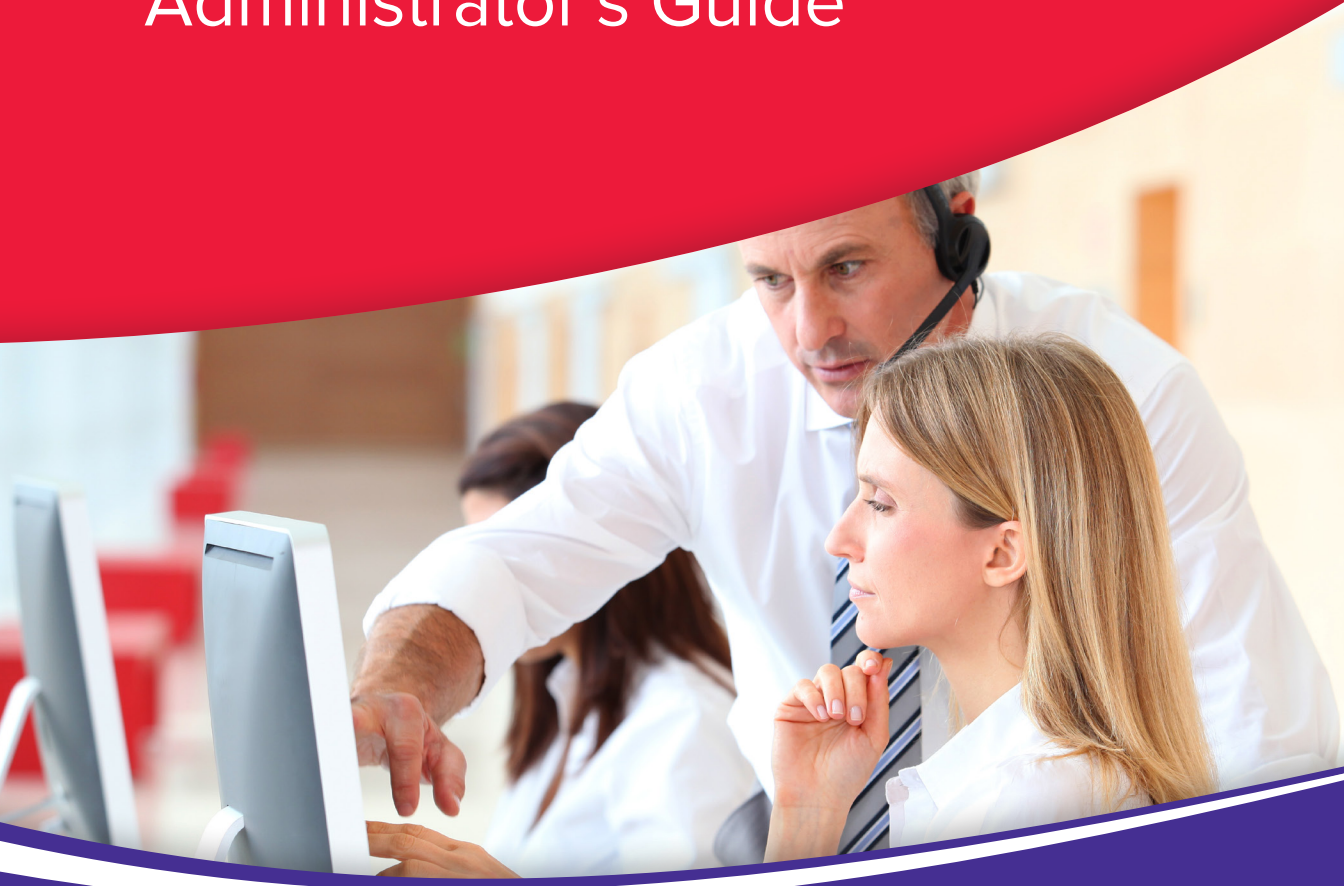
RCN BUSINESS INTEGRATED ACD

Administrator's Guide



RCN BUSINESS Voice

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Integrated ACD for Business Group Administrators

RCN Business Integrated ACD allows Business Group Administrators to see detailed statistical information on the activity of the Multi Line Hunt Group(s) in their Business Group or Department using the Call Manager BG Admin interface. If a Business Group Administrator manages any MLHGs using the Premium ACD service level, it can also be used to access a number of advanced supervisory features for monitoring MLHG members, including the ability to listen in on or participate in calls.

How Integrated ACD Works

Integrated ACD uses the Multi Line Hunt Group (MLHG) feature within a Business Group to provide detailed information about MLHG activity through the Call Manager interface, both for Business Group Administrators and the MLHG members.

This information is particularly useful if you are operating a small call center and want to monitor the performance of your call center staff.

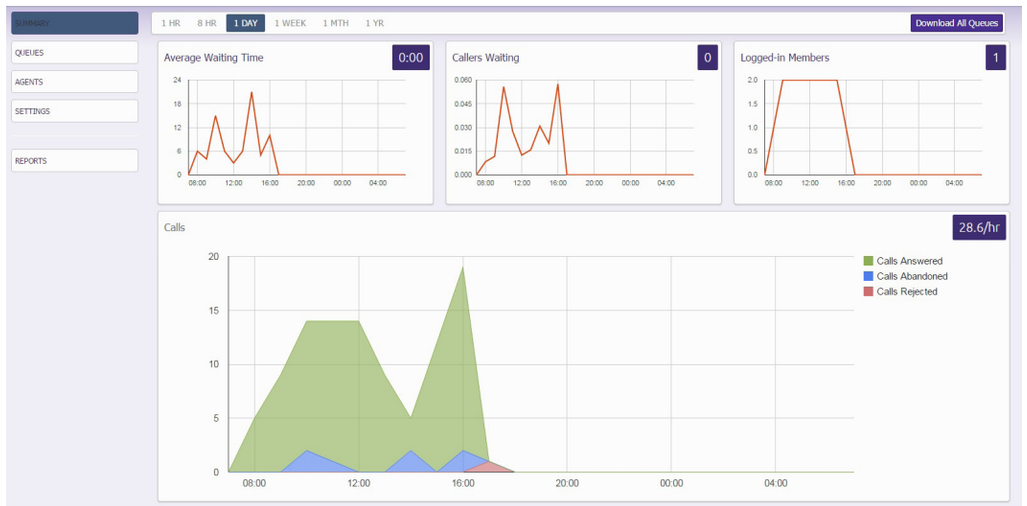
MLHGs

Your Business Group will include one or more MLHGs. You can view the configuration of these MLHGs using the Call Manager BG Admin interface.

On this page, you can view, edit, move and remove MLHGs, add and remove member lines, and access the configuration options for the member lines. These tasks are described in Using Call Manager to Administer MLHGs.

Integrated ACD

Once calls are coming in to the MLHG, you can use the Call Manager BG Admin interface to launch a range of pages that provide real-time and historical statistics on how each of your MLHGs is performing.



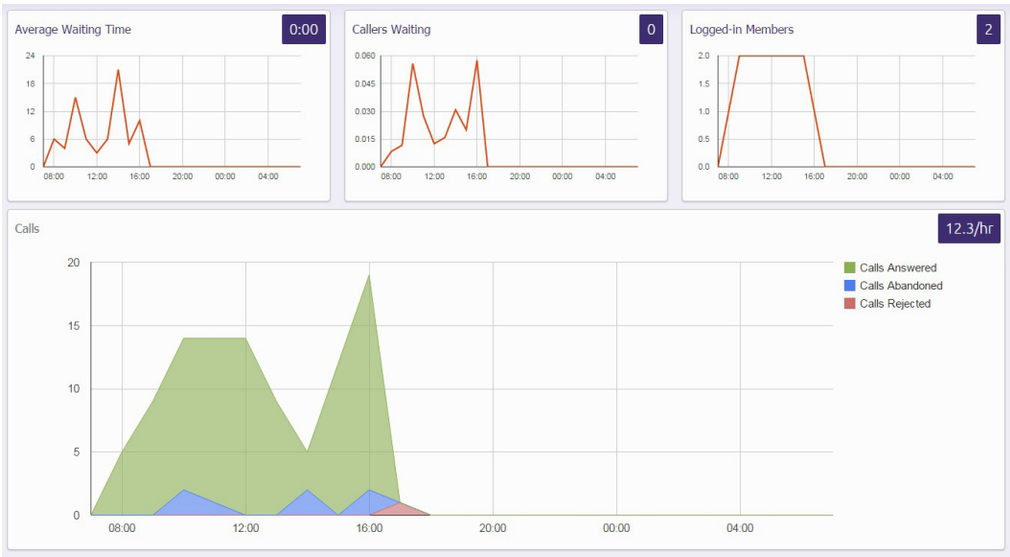
On this screen you can see summary information about all the MLHGs together (if you have more than one in your Business Group):

- The white numbers in the purple boxes on the top right of each graph are a snapshot at the current time. The graphs show historical data for the time period selected.
- You can hover over the data lines on the graphs to see tooltips giving information for a specific time within the time period of the graph.
- You can click on a time period at the top of the screen to show historical data for a different time period, for example 1 Day or 1 Week.
- You can download a .csv file that has more detailed statistics of all your queues for a selected time period.

