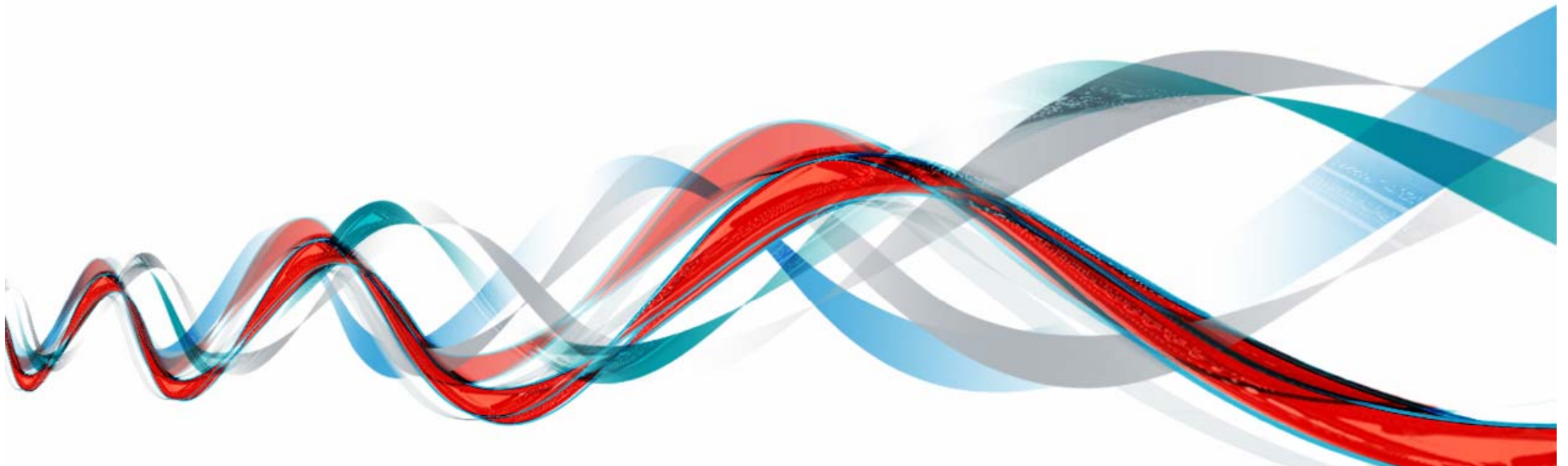


VCC 2.5.7 New Feature Highlights



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

From the **ACD** page in CX Builder:

- Check the box to enable the role
- Uncheck the box to disable the role

	First Name	Last Name	Phone Number	Email Address	Agent?	Supervisor?	Admin?
<input type="checkbox"/>	1.				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	2.				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	3.				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Buttons: Delete, Add, Send Login Instructions

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.

