



# Manual: ACD and EAC User's Guide

# Edition 1, October 2015 SW Release 6.1.10 and higher



# **Table of Content**

1 Introduction	. 3
2 Requirements	.3
3 ACD and EAC Capacities	.3
4 Installing the ACD and EAC Feature Keys	.4
5 ACD Configuration	.6
5.1 ACD Queue	6
5.1.1 Creating the ACD Queue	6
5.2 ACD Agents	12
5.2.1 Creating ACD Agent	12
5.3 ACD Status Codes	15
5.4 ACD Wrap-up Codes	16
5.5 ACD Skills	16
5.6 ACD Archive	17
5.7 ACD Archiving Settings	18
6 EAC Web application	. 20
6.1 EAC Configuration	20
6.2 EAC Definitions	21
6.3 EAC Management	23
6.3.1 Main Menu	24
6.3.2 Dashboard	24
6.3.3 Queues	26
6.3.4 Wrap-up Codes	32
6.3.5 Agents	33
6.3.6 Extensions	38
6.3.7 Contacts	38
6.3.8 Chat	39
6.3.9 Reports	41
6.3.10 Settings	42
7 References	. 43



# 1 Introduction

Epygi's Automatic Call Distribution (ACD) feature is a complete solution for today's call centers. ACD Queues receive high-volume inbound calls and distribute them to the available call center agents.

ACD collects information about agents and provides real-time and statistical reports on various performance measurements.

ACD helps administrators and supervisors to create an efficient call management environment for monitoring contact center activities, changing agent statuses, collecting and reporting information about ACD Queues' and agents' activities.

# 2 Requirements

**Epygi's ACD** (herein ACD) solution is composed of the following two licensable features available on all QX IP PBX (herein QX) models:

- The ACD license is a single license to enable the ACD feature for handling inbound call queuing and distributing the calls to the agents.
- The Epygi ACD Console (herein EAC) is a per seat license to enable the Web application used by call center agents, supervisors and administrators for monitoring the queues and agents, watching the call statistics, updating the agents' status, etc. EAC stores and formats the data and produces real-time information and statistical reports on ACD activities. EAC is an annually renewable license. The number of EAC licenses required is determined by the number of ACD Agents and Supervisors that will be connected simultaneously to the system.

Attention: The ACD feature can be used on its own, in cases when the application only requires the automatic call distribution, whereas EAC relies on ACD and works only if ACD is active.

- ACD is available on the following QX models: QX50, QX200 and QX2000.
   Please Note: It is strongly recommended to use an SD memory card when using ACD with or without EAC on QX50/QX200 for expanding the system memory and improving its stability.
- Google Chrome, Mozilla Firefox and Opera are the recommended WEB browsers for using the EAC.
- ACD and EAC are supported by Epygi QX software version 6.1.10 and higher.

# 3 ACD and EAC Capacities

ACD and EAC capacities differs for each particular QX model. Follow the list below to find out the capacity of the QX models.

Model	Simultaneous Calls	Recorded Calls	Number of Parallel Active EAC
0720	12	12	12
QX50	16	4	16
	12	12	12
QX200	30	No recording	30
	30	8	4



Model	Simultaneous Calls	Recorded Calls	Number of Parallel Active EAC
QX2000	300	150	300

Table 1: ACD and EAC capacities

Please Note: These numbers can be achieved if ACD call archiving is on and call records count in the archiving settings is less than 40000 for QX50/QX200 and 500000 for QX2000.

# 4 Installing the ACD and EAC Feature Keys

Feature keys should be purchased to make the ACD and EAC functional on the QX. To purchase a feature key, please contact your distributor and provide them with the serial number of the QX. Optionally, the **Unique ID** displayed on the **Features** page of the QX web management can be used (Figure 1).

🧿 e	epygi						✓Pending Events	Logged In As: Administrator (admin)	Log Out
Q	X200	Overview Basic S	Setup System Security	Licensed Features	Redundancy	Language Pack			
Das	shboard	Feature Keys Free Tria	al						
Setu	up ensions	Features							Help 😽
<ul> <li>Inter</li> <li>Tele</li> <li>Fire</li> </ul>	erfaces ephony ewall	Unique ID: 12-6.1.8-068 + Add	0a10454504848808671541651	6609					
Network	work	Upgrade Name	Additiona	l Features	Status				
Mair	intenance	3PCC	Third Party Call Control		No Key Found				
a wan	internarice	ACD	Automatic Call Distribution		No Key Found				
		Barge-In	Listen, Whisper and Barge-In		No Key Found				
		Redundancy	Support for Two-unit Standb	y Redundant System	No Key Found				
		DCC Pro	Support for Pro-level Deskto	p Communication Consol	e No Key Found				
		DCC Basic	Support for Basic-level Deskt	op Communication Cons	ole No Key Found				
		iQall Toggling	iQall Mobile Toggling for An	droid and iOS	No Key Found				
		IP Phone	Additional IP Phones		No Key Found				
		Automatic Dialer	Support for Automatic Dialer	Application	No Key Found				
		Audio Conferencing	Audio Conference bridge		No Key Found				
		Epygi ACD Console	Support for Epygi ACD Conse	ble	No Key Found				
		Epygi Hotel Console	Support for Epygi Hotel Cons	sole	No Key Found				
		Call Recording	Recording of phone conversa	ations	No Key Found				
		Video Conferencing	Video Conference Bridge		No Key Found				

#### Figure 1: Features page

Install the feature keys as follows:

- 1. Go to the **Features** page and click on the **Add** button (Figure 1).
- 2. Enter the key in the Feature Key text field and click the Save button (Figure 2).



6	epygi		✓Pending Events Logged In As: Administrator (admin) Log Out
	QX200	Overview Basic Setup System Security Licensed Features Redundancy Language P	ack
2	Dashboard	Feature Keys Free Trial	
•	Setup	Feeturee	Help 🔫
	Extensions	Features	
÷.	Interfaces	G Go Back	
C	Telephony	Feature Key: DP3VN6ikaDf0LNFPiL8hb0v0zpJTAXX7iR/bR4uNEpmZWwJRP0s=	
0	Firewall		
Q	Network	Save	
.11	Status		
ac.	Maintenance		



After activation the ACD and EAC features will change their statuses from *No Key Found* to *Activated* and number of supported users respectively (Figure 3).

n epygi						✓Pending Events	Logged In As: Administrator (admin)	Log
QX200	Overview Basic S	etup System Security Lic	ensed Features Red	dundancy	Language Pack			
Dashboard	Feature Keys Free Tria	al						
<ul><li>Setup</li><li>Extensions</li></ul>	Features							Hel
<ul> <li>Interfaces</li> <li>Telephony</li> <li>Firewall</li> </ul>	Unique ID: 12-6.1.8-068	Da104545048488086715416516609						
Network	Upgrade Name	Additional Fea	itures	Status				
.III Status	3PCC	Third Party Call Control		No Key Found				
Maintenance	ACD	Automatic Call Distribution		Activated				
	Barge-In	Listen, Whisper and Barge-In		No Key Found				
	Redundancy	Support for Two-unit Standby Red	dundant System	No Key Found				
	DCC Pro	Support for Pro-level Desktop Cor	mmunication Console	No Key Found				
	DCC Basic	Support for Basic-level Desktop C	ommunication Console	No Key Found				
	iQall Toggling	iQall Mobile Toggling for Android	and iOS	No Key Found				
	IP Phone	Additional IP Phones		No Key Found				
	Automatic Dialer	Support for Automatic Dialer App	lication	No Key Found				
	Audio Conferencing	Audio Conference bridge		No Key Found				
	Epygi ACD Console	Support for Epygi ACD Console		32 users				
	Epygi Hotel Console	Support for Epygi Hotel Console		No Key Found				
	Call Recording	Recording of phone conversations	5	No Key Found				
	Video Conferencing	Video Conference Bridge		No Key Found				

Figure 3: Activated ACD and EAC support

To get more information regarding the activation of licensable features, refer to the <u>Activating Epygi QX</u> <u>Licensable Features</u> document.

The Extensions→ACD menu pages become available right after successful activation of the ACD.



# 5 ACD Configuration

### 5.1 ACD Queue

Basically, an ACD Queue is a QX extension with enhanced capabilities. Therefore, except for regular attributes (extension number, SIP user name, etc.) each ACD Queue is also characterized by agents assigned to the queue, the call queue itself, and the call distribution mechanism, etc.

### 5.1.1 Creating the ACD Queue

Create and configure an ACD Queue as follows:

 Go to the Extensions→ACD Management→ACD Queue page and click the Add button to open the ACD Management – Add Entry page (Figure 4).

🙋 epygi		✓Pending Events	Logged In As: Administrator (admin)	Log Out
QX50	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones			
Dashboard	Queues         Agents         Status Codes         Wrap-up Codes         Skills         Archive         Archiving Settings			
Setup	ACD Management - Add Queue		1	Help 👻
Extensions	Aob Management - Add Qdede			
h- Interfaces	C Go Back			
📞 Telephony	Queue Name: Technical Support			
Firewall				
Network				
Jul Status	Save			
🖋 Maintenance				

Figure 4: ACD Management - Add Entry page

2. Define the queue name and the queue extension in the corresponding fields.

Please Note: All inserted values in this page must be unique.

Please Note: Queue Names Direct Inbound Calls and Direct Outbound Calls have been reserved for making and receiving direct calls.

Recently created ACD Queue will appear in the ACD Queues table (Figure 5).

n epygi					✓Pending Events	Logged In As: Administrator (admin) Log Out
QX50	Overview Extensions Dia	aling Directories Conferences	Recordings Reception	ist ACD /	Authorized Phones	
2 Dashboard	Queues Agents Status Codes	Wrap-up Codes Skills Archive	Archiving Settings			
🛟 Setup						Help 👻
Extensions	ACD Queues					
interfaces	🕇 Add 🕜 Edit 🗎 🛱 Delete					
📞 Telephony	C Queue Name	Extension Number	SIP Address	Agents	Percentage of System Memory	Codecs
Firewall	Technical Support	700	700	no agents	1%	<u>PCMU,</u>
Network						· · · · · · · · · · · · · · · · · · ·
III Status						
🔊 Maintenance						





To adjust or check settings of any queue, select it and click the **Edit** button or simply click on the desired hyperlinked queue name. The opened **ACD Management – Edit Queue** page allows the ACD Queue settings to be changed.

