

together with **CS Comms**

ISTRA 9.0 Call Center Administration guide

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PREAMBLE

Centile Istra platform can be released in different configurations, depending on the Customer needs. Due to that fact, some dissimilarity may occur between the Web Administration User Interfaces and features described in this Guide and the ones you get.

TABLE OF CONTENTS

ABOUT THIS	GUIDE	6
CHAPTER 1	· INTRODUCTION	. 7
CHAPTER 2 ·	- ISTRA LICENSE	. 8
CHAPTER 3 -	- AGENT CREATION	9
3.1	User extension creation	10
3.2	ACD Agent assignment to a newly created user extension	12
3.3	ACD Agent assignment to a previously created user extension	14
3.4	Device assignment to a user extension	15
3.4	User creation and assignment to a user extension	18
CHAPTER 4 -	- SUPERVISOR CREATION	. 21
4.1	User creation	22
4.2	ACD Supervisor assignment to a user	24
4.2	Device assignment to a user ACD Supervisor	26
4.3	Agent activation to a Supervisor	27
CHAPTER 5	- ACD CALENDAR CREATION	. 28
5.1	ACD Calendar creation	29
5.2	ACD Calendar modification	32
CHAPTER 6 ·	- ACD CALL CENTER SERVICE PARAMETERS SETTINGS	33
6.1	ACD Call Center service default parameters	34
6.2	ACD Call Center service parameters modification	38
6.3	Generic enterprise announcement upload	41
CHAPTER 7 -	- ACD AND OVERFLOW GROUPS CREATION	42
7.1	ACD Group creation	43
7.2	ACD group service parameters modification	47
7.4	Overflow Group creation and assignment	48
CHAPTER 8 -	- PSTN NUMBER ASSIGNMENT	. 51
8.1	PSTN number assignment to ACD groups and Overflow groups	52
CHAPTER 9	- FORWARDING RULE ASSIGNMENT	. 56
9.1	Forwarding rule assignment to ACD and Overflow groups	57
CHAPTER 10	- CALLBACK SERVICE	. 62
CHAPTER 11	- ACD STATISTICS	. 63
11.1	ACD Stats overview	65
10.2	ACD Stats settings	66
10.3	Dynamic updates screens display	67
10.4	ACD Range	68
10.5	ACD Logs	
10.6	ACD Stats	
10.7	Agents Stats	74
10.8	ACD Stats limitations/Administrator's responsibilities	77
		70

3

LIST OF FIGURES

Figure 1 License	8
Figure 2 User Extension creation page	10
Figure 3 Updated User Extension page	11
Figure 4 ACD Agent assignment to a User Extension	12
Figure 5 IP Device creation page	15
Figure 6 Updated IP Device page	17
Figure 7 User creation page	18
Figure 8 Updated User creation page	20
Figure 9 Supervisor user creation	22
Figure 10 Updated Supervisor user creation	23
Figure 11 Supervisor assignment to a user 1/2	24
Figure 12 Supervisor assignment to a user 2/2	24
Figure 13 Updated Supervisor assignment to a user	25
Figure 14 Device assignment to a Supervisor user	
Figure 15 Agent activation to a Supervisor	27
Figure 16 ACD calendar	29
Figure 17 ACD calendar creation	30
Figure 18 Updated ACD calendar	31
Figure 19 New ACD calendar	31
Figure 20 ACD calendar	32
Figure 21 ACD calendar modification	32
Figure 22 Services	34
Figure 23 ACD Call Center service	35
Figure 24 ACD Call Center service modification	39
Figure 25 Uploading a generic enterprise announcement (1/2)	41
Figure 26 Uploading a generic enterprise announcement (2/2)	41
Figure 27 ACD groups	43
Figure 28 ACD group service	
Figure 29 ACD group creation	44
Figure 30 Updated ACD group	46
Figure 31 ACD group	4/
Figure 32 ACD group	48
Figure 33 ACD group service	48
Figure 34 ACD groups creation	49
Figure 35 Updated ACD group	49
Figure 36 Overflow group assignment	50
Figure 37 PSTN Numbers Assignment to Extensions page 1/2	52
Figure 38 PSTN Numbers Assignment to Extensions page 2/2	53
Figure 39 Updated PSTN Numbers Assignment to Extensions page	54
Figure 40 ACD GROUPS page for PSTN Number Assignment.	
Figure 41 ACD Groups modification page for PSTN Number Assignment	55
Figure 42 FORWARDING RULE	
Figure 43 FORWARDING RULES creation page	50
Figure 44 Opdated FORWARDING ROLES page	59
Figure 45 ACD Groups page - FORWARDING ROLES	60
Figure 46 Forwarding rules creation	60
Figure 47 CallBack phase	02
Figure 40 ACD state cettings	05
Figure 49 ACD stats settings	00
Figure 50 CSV file	00
Figure 52 Dynamic buttons	00
Figure 52 Expiratility Duttoris	07
Figure 53 Toudy S date	08
Figure 55 Latest ACD calls	68
Figure 56 ACD calls within last minutes	68
Figure 57 ACD Logs	69

4

About this guide

The goal of this guide is to provide Call Center Enterprise administrator will the necessary procedure to deliver ACD functionalities to Call Center agents and supervisors throughout their respective consoles. (Please refer to mylstra and ACD Console user guides for more details).

- mylstra for Agents is dedicated to Agents
- ACD Console is dedicated to Supervisors

This Call Center service can be created for one enterprise and run from the enterprise premise but also outsourced at a Service Provider's datacenter enabling multiple enterprises to benefit from hosted in-bound Call Center services without the hassle to manage and maintain the service.

These ACD functionalities are enabled by the Enterprise administrator at Istra Web Administration level.

Please note that the Call Center service is synchronized with Istra platform and cannot be run on its own.

Centile Call Center application provides enterprises hosted inbound call center services. The application is network based for simple and speedy deployment and maintenance. It offers a comprehensive range of features that are required for Call Center Supervisors and Agents to efficiently manage and monitor incoming calls.

Chapter 1 - Introduction

This chapter describes the actions required to create a Call Center service within an enterprise.

The enterprise Call Center enterprise administrator, the only person allowed to access the Istra web administrative interface, needs to define the agents, the supervisor, the calendar sessions (office opening and closing hours), the ACD Call Center service and the ACD groups.

In order to define all of the above, the enterprise hosting the Call Center must have previously created gateways, ext numbers, PSTN pool Please refer to Istra 9.0 - Service Provider administration guide.

If an enterprise has already been created using an older Istra version than the 7.6, the enterprise administrator will need to create the ACD Call Center service.

When creating an enterprise under the version 7.6, the ACD CallCenter service is created by default.

The following actions will be detailed throughout this guide:

- Agents (persons dealing with client's enquiries)
 - User extension creation and ACD agent activation
 - ACD Agent assignment to a previously created user extension
 - Device assignment to a user extension
 - User extension assignment to a ACD agent

<u>Note:</u> An enterprise may already be using Centile ISTRA platform for IP telephony purpose. In this case, the enterprise administrator has already created users. He just needs to enable a certain amount of users to become agents.

- Supervisor (person monitoring and managing the agents)
 - User extension creation and ACD supervisor activation
 - Device assignment to a user ACD supervisor
 - Agent activation as well as Supervisor
- Calendar (office opening and closing hours)
 - Calendar creation including exceptional sessions e.g. office opening hours during a bank holiday day
- ACD Service parameters settings
 - Keeping the ACD services set by default
 - Modifying the ACD service parameters
- ACD and Overflow groups (group of agents)
 - Creating ACD groups and assigning Overflow groups
 - Keeping the ACD services set at Service level
 - Modifying the ACD services
 - Assigning PSTN numbers
 - Assigning forwarding rules

Chapter 2 – ISTRA License

When acquiring an ISTRA license, the license owner receives a license file containing the following information related to his purchase.

Please note: The enterprise administrator does not have access to this license. The license detailed below is the Service Provider license. Please speak with your service provider to view the license.

Figure 1 License

license. MaxNblpbxResources 1 10 154 terminals out MaxNbTerminals 154 of 1000 have been MaxNbUserExtensions created MaxNbUserExtensionsClickToCallFE 100 59 MaxNbUserExtensionsMultiStageDialing 100 36 MaxNbUserExtensionsTapiDriver 100 37 MaxNbUserExtensionsVoicepad 1000 68 MaxNbUserExtensionsVoicepadG722_2 10 🕕 MaxNbUserExtensionsVoicepadG729 50 43 65 users out of MaxNbUserExtensionsVoicepadVideo 38 1000 have been MaxNbUsers 65 created netipaddrvoip ON Enterprise license value current value Enterprise ON MaxEnterprisesPerIpbx 10 MaxNBemailSignaturesManager 50 100 MaxNbEnterprises 2 MaxNbFaxAddresses 100 100 20 MaxNblvrWelcomeAttendant MaxNbOCSGateway 50 0 50 43 MaxNbUserExtensionsConferenceMaster MaxNbUserExtensionsMyIstra 200 67 MaxNbUserExtensionsSwitchboard 100 46 alue current value ACD MaxNbAdministratorAcdStatsAccess 100 30 Infos related to ACD -MaxNblsSkillBasedDistributionEnabled 100 2 45 ACD agents and 45 MaxNbUserExtensionsACDAgent 100 21 ACD supervisors MaxNbUserExtensionsACDCallPad 100 37 out of 100 have been MaxNbUsersACDSuperviso 100 21 created. **IVRs & Servic** alue lue urrent va MaxNblvrConference 100 MaxNblvrForwardingRulesManagement 100 100 MaxNblvrLastCaller MaxNblvrPlayMusic 100 MaxNblvrRecordCustom 100 Cancel Manage License.

Note: The purchase of ACD agent user extensions and ACD Supervisor users include the mylstra for Agents and ACD Supervisor Console applications.

Chapter 3 – Agent creation

An agent is a person belonging to a group of agents (refer to chapter 5 – Creation of ACD groups) and handling customers' incoming calls queries.

<u>Note:</u> An enterprise may already be using Centile ISTRA platform for IP telephony purpose. In this case, the enterprise administrator has already created users. He just needs to enable a certain amount of users to become agents. Please refer to section 3.3 ACD Agent assignment to a previously created user extension.

This chapter describes the actions required by the enterprise administrator to create agents.

The following tasks, enables from the web administration interface, are detailed throughout this chapter:

- User extension creation
- ACD Agent assignment to a newly created user extension
- ACD Agent assignment to a previously created user extension
- Device assignment to a user extension
- User extension assignment to a ACD agent

3.1 User extension creation

The enterprise administrator needs to log into ISTRA web administration interface – please refer to ISTRA 7.6 Enterprise administration guide for instructions.

Select COMMUNITIES menu -> **USER EXT.** to open the USER EXTENSIONS page.

1. Click on ADD to create a user extension.

		User extension
erporate Pl		Bold fields are mandatory.
fie	ld	value
extension		Enter extension prefix and select among suggested values:
telephonic state		Z40 Cle
label		
photo URL		For optimal results, photo must be 60x60 pixels, or respect this ratio.
simultaneous calls on softph	one	always from 2 always
do not disturb		● off ○ on
hide caller's ID		● no ⊖ yes
publishing in directory		● yes ○ no
call waiting		O off ● on
enable mylstra + salesforce scr	reen popping on incoming calls	s 🔿 no 🖲 yes
enable mylstra + salesforce scr	reen popping on outgoing calls	ono 🔍 yes
privacy settings in directory		End users will not be able to see the selected fields below, unless they have th Switchboard permission. available PSTN numbers extension presence status substitutes substitutes

- 1. Select an **available extension number** by entering an extension prefix e.g. 2 and select amongst the suggested value e.g. 248
- 2. Enter a label (optional). On incoming calls, this label is displayed on the screen of ringing phones.
- 3. Enter **an url** to upload your picture. This picture will be displayed next to your name in mylstra application.
- 4. By default, 2 simultaneous calls on softphone are allowed. Amend the value accordingly.
- 5. By default, the DND mode is disabled. To enable the DND functionality, select yes.
- 6. By default, the Caller ID is enabled. To **hide** the Caller ID (ext #) when making outgoing calls, select **yes**.
- 7. By default, the user extension is seen in the community directory. To **disable the viewing** of this extension in the corporate directory, select **no**.

- 8. By default, the call waiting is activated. To **disable the call waiting** functionality, select **no.**
- 9. By default, the mylstra –CRM screen pop up on incoming calls is enabled. To **disable**, select **no**.
- 10. By default, the mylstra CRM screen pop up on outgoing calls is enabled. To **disable**, select **no**.
- 11. Select a privacy settings in directory e.g. a substitute, a presence state...

Click on **save** to view the newly created user extension page.

		Figu	re 3 Updated U	ser Extensio	on page				
			User ext	ension					
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Extension 248	ןן ופטנדן	Service Jun	Sarvica plan shitus Rall 🔗 🗸	CTI applications connected	Lastrame	Firstname	د ۱(Унь Теншіу	H
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248 2B	ossSecretaryPromotion	no Unavailabl	e		NoInternational DISANoInternational	yes	no	no	yes

Extension # 248 has been created.

ACD Agent assignment to a newly created user extension 3.2

(1 (2 (3

To activate an ACD agent, tick the box next to the user extension where the ACD Agent needs to be assigned and click on the "modify" button. Please refer to the user extension creation page (Figure 2) to activate the fields above the "fields subject to license".

	User extension				
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Extension Service Plan Relations Debug PSTN	Numbers Call Rule Forwarding Rule Terminals Remote Terminal	Lync Terminals			
ce Membership					
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Bald	vahie				
extension	248	1			
administrative hierarchy telephonic state	2 -/CPS-SP/CPS-Reseller/cps				
receptionist					
labet		1			
photo URL	For optimal results, photo must be 60x60 pixels, or respect this ratio.				
simultaneous calls on softphone	simultaneous calls in procress				
group extension member?	UD .				
beging group member?	no				
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ISSD/SMS CallBack feature	e yes O no	constant Fil			
all walling		overnde []			
10000 (10000)	OF Sease note: when set to yes, and users are able - in CTI applications -, to more	itor and intrude the calks			
enable CTI monitoring of personal calls	they have a role in (calls to their VoiceMail, current calls in their CellQueuingSe	evende).			
enable on the fly recording		override			
enable mylstra + salesforce screen popping on incoming calls	O no 🔍 yes				
enable mylstra + salesforce screen popping on outgoing calls	O no 🖲 yes				
	O no 🖲 ycs				
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enable pickup JSSD: diractory lookup policy	no, nobody is able to pickup my call inc, nobody is able to pickup my call isolaid is	ble to pickup my call nor is streto pickus my call y group member is able to pi			
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Fields subject to license:

<u>By default</u>, the following "fields subject to license" are <u>disabled</u>. Depending on the license purchased, the enterprise administrator can **authorize** them by selecting **yes**.