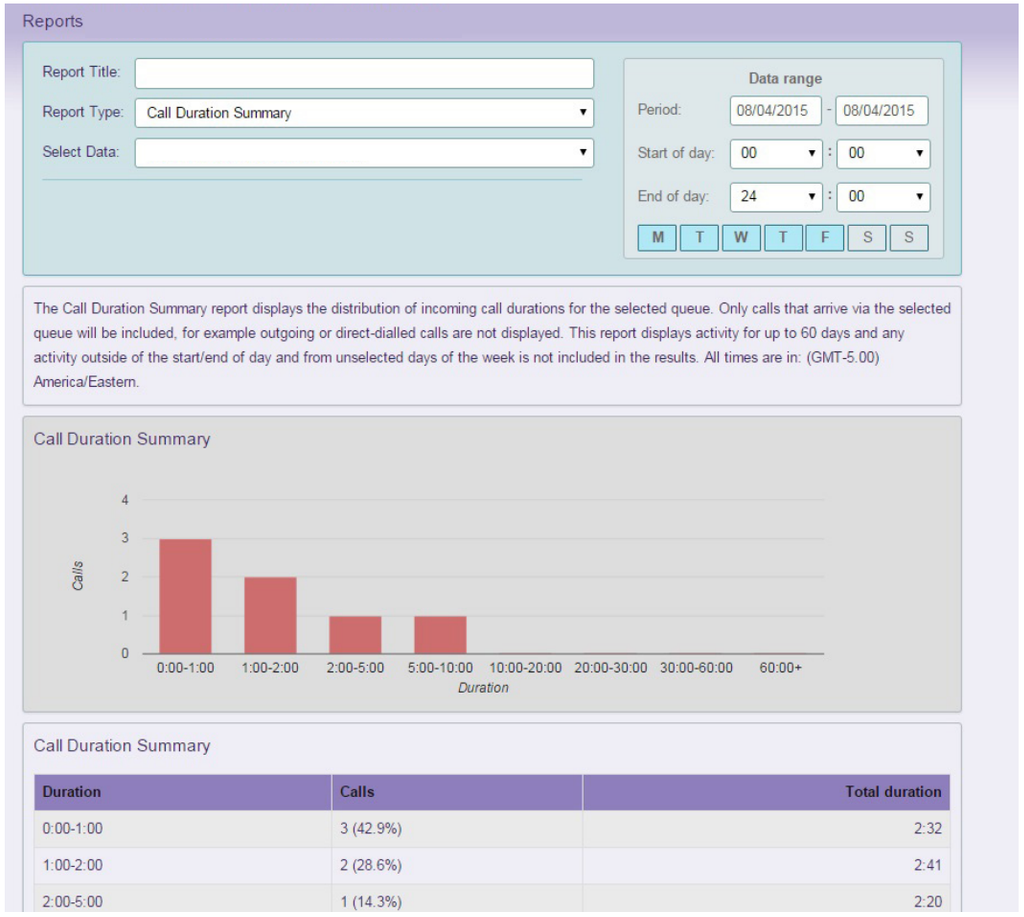
There are separate screens that display more detailed information on the activity of queues and agents, for example allowing you to view statistics for an individual agent.

This information can be displayed in two different views: the detailed graphical view shown above, or a Wallboard view illustrated below that removes the navigation, enlarges the graphs and shows data for the time period that is currently selected.

There are separate screens that display more detailed information on the activity of queues and agents, for example allowing you to view statistics for an individual agent.



You can also launch the Reports page, which allows you to create detailed reports on different areas of your Call Center's performance during a specific time period.



Using Call Manager to Administer MLHGs

Business Group Administrators can use the Call Manager BG Admin interface to make changes to the configuration of the MLHGs within their Business Group or Department, including adding and removing MLHG lines and amending the configuration options on those lines.

Before You Begin

You must be able to access the Call Manager BG Admin interface using a browser by going to http://myphone.rcn.com/bg. Use your phone number and voicemail pin number to log in.

About this task

This task describes some of the typical actions you may need to carry out to administer your Multi-Line Hunt Groups and MLHG members.

These include:

- Finding MLHGs in Call Manager
- Moving MLHGs between departments in a Business Group
- Viewing and modifying an MLHG.
- Adding lines to an MLHG.
- Removing lines from an MLHG.
- Changing positions of lines within the MLHG.
- Renaming an MLHG.

You must ensure that you adhere to the following capacity guidelines when administering MLHGs.

- You can configure up to 10 MLHGs for use with Integrated ACD in a single Business Group.
- Each MLHG configured for use with Integrated ACD can have up to 64 MLHG members. Each Business Group can have a maximum of 100 MLHG members.
- Each MLHG member can be a member of up to 10 MLHGs that are configured for use with Integrated ACD.

Finding MLHGs in Call Manager

This task describes how to find your MLHGs in Call Manager.

Detailed procedure

1. Log in to the Call Manager BG Admin interface. You will now be on the **Lines** page.
2. Click on **MLHGs** in the navigation panel on the left-hand side of this page.
3. You will now see the MLHG page.
4 . If your MLHG is in a sub-department of the Business Group and is not currently being displayed, use the drop-down list at the top of the page to select the Department.
5. You will now see all the MLHGs in this Business Group or Department.

Moving MLHGs

This task describes how to move an MLHG between departments within your Business Group.

Detailed procedure

1. Tick the checkbox on the left of the MLHG that you want to move.
2. Use the drop-down at the bottom of the screen to select the department that you want to move the MLHG to.
3. Click **Move.**

Result: The MLHG will now be moved to the new department.

Viewing and Modifying MLHGs

This task describes how to view the details of an MLHG and to modify its settings.

Detailed procedure

1. Select the MLHG by clicking on the Group icon to the right of that MLHG.
2. You will now see the details of this MLHG.
3. To see whether any pilot numbers have been configured for the MLHG, open the **MLHG Pilots tab**.
   - A pilot number is one which, when called, enters this MLHG.
4. To view and modify the lines configured in the MLHG, open the **MLHG Lines** tab.
   - You will now see details of all the lines which are members of this MLHG, including whether each member is currently logged in.
   - You can click on the icon on the far right of the screen to view the configuration for that particular line.
5. To view and modify the settings for the MLHG, open the **Settings** tab.
   - You can use this tab to change the name of the MLHG.
   - You can also view the call distribution algorithm that is currently in use for this MLHG and other detailed MLHG settings. If you want to change any of these settings, you should contact RCN Business Services at 1-877-726-7000

Adding a New MLHG Member Line to an MLHG

This task describes how to add a new MLHG member line to an MLHG. Note that there should be no more than 64 MLHG member lines in each MLHG.

These steps assume that you have already accessed the **MLHG Lines** tab as described in the previous section.

There are two different ways to add a line:

- If you know the telephone number, you can enter it directly.
- If you do not know the telephone number of the line, or want to add a number of lines, you can select them from a list of available lines.

Detailed procedure

1. To add a single line for which you know the telephone number, type the number in the A**dd single line** field at the foot of the **MLHG Lines** screen.
2. Click **Add**.
3. To pick one or more lines from a list of available lines, click the **Add Lines** button at the foot of the **MLHG Lines** screen.
4. A new screen appears showing all the available lines.
5. Tick the checkbox to the left of the line(s) that you want to add.
6. Click **Add Selected**.

Result: You have now added one or more new MLHG members to this MLHG.

Removing an MLHG Member Line from an MLHG

This task describes how to remove an MLHG member line from an MLHG. This will not delete the line from the Business Group or Department: it will just no longer be a member of the MLHG.

These steps assume that you have already accessed the **MLHG Lines** tab.

Detailed procedure

1. On the **MLHG Lines** tab, tick the checkbox alongside the line(s) you want to remove from the MLHG.
2. Click the **Remove Selected** button at the foot of the **MLHG Lines** screen.

Result: The lines that you selected will now be removed from the MLHG.

Changing the Position of an MLHG Member Line in an MLHG

This task describes how to change the position of an MLHG member line in an MLHG. When a call is received in the MLHG, it may be routed to MLHG members in the order in which they are listed in the MLHG.

These steps assume that you have already accessed the **MLHG Lines** tab.

Detailed procedure

1. On the **MLHG Lines** tab, click the **Change Positions** button at the foot of the screen.
2. You will now see a new screen that lists all the lines and their current positions.
3. Use the up and down arrow icons to move the lines to their new positions.
4. Once all the lines are in the correct positions, click **Apply** to save your new configuration.

Renaming an MLHG

This task describes how to rename an MLHG.

Detailed procedure

1. Select the MLHG that you want to rename from the list of MLHGs on the main MLHG page in the Call Manager BG Admin interface.
2. Click on the **Settings** tab.
3. Select the **Preferences** page.
4. Type the new name in the text box.
5. Click **Apply** to save your new name.

How to Access Integrated ACD statistics

You will use the MLHGs page within the Call Manager BG Admin interface to access and download the various statistics generated by the Integrated ACD component.

This section describes how to access the Integrated ACD statistics from within the Call Manager BG Admin MLHG page.

You should refer to Interpreting Integrated ACD statistics for detailed information on what each statistic means and how it is calculated.

Before You Begin

You must be able to access the Call Manager BG Admin interface using a browser by going to http://myphone.rcn.com/bg. Use your phone number and voicemail pin number to log in.

Call Manager is supported on the latest versions of all major browsers and operating systems, including IE8, Firefox, Google Chrome and Safari. Your computer should be running either Windows 2000 or later, or Mac OS X 10.6 (Snow Leopard) or later.

Tip:

In the Integrated ACD interface, a Multi-Line Hunt Group is referred to as a Queue and the MLHG members as Agents.

Accessing the Integrated ACD Statistics

- The Integrated ACD statistics are accessed using the MLHGs page in the Call Manager BG Admin interface.
- Log in to the Call Manager BG Admin interface. You will now be on the **Lines** page.
- Click on **MLHGs** in the navigation panel on the left-hand side of this page.
- You will now see the MLHG page.
- If your MLHG is in a sub-department of the Business Group and is not currently being displayed, use the drop-down list at the top of the page to select the Department.
- Click on the **View Statistics** link at the bottom of the screen.
- This launches the Integrated ACD Summary screen in a new browser window, from where you can also access screens displaying statistics for your Queues and Agents.

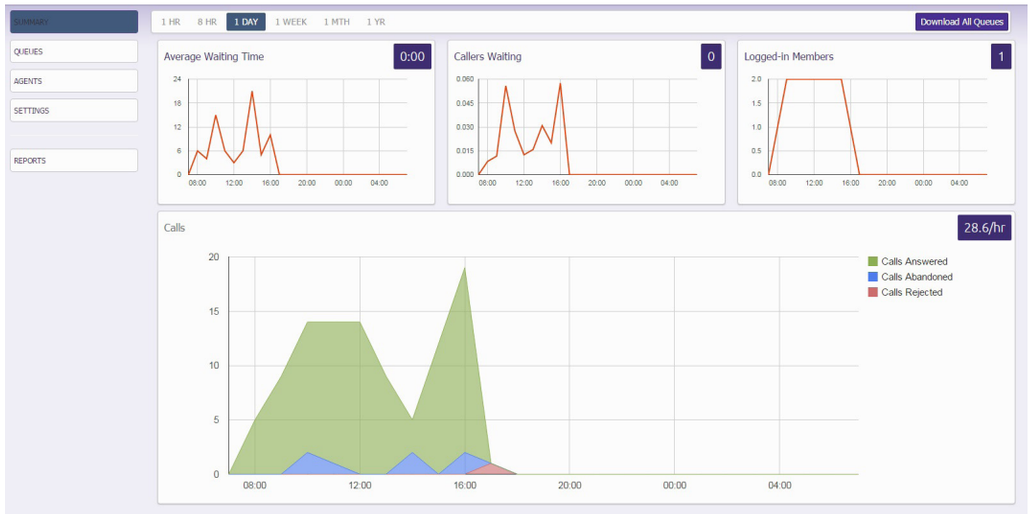
Using the Integrated ACD Statistics Screens

The Summary, Queues and Agents screens allow you to access and display a variety of information, including downloading the statistics for further analysis in your own database.