#### **General Settings**

This section allows the following parameters of the ACD Queue extension to be configured:

- To show the extension in the Phone book (Directory) or Extension Directory of the QX, enable the Show on Public Directory checkbox.
- Adjust the **total memory size** assigned to the Queue extension for storing the **Custom Queue messages**.

epygi 🧑		✓Pending Logged In As:     Events Administrator (admin) Log Out
QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones	
Dashboard	Queues         Agents         Status Codes         Wrap-up Codes         Skills         Archive         Archiving Settings	
<ul> <li>Setup</li> <li>Extensions</li> <li>Interfaces</li> </ul>	ACD Management - Edit Queue	Help 👻
<ul> <li>Telephony</li> <li>Firewall</li> <li>Network</li> <li>Status</li> <li>Maintenance</li> </ul>	General Settings     General Settings - Technical Support (700)       SIP Advanced Settings     Queue Name       ACD Queue Settings     Technical Support	
	ACD Agents Percentage of Total Memory 1 %	

Figure 6: ACD Management – Edit Queue – General Settings page

Please Note: The SIP Settings and SIP Advanced Settings configuration settings are the same as for the regular extension (see <u>Administrator's Guide</u>).

#### ACD Queue Settings

This section describes the ACD Queue specific settings (Figure 7):



🕜 epygi		✓Pending Logged In As: Events Administrator (admin) Log Out
QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones	
2 Dashboard	Queues Agents Status Codes Wrap-up Codes Skills Archive Archiving Settings	
Setup	ACD Management - Edit Queue	Help 👻
<ul> <li>Interfaces</li> <li>Telephony</li> </ul>	G Go Back	
<ul><li>Firewall</li><li>Network</li></ul>	General Settings SIP Settings ACD Queue Settings - Technical Support (700)	
Maintenance	SIP Advanced Settings     Max Queue Size:     20       ACD Queue Settings     Agent Ring Timeout:     4     sec	
	ACD Agents Queue Ring Timeout: 25 Call Distribution Type: Round Robin	
	Go To Codec Call Type: Auto Call Type: Auto	
	Settings Skills Redirect Address:	

Figure 7: ACD Management-Edit Queue - ACD Queue Settings page

- Max Queue Size defines the maximum number of calls waiting in the queue. If all positions of the queue size are occupied and a new call arrives, it will be rejected by the ACD Queue.
- Agent Ring Timeout defines the maximum ringing time to a specific agent's phone. If the call is not answered before this timer expires, the system will try to connect the call to another agent in that queue. The agent's status will be changed to Away if the agent doesn't answer within the Agent Ring Timeout.
- Queue Ring Timeout defines the maximum waiting time of the call in the queue (including connection time when the call is extracted from the queue and rings on the agent's phone until it is answered). If the waiting call is not answered by any agent within the defined timeout, then it will be disconnected unless call redirection is enabled as shown on the Figure 7.
- Call Distribution Type allows selecting one of the following options from the drop down list:
  - All Agents Ringing ACD rings the phones of all available agents in the Queue for connecting the call. Right after the first answer, ACD cancels the calls to the other agents (similar to Many Extension Ringing on the QX, see <u>Manual III Extension User's Guide</u>). If no one answers within the predefined Queue Ring Timeout, ACD either disconnects or redirects the call (if redirection is enabled).
  - Round Robin ACD tries to connect an inbound call to the first available agent in the list of agents configured in the Queue. If the agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next agent in the list. Upon reaching the end of the list it starts from the beginning. If the call is not answered and the Queue Ring Timeout has expired, the system either disconnects or redirects the call (if redirection is enabled).
  - Longest Idle ACD will call to the first available agent who was idle the longest since the last answered call. If the agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next available longest idle agent, etc. If the call is not answered by some agent within the Queue Ring Timeout, ACD either disconnects or redirects the call (if redirection is enabled).
  - Less Busy During Last Hour ACD will call to the first available agent who was the least busy during the last hour (in average). If the agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next available least busy agent, etc. If the call is not answered by some agent within the Queue Ring Timeout, ACD either disconnects or redirects the call (if redirection is enabled).



- Random Hunting ACD tries to connect to the first available agent selected randomly from the list of the Queue agents. If the agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next available agent also selected randomly from the list, etc. If the call is not answered by some agent within the Queue Ring Timeout, the system either disconnects or redirects the call (if redirection is enabled).
- Skills ACD tries to connect to the first available agent having the highest composite skills grade in the queue. If the agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next agent with the highest composite skills grade, etc. If the call is not answered within the Queue Ring Timeout, ACD either disconnects or redirects the call (if redirection is enabled).
- Enable Redirect checkbox enables the call redirection to another destination if the call is not answered by the Queue agents within the Queue Ring Timeout (Figure 8). Thus allowing a non-answered call to be answered by someone else out of the Queue.
- Call Type lists the following options available for call redirection:
  - > PBX local calls to QX extensions.
  - SIP calls via SIP.
  - PSTN calls to a legacy telephony network through the onboard FXO ports (available only for QX50 and QX200).
  - > Auto calls to a destination as determined by the Call Routing Table.

🤕 epygi		✓Pending Logged In As: Events Administrator (admin) Log Out
QX200 Dashboard Setup Extensions interfaces	Overview         Extensions         Dialing Directories         Conferences         Recordings         Receptionist         ACD         Authorized Phones           Queues         Agents         Status Codes         Wrap-up Codes         Skills         Archiving Settings           ACD         Management - Edit Queue         Go Back         Version         Version         Version	Help 🔹
<ul> <li>Telephony</li> <li>Firewall</li> <li>Network</li> <li>Status</li> <li>Maintenance</li> </ul>	General Settings     ACD Queue Settings - Technical support (777)       SIP Settings     Max Queue Size:     20       ACD Queue Settings     Agent Ring Timeout:     8       ACD Agents     Queue Ring Timeout:     15	
	Call Distribution Type: Random Hunting  Call Type: Random Hunting Call Type: Auto Call Type: Auto Redirect Address: 711380	
	Call Type: PSTN V Redirect Address: 9726965555	

Figure 8: ACD Management–Edit Queue – ACD Queue Settings page

**Redirect Address** field specifies the new destination address of the call. It might be the address of another ACD Queue, or another destination (like the address of a voice mailbox).

• Enable ZeroOut checkbox enables the ZeroOut feature which allows the caller waiting in the Queue to exit the Queue by dialing 0. After exiting the Queue, the call is being redirected to a new destination specified by Call Type and Redirect Address fields following the ZeroOut checkbox.

Please Note: The Call Type defines the destination address type and Redirect Address defines the specific destination (see <u>Call Type</u> and <u>Redirect Address</u>).



- Customize Queue Scenario settings define custom audio files to be played to callers waiting in the ACD Queue. By selecting this option, the default ACD Queue messages will be replaced by custom messages as described below.
- Custom Queue Messages table lists all custom audio files. Each custom audio file is characterized by the number of repeats and the timeouts between them. The custom audio files are played in the order they are listed in the table. Using Move Up and Move Down functional buttons you can change the file order. The message playback will start with the first audio file in this table and continue in the order the audio files are listed. Upon reaching the last file the playback will start from the beginning.



Figure 9: ACD Management - Edit Queue - ACD Queue Settings page

Attention: Allocate sufficient memory on the <u>General Settings</u> section to be able to upload custom audio file(s) for the selected Queue.

- > Play Count specifies how many times the audio file will be played.
- Timeout indicates the duration of the silence (in seconds) from the end of the previous message playback and beginning of the next playback. For the first playback this timeout equals to the silence duration before starting next one.
- Play Background Music checkbox enables the background streaming to fill the silence periods between the audio playback files. This option requires choosing the Audio Line In (supported on QX50/QX200) or the RTP Channel of the broadcast streaming.

#### ACD Agents

This section is used to add a new agent to the selected ACD Queue or adjust an existing agent's settings (Figure 10).



epygi			ar se		✓Pending Logged In As: Events Administrator (odmin) Le
QX200 Dashboard Setup Extensions	Overview Extension Queues Agents St ACD Manage	ons Dailing Directories Conferences Recordings asus Costes Wras-up Costes Skills Archive Archiving Se ement - Edit Queue	Receptionist ACD Authorized Phones		He
Interfaces Telephony Firewall Network Status	General Settings SIP Settings SIP Advanced Settings	ACD Agents - Technical supp	ort (777)		
Maintenance	ACD Queue Settings ACD Agents	Agent	Wrap-up Off	Allow Receiving Calls Yes	Queue Supervisor No

Figure 10: ACD Management - Edit Queue - ACD Agents page

To add a new agent to the selected queue, click the Add button to enter the Agents Table of Queue – Add Entry page (Figure 11).



Figure 11: Agents Table of Queue – Add Entry page

Agent drop down list presents all previously created ACD Agent(s) available in the ACD Agents table(Figure 14).

- Allow Receiving Calls checkbox enables/disables the call receiving capability of the selected agent within this queue. When this feature is enabled, agent will receive calls if the agent global status is online. If disabled, agent won't receive calls from this queue.
   Please Note: Queue Supervisor or ACD Admin can enable/disable this setting from the EAC application.
- Queue Supervisor allows the selected agent to become a Supervisor within this queue for controlling, managing and reporting the queue activities from the EAC.
- Wrap-up enabled checkbox prevents the ACD Queue from sending new calls to the agent within the wrap-up Timeout after the last answered call. Unlike Do Not Disturb (DND), the agent's status does not change during the Timeout period, which activates automatically every time after finishing the call. The wrap-up time is used, for example, by the agent for updating the customer's records after the call.

