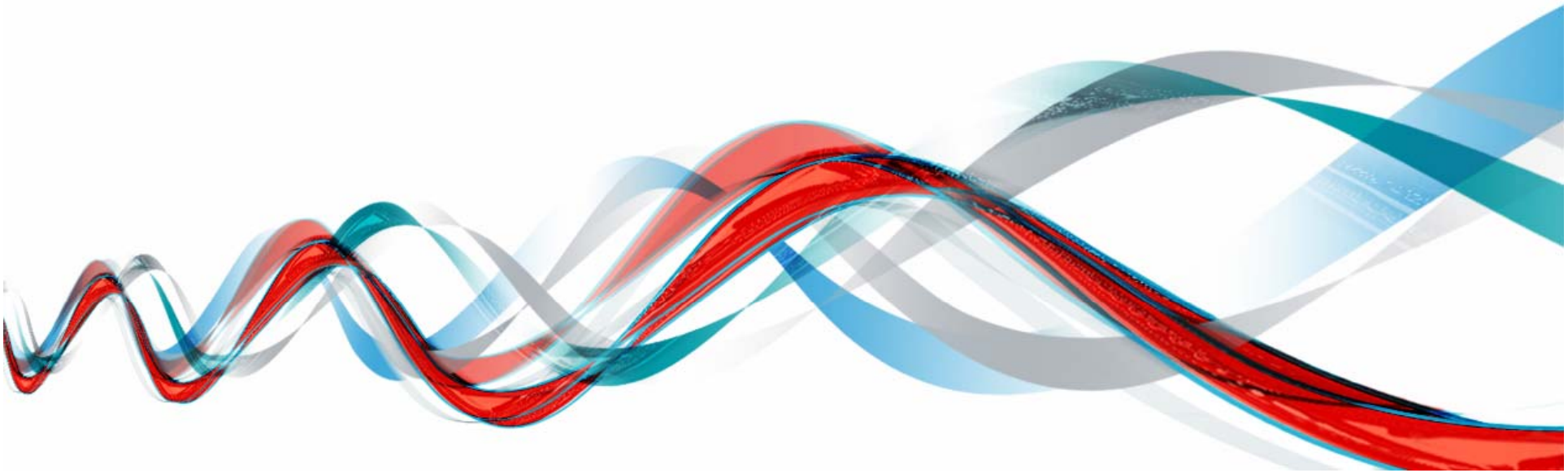
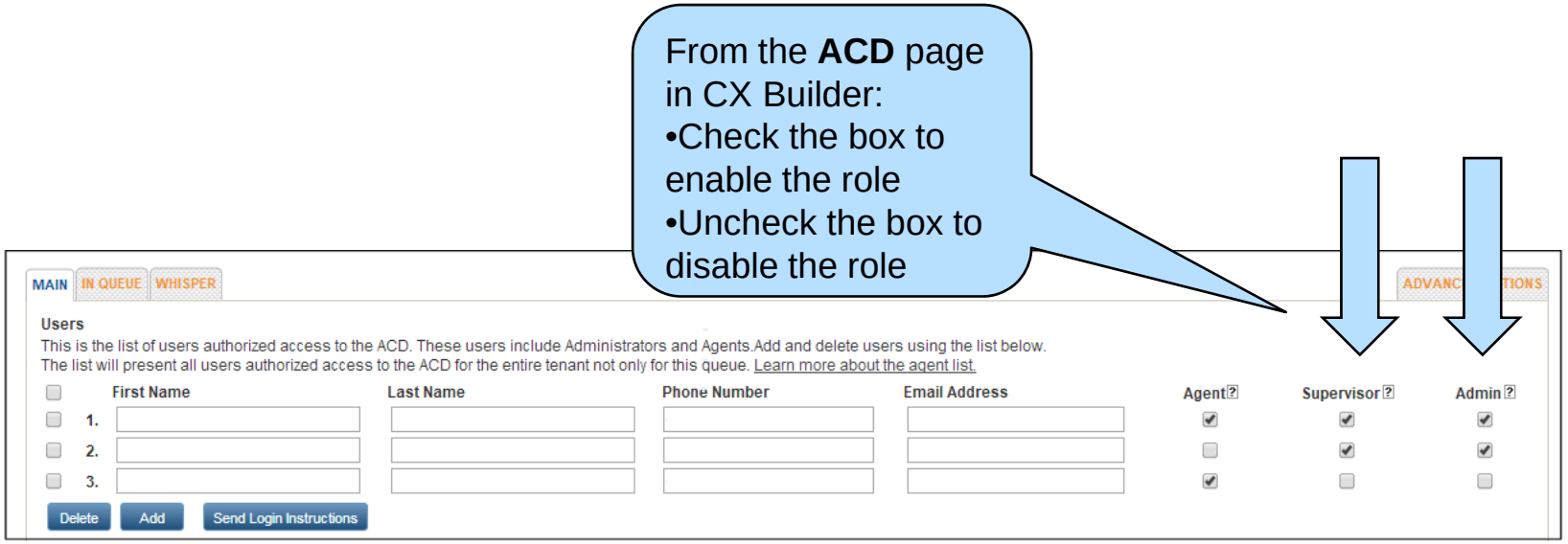
VCC 2.5.7 New Feature Highlights



Supervisor/Administer Roles

Separating the supervisor and administrator roles provides the contact center with the ability to better segment the features and functions within the contact center:

•Supervisor – Responsible for managing agents and their activities
•Administrator – Responsible for configuring the contact center features and functions



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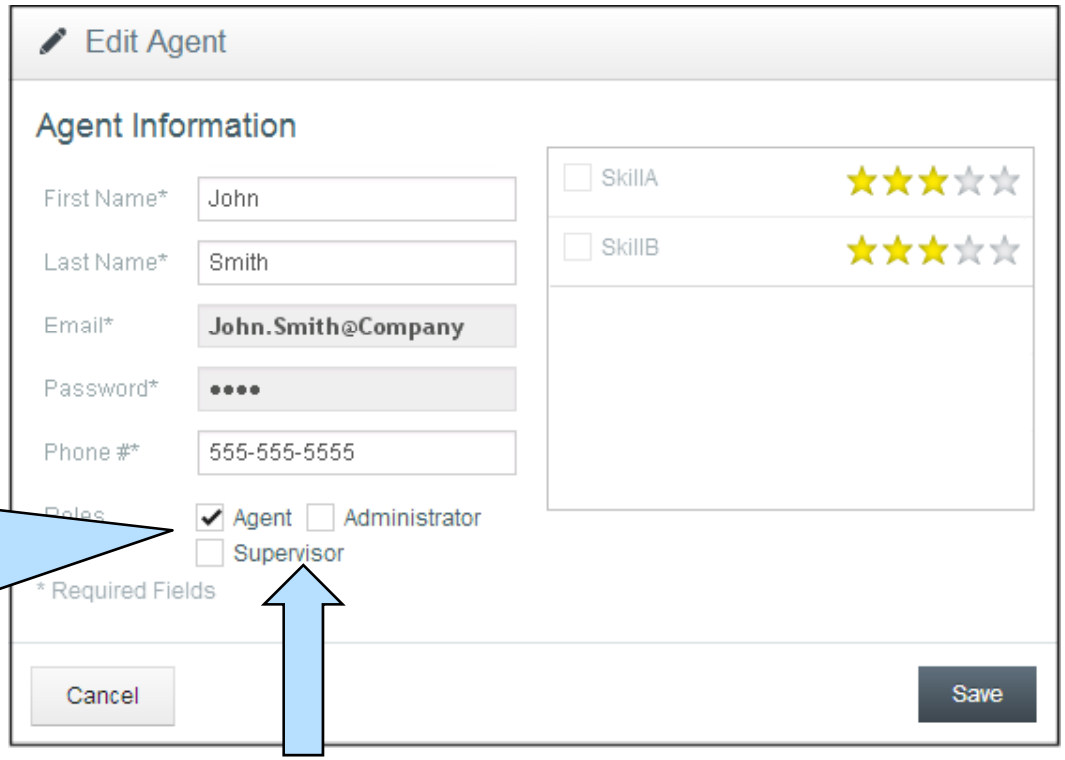
Supervisor/Administer Roles (continued)

