OfficeSuite® Contact Center Services

OfficeSuite Contact Center Services enables your business to distribute calls to your best available Agents according to rules you define.
Introduction

Thank you for choosing OfficeSuite® Contact Center Services for your call queuing and recording requirements.

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

OfficeSuite Contact Center Services enable you to distribute calls to your best available Agents according to rules you define. When your staff is busy with other callers, OfficeSuite Contact Center Services answer calls on your behalf and give those callers custom messages that you create and manage. As soon as qualified Agents become available, those queued calls are distributed to them. To help you understand how effectively your team has responded to call load, OfficeSuite Contact Center Services also present real-time displays of active and queued calls, 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.
- Barge in and participate on a call with an Agent and caller.
- Create and display reports on the efficiency of individual Agents.

OfficeSuite Contact Center Services have call distribution tools. OfficeSuite 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 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 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 Contact Center Services package you have purchased. Some of the options appearing in this guide may not be present in your version of OfficeSuite 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 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.

Choosing among the Agent sign-in options

OfficeSuite Contact Center Services can be set up in one of two ways. Either all Agents 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. This is a decision that each business needs to make before their OfficeSuite Contact Center Services is activated. While it is possible to switch between these two sign-in options, making the conversion requires an effort coordinated between Windstream Enterprise and your staff.

With phone-based sign-in, Agents can look at their OfficeSuite UC phones 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 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 stay signed in for duty, Agents must stay signed in to the web portal. 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.)

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.
Finally, the Agent Control Panel web portal also provides information to Agents about their current status and about the current call.

For Agents using phone-based sign-in, the ACP can be configured to display the following Agent states:

- When the key on the Agent’s phone is lit, the ACP displays Ready.
- When the Agent’s key is dark, the ACP displays Signed Out.
- The timer showing Ready displays the time since the user last lit their sign-in button.
- Custom away states defined by the tenant administrator are not displayed for phone-based Agents.

**NOTE:** For Agents using phone-based sign-in, the Log Out button does not change the Agent’s sign-in state. This can only be performed using the pre-programmed button on the Agent’s phone.

See [Agent Control Panel](#) for more details about the ACP.

The disadvantage of web-based sign-in is that it requires every Agent to have a working, networked PC. If the Agent’s PC or data networking fails, the Agent falls out of queue duty and is not able to sign back in until the PC and its networking are fully restored.

**Comparisons of sign-in alternatives**

Before the service is activated, talk to your Representative about which sign-in option your team will adopt. Within a single tenant, all Agents must use the same sign-in method.

<table>
<thead>
<tr>
<th>Phone-Based Sign-In</th>
<th>Web-Based Sign-In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always visible on the phone</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>ACP provides information about current status and current call.</td>
</tr>
<tr>
<td>Agent does not need a PC or data networking</td>
<td>Does not require an OfficeSuite UC Mitel® phone.</td>
</tr>
</tbody>
</table>
Selecting the Call Recording option

Before OfficeSuite Contact Center Services are activated, your business also needs to decide whether it wants to record calls. Call Recording is a premium option of OfficeSuite Contact Center Services.

If the Call Recording option is purchased, the Tenant Administrator has an extra check box for every Voice Queue. It determines whether new calls through that queue are recorded. When checked, all answered calls are recorded. When not checked, no calls are recorded through that queue. With On-Demand Call Recording, Administrators can also give specific Agents the option of determining which calls to record.

Those who select the Call Recording option also have the ability to create Evaluation Forms and use those forms to evaluate the content of their call recordings. The evaluation system automatically scores the results and Evaluation Reports can be generated to evaluate the way an Agent or a team of Agents is handling calls.

If you have not done so already, talk to your Windstream Enterprise Representative about the Call Recording option and the associated Evaluation Forms.
Getting started

To get started, follow these steps:

1. Read the sections below about the Sign-In Option you have chosen for your Contact Center installation: Phone-Based or Web-Based. If you have chosen Phone-Based Sign-In, make sure that all of your Agents have programmed Sign-In keys on their phones. If you prefer, make Sign-In keys part of an OfficeSuite UC key profile, and then assign that profile to all Agents.

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 and Voice Queues.

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

A business may choose to have all of their Agents sign in and out of queue duty using a programmable key on their OfficeSuite UC phone.

Once a tenant has been configured for OfficeSuite Contact Center Services (and not before), the Sign-In option becomes available for OfficeSuite UC’s supported phone models. 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. After that, when the key is lit, the Agent is signed in and ready and will be delivered queued calls. When the key is dark, the Agent is signed out and the system does not attempt to deliver any more queued calls to the Agent. This key has no effect on any other calls to or from this extension.

