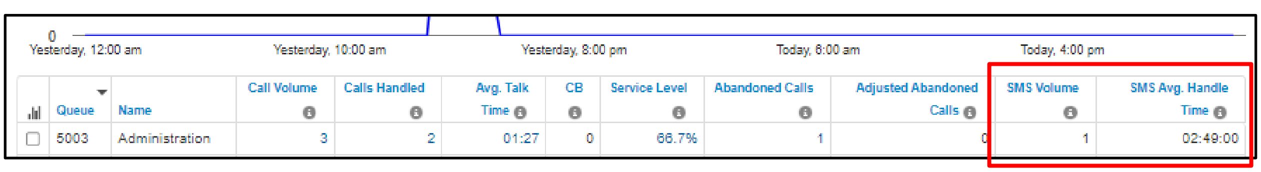
Several new call queue statistics are available to call center supervisors. SMS Volume (SMS_VOL) is the number of SMS sessions that were handled for a queue. SMS Average Handle Time (SMS_AHT) is the average time it takes for an agent to handle an SMS session; from the time of accepting the session till ending it. These new statistics can be included in Reports for queues in the Call Center. Press on the Reports button in the Call Center panel.



Then checkmark the two SMS statistics from the list and go back to the report.



The statistics will now appear on the Queue Stats report.



Exiting a Call Queue

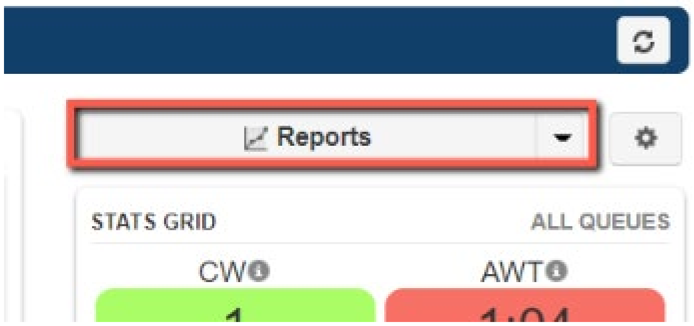
Call queues can be configured to allow callers to exit a call queue at any time* of their choosing, or to forward themselves to another service or voicemail.

Note that callers cannot exit a call queue via the escape method if the call is in a dispatching state. They can only exit the call queue when the call is in a held state. If a "forward no answer" option is not configured, then at timeout, the caller will be automatically prompted to leave a message or continue waiting.

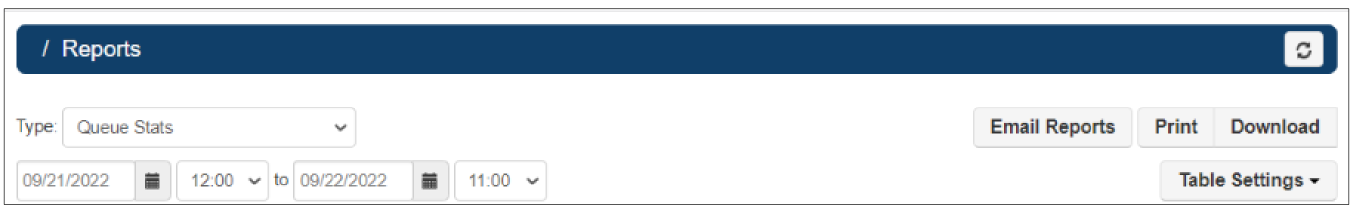
Call Center Reports

The dashboard provides custom call queue reports. These reports provide a graphical overview of call center statistics over a given period of time. They can cover the entire call center, queues, or individual agents. This granularity enables call center supervisors to monitor their call center.

There are 5 types of Call Center Reports: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, & Abandoned. This article covers each of these reports in detail as well as the common features.

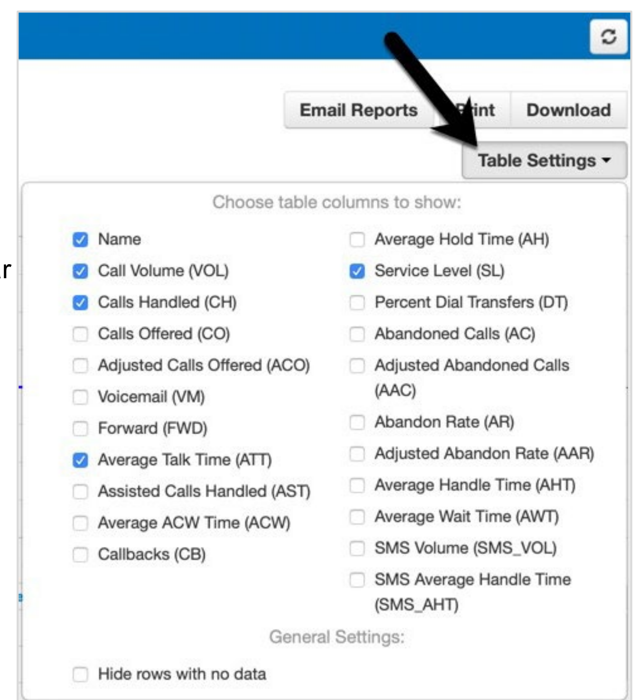


Configure a Report



By default the report screen shows the Queue report of the last day. Select the desired report and date range if applicable.

To the right of the screen is the Table Settings selection. The settings options vary based on the type of report selected. Whichever checkboxes are selected will appear in the table below the graph.



Sharing a Report

Print and Download

Print opens a print dialog box and will print the report that is currently on screen. Utilize the "print to PDF" feature available in most print dialogs to save the report as a file instead of printing to paper.

Download will immediately download the report that is displayed on the screen. The downloaded file will be named according to the type of report selected and the reporting time period. For example, a Queue Stats report download with no time selected and the dates from 3/31/2022 to 4/1/2022 would look like this: queueReport_03_31_2022_00_00_00- 04_01_2022_00_00_00.csv

Scheduled Email

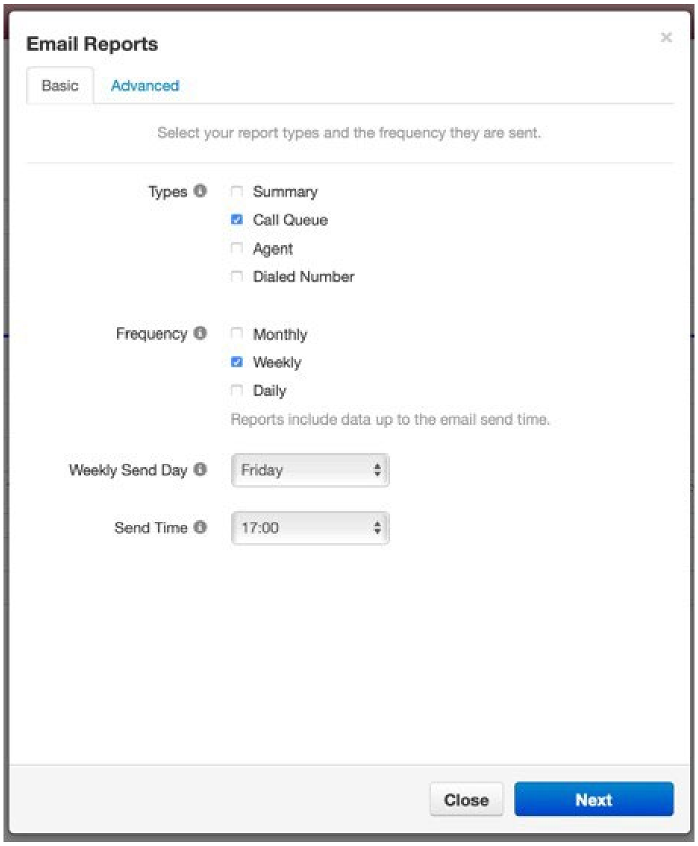
Email Reports opens a tool to send a particular type of report on a configured schedule. Select one or more. The types of reports are Summary (which is a summary of the following reports in this list), Call Queue, Agent, and Dialed Number. See below for more information about the advanced options and email report values.