Contact center administrators can now easily assign roles to all users. Users can have one or more roles assigned to them.

From the **Agents** view in VCC Dashboard, click **Edit Agent** to enable the roles.



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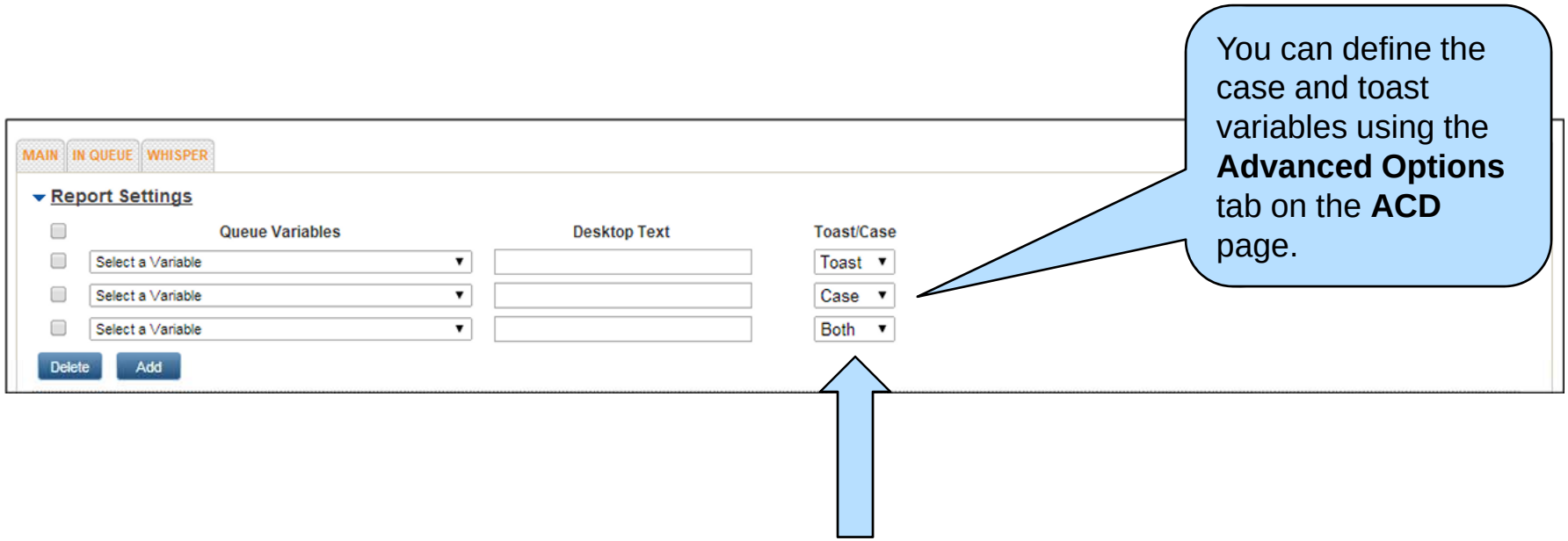
Toast and Case Data Configuration

Toast and Case data was moved to the ACD Page, so this data can be provisioned in a single place.

Simply select the appropriate variable, assign the name to be displayed in Agent Desktop, and then assign the data as **Toast**, **Case**, or **Both** (Toast and Case data).



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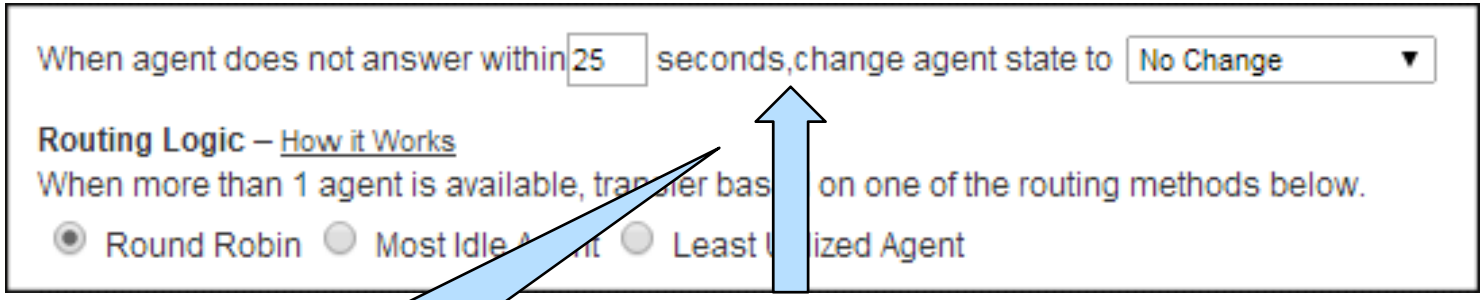
Agent State/ Missed Calls

Contact center administrators can now set the number of seconds before returning an unanswered call to the ACD queue to be rerouted.

When the call returns to the ACD queue, the agent state changes **to Not Ready**, **Logged Out**, or **No Change**, depending on the setting.



Using the **ACD** page in CX Builder, you can set the time and the agent state (Not Ready, Logout, or No Change) for missed calls.

