

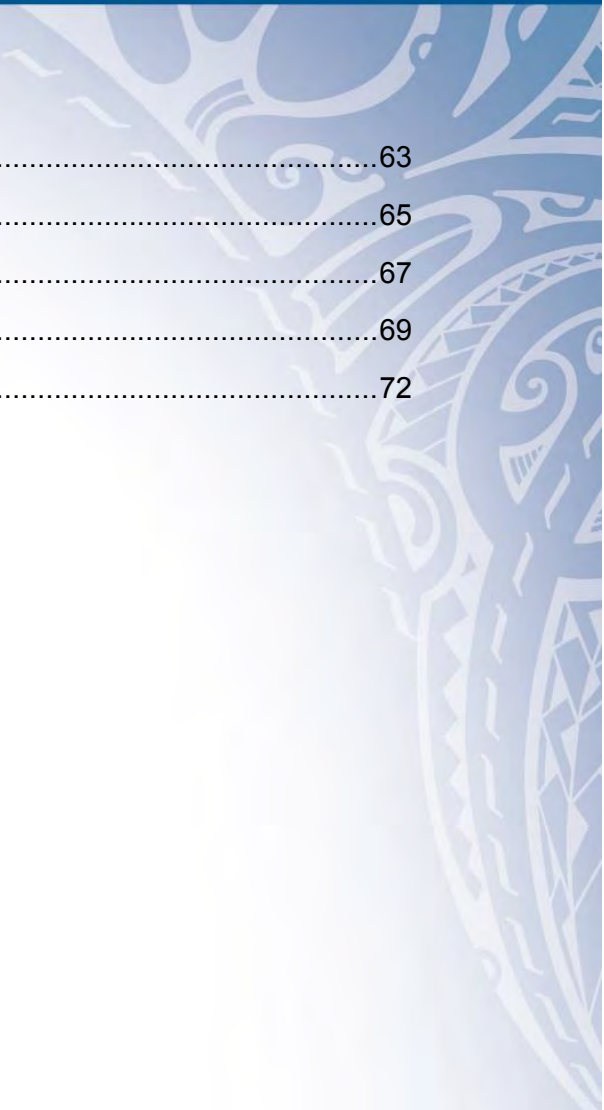
Call Center Administrator Guide



Table of Contents

- 1 Getting started 4**
 - 1.1 Introduction..... 4
 - 1.2 Audience 4
 - 1.3 What you'll learn 4
- 2 Number and passwords..... 5**
 - 2.1 Overview 5
 - 2.2 Voice Portal Interface 5
 - 2.3 Web Portal Interface 5
- 3 Working with the Group Administrator account 6**
 - 3.1 Voice Portal Interface 6
 - 3.1.1 Log in from an IP phone at your office 6
 - 3.1.2 Log in from an external phone outside the office..... 6
 - 3.1.3 Changing the default passcode 6
 - 3.1.4 Changing the default Auto Attendant greetings..... 6
 - 3.1.5 Creating new announcements and greetings 6
 - 3.2 Web Portal Interface 7
 - 3.2.1 Logging in for the first time..... 7
 - 3.2.2 Logging out..... 8
- 4 Administrating agent settings..... 9**
 - 4.1 Agent Default Settings 9
 - 4.2 Agent Threshold Profiles 11
 - 4.3 Agent Unavailable Codes 14
 - 4.3.1 Configure Agent Unavailable Codes 16
 - 4.4 Call Disposition Codes..... 16
 - 4.5 Routing Priority Settings 19
- 5 Viewing and modifying your Call Center 21**
 - 5.1 Modifying Call Center name..... 21
 - 5.1.1 Routing type 22
 - 5.1.2 Group policy 22
 - 5.1.3 Call Center settings 23
 - 5.1.4 Reporting settings..... 23

5.1.5 Agent settings.....	23
5.2 Agents	24
5.3 Announcement Repository.....	26
5.4 Password.....	27
5.5 Status & Statistics.....	28
5.5.1 Statistics Report Settings.....	30
5.5.2 Queue Status.....	30
5.5.3 Queue & Agent Statistics.....	30
5.6 Supervisors	32
5.7 Thresholds.....	35
5.8 Announcements.....	37
5.8.1 Entrance Message.....	39
5.8.2 Estimated Wait Message	39
5.8.3 Comfort Message	40
5.8.4 Music On Hold Message.....	41
5.8.5 Call Whisper Message.....	42
5.9 Distinctive Ringing	42
5.10 DNIS.....	44
5.10.1 DNIS Display and Priority settings	44
5.10.2 Modify DNIS	46
5.10.3 Configure DNIS	47
5.10.4 DNIS - Entrance Message	48
5.10.5 DNIS - Estimated Wait Message.....	49
5.10.6 DNIS - Comfort Message.....	50
5.10.7 DNIS - Music On Hold Message	50
5.10.8 DNIS - Call Whisper Message	51
5.11 Queue Status Notification	52
5.12 Call Disposition Codes.....	54
6 Modifying your Call Routing Policies	57
6.1 Forced Forwarding	57
6.2 Holiday Service.....	58
6.3 Night Service	61



6.4 Bounced Calls Forwarding.....	63
6.5 Comfort Message Bypass.....	65
6.6 Overflow	67
6.7 Stranded Calls	69
6.8 Stranded Calls - Unavailable	72

1 Getting started

1.1 Introduction

The Call Center Web Portal provides step-by-step procedures for Call Center Administrators and is designed to introduce users to the BroadWorks web interface. This will allow you remote access to your business's Call Center.

1.2 Audience

This course is intended for Administrators who will be granted direct access to the Call Center Web Portal.

Call Center Agents have the ability to access the Call Center client application on their desktop, allowing them capabilities such as answering calls, hold, transfer and conference. They also have the ability to escalate calls to their Supervisor, change their availability status and access their individual real time or historical statistics.

Call Center Supervisors have the ability to access the Call Center client on their desktop, allowing them to manage agents and queues. They also have the capabilities such as answering calls, hold, transfer and conference. The supervisors have the capabilities to access real time historical reporting on the agent's performance and queue's they are monitoring.

1.3 What you'll learn

By logging into the Call Center Web Portal as an Administrator, you can administer certain changes such as assigning agents and supervisor's, managing your Call Center schedules and customizing greetings and announcements.

2 Numbers and passwords

2.1 Overview

The system has various numbers and passwords for both users and the Administrator which allow them to modify the behavior of the Call Center for the Business All-in-One System.

The information below is specific to your Call Center, Business All-in-One installation.

2.2 Voice Portal Interface

The Voice Portal Telephone Number is: _____

The Voice Portal Extension Number is: _____

The Voice Portal Group Administrator Password is: _____

2.3 Web Portal Interface

The Web Portal URL is: <https://bvoip.hawaiiantel.com>

The Web Portal Group Administrator User ID is: _____

The Web Portal Group Administrator Password is: _____

3 Working with the Group Administrator account

3.1 Voice Portal Interface

The Voice Portal interface is used by the Administrator to record Auto Attendant greetings, Caller Greetings, customize Announcements and change the default Voice Portal passwords.

3.1.1 Log in from an IP phone at your office

1. Dial the Voice Portal Extension Number.
2. The system will welcome you and request a passcode or the star key (*). Press the star key (*).
3. The system will request a mailbox ID. Enter your Voice Portal Extension Number, followed by the pound key (#).
4. The system will request a passcode. Enter the Voice Portal Administrator Password, followed by the pound key (#).

3.1.2 Log in from an external phone outside of the office

1. Dial the Master Voice Portal Telephone Number at 643-2246 (BAiO).
2. The system will request a mailbox ID. Enter your 10-digit Voice Portal telephone number followed by the # key.
3. The system will request a passcode. Enter the Voice Portal Administrator Password, followed by the pound key (#). The Voice Portal announces its Main Menu.

3.1.3 Changing the default passcode

After you log in as an Administrator, the Voice Portal announces the Main Menu:

- To change an auto attendant's greeting, press 1
- To go to the Branding Configuration menu, press 2
- To record a new announcement, press 8
- To exit the Voice Portal, press 9
- To repeat this menu, press the pound key (#)

Press 8 and follow the prompts to change your default password.

3.1.4 Changing the default Auto Attendant greetings

After you log in as the Administrator, the Voice Portal announces the Main Menu:

- To change an auto attendant's greeting, press 1
- To go to the Branding Configuration menu, press 2
- To record a new announcement, press 8
- To exit the Voice Portal, press 9
- To repeat this menu, press the pound key (#)

Press 1 and follow the prompts to change your greetings.

3.1.5 Creating new announcements and greetings

After you log in as the Administrator, the Voice Portal announces the Main Menu:

- To change an auto attendant's greeting, press 1
- To go to the Branding Configuration menu, press 2
- To record a new announcement, press 8
- To exit the Voice Portal, press 9
- To repeat this menu, press the pound key (#)

Press 5 and follow the prompts to record a new announcement or greeting.

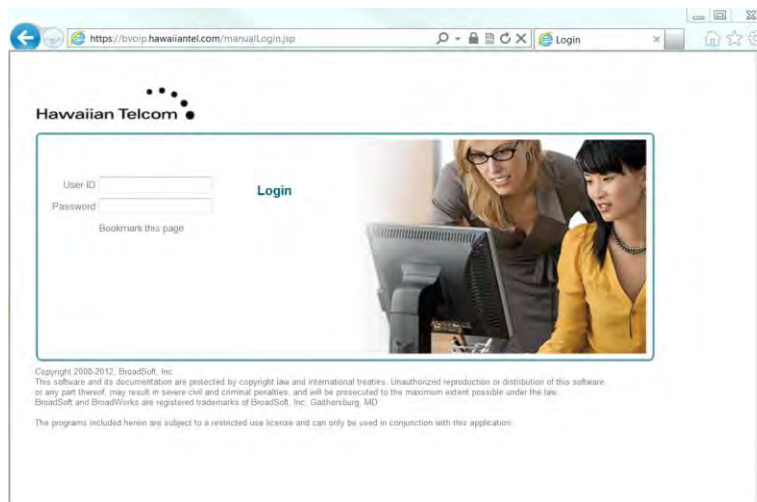
3.2 Web Portal Interface

3.2.1 Logging in for the first time

The group administrator account has been set up by your Service Provider. Please navigate to the link listed below:

<https://bvoip.hawaiiantel.com>

You will then be presented with the standard login screen:

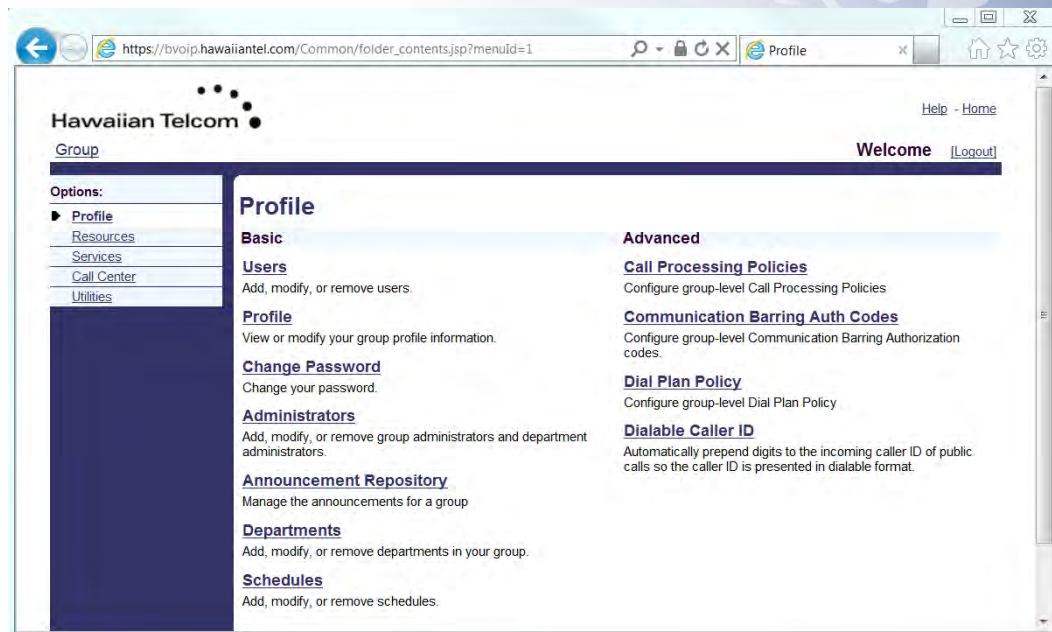


Enter the Web Portal Group Administrator User ID and Web Portal Group Administrator Password and click "Login".

Once you have logged in, you will be asked to change your password. Please do so, remembering that your password must include all of the following:

- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number
- At least 1 special character (! @ # \$ %, etc.)
- Needs to contain at least 6 characters

Once this is done, you will be presented with the Administrator home screen:



3.2.2 Logging out

To log out of the Administrator, click **Logout** in the upper right hand corner located next to your name.



The **Help** hyperlink, will provide you a description and additional information specific to the screen you're in.

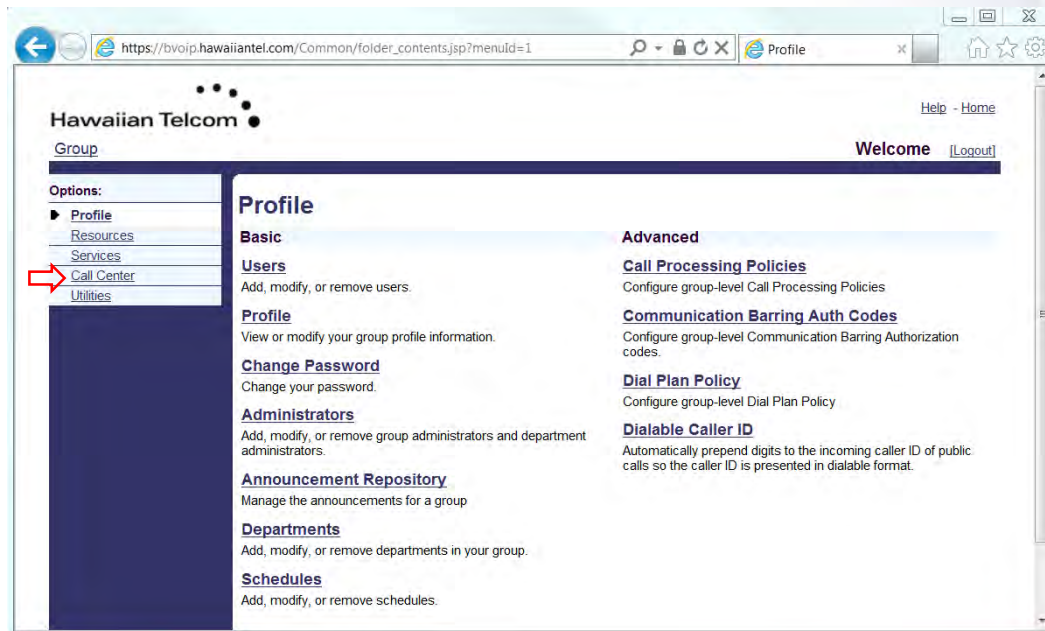


4 Administrating agent settings

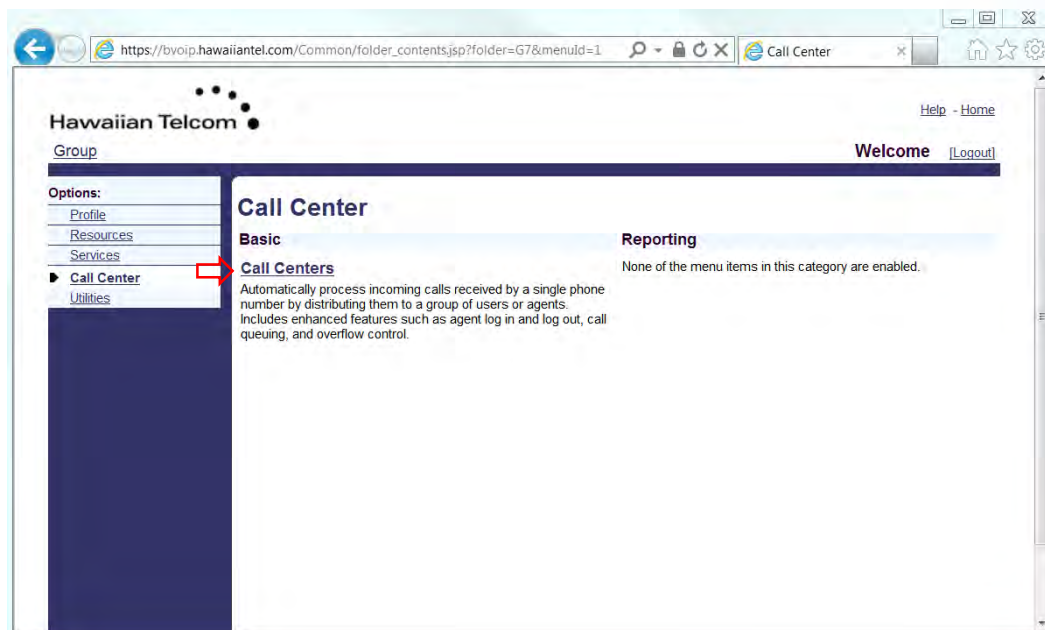
The administrator configures the Enterprise Call Center Settings through the Call Centers page.

4.1 Agent Default Settings

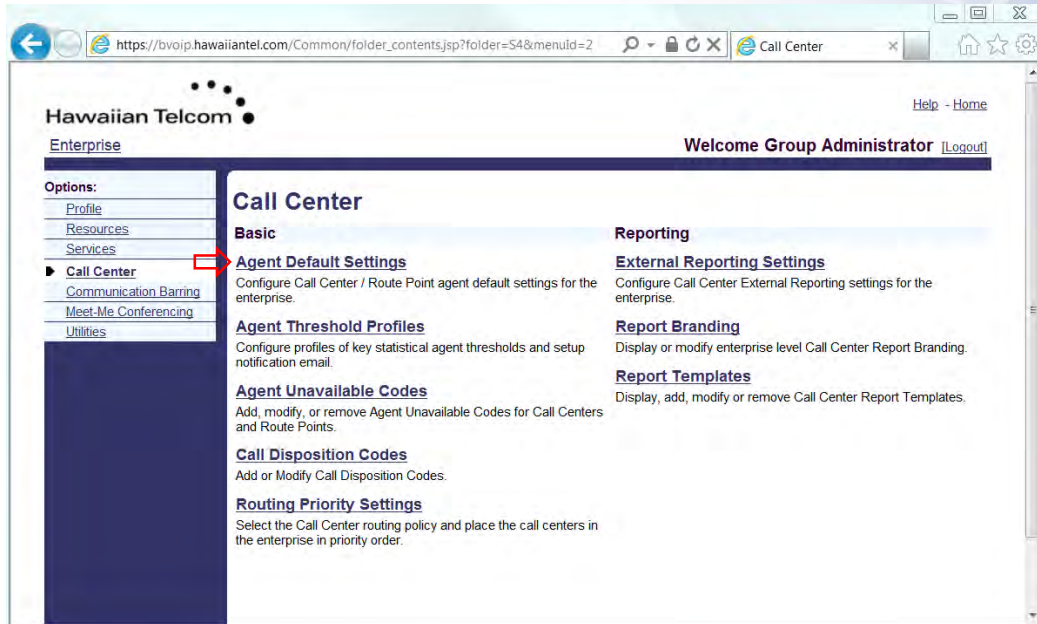
After logging on as the Administrator, from your *Options* menu, select **Call Center**.



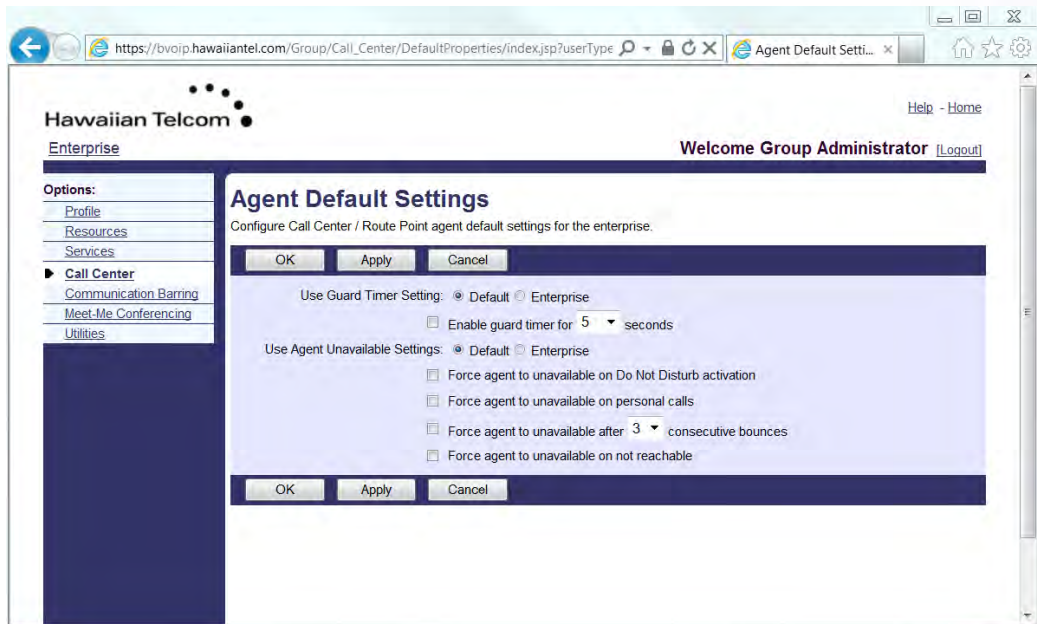
The following screen will appear:



Click on **Call Centers**.
Next, click **Agent Default Settings**.



The following screen will appear:



Select the following options:

Use Guard Timer Setting – The guard timer is used to provide a start time interval between the time that a call ends and the time that a new call is routed to the agent.

Click the box next to *Enable guard timer* to have this feature activated. From the drop down, select the number of seconds before another call is routed to the agent.

Use Agent Unavailable Settings – You are able to enable the following *Unavailable Settings* for agents:

- **Force agent to unavailable on Do Not Disturb activation**
- **Force agent to unavailable on personal calls**
- **Force agent to unavailable after “x” consecutive bounces**
- **Force agent to unavailable on not reachable**

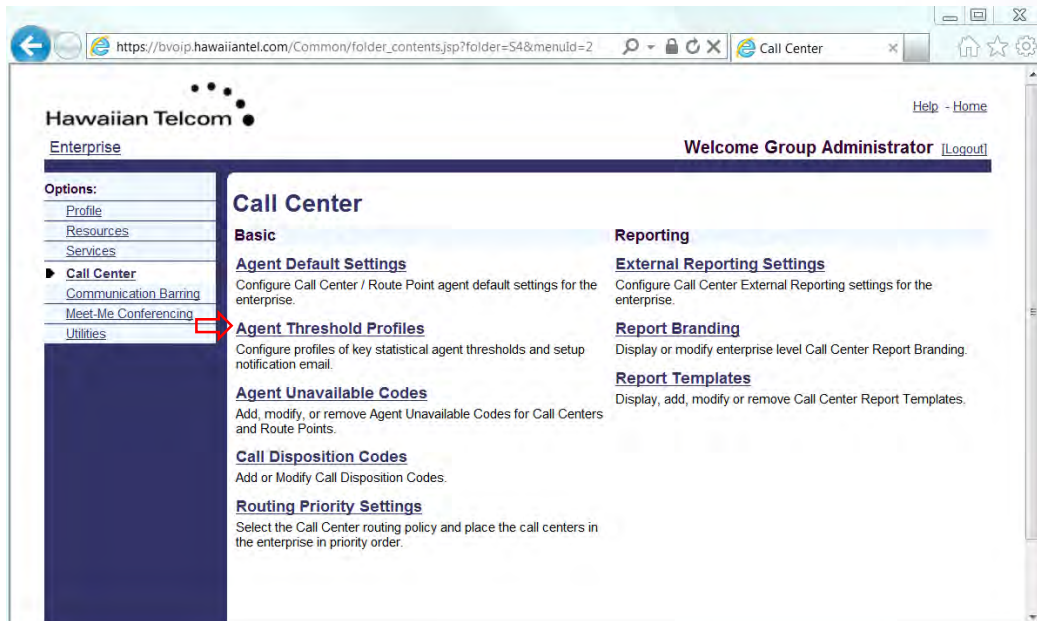
Note: If settings other than the Default settings need to be configured, you will have to select Enterprise then click the appropriate box.