A business may choose to have the state of phone-based Agents displayed on the ACP, as described in “Choosing among the Agent Sign-in Options.” See “Agent Control Panel” for more details about the ACP.

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.

- If the ACP is configured for phone-based Agents, the Log Out button does not change the Agent’s sign-in state. This can only be performed using the pre-programmed button on the Agent’s phone.
Web-based sign-in

A business can choose to have all of their Agents 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 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), after a few minutes Agents are signed out automatically. Whenever the Agent is Signed Out or Away, the system does not attempt to deliver any queued calls 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. These calls go to whatever OfficeSuite UC forwarding target or coverage (including mobile twinning) that is established for those extensions. 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 on the ACP before logging out of an Agent phone.

- 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.

- To avoid Agents being signed out due to inactivity, request a Web Timeout interval larger than the maximum amount of time you expect Agents to spend between Away and Ready states.
Single Sign-On (SSO) using MyOfficeSuite®

Single Sign-On (SSO) enables Agents who are registered MyOfficeSuite users to sign into OfficeSuite Contact Center Services using their MyOfficeSuite account. From MyOfficeSuite, an Agent can select My Services > CCS Console to initiate an OfficeSuite Contact Center Services session and access the main page with all appropriate roles and privileges.

Agents with a MyOfficeSuite account can also access the OfficeSuite Contact Center Services login page and select Login Using MyOfficeSuite.

Agents already signed into MyOfficeSuite are prompted to enter their extension and are taken directly to the main OfficeSuite Contact Center Services page, while Agents without an active MyOfficeSuite session need to authenticate in MyOfficeSuite first before being routed to the main OfficeSuite Contact Center Services page.
Agent Control Panel

The Agent Control Panel (ACP) is only seen when the tenant has selected web-based sign-in. The ACP presents the buttons for the Agent to Go Ready or Sign Out. When in a “Ready” state, the ACP presents options to go 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. The image to the right is a screenshot of an ACP after the Agent has answered a call.

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caller</strong></td>
<td>The phone number and name of the caller in the queue</td>
</tr>
<tr>
<td><strong>Arrived</strong></td>
<td>The time the caller arrived in the ACD (hh:mm AM/PM)</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>The duration of the call displayed in hh:mm:ss</td>
</tr>
<tr>
<td><strong>Wait Time</strong></td>
<td>The time the caller waits in the queue before the Agent’s answer. This value is blank until the Agent answers the call.</td>
</tr>
<tr>
<td><strong>Talk Time</strong></td>
<td>The duration of time the Agent talks to the caller. The value is blank until the Agent answers the call.</td>
</tr>
<tr>
<td><strong>Wrap Up Time</strong></td>
<td>The time after the Agent hangs up or transfers the call</td>
</tr>
</tbody>
</table>

**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 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://officesuiteccs.broadviewnet.com/?domain=<wubURL>

- For customer provisioned on the CCS2 server platform, point the browser to: http://officesuiteccs2.broadviewnet.com/?domain=<wubURL>

Non-working examples:

- CCS1 server platform: http://officesuiteccs.broadviewnet.com/?domain=2125551212
- CCS2 server platform: http://officesuiteccs2.broadviewnet.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 have right-facing arrows can be clicked to display a sub-menu. Clicking on a sub-menu item 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. 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.

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 **Answered** 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 (this Agent status is not available for tenants who use Phone-Based Sign-In).

Dark Blue
Signed In, Ready, but on a call—“Busy.”

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.
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. Mute the administrator’s phone to assure the Agent cannot hear them on the line. 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.

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

**Monitor**
Click to listen in on the Agent’s call. The phone must be muted first if the coach wants the Agent and/or calling party to be unaware that the call is being monitored.

**Coaching**
Click to barge-in. During coaching, the administrator can click the link to be heard by both the tenant and caller, similar to a n-way call. This now barged-in session ends when the administrator hangs up.

**Barged-In**
Click to Coach. Click the button to return from a barged-in call to a coaching session. The tenant hears the administrator but the caller no longer hears the administrator. This renewed coaching session ends when the administrator hangs up.

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

**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.

When using Monitor, mute phone prior to monitoring the call if the Coach does not want the Agent and calling party to be aware that the call is being monitored.
**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 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.

If a queue has no Signed In members, no bubble appears.

**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 queues.

**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

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 calls answered by the Agent since midnight.

