

SCS 4.0

**ACD Reporting** 

Task Based Guide

## Copyright © 2010 Avaya Inc. All Rights Reserved.

#### Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### **Documentation disclaimer**

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <u>HTTP://SUPPORT.AVAYA.COM/</u> LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER.

UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS

AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

#### Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### **Third Party Components**

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright. Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

#### **Downloading documents**

For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

#### **Contact Avaya Support**

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site:http://www.avaya.com/support

#### Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

# **Table of Contents**

SCS 4.0	1
ACD Reporting	5
Overview	5
Accessing the SCS Programming Interface Web Browser requirements for accessing the SCS system	6 6
Viewing Real Time ACD Statistics Agent Statistics Call Statistics Queue Statistics Agent Status	9 10 13 16 19
ACD Historic Reports	
Agent Availability Report	24
Agent Availability Summary	24
Agent Activity Summary	
All Queue Activity	
Handled Calls in Queue	
Abandoned Call Summary	
Agent Call Details	
ACD Agent Supervisor	
Avaya Documentation Links	

# ACD Reporting

# Overview

ACD real time reports and other ACD statistics can be configured on the SCS system. An administrator can produce reports relating to individual agents, the ACD queue and calls to the queue. The status of the agents, whether they are signed in or out of the ACD, can also be determined and viewed from the SCS system's **Agent Status** screen and **ACD Supervision** screen.

SCS users can be assigned ACD Agent Supervisor status. When the supervisor logs into their user portal they are presented with a variety of ACD, Call, Queue and Agents statistics.

Voicemail	My Informatio	on Call Forwarding	Speed Dial	Call History	Agent Availability	ACD Supervision	Phonebook	Phones
Supervisor Console								
t Server	ACD Super	rvisor Console	•					
t Presence t Statistics						Refresh every 30	seconds	Average Wait Time is calculated based on calls
Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time		received during last 30 minutes only.
e Statistics	Sales	3	2	1	0	15 seconds		Total Agents column displays number of currently
	Admin	1	1	0	1	18 seconds		signed in agents, not the
	Refresh							This page will refresh automatically. You can switch automatic refreshing off by clearing the <i>Refresh</i> checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

Please refer to the ACD Agent Supervisor section of this guide.

# Accessing the SCS Programming Interface.

## Web Browser requirements for accessing the SCS system

Avaya recommends the following browsers for accessing the GUI of the SCS:

- Mozilla Firefox 3.5 or later
- Internet Explorer version 7.0 or later

In order to configure the Software Communications System you will need to login to the system with an account that has administrative privileges.

Please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide** for details of how to create users and assign them administrative privileges.

The following procedure describes how to access the SCS web browser administration utility:

1. Open your web browser and enter the IP address or FQDN (Fully Qualified Domain Name) of the SCS system in the address bar. Then press enter.

🕲 Mozilla Firefox Start Page - Mozilla Firefox	
<u>File Edit Vi</u> ew Hi <u>s</u> tory <u>B</u> ookmarks <u>T</u> ools <u>H</u> elp	
	• Google
Most Visited	

- Depending on your browser settings, you may receive a warning concerning the site's security certificate. Approve the certificate by clicking on OK (or Yes, depending on which browser you are using) to continue browsing to the SCS administrator portal.
- 3. If you are using Mozilla Firefox 3.6, an exception will have to be added to a security certificate exception. Click on the **I Understand the Risks** link.



4. Click on Add Exception.



5. Click **Get Certificate**. This is a default certificate installed by the system at the point of installation to ensure security. To avoid exception messages in the future you can install a trusted certificate from within the browser – open the **System** menu and select **Web Certificates**.



6. Now click Confirm Security Exception.

Add Security Exception
You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this.
Server Location: https://200.30.30.5:8443/sipxconfig Get Certificate
Certificate Status
This site attempts to identify itself with invalid information.
Wrong Site
Certificate belongs to a different site, which could indicate an identity theft. Unknown Identity
Certificate is not trusted, because it hasn't been verified by a recognised authority.
Eermanently store this exception
<u>C</u> onfirm Security Exception Cancel

7. You will be presented with the initial login screen. Enter the user id **superadmin** and the password (PIN) previously defined by the administrator. Then click the **Login** button.

Αναγα		
Welcome to SCS Please login with your User ID and PIN. User ID: PIN: Login		

**Note**: For details of how to configure Users for the SCS please refer to the **SCS** 4.0 **Configuring User Profiles Task Based Guide**.

8. You will be presented with the SCS Interface.

AVAVA				Wed, 10 Mar 2010	10 Mar 2010 1:46 PM 🔷 Home 📝 Help 📄 Logout 🔍 Sea		
	Users	Devices	Features	System	Diagnostics		
	There are 4 users defined: 200, alexs, superadmin, Tony, more Add New User	The mo A Dis	ere are 0 phones defi are dd new phone scover Devices	ned:			

# **Viewing Real Time ACD Statistics**

By default, the SCS system provides a number of Real Time ACD statistics.

To view ACD reports:

1. Click the **Features** heading followed by **ACD**.

AVAYA	Tue, 25 May 2010 4:37 PM Home Help Search								
	Users	Devices	Features	System	Diagnostics				
Home			ACD 🗲						
			Agent Status						
			Conferencing						
	There are 15 use	rs defined:	Auto Attendants	phones defined:					
	200, 201, 203, 204	4, 205, 206, 207, 208,	Intercom	0004f21e794a					
	209, 210, 211, 212	2, 213, Lisa,	Paging Groups	1,0004f21f4bc7,					
	superadmin, more	<u></u>	Hunt Groups	1,001b386bd1d0,					
	Add New User		Call Park	franksoft paulsoftclient					
			Music on Hold	ore	•				
			Phonebooks						
			Instant Messaging	ne v					
			DISCOVET DEV	nces					

2. You will be presented with the **ACD Servers** screen. Select the **Server Location** as required.

System Diagnostics Ouick Links ation Port Presence Server
Ouick Links ation Port Presence Server
Ouick Links ation Port Presence Server
Servers Job Status You can make changes to the ACD configuration without affecting the running servers. Once you are satisfied with the configuration changes select the affected server and press the Activate button. The ACD server will be prompted for restart when the new configuration is activated. To administer servers and services and to create a new ACD server can cun of dedicated hardware but thre can currently only

3. The ACD Server screen will be displayed. From this screen real time details can be obtained relating to Agent Statistics, Call Statistics and Queue Statistics.

					1100, 10 Mar 2010 2		Logod. Codaci
		Users	Devices	Features	System	Diagnostics	
ACD Server							
Configuration	ACD Server						Configuration changes do
Queues	Server location	scs1.scsnetwor	k.local				not take effect until you press
Lines		IP address or fully q	alified DNS host name	of the machine on which	ACD server is running.		the Activate button on the ACD Servers page.
Agent Statistics	Configuration port	8110		(Default:	8110)		
Queue Statistics						Show Advanced Settings	
Queue statistics		Cancel					

## **Agent Statistics**

1. To view Agent Statistics select the Agents Statistics link.

NAVA					Thu, 11 Mar 2010 1	10:34 AM 🤺 Home 🛛 ? Help	🕆 Logout 🔍 Search
		Users	Devices	Features	System	Diagnostics	
CD Server							
Configuration Queues	ACD Server					✓ Refresh every 30 seconds	<i>Total Time</i> column displays
Ines Agent Statistics	- all queues - 💌						last change in the status of the agent
all Statistics	Agent	Status		Total Time			Busy status signifies that
Queue Statistics	204	Idle		7 minutes, 23 seco	nds		Agents available to handle
	Tony	Idle		7 minutes, 23 seco	nds		new calls have <i>Idle</i> status. This name will refresh
	200	Busy		6 seconds			automatically. You can switch
	206	Busy		13 seconds			automatic refreshing off by clearing the <i>Refresh</i>
	205	Idle		7 minutes, 23 seco	nds		checkbox.
	Refresh						You can also modify the refresh interval by clicking on the current interval and then enter a new value.

2. The **Agent Statistics** section of the ACD Server window provides information about the current status and total time that an agent has been in a specific state.

		Users	Devices	Features	System	Diagnostics	
CD Server							
Configuration Queues Lines Agent Statistics	ACD Server					✓ Refresh every 30 seconds	<i>Total Time</i> column displays the time elapsed since the last change in the status of
Agent Statistics Call Statistics Queue Statistics	Agent 204 Tony 200 206 205 Refresh	Status Idle Idle Busy Busy Idle		Total Time 8 minutes, 51 second 8 minutes, 51 second 1 minute, 34 seconds 1 minute, 41 seconds 8 minutes, 51 seconds	5 5 5		the agent. Busy status signifies that agent is processing the call. Agents available to handle new calls have <i>Idle</i> status. This page will refresh automatic refreshing off by clearing the <i>Refresh</i> checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

3. The queues to which the agents are assigned can be selected from the queue drop down box.

-		Users	Devices	Features	System	Diagnostics	
CD Server							
Configuration	ACD Server						
Queues						Refresh every 30 seconds	Total Time column displays
ines							the time elapsed since the last change in the status of
Agent Statistics	- all queues -	Status		Total Time			the agent. Busy status signifies that
Queue Statistics	Admin	Idle		2 minutes, 1 se	cond		agent is processing the call. Agents available to handle
	Tony	Idle		2 minutes, 1 se	cond		new calls have <i>Idle</i> status.
	Steve	Idle		2 minutes, 1 se	cond		automatically. You can switch
	200	Busy		1 minute, 0 sec	onds		automatic refreshing off by clearing the <i>Refresh</i>
	206	Busy		38 seconds			checkbox.
	205	Idle		2 minutes, 1 se	cond		You can also modify the refresh interval by clicking on
	Refresh						the current interval and then enter a new value.

4. The **User ID** of the agent is displayed.

AVAVA					Thu, 11 Mar 2010 1	11:22 AM 💮 Home 🔹 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration Queues	ACD Server					✓ Refresh every 30 seconds
Lines Agent Statistics	Sales 💌	21.1				
Call Statistics	Tony	Idle		1 minute, 26 seco	onds	
eueue orananca	200	Busy		58 seconds		
	206	Busy		52 seconds		
	205	Idle		1 minute, 26 seco	onds	

5. The **Status** of the agent is also displayed. A **Busy** status signifies that the agent is processing a call. Agents available to handle new calls will be displayed in an **Idle** status.