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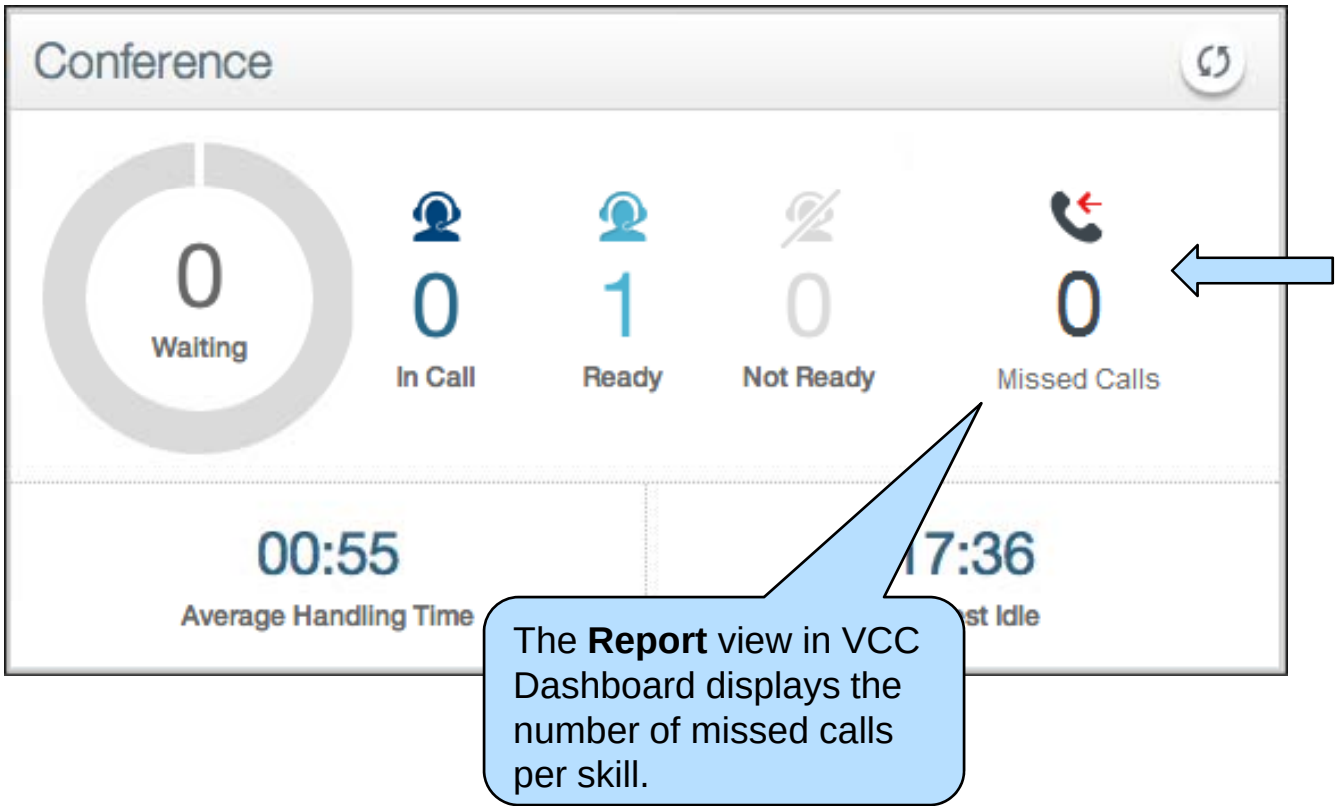
Missed Calls / VCC Dashboard

VCC Dashboard now shows the number of missed calls that occurred over the last 60 minutes.



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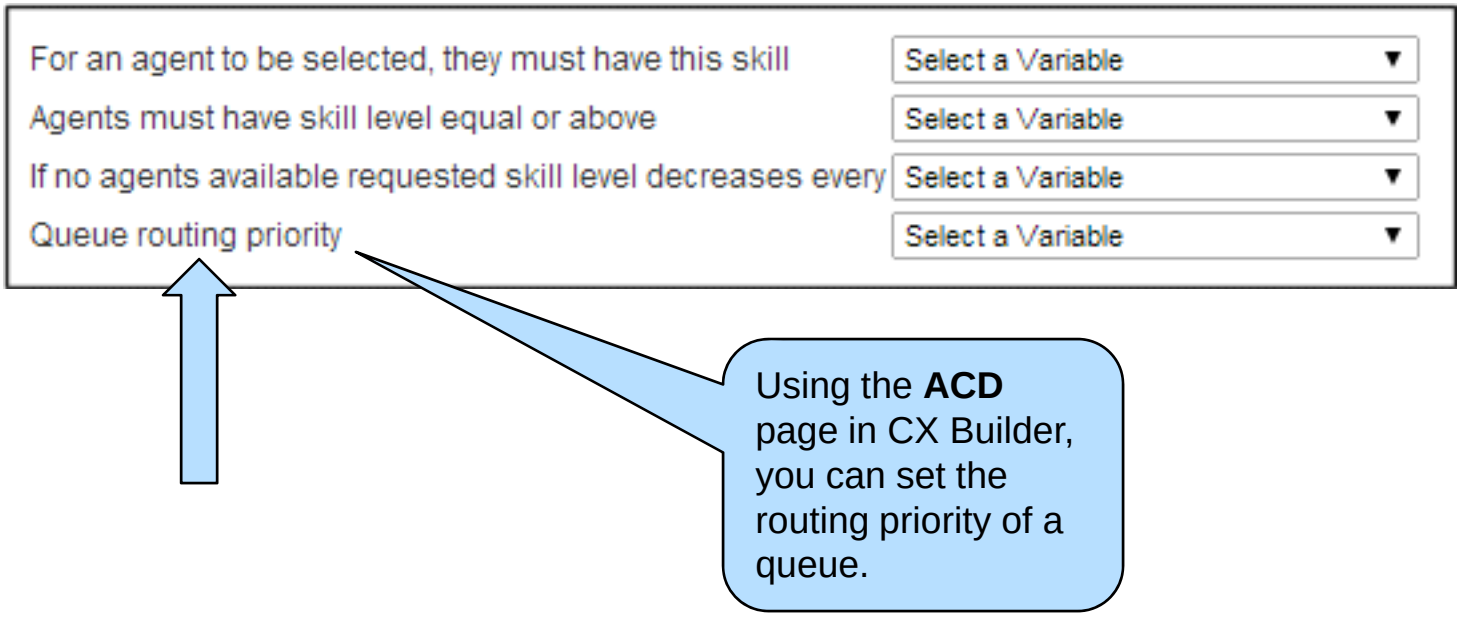
Queue Priority Routing

Queue priority routing allows some calls to be handled quicker than others. Priority routing was added where an administrator can provide a variable for priority calls. This variable must be an integer where the higher the number, the higher the priority of the call.