4.2 Agent Threshold Profiles (Premium Only)

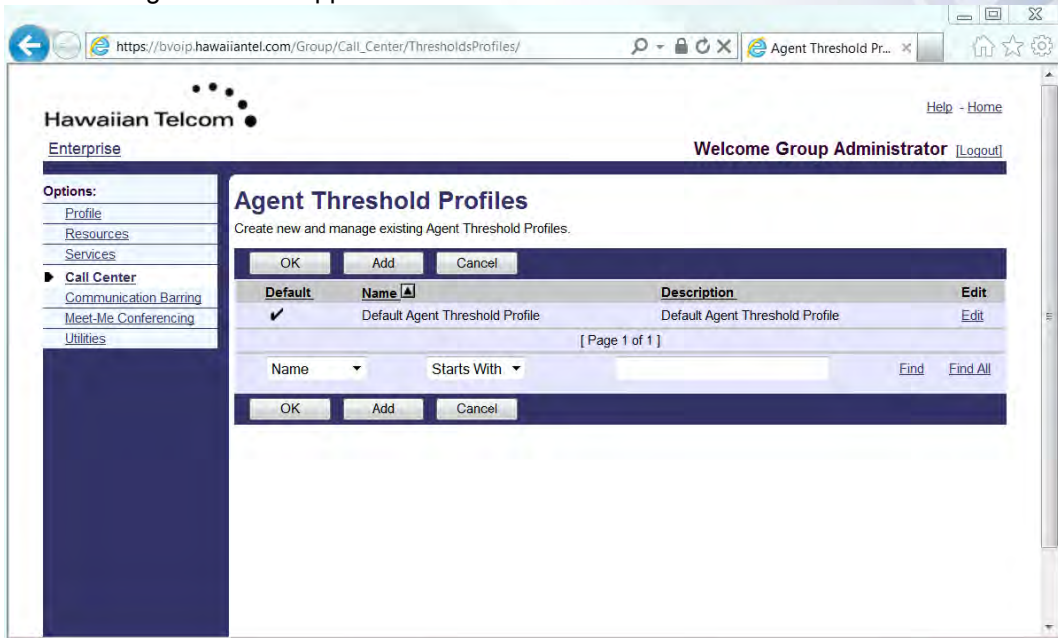
Agent Threshold Profiles, allow you the option of setting “yellow” and “red” threshold values, based on the agent’s performance. When these thresholds are crossed, you receive an alert indicating the agent(s) are out of the configured ranges.

Additionally, an email may be generated and sent to the email addresses provided against the agent threshold profile.

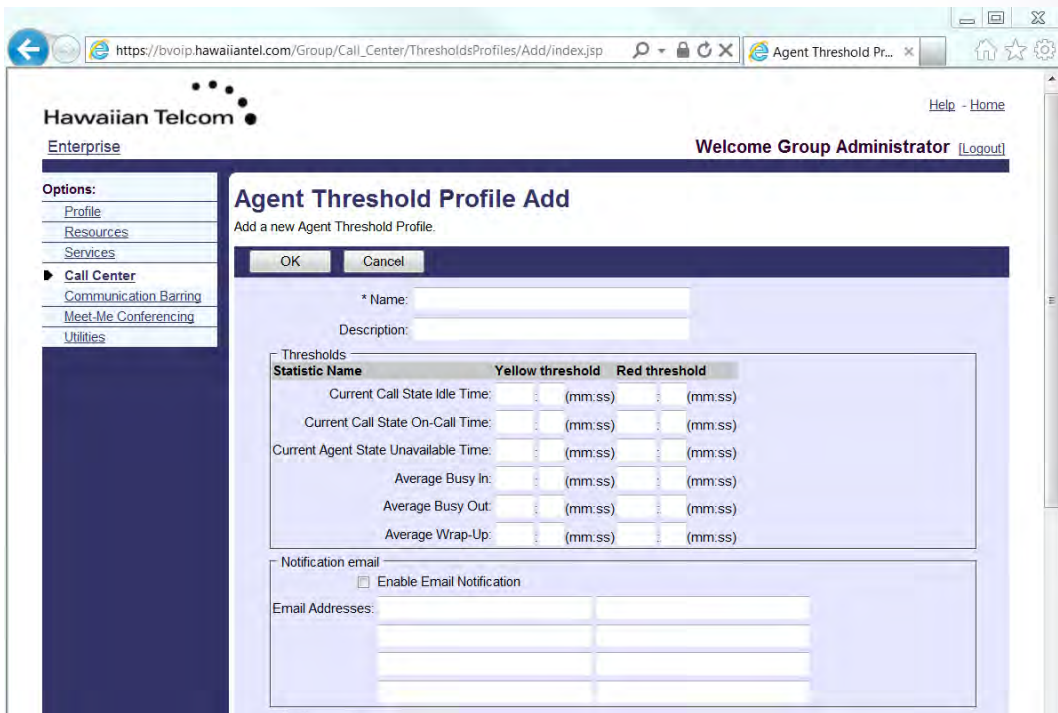
From the Call Center menu, click **Agent Threshold Profiles**.



The following screen will appear:



After clicking **Add**, the following screen will appear:



Enter the **Name** and **Description** of the profile. This will appear together with the profile name on the Agent Threshold Profiles page and will assist in remembering the purpose of the profile.

In the **Thresholds** section, enter the value for the “Yellow” and “Red” thresholds in minute and seconds in which the calls will be monitored.

Thresholds		
Statistic Name	Yellow threshold	Red threshold
Current Call State Idle Time:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Current Call State On-Call Time:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Current Agent State Unavailable Time:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Average Busy In:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Average Busy Out:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)
Average Wrap-Up:	<input type="text"/> : <input type="text"/> (mm:ss)	<input type="text"/> : <input type="text"/> (mm:ss)

Below is a guide with descriptions of each of the available statistic types:

Threshold	Description
Current Call State Idle Time	When the agent is idle, this is the time that has elapsed since the agent has become idle
Current Call State On-Call Time	When the agent is on a call, this is the time the agent has spent on the current call. If the agent is involved in multiple calls, this is the time spent on the longest call.
Current Agent State Unavailable Time	When the agent is unavailable, this is the time that has elapsed since the agent has become unavailable or since that agent last updated their unavailable code.
Average Busy In	This is the average time spent by an agent on an incoming ACD call since the last sign-in.
Average Busy Out	This is the average time spent by an agent on an outgoing ACD call since the last sign-in.
Average Wrap-Up	This is the average time spent by an agent to wrap up a call since the last sign-in.

To send a **Notification email** when a threshold in the box is crossed, check the **Enable Email Notification** box. You will then have the option to enter up to eight email addresses.

Notification email	
<input type="checkbox"/> Enable Email Notification	
Email Addresses:	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

To assign agents to monitor for *thresholds*, click **Search** then select from the list of Agents that is provided at the bottom of the screen. Click the “+” to have that agent added to the Thresholds.

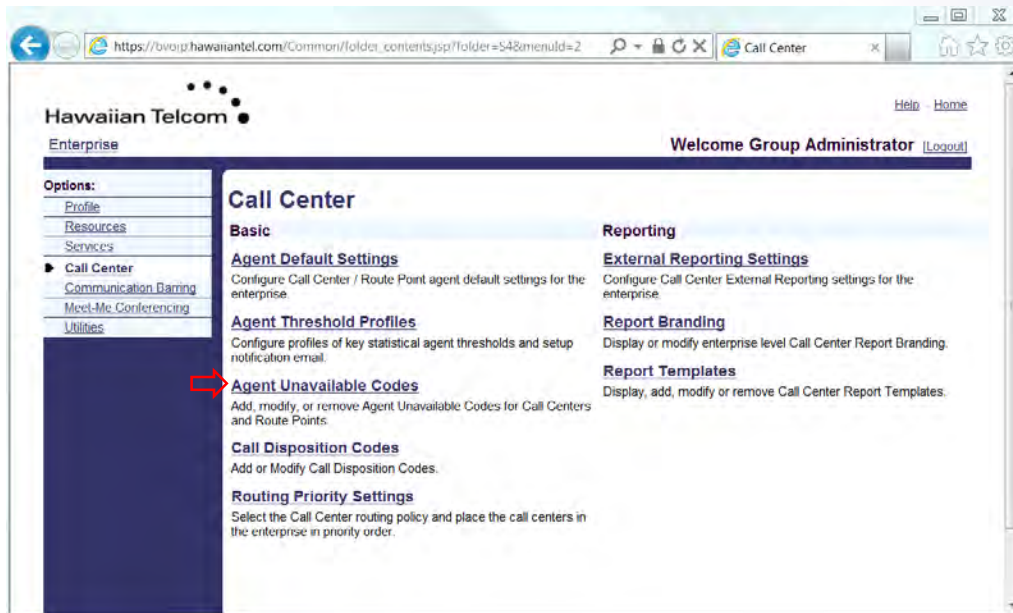
Click **OK** or **Apply** to save your changes.

4.3 Agent Unavailable Codes

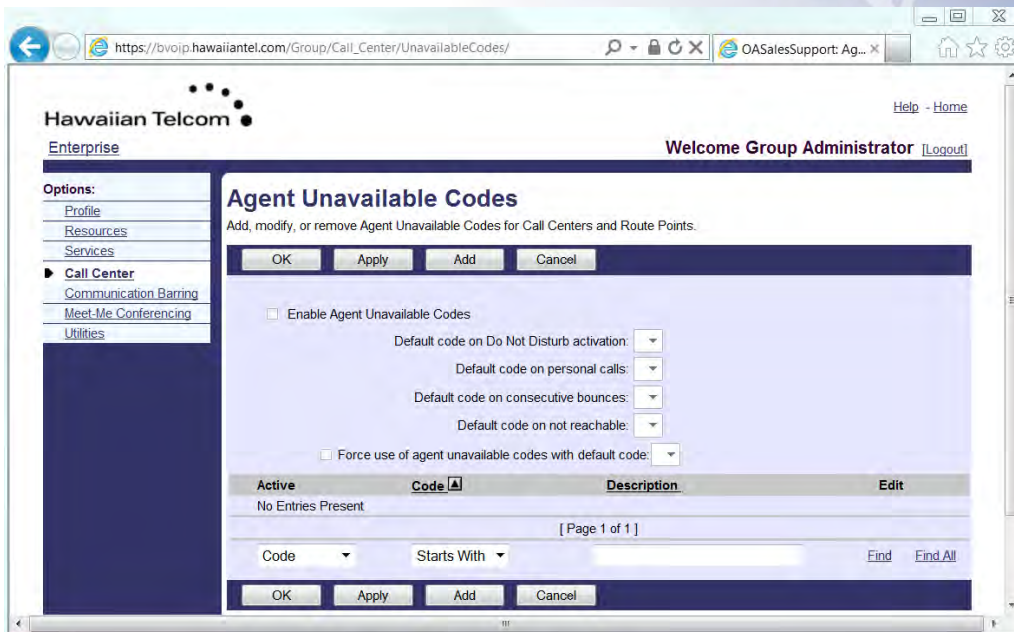
Agent Unavailable Codes can be configured and applied when the agent becomes unavailable. Agents may select a reason for changing their agent (ACD) states to unavailable (ie: lunch, restroom, coffee break).

Each company may define multiple agent unavailable codes to track the performance of agents.

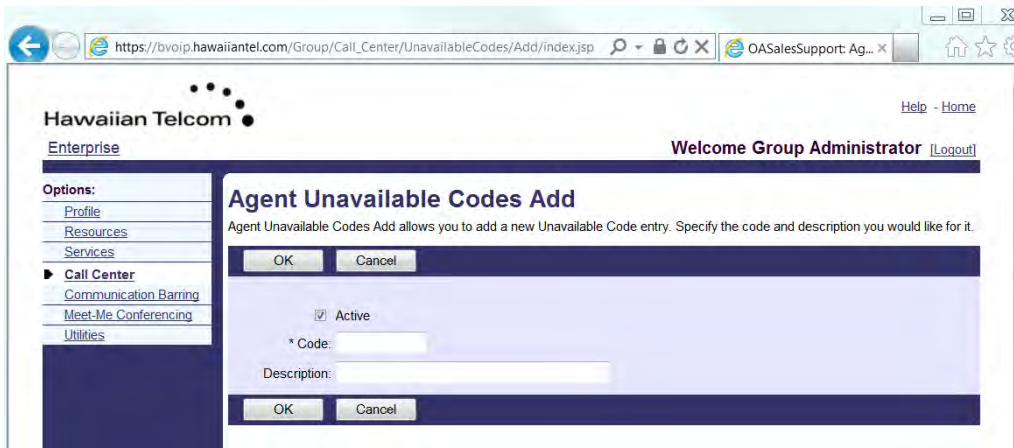
From the Call Center menu, click on **Agent Unavailable Codes**.



The following screen will appear:

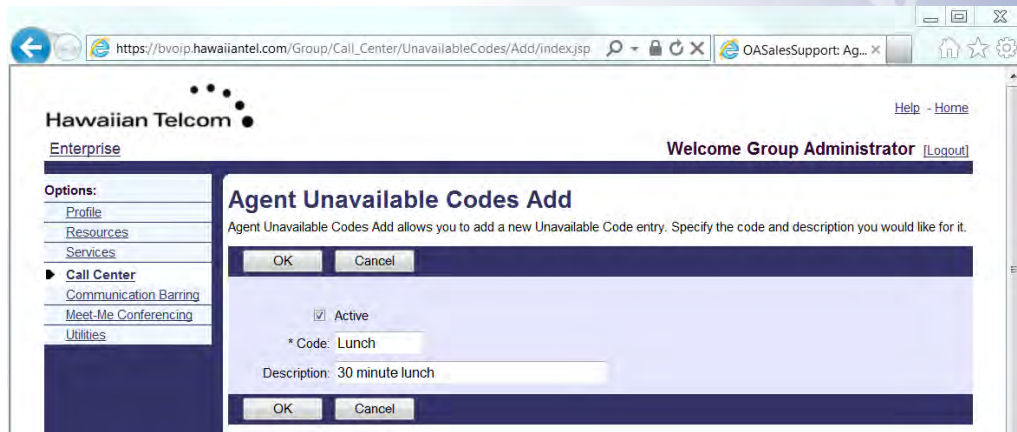


To create a new Unavailable Code, click **Add**. The following screen will appear:

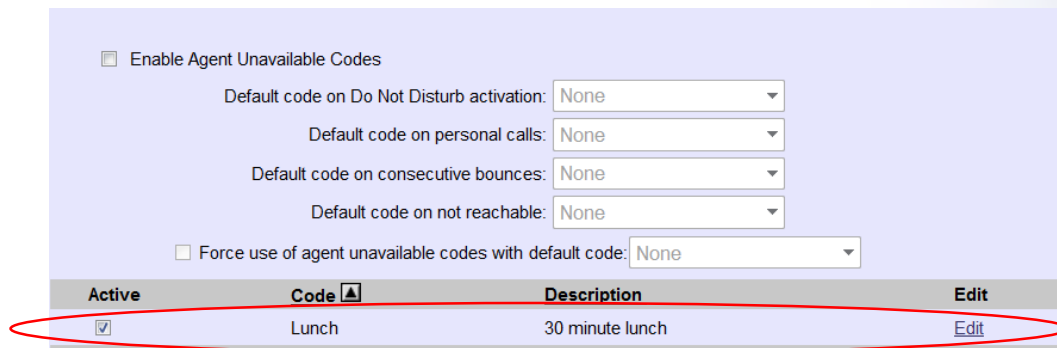


To enable or disable the specific code, either check or uncheck the **Active** box.

Enter a **Code** (ie: Lunch) and **Description** (ie: 30 minute lunch).



When completed, click OK and you will see the new Unavailable code appear.



4.3.2 Configure Agent Unavailable Codes

You have the capability to apply an Unavailable code to an agent based on their ACD state. Unavailable codes can be set to a default code for agents based on the following phone states:

- Do not Disturb activation
- Personal calls
- Consecutive bounces
- Not reachable

You can also force the use of agent unavailable codes when they select a specific default code. To utilize this feature, click the box next to *Force use of agent unavailable codes with default code*, then select unavailable code from the drop down.

Enable Agent Unavailable Codes

Default code on Do Not Disturb activation:

Default code on personal calls:

Default code on consecutive bounces:

Default code on not reachable:

Force use of agent unavailable codes with default code:

Note: The box must be checked first in order to select from the drop down.

To de-activate a specific Unavailable Code, uncheck the **Active** box in the row with the corresponding code.

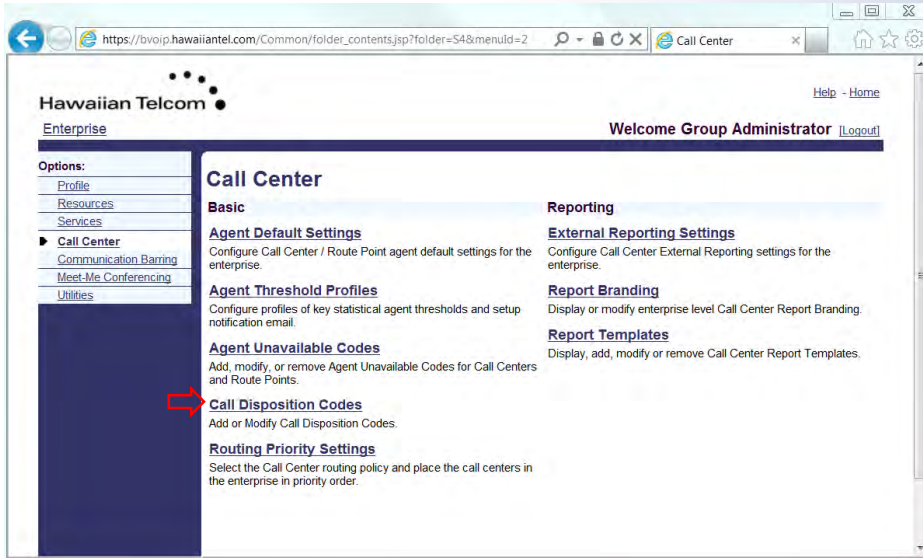
Click **OK** or **Apply** to save your changes.

4.4 Call Disposition Codes (Pro & Premium)

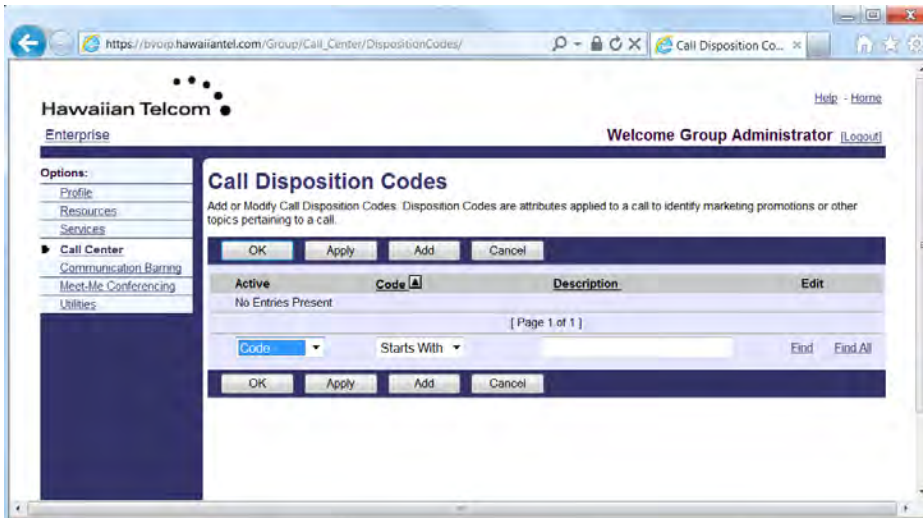
Call Disposition codes allow agents to apply a specific disposition code based on the nature of the call. The purpose of these codes is to associate a given call with a marketing promotion or other elements.

Disposition codes may be entered by the call center agent while the call is in progress or once the call has been finished and the agent is in wrap-up state.

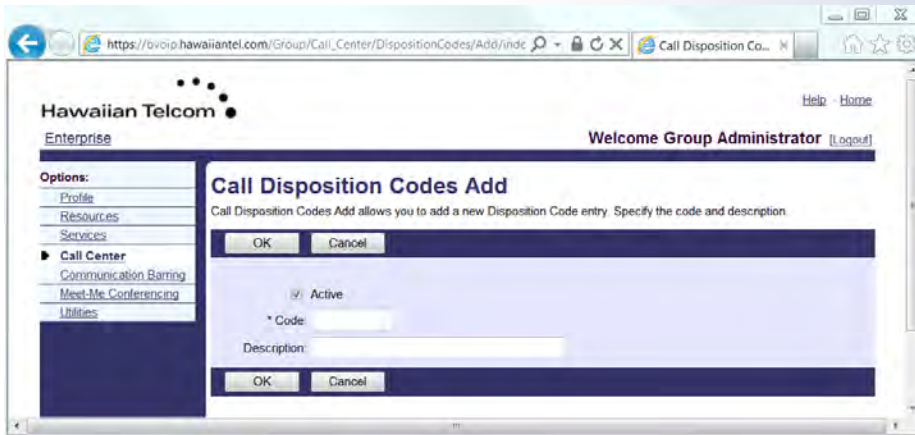
From the Call Center menu, click on **Call Disposition Codes**.



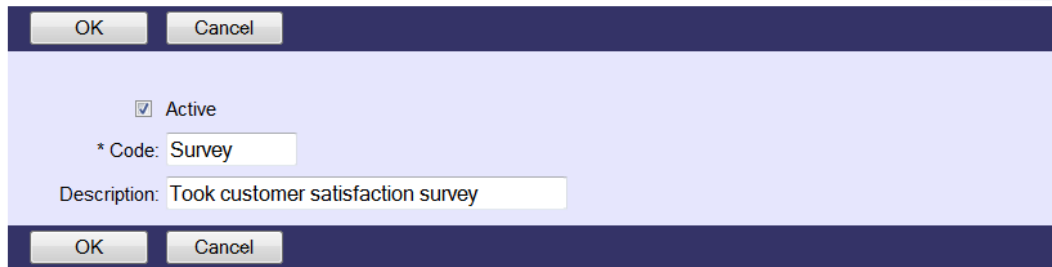
Next, click Add. The following screen will appear:



To add a new **Disposition Code**, click **Add**. The following screen will appear:



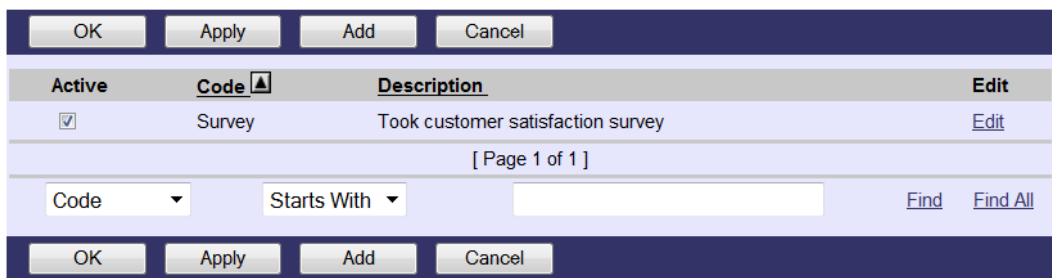
The disposition codes contain two elements, a **Code** and **Description**. Enter a **Code** (ie: survey). Next, enter a code **Description** (ie: Took customer satisfaction survey).



