



SCS 4.0

ACD Reporting

Task Based Guide

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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.

AVAYA Frank Collini Fri, 12 Mar 2010 11:52 AM Home Help Logout

VoiceMail My Information Call Forwarding Speed Dial Call History Agent Availability **ACD Supervision** Phonebook Phones

ACD Supervisor Console

Select Server
Agent Presence
Agent Statistics
Call Statistics
Queue Statistics

ACD Supervisor Console

☒ Refresh every 30 seconds

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	2	1	0	15 seconds
Admin	1	1	0	1	18 seconds

Refresh

Average Wait Time is calculated based on calls received during last 30 minutes only.
Total Agents column displays number of currently signed in agents, not the number of configured agents.
This page will refresh automatically. You can switch automatic refreshing off by clearing the Refresh 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:

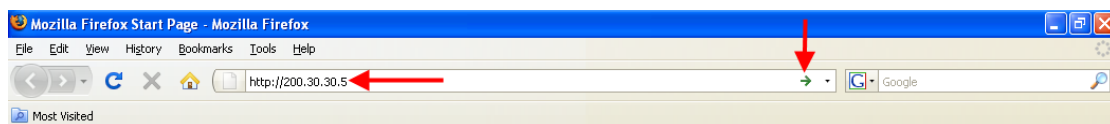
- Mozilla Firefox 3.5 or later
- Internet Explorer version 7.0 or later

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

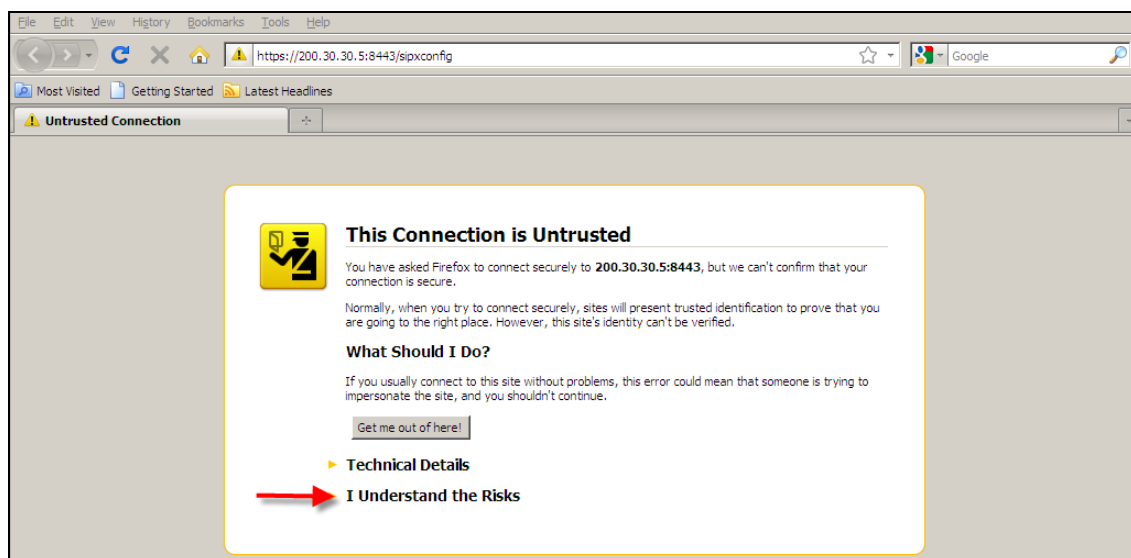
Please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide** for details of how to create users and assign them administrative privileges.

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

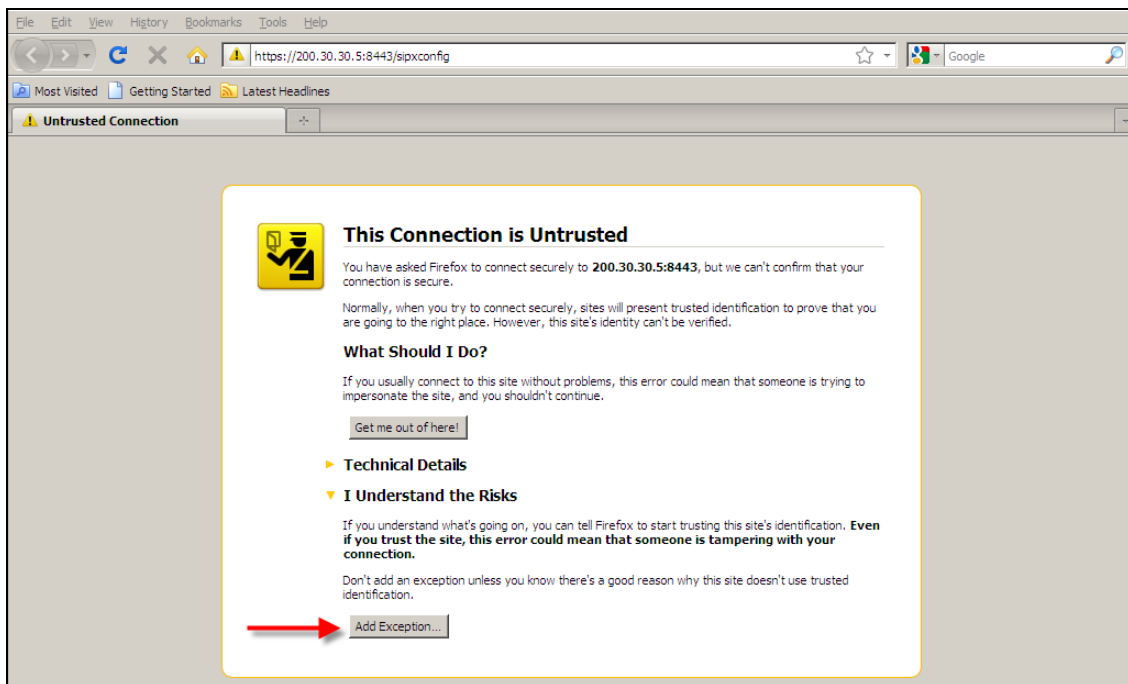
1. Open your web browser and enter the IP address or FQDN (Fully Qualified Domain Name) of the SCS system in the address bar. Then press enter.



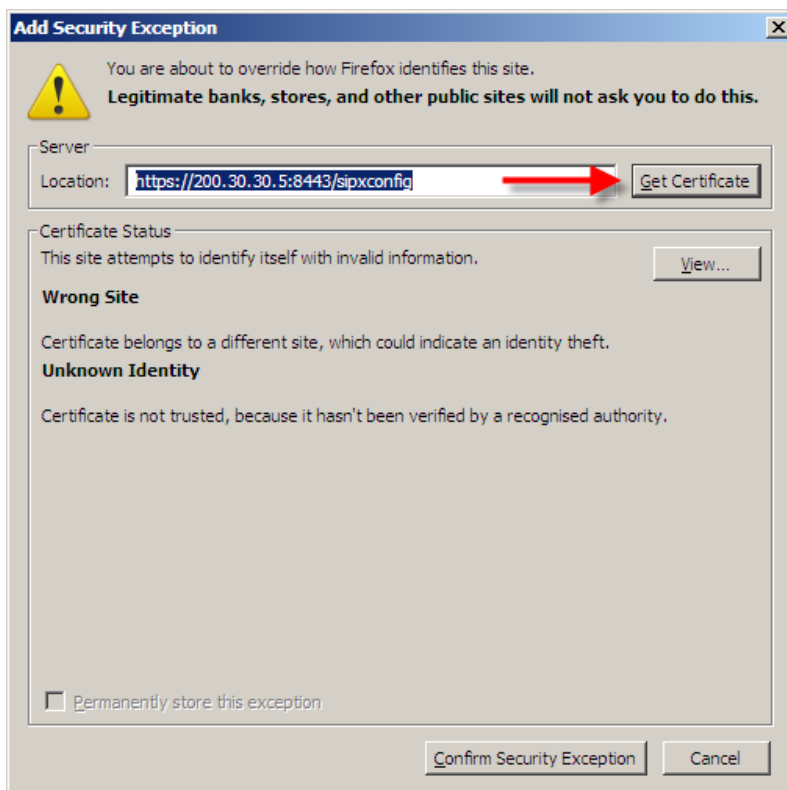
2. Depending on your browser settings, you may receive a warning concerning the site's security certificate. Approve the certificate by clicking on **OK** (or **Yes**, depending on which browser you are using) to continue browsing to the SCS administrator portal.
3. If you are using Mozilla Firefox 3.6,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



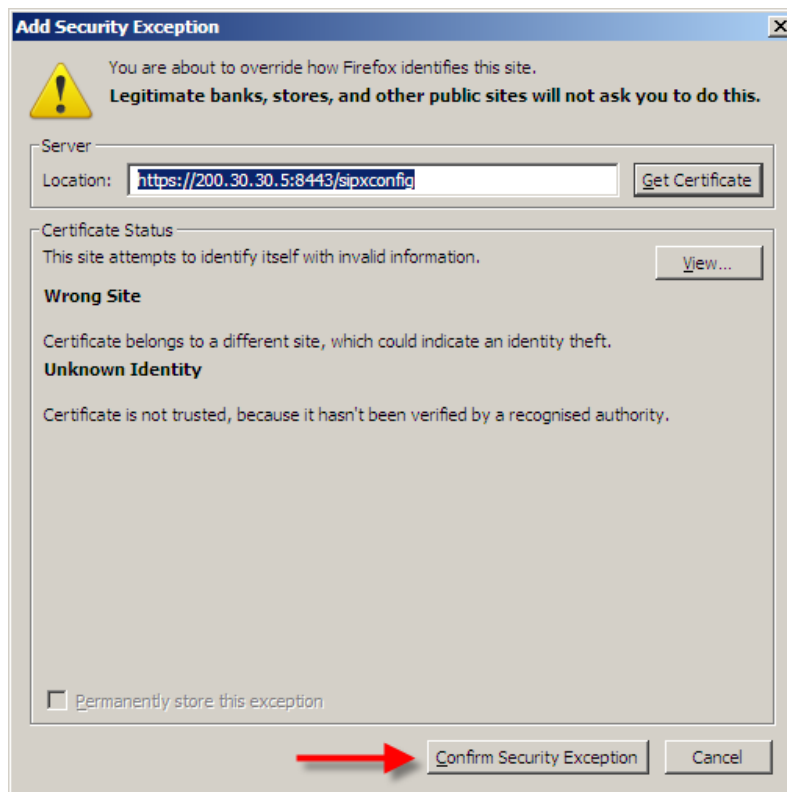
4. Click on **Add Exception**.



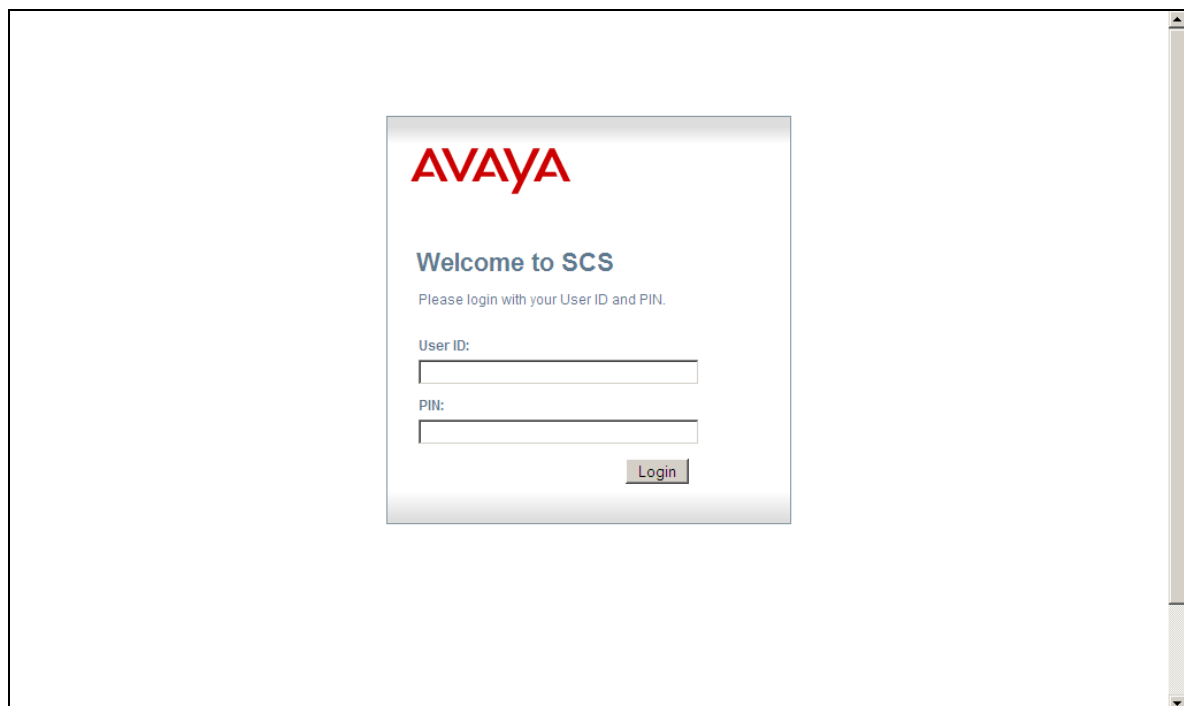
5. Click **Get Certificate**. This is a default certificate installed by the system at the point of installation to ensure security. To avoid exception messages in the future you can install a trusted certificate from within the browser – open the **System** menu and select **Web Certificates**.



