



Integrated **ACD**

Admin Guide

Updated Version 05.014.20

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1. Introduction

This guide describes the Integrated Premium ACD, a multi-line hunt group that can be configured to support queues.

1.1. About this Guide

The Integrated Premium ACD Guide assists business group administrators in managing ACD Multi Line Hunt Group.

This guide covers:

- Accessing Agent Dashboard
- Making changes to the Multi Line Hunt Group using CommPortal
- Accessing Supervisor Dashboard
- Call Reports

1.2. Portal Log In

To access the Premium ACD login to the CommPortal, open any browser to <https://my.uc-view.com/bg/> and enter your administrator credentials.

Number: Enter the ten-digit account number assigned to your own phone account (DID or direct inward dial number).

Password: Enter same as your CommPortal password.

CommPortal Web

Please log in below.

Number:

Password:

Login

If you have forgotten your password, please contact customer support.

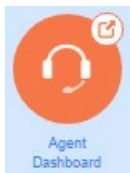
If after entering your correct direct dial number and password access is denied, please email business care at businesscare@firstcomm.com or call **800.860.2934**

2. Accessing the Agent Dashboard page

The **Agent Dashboard** page allows you to see details of the calls coming in to the MLHGs and view information on the current activity of the MLHGs that you belong to.

You will initially access the Agent Dashboard page using the link on the CommPortal Home page. Once you have accessed the page,

Click on the **Agent Dashboard** icon. This appears in the **Your Services** panel on the Home page and in the top panel of the CommPortal **Groups** page.



Agent Dashboard icon

This launches the **Agent Dashboard** page in a new browser window. On the **Agent Dashboard** page, each MLHG is referred to as a Queue.

Agent status screen

Agent Status
Send Feedback | Logged in as:

Incoming Call from: WINONA OH

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
iACD_CC_TEST	0:30	1	4	Logged In ▶


My Queues

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
iACD_CC_TEST	0:30	1	4	Logged In ▶ ▲

2.1 Viewing Incoming Calls

When you receive an incoming call, the Incoming Call panel on the Agent status page displays any caller information that can be derived by your telephone system, for example the caller's telephone number if it has not been withheld.

If the call has been received via a Queue, the panel displays the following information about the Queue that the caller dialed.

Incoming Call from: WIRELESS CALLER (23[]5)				
	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
iACD_CC_TEST	0:10	1	4	Logged In 

- the name of the Queue that was originally called
- the average waiting time for a call to be answered in that Queue
- how many callers are waiting for their call to be answered in that Queue
- how many members are logged into the Queue
- whether you are logged in to this Queue.

This information will help you answer the call appropriately. For example, you will be able to see when a caller has been waiting a long time for a response.

If the call did not arrive via a Queue, you will see a message saying, 'No matching queue'.

Incoming Call from: WIRELESS CALLER (23[]5)	
No matching queue	


If an incoming call stops ringing for any reason (for example, it was answered by another agent or the caller hung up), the incoming call details will fade out over a few seconds.

The Incoming Call panel will display the message 'No incoming call' if there are currently no incoming calls in any of the Queues that you belong to.

No Incoming Calls

2.2 Logging in and out using the Agent status page

You can also use the Agent status page to log in and out of a Queue, where this action is supported. The **My Queues** panel lists all the Queues that you belong to and shows whether you are currently logged in to that Queue.

The gray icon  alongside a Queue indicates that you can explicitly log in or out of this Queue. Click on this icon to log in or out of that particular Queue.

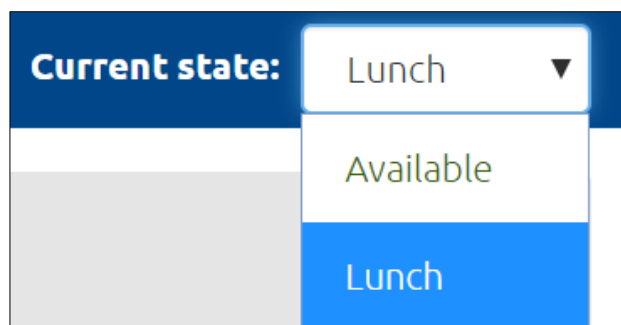
Note that your system may only allow you to log in to a single Queue that permits explicit login. If you are already logged in to another Queue, you will see a pop-up warning you that logging in to this Queue will mean that you are automatically logged out of the other Queue. This will give you the option to continue with changing the Queue you are logged in to or canceling the action and remaining in the original Queue

If the Queue does not have a gray icon , you cannot log out of that Queue.

2.3 Manage your Current State

You will only see the Current state drop-down at the top right of the screen if you are a member of an Integrated ACD Premium group and your Queue (MLHG) is configured to support Agent States.

You can use the **Current state** drop down menu in the top right-hand corner of the Agent Status page to show whether you are currently available to take calls from your Queues.



When you click on this menu, you will be given the choice of a number of states that have been pre-configured by your Integrated ACD Supervisor.

- The **Available** state indicates that you are currently available to handle calls from your Queues. You will be shown as Available unless you select an 'unavailable' state from the Current state drop down menu, or your telephone system detects that you are in fact unavailable for calls and automatically displays an appropriate Agent State.
- However, if you need to stop receiving calls for a period of time (for example because you are taking your lunch-break or you are going to attend a meeting), you should use the **Current state** drop down menu to switch to the state that is most appropriate for the reason that you cannot currently handle calls.
- When you switch out of the **Available** state, you will not receive calls via any of your Queues.
- Once you are available to take calls again, you must switch your **Current state** back into the **Available** state before your phone will ring.

- In some circumstances, your Agent State will be set automatically to one of the following 'unavailable' states and you will not receive calls from your queues. You will automatically be put back into the Available state once the system detects that you are once again able to take calls from a queue.
- **Wrap-up** state. If you have some wrap-up time at the end of a call, you will automatically be moved into wrap-up state once you hang up a call and will only be shown as Available when you have exited wrap-up.
- You may only be able to spend a set amount of time in the Wrap-up state. If that is the case, you will see a Wrap-up timer on the screen - if you are still in Wrap-up state when the timer expires, you will automatically be moved out of Wrap-up state.



Time remaining in wrap-up: 0:09

- **Logged Out.** You will see this Agent State if you log out of all your queues. As soon as you log back into a queue, your agent state will automatically change to Available.
- **Line Not Ready.** You will see this Agent State if your telephone line is not ready to receive calls, even if you are logged in to a queue.
- **DND.** You will see this Agent State if you turn on Do Not Disturb. You should note however that this will not happen if you use phone-side DND or set your Easy Call Manager or Incoming Call Manager status to DND.
- **In a call.** You will see this Agent State when you are in a call. This can be either an incoming or outgoing call and need not be a call received via a queue.

