

IP PBX

Automatic Call Distributions (ACD) Module

Administrator's Manual



Table of Contents

ACD Agent Status	P. 2
ACD Wall Board	P. 3
Agent Activities Log	P. 4
Agent Login / Logout	P. 5
Agent Management	P. 6
Agent Statistics	P. 7-10
Descriptions	P. 7
Statistics by date / by hour	P. 8
Statistics by agent	P. 9
Full Comparison Statistics	P. 10
Queue Management	P. 11-12
Queue Statistics	P. 13-15
Retrieving Queue Statistics	P. 13-14
Retrieving Raw Data	P. 15
Queue Voice Logs	P. 16



ACD Agent Status

Agent S	tatus				
On Phon	e				
			No Agents		
Ringing					
			No Agents		
On Hold					
			No Agents		
Busy					
			No Agents		
dle					
	Agent, DIS (DAY 124)			Agent 210 (Rey Wong)	
	Idle Time: 2 mins 4 sec			Idle Time: 45 mins 50 sec	
Offline					
2	Rend COI (Thomas Leang) Extension: Office	Extension Office	-	Agent (20) (Les 16) Extension: Office	Agent film (Area Tau)
-	Exercision on the		-	Extension. Online	CARISON ONNE
8	Extension: Offline	Extension: Offline	- 8	Extension: Offline	Extension: Offline
	Agent ITT-LODY (BMI)	🚊 Agent 212 (100 Ka	- 😠	Agent 285 (Paggs Chang)	Appent to a growt they

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

Status	Display	Descriptions	
On Phone	Agent: Extension: Number: Call Direction: Outgoing Duration: 11 sec	Agent Extension Number Call Direction Duration	 : Agent ID and Agent Name : Extension Number used by agent : Caller-ID or Called Number : Indicates Incoming / Outgoing Call : Duration of the call (in second)
Ringing	Agent: Agent: Extension: Call Direction: Outgoing Ringing	Agent: Extension: Agent: Agent: Call Direction: Outgoing Duration: 11 sec Agent Agent: Call Direction: Outgoing Ringing Agent: Call Direction: Outgoing Call Direction: Outgoing Agent: Call Direction: Outgoing Ringing Agent: Call Direction: Call Direction: Call Direction: Duration: 16 sec	
On Hold	Agent: Agent: Extension: Extension: Number: Call Direction: Outgoing Duration: 16 sec	Agent: Agent ID and Agent NameAgent: ExtensionExtension:: ExtensionNumber:: Caller-ID or Called NumberCall Direction: Outgoing Duration: 11 sec: Indicates Incoming / Outgoing Call Duration : Duration of the call (in second)Agent:: Outgoing Call Direction: Outgoing RingingAgent:: AgentAgent:: Agent: Agent:: Caller-ID or Called Number: Call Direction: Outgoing Ringing: Agent: Agent:: Outgoing Call Direction:: Agent:: Outgoing Duration:: Agent:: Agent: Agent:: Outgoing Duration:: A	
Busy	Agent: Extension: Extension: Duration:	Agent Extension Duration	: Agent ID and Agent Name : Extension Number used by agent : Duration of Busy/DND time (in second)
Idle	Agent: Ag	Agent Extension Idle Time	: Agent ID and Agent Name : Extension Number used by agent : Idle time (in second)
Offline	Agent: Here Hare Extension: Offline	Agent Extension	: Agent ID and Agent Name : Indicates Extension Status