6. Now click **Confirm Security Exception**.

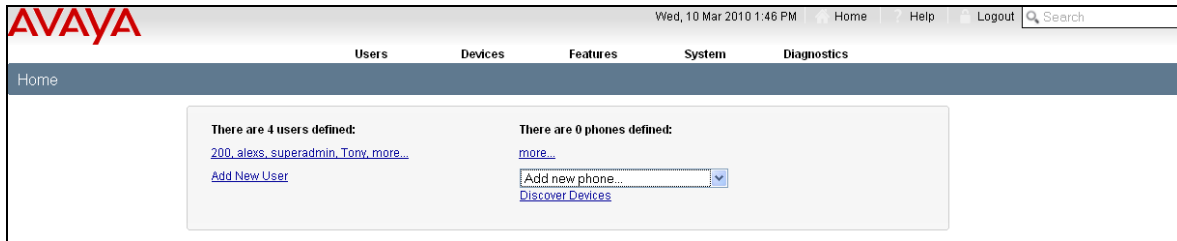


7. You will be presented with the initial login screen. Enter the user id **superadmin** and the password (PIN) previously defined by the administrator. Then click the **Login** button.



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.

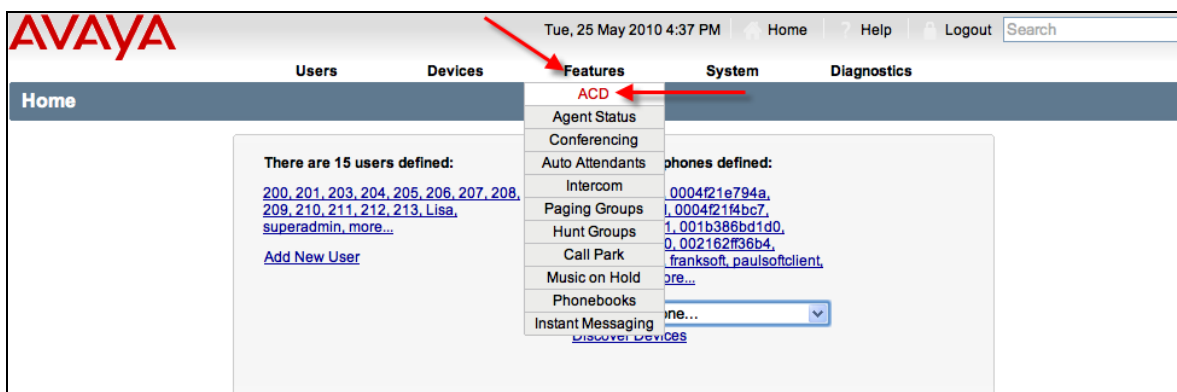


Viewing Real Time ACD Statistics

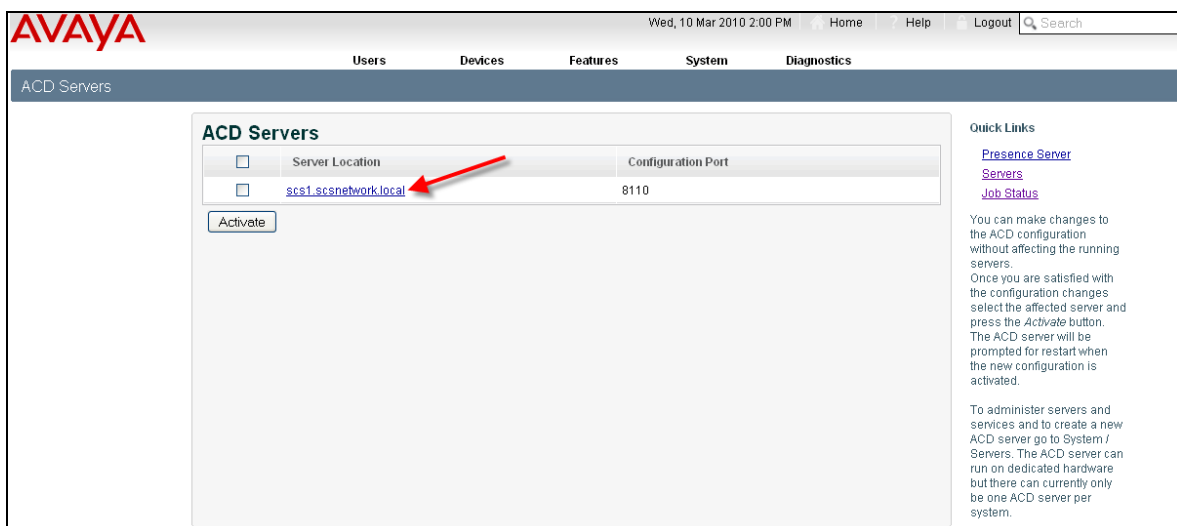
By default, the SCS system provides a number of Real Time ACD statistics.

To view ACD reports:

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



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



- 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.

AVAYA Wed, 10 Mar 2010 2:03 PM Home Help Logout Search

Users Devices Features System Diagnostics

ACD Server

Configuration

Queues

Lines

Agent Statistics

Call Statistics

Queue Statistics

ACD Server

Server location:

IP address or fully qualified DNS host name of the machine on which ACD server is running.

Configuration port: (Default: 8110)

[Show Advanced Settings](#)

OK Apply Cancel

Configuration changes do not take effect until you press the **Activate** button on the ACD Servers page.

Agent Statistics

- To view Agent Statistics select the **Agents Statistics** link.

AVAYA Thu, 11 Mar 2010 10:34 AM Home Help Logout Search

Users Devices Features System Diagnostics

ACD Server

Configuration

Queues

Lines

Agent Statistics

Call Statistics

Queue Statistics

ACD Server

☒ Refresh every 30 seconds

- all queues -

Agent	Status	Total Time
204	Idle	7 minutes, 23 seconds
Tony	Idle	7 minutes, 23 seconds
200	Busy	6 seconds
206	Busy	13 seconds
205	Idle	7 minutes, 23 seconds

Refresh

Total Time column displays the time elapsed since the last change in the status of the agent.
 Busy status signifies that agent is processing the call.
 Agents available to handle new calls have Idle status.
 This page will refresh automatically. You can switch automatic refreshing off by clicking the Refresh checkbox.
 You can also modify the refresh interval by clicking on the current interval and then enter a new value.

- 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.

AVAYA Thu, 11 Mar 2010 10:35 AM Home Help Logout Search

Users Devices Features System Diagnostics

ACD Server

Configuration

Queues

Lines

Agent Statistics

Call Statistics

Queue Statistics

ACD Server

☒ Refresh every 30 seconds

- all queues -

Agent	Status	Total Time
204	Idle	8 minutes, 51 seconds
Tony	Idle	8 minutes, 51 seconds
200	Busy	1 minute, 34 seconds
206	Busy	1 minute, 41 seconds
205	Idle	8 minutes, 51 seconds

Refresh

Total Time column displays the time elapsed since the last change in the status of the agent.
 Busy status signifies that agent is processing the call.
 Agents available to handle new calls have Idle status.
 This page will refresh automatically. You can switch automatic refreshing off by clicking the Refresh 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.

The screenshot shows the AVAYA ACD Server interface. On the left, there is a navigation menu with options: Configuration, Queues, Lines, Agent Statistics (highlighted in red), Call Statistics, and Queue Statistics. The main content area is titled 'ACD Server' and includes a 'Refresh every 30 seconds' checkbox which is checked. A dropdown menu is open, showing the selection of 'Sales' from a list that also includes '- all queues -', 'Sales', and 'Admin'. A red arrow points to this dropdown menu. Below the dropdown is a table with columns 'Agent', 'Status', and 'Total Time'. The table lists agents Tony, Steve, 200, 206, and 205 with their respective statuses and total times. A 'Refresh' button is located at the bottom of the table.

Agent	Status	Total Time
Tony	Idle	2 minutes, 1 second
Steve	Idle	2 minutes, 1 second
200	Busy	1 minute, 0 seconds
206	Busy	38 seconds
205	Idle	2 minutes, 1 second

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

The screenshot shows the AVAYA ACD Server interface. The 'Sales' queue is selected in the dropdown menu. The table below shows the agents and their statuses. A red box highlights the 'Agent' column, which contains the User IDs: Tony, 200, 206, and 205.

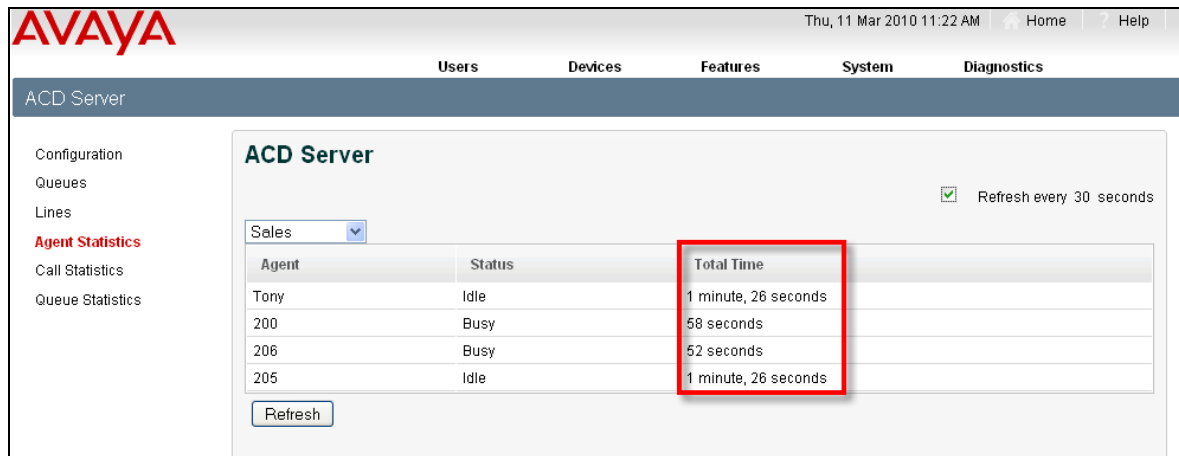
Agent	Status	Total Time
Tony	Idle	1 minute, 26 seconds
200	Busy	58 seconds
206	Busy	52 seconds
205	Idle	1 minute, 26 seconds

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.

The screenshot shows the AVAYA ACD Server interface. The 'Sales' queue is selected in the dropdown menu. The table below shows the agents and their statuses. A red box highlights the 'Status' column, which contains the statuses: Idle, Busy, Busy, and Idle.

Agent	Status	Total Time
Tony	Idle	1 minute, 26 seconds
200	Busy	58 seconds
206	Busy	52 seconds
205	Idle	1 minute, 26 seconds

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

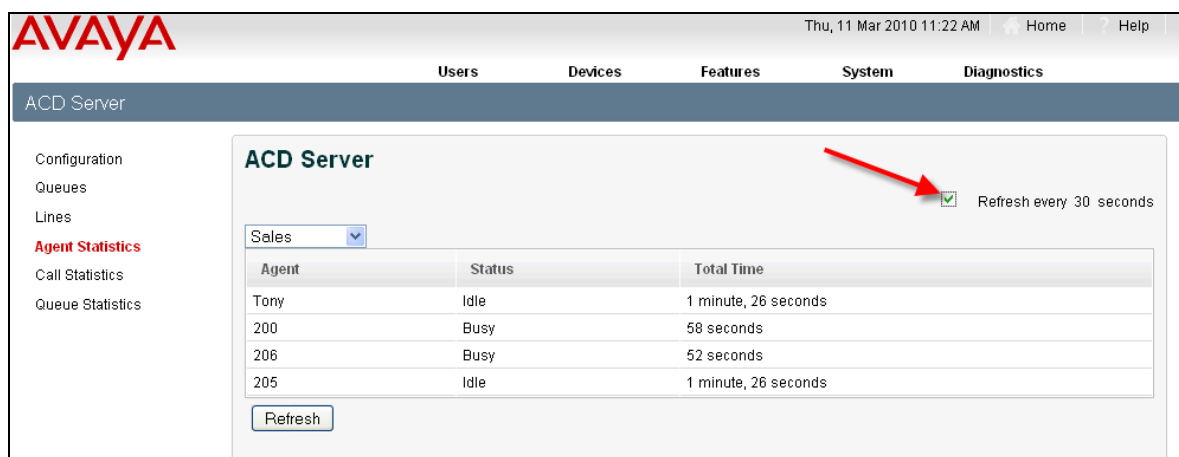


The screenshot shows the Avaya ACD Server interface. The 'Agent Statistics' section is active, displaying a table of agent data. The 'Total Time' column is highlighted with a red box.

Agent	Status	Total Time
Tony	Idle	1 minute, 26 seconds
200	Busy	58 seconds
206	Busy	52 seconds
205	Idle	1 minute, 26 seconds

Refresh every 30 seconds ☒

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

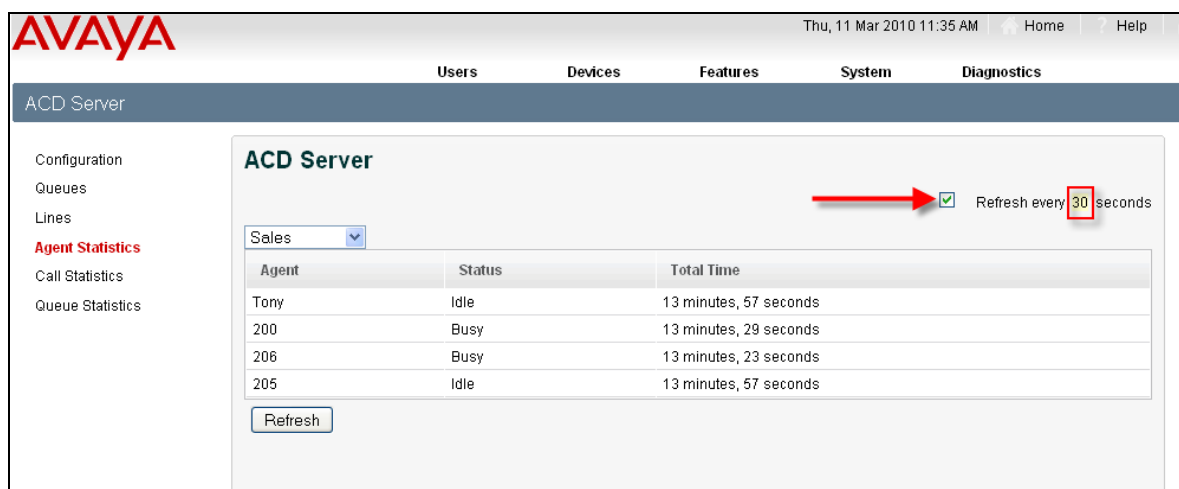


The screenshot shows the Avaya ACD Server interface. The 'Refresh every 30 seconds' checkbox is selected, indicated by a red arrow.