AVAVA					Thu, 11 Mar 2010 1	1:22 AM 🔥 Home	? Help
		Users	Devices	Features	System	Diagnostics	
ACD Server							
Configuration	ACD Server						
Queues						Defrech evenu 20	cocondo
Lines						Refresh every 30	seconds
Agent Statistics	Sales 💙						
Call Statistics	Agent	Status		Total Time			
Queue Statistics	Tony	Idle		1 minute, 26 seco	onds		
	200	Busy		58 seconds			
	206	Busy		52 seconds			
	205	Idle		1 minute, 26 seco	onds		
	Refresh	_					

6. The **Total Time** that an agent has been in a particular state is also displayed.

				In	iu, i i Marzoio i	1.22 AWI Home Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration	ACD Server					
Queues						Defects and the second
Lines						Refresh every 30 seconds
Agent Statistics	Sales 💌			-		
Call Statistics	Agent	Status		Total Time		
Queue Statistics	Tony	Idle		1 minute, 26 second	s	
	200	Busy		58 seconds		
	206	Busy		52 seconds		
	205	Idle		1 minute, 26 second	s	

7. The **Status** of the agents will be refreshed every 30 seconds, if the **Refresh** every 30 seconds check box is left selected.

AVAVA					Thu, 11 Mar 2010 1	1:22 AM 🦙 Home 📪 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration Queues Lines	ACD Server					Refresh every 30 seconds
Agent Statistics	Sales 💙	Status		Total Time		
Queue Statistics	Tony	Idle		1 minute, 26 seco	onds	
	200	Busy		58 seconds		
	206	Busy		52 seconds		
	205	Idle		1 minute, 26 seco	onds	
	Refresh					

8. To change the refresh interval, select the **Refresh Interval** check box and click the seconds value.

Ανάγα					inu, 11 Mar 2010 1	1:35 AM Home	нер
-		Users	Devices	Features	System	Diagnostics	
ACD Server							
Configuration	ACD Server						
Queues						Refrech even	condo
Lines						Reliesitevely 30 se	conus
Agent Statistics	Sales 💌						
Call Statistics	Agent	Status		Total Time			
Queue Statistics	Tony	Idle		13 minutes, 57 seco	nds		
	200	Busy		13 minutes, 29 seco	nds		
	206	Busy		13 minutes, 23 seco	nds		
	205	Idle		13 minutes, 57 seco	nds		
	Refresh						

9. Enter a new value in the **Refresh every** field and click the **Save** button.

				-	Thu, 11 Mar 2010 1	1:37 AM 🔥 Home 🥇 He
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration	ACD Server					
Queues Lines				Refresh every	15	Save Cancel seco
Agent Statistics	Sales 💌					
Call Statistics	Agent	Status		Total Time		
Queue Statistics	Tony	Idle		15 minutes, 57 secon	ds	
	200	Busy		15 minutes, 29 secon	ds	
	206	Busy		15 minutes, 23 secon	ds	
	205	Idle		15 minutes, 57 secon	ds	

10. The new interval will be displayed.

AVAVA					Thu, 11 Mar 2010 1	1:38 AM 💮 Home 🛛 7 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration	ACD Server					
Queues						Refresh every 15 seconds
Lines Agent Statistics	Sales 💌					
Call Statistics	Agent	Status		Total Time		
Queue Statistics	Tony	Idle		16 minutes, 57 seco	nds	
	200	Busy		16 minutes, 29 seco	nds	
	206	Busy		16 minutes, 23 seco	nds	
	205	Idle		16 minutes, 57 seco	nds	
	Refresh					

## **Call Statistics**

1. To view ACD Call Statistics, click the **Call Statistics** link.



2. Then select the queue to be viewed from the drop down list.

\V <i>F</i> \VF\					riiu, iii Mai 2010	TT.47 AW Home Help	Luguu V Search
		Users	Devices	Features	System	Diagnostics	
CD Server							
onfiguration	ACD Server						
)ueues ines	- all queues - 🗸					Refresh every 30 seconds	Wait Time displays the total time during which a call has remained unanswered since
rgeni ocalistics Call Statistics Queue Statistics	- all queues - Salos Admin Hetresh	Оцеци	e Status	Wait Tin	ie I	Processing Time	It's been received by the ACD server. Calls in the Waiting status have not been answered by any agents yet. Calls in the <i>In Progress</i> status have been picked up by the agent displayed in the <i>Agent</i> column. This page will refresh automatically. You can switch automatics refreshing off by clearing the <i>Refresh</i> checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

3. The **Call Statistics** screen will be displayed.

AVAVA						Thu, 11 Mar 201	10 2:48 PM 🕜 Home 🥇 Help	🕆 Logout 🔍 Search
		Users	Devic	es	Features	System	Diagnostics	
ACD Server								
Configuration Queues Lines	ACD Server						<ul> <li>Refresh every 30 seconds</li> </ul>	<i>Wail Time</i> displays the total time during which a call has
Agent Statistics Call Statistics Queue Statistics	-all queues - ⊻ Caller ‴ <sip:301< td=""><td>Agent</td><td>Queue Sales</td><td>Status Waiting</td><td>Wait 9 seco</td><td>Fime nds</td><td>Processing Time</td><td>remained unanswered since it's been received by the ACD server. Calls in the <i>Waiting</i> status have not been answered by</td></sip:301<>	Agent	Queue Sales	Status Waiting	Wait 9 seco	Fime nds	Processing Time	remained unanswered since it's been received by the ACD server. Calls in the <i>Waiting</i> status have not been answered by
Widede Statistics	"" <sip:380< td=""><td>201 /</td><td>Admin</td><td>In Progress</td><td>12 sec</td><td>onds</td><td>29 seconds</td><td>any agents yet.</td></sip:380<>	201 /	Admin	In Progress	12 sec	onds	29 seconds	any agents yet.
	™-sip:300	202	Sales	In Progress	8 seco	nds	14 seconds	status have been picked up by the agent displayed in the <i>Agent</i> column. This page will refres h automatically. You can switch automatic refreshing off by clearing the <i>Refresh</i> checkbox. You can also modify the refresh interval by clicking on the current interval and then
								enter a new value.

4. The **Caller** details are displayed.

ACD Server Configuration Queues	cs
ACD Server Configuration Queues Refresh	
Configuration ACD Server	
Queues	
V Retress	
Lines	every 30 seconds
Agent Statistics	
Call Statistics Caller Agent Queue Status Wait Time Processing Time	ne
Queue Statistics <sup>™</sup> <sip:301 9="" sales="" seconds<="" td="" waiting=""><td></td></sip:301>	
<sup>™</sup> ≪sip:380 201 Admin In Progress 12 seconds 29 seconds	
■ <sip:300 14="" 202="" 8="" in="" progress="" sales="" seconds="" seconds<="" td=""><td></td></sip:300>	

5. The **Agent** who is handling the call is displayed.

Users     Devices     Features     System     Diagnostics       ACD Server       Configuration       Queues       Lines       Agent Statistics       Call Statistics       Caller     Agent       Queue Statistics	Users Devices Features System ACD Server	Diagnostics
ACD Server         Configuration       ACD Server         Queues       Ines         Agent Statistics       -all queues - ♥         Call Statistics       Queue       Status       Wait Time       Processing Time         Queue Statistics       -all queues - ♥       Sales       Waiting       9 seconds         Queue Statistics	ACD Server	
Configuration       ACD Server         Queues       Ines         Agent Statistics       -all queues - • •         Caller       Agent         Sales       Wait Time         Processing Time         "" <sip:300< td="">         202       Sales         In Progress       8 seconds         14 seconds</sip:300<>		
Queues     Image: Call queues - Watching and Call Statistics     Call queues - Watching and Call Statistics     Queue Statistics     Queue Statistics     Value and Call Statistics     Queue Statistics     Sales     Wait Time     Processing Time       Queue Statistics     "" <sip:300< td="">     201     Admin     In Progress     12 seconds     29 seconds       ""<sip:300< td="">     202     Sales     In Progress     8 seconds     14 seconds</sip:300<></sip:300<>	Configuration ACD Server	
Lines Agent Statistics Caller Agent Caller Agent Queue Status Wait Time Processing Time "" <sip:300 12="" 201="" 29="" admin="" in="" progress="" seconds="" seconds<br="">""<sip:300 14="" 202="" 8="" in="" progress="" sales="" seconds="" seconds<="" td=""><td>Queues</td><td>Defeath survey 20 accord</td></sip:300></sip:300>	Queues	Defeath survey 20 accord
Agent Statistics Caller Agent  Agent  Status Caller Agent  Agent  Status Caller Agent  Status Caller Agent  Status Caller Agent Status	Lines	Refresh every 30 second
Caller         Agent         Oueue         Status         Wait Time         Processing Time           Queue Statistics         "" <sip:301< td="">         Sales         Waiting         9 seconds           ""<sip:380< td="">         201         Admin         In Progress         12 seconds         29 seconds           ""<sip:300< td="">         202         Sales         In Progress         8 seconds         14 seconds</sip:300<></sip:380<></sip:301<>	Agent Statistics	
Queue Statistics         "= <sip:301< th="">         Sales         Waiting         9 seconds           "=<sip:380< td="">         201         Admin         In Progress         12 seconds         29 seconds           "=<sip:300< td="">         202         Sales         In Progress         8 seconds         14 seconds</sip:300<></sip:380<></sip:301<>	Call Statistics Caller Agent Queue Status Wait Time Proc	cessing Time
Image: sign: 380     201     Admin     In Progress     12 seconds     29 seconds       Image: sign: 300     202     Sales     In Progress     8 seconds     14 seconds	Queue Statistics <sup>IIII</sup> <sip:301 9="" sales="" seconds<="" td="" waiting=""><td></td></sip:301>	
"≺sip:300 202 Sales In Progress 8 seconds 14 seconds	<sup>™</sup> ≺sip:380 201 Admin In Progress 12 seconds 29 se	econds
	™≺sip:300 202 Sales In Progress 8 seconds 14 se	econds

