



ACD and EAC User Guide

Abstract: This guide describes how to configure and use the Epygi's ACD feature and ACD Console application on QX IP PBXs.



Document Revision History

Revision	Date	Description	Valid for FW	Valid for Models
1.0	02-Nov-15	Initial Release	6.1.2 and higher	QX IP PBXs
1.1	29-Dec-15	Updated	6.1.15 and higher	QX IP PBXs
1.2	17-Feb-17	ACD Archiving is removed, Schedules for ACD reports is added. Updated.	6.1.40 and higher	QX IP PBXs
1.3	03-Apr-17	Updated for QX500.	6.1.45 and higher	QX IP PBXs
1.4	15-Jun-17	Added a new option to allow the EAC data to be backed up and saved along with the system configuration and voice data. Added new Reporting types in EAC. Updated.	6.1.50 and higher	QX IP PBXs



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1 Introduction

Epygi's Automatic Call Distribution (herein **ACD**) feature is a complete solution for today's call centers. ACD designed to receive and queue high-volume inbound calls, then distribute queued calls to the available agents in call center.

Epygi's ACD Console (herein **EAC**) is a web application designed to support call center agents monitoring ACD activity and performance on the QX IP PBXs (herein QX). **EAC** store and format the data and produce real-time information and statistical reports on **ACD** activity.

2 Installing the ACD and EAC Feature Keys

Both ACD and EAC are licensable features for QX, so license keys should be purchased to make the ACD and EAC functional on the QX:

- ACD license is a single license per unit that enables access to the ACD configuration management. You can configure and use call queuing and distributing between agents for call center on QX. ACD feature can be used on its own, in cases when the user only requires the automatic call distribution, whereas EAC relies on ACD and works only if ACD is active.
- EAC license is a per seat (user) license that enables login and access to Epygi's ACD Console Web application and use it for monitoring the ACD processes on QX. EAC is an annually renewable license. The number of EAC licenses required is determined by the number of agents that will be connected simultaneously to the system.

To receive a Feature Key, register the QX device and send a corresponding request to Epygi Technical Support. This request must include the Unique ID that is displayed in the Features page above the features list.

Enter a Feature Key as follows:

- 1. Click the Add button.
- 2. Enter the key in the Feature Key field.
- 3. Click Save. The status of the selected feature will turn to "Reboot needed".
- 4. Reboot QX to complete the installation. The status of the feature will turn to "Activated".

QX200	Overview	Basic Setup	System Security	Licensed Features	Redundancy	Language Pack	
🚯 Dashboard	Feature Keys	Free Trial					
🔅 Setup	Footuro	•					Hostname: epygiqx Help 👻
Extensions	reature	5					
interfaces	G Go Back						
📞 Telephony							
irewall	A At	tention: Pleas	se make sure to	have correct Date	/Time on the o	device before ad	dding the license key, otherwise you may have issues with the
Network	ah	plieu key.					
III Status							
🞤 Maintenance	Feature Key:		BkpY2PUGTEamxg	wjJ9oT4N0DG1dw7JcLN	1J5v/AtMncLhLx4PI	<0w=	
	Save						

Figure 1: Adding a feature key

Note: Please make sure to have correct **Date/Time** on the device before adding the license key, otherwise you may have issues with the applied key.



	QX200	Overview	Basic Setup	System Security	Licensed Features	Redundancy	Language F	Yack			
	Dashboard	Feature Keys	Free Trial								
•	Setup	Facture	-								
	Extensions	reature	S								
÷.	Interfaces	Uninua ID: 12	C 1 40 0-02702240	FF 40 4000 40F 20F 1 CF							
5	Telephony	Unique ID: 12-	0.1.49-0002703349	55464660465365165	10000						
0	Firewall	+ Add	Q								
0	Network		Name		Description	1	Status				
.11	Status				•						
a.C.	Maintenance	Permanent	Feature Keys	c ())							
		Debug		Support for debug	Iging purposes			Activated			
		Automatic	Call Distribution	Support for ACD	Party Call Control			Activated			
		Barge-In		Support for Listen	-In Whisper and Barge	-In services	Activated				
		Redundan	.v	Support for Two-unit Standby Redundant System				Activated			
		Epygi Hote	Console	Support for Epygi Hotel Console application				No Key Found			
		Call Cost		Support for Calling Cost Control				Activated			
		DCC Pro		Support for Desktop Communication Console (Pro-level) application				100 users			
		DCC Basic		Support for Deskte	op Communication Co	nsole (Basic-level)	application	20 users			
		iQall Mobi	le Toggling	Support for call to	ggling from iQall mob	ile application (Aı	ndroid/iOS)	200 users			
		IP Phone E	xpansion	Support for additi	onal IP lines			176 users			
		Auto Diale	r	Support for Auto I	Dialer application			64 users			
		Audio Con	ference	Support for Audio	Conference			32 users			
		Epygi ACD	Console	Support for Epygi A	CD Console			No Key Found			
		Call Record	ling	Support for Call Re	ecording			20 users			
		Video Con	ference	Support for Video	Conference			16 users			
		Time Limit	ed Feature Keys								
		Epygi ACD	Console	Support for Epygi	ACD Console			10 users Exp. at: 02-May-2018 13:56:37 (324 days left)			
		Epygi Hote	l Console	Support for Epygi	Hotel Console applicat	ion		Activated Exp. at: 02-May-2018 14:39:29 (324 days left)			

Figure 2: Activated ACD and EAC support

For more information on activation of licensable features, please refer to the <u>Licensable Features on QX IP PBXs</u> guide.

3 System Requirements for ACD and EAC

- ACD feature can be used on its own, in cases when the user only requires the automatic call distribution, whereas EAC relies on ACD and works only if ACD is active.
- Google Chrome, Opera, Microsoft Edge and Mozilla Firefox are the recommended WEB browsers for using EAC.
- The QX and the PC running EAC in the browser should be visible to each other. If user connects to the QX via the WAN interface, ensure a filtering rule is enabled on the QX firewall for the PC. EAC application will use port 8181. Creating a rule is not required if the firewall on QX is disabled or set to Low level. For more information regarding the Firewall and Firewall Filtering Rules in QX, see the Manual-II: Administration Guide for QX IP PBXs.
- ACD and EAC are supported since QX firmware version 6.1.2 or higher. To achieve maximum compatibility always use the **latest** available **firmware**.



- Barge-In license should be activated on the QX, to allow barge in (Barge-In, Listen-In and Whisper) to active calls when using EAC.
- Call Recording license should be activated on the QX, to allow recording ACD calls.
- As soon as EAC license expires the system will stop collecting ACD Call Statistics and Agent Status Statistics. Follow the license expiration notifications to activate it on time and continue registering important data in EAC.

4 Recommendations and Limitations

- ACD is available on the following QX models: QX50, QX200, QX500 and QX2000.
- When using ACD (with or without EAC) on QXs, it is strongly recommended to use SD memory cards as external memory to expand the system capacity and improve its stability. Currently, the largest capacity for the recommended SD card's, applicable to QX50/QX200 is 32 GB. The largest capacity for the recommended micro SD card's, applicable to QX500 is 64 GB.
- If the call type option configured for agent is other than "PBX", direct inbound and outbound calls will
 not be counted as ACD calls. Only agents with <u>PBX</u> call type are able to make outbound calls from
 EAC.
- Agent will always receive Direct Inbound Calls during wrap-up timeout. Once the direct inbound call is answered, the agent's status will be changed from Wrap-up to Busy.
- The Caller ID Based Services configured (activated) on the agent's extension on QX will be ignored for ACD calls. The Caller ID Based Services will operate in case of Direct Inbound Calls. It is recommended to disable the Caller ID Based Services on the agent's extension to avoid any misconfiguration and wrong interpretations.
- Calls addressed to the agent cannot be intercepted by another agent or user extension.
- If an agent rejects a call by pressing the **Reject** button on the phone, then that call will not ring the agent's phone again within the **Queue Ring Timeout** duration.
- All data producing **EAC** will be shown according to the time zone settings on PC.

System Capacities

Each of QX models has its own capacity regarding the amount of ACD calls and EAC sessions. The table below shows the maximum number of answered/recorded calls and EAC sessions, that can be supported simultaneously without influencing the quality of voice. The maximum numbers may vary (be lower), depending on the QX configuration, system load and etc.

Model	Answered Calls	Recorded Calls	Active EAC sessions
OVEO	12	12	12
0000	16	4	16
	15	15	15
02000	30	0	30
QX200	30	8	4
	64	0	0
07500	40	24	24
QABUU	80	0	50
QX2000	300	150	300

Table 1: System capacities



5 ACD and EAC Definitions

Agent roles

Agents are employees – well, phone extensions that are used by employees in call center. An agent can be a member and receive calls from one or more ACD Queues (herein queue). There are three roles that can be bounded to an agent during configuration on QX:

- ACD Agent ACD Agent can receive calls from queue, view and modify information related to him/her only. An agent can be assigned to and receive calls from many queues.
- Queue Supervisor (herein supervisor) supervisor has a complete control over the queue. The supervisor can review the information related to the queue, change the status of the agents as well as monitor and control queue activities.
- ACD Admin (herein admin) admin has a complete control over EAC application. Admin can monitor and control all ACD activities.

Note:

- Regardless of the bounded role, each agent can receive calls from queue(s), make and receive Direct Calls.
- > The EAC menus (pages) content and available actions depend on the roles bound to the agent.

Agent status

The agent's status is the same in all queues he/she is involved. The following statuses are available by default:

- Online agent can receive calls from his/her queue(s). The agent's status will be changed from Online to Free in the Direct Inbound Calls and Direct Outbound Calls queues.
- Offline agent cannot receive calls from his/her queue(s).
- Away 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).

In addition to the above listed default statuses the QX administrator can define new statuses for agents (e.g. **Meeting**, **Lunch**, etc.) reflecting the specific state of the agent. These new statuses are equivalent to the **Away** status.

The agent's status can be changed:

- From QX WEB GUI QX administrator can change the agent's status from Extensions -> ACD -> Agents page, by clicking the hyperlinked agent name and modifying the <u>agent's status</u>.
- From handset user (agent, external caller, etc.) can change the agent's status by calling to the special Auto Attendant (with enabled ACD scenario). After successfully passing <u>authentication</u>, the user can change agent's status following the audio prompts.
- From agent's desk phone agent can change his/her status by dialing ♥ ⑧ ③. TIP: This option allows to change agent's (only agents with <u>PBX</u> call type) status from **Online** to **Offline** and vice-versa.
- From EAC agent can change his/her status after logging into EAC application. TIP: The agent's status can also be changed by admin(s) and supervisor(s).



Besides the above listed statuses, the agent can also be in so-called temporary states. The following states are available:

- Busy agent is currently busy with a call. This state cannot be set manually by the user; it is being set automatically by the system, 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(s). Wrap-up period starts immediately after finishing the call and lasts for the wrap-up **Timeout** configured for each agent in the queue individually. If you watch the status of the agent in some queue while the wrap-up activated in the other queue, then EAC will show Wrap-up (Other) for the agent's status.
- **Disabled** the agent cannot receive calls from the queue. **TIP:** This state can be set manually only by **supervisor/admin** from EAC or by **QX administrator** from WEB GUI.
- N/A if ACD system is not running (e.g. QX is rebooting, system issue, etc.), the status statistics duration will not be counted. This allows to avoid being attributed incorrect status (state) duration to the agent.

