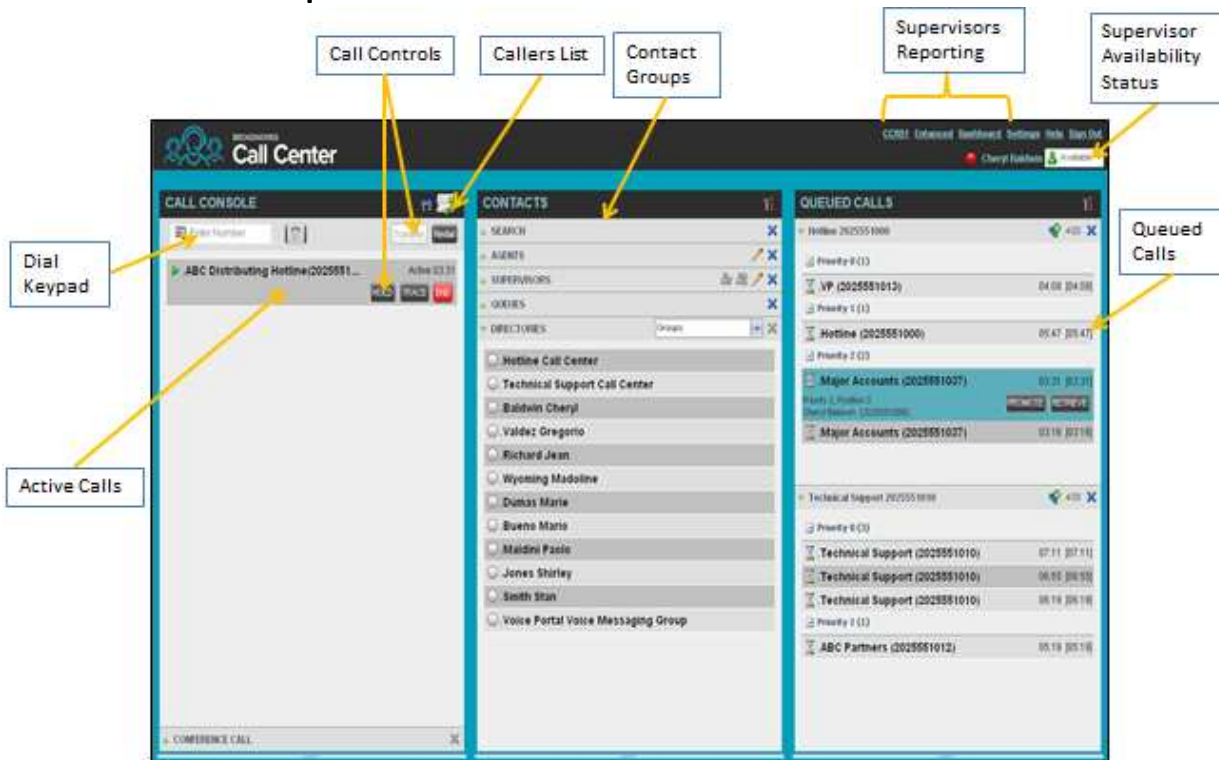



## Call Centre Supervisor Interface



## Monitoring Agents

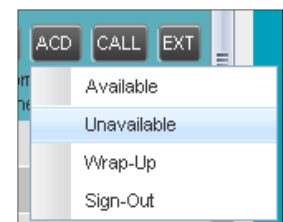
You monitor agents using the *Agents* panel located in the *Contacts* pane. This shows the real-time state of the agents who you supervise and it allows you to change the state of an agent.

### To select agents to monitor:

1. In the *Agents* panel, click the **Edit**  button.
  2. In the dialog box that appears, check the agents to monitor.
  3. Click **Save**. The selected agents have their combined phone and ACD state displayed.
- The state icon of an agent who is not joined in a call center is shaded.