Agent	Status	Total Time
Tony	Idle	1 minute, 26 seconds
200	Busy	58 seconds
206	Busy	52 seconds
205	Idle	1 minute, 26 seconds

Refresh every 30 seconds ☒

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

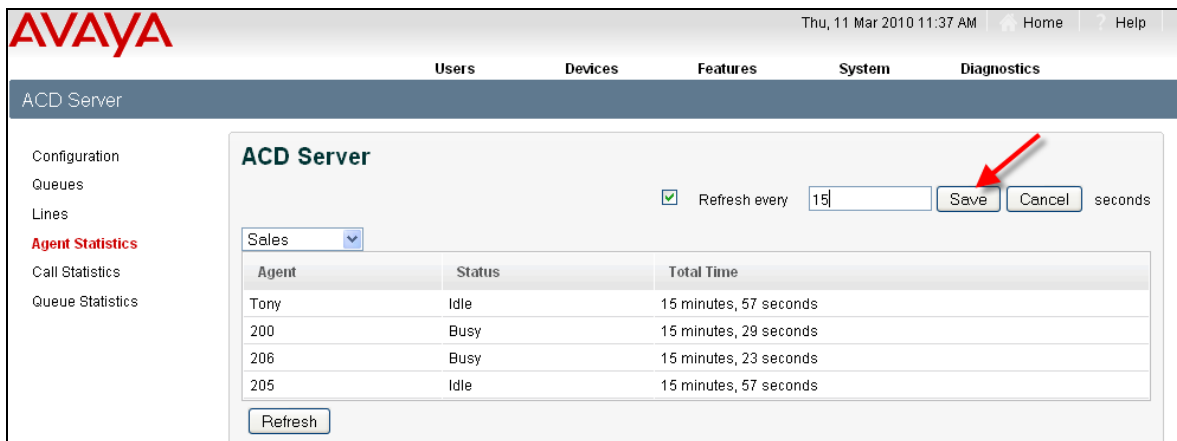


The screenshot shows the Avaya ACD Server interface. The 'Refresh Interval' checkbox is selected, indicated by a red arrow. The seconds value '30' is highlighted with a red box.

Agent	Status	Total Time
Tony	Idle	13 minutes, 57 seconds
200	Busy	13 minutes, 29 seconds
206	Busy	13 minutes, 23 seconds
205	Idle	13 minutes, 57 seconds

Refresh every 30 seconds ☒

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



AVAYA Thu, 11 Mar 2010 11:37 AM Home Help

Users Devices Features System Diagnostics

ACD Server

Configuration
Queues
Lines
Agent Statistics
Call Statistics
Queue Statistics

ACD Server

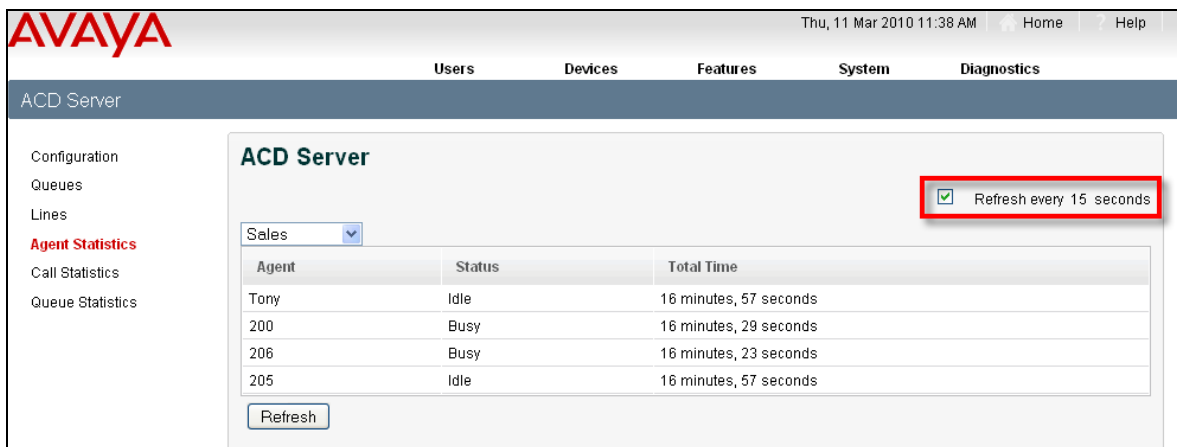
☒ Refresh every 15 Save Cancel seconds

Sales

Agent	Status	Total Time
Tony	Idle	15 minutes, 57 seconds
200	Busy	15 minutes, 29 seconds
206	Busy	15 minutes, 23 seconds
205	Idle	15 minutes, 57 seconds

Refresh

10. The new interval will be displayed.



AVAYA Thu, 11 Mar 2010 11:38 AM Home Help

Users Devices Features System Diagnostics

ACD Server

Configuration
Queues
Lines
Agent Statistics
Call Statistics
Queue Statistics

ACD Server

☒ Refresh every 15 seconds

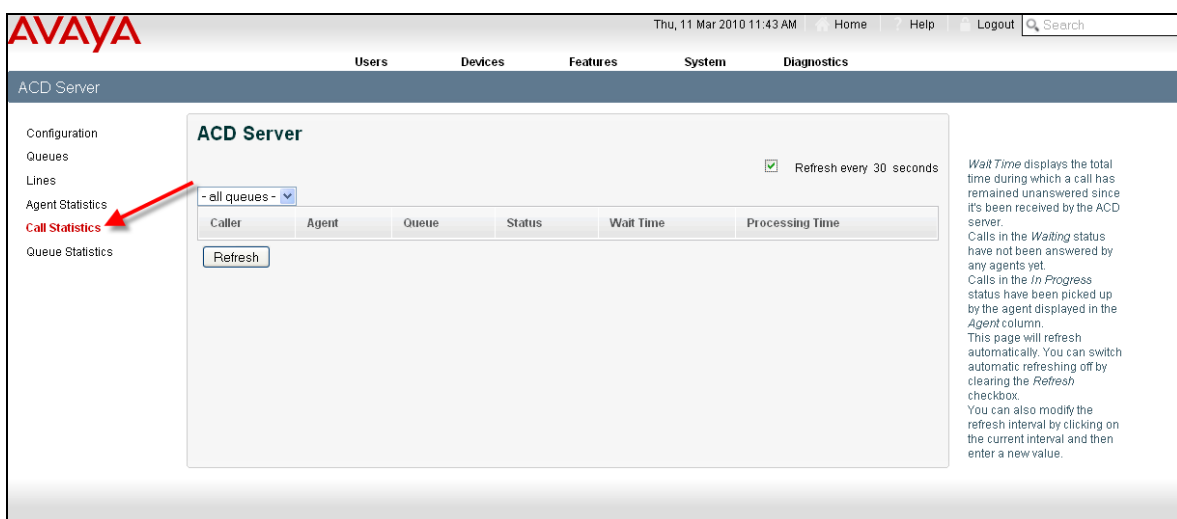
Sales

Agent	Status	Total Time
Tony	Idle	16 minutes, 57 seconds
200	Busy	16 minutes, 29 seconds
206	Busy	16 minutes, 23 seconds
205	Idle	16 minutes, 57 seconds

Refresh

Call Statistics

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



AVAYA Thu, 11 Mar 2010 11:43 AM Home Help Logout Search

Users Devices Features System Diagnostics

ACD Server

Configuration
Queues
Lines
Agent Statistics
Call Statistics
Queue Statistics

ACD Server

☒ Refresh every 30 seconds

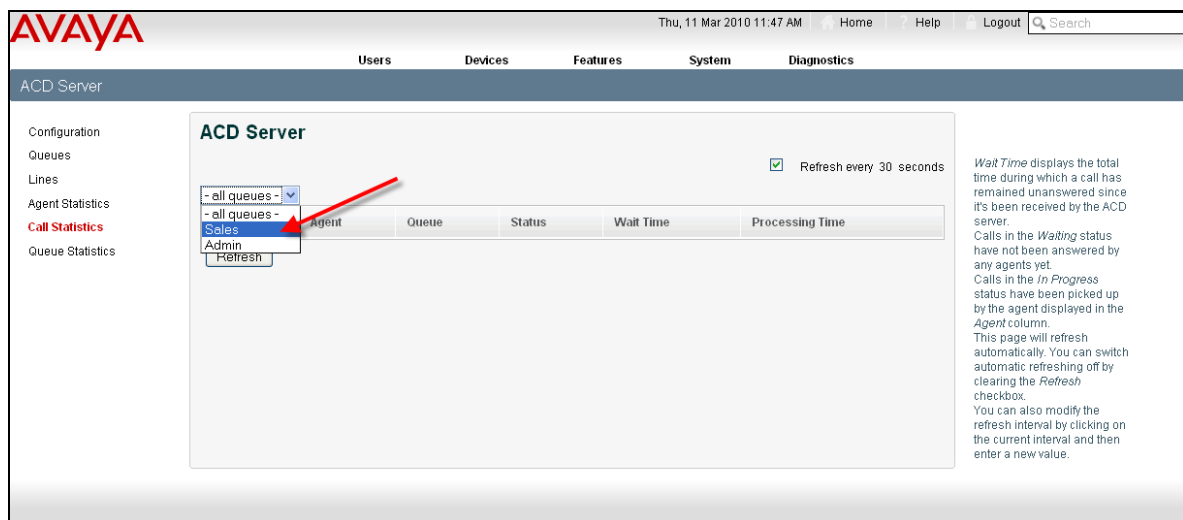
- all queues -

Caller	Agent	Queue	Status	Wait Time	Processing Time
--------	-------	-------	--------	-----------	-----------------

Refresh

Wait Time displays the total time during which a call has remained unanswered since it's been received by the ACD server. 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 *Agent* column. This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

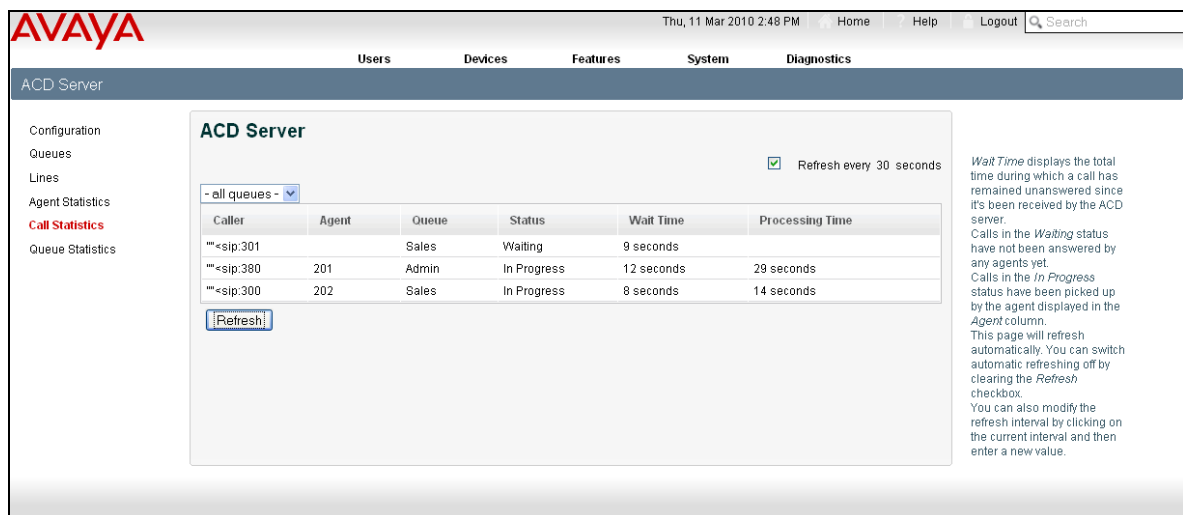
2. Then select the queue to be viewed from the drop down list.



The screenshot shows the AVAYA ACD Server interface. The left sidebar contains a navigation menu with options: Configuration, Queues, Lines, Agent Statistics, **Call Statistics** (highlighted in red), and Queue Statistics. The main content area is titled 'ACD Server' and includes a 'Refresh every 30 seconds' checkbox (checked). Below this is a table with columns: Agent, Queue, Status, Wait Time, and Processing Time. A dropdown menu is open, showing options: - all queues -, Sales (selected), Admin, and Refresh. A red arrow points to the 'Sales' option. On the right side, there is a text box explaining the 'Wait Time' display.

Wait Time displays the total time during which a call has remained unanswered since it's been received by the ACD server. 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 *Agent* column. This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* 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.

