Telstra IP Telephony Premium Call Centre for Supervisors

User Guide

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Welcome to Premium Call Centre for Supervisors!

This user guide provides step-by-step instructions and reference information for using TIPT Premium Thin Call Centre Web client application Release 19.

This document is intended for Premium Call Centre supervisors who use the TIPT Premium Thin Call Centre client.

Need more support?

For more information on the Premium Call Centre procedures used by Customer Administrators, go to the **telstra.com/tiptresources** website where you can find the following guides:

- TIPT Customer Administrator User Guide.
- TIPT Premium Call Centre Agent User Guide.
- TIPT Call Centre Reporting Guide.

Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

- Web addresses, e-mail addresses and hyperlinks are shown in **Regular**, for example **www.telstraenterprise.com.au**
- Button names and titles/features on your computer screen are shown in **Bold**.

Updated March 2017

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Introduction

The TIPT Premium Call Centre web based client is a call console management product for call centre agents and supervisors.

This document describes the TIPT Premium Thin Call Centre clients for supervisors.

TIPT Premium Call Centre delivers the following benefits to users:

- Efficient call handling and Automatic Call Distribution (ACD) state management by Call Centre agents.
- Integration of online directories with Click-To-Dial capability.
- Real-time monitoring of agent and queue activity by Call Centre supervisors.
- Historical reporting on agent and queue activity by Call Centre supervisors.

The call centre functionality available to you depends on your call centre function (agent or supervisor), the types of queues you are staffing or monitoring, and your own services and settings.

For more information about the capabilities and services assigned to you, ask your group or enterprise administrator.

Note: Call centre functionality available in specific contexts is identified throughout the document.

Note: Call Centre is only supported with the primary telephony device that is configured for each user in TIPT Commpilot. There are significant known issues when the telephony device being used with Call Centre is configured as a shared call appearance or the primary line instead of the primary telephony device. Please talk to your CGA or Telstra for assistance.

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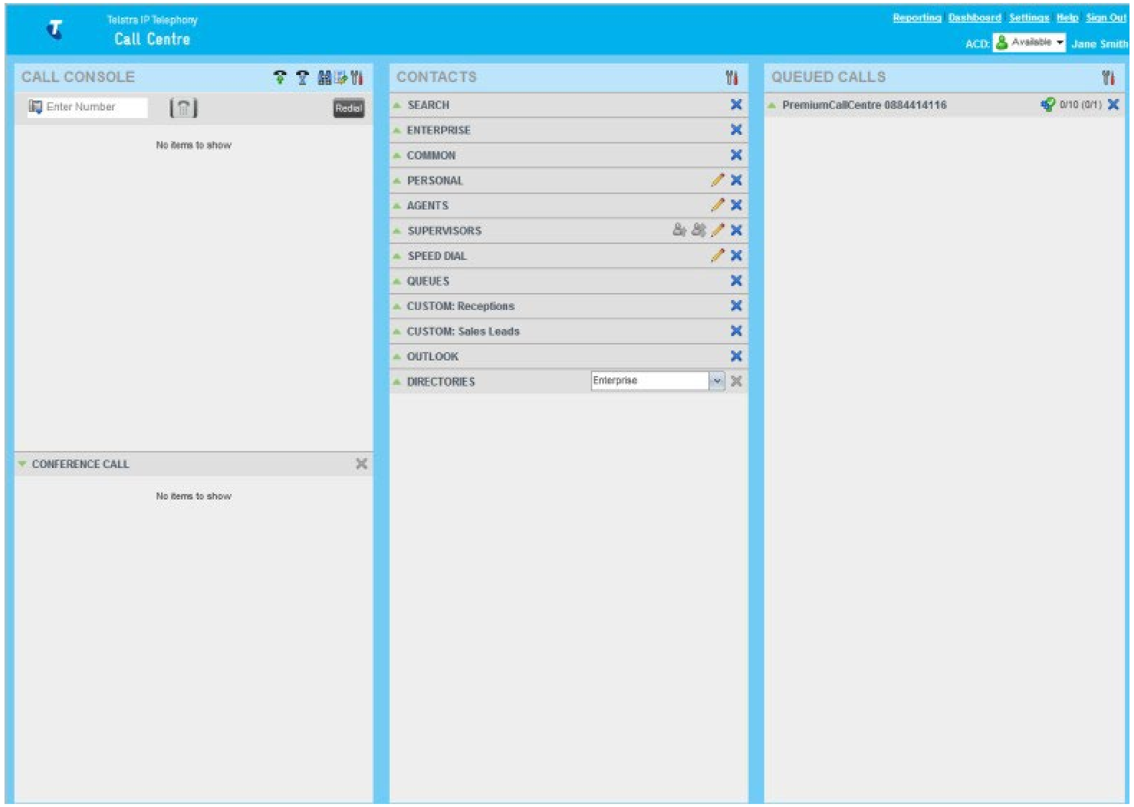
Call Centre Supervisor

The Call Centre Supervisor client is designed to support the needs of call centre supervisors in any environment. It supports agent monitoring, queue management, real-time and historical reporting, and other features required in large call centres.



Call Centre – Supervisor Main Interface

The Call Centre interface contains the following work areas:

Call Console pane –The *Call Console* pane is used 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. Both the **Call Console** and **Contacts** panes can be moved around the screen to the agents' desired position.

Queued Calls pane – You use the *Queued Calls* pane to manage queued calls.

Dashboard window – 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.

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Report windows – You use the *Report* windows, accessed via the Reporting 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.

Call Centre functions performed by supervisors are described in the following sections:

• Managing Agents.

• Managing Queued Calls.

• Dashboard.

• Generating Reports.

General Call Centre functions are also available in the following sections:

• Getting Started.

• Managing Calls.

• Managing Contacts.

• Configuring Supervisor.

Getting started

Call Centre is hosted on TIPT and you access it over the network either from your web portal or from a web browser. The sign-in procedure is the same for agents and supervisors.

Note: Call Centre does not support logging in as different users from the same machine at the same time.

Sign in from web browser

To sign in to the Call Centre client, use the same credentials that you use to connect to the web portal.

To sign in to Call Centre:

1. In your web browser, enter the URL of the Call Centre client **https://callcentre.tipt.telstra.com/callcentre**
   The *Call Centre Sign-in* page appears.

Call Centre Sign-in Page

2. Enter your TIPT **User ID** in the format **user@domain** and your **Password**.

   At this point you can click on **Sign In** or continue with the advanced options.
3. If you are unsure of your user ID and password, contact your administrator.
4. Providing the append domain name has been configured in the Show Options field, you can also enter just the user part of your ID. The system then appends the default domain to it before authenticating you. However, if your domain is different from the default domain, you have to enter your user ID with the domain name.
5. Optionally, if your system has been configured to allow that, you can configure you domain name.
6. Check *Stay signed in* to instruct the client to automatically re-connect and sign in to the server when it detects a network connection.
7. This should generally be enabled to help mitigate intermittent internet connections. When disabled, the client signs out the user when the connection is lost.

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8. To configure your domain name or the Call Centre language, click **Show options**. The area expands displaying advanced options.

Call Centre Sign-in Page – Advanced Options

9. To configure your domain, in the *Append Domain* text box, enter your domain name. When you enter your user ID without a domain, the system will append the configured domain instead of the system-wide default domain.
10. To change the language, from the Language drop-down list, select a new language.
11. Click **Sign In**.
12. Call Centre starts and you are signed in.

Note: Call Centre must be run as the only tab in a browser window.

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Launch JNLP file

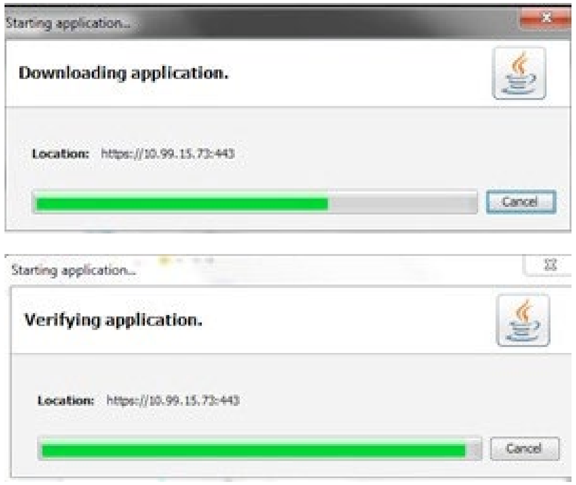
Call Centre needs the Java HTTPS server to run desktop integration features, such as *Outlook Integration, Popup Notifications, LDAP Integration, Desktop Shortcut creation and Call Event Archival.*

Note: You should run Java JRE 1.6 or higher, the latest Java JRE 1.8 is recommended. You must use 32 bit JRE with a 32 bit browser and 64 bit JRE with a 64 bit browser.

As you sign in, Call Centre starts downloading a Java Network Launch Protocol (JNLP) file containing the Java HTTPS server to your machine. Perform the following steps to accept the download and install the server.

1. When a file download pop-up window appears in your browser asking you whether you want to open or save the file, select *Save*.

   Messages about downloading and verifying the application contained in the file appear, followed by a dialog box asking you whether you want to run the application.



Downloading and Verifying Application Pop-up Window

"Do you want to run this application" Dialog Box

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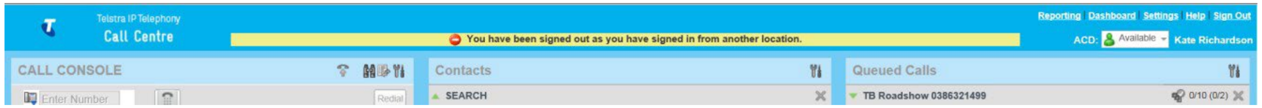
2. Click **Run**. This starts the Java HTTPS server allowing Call Centre to access the desktop integration features. Desktop integration features will not be available if you click Cancel.
3. Due to security restrictions, the application may not run. If this occurs, perform the steps specified in section Security Settings for Desktop Integration Features.
4. If the browser certificate required to run the HTTPS server is not yet imported to your device, a dialog-box appears asking for your permission to install it. Follow the steps in section Certificate for Desktop Integration Features to allow the certificate to be installed. This happens only once when the certificate is not yet imported to the browser. If the certificate is already imported, a message appears informing you that it already exists, and Call Centre continues loading the plug-ins.

Note: If you refresh the browser after the local HTTPS server has started, the JNLP file is not downloaded again and the HTTPS server simply continues initializing the desktop integration features.

Sign-in restrictions

You can only have one active Call Centre session at a time. When you sign in from a second location, you are automatically signed out from the original location with the following message: "You have been signed out as you have signed in from another location."

Sign-in Dialog Box with Error Message



Main Interface (Top of Page) with Error Message

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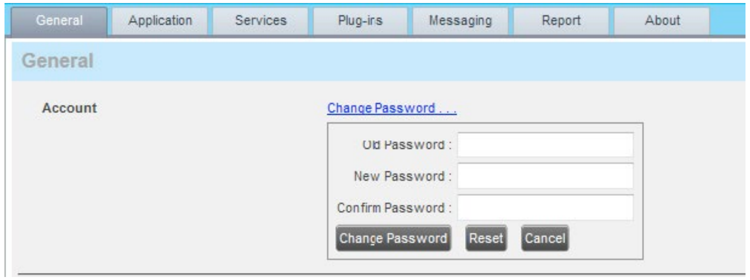
First time login – changing your password

The first time you log into the Supervisor client you are requested to change your password.



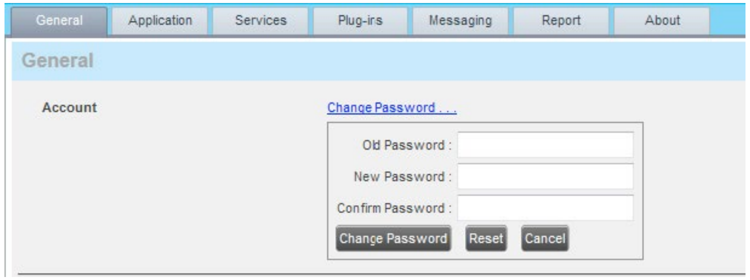
Change Password Screen

1. Enter your old Password (current).
2. Type a **New Password**.
   (Your password restrictions are configured by your Customer Group Administrator).
3. Confirm your New Password.
4. Click the **Change Password** button.
5. The following information appears in the Logo Pane indicating that the password has been changed successfully.

Change Password Successfully

First time login – changing your password

The first time you log into the Supervisor client you are requested to change your password.



Change Password Screen

1. Enter your old Password (current).
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   (Your password restrictions are configured by your Customer Group Administrator).

3. Confirm your New Password.
4. Click the **Change Password** button.
5. The following information appears in the Logo Pane indicating that the password has been changed successfully.

Change Password Successfully

Get help

Logo Pane – Help Link

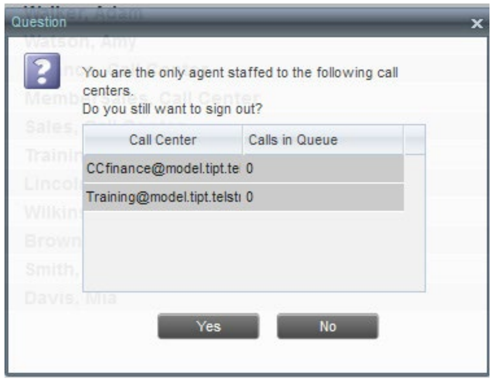
Call Centre provides you with on-line access to a PDF version of this guide. To access the document, click the **Help** link in the top right corner of the main interface.

The TIPT Resource centre has more documentation and some videos to assist you in understanding the most used features of the Call Centre.

Sign out

To sign out of the Call Centre:

1. Click **Sign Out** in the top right corner of the main interface.
2. A warning message will appear if you are the only agent staffed to a call centre. Click **Yes** to continue sign out.



Pop-up Dialog Window – Confirm sign out if you are the last agent in the queue

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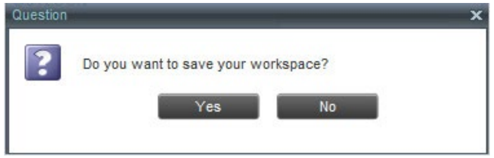
3. A message appears asking you whether you would like to save your current workspace.



Pop-up Dialog Window – Saving Workspace on Sign Out

4. To save your current workspace, click Yes. This allows you to retain the same interface setup at your next session.

Recommendations for first time sign in

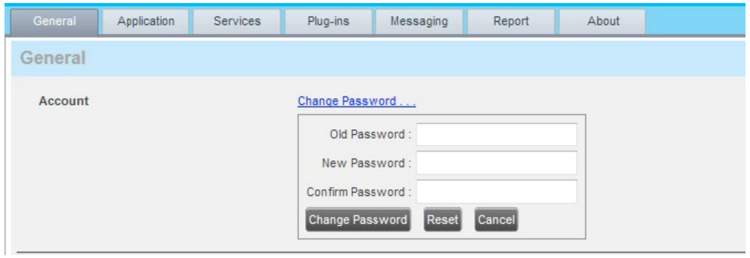
When you sign in to Call Centre for the first time, it is recommended that you configure the following settings:

- Configure the queues you want to join on sign-in. See Configuring Supervisor, Settings – Applications, Queue Memberships.
- Configure your post-sign-in and post-call ACD states. See Configuring Supervisor, Settings – Applications, Agent Policies.
- Configure agents you want to monitor. See Managing Agents, Select Agents to Monitor.
- Configure queues you want to monitor. See Managing Queued Calls, Select Call Centres to Monitor.

Change your password

You can change your password when you are signed in to Call Centre To change your password:

1. Click the **Settings** link in the top right corner or the page.
2. Click the **General Tab** and then click **Change Password**.



Changing Password

3. Enter your old and new password in the provided text boxes and click **Change Password**.

The Reset button does not reset your password. It only clears the input boxes.

Note: This password is shared with your web portal and other client applications that share TIPT single logon policy. It has to meet password requirements set on TIPT.

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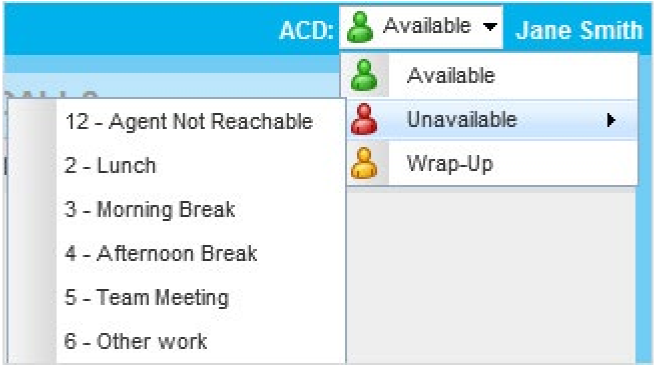
Change your ACD state

1. In the Logo pane, click the **ACD states** box and select your ACD state from the drop-down list.

Logo Pane – ACD State Control

2. If you selected Unavailable, and your company requires you to provide a reason for your unavailability, select an Unavailable Code from the drop-down list.



Logo Pane – Unavailable Codes

Enable or disable services (Call forwarding and do not disturb)

You can use the following services in Call Centre: Call Forwarding Always, and Do Not Disturb, provided that your administrator has assigned the services to you.

To enable or disable Do Not Disturb or Call Forwarding Always:

1. From the top-right corner of the main window, click **Settings**. The *Settings* page will display.
2. Click the **Services** tab.
3. On the Services page that appears, select the service you want to enable or disable, and check or uncheck the *is Active* box.
4. If you checked the *is Active* box for the Call Forwarding Always service, in the Forward To text box, enter the phone number to forward your call to.
5. Click **Save**.

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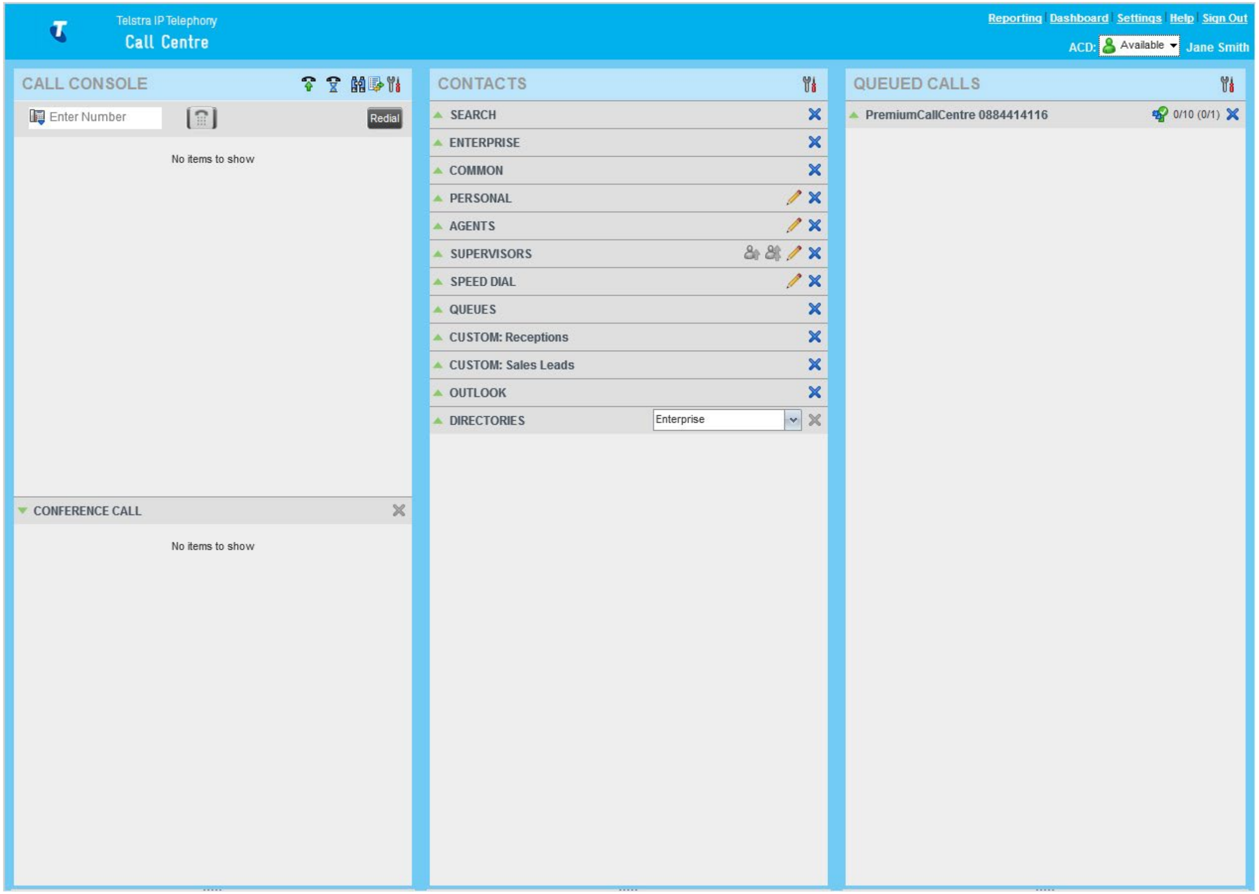
Exploring the workspace

Based on the licence you have been assigned (Agent or Supervisor), when you sign in to Call Centre, the main page appears where you perform your call management or monitoring tasks. In addition, the main page provides links to other pages and windows of Call Centre, where you can access features such as configuration and report generation.



Call Centre – Supervisor Main Interface

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Many visual aspects of the Call Centre workspace are configurable. For example, you can change the size and placement of windows on the screen. You can then save your workspace and retrieve it the next time you sign in.

Note 1: To work in full screen mode, make sure that the main window is in focus and then click F11. F11 is a toggle button to also take you out of full screen mode.

Note 2: The Back, Forward, and Refresh operations of the web browser are not supported by Call Centre; and if performed, the results are inconsistent.

Most Call Centre control button and action buttons are context-based, which means that they appear only when the action they represent can be performed. A list and description of control and action buttons available in Call Centre are documented in the Control section of this document.

Call Centre interface contains the following elements based on the licence you have been assigned (Agent or Supervisor):

Interface element	Description
Logo Pane	Located at the top of the main interface, the logo pane displays global messages, information about the logged user, and links to other Call Centre interface functions.
Call Console Pane	The Call Console pane is where you manage your current calls. This pane contains the Calls and Conference pane.
Contacts Pane	The Contacts pane contains your contact directories and allows you to manage your contacts, use contacts to make calls or take actions, such as transfer to contact or queue, on existing calls.
Queued Calls Pane	The Queued Calls pane, available only to supervisors, allows you to manage queued calls for selected call centres that you supervise.
Reporting Windows	The Reporting windows, accessible from the main page Logo pane via Reporting link, provide access to Enhanced Reporting, allowing you to generate, schedule and view reports. Agents can only generate reports about themselves.
Dashboard	The Dashboard, accessible from the main page Logo pane via the Dashboard link, provides you with real-time summary information about the call centres and agents you supervise (up to 50).
Settings Pages	The Settings pages, accessible from the main page via the Settings link, allow you to configure various user-level and application settings.
Controls	You use controls, such as buttons and drop-down lists, to execute actions on calls, contacts, queues, and so on.

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This section describes the following elements of the Call Centre interface:

• Logo Pane.

• Call Console Pane.

• Contacts Pane.

• Call History.

• Controls.

For information about other interface elements, refer to the following sections:

• Managing Queued Calls.

• Generating Reports.

• Dashboard.

• Configuring Supervisor.

Logo pane

The Call Centre main window interface contains a logo pane, which displays the Call Centre client or company logo, global messages, links to other interface elements or Call Centre functions, and information about the logged user.

Call Centre Logo Pane

Global message area

The *Global Message Area,* that is, the centre area of the logo pane, is used by Call Centre to display various information, warning, and error messages to the user. A message is displayed for several seconds and then disappears.

In the for Premium call centres the logo pane will display the details of incoming calls.

Call Centre Logo Pane with incoming Premium Call Centre Call Notification

Links to other interface elements and features

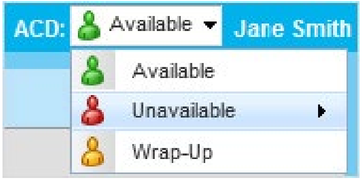
The logo pane displays links to the *Report* windows, *Settings* pages, the Dashboard (Supervisors), as well as the Help and Sign Out links.

Call Centre Logo Pane/Links

Logged user information

Information about yourself, that is, your name, phone number, your availability to take calls, and your voice mail status, is displayed at the top right of the main interface.

Your current ACD state is displayed to the left of your name. You can change your ACD state by selecting a new state from the drop-down list.



