

TELSTRA IP TELEPHONY PREMIUM CALL CENTRE SUPERVISOR

QUICK REFERENCE GUIDE



THE SUPERVISOR CLIENT

The Premium Call Centre Supervisor client supports agent monitoring, queue management, real-time and historical reporting, and other features required in large call centres.

LOGGING ON AS A SUPERVISOR

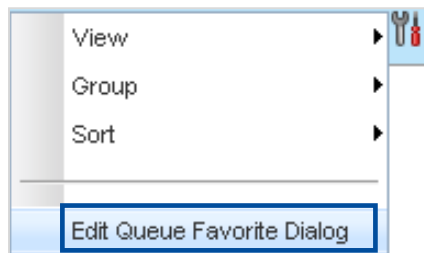
1. To sign in to the Supervisor Call Centre Web Based client open your web browser
2. Enter the following URL <https://callcentre.tipt.telstra.com/callcentre>
3. When the sign in page appears enter your *User ID* (98576666@xxxxx.com) and *Password*, click **Sign In**

User ID: 391110051@model.ipvs.net
Password:
 Stay signed in

[Show options](#)

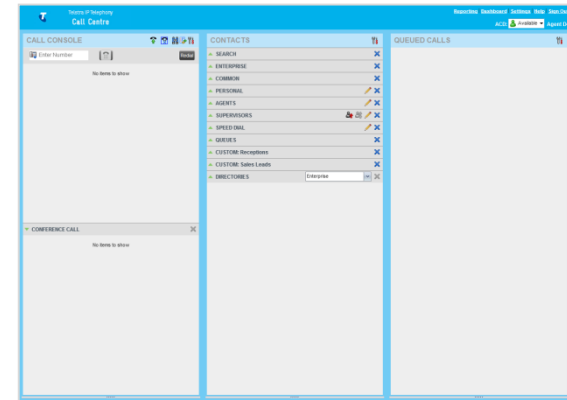
SELECTING QUEUES TO MONITOR

1. In the Queued Calls pane click **Options**
2. Select the **Edit Queue Favorite Dialog** option



3. Select the Monitor check boxes in the rows of the call centres to monitor
4. Click **Save**

THE SUPERVISOR INTERFACE



The Call Centre interface contains the following work areas

Call console pane – Use the *Call Console* pane to view and manage your current calls.

Contacts pane – The *Contacts* pane contains your contact directories and provides you with real-time call and ACD state of the agents you are monitoring.

Queued Calls pane – Use the *Queued Calls* pane to manage queued calls.

Dashboard – The Dashboard provides real-time summary information for up to 50 queues and allows you to monitor key performance indicators for monitored call centres and supervised agents.

Report window – You use the Report windows, accessed via the *Reports* link, to generate reports about the activity and performance of call centres and agents you manage.

Settings pages – You use the *Settings* pages, accessed via the Settings link, to configure various aspects of Call Centre.

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SUPERVISOR TASKS

MONITOR AGENTS

Agents are monitored using the *Agents* tab located in the *Contacts* panel which shows the real-time state of the agents the supervisor is monitoring and allows the supervisor to change the state of an agent if required.


TO SELECT AGENTS TO MONITOR

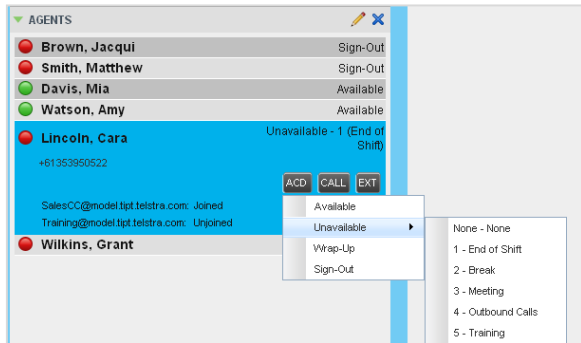
1. On the Agents panel click the **Edit** button 
2. Select the agents to monitor
3. Click **Save**

The selected agents have their call and ACD state displayed. The state of agents who are not monitored appear as unknown (greyed out).

CHANGE AGENTS ACD STATE

Monitored agents have their phone and ACD state displayed. Supervisors can change the ACD state of a monitored agent.

1. On the Agents panel, click the agent and click the ACD state  button




2. From the drop-down list select the required state – *Available; Unavailable; Wrap-up; SignOut*
3. If Unavailable was selected an additional unavailable code (if configured by the CGA) may be required

PICK UP AGENT'S CALL


Call Pickup allows you to pick up an unanswered call on behalf of an agent. This is useful when the agent is away or busy.