By default, an emailed report is limited to no more than 4 columns, which is usually the best fit for an HTML email. This can be adjusted by ESI Support.

1. Email Reports opens a tool to send a particular type of report on a configured schedule. Select one or more. The types of reports are Summary (which is a summary of the following reports in this list), Call Queue, Agent, and Dialed Number.
2. An Advanced tab (see the full list of selections in the table below) will only display when one or more of these reports are selected. Select which stats to send in each of the selected reports.

Emails are sent to the user who is configuring the report. To send to additional people, add up to four Extra Email Addresses here in the advanced tab.

Select "attach csv data to email" when the reporting data needs to be analyzed in excel or a similar program.



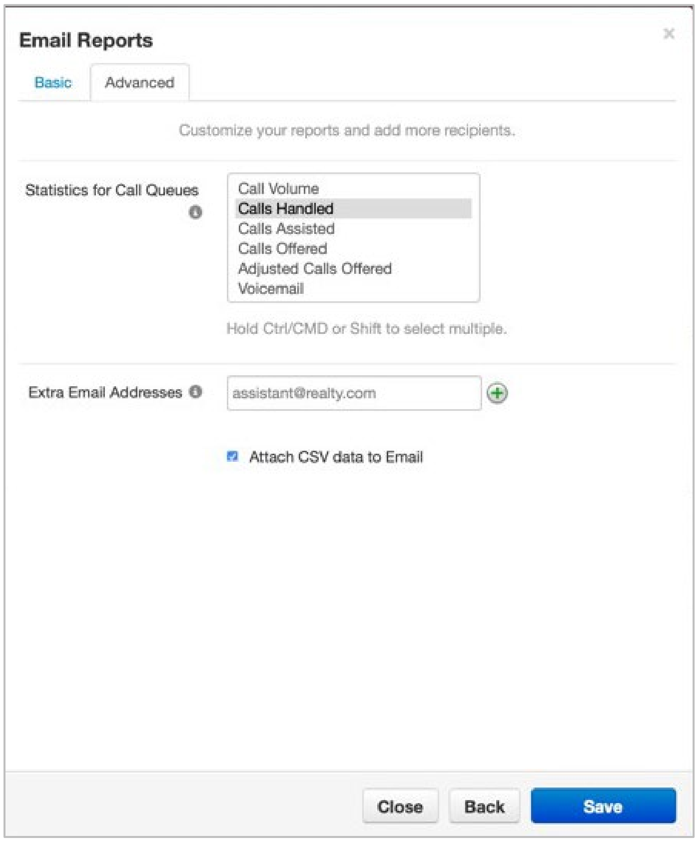
Frequency can be daily, weekly, and/or monthly. Selecting monthly will open the option for selecting which numerical day of the month. Weekly will open which day of the week. Daily will open which time.

Email Reports opens a tool to send a particular type of report on a configured schedule. Select one or more. The types of reports are Summary (which is a summary of the following reports in this list), Call Queue, Agent, and Dialed Number. See below for more information about the advanced options and email report values.

By default, an emailed report is limited to no more than 4 columns, which is usually the best fit for an HTML email. This can be adjusted by ESI Support.

For example, the Call Center Manager needs a report emailed to her assistant every week to monitor call flow. The manager would set up a "Call Queue" report and set the frequency to "weekly", every Friday at 17:00. In the advanced tab, she would select "Calls Handled", type in her assistant's email address, and check the box for a .csv file. Every Friday at 5PM, the manager and her assistant will receive an email with the number of calls handled that week along with the values in an attached file, starting from 5:01PM the Friday before.

Advanced Tab (continued) - Customizing the Report



Here is the data that will export from each type of emailed report's advanced selection:

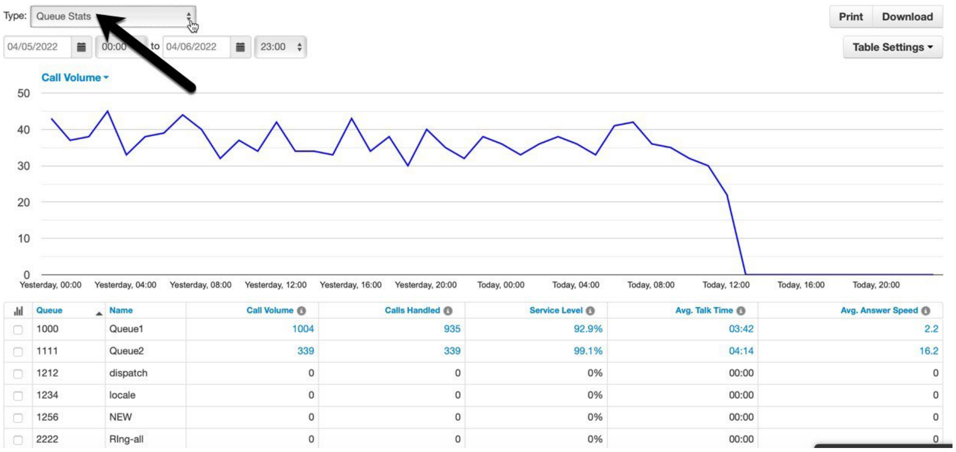
Stat	Definition
Call Volume	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled	Number of calls answered by agent originating through a Call Queue.
Calls Assisted	Number of calls answered and then forwarded to another agent.
Calls Offered	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC).
Voicemail	Number of calls handled by the automated voicemail system.
Time Talking	The number of minutes spent by an agent for all calls.
Average Talk Time	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Average Hold Time	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.

Types of Call Center Reports

This section provides a detailed look into the five types of Call Center Reports available in the portal: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, and Abandoned.

Queue Stats

The Queue Stats report allows supervisors to view specific attributes on a queue-by-queue basis such as call volume, calls handled, abandoned calls, average wait time, and much more.



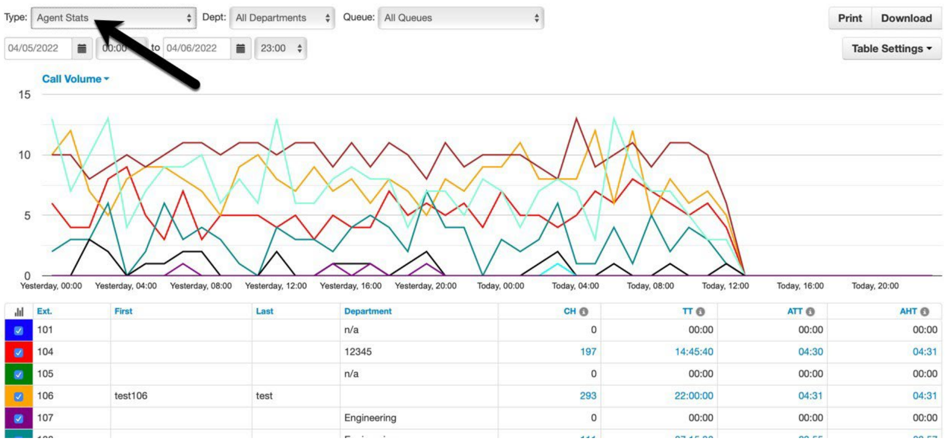
Here are the configurable attributes available within a Queue Stats report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

Stats	Definition
Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue.
Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC)
Voicemail (VM)	Number of calls handled by the automated voicemail system.
Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.

Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Callbacks (CB)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.
Abandoned Calls (AC)	Number of calls that abandoned the queue before being answered by an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. (Abandoned Calls) - (Number of calls abandoned in less than 10 seconds)
Abandon Rate (AR)	Percentage of calls offered that were abandoned before being offered to an agent. (Abandoned Calls AC) / (Calls Offered CO)
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned in under 10 seconds. (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO)
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWS)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.
SMS Volume (SMS_VOL)	Number of SMS sessions handled through a Call Queue. Available in Portal v40 and higher.
SMS Average Handle Time (SMS_AHT)	Average time an agent spent handling an SMS session from the queue, starting from the moment they accept the message until it is terminated. Available in Portal v40 and higher.

Agent Stats

The Agent Stats report displays color-coded statistics by agent such as extension, department, talk time, missed calls, and more.



Here are the configurable attributes available within an Agent Stats report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

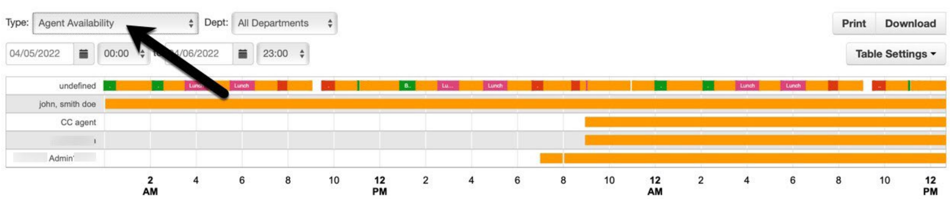
Stats	Definition
Calls Handled (CH)	The number of calls answered by the agent originating through a Call Queue.
Talk Time (TT)	The number of minutes spent by an agent on answered calls originating through a Call Queue.
Average Talk Time (ATT)	Average number of minutes, per call, spent by the agent talking on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Missed Calls (MC)	Number of calls originating through a call queue offered to an agent but not answered. This includes multiple attempts if a call loops through all agents, but excludes unanswered simultaneous ring calls.
Outbound Attempts (OATT)	Number of outbound call attempts by an agent. Excludes on-net calls and conference calls.
Outbound Answered (OANS)	Number of outbound calls by agent answered by a remote party. Includes calls answered by voicemail. Excludes on-net calls and conference calls.
Outbound Minutes (OM)	Number of minutes spent by an agent on outbound calls. Includes talk and hold time. Excludes call center calls, on-net calls, and conference calls.
Outbound Average	Average length of time spent by an agent on outbound calls. Excludes call

(OAvg)	center calls, on-net calls, and conference calls.
Inbound Answered (IANS)	Number of inbound answered calls to an agent. Includes call center calls. Excludes on-net calls and conference calls.
Inbound Minutes (IM)	Number of minutes spent by an agent on inbound calls. Includes call center calls. Includes talk and hold time. Excludes on- net calls and conference calls.
Inbound Average (IAVG)	Average length of time spent by an agent on inbound calls. Includes call center calls. Excludes on-net calls and conference calls.

Agent Availability

The Agent Availability report displays an agent's availability in a domain or in a department within a domain. It will display the time an agent's status was set to online or set to lunch, etc. during the selected time period.

Managers can utilize this report to quickly see when one agent is available and another agent is not. Orange displays availability in this example. Hover over a column header's "i" icon to view an explanation about what is displayed in that column.



Ext.	First	Last	Department	LI	AM	L	B	M
101			n/a	19.9	957.3	124.4	62.4	0
104			12345	23.1	1124	132.4	61	0
105			n/a	11.8	577.2	63.4	42.4	0
106	test106	test		0	0	0	0	0

Here are the configurable attributes available within an Agent Availability report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

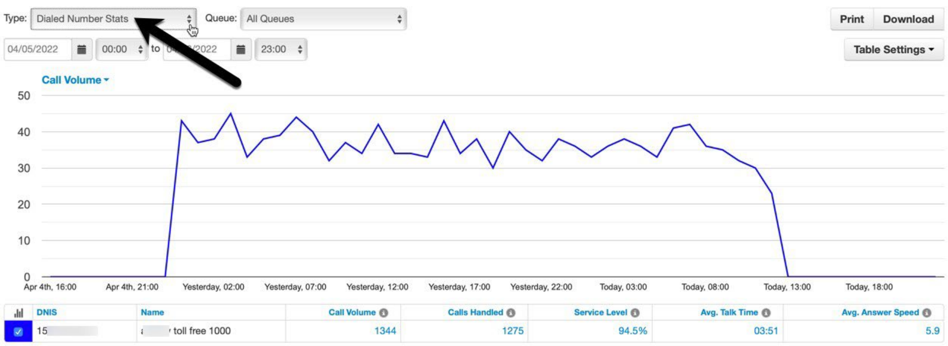
Stats	Definition
Extension	**This is the call center agent's extension.**
Domain	**If managing multiple domains, this shows which domain the call center agent is in.**
Department	**If a department has been assigned, this is the call center agent's department.**
Logged In (LI)	**This is the total time the call center agent's status was set to "online".**
Available (AM)	**This is the total time the call center agent was available for calls. This includes time logged in / online. It excludes statuses of unavailable such as break, lunch, meeting, web, and other.**

Unavailable (UM)	**This is the total time the call center agent was not available for calls. Includes time logged off and offline statuses such as break, lunch, meeting, web, and other.** **Excludes online / available.**
Lunch (L)	**This is the total time the call center agent's status was set to "lunch".**
Break (B)	**This is the total time the call center agent's status was set to "break".**
Meeting (M)	**This is the total time the call center agent's status was set to "meeting".**
Other (O)	**This is the total time the call center agent's status is not set to available, break, lunch, meeting, or web. Excludes unavailable status.**
Web (W)	**This is the total time the call center agent's status was set to "web".**

Dialed Number Stats

The Dialed Number Stats report displays information based on the DNIS. DNIS is a telephone service that informs the receiver about a call that the caller dialed. It is a common feature of 1- 800 and 1-900 services. When there are multiple 800 or 900 numbers to the same destination, the DNIS identifies which number was called.

Uncheck and check the numbers in the Queue dropdown to graph them individually or as a group. Each number will be automatically color-coded.