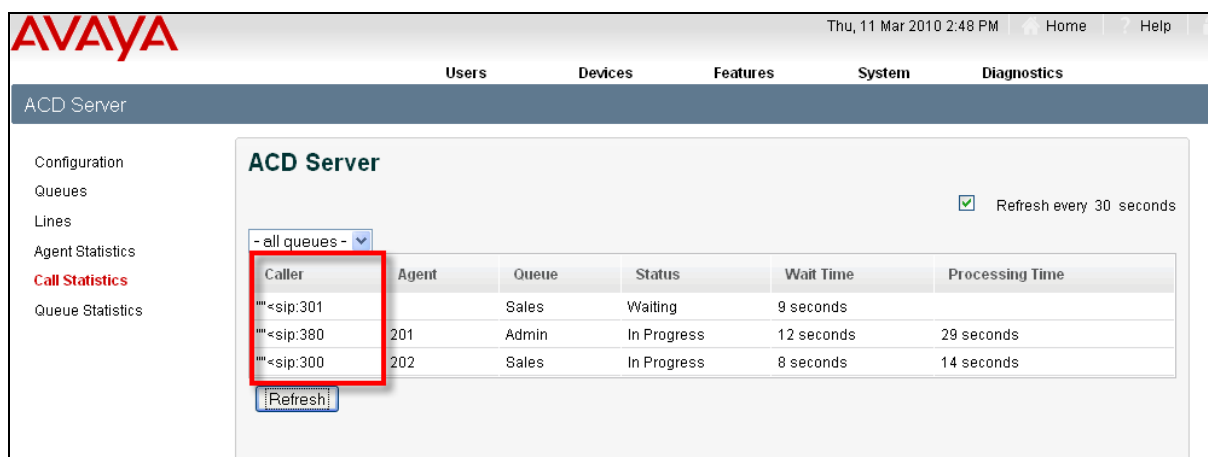


The screenshot shows the AVAYA ACD Server interface. The left sidebar contains a navigation menu with options: Configuration, Queues, Lines, Agent Statistics, **Call Statistics** (highlighted in red), and Queue Statistics. The main content area is titled 'ACD Server' and includes a 'Refresh every 30 seconds' checkbox (checked). Below this is a table with columns: Caller, Agent, Queue, Status, Wait Time, and Processing Time. The table contains three rows of data. A 'Refresh' button is located below the table. On the right side, there is a text box explaining the 'Wait Time' display.

Caller	Agent	Queue	Status	Wait Time	Processing Time
""< sip:301		Sales	Waiting	9 seconds	
""< sip:380	201	Admin	In Progress	12 seconds	29 seconds
""< sip:300	202	Sales	In Progress	8 seconds	14 seconds

Wait Time displays the total time during which a call has remained unanswered since it's been received by the ACD server. 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 *Agent* column. This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* 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.

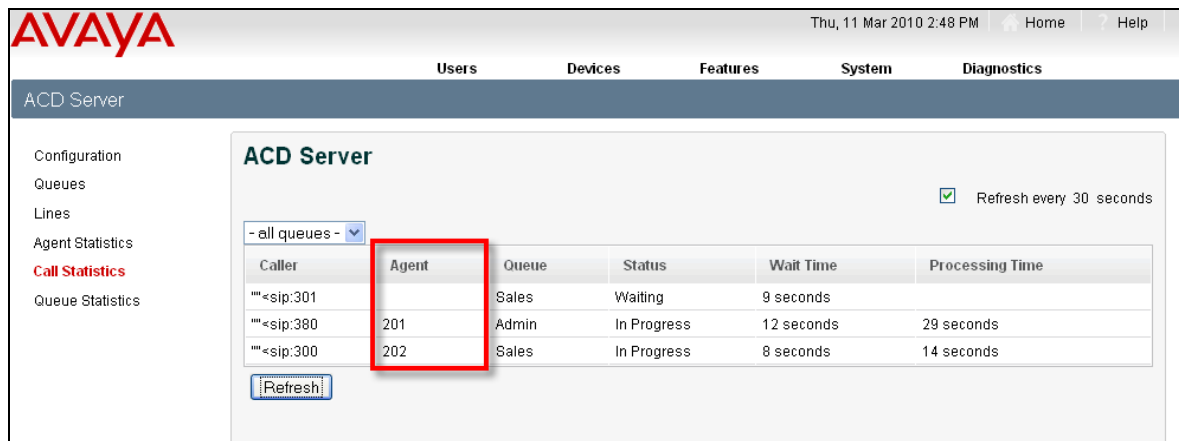


The screenshot shows the AVAYA ACD Server interface. The left sidebar contains a navigation menu with options: Configuration, Queues, Lines, Agent Statistics, **Call Statistics** (highlighted in red), and Queue Statistics. The main content area is titled 'ACD Server' and includes a 'Refresh every 30 seconds' checkbox (checked). Below this is a table with columns: Caller, Agent, Queue, Status, Wait Time, and Processing Time. The table contains three rows of data. A 'Refresh' button is located below the table. On the right side, there is a text box explaining the 'Wait Time' display.

Caller	Agent	Queue	Status	Wait Time	Processing Time
""< sip:301		Sales	Waiting	9 seconds	
""< sip:380	201	Admin	In Progress	12 seconds	29 seconds
""< sip:300	202	Sales	In Progress	8 seconds	14 seconds

Wait Time displays the total time during which a call has remained unanswered since it's been received by the ACD server. 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 *Agent* column. This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

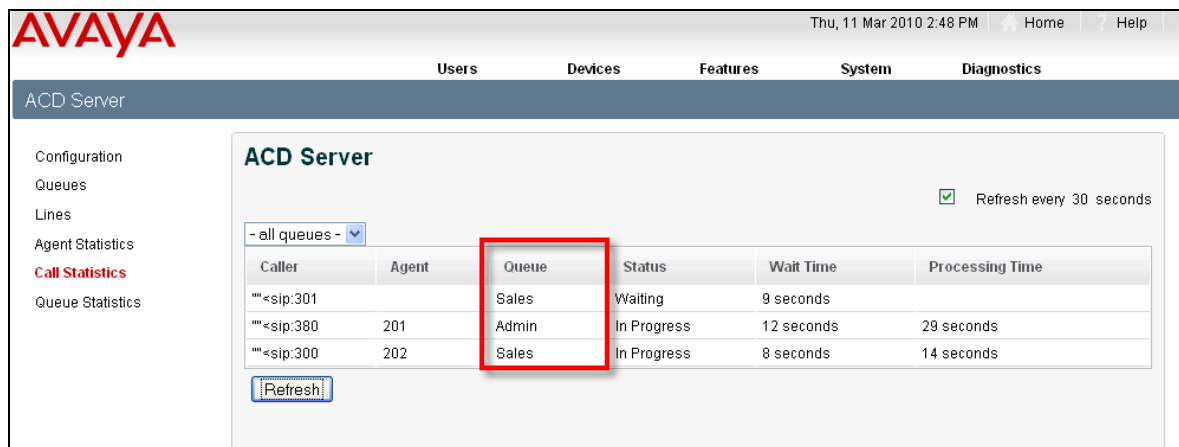
5. The **Agent** who is handling the call is displayed.



The screenshot shows the Avaya ACD Server interface. The 'Agent' column in the table is highlighted with a red box. The table displays call statistics for three callers: sip:301, sip:380, and sip:300. The 'Agent' column shows the agent handling each call: 201 for sip:380 and 202 for sip:300. The 'Queue' column shows the queue the call was presented to: Sales for sip:301 and sip:300, and Admin for sip:380. The 'Status' column shows the call status: Waiting for sip:301, and In Progress for sip:380 and sip:300. The 'Wait Time' and 'Processing Time' columns show the respective times in seconds.

Caller	Agent	Queue	Status	Wait Time	Processing Time
sip:301		Sales	Waiting	9 seconds	
sip:380	201	Admin	In Progress	12 seconds	29 seconds
sip:300	202	Sales	In Progress	8 seconds	14 seconds

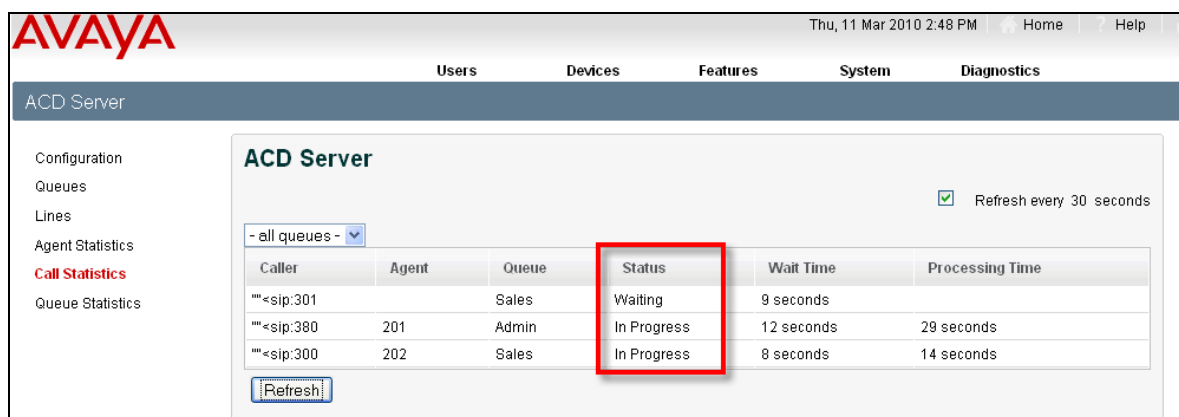
6. The **Queue** to which the call was presented is displayed.



The screenshot shows the Avaya ACD Server interface. The 'Queue' column in the table is highlighted with a red box. The table displays call statistics for three callers: sip:301, sip:380, and sip:300. The 'Agent' column shows the agent handling each call: 201 for sip:380 and 202 for sip:300. The 'Queue' column shows the queue the call was presented to: Sales for sip:301 and sip:300, and Admin for sip:380. The 'Status' column shows the call status: Waiting for sip:301, and In Progress for sip:380 and sip:300. The 'Wait Time' and 'Processing Time' columns show the respective times in seconds.

Caller	Agent	Queue	Status	Wait Time	Processing Time
sip:301		Sales	Waiting	9 seconds	
sip:380	201	Admin	In Progress	12 seconds	29 seconds
sip:300	202	Sales	In Progress	8 seconds	14 seconds

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



The screenshot shows the Avaya ACD Server interface. The 'Status' column in the table is highlighted with a red box. The table displays call statistics for three callers: sip:301, sip:380, and sip:300. The 'Agent' column shows the agent handling each call: 201 for sip:380 and 202 for sip:300. The 'Queue' column shows the queue the call was presented to: Sales for sip:301 and sip:300, and Admin for sip:380. The 'Status' column shows the call status: Waiting for sip:301, and In Progress for sip:380 and sip:300. The 'Wait Time' and 'Processing Time' columns show the respective times in seconds.

Caller	Agent	Queue	Status	Wait Time	Processing Time
sip:301		Sales	Waiting	9 seconds	
sip:380	201	Admin	In Progress	12 seconds	29 seconds
sip:300	202	Sales	In Progress	8 seconds	14 seconds

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

The screenshot shows the AVAYA ACD Server interface. The 'ACD Server' section is active, displaying a table of call statistics. The 'Wait Time' column is highlighted with a red box. The table shows three calls: one in 'Waiting' status with a 9-second wait time, and two in 'In Progress' status with 12-second and 8-second wait times respectively. The 'Processing Time' column shows 29 seconds and 14 seconds for the 'In Progress' calls.

Caller	Agent	Queue	Status	Wait Time	Processing Time
<sip:301		Sales	Waiting	9 seconds	
<sip:380	201	Admin	In Progress	12 seconds	29 seconds
<sip:300	202	Sales	In Progress	8 seconds	14 seconds

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

The screenshot shows the AVAYA ACD Server interface. The 'ACD Server' section is active, displaying a table of call statistics. The 'Processing Time' column is highlighted with a red box. The table shows three calls: one in 'Waiting' status with a 9-second wait time, and two in 'In Progress' status with 12-second and 8-second wait times respectively. The 'Processing Time' column shows 29 seconds and 14 seconds for the 'In Progress' calls.

Caller	Agent	Queue	Status	Wait Time	Processing Time
<sip:301		Sales	Waiting	9 seconds	
<sip:380	201	Admin	In Progress	12 seconds	29 seconds
<sip:300	202	Sales	In Progress	8 seconds	14 seconds

Queue Statistics

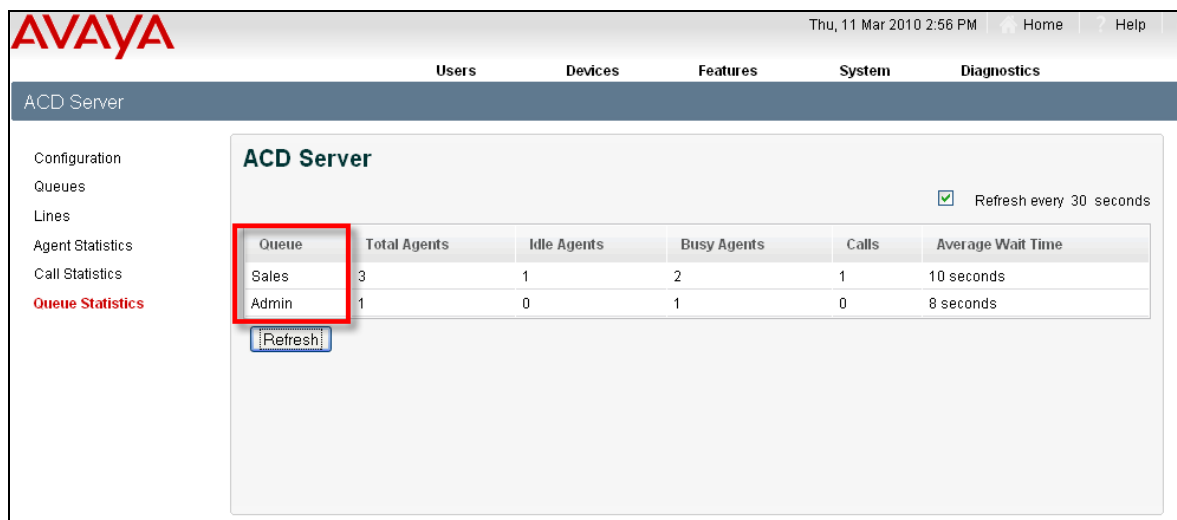
1. To view Queue statistics, click the **Queue** statistics link.

The screenshot shows the AVAYA ACD Server interface. The 'Queue Statistics' link in the left sidebar is highlighted with a red arrow. The 'ACD Server' section is active, displaying a table of call statistics. The 'Queue Statistics' link is highlighted with a red arrow.

Caller	Agent	Queue	Status	Wait Time	Processing Time
<sip:301		Sales	Waiting	9 seconds	
<sip:380	201	Admin	In Progress	12 seconds	29 seconds
<sip:300	202	Sales	In Progress	8 seconds	14 seconds

Wait Time displays the total time during which a call has remained unanswered since it's been received by the ACD server.
 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 *Agent* column.
 This page will refresh automatically. You can switch automatic refreshing off by clearing the *Refresh* checkbox.
 You can also modify the refresh interval by clicking on the current interval and then enter a new value.

