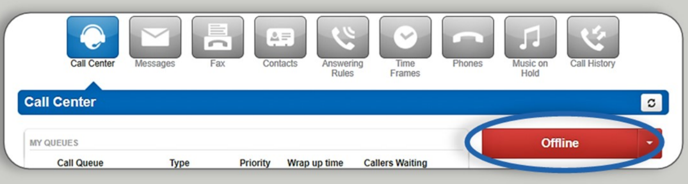
Agent Call Queue

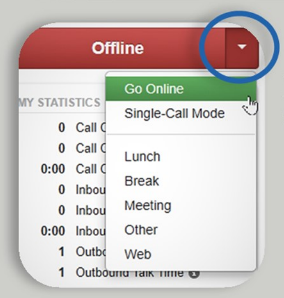
the NetOPS Team **Quick Start Guide**

NetOPS TEAM

Turning on/off—*your Queue Availability*



On the main User Portal— You'll see your **Call Queue** toggle under the blue *'Call Center'* bar.



Using the **drop down arrow**, you can select your **queue status & availability**.

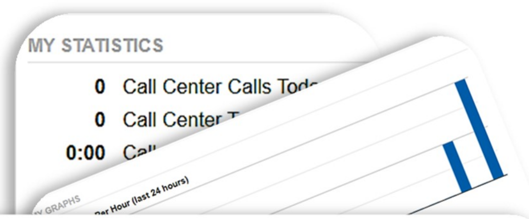
Call Queue—*the Basics*

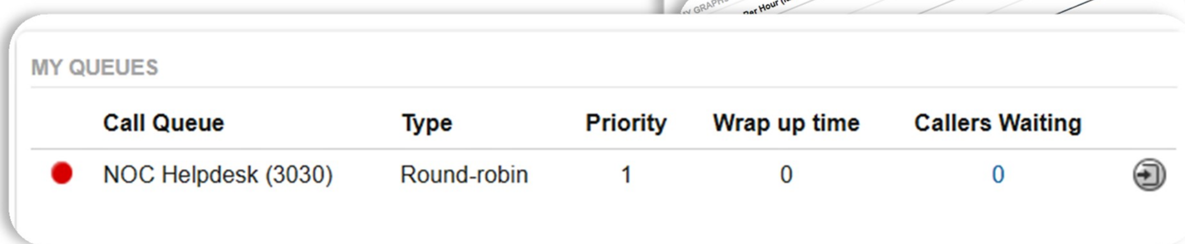
The Call Queue area lets you—

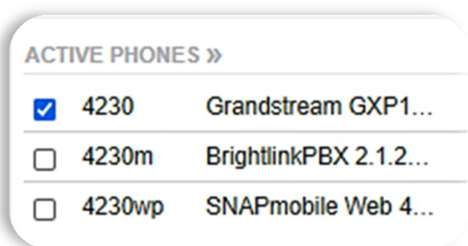
- Toggle queue availability.
- See individual call related statistics.
- Enable/Disable Active Phones

Other **Call Queue** Information

About the 'My Queues' and 'My Graphs' area— These widgets allow you another way to see more information regarding your available queues and also showing your individual call related statistics.







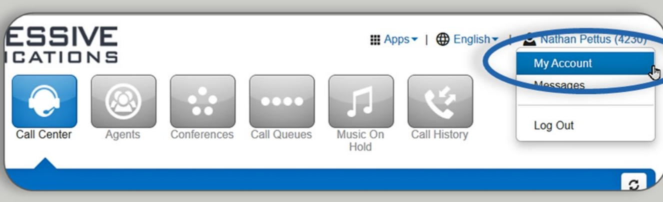
About the 'Active Phones' area— Allows you select which phones are active for the call queues that you are available in.

NetOPS TEAM

Supervisor Call Queue

the NetOPS Team **Quick Start Guide**

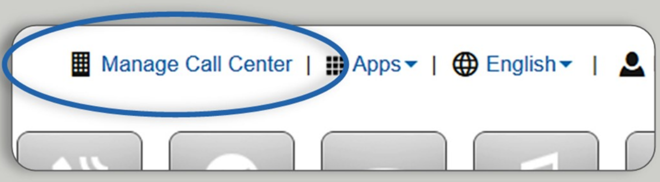
Supervisor Panel & the Call Queue—*switching between the two*



On the Supervisor/Call Center Portal— You'll click on your **Name** *(or Extension)* located at the top-left → then click **'My Account.'**

This will take you to your 'Call Queue' in *Agent* view.