Edit Agent

Agent Information

First Name* John

Last Name* Smith

Email* John.Smith@Company

Password* ••••

Phone #* 555-555-5555

Roles

☒ Agent ☐ Administrator

☐ Supervisor

* Required Fields

Cancel Save

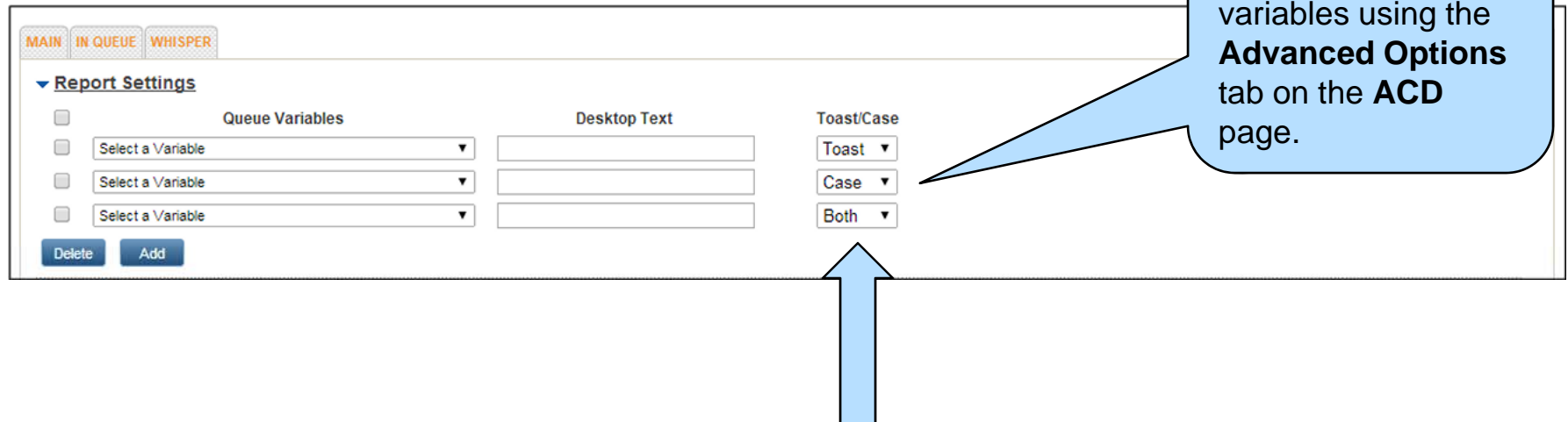
Skill A ★★★★★

Skill B ★★★★★

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).



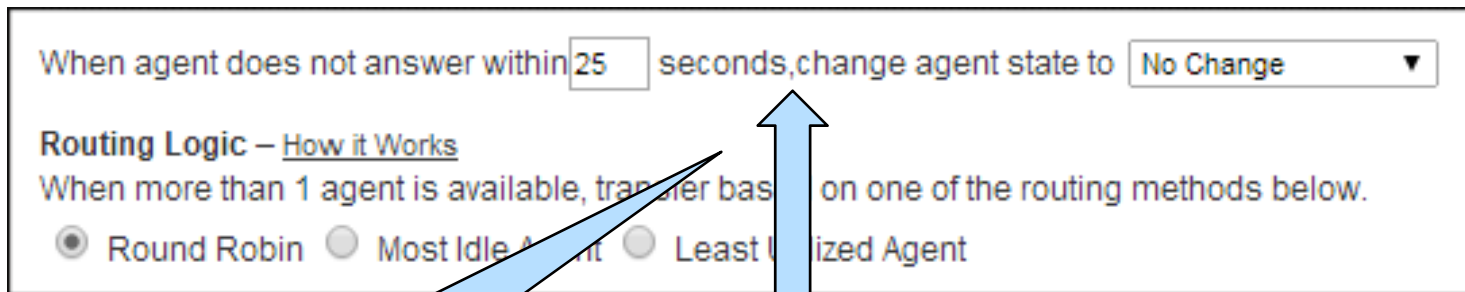
The screenshot shows a web interface for configuring ACD (Automatic Call Distribution) settings. At the top, there are three tabs: 'MAIN', 'IN QUEUE', and 'WHISPER'. Below the tabs is a section titled 'Report Settings'. This section contains three columns: 'Queue Variables', 'Desktop Text', and 'Toast/Case'. The 'Queue Variables' column has three rows, each with a checkbox and a 'Select a Variable' dropdown menu. The 'Desktop Text' column has three empty text input fields. The 'Toast/Case' column has three dropdown menus with the options 'Toast', 'Case', and 'Both'. A blue arrow points to the 'Both' dropdown menu. A blue speech bubble points to the 'Toast/Case' column with the text: 'You can define the case and toast variables using the **Advanced Options** tab on the **ACD** page.' At the bottom left of the 'Report Settings' section, there are 'Delete' and 'Add' buttons.

Queue Variables	Desktop Text	Toast/Case
<input type="checkbox"/> Select a Variable		Toast
<input type="checkbox"/> Select a Variable		Case
<input type="checkbox"/> Select a Variable		Both

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.