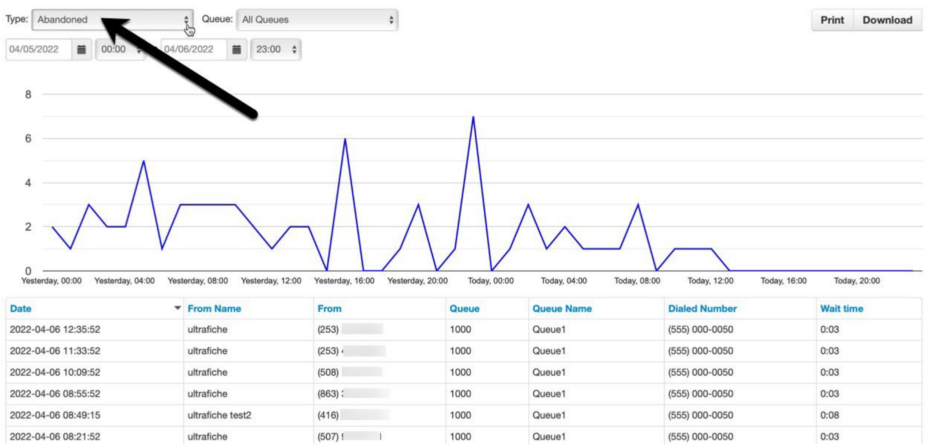
Here are the configurable attributes available within a Dialed Number Stats report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

Stats	Definition
Call Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue.
Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC)
Voicemail (VM)	Number of calls handled by the automated voicemail system.

Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spends per call by an agent talking on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Callbacks (CW)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.
Abandoned Calls (AC)	Number of calls that abandoned the queue before being offered to an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. (Abandoned Calls) - (Number of calls abandoned in less than 10 seconds)
Abandon Rate (AR)	Percentage of calls offered that were abandoned. (Abandoned Calls AC) / (Calls Offered CO)
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned in under 10 seconds. (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO)
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWT)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.
SMS Volume (SMS_VOL)	Number of SMS sessions originating through a Call Queue. Available in Portal v40 and higher.
SMS Average Handle Time (SMS_AHT)	Average time an agent spent handling an SMS session, beginning from the moment the message was accepted until it was ended. Available in Portal v40 and higher.

Abandoned

The Abandoned Calls report displays call center graphs for abandoned calls, organized by individual queues. Time is measured along the x-axis and the number of calls abandoned is measured along the y-axis. All of the abandoned calls for the queue appear below the graph, along with statistics about each individual call.



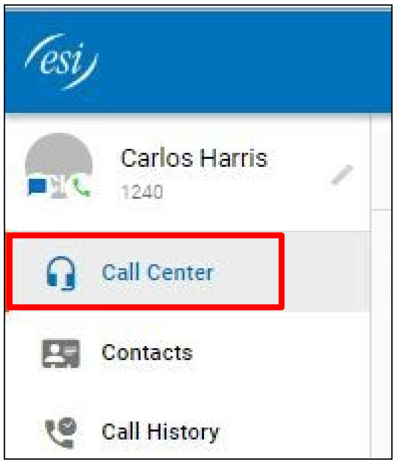
There are no configurable attributes for this report. Table Settings is hidden while it is displayed.

Webphone for Contact Center (NEW)

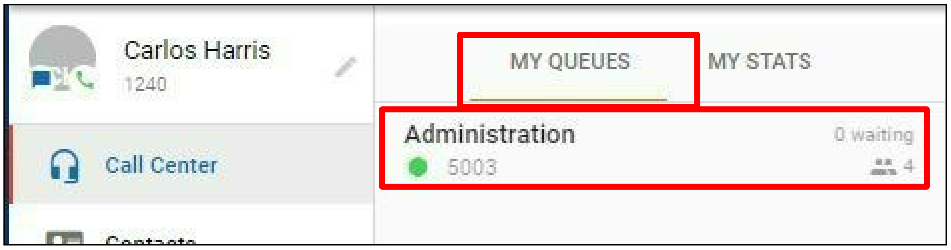
This is a new feature to be release by mid-January 2023.

Users with Role of Agents or Supervisors have an enhanced Webphone that includes:

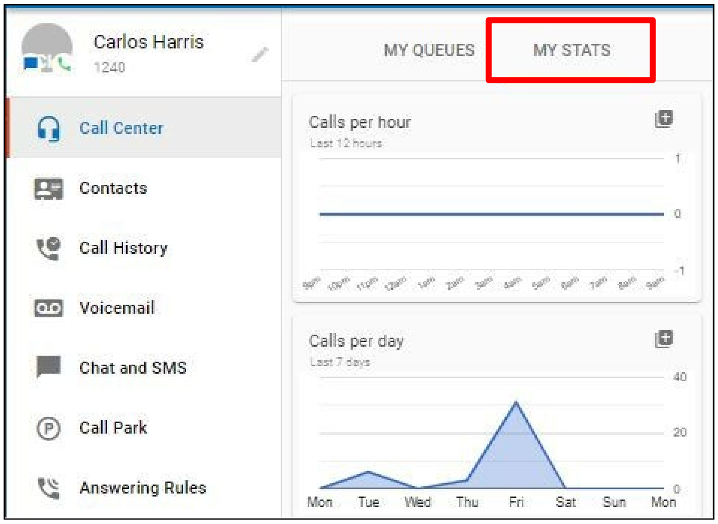
1. A new "Call Center" tab on the main Webphone menu.



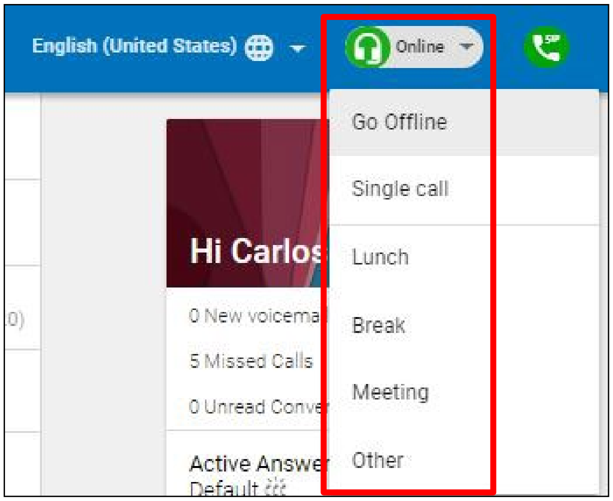
2. The Call Center option then opens two additional tabs:
   a. The "My Queues" tab, which displays he queues the agent is logged into, the number of agents assigned, and the number of calls waiting. From here, the agent can log in and out of specific queues. Clicking on the queue, will add this Card to the dashboard.



   b. The "My Stats" tab, which displays user stats using charts. Clicking on the queue, will add a Card to the dashboard.