- 1. Conference chairman.
- 2. DISA
- 3. Call recording
- 4. ACD agent. Select yes to assign the ext #248 to an agent. Fill in the ACD agent skills e.g. French, English
- 5. XPad Select yes for the agent to be able to use Xpad.
- 6. XPad and SwitchBoard: Desktop Softphone Select yes for the agent to be able to use Xpad.
- 7. XPad and SwitchBoard: Desktop Softphone with G729
- 8. XPad and SwitchBoard: Desktop Softphone with video
- 9. XPad web version Select yes for the agent to be able to use Xpad.
- 10. Xpad Web softphone Select yes for the agent to be able to use Xpad.
- 11. Agent XPad. Select yes for the agent to be able to use Xpad.
- 12. SwichBoard operator
- 13. C2CFE and XPad CRM integration.
- 14. Web Voicecard
- 15. Web Callback
- 16. USSD user access
- 17. MyIstra mobile client
- 18. TAPI Connector

Click on save. All changes will immediately be applied.

<u>Please note:</u> if the fields subject to license have reached their quotas, the enterprise administrator won't be able to activate them

3.3 ACD Agent assignment to a previously created user extension

An enterprise may already be using Centile ISTRA platform for IP telephony purpose. Therefore the enterprise administrator has already created users. He just needs to enable a certain amount of users to become agents.

Select COMMUNITIES menu -> **USER EXT.** to open the USER EXTENSIONS page.

- 1. Tick the box next to the user extension to be modified and click on the "**Modify** the selected" button. This will open the user extension modification page.
- 2. Go to the field named activate ACD agent
- 3. Select yes

Click on save.

3.4 Device assignment to a user extension

Once the agent user extension has been created, the enterprise administrator must assign a device to it.

Select COMMUNITIES menu -> **TERMINALS** -> **IP DEVICES** to open the IP DEVICES page.

- 1. Click on **ADD** to open the IP devices page.
- 2. Select the **DEVICE** type **to be declared**, this opens the IP DEVICES creation page.

In the example below, the enterprise administrator has selected the device Aastra 30i and will assign it to the agent user extension # 248, previously created.

	IP device
0	For multi lines edition, fill the form and proceed proceed with 'save and edit multi line'
0	Bold fields are mandatory.
field	value
	Aastra 30i, sip protocol
nodel	I Please note the chosen device model has the following certification level : Certified, live Certified devices that are actively maintained and/or enhanced, and fully supported by both device manufacturer and platform vendor.
levice label	
site	CentileHosted-US
TAI	☑ use the nat of the site
MAC address	00085D1A15A5
bassword	generate it automatically O define it manually
odec	G711 🗸
	extension
port 1	reject incoming calls
	reject outgoing calls from 4 simultaneo Generic Boenario never FresbeatingScenario
	nng delay (s) U v ExtendedScenario
	fax O no O yes

save save and add new save and edit multi line cancel

- 1. Select the device type e.g. Aastra 30i to be assigned to a user extension.
- 2. Enter the device label (optional).
- 3. Select the physical location (site) of the device e
- Tick the box "use the NAT of the site" refer <u>section 2.2 NAT creation and assignment to site</u> of the Istra 7.6 enterprise administration guide
- 5. Enter the MAC address of the device. If the device is behind a NAT, input the private address not the public address of the NAT.
- 6. Password: choose to generate the password automatically or to define it manually
- 7. Select the preferred CODEC. This is the first CODEC negotiated.
- 8. Enter an existing extension prefix e.g. 1 and select amongst suggested values e.g. extension 100. Extension # 100 is the agent user extension to which the Aastra 30i will be assigned.
- 9. Enter the extension label. This label will be displayed on the caller CPE screen (if available) for internal calls.
- 10. Decide to reject incoming calls or not:
 - Always
 - Enter a value for simultaneous calls
 - '1' to perform simple calls.
 - '2' is the minimum value to allow to receive a second call while already on-line, put someone on-hold and switch between two calls.
 - Higher values are needed if more calls are to be handled at a time. For example, a receptionist extension requires more than 2 simultaneous calls.
- 11. Decide to reject outgoing calls or not:
 - Always
 - Enter a value for simultaneous calls
 - '1' to perform simple calls.
 - '2' is the minimum value to allow to receive a second call while already on-line, put someone on-hold and switch between two calls.
 - Higher values are needed if more calls are to be handled at a time. For example, a receptionist extension requires more than 2 simultaneous calls.
- 12. Enter a value for the ring delay
- 13. If a FAX is connected to the extension, select yes in the fax menu.

Note: This impacts CODEC negotiation and echo cancellation on some devices.

14. Select a scenario:

- GenericScenario is used for a plain extension and enable the end user to access standard fucntionalities
- AccountCodeScenario enables an identification number. Before each call the user is asked to dial this identification number, which will tag the corresponding CDR entry. For example, by assigning a code to each of lawyer's clients, the CDR becomes a tool for charging the client called.
- ManagerScenario enables barge-in and monitoring features from that extension toward any other extension of the iPBX.
- FreeSeatingScenario enables enterprises to allocate a set of phones (SIP, SCCP) shared by several users. In order for the phone to be activated, the user just log in his extension number. (FreeSeating doesn't apply to MGCP devices e.g. Mediapack device)
- ACDScenario enables the end user to restrict the telephone use to ACD purpose.
- ExtendedScenario enables the end user to access to confirmation message (mostly used for residential mode). It is an enhanced generic scenario enabling the end user to access to advanced functionalities e.g. calls baring.

Note: In this example, the enterprise administrator must select the ACDScenario as he is setting a call center service.

Click on save.

Figure 6 Updated IP Device page

🔜 📓 device label	site	model	device id	extensions PSTN number	status	Private IP Public	IP multi-line	user agent
	CentileHosted-US	Aastra 30i, sip protocol M	AC address : 00085D1A15A4	248	<u> out of service</u>		yes	
ne IP device found.				l		I		

The agent with ext # 248 is using an Aastra 30i IP phone.

3.4 User creation and assignment to a user extension

Once the user extension has been created and a device assigned to it, the enterprise administrator must define a user for this user extension.

Select COMMUNITIES menu -> USERS page to open its page. Any existing users are displayed on this page.

1. Click on **ADD** to open the User creation page.

	User	
	Bold fields are mandatory.	
field	value	
blocked		(1)
I DAP managed?		(2)
COAr manageor		(3)
extension	existing (enter extension prefix and select among suggested values, use * as a wildoard prefix) Z43 (user extension) detar	(4)
	O clear	
firstname	Claire	(5)
lastname	Rees	(6)
default language	default community language (fr.: français (french))	(7)
custom message	Vedeer commanty language (n - mançua (nenen))	(7)
		(8)
austice college ID	policy infiniteneou. Infiniteneou and the enterprise manual custom caller ID @ default: 0407231260 (enterprise pilot number)	(9)
custom caller ID (policy infinitented. Infinitented informative enterprises manual custom caller ID @ default: 0497231260 (enterprise pilot number)	extension only
custom caller ID email	policy infinitented. Infinitented from the enterprise manual custom caller ID	(9) extension only extension and it (10)
custom celler ID email department	policy infinitented. Infinitented from the enterprise manual custom caller ID	(9) extension only extension and its (10) (11)
custom caller ID email department job title	policy infinitented. Infinitented nom the enterprise manual custom caller ID o default: 0407231260 (enterprise pilot number) o manual o use presence states mapping additional Caller ID o Please save and edit this user before granting additional caller ID o Please save and edit this user before granting additional caller ID Claitre rees@centile.com Sales customer asles	(9) extension only extension and it (10) (11) (12)
email department job title home number	policy infinitented. Infinitented nom the enterprise manual custom caller ID	(9) extension only extension and it (10) (11) (12) (13)
oustom celler ID email department ob stite home number mobile number	policy infinitented. Infinitented nom the enterprise manual custom caller ID	(9) extension only extension and th (10) (11) (12) (13) (14)
eustom celler ID email department job title home number mobile number	policy Inflectied. Inflectied information and enterprise manual custom caller ID Image: State and Sta	(9) extension and the (10) (11) (12) (13) (14)
eustom celler ID email department job tile home number mobile number password	policy infinitented. Infinitented inform the enterprise manual custom caller ID	(9) extension only extension and to (10) (11) (12) (13) (14)
eustom celler ID email department job tile home number mobile number password	policy infinitented. Infinitented Inform the enterprise manual custom caller ID	(9) extension only extension and th (10) (11) (12) (13) (14) (15)
eustom celler ID email department job tile home number mobile number password postal address	policy Infinitentied. Infinite enterprise manual custom caller.ID	(9) extension only extension and th (10) (11) (12) (13) (14) (15) (16)
oustom celler ID email department ob title home number mobile number password postal address privacy settings in directory	policy Interfield. Interfield from the enterprise manual custom caller.ID Image: enterprise pilot numbers Image: enterprise pilot numbers Image: enterprise pilot numbers Image: enterprise pilot number Image: enterprise pilot number Image: ent	(9) extension only extension and the (10) (11) (12) (13) (14) (15) (16) (16)

1. Enter a login for the user. Only 0-9, A-Z, - and _ are authorized characters. It is used to log to the user Voicemail, XPad, myIstra applications.

Note: to connect to XPad and mylstra, you can also log in with your extension # but it is preferred to log in with a defined login.

- 2. Select yes or no for blocked Id yes is selected, the user will not be able to place outgoing calls.
- 3. **Select yes or no** for LDAP managed. LDAP is an external database allowing enterprise administrator to import LDAP contacts. If LDAP managed hasn't been selected, the LDAP contact will not be imported.
- 4. Select an existing extension # e.g. 248 as it is the agent's user extension previously created.
- Enter the user firstname.
 For internal calls this identifying information will be displayed on the screen, if available, of the phone that is called.
- 6. Enter the user lastname.
- 7. Select the default language
- 8. A custom message may be entered
- 9. A Custom Caller ID (PSTN number) may be selected either following the policy or manually
- 10. Enter the user's email address to be used to send Voice Mail notifications. It is also displayed in the XPad/myIstra application of all users on the same iPBX.
- 11. A department may be selected.
- 12. **The user's job title may be entered.** People from other Enterprises that are allowed to add this user will see the user's job title on their XPad/myIstra application's contact list.
- 13. The user's home phone number may be entered.
- 14. The user's mobile phone number may be entered.

These two phone numbers are displayed in the corporate directory on the XPad/myIstra application.

- 15. Enter a password for the user; it is used to log into the voicemail, XPad and mylstra.
- 16. The user's postal address may be entered. It is only displayed on this page.
- 17. Select a privacy settings in directory e.g. a substitute, a presence state...
- 18. Select the efax number. Enter a *and select a number from the dropdown list

Click on save.

Figure 8 Updated User creation page

	/			-						User	_	-					
		0					Filters su An asterisk	pport exact valu matches zero o You may a	es, as we or more ch iso use th	i as asterisk (*) and (aracters, while a que e 'huli' or 'h/a' string	uestion mark (?) will stion mark matches to indicate a puil val	dcard characters a single character. ue					
	1	ejin.	248	i <u>ene</u>	ntion	1	Fastoane	J.	Last	02002 	Hesti		Site	1	Bepartment	search	clear
	One user found	blocked	ortonalion	fice to see	o lastrar	o dofault	language	Dracanco el	into.	email	community in	hol sito	departm	ant VID as	nica ACD supan	is or LDAP mag	
(1)	123	© no	248	Claire	Rees	±.	anguage 0	professional -	available	claire rees@centile.	com Centile	CentreHosted-U	S Sales	no	10	no	

The agent with ext # 248 is Claire Rees.

Note: The enterprise administrator is also entitled from this page to choose **the voice mail notification** type to be used to alert the user of new voicemails.

- 1. Go to the field named voice mail notification and select the notification type:
 - By email only
 - By email with the voice mail attached as an audio file format is Sun/NeXT audio data: 8-bit ISDN μ-law, mono, 8000 Hz (easily readable on most computers).
 - None (No e-mail sent).

Click on save.

Chapter 4 – Supervisor creation

A supervisor primarily role is to monitor and manage the Agents/ACD groups from his ACD Console. He can also be set as an agent and answer incoming calls should all agents are busy.

This chapter describes the actions required by the enterprise administrator to create supervisors.

The following tasks, enables from the web administration interface, are detailed throughout this chapter:

- User creation
- ACD supervisor activation
- Device assignment to a user ACD supervisor
- Agent activation as well as Supervisor

4.1 User creation

In order for the Supervisor to monitor and manage the ACD Console, the enterprise administrator must create a user and assign it with a supervisor role.

The creation of a Supervisor user is performed the same way as for the agent with the difference that the user is declared as a Supervisor.

Select COMMUNITIES menu -> **USERS** to open the USER page.

1. Click on **ADD** to create a user.

Figure 9 Supervisor user creation

	Bold fields are mandatory.	
field	value	-
login	KDM	4
blocked	● no ○ yes	
LDAP managed?	● no () yes	
extension	frome existing (enter extension prefix and select among suggested values, use * as a wildcard prefix) clear erreate new (enter extension prefix and select among suggested values): 125	-
firstname	Karine	
lastname	Merouze	
default language	default community language (fr : francais (french))	
custom message		
custom caller ID	O manual	
	U use presence states mapping additional Celler ID Please save and edit this user before granting additional caller ID	•
email	U use presence states mapping additional Caller ID Please save and edit this user before granting additional caller ID k.merouze@gmail.com	
email department	edditional Celler ID Please save and edit this user before granting additional caller ID k.merouze@gmail.com Sales	
email department job title	diditional Celler ID vise presence states mapping diditional Celler ID Please save and edit this user before granting additional caller ID k.merouze@gmail.com Sales Sales Sales Manager	
email department job title home number	diditional Caller ID vise presence states mapping additional Caller ID Please save and edit this user before granting additional caller ID k.merouze@gmail.com Sales Sales Sales	
email department job tille home number mobile number	ditional Celler ID vise presence states mapping ditional Celler ID Plesse save and edit this user before granting additional caller ID k.merouze@gmail.com Sales Sales Sales I Sales Sa	
email department job title home number mobile number password	additional Caller ID Please save and edit this user before granting additional caller ID k.merouze@gmail.com Sales Sales Sales Sales Contemport Contempor	
email department job tife home number mobile number password postal address	additional Celler ID Please save and edit this user before granting additional celler ID k.merouze@gmail.com Sales Sal	
email department job tile home number mobile number password postal address postal address		

save | save and edit | save and add new | cancel

1. Enter a login for the user. Only 0-9, A-Z, - and _ are authorized characters. It is used to log to the user Voicemail, XPad, myIstra applications.

