



CCM 4.0

INDeX Call Center View

Contents

INTRODUCTION	3
GENERAL	3
CALL CENTER VIEW (CCV)	5
INDEX TASKBAR	6
LAUNCHING CALL CENTER VIEW	7
STARTING CALL CENTER VIEW	7
ADMINISTERING CCV	9
CALL CENTER VIEW MAIN SCREEN	10
FILE MENU OPTIONS	11
SEND MESSAGE	11
SUPERVISOR MESSAGES.....	12
NETWORK DETAILS	12
CALL BACK REQUEST/LOST CALLS	13
GROUP MEMBERSHIP ANALYSIS	15
SET UP CALL CENTER VIEW	16
GENERAL	16
LANGUAGE	16
WALLBOARD MSG DATABASE	16
USER DATA PATH	16
SHOW NETWORK DETAILS ON START-UP.....	17
GROUP LIST	17
TRUNK GROUP LIST	18
GROUP DISPLAY	19
REAL TIME STATUS (RTS) DISPLAY.....	21
GROUP STATUS (PERCENTAGE)	21
QUEUE MONITOR.....	22
QUEUE DISPLAY	23
BLF DETAILS	24
DN ACTIVITY.....	25
ALARM TRIP POINTS	26
ALARM SCRIPTS	32
WALLBOARD DESTINATION	33
ALARM DETAILS.....	34
STATE DETAILS.....	34
UPDATE PERIODS	35
DEFAULT SETTINGS	35
VIEW	36
GENERAL	36
GROUP MONITOR	37
TRUNK GROUP MONITOR	46
QUEUE MONITOR.....	50
BLF DETAILS	52
DN ACTIVITY.....	53
ALARM LIST.....	54
GROUP PERFORMANCE.....	56
PROFILE	57
SYSTEM ADMIN.....	58
PCA TARGET TIME	59
ANSWER TIME	60
RESET TIME	61
LOST CALL THRESHOLD	61
DELEGATE AUTHORITY.....	61
INDEX	62

Introduction

General

Contact Center Modules (CCM) provides the user with the necessary tools to facilitate the management of call traffic. They are designed to provide a tightly integrated real time and historic reporting package and wallboard support for the eBusiness digital communications platform. The product consists of a set of fully integrated modules sharing a common database utilizing Interactive Directory and Database (IDD) technology.

The suite of modules consists of the following applications:

Call Center View (CCV):

Provides a management package for telephone based staff and supports any size Customer Facing Department (CFD) or contact center. To effectively control customer service levels, real time human resource management is essential and the Call Center View has been specially designed to manage the CFD's or contact center's most valuable and expensive asset – it's people.

Call Center View Alarm Reporter:

Provides information (for each Call Center Profile) about alarms that have occurred within the contact center. The detailed alarm information for each directory number is presented in report format, which can then be printed.

Wallboard Manager:

Real time information from the contact centre is essential to react to constantly changing telephone traffic levels and provide excellent customer service. Wallboards allow managers and staff to monitor the service being provided and respond immediately. Wallboards provide current information on the number of calls waiting, response times and service levels. Wallboard Manager provides the ability to drive Ferrograph physical wallboards and PC wallboards.

PC Wallboard:

The PC Wallboard delivers traditional wall mounted wallboard functionality to the desktop but with the additional benefit of each PC Wallboard agent being able to configure and monitor a personalized view of the contact center. The PC Wallboard also enables agents to increase their productivity and maintain revenue levels with the added benefit of managing customer callback requests.

Report Manager:

Provides in depth historical reporting on CFD or contact center activity. In addition to call information, the Report Manager also reports agent activity. This powerful package allows individual call records to be stored and reported upon months later.

Workforce Management – Blue Pumpkin:

Workforce Management Interface allows integrated rostering, forecasting and scheduling systems to connect across the LAN to a comma separated variable (CSV) file containing a list of contact center related metrics.

Multimedia Module:

MultiMedia Module (MMM), is a customer contact software solution that enables companies and departments to manage multimedia contacts into and out of the organization. MMM provides applications that manage Web Chat, E-mail and Web Call Back communications.

For installation of MultiMedia Module, refer to the separate Installation Manual.

Report Designer:

The Report Designer is a separate product that can be used in conjunction with Report Manager and is a software tool used for querying and reporting. It enables the user to create reports that contain data from their contact center database and schedule reports to be updated and printed. It is installed when Report Client is installed but requires a licence to operate.

INDeX Taskbar:

Enforces the user rights and password protection as well as providing a single point of access to the Contact Center Modules.

Call Center View (CCV)

CCV provides the customer with the combination of real time service monitoring and resource management. A supervisor can manage and improve the service they provide with full real time visibility of all of their resources whether the resources are equipment or people.

For a supervisor to effectively manage staff who spend a significant amount of their time on the telephone, the availability of real time information is essential. The CCV allows the supervisor to balance their resources (i.e. staff against the traffic level of incoming calls) and therefore improve customer service and reduce cost.

When CCV is launched, the user is presented with a registration screen at which they enter their profile name. The telephone switch database, the user's configuration as well as the call statistics for that day are loaded on to the CCV. The real time screens contained within the CCV are as follows:

General screens:

- Alarm Handling
- DN Activity
- BLF Details
- Callback Request

Agent Based screens:

- Group Monitor
- Individual Agent Details
- Agent Group Details
- Percentage Time in State
- Real Time Status
- Individual Agent Group Details
- Group Status (Percentage)
- Group Performance Monitor

Queue Based screens:

- Queue Monitor
- Individual DDI Details

Trunk Related Screens:

- Trunk Group Monitor
- Group Status (Percentage)
- Individual Trunk Group Details
- Individual Trunk Details
- Real Time Status

INDeX Taskbar

If you have logged on with the user name Admin, you are able to delete schedules. All other user names entered have full functionality except being unable to delete schedules.

INDeX Taskbar provides the ability to launch the INDeX CCM applications. It also provides built in security through a logon procedure; i.e. you **must log on** to the INDeX Taskbar before launching the INDeX CCM applications.

Further details on INDeX Taskbar are available from the **INDeX Taskbar User Manual**.

INDeX CCV Features for different Users Access Level

The availability of INDeX CCV features for each Profile depends upon the Access Level of the User specified from the INDeX Taskbar. The following table illustrates these features for every Access Level:

Set Up Option	Administrator	System Supervisor	Supervisor	Team Leader
Language	Y	Y	*N	*N
Group List	Y	Y	*N	*N
Group Display	Y	Y	Y	N
Group Status (Percentage)	Y	Y	Y	N
Trunk Group List	Y	Y	*N	*N
RTS Display	Y	Y	Y	N
BLF Details	Y	Y	*N	*N
Dn Activity	Y	Y	Y	N
Force Agent Status	Y	Y	*N	*N
Queue Monitor	Y	Y	N	N
Alarm Trip Points:				
– Group Access	Y	Y	*N	*N
– Alarm Access available	Y	Y	Y	N
Call Back Management	Y	*N	N	N
State Colours	Y	Y	Y	N
Update Periods	Y	Y	Y	N
Restore Settings	Y	Y	Y	N
System Admin Menu	Y	N	N	N

* These options can be delegated to Users with lower Access Levels.

Launching Call Center View

Starting Call Center View

Before starting Call Center View (CCV), you must ensure that the Delta Server is running on the Server PC and that you have logged onto the INDeX Taskbar.

Call Center View is started by:

1. Click the **Start** button on the Windows taskbar.
2. Point to **Programs** and then **INDeX CCM**.
3. Select **Call Center View** from the sub-menu.

Note: CCV can also be started by clicking on the CCV Icon within the INDeX Taskbar.

When you start Call Center View the Login Profile screen will be displayed. From this screen you can logon using an existing profile or create a new profile.

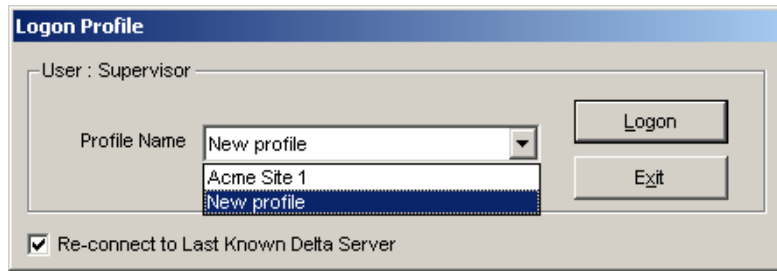
If the *Reconnect to last known Delta Server* option is selected, then the Call Center View will automatically connect to the last connected Delta Server.

If the Reconnect to last known Delta Server option is NOT selected, then the Search screen appears indicating the Call Center View is searching for the Delta Server(s). Once the Delta Server(s) has been located, the Find Server screen appears listing the available server(s). Select the required server and then click the Connect button. If your required Server is not listed, click the Advanced button. Select one of the search options and then click the Search button.

Note: Profile Names and their individual configuration are only saved in the PC hosting the CCV application.

To Connect Using an Existing Profile:

1. Click the pull down arrow to display a drop down list of the existing profiles.
2. Select the required name and then click the *Logon* button.
3. The Loading Setup Details screen appears.



To Create New Profile

1. Select the profile name **New Profile**, and click the **Logon** button.
2. Enter a Profile Name, and then click the **Create** button.
3. Click **Yes** to create the New Profile name and then the Loading Setup Details screen appears.

Undefined Directory Numbers

Once CCV is running, the directory numbers information are downloaded automatically via Delta Server.

As a **New Profile**, the **Set Up** screen provides only the information received from the INDeX switch. The **View** options will be enabled once the Set Up screens are configured.

As an existing Profile, **Undefined** will be displayed in the configured Set Up and View screen(s) until all the directory number information is downloaded from the telephone switch.



Administering CCV

Configuring Call Center View for a User's Profile

1. Ensure you are logged onto the INDeX Taskbar.
2. Start the Call Center View application and create the User's Profile.
3. Configure the CCV according to the User's requirements. See "Set Up Call Center View" on page 16.
4. Ensure you save the configuration in each Set Up screen.
5. Exit the CCV application.

Function Keys

Some functions may be selected by pressing the shortcut function keys listed on the menu to the right of the command.

- F1** – Help
- F2** – Print current screen
- F3** – Next screen
- Shift + F3** – Previous screen
- F4** – First Alarm

Help

The Call Center View **Help File** uses a context-sensitive help format. This means that you can obtain detailed information about any of the CCV screens.

You can access Help in two ways:














- With the screen displayed, press F1;
- or
- From the menu bar, click **Help**, and select the required information. The Help topic for the selected option will be displayed.

Call Center View Main Screen

This section provides an overview of all elements on the CCV screen, such as menus, toolbar buttons and the information bar.



Descriptions of the toolbar buttons are displayed on-screen when the mouse pointer pauses on them. The buttons on the toolbar are as follows:

-  See "Send Message" on page 11. Enables you to send a message to Wallboard Device.
-  See "Print a Screen" on page 14. Enables you to print the current screen.
-  See "Group Monitor" on page 37. Enables you to monitor the selected agent groups.
-  See "Trunk Group Monitor" on page 46. Enables you to monitor selected trunk groups.
-  See "Group Status (Percentage)" on page 42. Enables you to monitor a summary of the percentage of agents as well as trunks in each state.
-  See "Queue Monitor" on page 22. Enables you to monitor directory number's (Groups, Trunks or Agents) response statistics in real time.
-  See "BLF Details" on page 52. Enables you to monitor the real time status of directory numbers.
-  See "Dn Activity" on page 53. Enables you to monitor the status of the directory numbers in greater detail.
-  See "Alarm List" on page 54. Enables you to see the chronologically listed alarms.
-  Prev Details/Next Details. Enables you to select the next or previous screen.
-  Set Up. Enables you to configure/edit the configuration for a particular screen, as detailed in "Set Up Call Center View" on page 16.
-  See "Group Membership Analysis" on page 15. Analyses the configuration of the telephone system ensuring consistencies throughout and preventing issues that may cause incorrect data input into the historical database – un-named members or duplicate entries in groups.
-  See Alarm indicator status. Indicates the alarm status, as detailed in "Alarm List" on page 54.