Click **OK** to save your changes. Your changes appear under the Call Disposition Codes.

Call Disposition Codes

Add or Modify Call Disposition Codes. Disposition Codes are attributes applied to a call to identify marketing promotions or other topics pertaining to a call.



To enable or disable the specific code, either check or uncheck the **Active** box next to the code.

Click **OK** or **Apply** to save your changes.

Best Practice:

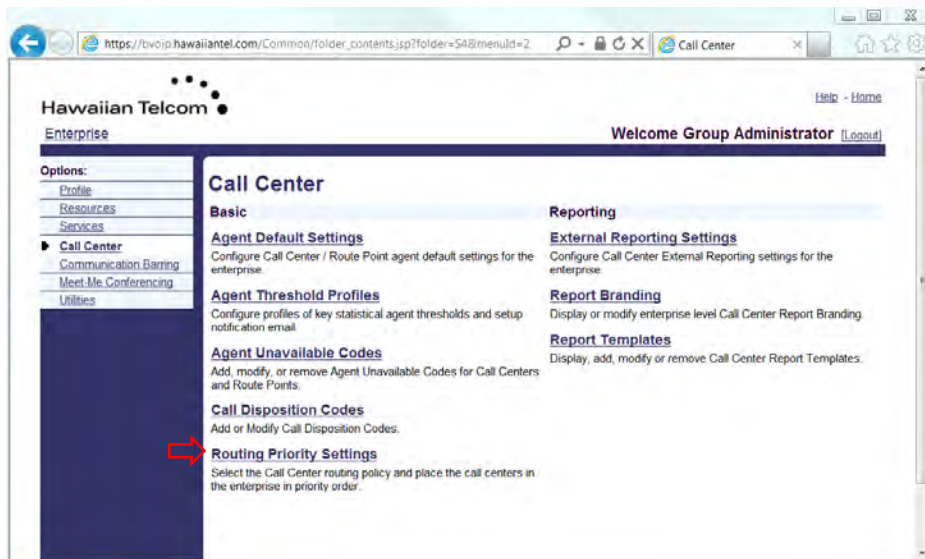
Disposition codes can be used to address multiple scenarios, for example, capturing the result of the call ("Requires Follow-Up", "Issue Resolved", "Contacted Sales

Rep”), capturing customer comments (“Angry”, “Happy”, “Called Multiple Times”), or capturing marketing campaign feedback (“Print Advertisement”, “Web Site”, “Direct Mailing”).

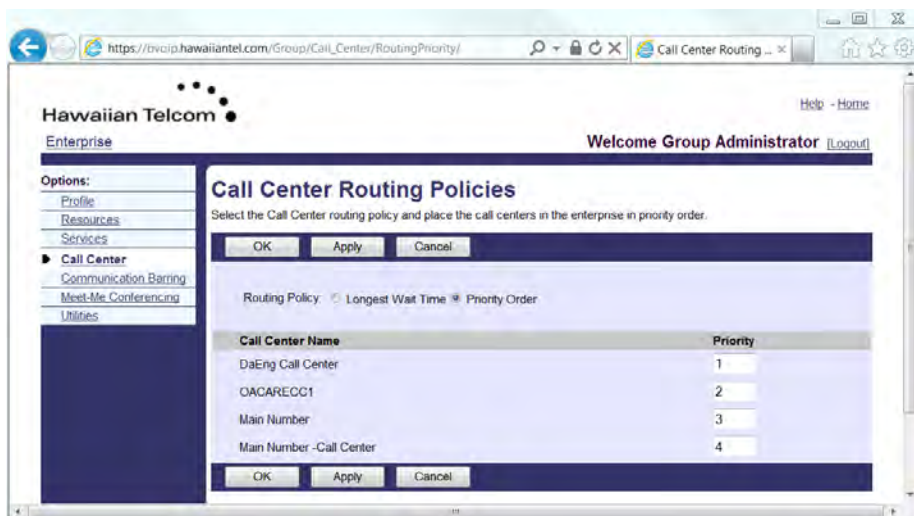
4.5 Routing Priority Settings

Call Center Routing Policies allow you to determine the call center routing as well as place Call Centers in priority order.

From the Call Center menu, click on **Routing Priority Settings**.



The following screen will appear:



Next, select the **Routing Policy** for the Call Center.

Longest Wait Time: If this setting is selected, the wait times of the next call in line from each queue that the agent is staffing is compared. The longest waiting call is selected and delivered to the agent.

Priority Order: If this setting is selected, then a list of precedence is configured among the queues of the group/ enterprise. The call from the highest precedence queue that the agent is staffing is selected and delivered to the agent.

If you select Priority Order, you must place the call Centers in their order of priority in the Priority text boxes.

Click **OK** or **Apply** to save your changes.

Note: 1 is the highest priority, 2 is the second highest priority, etc...

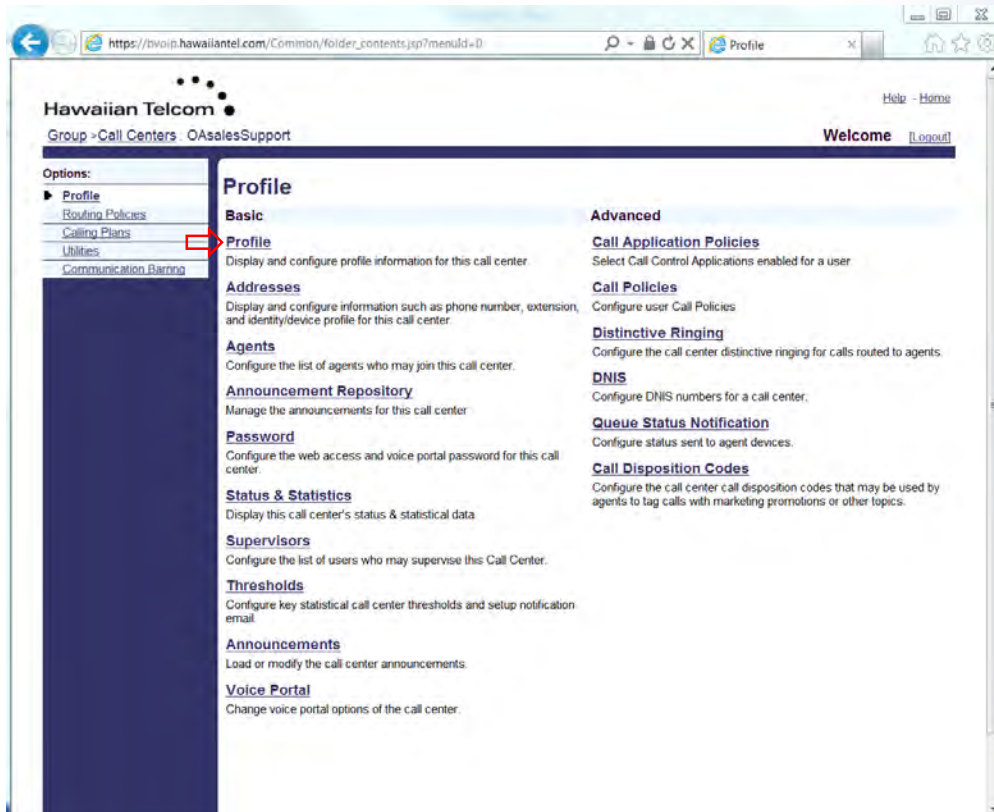
5 Viewing and modifying your Call Center

As an Administrator, you can modify your existing Call Center set-up.

5.1 Modifying Call Center name

Once you have logged on as the Administrator, and have selected the Call Center you would like to make changes to, you will be brought to the Profile page.

You will be then brought into the **Profile** page, click **Profile** from the sub-options menu.



The following screen will appear:

The screenshot shows the 'Call Center Profile' configuration page for Hawaiian Telcom. The page includes a navigation menu on the left with options like Profile, Routing Policies, Calling Plans, Utilities, and Communication Barring. The main content area shows fields for Call Center Type (Premium), Call Center ID (OAsalesSupport), and Main Number - Call Center. Two text boxes, '* Calling Line ID Last Name' and '* Calling Line ID First Name', are circled in red. Other fields include Department (None), Language (English), Time Zone (GMT-10:00 US Hawaii), Network Class of Service (None), Routing Type (Priority Based), and Group Policy (Circular). There are also sections for Bandwidth and QoS Settings and Call Center Settings.

All text boxes with an asterisk (*) next to the description indicates required data.

5.1.1 Routing type

You have two *Routing Types* to choose from:

Priority Based: When an agent becomes available to receive a call, contingent upon the call center predetermined with the highest priority, the call is offered to that agent.

Skill based (Pro & Premium only): When an agent becomes available to receive or call, the call will be routed to the agent that best suits the skill level required for the call.

Routing Type : Priority Based Skill Based

5.1.2 Group policy

Group Policy allows you to configure a call distribution pattern assigning calls to the various agents using different types of methods for incoming calls.

The following are the various methods for **Group Policy**:

- **Circular** – Incoming calls hunt through agents in the order they appear on the list, starting with the agent who follows the agent who received the previous call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.
- **Regular** – Incoming calls hunt through agents in the order they appear on the list, starting from the top each time.
- **Simultaneous** – Incoming calls alert all agents at the same time. The first agent to answer handles the call.

- **Uniform** – Incoming calls hunt through all agents, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
- **Weighted** – Incoming calls are assigned to idle agents based on percentages assigned to the agents in the call center’s profile. This feature supports an element of skills-based routing, since a higher percentage of calls can be routed to more highly skilled agents within the call center.

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

5.1.3 Call Center settings

Queue Length – This allows you to determine the number of callers allowed in queue before it overflows.

Play ringing when offering call – This box should be checked if ringing should be played to the caller when a call is offered to the agent.

Reset caller statistics upon entry to queue – This box should be checked if the existing wait time of the call is to reset when a call is transferred from one call center queue to the other.

Allow callers to dial “x” to escape out of queue – This box should be checked if the caller is permitted to dial a specified digit to escape out of the queue as long as they are not listening to the mandatory entrance message. Upon dialing the escape digit, they are rerouted based on the call center’s Busy treatment, which may be Call Forwarding, Busy or Voice Messaging.

Call Center Settings

Queue Length: 0 calls Enable video support

Play ringing when offering call Allow callers to dial 0 to escape out of queue

Reset caller statistics upon entry to queue

5.1.4 Reporting settings

Enable Call Center External Reporting - This feature allows you to enable enhanced reporting for the call center.

Reporting Settings

Enable Call Center External Reporting

5.1.5 Agent settings

Allow agents to join Call Centers – This box needs to be checked to agents to log in or out of the call center.

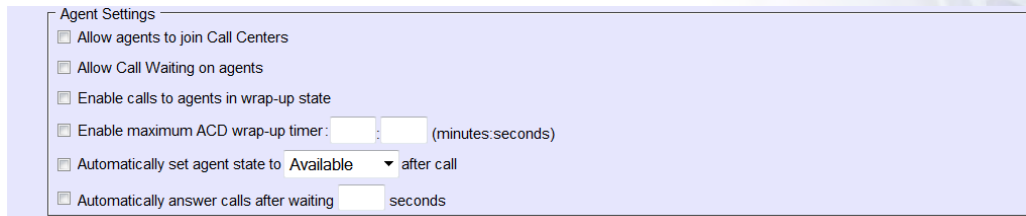
Allow Call Waiting on agents – This box needs to be checked to enable the call waiting option for agents, to handle more than one call at a time. The Call Waiting feature option in the agents profile must also be selected in order for the feature to work.

Enable calls to agents in wrap-up state – This will allow calls to be pushed to the agent even while in “wrap-up” state, if enabled.

Enable maximum ACD wrap-up timer – When this box is checked and the text boxes are populated, this feature sets the value for the wrap-up timer.

Automatically set agent state to xx after call – Sets the agents state after a call when a state is selected from the drop down menu. If “unavailable” is selected, another text box will appear to enter the appropriate “unavailable code”.

Automatically answer calls after waiting xx seconds – This feature will allow for calls to be automatically answered by an agent, by checking the box and entering the number of seconds.



The screenshot shows a configuration window titled "Agent Settings" with the following options:

- Allow agents to join Call Centers
- Allow Call Waiting on agents
- Enable calls to agents in wrap-up state
- Enable maximum ACD wrap-up timer: [] : [] (minutes:seconds)
- Automatically set agent state to Available after call
- Automatically answer calls after waiting [] seconds

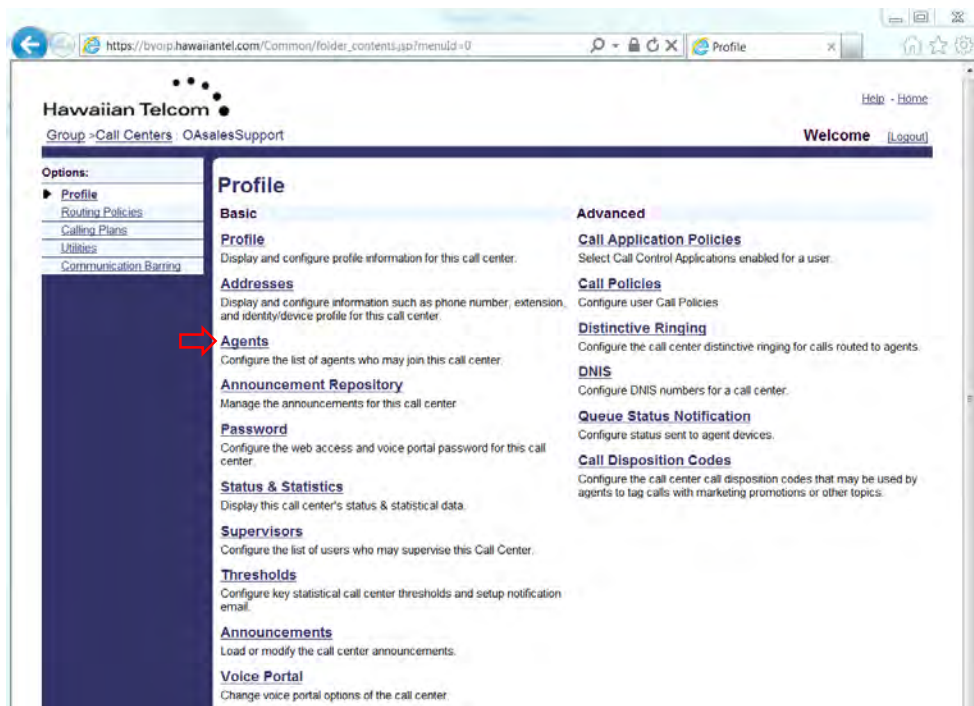
Click **OK** or **Apply** to save your changes.

5.2 Agents

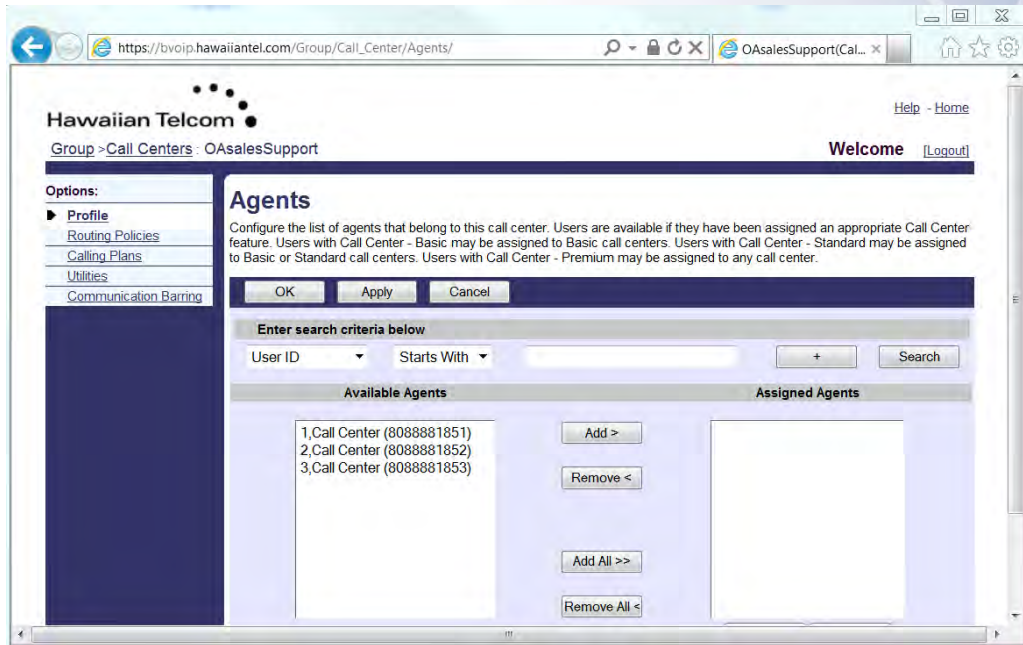
Agents who have been assigned the call center license will appear on the list of agents who can be assigned to the call center.

Note: For call centers with Skill Based Routing, you have the option to assign agents with different skill levels.

To assign agents to a call center, click **Agents** from your *Profile* sub-option menu.



The following screen will appear:



Next, click the **Search** button to view all available agents in that specific call center.

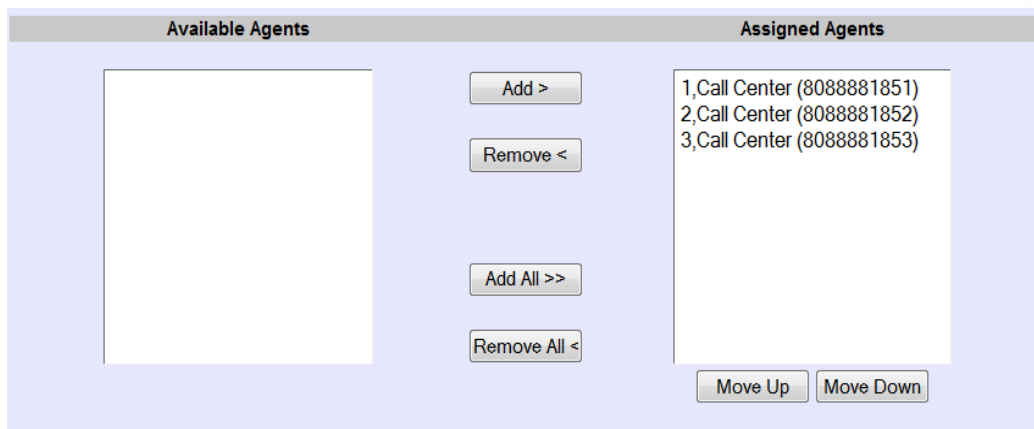
Select the individual user(s) from the *Available Agents* text box to be assigned as agents and click **Add >**. To assign all agents at once, click **Add All >>**.

To remove agents, begin in the *Assigned Agents* text box. Select the user(s) you would like to remove. Click either **Remove <** or **Remove All <<**.

Click **Apply** or **OK** to save your changes.

Note: To select multiple users in sequential order, hold down “SHIFT” on the keyboard and click on the first then last user required.

Note: To select multiple users not in order, hold down “Ctrl” on the keyboard and click the individual users.

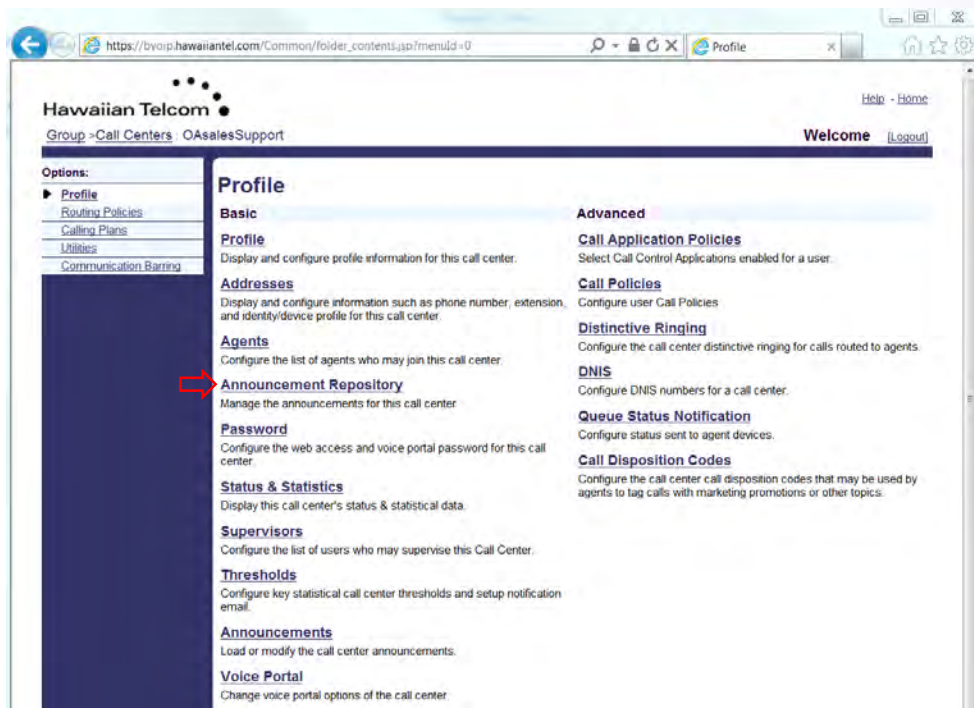


5.3 Announcement Repository

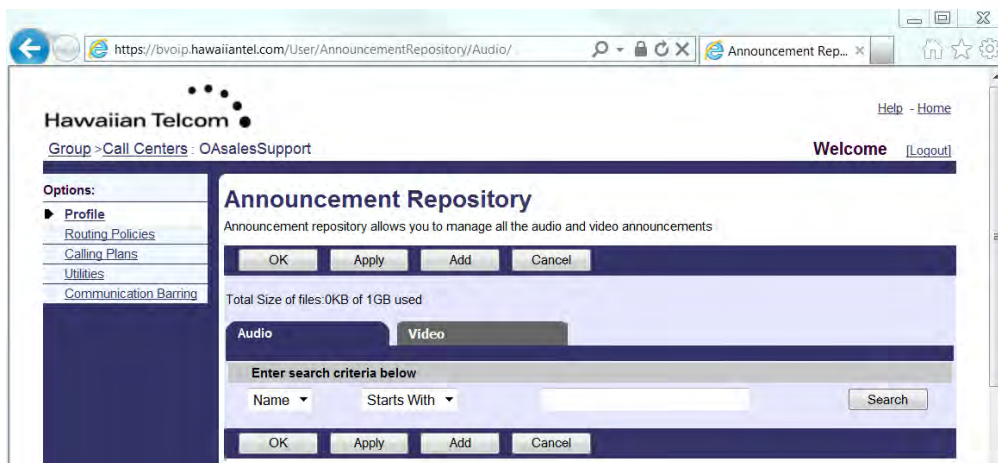
Once a greeting or announcement is recorded via the Voice Portal, the **Announcement Repository** is where you can manage the greetings. You have the capability to store up to 5GB of combined recordings in this Announcement Repository. You can manage these announcements by:

- Naming your pre-recorded announcements
- Share announcements among multiple services
- Keep an announcement on the system when not assigned to a service

To assign a name to a greeting recorded via the Voice Portal, click **Announcement Repository** from your *Profile* sub-option menu.

