



together with **CS Comms**

# ISTRA 9.0 Call Center Administration guide

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## **TRADEMARKS**

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## **PREAMBLE**

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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.

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## About this guide

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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 myIstra and ACD Console user guides for more details).

- myIstra 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

Note: 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 value	current value
MaxNbIpbxResources	10	1
MaxNbTerminals	1000	154
MaxNbUserExtensions	1000	109
MaxNbUserExtensionsClickToCallFE	100	59
MaxNbUserExtensionsMultiStageDialing	100	36
MaxNbUserExtensionsTapiDriver	100	37
MaxNbUserExtensionsVoicepad	1000	68
MaxNbUserExtensionsVoicepadG722_2	10	10
MaxNbUserExtensionsVoicepadG729	50	43
MaxNbUserExtensionsVoicepadVideo	2022	38
MaxNbUsers	1000	65
netipaddrvoip	ON	
<b>Enterprise</b>		
Enterprise	ON	
MaxEnterprisesPerIpbx	10	
MaxNbEmailSignaturesManager	50	1
MaxNbEnterprises	100	2
MaxNbFaxAddresses	100	1
MaxNbIvrWelcomeAttendant	100	20
MaxNbOCSSGateway	50	0
MaxNbUserExtensionsConferenceMaster	50	43
MaxNbUserExtensionsMylstra	200	67
MaxNbUserExtensionsSwitchboard	100	46
<b>ACD</b>		
MaxNbAdministratorAcdStatsAccess	100	30
MaxNbIsSkillBasedDistributionEnabled	100	2
MaxNbUserExtensionsACDAgent	100	45
MaxNbUserExtensionsACDCallPad	100	37
MaxNbUsersACDSupervisor	100	21
<b>IVRs &amp; Services</b>		
MaxNbIvrConference	100	2
MaxNbIvrForwardingRulesManagement	100	1
MaxNbIvrLastCaller	100	1
MaxNbIvrPlayMusic	100	4
MaxNbIvrRecordCustom	100	1

154 terminals out of 1000 have been created

65 users out of 1000 have been created

Infos related to ACD - 45 ACD agents and 21 ACD supervisors out of 100 have been created.

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

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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.

Note: An enterprise may already be using Centile ISTR 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.

Figure 2 User Extension creation page

Corporate PT System

Bold fields are mandatory.

field	value														
(1) extension	Enter extension prefix and select among suggested values: 248 <span>clear</span>														
telephonic state	Unavailable														
(2) label															
photo URL	 For optimal results, photo must be 60x60 pixels, or respect this ratio. <input type="text"/>														
(3) simultaneous calls on softphone	<input type="radio"/> always <input checked="" type="radio"/> from 2 <input type="text"/> simultaneous calls in progress														
(4) do not disturb	<input checked="" type="radio"/> off <input type="radio"/> on														
(5) hide caller's ID	<input checked="" type="radio"/> no <input type="radio"/> yes														
(6) publishing in directory	<input checked="" type="radio"/> yes <input type="radio"/> no														
(7) call waiting	<input type="radio"/> off <input checked="" type="radio"/> on														
(8) enable myIstra + salesforce screen popping on incoming calls	<input type="radio"/> no <input checked="" type="radio"/> yes														
(9) enable myIstra + salesforce screen popping on outgoing calls	<input type="radio"/> no <input checked="" type="radio"/> yes														
(10) privacy settings in directory	<input type="checkbox"/> End users will not be able to see the selected fields below, unless they have the Switchboard permission. <table border="1"> <thead> <tr> <th>available</th> <th>selected</th> </tr> </thead> <tbody> <tr> <td>PSTN numbers</td> <td></td> </tr> <tr> <td>assistants</td> <td></td> </tr> <tr> <td>extension</td> <td></td> </tr> <tr> <td>presence status</td> <td></td> </tr> <tr> <td>substitutes</td> <td></td> </tr> <tr> <td>superiors</td> <td></td> </tr> </tbody> </table> <input type="button" value="add &gt;&gt;&gt;"/> <input type="button" value="remove &lt;&lt;&lt;"/>	available	selected	PSTN numbers		assistants		extension		presence status		substitutes		superiors	
available	selected														
PSTN numbers															
assistants															
extension															
presence status															
substitutes															
superiors															

(11) save save and edit save and add new cancel

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 myIstra 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 myIstra –CRM screen pop up on incoming calls is enabled. To **disable**, select **no**.
10. By default, the myIstra – 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.

**Figure 3 Updated User Extension page**

Corporate Phone System

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 "nils" string to indicate a null value. [more information about extensions >](#)

Extension	Label	Service plan	Service plan status	CTI applications connected	Lastname	Firstname	Web identity
248			all				

One user extension found.

extension	service plan	photo URL	CTI applications connected	telephonic state	web identity	lastname	firstname	PSTN number label	call rule	device	publishing in directory	relations	external conferences	enable external video conferences?	myRe
<input type="checkbox"/> 248	BossSecretaryPromotion Legacy service-plan		no	Unavailable					NInternational DISANInternational		yes		no	no	yes

One user extension found.

delete | add | modify the selected

Extension # 248 has been created.



### 3.2 ACD Agent assignment to a newly created user extension

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 (Figure2) to activate the fields above the “fields subject to license”.

Figure 4 ACD Agent assignment to a User Extension

**User extension**

Corporate Phone System Corporate Phone System Corporate Phone System Corporate Phone System Corporate Phone System

User Extension Service Plan Relations Debug PSTN Numbers Call Rate Forwarding Rule Terminals Remote Terminal Lync Terminals

Service Membership

Bold fields are mandatory.

field	value
extension	248
administrative hierarchy	→CPS-SP/CPS-Reseller/cps
telephonic state	Unavailable
receptionist	no
label	
photo URL	<input type="text"/> For optimal results, photo must be 50x60 pixels, or respect this ratio.
simultaneous calls on softphone	<input type="radio"/> always <input checked="" type="radio"/> from 2 simultaneous calls in progress
group extension member?	no
paging group member?	no
do not disturb	<input checked="" type="radio"/> off <input type="radio"/> on
hide caller's ID	<input checked="" type="radio"/> no <input type="radio"/> yes
publishing in directory	<input checked="" type="radio"/> yes <input type="radio"/> no
USSD/SMS CallBack feature	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
call waiting	<input type="radio"/> off <input checked="" type="radio"/> on
enable CTI monitoring of personal calls	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
enable on the fly recording	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
enable myIstra + salesforce screen popping on incoming calls	<input type="radio"/> no <input checked="" type="radio"/> yes
enable myIstra + salesforce screen popping on outgoing calls	<input type="radio"/> no <input checked="" type="radio"/> yes
enable pickup	no, nobody is able to pickup my call
USSD: directory lookup policy	disabled <input type="checkbox"/> no, nobody is able to pickup my call permission. <input type="checkbox"/> yes, any extension is able to pickup my call <input type="checkbox"/> yes, but only my group member is able to pickup my call
privacy settings in directory	available: substitutes, assistants, supervisors, PSTN numbers, PLMN numbers, presence status selected: <input type="text"/>

**fields subject to license**

(1) activate conference chairman?	<input type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(2) activate DISA?	<input type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(3) activate call recording?	<input type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(4) activate ACD agent?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override ACD Agent Skills <a href="#">manage skills</a> FRANCAIS x ENGLISH x
(5) enable XPad?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
(6) XPad and Switchboard : enable desktop softphone?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
(7) XPad and Switchboard : enable desktop softphone with G.729 codec?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(8) XPad and Switchboard : enable desktop softphone with G.722.2 codec?	maximum capacity reached
(9) XPad and Switchboard : enable desktop softphone with video?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(10) XPad: enable the web XPad version?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
(11) XPad: enable web softphone?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
(12) XPad: enable ACD agent?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
(13) activate the "Switchboard operator" role	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(14) enable C2CFE and XPad CRM integration?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(15) enable WebVoiceCard?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(16) enable WebCallback?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(17) enable USSD user access?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override
(18) enable myIstra mobile client?	<input type="radio"/> no <input checked="" type="radio"/> yes <input type="checkbox"/> override
enable TAPI Connector?	<input checked="" type="radio"/> no <input type="radio"/> yes <input type="checkbox"/> override

**removed by service plan**

enable external conferences?	no <input type="checkbox"/> override
enable external video conferences?	no <input type="checkbox"/> override
enable myReports?	yes <input type="checkbox"/> override
enable myRCC?	no <input type="checkbox"/> override
enable myIstra in salesforce?	no <input type="checkbox"/> override

save apply cancel

Fields subject to license:

By default, the following “fields subject to license” are **disabled**. 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. SwitchBoard operator
13. C2CFE and XPad CRM integration.
14. Web Voicecard
15. Web Callback
16. USSD user access
17. Mylstra mobile client
18. TAPI Connector

Click on **save**. All changes will immediately be applied.

**Please note:** 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 ISTR 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.

Figure 5 IP Device creation page

The screenshot shows the 'IP device' creation form. At the top, there is a title bar 'IP device' and a note: 'For multi lines edition, fill the form and proceed proceed with 'save and edit multi line''. Below this is another note: 'Bold fields are mandatory.' The form is divided into several sections:

- model:** Aastra 30i, sip protocol. A note below states: '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.'
- device label:** (empty field)
- site:** CentileHosted-US (dropdown)
- NAT:**  use the nat of the site
- MAC address:** 00085D1A15A5
- password:**  generate it automatically  define it manually
- codec:** G711 (dropdown)
- extension:**
  - none
  - existing (enter extension prefix and select among suggested values, use \* as a wildcard prefix): 248 (user extension) [clear]
  - create new (enter extension prefix and select among suggested values): [clear]
- label:** (empty field)
- port 1:**
  - reject incoming calls:**  always  from 2 simultaneous calls in progress
  - reject outgoing calls:**  always  from 4 simultaneous  never
  - ring delay (s):** 0
  - fax:**  no  yes
  - scenario:** ACDScenario (dropdown)

At the bottom of the form are buttons: save, save and add new, save and edit multi line, and cancel. Numbered callouts (1-14) on the right side of the image point to the following elements:

- (1) Aastra 30i, sip protocol
- (2) Certified, live
- (3) device label
- (4) CentileHosted-US
- (5) use the nat of the site
- (6) 00085D1A15A5
- (7) generate it automatically
- (8) G711
- (9) existing (enter extension prefix and select among suggested values, use \* as a wildcard prefix)
- (10) 248 (user extension)
- (11) from 2 simultaneous calls in progress
- (12) from 4 simultaneous
- (13) ACDScenario
- (14) ACDScenario

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
4. Tick the box “**use the NAT of the site**” – refer [section 2.2 NAT creation and assignment to site](#) 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 functionalities
- **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 barring.

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

The screenshot shows a table with the following data:

device label	site	model	device id	extensions	PSTN number	status	Private IP	Public IP	multi-line	user agent
	CentileHosted-US	Aastra 30i, sip protocol	MAC address : 00085D1A15A4	248		out of service			yes	

Below the table, there are controls for 'delete', a dropdown menu, and an 'add' button.

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.

Figure 7 User creation page

**User**

Bold fields are mandatory.

field	value														
login	123														
blocked	<input checked="" type="radio"/> no <input type="radio"/> yes														
LDAP managed?	<input checked="" type="radio"/> no <input type="radio"/> yes														
extension	<input type="radio"/> none <input checked="" type="radio"/> existing (enter extension prefix and select among suggested values, use * as a wildcard prefix) 248 (user extension) <input type="button" value="clear"/> <input type="radio"/> create new (enter extension prefix and select among suggested values) : <input type="text"/> <input type="button" value="clear"/>														
firstname	Claire														
lastname	Rees														
default language	default community language (fr : français (french))														
custom message															
policy	inherited: inherited from the enterprise														
custom caller ID	manual custom caller ID <input checked="" type="radio"/> default: 0497231260 (enterprise pilot number) <input type="radio"/> manual <input type="radio"/> use presence states mapping additional Caller ID <input type="text"/> Please save and edit this user before granting additional caller ID														
email	claire.rees@centile.com														
department	Sales														
job title	customer asles														
home number															
mobile number	0657908721														
password	<input type="text"/> <input type="checkbox"/> modify <input type="text"/> <input type="text"/> confirm														
postal address															
privacy settings in directory	End users will not be able to see the selected fields below, unless they have the Switchboard permission. <table border="1"> <thead> <tr> <th>available</th> <th>selected</th> </tr> </thead> <tbody> <tr> <td>presence state</td> <td>mobile number</td> </tr> <tr> <td>custom presence state</td> <td></td> </tr> <tr> <td>home number</td> <td></td> </tr> <tr> <td>nickname</td> <td></td> </tr> <tr> <td>phone numbers</td> <td></td> </tr> <tr> <td>postal address</td> <td></td> </tr> </tbody> </table>	available	selected	presence state	mobile number	custom presence state		home number		nickname		phone numbers		postal address	
available	selected														
presence state	mobile number														
custom presence state															
home number															
nickname															
phone numbers															
postal address															
eFax	Search by: label support exact values, as well as asterisk (*) and question mark (?) wildcard characters. <input type="text"/> <input type="button" value="clear"/>														

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, mylstra 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 – If 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.
5. **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/mylstra 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/mylstra 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 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

The screenshot shows the 'User' management interface. At the top, there is a search bar with the value '248' entered. Below the search bar, a table displays the search results. An orange arrow labeled '(1)' points to the first row of the table, which contains the user information for Claire Rees.

login	blocked	extension	firstname	lastname	default language	presence state	email	community label	site	department	VIP	service ACD	supervisor	LDAP	managed
123	no	248	Claire	Rees	fr	professional - available	claire.rees@centile.com	Centile	Centile-hosted-US	Sales	no	no		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  $\mu$ -law, mono, 8000 Hz (easily readable on most computers).
- None (No e-mail sent).