The information on the status bar displays the following:

User Name (Access Level) and Profile Name; and Time and date.

File Menu Options

Send Message

This option enables you to send a message to a Wallboard device, or any active PC Wallboard(s).

1. From **File** menu, select **Send Message**, the Send Message screen appears.
2. Place the cursor in the Message text box; type your required message.
3. Duration is the length of time your message is listed on the Schedule List. The message will be displayed on the relevant wallboard(s) with respect to the Priority Level of the Scheduled Messages. To alter the Duration, in seconds, of your message on the Schedule List, click the  spin button until the required time is achieved.
4. Select **Standard Message** and then click **Destination**. Select the active PC Wallboard, a group of PC Wallboards or Wallboard 10/22 that you want to send the message to.
5. Select **Supervisor Message** option to send the message to a specific active PC Wallboard:


Audible Alert: enables/causes the selected active PC Wallboard to provide an audible warning;

Agent ID: enables you to select an active PC Wallboard, click Agent ID, Wallboard Server Browser screen appears, listing all the active PC Wallboards. Select the required one and then click **Done**. Click **Send** to display the message on the selected the active PC Wallboard.

Supervisor Messages

From the **File** menu, select **Supervisor Messages**.

It is important for agents to have a quick and effective method of communicating with their supervisor whilst on a call or when idle. This option enables the supervisor to administer the list of messages sent by the agents from their individual telephone display (e.g. turrets).

If a printer is attached to the PC running the INDeX CCV, the print  option will be enabled once you receive messages.

If you want to receive messages only from your team (i.e. the agents within the groups selected in the Group Monitor) then select "Only show supervisor messages from my team".

Double click a message to clear it from the screen.

The INDeX Switch provides four default messages, which are available from the turret display. These messages are:

Name	Message Received
Help	Help Required
Listen	Please listen to me
Manager	Manager assistance required
Urgent	Urgent help required

Supervisor messages may be added into the INDeX switch database. A seven character soft key may be programmed to appear on the turret display and when pressed a message of up to 32 characters long.

Note: The screen will popup every time an Agent sends a Supervisor message.

Network Details

To open the Network Details screen, from the **File** menu, select **Network Details**. The Network Details screen displays the following information:

Connection – The PC hosting Delta Server that the CCV is connected.

Dn Activity – The download of the directory number information.

Call Back Request/Lost Calls

The Call Back Request feature, when used in conjunction with the INDeX Voice Manager, allows the supervisor to view a list of incoming callers who have selected the option of call back from the Voice Manager.

Call Back Request feature can also be utilised in conjunction with the PC Wallboard to allow the supervisor to assign callback messages to the agents that are logged on to the PC Wallboard application.

This option enables you to administer a list of callback messages received from the Voice Manager as well as to assign call back messages to the agents via the PC Wallboard.

The Lost Calls feature allows a supervisor to view a list, containing all the available data, of all incoming calls to an agent/group that are lost or abandoned by the caller.

Create a Call Back Request message

1. From the **File** menu, select **Call Back Request** and then the **Call Back Request** tab.
2. In the Add Call Back Request section, use the spin buttons to select the Dn Name and enter the incoming CLI number for the agent to call back the client in the Add CLI box.
3. Click **Add** to include it to the Call Back Request list and either repeat step 2 for further agents/groups or click **Close**.

The Callback Request List displays the following information:

- **Date:** The date when the callback request arrived.
- **Time:** The time when the callback request arrived.
- **CLI:** The Calling Line Identity, i.e. the telephone number, of the caller requesting the callback option.
- **Original Target:** The Directory Number /Name that the incoming call was originally targeted at i.e. the agent group or voice manager group.
- **Status:**
 - Waiting** - Callback Request message waiting to be assigned to an agent.
 - Actioned** - Callback Request message that has been assigned to an agent.
 - Cleared** - The agent has dealt with the Callback Request.

Assign a Callback Request message to an Agent


1. To assign a Callback Request message to an agent, right mouse click the item and then select **Action** from the popup menu. If Action is greyed out, then the Callback cannot be forwarded to an agent since it contains non-numerical characters.
2. From the Wallboard Server Browser screen, which displays a list of active PC Wallboard(s), click the required PC Wallboard. Click **Done**.


Remove Callback Request Message/Lost Call

To remove an item from the list, right click the item and then select **Remove** from the popup menu.

Print a Screen

Ensure a printer is available either locally (i.e. connected to the PC hosting the CCV) or remotely (i.e. connected within the network).

By default, the print buttons  (on the toolbar) will be enabled when you open a screen incorporating the Print option.

To print a current screen either, from the toolbar, click ; or select **Print**; or from the keyboard, press **F2**.

Save Callback Request/Lost Call List

When the Call Back Request or Lost calls List is saved a file is created called callback.dat or lostcalls.dat respectively. The data is saved as comma separated text.

Lost Calls List

From the **File** menu, select **Call Back Request** and the **Lost Calls** tab. Details of all lost calls are displayed. Highlight an entry and right click to either Remove or Send to Callback list.

The Lost Calls List displays the following information:

- **Seq:** A sequential list of lost calls. If Remove is selected, the used list is recalculated. When there is more than one lost call from same source, only one entry will be made in the list. If the same 'lost call' rings and the call is answered, the entry is removed from the list. The CLI must be attached to the incoming string for an entry to be made in the list.
- **Date:** The date when the callback request arrived.
- **Time:** The time when the callback request arrived.
- **CLI:** The Calling Line Identity, i.e. the telephone number, of the caller requesting the callback option.
- **Original Target:** The Directory Number /Name that the incoming call was originally targeted at i.e. the agent group or voice manager group.
- **DDI:** The DDI used by incoming call.
- **Trunk:** The identity of the trunk used to handle the incoming call.






Group Membership Analysis

The telephone switch Analysis option analyses the configuration of the programming. It displays any problems; therefore, ensuring inconsistencies are eradicated throughout, which will prevent issues that may cause incorrect data input into the historical database.

The telephone switch Analysis will highlight the following inconsistencies:

Un-named Agent devices.

Mixed device types i.e. Agent and Trunk devices within the same group.

- Click telephone switch Analysis icon .
- Click Refresh to ensure the displayed information is up to date.
- Click  to display a description of the icons  and  for both the Agent and Trunk groups.
- Click  again to remove the description.

Agent Groups.

- ✓✓ This indicates that group members are of the same device type and all members are named.
- ✗ (on left hand column) One or more group members are of differing device types (Trunk/Agent, etc.).
- ✗ (on right hand column) Either the group is unnamed or any one of its members is unnamed.

Further telephone switch Analysis is provided within the "Real Time Status" on page 40 for Agent Group Membership.

Trunk Groups.

- ✓✓ This indicates that group members are of the same device type and all members are named.
 - ✗ (on left hand column) One or more group members are of differing device types (Trunk/Agent, etc.)
- Note:** ✓ on the right hand column will always be ticked, as Trunks are not normally named.

Set Up Call Center View

General

This section explains the Call Center View Set Up screens and the necessary steps for configuring the program. On startup, the directory numbers database is automatically downloaded from the Telephone switch via the Delta Server to the Call Center View.

All the Set Up screens have a **Print** option. This will enable you to print the current Set Up screen.

Each Set Up screen has a **Save** option. When selected, the configured information for the logged on Profile is saved in the hard drive of the PC (C:\) or in the Network drive and will override the previous configuration. However if Save is not selected, when exiting Call Center View application (or logging on a different Profile), then the configured details are lost for the current Profile.

Set Up screens have **Next** and **Previous** options. These allow you to move forward to the next or back to the previous screen, without exiting the current screen.

Language

This option enables you to select a different language if the Call Center View incorporates multi-language facility. By default, the Language is set to English.

From the **Set Up** menu, select **Language**. Click the required language.

Wallboard Msg Database

When you choose this option from the Set up menu, you will need to select the wallboard database from the dialogue box (Wallbrd.mdb). Once selected, click on the open button.

User Data Path

This option enables you to access the Call Center View Profiles across the network.

Once the Network path has been established, every User (regardless of their Access Level) needs to perform the following instructions from their own PC (to gain access to their individual Profile):

1. Start CCV and log on as New Profile.
2. From the **Set Up** menu, select **User Data Path**, the Setting User Data Path screen appears.
3. Select the created network drive and path, e.g. N:\Users. Click Save.
4. Exit CCV application.
5. Restart Call Center View, Log on with your Profile Name and use the CCV according to your Profile configuration.

Show Network Details on Start-up

This option is used to display the Network Details screen every time you start the Call Center View.

To set this option:

- From the Set Up menu, select the Show details on Start Up Option. A tick placed next to this option in the Set Up menu indicates that this has already been selected.

Group List

The group monitoring screen puts the supervisor in control of their agent skill groups or campaigns, enabling them to monitor the status of these. The supervisor may view 9 groups on each screen and scroll to subsequent screens to view more groups (up to a maximum of 10 screens) thus enabling the supervisor to monitor large numbers of groups simultaneously.

From the **Setup** menu, select **Group List**, the Group List Selection screen appears. This option enables you to select groups (excluding Trunk Groups) to be displayed on the Group Monitor View screen (see "Group Monitor" on page 37).

To Add a Group

The information regarding all the groups within the Telephone switch are listed in the Available Groups list box. Up to a maximum of 60 groups can be added to the Display Group.

To add a required group to the Display Groups, from the Available Groups either:

- Double click a required group;
- or
- Select a group, then click the Add button.

To move a group up or down the Display Groups list, click the required group and then click **Move Up** or **Move Down**.

To Remove a Group

To remove a group from the Display Groups list, either:

- Double click a required group;
- or
- Select a group, then click Remove.

To move a trunk group up or down the Display Groups list, click the required group and then click **Move Up** or **Move Down**.

Trunk Group List

The Trunk Group Monitor screen allows the supervisor to quickly and easily monitor the state of their groups to view traffic levels, ensure that they have enough lines to cope with call volumes, control call costs and identify any faults. The supervisor may view 12 groups on each screen and scroll to subsequent screens to view more groups (up to a maximum of 10 screens)

From the **Set Up** menu, select **Trunk Group List** and the Trunk List Selections screen appears. This option enables you to select trunk groups to be displayed when the Trunk Monitor View button is pressed (see "Trunk Group Monitor" on page 46).

To Add a Trunk Group

The information regarding all the trunk groups within the telephone switch are listed in the Available Trunks list box.

Up to a maximum of 18 trunk groups can be added to the Display Trunks.

To add a trunk group to the Display Trunks list, from the Available Trunks list either:

- Double click a required trunk group;
- or
- Select a trunk group, and then click the Add button.

To move a trunk group up or down the Display Trunks list, click the required group and then click **Move Up** or **Move Down**.

To Remove a Trunk Group

To remove a trunk group from the Display Trunks list either:

- Double click a selected trunk;
- or
- Select a trunk, then click the Remove button.

To move a trunk group up or down the Display Trunks list, click the required group and then click **Move Up** or **Move Down**.

Group Display

This option enables you to select group statistics to be monitored on the Group Monitor (List), Trunk Group Monitor and Queue Monitor view screens

It is possible to select 5 parameters for each group to be displayed on the group icon. In addition, a number of fields may be selected to be shown at the bottom of the screen as totals for the groups on display.

From the **Set Up** menu, select **Group Display**. The Group Display selection screen appears. This screen has two fields, Display Selection and Available Groups.

Change Display Selection

There are a maximum of five different statistical Display Selections for every group. These five statistical display selections are set by default to PCA All, GOS All, Lost All, Calls Waiting and Answered All respectively. Each of these five display selections can be changed to any of the fields listed below.

The Group List statistics can either be set to the same statistics as the selected groups or to a different setting.

