OfficeSuite UC® Contact Center Services

OfficeSuite UC Contact Center Services is a multi-channel solution that enables your business to distribute calls and chats to your best available Agents according to rules you define.
# Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Introduction</td>
</tr>
<tr>
<td>8</td>
<td>Phone-based Sign-in</td>
</tr>
<tr>
<td>9</td>
<td>Web-based Sign-in</td>
</tr>
<tr>
<td>12</td>
<td>Navigating the User Interface</td>
</tr>
<tr>
<td>16</td>
<td>Main Menu: Dashboards</td>
</tr>
<tr>
<td>27</td>
<td>Main Menu: Chats</td>
</tr>
<tr>
<td>36</td>
<td>Main Menu: Completed Events</td>
</tr>
<tr>
<td>44</td>
<td>Main Menu: Reports</td>
</tr>
<tr>
<td>62</td>
<td>Main Menu: Extensions and Routing</td>
</tr>
<tr>
<td>91</td>
<td>Main Menu: Resources</td>
</tr>
<tr>
<td>115</td>
<td>Operational Notes</td>
</tr>
</tbody>
</table>
Introduction

Thank you for choosing OfficeSuite UC® Contact Center Services for your call queueing, live chat and recording requirements.

OfficeSuite UC offers ACD (Automatic Call Distribution)/Queuing functionality to work directly with its OfficeSuite UC hosted voice service. All OfficeSuite UC Contact Center Services and recording functionality is hosted in the cloud and is highly-redundant and reliable.

OfficeSuite UC Contact Center Services enable you to distribute calls and chats to your best available Agents according to rules you define. When your staff is busy with other callers or chat sessions, OfficeSuite UC Contact Center Services answers calls on your behalf and gives those callers custom messages that you create and manage. As soon as qualified Agents become available, those queued calls and chats are distributed to them. To help you understand how effectively your team has responded to call load, OfficeSuite UC Contact Center Services also present real-time displays of active and queued calls and chats and deliver a variety of informative reports.

Capabilities for Supporting and Monitoring Individual Agents:

+ A real-time view of Agent status.
+ Monitor and coach Agents as they interact with callers or chat visitors.
+ Barge in and participate on a call or chat session with an Agent.
+ Create and display reports on the efficiency of individual Agents.

OfficeSuite UC Contact Center Services have call and chat distribution tools. OfficeSuite UC Contact Center Services Conditional Routes can be used to re-route callers based on calling telephone number, current queued call counts, time-of-day and/or your own custom business hours and holiday schedule. OfficeSuite UC Contact Center Services menus enable callers to have a say in how their calls are handled; for example, they can be given an option to press -0- to exit the queue and leave a message.

This guide is designed to provide the information required to set up and manage the numerous features of OfficeSuite UC Contact Center Services. It is organized to match how these features are presented in the left-side menu of the application portal. For related questions about the OfficeSuite UC hosted voice service, please refer to OfficeSuite UC documentation.

NOTE: The features appearing on the left-side of the application portal reflect the OfficeSuite UC Contact Center Services package you have purchased. Some of the options appearing in this guide may not be present in your version of OfficeSuite UC Contact Center Services.
Initial Time Zone Setting

Your business may span multiple time zones. To avoid confusion, all of the data collected and presented by OfficeSuite UC Contact Center Services is based on a single time zone that you choose before the service is implemented. Time stamps shown in reports are relative to that time zone. Days start and end at midnight for the selected time zone.

Schedules defined within the Resources menu are based on that same time zone.

The selected time zone can be changed, but changing the time zone does not alter the time stamps on data previously collected. Before starting, make sure the system is configured with the preferred time zone.

NOTE: Two settings are available for businesses using U.S. Mountain time:
+ US/Mountain (MDT) for locations using daylight savings time.
+ US/Mountain (MST) for locations that do not use daylight savings time.

Available Agent Sign-in Options

OfficeSuite UC Contact Center supports two agent sign-in options. The Agents can sign in and out of queue duty using a key on their OfficeSuite UC phones, or they can log into a web portal and sign in and out of queue duty there. Each individual Agent can choose the sign-in method that makes the most sense for them.

With phone-based sign-in, Agents can look at their OfficeSuite UC phone and immediately see their sign-in state. They can change their state with the touch of an always available phone key. In most cases with phone-based sign-in, Agents never need to access a PC.

With web-based sign-in, Agents sign into the OfficeSuite UC Contact Center Services web portal and click on a Go Ready button in a section of the screen called the Agent Control Panel (ACP). To leave queue duty, they either select an Away or Sign-Out status from the Agent Control Panel. (They can also log out of the web portal altogether, which has the same effect as selecting a Sign Out status.) It is important for Agents using the ACP to take one of these specific actions (setting their Away or Sign Out status, or logging out). Simply closing the browser will not log the Agent out of queue duty, and may result in the queue not operating the way it was designed and calls going unanswered.

With web-based sign-in, the tenant administrator also has the ability to define custom “Away” states (for example, Lunch, Union Break, Staff Meeting) and custom sign-out states (for example, Gone Home, Vacation, Training). Real-time views of Agents show exactly which Away state the Agent has chosen. Contact Center Reports then itemize how much time each Agent spent in each of the individual away and signed-out states.

When signed-in and ready for queue duty, that status applies to any queue the Agent is assigned to. This includes any and all voice and chat queues where the Agent may be a member. An Agent cannot ‘Go Ready’ for one queue, while being ‘Away’ for another.
Finally, the Agent Control Panel web portal also provides information to Agents about their current status and about the current call.

See the Phone-based Sign-in and Web-based Sign-in sections for additional detail.

Comparisons of Sign-in Alternatives

<table>
<thead>
<tr>
<th></th>
<th>Phone-based sign-in</th>
<th>Web-based sign-in</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always visible on the phone</td>
<td></td>
<td>Custom Away and Sign-Out states visible on real-time status pages and in reports</td>
</tr>
<tr>
<td>Very simple to use</td>
<td></td>
<td>ACP provides information about current status and current call.</td>
</tr>
<tr>
<td>Agent does not need a PC or data networking</td>
<td></td>
<td>Does not require an OfficeSuite UC desk phone.</td>
</tr>
</tbody>
</table>
Getting Started

To get started, follow these steps:

1. Read the following sections about the two available sign-in options, Phone-based and Web-based, and how they each have an impact on your Agents’ behavior.

2. Read the section Navigating the User Interface to familiarize yourself with how to navigate the web portal.

3. Know the names and extensions of the users you want to make into Agents, Supervisors and Administrators. Then go to Main Menu: Extensions and Routing and follow the instructions to set up your initial Extensions, Voice Queues and Chat Queues.

4. Use the remaining sections in this document to learn about and start using the other components of OfficeSuite UC Contact Center Services.
Phone-based Sign-in

Phone-based Sign-in allows Agents to sign in and out of queue duty using a programmable key on their OfficeSuite UC phone.

On each supported OfficeSuite UC phone model, the Agent sign-in option can be programmed on one of the keys. It is configured identically to any other OfficeSuite UC programmable phone key. (Instructions for programming phone keys are found in the OfficeSuite UC Administration Reference Guide.) After the sign-in key is added to the phone, cycling that key (once) on and off synchronizes the state of the key with the system.

- If the phone key is lit, the Agent is Signed-In and Ready.
- If the phone key is dark, the Agent is either Away or Signed-Out.
  - “Away” if they are logged into the portal
  - “Signed-Out” if they are not logged into the portal.

This means that the programmable phone key, by itself, can determine whether an Agent is Ready for queue calls or not. Furthermore, if the Agent doesn’t use the portal at all, the phone key simply toggles the Agent between Ready and Signed-Out.

Guidelines:

- If the programmable key is lit when an Agent logs out of their phone, queue calls are still offered to that extension. Those calls go to whatever OfficeSuite UC forwarding target or coverage (including mobile twinning) that was established for that extension. This enables an Agent to deliver their queue calls to their home phone, their cell phone, or to a different OfficeSuite UC extension. In other words, an Agent can take full advantage of OfficeSuite UC’s mobility options. However, if not used intentionally, logging out of the phone while remaining signed in for queue duty can result in queue calls being delivered to unintentional destinations such as a personal voicemail box. Unless specifically taking advantage of OfficeSuite UC’s mobility features, the recommended practice is to sign out of queue duty (extinguish the lit programmable key) before logging out of an Agent phone.

- If an Agent is assigned to zero queues, turning the sign-in key on and off has no effect on the count of Ready Agents. An Agent must be assigned to at least one queue before being counted as a Ready Agent.

- If an Agent’s key is lit before being assigned to any queues, the Agent does not appear as ready until they cycle the key off and on again.

- If an extension is NOT an Agent in a business using phone-based sign-in, the phone key for that extension can still be programmed to cycle on and off, but is not counted in any reports and does not appear in any Dashboard pages.
Web-based Sign-in

Web-based Sign-in allows Agents to sign in and out of queue duty using a web portal feature called Agent Control Panel (ACP).

To use this tool, Agents must first log into the OfficeSuite UC Contact Center Services web portal and then select Go Ready from the ACP window.

To sign out of queue duty, the Agent selects an appropriate Away or Sign Out status from the ACP. The Agent is also automatically signed out when they log out of the web portal. If they do not log out or sign out but they close their browser (or if the network or PC goes down), the Agent will remain Ready, indicated by the lit sign-in key on the Agent’s OfficeSuite UC phone. Whenever the Agent is Signed Out or Away, the system does not attempt to deliver any queued calls or chats to this Agent. This ACP presence state has no effect on any other calls to or from this extension.

Guidelines:

- If Agents are signed in and ready on the ACP when they log out of their phone, queue calls are still offered to those extensions.
- If an extension is an Agent assigned to zero queues, the Go Ready button for the extension does not function even though the Agent can view queues assigned to them. Agents must be assigned to at least one queue before the Go Ready button is enabled.
- If an extension is not an Agent, but has a role enabling them to use the Agent Control Panel (ACP), the Go Ready button does not function. Agents must be assigned to at least one queue before the Go Ready button is enabled.
**Single Sign-On (SSO) Using MyOfficeSuite UC**

Single Sign-On (SSO) enables Agents who are registered MyOfficeSuite UC or WE Connect users to sign into OfficeSuite UC Contact Center Services. From either of these portals, an Agent can select **My Services > CCS Console** to initiate an OfficeSuite UC Contact Center Services session and access the main page with all appropriate roles and privileges.

Agents can also visit the Contact Center Services login page directly and sign in using their extension and PIN, or their MyOfficeSuite UC or WE Connect username and password.
Agent Control Panel

The ACP presents the buttons for the Agent to Go Ready or Sign Out. When in a “Ready” state, the ACP presents options to Set Away or Sign Out. The Away options are intended to be used for short periods of time, such as rest stops and lunch. The single default Away state is “Break.” The Sign Out options are intended to be used when the Agent is not returning any time soon, such as when going home for the day or leaving on vacation. The single default value is “Signed Out.” Tenant Administrators can add as many custom Away and Sign Out states for their ACP users as they like. See Presence Options for more details.

The ACP also presents the logged in Agent with additional information.

Agent Contact
First name, last name and extension of the Agent

Signed-In For
Duration of the latest session

Answered Today
Number of calls accepted by the Agent during the session

Ready/Busy/Away State
Cumulative time the Agent has been ready during the session. The indicator switches to “Busy” when the Agent is actively on a call. If the Agent chooses an Away State, that setting is displayed.
Current Queue Call

The Current Queue Call display appears below the ACP and presents the Agent with information about the caller being delivered to the Agent’s queue.

**Caller**
The phone number and name of the caller in to the queue

**Arrived**
The time the caller arrived in the ACD (hh:mm AM/PM)

**Duration**
The duration of the call displayed in hh:mm:ss

**Wait Time**
The time the caller waits in the queue before the Agent’s answer. This value is blank until the Agent answers the call.

**Talk Time**
The duration of time the Agent talks to the caller. The value is blank until the Agent answers the call.

**Wrap Up Time**
The time after the Agent hangs up or transfers the call

NOTE: Changing the Agent status disconnects any active queue call. Any of the following changes in the Agent’s status automatically disconnects the current call:

+ The Agent selects a Set Away option
+ The Agent signs out or is signed out of queue duty
+ The extension becomes unmarked as an Agent
+ The extension becomes “retired”

Interactive Voice Response (IVR) Display

If IVR is configured, the ACP displays the IVR questions and answers in the Current Queue Call panel as shown in the example below. This information is displayed until the wrap-up time expires or the Agent signs-out.
Navigating the User Interface

The user interface is accessed through a web browser.

Recommended browsers are as follows:

+ Internet Explorer 10 and above
+ Microsoft Edge (Internet Explorer 12)
+ Chrome 17 and above

As newer releases of these browsers become available, Windstream Enterprise will periodically test and update this list.

Logging-in

Choose the option below that corresponds with the OfficeSuite UC Contact Center services server platform on which your service has been provisioned. Your Windstream Enterprise Project Manager will have indicated the correct server platform when your service was initially provisioned. If you do not know your server platform, contact your Project Manager or OfficeSuite UC Support.

+ For customers provisioned on the CCS1 server platform, point the browser to:
  http://officesuiteccs01.windstream.com/?domain=<wubURL>

+ For customer provisioned on the CCS2 server platform, point the browser to:
  http://officesuiteccs02.windstream.com/?domain=<wubURL>

Non-working examples:

+ CCS1 server platform:
  http://officesuiteccs01.windstream.com/?domain=2125551212

+ CCS2 server platform:
  http://officesuiteccs02.windstream.com/?domain=debbiesdeli

If you have the URL correct, you will see a branded page and be prompted to log in. Bookmark this address, saving it as a favorite.

Use your OfficeSuite UC extension and password (numeric PIN) to log in. This is the same extension and PIN used to log into the OfficeSuite UC portal and the OfficeSuite UC phone.
Navigation Bar, Menus and Sub-menus

Once logged in, the Navigation bar appears on the left side. Menu items that right-facing arrows can be clicked to display a sub-menu. Clicking on a sub-menu displays the selected function to the right of the Navigation Bar.

The Navigation bar presents all the options your company has purchased. Users designated as Tenant Administrators see more sub-menu items (have access to more functionality) than those designated only as Agents.

General User Interface Information

Tabs
Tabs are provided at the top of the page to work with multiple views. Some new tabs open automatically when you click a sub-menu, link or button. To close a tab, click the X in the upper right corner.

**NOTE:** While most browsers have a Back button, the best practice is to avoid using it. Instead, to change views, click a new option or click X to close the current tab.

Links
Links appear in blue text. The cursor changes form when hovering over them.

Buttons
Buttons are used throughout the application. The buttons listed below are some of the most commonly used.
Add
To create a new item, use Add. For example, the Add Inbound Voice Queues button is shown here:

Cancel
To abandon all of the new or changed entries without saving them to the database, use Cancel.

You are prompted to confirm that you want your entries deleted. Pressing Yes removes your entries and populates the window with the last saved entries:

NOTE: The Cancel button does not close the active window. To exit a window, select the X in the upper right corner.

Refresh
Use the Refresh button to load the most current values into a window.

Ready
The Ready button appears in the lower right corner and indicates that the window is active.
Required Fields
Configuration pages often have fields that must be filled in for the new data to be accepted. Required fields have a red asterisk (*) in front of the field name.

Searches
Many web pages present opportunities to search for specific data. When trying to match a string of letters or digits, use an asterisk to match any possible substring. For example, searching for “Jones*” matches “Jones Real Estate” and “2125551234 Robert Jones, Jr.”

Tool Tips
Tool Tips are a form of online help providing a brief description of a field. Hover your mouse pointer over the field and, if a Tool Tip is available, a short description or prompt appears. Tool Tips are not available for every field.