### Change Agent's ACD State

1. In the *Agents* panel, click the agent and then click the **ACD** button for that agent.
2. From the drop-down list, select the new state.
3. If you selected *Unavailable*, you may also have to select an unavailability code.



### Pick up Agent's Call

1. In the *Agents* panel, click an agent in the *Ringing* state.
2. Click **ANS**. The call appears in the *Call Console*.

### Silently Monitor Agent's Current Call

The agent to monitor must have exactly one active call.

1. In the *Contacts* pane, expand the *Agents* panel.
2. Click the agent and then click **SM** for the selected agent.

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

### Silently Monitor Agent's Next Call

In the *Agents* panel, click the target agent and then click **SMN**.

When the next call is received and answered by the agent, you are conferenced in to the call and your call is muted.

### Un-mute Silently Monitored Call

While silently listening on a call, click **BARGE** in the *Conference Call* panel. You can now participate in the conversation.

### Barge In on Agent's Call

The agent must have exactly one active call.

1. In the *Contacts* pane, expand the *Agents* panel.
2. Click the target agent and then click **BARGE** for that agent. You are conferenced in to the call.
3. To leave the conference, click **LEAVE** in the *Conference Call* panel.

## View Agent and Queue Statistics

You can view real-time statistics for the monitored call centers and agents assigned to you, using the *Dashboard* window.

BROADWORKS Call Center <span>Close</span> <span>Sales Supervisor</span>										
Dashboard										
Queues		Current		Averages			Agents			
Name	Status	Calls In Queue	Longest Wait	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents
StandardCC1		0/50	00:00	00:00	00:00	00:00	0/1	0	0	<input checked="" type="checkbox"/>
Sales		0/525	00:00	00:00	00:00	00:00	9/18	0	9	<input type="checkbox"/>
Agents		Memberships		Current		Averages				
Name	Queues(Total)	Sign-in Time	Sign-in Duration	Call State (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy Out	Avg Wrap-Up	
jeet5008...	2			Idle (00:20)	Sign-Out (362:00)	0%	00:00	00:00	00:00	

- The *Queue Summary* shows key performance indicators for each call center you manage.
- The *Agent Summary* shows key performance indicators for the supervised team of agents.

**Note:** By default, agent statistics are not displayed.


#### To display agent statistics for a call center:

In the *Queue Summary*, check the *Show Agents* box in the row for that call center.



## Monitor Queues

The *Queued Calls* pane shows selected call centers that you are managing. Each call center is displayed in a separate panel.

**To select call centers to monitor:**

1. At the top right-hand side of the *Queued Calls* pane, click **Options**  and select *Edit Queue Favorite Dialog* from the menu.
2. In the dialog box that appears, check the call centers to display.
3. Click **Save**. The selected call centers appear in the *Queued Calls* pane.





The following information is displayed for each call center:

- Call center name and phone number
- Service Mode icon/button 
- Message Waiting icon  (if there are new messages)
- Ratio of queued calls to call center's call capacity

The Service Mode icon displays the call center mode, which can be *Normal*, *Night Service*, *Night Service Override*, *Forced Forward*, and *Holiday Service*.

You expand a call center panel by clicking the **Expand** button for that panel. When expanded, the calls queued on that call center appear.


For each call, the following information is displayed:

- Call Status icon, which can be:
  -  Call is waiting to be answered.
  -  Message is being played to caller.
  -  Call was reordered.
  -  Call was bounced.
- Name/number of the call center (or DNIS, if applicable) that was called
- Total call time, and in parentheses, the time in the current queue (when applicable)

Clicking a call expands the call to show additional data:

- Call priority bucket (**Premium call center**)
- Call position in queue
- Name
- Phone number of the calling party (if available)

### Enable Night Service Override or Forced Forwarding

1. In the *Queued Calls* pane, click the **Service Mode**  in a *Call Center* panel.
2. In the *Edit Queue Favorites* dialog box that appears, check *Night Service Override* or *Forced Forwarding* for each call center for which you want to enable the service(s).
3. For *Forced Forwarding*, enter the forwarding destination.  
Note that *Forced Forwarding* has precedence over *Night Service Override*.