- Hover over the data lines on the graphs to see tooltips giving information for a specific time within the time period of the graph.
- Click on a time period at the top of the screen to show historical data for a different time period, for example 1 Day or 1 Week.
- Click the purple **Download All Queues** button at the top right of the screen to download a .csv file that has more detailed statistics of all your queues for the selected time period. On the Agents page, this is a **Download All Agents** button that provides statistics for all the Agents.

Viewing the Integrated ACD Summary Screen

The Integrated ACD Summary screen displays a range of statistics for all the queues (MLHGs) in the Business Group or Department that you previously selected.



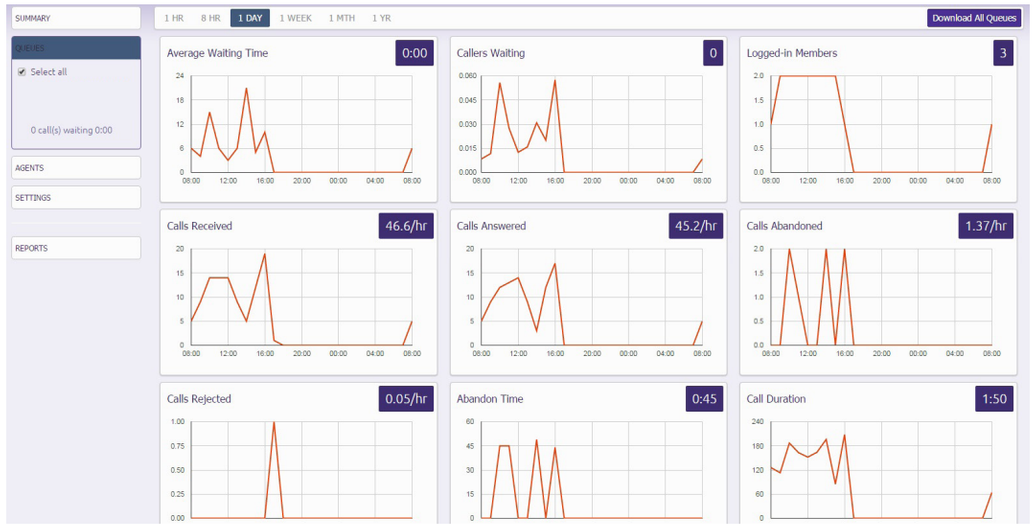
The default view shows the current real-time values (the white numbers in the purple box on the top right of each graph) and 1 hour historical data (on the graphs) for the following.

- Average waiting time for a call to be answered.
- Number of callers waiting in the Queue(s) managed by this BG Administrator.
- Number of Agents who are logged in.
- Number of calls (a combination of received, answered, abandoned and rejected calls).

Viewing the Queues Statistics Screen

On the Summary screen, you can change the browser window to one that shows detailed information on the Queues that you administer.

- Click on the **Queues** box on the left of the Summary screen.



The default view shows the current values (the white numbers in the purple box on the top right of each graph) and 1 hour historical data (on the graphs) for all the Queues that you administer.

- Use the checkboxes on the left-hand side of the screen to display statistics for a single Queue or for a combination of Queues.
- This panel shows the MLHG Pilot Number and the number of calls that are currently waiting, to help you identify the Queue that might be of the most interest to you, for example because there are a large number of callers waiting.

The following statistics are displayed on the Queues screen.

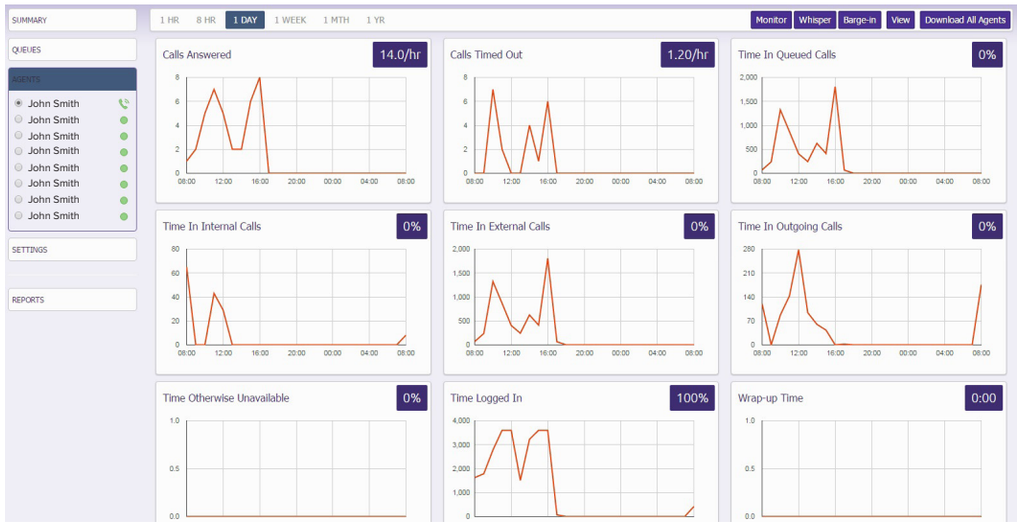
- Average Waiting Time (duration)
  - This is the sum of queuing and alerting (when a call has been hunted to a particular agent and that agent's line is ringing) times.
- Callers Waiting (calls)
  - This is the number of callers waiting in the queue. Calls arriving in the MLHG may be put in a queue if all the lines are busy and your MLHG is configured to hold callers in a queue. When an agent becomes available, the first call in the queue will be hunted to that agent and it will not be counted in this statistic even if the agent has not yet answered the call.
  - You will not see this statistic if your MLHG is configured to only accept a call when an agent is available.
- Logged in Members (agents)
  - The number of agents who are currently logged in.
- Calls Received (calls/hr)
  - This is the rate at which incoming calls arrive.
- Calls Answered (%)
  - This is the percentage of received calls that were answered.
- Calls Abandoned (%)
  - This is the percentage of received calls where the caller hung up before it was answered.
- Calls Rejected (%)
  - This is either the percentage of received calls that were rejected as busy (if you have disabled queuing) or the percentage of received calls that were rejected when the queue was full.
- Abandon Time (duration)
  - The average time a caller waits in a queue before hanging up without their call being answered.
- Call Duration (duration)
  - The average duration of answered calls.
- Wrap-up Time (duration) - Premium ACD only
  - The average time spent by agents completing any work associated with a call after the call itself has ended.
- Pilot Calls Received (calls/hr)
  - Calls may arrive in a queue either via the pilot number(s) or by calling one of the agents directly. You can configure your queue so that, if that agent is busy when the call arrives, the call is then queued as if it arrived via the pilot number(s).
- Alerting Time (duration)
  - This is the average time between the call being hunted to an agent and the agent answering their phone. This statistic, along with Hunt attempts not answered, provides a useful metric of how responsive your call center agents are.
- Agent States (%) - Premium ACD only
  - This is the percentage of time that agents in the selected queues spent in each agent state
- Current States (%) - Premium ACD only
  - This is the percentage of agents that are currently in each state. Only states that are currently being used by agents are shown.
- Disposition Codes (calls) - Premium ACD only
  - The total number of calls that have been assigned each disposition code by agents in the selected queues.

- Queued Calls Timed Out (%)
  - You can configure your queue to timeout calls that have been queued for longer than a specified time. However, we would recommend implementing a different behavior in this scenario, for example by forwarding the caller to voicemail. If you see a lot of calls being timed out, then you probably need to add more agents to the queue.
  - If queuing has been disabled, a call will only be accepted if an agent is available, and this statistic will be hidden.
- Calls Queued (%)
  - This is the percentage of incoming calls that are queued.
  - If all agents are busy in other calls, an incoming call will be queued until an agent is available.
  - If you have disabled queuing so a call is only accepted if an agent is available, this statistic will be hidden.
- Hunt Attempts Timed Out (calls/hr)
  - This is the number of calls that were hunted to a particular agent but the call timed out before the agent answered, and the call was then hunted to another agent. If the caller simply hung up before the agent answered, this is not counted in this statistic. This statistic is only shown if hunt on no answer is configured for this MLHG.
  - This statistic, along with Alerting time, provides a useful metric of how responsive your call center agents are.

Viewing the Agents Screen

On the Summary screen, you can change the browser window to one that shows detailed information on the Agents in the Queues that you administer.

- Click on the **Agents** box on the left of the Summary screen.



The default view shows the current values (the white numbers in the purple box on the top right of each graph) and 1 hour historical data (on the graphs) for the first Agent in the Queues that you administer.

- Use the radio button to select the statistics for a different agent.
- Use the purple Download All Agents button to download information about all your Agents. The download will include statistics per agent for each Queue that they belong to.

The following statistics are available on this screen. Note that some of these statistics will only be shown if you are managing at least one Queue that is using the Premium ACD service level.

- Calls answered (calls/hr)
  - The rate at which this agent answered incoming calls.
- Calls timed out (calls/hr)
  - The rate at which this agent failed to answer calls (the calls may therefore have been hunted to another agent). This statistic tracks calls that were unanswered because the call was timed out when ringing this agent. If the caller simply hung up, then that is not counted here.
- Time in queued calls (%)
  - The time this agent spent in calls that arrived via a queue.
- Time in internal calls (%)
  - The time this agent spent in calls from other members of their Business Group.
- Time in external calls (%)
  - The time this agent spent in calls dialed directly to the agent from outside the Business Group.
- Time in outgoing calls (%)
  - The time this agent spent in outgoing calls.
- Time otherwise unavailable (%)
  - The time that this agent was unavailable to answer calls without already being in a call, for example because they enabled Do Not Disturb on their line.
- Time logged in (%)
  - The time this agent was logged in to a queue. This number may exceed 100% if the agent is a member of more than one queue.
- Wrap-up Time - Premium ACD only
  - The average time spent by this agent completing any work associated with a call after the call itself has ended.
- Agent States - Premium ACD only
  - This is the percentage of time that this agent spent in each agent state.
  - The state that this agent is currently in is shown in the top right hand corner.
- Disposition Codes (calls/hr) - Premium ACD only
  - The total number of calls that this agent has assigned to each disposition code.

Accessing the Wallboard Views

The Summary, Queues and Agents pages can also be displayed as a Wallboard view. The Wallboard view removes the navigation and shows data for the time period that is currently selected.

- Ensure that you have selected the appropriate time period that you want to display on the Wallboard view.