This functionality is only available if your group has been assigned the Call Pickup service

1. On the Agents panel, select the Agent whose phone is ringing
2. Click on the Agent and click **Answer** 
The call appears in the Call Console panel. The supervisor is now answering the call

SILENTLY MONITOR AN AGENT'S CURRENT CALL

The Silent Monitor function allows a supervisor to listen to monitored agents' calls without being heard. This function is only available if the supervisor has the Directed Call Pickup with Barge-in and Call Centre Monitoring services assigned to them.

1. In the Contacts pane, expand the Agents panel
2. Select the agent to monitor
3. Click **Silent Monitor** 
4. A new call is created in the Conference panel. The supervisor is conferenced into the call and muted (Silent Monitor).

BARGE-IN ON AGENT'S CALL

Supervisor Barge-In allows the supervisor to barge in on an agent's call. This is useful when the supervisor wants to enter an already established call between the agent and the caller. A supervisor can only barge in on agents they are monitoring.

This functionality is only available if the supervisor has been assigned the Directed Call Pickup with Barge-in service.

1. In the Contacts pane, expand the Agents panel
2. Double click on the target agent
3. Click **Barge** 
A three way conference call is established

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MONITOR QUEUES

The *Queued Calls* panel displays selected call centres that the supervisor is managing. Each call centre is displayed in a separate pane.

VIEW QUEUED CALLS

You can selectively show or hide calls in the monitored call centres.


1. Click the Expand  button for that call centre

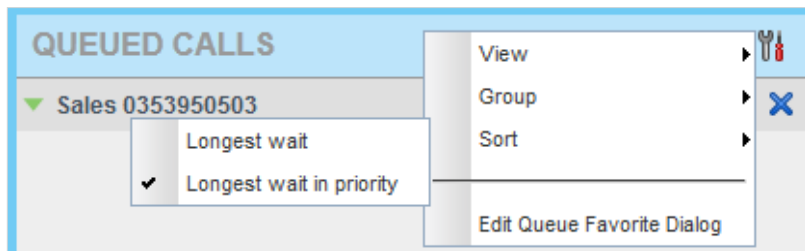
To view call details of a selected call

1. Click on that call

TO ORDER QUEUED CALLS


Queued calls can be ordered according to their total waiting time or their waiting time in the current priority bucket.

1. In the Queued Calls pane, click the Options  button
2. Select Sort and then the ordering option you want



MONITORING THE NEXT CALL CENTRE CALL


You can silently monitor the next call that is received by a call center. To use this feature you must have the Call Centre Monitoring service assigned.

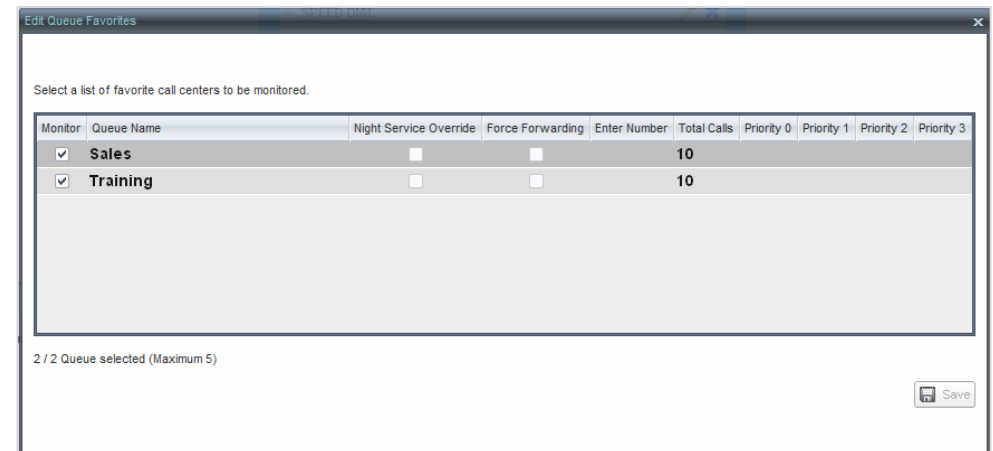
1. In the panel for that call centre, click the Monitor Next Call button . A monitoring call is established for the selected call centre.

When the next call is received and answered by an agent, the supervisor is conferenced into the call and your call is muted. Both calls appear in the Conference panel.

ENABLE NIGHT SERVICE OVERRIDE OR FORCED FORWARDING


The Premium Call Center allows supervisors to manually override the current mode of operation and enable the Night Service and/or forced forwarding of calls for selected call centres.