ACD Wall Board

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

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 C List	
Queue Description:		
	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 Sur	nmary								
Queue	Agent	Busy	Idle	On Phone	Answered	Abandoned Call	Timeout Call	Waiting	Max. Waiting Time
hest5	1	0	1	0	0	0	0	0	00:00:00
Test2	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: 2011-1	2-31 To: 2011-12-31	La constante de	
Agent:	b •		
	Search Export		
Date/Time	Event	Duration	Completed By
2011-12-31 12:56:55	Login <	1.42	990) 1990
2011-12-31 12:56:55	Dialed <*81>	00:00:05	-
2011-12-31 12:59:30	Answered Call <	00:03:17	AGENT
2011-12-31 14:56:47	Answered Call <	00:04:36	AGENT
2011-12-31 16:30:56	DND On	-	294) 1
2011-12-31 16:41:56	DND Off	-	-
2011-12-31 17:55:40	DND On	0.73	
2011-12-31 18:50:18	DND Off	-	-
2011-12-31 18:55:18	Answered Call <	00:00:26	
2011-12-31 21:00:06	Logout < >	12	12

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 hanged up by Agent or Caller (for Answered Calls only)

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	F5		+ (*	j	£.			
1	A			B		С		D
1	Date/"Time"		Event		D	uration	Complet	ed By
2	1/1/2012 10	5:48	Dialed <	1403000	>	00:00:16		
3	1/1/2012 16	5:54	Dialed <	14/14/100	>	00:00:05		20
4	1/1/2012 16	6:54	Dialed <	1404000	>	00:00:02		-
5	1/1/2012 16	5:56	Dialed <	14/10/00	>	00:00:21		-
6	1/1/2012 16	5:58	DNE	On-		1.7		
7	1/1/2012 17	7:00	DND	Off-		122		
8	1/1/2012 17	7:28	Logout	t <108>		-		-





Agent List			
Agent ID	Name	Login	Logout
700	Supervisor	Choose an extension 👻 Login	
701	Operator 01		Logged in from
702	Operator 02		Logged in from
703	Operator 03	Choose an extension 👻 Login	
704	Operator 04	Choose an extension 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 List (Add Ager	nt)		
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

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

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

Edit Age	ent			
Agent ID	:	701		
Passwore	d :	107		
Name :		Operator 01		
			Submit	Cancel
All	Queue		Priority	/[?]
V	hotline_cn (H	otline Putonghua)	1	
V	hotline_hk (H	otline Cantonese)	1	
			Submit	Cancel

- 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

_	iscies(30			semmary (sorre		Details) SSE	xport to Pill						
Period:			2011/1	1/01 - 2011/11/15									
Agent Name	(Agent I	D):	Auto-D	has (1977) I him for	(100) F.Am	ophine Loss (DPR)	All the p	-					
Date/Time	ACD Calls	Outgoing Calls	Total Talk Time(ACD)	Avg. Tall Time(AC	k D) (Total Talk Time (Outgoing)	Avg. (Out	Talk Time going)	,	Avg. Ri Time	ng	Total D Time	ND
01/11/2011	41	106	02:13:58	00:03:1	6 (01:40:21	00:0	0:56		00:00:	03	10:50:	02
02/11/2011	29	145	01:33:30	00:03:1	3 (03:20:06	00:0	1:22		00:00:	04	18:15:	05
03/11/2011	39	274	01:38:00	00:02:3	0 0	03:22:45	00:0	0:44		00:00:	04	06:58:	10
04/11/2011	20	25	01:04:00	00:03:1	2 (00:15:25	00:0	0:37		00:00:	03	10:45:	11
05/11/2011	12	30	00:27:24	00:02:1	7 (00.22.25	0010	1:06		00:00:	0.4	01:16:	50
00/11/2011	16	30	00:27:24	00.02.1	· · ·	00.33.23	00.0	2.20		00.00.	0.7	001110.	50
J6/11/2011	9	33	00:28:32	00:03:10	0 (01:21:41	00:0	2:28		00:00:	03	00:14:	52
07/11/2011	46	158	02:02:58	00:02:5	5 (02:55:48	00:0	1:06		00:00:	04	14:43:	07
08/11/2011	44	64	02:01:16	00:02:5	7 (01:19:34	00:0	1:14		00:00:	04	19:36:	03
09/11/2011	42	46	01:56:30	00:02:5	0 0	00:57:28	00:0	1:14		00:00:	03	05:29:	02
10/11/2011	22	34	00:54:05	00:02:2	7 (00:33:05	00:0	0:58		00:00:	03	03:36:	44
11/11/2011	23	22	01:07:08	00:02:5	5 (00:20:09	00:0	0:54		00:00:	04	08:24:	50
12/11/2011	14	4	00:32:04	00:02:1	7 (00:01:33	00:0	0:23		00:00:	04	01:06:	40
13/11/2011	3	1	00:06:13	00:02:0	4 (00:00:13	00:0	0:13		00:00:	04	01:00:	04
14/11/2011	38	78	01:52:28	00:03:1	2 (01:50:10	00:0	1:24		00:00:	03	03:43:	46
15/11/2011	22	50	01:16:44	00:03:2	- ·	11-24-27	0010	1.41		00:00:	04	10:21:	00
10/11/2011		30	01.10.44	00.03.2	, ,	01.24.27	00.0	1.91		00.00.		10.51.	
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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