2.4 Wrapping up a Completed Call

Wrap-up is only available if you are an Integrated ACD Premium Agent and your Supervisor has configured your group for wrap-up.

When you finish a call, you will be put into the Wrap-up state.

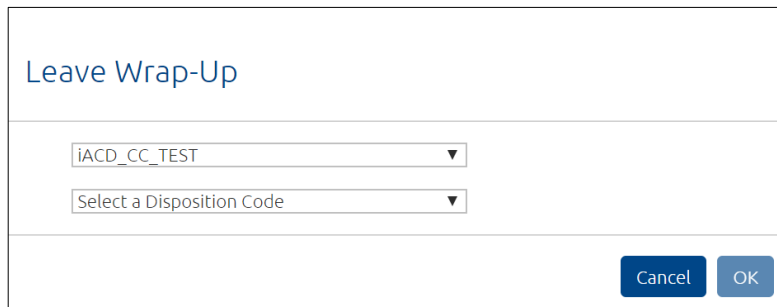
The Current state drop-down at the top right of the screen will automatically indicate that you are in wrap-up state, and, unless the call was transferred to you from another agent in the Queue, will show the name of the Queue from where this call originated.

While you are in the Wrap-up state, you will not receive calls via any of your Queues, allowing you time to complete any clerical work related to the completed call.

Once you have completed this work, you will need to leave the Wrap-up state before you can receive calls from the Queues that you belong to.

To leave the Wrap-up state:

- Choose a new Agent State using the **Current state** drop down menu in the top right-hand corner of the **Agent status** page.
- If your Queue does not use Disposition Codes and you have just set your state to Available, you will now be able to receive calls from your Queue(s).
- If your Queue has Disposition Codes enabled, a **Leave Wrap-Up** dialog box will appear.



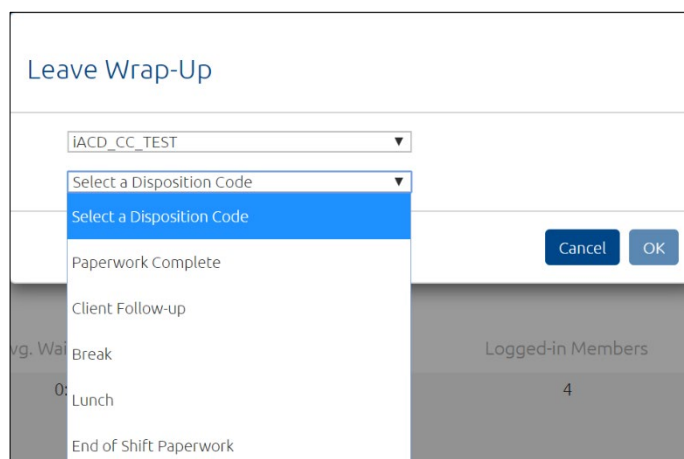
Leave Wrap-Up

iACD_CC_TEST ▼

Select a Disposition Code ▼

Cancel OK

- Fill out the fields in the **Leave Wrap-Up** dialog box to provide information about the call that you have just completed.
- The Queue name will be pre-populated with the Queue from which the call originated. If you need to use a Disposition code from a direct Queue, simply use the drop-down menu to select the Queue that is most appropriate for the content of the completed call. For example, in the screenshot above, a call from a customer concerning a potential purchase would be assigned to the Sales Queue.
- The second drop-down menu asks you to select the disposition code that best describes how the call was resolved.



Leave Wrap-Up

iACD_CC_TEST ▼

Select a Disposition Code ▼

Select a Disposition Code

Paperwork Complete

Client Follow-up

Break

Lunch

End of Shift Paperwork

Cancel OK

Logged-in Members

4

- Once you have provided all the necessary information, click OK to exit the Wrap-up state.
- If you are only allowed to spend a set amount of time in Wrap-up state, you will see a countdown showing the number of seconds until Wrap-up time will be exceeded. When the countdown reaches five seconds, the timer will display 'Switching to Available'. If you do not manually leave the wrap-up state before the timer expires, you will automatically be returned to the Available Agent State, and the disposition code 'Wrap-up timeout exceeded' will automatically be applied.
- You will now be able to receive calls from your Queue(s).

2.5 Viewing Queue Statistics

On the My Queues panel of the Agent status page, you can see current statistical information on all the Queues that you are a member of. These statistics are refreshed every 30 seconds and whenever an incoming call starts ringing.

For each Queue, the screen shows:

- Avg. Waiting Time

This is the running average for the most recently answered calls of how long a caller waits before their call is answered. The value is the sum of the time a caller is waiting in a queue and the time the call is alerting (that is, the call has been hunted to an agent and agent's phone is ringing) before it is answered.

- Logged-in Members

This is the number of agents who are currently logged in.

- Callers Waiting

This shows how many callers are currently waiting in a queue because all agents are busy. Once a call has been hunted to a particular agent, they are not counted here, even if the agent has not yet answered the call.

If the Queue only accepts calls when an agent is available, this statistic will be shown as n/a.

3. Using CommPortal to administer Multi Line

3.1 Finding Multi Line Hunt Groups in CommPortal

Take the following steps to find your Multi Line Hunt Groups in CommPortal.

- Log in to the CommPortal BG Admin interface.
- Click on the **Hunt Groups (MLHGs)** link in the navigation panel on the left-hand side of this page or the icon in the **Groups** panel in the center of the page.

The screenshot shows the Business Group Admin Portal interface. On the left is a navigation menu with options like Home, Groups, Hunt Groups (MLHGs), Call Pickup Groups, Supervisor Dashboard, All Lines, Users, and Attendants. The main content area is titled "Hunt Groups in Department:" and features a "View All" dropdown menu. Below this is a descriptive paragraph about Hunt Groups. A "Move selected to:" section includes a "Select department" dropdown and a "Move" button. At the bottom is a table listing Hunt Groups with columns for Name, Number of Members, Service Level, and Department.

Hunt Group Name	Number of Members	Service Level	Department
601 Polk Transport	4	Hunt Group	None
717 Wells Switch	2	Hunt Group	None
Akron ITC Enhanced HG	2	Hunt Group	Akron-Sales-and-ITC
Akron ITC Standard HG	4	Hunt Group	Akron-Sales-and-ITC
CSE Install	3	Hunt Group	None
iACD_CC_TEST	4	Premium ACD	None
MitelUpgradeHG	8	Hunt Group	None
MSG LAB	1	Hunt Group	None

You will now see the Multi Line Hunt Group page.

If your Multi Line Hunt Group is in a sub-department of the Business Group and is not currently being displayed, you will see a drop-down list at the top of the page that you can use to select the Department.

This screen will display additional information for MLHGs that are licensed to use Integrated ACD.

