

Hosted Call Center User Guide

Supervisor's Guide



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1 About This Document

1.1 Audience

This document is intended for Call Center Supervisors who use the BroadWorks Hosted Thin Call Center client.

1.2 How This Guide is Organized

The following table identifies the sections to refer to for information about the functionality provided by Call Center.

| Section | Overview |
|--|--|
| About This Document | This section provides an overview of the documents audience and contents. |
| Introduction to Call Center | This section provides an overview of Call Center and the functionality available to agents and supervisors. |
| Getting Started | This section describes how to sign in and out of Call Center, perform the initial setup, change a password, and obtain help. |
| Explore Workspace | This section provides an overview of the user interface. |
| Manage Calls | This section provides information on how to make and manage calls. This includes using your contacts to make calls or perform actions on existing calls. |
| Manage Call History | This section provides information on managing call logs. |
| E-mail Contacts | This section includes information on how to send e-mail messages to contacts. |
| Manage Contacts | This section provides information on managing contact directories and searching for contacts. |
| Manage Agents | This section describes how supervisors can use Call Center to manage agents under their supervision. |
| Manage Queued Calls | This section provides information on managing queued calls. |
| View Real-Time Statistics (Supervisor) | This section describes the Dashboard that supervisors can use to monitor the state of selected call centers and agents. |
| Generate Reports | This section describes how to generate and schedule reports. |
| Configure Call Center | This section describes the settings you can configure to set up and customize Receptionist for improved usability. |
| Appendix A: Glossary and Definitions | This appendix contains definitions of terms used in Call Center. |
| Appendix B: Keyboard Shortcuts | This appendix describes the keyboard shortcuts available in Call Center. |

2 Introduction to Call Center

2.1 About Call Center

BroadWorks Call Center is a carrier-class, communications management product for Call Center agents and supervisors used with the BroadSoft, BroadWorks, telephony softswitch platform, on which call centers are hosted.

BroadWorks Call Center delivers the following real benefits to users:

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

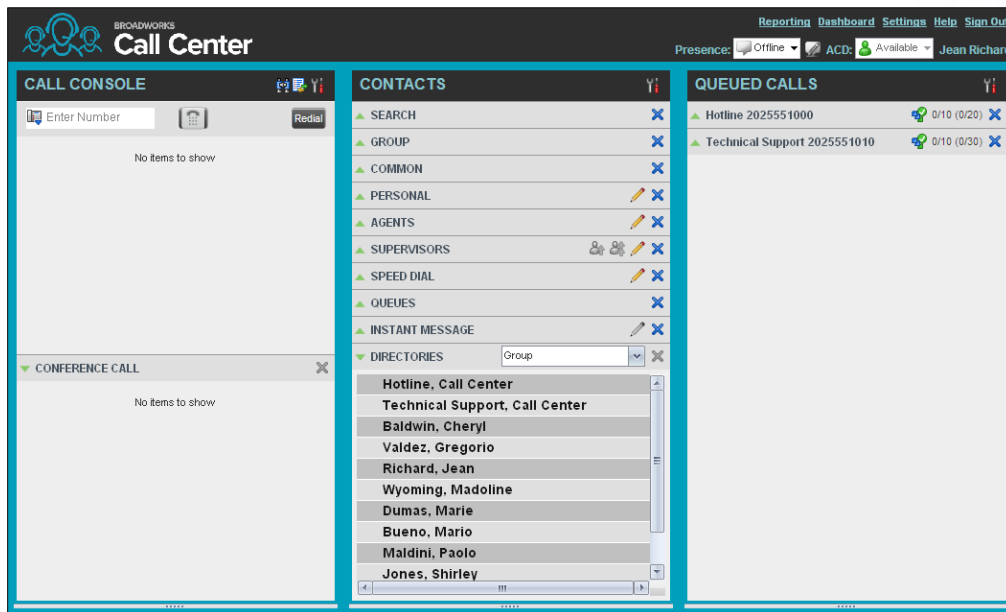
BroadWorks Hosted Thin Call Center client application herein is referred to as Call Center, Call Center client, Call Center application, or client.

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

2.2 Call Center- Supervisor

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

The screenshot below shows the main interface of the Call Center – Supervisor.



The Call Center interface contains the following work areas:

- **Logo pane** – The *Logo* pane displays information about you and contains links to other pages and functions.
- **Call Console** – You use the *Call Console* to view and manage your current calls.
- **Contacts pane** – The *Contacts* pane contains your contact directories and provides you with real-time call and ACD state of the agents you are monitoring.
- **Queued Calls pane** – You use the *Queued Calls* pane to manage queued calls.
- **Call History dialog box** – You use the *Call History* dialog box to view your past calls and make calls from history.
- **Dashboard** – The *Dashboard* provides real-time summary information for up to 50 queues and allows you to monitor key performance indicators for monitored call centers and supervised agents.
- **Report window** – You use the *Report* window, accessed via the Reporting link, to generate reports about the activity and performance of call centers and agents you manage.
- **Settings pages** – You use the *Settings* pages, accessed via the Settings link, to configure various aspects of Call Center.

For more information about the above Call Center user interface, see section 4 *Explore Workspace*.

For information on Call Center functions performed by supervisors, see the following sections:

- Manage Agents - *section 9*
- Manage Queued Calls - *section 10*
- View Real-Time Statistics (Supervisor)- *section 11*
- Generate Reports- *section 12*

In addition, for information about other functions available to you, see the following sections:

- Getting Started- *section 3*
- Manage Calls- *section 5*
- Manage Call History- *section 6*
- E-mail Contacts- *section 7*
- Manage Contacts- *section 8*
- Configure Call Center- *section 13*

3 Getting Started

Call Center is hosted on BroadWorks 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.

In addition, agents can sign in to Call Center using hot desk functionality, that is, sign in from any available desk configured for that purpose. Upon login, a desk's phone is associated with a certain agent and behaves as if it were the permanent phone of the agent for the duration of the login session. This allows agents to use a single login ID to perform their work independently of their location.

Note 1: *The minimum screen resolution required for the Call Center is 1024 x 768 pixels.*

Note 2: *Call Center does not support logging in as different users from the same machine at the same time.*

Note 3: *When using the Outlook Integration feature with Microsoft Outlook 2010 (32 or 64-bit edition), make sure Outlook is running before Call Center is launched; otherwise, the Outlook Integration functionality does not work.*

3.1 Launch Call Center from Web Portal

BroadWorks has a Single Sign-On feature. When you access the Call Center client from the web portal, you do not need to provide your credentials since you are already logged in to the web portal.

To launch Call Center:

- 1) Log in to your Hawaiian Telcom web portal by entering the URL <https://bvoip.hawaiiantel.com> in your web browser.
- 2) Enter your login credentials. If you do not have this information please see your System Administrator.
- 3) From the *Launch* drop-down list at the top right-hand side of the Hawaiian Telcom logo pane, select the *Call Center* service.



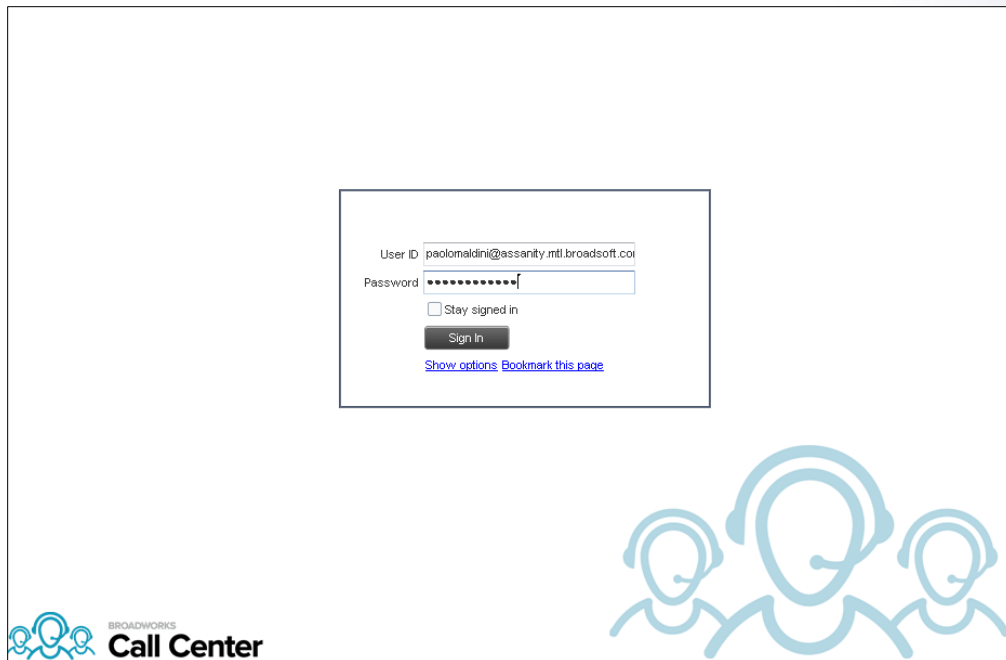
Call Center starts and you are automatically signed in.

3.2 Sign in from Web Browser

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

To sign in to Call Center:

- 1) In your web browser, enter the URL of the Call Center client <https://bvoip.hawaiiantel.com/callcenter>. The *Call Center Sign-in* page appears.



User ID: paolomaldini@assanity.mtl.broadsoft.com
Password: [masked]
 Stay signed in
Sign In
[Show options](#) [Bookmark this page](#)

BROADWORKS
Call Center

- 2) Enter your BroadWorks **User ID** in user@domain format and enter your **Password**. If you are unsure of your user ID or password, contact your administrator.
- 3) Check **Stay signed in** to automatically reconnect and sign in to the server when it detects a network connection.
- 4) To configure your domain name or the Call Center language, click **Show options**. The area expands, displaying advanced options.

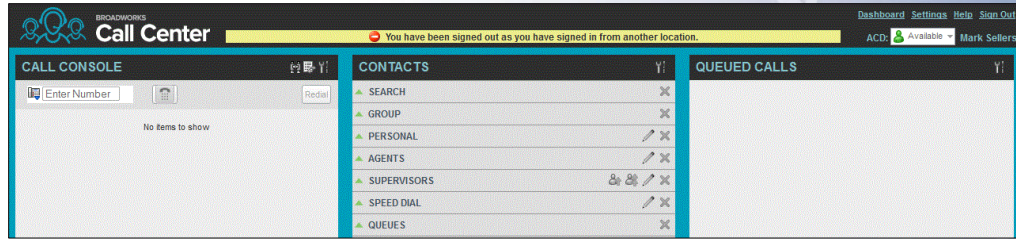
- 5) To configure your domain, in the **Append Domain** text box, enter your domain name. When you enter your user ID without a domain, the system appends the configured domain instead of the system-wide default domain.
- 6) To change the language, from the **Language** drop-down list, select a new language.
- 7) To add a bookmark to this page in your browser, click **Bookmark this page** and follow the instructions of your browser.
- 8) Click **Sign In**.
Call Center starts and you are signed in.

Note 1: In some browser/operating system combinations, when you press ENTER instead of the **Sign In** button, a blank page may appear instead of the Call Center main interface.

3.3 Sign-in Restrictions

You can only have one active Call Center 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



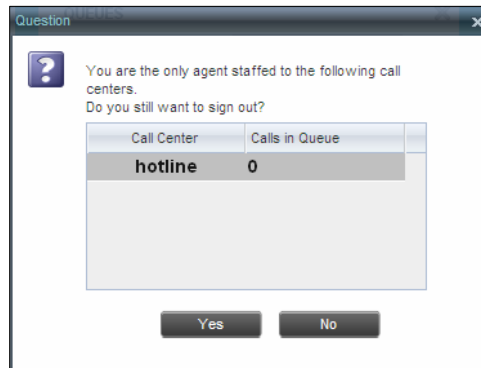
Main Interface with Error Message

3.4 Sign Out

- 1) To sign out of Call Center, click **Sign Out** at the top right-hand side of the main interface.

If you are the last agent to sign out of a call center, a message appears, providing the details of queues in which you are the last agent to sign out and asking you to confirm that you want to sign out.

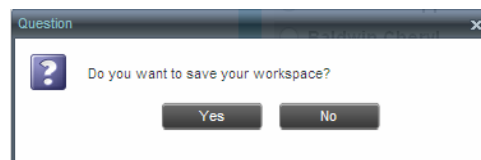
Note: This functionality is not available when you close the application using the browser's **Close** button or when you refresh (F5) the browser.



Signing Out Last

- 2) To stay signed in, click **No**. You are returned to the application.
 - o To continue signing out, click **Yes**.

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



Saving Workspace on Sign Out

- o To save your current workspace, click **Yes**. This allows you to retain the same interface setup at your next session. For information about the elements of the Call Center workspace that can be customized and retained between sessions, see section 13.1.7 *Workspace*.

If you are signing out from a hot desk, your account is dissociated from the hot desk where you were signed in.

3.5 Set Up Call Center

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

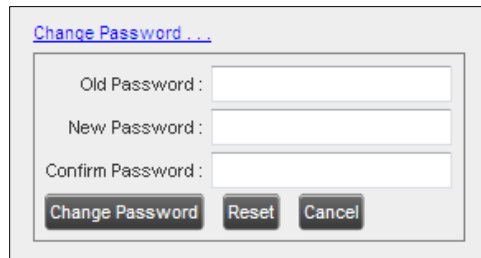
- Configure agents you want to monitor. For more information, see section 9.1 *Select Agents to Monitor*.
- Configure queues you want to monitor. For more information, see section 10.2 *Select Call Centers to Monitor*.

For more information about the settings you can configure in Call Center, see section 133 *Configure Call Center*.

3.6 Change Your Password

You can change your password when you are signed in to Call Center.

- 1) To change your password, click the **Settings** link at the top right-hand side of the main 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**.



Note that 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 BroadWorks Single Sign-On feature. It must meet the password requirements set on BroadWorks.*

3.7 Enable or Disable Services

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

To enable or disable Call Waiting:

- 1) In the *Call Console*, click **Call Waiting** . The button changes to this icon  to indicate that the service is enabled.
- 2) To disable it, click the button again.

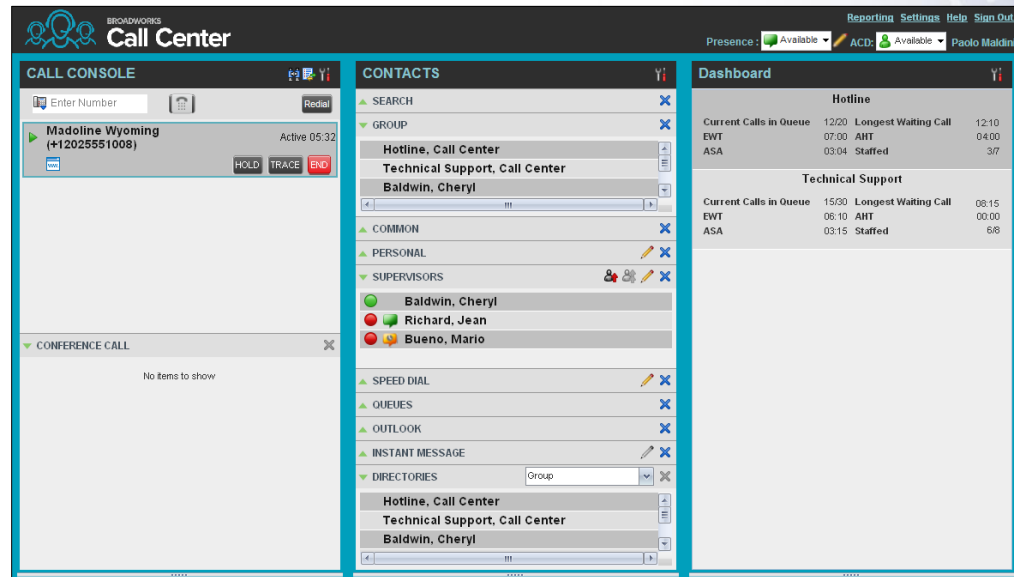
To enable or disable Do Not Disturb or Call Forwarding Always:

- 1) At the top right-hand corner of the main page, click **Settings**. The *Settings* page appears.
- 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**.

For more information, see section *13 Configure Call Center*.

4 Explore Workspace

When you sign in to Call Center, the main page appears where you perform most of your call management or monitoring tasks. In addition, the main page provides links to other pages and windows of Call Center, where you perform functions such as configuration and report generation.



Call Center – Agent Main Interface

Many visual aspects of the Call Center 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. For more information on saving your workspace settings, see section 13.1.6 *Workspace*.

Note 1: To work in full screen mode, make sure that the main window is in focus and then click **F11**.

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

Note 3: When a window is vertically resized, the panes do not always resize to fill the window. To resize a window, drag the window from the bottom right-hand corner of collapse and then expand the panes after resizing to adjust them to the window.

Most call center controls are context-based, which means that they appear only when the action they represent can be taken. Context-based controls that allow you to take actions on calls are called action buttons. For the list of controls available in Call Center, see section 4.5 *Controls*. The action buttons are described in section 4.5.1 *Call Action Buttons*.

The Call Center interface contains the following elements:

| Interface Element | Description |
|---------------------|--|
| Logo Pane | Located at the top of the main interface, the <i>Logo</i> pane displays global messages, information about the logged user, and links to other Call Center interface elements and functions. |
| Call Console | The <i>Call Console</i> is where you manage your current calls. |
| Contacts Pane | The <i>Contacts</i> pane contains your contact directories and allows you to manage your contacts and use contacts to make calls or take actions, such as transfer to contact or queue, on existing calls. |
| Queued Calls Pane | The <i>Queued Calls</i> pane, available only to supervisors, allows you to manage queued calls for selected call centers that you supervise. |
| Call History Window | The <i>Call History</i> window, accessible from the <i>Call Console</i> via the Call History button, displays your placed, received, and missed calls, and allows you to make calls from history and delete call logs. |
| Report Windows | The <i>Report</i> windows, accessible from the main page via the Reporting link, provide access to Enhanced Reporting, allowing you to generate, schedule, and view reports. Agents can only generate reports about themselves. |
| Dashboard | The <i>Dashboard</i> , accessible from the main page via the Dashboard link, provides you with real-time summary information about the call centers and agents you supervise (up to 50). |
| Settings Pages | The <i>Settings</i> 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. |

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

- Logo Pane
- Call Console
- Contacts Pane
- Call History
- Controls

For information about other interface elements, see the following sections:

- *Queued Calls* pane – Section 10.1 *Queued Calls Pane*
- *Report* windows – Section 12 *Generate Reports*
- *Dashboard* – Section 11 *View Real-Time Statistics (Supervisor)*
- *Settings* pages – Section 13 *Configure Call Center*

4.1 Logo Pane

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



Call Center Logo Pane

4.1.1 Global Message Area

The **Global Message Area**, that is, the center area of the *Logo* pane, is used by Call Center to display various information, warnings, and error messages to the user. A message is displayed for several seconds and then it disappears.

4.1.2 Links to Other Interface Elements and Functions

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





4.1.3 Logged User Information

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

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

- ACD state 
- Presence state 

In addition, information about the following services and features is provided:

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

The information is presented in the form of icons to the left of your name in the following format:

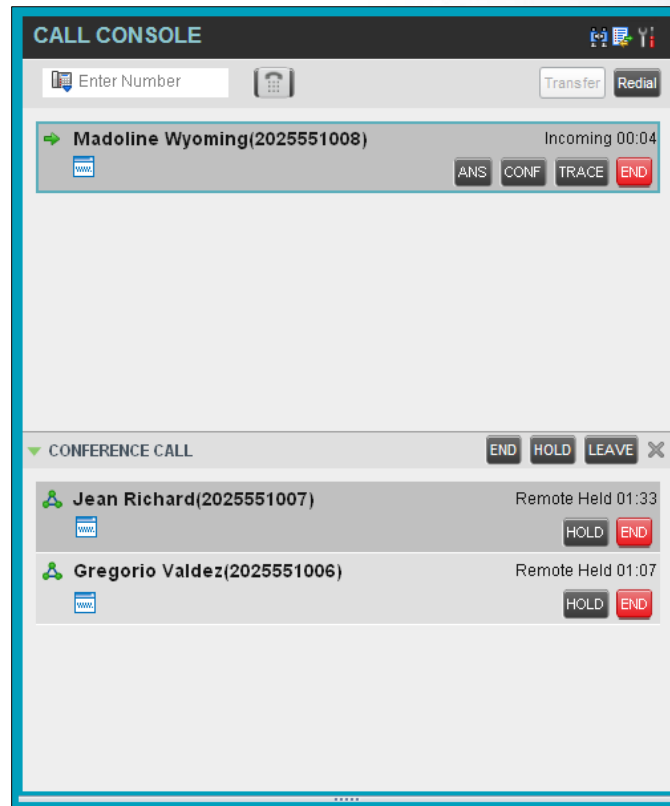
<DND/CFA/Busy> <Voice Messaging>

The <DND/CFA/Busy> state is represented by one icon, where Do Not Disturb has precedence over Call Forwarding Always, which has precedence over your Busy Phone State. If none of the services is enabled and your phone state is *Idle*, the icon is not displayed.