6. The **Queue** to which the call was presented is displayed.

AVAVA						Thu, 11 Mar 20	10 2:48 PM 🔥 Home 🦷 Help
		Use	ers	Devices	Features	System	Diagnostics
ACD Server							
Configuration	ACD Serv	er					
Queues							Refresh every 30 seconds
Lines							
Agent Statistics	- all queues -	*	0				
Call Statistics	Caller	Agent	Queue	Status	Wa	nit Time	Processing Time
Queue Statistics	"" <sip:301< td=""><td></td><td>Sales</td><td>Waiting</td><td>9 se</td><td>conds</td><td></td></sip:301<>		Sales	Waiting	9 se	conds	
	"" <sip:380< td=""><td>201</td><td>Admin</td><td>In Progress</td><td>12 s</td><td>econds</td><td>29 seconds</td></sip:380<>	201	Admin	In Progress	12 s	econds	29 seconds
	"" <sip:300< td=""><td>202</td><td>Sales</td><td>In Progress</td><td>8 se</td><td>conds</td><td>14 seconds</td></sip:300<>	202	Sales	In Progress	8 se	conds	14 seconds
	Refresh		<u> </u>				

7. The Status of the call is displayed, such as In Progress or Waiting.

AVAVA					Thu, 11 Mar	2010 2:48 PM 🕜 Home 🦷 Help
		Use	ers D	evices Fea	itures System	n Diagnostics
CD Server						
Configuration Queues Lines	ACD Serv	er				Refresh every 30 second
Agent Statistics Call Statistics	- all queues - Caller	Agent	Queue	Status	Wait Time	Processing Time
	"" <sip:301< td=""><td></td><td>Sales</td><td>Waiting</td><td>9 seconds</td><td></td></sip:301<>		Sales	Waiting	9 seconds	
Queue Statistics				In Due over a s	12 seconds	20
Queue Statistics	"" <sip:380< td=""><td>201</td><td>Admin</td><td>in Progress</td><td>12 36001103</td><td>za seconas</td></sip:380<>	201	Admin	in Progress	12 36001103	za seconas

8. The caller's **Wait Time** in the queue is displayed.

						<b>B</b> 1 41
		Use	ers D	evices Fe	atures Syste	em Diagnostics
CD Server						
Configuration	ACD Serv	/er				
Queues						
ines						Refresh every 30 secor
20100						
Agent Statistics	- all queues -	~				
Agent Statistics Call Statistics	- all queues - Caller	✓ Agent	Queue	Status	Wait Time	Processing Time
Agent Statistics Call Statistics Queue Statistics	- all queues - Caller "" <sip:301< td=""><td>✓ Agent</td><td>Queue Sales</td><td>Status Waiting</td><td>Wait Time 9 seconds</td><td>Processing Time</td></sip:301<>	✓ Agent	Queue Sales	Status Waiting	Wait Time 9 seconds	Processing Time
Agent Statistics Call Statistics Queue Statistics	- all queues - Caller "" <sip:301 ""<sip:380< td=""><td>Agent 201</td><td>Queue Sales Admin</td><td>Status Waiting In Progress</td><td>Wait Time 9 seconds 12 seconds</td><td>Processing Time 29 seconds</td></sip:380<></sip:301 	Agent 201	Queue Sales Admin	Status Waiting In Progress	Wait Time 9 seconds 12 seconds	Processing Time 29 seconds

9. The total **Processing Time** that the agent has handled the call is displayed.

			_			
		Use	ers D	evices Fea	atures System	Diagnostics
CD Server						
onfiguration	ACD Serv	er				
Jeues						Defeet ou
ines						Refreshev
Laont Otatiatica	- all queues -	*				
syeni olalisiits			0	Statuo	1.0.1 14 201	
Call Statistics	Caller	Agent	Queue	Status	Wart Time	Processing Time
Call Statistics Queue Statistics	Caller "" <sip:301< td=""><td>Agent</td><td>Sales</td><td>Waiting</td><td>9 seconds</td><td>Processing Time</td></sip:301<>	Agent	Sales	Waiting	9 seconds	Processing Time
Agent Statistics Call Statistics Queue Statistics	Caller "" <sip:301 ""<sip:380< td=""><td>Agent 201</td><td>Sales</td><td>Waiting In Progress</td><td>9 seconds 12 seconds</td><td>Processing Time 29 seconds</td></sip:380<></sip:301 	Agent 201	Sales	Waiting In Progress	9 seconds 12 seconds	Processing Time 29 seconds

## **Queue Statistics**

1. To view Queue statistics, click the Queue statistics link.

		Users	Devi	ces Fea	tures	System	Diagnostics	
Server								
guration	ACD Server							
es ;	- all queues - 💙						Refresh every 30 seconds	Wait Time displays the total time during which a call has remained unanswered since
t Statistics Statistics	Caller	Agent	Queue	Status	Wait Time		Processing Time	it's been received by the ACE server.
e Statistics	Refresh							have not been answered by any agents yet. Calls in the <i>In Progress</i> status have been picked up by the agent displayed in the <i>Agent</i> column. This page will refresh automatic ally. You can switcl automatic refreshing off by clearing the <i>Refresh</i> checkbox. You can also modify the refresh interval by clicking or the current interval and then enter a new value.

2. The ACD Queues will be displayed.

					Thu, 11 Mar 201	10 2:56 PM 🧄 Home 🛛 ? Help
		Users	Devices	Features	System	Diagnostics
CD Server						
onfiguration Nucues	ACD Ser	ver				<ul> <li>Refresh every 30 second</li> </ul>
gent Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
all Statistics	Sales	3	1	2	1	10 seconds
ieue Statistics	Admin	1	0	1	0	8 seconds
	Refresh					

3. The total number of agents assigned and logged in to the queue is displayed.

AVAVA					Thu, 11 Mar 201	10 2:56 PM 🔥 Home 🛛 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration Queues Lines	ACD Serv	/er				<ul> <li>Refresh every 30 seconds</li> </ul>
Agent Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Call Statistics	Sales	3	1	2	1	10 seconds
Queue Statistics	Admin	1	0	1	0	8 seconds
	[Refresh]					

4. The number of **Idle** agents is displayed.

AVAVA					Thu, 11 Mar 201	0 2:56 PM 🔥 Home 📝 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration Queues Lines	ACD Se	rver				✓ Refresh every 30 seconds
Agent Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Call Statistics	Sales	3	1	2	1	10 seconds
Queue Statistics	Admin	1	0	1	0	8 seconds
	Refresh					

5. The number of **Busy Agents** who are unavailable to take an ACD call is displayed.

AVAVA					Thu, 11 Mar 201	0 2:56 PM 💮 Home 🦷 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration Queues	ACD Set	rver				<ul> <li>Refresh every 30 seconds</li> </ul>
Agent Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Call Statistics	Sales	3	1	2	1	10 seconds
Queue Statistics	Admin	1	0	1	0	8 seconds
	Refresh					

6. The number of queued **Calls** is displayed.

AVAVA					Thu, 11 Mar 201	0 2:56 PM 🦙 Home 🦷 Help
		Users	Devices	Features	System	Diagnostics
ACD Server						
Configuration Queues Lines	ACD Se	rver				✓ Refresh every 30 seconds
Agent Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Call Statistics	Sales	3	1	2	1	10 seconds
Queue Statistics	Admin	1	0	1	0	8 seconds
	Refresh	)				

7. The average time that callers have to wait before an agent answers the call is displayed. The **Average Wait Time** is calculated based on calls received during the last 30 minutes only.

AVAVA					Thu, 11 Mar 201	10 2:56 PM 🕜 Home	? Help
		Users	Devices	Features	System	Diagnostics	
ACD Server							
Configuration Queues Lines	ACD Se	rver				Refresh every 3	O seconds
Agent Statistics	Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time	
Call Statistics	Sales	3	1	2	1	10 seconds	
Queue Statistics	Admin	1	0	1	0	8 seconds	
	Refresh	]					

## Agent Status

The Agent Status facility allows you to view the current state of all ACD agents. The agents can be signed in and out via this interface.

1. From the main interface of the SCS, select **Features**, followed by **Agent Status**.

Users     Devices     Features     System     Diagnostics       Home     Call Center     -     -     -       There are 7 users defined:     201,202,205, Nelsonh, Steve, superadmin. Tony, more     000     Intercom     \$44,0004721ee304,00	Ανάγα		-		Mon, 15 Mar 2010 2:5	🔒 Logout	🔍 Search		
Home Call Center Agent Status Conferencing C		Users Device	es	Features	System	Diagnostics			
Agent Status Conferencing Confe	Home			Call Center					
Conferencing       There are 7 users defined:     Conferencing       201, 202, 205, Nelsonh, Steve, superadmin, Torry, more     000       Add New User     000       Add New User     000       Add New User     000       Paging Groups     8b4, 00216277032,       000     Hunt Groups       Act     Call Park       Dis     Music on Hold       Bhoreholdin     Bhoreholdin	101110			Agent Status ◄					
There are 7 users defined:     The     Auto Attendants     Ined:       201, 202, 205, Nelsonh, Steve, superadmin, Tony, more     000     Intercom     1942, 0004121eea04, 0004171eea04, 0004171eea04, 0004171eea04, 0004171eea04, 0004171eea04, 0004171eea04, 0004171eea04, 0004171032, 0004171eea04, 0004				Conferencing	-				
201.202.205.Nelsonh.Steve.superadmin.Tony.     000     Intercom     194a.000471eaa0d.       more     000     Paging Groups     8b4.0021627032.       Add New User     002     Hunt Groups     194b.0021627032.       Add New User     02     Call Park     105       Dis Music on Hild     105     Music on Hild		There are 7 users defined:	The	Auto Attendants	ined:				
more     000     Paging Groups     6b4.002182/rT/032, ve.xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx		201, 202, 205, Nelsonh, Steve, superadmin, Tony,	000	Intercom	794a, 0004f21eea0d,				
Add New User Hunt Groups Ve.2000000000, more Ac Call Park Dis Music on Hold Bhosebacke		more	000	Paging Groups	6b4, 002162ff7032,				
Ac Call Park Dis Music on Hold Phonohold		Add New User	002	Hunt Groups	<u>we, x00000000000, more</u>				
Dis Music on Hold			Ac	Call Park	~				
Phanabaska			Dis	Music on Hold					
Filolebooks				Phonebooks					