ACD State

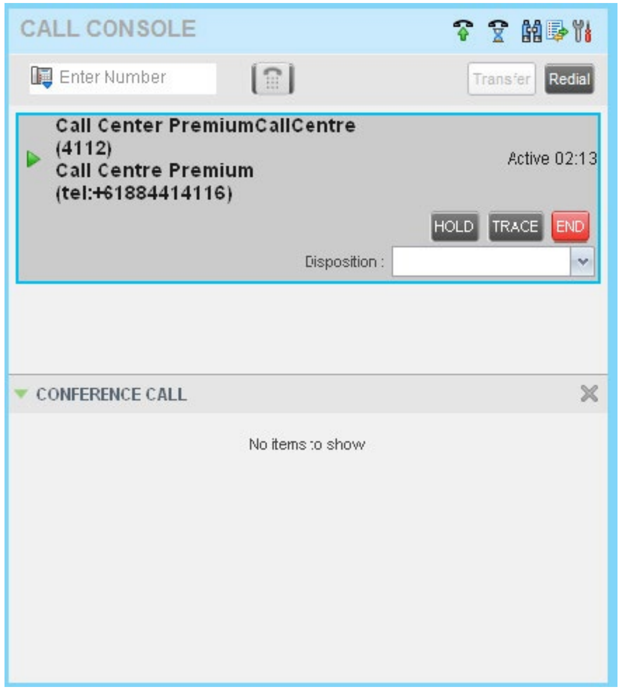
Information about the following services and features is provided:

- Do Not Disturb (DND) .
- Call Forwarding Always (CFA) .
- Busy phone state .
- Voice Messaging .

The Voice Messaging icon is present only if you have outstanding voice messages.

Call console pane

You use the *Call Console* pane to view and manage your current calls. For information on managing your calls, see Managing Calls.



Call Console Pane

The *Call Console* pane contains the following areas:

- Header Bar.
- Dialler.
- Current Call Panel.

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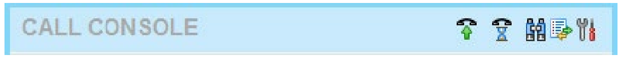
Header bar

The header bar contains various controls that allow you to configure your services and perform call and service-related actions.



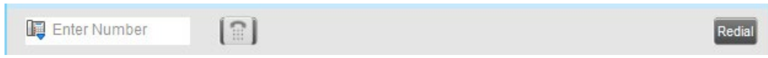
Call Console Header Bar

The header bar can contain the following controls:

- **Auto Answer button** – This allows you to enable or disable the automatic answering of calls.
- **Call Waiting button** – This allows you to enable or disable the Call Waiting service.
- **Disposition Code button** – This allows you to assign disposition codes to the last call. The button only appears when you are in Wrap-Up state.
- **Trace Call button** – This allows you to attach a trace to the last call.
- **Call History button** – This allows you to access the list of your previous calls.

Dialer

The *Dialler,* located at the top of the Call Console pane, allows you to make ad-hoc calls and set your outgoing calling line identity (CLID) for the next call.



Call Console – Dialer

The dialler contains the following elements:

- The Outbound CLID button which allows you to configure the number you want to use for outgoing calls.
- The *Enter Number* text box, where you enter the number to dial.
- Action buttons, which change depending on the context and allow you to perform operations on calls. For more information, see Exploring the Workspace, Call Action Buttons.

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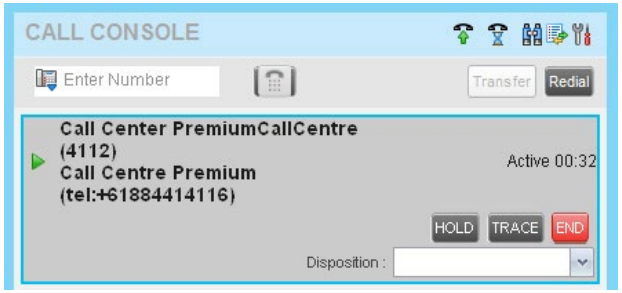
Current calls – call console

The *Call Console* displays your current calls, both direct calls and Call Centre calls, and allows you to take actions on them. Direct calls are calls placed from or received on your own phone number, whereas ACD calls are calls routed to you from a call centre that you are staffing.

If you are involved in a conference call, its details are displayed in a separate area of the Call Console, called the *Conference Call* panel.

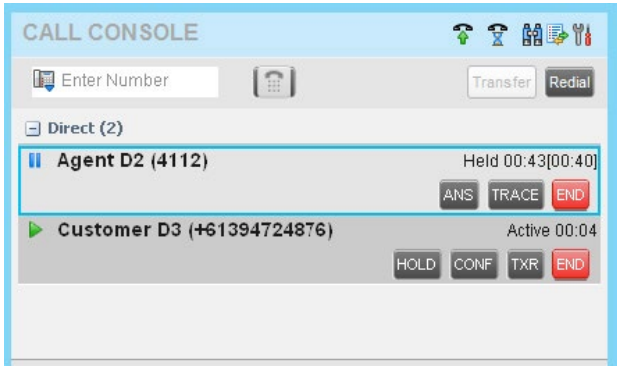


Call Console Pane – Current Calls

The following information is displayed for each call:

- **Remote CLID** – This is the name of the remote party (if available) and the phone number in parenthesis.
- **Call State icon** – This is a visual representation of the current state of the call. For more information, see Exploring the Workspace Call States.
- **Call State name** – This is the display name of the call state the call is currently in.
- **Call duration [Held duration]** – This is the duration of the call from the time the call was received from BroadWorks and it reflects how long the call has been present in the system. If a call has been placed on hold a held timer will be displayed.
- **Disposition Code:** the drop down box lets you select the disposition code for the current call.

The call entry also displays action buttons for the operations that you can currently take on that call. The actions you can perform depend on the state of the call.



Call Console – Calls in with Action Buttons

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Conference call pane

The Conference Call pane displays your current conference and allows you to manage your conference calls.

Note: You can only be involved in one conference call at a time.

Call Console – Conference Call Pane

The header bar contains various controls that allow you to manage the conference:

- **End Conference button** END – This allows you to end the current conference.
- **Leave Conference button** LEAVE – This allows you to leave the conference.
- **Hold Conference button** HOLD – This allows you to place the conference on hold.
- **Resume Conference button** ANS – This allows you to resume the conference that you previously placed on hold.

The *Conference Call* panel, when expanded, lists the call legs that make up your current conference. Each two-way call is displayed on a separate line. The information displayed for each call leg is the same as the information displayed for two-way calls on the *Calls* panel. For information, see Managing Calls, Managing Conference Calls.

Call states

The following table lists the possible call states of calls.

Display icon	Call State	Display name
	Ringing In (Local)	Incoming Local
	Ringing In (Remote)	Incoming
	Ringing Out, Outgoing	Outgoing
	Active	Active
	On Hold	Held
	On Hold (Remote)	Remote Held
	Active (In Conference)	Active
	Held (In Conference)	Held
	Ringing In (Recalled Call)	Call Recalled

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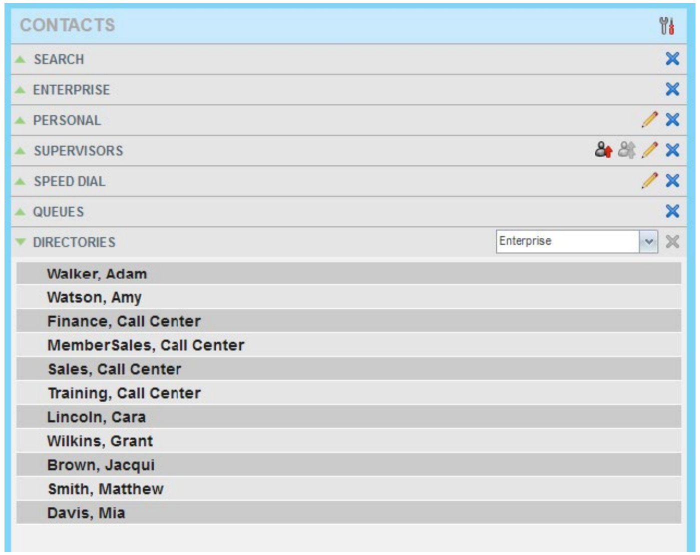
Contacts pane

The Contacts pane contains your contact directories and allows you to use your contacts to make or manage calls.

500 Personal Contacts can be created in CommPilot, however currently a maximum of 50 can be displayed.
When you search you have access to all 500 contacts but only 50 will display in the web based client applications.

For information on using contacts to manage calls, see Managing Calls. For information about organising and managing your contact directories, see Managing Contacts.



Contacts Pane

The *Contacts* pane contains the following panels:

- Search Panel
- Enterprise .

Enterprise panel

- Personal Panel
- Agents Panel
- Supervisor Panel
- Speed Dial Panel
- Queues
- Custom Directories
- Outlook Panel
- Directories Panel.

The contact directories you have access to depend on your system configuration as well as the services assigned to you. For more information, contact your administrator.

When you click a contact, the entry expands and the contact's information, such as phone numbers and the action buttons for the operations that you can currently take on that contact appear.

To minimise the contact's information, click on the contact again.

You can only view the details of one contact per directory at a time. When you click another contact in the same directory, the details of the currently expanded contact are automatically hidden.

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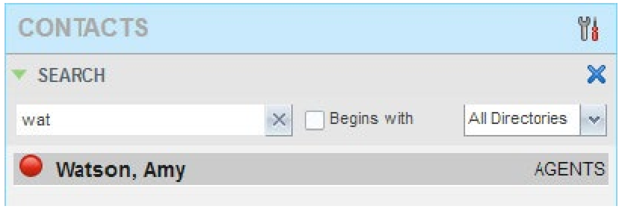
Search panel

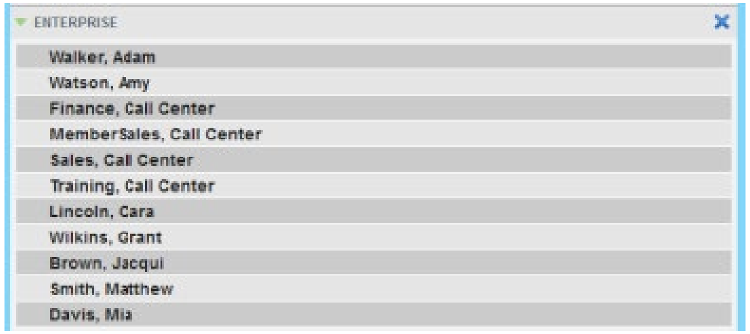
You use the Search panel to look for specific contacts in your contacts directories. When search criteria are entered and a search performed, search results are populated into a single area. For information about performing contact searches, see Managing Contacts, Searching for Contacts.



Contacts Pane – Search Panel

Enterprise panel

The *Enterprise* panel contains the contacts in your TIPT enterprise directory. If your enterprise administrator restricted your access to the enterprise directory, you can only see the contacts from your group.



Contacts Pane – Enterprise Panel

The *Enterprise* panel displays the contact's name and phone number.

When you click on a contact, the entry expands to provide the contact's details, such as all available phone numbers. To minimise the details, click on the contact again.

Enterprise Panel – Contact Details

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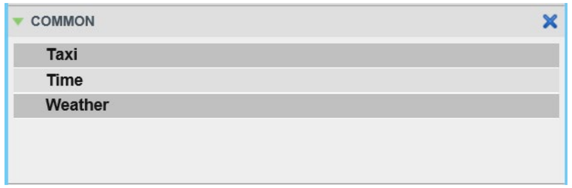
Common panel

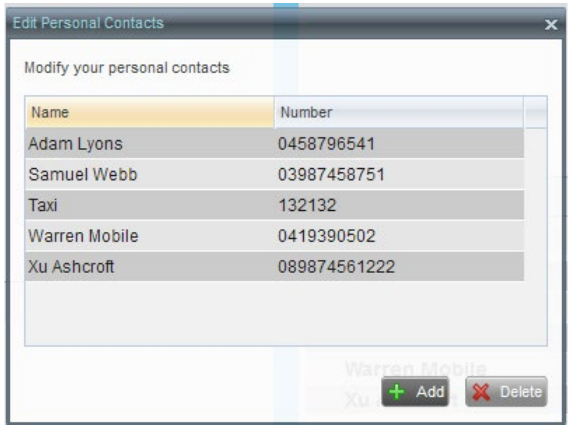
The *Common* directory contains the contacts in your group's common phone list configured by your TIPT administrator.



Contacts pane – Common Directory

Personal panel

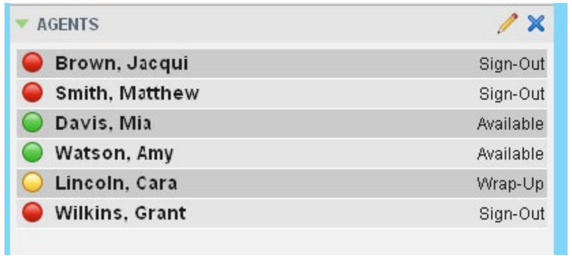
The *Personal* panel contains the contacts from your BroadWorks Personal Phone List. It displays the name/description and phone number of each contact.



Contacts Pane – Personal Panel

Agents panel

The *Agents* panel is used by supervisors to monitor and manage agents under their supervision.



Contacts Pane – Agents Panel

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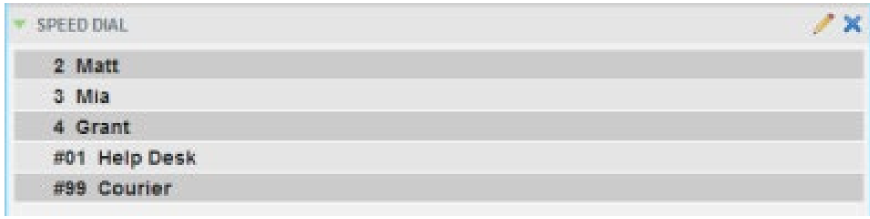
Speed dial panel

The *Speed Dial* panel displays and allows you to manage your Speed Dial 8 and Speed Dial 100 contacts.

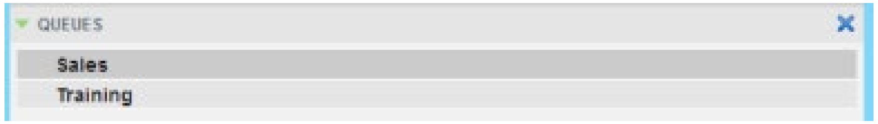
For each speed dial number, Call Centre displays the speed dial code, the description, and the phone number. The description is what you entered when configuring the number.



Contacts Pane – Speed Dial Panel

Queues panel

The *Queues* panel lists the call centres you are monitoring as a supervisor and the associated Dialled Number Identification Service (DNIS) numbers. The primary purpose of this panel is to provide you with a quick way to transfer calls to queues.



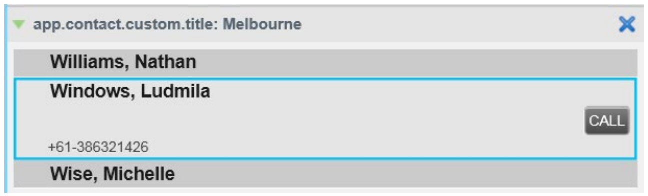
Contacts Pane – Queues Panel

Queues may be grouped based on the call centre they belong to. When they are grouped, all DNIS numbers for a call centre are listed under that call centre.

Custom directories panel

If your administrator has configured custom contact directories for your group, you can access them from Call Centre. A custom directory contains a subset of the contacts in your BroadWorks group or enterprise directory.

Note: A custom directory has the same properties as the *Group/Enterprise* directory.



Contacts Pane – Custom Panel

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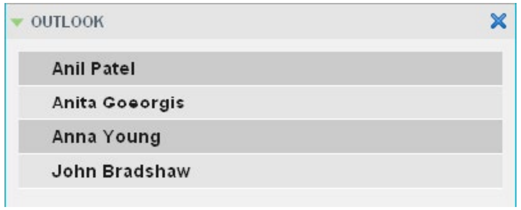
Outlook panel

The Outlook panel contains your Outlook contacts.



Contacts Pane – Outlook Panel

Directories panel

The *Directories* panel consolidates the contacts from the following directories: *Enterprise/Group, Custom, Personal, Outlook,* and *Speed Dial*. This panel is always visible. You can choose which directories to display in the Directories panel and you can collapse the panel, but you cannot close it.

Call history

The *Call History* dialog-box, accessed via the Call History button in the Calls panel allows you to view your past calls. You can place a call to a number from Call History and manage call logs.

Call action buttons

Action buttons allow you to perform actions on calls, such as answering or transferring a call, or actions that result in a call being placed.

Action buttons are context sensitive and appear on a line/entry only when you move the mouse over that entry and when the corresponding action can be performed on that entry. For example, when you select a contact in the *Enterprise* directory, the relevant buttons may appear on a contact, depending on the call state and the contact's configuration which enable you to perform the appropriate action.

No buttons appear on the remaining lines/entries/calls.

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The following table lists the action buttons available in Call Centre.

Button	Description
Dial	This dials the number you entered in the Dialer.
CALL	This places a call to the selected contact or to a number from Call History.
Redial	This redials the last dialed number.
EXT Extension	This dials the contact's extension.
MOB Mobile	This dials the contact's mobile number.
EMAIL E-mail	This brings up a new e-mail message window with the contact's e-mail address, allowing you to send a message to the contact.
Transfer Transfer	This will transfer a call to an ad hoc number entered in the Dialer.
TXR Transfer	This transfers a call to a selected number or contact.
ANS Answer	This answers an incoming call, answers an unanswered call for a contact, or resumes a held call.
HOLD Hold	This places a call on hold.
END End	This ends a call.
TRACE Trace	This generates a call trace on a call.
CONF Conference	This establishes a conference call or adds a call to a conference.
CAMP Camp	This camps a call on a busy contact.
ESC Escalate Call	This escalates a call to a selected supervisor.
EMER Emergency Call	This deletes a call log from Call History.
Delete Call Log	This places an emergency call to a selected supervisor.
For supervisors only	
SMN Monitor Next Call	This allows the supervisor to silently monitor the next call for a selected agent or call centre.
SM Monitor	This allows the supervisor to silently monitor the current call for a selected agent with an active call.
ACD ACD State	This allows the supervisor to change a selected agent's ACD state.
BARGE Barge In	This allows the supervisor to barge in on an agent's call, by establishing a Three-Way Call between the supervisor and the two parties involved in the call.
ANS Answer	This answers an unanswered call for a monitored agent.
PROMOTE Promote	This promotes a selected call to the next highest priority bucket within the queue.
RETRIEVE Retrieve	This retrieves a call from the queue to the supervisor's device. When a call is manually retrieved via this action, the call is reported as an Incoming call rather than an ACD call in the reports.
REORDER Reorder	This changes a call's position in the queue.

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Controls

Call Centre controls are designed as being context sensitive, that is, most controls appear only when the action they represent can be performed. For example, when you enter a number or select a contact, a Dial button appears allowing you to place a call. The context sensitive controls that correspond to call operations such as dialling, transferring calls, or putting calls on hold are known action buttons.

The following table lists the general controls used in Call Centre and the controls displayed on the panels' headers.

Name	Description
Common controls	
Options	This is located in the upper-right corner of a pane or page. When clicked, it displays a drop-down menu of options that control the display of information in that pane/page. The available options depend on the context.
Expand/Collapse	This shows or hides the contents of a window or panel.
Close	This closes an interface element, such as window, pane, or panel.
Edit	This allows you to edit a list of items, such as agents to monitor or speed dials.
Dialer, call console, directories panel, and search panel controls	
Outbound CLID	This allows you to select a phone number (if pre-configured) to use as your Calling Line ID for the next outgoing call.
Disposition Code	This allows you to apply one or more disposition codes to the last call when you are in Wrap-Up.
Trace Call	This allows you to attach a trace to the last call.
Available ACD States	This displays your current ACD state and allows you to change it.
Call History	This displays Call History.
Auto Answer	This allows you to turn Auto Answering on or off.
Call Waiting	This allows you to turn Call Waiting on or off. It is available only if you have been assigned the Call Waiting service.
END End Conference	This ends a conference call.
LEAVE Leave Conference	This disconnects you from the conference while allowing other participants to continue the call.
HOLD Hold Conference	This holds the conference call.
ANS Resume Conference	This resumes a held conference.
BARGE Barge In	This "un-mutes" your Silent Monitoring call, thereby establishing a Three-Way Conference.

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Name	Description
Dialog box – notification window	
Web Pop URL	This opens a page in your browser at the configured URL to provide additional information about the caller. This feature is currently unavailable.
vCard	This saves the caller's phone number and personal information as a vCard in Microsoft Outlook. It appears only when Outlook is running. This feature is currently unavailable.
Queued calls pane – call centre queue panel (supervisors)	
Service Mode	This identifies and allows you to change the service mode of a supervised call centre.
Scheduled reports window	
Load Report	This loads a scheduled report, allowing you to view and modify it.
Delete Report	This deletes a scheduled report.

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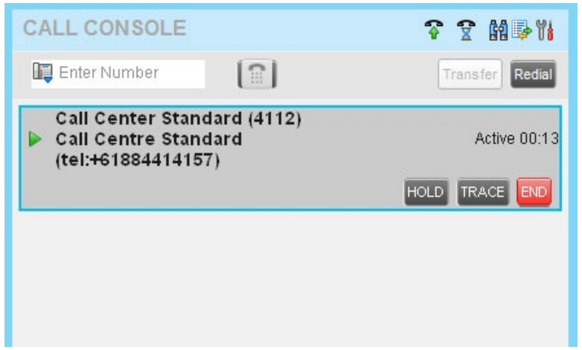
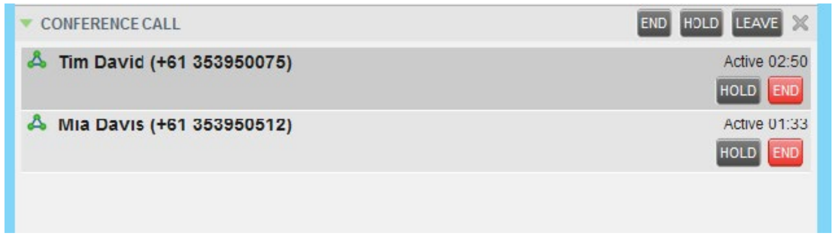
Managing calls

This section describes the operations you can perform to make and manage calls.

Your current calls are displayed in the *Call Console* with the calls currently involved in a conference displayed in a separate panel called *Conference Call*.



Call Console Pane/Calls panel



Call Console Pane/Conference panel

Note 1: You can only have one conference in place at a time.

Note 2: To have more than 3 parties in a conference call you will need the N-Way license assigned. N-Way is a feature of the Executive service pack.

Incoming calls may be a call directly to the Agents extension. If this is the case the call will display as a normal call.

Incomming call directly to an agents extension

If the incoming call is a queued call the call details will display on the logo pane and in the call console pane.

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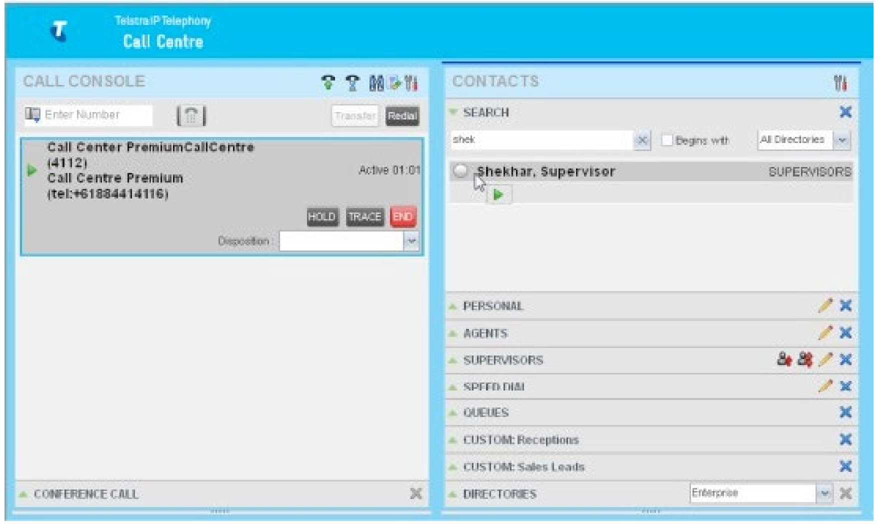
Drag and drop call onto contact

In Call Centre, you can drag a call from the Call Console and drop it on a target contact in one of your contact directories. This provides you with a quick way to perform operations on calls that involve a contact.

As the call is dragged, a green icon is displayed. When the call is dropped onto a contact, no action is taken on the call. The target contact expands and you can select the action button for the operation you want to perform on that call.



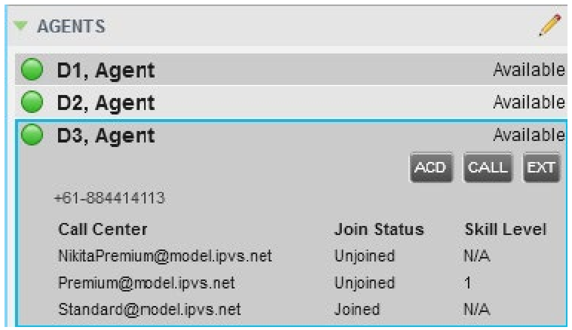
Dragging Call and Dropping on Contact

Viewing calls

You can view your current calls and your past calls (Call History). For information about Call History, see Managing Call History.