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

4.2 Call Console

You use the *Call Console* to view and manage your current calls. For information on managing your calls, see section 5 *Manage Calls*.



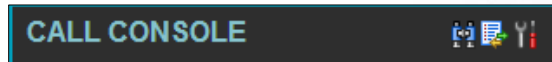
Call Console

The *Call Console* contains the following areas:

- Header Bar
- Dialer
- Current Calls
- Conference Call





4.2.1 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:

- 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.
- Call History button  – This allows you to access the list of your previous calls.
- 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.


4.2.2 Dialer

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



Dialer

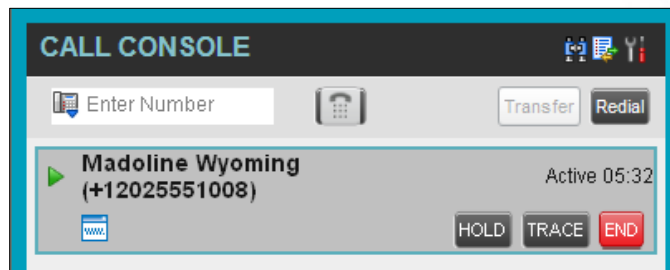
It contains the following elements:

- The Outbound CLID button  , which allows you to configure the number you want to use for outgoing calls.
- The *Enter Number* text box, in which 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 section 4.5.1 *Call Action Buttons*.

4.2.3 Current Calls

The **Call Console** displays your current calls, both direct and ACD, 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 center that you are staffing as an agent.

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. The **Conference Call** panel is described in the following section.



Call Console – Current Calls

The following information is displayed for each call:

- Call State icon – This is a visual representation of the current state of the call. For more information, see section 4.2.5 *Call States and Actions*.
- Remote CLID – This is the name of the remote party (if available) and the phone number in parenthesis.
- 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. In addition, for held calls, the time a call has been on hold is displayed.

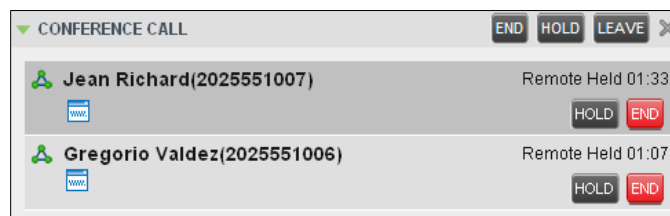
The call entry also displays action buttons for the operations that you can currently take on that call. The actions you can perform depend on the state of the call.

For the list of Call Center action buttons, see section 4.5.1 *Call Action Buttons* and for the list of actions that can be taken in each call state, see section 4.2.5 *Call States and Actions*.

4.2.4 Conference Call





The *Conference Call* panel 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

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










-  End Conference button – This allows you to end the current conference.
-  Leave Conference button – This allows you to leave the conference.
-  Hold Conference button – This allows you to place the conference on hold.
-  Resume Conference button – 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. For information, see section 4.2.3 *Current Calls*.

For information on managing conferences, see section 5.10 *Manage Conference Calls*.

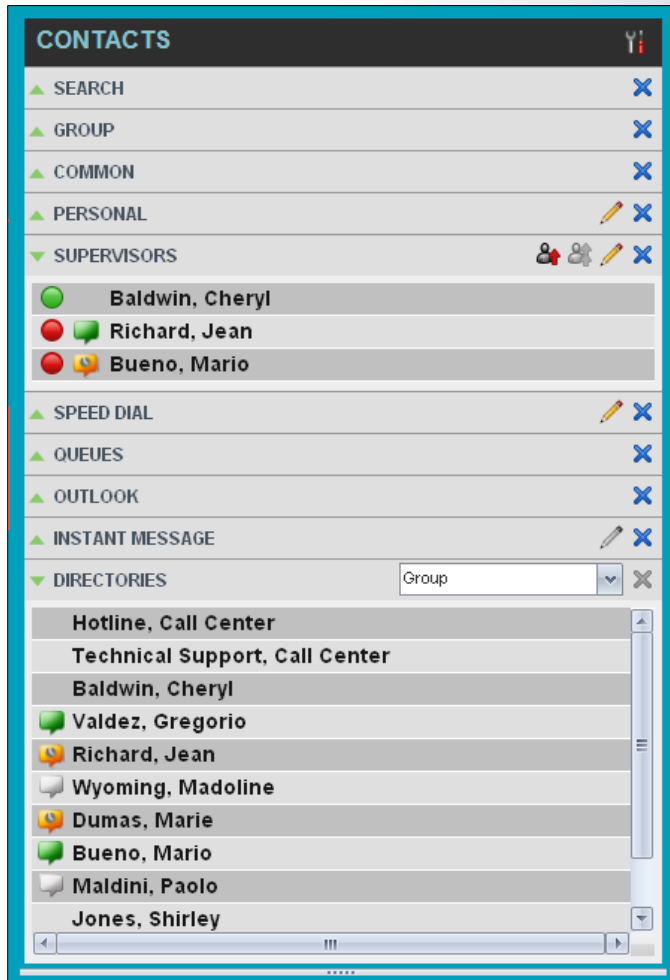
4.2.5 Call States and Actions

The following table lists the possible call states and actions that can be performed on calls in each state.

| Call State | Display Name | Display Icon | Call Personality | Call Actions |
|----------------------------|----------------|---|------------------|-----------------------------------|
| Ringing In (Local) | Incoming Local |  | Click-To-Dial | Answer, End |
| Ringing In (Remote) | Incoming |  | Terminator | Answer, Conference, End |
| Ringing Out, Outgoing | Outgoing |  | Originator | Conference, End |
| Active | Active |  | Any | Transfer, Hold, End, Conference |
| On Hold | Held |  | Any | Transfer, Resume, End, Conference |
| On Hold (Remote) | Remote Held |  | Any | Transfer, Hold, End, Conference |
| Active (In Conference) | Active |  | Conference | Transfer, Hold, End |
| Held (In Conference) | Held |  | Conference | Resume, Transfer, End |
| Ringing In (Recalled Call) | Call Recalled |  | Terminator | Answer, Conference, End |

4.3 Contacts Pane

The **Contacts** pane contains your contact directories and allows you to use your contacts to make or manage calls. For information on using contacts to manage calls, see section 5 *Manage Calls*. For information about organizing and managing your contact directories, see section 8 *Manage Contacts*.



Contacts Pane

The **Contacts** pane contains the following panels:

- Search Panel
- Enterprise/Group Panel
- Common Panel
- Agents Panel
- Speed Dial Panel
- Queues Panel
- Custom Directories Panels
- 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.

The directories you see in the *Contacts* pane also depend on your setup. For information on selecting the directories to display in the *Contacts* pane, see section 8.1.1 *Show or Hide Directories*.

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.

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.

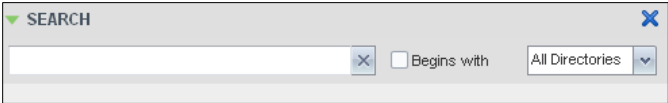


Contact in Focus with Action Buttons

For the list of Call Center action buttons, see section 4.5.1 Call Action Buttons.

4.3.1 Search Panel

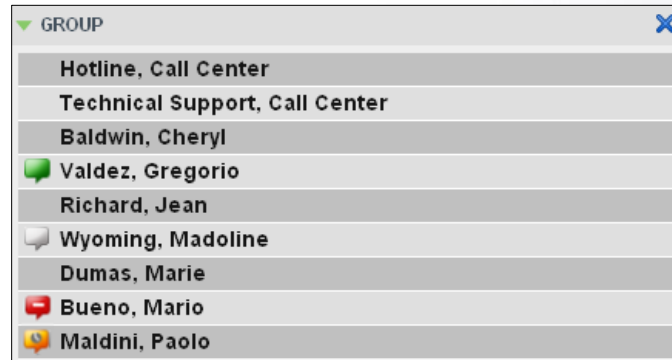
You use the *Search* panel to look for specific contacts in your contacts' directories and, if available, in the configured LDAP (Lightweight Directory Access Protocol) directory. For information about performing contact searches, see section 8.3 Search for Contacts.



Contacts Pane – Search Panel

4.3.2 Enterprise/Group Panel

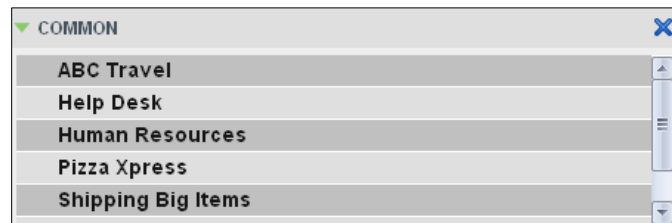
The **Enterprise/Group** panel contains the contacts in your BroadWorks group directory (if your group is part of a service provider) or enterprise directory (if your group is part of an enterprise. However, if your enterprise administrator restricted your access to the enterprise directory, you can only see the contacts from your group.)



Contacts Pane – Group Panel

4.3.3 Common Panel

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

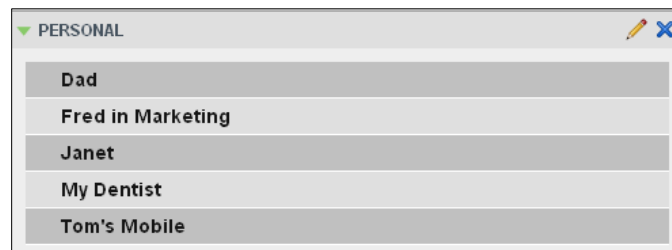


Contacts Pane – Common Panel

4.3.4 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.

For information about managing your personal contacts, see section *8.4 Manage Personal Contacts*.



Contacts Pane – Personal Panel

4.3.5 Agents Panel

The **Agents** panel is used by supervisors to monitor and manage agents under their supervision. For more information, see section *9 Manage Agents*.



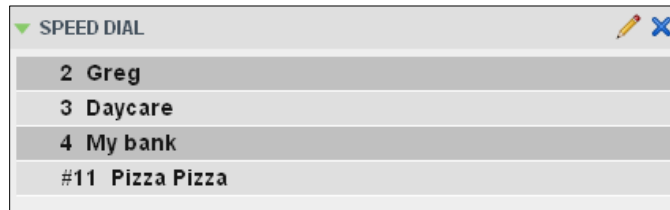
Contacts Pane – Agents Panel

4.3.6 Speed Dial Panel

The **Speed Dial** panel allows you to manage your Speed Dial 8 and Speed Dial 100 contacts. It is available to users who have been assigned Speed Dial 8 and/or Speed Dial 100 services. If you only have one of these services, you only see the entries for that service in your *Speed Dial* directory.

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

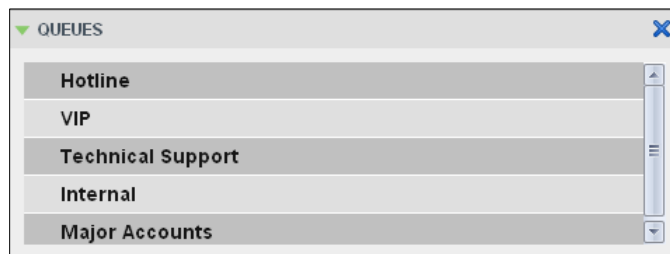
For information about managing your Speed Dial directory in Call Center, see section 8.5 *Manage Speed Dial Numbers*.



Contacts Pane – Speed Dial Panel

4.3.7 Queues Panel

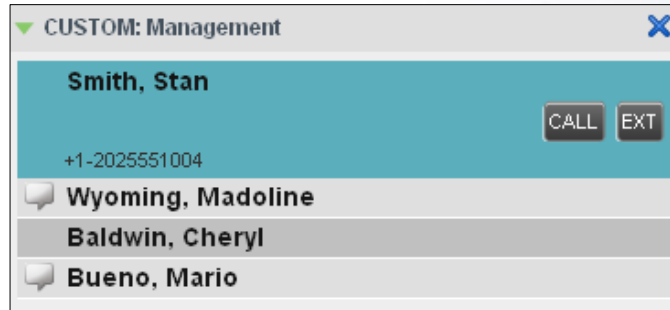
The **Queues** panel is available to both agents and supervisors. It lists the call centers you are staffing as an agent or monitoring as a supervisor and the associated Dialed Number Identification Service (DNIS) numbers. The primary purpose of this panel is to provide you with a quick way to transfer calls to queues.



Contacts Pane – Queues Panel

4.3.8 Custom Directories Panels

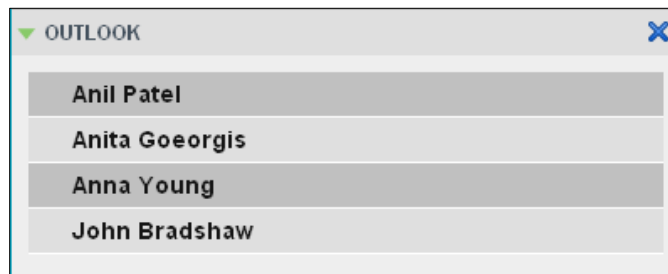
If your administrator has configured custom contact directories for your group, you can access them from Call Center. A custom directory contains a subset of the contacts in your BroadWorks group or enterprise directory.



Contacts Pane – Custom Panel

4.3.9 Outlook Panel

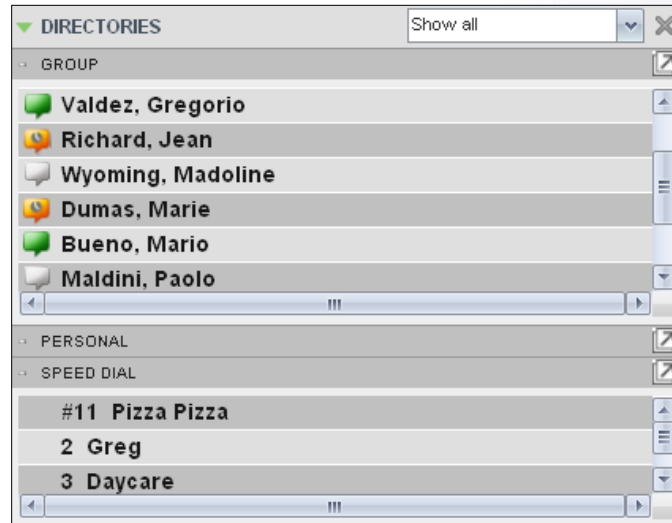
The **Outlook** panel contains your Outlook contacts. This panel is available to you if you have the Outlook Integration service assigned.



Contacts Pane – Outlook Panel

4.3.10 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.

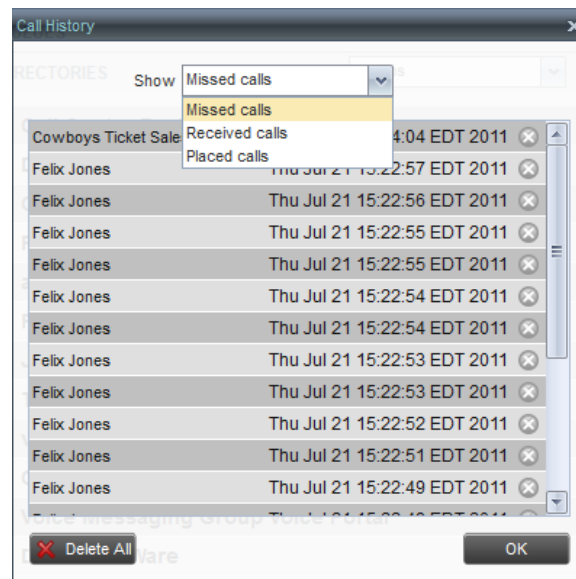


Contacts Pane – Directories Panel

You can also place a copy of a directory below the *Call Console*. This allows you to view more than one directory at a time easily. For more information, see section 8 *Manage Contacts*.

4.4 Call History

The *Call History* dialog box, accessed from the *Call Console* via the Call History button, allows you to view your past calls. You can place a call to a number from Call History and manage call logs. For information on making calls from Call History, see section 8 *Manage Calls*, and for information on managing your call logs, see section 6 *Manage Call History*.

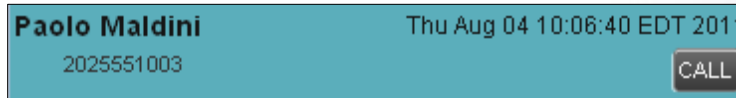


Call History Dialog Box

Each call log is displayed on a separate line. Call logs are grouped in three categories: Missed calls, Received calls, and Placed calls. The following information is displayed for each call log:

The name or phone number of the remote party

- The date and time when the call was initiated
- When you click a call log, the Call Action button appears, allowing you to place a call to the remote party.









Call History Dialog Box – Call Log with Call Action Button

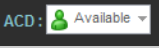














For the list of action buttons available in Call Center, see section 4.5.1 *Call Action Buttons*.

4.5 Controls

Call Center controls are designed in a contextual manner, that is, most controls appear only when the action they represent can be taken. For example, when you enter a number or select a contact, a Dial button appears, allowing you to place a call. The contextual controls that correspond to call operations such as dialing, transferring calls, or putting calls on hold are called action buttons. They appear on the Dialer, in a call entry, in a directory entry (contact), in a call log, or on a queued call.

The following table lists the general controls used in Call Center and the controls displayed on the headers in the panels. For more information on the action buttons, see section 4.5.1 *Call Action Buttons*.

| 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. |
| Logo Bar, Dialer, Call Console, Directories Panel, and Search Panel Controls | |
|  Outbound CLID | This allows you to select the phone number 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 <i>Wrap-Up</i> . |
| Disposition : <input type="text"/> | This allows you to apply one or more disposition codes to the selected call. |

| Name | Description |
|---|---|
|  ACD State | This displays your current ACD state and allows you to change it. |
|  Call History | This displays Call History. |
|  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 Conference | This ends a conference call. |
|  Leave Conference | This disconnects you from the conference while allowing other participants to continue the call. |
|  Hold Conference | This holds the conference call. |
|  Resume Conference | This resumes a held conference. |
|  Barge In | This “un-mutes” your Silent Monitoring call, thereby establishing a Three-Way Conference. |
|  Pull Out Directory | This places a selected directory below the Call Console. |
| Call Notification Pop-up Window | |
|  vCard | This saves the caller’s phone number and personal information as a vCard in Microsoft Outlook. It appears only when Outlook is running. |
| Supervisors Panel (Agents) | |
|  Emergency | This makes an emergency call to a supervisor. |
|  Escalate | This escalates a call to a supervisor. |
| Queued Calls Pane – Call Center Queue Panel (Supervisors) | |
|  Service Mode | This identifies and allows you to change the service mode of a supervised call center. |
| Scheduled Reports Window | |
|  Load Report | This loads a scheduled report, allowing you to view and modify it. |
|  Delete Report | This deletes a scheduled report. |

4.5.1 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, such as dialing a number or contact. They appear on the Dialer, on a call line, in a call history log, in a directory entry, or (for supervisors) in a queued call entry.








Action buttons are contextual, that is, they appear on a line/entry when the corresponding action can be performed on that entry.


For example, when you click a contact in the *Group* directory, the contact expands and the Call and Extension buttons appear on the line for that contact, allowing you to call the contact. Note that other buttons may appear on the line for a contact, depending on the call state and the contact's configuration.