2. The **ACD Presence** screen will be displayed. In this example, agent Tony, and agent 201 are signed in.

AVAVA					Thu, 11 Mar 2010	3:04 PM 💮 Home 🦳 Help
		Users	Devices	Features	System	Diagnostics
ACD Agent Availability						
	ACD Agent / Select ACD Serve	Availability r: scs1.scsnetwor User Tony 201	k.local ⊻	Status Signed in Signed in	1	✓ Refresh every 30 seconds
		202		Signed Ou		
	Sign In Sigr	n Out Refresh				

3. To sign out an agent, select the check box for the agent and click on the **Sign Out** button.

AVAVA					Thu, 11 Mar 2010	3:24 PM Home Help
		Users	Devices	Features	System	Diagnostics
ACD Agent Availability						
	ACD Agent Ava Select ACD Server:	<b>ilability</b> scs1.scsnetwo	rk.local 💌			<ul> <li>Refresh every 30 seconds</li> </ul>
		User		Status		
-		Tony		Signed in		
		201		Signed in		
		202		Signed O	ut	
	Sign In Sign Out	Refresh				

4. The agent will then be signed out of the queue.

AVAVA					Thu, 11 Mar 2011	) 3:25 PM 🔥 Home 🦷 Help
		Users	Devices	Features	System	Diagnostics
ACD Agent Availability						
	ACD Agent Av Select ACD Server:	vailability scs1.scsnetwor	k.local 💌			<ul> <li>Refresh every 30 seconds</li> </ul>
		User		Status		
		Tony		Signed Out		
		201		Signed in		
		202		Signed Out		
	Sign In Sign C	Dut Refresh				

# **ACD Historic Reports**

Historic reports can be obtained in relation to the ACD and Agents call activity.

1. To access these reports, select the **Diagnostics** link, followed by **ACD Reports.** 

ΆΥΑ					Mon, 15 Mar 2010 :	2:58 PM 🕜 Home	7 Help Log	out Q Search
-		Users	Devices	Features	System	Diagnostics		
						Registrations		
onno						Call Detail Records		
						Statistics		
	There are 7 users de	efined:		There are 10 phones de	fined:	ACD Reports 🚽		
	201, 202, 205, Nelso	nh, Steve, superadr	nin, Tony,	0004f21d8d5f, 0004f21e	794a, 0004f21eea0c	Job Status		
	more			0004f21f4bc7, 002162ff3	6b4, 002162ff7032,	Configuration Tests		
	Add New User			UU2162ffbUe8, fqdqdf, st	<u>eve, xoooooooooo, mor</u>	Snapshot		
				Add new phone	~	Login History		
				Discover Devices		Alarms		
						DNS Advisor		

2. The ACD Historic Reports screen will be displayed.

NYANYAN 🛛					1113, 11 Mai 2010	Tothe Help	Search
		Users	Devices	Features	System	Diagnostics	
CD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls Acent Call Details	ACD Historic ACD Server Scs Sign in times are not Start 11 Mar 20 End 12 Mar 20 Apply	Reports 1 scsnetwork local shown for agents the 10	12:00 AM 12:00 AM	n the last 30 minutes	s and for agents that a	vre not required to sign in. <u>Download</u>	Information can be delayed 30 minutes or more. See ACD configuration management user interface for information on current activity. Reports are displayed only for the location where Call Center available. If there is no Call Center attached to any
	Agent	Sign-in	time		Sign-out time		location no reports will be displayed
	202	3/11/10 2	:47 PM		3/11/10 3:04 PM		
	Tony	3/11/10 2	47 PM		3/11/10 3:25 PM		
	201	201 3/11/10 2:47 PM			3/11/10 3:34 PM		
	201	3/11/10 2	:47 PM		3/11/10 3:34 PM		
	202	3/11/10 3	:32 PM		3/11/10 3:34 PM		
	201	3/11/10 3	:34 PM		3/11/10 3:35 PM		
	201	3/11/10 3	:34 PM		3/11/10 3:35 PM		
	202	3/11/10 3	:34 PM		3/11/10 3:36 PM		
	202	3/11/10 3	:37 PM		3/11/10 3:38 PM		
	202	3/11/10 3	:38 PM		3/11/10 3:39 PM		
	201	3/11/10 3	:35 PM		3/11/10 3:39 PM		
	201	3/11/10 3	:35 PM		3/11/10 3:39 PM		
	Tony 3/11/10 3:32 PM				3/11/10 3:40 PM		
				<< < 1 > >>			

3. To view a report, click the associated link for that report.

					Thu, 11 Mar 2010	4:41 PM 🏠 Home 🛛 ? Help	Carch Constant
		Users	Devices	Features	System	Diagnostics	
ACD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	ACD Historic ACD Server scs1 Sign in times are not si Start 11 Mar 201 End 12 Mar 201 Apply	Reports .scsnetwork.local hown for agents that 0	have not signed out i     12:00 AM     12:00 AM	n the last 30 minutes	and for agents that a	are not required to sign in. <u>Download</u>	Information can be delayed 30 minutes or more. See ACD configuration management user interface for information on current activity. Reports are displayed only for the location where Call Center is available. If there is no Call Center attached to any
	Agent	Sign-in ti	me		Sign-out time		location no reports will be displayed
	202	3/11/10 2:	47 PM		3/11/10 3:04 PM		
	Tony	3/11/10 2:	47 PM		3/11/10 3:25 PM		
	201	3/11/10 2:	47 PM		3/11/10 3:34 PM		
	201	3/11/10 2:	47 PM		3/11/10 3:34 PM		
	202	3/11/10 3:	32 PM		3/11/10 3:34 PM		
	201	3/11/10 3:	34 PM		3/11/10 3:35 PM		
	201	3/11/10 3:	34 PM		3/11/10 3:35 PM		
	202	3/11/10 3:	34 PM		3/11/10 3:36 PM		
	202	3/11/10 3:	37 PM		3/11/10 3:38 PM		
	202	3/11/10 3:	38 PM		3/11/10 3:39 PM		
	201	3/11/10 3:	35 PM		3/11/10 3:39 PM		
	201	3/11/10 3:	35 PM		3/11/10 3:39 PM		
	Tony	3/11/10 3:	32 PM		3/11/10 3:40 PM		
				«« « <b>1</b> » »»			

4. The **Start** and **End** period for a report can be defined by selecting the Calendar icons on the ACD Historic Reports screen.

AVAVA					Thu, 11 Mar 2010	4:41 PM 🦙 Home 🦷 Help
		Users	Devices	Features	System	Diagnostics
ACD Historic Reports						
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Calls Summary Abandoned Calls Agent Call Details	ACD Histori ACD Server sc Sign in times are no Start 11 Mar 2 End 12 Mar 2 Apply	c Reports s1.scsnetwork.local shown for agents that	have not signed out i     12:00 AM     12:00 AM	n the last 30 minutes	and for agents that a	are not required to sign in. <u>Download</u>
	Agent	Sign-in ti	ime		Sign-out time	
	202	3/11/10 2:	47 PM		3/11/10 3:04 PM	
	Tony	3/11/10 2:	47 PM		3/11/10 3:25 PM	

5. The required **Start** and **End** dates can then be selected.

ACD H	listoric Reports
ACD Ser	/er scs1.scsnetwork.local 🔽
Sign in tim	es are not shown for agents that have not signed out in the last 30 min
	á l
Start	11 Mar 2010 🔲 12:00 AM
End	<< March 💙 2010 💙 >>
_	Sun Mon Tue Wed Thu Fri Sat
4	1 2 3 4 5 6
Agent	7 8 9 10 11 12 13
202	14 15 16 17 18 19 20
202 T	21 22 23 24 25 26 27
Tony	28 29 30 31
201	
201	11 March, 2010 Clear
202	3/11/10 3:32 PM
201	3/11/10 3:34 PM
Low	man and a second and

6. A report can be downloaded and its data saved in a required format. After selecting the report to be produced, click the **Download** link.

-							
		Users	Devices	Features	System	Diagnostics	
CD Historic Reports							
Agent Availability	ACD Historic	Reports	-				
Agent Availability Summary	ACD Server scs1	.scsnetwork.local 🚩	ave not signed out it	n the last 20 minutes	and for agapta that a	re not required to sign in	Information can be delayed
Agent Activity Summary	orgin in unles are not si	nowinion agents that in	ave not signed out i	in the last 50 minutes	and for agents that a	re not required to sign in.	30 minutes or more. See
All Queue Activity						Detumber	
ran a do do ran with						Download	ACD configuration management user interface
Handled Calls in Queue	Start 10 Mar 201	0 12	:00 AM	_		Download	ACD configuration management user interface for information on current
Handled Calls in Queue Abandoned Call Summary	Start 10 Mar 201	0 12	:00 AM			Download	ACD configuration management user interface for information on current activity. Reports are displayed only for the
Handled Calls in Queue Abandoned Call Summary Abandoned Calls	Start 10 Mar 201 End 12 Mar 201	0 12 0 <b>1</b> 2	:00 AM :00 AM			Download	ACD configuration management user interface for information on current activity. Reports are displayed only for the location where Call Center is
Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	Start 10 Mar 201 End 12 Mar 201 Apply	0 12	:00 AM :00 AM			Download	ACD configuration management user interface for information on current activity. Reports are displayed only for the location where Call Center is available. If there is no Call Center attached to any location are smooth will be
Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	Start 10 Mar 201 End 12 Mar 201 Apply Agent	0 12 0 12 Sign-in tim	:00 AM :00 AM		Sign-out time	Duvinuau	ACD configuration management user interface for information on current activity. Reports are displayed only for the location where Call Center is available. If there is no Call Center attached to any location no reports will be displayed