**Click on save.**



## Chapter 4 – Supervisor creation

---

A supervisor primary 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

The screenshot shows the 'User' creation form with the following fields and values:

field	value
login	KDM
blocked	<input checked="" type="radio"/> no <input type="radio"/> yes
LDAP managed?	<input checked="" type="radio"/> no <input type="radio"/> yes
extension	<input type="radio"/> none <input type="radio"/> existing (enter extension prefix and select among suggested values, use * as a wildcard prefix) <input checked="" type="radio"/> create new (enter extension prefix and select among suggested values) : 125
firstname	Karine
lastname	Merouze
default language	default community language (fr : français (french))
custom message	
policy	inherited: inherited from the enterprise
custom caller ID	manual custom caller ID <input checked="" type="radio"/> default: 0497231280 (enterprise pilot number) <input type="radio"/> manual <input type="radio"/> use presence states mapping
additional Caller ID	Please save and edit this user before granting additional caller ID
email	k.merouze@gmail.com
department	Sales
job title	Sales Manager
home number	
mobile number	0687466114
password	<input type="text"/> (input) / <input type="text"/> (confirm)
postal address	
privacy settings in directory	available: additional informations, additional explanations, corporate user reference, access control system person reference, access control system status, professional postal address. selected: (empty)
eFax	Search by: label. support exact values, as well as asterisk (*) and question mark (?) wildcard characters. CentileFax 0497231289

At the bottom of the form, there are buttons for: save, save and edit, save and add new, and cancel.

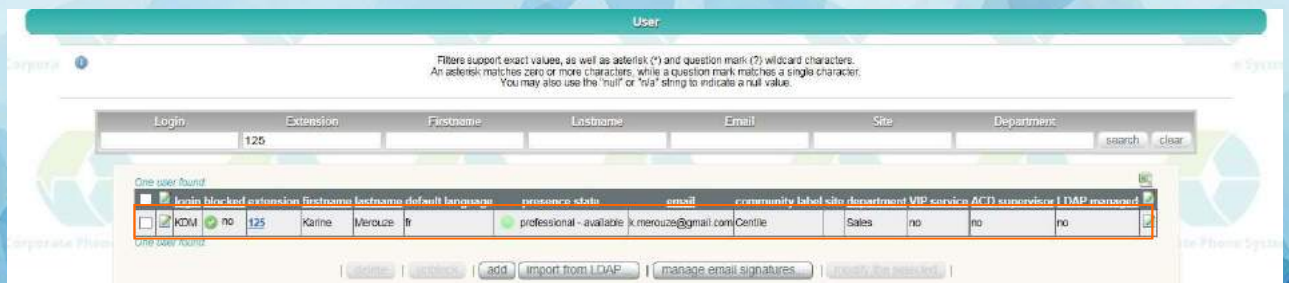
1. **Enter a login for the user.** Only 0-9, A-Z, - and \_ are authorized characters. It is used to log to the user Voicemail, XPad, myIstra applications.

Note: to connect to XPad and myIstra, 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 – If 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**
5. **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 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.

Figure 10 Updated Supervisor user creation



Karine Mérouze ext# 125 has been created.

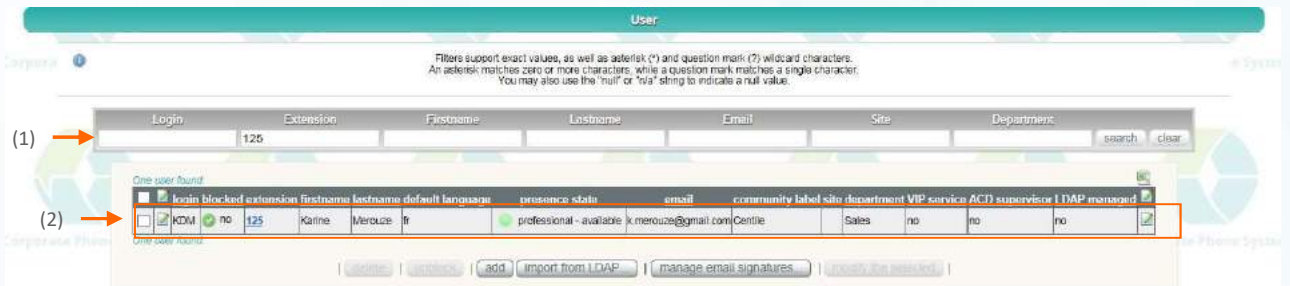


## 4.2 ACD Supervisor assignment to a user

Now that the user Karine Mérrouze 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



1. Search for the user Karine Mérrouze 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



Go to the field named **“Subject 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.

Figure 14 Device assignment to a Supervisor user

IP devices

128 terminals handled by 160 IP devices  
46 IP devices (out of 161) in service

Please note the different levels of device certification  
[more information >](#)

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 'nil' string to indicate a null value.

Device label	Site	Model	Certification	Device id	Device id type	Extension
[IP icon]	Emerald-Square Sophia Nat Vlan 302	Aastra 57i, sip protocol	MAC address : 00095D1A12B7	125	Karine Merouze	out of service

Private IP Public IP multi-line user agent

yes

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



### 4.3 Agent activation to a Supervisor

The supervisor's primary role 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.

Remember: 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.

Figure 15 Agent activation to a Supervisor

The screenshot shows the 'User extension' page with a search for extension 125. The search results table is as follows:

extension	service plan	photo URL	CTI applications connected	telephonic state	web identity	lastname	firstname	PSTN number	label	call rule	device
125	BossSecretaryPromotion Legacy service-plan		no	Unavailable	Merouze	Karine				NonInternational DISA NonInternational	Aastra 57i sip protocol 10008501A12B7:11

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.

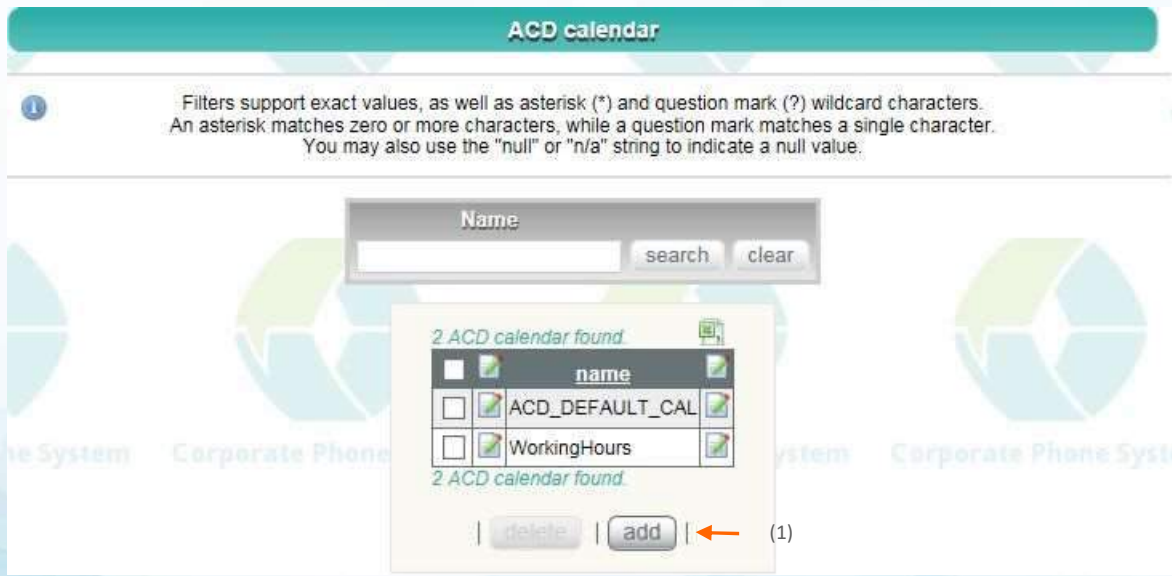
The enterprise administrator can create as many calendars as needed.

## 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



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

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

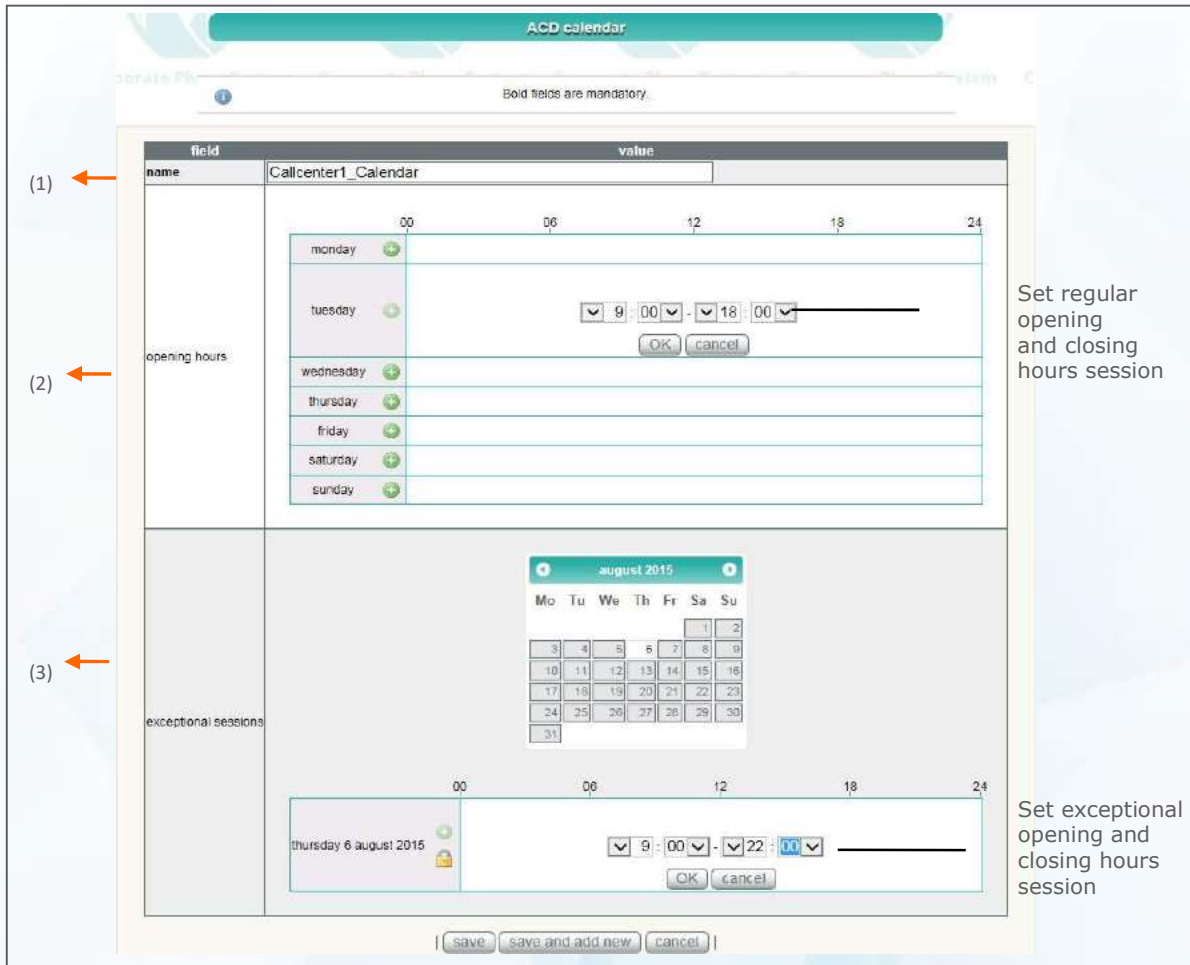
Monday – Friday: 9.00 am to 18.00 pm

Saturday and Sunday: closed

Opened exceptionally Thursday 6<sup>th</sup> August 2015 from 9.00 am to 22.00 pm



Figure 17 ACD calendar creation



Set regular opening and closing hours session

Set exceptional opening and closing hours session

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 6<sup>th</sup> 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.