**Day Missed**
The number of calls missed by the Agent since midnight.
Inbound Queue Distribution

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

<table>
<thead>
<tr>
<th>Queue Name</th>
<th>Name of the queue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Queue</td>
<td>Number of calls currently waiting in the queue.</td>
</tr>
<tr>
<td>Longest Wait</td>
<td>The longest amount of time a call had been waiting in the queue.</td>
</tr>
<tr>
<td>Answered</td>
<td>The current number of calls still with the answering Agent.</td>
</tr>
<tr>
<td>Ready</td>
<td>Number of Agents who are members of the queue and in a ready state.</td>
</tr>
</tbody>
</table>

| 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 queue status in aggregate.

<table>
<thead>
<tr>
<th>Queue Name</th>
<th>Name of the queue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving</td>
<td>Count of ready Agents currently connected to this queue, engaged in a call or not.</td>
</tr>
<tr>
<td>Connected</td>
<td>Count of outbound calls currently connected to this queue.</td>
</tr>
</tbody>
</table>

| Day Answered | The number of calls answered by Agents since midnight. |
| Day Attempted | Number of calls attempted for this queue since midnight. |
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 matching chosen criteria. Once a call 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 details are available for 365 days and call recordings 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, 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.

ACD
Enter a queue or a Conditional Route to display calls that have that queue or Conditional Route in their Destination.

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

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.

Outcome
Calls can be searched on the following outcomes:
- **Answered** - Call was delivered and answered
- **Unanswered** - Everything else that isn’t
- **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.
- **Busy** - When CCS gets a busy signal. If a Queue gets a SIP Busy message back from an assigned Agent, the Queue will move to the next Agent and therefore that call wouldn’t be declared Busy yet.
- **Failed** - When CCS gets back a SIP error message other than Busy.
- **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.

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.

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.

*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 matching the search criteria.

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

### Call ID
A system-wide call identifier.

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

### Duration
Time that elapsed between when the queue received the call and when the call terminated.

### Direction
All queued calls are Inbound.

### Calling
Calling number and Caller Name taken from the PSTN.

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

### Destination
The queue the call was routed to.

### Answered By
The name of the Agent who answered the call, if any.

### Rec?
'Y' if the call was recorded, 'N' if it was not.

### 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 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.

### 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.

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

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

Click the **Download** button to download the selected call search records. A .zip file containing a .CVS for the selected calls and a .WAV for any associated recordings is downloaded.

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

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

The top section of the Call Details page repeats the information from the Calls Search page. The Call Path section provides details about the call from the moment it entered a queue until the moment the call terminated. The Recordings section provides the ability to listen, evaluate and add the recording to the Call Recording Library.

The Recordings section of the Call Details page has links to Listen or Evaluate the Recording, or store it in the Call Recordings 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 Call Recordings 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 Call Recording Library. The recording, its Call Details, and its completed Evaluation Forms are retained.

NOTE: Recordings not moved to the Call 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.
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”)
SFTP Server

For Contact Center Services customers that want to permanently retain all of their call recordings 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 (along with csv files with explanatory rows per recording) 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 and csv files on their own schedule. Once these recordings 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 available for download on a daily basis, which runs once, after midnight. If the customer needs a recording 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.

---

**Agent State Changes**

<table>
<thead>
<tr>
<th>Time</th>
<th>Agent</th>
<th>Name</th>
<th>New State</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-06-20 10:19 AM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>Ready</td>
</tr>
<tr>
<td>2019-06-19 07:07 AM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>Ready</td>
</tr>
<tr>
<td>2019-06-19 07:16 AM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>Lunch</td>
</tr>
<tr>
<td>2019-06-19 07:41 AM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>WrapUp</td>
</tr>
<tr>
<td>2019-06-19 05:20 PM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>On a Queue Call</td>
</tr>
<tr>
<td>2019-06-19 05:19 PM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>Ready</td>
</tr>
<tr>
<td>2019-06-19 05:18 PM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>New Login</td>
</tr>
<tr>
<td>2019-06-14 09:51 PM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>WrapUp</td>
</tr>
<tr>
<td>2019-06-13 03:45 PM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>Ready</td>
</tr>
<tr>
<td>2019-06-13 03:35 PM</td>
<td>104</td>
<td>Dina Rosenberg</td>
<td>On a Queue Call</td>
</tr>
</tbody>
</table>
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.

Note
Note associated with recording.

Far End
Queue in which recorded.

Extension
Agent who answered the call.

Direction
Original direction of call.