Note: to connect to XPad and mylstra, you can also log in with your extension # but it is preferred to log in with a defined login.

- 2. Select yes or no for blocked Id yes is selected, the user will not be able to place outgoing calls.
- 3. **Select yes or no** for LDAP managed. LDAP is an external database allowing enterprise administrator to import LDAP contacts. If LDAP managed hasn't been selected, the LDAP contact will not be imported.
- 4. Select create new extension # e.g. 125
- Enter the user firstname.
 For internal calls this identifying information will be displayed on the screen, if available, of the phone that is called.
- 6. Enter the user lastname.
- 7. Select the default language
- 8. A custom message may be entered
- 9. A Custom Caller ID (PSTN number) may be selected either following the policy or manually
- 10. Enter the user's email address to be used to send Voice Mail notifications. It is also displayed in the XPad/myIstra application of all users on the same iPBX.
- 11. A department may be selected.
- 12. **The user's job title may be entered.** People from other Enterprises that are allowed to add this user will see the user's job title on their XPad/myIstra application's contact list.
- 13. The user's home phone number may be entered.
- 14. The user's mobile phone number may be entered.

These two phone numbers are displayed in the corporate directory on the XPad/mylstra application.

- 15. Enter a password for the user; it is used to log into the voicemail, XPad and myIstra.
- 16. The user's postal address may be entered. It is only displayed on this page.
- 17. Select a privacy settings in directory e.g. a substitute, a presence state...
- 18. Select the efax number. Enter a *and select a number from the dropdown list

Click on save.



Karine Mérouze ext# 125 has been created.

4.2 ACD Supervisor assignment to a user

Now that the user Karine Mérouze has been created, the Enterprise administrator needs to activate the user as a supervisor.

Select COMMUNITIES menu -> **USERS** to open the USER page.

Figure 11 Supervisor assignment to a user 1/2

0				Filters support An asterisk mat	exact values, as well as ast ches zero or more character You may also use the "null" o	erisk (*) and question m is, while a question mark or "rva" string to indicate	nark (?) wildcard charac k matchas a single char e a null value.	iters. racter.					
)	Login.	Extensi: 125	10	Firstname	Lastrome	1	mail	Site	1	Departmen	5467	rch clear	
	Crie user hund	extension first	ame lastname a Marruce	default language	presence stata	email Kmerouze@omail.com	community label si	te departmen Sales	t VIP service	ACD superviso	r L DAP menag		

- 1. Search for the user Karine Mérouze with ext#125.
- 2. Click on the "Modify" button. This will open the user modification page.

Figure 12 Supervisor assignment to a user 2/2

fields subject to	license		11 1
is ACD supervisor?	(1) 	 O no yes restrict to some groups: O no yes existing (enter extension prefix and select among suggested values, use * as a wildcard prefix) 	override 🗌
		370 (Sales ACD - ACD group) 🗙	

Go to the field named "Subjet to License"

- 1. Select "Yes" to activate the ACD supervisor
- 2. If "restrict to some ACD group" selected, enter an extension prefix to select the ACD group the supervisor is entitled to monitor.

Click on save.

Note: The enterprise administrator is also entitled from this page to choose **the voice mail notification** type to be used to alert the user of new voicemails.

- 1. Click on the "Modify" button. This will open the user modification page.
- 2. Go to the field named voice mail notification and select the notification type:
 - By email only
 - By email with the voice mail attached as an audio file format is Sun/NeXT audio data: 8-bit ISDN μ-law, mono, 8000 Hz (easily readable on most computers).
 - None (No e-mail sent).

Figure 13 Updated Supervisor assignment to a user



Karine Mérouze with ext# 125 has been assigned with a supervisor role.

4.2 Device assignment to a user ACD Supervisor

The Supervisor user has been created and the enterprise administrator must assign a device to it.

The device assignment to a Supervisor user is performed the same way as for the agent. Please refer to section 3.4 Device assignment to a user extension.

In the example below, the aastra 57i phone will be assigned to the Supervisor "Karine Mérouze" with ext# 125 previously created.

ed by 160 IP devices tot 1611 in service. evels of device certification immation + k(?) and question mark (?) wildcard characters mise a question mark (?) wildcard characters this a question mark (?) wildcard characters Certification Device id Device id type Extension
el by 100 IP devices Lot 161) In service. Lot 162 In service. Lot 163 In service. Lot 163 In service. Lot 164 In service certification matrix service certification matrix service certification Lot 164 In service certification Certification Device id uppe Extension
tor 161) in senice. evels of device certification immation > k(*) and question mark (?) wildcard characters mise a question mark (?) wildcard characters mise a question mark (?) wildcard characters inter a question mark (?) wildcard characters inter a question mark (?) wildcard characters the a question mark (?) wildcard chara
evels of device certification impation > (*) and question mark (?) wildcard characters inte a question mark matches a single character, war strong to indicate a null value. Certification Device id Device id uppe Extension
k (r) and question mark. (r) wildcard characters. the a question mark matches a single character. that string to indcate a null value. Certification Device Id Device Id type Extension
k (V) and question mark (V) wild and characters nile a question mark matches a single character. In a string to indicate a null value. Certification Device id Device id type Extension
Genfification Device id Device id type Extension
0
2 × 125
2 M R
sito model devices id

The supervisor with ext # 125 is using an Aastra 57i phone.

4.3 Agent activation to a Supervisor

The supervisor's <u>primarily role</u> is to monitor and manage the agents from the ACD Console. He can, from time to time, answer calls on behalf of agents if they are unavailable (in pause, in a call). To do so, the supervisor must be declared as an agent and be assigned to an ACD group member as a regular or overflow agent.

<u>Remember</u>: A user can be set as an agent and/or a supervisor.

In the example below, Karine Merouze, a supervisor assigned with ext # 125 and using an Aastra 57i phone, needs to have the status of agent as well as being a supervisor.

Select COMMUNITIES menu -> USER EXT. to open the USER EXTENSIONS page.

			User extension		
	0	Filters support exact values. An asterisk matches zero or m You may also	as well as asterisk (*) and question mark ore characters, while a question mark m use the "nuil" or "hra" string to indicate a nore information about extensions >	(?) wildcard characters, atches a single character, null value.	
Extension 125	(1964) 	Sarata plan	CII Service plan, application Storas Anne Storas	is I Lasmana	Flamana Webidan
Crie user extension to	service plan BessecretaryPromotion	CTI photo applications telephoni URL connected state	c web PST identity lastname firstname numb	N er isbel call rule Nointernational	dovico Aastra 571, sio protocol 10008501A12B7:11

Figure 15 Agent activation to a Supervisor

- 1. Search for ext # 125 assigned to Karine Mérouze
- 2. Click on **Modify** to open this particular user extension page.
- 3. Follow instructions as in section 3.2 ACD Agent assignment to a newly created user extension.

The mandatory fields to fill in are:

- Activate ACD Agent. Select Yes in order for Karine Mérouze to become an agent.
- Enable Xpad: Select Yes in order for Karine Mérouze to use XPad or mylstra for agent applications
- XPad: enable ACD agent: Select Yes in order for Karine Mérouze to use the ACD XPad or myistra for agent applications

Chapter 5 – ACD Calendar creation

A calendar enables the enterprise administrator to define regular rules (opening and closing hours) from Monday to Sunday throughout the year. Exceptions can be set (bank holidays for instance) and will overlap the regular rules previously set.

Centile has created for convenience a default calendar named ACD-DEFAULT_CALL which is a pre-defined calendar with regular weekly opened ACD sessions. Centile does not recommend modifying the default calendar.

The enterprise administrator can create as many calendars as needed.

5.1 ACD Calendar creation

Select COMMUNITIES menu -> **ACD CALENDARS** to access the ACD calendars page.

Centile has created for convenience a default calendar named ACD-DEFAULT_CALL which is a pre-defined calendar with regular weekly opened ACD sessions.

	Figure 16 ACD calendar
(:	ACD calendar
0	Filters support exact values, as well as asterisk (*) and question mark (?) wildcard characters. An asterisk matches zero or more characters, while a question mark matches a single character. You may also use the "null" or "n/a" string to indicate a null value.
	Name 2 ACD calendar found. ACD_DEFAULT_CAL WorkingHours 2 ACD calendar found. Image:

1. Click **ADD** to create a calendar.

In the example below, the Call Center working hours are as follows:

Monday – Friday: 9.00 am to 18.00 pm Saturday and Sunday: closed Opened exceptionally Thursday 6th August 2015 from 9.00 am to 22.00 pm



Figure 17 ACD calendar creation

- 1. Name the calendar e.g. CallCenter1_Calendar
- 2. Set the opening and closing hours:
 - Click on the + icon of the day where session needs to be set.
 - Select the requested opening and closing time.
 - Click OK to validate your choice.
- 3. Set the exceptional sessions (if needed):
 - Select a day in the calendar e.g. the call center/hotline will exceptionally be answering calls on Thursday 6th August 2015 from 9.00 am to 22.00 pm.
 - Click on the + icon
 - Select the requested opening and closing time.
 - Click OK to validate your choice.

Repeat the process for additional days as requested.

Click on save to upload the new calendar.

Figure 18 Updated ACD calendar



The new calendar has been uploaded.

1. Click on **Modify** to view the calendar in details.



5.2 ACD Calendar modification

One the ACD calendar is created, the enterprise administrator can modify sessions as needed.

Select COMMUNITIES menu -> ACD CALENDARS to access the ACD calendars page.

	Figure 20 ACD calendar
	AGD calendar
0	Filters support exact values, as well as asterisk (*) and question mark (?) wildcard characters. An asterisk matches zero or more characters, while a question mark matches a single character. You may also use the "null" or "n/a" string to indicate a null value.
	Name 3 ACD calendar found. aname ACD_DEFAULT_CAL
	Corporate Phone Callcentert_Calendar A (1) Corporate Phone WorkingHours 3 ACD calendar found. Callcentert_Calendar A (1) Corporate Phone Callcentert_Calendar A (1) Corporate Phone Corporate Phone Corp

1. Click on the **Modify** button of the calendar and go to "Exceptional sessions" section.

In the example below, the Call Center will exceptionally be closed on Friday 14th August 2015 for inventory.



Figure 21 ACD calendar modification

Select the day in the calendar where session needs to be amended e.g. 14th August 2015 Click the locker icon. This will set the closing day.

Click on save to validate your choice.

1

2.

Chapter 6 – ACD Call Center service parameters settings

When creating an enterprise, the ACD CallCenter service is created by default.

This chapter describes the ACD call center services in details and gives you an example of services customization.

The CallBack service will be detailed in *Chapter 10.*

6.1 ACD Call Center service default parameters

The parameters set on the ACD Call Center service are the default ones. The default value of the ACD group page inherits from this service.

Select COMMUNITIES menu -> **SERVICES** to open the SERVICES page.

<u> </u>			Services			
		V		- 27		
0	Filters support exact va An asterisk matches zerv You may	lues, as well o or more cha also use the	as asterisk (*) and ques aracters, while a questio "null" or "n/a" string to in	tion marl n mark m ndicate a	(?) wildcard (natches a singl null value.	characters. le character
	Name	l	Label			
					search o	lear
				A.		
		13 service	s found.	Ø.,		
			<u>name la</u>	ibel 🕍		
			CDCallCenter		(1)	
			nnouncementService			
		В	lastService			
			allParkService			
		F	reeSeating			
			licrophoneTest			
		P	agingService			
		R	ecordIvrProp			
			ecordMessage			
		П	estsService			
			hreeWayConference			
			/ebCallBack			
			/ebCard			
		13 service:	s found.			

1. Click on the Modify button to open the ACD CALL CENTER service page.

Figure 23 ACD Call Center service

stem th	orporate	Phone System	Corporate Phone System	Corporate Pl
		Bold fields	are mandatory.	
fiel	d		value	
administrativ	e hierarchy	2 ~/CPS-SP/CPS-Re	seller/cps	
name		ACDCallCenter		
label				
specific s	settings			
	1.000	Advanced: v	voicemail settings	
		Advanced: break	out to number settings	P
		Advanced	l: skills settings	
		Workflow:	welcome phase	
		Workflow	queue phase	
		Workflow: d	listribution phase	
		Workflow:	exit conditions	
		Callb	ack phase	
		(Others	

Specific settings includes the following services:

Service	Definition	ered with Istra license	
Advanced: voicemails settings:			
breakout to ACD voicemail (by	Reach Group voicemail directly by diali	No	
dialing '*' whilst caller is in	waiting time		
queue)			
message presenting *'s	Play a message to inform that "*" brea	No	
voicemail breakout	available	A Comment	
block voicemail notifications to	Stop Grp voicemail notification by Ema	il to all Group	No
operators emails	member		
block voicemail notifications to	Stop Grp voicemail notification by Ema	il to unlogged	Yes
unlogged operators	Group member only		
comma-separated list of	Supplementary list of Email to notify		
supplementary emails for			
voicemail notifications			
bypass group number display	ACD Voicemail always present the real	caller number	Yes
policy for ACD voicemail (show			
original caller information)		A	
Advanced: skills settings			
The skill defines the language	Allow to use skills as language selection	1	No
Workflow: welcome message		IN	
bypass 'welcome' message	Do not play the welcome message whe	en agents are	Disabled
when there are free agents	available to take the call.		
'welcome' announcement	Welcome message is played at beginni	ng of call.	Disabled
'waiting message'	Waiting message is played while client	is waiting for	Disabled

announcement	his call to be answered. (This music was called		
	"StayInQueue" in previous release).		
music on wait	Music played while client is in the ACD queue	Generic or activated	
	(Otherwise "ring back tone" is played while the		
	agent is ringing)		
Workflow: queue phase			
Announce the number of	Tell the caller the number of persons in the queue	Disabled	
persons in queue before you			
ETA notification	Estimated Time Announcement notification allowing	Disabled	
	the client to be aware of the AVERAGE estimated		
	waiting time before an agent answers his call.		
maximum announcements	Announcements repeated every 60 seconds	60 secondes	
repeat period (in seconds)			
Workflow: distribution phase			
ringing timeout (in seconds)	When a client is calling an ACD group, the phone of	15 secondes	
	agents rings in cyclic mode (one after the other).		
	After 15 seconds of no answer from the first agent,		
	the phone of agent n° 2 will ring for 15 seconds and		
	so on.		
unreachable agent status	Unreachable status means that the device of the	60 secondes	
duration (in seconds)	agent is not connected for any reasons. The call will		
	therefore not be forwarded to him for 60 seconds.		
audio played while agent is	An audio file is played (max 1 minute) until agent	Generic or activated	
ringing	answers the phone - please note that this file is		
	played only once,		
Workflow: exit conditions			
'queue full' announcement	Audio message announcing that the waiting queue is	Disabled	
	full		
on full queue, forward to	Redirect the client to another number when the	No forwarding rules	
	queue is full	set	
maximum duration in queue (in	A client cannot be waiting for his call to be answered	1200 secondes	
seconds) - ('maximum number	more than 20 mins.		
of no answer' may supersede it)			
maximum number of no answer		Disabled	
- ('maximum duration in queue'	Replaces the maximum duration in queue service		
may supersede it)			
announcement when maximum	An announcement is played when the client has	Disabled	
time in queue or call attempts is	reached the maximum waiting time in the queue.		
reached			
on maximum duration or call	After 20 mins waiting for his call to be answered, the		
attempts reached, forward to	client is redirected to another number.		
if all agents are logged out or	Close the ACD Group if agents are logged out or		
have no device in service, close	have no device in service.		
the ACD-group			
if all agents are logged out or	Audio message played agents are logged out or have	X	
have no device in service and	no device in service and ACD group is closed.		
group is closed, play			
announcement			
if all agents are logged out or	Transfer the call to another number if agents are		
have no device in service and	logged out or have no device in service and the ACD		
group is closed, transfer call to	group is closed.		
opening/closing hours calendar	Calendar	ACD default calendar	
		activated	
on closing hours, forward to	On closing hours, forward calls to another number	No forwarding rules	
		set	
closing hours announcement	Message played to clients to inform ther	m of the	Disabled
-----------------------------------	---	----------------	-------------
Callback phase			
propose callback when queue	Callback option is proposed to client wh	en there's	No
closes for no operator	no operator in the queue.		
propose callback when max	The callback option is proposed to client	no	
time in queue is reached	"maximum time in queue" is reached		
ringing timeout for callbacks (in	When agent has been called back, the p	rocedure to	30 seconds
seconds)	call the original caller will ring for a maxi	imum ringing	
	duration. After this ringing time the call	back request	
	will be pause before being put back in th	ne queue.	
max callback attempts	Maximum number of time the callback p	procedure is	3
	put back in the queue		
time in seconds to wait for an	When the Agent receives a call back pro	cedure and	10 seconds
operator feedback after an	the call has been unhook by the called p	arty, Mylstra	
answered callback call	will ask the operator to confirm that the	e callback	
	succeed to reach the called party(no Voi	icemail). This	
	confirmation will be asked after after the	is delay.	
time in seconds to pause a	When Callback client doesn't succeed or	r is not	600 seconds
callback client before	unhook, the callback procedure is pause	ed before	
reinjecting it in queue	being set again in the queue		
announcement to client	Vocal message to propose callback proce	edure to	Default msg
presenting the callback (press	client during waiting phase		
1)			
announcement to client	Vocal message to propose callback proce	edure to	Default msg
presenting the callback (press	client before exiting		
1) before exiting (max time			
in queue and no operator			
announcement to client re-	Vocal message to a client who already re	equested a	Default msg
entering the callback	callback and try to request a second it ti	me	
announcement to client	Vocal message to client to confirm the c	all back	Default msg
registering a callback	request		
callback announcement to	Vocal message to present to the Agent t	hat the	Default msg
operator	current call is a callback procedure, befo	ore calling	
	back the original caller.		
send SMS on callback register	When Istra mobile is configured – allow	to confirm	no
	callback registration by SMS when the ca	aller is a	
	mobile number		
send SMS on callback success	When Istra mobile is configured – allow	to confirm	no
	by SMS to the Caller that callback procee	dure as been	
	confirmed as a success by the Agent - w	when the	
	caller is a mobile number		
send SIVIS on callback error	when istra mobile is configured – allow	to confirm	no
	by Sivis to the Caller that callback proced	dure as been	X
	commence as a success by the Agent - W	men the	
Othors			
Early modia activation	Early modia is cant from ACD Crn	20	
	during a predefined time (20sec by		
	default)		
	uciduity		

6.2 ACD Call Center service parameters modification

The enterprise can benefit from the default ACD service. In most cases, the enterprise prefers customizing the ACD service to reflect the corporate image e.g. play the enterprise welcome announcement message rather than the default one.

The ACD Call Center service can be modified from 2 levels:

- The service page (applicable to the entire enterprise)
- The ACD Group page (applicable to a specific ACD group)

When creating ACD groups within this same enterprise, the enterprise welcome message will be played for all ACD groups. A particular ACD group may want to customize its own welcome message. Please refer to *section 7.2 ACD group service parameter modification*.

In the example below, the enterprise administrator would like to modify the following fields:

- Enter a label
- Enable the Welcome announcement with a generic enterprise message
- Enable the Music on Wait with a preset audio resource
- Enable the ETA notification with a generic Enterprise notification
- Activate a dedicated opening/closing hours Calendar with an enterprise calendar
- Enable the closing hours announcement with a generic enterprise announcement

Figure 24 ACD Call Center service modification

Bo	old fields a	re mandatory.	
		85	
field		value	
dministrative hierarchy	2 ~/CP	S-SP/CPS-Reseller/cps	
ame	ACDCall	Center	
bel	Zfashio	on.	
specific settings			
Adva	nced: voi	cemail settings	
Advanced	breakou	it to number settings	
Ad	vanced: s	kills settings	
Wo	rkflow: w	elcome phase	
bypass 'welcome' message when there are free agents	level :	default value	▼
	value :	no	
welcome' announcement	level :	generic enterprise announcement	
	detail :	Upload an audio resource	Incurcement
waiting message' appoincement	level :	disabled	*
y making mesodage announcement	detail :	no available detail disabled	
	level :	preset audio resource generic en	terprise announcement
/ music on wait	detail :	original file name :/voiceapps/ACD/fr/WaitingMu	usicMsq.au
W/	arkflow: c	ujejie nhase	
	laval.	defendered an	
Announce the number of persons in queue before you	level:	derault value	
	value .	10	
ETA notification	level :	generic enterprise value	_
	value :	yes	
	level :	default value	
	value :	60	
	Workflow;	exit conditions	
ACDCallCenter.QueueFal	Msg detail :	no available detai	
on fullqueue, torward to ACDCallCenter.Bus	yFwd value	default value no number (no transfer)	•
f maximum duration is queue (in seconds) (Traximum number of no enswer' may supersede it)	level :	default value	•
ACDCallConter.MaxDurationInQ # maximum number of no answer	lievel	1200 default value	
("maximum duration in queue" may supersede 1) ACDCallCenter.MaxNoAn	swer value	0	
announcement when maximum time in queue or call attempts is reached ACDCallCenter.GoodByr	eMag detail :	disabled no available detail	
on maximum duration or call attempts reached, forward to	evel:	default value	
) If all spents are logged out or have no device in service, close the ACD-group	level:	default value	•
ACDCallCenter.NoDpe	rator value :	yes danhled	N
II II all agents are logged out or have no device in service and group is closed, play announc ACDCallCenter.NoOperato	ement level: rMsg detail :	ne available detail	
If all spents are logged out or have no device in service and proup is closed, transfer call b ACDCallCenter.NoDperato	rFwd value	default value no number (no transfer)	•
nanin/rina no houra valandar	level :	generic enterprise value	•
ACDCallCenter.Open	lours value :	Cosed please be aware that changing this value will impact the other instances while	ch share this enterprise setting
on closing hours, forward to	ievel :	default value	
ACLASSIC	a waiwe :	no number (R0 If6ns1er)	

[save apply cancel]

- 1. Enter the Label e.g. ACD Call Center.
- 2. Welcome announcement:
 - Click on the arrow from the level box
 - Select generic enterprise announcement.
 - Click on upload an audio resource. This will open the upload file window.
 - Click on Browse to upload a file located on a server/laptop.
 - Click on Upload to upload the file.

3. ETA notification:

- Click on the arrow from the level box
- Select generic enterprise value.
- Select yes
- 4. Music on Wait :
 - Click on the arrow from the level box
 - Select preset audio resource.

5. Opening/closing hours calendar:

- **Click on the arrow** from the level box
- Select generic enterprise value.
- **Select the requested calendar from the value box list** (*the calendar must have been created beforehand*)

6. Closing hours announcement:

- Click on the arrow from the level box
- Select generic enterprise announcement.
- **Click on upload an audio resource**. This will open the upload file window.
- Click on Browse to upload a file located on a server/laptop.
- Click on Upload to upload the file.

Once all modification made, click on save to update the ACD CallCenter services page.

6.3 Generic enterprise announcement upload

The enterprise administrator would like to upload the enterprise music on wait and not use the one by default. To do so, he must perform the following actions:

Figure 25 Uploading a generic enterprise announcement (1/2)

music on wait	level :	generic enterprise announcement	\sim
	detail :	Upload an audio resource	1
			preset audio resource
			generic enternice computer

- 1. Click on the arrow from the level box
- 2. Select generic enterprise announcement.
- 3. Click on upload an audio resource. This will open the upload file window.

	d file
Supported files are common ones (mp3, au, way, airfl), as well as some other ones (<u>see all formats 2</u>)	0
Please be aware that this will immediately impact the other Instances which share this entarphice setting, even if you click cancel in the page.	0
Parcount	

Figure 26 Uploading a generic enterprise announcement (2/2)

- 1. Click on Browse to upload a file located on a server/laptop.
- 2. Click on Upload to upload the file.

Chapter 7 – ACD and overflow groups creation

An Automatic Call Distributor (ACD) is a tool enabling the distribution of incoming calls to a group of agents. Agents can belong to more than one ACD group.

An ACD group can be set as overflow group. Please refer to <u>section 7.4 ACD overflow group creation and</u> <u>assignment.</u>

An ACD Group can have its own PSTN number. Please refer to section 8.1 PSTN number assignment.

A forwarding rule can be assigned to an ACD group. *Please refer to section 9.1 Forwarding rule assignment*.

An ACD Group is represented by an extension # which regroups several extensions. In the Figure 29 below, the ACDGroup_1 with extension # 130 includes 4 agents with ext # 144, 142, 140, and 125.

When creating an ACD group, the enterprise administrator **must select the ACDCallCenter service**. This service is <u>mandatory</u> when creating a Call Center and for the use of the Supervisor's ACD Console and myIstra for Agent application.

The ACDCallCenter scenario enables incoming calls to be pooled together into a queue and to be distributed on a first-come, first-served basis to the agent that has been idle the longest amount of time. This enables the work group to have an even workload, and provides callers with optimum service.

ACDCallcenter functional description

Agents Agents are shared among queues.

Groups ACD group Overflow group

Exit case

Programmable forwarding rules if queue is full, no agent is available or office is closed Exit path from queue if successive no answers by agents.

Customizations Syntax

Web: when the customization is performed from the WEB Administration page File: when the customization is performed by changing a file on the server (ask your super enterprise administrator)

7.1 ACD Group creation

1.

In the example below, the enterprise administrator is creating one ACD group as follows:

- ACDGroup ext # 1016 with 2 agents (ext # 101, 102, 200, 201).

Select COMMUNITIES menu -> ALL EXTENSIONS -> ACD GROUPS to open the ACD GROUPS page.

	Figure 27 ACD groups	
(ACD groups	
0	Nothing found to display.	
	(1)	
i ck Add ton to open t	ne ACD GROUPS creation page.	
	Figure 28 ACD group service	
(ACD group	
	ACDCallCenter	(1)

1. **Select** the ACD Group service **"ACDCallCenter"**. This selection is mandatory to create the ACD group.

Figure 29 ACD group creation

		Bold fields are mandatory.	
field		value	
CD service		ACDCallCenter ~	
xtension		Enter extension prefix and select among suggested values:	
		130 clear	
roup priority		none O yes	
ctive	×	O no 🔍 yes	
orwarding rules manageme	nt	O by administrators only by administrators and members	-
resence status			
elcome messade			
hoto URL	P		
	×	For optimal results, photo must be 80x60 pixels, or respect this ratio.	
ublishing in directory		● yes ◯ no	
		modify	
assword		input	100
		opnfirm	
uene tite		5	-
uede size		No maximum size set in Customizations / Enterprise page.	
ing pattern		unison V	-
		The ring pattern will be mofidied when the queue is empty.	
lerical time (s)			
group members		105 insert >> 144 - Emmanuel Roubion up 117 - Badr Cherkaoui insert >> add >>> 142 - Pierre Vidalenc up 143 - Faker Moatamri add >>> 125 - Karine Merouze down 146 - Eric Blanquer <<	
verflow group		existing (enter extension prefix and select among suggested values, use * as a wildcard prefix) 228 (Thierry's ACD - ACD group) ×	-
rivscy settings in directory		End users will not be able to see the selected fields below, unless they have the Switchboard permission. available substitutes assistants uperiors PSTN numbers PLMN numbers Presence status	
verride enterprise groups d	isplay policies		
roup displayed number pol	icy	original caller V	1
roup displayed labels termi	nals policy	available selected original called last called group << <remove< td=""><td>e.</td></remove<>	e.
fields subject to t	0000		
nable skills distribution?	cense		
specific settin	gs		
		Advanced: voicemail settings	
		Advanced: breakout to number settings	1
		Advanced: skills settings	1
		Workflow: welcome phase	-
		Workflow, queue phase	1 10
		Workflow: distribution phase	1
		Workflow: exit conditions	-
		Callback phase	

- 1. Select the ACD service ACDCallCenter service is mandatory
- 2. Select an **available extension number** by entering an extension prefix e.g. 1 and select amongst the suggested value e.g. 130
- 3. Select yes or none for Group priority. "Yes" means that this Group has got a high priority. As example. Agent_A is a member of ACD Group "Sales" and ACD Group "Support", Sales Group is set as high priority(Yes), Support Group is not set in normal priority(None) If all agents are busy and there're clients waiting for an agent in both Group queues, as soon as Agent_A will become available(as Agent_A belongs to both Groups), he will be assigned to a waiting client from high priority Group, from Group "Sales" in this example.
- 4. **Active** the Group or disable it
- 5. Select the forwarding rules management: by administrator only or by administrator and members.
- 6. Enter a **label**. On incoming calls to the ACD, this label is displayed on the screen of ringing phones. When an extension is part of an ACD, this display helps to distinguish calls made directly to the user extension from calls made to a group.
- 7. Enter a welcome message (optional)
- 8. Enter **an url** to upload your picture. This picture will be displayed next to your name in ACD Xpad applications.
- 9. Select **yes or no** to publish in corporate directory.
- 10. To change or create the **password**, tick the **modify** check box and enter a new password twice. (input & confirm).
- 11. Enter the **queue size**. Incoming calls are pulled together into a queue and are answered by the agent on a first come first serve basis. In this example, the maximum number of calls in a waiting queue is set to 5.
- 12. Select the ring pattern e.g. Cyclic, Oldest hidle, Sequential or Unison.
- 13. Enter the clerical time which is the delay for the agent in answering the next call.
- 14. Select the **Group members.** It corresponds to the extensions numbers belonging to the ACD extension. In this example, when ACD Group extension # 130 is called, extension 144 will answer. If this extension is enable to take the call, ext # 142 will answer and so on. If all extensions are on line, and the maximum time in the queue is reached, the caller will be drop. Please refer to the ACD Scenario in **Appendix 1**. If an overflow group has been created, it will then answer the call. Please refer to <u>section 7.4 Overflow group</u> creation.
 - The All list contains all candidate extensions for the group.
 - The selected list contains all members of the group.