Queue types

EAC differentiates the following type of queues:

- Inbound Queue <u>user-defined queues</u> to receive and distribute incoming calls to the agents. Configured manually in QX using unique name and extension number.
- Direct Inbound Calls created automatically and serves as the single default queue for all agents to receive direct calls. Calls received by agents directly from other agents or/and non-agent parties are considered as ACD calls and will also be shown in the Direct Inbound Calls statistics of EAC.
- Direct Outbound Calls created automatically and serves as default single queue used by all agents for making direct outbound calls. Calls made by agents directly from handset and by EAC are considered as ACD calls and will be shown in the Direct Outbound Calls statistics of EAC.

Note:

- > Each created agent is a member of **Direct Inbound Calls** and **Direct Outbound Calls** by default.
- > One agent can be assigned to many **Inbound Queues** as a member.
- > Admin can manage ACD activities without being a member of Inbound Queue(s).
- > Only admin(s) can monitor statistics of the **Direct Inbound** and **Outbound** queues.

Direct Calls

Direct calls are those which are received or placed by an agent bypassing **Inbound Queue(s)**. **EAC** differentiates the following two **Direct Call** types: **Inbound** and **Outbound**. Agents can make and receive direct calls when their status is set to **Online**, **Offline**, **Away** or any other **User-defined** status. Agent will not receive direct calls in case of **DND**.



Call states

EAC differentiates the following call states:

For Inbound Queue

- Answered call a call that reached the queue and has been answered by 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 or by remote party for Direct Inbound Calls/Direct Outbound Calls queues respectively.
- Abandoned call not applicable.
- **Rejected calls** not applicable.

<u>lcons</u>

The following icons are used in EAC:

- Image: agent's phone is ringing.
- agent is "busy" with a call.
- agent is "busy" with a call in another queue.
- agent is in "wrap-up" state.
- _____ agent is in wrap-up state. The "Wrap-up" has been activated after answering the call from another queue.
 - - agent's status is Online.
 - agent's status is Offline.

- agent's status is **DnD**.
- agent's status is Away.
- agent's status is **user-defined**.



- "admin" role is bounded to the agent.
- agent doesn't have any **admin** privileges, "**supervisor**" role can be bounded to the agent.
- answered call in Inbound Queue(s) and Direct Inbound Calls.
- answered call in **Direct Outbound Calls**.
- rejected call in **Inbound Queue(s)**.
- abandoned call in Inbound Queue(s).

6 ACD Configuration

6.1 ACD Queue

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

6.1.1 Configuring ACD Queue

The ACD Queues page allows creating/modifying a new or already created queue(s). Add – leads to the ACD Management – Add Queue page to create a new queue. Add a queue as follows (Figure 3):

- Insert the Queue Name.
- Insert the Queue Extension number.

	QX200	Overview E	extensions I	Dialing Directories	Conferences	Recordings	Receptionist	ACD
	Dashboard	Queues Agents	Status Codes	Wrap-up Codes	Skills EAC State	us		
۰	Setup		agomon		0110			
	Extensions		ayemen	it - Add Qu	eue			
÷.	Interfaces	G Go Back						
6	Telephony	Queue Name:	Technical Supp	ort				
0	Firewall	Oueue Estension	700					
0	Network	Queue Extension.	700					
.lıl	Status	Save						
×	Maintenance							

Figure 3: ACD Management - Add Entry page

Recently created ACD Queue will appear in the ACD Queues table (Figure 4).



	QX200	Ove	erview	Extensions	Dialing Directories	Conference	es Recordings	Receptionist	ACD	Authorized Phones			
2	Dashboard	Queu	Jes Agen	ts Status O	odes Wrap-up Codes	Skills EA	C Status						
0	Setup										Hostr	ame: QX200-12	Help 👻
	Extensions	AC	D Qui	eues									
÷.	Interfaces	Total	queues co	unt: 3									
6	Telephony	+ A	dd 🖋 Edit	🛱 Delete								0	
0	Firewall											~	
	Network		Queu	e Name	Extension Number		SIP Address		F	gents	Percentage of Syste	m Memory	Codecs
	Status		Technical	Support	700	7412700@	@192.168.0.209:5060	James Hur	it, Jasson, C	liara, Milla Brown	0.1% (33 min 2 sec)		<u>PCMU,</u>
2	Maintenance		Customer	Care	770	7412770@	@192.168.0.209:5060	James Hur	it, Milla Bro	wn, Ciara	0.5% (2 hour 45 min 10 sec)	<u>PCMU,</u>
	Maintond100		<u>test</u>		777	7412777@	@192.168.0.209:5060	no agents			0.5% (2 hour 45 min 10 sec)	<u>PCMU,</u>



Created queue(s) can be checked/modified by clicking their hyperlinked name(s) or the **Edit** button. The opened **ACD Management** – **Edit Queue** page allows adjusting the regular as well as specific parameters characterizing each queue.

General Settings

This section allows configuring the following parameters of the queue:

- Queue Name will be showed as caller ID on the agent's phone and in EAC.
- Show on Public Directory allows to display the queue extension in the Phone book (Directory) and QX's Extension Directory.
- Percentage of Total Memory is used to adjust the memory size assigned to the extension for Custom Queue messages.

	QX200	Overview Extension	s Dialing Directories	Conferences	Recordings	Receptionist	ACD	Authorized Phones		
	Dashboard	Extensions Add Extensio	Add Multiple Extensions	Bulk Import						
۰	Setup		mont Edit Ou	0110						
	Extensions	ACD Manage	ment - Luit Qu	eue						
÷.	Interfaces	G Go Back								
C	Telephony									
0	Firewall	General Settings	General Settings - Technical Support (700)							
0	Network	SIP Settings								
.11	Status	SIP Advanced Settings	Queue Name	Technical Suppo	rt					
J.C.	Maintenance	ACD Queue Settings	Show on Public Direct	corv						
		ACD Agents	Percentage of Total Memo	ory 0.1 ~ %						
		Go To Codec Settings	Save							

Figure 5: ACD Management – Edit Queue – General Settings page

Note: The SIP Settings, SIP Advanced Settings and Go To Codec Settings sections are the same as for user extensions (see <u>Manual-II: Administration Guide for QX IP PBXs</u>).



ACD Queue Settings

This section is used to configure the queue specific settings (Figure 6):

Queue

- Call Distribution Type provides with following call distribution options:
 - All Agents Ringing ACD rings the phones for all available agents in queue. If any agent answers, ACD cancels calls to the others. If no one answers within the predefined Queue Ring Timeout, the system either disconnects or redirects the call.
 - Round Robin ACD tries to connect the call to the first available agent in queue. If that 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 agent's list it starts from the beginning. If the call is not answered within the predefined Queue Ring Timeout, the system either disconnects or redirects the call.
 - Longest Idle ACD calls to the first available agent who was longest idle after his/her last answered call. If that agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next available agent with the longest idle. If the call is not answered within the Queue Ring Timeout, the system either disconnects or redirects the call.
 - Less Busy During Last Hour ACD calls to the first available agent who was least busy with calls during the last hour. If that 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 within the Queue Ring Timeout, the system either disconnects or redirects the call.

	QX200	Overview Extension	s Dialing Directories	Conferences	Recordings	Receptionist	ACD	Authorized Phones
@	Dashboard	Extensions Add Extension	Add Multiple Extension	s Bulk Import				
۰.	Setup		mont Edit ()					
	Extensions			ueue				
÷.	Interfaces	Go Back						
6	Telephony							
0	Firewall	General Settings		Sottinge	Toobnio		+ (70)	ור
0	Network	SIP Settings	ACD Queue	s Settings -	Technic	ai Suppoi	1 (700)
.II	Status	SIP Advanced Settings	Queue					
a C	Maintenance	ACD Queue Settings	Call Distribution Type:	All Agent Ringing	~			
		ACD Agents	Max Queue Size:	3				
			Queue Ring Timeout:	20	sec.			
			Agents					
			Agent Ring Timeout:	10	sec.			
		Go To Codec Settings		Set Agent Status	Away			
				Enable Queue Wr	ap-up			
				Timeout: 20	sec.			

Figure 6: ACD Queue Settings (Queue and Agents) section

- Random Hunting ACD tries to connect to the first available agent selected randomly from the list. If that agent doesn't answer within the Agent Ring Timeout, ACD tries to connect to the next available agent selected randomly from the list, etc. If the call is not answered within the Queue Ring Timeout, the system either disconnects or redirects the call.
- Skills ACD tries to connect to the first available agent having the highest composite skills grade in the queue. If that 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, the system either disconnects or redirects the call.

- Max Queue Size defines the maximum number of calls waiting in the queue. If all positions of the queue are busy and a new call arrives, it will be rejected by the system.
- 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 isn't answered by any agent within the defined timeout, then it will be disconnected or redirected.

Note: The calls will be redirected if the call redirection (No Answer Redirect) is activated and configured on the queue.

Agents

- Agent Ring Timeout defines the ringing timeout for each separate agent's phone. If the agent doesn't answer the call within that timeout, the system tries to connect the call to another agent in the selected queue.
- Set Agent Status Away if selected, agent's status will be changed to Away once the agent receives a call and does not answer within the Agent Ring Timeout. TIP: As soon as the agent's status changed to Away, he/she will not be able to receive calls from other queues, until the status is changed back to Online.
- Enable Queue Wrap-up if selected, agents will not receive calls from any queue(s) within wrap-up timeout after terminating the last answered call. The Queue wrap-up timeout has higher priority than the wrap-up timeout defined for each agent individually in the <u>ACD Agents</u> section.

Note: Agent will always receive **Direct Inbound Calls** during wrap-up timeout. Once the direct inbound call is answered, the agent's status will be changed from **Wrap-up** to **Busy**.

Call Redirection

- Enable No Answer Redirect if activated and configured, callers will be redirected to the specified address if not answered by the agents within the Queue Ring Timeout. This feature allows the call to be answered by someone else if all agents are busy.
- Enable ZeroOut Redirect if activated and configured, callers dialing **0** will be redirected to the specified destination instead of waiting in the queue.
- Call Type (identical for both No Answer Redirect and ZeroOut Redirect) lists the available options for call redirection:
 - > PBX local calls to QX extensions
 - SIP calls via SIP
 - PSTN calls to a legacy telephone network through the onboard FXO ports (N/A for QX500 and QX2000)
 - > Auto calls to a destination resolved by the Call Routing Table
- Calling Address (identical for both No Answer Redirect and ZeroOut Redirect) is used to define the destination address the call will be redirected to. The address strictly depends on the call type. Thus, define a QX extension number for the PBX calls, SIP address for the SIP calls, phone number for the PSTN calls, and, finally, define a routing pattern for the Auto type calls.



	QX200	Overview Extension	s Dialing Directories	s (Conferences	Recordings	Rece	eptionist	ACD	Authorized Phones	
@	Dashboard	Extensions Add Extension	Add Multiple Extensio	ns B	ulk Import						
٠	Setup		mont Edit C								
	Extensions		nent - Euit G	luer	le						
÷.	Interfaces	Go Back									
C	Telephony	Concert Settings									
0	Firewall	General Settings	ACD Queue	e Se	ettinas -	Techni	cal S	upport	(700))	
0	Network	SIP Settings			Jungo	100mm	our o	appon	. (700	·)	
.11	Status	SIP Advanced Settings	Call Redirection								
. C	Maintenance	ACD Queue Settings		Fnable No Answer Redirect							
		ACD Agents									
				Call T	ype: P	BX ~					
				Callin	g Address: 2	00					
		Go To Codec Settings		🗹 Er	able ZeroOut	Redirect					
		do to couce settings		Call T		RY V					
				Callin	a Addross:						
				Califi	g Address.	0					
			Queue Prompts	Fr Fr	able Custom F	Promote					
				+ Ad	dd 🖋 Edit 🛛 🕅	🗉 Delete 🛛 🛧 N	Nove Up		Q		
					Que	ue Prompt		Timeout((sec.)	Play Count	
					<u>Upfront.wav</u>		5			2	
					Waiting_Mus	<u>ic.mp3</u>	5			1	
					Holding_Mus	ic.wav	5			1	
				✓ P	lay Backgroun	d Music					
				0	File				CL I		
						Upload file:	Choo	se File IN	o file cho	osen	
						Record file:	Record	d from Exte	nsion		
			RTP Channel Choose Channel: ACD_Queue ~								
				O Audio Line In							
			Save								

Figure 7: ACD Queue Settings(Call Redirection and Queue Prompts) section

Queue Prompts

- Enable Custom Prompts to configure custom voice prompt(s) to callers waiting in queue.
- Custom Queue Prompts table lists all files for custom prompts. Each prompt is characterized by a number of repeats and the timeouts between. The prompts are played back in the order they are listed in the table. Upon reaching the last prompt the playback will start from the beginning.
 - > Add leads to the ACD Management Add Entry page to upload/record a new file for prompt.