Sorting Based on a Column
Click on the column header to sort data on an individual page listing. Clicking a second time reverses the sort order.
Main Menu: Dashboards

The Dashboard pages show real-time information related to Voice Queues, Agents and Active Calls and Chats. You can use a projector or a large-screen monitor to display dashboards where the entire team can view them.

Dashboard views are displayed on a per-user basis. Each Dashboard user controls which queues are displayed on their own Dashboard. The threshold settings for the data display are configured on a per-tenant basis using the Dashboard Settings panel.

NOTE: While most of the information presented on Dashboard pages updates in real-time, certain provisioning activities are not reflected immediately. For example, if any Agent’s queue assignment changes, seeing the effect of that change on a particular Dashboard page currently requires the web user to log out of the web portal, log back in and navigate back to the Dashboard pages.

The current relationships between queues and assigned Agents is presented and stored locally in the web browser during login. Logging out and logging back in refreshes the browser’s otherwise static rendering of those relationships.
Dashboard Setup

When an Agent accesses the Dashboard for the first time, the Agent must select which Dashboard panels to display. If nothing is selected the Dashboard appears blank. Click the icon in the upper right corner of the screen as shown:

Use the check-boxes to indicate which panels to display:

NOTE: The Dashboard options available reflect the privileges assigned to the Agent and may not match those displayed here.

Once in effect, the settings are retained the next time the Agent opens the Dashboard.
Dashboard Settings

The Dashboard Settings panel is used to display tenant-wide threshold settings for the Dashboard panels. Only users with the appropriate privileges can edit these settings.

Click the check-box and select the Edit button to review or edit the threshold settings for the queue.

Queue Name
The name of the queue. This field is for display purposes only.

Fill Warning (Call)
The number of unanswered calls in the queue that triggers a warning (in yellow). Enter a value between 1 and 100. The default value is 4. This field is only displayed for inbound queues.

Fill Alert (Call)
The number of unanswered calls in the queue that triggers an alert (in red). Enter a value between the Fill Warning value and 200. The default value is 8. This field is only displayed for inbound queues.

Waiting Alert (sec)
The number of seconds a caller waits in the queue before Agents receive an alert (in red). Enter a value between 10 and 10000 seconds. The default value is 600 seconds. This field is only displayed for inbound queues.

Talk Time Alert (sec)
The number of seconds an Agent can talk to a caller before an alert (in red) is triggered. Enter a value between 10 and 20000 seconds. The default value is 1800 seconds.

Answer Time Objective (sec)
The value used in computing the Service Level for this queue. For example: “X% of calls were answered in less than this objective.” Enter a value between 10 and 1000. The default value is 120. This field is only displayed for inbound queues.
1-Hour Summary

The 1-Hour Summary dashboard displays a graph of queue and Agent activity across all voice queues.

Current Values

In Queue
The number of callers currently waiting in queues.

Longest Wait
Among all callers currently waiting in these queues, the longest time any of them has been waiting.

Answered
Total callers currently connected to answering Agents.

Connected
The number of calls currently connected to Agents.

Ready
The number of Agents who are currently signed and ready.

Abandoned in Last Hour
The number of abandoned calls. This includes callers who hung up, callers who selected menu options and calls that timed out. Excludes calls that were hung up within a few seconds of arriving.
This 60 minute graph is updated once a minute and plots:

**Ready**
The number of Agents currently signed in and ready for queued calls.

**Answered**
The number of queue calls currently connected to Agents.

**In Queue**
The number of calls currently in queue waiting for an Agent to answer.

**Abandoned in Minute**
The total number of calls abandoned during the previous full minute of operation.

**NOTE:** Between the beginning and end of any single minute interval, the numbers of connected calls, ready Agents and calls in queue could vary widely. These variations would not show on this graph. However, those variations would be seen in the real-time table.

**Displaying a sub-set of values**
To hide any of the values displayed in the one hour summary, click the colored button next to the appropriate title box below the graph.

In example 1, all values are shown:

In example 2, the **Abandoned in Minute** button is not selected and that value is hidden:
Agents

The Agents dashboard displays the status of all Agents in the queues selected in the Dashboard Settings panel.

Each Agent Status Bubble provides a color-coded key to the current state of the Agent:

**Green**
Signed in and ready—available to take a queued call.

**Brown**
Signed in but away—unavailable to take a queued call.

**Dark Blue**
Signed in, but busy on a queued call.

**Light Purple**
Signed In, Ready, but currently engaged in Chat session. (Chat license required for each Agent handling chats, which is a premium add-on feature to the regular voice Agent).

**Light Blue**
Signed in, in wrap-up time after completing a queued call.

**Red**
Signed in but busy with something other than a queued call.

**Light Aqua**
Signed in, ready and connected to an outbound call center but not currently engaged in an outbound call center call.

**Agent Not Showing**
The Agent is not signed in.

To appear as a bubble here, an Agent must be assigned as a member of at least one queue. If an Agent is not signed-in, no bubble appears.

* Image represents all possible Agent states, for illustration purposes only. A single Agent/Extension cannot be in more than one state at a time.
Agent Status bubbles contain the following information related to the Agent:

**Extension**
The Agent’s extension.

**Agent Name**
As configured in the system.

**Presence Status**
The Agent’s current status in the system. For example, “Ready,” “Break,” “Unavailable,” “Busy,” or a custom away status.

**Coach**
Click the Coach button to listen to calls the Agent answers from the queue. This rings the phone of the administrator who clicked the link. When administrators answer, they are able to listen to the current queue call. If they speak, the Agent hears the voice, but the calling party does not. If the Administrator does not want to be heard by the Agent, simply place the phone on Mute prior to entering the call with the Agent. This way, the Agent will be unaware the call is being monitored. When the queue call ends, if the administrator waits and does not hang up, the administrator also hears any subsequent queue calls the Agent answers.

If the call is being recorded, the Coach’s voice (audio) is included in the recording. When recording is suppressed, the Coach’s voice is also suppressed from the resulting recording. The coach cannot change the call recording status, e.g. activate Recording Suppression while coaching.

**Coaching**
While Coaching, the button now says ‘Barge-In’. Clicking Barge-In will allow the Administrator to be heard by both the Agent and the far-end calling party, similar to a n-way call. This now barged-in session ends when the Administrator hangs up.

**Barged-In**
While barged-in, the button now says ‘Coach’. The administrator can cycle back between coaching and barged-in states as many times as they would like.

**Time**
The time in the current state.

**Sign Out**
Click this link to remotely log this Agent out of queue duty. (Web-based Sign-In only.)

**Chats**
For Chat Agents, the number of chat sessions that Agent is currently engaged in will be displayed (when greater than zero).

**NOTE:** When a Coach goes on hold, neither the Agent nor the caller hears the Coach’s hold treatment. If the Coach comes off hold while the original call is still active, the Coach returns in the same state (either Coach or Barge-in). If the call ends while the coach is on hold, and the Agent takes another queued call, the coach comes off hold in the same state as the initial call (either able to coach or barge-in on the new call). If the original call ends while the coach is on hold, and the Agent takes a new call that is not a queued call, the coach hears nothing when coming off hold.
Agent Details

Hovering the mouse over any of the Agent Status Bubbles displays the Agent Details panel:

**Extension**
The Agent’s extension.

**Agent Name**
As configured in the system.

**Queues**
The queues to which the Agent is assigned.

Chat Count
For Agents assigned to Chat queues, the Agent bubble will display how many chats sessions that Agent is engaged in.

Queues

The Queues dashboard provides a color-coded key to the current state of each queue.

**Yellow**
No calls waiting in queue—no ready members.

**Green**
No calls waiting in queue—at least one ready member.

**Red**
Calls waiting in queue.

**Light Blue**
A Chat is waiting in queue.

Queue Details

By hovering your mouse over an extension, the Queue Details panel appears. This panel contains the following information related to the selected queue:

**Extension**
The queue’s extension.

**Queue Members**
The extensions assigned to the queue.
Current Calls

The Current Calls dashboard displays all calls in progress to and through all voice queues. Chat queues are not displayed here.

**Caller ID**
The phone number and calling name for the caller (if and when provided by the PSTN).

**Call Duration**
The elapsed time since the call was answered by the queue.

**State**
The current state of the call: Waiting or Connected.

**Agent**
The Agent to which the call has been connected (if connected).

**State Duration**
The elapsed time of current state.

Calls Waiting

The Calls Waiting dashboard provides a graphic indicator of the number of calls waiting. The **Calls Waiting** indicator moves through yellow (warning) to red (alarm) fields as the number of unanswered calls in each queue grows. The numeric ranges which trigger warnings and alarms are entered in the Dashboard Settings panel.

Calls and Agents

The Calls and Agents dashboard displays a bar graph showing activity across all voice queues. Each queue is represented by three bars indicating:

**Calls Waiting**
The number of calls waiting in the queue

**Calls Connected**
The number of calls currently connected

**Agent Status**
The number of Agents in each status state

**Queue Call**
The current number of queue calls

**Busy**
The number of Agents in a Busy state

**Away**
The number of Agents in an Away state

Mousing over a column brings up a details panel listing the statistics for each element in the graph.
Agent Distribution

The Agent Distribution dashboard provides a view of Agent status in aggregate. The only Agents that show here are those that are both signed in and members of at least one queue.

Agent Name
Name of the signed in Agent.

State
The Agent’s current status in the system. For example, “Available,” “Break,” “Unavailable,” “Busy,” or a custom Away status.

Time
Amount of time since the Agent’s most recent change of state.

Queue
Name of the queue that delivered the Agent’s current call, if any.

Caller ID
Calling name and number for the Agent’s current call, as provided by the PSTN.

Queue Memberships
A list of up to three queues in which the Agent is a Member. If the Agent is a Member of more than three queues, the first three queues as sorted by extension are displayed. This field updates only when this web user signs out and signs back in.

Day Answered
The number of inbound voice calls answered by the Agent since midnight.

Day Missed
The number of inbound voice calls missed by the Agent since midnight.

Outbound Placed
The number of outbound queue calls placed by the Agent since midnight.

Outbound Answered
The number of outbound queue calls answered since midnight.
**Inbound Queue Distribution**

The **Inbound Queue Distribution** dashboard provides a view of inbound voice queue status in aggregate. The only queues that appear here are inbound queues that have currently signed-in members.

**Queue Name**
Name of the queue.

**In Queue**
Number of calls currently waiting in the queue.

**Longest Wait**
The longest amount of time a call had been waiting in the queue.

**Answered**
The current number of calls still with the answering Agent.

**Ready**
Number of Agents who are members of the queue and in a ready state.

**Assigned**
The number of Agents currently assigned to this queue, regardless of their current state.

**Day Answered**
The number of calls answered by Agents since midnight.

**Day Abandoned**
Number of calls offered but subsequently abandoned by Agents since midnight.

---

**Outbound Queue Distribution**

The **Outbound Queue Distribution** dashboard provides a view of outbound voice queue status in aggregate.

**Queue Name**
Name of the queue.

**Serving**
Count of ready Agents currently connected to this queue, engaged in a call or not.

**Connected**
Count of outbound calls currently connected to this queue.

**Day Answered**
The number of calls answered by Agents since midnight.

**Day Attempted**
Number of calls attempted for this queue since midnight.
Main Menu: Chats

The Chats page is where Agents, Supervisors and Admins will interact with active Chats.

Chat is a premium add-on feature to the regular Voice Agent license. This page, along with other references to Chat throughout this guide, will not be visible unless the Chat add-on has been purchased.
The Chat page is accessible by both Chat Agents and Supervisors/Admins. When a Supervisor is also a Chat Agent, both sets of responsibilities are performed on this Chat page.

**The Chat Panel**

The Chat Panel is where the Chat Agent engages in conversation with the far-end. On this panel, the Agent will see timestamped messages from the far-end, the Agent themselves, the CCS system (like Stall messages) and the Supervisor (if they Coach or Barge-In). Far-end messages are left justified, while the Agent and Supervisor messages are right justified. They can scroll up and down in the chat conversation. When not at the bottom of the scroll area a new message is indicated by “New Messages”, which, when clicked, moves the Agent back immediately to the current time and latest messages.

At the bottom of the chat panel is where the Agent types and sends new messages. Just above the message entry field, the Agent will see a notification if the “Far End is typing.” The Agent can end the chat session by clicking the End Chat button.

To the right of the chat panel area is a column displaying the following information about the chat:

- Queue name
- Date and Timestamp of far end’s arrival in Queue
- Q&A from all preliminary form questions answered (pinned and unpinned)
  - Pinned questions are conveniently located at the top
  - Additional, unpinned questions (if any) are located in the section below

Agents have the ability to send emojis and attachments to the Far End.
If during the chat it is determined the far end is not in the correct queue, the Agent can transfer the chat to another queue. The magnifying glass icon next to the Queue Name above the chat window allows the Agent to search for and transfer the far end to that new chat queue.

When the chat has ended, the Agent will be presented the Agent Wrap-up Form (if one has been assigned for the queue), where the Agent can provide feedback on the chat session.
Chat Tabs

The Agent’s chat page has tabs at the top, each associated with a different Chat session (either an Engaged/ongoing chat or a completed chat with an incomplete Agent Wrap-up Form). The chat tabs are labeled with the name of the Queue. If no tabs are present, there are no open Chat sessions for that Agent.

Clicking on one of these tabs will display that open chat session, allowing the Chat Agent to interact with the far-end party. Hovering the cursor over the chat tab will display that chat session’s Pinned Question/Answer, as well as the last sent message by the far end.

A badge/counter on the tab will indicate the number of messages the far-end has sent since the last time the Agent or Supervisor put a message into the session. Chat Agents can freely click between active chat sessions without impacting the chat session they left.
Monitoring Agents

A Supervisor wishing to monitor the chat sessions of an Agent can select the Agent they will be monitoring from a tab labeled ‘Monitor’ in the upper right corner of the Chat Page. Once clicked, a panel slides out displaying all signed-in and ready Chat Agents who aren’t already being monitored by another Supervisor. From here, the Supervisor can start, stop, or replace the Chat Agent they are monitoring.
The Supervisor begins each session in a Coaching status by default, indicated by a note in the message field reading “Coaching. Send private message to Agent.” Any message sent by the Supervisor while Coaching will only be seen by the Agent, not the Far End. When Coaching, a button is displayed that says, “Click to Barge In”. After clicking to barge in, the note in the message field changes to “Barged in. Your message will be seen by both the Agent and the Far End.” The Supervisor can cycle between coaching and barged-in status as many times as they need.
Toasts

The term ‘toast’ is used to announce (visually and audibly) an Offered Chat to the Chat Agent. When an Agent is logged in and is not currently viewing the Chat page, they will receive a pop-up in the top right of their screen indicating a new chat is being offered to them. Once clicked, the Agent will be taken to the Chat page where they can engage in the chat.

Toasts while an Agent currently has the Chat page open include additional information about the incoming chat:

+ Queue name
+ Pinned Q&A completed by far end
+ Two buttons: “Engage” and “Refuse”
  – Clicking Engage will take the Agent to the Chat Panel where the Agent and far end can begin the chat session.
  – Clicking Refuse will send the Chat to the next available Agent

The toast disappears when the Agent clicks Engage or Refuse, or when the Queue moves on to the next Agent (based on the Agent Ringing Timeout value).
Far End Chat Interface

The following section contains information about how the far end will interact with chat sessions.

To start a chat, the FE will first click on the Chat Plug-in, visible in the bottom right corner of your customer-facing website (visit the Resources: Chat Plug-in section for more information on installing this plug-in on your website). The chat plug-in will only appear if there’s a logged in Agent.

Upon clicking the chat plug-in, the FE will be presented the Queue Selection Form (a set of questions with the primary purpose of delivering the FE to the proper chat queue). If any question is marked mandatory and the FE attempts to submit a form without answering it, they will receive an error asking them to fill it out. The FE is not actually required to answer these questions and they can ‘Submit Anyway’, since the ultimate goal is connecting the FE to an Agent.