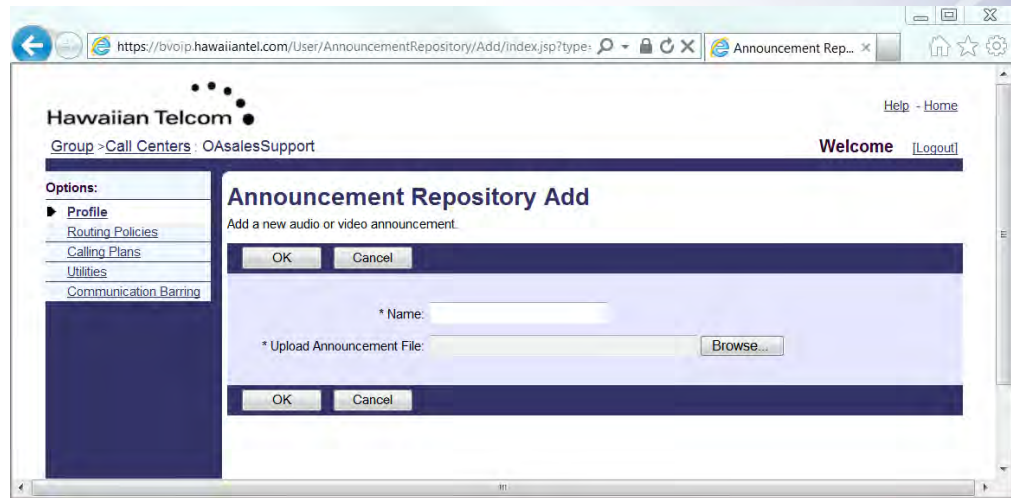


The following screen will appear:



To name your pre-recorded message, click **Search**.

A list of recordings will appear. Click on the name of the announcement you want to edit.



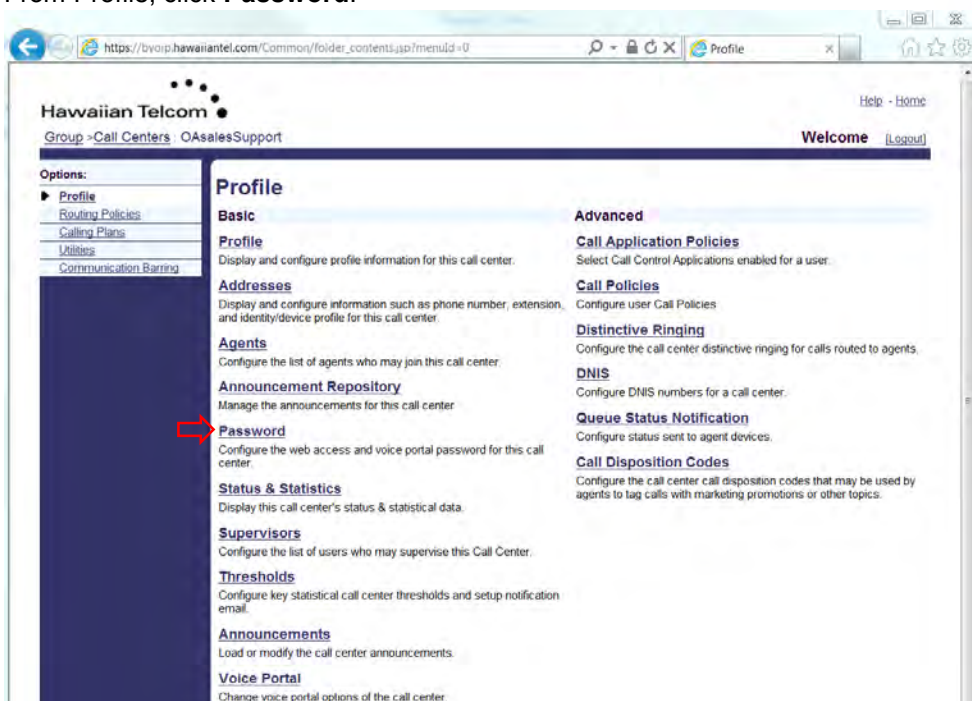
Enter the name to be assigned to the announcement.

Click **Apply** or **OK** to save your changes.

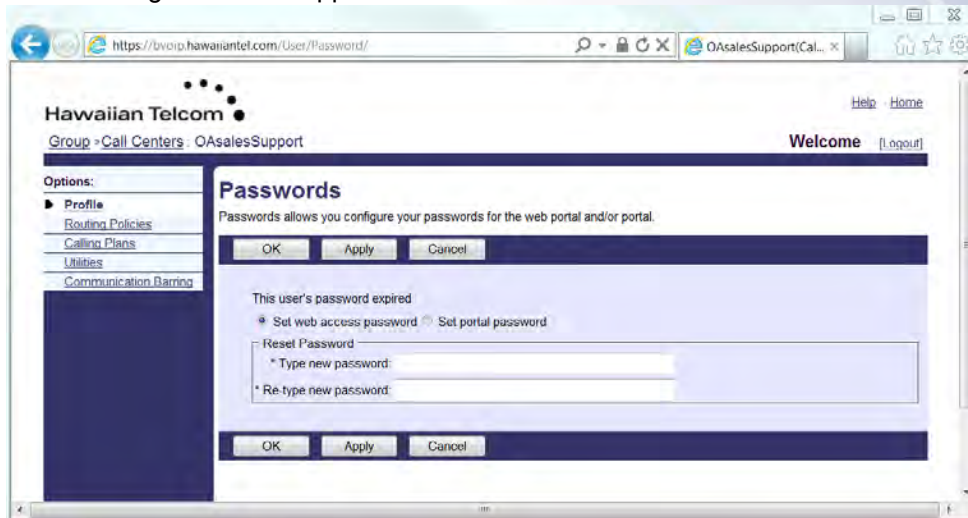
5.4 Password

The Administrator has the access to configure or change the Web Portal password or voice portal for the call center.

From Profile, click **Password**.



The following screen will appear:



Next, select the password to be changed or reset:

- **Set web access password** – Changes the *Web Portal* (Must contain combination of alpha, numeric, special character and 6-digit minimum).
- **Set portal password** – Changes the *Voice Portal* (Numeric only – 4-12 digits).

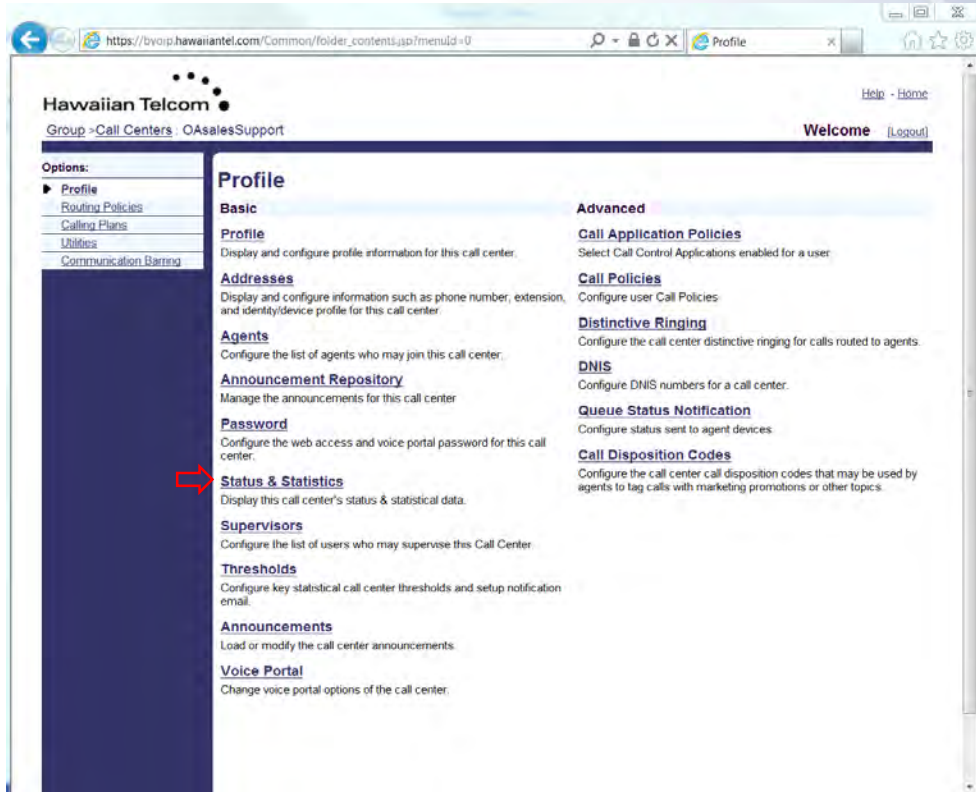
Under *Reset Password* enter the *new password* and *re-type new password* in the text boxes.

Click **Apply** or **OK** to save your changes.

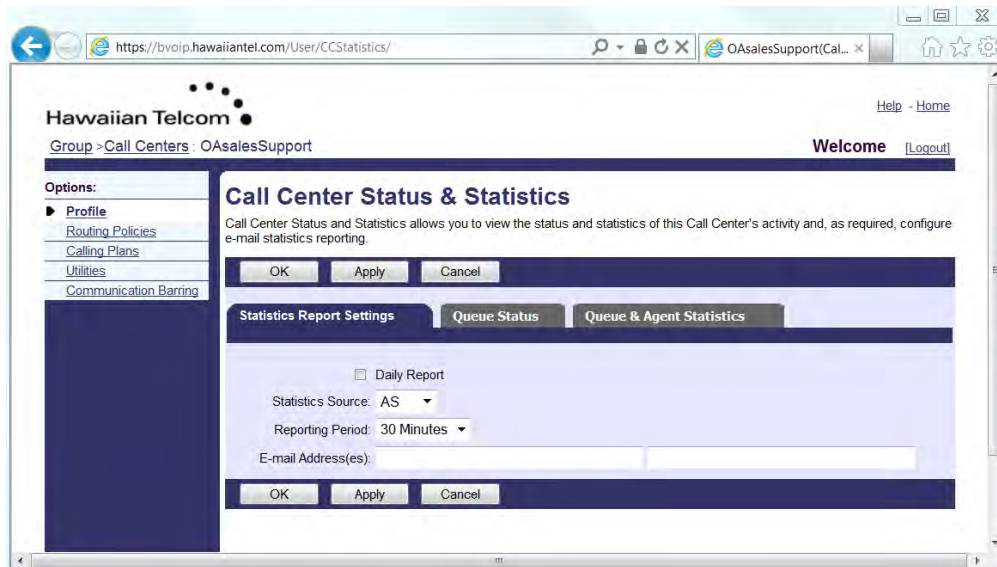
5.5 Status & Statistics

Call Center **Status & Statistics** will allow you to view the status and statistics of the call centers activity and configure the call centers email statistic reporting.

From *Profile*, Click on **Status & Statistics**.



The following screen will appear:




There are three tabs associated with Call Center **Status & Statistics**:

- 1) Statistics Report Settings
- 2) Queue Status
- 3) Queue & Agent Statistics

5.5.1 Statistics Report Settings

Statistics Report Settings will allow you to configure when you receive reports and the email in which reports are sent.

- Click *Daily Report* to enable daily reporting.
- From the *Statistics Source*, select: None, AS or External.
**Please note, External is only available if External Reporting is enabled on the Call Center.*
- Select the *Reporting Period* from the drop down menu.
- Enter the *E-mail address(es)* where you would like the reports sent.

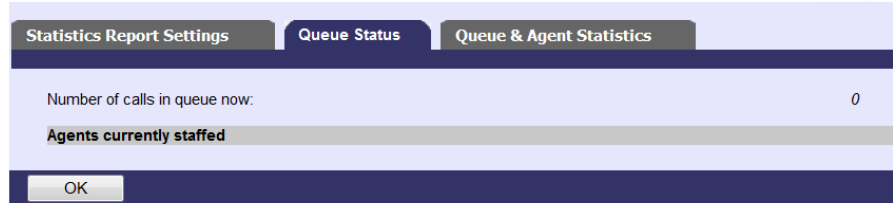


The screenshot shows a dialog box titled "Statistics Report Settings" with three tabs: "Statistics Report Settings", "Queue Status", and "Queue & Agent Statistics". The "Statistics Report Settings" tab is active. It contains a checkbox for "Daily Report" which is unchecked. Below it is a "Statistics Source" dropdown menu set to "AS". The "Reporting Period" is set to "30 Minutes" in a dropdown menu. There is a text input field for "E-mail Address(es)". At the bottom are "OK", "Apply", and "Cancel" buttons.

5.5.2 Queue Status

Queue Status will allow you to view the status of the Call Centers activity. You can view the following:

- Number of calls in queue now
- Agents currently staffed



The screenshot shows a dialog box titled "Queue Status" with three tabs: "Statistics Report Settings", "Queue Status", and "Queue & Agent Statistics". The "Queue Status" tab is active. It displays "Number of calls in queue now:" followed by the number "0". Below that is a bar chart labeled "Agents currently staffed". At the bottom is an "OK" button.

5.5.3 Queue & Agent Statistics

Queue & Agent Statistics allow you to access the queue and the agent statistics during a specified timeframe. You can view the following:

- *Display current-time statistics*, when checked, *End Date* and *End Time* will be hidden. The statistics will display from the start date and time specified to the current time.
- When *Display current time statistics* is not checked, select the timeframe in which you would like to view the Queue & Agent Statistics.
- You can either enter the date in the text box or select the date from the calendar.
- Select the time from the drop down options.
- To view the statistics, click Apply.

The following table describes the available queue statistics:

Statistic	Description
Number of busy overflows	This is the number of calls that came in after the queue limit was exceeded. Such calls are likely forwarded to voicemail.
Number of calls answered	This is the total number of calls answered, handled by an agent.
Number of calls abandoned	This is the total number of calls for which the caller has hung up or has left a message before an agent became available.
Number of calls transferred	This is the total number of calls that are transferred out of the Call Center queue. Typically, a call is transferred from a given Call Center queue to another Call Center queue using a client application (for example, using the BroadWorks Supervisor client).
Number of calls timed out	This is the total number of calls that remain unanswered and that are forwarded out of the Call Center queue upon timeout.
Average wait time	This is the average amount of time that callers spend waiting for the next available agent to answer the call.
Average abandonment time	This is the average time that callers spend waiting for an agent before hanging up or selecting the option to leave a message.
Average number of agents staffed	This is the average number of agents staffed during the period for this Call Center instance. An agent who has joined the Call Center campaign and who is not in the sign-out state is considered as staffed.
Average number of agents talking	This is the average number of agents who were in the talking state during the period for this Call Center instance.

The following table describes statistics for individual agents:

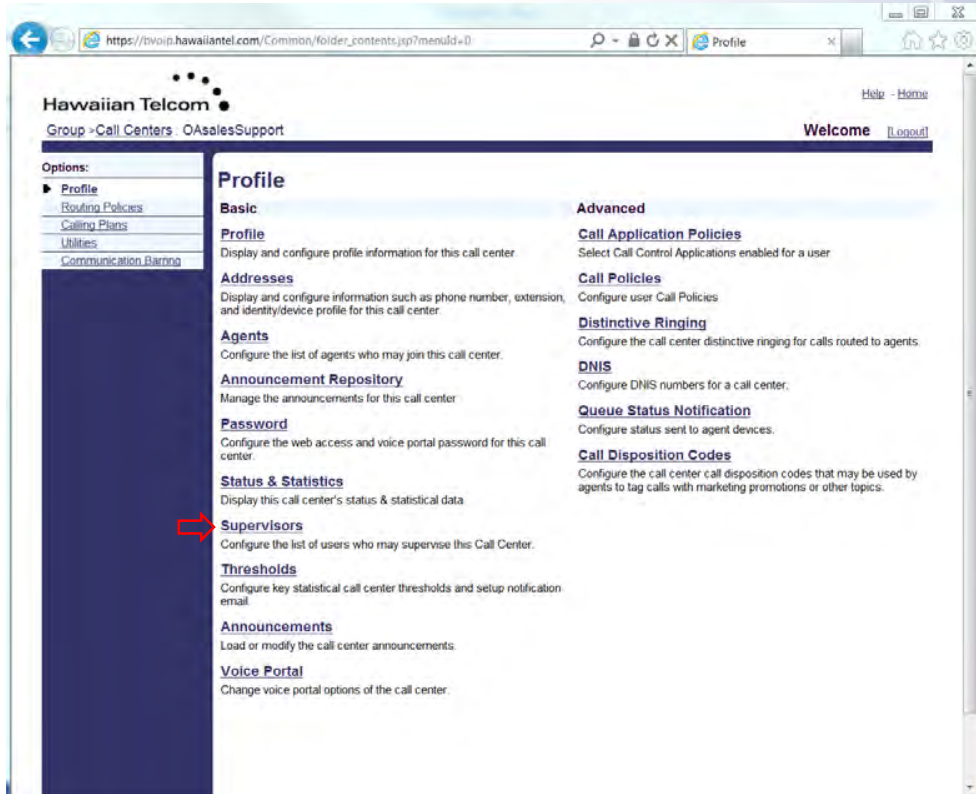
<i>Statistic</i>	<i>Description</i>
Number of calls handled	This is the total number of calls that the agent has handled. This statistic accounts for all Call Center calls that are released by the agent during the specified period.
Average call time	This is the average time that an agent spends on calls from the Call Center instance. This statistic accounts for all Call Center calls that are released or transferred by the agent during the specified period. If the agent transfers a call (for example, to another queue), then the call time only accounts for the time spent on the call by the agent prior to the call transfer. In previous releases, the call time after the call transfer would be allocated to both the redirecting agent and the agent answering the call from the other queue. This behavior is changed upon upgrade.
Number of calls unanswered	This is the total number of calls extended to the agent that are not answered (for any reason other than because the agent is busy). Notice that for a single call to Call Center instance, an agent may be rung multiple times as the call can be placed in the queue and presented to the agent again. Therefore, this statistic may increment more than once for a given call to the Call Center instance.
Total talk time	The amount of time that the agent was busy handling calls for this Call Center instance.
Total staffed time	The amount of time that the agent has joined the Call Center instance and was not in the sign-out state.

Click **Apply** or **OK** to save your changes.

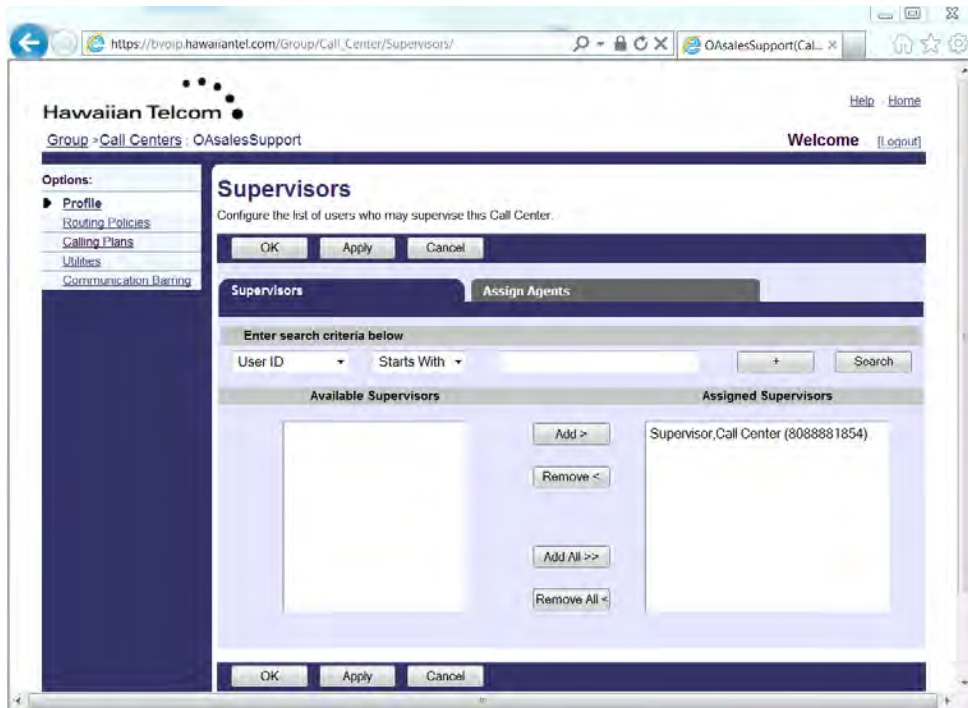
5.6 Supervisors

Users that have been assigned the appropriate Call Center license will have the access to Supervise the Call Center.

From the home group administrator screen, click on the **Supervisors** link:



The following screen will appear:



After selecting Supervisors, you will have two tabs appear: **Supervisors** and **Assign Agents**.

The **Supervisors** tab will allow you to add Supervisors to a specific Call Center. To view the available users to be assigned, click the Search button.

The screenshot shows a web interface for assigning supervisors. At the top, there are two tabs: 'Supervisors' and 'Assign Agents'. Below the tabs is a search section with the text 'Enter search criteria below'. It contains two dropdown menus: 'User ID' and 'Starts With', followed by a text input field, a '+' button, and a 'Search' button. Below the search section are two columns: 'Available Supervisors' (empty) and 'Assigned Supervisors' (containing 'Supervisor, Call Center (8088881854)'). Between the columns are four buttons: 'Add >', 'Remove <', 'Add All >>', and 'Remove All <'.

Users will then appear in the **Available Supervisors** text box. Next, select the users to be assigned as supervisors. In this example, a Supervisor has already been assigned in the Call Center.

Note: To select multiple users in sequential order, hold down “SHIFT” on the keyboard and click on the first then last user required.

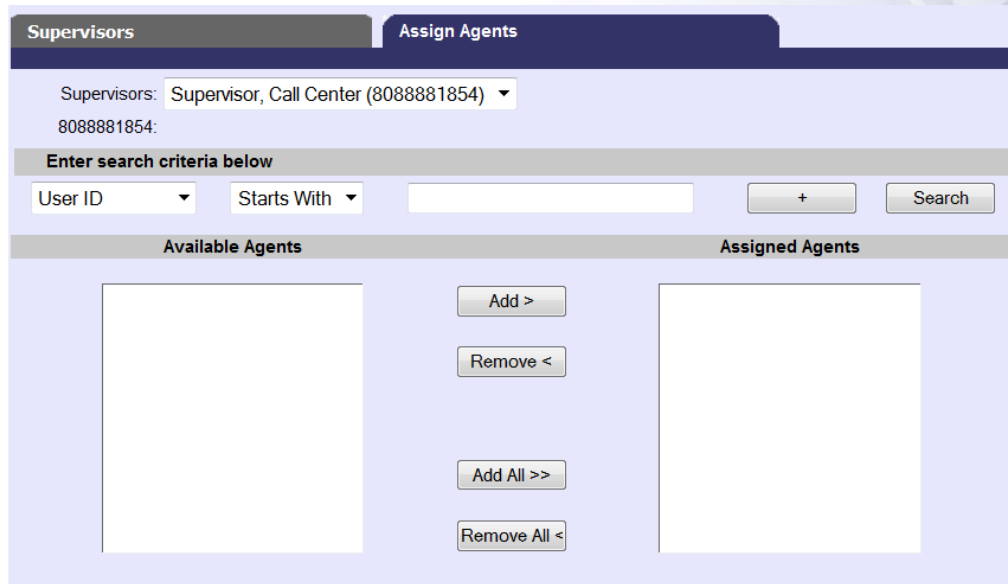
Note: To select multiple users not in order, hold down “Ctrl” on the keyboard and click the individual users.

Once you have selected the users you would like to assign as Supervisors.

Click **Apply** or **OK** to save your changes.

The **Assign Agents** tab will allow you to add agents to specified Supervisors. The Available Agents are those agents assigned to this call center and can include agents who are also supervisors.

To assign agents to Supervisors, after accessing Supervisors, click the **Assign Agents** tab. The following screen will appear:



Next,

select the Supervisors you would like to assign agents to, from the drop down.



Click on Search to access the available agents that you would like to assign to the selected Supervisor.

You will then have a list of Available Agents appear in the text box. Select the agents you would like to assign to this specific Supervisor.

Click **Apply** or **OK** to save your changes.