2. The ACD Queues will be displayed.



AVAYA Thu, 11 Mar 2010 2:56 PM Home Help

Users Devices Features System Diagnostics

ACD Server

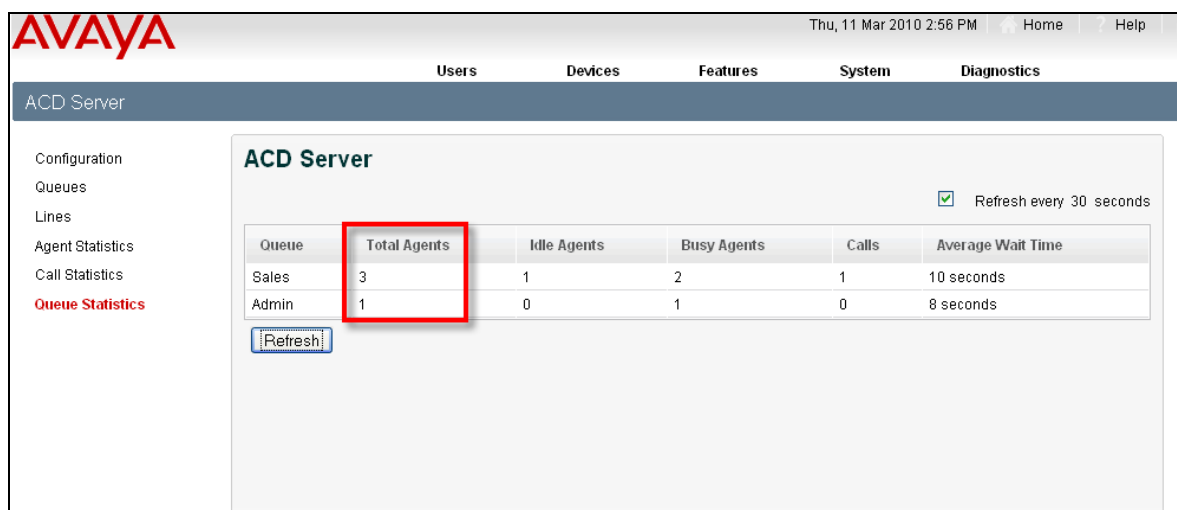
Configuration
Queues
Lines
Agent Statistics
Call Statistics
Queue Statistics

ACD Server ☒ Refresh every 30 seconds

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	1	10 seconds
Admin	1	0	1	0	8 seconds

Refresh

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



AVAYA Thu, 11 Mar 2010 2:56 PM Home Help

Users Devices Features System Diagnostics

ACD Server

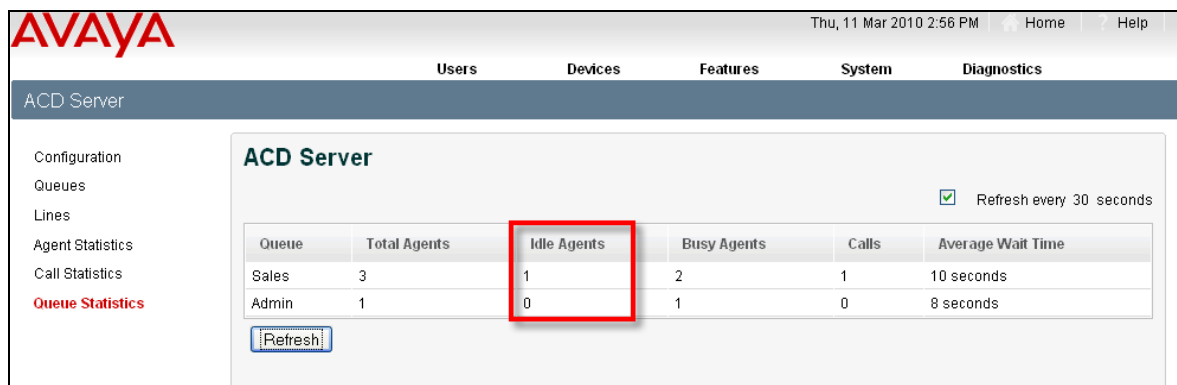
Configuration
Queues
Lines
Agent Statistics
Call Statistics
Queue Statistics

ACD Server ☒ Refresh every 30 seconds

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	1	10 seconds
Admin	1	0	1	0	8 seconds

Refresh

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



AVAYA Thu, 11 Mar 2010 2:56 PM Home Help

Users Devices Features System Diagnostics

ACD Server

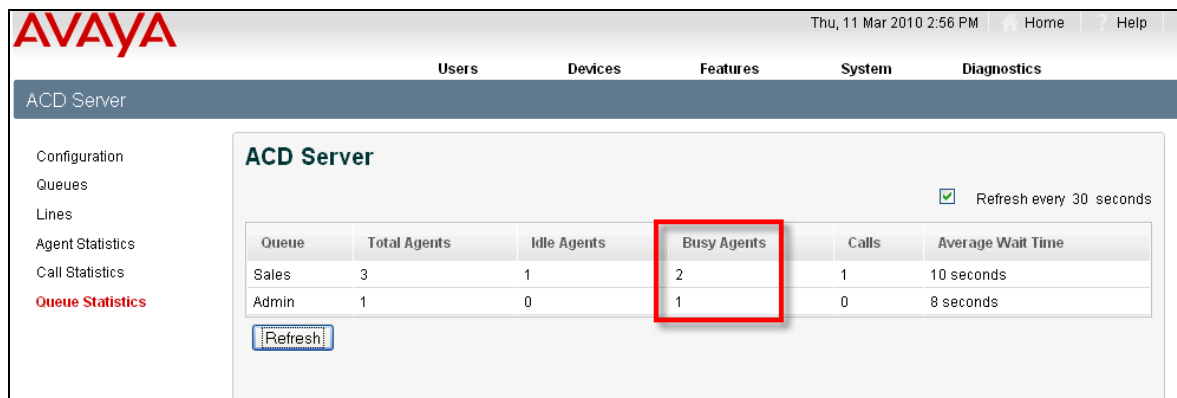
Configuration
Queues
Lines
Agent Statistics
Call Statistics
Queue Statistics

ACD Server ☒ Refresh every 30 seconds

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	1	10 seconds
Admin	1	0	1	0	8 seconds

Refresh

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



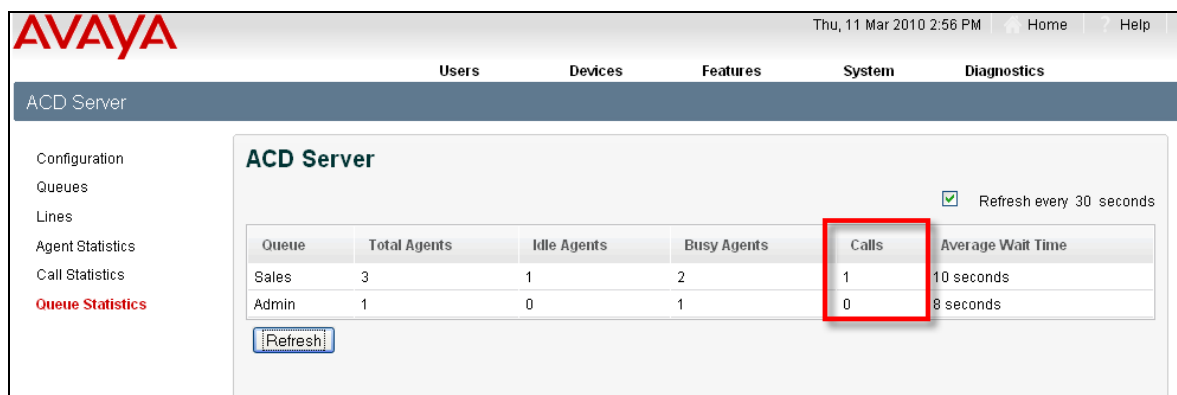
The screenshot shows the Avaya ACD Server interface. The 'ACD Server' section is active, displaying a table with columns: Queue, Total Agents, Idle Agents, Busy Agents, Calls, and Average Wait Time. The 'Busy Agents' column is highlighted with a red box. The table shows data for 'Sales' and 'Admin' queues.

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	1	10 seconds
Admin	1	0	1	0	8 seconds

Refresh every 30 seconds ☒

Refresh

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



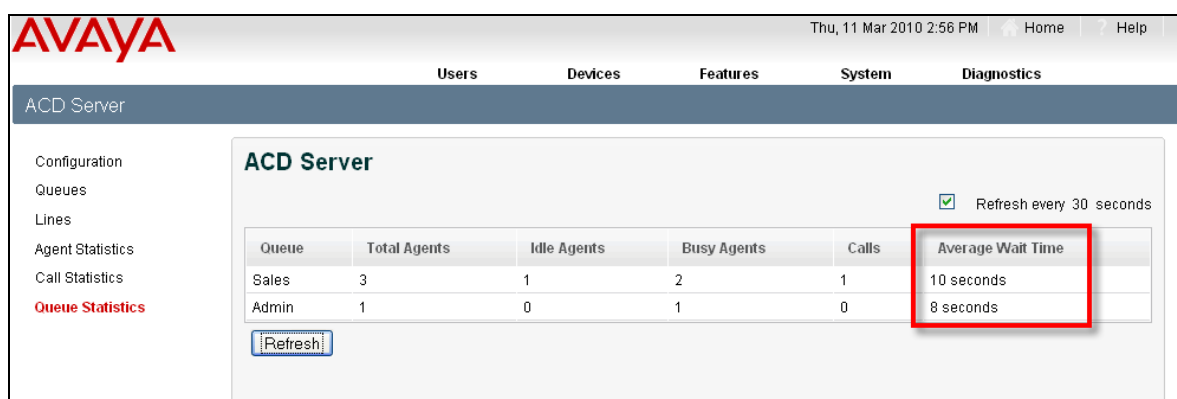
The screenshot shows the Avaya ACD Server interface. The 'ACD Server' section is active, displaying a table with columns: Queue, Total Agents, Idle Agents, Busy Agents, Calls, and Average Wait Time. The 'Calls' column is highlighted with a red box. The table shows data for 'Sales' and 'Admin' queues.

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	1	10 seconds
Admin	1	0	1	0	8 seconds

Refresh every 30 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.



The screenshot shows the Avaya ACD Server interface. The 'ACD Server' section is active, displaying a table with columns: Queue, Total Agents, Idle Agents, Busy Agents, Calls, and Average Wait Time. The 'Average Wait Time' column is highlighted with a red box. The table shows data for 'Sales' and 'Admin' queues.

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	1	10 seconds
Admin	1	0	1	0	8 seconds

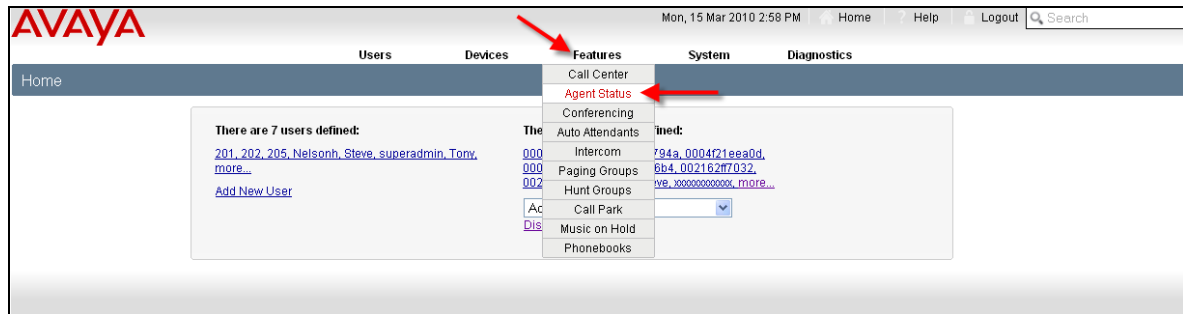
Refresh every 30 seconds ☒

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.

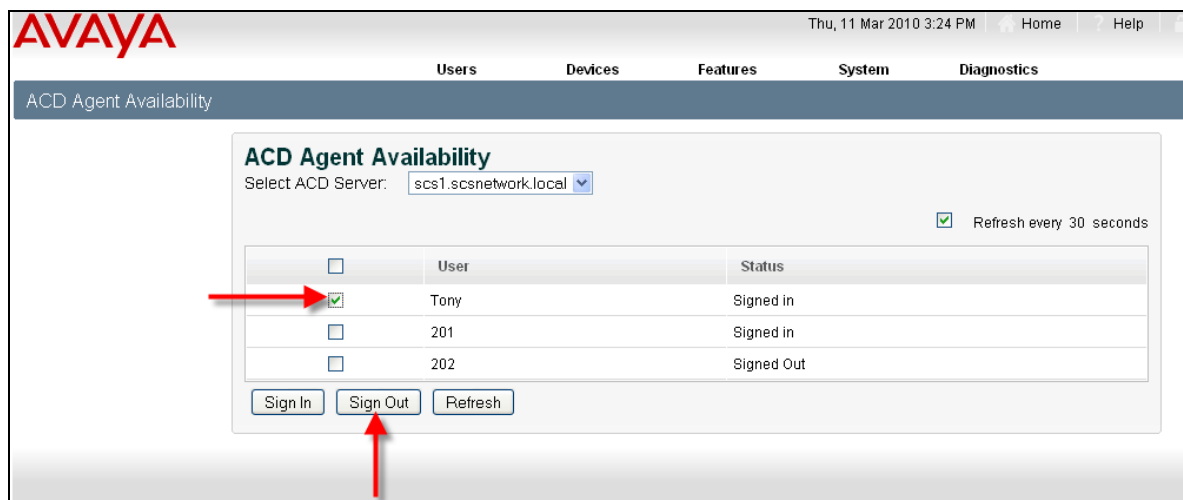
1. From the main interface of the SCS, select **Features**, followed by **Agent Status**.