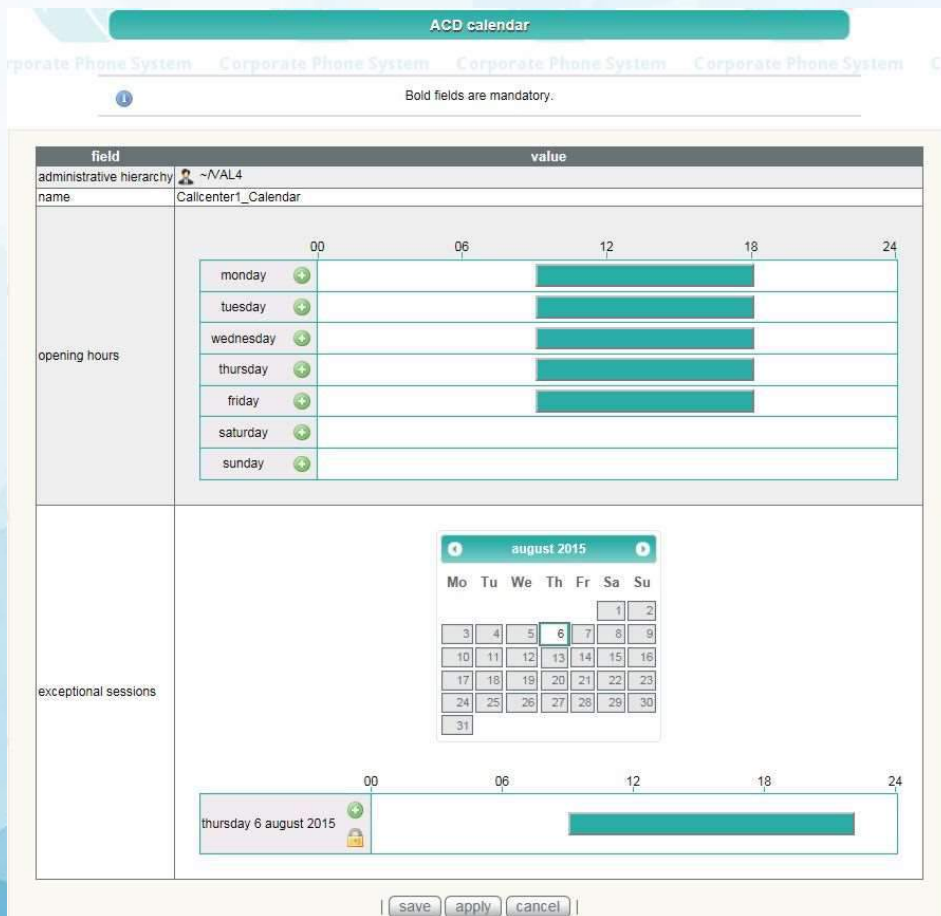
Figure 18 Updated ACD calendar



The new calendar has been uploaded.

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

Figure 19 New ACD calendar



The call center is open Monday to Friday from 9.00 am to 18.00 pm

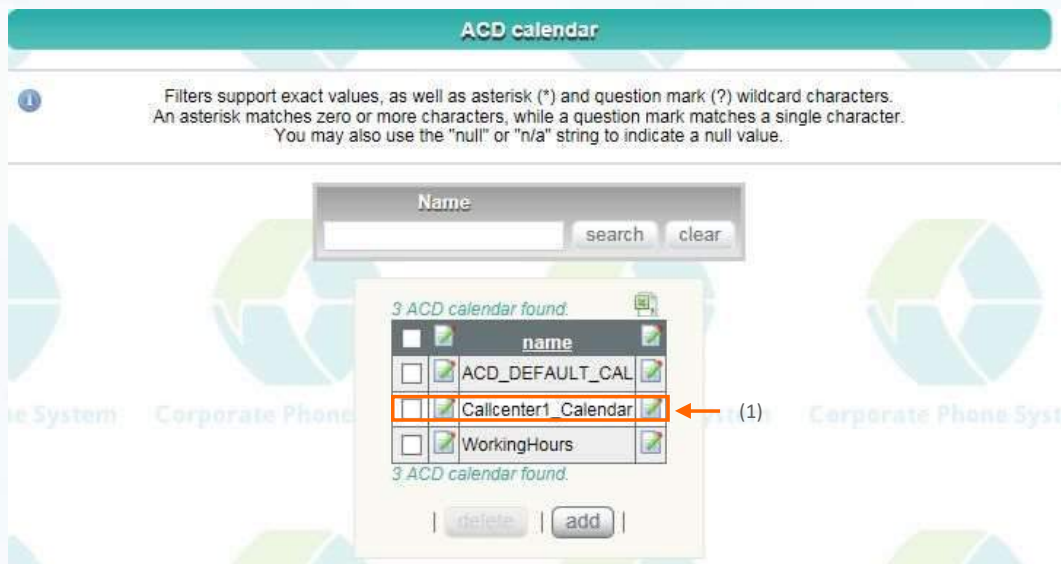
Exceptionally, the call center will remain open until 22.00 pm on Thursday 6<sup>th</sup> August 2015

## 5.2 ACD Calendar modification

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

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

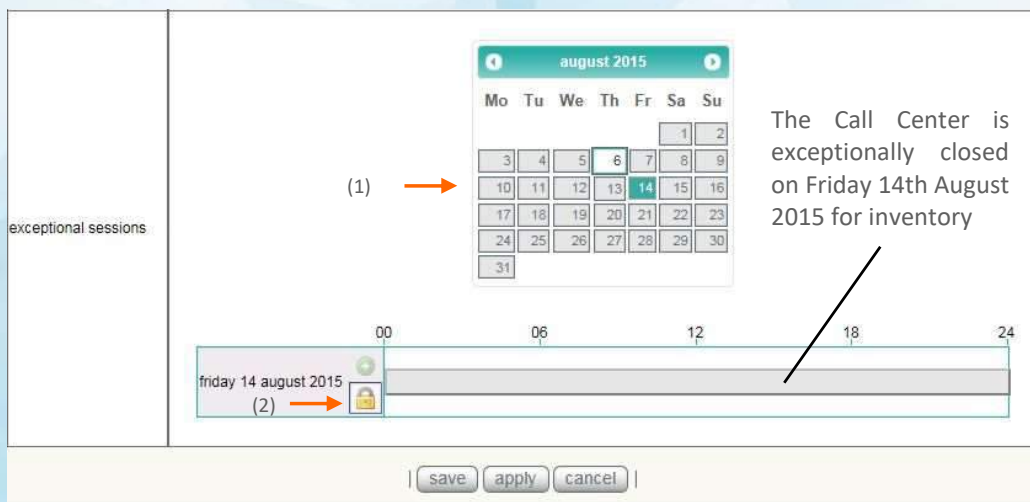
Figure 20 ACD calendar



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 14<sup>th</sup> August 2015** for inventory.

Figure 21 ACD calendar modification



1. **Select the day in the calendar** where session needs to be amended e.g. 14<sup>th</sup> August 2015
2. **Click the locker icon.** This will set the closing day.

**Click on save** to validate your choice.



## 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.

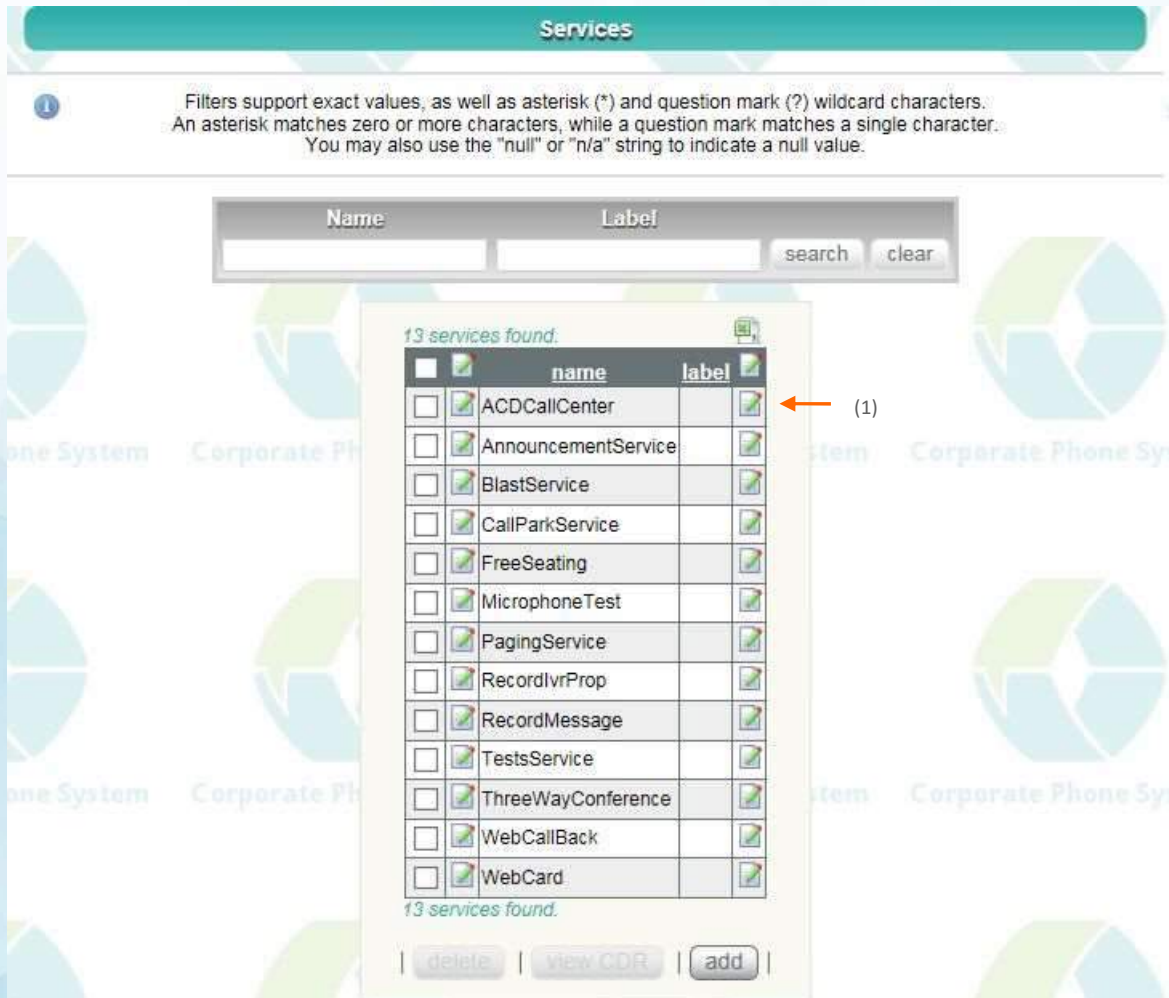
The CallBack service will be detailed in [Chapter 10](#).

## 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.

Figure 22 Services



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

Figure 23 ACD Call Center service

**Service**

Phone System Corporate Phone System Corporate Phone System Corporate Phone System

**bold fields are mandatory.**

field	value
<b>administrative hierarchy</b>	~/CPS-SP/CPS-Reseller/cps
name	ACDCallCenter
label	

**specific settings**

- Advanced: voicemail settings
- Advanced: breakout to number settings
- Advanced: skills settings
- Workflow: welcome phase
- Workflow: queue phase
- Workflow: distribution phase
- Workflow: exit conditions
- Callback phase
- Others

| save apply cancel |

Specific settings includes the following services:

