UNIVERSITY *of* VIRGINIA VoIP
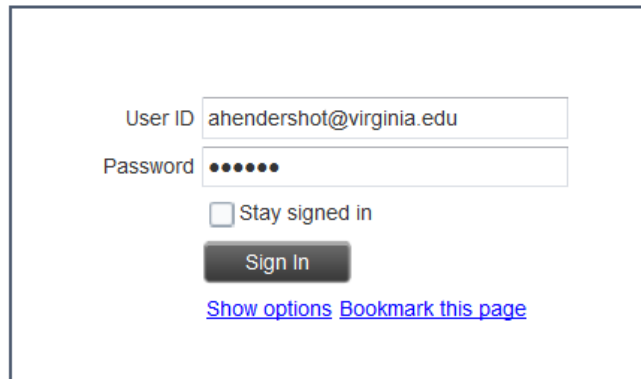
BroadWorks Call Center Guide

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To log into the Call Center Configuration Settings

- Go to: https://xsp.voice.virginia.edu/callcenter
- Enter your username and password
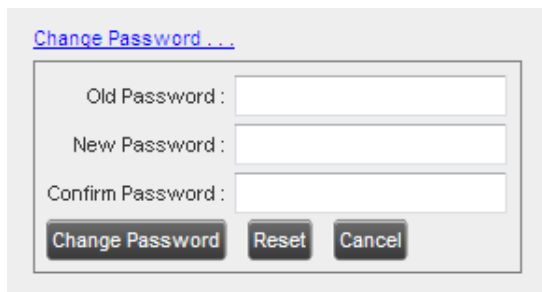
To change your password

After signing in for the first time, you MUST change your password.

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

- Enter your current and new password and click **Change Password**.

**Note that the *Reset* button does not reset your password. It only clears the input boxes.

If you forget your password, you will have to call the Help Desk to open a ticket to have your password reset

Dashboard

Call Center provides you with real-time information about monitored queues. This information is displayed in the *Dashboard* pane

- *Current Calls in Queue* – This is the number of queued calls expressed as a ratio of the total queue capacity for that call center. For example, "6/10" means that there are six calls in the queue, which can queue a maximum of ten calls.

- *Longest Waiting Call* **–** This is the waiting time of the call that has been in the queue the longest.

- *EWT (Expected Waiting Time)* **–** This is the estimated time a caller has to wait in this queue before their call is answered.

- *AHT (Average Handle Time)* **–** This is the average time it takes to process a call in this queue.

- *ASA (Average Speed of Answer)* **–** This is the average time a caller spends in the queue before the call is offered to an agent.

- *Staffed* **–** This is the number of agents that are in *Sign-In*, *Available*, *Unavailable*, or *Wrap-Up* ACD state, as a ratio of all agents assigned to this call center.

The fields that provide visual indicators are *Current Calls in Queue*, *Longest Waiting Call*, *EWT*, *AHT*, and *ASA*.

Agent View and Status

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 following their name. If the agent's ACD state is set to "Unavailable", then the unavailable code is also displayed (if applicable).

Phone State	ACD State	Icon	Description
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 center'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 Center 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.
Private	*Any*		Agent has enabled phone state privacy.
Unknown	*Any*		Agent is currently not monitored.

Adding Agents to be Monitored:
Note: You must follow these steps to add any new agents to see their status
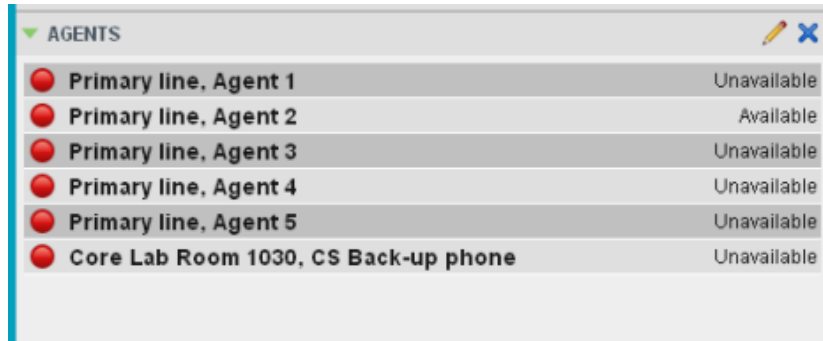
- Click the **pencil icon** next to Agents:

- Check the **boxes** next to the agents you want to supervise, then click **Save**:
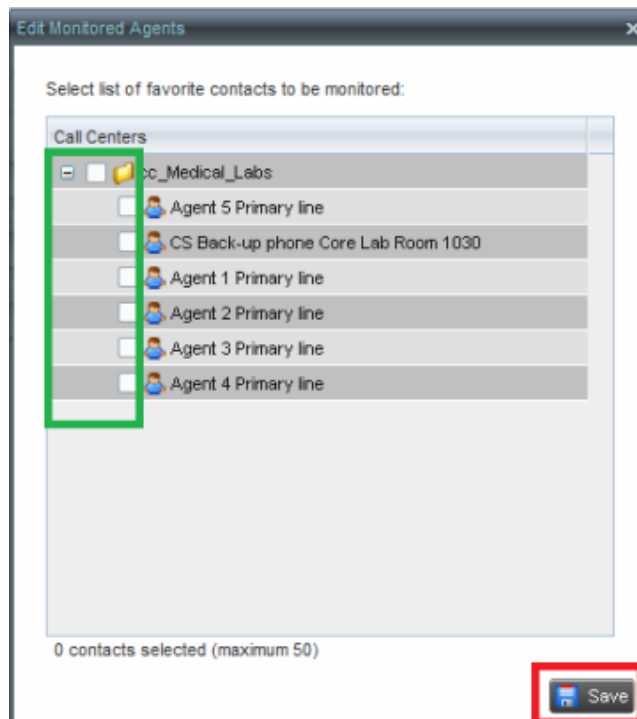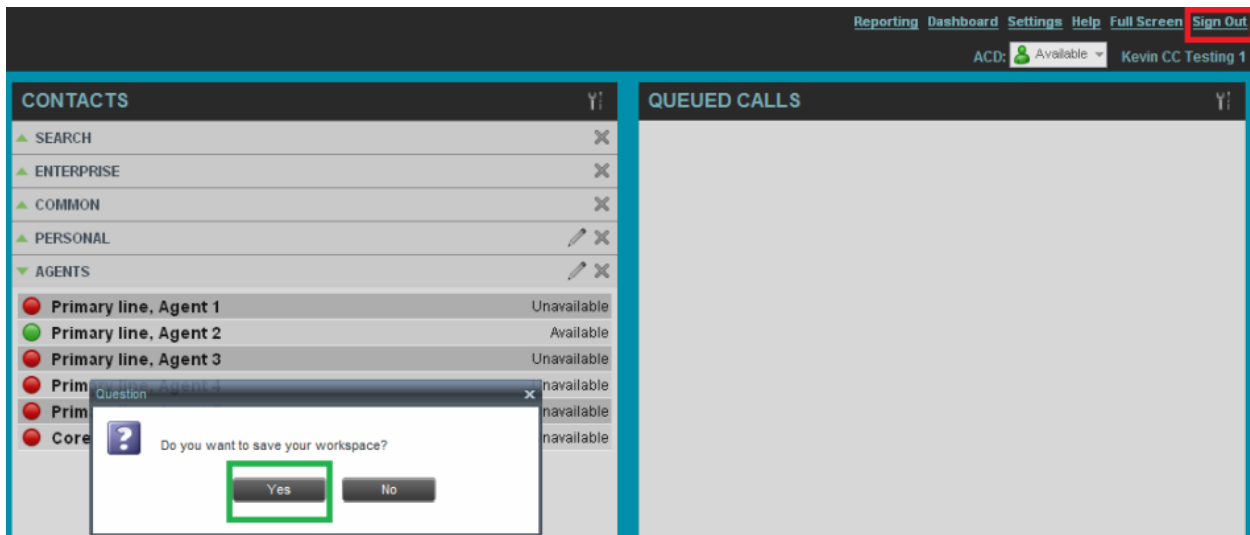
- You should now see the status of your supervised agents:

- Be sure to log out by clicking **Sign Out** in the top right corner, then click **Save**:

View Agent's Details

Clicking an agent expands the entry to show all queues the agent is assigned to and all the agent's current calls, in order of arrival.

For each call, the following information is displayed:

- Call number
- Calling name (if available) and calling number (and for direct calls, extension), for example, "Joe Smith +12403645125"
- Call length in the following format: "MM:SS" (or "HH:MM:SS" if the call lasts longer than an hour), for example, "10:22"

For each queue, the following information is displayed:

- Call Center ID
- Whether the agent has joined the queue
- The agent's skill level in that queue, if applicable

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:
- In the *Agents* panel, click the agent and then click the **ACD** button
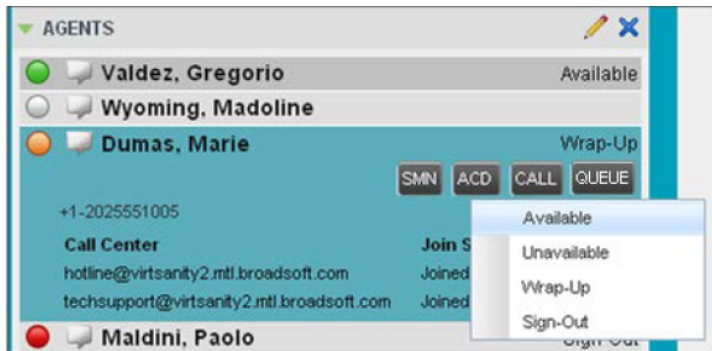
- From the drop-down list, select the new state.
- If you selected *Unavailable*, you may have to select the reason for their unavailability

To view the number of calls in queue:

Note- this is a one time setup.