To view your current calls:

1. In the *Calls* and/or *Conference* panel, click the **Expand** button .



Calls Panel Expanded

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View incoming call details

When the Call Notification feature is enabled, a *Call Notification* pop-up window appears on top of the system tray when you receive an inbound call.

- For calls to your direct number or extension, the following information is displayed:
  - Calling party name.
  - Calling party number.

Call Notification Pop-up Window for a Non-ACD Call

- For calls from a call centre, the following information is displayed:
  - Calling party name.
  - Calling party number.
  - Call centre name or DNIS name, followed by the time the call has been waiting in queue (Wait Time).
  - Number of calls in queue (Queued Calls).

Call Notification Pop-up Window for an ACD Call

Note 1: You have to have only one tab open in the browser running Call Centre to receive call notifications.

Note 2: If calls come within eight seconds of each other, the Call Notification pop-up window appears only for the first call of that series.

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Receiving, answering, and ending calls

You can answer calls manually or have your phone automatically answer incoming calls.

Answer call

Note: When using the Remote Office service, the Answer button is disabled.

To answer a ringing call:

1. In the Calls panel, click **Answer** ANS.

To answer an incoming call from a Call Notification pop-up window:

1. Click anywhere on the text in the pop-up window.

Auto answer calls

This feature is typically used by agents who use headsets with their phones and handle a high volume of calls. It may be enabled either by you in the client or configured in the system by your administrator.

To enable Auto Answer

1. In the Calls panel, click **Auto Answer** . The button changes to this to indicate that Auto Answer is on.
2. When Auto Answer is enabled, your phone automatically goes off -hook when it is alerted. This applies to both inbound and Click-To-Dial calls.
3. The Auto Answer feature may be enabled manually in the Call Centre client or by the administrator on CommPilot.

Note: If this feature is enabled by your administrator, you must NOT enable the client-based Auto Answer using the Auto Answer button.

End call

To end a call

1. Expand the *Calls* panel.
2. Move the mouse over the call and click **End** END.

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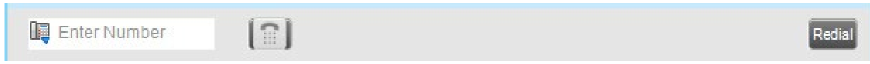
Making outbound calls

You can make calls to an ad-hoc number, to a contact from any of your *Contacts* directories, or to a number from Call History. You can also specify the calling line identity to use for your outbound calls.

Dial ad-hoc number
You use the Dialler, located at the top of the Call Console pane, to place a call to an ad-hoc number.



Dialer – Dialing Ad-hoc Number

To dial an ad-hoc number:

1. In the Dialler, enter the phone number, press **Enter** or click **Dial** .

The specified phone number is dialled and the call appears in the Calls panel.

Re-dial number
Call Centre keeps up to ten most recently dialled numbers, which you can redial using the *Dialler.*

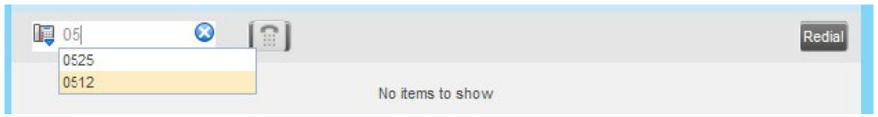
To redial the last number you called.

1. In the *Dialler,* click **Redial** Redial. The most recently dialled number is called.

To redial one of the recently dialled numbers.

1. In the *Dialler,* place the cursor in the text box and start entering a number.

A list of recently called numbers that start with the entered digits appears.



Dialer – Redialing Number

• Select the number to dial and click **Dial** .

Set your outgoing calling line
As a Call Centre supervisor, you can specify whether your direct number or a DNIS number assigned to one of your call centres should be used as your calling line identity when you make calls. This allows you to conduct outbound calling campaigns with an appropriate calling line identity presented to the called party.

This option needs to be configured by your Customer Group Administrator in order to be operational.

To set your outgoing-call identity for the next call:

1. In the Dialler, click the **Dial As** button and select the number from the drop-down list. The number you select will be displayed as your CLID when you make the next call.

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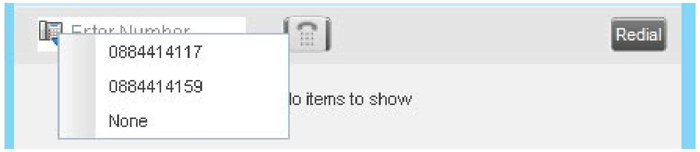


Dialer – Setting Outbound CLID

Dial contact

You can use any directory in the *Contacts* pane to dial a contact.

To dial a contact:

1. In the *Contacts* pane, expand the directory from which you want to dial a contact.
2. Click the target Contact to expand it, click **Call** CALL.

Enterprise Panel – Selected Contact with Action Buttons.

3. Alternatively, to dial the contact's extension, click **Extension** EXT.

OR

To dial the contact's mobile number, click **Mobile** MOB.

The contacts mobile number must be configured in CommPilot in the User's Profile for this action button to display.

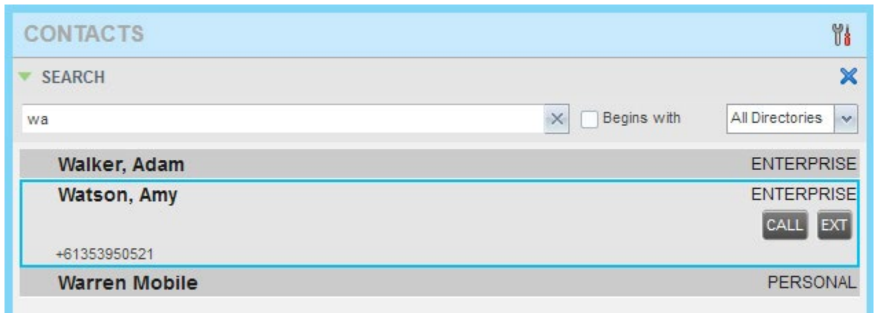
4. The phone number is dialled and the call appears in the *Calls* panel.

Dial from search

You use the Search panel in the *Contacts* pane to search for contacts in your *Contacts* directories.

To dial a number from search.

1. Enter the required information into the Search field.
2. Press **Enter**.
3. Expand the *Search Results* panel for the directory from which you want to select a contact.



Contacts Panel – Search field with results

4. Click the target contact to expand it and then click **Call** CALL.

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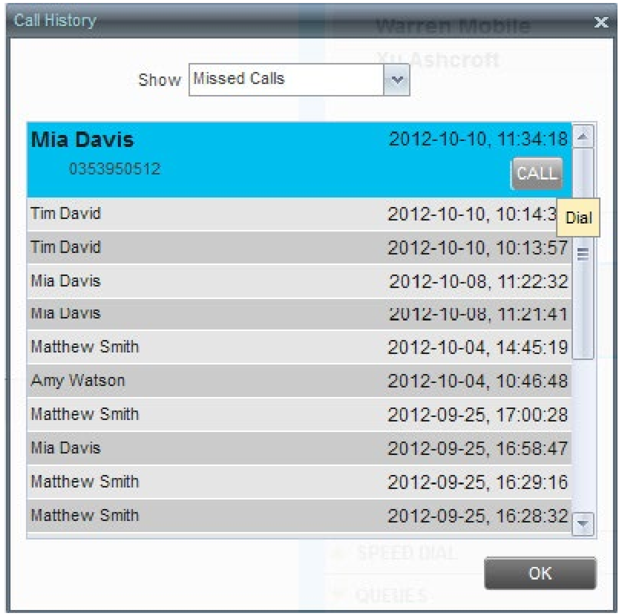
Dial from history
You can dial any number that is available in Call History – Missed, Received or Placed calls. To dial from Call History

1. In the Call Console pane, click **Call History** .



Call History Dialog Box

2. From the Show drop-down list, select Missed Calls, Received Calls, or Placed Calls.
3. Click the call log from which you want to dial and then click the **Call** CALL button.

Placing calls on hold, resuming calls

You can only put an active call on hold.

Note: When using the Remote Office service, the Hold/Resume buttons are disabled.

Place call on hold
To place a call on hold

1. Click **Hold** HOLD for the target call.

Resume held call
To resume a held call:

1. Click **Answer** ANS for the target call.

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Transferring calls

There are a number of ways in which you can transfer a call – blind transfer, transfer with consultation, and transfer to queue.

Blind transfer
Use this method to transfer a call to another number without providing an introduction to the destination party.

To blind transfer a call to an ad-hoc number.

1. From the *Call Console* panel, select the call to transfer.
2. In the *Dialler,* enter the destination number and click **Transfer** Transfer.
   The call is transferred and removed from the *Call Console* panel.

To blind transfer a call to a contact

1. From the *Call Console* panel, select the call to transfer.
2. In the *Contacts* pane, expand the panel from which you want to select a contact.
3. Click the destination contact and click **Transfer** TXR for that contact.
   The call is transferred and removed from the Call Console.

Transfer with consultation
Use this method to transfer a call with an introduction to the destination party. To transfer a call with consultation.

1. While the call is still active, make a call to the person to whom you want to transfer the call (the original call will be automatically placed on hold).
2. Wait until the called party accepts your call.
3. When ready to transfer, from the Call Console panel, select one of the two calls by clicking on it.
4. Move the mouse over the non-selected call and click **Transfer** TXR.
5. The calls are connected and removed from the *Call Console* panel.

Transfer to queue
You can transfer a call back to a queue. A transferred call is placed at the bottom of the queue.

To transfer a call to a queue.

1. From the *Call Console* panel, select the call to transfer.
2. In the *Contacts* pane, expand the Queues panel.
3. Click the destination queue and click **Transfer** TXR for that queue.
4. The call is transferred to the selected queue and removed from the Call Console.
5. Alternatively, drag the call onto the target queue and click **Transfer** TXR for that queue.

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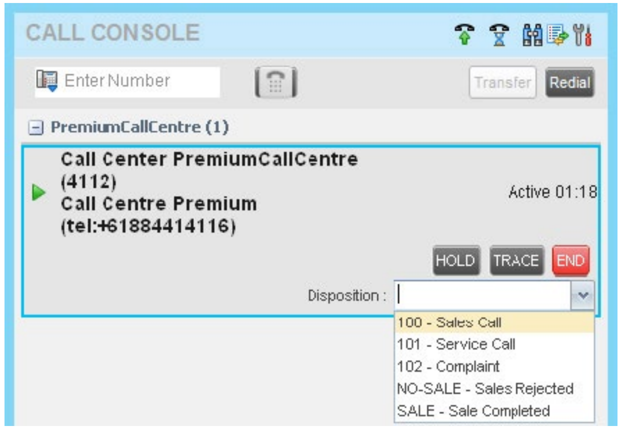
Assigning disposition codes

Disposition codes are additional attributes that can be applied to ACD calls to tag calls with comments. More than one disposition code can be assigned to a call.

You can assign disposition codes to current ACD calls or to the latest released ACD call while you are in the Wrap-Up state.

Assign disposition codes to current call
To assign a disposition code to a current call:

1. From the Call Console panel, select the call and click on it. The call line expands displaying the Disposition drop-down list.



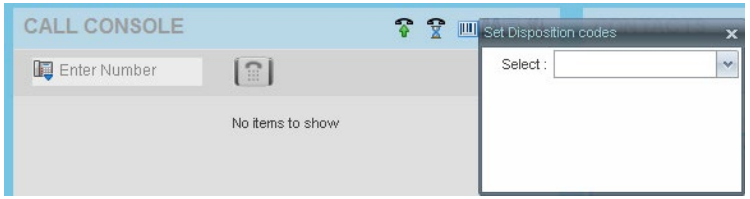
Call Console Panel – Assigning Disposition Code to Active Call

2. From the list, select a code.

Assign disposition codes in wrap-up
While you are in Wrap-Up, you can assign disposition codes to the last released ACD call.

To assign a disposition code to the last released call:

1. In the *Call Console* panel, click **Disposition Code**.
2. From the drop-down list that appears, select a code.



Calls Panel – Assigning Disposition Code to the Last Released Call

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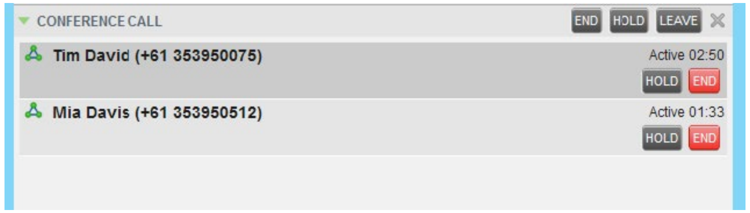
Managing conference calls

You manage conferences in the *Call Console* pane. You use the Calls panel to establish a conference and add participants to it, you use the Conference panel to manage or end an active conference call. You can only have one active conference at a time.



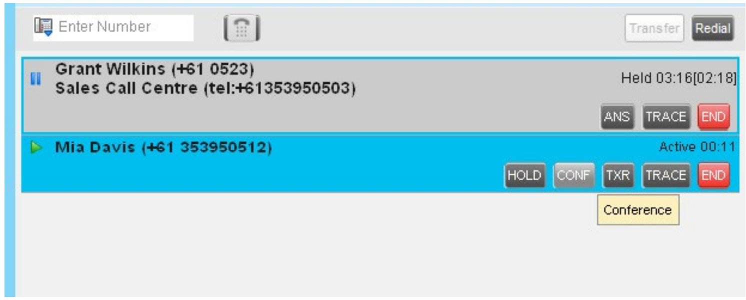
Call Console Pane – Conference Panel

Start three-way conference

To start a conference call, you need to have at least two current calls. The calls can be received or made by you. If required, make calls using any of the methods described in Managing Calls, Making Outbound Calls.

To start a conference:

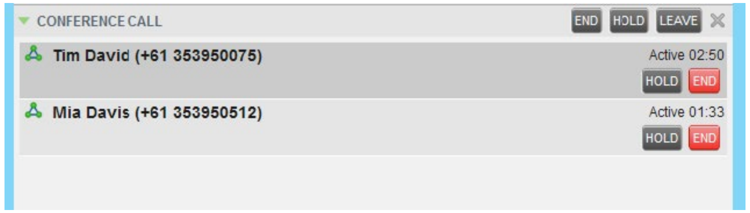
1. Expand the *Calls* panel and select a call.



Calls Panel – Starting Conference Call

2. Move the mouse over a non-selected call and click **Conference** CONF.

A three-way conference is established and the connected calls appear in the *Conference* panel.



Conference Panel – Conference Call

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Add participant to conference

Note: To add participants to a conference, you need to have the N-Way Calling service assigned.

To add a participant to a conference:

1. If the call you want to add to the conference is not yet established, place the call.
2. In the *Call Console* panel, move the mouse over the call and click **Conference** CONF.

The call is added to the conference.

Hold conference
To put an active conference on hold.

1. In the *Conference Call* panel, click **Hold Conference** HOLD.

This allows other conference participants to continue their conversation.

Resume conference
To resume a conference call that you previously put on hold.

1. In the *Conference Call* panel, click **Resume Conference** ANS.

All the calls in the conference become active

Hold participant
To put a specific conference participant on hold.

1. Expand the *Conference Call* panel.
2. Move the mouse over the target call and click **Hold** HOLD.

Take participant off hold
To resume a participant's held call.

1. Expand the *Conference Call* panel.
2. Move the mouse over the target call and click **Resume** ANS.

Leave conference
To leave the conference.

1. In the *Conference Call* panel, click **Leave Conference** LEAVE.

The other parties continue their conversation.

Note: This function is only available for three-way conferences.

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End participant
To end a selected call in a conference:

1. Expand the *Conference Call* panel.
2. Move the mouse over the call and click **End** END

End conference
To end the conference:

1. In the *Conference Call* panel, click **End** Conference END. This releases all the calls that participated in the conference.

Generating call trace

Call Centre allows you to generate a trace on active, held, released, or missed calls.

Note: Tracing calls needs to be set up with the relevant Telstra division prior to this feature being configured in CommPilot by your Customer Group Administrator (CGA). You must be assigned the Customer Originated Trace service to use this capability.

CGA's cannot view the logs of a traced call. Telstra will provide the information to your CGA.

A call trace contains the following information:

- The phone number of the user who initiated the trace.
- The date and time the call was received.
- The identity (name and number) of the caller, if available.
- Issuing more than one call trace request has no effect.

Generate call trace for selected call
To generate a trace for a selected call:

1. Expand the *Calls* panel.
2. Move the mouse over the target call and click **Trace** for that call.

Generate call trace for last released call
You can generate a trace for the most recently released or missed call.

To generate a trace for the last released or missed call:

1. In the Calls panel, click **Trace** .

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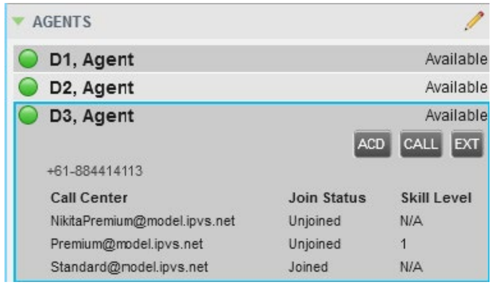
Managing agents

A Supervisor uses the Agents panel to view the agents that they are supervising and to perform actions on them. A supervisor can also monitor the call and ACD state of selected agents.



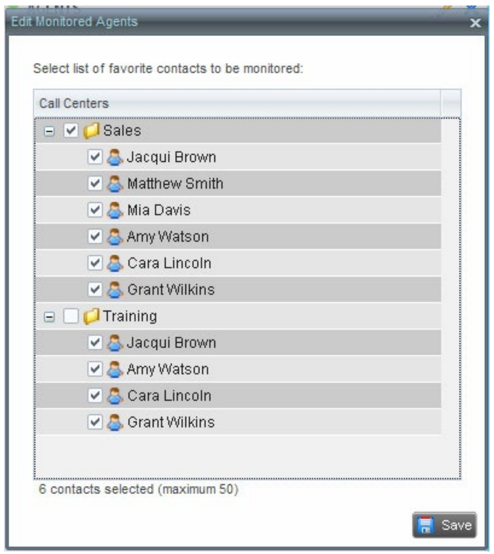
Agents Panel

Select agents to monitor

Call Centre allows you to monitor the call and ACD state of selected agents, monitoring agents is **not automatic** when you log in as a supervisor. To monitor the state of an agent, you must select the agent/s.

To select agents to monitor.

1. In the *Agents* panel, click **Edit** .



Agents Favorite Dialog Box

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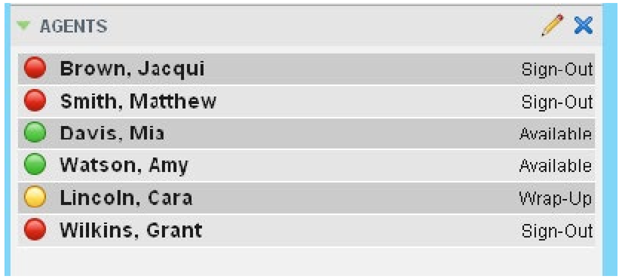
2. Select the check box next to each agent to monitor. If an agent is staffing multiple call centres, selecting that agent for monitoring in one call centre selects them for monitoring under all call centres they are staffing.
3. Click **Save**.
4. The selected agents have their call and ACD state displayed. The state of agents who are not monitored appears as unknown (greyed out).
5. The list is saved and is available during subsequent sessions.

Agent phone and ACD states

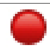
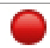
Monitored agents have their phone and ACD state displayed. A single icon, to the left of the agent's name, represents the agent's combined phone and ACD state, which indicates the agent's ability to take calls. In addition, the agent's ACD state is also displayed in text below their name. If the agent's ACD state is set to *Unavailable*, the unavailable code is also displayed (if applicable).

The state of agents who are not monitored appears as unknown (greyed out).



Agents Panel – Monitored Agents

The possible agent's phone and ACD states are as follows:

Phone state	ACD state	Icon	Description
Idle	Available		Agent's phone is on-hook and the agent is available to take ACD calls.
Ringing	Available		Agent's phone is ringing and the agent is available to take the call.
Any	Unavailable, Sign-In, Sign- Out		Agent is not available to take ACD calls.
Idle, Ringing	Wrap-Up		Agent is performing post call work. They may or may not be available to take calls.
Busy	Available, Wrap-Up		Agent's phone is off-hook, which means that the agent is on a call. Calls **may** be delivered to agents depending on their call waiting settings and the call centre's call waiting and wrap-up settings.

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Phone state	ACD state	Icon	Description
Do Not Disturb	Any		Agent has enabled the Do Not Disturb service. ACD calls are **not** delivered to agent in the Do Not Disturb call state. This state is **not recommended** for Call Centre agents. Agents should use the Unavailable ACD state when they need to block new incoming calls temporarily.
Call Forwarding Always	Any		Agent has enabled the Call Forwarding Always service.
Unknown	Any		Agent's call state is currently unavailable or unknown.

View agent's details

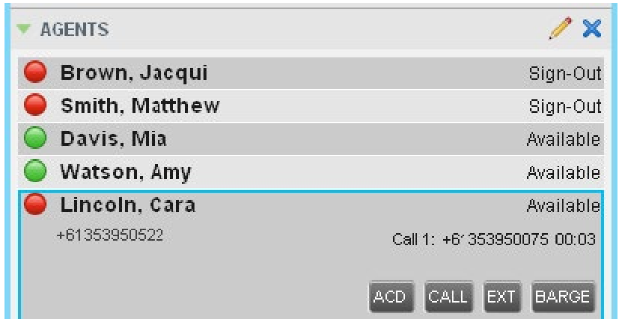
Click on an agent to expand the entry, view all joined queues and all the agent's current calls.
To minimise the agent's details, click on the agent again.

For each call, the following information is displayed:

• Call number

• Calling name (if available), calling number (and for direct calls, extension); for example, "Joe Smith +6139202200".

• Call length in the following format: "MM:SS" (or "HH:MM:SS" if the call lasts longer than an hour); for example, "10:22".



Agents Panel – Expanded Contact

The queues the agent is a member is listed at the bottom of the Agents details. The information displayed is:

• Call Centre Name.

• Join Status – joined or unjoined.

• Skill level – if the call centre uses Skills based routing the skill level is displayed, otherwise the skill level will be N/A.

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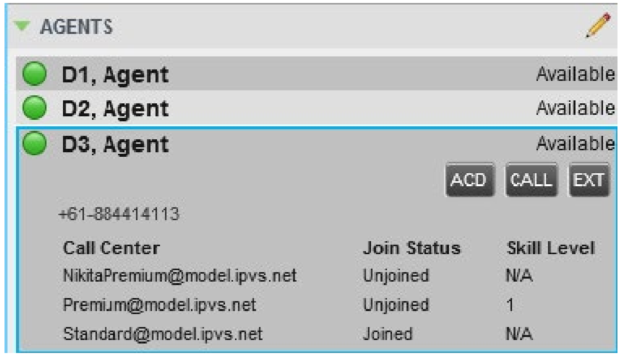

Agent Call Centres

Change agent ACD state

You can force an ACD state change for an agent. This action can only be performed on monitored agents.

To change and agent's ACD state.

1. In the *Agents* panel, click the target agent and click the **ACD** button ACD.

Agents Panel – Agent ACD States and Unavailable Codes

2. From the drop-down list, select the new state.
3. If you selected *Unavailable,* you may have to select the reason for their unavailability.

Barge in on agent's call

Supervisor Barge-In allows you to barge in on an agent's call. This is useful when you want to enter an already established call between two other people. You can only barge in on agents that you selected for phone and ACD state monitoring.

Note: This functionality is only available if you have been assigned the Directed Call Pickup with Barge-in service.

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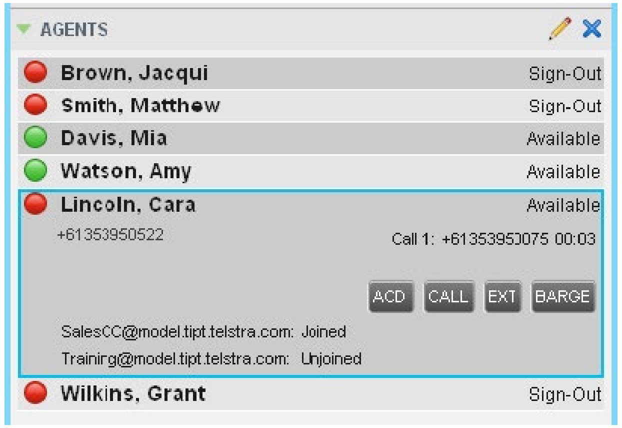
To barge in on an agent's call:

1. In the Contacts pane, expand the Agents panel and select an agent. The agent must have exactly one active call.
2. Double click the agent, click **Barge In** BARGE
3. A three-way conference is established.



Agents Pane – Expanded agent

Silently monitor agent's call

The Silent Monitor function allows you to listen to monitored agents' calls without being heard. You can listen in on agents that you selected for phone and ACD state monitoring.

> **Note:** This function is available if you have the Directed Call Pickup with Barge-in and Call Centre Monitoring services assigned.

You can silently monitor one agent at a time, and the agent you monitor must have the Call Centre Premium licence assigned.