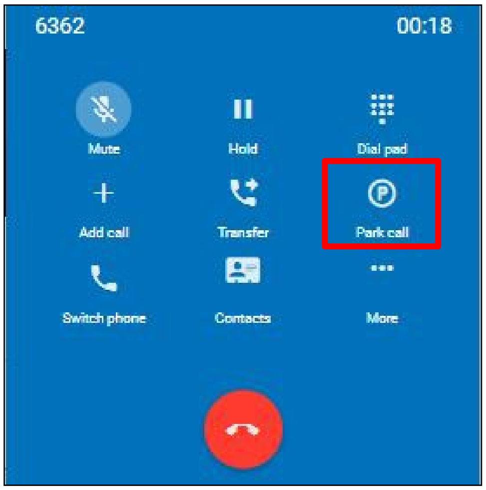


3. The Status control on the upper right controls the agent's status for the queues the agent belongs to.

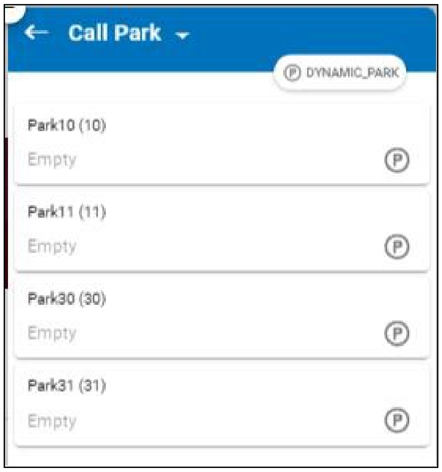


Call Parking in Webphone

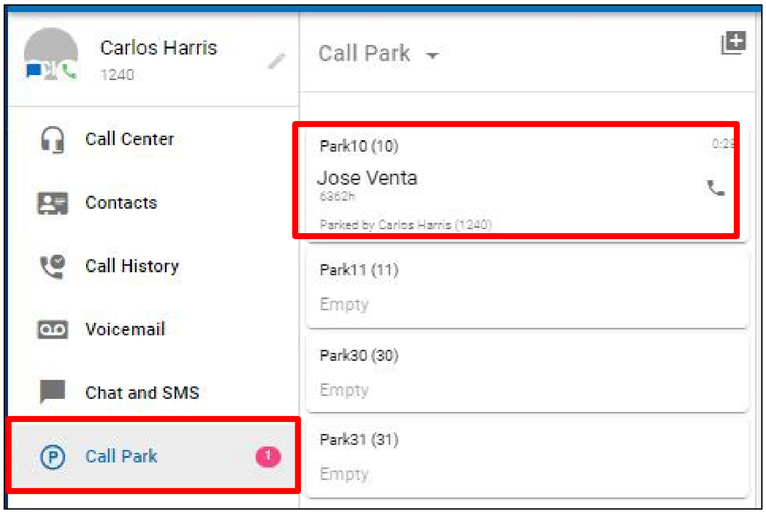
It is possible now to use Call Park from the Webphone. On the active call screen, there is a new easily identifiable icon for Call Parking.



When clicking on that icon, a new window will open up giving the agent the choice of which orbit to park the call in.



On the main Webphone's menu, there is a new tab to monitor the parked calls in the various parking orbits. The Call Park panel indicated which orbit the call is parked at and who parked the call.



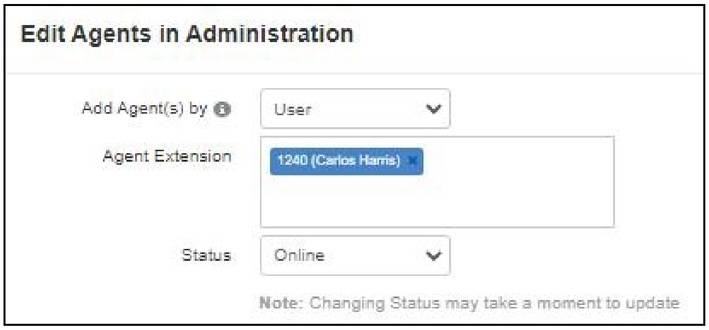
Manage Agents by User or Device (NEW)

This is a new feature to be release by mid-January 2023.

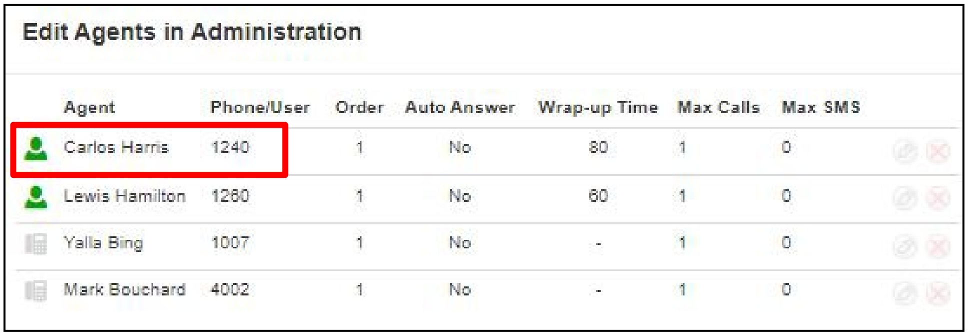
Up until now, only devices could be added to queues when adding agents, which can lead to cluttering up the UI with multiple entries for the same user. If a user is logged into three devices, these will all appear in the queue, throwing off the count of who is present in the queue.

The procedures for adding agents to a queue have been enhanced to add agents either by User or by Device.

When an agent is added on a per-User basis, you will select the user or extension number of the agent to be added to the queue.

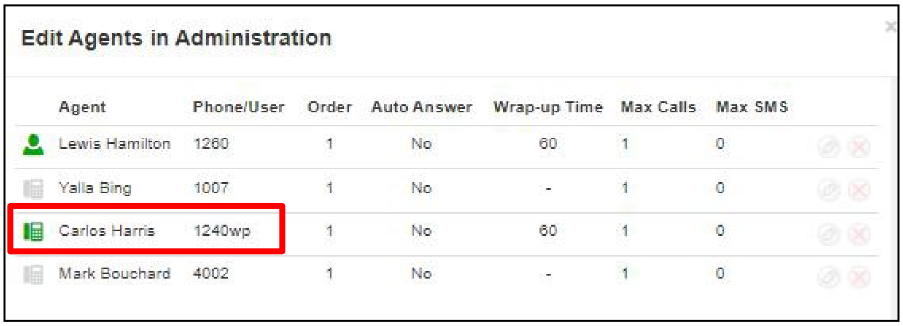


An agent added in this manner, will appear in the Agents list for the queue with a “person” icon rather than with a device icon. The answering rules that particular agent has defined will be honored on incoming calls.

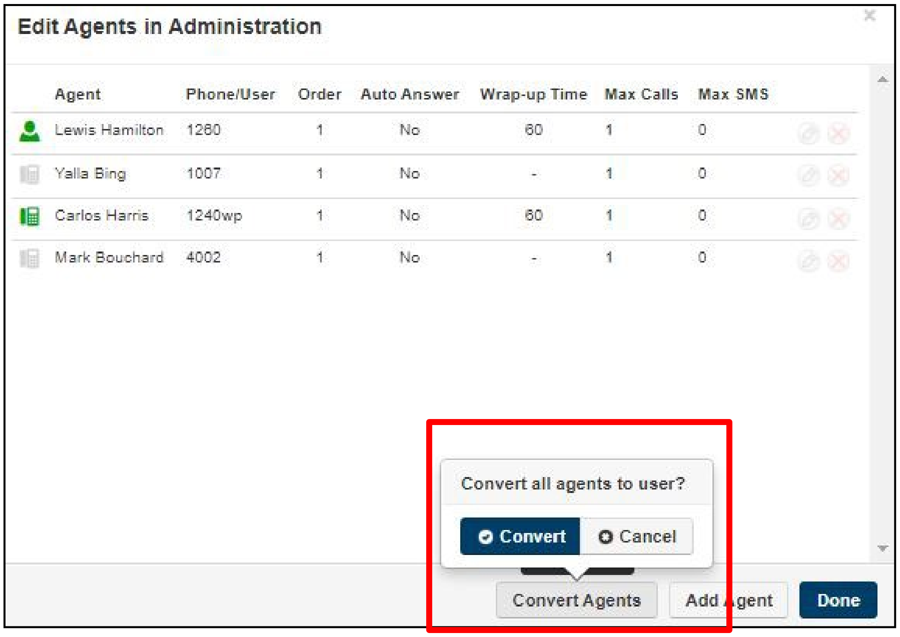


When an agent is added on a per-Device basis, you will select the user's device that should ring when on incoming calls.

