



IP PBX

Automatic Call Distributions (ACD) Module

Administrator's Manual

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ACD Agent Status

Agent Status	
On Phone	No Agents
Ringing	No Agents
On Hold	No Agents
Busy	No Agents
Idle	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Agent: 001 (Teresa Wang) Extension: 100 Idle Time: 2 mins 4 sec</p> </div> <div style="text-align: center;">  <p>Agent: 002 (Ray Wang) Extension: 214 Idle Time: 45 mins 50 sec</p> </div> </div>
Offline	<div style="display: grid; grid-template-columns: repeat(4, 1fr); gap: 5px;"> <!-- Agent 003 --> <div style="text-align: center;">  <p>Agent: 003 (Teresa Wang) Extension: Offline</p> </div> <!-- Agent 004 --> <div style="text-align: center;">  <p>Agent: 004 (Teresa Wang) Extension: Offline</p> </div> <!-- Agent 005 --> <div style="text-align: center;">  <p>Agent: 005 (Ray Wang) Extension: Offline</p> </div> <!-- Agent 006 --> <div style="text-align: center;">  <p>Agent: 006 (Ray Wang) Extension: Offline</p> </div> <!-- Agent 007 --> <div style="text-align: center;">  <p>Agent: 007 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 008 --> <div style="text-align: center;">  <p>Agent: 008 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 009 --> <div style="text-align: center;">  <p>Agent: 009 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 010 --> <div style="text-align: center;">  <p>Agent: 010 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 011 --> <div style="text-align: center;">  <p>Agent: 011 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 012 --> <div style="text-align: center;">  <p>Agent: 012 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 013 --> <div style="text-align: center;">  <p>Agent: 013 (Alan Mak) Extension: Offline</p> </div> <!-- Agent 014 --> <div style="text-align: center;">  <p>Agent: 014 (Alan Mak) Extension: Offline</p> </div> </div>

This module allow users to monitor real-time agent status, please refer to following table for details:

Status	Display	Descriptions
On Phone	 <p>Agent: 001 (Teresa Wang) Extension: 100 Number: 11818200 Call Direction: Outgoing Duration: 11 sec</p>	<p>Agent : Agent ID and Agent Name</p> <p>Extension : Extension Number used by agent</p> <p>Number : Caller-ID or Called Number</p> <p>Call Direction : Indicates Incoming / Outgoing Call</p> <p>Duration : Duration of the call (in second)</p>
Ringing	 <p>Agent: 001 (Teresa Wang) Extension: 100 Call Direction: Outgoing Ringing</p>	<p>Agent : Agent ID and Agent Name</p> <p>Extension : Extension Number used by agent</p> <p>Call Direction : Indicates Incoming / Outgoing Call</p>
On Hold	 <p>Agent: 001 (Teresa Wang) Extension: 100 Number: 11818200 Call Direction: Outgoing Duration: 16 sec</p>	<p>Agent : Agent ID and Agent Name</p> <p>Extension : Extension Number used by agent</p> <p>Number : Caller-ID or Called Number</p> <p>Call Direction : Indicates Incoming / Outgoing Call</p> <p>Duration : Duration of the call (in second)</p>
Busy	 <p>Agent: 001 (Teresa Wang) Extension: 100 Duration: 41 sec</p>	<p>Agent : Agent ID and Agent Name</p> <p>Extension : Extension Number used by agent</p> <p>Duration : Duration of Busy/DND time (in second)</p>
Idle	 <p>Agent: 001 (Teresa Wang) Extension: 100 Idle Time: 19 mins 58 sec</p>	<p>Agent : Agent ID and Agent Name</p> <p>Extension : Extension Number used by agent</p> <p>Idle Time : Idle time (in second)</p>
Offline	 <p>Agent: 005 (Alan Mak) Extension: Offline</p>	<p>Agent : Agent ID and Agent Name</p> <p>Extension : Indicates Extension Status</p>



ACD Wall Board

Agent	2
Idle	2
On Phone	0
Busy	0
Waiting	0
Max. Waiting Time	00:00:00
Answered	1
Abandoned Call	0

The ACD Wall Board module allows Call Centers to show real-time ACD queues status

Individual View

This view provides larger fonts and easier view for a individual queue status, to show queue status in individual view:

1. Choose “Individual”
2. Select the queue to be displayed, if more than one queue is selected, each queue will be opened in separate window

ACD Wallboard

Individual List

Queue Description:

All
 Hotline Cantonese
 Hotline Putonghua

Submit

List View

List view provides a list summarizes all the queue status, to show queue status in List view:

1. Choose “List”
2. Select the queue to be displayed, no matter show many queues have been chosen, all queue status will be opened in one window.