Service	Definition	Default (delivered with Istra license)
<b>Advanced: voicemails settings:</b>		
breakout to ACD voicemail (by dialing '*' whilst caller is in queue)	Reach Group voicemail directly by dialing "*" during waiting time	No
message presenting *'s voicemail breakout	Play a message to inform that "*" breakout is available	No
block voicemail notifications to operators emails	Stop Grp voicemail notification by Email to all Group member	No
block voicemail notifications to unlogged operators	Stop Grp voicemail notification by Email to unlogged Group member only	Yes
comma-separated list of supplementary emails for voicemail notifications	Supplementary list of Email to notify	
bypass group number display policy for ACD voicemail (show original caller information)	ACD Voicemail always present the real caller number	Yes
<b>Advanced: skills settings</b>		
The skill defines the language	Allow to use skills as language selection	No
<b>Workflow: welcome message</b>		
bypass 'welcome' message when there are free agents	Do not play the welcome message when agents are available to take the call.	Disabled
'welcome' announcement	Welcome message is played at beginning 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 (Otherwise "ring back tone" is played while the agent is ringing)	Generic or activated
<b>Workflow: queue phase</b>		
Announce the number of persons in queue before you	Tell the caller the number of persons in the queue before him	Disabled
ETA notification	Estimated Time Announcement notification allowing the client to be aware of the AVERAGE estimated waiting time before an agent answers his call.	Disabled
maximum announcements repeat period (in seconds)	Announcements repeated every 60 seconds	60 secondes
<b>Workflow: distribution phase</b>		
ringing timeout (in seconds)	When a client is calling an ACD group, the phone of 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.	15 secondes
unreachable agent status duration (in seconds)	Unreachable status means that the device of the agent is not connected for any reasons. The call will therefore not be forwarded to him for 60 seconds.	60 secondes
audio played while agent is ringing	An audio file is played (max 1 minute) until agent answers the phone - please note that this file is played only once,	Generic or activated
<b>Workflow: exit conditions</b>		
'queue full' announcement	Audio message announcing that the waiting queue is full	Disabled
on full queue, forward to	Redirect the client to another number when the queue is full	No forwarding rules set
maximum duration in queue (in seconds) - ('maximum number of no answer' may supersede it)	A client cannot be waiting for his call to be answered more than 20 mins.	1200 secondes
maximum number of no answer - ('maximum duration in queue' may supersede it)	Replaces the maximum duration in queue service	Disabled
announcement when maximum time in queue or call attempts is reached	An announcement is played when the client has reached the maximum waiting time in the queue.	Disabled
on maximum duration or call attempts reached, forward to	After 20 mins waiting for his call to be answered, the client is redirected to another number.	
if all agents are logged out or have no device in service, close the ACD-group	Close the ACD Group if agents are logged out or have no device in service.	
if all agents are logged out or have no device in service and group is closed, play announcement	Audio message played agents are logged out or have no device in service and ACD group is closed.	
if all agents are logged out or have no device in service and group is closed, transfer call to opening/closing hours calendar	Transfer the call to another number if agents are logged out or have no device in service and the ACD group is closed.	
on closing hours, forward to	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 them of the closing hours	Disabled
<b>Callback phase</b>		
propose callback when queue closes for no operator	Callback option is proposed to client when there's no operator in the queue.	No
propose callback when max time in queue is reached	The callback option is proposed to client when "maximum time in queue" is reached	no
ringing timeout for callbacks (in seconds)	When agent has been called back, the procedure to call the original caller will ring for a maximum ringing duration. After this ringing time the callback request will be pause before being put back in the queue.	30 seconds
max callback attempts	Maximum number of time the callback procedure is put back in the queue	3
time in seconds to wait for an operator feedback after an answered callback call	When the Agent receives a call back procedure and the call has been unhook by the called party, Mylstra will ask the operator to confirm that the callback succeed to reach the called party(no Voicemail). This confirmation will be asked after after this delay.	10 seconds
time in seconds to pause a callback client before reinjecting it in queue	When Callback client doesn't succeed or is not unhook, the callback procedure is paused before being set again in the queue	600 seconds
announcement to client presenting the callback (press 1 ...)	Vocal message to propose callback procedure to client during waiting phase	Default msg
announcement to client presenting the callback (press 1 ...) before exiting (max time in queue and no operator	Vocal message to propose callback procedure to client before exiting	Default msg
announcement to client re-entering the callback	Vocal message to a client who already requested a callback and try to request a second it time	Default msg
announcement to client registering a callback	Vocal message to client to confirm the call back request	Default msg
callback announcement to operator	Vocal message to present to the Agent that the current call is a callback procedure, before calling back the original caller.	Default msg
send SMS on callback register	When Istra mobile is configured – allow to confirm callback registration by SMS when the caller is a mobile number	no
send SMS on callback success	When Istra mobile is configured – allow to confirm by SMS to the Caller that callback procedure as been confirmed as a success by the Agent - when the caller is a mobile number	no
send SMS on callback error	When Istra mobile is configured – allow to confirm by SMS to the Caller that callback procedure as been confirmed as a success by the Agent - when the caller is a mobile number	no
<b>Others</b>		
Early media activation	Early media is sent from ACD Grp during a predefined time (30sec by default)	no

## 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

**Service**

System Corporate Phone System Corporate Phone System Corporate Phone System Corporate Phone System

**Bold fields are mandatory.**

field	value
<b>administrative hierarchy</b>	~/CPS-SP/CPS-Reseller/cps
<b>name</b>	ACDCallCenter
<b>label</b>	Zfashion
<b>specific settings</b>	
Advanced: voicemail settings	
Advanced: breakout to number settings	
Advanced: skills settings	
Workflow: welcome phase	
<b>bypass 'welcome' message when there are free agents</b>	level: default value value: no
<b>'welcome' announcement</b>	level: generic enterprise announcement detail: <a href="#">Upload an audio resource</a>
<b>'waiting message' announcement</b>	level: disabled detail: no available detail
<b>music on wait</b>	level: preset audio resource detail: original file name: .../voiceapps/ACD/fr/WaitingMusicMsg.au
Workflow: queue phase	
<b>Announce the number of persons in queue before you</b>	level: default value value: no
<b>ETA notification</b>	level: generic enterprise value value: yes
<b># maximum announcements repeat period (in seconds)</b>	level: default value value: 60
Workflow: exit conditions	
<b>queue full announcement</b>	level: disabled detail: no available detail
<b>on full queue, forward to</b>	level: default value value: no number (no transfer)
<b># maximum duration in queue (in seconds)</b> (maximum number of no answer may supersede it)	level: default value value: 1200
<b># maximum number of no answer</b> (maximum duration in queue may supersede it)	level: default value value: 0
<b>announcement when maximum time in queue or call attempts is reached</b>	level: disabled detail: no available detail
<b>on maximum duration or call attempts reached, forward to</b>	level: default value value: no number (no transfer)
<b>if all agents are logged out or have no device in service, close the ACD-group</b>	level: default value value: yes
<b>if all agents are logged out or have no device in service and group is closed, play announcement</b>	level: disabled detail: no available detail
<b>if all agents are logged out or have no device in service and group is closed, transfer call to</b>	level: default value value: no number (no transfer)
<b>opening/closing hours calendar</b>	level: generic enterprise value value: Closed <small>please be aware that changing this value will impact the other instances which share this enterprise setting</small>
<b>on closing hours, forward to</b>	level: default value value: no number (no transfer)
<b>closing hours announcement</b>	level: generic enterprise announcement detail: <a href="#">Upload an audio resource</a>
Callback phase	
Others	

(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

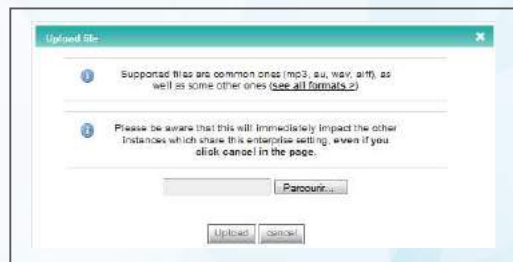
The enterprise administrator would like to upload the enterprise music on wait and not use the one by default. To do so, he must perform the following actions:

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



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.

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 [section 7.4 ACD overflow group creation and assignment](#).

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 mandatory when creating a Call Center and for the use of the Supervisor's ACD Console and mylstra 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

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



1. Click Add ton to open the ACD GROUPS creation page.

Figure 28 ACD group service



1. Select the ACD Group service “ACDCallCenter”. This selection is mandatory to create the ACD group.

Figure 29 ACD group creation

ACD group

Bold fields are mandatory.

field	value											
ACD service	ACDCallCenter <span style="float: right;">▼</span>											
<b>extension</b>	Enter extension prefix and select among suggested values: 130 <span style="float: right;"><a href="#">clear</a></span>											
group priority	<input checked="" type="radio"/> none <input type="radio"/> yes											
active	<input type="radio"/> no <input checked="" type="radio"/> yes											
forwarding rules management	<input type="radio"/> by administrators only <input checked="" type="radio"/> by administrators and members											
presence status	Unavailable											
label	ACD Group_1											
welcome message												
photo URL	<input type="text"/> <small>For optimal results, photo must be 60x60 pixels, or respect this ratio.</small>											
publishing in directory	<input checked="" type="radio"/> yes <input type="radio"/> no											
password	<input type="checkbox"/> modify input: <input type="text"/> confirm: <input type="text"/>											
queue size	5 <small>No maximum size set in Customizations / Enterprise page.</small>											
ring pattern	unison <small>The ring pattern will be modified when the queue is empty.</small>											
clerical time (s)	0											
group members	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">all</td> <td style="width: 20px;"></td> <td style="text-align: center;">selected</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">                     105 116 - Jeff Wiener 117 - Badr Cherkaoui 143 - Faker Moatamri 146 - Eric Blanquer 148 - Philippe Pédrón                 </td> <td style="border: none; text-align: center; vertical-align: middle;">                     ▲ insert &gt;&gt; add &gt;&gt;&gt; &lt;&lt;&lt;remove                 </td> <td style="border: 1px solid #ccc; padding: 2px;">                     144 - Emmanuel Roubion 142 - Pierre Vidalenc 140 - Isabelle Dalmasso 125 - Karine Merouze                 </td> </tr> <tr> <td style="border: none;"></td> <td style="border: none; text-align: center; vertical-align: middle;">                     up down                 </td> <td style="border: none;"></td> </tr> </table> </td> <td style="border: none; vertical-align: top;"> <input type="text"/>   Enter extension prefix and select among suggested values:                 </td> </tr> </table>	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">all</td> <td style="width: 20px;"></td> <td style="text-align: center;">selected</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">                     105 116 - Jeff Wiener 117 - Badr Cherkaoui 143 - Faker Moatamri 146 - Eric Blanquer 148 - Philippe Pédrón                 </td> <td style="border: none; text-align: center; vertical-align: middle;">                     ▲ insert &gt;&gt; add &gt;&gt;&gt; &lt;&lt;&lt;remove                 </td> <td style="border: 1px solid #ccc; padding: 2px;">                     144 - Emmanuel Roubion 142 - Pierre Vidalenc 140 - Isabelle Dalmasso 125 - Karine Merouze                 </td> </tr> <tr> <td style="border: none;"></td> <td style="border: none; text-align: center; vertical-align: middle;">                     up down                 </td> <td style="border: none;"></td> </tr> </table>	all		selected	105 116 - Jeff Wiener 117 - Badr Cherkaoui 143 - Faker Moatamri 146 - Eric Blanquer 148 - Philippe Pédrón	▲ insert >> add >>> <<<remove	144 - Emmanuel Roubion 142 - Pierre Vidalenc 140 - Isabelle Dalmasso 125 - Karine Merouze		up down		<input type="text"/> Enter extension prefix and select among suggested values:
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all		selected										
105 116 - Jeff Wiener 117 - Badr Cherkaoui 143 - Faker Moatamri 146 - Eric Blanquer 148 - Philippe Pédrón	▲ insert >> add >>> <<<remove	144 - Emmanuel Roubion 142 - Pierre Vidalenc 140 - Isabelle Dalmasso 125 - Karine Merouze										
	up down											
overflow group	existing (enter extension prefix and select among suggested values, use * as a wildcard prefix) 228 (Thierry's ACD - ACD group) <span style="float: right;">x</span>											
privacy settings in directory	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">available</td> <td style="width: 20px;"></td> <td style="text-align: center;">selected</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">                     substitutes assistants superiors PSTN numbers PLMN numbers presence status                 </td> <td style="border: none; text-align: center; vertical-align: middle;">                     ▲ add &gt;&gt;&gt; &lt;&lt;&lt;remove                 </td> <td style="border: 1px solid #ccc; padding: 2px;"> <input type="text"/> </td> </tr> </table> </td> <td style="border: none;"></td> </tr> </table>	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">available</td> <td style="width: 20px;"></td> <td style="text-align: center;">selected</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">                     substitutes assistants superiors PSTN numbers PLMN numbers presence status                 </td> <td style="border: none; text-align: center; vertical-align: middle;">                     ▲ add &gt;&gt;&gt; &lt;&lt;&lt;remove                 </td> <td style="border: 1px solid #ccc; padding: 2px;"> <input type="text"/> </td> </tr> </table>	available		selected	substitutes assistants superiors PSTN numbers PLMN numbers presence status	▲ add >>> <<<remove	<input type="text"/>				
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available		selected										
substitutes assistants superiors PSTN numbers PLMN numbers presence status	▲ add >>> <<<remove	<input type="text"/>										
override enterprise groups display policies	<input checked="" type="radio"/> no <input type="radio"/> yes											
group displayed number policy	original caller											
group displayed labels terminals policy	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">available</td> <td style="width: 20px;"></td> <td style="text-align: center;">selected</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">                     original called last called group                 </td> <td style="border: none; text-align: center; vertical-align: middle;">                     ▲ add &gt;&gt;&gt; &lt;&lt;&lt;remove                 </td> <td style="border: 1px solid #ccc; padding: 2px;">                     original caller                 </td> </tr> </table> </td> <td style="border: none;"></td> </tr> </table>	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">available</td> <td style="width: 20px;"></td> <td style="text-align: center;">selected</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">                     original called last called group                 </td> <td style="border: none; text-align: center; vertical-align: middle;">                     ▲ add &gt;&gt;&gt; &lt;&lt;&lt;remove                 </td> <td style="border: 1px solid #ccc; padding: 2px;">                     original caller                 </td> </tr> </table>	available		selected	original called last called group	▲ add >>> <<<remove	original caller				
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available		selected										
original called last called group	▲ add >>> <<<remove	original caller										
<b>fields subject to license</b>												
enable skills distribution?	<input type="radio"/> no <input checked="" type="radio"/> yes											
<b>specific settings</b>												
Advanced: voicemail settings												
Advanced: breakout to number settings												
Advanced: skills settings												
Workflow: welcome phase												
Workflow: queue phase												
Workflow: distribution phase												
Workflow: exit conditions												
Callback phase												
Others												

- (1)
- (2)
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- (15)
- (16)
- (17)
- (18)
- (19)
- (20)
- (21)



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 [section 7.4 Overflow group 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 [section 7.4 Overflow group creation](#).
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 30 Updated ACD group

The screenshot shows the 'ACD group' management page. At the top, there is a search bar and a filter section. Below that is a table with the following columns: extension, service plan, group priority, active, photo URL, CTI applications connected, PSTN number, label, web identity, publish in directory, publish in directory (x), ACD service, group members, relations, and calendar. The table contains one row for 'ACD Group\_1' with extension 130, service plan 'BossSecretaryPromotion Legacy serviceplan', group priority 0, active status 'yes', photo URL empty, CTI applications connected 'no', PSTN number empty, label 'ACD Group\_1', web identity empty, publish in directory 'yes', publish in directory (x) '0', ACD service 'ACDCallCenter', group members '144 (1 manual Inclusion) 142 (1878 videomc more >)', relations empty, and calendar 'ACD\_DEFAULT\_CAL'. The row is highlighted with an orange border.

extension	service plan	group priority	active	photo URL	CTI applications connected	PSTN number	label	web identity	publish in directory	publish in directory (x)	ACD service	group members	relations	calendar
130	BossSecretaryPromotion Legacy serviceplan	0	yes		no		ACD Group_1		yes	0	ACDCallCenter	144 (1 manual Inclusion) 142 (1878 videomc more >)		ACD_DEFAULT_CAL

The ACDGroup\_1 with ext # 130 has been created.

