VCC 2.5.8
New Feature Highlights

Agenda

- Administrator Tasks
- Supervisor Tasks
- Caller ID set for business unit
- Supervisor Access-Assign Agent and Skill Groups
- Supervisor Access-Assign, View and Edit Assigned Agents & Skills
- Supervisor Access-Access to View Assigned Queues
- Agent Changed State Shown in all Views
- Call Notes Feature
- Nested Disposition Codes
- Customize Service Level Short Call Time Period
- Enable or Disable Call Monitor Indication
- Enable or Disable Reject Button on Toast Data Window

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Administrator Tasks

Administrators CAN do the following:

- Perform all actions found under the Contact Center Settings view
- Edit all of the agent details (including agent information, phone numbers, and roles)
- Assign proficiencies to skills
- Assign skills to agents
- Create/edit skills for the Contact Center
- Enable these roles in the Edit Agent dialog box in VCC Dashboard — these roles are disabled when not checked

Administrators CANNOT do the following:

- Access the Details view
- Change the agent state
- Perform Supervisor Call Monitoring

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Supervisor Tasks

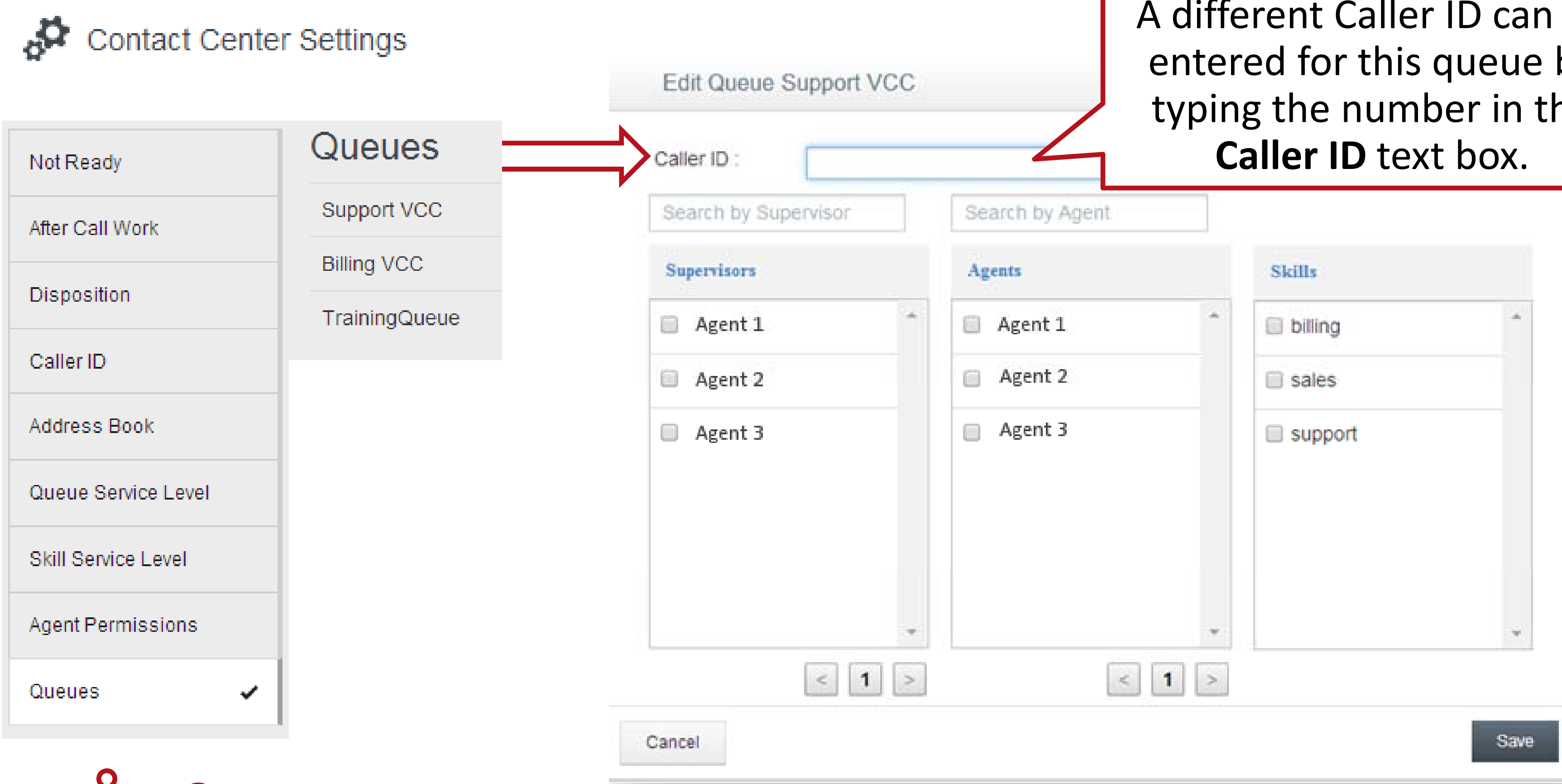
Supervisors CAN do the following:

- 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 agents' calls
- Change the agent state
- Can assign or edit a phone number

Supervisors CANNOT do the following:

- Edit the agent details (first, last name, and roles)
- Access the Contact Center Settings view
- Create or delete users
- Create or delete skills
- Change the role assignments of other users — Supervisors can only see the Agent
- Role checkbox, but they do not have permission to change the roles

Set Caller ID for business unit



A different Caller ID can be entered for this queue by typing the number in the **Caller ID** text box.

