OfficeSuite UC®
Contact Center Services: eQueues
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eQueues allows your business to distribute calls to your best available Agents according to rules you define.

Introduction
Thank you for choosing eQueues for your call queuing and recording requirements. OfficeSuite UC now offers this ACD (Automatic Call Distribution)/Queuing functionality to work directly with its OfficeSuite UC hosted voice service. eQueues is hosted in the cloud and is highly-redundant and reliable.

eQueues allows your business to distribute calls to your best available Agents according to rules you define. When your staff is busy with other callers, eQueues answers calls on your behalf and gives those callers custom messages that you create and manage. As soon as qualified Agents become available, those Queued calls are distributed to them. To help you understand how effectively your team has responded to the call load, eQueues also presents real-time displays of active and queued calls, and delivers a variety of informative reports.

This guide is designed to provide the information required to set up and manage the numerous features of eQueues. 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.

Initial time zone setting
Your business may span multiple time zones. To avoid confusion, all of the data collected and presented by OfficeSuite UC Contact Center Services is based on a single time zone that you choose before the service is first turned up. 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.
To get started, follow these steps:

1. Make sure that all of your Agents have programmed ACD Sign-In keys on their phones. If you prefer, make ACD Sign-In keys part of a 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 ACD web portal.

3. Know the names and extensions of the users you want to make into ACD 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 eQueues.
Phone-based Sign-in

Agents sign in and out of Queue duty using a programmable key on their OfficeSuite UC phone.

Once a tenant has been configured for eQueues services (and not before), the ACD 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 ACD 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 ACD system does not attempt to deliver any more Queued calls to this Agent. This key has no effect on any other calls to or from this extension.

Guidelines

If the programmable key is lit when Agents 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 allows Agents to deliver their Queue calls to their home phone, their cell phone, or to a different OfficeSuite UC extension. In other words, Agents 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 ACD 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.
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

Logging-in

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

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

For customers 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 WE Connect 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.

Altogether 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 pertinent 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 of the screen.

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.

**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.

**Waiting Alert (sec)**
The number of seconds a caller waits in the queue before agents receive an alert. Enter a value between 10 and 10000 seconds. The default value is 600 seconds.
Talk Time Alert (sec)
The number of seconds an agent can talk to a caller before an alert 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.

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 ACD 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.
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**
Agent’s current status in the system. (“Available”, “Break”, “Unavailable”, “Busy”, etc.)

**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.
Queue Distribution

The Queue Distribution dashboard provides a view of queue status in aggregate. The only queues that appear here are queues that have currently Signed In members.

Queue Name
Name of the queue.

In Queue
Number of calls currently waiting.

Longest Wait
Longest amount of time a call had been waiting.

Answered
Current number of calls still with the answering agent.

Ready
Number of Ready agents.

Assigned
Number of agents currently assigned to this queue, regardless of current state.

Day Answered
Number of calls answered by agents since midnight.

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

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

State Duration
Elapsed time of the current state.

Current Calls

The Current Calls dashboard displays all calls in progress to and through all queues.

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

Call Duration
Elapsed time since the call was answered by the queue.

State
Current state of the call: Waiting or Connected.
Main Menu: Completed Events

Completed Events provides the ability for Tenant Administrators to search and review completed ACD 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.
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 ACD 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 ACD extensions to match only those Inbound calls in which this extension was “Transferred to” on the near side at least once.

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

Answered
Select Yes, or No from the dropdown list, or leave blank to include both. When Yes is selected, the calls displayed are only those outbound calls where the far end answered and only those inbound calls (ECR and ACD) where ACD indicates the near end answered (Agent, or some Menu, time-out, or CR target). When No is selected, the calls displayed are only those calls where the origination leg terminated before the destination leg could answer.

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

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

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

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 so used.
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.

**Duration**
Time that elapsed between when the Queue received the call and when the call terminated.

**Direction**
All ACD Queued calls are Inbound.

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

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 ID**
A system-wide call identifier.

**Time**
Time the call was received.

**Duration**
Time that elapsed between when the Queue received the call and when the call terminated.

**Direction**
All ACD Queued calls are Inbound.

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

**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.).
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.
Main Menu: Reports

Reports available in eQueues provide Tenant Administrators aggregated information about past events. There are three reports included: Inbound 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, 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 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.
Export Reports
Exporting a report allows 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. Select the Report Interval.
4. Use the drop-down menu to select Queues to include in the report.
5. Enter a valid email address.*
6. Click Save. The report is saved to the Scheduled Reports page.

Inbound Voice Queues
Inbound Voice Queues displays graphs and tables of calls presented to the selected 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 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.

*Multiple email entries must be separated by commas; each email address must contain the complete address format (xxxxx@xxx.xxx); email addresses must end in 3 letters, for example, test@t.com, test@g.org; and a space is allowed after each email address.
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**

Call Dispositions is a pie chart displaying a representation of how the call 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: #TOI + #TO + #Menu + #Hung-up = #Abnd for this aggregation interval.

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

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

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

**Average Speed of Answer**
Average speed calls in the queue were answered.

**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.

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.
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, allows the assigning (and reassigning) of Agents within Queues, and is the place where Hold Treatments are customized for each Queue.
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 by phone.

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

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.

**Extension**
Agent’s extension in OfficeSuite UC.

**First Name**
First name of the agent associated with the extension.

**Last Name**
Last name of the agent associated with the extension.

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

**Agent**
Whether the agent is an ACD.

**Roles**
Roles assigned to the agent.

**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, 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 Edit.
2. Complete the fields as described below.
3. Click Save.

Agent roles

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

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

Agent – can only answer calls.

Agent Ringing Timeout

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

Agent

Whether the agent is an ACD.

Roles

Roles assigned to the agent.

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

**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.

**Whisper Announcement**
Audio file to play to Agents after they answer but before they are connected to the Queued call.

**Name**
Name of the Queue.

**Priority**
Assign a priority to the Queue.

**Menu For Escape**
An ACD menu listening for digits dialed by the caller in the background during the Queue’s Hold Treatment. (Requires Contact Center license)

**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 be sent to the Timeout Redirect Extension.

**Timeout Target**
Where the call is directed after Timeout 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.
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 ACD 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: A Menu cannot be the Timeout Redirect Extension. If “None/Remove” is selected, the system disconnects the call on timeout.

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: 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.
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.

Marking
Action for row.

Command
Command to execute.

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
Plays ringback to caller for duration indicated.

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: Audio files for music and announcements are created and edited using the Audio Files page in the Resources menu.
Main Menu: Resources—Audio Library

Many resources for OfficeSuite Contact Center 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).

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.
Operational Notes

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

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 a OfficeSuite UC extension can also be used to route that same call to a Queue. Queue Applications can be dialed directly and/or transferred to. Queue Applications can serve as targets for Incoming Call Routing, Auto Attendants, Forwarding, and Coverage.

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

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 ACD system as a “Busy” condition. The system does not offer Queued calls to busy phones.

However, if an ACD rule (for example, a timeout, a Conditional Route, or a Menu) routes a call directly to a 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.