You will see a Service Level column indicating whether an MLHG uses Integrated ACD. In this column:

- **Premium ACD** indicates that the MLHG has the Integrated ACD Premium service.
- **Hunt Group** indicates that this MLHG is not licensed for Integrated ACD.

3.2 Viewing and modifying Multi Line Hunt Groups (Premium ACD)

You can view details of a Multi-Line Hunt Group Premium ACD and modify its settings.

Select the Multi Line Hunt Group that you want to modify by clicking on any of the details for that Multi Line Hunt Group on the main **Hunt Groups (MLHGs)** screen.

You will now see the details of this Multi-Line Hunt Group.

- If the Multi Line Hunt Group has any Pilot Numbers, these will be shown on the **Hunt Group Pilots** tab.
- A pilot number is one which, when called, enters this Multi-Line Hunt Group. You can have multiple MLHG Pilot Numbers for the same MLHG.
- You can click any of the entries on the Pilot Number line to view the configuration for an MLHG Pilot line.
- To view and modify the lines configured in the Multi Line Hunt Group, open the **Hunt Group Members** tab.
- You will now see details of all the lines which are members of this Multi-Line Hunt Group, including whether each member is currently logged in.

Hunt Group iACD_CC_TEST in Department: None

Hunt Group Pilots
Hunt Group Members
Settings

Remove Selected
Change Positions
Add Lines

Add single line:
Add

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department	Actions
<input type="checkbox"/>	1	(330) <input style="width: 60px;" type="text"/>	3005	Akron T53w	Akron-Sales-and-ITC	Actions ▼
<input type="checkbox"/>	2	(330) <input style="width: 60px;" type="text"/>	2314	As <input style="width: 60px;" type="text"/> yan	None	Actions ▼
<input type="checkbox"/>	3	(312) <input style="width: 60px;" type="text"/>	9791	A <input style="width: 60px;" type="text"/> o	None	Actions ▼
<input type="checkbox"/>	4	(312) <input style="width: 60px;" type="text"/>	8840	M <input style="width: 60px;" type="text"/> z	None	Actions ▼

To view and modify the settings for the Multi Line Hunt Group, open the **Settings** tab.

Hunt Group iACD_CC_TEST in Department: None

Hunt Group Pilots Hunt Group Members **Settings**

Preferences Hunt Settings

Apply Cancel

Hunt Group Name:

Service Level: Premium ACD

Login/logout supported by default for new members: Yes No

This screen displays information about this MLHG, including the Integrated ACD Service Level used by the MLHG, and allows you to change some of the settings for the MLHG.

You can use the **Preferences** tab on this page to

- change the name of the Multi Line Hunt Group
- control whether new members of the Multi Line Hunt Group can log themselves in or out of the MLHG
- You can also open the **Hunt Settings** tab to view the call distribution algorithm that is currently in use for this Multi-Line Hunt Group and other detailed Multi Line Hunt Group settings. You can use this tab to specify whether the Pilot Line's information (DN and name) is delivered as the Caller ID.

Hunt Group iACD_CC_TEST in Department: None

Hunt Group Pilots Hunt Group Members **Settings**



Preferences **Hunt Settings**

Apply Cancel

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members.

Settings	Value
Call Distribution Algorithm	Linear
Maximum queue length	3
Is line hunting applied to direct-dialed calls?	<input type="checkbox"/>
Is the Pilot's information delivered as the Caller ID?	<input type="checkbox"/>
Ring each member for (secs)	15
If a member does not answer, do not call again for (secs)	1

3.3 Logging an MLHG Member line in/out

On the **Hunt Group Members** screen, each line displays an icon to show whether the MLHG Line is currently logged in  or logged out  of this MLHG.

Hunt Group iACD_CC_TEST in Department: None

Hunt Group Pilots
Hunt Group Members
Settings

Remove Selected
Change Positions
Add Lines
Add single line:
Add

	Position	Telephone Number	Ext.	Name	Department	
<input type="checkbox"/>	1	(330) 4 <input style="width: 60px;" type="text"/>	3 <input style="width: 20px;" type="text"/>	 Akron T53w	Akron-Sales-and-ITC	Actions ▼
<input type="checkbox"/>	2	(330) 8 <input style="width: 60px;" type="text"/>	2 <input style="width: 20px;" type="text"/>	 Ash <input style="width: 60px;" type="text"/> n	None	Actions ▼

When a line is logged out, the MLHG member will not receive calls sent to the MLHG.

You can log MLHG members in and out as required.

- Click the drop-down alongside **Actions** and select **Edit line**
- You will then see a pop-up that allows you to enable or disable whether this MLHG member line can log themselves in and out of the MLHG
- Tick the checkbox, or remove the tick, to log the MLHG member line in or out of the MLHG.
- Click **Apply** to save your changes.
- You can also control whether the users of any new MLHG member lines that you create can automatically log themselves in and out of the MLHG.
- Select the **Settings** tab.
- Use the radio buttons alongside *Login/logout supported by default for new members* to select whether to enable this feature.
- When enabled, new MLHG members can log in and out either via their CommPortal account or by dialing an access code on their phone. If you disable this option, MLHG members cannot log themselves in or out.

3.4 Configure Unavailable Call Forwarding on an MLHG pilot number

If you have one or more MLHG Pilot lines in your MLHG you may be able to configure Unavailable Call Forwarding on the MLHG Pilot number so that callers can still reach your business even if all the lines in the MLHG are unavailable, for example because you have a power outage.

To enable (or disable) Unavailable Call Forwarding:

- Open the MLHG that contains this Pilot line.
- Click on the Pilot line that you want to configure. This will open the CommPortal page for this line.
- Click on the **Go to Call Manager** tab.
- Expand the **Forwarding** tab and enable (or disable) unavailable call forwarding.
- Configure the forwarding number that will be used if all the lines in this MLHG are unavailable.
- Click **Apply** to save changes.

3.5 Changing the position of a member line in a Multi-Line Hunt Group

You can change the position of a member line in a Multi-Line Hunt Group. When a call is received in the Multi Line Hunt Group, it may be routed to Multi Line Hunt Group members in the order in which they are listed in the Multi Line Hunt Group.

This task assumes that you have followed the steps to access the Multi Line Hunt Groups page in CommPortal.

- On the **Hunt Group Members** tab, click the **Change Positions** button.
- You will now see a new screen that lists all the lines and their current positions.
- Use the up and down arrows icons to move the lines to their new positions.

- Once all the lines are in the correct positions, click **Apply** to save your new configuration.