Important: If an agent belongs to two different queues and both queues have a Caller ID assigned, then the caller ID is randomly chosen.

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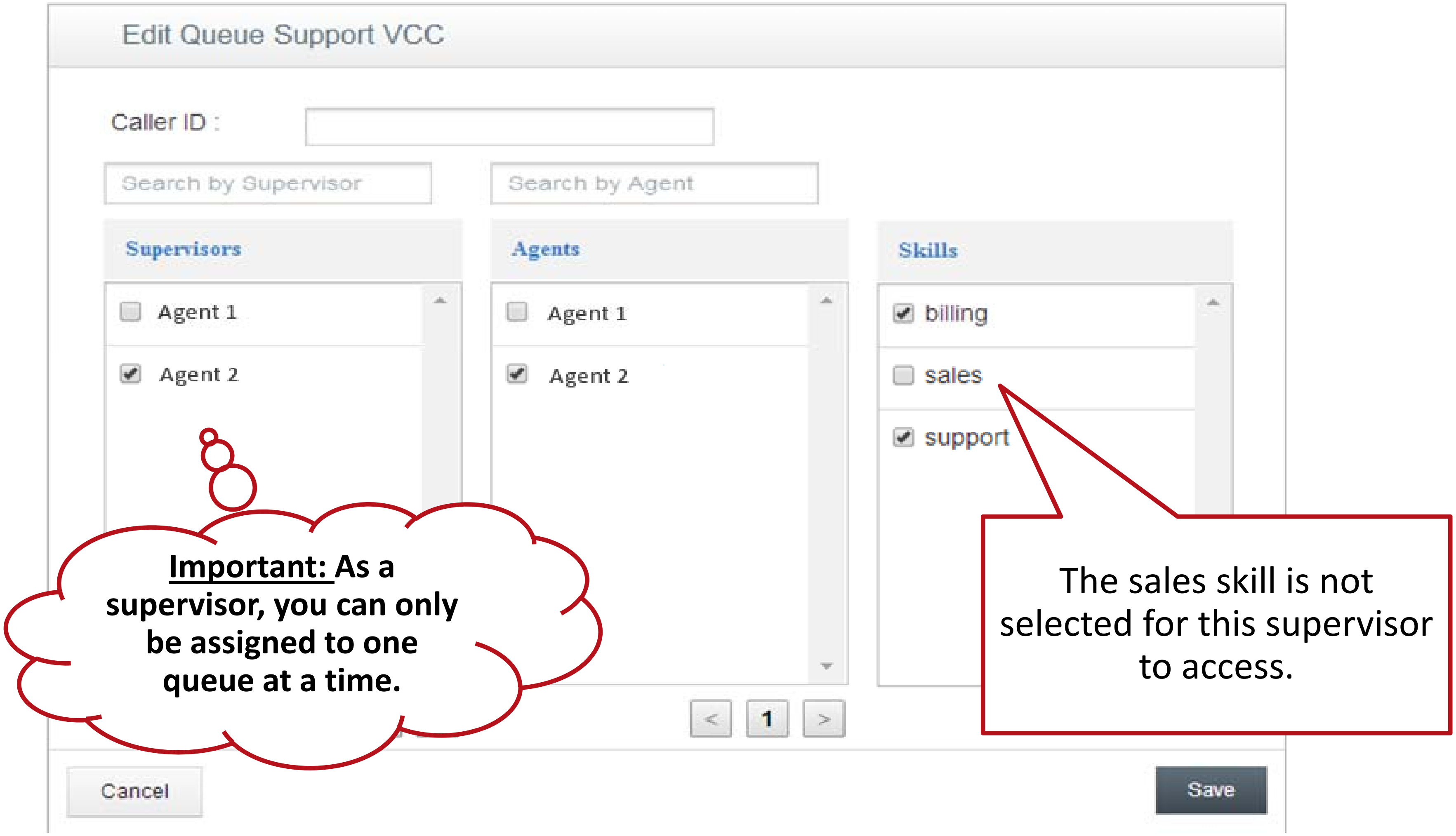
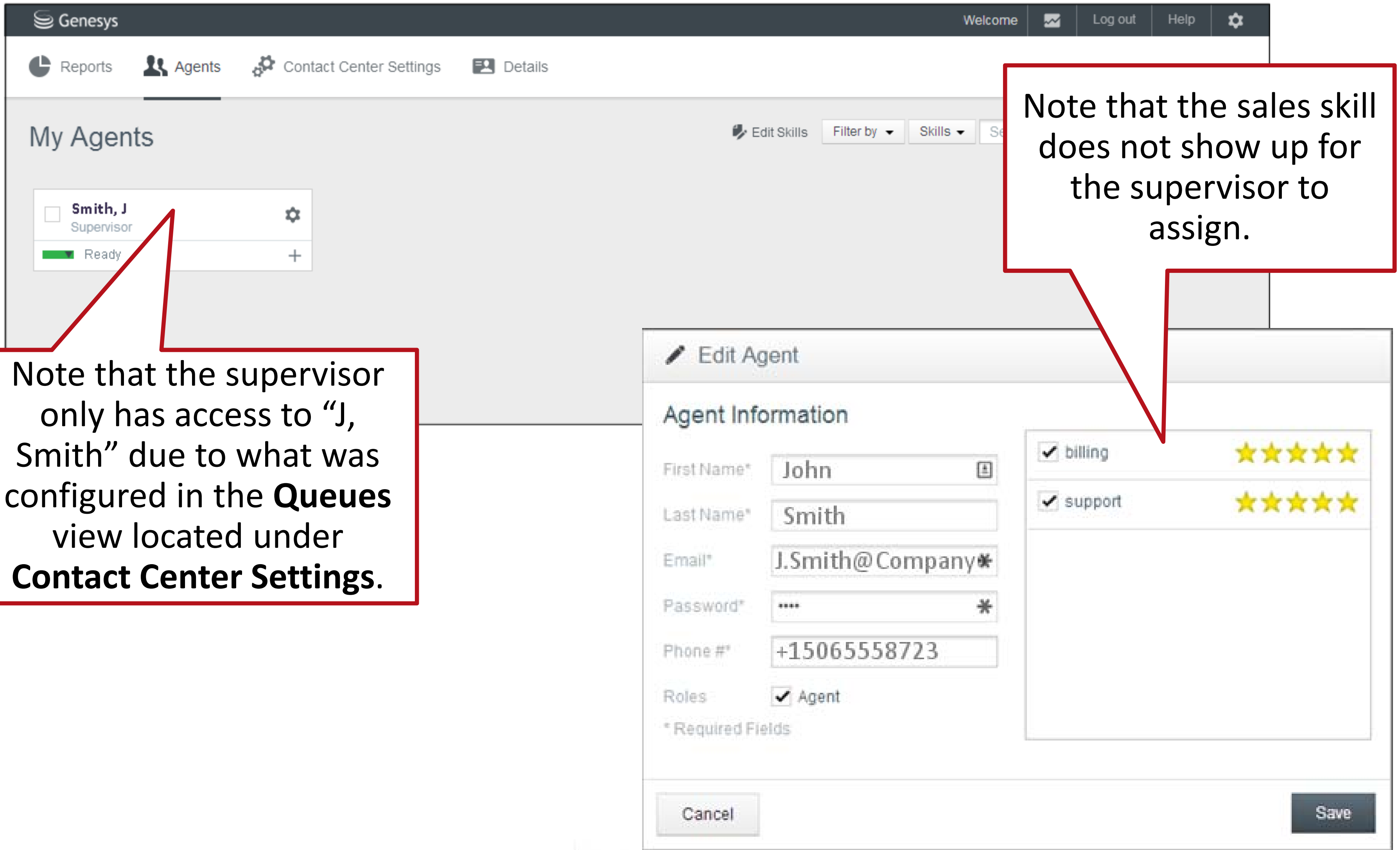
Supervisor Access-Assign Agent and Skill Groups