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



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



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

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Users Devices Features System Diagnostics

ACD Agent Availability

Select ACD Server:

☒ Refresh every 30 seconds

<input type="checkbox"/>	User	Status
<input checked="" type="checkbox"/>	Tony	Signed Out
<input type="checkbox"/>	201	Signed in
<input type="checkbox"/>	202	Signed Out

Sign In Sign Out Refresh

ACD Historic Reports

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

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

AVAYA Mon, 15 Mar 2010 2:58 PM Home Help Logout Search

Users Devices Features System Diagnostics

Home

There are 7 users defined:
[201, 202, 205, Nelsonh, Steve, superadmin, Tony, more...](#)
[Add New User](#)

There are 10 phones defined:
[0004f21d8d5f, 0004f21e794a, 0004f21eea0d, 0004f21f4bc7, 002162f36b4, 002162f7032, 002162fb0e8, fadqdf, steve, xxxxxxxxxxxx, more...](#)

[Discover Devices](#)

Registrations
 Call Detail Records
 Statistics
ACD Reports
 Job Status
 Configuration Tests
 Snapshot
 Login History
 Alarms
 DNS Advisor

- The **ACD Historic Reports** screen will be displayed.

AVAYA Thu, 11 Mar 2010 4:32 PM Home Help Logout Search

Users Devices Features System Diagnostics

ACD Historic Reports

Agent Availability
 Agent Availability Summary
 Agent Activity Summary
 All Queue Activity
 Abandoned Call Summary
 Abandoned Calls
 Agent Call Details

ACD Historic Reports
 ACD Server:
 Sign in times are not shown for agents that have not signed out in the last 30 minutes and for agents that are not required to sign in. [Download](#)

Start:
 End:

Agent	Sign-in time	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
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

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 location no reports will be displayed.

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

AVAYA Thu, 11 Mar 2010 4:41 PM Home Help Logout Search

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 Reports

ACD Server: scs1.scsnetwork.local

Sign in times are not shown for agents that have not signed out in the last 30 minutes and for agents that are not required to sign in.

Start: 11 Mar 2010 12:00 AM

End: 12 Mar 2010 12:00 AM

Apply

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 location where Call Center is available. If there is no Call Center attached to any location no reports will be displayed.

Agent	Sign-in time	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
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 >>

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

AVAYA 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 Call Summary
- Abandoned Calls
- Agent Call Details

ACD Historic Reports

ACD Server: scs1.scsnetwork.local

Sign in times are not shown for agents that have not signed out in the last 30 minutes and for agents that are not required to sign in.

Start: 11 Mar 2010 12:00 AM

End: 12 Mar 2010 12:00 AM

Apply

Download

Agent	Sign-in time	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
201	3/11/10 2:47 PM	3/11/10 3:34 PM

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

ACD Historic Reports

ACD Server

Sign in times are not shown for agents that have not signed out in the last 30 min.

Start

End

Agent	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5	6
	7	8	9	10	11	12	13
202	14	15	16	17	18	19	20
Tony	21	22	23	24	25	26	27
201	28	29	30	31			

Agent	Sign-in time	Sign-out time
202	3/11/10 3:32 PM	
201	3/11/10 3:34 PM	

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.

AVAYA

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Users Devices Features System Diagnostics

ACD Historic Reports

ACD Server

Sign in times are not shown for agents that have not signed out in the last 30 minutes and for agents that are not required to sign in.

Start

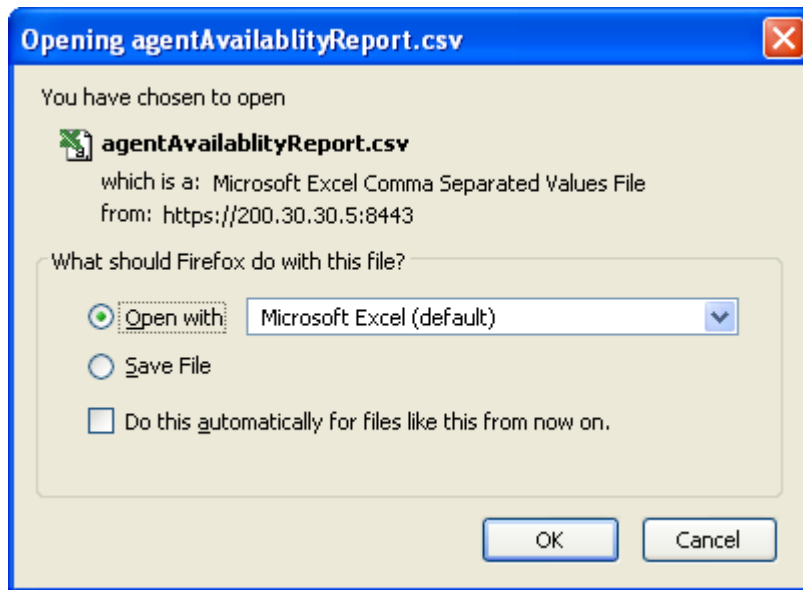
End

[Download](#)

Agent	Sign-in time	Sign-out time
202	3/11/10 2:47 PM	3/11/10 3:04 PM

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 location no reports will be displayed.

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



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

	A	B	C	D	E	F	G	H
1	agent_uri	sign_in_time	sign_out_time					
2	sip:202@scsnetwork.local	Thu	11 Mar 2010 14:47:21 +0000	Thu	11 Mar 2010 15:04:21 +0000			
3	sip:Tony@scsnetwork.local	Thu	11 Mar 2010 14:47:21 +0000	Thu	11 Mar 2010 15:25:59 +0000			
4	sip:201@scsnetwork.local	Thu	11 Mar 2010 14:47:21 +0000	Thu	11 Mar 2010 15:34:40 +0000			
5	sip:201@scsnetwork.local	Thu	11 Mar 2010 14:47:21 +0000	Thu	11 Mar 2010 15:34:40 +0000			
6	sip:202@scsnetwork.local	Thu	11 Mar 2010 15:32:25 +0000	Thu	11 Mar 2010 15:34:40 +0000			
7	sip:201@scsnetwork.local	Thu	11 Mar 2010 15:34:43 +0000	Thu	11 Mar 2010 15:35:51 +0000			
8	sip:201@scsnetwork.local	Thu	11 Mar 2010 15:34:43 +0000	Thu	11 Mar 2010 15:35:51 +0000			
9	sip:202@scsnetwork.local	Thu	11 Mar 2010 15:34:43 +0000	Thu	11 Mar 2010 15:36:59 +0000			
10	sip:202@scsnetwork.local	Thu	11 Mar 2010 15:37:21 +0000	Thu	11 Mar 2010 15:38:15 +0000			
11	sip:202@scsnetwork.local	Thu	11 Mar 2010 15:38:57 +0000	Thu	11 Mar 2010 15:39:34 +0000			
12	sip:201@scsnetwork.local	Thu	11 Mar 2010 15:35:59 +0000	Thu	11 Mar 2010 15:39:40 +0000			
13	sip:201@scsnetwork.local	Thu	11 Mar 2010 15:35:59 +0000	Thu	11 Mar 2010 15:39:40 +0000			
14	sip:Tony@scsnetwork.local	Thu	11 Mar 2010 15:32:25 +0000	Thu	11 Mar 2010 15:40:34 +0000			
15								
16								
17								
18								

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.

AVAYA Thu, 11 Mar 2010 4:49 PM Home Help Logout Search

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 Reports

ACD Server:

Sign in times are not shown for agents that have not signed out in the last 30 minutes and for agents that are not required to sign in.

Start:
End:

[Download](#)

Agent	Sign-in time	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
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 > >>

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 location no reports will be displayed.

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 Summary

Agent Availability
Agent Activity Summary
All Queue Activity
Handled Calls in Queue
Abandoned Call Summary
Abandoned Calls
Agent Call Details

ACD Historic Reports

ACD Server:

Activity is not included for agents until they have signed out for more than 30 minutes and for agents that are not required to sign in.

Start:
End:

[Download](#)

Agent	Signed-in time	Max Signed-in time
202	23 minutes, 2 seconds	17 minutes, 0 seconds
Tony	46 minutes, 47 seconds	38 minutes, 38 seconds
201	104 minutes, 16 seconds	47 minutes, 19 seconds

<< < 1 > >>

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.

The screenshot shows the Avaya ACD Historic Reports interface. The left sidebar lists navigation options: Agent Availability, Agent Availability Summary, **Agent Activity Summary**, All Queue Activity, Handled Calls in Queue, Abandoned Call Summary, Abandoned Calls, and Agent Call Details. The main content area is titled "ACD Historic Reports" and includes a dropdown for "ACD Server" set to "scs1.scsnetwork.local". Below this are date and time filters for "Start" (11 Mar 2010, 12:00 AM) and "End" (12 Mar 2010, 12:00 AM), with an "Apply" button. A "Download" link is in the top right. The data table shows call statistics for agents 201, 202, and Tony.

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.

The screenshot shows the Avaya ACD Historic Reports interface for "All Queue Activity". The left sidebar lists navigation options: Agent Availability, Agent Availability Summary, Agent Activity Summary, **All Queue Activity**, Handled Calls in Queue, Abandoned Call Summary, Abandoned Calls, and Agent Call Details. The main content area is titled "ACD Historic Reports" and includes a dropdown for "ACD Server" set to "scs1.scsnetwork.local". Below this is the text "Activity for abandoned and answered calls." and date/time filters for "Start" (11 Mar 2010, 12:00 AM) and "End" (12 Mar 2010, 12:00 AM), with an "Apply" button. A "Download" link is in the top right. The data table shows call statistics for Sales and Admin queues.

Queue	Calls offered	Calls handled	Calls abandoned
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.

The screenshot shows the Avaya ACD Historic Reports interface. The left sidebar lists various reports, with 'Handled Calls in Queue' highlighted in red. The main content area displays the 'ACD Historic Reports' section for the ACD Server 'scs1.scsnetwork.local'. It includes filters for 'Start' (11 Mar 2010, 12:00 AM) and 'End' (12 Mar 2010, 12:00 AM), with an 'Apply' button. A table shows the results for two queues: Sales and Admin. The table has columns for Queue, Calls handled, Avg wait time, and Max wait time. A 'Download' link is visible in the top right of the report area.

Queue	Calls handled	Avg wait time	Max wait time
Sales	8	14 seconds	29 seconds
Admin	3	11 seconds	15 seconds

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.

The screenshot shows the Avaya ACD Historic Reports interface. The left sidebar lists various reports, with 'Abandoned Call Summary' highlighted in red. The main content area displays the 'ACD Historic Reports' section for the ACD Server 'scs1.scsnetwork.local'. It includes filters for 'Start' (11 Mar 2010, 12:00 AM) and 'End' (12 Mar 2010, 12:00 AM), with an 'Apply' button. A table shows the results for two queues: Sales and Admin. The table has columns for Queue, Calls abandoned, Avg wait time, and Max wait time. A 'Download' link is visible in the top right of the report area.

Queue	Calls abandoned	Avg wait time	Max wait time
Sales	11	20 seconds	52 seconds
Admin	1	46 seconds	46 seconds

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.

AVAYA 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 Historic Reports
ACD Server:

Start:
End:

[Download](#)

Queue	Start time	Duration	Caller
Sales	3/11/10 2:16 PM	7 seconds	""< sip:300@200.30.30.30;user=phone>
Sales	3/11/10 2:17 PM	7 seconds	""< sip:300@200.30.30.30;user=phone>
Sales	3/11/10 2:20 PM	27 seconds	""< sip:301@200.30.30.30;user=phone>
Sales	3/11/10 2:36 PM	39 seconds	""< sip:301@200.30.30.30;user=phone>
Sales	3/11/10 2:46 PM	1 second	""< sip:380@200.30.30.30;user=phone>
Sales	3/11/10 2:48 PM	15 seconds	""< sip:301@200.30.30.30;user=phone>
Sales	3/11/10 2:56 PM	14 seconds	""< sip:300@200.30.30.30;user=phone>
Sales	3/11/10 3:31 PM	46 seconds	""< sip:301@200.30.30.30;user=phone>
Admin	3/11/10 3:31 PM	46 seconds	""< sip:380@200.30.30.30;user=phone>
Sales	3/11/10 3:39 PM	52 seconds	""< sip:300@200.30.30.30;user=phone>
Sales	3/11/10 3:41 PM	4 seconds	""< sip:300@200.30.30.30;user=phone>
Sales	3/11/10 3:41 PM	8 seconds	""< sip:300@200.30.30.30;user=phone>

<< 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.