QX200	Overview Extensions	Dialing Directories	Conferences	Recordings	Receptionist	ACD
Dashboard	Queues Agents Status Co	des Wrap-up Codes	Skills EAC Stat	us		
🔅 Setup		ant Add En	try			
Extensions			u y			
h- Interfaces	G Go Back					
📞 Telephony						
Firewall	O Existing file: Upfront.way	v ~				
Network						
III Status	 File Upload file: 	Choose File Wa	iting Music.mp	3		
Maintenance	'		5- 1			
	Record file:	Record from Exter	ision			
	Play Count:	1 ~				
	Timeout:	5 sec.				
	Save					

Figure 8: ACD Management – Add Entry page (Queue prompt)

- Existing file is used to select one of the already uploaded files to include it in the scenario. The same file may appear in the different instances of the queue scenario.
- File is used to upload/record a new custom prompt.
- Play Count is used to define the number of the prompt replay.
- Timeout is used to define the interval between two prompts, as well as the timeout before the first prompt.
- Play Background Music allows to enable the background music to fill the silence between the custom prompt playbacks. The following options are available:
 - File is used to upload/record a new background music.
 - **RTP Channel** is used to stream the background music through the selected RTP Channel.
 - Audio Line In (available for QX50/QX200) is used to stream the background music from external audio source (PC, smartphone, etc.) through Audio Line In.

Attention: Allocate sufficient memory on the <u>General Settings</u> section to be able to upload file(s) as custom prompts and background music for the selected queue.

ACD Agents

This section describes how to add a new agent to the selected queue or adjust the settings for existing agents. Add – leads to the Agents Table of Queue – Add Entry page to add a new agent to the selected queue. The following options are available:

- Agent lists all previously created agent(s) available in the ACD Agents table.
- Allow Receiving Calls enables/disables the call receiving capability of the selected agent within this queue. If selected, agent will receive calls if his status is online, otherwise won't receive calls from this queue. TIP: Supervisor and/or admin can enable/disable this feature from EAC.



	QX200	Overview Extensions Dialing Directories Conferences Recordings Receptionist ACD
	Dashboard	Queues Agents Status Codes Wrap-up Codes Skills EAC Status
۰.	Setup	Agente Table of Queue Technical Support (700) Add Entry
	Extensions	Agents Table of Queue Technical Support (700) - Add Entry
÷.	Interfaces	G Go Back
6	Telephony	Agent: Jasson ~
0	Firewall	Allow Receiving Calls
0	Network	Queue Supervisor
.lıl	Status	Wrap-up: 🗹 Enable wrap-up
C	Maintenance	Timeout: 40 sec.
		Save

Figure 9: Agents Table of Queue – Add Entry page

- Queue Supervisor if selected, assigns the selected agent as "Supervisor" within this queue that allows controlling, managing and reporting the queue activity from EAC.
- Wrap-up if selected, agents will not receive calls from any queue(s) during wrap-up timeout counting after terminating the last answered call. Agent wrap-up timeout has lower priority then the Queue wrap-up timeout. TIP: Agent wrap-up timeout becomes non-editable if <u>Queue Wrap-up</u> is activated.

Note: Agent will always receive **Direct Inbound Calls** during wrap-up timeout. Once the direct inbound call is answered, the agent's status will be changed from **Wrap-up** to **Busy.**

QX200	Overview Extension	s C	Dialing Directories	Conferences	s Recordings	Receptionist	ACD Author	ized Phones						
Dashboard	Extensions Add Extension	Ado	d Multiple Extensions	Bulk Import										
SetupExtensions	ACD Manager	nen	t - Edit Queı	Je					Hostname: QX200-12					
h- Interfaces	GO BACK													
 Telephony Firewall 	General Settings	<u>۸</u>	D Agents -	Aconta Tachnical Support (700)										
Network	SIP Settings		D Agenta -	lecilii		(700)								
,III Status	SIP Advanced Settings	Total	agents count: 4											
🔎 Maintenance	ACD Queue Settings	+ Ac	d 🖋 Edit 🗎 Delete	↑ Move U	p 🗣 Move Down				Q					
	ACD Agents		Agent		Wrap-up		Allow Receiving	y Calls	Queue Supervisor					
			James Hunt		Off		Yes		No					
			Jasson		40 sec.		Yes		No					
			Ciara		Off		Yes		Yes					
	Go To Codec Settings		Milla Brown		65 sec.		Yes		No					

Figure 10: Agents Table of Queue

New agent added to the queue will appear in the ACD Agents table (Figure 10).



6.2 ACD Agents

Agent is a call center employee reachable via QX and responsible for answering the calls. To receive calls, agent needs to be assigned to one or more queues. Generally, agents are characterized by name, web and phone authentication credentials, global status, skills' levels and the phone number.

6.2.1 Configuring ACD Agent

The ACD Agent page allows creating/modifying new/existing agent(s). Add – leads to the ACD Management – Add Agent page to create a new agent. The following options are available:

<u>Agent</u>

- Name unique identifier for the agent in ACD and EAC.
- Status defines the global status for the agent, offering the options by default:
 - > Online can receive calls from his/her queue(s).
 - > Offline cannot receive calls from his/her queue(s).
 - > Away is temporarily unavailable and cannot receive calls from his/her queue(s).
 - DND (Do Not Disturb) 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 DND timeout expires (30 minutes by default).

Note: Agent's status is the same in all queues. In addition to the above listed default statuses the QX administrator can define new statuses for agents on the <u>ACD Status Codes</u> page.

	QX200	Overview	Extensions	Dialing Directories	Conferences	Recordings	Receptionist	ACD
	Dashboard	Queues Ag	ents Status (Codes Wrap-up Codes	Skills EAC Stat	us		
\$	Setup		anagem	opt Add Ag	lont			
	Extensions	ACD IVI	anagen	ient - Add Ag	ent			
÷.	Interfaces	G Go Back						
6	Telephony	Agent						
•	Firewall	Agent	Г					
0	Network		Name:	James				
.11	Status		Status:	Online ~				
J.C	Maintenance		E	Enable ACD Admin				
			E	Receive Multiple Calls				
		Web Authent	ication					
		Access yo	ur ACD account	from the web client.				
			Username:	ames				
			Password:	•••••				
		Confir	m Password:	•••••				
		Phone Authe	entication					
		Access yo	ur ACD account	with a phone. Enter digits o	nly.			
			Agent ID:	103				
			Password:					
		Confir	m Password:					

Figure 11: ACD Agent – (Agent, Web and Phone Authentication) sections



- Enable ACD Admin enables "admin" privileges for the selected agent to manage all agents and queues from EAC.
- Receive Multiple Calls if enabled allows to receive calls from other queue(s) when is currently busy on an existing call. Once a call is answered from a given queue, the agent will not receive a call from the same queue but can receive calls from other queues.

	QX200	Overview E	xtensions	Diali	ing Directories	Confe	erences	Recordings	Receptionist	ACD
	Dashboard	Queues Agents	Status C	odes	Wrap-up Codes	Skills	EAC State	sr		
۰.	Setup			ont		t				
	Extensions	ACD Man	agem	ent -	- Add Ag	jent				
÷.	Interfaces	G Go Back								
S.	Telephony									
0	Firewall	Connection								
0	Network	ACD calls for t	this agent wil	l be route	ed to the followin	g call desti	nation (pho	ne/extension)		
.lil	Status	C	Call Type:	PBX ~						
J.C	Maintenance	Calling	Address: 1	03						
		Wrap-up								
		Manage wrap	-up time for	Direct Ink	oound Calls					
			~	Enabl	le wrap-up					
				Timeout:	50 sec					
		Manage wrap	-up time for	Direct Ou	utbound Calls					
			~	Enabl	le wrap-up					
				Timeout:	: 30 sec					
		Skills								
		For skills-base	d routing, pl	ease assig	gn skill levels to t	his agent.				
			English:	10 (High	est) ~					
			French: 8	3	~					
		Techni	cal Skills: 🛛	3	~					
			Spanish:	No Skill /	Assigned ~					
		I	Network:	10 (High	est) ~					
			Italian:	5	~					
		Save								
		Save								

Figure 12: ACD Agent - (Connection, Wrap-up and Skills) sections

Web Authentication

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

- Username login name for EAC.
- Password user-defined password for EAC.



Phone Authentication

Phone Authentication is used to change agent's status from the handset. Calling to the Auto Attendant (with enabled ACD scenario) and successfully passing authentication agent can change his status by dialing corresponding codes. TIP: Only default statuses are available for phone authentication.

- Agent ID the ID for phone authentication.
- **Password** the user-defined password for phone authentication.

Connection

This section defines how to route ACD calls to the agent through QX.

- Call Type lists the available options for call destination:
 - > PBX local calls to QX extensions
 - SIP calls via SIP
 - PSTN calls to a legacy telephone network through the onboard FXO ports (N/A for QX500 and QX2000)
 - > Auto calls to a destination resolved by the Call Routing Table
- Calling Address the agent's address for connection. The format of this field depends on the selected Call Type.

Attention: It's recommended to select PBX as the call type to achieve maximum capabilities with EAC application.

Wrap-up

- Wrap-up (Direct Inbound Calls) if enabled, agent won't receive calls from queue(s) within the wrap-up timeout after terminating the last answered inbound call.
- Wrap-up (Direct Outbound Calls) if enabled, agent won't receive calls from queue(s) within the wrap-up timeout after terminating the last placed outbound call.

Note: Agent will always receive **Direct Inbound Calls** during wrap-up timeout. Once the direct inbound call is answered, the agent's status will be changed from **Wrap-up** to **Busy.**



<u>Skills</u>

Skills section consists of all skills created on the <u>ACD Skills</u> page. For each available skill, you should select the level of the skill (from **0** to **10**, where **0** is for absence of that specific skill, **10** is for the highest level) matching to the corresponding agent. TIP: The Skills section will appear only if there is at least one skill defined in the ACD Skills page.

Newly added agent will appear in the ACD Agents table.