If the FE selects a Queue with a Preliminary Form, they will be presented that Preliminary Form to fill out before entering the chat session. Preliminary Forms allow for queue-specific questions to be asked that you wouldn’t ask every visitor.

Once the FE has completed the Queue Selection Form and the Preliminary Form (if one exists), the FE enters the chat and begins waiting for an Agent to join. While waiting, the FE will see Wait Treatment messages encouraging them to continue waiting. The FE will see confirmation once an Agent has joined, and the chat session can then begin. If during the chat the Agent takes too long to respond to the FE, Stall Messages will be sent to the FE encouraging them to be patient while the Agent is working on their request.

The FE also has the ability to send emojis and attachments in their messages to the Agent.
When the chat has ended, the FE will be presented the FE Wrap-up Form (if one has been assigned for the queue), where the FE can provide feedback on the chat session.

If a queue times out, or there's a technical disconnect on the Agent's side, the FE will be presented with the Callback Solicitation Form, which will ask the FE for contact information you can use to follow up with them later.
Main Menu: Completed Events

Completed Events provides the ability for Tenant Administrators to search and review completed activity.

Calls

Clicking on the Calls sub-menu item brings up the Calls screen, which searches for completed calls and chats (if purchased) matching chosen criteria. Once a call or chat is found, clicking on View reveals more details.

To populate the Calls screen, you must first enter search criteria in the Call Search screen. Click the arrow in the upper right corner to expand the screen and enter the appropriate search values.

NOTE: By default, call and chat details are available for 365 days and call recordings and chat transcripts are available for 30 days. Speak to a Windstream Enterprise representative regarding the option for longer storage.
Call ID
Match one of the call identifiers.

Direction
Select Inbound, Outbound, Callback, or leave blank to match only calls in that category.

Calling
Enter part of a phone number or part of a calling name to match only calls containing that value.

Source
Select a single extension (and name) from the list of extensions to match only Outbound calls from that extension.

Destination Number
Enter part of a called phone number to select calls containing that value in their Destination.

Answering Number
Enter a number to display only calls containing that number in their Answered By field.

Outcome
Calls can be searched on the following outcomes:
- Answered – Call was delivered and answered
- Unanswered – Everything else that isn’t Answered
- Progress – Calls in-progress
- Caller Abnd – The call was still active in CCS when the caller hung up before the call could be answered. This also applies to Outbound Queue calls and Callback calls when the Agent hangs up (after having accepted) while the far-end call has not yet been answered.

Recorded
Select Yes, or No from the drop-down list, or leave blank to include all calls.

Channel
Select Chat, Voice, or leave blank to match calls from that particular queue type.

Chat Answers
Answers to any Chat Questions marked ‘Preserved’ can be searched for here.

Participant
Enter a single extension and name from the list of extensions to match those calls in which this extension either placed the Outbound call, answered the Inbound call, or was “Transferred to” at least once.*

Recorded
Select Yes, or No from the drop-down list, or leave blank to include all calls.

Terminated – When the call is ultimately routed to a Target that has no associated value and the CCS system just drops the call.

InternalError – CCS System Error

Duration (in minutes)
Enter a time (in minutes) into the From box to display only calls with a duration greater than this number. Enter a time (in minutes) into the To box to display only calls with a duration less than this number.

From Date/From Time
Enter a date and time (hh:mm) to display calls that started on or after this date and time.

To Date/To Time
Enter a date and time (hh:mm) to display calls that started on or before this date and time.

Account Code
If Call Marking is enabled, enter the unique code used to locate the call.

NOTE: If a date is entered in the From field, but no time is entered, the value of midnight (Tenant Time Zone) that began this date is used. If a date is entered in the To field, but no time is entered, the value of midnight (Tenant Time Zone) that ends this date is used.

*This extension might not appear in the actual search results row if the extension was not the one that called or answered.
Use the **Clear** button to remove all search values and start over. Use the **Search** button to display all calls and chats matching the search criteria.

The search results are displayed below the **Call Search** panel.

**Call ID**
A system-wide call or chat identifier.

**Channel**
Queue type the call was received (Chat or Voice)

**Time**
Time the call was received by the queue.

**Duration**
Time that elapsed between when the queue received the call or chat and when it was terminated.

**Direction**
Voice queue calls can be inbound or outbound. All Chats will be inbound.

**Calling**
Calling number and Caller Name taken from the PSTN. With Chats, the Calling name is the name provided by the far-end chat party before entering the chat session.

**Source**
The first name, last name and extension associated with Outbound calls.

**Destination**
The queue the call or chat was routed to.

**Answered By**
The name of the Agent who answered the call or chat, if any.

**Rec?**
‘Yes’ if the voice call was recorded, ‘No’ if it was not. All Chats are recorded by default (Chat Transcripts).

**Outcome**
Result of the call (Answered, Abandoned, Failed, etc.).

**Wait Time**
Wait Time is the time between arrival into the ACD and when it was answered by an agent. If the call or chat goes unanswered there is no recorded wait time.

**Hold Time**
Hold Time is the time the agent kept the caller on Hold or Park. Hold and Park time preceding a transfer are included. Hold and Park time following a transfer are excluded. Not applicable to chat.

**FE Xfr**
Applies only to Inbound calls. The value that appears is the same as the “to” field in the first appearance of “Far end transferred to “ found in the Call Details section. If no far end transfer occurs, the column entry is blank. Not applicable to chat.

Click the **View** button to access the **Call/Chat Details Page**.

Click the **Download** button to download the selected call/chat search records. A .zip file containing a .CSV for the selected calls/chats and a .WAV for any associated recordings is downloaded. For Chats, the .WAV recording file is replaced by a .HTML file representing the Full Chat Transcript.

Click the **Export** button to download a .CSV of all current search results.

Click the **Clear Selection** button to uncheck selected calls/chats.
Call/Chat Details Page

The top section of the Call/Chat Details page repeats the information from the Calls Search page. The Call/Chat Path section provides details about the call or chat from the moment it entered a queue until the moment it was terminated.

For voice calls, the Call Recordings section of the Call Details page has links to Listen or Evaluate the Recording, or store it in the in the Recording Library.

Clicking the Listen button brings up the embedded media player and enables the user to play, pause and rewind the recording. There is also a Download link on the media player that enables users to download the .wav file to a selected location on their PC.

In addition to scoring Agents, it is often helpful to save noteworthy recorded calls. The Recording Library is the repository of saved recordings. Click the Add to Library button to add this recording to the library. You are prompted to enter a title and a descriptive note. These fields are searchable, so include words that are helpful in finding this recording later.

Click Save to move the recording to the Recording Library. The recording, its Call Details and its completed Evaluation Forms are retained.

Click Evaluate to use a predefined evaluation form to evaluate the call. A pop-up box appears displaying the available evaluation forms. “No Available Forms” is displayed if there are no forms defined. For information about creating evaluation forms, see Evaluation Forms. Select the appropriate evaluation form and follow the on-screen prompts.

Once completed, the evaluation is saved with the following details:

+ Call ID of the call
+ Calling Name and Number of the call
+ Extension involved in the recording segment, or Agent who directly answered the call from the queue (Queuing)
+ Start time of the recording. This may be different from the start time of the call
+ Extension of the user who saved this (last edited) version this evaluation
+ Time and date of last time this evaluation was most recently changed and saved
+ For each answered question:
  – a link to the question UID
  – a link to the answer UID (or actual text of the current answer for “Essay”)
For chats, there are three other sections included in the Chat Details window. The **Chat Answers** section includes answers the far-end chat party provided in the preliminary chat form. The **Call Recordings** section (applicable only to voice calls) is replaced by three other sections: **FE Wrap-up Responses**, **NE Wrap-up Responses** and **Chat Transcripts**.

The **FE Wrap-up Responses** section includes responses the far-end chat party provided in the FE wrap-up form. If none were provided, this section is blank. The **NE Wrap-up Responses** section includes responses the Agent provided in the Agent wrap-up form.

The **Chat Transcript** section allows the Admin to download two versions of the chat transcript, Full and Far-End Transcripts. The Full Transcript provides Agent and FE messages, timestamps, wait/stall messages, Coach/Supervisor messages and preliminary and wrap-up form responses. The FE transcript provides only messages sent by the Agent, FE and Supervisor while Barged-in.

**NOTE**: Recordings not moved to the Recording Library are deleted after the agreed time period has elapsed (by default, 30 days.) Recordings moved to the library are retained indefinitely, limited only by total storage.
SFTP Server

For Contact Center Services customers that want to permanently retain all of their call recordings and chat transcripts and don’t wish to use the bulk download functionality we offer an SFTP server solution. This can be purchased for an additional monthly fee. Please contact your Sales Representative for additional information.

How it Works
Every 24 hours Contact Center Services copies the requested recordings and transcripts (along with csv files with explanatory rows per recording or transcript) to a local SFTP server (the Daily Copy). The subscribed customer will be provided restricted access to that sftp server so that they can retrieve their own recordings, transcripts and csv files on their own schedule. Once these recordings and transcripts have been transferred to your sftp directory, you can automate the process for retrieving and storing on your local storage.

Specifics
We update the recordings and transcripts available for download on a daily basis, which runs once, after midnight. If the customer needs a recording or transcript before it is posted to the sftp server, they can still get it from the Contact Center Services portal.

Reports
Scheduled Reports can also be delivered to this same SFTP server. For more information, please visit the Reports section of this guide.
Agent State Changes

Clicking on the Agent State Changes sub-menu item brings up the Agent State Changes screen, which searches for records of Agent State Changes matching chosen criteria.

To populate the Agent State Changes screen, enter search criteria in the Agent State Search panel. Click the arrow in the upper right corner to expand the screen and enter the appropriate search values.

Agents
Use the drop-down button to display a list of Agents and select the ones you want to display.

Queues
Use the drop-down button to display a list of queues. Selecting a queue will automatically populate every Agent from that queue into the Agents field.

Start Date
Enter the start date for the range of dates to include in the display.

End Date
Enter the end date for the range of dates to include in the display.

Use the Clear button to remove all search values and start over. Use the Search button to display all state changes matching the search criteria.

The search results are displayed below the Agent State Changes panel.

Time
Date and time the Agent state change occurred.

Name
First and last name of the Agent.

New State
State to which the Agent status was changed.
Call Recordings

Clicking on the Call Recordings Library sub-menu displays the Recordings Library page which searches for and displays all saved recordings matching the chosen criteria. Once a call is found, clicking on View reveals more details about the call.

Time
Start time of recording.

Duration
Length of recording.

Title
Title assigned to recording.

Far End
Queue in which recorded.

Extension
Agent who answered the call.

Direction
Original direction of call.

Note
Note associated with recording.

Click View to display details about the selected recording. Edit to change the title and/or note associated with the recording, or Delete to delete entry from the library.

Click Listen to listen to the recording.

Click Download Recordings to download a .WAV file of the selected recording or Export Results to export a .zip file for all displayed recordings.

Click Clear Selection to uncheck all the checkboxes.

NOTE: All downloads are automatically encrypted (AES 256-bit key encryption).
Main Menu: Reports

Reports available in OfficeSuite UC Contact Center Services provide Tenant Administrators aggregated information about past events. There are five reports included: Inbound Voice Queues, Outbound Voice Queues, Inbound Chat Queues, Agent Performance and Usage.
Create and Manage Reports

Display Reports
To display a report, follow these steps:

1. From the Reports menu, choose Inbound Voice Queues, Outbound Voice Queues, Inbound Chat Queues, Agent Performance, or Usage.

2. In the Start Date, enter the month, day and year for the beginning of the report or use the calendar icon to select the report start date.

3. In the End Date, enter the month, day and year for the end of the report or use the calendar icon to select the report end date.

4. For Inbound Voice Queues, Outbound Voice Queues and Inbound Chat Queues, use the drop-down buttons to select an Aggregation Interval and the queues on which to report. You can select multiple queues.

5. For the Agent Performance Report, use the drop down box to select the Agent(s) on which to report. To remove an Agent, click the X that follows the Agent’s name.

NOTE: There is a limit to the amount of data that can be included in a report. If you configure a report that exceeds this value, an error message is displayed when the report is run and the report is aborted. If this occurs, try reducing the number of days included, increasing the size of the Aggregation Interval, or reducing the number of Agents in the Report.

Export Reports
Exporting a report enables you to copy the report results to your PC and use them in another application, such as a spreadsheet or database. The data is contained in a .csv (Comma Separated Value) file which can be opened with common PC applications such as Microsoft® Excel. When prompted by the browser, pick the target directory and change the name of the file.
Schedule Reports
Scheduling a report saves the report to the Scheduled Reports page. Inbound Voice Queues, Outbound Voice Queues, Inbound Chat Queues and Agent Performance Reports can all be scheduled. To schedule a report, follow these steps:

1. Click Schedule Report.
2. Enter a Name and Description for the report.
3. Use the drop-down menus to select the agents and queues to include in the report.
4. Select the data interval, the overall report interval and the first day on which you’d like the report delivered.
5. If the optional sftp service has been purchased, you can select a checkbox to deliver these reports to the same sftp directory that your daily call recordings and chat transcripts are delivered.
6. Enter a valid email address (required if not delivering via sftp).
7. Click Save. The report is saved to the Scheduled Reports page.

Inbound Voice Queues
The Inbound Voice Queues report displays graphs and tables of calls presented to the selected queues during the defined period. If the report covers a single day, the report facilitates comparisons among time intervals spanning the day. If the report spans multiple days, it facilitates comparisons of day-to-day results.

Information is displayed about how long callers waited; how many callers abandoned, chose menu options, or timed out; and information about IQ calls answered by assigned Agents, including how long Agents were talking to those callers within each aggregation interval.

To generate a report, use the instructions in Inbound Queues Search. Voice Queues Reports, Call Dispositions. Average Time, Average Time to Abandon, Voice Queues List and Voice Queues Summary Data will be generated on the report.
Voice Queues Reports

The Voice Queues Reports is a line graph showing data as it evolved over time. You can show or hide any of the report elements by clicking on the element title in this graph:

**Talk Time**
Total time callers through this queue spent talking to Agents.

**Wait Time**
Total time callers spent waiting in this queue.

**Peak Waiting**
Peak number of callers waiting in this queue during the report interval.

**# Answered**
Number of queued calls answered by an Agent during the report interval.

**# Hang Up**
Number of calls in the queue hung-up by the caller during the report interval.

**# Timed Out**
Number of calls in which the caller timed-out waiting in queue during the report interval.

The time and intervals shown in the X and Y axis of the graph are determined by the settings entered in the Voice Queues Search panel. The interval shown can vary from as short as 15 mins to as long as 1 week depending on the settings used. The start date is midnight of the selected Start Date and the end date is either the selected End Date or the last full aggregation interval in the system.
Call Dispositions

The Call Dispositions report is a pie chart displaying how the calls delivered to the queue were handled. You can show or hide any of the report elements by clicking on the element title below the chart. When you hide an element, the chart re-adjusts its display to present only the selected elements.

By hovering your mouse over a section of the chart, the values for that section are displayed.

**Answered**
Number of queued calls answered by an Agent during the report interval.

**Hang Up**
Number of calls in the queue hung-up by the caller during the report interval.

**Menu**
Number of calls delivered to the recorded menu during the report interval.

**Timeout Immediately**
Number of calls in which the caller timed-out immediately upon arriving in the queue during this interval.

**Timed Out**
Number of calls in which the caller timed-out waiting in queue during the report interval.

Average Time

Average Time is a bar chart consisting of two bars showing the average amount of time calls were in “Wait for Answer” and the average amount of time in calls were in “Talk Time.” You can show or hide any of the report elements by clicking on the element title below the chart.

By hovering your mouse over a section of the chart, the values for that section are displayed.

