Genesys Cloud - Premier Edition: VCC Solution Guide

Virtual Contact Center Draft

7/10/2015

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Genesys Virtual Contact Center Solution Guide

What is the Genesys Virtual Contact Center Solution Guide?

Welcome to the *Genesys Virtual Contact Center Solution Guide*. These topics provide an overview of Virtual Contact Center (VCC) and are intended for use by administrators, supervisors, and agents. These topics also describe the product functionality and the user interfaces (UI).

About This Solution Guide

The following topics explain the product functionality of VCC:

Getting Started with VCC

Learn how to get started using VCC:

Getting Started with VCC

About VCC

Find out information about VCC, including:

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User Accounts

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Agent Tasks
Supervisor Tasks
Administrator Tasks

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Find out information about routing, including:

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Call Recording Limitations
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About VCC

Welcome to Virtual Contact Center (VCC). This powerful Genesys solution allows you to create a fully operational basic virtual contact center in just minutes.

VCC is a combined *software as a service* (SaaS) offering that includes a full featured Interactive Voice Response (IVR) and Automatic Call Distributor (ACD):

- IVR is the hardware and software system that uses responses from a touch-tone telephone to gather and store data. It uses a recorded human voice to reply to user input and performs the following two basic functions:
    1. answering incoming calls
    2. obtaining information and instructions from a database
- ACD is the system that performs the following two basic functions:
    1. determining the best way to handle the call
    2. sending the call to the proper agent as soon as one is available

The ACD functionality consists of the following Genesys components:

- VCC Agent Desktop (UI)
- VCC Dashboard (formerly known as SaaS Dashboard) (UI)
- Genesys Web Services (formerly known as Hosted Telephony Contact Center (HTCC))
- Engage (UI)
- Voice Machine
    - Genesys Chat Server
    - Genesys Email Server
    - Management Framework Components
    - Media Server (MCP)
    - Orchestration Server
-
    - SIP Server
    - Universal Routing Server

Add-On Functionality

These features are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these add-on features.

- **Chat** — The Genesys Chat Server connects to your corporate website and the provided client widget sends and receives chats between your agents and your

customer contacts. Agents use VCC Agent Desktop to handle chat interactions, but you can view the chat statistics in VCC Dashboard. See the Chat Report and Configuring the Chat Widget topics for more information.
- **Email** — The Genesys Email Server connects to your corporate email server and pulls email messages from the account that is configured in your system. Agents use VCC Agent Desktop to handle email interactions, but you can view the email statistics in VCC Dashboard. See the Email Report and the Email Settings View topics for more information.

Hardware and Browser Support

The minimum hardware requirements that your agent and supervisor workstations must have is the following:

- Intel Core 2 Duo CPU 2.6 GHz, or similar with at least 2 cores
- 2 GB Memory

The following browsers are supported for agent and supervisor workstations:

- Microsoft Internet Explorer 10
- Google Chrome 22+
- Firefox 15+

Required Bandwidth

The amount of estimated bandwidth required *per agent seat* is:

- VCC Dashboard — 0.12 megabits (Mbps) per second
- VCC Agent Desktop — 0.08 megabits (Mbps) per second

Report Data Refresh Rates

VCC Dashboard's report data refresh rates are as follows:

Statistics Information	Refresh Rate
All object statistics (such as queues, skills, or agent status)	Refreshed every *10* seconds

All agents' static information (such as name, email, device, and skills)	Refreshed every *2* minutes
Changes to queues caused by the creation or deletion of an **ACD Page** in CX Builder	Refreshed every *10* minutes
The list of skills in the contact center	Refreshed every *5* minutes, but change only when a skill is created, deleted, or edited **Important** If an administrator adds/removes/updates a skill name, they see the change right away in their VCC Dashboard session, but it might take up to *5* minutes for the change to propagate to all other users.
The email and chat statistics in the **Dashboard** view	Refreshed every *5* minutes

Getting Started with VCC

VCC allows you to get started today with an all-in-one Genesys contact center platform. Your account team creates your user account and you will receive your account credentials in near real-time. Since Genesys has provisioned most of your contact center resources for you in the Cloud, all you need to do at the most basic level is:

- create your Automatic Call Distributor (ACD) and Interactive Voice Response (IVR) using CX Builder once your account is created
- create your ACD Administrator (First User) account using CX Builder
- create your agents and other users using using the **Add New Agent** dialog box by clicking the **Add Agent** button located in the **Agents** view in VCC Dashboard

Creating Your ACD and IVR

Use your subscriber account (the account provided to log into the IVR) to create your own IVR and ACD with CX Builder. A contact center can have many IVR sites, but only one ACD, which means that the ACD user accounts that are created using VCC Dashboard are available for all **ACD Pages** in CX Builder.

- Refer to the Routing section for more information on how to set up your ACD.
- Refer to the Call Flow Architecture topic and the CX Builder Help for more information on setting up your IVR.

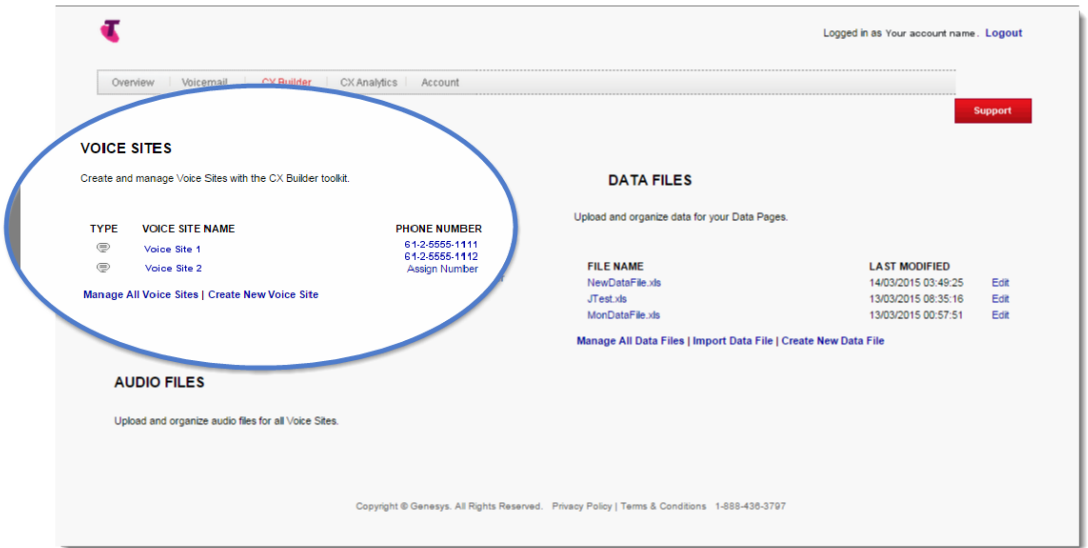
Creating the ACD Administrator Account

After you create a voice site in CX Builder and assign a phone number to it, you must create the first ACD administrator. Until the first ACD administrator user is created, no one can log into the ACD to create other users or to configure the ACD for assisted service calls. The ACD administrator is the role that creates all other users for the ACD, as well as configures the VCC assisted service system (ACD). The ACD administrator (System Administrator/First User) account must be created on the **ACD Page** in CX Builder to ensure that there is a system administrator who can log into VCC Dashboard.

Once the ACD administrator (System Administrator/First User) account is created, your user credentials are automatically delivered to you via email. You need to complete the user validation and account creation by following the instructions provided in this email.

[+] How do I open an ACD Page?

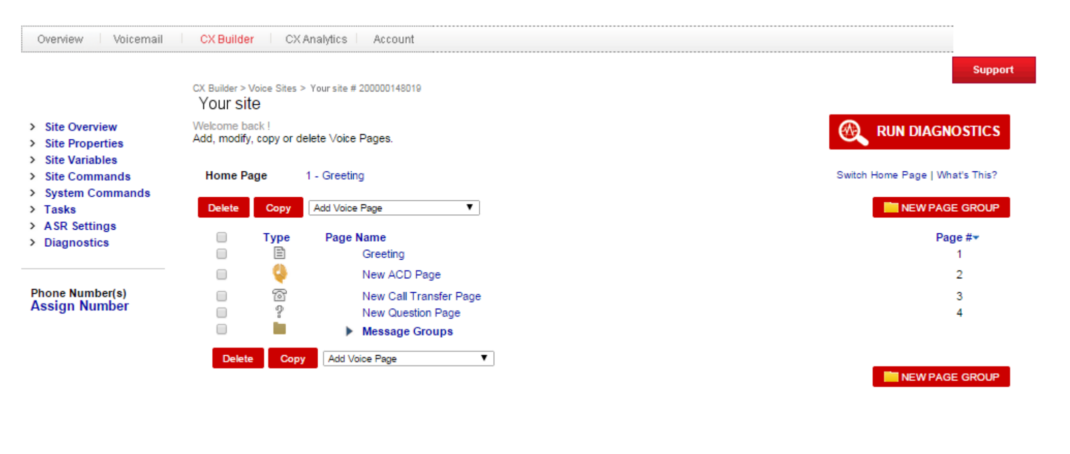
1. On the Overview view, click the **CX Builder** tab to open the **Voice Sites** view, as shown below:



Voice Sites View

See the Voice Sites topic for more information.

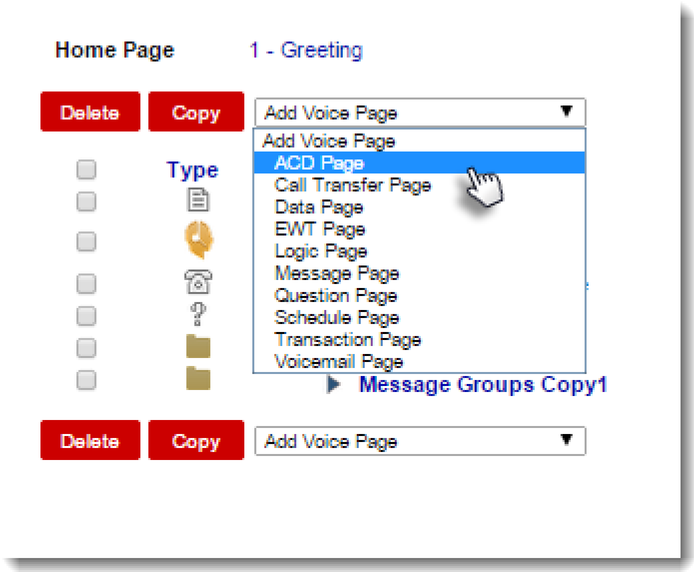
2. Click your **Voice Site** to open the **Voice Pages** view, as shown below:



Voice Pages View

See the Voice Pages topic for more information.

3. Click **ACD Page** under the **Add Voice Page** drop-down menu, as shown below. This opens up the **Main** tab on the **ACD Page**.

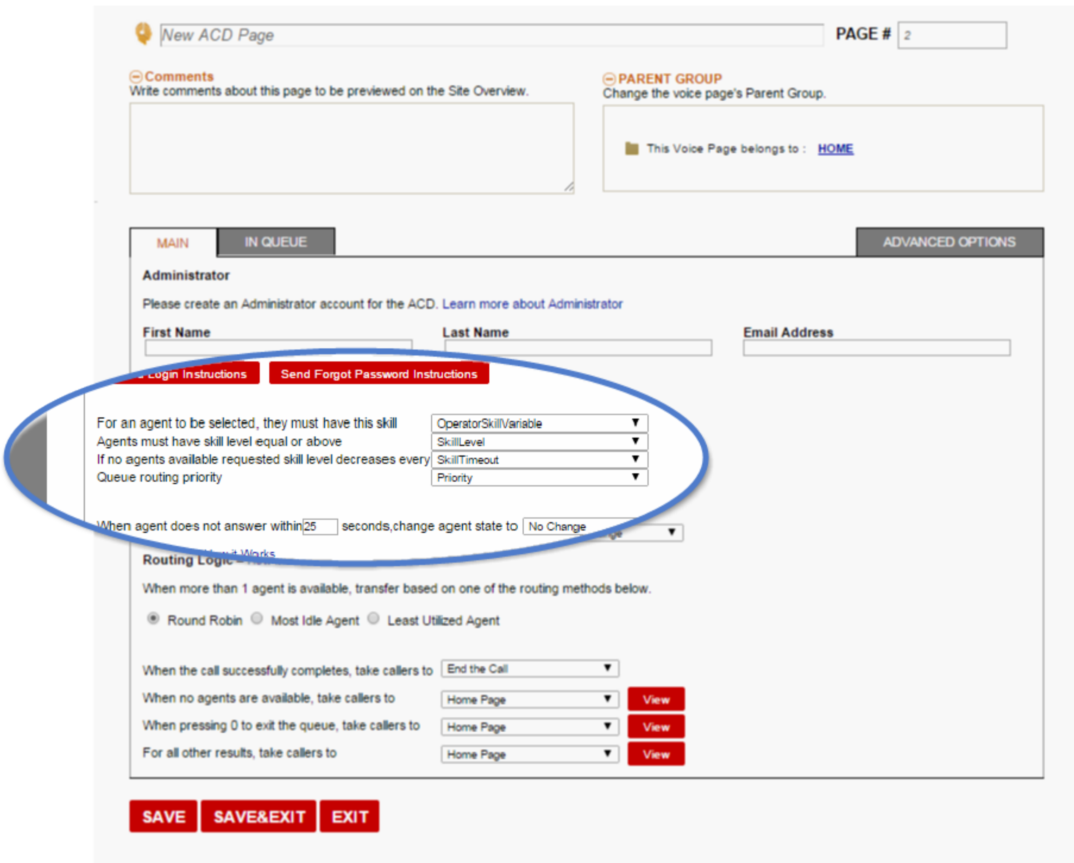


Adding a New ACD Page in Voice Pages

See the ACD Page topic for more information.

[+] How do I create the ACD Administrator account?

1. In the **Main** tab of the **New ACD Page**, select a variable from the **For an agent to be selected, they must have this skill** drop-down list, as shown below:

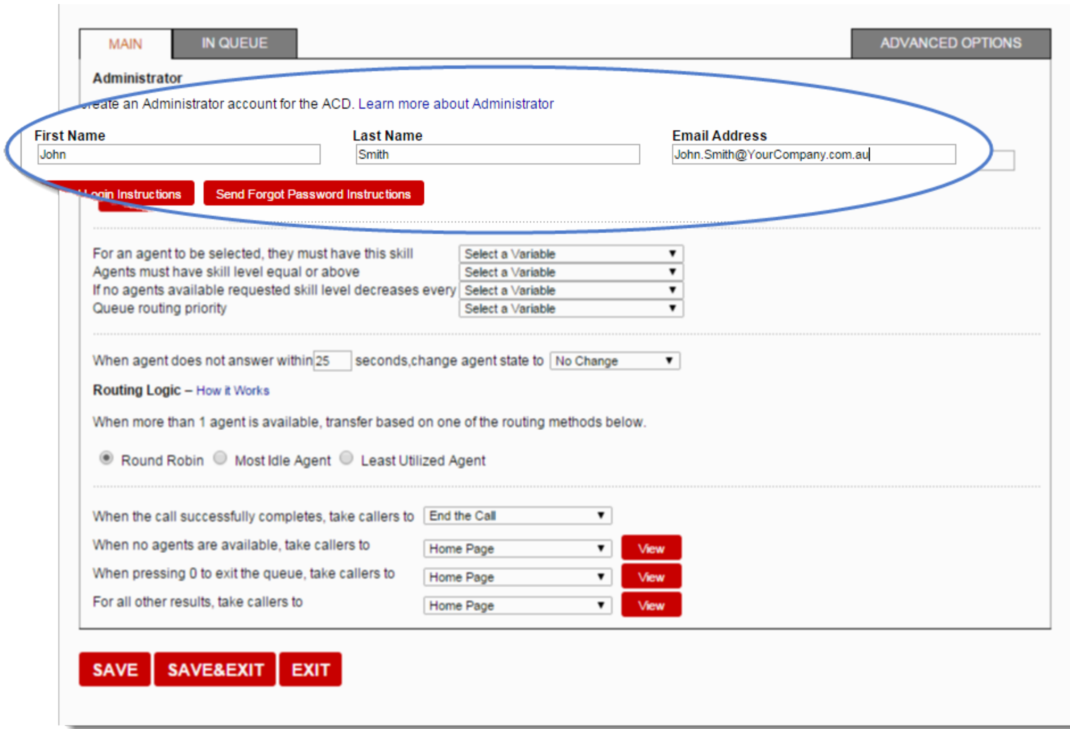


Selecting a variable

2. Click **Save**. Do not click **Save&Exit**!

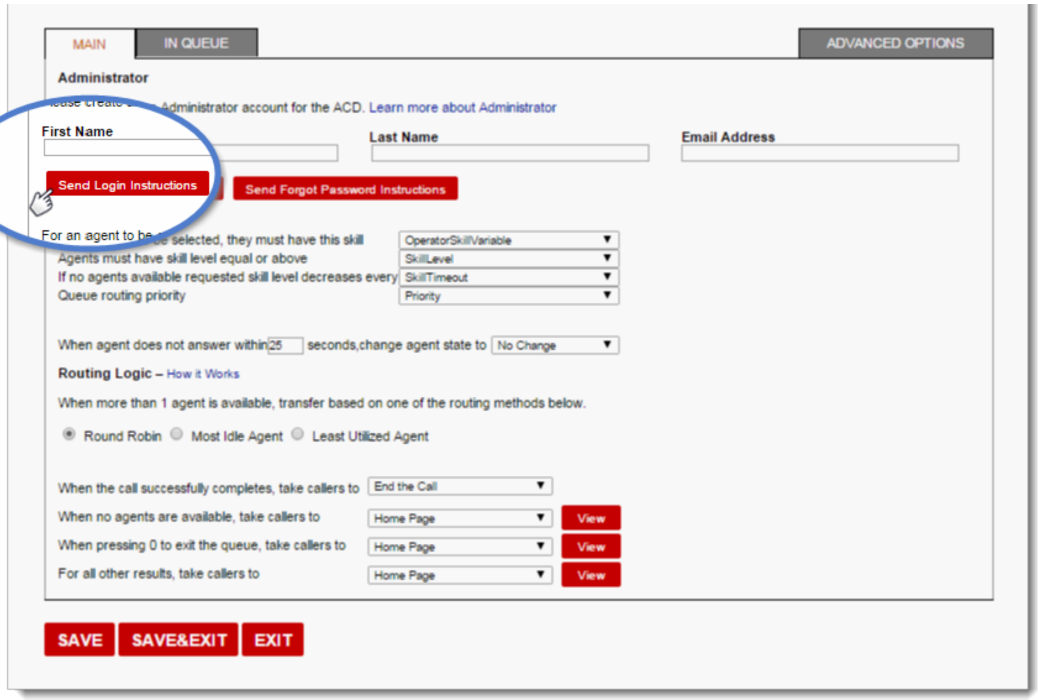
3. Fill in the respective fields with the administrator's information.

Note: Each agent must have a unique e-mail address.



Adding the administrator information

4. Click **Send Login Instructions** and the administrator you just specified is sent an e-mail that contains the information to create a password to access VCC Dashboard.



Sending the login instructions

5. Use the **Send Forgot Password Instructions**, if the assigned administrator needs a reminder of the login instructions.

Creating and Managing User Accounts

This section provides information about how you can create ACD user accounts (agents, supervisors, and administrators), notify the user of their login credentials, and manage these credentials. You can create new users in VCC Dashboard using the **Add New Agent** dialog box by clicking the **Add Agent** button in the **Agents** view.

> **Important**
>
> Only the ACD Administrator (First User) account should be created on the **ACD Page** in CX Builder. The ACD Administrator (First User) accounts must be created on the **ACD Page** in CX Builder to ensure

that there is a system administrator who can log into VCC Dashboard.

Creating ACD User Accounts

You can use the **Add New Agent** dialog box to create new ACD user accounts. You can also assign user roles (agent, supervisor, and administrator) and skills using this dialog box.

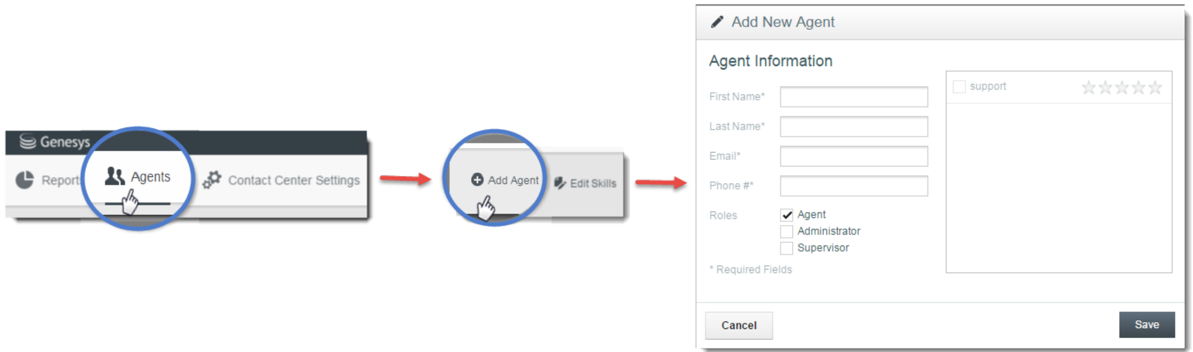
Important

- You must enter information in all the required fields before you can add a new user; an error message is displayed if you leave any fields blank.
- The **First Name** and **Last Name** fields support only letters. You cannot use numbers or special characters, such as an underscore or a dash, in the first or last name of a user. An error message is displayed if these fields contain an unsupported character.
- The phone number format must follow the E.164 standard. The maximum length of the phone number is 22 digits starting with the + character. For example: `+12345678901234567890`.

[+] How do I add a new ACD user?

1. Navigate to **VCC Dashboard** > **Agents**.
2. Click **Add Agent** to display the **Add New Agent** dialog box.
3. Enter the following information into the required fields:
   - **First Name**
   - **Last Name**
   - **Email**
   - **Phone Number** (not required for Administrator accounts)
4. Click **Save**. The system then:

- notifies the user by email that a user account in their name was created; this email also contains instructions on how to complete the account activation.
- sends the user a username and a URL that directs them to the system access web page where they can create a password; the system then validates this password to ensure that it meets the strong password restrictions (see, Creating Passwords).



VCC Dashboard — Adding New Users

Adding Roles to ACD User Accounts

You can use the **Add New Agent** dialog box to create ACD user accounts with a combination of different roles depending on their tasks in the contact center:

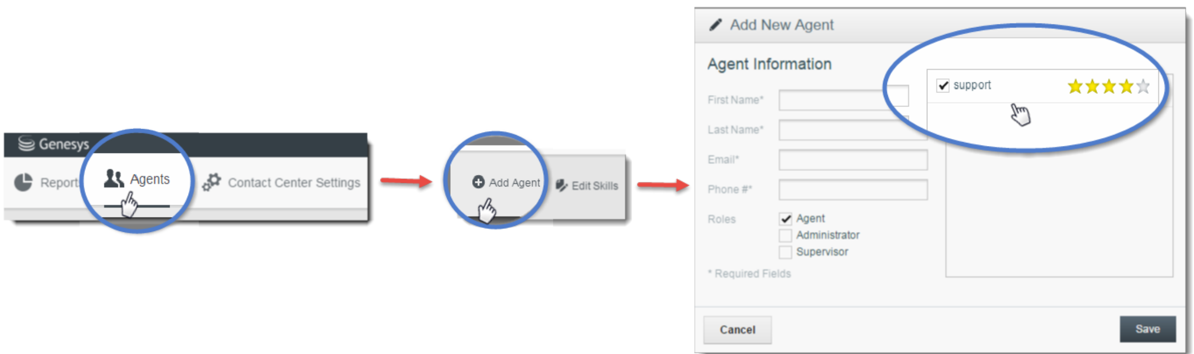
1. Agents are users who are responsible for handling calls and addressing customer issues. As such, these users only have access to the Agent Desktop and are restricted from using the IVR and VCC Dashboard (see the Getting Started for Agents topic and the ***VCC Agent Desktop Help*** for more information).
2. Supervisors are users who are responsible for managing the contact center agents. As such, these users have access to VCC Dashboard (see the Getting Started for Supervisors topic and the ***VCC Dashboard Help*** for more information).
3. Administrators are users who are responsible for managing the contact center. As such, these users have access to VCC Dashboard (see the Getting Started for Administrators topic and the ***VCC Dashboard Help*** for more information).

Important

If you are creating users who are acting as a supervisor, but can also take calls as an agent, check both the **Supervisor** and **Agent** boxes to grant access to VCC Agent Desktop.

Assigning Skills and Skill Proficiencies

You can use the **Add New Agent** dialog box to assign skills and skill proficiencies to ACD users. See the ***VCC Dashboard Help*** for more information on how to assign skills and skill proficiencies.



Assigning skills to ACD users

Creating Passwords

When a user creates a password, the system validates it to ensure it meets the password restrictions. System validation ensures that the password contains a minimum number of characters (8) and enforces the rules for special characters, upper and lower-case letters, numbers, and symbols. If a password does not meet the restrictions, an error message displays.

Password Strength Rules

The password that you enter must comply with the following set of rules:

- password length must be 8 characters or more
- password length must be no more than 20 characters
- password must contain one or more upper case characters
- password must contain one or more lower case characters
- password must contain one or more special characters
- password must contain one or more digits

The following rules for new passwords do not appear in the **Password Help** section of the login screen:

- password must not contain any spaces
- password cannot be reused
- password attempts limit and lock out

These rules are enforced even though they are not listed on that screen.

Important

Change your password regularly. If the same password is used for a long period of time without any modifications, it provides individuals that have malicious intent with ample time to work on breaking this password.

Getting Started for Agents

Important

Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

A VCC agent is required to perform the following tasks:

- log in and out
- manage states
- manage interactions
- manage case information
- manage consultations and transfers
- view statistics
- modify and view My Channels

VCC Agent Desktop Navigation

After an agent logs into VCC Agent Desktop, an agent can switch between the following views:

- **Dashboard** (main view) — enables an agent to manage channels and status, and view statistics
- **My Channels** — enables agents to select the channel (for example: Voice, Email, or Chat) that they want to handle

See the ***VCC Agent Desktop Help*** for more information about how to use the functionality used in these views.

Logging In

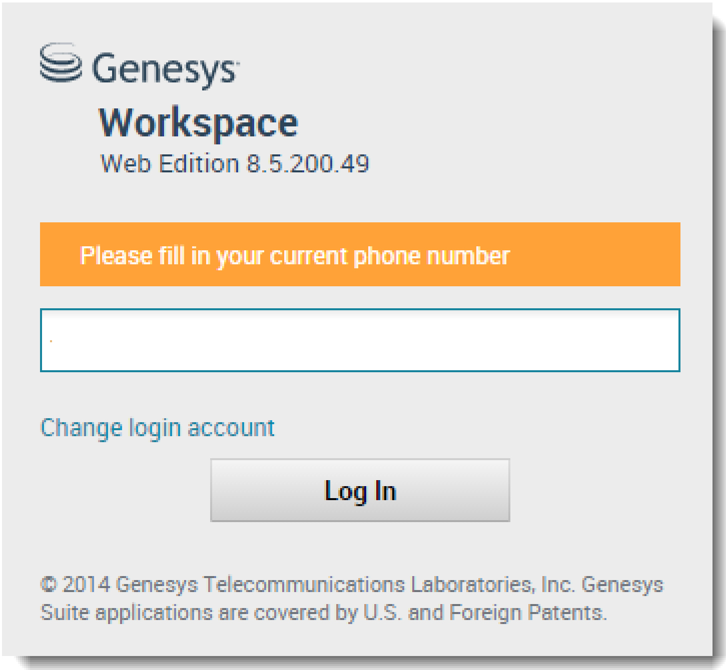
Agents access the contact center by using the VCC Agent Desktop. When an agent account is created, the agent is sent a URL that directs the agent to a **Log In** form:

VCC Agent Desktop — Log In Form

Changing the Phone Number

If agents are allowed to change their phone numbers upon login, a **Phone Number** form is displayed. The option to allow agents to change their phone number upon login is configurable by the contact center administrator by using VCC Dashboard.

An agent can either click **Log In** and continue with logging in using their default phone number, or they can update their phone number to another number before continuing to log in. This feature enables agents, that might *hot seat* or work part-time from home and part-time in the office, to log in without having their supervisor update their phone number. If the phone number is updated, this new number becomes the agent's assigned/default phone number.



VCC Agent Desktop — Agent Change Phone Number Form

Changing the Agent State

Once an agent is logged in, they can change their state (status) by using VCC Agent Desktop. These states include:

- Ready
- Not Ready
- After Call Work (ACW)
- Log Off

Not Ready and **After Call Work** have specific sub-states, known as *Reason Codes* that are defined by the contact center administrator and reported on by the system.

Ready State

When an agent is in the **Ready** state, the agent is available to receive interactions from the Genesys routing engine.

Not Ready State

If an agent is not ready or unavailable to handle interactions, the agent can set their state to **Not Ready**. When the agent is in the **Not Ready** state, the routing engine does not target the agent. To track the time an agent is *Not Ready*, the contact center administrator can set up the **Not Ready** Reason Codes by using VCC Dashboard. **Not Ready** reason codes enable agents to select the specific reason that they are **Not Ready**.

Example

Examples of **Not Ready** reason codes might be:

- On Break
- Meal Time
- Training
- Other common activity an agent might spend time doing, other than handling interactions.

After Call Work State

After an agent finishes an interaction, the agent might need time to update the *paperwork* that is associated with that interaction. This time is referred to **After Call Work** (ACW). When an agent completes a call, the agent is put into wrap-up time, which an administrator can configure to be timed or untimed. A timed wrap-up interval allows for a configurable number of seconds the agent is not available to take a call before being automatically put back into the **Ready** state. **After Call Work** Reason Codes can be used to extend this time and track the type of post-call work that the agent performs. When agents change to an **After Call Work** reason code, the agents stay in this state until they manually change their state.

Example

Examples of **After Call Work** reason codes might be:

- Investigating issue
- Updating Caller Record
- Making Follow-up Call
- Other common activity an agent might spend time doing once the interaction has ended.

Important

This time is reported as associated with the interaction the agent just completed.

Log Off State

When an agent has completed their work for the day, the agent must select **Exit** from the tool bar and log off from the system. It is best practice for agents to log out between shifts, to ensure that this time is not counted as **Not Ready** time for the agent, instead of timed logged out, as this impacts the agent productivity statistics.

Managing Interactions

Important

Chat, Email, and Outbound are all add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Interactions are communications between an agent and a customer. These interactions can be delivered (such as interactions that are routed, transferred, and conferenced) to the agent via the system, or can be initiated by the agent (such as an Outbound call) regardless of whether the target is internal (another agent) or external (a contact).

Voice Interactions

Voice tasks enables agents to initiate interactions with contacts or internal targets. Agents can:

- make calls
- answer calls
- transfer and conference calls

- put callers on hold
- reject calls
- set a disposition code
- cancel or complete any of the above call functionality
- select **Mark Done** for the current interaction
- use the Note feature to attach a note to the interaction history
- view Case Information (attached data) for the current interaction
- start a Voice consultation (internal targets and contacts)

The Team Communicator enables agents to initiate voice communication with internal or external resources to, for example, help resolve a particular customer case or for other purposes, such as a follow-up call or a meeting.