To access the Wallboard view:

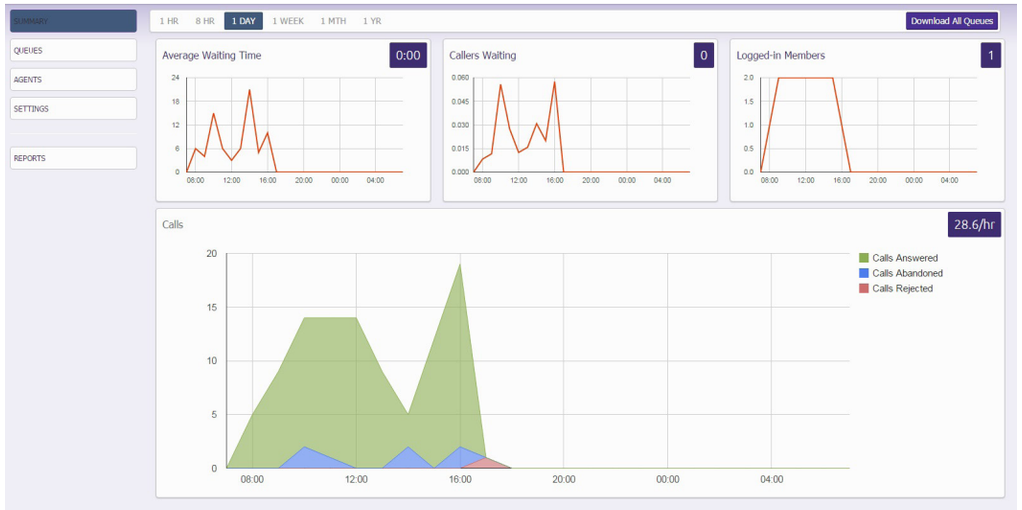
- Click on the button at the top right of the screen to display the Wallboard view.

To return to the standard view:

- Click on the button at the top right of the screen to display the standard Summary view.

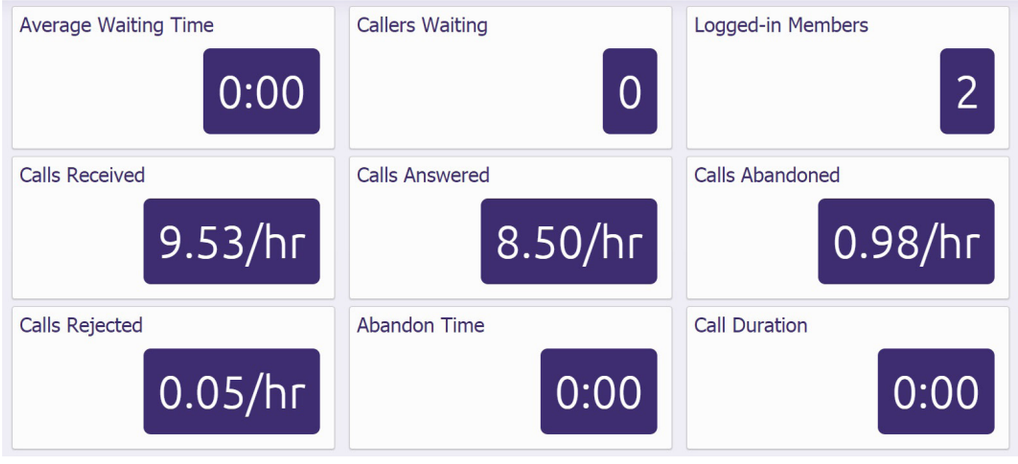
The Summary Screen Wallboard View

The Summary Wallboard view retains but enlarges the graphs.



The Queues and Agents Wallboard Views

The Queues and Agents Wallboard views simply display the name of the statistic and the current real-time value.



This view could be extremely useful if you want to see at a glance how your Queues or Agents are currently performing.

Interpreting Integrated ACD Statistics

The Summary, Queues and Agents statistics displayed by Integrated ACD are calculated in a number of different ways. This section provides some background information to help you interpret these statistics.

On each screen, the white numbers in the purple boxes on the top right of each graph or on the Wallboard views are a snapshot at the current time and represent real-time values. The graphs show historical data for the time period selected.

The statistics auto-refresh to keep the data current. This happens without the page reloading.

- For real-time data, the statistics auto-refresh every 30 seconds.
- For historical data, the statistics auto-refresh every 5 mins when the 1 or 8 hour views are selected, every hour when the 1 day or 1 week views are selected or every day when the 1 month or 1 year views are selected.
- The list of queues and agents currently configured auto-refreshes every 5 minutes.

The statistics shown on the Integrated ACD screens are calculated using different metrics.

The statistics always use the mean when combining multiple queues, or combining 12 x 5 min stats into 1 hour and 24 x 1 hour stats into 1 day. The running average is used for the real-time value of calculating event based statistics (that is, all statistics except Callers waiting, Logged in members). This is therefore effectively a weighted mean of the last ~5 events.

- Some statistics are calculated as a percentage that will be a proportion of the time period selected spent on that particular activity. For example, if the 1 Hour time period is selected, statistics are shown in 5 minute segments, and the current 5 minute period would therefore be 300 seconds.
- The number of calls per hour statistic is updated as calls arrive, and is calculated as 1 divided by the gap between the two most recent calls. There is a running average of the most recent values (for example the last 5 calls), but weighted so that the most recent changes count for more. If the rate of calls suddenly changes, the value will still partly reflect the old rate until several new calls have arrived.

This means that during low call volumes the real-time statistic may at first seem too high because it now takes a long time for a call to arrive at the new rate. For historical values, the statistic takes the number of calls and divides by the granularity (for example, if you have 2 calls in 5 minutes, you will have 24 calls per hour).

- For the following statistics, the real-time values are updated as new data becomes available.

Average waiting time **Abandon time** **Call duration** **Alerting time**

If there are very low call volumes, then the last call of the appropriate type may have been some time ago and so the real-time value will become stale. For example, a call arrives and is answered, and the duration of the call is 5:43. There are no further calls for the next hour, but the Call duration statistic remains 5:43. If a new call arrives, was answered and the call duration was 1:23, the Call duration statistic is updated with this new value (though it will still be a running average of the last few calls, so will not drop immediately all the way down to 1:23).

If there are no calls currently waiting or currently active then the average waiting time or call duration will be reported as zero.

- The following statistics are tracked as numbers.

Callers waiting **Logged in members**

The real time value is the actual number at that refresh point, whereas the graph is the mean over that time period. If an agent logs out during the period of the graph, they will be shown as logged in for less than 100% of the time. For example, an agent logging out for 1 minute in a 5 minute period will be shown as logged in for 80% of the time. Callers waiting may show as a fraction when calculating historical values.

Reports

Business Group Administrators can create a wide range of reports that provide crucial information on call and Agent activity that you can use to help you with day-to-day management tasks, such as planning for busy periods during the working week and monitoring the general performance of your Agents.

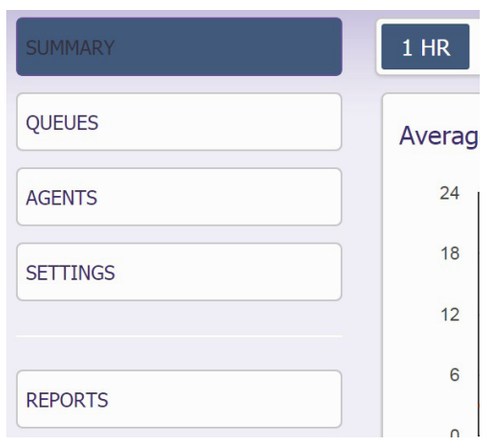
Integrated ACD allows you to generate reports on a number of areas, ranging from broad call center traffic statistics to individual call records. A full list of report types and the statistics that they include is given in Report Types.

Note that you are only able to view information for the Business Group or Departments that you manage (and any of their sub-departments).

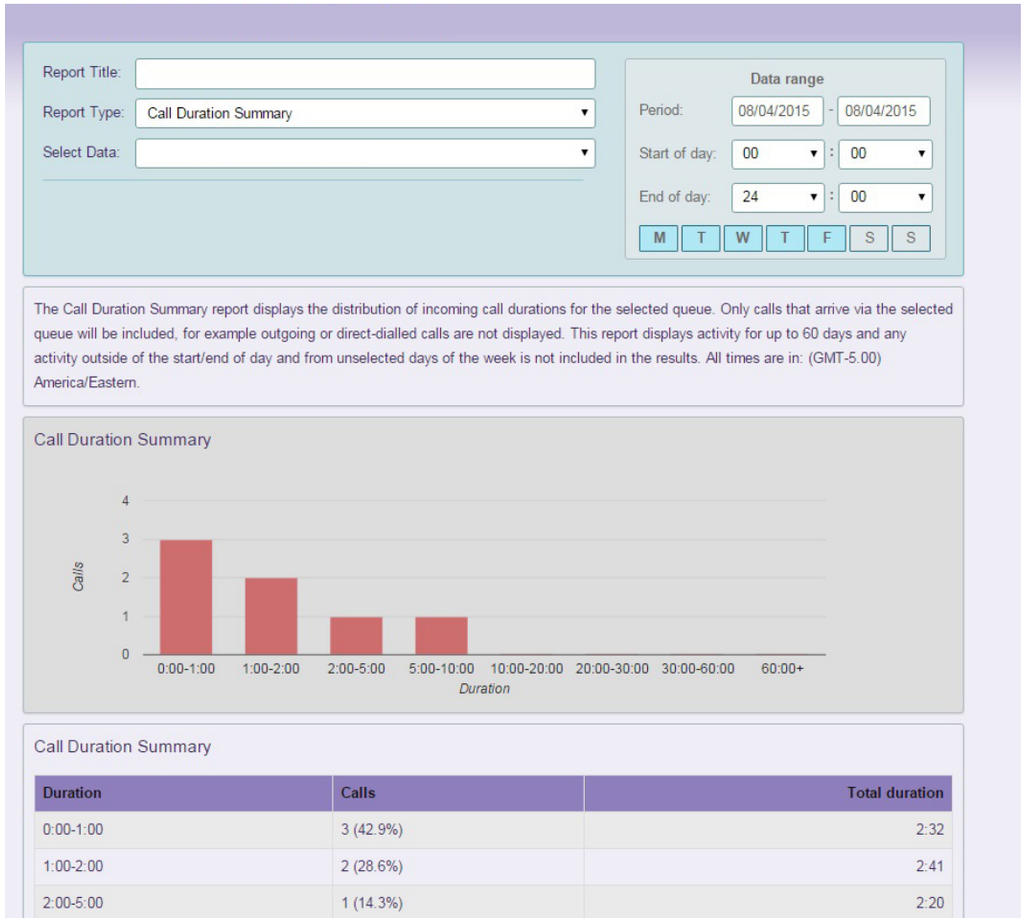
Before you create a report, you must specify a time period that you want to view data for. You must choose a start and end date. Additionally, you can choose to specify the following parameters to filter the statistics included in the report.

