

# Call Center Guide

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## Call Center Feature

The Call Center feature provides businesses with call distribution and queuing capability. Incoming calls are distributed among a group of users, or agents. Callers are held in queue until there is an available agent to take the call. The following functionality is supported:

- Agent login and logout
- Circular, round-robin, simultaneous, uniform, and weighted call distribution of incoming calls
- Queuing of incoming calls that cannot be answered immediately
- Overflow to a given destination when the group is unable to accept calls
- No Answer Policy to redirect call to next agent if not answered in a specific number of rings by previous agent
- Music on Hold
- Play comfort message

A variety of statistics are provided to monitor the performance of call centers and agents. A statistics report is generated at the end of each day and sent to one or two e-mail addresses. The optional Enhanced Call Center feature provides more robust queue and agent reporting and adds a maximum agent wrap-up timer.

Any user can be added as a basic agent to a Call Center. Agent login/logout is managed through the Voice Web Portal. An Enhanced Agent is available that provides the user with a desktop client for managing Call Center calls, setting agent status (wrap-up, available, unavailable). A Supervisor Agent allows for call control, monitoring of Agent activity, Agent monitoring (barge-in), and Queue/Agent advanced reporting.

### 1.1 Call Center

Use this item on the *Group – Services* menu page to:

- [List and Activate or Deactivate Call Centers](#)
- [Access the Profile Menu for a Call Center](#)
- [Add or Modify a Web Interface or Voice Portal Password](#)
- [Status & Statistics](#)
- [Select Announcements](#)
- [Configure the Voice Portal](#)
- [Configure Weighted Call Distribution](#)
- [Modify Call Center Profile](#)

#### 1.1.1 List and Activate or Deactivate Call Centers

Use the *Group – Call Center* page to list all current Call Centers and to activate or deactivate a Call Center. From this page, you access the *Profile* menu page for an existing Call Center. Use the *Profile* menu page to add or modify attributes for a Call Center, for example, the announcements played to callers.

### Call Center

Create a new call center or manage existing call centers. You can configure a call center to allow agents to log in and out, to queue incoming calls that cannot be answered immediately, to re-direct calls when the group cannot accept calls, and to provide music or video for callers on hold.

Active	Group Name	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Sales		3034837502	7502		<a href="#">Edit</a>

Group – Call Center

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
  - 2) To activate or deactivate a Call Center, check or uncheck the *Active* box for the Call Center.
  - 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
- To exit without saving, select another page or click **Cancel** to display the previous page.

### 1.1.2 Access the Profile Menu for a Call Center

Use the *Call Center – Profile* menu page to display the pages to add attributes or to modify attributes for a Call Center.

Call Center – Profile Menu Page

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
- 2) Click **Edit** or any item on the row for a Call Center. The *Call Center – Profile* menu page appears.
- 3) To display the options for your Home page, click **Group** or **Home**.

### 1.1.3 Add or Modify a Web Interface or Voice Portal Password

Use the *Call Center – Passwords* page to add or change the password for the Call Center web interface and voice portal.



Call Center – Passwords

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
  - 2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu appears.
  - 3) Click **Password**. The *Call Center – Passwords* page appears.
  - 4) Click “Set web access password” to define the web portal password or “Set voice portal password” to define the voice portal password.
  - 5) Type and retype the *Reset Password* text boxes.
  - 6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
- To exit without saving, select another page or click **Cancel** to display the previous page.

### 1.1.4 Status & Statistics

#### Call Center Status & Statistics

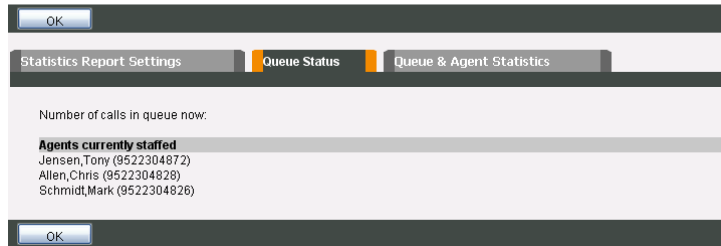
Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-statistics reporting.



- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
- 2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu appears.
- 3) Click **Status & Statistics**. The *Call Center Status & Statistics* page appears.
- 4) Configure statistics reporting:
  - To enable or disable statistics reporting, check or uncheck the *Daily Report* box.
  - Select the *Reporting Period* for the collection of statistics.
  - Type one or two E-mail Addresses to receive the daily statistics report.
- 5) View Queue Status:

**Call Center Status & Statistics**

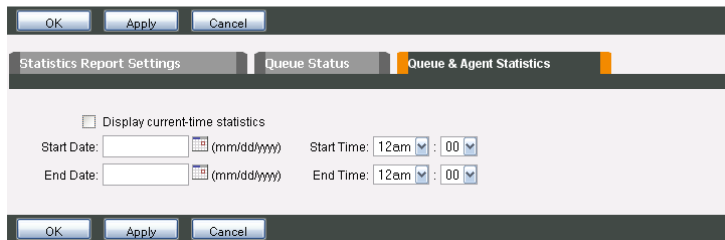
Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-statistics reporting.



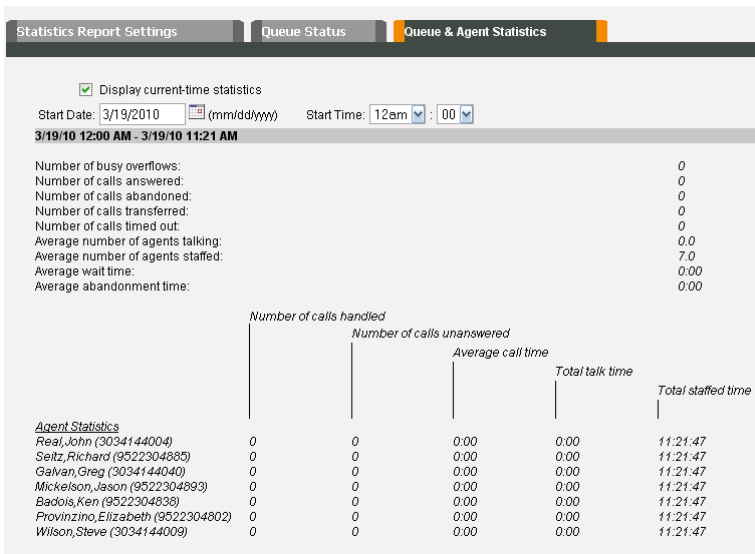
- 6) Click **Queue Status** tab. The *Call Center Queue Status* screen appears.
  - Displays number of calls in queue now
  - Displays agents currently staffed
- 7) View Queue & Agent Statistics:

**Call Center Status & Statistics**

Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-statistics reporting.



- 8) Click **Queue & Agent Statistics** tab. The *Queue & Agent Statistics Date Selection* screen appears.
- 9) Enter **Date** criteria and click the **Apply** button.



Call Center – Call Center Statistics

- 10) The *Queue & Agent Statistics* page appears.