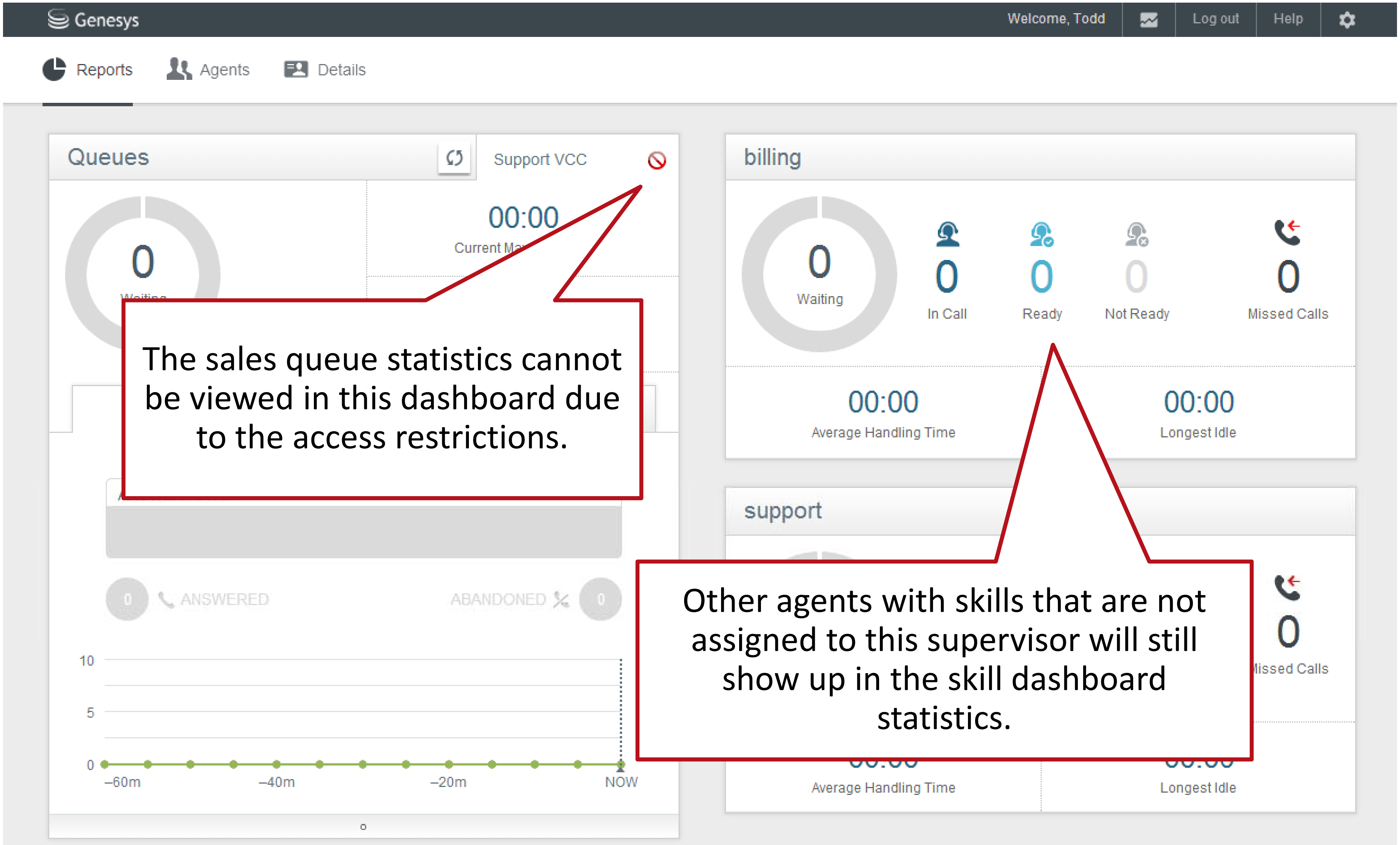
Supervisor Access-Assign, View and Edit Agents & Skills



Note that the sales skill does not show up for the supervisor to assign.