Change Member Positions in Hunt Group

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

Position	Telephone Number	Ext.	Name	Department
1	(330) <input type="text"/>	3	Akron T53w	Akron-Sales-and-ITC
2	(330) <input type="text"/>	2	As <input type="text"/>	None
3	(312) <input type="text"/>	9	As <input type="text"/>	None
4	(312) <input type="text"/>	8	Mic <input type="text"/>	None

3.6 Renaming a Multi-Line Hunt Group

You can rename a Multi-Line Hunt Group.

- Select the Multi Line Hunt Group that you want to rename.
- Click on the **Settings** tab.
- Select the **Preferences** page.
- Type the new name in the text box.
- Click **Apply** to save your new name.

Hunt Group iACD_CC_TEST in Department: None

Hunt Group Pilots
Hunt Group Members
Settings

Preferences
Hunt Settings

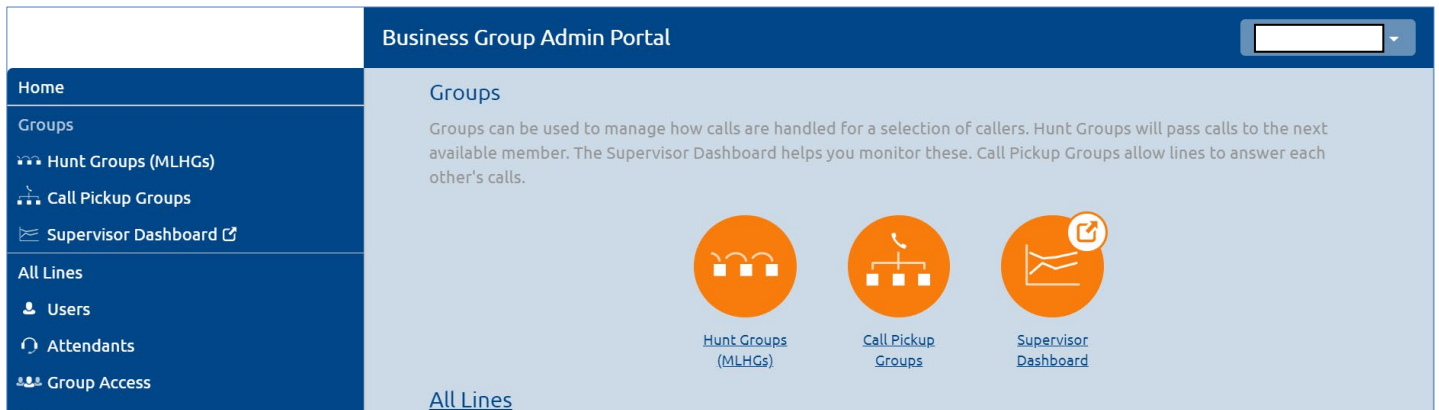
Hunt Group Name:

Service Level: Premium ACD

Login/logout supported by default for new members:
 Yes
 No

4. Accessing the Supervisor Dashboard

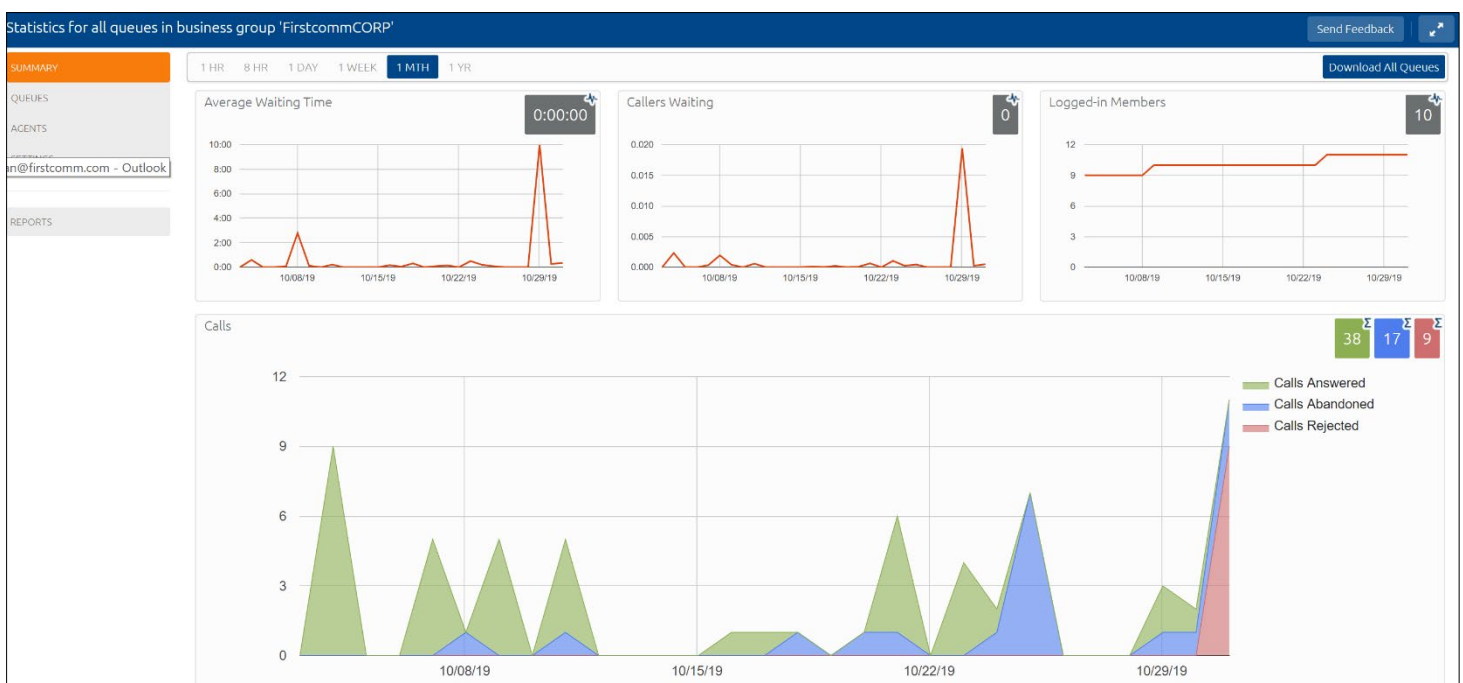
You will use the CommPortal BG Admin interface to access and download the various statistics generated by the Integrated ACD component. On the left-hand sidebar of the CommPortal BG Admin interface, click the **Supervisor Dashboard** link.



This launches the **Integrated ACD** Summary screen in a new browser window, from where you can also access screens displaying statistics for your Queues and Agents, review and modify your settings, and generate reports.