7. The report can then be saved to a defined location or opened in a defined format, such as Microsoft Excel.

Opening agentAva	ilablityReport.csv	×						
You have chosen to c	pen							
<b>agentAvailat</b> which is a: Mici from: https://2 What should Firefox	<b>lityReport.csv</b> rosoft Excel Comma Separated Values File :00.30.30.5:8443 do with this file?							
Open with	Microsoft Excel (default)							
🚫 <u>S</u> ave File								
🔲 Do this <u>a</u> utor	Do this <u>a</u> utomatically for files like this from now on.							
	OK Cancel							

8. In this example, the report has been opened as an Excel spreadsheet.

🛚 Microsoft Excel - agentAvailab	blityReport	[Read-Only]		<
🕙 Eile Edit View Insert Form	nat <u>T</u> ools [	<u>)</u> ata <u>W</u> indow <u>H</u> elp Ado <u>b</u> e PDF		
_ □ ⊯ ⊒ ≙ ® / ≞ & ♥/	X 🖻 🛍 •	- 🛷 🗠 - 🗠 - 🎑 Σ - 🖗	I ZI 🛍 💀 100% 👻	? _ Arial
		with Changes - End Deview		
		wich Changes Eiju Review 🖕		{
SnagIt 🔄 Window	* •			
1				1
				<
A1 🕶 🌆 agent	it uri			
A	B	С	D E F	G H
1 agent uri	sign_in_time	sign_out_time		5
2 sip:202@scsnetwork.local T	Thu	11 Mar 2010 14:47:21 +0000	Thu 11 Mar 2010 15:04	.:21 +0000 🛛 💦 🎽 🏅
3 sip:Tony@scsnetwork.local T	Thu	11 Mar 2010 14:47:21 +0000	Thu 11 Mar 2010 15:25	ेड9 +0000 🛛 🐧
4 sip:201@scsnetwork.local T	Thu	11 Mar 2010 14:47:21 +0000	Thu 11 Mar 2010 15:34	:40 +0000 🔰 🕺 🕺
5 sip:201@scsnetwork.local T	Thu	11 Mar 2010 14:47:21 +0000	Thu 11 Mar 2010 15:34	:40 +0000 🔰 🕓
6 sip:202@scsnetwork.local T	Thu	11 Mar 2010 15:32:25 +0000	Thu 11 Mar 2010 15:34	:40 +0000
7 sip:201@scsnetwork.local T	Thu	11 Mar 2010 15:34:43 +0000	Thu 11 Mar 2010 15:35	:51 +0000 🛛 🧹 🌔
8 sip:201@scsnetwork.local T	Thu	11 Mar 2010 15:34:43 +0000	Thu 11 Mar 2010 15:35	:51 +0000 🛛 🛛 🧹
9 sip:202@scsnetwork.local T	Thu	11 Mar 2010 15:34:43 +0000	Thu 11 Mar 2010 15:36	:59 +0000 🔰
10 sip:202@scsnetwork.local T	Thu	11 Mar 2010 15:37:21 +0000	Thu 11 Mar 2010 15:38	:15 +0000 🔰 🗧 🗲
11 sip:202@scsnetwork.local T	Thu	11 Mar 2010 15:38:57 +0000	Thu 11 Mar 2010 15:39	:34 +0000
12 sip:201@scsnetwork.local T	Thu	11 Mar 2010 15:35:59 +0000	Thu 11 Mar 2010 15:39	:40 +0000 🛛 🔍
13 sip:201@scsnetwork.local T	Thu	11 Mar 2010 15:35:59 +0000	Thu 11 Mar 2010 15:39	:40 +0000 🧹 🧹
14 sip:Tony@scsnetwork.local T	Thu	11 Mar 2010 15:32:25 +0000	Thu 11 Mar 2010 15:40	:34 +0000 🛛 🔍 ≷
15				5
16				3
17				2
18				A sea a sea of

#### Agent Availability Report

This report shows the ACD Agent's User ID, the time they signed in to an ACD queue and the time they signed out of the queue.

VAVA					Thu, 11 Mar 2010	4:49 PM 🍈 Home 🛛 ? Help	C Search	
		Users	Devices	Features	System	Diagnostics		
CD Historic Reports								
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	ACD Historic ACD Server scs Sign in times are not s Start 10 Mer 20 End 12 Mar 20 Apply	Reports 1.scsnetwork.local shown for agents that 10 11 10 11 1	Anave not signed out 2:00 AM 2:00 AM	in the last 30 minutes	s and for agents that a	re not required to sign in. Download	Information can be delayed 30 minutes or more. See ACD configuration management user interface for information on current activity. Reports are displayed only for the Iocation where Call Center is available. If there is no Call Center attached to any	
	Agent	Sign-in ti	ne		Sign-out time		location no reports will be displayed	
	202	3/11/10 2:4	17 PM		3/11/10 3:04 PM			
	Tony	3/11/10 2:4	I7 PM		3/11/10 3:25 PM			
	201	3/11/10 2:4	17 PM		3/11/10 3:34 PM			
	201	3/11/10 2:4	17 PM		3/11/10 3:34 PM			
	202	3/11/10 3::	32 PM		3/11/10 3:34 PM			
	201	3/11/10 3:3	34 PM		3/11/10 3:35 PM			
	201	3/11/10 3::	34 PM		3/11/10 3:35 PM			
	202	3/11/10 3:3	34 PM		3/11/10 3:36 PM			
	202	3/11/10 3::	37 PM		3/11/10 3:38 PM			
	202	3/11/10 3::	38 PM		3/11/10 3:39 PM			
	201	3/11/10 3::	35 PM		3/11/10 3:39 PM			
	201	3/11/10 3::	35 PM		3/11/10 3:39 PM			
	Tony	3/11/10 3:3	32 PM		3/11/10 3:40 PM			

## Agent Availability Summary

This report shows the User ID of the agents and the length of time in minutes that they were signed into an ACD queue.

AVAYA					Thu, 11 Mar 2010	4:50 PM  Home े Help	
		Users	Devices	Features	System	Diagnostics	
ACD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	ACD Histor ACD Server s Activity is not include Start 11 Mar End 12 Mar Apply	ic Reports cs1.scsnetwork.local ed for agents until they f 2010	awe signed out for m     12:00 AM     12:00 AM	ore than 30 minutes a	and for agents that ar	e not required to sign in. <u>Download</u>	
	Agent	Signed-in time			Max Signed-in time		
	202	23 minutes, 2 seco	onds	1	17 minutes, 0 seconds		
	Tony	46 minutes, 47 sec	conds	З	8 minutes, 38 secon	nds	
	201	104 minutes, 16 se	econds	4	7 minutes, 19 secon	nds	
				<< < <b>1</b> > >>			

#### Agent Activity Summary

This report shows the agent's User ID, the number of ACD calls that the agent handled, the total handle time for those calls, the average time spent on a call, the maximum time spent on an ACD call, and the minimum time spent on an ACD call.

				11	10, 11 Mar 2010 4:51 PM	A Home Help
		Users	s Devices	Features	System D	iagnostics
ACD Historic Reports						
Agent Availability Agent Availability Summary Agent Activity Summary	ACD H	listoric Reports	S .local 🗸			Downlos
All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls	Start End	11 Mar 2010 12 Mar 2010	12:00 AM			<u></u>
Agent Call Details	Agent	Total calls handled	Total handle time	Average handle time	Max. handle time	Min. handle time
	201	6	2 minutes, 25 seconds	25 seconds	39 seconds	1 second
	202	3	58 seconds	20 seconds	29 seconds	10 seconds
	Tony	2	38 seconds	19 seconds	19 seconds	19 seconds
				<< < 1 > >>		

## All Queue Activity

This report shows the ACD calls that were offered to an ACD queue, how many of those calls were answered, and how many were abandoned by the caller.

Αναγα					Thu, 11 Mar 2010	4:51 PM   🤺 Home	? Help
		Users	Devices	Features	System	Diagnostics	
ACD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	ACD Histor ACD Server Activity for abandor Start 11 Mar End 12 Mar	ric Reports scs1.scsnetwork.local ned and answered calls. 2010	12:00 AM 12:00 AM				<u>Download</u>
	Queue	Calls offered	Ca	lls handled	Calls a	bandoned	
	Sales	19	8		11		
	Admin	4	3		1		
				<< < 1 > >>			

#### Handled Calls in Queue

This report shows how many calls were handled by a queue, the average time callers waited before their calls were answered, and the maximum time that callers waited for their call to be answered.

AVAVA					Thu, 11 Mar 2010	4:52 PM 🏾 🏠 Home	? Help
		Users	Devices	Features	System	Diagnostics	
ACD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Oueue Abandoned Call Summary Abandoned Calls Agent Call Details	ACD Histo ACD Server Activity only for cal Start 11 Ma End 12 Ma	ric Reports scs1.scsnetwork.local Is answered by an agent. r 2010 1 1 r 2010 1 1	2:00 AM 2:00 AM				<u>Download</u>
	Queue	Calls handled		Avg wait time	Ma	x wait time	
	Sales	8		14 seconds	29 s	econds	
	Admin	3		11 seconds	15 s	econds	
				<< < 1 > >>			

#### Abandoned Call Summary

This report shows how many calls have been abandoned when unanswered by a queue. The average wait time for a call to be abandoned is displayed, along with the longest time a caller waited before abandoning their call.

AVAVA					Thu, 11 Mar 2010	4:53 PM 🔶 Home	Help
		Users	Devices	Features	System	Diagnostics	
ACD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls Agent Call Details	ACD Histo ACD Server Start 11 Ma End 12 Ma Apply	ar 2010	12:00 AM 12:00 AM				<u>Download</u>
	Queue	Calls abandoned		A∨g wait time		Max wait time	
	Sales	11		20 seconds	5:	2 seconds	
	Admin	1		46 seconds	41	3 seconds	
				<< < 1 > >>			

## Abandoned Calls

This report details the time that a call was presented to a queue and the duration of the call before it was abandoned. Details relating to the caller are also displayed.