**Wait for Answer**
Average amount of time a call waited to be answered during the report interval.

**Talk Time**
Average amount of time a call spent talking to an Agent during the report interval.
Average Time to Abandon

Average Time to Abandon is a bar chart with three bars per queue showing various timeout values. You can show or hide any of the report elements by clicking on the element title below the chart.

By hovering your mouse over a section of the chart, the values for that section are displayed.

Hang Up
Average amount of time before hang up during this interval.

Timeout
Average amount of time before timeout.

Menu Option
Average amount of time before a menu option was selected during the report interval.

Voice Queues List

The Voice Queues List provides a listing of data for the selected queues. You can sort the listing either by aggregation interval or queue.

Interval
Starting and ending date and time for the aggregation interval.

Queue
Extension of the queue.

Name
Name of the queue.

Calls
Number of calls received.

Ans.
Number of calls answered.

Abnd.
Number of calls the caller hung-up, timed out, timed out immediately, or selected an escape Menu option.

Peak Waiting
Peak number of callers waiting in the queue.

Peak Talking
Peak number of callers through this queue talking to Agents.

Wait Time
Total time callers spent waiting in this queue.
**Talk Time**
Total time callers spent talking to Agent.

**HU**
For calls in the queue, the number of calls hung-up by caller during this interval.

**Service Level %**
Percentage of calls during this interval that met the queue-defined service level.

**Menu**
For call in this queue, the number of callers who hung-up during this interval.

**TO**
For calls in the queue the number of callers who timed-out waiting in queue during this interval.

**TOI**
For calls in the queue: the number of callers who timed-out immediately when arriving during this interval.

**Wait for Ans.**
The Wait Time in this interval that did not end up in abandonment.

**Time till HU**
The Wait Time in this interval that ended with the caller hanging up.

**Time till Menu**
The Wait Time in this interval that ended with the caller selecting a menu option.

**Wait for TO**
The Wait Time in this interval that ended with the queue timing out on the caller.

1. Note that # Calls often will not always equal # Ans plus # Abnd for any one time interval. This is because calls will often be Answered or Abandoned in a later aggregation interval. Over sufficiently long time periods (like a day) the Calls count will equal the sum of Answered plus Abandoned.

2. Always: #TOI + #TO + #Menu + #Hung-up = #Abnd for this aggregation interval.

3. Always: Wait for Ans + Time till HU + Time till Menu + Wait for TO = Wait Time

4. Until the final status of the caller in queue is known, the system assumes all of their waiting time is leading to an Agent answering. But if a caller is still waiting at the moment an aggregation interval ends, the system doesn't actually know whether the call will be answered or abandoned.
Voice Queues Summary Data

The Summary Data panel provides an overview of five statistics drawn from the report.

Average Speed of Answer  
Average Speed of Answer for calls in the queue.

Average Talk Time  
Average amount of time callers spent speaking to Agents.

Hang-up %  
Percentage of calls that were hung-up.

Average Time to Hang-up  
Average time between the call entering the queue and hang-up.

Average Time to Select a Menu Option  
Average time it took calls to select a menu option.

Agent Performance

The Agent Performance Report enables Tenant Administrators to better understand their Agents’ activities, as either individuals or groups.

To generate a report, use the instructions in Agent Performance Search. Agent Performance Reports, Signed-In Time, Ready Time, Talk Time, Away Time, Calls Answered, Calls Per Hours, Average Talk Time, Call Disposition and an Agent Performance List are generated.

Agent Performance Reports

The Agent Performance Reports is a line graph showing data as it evolved over time. You can show or hide any of the report elements by clicking on the element title below the graph.

Signed-In  
Total time Agent was signed-in.

Ready  
Total time Agent was Ready.

Talk Time  
Total time Agent spent talking on calls from selected queues.

Answered  
Total number of calls answered by the Agent.

Missed  
Total number of calls offered to the Agent but not answered.
**Signed-in Time**

The Signed-in Time report (displayed in hours:minutes) represents the Agent signed-in time as a circle with the total for all Agents displayed in the center. Labeled wedges represent that Agent’s fraction of the total. Hover your mouse over the Agent’s name to display additional details.

![Signed-in Time Chart](image.png)

**Ready Time**

The Ready Time report (displayed in hours: mins) represents the Agent ready time as a circle with the total for all Agents displayed in the center. Labeled wedges represent that Agent’s fraction of the total. Hover your mouse over the Agent’s name to display additional details.

![Ready Time Chart](image.png)
Talk Time

The Talk Time report (displayed in hours:mins) represents the Agent talk time as a circle with the total for all Agents displayed in the center. Labeled wedges represent that Agent’s fraction of the total. Hover your mouse over the Agent’s name to display additional details.

Away Time

The Away Time report is a bar chart grouped by type of Away, each group with a bar per Agent. The height represents how much time that Agent spent in that Away state. Hover your mouse over any bar to display additional details.
Calls Answered

The Calls Answered report represents the calls answered as a circle with the total calls for all Agents displayed in the center. Labeled wedges represent that Agent’s fraction of the total. Hover your mouse over the Agent’s name to display additional details.

Calls Per Hour

The Calls Per Hour report is a bar chart showing the number of calls per hour for each Agent. A summary of all calls per hour appears on the top of the chart. Hover your mouse over any bar to display additional details. Click on the colored circle below the graph to hide the corresponding bar.
Average Talk Time

The Average Talk Time report is a bar chart showing the average talk time for each Agent. A summary of the total talk time appears on the top of the chart. Hover your mouse over any bar to display additional details. Click on the colored circle below the graph to hide the corresponding bar.

Call Disposition

The Call Disposition report is a bar chart showing number of calls missed, transferred or answered for each Agent. Hover your mouse over any bar to display additional details. Click on the colored circle below the graph to hide the corresponding bar.
Agent Performance List

The Agent Performance List panel provides an overview of statistics drawn from the report. Use the radio buttons to select a Sorting Order. When Interval First is selected, the rows are sorted by the interval (ascending, earlier first) and then by the extension of the Agent. When Agent First is selected, the entries are sorted only by the extension of the Agent.

**Interval**
Starting date and time and ending time for the reporting period.

**Agent**
Agent’s extension.

**Name**
Agent’s name.

**Signed-In**
Time during reporting period when this Agent was signed-in (visible for ACP-based Agents only).

**Ready**
Time during the reporting period when this Agent was Ready.

**Answered**
Number of queue calls (specified in the reporting criteria) answered by this Agent.

**Rate (cph)**
Number of calls answered per hour of Ready time.

**Talk Time**
Time this Agent spent during the reporting period talking on calls answered directly from the selected queues.

**Avg Talk Time**
The Talk Time divided by the number of calls answered.

**Wrap-up Time**
Wrap-up time awarded to this Agent during the reporting period.

**Missed**
Number of calls offered to this Agent by the selected queues during the reporting period, but not accepted.

**Outbound Attempts**
The number of outbound call attempts this Agent participated in during the reporting period.

**Type of Sign-out**
The time spent by this Agent in this type of Sign-out in this aggregation interval (ACP-Agents only).

**Type of Away**
The Time spent by this Agent in this type of Away in this aggregation interval (ACP-Agents only).

**Ended**
The count of queue calls answered directly by this Agent from the selected queues but then disconnected by the caller or Agent during this aggregation interval.

**Xfered**
The count of queue calls answered directly by this Agent from the selected queues but then subsequently transferred away during this aggregation interval.

**Chat Time**
Total time spent engaged in chats. If during this time period two Chat sessions overlapped for 1 minute, this minute would add 2 minutes to the total.

**Stalls**
Total number of stall messages sent.

### Agent Performance List

<table>
<thead>
<tr>
<th>Interval</th>
<th>Agent</th>
<th>Name</th>
<th>Signed-In</th>
<th>Ready</th>
<th>Answered</th>
<th>Rate (cph)</th>
<th>Talk Time</th>
<th>Avg Talk Time</th>
<th>Wrap-up Time</th>
<th>Missed</th>
<th>Outbound Attempts</th>
<th>Type of Sign-out</th>
<th>Type of Away</th>
<th>Ended</th>
<th>Xfered</th>
<th>Chat Offers</th>
<th>Chat Offers Missed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-10-09 to 2019-11-30</td>
<td>Dina Flineman</td>
<td>30:00:00</td>
<td>08:00:00</td>
<td>06:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. For “Type of Sign-out,” there is one column for every Sign-out type defined for this Tenant. The actual column header is the Sign-out state.

2. For “Type of Away,” there is one column for every Away type defined for this tenant. The actual column header is the Away state.
Usage

Usage lets you determine space and time utilization.

**Library Minutes Purchased**
Total amount of space allocated for recordings.

**Library Minutes Used**
Number of minutes used.

**Port Current Value**
Total number of audio ports used by current calls routed through the Contact Center platform. Each active call occupies two audio ports.

**Rename ‘% Used**
Percentage of minutes used.

Scheduled Reports

The Scheduled Reports page lists reports created using Schedule Reports.

Click **Edit** to edit the Scheduled Report. Change the schedule parameters as necessary and click **Save**.

Click **Delete** to delete the Scheduled Report. A confirmation message listing the name of the Scheduled Report to delete appears. Click **Yes** to confirm.
Inbound Chat Queues Reports

The Inbound Chat Queues report displays data regarding chats offered to the selected inbound chat queues. If the report covers a single day, the report provides comparisons among time intervals spanning that day. If the report spans multiple days, it provides comparisons of day-to-day results.

Use the instructions in Chat Queues Search to create Inbound Chat Queues Reports. Dates, Aggregation Interval and (Chat) Queues are selected the same as they are with Inbound and Outbound Voice Queue Reports. The columns in the Chat Queue Report include:

+ **Interval** – Starting and ending date for the reporting period.
+ **Queue** – The name of the Chat Queue for that row.
+ **Start** – Number of times a far end selected this queue
+ **Ready** – Number of times a far end sought an agent
+ **Engaged** – Number of chats engaged by agents
+ **Abnd** – Number of times far end was ready for an agent, but no agent engaged
+ **TO** – Number of times far end timed out waiting for an agent to engage (a subset of Abnd)
+ **Wait Time** – Total time waiting for agents (time between Ready and Engaged or Abandoned) in this time period.
+ **Chat Time** – Total time engaged in chats during this time period.
+ **Stalls** – Total number of stall messages sent
Outbound Voice Queues

The Outbound Voice Queues report displays graphs and tables of calls presented to the selected outbound queues during the defined report period. If the report covers a single day, the report facilitates comparisons among time intervals spanning the day. If the report spans multiple days, it facilitates comparisons of day-to-day results.

Information is displayed about:

+ How many calls were answered, attempted, abandoned or failed.
+ Outbound calls answered by assigned Agents, including how long Agents were talking to those callers within each aggregation interval.

To generate a report, use the instructions in Outbound Queues Search to create Outbound Voice Queues Reports, Outbound Call Dispositions, Outbound Average Time, Outbound Voice Queues List and Outbound Voice Queues Summary data.

Outbound Voice Queues Reports

The Outbound Voice Queues Reports is a line graph showing data as it evolved over time. You can show or hide any of the report elements by clicking on the element title below the graph.

**Talk Time**
The total time callers through this queue spent talking to Agents.

**# Answered**
The number of queued calls answered by Agents in the Queue during the report interval.

**# Attempts**
The total number of attempted calls made by this queue.

The time and intervals shown in the X and Y axis of the graph are determined by the settings entered in the Outbound Queues Search panel. The interval shown can vary from as short as 15 mins to as long as 1 week depending on the settings used. The start date is midnight of the selected Start Date and the end date is either the selected End Date or the last full aggregation interval in the system.
Outbound Call Dispositions

Outbound Call Dispositions is a pie chart displaying a representation of how outbound calls from the queue were handled. You can show or hide any of the report elements by clicking on the element title below the chart. When you hide an element, the chart re-adjusts its display to present only the selected elements.

By hovering your mouse over a section of the chart, the values for that section are displayed.

**Answered**
The number of outbound queued calls answered during the report interval.

**Busy**
The number of outbound call that received a busy signal.

**Hang Up**
The number of outbound calls from the queue that were hung-up during the report period.

**Failed**
The number of outbound calls from the queue that failed during the report period.

Outbound Average Time

The Outbound Average Time report is a bar chart showing the average talk time for each queue. A summary of the total talk time appears on the top of the chart. Hover your mouse over any bar to display additional details. Click on the colored circle below the graph to hide the corresponding bar.
Outbound Queues List

The **Outbound Queues List** provides a listing of data for the selected outbound queues. You can sort the listing either by aggregation interval or queue.

**Interval**
The starting date and time and ending time for the aggregation interval.

**Queue**
The extension of the queue.

**Name**
The name of the queue.

**Attempts**
The number of attempted calls by the outbound queue during the reporting period.

**Answered**
The number of outbound queued calls answered during the reporting period.

**Cancelled**
The number of calls that were abandoned during the reporting period.

**Busy**
The number of outbound calls that resulted in a busy signal during the reporting period.

**Failed**
The number of outbound calls that failed during the reporting period.

Outbound Voice Queues Summary Data

The **Summary Data** panel provides an overview of two statistics drawn from the report.

**% Answered**
(100\*Answered/Attempted)
The percentage of outbound calls answered during this reporting period.

**Average Talk Time**
(Talk Time/Answered)
The average amount of time Agents spent speaking on outbound call.
Main Menu: Extensions and Routing

This is the section of the web portal where Extensions and custom call distribution methods (ACDs) are defined.

On the Extensions sub-menu, Administrators select which OfficeSuite UC extensions are eligible to answer queued calls and chats and give those extensions permission to view and edit items in this portal.

The Agent Groups sub-menu displays OfficeSuite Call Groups that have been imported from WE Connect. From this page, you can also delete existing or import additional. Agent Groups allow a collection of OfficeSuite extensions in a Call Group to operate like an Agent in CCS. The number of extensions allowed to serve in these Agent Groups are limited by the number of Group Agent licenses purchased. Regular Contact Center Agents include the ability to serve as Group Agents, and Group Agents are also available as standalone licenses.

On the Inbound Voice Queues sub-menu, Administrators build and maintain the actual Voice Queues. This page is rich in features, enables the assigning (and reassigning) of Agents within queues, and is the place where Hold Treatments are customized for each queue.

With the Menus sub-menu, Administrators give power back to the caller. Menus listen for the DTMF digits the caller presses on their telephone key pad. Based on those digits, the caller can be redirected to any other ACD or OfficeSuite UC extension. Menus function similarly to OfficeSuite UC Auto Attendants except ACD Menus are offered to callers waiting in queue.

On the Outbound Voice Queues sub-menu, Administrators build and maintain the Outbound Voice Queues. These queues enable Agents to initiate outbound calls with the same rich feature set available to inbound calls.

The IVR Questions sub-menu enables individual questions to be asked automatically of callers and answered before a call is routed to a live Agent. These responses help prepare the Agent before the call is answered. IVR can also be used to direct calls to specific targets or wait treatments.

For Tenants with Chat Agents, the Inbound Chat Queues sub-menu is where Administrators build and maintain the Chat Queues, the Chat Agents within those queues, wait treatments, stall messages and more.

On the Conditional Routes sub-menu, Administrators build and maintain rules for routing calls based on schedule, current callers in queue and calling number. This tool is used to send calls to the right place at the right time.

This is the section of the web portal where Extensions and custom call distribution methods (ACDs) are defined.
Extensions

The Extensions page displays all OfficeSuite UC extensions and identifies which are currently available to be assigned licenses and added as members of Voice and Chat Queues. The maximum number of extensions that can be set up is limited by contract, but can be changed with a call to OfficeSuite UC Support.

Click Refresh Extensions to copy all the current extensions and users from OfficeSuite UC. Then edit each extension and user involved with the contact center service. Click it again when new extensions or users are added or deleted on the OfficeSuite UC side.

Extension
Agent's extension in OfficeSuite UC.