You can choose to monitor the agent's current call or next incoming call. To monitor the current call, the agent must have only one active call.

To silently listen in on an agent's current call.

1. In the *Contacts* pane, expand the *Agents* panel.
2. Select the agent to monitor.

The agent can only have one call active call.

3. Click **Silent Monitor** SM.
4. A new call is created in the *Conference* panel.
   You are conferenced into the call and muted (Silent Monitor).

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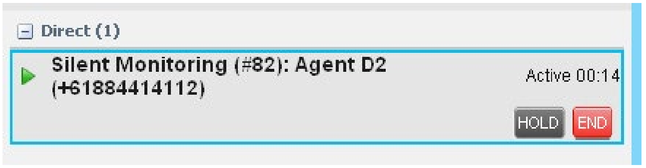
To silently listen in on an agent's next call

1. In the *Contacts* pane, expand the *Agents* panel.
2. Select the agent to monitor.
3. Click the target agent and click **Silent Monitor Next** SMN.

A monitoring call is established for the selected agent

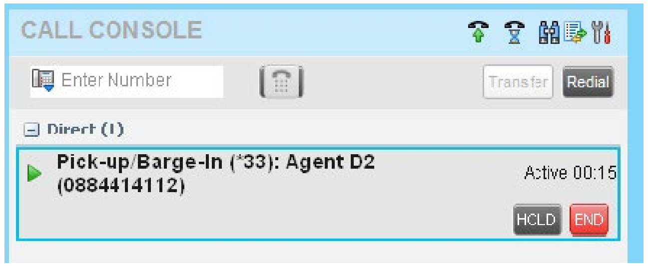
4. When the next call is received and answered by the agent, you are conferenced into the call and your call is muted. Both calls appear in the *Conference* panel.



Silent Monitoring

To barge in on a call you are silently monitoring.

1. In the *Conference Call* panel, click **Barge In** BARGE.
   The following screen is displayed to indicate a conference call has been initiated with the inbound call, the agent and the supervisor.



Barge-In

Previous Next

Pick up agent’s ringing 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.

Note 1: This functionality is only available if your group has been assigned the Call Pickup service.

Note 2: A call that is retrieved using Call Pickup is treated in the Call Centre reports as a direct inbound call to the retrieving party and not as an ACD call, because it was not answered by the agent selected using the ACD process.

Note 3: Supervisor Call Pickup is only supported if the agent and supervisor are in the same group.

To pick up an unanswered call for an agent:

1. In the *Agents* panel, select an agent whose phone is ringing.
2. Click on the Agent and click **Answer** ANS.
3. You are now answering the call, and the call appears in the Call Console panel.

Managing queued calls

The Premium Call Centre allows you to manage queued calls in real time. You use the *Queued Calls* pane to manage queued calls under you are supervising or monitoring.

The following section describes the operations that can be performed in the Queued Calls pane.

- Select Call Centres to Monitor.
- Show or Hide Call Centre.
- View Queued Calls.
- Group Queued Calls.
- Order Queued Calls.
- Monitor Next Call.
- Enable Night Service Override or Forced Forwarding.
- Retrieve Call from a Queue.
- Transfer Call to another Queue.
- Transfer Call to Top of Queue.
- Transfer Call from Queue to Agent.
- Transfer Call to Ad-hoc Number.
- Change Position of Call in Queue.

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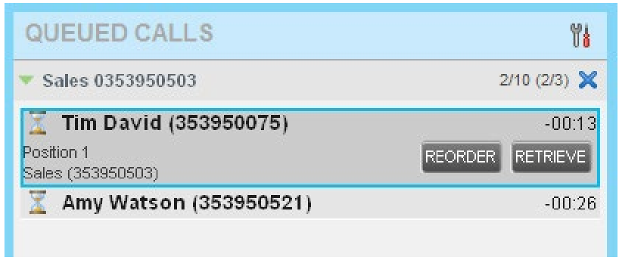
Queued calls pane

You use the Queued Calls pane to manage queued calls.

The *Queued Calls* pane displays the monitored call centres and lists the calls queued in each call centre

Each call centre is displayed in a separate panel. The panel's header provides the following information and controls:

- Call centre name – The name of the call centre.
- Call centre number – The primary phone number of the call centre.



Queued Calls Pane

- Service Mode button – This identifies the service mode of the supervised call centre. Clicking the button launches the Edit Queued Calls Favorites dialog box and allows you to activate Night Service Override or Forced Forward. The call centre can be in one if the following service modes:
  - **Night Service** – The call centre is processing calls according to the Night Service schedule and policy.
  - **Night Service Override** – The call centre has been manually forced to follow the Night Service policy.

Note: The Night Service or Night Service Override mode displays only if the Night Service policy is triggered. It is triggered either by the Night Service schedule or by a manual override. Different treatments such as Perform busy treatment or Transfer to phone number/SIP-URI can be applied to incoming calls while in Night Service for Forced Forward and these are configured by your Customer Administrator.

Setting the action to None acts as if the Night Service policy was not triggered, and the Night Service/ Night Service Override mode is not displayed.

  - **Holiday Service** – The call centre is processing calls according to the Holiday Service schedule and policy.

Note: The Holiday Service mode displays only if the Holiday Service policy is triggered and if the action to apply to incoming calls is set by your Customer Administrator to either Perform busy treatment or Transfer to phone number/SIP-URI.

Setting the action to None acts as if the Holiday Service policy was not triggered, and the Holiday Service mode is not displayed.

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- **Force Forwarding** – All calls to this call centre are forwarded to a specified destination.
- **Normal** – Call centre is in normal mode of operation; none of the above modes is enabled.

- **Message Waiting icon** – This icon is displayed if there are one or more outstanding voice messages left in the call centre's voice mailbox. This icon performs the role of a message waiting indicator for the call centre.
- **Ratio of queued calls to queue length** – The number of calls in queue against the queue length is displayed.

When you expand the panel for a call centre, the list of calls queued in that call centre appears.

By default, calls are listed according to their position in the queue, with the oldest call first. They can be grouped by the priority bucket. For more information, see Managing Queued Calls, group Queued Calls.

The following information is provided for each call:

- **Call Status icon** – A graphic representation of the state of the queued call:
  - **Waiting** – The call is queued, waiting to be answered.
  - **Reordered** – The position of the call in the queue has been changed.
  - **Bounced** – The call has been bounced.
- **Call ID display** – The destination name (or number, if the name is not available), that is the name/number of the call centre (or DNIS, if applicable) that was called.
- **Call time** – The total call time, including the time in the current queue (in parentheses).

Click on a call expands the call to show additional data:

- **Priority** – The priority bucket of the call.
- **Position** – The position of the call in the queue.
- **Name** (if available) and phone number of the calling party.

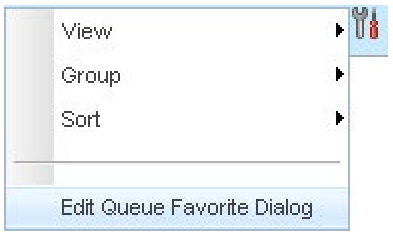
When you move the mouse over a queued call, the action buttons for actions that can be performed on the call appear.

Select call centres to monitor

You can select up to five call centres to monitor in the *Queued Calls* pane.

To select call centres to monitor.

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



Queued Calls – Options – Edit Queue Favorite Dialogue

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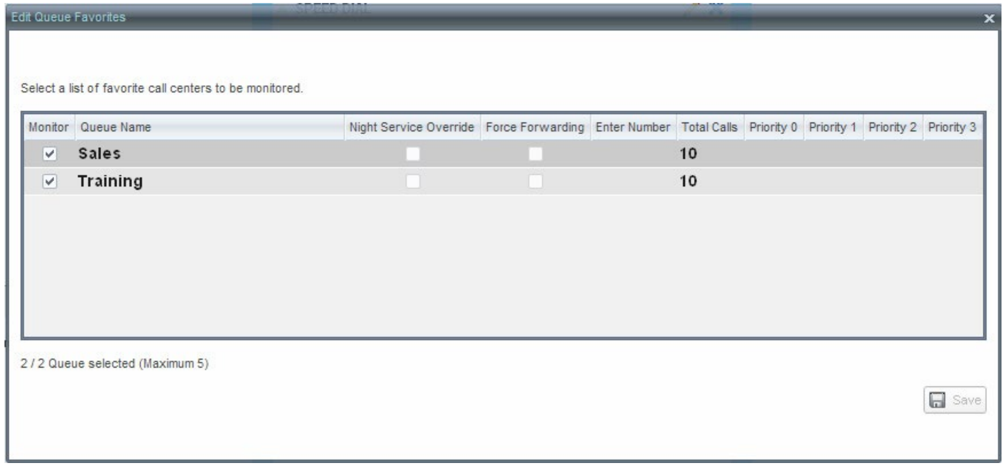
3. The **Edit Queue Favorites** dialog box will display.



Edit Queue Favorites Dialog Box

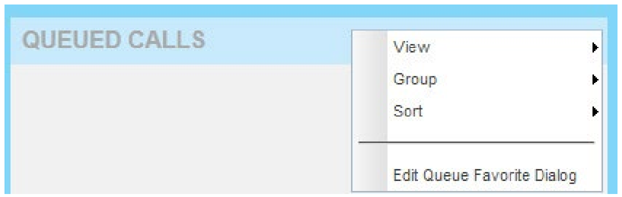
4. Select the Monitor check boxes in the rows of the call centres to monitor.
5. Click **Save**.

Show or hide call centre panels

You can show or hide call centre panels for monitored queues.

To show/hide call centre panels.

1. In the *Queued Calls* pane, click Options .
2. Select **View** and then select or unselect the names of the call centres.
3. To show or hide all call centres, select or deselect All.



Queued Calls – Options – View

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View queued calls

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

To view queued calls for a call centre:

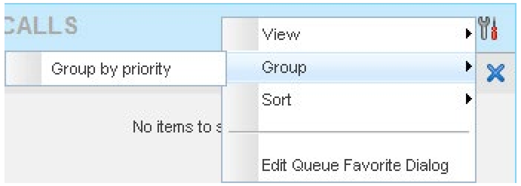
1. Click the *Expand* button for that call centre To view call details of a selected call:

1. Click on that call.

Group queued calls

You can group queued calls by their priority bucket. To group or ungroup queued calls:

1. In the *Queued Calls* pane, click **Options**.
2. From the drop-down list, select Group, and then select or deselect **Group by Priority**. This action applies to all monitored call centres.



Queued Calls – Options – Group

3. To ungroup calls, unselect the **Group by Priority** option.

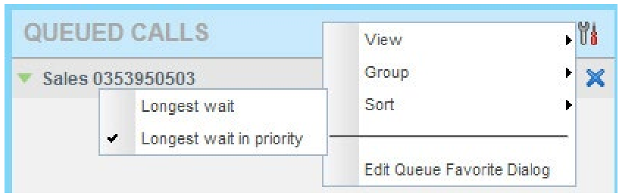
Order queued calls

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

To order queued calls:

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

This operation applies to all monitored call centres.



Queued Calls – Options – Sort

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Monitor next call

You can silently monitor the next call that is received by a call centre.

Note: To use this feature you must have the Call Centre Monitoring service assigned.

To monitor the call centre's next call:

1. In the Contacts pane, expand the Queues panel and click the target call centre to expand it.
2. Click the **Silent Monitor Next** Call button SMN for that call centre.
   A monitoring call is established for the selected call centre.
3. When the next call is received and answered by an agent, you are conferenced into the call and your call is muted.
   Both calls appear in the *Conference Call* panel.
4. For operations that can be performed on conference calls, see Managing Calls, Managing Conference Calls.

To barge in on a call you are silently monitoring:

1. In the Conference Call panel, click **Barge In** BARGE.

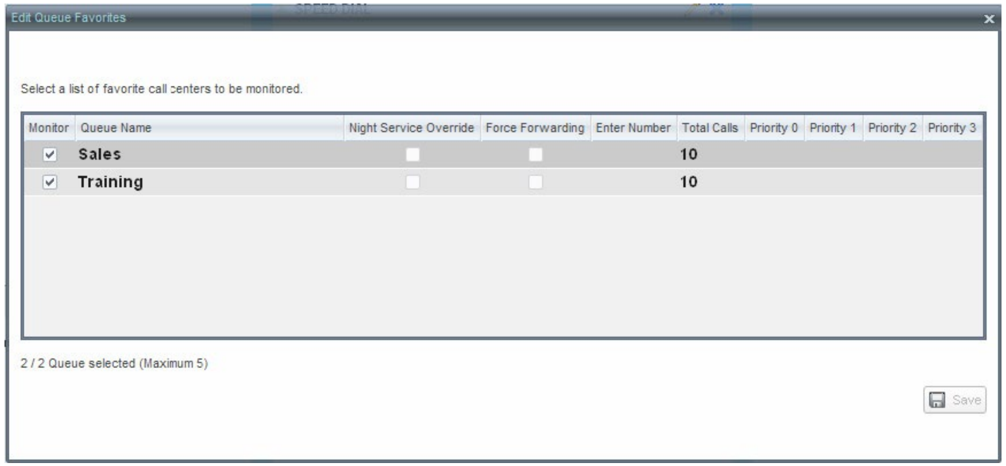
You are conferenced in to the call.

Enable night service override or forced forwarding

Call Centre allows you to manually override the current mode of operation and enable the Night Service and/or Forced Forwarding of calls for selected call centres.

To enable Night Service Override and/or Forced Forwarding:

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



Edit Queue Favorites Dialog Box

2. For each call centre 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 centre 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.

Note: Night Service Override has precedence over Forced Forwarding.

Retrieve call from a queue

To retrieve a call from a queue:

1. Click the call in the Queued Calls pane and click **Retrieve** RETRIEVE for that call.
2. Once you retrieve a call, the call appears in the Call Console and you treat it as any other call. For example, you can transfer it to an ad hoc number or to another queue.

Promote a call in a queue

A priority is attached to an incoming call based on the DNIS number on which it is received. Calls are distributed to the agents staffing the queue based on this priority, with calls of the higher priority being exhausted before calls in the next priority are distributed.

You can manually promote calls from a lower priority bucket to a higher priority bucket. A manually promoted call ends up as the last call in the higher priority bucket with a wait time of zero seconds

To promote a call from a queue:

1. In the *Queued Calls* pane, expand a *Call Centre* panel.
2. Click the call you want to promote and click **Promote** PROMOTE for that call. The queued call is promoted to the end of the next highest priority bucket.

Transfer call to another queue

To transfer a queued 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** TXR.
4. The call is transferred and removed from the queue.

Transfer call from queue to agent

To transfer a call from a queue to an 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** TXR for that agent.
4. The call is transferred and removed from the queue.

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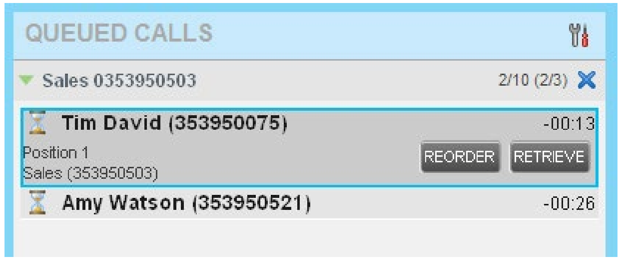
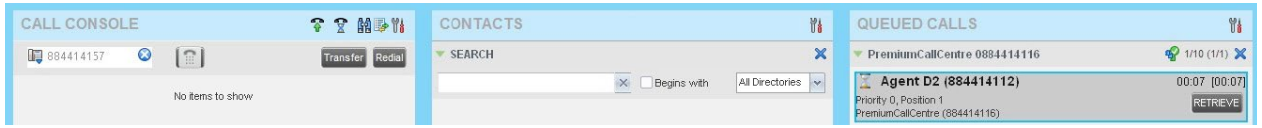
Transfer call to ad-hoc number

To transfer a call to an ad-hoc number

1. In the *Queued Calls* pane, select the queued call.



2. In the *Dialler,* enter the destination number and click **Transfer** .



Ad Hoc Queue Transfer

3. The call is transferred and removed from the queue.

Change position of call in queue

You can reorder a queued call in the “0” priority bucket in a Premium call centre. To change a call’s position in a queue:

1. In the *Queued Calls* pane, click the target call to expand it.
2. Click **Reorder** and select the new position in the queue from the list that appears.
3. The call is placed in the new position.

Note: You cannot place a call ahead of a bounced call.

Transfer call to top of queue

If your administrator has configured the call centre with the Transfer to Top feature, follow this procedure to transfer the call to the top of the queue.

You can only transfer a call to the top of the highest priority bucket (bucket with priority “0”).

There need to be at least two calls in the target queue.

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

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Managing call history

Call Centre collects call logs for your placed, received, and missed calls. You can view, organise, and delete call logs using the Call History feature.

You can call any number available in Call History.

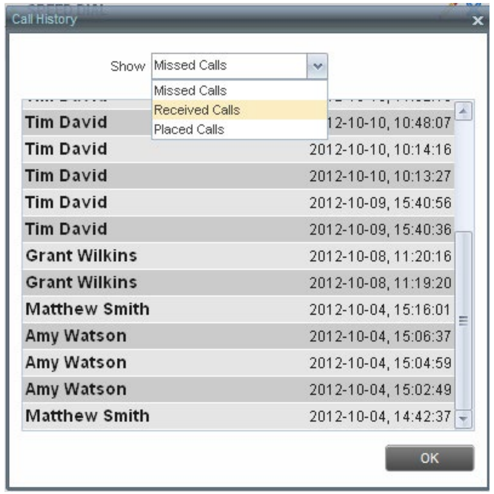
View call history

You can view your Placed, Received, and Missed calls.

To view your call history:

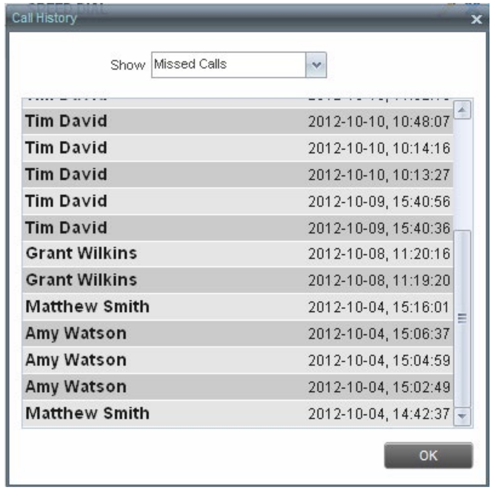
1. In the *Call Console* panel, click **Call History**.

   By default the calls are grouped into Placed, Received, and Missed calls.



Call History Dialog Box

2. To show calls in a specific group, select that group from the *Show* drop-down list.



Missed Calls – Call History Dialog Box

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E-mailing contacts

Call Centre allows you to send an e-mail message to a contact that has e-mail configured in their User Profile in CommPilot. You must also have messaging enabled within Call Centre settings. For information, see Supervisor Settings, Settings – Messaging

The E-mail button appears when you select a contact that has e-mail configured.

Send e-mail message to contact

To send an e-mail message to a contact.

1. In the *Enterprise* directory move the mouse over a contact that has e-mail address.
2. Click **E-mail** EMAIL. This brings up a new e-mail window for the configured messaging service.
3. Write your message and click **Send**.

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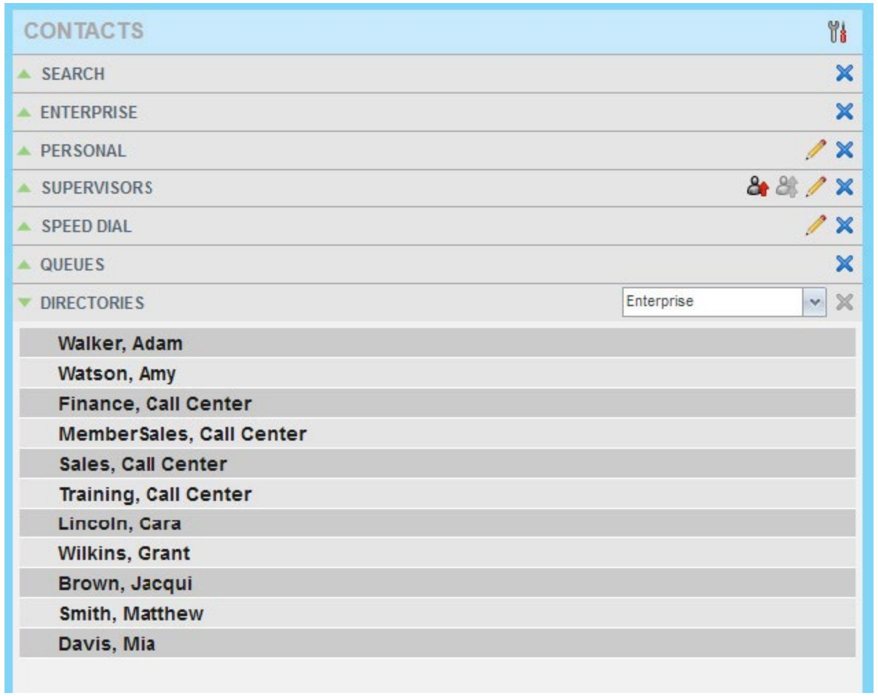
Managing contacts

Use the *Contacts* pane to perform call and monitoring operations on your contacts and to manage your contacts directories.



Contacts Pane

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Call Centre provides access to the following contact directories:

Interface element	Description
Enterprise	The Enterprise directory contains the contacts in your CommPilot enterprise directory.
Personal	The Personal directory contains all contacts in your Personal Phone List on CommPilot.
Agents (Supervisors)	The Agents directory, available only to supervisors, contains the list of agents you supervise and allows you to manage them and view their phone and ACD state.
Speed Dial	The Speed Dial directory contains the numbers configured for you or by you for your Speed Dial services (Speed Dial 8 and/or Speed Dial 100).
Queues	The Queues directory lists the call centres and associated DNIS numbers for the call centres you are either supervising or staffing. It allows you to quickly transfer calls to queues.

Access to certain directories such as Outlook and LDAP depends on your permissions and the system setup.

For information about the operations you perform to manage your contact directories, see the following sections:

- Viewing Contacts.
- Organising Contacts.
- Searching for Contacts.
- Managing Speed Dials.
- Managing Personal Contacts.

Note: Personal contact can only be modified if the name, when being entered accidently included a '/ 'or the number entered is less than two digits

Viewing contacts

Call Centre allows you to select directories to display in the Contacts pane, show or hide directory contents, and select display order of information in certain directories.

Show or hide directories
You can decide which of the directories that you are allowed to access appear in the *Contacts* pane.

To display or hide a directory:

1. In the *Contacts* pane, click **Options** .
2. Select *View, Directories,* and then select or unselect the directory to display/hide.

To display all directories, select *All.*

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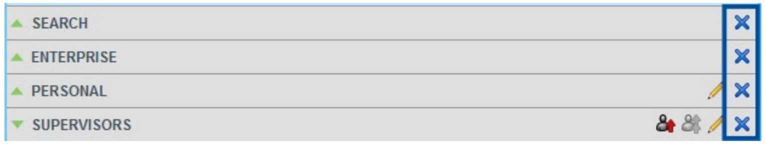
3. To hide a directory, you can also click the **Close** button for that directory.



Contacts Pane – Show/Hide Contact Directories

Show or hide directory content
By default, your directories are collapsed, with only the title bar visible. You can selectively expand the directories that you want to use.

To show or hide contacts in a directory.

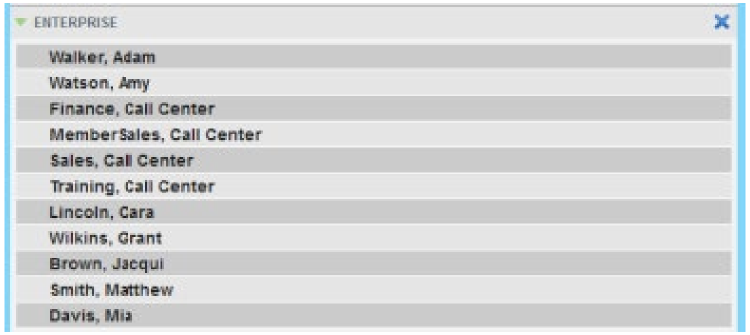
1. In the Contacts pane, click the **Show/Hide** button for that directory.

Show or Hide Directory Content

Show hide contact details
You can view the details of a contact in the directories.

To view contact details.

1. In the *Enterprise* directory, click on the contact. The entry expands displaying the contact's phone numbers configured in that directory.
2. To minimise the agent's details, press CTRL and click on the agent.



Enterprise Panel – Contact Details

Select display order
Contacts in the *Group*, *Agents*, and *Supervisors* directories can be displayed either by their first name or last name. Your selection applies to all those directories. You cannot specify the display order for each directory individually.

To specify the contacts' display order.