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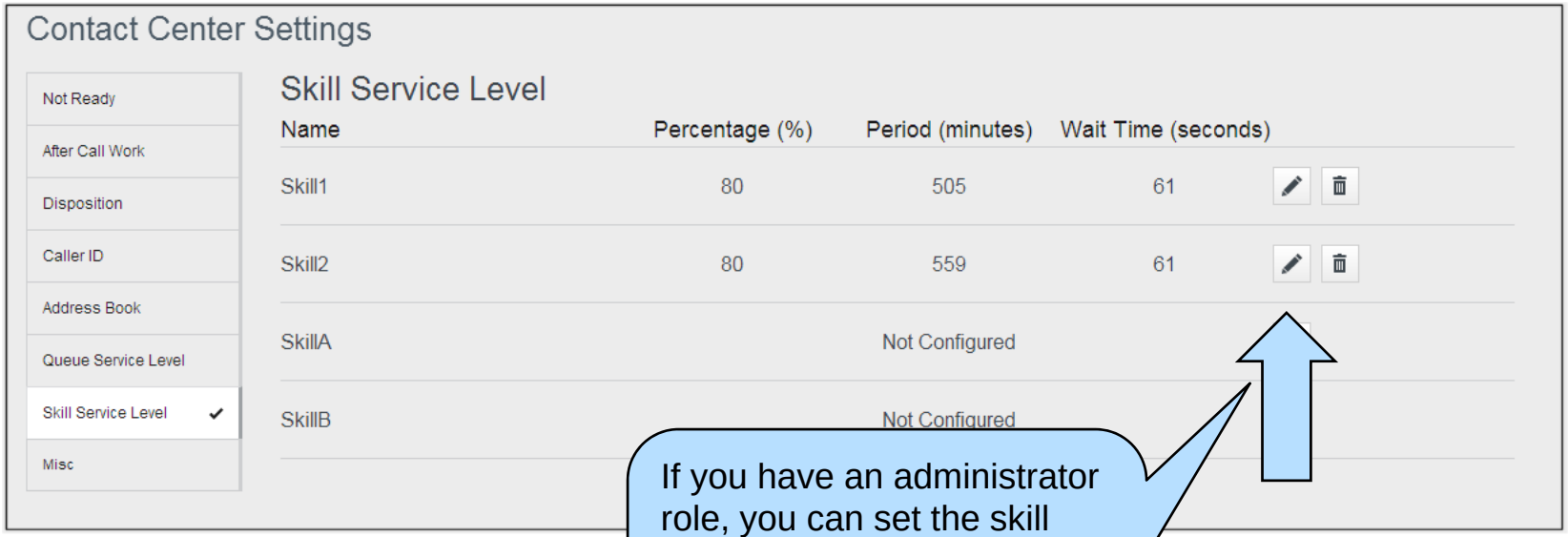
Skill Service Level per Skill

Each Skill Service level can now be individually configured. If the Skill Service levels are not configured, the Skill Service level is not displayed under the **Reports** view in VCC Dashboard.

Service Level is defined as the % of calls answered within the "wait time" in the last "period"



If you have an administrator role, you can set the skill service level per skill using the **Contact Center Settings** view in VCC Dashboard.

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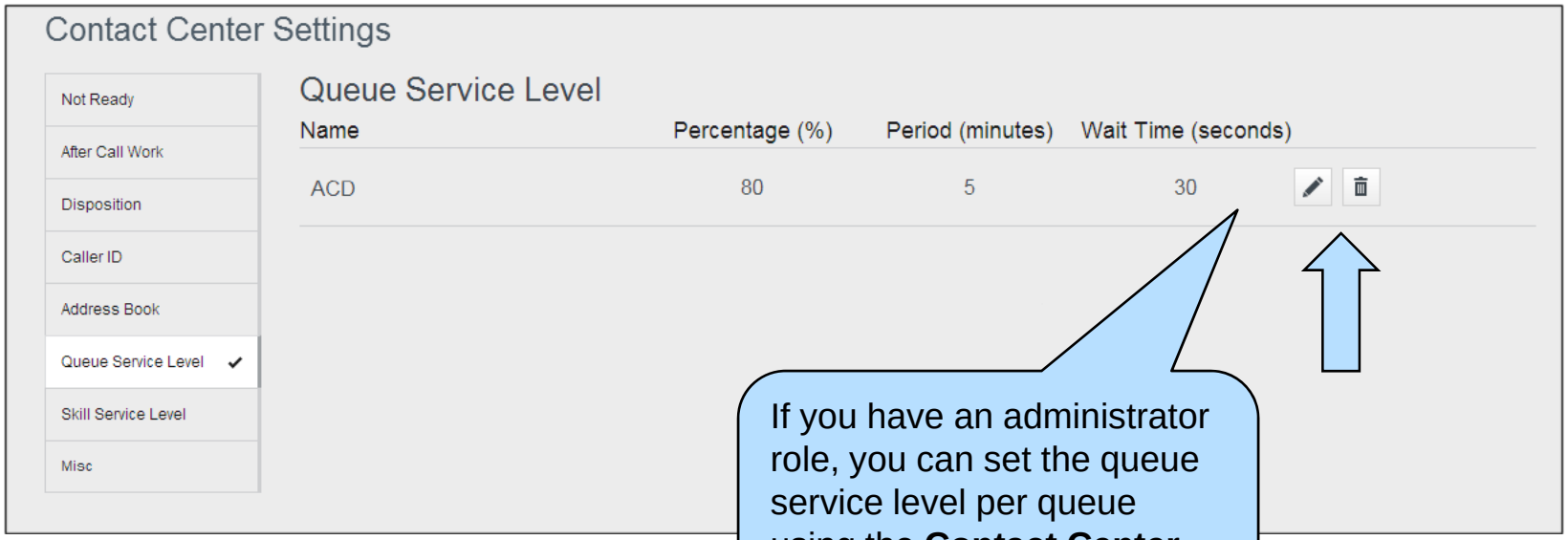
Queue Service Level per Queue

Each Queue Service level can now be individually configured. If the Queue Service level is not configured, then the Queue Service level is not displayed under the **Reports** view in VCC Dashboard.