AVAVA					Thu, 11 Mar 2010 4	:53 PM 🦙 Home	? Help
		Users	Devices	Features	System	Diagnostics	
ACD Historic Reports							
Agent Availability Agent Availability Summary Agent Activity Summary All Queue Activity Handled Calls in Queue Abandoned Call Summary Abandoned Calls	ACD Histo ACD Server	ric Reports scs1.scsnetwork.local r 2010	12:00 AM 12:00 AM				Download
Agent Call Details	Queue	Start time	Duration	Caller			
	Sales	3/11/10 2:16 PM	7 seconds	"" <sip:300@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:300@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 2:17 PM	7 seconds	"" <sip:300@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:300@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 2:20 PM	27 seconds		200.30.30.30;user=ph	one>	
	Sales	3/11/10 2:36 PM	39 seconds	"" <sip:301@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:301@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 2:46 PM	1 second	"" <sip:380@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:380@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 2:48 PM	15 seconds	"" <sip:301@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:301@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 2:56 PM	14 seconds	"" <sip:300@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:300@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 3:31 PM	46 seconds	"" <sip:301@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:301@<>	200.30.30.30;user=ph	one>	
	Admin	3/11/10 3:31 PM	46 seconds	"" <sip:380@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:380@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 3:39 PM	52 seconds	"" <sip:300@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:300@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 3:41 PM	4 seconds	"" <sip:300@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:300@<>	200.30.30.30;user=ph	one>	
	Sales	3/11/10 3:41 PM	8 seconds	"" <sip:300@< td=""><td>200.30.30.30;user=ph</td><td>one&gt;</td><td></td></sip:300@<>	200.30.30.30;user=ph	one>	
			•	<< 1 > >>			

## Agent Call Details

This report details the calls that a specific agent has handled. It shows the agent's User ID, the queue the agent was logged into, the start and end times of the calls they handled, the duration of the calls, and details of the caller.

					Thu, 11 Mar 2010	4:54 PM 🦙 Home	? Help
		Users	Devices	Features	System	Diagnostics	
ACD Server Start 1 End 1	I Mar 2010	eports sanetwork.local v 12:00	D AM	]			<u>Download</u>
Agent	Queue	Start time	End time	Duration	Caller		
201	Sales	3/11/10 2:20 PM	3/11/10 2:21 PM	31 seconds	"" <sip:300@200< td=""><td>1 30 30 30 user≃phone</td><td>&gt;</td></sip:300@200<>	1 30 30 30 user≃phone	>
202	Sales	3/11/10 2:36 PM	3/11/10 2:37 PM	44 seconds	"" <sip:380@200< td=""><td>).30.30.30:user=phone</td><td>&gt;</td></sip:380@200<>	).30.30.30:user=phone	>
201	Sales	3/11/10 2:36 PM	3/11/10 2:37 PM	40 seconds	"" <sip:300@200< td=""><td>).30.30.30:user=phone</td><td>&gt;</td></sip:300@200<>	).30.30.30:user=phone	>
202	Sales	3/11/10 2:48 PM	3/11/10 2:48 PM	27 seconds	"" <sip:300@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:300@200<>	).30.30.30;user=phone	>
201	Admin	3/11/10 2:47 PM	3/11/10 2:48 PM	51 seconds	"" <sip:380@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:380@200<>	).30.30.30;user=phone	>
Tony	Sales	3/11/10 2:56 PM	3/11/10 2:56 PM	30 seconds	"" <sip:301@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:301@200<>	).30.30.30;user=phone	>
201	Admin	3/11/10 2:56 PM	3/11/10 2:56 PM	41 seconds		).30.30.30;user=phone	>
201	Sales	3/11/10 3:31 PM	3/11/10 3:31 PM	46 seconds	"" <sip:300@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:300@200<>	).30.30.30;user=phone	>
201	Admin	3/11/10 3:32 PM	3/11/10 3:32 PM	16 seconds	"" <sip:380@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:380@200<>	).30.30.30;user=phone	>
202	Sales	3/11/10 3:32 PM	3/11/10 3:32 PM	27 seconds	"" <sip:301@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:301@200<>	).30.30.30;user=phone	>
Tony	Sales	3/11/10 3:32 PM	3/11/10 3:32 PM	30 seconds	"" <sip:300@200< td=""><td>).30.30.30;user=phone</td><td>&gt;</td></sip:300@200<>	).30.30.30;user=phone	>
			~~	<1>>>			
	ACD Server ACD Server End 1 201 202 201 202 201 202 201 202 201 202 201 201	ACD Server scs1.sc Start 11 Mar 2010 End 12 Mar 2010 Apply Agent Queue 201 Sales 202 Sales 201 Sales 201 Sales 201 Admin Tony Sales 201 Admin 201 Sales 201 Admin 201 Sales 201 Admin Tony Sales 201 Admin	Users           Lysers           Lysers           Colspan="2">Colspan="2">Colspan="2"           Start         11 Mar 2010         1 2:00           Colspan="2">Colspan="2"           Apert         Oueue         Start time           201         Sales         3/11/10 2:20 PM         20         20         20         20         20         20         20         20         20         20         20         20         3/11/10 2:36 PM         201         Admin         3/11/10 2:36 PM         201	Users         Devices           ACD Cerver         scs1.scsnetwork.local           Start         11 Mar 2010           12 Mar 2010         12:00 AM           End         12 Mar 2010           Apply           Agent         0ueue           Starts         3/11/10 2:20 PM           201         Sales           3/11/10 2:36 PM         3/11/10 2:37 PM           202         Sales         3/11/10 2:36 PM           201         Sales         3/11/10 2:36 PM           201         Sales         3/11/10 2:36 PM           201         Sales         3/11/10 2:37 PM           202         Sales         3/11/10 2:37 PM           201         Admin         3/11/10 3:31 PM           201         Admin         3/11/10 3:32 PM           202         Sales         3/11/10 3:32 PM	Users         Devices         Features           ACD Server         scs1.scsnetwork.local            Start         11 Mar 2010         12:00 AM           End         12 Mar 2010         12:00 AM           End         12 Mar 2010         12:00 AM           Apply         12         31 seconds           Agent         Queue         Start time         End time           201         Sales         3111/10 2:20 PM         3111/10 2:37 PM         44 seconds           202         Sales         3111/10 2:36 PM         3111/10 2:37 PM         40 seconds           202         Sales         3111/10 2:36 PM         3111/10 2:37 PM         40 seconds           201         Admin         3111/10 2:36 PM         3111/10 2:37 PM         40 seconds           201         Admin         3111/10 2:36 PM         3111/10 2:37 PM         40 seconds           201         Admin         3111/10 2:36 PM         3111/10 2:48 PM         51 seconds           201         Admin         3111/10 2:56 PM         3111/10 2:56 PM         30 seconds           201         Admin         3111/10 2:56 PM         3111/10 2:56 PM         41 seconds           202         Sales         3111/10 3:32 PM	Users         Devices         Features         System           ACD Historic Reports ACD Server scs1.scsnetwork.local ▼               Start         11 Mar 2010         12:00 AM               End         12 Mar 2010         12:00 AM                Agent         Oueue         Start time         End time         Duration         Caller            201         Sales         3/11/10 2:20 PM         3/11/10 2:37 PM         44 seconds         " <sip:300@200< td="">            202         Sales         3/11/10 2:36 PM         3/11/10 2:37 PM         40 seconds         "<sip:300@200< td="">            201         Sales         3/11/10 2:36 PM         3/11/10 2:37 PM         40 seconds         "<sip:300@200< td="">            202         Sales         3/11/10 2:36 PM         3/11/10 2:37 PM         40 seconds         "<sip:300@200< td="">            203         Sales         3/11/10 2:36 PM         3/11/10 2:37 PM         40 seconds         "<sip:300@200< td="">           "sip:300@200             Sip:300@200</sip:300@200<></sip:300@200<></sip:300@200<></sip:300@200<></sip:300@200<>	Users         Devices         Features         System         Diagnostics           ACD Historic Reports ACD Server         scs1.scsnetwork.local            Start         11 Mar 2010         12:00 AM            End         12 Mar 2010         12:00 AM            End         12 Mar 2010         12:00 AM            Apply           Apply            Agent         Oueue         Start time         End time         Ouration         Caller           201         Sales         3/11/10 2:30 PM         3/11/10 2:37 PM         44 seconds         " <sip:300@200.30.30.30.user=phone< td="">           202         Sales         3/11/10 2:37 PM         44 seconds         "<sip:300@200.30.30.30.user=phone< td="">           202         Sales         3/11/10 2:37 PM         44 seconds         "<sip:300@200.30.30.30.user=phone< td="">           202         Sales         3/11/10 2:47 PM         3/11/10 2:48 PM         27 seconds         "<sip:300@200.30.30.30.user=phone< td="">           201         Admin         3/11/10 2:47 PM         3/11/10 2:56 PM         3/11/10 2:50 PM         3/13/000000.30.30.30.user=phone           201         Admin         3/11/10 2:56 PM         3/11/10 2:56 PM         "<sip:300@200.30.30.30.user=phone< t<="" td=""></sip:300@200.30.30.30.user=phone<></sip:300@200.30.30.30.user=phone<></sip:300@200.30.30.30.user=phone<></sip:300@200.30.30.30.user=phone<></sip:300@200.30.30.30.user=phone<>

# **ACD Agent Supervisor**

Users can be configured on the SCS to supervise a group or groups of ACD agents and obtain ACD statistics regarding those agents. Statistics are accessible from the supervisor's User Portal.