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 recordings are automatically encrypted (AES 256-bit key encryption).
Main menu: Reports

Reports available in OfficeSuite Contact Center Services provide Tenant Administrators aggregated information about past events. There are four reports included: Inbound Voice Queues, Outbound Voice 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, Agent Performance, Evaluations 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 or Outbound Voice 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. 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 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 Display Reports. 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 Display Reports 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.
- **Menu Option**: Average amount of time before a menu option was selected during the report interval.
- **Timeout**: Average amount of time before timeout.

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.
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: \( \#\text{TOI} + \#\text{TO} + \#\text{Menu} + \#\text{Hung-up} = \#\text{Abnd} \) 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 Display Reports. 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.

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.
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 ten 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.

<table>
<thead>
<tr>
<th>Interval</th>
<th>Starting date and time and ending time for the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>Agent’s extension.</td>
</tr>
<tr>
<td>Name</td>
<td>Agent’s name.</td>
</tr>
<tr>
<td>Signed-In</td>
<td>Time during reporting period when this Agent was signed-in (visible for ACP-based Agents only).</td>
</tr>
<tr>
<td>Answered</td>
<td>Number of queue calls (specified in the reporting criteria) answered by this Agent.</td>
</tr>
<tr>
<td>Rate (cph)</td>
<td>Number of calls answered per hour of Ready time.</td>
</tr>
<tr>
<td>Talk Time</td>
<td>Time this Agent spent during the reporting period talking on calls answered directly from the selected queues.</td>
</tr>
<tr>
<td>Avg Talk Time</td>
<td>The Talk Time divided by the number of calls answered.</td>
</tr>
</tbody>
</table>

**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.

**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.

<table>
<thead>
<tr>
<th>Interval</th>
<th>Agent</th>
<th>Name</th>
<th>Signed-In Time</th>
<th>Ready Time</th>
<th>Answered</th>
<th>Rate (cph)</th>
<th>Talk Time (min)</th>
<th>Avg Talk Time (sec)</th>
<th>Wrapped Time</th>
<th>Missed</th>
<th>Type of Sign-out</th>
<th>Type of Away</th>
<th>Ended</th>
<th>Xfered</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-06-22 00:00:00 to 2017-06-23 00:00:00</td>
<td>101</td>
<td>John Doe</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>20</td>
<td>0.5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20</td>
<td>ACP-Sign-out</td>
<td>ACP-Away</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2017-06-22 00:00:00 to 2017-06-23 00:00:00</td>
<td>102</td>
<td>Jane Doe</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>15</td>
<td>0.3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>ACP-Sign-out</td>
<td>ACP-Away</td>
<td>0</td>
<td>0</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.

Total Recording Space
Total amount of space allocated for recordings.

Count of Recordings
Current number of recordings.

Minutes Purchased
Number of minutes purchased.

Minutes Used
Number of minutes used.

% of Minutes 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.
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 Display Reports 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 Display Reports 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.

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

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

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 Voice Queues List

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interval</strong></td>
<td>The starting date and time and ending time for the aggregation interval.</td>
</tr>
<tr>
<td><strong>Queue</strong></td>
<td>The extension of the queue.</td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td>The name of the queue.</td>
</tr>
<tr>
<td><strong>Attempts</strong></td>
<td>The number of attempted call by the outbound queue during the reporting period.</td>
</tr>
<tr>
<td><strong>Answered</strong></td>
<td>The number of outbound queued calls answered during the reporting period.</td>
</tr>
<tr>
<td><strong>Abandoned</strong></td>
<td>The number of calls that were abandoned during the reporting period.</td>
</tr>
<tr>
<td><strong>Busy</strong></td>
<td>The number of outbound calls that resulted in a busy signal during the reporting period.</td>
</tr>
<tr>
<td><strong>Failed</strong></td>
<td>The number of outbound calls that failed during the reporting period.</td>
</tr>
</tbody>
</table>

# Outbound Voice Queues Summary Data

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

- **% Answered (100*Answered/Attempted)**: The average number of outbound calls answered.
- **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 give those extensions permission to view and edit items in this portal.

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 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.

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.
Extensions

The Extensions page displays all OfficeSuite UC extensions and identifies which are currently available to be assigned as members of Voice 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.

**Agent**
Whether the Agent is an OfficeSuite 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 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 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.

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, Supervisor or Agent.

Tenant Admin – has full access to all functionality (adding Agents, configuring on hold treatments, answering calls, 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. 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.

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.
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.