To alter the Group Display Selection for an Available Group, highlight the required group, click the pull down arrow associated with a Selection (1-5) and select from the listed options as follows:

PCA All	The number of all calls (internal and external) answered within the target answer time expressed as a percentage of internal and external answered calls. (PCA = Percentage of calls answered)
PCA Ext.	The number of external calls answered within the target answer time expressed as a percentage of external answered calls. (PCA = Percentage of calls answered)
GOS All	The number of all calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls presented. (GOS = Grade of service)
GOS Ext.	The number of external calls answered within the target answer time expressed as a percentage of external calls presented. (GOS = Grade of service)
Lost All	The total number of all incoming (internal and external) unanswered calls today.
Lost Ext.	The total number of external incoming unanswered calls today.
Calls Waiting	The total number of calls waiting for the group.
Answer All	The total number of all calls (internal and external) answered by members of the group.
Answer Ext.	The total number of external calls answered by members of the group.
New I/C Pres	The total number of incoming calls presented to members of the group.
Outgoing All	The total number of all outgoing calls (internal and external) made by members of the group.
Outgoing Ext	The total number of all external outgoing calls made by members of the group.
Refused All	The total number of internal and external incoming calls presented to members of the group not answered by a particular agent.
Refused Ext.	The total number of external incoming calls presented to members of the group not answered by a particular agent.
L Wait (Ans) All	The longest wait of any internal and external answered call today.
L Wait (Ans) Ext.	The longest wait of any external answered call today
L Wait (Lost) All	The longest wait of any lost call (internal and external) today.

L Wait (Lost) Ext.	The longest wait of any external lost call today.
Avg Ans All	The average answer time of all internal and external incoming answered calls.
Avg Ans Ext.	The average answer time of all external incoming answered calls.
Grp Calls Ans All	The total number of all internal and external incoming answered calls, answered by agents for this group.
Grp Calls Ans Ext.	The total number of external incoming answered calls, answered by agents for this group.
No on I/C	The number of agents and trunks currently engaged on incoming calls.
No on O/G	The number of agents and trunks currently engaged on outgoing calls
No on Ready	The number of agents and trunks currently ready to take incoming calls.
No on Hold	The number of agents currently holding calls.
No on BWU	The number of agents currently in busy wrap up.
No on BNA	The number of agents currently in busy not available.
No on Busy	The number of agents currently busy.
No on L/Off	The number of agents currently logged off.
No on Ringing	The number of agents whose extension is currently ringing.
No on Int Made	The number of agents currently making internal calls.
No on Int Rcvd	The number of agents currently receiving internal calls
Longest Wait	The amount of time that the current longest waining call has been waiting for.

Real Time Status (RTS) Display

This option enables you to select statistics for members within a group/trunk group to be monitored on the Real Time Status View screens.

From the **Set Up** menu, select **RTS Display**. The RTS Display Selection screen appears. This screen enables you to set the required statistics for agents and trunks.

Select a Group Statistic

There is a maximum of five different Display Selections for every group. Each statistic display selection is set by default to PCA All, GOS All, Lost All, Calls Waiting and Answered All.

1. To alter the RTS Display Selection for a group, select the group. Click the pull down arrow associated with a selection and select from the listed options.
2. Repeat for the required selections.

Note: For details of the parameters refer to "Group Display" on page 19.

Group Status (Percentage)

An instant graphical presentation of the percentage of agents as well as trunks is available for each group. This option enables you to select the required states which are monitored on the Percentage View screen.

From the **Set Up** menu, select **Group Status (Percentage)**, the Group Status (Percentage) screen appears. By default, all the states are selected for the Agent Group and only 7 states are available for the Trunk Group. Remove the tick to deselect a state for either Agent Group or Trunk Group.

The Display Other box is used to display all the unticked boxes in one percentage field, e.g. with only incoming and outgoing ticked, when Display Other box ticked, then all the remaining fields will be displayed in black as one percentage.

"State Details" on page 34 details the procedures required to change the color of the states (the text as well as the background).


Queue Monitor

Queue Monitor has been designed to monitor the call traffic by allowing the supervisor to display up to 180 queues in real time via 20 screens, each containing 9 queues. These queues may represent trunks, trunk groups, agents, agent groups and Pilots.

From the **Set Up** menu, select **Queue Monitor** and set **Queue List Id** from 1-20. Each queue list can be given a discreet name (type a name in the Queue Name text box).


From the Queue Details field, set the nine Directory Numbers as required, these will be displayed as the nine queue fields when the Queue Monitor View button on the task bar is pressed.

This option enables you to select the directory numbers to be displayed on the Queue Monitor View screen. There are twenty queue lists (1–20) available. Within each queue list, you can monitor up to nine directory numbers.

To identify a Queue List, click the spin buttons , until the required Queue List Id appears.

Select Directory Numbers

You can select directory numbers in 2 ways either using the Spin Buttons or doing a Dn Search.

Spin Buttons - To select a directory number (0000-9999), click and hold the mouse on the spin button  until the required directory number appears in the left-hand box.

Dn Search - Double click a directory number entry box the Dn Search screen appears.

a) Dn Selection

By default, the Available Dns list box contains all the directory numbers within the Telephone switch associated with the selected Dn Selection categories (i.e. Group and Agent). If only one category has been selected then only the directory numbers associated with that category will be displayed in the Available Dns list box.

1. To deselect any of the categories, click associated with that category.
2. To select any of the categories, click associated with that category.


b) Set the Directory Number Order

The Available Dns can be in three different orders:

Dn (Directory Number 0000-9999); or


1. Name (Directory Number name alphabetically); or
2. Type (Directory Number type alphabetically).
3. Click associated with the required order.

c) Select Directory number

- Click the required Directory Number, then click ;
- or**
- Double click the directory number.

Delete Directory Number

To remove the selected directory number, from the Queue Monitor Set Up screen, double click a directory number entry box. The **Dn Search** screen appears. Click

associated with **Delete Entry**. Click , **Not Initialised** will be displayed in the directory number entry box.

Queue Display

This option enables you to select group statistics to be monitored on the Queue Monitor view screens.

It is possible to select 3 parameters for each group to be displayed on the group icon. In addition, a number of fields may be selected to be shown at the bottom of the screen as totals for the groups on display.

From the **Set Up** menu, select **Queue Display**. The Queue Display selection screen appears. This screen has two fields, Display Selection and Available Queue.

Change Queue Display Selection


There is a maximum of three different statistical Display Selections for every group. These three statistical display selections are set by default to Ans., Lost and PCA respectively. Each of these three display selections can be changed to any of the fields listed below.


To alter the Queue Display Selection for an Available Queue, highlight the required group, click the pull down arrow associated with a Selection (1-3) and select from the listed options as follows:

- **Ans:** The total number of all calls answered by members of the queue.
- **Lost:** The total number of all unanswered calls today.
- **PCA:** The number of all calls (internal and external) answered within the target answer time expressed as a percentage of internal and external answered calls.(PCA = Percentage of calls answered).
- **GOS:** The number of all calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls presented. (GOS = Grade of service).
- **Avg IC:** The average answer time of all internal and external incoming answered calls.
- **L W Ans:** The longest wait of any internal and external answered call today.
- **L W Lost:** The longest wait of any lost call (internal and external) today.

BLF Details

The BLF screen has been implemented to provide an overview of up to 240 directory numbers on the system in real time. This screen allows agents, groups, trunks and DDIs to be displayed on a completely free format basis in order to gain a perspective on all elements of the system.

From the **Set Up** menu, select **BLF Details**. The BLF Details screen enables you to select directory numbers to be displayed on the BLF Details View screen (BLF View Button ). There are 240 entries available. They are divided into 4 tabs each containing 60 entries. Tabs are from 1-60, 61-120, 121-180 and 181-240.

The Available Dns contained in the top list box can either be in number or in alphabetic order. By default, the order is in Dn (directory number) which lists the Available Dns in numeric order. Name lists the directory numbers in alphabetic order. To change the order, click  associated with either Dn or Name.

Dn Selection




By default, the Available Dns list box contains all the directory numbers within the telephone switch associated with the selected Dn Selection categories (i.e. Agent Group and Agent).

If only one category has been selected then only the directory numbers associated with that category will be displayed in the Available Dns list box.

1. To deselect any of the categories, click associated with that category.
2. To select any of the categories, click associated with that category.

Select Directory Number

There are 240 entries available. They are divided into 4 tabs each containing 60 entries. Tabs are from 1-60, 61-120, 121-180 and 181-240.

1. From the Available Dns list box, click  or  of the scroll bar, or drag  along the scroll bar to display the required number.
2. If the directory numbers are in alphabetic order, click a directory number and then type the first letter of the required name. The cursor will be placed on the first name beginning with that letter.
3. From the Available Dns list box either:
 - click a directory number drag and drop to one of the entry boxes; or
 - double click the required directory number. The number will be placed in the first blank slot.
4. To move a directory number from one entry box to another, click the directory number and then drag and drop to one of the entry boxes.
5. Not Initialised in an entry box indicates you have not selected a directory number.
6. To remove a directory number from an entry box, double click the directory number. Not Initialised will be displayed to indicate no directory number is selected.

Compact Directory Numbers

To display the selected directory numbers, without blank spaces (i.e. Not Initialised) between entries, click **Compact**.

Dn Activity

The Dn Activity screen has been designed to allow the supervisor to drill down in fine detail to the activities of agents, groups, trunks and DDIs in real time, by allowing the selection of information from 33 parameters to be displayed. The information displayed can be tailored to the supervisor's requirements by adding and removing the required information fields.

From the **Set Up** menu, select **Dn Activity**. This screen enables you to select the fields and the order in which they appear on the Dn Activity View screen.

As there is no option to select directory numbers within the Dn Activity Set Up screen; the Dn Activity button is enabled once you have selected the required directory numbers in Group Monitor and BLF Details Set Up screens.

Note: The minimum refresh time of this screen is 5 seconds.

Select fields

By default all the fields are selected, as indicated by associated with a field.

1. To de-select any of the fields, click associated with a field.
2. To select any of the fields, click associated with a field.

The fields available for selection are shown in the table below.

Agent Group	Internal To	Overflowed From
Average Abandoned	Last Account Code	Overflowed To
Average Answer	Last Calling Line ID	PCA
Average Incoming Duration	Last Connection	Refused Calls
Average Outgoing Duration	Logged Off At	Time In State
Call Rate	Logged On At	Time On Duty (today)
Calls Waiting	Longest Wait	Total I/C Call Duration
Cost Today	Longest Waiting (Answered)	Transferred From
GOS	Longest Waiting (Lost)	Transferred To
Incoming	Lost Calls	
Internal From	Outgoing	

Background color

This option enables you to change the background color of the Dn Activity View screen.

1. From the Dn Activity screen, click Back Color, the color selection screen appears.
2. Click a color and then click the **OK** button.
3. Click **Cancel** to close the screen without selecting a color.

Alarm Trip Points

Three different alarm tiers may be set for each device enabling the administrator to set alarm conditions with an increasing degree of severity. The three different tiers of alarms are classed as Normal, Caution and Critical. The point at which the alarm will clear may be set as a percentage of the alarm trigger time. These three alarm parameters may be set for individual agents, groups or trunks, etc. From **Set Up**, select **Alarm Trip Points** to display the menu. Three tabs are displayed for Time in State, Queue/Utilisation and Other.

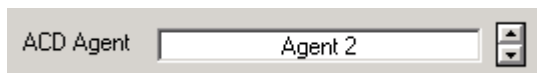
You can reference alarms to any directory number's alarm variable. A referenced alarm is indicated with a blue/cyan background.

If you do not wish to monitor any alarm category, you can disable the alarm without setting its value to zero. For further details see "Alarm Details" on page 34.

Note: Use the right mouse click to enable an alarm and double click the left mouse button to disable an alarm.

Select Agents/Groups/Trunks

From **Setup**, open the **Alarm Trip Points** menu. At the top of the menu, the selection box is displayed:



You can select directory numbers/agents/trunks/groups in two ways:

1. **Spin Buttons:** To select a directory number, click and hold the mouse on the spin button until the required directory number, agent, trunk, etc. appears in the box.
2. **Dn Search:** Double click an entry displayed in the box.

a) Dn Selection

By default, the **Available Dns** list box contains all the directory numbers within the telephone system associated with the selected Dn Selection categories, e.g. Super Group, Agent Group, Trunk Group, Trunk, ACD Agent and Pilot. If only one category has been selected then only the directory numbers associated with that category will be displayed in the Available Dns list box.