**Please note:** 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.

Figure 31 ACD group

The screenshot shows the 'ACD group' management interface. At the top, there is a search bar with a filter icon and a search button. Below the search bar, there is a table of ACD groups. The first row is highlighted, and an orange arrow labeled '(1)' points to the 'modify' button in the first column of that row.

extension	service plan	group priority	active	photo URL	CD applications connected	PSTN number	label	web identity	publis hms in directory	clerical time (s)	ACD service	group members	relations	calendar
130	BossSecretaryPromotion Legacy service-plan	0	yes	ns			ACD Group_1	yes	0		ACDCallCenter	144 (Emmanuel Roubon) 142 (Pierre Vidiane) more >		ACD_DEFAULT_CAL

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 [section 6.2 ACD Call Center service parameters modification](#)



## 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.

Figure 32 ACD group



(1) ↑

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

Figure 33 ACD group service



2. Select the ACD Group service **“ACDCallCenter”**. This selection is mandatory to create the ACD group.

Figure 34 ACD groups creation

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.

Figure 35 Updated ACD group

extension	service plan	group	photo	CTI applications	PSTN	publishing	clerical
314	Legacy service-plan	OverflowGroup_1				yes	0

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.

**Figure 36 Overflow group assignment**

The screenshot shows the 'ACD group' configuration page for extension 130. The 'overflow group' field at the bottom is highlighted with an orange box and has an arrow pointing to it from the label '(1)'. The dropdown menu for this field is open, showing a list of available overflow groups. The selected option is '314 (OverflowGroup\_1 - ACD group)'. The list of available groups includes: 105 - Jeff Wiener, 116 - Badr Cherkaoui, 117 - Badr Cherkaoui, 143 - Fakr Moatamri, 146 - Eric Blanquer, 148 - Philippe Pédrón, 144 - Emmanuel Roubion, 142 - Pierre Vidaleuc, 140 - Isabelle Delmasso, and 125 - Karine Merouze.

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 → **PSTN NUMBERS** → 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**

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

Numbers in left list supports multiple selection; use CTRL + clic to select numbers individually, or use SHIFT + clic to select a continuous range of numbers.

PSTN numbers			extension	
#	PSTN numbers	internal number	#	internal number
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	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 (JCCCCC - IVR service)
10	0489879149	230	10	309 (ThierryDebordementACD - ACD group)
11	0497231260	501	11	310 (user extension)
12	0497231261	261	12	311 (Thierry'sACD228 - IVR service)
13	0497231262	262	13	312 (thierry'stest2 - IVR service)
14	0497231263	263	14	313 (user extension)
15	0497231264	264	15	314 (OverflowGroup_1 - ACD group)
16	0497231265	265	16	320 (Bertrand Pourcelot - user extension)
17	0497231266	266	17	321 (JeanCharles - IVR service)
18	0497231267	267	18	322 (Olivier Gerlain - user extension)
19	0497231268	568	19	324 (Sales Test ACD - ACD group)
20	0497231269	269	20	328 (Thierry'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

PSTN Numbers assignment to extensions

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

Numbers in left list supports multiple selection: use CTRL + clic to select numbers individually, or use SHIFT + clic to select a continuous range of numbers.

PSTN numbers

90 PSTN numbers found, displaying 1 to 20

#	PSTN numbers	internal number
1	0489879140	140
2	0489879141	121
3	0489879142	142
4	0489879143	143
5	0489879144	217
6	0489879145	402
7	0489879146	146
8	0489879147	147
9	0489879148	148
10	0489879149	230
11	0497231260	501
12	0497231261	261
13	0497231262	262
14	0497231263	263
15	0497231264	264
16	0497231265	265
17	0497231266	266
18	0497231267	267
19	0497231268	568
20	0497231269	269

0489879140

extension

226 internal number found, displaying 1 to 20

#	internal number	
1	314	
2	314 (OverflowGroup_1 - ACD group)	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	
...	...	

314 (OverflowGroup\_1 - ACD group)

(3)

↑

assign

release

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

The screenshot shows two side-by-side tables. The left table, titled 'PSTN numbers', has 90 numbers found and displays 1 to 20. It has columns for '#', 'PSTN numbers', and 'internal number'. The right table, titled 'extension', has 226 internal numbers found and displays 1 to 20. It has columns for '#', 'internal number', and a description.

PSTN numbers			extension		
90 PSTN numbers found, displaying 1 to 20			226 internal number found, displaying 1 to 20		
#	PSTN numbers	internal number	#	internal number	
	0489879140	314	1	100 (WebCard Centile - user extension)	
2	0489879141	121	2	101 (WelcomeAttendant_12.ivr - IVR service)	

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 → ALL EXTENTIONS → ACD GROUPS to open the ACD GROUPS page.

Figure 40 ACD GROUPS page for PSTN Number Assignment

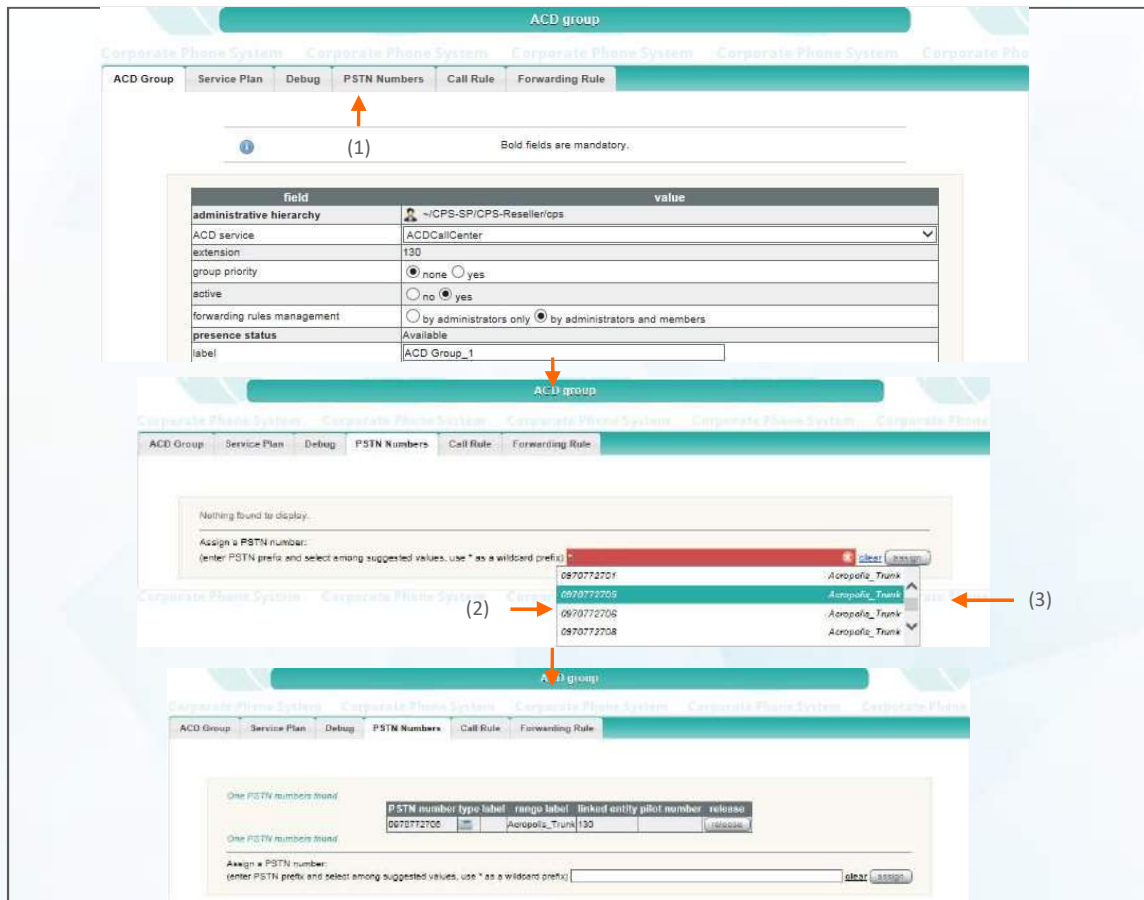
The screenshot shows the 'ACD group' page. It includes a search filter section with a table of columns: Extension, Label, Service plan, Service plan status, CTI applications connected, Web identity, and PSTN number. Below this is a table with one ACD group found. An orange arrow labeled '(1)' points to the 'modify' button for the first row.

extension	service plan	group priority	active	photo URL	CTI applications connected	PSTN number	label	web identity	publishing in directory	clerical time (s)	ACD service	group members
130	BossSecretaryPromotion Legacy service-plan	0	yes		no		ACD Group_1	yes	0	ACDCallCenter	144 (Emmanuel Roubion) 142 (Pierre Vidalenc) more >	

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.

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 **on the 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 → **FORWARDING RULES** to open its page. Any existing Call Forwarding Rules declared for your Enterprise are displayed.

Figure 42 FORWARDING RULE

Corporate Phone Sys

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.

Label	Assigned to	Inherited	Type	Filter	Presence state	Destination	Specific caller	Schedule	Max time before 'no answer' (s)
ToPTQLab	147	no	always	all calls		288		9h00 - 23h00, from monday to friday	15
toVM	216	yes	on busy	all calls		555		always	15
ToVM	267	yes	no answer	all calls		default community voicemail		always	25
Vacances Espagne	283	yes	always	external calls	personal - on vacation	AwayAttendant		always	15
Vers mon mobile	295	no	always	all calls		user mobile number (0687424679)		always	15
voicemail-onbusy	295	yes	on busy	all calls		default community voicemail		9h00 - 18h00, from monday to friday	15
Voyage	283	no	always	all calls	professional - travelling	default community voicemail		always	15
Week Days Night 2/2 FWD to mobile	267	no	no answer	all calls		user mobile number (+33670854932)		0h00 - 8h00, from monday to friday	15
Week Days Night1/2 FWD to mobile	267	no	no answer	all calls		user mobile number (+33670854932)		10h00 - 24h00, from monday to friday	15
Week end FWD on Mobile	267	yes	no answer	all calls		user mobile number (+33670854932)		0h00 - 23h59, from saturday to sunday	8
weekends	278	no	always	all calls		user mobile number (0685122842)		all day long, from saturday to sunday	20
Working@Home	147	no	always	all calls		+33681680292		always	15

add | add | (1)

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

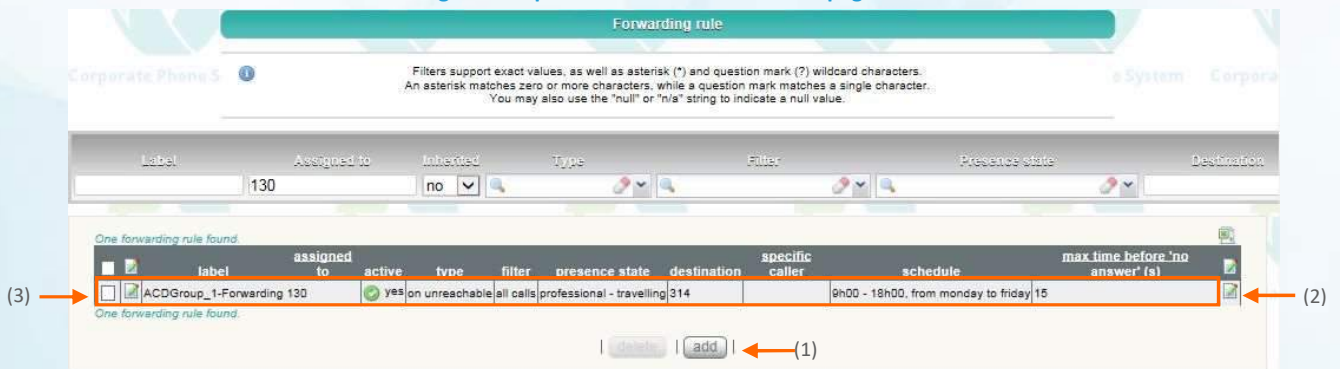
Figure 43 FORWARDING RULES creation page

1. Enter a label (optional)
2. In the assigned to field, **select the ACD Group Extension** to which you want to assign a forwarding rule. 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**.