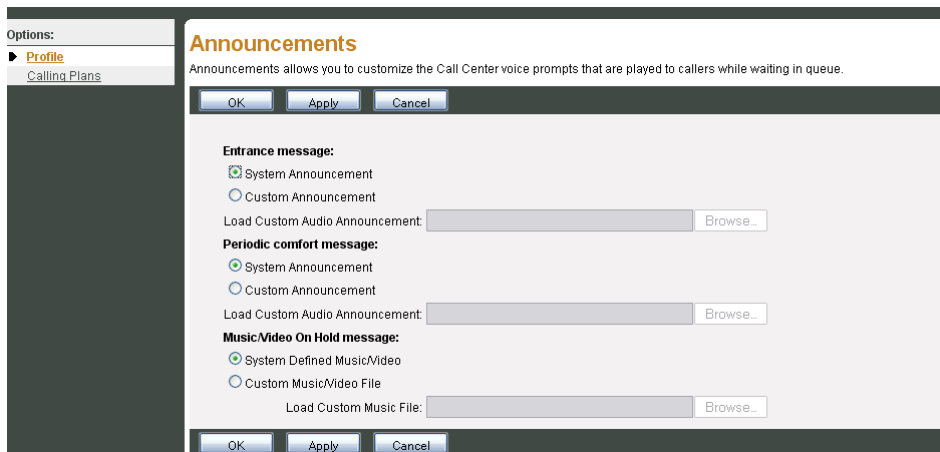
Statistic	Description
<b>Number of busy overflows</b>	Number of calls that came in after the queue limit was exceeded. It is likely that Auto Attendant answers such calls and the callers are directed to leave a message. (The queue length is set from the Call Center Add or Call Center Modify page.)
<b>Number of calls answered</b>	Number of calls that agents in this Call Center have answered..
<b>Number of calls abandoned</b>	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for an agent. When the caller asks to be transferred to the voice mail while in queue, the call is considered abandoned.
<b>Number of calls transferred</b>	The number of calls transferred during the defined interval.
<b>Number of calls timed out</b>	Number of calls that timed out waiting for an agent.
<b>Average number of agents talking</b>	An approximation of the number of agents that are busy processing calls from the Call Center, based on the duration of all calls processed by the Call Center during the day.
<b>Average number of agents staffed</b>	An approximation of the number of agents logged into the Call Center.
<b>Average wait time</b>	The average amount of time a call is in queue before being routed to agent. Ring time is not included.
<b>Average abandonment time</b>	The average time that calls waited before abandoning the queue.

- 6) View statistics for individual agents.

Statistic	Description
<b>Number of calls handled</b>	Number of calls received by each agent.
<b>Number of calls unanswered</b>	The number of times an agent was presented with a call but did not answer that call.
<b>Average call time</b>	Average amount of time, in minutes, that the agent was busy with a call.
<b>Total talk time</b>	Total amount of time, in minutes, that the agent was busy with a calls.
<b>Total staffed time</b>	Amount of time, in minutes, that the agent was logged on.

### 1.1.5 Select Announcements

Use the *Call Center – Announcements* page to select the source of the announcements played to callers when their calls are answered (Entrance message) and when calls are put on hold (Periodic comfort message and Music On Hold).



Call Center – Announcements

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
- 2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
- 3) Click **Announcements**. The *Call Center – Announcements* page appears.

**NOTE:** The *Time Between Messages* option determines how frequently these messages are played.

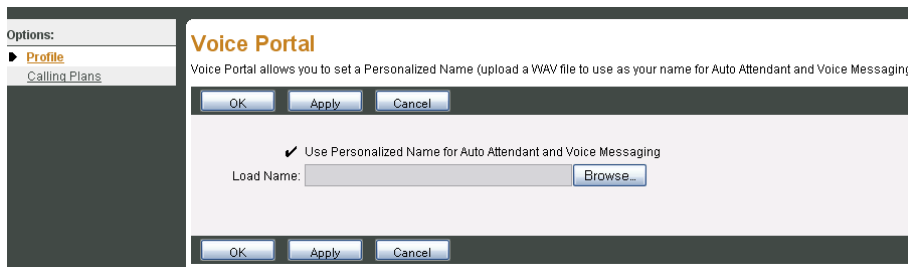
- 4) In the sections for each type of message, click the button for the announcement you want:
  - If you click “Custom Announcement” or “Custom Music File”, type the path and file name of a .WAV file with your greeting in the Load Custom Announcement text box, or click **Browse** to select a file on your computer.
  - If you click “System Announcement” or “System Defined Music”, these announcements or music sources are played:

Message	System Announcement or Audio Source
<b>Entrance message</b>	Your call is very important to us; please wait for the next available agent, or press zero to leave a message.
<b>Periodic comfort message</b>	Your call is very important to us; please wait for the next available agent.
<b>Music On Hold</b>	Audio source selected for the Music On Hold service..

- To record a personal greeting, click **Help** for this page.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.  
To exit without saving, select another page or click **Cancel** to display the previous page.