New agent added to the queue will appear in the ACD Agents table (Figure 12).



epygi					✓Pending Logged in As Events Administrator (admin			
QX200	Overview Extensi	ons Dialing Directories Conferences Record	Ings Receptionist ACD Authorized Phones					
Dashboard	Queues Agents Sta	atus Codes Wrap-up Codes Skills Archive Archivi	ng Settings					
Setup Extensions	ACD Management - Edit Queue							
Interfaces	O Go Back							
Telephony Firewall Network Status	General Settings SIP Settings SIP Advanced Settings	ACD Agents - Technical su	pport (777)					
Maintenance	ACD Queue Settings	Agent	Wrap-up	Allow Receiving Calls	Queue Supervisor			
	ACD Agents	John Smith	0#	Yes	No			
		Einshath	60 rec	Var	Var			

Figure 12: Agents Table of Queue

# 5.2 ACD Agents

Agent is a call center person responsible for answering calls. Agents are bounded to the QX. To receive the calls, the agent needs to be assigned to one or many ACD Queues. An agent is characterized by the agent name, web and phone authentication credentials, agent global status, skills' levels and phone number.

Please Note: Agent's name must be unique in the system.

#### 5.2.1 Creating ACD Agent

To add a new ACD Agent, go to the Extensions→ACD Management→ACD Agents page, click the Add button to enter the ACD Management – Add Agent page (Figure 13) and configure the following parameters.



🕐 epygi	✓Pending Logged In As: Events Administrator (admin) Log Out
QX200 Overview Extensions	Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones
Dashboard     Queues     Agents     Status	s Codes Wrap-up Codes Skills Archive Archiving Settings
Setup	Help -
Extensions ACD Manager	
h- Interfaces Go Back	
C Telephony Agent	
Name:	James Hunt
Status:	Online •
	Enable ACD Admin
Web Authentication	
Access your ACD accour	it from the web client.
Username:	JamesHunt
Password:	
Confirm Password:	
Phone Authentication	
Access your ACD accour	it with a phone. Enter digits only.
Username:	128
Password:	
Confirm Password:	
Connection	
ACD calls for this agent	will be routed to the following call destination (phone/extension)
Call Type:	PBX -
Calling Address:	128
Wrap up	
Manage wrap-up time fo	or Direct Inbound Calls
J 1 1	🔽 Enable wrap-up
	Timeout 30 sec.
Manage wrap-up time fo	or Direct Outbound Calls
	P Enable wrap-up
	Timenut 60 ser
Skills	
For skills-based routing,	please assign skill levels to this agent.
English:	9 •
Technical Skills:	8 1
Spanish:	No Skill Assigned •
Save	

Figure 13: ACD Management - Add Agent page

- Agent's Name unique identifier of the Agent in ACD and EAC.
- Agent's status defines the Agent's global status. By default, the Status drop down list offers the following options:
  - > Online the agent can receive calls from his/her Queue(s).
  - > Offline the agent cannot receive calls from his/her Queue(s).
  - > Away the agent is temporarily unavailable and cannot receive calls from his/her Queue(s).
  - DND (Do Not Disturb) agent is busy by some activity and cannot receive calls from his/her queue(s). Unlike the Away status, the DND automatically changes to Online when the preconfigured DND timeout expires for the extension (30 minutes by default).

Please Note: The Agent's status is the same in all Queues.



Please Note: In addition to the above listed default statuses the QX's admin can define new status codes that will then appear in the **Status** drop down list (see <u>ACD Status Codes</u>).

• Enable ACD Admin – enables Admin privileges for the selected agent to manage all agents and queues from the EAC.

#### Web Authentication

Web Authentication parameters are used for the Agent's login to the EAC.

- Username Agent's login name for the EAC.
- Password and Confirm Password defined password and its confirmation respectively.

#### **Phone Authentication**

Phone Authentication parameters are used to change the Agent's status from the phone. Calling to the ACD predefined Auto Attendant and successfully passing authentication the agent can change his status by dialing corresponding digits (only the default statuses are available).

- Username Agent's ID for phone authentication.
- Password and Confirm Password defined password and its confirmation.

#### **Connection**

This section defines how ACD calls will be routed to the Agent's phone.

- Call Type lists the following options available for call destination:
  - > PBX local calls to QX extensions.
  - > SIP calls via SIP.
  - PSTN calls to a legacy telephony network through the onboard FXO ports (available only for QX50 and QX200).
  - > Auto calls to destination as determined by the Call Routing Table.

Calling Address defines the Agent's phone number. The format of this field is depends on the Call Type selected from the drop down list above.

#### Wrap-up

- Wrap-up enabled checkbox for **Direct Inbound Calls** forbid ACD Queue(s) sending new calls to the agent within the wrap-up **Timeout** after the last answered call.
- Wrap-up enabled checkbox for **Direct Outbound Calls** forbid ACD Queue(s) sending new calls to the agent within the wrap-up **Timeout** after the last placed call.

Versus DND, the agent's status does not change during Timeout period which activates automatically every time after finishing the call. That period is used, for example, by the agent for updating the customer's records after the call.

Newly added agent will appear in the ACD Agents table (Figure 14).



🜈 epygi									✓Pending Logged In As: Events Administrator (adm	in) Log Out
QX200	Ovi	erview Extens	ions Diali	ng Directories Con	ferences Recordi	ngs Receptio	onist ACD Authorized Phones			
Dashboard	Queu	ies Agents S	tatus Codes	Wrap-up Codes Skills	Archive Archivin	g Settings				
Setup	AC	Hep -								
Extensions	70	D Agents								
interfaces	+ A	dd 🕜 Edit 🗎 🗎 De	elete							
C Telephony	Г	Agent Name	Username	Phone Username	Calling Address	ACD Admin	Wrap-up(Direct Inbound Calls)	Wrap-up(Direct Outbound Calls)	Skills	Status
Firewall		James	james	103	PBX-103	Yes	20 sec	Off	no skill assigned	Online
		Ciara	ciara	104	PBX-104	No	10 sec	30 sec	English-3, French-2, Technical Skills-8, Spanish-3	Online
Maintenance		John	john	105	PBX-105	No	Off	17 sec	no skill assigned	Online
		Melvin	melvin	118	PBX-118	No	Off	Off	English-7, Spanish-10	Online
		James Hunt	jameshunt	128	PBX-128	Yes	30 sec	60 sec	English-10, French-9, Technical Skills-8	Online

Figure 14: ACD Agents page

# 5.3 ACD Status Codes

ACD Status Codes page creates a new status in addition to the default ones (offline, online, away and DND).

To create a new status, go to the Extensions→ACD Management→Status Codes page and click the Add button to open the ACD Management – Add Status page (Figure 15). Input the new status label on the Status field.

🜈 epygi		✓Pending Events	Logged In As: Administrator (admin)	E Log Out
QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones			
Dashboard	Queues         Agents         Status Codes         Wrap-up Codes         Skills         Archive         Archiving Settings			
<ul> <li>Setup</li> <li>Extensions</li> <li>Interfaces</li> </ul>	ACD Management - Add Status			
<ul> <li>Telephony</li> <li>Firewall</li> </ul>	Status Meeting			
Network     Status	Save			
🔑 Maintenance				

Figure 15: ACD Management - Add Status page

Recently created status name will appear in the ACD Status Codes table (Figure 16).

epygi 🥑		✓Pending Events	Logged In As: Administrator (admin) Log
QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones		
Dashboard	Queues Agents Status Codes Winso-up Codes Skills Archive Archiving Settings		
🔅 Setup	ACD Status Codes		
Extensions	ACD Status Codes		
nterfaces	+ Add		
📞 Telephony	Label		
Firewall	Lunch		
Network	Meeting		
III Status			
🔊 Maintenance			



Please Note: The Lunch status code exists by default.



# 5.4 ACD Wrap-up Codes

The Wrap-up Codes are used in the EAC for labeling the calls.

ACD Wrap-up Codes page contains a list of all available wrap-up code labels with the descriptions and assigned queues.

To create a new wrap-up code, go to the Extensions→ACD Management→Wrap-up Codes page and click the Add button to open the Add Wrap-up Code page (Figure 17). Select the Queue to be used with the created wrap-up code from the ACD Queue drop down list. If all queues can use this wrap-up code, then select All Queues. Then input the wrap-up code label, fill in the optional Description field.

🥐 epygi		✓Pending Events	Logged In As: Administrator (admin)	Log Out
QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones			
<ul> <li>Dashboard</li> <li>Setup</li> <li>Extensions</li> <li>Interfaces</li> <li>Telephony</li> <li>Firewali</li> <li>Network</li> <li>Status</li> <li>✓ Maintenance</li> </ul>	Queues:     Agents:     Status: Codes:     Wappup Code:     Statis:     Archive:     Archive:       Add:     Wrappup Code:     Statis:     Archive:     Archive:       Image: Code:     Technical support:     Image: Code:       Labe:     TSS issue			
	Save			

Figure 17: Add Wrap-up code page

## 5.5 ACD Skills

ACD Skills page is only required if incoming calls will be presented to agents using the Skills Based Routing distribution type. The defined skills will then be used to connect callers to the agent that has the best skills to speak with the caller. Agents with similar skill sets should be grouped in similar queues (Figure 13).

ACD Skills page contains a list of all available skills, their descriptions and number of agents having the corresponding skill (Figure 19).

To create a new skill, go to the Extensions→ACD Management→Skills page (Figure 18) and click the Add button to open the ACD Management – Add Skill page. Input the new skill's name and fill the optional Description field.







Recently created skill will appear in the ACD Skills table.

🥐 epygi		✓Pending Events	Logged In As: Administrator (admin) Log Out						
QX200	Overview Extensions Dialing Directories Conference	ces Recordings Receptionist ACD Authorized Phones							
2 Dashboard	Queues Agents Status Codes Wrap-up Codes Skills Ar	chive Archiving Settings							
🔅 Setup									
Extensions	ACD Skills								
h Interfaces	+ Add								
📞 Telephony	□ Name	Description	Usage						
irewall	English Eng	glish language knowledge	3						
Network	French Free	nch language knowledge	2						
III Status	Technical Skills		2						
Je Maintenance	E Spanish Spa	anish language knowledge	2						
	Network Net	twork Support	1						

Figure 19: ACD Skills page

# 5.6 ACD Archive

ACD Archive page shows the Call Details Record (CDR) and Agent Status Record (ASR) archived files and allows to downloaded them in CSV (Comma Separated Value) format.