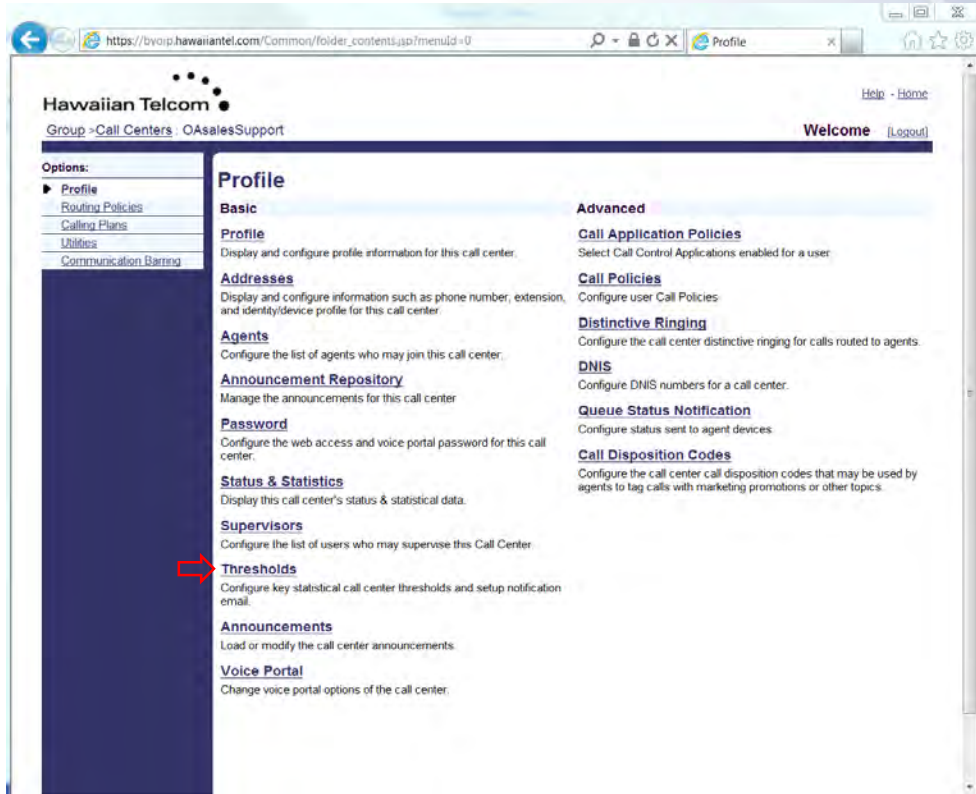
Note: To select multiple users in sequential order, hold down “SHIFT” on the keyboard and click on the first then last user required.

Note: To select multiple users not in order, hold down “Ctrl” on the keyboard and click the individual users.

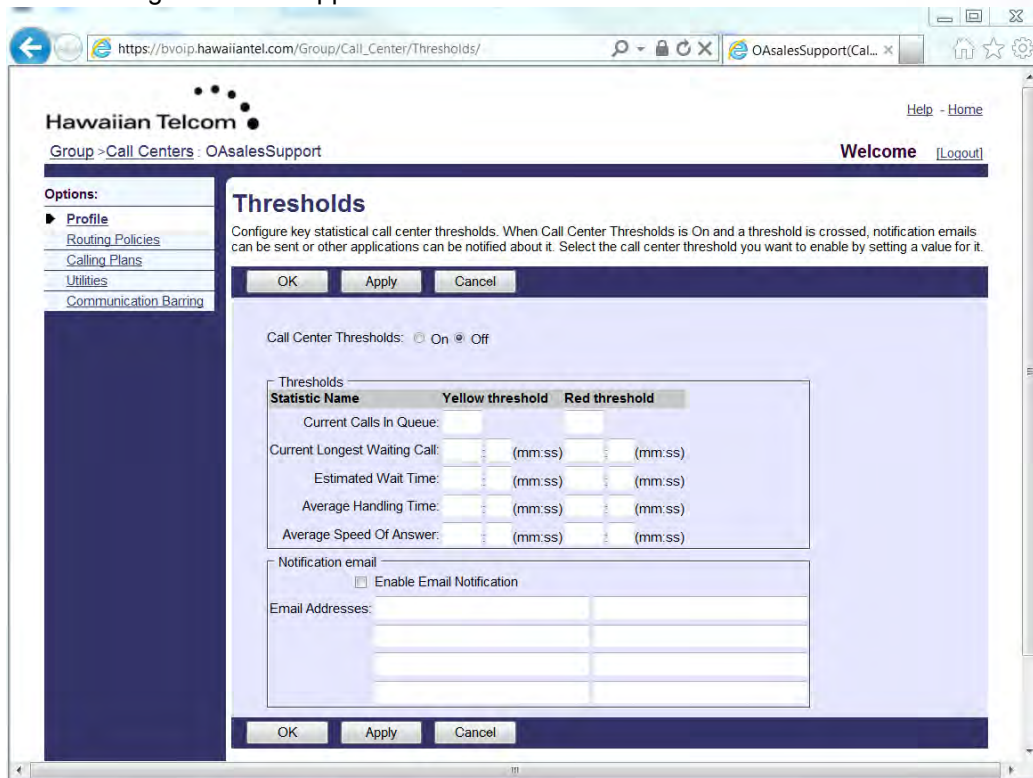
5.7 Thresholds

When a Call Center Threshold is “On”, and a threshold is met, email notifications can be sent. You can customize the threshold you want to enable by setting a value for it.

From the home group administrator screen, click on the Thresholds feature:



The following screen will appear:



You can enable the feature on the top of the page. Under **Thresholds**, enter the duration for both Yellow (first level) and Red (second level) thresholds to be set. When a threshold is met, an alert with the corresponding severity is sent to the subscribed Call Center clients.

Below is an example from the *Call Center Thin Client*, how the Thresholds will be displayed once set-up.

Dashboard			
Account			
Current Calls in Queue	8/10	Longest Waiting Call	05:18
EWT	01:55	AHT	01:45
ASA	00:16	Staffed	3/9
Technical			
Current Calls in Queue	2/20	Longest Waiting Call	00:00
EWT	04:30	AHT	04:30
ASA	00:15	Staffed	1/5

Notification email will allow you to Enable Email Notification of thresholds. An e-mail notification can also be sent up to eight email addresses.

Below is a description of the available Statistics for Thresholds:

Current Calls in Queue – The number of calls in the queue.

Current Longest Waiting Call – The waiting time of the call that has been in the queue the longest.

Estimated Wait Time – The estimated time a caller has to wait in the queue before their call is answered.

Average Handling Time – The average time it takes to process a call in the queue.

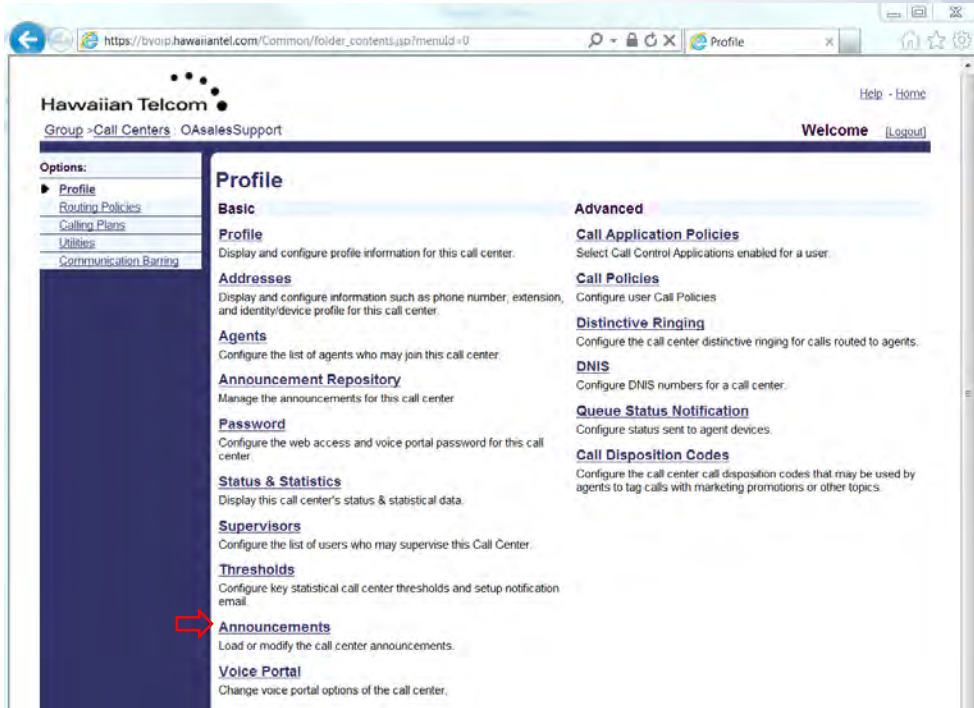
Average Speed of Answer – The average time a caller spends in the queue before the call is answered by an agent.

5.8 Announcements

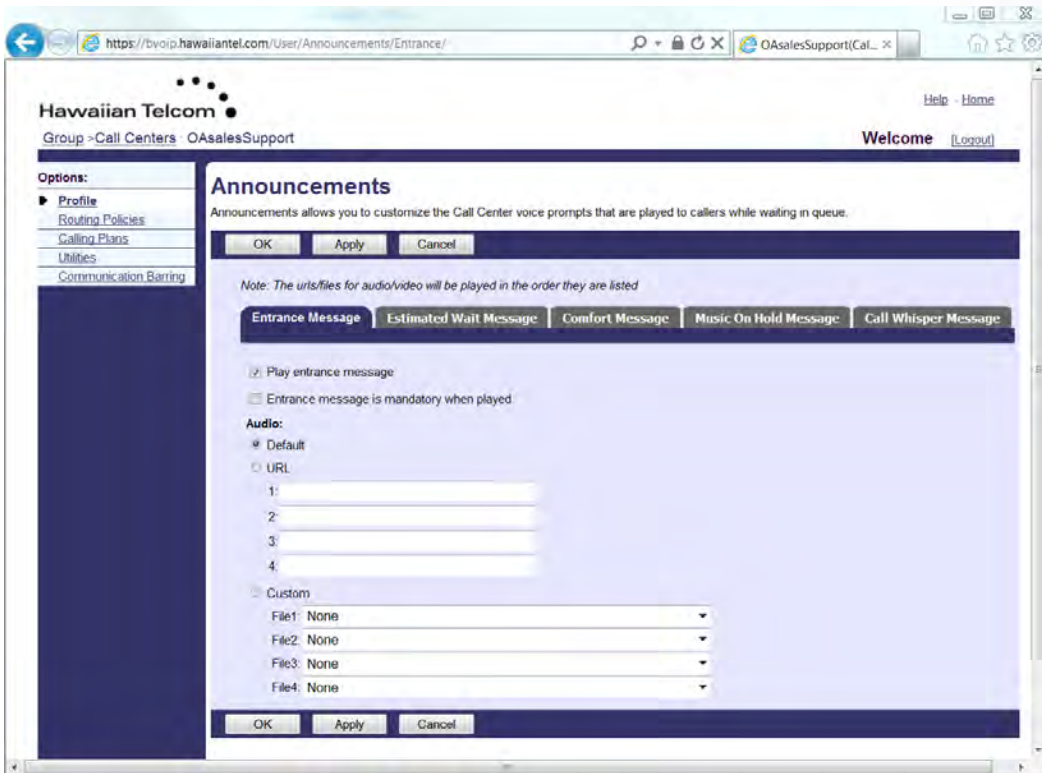
Announcements allow you to customize the Call Center voice prompts that are played to callers at various times. For example, when their calls are answered (Entrance message), or put on hold (Estimated Wait Message, Comfort Message or Music On Hold Message).

WAV files can also be created for announcements. External streaming sources (URLs) are not supported at this time.

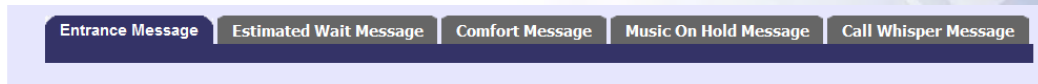
From the Call Center main screen, click on Announcements:



The following screen will appear:



Five tabs are available for configuration: **Entrance Message**, **Estimated Wait Message**, **Comfort Message**, **Music On Hold Message** and **Call Whisper Message**.



5.8.1 Entrance Message

Entrance Message will allow you to customize the call center entrance message that plays to callers waiting in a queue.

Play entrance message is automatically selected. Unselect if you want to disable the entrance message.

Entrance message is mandatory when played will require callers to hear the entire message before being presented to an agent. To enable, click the box.

Audio can be either Default or Custom.

- **Default** – The default entrance message will be played: *“Your call is very important to us, please wait for the next available agent or press zero to leave a message”*.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

5.8.2 Estimated Wait Message

The **Estimated Wait Message** allows you to customize the *estimated wait message* that plays to a caller while waiting in a call center queue. This message will provide the caller with the approximate wait time or identify their position within the queue.

After selecting on the Estimated Wait Message tab, you can configure the following options:

- **Enable estimated wait message for queued calls** – Select this option if you want callers in queue to receive a wait message.
- **Play updated wait message every “xx” seconds** – Enter the number of seconds in the text box.
- **Announce queue position** – Announce to callers their current queue position.
 - *Play message for callers in queue position: “xx” (or lower)* – Enter the number in the text box, must be from one through 100.
 - *Play high volume message* – Play the high volume announcement to callers whose position in the queue is higher than the configured maximum. Uncheck if you don’t want this active.
- **Announce wait time** – This will provide callers in queue with an announcement of their estimated wait time. This message is only played to each caller once.
 - *Play message for callers with a wait time of “xx” minutes or lower* – Enter the maximum wait time in minutes in the text box.
 - *Play high volume message* – Play the high volume announcement to callers whose position in the queue is higher than the configured maximum. Uncheck if you don’t want this active.
 - *Default handling time “xx” minutes per call* – Enter the estimated handling time per call. This is used when calculating the wait waiting time.

Note: *The estimated waiting time = position in queue x average call handling time, divided by number of agents available or wrap-up. The default handling time is used when the average call handling time is not available.*

When finished, click **OK** or **Apply** for your changes to be saved.

5.8.3 Comfort Message

The **Comfort Message** provides a periodic message with reassurance that the call has not been forgotten.

After selecting on the Comfort Message tab, you can configure the following options:

Play comfort message is automatically selected. Unselect if you want to disable the entrance message.

Time Between Messages determines the time to elapse before replaying the comfort message. Enter the number of seconds in the text box.

Audio can be either Default or Custom.

- **Default** – The default comfort message will be played: *“Your call is very important to us, please wait for the next available agent”*.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

5.8.4 Music On Hold Message

The **Music On Hold Message** plays to callers while waiting in the queue.

After selecting on the **Music On Hold Message** tab, you can configure the following options:

Enable music or video on hold for queued calls is automatically selected. Unselect if you want to disable the music.

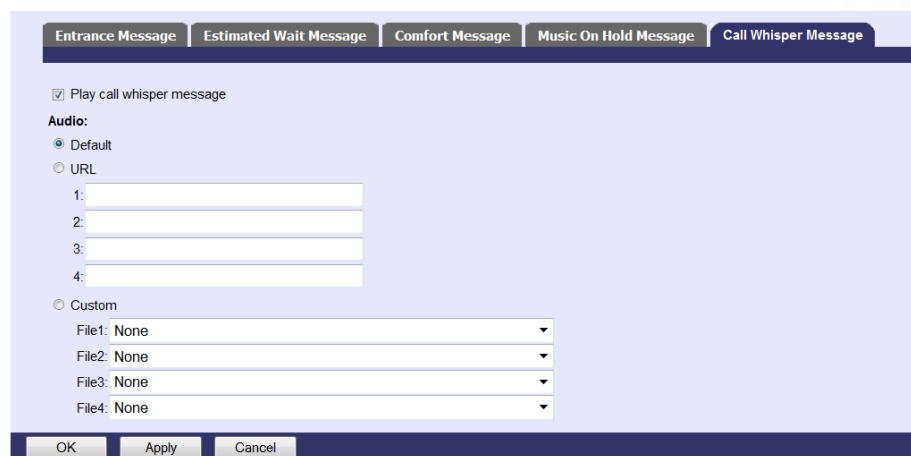
Audio can be either Default or Custom.

- **Default** – An audio source selected for the Music On Hold service will play.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be chained and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

5.8.5 Call Whisper Message

The **Call Whisper Message** is a message that is played to the agent immediately before the inbound call is connected. The calling party hears ring back, announcements, or Music On Hold during the whisper message. The message typically announces the identity of the call center in which the call is coming from.



The screenshot shows a configuration window for the 'Call Whisper Message' tab. At the top, there are five tabs: 'Entrance Message', 'Estimated Wait Message', 'Comfort Message', 'Music On Hold Message', and 'Call Whisper Message'. The 'Call Whisper Message' tab is selected. Below the tabs, there is a checkbox labeled 'Play call whisper message' which is checked. Underneath, the 'Audio:' section has two radio buttons: 'Default' (selected) and 'URL'. Below the 'URL' option are four input fields labeled '1:', '2:', '3:', and '4:'. The 'Custom' radio button is also present, with four dropdown menus labeled 'File1: None', 'File2: None', 'File3: None', and 'File4: None'. At the bottom of the window are three buttons: 'OK', 'Apply', and 'Cancel'.

After selecting on the Call Whisper Message tab, you can configure the following options:

Play call whisper message is automatically selected. Unselect if you want to disable the message.

Audio can be either Default or Custom.

- **Default** – The default comfort message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be chained and played back to the caller one after another.

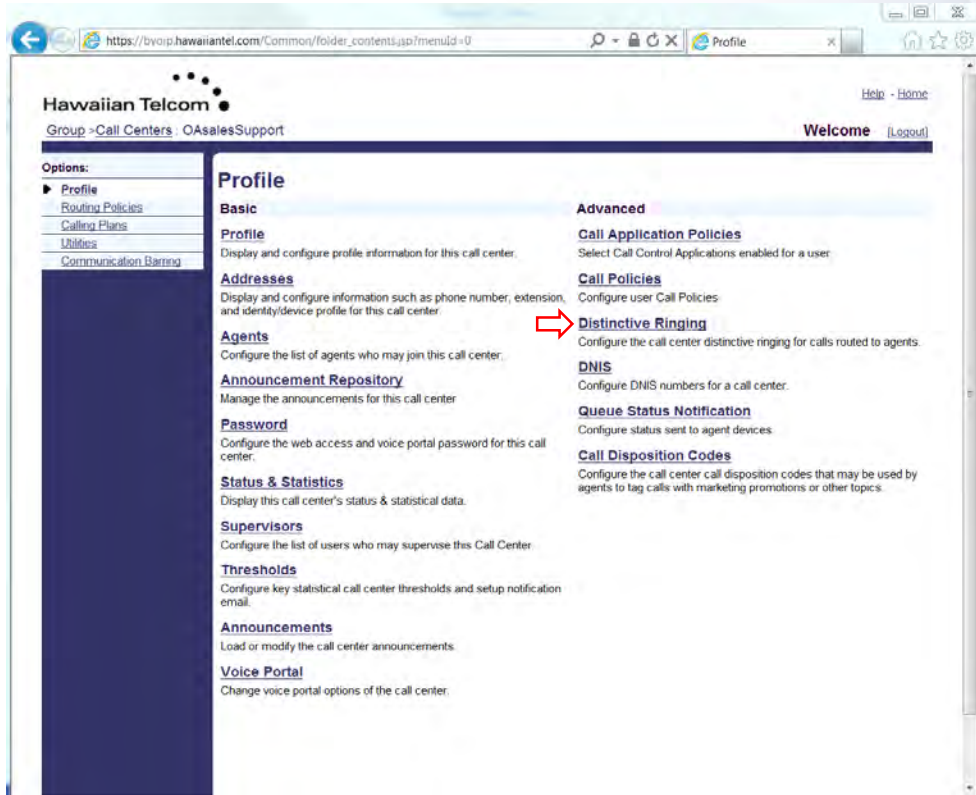
When finished, click **OK** or **Apply** for your changes to be saved.

5.9 Distinctive Ringing

The **Distinctive Ringing** feature provides a distinctive ring to an agent when the call is routed from a call center. This will allow the agent to identify that the call is an ACD-related

call and not a direct dialed call. Different ring patterns allow them to distinguish between different call centers.

From the Call Center main screen, click on **Distinctive Ringing** under the **Advanced** feature options:



The following screen will appear:



Check the box next to *Enable distinctive ringing for call center calls* to activate the feature.

Next, select from the drop down the *Ring Pattern* for regular calls delivered to agents:

- **Normal**
- **Long – Long**
- **Short – Short – Long**
- **Short – Long – Short**

In addition, you can also select the *Ring Pattern for forced delivered call center calls* to agents:

- **Normal**
- **Long – Long**
- **Short – Short – Long**
- **Short – Long – Short**

When finished, click **OK** or **Apply** for your changes to be saved.

5.10 DNIS (Pro & Premium Only)

Call Centers have the capability to allow you to configure DNIS (Dialed Number Identification Service) numbers. DNIS allows a single queue to be used to distribute calls to agents and also to prioritize these calls so that more important calls are distributed first. DNIS also allows calls to be tagged so that an agent knows what number the caller called. This allows a single queue to support multiple companies without the caller knowing that they have been combined into a larger group.

There can be up to 63 DNIS's, or additional phone numbers plus the original queue number for each Call Center. These numbers are taken from the inventory of phone numbers of the Application Server similar to the primary phone number. Some DNIS attributes are configurable at the queue level while some are configurable according to the DNIS.

The priority is attached to an incoming call based on the DNIS number on which it is received and to a wait time if the call is transferred from another call center. The calls are distributed to the agents staffing the queue based on this priority with calls of the highest priority being exhausted before calls in the next priority group. BroadWorks provides the ability to promote calls from a lower priority to a higher priority if the calls have been waiting long enough. The supervisor can also promote calls using the BroadWorks Supervisor client. This prevents the lower priority calls from being stranded in the queue during periods of high traffic.

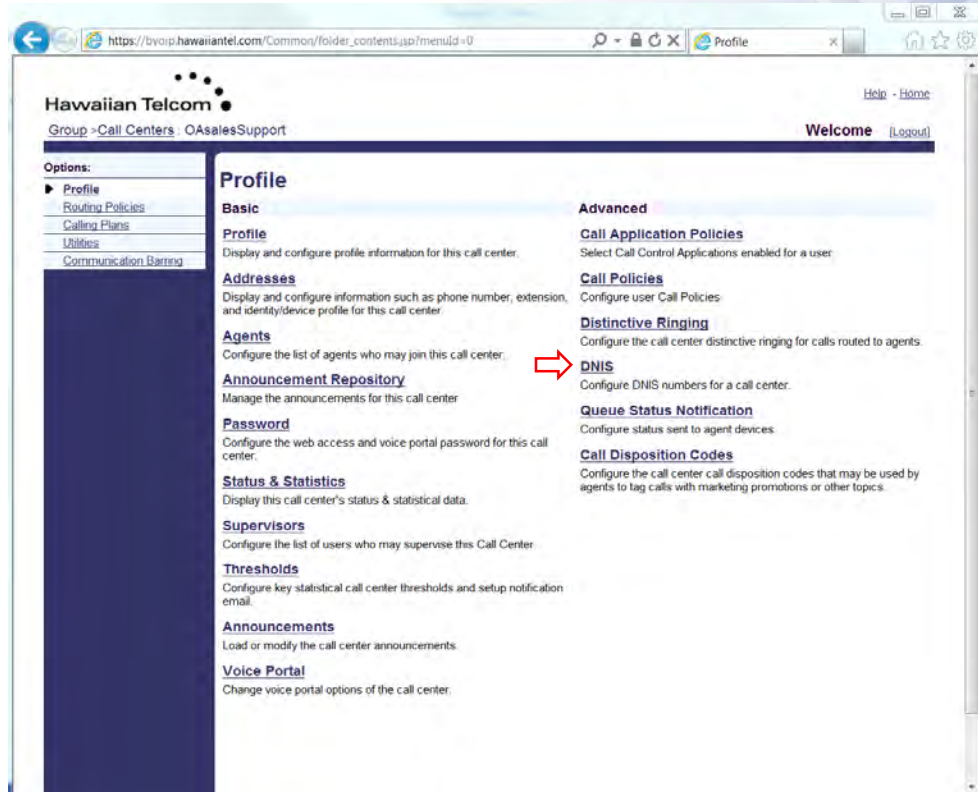
All the treatments available to a queue can be customized based on the DNIS number. This provides more differentiation for the caller and also provides the agent with additional information such as whispering the DNIS on which the call was received.