1. In the Contacts pane, click the **Options** button.
2. Select **View**, then **Display Name**, and then the order by which you want to display contacts: *Last Name, First Name or First Name, Last Name.*

Contacts Pane – Displaying Contacts by First Name, Last Name

Organising contacts

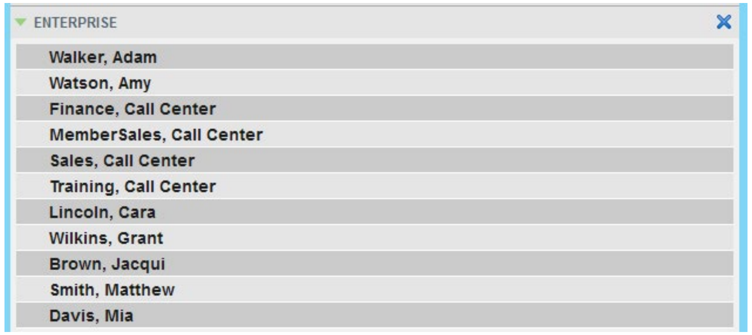
Sort contacts
You can sort contacts in the following directories: *Enterprise, Queues, and Agents.*

To order contacts in a directory.

3. In the Contacts pane, click **Options**.
4. Select *Sort,* then the name of the directory for which you want to sort contacts, and then the sorting option.

Contacts Pane – Sorting Contacts

The screen below shows the directory sorted by the contact's First name.



Directory Panel – Contacts Sorted

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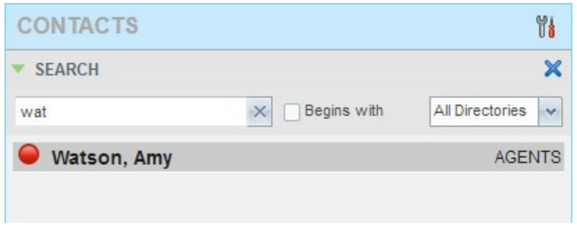
Searching for contacts

Call Centre provides you with a search function that allows you to search for specific contacts in your directories.

You use the *Search* panel in the *Contacts* pane to look for contacts.

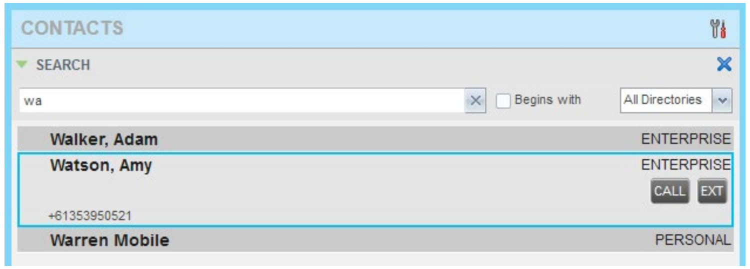


Contacts Pane – Search Panel

Perform contact search

To search for contacts.

1. In the Search text box enter the text you want to search for and press ENTER. You can enter partial information, such as part of a name or phone number.
2. For example, if you do not remember whether Mary's last name is spelled "Shelley" or "Shelly", you can enter "Shell", and either name is returned.
3. The search is not case-sensitive.
4. The text you enter is matched against all attributes of every en try in the selected directories.
5. Search results are displayed into a single area.



Contacts Pane – Search Results

6. To view the search results for a specific directory, click the **Search Results** panel for that directory.
7. Depending on the Call Centre setup, search returns either all the contacts (in the selected directories) that contain the entered keyword or all the contacts that start with the entered keyword.
8. In the first case *(Contains)*, entering "Ann" and selecting "First Name" from the *Keyword Search Filter* drop- down list returns all contacts with the first name "Ann", but it also returns all contacts with first names such as "Anne", "Marianne", "Marie Ann", "Ann Marie", and so on.
9. In the second case *(Starts With)*, entering "Ann" and selecting "First Name" returns all contact with the first names such as "Ann", Anne", and Ann Marie", b ut not "Marianne" or "Mary Ann".

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10. To clear the search results, click **Reset**.

Note: Directories are searched in the following order: Supervisors, Agents, Enterprise. Duplicate search results in TIPT directories are not displayed; the first match for a given contact is displayed.

Duplicate search results in other directories are displayed.

Note 2: Contact entries displayed in search results follow the same rules as if that entry was accessed in their own directory. This allows you to perform any operations you need directly from the search results.

Managing personal contacts

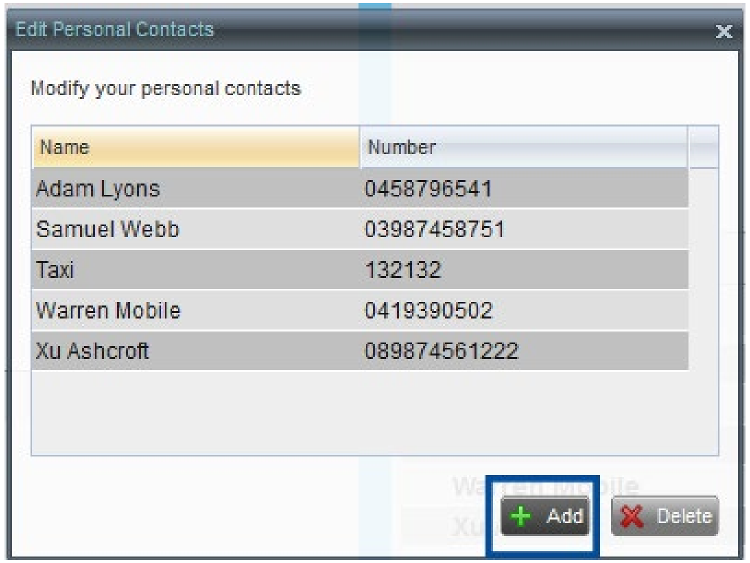
You can add or remove personal contacts via CommPilot or in Call Centre, and the updates appear in both places. The updates you make via CommPilot appear only in Call Centre at the next sign in.

To update personal contacts using the client, you can perform the following operations:

- Add Personal Contact.
- Modify Personal Contact.
- Delete Personal Contact.

Add personal contact
To add a personal contact:

1. In the *Personal* panel, click **Edit**.
2. Click **Add**. A new line is added below the existing entries, all owing you to define a new entry.



Edit Personal Contact Dialog Box – Adding Entry

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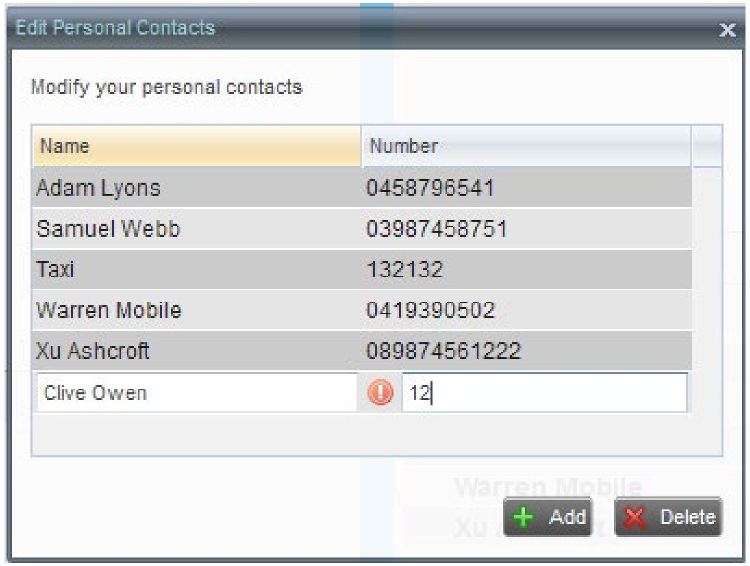
3. In the *Name* text box, enter the contact's name or description as you want it to appear in the contacts list.
4. In the *Number* text box, enter the phone number of the contact.
5. Close the dialogue box to save the entry or Click Add to Save the current and add another new entry.

Modify personal contact

To modify a personal contact:

1. In the *Personal* panel, click **Edit** .
2. **Double-click** the entry to modify.

   The entry becomes modifiable.



Edit Personal Contact Dialog Box – Modifying Entry

3. Modify information as required.
4. Close the dialogue box to save the changes.

Note: Personal contact can only be modified if the name, when being entered accidently included a ' / 'or the number entered is less than two digits.

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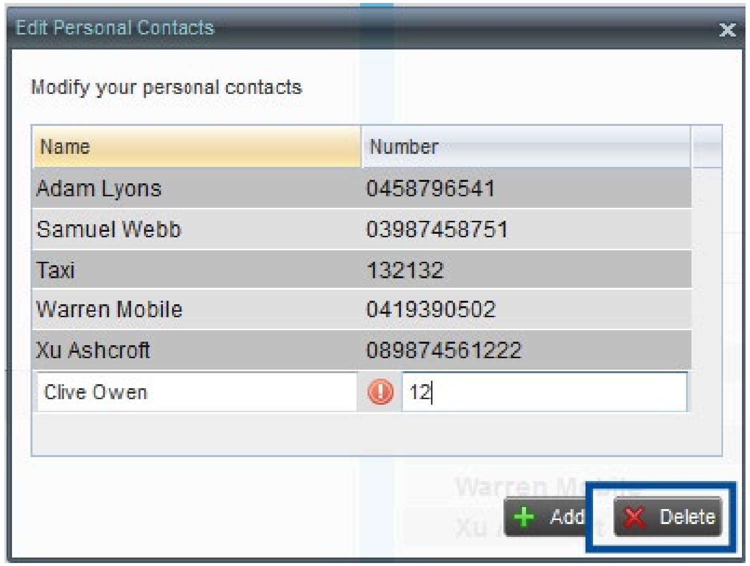
Delete personal contact

To delete a speed dial entry:

1. In the Personal panel, click **Edit**.
2. Select the entry to delete and click **Delete**.
3. Click **X** to save the action and close the dialogue box.



Edit Personal Contact Window – Deleting Entry

Managing speed dial numbers

You can add or remove Speed Dial numbers via CommPilot or in Call Centre, and the updates appear in both places. The updates that you make via CommPilot appear only in Call Centre at the next sign in.

To update speed dial entries using the client, you can perform the following operations:

• Add Speed Dial Entry.

• Modify Speed Dial Entry.

• Delete Speed Dial Entry.

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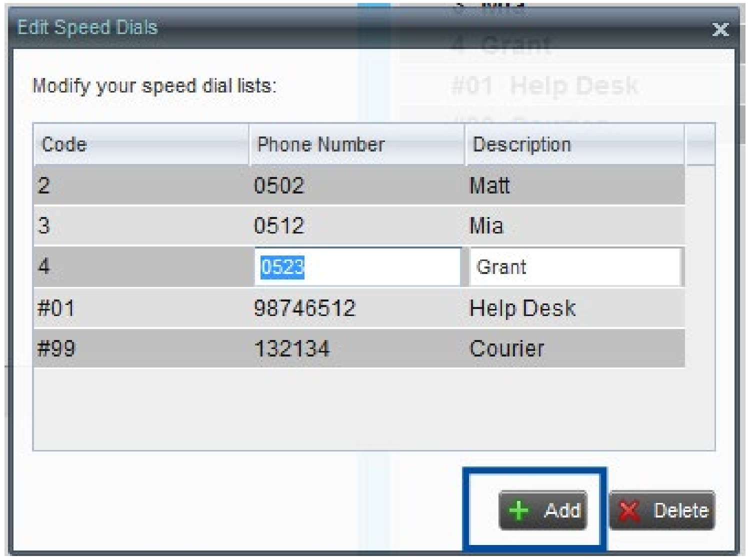
Add speed dial entry

To add a speed dial entry:

1. In the *Speed Dial* panel, click **Edit**.
2. Click **Add**.

A new line is added below the existing entries, all owing you to define a new entry.



Edit Speed Dials Dialog Box – Adding Entry

3. From the *code* drop down list, select a speed dial code.
4. In the *phone Number* text box, enter the phone number to assign to the code.
5. In the *description* text box, enter a description that will allow you to identify the entry.
6. Close the dialogue box to save the entry.

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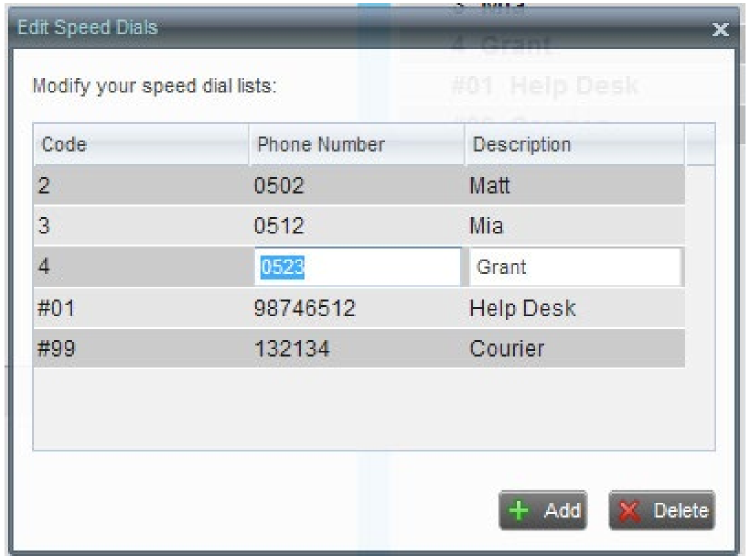
Modify speed dial entry

To modify a speed dial entry:

1. In the *Speed Dial* panel, click **Edit** .
2. **Double-click** the entry to modify.

   The entry becomes modifiable.



Edit Speed Dials Dialog Box – Modifying Entry

3. Modify information as required.
4. Press **Enter** to save the information just modified.
5. Close the dialogue box.

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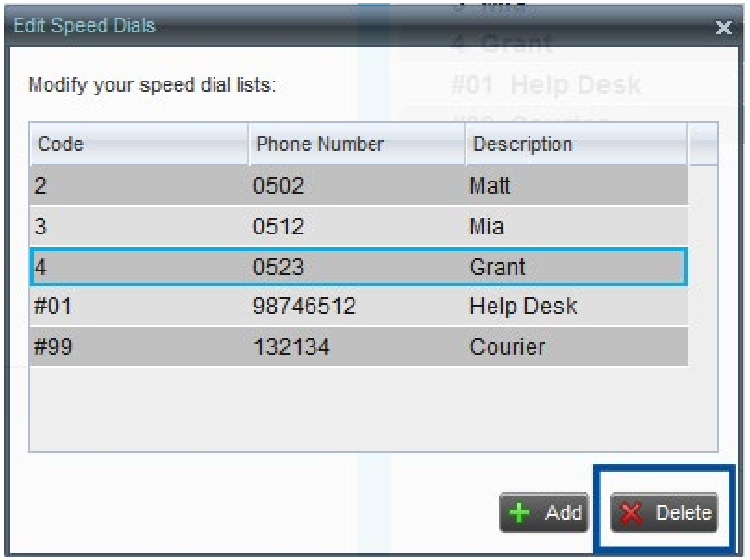
Delete speed dial entry

To delete a speed dial entry:

1. In the Speed Dial panel, click **Edit**.
2. Select the entry to delete and click **Delete**.



Edit Speed Dials Dialog Box – Deleting Entry

3. Close the dialogue box to save the changes.

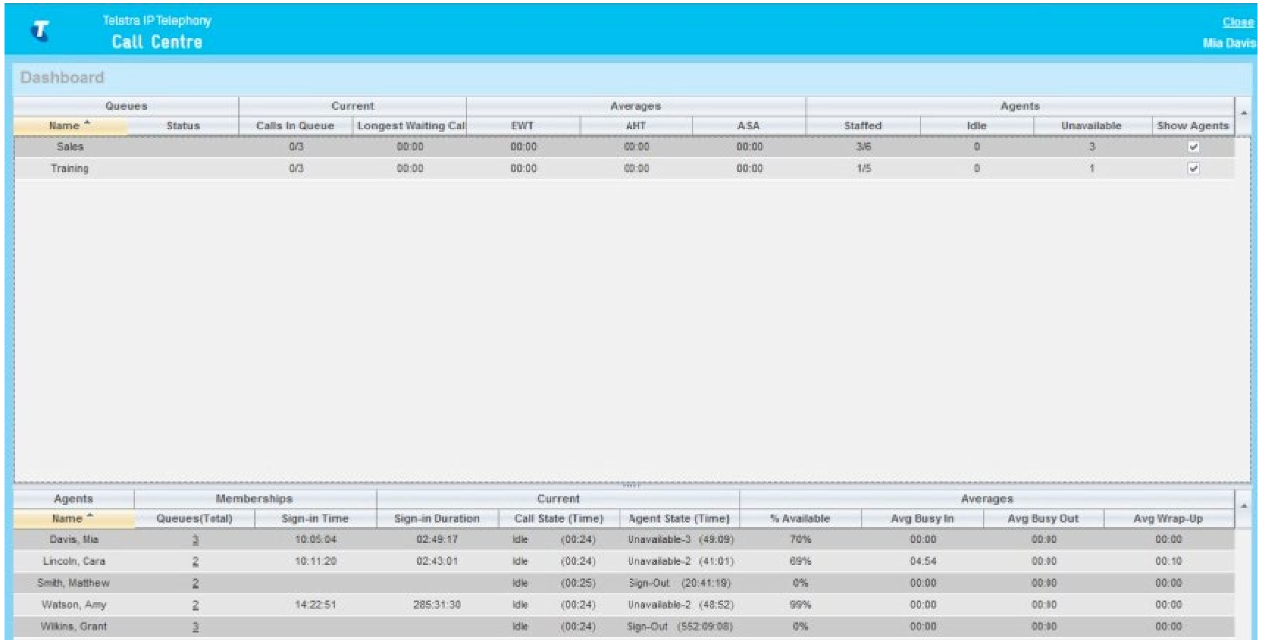
Dashboard

Call Centre provides you with real-time information about supervised agents and queues. This information is displayed in the Dashboard.

Display dashboard

To access the Dashboard:

1. Click the **Dashboard** link at the top right of the main interface window. The Dashboard is launched in a separate window and can be open at the same time as other Call Centre windows.



Dashboard

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.

By default, information about agents is hidden. To view agents staffing a call centre:

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

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Queue information

The *Dashboard* displays each call centre queue on a separate line and provides the following information about each queue:

- **Name** – This is the name of the call centre to which the queue belongs.
- **Status**– This displays the status of the call centre, which can be one of the following:
  - **Night Service** – The call centre is processing calls according to the Night Service schedule and policy.
  - **Night Service Override** – The call centre has been manually forced to follow the Night Service policy.

Note: The Night Service or Night Service Override status displays only if the Night Service policy is triggered, either by the Night Service schedule or by a manual override, and if the action to apply to incoming calls is set to either Perform busy treatment or Transfer to phone number/SIP-URI. Setting the action to None acts as if the Night Service policy was not triggered, and the Night Service/Night Service Override status is not displayed in Call Centre.

  - **Holiday Service** – The call centre is processing calls according to the Holiday Service schedule and policy.

Note: The Holiday Service status displays only if the Holiday Service policy is triggered and if the action to apply to incoming calls is set by a BroadWorks administrator to either Perform busy treatment or Transfer to phone number / SIP-URI. Setting the action to None acts as if the Holiday Service policy was not triggered, and the Holiday Service status is not displayed in Call Centre.

- **Forced Forward** – All calls to this call centre are forwarded to a specified destination.
- **Normal** (which indicates none of the above).
- **Calls in Queue** – This is the number of queued calls expressed as a ratio of the total queue capacity for that call centre. For example, “6/10” means that there are six calls in the queue, which can queue a maximum of ten calls.
- **Longest Waiting Call** – The waiting time of the call that has been in the queue the longest.
- **EWT (Expected Waiting Time)** –This is the expected waiting time of calls in the queue.
- **AHT (Average Handle Time)** – This is the average handling time for calls in the queue.
- **ASA (Average Speed of Answer)** – This is the average amount of time a caller spends in the queue before the call is offered to an agent.
- **Staffed (Agents)** – This is the number of agents managed by you that are in *Sign-In, Available, Unavailable, or Wrap-Up* ACD state, as a ratio of all agents managed by you for this call centre.
- **Idle (Agents)** – This is the number of agents who are in the Available ACD state but presently not on a call.
- **Unavailable** – This is the number of agents who are signed in to the call centre but not available to take calls.
- **Show Agents** – When this check box is selected, the agents who are joined in the call centre are displayed in the *Agents* area of the *Dashboard*.

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Agent information

The *Dashboard* displays information about the agents for the selected queues. You select the queues for which you want to view agents' information by checking the *Show Agents* box on the lines for the queues in the Queues area of the *Dashboard*. The following information is provided for each displayed agent:

- **Name** – The agent's name.
- **Queues (total)** – This is the total number of queues the agent is assigned to. This number is a link, which when clicked opens a dialog box that lists the agent's queues.
- **Sign-in Time** – This is the agent's most recent sign-in time.
- **Sign-in Duration** – This is the amount of time that the agent has been signed in.
- **Call State (Time)** – This is the call state and time on the current call. The call state can be "Idle", "Ringing", or "On a call". If an agent is in multiple calls, the call time reflects the time of the longest running call. When a call is released, then the call time reflects the time on the remaining calls.
- **Agent State (Time)** – The agent ACD state and time. If an agent is unavailable, the unavailable code is shown.
- **%Available** – This is the time that the agent was available to take calls shown as a percentage of the duration of the current sign in.
- **Avg Busy In** – This is the average time spent by the agent on an incoming ACD call.
- **Avg Busy Out** – This is the average time spent by the agent on an outgoing ACD call.
- **Avg Wrap-Up** – This is the average time spent by the agent in a post-call wrap-up.

The *Dashboard* is designed to be used together with the Queued Calls pane and the Agents panel in the *Contacts* pane. The *Dashboard* provides you with a real-time view of agents and queues, while the Agents panel and *Queued Calls* pane allow you to take actions on monitored agents and ACD calls.

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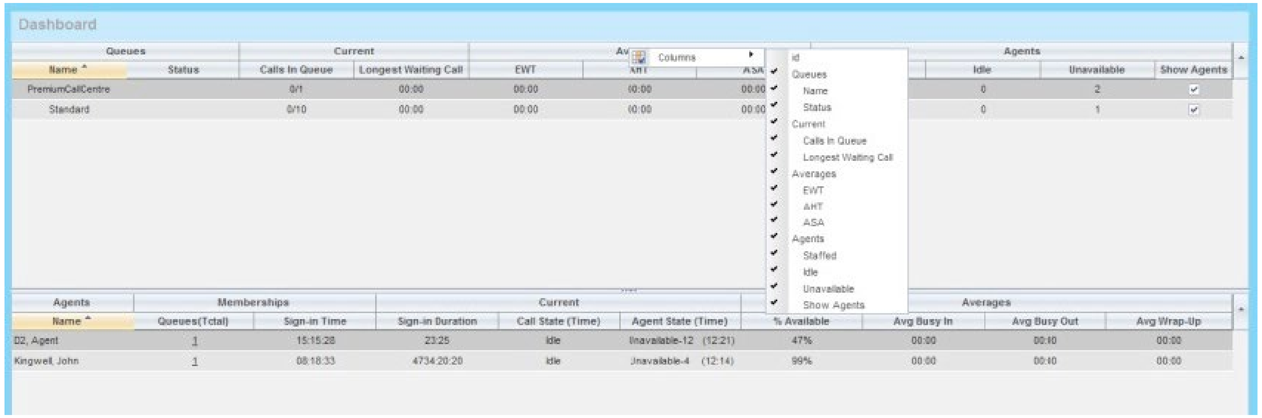
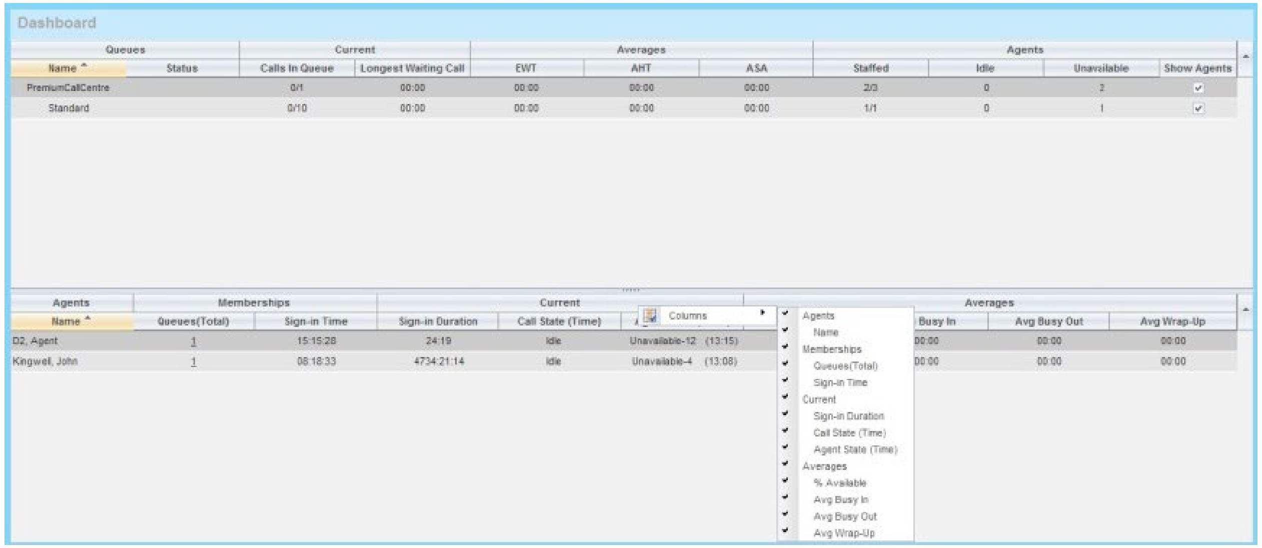
Select information to display

You can modify the Queue and Agent information that displays in the Dashboard. To select information to display.