Note that the supervisor only has access to "J, Smith" due to what was configured in the **Queues** view located under **Contact Center Settings**.

Supervisor Access-Access to View Assigned Queues

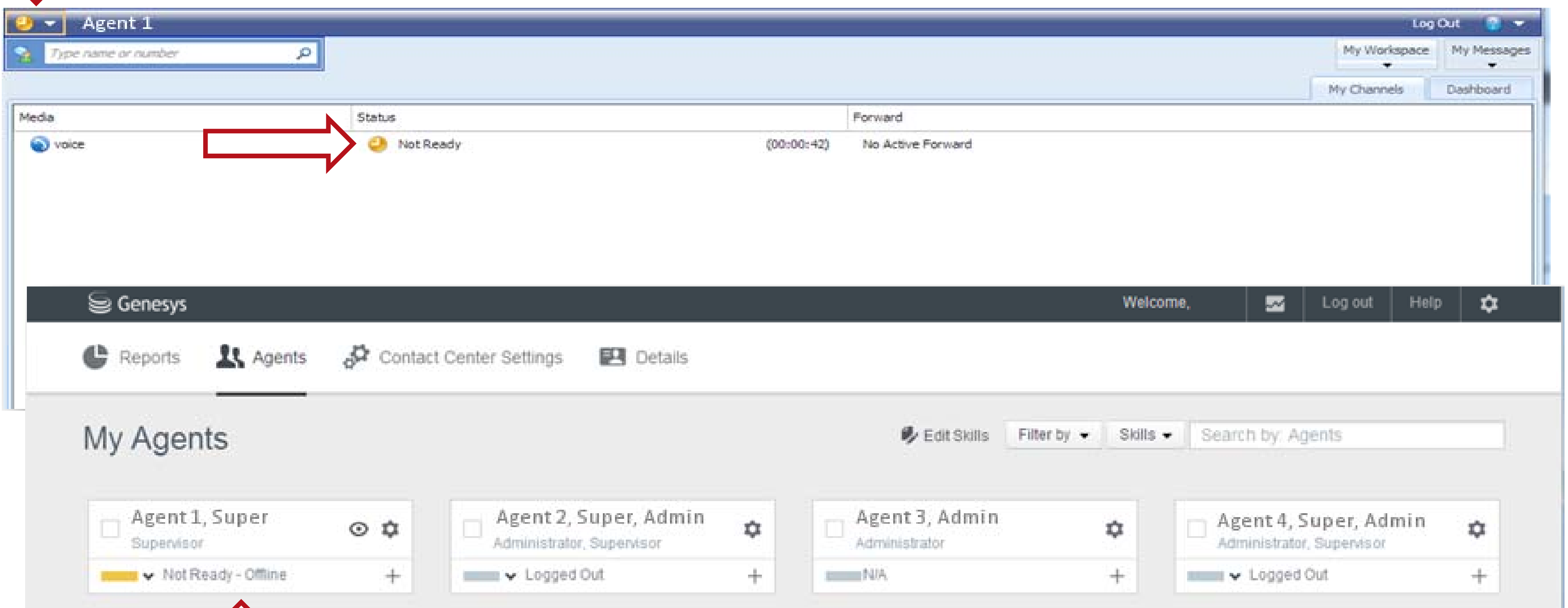


The sales queue statistics cannot be viewed in this dashboard due to the access restrictions.