### 1.1.6 Configure the Voice Portal

Use the *Call Center – Voice Portal* page to add or change the audio file that contains the personalized name for the Call Center. The Personalized Name is used in the Auto Attendant and Voice Messaging services for the Call Center.



Call Center – Voice Portal

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
- 2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
- 3) Click **Voice Portal**. The *Call Center – Voice Portal* page appears.
- 4) To find the audio file on your computer, click **Browse** and open the file. The path to the file appears in the *Load Name* text box.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

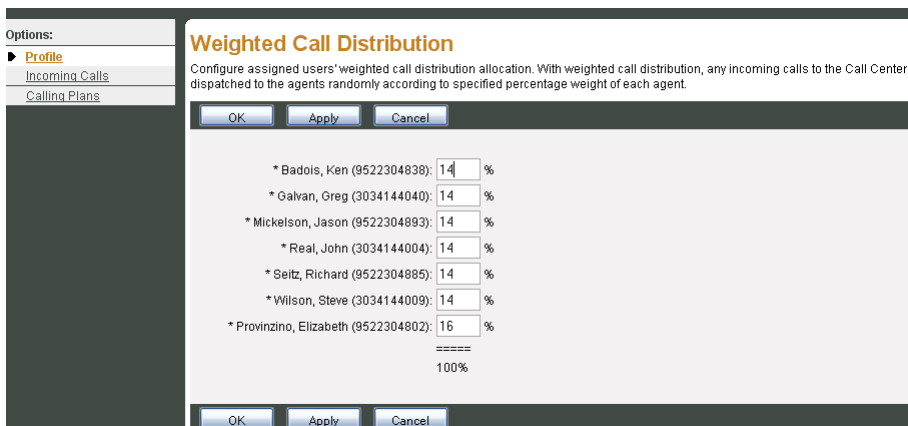
To exit without saving, select another page or click **Cancel** to display the previous page.

### 1.1.7 Configure Weighted Call Distribution

Use the *Call Center – Weighted Call Distribution* page to configure the call distribution policy within your Call Center.

You can assign a percentage value to each agent in the Call Center. When a new call comes in, the system is more or less likely to assign that call to a given agent according to the values you set on this page. Agents already occupied with a call are not included in the random determination.

**NOTE:** The percentage values represent the statistical likelihood of each agent receiving the next incoming call. They are not exact guarantees or quotas.



Call Center – Weighted Call Distribution

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
- 2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.

- 3) Click **Weighted Call Distribution**. The *Call Center – Weighted Call Distribution* page appears. This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Call Center.
- 4) Assign a percentage value for each agent in your Call Center using the input boxes provided. The values must add up to exactly 100.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

### 1.1.8 Modify Call Center Profile

The *Call Center – Call Center Profile* page is used to modify the profile information for a Call Center.

Call Center – Call Center Profile

- 1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
- 2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
- 3) Click **Profile**. The *Call Center – Call Center Profile* page appears.
- 4) To modify the profile information, type or select information for the Call Center. An asterisk (\*) indicates required data.

- General Call Center options

Input Box	Description
Allow call waiting on agents	You can assign Call Waiting to Call Center agents so that they can handle more than one call directed to them.
Enable calls to agents in wrap-up state	You can send calls to Enhanced Agents regardless of their wrap-up state.
Enable call queuing when Call Center is not staffed	Queue incoming calls even when there are no agents currently logged into the Call Center

- The *Group Policy* options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

Policy	Description
Regular	Sends incoming calls to the next available agent.
Circular	Sends incoming calls to agents according to their position in a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to agents according to percentages you assign on the <i>Call Center – Weighted Call Distribution</i> page

- The *Call Center Settings* configure these attributes for calls and agents. Type or select the information you want.