First Name
First name of the Agent associated with the extension.

Last Name
Last name of the Agent associated with the extension.

Recording Status
Whether calls to the extension are being recorded. (Requires Extension Call Recording license)

Agent Ringing Timeout
Amount of time any Voice Queue rings this Agent before moving on.

Agent
Whether the Agent is an OfficeSuite UC Contact Center Services Agent.

Suppress Recording
Indicates whether call recording will be suppressed for this Agent.

Roles
Roles assigned to the Agent.

Groups
All groups to which the Agent belongs.

Click View to select an extension and review the extension details and Edit to select an extension to modify the extension details.

Click Refresh Extensions to refresh the list of Extensions that Agents are currently logged into.

Click Export Results to export a .zip file containing all of the selected extensions details.

NOTE: If the Agent extension has OfficeSuite UC Call Coverage enabled and if the Voice Queue is still ringing the Agent when the call is sent to coverage, the coverage target also rings and the call can be answered there. This is particularly important to note when coverage is to voicemail. Decide whether to include or exclude the coverage target when choosing Agent Ringing Timeout. Each ring cycle included in the call coverage setting takes 4 seconds of the Agent Ringing Timeout value.
Edit Extension

To create a new extension in OfficeSuite UC Contact Center Services, the intended extension must first exist in OfficeSuite UC. Once the extension is available in OfficeSuite UC, follow these steps:

1. From the Extensions page, click Add to define a new extension or Edit for an existing extension.
2. Complete the fields as described below.
3. Click Save.

**Extension**
Extension number within the OfficeSuite UC Tenant. This field cannot be edited.

**First Name**
First name of the user associated with the extension. This field cannot be edited.

**Last Name**
Last name of the user associated with the extension. This field cannot be edited.

**Agent**
Whether the extension is also an agent in a queue.

**Agent Ringing Timeout**
Amount of time any Voice Queue rings this Agent before moving on.

**Suppress Recording**
Indicates whether call recording can be suppressed by this extension.

**Monitoring Options Available**
- Recording option
- Can be monitored
- Include a monitor point in all of this extension’s outbound calls

**Roles**
Roles assigned to this extension. Options include Tenant Admin, Group Admin, Supervisor and Agent.

**Groups**
Groups enable you to limit the visibility of an overall Tenant that a particular extension has.

**Chatname**
For Chat Agents, this is the name that will appear to the far end in the chat window. Up to 15 characters may be used. If unchanged, this will default to the Agent’s First Name.

**Simultaneous Chats**
For Chat Agents, this value represents the maximum number of simultaneous chat sessions this Agent can be engaged in. Default is 0, maximum is 6. The number of Agents with a Simultaneous Chats value greater than 0 is limited by the number of Chat licenses purchased.

NOTE: You can assign more than one role to any user/extension. The permissions given are the union of all the permissions given.

NOTE: If the Agent extension has OfficeSuite UC Call Coverage enabled and if the Voice Queue is still ringing, the call is sent to coverage, the coverage target also rings and the call can be answered there. This is particularly important to note when coverage is sent to voicemail. Decide whether to include or exclude the coverage target when choosing Agent Ringing Timeout. Each ring cycle included in the call coverage setting takes 4 seconds of the Agent Ringing Timeout value.
Agent Roles

Each Agent added will need to have a defined role: Tenant Admin, Group Admin, Supervisor, or Agent.

**Tenant Admin** – has full access to all functionality (adding Agents, configuring on hold treatments, answering calls and chats, viewing reports, etc.).

**Group Admin** – has ability to manage a subset of Agents and queues.

**Supervisor** – has “read-only” access to view Reports, Live Status, as well as answer calls and chats. They won't be able to make any changes (i.e. add an Agent or queue, change a conditional route, etc.).

**Agent** – can only answer calls and chats. The Agent role also controls whether the Agent can use the Agent Control Panel for signing in and out and seeing current call details. If the Admin wants to remove the ability for the Agent to sign in and out of queue duty via the Agent Control Panel, they can simply remove the Agent role from the Agent (this does not remove the actual Agent license from the extension, so they can still handle their queues).
Inbound Voice Queues

The Inbound Voice Queues page displays all inbound queues currently set up in the Tenant. The maximum number of Inbound Voice Queues that can be set up is limited by contract, but can be changed with a call to OfficeSuite UC Support.

A new inbound queue requires configuration, prioritized member Extensions and a custom Hold Treatment. Even when the queue is in use, the Tenant Administrator can return and edit any of these aspects.

NOTE: Inbound Voice Queue changes are effective with the next call to arrive in this queue. Changes to the queue configuration are not effective until you click Save Details.

Extension
Queue’s extension within OfficeSuite UC. Any calls routed for any reason to this extension are answered and distributed by this Voice Queue.

Name
Voice Queue name.

Note
As authored on Queue Info page.

Priority
When an Agent serving two or more queues becomes available to answer a call, the queued call from the highest priority queue (smallest integer) is delivered before any calls waiting in lower priority queues.

Members
Number of member Agents for this queue.

Click Add to add new voice queue, View to view inbound voice queue details without making any changes, Edit to modify queue details or Delete to delete selected queue.
Agent Groups

Under Extensions & Routing is the submenu Agent Groups. This section, along with all other references to Agent Groups or Group Agents, is only visible for tenants who have purchased a Group Agent license.

The Agent Groups sub-menu displays OfficeSuite Call Groups that have been imported from WE Connect. From this page, you can also delete existing or import (add) additional. Agent Groups allow a group of OfficeSuite extensions in a Call Group to collectively operate like they are an Agent in CCS. The number of extensions allowed to serve in these Agent Groups are limited by the number of Group Agent licenses purchased. Regular Contact Center Agents include the ability to serve as Group Agents, but Group Agents are also available as standalone licenses.

Agent Groups can serve CCS queues just like individual Contact Center Agents. They can also co-exist as members of a queue with individual Agents. Once a queued call reaches the Agent Group, the call will be distributed to its extensions based on the Call Group Type (Broadcast, Hunt, Rollover).

Agent Groups operate in much the same way as individual Contact Center Agents, except Agent Groups are always Signed-in and Ready. The extensions within the Agent Group do not need to individually Sign-in or go Ready in order to begin receiving queued calls. The Agent Group is not considered Busy until all extensions within the group are Busy. Another thing to note is that because these extensions within the Agent Group are all collectively operating like a single Agent, individual Agent Performance Reports are not available on these Group Agent extensions. If a Group Agent also happens to serve as an individual Contact Center Agent, that extension would be selectable in Agent Performance Reports like they are today, but only their activity associated with individual Agent activity would show up in the report. Similarly, the Agent dashboard panel will not display a tile for Agent Groups.

On this page is the list of current Agent Groups. Columns displayed on this page include:

+ **Extension** – Extension number of the OfficeSuite Call Group
+ **Group Name** – Name of the OfficeSuite Call Group
+ **Group Type** – Type of Call Group (Broadcast, Hunt, Rollover)
+ **Group Agents** – List of extensions currently assigned to the Call Group
+ **Refresh** – Clicking the Refresh button will refresh any changes made to the Call Group in WE Connect
Add or Delete Agent Groups

Before you can add an OfficeSuite Call Group into CCS, the Call Group must first be configured in WE Connect. Instructions for Call Groups can be found in the OfficeSuite UC Administration Reference Guide.

Add Agent Group

Once you’ve created the Call Group in WE Connect, you can then add it here in CCS. Clicking Add will bring up a window asking you to enter the Extension number for that OfficeSuite Call Group. Once you enter the extension, clicking Add again in this window will display the Name, Type, and Extensions (or Group Agents) contained in that Agent Group.

If you attempt to add an OfficeSuite Call Group in CCS without enough Group Agent licenses available, you will receive an error. If you receive this error, you can either remove extensions from the Call Group you are trying to add in WE Connect, delete an existing Agent Group, or contact your Windstream Enterprise sales representative to add more Group Agent licenses.

Delete Agent Group

Deleting an existing Agent Group from CCS is as simple as selecting the group from the list, then clicking Delete. This will display a new window asking you to confirm whether you want to delete this group.

Deleting an Agent Group from CCS has no impact on the actual OfficeSuite Call Group configured in WE Connect. It simply eliminates the ability for this group to serve as an Agent within a CCS queue. Deleting an Agent Group will also free up as many Group Agent licenses as were previously being consumed by that group.
Create or Edit Inbound Voice Queues

To create or edit inbound voice queues, follow these steps:

1. From the Inbound Voice Queues page, click Add or click Edit for an existing queue.
2. Complete the fields as described below.
3. Click Save Voice Queue to save this configuration for a new Inbound Voice Queue. Click Save Details to save changes to an existing Inbound Voice Queue.

Extension
Extension that represents the queue in OfficeSuite UC.

Note
A user-defined comment relating to the queue.

Distribution Rule
Discipline by which incoming calls are distributed among Agents

Round Robin
Agents are rung in an unchanging order with each new call going first to the next available Agent in the cycle, and if not answered there, on to the next available Agent in the cycle, and so on.

Longest Idle
Available Agent who has the longest time since last connected to a queued call from any queue.

Fewest Calls
Available Agent who has had the fewest calls.

Callback Digit
Enter the DTMF key callers can use to request a callback if no Agents are available to take their call.

Calling Line ID
Choose the calling line ID that will be presented to the caller on the callback.

Record Call?
Enable call recording on all calls answered from within this queue.

Timeout Target Type
How calls are directed if the Voice Queue Timeout is reached. Options include Another ACD, Dial and Disconnect.

WrapUp time (sec)
Minimum amount of time between when a call ends and any new call is delivered.

Require Confirmation?
Requires answering Agents to press a digit on their phone to confirm their willingness to take the call. Agents must press the digit before their Seconds Queues Will Ring timer expires.

NOTE: The extension value must be a valid and otherwise unused OfficeSuite UC extension. The number of digits must match other extensions for this tenant. The first digit of the extension must put the extension in the OfficeSuite UC User/Location range.

NOTE: The extension for this queue is reserved in OfficeSuite UC and cannot be reused until the queue is deleted. When successfully built, the extension and the queue name is visible both in the OfficeSuite UC portal on the Applications and Phone Inventory pages.

NOTE: If the members of this queue have different priorities, the discipline is applied first to the set of available Agents who all have the same highest priority (smallest integer). If no Agent answers the call from that set, the discipline is applied to the set of members who share the second highest priority and so on. If any discipline goes through the entire set of available Agents and no one takes the call, the discipline starts over from the beginning, again with the highest priority Agents.

NOTE: Timeout Target Type options include “Another ACD,” “Dial,” and “Disconnect.” “Another ACD” can include another Inbound Voice Queue, Conditional Route, or Voice Response Question. “Dial” enables you to send the call to any OfficeSuite UC extension or external 10-digit number. By redirecting to an OfficeSuite UC extension with immediate coverage to voicemail, callers who time out can be given an opportunity to leave a message after timing out. Select “Disconnect” to indicate that no timeout target is used and Contact Center Services will just hang up the call.

NOTE: A Menu cannot be the Timeout Extension.

NOTE: To avoid timing out, the WrapUp time value can be set as large as 30,000 seconds which is equal to over 8 hours.

NOTE: To enable Require Agent Confirmation, a Whisper Announcement must also be selected.
Whisper Announcement
Audio file to play to Agents after they answer but before they are connected to the queued call. If an Agent hangs up before the Whisper Announcement completes, the queued call is not delivered.

Name
Name of the queue.

Priority
Assign a priority to the queue.

Menu For Escape
A Menu listening for digits dialed by the caller in the background during the Queue’s Hold Treatment. When such a digit is dialed, the Menu takes the caller out of the queue.

Timeout if No Agents?
When this option is enabled, and no Agents assigned to this queue are logged into the portal, new calls entering the queue are immediately sent to the Timeout Redirect Extension.

Timeout Target
Where the call is directed after Time Out has been reached. If Timeout Target Type ‘Another ACD’ is selected, a dropdown menu of all available ACDs will be shown here. If ‘Dial’ is selected, this field is blank and the entry of an extension or external phone number is required. If ‘Disconnect’ is selected, there is no Timeout Target, as the call simply hangs up.

Timeout (sec)
Amount of time the call rings without an answer before being re-routed to the Timeout Target.

Confirmation Timer (sec)
Enter the number of seconds to wait for the caller to confirm a callback request.

Groups
Use the drop-down list to select one or more groups to associate with the queue.

NOTE: Whisper Announcements used in conjunction with Require Agent Confirmation should normally include a reminder to “press any digit to accept the call.” Whisper Announcements used without Require Agent Confirmation enabled often include a reminder to “remain on the line to accept the call.” Audio files used as whisper announcements must be shorter than Extensions’ Seconds Queues Will Ring timers to allow sufficient time to both ring the extension and play the whisper announcement in full.

NOTE: For “Timeout If No Agents,” an Agent using phone-based sign-in is considered “available” if their sign-in key is lit. Both busy and idle phones with lit sign-in keys are considered “available.”

For this option, Agents using web-based sign-in are “available” if they are logged into the web portal—regardless of whether they are marked “Ready” in the ACP. Such Agents are considered “available” regardless of whether their phone is busy.

This option is only tested when a new call enters a queue. If the last “available” Agent goes unavailable while there are still calls in queue, callers already waiting in the queue still wait up to the full timeout for an Agent to become available again and take their call.
Queue Members

Queue Members are those Agents assigned to receive calls distributed by this queue. The list of members assigned to work a queue can be updated at any time.

To alter the list of members, follow these steps:

1. Click the **Queue Members** tab.

2. Select the queue members to highlight them in the list of Available Agents or Selected Agents list. Control-click or Shift-click to select several. Available Agents are those available to be assigned to the queue. Selected Agents are those already in the queue.

3. Drag the queue member or members to the appropriate column. The Agents move from one column to the other.

4. Click **Save** to save to changes.

**NOTE:** Members’ priorities are used for skills-based routing. The Member best qualified for serving this queue should be assigned the highest priority (the smallest positive integer values). The distribution discipline Voice Queue Type always looks for an available Queue Member with the highest priority. See Create or Edit Inbound Voice Queues for more information about the distribution of queued calls to Members.
Creating Wait Treatments

Wait Treatments provide messages to callers and keep them on the line while they are waiting for an Agent. Among other things, Wait Treatments can include marketing messages, special announcements, music and ringing in any combination. To modify the message given to callers, Wait Treatments can be updated at any time.

The playing of the Wait Treatment terminates when an Agent accepts the call. To create or modify wait treatments, follow these steps:

1. Click the **Queue Wait Treatment** tab.
2. Click a row in the table. Double-click the row to open the Wait Treatment panel.
3. Select a Marking from the drop-down list.
4. Select a Command from the drop-down list.

This adds it as the next in the sequence of steps comprising the entire Hold Treatment. With click-and-drag, these steps can easily be rearranged.

**NOTE:** Audio files for music and announcements are created and edited using the Audio Files page in the Resources menu.

**Marking**

Action for row.

**Command**

Command to execute. If the command is an Announcement or Music, clicking the link brings up the media player plug-in to play the file.

**Announcement**

An audio file used as an Announcement is played in its entirety before the Hold Treatment progresses to the subsequent command.

**Position in Queue**

Tells the caller how many callers are ahead of them in the queue.

**Music**

An audio file used as Music plays for the duration indicated by the subsequent Wait command.

**Ringing**

Encourages the caller to believe a phone is ringing on their behalf. Ringing plays for the duration indicated by the subsequent Wait command.

**Audio**

Select an audio file from the drop-down list.

**Wait in Seconds**

Time to wait before moving to next command.
Delete Voice Queue

Click **Delete** on the Inbound Voice Queues page to delete an existing Voice Queue. When the Delete dialog box is displayed, click **Confirm Delete** to confirm delete.