AVAYA Thu, 11 Mar 2010 4:54 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 Historic Reports
ACD Server:

Start:
End:

[Download](#)

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@200.30.30.30;user=phone>
202	Sales	3/11/10 2:36 PM	3/11/10 2:37 PM	44 seconds	""< 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@200.30.30.30;user=phone>
202	Sales	3/11/10 2:48 PM	3/11/10 2:48 PM	27 seconds	""< 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@200.30.30.30;user=phone>
Tony	Sales	3/11/10 2:56 PM	3/11/10 2:56 PM	30 seconds	""< sip:301@200.30.30.30;user=phone>
201	Admin	3/11/10 2:56 PM	3/11/10 2:56 PM	41 seconds	""< sip:380@200.30.30.30;user=phone>
201	Sales	3/11/10 3:31 PM	3/11/10 3:31 PM	46 seconds	""< 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@200.30.30.30;user=phone>
202	Sales	3/11/10 3:32 PM	3/11/10 3:32 PM	27 seconds	""< 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@200.30.30.30;user=phone>

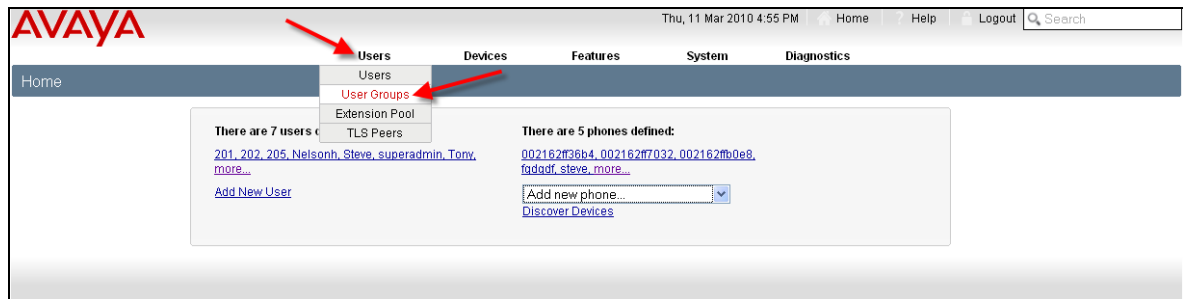
<< 1 >>

ACD Agent Supervisor

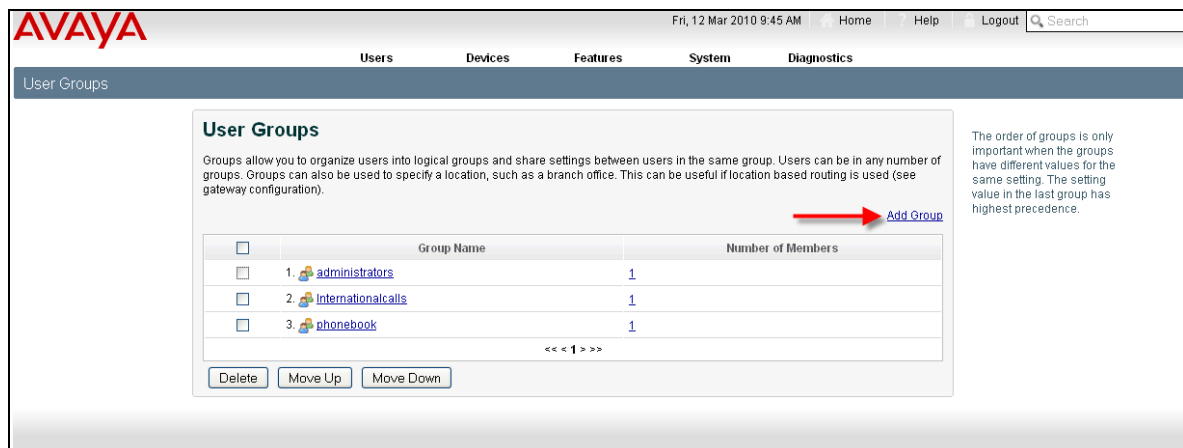
Users can be configured on the SCS to supervise a group or groups of ACD agents and obtain ACD statistics regarding those agents. Statistics are accessible from the supervisor's User Portal.

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

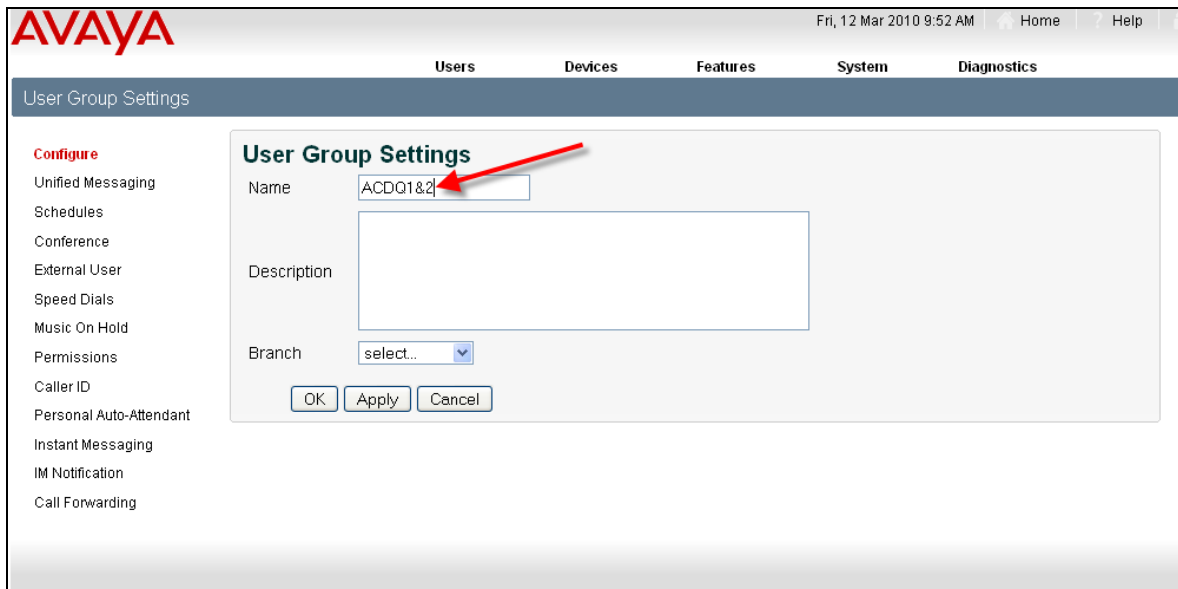
1. From the SCS home page, select **Users** followed by the **User Groups** link.



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



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



AVAYA

Fri, 12 Mar 2010 9:52 AM Home Help

Users Devices Features System Diagnostics

User Group Settings

Configure

- Unified Messaging
- Schedules
- Conference
- External User
- Speed Dials
- Music On Hold
- Permissions
- Caller ID
- Personal Auto-Attendant
- Instant Messaging
- IM Notification
- Call Forwarding

User Group Settings

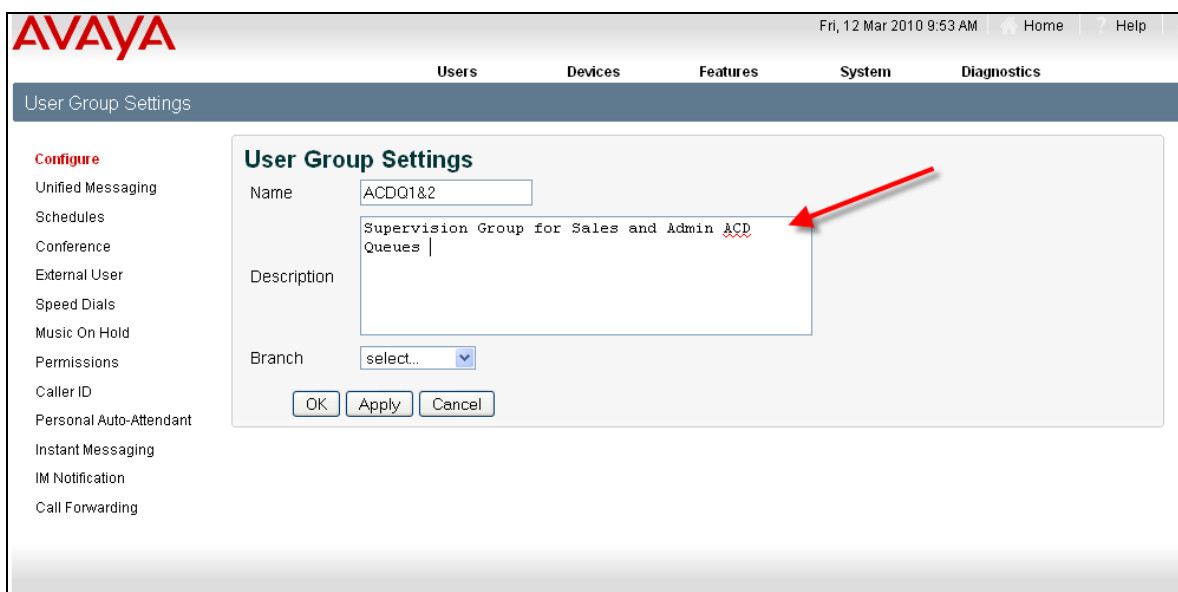
Name: ACDQ1&2

Description:

Branch: select...

OK Apply Cancel

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



AVAYA

Fri, 12 Mar 2010 9:53 AM Home Help

Users Devices Features System Diagnostics

User Group Settings

Configure

- Unified Messaging
- Schedules
- Conference
- External User
- Speed Dials
- Music On Hold
- Permissions
- Caller ID
- Personal Auto-Attendant
- Instant Messaging
- IM Notification
- Call Forwarding

User Group Settings

Name: ACDQ1&2

Description: Supervision Group for Sales and Admin ACD Queues

Branch: select...

OK Apply Cancel

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.

The screenshot shows the Avaya User Group Settings page. The 'Branch' dropdown menu is open, displaying a list of branches: 'select...', 'select...', 'Birmingham', 'London', and 'Manchester'. A red arrow points to the 'select...' option. The 'Name' field contains 'ACDQ1&2' and the 'Description' field contains 'Supervision Group for Sales and Admin ACD Queues'. The 'OK' button is visible below the dropdown.

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

The screenshot shows the Avaya User Group Settings page after the changes have been applied. A blue message 'Changes applied successfully.' is displayed above the 'Name' field. The 'Branch' dropdown menu is now closed and shows 'select...'. The 'OK', 'Apply', and 'Cancel' buttons are visible at the bottom of the form, with the 'Apply' button highlighted by a red box.

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

AVAYA Fri, 12 Mar 2010 10:02 AM Home Help Logout Search

Users Devices Features System Diagnostics

User Groups

User Groups

Groups allow you to organize users into logical groups and share settings between users in the same group. Users can be in any number of groups. Groups can also be used to specify a location, such as a branch office. This can be useful if location based routing is used (see gateway configuration).

[Add Group](#)

<input type="checkbox"/>	Group Name	Number of Members
<input type="checkbox"/>	1. administrators	1
<input type="checkbox"/>	2. Internationalcalls	1
<input type="checkbox"/>	3. phonebook	1
<input type="checkbox"/>	4. ACD01&2	

<< < 1 > >>

Delete Move Up Move Down

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.

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.

AVAYA Fri, 12 Mar 2010 10:03 AM Home Help Logout Search

Users Devices Features System Diagnostics

Users

[Add New User](#)

Filter by...

<input type="checkbox"/>	User ID	First Name	Last Name	IM ID	Aliases
<input type="checkbox"/>	201	Helen	Jenkins	201	
<input type="checkbox"/>	202	Frank	Collini	202	
<input type="checkbox"/>	205	Ed	Jones	205	
<input type="checkbox"/>	Nelsonh	Nelson	Hughes	Nelsonh	203 670239
<input type="checkbox"/>	Steve	Steve	Erskine	Steve	204
<input type="checkbox"/>	superadmin			superadmin	
<input type="checkbox"/>	Tony	Tony	Vincetti	Tony	200

<< < 1 > >>

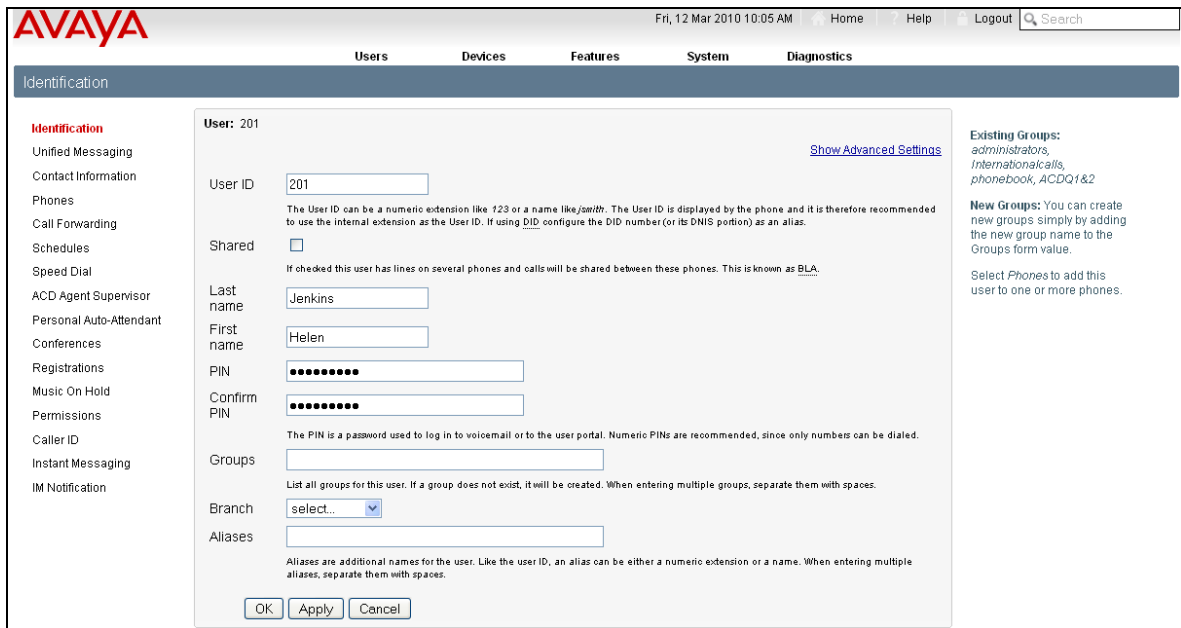
Delete More actions...

Select the Add New User link and create a new user.

After user is created you can associate it with one or more managed phones

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

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



AVAYA

Fri, 12 Mar 2010 10:05 AM Home Help Logout Search

Users Devices Features System Diagnostics

Identification

Identification

Unified Messaging

Contact Information

Phones

Call Forwarding

Schedules

Speed Dial

ACD Agent Supervisor

Personal Auto-Attendant

Conferences

Registrations

Music On Hold

Permissions

Caller ID

Instant Messaging

IM Notification

User: 201

User ID: 201

The User ID can be a numeric extension like 123 or a name like /smith. The User ID is displayed by the phone and it is therefore recommended to use the internal extension as the User ID. If using DID configure the DID number (or its DNIS portion) as an alias.

Shared: ☐

If checked this user has lines on several phones and calls will be shared between these phones. This is known as BLA.