- Click on the wrench on the top right hand corner of that window:
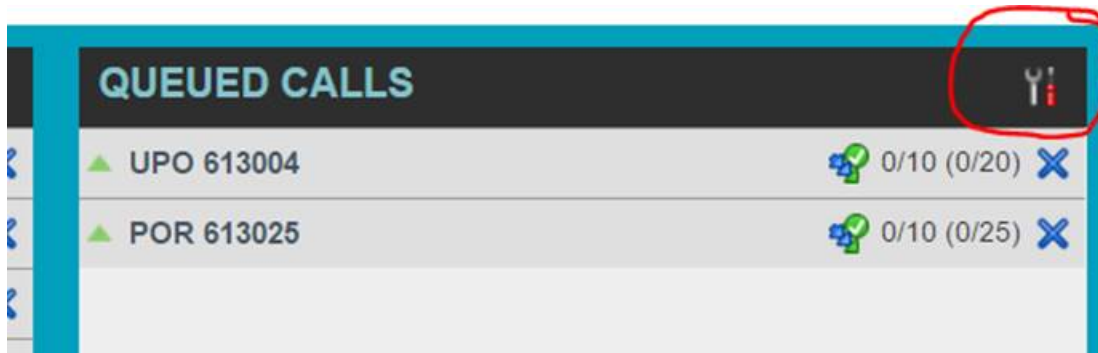
- Go to Edit Queue Favorite Dialog
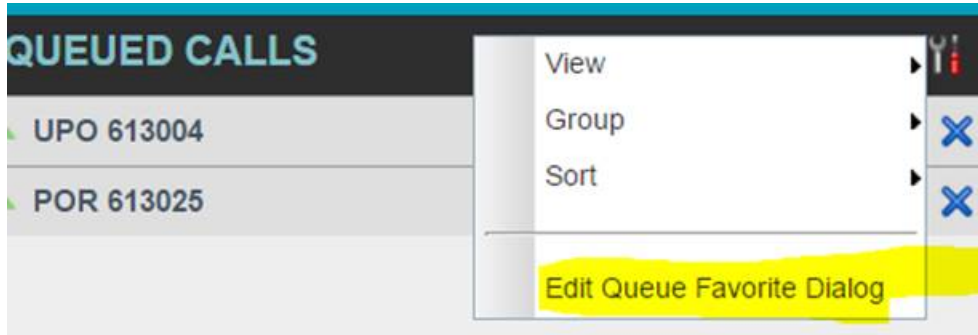
- Make sure the boxes are checked for each queue you have under "Monitor"

- Click Save on the bottom

You'll now see them in the Queued Calls area:
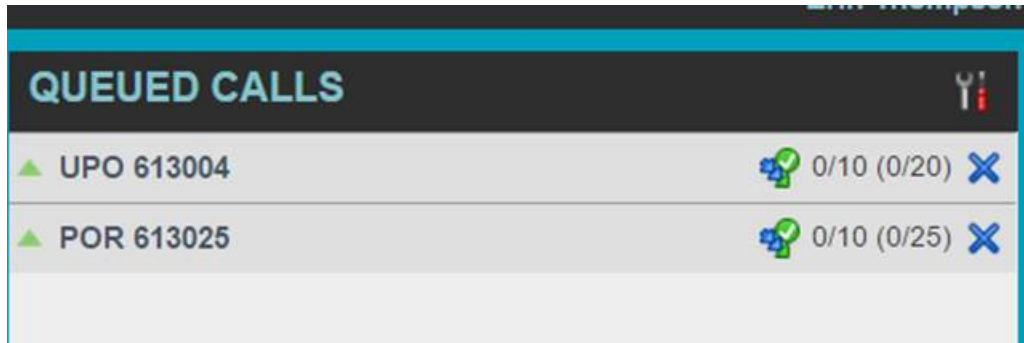
Reports