**NOTE:** This action also deletes the Voice Queue from the OfficeSuite UC portal on the OfficeSuite UC Contact Center Services Applications page. Within a few hours the SIP terminal created for this queue also disappears from the Phone Inventory page.

Menus

Menus enable callers to control their own routing through the queues by dialing digits on their telephone. Menus built in the queuing system are very similar to OfficeSuite UC Auto Attendents except Queue Menus have access to route to all ACDs (Queues, other Menus), regardless of whether they have been built as “dialable.” Also, Menus can be made to run in the background behind Voice Queue Hold Treatments. This gives callers options (hidden or announced) to exit a queue on their own initiative, (for example, to record a voicemail rather than waiting).

The Menus page displays all current Menus.

**Name**
Name of the Menu.

**Note**
Free text notes about the Menu.

**Add**
Add a new menu

**View**
Review a menu without changing any settings.

**Edit**
Modify a menu and its settings.

**Delete**
Delete a menu.
Create or Edit a Menu

To create or edit a menu, follow these steps:
1. Click Add to create a new menu or click Edit for an existing Menu.
2. Complete the fields as described below.
3. Click Save.

Name
Name of Menu. Can only contain letters, numbers and spaces.

Note
A brief free-form description.

Once these parameters have been saved for the first time, use the Menu Options tab to further define the menu. Initially empty, it presents the list of digits that will be listened for when a caller is using this Menu.

DTMF
Digit the Option is listening for. * and # are also permitted.

Target Type
ACD type for the Transfer Number, or Other.

Target
Extension the call is routed if the digit is heard.

Delete a Menu

To delete a menu, follow these steps:
1. On the Menus page, click Delete.
2. In the pop-up window, click Confirm Delete.

NOTE: If the Menu was defined as “Dialable,” this action also deletes the Menu from the OfficeSuite UC portal on the OfficeSuite UC Contact Center Services Applications page. Within a few hours the SIP terminal created for this menu also disappears from the Phone Inventory page.
Conditional Routes

Conditional routes enable calls to be routed differently through the queue system based on company schedules, calls currently in queue and/or the caller’s phone number.

A conditional route is a set of true/false tests (Rules). When a call is directed to the Conditional Route, its true/false tests are executed in order. When the first of those tests results in true, the call is routed out of the Conditional Route to the extension designated for that test. No further tests are attempted. If all of the test results are false, the call is directed to the designated “Fall-through Extension.” From the caller’s perspective, this happens instantly and the caller knows nothing about it.

Because they are extensions, Conditional Routes can either be a timeout target for a Voice Queue, a target within a different Conditional Route, or a target for a Menu option. When a Conditional Route is made ‘dialable,’ calls can be sent to it directly from OfficeSuite UC.

The “Conditional Routes” page displays all current Conditional Routes.

- **Name**: Name of Conditional Route.
- **Note**: Free text notes about the Route.
- **Extension**: Calls sent to this number are routed according to the rules of this Conditional Route.
- **Fall-through Target**: ACD extension, extension, or TN. Cannot be this CR.
- **Rules**: Number of routing rules used in defining this Route.

**Add**
CONFIGURE A NEW ROUTE.

**View**
VIEW CONFIGURATIONS WITHOUT MAKING ANY CHANGES.

**Edit**
MODIFY CONFIGURATION AND THE ROUTE RULES.

**Delete**
DELETE THE CONDITIONAL ROUTE.
Create or Edit a Conditional Route

To create or edit a conditional route, follow these steps:

1. Click **Add** or click **Edit** for an existing Conditional Route.
2. Complete the fields in the Conditional Route Info panel as described below.
3. Click **Save**.

**Name**
Name of the Conditional Route.

**Note**
A brief free-form description.

**Extension**
Extension that directs calls to this Conditional Route.*

**Fall-through Target**
Extension or external telephone number to which calls are routed if none of the Rules yields a True result. Fall-through Targets can be other ACDs, including Queues or Conditional Routes (other than the extension of the Conditional Route you are creating) and OfficeSuite UC extensions or external numbers.

Once these parameters have been saved for the first time, use the **Rules** panel to configure rules for the conditional route. Initially empty, this panel presents the list of true/false rules that are tested sequentially when a call is delivered to this Conditional Route. When a new rule is created, it is automatically added to the bottom of the list.

**Type**
Type of rule: DateTime, CallerID, or WaitRoom. The first rule that is found to be true will be enforced, which means the order of Rules is critical in a Conditional Route. Click and drag a rule to change its order.

**Go to Target**
Extension, queue, or external number the call is routed when rule tests as True.

**Rule**
System generated description of the rule.

**Add**
Add a new rule.

**Delete**
Delete the selected rule.

*If the Conditional Route is going to be dialable from an OfficeSuite UC phone (or from any basic OfficeSuite UC function like Incoming Call Routing), the extension must be a valid, otherwise unused OfficeSuite UC extension. The number of digits must match other extensions for this tenant. The first digit of the extension must put the extension in the User/Location range. If the Conditional Route does not need to be dialable from OfficeSuite UC, ANY extension not already in use in the queue system can be used.

NOTE: There is a limit to the number of conditional routes that can be added. If you receive a “limit exceeded” message, contact your service provider to request additional routes.

NOTE: A Menu cannot be the Fall Through Target for a Conditional Route.
Types of Rules

The following types of rules are available on the Add Rule panel: DateTime, CallerID and WaitRoom.

Use the drop-down box in the Type field to select the type of rule. When you make your entry, the options for the Rule field change to match your selection.

DateTime

To create a DateTime rule, follow these steps from the Rules panel:

1. Click Add or click Edit for an existing rule.
2. From the Type drop-down, select DateTime.
3. Configure the Rule Options. Select a condition and a Schedule.
4. From the Go To Target drop-down, select a type of target and an extension or queue.
5. If required, enter notes about the rule.
6. Click Save.

NOTE: A schedule must first be configured using Schedules and Holidays.

CallerID

To create a CallerID rule, follow these steps from the Rules panel:

1. Click Add or click Edit for an existing rule.
2. From the Type drop-down, select CallerID.
3. Configure the Rule Options. Select a condition and a Schedule.
4. From the Go To Target drop-down, select a type of target and an extension or queue.
5. If required, enter notes about the rule.
6. Click Save.
WaitRoom

To create a WaitRoom rule, follow these steps from the Rules panel:

1. Click Add or click Edit for an existing rule.
2. From the Type drop-down, select WaitRoom.
3. Configure the Rule Options. Select a queue, condition and enter a number between 1 and 1,000.
4. From the Go To Target drop-down, select a type of target and an extension or queue.
5. If required, enter notes about the rule.
6. Click Save.

Delete a Conditional Route

To delete a conditional route, follow these steps:

1. Click Delete on the Conditional Routes page. The Delete dialog is displayed.
2. Click Confirm Delete.

NOTE: If the Conditional Route was defined as “Dialable,” this action also deletes the Conditional Route from the OfficeSuite UC portal on the OfficeSuite UC Contact Center Services Applications page. Within a few hours the SIP terminal created for this Conditional Route also disappears from the Phone Inventory page.
Groups

A tenant with a large number of resources to manage can subdivide responsibilities into groups and assign a Group Administrator to maintain, change and delete resources assigned to that group.

Agents with permissions to edit groups will view the Group page under Extensions and Routing.

Group
The name assigned to the group.

# Extensions
The number of extensions assigned to the group.

# Inbound Voice Queues
The number of inbound voice queues associated with the group.

# Conditional Routes
The number of conditional routes associated with the group.

# Menus
The number of menus associated with the group.

# Evaluations
The number of evaluations associated with the group.

# Outbound Voice Queues
The number of outbound voice queues associated with this group.

# Inbound Chat Queues
The number of inbound chat queues associated with this group.

# Schedules Reports
The number of outbound voice queues associated with this group.

# IVR Questions
The number of outbound voice queues associated with this group.

Add
Create a new group.

View
Review the settings for a selected group without making any changes.

Edit
Change any of the group parameters for a selected group.

Delete
Delete the selected group.

NOTE: Once the Delete button is clicked, the group is immediately deleted.
Add or Edit a Group

Click Add to create a new group or click Edit to update the settings for an existing group. Use any of the following tabs to add or edit elements of the group:

+ Extensions
+ Inbound Voice Queues
+ Outbound Voice Queues
+ Inbound Chat Queues
+ IVR Questions
+ Conditional Routes
+ Menus
+ Evaluation Forms
+ Scheduled Reports

**Group Name**
Enter a name for the group.

**Save**
Click to save the group.

**Search**
Search for a group element.

**Cancel**
Click cancel to clear the entries in the Selected box.

To add or edit a group:

1. Enter or edit the Group Name.

2. Select a group element from the list of available options and drag the element to the selected box.

3. Save your entries or select Cancel to abandon your changes.

NOTE: The graphic above shows the window for entering Extensions; however, the functionality of the other add or edit windows is the same.
Outbound Voice Queues

The **Outbound Voice Queues** page displays all outbound queues currently set up for the tenant. Outbound calls are calls initiated by an Agent from within the call center. When initiated through an outbound queue, these calls support the same queue options as incoming calls and can be recorded, coached and displayed in the **Dashboard** pages. The same Agent performance reports and call records with inbound calls are available with outbound calls sent thought this queue. The maximum number of Outbound Voice Queues that can be set up is limited by contract but can be changed with a call to OfficeSuite UC support.

**NOTE:** Outbound Voice Queue changes are effective with the next call to arrive in this queue. Changes to the queue configuration are not effective until you click Save Outbound Voice Queue.

**Extension**
This queue's extension within OfficeSuite UC. Any calls routed for any reason to this extension are distributed by this Outbound Voice Queue.

**Name**
This Outbound Voice Queue name. Also seen in the customer portal on the OfficeSuite UC Contact Center Services Applications page.

**Note**
As authored on the Add Queue or Edit Queue page.

**Record Call**
Indicates whether call recording is enabled for the outbound queue.

**Groups**
The name of any Groups associated with this queue.

**Add**
Click to add a new outbound voice queue.

**View**
Select a queue and click to view outbound voice queue details without making any changes.

**Edit**
Select a queue and click to modify the queue details.

**Delete**
Select a queue and click to delete the queue.

**Wrap-Up Time**
The minimum amount of time (in seconds) between when a call from this queue ends and any new queued call might be delivered.
Add or Edit Outbound Voice Queues

To add or edit Outbound Voice Queues, follow these steps:

1. From the **Outbound Voice Queues** page, click **Add** to define a new Outbound Voice Queue or click **Edit** for an existing queue.

2. Complete the fields as described below.

3. Click **Save** to save this configuration.

**Extension**
Extension that represents the queue in OfficeSuite UC. The value must be a valid and otherwise unused OfficeSuite UC extension. The number of digits must match other extensions for this tenant. The first digit of the extension must put the extension in the OfficeSuite UC user/location range.

**Note:** The extension for this queue is reserved in OfficeSuite UC and cannot be reused until the queue is deleted. When successfully built, the extension and the queue name is visible both in the customer portal on the OfficeSuite UC Contact Center Services Applications and Phone Inventory pages.

**Name**
The name of the queue. The first nine characters of the name visible on the OfficeSuite UC desk phone when this queue is ringing or answered by an Agent.

**Record Call**
(Call Recording Option Only) Enable call recording on all calls sent from within this queue.

**Wrap-Up Time (sec)**
The minimum amount of time (in seconds) between when a call from this queue ends and any new queued call might be initiated by this Agent. This enables the Agent time to wrap-up efforts on the earlier call. **NOTE:** To avoid timing out, this value can be set as large as 30,000 seconds (over 8 hours).

**Groups**
Use the drop-down list to select groups to associate with the queue.
Delete Outbound Voice Queue

Click **Delete** on the **Outbound Voice Queues** page to delete an existing Outbound Voice Queue. The **Delete** dialog box is displayed. Click **Confirm Delete**.

**NOTE:** This action also deletes the Outbound Voice Queue from the customer portal on the **OfficeSuite UC Contact Center Services Applications** page. Within a few hours the SIP terminal created for this queue also disappears from the **Phone Inventory** page.

Inbound Chat Queues

Under **Extensions & Routing** is the submenu **Inbound Chat Queues**. This section, along with all other references to Chat, is only visible for tenants who have purchased a Chat Agent license.

On this page is the list of current Chat Queues built. Columns displayed on this page include:

- **Name** – Queue name
- **Note** – Any relevant notes associated with this Queue
- **Priority** – Queue priority
- **Members** – Count of Chat Agents assigned to handle this Queue
- **Groups** – Groups to which this Chat Queue is assigned, if any
Add or Edit Chat Queue

There are eight tabs to configure when adding or editing a Chat Queue.

**Queue Info Tab**

- **Name**: Queue name
- **Note**: Any relevant notes associated with this Queue
- **Priority**: When there are multiple chats waiting to be engaged, the first chat offered to a newly ready agent will be the longest waiting chat from the highest priority queue.
- **Timeout (sec)**: When the far end has been waiting this long, they will timeout and be delivered the Callback Solicitation Form to enter callback information. Default timeout is 180 seconds.
- **Timeout if No Agents?**: When set to Yes the chatter times out immediately if their chat becomes Ready and there are no assigned Agents signed-in at that moment.
- **FE Inactivity Timer (sec)**: After the Agent or Supervisor has sent a message and no messages are received back from the far end in this amount of time, the chat session moves to FE Timeout.

**Queue Members Tab**

The Queue Members tab displays Available Agents (extensions both marked as Agents and marked to serve at least one simultaneous chat session, i.e. Chat Agents) and Selected Agents (Chat Agents currently assigned to this Queue). The Admin can drag and drop Agents to/from each of these columns. The only Agents that appear in either panel are Chat Agents.

In this tab, you can view each Agent’s First Name, Last Name, Chatname and the Max Chats the Agent has been configured to handle.
Queue Wait Treatment Tab

The Queue Wait Treatment tab allows the Admin to determine what messages are sent to the far end while they are waiting for a Chat Agent to engage in the chat, encouraging them to continue waiting. The initial wait treatment message is sent as soon as the far end chatter is ready. Subsequent messages are sent periodically, at an interval set by the Admin. The default for a new Queue is 20 seconds, with acceptable values between 10 and 90 seconds. The first wait treatment message is only ever sent once, but the system will repeat the rest of the list of wait treatment messages until an Agent accepts the chat.

Wait Treatment messages can be added, deleted and reordered as needed. Messages created from the Chat Messages Library can also be imported to the Chat Queue you are creating.

Stall Messages Tab

After a chat has already been engaged by an Agent, Stall Messages allow for automated messages to be sent to the far end when there has been a long period of time without any Agent/Supervisor response, reassuring the far end that you are still working and to be patient for a response. These stall messages are sent every 30 seconds by default, with acceptable values between 15 and 120 seconds.

The system will cycle through the entire list of stall messages until an Agent or Supervisor sends another message to the far end, which resets the timer for stall messages.

Stall messages can be added, deleted and reordered as needed. Messages created from the Chat Messages Library can also be imported to the Chat Queue you are creating.
Cheat Messages Tab

Cheat Messages allow for commonly used phrases to be sent quickly and accurately, instead of typing out the full message each time. The Agent uses a ‘#’ prompt to begin searching for a Cheat Message by keyword(s). All messages that contain the keyword(s) will appear in a list and can be selected and sent by the Agent as needed.

Cheat messages can be added, deleted and reordered as needed. Messages created from the Chat Messages Library can also be imported to the Chat Queue you are creating.

Preliminaries Tab

The Preliminaries tab allows customers to send a preliminary Chat Form to the far end once they’ve completed the Queue Selection Form and chosen a Queue. Preliminary Forms are often used to ask queue-specific questions. The chat session won’t begin until the Preliminary Chat Form has been submitted and the chat was accepted by a Ready Agent.