1. In the Queued Calls pane, click the Service Mode button  in the panel for one of the call centre



2. For each call center for which you want to override the time schedule and manually initiate Night Service, check the Night Service Override check box
3. For each call center for which you want to temporarily divert calls to a specified destination, check the Force Forwarding box and enter the phone number to which to forward the calls in the Enter Number box

RETRIEVE CALL FROM QUEUE

1. In the Queued Calls pane, click the call and click Retrieve 

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PROMOTE CALL IN QUEUE

1. In the Queued Calls pane, click the call and click Promote



TRANSFER CALL TO ANOTHER QUEUE

1. In the *Queued Calls* pane, select the call to transfer
2. In the Contacts pane, expand the Queues panel

3. Click the target queue and click **Transfer**



TRANSFER CALL TO THE TOP OF THE QUEUE

1. In the *Queued Calls* pane, select the call to transfer
2. Click **Reorder** and select Send to Front from the list that appears



TRANSFER CALL FROM QUEUE TO AGENT

1. In the *Queued Calls* pane, select the call to transfer
2. In the Contacts pane, expand the Agents panel

3. Click the target agent and click **Transfer**



TRANSFER CALL TO AN AD-HOC NUMBER

1. In the *Queued Calls* pane, select the queued call
2. In the *Dialer*, enter the destination number, click **Transfer**



CHANGE POSITION OF CALL IN QUEUE

1. In the *Queued Calls* pane, click the call and
2. Click **Reorder** select the new position in the queue



VIEW AGENTS AND QUEUE STATISTICS

The supervisor can view real time statistics for the call centres and agents they monitor using the *Dashboard* window.

Telstra IP Telephony Call Centre											
Dashboard											
Name ^	Queues	Status	Current			Averages			Agents		
			Calls In Queue	Longest Waiting Cal	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents
Sales			0/3	00:00	00:00	00:00	00:00	3/8	0	3	<input type="checkbox"/>
Training			0/3	00:00	00:00	00:00	00:00	1/5	0	1	<input checked="" type="checkbox"/>

Name ^	Memberships		Current			Averages				
	Queues(Total)	Sign-In Time	Sign-In Duration	Call State (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy Out	Avg Wrap-Up	
David, Ite	3	10:05:04	02:49:17	Idle (00:24)	Unavailable-3 (49:39)	70%	00:00	00:00	00:00	
Lincoln, Cars	2	10:11:20	02:43:01	Idle (00:24)	Unavailable-2 (11:01)	69%	04:54	00:00	00:10	
Smith, Matthew	2			Idle (00:25)	Sign-Out (20:41:19)	0%	00:00	00:00	00:00	
Watson, Amy	2	14:22:51	285:31:30	Idle (00:24)	Unavailable-2 (48:52)	99%	00:00	00:00	00:00	
Wilkins, Grant	3			Idle (00:24)	Sign-Out (552:09:08)	0%	00:00	00:00	00:00	

The Dashboard is divided into two parts with queue information in the top half and agent information in the bottom half. The information is updated in real time.

TO VIEW AGENTS STAFFING A CALL CENTER

1. Check the Show Agents check box in the row for that call centre

THRESHOLDS

The Dashboard for supervisors and the simplified agent Dashboard show a visual indication using background colour coding when the configured threshold is reached or exceeded according to the configured severity level for the corresponding type of threshold. There are two threshold levels, first level(yellow) and second level (red). Thresholds are configured by your CGA in the CommPilot Portal.

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Queues		Current		Averages			Agents			
Name ^	Status	Calls In Queue	Longest Wait	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents
Account		0/10	00:00	00:00	00:00	00:00	3/9	1	1	<input type="checkbox"/>
Billing		1/100	11:40	00:00	00:00	00:00	1/3	0	0	<input checked="" type="checkbox"/>
Finance		0/50	04:10	00:00	01:16	00:00	0/4	0	0	<input checked="" type="checkbox"/>
Sales		0/10	00:00	00:00	00:00	00:00	0/1	0	0	<input type="checkbox"/>
Technical		0/20	00:00	00:00	00:00	00:00	0/5	0	0	<input checked="" type="checkbox"/>

Agents		Memberships		Current			Averages			
Name ^	Queues	Sign-in Time	Sign-in Dura	Call State (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy Out	Avg Wrap-Up	
Edwards, Paul	4	17:00:52	01:37:21	Ringin (12:18)	Available (01:37:17)	99%	00:00	00:00	00:00	
Manu, Maihotra	6			On Call (07:23)	Available (01:37:38)	0%	02:00	00:00	00:00	
Mc.Kenzie, Daniel	4			Idle (29:19)	Unavailable-101(13:29)	0%	00:00	00:00	00:00	

REPORTING

The Premium Call Centre provides Enhanced Reporting for Agent and/or Call Centre, Real-Time Reports and Historical Reports. Reports can also be scheduled.