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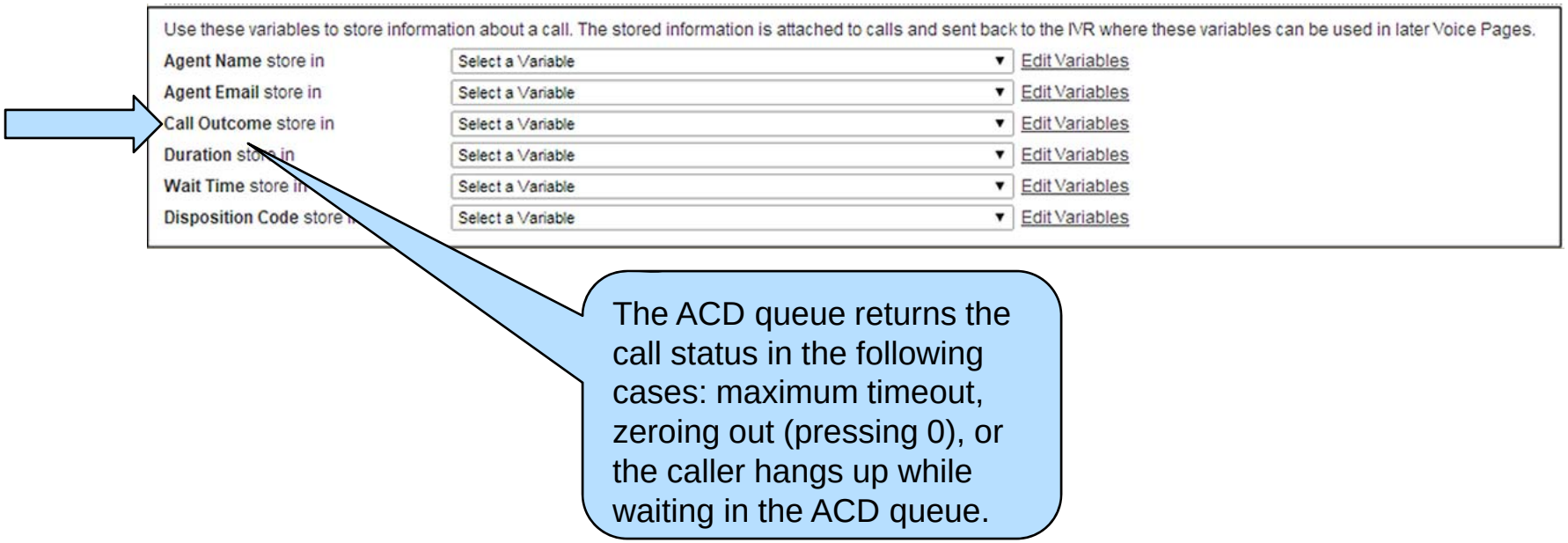
Call Status ACD to IVR

The system now provides additional return codes (**Connected**, **no-agents**, **caller-exit**, **total-timeout**, and **NotConnected)** allowing the administrator more control over how to handle calls that do not get connected with an agent.



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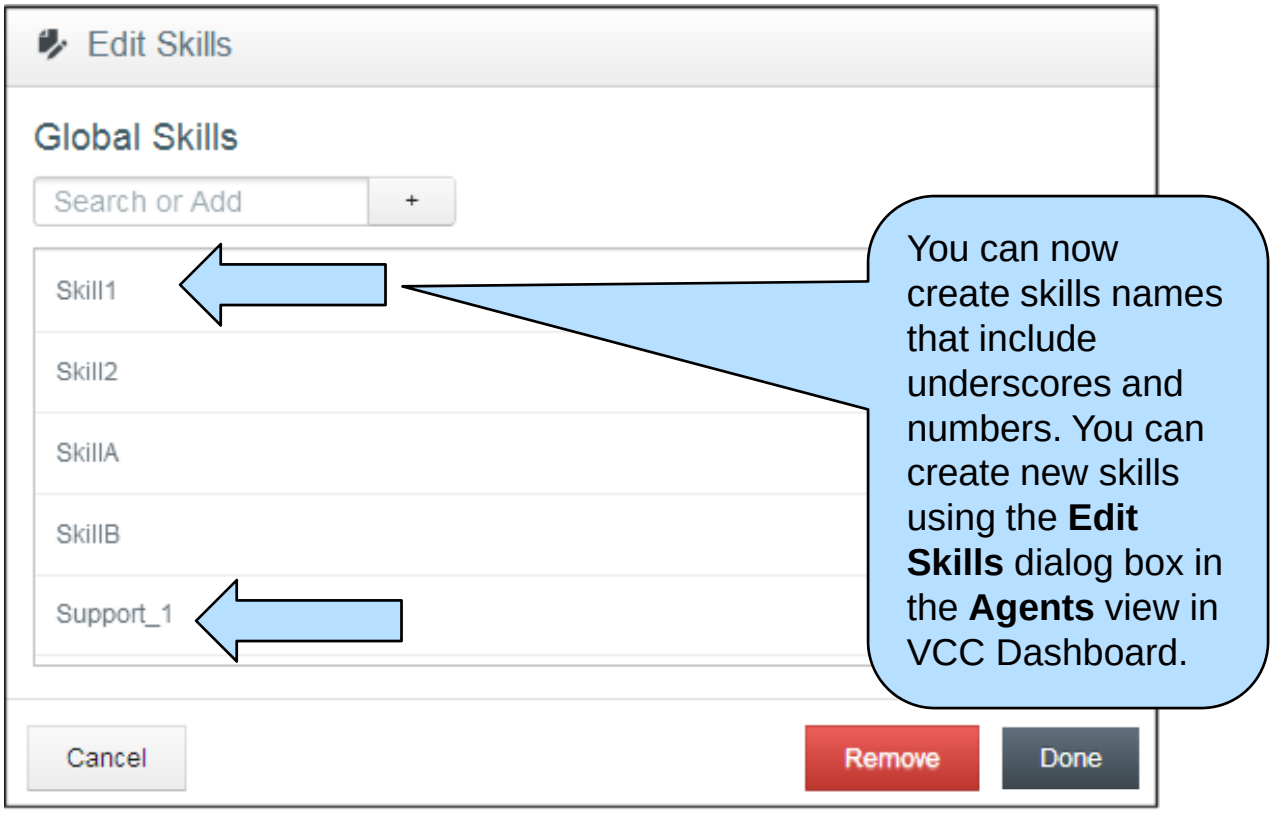
Skill Names Support Underscores and Numbers

Skill names can now contain numbers and underscores, but they must still start with a letter and not contain any spaces. This functionality allows the administrator to define more meaningful skill names.



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Wrap-Up Time Configuration

Configuring wrap-up time is now easier. A check-box is provided for untimed wrap-up time, or the administrator can enter the number of seconds needed for wrap-up time. If the **Untimed Wrap-Up Time** box is checked, the wrap-up time measured in seconds is disabled.

If you have an administrator role, you can set the wrap-up time value by entering a number in the **Wrap Up Time** field or you can set the wrap-up time as untimed using the **Untimed Wrap-Up Time** field.

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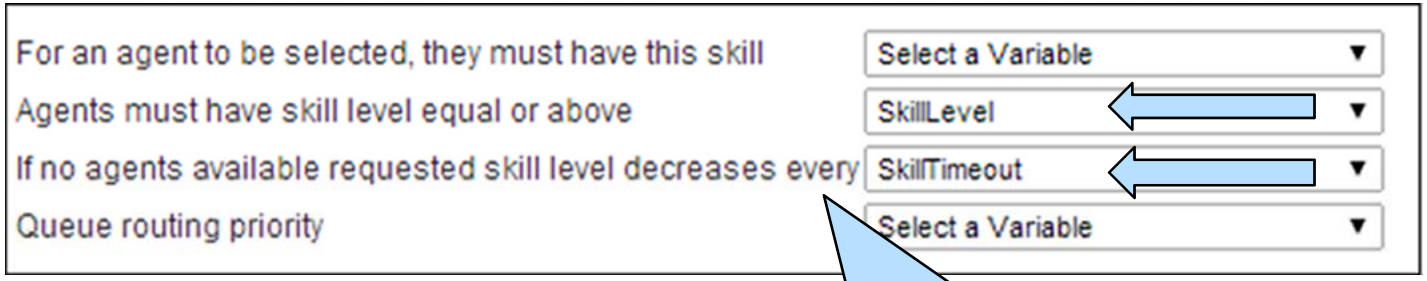
Skill Level and Proficiency

Routing configuration was moved to the **Main** tab on the ACD Page in CX Builder. This feature simplifies this routing configuration.