The Preliminary Form can be selected from the dropdown menu, and the Chat Questions associated with that Form will be shown below. However, the Forms and Questions are not editable in this window. To edit the Forms and Questions themselves, please visit the Resources section for instructions.
**FE Wrap-up Tab**

The FE Wrap-up tab allows customers to send a wrap-up Chat Form to the far end once the chat session has finished, typically used to gather feedback on their experience with the Agent.

The FE Wrap-up Form can be selected from the dropdown menu, and the Chat Questions associated with that Form will be shown below. Like the Preliminaries Tab, the Forms and Questions are not editable in this window. To edit the Forms and Questions themselves, please visit the Resources section for instructions.

**Agent Wrap-up Tab**

The Agent Wrap-up tab allows customers to send a wrap-up Chat Form to the Agent once the chat session has finished, typically used to gather feedback on their experience with the far end, as well as provide helpful information for future reporting on the chat session.

The Agent Wrap-up Form can be selected from the dropdown menu, and the Chat Questions associated with that Form will be shown below. Like the Preliminaries Tab, the Forms and Questions are not editable in this window. To edit the Forms and Questions themselves, please visit the Resources section for instructions.

**Saving a New Chat Queue**

After clicking **Save** on a new Chat Queue, the following message will be presented:

> “Please edit the Queue Selection Question to add this new queue.”

This will bring up the QueueSel Chat Question edit window, allowing you to add this newly created Chat Queue as an option that the far end can select from.
Interactive Voice Response (IVR) Questions

IVR enables individual questions to be asked automatically of callers and answered before a call is routed to a live Agent. The caller responds to the questions by using their voice or entering DTMF digits which correspond to the predefined answers. These responses are then presented to the Agent before the call is answered. IVR can also be used to direct calls to specific targets or wait treatments.

Voice Recognition Questions (VRQs) can be assigned to Groups and then can only been seen and edited (with permission) by members of that Group and by Administrators who are not assigned to any Groups.

The **IVR Questions** screen displays attributes for the currently defined VRQs.

- **Extension**
  This queue's extension within OfficeSuite UC. This is an option setting.

- **Text**
  This is a 25-character message used to display the question and answer result.

- **Note**
  As authored on the **Add** or **Edit** page.

- **Preserve**
  If Yes, the answer given to this question is preserved in the Call Detail Records.

- **Question Audio**
  The question presented to the caller.

- **Groups**
  Any Groups to which this IVR Question is assigned.

- **Answer Type**
  The type of answer for this question, either **Number** or **Multiple Choice**.

- **Add**
  Click to add a new IVR question.

- **View**
  Select an IVR question and click to view IVR question details without making any changes.

- **Edit**
  Select an IVR question and click to modify the IVR question details.

- **Delete**
  Select an IVR question and click to delete the question.
**Add or Edit IVR Question**

To add or edit IVR questions, follow these steps:

1. From the **IVR Questions** page, click **Add** to define a new IVR question or select a question and click **Edit** to edit that question.

2. Complete the fields as described below.

3. Click **Save** to save this configuration.

**Extension**
- **This queue's extension within OfficeSuite UC.** This is an option setting.

**Name**
- **Enter a name for this question.**

**Text**
- **Enter a 25-character message used to display the question and answer result.**

**Note**
- **Enter additional information about the question.**

**Preserve**
- **Select Yes from the drop-down list to preserve the answer given to this question in the Call Detail Records.**

**Question Audio**
- **Use the drop-down list to select a predefined audio question from the audio library.**

**Fall through target**
- Use the drop-down list to select a fall-through target for the call, which can be **Another ACD**, **Dial**, or **Wait**. Selecting **Another ACD** allows you to select from a list of ACDs that are provisioned on the account, and **Dial** allows you to enter any number to be dialed. Note: If **Wait** is selected, a drop-down list appears. Use the list to select a wait treatment for the call.

**Groups**
- **Use the drop-down list to associate one or more groups to the question.**

**Answer Type**
- Click the radio button to select the type of answer for this question, either **Number** or **Multiple Choice**.
**Answer Type: Multiple Choice**

**Multiple Choice** answers enable callers to be presented with several options to answer an IVR question. Each option can have a different target or wait treatment.

**Digit Number**
This field displays the DTMF digit the caller uses to provide this answer.

**Other Keywords**
These are other words or phrases that can be spoken by the caller, resulting in the Answer on this row being selected.

**Answer**
This is the text that will be preserved with the call details whenever this Answer is selected. This Answer can be selected by the caller either through DTMF or with their voice.

**Target Type**
Use the drop-down list to indicate the type of target to which this answer is routed. Options include Another ACD, Dial, and Wait.

---

**Answer Type: Number**

**Number** answers enable callers to be prompted to enter or say a string of numbers in response to a question.

**Minimum number of digits**
The default is 3 and the minimum is 1.

**Maximum number of digits**
The default is 10 and the maximum is 30.

**Target Type**
Use the drop-down list to indicate the type of target to which this answer is routed.

**Target**
Use the drop-down list to select the target for this answer.

---

**Delete IVR Question**

Click **Delete** on the **IVR Questions** page to delete an existing IVR Question. The **Delete** dialog box is displayed. Click **Confirm Delete**.
Main Menu: Resources

Many resources for OfficeSuite UC Contact Center Services are developed and managed here: Audio Files, Evaluation Forms, Schedules & Holidays, Presence Options, Recording Options, Chat Questions, Chat Message Library, Chat Forms and the Chat Plug-in.
Schedules and Holidays

Schedules are used in the “Match Schedule Rule” for Conditional Routes. Schedules establish times when call routing needs to be different. Different business hours can be constructed for various teams’ work schedules. Special events such as staff meetings, company picnics and holidays can be put into Schedules. Applied in Conditional Routes, Schedules adjust how calls are routed within your business.

NOTE: All Schedules are relative to the time zone selected for your business when the service was turned up.

OfficeSuite UC also provides control over its own business hours and it uses them only on its “Incoming Call Routing” page and in determining current Outbound calling permissions. OfficeSuite UC Contact Center Services Schedules only apply in Conditional Routes.

Name
Name given to Schedule.

Note
Free text notes about Schedule.

Active
Indicates if the Schedule is currently active or not. No means individual Conditional Route Rules built to match this particular schedule can never currently be True. Click to quickly toggle its value between Yes and No.

Add
Add a new Schedule.

View
Review settings for a Schedule without making any changes.

Edit
Modify the Schedule.

Delete
Delete the Schedule.

NOTE: An example reason for Activating/Deactivating a Schedule would be a Staff Meeting scheduled for Mondays from 2:00 to 4:00 PM, but frequently canceled. Activate this Schedule most of the time to reroute queue calls during the meeting, but deactivate it whenever the meeting is canceled.
Create or Edit Schedules

To create or edit a schedule, follow these steps:

1. Click Add to configure a new schedule or click Edit for an existing Schedule.
2. Complete the fields in the Schedule Info and the Time Blocks panels as described below.
3. Click Save.

Schedule Info

Name
Name of the Schedule.

Note
Brief free-form description or note.

Active
Select “Yes” or “No” to indicate if this Schedule currently Active.

Time Blocks

Once the Schedule Info is entered, complete the Time Blocks panel. It presents the list of the individual elements that collectively define this Schedule. If ANY of them are currently True, a Conditional Route Rule set to match this Schedule is declared True.

Date
Date included in the schedule. If this row has a Date, it does not have a Day of the Week.

Day of the Week
Day of the week included in the schedule. If this row has a Day of the Week, it does not have a Date.

Begin Time and End Time
This row does not match unless the current time is also between the Begin Time and the End Time.

Add
Add this row.

Delete
Delete this row.
Delete Schedules

To delete a schedule, follow these steps:

1. From the Schedules page, click **Delete**. The Delete dialog is displayed.
2. Click **Confirm Delete**.

Audio Library

The Audio Library sub-menu supplies the audio files selectable for Hold Treatments and Whisper Announcements. Professionally recorded stock announcements are provided to encourage callers to be patient. Professionally recorded stock Whisper Treatments can inform Agents about queued calls. The same stock music available for OfficeSuite UC Hold Announcements are also available to play to queued callers.

Just as importantly, custom audio files can be added to the Call Recordings. Custom audio files can be uploaded from the PC or recorded using the “Call In” feature.

Name
Name of the audio file.

Is Stock
**Yes** is displayed if the recording is a stock recording, **No** if it is not. This field cannot be changed.

Has Audio?
**Yes** is displayed if the recording is available, **No** if it is not. This field cannot be changed.

Last Modified
Date the audio file was most recently modified.

Actions
Click to **Add**, **View**, **Edit**, **Delete**, **Listen***, or **Download** these files.

*Listening to an audio file makes use of your browser’s media player plug-in.
Add Audio File

The Audio Library offers two ways to add new audio files: uploading a .wav file or calling in to record an audio file via the telephone.

To upload an audio file, follow these steps:
1. Click Add.
2. Click Upload in the Add Audio File panel.
3. Click the browse icon. Your PC’s File Upload window will open.
4. Browse and select the .wav file from your PC’s directory.
5. Click Save/Upload and the file is added to the Library.

Call In

To record an audio file, follow these steps:
1. Click Add a New Entry.
2. Click Call In.
3. Follow the printed instructions and follow the audible instructions presented during the call.
4. When the recording is completed to your satisfaction and saved, hang up.
5. Click Save.

NOTE: An uploaded audio file must be a valid audio file in a Microsoft .wav wrapper and 5 Megabytes or smaller. The two supported audio formats inside the .wav wrapper are 64kb/s PCM mu-law and GSM. With no additional user effort, a built-in conversion program converts many other .wav wrapped audio formats (PCM A-law, ADPCM, etc.) into a supported format. However, neither the success nor the quality of these conversions is guaranteed. After uploading, immediately test the audio by playing it both from the web portal and from within its intended application, (for example, as a Hold Treatment, menu prompt, or Whisper Announcement).

NOTE: The Call In number is the ACD Services Extension created at service turn-up.
Presence Options

Presence Options are available with the Web-Based Sign-In option. These enable Tenant Administrators to add custom Away and Sign Out states.

NOTE: Presence options are for web-based sign-in only.

Option State Type
Set Away or Sign Out. Away states are typically short-term. Sign Out states are typically long term.

Name
Name of the custom state.

Note
Brief description of the state.

Tenant
Tenant to which the Presence Option applies.

Created By
Name of the person who created the Presence Option.

Created On
Date the option was created.

Actions
Click to Add, View, Edit, or Delete.

NOTE: Signed-in Agents are not able to use new or altered Presence Options until they sign out and sign back in after the change. When using custom Away states, the default Away state (Break) is no longer selectable. Be certain that the list of custom Away Options gives a name to every possible Away reason the Agent might have. Similarly, when using custom Sign Out states, the default Sign Out is no longer selectable. Be certain that the list of custom Sign Out Options gives a name to every possible reason the Agent might Sign Out.
Add or Edit Presence Options

To add or edit a presence option, follow these steps:

1. Click **Add** to create a new presence option or click **Edit** for an existing Option.
2. Complete the fields as described below.
3. Click **Save**.

**Option State Type**
Away State or Sign Out State determines what kind of state this is. Away states are typically short-term. Sign Out states are typically long term.

**Name**
Name for the custom state.

**Note**
Brief description of the state.

Delete Presence Options

To delete a presence option, follow these steps:

1. From the Presence Options page, click **Delete**. The Delete dialog is displayed.
2. Click **Confirm Delete**.
Evaluation Forms

Evaluation Forms enable the systematic evaluation of recorded phone calls. Evaluated Calls and Evaluation Reports can be used in mentoring and reviews.

There are six elements that are combined in various ways to create a complete Evaluation Form:

**Checkbox**
Used for questions with yes/no answers; True/False, Did/Didn’t achieve a particular goal.

**Radio Group**
Used for multiple choice questions; the Evaluator can put a “tick mark” next to the correct answer.

**Combo Box**
Used for multiple choice questions; the Evaluator selects the correct answer from a drop-down list. Unlike Radio Groups, Combo Boxes can be configured so that the Evaluator can skip the question. If skipped, the points for that question do not factor into the calculation of the overall percentage score.

**Essay**
Used for open-ended (discussion) questions; the evaluator has 350 free characters to answer. Text area questions are not scored.

**Section Header**
Section Headers are not questions. Section Headers are displayed in the Evaluation Form in larger font to delineate different portions of the questionnaire.

**Comment**
The Comment element is not a question. Comment elements are displayed in the form to provide annotations and reminders to the Evaluator.
When a form is filled out about a call recording, an overall percentage is automatically calculated. Checkbox, Radio Group and Combo Box questions all have points calculated (basis points) that factor into that calculation. Different answers award different numbers of those points (weights). If the question has 200 basis points and the answer selected receives 150 points, that’s 75% of the points for this question. The total evaluation score sums all of the points awarded by answers and divides them by the sum of all of the basis points. This creates the overall percentage.

**Form name**
The name or title of the form.

**Notes**
Text entered by the form editor or creator.

**Edited**
The most recent date the form was edited.

**Edited by**
The first and last name of the most recent editor.

**Uses**
The number of times form has been used.

**Actions**
Add, View, Edit or Delete Evaluation forms.
Evaluation Forms—Add or Edit Form

To add or edit an Evaluation Form, follow the steps below. In the Evaluation Form window, click the Add or Edit button.

Form Info
Select the Form Info tab and complete the required fields

Form Name
A unique title for the form.

Groups
Use the drop-down list to associate Groups with the Evaluation Form.

Notes
A brief description of the form.

NOTE: The values in the Summary tab will remain at zero until the Questions tab is populated.

Questions
Select the Questions tab and complete the required fields.

Question Types
Select a question type from drop-down list.

Mandatory?
Enter Y or N to indicate whether this question is required to complete the form. This field is automatically set to Y for combo boxes and essay questions. It is absent for checkboxes, radio group sections headers and comments.

Question
Enter a question. Use up to 100 characters for all question types except Comment, which can be up to 200 characters long.

Basis Points
Enter a point value between 0 and 1000 for the question.
The following example shows a completed form.

NOTE: When the form is presented to the Evaluator, it does not show the points for the question or the points associated with the answer choices.

Repeat the steps above until all of the questions have been added. To edit or remove a question, click on the appropriate link. To re-arrange the order of the questions, click, hold and drag the Drag Me link.

NOTE: Even though changes to the Evaluation Form appear to be saved as they are entered, they are not preserved until you click Save.

Summary
The summary field displays current values entered for the form.

Form Name
The current name of the form.

Notes
A brief description of the form.

Questions
The number of questions in the form.

Maximum Points
The sum of the Max Points entry for all questions.

Minimum Points
The sum of the Min Points entry for all questions.

Basis Points
The sum of the Basis Points entry for all questions.

Max Score
A percentage derived by dividing the Maximum point value by the Basis point value.

Min Score
A percentage derived by dividing the Minimum point value by the Basis point value.

Delete Evaluation Forms
To delete an Evaluation Form, follow these steps:

1. On the Evaluations Form page, click Delete. The Delete dialog is displayed.
2. Click Confirm Delete.

NOTE: If an Evaluation Form is deleted, evaluation results based on that form are also deleted.
Recording Options

Recording Options are used to configure announcements that are played to callers when their call is being recorded. An announcement can be played only once at the beginning of a recorded call, every time recording starts, stops and resumes, or never. Administrators can select from professionally recorded stock messages or create their own custom announcements. Different types of announcements can be used to inform callers when recording starts, stops and resumes.

Actions
Click the Listen button to play the selected recording.

Call Marking

Call Marking enables you to mark a specific segment of a recorded call, like a customer purchase decision or complaint, making that segment of the call recording easier to find for future purposes. Call Marking is a premium feature. Contact your Sales Representative to have this feature added to your Tenant.

In order to identify the start point of the Call Marking segment during a recorded call, the user will press ‘#’ followed quickly by ‘*’. An audible confirmation start tone will be heard by both parties.