When agent does not answer within seconds, change agent state to

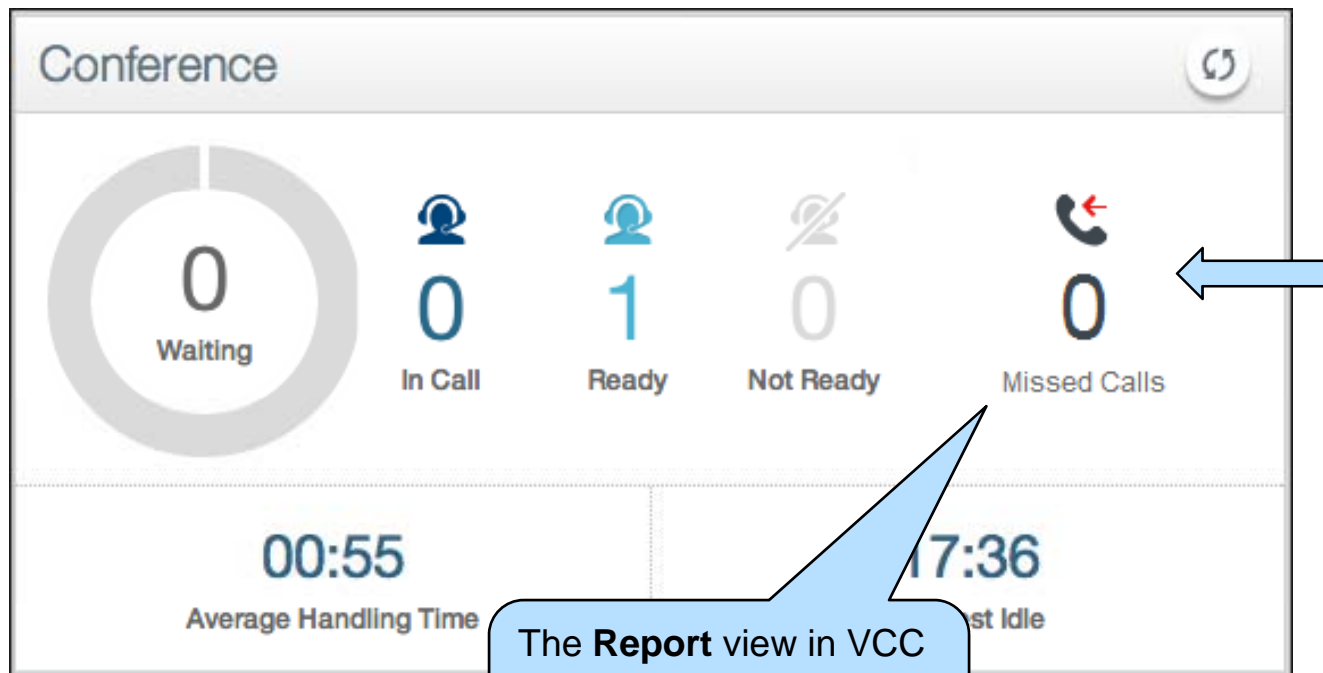
Routing Logic – [How it Works](#)
When more than 1 agent is available, transfer based on one of the routing methods below.

☒ Round Robin ☐ Most Idle Agent ☐ Least Utilized Agent

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.

Missed Calls / VCC Dashboard

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



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.

For an agent to be selected, they must have this skill	Select a Variable ▼
Agents must have skill level equal or above	Select a Variable ▼
If no agents available requested skill level decreases every	Select a Variable ▼
Queue routing priority	Select a Variable ▼

Using the **ACD** page in CX Builder, you can set the routing priority of a queue.

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”

Contact Center Settings

Not Ready

After Call Work

Disposition

Caller ID





Address Book

Queue Service Level

Skill Service Level ✓

Misc

Skill Service Level

Name	Percentage (%)	Period (minutes)	Wait Time (seconds)	
Skill1	80	505	61	 
Skill2	80	559	61	 
SkillA	Not Configured			
SkillB	Not Configured			

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

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.

Not Ready

After Call Work

Disposition

Caller ID

Address Book



Queue Service Level ✓

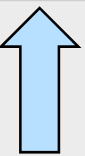
Skill Service Level

Misc

Contact Center Settings

Queue Service Level

Name	Percentage (%)	Period (minutes)	Wait Time (seconds)	
ACD	80	5	30	 



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

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.

Use these variables to store information about a call. The stored information is attached to calls and sent back to the IVR where these variables can be used in later Voice Pages.

Agent Name store in	Select a Variable ▼	Edit Variables
Agent Email store in	Select a Variable ▼	Edit Variables
Call Outcome store in	Select a Variable ▼	Edit Variables
Duration store in	Select a Variable ▼	Edit Variables
Wait Time store in	Select a Variable ▼	Edit Variables
Disposition Code store in	Select a Variable ▼	Edit Variables

The ACD queue returns the call status in the following cases: maximum timeout, zeroing out (pressing 0), or the caller hangs up while waiting in the ACD queue.