The agents who will be supervised, must first be assigned to user group:

1. From the SCS home page, select **Users** followed by the **User Groups** link.

VAYA					Thu, 11 Mar 2010 4	I:55 PM Home	Help 🔒 Logout 🔍 Search
		Users	Devices	Features	System	Diagnostics	
		Users					
		👘 User Groups 🚄					
		Extension Pool					
	There are 7 users o	TLS Peers		There are 5 phones defin	ed:		
	201, 202, 205, Nelso more	onh, Steve, superadmir	n <u>, Tony,</u>	002162ff36b4, 002162ff7( fqdqdf, steve, more	132, 002162ffb0e8,		
	Add New User			Add new phone Discover Devices	*		

2. The **User Groups** page will be displayed. Click the **Add Group** link.

AVAVA					Fri, 12 Mar 2010	9:45 AM 🧄 Home 🥇 Help	🔒 Logout 🔍 Search
		Users	Devices	Features	System	Diagnostics	
User Groups							
	User Gr Groups allow groups. Group gateway confi	oups you to organize users into logi ps can also be used to specify guration).	al groups and shar a location, such as a	e settings between us a branch office. This ca	ers in the same gro n be useful if locatio	up. Users can be in any number of on based routing is used (see Add Group	The order of groups is only important when the groups have different values for the same setting. The setting value in the last group has highest precedence.
		Gro	up Name		Numb	er of Members	
		1. 🛃 administrators		1			
		2. 🛃 Internationalcalls		1			
		3. 🛃 phonebook		1			
				<< < 1 > >>			
	Delete	Move Up Move Dow	n				

3. The **Add New Group** page will be displayed. In the name field enter a name for this group.

AVAVA					Fri, 12 Mar 2010	9:52 AM Home Help	i i i
		Users	Devices	Features	System	Diagnostics	
User Group Settings							
Configure	User Gro	up Settings					
Unified Messaging	Name	ACDQ1&2					
Schedules							
Conference							
External User	Description						
Speed Dials							
Music On Hold							
Permissions	Branch	select 💌					
Caller ID		Annly Cancel					
Personal Auto-Attendant							
Instant Messaging							
IM Notification							
Call Forwarding							
Caller ID Personal Auto-Attendant Instant Messaging IM Notification Call Forwarding	ОК	Apply Cancel					

4. Enter a description for this group in the **Description** field.

AVAVA					Fri, 12 Mar 2010	9:53 AM 🕜 Home	Help
		Users	Devices	Features	System	Diagnostics	
User Group Settings							
Configure	User Gro	up Settings					
Unified Messaging	Name	ACDQ1&2	7				
Schedules		Supervision Group	for Sales and	Admin ACD			
Conference		Queues		~~~~			
External User	Description						
Speed Dials							
Music On Hold							
Permissions	Branch	select 💌					
Caller ID	OK	Annly Cancel					
Personal Auto-Attendant							
Instant Messaging							
IM Notification							
Call Forwarding							

5. If branches have been configured on the SCS, they will be displayed from the **Branch** drop down box. For details relating to branch configuration and use, please refer to the SCS 4.0 Device Configuration – Gateways Task Based Guide.

AVAVA					Fri, 12 Mar 2010	9:57 AM 🔥 Home 📿	Help
		Users	Devices	Features	System	Diagnostics	
User Group Settings							
Configure	User Grou	up Settings	7				
Onmed Messaging Schedules Conference	Name	ACDQ1&2 Supervision Group	for Sales and	Admin ACD			
External User Speed Dials	Description	Queues					
Music On Hold Permissions Caller ID Personal Auto-Attendant Instant Messaging	Branch OK	select select Birmingham London Manchester					
IM Notification Call Forwarding							

6. Click the **Apply** button followed by the **OK** button.

AVAVA					Fri, 12 Mar 2010	9:59 AM 🕎 Home	Help
		Users	Devices	Features	System	Diagnostics	
Jser Group Settings							
Configure	User Grou	up Settings					
Unified Messaging	Changes applied	successfully.	_				
Schedules	Name	ACDQ1&2					
Conference		Supervision Group	for Sales and	Admin ACD			
External User		Queues					
Speed Dials	Description						
Music On Hold							
Permissions	Drevels						
Caller ID	Branch	select 💌					
Personal Auto-Attendant	ОК	Apply Cancel					
Instant Messaging							
IM Notification							
Call Forwarding							

7. Select **Users**, from the **Users** menu.

		Users	Devices	Features	System	Diagnostics	
er Groups		Users 🔫					
		User Groups					
	Llear Gr	Extension Pool					
	User Gr	TLS Peers					The order of groups is only
	groups anow groups. Grou gateway conf	ryou to organize users into io ips can also be used to speci iguration).	gical groups and share ly a location, such as a	a branch office. This ca	n be useful if locatio	up: Osers can be in any number of on based routing is used (see <u>Add Group</u>	have different values for the same setting. The setting value in the last group has highest precedence.
		G	roup Name		Numb	er of Members	
		1. 🝰 administrators		<u>1</u>			
		2. <sub> International calls</sub>		1			
		3. <sub> phonebook</sub>		1			
		4. <sub>叠</sub> <u>ACDQ1&amp;2</u>					
				<< < 1 > >>			

8. You should now assign each of the agents to be supervised to the user group you have just created. Select the first agent from the **Users** page.

AVAVA				Fri, 12 Mar 2010 10:03	AM 🕜 Home 🥇 Help	C Logout C Search
		Users Dev	rices Features	System	Diagnostics	
	Users				Add New User	Select the Add New User link and create a new user.
	Filter by 💌					associate it with one or more managed phones
	User ID 👻	First Name	e Last Name	IM ID	Aliases	manageu prones
	201	Helen	Jenkins	201		
	202	Frank	Collini	202		
	205	Ed	Jones	205		
	🔲 🧟 <u>Nelsonh</u>	Nelson	Hughes	Nelsonh	203 670239	
	🔲 🧟 <u>Steve</u>	Steve	Erskine	Steve	204	
	🔲 🤱 superadmin			superadmin		
	🗆 🚨 Tony	Tony	Vincetti	Tony	200	
			<< < 1 > >>			
	Delete More actio	ins 💌				

9. The details for the agent (user) will be displayed.

**Note**: To be supervised, users must be assigned to the required ACD Queues.

-\V#\Y#\						The second second	
		Users	Devices	Features	System	Diagnostics	
Identification							
Identification	User: 201						Evicting Groups:
Unified Messaging						Show Advanced Settings	administrators,
Contact Information	User ID	201					phonebook, ACDQ1&2
Phones		The User ID can be a numeric	edension like 123 or a n	ame like <i>ismith</i> . The Use	ID is displayed by the p	hone and it is therefore recommended	New Groups: You can create
Call Forwarding		to use the internal extension as	the User ID. If using DI	configure the DID numb	er (or its DNIS portion) a	is an alias.	new groups simply by adding the new group name to the
Schedules	Shared						Groups form value.
Speed Dial		If checked this user has lines or	several phones and cal	lls will be shared betweer	these phones. This is k	nown as BLA.	Select Phones to add this
ACD Agent Supervisor	Last	Jenkins					user to one or more phones.
Personal Auto-Attendant	First						
Conferences	name	Helen					
Registrations	PIN	•••••					
Music On Hold	Confirm						
Permissions	PIN						
Caller ID		The PIN is a password used to I	og in to voicemail or to	the user portal. Numeric	PINs are recommended,	since only numbers can be dialed.	
Instant Messaging	Groups						
IM Notification		List all groups for this user. If a	group does not exist, it ı	will be created. When en	ering multiple groups, se	eparate them with spaces.	
	Branch	select 💙					
	Aliases						
		Aliases are additional names for aliases, separate them with spa	or the user. Like the user ces.	ID, an alias can be eithe	r a numeric extension or	r a name. When entering multiple	
	OK	Apply Cancel					

10. Enter the name of the user group previously created in steps 1 to 6 above. As the name is entered, matching group names will be displayed.

AVAVA					Fri, 12 Mar 2010 10:	07 AM Home Help
		Users	Devices	Features	System	Diagnostics
Identification						
Identification	User: 201					
Unified Messaging						Show Advanced Settings
Contact Information	User ID	201	]			
Phones		The User ID can be a numeric	⊣ extension like 123 or a r	ame like <i>jsmith</i> . The Use	r ID is displayed by the p	hone and it is therefore recommended
Call Forwarding		to use the internal extension a	s the User ID. If using DII	configure the DID numb	er (or its DNIS portion) a	is an alias.
Schedules	Shared					
Speed Dial		If checked this user has lines o	n several phones and ca	ls will be shared betweer	n these phones. This is k	nown as BLA.
ACD Agent Supervisor	Last	Jenkins	]			
Personal Auto-Attendant	First		-			
Conferences	name	Helen				
Registrations	PIN	•••••				
Music On Hold	Confirm					
Permissions	PIN	•••••				
Caller ID		The PIN is a password used to	log in to voicemail or to	the user portal. Numeric	PINs are recommended,	since only numbers can be dialed.
Instant Messaging	Groups	ad				
IM Notification		ACDQ1&2		When en	tering multiple groups, s	eparate them with spaces.
	Branch	select 💌				
	Aliases					
		Aliases are additional names t aliases, separate them with sp	for the user. Like the user aces.	ID, an alias can be eithe	r a numeric extension of	r a name. When entering multiple
	ОК	Apply Cancel				

11. Click the **Apply** button followed by the **OK** button.

- 12. Repeat this process for each ACD agent to be supervised.
- 13. The ACD supervisor can now be defined. Select the link for the user to be assigned supervisory privileges.