Queue	Agent	Busy	Idle	On Phone	Answered	Abandoned Call	Timeout Call	Waiting	Max. Waiting Time
Hotline	1	0	1	0	0	0	0	0	00:00:00
Hotline	1	0	1	0	0	0	0	0	00:00:00
Total	2	0	2	0	0	0	0	0	00:00:00



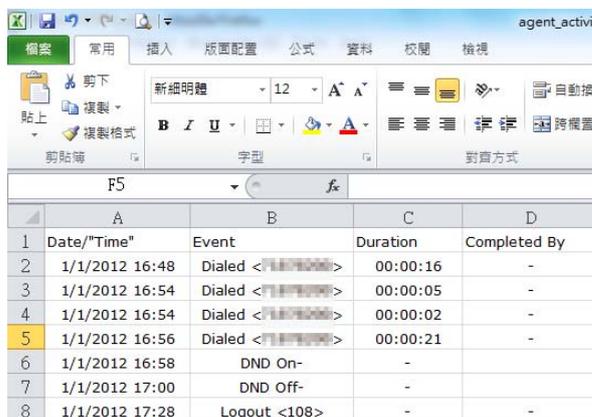
Agent Activities Log

Agent Activities Log			
Date:	From: 2011-12-31	To: 2011-12-31	
Agent:	Main Queue (80%)		
		Search	Export
Date/Time	Event	Duration	Completed By
2011-12-31 12:56:55	Login <[redacted]>	-	-
2011-12-31 12:56:55	Dialed <*81>	00:00:05	-
2011-12-31 12:59:30	Answered Call <[redacted]>	00:03:17	AGENT
2011-12-31 14:56:47	Answered Call <[redacted]>	00:04:36	AGENT
2011-12-31 16:30:56	DND On	-	-
2011-12-31 16:41:56	DND Off	-	-
2011-12-31 17:55:40	DND On	-	-
2011-12-31 18:50:18	DND Off	-	-
2011-12-31 18:55:18	Answered Call <[redacted]>	00:00:26	-
2011-12-31 21:00:06	Logout <[redacted]>	-	-

Each Agent's activities is logged by the system, this module allows user to retrieve the log.

Log Retrieval

1. Select the period within the "From" field and "To" field, a date selection box should appear after clicking the text box
2. Select an Agent within the "Agent" selection box
3. Press "Search" button to show the agent activities log, or press "Export" to export the log in Excel compatible format (CSV format)
 - Date/Time : Date and time for the activity logged
 - Event : The event logged by the system
 - Duration : Duration of an answered call or a dialed call (for Dialed Call and Answered Calls only)
 - Completed By : The call is hunged up by Agent or Caller (for Answered Calls only)



	A	B	C	D
1	Date/"Time"	Event	Duration	Completed By
2	1/1/2012 16:48	Dialed <[redacted]>	00:00:16	-
3	1/1/2012 16:54	Dialed <[redacted]>	00:00:05	-
4	1/1/2012 16:54	Dialed <[redacted]>	00:00:02	-
5	1/1/2012 16:56	Dialed <[redacted]>	00:00:21	-
6	1/1/2012 16:58	DND On-	-	
7	1/1/2012 17:00	DND Off-	-	
8	1/1/2012 17:28	Logout <108>	-	-



Agent Login / Logout

Agent List			
Agent ID	Name	Login	Logout
700	Supervisor	--Choose an extension-- <input type="button" value="Login"/>	
701	Operator 01		Logged in from 
702	Operator 02		Logged in from 
703	Operator 03	--Choose an extension-- <input type="button" value="Login"/>	
704	Operator 04	--Choose an extension-- <input type="button" value="Login"/>	

Administrators may Login or Logout an agent through this module, an Agent's login status is also shown in this module.

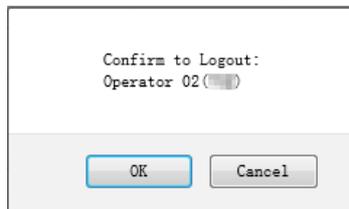
Agent Login

1. Choose an extension to login for the agent
2. Press "Login" button

(Note : Only one agent can login at a time through this module)

Agent Logout

1. Logged-in agents will be shown in the "Logout" column, click on "Logged in from XXX" to logout the agent
2. A confirm message will be shown, press "OK" to confirm or "Cancel" to cancel



(Note : Confirm message may vary by different browser or different versions of browser)



Agent Management

1. Click the link “Add Agent” for adding new agent or “Edit Agent” to modify agent information.

Agent List (Add Agent)			
Agent ID	Name	Edit	Delete
700	Supervisor	Edit	Delete
701	Operator 01	Edit	Delete
702	Operator 02	Edit	Delete
703	Operator 03	Edit	Delete
704	Operator 04	Edit	Delete

2. Fill in the “Agent ID” (numbers only), “Password” (numbers only) and “Name”

Edit Agent

Agent ID:

Password:

Name:

All Queue Priority[?]

<input checked="" type="checkbox"/>	hotline_cn (Hotline Putonghua)	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	hotline_hk (Hotline Cantonese)	<input type="text" value="1"/>

3. Check on the appropriate Queue for the agent

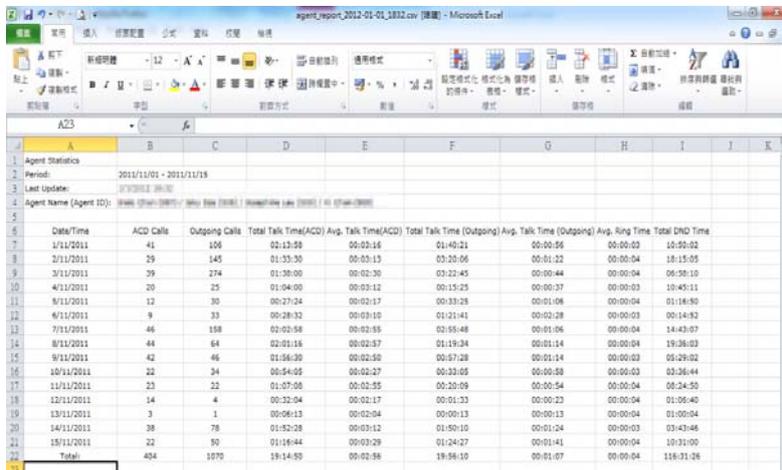
4. Fill in the queue priority for the agent, the lower the value, the higher the priority.