😧 epygi					✓Pending Lagged in As: Events Administrator (admin) Lag Out
QX200	Ov	erview Extensions Dialing Directories Conferences Recordings Re	ceptionist ACD Authorized Phones		
Dashboard	Que	ues Agents Status Codes Wrap-up Codes Skills Archive Archiving Settings			
<ul> <li>Setup</li> <li>Extensions</li> </ul>	AC	DArchive			~
h- Interfaces	Filte				
📞 Telephony					
Firewall	₿ De	lete			
Network		Archive 🔺	Archive Type	Number of Records	External Backup Status
Jil Status		Total 35		Total 505	
🔎 Maintenance		18-Jun-2015-03-34-53 [_cov_]	Agent Status Record	30	success
		18-Jun-2015-03-34-52 [_cov_]	Call Details Record	40	success
		17-Jun-2015-16-13-11 [_czv_]	Agent Status Record	6	success
		17-Jun-2015-16-13-10 [csv]	Call Details Record	1	success
		17-Jun-2015-16-04-30 [csv.]	Agent Status Record	25	success
		17-Jun-2015-16-04-28 [_csy.]	Call Details Record	81	success
		16-Jun-2015-14-40-09 [cov.]	Agent Status Record	29	success
		16-Jun-2015-14-39-59 [_cov_]	Call Details Record	89	success
		11-Jun-2015-03-02-36 [.cov.]	Agent Status Record	39	success
		11-Jun-2015-03-02-35 [csv]	Call Details Record	18	success
		10-Jun-2015-16-16-44 [cov]	Agent Status Record	22	success

Figure 20: ACD Archive page

Filter button allows searching for the needed archive files by entering some part of the file name (shown in the Archive column of the table).

Delete removes the selected record(s) from the system and Archive table.

The following information about the archived files is available in the Archive table:

- Archive field shows the archived file name which is actually the archiving date and time of the file. The hyperlink imposed on [csv] file extension allows downloading the archived file.
- Archive Type specifies the type of the archived information. The following types are available:
  - Call Detail Records archives the following details of the calls handled by ACD Queues during the archiving period: ACD Queue, Date/Time, Remote Party, ACD Agent, Call Duration (in seconds), assigned Wrap-up Codes, Comments, etc.



- Agents Status Records archives information on how long the agent was in each status for each Queue during the archiving period.
- Number of Records shows the number of records for the CDR or ASR archived files.
- External Backup Status shows the status of the file backup to the external device. The following statuses are available on this page:
  - Success if the archived file has been successfully sent to the external backup device (e-mail address, FTP or TFTP server).
  - Failed if the file failed to be sent to the external backup device (e-mail address, FTP or TFTP server). The Try to send now link will appear next to this status allowing the backup process to be repeated.

# 5.7 ACD Archiving Settings

ACD Archiving Settings page configures the following parameters related to ACD automatic archiving (Figure 21).

🕜 epygi	Language ✓ Pending Logged In As: Language ✓ Events Administrator (admin) Log Out
QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD Authorized Phones
<ul> <li>Dashboard</li> <li>Setup</li> </ul>	Queues Agents Status Codes Wrap-up Codes Skills Archive Archiving Settings
Extensions	ACD Archiving Settings
h Interfaces	Percentage of Total Memory used for Archive 5 🔹 %
Firewall     Network     Status	ACD Archive Structure
Maintenance	C Archive by records count Call Records Count: 1000 -
	Archive by time interval     Time Interval: 1 month
	External Backup of ACD Archive Send archive files to external server: Send and delete from archive - C Send via E-mail E-mail Address smith@gmail.com
	Send to server     Server Name     192.168.1.1     Server Port     21     Path on Server     ACD     Send Method
	User Name Jsmith Password •••••
	Archive Now
	Save

Figure 21: ACD Archiving Settings page

Percentage of Total Memory used for Archive drop down list specifies a percentage of the system memory allocated for archiving.

Please Note: ACD Archiving is disabled since the percentage is set to 0 by default.



Attention: The archived ACD information will be automatically erased from the database and not available in the EAC. No recovery is possible.

#### ACD Archive Structure

This part configures the archiving intervals. Two methods are available:

- Archive by Records Count file is being archived as soon as the number of records specified in the drop down list is collected.
- Archive by Time Interval file is being archived as soon as the timeframe specified in the drop down list is elapsed from the last archiving. If no CDRs were produced during that timeframe, archive file for that period will not be generated.

#### External Backup of ACD Archive

This part configures the backup settings.

Send archive files to external server drop down list allows choosing of the archiving option. The following options are available:

- Do not send the CDRs and ASRs will be archived and kept locally,
- Send and keep locally the CDRs and ASRs will be sent via E-mail or to the server and kept locally,
- Send and delete from archive the CDRs and ASRs will be sent via E-mail or to the server and removed from the archive.

Attention: If the Send and delete from archive option is selected the archived ACD information will be automatically erased from the database and not available in the EAC. No recovery is possible.

The following group of radio buttons allows to choose whether send the archived files by email or via FTP/TFTP to external server:

- Send via E-mail allows sending the archived files by email. If this option is chosen, then the destination email address has to be entered in the E-mail Address field.
- Send to Server allows sending the archived files to an external server. This selection enables the following fields to be filled in:
  - Server Name IP address or host name of the server,
  - Server Port port number of the server,
  - > Path on Server the path on the server to store the archived files,
  - Send Method allows choosing the server type: TFTP or FTP. Specify the authentication User Name and Password in case of the FTP. If these fields are left empty, anonymous authentication will be used.
- Archive Now button manually initiates archiving only for Call Details Records. This archiving method will not remove the records from the EAC database.



# 6 EAC Web application

The EAC is a web application used for monitoring the ACD activities by ACD Agents. The EAC stores and formats the ACD data, producing real-time and statistical reports on the ACD activities as well as creating an efficient management environment for ACD Admins and Supervisors. ACD Supervisors and Admins may change the agent statuses, enable and disable agents in specific queues, collect and report information about ACD Queues' and Agents' activities in the EAC.

Some of the main functions of the **EAC** are as follows:

- Display the number of online agents per ACD Queue.
- Display the number of the answered, abandoned, rejected and queued calls per ACD Queue.
- Display the active calls per ACD Queue and allow the Supervisor/Admin to terminate them.
- Display the statuses of the agents per ACD Queue.
- Change the agent status (controlled by ACD Admin and Queue Supervisor).
- Enable and disable the agents' capability to receive the calls from a specific ACD Queue.
- Display the call summary per ACD Queue and per Agent: the number of answered calls, total and average duration of the calls.
- Display Call Details Records per ACD Queue.
- Display Call Details Records for Direct Inbound and Outbound Calls.
- Display Wrap-up codes assigned to calls and Wrap-up code summary.
- Chat with Agents and keep chat history.
- Display marquee.
- Generate and download statistical reports for queues and agents for predefined time period.
- Make direct outbound calls.
- Receive direct inbound calls.
- Make blind transfer to ACD Agents or other destination numbers.
- Allow the Supervisor/Admin to Barge-In, Listen-In and Whisper all active calls.

# 6.1 EAC Configuration

**EAC** is a licensable feature. To be functional, EAC requires the ACD license to be installed on the QX first. The EAC license is granted for a certain number of active users (Agents, Supervisors or Admins) for a one-year period. After one year the license has to be renewed.

After successful activation of the ACD and EAC licenses, you will be able to navigate to the EAC login page (Figure 22). To do it:

- Or enter the following line <u>http://xxx.xxx.xxx/acd</u> in the address bar of the browser to open the EAC, where xxx.xxx.xxx is the IP address or host name of the QX.



🧓 epygi		Username	Password	Log In Đ
	Epygi ACD Console Version 1.2.20 Please log in.			
	© 2015 Copyright Epygi Technologies, LLC. All Rights Reserved			

Figure 22: EAC – Login page

To log in to the EAC the ACD Agents, Supervisors and Admins will use the defined credentials (web authentication) configured while creating agents on QX (see <u>Creating ACD Agent</u>).

C	epygi	💛 Online Away 🖵 🚢 My	Agent			James <del>-</del>
<b>8</b> (-)	<b>Dashboard</b> Queues	Dashboard		Phone Num	nber	📞 Dial
Ð	Wrap-up Codes	Active Calls				
4	Agents	Calling Phone	Called Phone	Call Duration	Progress	Action
	Extensions		* N	lo Calls *		
=	Contacts					
2	Chat					
<u>dıl</u>	Reports					
•	Settings					



# 6.2 EAC Definitions

#### ACD Agent roles

There are three roles that can be bound to an ACD Agent during configuration on the QX:

- ACD Admin if this role is bound with the ACD Agent then he/she has full permissions to watch and manage all ACD Agents and Queues.
- ACD Queue Supervisor if this role is bound with ACD Agent then he/she has full permissions within the scope of the specified queue(s). The Supervisor can see information related to his queue(s), can



change the statuses of the agents of that queue and can enable or disable the agents' capability to receive the calls from his queue(s).

• ACD Agent – this is the default role of the agent. This role allows the agent to receive the calls from his queue(s), watch and modify information pertaining to him/her.

Please Note: The EAC window content and available actions depend on the roles bound to the agent.

An agent can be a member of one or many queues and receive the calls from them.

#### Agent status

These are the following agent statuses available in the default configuration:

- Online the agent can receive calls from his/her queue(s). Free status is displayed instead of Online in Direct Inbound Calls and Direct Outbound Calls Queues.
- Offline the agent cannot receive calls from his/her queue(s).
- Away the agent is temporarily unavailable and cannot receive calls from his/her queue(s).
- DND (Do Not Disturb) agent is busy by some activity and cannot receive calls from his/her queue(s). Unlike the Away status, the DND automatically changes to Online when the preconfigured DND timeout expires for the extension (30 minutes by default).
- **Busy** agent is currently on the phone. This status cannot be set manually by the user; it is being set automatically by ACD when agent answers the call. If you watch the status of the agent in some queue while he/she is on the call from another queue, then EAC will show Busy (Other) for the agent's status.
- Wrap-up agent is busy with the previous call activity and cannot receive the calls from the queue. Wrap-up period starts immediately after finishing the call and lasts for the wrap-up Timeout configured for each agent in the queue individually.