An agent added in this manner, will appear in the Agents list for the queue with a "device" icon rather than with a person icon.



Existing agents added to a queue by device can be easily converted to Users using the Control at the bottom right of the Edit Agents panel for the queue.



Call Center Analytics

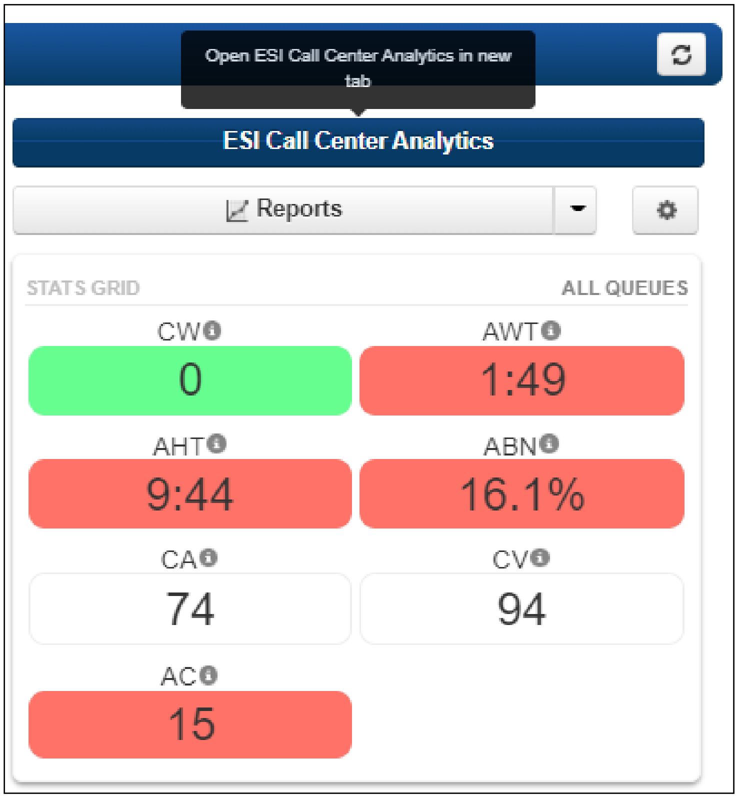
Call Center Analytics is a feature that allows you to create customized dashboards or wallboards for call center environments. You can select the data you want to track and display on this boards during the day to keep track of the performance of your call center.

In this document two terms will be used throughout when describing the functionality of the feature and in the instructions on how to customize your own boards:

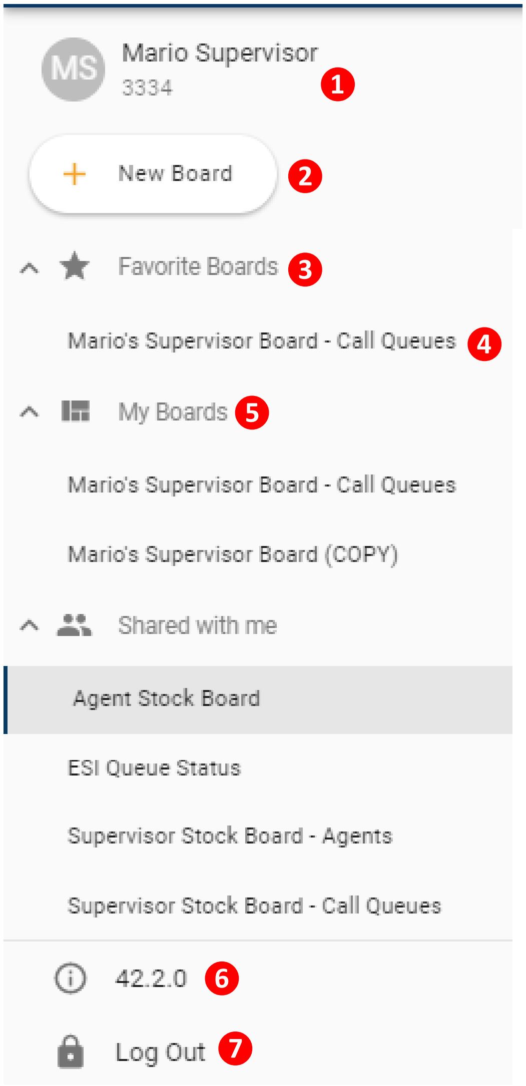
- **Board** - a collection of customized cards arranged for viewing.
- **Card** - a customizable widget that contains charted data or content.

Accessing the Call Center Analytics

To access Call Center Analytics, log into the eConsole with a User Scope that has already been given access to Call Center features and navigate to the Call Center Home. To the right of this panel there is the button to order reports and right above that, you will find a new button labeled **ESI Call Center Analytics.** Click on this button to launch the board (please notice that this may take a few seconds while call center data is gathered).



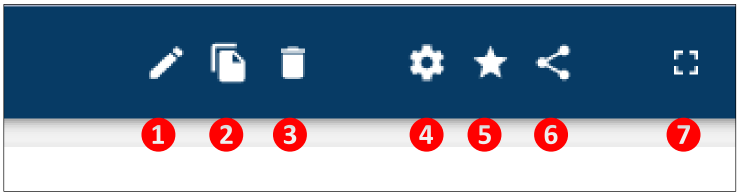
This action will open up a new browser tab with a Stock Board for Agent or Supervisor, depending on your user role. In the new tab you will find the MAIN MENU button as shown below.



1) Your name and extension
2) Add a new board
3) List of your favorite boards
4) List of boards owned by you
5) List of boards that others have shared with you
6) Platform version
7) Log out button

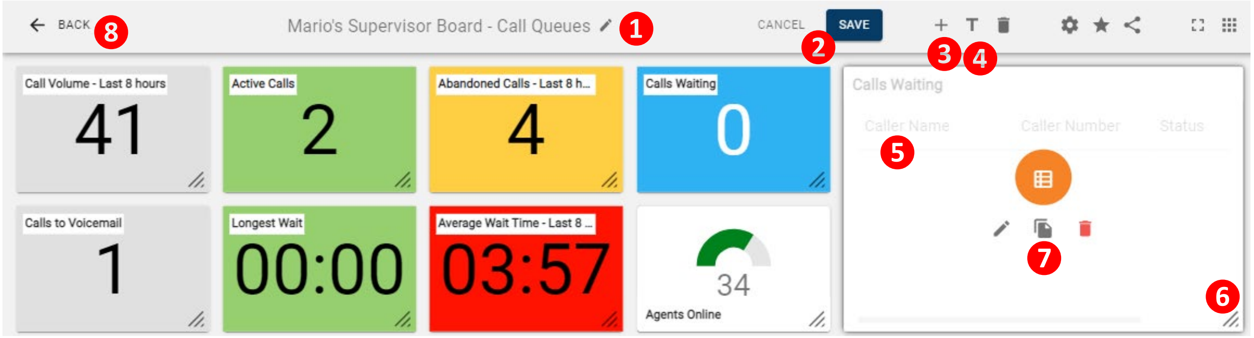
Managing your board

To the right of the main panel on your board, you will see several icons that allow you to perform several tasks to manage your board.