The Main View of the Team Communicator contains the **Team Communicator Quick Search** field, which is a universal-lookup tool. This tool can search both the contact database and the internal-target directory. This toolbar enables agents to search using the following methods:

- **Search all:** You can select from all matching internal targets and contacts. This selection does not affect the sort order.
- **Show and search favorites:** Click to show only contacts/address book targets that your administrator has provided as frequently called numbers outside of the contact center. The sort order is by category or type.
- **Show and search recent:** Select from the last 1 to 10 contacts/internal targets you have directly dialed or monitored. The sort order is by date.
- **Filter by Type:** Select the type to search: **All Types**, **Agent**, or **Skill**.
- **Show/Hide Types:** Select to show or hide types.

Agents can launch a new interaction (external or internal call) by selecting a target or contact and then entering the name of an internal target (agent or skill), or a contact name, or a telephone number in the universal-lookup field.

Important

If manually dialing a number, a `+1` prefix is required to place the call for North American phone numbers. A `+011` prefix is required for international numbers.

Chat Interactions

Chat tasks enables agents to handle chat interactions with contacts and internal targets. Agents can:

- send a response to the contact
- set a disposition code
- use the Note feature to attach a note to the interaction history
- view Case Information (attached data) for the current interaction
- start a Voice consultation (internal targets and contacts)
- view contact history
- view contact information
- transfer a chat session
- select **Mark Done** for the current interaction

Email Interactions

Email tasks enables agents to handle email interactions with contacts and internal targets. Agents can:

- reply or reply all to the e-mail
- transfer the e-mail
- consult by the voice channel with another agent about the current e-mail interaction; the target agent can choose not to accept the consultation request
- view contact history
- view contact information
- set a disposition code
- save the e-mail in a workbin for later handling
- use the Note feature to attach a note to the interaction history
- view Case Information (attached data) for the current interaction
- select **Mark Done** for the current interaction

All Interactions

For all interactions, agents can also use the **Reject** button (if enabled for your contact center), to reject an incoming interaction and return it to the queue. This feature is configured by an administrator by using VCC Dashboard. CX Analytics reports on rejected calls.

Agents can also use the Notes feature to enter information about the current interaction and store the notes, either as part of the case information in CX Analytics (voice) or as contact history information in Universal Contact Server (email and chat). To add a note, click the **Note** tab in the interaction window.

Managing Case Information

Important

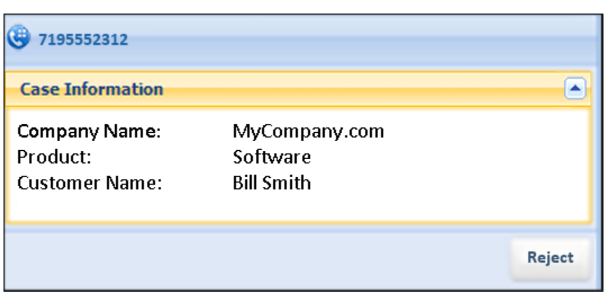
Chat, Email, and Outbound are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Toast Data

When there is an incoming interaction, an agent receives a notification on their desktop (a toast or screen pop) that contains data about this interaction. The notification is displayed in the bottom-right corner of the desktop. The notification contains data about the current interaction. The data contained in the notification is configured by an administrator using the **Contact Center Settings** view in VCC Dashboard.

Example

An agent handles calls for multiple companies or products. The toast data provides the agent with the company or product name to which the caller wants information. This toast data might also provide the caller's name, or what action within the IVR the caller performed.



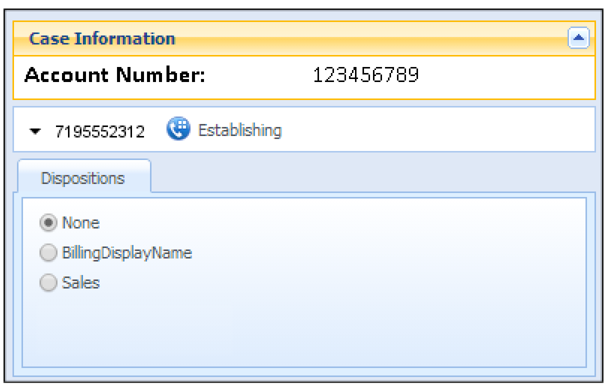
VCC Agent Desktop — Toast Data on Ringing

Case Data

If an agent is handling an interaction — for example, when an agent answers a call, the call controls display at the top of the main view, and the **Case Information** view is displayed below the call controls. The **Case Information** view contains the case data and provides whatever information the agent might need to handle this interaction. This information might include an account number that the caller entered, or any data a back-end database might contain regarding this contact. This data is meant to provide the agent with all of the information that they need to handle the interaction without asking the caller to repeat the information that the caller has already entered while navigating through the IVR.

Case data, like the data in the call notification, is configured by an administrator by using VCC Dashboard.

After an interaction is answered, the agent can specify the interaction disposition by using pre-defined disposition codes. The administrator configures the system so that either disposition codes are mandatory for all agents, or that these codes are not mandatory. Disposition codes can also be displayed as nested drop-down lists. This configuration is done using VCC Dashboard.



VCC Agent Desktop — Case Data on Answered

When a call rings on the agent desktop, but the agent does not answer the call, this is considered as a missed call. A missed call is reported in the historical reporting. Missed calls are returned to the routing engine and sent to the next available agent. The agent state can be set automatically to **Not Ready** or **Logged Out** upon a missed call. This feature is configured by an administrator using VCC Dashboard.

Managing Consultations

Important

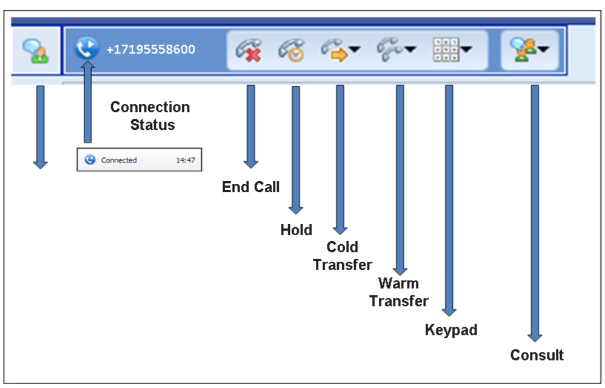
Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Transferring or Conferencing Calls

When transferring or conferencing a call, the agent can select a skill for the target agent. When calls are transferred, they can be:

- A warm/consultation, or two-step, transfer
- A cold, or single-step, transfer

A *warm* transfer is when the originating agent remains on the call during the transfer, while a *cold* transfer is when the agent transfers the call and is immediately disconnected from the call. The caller either connects to the target agent or waits in queue until the target agent becomes available. The image below shows these call controls:



VCC Agent Desktop — Call Control Bar

Transferring or Conferencing Chat Sessions

Agents can transfer an inbound chat interaction that they have accepted by selecting the **Transfer** button. The Team Communicator is then displayed and the agent can choose a transfer target:

- If the target accepts the interaction, the interaction window on the agent's desktop closes.
- If the target rejects the interaction, the interaction window reopens on the agent's desktop and displays an error that informs them that the target rejected the interaction.

Transferring Emails

Agents can transfer an inbound e-mail interaction that they have accepted by selecting the **Transfer** button. The Team Communicator is then displayed and the agent can choose a transfer target:

- If the target accepts the interaction, the interaction window on the agent's desktop closes.
- If the target rejects the interaction, the interaction window reopens on the agent's desktop and displays an error that informs them that the target rejected the interaction.

Viewing Statistics

Important

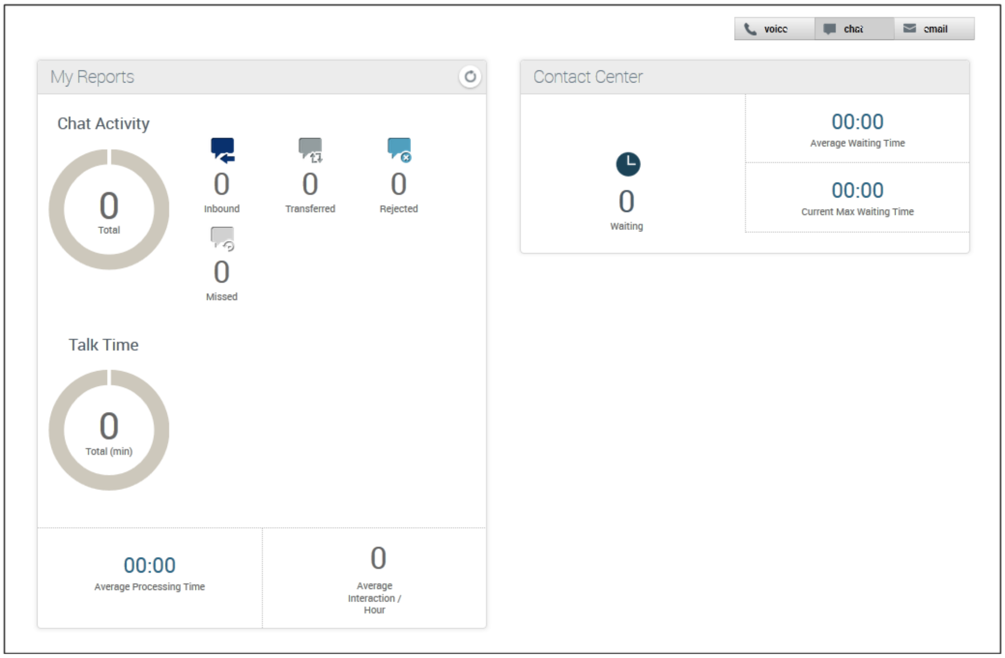
Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

An agent can view their own statistics by using VCC Agent Desktop. Agent statistics include call handling, chat, email, voice, and queues statistics.

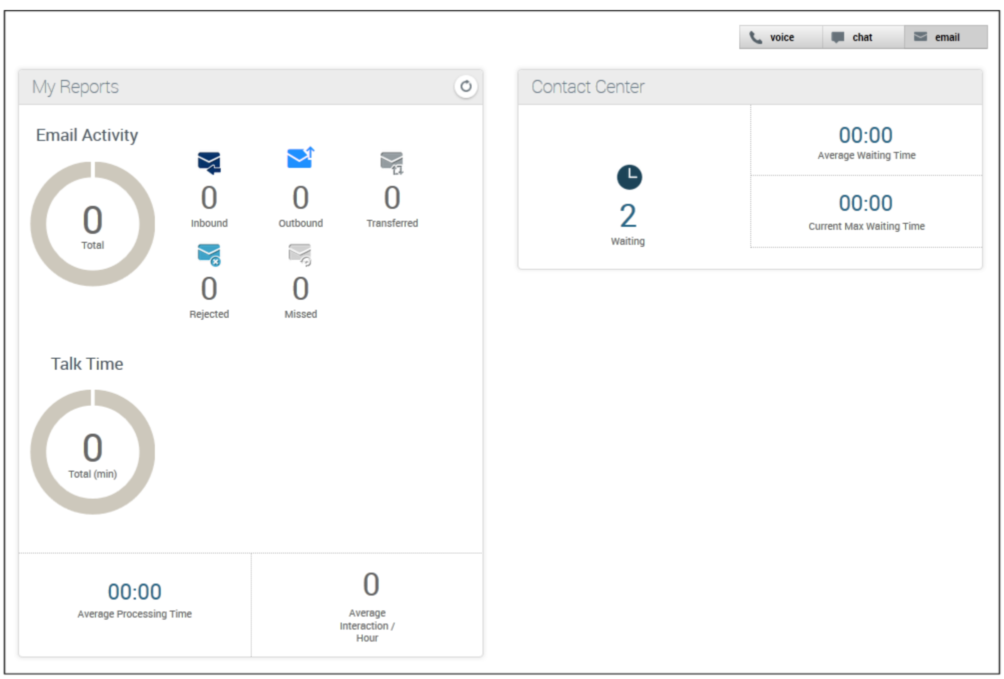
Agent-specific statistics include the number of interactions that an agent handled for the shift, average handle time, average call time, average processing time, talk time, and wrap-up time. The statistics also include time spent in the **Ready** state and on-hold.

Queue statistics include the call waiting time for voice interactions, chat or emails pending waiting time, as well as the current maximum wait-time and average wait-time for callers waiting in this queue.

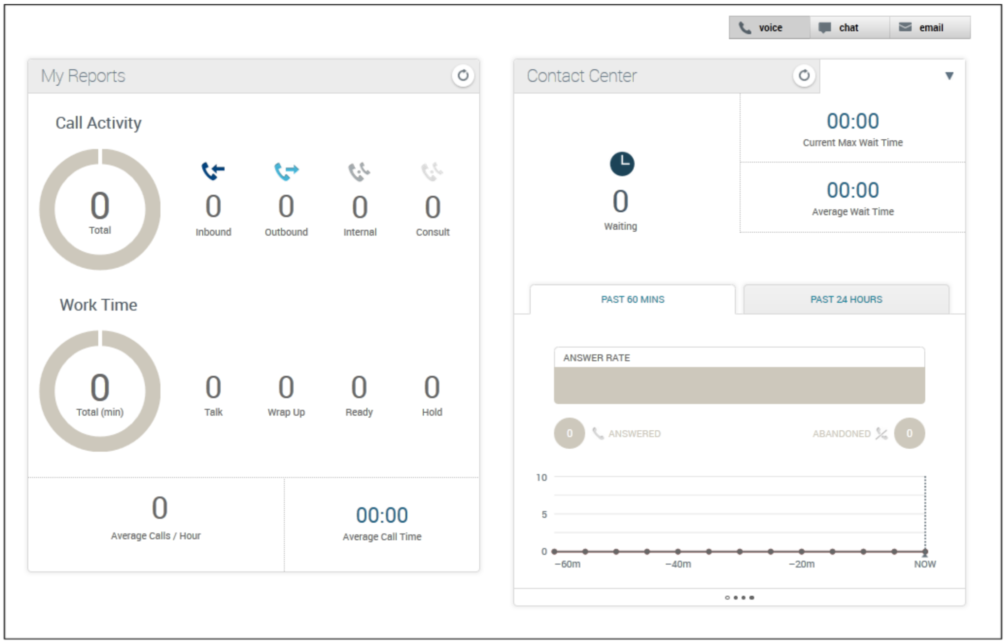
See the ***VCC Historical Reports Help*** or the ***CX Analytics Help*** for more details on these statistics.



VCC Agent Desktop — Chat Statistics



VCC Agent Desktop — Email Statistics



VCC Agent Desktop — Voice Statistics

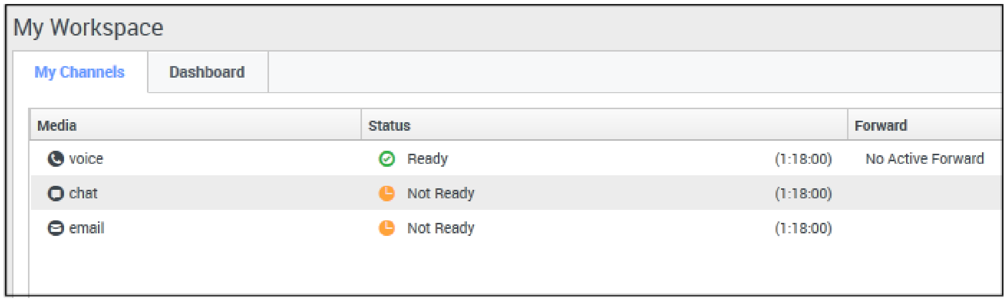
Modifying and Viewing My Channels

> Important
>
> Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

The **My Channels** tab is used to view and modify interaction channel states.

Agents can use the **My Channels** view to change a channel state. They can click **My Channels** and then click the channel in the **Media** column to open the **Action** menu for that channel. They can then use the **Action** menu to perform the following actions:

- change your status on a channel
- log off from a channel



VCC Agent Desktop — My Channels

Capacity Rules

Depending on the types of media channels assigned, an agent (resource) can handle one or more interactions using the different channel types (Voice, Chat, or Email). Capacity Rules determine which types and the number of interactions an agent can handle. Agents are limited to a specific amount of interactions per channel type. Resource capacity per channel type is reached when (agent is not available for the channel):

- Voice (highest priority) — if an agent is busy with at least one of the following:
  - one or more voice interactions
  - one or more chat interactions
- Chat (middle priority) — if an agent is busy with at least one of the following:
  - three or more chat interactions
  - one or more voice interactions
  - is busy with one or more email interactions AND one or more chat interactions at the same time
- Email (lowest priority) — if an agent is busy with at least one of the following:
  - one or more of any type of voice, chat, or email interactions

Getting Started for Supervisors

Important

Chat, Email, and Outbound are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Supervisors can do the following tasks:

- access the Reports, Agents, and Details views in VCC Dashboard
- assign skills to agents
- remove skills from agents
- assign proficiencies to skills
- perform Supervisor Call Monitoring on calls
- change the agent state for the Voice channel
  Note: Supervisors cannot change the agent state for the other Media channels (Email and Chat).
- can assign or edit a phone number

Supervisors cannot do the following tasks:

- access the Contact Center Settings view
- create or delete users
- create, delete, or edit skills
- change the role assignments of other users
  Note: Supervisors can see the Roles checkboxes, but they do not have permission to change the roles.

VCC Dashboard Navigation

After a supervisor logs in, the main screen is displayed. VCC Dashboard provides supervisors with the tools needed to fully manage and monitor their assigned agents.

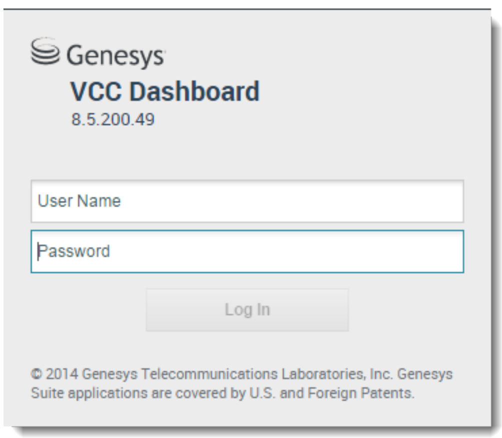
The top area of this screen provides a navigation bar allowing supervisors to switch between the following views:

- Reports
- Agents (includes the Supervisor Call Monitoring functionality)
- Details

See the ***VCC Dashboard Help*** for more information.

Logging In

Supervisors can access the system by using VCC Dashboard. When a supervisor's account is created, the supervisor receives an email with their username and instructions about how to complete their account activation. This email also contains a URL, which directs the supervisor to a **Log In** dialog box:



VCC Dashboard — Log In Dialog Box

Reports View

Important

Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Features

The **Reports** view displays the real-time statistics of queues and skills as an instrument panel. Supervisors can:

- view all queues, chats, emails, and skills statistics that you are monitoring
- view the Queue and Skill Service Levels

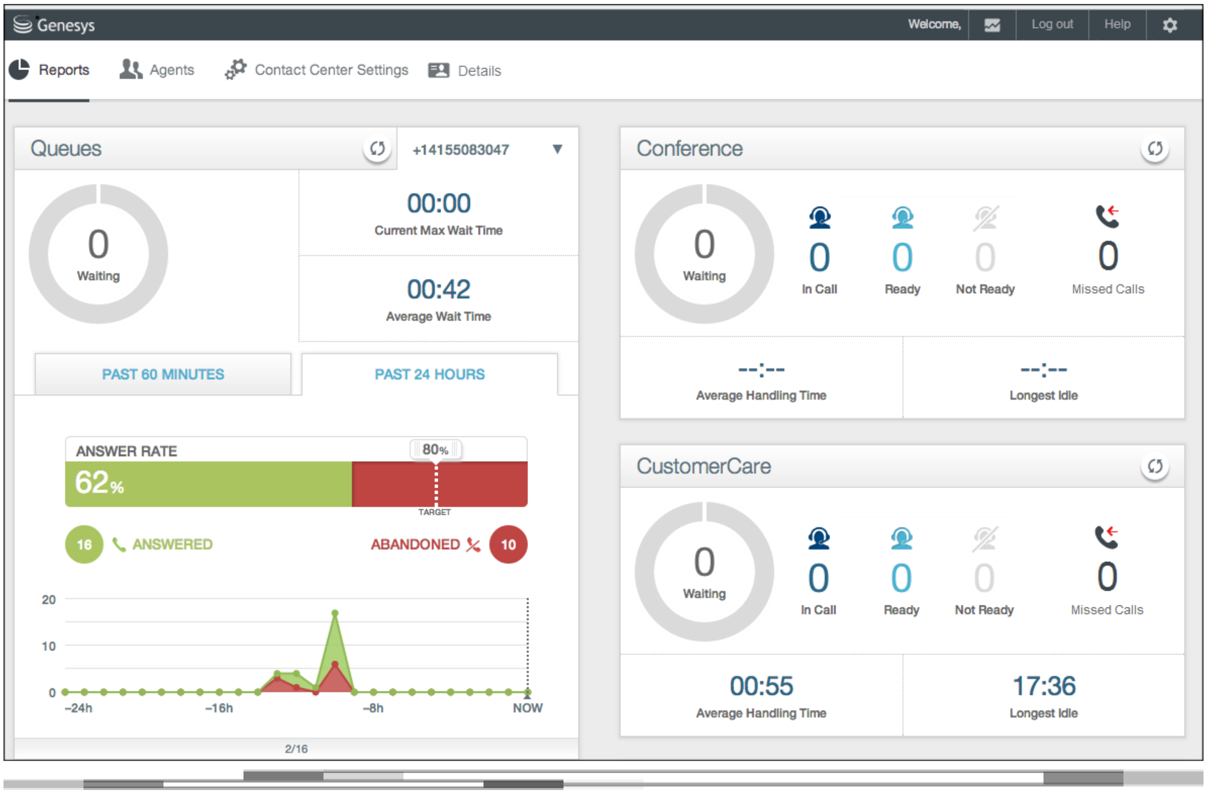
See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Viewing Statistics

Supervisors can view the contact center statistics, which includes call handling, as well as chat, email, queue, and skill statistics. When a skill is created, a new skill object is added to the **Reports** view and it displays all interactions that are waiting for that specific skill, as well as the number of agents that are actively handling interactions for that skill.

When an agent is in any state except logged off, the system provides the time an agent is in the current state. This view enables supervisors to see how many agents are actively handling interactions for these skills.

For Voice interactions, missed calls are calls that, when routed to an agent but not answered by the agent, are pulled back to the router and then sent to another agent. These missed calls are reported for each skill, as shown in the figure below:



VCC Dashboard — Reports View

Queues Report

The **Queues** widget provides supervisors with the following reporting statistics:

- the number of calls waiting
- the current maximum wait time for inbound calls
- the average wait time for inbound calls
- the answered/abandoned calls answer rate summary for a specific time interval

Email Report

The **Email** widget provides supervisors with the following reporting statistics:

- the number of email interactions waiting
- the number of agents currently handling email interactions
- the current maximum wait time for email interactions
- the average wait time for email interactions

Chat Report

The **Chat** widget provides supervisors with the following reporting statistics:

- the number of chat interactions waiting
- the number of agents currently handling chat interactions
- the current maximum wait time for chat interactions
- the average wait time for chat interactions

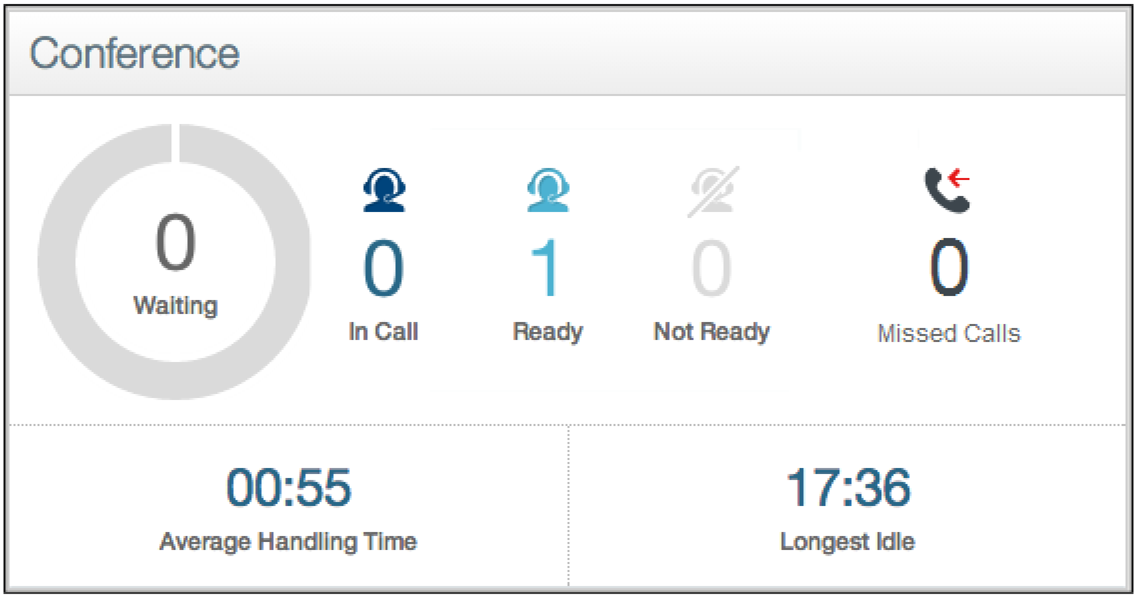
Administrators can also configure the placement of and the look and feel of the Chat Widget. See the Configuring the Chat Widget topic for more information.

Skills Report

The **Skills** widget provides supervisors with the following statistics:

- the number of calls waiting for that particular skill
- the number of agents assigned to the skill who are in one of the following states:
    - **In call** — the state where an agent is engaged in a call
    - **Ready** — the state where an agent is logged in logged in to an Automatic Call Distributor (ACD) group and is ready to handle calls that the ACD distributes
    - **Not Ready** — the state where an agent is logged in to an Automatic Call Distributor (ACD) group, but is not prepared to handle calls that the ACD distributes
- the number of missed calls per agent over a total of the last `60` minutes.
- the longest time that an agent assigned to that skill was in the idle state, **Ready**, but has not received a call
- the Average Handle Time (AHT) for that skill — the AHT is the average amount of time that an agent spends on a call

The image below shows an example of the **Skills** report statistics available to supervisors:



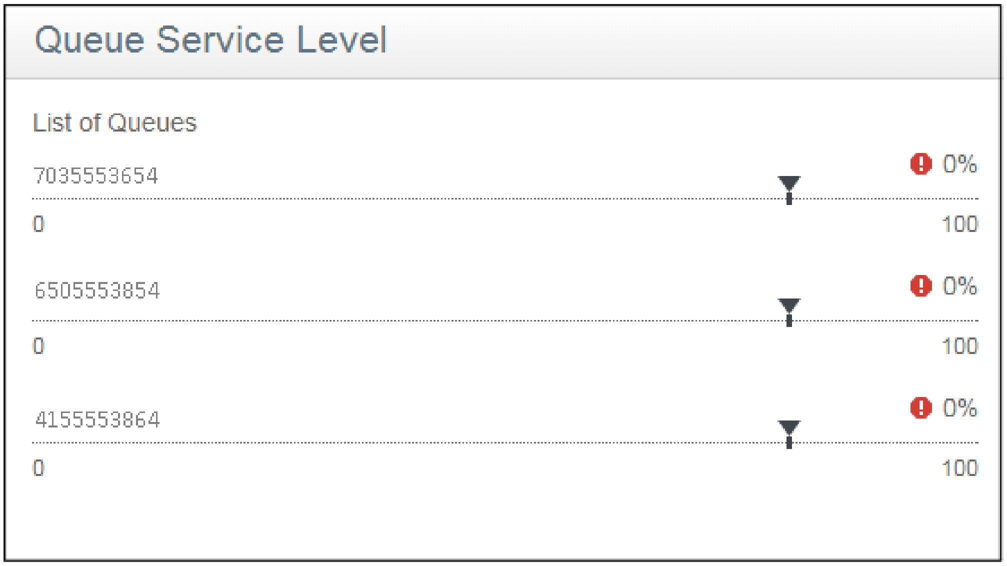
VCC Dashboard — Skills Report Statistics

Skill and Queue Service Levels

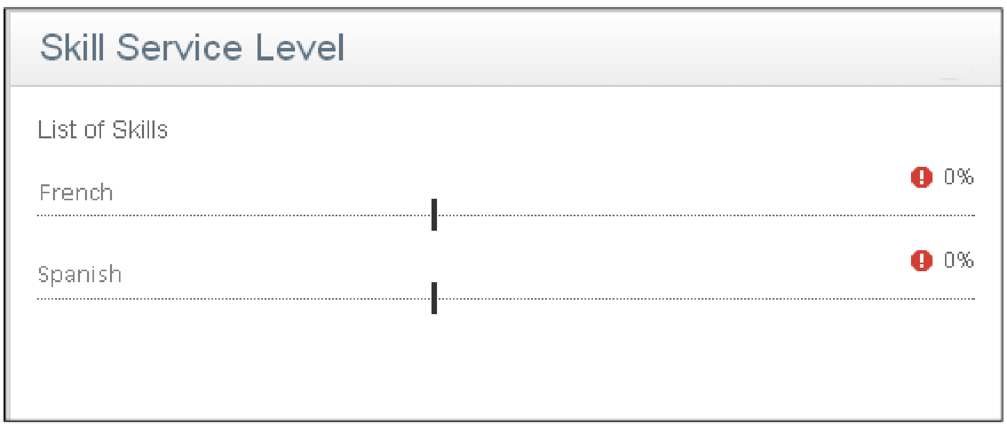
The ability for supervisors to view service levels is critical. The Service Level is defined as the percentage (%) of all calls over the defined interval (time period — a sliding window that is configurable) that were answered by agents within *X* seconds, where *X* is the defined Speed of Answer and is configurable — for example, a call is included in the total number of calls if the caller waits in queue for a configurable amount of time (measured in seconds), even if the caller hangs up (abandons the call) before the call is sent to an agent.

Short calls are calls that are abandoned very quickly, so they must not count against the Service Level. The short calls time period is configurable for all skills. Setting the short calls time period helps you to filter out calls that did not stay in the ACD queue long enough to be reported as events. You set the short calls time period once (using the **Skill Service Level** tab or the **Queue Service Level** tab in the **Contact Center Settings** view) and it applies to all skills.

The **Reports** view provides the supervisor with the ability to view the Service Level. When a queue or skill is created, the Service Level for that queue or skill can be configured by an administrator using the **Contact Center Settings** view in VCC Dashboard. If this configuration is not done, the Service Level is not displayed for that queue or skill on the **Reports** view in VCC Dashboard.