		QX200	Ov	erview l	Extensions	Dialing Direct	ories Cont	ferences	Recordings Recep	ionist	ACD Authorized	d Phones		
Ø		Dashboard	Queu	Jes Agents	Status Co	des Wrap-up	Codes Skills	EAC Statu	s					
K	}	Setup	٨٢		nte								Hostname: QX200-12	Help 👻
4		Extensions	ΑU	DAge	1113									
l é	ŀ I	nterfaces	Total agents count: 6											
1	• 1	Telephony	+ A	dd 🖋 Edit	🗊 Delete								Q	
K) F	Firewall		Agent		Phone	Calling	ACD	Wran-un(Direct	1	Mran-un(Direct	Receive Multiple		
		Network		Name	Username	Username	Address	Admin	Inbound Calls)	c	Dutbound Calls)	Calls	Skills	Status
	ים אולי	Status Maintenance		<u>James</u> Hunt	james	103	PBX-103	Yes	10 sec		15 sec	Yes	English-10. French-8. Technical Skills-8. Network-10	Online
ľ				<u>Ciara</u>	ciara	120	PBX-120	No	10 sec		30 sec	No	English-3, French-2, Technical Skills-8, Spanish-3,	Online
L				<u>Milla</u> <u>Brown</u>	milla	302	PBX-302	Yes	Off		Off	Yes	English-9. French-5	Offline
L				Kolly	kolly	109	PBX-189	No	Off		Off	No	no skill assigned	Offline
				Jasson	jasson	106	PBX-106	Yes	Off		Off	Yes	no skill assigned	Away
				Mia	mia	104	PBX-104	No	Off		Off	Yes	no skill assigned	Meeting



6.3 ACD Status Codes

The ACD Status Codes page allows creating/modifying a new/existing status(es) in addition to the default ones (offline, online, away and DND).

To create a new status:

- 1. Click Add to create a new status.
- 2. Insert the name in the Status field.
- 3. Click Save to create the status.

Newly created status will be listed in the ACD Status Codes table and available to be used by agents.

QX200	Overvie	ew Extensions	Dialing Directories	Conferences	Recordings	Receptionist	ACD	Authorized Phones	
Dashboard	Queues	Agents Status Co	Wrap-up Codes	Skills EAC Stat	us				
🔅 Setup		Status Co							Hostname: QX200-12 Help 🗸
Extensions	ACD	Status Co	162						
interfaces	Total stat	tus codes count: 3							
📞 Telephony	+ Add	🖋 Edit 🛍 Delete							Q
irewall									-
Network						Labe	I		
Status		eeting							
		offee break							
<i>P</i> [−] INfaintenance		<u>nch</u>							





6.4 ACD Wrap-up Codes

Wrap-up Codes are used in EAC for labeling the calls. The ACD Wrap-up Codes page contains the list of labels for all available wrap-up codes with descriptions and queues assigned. This page allows creating/modifying new/existing codes.

To create a new Wrap-up Code:

- 1. Click Add to create a new wrap-up code.
 - Select the ACD Queue to assign the wrap-up code.
 - > Insert a Label name and description if needed.
- 2. Click **Save** to create the wrap-up code.

Newly created wrap-up code will be listed in the ACD Wrap-up Codes table and will be available for labeling the calls on EAC.

	QX200	Ove	erview Extensions	Dialing Directories	Conferences	Recordings	Receptionist	ACD	Authorized Phones				
8	Dashboard	Queu	ues Agents Status Co	Odes Wrap-up Codes	Skills EAC Sta	itus							
•	Setup		D Wran-up (` odes						Hostname: QX200-12 Help 👻			
	Extensions	ΑU		Jules									
÷.	Interfaces	Total	l wrap-up codes count: 7										
6	Telephony	+ A	dd 🕜 Edit 🗎 Delete	Q									
0	Firewall					0				Description			
0	Network		1	Ladel		Queue				Description			
	Status		Testing		All Queues				For testing purpose	25			
5	Maintenance		Direct		Direct Outbo	ound Calls							
1	Martonarioo		Directin		Direct Inbou	nd Calls							
			Urgent cases		Technical Su	pport			an urgent support	is needed			
			Service Evaluation		Customer Ca	ire							
			RMA		Technical Su	pport			hardware issue				
			<u>Marker</u>		All Queues								

Figure 15: ACD Wrap-up Codes page

Note:

- The wrap-up code can be assigned to "All Queues" or to a particular queue.
- By default, the "All Queues", "Direct Outbound Calls" and "Direct Inbound Calls" options are available in the ACD Queue drop-down list.



6.5 ACD Skills

ACD skills are used when the Skills option is selected for Call Distribution Type in the <u>queue settings</u>. The defined skills will then be used to distribute calls to agents by the skill level (Figure 11).

To create a new skill:

- 1. Click Add to create a new skill.
 - > Insert a Skill name and description if needed.
- 2. Click Save to create the skill.

Newly created skills will be listed in the ACD Skills table and will be available for assigning to the agents.

	QX200	Overv	view Ext	ensions [Dialing Directories	Conferenc	es Recordings	Receptionist	ACD	Authorized Phones				
•	Dashboard	Queues	Agents	Status Codes	Wrap-up Codes	Skills EA	C Status							
•	Setup				Hostn	ame: QX200-12	Help 👻							
	Extensions	AUL	SKIIS											
÷.	Interfaces	Total sl	cills count: 6											
6	Telephony	+ Add	🖋 Edit 🗎	I Delete								Q		
0	Firewall			Ni					Deer			llsaga		
0	Network			INa	me				Desc	ription		Usage		
	Status		nglish			Eng	lish language knowle	dge				3		
2	Maintenance		rench			Fre	nch language knowled	lge				3		
	Maintonarioo		echnical Skill	<u>s</u>								2		
			Spanish			Spa	nish language knowle	dge				2		
			<u>Vetwork</u>			Net	work support					2		
			<u>talian</u>			lan	guage knowledge					1		

Figure 16: ACD Skills page

6.6 EAC Status

The EAC Status page provides information about the agents currently logged in the Epygi ACD Console application. This page offers the following components:

- EAC license Used/Total the number of EAC licenses: all available on QX and currently in use.
- Log Out is used to terminate the EAC session for the currently logged in agent(s).
- EAC Status table shows the following information for each active EAC session: gent name and agent username, the session start time, the IP address of the device agent is connected from and the browser used for the connection.

	QX200	Ov	erview Extensions	Dialing Directories	Conferences	Recordings Receptionist	ACD	Authorized Phones	
2	Dashboard	Queu	Agents Status Coo	des Wrap-up Codes	Skills EAC Status				
•	Setup	FΔ	C Status						Hostname: QX200-12 Help 👻
	Extensions		Oldius						
÷.	Interfaces	EAC	license Used/Total: 3/32						
6	Telephony	Log	Out	Q					
0	Firewall								-
0	Network		Agent Name/Username	Login Time	Device IP/Port			User-Agent	
Jul	Status		Ciara/ciara	04-May-2017	192.168.70.19:50375	Mozilla/5.0 (Windows NT 10.0;	WOW64) A	AppleWebKit/537.36 (KHTML, like Ge	cko) Chrome/57.0.2987.133 Safari/537.36
×	Maintenance			13:51:35					
			James Hunt/james	04-May-2017 13:50:55	192.168.74.185:51073	Mozilla/5.0 (Windows NT 10.0; OPR/44.0.2510.1449	WOW64) A	AppleWebKit/537.36 (KHTML, like Ge	cko) Chrome/57.0.2987.133 Safari/537.36
			Milla Brown/milla	04-May-2017 13:52:18	192.168.74.242:1876	Mozilla/5.0 (Windows NT 5.1; r	v:51.0) Gec	ko/20100101 Firefox/51.0	

Figure 17: EAC Status page



7 Configuration Management

QX's configuration management service allows backup and restore configuration file with all configuration settings including EAC data.

The following data will be covered:

- Configuration Settings
- Custom and system messages
- EAC Chat database
- Agents Status Statistics
- Call Statistics

Click the **Download** button to back up and download the current configuration.

Reboot

Figure 18: Configuration Management page

Note: You can also automatically back up and download the current configuration (including EAC data) from **Maintance->Backup/Restore->Automatic Backup** page, by selection the "**Include EAC Data**" option.

The **Restore previously backed up configuration** service is used to restore earlier created backup file and replace the current configuration settings, system and custom voice messages as well as **EAC data**.

- 1. Click the Upload button.
- 2. Click Choose File to open the file chooser window and browse for the file.
- 3. Click Save to start configuration restore.

Note:

- The current **EAC data** with system configuration will be overwritten after configuration restore.
- QX doesn't allow to restore the earlier created backup in case it is running a firmware version lower than the version at the time of configuration backup.



8 EAC Web application

EAC is a web application used for monitoring the call center activities by ACD agents. 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 admins and supervisors.

The main functions of **EAC** are as follows:

- Show the number of online agents per queue.
- Show the number of the answered, abandoned, rejected and queued calls per queue.
- Show the active calls per queue and allow the supervisor/admin to terminate them.
- Show the agent's status statistics per queue.
- Change the agent's status (controlled by admin and supervisor).
- Enable and disable the agent's capability to receive the calls from a specific queue.
- Show the call summary per queue and per agent: the number of answered calls, total and average duration of the calls.
- Show Call Details Records per queue.
- Show Wrap-up codes assigned to calls and Wrap-up code summary.
- Update Call Details: leave comments on the call and label it.
- Instant messaging between agents, create chat rooms.
- Generate and download different statistical reports.
- Create schedules for the reports, send them via e-mail or to FTP server.
- Make direct outbound calls.
- Make blind transfer to agents or other destination numbers.
- Allow supervisor and/or admin to Barge-In, Listen-In and Whisper active calls.

8.1 System Requirements to EAC

- ACD and EAC licenses installed on QX.
- ACD queue(s) and agent(s) configured on QX.
- Google Chrome, Opera, Microsoft Edge and Mozilla Firefox are the recommended WEB browsers for using EAC.
- The QX and the PC running EAC should be visible to each other. If user connects to the QX via the WAN interface, ensure a filtering rule is enabled on the QX firewall for the PC. EAC application will use port 8181. Creating a rule is not required if the firewall on QX is disabled or set to Low level.



8.2 Login to EAC

Click the **Application**→**Epygi ACD Console** link from QX login page or enter the following line <u>http://xxx.xxx.xxx/acd</u> in the address bar of the browser to open **EAC**, where **xxx.xxx.xxx** is the IP address or host name of the QX.



Figure 19: EAC – Login page

Login to EAC using the <u>web authentication</u> credentials for the agent.

8.3 EAC Management

The following main menus are available on EAC:

- <u>Top Menu Bar</u> allows to quickly check/change the status of a logged in agent and displays agent related info.
- <u>Dashboard</u> displays the active calls of the logged in agent and allows him/her to make an outbound call.
- <u>Queues</u> displays current and statistical information about **Inbound Queue**(s) and **Direct Calls**.
- <u>Wrap-up Codes</u> displays Wrap-up codes, Wrap-up code summary per agent and per queue.
- <u>Agents</u> displays information about all agents, the current status for agent and the time period the agent is in that state.
- <u>Extensions</u> displays the list of all current QX extensions and attached agents (if any). The list is used for making calls to those extensions (agents) and chatting with the agents.
- <u>Contacts</u> 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.
- <u>Chat</u> allows a logged in agent to chat with other agents.
- <u>Reporting</u> allows to generate and download statistical reports for queues and agents for selected timeframe.
- <u>Settings</u> allows a logged in agent to review some QX settings and configure the Marquee text.



8.3.1 Top Menu Bar

The **Top Menu Bar** shows the current status for logged in agent, allows to change it quickly and log out from EAC.

	epygi 📀 Online Offline 🗸 🖴 My Agent James Hunt 🗸
	Figure 20: Top Menu Bar
•	To change the status, click the Status selection launcher . The drop-down list with available statuses will appear, select any Status . TIP: All system default and user-defined <u>statuses</u> are available for selection.
•	To log out from EAC, click the at the top right of menu bar (next to the logged in agent's username). Select Logout.

To quickly navigate your agent's page, click
 My Agent

8.3.2 Dashboard menu

The **Dashboard** menu is used to display information on active calls and handle them. The **Active Calls** table shows the active calls of the logged in agent **only**. Calls not addressed to or not initiated by logged in agent wouldn't displayed in the **Dashboard**.