Group Panel – Contact in Focus

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

| Button | Description |
|---|--|
|  Dial | This dials the number you entered in the <i>Dialer</i> . |
|  Call | This places a call to the selected contact or to a number from Call History. |
|  Redial | This redials the last dialed number. |
|  Extension | This dials the contact's extension. |
|  Mobile | This dials the contact's mobile number. |
|  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 | This transfers a call to an ad hoc number entered in the <i>Dialer</i> . |

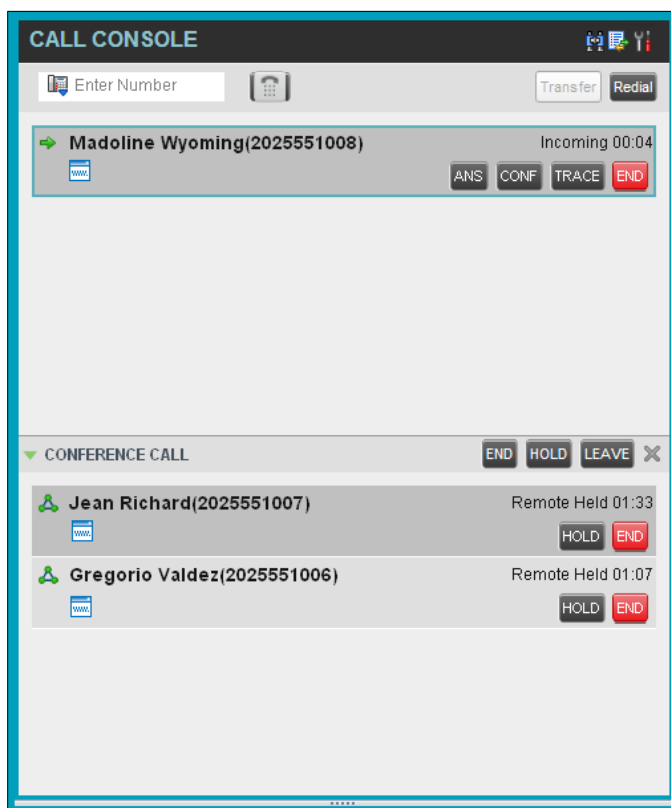
| Button | Description |
|---|--|
|  Transfer | This transfers a call to a selected number or contact. |
|  Answer | This answers an incoming call, answers an unanswered call for a contact, or resumes a held call. |
|  Hold | This places a call on hold. |
|  End | This ends a call. |
|  Conference | This establishes a conference call or adds a call to a conference. |
|  Camp | This camps a call on a busy contact. |
|  Escalate Call | This escalates a call to a selected supervisor. |
|  Emergency Call | This places an emergency call to a selected supervisor. |
| For Supervisors Only | |
|  Monitor Next Call | This allows the supervisor to silently monitor the next call for a selected agent or call center. |
|  Monitor | This allows the supervisor to silently monitor the current call for a selected agent with an active call. |
|  ACD State | This allows the supervisor to change a selected agent's ACD state. |
|  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. |
|  Answer | This answers an unanswered call for a monitored agent. |
|  Promote | This promotes a selected call to the next highest priority bucket within the queue. |
|  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 <i>Incoming</i> call rather than an <i>ACD</i> call in the reports. |
|  Reorder | This changes a call's position in the queue. |

5 Manage 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*.

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



Call Console

The following subsection provides a quick reference to call management operations. These operations are described in detail in the rest of this section.

Note: For operations on calls that involve a contact, you can drag the call onto the contact and click the button for that contact, which corresponds to the operation you want to perform. For information, see 5.2 Drag and Drop Call onto Contact.

5.1 Call Management Operations Quick Reference

The following table provides a summary of the actions that you can take to manage calls. These actions (operations) are described in more detail in the following sections.

| Function | Steps |
|--|---|
| Assign Disposition Code to Selected ACD Call | In the <i>Call Console</i> , click the target ACD call and select a code from the drop-down list that appears. |
| Assign Disposition Code while in Wrap-Up | In the <i>Call Console</i> , click the Disposition Code button and select a code from the list. The code is applied to the last released call. |

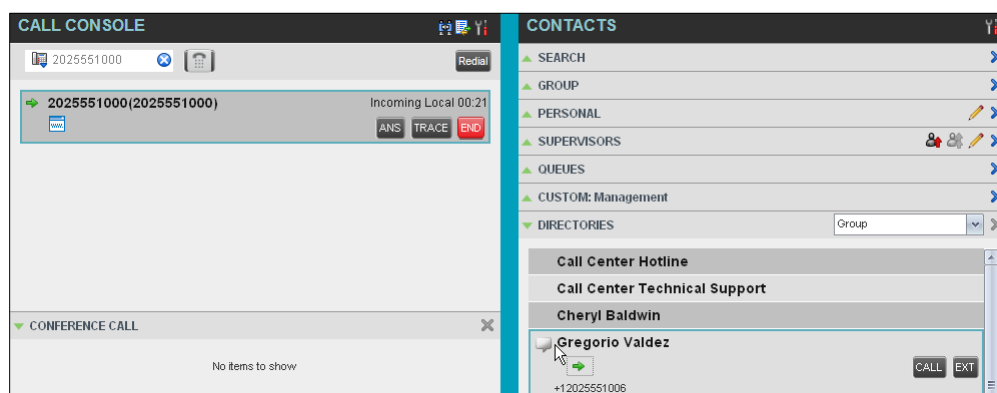
| Function | Steps |
|---|--|
| Answer Incoming Call | In the <i>Call Console</i> , click Answer for the target call. |
| Turn Auto Answer On | In the <i>Call Console</i> , click Auto Answer . |
| Open URL | In the <i>Call Notification</i> dialog box for an incoming call or on any call in the <i>Call Console</i> , click the Web Pop URL button. |
| Save a vCard | In the <i>Call Notification</i> dialog box for an incoming call, click the Add vCard button. |
| Place Call on Hold | In the <i>Call Console</i> , move the mouse over the call and click Hold . |
| Resume Held Call | In the <i>Call Console</i> , move the mouse over the call and click Retrieve . |
| Blind Transfer Call | Drag the call onto the target contact and click Transfer for that contact. Alternatively, enter the target number in the <i>Dialer</i> and click Transfer on the <i>Dialer</i> . |
| Transfer with Consultation | While on the call, enter a number in the <i>Dialer</i> or select a contact in the <i>Contacts</i> pane and click Dial . When the new call is connected, consult with the party. When ready to transfer, select the original call. Move the mouse over the new call that is not selected call and click Transfer . |
| Transfer to Queue | Drag the call onto the target queue in the <i>Queues</i> panel and click Transfer for that queue. |
| Make Emergency Call to Available Supervisor | In the <i>Call Console</i> , select the call to escalate and click the Emergency button in the <i>Supervisors</i> panel. |
| Make Emergency Call to Selected Supervisor | Drag the call to escalate onto an available supervisor in the <i>Supervisors</i> panel and click Emergency for that supervisor. |
| Blind Escalate Call | In the <i>Call Console</i> , select the call to escalate. In the <i>Supervisors</i> panel, click Escalate or click an available supervisor and click Escalate for that supervisor. In the <i>Call Console</i> , move the mouse over the call to the supervisor and click Transfer before the supervisor answers the call. |
| Escalate with Consultation | In the <i>Call Console</i> , select the call to escalate. In the <i>Supervisors</i> panel, click Escalate or click an available supervisor and click Escalate for that supervisor. Consult with the supervisor. When ready to transfer, in the <i>Call Console</i> , move the mouse over the call to the supervisor and click Transfer . |
| Escalate with Conference | In the <i>Call Console</i> , select the call to escalate. In the <i>Supervisors</i> panel, click Escalate or click an available supervisor and click Escalate for that supervisor. In the <i>Call Console</i> , move the mouse over the new call and click Conference . |
| Start Three-Way Conference | In the <i>Call Console</i> , select a call. Move the mouse over a call that is not selected and click Conference . |
| Add Participant to Conference | In the <i>Call Console</i> , move the mouse over a call and click Conference . |
| Hold Conference | In the <i>Conference Call</i> panel, click Hold . |

| Function | Steps |
|--------------------------------------|---|
| Resume Conference | In the <i>Conference Call</i> panel, click Resume . |
| Hold Conference Participant | In the <i>Conference Call</i> panel, select the call to put on hold and click Hold for that call. |
| Take Conference Participant Off Hold | In the <i>Conference Call</i> panel, select a held call and click Resume for that call. |
| Leave Conference | In the <i>Conference Call</i> panel, click Leave Conference . |
| End Participant | In the <i>Conference Call</i> panel, select the target call and click End . |
| End Conference | In the <i>Conference Call</i> panel, click End Conference . |
| Set Outbound CLID | In the <i>Dialer</i> , click the Outbound CLID button and select the number to use as your calling line identity for the next call from the list. |
| Dial Ad Hoc Number | In the <i>Dialer</i> , enter the number to call and click Dial . |
| Re-dial Recent Number | In the <i>Dialer</i> , click Redial and select a number from the list. |
| Dial Recent Number | In the <i>Dialer</i> , start entering the number to dial. A list of numbers starting with the entered digits appears. Select a number from the list and click Dial . |
| Dial Contact | In the <i>Contacts</i> pane, click the contact and then click Call for that contact. |
| Dial from History | In the <i>Call Console</i> , click the Call History button. Select <i>Missed calls</i> , <i>Received calls</i> , or <i>Dialed calls</i> from the drop-down list. In the <i>Call History</i> dialog box, move the mouse over a call log and click Call . |
| Dial from Search | In the <i>Search</i> panel, select a contact and click Dial . |

5.2 Drag and Drop Call onto Contact

In Call Center, 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.



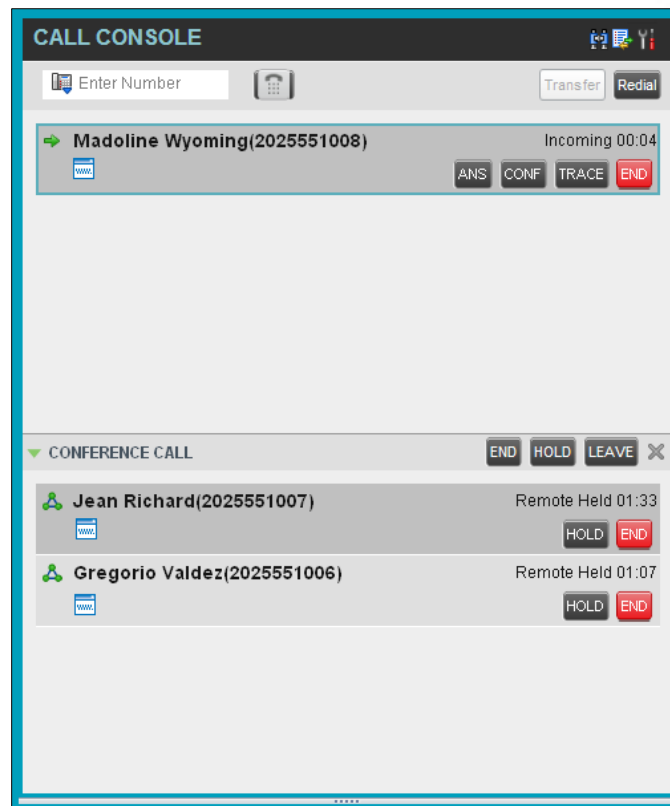
Dragging Call and Dropping on Contact

5.3 View Calls

You can view your current calls and your past calls (Call History). For information about Call History, see section 6 *Manage Call History*.

5.3.1 View Current Calls

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

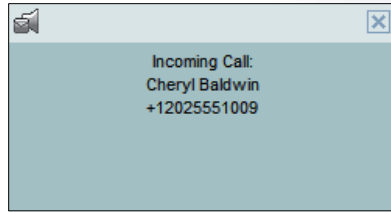


Call Console – View Current Calls

5.3.2 View Incoming Call Details

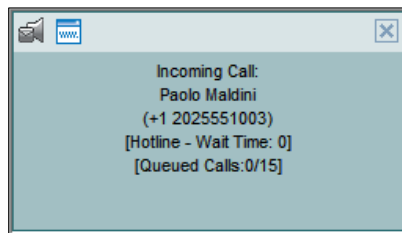
When the Call Notification feature is enabled, a *Call Notification* pop-up window appears on top of the system tray when you receive an inbound call.

- 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 Call that is Not ACD Call

- For calls from a call center, the following information is displayed:
 - Calling party name
 - Calling party number
 - Call center 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 ACD Call

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

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

5.4 Assign Disposition Codes (Premium Call Center)

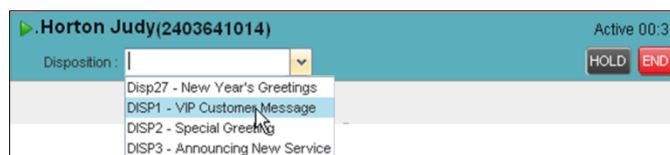
Disposition codes are additional attributes that can be applied to ACD calls to tag calls with comments, results, and so on. More than one disposition code can be assigned to a call.

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

5.4.1 Assign Disposition Codes to Current Call

To assign a disposition code to a current call:

- 1) From the *Call Console*, select the call and click it. The call line displays the *Disposition* drop-down list.




Call Console – Assigning Disposition Code to Active Call

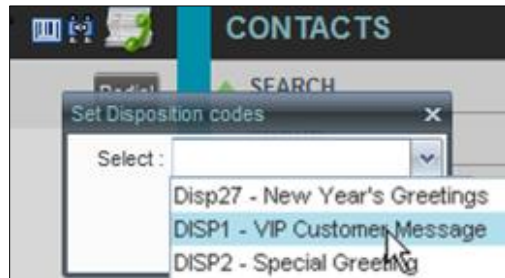
- 2) From the list, select a code.

5.4.2 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:

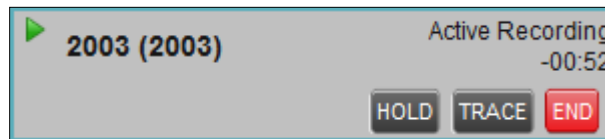
- 1) In the *Call Console*, click **Disposition Code** .
- 2) From the drop-down list that appears, select a code.



Call Console – Assigning Disposition Code in Wrap-Up

5.5 Record Calls

You can record calls manually or have the system automatically record your calls. When a call is being recorded, the *Recording* state message appears on the line for the call.



Call Being Recorded

5.5.1 Manually Record Call

To manually record calls, you have to have the Call Recording service assigned and set to “On Demand”. For information on configuring your services, see the *BroadWorks Application Server User Web Interface Administration Guide*.

To record a call, select the call in the *Call Console* and click **Record** .

5.5.2 Automatically Record Calls

To automatically record calls, you have to have the Call Recording service assigned and set to “Always”. For information on configuring your services, see the *BroadWorks Application Server User Web Interface Administration Guide*.

5.6 Receive, Answer, and End Calls

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

5.6.1 Answer Call

To answer a ringing call:

Click **Answer**  for that call.

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

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

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

5.6.2 Auto Answer Calls

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

Note: Auto Answer only works if your device is compliant with Advanced Call Control (ACC).

To answer calls automatically:


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.

The Auto Answer feature may be enabled manually in the Call Center client or by the administrator on BroadSoft.

5.6.3 Save vCard

When you receive a call, a *Call Notification* pop-up window appears on top of the system tray. You can click a button in this window to save the caller's phone number and personal information as a vCard in Microsoft Outlook.

To save a vCard:

In the *Call Notification* pop-up window, click the **Add vCard** button . This button is only present when Outlook is running.

5.6.4 End Call

To end a call:

Click **End**  for that call.

Note: If the call has not yet been answered, the calling party continues to ring until no answer or another applicable timer expires or the user hangs up.

5.7 Make Outbound Calls

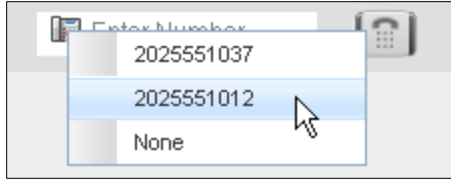
You can make calls to an ad hoc number, to a contact from any of your contacts' directories, or to a number from Call History. You can also specify the calling line identity to use for your outbound calls.

5.7.1 Set Your Outgoing Calling Line Identity (**Premium Call Center**)

As a Call Center agent, you can specify whether your direct number or a DNIS number assigned to one of your call centers 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.

To set your outgoing call identity for the next call:

In the *Dialer*, click the **Outbound CLID** button  and select the number from the drop-down list. The number you select is displayed as your CLID when you make the next call.



Dialer – Setting Outbound CLID


5.7.2 Dial Ad Hoc Number

You use the *Dialer*, located at the top of the *Call Console*, to place a call to an ad hoc number.



Dialer – Dialing Ad Hoc Number

To dial an ad hoc number:

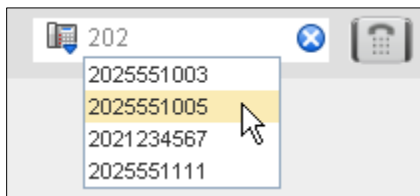
In the *Dialer*, enter the phone number and click **Dial** . The client issues a Click-To-Dial attempt to the specified phone number and the call appears in the *Call Console*.

5.7.3 Redial Number


Call Center keeps up to ten most recently dialed numbers, which you can redial using the *Dialer*.

To redial one of the recently dialed numbers:


- 1) In the *Dialer*, 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.

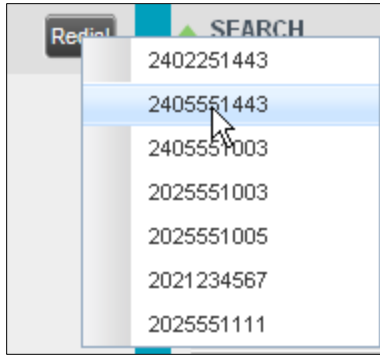


Dialer – Select Recently Dialed Number

- 2) Select the number to dial and click **Dial** .

The client issues a Click-To-Dial attempt to the selected number.

Alternatively, click the **Redial**  button and select the number from the list that appears.




Dialer – Redialing Number

5.7.4 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 and click **Call**  for that contact.



Group Panel – Expanded Contact with Action Buttons


Alternatively, to dial the contact's extension, click **Extension**  or to dial the contact's mobile number, click **Mobile** .

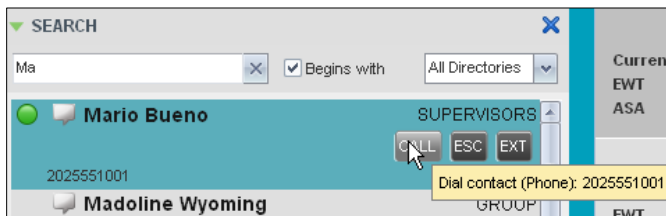
The client issues a Click-To-Dial attempt to the specified phone number and the call appears in the *Call Console*.

5.7.5 Dial from Search

You use the *Search* panel in the *Contacts* pane to search for contacts in your contacts' directories. For more information, see section 8.3 *Search for Contacts*.

To dial a number from search:

- 1) Perform a search.
- 2) Click the target contact to expand it and then click **Call** .



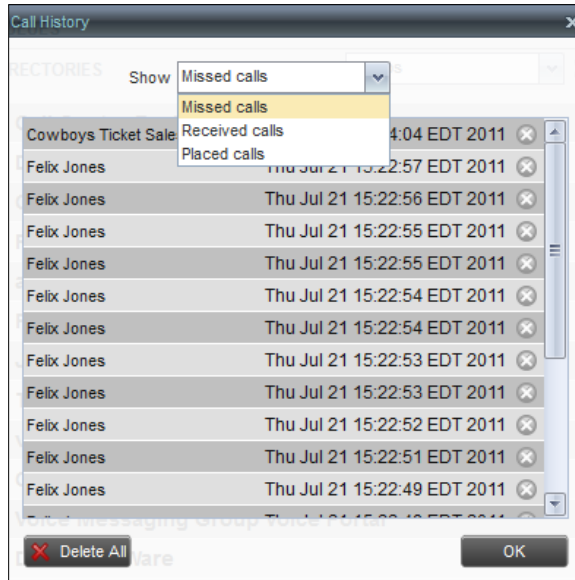
Dial From Search

5.7.6 Dial from History


You can dial any number that is available in Call History.

To dial from Call History:

- 1) In the *Call Console*, click **Call History** . The *Call History* dialog box appears.



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**  button.

5.8 Place Calls on Hold, Resume, and Camp Calls

You can only put an active call on hold.

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

5.8.1 Place Call on Hold

To place a call on hold:

Click **Hold**  for the target call.