VCC Dashboard — Queue Service Level



VCC Dashboard — Skill Service Level

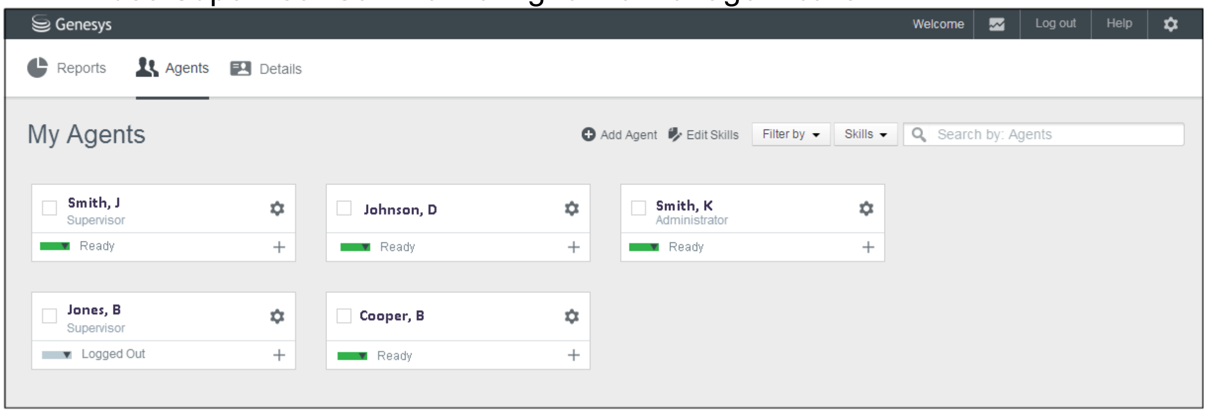
Agents View

Features

Using the **Agents** view, supervisors can:

- monitor the agent state
- view user details
- change the agent state
- use the **Edit Agent** dialog box to:

    - assign or remove skills from agents
    - assign proficiencies to skills
    - assign or edit phone numbers
- reset passwords
- filter or search for user information
- use Supervisor Call Monitoring to monitor agent calls



VCC Dashboard — Agents View

See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Monitoring the Agent Status

Each user is represented by a status panel that displays the following information:

- the user's name
- the agent state, which is displayed and changed using a colored bar on the left edge of the status box that indicates the state of each user:
    - **Logged Out** — user is logged out of the system
    - **Ready** — user is logged in logged into an Automatic Call Distributor (ACD) group and is ready to handle calls that the ACD distributes
    - **Not Ready** — user is logged into an ACD group, but is not prepared to handle calls that the ACD distributes
    - **After Call Work** — user is logged into an ACD group, but the user is performing administrative duties for a previous call (or other media interaction) and cannot receive further calls from the ACD
    - **In Call** — user is engaged in a call

Important

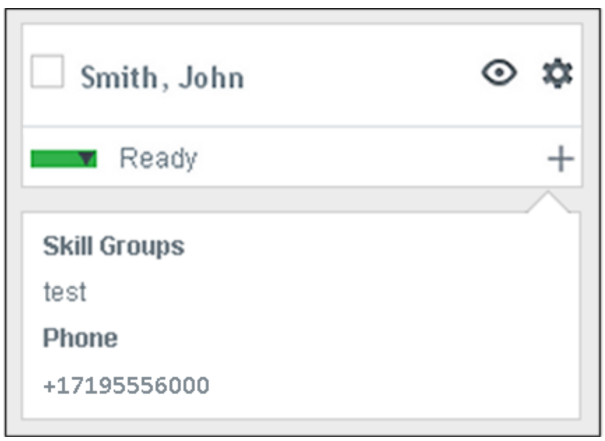
The above section applies only to voice interactions, but not to chat and email interactions. A changed state applies only to voice interactions. The user remains in the original state for chat and email interactions.

Supervisors can also do the following using the agent status panel:

- view the list of skills that are assigned to an user by clicking + to see this information
- view the user's phone number (the DN) by clicking + to see this information
- monitor an agent by clicking Monitor to see this information
- edit an user's properties by clicking **Settings** to see this information

Viewing User Details

For a quick view of the user details, click on the plus sign (**+**) under the **Settings** button. This action displays all of the skills to which this user is assigned, as well as the user's phone number, as shown below:



VCC Dashboard — User Details Dialog Box

Important

The **Agent** view does not completely display the entire **After Call Work** (ACW) or **Not Ready** Reason Codes. The **Details** view displays the entire Reason Code. Agents can also see the entire Reason Code in VCC Agent Desktop.

Changing the Agent State

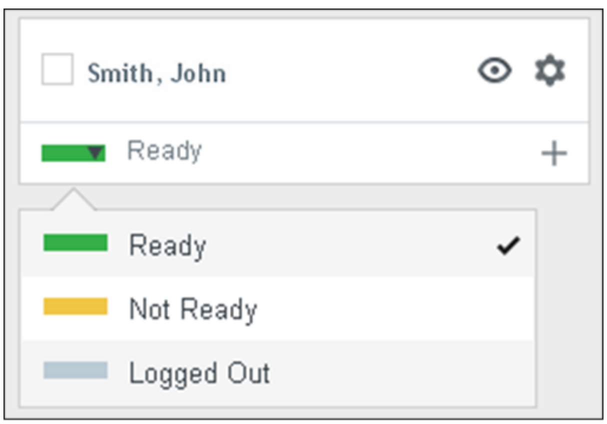
Important

This section applies only to voice interactions, but not to chat and email interactions.

Supervisors can change an agent's state using VCC Dashboard. Changing an agent's state might be needed in the following scenarios:

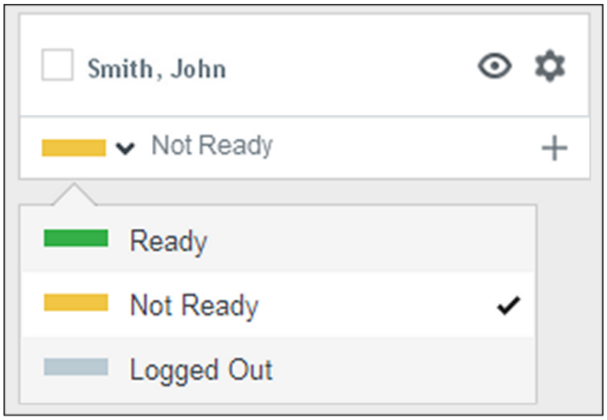
- an agent left for the day without logging off
- an agent does not have have access to VCC Agent Desktop, so the supervisor must put the agent in the **Ready** state to start taking calls

By clicking the status icon within the **Agent Status** panel, the supervisor can select a different state for the agent. In the image below, the agent is currently shown in the **Ready** state and the supervisor is about to change state to **Not Ready**.



Changing the Agent State

Once this action is complete, both VCC Dashboard and VCC Agent Desktop reflect the new state change for this agent, **Not Ready**.



Agent State Changed

Editing User Information

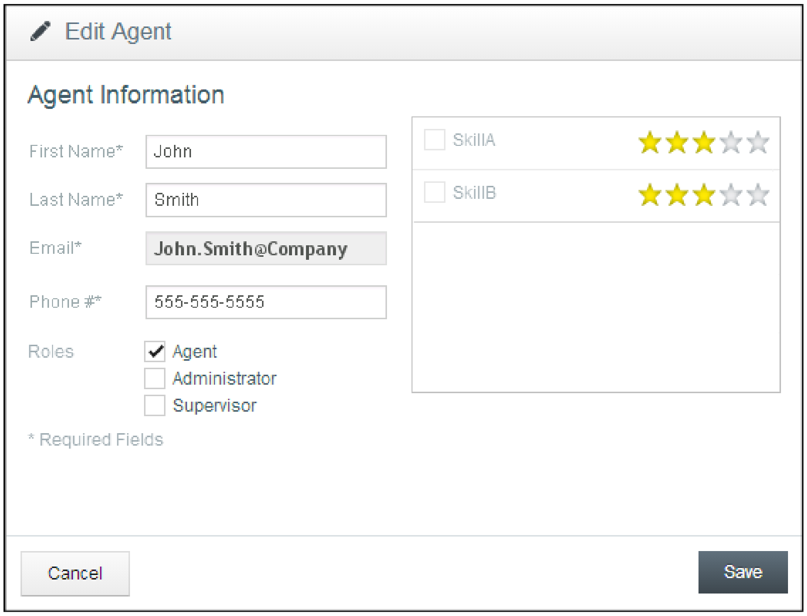
Supervisors can use the the **Agent Item** menu to edit the following user information:

- Update the user information by clicking **Edit** to open up the **Edit Agent** dialog box. Supervisors can then do the following:
    - assign skills to agents
    - remove skills from agents
    - assign proficiencies to skills
    - assign or edit phone numbers
- Reset a user's password by clicking **Reset Password**. Click **Save** to send the user an email containing the login/reset password instructions. This email also directs the user to a **Reset Password** dialog box where they can create a new password. See the Resetting Passwords topic in the ***VCC Dashboard*** help for more information.

Important

Fields marked with an asterisk * are required.

VCC Dashboard — Agent Item Menu



VCC Dashboard — Edit Agent Dialog Box

Filtering or Searching for User Information

Using this filtering method enables supervisors to see only those users who are in a particular state or who have a particular role. Supervisors can:

- filter by user name
- filter by skill name
- search for an user by name

Supervisor Call Monitoring

Supervisor monitoring of voice calls enables supervisors to silently listen-in on calls that agents are handling for the purposes of maintaining quality. Supervisors must be logged in and have their hard or soft phone connected.

See the ***VCC Dashboard Help*** for more information on how to use the different functionalities for this feature.

Monitoring States, Modes, and Scopes

Monitoring States

There are three different monitoring states:

1. **Listen in** — You can listen to the call, but the agent and the caller cannot hear you
2. **Coach** — You can listen to the call and only the agent can hear you
3. **Barge in** — You can join the call and both the agent and the caller can hear you

Monitoring Modes

There are two call monitoring modes:

1. **Next Call** — You can monitor the next call that an agent receives
2. **All Calls** — You can monitor all calls that a selected agent receives

Monitoring Scopes

There are two call monitoring scopes:

1. **Agent's Role** — The monitoring ends if the agent transfers or ends the call
2. **Call Duration** — The monitoring of the call continues if the agent transfers the call to another agent

Important

- When a supervisor starts monitoring an agent, the default state, mode, and scope is always **Listen in – Next Call (Agent's Role)**.
- The supervisor can switch from one monitoring mode to another before, during, or after an active call.
- The supervisor can start monitoring a call that is already in progress.
- The supervisor can monitor only one agent at a time.

Enabling the Call Monitor Indicator

Administrators can enable or disable the call monitor indicator that displays on VCC Agent Desktop to let agents know that they are being monitored by clicking the **Enable call monitor indicator** check-box found under the **Agent Permissions** tab in the **Contact Center Settings** view.

Using the Call Monitoring Control Panel

The **Agent Status** panel lets supervisors do the following:

- see the status of the call
- select a monitoring state (for example, **Listen in**)
- select a monitoring mode (for example, **Next Call**)
- see the scope of the call (for example, **Agent's Role**)
- view the call type, the call priority, the agent queue, and the reason for the call.

Important

Before a supervisor can be bridged to a call for monitoring, the supervisor must select a monitoring option; or if the supervisor is actively monitoring other calls, the supervisor can change the monitoring options. Once agents are bridged to an active call and the monitoring session begins, the supervisor is in the following selected state/mode/scope,

where:

- The state equals **Listen in**, **Coach**, or **Barge in**
- The mode equals **Next Call** or **All Calls** (continuous mode)
- The scope equals **(Agent's Role)** or **(Call Duration)**

Once the supervisor is in an active monitoring session (for example, bridged with a call), the options the supervisor can initiate are limited to the following:

- Cannot change the monitoring mode/scope (for example, **All Calls (Agent's Role)** or **Next Call (Call Duration)**
- Can change the monitoring state only as follows:
    1. If in the **Listen in** state, the monitoring state can be changed only to the **Barge in** state.
    2. If in the **Barge in** state, the monitoring state can be changed only to the **Listen** state.
    3. The supervisor *cannot* change the state to **Coach** *during* a monitoring session.
    4. The supervisor *cannot* select the same monitoring state when changing the mode and/or scope during a monitoring session (for example, **Listen in**/**All Calls (Agent's Role)** cannot change to **Listen in**/**Next Call (Agent's Role)**, or any other **Listen in** state/[**mode**]([**scope**]) combination.

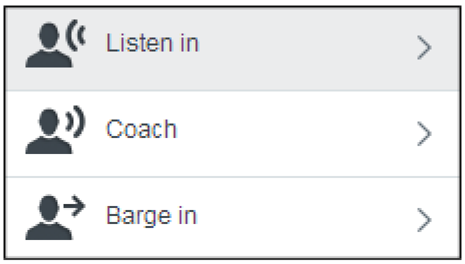
To begin monitoring, supervisors click **Monitor** on an **Agent Status** panel to open the **Call Monitoring** control panel at the bottom of the window, as shown in the two figures below.

Agent Status Panel

The **Call Monitoring** control panel indicates a waiting status until the agent receives a call.

Call Monitoring Control Panel

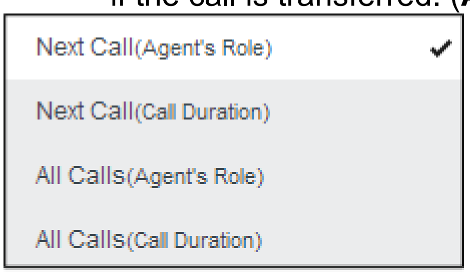
If an agent is currently on a call, then this call is used for the monitoring session. Supervisors can then click **Settings** to select the type of monitoring they want to perform.



Call Monitoring States

After a monitoring state (**Listen in**, **Coach**, or **Barge in**) is selected, the supervisor can then select if:

- the monitoring mode is only for the next call or all calls (continuous monitoring)
- the scope controls if the monitoring session remains with the agent, or is transferred if the call is transferred. (**Agent's Role** / **Call Duration**).



Call Monitoring Modes and Scopes

Once these settings are specified, they are used for the remainder of the call monitoring session.

Important

This configuration must be completed before the call connects to the agent. The default monitoring state, mode, and scope is **Listen in – Next Call (Agent's Role)**.

Listen in

Supervisors can silently listen to the calls that an agent is handling without the agent and the caller knowing that the supervisor is listening.

Coach

Similar to **Listen in**, supervisors can silently listen to a call without the caller being aware the supervisor is monitoring the call, however, the agent can hear instructions from the supervisor to help guide the agent through the call.

The supervisor selects the agent that they want to monitor and is then presented with a list of all agents that the supervisor manages. Once the agent is selected, the supervisor is then bridged into either:

- the currently active call
- the next call that is sent to this agent

The supervisor then selects the **End Monitoring** (**X**) button to end the session, which either:

- drops the supervisor from the bridged call
- does not connect the supervisor to the next call, if the supervisor is not already on that call

Important

A Supervisor Monitoring session in **Coach** mode remains with the agent. If that agent transfers the

> call, the coaching session ends rather than following the call.

Barge in

Supervisors can silently listen to a call, but they can intervene during the call, if extra help is needed. Both the agent and the caller can hear the supervisor.

Barge in is usually used as an escalation measure where the supervisor begins either silently listening or coaching, and then moves to **Barge in** when there is a problem that the agent is not handling correctly.

Escalations

Supervisors can escalate from a low-level type of monitoring to a higher-level type of monitoring.

Example:

Listen in is considered low-level and **Barge in** is considered high-level. This enables a supervisor to start silent monitoring an agent and, if the agent is having trouble handling the call, the supervisor can switch to **Barge in**.

Details View

> Important
>
> - This section applies only to voice interaction statistics, but not to chat and email interaction statistics.
> - Chat and Email are add-on options to the inbound voice contact center and therefore

are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Features

Supervisors can do the following using the **Details** view:

- Easily view an agent's status *at a glance* as every agent's row is color-coded to their state — for example, green for **Ready** and red for **In-Call**.
- Edit the agent information on any page of the **Details** view.
- Reset user passwords on any page of the **Details** view.
- Filter your search to find see only those agents that are in a particular state or who have a particular skill.
- Better understand when agents need assistance and why agents are not available to handle calls — for example:
    - When an agent is in the **ACW**, or the **Not Ready** state, the active Reason Code is displayed for that agent in the **State** column, which allows you to know what the agent is doing either post-call or while not available to handle calls.
    - When an agent is in the **In-Call** state, the active skill is displayed for that call in the **Skill** column, which allows you to know what type of call the agent is handling and how long the agent is on the call. Since an agent might have multiple skills, this additional data displays the agent skill to which the active call was routed.

Important

If a call is subsequently transferred to an agent with a different skill, the original active skill is still displayed. For example: If Agent A has the skill `Sales` and transfers the call to Agent B, `Support` then the skill for the call Agent B is handling remains displayed as `Sales`.

The **Details** view displays the following details of the agent status and call metrics, as shown in the **Details Statistics** table:

Details Statistics Table

Column Name	Description
Agent	This column displays the agent name, which is the first name/last name as provided by an administrator.
State	This column displays the agent's current state, as well as their sub-state. For example: • **Not Ready**/**Break**, where: ◦ Not Ready = the agent's current state ◦ Break = the agent's sub-state • **ACW**/**CRM Update**, where: ◦ ACW = the agent's current state ◦ CRM Update = the agent's sub-state
Skill	This column displays the target skill for agents in the **In-Call** state. The target skill is the skill for which the call was routed. It is also the skill that the IVR assigned to route the call.
Duration	This column displays the call duration for agents in the **In-Call** state. The call duration is the time that an agent was in the call. This time includes the ring time, as well as the time needed to handle the call. This time does not include any time that the call spent in the IVR or with another agent.
TiCS	This column displays the time in current state (TiCS). TiCS is the time that an agent was in this state.
All Skills	This column displays all of the skills assigned to this agent.
Prod	This column displays an agent's productivity, which is the amount of work achieved during a specified amount of time. The formula for calculating this statistic is: `((Total working time / Total time working (talk time + wrap time) + Time available))   100%` All statistics are defined in the glossary of the VCC Solution Guide.
Consult	This column displays the amount of consultation calls.
In	This column displays the amount of inbound calls.
Out	This column displays the amount of outbound calls.
Inter	This column displays the amount of internal calls.

Miss	This column displays the amount of missed calls.
Handle	This column displays the average amount of time that an agent spends on a call. The formula for calculating this statistic is: `(Total talk (ACD) time + Total hold time + wrap-up (ACW) time) / Actual number of calls handled` All statistics are defined in the glossary of the VCC Solution Guide.
Ready	This column displays the ready time duration.
Talk	This column displays the talk time duration.
Hold	This column displays the hold time duration.
Wrap	This column displays the wrap-up time duration.

See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Getting Started for Administrators

> Important
>
> Chat, Email, and Outbound are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Administrators can do the following tasks:

- access the Reports, Agents, and Contact Center Settings views
- perform the following actions found under the Agents view:
  - create and/or delete users
  - edit the following user information:
    - first and last names
    - roles
  - assign proficiencies to skills
  - assign skills to agents
  - create/edit skills for the contact center
  - assign user roles
    Note: These user roles are disabled when not checked.
- perform all actions found under the Contact Center Settings view

Administrators cannot do the following tasks:

- access the Details view
- cannot edit the following agent details:
  - email address
  - phone number
- change the agent state
- perform Supervisor Call Monitoring

VCC Dashboard Navigation

After an administrator logs in, the main screen is displayed.

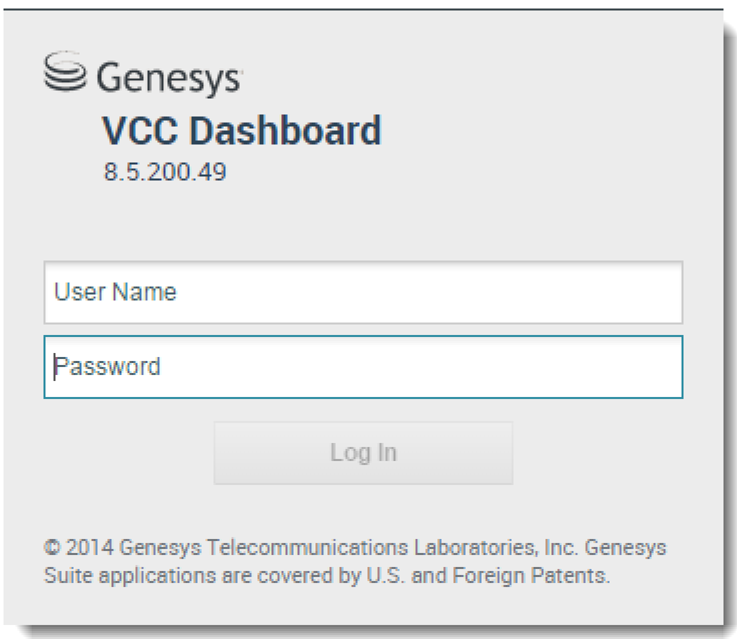
The top area of this screen provides a navigation bar allowing administrators to switch between the following views:

- Reports
- Agents
- Contact Center Settings

See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Logging In

Administrators can access the system by using VCC Dashboard. When an administrator's account is created, the administrator receives an email with their username and instructions about how to complete their account activation. This email also contains a URL, which directs the administrator to a **Log In** dialog box:



VCC Dashboard — Log In Dialog Box

Reports View

Important

Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Features

The **Reports** view displays the real-time statistics of queues and skills as an instrument panel. Supervisors can:

- view all queues, chats, emails, and skills statistics that you are monitoring
- view the Queue and Skill Service Levels

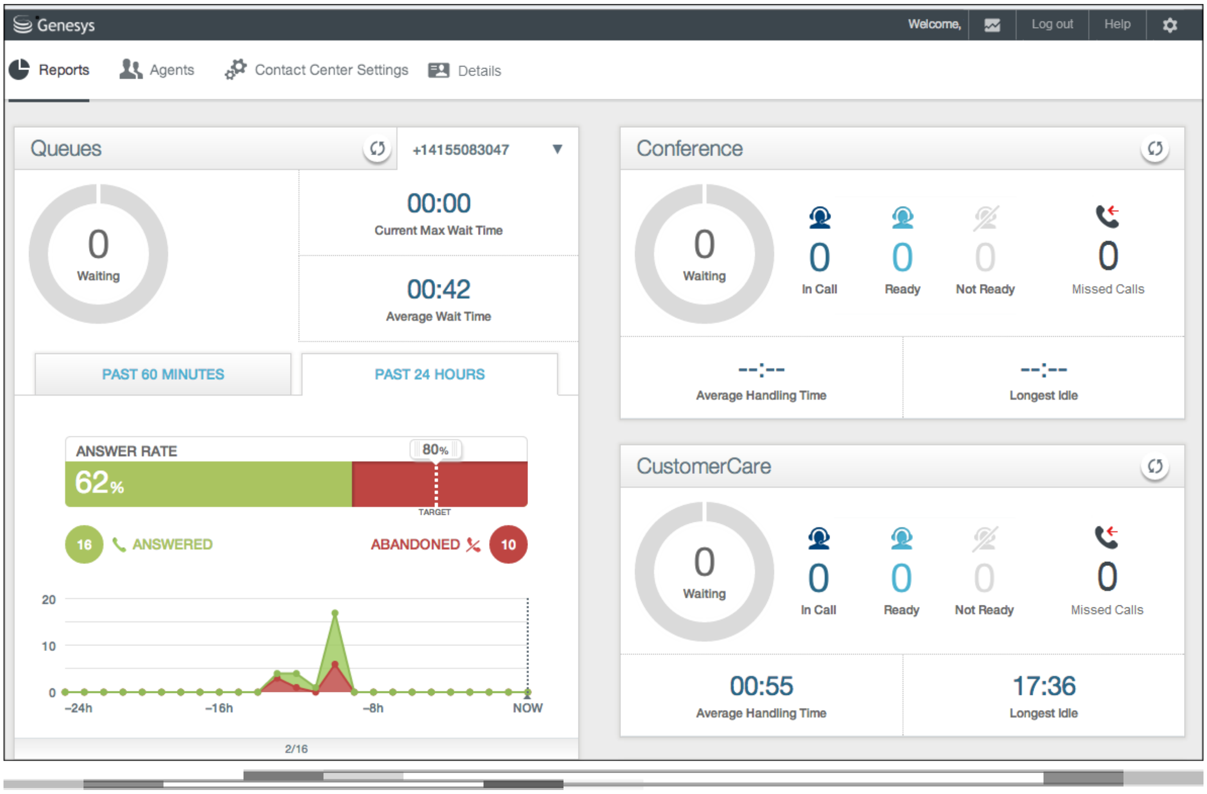
See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Viewing Statistics

Administrators can view the contact center statistics, which includes call handling, as well as chat, email, queue, and skill statistics. When a skill is created, a new skill object is added to the **Reports** view and it displays all interactions that are waiting for that specific skill, as well as the number of agents that are actively handling interactions for that skill.

When an agent is in any state, except logged off, the system provides the amount of time an agent is in this state. This view also allows supervisors and administrators to see how many agents are actively handling interactions for these skills.

For Voice interactions, missed calls are calls that when routed to an agent, but are not answered by the agent, so the call is sent back to the router and then is sent to another agent. These missed calls are reported for each queue, as shown in the figure below:



VCC Dashboard — Reports View

Queues Report

The **Queues** widget provides supervisors and administrators with the following reporting statistics:

- the number of calls waiting
- the current maximum wait time for inbound calls
- the average wait time for inbound calls
- the answered/abandoned calls answer rate summary for a specific time interval

Email Report

The **Email** widget provides supervisors and administrators with the following reporting statistics:

- the number of email interactions waiting
- the number of agents currently handling email interactions
- the current maximum wait time for email interactions

- the average wait time for email interactions

Chat Report

The **Chat** widget provides supervisors and administrators with the following reporting statistics:

- the number of chat interactions waiting
- the number of agents currently handling chat interactions
- the current maximum wait time for chat interactions
- the average wait time for chat interactions

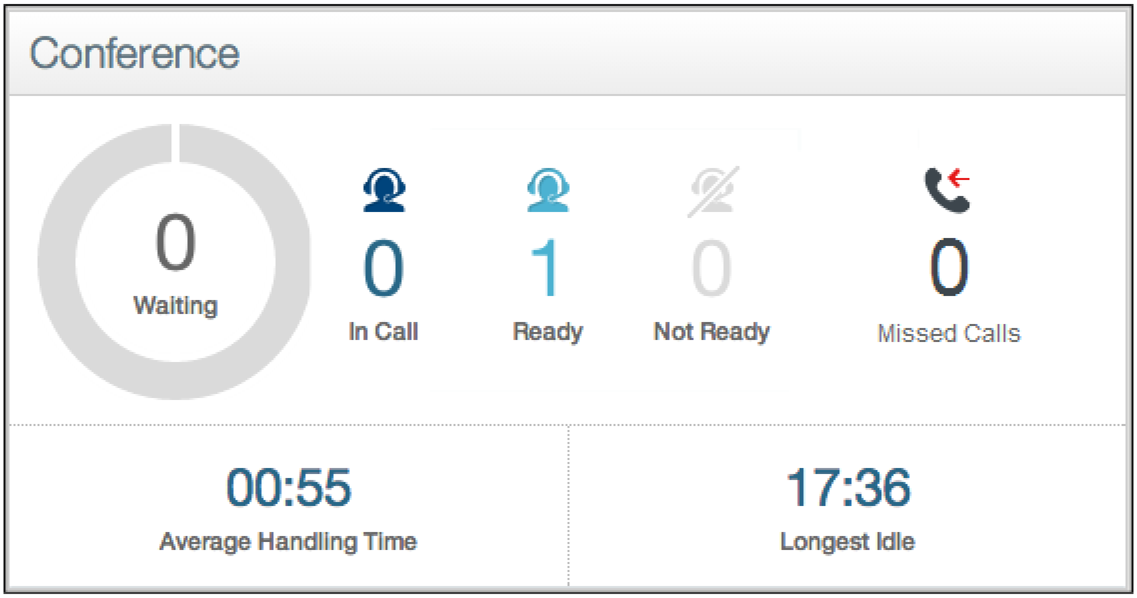
Administrators can also configure the placement of and the look and feel of the Chat Widget that agents use. See the Configuring the Chat Widget topic for more information.

Skills Report

The **Skills** widget provides supervisors and administrators with the following statistics:

- the number of calls waiting for that particular skill
- the number of agents assigned to the skill who are in one of the following states:
    - **In call** — the state where an agent is engaged in a call
    - **Ready** — the state where an agent is logged in logged in to an Automatic Call Distributor (ACD) group and is ready to handle calls that the ACD distributes
    - **Not Ready** — the state where an agent is logged in to an Automatic Call Distributor (ACD) group, but is not prepared to handle calls that the ACD distributes
- the number of missed calls per agent over a total of the last `60` minutes.
- the longest time that an agent assigned to that skill was in the idle state, **Ready**, but has not received a call
- the Average Handle Time (AHT) for that skill — the AHT is the average amount of time that an agent spends on a call

The image below shows an example of the **Skills** report statistics available to supervisors and administrators:



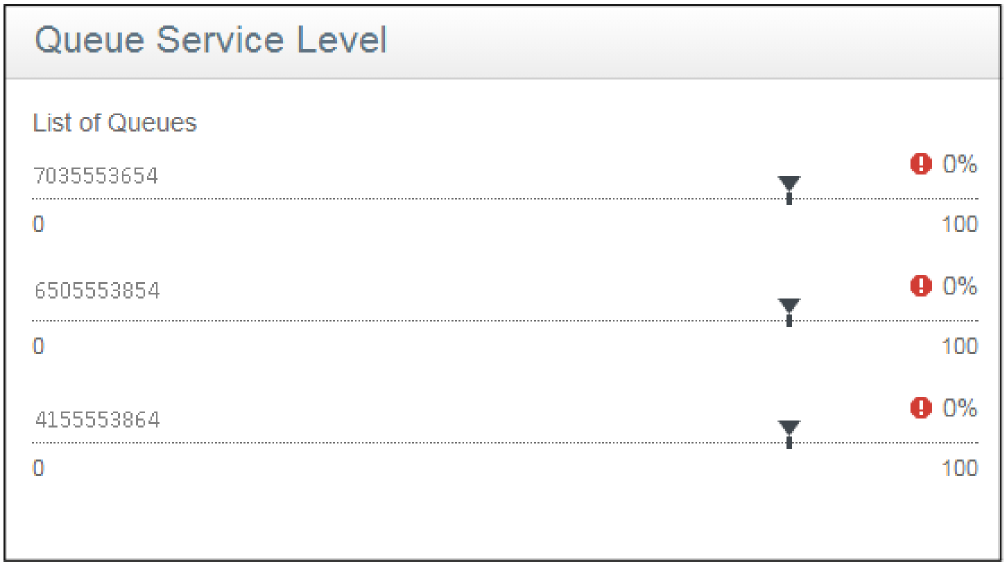
VCC Dashboard Skills Report Statistics

Skill and Queue Service Levels

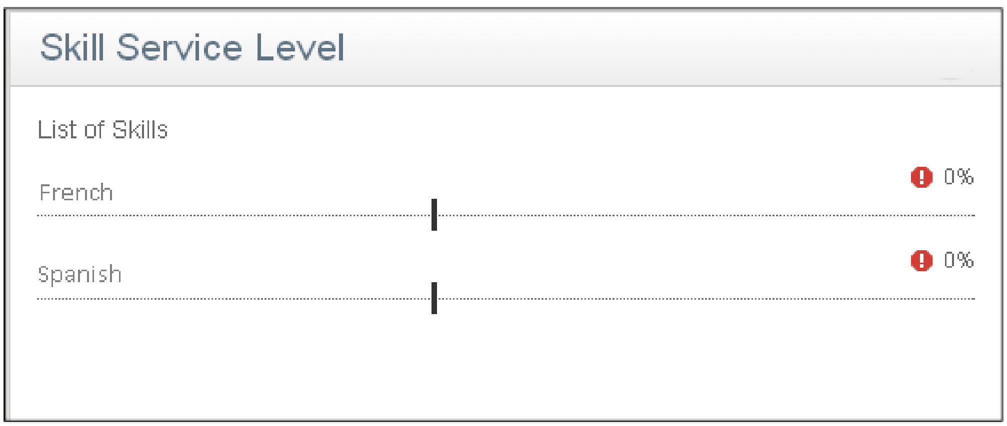
The ability for a supervisor to view service levels is critical. The Service Level is defined as the percentage (%) of all calls over the defined interval (time period — a sliding window that is configurable) that were answered by agents within *X* seconds, where *X* is the defined Speed of Answer and is configurable — for example, a call is included in the total number of calls if the caller waits in queue for a configurable amount of time (measured in seconds), even if the caller hangs up (abandons the call) before the call is sent to an agent.