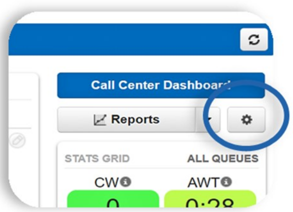
To switch back— Simply hit the text **'Manage Call Center'** located at the top left.



the Stats Grid Acronyms

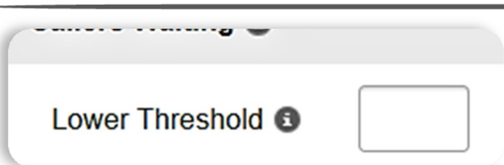
CW (Call Waiting)	Active number of callers waiting in the selected queue. If none selected, total for all queues will be displayed .
AWT (Avg. Wait Time)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be
AHT (Average Handling Time)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time
ABN (Abandoned Rate)	Percentage of calls offered that were abandoned in the selected queue. If none selected, total for all queues will be displayed (Abandoned Calls)/
CA (Calls Answered)	Number of calls answered by agents in the selected queue. If none selected, total for all queues will be dis-
CV (Call Volume)	Number of calls originating through the selected queue. If none selected, total for all queues will be displayed. Includes answered calls, abandoned calls, forwards, and voicemail.
SL (Service Level Percent)	The ratio of calls meeting the configurable service level agreement.
AC (Abandoned Calls)	Calls that abandoned the queue before being dispatched to an agent.

Stats Grid Settings

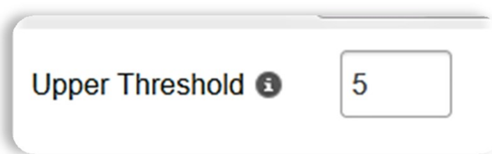


Adjusting your 'Stats Grid'— Selecting the gear icon to the right of the Reports button will allow you adjust what stats' are being displayed, and their thresholds.

Threshold Adjustment— Allows for the stat items in the Stats Grid to change colors depending on your preference.



When the **value** in this box **is met**, the corresponding stat on the **Grid** will change to **Yellow**. Anything under this *value* will be **Green**.



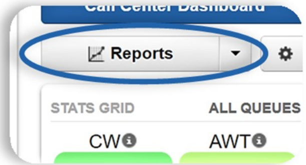
When the **value** in this box **is met**, the corresponding stat on the **Grid** will change to **Red**.

NetOPS TEAM

Supervisor Call Queue

the NetOPS Team **Quick Start Guide**

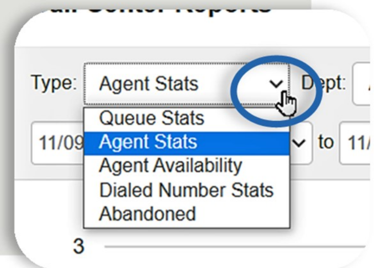
Reports — *the General Report Functions*



'Call Center Reports'— By hitting the **'Reports'** button located on the right-hand side of the Supervisor screen, located above the *'Stats Grid,'* you'll open up the **'Call Center Reports.'**

the Five View Types

└ Queue Stats
└ Agent Stats
└ Agent Availability
└ Dialed Number Stats
└ Abandoned



Queue Stats—
The Queue Stats report allows supervisors to view specific attributes on a queue-by-queue basis based on user-configurable attributes.

Agent Availability—
The Agent Availability report shows the availability of agents in the domain or in a department within a domain.

DNIS Stats—
The DNIS stats report shows information based on the Dialed Number Identification Service.
If you have multiple 800 or 900 numbers to the same destination, the DNIS tells you which number was called.