1. **Right-click** on the **header row** (displays row heading) of the queued calls or agents table.
2. From the menu that appears, select **Columns**.
3. From the list of available columns, uncheck the columns you want to hide and check the columns you want visible.



Dashboard – Select Columns to Display for Queues



Dashboard – Select Columns to Display for Agents

4. Click anywhere in the Dashboard outside the menu to save and view your selections.

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Thresholds

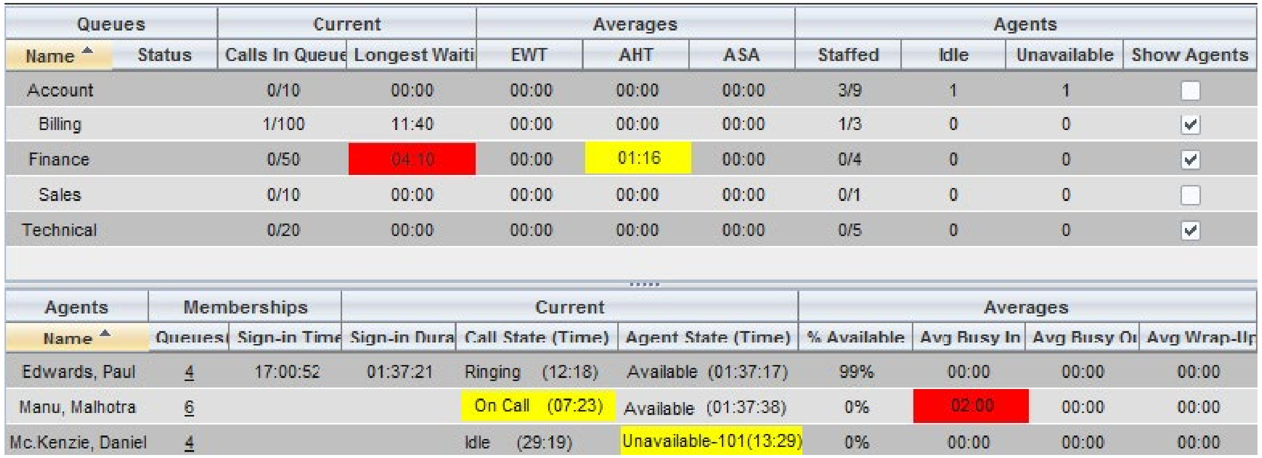
The Dashboard for supervisors and the simplified agent Dashboard show the visual indication using background colour coding (Yellow and Red) when the configured threshold is reached or exceeded according to the configured severity level for the corresponding type of threshold.

Thresholds are configured by your CGA in the CommPilot Portal.

The following cell background and font colour coding is used in Dashboard to depict the visual indication for threshold severity.

Severity	Value	Background colour
Normal	0	Default (No Change)
Yellow	1	Yellow
Red	2	Red

The following figure shows the visual colour coding indicators in the supervisor Dashboard where the severity level of the attributes has reached or exceeds the configured threshold value according to the data set mentioned in the table that follows it.



Queues		Current		Averages			Agents			
Name	Status	Calls In Queue	Longest Waiti	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents
Account		0/10	00:00	00:00	00:00	00:00	3/9	1	1	☐
Billing		1/100	11:40	00:00	00:00	00:00	1/3	0	0	☑
Finance		0/50	04:10	00:00	01:16	00:00	0/4	0	0	☑
Sales		0/10	00:00	00:00	00:00	00:00	0/1	0	0	☐
Technical		0/20	00:00	00:00	00:00	00:00	0/5	0	0	☑

Agents	Memberships	Current				Averages			
Name	Queues(	Sign-in Time	Sign-in Dura	Call State (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy Ou	Avg Wrap-Up
Edwards, Paul	4	17:00:52	01:37:21	Ringing (12:18)	Available (01:37:17)	99%	00:00	00:00	00:00
Manu, Malhotra	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

Supervisor Dashboard with Visual Color Indicators

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All queue and agent information attributes have "Normal" severity and as a result, they are displayed in the default colour. The following example dataset is represented in the above figure:

Queue	Threshold type	Threshold severity	Threshold colour
Queue (Finance)	Longest Waiting Call	2	RED
Queue (Finance)	Average Handling Time	1	YELLOW
Agent (Manu, Malhotra)	Current Call State On-Call Time	1	YELLOW
Agent (Manu, Malhotra)	Average Busy In	2	RED
Agent (McKenzie, Daniel)	Current Agent State Unavailable Time	1	YELLOW

Generating reports

The Premium Call Centre provides reporting functions to agents are supervisors. Agents can only generate reports about their own activity whereas supervisors have access to reports on activity and performance of agents and call centres under their supervision.

The Premium Call Centre supports Enhanced Reporting.

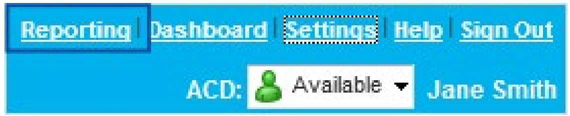
Enhanced reports

The Enhanced Reporting feature enhances the reporting capabilities of the TIPT Premium Call Centre solution.

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*. Report templates cannot be customised or altered.

The report templates available to you depend on how your administrator has configured your system.

You use the *Reporting* link at the top of the main interface to access pages used to generate and schedule Enhanced reports.



Reporting Link on Logo Pane

This section provides an example of an Enhanced report. For the list of canned report templates available on TIPT for report generation as part of Enhanced Reporting, see the *TIPT Call Centre Reporting Guide*.

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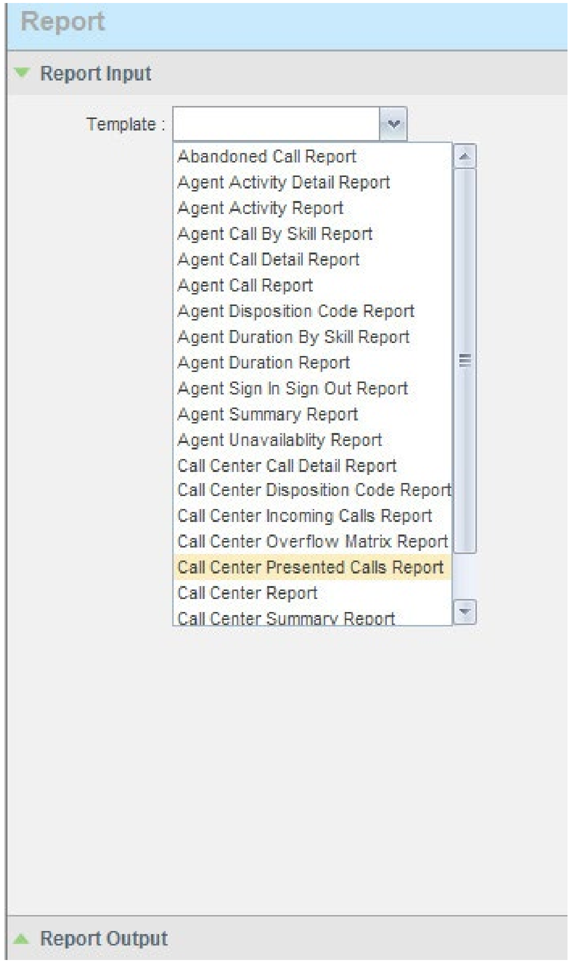
Run enhanced report

To run a report:

1. Click the **Reporting** link at the top right of the main window.



Report Window – Enhanced Reports

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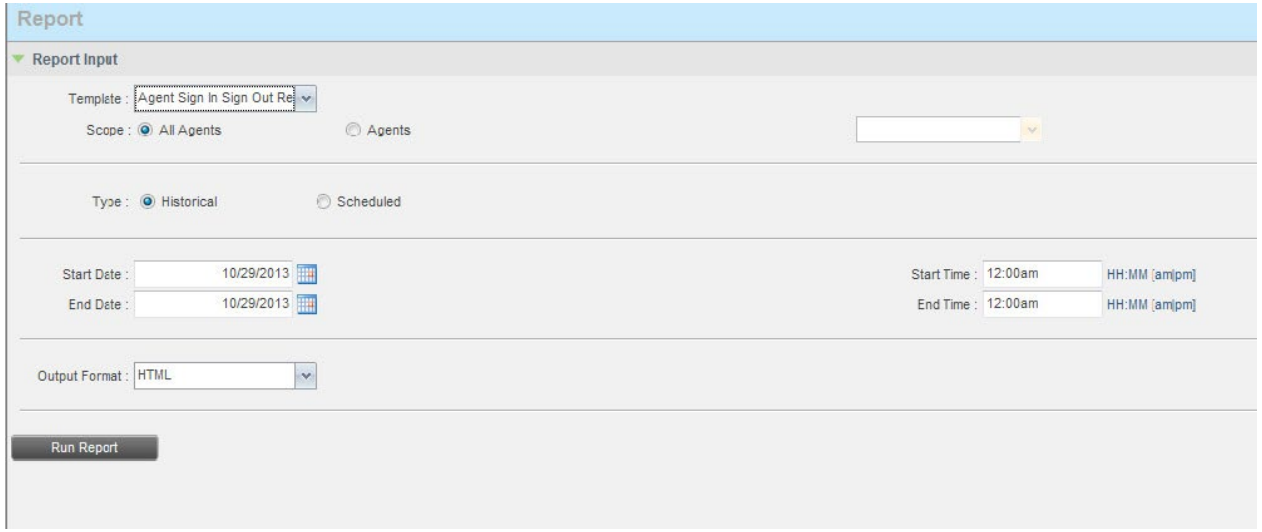
2. Select a report template from the drop-down list.

The page displays the input parameters for the report.



Abandoned Call Report – Running Report

3. Fill in the required information. The input that you need to provide depends on the template you select and the report type.

   The following table explains all input parameters for Enhanced reports, agents and call centres. Not all fields appear on all report templates.

Input field	Description	Allowed value
Scope	For Agent reports, it allows you to specify the agents to include in the report. You can check All Agents or Agents. If you check Agents, select agents from the drop-down list. **Note:** This parameter is disabled when an agent runs the report, since agents can only run reports about themselves. For Call Centre reports, it specifies the call centres or DNIS numbers to include in the report. You can check All Call Centres, Call Centre, or DNIS. • If you check Call Centre, select call centres from the drop-down list. • If you select DNIS, select a call centre and DNIS numbers from the drop-down lists. For DNIS you can also select ALL DNIS.	All Agents, Agents
Call Completion	This setting is used to count the number of ACD calls an agent has completed within a service level during the specified interval. The Call Completion service level can be set to 1 through 7200 seconds.	1-72000
Short Duration	This setting is used to count the number of ACD short duration calls completed by an agent during an interval. You can set the maximum length of a short duration call to 1 through 7200 seconds.	1-7200

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Input field	Description	Allowed value
Service Level	This setting allows you to provide up to five service levels, used to perform service level calculations for each call centre or DNIS. Each service level can be set to 1 through 7200 seconds.	1-7200
Service Level Options	These settings are used to determine whether certain types of calls should be included in the service level calculations: • Check Include overflow time transfers in service level to include calls transferred due to time overflow. • Check Include other transfers in service level to include calls transferred for other reasons. • Select one of the following options for abandoned calls – Ignore all abandoned calls to exclude all abandoned calls – Include all abandoned calls to include all abandoned calls – Include all abandoned calls except before entrance completes to include calls abandoned after the entrance message has finished playing – Include all abandoned calls except in interval to include calls abandoned after the time specified by the Abandoned Call Interval parameter.	These options can be checked or unchecked.
Abandoned Call Interval	If you selected the Include all abandoned calls except in interval option, enter the desired interval in this text box in seconds.	1-7200
Service Level Percentage	This setting allows you to specify the service-level objective (expressed as percent of calls).	
Type	This can be checked as Historical or Real Time. • Historical reports show data from the assigned start date to the assigned end date. • Real-time reports show data from the assigned start date to the present, with the current interval refreshed with real-time data. Real-time reports for individual agents contain data for each time interval, with the last interval reflecting real-time data, if requested (subject to the refresh rate). When the interval switches over, the final data for the last time period is captured and shown as historical data, and real-time data is reflected in the new time interval.	Historical or Real- time
Start Date	This is the date you want the report to start from. It can be set by typing in the text box or clicking the Calendar icon. This is compulsory. The oldest historical date depends on the interval selected: • 180 days of half-hour interval statistics • 365 days of hourly interval statistics • 730 days of daily interval statistics.	MMM DD, YYYY
Start Time	This is the time when you want the report to start from. You can select the hour format (A.M., P.M) from the Hour Selection Type. Time is applicable for hourly and minute intervals only.	1-12 AM/PM or 00-23 hr
End Date	This is the date when you want the report to end. It can be set by typing in the text box or clicking the Calendar icon. This is compulsory when a Historical report is selected.	MMM DD, YYYY
End Time	This is the time when you want the report to end. You can select the hour format (A.M., P.M) from the Hour Selection Type. Time is applicable for hourly and minute intervals only. This is compulsory if a Historical report is selected.	1-12 AM/PM or 00-23 hr
Sampling	The sampling period is only applicable to interval-based report templates and determines how the report information will be presented. For example, an hourly report displays information for each hour of the report timeframe.	15 mins, 30 mins, Hourly, Daily, Weekly, Monthly
Output Format	This allows you to specify in what format you would like the report output to be generated. If you select HTML or PDF the report in displayed in the report window. If you select CSV, a file is created that you can save on your computer.	PDF, CSV, HTML

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4. Click Run Report.

The results of the report are displayed in the Report Output area of the window.

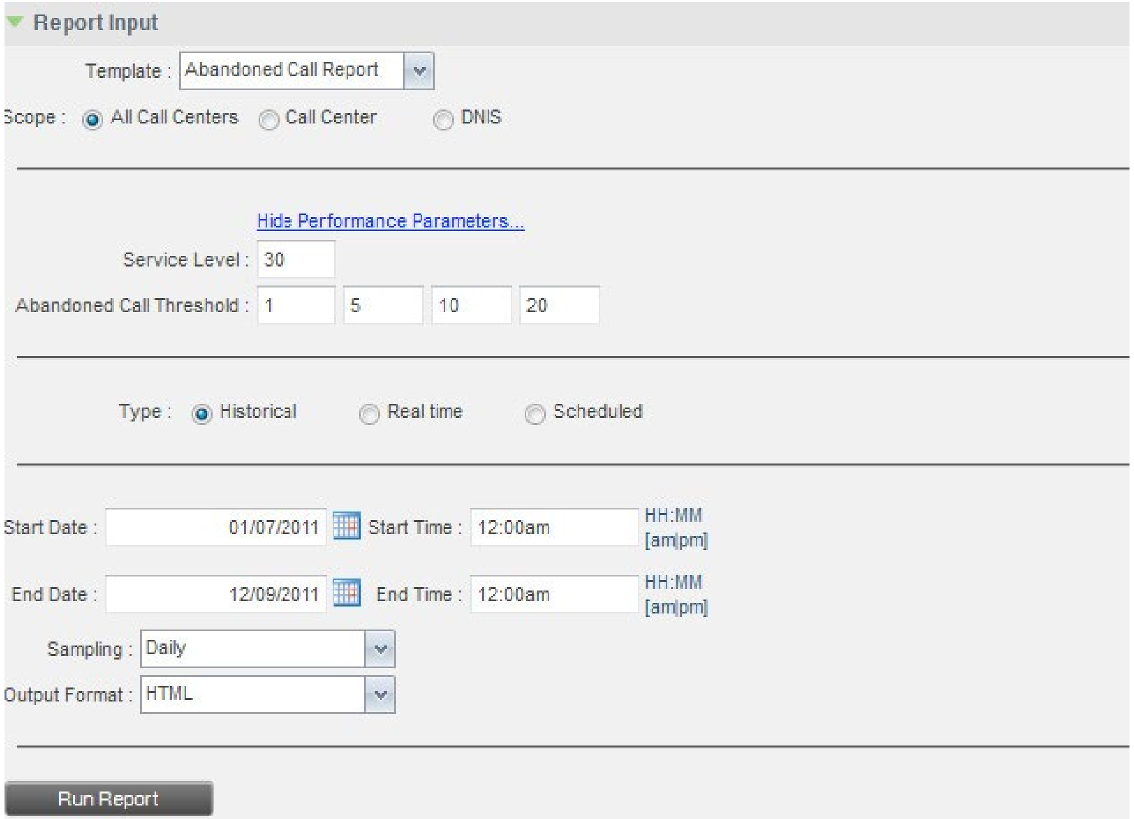
Report results (example)

Depending on the report type, the report results can contain the following elements: a pie chart, a bar chart, a table, a high-water marks table, and a line chart.

If you selected HTML or PDF report format when requesting a report, the report in displayed in the report window. If you select CSV, a file is created that you can save on your computer.

This section provides an example of an enhanced report: Abandoned Calls report. For details on the reports available in Call Centre, see the *TIPT Call Centre Reporting Guide.*

The results of the Abandoned Calls report are presented in a bar chart and table.



Abandoned Calls Reports – Enter Parameters

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Abandoned Calls Report

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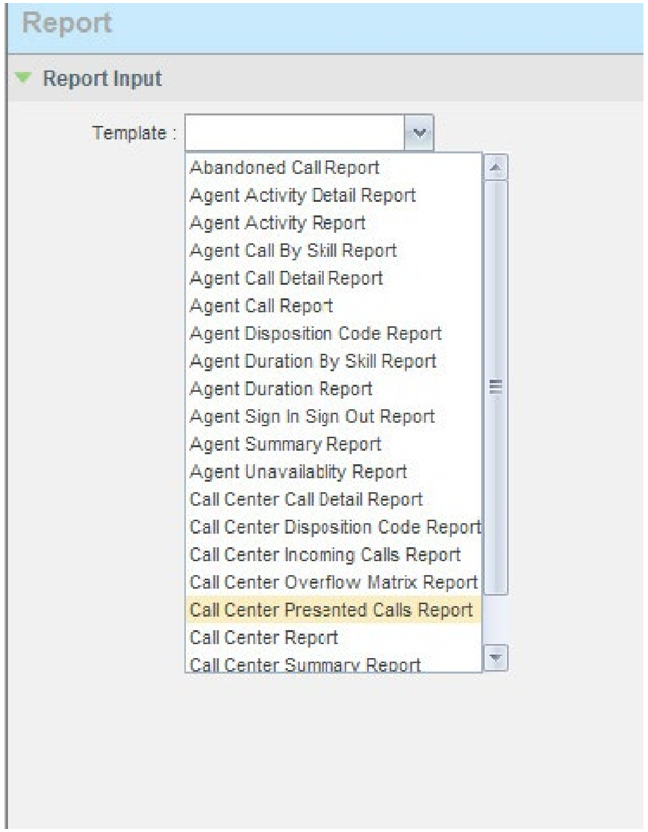
Schedule report

To schedule a report:

1. Click the **Reporting** link at the top-right of the main window.



Report Window – Enhanced Reports

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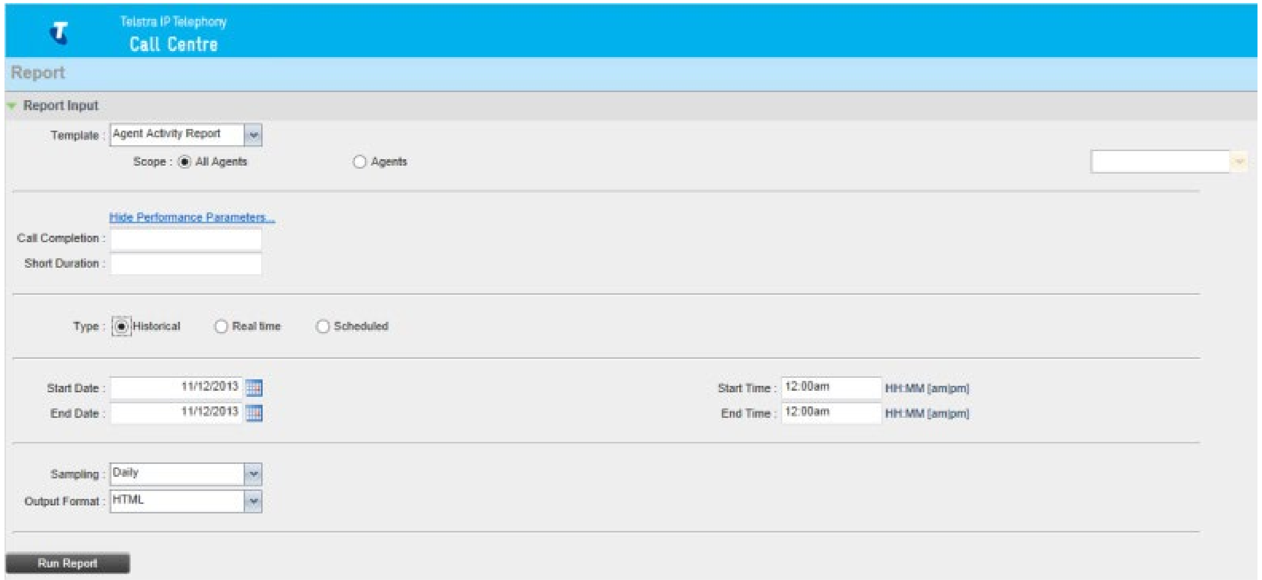
2. Select a report template from the drop-down list.

The input parameters for the report are displayed.



Report Input

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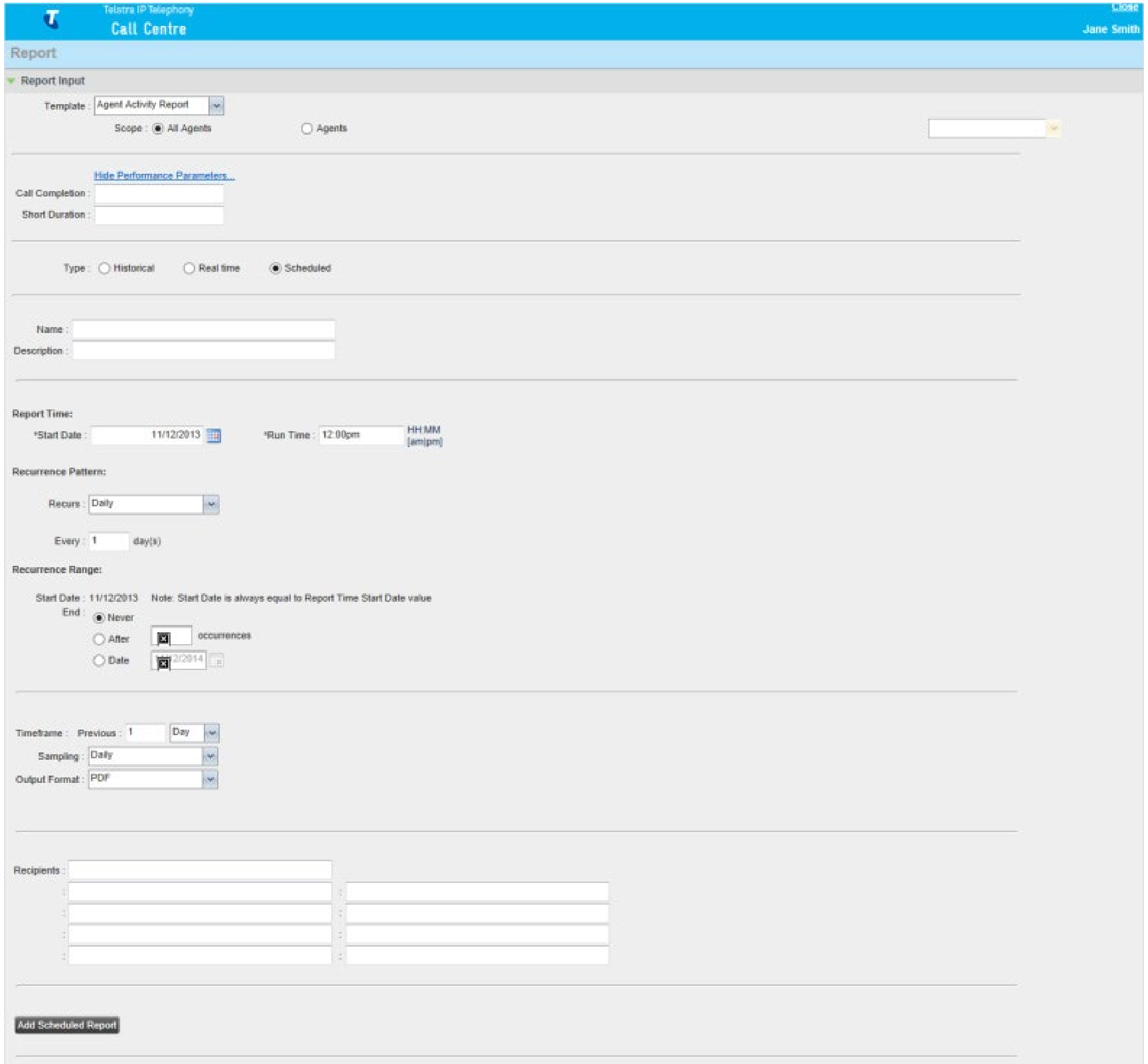
3. For Type, select **Scheduled**.