C	Gee epygi Online Away → ▲My Agent James Hunt →									
₽ }	Dashboard Oueues	Dashboard				Phone Number				📞 Dial
	Wrap-up Codes	Active Calls								
	Agents	Queue	Calling Phone	Called Phone	Call	I Duration	Progress		Action	
	Extensions	Technical Support	"Levon Dadayan" 11380	"James Hunt" 103	00:01:08	(a minute ago)	In Call	End Call	Transfer	
	Contacts	Showing 1 active call.								
•	Chat									
<u>dıl</u>	Reporting									
•	Settings									



Make a Call

Make a call from **Dashboard** as follows:

- 1. Type the destination number in the "Phone number ..." field.
- 2. Click ^{C Dial}. The agent's phone will ring immediately.
- 3. Answer the call to dial out the destination number.

Note:

- Only agents with <u>PBX</u> call type are able to make outbound calls from EAC.
- The QX handles the outbound calls initiated by EAC. Therefore, the destination number dialed by agent should match the call routing rules specified on the QX's Call Routing Table.



Blind Transfer

As soon as the call is answered, the **Transfer** action becomes available. Make a blind transfer as follows:

- 1. Click Transfer during an active call. Transfer Call window will be opened.
- 2. Type the destination number in the "Phone number ..." field.
- 3. Click **C** Dial to complete the transfer.

Transfer Call		×
Call To:*	Phone Number	
	📞 Dia	

Figure 22: Transfer Call window

Note: The QX handles the outbound calls initiated by EAC. Therefore, the destination number dialed by agent should match the call routing rules specified on the QX's Call Routing Table.

End a Call

Click End Call during an active call, to disconnect the call. TIP: Admin and/or supervisor can disconnect calls during connecting stage (when no one answers the call yet).

8.3.3 Queues menu

The **Queues** menu displays all user-defined **Inbound Queue**(s) as well as **Direct Calls**. The **Queues** table contains the following information for each queue: number of online agents of the queue, current number of queued and answered calls. **Membership** column shows the membership status of the logged in agent in each queue.

6	epygi	✓ Online DND	👻 💄 My Agent				James -
en e	Dashboard	Direct Calls					
	Wran-up Codes	Name			Active Calls		
	Agents	Direct Outbound Ca	lls		3		
	Extensions	Direct Inbound Call	S		1		
	Contacts Chat	Queues				Q Search Queue	35
- Jail	Reports	Queue Name	Extension Number	Membership	Agents Online	Queued Calls	Answered Calls
•	Settings	O Customer Care	770	Supervisor	<u>5</u>	1	3
			700	Member	<u>4</u>	0	2
		Displaying 4 of 4					

Figure 23: Queues menu

To access Queue Statistics, click the hyperlinked Queue Name. TIP: Detailed information on each Inbound Queue is accessible only for admin(s) and supervisor(s). Detailed information on the Direct Inbound and Outbound Calls is accessible only for admin(s).



The Queue Statistics pages are used to display statistical information for each queue for the selected timeframe. Queue Statistics consists of the following pages:

- Queue Summary
- <u>Agents</u>
- Live Calls
- <u>Call Summary</u>
- <u>Call Details</u>
- <u>Wrap-up Codes Summary</u>

Queue Summary

The Queue Summary page displays the call summary information for the selected timeframe (Figure 24):

- Totals total number of calls (answered, abandoned or rejected) received in the queue:
 - > Wait Time in Queue (Total) total waiting time of the calls in the queue.
 - > Wait Time in Queue (Average) average waiting time of the calls in the queue.
 - Wait Time in Queue (Maximum) the longest waiting time of the call in the queue.
- Answered total number of calls answered by the queue's agent(s):
 - > Call Duration (Total) total duration of all answered calls.
 - > Call Duration (Average) average duration of answered calls.
 - > Call Duration (Maximum) the longest duration of the answered call.
 - Wait Time in Queue (Total) total waiting time of the calls before being answered.
 - Wait Time in Queue (Average) average waiting time of the calls before being answered.
 - Wait Time in Queue (Maximum) the longest waiting time of the call before being answered.
- Abandoned total number of abandoned calls:
 - > Wait Time in Queue (Total) total waiting time of the calls before being abandoned.
 - > Wait Time in Queue (Average) average waiting time of the calls before being abandoned.
 - Wait Time in Queue (Maximum) the longest waiting time of the call before being abandoned.
- Rejected total number of unanswered calls by queue's agents by reason of 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).
 - Timeout the total number of calls received by the queue and not answered within the ringing timeout (Queue Ring Timeout).



🙋 epygi	🥪 Online Away 👻 📥 My A	Agent						James Hunt 👻
Dashboard	Queue Statistics: Tecl	hnical Sup	oport (#700)					
Wrap-up Codes		Queue	1 ki Calls	O Answered Calls				
Contacts	Queue Summary Agents L	ive Calls Cal	I Summary Call Details Wrap-up	Codes Summary				
Chat					Sun: 01	/01/2017	to Tue: 01/24/2017	This Month 🗸 🎗
Settings					Displayed statistics for the foll	owing period Sun	, Jan 1st, 2017 (12:00 am) -	Tue, Jan 24th, 2017 (3:52 pm)
	Totals		Answered		Abandoned		Rejected	
	90 Total Calls		52 Answered Calls		24 Abandoned Calls		Rej	14 ected Calls
	Wait Time in Queue (Total):	00:08:25	Call Duration (Total):	01:11:21	Wait Time in Queue (Total):	00:03:34	Overflow:	3
	Wait Time in Queue (Average):	00:00:05	Call Duration (Average):	00:01:22	Wait Time in Queue (Average):	00:00:08	Timeout:	11
	Wait Time in Queue (Maximum):	00:00:20	Call Duration (Maximum):	00:16:28	Wait Time in Queue (Maximum):	00:00:20		
			Wait Time in Queue (Total):	00:02:09				
			Wait Time in Queue (Average):	00:00:02				
			Wait Time in Queue (Maximum):	00:00:17				

Figure 24: Queue Summary (for Inbound Queue) page

For Direct Calls

Only answered calls will be displayed in the **Queue Summary** page for **Direct Inbound** and **Outbound Calls**. The **Queue Summary** page displays the call summary information for the selected timeframe:

- Totals total number of answered calls:
 - > Call Duration (Total) total duration of all answered calls.
 - > Call Duration (Average) average duration of answered calls.
 - > Call Duration (Maximum) the longest duration of the answered call.

🕜 epygi	😑 Online Away 👻 📤 M	ly Agent							James Huni	nt -
DashboardQueues	Direct Calls Statistic	s: Direct Outboun	d Calls							
 Wrap-up Codes Agents Extensions 				1 Active Calls						
Contacts	Queue Summary Agents	Live Calls Call Summary	Call Details	Wrap-up Codes Summary						
Chat					Sun	01/01/2017	to Tue:	01/24/2017	This Month 🗸	C
🔅 Settings					Displayed statistics for th	e following period Sun, J	an 1st, 20	017 (12:00 am) - Tue, Ja	n 24th, 2017 (3:53	3 pm)
	Totals									
	51 Total Calls									
	Call Duration (Total):	00:14:17								
	Call Duration (Average):	00:00:17								
	Call Duration (Maximum):	00:03:56								

Figure 25: Queue Summary (for Direct Outbound Calls) page



Agents

The Agents page displays the information concerning all agents of the queue (Figure 26):

- Agent lists all agents assigned to the queue. TIP: All agents are automatically assigned to the Direct Inbound and Outbound queues.
- Status shows the current status of the 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.
- Queue Supervisor shows whether the corresponding agent has the supervisor permissions or not. TIP: The Direct Inbound and Outbound queues don't have a supervisor.

🙋 epygi	💙 Online DN	D 🗸 🏝	Wy Agent							James Hunt -
DashboardQueues	Queue Stati	stics: Te	echnical Suppo	ort (#70)0)					
Wrap-up Codes Agents Kytopciops			1 Queued Ca	lls			O Answered Calls			
Contacts	Queue Summary	Agents	Live Calls Call Su	nmary C	Call Details	Wrap-up Codes Summary				
Jul Reporting	Agent		Status			Status Time		Allow Receiv	ing Calls	Queue Supervisor
Settings	Lames Hunt		Online 🔻	~ 00	00:56:21 (an ho	ur ago)				×
	Liara		Online 👻	00	00:00:10 (a few	seconds ago)				✓
	Milla Brown		DND 👻	00	00:00:41 (a few	seconds ago)				×
	<mark>≜</mark> <u>Mia</u>		Coffee Break 👻	00	00:00:25 (a few	seconds ago)				×
	Displaying 4 agents									

Figure 26: Queue Statistics – Agents page

Live Calls

The Live Calls page is used to display the currently queued, answered calls and handle them (Figure 27). The following actions are available to handle calls:

- End Call is used to disconnect active and queued calls.
- Barge-In allows the supervisor/admin to participate (3-way call) the active call.
- Listen-In allows the supervisor/admin to listen (without being identified) the active call.
- Whisper allows the supervisor/admin to whisper the agent who initiated or answered the active call.



🙋 epygi	Online Awa	ay 👻 🚢 My Agent					James Hunt 👻			
DashboardQueues	Dashboard Queue Statistics: Technical Support (#700) Queues									
Wrap-up Codes			1 Queued (Calls			2 Answered Calls			
Contacts	Queue Summary	Agents Live Calls	Call S	ummary Call Deta	ils Wrap-up Codes Summary					
LIII Reporting	Agent n/a	Agent Remote Party 1/a Ashot Sargsyan 11105		Call Status Queued	Wait Time in Queue 00:00:02 (a few seconds ago)	Call Duration 00:00:00	Action End Call			
	Ciara Hovhannes Zargaryan 11388			Answered	00:00:08	00:00:20 (a few seconds ago)	End Call Barge-In Listen-In Whisper			
	James Hunt	Levon Dadayan 11380		Answered	00:00:08	00:01:15 (a minute ago)	End Call			

Figure 27: Queue Statistics - Live Calls page

End a Call

Click End Call to disconnect the active or queued call.

Barge-In, Listen-In and Whisper

Barge-In is a licensable feature on QX, which consists of Barge-In, Listen-In and Whisper features. To allow **Barge-In**, Listen-In and Whisper the active calls, define a list of extensions that are capable to Barge-In, Listen-In and Whisper the current extension calls (define the appropriate permissions) from QX WEB GUI. To enable **Barge-In** option and define access list on the extension, follow the steps below:

- 1. Login into QX WEB GUI. Barge-In license should be activated on the QX.
- 2. Go to the Extensions→Extensions page.
- 3. Select the extension and click "Admin Settings" icon.
- 4. Click "Edit Call Barge-In / Intercept Access List" link.
- 5. Define the access list who allowed to barge-in to the selected extension.

	QX200	Ov	rerview	Extensions	Dialing Directories	Conferences	Recordings	Receptionist	ACD	Authorized Phones			
B	Dashboard	Exter	nsions	Add Extension	Add Multiple Extensions	Bulk Import							
۰	Setup	Ca	ll Ra	rae-In / li	ntercent Acc	ess List of	Evtens	ion 104				Hostname: QX200-12	Help 👻
	Extensions	Oa	пDa		nereepi Ace		LAtens						
÷.	Interfaces	O G) Go Back										
C	Telephony	+ Ac	dd 🖋 E	dit 🗎 🖻 Delete								Q	
0	Firewall			Caller	Lis	sten-In		Whisper		Barge-In		Intercept	
0	Network		PBX - *		Yes		Yes			Yes	N	lo	
.11	Status												
æ	Maintenance												

Figure 28: Call Barge-In / Intercept Access List of Extension

- 6. Go back and enable "Allow other users to Barge-In to this extension" checkbox from General Settings section.
- 7. Click Save.