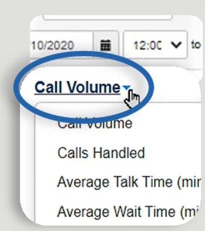
Abandoned—
A view type dedicated specifically to calls that *abandoned* the queue before being offered to an agent.

Agent Stats—
The Agent Stats report shows various agent statistics over time.

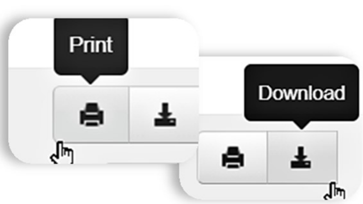
Viewing & Exporting — *the Reports*

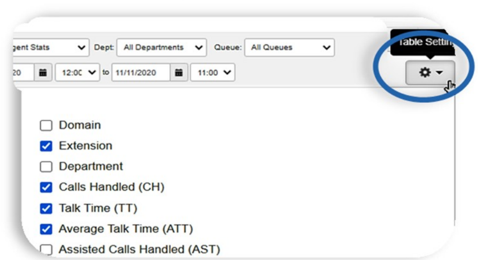
Scheduling **Email Exports** →

Changing Type Fields —
Selecting the small drop-down around next to the graph header.



There are two exporting options—
Printing and Downloading the reports.





Adjusting Table Columns—
Selecting the gear icon to the left of the Call Center Reports page will allow you select the statistics you want to be shown.

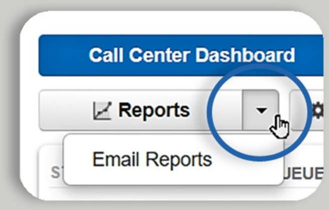
NetOPS TEAM

Supervisor Call Queue

the NetOPS Team **Quick Start Guide**

Setting up— *Recurring Email Reports*

Accessing Email Reports—
Selecting the down-down button next to the reports button. Then select email reports.



Setting Types *and* Frequency

Types—

- Summary
- Call Queue
- Agent
- Dialed Number

Frequency—
Monthly
Weekly
Daily

Weekly

- Weekly Send Date (Sun-Sat Day Select)
- Send Time

Daily

- Send Time (24 Hour Time Format)

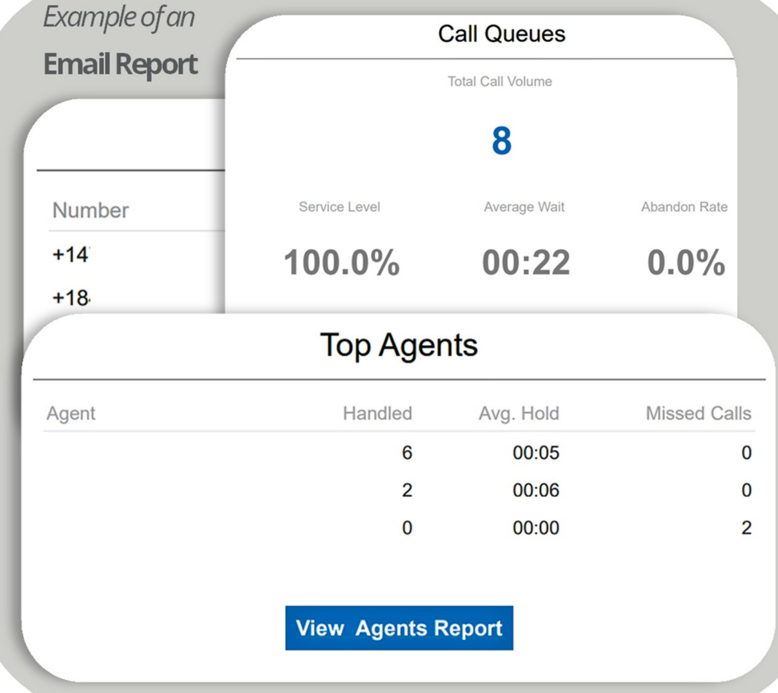
Monthly

- Monthly Send Date (# of the Day)

the Advanced *tab*

Selecting what is sent in the report—
Depending on the **Types** that were selected, it will give you options to select on the **Advanced Tab**.

Example of an **Email Report**



** You can test the output of these values in the **'Call Reports'** section.*