To access the Reporting window, click the **Reporting** link at the top right-hand side of the main window. A *Report* window appears.
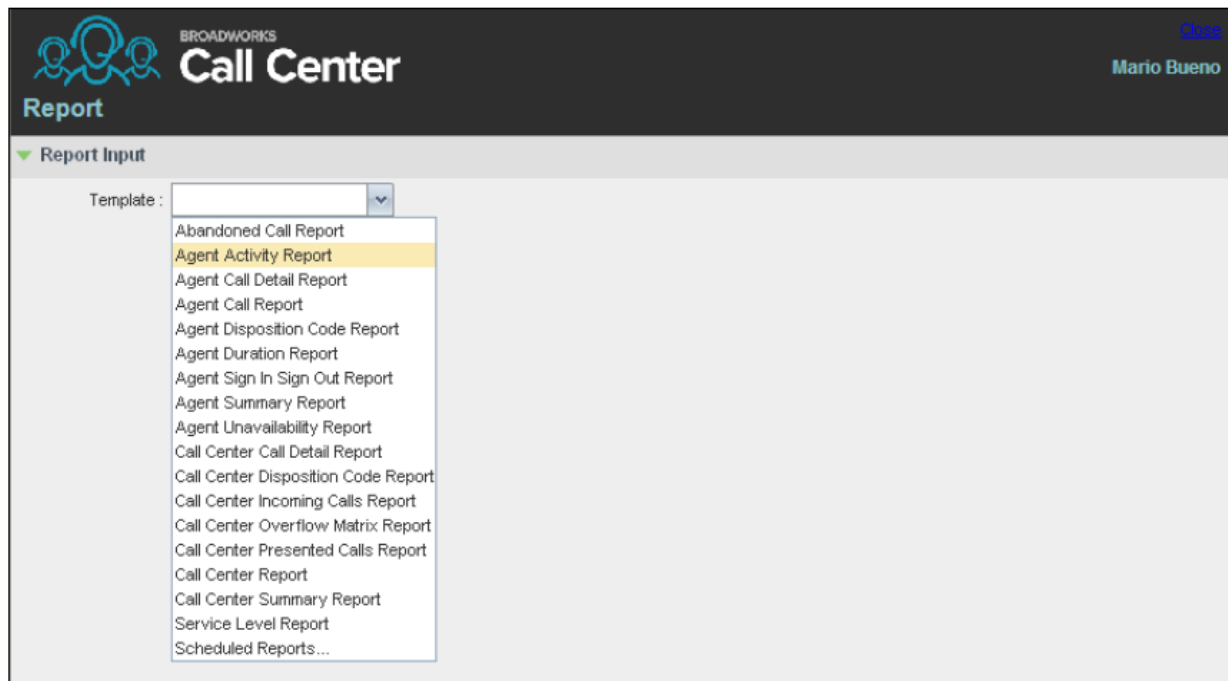
- Select a report from the **Template** drop down. Fill in the required information. Information will change depending on which report you have chosen.

- See the chart below for input and parameters for each.

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 through 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 through 7200
Service Level	This setting allows you to provide up to five service levels, used to perform service-level calculations for each call center or DNIS. Each service level can be set to "1" through "7200" seconds.	1 through 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:
	  ▪ *Exclude 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 Abandoned Calls Except in Defined Interval* to include calls abandoned after the time specified by the abandoned call interval parameter.
		These options can be checked or unchecked.

Input Field	Description	Allowed Value
Abandoned Call Interval	If you selected the *Include Abandoned Calls Except in Defined Interval* option, enter the desired interval in this text box in seconds.	1 through 7200
Service Level Percentage	This setting allows you to specify the service-level objective (expressed as a percentage 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 when you want the report to start. 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. You can select the hour format (A.M., P.M., or Military time) from the *Hour Selection Type*. Time is applicable for hourly and minute intervals only.	1:00am through 12:59am, 1:00pm through 12:59pm, or 0:00 through 23:59
Input Field	**Description**	**Allowed Value**

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 required 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., or Military time) from the *Hour Selection Type*. Time is applicable for hourly and minute intervals only. This is required when a Historical report is selected.	1:00am through 12:59am, 1:00pm through 12:59pm, or 0:00 through 23:59
Sampling	This sampling period is only applicable to interval-based report templates and determines how the report information is presented. For example, an hourly report displays information for each hour of the report time frame.	15 minutes, 30 minutes, 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 Hypertext Markup Language (HTML) or PDF, the report in displayed in the *Report* window. If you select Excel File Format (XLS), a file is created that you can save on your computer.	PDF, XLS, HTML

- Click **Run Report**

The results of the report are displayed in the *Report Output* area of the window. See the following section for an example of a report.

NOTE: Adobe Reader 10.01 has a setting *Enable Protected Mode at startup,* which is enabled by default. If you select the PDF report format and are using Adobe Reader 10.01 or later, (that has this setting), you need to disable the setting; otherwise, report results are not displayed.

To disable the protected mode in Adobe Reader, perform the following steps:

- Close all opened Internet Explorer and Adobe Reader instances
- Open Adobe Reader
- From the menu bar, select *Edit* and then *Preferences*. The *Preferences* dialog box appears
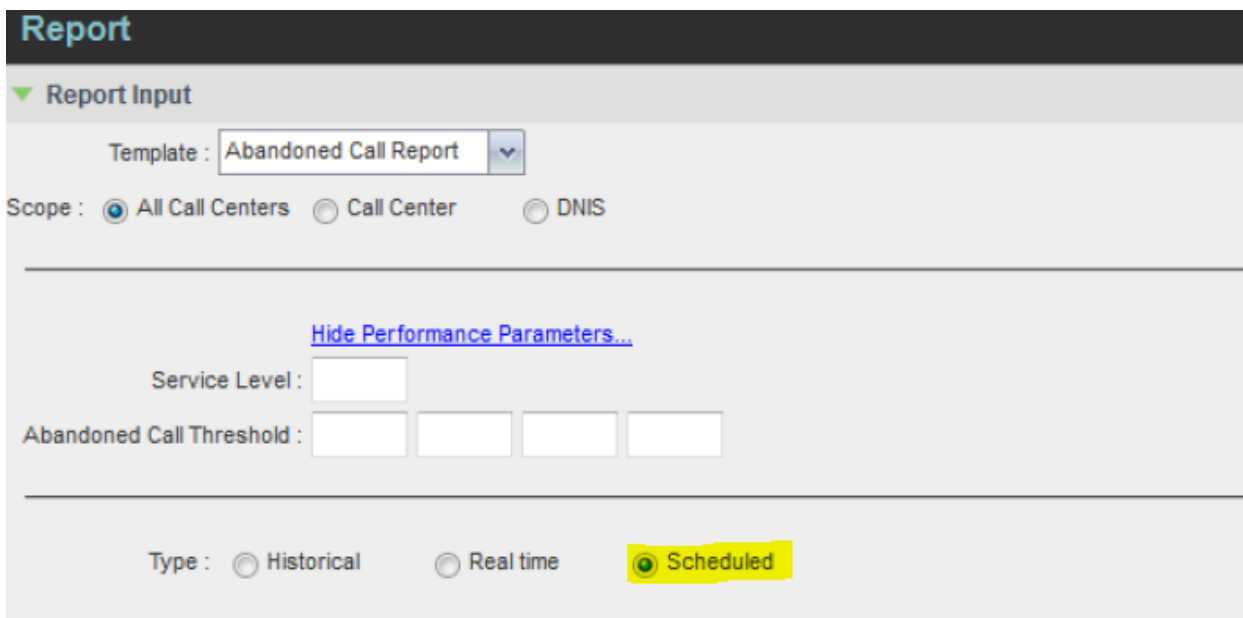
- From the *Categories* menu on the left, select *General*
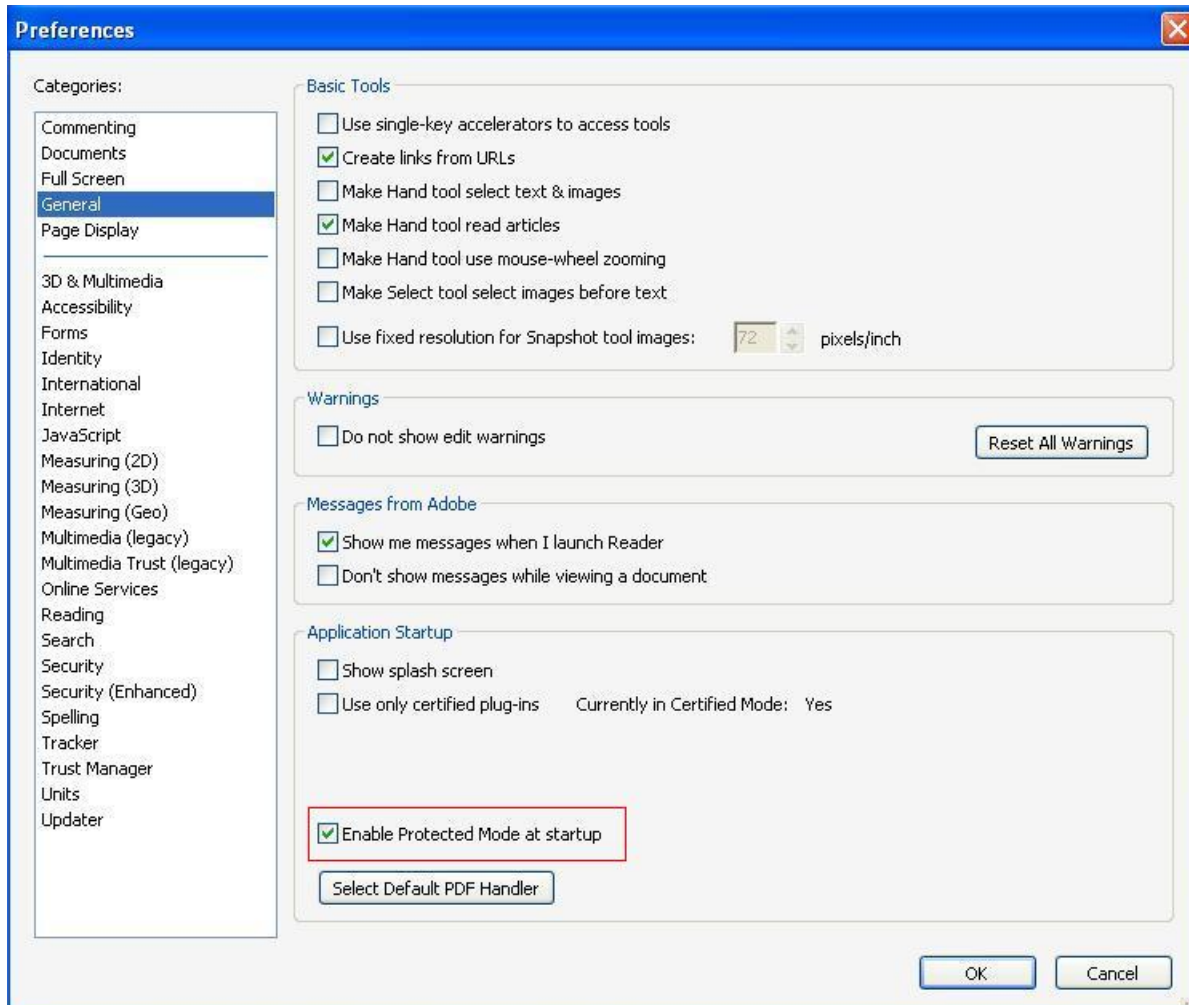
- Uncheck *Enable Protected Mode at startup*
- Click **OK**
- Close Adobe Reader