Last name: Jenkins

First name: Helen

PIN:

Confirm PIN:

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.

Groups:

List all groups for this user. If a group does not exist, it will be created. When entering multiple groups, separate them with spaces.

Branch: select...

Aliases:

Aliases are additional names for the user. Like the user ID, an alias can be either a numeric extension or a name. When entering multiple aliases, separate them with spaces.

OK Apply Cancel

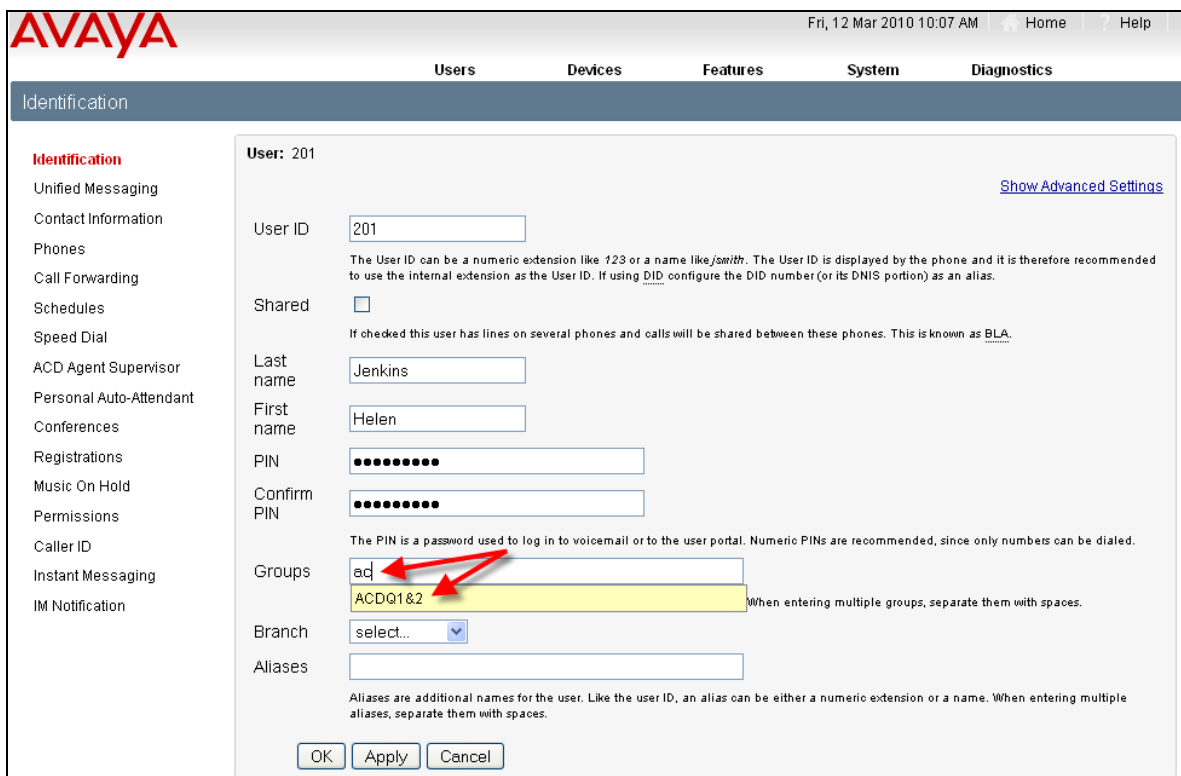
[Show Advanced Settings](#)

Existing Groups:
administrators,
internationalcalls,
phonebook, ACDQ1&2

New Groups: You can create new groups simply by adding the new group name to the Groups form value.

Select Phones to add this user to one or more phones.

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.



AVAYA

Fri, 12 Mar 2010 10:07 AM Home Help

Users Devices Features System Diagnostics

Identification

Identification

Unified Messaging

Contact Information

Phones

Call Forwarding

Schedules

Speed Dial

ACD Agent Supervisor

Personal Auto-Attendant

Conferences

Registrations

Music On Hold

Permissions

Caller ID

Instant Messaging

IM Notification

User: 201

User ID: 201

The User ID can be a numeric extension like 123 or a name like /smith. The User ID is displayed by the phone and it is therefore recommended to use the internal extension as the User ID. If using DID configure the DID number (or its DNIS portion) as an alias.

Shared: ☐

If checked this user has lines on several phones and calls will be shared between these phones. This is known as BLA.

Last name: Jenkins

First name: Helen

PIN:

Confirm PIN:

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.

Groups: acd

ACDQ1&2

When entering multiple groups, separate them with spaces.

Branch: select...

Aliases:

Aliases are additional names for the user. Like the user ID, an alias can be either a numeric extension or a name. When entering multiple aliases, separate them with spaces.

OK Apply Cancel

[Show Advanced Settings](#)

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.

AVAYA

Fri, 12 Mar 2010 10:10 AM Home Help Logout Search

Users Devices Features System Diagnostics

Users

[Add New User](#)

Filter by...

<input type="checkbox"/>	User ID	First Name	Last Name	IM ID	Aliases
<input type="checkbox"/>	201	Helen	Jenkins	201	
<input type="checkbox"/>	202	Frank	Collini	202	
<input type="checkbox"/>	205	Ed	Jones	205	
<input type="checkbox"/>	Nelsonh	Nelson	Hughes	Nelsonh	203 670239
<input type="checkbox"/>	Steve	Steve	Erskine	Steve	204
<input type="checkbox"/>	superadmin			superadmin	
<input type="checkbox"/>	Tony	Tony	Vincetti	Tony	200

<< < 1 > >>

Delete More actions...

Select the Add New User link and create a new user.
After user is created you can associate it with one or more managed phones

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

AVAYA

Fri, 12 Mar 2010 10:17 AM Home Help

Users Devices Features System Diagnostics

Identification

Identification

- Unified Messaging
- Contact Information
- Phones
- Call Forwarding
- Schedules
- Speed Dial
- ACD Agent Supervisor
- Personal Auto-Attendant
- Conferences
- Registrations
- Music On Hold
- Permissions
- Caller ID
- Instant Messaging
- IM Notification

User: 202

[Show Advanced Settings](#)

User ID: 202

The User ID can be a numeric extension like 123 or a name like /smith. The User ID is displayed by the phone and it is therefore recommended to use the internal extension as the User ID. If using DID configure the DID number (or its DNIS portion) as an alias.

Shared: ☐

If checked this user has lines on several phones and calls will be shared between these phones. This is known as BLA.

Last name: Collini

First name: Frank

PIN:

Confirm PIN:

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.

Groups:

List all groups for this user. If a group does not exist, it will be created. When entering multiple groups, separate them with spaces.

Branch: select...

Aliases:

Aliases are additional names for the user. Like the user ID, an alias can be either a numeric extension or a name. When entering multiple aliases, separate them with spaces.

OK Apply Cancel

15. The **ACD Agent Supervisor** page will be displayed.

The screenshot shows the AVAYA ACD Agent Supervisor page. The top navigation bar includes the AVAYA logo, the date 'Fri, 12 Mar 2010 10:18 AM', and links for Home, Help, Logout, and Search. Below this is a secondary navigation bar with links for Users, Devices, Features, System, and Diagnostics. The main content area is titled 'ACD Agent Supervisor'. On the left is a sidebar with a list of features: Identification, Unified Messaging, Contact Information, Phones, Call Forwarding, Schedules, Speed Dial, **ACD Agent Supervisor** (highlighted in red), Personal Auto-Attendant, Conferences, Registrations, Music On Hold, Permissions, Caller ID, Instant Messaging, and IM Notification. The main content area contains a form for 'User: 202 ACD Agent Supervisor'. The form has a text input field for the user group name, which is currently empty. Below the input field are three buttons: OK, Apply, and Cancel. To the right of the form, there is a section titled 'Existing Groups:' with a list of groups: administrators, Internationalcalls, phonebook, ACDQ1&2, ac. Below this is a section titled 'New Groups:' with instructions: '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.

The screenshot shows the AVAYA ACD Agent Supervisor page with the 'ACD Agent Supervisor' field populated with the text 'acd'. A dropdown list is visible below the input field, showing the text 'ACDQ1&2'. Two red arrows point from the input field to the dropdown list. The rest of the page layout is identical to the previous screenshot.

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

AVAYA Fri, 12 Mar 2010 10:22 AM Home Help Logout Search

Users Devices Features System Diagnostics

ACD Agent Supervisor

Identification
Unified Messaging
Contact Information
Phones
Call Forwarding
Schedules
Speed Dial
ACD Agent Supervisor
Personal Auto-Attendant
Conferences
Registrations
Music On Hold
Permissions
Caller ID
Instant Messaging
IM Notification

User: 202 Changes applied successfully.

ACD Agent Supervisor ACDQ1&2

List all the user groups that include ACD agents that this user can supervise. Supervisors have access to ACD call statistics for users that are ACD agents and that are members of groups they supervise. Statistics are accessible on the User Portal of the supervisor.

OK Apply Cancel

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 SCS

Please login with your User ID and PIN.

User ID:
202

PIN:
••••

Login

19. The user will now have supervisor status.

AVAYA

Frank Collini Fri, 12 Mar 2010 10:26 AM Home Help Logout

Voicemail My Information Call Forwarding Speed Dial Call History Agent Availability **ACD Supervision** Phonebook Phones

ACD Supervisor Console

Select Server

Agent Presence

Agent Statistics

Call Statistics

Queue Statistics

ACD Supervisor Console

Select ACD Server:

☒ Refresh every 30 seconds

<input type="checkbox"/>	User	Status
<input type="checkbox"/>	Tony	Signed in
<input type="checkbox"/>	201	Signed in

Sign In Sign Out Refresh

This page will refresh automatically. You can switch automatic refreshing off by clearing the Refresh checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

With Supervisor Status

AVAYA

Frank Collini Fri, 12 Mar 2010 10:31 AM Home Help Logout

Voicemail My Information Call Forwarding Speed Dial Call History Agent Availability Phonebook Phones

[TITLE]

Inbox

Conference

Trash

Saved

Voicemail - Inbox

<input type="checkbox"/>	Subject	From	Date	Duration	Play
<< < 1 > >>					

More actions...

Without 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.

AVAYA

Frank Collini Fri, 12 Mar 2010 10:35 AM Home Help Logout

Voicemail My Information Call Forwarding Speed Dial Call History Agent Availability **ACD Supervision** Phonebook Phones

[TITLE]

Inbox

Conference

Trash

Saved

Voicemail - Inbox

<input type="checkbox"/>	Subject	From	Date	Duration	Play
<< < 1 > >>					

More actions...

21. Select the ACD server to be used.

22. Followed by **Agent Presence**.

AVAYA

Frank Collini | Fri, 12 Mar 2010 10:48 AM | Home | Help | Logout

VoiceMail My Information Call Forwarding Speed Dial Call History Agent Availability ACD Supervision Phonebook Phones

ACD Supervisor Console

Select Server

Agent Presence

Agent Statistics

Call Statistics

Queue Statistics

ACD Supervisor Console

Select ACD to view statistics.

ACD Server: [scs1.scsnetwork.local] Select

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

AVAYA

Frank Collini | Fri, 12 Mar 2010 11:04 AM | Home | Help | Logout

VoiceMail My Information Call Forwarding Speed Dial Call History Agent Availability ACD Supervision Phonebook Phones

ACD Supervisor Console

Select Server

Agent Presence

Agent Statistics

Call Statistics

Queue Statistics

ACD Supervisor Console

Select ACD Server: [scs1.scsnetwork.local]

☒ Refresh every 30 seconds

<input type="checkbox"/>	User	Status
<input type="checkbox"/>	Tony	Signed in
<input checked="" type="checkbox"/>	201	Signed in

Sign In Sign Out Refresh

This page will refresh automatically. You can switch automatic refreshing off by clearing the Refresh checkbox. You can also modify the refresh interval by clicking on the current interval and then enter a new value.

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

AVAYA

Frank Collini | Fri, 12 Mar 2010 11:05 AM | Home | Help | Logout

VoiceMail My Information Call Forwarding Speed Dial Call History Agent Availability ACD Supervision Phonebook Phones

ACD Supervisor Console

Select Server

Agent Presence

Agent Statistics

Call Statistics

Queue Statistics

ACD Supervisor Console

Select ACD Server: [scs1.scsnetwork.local]

☒ Refresh every 30 seconds

<input type="checkbox"/>	User	Status
<input type="checkbox"/>	Tony	Signed in
<input checked="" type="checkbox"/>	201	Signed Out

Sign In Sign Out Refresh

This page will refresh automatically. You can switch automatic refreshing off by clearing the Refresh checkbox. 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.

The image displays three sequential screenshots of the AVAYA ACD Supervisor Console interface, illustrating how to navigate to different statistical views. Each screenshot shows the same top navigation bar with links like Voicemail, My Information, Call Forwarding, Speed Dial, Call History, Agent Availability, ACD Supervision, Phonebook, and Phones. The left sidebar contains links for Select Server, Agent Presence, Agent Statistics, Call Statistics, and Queue Statistics. The main content area is titled 'ACD Supervisor Console' and includes a 'Refresh every 30 seconds' checkbox and a 'Refresh' button.

Screenshot 1: Agent Statistics View

The 'Agent Statistics' link in the sidebar is highlighted. The main table shows agent status:

Agent	Status	Total Time
Tony	Busy	9 seconds
201	Idle	41 seconds

Screenshot 2: Call Statistics View

The 'Call Statistics' link in the sidebar is highlighted. The main table shows call details:

Caller	Agent	Queue	Status	Wait Time	Processing Time
sip:301	201	Admin	In Progress	48 seconds	4 seconds
sip:300	Sales	Waiting	9 seconds		

Screenshot 3: Queue Statistics View

The 'Queue Statistics' link in the sidebar is highlighted. The main table shows queue performance:

Queue	Total Agents	Idle Agents	Busy Agents	Calls	Average Wait Time
Sales	3	1	2	0	17 seconds
Admin	1	0	1	0	25 seconds

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](#)