Short calls are calls that are abandoned very quickly, so they must not count against the Service Level. The short calls time period is configurable for all skills. Setting the short calls time period helps you to filter out calls that did not stay in the ACD queue long enough to be reported as events. You set the short calls time period once (using the **Skill Service Level** tab or the **Queue Service Level** tab in the **Contact Center Settings** view) and it applies to all skills.

The **Reports** view provides the supervisor with the ability to view the Service Level. When a queue or skill is created, the Service Level for that queue or skill can be configured by an administrator using the **Contact Center Settings** view in VCC Dashboard. If this configuration is not done, the Service Level is not displayed for that queue or skill on the **Reports** view in VCC Dashboard.



Queue Service Level



Skill Service Level

Agents View

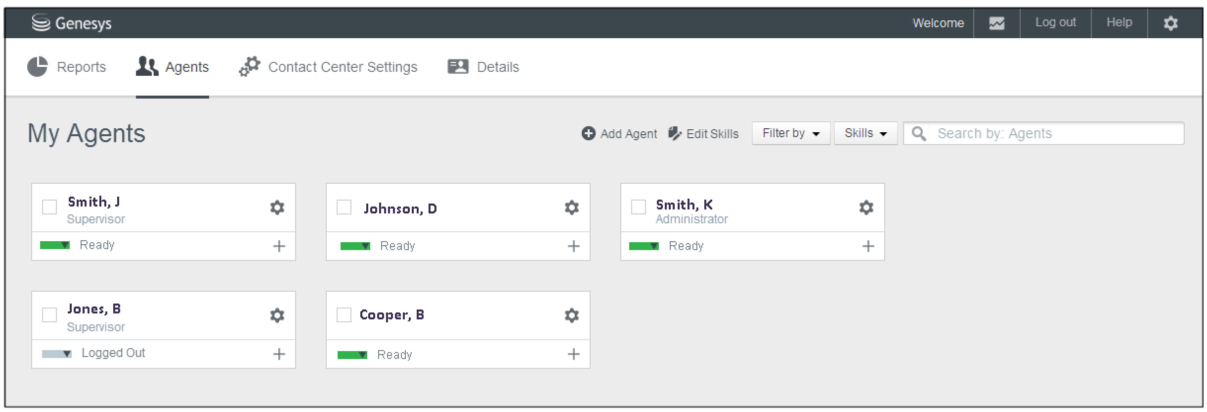
Important

Chat and Email are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Features

Using the **Agents** view, administrators can:

- create new users
- view and edit user information
- assign roles to any user
- create, edit, and delete skills
- filter or search for user information



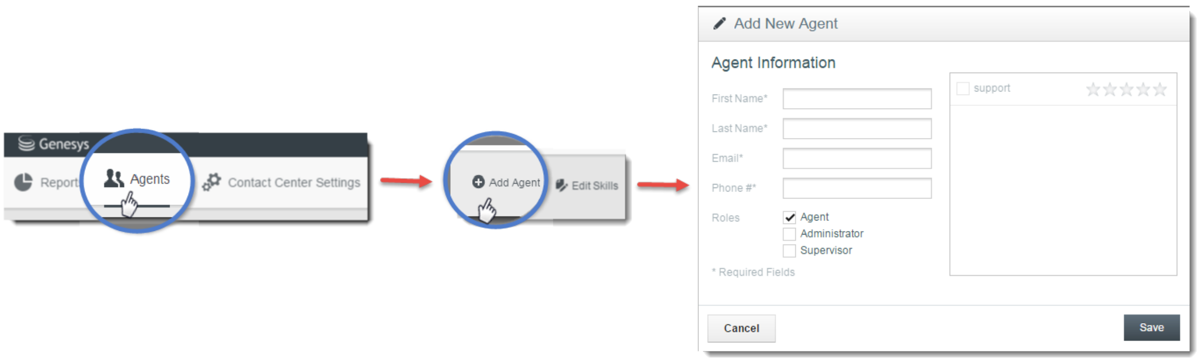
VCC Dashboard — Agents View

See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Creating New Users

Administrators can use the **Add New Agent** dialog box to do the following tasks:

- add new users
- add user roles to new users



VCC Dashboard — Adding New Users

Administrators can specify the user roles for the new agent by clicking the appropriate check box. Administrators can choose from the following roles:

- Agent — responsible for answering or making calls (see the ***VCC Agent Desktop Help*** for more information)
- Supervisor — manages agents using the **Reports**, **Agents**, and **Details** views (see the ***VCC Dashboard Help*** for more information)
- Administrator — creates users and manage contact center activities using the **Reports**, **Agents**, and **Contact Center Settings** views (see the ***VCC Dashboard Help*** for more information)
- (Optional) Add the appropriate skills to the properties of the new agent by clicking on an existing skill.

Important

- Administrators must enter information in all the required fields before they can add a new user; an error message is displayed if any fields are left blank.
- The **First Name** and **Last Name** fields support only letters. Administrators cannot use numbers or special characters, such as the underscore or a dash, in the first or last name of a user. An error message is displayed if these fields contain an unsupported character.
- If administrators provide a phone number, the phone number format must follow the E.164 standard. The maximum length of the phone

number is 22 digits starting with the + character — for example: `+1234567890123456789`.

- It is possible to combine all three roles to users who need to accomplish the tasks outlined for these roles.

Monitoring the Agent Status

Each user is represented by a status panel that displays the following information:

- the user's name
- the agent state, which is displayed and changed using a colored bar on the left edge of the status box that indicates the state of each user:
  - **Logged Out** — user is logged out of the system
  - **Ready** — user is logged in logged into an Automatic Call Distributor (ACD) group and is ready to handle calls that the ACD distributes
  - **Not Ready** — user is logged into an ACD group, but is not prepared to handle calls that the ACD distributes
  - **After Call Work** — user is logged into an ACD group, but the user is performing administrative duties for a previous call (or other media interaction) and cannot receive further calls from the ACD
  - **In Call** — user is engaged in a call

Important

The above section applies only to voice interactions, but not to chat and email interactions. A changed state applies only to voice interactions. The user remains in the original state for chat and email interactions.

Administrators can also do the following using the agent status panel:

- view the list of skills that are assigned to an user by clicking + to see this information
- view the user's phone number (the DN) by clicking + to see this information
- monitor an agent by clicking Monitor to see this information
- edit an user's properties by clicking **Settings** to see this information

Editing User Information

Administrators can use the the **Agent Item** menu to to do the following tasks:

- Update the user information by clicking **Edit** to open up the **Edit Agent** dialog box. Administrators can then do the following:
    - edit the user's first and last names
    - assign proficiencies to skills
    - assign skills to agents
- Delete the the existing user by clicking **Delete**.
- Reset a user's password by clicking **Reset Password**. Click **Save** to send the user an email containing the login/reset password instructions. This email also directs the user to a **Reset Password** dialog box where they can create a new password.

Important

Fields marked with an asterisk * are required.

Agent Item Menu

Editing Skills

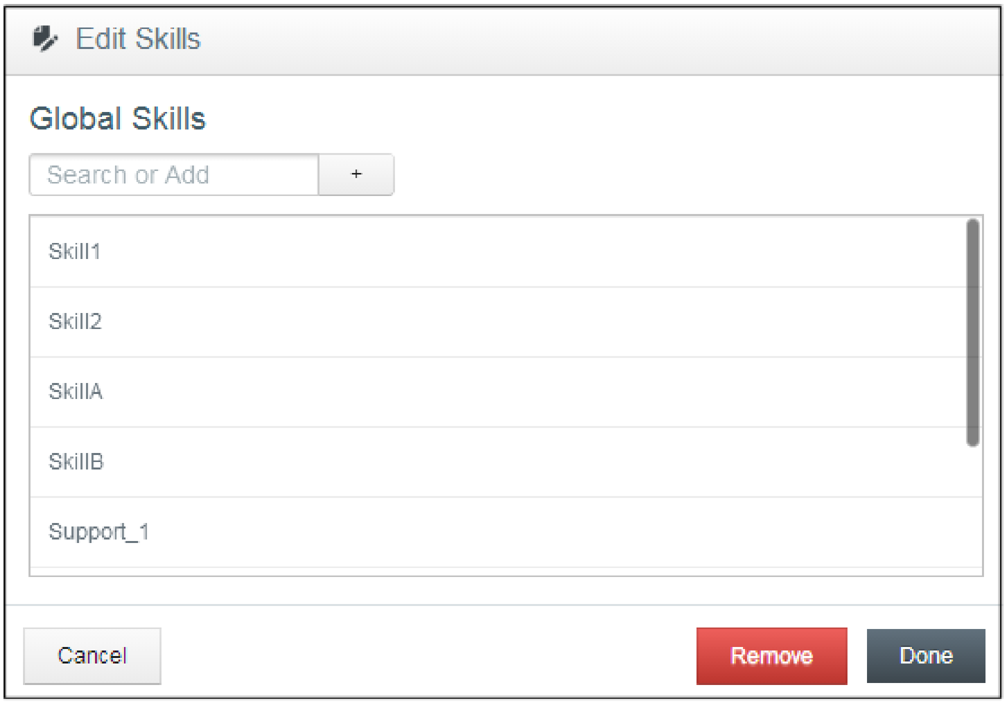
Administrators can use the **Edit Skills** dialog box to:

- view the list of skills
- add a skill
- delete a skill

Important

- The skill name search function is case-sensitive. To reference the full list of existing skills, click **Edit Skills** on the **Agents** tab.
- If administrators add a new skill to VCC Dashboard while agents are logged in, that skill does not appear in the drop-down lists in

VCC Agent Desktop for agents to select during an outbound, transfer, or consultation call until the agent logs out and then logs in again.



Edit Skills Dialog Box

Filtering or Searching for User Information

Using this filtering method enables administrators to see only those users that are in a particular state or who have a particular role. Administrators can:

- filter by user name
- filter by skill name
- search for an user by name

Contact Center Settings View

> **Important**
>
> Chat, Email, and Outbound are add-on options to the inbound voice contact center and therefore are not visible until activated. Contact your account representative, if you wish to activate any of these new add-on features. See the Add-On Functionality section to find out more information about these features.

Features

The **Contact Center Setting** view in VCC Dashboard is the contact center administrator's screen. This screen allows the administrator to set many of the system configurations on an on-demand basis by navigating the tabs on the left-hand side.

See the ***VCC Dashboard Help*** for more information on how to use the different functionalities in this view.

Not Ready Tab

Administrators can define the custom **Not Ready** codes that meet the specific needs of your contact center using the **Not Ready** tab. These codes can be used for the Chat, Email, and Voice channels.

Example:

Examples of **Not Ready** reason codes might be:

- Training
- Break
- Lunch

After Call Work Tab

Administrators can define the custom **After Call Work** reason codes that meet the specific needs of your contact center using the **After Call Work** tab. These codes can be used for the Chat, Email, and Voice channels.

Example:

Examples of **After Call Work** reason codes might be:

- Updating CRM
- Outbound Call
- Researching

This time is considered as productive agent time, since this time is associated with a call.

Disposition Tab

Administrators can define the disposition codes that meet the specific needs of your contact center using the **Disposition** tab. These codes track either the reason for the call, or how the call was addressed. These codes can be used for the Chat, Email, and Voice channels and also for Outbound Campaigns.

Example:

Examples of disposition codes might be:

- Sales
- Broken Equipment
- New Account

Enabling Mandatory Disposition Codes

Administrators can enable the **Make Dispositions Mandatory** check-box to specify whether it is mandatory for the agent to set a disposition code before **Marking Done** an interaction.

Using Nested Disposition Codes

Administrators also have the choice to display the disposition codes in a flat-style or in a nested-style that includes expandable and collapsible controls. The nested-style (or hierarchical-style) allows for the management of different levels of disposition codes.

For example:

- the first level list might include **Sales**, **Tech Support**, and **Billing**
- the second level for **Sales** might include **computer**, **phones**, and **tablets**

- the second level for **Tech Suport** might include **network issues**, **software issues**, and **other**
- the second level for **Billing** might include **address update**, **charge disputer**, and **pay bill**
- the third level might include a sub-list for each of the above items to further handle the different levels

Caller ID Tab

Administrators can provide a single number to overwrite the Caller ID for outbound calls originating from the contact center using the **Caller ID** tab. This Caller ID is used for the Voice channel.

This feature allows *at home agents* to make outbound calls without the customer seeing the agent's actual home office phone number. Administrators can set the Caller ID dynamically so that each queue or business unit (contact center) can have its own default Caller ID.

Important

- The displayed Caller ID for the contact center is limited to the set of phone lines configured in your CX Builder account.
- The Caller ID, which is set under the **Caller ID** view, is set per contact center. Administrators can also set the Caller ID so that each queue/business unit can have its own default Caller ID. This setting is done using the **Queue** tab under the **Contact Center Settings** view. If the administrator sets a Caller ID per business unit at the **Queues** level, then this Caller ID takes precedence over the Caller ID set per contact center at the **Caller ID** level.

Case Data View

Case data is a small pop-up message that shows up in its own box used to display the interaction information to an agent when the interaction is answered or accepted. Media channels are not applicable for this view.

Important

The Case Data functionality in VCC Dashboard is only visible if you have the Outbound feature. Outbound is an add-on option to the inbound voice contact center and, therefore, is not visible until activated. Contact your account representative, if you wish to activate this new add-on feature.

Toast Data View

Toast data is a small pop-up attached data message that shows up in its own box near the bottom of the screen used to display brief notification information about the interaction to an agent. This data is collected within the IVR or from a back-end database lookup via the IVR. This data is used by the agent to prepare for the interaction prior to answering said interaction. Media channels are not applicable for this view.

Important

The Toast Data functionality in VCC Dashboard is only visible if you have the Outbound feature. Outbound is an add-on option to the inbound voice contact center and, therefore, is not visible until activated. Contact your account representative, if you wish to activate this new add-on feature.

Address Book Tab

The Address Book is a list of external contact center numbers that contact center users frequently call. This list provides a *click to call* list of these numbers. Administrators can add, update, or delete numbers from this list using the **Address Book** tab. The Address Book is used for the Voice channel.

Important

Agent phone numbers must not be added to the **Address Book**. The **Address Book** is only for numbers outside the contact center.

Queue Service Level Tab

The Queue Service Level is the percentage of calls for a specific queue that were answered within the the time interval (targeted time) for the current period. Administrators can configure the Queue Service Level by clicking the **Queue Service Level** tab. This information can be used for the Voice channel.

> Important
>
> If the Service Level is not configured, it will not appear in the **Reports** view.

The Service Level is defined as the percentage (%) of all calls over the defined period (time period — a moving window that is configurable) that were answered by agents within *X* seconds, where *X* is the defined wait time and is configurable — for example, a call is included in the total number of calls if the caller waits in queue for a configurable amount of time (measured in seconds), even if the caller hangs up (abandons the call) before the call is sent to an agent.

To set the Queue Service Level percentage for each queue, use the **Edit Service Level** widget. The Service Level Settings include:

- **Short Call Length (seconds)** — are calls that are abandoned very quickly, so they must not count against the service level.
- **Target Service Level (%)** — is the percentage of calls that were answered within the time interval for the current period. When this service level is met, or exceeded, the contact center is meeting their service level goal. If the service level is below this percentage, then the Service Level for this queue is displayed as red.
- **Interval (minutes)** — is the time interval during which the service level is calculated. A service level is normally calculated over at least a `5` minute time period.
- **Speed of Answer (seconds)** — is the time threshold in which all calls must be answered to be considered within that service level. Calls that wait in the queue for a time interval that is longer than this value are considered as not meeting the service level.

> Important
>
> - In previous releases:

- the **Short Call Length (seconds)** slider bar was known as the **Short Call Time Period** slider bar
- the **Target Service Level (%)** slider bar was known as the **Percentage (%)** slider bar
- the **Interval (minutes)** slider bar was known as the **Period (minutes)** slider bar
- the **Speed of Answer (seconds)** slider bar was known as the **Wait Time** slider bar

Skill Service Level Tab

Administrators can configure the Skill Service Level by clicking the **Skill Service Level** tab. This information can be used for the Voice channel.

Important

If the Service Level is not configured, it will not appear in the **Reports** view.

The Service Level is defined as the percentage (%) of all calls over the defined period (time period — a moving window that is configurable) that were answered by agents within *X* seconds, where *X* is the defined wait time and is configurable — for example, a call is included in the total number of calls if the caller waits in queue for a configurable amount of time (measured in seconds), even if the caller hangs up (abandons the call) before the call is sent to an agent.

To set the Skill Service Level percentage for each skills, use the **Edit Service Level** widget. The Service Level Settings include:

- **Short Call Length (seconds)** — are calls that are abandoned very quickly, so they must not count against the service level.
- **Target Service Level (%)** — is the percentage of calls that were answered within the time interval for the current period. When this service level is met, or exceeded, the contact center is meeting their service level goal. If the service level is below this percentage, then the Service Level for this queue is displayed as red.

- **Interval (minutes)** — is the time interval during which the service level is calculated. A service level is normally calculated over at least a `5` minute time period.
- **Speed of Answer (seconds)** — is the time threshold in which all calls must be answered to be considered within that service level. Calls that wait in the queue for a time interval that is longer than this value are considered as not meeting the service level.

Important

- In previous releases:
    - the **Short Call Length (seconds)** slider bar was known as the **Short Call Time Period** slider bar
    - the **Target Service Level (%)** slider bar was known as the **Percentage (%)** slider bar
    - the **Interval (minutes)** slider bar was known as the **Period (minutes)** slider bar
    - the **Speed of Answer (seconds)** slider bar was known as the **Wait Time** slider bar

Agent Permissions Tab

Administrators can use the **Agent Permissions** tab to:

- enable agents to change their phone numbers upon login
- enable or disable the **Reject** button
- enable or disable the call monitor indicator
- configure the amount of wrap-up time
- configure untimed wrap-up time

This information can be used for the Chat, Email, and Voice channels and Outbound Campaigns.

Changing Phone Number on Login

Administrators can enable or disable the ability for contact center agents to change their phone number upon login. If the contact center does not want their agents to have this feature, administrators must ensure that the box is not checked. This feature applies to all agents within the contact center.

Enabling or Disabling the Reject Button

Administrators can use the **Enable 'Reject' button** check box to enable or disable the reject call feature, which allows an agent to click a button to reject an incoming call when in the **Ready** status.

Enabling or Disabling Call Monitoring

Administrators can use the **Enable call monitor indicator** check box to make the call monitor indicator to be visible or invisible to agents. When a supervisor silently monitors an agent, there are two possibilities:

1. If the **Enable call monitor indicator** button is enabled:
    - When an agent is monitored, the **Monitoring** icon displays in the Case information in Agent Desktop, but it not displayed for agents who are participating in consultation or transfer calls.
    - When an agent is monitored, the **Monitoring** icon displays until the agent participates in a conference call.
2. If the **Enable call monitor indicator** button is disabled:
    - The **Monitoring** icon is not displayed for any monitored calls.

Enabling or Disabling Wrap-up Time

Administrators can also provision the amount of wrap-up time using this tab or enable untimed wrap-up time. The wrap-up time is the amount of time needed by an agent to complete any extra tasks that are directly associated with the call that was just completed.

Wrap-up time is set as the number of seconds before an agent is put back into the **Ready** state and is eligible to handle the next call in the ACD queue. Wrap-up time can also be set as untimed, so the agent must manually put themselves back into the **Ready** state. If the wrap-up time is set as timed (the number of seconds) then the agent can extend their wrap-up time by selecting an **After Call Work** reason code.

Configuring Untimed Wrap-Up Time

Administrators can configure the untimed wrap-up time by checking the **Untimed Wrap-Up Time** check box. When this box is checked, the number of seconds entered for the wrap-up time is disabled.

> Important
>
> This configuration setting must only be modified when no agents are logged in. Alternatively, agents, who are logged in when the wrap-up configuration is changed, must log out and log in again in order for the change to take effect.

Queues View

Administrators can use this view to limit supervisor visibility by segmenting the contact center into groups. Administrators do so by assigning a subset of resources (agents, supervisors, skills, and queues) to a specific queue, enabling supervisors assigned to this queue to display and manage the relevant resources. Administrators must assign each of the following to the specified queue:

- Caller ID
- supervisors
- agents
- skills

> Important
>
> - This is an optional feature. If not configured, supervisors can still see all queues, skills, and agents.
> - When a new **ACD Page** is created in CX Builder, an associated queue is created here.
> - If this functionality is used, the changes you make will display in the **Reports**, **Agents**, and **Details** views.

Once assigned to a queue, supervisors can view and edit only the resources assigned to that queue. Supervisors not assigned to a queue can view the entire contact center.

Supervisors can be assigned only to a single queue. Administrators trying to assign a supervisor to a second queue will see the following message: `Each Supervisor can be assigned to just one Queue. Selected supervisor(s) will be reassigned to this Queue.`

- Confirming this change removes the supervisor from the original queue and assigns them to this queue.
- Canceling this change keeps the supervisor assigned to the original queue.
- Enable or disable a nailed-up connection for agents assigned to a specific queue. A nailed up connection is a persistent connection in which the agent phone remains connected to the media server so that when a call is received, the call must only be bridged to this persistent connection, enabling a quicker answer-time. Without this connection, the switch must dial the agent public switched telephone number (PSTN) number and wait for the connection to be set up by the telco (telephone company). If this feature is enabled, all agents assigned to the queue will be nailed up.

> **Important**
>
> A nailed-up connection can result in increased toll charges, since this connection will be maintained from the time the agent receives or initiates a call until the agent hangs up their handset/phone device.

The nailed-up connection feature has the following limitations:

- The nailed-up connection is not established until the agent either receives an inbound call or successfully establishes an outbound call. The connection is not stable on login, so there will be a connection delay for this first call. Once the connection is established, all call control must be initiated using the VCC Agent Desktop/CTI Adaptor and not the handset/phone device. The connection will be dropped when the handset/phone device is hung-up.
- The agent has no indication that the connection is nailed-up, so if the connection is inadvertently dropped, the agent will have no knowledge of this disconnection. The connection will be re-established when the agent either receives an inbound call or successfully establishes an outbound call.
- If an agent is assigned to more than one queue, and if any of these queues have the nailed-up connection enabled then this agent’s connection will be nailed-up once a successful call is established.

This information can be used for the Voice channel.

Email Settings View

Administrators can use this view to:

- configure a contact center inbound (POP3) email server
- configure the correct routing skill that matches the agent skill for email notifications for agents

> Important
>
> - Non-ASCII language character sets (for example, Western European or East Asian languages) are not supported.
> - Do not use the same email address to configure the POP3 email server as you use to log in as an administrator or as an agent.

This information is used for the Email channel.

Chat Widget Configuration Tool

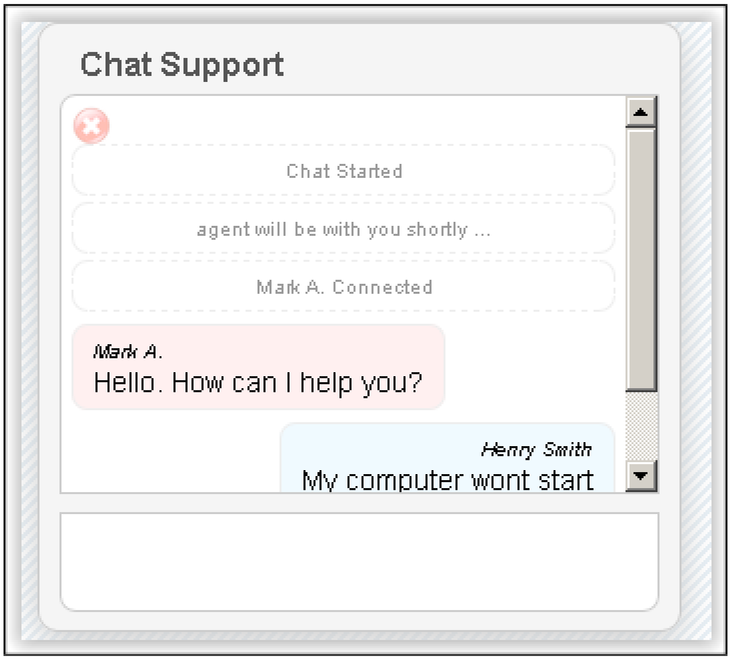
> Important
>
> Chat is an add-on option to the inbound voice contact center and therefore not visible until activated. Contact your account representative, if you wish to activate any this new add-on feature. See the Add-On Functionality section to find out more information about this feature.

Features

Administrators can use the **Chat Widget Configuration Tool** page to:

- configure chat connection settings
- choose how, where, and when the chat widget appears on your website
- customize the chat widget's *look and feel* to match your website
- generate an embed script to embed your customized widget on your website

See the Chat Widget Configuration Tool topic in the ***VCC Dashboard Help*** for more information on how to configure the chat widget.



Client Widget Installed on Web Site

Supported Web Browsers

The **Chat Widget Configuration Tool** supports the following browsers:

- Microsoft Internet Explorer 10+
- Google Chrome 22+
- Firefox 15+

Voicemail and Data Retention

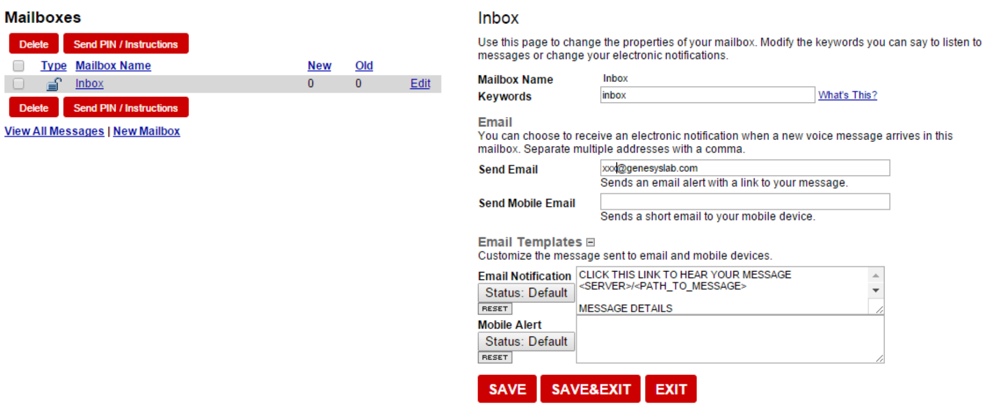
This topic provides information about voicemail and data retention.

Voicemail

Whenever a caller leaves a message via a Voicemail Page in your IVR the recordings will be stored in a Mailbox. Mailboxes and recordings can be accessed by clicking the **Voicemail** link at the top of your page after you first log in.

Mailboxes

The left side of the screen lists your Mailboxes. You can view, edit, and delete your Mailboxes. To delete or resend the mailbox PIN and instructions, check the checkbox to the left of the mailbox and click the **Delete** or **Send PIN / Instructions** button.



Mailboxes

Editing Mailboxes

To edit a mailbox click the **Edit** link to the right of the mailbox that you want to edit. This will bring up the mailbox properties on the right (shown above). Here you can change the:

- Name of the mailbox
- Keywords—Used when accessing your recordings over the phone, see the System Commands section for more information.
- Notification email and mobile email address(es).
- Email and Mobile Notification templates.

Lastly, there is a list of all the Voicemail pages that are linked to the mailbox and their corresponding Site Name and Page number.

Recordings

The right side of the screen lists the recordings in the selected mailbox. Here you can view, play, and delete your recordings. To play a recording, just click the **Play** link. To delete a recording, just check the checkbox to the left of the recording and then click the **Delete** button.

Data Retention

Data retention determines the persistent data and call recording guidelines for meeting the conditions for data archiving.

The following CX Builder components use data retention:

- **Application Data** (Voice Sites) — users can have an unlimited number of applications. The data is stored for the life of the customer.
- **Data Files** — users can have an unlimited number of data files. Data files are stored for the life of the customer, and are limited to 50,000 rows.
- **Call Recordings** — all call recordings are stored for 30 days from the day the call was recorded. Additional time can be purchased for up to 90 days.
- **Voicemail/audio capture recordings** — all voicemail/audio capture recordings are stored for 30 days from the day the file was recorded. Additional time can be purchased for up to 90 days.
- **Call History Report** — the call history report is a real-time log of call activity. Call history report data is stored for 90 days from the day the call was placed. Call variable data is available in the exported **Call History** report for 20 days from the day the call was placed.

Routing for VCC

These topics provide details of how routing is configured, as well as the variables that are used to control this routing.

Call Routing for VCC

You can control your routing using IVR call control variables and skill proficiencies.

Before the ACD routing logic can be defined, the IVR routing logic must be completed so queues can be identified and provisioned in the ACD. The provisioning of the ACD queues is done on the IVR using the **ACD Page** in CX Builder, which automatically generates an associated queue (Routing Point) on the ACD queue.

The ACD routing logic consists of two main categories:

- **Queue logic** — ACD call flows for each queue are defined in the IVR. There is a one-to-one association of the IVR **ACD Page** to the ACD queues.
- **Transfer logic** — Routing Points are established to allow agents to transfer calls according to skills.

See the following topics for more information:

- Call Flow
- Call Routing
- CX Builder Routing Configuration
- ACD Page Configuration
- ACD Queue Routing Configuration
- Skill Transfer Routing Configuration

Chat Routing for VCC

Chat requests are sent to the skill defined in the chat client (see the Chat Widget Configuration Tool topic for more information). If the chat request is not answered in 90 seconds, the chat is routed to any agent in the **Ready** state for the **Chat** channel. If the chat request is still not answered after 180 seconds, the chat interaction is returned to the original skill for routing and is repeated until answered.

Email Routing for VCC

Email is sent to the skill defined in the email configuration for the inbound email address (see the Email Settings View topic for more information). If the email is not answered in 12 hours, the email request is routed to any agent in the **Ready** state for the **Email** channel. If the email request is still not answered after 24 hours, the email request is returned to the original skill for routing and is repeated until answered.

Call Flow

This topic provides details about the call flow, such as the call flow architecture and configuration.