Select an extension and use the buttons to move it between the lists:

- 15. Insert moves an extension from the all list to the top of the selected list
- 16. Add moves an extension from the all list to the bottom of the selected list
- 17. Remove moves an extension from the selected list to the all list
- 18. The **up** and **down** buttons sort the selected list. The order of selected list is the ring sequence for hunt groups.
- 19. **Select the Overflow group** by entering an extension prefix. If all agents belonging to the ACDGroup_1 are unavailable to take a call, the Overflow group will take over. If no Overflow group has been created, the client will stay waiting in the queue. please refer to <u>section 7.4 Overflow group creation</u>.
- 20. Select a privacy settings in directory e.g. a substitute, a presence state...
- 21. Select yes or no to override the enterprise groups display policy

- 22. Select the group display number policy: original called, original caller or last called group This is very useful option when the called agent has got a simple phone with one line display (no label presented) and must be aware of the number dialed by caller. Selecting "last called Group" allows to present the Group number and be aware if the call destination is for the Group or for the user itself and appropriately welcome the caller. In that case the caller party number will not appear anymore.
- 23. Select the group display labels policy: original called or last called group Same but for the label.
- 24. **Fields subject to license**: By default, the skills distribution is **disabled**. Depending on the license purchased, the enterprise administrator can **authorize** them by selecting **yes**.
- 25. **Specific settings:** These are related to service. The level of service displayed in every field is the same one which has been set by the enterprise administrator when creating the ACD service. Please refer section *6.2 ACD Call Center service parameters modification*

Once all parameters have been set, click on save. This will update the ACD Groups page.

Note: The enterprise administrator can upload announcements directly from this page. Please refer to *section 7.3 ACD Group announcement upload*.

PSTN numbers can be assigned from the ACD Group page and forwarding rules can be created.

				Figure	e 30 Upda	ated	ACD	groι	ıp			
					٨Ġ	Digtoup	1					
	System D		, F Ar	Filers support exact va r esternik metzhes zer You may	lues, as well as aster o or more cherectere, also use the "nul" or more informatio	lisk (*) and , while a qu i "hia" strin n about cy	i question m uextion mark to indicate densions >	ark (?) w : matche : a null vi	liddard characters, e a aingle character, also			
diasession.		J.	ينفتر فكتدفؤ	cartie jui suite al Øj			icel ices	14/	Attice accounter			search glear
2 ACD group found	service plan	group priority activ	CII photo application ve URL connecte	ns PSTN g number	label	web identity	aublishing <u>in</u> directory	clerica) <u>time</u> (0)	ACD service	group members	relations	calendar
001	BossSecretaryPromotion Legacy service-plan	a 📀 y	es ns	ACD	Group_1	y	/es	D	ACDCallCenter	144 (Emmanuel Houbion) 142 (Pierre Vidsiene) more >		ACD_DEFAULT_CAL

The ACDGroup_1 with ext # 130 has been created.

<u>Please note:</u> A PSTN number MUST be assigned to ACD Groups in order to customers to call the call center. Please refer to *section 8.1 PSTN number assignment to an ACD group*.

7.2 ACD group service parameters modification

Select COMMUNITIES menu -> ALL EXTENSIONS -> ACD GROUPS to open the ACD GROUPS page.

						Fig	gure 31 A	CD gr	oup					
		-	- 37				-	TATION			375 Z	and the second second		
			-					neering		_	N			
		paler 0			Fa An s	ars support exos aterials matches You i	t volues, as well as a zero or more charact may also use the "nul more inform	stafisk (*) a ere, while e I'' or 'n/a'' st ation abdut	nd question in question mer ing to indicat extensions >	nark (?) w k matche le e null vi	Aldcard characters. a a single character. also			
1	Lasisia	y.		11	senice can	estites Status Ile P	20. 		web ibe:	14/)	مىسىدىكە. ا			search, siear,
	19 ACD group found		a	rosp	CII photo applications	PSTN		web	publishins in	a sterica time)			C Samp, SC.
(1) 🔶	a extension	BossSecretary Legacy service	en pr Promotion plen	conty active	Ins	number Al	CD Group_1	dentity	yes	0	AGD Betvice ACDCollCenter	proop members 144 (Emmanuel Roubion) 142 (Pierre Vidalane) more >	relation	ACD_DEFAULT_CAL nc

1. Click on the **modify** button of the ACD group to be modified.

The ACD service parameters can be modified either from the ACD group page or the service page. Please refer to <u>section 6.2 ACD Call Center service parameters modification</u>

7.4 Overflow Group creation and assignment

An overflow group is an ACD group that will handle calls should all agents in a given ACD group are unable to take the customer's call.

In the example below, the enterprise administrator is creating an overflow group ext # 314 to be assigned to ACD Group _1 ext # 130 previously created.

Overflow group creation

Select COMMUNITIES menu -> ALL EXTENSIONS -> ACD GROUPS to open the ACD GROUPS page.

				ingule 32	L ACD SI	oup				
	(i			AC	D group					
	0	Filters sup An asterisk	port exact values matches zero or You may also	, as well as aste more characters o use the "null" o more informatio	risk (*) and qu , while a ques r "n/a" string to an about exten	estion mark (?) tion mark match o indicate a null isions >	wildcard chara es a single cha value.	cters. Iracter.		
					Service	c Mega apple	TI stions			
Extension		Lila.	Se:	אומוגן פטוא	61212	us com	50052	We2 744	HUDY/	PETR ALMAST
130					🔍 all	2 -	~			
Une AUU group tous	nd.									
extension	nd. 1. service pl	grou an prior	<u>up</u> pho <u>rity active</u> UR	<u>CTI</u> to <u>applications</u> L <u>connected</u>	PSTN number	<u>w</u> label ider	<u>publishi</u> <u>eb in</u> htity directo	ng <u>clerica</u> time ty (s)	II ACD service	group members r
extension	nd. service pl BossSecretaryF Legacy service-	an <u>prior</u> Promotion _D	up pho rity <u>active</u> UR yes	<u>CTI</u> to <u>applications</u> L <u>connected</u> no	PSTN number AC	<u>label</u> ide D Group_1	<u>publishi</u> <u>eb in</u> htity directo yes	ng clerica <u>time</u> ry (s) 0	ACD service	group members r 144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more >
Come ACD group four come ACD group four come ACD group four	nd service pl BossSecretaryF Legacy service- rid	an <u>prov</u> Promotion plan 0	up pho <u>rity active</u> UR Oyes	<u>CTI</u> to <u>applications</u> L <u>connected</u> no	PSTN number AC	<u>label ider</u> D Group_1	<u>publishi</u> <u>eb in</u> htity <u>directo</u> yes	ng <u>clerica</u> time ty (s) 0	ACD service	group members r 144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more ≥
extension extension ine ACD group four cone ACD group four cone ACD group four	nd. service pl BossSecretaryF Legacy service- nd.	an <u>prior</u> romotion plan 0	up pho <u>rity active</u> UR yes	CTI applications L <u>connected</u> no	PSTN number AC	<u>w</u> label ider D Group_1	<u>publishi</u> <u>eb in</u> <u>ntity directo</u> yes	ng <u>clerica time</u> ry (s) 0	ACD service	group members r 144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more >
Cine ACD group four	nd service pl BossSecretaryF Legacy service- nd	an <u>prior</u> Promotion o plan 0 (add 1 (1)	up pho <u>rity active</u> UR o yes	CTI to applications <u>connected</u> no	PSTN number AC	<u>w</u> label idei D Group_1	publishi in htity directo yes	ng <u>clerica time</u> ry (s) 0	ACD service	group members r 144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more >

1. **Click** on the **ADD** button to open the ACD GROUP creation page.

	Figure 33 ACD group ser	vice	
-	ACD group		
	ACDCallCenter	<u>▼</u> ←	— (1)

2. Select the ACD Group service "ACDCallCenter". This selection is mandatory to create the ACD group.

		ACD group	
 N. N			
		Bold fields are mandatory.	
fiel	d	value	
ACD service		ACDCallCenter	~
and an atom		Enter extension prefix and select among suggested values:	
extension		314 clear	
group priority		● none ○ yes	
active		O no 🖲 yes	
forwarding rules mana	igement	by administrators only by administrators and members	
presence status		Unavailable	
label		OverflowGroup_1	•
welcome message			
photo URL		For optimal results, photo must be 80x80 pixels, or respect this ratio.	
publishing in directory		● yes ◯ no	
		modify	
password		Input	
		confirm	
queue size		D	
ring patters			
ring pattern			-
cierical time (s)		U V	
group members		all selected 290 - Outman HAYTOUMI 294 - Denitsa Grudova 296 - Olivier TEISSONNIERE 297 - Ronan GUILLOU 298 - Olivier CHICHA 299 - Bertrand Pourcelot 400000 40000	
		Enter extension prefix and select among suggested values.	

Fill in the mandatory fields to create an Overflow group:

- 1. Select an available extension number
- 2. Enter a label.
- 3. Select the Group members.
- 4.

The overflow group is set the same way as the ACD group – please refer to section 7.1 ACD Group creation to fill in the remaining fields.



The OverflowGroup_1 with ext# 314 has been created.

Overflow group assignment

Once the overflow group ext # 314 has been created, the enterprise administrator will assign it to the ACD Group _1 ext # 130.

Select COMMUNITIES menu -> ALL EXTENSIONS -> ACD GROUPS to open the ACD GROUPS page.

Click on the modify button of the ACD group ext # 130 to open its page.

•			Phone System Corporate Phone System Corporate Phone System Corpora
	Service Plan Debug	D STN N	lumber Call Bula Ecourardian Bula
	Service Fian Debug	Fainin	uniners can kule Forwarding Kule
	0		Bold fields are mandatory.
1	5-14		
	administrative bierarchy		Valie v/CPS-SP/CPS-Reseller/cos
ł			
	extension		13D
f	sroup priority		anna O uar
-	active		
1	forwarding cules manageme	at	
ł	presence status	ni.	O by administrators only S by administrators and members
	shel		ACD Group 1
	veloome message		
			For optimal results, photo must de BuxBU pixels, or respect this ratio.
l	publishing in directory		● yes ○ no
1	receptionist		no
			Limodify
	password		*****
	10000 570		5
Ĺ			No maximum size set in Customizations / Enterprise page.
1	ring pattern		unison 🗸
1	clerical time (s)		0
	group members		all selected 105 insert>> 144 - Emmanuel Roubion up 116 - Jeff Wiener 144 - String Nucleon up 147 - Faker Knotstami add >>> 140 - Isabelle Dalmasso up 140 - Ento Blanquer isabelle Dalmasso up 140 - Ento Blanquer down down
			Enter extension prefix and select among suggested values:
1			existing (enter extension prefix and select among suggested values, use * as a wildcard prefix)
	overflow group		314 (OverflowGroup 1 - ACD group)

1. Select the overflow group by entering an extension prefix e.g. 3 and look for ext # 314 corresponding to the OverflowGroup_1 previously created.

Click on save to save modification.

Chapter 8 – PSTN number assignment

A pool of PSTN numbers must have been created in order to assign PSTN numbers to ACD and Overflow Groups. Please refer to Istra 9.x - Platform Owner administration guide.

8.1 PSTN number assignment to ACD groups and Overflow groups

A PSTN number must be assigned to ACD and Overflow groups in order for customers to call the Call Center.

Only PSTN assignment to ACD Group will be detailed. Assigning a PSTN number to an overflow group is performed the same way.

In the example below, the enterprise administrator will assign a PSTN number to ACDGroup_1 previously created.

There are 2 ways to assign the PSTN number to the ACD and Overflow Groups:

PSTN number assignment from the PSTN numbers page – Extension Assignment

Select COMMUNITIES menu \rightarrow **PSTN NUMBERS** \rightarrow **Ext. ASSIGN** to open the PSTN NUMBERS ASSIGNMENT TO EXTENSIONS page. All PSTN numbers and extensions are displayed.

Please note: all modifications on this page are made in real time. There is no "save" button.