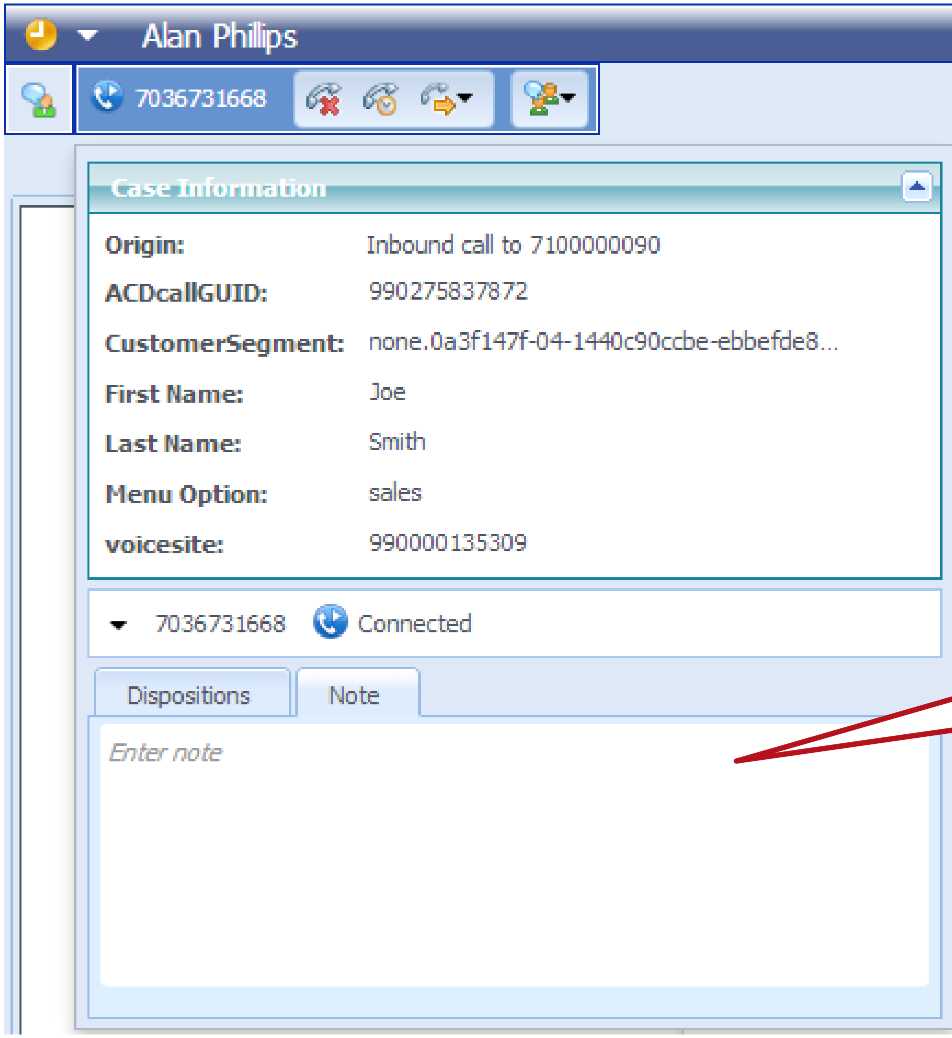
Other agents with skills that are not assigned to this supervisor will still show up in the skill dashboard statistics.

Agent Changed State Shown in all Views

If an agent state is changed, all the screens that display this data are updated, including Agent Desktop and VCC Dashboard.



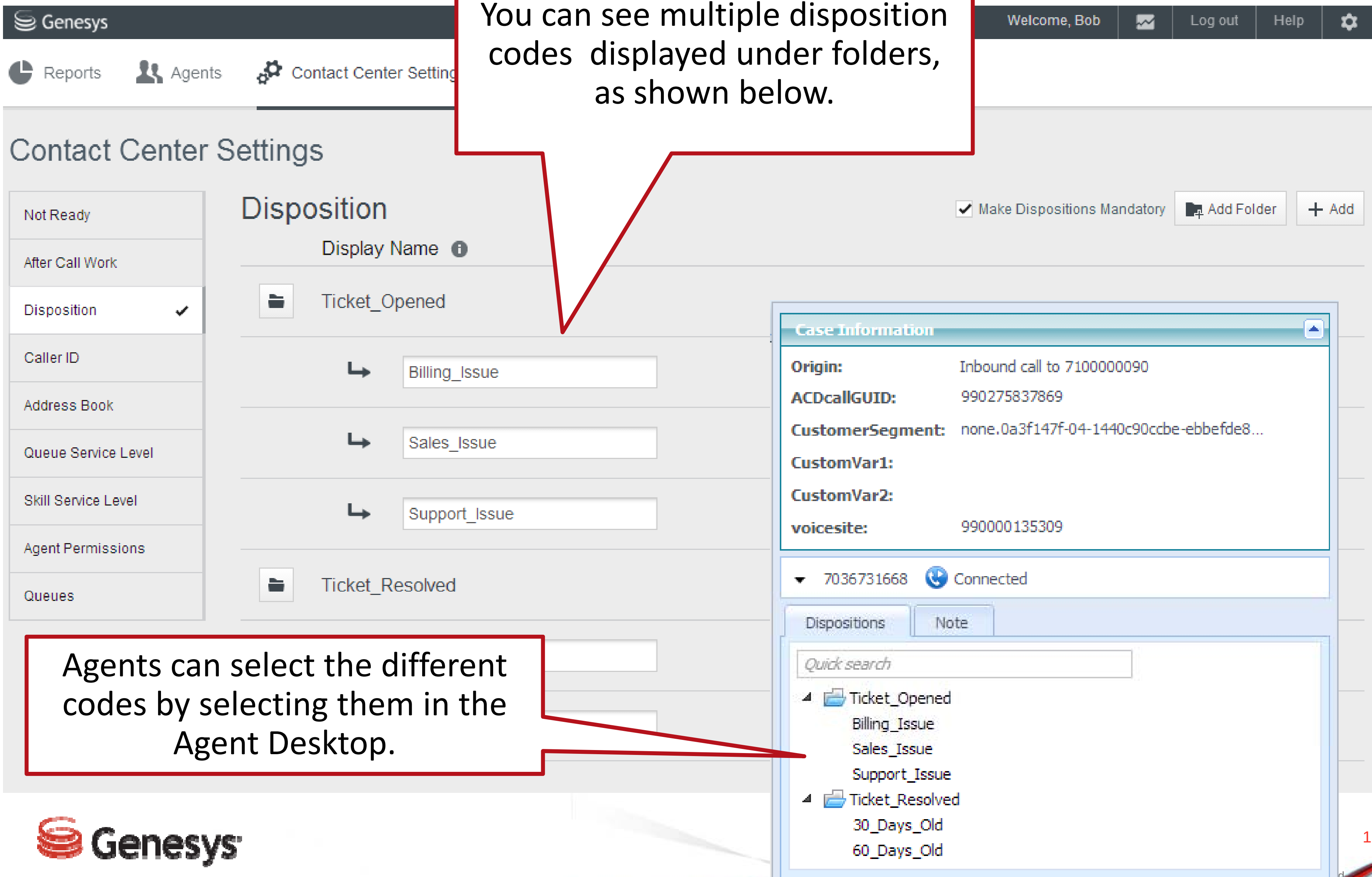
Call Notes Feature



A **Note** text box is available for agents to type in notes that can be reported in CX Analytics.