5.8.2 Resume Held Call

To resume a held call:

Click **Answer**  for the target call.


5.8.3 Conduct Busy Camp On

Busy Camp On allows you to find a temporary parking place for a call by placing the call on hold for a busy contact. The call is automatically transferred to the destination when the contact becomes available. A call to camp must be active or held and the destination contact's phone state must be either *Busy* or *Ringing*.

If the camped call is not answered within the predefined time, the call is recalled and reappears in your *Call Console*.

Agents can camp calls on monitored contacts in their *Supervisors* directory and supervisors can camp calls on monitored contacts in their *Agents* directory. For information on monitoring agents, see section 9 *Manage Agents*.

To camp a call on a busy contact:

- 1) From the *Call Console*, select an active or held call.
- 2) In your *Supervisors* or *Agents* directory, select the contact to camp the call on. The contact's phone state must be *Busy* or *Ringing*.
- 3) Move the mouse over the contact and click **Camp** .

Once the call is camped, it is removed from the *Call Console*.

If the camped call timer expires before the call is answered, the call reappears in the *Call Console*.


5.9 Transfer Calls

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


5.9.1 Blind Transfer

Use this method to transfer a call to another number without providing an introduction to the destination party. Calls may be transferred this way while active, held, or ringing (in) on your phone. In the latter case, the system redirects the call before it is answered.

To blind transfer a call to an ad hoc number:

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


To blind transfer a call to a contact:

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

5.9.2 Transfer with Consultation

Use this method to transfer a call with an introduction to the destination party. Calls may be transferred this way while active, held, or ringing (in) on your phone. In the latter case, the system redirects the call before it is answered.

To transfer a call with consultation:


- 1) Make a call to the person to whom you want to transfer the call. If the first call was active, it is put on hold.
- 2) Wait until the called party accepts your call and speak to the party.
- 3) When ready to transfer, from the *Call Console*, select one of the two calls.
- 4) Move the mouse over the call that is not selected and click **Transfer** .

The calls are connected and removed from the *Call Console*.


5.9.3 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*, select the call to transfer.
- 2) In the *Contacts* pane, expand the *Queues* panel.
- 3) Click the destination queue and click **Transfer**  for that queue.

The call is transferred to the selected queue and removed from the *Call Console*.

Alternatively, drag the call onto the target queue and click **Transfer**  for that queue.

5.10 Manage Conference Calls

You manage conferences in the *Call Console*. You use the:

- Current calls area to establish a conference and add participants to it.
- *Conference Call* panel to manage or end an active conference call.

You can only have one active conference at a time.



Call Console – Conference Call Panel

Note: To start conference calls, you must have the *Three-way call* or *N-Way call* service assigned.

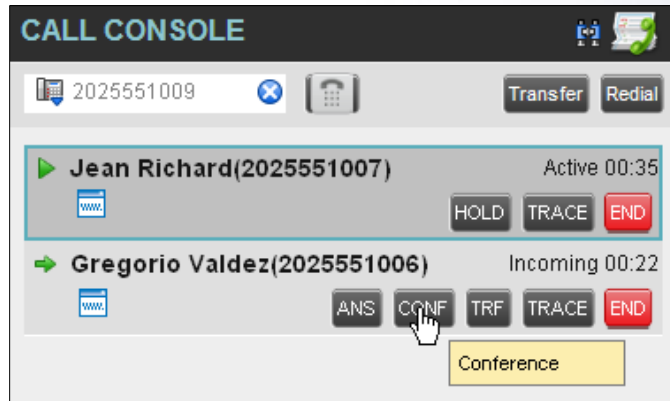
5.10.1 Start Three-Way Conference

To start a conference call, you must 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 section 0 *Note: If the call has not yet been answered, the calling party continues to ring until no answer or another applicable timer expires or the user hangs up.*


Make Outbound Calls.

To start a conference:

- 1) In the *Call Console*, select a call.



Call Console – Starting Conference Call


- 2) Move the mouse over a call that is not selected and click **Conference** . A Three-Way Conference is established and the connected calls appear in the *Conference Call* panel.



Conference Call Panel – Conference Call

5.10.2 Add Participant to Conference


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*, move the mouse over the call and click **Conference** . The call is added to the conference.

Note: To start conference calls, you must have the *Three-Way Call* or *N-Way Call* service assigned.


5.10.3 Hold Conference

To put an active conference on hold:

In the *Conference Call* panel, click **Hold Conference** . This allows other conference participants to continue their conversation.


5.10.4 Resume Conference

To resume a conference call that you previously put on hold:

In the *Conference Call* panel, click **Resume Conference** . All the calls in the conference become active.


5.10.5 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** .

5.10.6 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 **Answer** .

5.10.7 Leave Conference


To leave the conference:

In the *Conference Call* panel, click **Leave Conference** . The other parties continue their conversation.

Note: This function is only available for Three-Way Conference.

5.10.8 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** .

5.10.9 End Conference

To end the conference:

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

6 Manage Call History


Call Center collects call logs for your placed, received, and missed calls. You can call any number available in Call History. For information on making calls from Call History, see section 5 *Manage Calls*.

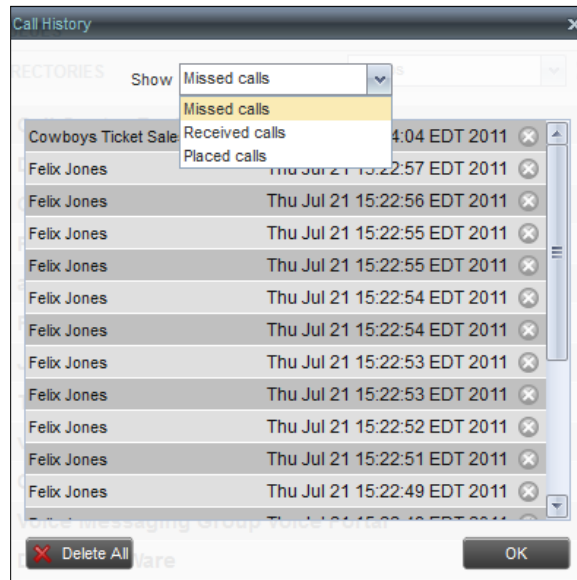
This section explains how to view and delete call logs.

6.1 View Call History

You can view your placed, received, and missed calls.

To view your call history:

- 1) In the *Call Console*, click **Call History** . The *Call History* dialog box appears displaying your past calls. The calls are grouped into placed, received, and missed calls. By default, missed calls are displayed.



Call History Dialog Box

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

6.2 Delete Call History

You can delete a selected call log or all call logs from Call History via the Web Portal only.

To delete calls from Call History:

- 1) In the *Web Portal*, click on **Utilities** in the Options menu on the left. Next, click on **Basic Call Logs** to access your Call History information.
- 2) To delete all call logs, click **Select All** and **Apply**. This procedure will have to be done on each tab to delete Placed Calls, Received Calls and Missed Calls.
- 3) To delete a selected number, go to the appropriate tab the call is on and click on the box next to that call's details. Then click **Apply**.


7 E-mail Contacts

Call Center allows you to send an e-mail message to a contact who has e-mail configured on the system. You must also have messaging enabled within Call Center settings. For information, see section *13.5 Settings – Messaging*.

The **EMAIL** button appears when you select a contact who has an e-mail address configured.

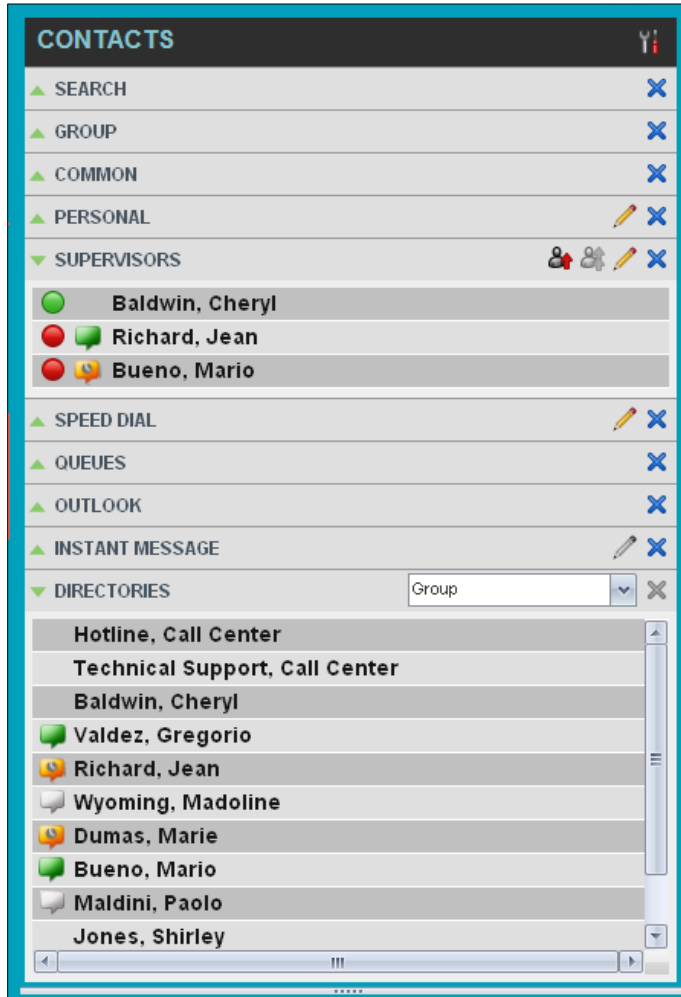
7.1 Send E-mail Message to Contact

To send an e-mail message to a contact:

- 1) In the *Group/Enterprise* directory, move the mouse over a contact who has e-mail.
- 2) Click **EMAIL** . This brings up a new e-mail window for the configured Messaging service.
- 3) Write your message and click **Send**.

8 Manage Contacts

You use the *Contacts* pane to perform call and monitoring operations on your contacts as well as to manage your contacts' directories.



Contacts Pane

Call Center provides access to the contacts' directories listed in the following table.

| Interface Element | Description |
|-------------------|---|
| Enterprise/Group | The <i>Enterprise/Group</i> directory contains the contacts in your BroadWorks group or enterprise directory. |
| Common | The <i>Common</i> directory contains the contacts in the common phone list configured by your administrator on BroadWorks. |
| Personal | The <i>Personal</i> directory contains all contacts in your Personal Phone List on BroadWorks. |
| Agents | The <i>Agents</i> 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 <i>Speed Dial</i> directory contains the numbers configured for you or by you for your Speed Dial services (Speed Dial 8 and/or Speed Dial 100). |

| Interface Element | Description |
|---------------------------|--|
| Queues | The <i>Queues</i> directory lists the call centers and associated DNIS numbers for the call centers you are either supervising or staffing. It allows you to transfer calls to queues quickly. |
| Custom | A <i>Custom</i> directory contains selected contacts from your BroadWorks group or enterprise directory. You can have access to zero, one, or several custom directories. Custom directories are configured by your administrator. |
| Outlook | The <i>Outlook</i> directory contains your Outlook contacts. |
| LDAP (Search Access Only) | Call Center provides search access to a configured <i>LDAP</i> directory. When you make a search on the <i>LDAP</i> directory and your search returns results, these results are displayed in the <i>Search</i> panel (in the <i>Contacts</i> pane). By default, no LDAP contacts are displayed in the <i>Contacts</i> pane. |

Access to certain directories depends on your permissions and the system setup. For information, contact your administrator.

The *Contacts* pane also contains the *Directories* panel, which consolidates the contacts from the following directories: *Enterprise/Group*, *Custom*, *Personal*, *Outlook*, and *Speed Dial*. The *Contacts* pane 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.

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

- View Contacts
- Organize Contacts
- Search for Contacts
- Manage Personal Contacts
- Manage Speed Dial Numbers

8.1 View Contacts

Call Center allows you to select directories to display in the *Contacts* pane and below the *Call Console*, show or hide directory contents, and select the order of appearance for information in certain directories.


8.1.1 Show or Hide Directories


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

All directories can be displayed individually in the *Contacts* pane.

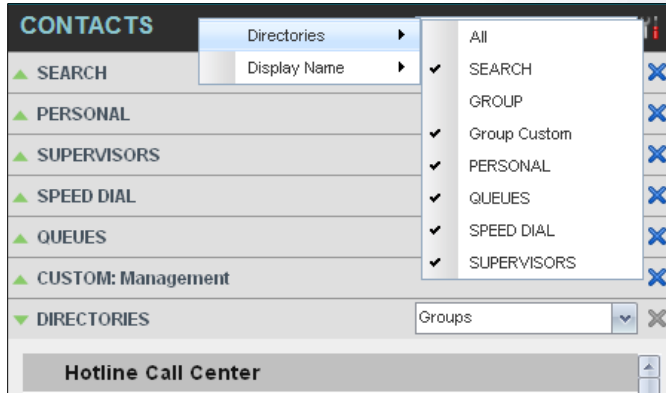
In addition, you can decide which directories to display in the *Directories* panel (on their own or with other directories), and below the *Call Console*.

To show or hide a directory in the *Contacts* pane:

- 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*.

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

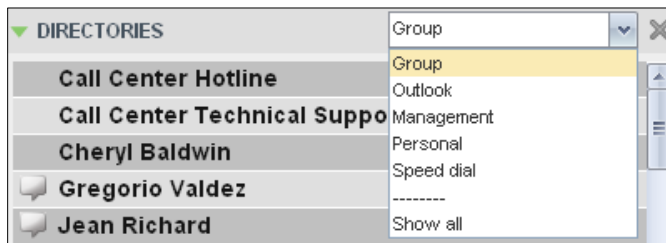
Note: You cannot close the *Directories* panel.



Contacts Pane – Show/Hide Contact Directories

To show a directory in the Directories panel:

In the *Directories* panel, select the directory to display from the drop-down list. To display all directories, select *Show all*.



Directories Panel – Selecting Directory to Display

8.1.2 Display Directory below Call Console

To display a directory below the Call Console:

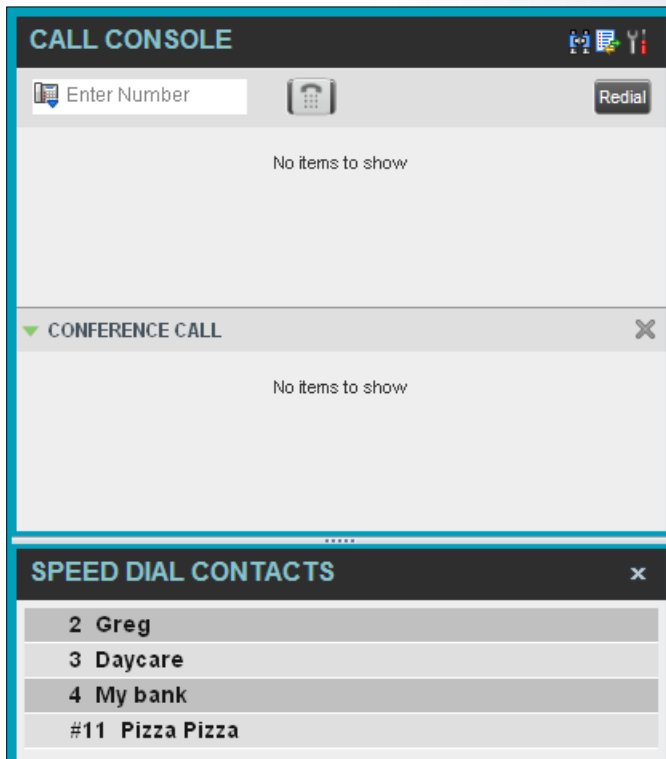
- 1) In the *Directories* panel, select *Show all*.



Directories Panel – Selecting Directory

- 2) Click the **Pullout Directory** button  for the directory to display.

The directory appears below the *Call Console*.



Custom Directory Displayed Below Call Console

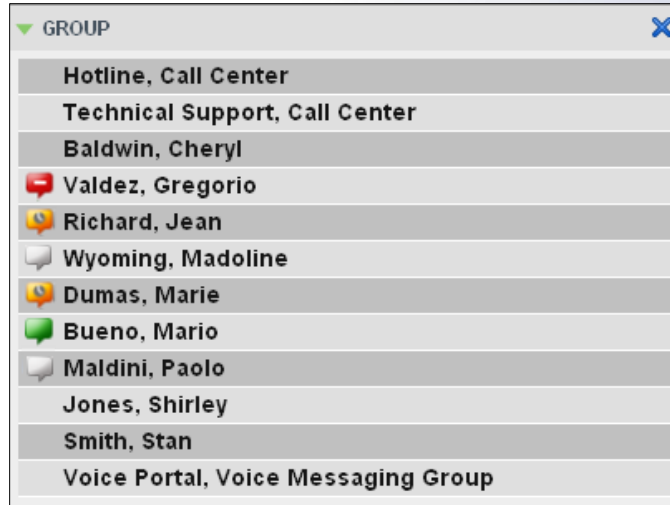
To close the directory, click the **Close** button .

8.1.3 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 consult or use.

To show or hide contacts in a directory:

In the *Contacts* pane, click the **Expand/Collapse**  button for that directory.



Group Panel Expanded

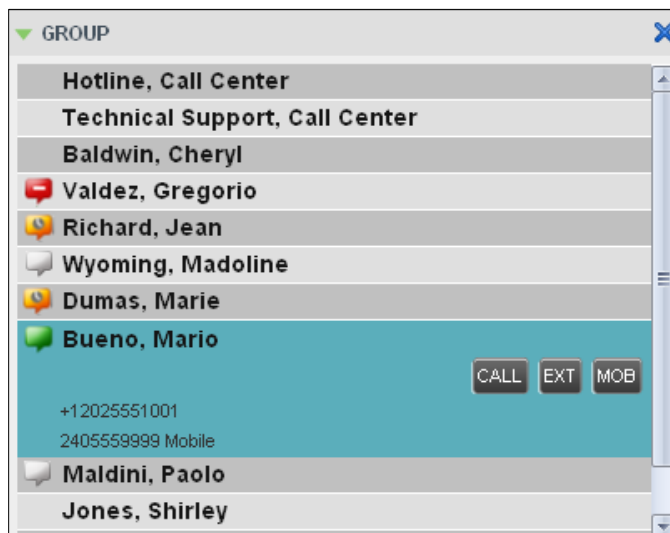
8.1.4 Show Contact Details

You can view the details of a contact in any directory.

To view contact details:

- 1) Expand the target directory.
- 2) Click the contact. The entry expands, displaying the contact's details. The information depends on the target directory and includes the contact's phone numbers or IDs and action buttons.

Only one contact per directory can be expanded at a time. When you click a contact, the system automatically hides the details of the previously expanded contact.




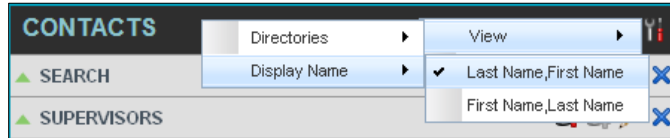
Group Panel – Contact Details

8.1.5 Select Display Order

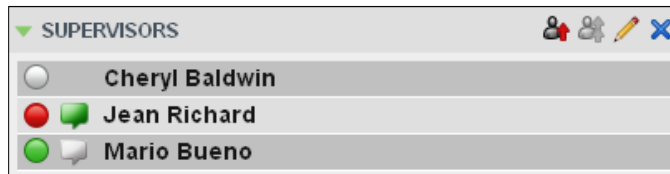
Contacts in the *Group/Enterprise*, *Agents*, and *Supervisors* directories can be displayed by either their first name or last name first. Your selection applies to all of these directories. You cannot specify the display order for each directory individually.

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 in which you want to display the contacts: *Last Name, First Name* -or- *First Name, Last Name*.



Contacts Pane – Displaying Contacts by First Name, Last Name



Supervisors Panel – Supervisors Listed by First Name, Last Name

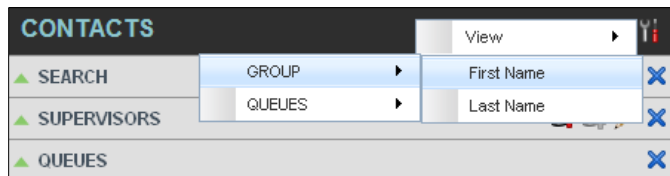
8.2 Organize Contacts

8.2.1 Sort Contacts

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

To order contacts in a directory:

- 1) In the *Contacts* pane, click **Options** .
- 2) Select *Sort*, followed by the name of the directory in which you want to sort contacts, and then the sorting option.