1) **Edit board**: Enter board edit mode where you can change the cards and contents of the board.
2) **Copy board**: Copy a board and create a duplicate that will appear in your list of boards. Copied boards have all content and settings from the original board.
3) **Delete board**: Permanently delete a board so it's no longer viewable.
4) **Board settings**: See "Board settings" section.
5) **Favorite board**: Favorite the board so it shows up in your list of favorite boards in the side navigation.
6) **Share board**: See "Sharing a board" section.
7) **Enter full screen**: Toggle between normal and full screen viewing.

Adding and editing a board

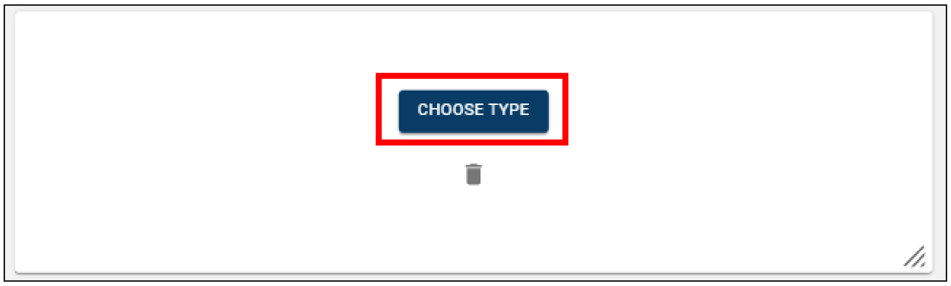


When you click on the Add Board button, you enter into the edit mode of the app. This is indicated by the change in color of the app top bar and a new set of buttons are available to customize your board.

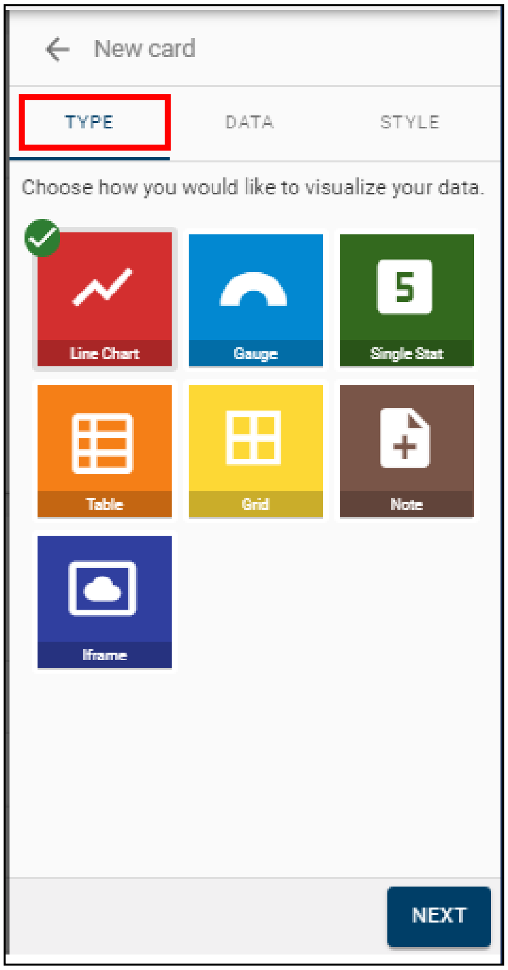
1) **Edit board name:** Change the board's name**.**
2) **Save or cancel changes:** After making changes made to a board, save and cancel buttons will appear. You can save or revert any changes made.
3) **Add card:** See "Adding a card" chapter of this document.
4) **Add header:** Add a simple text header to help create card groupings or sections. You can adjust header width and font size.
5) **Drag and drop cards:** Click and hold on any card, then drag to the desired position.
6) **Drag to resize cards:** Click and hold on the corner handle, then drag to resize.
7) **Card hover options:** Hover over a card to show some quick actions**.**
   a. Edit card
   b. Copy card
   c. Filters (if applied)
   d. Delete card
8) **Back**: Exit edit mode by clicking the back button.

Adding a Card

Click the “Add Card” icon in the main Edit board panel. A new empty card will appear on the panel. Click on the “**CHOOSE TYPE**” button.



Setting the Card Type



A new editing panel will appear to the right. You will start in the “TYPE” tab and select one of the card types from the menu.

- **Line Graph:**
  One or more lines from a data set plotted over time.
- **Gauge:**
  A stat value with a gauge that fills to a specified limit.
- **Single Stat:**
  A single stat's value.
- **Table:**
  Data with multiple stats or descriptive information available in columns.
- **Grid:**
  Simple table arranged in a grid format to maximize number of items. (Data set limited to agents for v40 release.)
- **Note:**
  Customizable text content.
- **Iframe:**
  Display external web sites or resources.

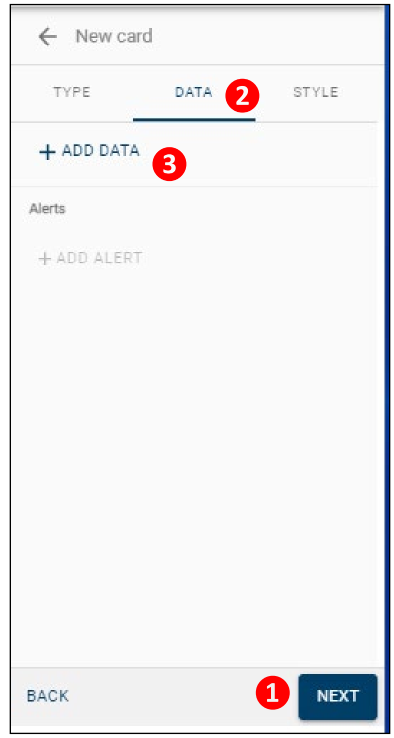
Card Data

Let's assume you select "Line Chart". You will now define "DATA" you want to display in this card type. Either click on the

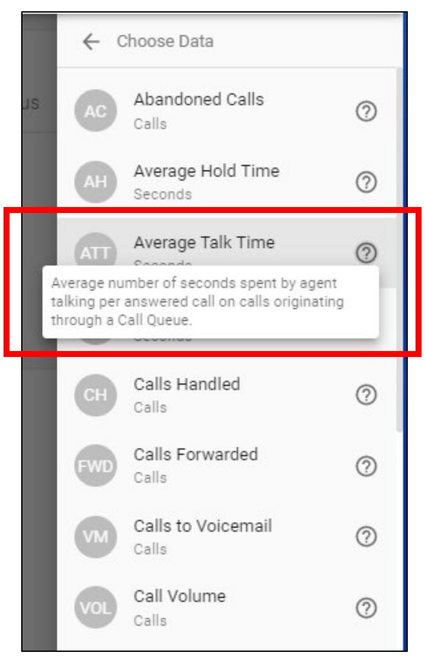
❶ "NEXT" button or the

❷ "DATA" tab to proceed and click the

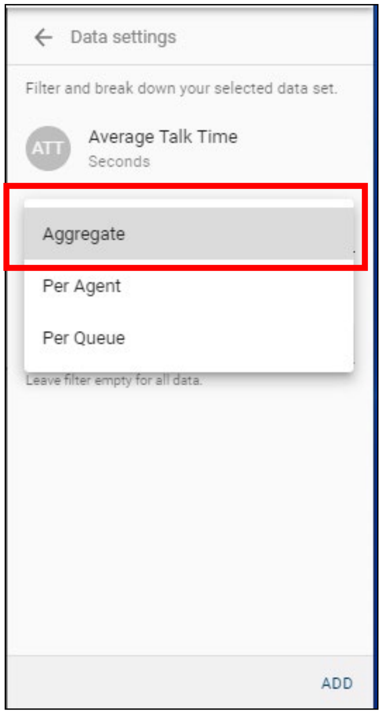
❸ "ADD DATA" button for this card.