Agent Statis	tics
Agent:	All Questator 01 (701) Operator 02 (702) Questator 03 (703) Questator 04 (704) Supervisor (700)
Date:	From: 1 • Jan • 2011 • -To: 31 • Dec • 2011 •
Time:	From: • : • • AM © PM
(optional)	To: • : • © AM @ PM
	Summary (Sort by Date) Summary (Sort by Agent) Comparison
	Search Export

- 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

Т													
	Agent Statistics(Summary (Sort by Date) Summary (Sort by Agent) Details) < <export file="" to="">></export>												
	Period:			2011/11/01 - 20	11/11/15								
	Agent Name	(Agent ID):	Indu-Data (1975)	Thing Soc (1996) T.A.	orgifilm Law (101) / 10-13	wei (1919)						
	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				
I	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 Statisti	cs(Sum	mary (Sort I	by Date) Sumi	mary (Sort by Ag	gent) Details)	< <export file<="" th="" to=""><th>>></th><th></th><th></th></export>	>>		
Period:			2011/11/01 - 2	011/11/01					
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
tons chan (867)	3	0	24:00:00	00:06:31	00:02:10	00:00:00	00:00:00	00:00:04	07:12:11
Dilky Spin (1996)	14	4	24:00:00	00:32:05	00:02:17	00:05:04	00:01:16	00:00:03	01:13:15
to then (900)	12	45	24:00:00	00:42:59	00:03:34	00:45:58	00:01:01	00:00:03	01:15:02
Les Ye (000)	0	0	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
DEDN PAIN (MARK)	16	5	24:00:00	00:40:40	00:02:42	00:12:00	00:02:24	00:00:03	01:12:58
Nay Mong	0	0	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
THE KING (HIG)	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 Stati	stics	(Sun	mar	y (Sc	rt by Date)	Summar	y (Sort by)	Agent) De	etails) <<	Export to	File>>									
Period:							2011/11/	/01 - 2011/1	1/15											
Agent Name	(Age	nt ID)					Indu Dat	1003,104	Sec (201).	R Own (P	NJ, Iso No									
Date/Time / Agent	ACD Calls			Total On-Duty Hour				Total Talk Time(ACD) Avg.			Avg. Talk	Avg. Talk Time(ACD)			Avg. Ring Time					
(Agent ID):	007	008	008	80.3	1000	000	-008	003	007	004	800	005	007	000	100	000	-000	004	008	000
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 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:	CS						
	Description :	Customer Service						
	Strategy :	Roundrobin -						
	Time-Out :	0						
	Max. Caller :	0						
	Wrapup Time :	0						
	Report Hold Time :							
	Monitoring :							
	Periodic Announcement Frequcency :	0 Secs						
	Periodic Announcement Sound :			•				
	In-queue Dialplan/IVR :		30					
	Announce Held Time [2] :	30						
	Amouce nou nine [:].	© res ♥ Once ○ No		Submit Cance				
	All Agent		Priori	ity[?]				
	Agent/201 (Peter Chan	1)	1					
	Agent/202 (John Lee)		1					
	Agent/203 (Mary Won	g)	2					
				Submit Cance				
me scription ategy	: Queue Name : Queue Descriptior : Sets the ringing str - RingAll – Ring	n rategy for the qu All available As	eue gents u	ntil one an				
	- RoundRobin – '	Take turns ringir	ng each	n available				
	- LeastRecent – Ring the Agent which was least recently called							
	- Fewest Calls –	Ring the Agent v	with th	e fewest co				
	- Random – Ring	g a random agent						
ıt	: The time in second	ds that an Agent'	s phor	ne rings bef				
ller	: The maximum nur	mber of callers h	old 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 Announcemen	nt
Frequency	: The time between two periodic announcements (in second)
Periodic Announcemer	nt
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
	and for this more