Barge in (Barge-In, Listen-In and Whisper) to the active call as follows:

- 1. Click the preferred button during an active call, to establish call in selected mode.
- 2. The logged in agent phone will ring immediately.
- 3. Answer the call to connect to the existing call in the mode selected.

Note:

- Barge-in actions are available only when the **Barge-In** license key is activated on the QX.
- You can barge-in also to **Direct Inbound** and **Outbound** calls.

Call Summary

The **Call Summary** page shows the number of answered calls (by each agent), the total and average duration of calls within the selected timeframe (Figure 29).

ce epy	gi 🖌 🖌 Online Away							James Hunt 👻
DashboarQueues	d Queue Statist	ics: Technical	Support (#	700)				
Wrap-up	Codes	O Queued C	alls				O Answered Calls	
Contacts	Queue Summary	Agents Live Calls	Call Summary	Call Details	Wrap-up	Codes Summary		
Chat Chat Indexemption	3			Disp	layed stat	Sun: 01/01/2017 stics for the following period S	to Tue: 01/24/2017 Sun, Jan 1st, 2017 (12:00 am)	This Month - 2 - Tue, Jan 24th, 2017 (12:05 pm)
	Agent	•	Answered Calls	i -		Call Duration	Call	Duration (Avg)
	Ciara		8			00:02:46		00:00:20
	James Hunt		40			01:03:38		00:01:35
	Mia		1			00:01:27		00:01:27
	Milla Brown		2			00:03:20		00:01:40
	Total		51			01:11:11		

Figure 29: Queue Statistics - Call Summary page

Call Details

The **Call Details** page allows to track and report the call detail records (CDRs) for the queue within the specified timeframe, as well as listen the recorded calls, label and comment them (Figure 30).

CDRs listed in the Call Details table are characterized by the following parameters:

- Type shows the call state (answered, abandoned or rejected). TIP: Only answered calls will be displayed in Call Details page for Direct Inbound and Outbound Calls.
- Agent the agent who answered the call.
- Date/Time shows the date and time when call started.
- **Remote Party** shows the caller's number, display name (if available).
- Wait Time in Queue shows the waiting time of the call in the queue. TIP: Direct Inbound and Outbound Calls don't have "Wait Time".
- Call Duration shows the duration of the call (doesn't include the Waiting Time in Queue).
- Close Reason call close reason (closed by Agent/Caller, Abandoned, Timed Out and Transferred).
- **Recording** shows the link(s) for Call Recording(s).
- Wrap-up Code shows the wrap-up label attached to the call.



• Comment – shows the comment left on the call.

🤕 epygi	•	Online Awa	ay 👻 🏝 My Agent								James Hunt 🗸
 Dashboard Oueues 	Que	ue Stati	stics: Technica	al Support (#	700)						
Wrap-up Codes Agents Kotonsions				O Queued Calls			O Answered Calls				
Contacts	Queu	e Summary	Agents Live Call	Call Summary	Call Details	Wrap-up Codes Summary					
Chat								Sun: 0	01/01/2017	to Tue: 01/24	1/2017 This Month - 2
Settings							Displaye	d statistics for the fo	ollowing period Fri, .	Jan 13th, 2017 (3:	33 pm) - Tue, Jan 24th, 2017 (12:41 pm)
	Туре	Type Agent Call Start Time - Remote Party Wait Time in C						Close Reason	Recording	Wrap-up Code	Comment
	٥	Ciara	2017-01-24 12:40:16 P a minute a	M "Levon Dadayan" <	<11380@192.168.0.2	00:00:01	00:00:10	Closed by Caller	● <u>12:40:18 PM</u>	C Urgent cases	🕼 not set
	٥	no agent	2017-01-24 12:40:05 P a minute a	M "Levon Dadayan" -	<11380@192.168.0.2	00:00:10	00:00:00	Closed by Caller		C Testing	🕼 not set
	٥	no agent	2017-01-23 5:50:24 P 19 hours as	M "Levon Dadayan" -	<11380@192.168.0.2	00:00:07	00:00:00	Closed by Caller		C Testing	I test call
	٥	James Hunt	2017-01-23 5:49:55 P 19 hours as	W "Levon Dadayan" -	<11380@192.168.0.2	00:00:01	00:00:09	Closed by Caller	● <u>5:49:57 PM</u>	☑ not set	C not set
	٥	James Hunt	2017-01-23 5:45:23 P 19 hours as	W "Levon Dadayan" -	<11380@192.168.0.2	00:00:01	00:02:12	Closed by Caller	● <u>5:45:25 PM</u>	Ø RMA	C device has an issue
	٥	James Hunt	2017-01-23 5:40:10 P 19 hours as	M "Levon Dadayan" <	<11380@192.168.0.2	09> 00:00:01	00:00:11	Closed by Caller	● <u>5:40:12 PM</u>	🕼 not set	🕼 not set
	٥	no agent	2017-01-23 5:39:00 P 19 hours as	W "Levon Dadayan" <	<11380@192.168.0.2	09> 00:00:19	00:00:00	Closed by Caller		🕼 not set	🕼 not set
	0	no agent	2017-01-23 5:38:38 P 19 hours as	M "Levon Dadayan" <	<11380@192.168.0.2	09> 00:00:20	00:00:00	Timed Out		☑ not set	🕼 not set
	0	no agent	2017-01-23 5:38:15 P 19 hours as	W "Levon Dadayan" -	<11380@192.168.0.2	09> 00:00:20	00:00:00	Timed Out		I not set	C not set
	٥	no agent	2017-01-23 5:37:52 P 19 hours as	M "Levon Dadayan" -	<11380@192.168.0.2	09> 00:00:20	00:00:00	Timed Out		I not set	C not set

Figure 30: Queue Statistics – Call Details page

The following actions are available:

- Playing and downloading recorded calls
- Updating Call Details

Recording

Call Recording is a licensable feature on QX. To show recorded calls in the **Call Details** page, the corresponding call recording rules must be configured on QX and also recorded calls should be kept on QX. The link(s) for recorded calls will disappear as soon as the recorded calls have been deleted or moved to FTP server from QX. QX doesn't record the call while in hold, so in case of holding/resuming the call, two different links will be shown (the first link – before holding the call, the second one after resuming the call).

For more information on **Call Recording** feature, please refer to the <u>Call Recording Feature on QX IP PBXs</u> guide.

Listen the recorded call as follows:

- 1. Click the link for the call from Recording column.
- 2. Recording Details window will be opened.
- 3. You may Play/Pause, Stop and Download the recorded file.

Recording	Details	×
Caller:	11380@192.168.0.209	
Callee:	James Hunt	
Start Time:	3:55:37 PM	
Duration:	31 sec.	
Status:	New	
		15 %

Figure 31: Recording Details window



Update Call Details

The **Update Call Details** window is used to label calls and leave comments. The corresponding labels will be available in the drop-down list for each queue.

Update call details as follows:

- 1. Click the icon for the call from Wrap-up Code or Comment column.
- 2. The Update Call Details window will be opened.
- 3. Select a label from the Wrap-up Code drop-down list.
- 4. Leave a note in the **Comment** field.
- 5. Click Save to update call details.

Update Call De	tails	×
Wrap-up Code:	Urgent cases	~
Comment:	An urgent support should be provided.	
	Save	

Figure 32: Update Call Details window

Wrap-up Codes Summary

Wrap-up Codes Summary displays the summary of the Wrap-up codes used for labeling the calls by agents within the selected timeframe (Figure 33). The Agent column will show "no agent" if the labelled call has been rejected or abandoned.

e	epygi	🥹 Online Awa	ay 👻 🌡	My Agent					James Hunt ▼
@} (Dashboard Queues	Queue Statis	stics: T	echnical	Support (#	700)			
	Wrap-up Codes Agents				O Queued Calls				O Answered Calls
	Contacts	Queue Summary	Agents	Live Calls	Call Summary	Call Deta	wrap-up Codes Summary		
● (Chat Reporting Settings							Sun 01/15/2 Displayed statistics for the following p	D17 to Sat: 01/21/2017 Last Week • C eriod Sun, Jan 15th, 2017 (12:00 am) - Sat, Jan 21st, 2017 (11:59 pr Sat, Jan 21st, 2017 (11:59 pr
				Agent		*		Label	Count
		no agent				I	esting		3
		no agent				<u>U</u>	rgent cases		2
		no agent				B	MA		1
		no agent				M	larker		3
		Ciara				U	rgent cases		2
		Ciara				M	larker		1
		James Hunt				U	rgent cases		1
		James Hunt				B	MA		1
		James Hunt				M	larker		1
				Total					15

Figure 33: Queue Statistics – Wrap-up Codes Summary page

Click the hyperlinked Label to access the Wrap-up Codes Statistics page for the selected label.



8.3.4 Wrap-up Codes menu

The **Wrap-up Codes** menu displays all Wrap-up code labels, their descriptions and assigned queues (Figure 34). Detailed information on each Wrap-up code label is accessible only to the admin(s) and supervisor(s). Click the hyperlinked **Label** to access the **Wrap-up Code Statistics**.

epygi 🥐	✓ Online Away ▲ My Agent		James Hunt ▼			
Dashboard	Wrap-up Codes		Q Search Wrap-up Codes			
Queues	Label	Queue	Description			
 Wrap-op code 	Direct	Direct Outbound Calls				
Agents	Directin	Direct Inbound Calls				
Extensions	Marker	all queues				
Contacts	RMA	Technical Support	hardware issue			
🔍 Chat	Service Evaluation	Customer Care				
III Reporting	Testing	all queues	For testing purposes			
🔅 Settings	Urgent cases	Technical Support	an urgent support is needed			
	Displaying 7 of 7	Show 20 ~ items.	♦ Previous Page 1 of 1 Next →			

Figure 34: Wrap-up Codes menu

Wrap-up Codes Statistics consists of two sections:

- Queue Summary shows the number of calls that have been assigned with the selected label in each queue within the selected timeframe (Figure 35).
- Agent Summary shows the number of calls that have been assigned with the selected I by agent(s) within the selected timeframe (Figure 36).

🕜 epygi	<table-cell> Online Aw</table-cell>	vay 👻 🛓 My Agent					James Hun	nt -
Dashboard	Wrap-up Co	ode Statistics: Testing						
Wrap-up Code	Queue Summary	Agent Summary						
Agents				Fri	01/15/2016 to Sat	01/21/2017	Custom Range 👻	ø
Extensions				Displayed statistics for t	he following period Fri, Jan 15ti	h, 2016 (12:00 am) - Sat, .	Jan 21st, 2017 (11:59	9 pm)
🔍 Chat								_
III Reporting			Queue			Count		
A Cominent	Direct Inbound Calls					1		
Setungs	Direct Outbound Call	ls				1		
	Technical Support					4		
			Total			6		

Figure 35: Wrap-up Codes Statistics – Queue Summary page

🌈 epygi	🕑 Online Aw	ray 👻 🚢 My Agent					James Hu	lunt +
Dashboard	Wrap-up Co	de Statistics	: Testing					
Wrap-up Codes	Queue Summary	Agent Summary						
Agents				Fri: 01/15/2	016 to Si	at: 01/21/2017	Custom Range -	2
Contacts				Displayed statistics for the follow	nng period En, Jan 13	un, 2016 (12.00 am) - Sai	, Jan 21st, 2017 (11.5	59 pm)
LM. Demoster			Agent		Cour	t		
Sottings	no agent				3			
We Settings	Ciara				1			
	James Hunt				2			
			Total		6			

Figure 36: Wrap-up Codes Statistics – Agent Summary page



Note:

- 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 admin(s).
- The Agent column will show "no agent" if the labelled call has been rejected or abandoned.

