

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

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

Supervisor Tasks

Supervisors CAN do the following:

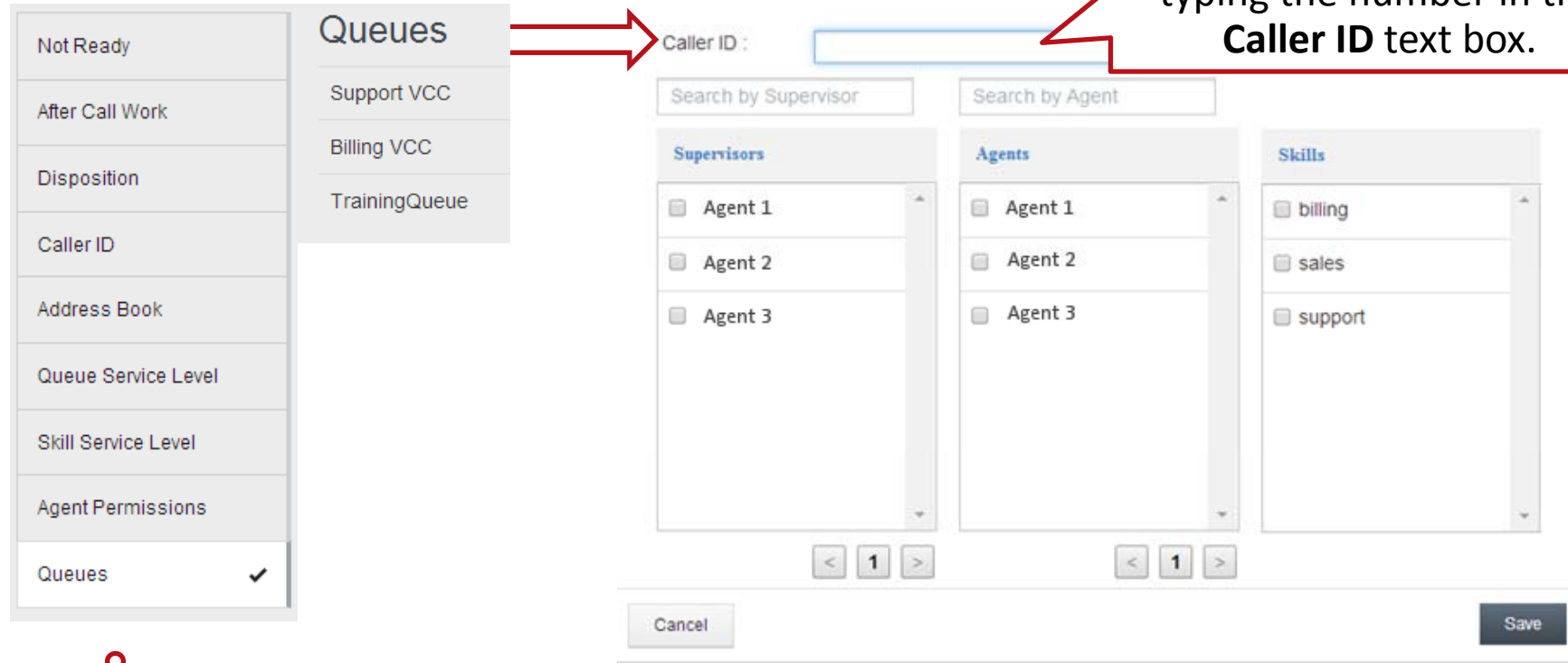
- Access the Reports, Agents, and Details views in VCC Dashboard.
- Assign skills to agents
- Remove skills from agents
- Assign proficiencies to skills
- Perform Supervisor Call Monitoring on agents' calls
- Change the agent state
- Can assign or edit a phone number

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

Contact Center Settings



Queues

- Support VCC
- Billing VCC
- TrainingQueue

Caller ID :

Search by Supervisor

Supervisors

- ☐ Agent 1
- ☐ Agent 2
- ☐ Agent 3

Search by Agent

Agents

- ☐ Agent 1
- ☐ Agent 2
- ☐ Agent 3

Search by Skills

Skills

- ☐ billing
- ☐ sales
- ☐ support

Cancel Save

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.

Supervisor Access-Assign Agent and Skill Groups

Edit Queue Support VCC

Caller ID :

Search by Supervisor Search by Agent

Supervisors

- ☐ Agent 1
- ☒ Agent 2

Agents

- ☐ Agent 1
- ☒ Agent 2

Skills

- ☒ billing
- ☐ sales
- ☒ support

< 1 >

Cancel Save

Important: As a supervisor, you can only be assigned to one queue at a time.

The sales skill is not selected for this supervisor to access.