For example, when a single pool of agents handles calls for multiple inbound numbers, the calling party receives custom greetings associated with each DNIS number, and the agent sees the DNIS number when the call is offered, allowing them to provide the appropriate greeting.

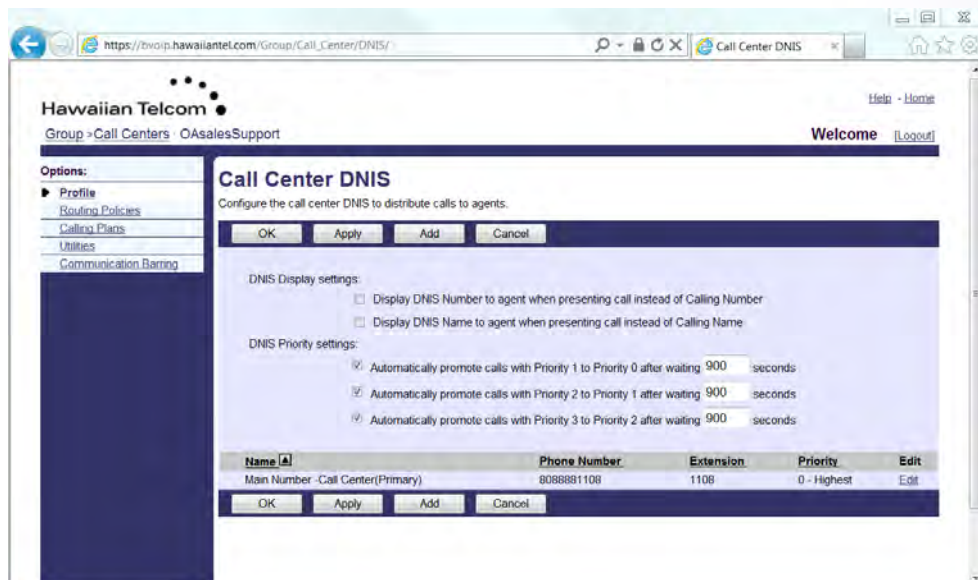
5.10.1 DNIS Display and Priority settings

To configure **DNIS** numbers, after logging in from the Call Center menu page click Call Centers.

From the Call Center main screen, click on **DNIS** under the **Advanced** feature options:



The following screen will appear:



The call center primary phone number is treated as the call center's primary DNIS and is listed on this page, but cannot be added or removed. The primary DNIS is indicated with (Primary) next to the name.

You will have the ability to configure your **DNIS Display settings** and **DNIS Priority settings**:

DNIS Display settings can be selected depending on whether the DNIS Name or Number is required to be displayed to the Agent when a call is presented. You can choose from the following settings:

Display DNIS Number to agent when presenting call instead of Calling Number – Check the box to enable

Display DNIS Name to agent when presenting call instead of Calling Name – Check the box to enable

DNIS Priority settings can be set for calls where “0” is the highest priority and “3” is the lowest priority

Automatically promote calls with Priority 1 to Priority 0 after waiting “xxx” seconds – enter time in seconds

Automatically promote calls with Priority 2 to Priority 1 after waiting “xxx” seconds – enter time in seconds

Automatically promote calls with Priority 3 to Priority 2 after waiting “xxx” seconds – enter time in seconds

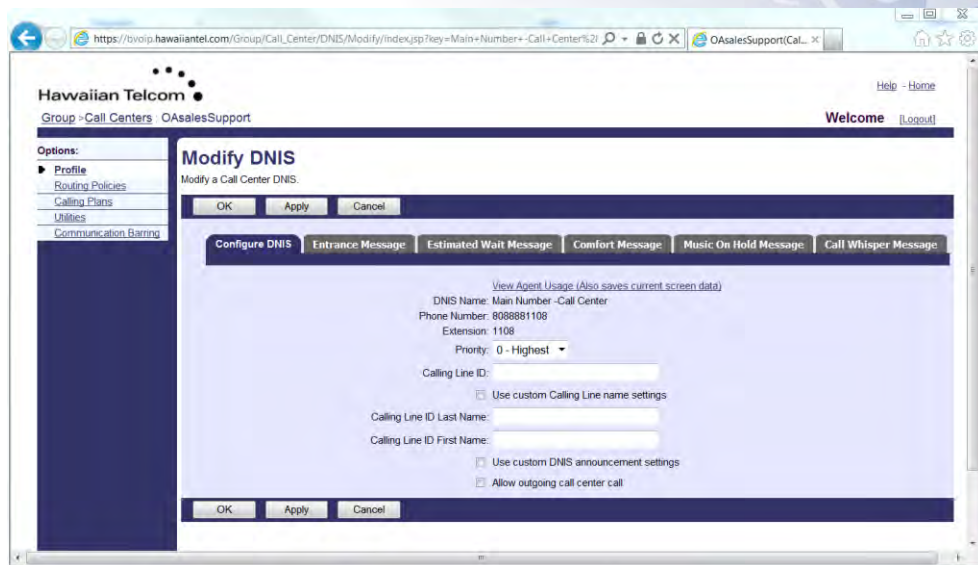
When finished, click **OK** or **Apply** for your changes to be saved.

5.10.2 Modify DNIS

Once you have determined your Display settings, select the required call center to edit.

<u>Name</u> ▲	<u>Phone Number</u>	<u>Extension</u>	<u>Priority</u>	<u>Edit</u>
Main Number -Call Center(Primary)	8088881108	1108	0 - Highest	Edit

After clicking on the phone number, the following screen will appear:



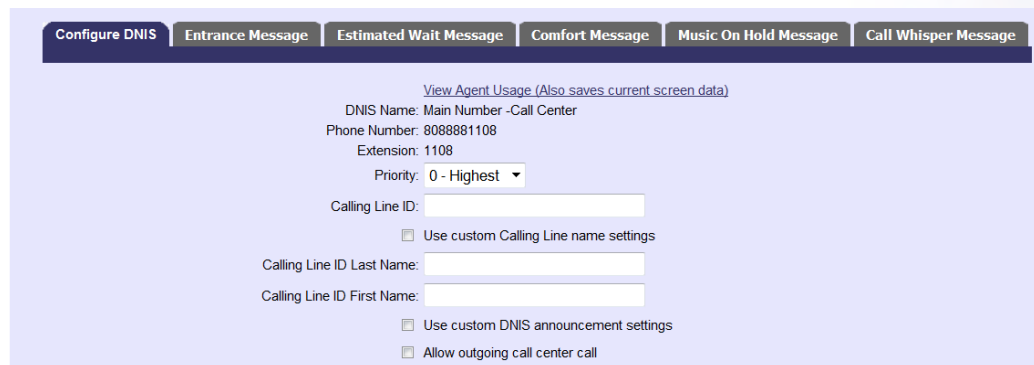
Modify DNIS will allow you to customize the Call Center phone numbers as well as DNIS Messages.

Five tabs are available for configuration: **Configure DNIS**, **Entrance Message**, **Estimated Wait Message**, **Comfort Message**, **Music On Hold Message** and **Call Whisper Message**.



5.10.3 Configure DNIS

Configure DNIS is automatically appears after clicking on the DNIS phone number.



Configure DNIS will allow you to customize the attributes listed below:

Priority – Select the priority of the DNIS from the drop down (0 – Highest, 1 – High, 2 – Medium, 3 – Low).

Calling Line ID - Optionally, provide a display phone number in the text box. This number is used instead of the DNIS phone number for display purposes.

- *Use custom Calling Line name settings:* Check this box if a custom Line name should be used for display purposes.

Calling Line ID Last Name - Enter the information in the text box

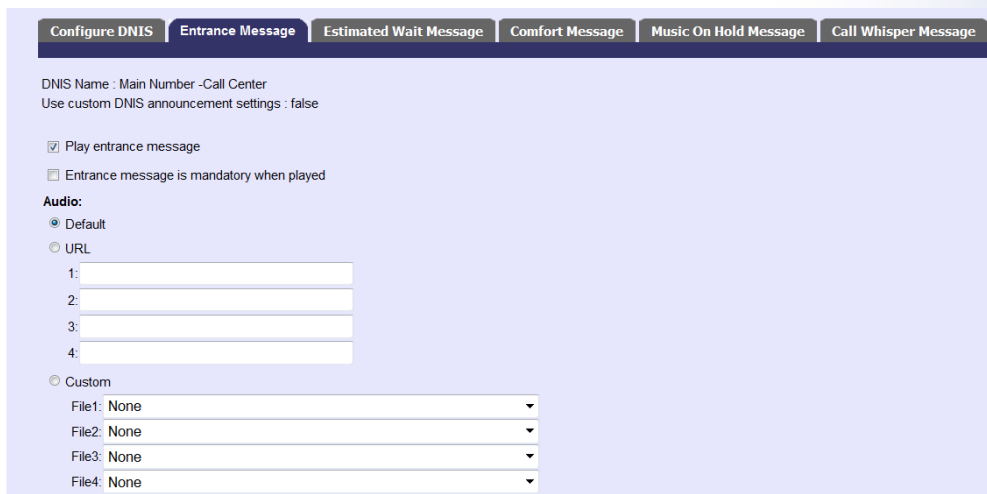
Calling Line ID First Name – Enter the information in the text box

- *Use custom DNIS announcement settings:* Check the box to enable the feature. When this box is checked, the messages that are selected via the Modify DNIS feature will be played vs. the call center messages.
- *Allow outgoing call center call:* Check the box to enable the feature.

When finished, click **OK** or **Apply** for your changes to be saved.

5.10.4 DNIS - Entrance Message

You use the Entrance Message to customize the Entrance Message that plays to callers waiting in a queue, specific to calls received on this DNIS phone number. *When custom announcements are enabled for the DNIS, this message plays to callers instead of the call center message.*



The screenshot shows a configuration interface with several tabs: 'Configure DNIS', 'Entrance Message', 'Estimated Wait Message', 'Comfort Message', 'Music On Hold Message', and 'Call Whisper Message'. The 'Entrance Message' tab is active. Below the tabs, the following information is displayed:

- DNIS Name : Main Number -Call Center
- Use custom DNIS announcement settings : false
- Play entrance message
- Entrance message is mandatory when played
- Audio:**
 - Default
 - URL
 - 1:
 - 2:
 - 3:
 - 4:
 - Custom
 - File1: None
 - File2: None
 - File3: None
 - File4: None

After selecting the Entrance Message tab, you can configure the following options:

DNIS Name and **Use custom DNIS announcement settings** are already established. The information can be changed depending on the settings you select in Configure DNIS.

Play entrance message – Check the box to enable the entrance message to play to calls in the queue.

Entrance message is mandatory when played – When this box is checked, the entrance message plays to completion prior to routing the call. The call cannot be transferred or re-ordered while the mandatory entrance message is playing.

Audio can be either Default or Custom.

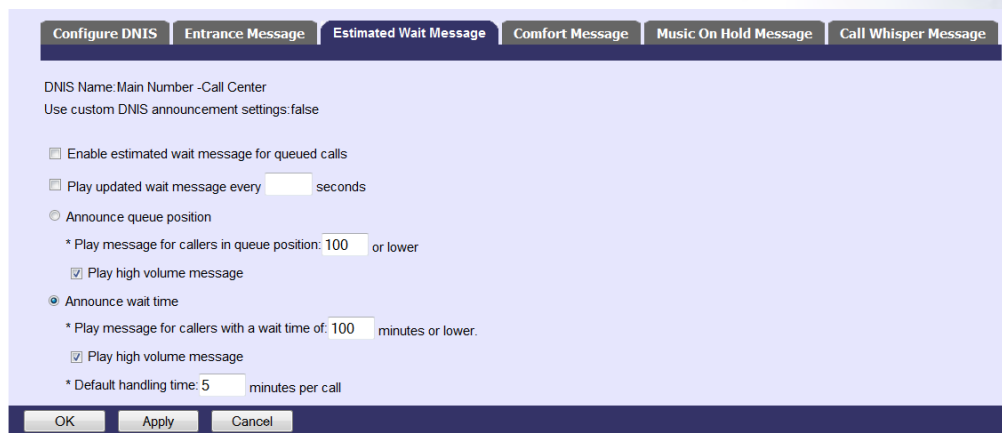
- **Default** – The default comfort message will be played: *“Your call is very important to us, please wait for the next available agent”*.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

5.10.5 DNIS - Estimated Wait Message

You use the **Estimated Wait Message** tab to customize the **Estimated Wait Message** that plays to callers waiting in a queue, specific to calls received on this DNIS phone number. *When custom announcements are enabled for the DNIS, this message plays to callers instead of the call center message.*

The message provides callers with the approximate waiting time or their information in the queue. When the waiting time or queue position of the caller exceeds the configured maximum, you can choose to play the following message to the caller: “We are experiencing a high volume of calls. Please hold.”



The screenshot shows a configuration dialog box with the following elements:

- Tabbed interface with tabs: **Configure DNIS**, **Entrance Message**, **Estimated Wait Message** (selected), **Comfort Message**, **Music On Hold Message**, and **Call Whisper Message**.
- DNIS Name: Main Number -Call Center
- Use custom DNIS announcement settings: false
- Enable estimated wait message for queued calls
- Play updated wait message every seconds
- Announce queue position
 - * Play message for callers in queue position: or lower
 - Play high volume message
- Announce wait time
 - * Play message for callers with a wait time of: minutes or lower.
 - Play high volume message
 - * Default handling time: minutes per call
- Buttons: **OK**, **Apply**, **Cancel**

After selecting on the Estimated Wait Message tab, you can configure the following options:

- **Enable estimated wait message for queued calls** – Select this option if you want callers in queue to receive a wait message.
- **Play updated wait message every “xx” seconds** – Enter the number of seconds in the text box.
- **Announce queue position** – Announce to callers their current queue position.
 - *Play message for callers in queue position: “xx” (or lower)* – Enter the number in the text box, must be from one through 100.
 - *Play high volume message* – Play the high volume announcement to callers whose position in the queue is higher than the configured maximum. Uncheck if you don’t want this active.
- **Announce wait time** – This will provide callers in queue with an announcement of their estimated wait time. This message is only played to each caller once.
 - *Play message for callers with a wait time of “xx” minutes or lower* – Enter the maximum wait time in minutes in the text box.
 - *Play high volume message* – Play the high volume announcement to callers whose position in the queue is higher than the configured maximum. Uncheck if you don’t want this active.

- **Default handling time “xx” minutes per call** – Enter the estimated handling time per call. This is used when calculating the wait waiting time.

Note: *The estimated waiting time = position in queue x average call handling time, divided by number of agents available or wrap-up. The default handling time is used when the average call handling time is not available.*

When finished, click **OK** or **Apply** for your changes to be saved.

5.10.6 DNIS - Comfort Message

You use the **Comfort Message** tab to customize the **Comfort Message** that plays to callers waiting in a queue, specific to calls received on this DNIS phone number. *When custom announcements are enabled for the DNIS, this message plays to callers instead of the call center message.*

After selecting on the Comfort Message tab, you can configure the following options:

Play comfort message is automatically selected. Unselect if you want to disable the entrance message.

Time Between Messages determines the time to elapse before replaying the comfort message. Enter the number of seconds in the text box.

Audio can be either Default or Custom.

- **Default** – The default comfort message will be played : *“Your call is very important to us, please wait for the next available agent”*.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

5.10.7 DNIS - Music On Hold Message

The **Music On Hold Message** tab is used to customize the **Music On Hold Message** that plays to callers waiting in a queue, specific to calls received on this

DNIS phone number. *When custom announcements are enabled for the DNIS, this message plays to callers instead of the call center message.*

The screenshot shows a configuration window with several tabs: 'Configure DNIS', 'Entrance Message', 'Estimated Wait Message', 'Comfort Message', 'Music On Hold Message' (which is selected), and 'Call Whisper Message'. The 'Music On Hold Message' tab contains the following settings:

- DNIS Name: Main Number -Call Center
- Use custom DNIS announcement settings: false
- Enable music or video on hold for queued calls
- Audio:**
 - Default
 - URL
 - 1:
 - 2:
 - 3:
 - 4:
 - Custom
 - File1:
 - File2:
 - File3:
 - File4:
 - External Source

After selecting on the Music On Hold Message tab, you can configure the following options:

Enable music or video on hold for queued calls is automatically selected. Unselect if you want to disable the music.

Audio can be either Default or Custom.

- **Default** – An audio source selected for the Music On Hold service will play.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be chained and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

5.10.8 DNIS - Call Whisper Message

The **Call Whisper Message** tab is used to customize the **Call Whisper Message** that plays to callers waiting in a queue, specific to calls received on this DNIS phone number. *When custom announcements are enabled for the DNIS, this message plays to callers instead of the call center message.*

After selecting on the Call Whisper Message tab, you can configure the following options:

Play call whisper message is automatically selected. Unselect if you want to disable the message.

Audio can be either Default or Custom.

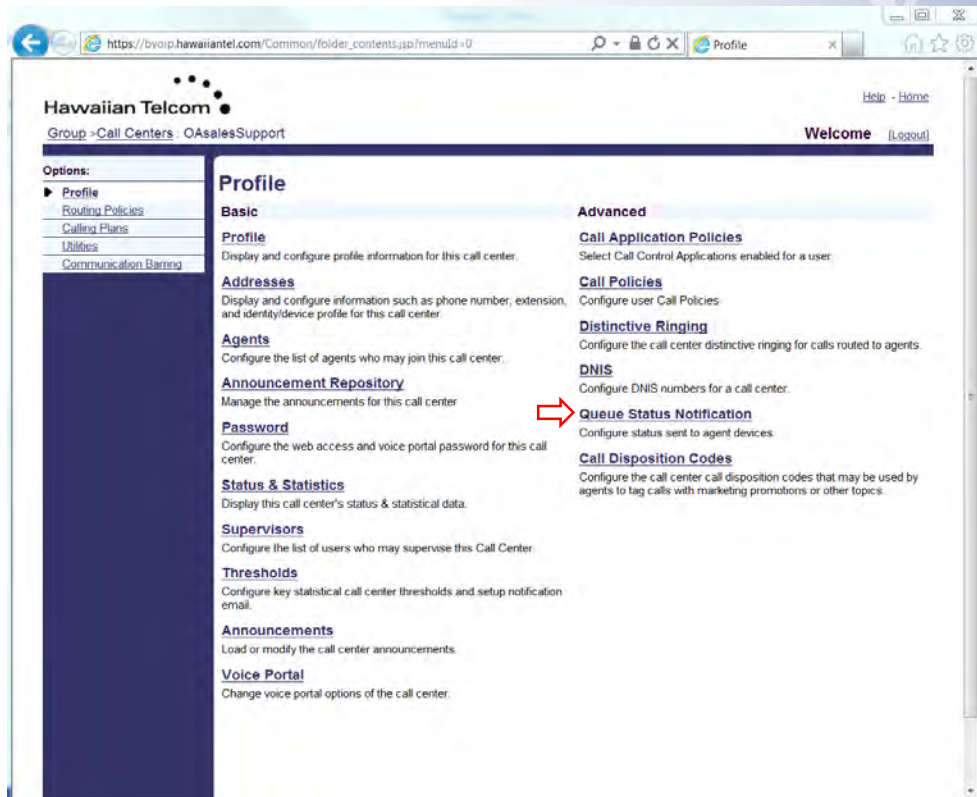
- **Default** – The default call whisper message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be chained and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved

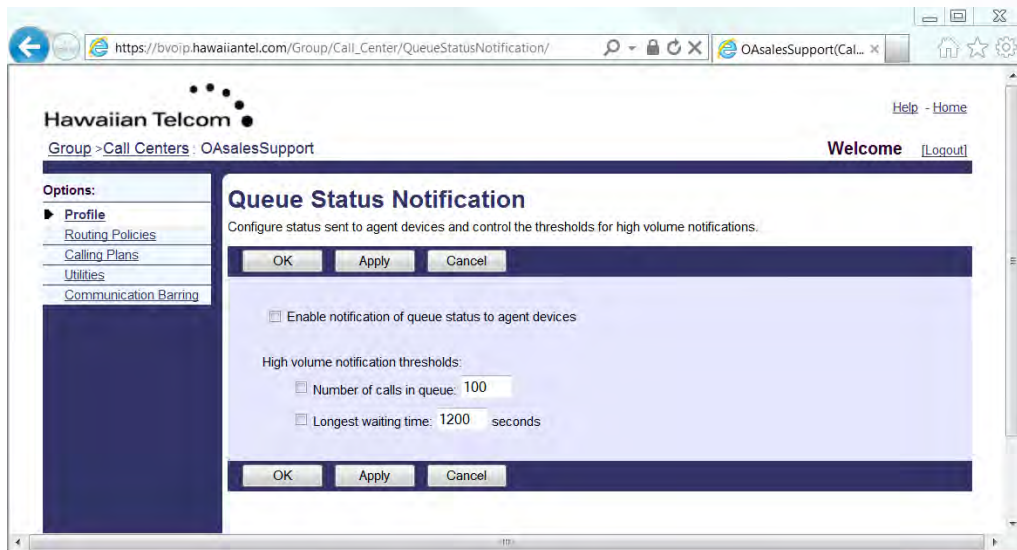
5.11 Queue Status Notification

The Queue Status Notification feature provides a channel for sending the call center status to agent devices. This allows agents to get a visual indicator of the call center status and modify their call handling behavior appropriately.

From the Call Center main screen, click on **Queue Status Notification** under the **Advanced** feature options:



The following screen will appear:



Check the box next to **Enable notification of queue status to agent devices** to activate the feature.

Next, you can customize the **High volume notification thresholds**:
Number of calls in queue – Enter the number of calls in the text box if you want a notification sent to the agents when a queue exceeds a specified number of calls.

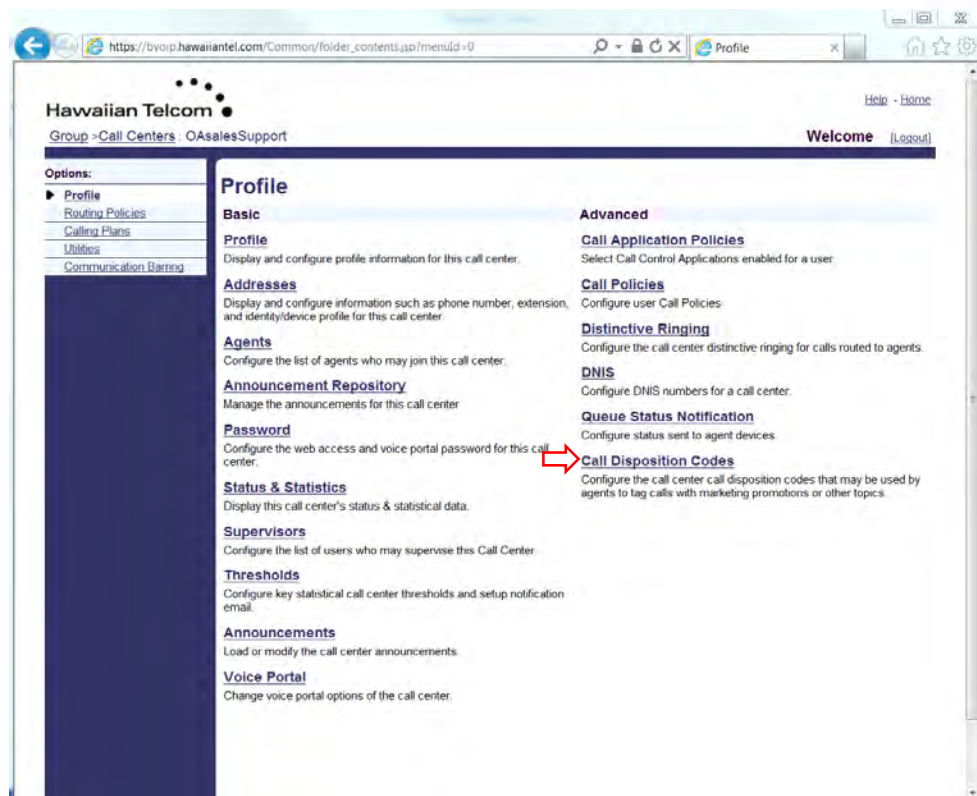
Longest waiting time – Enter the number of seconds in the text box if you want a notification sent to agents when the call waiting time for a queue exceeds a specified number of seconds.