Call Flow Architecture

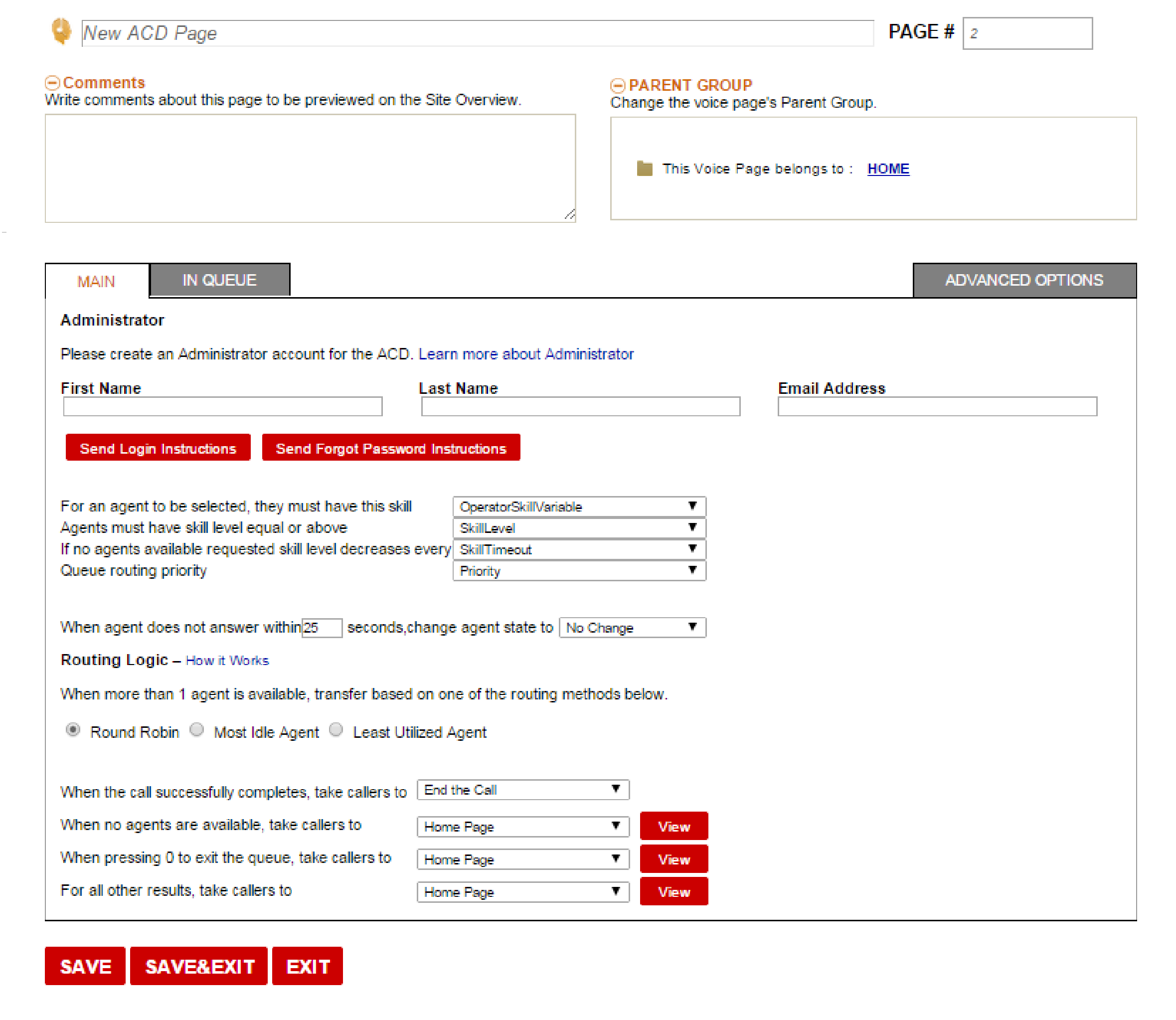
The main call flow architecture is as follows:

1. An inbound call enters the IVR and executes the self-service logic.
    a. The CX Builder **VoiceXML** (VXML) application is executed.
2. At the time when this call needs to be sent to the ACD (caller request assisted service), the IVR queues the call on the IVR and signals the Genesys SIP Server for routing instructions.
    a. The IVR sends the call data to the Genesys SIP Server using the new **ACD Voice** page within CX Builder and initiates a routing request to the ACD queue.
3. The call data is received at the Routing Point on the SIP Server.
    a. ACD executes the routing strategy associated with the Routing Point.
    b. The routing strategy determines how to route the call, using the data passed from the IVR — for example, if while the caller was in the IVR and selected *Support*, the call is routed to an agent that has a **Support** skill.
4. Once an agent becomes available:
    a. SIP Server dials the phone number of the targeted agent and the call is routed to the selected agent.
    b. VCC Agent Desktop receives the information about the call.
5. The agent can control the call (for example, a transfer or a conference call) using the call control functions of VCC Agent Desktop.
6. The information about all call and agent state changes is written into the historical reporting.

Configuring the IVR Call Flow

Use CX Builder to configure the IVR call flow. When a call flow requires assisted service, the system uses a **Voice Page** of the type **ACD Page**, as shown in the graphic below. The **ACD Page** provides the interface between the interactive voice response (IVR) and the automatic call distributor (ACD).

All objects within the **ACD Page** are **ACD Page**-specific, meaning that their objects only apply to the specific **ACD Page** and are not shared across the **ACD Pages** and/or sites.



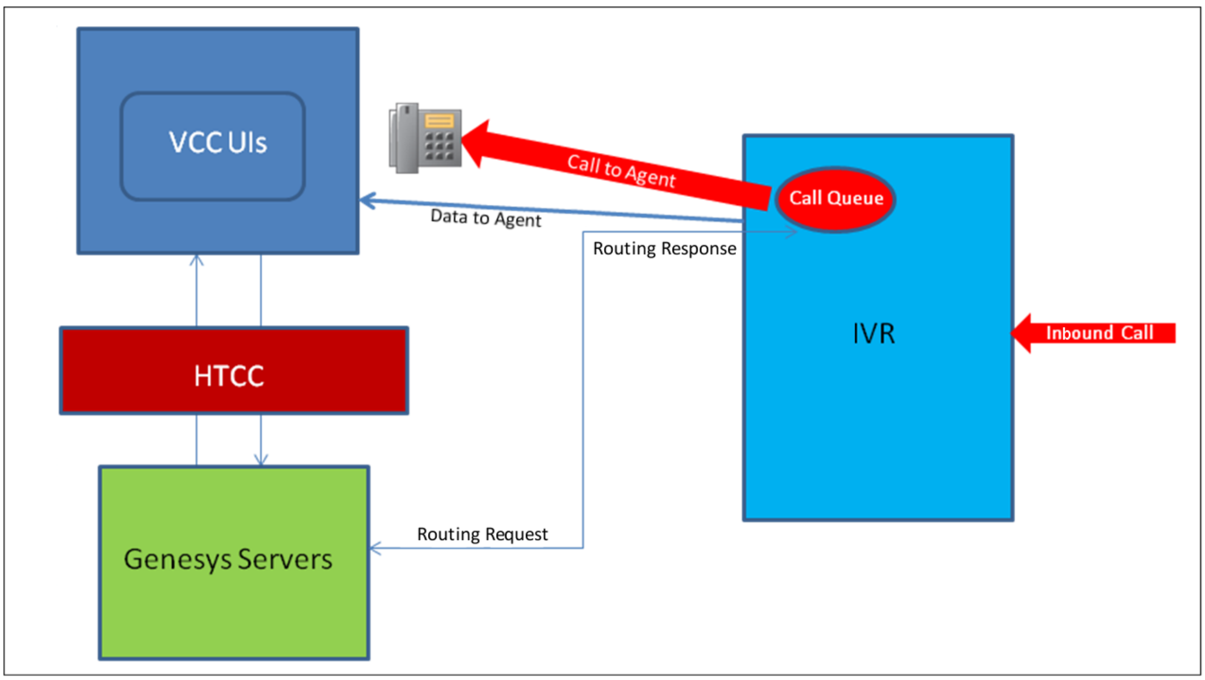
ACD Page

Call Flow Example

A call flow example is as follows:

1. An inbound call enters the IVR and executes the self-service logic.
2. When the caller selects an option for assisted service, the call is then moved to a call queue where the caller hears a treatment/music until the call is sent to an agent.
3. The IVR sends a routing request and the attached data to the Genesys router/SIP Server.
4. Once an agent becomes available, the Genesys router/SIP Server responds with a selected agent:
    a. The call data and a call ringing message is then sent from SIP Server to VCC Agent Desktop, notifying the agent of the incoming call.
    b. The call is then sent to the agent's phone.

The image below displays a high–level depiction of the integrated SIP Server and IVR:



Integrated SIP Server and IVR

Call Routing

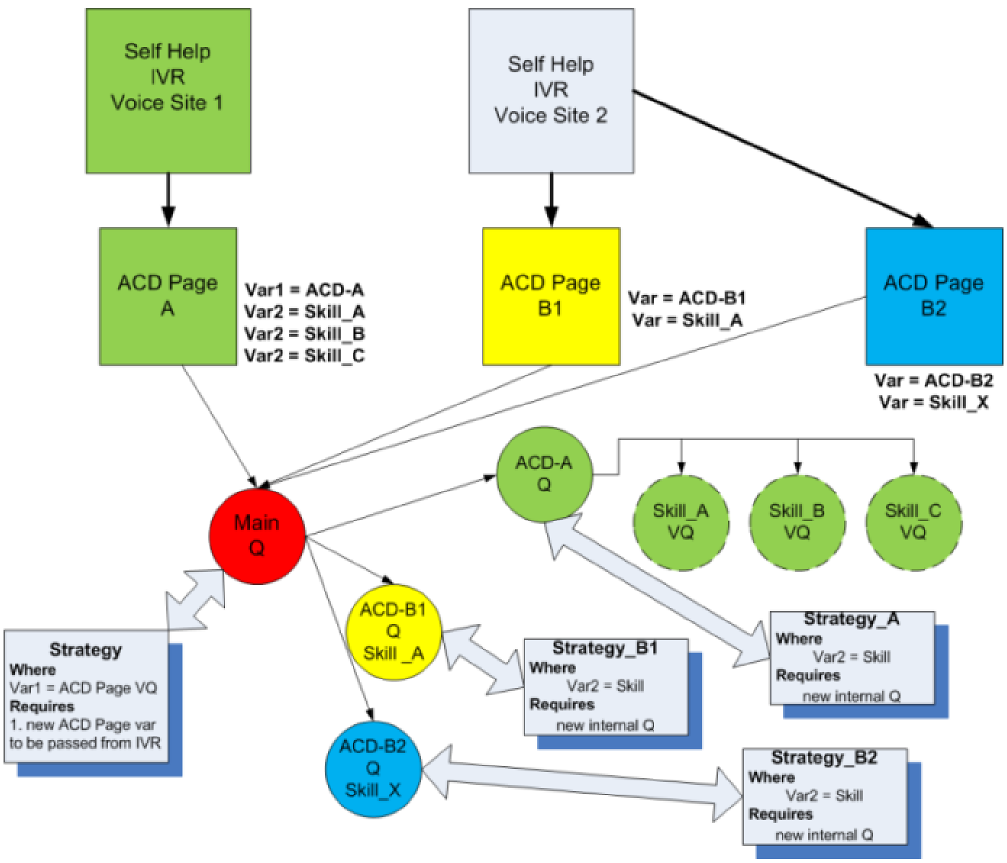
This topic provides details about how calls are routed from the IVR to the ACD queue and then extended to an agent.

Main Queue

As part of the contact center creation, a Main Queue is created on the ACD. This queue allows all calls and associated data for the customer to be passed between the IVR to the ACD queue. Calls arriving on this queue are routed to a customer-specific queue.

Provisioning the Customer Specific Queue(s)

In addition to the Main Queue, additional customer–specific queues are required to route calls to desired agents. These customer-specific queues are associated to the individual **ACD Pages** created for the user's voice site(s). These queues are automatically created when an **ACD Page** is created and are named the same as the **ACD Page**. The image below depicts the design and shows the associated routing points and strategy.



ACD Queues and Routing Points

Assisted Service Routing Logic

There are two routing strategies provided:

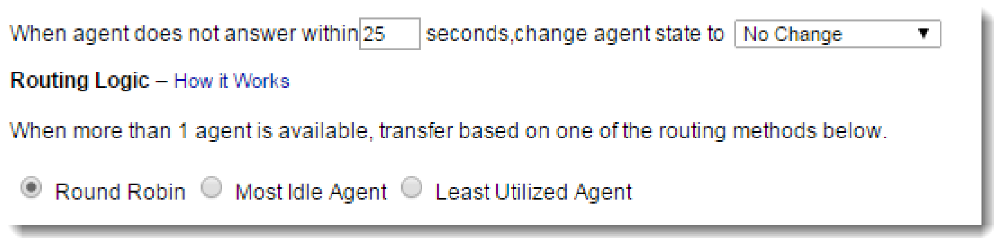
1. The Main Queue uses a strategy that simply redirects the calls from this main queue to the appropriate user queue. This strategy is loaded when a new user is created.
2. The user-specific queues employ the advanced skills routing strategy. This strategy is driven by the variables defined on the IVR. This strategy is loaded when the **ACD Page** and the associated ACD queue is created.

CX Builder Routing Configuration

This topic provides details about how to configure the routing using CX Builder. You can find out more information about how to configure the **ACD Page** in CX Builder in the ACD Page Configuration topic.

Specifying the Routing Logic

Use the **Routing Logic** section on the **Main** tab to specify the call delivery (routing), as shown in the graphic below:



Routing Logic Section — Main Tab

The call delivery (routing) options are:

- **Round Robin** — Selects an agent and then sends calls to all other agents before repeating. Unavailable agents are skipped and the next agent in the round robin is selected.
- **Most Idle Agent** — Calls are sent to the agent that was waiting the longest (the Longest Wait Time statistic is used for this routing logic).
- **Least Utilized Agent** — Calls are sent to the agent that has answered the fewest number of calls per time-logged-in (the statistic formula used for this routing logic is: Talk Time / Total Login Time).

Defining Skill Proficiencies

Before using this routing, you need to define skill proficiencies for all your agents.When setting up the skills for your agents, you must provide a skill proficiency between `1` and `5` for each skill that is assigned to an agent. A proficiency of `1` is the lowest rating (beginner) and `5` is the highest rating (expert).

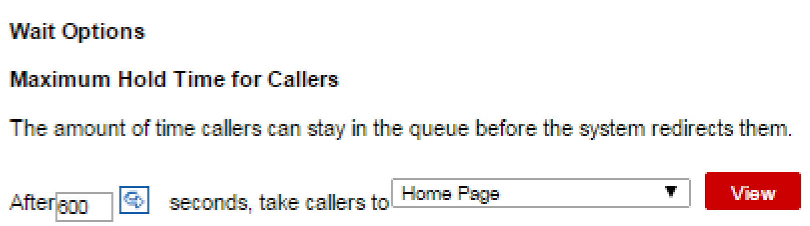
Skill Routing Strategy

The routing strategy works as follows:

1. The routing strategy first attempts to route the call to a skill with a proficiency of `5`.
2. If multiple agents with a skill proficiency of `5` are available, then the call is routed using the Routing Logic parameter.
3. If all these agents are busy, after a configurable time interval (the skill timeout) the agent pool is then expanded to include all agents with a proficiency of `4`, as well as those with a proficiency of `5`. The routing strategy enables calls to be answered more quickly as a larger pool of trained agents is now eligible to answer the call.
4. If the call is not answered during the configurable time interval, then more agents (with skill proficiencies that are equal to or greater than `3`) are added to the pool.
5. If the call is still not answered during the skill timeout time interval then this routing strategy is repeated for skill proficiencies that are equal to or greater than `2` and then equal to or greater than `1`.

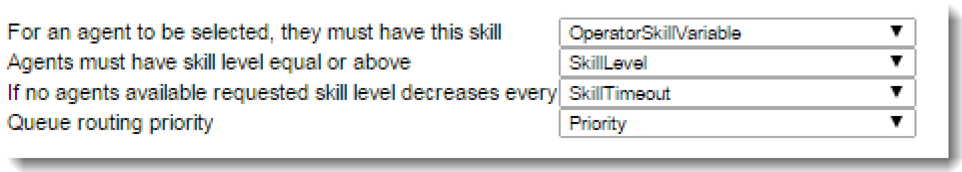
When all of the agents with a certain skill proficiency are unavailable, the ACD queue continues to route the call to the skilled agents until the ACD **Maximum Hold Time for Callers** time interval is reached and the call is then sent back to the IVR where the call can be either sent to voice mail, or some other IVR logic is applied.

The **Maximum Hold Time for Callers** provides the number of seconds that the caller can wait in the ACD queue and, if no agents become available in this time, the call is then returned to the IVR. This time interval is configured using the In Queue tab on the **ACD Page**.



Setting the Maximum Hold Time for Callers Time Interval

If you do not want to use skill proficiency for routing, the **Skill Level** variable can be set to `1`. Otherwise, this variable should be set to `5`. See Site Variables for more information about setting this variable.



Specifying the Skill Routing

Skill-based Transfers

Skill-based transfers now use the same basic routing parameters as those used for inbound calls. Previously, when calls were transferred based on skill, skill was the only parameter the strategy used in locating the agent for the transfer. Now CX Builder takes into account that agent's proficiency, the skill timeout, or other parameters set on the **|ACD Page, making the user experience of transferred calls more like inbound calls.**

CX Builder also allows for specific in-queue transfer audio for those circumstances where calls require a different in-queue audio than inbound calls. You configure this within **ACD Page,** on the new Transfer In Queue tab.

Be aware of the following:

- The skill sought for in the agent to whom the call is transferred is the one the agent specifies when transferring the call.
- The priority of a transferred call is increased by 5. This means the caller waiting in queue for a transfer has a higher priority than other callers who have not yet spoken with an agent.

Defining the Variables

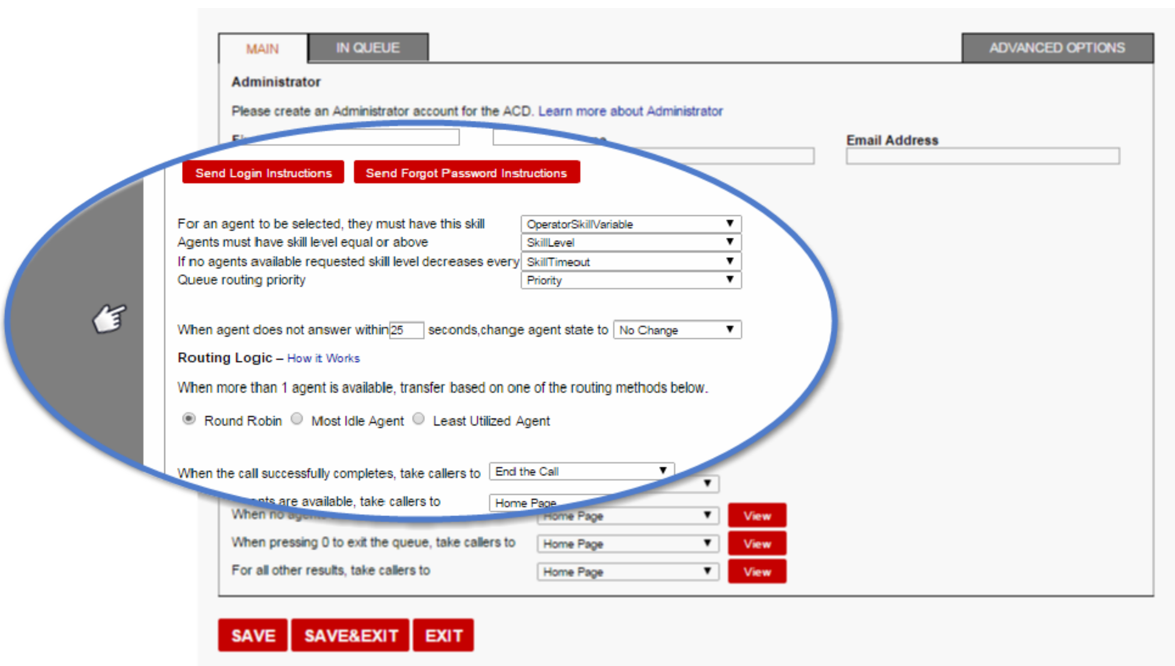
What are Variables?

Variables are containers of information. They can store a response that you collected from the caller, or a parameter passed to or from a web server. Variables are also used to represent information made available by the system, such as Caller ID, Call Duration, or Dialed Number.

Before a variable can be used in a Voice Page, it must be declared. Variables are declared in the **Site Variables** tab. See Site Variables for more information.

Routing IVR Variables

This section defines the IVR variables required for ACD queue routing. The routing variables are defined using the **Main** tab on the **ACD Page** in CX Builder, as shown in the graphic and described in the Routing IVR Variables table below.



ACD Page — Main Tab

Routing IVR Variables Table

The table below describes the IVR variables that are defined using the **Main** tab on the **ACD Page** in CX Builder:

Variable Name	Definition	Configuration

Skill	When a call requires assisted service from the ACD queue, the caller is prompted for the type of assistance that they require. This type of assistance is associated with a skill and this skill is stored in a variable.	This variable is configured on the **Main** tab of the **ACD Page** in CX Builder. When configuring this option, any variable can be used to define the skill to be used to route calls for this queue. This variable is configured as **For an agent to be selected they must have this skill**.
Skill Level	The system supports skill proficiencies that are between `1` and `5` where `1` is the lowest and `5` is the highest. This variable allows the customer to define the highest proficiency level that is used by their agents.	This variable is configured on the **Main** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Set this skill to *1* for **Basic** routing and *5* for the most highest of **Advanced** routing. When configuring this option, any variable can be used to define the skill level to be used to route calls for this queue. This variable is configured as **Agents must have skill level equal or above**.
Skill Timeout	When a call is sent to a ACD queue, there must be an overflow time to define when the strategy stops waiting for the target (a skill proficiency) and then proceeds to the next target (a lower skill proficiency). This variable is used to store the number of seconds until the strategy proceeds to the next target.	This variable is configured on the **Main** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. This variable must contain the number of seconds that a call waits for a skill proficiency before including the next lowest skill proficiency. When configuring this option, any variable can be used to define the skill level that is used to route calls for this queue. This variable is configured as **If**

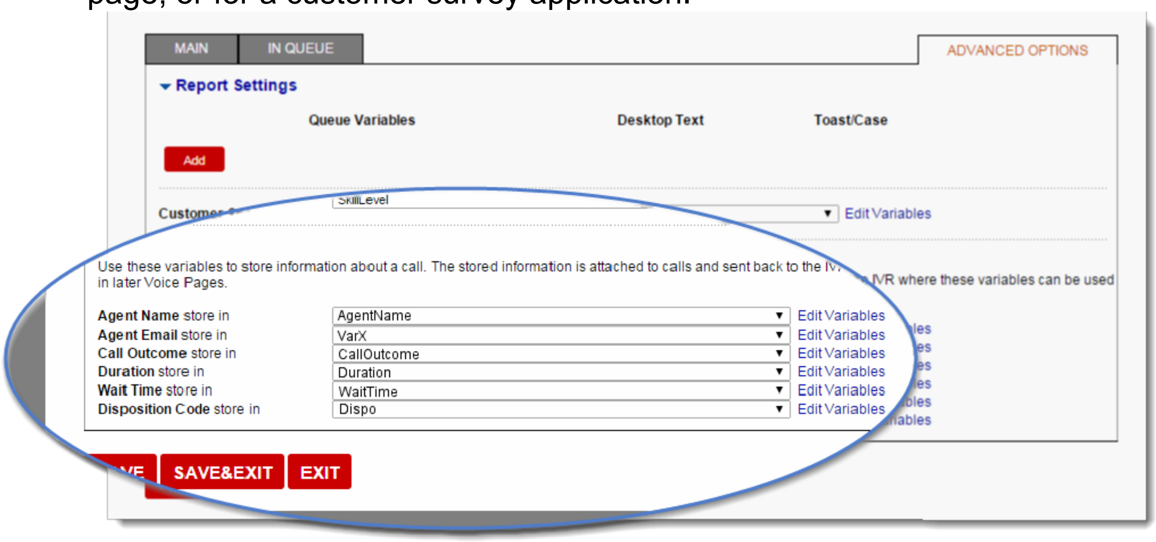
		no agents available request skill level decrease every.
Routing Priority	This variable is used to set the routing priority of a call. Queue priority routing allows some calls to be handled quicker than others.	This variable is configured on the **Main** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Any call without a priority is automatically assigned a priority value of 0 (zero). The call priority value can be any integer from `0` (zero) to `100`. As you increase the value, the call priority rises.
Routing Type (*algorithm*)	This variable allows you to define the routing type that is used. This variable is named **algorithm** and the values are one of the following; • **Round Robin** • **Most Idle** • **Least Utilized**	This variable is configured on the **Main** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Select the type of routing required: • **Round Robin** • **Most Idle** • **Least Utilized** This option is only used if more than one agent is available that has the desired skill. This option determines which one of the available agents receives the call in this scenario.

Routing Reporting Variables

This section defines the variables that are required for reporting and are displayed on the VCC Agent Desktop. These variables are configured on the **Advanced** tab of the **ACD Page** in CX Builder as shown in the graphic and described in the Routing Reporting Variables table below.

There are two sections in this tab on the **ACD Page**:

- the top section is used to define the Toast and Case data. For more information on how to define this data, see the Advanced Options tab section of the ***Call Routing*** topic.
- the lower section is used to configure the data coming from the ACD queue that is used when the call is returned to the IVR. This data is normally used for post-call routing, such as sending the data to a customer database by using a transaction page, or for a customer survey application.



ACD Page — Advanced Tab

Routing Reporting Variables Table

The table below describes the repoting variables that are defined using the **Main** tab on the **ACD Page** in CX Builder:

Variable Name	Definition	Configuration
Agent Name	This variable stores the agent name, or if more than one agent handled	This variable is configured on the **Advanced** tab of the **ACD Page** in

	the call, the list of agent names that were included in the call.	CX Builder and is found directly under the user set-up section. Any variable can be used.
Agent Email	This variable stores the agent email, or if more than one agent handled the call, the list of agent emails that were included in the call.	This variable is configured on the **Advanced** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Any variable can be used.
Call Outcome	This variable stores the outcome of the call. A call outcome can be one of the following: • Connected • notConnected • Max Timeout • Exit due to *Zero-out*	This variable is configured on the **Advanced** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Any variable can be used.
Duration	This variable stores the time that the call spent in the ACD queue.	This variable is configured on the **Advanced** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Any variable can be used.
Wait Time	This variable stores the total amount of time that the caller waited; this time includes the queue time, the transfer time, and the hold time.	This variable is configured on the **Advanced** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Any variable can be used.

Disposition Code	This variable stores the disposition codes that the agent selected for the call.	This variable is configured on the **Advanced** tab of the **ACD Page** in CX Builder and is found directly under the user set-up section. Any variable can be used.

ACD Page Configuration

The **ACD Page** is the interface between the IVR and the ACD. As such, you can use this page to:

- create the ACD administrator user
- set the routing parameters and in-queue audio
- provide for the configuration of toast and case data that is popped to the agent when a call is received
- configure the data that is returned from the ACD and is exposed for use within the IVR for post-call routing

You can use the **ACD Page** in CX Builder to define the call routing parameters on the following tabs:

- Main
- In Queue
- Advanced Options

Configuring Inbound Calls

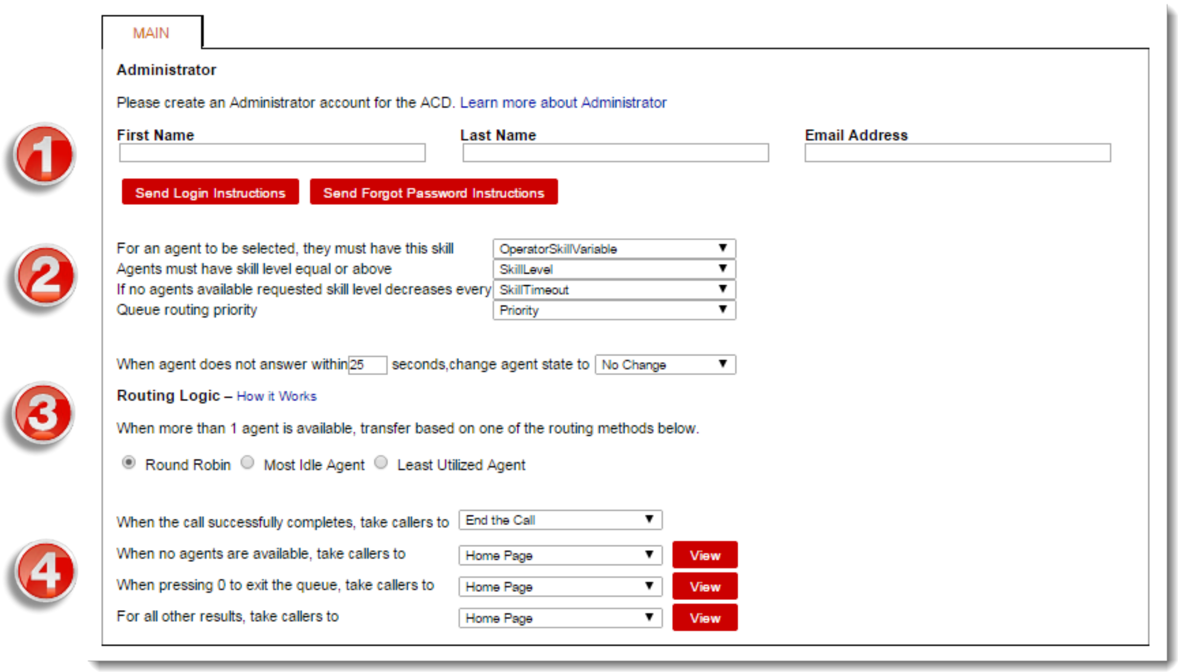
See the ***VCC Dashboard Help*** for more information.

Specifying Parameters on the Main Tab

You can use the **Main** tab on the **ACD Page** in CX Builder to specify the following:

1. Create the System Administrator account. See, Creating the ACD Administrator Account, for more details.
2. Specify the IVR variables for skill-based routing
3. Specify the IVR variables for how calls are delivered to agents

4. Specify the next **Voice Page** to which calls are sent after the agent completes the call



ACD Page — Main Tab

Specifying Skill Routing

You need to define skill proficiencies for all your agents. When setting up the skills for your agents, you must provide a skill proficiency between `1` and `5` for each skill that is assigned to an agent. A proficiency of `1` is the lowest rating (beginner) and `5` is the highest rating (expert).

Skill Routing Strategy

The routing strategy works as follows:

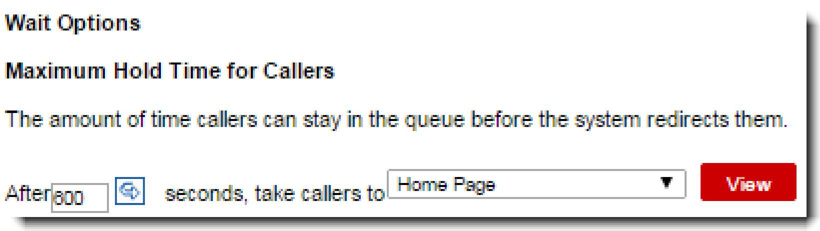
1. The routing strategy first attempts to route the call to a skill with a proficiency of `5`.
2. If multiple agents with a skill proficiency of `5` are available, then the call is routed using the Routing Logic parameter.
3. If all these agents are busy, after a configurable time interval (the skill timeout) the agent pool is then expanded to include all agents with a proficiency of `4`, as well as

those with a proficiency of `5`. The routing strategy enables calls to be answered more quickly as a larger pool of trained agents is now eligible to answer the call.

4. If the call is not answered during the configurable time interval, then more agents (with skill proficiencies that are equal to or greater than `3`) are added to the pool.
5. If the call is still not answered during the skill timeout time interval then this routing strategy is repeated for skill proficiencies that are equal to or greater than `2` and then equal to or greater than `1`.