4.1 Summary

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



The default view shows the 1 hour historical data (on the graphs) and either the cumulative total of the graph or a snapshot at the current time (the white numbers in the gray or colored boxes at the top right of each graph) for the following statistics:

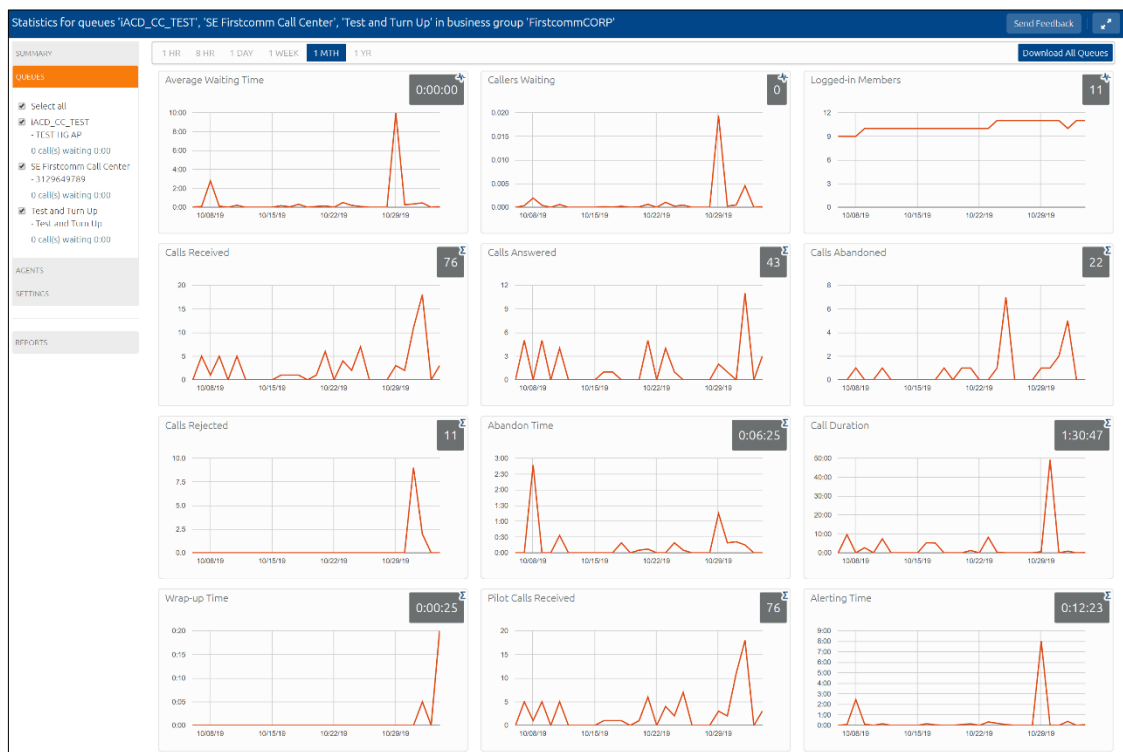
- Average waiting time for a call to be answered.
- Number of callers waiting in the Queue(s) managed by this BG Administrator.
- Number of Agents who are logged in.
- Number of calls (separate statistics for answered, abandoned and rejected calls).

4.2 Queues

The **Queues** screen shows detailed information on the Queues (MLHGs) that you administer.

To access the **Queues** screen:

- Click on the **Queues** box on the left of the Summary screen.
- This launches the default view, which shows 1-hour historical data for all the Queues that you administer.
- The numbers in the gray boxes will either be the cumulative total from the graphs, or a near real-time value, and this will be indicated by the icon in the top right of each gray box.
- Use the checkboxes in the panel on the top left-hand side of the screen to display statistics for a single Queue or for a combination of Queues.



- This panel shows the MLHG Pilot Number and the number of calls that are currently waiting for all Queues selected, to help you identify the Queue that might be of the most interest to you, for example because there are a large number of callers waiting.
- Use the blue Download All Queues button to download information about all your Queues in csv format.

The following statistics are displayed on the Queues screen. Some of these are displayed either as absolute numbers or as a rate per hour, depending on the configuration of your service.

Average Waiting Time (duration)

- This is the sum of queuing and alerting (agent's line is ringing) times.
- The number in the gray box is the cumulative total for the time period selected.

Callers Waiting (calls)

- This is the number of callers waiting in the queue. Calls arriving in the MLHG may be put in a queue if all the lines are busy and your MLHG is configured to hold callers in a queue. When an agent becomes available, the first call in the queue will be hunted to that agent and it will not be counted in this statistic even if the agent has not yet answered the call.
- You will not see this statistic if your MLHG is configured to only accept a call when an agent is available.

Logged in Members (agents)

- The number of agents who are currently logged in.

Calls Received (number of calls received or calls/hr.)

- This is the rate at which incoming calls arrive.
- The number in the gray box is the cumulative total for the selected time period.

Calls Answered

- For these historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.
- The number in the gray box is the cumulative total for the selected time period.

Calls Abandoned

- These are received calls where the caller hung up before an agent answered.
- For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were abandoned.

- The number in the gray box is the cumulative total for the selected time period.

Calls Rejected

- This is either received calls that were rejected as busy (if you have disabled queuing) or the received calls that were rejected when the queue was full.
- For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were rejected.
- The number in the gray box is the cumulative total for the selected time period.

Abandon Time (duration)

- The average time a caller waits in a queue before hanging up without their call being answered.
- The number in the gray box is the cumulative total for the selected time period.

Call Duration (duration)

- The average duration of answered calls.
- The number in the gray box is the cumulative total for the selected time period.

Wrap-up Time (duration)

- The average time spent by agents completing any work associated with a call after the call itself has ended.
- The number in the gray box is the cumulative total for the selected time period.

Pilot Calls Received (number of calls or calls/hr)

- Calls may arrive in a queue either via the pilot number(s) or by calling one of the agents directly. You can configure your queue so that, if that agent is busy when the call arrives, the call is then queued as if it arrived via the pilot number(s).
- For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour received by the pilot number.
- The number in the gray box is the cumulative total for the selected time period.

Alerting Time (duration)

- This is the average time between the call being hunted to an agent and the agent answering their phone. This statistic, along with Hunt attempts not answered, provides a useful metric of how responsive your call center agents are.
- The number in the gray box is the cumulative total for the selected time period.

Logged-in Agent States

- This is the total amount of time in seconds that agents logged in to the selected queues spent in each agent state in the period. Agents are only included on this graph for times when they were logged into at least one of the selected queues.

Current States (%)

- This is the percentage of agents that are currently in each state. This statistic only includes agents who are logged in to at least one of the selected queues and only states that are currently being used by agents are shown. This statistic does include agents whose state is set automatically to unavailable. Agents who are logged out of all the selected queues are not shown.