5. Click “Submit”



Agent Statistics

Agent Statistics(Summary (Sort by Date) Summary (Sort by Agent) Details) <<Export to File>>								
Period: 2011/11/01 - 2011/11/15								
Agent Name (Agent ID):								
Date/Time	ACD Calls	Outgoing Calls	Total Talk Time(ACD)	Avg. Talk Time(ACD)	Total Talk Time (Outgoing)	Avg. Talk Time (Outgoing)	Avg. Ring Time	Total DND Time
01/11/2011	41	106	02:13:58	00:03:16	01:40:21	00:00:56	00:00:03	10:50:02
02/11/2011	29	145	01:33:30	00:03:13	03:20:06	00:01:22	00:00:04	18:15:05
03/11/2011	39	274	01:38:00	00:02:30	03:22:45	00:00:44	00:00:04	06:58:10
04/11/2011	20	25	01:04:00	00:03:12	00:15:25	00:00:37	00:00:03	10:45:11
05/11/2011	12	30	00:27:24	00:02:17	00:33:25	00:01:06	00:00:04	01:16:50
06/11/2011	9	33	00:28:32	00:03:10	01:21:41	00:02:28	00:00:03	00:14:52
07/11/2011	46	158	02:02:58	00:02:55	02:55:48	00:01:06	00:00:04	14:43:07
08/11/2011	44	64	02:01:16	00:02:57	01:19:34	00:01:14	00:00:04	19:36:03
09/11/2011	42	46	01:56:30	00:02:50	00:57:28	00:01:14	00:00:03	05:29:02
10/11/2011	22	34	00:54:05	00:02:27	00:33:05	00:00:58	00:00:03	03:36:44
11/11/2011	23	22	01:07:08	00:02:55	00:20:09	00:00:54	00:00:04	08:24:50
12/11/2011	14	4	00:32:04	00:02:17	00:01:33	00:00:23	00:00:04	01:06:40
13/11/2011	3	1	00:06:13	00:02:04	00:00:13	00:00:13	00:00:04	01:00:04
14/11/2011	38	78	01:52:28	00:03:12	01:50:10	00:01:24	00:00:03	03:43:46
15/11/2011	22	50	01:16:44	00:03:29	01:24:27	00:01:41	00:00:04	10:31:00
Total	404	1070	19:14:50	00:02:56	19:56:10	00:01:07	00:00:04	116:31:26



Agent Statistics is a part of ACD Module reports. It shows each agent's performance which can be sorted by date, by hour, by agent, or even full comparison. All data can be exported to Excel compatible format.

Following information will be listed:

- ACD Calls : Number of calls handled from Automatic-Call-Distribution system
- Outgoing Calls : Number of calls dialed by agent
- Total Talk Time (ACD) : Total ACD calls talk time for the whole day
- Avg. Talk Time (ACD) : Average ACD calls talk time for each call
- Total Talk Time (Outgoing) : Total outgoing calls talk time for the whole day
- Avg. Talk Time (Outgoing) : Average outgoing calls talk time for each call
- Average Ring Time : Average time for each call to be routed to an agent
- Total DND Time : Total Do-Not-Disturb ON time for the agents (support Snom phones only)



Agent Statistics (Cont')

Statistics by date / by hour



1. Select the agents to be counted in the statistics
2. Select a period for the statistics
3. If a period of time need to be specified (e.g. 8:30 AM to 6:30 PM), please select in “Time” field, this is an optional field
4. Select “Summary (Sort by Date)” and click “Search”
5. Click on any row within “Date/Time” column to breakdown into by hour format
6. Click on “Export to File” to export data to Excel compatible format

Agent Statistics(Summary (Sort by Date) Summary (Sort by Agent) Details) <<Export to File>>								
Period: 2011/11/01 - 2011/11/15								
Agent Name (Agent ID):								
Date/Time	ACD Calls	Outgoing Calls	Total Talk Time(ACD)	Avg. Talk Time(ACD)	Total Talk Time (Outgoing)	Avg. Talk Time (Outgoing)	Avg. Ring Time	Total DND Time
01/11/2011	41	106	02:13:58	00:03:16	01:40:21	00:00:56	00:00:03	10:50:02
02/11/2011	29	145	01:33:30	00:03:13	03:20:06	00:01:22	00:00:04	18:15:05
03/11/2011	39	274	01:38:00	00:02:30	03:22:45	00:00:44	00:00:04	06:58:10
04/11/2011	20	25	01:04:00	00:03:12	00:15:25	00:00:37	00:00:03	10:45:11
05/11/2011	12	30	00:27:24	00:02:17	00:33:25	00:01:06	00:00:04	01:16:50
06/11/2011	9	33	00:28:32	00:03:10	01:21:41	00:02:28	00:00:03	00:14:52
07/11/2011	46	158	02:02:58	00:02:55	02:55:48	00:01:06	00:00:04	14:43:07
08/11/2011	44	64	02:01:16	00:02:57	01:19:34	00:01:14	00:00:04	19:36:03
09/11/2011	42	46	01:56:30	00:02:50	00:57:28	00:01:14	00:00:03	05:29:02
10/11/2011	22	34	00:54:05	00:02:27	00:33:05	00:00:58	00:00:03	03:36:44
11/11/2011	23	22	01:07:08	00:02:55	00:20:09	00:00:54	00:00:04	08:24:50
12/11/2011	14	4	00:32:04	00:02:17	00:01:33	00:00:23	00:00:04	01:06:40
13/11/2011	3	1	00:06:13	00:02:04	00:00:13	00:00:13	00:00:04	01:00:04
14/11/2011	38	78	01:52:28	00:03:12	01:50:10	00:01:24	00:00:03	03:43:46
15/11/2011	22	50	01:16:44	00:03:29	01:24:27	00:01:41	00:00:04	10:31:00
Total	404	1070	19:14:50	00:02:56	19:56:10	00:01:07	00:00:04	116:31:26