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.

Edit Skills

Global Skills

Search or Add +

Skill1
Skill2
SkillA
SkillB
Support_1

Cancel Remove Done

You can now create skills names that include underscores and numbers. You can create new skills using the **Edit Skills** dialog box in the **Agents** view in VCC Dashboard.

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.

Contact Center Settings

Misc

☒ Change Number on Login

☐ Untimed Wrap-Up Time

Wrap Up Time : 10 seconds

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.

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.

For an agent to be selected, they must have this skill	Select a Variable ▼
Agents must have skill level equal or above	SkillLevel ▼
If no agents available requested skill level decreases every	SkillTimeout ▼
Queue routing priority	Select a Variable ▼

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.

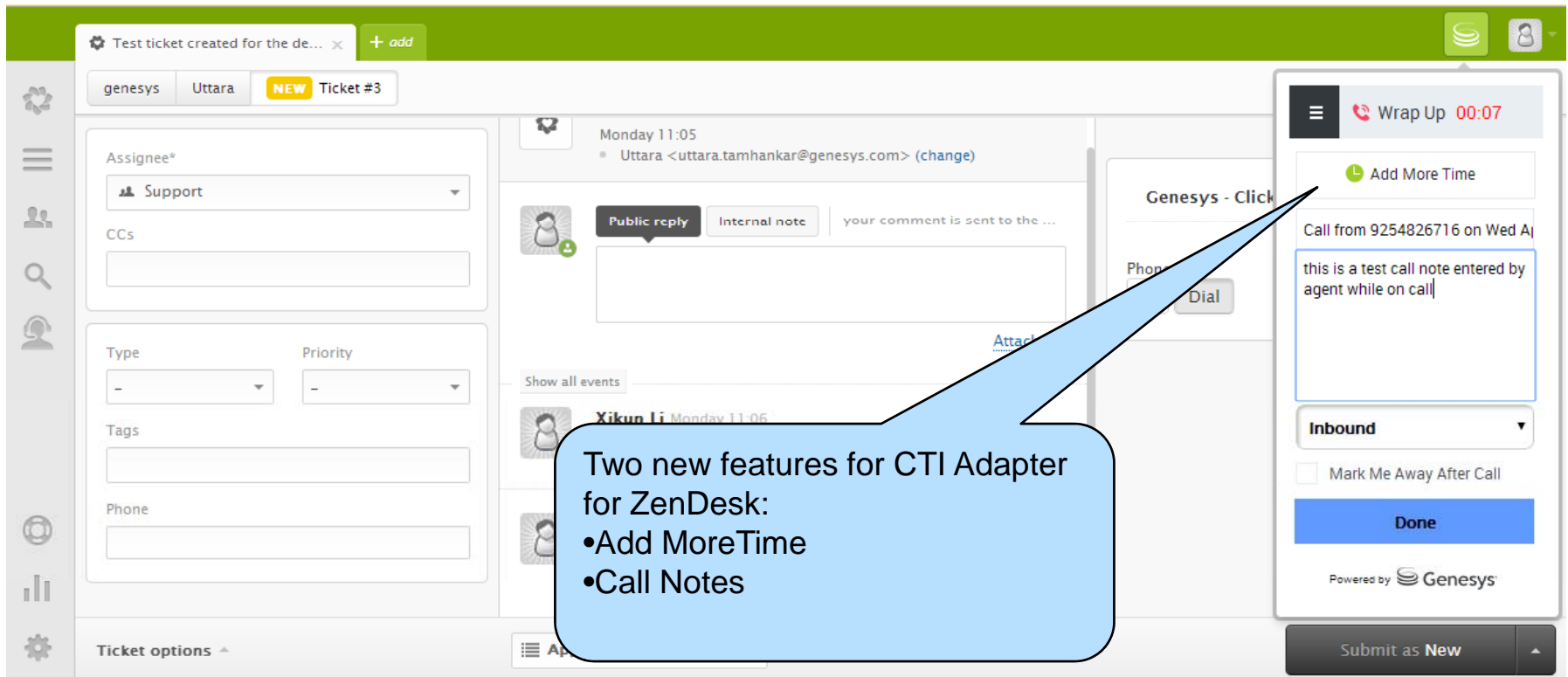
CTI Adapter for Salesforce Updates

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

The screenshot displays the Genesys Chatter interface. On the left, a sidebar menu lists various status options: AfterCallWork, AuxWork, Not Ready, Offline, Ready, Cake, Coffe, Dinner, and Tea. A blue callout box points to the 'Not Ready' option, containing the text: "Customized **Not Ready** states are now supported by the CTI Adapter for Salesforce." The main content area shows a user profile for 'Di Xiao' with a post input field and a 'Share' button. On the right, there are 'Recommendations' for other users like Uttara T, Demi Y, and Admin User. At the bottom, a grey banner states: "Feature available in CTI Adaptors for all CRMs".

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.



Test ticket created for the de... x + add

genesys Uttara NEW Ticket #3

Assignee* Support

CCs

Type Priority

Tags

Phone

Ticket options

Monday 11:05
Uttara <uttara.tamhankar@genesys.com> (change)

Public reply Internal note your comment is sent to the ...

Show all events

Xikun Li Monday 11:05

Wrap Up 00:07

Add More Time

Call from 9254826716 on Wed A

this is a test call note entered by agent while on call

Inbound

Mark Me Away After Call

Done

Powered by Genesys

Submit as New

Two new features for CTI Adapter for ZenDesk:

- Add MoreTime
- Call Notes

Feature available in CTI Adaptors for all CRMs

CTI Adapter for NetSuite Updates