**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 available to answer its calls, 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 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 Attendants 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Name of the Menu.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>Free text notes about the Menu.</td>
</tr>
<tr>
<td>Add</td>
<td>Add a new menu</td>
</tr>
<tr>
<td>View</td>
<td>Review a menu without changing any settings.</td>
</tr>
<tr>
<td>Edit</td>
<td>Modify a menu and its settings.</td>
</tr>
<tr>
<td>Delete</td>
<td>Delete a menu</td>
</tr>
</tbody>
</table>
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 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Note</th>
<th>Extension</th>
<th>Fall-through Target</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCS CR</td>
<td></td>
<td>400</td>
<td>CCS401</td>
<td>1</td>
</tr>
<tr>
<td>CCS401</td>
<td></td>
<td>401</td>
<td>101</td>
<td>0</td>
</tr>
</tbody>
</table>

**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 Extension
Extension to which calls are routed if none of the Rules yields a True result. Fall Through Extensions can be other ACDs and Conditional Routes (other than the extension of the Conditional Route you are creating) or OfficeSuite UC extensions when “Other” is selected.

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 with the first rule that is found to be true, the order of Rules is critical in a Conditional Route. Click and drag a rule to change its order.

Rule
System generated description of the rule.

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

Note
A brief free-form description.

Add
Add a new rule.

Delete
Delete the selected rule.

*If the Conditional Route is going to be dialable from a 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 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.

**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
- Conditional Routes
- Menus
- Evaluation Forms
- Scheduled Reports

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

**Search**
Search for a group element.

**Save**
Click to save the group.

**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 through 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 Contact Center Services Applications 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.
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 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.

**Note**

A user-defined comment relating to the queue.

**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 Contact Center Services Applications page. Within a few hours the SIP terminal created for this queue also disappears from the Phone Inventory page.
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 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 be 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.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Extension</strong></td>
<td>This queue's extension within OfficeSuite UC. This is an option setting.</td>
</tr>
<tr>
<td><strong>Text</strong></td>
<td>This is a 25-character message used to display the question and answer result.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>As authored on the <strong>Add</strong> or <strong>Edit</strong> page.</td>
</tr>
<tr>
<td><strong>Preserve</strong></td>
<td>If True, the answer given to this question is preserved in the Call Detail Records.</td>
</tr>
<tr>
<td><strong>Question Audio</strong></td>
<td>The minimum amount of time (in seconds) between when a call from this queue ends and any new queued call might be delivered.</td>
</tr>
<tr>
<td><strong>Groups</strong></td>
<td>The question presented to the caller.</td>
</tr>
<tr>
<td><strong>Answer Type</strong></td>
<td>The type of answer for this question, either <strong>Number</strong> or <strong>Multiple Choice</strong>.</td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td>Click to add a new IVR question.</td>
</tr>
<tr>
<td><strong>View</strong></td>
<td>Select an IVR question and click to view IVR question details without making any changes.</td>
</tr>
<tr>
<td><strong>Edit</strong></td>
<td>Select an IVR question and click to modify the IVR question details.</td>
</tr>
<tr>
<td><strong>Delete</strong></td>
<td>Select an IVR question and click to delete the question.</td>
</tr>
</tbody>
</table>
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 messages 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. Note: If Wait is selected, a drop-down list appears. Use the list to select a wait treatment for the call.

Queue
Use the drop-down list to select a queue.

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 has a different target or wait treatment.

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

- **Answer Text**
  Enter an answer for this question.

- **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.

**Answer Type: Number**

Number answers enable callers to be prompted to enter 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 Contact Center Services are developed and managed here: Audio Files, Evaluation Forms (Call Recording Option only), Schedules and Holidays, ODCR options (if purchased), and Presence Options (Web-based Sign-In only).
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 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.

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

**Note**
Brief free-form description or note.

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.

<table>
<thead>
<tr>
<th>Option State Type</th>
<th>Set Away or Sign Out. Away states are typically short-term. Sign Out states are typically long term.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the custom state.</td>
</tr>
<tr>
<td>Note</td>
<td>Brief description of the state.</td>
</tr>
<tr>
<td>Tenant</td>
<td>Tenant to which the Presence Option applies.</td>
</tr>
</tbody>
</table>

**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.

**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**.
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

NOTE: Evaluation Forms are only for the Call Recording option.

Evaluation Forms are available to customers who purchased the Call Recording Option. These 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.

- **Heading**
  Headings are not questions. Headings 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 the 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.

Notes
A brief description of the form.

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

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

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.

Basic 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

NOTE: ODCR Options are only for the Call Recording option.

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.

When this sub-menu is selected from the Resources main menu, the existing On Demand Call Recording options are displayed.

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
Operational notes:

Operational notes on features within OfficeSuite 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 as 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.

About Windstream Enterprise

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