Agent Statistics (Cont')

Statistics by agent

1. Select the agents to be counted in the statistics
2. Select a period for the statistics
3. If a period of time need to be specified (e.g. 8:30 AM to 6:30 PM), please select in “Time” field, this is an optional field
4. Select “Summary (Sort by Agent)” and click “Search”
5. Click on “Export to File” to export data to Excel compatible format

Agent Statistics(Summary (Sort by Date) Summary (Sort by Agent) Details) <<Export to File>>									
Period:		2011/11/01 - 2011/11/01							
Agent Name (Agent ID)	ACD Calls	Outgoing Calls	Total On-Duty Hour	Total Talk Time(ACD)	Avg. Talk Time(ACD)	Total Talk Time (Outgoing)	Avg. Talk Time (Outgoing)	Avg. Ring Time	Total DND Time
John Chan (1001)	3	0	24:00:00	00:06:31	00:02:10	00:00:00	00:00:00	00:00:04	07:12:11
John Chan (1002)	14	4	24:00:00	00:32:05	00:02:17	00:05:04	00:01:16	00:00:03	01:13:15
John Chan (1003)	12	45	24:00:00	00:42:59	00:03:34	00:45:58	00:01:01	00:00:03	01:15:02
John Chan (1004)	0	0	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
John Chan (1005)	16	5	24:00:00	00:40:40	00:02:42	00:12:00	00:02:24	00:00:03	01:12:58
John Chan (1006)	0	0	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
John Chan (1007)	11	20	24:00:00	00:31:22	00:03:08	00:25:26	00:01:16	00:00:03	01:29:37
Total	56	74	168:00:00	02:33:37	00:02:50	01:28:28	00:01:11	00:00:03	12:23:03



Agent Statistics (Cont')

Full Comparison Statistics

1. Select the agents to be counted in the statistics
2. Select a period for the statistics
3. If a period of time need to be specified (e.g. 8:30 AM to 6:30 PM), please select in “Time” field, this is an optional field
4. Select “Summary (Comparison)”



5. Select the data need to be compared and click “Search”
6. Click on “Export to File” to export data to Excel compatible format