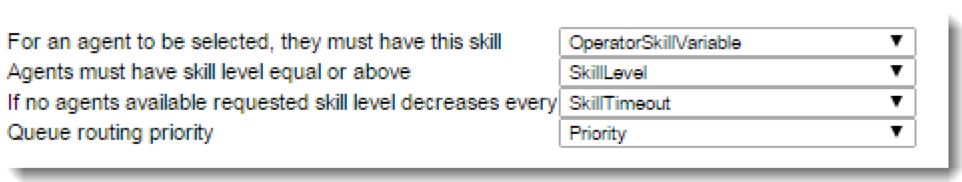
When all of the agents with a certain skill proficiency are unavailable, the ACD queue continues to route the call to the skilled agents until the ACD **Maximum Hold Time for Callers** time interval is reached and the call is then sent back to the IVR where the call can be either sent to voice mail, or some other IVR logic is applied.

The **Maximum Hold Time for Callers** provides the number of seconds that the caller can wait in the ACD queue and, if no agents become available in this time, the call is then returned to the IVR. This time interval is configured using the In Queue tab on the **ACD Page**.



Setting the **Maximum Hold Time for Callers** Time Interval

If you do not want to use skill proficiencies, the `Skill Level` variable can be set to `1`. Otherwise, this variable should be set to `5`.



Specifying the Skill Routing

Specifying Skill Values

- Use the **For an agent to be selected, they must have this skill** option to select the IVR variable that the system uses to store the skill value used to route the calls. This variable is passed to the ACD and used in the associated routing strategy. These variables are text and should correspond to the type of agent to whom the call will target. Two examples are Sales or Support.

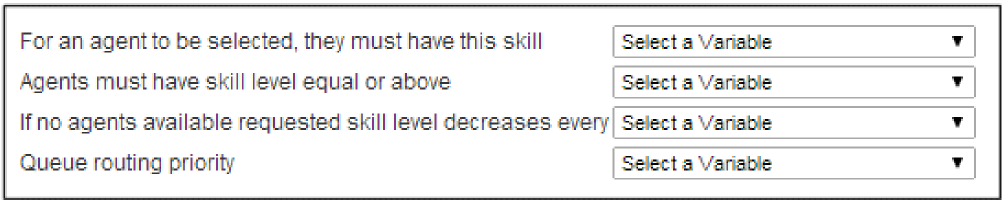
> Important
>
> The skill value must exactly match the skills created within VCC Dashboard for calls to route correctly.

- Use the **Agents must have skill level equal or above** option to define the skill level.
  - If proficiency routing is used then this variable is usually set to `5`.
  - If proficiencies are not used, then set this variable to `1`.
- Use the **If no agents available requested skill level decreases every** option to define the skill proficiency timeout.
  For proficiency routing, the strategy first looks for agents with the assigned skill and a proficiency of `5`. If no agents are available with this skill and proficiency, the router waits the number of seconds defined in this variable before moving to the next target. This next target includes all agents with the selected skill and a proficiency of `4` or `5`. Again the router waits the defined time and then moves to the next target
  agents with the selected skill and a proficiency of `5`, `4`, or `3`. This pattern repeats until a proficiency of `1` is reached. Once a proficiency of `1` is reached, the caller continues to wait for all agents with this skill until the **Maximum Hold Time for Callers** is reached. The **Maximum Hold Time for Callers** is defined on the **In Queue** tab on the **ACD Page**.

- Use the **Queue routing priority** option to set the routing priority for a call. Queue priority routing allows some calls to be handled quicker than others. Any call without a priority is automatically assigned a priority value of `0` (zero). The call priority value can be any integer from `0` (zero) to `100`. As you increase the value, the call priority rises.
  Example:
  A contact center has two types of premium callers, Silver and Gold, where Gold is the highest level of the two tiers. The calls enter the queue in the following order:
  1. A call without a priority enters the queue and then waits for an agent.

2. A Silver caller enters the queue and also waits for an agent .
3. A Gold caller enters the queue and then an agent becomes available.

In this scenario, the Gold caller is sent to the agent first since the Gold tier has the highest value. Once the agent completes the call, the Silver caller is then routed to the agent, and lastly, the call without a priority value is routed to the agent. The number value for the Silver callers could be `5`, while the value for the Gold callers could be `10`.

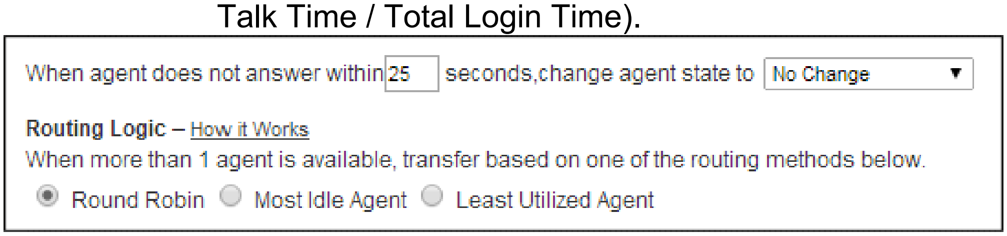


Specifying Skill Values — Main Tab

Specifying the Call Delivery

Use the **Routing Logic** section on the **Main** tab to:

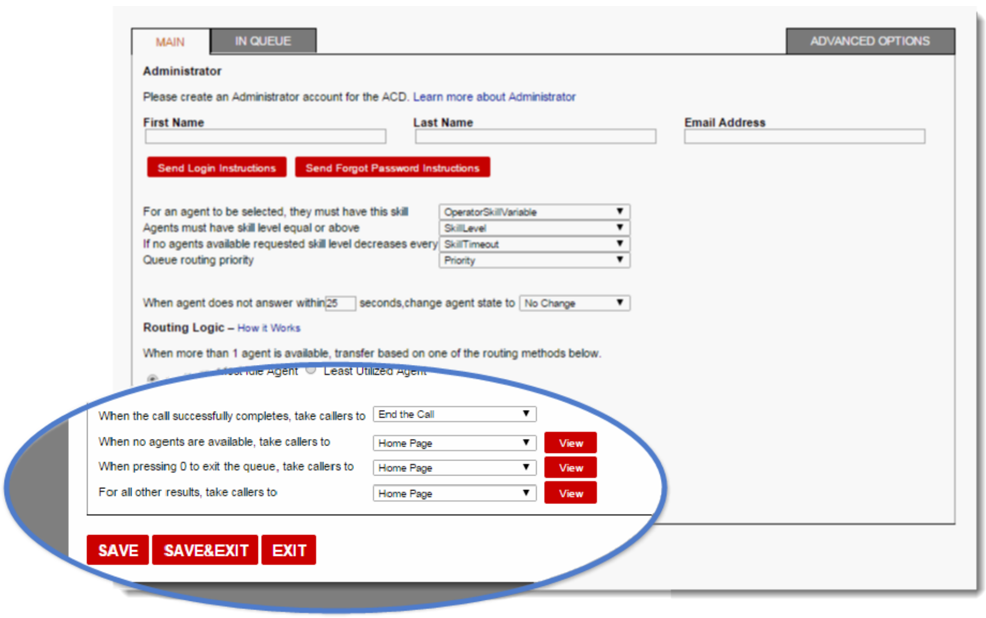
- Set the number of seconds before returning an unanswered call to the queue to be rerouted. When the unanswered call returns to the ACD queue, the agent state can be changed to one of the following: **Not Ready**, **Logged Out'**, or **No Change**, depending on the setting.
- Specify the statistics used for call delivery. The call delivery options are:
  - **Round Robin** — Selects an agent and then sends calls to all other agents before repeating. Unavailable agents are skipped and the next agent in the round robin is selected.
  - **Most Idle Agent** — Calls are sent to the agent that was waiting the longest (the Longest Wait Time statistic is used for this routing logic).
  - **Least Utilized Agent** — Calls are sent to the agent that has the lowest Talk Time per time-logged-in (the statistic formula used for this routing logic is: Talk Time / Total Login Time).



Routing Logic — Main Tab

Configuring Exit Conditions

The exit point options on the **Main** tab define which voice page the application is routed to when the call is returned from the ACD queue. Test exit points are defined in the Exit Point Options Table.



Voice Page Routing — Main Tab

Exit Point Options Table

Exit Point Name	Description	Return Code
When the call completes, take callers to	Used when calls are successfully connected to an agent.	`Connected`
When no agents are available, take callers to option	Used when: • no agents with the desired skill are logged in	• `NotConnected` • `Max Timeout`

<table>
<tr><td></td><td>when the Max Queue wait time expires</td><td></td></tr>
<tr><td>When the pressing 0 to exist the queue, take callers to option</td><td>Used for calls where the caller exits the queue by entering a zero.

Important
This zero-out option is only available when the audio is played from the ACD. See the In Queue tab section for more information.</td><td>N/A</td></tr>
<tr><td>For all other results, take callers to option</td><td>Used for error conditions when none of the above are met.</td><td>N/A</td></tr>
</table>

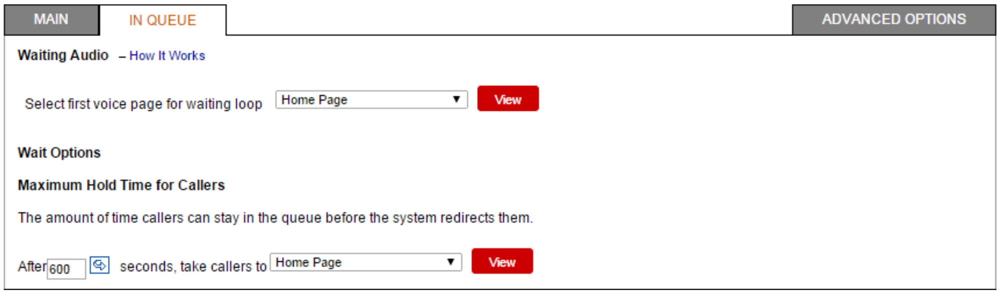
The return codes are:

- `Connected`
- `NotConnected`
- `Max Timeout (Queue Timeout expired)`

Specifying Parameters on the In Queue Tab

The **In Queue** tab (formerly **On-Hold**) specifies which audio to play while a caller is in the queue and is divided into the following sections:

- **Waiting Audio**
- **Waiting Options**



ACD Page — In Queue Tab

Using this tab, you can:

- Specify the first voice page that a caller will hear while in the ACD queue.
  Each voice page contains task-specific choices and pre-defined behavior for playing audio.
- Specify a maximum wait time.
- Specify the voice page a caller will hear next if the maximum wait time is exceeded.

Important

Genesys recommends that you use only **Message Pages** and **EWT Pages** for this audio loop. You must set the **Next** page to the first page in the loop, to complete the loop.

Use the **Next** page only to determine what happens once the final page completes.

What can I do in the Waiting Audio section?

Click **How it Works** to read a pop-up titled *Achieving a Great Caller Experience,* which offers a summary of how to build your **Voice Site** and how your choices define exactly what callers will hear.

Select a page from the **Select first voice page for waiting loop** drop-down menu. These choices always appear first:

- **New EWT Page**
- **New Message Page**

You can specify a **Message Page**, **Voicemail Page**, **Question Page**, **EWT Page**, **Logic Page**, **Transaction Page**, or **Schedule Page**, as the page does not include a destination of an **ACD Page** or a **Call Transfer Page**.

> Important
>
> Be sure to define a sequence of IVR pages that are in the loop so that the flow returns to the selected first **Voice Page**. For example, if you select **Message Page 1** for the first voice page, you might have the flow proceed to **EWT Page 1,** then to **Message Page 2,** and then return to **Message Page 1.**

What can I do in the Waiting Options section?

Here you decide what happens when a caller waits too long.

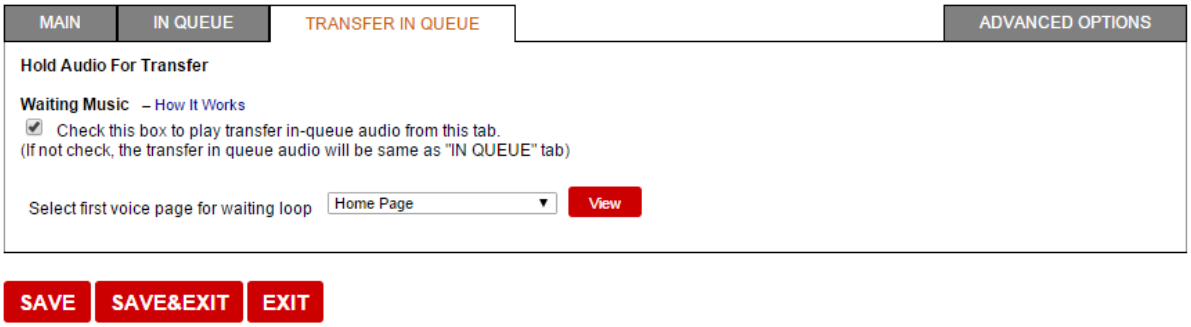
You can change the maximum wait time using the **Maximum Hold Time for Callers** section. You can enter the amount of seconds that a caller will wait before they are brought to another Page. The default value for the maximum hold time is `600` seconds (`10` minutes).

Saving Your Changes

Click **Save** to keep your changes. Clicking **EXIT** abandons unsaved changes in all tabs.

Specifying Parameters on the Transfer In Queue Tab

If ACD is enabled for your account, this tab appears in CX Builder. Using it you can specify the audio customers hears while waiting on hold during the transfer of their call.



ACD Page — Transfer In Queue Tab

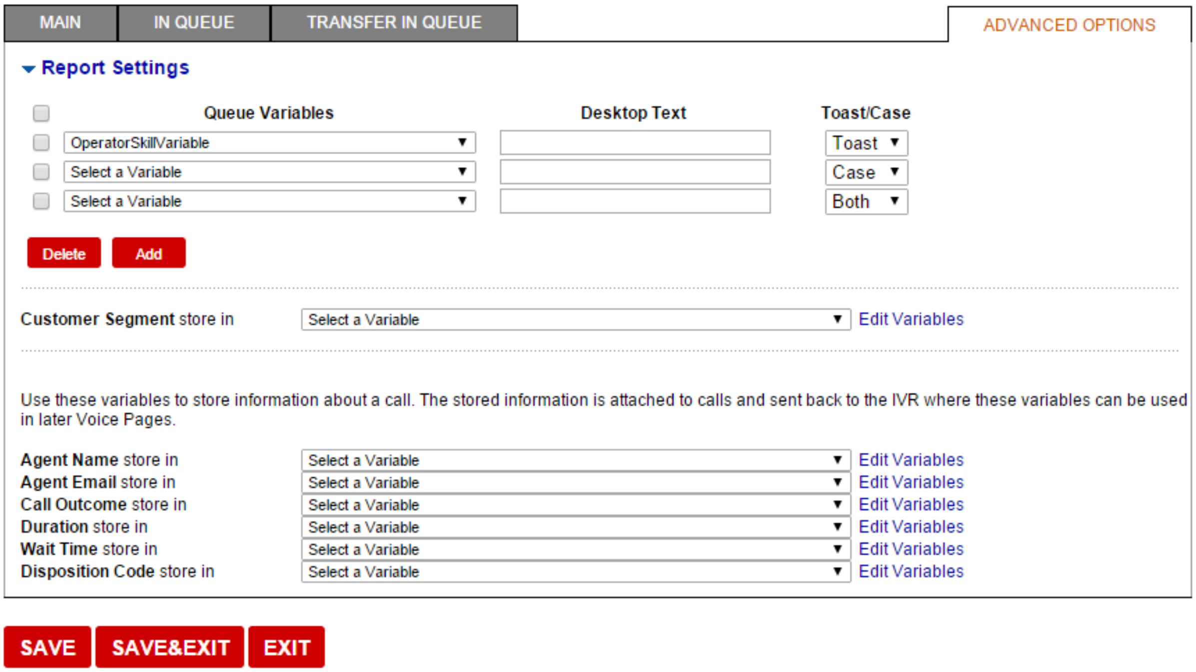
1. To enable ability, select the check box. If you do not select it, the hold music played for call transfers is the same as that specified in the **In Queue** tab.
2. Select the first voice page (for example a **Message Page**) that includes the first prompt you want the caller to hear while waiting on hold during the transfer. (**Note:** Configure successive voice pages for additional prompts you want the caller to hear as part of the loop.)

Tip

The required skill and skill level set on the **Main** tab also applies to the skill/skill level required for the agent to whom the call is transferred.

Specifying Parameters on the Advanced Options Tab

The **Advanced Options** tab allows the user to pass IVR variables to the ACD for calls, screen pops, and reporting. This tab also allows the customer to return, from the ACD, variables that are used for post-call routing or used in a transaction page.



ACD Page — Advanced Options Tab

Report Settings

The variables in this section of this tab are used to send data from the IVR to the ACD.

Configuring Toast and Case Data

When an inbound call is presented to an agent, a screen popup is displayed containing information based on selected variables. These variables can be information collected from callers or information pulled from the call web services of other systems. Once the information is available in the form of variables, it can be passed to agents via a screen popup.

You can define additional variables to use for screen pop-ups (Toast and Case data). Toast and Case data is the data that an agent is provided when a call is ringing or answered, respectively.

Toast Data

Toast data is the data that is delivered to the Agent Desktop when a call is ringing. This data is collected within the IVR or from a back-end database lookup via the IVR. This data is used by the agent to prepare for the call prior to answering said call. You can use the **Advanced Options** tab to define the variables for screen pops.

- The IVR variable that is used to pass the toast data value is entered in the **Queue Variables** field (for example, *firstNameLastName*).
- The display name that is to appear in VCC Agent Desktop is entered in the **Desktop Text** field (for example, *customer Name*).

Example: An agent handles calls for multiple companies or products. The toast data provides the agent with the company or product name to which the caller wants information. This toast data might also provide the caller's name, or what action within the IVR the caller performed.

Case Data

Case data is the data that is delivered to the Agent Desktop when a call is answered. This data is collected within the IVR or from a back-end database lookup via the IVR. The agent uses this data to identify the caller and to better handle the call.

- The IVR variable used to pass the case data value is entered in the **Queue Variables** field (for example, *userAccountType*).
- The display name used to appear in VCC Agent Desktop is entered in the **Desktop Text** field (for example, *Skill*).

Example: If an agent answers a call, the call controls display at the top of the main view, and the **Case Information** view is displayed below the call controls. The **Case Information** view contains the case data and provides whatever information the agent might need to handle this interaction. This information might include an account number that the caller entered, or any data a back-end database might contain regarding this contact. This data is meant to provide the agent with all of the information that they need to handle the interaction without asking the caller to repeat the information that the caller has already entered while navigating through the IVR.

Adding Toast Data, Case Data, or Both

1. In the **Report Settings** section of the **Advanced Options** tab, click **Add.**

2. Enter the IVR variable used to pass the data value in the **Queue Variables** field (for example, toast data of *firstNameLastName*).
3. Enter the display name used to appear in CTI Adapter in the **Desktop Text** field (for example, customer Name).
4. Select **Toast, Case,** or **Both** from the **Toast/Case** drop-down list.
5. Click **Save** to keep the settings.

Deleting the Data

1. In the **Report Settings** section of the **Advanced Options** tab:
2. Check the variable that you want deleted.
3. Click **Delete.**
4. Click **Save** to keep the settings.

Configuring the Customer Segment Variable

The **Customer Segment stored in** variable is used for reporting and is an optional variable. If the contact center segments callers by using tiers, or some other method, the *value* of the customer can be stored here. An example of this variable might be a company that segments customers as *Gold*, *Silver*, or *Bronze*, or *5 year*, *10 year*, or *Greater than 10 years*. The variable that is defined in the site variables that is used to store the skill level is assigned here.

Configuring the Call Information Variables

> Important
>
> If the caller hangs up the call before the agent does then the following data will not be available for post-call routing.

The lower section of this tab is used to collect data from the ACD to use in the IVR Pages once the call is returned to the IVR:

1. **Agent Name:** is the agent username(s) that handled the call
2. **Agent Email:** is the agent email for all agents that handled the call

3. **Call Outcome:** is a tag indicating if the call was handled by an agent or not. The return values are:
    - **Connected**
    - **NotConnected**
    - **Maximum Timeout**

    The ACD queue returns the call status in the following cases:

    - the maximum timeout is reached
    - the caller zeroes out (pressing 0)
    - when the caller talks to an agent and the agent releases the call
4. **Duration:** is the amount of time that the caller spent waiting in the ACD queue plus the time spent talking with the agent. This time interval is measured in seconds
5. **Wait Time:** is the amount of time a caller waited in the ACD queue. This time interval is measured in seconds
6. **Disposition Code:** is the last Disposition Code that the agent selected for this call

ACD Queue Routing Configuration

This topic describes how the ACD queue uses routing strategies that are defined to use the variables passed from the IVR to control how this routing is done.

The following two sections represent the logic flows are provided to help depict the differences between basic and advanced routing:

- Basic routing logic (not using proficiencies)
- Advanced skills routing (using skill proficiencies)

Basic Routing Logic

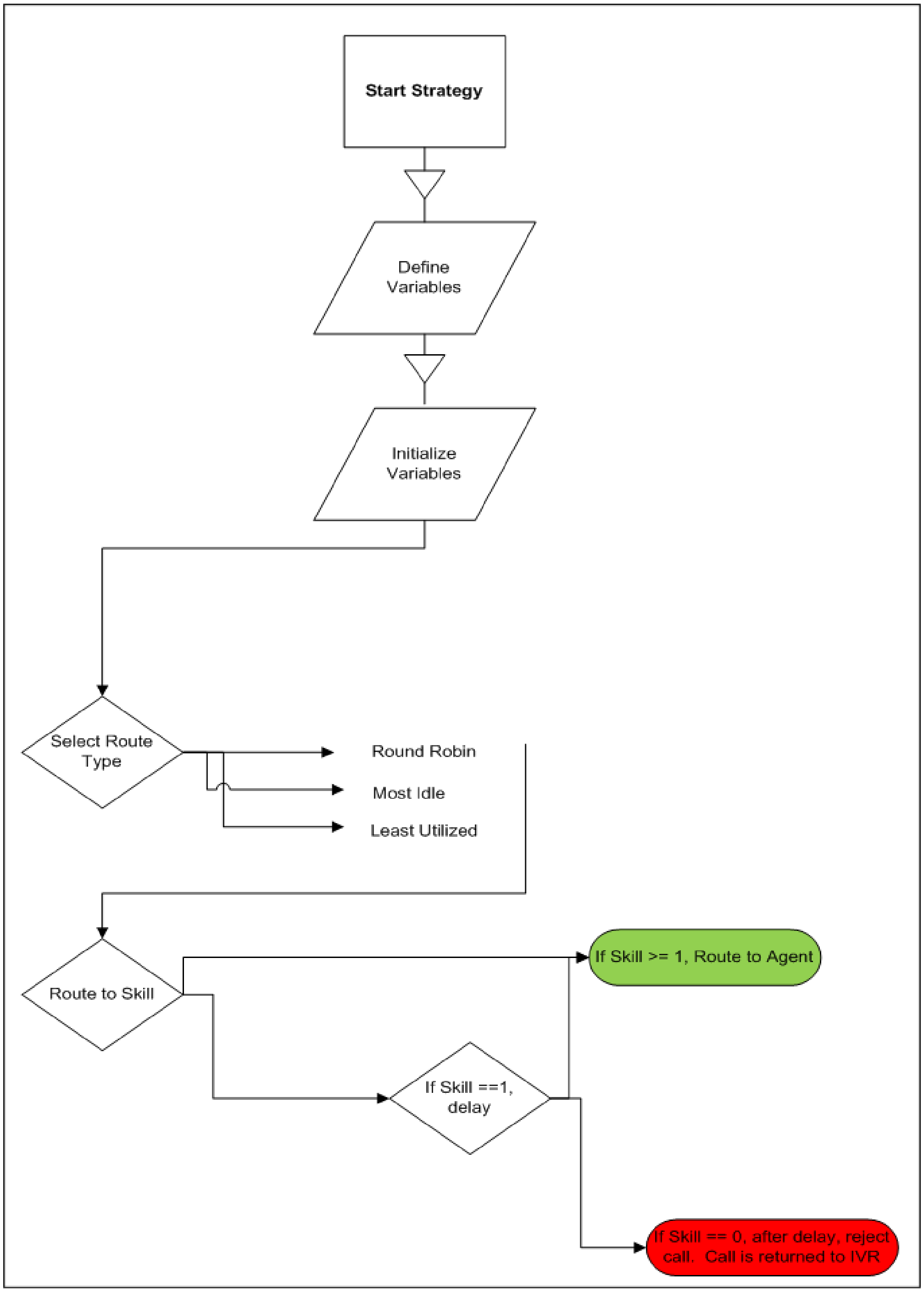
The basic routing logic (not using proficiencies) is a simple skills-based routing where the agent is selected based on the skill passed to the strategy and is also based on the following call delivery options:

-
    - **Round Robin** — Selects an agent and then sends calls to all other agents before repeating.
    - **Most Idle Agent** — Calls are sent to the agent that was waiting the longest (the Longest Wait Time statistic is used for this routing logic).
    - **Least Utilized Agent** — Calls are sent to the agent that has answered the fewest number of calls per time-logged-in (the statistic formula used for this routing logic is: Talk Time / Total Login Time).

This routing uses the following logic:

1. Receives the following variables from the IVR:
    - `skill`
    - `skill timeout`
    - `Max timeout`
    - `algorithm`

   where:
    a. The `skill timeout` variable is set so that after the skill timeout expires, the skill level is reduced by `1` before the next routing attempt is made. Once the skill level reaches `1`, the call is routed until the total timeout expires.
    b. The `Max timeout` variable is used to set the time-out (wait time) value for this skill. Once this time-out value is reached, the strategy returns control of the call to the IVR.
    c. The `algorithm` variable determines which delivery method the calls follow:
        - **Round Robin**
        - **Most Idle**
        - **Least Utilized**
2. The logic verifies that agents with the appropriate skill proficiency are logged in. If no agents with this skill proficiency are logged in. the control of the call is returned to the IVR.
3. The caller waits for a selected skilled agent while hearing the wait music.
4. If an agent becomes available, the caller is connected to that agent.
5. If the time-out is reached, the caller is sent back to the IVR.



Basic Skill Routing SCXML File

Advanced Skills Routing

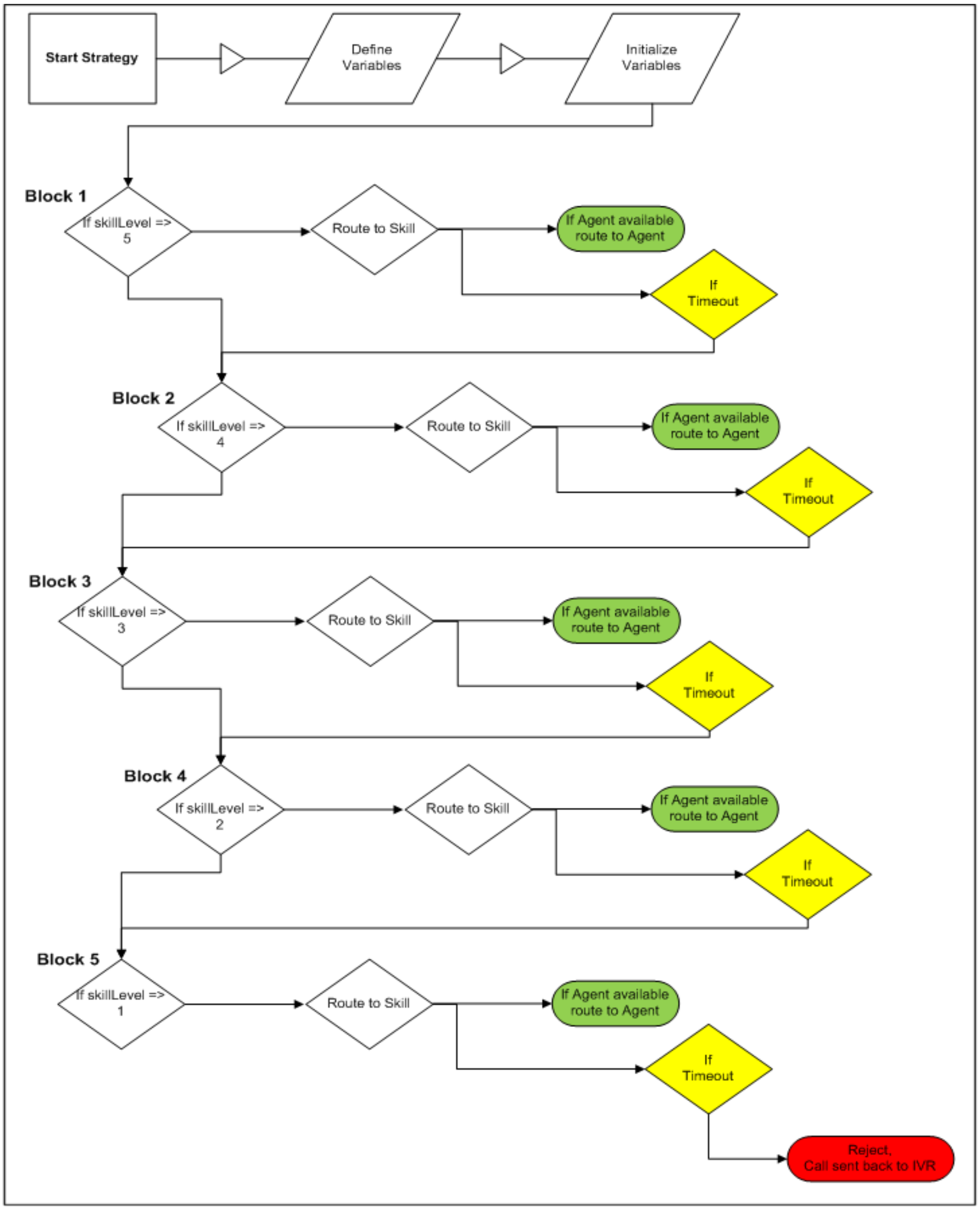
Advanced skills routing is required to support routing calls using skills proficiency. Using this method, you can manage your ACD queues and agents by allowing calls, which are not quickly handled by the primary agents, to be sent to secondary or tertiary agents, who might not be fully utilized.

This routing logic uses the following strategy:

Skills are provisioned with a proficiency of `1` to `5` stars, where `5` stars is the most proficient.

The advanced skills routing strategy includes the follow routing blocks:

1. The strategy receives variables from the IVR.
2. This routing logic verifies that the agents with an appropriate skill (skill) are logged in. If no agents with this skill are logged in, then the control of the call is returned to the IVR.
3. The logic uses the `skillLevel` variable to determine which block the strategy uses as the highest level proficiency block. If this variable value is `2`, then the strategy goes to block 4 and executes the routing logic from there. If the variable value is `5`, then the strategy goes to the first block and executes the routing logic from there.
    a. **Block 1** routes the calls to agents with a skill proficiency equal (=) to `5`. The call waits for the `skillLevel` variable to determine which block the strategy uses next and then moves to block 2. This routing block routes to primary agents only.
    b. **Block 2** routes the calls to agents with a skill proficiency greater or equal to (>=) `4`. The call waits for the `skillTimeout` variable to determine which block the strategy uses next and then moves to block 3. This routing block routes to the primary and secondary agents.
    c. **Block 3** routes the calls to agents with a skill proficiency greater or equal to (>=) `3`. The call waits for the `skillTimeout` variable to determine which block the strategy uses next and then moves to block 4. This routing block routes to the primary, secondary and, tertiary agents.
    d. **Block 4** routes the calls to agents with a skill proficiency greater or equal to (>=) `2`. The call waits for for the `skillTimeout` variable to determine which block the strategy uses next and then moves to block 5. This routing block expands the agent pool to four different levels of agents.
    e. **Block 5** routes calls to agents with a skill proficiency greater or equal to (>=) `1`. The call waits for the `skillTimeout` variable value to be reached and then rejects the call and returns it to the IVR.