- To select a category, tick the box associated with that category.
- To deselect any of the categories, untick the box.

b) The Directory Number Order

The Available Dns can be displayed in one of the three different orders:

- **Dn** (numbers in sequence 0000-9999); or
- **Name** (Dn name alphabetically); or
- **Type** (Dn type alphabetically).

Click the radio button associated with the required order.

c) Select Directory number

- Double click the directory number;
- or

- Click the required **Dn**, then click .

Note: By selecting directory numbers/agents/trunks/groups the Utilisation box will change from Available Agents, Available Trunks to Call Rate as appropriate.

Alarm Points Criteria

The criteria of the Setup/Alarm Trip Points menu tabs for Time in State, Queue/Utilisation and Other are as follows:


Time in State	
Incoming	The incoming time in state alarm will trigger when any of the specified thresholds is exceeded
Holding	The holding time in state alarm will trigger when any of the specified thresholds is exceeded
Busy	The busy time in state alarm will trigger when any of the specified thresholds is exceeded
Outgoing	The outgoing time in state alarm will trigger when any of the specified thresholds is exceeded
Busy Wrap Up	The busy wrap up time in state alarm will trigger when any of the specified thresholds is exceeded
Logged off	The logged off time in state alarm will trigger when any of the specified thresholds is exceeded
Ready	The ready time in state alarm will trigger when any of the specified thresholds is exceeded
Busy N A	The busy not available time in state alarm will trigger when any of the specified thresholds is exceeded
Ringling	The ringing time in state alarm will trigger when any of the specified thresholds is exceeded
Internal Made	The internal made time in state alarm will trigger when any of the specified thresholds is exceeded
Internal Rcvd	The internal received time in state alarm will trigger when any of the specified thresholds is exceeded
Queue	
Call Waiting (Number)	The calls waiting alarm will be triggered when the number of calls waiting exceeds any of the specified thresholds
Longest Waiting (Seconds)	The longest waiting alarm will be triggered when the length of the longest waiting call exceeds any of the specified thresholds
PCA (Percentage of Calls Answered) (%)	The PCA alarm will be triggered when the Percentage of Calls Answered drops below any of the specified thresholds
Average Answer (Seconds)	The average answer alarm will be triggered when the average answer time exceeds any of the specified thresholds
Utilisation	
Available Agents	Alarm will be triggered when the number of available agents drops below a specified threshold.
Call Rate	Alarm will be triggered when the hourly call rate drops below a specified threshold.
Available Trunks	Alarm will be triggered when the number of available trunks drops below a specified threshold.
Others	
Lost Calls Maximum	The lost calls maximum alarm will trigger when the number of lost calls exceeds any of the specified thresholds
Overflow to Maximum	The inter to maximum alarm threshold will trigger when the number of calls answered by another group and transferred to a member of this group exceeds any of the specified thresholds
Overflow from Maximum	The inter from maximum alarm threshold will trigger when the number of calls answered by this group and transferred to another group exceeds any of the specified thresholds

Queue/Utilisation Details - Alarm threshold clear

The Alarm threshold clear field of the Queue/Utilisation menu, sets the automatic low and high alarm clear limits of a directory number for the Queue Details categories. The categories are:

- **Calls Waiting (No)** – Number of calls Waiting;
- **Longest Wait (Sec)** – Longest Waiting call;
- **PCA (%)** – Percentage of Calls Answered;
- **Average Answer (Sec)** – Average call Answer Time.

By default, the Alarm threshold clear % is set to 20%. The range is 5-40%.

To increase/decrease the Alarm threshold clear %, click and hold the spin button  until the required value appears in the left hand box. This will automatically set the Clear Low % and Clear High %.

Clear High % is associated with Calls Waiting, Longest Waiting, and Average Answer alarm categories. Clear Low % is associated with PCA, Available Agents, Available Trunks and Call Rate alarm categories.

Dependant upon the setting of the Select Agents/Groups/Trunks box the Utilisation box will change from Available Agents, Available Trunks to Call Rate. The alarm value in the Utilisation field are displayed in reverse order, e.g. the critical alarm threshold first.

Note: The Alarm Threshold Clear % is applicable individually for all the alarm criteria i.e. Normal, Caution and Critical.

Specify Alarm Values

From any tab of the Setup/Alarm Trip Points menus, right click on an alarm field to enable the alarm. The display goes:

from

to

Each alarm field is divided into 4 segments:

- No Alarm (White)
- Normal Alarm threshold (Green)
- Caution Alarm threshold (Yellow)
- Critical Alarm threshold (Red)

These can be edited as follows:

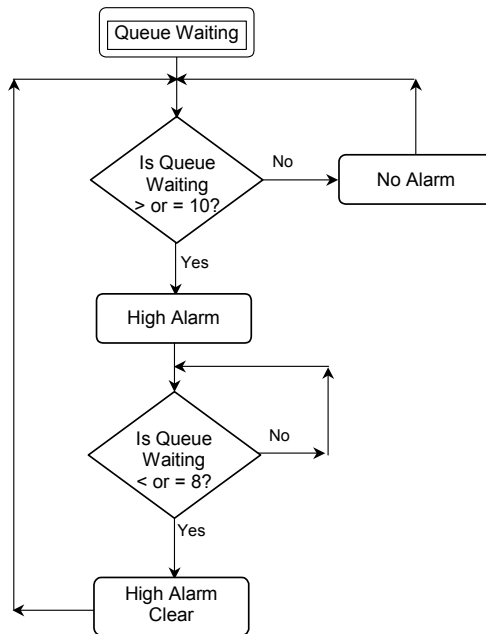
1. Highlight the digits on the right hand box (white), type a number that is divisible by 4 and **Enter**. This value now sets the full scale of the alarm.
2. Place the mouse pointer on a vertical divider bar between numbers, the pointer changes to \leftrightarrow , click and drag left or right (increase or decrease) until the required number/value is displayed within the box.
3. Ensure to perform Step 3 for all alarm settings, i.e. Normal, Caution and Critical.
4. Right click an alarm field to access the Alarm Type menu. See "Referenced Alarm" on page 31 for further details.
5. To disable any of the alarm fields for a specific directory number, double click the alarm field.

Example for Calls Waiting, Longest Waiting Call, and Average Answer

The flowchart and the table illustrate this example.

If **Alarm threshold clear %** is set to 20% and the Normal Alarm value is set to 10.

An alarm will occur when the value is greater than 10 (the specified value). When it reaches 80% of 10, it will automatically be cleared, i.e. High Alarm = 10, hence High Alarm Clear = $10 \times 80\% = 8$.



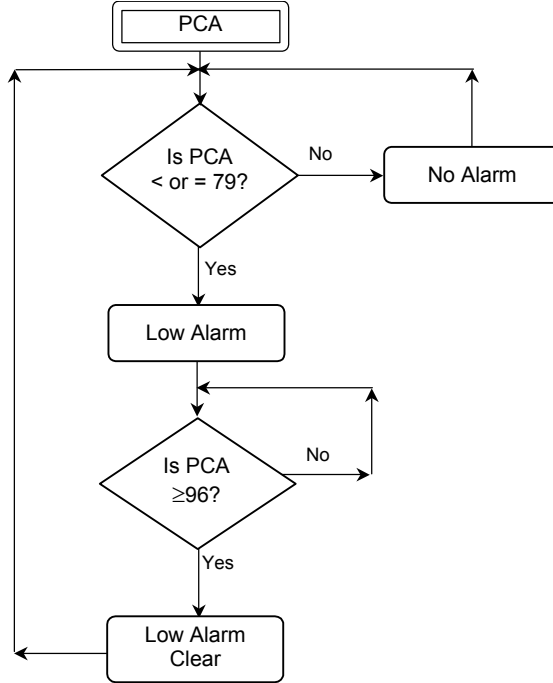
Queue Wait Value	Alarm
7, 8,9	No Alarm
10, 11	High Alarm
10 & 9	High Alarm
8	High Alarm Clear
7	No Alarm

Example for PCA, Available Agents, Available Trunks, Call Rate

The flowchart and the table illustrate this example.

If **Alarm threshold clear %** is set to 20% and PCA (%) Normal Alarm value is set to 80.

An alarm will occur when the value is less than 80 (the specified value). When it reaches 120% of 80, it will automatically be cleared, i.e. Low Alarm = 80%, hence Low Alarm Clear = 80 x 120%=96%.



PCA Value	Alarm
97 – 81	No Alarm
80 – 00	Low Alarm
00 – 95	Low Alarm
96	Low Alarm Clear
97	No Alarm

Restore the Alarm Value

If you make an error whilst specifying the alarm values, **Restore** enables you to return the values to their previous number providing you have **not** Applied the alarm settings to the directory number.

Click **Restore** to return the alarms to their previous values.

Apply Alarms to Directory Numbers

Once you have selected the directory number and set its appropriate alarm categories, you **MUST** apply the alarm setting(s) to the selected directory number type. If the selected directory number is a group then you have a choice of whether to apply the alarm settings to the group and/or to its members. A group contains agents or trunks.



Note: If you click **Save** prior to applying the alarm settings to the selected directory number, then the alarm settings have NO EFFECT on the directory number

Referenced Alarm

It is possible to set referenced alarms to assist the Contact Center Supervisor in identifying exceptions. These alarms provide a real time comparison of alarm fields (e.g. Incoming) against other devices performance. For example:

- Member referenced to its group;
- Member referenced to another member within the group;
- Group referenced to another group.

For example: an alarm may be set to compare one agent group's call answering total against another. When you alter the alarm value of the target directory number, and then the other directory number's referenced alarm value will automatically change accordingly.

1. Select a target directory number.
Specify and apply the alarm fields for the target directory number.
2. Select another directory number.
Right click one of the alarm categories.
3. Click  associated with **Referenced Alarm**.
4. Select the required **Target Dn**.
5. Click and hold the mouse on the spin button until the required **Target Alarm** appears in the left-hand box.
6. Click and hold the mouse on the spin button until the required **Target Percentage** (10% – 200%) appears in the left-hand box.
7. Click **Apply**. Alarm value background will change to blue/cyan which indicates the directory number alarm setting have been referenced to a target directory number.
8. Repeat the above steps for the other directory numbers and alarm fields.
9. If you wish to disable a Referenced Alarm, click  associated with **Normal**.
Then click **Apply**.

Alarm Scripts

The CCV Alarm Handling is tightly integrated with the Wallboard Server software. Alarms may optionally be forwarded to the Wallboard Server for display on the wallboards.

By default, once you have specified alarm thresholds for the directory numbers and have also checked the Forward option in "Alarm Details" on page 34, then when an alarm occurs, the alarm details, in generic format, (e.g. Calls Waiting) will be displayed on the selected wallboard device(s).

- Generic Alarm – Alarm types available in the Alarm Trip Points Set Up option.
- Alarm Script – Alarm messages accessible from the Wallboard Server.

The Alarm messages can either be displayed in generic or scripted format, which are obtained from the Wallboard Server. [See Alarm Messages section in the Wallboard Manager Manual].

1. Ensure you have selected the wallboard device(s) as detailed in "Wallboard Destination" on page 33
2. From the **Set Up** menu bar, select **Alarm Scripts**. **Preview** shows the format of the alarm message being displayed on the wallboard device(s).

Note: In this manual Wallboard devices are comprised of Wallboards 10/22, as well as any active PC Wallboard(s).

Scripted Alarm Messages

To display Scripted Alarm Messages, you need to associate the alarm messages with the Alarm Type. Alarm Type is the alarm threshold settings configured for a directory number.