- 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 Description:	V AII										
Report Type:	© 15 © Mo	© 15 Minutes © 30 Minutes © 60 Minutes ® Daily © Day of Week © Monthly									
Service Level[?]:	180										
Service Level[?]: Date:	180 From:	1 🔻	Jan	▼ 2012		1 •	- Jan -	· 2012 •]		
Service Level[?]: Date: Time:	180 From: From:	1 • •	Jan]:	2012▼	 + - To: I ◎ PM 	1 .	Jan 🖣	2012 🗸]		

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 Stat	tistics <	<export f<="" th="" to=""><th>ile>></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></export>	ile>>							
Period:				2011/11/01 -	2011/11/15	ō				
Queue Name	e:			General Enqu	iries					
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

7. Press "Export to File" (located on top of the table) to export the data in Excel compatible format (CSV

format)

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2	Queue Statist	ics										-11
3	Designed	2011/11/01	011/11/15									- 11
9	Period: Last Update:	1/1/2012 10:2	7									- 11
6	Oueue Name:	General Enquiri	e c									-11
7												
8	Date/Time	ACD Calls	Avg. Hold Time	Abandoned Call	Short Abandon	Call Timeout Call	Answered Call	Within Service Lev	el Requeued	Avg. Talk Time	Avg. Abandoned Tim	e
9	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	
10	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	
11	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	
12	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	
13	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	
14	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	- 11
15	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	- 11
16	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	- 1
17	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	- 11
18	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
19	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	-11
20	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	- 11
21	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	-11
22	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	-11
23	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	-11
24	Total:	813	00:00:03	2 (14%)	12 (86%)	4 (0%)	795 (98%)	795(100%)	1(0%)	00:02:40	00:00:04	-11