Advanced Skills Routing SCXML File

Skills Transfer Routing Configuration

The following sections represent the logic used when an agent transfers a call to a skill:

- Variables Strategy
- Basic Routing Strategy

Variables Strategy

This strategy consists of the following variables:

Target Type

When an agent wishes to transfer to a skill, VCC Agent Desktop passes the target type as a variable to the strategy. This variable is named `targetType` and it defines the type of target to which the agent wishes to transfer the call. In skill transfer scenarios, this target is always of type, `skill`.

Target ID

When an agent wishes to transfer to a skill, VCC Agent Desktop passes the target ID as a variable to the strategy; this variable is named `targetId`. In this scenario, the target ID is the skill that the agent selects.

Target Location

When an agent wishes to transfer to a skill, VCC Agent Desktop passes the target location as a variable to the strategy; this variable is named `targetLocation`. This variable contains the name of the Statistic Server from which the target state (**Ready**/**Not Ready**) is provided.

Transferring Agents

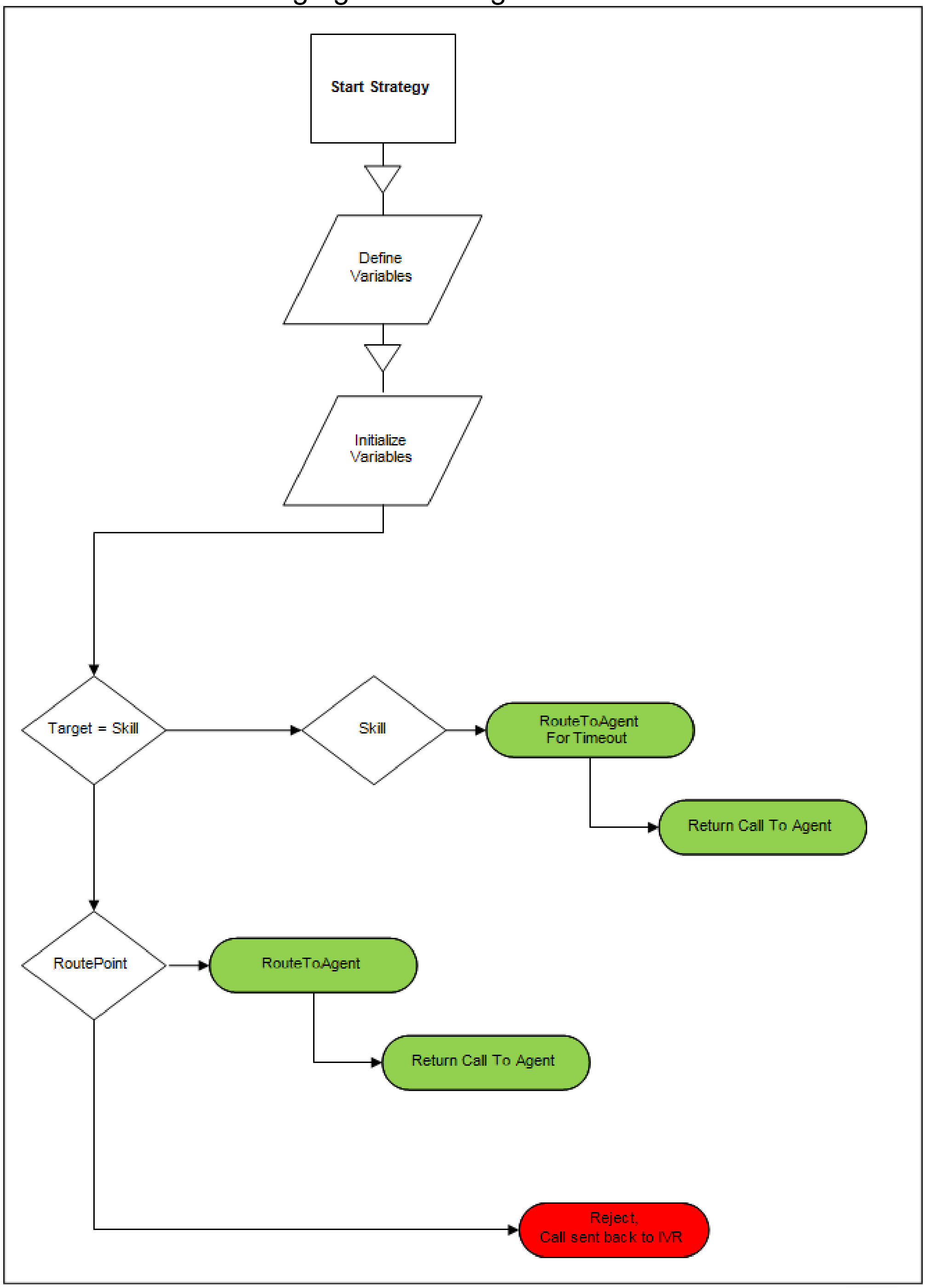
When an agent wishes to transfer to a skill, VCC Agent Desktop passes the transferring agent as a variable to the strategy; this variable is named `transferringAgent`. This variable contains the **User Name** of the transferring agent.

Basic Routing Strategy

The routing strategy steps are as follows:

1. An attempt is made to route to an agent with the assigned skill.
2. The strategy waits indefinitely.

3. If no agent answers, returns the call to the transferring agent.
4. The transferring agent then regains the control of the call.



Skill Transfer SCXML File

Historical Reporting

Historical reporting is provided by CX Analytics. If you are a new customer, you are provided with a free 90-day trial of CX Analytics. Once this 90-day trial expires, you have the choice to either purchase the CX Analytics reports or you are provided the four standard VCC reports. Refer to the ***VCC Historical Reporting Help*** for more information on VCC reports.

Change History

This topic lists features that are new or that have changed significantly since the first release of VCC. It is not a complete list of all of VCC's features.

VCC Dashboard

[+]General Features

General Features

- VCC Dashboard supports nailed-up connections. A nailed-up connection is a persistent connection between an agent and VCC allowing for the call to be delivered much faster to the agent. Nailed-up connections are configured under VCC Dashboard > Contact Center Settings > Queues. If this feature is enabled, all agents assigned to the queue will be nailed up.

Important

A nailed-up connection can result in increased toll charges, since this connection will be maintained from the time the agent receives or initiates a call until the agent hangs up their handset/phone device.

- The labels in both the **Queue Service Level** and **Skills Service Level** tabs in the **Contact Center Settings** view were updated as follows:
  - **Wait Time** is now ***Speed of Answer***
  - **Percentage (%)** is now ***Target Service Level (%)***
  - **Period (minutes)** is now ***Interval (minutes)***
  - **Short Call Time Period** is now ***Short Call Length***
- All user management (creation, deletion, and editing) is now done in VCC Dashboard. Only the System Administrator (First User) account is now created on the **ACD Page** in CX Builder. The System Administrator (First User) accounts must be created on the **ACD Page** in CX Builder to ensure that there is a system administrator who can log into VCC Dashboard.
- VCC Dashboard displays the total number of calls waiting for each skill, as well as the number of agents available for that skill.
- With multi-queue support, you can segment your contact center operations into different queues and supervisors can monitor only those queues and skills associated within their organization. Multi-queue support also allows you to build

different sets of routing logic within their operation, such as a different agent selection policy.
- To set up multiple IVR queues with independent ACD routing, contact Client Services.

Administrator Role Based Features

Administrators can:

- Set the Caller ID for each queue and assign agents to specific queues. When an agent is assigned to a single queue, or multiple queues that share the same Caller ID, the queue Caller ID will be used. However, when an agent is assigned to more than one queue, and the agent makes an outbound call, the contact center Caller ID is used.
- Configure supervisor visibility for each queue — they can assign the Caller ID, skills, supervisors, and agents to a queue. Supervisors can be assigned to only one queue at a time. If administrators attempt to assign a supervisor to another queue, a warning is displayed confirming that if they proceed, the supervisor will no longer be assigned to this queue. If you proceed, then the previous assignment is removed from the supervisor and the supervisor is assigned to the new queue. This is an optional feature. If not configured, supervisors can still see all queues, skills, and agents.
- Configure supervisor visibility for the skills associated to a queue or multiple queues. This is an optional feature. If not configured, supervisors can still see all queues, skills, and agents.
- Can dynamically set the Caller ID per business unit, so that each queue or business unit can have its own default Caller ID. The Caller ID per contact center level is still set under the **Caller ID** tab in the **Contact Center Settings** view.
- Use the **Enable 'Reject' button** check-box to enable or disable the Reject Call feature, which allows an agent to click a button to reject an incoming call when in the **Ready** status.
- Use the **Enable call monitor indicator** check-box to make the call monitor indicator visible or invisible to agents. When a supervisor silently monitors an agent, there are two possibilities:

1. If the **Enable call monitor indicator** button is enabled:
    - When an agent is monitored, the **Monitoring** icon displays in the Case data information in Agent Desktop, but it not displayed for agents who are participating in consultation or transfer calls.
    - When an agent is monitored, the **Monitoring** icon displays until the agent participates in a conference call.
2. If the **Enable call monitor indicator** button is disabled:
    - The **Monitoring** icon is not displayed for any monitored calls.

- Enable or disable disposition codes to be displayed in a nested-style with expandable and collapsible controls. The flat-style structure is also still available.
- Configure the Skill Service Level settings for each skill.
- Configure the Queue Service Level settings for each queue.
- Use numbers and underscores to name your skills, but the skill name must start with a letter.
- Set the wrap-up time, by entering a value (in seconds) or set it as untimed.
- Create custom **Not Ready** and **After Call Work** (ACW) reason codes.
- Use the **Details** tab to display the details of the agent status and the call metrics.
- Configure whether all agents can change their phone number upon login.
- Configure the Service Level's short call time period (in seconds) per Contact Center (for all skills and queues).
- Set disposition codes as **Mandatory**.
- Provide a single number to overwrite the Caller ID for outbound calls originating from the contact center. The Caller ID overwrite is used to provide the same outbound ANI when agents make an outbound call, which ensures that a remote agent's home phone number is not displayed to the receiving party.
- Configure frequently-dialed phone numbers.

Supervisor Role Based Features

Supervisors can:

- View the following information in the **Details** view:
    - When an agent is in the **In-Call** state, the active skill is displayed for that call in the **Skill** column, which allows a supervisor to know what type of call the agent is handling and how long the agent is on the call. Since an agent might have multiple skills, this additional data displays the agent skill to which the active call was routed.
    - When an agent is in the **ACW** or the **Not Ready** state, the active Reason Code is displayed for that agent in the **State** column, which allows the supervisor to know what the agent is doing either post call or while not available to handle calls.

  This information can help supervisors better understand when agents need assistance and why agents are not available to handle calls.
- View and edit the subset of skills assigned to the queue and the agent information for the agents to which supervisors are assigned. Agents are assigned to supervisors when the supervisors and the agents are assigned to the first queue and are then assigned to the new queue. This is an optional feature. If not configured, supervisors can still see all queues, skills, and agents.
- View the queues to which supervisors are assigned by an administrator. This visibility segments the contact center allowing supervisors to view and access only the objects to which they are assigned — queues (main and customer), skills, and

agents. Skills are assigned to queues, so they are indirectly assigned to supervisors via the queue assignment. This is an optional feature. If not configured, supervisors can still see all queues, skills, and agents.

- Add and assign skills to agents. Each skill has a proficiency rating to be selected for each agent, denoted by 1—5 stars. Supervisors can also remove skills from agents.
- Change the agent state — for example, make the agents `In Call`/`Ready`/`Not Ready`.
- Perform **Supervisor Call Monitoring** on agents' calls.
- Can assign or edit phone numbers.

[+]Chat Features

- The Chat and Email **Agent Permissions** settings (located under the **Contact Center Settings** view) are as follows:
    - The **Enable 'Reject' Button** is enabled by default.
- Real-time reporting for chat interactions using the **Chat** widget is available in the **Reports** view. The **Chat** widget displays the following reporting statistics at the contact center level:
    - the number of chat interactions waiting
    - the current maximum wait-time for chat interactions
    - the average wait-time for chat interactions

> Important
>
> The statistics for chat interactions are automatically refreshed every 10 minutes.

- Depending on the types of media channels assigned, an agent can handle one or more interactions using the different channel types (Voice, Chat, or Email). These settings (known as capacity rules) determine which types and the amount of interactions an agent can handle. For this release, the number of concurrent interactions is not configurable for the different channel types. The concurrent interaction settings for each channel is as follows:
    - Voice (highest priority) — One interaction per agent. If an agent is handling a voice interaction then no other interactions can be sent to this agent.
    - Chat (middle priority) — Three chat interactions per agent. If an agent is not handling any chat interactions then the agent is available for voice interactions.
    - Email (lowest priority) — One interaction per agent. The agent is always available for other channels.

[+]Email Features

- Real-time reporting for email interactions using the **Email** widget is available in the **Reports** view. The **Email** widget displays the following reporting statistics at the contact center level:
    - the number of email interactions waiting
    - the current maximum wait-time for email interactions
    - the average wait-time for email interactions

Important

The statistics for email interactions are automatically refreshed every 10 minutes.

- As an administrator, you can now configure a connection to the customer email server. This connection supports a single inbound email address and is associated with one skill for email routing. You can enable this feature using the **Email Settings** tab located under the **Contact Center Settings** view.
- Depending on the types of media channels assigned, an agent can handle one or more interactions using the different channel types (Voice, Chat, or Email). Capacity Rules determine which types and the number of interactions an agent can handle. Currently, the number of concurrent interactions and the defined concurrent interaction settings for each channel is as follows:
    - Voice (highest priority) — One interaction per agent. If an agent is handling a voice interaction, no other interactions can be sent to this agent.
    - Chat (middle priority) — Three chat interactions per agent. If an agent is not handling any chat interactions then the agent is available for voice interactions.
    - Email (lowest priority) — One interaction per agent. An agent is always available for other channels.

VCC Agent Desktop

[+]General Features

- The VCC Agent Desktop interface supports two modes for displaying interactions, floating and pinned.
  To switch between modes, click the small colored bar on the left of the interaction control. Each interaction can be set to pinned or floating mode independently

    - In pinned mode, the interaction view is displayed in the Main Window below the Interaction Bar and all other views are hidden.
    - In floating mode, the interaction view is displayed as a small view that is attached to the bottom of the Interaction Bar.
- The agent workspace and any other currently open interactions in pinned mode are displayed as dimmed/shadowed behind the floating interaction view to put the focus on the interaction:
    - If the agent was previously on a pinned interaction, the previous interaction stays in the background without any control in the interaction bar.
    - If the agent clicks on the shadow, the floating interaction is collapsed, no control is displayed in the related interaction toolbar, and the agent workspace that was hidden by the shadow is brought to the front.
    - If the agent had another active interaction, the related controls are displayed once more.
- The amount of estimated bandwidth required per PSTN-voice agent seat for VCC Agent Desktop is 0.08 megabits (Mbps) per second.
- Agents can use the **Reject** button (if enabled for your contact center), to reject an incoming call and return it to the ACD queue.
- Disposition codes can be displayed as nested drop-down lists. You can configure nested dispositions codes for the Case Data and the **Disposition** tab.
- Call Notes enable agents to enter information about the current call and store the notes as part of the case information in the CX Analytics reports. To add a call note, click the **Note** tab in the call window.
- Custom-defined **Not Ready** and **After Call Work** (ACW) reason codes are displayed as part of the agent status on the **Agent Status** drop-down list on the **Agents** view.
- Agents can locate frequently-dialed numbers (located outside the contact center) by performing the following steps:
    1. Click **Show Team Communicator**.
    2. Click on the text entry box, which displays the **Show and Search Favorites** icon.
    3. Click **Show and Search Favorites** to display all of the **Address Book** entries that you have configured for your contact center.
- The call forwarding feature on VCC Agent Desktop is now disabled, by default.

[+]Chat Features

The Chat interaction channel has been added to VCC Agent Desktop. When an end-user client (the tenant's customer) initiates a chat, this user can receive a chat transcript if they provide a valid email address at the prompt before the chat begins.

[+]Email Features

The Email interaction channel has been added to VCC Agent Desktop.

CX Builder

[+]General Features

- CX Builder supports globalization features, such as the following:
  - All global time zones. Previously, CX Builder supported only US based time zones, which allows you to set a time zone based on their location of operation. All data in CX Builder and CX Analytics are presented based on selected time zones.
  - Two date formats: You can select from two supported date formats (mm/dd/yyyy or dd/mm/yyyy).

  You set both the time zone and the date format at the account level within CX Builder.
- **CallStartTime** and **CurrentTime** system variables can be played back by non-US TTS languages based on date and time zone user settings.
- CX Builder supports Big Data Files, if it is enabled in the CSR Tool. When enabled, CX Builder includes a new Voice page called **Big Data Page – Beta**. Through this feature, you can manually create the data file in CX Builder, as is currently supported for any data file, or import a CSV format file.
- Notifications include an expiration date so users know when the notification will disappear.
- The following five new languages were added for ASR and TTS:
  - Dutch
  - French
  - German
  - Spanish
  - Brazilian Portuguese
- When uploading files, CX Builder asks you whether to overwrite a file if a file with the same name exists. If you click **No** in the dialog box, and CX Builder finds a file with the same name, it revises the file name being uploaded by appending `_1` for example.
- All user management (creation, deletion, and editing) is done in VCC Dashboard. Only the System Administrator (First User) account is now created on the **ACD Page** in CX Builder. The System Administrator (First User) accounts must be created on the **ACD Page** in CX Builder to ensure that there is a system administrator who can log into VCC Dashboard.
- The expiration timeout for the URL directing you to the system access web page is extended up to 48 hours.
- The Supervisor and Administrator roles are separated into two distinct roles. Enable either of these roles for a user, by checking the box in the **Supervisor** or

Administrator column on the **ACD** page in CX Builder. These roles are disabled when unchecked.

- The skill level and the skill proficiency timeout can be defined using the **Main** tab on the **ACD** page in CX Builder. Previously, these values were set using the **Advance Options** tab on the **ACD** page.
- The routing priority for the queue can be set using the **ACD** page in CX Builder.
- The ACD queue returns the call status to IVR in the following cases: maximum timeout, zeroing out (pressing `0`), or the caller hangs up while waiting in the ACD queue.
- You can set the maximum time a call rings at an agent phone and, if the timeout is reached, the call is then routed to another available agent. Upon timeout, you also have the option to automatically change the agent state — for example, from **Ready** to **Not Ready**.
  To enable this functionality
  1. On the **Main** tab of the **ACD** page in CX Builder, modify the **When agent does not answer within <time> seconds, change agent state to <state>** parameter, by entering the time interval.
  2. Select the agent state (**Not Ready**, **Logout**, or **No Change**) from the drop-down list.
- CX Builder supports the **marketplace** feature, which is a common place where Genesys and its customers can share their IVR-VUI (voice user interface) designs and application templates. This feature allows you to search for an application in the marketplace and then download it into your account. This feature also allows you to upload any CX Builder application, which when approved, is available for you and others to download.
- CX Builder supports the **phone management** feature, which allows you to sort your phone numbers either numerically, or based on the last modified date. This feature also highlights the newly added phone number to which you can assign a voice application.
- CX Builder supports the **confidence score** feature, where you can capture the confidence score in a variable when using the question page. This feature allows customers to not only capture the confidence score for various responses and improve the VUI design, but also allows them to confirm a response based on the confidence level.
- CX Builder supports the **dynamic keyword** feature, which allows you to present a dynamic list of keyword options that are present in a list variable. After first the **no input** (NI) or **no match** (NM), it automatically presents a dual tone multiple frequency (DTMF) option to the callers.
- Text-to-speech playback supports user-selected languages for variables such as time, date, and currency.
- System commands support different international languages.

- A new ASR setting, `maxspeechtimeout`, is available. This setting specifies the maximum amount of speech input (in seconds) that is allowed. The default value is `20`. The valid range for values is between `0` and `40`.
- CX Builder supports the agent name variable returned from the ACD Queue. The **Advanced** tab on the ACD Page supports the return of the agent name, as well as the agent email address, when the call is returned from the ACD Queue.
- VCC supports agents located in the UK. The phone numbers for the UK agents must be configured with a leading `+011` international dialing prefix.
- A caller can exit the ACD queue at anytime by pressing `0` (zero) — zeroing out. The **ACD Page** in CX Builder can be configured to direct the call to any other voice page upon exiting.
- The **ACD Page** in CX Builder provides:
    - A second option for playing music and announcements when the caller is in the ACD Queue. To enable this option for the ACD Queue music to loop, the **On-Hold** tab must be configured for `Play the in-queue music and announcements from ACD in a loop`. When this option is selected, the agent's whisper tones are disabled.
    - This option also plays the Estimated Wait Time (EWT) to callers while in queue.
- After the agent finishes talking to the caller and the caller hangs up, the call data is sent back to the **ACD Page** in the IVR where the data can be used in IVR variables for further IVR call flow branching, call logging, and post call survey.
  The related ACD variables include
    - Agent Email—the email address of the agent to which the caller spoke
    - Call Outcome—indicates if the caller was connected with an agent or not
- Duration—how long the call lasted from start to finish
    - Wait Time—how long did the caller wait before reaching an agent
    - Disposition Code—a user-defined label applied to the call by the agent prior to the end of the call

CX Analytics

[+]General Features

- The **Agent Statistics** report provides both the **Agent Activity State** and **Activity Reason** attributes.
- You can access **My Objects**, which allows customers to create and save their own objects, such as derived metrics or consolidations. These objects can be accessed and used to create new customer reports and dashboards.

- A new **Agent Utilization by 15 Min** report found under VCC Voice includes **Available Agents** metrics and **15-Minute** attribute.
- In the **Queue Statistics** and **Agent Statistics (All Report)** reports, you can now drill-down to the media type (Email, Chat, or Voice).
- **Queue Activity**, **Enhanced Queue Activity**, and drill-down reports now include the **Interaction Leg Start Time** attribute.
- You can search for a **Call Recording URL** metric in the **Search by Caller ID**.
- The **Ring Duration** metric was added to **Queue Statistics**, **Agent Statistics**, and drill-down reports.
- VCC historical reporting includes the following attributes and metrics for the following two reports, as listed in the tables below:

Agent Login Detail Report	
Attributes	• Agent Name • Date • Time • Login Time • Logout Time
Metrics	• Login Time

Agent Status — Not Ready State Report	
Attributes	• Agent Name • Reason Code • Date • Time
Metrics	• Not Ready Count • Not Ready Time

VCC historical reporting includes **All Channel** (voice, chat, and email) attributes and metrics for **Queue Statistics** and **Agent Statistics** reports, as listed in the tables below:

Agent Statistics — All Channels Report	
Attributes	• Date—Day of the week, week of the year, month • Time—15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Agent Name • Media Type

	• Disposition Code • Application Flow • Contact Point (for example, chat handle, DNIS, Email) • Sevice Level • Requested Skill
Metrics	• Total Conversations • Call Sessions • Email Sessions • Chats Sessions

Agent Utilization Report	
Attributes	• Agent Name • Date • Time
Metrics	• Calls • Chats • Emails • Ready Duration • Not Ready Duration • Busy • ACW • Agent Utilization

Queue Statistics — All Channels Report	
Attributes	• Date — Day of the week, week of the year, month • Time — 15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Media Type (Voice, Email, Chat) • Application Flow (voice site) • Contact Point (for example, Dialed Number, Email, Chat Handle) • Service Level • Requested Skill
Metrics	• Total Conversations

- Call Sessions
- Email Sessions
- Chat Sessions

- A help link is included on the **All Reports** dashboard.
- You can create **Custom Groups** in MicroStrategy Web.
- You can create folders within the **My Reports** folder.
- Using the new **Queue** attribute, you can see all of the metrics of a specific queue. You can create a new queue using the **ACD Page** in CX Builder and then view the metrics for this queue.
- The **Queue** attribute is found in the following reports:
    - all **Queue Statistics** reports
    - all **Agent Statistics** reports
    - all drill-down reports under the **Queue Statistics** and **Agent Statistics** reports
    - all **Queue Activity** reports
    - **Enhanced Queue Activity** report
- The **Consult** and **Wrap-up Time** metrics are included in all drill-down reports from **Queue Statistics** and **Agent Statistics** reports.
- CX Analytics supports skill proficiency levels for all **Queue Statistics** and **Agent Statistics** reports:
    - add the **Requested Skill** and **Skill Proficiency** attributes to see the set of metrics based on those two attributes.
    - add only the **Skill Proficiency** attribute to see the set of metrics based on the skill proficiency levels — for example: 5 stars, 4 stars, 3 stars, 2 stars, and 1 star. If the **Skill Proficiency** attribute is not enabled, then it is set to the default value of **NO VALUE**.
- CX Analytics supports the display of disposition codes in a nested-layer style — for example, this nested-layer style might include the service type, the service sub-type, and the customer segmentation in addition to the disposition code. You can add additional attributes using the report objects in the **Agent Statistics by Disposition Code** report.
- The option to search by **Caller ID** is available in the **Queue Activity** reports.
- The **After Call Work** agent status is available in the **Agent Activity** reports.
- The **Average Speed of Answer** (ASA) metric is available in all reports. The ASA metric is the time (usually measured in seconds) that it takes for a call to be answered by an agent.
- Visual Insight is available by right-clicking on an existing report and selecting **Create Dashboard**. This enables you to see customizable visual representations of data that you can share with other users.
- A new metric, **Notes**, is available in the **Queue Activity** reports. The **Notes** metric displays the notes that were added by an agent for all legs of handled calls. For

missed calls or notes that were not added by an agent, the **Notes** section will display **None**.

- The **Agent Phone Number** field is available in the **Enhanced Queue Activity** report.
- All drill-down **Call** reports under **IVR** and drill-down **Statistics** reports under **VCC** include a link to **Call Recording**.
- The **Queue Statistics**, **Queue Activity**, and **Enhanced Queue Activity** reports display the Voice Site Dialing Number as the Direct Inbound Dialing (DID) number, instead of the Route Point.
- A new report, **Agent Status — ACW**, provides the details of how much time agents spend in the **After Call Work** (ACW) state, as well as how much time is spent in each of the ACW reason codes. ACW is the time that you might need to update the information associated with a call.
- The **Longest Wait** metric was added to all **Queue Statistics** and **Agent Statistics** reports. This metric provides the longest waiting time that a caller waited in the ACD queue; this waiting time is compared against all other calls in the given time bucket.
- The **Agent Activities** reports display both **After Call Work** (ACW) and **Not Ready** Reason Codes.
- You can search for calls based on the Caller ID using the **Search Call by Caller ID** dashboard.
- All VCC reports and dashboards are available on iPhones and iPads. You can download the app from the App Store on Apple iTunes and configure the application with your Genesys login and password. You can also see any reports supported from the web portals, as well as the subscriptions.
- The **Queue Statistics - Redirected Calls** report has a metric that tracks direct-transfer calls (also known as single-step or blind transfers) separately from consult-and-transfer calls (also known as two-step or warm transfer calls).
- Links are enabled on the **Queue Statistics - IVR Variables** report.
- In the **Queue Statistics - Abandoned Calls** report, the **Calls Abandoned** metric includes all calls where the customer abandoned the call while the call was waiting in the queue or ringing, and the talk time is `0` (zero).
- Links are enabled on the **Queue Statistics - Redirected Calls** report.
- The following metrics were added for each existing time-related metric report:
    - **Avg Talk Time:** The total talk time divided by the calls answered (Total Talk Time / Calls Answered)
    - **Avg Wait Time:** The total amount of waiting time divided by the number of incoming ACD calls (Total Wait Time / Total Calls)
    - **Avg Hold Time:** The total amount of all ACD call hold times divided by the number of ACD calls answered by the agent or the ACD queue (Total Hold Time / Calls Answered)

  - **Avg Consult Time:** The total amount of time for which one agent talked to another agent while the caller was put on hold, divided by the total number of consultation call instances (Total Consult Time / Total Consult Count)
  - **Avg Handle Time:** The total amount of time spent by the resources to handle a call (Talk Time + Hold Time + Consult Time) divided by the total number of answered calls (Total Handle Time / Total Answered Calls)
  - **Avg ACW Time:** The total amount of after-call-work (ACW) time taken by all agents to wrap up the work related to a call divided by the total number of calls answered by agents (Total ACW Time / Total Answered Calls)
- Links are enabled on the **Queue Statistics - Abandoned Calls** report.
- The date format standard was changed to a more international-friendly standard — for example, 9-Jan-2014 instead of 1/9/2014.
- In the **Agent Statistics** report under the CX Analytics **VCC Landing Document** report, the **Agent Calls** metric was renamed to **Answered Calls**.
- Pre-configured reports are now available for self-service (IVR) users and assisted service (VCC) users, based on the group to which the users belong.
- The **Agent Name Cloud** dashboard displays agent names based on the **Missed Calls by Agent**, **Agent Utilization**, and **Talk Time** metrics. The higher the number for these metrics, the larger the name appears in the cloud.
- All call-related metrics in Queue-based reports appear as hyperlinks.
- In the **Queue Statistics** reports, the **Abandoned** metric was renamed to **System Abandoned** metric.
- Links for the **Call Center Scorecard** and **Agent Scorecard** dashboards were added to the **Queue Statistics** and **Agent Statistics** reports.