1. Click the pull down arrow and select from the listed alarm **Type** options.
2. Click the pull down arrow and select an alarm **Cat** (Category), either Low or High.
3. Click **Change**.
4. Click **Script**.
5. **Preview** shows the layout of the message as will be displayed on the wallboard device(s).
6. Click the required message. Click the **OK** button.
7. To close the screen without making any changes, click **Cancel**.
8. To change from **Script** format to **Generic** format, click **Change**.
9. Ensure **Generic** is selected and then click the **OK** button.

Note: It is recommended to set the PCA Alarm Type to Low Category. Set all the other Alarm Types to High.







Wallboard Destination

From the **Set Up** menu, select **Alarm WB Destination**. This option enables you to select specific Wallboard device(s) within the network to display alarm messages generated from the CCV application. By clicking the **Modify List** button, you will stop sending the Alarm messages (if **Forward** has been checked) to the wallboard device(s). You are then able to select wallboard device(s) as well as any active PC Wallboard(s).

Notes:

1. Whilst in this screen, the Forward Alarm option is disabled.
2. To display the Alarm Messages on the selected wallboard devices, ensure you have checked the Forward Alarms option in the Alarm Details setup screen.
3. In this manual, Wallboard device comprises of Wallboard 10/22 as well as any active PC Wallboard(s).

Add Wallboard Device


1. Click the **Add to List** button. The Wallboard Manager Browser screen appears which lists the Wallboard Servers as well as the Wallboard Devices within the network.
 - If you want to select all wallboard devices double click . Click **Done**.
 - If you want to select individual wallboard devices:-
 - a. Click  (Wallboard Server).
 - b. Then click  (type of Wallboard device).
 - c. Then double click  for individual Wallboard device
 - or**
 - Click  for PC Wallboards, and then  for individual active PC Wallboard.
 - d. Once you have selected the required device(s), click **Done**.
2. From the Alarm Wallboard Destination screen, click **Save List**.

Remove Wallboard Device

To remove a wallboard device from the **Wallboard Destination List**, double click the device.

Wallboard Probe Time

This sets the time interval at which the CCV checks the selected wallboard device(s) to ensure the connection to the device(s) is still intact.

The default Time is set to 05:00 minutes. To change the Time click and hold the spin button  until the required time appears.

Alarm Details

From the **Set Up** menu, select **Alarmable Details**. The Alarm Details screen enables you to administer the alarm configurations based on the following conditions:

1. **Alarm:** enables/disables an alarm field for all the specified directory numbers – This means that if you do not wish to monitor an alarm field for the directory numbers, you can disable it without changing its configuration for individual directory number.
2. **Forward:** forwards alarm messages to the wallboard device(s) – You can select the required alarm field to be displayed on the wallboard device(s).
3. **Default Display Time:** the duration of time of the alarm messages displayed on the Scheduled Messages List of the Wallboard Server.

Note: In this manual Wallboard devices are comprised of Wallboard 10/22 as well as any active PC Wallboard(s).

For all the alarm configurations you can specify the following options:

1. **Audio Alarm Set/Clear:** This causes the PC to beep every time an alarm has been triggered and also when the alarm is cleared.
2. **Pop Up Alarms:** When an alarm field reaches its threshold setting, this option will cause the First Alarm screen together with the Individual Detail screen for the directory number to pop up.
3. **Generate Alarm Log File:** Any alarm that is generated can be saved to the CCV Alarm Reporter to provide an historic representation of exceeded alarm conditions. See CCV Alarm Reporter manual for further information.

State Details

This option enables you to select a set of preferred colors for the states.

1. From the **Set Up** menu, select **State Details**.
2. To change the **Text** color of a State, click **Back** (which changes to **Text**). Then click the state, a Color Selection box appears.
3. Click the required color. Click the **Ok** button.
4. To change the **Background** color of a State, click **Text** (which changes to **Back**). Then click the state, a Color Selection box appears.
5. Click the required color. Click the **Ok** button
6. To close the **Color Selection** box without selecting a color, click **Cancel**.

Note: If you select Red color an error message will appear preventing you selecting it. By default, red background indicates an alarm has occurred.

View logged off Agents

To display all the logged off agents when monitoring directory numbers in the following View screens, from State Details screen, click **Display Logged Off Agents**.

- Real Time Status.
- BLF Details.

Update Periods

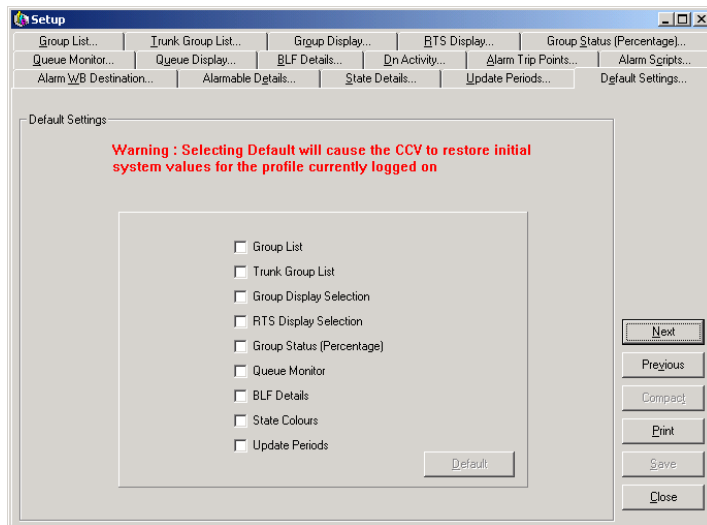
From the **Set Up** menu, select **Update Periods**. This option enables you to set the time for obtaining the current information from the telephone switch. To increase/decrease the Update Period for each field, click and hold the mouse on the spin button until the required time appears in the left hand box.

- By default, the **Update Periods** are set to 5 seconds except for Group Status Percentage, which is set to 60 seconds. The range is 1-25 seconds with the exception of Group Status (Percentage) which is 1-1440 seconds.

Note: Dn activity cannot be set below 5 seconds

Default Settings

This option allows you to reset the configured **Setup** screens back to default values. From the **Setup** menu, select **Default Settings** and the following screen appears:



1. Tick the box associated with a field.
2. Click the **Default** button.
3. Click the **Yes** button to confirm default setting.
4. Click the **No** button to close the confirmation screen.

View

General

This section details the CCV View screens and how to use them. To open any of the screens select **View** from the Menu bar and select the required item from the list, or click an enabled button (on the tool bar).

If you are logged on as a New Profile, as each option under Set Up menu is configured, its associated View button on the tool bar will be enabled. You will also be able to select the option from the View menu bar. Every time you start the CCV, as an existing Profile, Undefined will be displayed on the View screen(s) until the directory number database is downloaded.

Change State Colours

The color of the status of the directory numbers changes as their state changes. To select different state colors see "State Details" on page 34.

If you have set an alarm for any of the selected directory numbers then when an alarm occurs the background color changes to red. To find out about the alarm see "Alarm Details" on page 34.

Change Update Periods



For the following View screens, you can alter the frequency at which the current information is being updated, as detailed in "Update Periods" on page 35.

Group Monitor	Trunk Group Monitor
Individual Agent Group Details	Individual Trunk Group Details
Individual Agent Details	Individual Trunk Details
BLF Details	PTS Details
Dn Activity Details	Queue Monitor
Real Time Status	Individual DDI Details
Group Status (Percentage)	





Modify Configuration

View screens have a Set Up option. This option enables you to alter the configuration without exiting the View screen.

To change the configuration, either:

- Click  on the View screen; **or**
- Click  from the tool bar; **or**
- From the Set Up menu, select your required option.

View screens provide the following features:

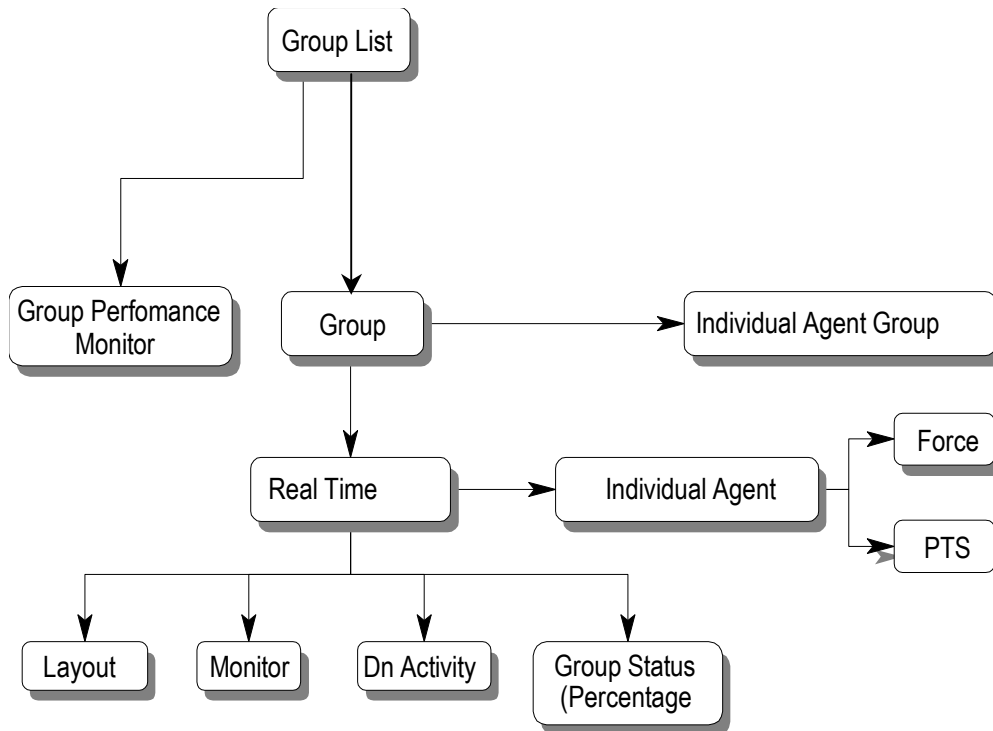
1. **Close**  option that enables you to exit the current screen.
2. **Minimise**  and **Maximise**  screen options.
3. Resizing option, which enables you to change the size of a window by using the mouse to drag a corner or side of a window in any direction.
4. The ability to telephone switching between windows by clicking its button on the taskbar. Telephone switching does not close the window you were working in, it just changes the view on your screen.
5. Default Size  that restores the windows to their original size.

Group Monitor

This screen allows you to monitor the status of the selected groups within the CCV Group List. This real time screen displays the status of the selected groups. This screen also displays each group's selected statistics.

The features explained within the Group Monitor are:

- "Group List" on page 38
- "Individual Agent Group Details" on page 39
- "Group Details" on page 38
- "Individual Trunk Group Details" on page 47
- "Real Time Status" on page 40
- "Monitor" on page 41
- "Agent Display Position" on page 41
- "Group Status (Percentage)" on page 42
- "Individual Agent Details" on page 43
- "Force Agent Status" on page 44
- "PTS (Percentage Time Summary)" on page 45



The above diagram shows the levels within the Group Monitor View screens.

Using the **left**-hand mouse button, you move down a level:

Group → Real Time Status → Layout, Monitor, Group Status (Percentage).

Using the **right** hand mouse button you obtain a summary of individual directory number (i.e. Group, and Agents within the Real Time Status screen).

Group List

The Group Monitor allows high level monitoring of groups. The Group List is a conceptual top level group that comprises all the selected groups.

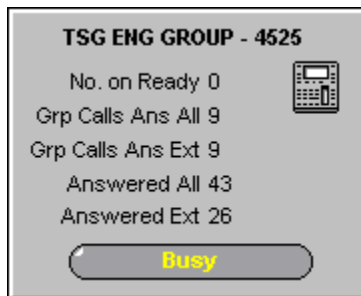
From the **View** menu, select **Group Monitor**, or from the toolbar, click . The **Group List** screen appears.

The supervisor may view 9 groups on each screen and scroll to subsequent screens to view more groups (up to a maximum of 10 screens) thus enabling the supervisor to monitor large numbers of groups simultaneously. At a glance, the supervisor can see the status of a group or if any alarms have triggered on that group.