Figure 44 Updated FORWARDING RULES page



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 → ALL EXTENSIONS → 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)

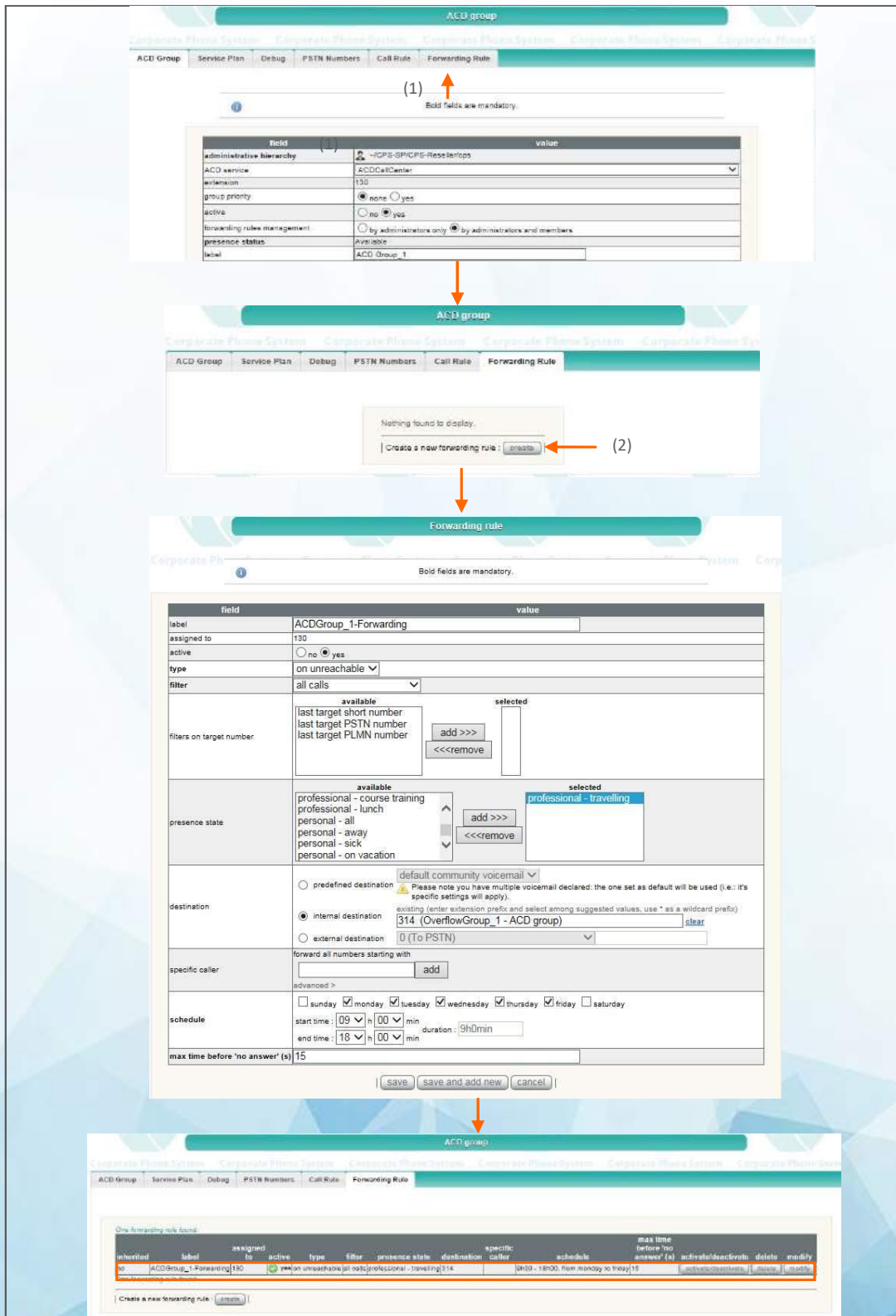
Figure 45 ACD Groups page - FORWARDING RULES

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. [more information about extensions >](#)

extension	service plan	group priority	active	photo applications URL	CTI applications connected	PSTN number	label	web identity	publishing in directory	clerical time (s)	ACD service	group members
130	BossSecretaryPromotion Legacy service-plan	0	yes		no	0970772705	ACD Group_1	yes	0		ACDCallCenter	144 (Emmanuel Roubion) 142 (Pierre Vidaleuc) more >
211	BossSecretaryPromotion Legacy service-plan	0	yes		no		Eric's ACD group	yes	0		ACDCallCenter	146 (Eric Blanquer)
224	Legacy service-plan	0	yes		no		Demo Group ACD	no	5		ACDCallCenter (ACDServer)	290 (Outman HAYTOUMI) 279 (Nicolas COEVOET) more >

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

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	
<input type="checkbox"/> propose callback when queue closes for no operator	level : service value value : no
<input type="checkbox"/> 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
# 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
<input type="checkbox"/> announcement to client presenting the callback (press 1 ...)	level : service audio resource detail : original file name : .../voiceapps/ACD/fr/CallbackAnnouncement.au duration : 6s
<input type="checkbox"/> announcement to client presenting the callback (press 1 ...) before exiting (max time in queue and no operator)	level : service audio resource detail : original file name : .../voiceapps/ACD/fr/CallbackAnnouncementBeforeExiting.au duration : 8s
<input type="checkbox"/> announcement to client re-entering the callback	level : service audio resource detail : original file name : .../voiceapps/ACD/fr/CallbackAlreadyInQueue.au duration : 8s
<input type="checkbox"/> announcement to client registering a callback	level : service audio resource detail : original file name : .../voiceapps/ACD/fr/CallbackRegistered.au duration : 7s
<input type="checkbox"/> callback announcement to operator	level : service audio resource detail : original file name : .../voiceapps/ACD/fr/CallbackWaitAnswer.au duration : 4s
<input type="checkbox"/> send SMS on callback register	level : service value value : no
<input type="checkbox"/> send SMS on callback success	level : service value value : no
<input type="checkbox"/> send SMS on callback error	level : service value value : no
Others	
removed by service plan	
enable callback?	no <input type="checkbox"/> override <input type="checkbox"/>



## 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

ACD & Agents Stats and Logs

Filter per agent

Filter per Enterprises and ACD groups

Settings

Range (time/calls/minutes)

**PURECLOUD**  
together with CS Comms

Enterprise : Chemistry

Stats & Logs

- ACD Logs
- ACD Stats
- Agent Logs
- Agent Stats

Range

Today's ACDs data

10/04/2012

Archived ACDs

Last Calls

Last Minutes

Powered by Camilla

All Agents

Listing records 1 - 8 of 8

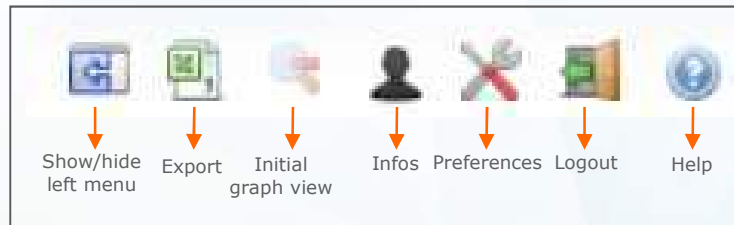
Dynamic update screen

Call Date	Call ID	Called	Calling Number	Enterprise	Queue ID	Queue Name	Queue Wait Duration
10/04/2012 12:06:57	133405241762	42	18	Chemistry	42	newACD	00:00:03
10/04/2012 12:08:10	133405249008	42	18	Chemistry	42	newACD	00:00:19
10/04/2012 12:08:48	133405252800	42	16	Chemistry	42	newACD	00:00:05
10/04/2012 12:08:58	133405253800	42	24	Chemistry	42	newACD	00:00:05
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
10/04/2012 12:09:19	133405255966	42	17	Chemistry	42	newACD	00:01:12
10/04/2012 12:09:30	133405257020	42	20	Chemistry	42	newACD	00:00:49

## 10.2 ACD Stats settings

The ADC stats console allows the following actions:

Figure 49 ACD stats settings



### 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 50 CSV file

Call Date	Call ID	Collected	Calling Name	Enterprise	Queue ID	Queue Name	Queue Wait	Ringing Dura	Agent	Nb Logged	A Nb Free	Age	Queue size	Queue Posit	Talking Dura	End Cause	CDR Call Row ID
10/04/2012 12:06	13340524175	42	18	Chemistry	42	newACD	00:00:05	00:00:00	null	3	0	5	0	00:00:00	AgentAnswer	Chemistry.13340524175.com.6961.118	
10/04/2012 12:08	13340524900	42	18	Chemistry	42	newACD	00:00:15	00:00:02	13 : nicola Bono	3	2	5	0	00:00:05	AgentAnswer	Chemistry.13340524891.78.com.6966.118	
10/04/2012 12:08	13340525280	42	18	Chemistry	42	newACD	00:00:06	00:00:03	28 : Mathie Matie	3	2	5	0	00:01:20	AgentAnswer	Chemistry.1334052527143.com.7006.118	
10/04/2012 12:08	13340525388	42	24	Chemistry	42	newACD	00:00:05	00:00:01	13 : nicola Bono	3	1	5	0	00:00:41	AgentAnswer	Chemistry.1334052517043.com.7028.124	
10/04/2012 12:09	13340525490	42	15	Chemistry	42	newACD	00:00:44	00:00:01	13 : nicola Bono	3	0	5	1	00:00:05	AgentAnswer	Chemistry.1334052542003.com.7008.125	
10/04/2012 12:09	13340525500	42	40	Chemistry	42	newACD	00:00:44	00:00:01	13 : nicola Bono	3	0	5	2	00:00:18	AgentAnswer	Chemistry.1334052549068.com.7000.140	
10/04/2012 12:09	13340525596	42	17	Chemistry	42	newACD	00:01:32	00:00:02	28 : Mathie Matie	3	0	5	3	00:00:06	AgentAnswer	Chemistry.1334052559043.com.7000.117	
10/04/2012 12:09	13340525702	42	20	Chemistry	42	newACD	00:00:49	00:00:03	28 : Mathie Matie	3	0	5	4	00:00:04	AgentAnswer	Chemistry.1334052568500.com.7005.120	
10/04/2012 12:39	13340543488	42	18	Chemistry	42	newACD	00:00:04	00:00:01	13 : nicola Bono	3	2	5	0	00:01:00	AgentAnswer	Chemistry.1334054347936.com.7123.118	
10/04/2012 12:39	13340543571	42	18	Chemistry	42	newACD	00:00:04	00:00:02	28 : Mathie Matie	3	1	5	0	00:20:49	AgentAnswer	Chemistry.1334054356287.com.7125.140	
10/04/2012 12:39	13340543660	42	38	Chemistry	42	newACD	00:00:51	00:00:01	13 : nicola Bono	3	0	5	1	00:09:28	AgentAnswer	Chemistry.1334054365183.com.7107.138	
10/04/2012 12:39	13340543658	42	24	Chemistry	42	newACD	00:10:29	00:00:01	13 : nicola Bono	3	0	5	2	00:10:22	AgentAnswer	Chemistry.1334054365118.com.7122.124	
10/04/2012 12:39	13340543677	42	27	Chemistry	42	newACD	00:20:04	00:00:00		3	0	5	3	00:00:00	QueueMast	Chemistry.1334054367041.com.7127.127	
10/04/2012 12:39	13340543720	42	29	Chemistry	42	newACD	00:20:05	00:00:00		3	0	5	4	00:00:00	QueueMast	Chemistry.1334054371365.com.7162.129	
10/04/2012 12:39	13340543767	42	40	Chemistry	42	newACD	00:00:27	00:00:00		3	0	5	5	00:00:00	CallHang	Chemistry.1334054375944.com.7167.140	
10/04/2012 12:39	13340543804	42	17	Chemistry	42	newACD	00:00:00	00:00:00		3	0	5	0	00:00:00	QueueFullM	Chemistry.1334054379784.com.7122.127	
10/04/2012 12:39	13340543843	42	20	Chemistry	42	newACD	00:00:00	00:00:00		3	0	5	0	00:00:00	QueueFullM	Chemistry.1334054381793.com.7103.120	
10/04/2012 12:39	13340543922	42	17	Chemistry	42	newACD	00:00:00	00:00:00		3	0	5	0	00:00:00	QueueFullM	Chemistry.1334054391813.com.7109.117	