- The time of day that a normal working day will begin and end. Any activity outside of the normal working day will be excluded from the report.
- The days of the week that you want to view information for. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics.

You can begin generating a report by clicking the **Create Reports** box on the left of the Supervisor Dashboard.



This will launch the **Reports** page, as shown below.



For full information on how to create a report using the Reports page, see Creating a Report.

Report Types

You can create the following types of report using the Reports page.

Agent Summary

The Agent Summary report gives an overview of the performance of all of the Agents in your call center, allowing you to spot any issues that may require further investigation.

It includes general performance information for all Agents in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented in a table. Note that this table does not include information on incoming calls that were not received via a Queue or outgoing calls.

Agent Summary

Agent	Queue	Min call duration	Mean call duration	Max call duration	Mean alerting time	Total calls offered	Total calls answered
		1:05	3:13	9:51	0:10	16	9 (56.3%)
		0:52	3:24	9:36	0:14	20	10 (50%)
		0:35	1:23	3:23	0:08	20	14 (70%)
		1:02	2:24	3:25	0:03	4	3 (75%)

Each row in the table gives information on an Agent's activity when handling calls from a particular Queue, as indicated in the Agent and Queue columns. Note that an Agent will have a row in the table for every Queue that they are a member of.

The following information is provided.

- **Min call duration** - The duration of the shortest call answered by the Agent that was received from this Queue during the specified time period.
- **Mean call duration** - The average length of a call answered by this Agent from this Queue during the time period specified.
- **Max call duration** - The duration of the longest call that this Agent handled from this Queue during the time period specified.
- **Mean alerting time** - The average amount of time between a call from this Queue being hunted to the Agent and the Agent answering their phone.
- **Total calls offered** - The number of calls offered to this Agent from this Queue during the chosen time period.
- **Total calls answered** - The number of calls answered by this Agent from this Queue.

Call Log

The Call Log report gives a detailed overview of call activity for your call center, providing information on all calls made to or from the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented as a table with a row for each call.

Call Log

Date	Direction	Source	Intermediate Destinations	Destination	Duration
08/04/2015 12:15:23	inbound		MLHG, Marketing	John Smith	0:02
08/04/2015 12:17:04	outbound	John Smith		8777267000	0:06

The following information is provided for each call.

- **Date** - The date and time at which the call was initiated.
- **Direction** - Whether this was an incoming, outgoing or internal call.
- **Source** - The number of the calling party.
- **Intermediate Destinations** - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- **Destination** - The number of the party that received the call.
- **Duration** - The duration of the call.

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling

Call Detail by Agent

The Call Detail by Agent report offers a detailed view of call activity for a particular Agent, allowing you to easily assess their level of performance.

It provides information on all incoming and outgoing calls involving an Agent during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented as a table with a row for each call.

Call Detail by Agent

Date	Direction	Source	Intermediate Destinations	Destination	Duration
08/04/2015 12:15:23	inbound		MLHG, Marketing	John Smith	0:02

The following information is provided for each call.

- **Date** - The date and time at which the call was initiated.
- **Direction** - Whether this was an incoming, outgoing or internal call.
- **Source** - The number of the calling party.
- **Redirections** - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- **Destination** - The number of the party that received the call.
- **Duration** - The duration of the call.

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling

Call Duration Summary

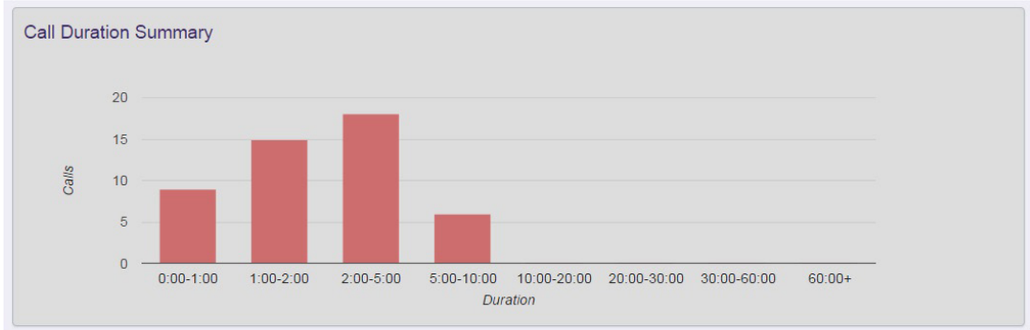
This Call Duration Summary report gives a clear indication of how quickly your Agents are dealing with customer calls.

It provides information on the length of calls answered by Agents for a particular Queue during your chosen time period. The entirety of this period must be within the last 60 days.

Note that calls will only be included if they started in the specified time period. A call does not have to finish within the specified time period to be included. If a call is passed from one Queue to another, it will be included in the Call Duration Summary report for both Queues.

For ease of use, calls are divided into a number of duration ranges, starting with calls less than 1 minute long and going up to calls over an hour long.

This information is presented in both a histogram and a table.



Call Duration Summary

Duration	Calls	Total duration
0:00-1:00	9 (18.8%)	6:07
1:00-2:00	15 (31.3%)	20:29
2:00-5:00	18 (37.5%)	50:42
5:00-10:00	6 (12.5%)	43:26
10:00-20:00	0 (0%)	0:00
20:00-30:00	0 (0%)	0:00
30:00-60:00	0 (0%)	0:00
60:00+	0 (0%)	0:00

The histogram shows how many answered calls fell into each duration range during the specified time period.

The table presents the same information, along with the total duration of all calls in each duration range.

Daily Traffic

The Daily Traffic report provides a useful indication of when your call center is at its busiest, allowing you to identify peak hours of activity and whether your Agents are handling more calls in the morning or afternoon.

It provides information on the volume of incoming calls to the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. This time period must be within the last 32 days. The information is presented in a bar chart and table.

Date	AM call count	PM call count	Peak hour	Peak hour call count	AM total call duration	PM total call duration
08/04/2015	48	4	10:00 - 11:00	20	1:45:51	14:50

The bar chart displays the number of calls received each day from 0.00am to 12.00 and from 12.00 to 24.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, calls started outside of the hours of a working day will be excluded from this count.

The table presents the following information for each day that is included in the specified time period.

- **AM call count** - the number of calls received from 0.00 to 12.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, calls started outside of the hours of a working day will be excluded from this count.
- **PM call count** - the number of calls received from 12.00 to 24.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, calls started outside of the hours of a working day will be excluded from this count.
- **Peak hour** - the hour of day during which the most calls were received. Note that the peak hour can only be calculated for data that is less than 32 days old.
- **Peak hour call count** - the number of calls received during the peak hour. Note that the peak hour call count can only be calculated for data that is less than 32 days old.
- **AM call count** - the total duration of all calls received from 0.00 to 12.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.
- **PM call count** - the total duration of all calls received from 12.00 to 24.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.

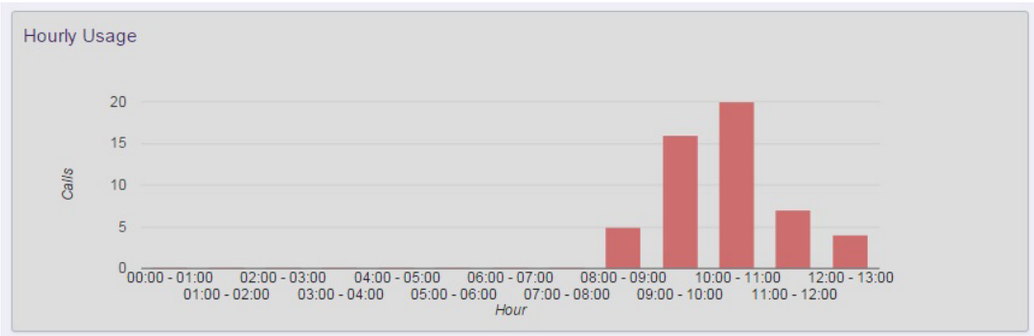
Hourly Usage

The Hourly Usage report allows you to see which hours of the day a Queue is at its busiest, helping you to plan when extra Agents may be required to answer calls.

It provides information on the volume of calls handled per hour by a particular Queue during a specified time period. The entirety of this time period must be within the last 32 days.

- If the time period that you specify is longer than one day, the totals shown for each hour will be the number of calls made during this hour on all selected days.
- If you use the **Start of day** and **End of day** fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a histogram and table, which both display the number of calls per hour that were received through your chosen Queue and answered by an Agent.



Hourly Usage

Hour	Calls
00:00 - 01:00	0
01:00 - 02:00	0
02:00 - 03:00	0
03:00 - 04:00	0
04:00 - 05:00	0
05:00 - 06:00	0
06:00 - 07:00	0
07:00 - 08:00	0
08:00 - 09:00	5
09:00 - 10:00	16

User Statistics

The User Statistics report provides an overview of the performance of each of the Agents in your call center, allowing you to quickly view key metrics such as how many calls Agents are failing to answer and how long on average they are taking to deal with customer calls.

It provides call statistics for each Agent in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days. This information is presented in a table, with each Agent having one row for incoming call statistics and one row for outgoing call statistics, as indicated in the **Direction** column.

User Statistics

Agent	Direction	Total call count	Answered call count	Unanswered call count	Call total duration	Call mean duration
John Smith	inbound	26	18 (69.2%)	8 (30.8%)	52:03	2:53
John Smith	outbound	17	8 (47.1%)	9 (52.9%)	15:03	1:52
John Smith	inbound	30	23 (76.7%)	7 (23.3%)	51:45	2:15
John Smith	outbound	9	3 (33.3%)	6 (66.7%)	2:02	0:40
John Smith	inbound	23	15 (65.2%)	8 (34.8%)	21:50	1:27
John Smith	outbound	25	12 (48%)	13 (52%)	29:23	2:26
John Smith	inbound	0	0 (0%)	0 (0%)	0:00	0:00
John Smith	outbound	0	0 (0%)	0 (0%)	0:00	0:00

The table presents the following information on an Agent's incoming and outgoing calls during the specified time period.

- **Total call count** - The number of incoming/outgoing calls involving this Agent.
- **Answered call count** - The number of incoming/outgoing calls involving this Agent that were answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- **Unanswered call count** - The number of incoming/outgoing calls involving this Agent that were not answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- **Call total duration** - The total duration of all incoming/outgoing calls involving this Agent.
- **Call mean duration** - The average duration of an incoming/outgoing call involving this Agent.