Scheduling a Report

- Click on the Reporting tab and choose your desired report
- Under "Type" Choose Scheduled

- Fill in the remaining fields
  - Recurrence - *Never*, *Daily*, *Weekly*, *Monthly*, or *Yearly*.
  - *Never* signifies that this is a one-time report.
  - Time Frame:
    - For a **non-recurrent report**, enter the actual dates and times.
    - For a **recurrent report**, select the time frame relative to the report generation time,
    - For example, the previous month, previous five days, and so on.
  - Frequency
  - Output
- Enter the e-mail addresses of the recipients of the report
- Click **Add Schedule Report**

Type : ⦾ Historical   ⦾ Real time   ⦿ Scheduled

Name : [   ]
Description : [   ]

Report Time:

*Schedule Date : [07/30/2012 ▦]   *Schedule Time : [12:00pm]   HH:MM
[am|pm]

Recurrence Pattern:

Recurs : [Never   ▾]

Every : [1   ] day(s)

Timeframe : [07/30/2012 ▦]   : [12:00pm]   HH:MM
[am|pm]   : [07/30/2012 ▦] : [12:00pm]   HH:MM
[am|pm]

Sampling : [Daily   ▾]

Output
Format : [PDF   ▾]

Recipients : [   ]
: [   ]   : [   ]
: [   ]   : [   ]
: [   ]   : [   ]
: [   ]   : [   ]

[Add Scheduled Report]
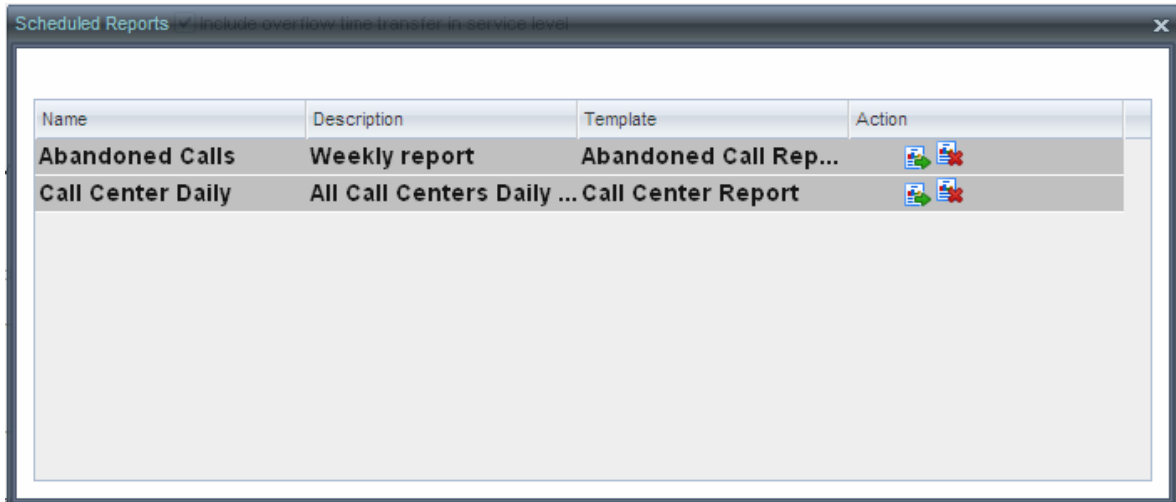
Manage Scheduled Reports

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

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

Report Types

Reports can be broken up into two main types: <u>Agent Reports</u> and <u>Call Center Reports.</u>

<u>Agent Report</u> templates allow you to generate reports containing statistical information about one or more agents.

<u>Call Center Report</u> templates allow you to generate reports that include statistics related to one or more call centers or one or more Dialed Number Identification Services (DNISs) for a selected call center.

Agent Call Reports

The report provides information about the number of calls handled by agents, reported by call type. You can view this report as a pie chart or as a table.