Priority routing was added where an administrator can provide a variable for priority calls. This variable must be an integer where the higher the number, the higher the priority of the call.



You can define the skill level and the skill proficiency timeout 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.

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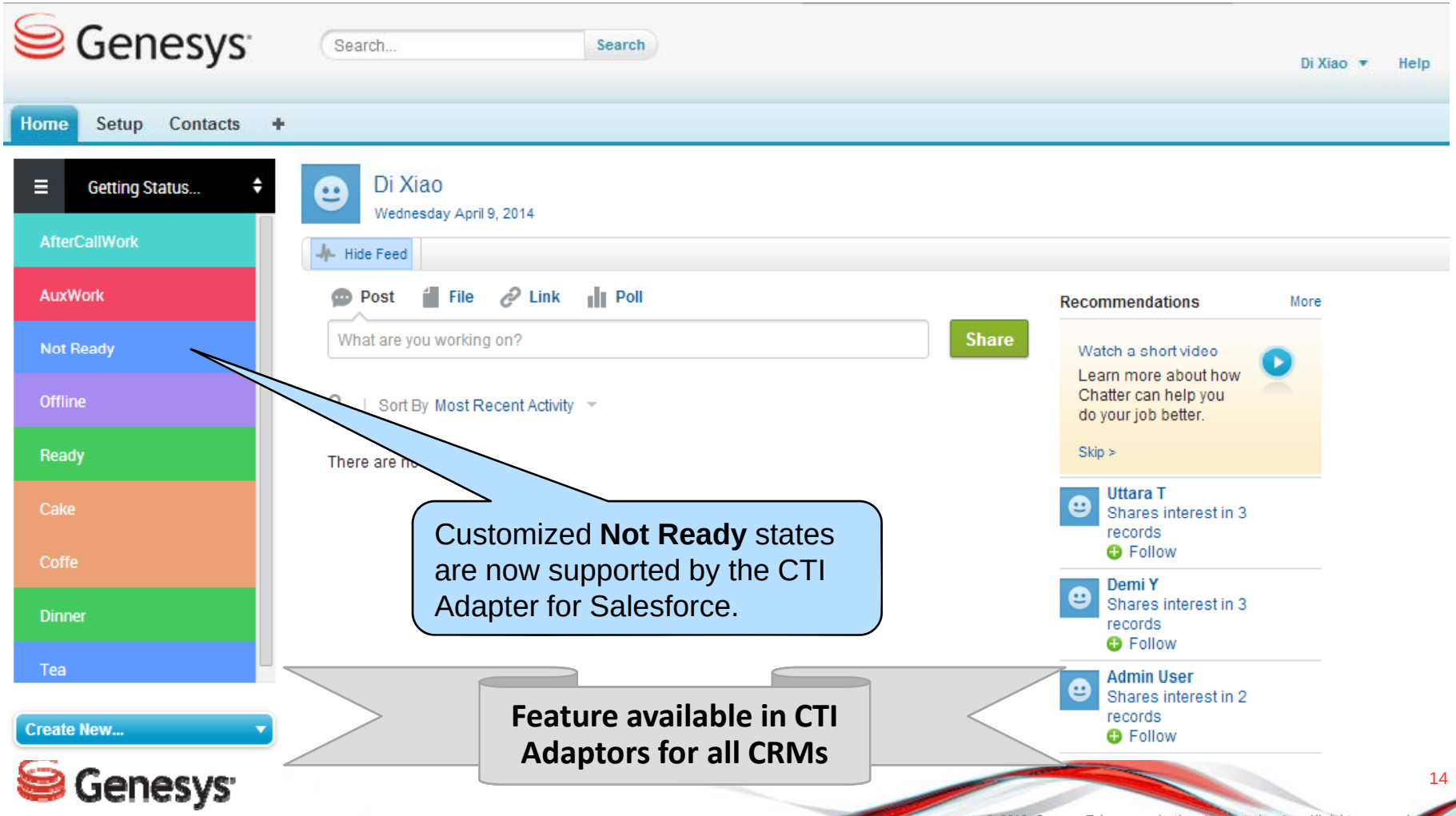
CTI Adapter for Salesforce Updates

The ability to customize **Not Ready** reason codes was added to the CTI Adapter for Salesforce bringing parity with the standard VCC offering.



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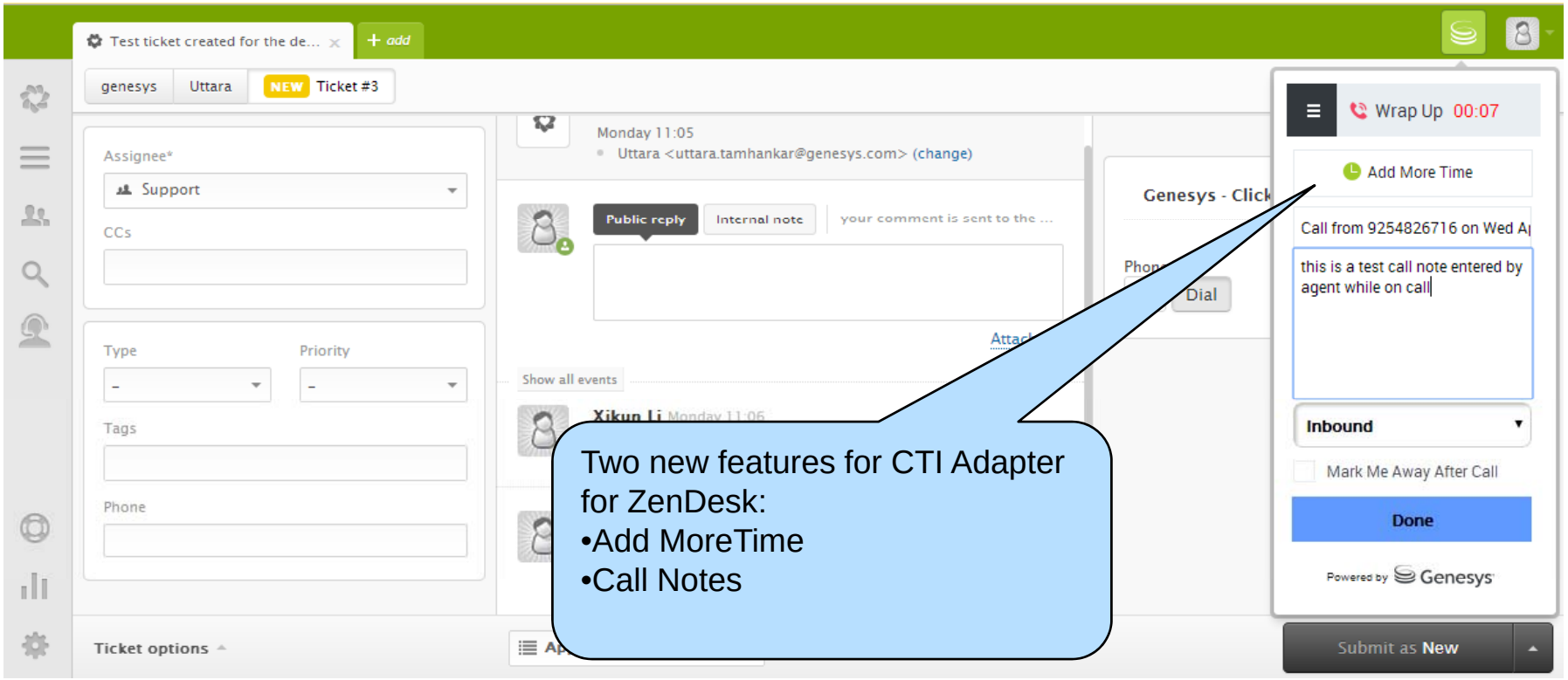
CTI Adapter for Zendesk Updates