When finished, click **OK** or **Apply** for your changes to be saved

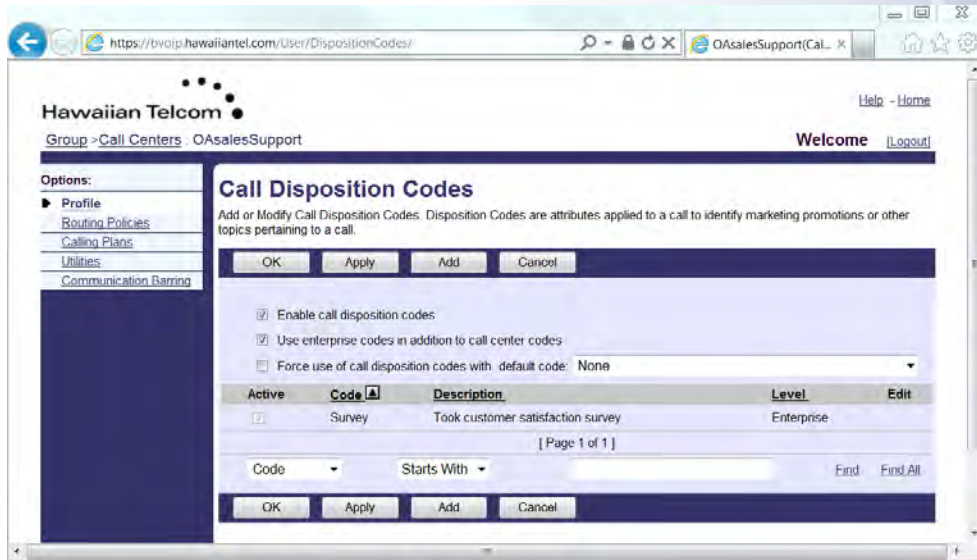
5.12 Call Disposition Codes (Pro & Premium Only)

Call Disposition Codes allow calls to be tagged by the call center agent, either during a call or at the end of a call when the agent is in wrap-up. The codes can identify calls for multiple scenarios that may pertain to the call (“Requires Follow-Up”, “Contacted Sales Rep”) or capturing customer comments (“Angry”, “Happy”, “Called Multiple Times”). Marketing campaigns can also provide feedback via the disposition code (“Print Advertisement”, “Web Site”, “Direct Mailing”).

From the Call Center main screen, click on **Call Disposition Codes** under the **Advanced** feature options:



The following screen will appear:



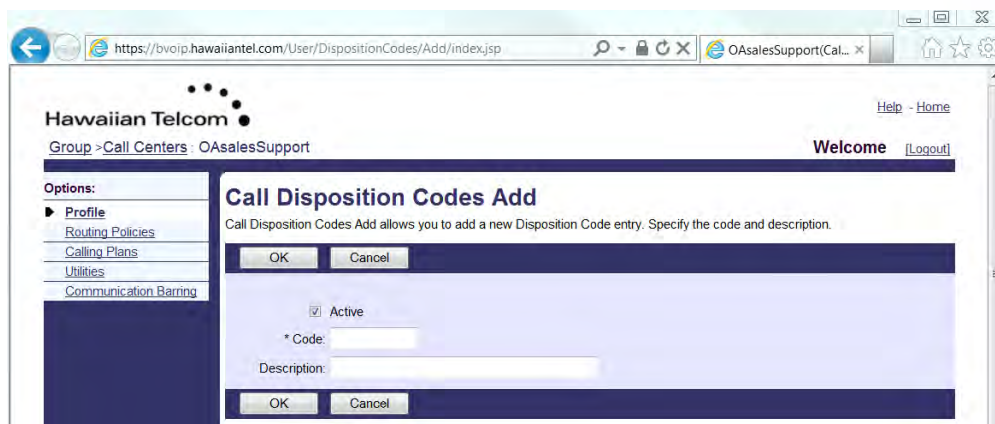
Next, you will have the option to configure the following settings:

Enable call disposition codes – To activate the use of disposition codes, check the box to enable the feature.

Use enterprise codes in addition to call center codes – To activate the use of enterprise codes in addition to call center codes, check the box to enable the feature.

Force use of call disposition codes with default code – To activate the mandatory use of call disposition codes with default code, check the check the box to enable the feature then click the drop down arrow and select the code to use.

To add a Call disposition code, click on **Add**. The following screen will appear:



You can now create disposition codes for the selected call center. These codes can be applied to the call center calls in addition to the disposition codes that are also defined at the enterprise level.

The disposition codes contain two elements: a **Code** and **Description**:

Code allows you to enter a name for the Disposition code in the text box.

Description, allows you to enter a brief description of the Disposition code in the text box.



OK Cancel

Active

* Code: 50 % Off

Description: Marketing flyer mentioned

OK Cancel

When finished, click **OK** for your changes to be saved.

After clicking **OK**, you will see that your changes will be reflected on the Call Disposition Codes main page.

Active	Code ▲	Description	Level	Edit
<input checked="" type="checkbox"/>	50 % Off	Marketing flyer mentioned	Queue	Edit
<input checked="" type="checkbox"/>	Survey	Took customer satisfaction survey	Enterprise	

Note: The “Active” box will display a light gray check to indicate that specific Disposition Code is set at the Enterprise level and can not be deactivated at the Queue level. To make changes at the Enterprise level, see section 4.4.

When finished, click **OK** or **Apply** for your changes to be saved.

6 Managing Your Call Routing Policies

Call Center Routing Policies allow you to configure Forced Forwarding, Holiday Service, Night Service, Bounced Calls, Comfort Message Bypass, Overflow, Stranded Calls and Stranded Calls – Unavailable.

6.1 Forced Forwarding (Pro & Premium Only)

Forced Forwarding allows an administrator to configure the call center to temporarily divert new incoming calls to another number, independently of the Night Service route. This does not affect calls already in the queue.

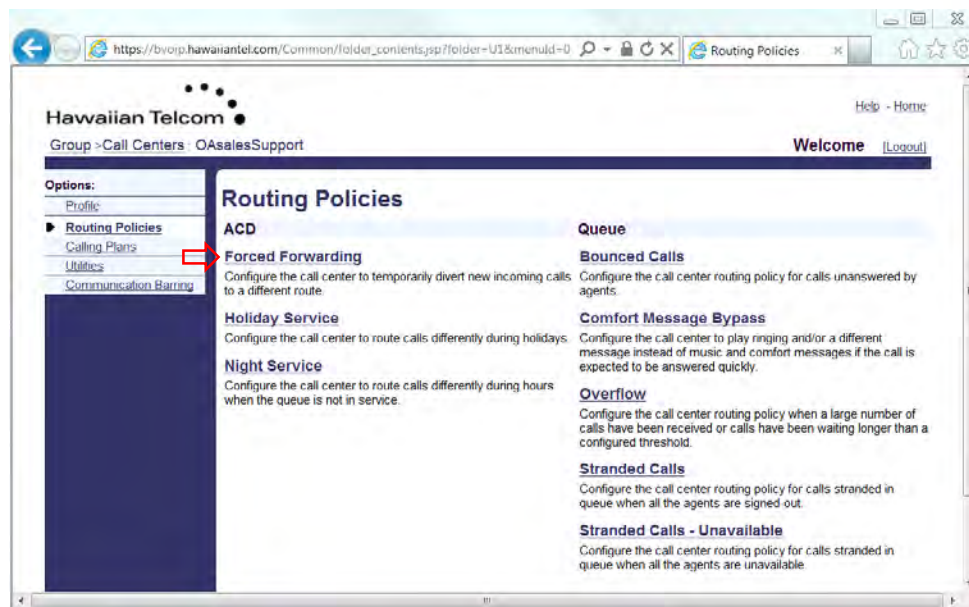
To configure Forced Forwarding, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Forced Forwarding**, under ACD.



After clicking on **Forced Forwarding**, the following screen will appear:

The screenshot shows a web browser window with the URL https://bvoip.hawaiiantel.com/Group/Call_Center/RoutingPolicies/ForcedFwd/. The page title is "Hawaiian Telcom" and the user is logged in as "OAsalesSupport". The main heading is "Forced Forwarding". Below the heading is a note: "Configure the call center to temporarily divert new incoming calls to a different route independent of the Night Service route. Forced Forwarding does not affect calls already in the queue." There are three buttons: "OK", "Apply", and "Cancel". A note states: "Note: The uris/files for audio/video will be played in the order they are listed". The "Forced forwarding" section has a radio button for "On" (selected) and "Off". The "Calls Forward to phone number / SIP-URI:" section has a text input field. Below it are two checkboxes: "Allow feature access codes to configure forced forwarding" (checked) and "Play announcement before forwarding" (unchecked). The "Audio:" section has a radio button for "Default" (selected) and "URL". Below "URL" are four input fields labeled "1:", "2:", "3:", and "4:".

Next, you will have the option to configure the following settings:

Forced Forwarding – Click the radio button On to enable or Off to disable the feature.

Calls Forward to phone number / SIP-URL – Enter the phone number of where you want calls to be forwarded to in the text box.

Allow feature access codes to configure forced forwarding – Check the box to enable forced forwarding to be enabled or disabled via a feature access code, from your telset. (See Utilities under your Options menu for a full list of Feature Access Codes)

Play announcement before forwarding – Check the box to enable the announcement prior to the call being forwarded.

Audio can be either Default or Custom.

- **Default** – The default Forced Forwarding message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

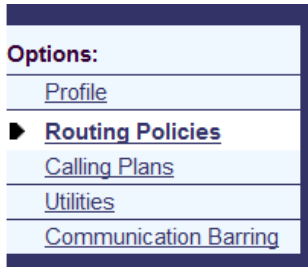
6.2 Holiday Service (Pro & Premium Only)

Holiday Service allows calls to be processed differently during holiday periods. The queue refers to a particular schedule and allows configuration of a specific routing action when a call is received during this schedule.

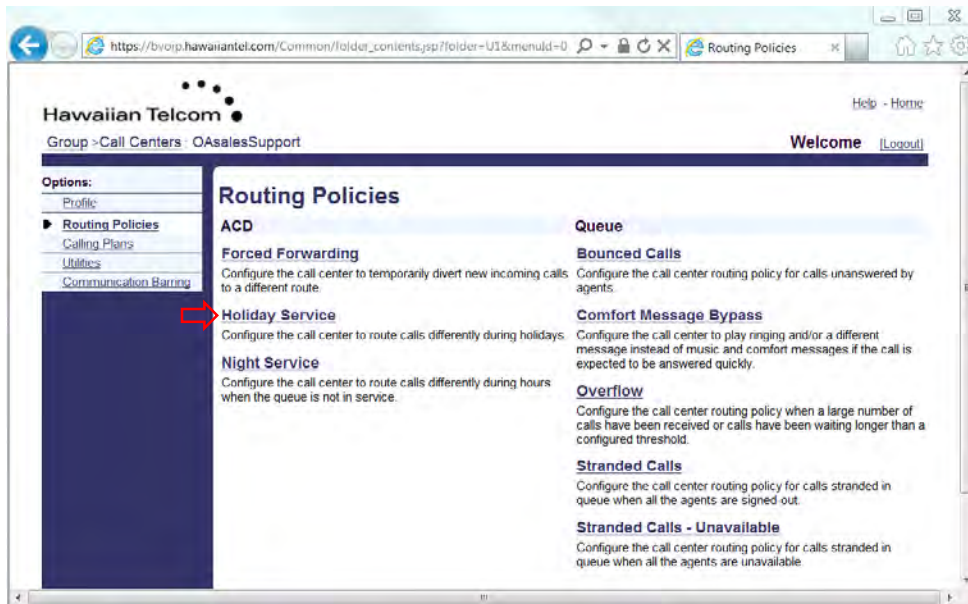
To configure Forced Forwarding, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

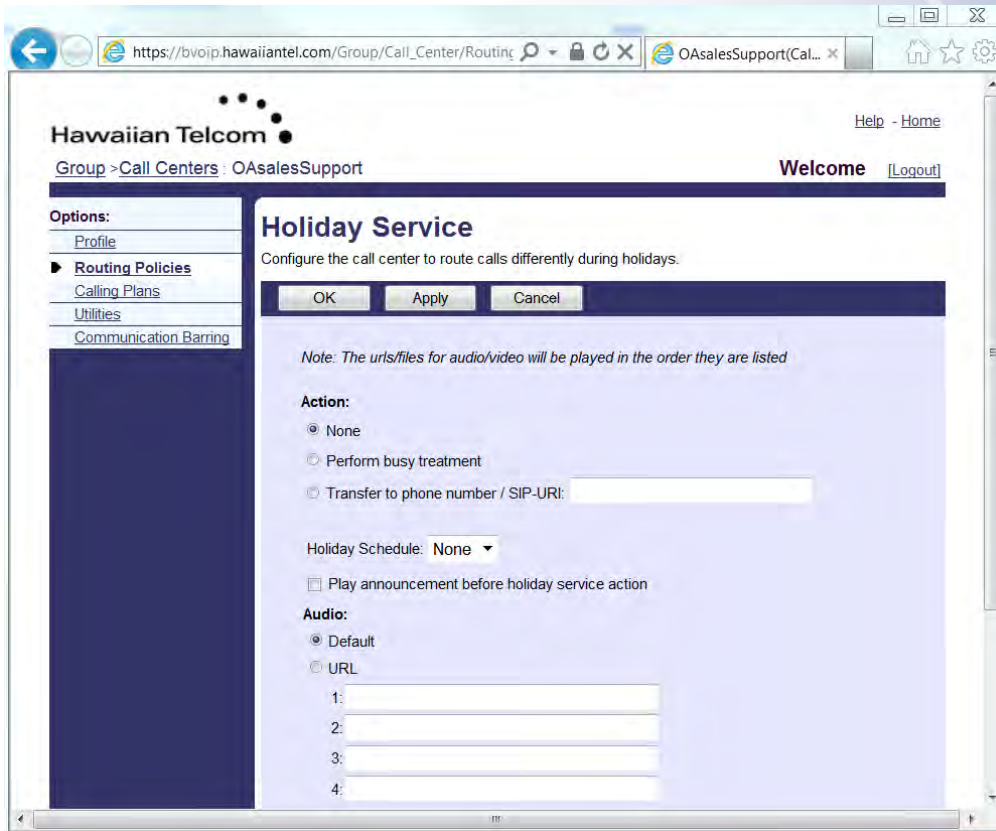
From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Holiday Service**, under ACD.



After clicking on **Holiday Service**, the following screen will appear:



The following actions may be configured:

Action: *None*

Perform busy treatment (may be Call Forwarding Busy or Voice Messaging)
Transfer to phone number / SIP-URL enter the phone number in the text box

Holiday Schedule – Select the holiday schedule from the drop-down list. (This recording must have been pre-recorded via the Voice Portal)

Play announcement before holiday service action – Check the box for the pre-selected Holiday Schedule greeting to play before the “Action” is performed.

Audio can be either Default or Custom.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

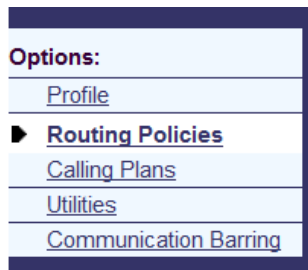
6.3 Night Service (Pro & Premium Only)

The Night Service policy allows calls to be processed differently during non-business hours. Business hours are defined as a time schedule at the group level. The Queue policy refers to this and allows the configuration of a specific routing action when a call is received outside of business hours. By default, an “Every Day, All Day” schedule is defined for the queue.

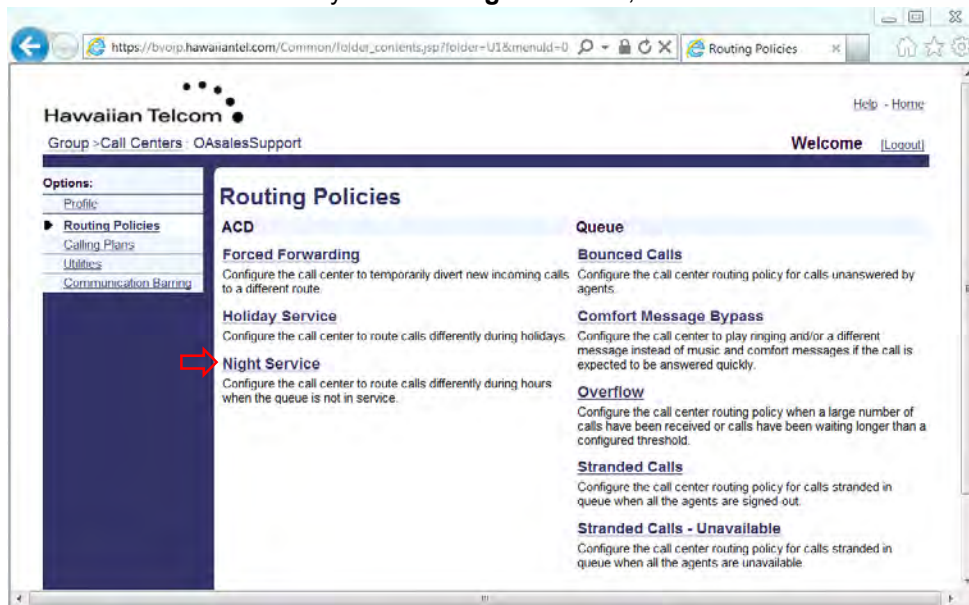
To configure Night Service, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Night Service**, under ACD.



After clicking on **Night Service**, the following screen will appear:

The screenshot shows a web browser window with the URL https://bvoip.hawaiiantel.com/Group/Call_Center/Routing. The page is titled "Night Service" and is part of the "Hawaiian Telcom" system. The left sidebar shows a navigation menu with "Options:" and sub-items: Profile, Routing Policies (selected), Calling Plans, Utilities, and Communication Barring. The main content area has a "Welcome" message and a "Logout" link. Below the title, there is a note: "Note: The urls/files for audio/video will be played in the order they are listed". The "Action:" section has three radio buttons: "None" (selected), "Perform busy treatment", and "Transfer to phone number / SIP-URI:". Below this is a text input field. The "Force night service now regardless of business hours schedule:" section has two radio buttons: "On" and "Off" (selected). The "Business hours:" section has a dropdown menu set to "Every Day All Day". The "Allow feature access codes to manually override night service" checkbox is checked. The "Play announcement before night service action" checkbox is unchecked. The "Announcement to play in manual override" section has two radio buttons: "Normal announcement" (selected) and "Manual mode" (mode: announcement). The "Normal Mode Audio:" section has two radio buttons: "Default" (selected) and "URL". Below this are four numbered text input fields (1, 2, 3, 4).

The following actions may be configured:

Action:

None: This is equivalent to having an “Every Day, All Day” business hour schedule.

Perform busy treatment (may be Call Forwarding Busy or Voice Messaging)

Transfer to phone number / SIP-URL enter the phone number in the text box

Force night service now regardless of business hours schedule will override the existing business hours schedule.

Business hours – Select from the drop down menu the current schedule (ie: Business hours, Every Day All Day)

Allow feature access codes to manually override night service - Check the box to enable Night Service to be enabled or disabled via a feature access code, from your telset. (See Utilities under your Options menu for a full list of Feature Access Codes)

Play announcement before forwarding – Check the box to enable the announcement prior to the call being forwarded.

Announcement to play in manual override mode, choose either:

Normal announcement

or

Manual mode announcement

Depending upon which Announcement you choose, you have the options below to configure the specific announcement selected:

Normal Mode Audio:

Manual Mode Audio:

Normal Mode Audio can be either *Default* or *Custom*.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

Manual Mode Audio can be either *Default* or *Custom*.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

6.4 Bounced Calls

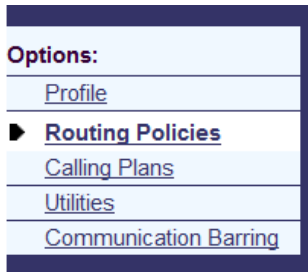
If a call is offered to an agent and not answered by the agent, the call is returned back to the queue and is flagged as a **Bounced Call**. The call is prioritized ahead of other non-bounced calls in the queue and offered to the next available agent. A bounced call always remains at the top of the queue.

If there are multiple bounced calls in the queue, then they are prioritized based on the original time in which the call was offered to an agent. The bounced call flag is only relevant within the queue in which the call has bounced. If the bounced call is transferred to another queue, then the flag is cleared and the call is prioritized as a regular call.

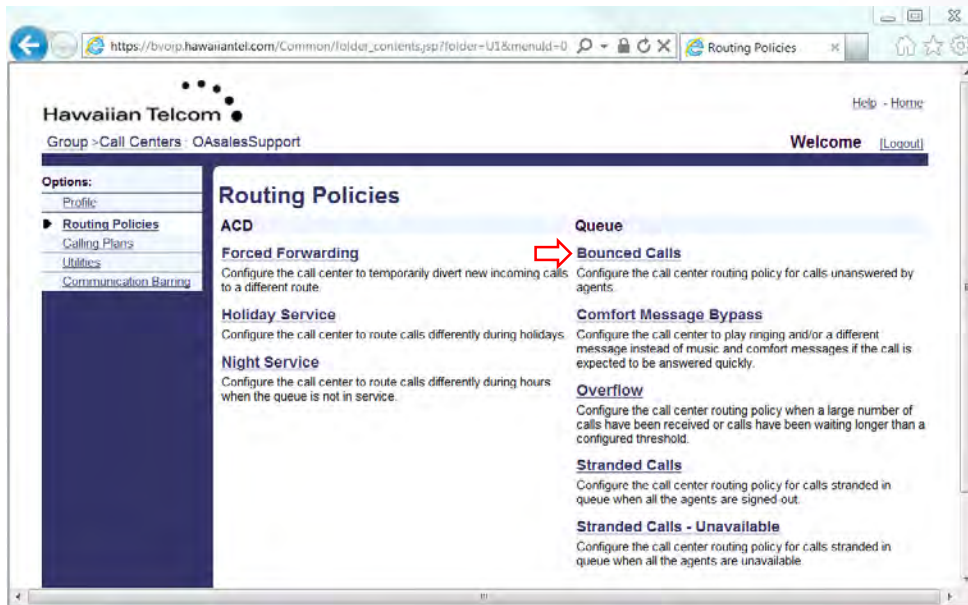
To configure **Bounced Calls**, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

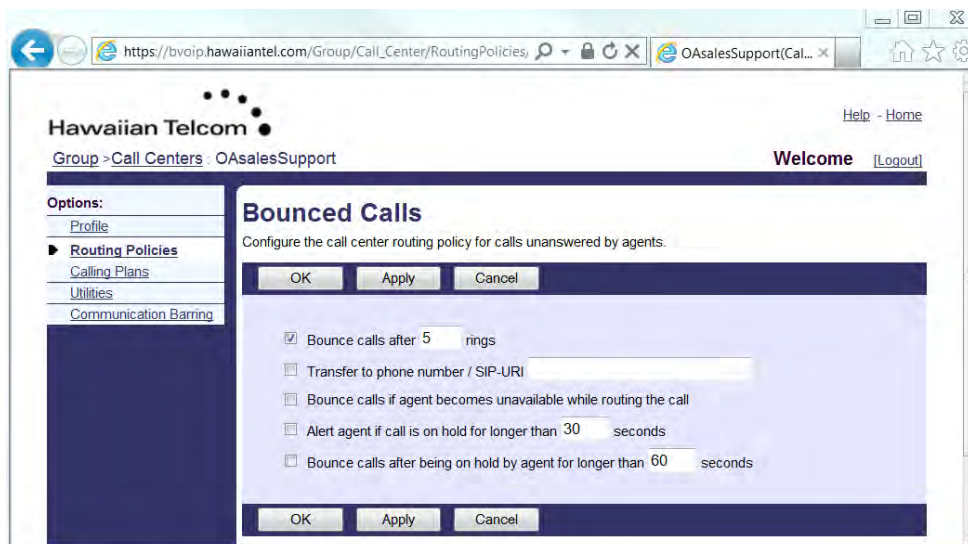
From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Bounced Calls**, under Queue.