Retrieving Raw Data

Period: Queue Name: Date/Time I 2011/11/01 11:02:40 1	2011/11/0 General E D)1 - 2011/11 nquiries Queue	/15			
Queue Name: Date/Time 2011/11/01 11:02:40	General E D	nquiries Queue				
Date/Time II 2011/11/01 11:02:40 1	D	Queue				
2011/11/01 11:02:40 1	220116550 45007		Agent	Caller	Event	Secs
	1320110335.43097	general	NONE	101013-0015	Enter Queue	
2011/11/01 11:02:43 1	320116559.45097	general	46.0		Connected	00:00:03
2011/11/01 11:11:33 1	1320116559.45097	general	88.51		Hangup by Agent	00:08:50
2011/11/01 11:04:58 1	1320116697.45099	general	NONE	10022102200	Enter Queue	
2011/11/01 11:05:01 1	1320116697.45099	general	1000		Connected	00:00:03
2011/11/01 11:05:24 1	1320116697.45099	general	10.01		Hangup by Caller	00:00:23
2011/11/01 11:16:40 1	1320117399.45118	general	NONE	1988-020723	Enter Queue	
2011/11/01 11:16:41	1320117399.45118	general	154		No Answer	00:00:01
2011/11/01 11:16:43 1	1320117399.45118	general	0000		Connected	00:00:03
2011/11/01 11:20:05 1	1320117399.45118	general	10070		Hangup by Caller	00:03:22
2011/11/01 11:26:16 1	1320117974.45133	general	NONE	967617853	Enter Queue	
2011/11/01 11:26:16 1	1320117974.45133	general	1014		No Answer	00:00:00
2011/11/01 11:26:18 1	1320117974.45133	general	1000		Connected	00:00:02
2011/11/01 11:28:55 1	1320117974.45133	general	10.01		Hangup by Agent	00:02:37
2011/11/01 11:33:03 1	1320118382.45142	general	NONE	196746174853	Enter Queue	
2011/11/01 11:33:03 1	1320118382.45142	general	1014		No Answer	00:00:00
2011/11/01 11:33:09 1	1320118382.45142	general	813		Connected	00:00:06
2011/11/01 11:33:34 1	320118382.45142	general	1013		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	: Que	: Queue name for the event					
Agent	: Agent ID for the event (not shown when call enter the queue)						
Caller	: Call	ler-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 <u>e</u>
				Voice I	Records: 0 - 20	972 Total
Date	Queue Description	Agent	CallerID	Destination	Duration	Play
2012-01-01 19:32:58	General Breaktion	taky Soc-20062		266	00:00:26	Play
2012-01-01 16:17:20	General/Engaintes	164u See (2016)	51752334	798	00:02:42	Play
2011-12-31 19:00:51	Canal Strategy and	Lappy Mail (100)	10044024	708	00:05:30	Play
2011-12-31 18:49:38	Control Englands	ro chae-(mm)	36793367	.719	00:03:06	Play
2011-12-31 18:42:00	General Breakton	Mi-Charr-(1998)-	10844874	315	00:00:38	Play
2011-12-31 15:19:11	General Engineers	Kerry Her-2008	43493345	798	00:00:12	Play
2011-12-31 13:08:40	Canadran Shaparansi	Loppy #84-0100		706	00:02:28	Play
2011-12-31 12:46:02	Convictifi Englation	RECOMPOSED	67009637	1128	00:01:10	Play
2011-12-31 11:36:38	General Breakton	Ni (Than-(108))	64360137	715	00:06:18	Play
2011-12-30 20:40:10	General Engantes	Loov Net-0100	34870225	298	00:03:21	Play
2011-12-30 20:21:07	Colorad Engands	Lopy Mitching	ADDRESS 1	208	00:01:46	Play
2011-12-30 17:58:14	Cohord Engantin	Richaeldmin)	316,00809	713	00:00:45	Play
2011-12-30 16:53:19	General Broastion	Lippy Man-(2015)		798	00:01:02	Play
2011-12-30 16:34:04	General Engances	Malay Sam (1996)	34856300	266	00:02:05	Play
2011-12-30 16:30:06	Conversion Strategies and	Project Charten (2012)	GAMMELTJ.	707	00:03:02	Play
2011-12-30 16:13:15	Conscillationauros	RICOM-(RIN)	34408178	713	00:02:59	Play
2011-12-30 15:40:27	General Breaktion	Lippy Man-(110)	379995736	798	00:09:19	Play
2011-12-30 15:09:46	General Engatives	laky See (1983)	35263494	266	00:16:43	Play
2011-12-30 14:22:43	Connectificagament	Property Chartery (SLIZ)	31423809	707	00:11:12	Play
2011-12-30 13:57:44	CONCEPTION	in chen (min)	236291113	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
- Optionally input CallerID (called from), duration (conversation duration) and period of voice logs. (Note: if no search critirea, system will show all call history)

Search Voice Logs	
Queue Description:	All
Agent:	All Operator 01 (701) Operator 02 (702) Operator 03 (703) Operator 04 (704)
CallerID: Duration > (seconds) :	Supervisor (700)
Date:	From: 1 • Jan • 2012 • To: 1 • Jan • 2012 • Search

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.