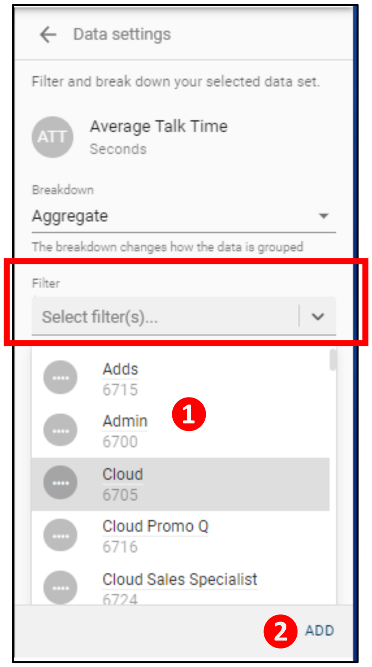
From the Choose data menu, select the item you're interested in monitoring. Hovering your mouse over the question mark icon, you will see a description of what the data is. Let's assume you select "Average Talk Time" from the menu.



A new panel will open up for you to define the “Data settings”. Data settings will vary depending on the card and data you’re adding. In this case, the first item is the “Breakdown” of Average talk time. You will see the available options by clicking on the dropdown menu icon. Let’s assume you select Aggregate from that menu.



Data Filters



Filters for call queue, departments, sites, and agents can be applied to data sets.

Next, you will set the

1. “Filter” for the data you’re adding. In this example, the options shown corrrespond to the PBX we’re working with, your options will be different according to you PBX’s configuration.

Let’s assue you select the queue “Cloud” on extension 6705.

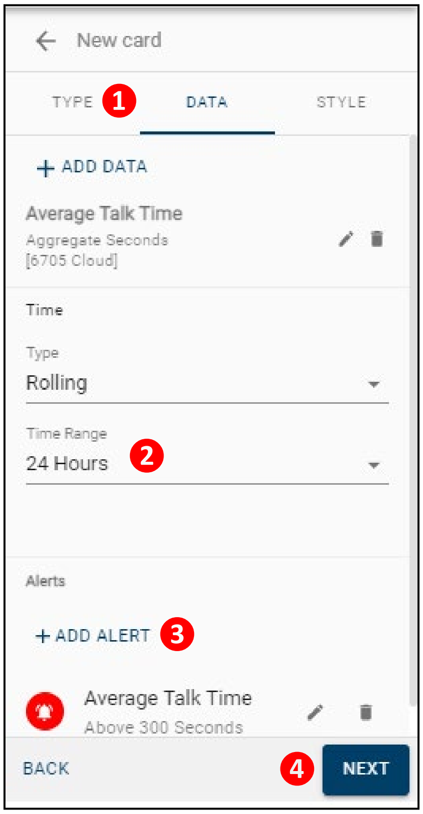
2. Now Click the “ADD” button.

Now you can set the “Time” parameters for the Card. In this example:

1. “Type” and
2. “Time Range”. Make your selections.

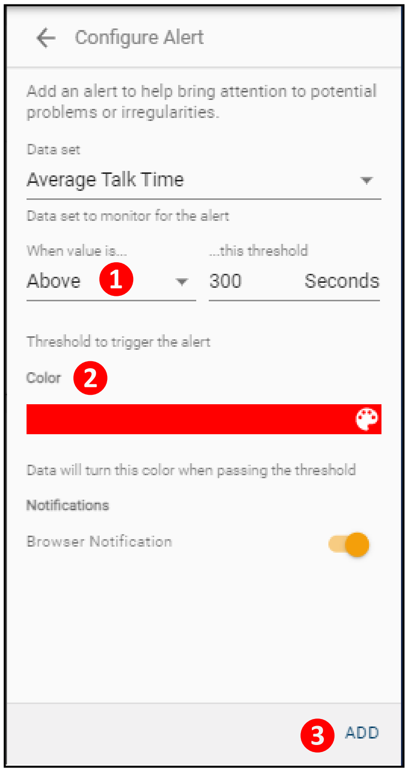
If you want to have a visual alert for this parameter that turns a certain color when a value threshold is crossed.

3. Click on the “ADD ALERT” label, otherwise;
4. Click the “NEXT” button.

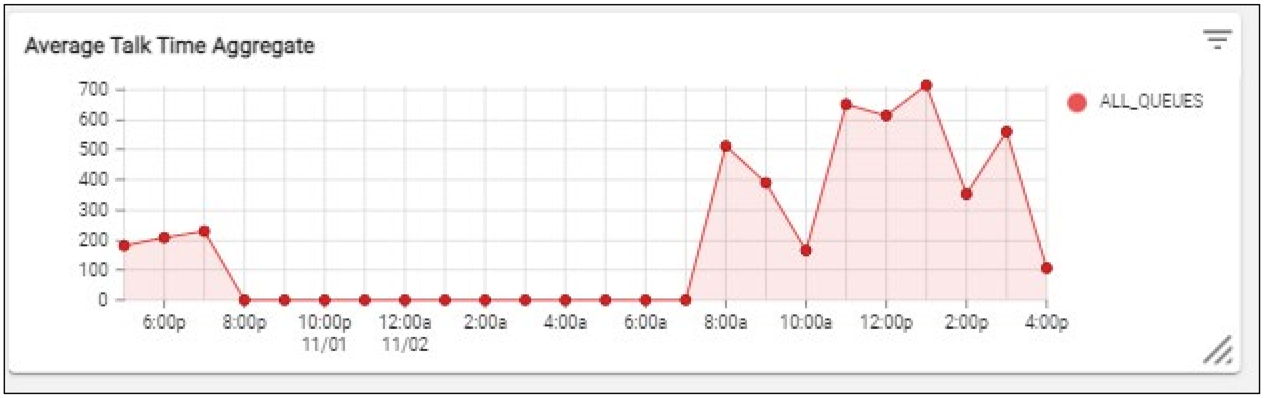


Alerts

1. Select which data set you want to monitor and set the alert to trigger when it's either **above** or **below** the specified threshold.
2. Select the color of your alert. This is the color you want the card to turn into when your alert threshold is crossed.
3. Click the “ADD” button



Move and resize the card to the desired position on the board.



Cradle to Grave

A feature beneficial to call center supervisors, Cradle to Grave is a call trace functionality that provides a comprehensive listing of all technical information captured during a call from the moment a connection is first being attempted until the call ends.

See document 0455-0303 Advanced Features User's Guide for details.