**Disabled** – a supervisor can put an agent in the Disabled state for one or more queues, preventing the agent from receiving calls from that queue.

**Please Note:** Besides the above mentioned default statuses, the QX administrator may create additional statuses (like **Meeting**, **Lunch**, etc.) reflecting the specific state of the agent. These new states are the equivalent to setting the agent in the **Away** state.

#### **Direct Calls**

Direct calls are those received or placed by an agent bypassing Queues. The **EAC** differentiates the following two **Direct Call** types for **Inbound** and **Outbound** calls:

<u>Direct Inbound Calls</u> – default and the only queue used for receiving direct inbound calls to ACD Agents. Similar to other queues, the **Direct Inbound Calls** queue will group information about inbound call details, call summary, agents who receive the inbound calls, etc.

Calls received by ACD Agents directly from other parties (non-agents) are considered as ACD calls and will also be shown in the **Direct Inbound Calls** statistics.

<u>Direct Outbound Calls</u> – default and the only queue used by all ACD Agents for making outbound calls. Similar to queues for inbound calls, the **Direct Outbound Calls** queue will group information about outbound call details, call summary, agents who made the outbound calls, etc.

Calls made by ACD Agents directly from the phone are considered as ACD calls and will also be shown in the **Direct Outbound Calls** statistics.



#### Call States

The EAC differentiates the following call types for Inbound Queue calls and Direct Calls:

#### For Inbound Queue Calls

- Answered call a call that reached the queue and has been answered by an agent.
- Abandoned call a call that reached the queue but has not been connected to any agent because the calling party hung up.
- Rejected call a call that reached the queue, but has not been answered by any agent because either the Queue Ring Timeout expired or the number of calls waiting in the queue hit the Maximum Queue Size.

#### For Direct Calls

- Answered call a call answered by an agent (Direct Inbound Calls).
- Answered call a call answered by remote party (Direct Outbound Calls).
- Abandoned call not applicable.
- **Rejected calls** not applicable.

### 6.3 EAC Management

The EAC consists of the following configuration pages:

- Main Menu allows for being able to quickly check/change the status of a logged in agent and displays agent related info.
- **Dashboard** displays the active calls of the logged in agent and allows him/her to make an outbound call.
- Queues displays current and statistical information about Inbound and Outbound queues.
- Wrap-up Codes displays user-defined Wrap-up codes, Wrap-up code summary per agent and per queue.
- Agents displays information about all agents, their current status and the length of time the agent is in that state.
- Extensions displays the list of all current QX extensions and attached ACD Agents (if any). The list is used for making outbound calls to those extensions and chatting with the agents and agent groups.
- **Contacts** shows all contacts (names, phone numbers and e-mail addresses) imported from the Phone Book directory of the QX. The list is used for making outbound calls to external parties.
- Chat allows a logged in agent to chat with other agents and agent groups.
- **Reports** allows to generate and download statistical reports for queues and agents for predefined time period.
- Settings allows a logged in agent to view some QX settings and configure the Marquee text.



#### 6.3.1 Main Menu

The **Main Menu** page allows the logged in agent to see his current status as well as being able to quickly change it by clicking on a drop down list (Figure 24).

🙋 epygi	0	Online Away - 🚢 My Agent					James Hunt 🗸
<ul><li>Dashboard</li><li>Queues</li></ul>	Dasł	<ul><li>Away</li><li>DND</li></ul>			Phone Number		📞 Dial
Wrap-up Codes	Active	Offline	Called Phone	Call Duration	n	Progress	Action
<ul><li>Extensions</li><li>Contacts</li></ul>		<ul><li>Lunch</li><li>Meeting</li></ul>	,	No Calls *			
<ul><li>Chat</li><li>Interpretation</li><li>Action of the second second</li></ul>							

Figure 24: EAC – Main Menu

Please Note: All system default and user-defined statuses are available for the agent to choose from (see <u>Creating ACD Agent</u>).

My Agent – shows all information (Status Statistics, Call Summary, etc.) concerning the logged in agent in one click.

#### 6.3.2 Dashboard

**Dashboard** displays information related to the logged in agent and consists of the following two parts:

- Active Calls shows information related to active calls of the logged in agent and for the calls to be handled.
- Dial allows the agent to make outbound calls.

6	epygi	🔗 Online	Away 👻 💄 My Agent					James <del>-</del>
<b>₽</b> ₽ ⊙	<b>Dashboard</b> Queues	Dashboar	ď			Phone Number		📞 Dial
	Wrap-up Codes Agents	Calling Phone	Called Phone	Call Duration	Progress		Action	
	Extensions	12146355882	"Technical Support" 700	00:00:25 (a few seconds ago)	Connecting (Local)	End Call		
	Contacts	Showing 1 active	call.					
2	Chat							
hil	Reports							
\$	Settings							

Figure 25: EAC – Dashboard – Inbound Call

For example, Figure 25 shows an inbound call from a remote party at 12146355882. The call has been waiting in the **Technical Support** queue, ringing the queue agents' phones, but is not yet answered. In the current state the **End Call** action is only available for the logged in agent for terminating the call if the Admin or Supervisor roles are bound to that agent.



C	epygi	Online	Away 👻 🛔 My Agent						James <del>-</del>
<b>₽</b> ₽ ⊙	<b>Dashboard</b> Queues	Dashboar	d			Phone Nu	mber		Se Dial
	Wrap-up Codes Agents	Calling Phone	Called Phone	Call Duration	Progress		ŀ	Action	
	Extensions	12146355882	"Technical Support" 700	00:00:24 (a few seconds ago)	In Call	End Call	Transfer	Phone Number	
1	Contacts	Obsuring 4 setius	cell			× .	t		
Q	Chat	Showing Tactive	can.						
лı	Reports								
٥	Settings								



As soon as the call is answered by the logged in agent, the new action appears on the screen for making blind transfer (Figure 26). To make the transfer:

In the **"Phone Number..."** dial box, enter the number you want to transfer the call to and press the **Transfer** button. The current call will be transferred and erased from the **Dashboard**.

**Dial** button – allows the agent to make an outbound call by simply entering a destination number in the "**Phone Number...**" dial box and pressing the **Dial** button. Once the **Dial** button is pressed, the agent's phone starts ringing. Upon answering that call the QX will automatically connect it to the entered destination number (Figure 27).

Please Note: Only the agents located on a PBX extension are allowed to make the Direct Outbound Calls via EAC (see <u>Creating ACD Agent</u>).

C	epygi	🤣 Online	Away 👻 🛔	My Agent				James <del>-</del>
<b>₽</b> ₽ ⊙	<b>Dashboard</b> Oueues	Dashboar	d			Phone Number	r	<b>C</b> Dial
	Wrap-up Codes	Active Calls						
	Agents	Calling Phone	Called Phone	Call Duration	Progress		Action	
	Extensions	"James" 103	12146355882	00:00:23 (a few seconds ago)	Connecting (Remote)	End Call		
	Contacts					<u> </u>		
2	Chat	Showing 1 active	call.					
dil	Reports							
¢	Settings							

Figure 27: EAC – Dashboard – Establishing outbound call

**Please Note:** The QX handles the outbound calls initiated by the EAC. Therefore, the entered destination phone numbers must comply with the call routing rules specified in the **Call Routing Table** of the QX.

The call **Transfer** becomes available right after the remote party answers the call (Figure 28).



6	epygi	Online /	Away 👻 🛔 My A	lgent					James <del>-</del>
<b>₽</b> ₽ ⊙	<b>Dashboard</b> Queues	Dashboard				Phone N	umber		Se Dial
	Wrap-up Codes	Active Calls							
	Agents	Calling Phone	Called Phone	Call Duration	Progress		F	ction	
	Extensions	"James" 103	12146355882	00:00:28 (a few seconds ago)	In Call	End Call	Transfer	Phone Number	
=	Contacts					\			
2	Chat	Showing <b>1</b> active ca	all.						
hil	Reports								
•	Settings								



#### 6.3.3 Queues

The **Queues** page displays all user-defined Inbound queues as well as the **Direct Calls**. All agents by default are members of the **Direct Inbound** and **Outbound Calls**, regardless of their membership in the other queues.

The Queues table contains the following information about each queue: number of online agents of the queue, current number of queued and answered calls (Figure 29). **Membership** column shows the membership status of the logged in agent in each queue.

Dashboard	Direct Calls					
Queues	Name			Active Calls	3	
Agents	Direct Outbound Ca	lls		3		
Extensions	Direct Inbound Call	S		1		
Contacts	Queues				Q Search Queu	es
Reports	Queue Name	Extension Number	Membership	Agents Online	Queued Calls	Answered Calls
Settings		770	Supervisor	<u>5</u>	1	3
		700	Member	<u>4</u>	0	2

Figure 29: EAC – Queues

To access the Queue Statistics, press the hyperlinked **Queue Name**. Detailed information about each queue is accessible only for ACD Admin(s) and Queue Supervisor(s).

Please Note: Detailed information about the Direct Inbound and Outbound Calls is accessible only for ACD Admin(s).

Queue Statistics consists of the following pages:

- Queue Summary
- Agents
- Live Calls
- Call Summary
- Call Details
- Wrap-up Codes Summary



#### Queue Summary

**Queue Summary** page displays the following information for the selected timeframe (Figure 30):

- Totals total number of calls (answered, abandoned or rejected) received in the queue:
  - > Wait Time total waiting time of the calls in the queue.
  - Wait (Average) average waiting time of the calls in the queue.
  - Max Wait maximum waiting time of the calls in the queue.
- Answered total number of calls answered by the queue agents:
  - > Duration total duration of all answered calls.
  - > Duration (Average) average duration of answered calls.
  - > Max Duration maximum duration of answered call.
- Abandoned total number of abandoned calls:
  - > Wait Time total wait duration for all calls before being abandoned.
  - Wait (Average) average waiting time for all calls before being abandoned.
- **Rejected** total number of unanswered calls by queue' agents for the reason that either the **Queue Ring Timeout** has expired or the number of calls waiting in the queue reached the **Max Queue Size**:
  - Overflow the total number of calls that could not enter the queue because it was full with calls already waiting in the queue (Max Queue Size of calls waiting in the queue).
  - Timeout the total number of calls received by the queue and not answered within the ringing timeout (Queue Ring Timeout).