### Position Call in Queue

1. In the *Queued Calls* pane, expand a *Call Center* panel.
2. Click the target call and then click **REORDER** for that call.
3. From the drop-down list that appears, select a new position. The call is placed at the new position in the queue.

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

### Transfer Call to Top of Queue

1. In the *Queued Calls* pane, expand a *Call Center* panel.
2. Click the target call and then click **REORDER** for that call.
3. From the drop-down list that appears, select *Send to Front*.

### Retrieve Call from Queue

1. In the *Queued Calls* pane, expand a *Call Center* panel.
2. Click the target call and then click **RETRIEVE**. The call appears in the *Call Console* and you treat it as any other call.

### Transfer Call from Queue to Agent

1. In the *Queued Calls* pane, select the call to transfer.
2. In the *Contacts* pane, expand the *Agents* panel.
3. Click the target agent and then click **TXR** for that agent.

### Transfer Call from Queue to Ad-Hoc Number

1. In the *Queued Calls* pane, select the call to transfer.
2. In the *Dialer*, enter the number and click **Transfer**.

### Transfer Call between Queues

1. In the *Queued Calls* pane, select the call to transfer.
2. In the *Contacts* pane, expand the *Queues* panel.
3. Click the target queue and then click **TXR** for that queue.

## Reporting

Call Center provides Call Center Reporting Server (CCRS) and Enhanced reporting.

The following CCRS reports are available to you:

- Agent Activity (historical or real-time) – This provides metrics about agents' call handling activities for a call center.
- Agent Utilization (historical) – This provides metrics related to agents' call performance for a call center.
- Queue Performance Analysis (historical or real-time) – This displays metrics related to the performance of a call center ACD.
- Service Level (historical) – This displays metrics related to the speed of answering ACD calls.

Enhanced reports are configurable, and the reports available to you depend on your system configuration. For information, consult your administrator.

**Note:** Agents can only request reports about themselves.

### Run CCRS Report

1. On the *Call Center* main page, click the **CCRS** link.
2. In the *Report* window, select the report type you want.

3. In the dialog box that appears, enter the required information.
4. Click **Submit**. The report appears in the *Report window*.

### Refresh CCRS Report

Only real-time reports can be refreshed to show the most recent data.

To refresh a report, click **Refresh**.

### Print or Export CCRS Report

You can print a CCRS report or export it to a file that can be opened either in Excel or in a text editor.

#### To print a report:

To print a report, at the bottom of the report, click **Print**.

#### To export a report to a file:

1. At the bottom of the report, click **Export** and select *Excel XML* or *CSV* format.
2. Specify the location where you want to save the file.

### Run Enhanced Report


1. On the *Call Center* main page, click the **Reporting** link.
2. In the *Report* window, select the report type you want.
3. In the dialog box that appears, enter the required information.
4. Click **Run Report**. The report appears in the *Report* window.

### Schedule Enhanced Report

1. On the *Call Center* main page, click the **Reporting** link.
2. In the *Report* window, select the report type you want.
3. In the dialog box that appears, enter required information:
  - a. For *Type*, select *Scheduled*.
  - b. Provide the name and the description of the report.
  - c. Specify the recurrence pattern of the report and the report time frame.
  - d. Enter the e-mail addresses of the recipients of the report.
  - e. Enter the remaining parameters.
4. Click **Schedule Report**. The report is scheduled. It will run at the specified times and will be sent to the recipients configured in the report schedule.

### Manage Scheduled Reports

1. On the *Call Center* main page, click the **Reporting** link.
2. From the drop-down list, select *Scheduled Reports*. A *Scheduled Reports* dialog box appears, listing the reports that you have scheduled.

3. To edit a report, click **Load**  in the row for the report and modify the report as required.

To delete a report, click **Delete**  in the row for the report.