The screenshot displays the NetSuite interface with the Gill Inc. logo. The top navigation bar includes Home, Activities, Transactions, Lists, Reports, Documents, and Setup. Below this is a 'Create New' section with various icons. The main content area is divided into two panels. The left panel, titled 'Genesys CTI Panel', shows fields for ACDcallGUID (990272250040), CallDirection (Inbound), CallerDnis (7102340005), CallerNumber (9254826716), and CallUUID (01CEV2G4R09I15ML2DU3U2LA). Below these fields is an 'Incoming Call' section with a red 'Reject' button. The right panel, titled 'New Release', shows a list of users and their progress percentages for various tasks. A blue callout box points to the 'Reject' button with the text: 'The **Reject** functionality is now supported.'

User	Task	Progress
Peter Smith	Week of Nov 24	
Jim Anderson	Week of Nov 24	
Kelly Baker	ALS Integration	50%
Tom Hellickson	ECS Consulting	100%
Erica Rickman	ECS Consulting	75%
Jonas Higgs	ECS Consulting	75%
Myra Ellison	ECS Consulting	75%
Thomas Reyes	ECS Consulting	50%
Lisette Wu	ECS Research	
Tom Hellickson	ALS Integration	115%
Janet Krieg	ALS Integration	

**Feature available in CTI
Adaptors for all CRMs**

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.

VCC Reports (VCC 2.5 and higher)

 Queue Activity Reports Activity by Time Activity by Hour Activity by 15 Mins Activity by 30 Mins Enhanced Queue Activity Dashboards Search Call by Caller ID Web	 Queue Statistics Reports Statistics by Day + Statistics by Hour + Statistics by 15 Mins + Abandoned Calls Report + Redirected Calls Report + Statistics through IVR Tasks Statistics through IVR Variables + Statistics by Call Outcome Dashboards Call Center Scorecard: Web	 Agent Activity Reports Activity by Day Activity by Hour Agent Conduct Agent Status Agent Status - Not Ready Agent Login Detail Agent Status - ACW Dashboards Agent Name Cloud: Web	 Agent Statistics Reports Statistics by Day Statistics by Hour Statistics by 15 Mins Agent Consult Calls Skill Based Report Agent Utilization Statistics by Disposition Code Dashboards Agent Scorecard: Web
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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.

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.

 **Caller Id Search**

[Select a New Time Frame](#)

Time Frame :: 01-01-2014 **To** 04-21-2014

Caller ID :: enter phone number below

7036731664 X

703

☐ (All)

☒ Talk Time

☐ Time

☐ Wrap-up Time

☐ Hold Time

☐ Consult Count

☐ Consult Time

7033955688

7034933443

7036670151

7036731661

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

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**



thank you