The group icon shows the current state of the group, if an alarm is triggered the group icon will change to red to draw attention to the exception. It is possible to select five parameters for each group to be displayed on the group icon. In addition, five fields may be selected from the list to be displayed, at the bottom of the screen, as totals for the selected Agent groups.

Group Details

A group is represented by:



Individual Agent Group Details

To display summary information for a group, right click the group, the **Individual Agent Group Details** screen appears. It is particularly useful as it provides a single screen summary of group information in terms of call volumes, status of group members and average call duration's.

If an alarm has been set for any of the Calls Waiting; Longest Wait; PCA; Lost alarm fields, when the alarm is triggered, then the background color of the alarm field changes to **red**.

The background color of the Group Status changes to **red**, if the alarm has been triggered. The following information is available on **Individual Agent Group Details** screen:

Group details:	
Name	The group name and directory number
Group Status	The current status of the group
Group's Members	A list of the agent group's members
Calls Waiting	The total number of calls currently waiting for the group
PCA (Percentage Calls Answered) *	The number of calls answered by the group within the target answer time expressed as a percentage of calls answered by the group
GOS (Grade Of Service) *	The number of calls answered by the group within the target answer time expressed as a percentage of calls answered and lost by the group
Longest wait	The length of the current longest waiting call for this group
Longest Waiting (Answered) *	The longest waiting call before answer today
Longest Waiting (Lost) *	The longest waiting call that was lost today by agent
Overflowed To	The number of calls which originally rang another directory number then rang this group and were answered
Overflow From	Calls that originally rang this group and then rang a subsequent group
Agent Status:	
Members	The number of members in this group
Incoming	The number of agents currently engaged on incoming calls
Outgoing	The number of agents currently engaged on outgoing calls
Ready	The number of agents currently ready to take incoming calls
Ringing	The number of agents whose extension is currently ringing
Holding	The number of agents currently holding calls
Busy	The number of agents currently in busy
Internal Rcvd	The number of agents currently receiving internalcalls
Internal Made	The number of agents currently making internal calls
Busy Wrap up	The number of agents currently in busy wrap up
Busy NA	The number of agents currently in busy not available
Logged off	The number of agents currently logged off
Call Totals (Today):	
Incoming *	The total number of incoming calls answered today
Outgoing *	The total number of outgoing calls today
Lost *	The total number of lost calls today
Refused *	The total number of calls which rang the group and were not answered by members of the group today
Transferred To *	The total number of calls transferred to the group today
Transferred From *	The total number of calls transferred from the group today
Average Duration's:	
Incoming *	The average duration of incoming calls today
Outgoing *	The average duration of outgoing calls today

Note: Any metric with a '*' indicates that a breakdown of internal or external call statistics can be derived by pausing the cursor over these particular fields of information.

Real Time Status

Real Time Agent Status screen allowing the supervisor to view a number of agents in real time. Each agent is represented by an icon showing the agent's name and current state; in addition, the supervisor may select one field to be displayed within the agent icon.


From the Group Monitor screen, click (using left-hand mouse button) a group, the **Real Time Status** screen appears. This screen displays the number of agents in the group, their individual status.

Real Time Status screen displays the name of the group as well as the selected display information that is being monitored.


Using 'drag and drop', the screen may be laid out to represent the office layout from the supervisor's perspective.


The statistics for the group are represented at the bottom of the screen. These represent the total statistics information for the agents within the group.

If an alarm has been set for any of the selected statistics, when the alarm is triggered, then the background color of the **selected statistics** changes to **Red**. To find out about alarms see "Alarm List" on page 54.

To find out which Agents are set up in a higher numbered agent group than the group on display, click  (Show members in higher Group) which changes the agents background color to red.

Monitor

To display different statistics for the agents, click , the Monitor Display Selection screen appears:


1. To change the **Color**, click the pull down arrow and select from the listed options. At present there is only State option implemented, future versions of the application will support further options.
2. To change the **Display**, click the pull down arrow and select from the listed options. Click .



The available options are:



State	Description
Time in State	The time spent in the current state
Lost Calls All	The total number of all incoming (internal and external) unanswered calls by the agent today
Lost Calls Ext.	The total number of external incoming unanswered calls by the agent today
Answered All	The total number of all calls (internal and external) answered by the agent today
Answered Ext.	The total number of external calls answered by the agent today
Refused Calls All	The total number of all calls (internal and external) which rang the agent today which they did not answer
Refused Calls Ext.	The total number of external calls which rang the agent today which they did not answer
Calls Waiting	The total number of calls waiting for the agent
PCA All	The number of all calls (internal and external) answered by the agent within the target answer time as a expressed percentage of calls answered by the agent
PCA Ext.	The number of external calls answered by the agent within the target answer time as a expressed percentage of calls answered by the agent
GOS All	(Grade of Service) The number of all calls (internal and external) answered by the agent within the target answer time as a expressed percentage of calls presented to the agent
GOS (Grade Of Service) Ext.	The number of external calls answered by the agent within the target answer time as a expressed percentage of calls presented to the agent
Outgoing All	The total number of all outgoing calls (internal and external) made by the agent today
Outgoing Ext.	The total number of external outgoing calls made by the agent today
Internal To	The total number of internal calls received by the agent today
Internal From	The total number of internal calls made by the agent today
Longest Wait	The longest waiting current call
L Wait (Ans) All	The longest waiting of all calls (internal and external) before answer today
L Wait (Ans) Ext.	The longest waiting external call before answer today
L Wait (Lost) All	The longest waiting of all calls (internal and external), which was lost today, by the agent
L Wait (Lost) Ext.	The longest waiting external call, which was lost today, by the agent
Group Calls Answered	The total number of incoming answered calls, answered by agents for a particular agent group/campaign or total calls answered for all agent groups for today/this shift
Group Calls Avg Duration	The average duration of incoming answered calls, answered by agents for a particular agent group/campaign or the average duration of all calls answered for all agent groups for today/this shift

Agent Display Position

When you are viewing **Real Time Status** screen for the first time, the agents within the group are cascaded. You can rearrange them by either selecting the **Auto Format Columns** option, or using the drag-and-drop option.

By default, there are three preset positions. Click the *Layout* button  to view the **Layout Display Selection** screen. Select one of the items on the list, then click *OK*. If there are more than 12 agents in the group, then **Display Checkerboard** option can not be selected.

You can resize the **Real Time Status** screen by using  (moves the screen to the left by one column) or  (moves the screen to the right by one column).

If the Agent(s) position(s) have been altered manually (i.e. using the drag and drop method) within the Real Time Status View screen, then click  to return agent(s) position(s) to their last saved position. To save the new position of the agents, click .

Group Status (Percentage)

This screen displays a graphical representation of the percentage of the selected group's agents within the selected states.



To activate the percentage view screen, From View, open the **Group Monitor (List)** screen first. Left click on an agent group to display the **Agent/Group (State/Time in State)** menu and click on the percentage icon in the tool bar. The **Group Status (Percentage)** screen appears. This is a real time screen that shows a summary of the percentage of agents in each state.

The statistics along the status bar of the screen represents the information of the agents within the group.

Percentage Graph Format

The vertical axis of the graph represents percentage of agents in each state and the horizontal axis represents time. The graph shows historical state percentages between Start Time and End Time. There are two formats that the graph can be displayed. Double click on the graph to toggle between Bar and Area formats.

Agent Dn Activity

To view the status of the Agents within the Group in greater detail, from the Real Time Status screen, click . The **Dn Activity** screen appears. You can change column widths by dragging the column boundaries in the table itself, and then click .

Using the **Dn Activity Set Up** option , you can select the fields to be displayed together with the order in which they appear on the screen.

Note: The **MINIMUM Update Period for this screen is 5 seconds**. Click (using the right mouse button) an agent, the Individual Agent Details screen for the selected Agent will appear.

Individual Agent Details

The Individual Agent Detail screen allows the supervisor to focus in on a particular agent and view their activity per day or per shift. The screen also provides a list of the groups that the agent is a member of plus a breakdown of the number of calls answered by the agent for each of these group memberships, including the average duration of those calls. Summary information for the agent's activity for the day or their shift is also available.

From the **Real Time Status** screen, more detailed information about an agent may be obtained by going to **View**, open the **Group Monitor** menu and left click on an agent group, the **Real Time Status** screen for that agent group appears. For more detailed on an individual agent, right click on an agent and the **Individual Agent Details** screen appears. This screen contains real time summary information for the day or shift.

Connected Device is displayed only when the directory number is engaged in an incoming or outgoing call. The number in the box indicates the device the directory number is connected to. When the directory number is in a state other than Incoming and Outgoing, the Connected Device is not displayed.

The fields available on the **Individual Agent Detail** screen are as follows:

State	Description
Name	The name and roaming agent number of the agent
Agent's group list	All the groups of which the agent is a member
Current status	The current status of this agent
Time in state	The amount of time that the agent has spent in their current state
Time on duty (this login)	The total time that this agent has spent on duty this login
Total time on duty (today)	The total time that the agent has spent logged on today
Group Calls Answered by agent	Breakdown of calls answered by the agent, by group, for which they are a member of, including the average duration of those calls.
Call Rate	The hourly outgoing call rate for calls, made by this agent.
Last Known CLI	Displays the CLI of last call, the agent was connected (Internal and External). It also contains a drop down list of the last 9 CLI's delivered, including external CLI and internal id.
Last Number Dialed	Displays the LND by the agent and which was connected successful. It also contains a drop down list of the last 9 numbers dialed (Internal and External) by the Agent.
Call Totals:	
Incoming *	The total number of incoming calls this agent has answered today
Internal Made	The total number of internal calls received by the agent today
Internal Rcvd.	The total number of internal calls made by the agent today
Outgoing *	The total number of outgoing calls made by this agent today
Lost *	The total number of calls lost by the agent today
Refused *	The total number of calls that have rung this agent that have not been answered by this agent
Transferred To *	The total number of calls that have been transferred to this agent today
Transferred From *	The total number of calls transferred by this agent today
Average Durations:	
Incoming *	The average duration of incoming calls today
Outgoing *	The average duration of outgoing calls today

Note: Any metric with a '*' indicates that a breakdown of internal or external call statistics can be derived by pausing the cursor over these particular fields of information.

Agent Picture

To obtain an agent picture, you will need to know the directory number for the agent.


You must save the picture in:

C:\ProgramFiles\Avaya\INDeX\CCM\CallCentreView\MUGSHOTS directory. The file must be in BMP (Bitmap) form (256 colors and 130x120 Pels) with the file name as agent's directory number.bmp.

For example, if an agent's directory number is 2222, then you save the picture as 2222.bmp within the C:\ProgramFiles\Avaya\INDeX\CCM\CallCentreView\MUGSHOTS directory.

Force Agent Status


The Force option is only enabled if you are logged on with Access Level of

Administrator. From the **Individual Agent Details** screen, click . The **Force Agent Status** screen appears.


The Force Agent Feature allows the supervisor to act on the information being received about the running of the Call Center. For example: should an alarm appear showing an agent in Busy WrapUp for longer than a defined threshold for that agent, the supervisor can, by simply clicking on an agent, force them back into group.

This is a real time screen and shows the name and current status of the selected agent in the group. It enables you to change the agent's status.


Force Current Status

- Click the radio button associated with any of the status, then click . The options are:
 - Force into Ready;
 - Force into Busy WrapUp;
 - Force into Busy NA.

Force Agent Status

- Click the Force Agent Status radio button, then click . The agent is logged off.

PTS (Percentage Time Summary)

From the **Individual Agent Details** screen, click  the **Percentage Time in State** screen appears. The Percentage Time Summary screen provides information via a real time pie chart showing, at a glance, the percentage of time an agent has spent in each state today, or for the shift, and the amount of time an agent has spent in each state.

Display Labels


The Percentage is represented in a pie chart format. The colors on the pie chart indicate which state has been selected. The number associated with each color indicates the length of time (in percentage) the agent has been in each state. If you do not wish to see this information, click associated with Display Labels.

Select a different State

By default some of the states have been selected.

1. To select any of the states, click a associated with that state.
2. To deselect any of the states, click a associated with that state.