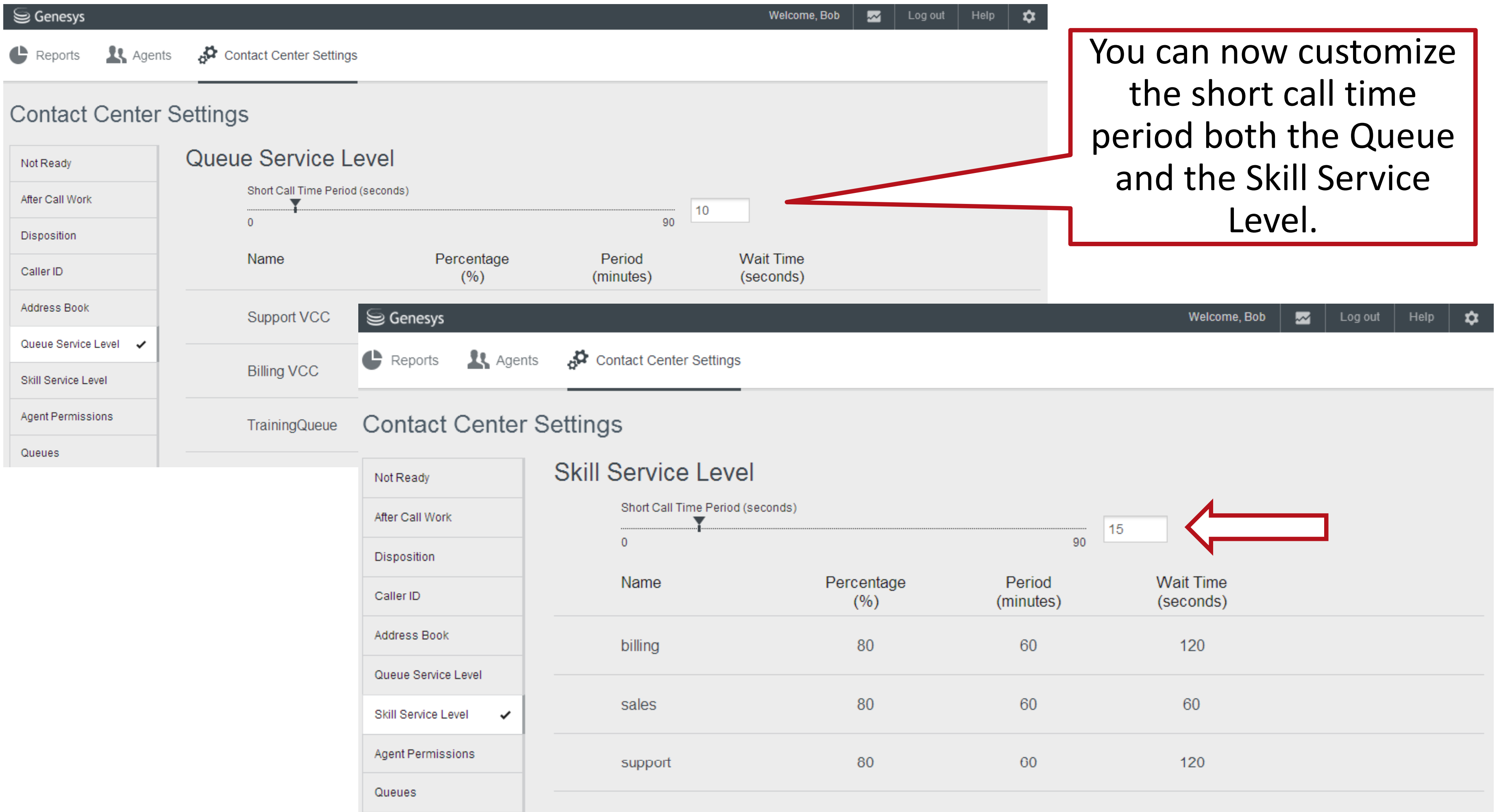
Nested Disposition Codes

You can see multiple disposition codes displayed under folders, as shown below.



Agents can select the different codes by selecting them in the Agent Desktop.