Agent Statistics(Summary (Sort by Date) Summary (Sort by Agent) Details) <<Export to File>>																				
Period: 2011/11/01 - 2011/11/15																				
Agent Name (Agent ID):																				
Date/Time / Agent Name (Agent ID):	ACD Calls				Total On-Duty Hour				Total Talk Time(ACD)				Avg. Talk Time(ACD)				Avg. Ring Time			
	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
01/11/2011	3	14	12	0	24:00:00	24:00:00	24:00:00	24:00:00	00:06:31	00:32:05	00:42:59	00:00:00	00:02:10	00:02:17	00:03:34	00:00:00	00:00:04	00:00:03	00:00:03	00:00:00
02/11/2011	10	5	6	0	24:00:00	24:00:00	24:00:00	24:00:00	00:21:00	00:28:01	00:16:11	00:00:00	00:02:06	00:05:36	00:02:41	00:00:00	00:00:03	00:00:03	00:00:03	00:00:00
03/11/2011	11	11	9	0	24:00:00	24:00:00	24:00:00	24:00:00	00:17:52	00:23:19	00:23:49	00:00:00	00:01:37	00:02:07	00:02:38	00:00:00	00:00:04	00:00:05	00:00:03	00:00:00
04/11/2011	4	4	6	0	24:00:00	24:00:00	24:00:00	24:00:00	00:07:30	00:11:41	00:10:21	00:00:00	00:01:52	00:02:55	00:01:43	00:00:00	00:00:03	00:00:04	00:00:04	00:00:00
05/11/2011	12	0	0	0	24:00:00	24:00:00	24:00:00	24:00:00	00:27:24	00:00:00	00:00:00	00:00:00	00:02:17	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00
06/11/2011	0	0	0	0	24:00:00	24:00:00	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
07/11/2011	8	15	15	0	24:00:00	24:00:00	24:00:00	24:00:00	00:26:53	00:42:12	00:39:52	00:00:00	00:03:50	00:02:48	00:02:39	00:00:00	00:00:05	00:00:03	00:00:03	00:00:00
08/11/2011	12	12	6	0	24:00:00	24:00:00	24:00:00	24:00:00	00:33:00	00:34:58	00:16:59	00:00:00	00:03:18	00:03:10	00:02:49	00:00:00	00:00:05	00:00:04	00:00:03	00:00:00
09/11/2011	11	11	9	0	24:00:00	24:00:00	24:00:00	24:00:00	00:27:53	00:18:55	00:32:42	00:00:00	00:02:32	00:01:43	00:03:38	00:00:00	00:00:03	00:00:03	00:00:03	00:00:00
10/11/2011	7	8	7	0	24:00:00	24:00:00	24:00:00	24:00:00	00:16:43	00:23:34	00:13:48	00:00:00	00:02:23	00:02:56	00:01:58	00:00:00	00:00:03	00:00:02	00:00:04	00:00:00
11/11/2011	5	8	4	0	24:00:00	24:00:00	24:00:00	24:00:00	00:20:42	00:14:26	00:13:18	00:00:00	00:04:08	00:01:48	00:03:19	00:00:00	00:00:03	00:00:04	00:00:04	00:00:00
12/11/2011	0	7	3	0	24:00:00	24:00:00	24:00:00	24:00:00	00:00:00	00:16:22	00:04:28	00:00:00	00:00:00	00:02:20	00:01:29	00:00:00	00:00:00	00:00:04	00:00:04	00:00:00
13/11/2011	3	0	0	0	24:00:00	24:00:00	24:00:00	24:00:00	00:06:13	00:00:00	00:00:00	00:00:00	00:02:04	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00
14/11/2011	11	0	12	0	24:00:00	24:00:00	24:00:00	24:00:00	00:21:58	00:00:00	00:35:15	00:00:00	00:02:11	00:00:00	00:03:12	00:00:00	00:00:04	00:00:00	00:00:03	00:00:00
15/11/2011	6	7	5	0	24:00:00	24:00:00	24:00:00	24:00:00	00:15:30	00:24:09	00:16:50	00:00:00	00:02:35	00:03:27	00:03:22	00:00:00	00:00:05	00:00:03	00:00:04	00:00:00
Total	103	102	94	0	360:00:00	360:00:00	360:00:00	360:00:00	04:09:09	04:29:42	04:26:32	00:00:00	00:02:31	00:02:40	00:02:51	00:00:00	00:00:04	00:00:04	00:00:03	00:00:00



Queue Management

Queue List (Add Queue)					
Name	Description	Strategy	Monitoring	Edit	Delete
cs	Customer Service	Roundrobin	Yes	Edit	Delete
tech	Technical Support	Fewestcalls	Yes	Edit	Delete
sales	Sales Enquires	Roundrobin	No	Edit	Delete
general	General Enquires	Roundrobin	No	Edit	Delete

Queue Management allows administrators to create or manage queues for the ACD (Automatic Call Distribution) system.

Add / Edit Queue

1. Click the link “Add Queue” for adding new agent or “Edit Queue” to modify queue information.
2. Fill in the information:

Edit Queue

Name:

Description:

Strategy:

Time-Out:

Max. Caller:

Wrapup Time:

Report Hold Time:

Monitoring:

Periodic Announcement Frequency: Secs

Periodic Announcement Sound:

In-queue Dialplan/IVR:

Announce Frequency [?]:

Announce Hold Time [?]: Yes Once No

<input type="checkbox"/> All	Agent	Priority[?]
<input checked="" type="checkbox"/>	Agent/201 (Peter Chan)	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	Agent/202 (John Lee)	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	Agent/203 (Mary Wong)	<input type="text" value="2"/>

Name : Queue Name

Description : Queue Description

Strategy : Sets the ringing strategy for the queue

- RingAll – Ring All available Agents until one answers
- RoundRobin – Take turns ringing each available Agent
- LeastRecent – Ring the Agent which was least recently called
- Fewest Calls – Ring the Agent with the fewest completed calls
- Random – Ring a random agent

Time-Out : The time in seconds that an Agent’s phone rings before the next Agent is rung

Max. Caller : The maximum number of callers hold in queue

- Wrapup Time : The time in seconds that an Agent remains free before another call is sent to them
- Report Hold Time : Report to the Agent the hold time of the caller, before the caller is connected to the Agent (minimum 2 minutes)
- Monitoring : If enabled, all conversations in this queue will be recorded
- Periodic Announcement
- Frequency : The time between two periodic announcements (in second)
- Periodic Announcement
- Sound : Voice to be played for periodic announcements
- Announce Frequency : Enable Position Announcement if value is larger than 0; Entered value also represents how often the system announce the position to caller.
- Announce Hold Time : If enabled, Include estimated hold time in position announcement. Effective only if announce frequency is set larger than 0

3. Select the appropriate Agent for this queue
4. Fill in the queue priority for the agent, the lower the value, the higher the priority.
5. Click "Submit"



Queue Statistics

Queue Statistics

Queue: All

Description: *Customer Care* *Marketing*

Report Type: 15 Minutes 30 Minutes 60 Minutes Daily Day of Week Monthly

Service Level[?]:

Date: From: 1 Jan 2012 - To: 1 Jan 2012

Time: (Optional) From: : AM PM To: : AM PM

Search Export

Queue Statistics is a part of ACD Module Report. It shows the statistics for each queue, raw data can also be exported.