Disposition Codes (calls)

- The total number of calls that have been assigned to each disposition code by agents in the selected queues.
- Queued Calls Timed Out
- You can configure your queue to timeout calls that have been queued for longer than a specified time. However, we would recommend implementing a different behavior in this scenario, for example by forwarding the caller to voicemail. If you see a lot of calls being timed out, then you probably need to add more agents to the queue. If queuing has been disabled, a call will only be accepted if an agent is available, and this statistic will be hidden.
- For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
- The number in the gray box is the cumulative total for the selected time period.

Calls Queued

- If all agents are busy in other calls, an incoming call will be queued until an agent is available.
- For the historical statistics in the graphs, this is either the percentage or rate of calls per hour.
- The number in the gray box is the cumulative total for the selected time period.
- If you have disabled queuing so a call is only accepted if an agent is available, this statistic will be hidden.

Time Before Exit from Queue

- This is how long callers remain in a MLHG before pressing zero on their phone keypad to exit the Queue.
- The number in the gray box is the cumulative total for the selected time period.

Exit from Queue Attempts

- If you have this feature, this is the number of callers who pressed zero on their phone keypad to exit a MLHG Queue and forward their call either to voicemail or to a configured telephone number.

The number in the gray box is the cumulative total for the selected time period.

Hunt Attempts Timed Out (number of calls or calls/hr)

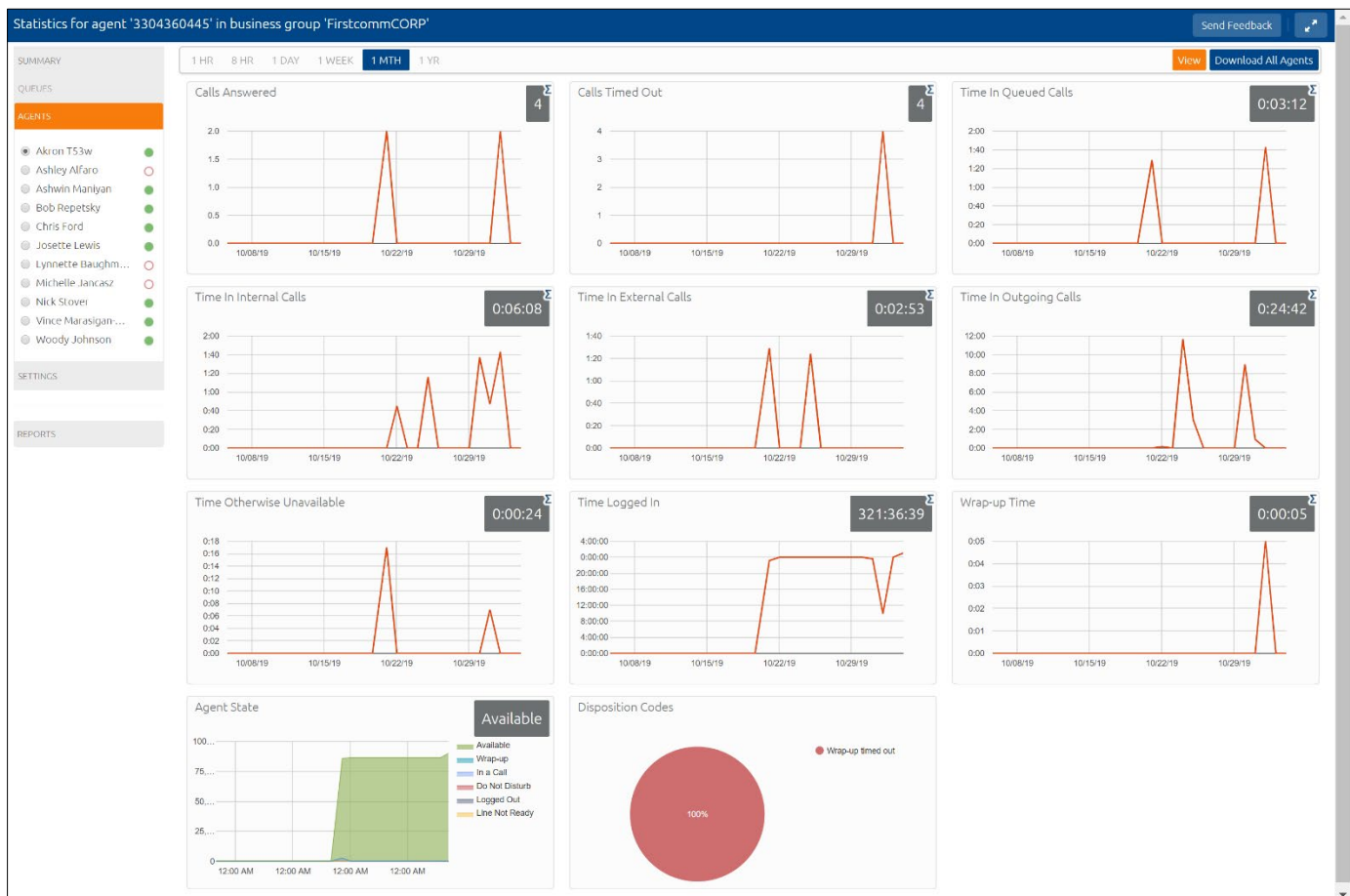
- This is the number of calls that were hunted to a particular agent but the call timed out before the agent answered, and the call was then hunted to another agent. If the caller simply hung up before the agent answered, this is not counted in this statistic. This statistic is only shown if hunt on no answer is configured for this MLHG.
- This statistic, along with Alerting time, provides a useful metric of how responsive your call center agents are.
- For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
- The number in the gray box is the cumulative total for the selected time period.

4.3 Agents

You can access an Agents screen that shows detailed information on the agents (MLHG Member lines) belonging to the Queues (MLHGs) that you administer.

To access the Agents screen:

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



- This launches the default view, which shows the current values (the white numbers in the gray box on the top right of each graph) and 1 hour historical data (on the graphs) for the first Agent in the Queue(s) that you administer. Depending on the configuration of your system, some of these numbers will be displayed either as absolute numbers or as a rate per hour, as indicated below.
- Use the radio button to select the statistics for a different agent.
- Use the blue Download All Agents button to download information in csv format about all your Agents. The download will include statistics per agent for each Queue that they belong to.
- Use the orange View button to view the Agent Status page for the selected Agent or to Login / Logout an Agent.

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

Calls Answered (number of calls or calls/hr)

- The rate at which this agent answered incoming calls.
- For the historical statistics, this is either the number of calls or the rate of calls per hour.
- The number in the gray box is the cumulative total for the selected time period.

Calls Timed Out (number of calls or calls/hr)

- The rate at which this agent failed to answer calls (the calls may therefore have been hunted to another agent). This statistic tracks calls that were unanswered because the call was timed out when ringing this agent. If the caller simply hung up, then that is not counted here.
- For the historical statistics, this is either the number of calls or the rate of calls per hour.
- The number in the gray box is the cumulative total for the selected time period.