The ability to extend wrap-up time, as well as the call notes feature, were added to the CTI Adapter for ZenDesk.



Feature available in CTI Adaptors for all CRMs

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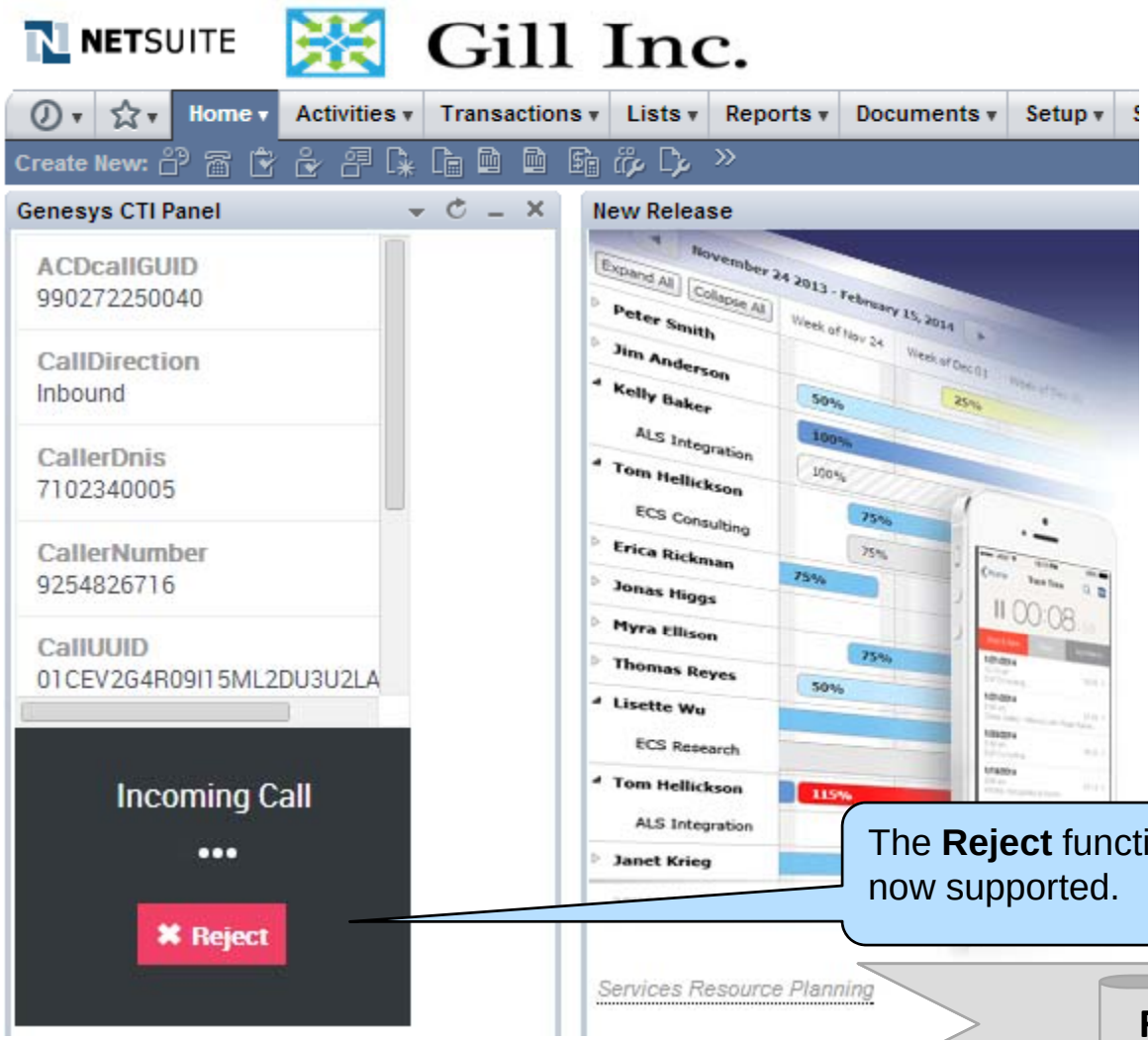
CTI Adapter for NetSuite Updates



The **Reject** functionality is now supported.

Feature available in CTI Adaptors for all CRMs

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CX Analytics Agent Status – ACW

Agent Status – ACW was added to the list of VCC reports. It 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.

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CX Analytics Enhancements

Longest Wait metric was added to the **Queue Statistics** reports that provide 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.

Dialed Number attribute is now shown correctly in our reports instead of an internal route point.

Agent Activities reports now display both **After Call Work** (ACW) and **Not Ready** reason codes.

Service level for multiple interactions are now available in our reports.

Calls Offered to Agents metric was added to the **Agent Utilization** report .

Consult Time metric was added to all **Queue Activity** reports.

Agent Statistics - By Disposition Code report has now links enabled.