Contacts Pane – Sorting Contacts

The screenshot below shows a *Group* directory sorted by the contact's first name.



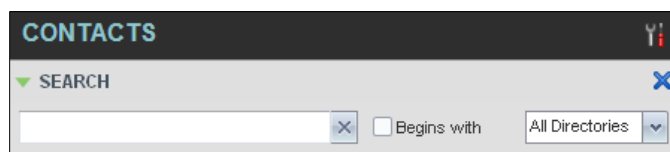
Group Panel – Contacts Sorted by First Name

Note: When agents are sorted by ACD state and there is a change in an ACD state, the agents are not automatically re-sorted.

8.3 Search for Contacts

Call Center 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

8.3.1 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.

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.

- 2) To restrict the search to contacts that start with the entered text, check the *Begins with* box.
- 3) From the drop-down list, select the directories to search.
- 4) Press ENTER.

The text you enter is matched against all attributes of every entry in the selected directories.

Note: The search is not case-sensitive; the search for "Ann" and "ann" returns the same results.

Search results are displayed in the *Search* panel, each contact listed with the name of the directory where they were found.

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

Duplicate search results in other directories are displayed.




Contacts Pane – Search Results

The 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.

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.

In the second case (*Starts With*), entering “Ann” and selecting “First Name” returns all contacts with first names such as “Ann”, “Anne”, and “Ann Marie”, but not “Marianne” or “Mary Ann”.

- 5) To clear the search results, click **Reset** .

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

8.4 Manage Personal Contacts

You can add or remove personal contacts via the web portal or in Call Center, and the updates appear in both places. However, the updates that you make via the web portal appear only in Call Center at the next sign-in.


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

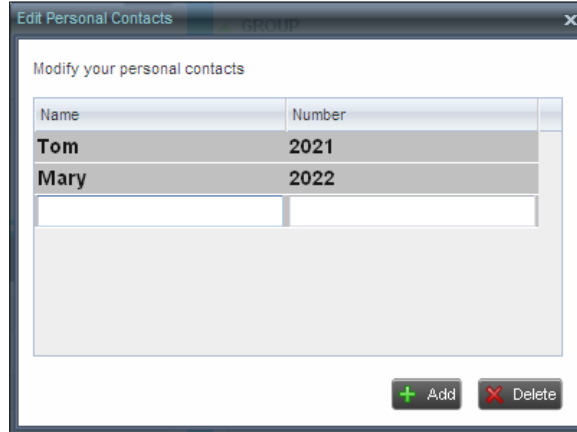
- Add Personal Contact
- Delete Personal Contact

You cannot modify a personal contact entry in Call Center. To modify information for a personal contact, delete the entry and add it again.

8.4.1 Add Personal Contact

To add a personal contact:


- 1) In the *Personal* panel, click **Edit** . The *Edit Personal Contact* dialog box appears.
- 2) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.

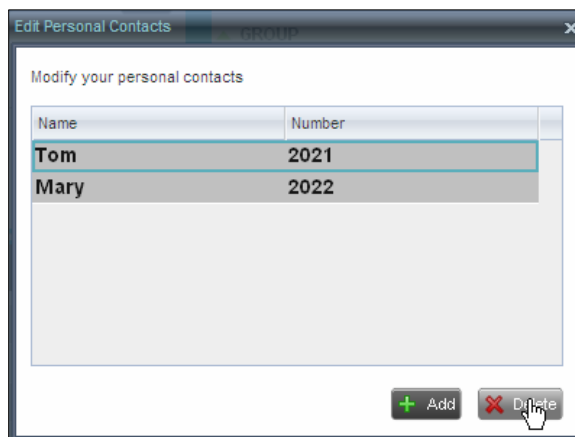


Edit Personal Contact Dialog Box – Adding Entry

- 3) In the *Name* text box, enter the contact's name or description, as you want it to appear on the contact's list.
- 4) In the *Number* text box, enter the phone number of the contact.
- 5) To save the entry, click anywhere in the dialog box outside the entry.

8.4.2 Delete Personal Contact

- 1) In the *Personal* panel, click **Edit** . The *Edit Personal Contact* dialog box appears.
- 2) Select the entry to delete and click **Delete**.



Edit Personal Contact Window – Deleting Entry

8.5 Manage Speed Dial Numbers


You can add or remove speed dial numbers via the web portal or in Call Center, and the updates appear in both places. However, the updates that you make via the web portal appear only in Call Center at the next sign-in.

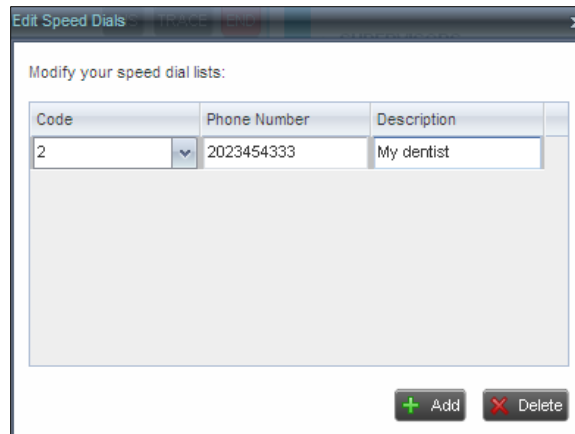
To update speed dial entries using the client, perform the following operations:

- Add Speed Dial Entry
- Modify Speed Dial Entry
- Delete Speed Dial Entry

8.5.1 Add Speed Dial Entry

To add a speed dial entry:

- 1) In the *Speed Dial* panel, click **Edit** . The *Edit Speed Dials* dialog box appears.
- 2) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.




| Code | Phone Number | Description |
|------|--------------|-------------|
| 2 | 2023454333 | My dentist |

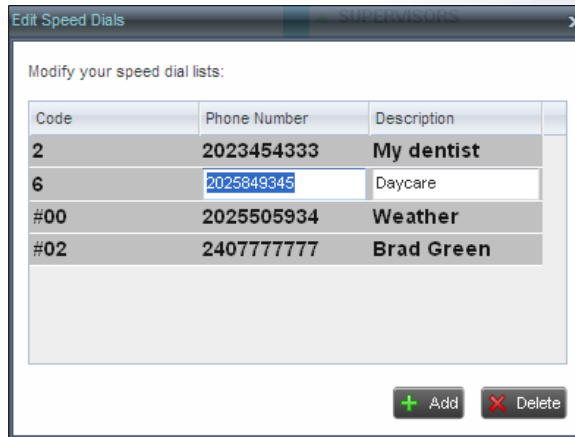
Edit Speed Dials Dialog Box – Adding Entry

- 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 allows you to identify the entry.
- 6) To save the changes, click anywhere in the dialog box outside the entry.

8.5.2 Modify Speed Dial Entry

To modify a speed dial entry:

- 1) In the *Speed Dial* panel, click **Edit** . The *Edit Speed Dials* dialog box appears.
- 2) Double-click the entry to modify. The entry becomes modifiable.




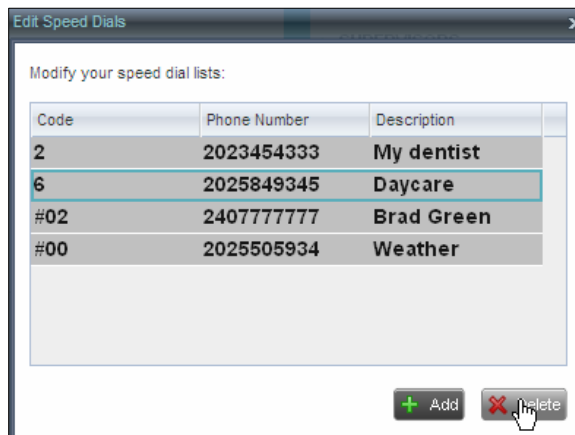
Edit Speed Dials Dialog Box – Modifying Entry

- 3) Modify information as required.
- 4) To save the changes, click anywhere in the dialog box outside the entry.

8.5.3 Delete Speed Dial Entry

To delete a speed dial entry:

- 1) In the *Speed Dial* panel, click **Edit** . The *Edit Speed Dials* dialog box appears.
- 2) Select the entry to delete and click **Delete**.



Edit Speed Dials Dialog Box – Deleting Entry

9 Manage Agents

You use the *Agents* panel to view the agents who you are supervising and to perform actions on them. You can also monitor the call and the ACD state of selected agents. For information on selecting agents to monitor, see section 9.1 *Select Agents to Monitor*.



| AGENTS | |
|-------------------|-------------|
| Valdez, Gregorio | Unavailable |
| Wyoming, Madoline | Sign-Out |
| Dumas, Marie | Wrap-Up |
| Maldini, Paolo | Sign-Out |
| Jones, Shirley | Wrap-Up |
| Smith, Stan | Available |

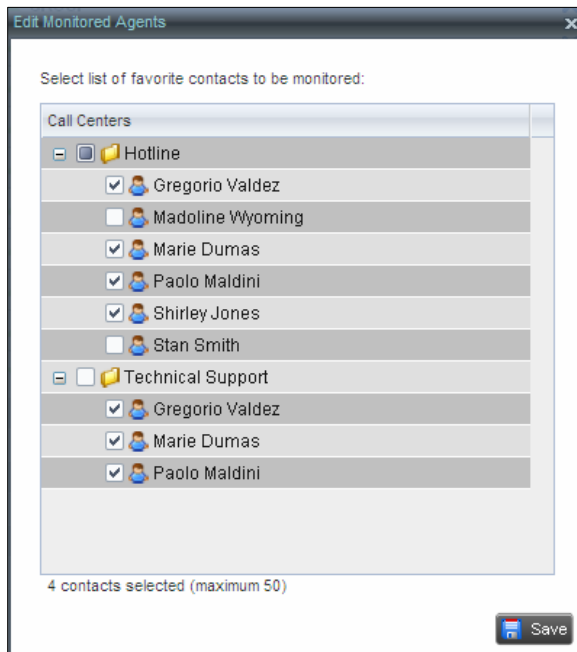
Agents Panel

9.1 Select Agents to Monitor

Call Center allows you to monitor the call and the ACD state of selected agents, but agents are not automatically monitored. To monitor the state of an agent, you must select the agent.

To select agents to monitor:

- 1) In the *Agents* panel, click **Edit** . The *Edit Monitored Agents* dialog box appears.



Edit Monitored Agents Dialog Box

- 2) Select the check box next to each agent to monitor. If an agent is staffing multiple call centers, by selecting that agent for monitoring in one call center, you are also selecting them for monitoring under all call centers that they are staffing.
- 3) Click **Save**.

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



Agents Panel – Monitored Agents

The list is saved and is available during subsequent sessions.

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





Other agents have their state set to "Unknown".



Agents Panel – Agents with Phone and ACD State Displayed

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

| Phone State | ACD State | Icon | Description |
|----------------------|---------------------------------------|------|--|
| <i>Idle</i> | <i>Available</i> | | Agent's phone is on-hook and the agent is available to take ACD calls. |
| <i>Ringing</i> | <i>Available</i> | | Agent's phone is ringing and the agent is available to take the call. |
| <i>Any</i> | <i>Unavailable, Sign-In, Sign-Out</i> | | Agent is not available to take ACD calls. |
| <i>Idle, Ringing</i> | <i>Wrap-Up</i> | | Agent is performing post call work. They may or may not be available to take calls. |
| <i>Busy</i> | <i>Available, Wrap-Up</i> | | 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. |

| Phone State | ACD State | Icon | Description |
|-------------------------------|-----------|---|---|
| <i>Do Not Disturb</i> | Any |  | Agent has enabled the Do Not Disturb service. ACD calls are not delivered to agent in the <i>Do Not Disturb</i> call state. This state is not recommended for Call Center agents. Agents should use the <i>Unavailable ACD</i> state when they need to block new incoming calls temporarily. |
| <i>Call Forwarding Always</i> | Any |  | Agent has enabled the Call Forwarding Always service. |
| <i>Private</i> | Any |  | Agent has enabled phone state privacy. |
| <i>Unknown</i> | Any |  | Agent is currently not monitored. |

9.3 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




| Call Center | Join Status | Skill Level |
|---|-------------|-------------|
| hotline@virtsanity2.mtl.broadsoft.com | Joined | N/A |
| techsupport@virtsanity2.mtl.broadsoft.com | Joined | 1 |

Agents Panel – Agent's Details

9.4 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 agent and then click the **ACD State** button .



Agents Panel – Agent ACD States

- 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.

9.5 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 who 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 Center Monitoring services assigned.*

You can silently monitor one agent at a time, and the agent you monitor must have the Call Center – Premium service assigned.

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


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

- 1) In the *Contacts* pane, expand the *Agents* panel and click the agent to monitor. The agent must have exactly one active call.

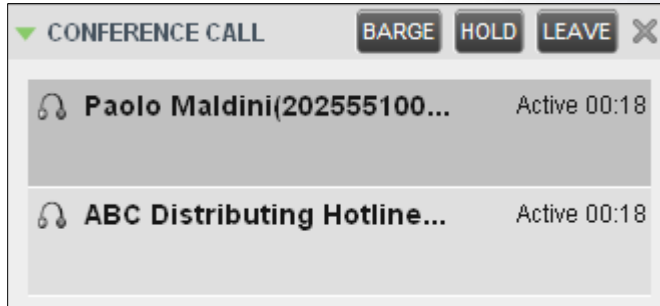
- 2) Click **Monitor**  for that agent.

A new call is created in the *Conference Call* panel. You are conferenced in to the call and muted (Silent Monitor).

To listen in on an agent's next call silently:

- 1) In the *Contacts* pane, expand the *Agents* panel.
- 2) Click the target agent and click **Monitor Next Call**  for that agent. A monitoring call is established for the selected agent.

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



Silently Monitored Call

To barge in on a call you are silently monitoring:

In the *Conference Call* panel, click **Barge In** . You are conferenced in to the call.


For information on operations that can be performed on conference calls, see section 5.10 *Manage Conference Calls*.

9.6 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 who 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.

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) Click the agent to expand the entry and click **Barge In** . A Three-Way Conference is established.

For information on operations that can be performed on conference calls, see section 5.10 *Manage Conference Calls*.

9.7 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 Center 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. In an enterprise, this function can be disabled.

To pick up an unanswered call for an agent:

- 1) In the *Agents* panel, select an agent whose phone is ringing.
- 2) Move the mouse over the agent and click **Answer** .

You are now answering the call, and the call appears in the *Call Console*.

10 Manage Queued Calls

Call Center allows you to manage queued calls in the selected call centers (up to five) and to monitor calls in real time. You use the *Queued Calls* pane to manage queued calls under your supervision.

Section *10.1 Queued Calls Pane* describes the *Queued Calls* pane. The rest of this section describes the operations you perform to manage queued calls:

- Select Call Centers to Monitor
- Show or Hide Call Center Panels
- View Queued Calls
- Group Queued Calls
- Order Queued Calls
- Monitor Next Call
- Enable Night Service Override or Forced Forwarding (Premium Call Center)
- Retrieve Call from Queue
- Promote Call in Queue (Premium Call Center)
- Transfer Call to Another Queue
- Transfer Call to Top of Queue (Premium Call Center)
- Transfer Call from Queue to Agent
- Transfer Call to Ad Hoc Number
- Change Position of Call in Queue

10.1 Queued Calls Pane

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


The *Queued Calls* pane displays the monitored call centers and lists the calls queued in each call center. For information about selecting call centers to monitor, see section *10.2 Select Call Centers to Monitor*.


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


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




Queued Calls Pane

- Service Mode button  – This identifies the service mode of the supervised call center. Clicking the button launches the *Edit Queued Calls Favorites* dialog box and allows you to activate Night Service Override or Forced Forwarding. The call center can be in one if the following service modes:


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


- *Night Service Override*  – The call center has been manually forced to follow the *Night Service* policy.


Note: *The Night Service or Night Service Override mode appears only if the Night Service policy is triggered. It is triggered either by the Night Service schedule or by a manual override 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 Night Service policy was not triggered and as a result the Night Service/Night Service Override mode is not displayed.*

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

Note: *The Holiday Service mode appears 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 as a result the Holiday Service mode is not displayed.*

- *Forced Forwarding*  – All calls to this call center are forwarded to a specified destination.

- *Normal*  – Call center is in normal mode of operation; none of the above modes is enabled.

- Message Waiting icon  – This icon is displayed if there is one or more outstanding voice messages left in the call center’s voice mailbox. This icon performs the role of a message waiting indicator for the call center.





- Ratio of visible calls to display limit – This is the number of calls in the queue that are currently displayed against the maximum number of calls that can be displayed for a queue.

- Ratio of queued calls to queue length – This is the number of calls in queue against the queue length that is displayed.

When you expand the panel for a call center, the list of calls queued in that call center 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 section *10.6 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.
 - *Announcement*  – An entrance announcement or music is being played to the caller.
 - *Reordered*  – The position of the call in the queue has been changed.
 - *Bounced*  – The call has been bounced.
- Caller's identity – The name (if available) and the phone number of the calling party.
- Call time – The total call time, including the time in the current queue (in parentheses).

Clicking a call expands the call to show additional data:

- Priority (**Premium call center**) – The priority bucket of the call.
- Position – The position of the call in the queue.
- Destination – The name (if available) and the phone number of the call center (or DNIS, when applicable) that was called.

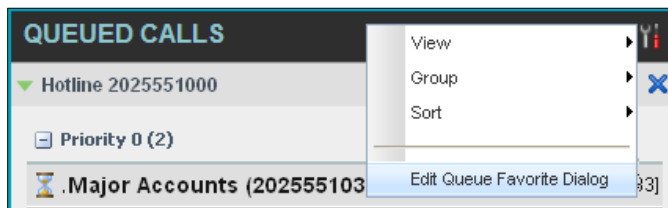
When the call is expanded, the action buttons for actions that can be performed on the call appear. For the list of action buttons available in Call Center, see section 4.5.1 *Call Action Buttons*.

10.2 Select Call Centers to Monitor

You can select up to five call centers to monitor. You view the monitored call centers in the *Queued Calls* pane.

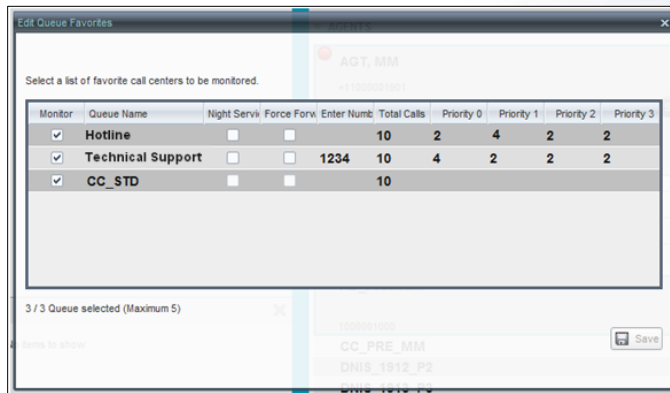
To select call centers to monitor:

- 1) In the *Queued Calls* pane, click **Options**  and select the *Edit Queue Favorite Dialog* option.




Queued Calls – Options – Edit Queue Favorite Dialogue

The *Edit Queue Favorites* dialog box appears.



Edit Queue Favorites Dialog Box

- 2) Select the *Monitor* check boxes in the rows of the call centers to monitor.
- 3) Click **Save**.


Note: Clicking the Close button  in a call center panel in the *Queued Calls* pane, closes the panel but does not stop monitoring the call center.

To stop monitoring a call center, deselect the *Monitor* check box for the call center in the *Edit Queue Favorites* dialog box.

For information about showing or hiding a call center in the *Queued Calls* pane, see section 10.4 *Show or Hide Call Center Panels*.

10.3 Modify Number of Calls to Display

For each Standard call center that you are monitoring, you can modify the maximum number of calls to be displayed and for each Premium call center you can modify the maximum number of calls that can be displayed in each priority bucket. The total number of calls to display for a call center cannot exceed 50.