Figure 37 PSTN Numbers Assignment to Extensions page 1/2

-		×					
S	Plea	ase note: all mo	difications on thi	s page are made in	real tim	ie, there is no "save" button.	
(Numbers in left list su	pports multiple	selection: use C	TRL + clic to selec nuous range of nun	t numbe nbers.	ers individually, or use SHIFT + clic to select a	
T							
	PSTN numbers					extension	
	90 PSTN numbers found, disp	playing 1 to 20				.226 internal number found, displaying 1 to 20	
	PSTN numbers	intorn	al			internal number	
#		numb	er		#	314	
1	0489879140	140	-		1	300 (Marketing Team - group)	
2	0489879141	121			2	301 (user extension)	
3	0489879142	142			3	302 (WelcomeAttendant_1.ivr - IVR service)	
4	0489879143	143			4	303 (WelcomeOoredoo - IVR service)	
5	0489879144	217			5	304 (user extension)	
6	0489879145	402		j	6	305 (AutoAttendant_test Robert.ivr - IVR service)	
7	0489879146	146			7	306 (user extension)	
8	0489879147	147			8	307 (AutoAttendant_eric_test.ivr - IVR service)	
9	0489879148	148	_		9	308 (JCCCCCC - IVR service)	
10	0489879149	230	355	sign	LO	309 (ThierryDebordementACD - ACD group)	
11	0497231260	501	rele	ase	1	310 (user extension)	
12	0497231261	261		1	2	311 (Thierry'sACD228 - IVR service)	
13	0497231262	262		1	.3	312 (thierry'stest2 - IVR service)	T
14	0497231263	263		3	4	313 (user extension)	
15	0497231264	264		1	.5	314 (OverflowGroup_1 - ACD group)	
15	0497231265	265		1	16	320 (Bertrand Pourcelot - user extension)	
17	0497231266	266			17	321 (JeanCharles - IVR service)	T
18	0497231267	267		13	18	322 (Olivier Gerlain - user extension)	
19	0497231268	568	-		.9	324 (Sales Test ACD - ACD group)	
-	0407021060	269	*		10	329 (Thiarry's Group - group)	-

In the example below, the enterprise administrator will assign the PSTN number 04 89 87 91 40 to ext # 314 (Overflow Group _1)



Figure 38 PSTN Numbers Assignment to Extensions page 2/2

- 1. **Select a PSTN number** from the left list. Hold down the CTRL key to select individual number. Hold down the SHIFT key to select a continuous range of numbers.
- 2. Select the extension number to be assigned from the right list.
- 3. Click on the assign button.

Note: One extension number can be assigned to more than one PSTN number.

To return an assigned number to the pool of free PSTN numbers, process as above but click on the release button instead.

Figure 39 Updated PSTN Numbers Assignment to Extensions page

	90 PSTN numbers found	d, displaying 1 to	20	226 internal number found, displaying 1 to 20							
#	PSTN numbe	rs inte nui	ernal nber	#	internal number	÷					
	0489879140	314	^	1	100 (WebCard Centile - user extension)						

Extension # 314 (Overflow Group_1) has been assigned to PSTN number 04 89 87 91 40.

PSTN number assignment from the ACD/Overflow Group page

Select COMMUNITIES menu \rightarrow **ALL EXTENTIONS** \rightarrow ACD GROUPS to open the ACD GROUPS page.

Figure 40 ACD GROUPS page for PSTN Number Assignment

						ACD gro	μp		_				
	Phon O	Filte An as	rs support terisk mat	support exact values, as well as asterisk (*) and question mark (?) wildoard characters. risk matches zero or more characters, while a question mark matches a single character. You may also use the "null" or "na" string to indicate a null value. more information about extensions >									
<u>5.0</u> 130	asica	Lsia.			Sarica	s sián	evicepisis eritice all 🧷 💌	170 obtectique socialités	116 12	Net (te	110g.	Pette sumber	
1.6	roup found							1 . Jun		Υ.		- X - K	
One ACD						CTI			publishing	<u>clerica</u>	l		
One ACD	ttension s	service plan	group priority	active	URL co	plications PST pnnected numb	N Ier <u>label</u>	web identity	in directory	time (s)	ACD service	group members	

1. click on the **modify** button of the ACD Group where a PSTN number needs to be assigned. The ACD Group modification page will open.

In the example below, we will assign a PSTN number to ACD Group_1 with ext # 130.

				ACD group			
ACD Group	Service Plan Det	ug PSTN Num	bers Call Rul	le Forwarding Rule			
		T					
	0	(1)		Bold fields are mandatory.			
	field	1		value			
	administrative hierard	hy	2 -/CPS-SP/CF	PS-Reseller/cps			
	ACD service		ACDCallCenter	8			~
	extension		130				
	group priority		◉ none ○ yes	8			
	active		O no 🖲 yes				
	forwarding rules manag	gement	O by administra	ators only () by administrators and memb	ers		
	presence status		Available				
	label		ACD Group_1		1		
				ACD group			
				Contraction of the second	Constant and a second		
ACD G	roup Service Plan	Debug PSTN Nor	abers Call Rule	te Forwarding Rule			
ACD G	Nothing found to clople	Debug PSTN Nur	abers Call Rule	le Forwarding Rule			
ACD G	Nothing found to display	Debug PSTN Nur	nbers Call Rule	te Forwarding Rule			-
ACD G	Nothing found to display Assign a PSTN number (enter PSTN prefix and	Debug PSTN Nur	abers Call Rule	te Forwarding Rule		Citear (Innya Jeropata Tunk	-
ACD G	Nothing found to display Assign a PSTN number (enter PSTN prefix and	Debug PSTN Nur	abers Call Rule	te Forwarding Rule		Cheer (Annual Acropoliz Trunk Acropoliz Trunk	
ACD G	Nething found to display Assign a PSTN number (enter PSTN prefix and	Debug PSTN Nur	ed values. use * as	e Vidoard prefic) o a wildoard prefic) 0670772706 06970772706 06970772706		Acropole_Truck Acropole_Truck Acropole_Truck	
ACD G	Nething found to display Assign a PSTN number (enter PSTN prefix and	PSTN Nur PSTN Nur Select among auggest	ed values. use * as	te Forwarding Rule a wildcerd pref.c) (670772706 6970772706 6970772708		Acropolis, Trank Acropolis, Trank Acropolis, Trank	(;
ACD G	Nething Bound to display Authing Bound to display Assign a PSTN number (enter PSTN prefix and	Debug PSTN Nur	nbers Call Rule ed values. use * as (2)	te Forwarding Rule s wildsed prefix) (970772706 (970772706 (970772708		Acropala_Trank Acropala_Trank Acropala_Trank Acropala_Trank	
ACD G	Nething found to disploy Assign a PSTN number (enter PSTN prefix and	Debug PSTN Kur	nbers Cell Rule ed values. use * as (2)	te Forwarding Rule		Copola, Trans Acopola, Trans Acopola, Trans Acopola, Trans Acopola, Trans	
ACD O	Nething found to display Assign a PSTM number (enter PSTM prefix and	Debug PSTN Kur	nbers Call Rule ed values, use * as (2)	te Formartiling Rule • a wildcard prefici 0970772706 0970772706 0970772708 0970772708		Acropate_Trank Acropate_Trank Acropate_Trank Acropate_Trank Acropate_Trank	
ACD O	Nothing Service Plan Nothing Sound to display Assign a PSTN number (enter PSTN prefix and	Corporation P	ed values, use * as	te Forwarding Rule s evidend prefix) = Grozzzzor Grozzzzos Grozzzos	Company Provide Stor	Acropale_Trank Acropale_Trank Acropale_Trank Acropale_Trank	
ACD O	Nething Ibund to display Authing Ibund to display Austign a PSTN number (enter PSTN prefix and	Debug PSTN Kur Select among suggest	ed values. use " as (2)	te Forwerting Rule v = wildcard prefix) Ge7072206 Ge7072206 Ge7072206 Ge7072208 Ge707208 Ge7072208 Ge707208 Ge708 Ge	Comparable Phasine Sto	Clear (answi Acropalia, Trank Acropalia, Trank Acropalia, Trank	
ACD O	Nething found to disploy Assign a PSTN number (enter PSTN prefix and	Debug PSTN Kur select among suggest Composed P	nbers Call Rule ed values. use * as (2) Numbers Call Ru	te Forwarding Rule s = wildcard prefix)	Corporate Platies by	Acropalia, Trans Acropalia, Trans Acropalia, Trans Acropalia, Trans Acropalia, Trans	
ACD O	Nething found to deplay Assign a PSTN number (enter PSTN prefix and ACD Group) Service Pfer	Debug PSTN Kur select among suggest	abers Call Rule ed values, use * as (2) Nambure Call Ru	te Forwarding Rule a wildcerd prefix)	Cerputite Philip bo	Acopola, Trank Acopola, Trank Acopola, Trank Acopola, Trank	
ACDO	Nothing Service Plan Nothing Sound to display Accign a PSTN number (enter PSTN prefix and CO Omrup) Service Plan Acco Omrup) Service Plan	PSTN Kur PSTN Kur select smong suggest Composition P Delugy PSTN Delugy PSTN	ed values, use * as (2) Nambers Call Rule	te Forwarding Rule s evidoard prefut Grozzzor Grozzzor Grozzzor Grozzzor Grozzzog Grozz	Corporate Photos Sec	Acropale_Trank Acropale_Trank Acropale_Trank Acropale_Trank	
ACD G	Nething tound to display Actign a PSTN number (enter PSTN prefix and ACD Onnum Der FSTV minte	Debug PSTN Kur select among suggest Debug PSTN Debug PSTN	abers Call Rule ed values. use " as (2) fombers Call Ru	te Forwarding Rule v = wildcard prefix) (a wildcard prefix) (b = 00772706 (c = 70772706 (c = 7077	Concentrate Phasics Syn	Acropatia_Trank Acropatia_Trank Acropatia_Trank Acropatia_Trank	
ACD O	Nething found to disploy Assign a PSTN number (enter PSTN prefix and Control (Control) ACCO Group: Service Plan One PSTW mumber	Comparative PSTN Kur select among suggest Comparative PSTN Delining PSTN	thers Call Rule of values. use * as (2) Number 2010 Number 2010 Call Ru Call Ru	te Forwarding Rule	Concentration Provide Syn Concentration Provide Syn (frequence)	Acropala, Trank Acropala, Trank Acropala, Trank Acropala, Trank	
ACDO	Netting found to display Autimg found to display Autign a PSTN number (enter PSTN prefix and Conter PSTN prefix and COD Group) Service Plan One PSTW number	PSTN Kur PSTN Kur select smong suggest Debug PSTN Debug PSTN rstrond	ed values, use * as (2) Number Call Rule (2)	te Forwarding Rule a wildcard prefic) a wildcard prefic) b a wildcard prefic) certorrzzos c	Toronate Photos for	Acropoliz, Trans Acropoliz, Trans Acropoliz, Trans Acropoliz, Trans	
ACDO	Authing bound to display Actign a PSTN number (enter PSTN prefix and conter PSTN prefix and conter PSTN prefix and conter PSTN and conter Conter PSTN framework Conter PSTN framework	Corporation Select among suggest Corporation P Debug PSTN Debug PSTN s mont remove	abers Call Rule ed values. use * as (2) frambers Call R	te Forwarding Rule s withbard prefix) (argonzzor (bronzzor) (bro	er telesse (Telesse	Acropolo, Truns Acropolo, Truns Acropolo, Truns Acropolo, Truns Control (1990)	

Figure 41 ACD Groups modification page for PSTN Number Assignment

- 1. Click on the PSTN Numbers menu.
- 2. Select a PSTN number by **entering a PSTN value e.g.** * **or prefix** e.g. 0 and select a PSTN number among the suggested list e.g. 0970772705
- 3. Click on assign. This will upload the new PSTN page.

Note: Several PSTN numbers can be assigned to the same extension.

The PSTN number is now listed under the PSTN NUMBER section.

- To **remove the assignment of a PSTN number** to an extension, click on its **release** button. This returns it to the Assign this PSTN number menu (the unassigned PSTN number pool).
- To assign another PSTN number to extension # 130, select the number to be assigned and click othe assign button.

Chapter 9 – Forwarding rule assignment

Forwarding rules can be assigned to ACD Groups and Overflow Groups.

These are used to take defined actions for well defined events, for example, forwarding a call to a given extension instead of letting the caller get a busy tone or no answer at all.

9.1 Forwarding rule assignment to ACD and Overflow groups

In the sections below, we will focus on creating a Forwarding rule from the:

- Forwarding Rules page
- ACD Groups page

Forwarding Rule creation from the Forwarding Rules page

In the example below, the enterprise administrator will assign a forwarding rule to ext # 130 (ACD Group). When unreachable, all calls will be forwarding to ext # 314 (OverflowGroup)

Select COMMUNITIES menu \rightarrow **FORWARDING RULES** to open its page. Any existing Call Forwarding Rules declared for your Enterprise are displayed.

						Forward	ing rule				
			1								
	0			Filters su An asterisk	pport exact va matches zero You may	lues, as well as asterisk o or more characters, wi also use the "null" or "n	(*) and question mark (?) wildcard cha tile a question mark matches a single o (a" string to indicate a null value.	racters. character.			
Label	Assigns	et te	linita.	tue:L	Type		Filter	Ales.	ende state - D	estination	
			no	V 🔍		@ * 🔍	Ø 🗙 🔍		1		
forwarding rule found,	displaying 201 to 2 bel	assigned	2_3_4	5 6 7 8 9 type	<u>10 11 9 9</u>	Dresence state	destination	specific caller	schedule	max time befo	re J
ToPTQLab		147	no	always	all calls	presence state	288	Caller	9h00 - 23h00, from monday to friday	15	1
I toVM		216	📀 yes	on busy	all calls		555		always	15	1
ToVM		267	🔘 yes	no answer	all calls		default community voicemail		always	25	G
Vacances Espage	ie .	283	🔘 yes	always	external calls	personal - on vacation	AwayAttendant		always	15	G
Vers mon mobile		295	no	always	all calls		user mobile number (0687424679)		always	15	1
voicemail-onbusy	5	265	🕥 yes	on busy	all cails		default community voicemail		9h00 - 18h00, from monday to friday	15	I
Voyage		283	no	always	all calls	professional - travelling	default community voicemail]	always	15	[
Week Days Night	2/2 FWD to mobile	287	no	no answer	all calls		user mobile number (+33670854932)		Dh00 - 8h00, from monday to friday	15	6
Week Days Night	1/2 FWD to mobile	287	no	no answer	all calls		user mobile number (+33670854932)	1	19h00 - 24h00, from monday to friday	15	6
Week end FWD o	n Mobile	287	🔘 yes	no answer	all calls		user mobile number (+33678854932)		0h00 - 23h59, from saturday to sunda	в	6
weekends		278	no	always	all calls		user mobile number (0685122842)		all day long, from saturday to sunday	20	1
Working@Home		147	no	always	ali calls		+33981680292		always	15	T.