8.3.5 Agents menu

The **Agents** menu contains the following information about each agent: agent name, current status, how long the agent has been in the current status. The logged in agent can also call and chat with other agents by clicking on the corresponding button.

🕜 epygi	🔗 Online	Away 👻 🚔 My Agent		James Hunt 🗸
 Dashboard Queues Wrap-up Codes 	Agents	c 0	Q Se	arch Agents
💄 Agents	Agent 📩	Status	Status Time	Actions
Extensions	Liara	Online 👻	01:11:31 (an hour ago)	Chat Call
Contacts	Evebeam	Offline 🔻	68:56:41 (3 days ago)	Chat Call
🙊 Chat	James Hunt	Online 🔻	01:11:23 (an hour ago)	n/a
dil Reporting	U Jasson	Offline 👻	00:41:22 (41 minutes ago)	Chat Call
Settings	Lolly	Meeting 👻	01:11:18 (an hour ago)	Chat Call
	🛎 <u>Mia</u>	Away 🔻	01:11:14 (an hour ago)	Chat Call
	Milla Brown	Cottee Break 👻	01:11:08 (an hour ago)	Chat Call
	Displaying 7 of 7		Show 20 v items.	← Previous Page 1 of 1 Next →

Figure 37: Agents menu

Make a Call

Make a call from the Agents menu as follows:

- 1. Click Call. The agent's phone will ring immediately.
- 2. Answer the call to dial out the destination number.

Note:

- Only agents with <u>PBX</u> call type are able to make outbound calls from EAC.
- The QX handles the outbound calls initiated by EAC. Therefore, the destination number dialed by agent should match the call routing rules specified on the QX's Call Routing Table.

Chat with Agent

Click the Chat button from the Actions column, next to the selected agent. The chat window with that agent will be opened.



To access Agent Statistics, click the hyperlinked Agent. Detailed information on each agent will be displayed. The admin(s) and supervisor(s) can monitor other agents' statistics.

The Agent Statistics pages are used to display statistical information on each agent for the selected timeframe. Agent Statistics consists of the following pages:

- <u>Status Statistics</u>
- <u>Call Summary</u>
- <u>Call Details</u>
- <u>Wrap-up Codes Summary</u>

Status Statistics

The **Status Statistics** tables show how long the agent was in each state(status) during the specified timeframe. This information is shown in the form of separate sector graph for each queue (Figure 38). **TIP:** The values may be rounded.



Figure 38: Agents Statistics - Status Summary page



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 39).

🕜 epygi	😑 Online Me	eeting 👻 🚢 My								James Hunt	
 Dashboard Queues 	Agent Statis	stics: Jame	s Hunt								
Wrap-up Codes		02:06	Online :16 (2 hours ago)								
Contacts	Status Statistics	Call Summary	Call Details W	'rap-up Codes Summary							
 Chat Reporting Settings 						Sun: Displayed statistics for the fi	01/22/2017 bllowing period Sun, .	to Tue: Jan 22nd, 20	01/24/2017 117 (12:00 am) - Tue, Jar	This Week -	2 pm)
		Queue	*	Answered	d Calls	Call Duration	1		Call Duration (Av	g)	
	Direct Inbound Calls			4		00:00:09			00:00:02		
	Direct Outbound Cal	lls		2		00:00:25			00:00:12		
	Technical Support			3		00:02:32			00:00:50		
		Total		9		00:03:06					

Figure 39: Agents Statistics – Call Summary page

Call Details

The **Call Details** page allows to track and report the call detail records (CDRs) for the agent within the specified timeframe, as well as listen, label and comment the recorded calls (Figure 40).

CDRs listed in the **Call Details** table are characterized by the following parameters:

- Type shows the call state (answered). TIP: Only answered calls will be displayed in the Call Details page.
- Agent the agent who answered the call.
- Date/Time shows the date and time call started.
- Remote Party shows the caller's number, display name (if available).
- Wait Time in Queue shows the waiting time of the call in the queue. TIP: Direct Inbound and Outbound Calls don't have "Wait Time".
- Call Duration shows the duration of the call (doesn't include the Waiting Time in Queue).
- Close Reason call close reason (closed by Agent/Caller, Abandoned, Timed Out and Transferred).
- **Recording** shows the link(s) for Call Recording(s).
- Wrap-up Code shows the wrap-up label attached to the call.
- Comment shows the comment left on the call.



🙋 epyg	și	0	Online Away -	& My Agent							James Hunt 🗸
 Dashboard Queues 	A	gen	t Statistics: J	ames Hunt							
Wrap-up Co	odes			Online 00:31:35 (32 minutes a	go)						
Contacts	5	Status	Statistics Call Sur	nmary Call Details	Wrap-up Codes Summary						
Lill Reporting								Thu: 01/19/2017	to Se	at 01/21/2017	Custom Range 👻 🏾 🎜
🔅 Settings							Displayed statist	ics for the following	period Thu, Jan 1	9th, 2017 (4:19 pn	n) - Sat, Jan 21st, 2017 (11:59 pm)
	Т	ype	Queue	Call Start Time 👻	Remote Party	Wait Time in Queue	Call Duration	Close Reason	Recording	Wrap-up Code	Comment
		o	Direct Outbound Calls	2017-01-20 3:43:01 PM 3 days ago	129	n/a	00:00:19	Closed by Agent	 <u>3:43:01 PM</u> <u>3:43:17 PM</u> <u>3:43:19 PM</u> 	🕼 not set	☑ not set
		o	Direct Outbound Calls	2017-01-20 3:39:53 PM 3 days ago	129	n/a	00:00:04	Closed by Agent		Testing	I test call
		o	Technical Support	2017-01-19 4:26:53 PM 4 days ago	"Levon Dadayan" <11380@192.168.0.209>	00:00:02	00:00:01	Closed by Caller	● <u>4:26:55 PM</u>	☑ not set	𝗭 not set
	1	0	Technical Support	2017-01-19 4:19:40 PM 4 days ago	"Levon Dadayan" <11380@192.168.0.209>	00:00:01	00:04:51	Closed by Caller	● <u>4:19:42 PM</u>	☑ Urgent cases	𝗭 not set
	Dis	playin	g 4 of 4			Show 20 - items.				← Previous	Page 1 of 1 Next >

Figure 40: Agent Statistics - Call Details page

The following actions are available for agent(s):

- Playing and downloading recorded calls
- Updating Call Details

Recording

Call Recording is a licensable feature on QX. To show recorded calls in the **Call Details** page, the corresponding call recording rules must be configured on QX and also recorded calls should be kept on QX. The link(s) for recorded calls will disappear as soon as the recorded calls have been deleted or moved to FTP server from QX. QX doesn't record the call while in hold, so in case of holding/resuming the call, two different links will be shown (the first link – before holding the call, the second one after resuming the call).

For more information on **Call Recording** feature, please refer to the <u>Call Recording Feature on QX IP PBXs</u> guide.

Listen the recorded call as follows:

- 1. Click the **link** for the call from **Recording** column.
- 2. Recording Details window will be opened.
- 3. You may Play/Pause, Stop and Download the recorded file.

Recording	Recording Details				
Caller:	"Levon Dadayan" <11380@192.168.0.209>				
Callee:	James Hunt				
Start Time:	4:19:42 PM				
Duration:	290 sec.				
Status:	New				
		0 %			

Figure 41: Recording Details window



Update Call Details

The **Update Call Details** window is used to label calls and leave comments. The corresponding labels will be available in the drop-down list for each queue.

Update call details as follows:

- 1. Click the icon for the call from Wrap-up Code or Comment column.
- 2. The Update Call Details window will be opened.
- 3. Select a label from the Wrap-up Code drop-down list.
- 4. Leave a note in the **Comment** field.
- 5. Click Save to update call details.

Update Call Details					
Wrap-up Code:	Testing	~			
Comment:	test call				
	Save				

Figure 42: Update Call Details window

Wrap-up Codes Summary

The Wrap-up Codes Summary table displays the summary of the Wrap-up codes, used for labeling the calls by the agent, within the selected timeframe.

🙋 epygi	📀 Online Away 👻 🔺 My Agent		James Hunt ×
Dashboard Queues	Agent Statistics: James Hunt		
Wrap-up Codes	Online 01:05:11 (an hour ago)		
Contacts	Status Statistics Call Summary Call Details Wrap-up Codes Summary	Tue 01/17/2017	to Sat 01/01/2017 Custom Ranne - C
LIII Reporting		Displayed statistics for the following period Tue, s	Jan 17th, 2017 (12:00 am) - Sat, Jan 21st, 2017 (11:59 pm)
	Queue	Label	Count
	Direct Outbound Calls	Testing	1
	Direct Inbound Calls	Testing	1
	Direct Inbound Calls	Directin	2
	Direct Inbound Calls	Marker	1
	Technical Support	Urgent cases	2
	Technical Support	Marker	1
	Total		8

Figure 43: Agent Statistics – Wrap-up Codes Summary page

Click the hyperlinked Label to access the Wrap-up Codes Statistics page for the selected label.



8.3.6 Extensions menu

The **Extensions** menu displays all user extensions on the QX. Agents attached to extensions will be shown in the **Agent** column (Figure 44). The logged in agent can also call and chat with other agents by clicking on the corresponding button.

Make a Call

Make a call from the **Extensions** menu as follows:

- 1. Click Call. The agent phone will ring immediately.
- 2. Answer the call to dial out the destination number.

Note:

- Only agents with <u>PBX</u> call type are able to make outbound calls from EAC.
- The QX handles the outbound calls initiated by EAC. Therefore, the destination number dialed by agent should match the call routing rules specified on the QX's Call Routing Table.

🕜 epygi	🤣 Online 🖌	Away 👻 📤 My Ager	6	James Hunt -
Dashboard	Extensions			Q Search Extensions
Wrap up Codes	Display Name	Extension Number	Agent	Actions
Aconte	Test Agent	150	Agent A	Chat Call
Extensions	Ciara	120	📀 Ciara	Chat Call
Contacts	James Hunt	103	⊘ James Hunt	n/a
🗩 Chat	Jasson	106	Jasson	Chat Call
III Reporting	Extension 189	189	Kolly	Chat Call
Settings	Mia	104	● Mia	Chat Call
	Extension 302	302	Milla Brown	Chat Call
	Extension 208	208	no agent	Chat Call
	Ann Davis	109	no agent	Chat Call
	Armine Davtyan	110	no agent	Chat Call
	Kyle Walker	111	no agent	Chat Call
	Susan Jackson	112	no agent	Chat Call
	John Gold	113	no agent	Chat
	Garry Poghosyan	114	no agent	Chat Call
	James McLaren	115	no agent	Chat Call
	user24	116	no agent	Chat Call
	Jennifer5	117	no agent	Chat Call
	Ext.118	118	no agent	Chat Call
	Extension 119	119	no agent	Chat
	Johnny Walker	105	no agent	Chat Call
	Displaying 20 of 209)	Show 20 items.	

Figure 44: Extensions menu

Chat with Agent

Click the Chat button from the Actions column, next to the selected agent. The chat window with that agent will be opened.



8.3.7 Contacts menu

The **Contacts** menu displays all contacts imported from the **Phone Book Directory** of the QX. The **Contacts** table contains the following information about each contact: first and last name, contact number(s) and e-mail address (if applicable). The **logged in agent** can call the contact by clicking on the corresponding button as well as e-mail by clicking the **e-mail address** link.

For more information on configuration of contacts on the QX, please refer to the <u>Dialing Directories on QX IP</u> <u>PBXs</u> guide.