Input Box	Description
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent.
Time Between Messages	The time, in seconds, after which a comfort message is played to callers whose calls are on hold.
Allow agents to join Call Centers	Allows agents to log on to or log off from the Call Center. A check mark indicates that the feature is on.
Enable music on hold for queued calls	Plays an audio file while a customer is on hold.
Play Comfort Message.	Plays a comfort message while a customer is on hold.
Enable guard timer for X seconds	Determines how long the system will wait before routing a call to a free agent. When a caller hangs up before an agent, the system may attempt to route another incoming call to that agent before he or she has replaced the handset, causing the call to return to the queue unanswered. When this box is checked, the system waits the specified number of seconds each time an agent's phone indicates that it is ready to receive calls before routing a new call to that agent.

- The *No Answer Settings* configure how the service behaves if an agent does not answer a call. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

Input Box	Description
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next agent determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any agent after the specified number of seconds to the phone number specified in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the <i>Forward call after waiting X seconds</i> control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.

- 5) Assign users as agents for the Call Center.
  - To find a desired user, enter search criteria in the fields provided and click **Search**.
  - Assign users: In the *Available Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
  - To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

**NOTE:** If your Call Center uses the Weighted Call Distribution policy, your new agent will be assigned a percentage value of 0, and therefore will receive no calls until you alter this value on the *Call Center – Weighted Call Distribution* page.

- 6) Unassign users from the Call Center:
  - In the *Assigned Users* column, select the users and click **Remove <**. To unassign all users (unselected) at once, click **Remove All <<**.
- 7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
 

To exit without saving, select another page or click **Cancel** to display the previous page.

### 1.1.9 Modify Call Center Enhanced Profile

Customers with Enhanced Call Center will have additional Call Center profile settings.

- 1) *Statistics Source* – Enhanced Call Center provides a great deal more reporting capability than the standard Call Center. To ensure the enhanced reporting capabilities are enabled, make sure **CCRS** is selected in the drop-down for *Statistics Source*.

The screenshot shows a configuration page for Call Center Settings. It is divided into three main sections:

- Call Center Settings:**
  - Queue Length: 1 calls
  - Time Between Messages: 60 seconds
  - Statistics Source: CCRS (highlighted with a red box)
  - Allow agents to join Call Centers:
  - Enable music or video on hold for queued calls:
  - Play comfort message:
  - Enable guard timer for: 5 seconds
- No Answer Settings:**
  - Skip to next agent after: 3 rings
  - Forward call after waiting: 180 seconds
  - Calls Forward to: 3034141724
- Call Center Enhanced Settings:**
  - Enable maximum ACD wrap-up timer: 02:00 (minutes:seconds) (highlighted with a red box)

- 2) *Call Center Enhanced Settings* – Call Center Enhanced Agents are commonly used with the Enhanced Call Center and have the ability to set their status to wrap-up after a call. You can set the maximum time an Enhanced Agent may be in wrap-up before accepting another call.

## 2 Agent – Join Call Center

To participate in taking calls from a Call Center, agents must first join a Call Center.

- 1) For each user/agent, select **Incoming Calls** menu link.
- 2) Select **Call Centers** from the Incoming Calls menu page.

3) To join a Call Center, check the **Join Call Center** box and press the **OK** or **Apply** button.

Join Call Center	Call Center ID	Phone Number	Extension
<input checked="" type="checkbox"/>	SalesTest	+1-3034837502	7502

When an incoming call is coming from a Call Center, the agent will see the name of the Call Center and the inbound caller's ID on the phone screen.

If an agent does not answer an incoming call, that call will roll to the next available agent. If no agents answer the incoming call, then the caller will be sent to the no answer treatment (Call Center mailbox, or forwarded to another number as defined in the Call Center profile).

If all agents are busy handling Call Center calls, new inbound callers will be held in the queue until an agent becomes available.

If an agent hangs up on a current call, and does not answer a call held in queue, then the next available agent will be tried. If no agents answer the queued call, that call will go to the no answer treatment.

A Basic Agent can place his phone on **Do Not Disturb (DND)** to make his extension appear busy in the queue. This will cause incoming Call Center calls to rollover to the next agent in the hunt sequence since it appears the agent is busy with another call. Enhanced Agents will have the ability to login/logout of the Call Center using the desktop client or through the phone.