In order for the user to end the Call Marking segment, they will press ‘#’ followed quickly by a second ‘#’. An audible confirmation end tone will be heard by both parties, followed by a confirmation tag, which is a two digit number between 01 and 99. If the user does not hear the end tone or the remember the confirmation tag, the Agent can re-dial the ‘#’ and ‘#’ buttons and again listen for the end tone and/or the confirmation tag.

Call Marking segments can later be found in the Completed Events|Calls report or the Recording Library by using the Account Code column. The Account Code contains identifying information for the call recording in the following format:

+ Extension that initiated the Call Marking segment
+ The date the Call Marking segment was recorded (in yymmdd format)
+ Two digit confirmation tag
Chat Questions

The Chat Questions submenu presents a list of the current Questions built on your account. When building Chat Forms (addressed later in this guide), you will pull from this list of Chat Questions. The columns include the following information:

+ **Name** – Brief name meant to easily identify the question internally
+ **Text** – The question as it appears to the far end
+ **Type** – Type of question (Boolean, Star Rating, Multiple Choice, Digit String, Character String, Integer)
+ **Pinned** – Q&A is pinned to Chat user interface (Yes/No)
+ **Preserved** – Q&A is preserved and searchable in Completed Events|Calls chat detail records (Yes/No)

Admins may choose to Add, Edit, or Delete a Chat Question.

Add or Edit Chat Questions

To add or edit a Chat Question, follow these steps:

1. Click Add to configure a new Chat Question or click Edit for an existing Chat Question.
2. Complete the fields in the Edit Chat Questions panel as described below.
3. Click Save.

   + **Name** – Name of the Question. Limited to 15 characters. This Name is verified for uniqueness within the Tenant so that no two Chat Questions have the same Name.

   + **Description** – Describes the purpose of this Question, for internal purposes only. Limited to 300 characters.

   + **Text** – The question as it appears to the far end within the Chat Form. Limited to 200 characters.

   - **Pinned? (Yes/No)**: If a Chat Question is Pinned, its Q&A is conveniently visible to agents and supervisors for the duration of the chat session. If a pinned Question was not answered, the question name alone will be presented (with the answer field blank). A maximum of six questions can be Pinned.
- **Preserve? (Yes/No):** Preserving a Chat Question means its answer is preserved and searchable (using the Chat Answers search field) in the Completed Events|Calls report until all records of the chat session are deleted. For long answers, only the first 25 characters are preserved and searchable. The full and complete answer, if needed, can be found in the Full Transcript. A maximum of ten questions can be Preserved.

- **Type** – Choose from the following question/answer types:
  - **Character String:** A-Z and 0-9 characters, with user-chosen maximum length (default max 25, system max 300)
  - **Boolean:** Y/N, T/F, On/Off
  - **Digit String:** With user-chosen minimum and maximum length (default min 1, max min 15, default max 15, max max 25) Leading zeros are allowed and retained.

NOTE: The grayed-out text in Name and Question Type indicate that this is a system generated Chat Question. To fully customize
- **Integer**: With user selected min and max (negative mins and maxes allowed)

- **Star Rating**: 1 to 5 scale

- **Multiple Choice**: Multiple choice question with up to 100 Answer/AnsText pairs. The order of these Multiple Choice Answers may be rearranged as needed. For each multiple choice answer, you will need to add the following:
  - **Answer**: Name of the Answer, internal only. Limited to 25 characters.
  - **AnsText**: The Answer as it appears in the Form dropdown to the far end. Limited to 200 characters.
**Question & Answer**

Chat Questions are included in Forms and answered when the Form is presented to the far end or Agent. A particular Chat Question can be included in more than one Form. The Answer string returned depends on the Question Type.

Responses to these questions will be displayed in the right-side information panel next to the Chat, visible to the Agent (and Supervisor if they are monitoring the chat). The Q&A will also be presented in the Chat Details window found in Completed Events Calls, and in any export of the CDR or Chat Transcript by the Admin.

**Reserved Questions**

Reserved Questions come by default with every new Chat-enabled Tenant. Reserved Chat Questions cannot be deleted, and they have some permanently un-editable (reserved) fields. QueueSel is one such example of a Reserved Question (Name, Description and Question Type fields are grayed-out). These Reserved Questions cover some of the more common Q&A required by contact centers and allow the Tenant Admin to quickly generate a functioning Chat Form without starting from scratch. The Reserved Questions included:

**QueueSel**

The QueueSel question is only available to be used in the Queue Selection Form, and it cannot be deleted from that Form. It is a Multiple Choice question, allowing the far end to determine which Queue their Chat should be delivered. Accordingly, the only possible Answers to the QueueSel question are Chat Queue names.
Name 1
A character string question used to collect the first name that the far end would like to use during the chat session.

Name 2
A character string question used to collect the last name of the far end.

BizAccount
A digit string question used to collect an account number from the far end.
Subject
A character string question used to collect the topic the far end would like to discuss during the chat.

FERating
A star rating question used to allow the far end to rate their experience with the Agent and the chat session overall.

AgentRating
A star rating question used to allow the Agent to rate their experience with the far end and the chat session overall.

Contact
A character string question used to collect contact information from the far end. The Contact question is always part of, and mandatory, in the Callback Solicitation Form.
Chat Forms

Chat Forms are used to collect information before and after a Chat. Forms can be comprised of sets of custom-built Questions and Reserved (system default) Questions, built in the Chat Questions section. The Chat Forms submenu presents a list of the current Forms already built. When building Chat Queues (addressed earlier in this guide), you will pull from this list of Chat Forms during configuration of the various tabs. The columns include the following information:

- **Name:** Name of the form, limited to 25 characters and verified for uniqueness amongst other Form Names within the Tenant
- **Type:** Queue Selection, Callback Solicitation, Preliminaries, FE Wrap-up, Agent Wrap-up
- **Default:** Indicates whether this is the default version of this type of form
- **Question Count:** How many questions are currently associated with this form

Add or Edit Chat Form

Every Chat Form will be configured with the following properties:

**Name** – Name of the form, limited to 25 characters and verified for uniqueness amongst other Form Names within the Tenant

**Type** – Chat Forms can be one of 5 types:

- **Queue Selection**
  - Only one Queue Selection Form exists per Tenant (QueueSel)
  - The Queue Selection form is what the far end first interacts with when initiating a chat session. It is how they end up in the correct Queue chatting with the appropriate Agents.
  - The form must include the QueueSel Question, but may also include additional questions as needed.
+ **Callback Solicitation**
  - The Callback Solicitation form is presented to the far end when a Queue times out or times out immediately. It is also presented when there is a Technical Disconnect from the Agent’s end. It allows the far end to provide contact information (like a phone number or email address) so you can get back to them at a later time.
  - Only one Callback Solicitation Form exists per Tenant (Callback Solicitation)
  - The form must include the Contact Question, but may also include additional questions as needed.

+ **Preliminaries**
  - The Preliminary forms allow you to ask questions that are specific to the Chat Queue the far end entered. This set of questions appear after the far end completed the Queue Selection form.
  - There can be multiple Preliminaries Chat Forms within a Tenant, typically a unique form for each Chat Queue.
  - There are no mandatory questions with this form, allowing full flexibility to add or remove from the available questions.

+ **FE Wrap-up**
  - The FE Wrap-up form is presented to the far end once the chat session has ended, allowing the far end to report on the experience of that chat session.
  - There can be multiple FE Wrap-up Chat Forms within a Tenant, and there are no mandatory questions with this form. This allows full flexibility to add or remove from the available questions.
Agent Wrap-up

The Agent Wrap-up form is presented to the Agent once the chat session has ended, allowing the Agent to report on the experience of that chat session and add any relevant details that may be helpful for reporting purposes later.

**Description:** Describes the purpose and use of this Form, limited to 300 characters.

**Default:** Indicates if this is the default version for this Type of Form.

**Introductory Remark:** Optional text to be presented at the top of the Form, visible to the far end. Limited to 200 characters.

**Ordered List of Questions:** The Admin can add, remove, rearrange, mark questions as mandatory/optional, and edit questions from this section.
Chat Message Library

The Chat Message Library is a collection of Wait Treatment, Stall and Cheat Messages designed for Chat Queues. Messages can be prebuilt here in the library, and then imported in one quick step when you are building your Chat Queue.

Changes to messages in this Library have no effect on the Wait, Stall, or Cheat messages assigned to an existing Chat Queue. However, while editing any individual Chat Queue, you can select the Import button to automatically copy these messages to the bottom of that Queue’s existing Wait Treatment, Stall Messages, or Cheat Messages list. Further editing can always be done in that individual Chat Queue.

Wait Messages

While waiting for an agent to accept a chat, Wait Messages are sent to the far end, encouraging them to wait for an Agent to join the chat. The first message is sent as soon as the chat is ready to be offered. Subsequent messages are sent periodically until an agent engages with the chat.

The messages in this list can be edited, deleted, or re-sorted using drag-and-drop. New messages can also be added. Four Wait Messages are available and included by default in any new Chat Queue created. These include:

+ Please stand by while we locate a representative.
+ Thank you for your patience.
+ An agent will soon be available to assist.
+ Agents are assisting other customers. We regret the delay and intend to be with you momentarily.
Stall Messages
When the far end has sent a message and the agent isn't replying in a timely fashion, stall messages will be sent to the far end, encouraging them to be patient. Subsequent stall messages are sent periodically until the agent reengages with the chat.

The messages in this list can be edited, deleted, or re-sorted using drag-and-drop. New messages can also be added. Three Stall Messages are available and included by default in any new Chat Queue created. These include:

+ Thank you for your patience, your agent will be back momentarily.
+ Your agent regrets this delay and will return to the chat as soon as possible.
+ Please pardon us as seek the best possible information for you.

Cheat Messages
Cheat Messages are preconstructed messages and hyperlinks that can be sent by Agents at any time during the chat session. The Agent searches for these messages using a '#' prompt, finds the appropriate one, and sends it quickly and accurately to the far end. These Cheat Messages are especially useful for

The messages in this list can be edited, deleted, or re-sorted using drag-and-drop. New messages can also be added. Three Cheat Messages are available and included by default in any new Chat Queue created. These include:

+ Please give me a minute or two while I track down the best possible answers.
+ I am actively researching your issue, so this might take a moment or two. Thank you for being patient.
+ Give me a minute please, while I locate my manager.

The table on this tab contains two columns, the message and a hyperlink. When the Agent selects a Cheat that includes a hyperlink, the message and the URL are both sent to the far end, with the full URL visible.
Chat Plug-in

The **Chat Plug-in** page allows you to generate the script you will need to install on your customer-facing website in order to display the chat plug-in to your website visitors.

Simply click [Generate Script](#), then follow these instructions:

1. Copy the script paragraph here by pressing the Copy button.
2. In index.html or main html page for the web site – paste the script just before the body end tag (`</body>`).
3. Upload that html file to the web host.
4. Agents must be signed in for the icon to appear.
5. From the browser, reload the page to see the chat icon.

This chat plug-in works with the following browser releases:

- Internet Explorer: 11+
- Chrome: 75+
- FireFox: 71+
- Edge: Current
- Safari: Current and Current-1

---

**Application Note: Chat HTML Plug-In**

**Single Page Websites**

Many modern websites are constructed as a “single page”. Single page website URLs can be different for different pages, but it is up to the developer to decide whether to use this feature. Single page websites don’t request the entire page from the server. Menus, headers, footers and other common widgets are not reloaded. Only data and data placeholder htmIs are loaded for a specific page. Web frameworks that support single page web sites include Angular, VU.js, ReactJS and ExtJS.

Deploying the Chat HTML Plug-In as instructed by CCS will result in the “Chat Now” icon displaying throughout the single page site. Furthermore, any chat session, once started, stays active as long as the user is browsing that site.

**Multipage Websites**

Some websites are constructed as “multipage”. Multipage websites request entire page from the server every time. Menus, headers and footers are fully reloaded. Websites created using CMS (some Wordpress themes, Joomla etc) or Laravel, Symfony, Zend, CodeIgniter, CakePHP, or Yii use multipage formats.

Deploying the Chat HTML Plug-In as instructed by CCS will result in the “Chat Now” icon displaying through a multipage website. However, if the far end browses away from the “page” where the chat session began, that session will disconnect. A new chat session can then be initiated from the new web page.
Operational Notes

Operational notes on features within OfficeSuite UC Contact Center Services that can be utilized to enhance work flow and productivity.

OfficeSuite UC Queue Applications

In OfficeSuite UC, calls are routed to extensions. Because Queue Applications are also extensions, except for being a part of a Call Group, anything that can be done to route a call to an OfficeSuite UC extension can also be used to route that same call to a queue. Queue Applications can be dialed directly and/or transferred to. Queue Applications can serve as targets for Incoming Call Routing, Auto Attendants, Forwarding and Coverage.

In the other direction, all working OfficeSuite UC extensions can be used a queue targets. Only Agents can serve queued calls, but any valid OfficeSuite UC User, Location, Auto Attendant, or Group can be made into the “Dial” target for a Voice Queue Timeout Target, a Conditional Route Rule and a Menu Option.

NOTE: When the Contact Center with ACP option has been purchased and built, it is still possible to configure Sign in/out keys onto OfficeSuite UC phones, but they have no effect on the system. When ACP sign-in is purchased and built, Agent availability is managed entirely from the (web-based) ACP.
Sending Queue Calls to External Numbers

With the exception of members of queues, which must be Agents (valid User/Location extensions), the system can also distribute calls to external numbers (for example, as Queue Timeout Targets.) Any queue application that needs to send a call externally needs permission to make that call. Like other OfficeSuite UC extensions, Queue Applications are given Call Permission Profiles. This is done on the Applications page on the OfficeSuite UC customer portal. Any queue application that needs to send a call to the PSTN must have the appropriate Call Permission Profile that allows it to dial the target external number.

With the necessary permission given on the OfficeSuite UC side, an external number can be used for a Queue’s Timeout “Dial” target, as a Conditional Route ‘Dial’ target and/or that Conditional Route’s Fall-through ‘Dial’ target, and/or as a Menu option ‘Dial’ target. The number entered must comply with the applicable dial plan. For example, if applicable, the dial string must begin with a 9 and a 1 to request external dialing and long distance.

Using Call Recording with Queuing

Consider the following recommendations when using call recording with queuing:

1. Avoid routing or transferring call recording-eligible calls to queues, or using Call Recording eligible dialing to route queued calls outbound. This creates multiple entries in the Completed Events/Calls page.

2. Avoid routing external transfers through the recording platform. It is included in the queue recording.

3. If a call is transferred and becomes recording eligible, it creates two rows in the Completed Events/Calls page. Pull the recording from the queued call entry.

4. If recording is enabled, a single recording captures the entire queued call.

5. Avoid transferring calls from the Call Recording platform into a queue; it creates two rows in Completed Events > Calls.
Busy Phones

The queue system is aware of busy OfficeSuite UC branded phones. Any current activity on an OfficeSuite UC branded phone is recognized by the queue system as a “Busy” condition. The system does not offer queued calls to busy phones.

However, if a queue rule (for example, a timeout, a Conditional Route, or a Menu) routes a call directly to an OfficeSuite UC extension, neither the Signed In, Ready, Busy, or Logged In state of that extension is relevant. The call is sent to that extension regardless. If the user is not able to take that call, regular OfficeSuite UC capabilities handle the call, invoking other line appearances, coverage, monitor groups, forwarding and/or mobile twinning as configured.

Codec Interoperability

Recordings are made at the full bit rate. When those recordings are downloaded to a PC, they are transcoded to become GSM (Global System for Mobile Audio) files inside a .wav wrapper. Most PC media players can play GSM files from a .wav wrapper.

See Audio Library for a discussion of the codecs that are supported when a PC audio file is uploaded into the Audio Library.