Agent Activity Report – Scheduling Report

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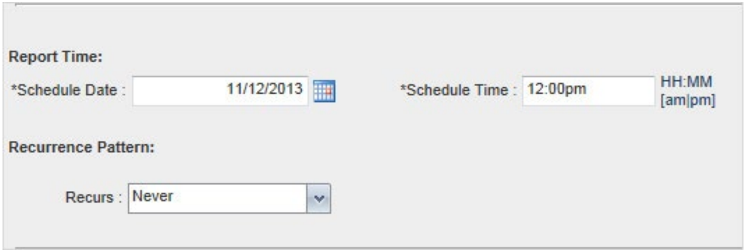
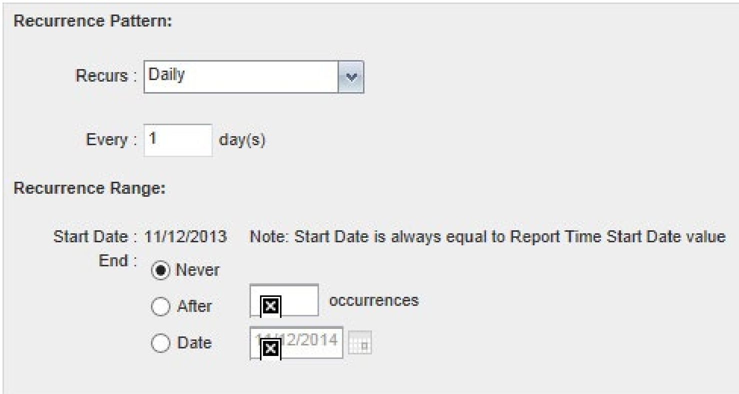
4. Provide the name and the description of the report.
5. Specify the recurrence pattern. From the *Recurrence* drop-down list, select the type of recurrence for the report from the following options: *Never, Daily, Weekly, Monthly,* or *Yearly. Never* signifies that this is a one-time report.

• If you selected *Never,* enter the date and time when you want the report to be generated.



Report Recurrence – Never

• If you selected Daily, enter the frequency of occurrence in days.



Report Recurrence – Daily

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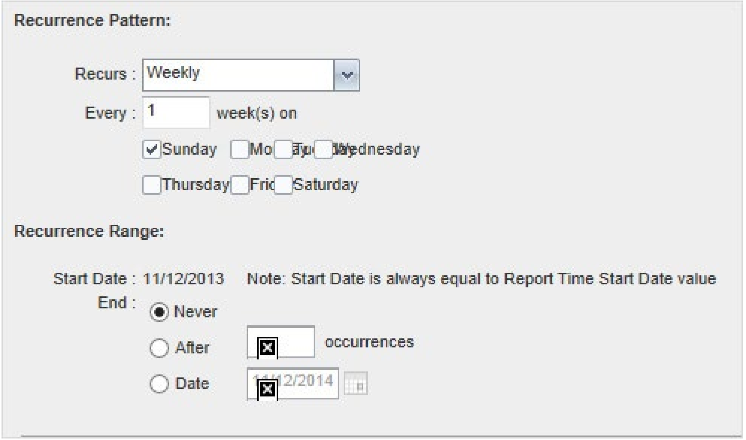
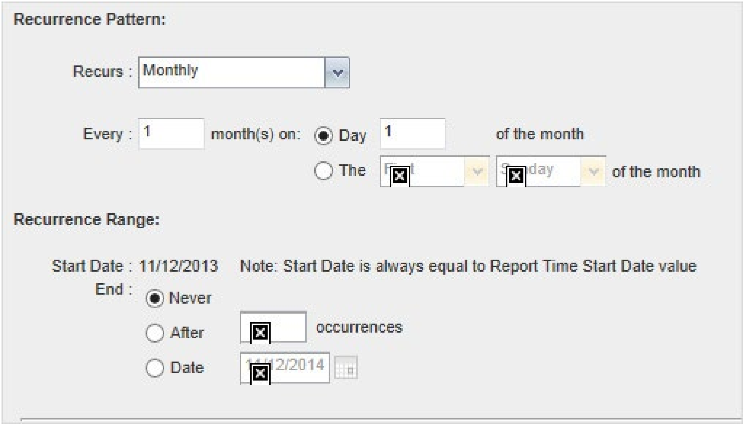
- If you selected *Weekly*, enter the frequency of occurrence in weeks and select the day of the week when you want the report to be generated.



Report Recurrence – Weekly

- If you selected *Monthly*, enter the frequency of occurrence in months and specify the day when you want the report to be generated. Select one of the following options:

6. To schedule the report on a specific day of the month, for example, the 27th, check Day <X> of the month and enter the day.
7. To schedule the report on a specific day of the week within the month, for example the second Monday of the month, check The <Xth> <Day-of-Week> of the month and select Xth and Day-of-Week from the drop-down lists.



Report Recurrence – Monthly

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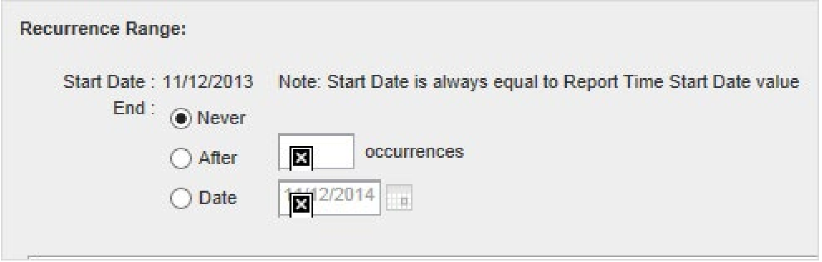
8. If you selected *Yearly*, specify the frequency of occurrence in years, for example every two years, and specify the day for the recurrence of the report.

Select one of the following options:

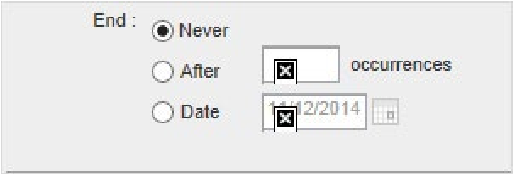
- To schedule the report on a specific day of the year, check *Day ‹X› of ‹Month›* and select the day and the month.
- To schedule the report on a specific day of the week and month, for example, the first Sunday of January, check *The ‹Xth› ‹Day-of-Week› of ‹Month› and select Xth, Day-of-Week,* and *Month* from the drop-down lists.



Report Recurrence – Yearly

9. If you selected a recurring report, specify when the reporting should end. Select from the following options:

- Never.
- *After ‹X› occurrences*, and enter the number of occurrences.
- *Date*, and select a date from the calendar.



Report Recurrence – End

10. Enter the e-mail addresses of the recipients of the report.
11. Enter the remaining parameters, as required.
12. Click **Schedule Report**.

Note: The report is scheduled. It will run at the specified times and sent to the recipients configured in the report schedule.

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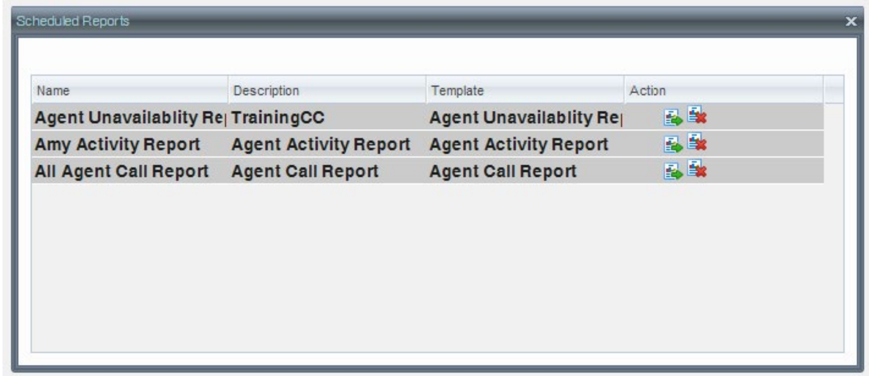
Manage scheduled reports

You can list, modify, and delete scheduled reports. To manage 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.



Scheduled Reports Dialog Box

3. To edit a report, click the **Load** button in the row for the report, and modify the report as required.
4. To delete a report, click the **Delete** button in the row for the report.

Note: The first time (only) you choose to run a report in .xls (Excel) format your will receive an information message stating

“To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options….”

When you Click to view option, choose Download File, you will be navigated back to the main Report Template page. Re-run the report and Save the file.

Your Customer Administrator will advise you how to reset your Internet Explorer options to rectify this from occurring.

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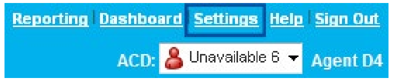
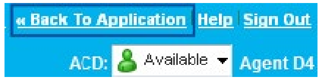
Configuring supervisor

You use the Settings page, accessed via the Settings link at the top right of the main page to configure various aspects of the Call Centre application.



Logo Pane Links – Settings

To return to the main interface, click the **Back To Application** link.



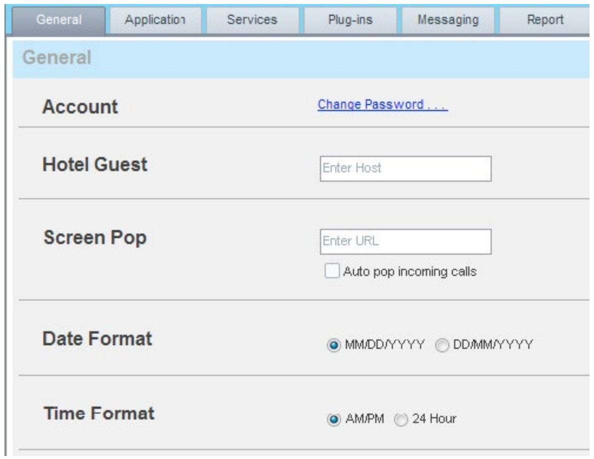
Note: Do not use the internet browser's Back button to return to the main interface.

This section provides information about the options that you can set to configure your Supervisor settings.

- Settings – General
- Settings – Application
- Settings – Services
- Settings – Plug-ins
- Settings – Messaging
- Settings – Report
- Settings – About.

Settings – general

You use the *General* tab to configure miscellaneous settings that improve the usability of Call Centre.



Setting – General

The following subsections describe the settings that can be configured on this page.

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Next

Account

You use this area to change your TIPT password.

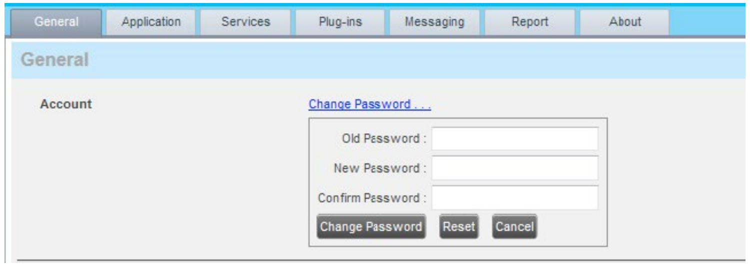
Call Centre shares logon credentials with TIPT. When you change your password in Call Centre, remember to use this new password when accessing your web portal.

Note 1: The password you enter has to meet password requirements set on BroadWorks.

Note 2: To ensure secure access, Change Password functionality is only available if HTTPS is used to communicate with the system.

To change your password:

1. Click the **Change Password** link. The section expands allowing you to change your password.



Account – Change Password

2. Enter you current and new password and click Change Password.

Note 1: That the Reset button does not reset your password. It only clears the input boxes.

Hoteling guest

This setting allows you to configure the Hoteling host, which is required when you use Call Centre from a Hoteling desk/device. This way you do not need to enter this information every time you sign in to Call Centre, provided that you use the same Hoteling device.

1. In the text box, enter the username of the Hoteling host that corresponds to the desk/device you are using, for example, “03xxxxxxx@acme.com”

Screen pop

This feature is currently not supported.

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Date format

The following settings allow you to configure date and time formats used in reports as well as the day of the week to start reports.

- Date Format: This setting allows you to select the format for displaying dates in reports. The format is used for all dates that are included in the generated report.

Time format

- **Time Format:** This setting allows you to select the format for displaying time in reports. The format is used for all times that are included in the generated report.
- Note that this setting does not impact the format of events durations, which are always reported in the "DD:HH:MM:SS" format in the generated reports.

Workspace

Call Centre allows you to customise elements of your workspace, such as the size and placement of windows on the desktop. The system remembers the setup between sessions.

The following elements can be customized:

- The size and position of the web browser window in which the main interface is displayed.
- The size of the panes (Call Console, Contacts, and Queued Calls).
- The size and position of the Dashboard window.
- The size and position of any report window.

Note: The Position functionality does not work in Internet Explorer, due to a technical limitation of Internet Explorer.

Save Workspace: This button, when clicked, saves the current workspace.

Load Workspace: This button, when clicked arranges your workspace according to the last saved configuration.

Restore To Default: This button, when clicked restores the workspace to the system default configuration.

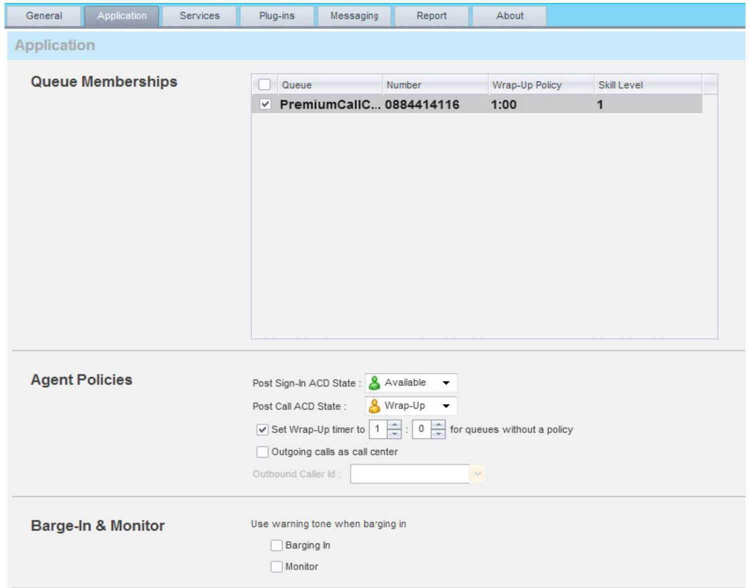
Always save workspace on sign out: When you sign out from the client, Call Centre asks you whether you want to save your current workspace. To save your workspace automatically when signing out, without being asked, check the *Always save workspace on sign out* box.

To customise your workspace:

1. Arrange the windows the way you like.
2. Click the Save Workspace button to save the current configuration. To restore the system de fault, click Restore To Default.
3. At any time to return to the last saved configuration, click the **Load Workspace** button.

Settings – application

You use the Application tab to configure your application settings. The settings are different for agents and supervisors. They are described in the following subsections.

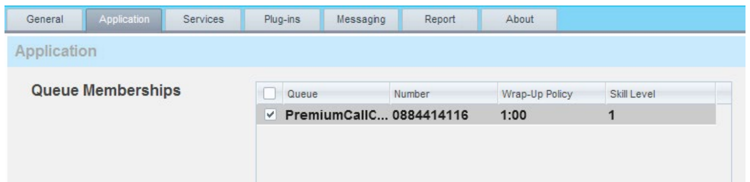


Settings – Application

Queue memberships

These settings allow you to select the call centre queues you wish to join.

1. To join a call centre queue, select the check box on the line for the call centre.
2. To join all queues, select the check box in the header.



Note: If you are not allowed to join/leave a queue, the line for the queue is greyed out, and you can only view your join status in the queue. Contact your administrator to change your join status in a queue, if you are not able to do it yourself.

You can select columns to display for queues listed on this page, and sort and group queues by any column.

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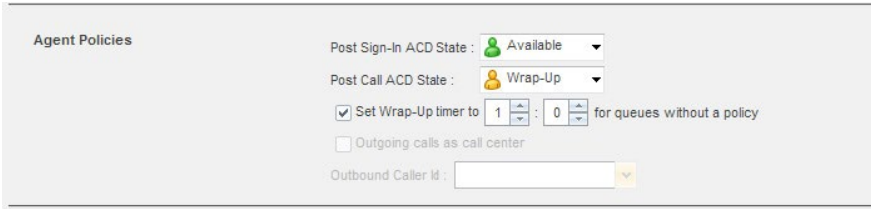
Agent policies

You use *Agent Policies* settings to specify your post sign-in ACD state, post call ACD state, wrap-up timer, and outbound CLID:



Post Sign-In ACD State: To configure your post sign-in ACD state, select a state from the *Sign-In State* drop-down list. Your ACD state is automatically set to the selected state when you sign in to Call Centre.

If you selected *Unavailable* and unavailable codes are enabled for your organization, select an unavailable code from the drop-down menu.

Post Call ACD State: To configure your post-call ACD state, that is your ACD state upon completion of a call, select a state from the *Post Call State* list.

If you selected *Unavailable* and unavailable codes are enabled for your organization, select an unavailable code from the drop-down menu. In most cases, when you select *Wrap-Up,* you must also configure your wrap-up timer.

Set Wrap-Up Timer to: To set your post-call wrap-up timer, check the *Set Wrap-Up timer to <mm:ss> for queues without a policy* box and enter the time in minutes and seconds. Your ACD state automatically changes from *Wrap-Up* to *Available* after the specified period of time

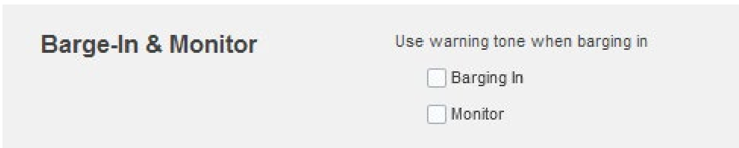
Make outgoing calls as call centre: Check this box to display a call centre CLID instead of your phone number when you make a call.

Outbound Caller ID: If you checked Make outgoing calls as call centre, select the number to use from the drop-down list.

Note: Your post-call wrap-up timer setting may be overridden if your administrator sets the timer to a smaller value in CommPilot.

Barge-in & monitor

The following options only apply if you have the Directed Call Pickup with Barge In and/or Call Centre Monitoring services assigned.



Barge-In & Monitor

Use warning tone when.

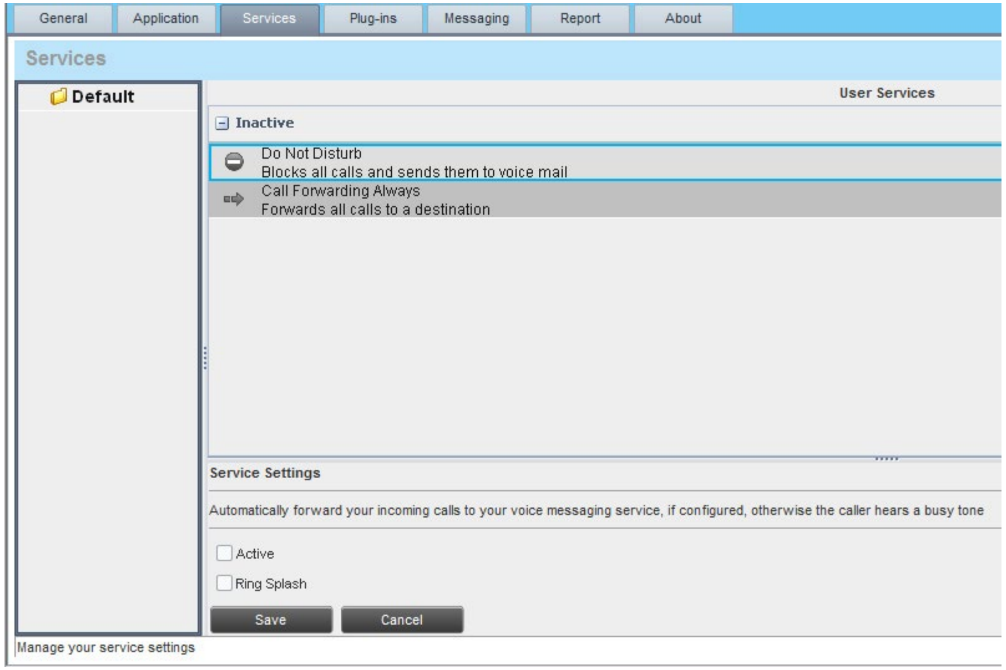
Barging In: When this option is set, the agent hears a warning tone when you barge in on their call.

Monitoring: When this option is checked, the agent hears a warning tone when you start silently monitoring their call.

Settings – services

You use the Services tab to configure various services assigned to you by your administrator on BroadWorks and integrated with Call Centre. Those settings are only available if you have been assigned such services. For more information, see your administrator.

The services are grouped into two categories: Active and Inactive.



Settings – Services

The services that you can configure (if you have been assigned the services) are:

Do Not Disturb: When you activate this service, you are not available to take calls and all your calls are automatically sent to your voice mail.

Call Forwarding Always: When you activate this service, you need to provide the phone number to forward your calls to. When the service is active, all your calls are forwarded to the specified number.

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To activate a service:

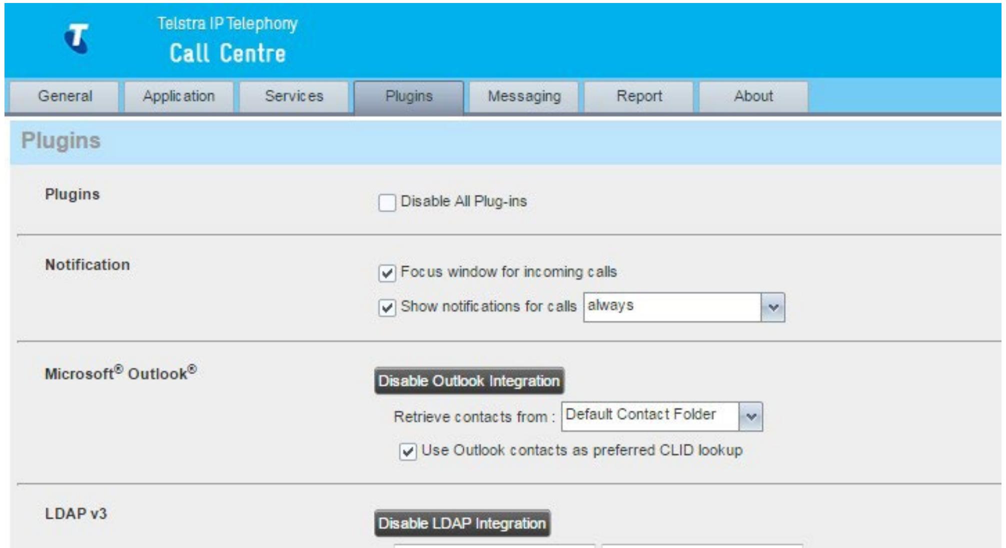
1. Select the service and check the *Active* box.

   The service is moved from the *Inactive* to *Active* category.

2. If you enabled the Call Forwarding Always service, in the *Forward To* box, enter the number to forward your calls to.
3. To generate a ring splash for incoming calls, check the *Ring Splash* option.
4. To save your changes, click **Save**.

Settings – plug-ins

You use the *Plug-ins* tab to configure the plug-in software used by Call Centre to provide functionality such call notification, program shortcuts, and call log.



Settings – Plug-Ins

PLUG-INS

You use the *Plug-ins* area to specify whether desktop integration features of Call Centre should be enabled or disabled.

- Disable All Plug-ins – This setting allows you to enable or disable all desktop integration features. When this option is checked, the JNLP file required to run the desktop integration components will not be downloaded and the desktop integration features will not work.

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Notification

These options control when and how call notifications are displayed. The options you can set are as follows:

Focus window for incoming calls: When this option is checked and the browser window running Call Centre is minimized, Call Centre automatically restores the window on incoming calls.

This does not work in Firefox. In Internet Explorer, you have to have only one tab open in the web browser running Call Centre.

Show notification for calls: When this option is checked, Call Centre displays the Call Notification pop-up window on top of other applications' windows when you receive a call. When you check this box, you need to select an option from the drop-down list to specify the condition under which notifications are displayed.

Note: This does not work if other tabs are open in the same web browser window as Call Centre. Also, if calls come within eight seconds of each other, the Call Notification pop-up window appears only for the first call of that series.

Program shortcuts

You use the *Program Shortcuts* settings to create Call Centre shortcuts on your desktop for convenient access to Call Centre.