Retrieving Queue Statistics

1. Choose the queue(s) to be included in the statistics (can be more than one)
2. Select the report type
 - 15 / 30 /60 Minutes : Statistic breakdown for every 15 minutes
 - 30 Minutes : Statistic breakdown for every 30 minutes
 - 60 Minutes : Hourly statistics report
 - Daily : Daily statistics report
 - Day of Week : Day of Week statistics report (in Mon / Tue / Wed / Thu / Fri / Sat / Sun)
 - Monthly : Monthly statistics report
3. Input the Service Level (in second), if a call is answered within the time specified, the call will be counted as within service level
4. Select the Period of Report
5. Optionally select the Time period for the report (e.g. 8:30AM to 6:30PM)
6. Following information will be shown:
 - ACD Calls : Number of calls handled from Automatic-Call-Distribution system
 - Avg. Hold Time : Average hold (in queue) time for each call
 - Abandon Call : Number of abandon call (hanged up calls before an gent answered)
 - Short Abandon Call : Number of short abandon call (unanswered calls that hanged up within 5 seconds)
 - Timeout Call : Number of calls that in queue longer than maximum allowed in queue time
 - Answered Call : Number of calls answered by agent
 - Within Service Level : Number of calls within service level
 - Requeued : Number of calls that left the queue and re-entered (applies to IVR routed queues)
 - Average Talk Time : Average talk time for each call
 - Average Abandon Time : Average time for each abandoned calls to hold in queue before hang-up

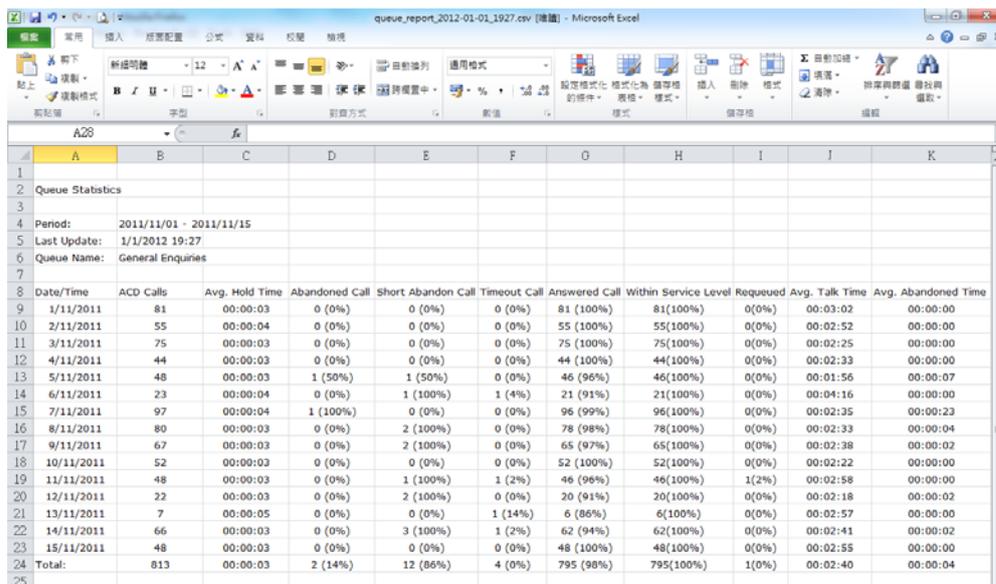
Queue Statistics <<Export to File>>

Period: 2011/11/01 - 2011/11/15

Queue Name: General Enquiries

Date/Time	ACD Calls (Details) ()	Avg. Hold Time	Abandoned Call (?) (Details)	Short Abandon Call (?) (Details)	Timeout Call (Details)	Answered Call (Details)	Within Service Level (Details)	Requeued	Avg. Talk Time	Avg. Abandoned Time
2011/11/01	81	00:00:03	0 (0%)	0 (0%)	0 (0%)	81 (100%)	81 (100%)	0 (0%)	00:03:02	00:00:00
2011/11/02	55	00:00:04	0 (0%)	0 (0%)	0 (0%)	55 (100%)	55 (100%)	0 (0%)	00:02:52	00:00:00
2011/11/03	75	00:00:03	0 (0%)	0 (0%)	0 (0%)	75 (100%)	75 (100%)	0 (0%)	00:02:25	00:00:00
2011/11/04	44	00:00:03	0 (0%)	0 (0%)	0 (0%)	44 (100%)	44 (100%)	0 (0%)	00:02:33	00:00:00
2011/11/05	48	00:00:03	1 (50%)	1 (50%)	0 (0%)	46 (96%)	46 (100%)	0 (0%)	00:01:56	00:00:07
2011/11/06	23	00:00:04	0 (0%)	1 (100%)	1 (4%)	21 (91%)	21 (100%)	0 (0%)	00:04:16	00:00:00
2011/11/07	97	00:00:04	1 (100%)	0 (0%)	0 (0%)	96 (99%)	96 (100%)	0 (0%)	00:02:35	00:00:23
2011/11/08	80	00:00:03	0 (0%)	2 (100%)	0 (0%)	78 (98%)	78 (100%)	0 (0%)	00:02:33	00:00:04
2011/11/09	67	00:00:03	0 (0%)	2 (100%)	0 (0%)	65 (97%)	65 (100%)	0 (0%)	00:02:38	00:00:02
2011/11/10	52	00:00:03	0 (0%)	0 (0%)	0 (0%)	52 (100%)	52 (100%)	0 (0%)	00:02:22	00:00:00
2011/11/11	48	00:00:03	0 (0%)	1 (100%)	1 (2%)	46 (96%)	46 (100%)	1 (2%)	00:02:58	00:00:00
2011/11/12	22	00:00:03	0 (0%)	2 (100%)	0 (0%)	20 (91%)	20 (100%)	0 (0%)	00:02:18	00:00:02
2011/11/13	7	00:00:05	0 (0%)	0 (0%)	1 (14%)	6 (86%)	6 (100%)	0 (0%)	00:02:57	00:00:00
2011/11/14	66	00:00:03	0 (0%)	3 (100%)	1 (2%)	62 (94%)	62 (100%)	0 (0%)	00:02:41	00:00:02
2011/11/15	48	00:00:03	0 (0%)	0 (0%)	0 (0%)	48 (100%)	48 (100%)	0 (0%)	00:02:55	00:00:00
Total	813	00:00:03	2 (14%)	12 (86%)	4 (0%)	795 (98%)	795 (100%)	1 (0%)	00:02:40	00:00:04