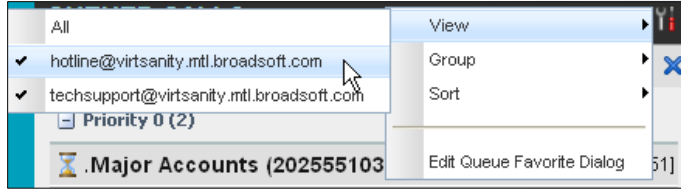
- 1) In the *Queued Calls* pane, click **Options**  and select the *Edit Queue Favorite Dialog* option. The *Edit Queue Favorites* dialog box appears.
- 2) For each Standard call center you are monitoring, set the total number of calls to display.
- 3) For each Premium call center you are monitoring, set the number of calls to display in each priority bucket. The total number of call in all priority buckets cannot exceed 50.

10.4 Show or Hide Call Center Panels


You can show or hide call center panels for monitored queues. This is not the same as selecting queues to be monitored.

To show/hide call center panels:

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



Queued Calls – Options – View

Alternatively to hide a call center, click the **Close** button . The call center is removed from the display but continues to be monitored.

10.5 View Queued Calls

You can selectively expand or collapse call center panels to show or hide calls in the monitored call centers.

To view queued calls for a call center:

Click the *Expand*  button for that call center.


To view call details of a selected call:

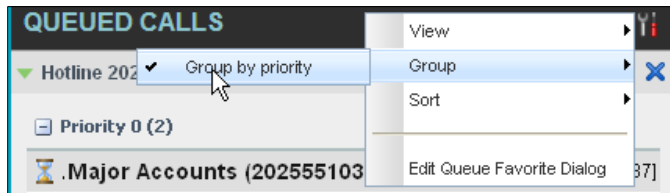
Click that call.

10.6 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 centers.




Queued Calls – Options – Group

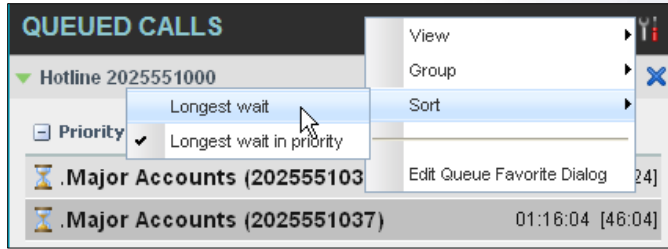
- 3) To ungroup calls, unselect the *Group by Priority* option.

10.7 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 centers.



Queued Calls – Options – Sort


Note: The ordering does not work when calls are grouped. If required, first ungroup the calls.

10.8 Monitor Next Call

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

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

To monitor the call center's next call:

- 1) In the *Contacts* pane, expand the *Queues* panel and click the target call center to expand it.
- 2) Click the **Monitor Next Call** button  for that call center. A monitoring call is established for the selected call center.

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

To barge in on a call you are silently monitoring:


In the *Conference Call* panel, click **Barge In** . You are conferenced in to the call.

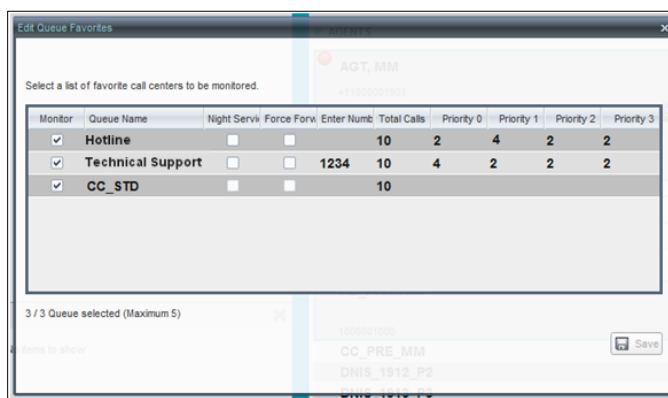
For information on operations that can be performed on conference calls, see section 5.10 *Manage Conference Calls*.

10.9 Enable Night Service Override or Forced Forwarding (Premium Call Center)

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

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 centers. The *Edit Queue Favorites* dialog box appears.



Edit Queue Favorites Dialog Box


- 2) For each call center for which you want to override the time schedule and manually initiate Night Service, check the *Night Service Override* check box.
- 3) For each call center for which you want to divert calls to a specified destination temporarily, 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*.

10.10 Retrieve Call from Queue

You can retrieve queued calls from the queue to your phone device.

To retrieve a call from a queue:

Click the call in the *Queued Calls* pane and click **Retrieve**  for that call.


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. For more information, see section 5 *Manage Calls*.

10.11 Promote Call in Queue (Premium Call Center)

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, that is to change its priority:

- 1) In the *Queued Calls* pane, expand a *Call Center* panel.
- 2) Click the call you want to promote and click **Promote**  for that call.

The queued call is promoted to the end of the next highest priority bucket.

10.12 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**  for that queue.

The call is transferred and removed from the queue.

10.13 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**  for that agent.

The call is transferred and removed from the queue.

10.14 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 *Dialer*, enter the destination number and click **Transfer** .



Ad Hoc Queue Transfer

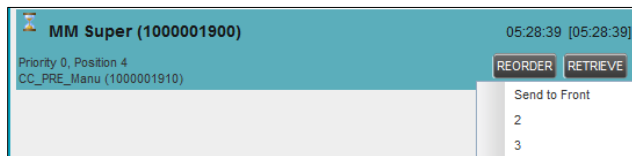
The call is transferred and removed from the queue.

10.15 Change Position of Call in Queue


You can reorder a queued call in a Standard call center or in the “0” priority bucket in a Premium call center.

To change a call’s position in a queue:

- 1) In the *Queued Calls* pane, click the target call to expand it.



Reordering Queued Call

- 2) Click **Reorder**  and select the new position in the queue from the list that appears. The call is placed in the new position.

Note 1: You cannot place a call ahead of a bounced call.


Note 2: The list can contain a maximum of 24 reorder positions, which you can choose from to reorder a call in queue, in addition to Send to Back and Send to Front options.

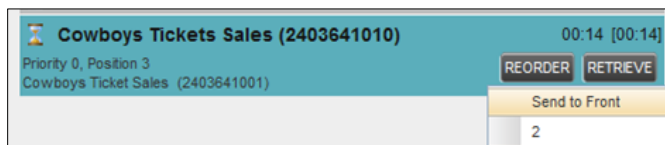
10.16 Transfer Call to Top of Queue (Premium Call Center)

If your administrator has configured the call center 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.



Transferring Call to Top of Queue

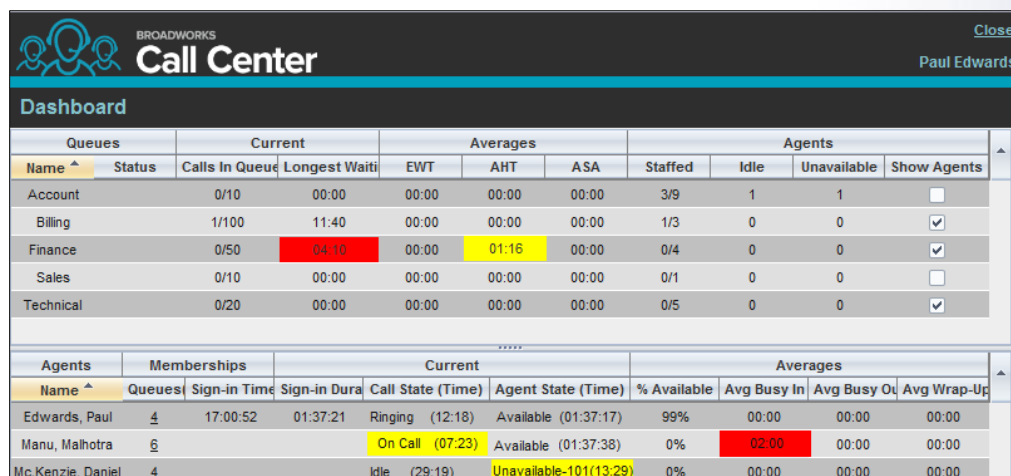
11 View Real-Time Statistics (Supervisor)

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

11.1 Display Dashboard

To access the Dashboard:

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



The screenshot shows the 'Call Center Dashboard' interface. At the top, there's a header with the 'BROADWORKS Call Center' logo and a 'Close' button. Below the header, there are two main tables. The first table, titled 'Queues', lists various call center queues with columns for Name, Status, Calls In Queue, Longest Wait, EWT, AHT, ASA, Staffed, Idle, Unavailable, and Show Agents. The 'Finance' queue is highlighted in red, indicating a threshold severity. The second table, titled 'Agents', lists individual agents with columns for Name, Memberships, Queues, Sign-in Time, Sign-in Dura, Call State (Time), Agent State (Time), % Available, Avg Busy In, Avg Busy Out, and Avg Wrap-Up. The agent 'Manu, Malhotra' is highlighted in yellow, indicating a threshold severity.

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

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

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 at a configurable refresh rate. The default is 5 seconds.

By default, information about agents is hidden.

To view agents staffing a call center:

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

Some fields are color-coded to provide visual indicators of threshold severity. Threshold values are configured by your administrator.

| Severity | Color |
|------------------------------|----------|
| 0 (no threshold crossed) | No color |
| 1 (yellow threshold crossed) | Yellow |
| 2 (red threshold crossed) | Red |

Figure 1 Visual Indicators of Threshold Severity

11.2 Queue Information

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

- *Name* – This is the name of the call center.
- *Status (Premium call centers)* – This identifies the service mode in which the call center currently operates, which can be one of the following:

- *Night Service* – The call center is processing calls according to the Night Service schedule and policy.
- *Night Service Override* – The call center has been manually forced to follow the Night Service policy.

Note: *The Night Service or Night Service Override status appears 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 either to “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 Center.*

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

Note: *The Holiday Service status appears 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 Center.*

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

Note: *When the Call Center is in Normal service mode, the Status field is empty.*

- *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.
- *Long 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 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 center.
- *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 center but not available to take calls.
- *Show Agents* – When this check box is selected, the agents who are joined in the call center are displayed in the *Agents* area of the *Dashboard*.

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

11.3 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* – This is the agent's name.
- *Queues (total)* – This is the total number of queues to which the agent is assigned. 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*, *Ringin*g, 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)* – This is 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.

Fields that provide visual indicators are *Call State (Time)*, *On Call*, *Idle*, *Agent State (Time)*, *Unavailable*, *Avg Busy In*, *Avg Busy Out*, and *Avg 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. For more information about the actions you can take to manage agents and queued calls, see sections 9 *Manage Agents* and 100 *Manage Queued Calls*.

11.4 Select Information to Display

By default, Call Center displays information about call centers and agents as described in sections 11.2 *Queue Information* and 11.3 *Agent Information*. You may however modify what information you want to appear in the *Dashboard*.

To select information to display:

- 1) Right-click the first row in 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.

| Queues | | Current | | Averages | |
|-------------------|--------|----------------|------|----------|--|
| Name | Status | Calls In Queue | Long | | |
| Customer Center | | 0/30 | | | |
| Hotline | | 0/20 | 0:0 | 0:0 | |
| Technical Support | | 0/20 | 0:0 | 0:0 | |

- Columns
- Freeze Current
- id
- Queues
- Name
- Status
- Current
- Calls In Queue
- Long Waiting Call
- Averages
- EWT
- AHT
- ASA
- Agent
- Staffed
- Idle
- Unavailable
- Show Agents

Dashboard – Select Columns to Display

4) When you are done, click anywhere in the *Dashboard* outside the menu.

12 Generate Reports

Call Center provides reporting functions to agents and supervisors. Agents can only generate reports about their own activity whereas supervisors have access to reports on activity and performance of agents and call centers under their supervision.

The Reporting feature allows you to run reports and schedule reports to run in the future using predefined templates. Reports can be of type *Agent* or *Call Center*.

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 reports.



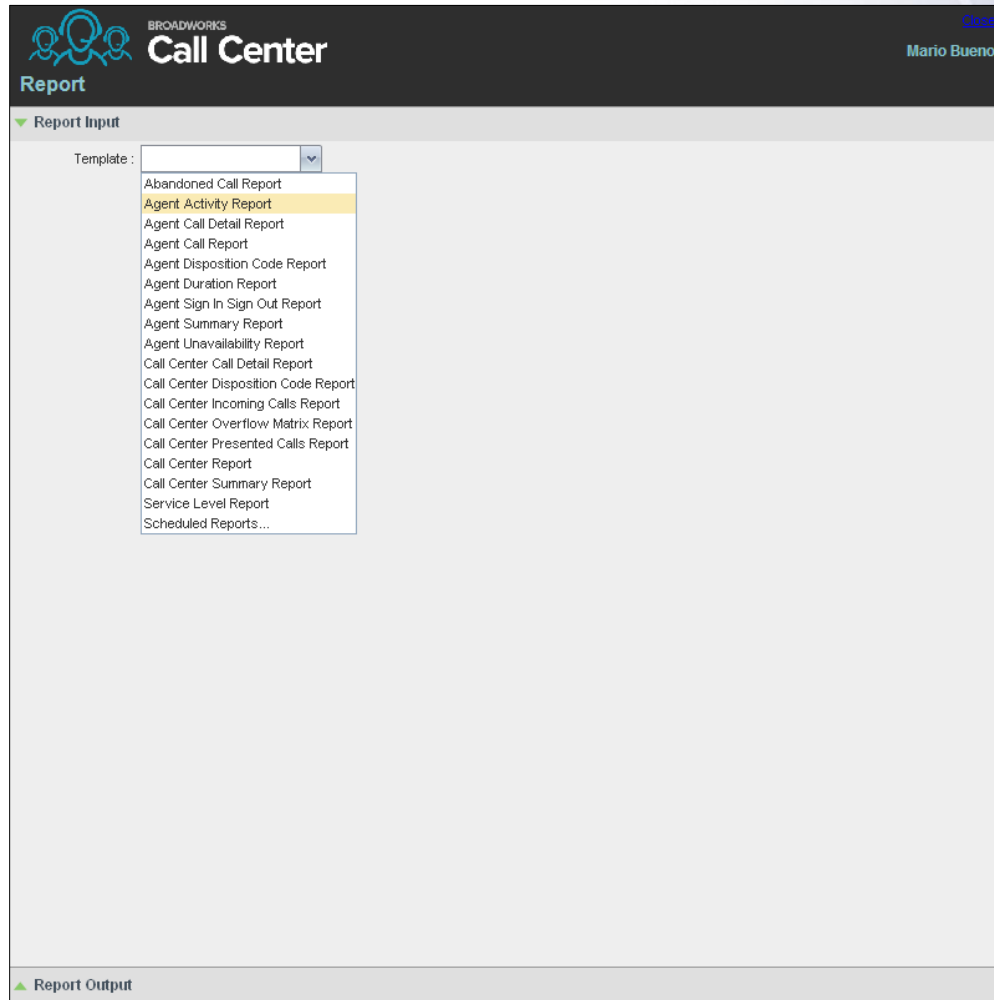
Main Interface (Top of Window)

This section provides an example of a report. For the list of canned report templates available on BroadWorks for report generation, see the *BroadWorks Call Center Reports Guide*.

12.1 Run Report

To run a report:

- 1) Click the **Reporting** link at the top right-hand side of the main window. A *Report* window appears.



Report Window

- 2) Select a report template from the drop-down list. The page displays the input parameters for the report.

Abandoned Call Report – Running Report

- 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 the input parameters for all reports.

| Input Field | Description | Allowed Value |
|-------------|---|-------------------------------------|
| Scope | For <i>Agent Reports</i> , it allows you to specify the agents to include in the report. You can check <i>All Agents</i> or <i>Agents</i> . If you check <i>Agents</i> , 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. | All Agents, Agents |
| | For <i>Call Center Reports</i> , it specifies the call centers or DNIS numbers to include in the report. You can check <i>All Call Centers</i> , <i>Call Center</i> , or <i>DNIS</i> . <ul style="list-style-type: none"> If you check <i>Call Center</i>, select call centers from the drop-down list. If you select <i>DNIS</i>, select a call center and DNIS numbers from the drop-down lists. For <i>DNIS</i> you can also select <i>ALL DNIS</i>. | All Call Centers, Call Center, DNIS |

| Input Field | Description | Allowed Value |
|---------------------------------|---|---|
| <i>Call Completion</i> | 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 |
| <i>Short Duration</i> | 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 |
| <i>Service Level</i> | 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 |
| <i>Service Level Options</i> | <p>These settings are used to determine whether certain types of calls should be included in the service-level calculations:</p> <ul style="list-style-type: none"> ▪ Check <i>Include overflow time transfers in service level</i> to include calls transferred due to time overflow. ▪ Check <i>Include other transfers in service level</i> to include calls transferred for other reasons. ▪ Select one of the following options for abandoned calls: <ul style="list-style-type: none"> ▪ <i>Exclude Abandoned Calls</i> to exclude all abandoned calls ▪ <i>Include All Abandoned Calls</i> to include all abandoned calls ▪ <i>Include All Abandoned Calls Except Before Entrance Completes</i> to include calls abandoned after the entrance message has finished playing ▪ <i>Include Abandoned Calls Except in Defined Interval</i> to include calls abandoned after the time specified by the abandoned call interval parameter. | These options can be checked or unchecked. |
| <i>Abandoned Call Interval</i> | If you selected the <i>Include Abandoned Calls Except in Defined Interval</i> option, enter the desired interval in this text box in seconds. | 1 through 7200 |
| <i>Service Level Percentage</i> | This setting allows you to specify the service-level objective (expressed as a percentage of calls). | |
| <i>Type</i> | <p>This can be checked as <i>Historical</i> or <i>Real time</i>.</p> <ul style="list-style-type: none"> ▪ 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. <p>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.</p> | Historical or Real time |
| <i>Start Date</i> | <p>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:</p> <ul style="list-style-type: none"> ▪ 180 days of half-hour interval statistics ▪ 365 days of hourly interval statistics ▪ 730 days of daily interval statistics | MMM DD, YYYY |
| <i>Start Time</i> | 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 <i>Hour Selection Type</i> . 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 |
|----------------------|--|---|
| <i>End Date</i> | 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 |
| <i>End Time</i> | 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 <i>Hour Selection Type</i> . 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 |
| <i>Sampling</i> | 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 |
| <i>Output Format</i> | 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 is displayed in the <i>Report</i> window. If you select Excel File Format (XLS), a file is created that you can save on your computer. | PDF, XLS, HTML |

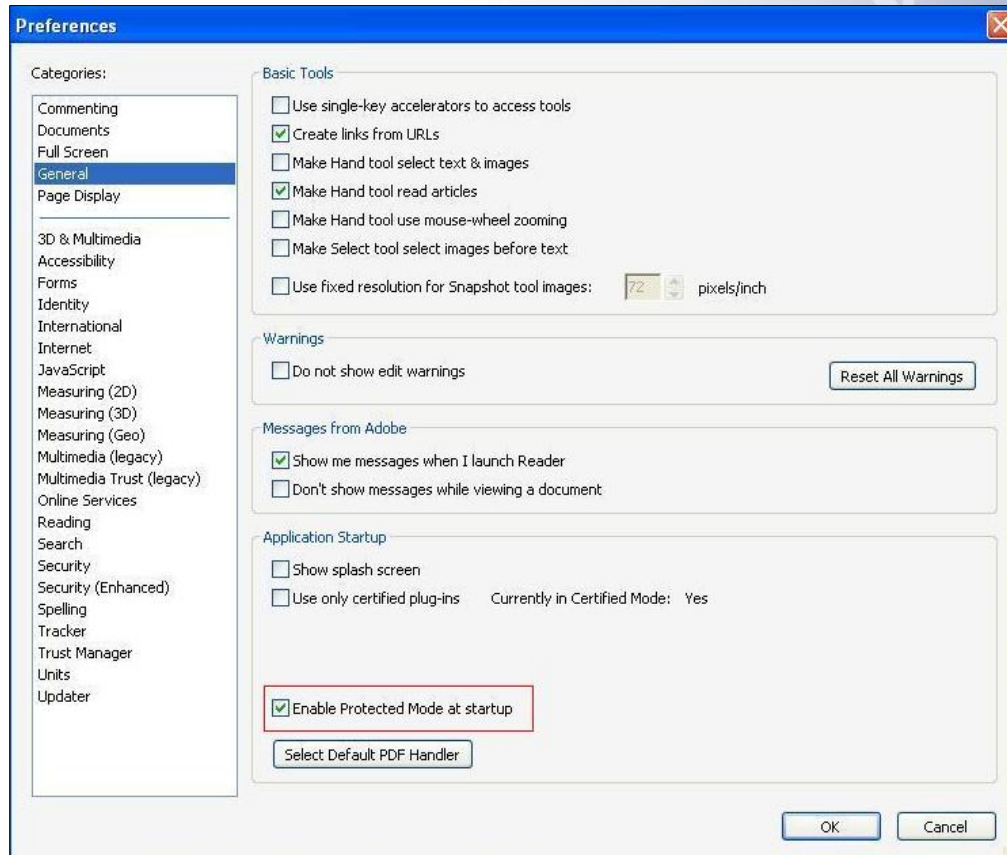
4) Click **Run Report**.