Time in Queued Calls (% or duration in seconds)

- The time this agent spent in calls that arrived via a queue.
- For the historical statistics, this is a percentage or a duration in seconds.
- The number in the gray box is the cumulative total for the selected time period.

Time in Internal Calls (% or duration in seconds)

- The time this agent spent in calls from other members of their Business Group.
- For the historical statistics, this is a percentage or a duration in seconds.
- The number in the gray box is the cumulative total for the selected time period.

Time in External Calls (% or duration in seconds)

- The time this agent spent in calls dialed directly to the agent from outside the Business Group.
- For the historical statistics, this is a percentage or a duration in seconds.
- The number in the gray box is the cumulative total for the selected time period.

Time in Outgoing Calls (% or duration in seconds)

- The time this agent spent in outgoing calls.
 - For the historical statistics, this is a percentage or a duration in seconds.
- The number in the gray box is the cumulative total for the selected time period.

Time Otherwise Unavailable (% or duration in seconds)

- The time that this agent was unavailable to answer calls without already being in a call, for example because they enabled Do Not Disturb on their line.
- For the historical statistics, this is a percentage or a duration in seconds.
- The number in the gray box is the cumulative total for the selected time period.

Time Logged In (% or duration in seconds)

- The time this agent was logged in to a queue. This number may exceed 100% if the agent is a member of more than one queue.
- For the historical statistics, this is a percentage or a duration in seconds.
- The number in the gray box is the cumulative total for the selected time period.

Wrap-up Time

- The average time spent by this agent completing any work associated with a call after the call itself has ended.
- The number in the gray box is the cumulative total for the selected time period.

Agent States

- This is the percentage of time that this agent spent in each agent state, including agent states that are set automatically, for example when an agent was unavailable because they had logged out of all their queues, turned on DND or were in a call.
- The state that this agent is currently in is shown in the top right-hand corner.

Disposition Codes (calls/hr)

- The total number of calls that this agent has assigned to each disposition code.

4.3.1 Viewing the Agent Status page

The Agent Status page is used by MLHG members to view information on the current activity of the Queues (MLHGs) that they belong to and, if they are a member of an Integrated ACD Premium Queue, manage their Agent State.

You can access the Agent Status page of a particular Agent if necessary. For example, you may need to mark an Agent as unavailable if they are not currently available to take calls but have failed to update their Agent State.

To view the Agent Status page:

- Go to the Supervisor Dashboard
- Go to the Agents page.
- In the panel on the left-hand side of the Agents page, use the radio button alongside the Agent's name to select the Agent.
- Click the orange View button on the top right of the Agents page.
- The Agent Status page for your chosen Agent will then open.




4.3.2 Monitor / Whisper / Barge-In

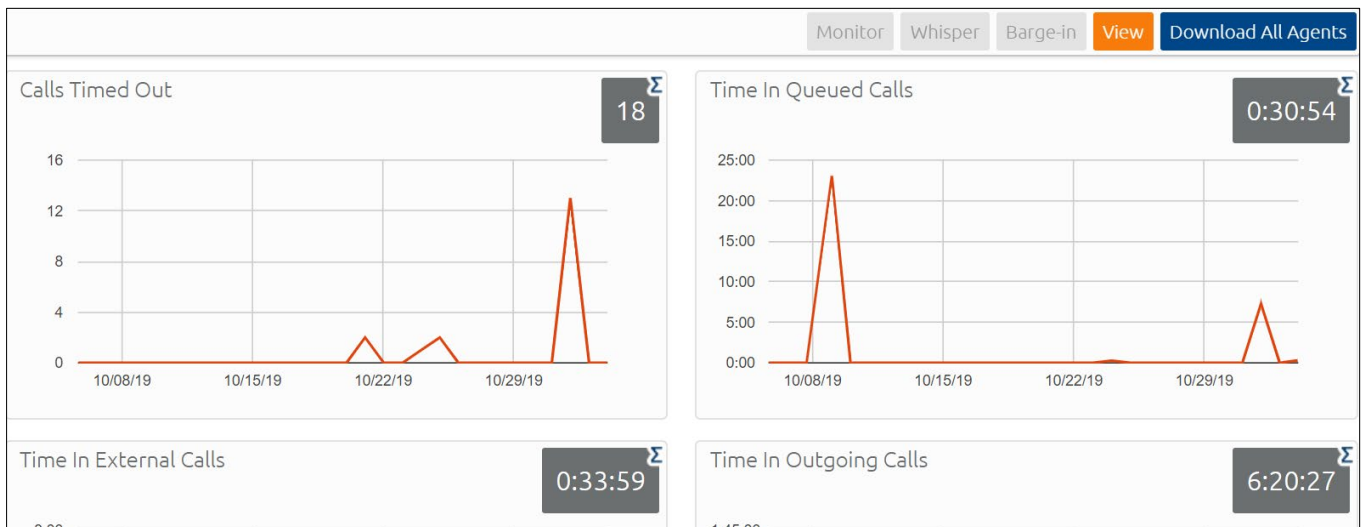
If you have the Integrated ACD Premium service, you can use the Monitor / Whisper / Barge-In feature to listen in on your Agents' calls undetected, talk to an Agent during a call without the customer hearing, or fully participate in an ongoing call and speak to all parties.

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

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

You can access the Monitor / Whisper / Barge-In feature through the Agents screen. To use the Monitor / Whisper / Barge-In feature via the Integrated ACD interface Agents screen in CommPortal:

- Go to the MLHGs page in the CommPortal BG Admin interface, and click the Supervisor Dashboard link.
- Select the Agents box on the left of the Supervisor Dashboard to launch the Agents screen.
- In the panel on the left-hand side of the screen, you will see a list of the Agents that are logged in to the Queues that you manage.
- An 'In a call' icon  indicates the Agents currently in an active call with a customer.
- To use Monitor / Whisper / Barge-In, select the radio button next to an Agent in an active call.
- If the agent selected is an Integrated ACD Premium agent, you will then see gray push buttons in the top right of the screen.



- You can then take one of the following actions:
 - **Monitor** - listen in on the existing call between the selected Agent and the customer.
 - **Whisper** - speak to or advise the selected Agent during the call, without the customer hearing.
 - **Barge-In** - fully join the call, speaking to both the selected Agent and the customer.
- When you click one of the buttons, your phone will ring and you will be connected to the Agent's call when you answer your phone.
- When you are in an Agent's call, you can continue to use the pushbuttons to change your level of participation. For example, if you are listening in on a call using the Monitor pushbutton and decide that you want to offer an Agent some advice without the customer hearing, you can simply click the Whisper button.

4.4 Settings

You can manage settings for these additional features using the Integrated ACD **Settings** screen.