1. Click on **add** to open the Forwarding rule creation page.

0	Bold fields are mandatory.
field	value
label	ACDGroup_1-Forwarding
assigned to	130
active	O no 🖲 yes
type	on unreachable V
filter	all calls 🗸
filters on target number	last target PSTN number last target PSTN number last target PLMN number << <remove< td=""></remove<>
presence state	available selected professional - course training professional - lunch personal - all personal - sick personal - sick personal - on vacation add >>>
destination	predefined destination default community voicemail predefined destination Please note you have multiple voicemail declared: the one set as default will be specific settings will apply). existing (enter extension prefix and select among suggested values, use * as a will alt (OverflowGroup_1 - ACD group) external destination O (To PSTN)
	forward all numbers starting with
specific caller	advanced >
	□ sunday ⊉ monday. ⊉ tuesday ⊉ wednesday ⊉ thursday ⊉ friday □ saturday start time: 09 ♥ h 00 ♥ min
schedule	end time : 18 v h 00 v min

Figure 43 FORWARDING RULES creation page

- 1. Enter a label (optional)
- 2. In the assigned to field, **select the ACD Group Extension** to which you want to assign a forwardingule. In this example, ext # 300.
- 3. Make sure that you select yes in the active field. If you select no, the forwarding rule will not be set.
- 4. Select the **type of rule**:
 - On unreachable, the rule is applied when the extension is unreachable.
 - Always, the rule is applied right away. The extension does not ring.
 - **No answer**, the extension rings during max time before 'no answer' (in seconds) and then the rule is applied.
 - **On busy**, the rule is applied when the extension is in the busy state. An extension is in the busy state means that there are no available terminals.

5. Select the **filter**:

- All calls, both external and internal incoming calls follow the rule
- Call with hidden caller ID, only hidden caller IDs follow this rule
- External calls, only external incoming calls follow the rule
- Internal calls, only internal incoming calls follow the rule.

- 6. You may select a **filter on target number**
- 7. You may select the presence state e.g. professional travelling
- 8. Select one of the following destination where the rule transfers the call:
 - Predefined destination list: Enterprise Receptionist, Community VoiceMail, user mobile number or user home number, rejection (busy tone)
 - Internal extension list: all user extensions and services set by your Super Administrator (IVRs, speed dial, ACD group, FreeSeating, ACDSimplified, Overflow Group......)
 - **External extension**: enter a number composed of a valid dial prefix followed by an external number (fixe or mobile)
- 9. You can **enter a specific caller** to trigger a Call Forwarding Rule based on that Caller ID e.g.forward all numbers starting with 1
- 10. Using the **schedule section** enables the rule at specific times or days only. By default, each new rule is enabled 24h/24 and 7d/7. The choices are:
 - If less than 7d/7 are needed, use the check boxes select days for the rule to be active.
 - If less than 24h/24 per day are needed, select the start time and end time of the hours of rule activity. The duration is automatically computed based on the start and end times.
- 11. Enter the **Maximum time before 'no answer' (s).** The default value of 15 seconds is used. On a no answer, the rule is applied after this time has elapsed (ringing time).

Click on save.

					Forwar	ding rule				
	0	F An	ilters support e asterisk matol Y	exact values, i hes zero or m ou may also u	as well as asteri ore characters, ise the "null" or	sk (*) and ques while a questior 'n/a" string to in	ion mark (?) w mark matche dicate a null v	vildcard characters. s a single character. alue.	e Sys	
Labal	Assigns	i te	Inhadiat no 🔽 🤇	IV.	10 29 💌	٩	Filter	2 N N	recence citics Internet in the second se	Destination
One forwarding rule for	und. assigned el to	active	fvpe	filter pr	esence state	destination	specific caller	schedule	max time befo answer' (s	Fe 'no
ACDGroup_1	-Forwarding 130	yes or	unreachable	all calls profes	isional - travellin	g 314	4	9h00 - 18h00, from mono	ay to friday 15	

- 1. To **add** another forwarding rule, click on the **add** button.
- 2. To **change a Forwarding Rule** click on the rule's **modify** button. This opens the Forwarding Rule page.
- 3. To **delete a Forwarding Rule**, select the corresponding check box, then click on the **delete** button.

Forwarding Rule creation from the ACD Groups page

Select COMMUNITIES menu \rightarrow **ALL EXTENSIONS** \rightarrow **ACD GROUPS** to open the ACD GROUPS page.

In the example below, the enterprise administrator will assign a forwarding rule to ext # 130 (ACD Group). When unreachable, all calls will be forwarding to ext # 314 (OverflowGroup)

					ACI) group					
		In Filters support exact values, as well as asterisk (*) and question mark (*) wildcard characters. An asterisk matches zero or more characters, while a question mark matches a single character. You may also use the *null* or 'nals string to indicase a null value. more information about extensions >									
	Enseica	Labe.	: 	ienītae pien	Sarvica piar status	etti spipications connected	Web:	່ວອກເຊັ່ງ		PSTN aumoer	Publishing It chronory WebVolceCar
13	ACD group found		iroup p	<u>CTI</u> hoto <u>applications</u>	PSTN		web	ublishing c in	lerica	ACD service	aroup membe
	extension	service plan p	riority active	IRI connected	number	label	111123111111111			11012-0011100	group memor
	<u>extension</u> 130	service plan p BossSecretaryPromotion Legacy service-plan	riority active	IRL <u>connected</u> no	0970772705 ACD	label Group_1	identity d	nicetony is	1	ACDCallCenter	144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more >
	extension 130 211	service plan p BossSecretaryPromotion Legacy service-plan 0 BossSecretaryPromotion Legacy service-plan 0	riority active	IRL <u>connected</u> no no	0970772705 ACD Eric'i	Group_1	ye	es C		ACDCallCenter ACDCallCenter	144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more > 146 (Eric Blanquer)

Figure 45 ACD Groups page - FORWARDING RULES

1. Click on **the Modify** button of the relevant ACD Group to open the ACD Groups page.

	100	(1) 📍
	0	Build fields are mandatory.
	E.	ield (1) Value
	ACO service	archy 2CPS-SPICPS-Reselences
	extension	130
	active	© none ⊖ yes O no ⊕ yes
	forwarding rules ma	nagement O by administrators only by administrators and members
	istel	ACD Group_1
		ASD group
	Corporate Physe S	intern Carpicale Rinne Spitzen Carporale Rinne Spitzen Carporale Phone Sys
	ACD Group Service	Plan Debug PSTN Numbers Call Rule Forwarding Rule
		Nothing to and to clearly
		Create a new tonwording rule : Longato
		Forwarding rule
	orpocate Ph	Bold fields are mandatory.
	field	value
	assigned to	ACDGroup_1-Forwarding
	active	O no 🖲 yes
	type filter	all calls
	1000	available selected
	5474 SEC.05	last target PSTN number
	filters on target number	last target PLMN number
		available selected
		professional - Lunch
	presence state	personal - away
		personal - on vacation
		O predefined destination Blassa note you have multicle relevant the
	destination	Encase note you nave multiple volvemail declared; the one set as detaut will be used (Lét: It's specific settings will apply).
		internal destination internal destina
		○ external destination □D (To PSTN) ✓
	specific caller	norward air numbers' starting with add
		advanced >
		sunday 🖉 monday 🗹 tuesday 🖉 wednesday 🗹 thursday 🗹 friday 🗌 saturday
	schedule	start time : 09 V h 00 V min and time : 18 V h 00 V min duration : 9h0min
	max time before 'no answe	r' (s) 15
	1.0	ACD group
	Strain Straint	
CD Group Ser	vice Plan Dobing PSTIR Nu	mbers: Call Rule Forwarding Rule
CD Group Sar	vies Plan Dobug PSTILINU	mbert: Call Rule Forwarding Rulo
CD Group Sar	vies Plan Dobig PSTR Ru	nnaert Call Role Forwording Rulo

Figure 46 Forwarding rules creation

- 1. Click on the Forwarding Rule menu.
- 2. Click on the create button. This will open the forwarding rule creation page. Fill in the field as in **Figure 43.** Click on **save modification**. This will display the updated Forwarding rules page.

Chapter 10 – Callback service

Call back service is an advanced and automatic service which can be proposed to a waiting client before exiting the queue for the following reasons:

- Timeout with no agent logged.
- Maximum time in the queue reached.

Selecting the callback process, client will hear a confirmation message and the current call will be close, waiting the position to be given to an agent and the callback procedure to happen.

Selecting Callback, user experience is similar to keep its position in the queue without waiting on the phone. Caller number is memorized and will be called back as soon as an agent will be available.

Call back procedure will take place in the following steps:

- 1. Agent is called back, a message is played telling that it's a call back procedure
- 2. Then the Agent is connected with the original caller (called back party),
 - 1. if the call is not replied, it will go back in the queue after a pause
 - 2. if the call is replied, agent will be asked to confirm that call back is correctly done otherwise the call will be placed again in the queue

Figure 47 CallBack phase

Callback	phase	
🔱 propose callback when queue closes for no operator	level : service value value : no	×
propose callback when max time in queue is reached	level service value value no	•
# ringing timeout for callbacks (in seconds)	level: service value value: 30	۲
# max callback attempts	level : service value value : 3	•
# time in seconds to wait for an operator feedback after an answered callback call	level service value value : 10	*
# time in seconds to pause a callback client before reinjecting it in queue	level service value value 600	*
 announcement to client presenting the callback (press 1) 	level : service audio resource detail : original file name :/voiceapps/ACD/fr/CallbackAnnouncement.au duration : 6s	×
all announcement to client presenting the callback (press 1) before exiting (max time in queue and no operator)	level : service audio resource detail : <u>original file name</u> :/voiceapps/ACD/fr/CallbackAnnouncementBeforeExiting.au <u>duration</u> : 8s	•
e∰∌ announcement to client re-entering the callback	level : service audio resource detail : <u>original file name</u> :/voiceapps/ACD/fr/CallbackAlreadyInQueue.au <u>duration</u> : 8s	T
a∰≬ announcement to client registering a callback	level : service audio resource detail : <u>original file name</u> :/voiceapps/ACD/fr/CallbackRegistered.au <u>duration</u> : 7s.	•
Gallback announcement to operator	level : service audio resource detail : <u>original file name</u> :/voiceapps/ACD/fr/CallbackWaitAnswer.au <u>duration</u> : 4s	X
i send SMS on callback register	level service value value no	•
i send SMS on callback success	level : service value value : no	¥
u send SMS on callback error	level : service value value : no	•
Othe	rs	
removed by service plan		
enable callback?	no	override

save apply cancel

Chapter 11 – ACD Statistics

The ACD statistics and reporting enables the Enterprise Administrator to visualize and assess the ACD queues and agent performances so as to optimize the Call Center efficiency and to meet customer SLAs.

The ACD stats enable the enterprise administrator to have a view in real-time of following information:

- Detailed ACD Call Data Records
- Detailed ACD Agent Data Records
- Queue Performance statistics
- Agent Performance statistics

11.1 ACD Stats overview

Select TOOLS menu -> ACD STATS to open the ACD Stats page.

Figure 48 ACD stats overview

					Filter per a	gent a	Filter per Enterprises and ACD grou	ps Sett
PURECLOUD	S Enterprise	: ChemstrY					<u>⊳</u> ~ <u>a</u> a	0 = 1 X
Stats & Logs	All Agents						۰ (ف	
O ACD Logs	Listing records 1 - 8 of	B					Dynamic up	odate scree
Agent Logs Agent Stats	Call Date	Call ID	Called	Calling Number	Enterprise	Quece ID	Queue Name	Queue Wait I
Range 🌀	10/04/2012 12:06:57	133405241752	42	18	ChemistrY	42	newACD	00:00:03
O Today's ACD's data	10/04/2012 12:08:10	133405249008	42	18	ChemistrY	42	newACD	00:00:19
10/04/2012	10/04/2012 12:08:48	133405252800	42	16	ChemistrY	42	newACD	00:00:06
Archived ACDs	10/04/2012 12:08:58	133405253880	42	24	ChemistrY	42	newACD	00:00:05
East Calls	10/04/2012 12:09:03	133405254303	42	15	ChemistrY	42	newACD	00:00:44
	10/04/2012 12:09:10	133405255001	42	-40	ChemistrY	42	newACD	00:00:44
Howered by Sentite	10/04/2012 12:09:19	133405255966	42	17	ChemistrY	42	newACD	00:01:12
Range	10/04/2012 12:09:30	133405257020	42	20	ChemistrY	42	newACD	00:00:49
time/calls/minutes)								
		81						

10.2 ACD Stats settings

The ADC stats console allows the following actions:



- 1. Exporting ACD/Agents stats & logs into a csv file
 - Highlight the requested filter to which the exportation must apply e.g agents logs for today's data
 - Click on the button. This will open Microsoft excel and will display the csv file fully filled with requested information.