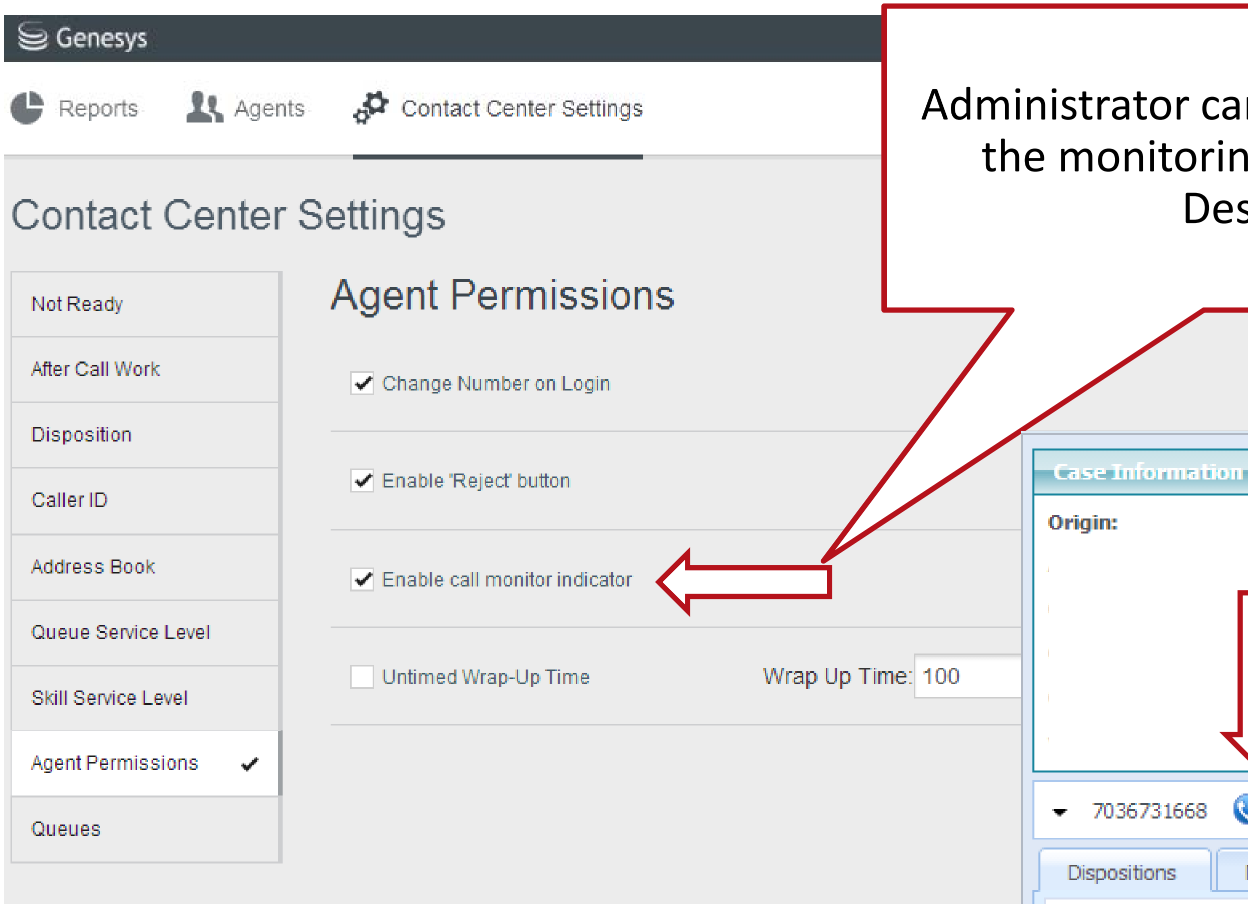
Customize Service Level Short Call Time Period

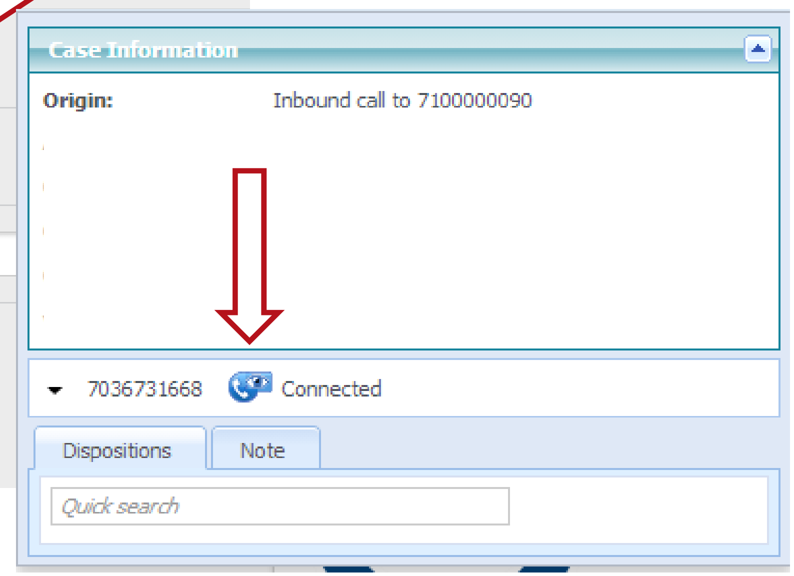


You can now customize the short call time period both the Queue and the Skill Service Level.