This section describes how to carry out the following tasks:

- Enabling or disabling simultaneous login to multiple MLHGs that require explicit login.
- Enabling the use of agent states for a business group.
- Adding or removing agent states.
- Enabling or disabling the use of the 'wrap-up' state and disposition codes for a specific Queue.
- Mandating the use of disposition codes by agents in a specific Queue.
- Adding or removing disposition codes.

Note: Queue status announcement is currently not supported

Settings for business group 'FirstcommCORP'

SUMMARY

QUEUES

AGENTS

SETTINGS

REPORTS

Business Group Wide

Allow simultaneous login to multiple Queues

Agent States ? Enabled

01: Available

02: Wrap-up

03: Lunch

04: Start typing to add another unavailable state.

Queue Test and Turn Up

Use Wrap-Up state

Use a maximum Wrap-Up time ?

Queue status announcement enabled ?

Disposition Codes ? Required

01: Paperwork Complete

02: Client Follow-up

03: Break

04: Lunch

05: End of Shift Paperwork

06: Start typing to add another code.

4.4.1 Simultaneous Login to Multiple Queues

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

To enable or disable simultaneous login to multiple Queues:

- Check or uncheck the box marked Allow simultaneous login to multiple Queues as appropriate.



Business Group Wide


Allow simultaneous login to multiple Queues

4.4.2 Adding New Agent States

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

You should also note that the statistics that are generated for agent states are tracked by the number that they hold in the list, rather than the name given to them. If you move an unavailability reason to another position in the list, the historical statistics will stay associated with the number and will be assigned to any unavailability reason that you put in its place.

If possible, you should avoid changing the position of unavailability reasons in the list to prevent states becoming associated with the wrong historical statistics.



Agent States ? Enabled

01: Available

02: Wrap-up

03: Lunch

04: Start typing to add another unavailable state.

To make changes to your unavailability reasons:

- To add new unavailability reason, type its name into the field labeled Start typing to add another unavailable state at the end of the list.
- To remove a previously added unavailability reason, delete the text and leave the field blank.

Once you have made all your changes, click the **Save** push button in the top right hand corner of the **Settings** page to confirm your changes.

4.4.3 Wrap Up State Settings

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

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

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

You must also decide whether you want to configure a wrap-up timer, so that your Agents can only spend a limited time in wrap-up state. Once the timer expires, the Agent is automatically moved out of wrap-up.

The screenshot displays the configuration page for Queue iACD_CC_TEST. The 'Use Wrap-Up state' checkbox is checked. Below it, 'Use a maximum Wrap-Up time' is also checked, with a 'Maximum Wrap-Up time' input field set to 20. The 'Queue status announcement enabled' checkbox is unchecked. Under the 'Disposition Codes' section, the 'Required' checkbox is checked. Three disposition codes are listed: 'Wrap-up timed out' (highlighted), '01: Paperwork Complete', '02: Client Follow-up', and '03: Break'.

To enable or disable the use of the wrap-up state for a Queue:

- Find your chosen Queue on the Settings page and check or uncheck the box marked Use Wrap-Up state as appropriate.

If you want to use the Wrap-Up timer

- Check the box marked Use a maximum Wrap-Up time
- Enter the time in seconds which agents are able to spend in Wrap-Up state in the input box.
- If you decided that you wanted to add disposition codes to the wrap-up state, type one of your chosen codes into the empty field underneath the Disposition Codes heading. Once you begin typing in the empty field, another field will appear underneath. Enter your second chosen code into this new field, and so on until you have entered all of your chosen codes.
- If you have enabled the Wrap-Up timer, a Wrap-up timeout disposition code will have been pre-configured and will be automatically applied whenever an Agent is moved out of Wrap-Up because the Wrap-Up time expired.
- If you decided that Agents must assign a disposition code to a call before leaving wrap-up state, ensure that the 'Required' checkbox above the list of disposition codes is checked.
- Click the Save pushbutton in the top right hand corner of the Settings page to confirm your changes.

4.4.4 Adding Disposition Codes

You can add up to 30 additional disposition codes per Integrated ACD Premium Queue that can be used by Agents to indicate how a call was resolved. You can also remove any existing disposition codes, apart from the pre-configured Wrap-up timeout disposition code.

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

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

If possible, you should avoid changing the position of disposition codes in the list to prevent codes becoming associated with the wrong historical statistics.

Disposition Codes ? Required

	Wrap-up timed out
01:	Paperwork Complete
02:	Client Follow-up
03:	Break
04:	Lunch
05:	End of Shift Paperwork
06:	Start typing to add another code.

To make changes to your disposition codes:

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

Note: Queue status announcement is currently not supported

4.5 Reports

Reports:

Reports provide a way to visualize call activity more easily than via Raw Call Logs. There are several different report types for analyzing call activity from different angles.

- To view and edit scheduled reports, click the Reports tab.

Report Schedule Manager [Send Feedback](#) [Add a new report](#)

Welcome [redacted],
Your scheduled reports are listed below. Schedule a new report with the button in the top right.

There are no scheduled reports.

- To generate new reports, click the New Report button.

Reports for business group 'FirstcommCORP' [Send Feedback](#) [Save](#) [Cancel](#)

Report Title:

Report Scope: ACD BG

Report Type:

Select Data:

Schedule:

Send to:

Data range

Next Due: **11/04/2019**

Start of day: :

End of day: :

M

T

W

T

F

S

S

- The Calls by Day report shows a summary of the call activity for all queues by day.
- Only calls that arrive via queues will be included, for example outgoing or direct-dialled calls are not displayed.
- Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- All times are in (GMT-5.00) America/Eastern.

Update Report

To schedule reports **one off, daily, weekly, monthly or yearly** click on New Reports:

1. Select "Schedule" – Daily or Weekly.
2. Select "Start of the Day" and "End of the Day" time you want call analytics report.
3. Add "Report Title".
4. Select "Report Scope" – ACD
5. Select "Report type".
6. Select "Data" (if applicable).
7. Add email address of the recipient.
8. Click the "Update Report" button.
9. Hit "Save".

Reports for business group 'FirstcommCORP'

Report Title: ← 3

Report Scope: ACD BG ← 4

Report Type: ← 5

Select Data: ← 6

Schedule: ← 1

Send to: ← 7

Data range ← 2

Next Due: 11/04/2019

Start of day: : ← 2

End of day: : ← 2

← 8

- The All Agents Status Summaries report shows the proportion of time each agent spends in each state.
- Activity outside of the start/end of day and from unselected days of the week is not included in the results.
- All times are in (GMT-5.00) America/Eastern.

MORE QUESTIONS?

If you have any additional questions about setting up voicemail call us at **800-860-2934** or email businesscare@firstcomm.com.

You can access all user guides here:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>