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, which 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.

- 1) Close all opened Internet Explorer and Adobe Reader instances.
- 2) Open Adobe Reader.
- 3) From the menu bar, select *Edit* and then *Preferences*. The *Preferences* dialog box appears.
- 4) From the *Categories* menu on the left, select *General*.



Preferences – General

- 5) Uncheck *Enable Protected Mode at startup*.
- 6) Click **OK**.
- 7) Close Adobe Reader.

12.1.1 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.

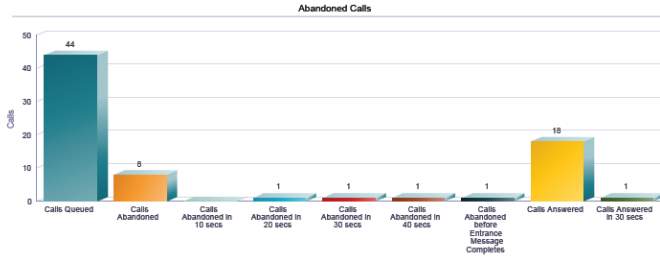
If you select HTML or PDF report format when requesting a report, the report is displayed in the *Report* window. If you select XLS, a file is created that you can save on your computer.

This section provides an example of a report: Abandoned Calls Report. For more information on the reports available in Call Center, see the *BroadWorks Call Center Reports Guide*.

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

Abandoned Call Report - Multiple Call Centers - 15 Minutes

Start Time: 12/02/2010, 01:00 PM
Time Zone: (GMT-05:00) (Canada) Eastern Time
Date Run: 12/02/2010, 03:43 PM



Abandoned Calls Report – Bar Chart

Abandoned Calls

| Date and Time | Call Center Name | Calls Queued | Calls Abandoned | % Calls Abandoned | Calls Abandoned in 10 secs | % Calls Abandoned in 10 secs | Calls Abandoned in 20 secs | % Calls Abandoned in 20 secs | Calls Abandoned in 30 secs | % Calls Abandoned in 30 secs | Calls Abandoned in 40 secs | % Calls Abandoned in 40 secs | Calls Abandoned before Entrance Message Completes | % Calls Abandoned before Entrance Message Completes | Calls Abandoned after Entrance Message Completes | % Calls Abandoned after Entrance Message Completes | Longest Wait Abandoned |
|----------------------|-------------------------|--------------|-----------------|-------------------|----------------------------|------------------------------|----------------------------|------------------------------|----------------------------|------------------------------|----------------------------|------------------------------|---|---|--|--|------------------------|
| 12/02/2010, 01:00 PM | | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | Summary | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| 12/02/2010, 01:15 PM | | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | Summary | 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| 12/02/2010, 01:30 PM | | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | Summary | 1 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| 12/02/2010, 01:45 PM | | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | IS7039_CalCenterPremium | 1 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | Summary | 1 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| 12/02/2010, 02:00 PM | | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | IS7048_CalCenterPremium | 2 | 1 | 50.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 50.0% | 0 | 0.0% | 00:01:15 |
| | Summary | 5 | 2 | 40.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 20.0% | 1 | 40.0% | 00:01:15 |
| 12/02/2010, 02:15 PM | | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |
| | Summary | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 00:00:00 |

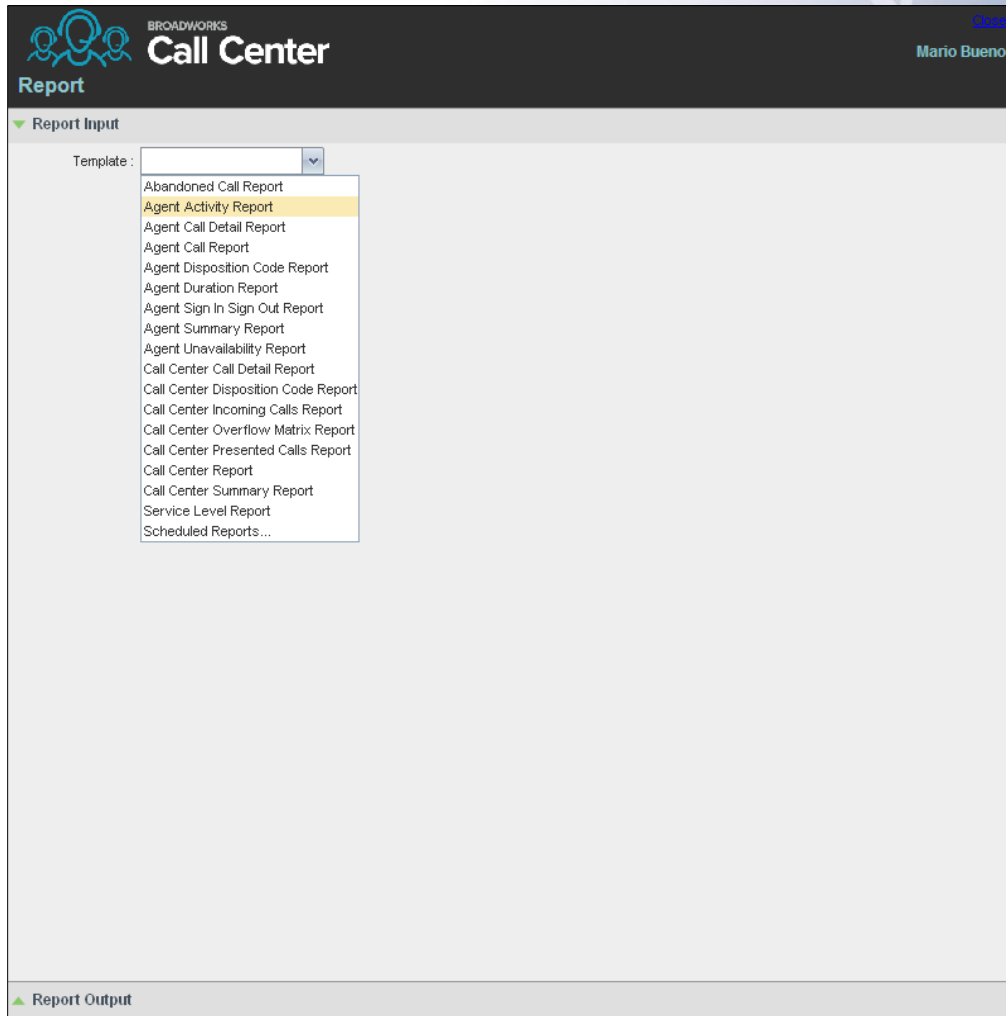
Abandoned Calls Report – Table (Fragment)

12.2 Schedule Report

To schedule reports, your company (group or enterprise) must have Enhanced Reporting enabled. For more information, see your administrator.


To schedule a report:

- 1) Click the **Reporting** link at the top right-hand side of the main window. A *Report* window appears.



Report Window – Report List

- 2) Select a report template from the drop-down list. The page displays the input parameters for the report.


Close

Sheldon Cooper

Report Input

Template : Abandoned Call Report

Scope : All Call Centers Call Center DNIS

[Hide Performance Parameters...](#)

Service Level :

Abandoned Call Threshold :

Type : Historical Real time Scheduled

Name :

Description :

Report Time:

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

Recurrence Pattern:

Recurs : Never [v]

Every : 1 day(s)

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

Sampling : Daily [v]

Output Format : PDF [v]

Recipients : :

: :

: :

: :

Add Scheduled Report

Report Output

Scheduling Report (Abandoned Call Report)

- 3) For *Type*, select *Scheduled*.
- 4) Provide the name and the description of the report.

- 5) Specify the recurrence pattern of the report. From the *Recurs* drop-down list, select one of the following options: *Never*, *Daily*, *Weekly*, *Monthly*, or *Yearly*. *Never* signifies that this is a one-time report.
- If you selected *Daily*, enter the frequency of recurrence in days.

Recurrence Pattern:

Recurs :

Every : day(s)

Scheduled Report – Daily Recurrence Pattern

- 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.

Recurrence Pattern:

Recurs :

Every : week(s) on:

Sunday Monday Tuesday Wednesday

Thursday Friday Saturday

Scheduled Report – Weekly Recurrence Pattern

- 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:
 - To schedule the report on a specific day of the month, for example, the twenty-seventh, check *Day <X>* of the month and enter the day.
 - To schedule the report on a specific day of the week within the month, for example the second Monday of the month, check *The <X> <Day of week>* of the month and select *X* and *Day of week* from the drop-down lists.

Recurrence Pattern:

Recurs :

Every : month(s) on:

Day of the month

The of the month

Scheduled Report – Monthly Recurrence Pattern

- 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 <X> <Day of week> of <Month>* and select *X*, *Day of week*, and *Month* from the drop-down lists.

Recurrence Pattern:

Recurs :

Every : year(s) on: Day of

The of

Scheduled Report – Yearly Recurrence Pattern

- 6) Specify when the report should run.
- For a non-recurrent report, specify the actual date and time to generate the report.

Report Time:

*Schedule Date :

*Schedule Time : HH:MM [am|pm]

Report Time for a Non-recurrent Report

- For a recurrent report, specify when the report should be generated for the first time.

Report Time:

*Start Date :

*Run Time : HH:MM [am|pm]

Report Time for a Recurrent Report

Note: The start date and run time (and for weekly reports the day of the week) determine when the report is generated for the first time. The subsequent times are determined by the recurrence pattern and range.

- 7) For a recurrent report, specify when the reporting should end. For *Recurrence Range*, select from the following options:
- *Never*
 - *After <X> occurrences*, and enter the number of occurrences
 - *Date*, and select a date from the calendar

Recurrence Range:

Start Date : 7/30/2012 Note: Start Date is always equal to Report Time Start Date value

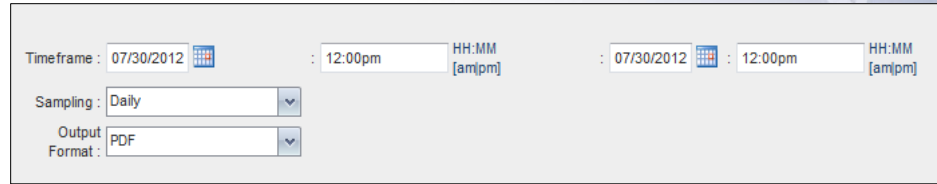
End : Never

After occurrences

Date

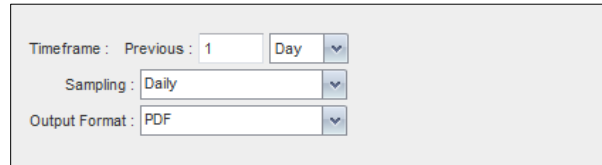
Scheduled Report – Recurrence Range

- 8) Specify the report time frame, that is, the period for which you are requesting the report.
- For a non-recurrent report, enter the actual dates and times.



Report Timeframe for a Non-recurrent report

- 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.

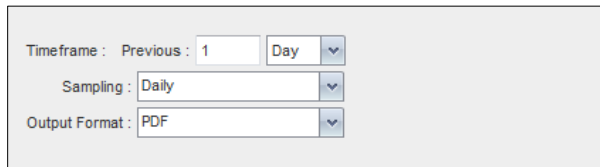


Report Timeframe for Recurrent Report

Note: A report time frame always has a beginning date and time and an end date and time. For a recurring report the relative time frame is converted to the actual dates and times at the moment when the report is run.

The actual time frame always starts at the top of the hour, day, week, month or year and is based on the selected time zone and day of the week. For example, if report is scheduled to run every day at 5:45 P.M. for the previous two hours, then the actual time frame of the report is from 3:00 P.M. to 5:00 P.M. of the day when the report is run.

- Specify the sampling frequency. From the *Sampling* drop-down list, select a frequency.
- Specify the output format of the report. From the *Output Format* drop-down list, select a format, for example, PDF.



Report Sampling and Output Format

- Enter the e-mail addresses of the recipients of the report.
- Enter the remaining parameters, as required. For the description of the remaining parameters, see section 12.1 *Run Report*.
- Click **Schedule Report**.

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

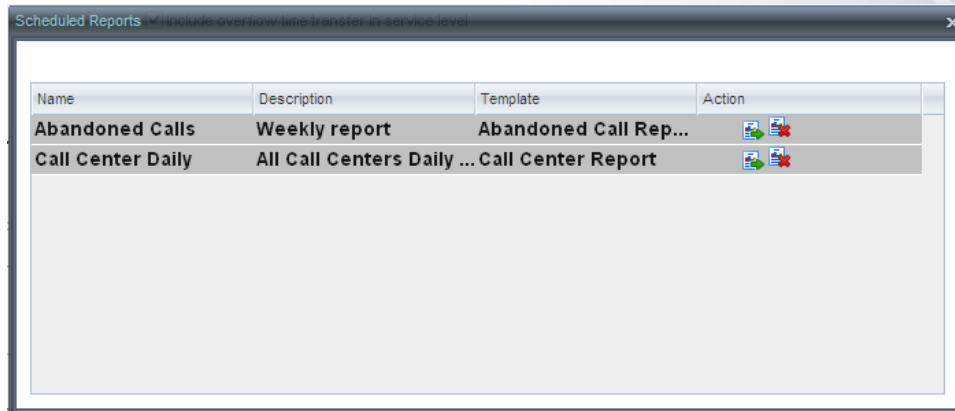
12.3 Manage Scheduled Reports

You can list, modify, and delete scheduled reports.



To manage scheduled reports:

- Click the **Reporting** link at the top right-hand side of the main window. A *Report* window appears.

- 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.

13 Configure Call Center

You use the *Settings* page, accessed via the Settings link at the top right-hand side of the main page to configure various aspects of the Call Center application.

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 use to configure Call Center.

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

Note: *Depending on your system configuration, some settings may not be available.*

13.1 Settings – General

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

Setting – General

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

13.1.1 Account

You use this area to change your BroadWorks password.

Call Center shares logon credentials with BroadWorks. So when you change your password in Call Center, remember to use this new password when accessing your web portal.

Note: *The password you enter must meet the password requirements set on BroadWorks.*

To change your password:

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

Account – Change Password

- 2) 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.

13.1.2 Hotel Guest

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

In the text box, enter the user name of the Hoteling Host who corresponds to the desk/device you are using, for example, "station_224@acme.com".

13.1.3 Language

The language settings allow you select the language of the Call Center user interface.

- The drop-down list lists the languages available in your edition of Call Center. To change the language, select a new language from the list.
- *Synchronize language to my profile* – This box, when checked, synchronizes the Call Center language with your BroadWorks profile and ignores the language selection on this page.

13.1.4 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 generated reports. The possible options are:

- MM/DD/YYYY
- DD/MM/YYYY

13.1.5 Time Format

This setting allows you to select the format for displaying time in reports. It is used for all times that are included in generated reports. The selected time format is also used to display the time in the chat logs. The possible options are:

- AM/PM
- 24 hours

Note that this setting does not impact the format in which event duration is reported in generated reports, which is always *DD:HH:MM:SS*.

13.1.6 Workspace

Call Center allows you to customize 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 *Dashboard* window
- The size and position of any *Report* window

Note 1: *This functionality does not work in Internet Explorer, due to a technical limitation of Internet Explorer. Moreover, Firefox 7 and later does not provide a standard API to re-size a window without opening a new window. Therefore, saving workspace settings for the main application window size does not work in Firefox 7 and or later.*

Note 2: The browser window running Call Center should be at least 1024 x 768 pixels in size.

Note 3: When a window is vertically resized, the panes do not always resize to fill the window. To resize a window, drag the window from the bottom right-hand corner or collapse and then expand the panes after resizing to adjust them to the window.

- *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 signout* – When you sign out from the client, Call Center 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 signout* box.

To customize your workspace:

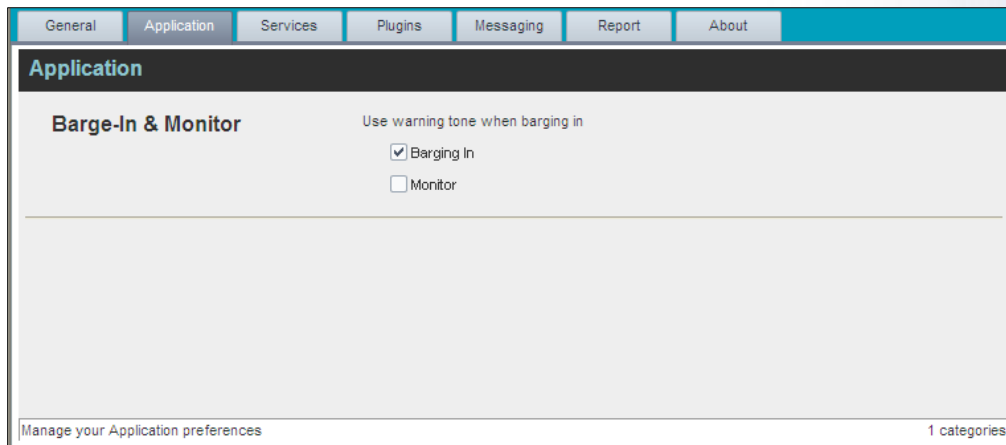
- 1) Arrange the windows the way you like.
- 2) Click the **Save Workspace** button to save the current configuration. To restore the system default, click **Restore To Default**.
- 3) At any time to return to the last saved configuration, click the **Load Workspace** button.

13.2 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.

13.2.1 Barge-In & Monitor (**Supervisor**)

The following options only apply if you have the Directed Call Pickup with Barge-in and/or Call Center Monitoring services assigned. If the Call Center Monitoring service is not assigned, then the *Monitor* option is not visible.



The screenshot shows a web interface with a navigation bar at the top containing tabs: General, Application, Services, Plugins, Messaging, Report, and About. The 'Application' tab is selected. Below the navigation bar is a header for 'Application'. The main content area is titled 'Barge-In & Monitor' and includes the text 'Use warning tone when barging in'. There are two checkboxes: 'Barging In' (checked) and 'Monitor' (unchecked). At the bottom of the page, there is a footer that reads 'Manage your Application preferences' on the left and '1 categories' on the right.

Settings – Application (Supervisor)

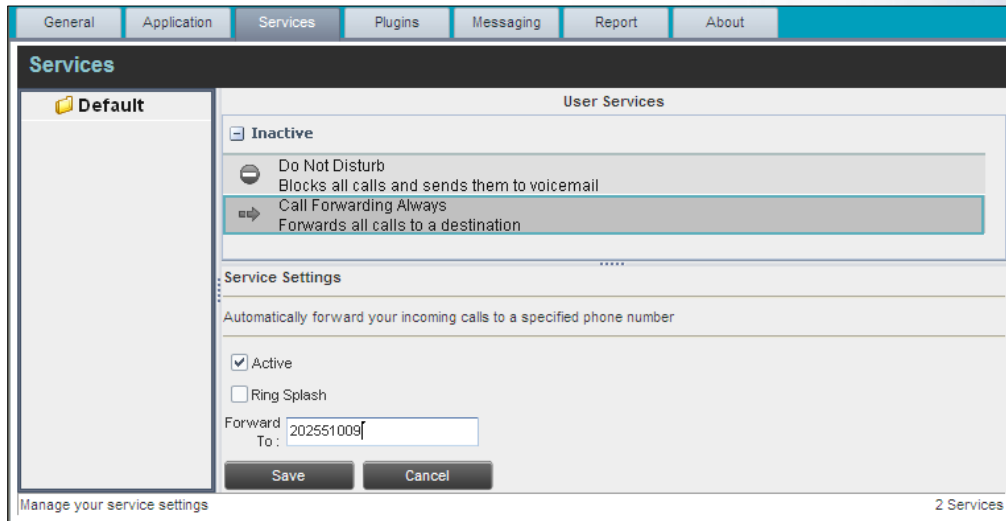
Use warning tone when:

- *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.