Make a Call

Make a call from the **Contacts** menu as follows:

- 1. Click Call to . The agent's phone will ring immediately.
- 2. Answer the call to dial out the destination number.

Note:

- Only agents with <u>PBX</u> call type are able to make outbound calls from EAC.
- The QX handles the outbound calls initiated by EAC. Therefore, the destination number dialed by agent should match the call routing rules specified on the QX's Call Routing Table.

👉 epygi	🤗 Online Away 👻	📤 My Agent				James Hunt 🗸
Dashboard	Contacts		Q Search Co	Q Search Contacts		
Wrap up Codes	First Name 📩	Last Name	Office Number	Mobile Number	Other Number	E-mail
	Amalia	Rodriguez	Call to 81207050			
	Angela	Davis	Call to 8074503004		Call to 209820	
	David	Smith	Call to 8074503002			Dsmith@gmail.com
🔍 Chat	Levon	Dadayan	Call to 711380	Call to 711105		levon_dadayan@epygiarm.am
III Reporting	Luka	Modric	Call to 76382489349	Call to 3274673467	Call to 632546732	lucamodric@gmail.com
🔅 Settings	Mario	Cavalcanti	Call to 81207051	Call to 9091231168		mario@yahoo.com
	Mikael	Keaton	Call to 7113800	Call to 9091250250	Call to 104	
	Pedro	Suarez			Call to 711388	P_Suarez@outlook.com
	Vagharsh	Davtyan	Call to 745626			
	Displaying 9 of 9			Show 20 ~ items.		♦ Previous Page 1 of 1 Next →

Figure 45: Contacts menu



8.3.8 Chat menu

Chat opens an instant messaging dialogue session for agents to be able to quickly chat with another agent(s). To create a chat with an agent, select that agent from the **Agents** drop-down list.

🤕 epy	gi 😪 Online Away 🗸 🔺 My Agent	James -
 Dashboa Queues Wrap-up Agents Extension Contacts Contacts Chat Reports Settings 	rd Chat New Chat Codes Choose one or more agents to chat with. Agents: Ciara (508) × James Hunt (519) × James email: John email: Melvin email:	Chats New

Figure 46: 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 click **Send**.

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

🥐 epygi	Online Away - ▲My Agent		James H	Hunt 👻
 <i>M</i> Dashboard 	Chat		Chats	New
🕅 Wrap-up Codes		Showing 5 of 5.	🔮 Ciara	
🚔 Agents	Today		 Milla Brown Kolly 	
Extensions Contacts Chat	James Hunt Hi All	2:13 PM	 Jasson Mia 	
Lill Reporting	Milla Brown Hello James	2:15 PM		
	James Hunt I have a technical issue with customer A. Can someone help me?	2:15 PM		
	Ciara Hello, Sure, what's the problem?	2:16 PM 2:16 PM		
	Say something	Send		

Figure 47: Chat – Chat with agents



8.3.9 Reporting menu

The **Reporting** menu offers a way to gather expansive statistical data concerning agents, queues and calls for selected timeframe. The reports can be generated and downloaded either manually or automatically in CSV format. Reports can be generated only by **admin**(s) and **supervisor**(s). Admins have access to all reports while supervisors to the reports referring to the queues with their membership. **Admin**(s) and **supervisor**(s) can schedule receiving reports automatically via e-mail or to FTP Server.

6	epygi	💛 Online Away 👻 🚢 My Agent			James Hunt -	
	Dashboard Queues Wrap-up Codes Agents Extensions Contacts Chat	Reporting Reports Schedules General CDRs				
hil	Reporting	Report Name	Parameters	Description	Action	
•	Settings	CDRs by Agent, by Queue, by Date	Date, Agent, Queue	Reports information concerning agent(s), for selected queue(s) and timeframe.	Schedule	
		CDRs by Wrap-up(All), by Agent, By Date	Date, Agent, Wrap-up Code	Reports information concerning wrap-up code(s), for selected agent(s) and timeframe.	Schedule	
		CDRs by Queue, by Agent, by Date	Date, Agent, Queue	Reports information concerning queue(s), for selected agent(s) and timeframe.	Schedule	
		CDRs by Queue, Call Type by Date	Date, Queue, Call Type	Reports information concerning queue(s) for selected call type(s) and timeframe.	Schedule	
		CDRs by Queue, by Remote Party, by Date	Date, Queue, Remote Party	Reports information concerning callers for each queue in selected timeframe.	Schedule	
		CDRs by Wrap-up(All), by Queue, by Date	Date, Queue, Wrap-up Code	Reports information concerning wrap-up code(s), for selected queue(s) and timeframe.	Schedule	
		CDR Summary by Queue	Date, Queue	Reports information concerning call summary for selected queue(s).	Schedule	
		Wrap-up Codes Agent Status				

Figure 48: Reporting – Reports page

Following groups of reports are available:

<u>General</u>

The **General** section is used to report information concerning agents, queues, contacts, wrap-up codes, etc. These reports mainly include uploaded and created data from QX. This section is available only for **admin**(s).

<u>CDRs</u>

The CDRs section allows admin(s) and supervisor(s) to generate and download diverse information concerning Call Details for selected agents, queues, call types and etc. for selected timeframe, as well as summarized information for selected queue(s). For example, you can create a simple report of "Direct Outbound Calls" by all agents during January or summary of calls for a "Technical Support" queue for the last week.

Wrap-up Codes

The Wrap-up Codes section allows admin(s) and supervisor(s) to generate and download information concerning used Wrap-up Codes for selected timeframe, as well as summarized information per queue and per agent. For example, you can create a summary report of used wrap-up codes (labels) in the "Marketing" queue for the last fortnight or summary of labels used by the agent "James" yesterday.



Agent Status

The Agent Status section allows admin(s) and supervisor(s) to generate and download information concerning agent's status summary for each queue for selected timeframe. Example, you can create a report on status for the agent "Ciara" in "Customer Care" queue for today.

To Create and download a Report (manually)

- 1. Go to **Reporting→Reports** page.
- 2. Click on the **Section** name (General, CDRs, Wrap-up Codes and Agent Status) to show available reports within section.
- 3. Click the hyperlinked report name. The Generate Report page will be opened.
- 4. Configure report parameters (select timeframe, queues, agents, etc.). **TIP:** Depending on the selected report the available parameters will vary.
- 5. Click Run Report **•** to generate and download the report in CSV format.

🤕 epygi	⊘ Online Away ~ ▲ My Agent	James Hunt 🗸
Dashboard	Generate Report	
Wrap-up Codes	CDR Summary by Queue CSV	
 Agents Extensions Contacts Chat Reporting Settings 	Reports information concerning call summary for selected queue. Date From 01/01/2017 Date To 01/31/2017 Date Preset This Month • Queues Technical Support ×	
	Run Report 👻 Return to Reports	

Figure 49: Generate Report page (for CDR Summary by Queue report)

To Schedule a Report (automatically)

- 1. Go to **Reporting→Reports** page.
- 2. Click on the **Section** name (General, CDRs, Wrap-up Codes and Agent Status) to show available reports within section.
- 3. Click the Schedule button from the Action column, next to the selected report. Add schedule page will be opened. Configure "schedule" parameters (Figure 50). This page consists of the following sections:
 - General section name the schedule (if needed), select the "Validity Period" to define how long the schedule will run.
 - Report section is used to configure report parameters. TIP: Depending on the selected report the available parameters will vary.
 - Recurrence section is used to select the frequency of running the schedule and the time.
 - Backup section is used to configure backup settings (E-mail or FTP Server). You can send the report to provided e-mail address and/or to the configured FTP server. TIP: The "Via e-mail" mode will work only when SMTP Service is enabled and properly configured on the QX.



🕜 epygi	✓ Online Away - ▲ My Agent				
 Dashboard Queues Wrap-up Codes Agents 	Add schedule © Go Back General				
 Extensions Contacts Chat Reporting Settings 	Name: Direct Calls Valid from: 01/01/2017 to 12/31/2017 Report				
	Name: CDRs by Queue by Date Date Preset: This Month ▼ Queues: Direct Outbound Calls × Direct Inbound Calls × Summary: ☑				
	Daily Weekly Monthly Day: Last Day × of Select month month(s) Time: 01:00 PM Backup				
File Pattern: \$[name]_\$[date]_\$[time] E-mail FTP E-mail Address: example@epygiarm.am Save					

4. Click Save to apply settings.

The **Schedules** table lists all configured schedules with parameters. Logged in agent can review, modify or delete them (Figure 51). **TIP:** This table shows only the schedules configured by **logged in agent**.



🤕 epygi	🤣 Online Away	✓ ▲ My Agent				Jai	mes Hunt 👻
 Dashboard Queues Wrap-up Codes Agents Extensions 	Reporting Reports Schedules Q Search Schedules.						
Contacts	Schedule Name	Report Name	Recurrence	Schedule Validity Period	Backup Parameters	Next Run 👻	Action
III Reporting	C Agents Skills	Skills	Monthly at 11:45 AM	Start: 2016-Mar-11 End: 2017-Mar-11	E-mail: tigran.merelyan@epygiarm.am	2017-Feb-11 11:45 AM	Delete
	C Direct Calls	CDRs by Queue by Date	Monthly at 1:00 PM	Start: 2017-Jan-01 End: 2017-Dec-31	E-mail: example@epygiarm.am	2017-Jan-31 1:00 PM	Delete
	C Summary Info	CDR Summary by Queue	Monthly at 12:00 AM	Start: 2017-Jan-13 End: 2017-Jun-30	E-mail: levon_dadayan@epygiarm.am	2017-Jan-31 12:00 AM	Delete
	C Test	CDRs by Queue, Call Type by Date	Monthly at 11:00 AM	Start: 2016-Mar-10 End: 2016-May-10	E-mail: levon_dadayan@epygiarm.am FTP: 192.168.74.242 : 21	Never	Delete
	Displaying 4 of 4			Show 20 ~ items.		Previous Page 1 of 1	Next 🗲

Figure 51: Reporting – Schedules page

8.3.10 Settings menu

The Settings menu allows the logged in agent to configure the status change option on log out, set the Marquee text and select Duration Format in reports.

C	epygi	💙 Online Away -	r ▲ My Agent	James Hunt 👻		
2 2	Dashboard	Settings				
○	Queues	Options				
	Wrap-up Codes	Set options for your logge	ed in agent.			
-	Agents	Duration Format: hhmm:ss -				
	Extensions					
	Contacts		Set agent status. Online on log out.			
•	Chat		Save Changes			
hil	Reporting	Marquee				
•	Settings	Change the system marc	quee message. This text will be visible to all agents in the system.			
		Marquee Text:	Good Job!!!			
			Save Marquee			
		Server Information				
		The following system info	rmation was received from the server.			
		Unique ID:	12-6.1.36-0680a104545048488086715416516609			
		Version:	6.1.36 _T5 - Release			
		Hostname:	QX200-12			
		Local Information				
		Your browser is configure	ad as follows:			
		Current Time:	1/24/17 3:07:43 PM			
		Locale:	en-us			

Figure 52: Settings menu

- Duration Format is used to select duration format (in seconds or hh:mm:ss) in reports. TIP: This option is available only for admin(s) and supervisor(s).
- Set agent status Offline on log out checkbox enabled will automatically change the agent's status to Offline when the agent logs out from EAC.
- Marquee Text is used to send a broadcast message to all agents. The running line message would appear on the top of each EAC page.



9 References

Refer to the below listed recourses to get more details about the configurations described in this guide:

- Manual-II: Administration Guide for QX IP PBXs
- Licensable Features on QX IP PBXs
- Call Recording on QX IP PBXs
- Dialing Directories on QX IP PBXs

Find the above listed documents on Epygi Support Portal.

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