									Figure 5	0 CS	SV file										
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2	10/04	2012 12:06 133	\$40524175	4	42	18 Chemistry	42	newACD	00:00:03	00:00:00	-	Iturs	TYLIN.		5	0	00:00	00 CallerHang	pa Chemistr	Y.133405241664	4.conn.6981.[18]
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5	10/04	2012 12:08 133	46525388	. 4	42	24 Chemistry	42	newACD	00:00:05	00:00:03	13 : nicola Bono		3	1	5	0	\$0:00	41 AgentAnsv	we Chemistr	Y.135405253784	3.conn.7028.[24]
0	10/04	2012 12:09 133	40525430	4	12	15 Chemistry	42	newACD	00:00:44	10:00:00	13 : nicola Bono		3	0	5	1	00:00:	03 AgentAnsv	we Chemistr	7.133405254200	1.conn.7038.[15]
7	10/04	2012 12:09 133	\$40525500	4	42	40 Chemistry	42	newACD	00:00:44	10:00:00	13 : nicola Bono		3	0	3	2	00:00:	18 AgentAnsv	we Chemistr	7,133405254906	8.conn.7045.[40]
1	10/04	2012 12:09 133	\$40525596	4	42	17 Chemistry	41	newACD	00:01:12	00:00:02	28 : Mathe Mati	ĸ	3	0	5	3	00:00:	08 AgentAnsv	ve Chemistr	7.133405255904	3.conn.7050.[17]
9	10/64	2012 12:09 133	46525702		42	20 Chemistry	42	newACD	00:00:49	00:00:03	28 : Mathe Mati	x	3	0	5	4	60:00:	04 AgentAnsv	we Chemista	9.133405256950	0.conn.7055.[20]
10	10/04	2012 12:39 133	41543488		42	18 Chemistry	42	newACD	00:00:04	00:00:01	13 : nicola Bono		3	2	s	0	60:01:	00 AgentAnsv	ve Chemistr	9.133405434793	0.conn.7123.[18]
11	10/64	2012 12:39 135	46543571		42	16 Chemistry	42	newACD	00:00:04	00:00:02	2B : Mathe Mati	ĸ	3	1	5	0	00:20	49 AgentAnsv	ve Chemistr	Y.13340543562B	7.conn.7135.[16]
12	10/04;	2012 12:39 133	\$40543640	4	£2	38 ChemistrY	42	newACD	00:00:51	10:00:00	13 : nicola Bono		3	0	3	1	00:09:	25 AgentAnsv	ve Chemistr	7.133405436338	5.conn.7147.[38]
13	10/04	2012 12:39 133	40543658		42	24 ChemistrY	42	newACD	00:10:20	10:00:00	13 : nicola Bono		3	0	5	2	00:10:	22 AgentAnsv	we Chemistr	9.133405436511	8.conn.7152.[24]
14	10/04	2012 12:39 133	40543077	- 6	12	27 Chemistry	-42	newACD	00:20:04	00:00:00	÷		3	0	3	3	00:00:	00 QueueMax	ir Chemiste	9.133405436704	1.conn.7157.[27]
15	10/04	2012 12:39 133	46543720	4	42.	29 ChemistrY	42	DAwen I	00:20:05	00:00:00	*		3	0	5	4	40:00:	00 QueueMas	iir Chemisti	9.133405437130	5.conn.7162.[29]
16	10/64,	2012 12:39 135	40543767	4	42	40 Chemistry	42	newACD	00:00:27	00:00:00	÷		3	0	5	5	60.001	00 CallerHang	u Chemistr	Y.133405437594	1.conn.7167.[40]
17	10/94	2012 12:39 133	46543804	. 4	42	17 Chemistry	42	newACD	00:00:02	00:00:00	-		3	0	9	0	60:00:	00 QueueFull	W Chemitte	9.133405437978	4.conn.7172.[17]
18	10/04	2012 12:39 133	40543843	4	42	20 Chemistry	42	newACD	20:00:00	00:00:00	-		3	0	5	0	00:00:	00 QueueFull	WChemistr	9.133405438379	5.conn.7183.(20)
19	10/04,	2012 12:39 133	40543922	2.2	12	17 Chemistry	42	newACD	00:00:02	00:00:00	6		3	0	5	0	00:00:	00 QueueFull	WChemistr	7.133405439161	3.conn.7189.[17]

2. Setting preferences

- Click on the 🔀 button. This will open the preferences window.
- Select Language, date format, time format, first day of the week, session duration and csv export rows limit accordingly.
- **Click OK.** This will update the preference settings instantly.

Preferences		×
Language	English	•
Date format :	European format(day/month/year	٠
Time format:	24 hours dock	٠
First day of the week ;	Sunday	٠
Session duration (minutes) :	30000	
CSV export rows limit :	Display warning	•

10.3 Dynamic updates screens display

The ACD stats console enables the dynamic update of screens display (logs, stats).

Figure 52 Dynamic buttons



At any time, the enterprise administrator can start/pause, stop, refresh screens and/or modify frequencies.

10.4 ACD Range

The ACD stats console enables the enterprise administrator to display the enterprise detailed ACD Call Logs and Stats regarding all ACD groups, a given ACD group, all agents and a given agent. These stats and logs can be filtered by range as follows:

- Date of the day with the possibility to filter by half hour, hour and define time range
- Archived days including past week, past month, specific day, time, month...
- Last calls
- Last minutes

Figure 53 Today's date



Figure 54 Archived date



Figure 55 Latest ACD calls



Figure 56 ACD calls within last minutes



10.5 ACD Logs

The ACD stats console enables the enterprise administrator to display the enterprise detailed ACD Call logs regarding all ACD groups, a given ACD group, all agents and a given agent.

Figure 57 ACD Logs

Select Stats & Logs -> ACD Logs to open the ACD Logs page.

	Enterprise : Ch	emistrY			Ø 1	C 🖲 🤫	1 × 4
Stats & Logs 🥑	All Agents			•	(1 0
ACD Logs	Listing records 1 - 12 of	23					414
ACD Stats Agent Logs Agent Stats	Call Date	Call ID	Called	Calling Number	Enterprise	Queue ID	Que
Range 🧃	10/04/2012 12:06:57	1334052417520	42	18	ChemistrY	42	newAGD
Today's ACDs data	10/04/2012 12:08:10	133405249008	42	18	ChemistrY	42	newACD
10/04/2012	10/04/2012 12:08:48	1334052528003	42	16	ChemistrY	42	newACD
Archived ACDs	10/04/2012 12:08:58	1334052538800	42	24	ChemistrY	42	newACD
Last Calls	10/04/2012 12:09:03	1334052543038	42	15	ChemistrY	42	newACD
Daword by Castia	10/04/2012 12:09:10	1334052550013	42	40	ChemistrY	42	newACD
Howened by Centre	10/04/2012 12:09:19	1334052559661	42	17	ChemistrY	42	newACD

ACD logs detailed information

Information	Description
Call Date	Date and Time at which the incoming call reaches the system
Call ID	Unique Caller Identification
Called	ACD Group identification
Calling Number	Caller Number
Enterprise	Enterprise Name
Queue Identification	Queue Extension Number also called ACD group
Queue Name	Queue Label also called ACD group
Queue Wait Duration	Total time spent in queue if call hasn't been answered (hours:minutes:seconds)
Ringing Duration	Total duration of agent's phone ringing before being answered (hours:minutes:seconds)
Agent	Extension and name of the agent answering the call
Nb Logged Agents	Number of logged agents when call has been received in the system

Nb Free Agents	Number of agents available to take a call.		
Queue Size	Number of waiting customers before you.		
Queue Position	Rank in Queue when call arrives (0 if directly sent to an agent)		
Talking Duration	Duration of actual conversation between caller and agent (0 if no agent has answered – time spent in queue is excluded)		
End Cause	Call Termination Reason: ACD busy FWD rule System Hang Up (No ACD FWD rule) Agent FWD rule System Hang Up(No Agent FWD rule) Answered by an agent Missed call during off hours Max duration in queue reached Caller Hang up on agent ringing User Hang up on queue User Hang up during the welcome announcement		
CDR Call Flow ID	Call Data Records call flow ID allowing the identification of the corresponding generated CDR		

10.6 ACD Stats

The ACD stats console enables the compute and display of ACD performance statistics (numbers and graphs), filtered per ACD queue/agent/period.

Select Stats & Logs filter -> ACD Stats to open the ACD stats page.

Figure 58 ACD Stats

Stats & Logs 🛛 🛞	All Agents			*			
D Logs	Listing records 1 - 2 of 2						
o stats ant Logs ent Stats	Queue Extension	Nb Offered Calls	Calis Answered	Calls Abandoned by caller	Calls Timeout	Calls Mis	
Range 🕥	41 : overflow	0	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	
lay's ACDs data hived ACDs 10/04/2012	42 : newACD	24	14(58.33%)	3(12.5%)	2(8.33%)	2(8.33%)	
Pewared by Centile							

ACD stats detailed information

Information	Description
Queue extension	Queue ID also called ACD group ID
Number Offered Calls	Number of Incoming calls to the ACD Queue
Calls Answered (number and %)	Number of calls actually answered by an agent. Percentage is: nb_calls_answered/nb_calls_offered
Calls abandoned by caller (number and %)	Number of calls abandoned by callers before the call is answered by an agent. Percentage = nb_calls_bandoned/nb_calls_offered
Calls TimeOut (number and %)	 Number of calls dropped by the system because of Timeout. This case occurs only if: A timeout occurs (no agent has answered) No fwd rule on no nswer is programmed on the ACD queue) Percentage = nb_calls_timeout/nb_calls_offered

Call missed during office hours	Number of unanswered calls.
Other calls	Lost calls.
Daily Callers count	Number of calls placed by callers on a daily basis.
Average Answer Delay	Average Answer delay for the calls which have been answered by an agent in hours:minutes:seconds
Maximum Answer Delay	Maximum Answer delay for the calls which have been answered by an agent in hours:minutes:seconds
Average Wait Time before Hangup	Average duration spent waiting for the calls which have not been answered by an agent in hours:minutes:seconds
Maximum Wait Time before Hangup	Maximum duration spent waiting for the calls which have not been answered by an agent in hours:minutes:seconds
Minimal Call Duration	Minimum duration of the calls which have been answered by an agent in hours:minutes:seconds – from agent answer to the end of the call (=talking duration)
Average Call Duration	Average duration of the calls which have been answered by an agent in hours:minutes:seconds – from agent answer to the end of the call (=talking duration)
Maximum Call Duration	Maximum duration of the calls which have been answered by an agent in hours:minutes:seconds – from agent answer to the end of the call (=talking duration)
Average Ring Duration	Average Ring duration of the calls which have been answered by an agent in hours:minutes:seconds
Maximum Ring Duration	Maximum Ring duration of the calls which have been answered by an agent in hours:minutes:seconds
Average Queue wait duration	Average queue wait position before an agent answers the call hours:minutes:seconds
Maximum Queue wait duration	Max queue wait position before an agent answers the call hours:minutes:seconds
Average Queue Count	Average Position in Queue for the calls which have been sent to queue.
Maximum Queue Count	Maximum Position in Queue for the calls which have been sent to queue.
Average Agent Count	Average number of agents logged in queue when the calls are sent to queue

Maximum Agent Count	Maximum number of agents logged in queue when the calls are sent to queue
Calls Offered per hour	Number of calls answered per hour (for each full hour in the period)

In order to access to the **graphs statistics**, available in bars and line format, the enterprise administrator **must** select a group and select a day from the range menu.

The scale of the graph is customizable and can be set from 5 mins to 60 mins.

The axis represents the following:



Figure 59 ACD Stats Graph in bars



Figure 60 ACD Stats Graph in lines


10.7 Agent Logs

The ACD stats console enables the display of Agent's status.

Select Stats & Logs filter -> Agent Logs to open the Agent logs page.

Figure 61 Agent Logs

tats & Logs	All Agents			
3	Listing records 1 - 12 of 8	9		
s Js	Event Date	Agent	Event type	
its				
Range	10/04/2012 12:04:49	12 : Cesar BOSCH	Login	*
CDs data	10/04/2012 12:04:52	12 Cesar BOSCH	Logout	=
ACDs	10/04/2012 12:04:55	25 : Frederic Benoit	Login	1.14
2012	10/04/2012 12:04:58	28 ; Mathe Matix	Login	
i les	10/04/2012 12:05:01	14 : André Césár	Login	
wared by Capito	10/04/2012 12:05:12	31 - 1234567890 abcdefg	Login	
Peyvered by Centie	10/04/2012 12:05:15	31:1234567890 abcdefg	Logout	
	10/04/2012 12:05:17	13 · nicola Bono	Login	
	10/04/2012 12 08 12	28 Mathe Matix	ringing	
	10/04/2012 12:08:27	13 : nicola Bono	ringing	
	10/04/2012 12:08:27	28 Mathe Matix	IDLE	
	10/04/2012 12:08:30	13 : nicola Bono	Start ACD Call	1

Agent logs detailed information

Information	Description	
Event Date & Time	Date and time related to all agents activity	
Agent Identification	Agent extension #	
Event Type	Agent status: • Unreachable (phone unavailable e.g. phone off or rebooting, network cut) • Idle (=not in a call) • Syndical pause (inter call pause) • Ringing • Log in • Log out • Pause • start an ACD Call • end an ACD Call (off hook) • start a non ACD Call • end a non ACD Call (off hook)	

10.8 Agents Stats

The ACD stats console enables the compute and display of agent's performance statistics (numbers and graphs).

The enterprise administrator can have a view of all agents but can also filter on a given agent.

Select Stats & Logs filter -> Agent Stats to open the agent stats page.

Figure 62 Agent Stats

Stats & Logs 🛛 💿	13 : nicola Bono			•			
) Logs 3 State	Listing records 1 - 1 of	Listing records 1 - 1 of 1					
inf Logs	Agent	First offered Calls					
ent Stats							
Range 💿	13 : nicola Bono	8	10	0.84	9(90.0%)	0.76	0
lay's ACDs data							
AV04/2012							
0/04/2012							
Powered by Eerble							
							_
							_

Agents stats detailed information

Information	Description
Agent	Agent ext #
First Offered Calls	Number of calls sent to the agent as first distribution choice
Offered Calls	Number of calls sent to the agent
Average Offered Calls per Hour	Average number of calls offered per hour (=nb_calls_offered/total Log Time)
Answered Calls	Number of calls answered by the agent
Average Calls Answered per Hour	Average number of calls answered per hour (=nb_calls_answered/total Log Time)
Average Ring Duration	Average ring duration for the agent in hours:minutes:seconds
Maximum Ring Duration	Maximum ring duration for the agent in hours:minutes:seconds

Average Answered Call Duration	Average Duration of the calls answered by the agent
Total Log Duration	Total duration during which the agent has been logged in days:hours:minutes:seconds

Figure 63 Agent Stats Graph



The graph is available in bars and lines.

The enterprise administrator MUST select an agent in order to view the graph.

10.9 ACD Stats limitations/Administrator's responsibilities

All ACD services generate ACD statistics that are created and stored in a dedicated DB, according to ACD platform activity.

The volume of data stored in Database directly impacts application response time. Above 7000 calls in database may drive to slow response time (> ~10 sec) of the ACD logs page (less for others pages), according to configuration.

Moreover, there is a sanity check regarding the query span according to existing configuration, in order to not overload the database server. It may occasionally drive the user to narrow its selection (including CSV export):



The enterprise administrator may want to regularly purge ACDStats records, according to the calls activity, to avoid getting this message.

- DB Purge:
 - ACD statistics are regularly purged, according to centile.stat.timebeforedelete property, which specifies the number of hours between 2 purges (default is 24 [24 hours]).
 - The purge take care of the centile.stat.maxrows property (default 100 000):
 - which specifies how many recent records to keep in DB (default 100 000 applies)
 - OR, when value is empty, indicates to delete all records created before the previous check.
- Archiving:
 - No backup policy is defined by default: it is the Platform Owner responsibility to set up a backup and storage policy in order to backup these records.

Appendix 1



78



79

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