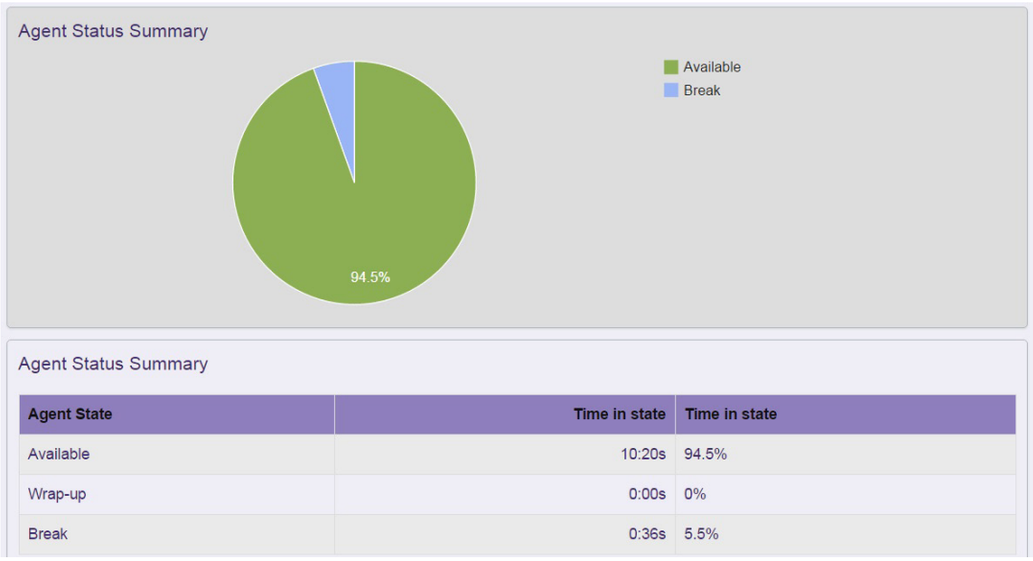
Agent Status Summary

Tip:

This report is only available for Agents that are members of a Premium ACD Queue.

The Agent Status Summary report allows you to see how long an Agent has been spending in each Agent State during your chosen time period, which must be within the last year. For more information on Agent States and how to configure them, see Agent States.

The information is presented in a pie chart and table.



The pie chart displays the percentage of your chosen time period that the Agent spent in each Agent State.

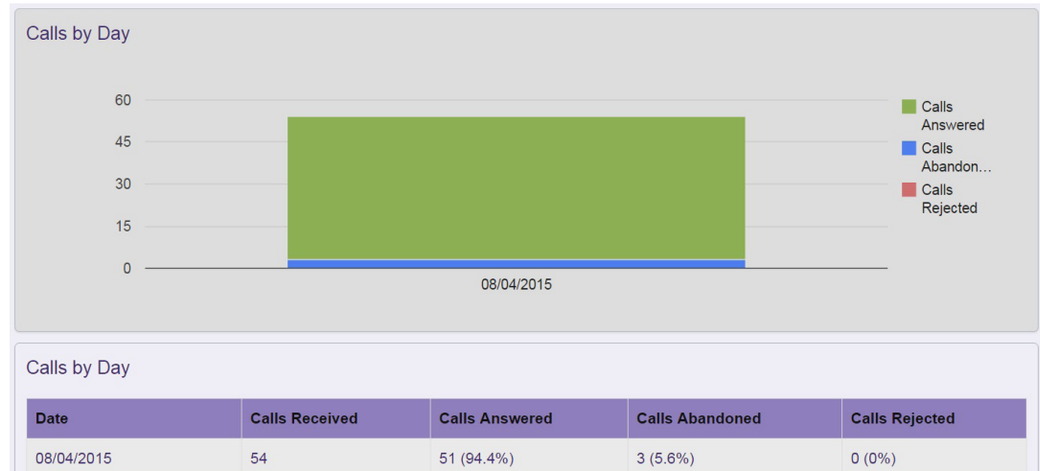
The table displays the total time that the Agent has spent in each Agent State. This is also presented as a percentage of your chosen time perio

Calls by Day

The Calls by Day report allows you to see the number of calls per day that are being received by your call center and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on call activity for the Business Group or Departments that you manage (and any of their sub-departments) on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the **Start of day** and **End of day** fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a bar chart and table.



The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period.

The table presents the following information for each day in the specified time period.

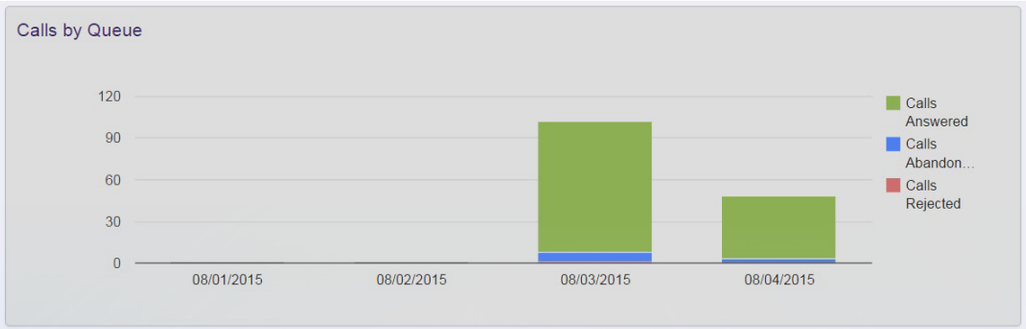
- **Calls Received** - The number of calls received.
- **Calls Answered** - The number of calls received that were answered by an Agent. This is also presented as a percentage of the total number of calls received.
- **Calls Abandoned** - The number of calls received that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received.
- **Calls Rejected** - The number of calls received that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold.

Calls by Queue

The Calls by Queue report allows you to see the number of calls that are being received through a particular Queue and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on call activity for a particular Queue on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the **Start of day** and **End of day** fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a bar chart and table.



Calls by Queue

Date	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected
08/01/2015	0	0 (0%)	0 (0%)	0 (0%)
08/02/2015	0	0 (0%)	0 (0%)	0 (0%)
08/03/2015	102	94 (92.2%)	7 (6.9%)	1 (1%)

The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period.

The table presents the following information for each day in the specified time period.

- **Calls Received** - The number of calls received through the Queue.
- **Calls Answered** - The number of calls received through the Queue that were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Abandoned** - The number of calls received through the Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Rejected** - The number of calls received through the Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.

Creating a Report

You can create reports on call and Agent activity from the Reports page.

Before You Begin

You must decide whether you want to give your report a title. Your report will be given a default title if you do not choose one.

You must decide which of the following report types you want to create. You can find full details of the statistics that are included for each report type in Reports.

- Agent Status Summary (Premium ACD only)
- Agent Summary
- Calls by Day
- Calls by Queue
- Call Detail by Agent
- Call Duration Summary
- Call Log
- Daily Traffic
- Hourly Usage
- User Statistics

If you want to create an Agent Status Summary or Call Detail by Agent report, you will need to know the name or number of the Agent that you want to create a report for.

If you want to create any of the following report types, you will need to know the name of the Queue that you want to create a report for.

- Calls by Queue
- Call Duration Summary
- Hourly Usage

You must know the date range that you want the report to cover.

- For all of the following report types, this date range must be within the last year.
  - Calls by Day
  - Calls by Queue
  - Agent Status Summary
- For all of the following report types, this date range must be within the last 60 days.
  - Agent Summary
  - Call Log
  - Call Detail by Agent
  - Call Duration Summary
  - User Statistics
- For an Hourly Usage or Daily Traffic report, this date range must be within the last 32 days.

You must choose whether you want to specify the start time and end time for the working day. If you do specify these times, the report will only show statistics for activity between these two times. If you decide that you do want to specify the start time and end time for the working day, you must know these times. Note that if you choose a start time that is later in the day than the end time, the report will display statistics for activity between 0.00 and your chosen end time and for activity between your chosen start time and 24.00.

You must choose whether you want to exclude activity from certain days of the week from your report. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics. If you do want to exclude certain days of the week, you must know which days you want to exclude.

You must have already opened the Supervisor Dashboard, as described in How to access Integrated ACD statistics.

Open the Reports Page

Click the **Reports** box on the left hand side of the Supervisor Dashboard.

Result: The Reports page is launched.

Create the Report

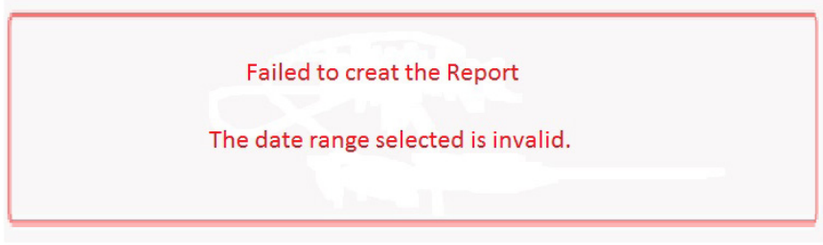
You will now fill out the fields at the top of the Reports page to customize your report.

Detailed procedure

1. If you decided in Before You Begin that you wanted to give your report a title, enter it into the **Report Title** field.
2. Select the report type that you chose in Before You Begin from the **Report type** drop down menu.
3. If you selected Agent Status Summary or Call Detail by Agent as the report type in step 2, you must now select the Agent that you want to create this report for using the **Select data** drop down menu. You identified this Agent in Before You Begin.
4. If you selected Calls by Queue, Call Duration Summary or Hourly Usage as the report type in step 2, you must now select the Queue that you want to create this report for using the **Select data** drop down menu. You identified this Queue in Before You Begin.
5. Enter your chosen start date into the left hand **Data range** field in the format MM/DD/YYYY. Enter your chosen end date into the right hand **Data range** field in the same format.
6. If you decided in Before You Begin that you want to specify the start time for a working day, use the **Start of day** hour and minute drop down menus to enter your chosen start time in 24h format.
7. If you decided in Before You Begin that you want to specify the end time for a working day, Use the **End of day** hour and minute drop down menus to enter your chosen end time in 24h format.
8. If you decided in Before You Begin that you wanted to exclude one or more days of the week from your report, click on the blue boxes at the bottom of the Data range panel that correspond to days of the week that you want to exclude until they are all grayed out.
9. Click on the **Update Report** button to create your report.

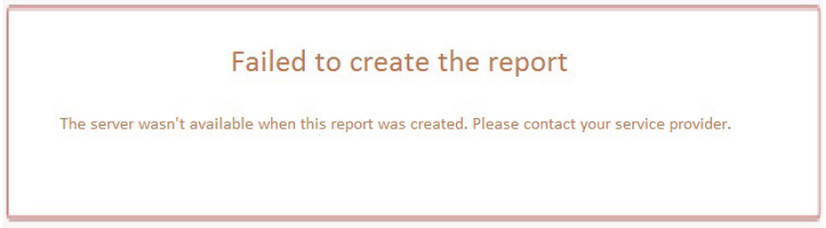
Result: Your report will now appear on the Reports page.