### 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.

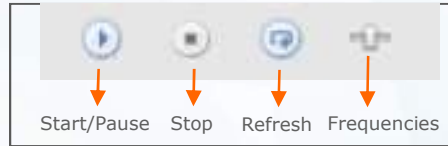
Figure 51 Preferences



### 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

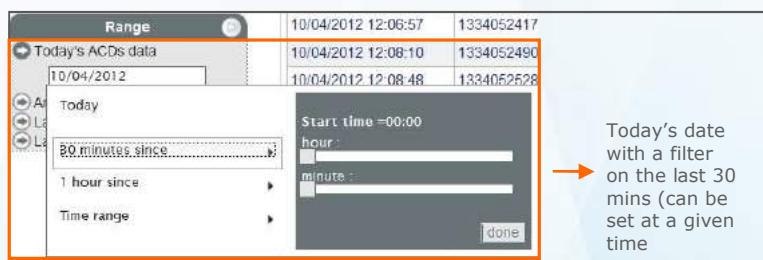


Figure 54 Archived date

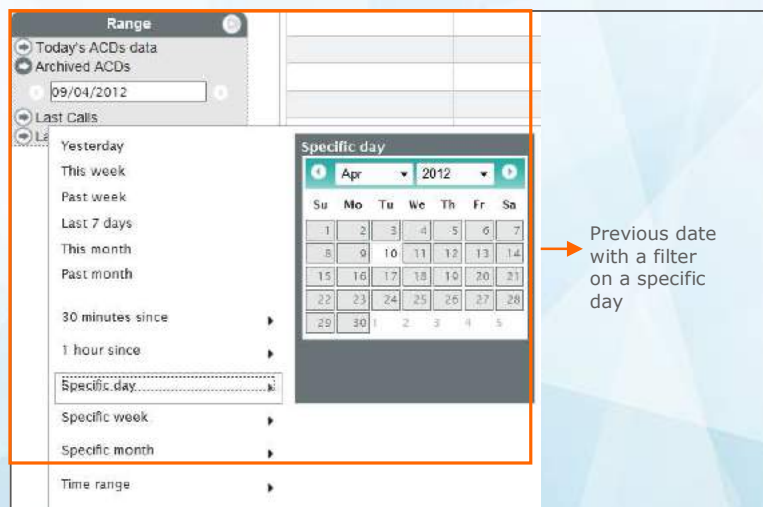


Figure 55 Latest ACD calls

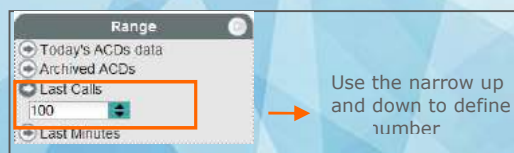
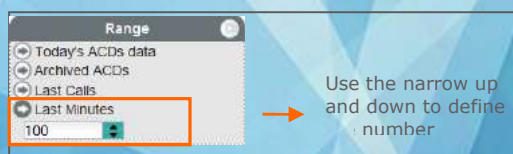


Figure 56 ACD calls within last minutes

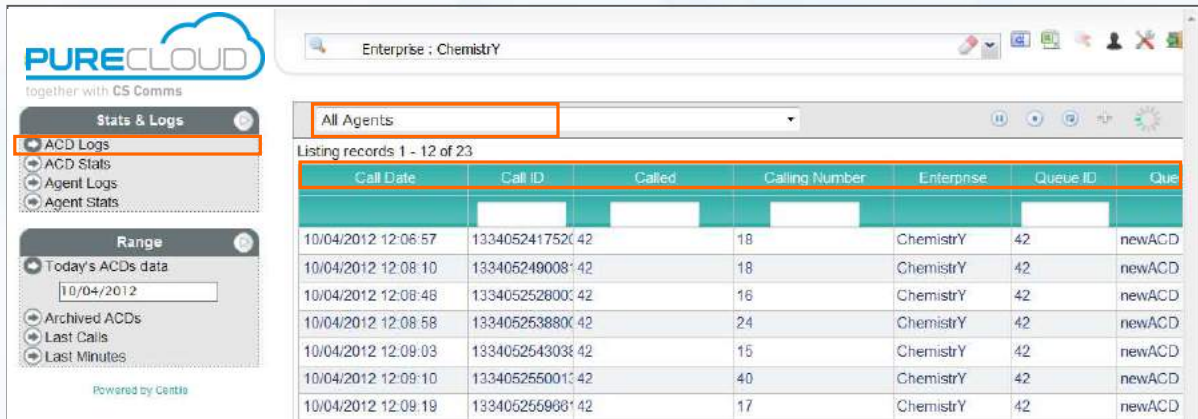


## 10.5 ACD Logs

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.

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

Figure 57 ACD Logs



### 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



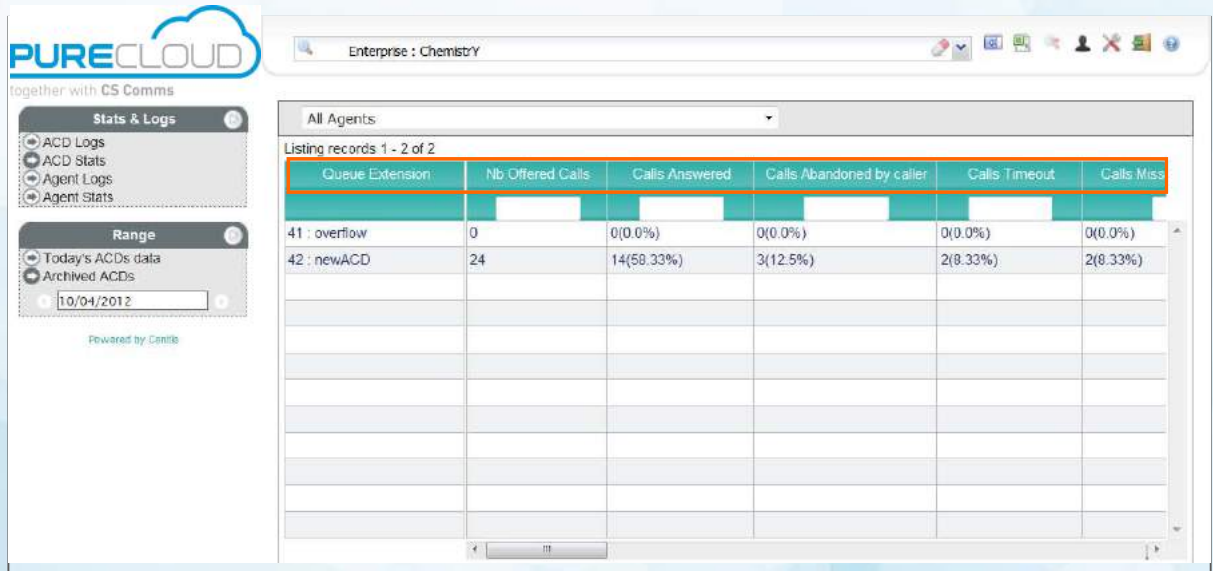
Nb Free Agents	Number of agents available to take a call.
Queue Size	Number of waiting customers before you.
Queue Position	Rank in Queue when call arrives (0 if directly sent to an agent)
Talking Duration	Duration of actual conversation between caller and agent (0 if no agent has answered – time spent in queue is excluded)
End Cause	<p>Call Termination Reason:</p> <ul style="list-style-type: none"> <li>▪ ACD busy FWD rule</li> <li>▪ System Hang Up (No ACD FWD rule)</li> <li>▪ Agent FWD rule</li> <li>▪ System Hang Up(No Agent FWD rule)</li> <li>▪ Answered by an agent</li> <li>▪ Missed call during off hours</li> <li>▪ Max duration in queue reached</li> <li>▪ Caller Hang up on agent ringing</li> <li>▪ User Hang up on queue</li> <li>▪ User Hang up during the welcome announcement</li> </ul>
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



### 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: $\text{nb\_calls\_answered}/\text{nb\_calls\_offered}$
Calls abandoned by caller (number and %)	Number of calls abandoned by callers before the call is answered by an agent. Percentage = $\text{nb\_calls\_bandoned}/\text{nb\_calls\_offered}$
Calls TimeOut (number and %)	Number of calls dropped by the system because of Timeout. This case occurs only if: <ul style="list-style-type: none"> <li>• A timeout occurs (no agent has answered)</li> <li>• No fwd rule on no nswer is programmed on the ACD queue)</li> </ul> Percentage = $\text{nb\_calls\_timeout}/\text{nb\_calls\_offered}$

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:

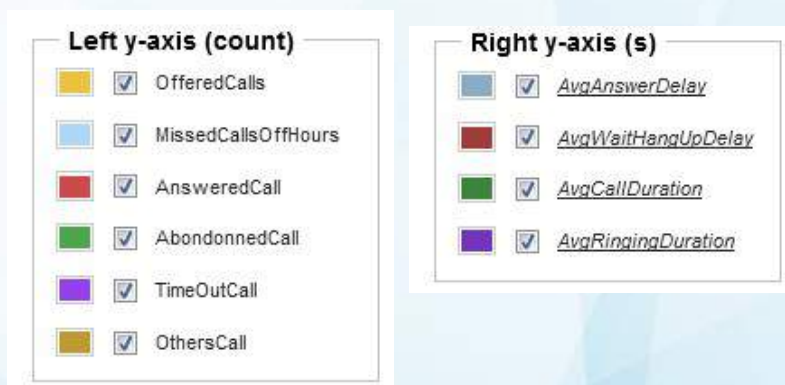


Figure 59 ACD Stats Graph in bars

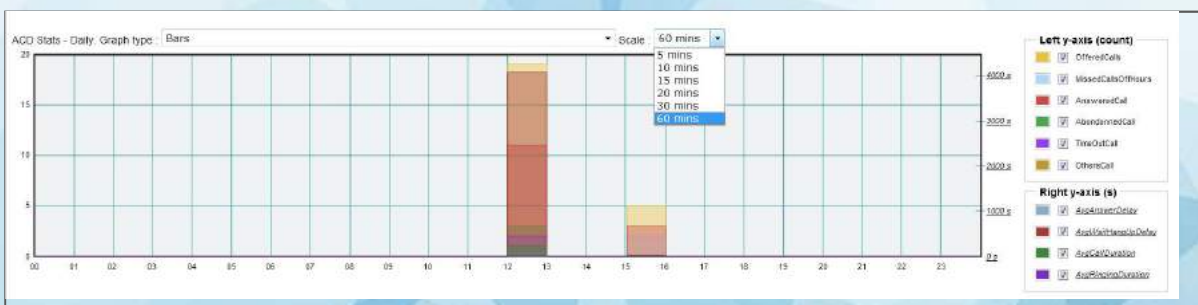
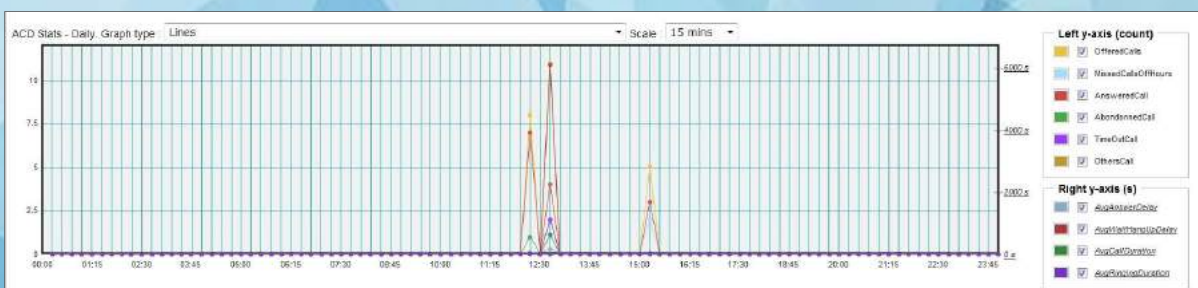


Figure 60 ACD Stats Graph in lines

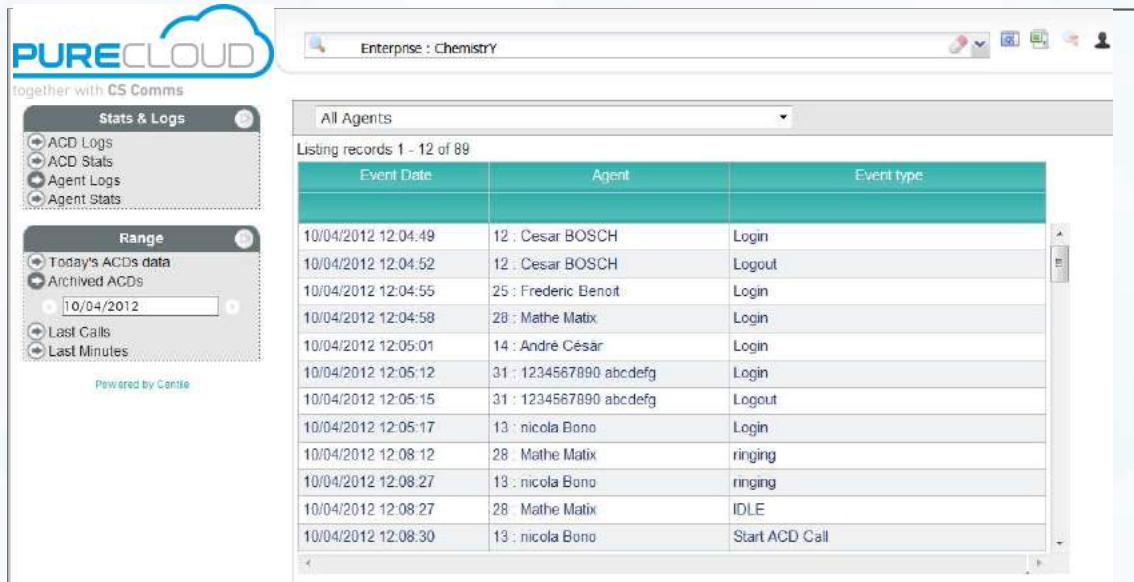


## 10.7 Agent Logs

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



### Agent logs detailed information

Information	Description
Event Date & Time	Date and time related to all agents activity
Agent Identification	Agent extension #
Event Type	<p>Agent status:</p> <ul style="list-style-type: none"> <li>• Unreachable (phone unavailable e.g. phone off or rebooting, network cut ...)</li> <li>• Idle (=not in a call)</li> <li>• Syndical pause (inter call pause)</li> <li>• Ringing</li> <li>• Log in</li> <li>• Log out</li> <li>• Pause</li> <li>• start an ACD Call</li> <li>• end an ACD Call (off hook)</li> <li>• start a non ACD Call</li> <li>• end a non ACD Call (off hook)</li> </ul>