Save the selected States

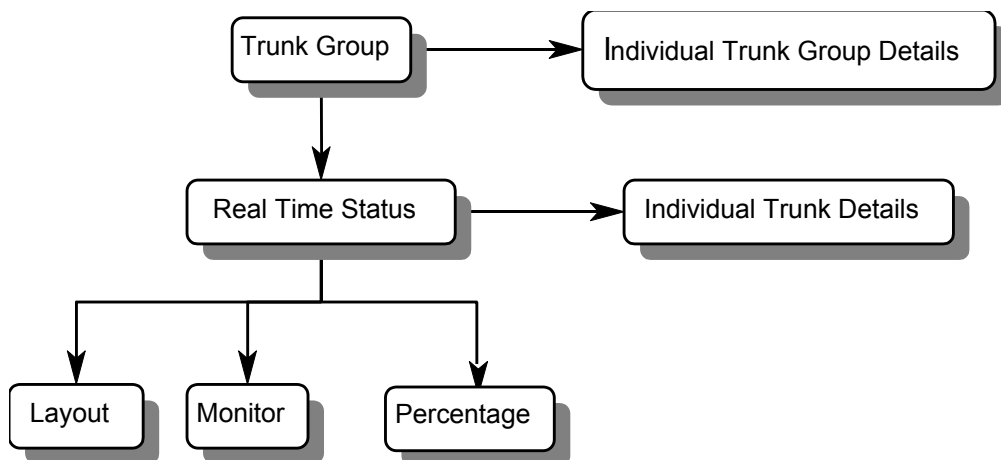
Once you have selected the required states, click . This will save the selected states for of all the agents within that group.

Trunk Group Monitor

This screen allows you to monitor the status of the **Trunk Group List**. This is a real time screen and displays the status of the selected trunk groups. You can monitor only twelve trunk groups at a time. This screen also displays each group's selected statistics.

The features explained within the Trunk Monitor are:

- "Trunk Groups" on page 47
- "Individual Trunk Group Details" on page 47
- "Real Time Status" on page 47
- "Monitor" on page 48
- "Trunk Display Position" on page 49
- "Trunk Group Status (Percentage)" on page 49
- "Individual Trunk Details" on page 49



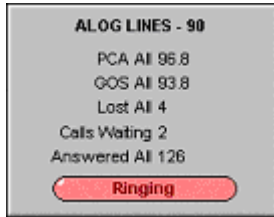
The above diagram shows the levels for monitoring trunks. Using the left-hand mouse button, you can move down a level. Using the right hand mouse button, you can obtain a summary of individual directory numbers (i.e. Group and Real Time Status screens).

Trunk Groups

From the **View** menu, select **Trunk Group Monitor**, or click . The **Trunk Group Monitor** View screen appears:

Trunk Group

A trunk group is represented by:



Individual Trunk Group Details

From **Trunk Group Monitor** screen, to find out detailed information about a group, click (using the right hand mouse button) the group, the following screen appears. This screen provides information about the trunk group's activity for today or shift as well as the current status.

Real Time Status


From a Trunk Group, click (using the left-hand button of the mouse) the group, the **Real Time Status** screen appears. This screen shows the number of trunks in the group, their individual status and the length of time each trunk has been in that state.

The Dn Activity option is disabled when viewing this screen from a trunk Group in this version of the CCV application.


Real Time Status screen displays the name of the group as well as the selected display information that is being monitored.




The statistics for the group are represented at the bottom of the screen. These represent the total statistics information of the trunks within the group.

If an alarm has been set for any of the selected statistics, when the alarm is triggered, then the background color of the selected statistics changes to Red. To find out about alarms see "Alarm List" on page 54.

To find out which Trunks are set up in a higher numbered trunk group than the group on display, click  (Show members in higher Group) which changes the trunks background color to red.

Monitor

To alter the Display Selection, click , the **Monitor Display Selection** screen appears:


1. To change a state **Color**, click the pull down arrow and select from the listed options. Click . At present there is only the State option implemented, future versions of the application will support further options.
2. To change the **Display**, click the pull down arrow and select from the listed options. Click .
3. To close the screen without making any changes, click .



The available options are:



State	Description
Time in State	The time spent in the current state
Lost Calls All	The total number of all incoming (internal and external) unanswered calls by the agent today
Lost Calls Ext.	The total number of external incoming unanswered calls by the agent today
Answered All	The total number of all calls (internal and external) answered by the agent today
Answered Ext.	The total number of external calls answered by the agent today
Last Call Cost	The cost of the last call made by the agent
Total Call Cost	The total of outgoing call costs incurred by the agent today
Refused Calls All	The total number of all calls (internal and external) which rang the agent today which they did not answer
Refused Calls Ext.	The total number of external calls which rang the agent today which they did not answer
Calls Waiting	The total number of calls waiting for the agent
PCA All	The number of all calls (internal and external) answered by the agent within the target answer time as a expressed percentage of calls answered by the agent
PCA Ext.	The number of external calls answered by the agent within the target answer time as a expressed percentage of calls answered by the agent
GOS All	(Grade Of Service) The number of all calls (internal and external) answered by the agent within the target answer time as a expressed percentage of calls presented to the agent
GOS Ext.	(Grade Of Service) The number of external calls answered by the agent within the target answer time as a expressed percentage of calls presented to the agent
Outgoing All	The total number of all outgoing calls (internal and external) made by the agent today
Outgoing Ext.	The total number of external outgoing calls made by the agent today
Internal Made	The total number of internal calls received by the agent today
Internal Rcvd	The total number of internal calls made by the agent today
Longest Wait	The longest waiting current call
L Wait (Ans) All	The longest waiting of all calls (internal and external) before answer today
L Wait (Ans) Ext.	The longest waiting external call before answer today
L Wait (Lost) All	The longest waiting of all calls (internal and external), which was lost today, by the agent
L Wait (Lost) Ext.	The longest waiting external call, which was lost today, by the agent
Group Calls Answered	The total number of incoming answered calls, answered by agents for a particular agent group/campaign or total calls answered for all agent groups for today/this shift
Group Calls Avg Duration	The average duration of incoming answered calls, answered by agents for a particular agent group/campaign or the average duration of all calls answered for all agent groups for today/this shift

Trunk Display Position

When you are viewing **Real Time Status** screen for the first time, the agents within the group are cascaded. You can rearrange them by either selecting the **Auto Format Columns** option, or Using the drag-and-drop option.

By default, there are three preset positions. Click the **Layout** button , to view the **Layout Display Selection** screen. Select one of the items on the list, then click **OK**. If there are more than 12 agents in the group, then **Display Checkerboard** option can not be selected.

You can resize the **Real Time Status** screen by using  (moves the screen to the left by one column) or  (moves the screen to the right by one column).

If the Agent(s) position(s) have been altered manually (i.e. using the drag and drop method) within the Real Time Status View screen, then click  to return agent(s) position(s) to their last saved position. To save the new position of the agents, click .

Trunk Group Status (Percentage)

This screen displays a graphical representation of the percentage of the selected group's trunks within the selected states.

To activate the percentage view screen, from **View**, open the **Trunk Group Monitor** screen first. Left click on a trunk group to display the **Trunk (State/Time in State)** menu and click on the percentage icon in the tool bar. The **Group Status (Percentage)** screen appears. This is a real time screen that shows a summary of the percentage of agents in each state.

The statistics along the status bar of the screen represents the information of the trunks within the group.

Percentage Graph Format

The vertical axis of the graph represents percentage of agents in each state and the horizontal axis represents time. The graph shows historical state percentages between Start Time and End Time.


There are two formats that the graph can be displayed. Double click on the graph to toggle between Bar and Area formats.

Individual Trunk Details

From the Real Time Status screen, detailed information about a trunk, may be obtained by click (using the right hand mouse button) the trunk, the **Individual Trunk Details** screen appears. This screen provides information about the trunk status within the group as well as call statistics and costs.

Queue Monitor

This screen allows you to monitor the selected directory number's response statistics in real time. This screen is mainly used for DDI directory numbers. However, you can also monitor trunks, trunk groups, agents, agent groups and Pilots.

From the **View** menu, select **Queue Monitor**, or click .

Queue Monitor screen displays the name of the selected directory number(s) as well as the selected display information that is being monitored.

The statistics for all the selected directory number(s) are represented at the bottom of the screen. These represent the total statistics information of the selected directory number(s) within the Queue Monitor screen(s).

If an alarm has been defined for any of the selected statistics, when the alarm is triggered, then the background color of the selected statistics changes to Red. To find out about alarms see "Alarm List" on page 54.







The number of Calls Waiting and the ring time of the Longest Waiting call are also represented with an Alarm Warning Meters. Similarly, three boxes are displayed for each agent that can contain Ans, Lost, PCA, GOS, Avg IC, LW Ans and LW Lost data.

If you have specified alarms for Calls Waiting and Longest Waiting Call categories as the real time value increases the Alarm Warning Meter reflects the change by illuminating green, amber and red segments.

If you have defined alarm for Calls Waiting, Longest Waiting, Lost and PCA, the background color of the numerical indicators change(s) to red.

Next/Previous Queue Monitor List

The next and previous buttons are always enabled, since it is possible to rotate the Queue Lists (total of 20 list screens). In the first screen, the  button enables you to view the last Queue list screen. In the last screen, the  button enables you to view the first Queue list screen.

Click   to view previous/next screen.

Individual Group Details

To find out detailed information about group directory number(s), click (using the right mouse button), the summary screen for the selected group directory number appears. This screen provides information about the status of the selected directory number. Further details are available in "Group Details" on page 38.

Individual Agent Details

To find out detailed information about agent directory number(s), click (using the right mouse button), the summary screen for the selected agent directory number appears. This screen provides information about the status of the selected directory number. Further details are available in "Individual Agent Details" on page 43.


Individual Trunk Group Details

To find out detailed information about trunk group directory number(s), click (using the right mouse button), the summary screen for the selected trunk group directory number appears. This screen provides information about the status of the selected directory number. Further details are available in "Trunk Groups" on page 47.

Individual DDI Details

To find out detailed information about DDI directory number(s), click (using the right mouse button), the summary screen for the selected DDI directory number appears. This screen provides information about the status of the directory number.





Find Directory Number

1. If you have configured two or more Queue List screens, to search for a directory number in one of the screens, click . The **Find Dn** screen appears.
2. If you know the directory number's name, then place the mouse cursor in the **Dn Name** text box and type the first letter of the name. You will notice all the selected directory numbers, within the Queue Monitor screens, beginning with that letter are automatically listed in the Results box.
3. The above procedure is also applicable for the Dn Number. Place the mouse cursor in the **Dn Number** box and type the first digit. You will notice all the directory numbers beginning with that number are automatically listed in the Results box.
4. To select the required directory number, double click it from the Results box. However if there is only one directory number listed within the Results box, *Go to* is enabled. Select the directory number, and then click *Go to*. Queue Monitor incorporating the selected directory number will now be displayed.
5. To close the screen, click *Exit*.

BLF Details

This screen allows you to monitor the status of the selected directory number(s) (e.g. groups, agents or trunks etc.). This is a real time screen and displays the status of the selected directory numbers as well as their status.

1. From the **View** menu, select **BLF Details**, or click . The **BLF Details** screen appears.

You can resize the **BLF Details** screen by using  (moves the screen to the left by one column) or  (moves the screen to the right by one column). Using  , you can move the position of the selected directory number up or down the screen.

Individual Summary screens




To find out detailed information about any of the above selected directory number(s) (i.e. group/agent/trunk/DDI) click (using the right mouse button) the directory number, the summary screen for that directory number appears. This screen provides information about the status of the directory number.

The individual summary screens are:




- "Individual Group Details" on page 50
- "Individual Agent Details" on page 50
- "Individual Trunk Group Details" on page 51.

Monitor

To display a different state, click , the **Monitor Display Selection** screen appears.


1. To change the State **Color**, click the pull down arrow and select from the listed options. Click . At present there is only State option implemented, future versions of this application will support further options.
2. To change the **Display**, click the pull down arrow and select from the listed options. Click .
3. To close the screen without making any changes, click .