The fields shown in the table are:

Counter	Description
Calls Presented	This is the number of ACD calls presented to the agent. A presented call is a call that is routed from a call center to an agent (rings the agent or attempts to ring the agent).
ACD Calls	This is the number of ACD calls received and answered by the agent.
Outbound ACD Calls	This is the number of outbound calls that had been made by the agent as an ACD, answered by the remote party.
Route Point Calls	This is the number of route point calls received and answered by the agent.
Outbound Route Point Calls	This is the number of outbound calls that had been made by the agent as a route point, answered by the remote party.
Inbound Calls	This is the number of non-ACD/route point calls (outside the company) received by the agent.
Outbound Calls	This is the number of non-ACD/route point calls (outside the company) made by the agent.
Internal Calls	This is the number of non-ACD/route point calls (within the company) made or received by the agent.

Sample Report:

Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/04/2010, 10:30 PM	Jones, Mike	8	4	0	0	3	0	0	1
	Smith, John	5	3	0	0	0	0	0	1
	Summary	13	7	0	0	3	0	0	2
10/04/2010, 10:45 PM	Jones, Mike	1	1	0	0	0	0	1	0
	Smith, John	0	0	0	0	0	0	0	0
	Summary	1	1	0	0	0	0	1	0
10/04/2010, 11:00 PM	Jones, Mike	4	4	0	0	0	1	0	0
	Smith, John	3	3	0	0	0	0	0	0
	Summary	7	7	0	0	0	1	0	0
10/04/2010, 11:15 PM	Jones, Mike	2	2	0	0	0	0	0	0
	Smith, John	5	5	0	0	0	0	0	0
	Summary	7	7	0	0	0	0	0	0
Report Summary	Jones, Mike	15	11	0	0	3	1	1	1
	Smith, John	13	11	0	0	0	0	0	1
	Summary	28	22	0	0	3	1	1	2

(*) Indicates an Agent that no longer exists

Call Duration Report

The report provides information related to the duration of calls handled by agents. This report can be in a **bar chart** format or **table** format.

Counter	Description
ACD Calls	This is the total call time of ACD calls received by the agent(s). Only answered calls are counted.
Outbound ACD Calls	This is the total call time of outbound ACD calls made by the agent(s). Only answered calls are counted.
Route Point Calls	This is the total call time of route point calls received by the agent(s). Only answered calls are counted.
Outbound Route Point Calls	This is the total call time of outbound route point calls made by the agent(s). Only answered calls are counted.
Inbound Calls	This is the total call time of inbound calls (non-ACD/route point calls outside the company) received by the agent(s). Only answered calls are counted.
Outbound Calls	This is the total call time of outbound calls (non-ACD/route point calls outside the company) made by the agent(s). Only answered calls are counted.
Internal Calls	This is the total call time of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.

You can report on multiple agents at a time or just one. Here is an example of looking at one agent:

Call Duration by Call Type

Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
03/31/2011, 10:00 PM	Jones, Mike	00:04:27	00:00:00	00:00:00	00:00:00	00:00:32	00:00:00	00:00:26
03/31/2011, 10:15 PM	Jones, Mike	00:06:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:26
03/31/2011, 10:30 PM	Jones, Mike	00:02:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03/31/2011, 10:45 PM	Jones, Mike	00:06:03	00:01:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Jones, Mike	00:19:56	00:01:23	00:00:00	00:00:00	00:00:32	00:00:03	00:00:52

Agent Activity Detail

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity. This report can be run in a **table** format.

Every agent activity is captured as a row in the table. An activity has a start time and captures details about one of the following:

- State changes including Sign-in, Sign-out, Available, Unavailable, or Wrap-up.
- Disposition code changes including the disposition code used.
- Call details such as the type of call, calling/called number, and transfer information.

Sample Report:

Activity Detail

Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
Gore, Paulette	07/09/2014, 10:25:05 AM	Call	Answered	Inbound ACD	5404480387	1238863		
Gore, Paulette	07/09/2014, 10:28:44 AM	Call	Call Released	Inbound ACD	5404480387	1238863		
Gore, Paulette	07/09/2014, 10:30:15 AM	Call	Call Released	Inbound ACD	4349823373	1438863		
Gore, Paulette	07/09/2014, 10:30:23 AM	Call	Answered	Inbound ACD	8613472764855	4342438863		
Hall, Carol	07/09/2014, 10:31:32 AM	State	AVAILABLE					
Hoffman, Debbie	07/09/2014, 10:32:52 AM	Call	Answered	Inbound	4349731351			
Hoffman, Debbie	07/09/2014, 10:33:07 AM	Call	Call Released	Inbound	4349731351			
Hall, Carol	07/09/2014, 10:38:55 AM	Call	Answered	Inbound ACD	4349852324	1238863		
Howdyshell, Lisa	07/09/2014, 10:42:23 AM	Call	Call Transferred	Inbound	4349247348		44000	Within Enterprise
Hall, Carol	07/09/2014, 10:44:35 AM	Call	Call Released	Inbound ACD	4349852324	1238863		

Call Center Reports

Call Center Activity:

The report provides information related to how calls are handled by call centers once they have been queued.

This report can be shown in several formats, including **pie** chart, **bar** chart and a **table** format.

Each will show slightly different information but you will see a summary in the table format.