- Press “Export to File” (located on top of the table) to export the data in Excel compatible format (CSV format)



The screenshot shows a Microsoft Excel spreadsheet with the following data:

Date/Time	ACD Calls	Avg. Hold Time	Abandoned Call	Short Abandon Call	Timeout Call	Answered Call	Within Service Level	Requeued	Avg. Talk Time	Avg. Abandoned Time
1/11/2011	81	00:00:03	0 (0%)	0 (0%)	0 (0%)	81 (100%)	81(100%)	0(0%)	00:03:02	00:00:00
2/11/2011	55	00:00:04	0 (0%)	0 (0%)	0 (0%)	55 (100%)	55(100%)	0(0%)	00:02:52	00:00:00
3/11/2011	75	00:00:03	0 (0%)	0 (0%)	0 (0%)	75 (100%)	75(100%)	0(0%)	00:02:25	00:00:00
4/11/2011	44	00:00:03	0 (0%)	0 (0%)	0 (0%)	44 (100%)	44(100%)	0(0%)	00:02:33	00:00:00
5/11/2011	48	00:00:03	1 (50%)	1 (50%)	0 (0%)	46 (96%)	46(100%)	0(0%)	00:01:56	00:00:07
6/11/2011	23	00:00:04	0 (0%)	1 (100%)	1 (4%)	21 (91%)	21(100%)	0(0%)	00:04:16	00:00:00
7/11/2011	97	00:00:04	1 (100%)	0 (0%)	0 (0%)	96 (99%)	96(100%)	0(0%)	00:02:35	00:00:23
8/11/2011	80	00:00:03	0 (0%)	2 (100%)	0 (0%)	78 (98%)	78(100%)	0(0%)	00:02:33	00:00:04
9/11/2011	67	00:00:03	0 (0%)	2 (100%)	0 (0%)	65 (97%)	65(100%)	0(0%)	00:02:38	00:00:02
10/11/2011	52	00:00:03	0 (0%)	0 (0%)	0 (0%)	52 (100%)	52(100%)	0(0%)	00:02:22	00:00:00
11/11/2011	48	00:00:03	0 (0%)	1 (100%)	1 (2%)	46 (96%)	46(100%)	1(2%)	00:02:58	00:00:00
12/11/2011	22	00:00:03	0 (0%)	2 (100%)	0 (0%)	20 (91%)	20(100%)	0(0%)	00:02:18	00:00:02
13/11/2011	7	00:00:05	0 (0%)	0 (0%)	1 (14%)	6 (86%)	6(100%)	0(0%)	00:02:57	00:00:00
14/11/2011	66	00:00:03	0 (0%)	3 (100%)	1 (2%)	62 (94%)	62(100%)	0(0%)	00:02:41	00:00:02
15/11/2011	48	00:00:03	0 (0%)	0 (0%)	0 (0%)	48 (100%)	48(100%)	0(0%)	00:02:55	00:00:00
Total	813	00:00:03	2 (14%)	12 (86%)	4 (0%)	795 (98%)	795(100%)	1(0%)	00:02:40	00:00:04

Retrieving Raw Data

Queue Statistics <<Export to File>>							
Period:		2011/11/01 - 2011/11/15					
Queue Name:		General Enquiries					
Date/Time	ID	Queue	Agent	Caller	Event	Secs	
2011/11/01 11:02:40	1320116559.45097	general	NONE		Enter Queue		
2011/11/01 11:02:43	1320116559.45097	general			Connected	00:00:03	
2011/11/01 11:11:33	1320116559.45097	general			Hangup by Agent	00:08:50	
2011/11/01 11:04:58	1320116697.45099	general	NONE		Enter Queue		
2011/11/01 11:05:01	1320116697.45099	general			Connected	00:00:03	
2011/11/01 11:05:24	1320116697.45099	general			Hangup by Caller	00:00:23	
2011/11/01 11:16:40	1320117399.45118	general	NONE		Enter Queue		
2011/11/01 11:16:41	1320117399.45118	general			No Answer	00:00:01	
2011/11/01 11:16:43	1320117399.45118	general			Connected	00:00:03	
2011/11/01 11:20:05	1320117399.45118	general			Hangup by Caller	00:03:22	
2011/11/01 11:26:16	1320117974.45133	general	NONE		Enter Queue		
2011/11/01 11:26:16	1320117974.45133	general			No Answer	00:00:00	
2011/11/01 11:26:18	1320117974.45133	general			Connected	00:00:02	
2011/11/01 11:28:55	1320117974.45133	general			Hangup by Agent	00:02:37	
2011/11/01 11:33:03	1320118382.45142	general	NONE		Enter Queue		
2011/11/01 11:33:03	1320118382.45142	general			No Answer	00:00:00	
2011/11/01 11:33:09	1320118382.45142	general			Connected	00:00:06	
2011/11/01 11:33:34	1320118382.45142	general			Hangup by Caller	00:00:25	