If you have entered invalid information while carrying out this step, the creation of the report may fail and you will see the following error message.



If you see the above message, review the information that you have entered into the fields on the Reports page as part of this procedure to ensure that everything is correct.

The report may not be created because the server is uncontactable. If this is the case, you will see the following error message.



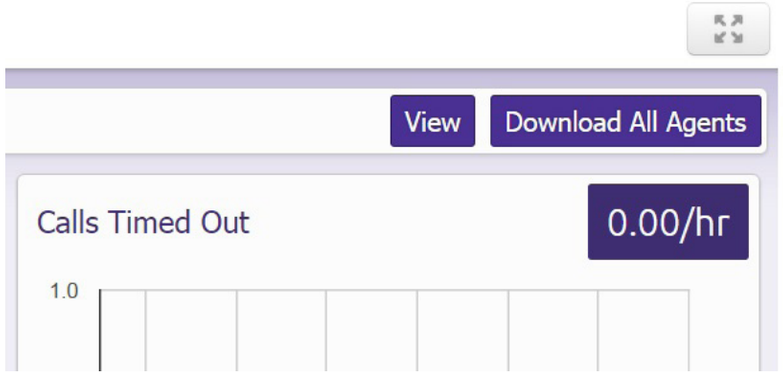
If you see this message, contact your service provider to enquire about any known problems with the server's connectivity.

Viewing the Agent Status Page for a Particular Agent

The Agent Status page is used by MLHG members to view information on the current activity of the Queues (MLHGs) that they belong to and, if they are a member of a Premium ACD Queue, manage their Agent State. You can access the Agent Status page of a particular Agent if necessary. For example, you may need to mark an Agent as unavailable if they are not currently available to take calls but have failed to update their Agent State.

The Agent Status page is fully described in Using the Agent Status Page.

You can access the Agent Status page for a particular Agent using the Agents screen. To access the Agent Status page, select the radio button in the Agents panel on the left hand side of the screen that corresponds to your chosen Agent and then click the orange View pushbutton located in the top right hand corner of the screen.



The Agent Status page for your chosen Agent will then open and you will be able to operate it as described in Using the Agent Status Page.

Tip:

Note that Business Group Administrators cannot view incoming call details for an Agent.

Premium ACD features

Premium ACD provides several additional features that aid Business Group Administrators in day to day management of their Business Group, including the ability to listen in on or participate in their Agents' calls.

The following sections provide information on each of the additional features that are available to Business Group Administrators who are managing a Business Group using the Premium ACD service level.

More information on how to manage these features is given in Managing Premium ACD Settings Using the Integrated ACD Settings Screen.

Agent States

Premium ACD provides Business Group Administrators with the ability to configure a number of Agent States that your Agents can use to indicate their current availability. This allows Business Group Administrators to see how many of the Agents in the Queues that they manage are able to take calls and view detailed statistics for Agent activity.

Agent State Types

There are two types of Agent States.

- **Available** - Agents in the Available state can answer calls arriving from a Queue or direct-dial calls.
- **Unavailable** - Agents in an Unavailable state cannot answer calls arriving from a Queue. However, they are still able to answer direct-dial calls.

If wrap-up is enabled, the wrap-up state will be shown as an additional Unavailable state. For more information on wrap-up, see Wrap-up and Disposition Codes

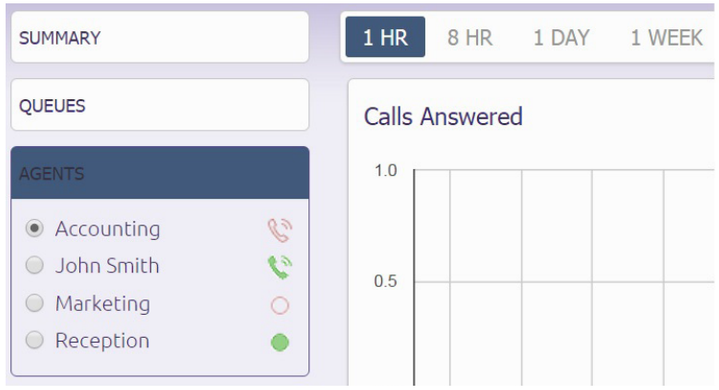
As Agents may be unavailable for a number of reasons, Premium ACD allows you to configure up to 30 unavailability reasons that Agents can choose from when moving to an Unavailable state. Each of these gives a different reason as to why an Agent is not currently able to take calls. For example, you can configure unavailability reasons that indicate an Agent is at lunch or in a meeting.

For information on how to configure unavailability reasons, see Managing Premium ACD Settings Using the Integrated ACD Settings Screen.

You can enable or disable Agent States for your Business Group using the Settings screen. For more information, see Managing Premium ACD Settings Using the Integrated ACD Settings Screen.

Viewing Agent States

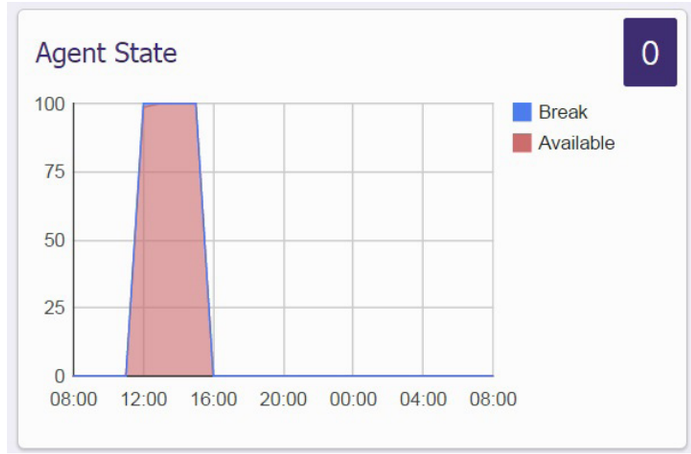
The Agents page allows you to see a real-time indication of the state of each Agent in the Queues that you manage.



The state that an Agent is in is displayed as an icon to the right of their name in the Agents panel on the left hand side of the screen. There are four possible icons.

- The **Available** icon indicates that this Agent is in an Available state and is not currently in a call.
- The **Available** icon indicates that this Agent is in an Available state and is not currently in a call.
- The **Unavailable** icon indicates that this Agent cannot currently take calls arriving from a Queue. However, they are still able to answer incoming direct-dial calls. This icon will pulse if the Agent is currently in the wrap-up state. The reason that the Agent is unavailable is given in parentheses.
- The **In a Call - Unavailable** icon indicates that this agent is in an Unavailable state, but is currently handling a call. This icon will pulse if the Agent is in the wrap-up state.

You can also see an Agent's current state in the top right hand corner of the **Agent State** statistic graph, as shown below.



Wrap-up and Disposition Codes

Premium ACD allows Business Group Administrators to enable the wrap-up state and disposition codes for the Queues that they manage. The wrap-up state marks Agents as unavailable while they carry out any clerical work related to a completed call, while disposition codes are used by Agents to indicate how a call was resolved.

Wrap-up state

Wrap-up state is an Agent State that your Agents will enter immediately after completing a customer call. While in wrap-up state, Agents should carry out any work related to the completed call.

If wrap-up has been enabled for a Queue, Agents are automatically put into wrap-up state after ending a customer call that has arrived through that Queue. Agents are unavailable for further calls from the Queue while in this state, allowing them time to resolve any issues coming out of the call.

You can choose to allow Agents to exit wrap-up state manually or require them to choose a disposition code to indicate how the call was resolved. For more information on disposition codes, see Disposition Codes.

You can enable wrap-up for a Queue through the Settings page. For more information, see Managing Premium ACD Settings Using the Integrated ACD Settings Screen.

Disposition Codes

Premium ACD allows you to configure up to 30 disposition codes that each correspond to a possible resolution to a customer call. Agents can assign one of these codes to each call that they complete, allowing you to easily see whether calls are being dealt with satisfactorily and identify any recurring problems.

You can choose to enable or disable the use of disposition codes for each Queue that you manage. Additionally, you can decide whether Agents must assign a disposition code to a completed call before being able to handle any more calls.

You can enable or disable disposition codes for your Queues and configure new codes using the Settings page. For more information, see Managing Premium ACD Settings Using the Integrated ACD Settings Screen.

Statistics

Premium ACD generates statistics to show the average time that Agents have been spending in the wrap-up state, giving you a clear indication of how much time is being taken carrying out clerical duties after a call has been completed. You can view the average wrap-up time for each Agent or for all Agents in a Queue.

Additionally, you can see how many calls are being assigned each disposition code, giving you useful information on how your Agents are dealing with calls and helping you identify patterns that may indicate an issue with your service. Again, you can view this statistic for an individual Agent or for all Agents in a Queue.

These statistics are available through the Queues and Agents screens and are described in How to Access Integrated ACD Statistics.

Monitor / Whisper / Barge-In

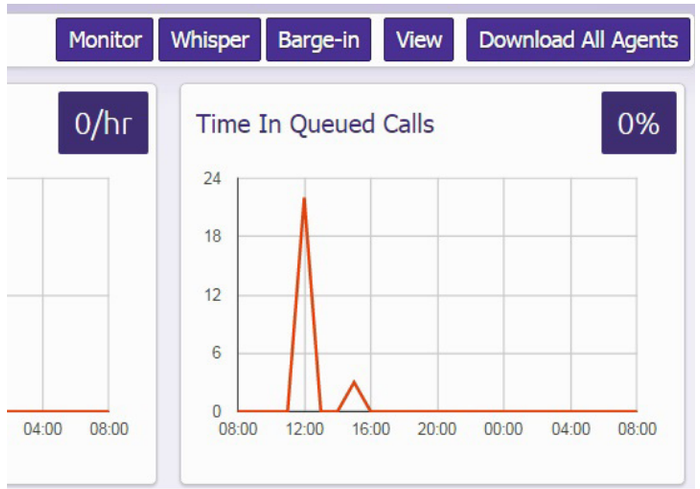
Premium ACD allows Business Group Administrators to listen in on their Agents' calls undetected, talk to an Agent during a call without the customer hearing, or fully participate in an ongoing call and speak to all parties.

A list of the Agents that are logged in to the Queues that you manage is shown on the left hand side of the Agents screen.

An 'In a Call - available' icon (shown below) will be displayed for any Agents that are currently in an active call with a customer.

If you select the radio button next to an Agent that is currently in an active call, three pushbuttons will appear at the top of the screen, giving you the choice of three possible actions.