		Users	Devices	Features	System	Diagnostics	
rs							
	Users					Add New User	Select the Add New User link and create a new user.
	Filter by						After user is created you can associate it with one or more
	User ID 👻		First Name	Last Name	IM ID	Aliases	managed phones
	201		Helen	Jenkins	201		
	202	_	Frank	Collini	202		
	205		Ed	Jones	205		
	🔲 🙎 <u>Nelsonh</u>		Nelson	Hughes	Nelsonh	203 670239	
	Steve &		Steve	Erskine	Steve	204	
	🔲 🤱 superadmi	<u>n</u>			superadmin		
	🔲 🚨 Tony		Tony	Vincetti	Tony	200	
				<< < 1 > >>			
	Delete More acti	ons 💌					

14. The details for the user will be displayed. Click the **ACD Agent Supervisor** link.

AVAVA					Fri, 12 Mar 2010 10:	17 AM 💮 Home 🥂 Help
		Users	Devices	Features	System	Diagnostics
Identification						
Identification	User: 202					
Unified Messaging						Show Advanced Settings
Contact Information	Liser ID	202	1			
Phones	OSCIND	The User ID can be a pumeric		ame like (swith The Use	ID is displayed by the p	hang and it is therefore recommended
Call Forwarding		to use the internal extension .	as the User ID. If using DI	configure the DID numl	ber (or its DNIS portion) a	s an alias.
Schedules	Shared					
Speed Dial		If checked this user has lines o	on several phones and ca	ls will be shared betwee	n these phones. This is kr	nown as BLA.
ACD Agent Supervisor 🗲	Last	Collini	7			
Personal Auto-Attendant	First		-			
Conferences	name	Frank				
Registrations	PIN	•••••				
Music On Hold	Confirm					
Permissions	PIN	•••••				
Caller ID		The PIN is a password used to	log in to voicemail or to	the user portal. Numeric	PINs are recommended,	since only numbers can be dialed.
Instant Messaging	Groups					
IM Notification		List all groups for this user. If .	a group does not exist, it (	vill be created. When en	tering multiple groups, se	eparate them with spaces.
	Branch	select 💌				
	Aliases					
		Aliases are additional names aliases, separate them with sp	for the user. Like the user aces.	ID, an alias can be eithe	er a numeric extension or	a name. When entering multiple
	ОК	Apply Cancel				

	15.	The	ACD	Agent	Su	pervisor	page	will be	displa	yed.
--	-----	-----	-----	-------	----	----------	------	---------	--------	------

		Users	Devices	Features	System	Diagnostics	
CD Agent Supervisor							
Ientification Inified Messaging :ontact Information thones all Forwarding :chedules :peed Dial .cD Agent Supervisor rersonal Auto-Attendant :onferences Registrations Usic On Hold Permissions :aller ID nstant Messaging M Notification	User: 202 ACD Agent Supervisor OK Ag	List all the user groups th. are ACD agents and that	it include ACD agents to	hat this user can supervise they supervise. Statistics a	Supervisors have acce	ss to ACD call statistics for users that r Fortal of the supervisor.	Existing Groups: administrators, Internationalcalls, phonebook, ACDQ142, ac New Groups: You can create new groups simply by adding the new group name to the Groups form value.

16. In the **ACD Agent Supervisor** field, enter the name of the User Group containing the agents who will be supervised. As you enter the name, matching group names will be displayed.

					111, 12 Mai 2010 1	o.rovam rione riop	Logodi Ci Search
		Users	Devices	Features	System	Diagnostics	
CD Agent Supervisor							
dentification Unified Messaging contact Information 'hones call Forwarding ichedules	User: 202 ACD Agent Supervisor	acd ACDQ182 are ACD agents and that pply Cancel	are members of groups	nvise. Statistics .	s. Supervisors have accessible on the Us	iss to ACD call statistics for users that er Portal of the supervisor.	Existing Groups: administrators, Internationalkalls, phonebook, ACDQ182, ac New Groups: You can create new groups simply by adding the new group name to the Groups form value.
CD Agent Supervisor ersonal Auto-Attendant conferences legistrations lusic On Hold ermissions ailler ID stant Messaging M Notification							

17. Click the **Apply** button, followed by the **OK** button.

-		lleare	Devices	Features	System	Diagnostics	
CD Agent Supervisor		05615	Devices	reatures	system	Diagnostics	
LD Agent Supervisor initied Messaging contact Information hones all Forwarding chedules peed Dial <b>CD Agent Supervisor</b> ersonal Auto-Attendant conferences Registrations fusic On Hold termissions	User: 202 Chang ACD Agent Supervisor	ACDO1&2 List all the user groups that are ACD agents and that a Apply Cancel	include ACD agents t	hat this user oan supervise they supervise. Statistics :	s. Supervisors have acce	ses to ACD call statistics for users that er Portal of the supervisor.	Existing Groups: administrators, Internationalcalls, phonebook, ACDQ1&2, ac New Groups: You can create new groups simply by adding the new group name to the Groups form value.

18. Logout of the SCS then sign back in with the login details of the supervisor's user account.

AVAYA	
Welcome to S	SCS ser ID and PIN.
User ID:	
202 DIN:	
••••	
	Login

	19.	The	user	will	now	have	sup	ervisor	status.
--	-----	-----	------	------	-----	------	-----	---------	---------

AVAVA				Fran	k Collini Fri, 12	2 Mar 2010 10:26 AN	1 💮 Home 🔷 Help 🔒 Logo
Voicem	ail My Information	Call Forwarding S	Speed Dial Call History	Agent Availability	ACD Supervisio	n Phonebook	Phones
ACD Supervisor Cons	ole						
Select Server Agent Presence Agent Statistics	ACD Supervis	sor Console			💌 Refresh ev	ery 30 seconds	
Call Statistics Queue Statistics			Status Bigned in			This page will refresh automatically. You can switch automatic refreshing off by clearing the <i>Refresh</i>	
	Sign In Sign C	201 Dut Refresh		Bigned in			checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value
		With	Supervisor Statu	3			
<b>NAYA</b>	Voicemail My Infor	mation Call Forwardi	ng Speed Dial C	Fran all History Agent A	k Collini Fri, 12 vailability Ph	? Mar 2010 10:31 AM nonebook	M Home Help Log
TITLE]							
<b>Inbox</b> Conference Trash Saved	Voicemail -	Inbox Subject	From Date	Durat	ion	Play	
	More actions 👻		<< < 1 > >>				
		Wit	hout Supervisor	Status			

The supervisor can sign agents in and out of the ACD queues to which they are assigned.

20. Select the ACD Supervision link.

AVAY	Ά					Franl	<collini 12="" fri,="" ma<="" th=""><th>r 2010 10:35 AM</th><th>Home 7 Help</th><th>Cogout</th></collini>	r 2010 10:35 AM	Home 7 Help	Cogout
	Voicemail	My Information	Call Forwarding	Speed Dial	Call History	Agent Availability	ACD Supervision	Phonebook	Phones	
(TITLE)										
🔄 Inbox 🚞 Conference		Voicemail								
Saved			Subject	From	Date	Durati	ion	Play		
					<< < 1 > >>					
		More actions 💌								

21. Select the ACD server to be used.

## 22. Followed by Agent Presence.

VAVA					Franl	k Collini 🔋 Fri, 12 Ma	ar 2010 10:48 AM	💮 Home 🦙 Help	🔒 Logout
Voicemail	My Information	Call Forwarding	Speed Dial	Call History	Agent Availability	ACD Supervision	Phonebook	Phones	
CD Supervisor Console									
elect Server gent Presence gent Statistics rall Statistics	ACD Supervis Select ACD to view sta ACD Server : scs	sor Console tistics. 1.scsnetwork.local	Select						

23. Agents can be signed in and out of the ACD queues.

Voicemail	My Information	Call Forwarding	Speed Dial	Call History	Agent Availability	ACD Supervision	Phonebook	Phones	
Supervisor Console									
ct Server nt Presence nt Statistics	ACD Supervis Select ACD Server:	or Console	local 💌		30 seconds				
Statistics Je Statistics		User		St		This page will refresh automatically. You can switch			
		Tony		Sig	ned in			clearing the Refresh	
		201		Sig	ned in		checkbox. You can also modify the		
	Sign In Sign C	lut Refresh	-					refresh interval by clicking on the current interval and then enter a new value.	

24. In this example, agent 201 has been signed out.

Voicema	il My Information	Call Forwarding	Speed Dial	Call History	Agent Availability	ACD Supervision	Phonebook	Phones	
CD Supervisor Cons	ble								
Select Server	ACD Supervis	sor Console							
Agent Presence	Select ACD Server:	scs1.scsnetwork	.local 💌						
Agent Statistics						Refresh everv	30 seconds		
Call Statistics								This name will refresh	
Queue Statistics		User		Status				automatically. You can switch	
		Tony		Signed in			clearing the Refresh		
		Signed O	d Out			checkbox. You can also modify the			
	Sign In Sign 0	Dut Refresh						refresh interval by clicking on	
								enter a new value.	

Frank Collini Fri, 12 Mar 2010 11:36 AM Home Help Logout AVAVA Call Forwarding Call History Voicemail My Information Speed Dial Agent Availability ACD Supervision Phonebook Phones **ACD Supervisor Console** Select Server Agent Presence Refresh every 30 seconds Total Time column displays Agent Statistics the time elapsed since the last change in the status of - all queues - 💌 Call Statist the agent the agent. Busy status signifies that agent is processing the call. Agents available to handle new calls have *lole* status. This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* Agent Status Total Time Queue Statistics Tony Busy 9 seconds 201 Idle 41 seconds Refresh Frank Collini Fri, 12 Mar 2010 11:41 AM Home Help Logout AVAYA Voicemail My Information **Call Forwarding** Speed Dial **Call History** Agent Availability ACD Supervision Phonebook Phones ACD Supervisor Console Select Server Agent Presence Wait Time displays the total time during which a call has remained unanswered since it's been received by the ACD Refresh every 30 seconds Agent Statistics - all queues - 💌 Call Statistics Caller Agent Queue Status Wait Time Processing Time ue Stat Calls in the Waiting status Calls in the Waiting status have not been answered by any agents yet. Calls in the *in Progress* status have been picked up by the agent displayed in the 201 Admin In Progress 48 seconds 4 seconds \*\*<sip:300 Sales Waiting 9 seconds Refresh Frank Collini Fri, 12 Mar 2010 11:43 AM Home Help Logout AVAVA Speed Dial Voicemail My Information Call Forwarding Call History Agent Availability ACD Supervision Pho ebook Phones **ACD Supervisor Console** Select Server Agent Presence Refresh every 30 seconds Average Wait Time is calculated based on catis received during last 30 minutes only. *Total Agenta* column displays number of currently signed in agents, not the number of configured agents. This page will refresh automatic refreshing off by clearing the *Refresh* checkbox. You can also modify the Average Wait Time is Agent Statistics Call Statistics Queue **Total Agents** Idle Agents **Busy Agents** Calls Average Wait Time **Queue Statistics** Sales 17 seconds 0 3 2 Admin 0 25 seconds Refresh You can also modify the refresh interval by clicking on the current interval and then enter a new value.

## 25. Further ACD statistics are available by selecting the required statistics link.

# **Avaya Documentation Links**

- SCS 4.0 ACD Setup and Operation Task Based Guide.
- SCS 4.0 Diagnostics Task Based Guide.
- SCS 4.0 Configuring User Profiles Task Based Guide
- SCS 4.0 System Configuration Task Based Guide
- SCS 4.0 Device Configuration Gateways Task Based Guide
- SCS 4.0 Troubleshooting Task Based Guide