Queues	Queue Stati	stics: Tec	hnical Support	(#700)						
Wrap-up Codes			1							
Extensions		Queue	d Calls			Answei	red Calls			
Contacts	Queue Summary	Agents	Live Calls Call Summ	ary Call D	etails Wrap-up Co	odes Summary				
Chat				_						
Reports				Tue:	09/01/2015	to Wed: 09/30/	2015	Last Month -		
Settings	Totals		Answered		Abandoned		Rejected			
	31 Total Ca	ls	22 Answered Ca	lls	5 Abandone	d Calls	Re	4 jected Calls		
	Wait Time:	00:02:38	Duration:	00:05:54	Wait Time:	00:00:13	Overflow:			
	Wait (Average):	00:00:05	Duration (Average):	00:00:16	Wait (Average):	00:00:02	Timeout:			

Figure 30: EAC – Queue Statistics – Queue Summary

Please Note: The displayed information concerning Direct Calls should be interpreted differently (see <u>EAC</u> <u>Definitions</u>).



#### Agents

Agents page displays the following information (Figure 31):

- Agent shows the list of all agents assigned to a queue.
- Status shows the current status of an agent.
- Status Time shows the time that has passed since the beginning of the displayed status.
- Allow Receiving Calls shows the call receiving capability of an agent within this queue. When this setting is on the right (Green) then the agent will receive the calls if his/her status is Online. If the setting is on the left (Red) then the agent won't receive calls within this queue.

Please Note: Only the Queue Supervisor or ACD Admin can enable/disable this setting.

• Queue Supervisor – shows whether the corresponding agent has the Queue Supervisor permissions or not.

C	epygi	🖌 Online Aw	/ay 👻 🛔 M	/ly Agent			James <del>-</del>
æ ⊕	Dashboard	Queue Statis	stics: Te	chnical Support (#7	00)		
	Wrap-up Codes Agents		Que	O ued Calls		O Answered C	calls
	Extensions Contacts Chat	Queue Summary	Agents	Live Calls Call Summary	Call Details	s Wrap-up Codes Summary	
lili A	Reports	Showing 4 agents in Agent	Fechnical Sup Status	port. Status Time		Allow Receiving Calls	Queue Supervisor
346	Settings	Lames	Online -	00:02:29 (2 minutes ago)			×
		Liara	Away 👻	00:00:09 (a few seconds ago)			×
		Lohn	Online -	25:43:37 (a day ago)			×
		Letter Melvin	Offline 🔻	00:00:12 (a few seconds ago)			×

Figure 31: EAC – Queue Statistics – Agents

Please Note: The Direct Calls don't have a Queue Supervisor.

#### Live Calls

Live Calls page displays the currently queued and answered calls within the selected queue (Figure 32).

Please Note: Only the answered calls are displayed in the Live Calls page for the Direct Inbound and Outbound Calls (Figure 33).

As soon as the call is initiated or answered by the logged in agent, the new actions appear on the screen to allow **Barge-In**, Listen-In and Whisper (Figure 32 and Figure 33).

**Barge-In** button – allows the Supervisor/Admin to Barge-In the selected active call. Once the **Barge-In** button is pressed, the phone starts ringing. Upon answering that call the Supervisor/Admin will automatically barge-In the active call.

Listen-In button – allows the Supervisor/Admin to listen the selected active call. Once the Listen-In button is pressed, the phone starts ringing. Upon answering that call the Supervisor/Admin will automatically listen the active call.



Whisper button – allows the Supervisor/Admin to whisper the agent who initiated or answered the selected active call. Once the Whisper button is pressed, the phone starts ringing. Upon answering that call the Supervisor/Admin will automatically be connected to the active call and whisper the agent.

**Please Note**: To allow Barge-In, Listen-In and Whisper the active calls initiated or answered by agents, define a list of extensions that are capable to Barge-In, Listen-In and Whisper the current extension calls and to define the appropriate permissions from QX GUI.

C	epygi	Online Away	👻 💄 My Age	ent		James <del>-</del>
<b>@</b>	Dashboard	Queue Statisti	cs: Techr	nical Support (#700	)	
Θ	Queues					
Ø	Wrap-up Codes		1			1
	Agents		Queued C	Calls		
	Extensions					
	Contacts	Queue Summary	Agents Live	e Calls Call Summary Ca	all Details W	/rap-up Codes Summary
	Chat	Showing 2 Calls in Techn	ical Support.			
	Reports	Remote party	Status	Call Duration	Agent	Action
\$	Settings	12146378617	Answered	00:01:39 (2 minutes ago)	James	End Call Barge-In Listen-In Whisper
		12146355882	Queued	00:01:05 (a minute ago)	n/a	End Call

Figure 32: EAC – Queue Statistics – Live Calls for Queue

Dashboard	Direct Calls Str	atistics: Diroc	t Outbound	Calle						
Queues	Direct Gails Sta	austics. Direc		Galls						
Wrap-up Codes				2						
Agents				Active Calls						
Extensions										
Contacts	Queue Summary	Agents Live Calls	Call Summary	Call Details	Wrap-up Codes Sum	mary				
Chat	Showing 2 Calls in Direct Outbound Calls.									
<u>r</u> Reports	Remote party	Call [	Duration	Agent	Action					
Settings	11380	00:00:36 (a few sec	onds ago)	James	End Call	Barge-In	Listen-In	Whisper		
	11105	00:00:10 (a few sec	onds ago)	Ciara	End Call	Barge-In	Listen-In	Whisper		
						1	1	R		

Figure 33: EAC - Direct Calls Statistics - Live Calls for Direct Outbound Calls

#### Call Summary

**Call Summary** page shows the number of answered calls, the total and average duration of calls for each agent of the queue within the selected timeframe (Figure 34).



Dashboard	Queue Statis	tics: T	echnical Sup	oport (#70	) (OC					
Queues     Wrap-up Codes			0					0		
Agents Extensions		Q	ueued Calls		Answered Calls					
Contacts	Queue Summary	Agents	Live Calls Ca	all Summary	Call Details	Wrap-up C	odes Sumn	nary		
Chat Reports					Tue: 09/01	/2015	to Wed:	09/30/2015	Last Month -	
Settings	Agent	•	Answer	red		Duration		Dur	ation (Avg)	
	Ciara		10			00:01:49		(	00:00:10	
	James		5			00:01:03		0	00:00:12	
	John		7			00:03:02		00:00:26		
	Total		22			00:05:54		0	00:00:49	

Figure 34: EAC – Queue Statistics – Call Summary for Queue

For **Direct Calls** the **Call Summary** page also shows the number of calls, their total and average duration for each agent within the selected timeframe (Figure 35).

Dashboard	Direct Calls Statis	tics: Direct	Inbound C	Calls						
Queues										
Wrap-up Codes					$\cap$					
Agents				A	ctive Calls					
Extensions										
Contacts	Queue Summary Agent	s Live Calls	Call Summary	Ca	all Details	Wrap-up	Codes S	ummary		
Chat										
I Reports				Sat:	10/10/2015		to Sat:	10/17/2015	Custom Range -	
Settings	Agent	An	iswered			Duration			Duration (Avg)	
	Ciara		17			00:05:13			00:00:18	
	James		16			00:01:51			00:00:06	
	Total		33			00:07:04			00:00:25	

Figure 35: EAC – Direct Calls Statistics – Call Summary for Direct Inbound Calls

#### Call Details

**Call Details** page displays the call history for the queue within the specified timeframe (Figure 36). ACD Admin(s) and Queue Supervisor(s) may label the calls by wrap-up codes and leave textual comments.

The Call Details table contains the following call related information:

- Type call state type (answered (♥), abandoned (♥) or rejected (♥)).
- Agent the queue agent name who answered the call.
- **Date/Time** call start date/time.



- Remote Party caller ID of the calling party and the call type (SIP, PSTN or PBX).
- **Duration** call duration.
- Close Reason call close reason (closed by Agent/Caller, Abandoned, Timed Out and Transferred).
- Wrap-up Code shows the wrap-up label (code) attached to the call.
- Comment shows the comment left on the call (during wrap-up processing).

C	epygi	⊘	Online	Away 👻 🛔 My Agent					James		
æ ⊛	Dashboard <b>Queues</b>	Que	ue Sta	tistics: Technic	al Support (#700)						
	Wrap-up Codes Agents			Queued Calls		O Answered Calls					
	Contacts	Queu	e Summary	Agents Live Ca	lls Call Summary Call De	etails V	/rap-up Codes Sun	nmary			
	Chat Reports					Fri: 10/16/2	2015 to	Fri: 10/16/2015	Today 👻 🧲		
\$	Settings	Type Agent Date / Time			Remote Party	Duration	Close Reason	Wrap-up Code	Comment		
		٥	James	2015-10-16 3:07:05 pm 11 minutes ago	74133104@192.168.0.209 [SIP]	00:00:37	Closed by Caller	🗷 not set	☑ not set		
		٥	no agent	2015-10-16 2:51:20 pm 27 minutes ago	74133104@192.168.0.209 [SIP]	00:00:00	Timed Out	C not set	☑ not set		
		٢	no agent	2015-10-16 2:47:15 pm 31 minutes ago	11387@192.168.0.209 [SIP]	00:00:00	Closed by Caller	Call back	☑ not set		
		٥	Ciara	2015-10-16 2:36:03 pm 42 minutes ago	74133104@192.168.0.209 [SIP]	00:00:24	Closed by Caller	☑ not set	𝕝 not set		
		٢	no agent	2015-10-16 2:34:36 pm 43 minutes ago	74133104@192.168.0.209 [SIP]	00:00:00	Closed by Caller	☑ not set	☑ not set		
		٥	James	2015-10-16 2:33:10 pm an hour ago	74133104@192.168.0.209 [SIP]	00:00:37	Closed by Caller	I not set	☑ not set		

Figure 36: EAC – Queue Statistics – Call Details

Please Note: Calls labelled by the ACD Admin(s) and Queue Supervisor(s) will be attached to the agent (answering the call) in the Wrap-up Codes Summary page.