The program shortcuts plug-in allows for the creation of desktop shortcuts on a Windows platform, which when clicked, launches the applications in your default web browser.

Add Shortcut: This button, when clicked, creates a Call Centre shortcut on your desktop.

Remove Shortcut: This button, when clicked, removes the previously created Call Centre shortcut. If you did not create a shortcut using the *Add Shortcut* button, the *Remove Shortcut* button has no effect.

Call event log

This plug-in software provides the ability to store call event statistics content locally on your computer.

- *Enable/Disable Call Event Log Integration* – This double-action button allows you to enable or disable call log archives on your computer.
- *Rotate Log* – This parameter allows you to specify the frequency with which the call log is rotated. You select the frequency from the drop-down list.
- *Open Log Location* – Click this link to go to the place on your computer where the log is stored.

The log is saved at the desired interval as a comma separated value (CSV) file in the following path: <Drive>:\Documents and Settings\<Windows_Username>\Application Data\BroadSoft\BW Call Center\profiles\<BW_UserID>\statistics

where:

- *Drive* is the drive letter where your profile is stored (typically C).
- *Windows_Username* is your Windows user name.
- *BW_UserID* is your BroadWorks user ID.

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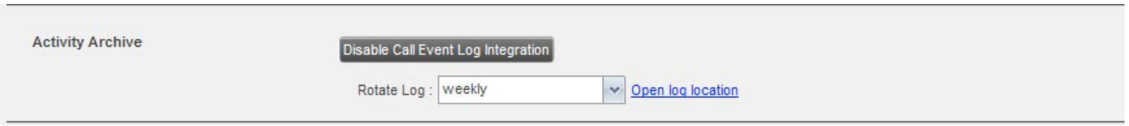
The following events are captured based on activity that occurs on the Agent/Supervisor client (irrespective of ACD or direct inbound or outbound calls).

Statistic	Description	Allowed values	Example value
Broadworks User ID	• Broadworks User ID	String	jsmith@abc.net
Call Cente ID	Call Centre ID for inbound ACD calls only	String, null	ABCSales
Availabliity	Agent's joined state	Joined, Not Joined, null	Joined
ACD State	Agent's ACD state	Sign-On, Available, Unavailable, Wrap-Up, Sign-Out, null	Null
Call ID	–ID of the call	String, null	192.168.1.5:1
Call State	State of the call	Idle, Incoming, Outgoing, Active, Held, Remote Held, Detached, Released, null	Incoming
Personality	The personality of the call. It indicates whether the user originated this call or whether the call was placed to the user.	nteger (0, 1, 2): 0 = BroadWorks Originator 1 = Originator 2 = Terminator	0
Remote Name	External caller name	String or null	Null
Remote Number	External caller number	String or null	5555551234
Last Redirected Name	Last redirected name	String or null	Jane Doe
Last Redirected Number	Last redirected number	String or null	Null
Time	Date stamp of record	Long Date/Time Format	2008-04-03 12:08:17.

Note: Each row in the log file records a single event change and as such, columns like Availability, ACD State, and Call State may contain null values since an alternate column value caused the event change. For example, Wrap-Up is stored in ACD State while Call State (and other columns) store null.

Activity archive

This plug-in software provides the ability to store call event statistics content locally on your computer.



Activity Archive

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Enable/Disable Call Event Log Integration: This double-action button allows you to enable or disable call log archival on your computer.

Rotate Log: This parameter allows you to specify the frequency with which the call log is rotated. You select the frequency from the drop-down list.

Open Log Location: Click this link to go to the place on your computer where the log is stored.

Settings – messaging

The Messaging tab allows you to configure various messaging options for Call Centre. Currently, only e-mail messaging is supported.

Settings – Messaging

From the drop-down list, select the mail client to use for e-mails.

If you selected the custom SMTP option, you also need to configure the following options:

Display Name: This is the name that will be displayed in the From field.

Reply-to Address: This is the address where reply messages can be sent.

Default Subject: This is the subject that will appear when you generate and e-mail message in Call Centre.

SMTP Host: This is the IP address of the SMTP host.

SMTP Port: This is the port of the SMTP host.

Outgoing SMTP Server requires Authentication: When this option is set, authentication is required to send e-mails.

Username: This is the name you must enter to authenticate yourself. Password: This is the password part of your authentication credentials. Mail Type: This is the type of mail to use.

Mail Template: This is the mail template to use.

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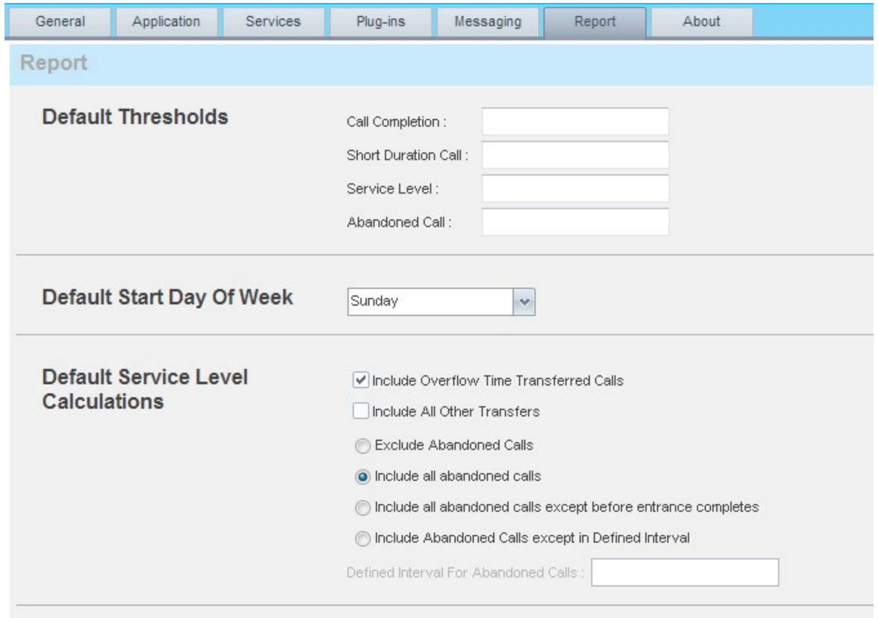
Settings – report

You use the *Report* tab to configure values to be used as default input parameters for generating reports. If you do not provide any values, system defaults are used. You can change those values as required when generating reports.



Settings – Report

Default thresholds

These settings allow you to configure the thresholds that will be used by default when you generate reports that require you to provide thresholds. This is useful, if you often use the same threshold values. You can always change a default value, when required.

Call Completion: This setting is used to count the number of ACD calls an agent has completed within a service level during the specified interval. The Call Completion service level can be set to 1 through 7200 seconds.

Short Duration Call: This setting is used to counts of the number of ACD short duration calls completed by an agent during an interval. You can set the maximum length of a short duration call to 1 through 7200 seconds.

Default Start Day of Week: This setting applies to interval-based reports, when the selected sampling period is “Weekly”. It can be set to any day of the week.

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Settings – about

You use the *About* tab to view the information about Call Centre.

Settings – About

The following information is provided on this page.

Version: This is the name and software version of BroadWorks Call Centre client.

Profile: This is the Call Centre client profile used.

Disclaimer: This is the Call Centre copyright information.

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Configure web browser

Firefox settings quick link navigation

In Firefox 24 or later, the **dom.disable_window_flip** preference must be set to “false” for quick link navigation to work. If this setting is not configured, Call Centre does not change focus from the Dashboard to the main application window when the user clicks on a quick link.

1. Open a new tab in Firefox.
2. In the address bar, type “about:config”. A list of preferences appears.
3. Go down to **dom.disable_window_flip** and set its value to “false”.

Certificate for desktop ingeration features

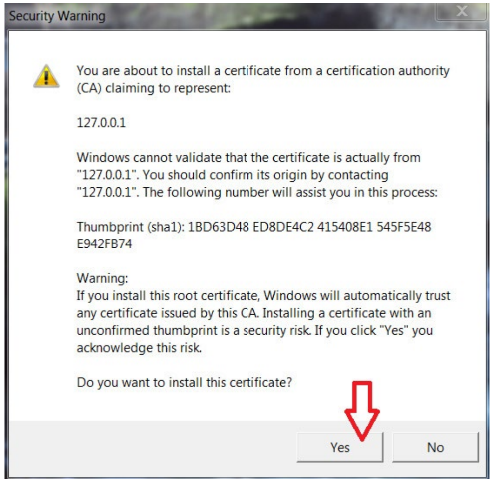
A certificate required to run Call Centre desktop integration features must be added to the browser-specific certificate store location on your machine. For the list of the desktop integration features, see section Settings – Plug-ins.

Chrome	Windows Certificate Store
Internet Explorer	Windows Certificate Store
Firefox	Firefox Certificate Store

The following subsections provide instructions for allowing the certificate to be added to your device in the different environments.

Microsoft windows certificate store

If the Certificate is not yet imported to the certificate storer, the following dialog box appears.



Microsoft Windows- Security Warning

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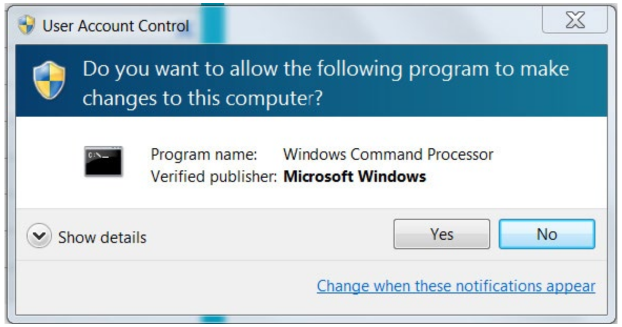
1. Click **Yes** to install the certificate.

If you are denied access to the certificate trust store to import the certificate, the following dialog box appears.

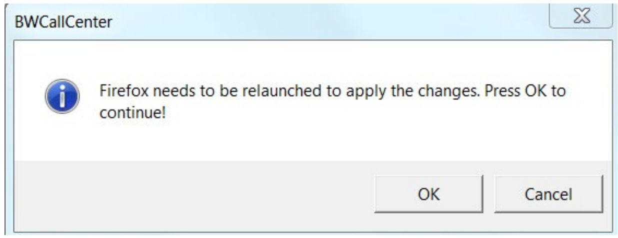


Microsoft Windows – User Account Control

2. Click **Yes** to install the certificate.

Firefox certificate store

Mozilla Firefox has its own certificate store. If the certificate is not yet imported to the Firefox certificate store and if the browser is open during the current session, the following dialog box appears.



Call Centre – Relaunching Firefox

1. Click **OK** to import the certificate to Firefox.

Note: Call Centre client only verifies the last profile to see if the certificate already exists. If you have multiple profiles in Firefox and desktop integration features do not work, create a new profile or delete the certificate from the latest profile by navigating to *Tools → Options → Advanced → View Certificate → Authorities → BroadSoft (127.0.0.1).* This will import the certificate to all the profiles present.

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Security settings for desktop integration features

As you sign in to Call Centre, a JNLP file is downloaded, and you are asked to click the link shown in the browser. Due to security restrictions, the application may not run. If this occurs, perform the steps specified in the following subsections.

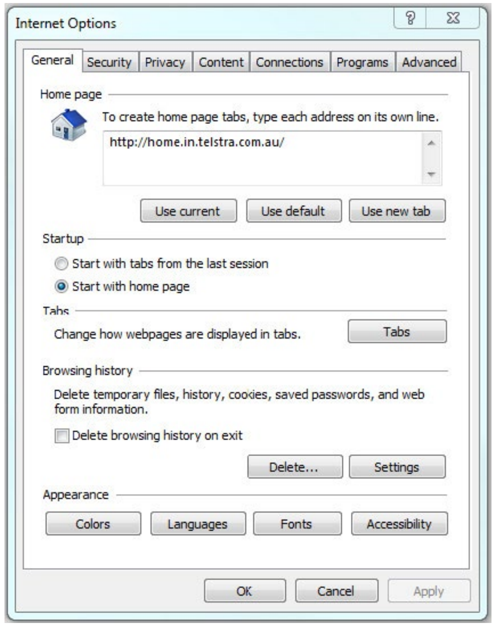
Note: You should run Java JRE 1.6 or higher, the latest Java JRE 1.8 is recommended. You must use 32 bit JRE with a 32 bit browser and 64 bit JRE with a 64 bit browser.

In internet explorer

If you're running Internet Explorer, you must perform the following steps to run JNLP.

Note: You must run Call Centre over HTTPS with Internet Explorer.

1. From the Internet Explorer Menu bar, select Tools and then Internet Options. The Internet Options window appears.



Internet Explorer – Internet Options

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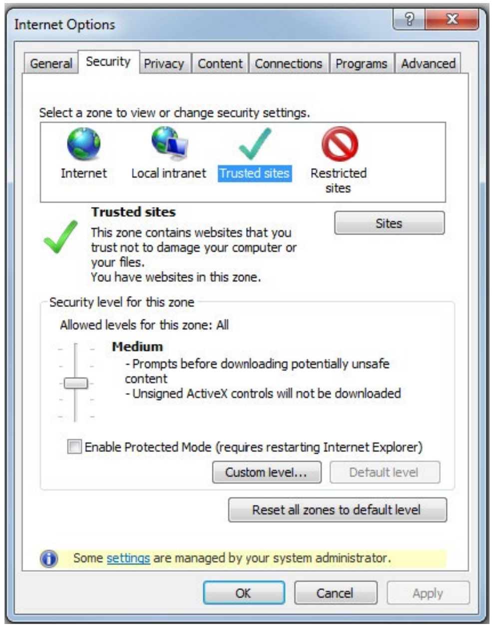
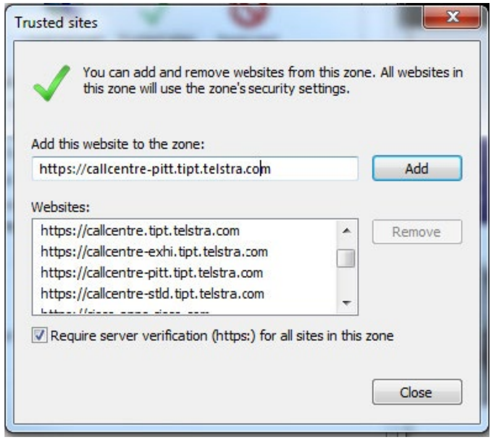
2. Click the **Security** tab.



Internet Explorer – Internet Options – Security

3. Click **Trusted sites** and then click **Sites**. The *Trusted* sites window appears.

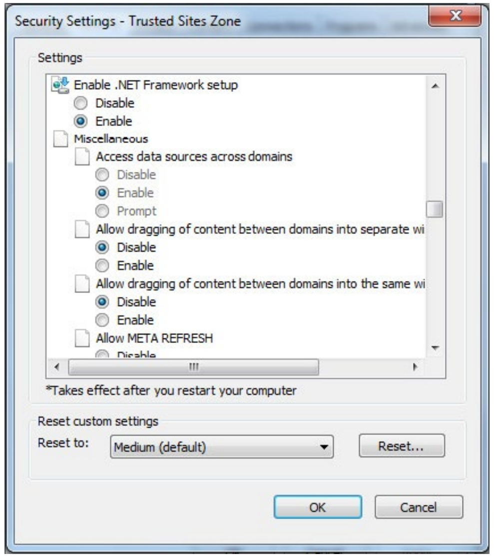


Internet Explorer – Trusted Sites

4. In the Add this website to the zone text box, enter each of the following CallCentre client URL's and then click Add.

- https://callcentre.tipt.telstra.com
- https://callcentre-exhi.tipt.telstra.com
- https://callcentre-stld.tipt.telstra.com
- https://callcentre-pitt.tipt.telstra.com

5. The URL appears in the Websites text box.
6. Click **Close**.
7. In the Internet Options window, click Custom level. The Security Settings – Trusted Sites Zone window appears.



Security Settings – Trusted Sites Zone

8. Scroll down to the Miscellaneous settings section and select Enable for the Access data sources across domains.
9. Click **Yes** in the Warning! window that appears.
10. Click OK and then click OK in the Internet Options window.

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Appendix A: Glossary and definitions

ACD state	Icon	Description
Available		Agent is available to receive ACD calls. (Agent can also receive direct calls.) This is the primary ACD state of an agent during the workday. It indicates that the agent is at their workstation and either ready to take a call or on an active call. ACD calls **may** be delivered to an agent who is in an Available state. BroadWorks uses both the ACD state **and** the phone state of the agent to determine whether to route a call to the agent. By default, agents receive calls when they are available **and** their phone is Idle. However, this behavior can be overridden if Call Waiting on agents is enabled for the call centre, which allows for new calls when the agent is available **and** on an active call.
Unavailable		Agent is unavailable to receive ACD calls. (Agent can still receive direct calls.) The Unavailable state should be used when the agent is away from their workstation and not available to take calls. ACD calls are not delivered to agents in an Unavailable state. This state should be used when the agent is at lunch, on a break, in a meeting, or engaged in some other activity while they are at work, but unavailable to take calls.
Wrap-Up		Agent is performing post call work. This state is designed to allow the agent to complete paperwork or other post call procedures associated with the last call. Calls **may** be delivered to agents in Wrap-Up state depending on the call centre configuration. By default, calls are not routed to agents in Wrap-Up state, except when the call centre is configured to enable calls to agents in the Wrap-Up state.
Sign-In		The Sign-In state is equivalent to a "clock in", which means that the agent is at their work location but not yet ready to accept incoming calls. Calls are not delivered to the agent in this state. Sign-In is a transitional state and agents do not remain in this state; rather they transition to their post sign-in state. It is recommended that agents only be in this state between the time they arrive at work and the time they become available to accept calls.
Sign-Out		The Sign-Out state is equivalent to a "clock out", which means that the agent's workday or shift is completed and they are leaving. Calls are not delivered to the agent in this state. It is recommended not to use this state when agents leave for lunch or breaks during the day. The Unavailable state should be used for that.

In the Premium Call Centre, an agent can set their ACD state to Available, Unavailable, or Wrap-Up. A supervisor can set the ACD state of an agent to Available, Unavailable, Wrap-Up, or Sign-Out.

The Sign-In state can only be assigned to an agent through CommPilot.

Phone states

Phone states show the state of the monitored agent's or supervisor's telephone line.

For supervisors, the phone states are displayed as follows

Phone state	Icon	Description
Idle		Supervisor's phone is on-hook, which means the supervisor is not on a call.
Busy		Supervisor's phone is off-hook, which means that the supervisor is on a call.
Ringing		Supervisor's phone is in alerting state; a call is currently being delivered to the supervisor.
Do Not Disturb		Supervisor has enabled the Do Not Disturb service.
Call Forwarding Always		Supervisor has enabled the Call Forwarding Always service. (Moving the mouse over this icon displays the number where the calls are forwarded.)
Unknown		Supervisor's phone state is currently unavailable or unknown.

Phone state	ACD state	Icon	Description
Idle	Available		Agent's phone is on-hook and the agent is available to take ACD calls.
Ringing	Available		Agent's phone is ringing and the agent is available to take the call.
Any	Unavailable, Sign-In, Sign-Out		Agent is not available to take ACD calls.
Idle, Ringing	Wrap-Up		Agent is performing post-call work. They may or may not be available to take calls.
Busy	Available, Wrap-Up		Agent's phone is off-hook, which means that the agent is on a call. Whether calls MAY be delivered to agents depends on their call waiting settings, and the call centre's call waiting and wrap-up settings.
Do Not Disturb	Any		Agent has enabled the Do Not Disturb service. ACD calls are not delivered to agent in the Do Not Disturb call state. This state is NOT RECOMMENDED for Call Centre agents. Agents should use the Unavailable ACD state when they need to temporarily block new incoming calls.
Call Forwarding Always	Any		Agent has enabled the Call Forwarding Always service. (Moving the mouse over this icon displays the number where the calls are forwarded.)
Unknown	Any		Agent's call state is currently unavailable or unknown.

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Call state	Display Name	Icon	Call Actions
Ringing In (Local)	Incoming Local		Answer, End
Ringing In (Remote)	Incoming		Answer, Conference, End
Ringing Out, Outgoing	Outgoing		Conference, End
Active	Active		Transfer, Hold, End, Conference
On Hold	Held		Transfer, Resume, End, Conference
On Hold (Remote)	Held		Transfer, Hold, End, Conference
Active (In Conference)	Active		Transfer, Hold, End
On Hold (In Conference)	Held		Resume, Transfer, End
Ringing In (Recalled Call)	Call Recalled		Answer, Conference, End

Call types

This section defines different types of calls measured in call centre statistics.

Name	Description
ACD Call	A call delivered to a call centre pilot number that is directed to an agent via the ACD function.
Inbound Call	A direct call to an agent. Other calls treated as Inbound calls include: • Calls that a supervisor retrieves from a queue • Calls that an agent receives due to a transfer from another agent (Note that they may have originated as ACD calls).
Outbound Call	An outbound call made by an agent.
Held Call	An ACD call that was placed on hold by an agent. Each time an agent places a call on hold, it is counted as a held call.
Transferred Call	An ACD call that was transferred to another number. Transfers can be the result of manual transfers by agents, transfers to voice mail because the calls were timed out, and transfers by supervisors to alternate queues. **Note:** A timed-out call is a call that is transferred due to exceeding the maximum wait time in a queue.
Answered Call	An ACD call that was answered by an agent.
Abandoned Call	An ACD call that entered the queue, but the caller hung up before the call was answered or transferred.
Received Call	An ACD call that was received and either answered or abandoned. Overflowed calls are not included.
Overflowed Call	An ACD call that was received, but immediately transferred to another destination due to the queue's exceeding the configured maximum queue size or the configured maximum wait time.
Queued Call	An ACD call that is not immediately diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow and goes to a queue to be distributed to an agent or to wait for an available agent.
Bounced Call	A call that has been transferred back to queue because it was not answered by an agent in the specified time.
Stranded Call	A call that is in a queue after all agents assigned to the queue have moved to the Sign-Out ACD state.

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Appendix B: Keyboard shortcuts

When using keyboard shortcuts, make sure that the main interface window is in focus.

Key	Equivalent Mouse Action	Description
ESC	Click the **Close** button in a dialog box.	Closes the open dialog box.
ESC	Cancel the changes.	Exits the currently selected editable item, such as a text box.
/[1]	Click the Dialer text box.	Places the cursor in the Dialer text box; retains the currently selected item (if applicable).
?	Click the Search text box.	Places the cursor in the Search Contacts text box; retains the currently selected item (if applicable).
ARROW DOWN	Click the scroll bar or the next item in a list.	Selects the next item in the Call Console or Queued Calls pane.
ARROW UP	Click the scroll bar or the previous item in a list.	Selects the previous item in the Call Console or Queued Calls pane.
PAGE DOWN	Scroll down one page.	Goes to the next page in the Call Console or Queued Calls pane.
PAGE UP	Scroll up one page.	Goes to the previous page in the Call Console or Queued Calls pane.
1….9	Select a call in the Call Console pane.	Pressing "1" selects the first call; pressing "2" selects the second call; and so on.
SPACEBAR	Click **Answer** on the selected incoming call in the Call Console pane.	Answers the selected incoming call, or if no call is selected, the incoming call that has been waiting the longest. Pressing the SPACEBAR again answers the next longest-waiting incoming call, which puts the previously answered call on hold.
<PERIOD>	Click **End** on the selected call in the Call Console pane.	Ends the selected call.
ENTER	Click **Dial**.	If the cursor in placed in the Enter Number text box in the Dialer, dials the entered digits.
ENTER	Click **Search**.	If the cursor is placed in the Search Contacts text box, performs a search.
+	Click **Transfer** in the Dialer.	Transfers the selected call to the ad-hoc number entered in the Dialer.
SHIFT+1..9	Select a ringing call and click **Answer**.	Pressing "SHIFT+1" selects and answers the first ringing call, pressing "SHIFT+2" selects and answers the second ringing call, and so on.
SHIFT+1..9	Select an active call and click **Hold**.	Pressing "SHIFT+1" selects and places on hold the first active call, pressing "SHIFT+2" selects and answers the second active call, and so on.
SHIFT+1..9	Select a held call and click **Retrieve**.	Pressing "SHIFT+1" selects and retrieves the first held call, pressing "SHIFT+2" selects and retrieves the second held call, and so on.
S or s	Click the **Settings** link.	Goes from the main page to the Settings page.
B or b	Click the **Back** to **Application** link.	Goes back from Settings page to the main page.
R or r	Click the **Call History** button.	Opens the Call History dialog box.
H or h	Click the **Help** link.	Opens this guide in a PDF format.
D or d	Click the **Dashboard** link (Supervisor)	Opens the Dashboard or brings the Dashboard to the front if it is already open.
SHIFT+L or SHIFT+l	Click the **Sign Out** link.	Signs the user out of the application.
SHIFT+W	Select Wrap-Up (Agent).	Sets the agent's ACD state to Wrap-Up.

1. In Internet Explorer 8, the "/" shortcut key does not always work. Pressing the key clears the default "Enter Number" text, but does not place the cursor in the input box.