- **Monitor** - listen in on the existing call between the selected Agent and the customer.
- **Whisper** - speak to or advise the selected Agent during the call, without the customer hearing.
- **Barge-In** - fully join the call, speaking to both the selected Agent and the customer.



Once you click any of these pushbuttons, your phone will ring and you will be connected to the Agent's call on answering.

When you are in an Agent's call, you can continue to use the pushbuttons to change your level of participation. For example, if you are listening in on a call using the **Monitor** pushbutton and decide that you want to offer an Agent some advice without the customer hearing, you can simply click the **Whisper** button.

Tip:

Note that invoking the Whisper action will result in a brief loss of audio that will affect the customer. We recommend that you only invoke the Whisper action during a break in conversation between the Agent and customer to minimize any impact on the customer's experience.

You can only use the Monitor, Whisper and Barge-In actions to participate in an Agent's call if:

- The Agent is a member of the Business Group and department that you manage or any of its sub-departments
- The Agent is a member of at least one Premium ACD Queue.

Using the Monitor, Whisper and Barge-In actions directly from your phone

It is possible to invoke the Monitor, Whisper or Barge-In actions directly from your phone, without the need to use the Integrated ACD interface. To do this, you must dial the * code of the action that you want to use, followed by the intercom code of the Agent whose call you want to participate in.

Star Codes

- Monitor *47
- Whisper *48
- Barge-In *49

Note that if you use the Monitor, Whisper and Barge-In actions directly from your phone, you will not be able to change your level of participation during the call.

Managing Premium ACD Settings Using the Integrated ACD Settings Screen

The Premium ACD service level provides several advanced supervisory features for Business Groups and Queues, including Agent States and Disposition Codes. Business Group Administrators can manage settings for these additional features using the Integrated ACD Settings screen.

Before You Begin

You must be managing at least one Queue that is using the Premium ACD service level.

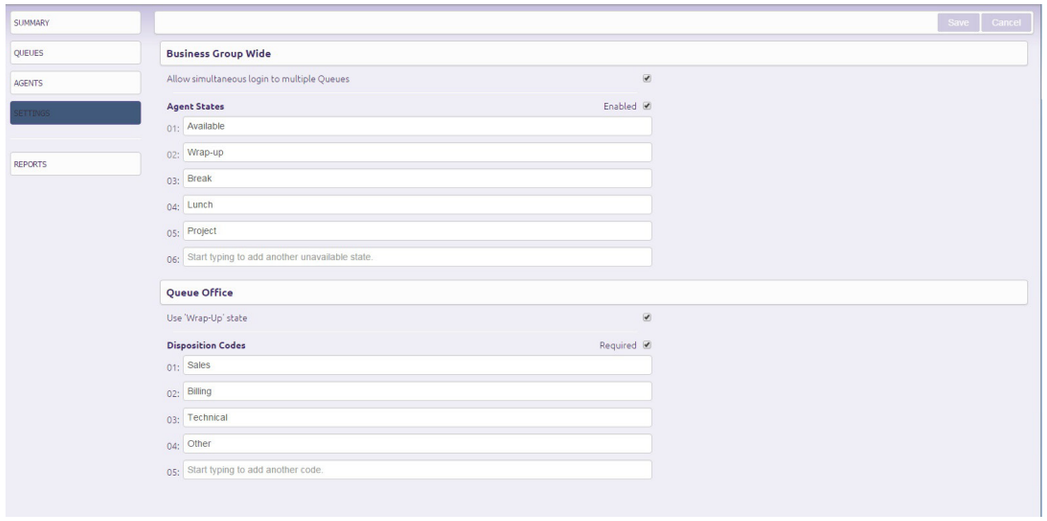
About this task

This task describes some of the typical actions you may need to carry out when managing the advanced features available in Business Groups and Queues using the Premium ACD service level.

- Enabling or disabling simultaneous login to multiple MLHGs that require explicit login.
- Enabling the use of agent states for a business group.
- Adding or removing custom unavailability agent states. Note that you should not remove any custom unavailability agent states which are currently being used by your agents.
- Enabling or disabling the use of the 'wrap-up' state and disposition codes for a specific Queue, including configuring a wrap-up timer if you want to limit the amount of time an Agent can spend in the Wrap-Up state.
- Mandating the use of disposition codes by agents in a specific Queue.
- Adding or removing disposition codes.

Opening the Integrated ACD Settings Page

You can access the Integrated ACD Settings page by clicking on the **Settings** box on the left of the Summary screen.



Enabling or Disabling Simultaneous Login to Multiple Queues

You can choose to allow Agents in this Business Group to be logged in to more than one Queue that requires explicit login. If this setting is disabled, Agents will be automatically logged out of a Queue that requires explicit login if they try to log in to another.

Note that this setting does not affect Queues which do not require explicit login. Agents are always allowed to be logged in to more than one of these Queues simultaneously.

Detailed procedure

1. To enable or disable simultaneous login to multiple Queues, check or uncheck the box marked **Allow simultaneous login to multiple MLHGs** as appropriate.
2. Click the **Save** pushbutton in the top right hand corner of the Settings page to confirm your changes.

Enabling or Disabling Agent States

Detailed procedure

1. To enable or disable agent states, check or uncheck the box marked Agent States - Enabled as appropriate.
2. Click the Save pushbutton in the top right hand corner of the Settings page to confirm your changes.

Adding or Removing Unavailability Reasons

You can add up to 30 additional unavailability reasons that can be used by Agents to indicate why they are currently unable to take calls arriving via any of their queues.

You can also amend or remove any existing unavailability reasons. However, you should be aware of the following impacts of doing this.

- The statistics that are generated for agent states are tracked by the number that they hold in the list, rather than the name given to them. If you move an unavailability reason to another position in the list, the historical statistics will stay associated with the number and will be assigned to any unavailability reason that you put in its place. If possible, you should avoid changing the position of unavailability reasons in the list to prevent states becoming associated with the wrong historical statistics.
- You must be very careful not to remove any unavailability reasons which are currently being used by your Agents. If you do this, then your Agents will be shown as Available because the Agent Dashboard cannot display the appropriate Unavailable state. Additionally, the graph displaying the usage of the Agent States will have a set of Agent states with no associated name. You can see whether an Unavailability state is in use by viewing the Agent State graph on the Supervisor Dashboard.

Note that Agent States must be enabled before you can add or remove any unavailability reasons.

Detailed procedure

1. To add a new unavailability reason, type its name into the field labeled **Start typing to add another unavailable state** at the end of the list.

2. To remove an unavailability reason, delete the text and leave the field blank. As stated above, you must be confident that no Agents are using this unavailability reason.

3. Once you have finished adding and removing unavailability reasons, click the Save pushbutton in the top right hand corner of the Settings page.

Enabling the Wrap-Up State for a Queue

The wrap-up state is an Agent State that your Agents will enter immediately after completing a customer call. While in the wrap-up state, Agents should carry out any work related to the completed call. For more information on the wrap-up state, see Wrap-up and Disposition Codes

Note that Agent States must be enabled before you can enable the Wrap-Up state for a Queue.

You should decide if you want to configure a wrap-up timer to limit the amount of time an Agent can spend in wrap-up state. Once this time limit expires, the Agent will automatically be moved into the Available Agent State, unless they have logged out of all their Queues, set their MetaSphere CFS Do Not Disturb call service, or are already in another call.

You should decide whether you want to configure any disposition codes for Agents to use to indicate how a call was resolved. If you do want to configure disposition codes, you should also decide whether Agents must assign a disposition code to a call before they are able to leave the wrap-up state.

If you configure mandatory disposition codes and a wrap-up timer, a wrap-up timed out disposition code will automatically be applied if the wrap-up timer expires before an Agent has assigned a disposition code.

Detailed procedure

1. To enable the use of the wrap-up state for a Queue, find your chosen Queue on the **Settings** page and check or uncheck the box marked **Use 'Wrap-Up' state** as appropriate.

2. If you have enabled the use of wrap-up state, you will see the following additional fields where you can set a maximum time that an Agent can spend in the wrap-up state before they are automatically moved back to an Available state. To configure a maximum time:

- Tick the **Use a maximum Wrap-Up time** checkbox.
- Enter the length of time, in seconds, in the input box.

3. If you decided that you wanted to add disposition codes, type one of your chosen codes into the empty field underneath the **Disposition Codes** heading. Once you begin typing in the empty field, another field will appear underneath. Enter your second chosen code into this new field, and so on until you have entered all of your chosen codes.

4. If you decided that Agents must assign a disposition code to a call before leaving wrap-up state, ensure that the **Required** checkbox above the list of disposition codes is checked.

5. Click the Save pushbutton in the top right hand corner of the Settings page to confirm your changes.

Adding or Removing Disposition Codes

You can add up to 30 additional disposition codes that can be used by Agents to indicate how a call was resolved. You can also remove any existing disposition codes.

Note that Agent States and the wrap-up state must be enabled before you can configure disposition codes.

Note also that if you have configured a wrap-up timer, a Wrap-up timeout disposition code will automatically be created. This disposition code will be used when an Agent is automatically returned to the available state because the wrap-up timer expires before the Agent has entered a disposition code. This disposition code cannot be deleted.

Detailed procedure

1. To add a new disposition code, type its name into the empty field at the end of the list.
2. To remove a disposition code, delete the text and leave the field blank.
3. Click the **Save** pushbutton in the top right hand corner of the Settings page to confirm your changes.

Tip:

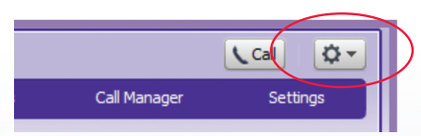
The statistics that are generated for disposition codes are tracked by the number that they hold in the list, rather than the name given to them. If you move a code name to another position in the list, the historical statistics will stay associated with the number and will be assigned to any code name that you put in its place. If possible, you should avoid changing the position of disposition codes in the list to prevent codes becoming associated with the wrong historical statistics.

Help Resources

Access these online resources for more tips and guides.

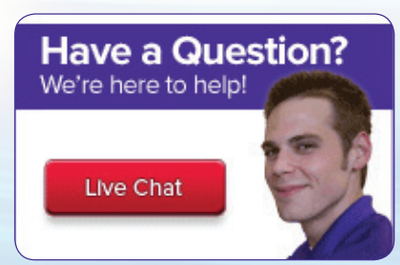
rcn.com/business

- How-to videos
- Video tours of Business Phone
- Downloadable guides
- Business Phone portal access login



Business Phone Call Manager Help Click on gear icon

Access the help section by clicking on the upper right corner and selecting help. Search or browse for help topics.



Have more questions?
rcn.com/business/contact-us

We're here to help. Follow the URL above to chat live, or call 877.RCN.7000.