13.3 Settings – Services

You use the Services tab to configure various services assigned to you by your administrator on BroadWorks, which are integrated with Call Center. These 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 must provide the phone number to forward your calls to. When the service is active, all your calls are forwarded to the specified number.

To activate a service:

- 1) Select the service and check the *Is 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 that appears, enter the number to forward your calls to.
- 3) To generate a ring splash for incoming calls, check the *RingSplash* option.
- 4) To save your changes, click **Save**.

13.4 Settings – Plug-ins

You use the Plugins tab to configure the plug-in software used by Call Center to provide functionality such as call notification, program shortcuts, and call log.

General Application Services **Plugins** Messaging Report About

Plugins

Notification

Focus window for incoming calls

Show notifications for calls: when auto answer is off

Microsoft® Outlook®

Disable Outlook Integration

Retrieve contacts from: Default Contact Folder

Use Outlook contacts as preferred CLID lookup

LDAP v3

Disable LDAP Integration

LDAP Hostname: LDAP Port:

Search Base: Search Base:

Encrypt Connection

(cn=*_SEARCH_TEXT_*)

| Remote Attribute | Local Attribute |
|------------------|-----------------|
| cn | cn |
| sn | sn |
| displayName | displayName |
| telephone... | telephone... |
| mobile | mobile |
| homePhone | homePhone |

Authentication Required

DN: Password:

Program Shortcuts

Add Shortcut Remove Shortcut

Activity Archive

Disable Call Event Log Integration

Rotate Log: weekly [Open log location](#)

Manage your 3rd Party integration process 5 Plugins

Settings – Plugins

13.4.1 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 that is running Call Center is minimized, Call Center automatically restores the window on incoming calls.

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

- *Show notification for calls* – When this option is checked, Call Center 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.

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

13.4.2 Microsoft Outlook

The Microsoft Outlook options control Outlook integration with Call Center. They are only visible if Outlook integration is enabled in Call Center.

The options you can set are as follows:

- *Enable/Disable Outlook Integration* – This determines whether Call Center integrates with Outlook to provide you with access to your Outlook contacts. If Outlook integration is disabled, the corresponding desktop plug-in software components are not downloaded from BroadWorks.
- *Retrieve contacts from* – This option allows you to specify where to look for your Outlook contacts.
- *Use Outlook contacts as preferred CLID lookup* – When this option is checked, Call Center uses Outlook to try to identify a caller, when the caller ID is unknown.

Note: *The Outlook Integration feature provides the following functionality: CLID lookup, saving vCards and accessing and searching Outlook contacts. When using Microsoft Outlook 2010 (32-or 64-bit edition), Outlook must be running before Call Center is launched for these functions to work.*

13.4.3 LDAP v3

LDAP settings allow you integrate an LDAP directory with Call Center. These options are only visible if LDAP integration is enabled in Call Center. If you do not know the appropriate settings, contact your system administrator.

Make sure you have correctly imported a valid certificate in the Java Keystore (JKS) with the keytool.

To import a certificate:

- 5) Click **Start** and then select *Run...*
- 6) Type "cmd" and click **OK**.
- 7) Type "<Java Runtime Path>\bin\keytool -import -alias <aliasname> -file <path><certificate file name> -keystore %JAVA_HOME%\jre\lib\security\cacerts".

To verify the certificate:

- 8) Click **Start** and select *Run...*
- 9) Type "cmd" and click **OK**.
- 10) Type "<Java Runtime Path>\bin\keytool -printcert -file <path><certificate file name>".

The LDAP directory options are as follows:

- *Enable/Disable LDAP Integration* – This determines whether Call Center provides LDAP directory lookup services. Clicking the **Enable LDAP Integration** button enables the controls for LDAP settings.
- *LDAP Hostname* – This is the network address of the LDAP server.

- *LDAP Port* – This is the port number for the LDAP server. This is compulsory and can be obtained from your system administrator.
- *Search Base*:
 - The text box determines the location in the LDAP server tree that Call Center looks in when executing a search.
 - The check box, when checked, searches all sub-trees within the search base until the specifications are found.
- *Encrypt Connection* – This option determines whether Call Center uses encryption when connecting to the LDAP server. Note that if encryption is enabled, you may have to use of a different port.
- *("cn=__Search__Text")* – This option specifies an additional search filter to apply to all directory searches. For example, to include the search criteria in the filter you must include (cn=*__SEARCH_TEXT__*). Alternatively, in another example, (telephoneNumber=*) restricts search results to users who have a telephone number assigned.
- *Attribute Mapping* – This table controls the way that Call Center maps attributes returned from the directory server to columns displayed on the list of search results.

In each row of the table, enter an LDAP attribute in the *Remote Attribute* column. In the *Local Attribute* column, enter a corresponding local attribute. Typical Remote Attribute values are “cn”, “sn”, “telephoneNumber”, “mobile”, “homePhone”, and “mail”.

- *Authentication Required* – When this box is checked, Call Center must provide a user name and password to the directory server to conduct searches.
- *DN* – This is the user name Call Center uses when connecting to the LDAP server when *Authentication Required* is checked.
- *Password* – This is the password that corresponds to the authentication *DN*.

13.4.4 Program Shortcuts

You use the program shortcuts settings to create call center shortcuts on your desktop for convenient access to Call Center.

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 center shortcut on your desktop.
- *Remove Shortcut* – This button, when clicked, removes the previously created Call Center shortcut. If you did not create a shortcut using the Add Shortcut button, the Remove Shortcut button has no effect.

13.4.5 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_User_ID* is your BroadWorks user ID

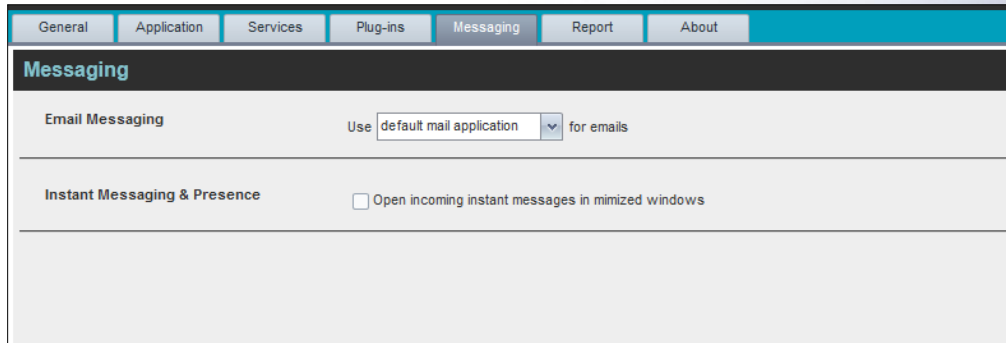
The following events are captured based on activity that occurs on the Agent/Supervisor client (irrespective of ACD or direct inbound or outbound calls):

| Statistic | Description | Allowed Values | Example Value |
|------------------------|---|--|--|
| BroadWorks User ID | BroadWorks user ID | String | jsmith@abc.net |
| Call Center ID | Call Center ID for inbound ACD calls only | String, null | ABCSales |
| Availability | 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. | Integer (0, 1, 2): <ul style="list-style-type: none"> ▪ 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 12:08:17.859 |

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.

13.5 Settings – Messaging

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



Settings – Messaging

13.5.1 E-mail Messaging

These options allow you to specify the mail client you use for sending e-mail messages.

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

If you selected the custom Simple Mail Transfer Protocol (SMTP) option, you also need to configure the following options:

- *Display Name* – This is the name that is 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 appears when you generate an e-mail message in Call Center.
- *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.

13.6 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 these values as required when generating reports.

The screenshot shows the 'Report' settings page in the Call Center interface. The page is titled 'Report' and has a navigation bar with tabs for General, Application, Services, Plugins, Messaging, Report, and About. The 'Report' tab is selected. The settings are organized into several sections:

- Default Thresholds:** Includes input fields for Call Completion, Short Duration Call, Service Level, and Abandoned Call.
- Date Format:** Radio buttons for MM/DD/YYYY (selected) and DD/MM/YYYY.
- Time Format:** Radio buttons for AM/PM (selected) and 24 Hour.
- Default Start Day Of Week:** A dropdown menu set to Sunday.
- Default Service Level Calculations:** Includes checkboxes for 'Include Overflow Time Transferred Calls' (checked), 'Include All Other Transfers', and radio buttons for 'Exclude Abandoned Calls', 'Include all abandoned calls', 'Include all abandoned calls except before entrance completes', and 'Include Abandoned Calls except in Defined Interval' (selected). A text input field for 'Defined Interval For Abandoned Calls' is set to 68.

At the bottom of the page, there is a link 'Manage your preferences for Reports' and a note '5 categories'.

Settings – Report

13.6.1 Default Thresholds

These settings allow you to configure the thresholds that are 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 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.

13.6.2 Default Start Day of the Week

The following setting allows you to configure the day of the week to start reports.

- **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.

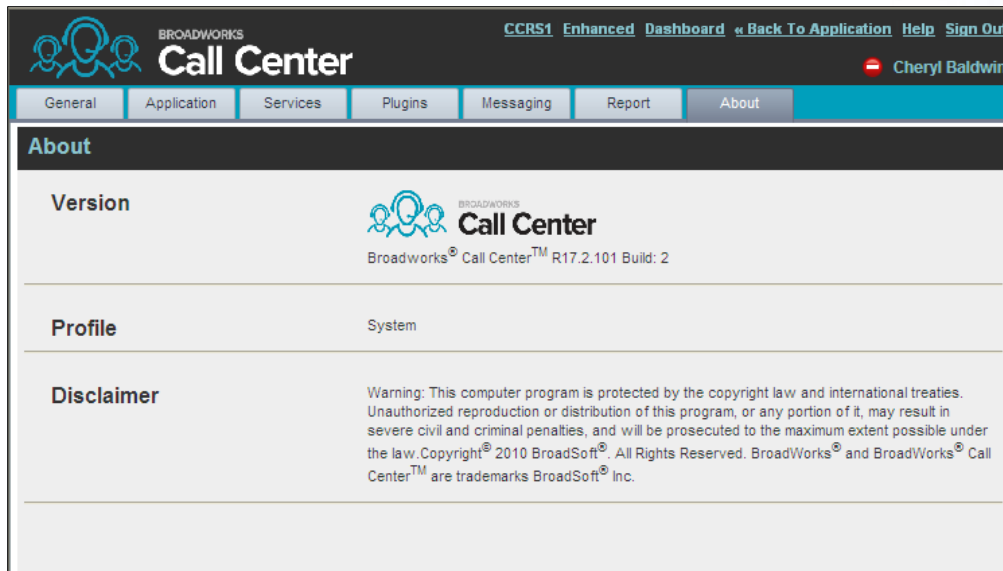
13.6.3 Default Service-level Calculations

The following settings allow you to configure default settings used to make service-level calculations.

- *Include Overflow Time Transferred Calls* – Check this box to include calls transferred due to time overflow in service-level calculations.
- *Include All Other Transfers* – Check this box to include calls transferred for other reasons that overflow in service-level calculations.
- *Exclude Abandoned Calls* – Check this box to exclude all abandoned calls from service-level calculations.
- *Include all abandoned calls* – Check this box to include all abandoned calls in service-level calculations.
- *Include all abandoned calls except before entrance completes* – Check this box to include calls abandoned after the entrance message has finished playing in service-level calculations.
- *Include Abandoned Calls except in Defined Interval* – Check this box to include calls abandoned after the time specified by the interval for abandoned calls parameter in service-level calculations.
- *Defined Interval for Abandoned Calls* – If you checked *Include Abandoned Calls except in Defined Interval*, enter the desired interval in this text box in seconds. The *Defined Interval for Abandoned Calls* can be set to “1” through “7200” seconds.

13.7 Settings – About

You use the About tab to view the information about Call Center.



The screenshot displays the 'About' page of the BroadWorks Call Center interface. At the top, there is a navigation bar with links for 'CCRS1', 'Enhanced', 'Dashboard', 'Back To Application', 'Help', and 'Sign Out'. The user's name, 'Cheryl Baldwin', is shown in the top right corner. Below the navigation bar, there are tabs for 'General', 'Application', 'Services', 'Plugins', 'Messaging', 'Report', and 'About'. The 'About' tab is selected. The main content area is divided into three sections: 'Version', 'Profile', and 'Disclaimer'. The 'Version' section shows the BroadWorks Call Center logo and the text 'Broadworks® Call Center™ R17.2.101 Build: 2'. The 'Profile' section shows 'System'. The 'Disclaimer' section contains a warning about copyright law and international treaties, stating that unauthorized reproduction or distribution of the program may result in severe civil and criminal penalties, and that the program is copyrighted by BroadSoft in 2010.

Settings – About

The following information is provided on this page:




- *Version* – This is the name and software version of BroadWorks Call Center client.
- *Profile* – This is the Call Center client profile used.
- *Disclaimer* – This is the Call Center copyright information.

14 Appendix A: Glossary and Definitions

14.1 ACD States

ACD states specify the agent's availability to take calls. The possible call states are those listed in the following table.

An agent can be in one of the ACD states.

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

In Call Center, an agent can only 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 the web portal.

14.2 Agent Skill Levels (Premium Call Centers)








Agent skill levels are used to rate the ability of an agent to handle calls in call centers with skill-based routing.

- An agent skill level is an integer between 1 through 20, where 1 indicates the highest skill level.
- A skill level is assigned to an agent for each call center with skill-based routing to which the agent is assigned.
- A skill level is shown as "N/A" for Standard call centers and for call centers with priority-based routing.




14.3 Phone States






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

For supervisors, the phone states are displayed as follows:

| Phone State | Icon | Description |
|-------------------------------|---|--|
| <i>Idle</i> |  | Supervisor's phone is on-hook, which means the supervisor is not on a call. |
| <i>Busy</i> |  | Supervisor's phone is off-hook, which means that the supervisor is on a call. |
| <i>Ringing</i> |  | Supervisor's phone is in <i>alerting</i> state; a call is currently being delivered to the supervisor. |
| <i>Do Not Disturb</i> |  | Supervisor has enabled the Do Not Disturb service. |
| <i>Private</i> |  | Supervisor has enabled phone status privacy. |
| <i>Call Forwarding Always</i> |  | Supervisor has enabled the Call Forwarding Always service. |
| <i>Unknown</i> |  | Supervisor is currently not monitored. |










For agents, the phone states are combined with their ACD states and are displayed as follows:

| Phone State | ACD State | Icon | Description |
|----------------------|---------------------------------------|---|---|
| <i>Idle</i> | <i>Available</i> |  | Agent's phone is on-hook and the agent is available to take ACD calls. |
| <i>Ringing</i> | <i>Available</i> |  | Agent's phone is ringing and the agent is available to take the call. |
| <i>Any</i> | <i>Unavailable, Sign-In, Sign-Out</i> |  | Agent is not available to take ACD calls. |
| <i>Idle, Ringing</i> | <i>Wrap-Up</i> |  | Agent is performing post call work. They may or may not be available to take calls. |

| Phone State | ACD State | Icon | Description |
|-------------------------------|---------------------------|---|--|
| <i>Busy</i> | <i>Available, Wrap-Up</i> |  | 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. |
| <i>Do Not Disturb</i> | Any |  | Agent has enabled the Do Not Disturb service. ACD calls are not delivered to an agent in the <i>Do Not Disturb</i> call state. This state is not recommended for Call Center agents. Agents should use the <i>Unavailable ACD</i> state when they need to block new incoming calls temporarily. |
| <i>Call Forwarding Always</i> | Any |  | Agent has enabled the Call Forwarding Always service. |
| <i>Private</i> | Any |  | Agent has enabled phone status privacy. |
| <i>Unknown</i> | Any |  | Agent is currently not monitored. |

14.4 Call States

Call states are the states that your current calls can be in. They are as follows:

| Call State | Display Name | Display Icon | Call Personality | Call Actions |
|-----------------------------------|----------------|---|------------------|-----------------------------------|
| <i>Ringing In (Local)</i> | Incoming Local |  | Click To Dial | Answer, End |
| <i>Ringing In (Remote)</i> | Incoming |  | Terminator | Answer, Conference, End |
| <i>Ringing Out, Outgoing</i> | Outgoing |  | Originator | Conference, End |
| <i>Active</i> | Active |  | Any | Transfer, Hold, End, Conference |
| <i>On Hold</i> | Held |  | Any | Transfer, Resume, End, Conference |
| <i>On Hold (Remote)</i> | Held |  | Any | Transfer, Hold, End, Conference |
| <i>Active (In Conference)</i> | Active |  | Conference | Transfer, Hold, End |
| <i>On Hold (In Conference)</i> | Held |  | Conference | Resume, Transfer, End |
| <i>Ringing In (Recalled Call)</i> | Call Recalled |  | Terminator | Answer, Conference, End |

14.5 Call Types

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

| Name | Description |
|------------------|---|
| ACD Call | This is a call delivered to a call center pilot number that is directed to an agent via the ACD function. |
| Inbound Call | This is a direct call to an agent. Other calls treated as inbound calls include: <ul style="list-style-type: none">▪ 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 | This is an outbound call made by an agent. |
| Held Call | This is 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 | This is 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 | This is an ACD call that was answered by an agent. |
| Abandoned Call | This is an ACD call that entered the queue, but the caller hung up before the call was answered or transferred. |
| Received Call | This is an ACD call that was received and either answered or abandoned. Overflowed calls are not included. |
| Overflowed Call | This is 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 | This is 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 | This is a call that has been transferred back to queue because it was not answered by an agent in the specified time. |
| Stranded Call | This is a call that is in a queue after all agents assigned to the queue have moved to the <i>Sign-Out</i> ACD state. |

15 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. | This closes the open dialog box. |
| ESC | Cancel the changes. | This exits the currently selected editable item, such as a text box. |
| / | Click the <i>Dialer</i> text box. | This places the cursor in the <i>Dialer</i> text box; it retains the currently selected item (if applicable). NOTE: In Internet Explorer 8, the “/” shortcut key does not always work. Pressing the key clears the default <i>Enter Number</i> text, but does not place the cursor in the input box. |
| ? | Click the <i>Search</i> text box. | This places the cursor in the <i>Search</i> text box; it retains the currently selected item (if applicable). |
| ARROW DOWN | Click the scroll bar or the next item on a list. | This selects the next item in the <i>Call Console</i> or the <i>Queued Calls</i> pane. |
| ARROW UP | Click the scroll bar or the previous item in a list. | This selects the previous item in the <i>Call Console</i> or the <i>Queued Calls</i> pane. |
| PAGE DOWN | Scroll down one page. | This goes to the next page in the <i>Call Console</i> or the <i>Queued Calls</i> pane. |
| PAGE UP | Scroll up one page. | This goes to the previous page in the <i>Call Console</i> or the <i>Queued Calls</i> pane. |
| 1...9 | Select a call in the <i>Call Console</i> . | 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 <i>Call Console</i> . | This 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 <i>Call Console</i> . | This ends the selected call. |
| ENTER | Click Dial . | If the cursor is placed in the <i>Enter Number</i> text box in the <i>Dialer</i> , the entered digits are dialed. |
| ENTER | Click Search . | If the cursor is placed in the <i>Search</i> text box, a search is performed. |
| + | Click Transfer in the <i>Dialer</i> . | This transfers the selected call to the ad hoc number entered in the <i>Dialer</i> . |
| 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. | This goes from the main page to the <i>Settings</i> page. |

| Key | Equivalent Mouse Action | Description |
|--------------------|---|--|
| B or b | Click the Back to Application link. | This goes back from the <i>Settings</i> page to the main page. |
| R or r | Click the Call History button. | This opens the <i>Call History</i> dialog box. |
| H or h | Click the Help link. | This opens this guide in a PDF format. |
| D or d | Click the Dashboard link (Supervisor) | This opens the <i>Dashboard</i> or brings the <i>Dashboard</i> to the front if it is already open. |
| SHIFT+L or SHIFT+I | Click the Sign Out link. | This signs the user out of the application. |
| SHIFT+A | Select <i>Available</i> (Agent). | This sets the agent's ACD state to "Available". |
| SHIFT+U | Select <i>Unavailable</i> (Agent). | This sets the agent's ACD state to "Unavailable". |
| SHIFT+W | Select <i>Wrap-Up</i> (Agent). | This sets the agent's ACD state to "Wrap-Up". |