1. When call statistics is shown, click on “Details” (located under each column titles)
2. Raw data will be shown
3. Press “Export to File” (located on top of the table) to export the data in Excel compatible format (CSV format)

Raw Data Information:

Date / Time : Date and Time for the event happened

ID : The unique ID for the call

Queue : Queue name for the event

Agent : Agent ID for the event (not shown when call enter the queue)

Caller : Caller-ID for the call

Event :

- Enter Queue : The Call entered the queue
- No Answer : Indicates which agent’s phone rang but no answer by the answer, or reached an agent with DND (Do-Not-Disturb) if duration is 00:00:00 or 00:00:01
- Connected : The call is answered by an agent
- Abandon : The call is abandoned
- Timeout : The call had been hold for maximum allowed in queue time
- Hangup by Agent : The call is hanged up by agent
- Hangup by Caller : The call is hanged up by the caller

Secs : Duration for the event (in second)



Queue Voice Logs

Voice Logs						
(1) 2 3 4 ... 49 >						
Date	Queue Description	Agent	CallerID	Destination	Duration	Play
2012-01-01 19:32:58	General Inquiries	Islyi Sun (700)	9	700	00:00:26	Play
2012-01-01 16:17:20	General Inquiries	Islyi Sun (700)	51752134	700	00:02:42	Play
2011-12-31 19:00:51	General Inquiries	Lippy Han (702)	9288824	700	00:05:30	Play
2011-12-31 18:49:38	General Inquiries	W Chan (700)	26733367	713	00:03:06	Play
2011-12-31 18:42:00	General Inquiries	W Chan (700)	9288824	713	00:00:38	Play
2011-12-31 15:19:11	General Inquiries	Lippy Han (700)	62483145	700	00:00:12	Play
2011-12-31 13:08:40	General Inquiries	Lippy Han (700)	9	700	00:02:28	Play
2011-12-31 12:46:02	General Inquiries	W Chan (700)	67209617	713	00:01:10	Play
2011-12-31 11:36:38	General Inquiries	W Chan (700)	44588937	713	00:06:18	Play
2011-12-30 20:40:10	General Inquiries	Lippy Han (700)	3487622	700	00:03:21	Play
2011-12-30 20:21:07	General Inquiries	Lippy Han (700)	62807833	700	00:01:46	Play
2011-12-30 17:58:14	General Inquiries	W Chan (700)	23610809	713	00:00:45	Play
2011-12-30 16:53:19	General Inquiries	Lippy Han (700)	9	700	00:01:02	Play
2011-12-30 16:34:04	General Inquiries	Islyi Sun (700)	34956202	700	00:02:05	Play
2011-12-30 16:30:06	General Inquiries	Peggy Cheng (701)	68488137	707	00:03:02	Play
2011-12-30 16:13:15	General Inquiries	W Chan (700)	34408178	713	00:02:59	Play
2011-12-30 15:40:27	General Inquiries	Lippy Han (700)	27999736	700	00:09:19	Play
2011-12-30 15:09:46	General Inquiries	Islyi Sun (700)	35203494	700	00:16:43	Play
2011-12-30 14:22:43	General Inquiries	Peggy Cheng (701)	23422809	707	00:11:12	Play
2011-12-30 13:57:44	General Inquiries	W Chan (700)	23833112	713	00:03:45	Play

When a Queue have been setup with Call Monitoring enabled (within the Queue Management module), all voice conversation within ACD calls will be recorded, and the voice logs can be retrieved by Queue Voice Logs module.

Retrieving Queue Voice Log

1. Choose the appropriate Queue / Agent and period for Voice Logs search
2. Optionally input CallerID (called from), duration (conversation duration) and period of voice logs.
(Note: if no search criteria, system will show all call history)

Search Voice Logs

Queue Description:

Agent: All
 Operator 01 (701)
 Operator 02 (702)
 Operator 03 (703)
 Operator 04 (704)
 Supervisor (700)

CallerID:

Duration > (seconds):

Date: From: 1 Jan 2012 - To: 1 Jan 2012

3. The table shows the call details:

Date : Date and Time for the call made, in the format of YYYY-MM-DD HH:MM:SS

Queue Description : Queue for the voice logged

Agent : Agent name handled this call

Caller-ID : Telephone number called into the queue

Destination (Channel) : Extension that answered a call (if XXX -> YYY shown, it means the call is transferred from extension XXX to extension YYY)

Duration : Total talk time for the call (excluding Ringing time)

4. Click on “Play” to play the Voice Log directly or save into computer.