You will see:

- Calls Queued- numbers of incoming calls that were queued
- Calls Escaped- number of calls removed by the caller dialing an escape key
- Calls Abandoned- number of calls removed by the caller hanging up while waiting in queue
- Calls Presented- This is the number of calls that were offered to an agent, which were either bounced, answered, or overflowed after being offered.
- Calls Answered- number of call answered by an agent
- Calls Answered in %1% sec - This is the number of calls that were answered by an agent within %1% seconds.
- % Calls Answered in Service Level - This is the percentage of "queued" calls that were answered by an agent within the service level specified in the report request. The determination of the type of calls that are counted as "queued" calls for this calculation depends on the input parameters to the report request.
- % Answered Calls Answered in Service Level - This is the percentage of answered calls that were answered by an agent within the service level specified in the report request.
- Calls Overflowed (Time) - This is the number of calls that were removed from the queue as a result of triggering the Overflow – Time policy.
- Calls Bounced- This is the number of calls presented to agents that bounced and remained in the queue.

NOTE: If the context is the Simultaneous Distribution policy, a call may be offered to multiple agents simultaneously. Such a case is counted as a single call offer, and consequently, a single call bounce if none of the alerted agents answered the offered call.

- Calls Bounced (Transferred) - This is the number of calls that were transferred out of the queue as a result of triggering the Bounced policy.

- Calls Transferred- This is the number of calls that were transferred out of the queue by supervisor action.

- Calls Stranded- This is the number of calls that were removed from the queue as a result of triggering the Stranded policy.

- Calls Stranded (Unavailable) - This is the number of calls that were removed from the queue as a result of triggering the Stranded (Unavailable) policy.

Sample Report:

Call Center Activity

Date and Time	DNIS Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 180 secs	% Calls Answered In 180 secs	% Answered Calls Answered In 180 secs	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded	Calls Stranded Unavailable
10/07/2011, 05:00 AM	South Call Center	10	0	4	9	6	6	60.0%	100.0%	0	0	0	0	0	
	Summary	10	0	4	9	6	6	60.0%	100.0%	0	0	0	0	0	
10/08/2011, 05:00 AM	South Call Center	4	0	1	4	3	3	75.0%	100.0%	0	0	0	0	0	
	Summary	4	0	1	4	3	3	75.0%	100.0%	0	0	0	0	0	
10/13/2011, 05:00 AM	South Call Center	1	0	0	1	1	1	100.0%	100.0%	0	0	0	0	0	
	Summary	1	0	0	1	1	1	100.0%	100.0%	0	0	0	0	0	
10/19/2011, 05:00 AM	South Call Center	2	0	0	1	0	0	0.0%	0.0%	0	0	0	0	0	
	Summary	2	0	0	1	0	0	0.0%	0.0%	0	0	0	0	0	
10/20/2011, 05:00 AM	South Call Center	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	3	
	Summary	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	3	
Report Summary	Customer Service	0	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	
	Sales	0	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	
	South Call Center	20	0	5	15	10	10	66.7%	100.0%	0	0	0	0	3	
	Tech Support	0	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	
	Summary	20	0	5	15	10	10	66.7%	100.0%	0	0	0	0	3	

Call Center Summary

Call Center Summary report shows a summary of:

- <u>Average Wait Time</u>- This is the total wait time for the calls answered during the interval divided by the number of calls answered during the interval.

- <u>Average Speed of Answer</u>- This is the total wait time plus the total ring time for the calls answered the interval divided by the number of calls answered during the interval.

- <u>Average Abandonment Time</u>- This is the total abandonment time for the calls abandoned during the interval divided by the number of calls abandoned during the interval.

- <u>Average Staff</u>- This is the average number of agents staffing the call center(s) during the reporting period interval. This is the total staff time divided by the interval period.

Call Center Summary

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
03/31/2011, 10:00 PM	callcenter1	00:00:00	00:00:06	00:00:00	1.42
	callcenter2	00:00:06	00:00:14	00:00:11	1.42
	Summary	00:00:04	00:00:12	00:00:09	2.84
03/31/2011, 10:15 PM	callcenter1	00:00:16	00:00:20	00:00:00	2.00
	callcenter2	00:00:30	00:00:35	00:00:00	2.00
	Summary	00:00:24	00:00:29	00:00:00	4.00
03/31/2011, 10:30 PM	callcenter1	00:00:09	00:00:19	00:00:00	1.99
	callcenter2	00:00:26	00:00:35	00:00:12	1.99
	Summary	00:00:20	00:00:30	00:00:12	3.97
03/31/2011, 10:45 PM	callcenter1	00:00:14	00:00:23	00:00:00	1.75
	callcenter2	00:00:09	00:00:14	00:00:00	1.75
	Summary	00:00:12	00:00:20	00:00:00	3.50
Report Summary	callcenter1	00:00:12	00:00:19	00:00:00	1.79
	callcenter2	00:00:16	00:00:23	00:00:12	1.79
	Summary	00:00:14	00:00:22	00:00:08	3.58