The following Agent and Queue Enhanced reports are available. Agents can only request reports about themselves.

- Agent Call Report
- Agent Duration Report
- Agent Call Detail Report
- Agent Activity Report
- Agent Summary Report
- Agent Unavailability Report
- Agent Disposition Code Report
- Agent Sign in Sign out Report
- Call Centre Incoming Calls Report
- Call Centre Report
- Call Centre Presented Calls Report
- Abandoned Call Report
- Call Centre Summary Report
- Service Level Report
- Call Centre Call Detail Report

- Call Centre Disposition Code Report
- Call Centre Overflow Matrix Report

Additional information on reports can be found on the Telstra Online Resource Centre, **Call Centre Reports User guide**

ENHANCED REPORTS

There are a total of 17 Enhanced reports which are configurable, and the reports available are based on your system configuration.

Enhanced Reporting allows you to run reports and schedule reports to run in the future using pre-defined templates. Reports can be of type *Agent* or *Call Centre*

TO RUN A REPORT

1. Click the **Reporting** link at the top-right of the main window
1. From the *Template* drop-down list, select the report you require
A page for the selected report appears, allowing you to specify the input parameters for the report
2. Fill in the required information, including the output
3. Click **Run Report** to generate the report
4. Click the *Close* link at the top right hand corner of the screen to close the reporting window

REPORT RESULTS

Depending on the report type and the output format selected the report results can contain different elements.

If you selected the PDF format for the report format output, to print the report, press the print button in the toolbar.

If you selected the HTML format for the report format output, the report is displayed in the report window.

If you selected the CSV format for the report format output, the report is creating in a file that can be imported into Excel or saved to your computer.

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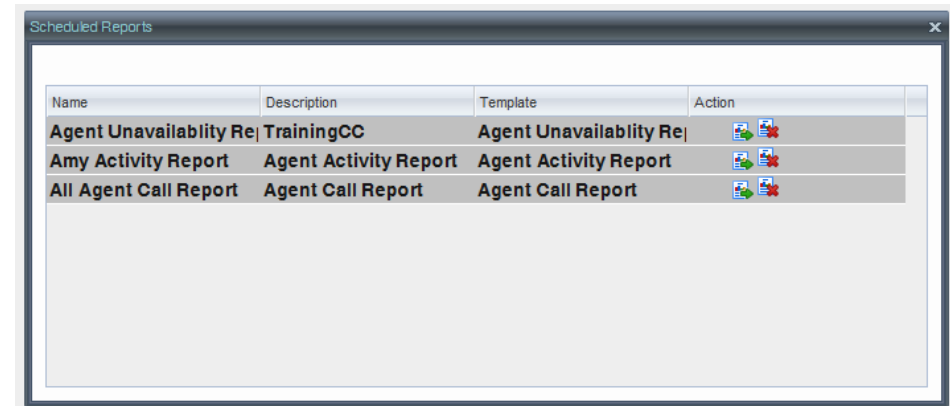








SCHEDULING A REPORT



1. Click the **Reporting** link at the top-right of the main window
2. Select a report template from the drop-down list
3. For *Type*, select *Scheduled*
4. Provide the name and the description of the report
5. From the *Recurrence* drop-down list, select the type of recurrence for the report from the following options: *Never*, *Daily*, *Weekly*, *Monthly*, or *Yearly*. *Never* signifies that this is a one-time report
6. Enter the e-mail addresses of the recipients of the report
7. Enter the remaining parameters, as required
8. Click **Schedule Report**

MANAGING SCHEDULED REPORTS

1. Click the **Reporting** link at the top right of the main window
2. From the drop-down list, select **Scheduled Reports**. A Scheduled Reports dialog box appears, listing the reports that you have scheduled



Name	Description	Template	Action
Agent Unavailability Re	TrainingCC	Agent Unavailability Re	 
Amy Activity Report	Agent Activity Report	Agent Activity Report	 
All Agent Call Report	Agent Call Report	Agent Call Report	 

3. To edit a report, click the **Load Report** button  in the row for the report, and modify the report as required
4. To delete a report, click the **Delete Report** button  in the row for the report
5. Click the *Close* link at the top right hand corner of the screen to close the reporting window