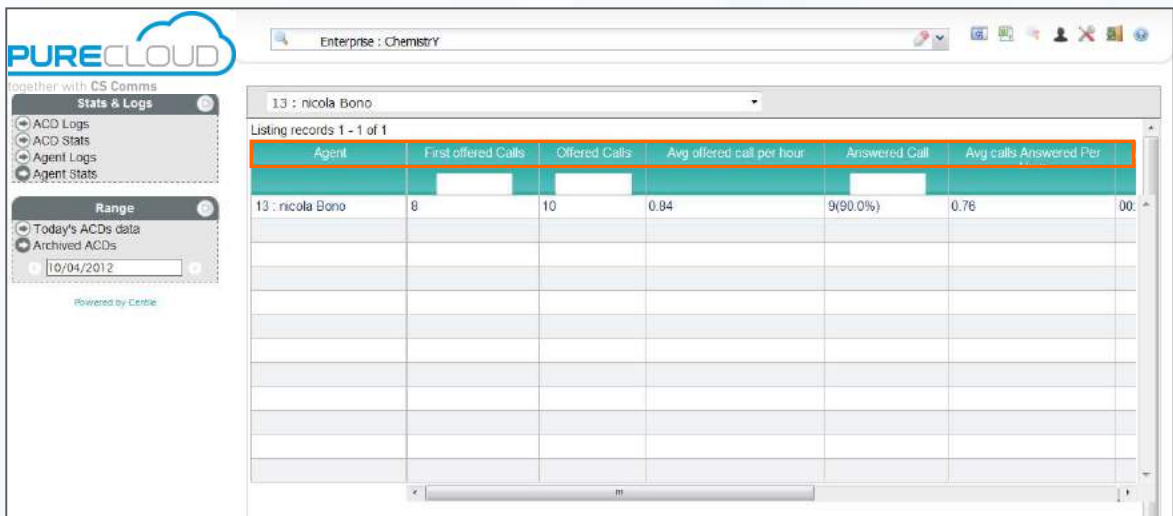
## 10.8 Agents Stats

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



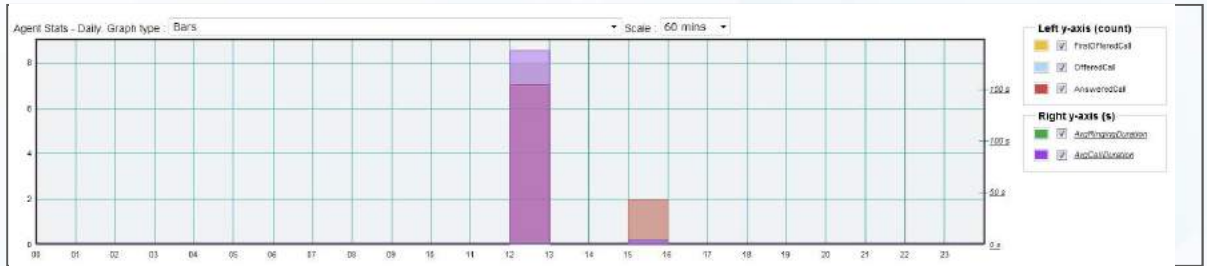
### Agents stats detailed information

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.

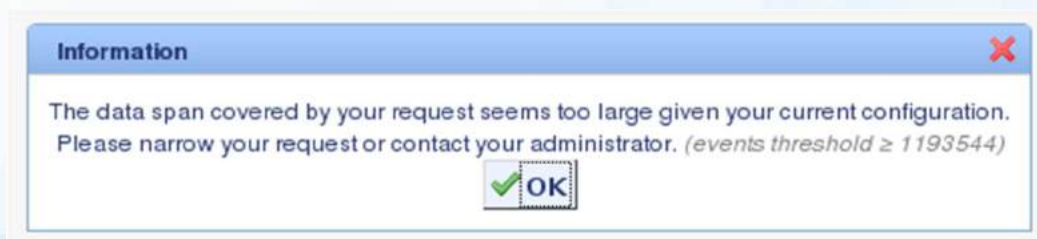
The enterprise administrator MUST select an agent in order to view the graph.

## 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.

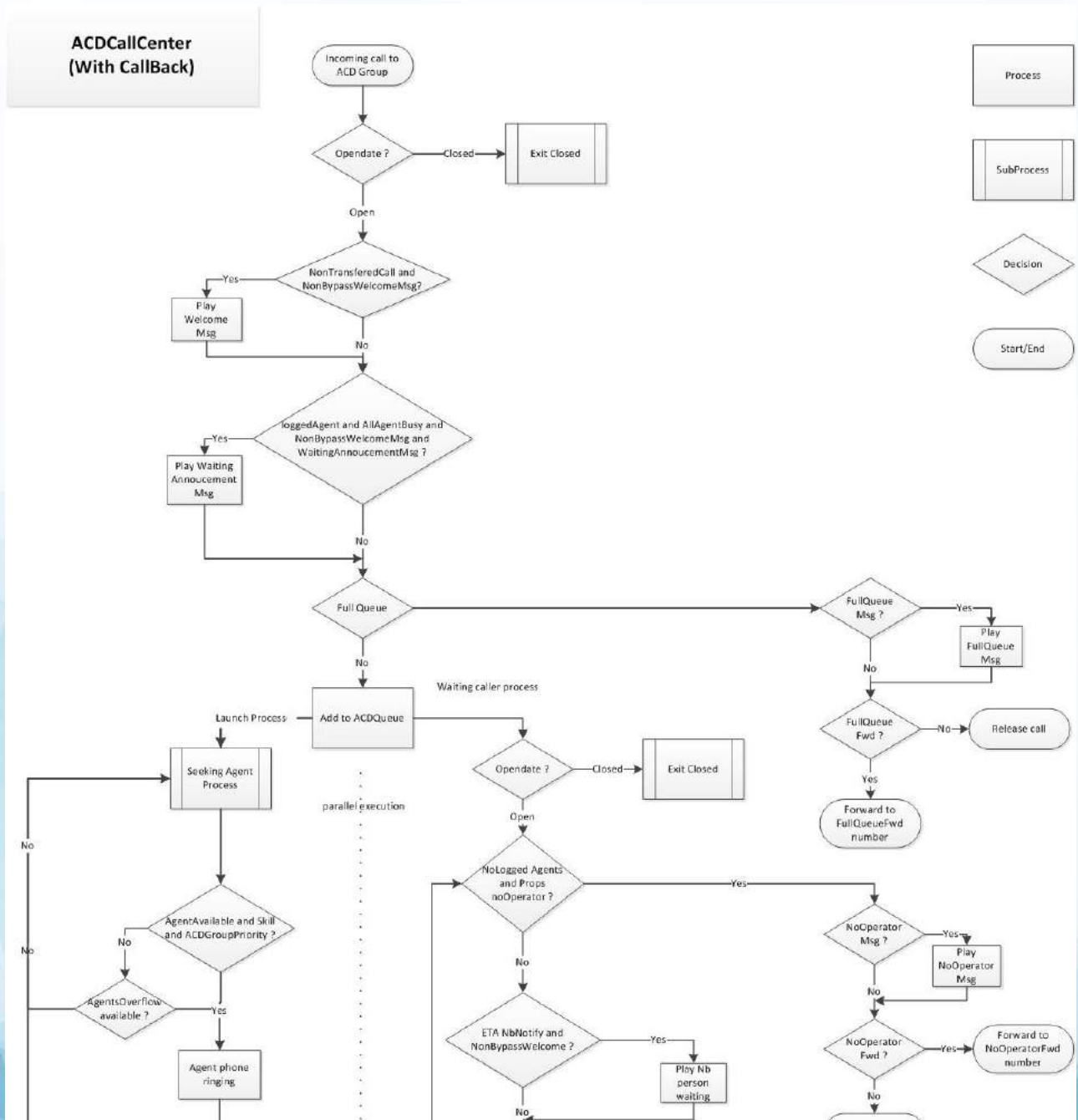
Moreover, there is a sanity check regarding the query span according to existing configuration, in order to not overload the database server. It may occasionally drive the user to narrow its selection (including CSV export):



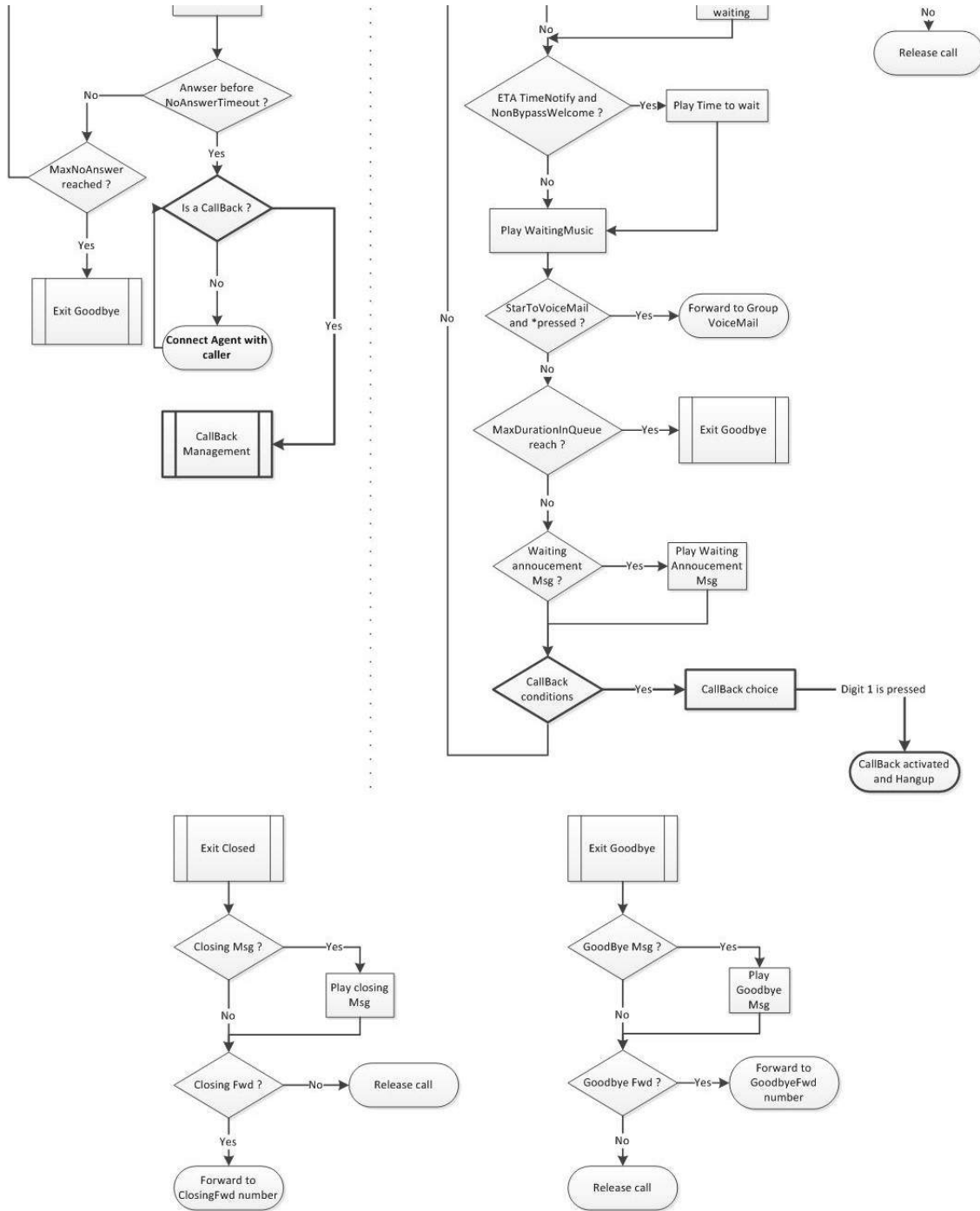
The enterprise administrator may want to regularly purge ACDStats records, according to the calls activity, to avoid getting this message.

- **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







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