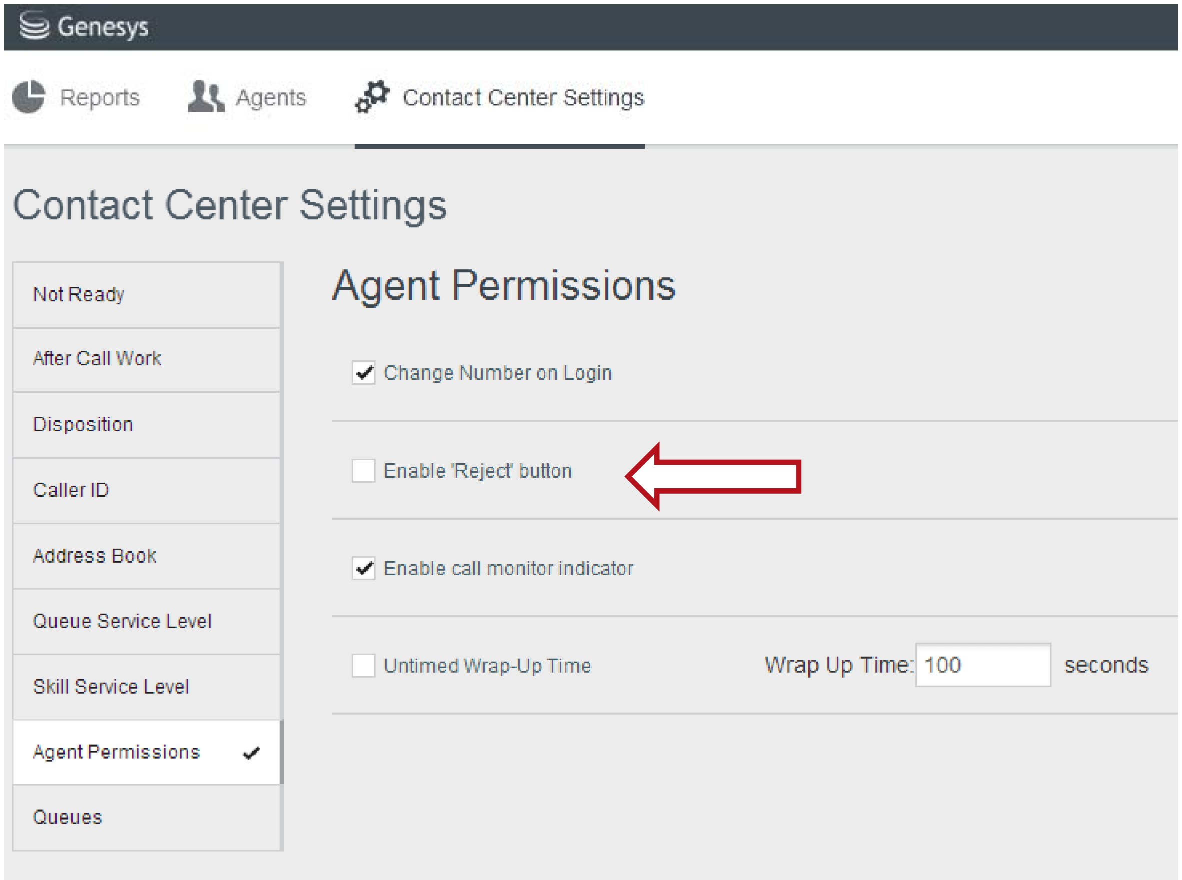
Enable or Disable Call Monitor Indication

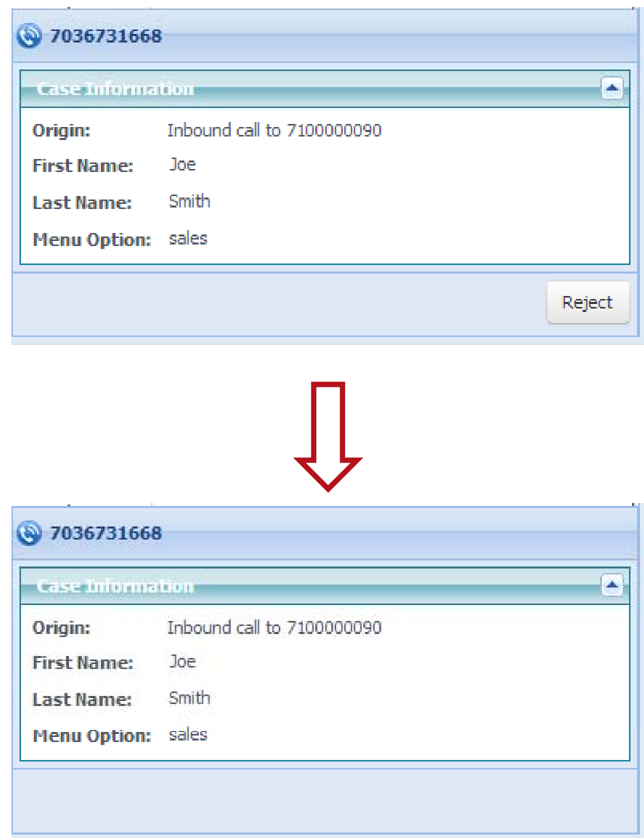
Administrator can enable or disable the monitoring icon on Agent Desktop.





Enable or Disable Reject Button on Toast Data Window





VCC CX Analytic Updates

Call Note Available in Queue Activity Report

Dialed Number	VCC Call Start Time	Hour	Agent	Disposition Code	Call Note	Wait Time	Talk Time	Hold Time	Wrap-up Time	Consult Time
5717306106	6/16/2014 4:33:22 PM	16		None		5	0	0	0	0
	6/16/2014 5:06:23 PM	17	Alan Phillips	Billing_Issue		0	611	0	6	0
	6/16/2014 5:21:22 PM	17	Alan Phillips	None		2	0	0	0	0
	6/16/2014 5:23:23 PM	17	Alan Phillips	Sales_Issue		2	270	0	1,267	0
	6/16/2014 5:49:29 PM	17	Alan Phillips	30_Days_Old		1	67	0	193	0
Total						**10**	**948**	**0**	**1,466**	**0**

The **Call Note** field is displayed in **Queue Activity** reports.

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Additional CX Analytics Enhancements

- The option to search by **Caller ID** is now available in the **Queue Activity** report.
- The **After Call Work** agent status is now available in the **Agent Activity** report.
- The **Average Speed of Answer** (ASA) metric is now 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.
- The **Agent Phone Number** field is now available in the **Enhanced Queue Activity** report.
- All drill-down **Call** reports under IVR and the drill-down **Statistics** reports under VCC now include a link to Call Recording.
- The nested disposition codes are displayed

thank you