BLF Dn Activity (BLF)

To view the status of the selected directory numbers within the BLF Details screen, in greater detail, click . The **Dn Activity** screen appears. You can change column widths by dragging the column boundaries in the table itself, and then click . Using the **Dn Activity Set Up** option , you can select the fields to be displayed together with the order in which they appear on the screen.

Note: The minimum Update Period settings for this screen is 5 seconds.

Dn Activity

To view the status of directory numbers in greater detail, click , which is also available from the following **View** screens:

- Agent Real Time Status, see "Agent Dn Activity" on page 42.
- BLF Details, see "BLF Dn Activity" on page 52 .

Individual Summary screens

To find out detailed information about any of the selected directory number(s) (i.e. group/agent/trunk/DDI) click (using the right mouse button) the directory number, the summary screen for that directory number appears. This screen provides information about the status of the directory number.

The individual summary screens are:





"Individual Group Details" on page 50.

"Individual Agent Details" on page 50.


"Individual Trunk Group Details" on page 47.

Alarm List

This screen allows you to monitor the alarms as they occur. This is a real time screen that displays the alarm status of the directory numbers. The screen displays both the Unacknowledged Alarms (in red) and Acknowledged Active Alarms (in Blue).

When an alarm occurs, the directory number's status background color changes to red. The  (green) Alarm indicator on the top right of the CCV main screen, flashes  /  (red/yellow) enabling the First Alarm button . The First Alarm button stays enabled until all the alarms have been acknowledged.

Alarm indicator status:



 (green) – No active alarm

 /  (red/yellow) – Alternates between to indicate unacknowledged alarm


 (red) – Acknowledged active alarm

There are two ways of finding out the alarm information:

Method 1


Click the  /  (red/yellow) flashing indicator. Click a directory number (using the right mouse button), Individual Dn Details screen for the selected directory number appears

Method 2

From the toolbar click , the Alarm List screen together with the Individual Directory Number Details screen appear:


The Individual Directory Number Details screen is the first entry in the Alarm List.

Unacknowledged Alarms


Unacknowledged Alarms list box displays (in red) the alarms as well as the accumulative number of the alarms currently active. The Alarm indicator will be flashing  (red/yellow). The Alarms are listed chronologically (Top is the oldest).

Once an alarm has been cleared within the telephone system, it remains in this list until it is acknowledged.

Each alarm is displayed in the following format: Name, Dn, Alarm Details

1. To **Acknowledge** an individual directory number alarm, double click the required directory number.
2. To **Acknowledge** all the alarms within the list, click .

Acknowledged Active Alarms

If an alarm is still active, once it is acknowledged, it will be displayed (in blue) in the **Acknowledged Active Alarms** list box. The Alarm indicator  (red) will be displayed.

When a directory number alarm is cleared, it will automatically be removed from the list box.

Individual Summary screens

To find out detailed information about any of the directory number(s) in the Alarm List screen, (i.e. group/agent/trunk/DDI) click (using the right mouse button) the directory number, the summary screen for that directory number appears. This screen provides information about the status of the directory number.

The individual summary screens are:

"Individual Group Details" on page 50.

"Individual Agent Details" on page 50.

"Individual Trunk Group Details" on page 47.

Group Performance

Agent group and campaign performances monitoring are an essential element of the supervisor's daily activity. The group performance monitor enables the supervisor to instantaneously analyse, by a summary breakdown, the performance of the top 50 agent groups.

This enables Call Centres, who have incentive schemes running, to target their top performers. Supervisors could also project this screen onto a wall-mounted monitor to encourage competition between agent groups. Alternatively, it enables supervisors to have a real time understanding of what campaigns are the most or least successful.

From the **View** menu, select **Group Performance**, the Group Performance Monitor screen appears.

The top 50 performing agent groups or campaigns are categorised by the number of incoming calls answered by each individual agent group.

Profile

This section details the **Profile** options within the CCV. The options are:

- Log on a different Profile
- Create a new Profile
- Remove a Profile

Logon Profile

This option enables you to change the CCV Profile without having to exit the application.

1. From the **Profile** menu, select **Logon Profile**, the Logon Profile screen appears.
2. Click the pull down arrow to display a drop down list of the existing Profiles.
3. Click the required name, then click *Logon*.
4. The CCV loads the new Profile's configuration and the call statistics for that day.

Create New Profile

This option allows you to create a new Profile. Ensure you are logged onto the INDeX Taskbar with the user name of Admin.

1. From the **Profile** menu, select **Create Profile**, the Create Profile screen appears.
2. Type in a user name, click *Create*.
3. From the confirmation screen, click *Yes* to create the Profile.
4. From the confirmation screen, click *No* to return to Create Profile screen, to modify the name.

Remove Profile

This option allows you to remove a Profile. Ensure you are logged onto the INDeX Taskbar with the user name of Admin.

1. From the **Profile** menu, select **Remove Profile** and the Remove Profile screen appears.
2. Click the pull down arrow to display a drop down list of the existing Profiles.
3. Click the required name, then click *Remove*.
4. From the confirmation screen, click *Yes* to remove the Profile.
5. From the confirmation screen, click *No* to cancel the confirmation screen.

System Admin

Reset Stats


This option allows you to reset the statistics for a selected directory number. From the **System Admin** menu, select **Reset Stats**, the Reset Stats screen appears.

Select Directory Number

You can either reset the call statistics for all the directory numbers or an individual one.

- **Reset All DNs:** This enables you to reset the call statistics for all the directory numbers within the telephone switch. This is the default setting.
- **Reset Single DNs:** This enables you to reset the call statistics for an individual directory number within the telephone switch.

To select an individual directory numbers, double click Dn Name text box and follow the instructions detailed in "Select Agents/Groups/Trunks" on page 26.

Alternatively, use the spin button  until the required time appears in the left-hand box.

Select Stats

There are three Reset Statistics options:


- **Today Stats** – Resets all the statistics of the day (e.g. Lost calls), excluding ISDN information;
- **ISDN Shift Info** – Resets all the ISDN related information of the day (e.g. Last Call Cost);
- **ISDN Total Info** – Resets the total ISDN information since the last reset (e.g. Total Lost Records).

1. To select any of the options, click associated with that option.
2. To deselect any of the options, click a associated with that option.
3. Once you have selected your option(s), click *Reset*.
4. Click *Yes* to confirm your request.
5. Click *No* to close the confirmation screen.

PCA Target Time


This option allows you to set PCA (Percentage of Calls Answered) Target Time for any directory number within the Telephone switch. From the **System Admin** menu, select **Set PCA Target Time**, the Set PCA Target Time screen appears.

Select Directory Number

To select an individual directory number, double click **Dn Name** text box and follow the instructions detailed in "Select Agents/Groups/Trunks" on page 26. Alternatively, use the spin button  until the required time appears in the left-hand box.

Set PCA Target Time


PCA Target Time sets the time, in seconds, and is used to calculate the directory number's PCA (service level). By default, **PCA Target Time** is set to 45 seconds. The range is 1–360 seconds.

1. To change the PCA Target Time, click and hold the mouse on the spin button  until the required time appears in the left-hand box.
2. Once you have selected your time for the selected directory number, click *Set*.
3. Click *Yes* to confirm your request.
4. Click *No* to close the confirmation screen.

Answer Time


Each DDI must be directed to a unique group to use this functionality. The Answer Time (Secs) reflects a successive cumulative sequence of answer time bandwidth. It indicates the number of DDI calls were answered within the time bandwidth. From the **System Admin** menu, select **Set Answer Times**, the Set Answer Times screen appears.

Select Directory Number

To select the directory numbers, double click **Dn Name** text box and follow the instructions to "Select Agents/Groups/Trunks" on page 26. Alternatively, use the spin button  until the required time appears in the left-hand box.

Set Answer Time


The left-hand column enables you to change the bandwidths A to F individually. The right hand column displays the cumulative answer time boundaries as monitored on Dn Activity as well as Individual DDI Details View screens.

1. To change the Ans Time (A–F), click and hold the mouse on the spin button  until the required time appears in the left-hand box. The time changes in 1 seconds intervals. The range is 1-120 seconds
2. Once you have selected your time for the selected directory number, click *Set*.
3. Click *Yes* to confirm your request.
4. Click *No* to close the confirmation screen.

Note: When you alter one of the Answer Times (e.g. Ans Time C) the others down from the selected one (i.e. Ans Times D, E and F) also change by the same value.

Reset Time

This option allows you to define the reset time for **Today Stats** and **ISDN Shift Info** fields. These fields are reset daily.

1. From the **System Admin** menu, select **Set Reset Time**, the Set Reset Time screen appears.
2. To change the time, highlight the fields individually, Hour:Minute, then click the spin button  to obtain the required time. Click *Set*.
3. Click *Yes* to confirm your request.
4. Click *No* to close the confirmation screen.

Lost Call Threshold

This option allows you to set a threshold, for use in the GOS/PCA calculations, at which a call is deemed to be lost.

1. From the System Admin menu, select Set Lost Call Threshold, the Set Lost Call Threshold screen appears:
2. To select the directory numbers, double click Dn Name text box and follow the instructions detailed in "Select Agents/Groups/Trunks" on page 26 or click the spin button to obtain the required time. Click *Set*
3. To change the Lost Calls Threshold, click the spin button to obtain the required number. Click *Set*
4. Click *Yes* to confirm your request.
5. Click *No* to close the confirmation screen.

Delegate Authority

This option enables you to give another user specific access rights to the INDeX CCV application.

1. From the **System Admin** menu, select **Delegate Authority**, the Delegate Authority screen appears.
2. Click the pull down arrow to display a drop down list of the existing Operator Name(s). Operator Name(s) are the User(s) that have been created with in the INDeX Taskbar.
3. To select any of the Settings, click associated with that Setting.
4. To deselect any of the Settings, click a associated with that Setting.
5. Click *Save*, to save the selection.

Note: To remove the delegation, you must click associated with the selected Setting(s) and then click *Save* to remove the delegation.

Index

Alarm Indicator.....	54
Alarm List	
Acknowledged.....	55
First Alarm.....	54
Unacknowledged	55
View	36
BLF Details	
Dn Activity	52
Monitor	52
Call Center View	3
CCV	
Logon	8
New Profile.....	16
Profile.....	57
Set Up.....	16, 36
User's Profile	9
View	36
CCV Alarm Reporter.....	3
Directory Numbers	
Undefined.....	8, 16
File	
Network Details.....	12
Print.....	14
Send Message	11
Supervisor Message	12
Find Server	8
Forecasting	3
Forward Alarms.....	10
Group Monitor	
Dn Activity.....	42
Group.....	38
Individual Group Details	38
Help.....	9
INDeX Taskbar	6
MultiMedia Module.....	4
Network Details.....	12
PC Wallboards	3
Print.....	14
Profile	
Create	57
Log on.....	57
Remove.....	57
Queue Monitor	
Find Directory Number	51
Individual DDI Details.....	50, 51
Report Designer.....	4
Report Manager	3
Rostering.....	3
Scheduling	3
Send Message	11
Set Up	
Alarm Scripts.....	32
Alarmable Details	34
BLF Details	24
Close.....	16
Default Settings.....	35
Dn Activity	25, 34
Generic Alarm	32
Group Display	19, 23
Group List	17
Group Status(Percentage)	21
Language.....	16
Next/Previous.....	16
Print.....	16

Queue Monitor	22
Real Time Status Display	20
Referenced Alarm	31
Save	16
State Detils	34
Update Periods	35
User Data Path	16
Wallboard Destination	32
Wallboard Device	33
System Admin	
Answer Time	60
Delegate Authority	61
PCA Target Time	59
Reset Stats	58
Reset Time	61
Trunk Group Monitor	
Group	47
View	
Alarm List	54
BLF Details	52
Close Screen	36
Dn Activity	53
Group Monitor	37, 38
Queue Monitor	50
Screen Default Size	36
State Details	36
Trunk Group Monitor	46
Update Periods	36
Wallboard Destination	33
Workforce Management Interface	3

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