After clicking on **Bounced Calls**, the following screen will appear:



The following actions may be configured:

Bounce calls after “xx” rings – In the text box, enter the number of rings before the call should bounce then check the box to activate the feature.

Transfer to phone number / SIP URI – In the text box, enter the number the call should be transfer to if bounced then check the box to activate the feature.

Bounce calls if agent becomes unavailable while routing the call – Check the box to activate the feature if you want to bounce calls to an agent who becomes unavailable.

Alert agent if call is on hold for longer than “xx” seconds – In the text box, enter the maximum number of seconds a call can be placed on hold prior to an alert being sent to the agent.

Bounce calls after being on hold by agent for longer than “xx” seconds – In the text box, enter the number of seconds a call can be held before the call is bounced.

When finished, click **OK** or **Apply** for your changes to be saved.

6.5 Comfort Message Bypass

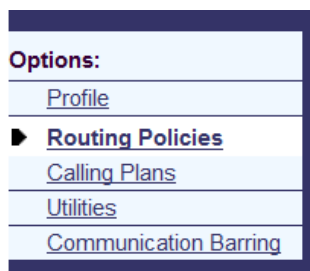
An alternate comfort message can be enable for calls that are expected to be answered quickly instead of the usual comfort/ Music-On-Hold treatments. This policy applies after the entrance message has finished playing (if applicable). This feature prevents a caller from hearing a short portion of the standard comfort message that abruptly ends when they are connected to an agent.

The time threshold that triggers the Comfort Message Bypass is configurable. When a new incoming call is received by the queue, if the longest waiting time for a call in the queue is less than or equal to this threshold, then the alternate Comfort Message service is triggered. The comfort message bypass options include playing ringback and/or playing a specific comfort message bypass announcement.

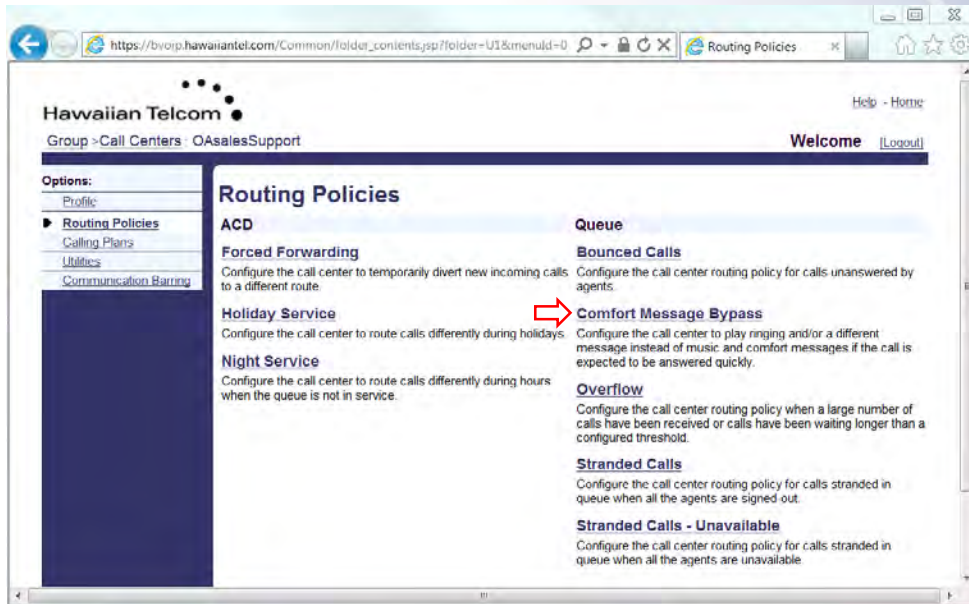
To configure the Comfort Message Bypass, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

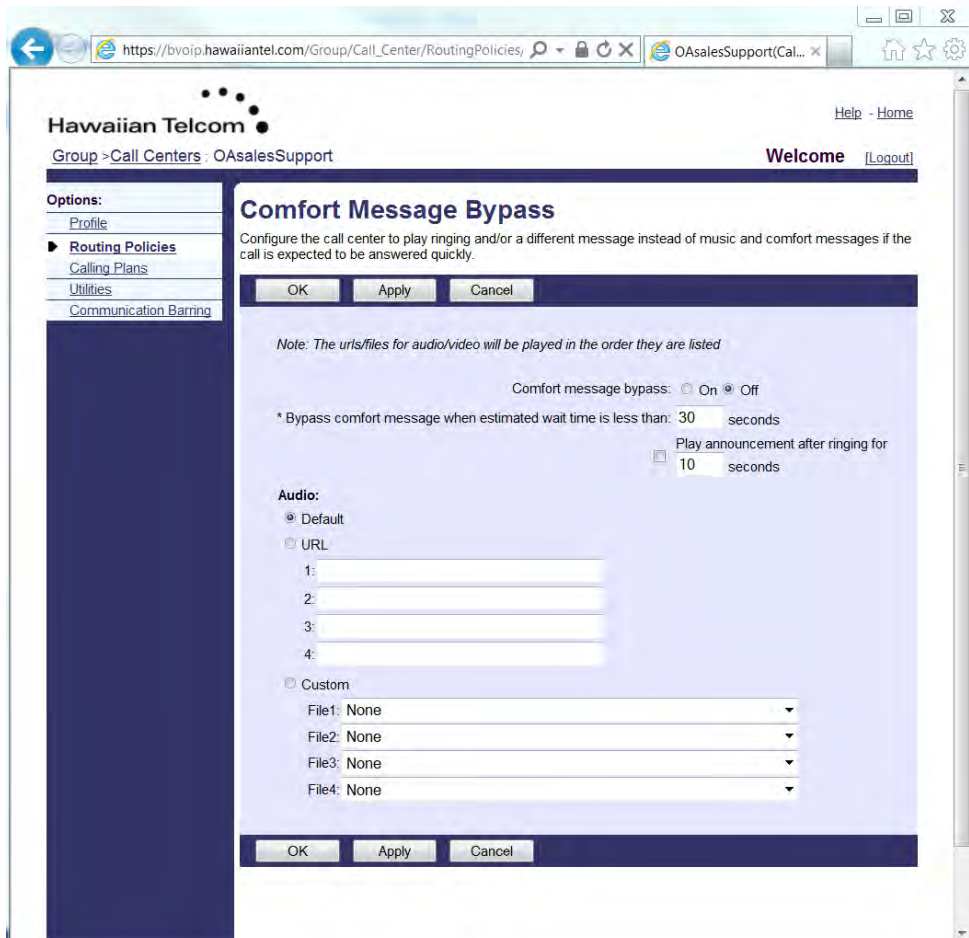
From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Comfort Message Bypass**, under Queue.



After clicking on **Comfort Message Bypass**, the following screen will appear:



The following actions may be configured:

Comfort message bypass – Turn **On** to enable or **Off** to disable.

Bypass comfort message when estimated wait time is less than “xx” seconds – Enter the specified waiting time in seconds before the comfort message is skipped.

Play announcement after ringing for “xx” seconds – Specify whether the comfort message bypass announcement plays after ringing and then the interval after which it plays, in the text box.

Audio can be either Default or Custom.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

6.6 Overflow

The Overflow policy allows the configuration of a specific routing behavior if the call stays in the queue beyond a configurable time threshold or if the queue has reached its maximum capacity.

There are two types of overflow scenarios that can occur in a call center queue:

- **Based on size** – These overflow scenarios occur when an incoming call cannot be queued because the queue has reached the configured maximum quantity. (See section 5.1.3 Call Center Settings – Queue Length)
- **Based on time** – These overflow scenarios occur when a queued call is not handled (either by an agent or by another queue policy) within a specified amount of time. The call is removed from the queue and handled according to the related Overflow policy actions.

Options are available to configure the threshold used to determine when a call overflows based on time as well as to determine the size of the queue.

To configure the Overflow policy, after logging in from the Call Center menu page, click Call Centers.

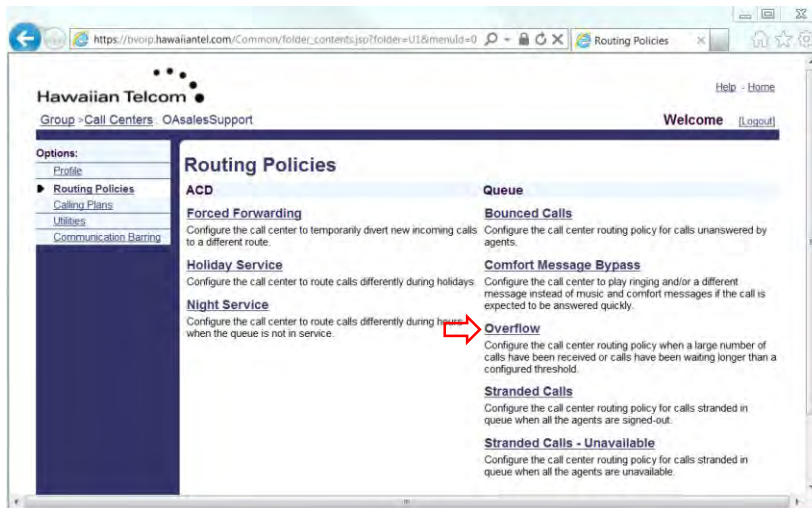
Select the specific call center to edit.

From the Call Center main screen, click on **Routing Policies** under *Options*.

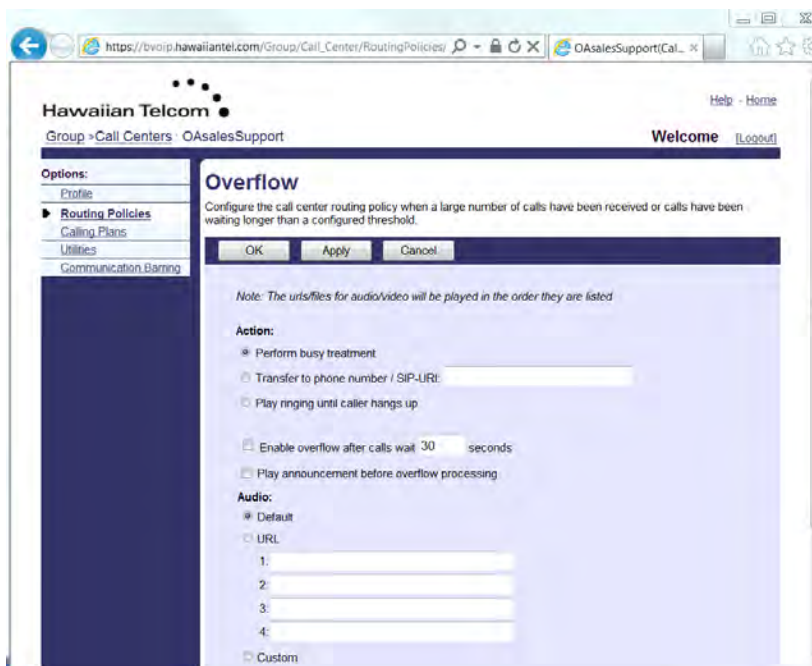
Options:

- [Profile](#)
- ▶ [Routing Policies](#)
- [Calling Plans](#)
- [Utilities](#)
- [Communication Barring](#)

You will then have the ability to select **Overflow**, under Queue.



After clicking on **Overflow**, the following screen will appear:



The following actions may be performed on a call that has triggered **Overflow**:

Action:

- **Perform busy treatment** – Overflow calls are provided with the Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, the call is handled accordingly.
- **Transfer to phone number / SIP-URL - Overflow** calls are transferred to the number entered in the text box.
- **Play ringing until caller hangs up - Overflow** calls are provided with ringing until the caller releases the call.

Enable overflow calls after calls wait “xx” seconds will determine the time in which a call is considered an Overflow. Check the box to enable the feature.

Play announcement before overflow processing, for all three actions mentioned above, the policy can be configured to play an announcement prior to proceeding with the action. Check the box to enable the feature.

Audio can be either Default or Custom.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

6.7 Stranded Calls

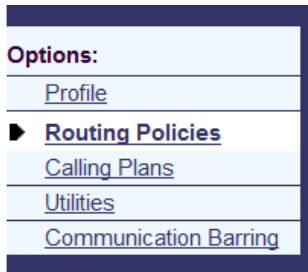
Stranded Calls are calls left in the queue when all the agents are signed-out. If the last agent staffing a queue, signs-out, or “unjoins” the queue, then all calls in the queue become stranded and handled as described.

If an incoming call is received by a queue with no agents staffing the call center, then the call is initially put in the queue. Once the queued call is ready to be offered to an agent, if there are no agents staffing the queue, then the call is processed as a stranded call. If the mandatory *Entrance Message* option is enabled, then the *Entrance Message* is played to completion before the call is handled as a Stranded Call.

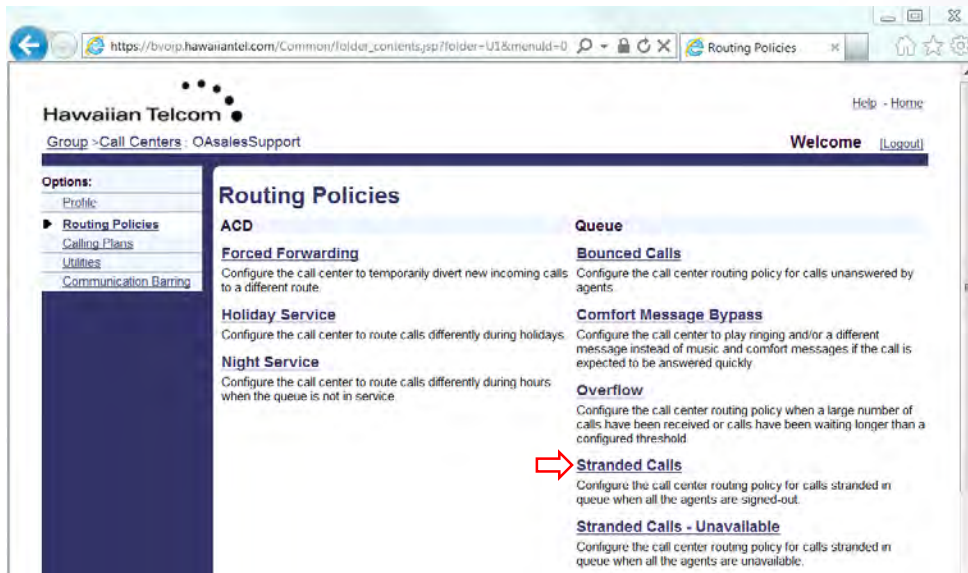
To configure the Stranded Calls, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

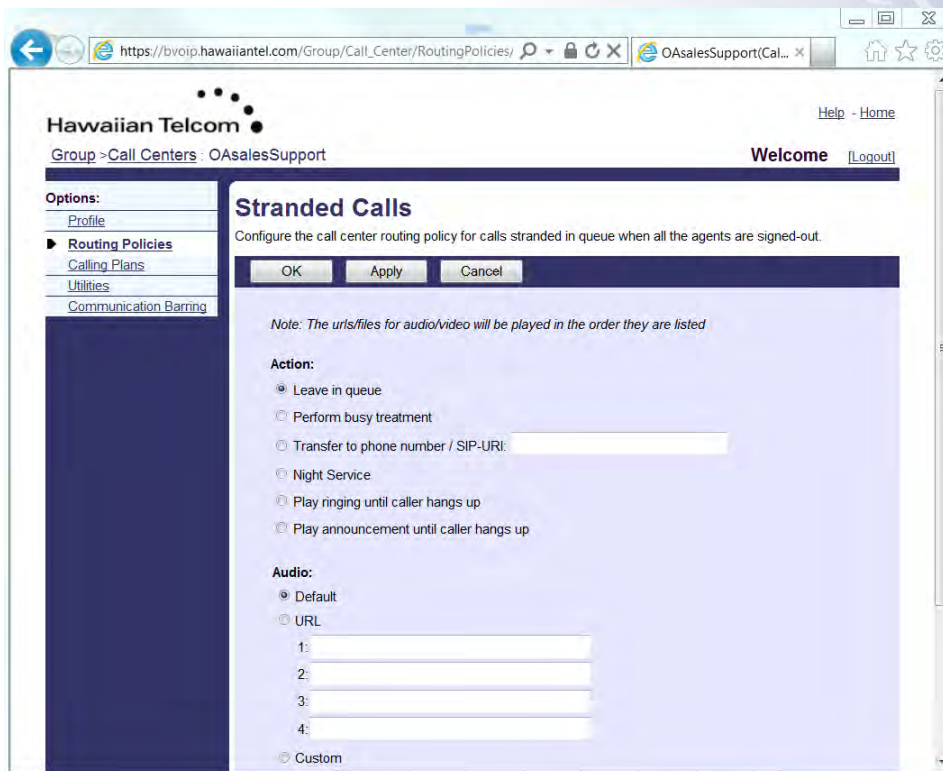
From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Stranded Calls**, under Queue.



After clicking on **Stranded Calls**, the following screen will appear:



Multiple actions may be performed for handling stranded calls:

Action:

- **Leave in queue** – Call remains in queue until the caller hangs up.
- **Perform busy treatment** – Calls are removed from the queue and are provided with the Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
- **Transfer to phone number / SIP-URI** – Calls are removed from the queue and are transferred to the number entered in the text box.
- **Night Service (Pro & Premium only)** – Calls are handled according to the Night Service configuration. If the Night Service action is set to “none”, then this equivalent to this policy being set to “*Leave in queue*”, where the call will remain in the queue.
- **Play ringing until caller hangs up (Pro & Premium only)** – Calls are removed from the queue and are provided with ringing until the caller releases the call.
- **Play announcement until caller hangs up (Pro & Premium only)** – Calls are removed from the queue and are provided with an announcement that is played in a loop until the caller releases the call.

Audio can be either Default or Custom.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.

6.8 Stranded Calls - Unavailable

This policy allows for the configuration of the processing of calls that are in a staffed queue when all agents are unavailable. A “staffed” queue has one or more agents who are both joined and signed into the queue.

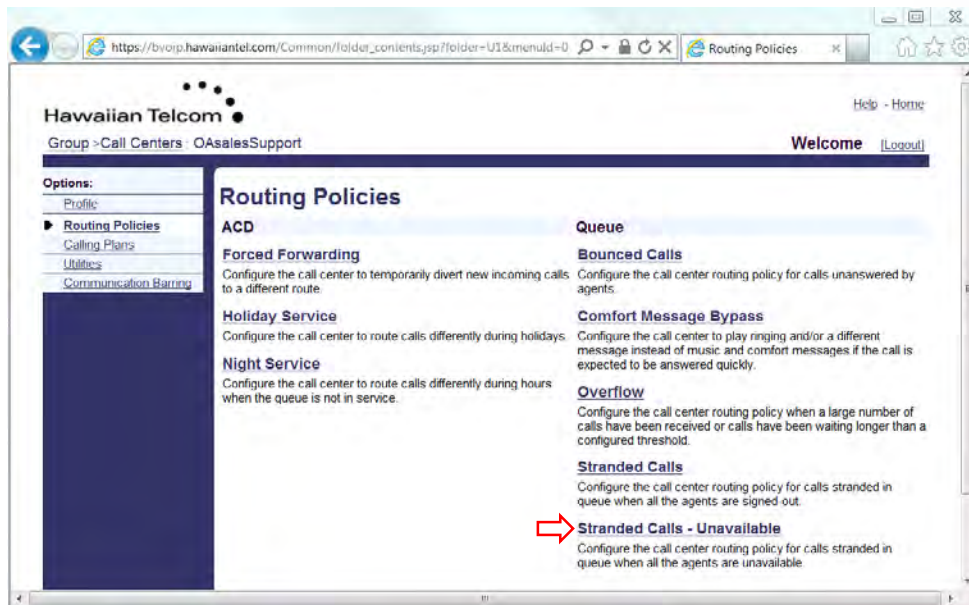
To configure the Stranded Calls - Unavailable, after logging in from the Call Center menu page, click Call Centers.

Select the specific call center to edit.

From the Call Center main screen, click on **Routing Policies** under *Options*.



You will then have the ability to select **Stranded Calls - Unavailable**, under Queue.



After clicking on **Stranded Calls - Unavailable**, the following screen will appear:

The screenshot shows a web browser window with the URL https://bvoip.hawaiiantel.com/Group/Call_Center/RoutingPolicies/. The page header includes the Hawaiian Telcom logo and navigation links like 'Help - Home', 'Welcome', and '[Logout]'. The breadcrumb trail is 'Group > Call Centers > OAsalesSupport'. A left sidebar contains a menu with 'Options:' and sub-items: 'Profile', 'Routing Policies' (selected), 'Calling Plans', 'Utilities', and 'Communication Barring'. The main content area is titled 'Stranded Calls - Unavailable' and contains a sub-header 'Configure the call center routing policy for calls stranded in queue when all the agents are unavailable.' Below this are 'OK', 'Apply', and 'Cancel' buttons. A note states: 'Note: The urls/files for audio/video will be played in the order they are listed'. The configuration section includes: 'This policy is performed when all agents are unavailable, and:' followed by a checkbox 'at least [] agents have unavailable code: None' with a dropdown menu. Under 'Action:', there are radio buttons for 'Leave in queue' (selected), 'Perform busy treatment', 'Transfer to phone number / SIP-URI:' (with a text box), 'Night Service', 'Play ringing until caller hangs up', and 'Play announcement until caller hangs up'. Under 'Audio:', there are radio buttons for 'Default' (selected) and 'URL', followed by four numbered text boxes (1-4) for entering URLs.

Two conditions trigger the configured policy action:

- 1) An incoming call is received by a queue where all staffed agents are unavailable. If the mandatory Entrance Message option is enabled, it is played to completion before the policy action is applied to the call.
- 2) One or more calls are waiting in a call center queue (enter this number in the text box) when it is determined that all staffed agents are unavailable (choose from the drop-down). The policy action is applied to all calls in the queue.

Multiple actions, similar to Stranded Calls, may be performed for handling Stranded Calls – Unavailable. The following actions may be configured:

Action:

- **Leave in queue** – Call remains in queue until the caller hangs up.
- **Perform busy treatment** – Calls are removed from the queue and are provided with the Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
- **Transfer to phone number / SIP-URI** – Calls are removed from the queue and are transferred to the number entered in the text box.
- **Night Service (Pro & Premium only)** – Calls are handled according to the Night Service configuration. If the Night Service action is set to “none”, then this equivalent to this policy being set to “Leave in queue”, where the call will remain in the queue.

- **Play ringing until caller hangs up (Pro & Premium only)** – Calls are removed from the queue and are provided with ringing until the caller releases the call.
- **Play announcement until caller hangs up (Pro & Premium only)** – Calls are removed from the queue and are provided with an announcement that is played in a loop until the caller releases the call.

Audio can be either Default or Custom.

- **Default** – The default message will be played.
- **Custom** – Select a pre-recorded greeting(s) from the drop down(s). You can configure up to four files. All four files can be changed and played back to the caller one after another.

When finished, click **OK** or **Apply** for your changes to be saved.