[+]Chat Features

VCC historical reporting includes Chat attributes and metrics for **Agent Activity**, **Agent Statistics**, **Queue Activity** and **Queue Statistics** reports, as listed in the tables below:

Agent Activity — Chat Report	
Attributes	• Agent Name • Event Type • Date • Time • Event Start Time • Event End Time
Metrics	• Event Total Duration

Agent Statistics — Chat Report

Attributes	• Date — Day of the week, week of the year, month • Time — 15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Agent Name • Media Type • Disposition Code • Application Flow • Contact Point (for example, chat handle, DNIS, Email) • Service Level • Requested Skill
Metrics	• Chat Sessions • Chats Answered • Chats Abandoned (Customer and ACD) • Chats Missed • Average/Total Chat Time • Average/Total Wait Time • Average/Total Consult Time • Average/Total ACW Time

Queue Activity — Chat Report	
Attributes	• Date — Day of the week, week of the year, month • Time—15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Application Flow • Contact Point (for example, Email ID) • Service Level • Requested Skill
Metrics	• Interaction ID • Email Handle • Email ID • Start Time • Outcome

	• Requested Skill • Agent • Disposition Code • Response Time • Wait Time • ACW Time • Consult Time

	Queue Statistics — Chat Report
Attributes	• Date — Day of the week, week of the year, month • Time — 15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Application Flow • Contact Point (for example, chat handle) • Service Level • Requested Skill
Metrics	• Chat Sessions • Chats Answered • Chats Abandoned (Customer and ACD) • Chats Missed • Average/Total Chat Time • Average/Total Wait Time • Average/Total Consult Time • Average/Total ACW Time

[+]Email Features

VCC historical reporting includes Email attributes and metrics for **Agent Statistics**, **Queue Activity** and **Queue Statistics** reports, as listed in the tables below:

	Agent Statistics — Email Report
Attributes	• Date — Day of the week, week of the year, month • Time — 15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound)

	• Agent Name • Media Type • Disposition Code • Application Flow • Contact Point (for example, chat handle, DNIS, Email) • Service Level • Requested Skill
Metrics	• Emails • Emails Answered • Average/Total Email Response Time • Average/Total ACW Time

	Queue Activity — Email Report
Attributes	• Date — Day of the week, week of the year, month • Time — 15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Application Flow • Contact Point (for example, Email ID) • Service Level • Requested Skill
Metrics	• Event Total Duration

	Queue Statistics — Email Report
Attributes	• Date — Day of the week, week of the year, month • Time — 15 minutes, 30 minutes, 1 hour • Direction (Inbound/Outbound) • Application Flow • Contact Point (for example, Email ID) • Service Level • Requested Skill
Metrics	• Emails • Emails Answered • Average/Total Email Response Time

	• Average/Total ACW Time

Glossary

This Glossary defines terms, abbreviations, and formulas that occur in VCC user documentation.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

Name	Definition
Abandoned Call	A call where the caller hangs up: • while the call is still waiting in the queue • before an agent answers the call Top
Abandon Rate Percentage	Also known as ABN %. The percentage rate of calls that are not completed, because the calling party disconnects before an agent answers the call. **[+]Formula** `(Total amount of abandoned calls / Call volume offered) × 100` Top
ACD	See Automatic Call Distributor. Top
ACW	See After Call Work. Top

Address Book	A list of external contacts that contact center agents frequently dial. This list provides a click-to-call list of these numbers on VCC Agent Desktop. Also known as a contact list. Top
Administrator	An employee in the contact center who can create and edit other users, create reason codes, assign skills to supervisors using the VCC Dashboard application. Top
After Call Work	Also known as ACW. The agent status where a device, on behalf of an agent, is no longer involved with an Automatic Call Distributor (ACD) call. While in this state, the agent is performing administrative duties for a previous call (or other media interaction) and cannot receive further calls from the ACD. See also Not Ready, Ready, and Reason Code. Top
Agent	An employee in the contact center who takes service calls and processes subsequent data at a computer using the VCC Agent Dashboard application. Besides handling telephone calls, agents also can be skilled in answering e-mails, holding chat sessions, and other contacts with customers using other media types. Also referred to as a customer service representative (CSR), sales representative, rep, associate, consultant, engineer, operator, technician, account executive, team member, customer service professional, staff member, attendant, or specialist. See Remote Agent. Top

Agent Permissions	Parameters that a contact center administrator can configure to control how the Agent Desktop application functions for all agents within the contact center. Administrators can configure these settings using the Contact Center Settings view in VCC Dashboard. Top
Agent State	Indicates the type of activity that an agent either has performed or is currently performing. The mode that an agent is in. This status can be set by the agent or can be automatically assigned. See also After Call Work, In Call, Not Ready, and Ready. Top
Agent Status	The agent state displays the call status of an agent. This information is used to monitor agent performance or for data used in both real-time and historical reporting. See In Call, Logged Out, Not Ready, and Ready. Top
Agent Utilization	See Occupancy. Top
AHT	See Average Handling Time. Top
ANI	See Automatic Number Identification. Top

Answer Rate

The number of calls that were answered and/or abandoned during a specific time interval.

Top

Answer Rate Percentage

The percentage of the number of calls that were answered and/or abandoned during a specific time interval.

[+]Formula

```
(Total number of ACD calls / Running call volume offered) × 100
```

Top

Answered Call

The number of calls that were answered by using the controlled operation or according to the routing scripts.

Top

ASA

See Average Speed of Answer.

Top

ATT

See Average Talk Time.

Top

Availability

The period of time during an outbound campaign that a contact can be reached.

Top

Available Agent

An agent who is available to take interactions and is not involved currently with an interaction.

Top

Average After Call Work Time	The average amount of time an agent performs administrative duties for a previous call (or other media interaction) and cannot receive further calls from the ACD. **[+]Formula** `Total ACW time / Total answered calls` Top
Average Chat Time	The average amount of time duration for which a customer chats with an agent. Top
Average Consult Time	The average amount of time an agent is spent in consultation calls. **[+]Formula** `Total consultation call time / Total consultation call count` Top
Average Delay	Also known as AD. The average amount of time that calls are delayed or spend in the ACD queue. See Average Speed of Answer. **[+]Formula** `Total delay time for all calls (measured in seconds) / Total number of calls that waited in queue` Top
Average Delay to Abandon	The average amount of time that a caller waits before abandoning a call. Top

Average Handling Time	Also known as AHT. The average amount of time that an agent spends on a call.
	
	[+]Formula
	
	`(Total talk (ACD) time + Total hold time + wrap-up (ACW) time) / Actual number of calls handled`
	
	[+]Average Handle Time Variable Formula
	
	`((AHT forecast - AHT actual) / AHT forecast) × 100%`
	
	Top

Average Hold Time	The average amount of time, per call, an agent spends talking to a caller. **[+]Formula** `Total talk time / Calls answered`
Average Speed of Answer	Also known as ASA. The average amount of time that it takes from the initial arrival of a call into the ACD to the delivery of that interaction to an agent — for example, the average amount of time that a caller will wait in queue for an agent to become available. The unit of measurement is influenced by the average length of each call, the number of agents who are available, and the total number of calls that are arriving. See Average Delay. **[+]Formula** `Total waiting time for all callers (measured in seconds) / Total number of callers`
Average Talk Time	The average amount of time, per call, an agent spends talking to a caller. **[+]Formula**

	`Total talk time / Calls answered`
Average Wait Time	Also known as an AWT. The average amount of time that it takes for an incoming interaction to be distributed to an agent for all calls currently waiting in a specific queue. **[+]Formula** `Total wait time / Total calls` Top
Average Wrap-up Time	The average amount of time taken by all agents to wrap up a call. This metric adds up the time spent by all agents involved on that call; so, if two agents speak to the caller in a conference call or separately, the wrap-up time of both agents are added into this metric. Top
Automatic Number Identification	Also known as ANI. A feature that passes a caller's telephone number over the network to the receiving location, so that the caller can be identified. Sometimes referred to as a *Caller ID.* ANI is a North American term and Calling Line Identification (CLI) is an alternative term that is used elsewhere. See Calling Line Identification. Top
Automatic Call Distributor	Also known as an ACD. A system that performs four basic functions: • answering incoming calls • obtaining information and instructions from a database • determining the best way to handle the call • sending the call to the proper agent as soon as one is available Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

B

Name	Definition
Barge in	A supervisor call monitoring feature that enables a supervisor to join the call and both the agent and the caller can hear the supervisor. See Supervisor Call Monitoring. Top
Blended Agent	An agent who is capable of handling multiple customer-interaction types, such as voice and e-mail. Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

C

Name	Definition
Call Case Data	There are four different types of call case data: • **Call Type** — the classification of the call • **Priority** — the ranking of the call • **Queue** — where the call is held until an agent is available • **Reason** — the basis for the call See Supervisor Call Monitoring. Top
Call Control Variables	The set of criteria that the Automatic Call Distributor (ACD) uses to process calls. Examples include routing criteria, overflow parameters, recorded announcements, and timing thresholds. Top

Call Detail Recording	A management function that collects and records the call statistics information about incoming and outgoing calls, such as the agents who answered the calls and how long calls stayed in the queue. These statistics are used both in real-time and historical reporting. Top
Call Distribution	The call volume, spread out over various time intervals of the day. Top
Call Handling Time	The total amount of time spent handling call interactions. **[+]Formula** `Talk time + Hold time + Consultation time` Top
Call Load	The amount of calls handled in a certain period of time. This value does not include the time that the calls spend in queue. See Workload. **[+]Formula** `(Average talk time  + Average after call work) × Call volume, over a specified period` Top
Call Mode	There are two call modes: • Next Call — the supervisor monitors the next call that the agent receives • All Calls — the supervisor monitors all of the calls that the selected agent handles See Supervisor Call Monitoring.

Top

Call Monitoring

See Supervisor Call Monitoring.

Top

Call Monitoring State

There are three call monitoring states:

- Listen in
- Coach
- Barge in

See Supervisor Call Monitoring.

Top

Call Scope

There are two call scopes:

- (Agent's Role) — the supervisor call monitoring ends, if the agent transfers or ends the call
- (Call Duration) — if the agent transfers the call to another agent, monitoring is temporarily switched to the agent who accepts the transfer (the monitoring ends, if the agent ends the call)

See Supervisor Call Monitoring.

Top

Call Segmentation

A type of enhanced routing that segments calls based on the data provided by the caller — for example, you can configure the call segmentation to request a caller's Account Number and then route the call based on the Service Level Agreement (SLA) associated with that number.

Top

Call Volume	The number of contacts or transactions per second. For an inbound contact center, for example, the call volume represents the number of inbound calls that enter the contact center each second. Top
Caller ID	A unique identifier that the switch assigns to each call. See Automatic Number Identification. It is also the number that is displayed on an outbound call when agents manually dial such a call. The Caller ID that is set under the **Caller ID** view in VCC Dashboard is set per contact center. You can also set the Caller ID, so that each queue/business unit can have its own default Caller ID. This setting is done using the **Queue** tab under the **Contact Center Settings** view. If you set a Caller ID per business unit at the **Queues** level, then this Caller ID takes precedence over the Caller ID set per contact center at the **Caller ID** level. Top
Calling Line Identification	Also known as CLI or CLID. A feature that passes a caller's telephone number over the network to the receiving location, so that the caller can be identified. Sometimes referred to as a *Caller ID*. Calling Line Identification (CLI) is an term that is used elsewhere globally and ANI is a North American term. See Automatic Number Identification. Top
Calling List	The list of telephone numbers and other customer contact information that is stored in a database for dialing during an outbound campaign. See Treatment. Top

Calls In Queue	Also known as CIQU. The number of inbound callers that are waiting to be served by an agent. The queue in question could be holding all incoming calls or incoming calls for a specific group of agents. Top
Campaign	A structure for organizing and managing the process of making outbound calls to the destinations that are specified in calling lists. Top
Campaign Management	The business process manages the life cycle of a marketing campaign. Campaign management measures the yield or return from an effort to reach a set of customers through outbound telephone calls from a contact center, or through e-mail from a contact center. Campaign management also involves coordinating activities, such as market segmentation and telemarketing, with the collateral information that is required for each step. Top
Capacity Rules	The set of logical expressions that specify the boundaries of a resource’s ability to handle one interaction or more than one simultaneous interaction of distinct media types. Top
Case Data	Case data is the call information that is displayed for a ringing call. Top
Centi-Call Seconds	Also known as CCS. A unit that is used for the measurement of telephone traffic analysis, equivalent to 100 seconds of telephone usage. **Example:** 1 hour = 1 Ehrlang = 60 minutes = 36 CCS

Top

Chat	Real-time text communication that is exchanged between two users through their computers.

Top

Chat Time	The time duration for which a customer chats with an agent.

Top

Coach	A supervisor call monitoring feature that enables a supervisor to join the call and only the agent can hear the supervisor. See Supervisor Call Monitoring.

Top

Cold Transfer	Also known as one-step or a blind transfer. A term for transferring a call from agent to another without explaining the reason for the transfer. See Transfer, Warm Transfer, Conference Call, and Consultation Call.

Top

Conference Call	A call that has more than two parties connected simultaneously, with at least the potential for communication among all parties. A call becomes a conference after one call participant adds an additional participant by creating a consultation call to the third-party and completing the conference, which releases the consultation call. Simultaneous participation of one Directory Number (DN) in unrelated calls, or the creation of a consultation call with the goal of performing an operation on another call, is not in itself a conference. See Transfer, Warm Transfer, Consultation Call, and Cold Transfer.

Top

Consult Time	The time duration for which an agent talked to another agent while the caller was put on hold. This time does not include the time in a conference call or the talk time when a call is transferred to another agent. Top
Consultation Call	A call from a local Directory Number (DN) to another local DN (for example, an Interactive Voice Response (IVR) or an agent's DN) or a remote DN (for example, from a customer) during an inbound call, outbound call, or internal call, or during another consultation call. For example, one agent initiates a conference or transfer, and calls another agent for more information about handling the customer call. Consultation calls can be made for the purpose of transferring or adding a party to the conference, even if no actual consultation is necessary. See Transfer, Warm Transfer, Conference Call, and Cold Transfer. Top
Contact Center	A general term for a location or center where calls are placed or received, in high volume, for sales, marketing, customer service, telemarketing, technical support, or other specialized business activities. Top
Current Calls Waiting	A statistic that provides the current number of calls waiting for a specific queue. Top
Current Average Wait Time	A statistic that provides the amount of time that callers currently spend waiting in the queue. This statistic also averages in the wait times for calls that were already answered. Top

Current Max Wait Time	A statistic that provides the maximum time that all calls waited for agent interaction in a specific queue. Top
Current Service Level	A statistic that provides the current Service Level for a specific queue, if configured by your contact center administrator. See Service Level and Target Service Level. Top
Customer Service Representative	Also known as a CSR. The contact center agent who deals with the customer. Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

D

Name	Definition
Data Retention	Data retention determines the persistent data and call recording guidelines for meeting the conditions for data archiving. Top
Delay	The time that a caller spends in queue while waiting for an agent to become available. Delay is the same thing as Speed of Answer. See Speed of Answer. Top
Delayed Call	A call that cannot be answered by an agent, so it is placed back into the queue.

Top

Directory Number	Also known as a DN. The telephone number that is associated with a telephone line.	
		Top
Disposition Code	Codes that agents select, after the call has ended, which document the reason for the call.	
		Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

E

Name	Definition
Email	Term used interchangeably with message to refer to an interaction that is screened or classified. Although most interactions that are screened or classified are expected to be e-mail messages, in fact these operations can apply to any interaction that has text somehow associated with it. The text can be the body of the interaction (email or chat, for example) or it can be associated with it more obliquely (as user data, for example). See Message. Top
Erlang	Erlang is a formula that measure the amount of telephone traffic in a queue (the offered load) on a service-providing component, such as telephone switches. Erlang measures the amount of person-hours of workload. **Example:**

	One Erlang is defined as 60 minutes of telephone traffic, carried in a 60-minute time frame. For example, if circuits carry 120 minutes of traffic in one hour, that is two Erlangs. Top
Erlang B	A widely used formula for determining the number of trunks that are required to handle a known calling load during a one-hour period. Top
Erlang C	A formula that calculates predicted waiting times (delay), based on three variables: the number of agents, the number of people who are waiting to be served (callers), and the average amount of time that it takes to serve each caller. It can also predict the resources that are required to keep waiting times within targeted limits. Top
Established Call	A call that has established a connection between two parties. Top

Estimated Wait Time	Also known as EWT. An estimate of how long a caller will have to wait in queue before being served by a contact center agent. EWT is based on current and past traffic, handling time, and staffing conditions.
	
	[+]Formula
	
	For each logged-in agent, calculate the average handling time (AHT) over the last 10 calls. If this data is not available, use 150 seconds as the AHT value. The default value is used only when new agents are created, or the system is rebooted.
	
	`QueueAHT × call_position_in_queue, if:`
	
	`(EWT > 10000 seconds ) then EWT = 10000 seconds`
	
	`Based on all of the agents handling calls for the`

```
specific queue, calculate the following:

QueueAHT = 1 / SUM ( 1 + AgentAHT )
```

Estimated Wait Time Announcement	A recorded message that plays to caller while they are waiting in the queue. This message explains the reason for the delay, asks callers to continue waiting for an available agent, and might also provide information regarding alternative information sources.

Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

F

Name	Definition
Forecast	A prediction of interaction volume and Average Handling Time (AHT) for a future period, based on historical information for similar periods.

Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

G

No Gs in glossary

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

H

Name	Definition

Handling Time	The amount of time that an agent spends in Talk Time and After Call Work (ACW) while handling a transaction. **[+]Formula** `Total talk (ACD) time + Total hold time + wrap-up (ACW) time` Top
Handled Calls	The amount of calls received and handled by agents or the IVR and ACD. Handled calls do not include abandoned calls, dropped calls, or when the calling party receives a busy signal. Top
Historical Data	Data from the past, as opposed to dynamic or current data. The term is usually applied to data that is used for analysis of trends; but the analysis may include data up through yesterday, especially if today is the first day of a new month. Top
Historical Reports	Reports that track call-center and agent performance over a period of time. The amount of historical data that can be stored varies from system to system. Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

I

Name	Definition
In Call	The state where an agent is engaged in a call. This information provides the total number of agents with a certain skill that are currently engaged in a call. This information is used to monitor agent performance or for data used in both real-time and historical reporting.

In Call is represented by in the **Report** view in VCC Dashboard.

See Agent State, Logged Out, Not Ready, and Ready.

Top

Inbound Call

A call from an entity that is outside the switch (for example, from a customer) that has reached a destination Directory Number (DN) on the switch. The destination DN may be an agent's DN, an Interactive Voice Response (IVR), a routing point, or a queue.

Top

Incoming Call

A telephone call that is received by an agent in the Automatic Call Distributor (ACD) queue on his or her telephone extension.

Top

Interaction

An attempted communication between a customer and a contact center, in either direction. Interaction types include telephone calls, e-mail exchanges, and instant-message sessions.

Top

Interactive Voice Response

Also known as IVR. A hardware and software system that uses responses from a touch-tone telephone to gather and store data. It uses a recorded human voice to reply to user input.

IVR can also refer to systems that provide information in the form of recorded messages over telephone lines, in response to user-supplied input in the form of spoken words, or more commonly, Dual-Tone Multi Frequency (DTMF) signalling. Examples include banks that enable you to check your balance from any telephone, and automated stock-quote systems. For example, *For checking account information, press 1* or *If you want a stock quote, press 2*.

A computer technology that enables users to connect to a computer system and obtain information through voice input, instead of by using a keypad, keyboard, or touch-tone telephone device. An IVR system responds to a human voice, looks up information, presents alternatives, and interacts with the caller.

Top

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

J

No Js in glossary

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K

No Ks in glossary.

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L

Name	Definition
Least Utilized Agent	A routing method of distributing the calls to the agent that has answered the fewest number of calls per time-logged-in (the statistic formula used for this routing logic is: Talk Time / Total Login Time). See Round Robin and Most Idle Agent. Top
Listen in	A supervisor call monitoring feature that enables a supervisor to listen to the call, but the agent and the caller cannot hear the supervisor. See Supervisor Call Monitoring. Top

Logged Out	The state where an agent is is logged out of the system. This information is used to monitor agent performance or for data used in both real-time and historical reporting. **Logged Out** is represented by under the **Reports** view in VCC Dashboard. See Agent State, In Call, Not Ready, and Ready. Top
Long Call	A call that approaches or exceeds thirty minutes in length. Top
Longest Idle	A statistic that provides the longest time (amongst all agents that are logged in) that any agent with a specific skill was in the **Ready** state. Top
Longest Wait Time	A statistic that provides the longest time a caller had to wait before their call was answered. Top

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M

Name	Definition
Metric	Any parameter whose values are obtained by way of measurement and/or calculation. Top

Missed Call	A call distributed to an agent, however the agent took no action to answer this call, so this call was returned back to the skill queue where it stays until the next agent is available. Top
Monitoring	See Supervisor Call Monitoring. Top
Most Idle Agent	A routing method of distributing the calls to the agent that was waiting the longest (the Longest Wait Time statistic is used for this routing logic). See Round Robin and Least Utilized Agent. Top

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N

Name	Definition
Next Available Agent	A routing method of distributing the longest queued call to the next available agent. This queueing method helps to maintain an equal load across skill groups or services. If call demand is low, this method usually changes to Longest Available Agent. Top
Not Ready	The state or status where an agent is logged into an Automatic Call Distributor (ACD) group, but is not prepared to handle calls that the ACD distributes. While in this state, an agent can receive calls that are not handled by the ACD. **Not Ready** is represented by ▼ under the **Reports** view in VCC Dashboard. • For **Not Ready** as an agent status, see also Reason Code, Ready, and After Call Work.

	• For **Not Ready** as an agent state, see also Agent State, In Call, Logged Out, and Ready. Top
Number of Calls Handled	Also known as NCH. The amount of calls that were answered by an agent or by an IVR system. Top
Number of Calls Offered	Also known as NCO or offered calls. The total amount of calls that were delivered to the contact center, including abandoned calls or calls when the calling party receives a busy signal. **[+]Formula** `Number of Calls Abandoned + Number of Calls Handled` Top

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O

Name	Definition

Occupancy	The percentage of time that agents handle calls versus how long they wait for calls to arrive.
	
	Also known as agent utilization.
	
	[+]Formula
	
	`(Call Volume × Average Handling Time in seconds) /`
	
	`(Number of agents × Amount of time in seconds)`
	
	Example for a half-hour:

```
(Call Volume × Average Handle Time in seconds) /

(Number of agents × Amount of time in seconds)
```

Top

Offer Menu	Certain routing methods include offer menus, which route calls based on the digit that the caller chooses — for example: *Press 1 for Department A*, *Press 2 for Department B*, and so on. For each digit, you can play a unique message or route the calls to a particular skill.

Top

Outbound Call	A call from a local Directory Number (DN), such as an agent's DN or an Interactive Voice Response (IVR), to an entity that is outside of the switch (such as a customer). A telephone call that was originated from a contact center.

Top

Overflow	Calls that are redirected from one group or site to another.

Top

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P

Name	Definition
Private Branch Exchange	Also known as a PBX. A switch that is inside of a private business. See Wide Area Network.

Top

Productivity	Productivity is the amount of work achieved during a specified amount of time. **[+]Formula**

	((Total working time / Total time working (talk time + wrap time) + Time available)) × 100% Top
Public Switched Telephone Network	Also known as a PSTN. The public telephone network to which telephones, Automatic Call Distributors (ACDs), and Private Branch Exchanges (PBXs) are connected. A general term that refers to the variety of telephone networks and services that are in place worldwide, based on copper wires that carry analog voice data. See Automatic Call Distributors and Private Branch Exchanges. Top

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Q

Name	Definition
Queue	A type of Directory Number (DN) that is created to hold calls or messages that are waiting to be picked up. A queue is the holding point for calls or interactions that are waiting to be answered by an agent. The calls or interactions are usually assigned to available agents in a first-arrived, first-answered basis, but they might also be assigned according to a company's routing strategies. Top
Queue Answer Rate	A statistic that provides the amount of answered calls versus the amount of abandoned calls for the given queue. This rate can be viewed over the last hour or over the last day. Top
Queue Logic	A type of ACD routing logic where the ACD call flows for each queue are defined in the IVR. There is a one-to-one association of the IVR **ACD Page** in CX Builder to the ACD queues.

	See Routing, Routing Logic, and Transfer Logic. Top
Queue Service Level	A type of functionality found under the **Contact Center Settings** view in VCC Dashboard, which allows a contact center administrator to configure a service level for each queue within that contact center. Administrators can configure this functionality using the **Contact Center Settings** view in VCC Dashboard. See Service Level and Skill Service Level. Top
Queues	A type of functionality found under the **Contact Center Settings** view in VCC Dashboard, which allows a contact center administrator to assign a queue, skills, and agents to a supervisor. Important Currently, only a single queue can be configured per supervisor. Top

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R

Name	Definition
Ready	The state or status where an agent is logged in to an Automatic Call Distributor (ACD) group and is prepared to handle calls that the ACD distributes. **Ready** is represented by under the **Reports** view in VCC Dashboard. • For **Ready** as an agent status, see After Call Work, Not Ready, and Reason Code.

- For **Ready** as an agent state, see Agent State, In Call, Logged Out, and Not Ready.

Top

Reason Code

Information that is entered by an agent to indicate their status and specify to the ACD the types of calls to which the agents are handling, which supplements real-time agent states. A reason helps define the precise nature of the agent state to which it is attached. These codes are configured by an administrator using VCC Dashboard.

See also After Call Work, Not Ready, and Ready.

Top

Remote Agent

Agents who work in a home office environment through teleworking or telecommuting.

The Caller ID overwrite functionality found in VCC Dashboard is used to provide the same outbound Automatic Number Identification (ANI) when agents make an outbound call, which ensures that a remote agent's home phone number is not displayed to the receiving party.

See also Agent.

Top

Role

A role is the designation of responsibilities in the contact center. A user can have one of the following three roles:

- Agent — responsible for answering or making calls (see the ***VCC Agent Desktop Help*** for more information)
- Supervisor — responsible for managing agents and their activities (see the ***VCC Dashboard Help*** for more information)
- Administrator — responsible for configuring the contact center features and functions (see the ***VCC Dashboard Help*** for more information)

Top

Round Robin	A routing method of distributing the calls to each agent in the order listed, starting with the agent that is immediately listed after the agent that last answered a call. See Routing, Most Idle Agent, and Least Utilized Agent. Top
Routing	The intelligent determination of what to do next with a given interaction. Routing is not limited to traditional interactions such as voice calls and e-mail, but it can be used also to decide what to do with workflow items, scheduling items, and any other type of business activity that involves a decision process. Top
Routing Logic	A set of decisions and instructions that direct incoming customer interactions under different conditions. Can use subroutines, routing rules, business rules, attributes, interaction data, statistics, schedules, lists, and macros. Can apply logic (for example, segmentation, conditional branching, and so on). Can deliver the interaction to an agent or another target type, such as an ACD queue, agent group, campaign group, destination label (DN), place, place group, queue, group, routing point, skill group, or variable. See Queue Logic, Transfer Logic, Round Robin, Most Idle Agent, and Least Utilized Agent. Top
Routing Point	Also known as an RP. Any point at which interactions wait for routing. Top

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S

Name	Definition

Screen Pop	Also known as Screen Population. Information that is automatically displayed on an agent's computer screen as an interaction is being delivered to that agent. The process of accessing specific information automatically from enterprise databases and bringing it to an agent's desktop. Screen pops are typically used to bring customer information to agent desktops as calls or web contacts arrive, for customer service purposes. A screen pop can also be a separate window that is opened while a customer is on a web page. Top
Service Level	The Service Level is defined as the percentage (%) of all calls over the defined interval (time period — a moving window that is configurable) that were answered by agents within X seconds, where X is the defined Speed of Answer and is configurable — for example, a call is included in the total number of calls if the caller waits in queue for a configurable amount of time (measured in seconds), even if the caller hangs up (abandons the call) before the call is sent to an agent. Top
Short Call	Short calls are calls that are abandoned very quickly, so they must not count against the Service Level. The short calls time period is configurable for all skills. Setting the short calls time period helps you to filter out calls that did not stay in the ACD queue long enough to be reported as events. You set the short calls time period once (using the **Skill Service Level** tab in the **Contact Center Settings** view) and it applies to all skills. Top
Skill	An agent's knowledge of a particular subject that might be required in an interaction, such as language skills. Supervisors might want to add or delete skills based on the current status of the Skills Service Level. Top

Skills-Based Routing	Also known as SBR. A method of routing incoming interactions in which the skills that are needed in order to serve the customer are determined, and the interaction is routed to the most available agent across the enterprise who possesses the skill set. Also referred to as agent profile routing. The ability to handle contacts so that each customer is routed to the first available agent who has the skills to meet that customer's needs, based on the attributes of the interaction and/or customer. Top
Skill Service Level	A type of functionality found under the **Contact Center Settings** view in VCC Dashboard, which allows a contact center administrator to configure a service level for each skill within that contact center. See Service Level and Queue Service Level. Top
Speed of Answer	The total amount of time (usually measured in seconds) that it takes for a call to be answered by an agent. Top
Statistic	A data type that represents a metric that is not directly available from any detailed record, such as the total number of interactions that are handled by an agent in a specified time interval. Top
Supervisor	A human resource whose primary role in the business consists in the direct management of agents, and who, therefore, may occasionally engage in the interaction-handling process (for example, for coaching or emergency purposes).

	The person who has front-line responsibility for a group of agents. Generally, supervisors are equipped with special telephones and computer terminals that enable the monitoring of agent activities. Top
Supervisor Call Monitoring	The process of listening to agents' telephone calls for the purposes of maintaining quality. There are three types of monitoring states: • Listen in • Coach • Barge in See Call Monitoring State, Call Mode, and Call Scope. Top

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T

Name	Definition
Talk Time	The amount of time, per call, an agent spends talking to a caller. See also Handling Time and Total Talk Time. Top
Target Service Level	A statistic that provides the target Service Level for a specific queue, if configured by your contact center administrator. See Service Level and Current Service Level. Top
Tenant	A business entity that has common goals and procedures, and occupies part or all of a contact center. Tenants that share a contact center might be different businesses, or different divisions within the same business.

	Each tenant has its own Directory Numbers (DNs) and agents; it can also have its own switch. Some contact center resources, such as the switch, can be shared among tenants. Top
Teleworking	Also known as telecommuting. Teleworking is when agents work from a remote location (such as their home) that is at a distance from the main contact center. See Remote Agent. Top
Time to Abandonment	The time that has elapsed between the abandonment of an interaction and the beginning of the waiting-for-service state. Top
Toast Data	Toast data is the call information that is displayed for a call in progress. Top
Total Abandoned	A statistic that provides the total number of times (for that current day) that callers hung up before the ACD distributes the call to an agent for all calls entering a specific queue. Top
Total Answered	A statistic that provides the total amount (for that current day) of calls that were successfully distributed to an agent for all calls entering a specific queue. Top
Total Handling Time	Also known as THT. The total amount of time an agent spends handling calls.

	See also Handling Time and Average Handling Time. **[+]Formula** `Average handling time × Number of calls handled` Top
Total Login Time	The total amount of time each agent is logged into the system. Top
Total Talk Time	The total amount of time an agent spends talking to a caller. See also Handling Time and Talk Time. **[+]Formula** `Average talk time × Number of calls handled` Top
Transaction	A process that is defined by and at the business level, and has clearly defined beginnings and endings. A transaction may require one or more interactions for completion. Top
Transfer	The process of changing the endpoint of an inbound call, outbound call, internal call, or consultation call, performed from the endpoint of the call. A transfer causes the original endpoint to be replaced by another endpoint, which may be a local Directory Number (DN), queue, Routing Point, or some remote destination that is outside of the switch. A transfer may or may not involve the creation of consultation calls and completion of the transfer that causes consultation calls to be released. See Warm Call, Cold Transfer, Conference Call, and Consultation Call. Top

Transfer Logic	A type of ACD routing logic where Routing Points are established to allow agents to transfer calls. See Routing, Routing Logic, and Queue Logic. Top
Transferred Call	Any call that is transferred from an agent, place, agent group, or place group to another agent, place, agent group, or place group. Top
Treatment	A set of actions that are to be performed on a specific call result. For example, a music treatment can be applied to a call when it arrives at a Routing Point. See also Calling List. Top

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U

Name	Definition
User	The term user typically refers to an authorized VCC user, meaning anyone configured to use VCC, regardless of their role. See also Role. Top

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V

Name	Definition

View	The on-screen display of the selected template, applied to specified configuration objects. A view is the section of the workspace that contains tables, and graphs that display the actual data—historical or real-time—for one or more objects that you selected when you created the workspace. Top
Virtual Contact Center	VCC is a combined software as a service (SaaS) offering that includes a full featured Interactive Voice Response (IVR) and Automatic Call Distributor (ACD). Top
Voice over Internet Protocol	Also known as VoIP. The developing standard for transmitting voice signals over the Internet. Top

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W

Name	Definition
Warm Transfer	Also known as a two-step transfer. A term for transferring a call from agent to another with an acknowledgement, so that the other agent is aware of the reason for the transfer. See Transfer, Cold Transfer, Conference Call, and Consultation Call. Top
Workload	The amount of calls handled in a certain period of time. This value does not include the time that the calls spend in queue. See Call Load.

[+]Formula

```
(Average talk time  + Average after call work) × Call
volume, over a specified period
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X

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Y

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