#### Wrap-up Codes Summary

Wrap-up Codes Summary displays the summary of the Wrap-up codes used for labeling the calls by agent within the selected timeframe (Figure 37). The Agent column will be empty if the call has been rejected or abandoned.



C	epygi	💛 Online Away 👻	🛓 My Agent						Jame	es 🕶
<i>€</i> 20 ⊙	Dashboard <b>Queues</b>	Queue Statistics:	Fechnical	Support (#7	00)					
	Wrap-up Codes Agents		Queued Calls				Ansv	O vered Calls		
	Contacts	Queue Summary Agents	Live Calls	Call Summary	Call Details	Wrap-up Co	odes Summary			
htt	Reports				Tue: 09/01/2	015	to Wed: 09/3	80/2015	Last Month -	2
•	Settings	Agent	•		Label			Cou	nt	
		Ciara		Urgent cases				1		
		James		Testing				1		
_								Generated Fri, O	ct 16th, 2015 (3:2	?6 pm)

Figure 37: EAC – Queue Statistics – Wrap-up Codes Summary

Detailed information on each **Wrap-up code** label is accessible only for the ACD Admin(s) and Queue Supervisor(s). Press the hyperlinked **Label** to access the **Wrap-up Code Statistics**.

Please Note: Detailed information on the Direct Calls Wrap-up codes is accessible only to the ACD Admin(s).

#### 6.3.4 Wrap-up Codes

**Wrap-up Codes** page displays all Wrap-up code labels, their descriptions and assigned queues (Figure 38). Detailed information for each Wrap-up code label is accessible only to the ACD Admin(s) and Queue Supervisor(s). Press the hyperlinked **Label** to access the **Wrap-up Code Statistics**.

Dashboard	Wrap-up Codes		Q Search Wrap-up Codes
Queues			
👌 Wrap-up Codes	Label	Description	Queue
. A	Direct		Direct Outbound Calls
Agents	Directin		Direct Inbound Calls
Extensions	Service Evaluation		Customer Care
Contacts	Testing	For testing purposes	all queues
Chat	Urgent cases		Technical Support
🎐 Chat	Urgent cases		Technical Support

Figure 38: EAC – Wrap-up Codes

Wrap-up Codes Statistics consists of two sections:

- Queue Summary shows the number of calls that have been assigned with the selected Wrap-up Code label in each queue within the predefined timeframe (Figure 39).
- Agent Summary shows the number of calls that have been assigned with the selected Wrap-up Code label by agent(s) within the predefined timeframe (Figure 40).



6	epygi	🤣 Online Awa	ay 👻 💄 My Agent				James -	-
₽£ ⊙ ₽	Dashboard Queues <b>Wrap-up Codes</b>	Wrap-up Co Queue Summary	de Statistics: Agent Summary	Testing				
<b>.</b>	Agents Extensions				Tue: 09/01/2015	to Wed: 09/30/2015	Last Month - 2	3
	Contacts			Queue		С	ount	
2	Chat	Direct Outbound Call	s				4	
dil	Reports	Direct Inbound Calls					3	
ø	Settings	Technical Support					1	
		Customer Care					1	
						Generated	Fri, Oct 16th, 2015 (3:35 pi	om)



C	epygi	💛 Online Awa	ay 👻 🚢 My Agent				Jame	es <del>-</del>
æ ⊕	Dashboard Queues	Wrap-up Co	de Statistics	: Testing				
	Wrap-up Codes	Queue Summary	Agent Summary					
2	Agents			Tue:	09/01/2015 to Wed:	09/30/2015	Last Month -	C
	Extensions							
	Contacts		Agent	*		Count		
2	Chat	Ciara				5		
ht	Reports	James				1		
-0	Settings	John				3		
						Generated Fr	i, Oct 16th, 2015 (3:3	6 pm)

Figure 40: EAC – Wrap-up Codes Statistics – Agent Summary

Please Note: Queue Supervisor is able to access the Wrap-up codes' detailed information if the wrap-up codes are assigned to All Queues or to those where the supervisor is a member of. Wrap-up codes assigned to the Direct Calls are only accessible to the ACD Admin(s).

#### 6.3.5 Agents

Agents page shows the following info (Figure 41):

- Agent the list of names of all agents created on the QX (see Creating ACD Agent),
- Status the agent's current status,
- Status Time the length of time the agent has been in the current status,
- Action pressing button in this column allows the logged in agent to chat with other agents (see Chat).



C	epygi	🤣 Online Aw	ay 👻 🛓 My Agent				James <del>-</del>
€£ ⊙	Dashboard Queues Wrap-up Codes	Agents	00		Q	Search Agents	
4	Agents	Agent <sup>*</sup>	Status	Status Ti	ime		Action
	Extensions	Liara	Lunch 👻	00:00:09 (a few seconds ago)			Chat
	Contacts	∎ James	Online 👻	00:30:43 (31 minutes ago)			Chat
	Chat	Lames Hunt	Online 👻	26:31:56 (a day ago)			Chat
dil	Reports	<u>å John</u>	Away 👻	00:40:29 (40 minutes ago)			Chat
¢	Settings	<u> Melvin</u>	Offline 👻	00:48:31 (an hour ago)			Chat
		Displaying 5 of 5		Show 20 • items.	÷	Previous Page	1 of 1 Next >

Figure 41: EAC – Agents

Press the hyperlinked agent name to access the **Agent Statistics** page. Detailed information on each agent is accessible only for the ACD Admin and Queue Supervisor.

Agent Statistics consists of the following pages:

- Status Statistics
- Call Summary
- Call Details
- Wrap-up Codes Summary

#### **Status Statistics**

**Status Statistics** shows how long the agent was in each of his states during the specified timeframe. This information is shown in the form of separate sector graph for each queue (Figure 42).



👉 epygi	Online Away → ▲ My Agent			James •
🚳 Dashboard	Agent Statistics: James			
<ul> <li>Queues</li> </ul>	Agent Otalistics. James			
📦 Wrap-up Code	es Online			
💄 Agents	00:19:54 (20 minutes ago)			
Extensions				
Contacts	Status Statistics Call Summary Call Det	ails Wrap-up Codes Summary		
🗩 Chat				
Reports		Thu: 10/01/2015	to Sat: 10/31/2015	This Month 👻 💈
Settings	Direct Outbound Calls			
- Octango		Status	Duration	Percent
		E Free	143:13:32	68.64%
		Offline	00:00:05	0%
		Busy	00:25:49	0.21%
		Away	00:13:34	0.11%
		Busy (Other)	64:45:48	31.04%
		Lunch	00:01:10	0.01%
		Total	208:39:58	100%
	Direct Inbound Calls			
		Status	Duration	Percent
		E Free	143:09:08	68.6%
		Offline	00:00:05	0%
		Busy	64:34:31	30.95%
		Away	00:13:34	0.11%
		Busy (Other)	00:37:02	0.3%
		Wrap-up	00:04:28	0.04%
		Total	00:01:10	100%
		Total	206.39.36	100%
	Technical Support	Status	Duration	Percent
		Online	143:13:32	68.64%
		Offline	00:00:05	0%
		Busy	00:12:04	0.1%
		Away	00:13:34	0.11%
		Busy (Other)	64:59:33	31.15%
		Lunch	00:01:10	0.01%
		Total	208:39:58	100%
	Customer Care	Conline Coffline Busy	Duration 143:13:32 00:00:05 00:01:03	Percent 68.64% 0% 0.01%
		Away	00:13:34	0.11%
		Busy (Other)	65:10:34	31.23%
		Lunch	00:01:10	0.01%
		Total	208:39:58	100%
		Total	208:39:58 Generated Thu, C	100% Oct 29th, 2015 (3:22 j

Figure 42: EAC – Agents Statistics – Status Summary



#### Call Summary

**Call Summary** displays the total number of calls handled by the agent, total and average duration of those calls for a specific queue and within a selected timeframe (Figure 43).

Dashboard	Agent Statistics: James				
Queues					
Wrap-up Codes	Online				
Agents	00:35:04 (35 minutes ago	)			
Extensions					
Contacts	Status Statistics Call Summary C	all Details Wrap	o-up Codes Summary		
👤 Chat			-		
III Reports			Tue: 09/01/2015	to Wed: 09/30/2015	Last Month -
Settings	Queue	Called	Answered	Duration	Duration (Avg)
	Customer Care	1	1	00:00:01	00:00:01
	Direct Inbound Calls	43	43	00:04:43	00:00:06
	Direct Outbound Calls	34	34	00:01:33	00:00:02
	Technical Support	5	5	00:01:03	00:00:12
	Total	83	83	00.07.20	00.00.22

Figure 43: EAC – Agents Statistics – Call Summary

#### Call Details

**Call Details** page displays the call records for all answered and outbound calls within the selected timeframe (Figure 44). Agent may label the calls and leave comments for each call.

The Call Details table includes the following call related info:

- Type call completion type (answered (<sup>(</sup>)), abandoned (<sup>(</sup>)) or rejected (<sup>(</sup>)).
- Date/Time call start time.
- Remote Party Caller ID of the calling party and call type (SIP, PSTN or PBX).
- **Duration** the call duration.
- Close Reason call's close reason (Closed by Agent/Caller, Abandoned, Timed Out and Transferred).
- Wrap-up Code wrap-up label attached to the call.
- **Comment** the comment left for the call by the agent.