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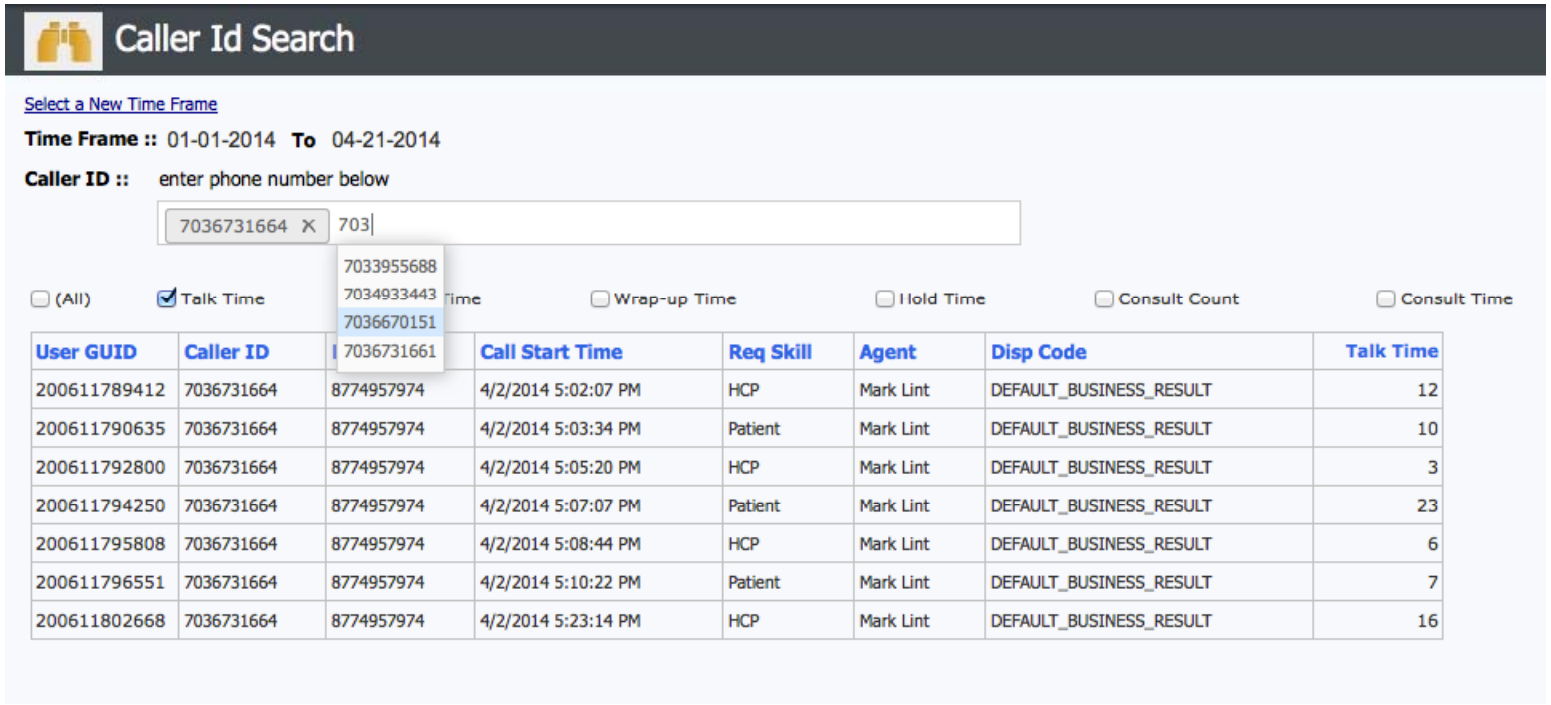
CX Analytics Caller ID Search

Analytics reports are great but how about finding *a call* from millions of calls in the data warehouse? This problem was solved in this release through the search call feature that allows contact center supervisors to search individual call details based on the Caller ID.



User GUID	Caller ID		Call Start Time	Req Skill	Agent	Disp Code	Talk Time
200611789412	7036731664	8774957974	4/2/2014 5:02:07 PM	HCP	Mark Lint	DEFAULT_BUSINESS_RESULT	12
200611790635	7036731664	8774957974	4/2/2014 5:03:34 PM	Patient	Mark Lint	DEFAULT_BUSINESS_RESULT	10
200611792800	7036731664	8774957974	4/2/2014 5:05:20 PM	HCP	Mark Lint	DEFAULT_BUSINESS_RESULT	3
200611794250	7036731664	8774957974	4/2/2014 5:07:07 PM	Patient	Mark Lint	DEFAULT_BUSINESS_RESULT	23
200611795808	7036731664	8774957974	4/2/2014 5:08:44 PM	HCP	Mark Lint	DEFAULT_BUSINESS_RESULT	6
200611796551	7036731664	8774957974	4/2/2014 5:10:22 PM	Patient	Mark Lint	DEFAULT_BUSINESS_RESULT	7
200611802668	7036731664	8774957974	4/2/2014 5:23:14 PM	HCP	Mark Lint	DEFAULT_BUSINESS_RESULT	16

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VCC Reports APP (iPad/iPhone)

All VCC reports and dashboards, along with IVR ones, are now available on iPad and iPhone. This allows contact center managers and supervisors to quickly access their subscriptions and dashboards right from their handheld devices.

Available in App Store Shortly

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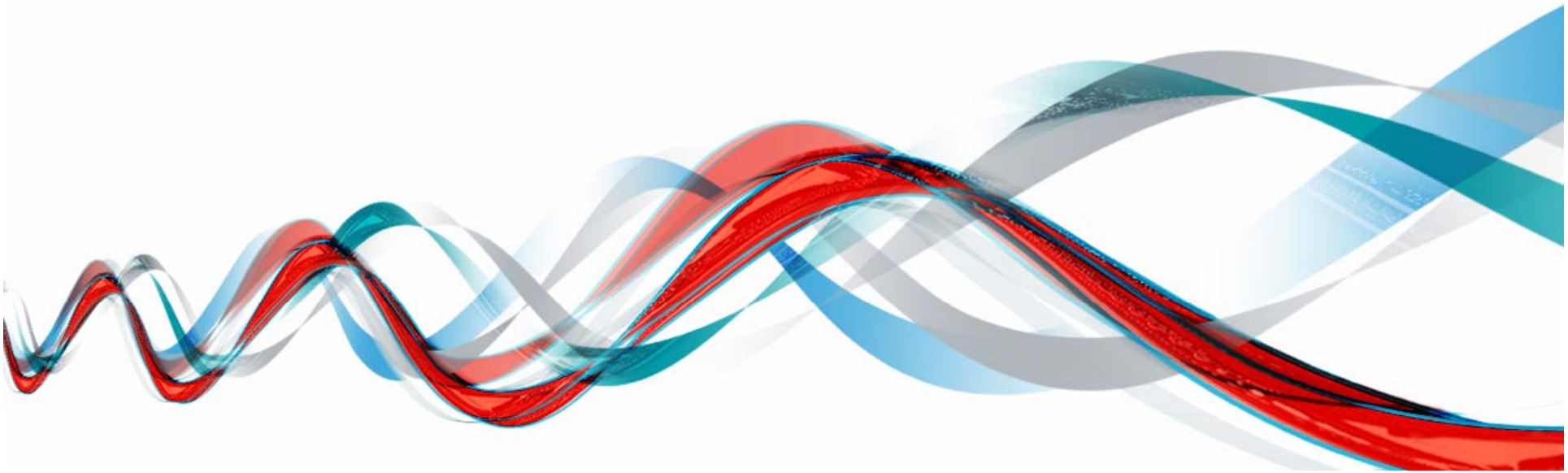
thank you