	170			_ ,					
23a ⊙	Dashboard Queues	Ager	nt Statistics: Ja	ames	-				
Ð	Wrap-up Codes		Onli	ne					
	Agents		00:02:22 (2 m	inutes ago)					
)	Extensions								
	Contacts	Statu	s Statistics Call Sur	nmary Call Details	Wrap-up Codes Summary				
2	Chat				Thur 10/00/	015	to Thuy 10/0	0/0015	Today
ıl	Reports				Thu. 10/29/2	:015	to mu. 10/2	9/2013	Today +
×	Settings	Туре	Queue	Date / Time	Remote Party	Duration	Close Reason	Wrap-up Code	Comment
		O	Direct Inbound Calls	2015-10-29 3:03:19 pm a minute ago	11380@192.168.0.209 [SIP]	00:00:02	Closed by Agent	🗷 not set	🗷 not set
		Θ	Direct Outbound Calls	2015-10-29 2:49:03 pm 16 minutes ago	12146355882	00:00:08	Closed by Caller	🗷 not set	🕑 not set
		O	Technical Support	2015-10-29 2:45:57 pm 19 minutes ago	101@192.168.74.40 [SIP]	00:02:01	Closed by Caller	☑ not set	I not set
		٥	Technical Support	2015-10-29 2:09:38 pm an hour ago	11380@192.168.0.209 [SIP]	00:00:08	Transferred	☑ not set	☑ not set
		٥	Technical Support	2015-10-29 1:54:22 pm an hour ago	11380@192.168.0.209 [SIP]	00:00:08	Transferred	I not set	🗷 not set
		0	Direct Outbound Calls	2015-10-29 11:25:49 am	12146378617	00:00:04	Closed by Agent	I not set	🗷 not set

Figure 44: EAC – Agents Statistics – Call Details

#### Wrap-up Codes Summary

Wrap-up Codes Summary displays the Wrap-up codes summary used by the agent to label calls within the selected timeframe (Figure 45).

6	epygi	✓ Online Away   ▲ My Agent				Jame	əs <del>-</del>
<b>8</b> 20 ()	Dashboard	Agent Statistics: James					
Ð	Wrap-up Codes	Online					
<b>4</b>	Agents	00:42:56 (43 minutes ago)					
	Extensions						
	Contacts	Status Statistics Call Summary Call Details	Wrap-up Codes Summa	ary			
•	Chat		-			Last Marsh	~
<u>dıl</u>	Reports		Tue: 09/01,	/2015 to Wed:	09/30/2015	Last Month -	i
•	Settings	Queue		Label		Count	
		Direct Outbound Calls	Dire	<u>ect</u>		1	
		Technical Support	Test	ting		1	
					Generated Fri,	Oct 16th, 2015 (3:5)	0 pm)

Figure 45: EAC Queue Statistics – Wrap-up Codes Summary

Press the hyperlinked Label to access the Wrap-up Codes Summery page. Detailed information regarding each Wrap-up code label is accessible only for the ACD Admin(s) and Queue Supervisor(s).

Please Note: Detailed information on the Direct Calls' Wrap-up codes is accessible for the ACD Admin only.



#### 6.3.6 Extensions

**Extensions** page displays all user extensions on the QX. ACD Agents attached to extensions will be shown in the **Agent** column (Figure 46).

The Extensions table includes the following info:

- **Display Name** shows the display name of an extension configured on the QX.
- Extension Number shows the corresponding extension numbers.
- Agents shows the names of the agents bound to the extensions.
- Actions allows the logged in agent to chat with other agents and call to extensions.

Press the **Call** button to place a call to the desired extension. Once the **Call** button is pressed, the agent's phone will start ringing. The QX will automatically dial the destination extension number right after the call has been picked up by the calling agent.

Please Note: These calls will be registered as outbound calls and displayed in the Direct Outbound Calls' call details as well as in the agent's call details.

🕜 epygi	😽 Online A	Away 👻 🚢 My Age	ent		James <del>-</del>
Dashboard     Oueues	Extensions			Q Search Ex	tensions
Wrap-up Codes	Display Name	Extension Number	Agent	Acti	ons
Agents	Extension 101	101	no agent	Chat	Call
Extensions	Extension 102	102	no agent	Chat	Call
Contacts	James McWoy	103	James	n	la
🜪 Chat	Kevin Nolan	104	Ciara	Chat	Call
III Reports	John Walker	105	John	Chat	Call
Settings	Mery Stuart	106	no agent	Chat	Call
	John Kirakosyan	107	no agent	Chat	Call
	Mery Zinger	108	no agent	Chat	Call
	Ext.109	109	no agent	Chat	Call
	Ext.110	110	no agent	Chat	Call
	Thiery Lazure	111	no agent	Chat	Call
	Malena	112	no agent	Chat	Call
	John Gold	113	Gold	Chat	Call
	Garry Poghosyan	114	no agent	Chat	Call
	Extension 115	115	no agent	Chat	Call

Figure 46: EAC – Extensions

### 6.3.7 Contacts

Contacts displays all contacts imported from the Phone Book Directory of the QX.

Please refer to the <u>Dialing Directories on the Epygi QX IP PBX Guide</u> to get more information on configuration of contacts on the QX.

Contacts table shows the following info (Figure 47).

- First Name contact's first name.
- Last Name contact's last name.
- Office Number –office number.
- Mobile Number mobile number.



- Other Number other number.
- E-mail e-mail address.

**Contacts** page allows an agent to call the contact by pressing the **Call to Number** button. Once the **Call to** button is pressed, the agent's phone starts ringing. As soon as the agent picks up the phone, the QX automatically dials the selected contact's number.

Please Note: These calls will be registered as outbound calls and be displayed in the Direct Outbound Calls' call details as well as in the agent's call details.

Pressing the E-mail link will open the default mail application on the agent's PC to send an E-mail.

Dashboard	Contacts				Q Search C	ontacts
Queues	First Name	Last Name	Office Number	Mobile Number	Other Number	E-mail
A seasts	Amalia	Rodriguez	Call to 81207050			
Agents	Angela	Davis	Call to 8074503004		Call to 209820	
/ Extensions	David	Smith	Call to 8074503002			Dsmith@gmail.com
	Mario	Cavalcanti	Call to 81207051	Call to 9091231168		mario@yahoo.com
	Mikael	Keaton	Call to 7113800	Call to 9091250250	Call to 104	
Reports	Pedro	Suarez			Call to 711388	P Suarez@outlook.com

Figure 47: EAC - Contacts

### 6.3.8 Chat

Chat opens an instant messaging dialogue session for agents to be able to quickly chat with other agents while on an ACD call.

To create a chat with an agent, select an agent from the Agents drop down list (Figure 48).

C	epygi	🤣 Online Away 👻	▲ My Agent	James <del>-</del>
28 ⊙ €	Dashboard Queues Wrap-up Codes	Chat New Chat Choose one or more agent	ts to chat with.	New
<b>.</b> <i>B</i> /	Agents Extensions	Agents:	Ciara (508) × James Hunt (519) ×	
	Contacts		James email:	
<b>e</b>	Chat Reports		John email:	
\$	Settings		Melvin email:	

Figure 48: EAC – Chats – New Chat group

A new chat window with the selected agent will appear. In the main window the agent can see the active conversation with the selected agent. To send a new message, enter the text in the message box and press **Send** (Figure 49).



You can also create chat groups simply by selecting two or more agents.

🕜 epygi	📀 Online Away 👻 🖴 My Agent			James <del>-</del>
Dashboard     Oueues	Chat		Chats	New
Wrap-up Codes		Showing 4 of 4.	Ciara	
📥 Agents	Today		Melvin James Hunt	
<ul><li>Extensions</li><li>Contacts</li></ul>	James Hi All	5:26 PM		
Chat Chat Reports Settings	Melvin Hi	5:27 PM		
	James I have a question concerning technical issue with customer A. Could any of you help me?	5:28 PM		
	Ciara Sure, what's the problem?	5:30 PM		
	Say something	Send		

Figure 49: EAC – Chats – Chat with selected agent



#### 6.3.9 Reports

Reports allows the ACD Admin(s) and Supervisor(s) to generate and download statistical data concerning ACD activities in CSV format.

Reports can be generated only by ACD Admin(s) and Supervisor(s). ACD Admins have access to all reports while Supervisors to the reports referring to the queues they are member of.

Following types of records are available:

- General
- CDRs
- Wrap-up Codes
- Agent Status

Wrap-up Codes					



#### **General Section**

General section allows ACD Admin(s) to generate and download static information concerning agents, queues, contacts, wrap-up codes, etc. These reports include uploaded and created data from QX.

#### **CDRs Section**

CDRs section allows ACD Admin(s) and Supervisor(s) to generate and download diverse information concerning Call Details for selected agents, queues, call types and etc. for selected timeframes. Besides these, queue's summary and Direct Calls' summary reports are available for selected timeframes.

#### Wrap-up Codes Section

Wrap-up Codes section allows ACD Admin(s) and Supervisor(s) to generate and download information concerning Wrap-up Codes summary per Queue and per Agent for selected timeframes.

#### Agent Status Section

Agent Status section allows ACD Admin(s) and Supervisor(s) to generate and download information concerning agent status summary for each queue for selected timeframes.





### 6.3.10 Settings

**Settings** allows the logged in agent to configure the status change options on log out as well as to set the Marquee text.

6	epygi	🔗 Online Away	✓ ▲ My Agent James →
€ Э Г	Dashboard Queues Wrap-up Codes	Settings Options Set options for your logg	ged in agent.
8	Agents Extensions Contacts		Set agent status "Offline" on log out.
<b>₹</b>	Chat Reports Settings	Marquee Change the system mar Marquee Text:	quee message. This text will be visible to all agents in the system. Good Job!!!
		Server Information The following system inf	Save Marquee
		Unique ID: Version: Hostname: Local Information	12-6.1.10-0680a104545048488086715416516609 6.1.10 - Release QX200-12
		Your browser is configur Current Time:	red as follows: 10/26/15 4:41:03 PM
		Loodie.	

Figure 51: EAC – Settings

- Set agent status Offline on log out enabled checkbox will automatically change the agent's status to Offline when the agent logs out from the EAC.
- Marquee Text Allows an ACD Admin(s) and Queue Supervisor(s) to send a broadcast message to all ACD Agents. The running line message would appear on the top of each EAC page.



# 7 References

- Manual II: Administrators Guide
- Activating Epygi QX Licensable Features
- Dialing Directories on the Epygi QX IP PBX

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