Supervisor Access-Assign, View and Edit Agents & Skills

Genesys

Welcome | Log out | Help

Reports | Agents | Contact Center Settings | Details

My Agents

Edit Skills | Filter by | Skills | Se

☐ **Smith, J**
Supervisor
Ready +

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

Edit Agent

Agent Information

First Name* John

Last Name* Smith

Email* J.Smith@Company*

Password* **** *

Phone #* +15065558723

Roles ☒ Agent

* Required Fields

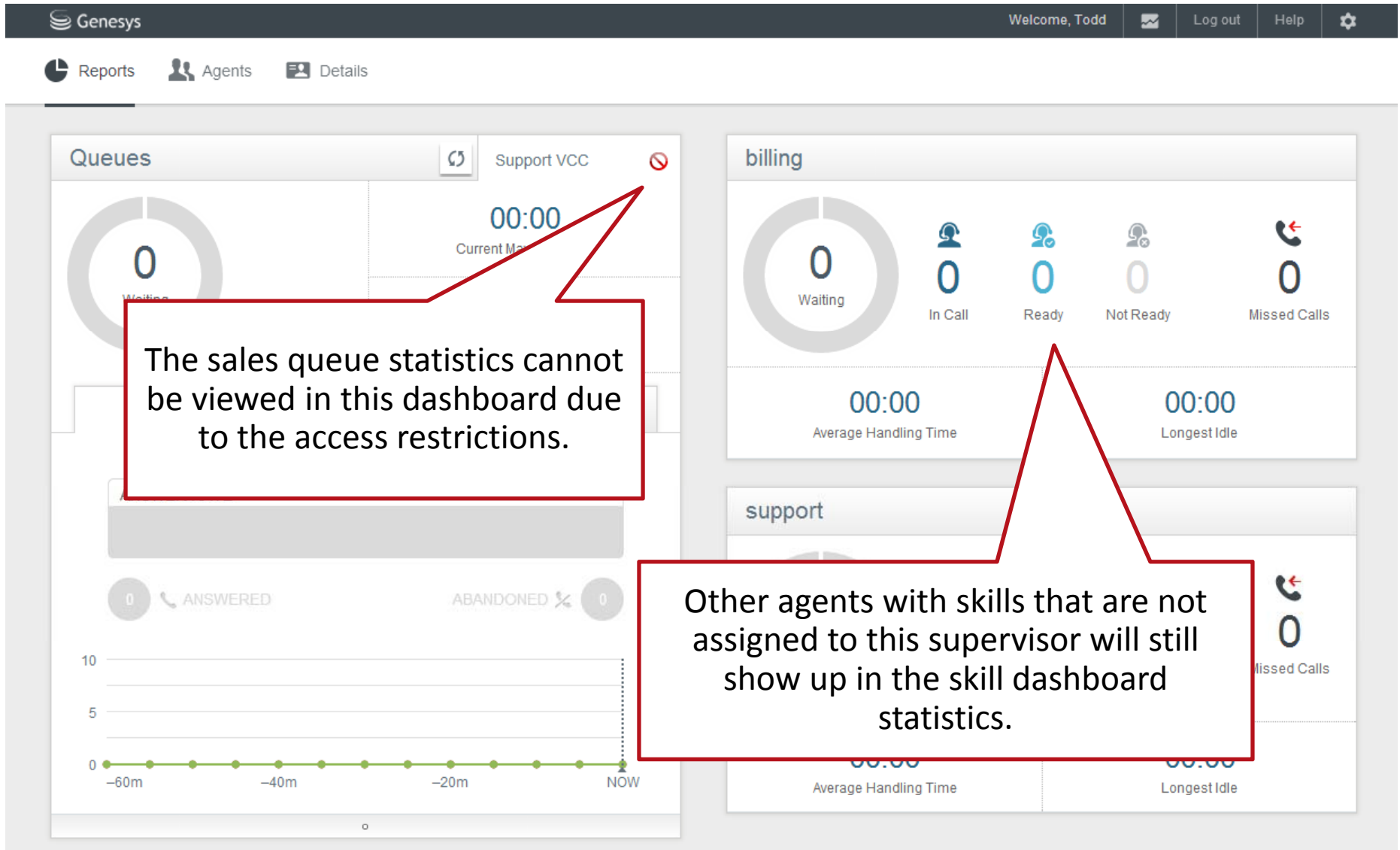
☒ billing ★★★★★

☒ support ★★★★★

Cancel Save

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

Supervisor Access-Access to View Assigned Queues



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.

The screenshot displays the Genesys VCC Dashboard interface. At the top, a header bar shows 'Agent 1' and a search bar. Below this, a table displays agent details for 'Agent 1'. A red arrow points to the 'Status' column, which shows 'Not Ready' with a yellow icon. Another red arrow points to the 'Media' column, which shows 'voice'. Below the table, a navigation bar includes 'Reports', 'Agents', 'Contact Center Settings', and 'Details'. The main section, titled 'My Agents', lists four agents with their roles and current status. A red arrow points to the status of 'Agent 1, Super Supervisor', which is 'Not Ready - Offline'.

Media	Status	Forward
voice	Not Ready	No Active Forward

Agent	Roles	Status
Agent 1, Super Supervisor	Supervisor	Not Ready - Offline
Agent 2, Super, Admin Administrator, Supervisor	Administrator, Supervisor	Logged Out
Agent 3, Admin Administrator	Administrator	N/A
Agent 4, Super, Admin Administrator, Supervisor	Administrator, Supervisor	Logged Out

Call Notes Feature

The screenshot displays the Genesys Call Notes interface. At the top, a header bar shows the agent's name "Alan Phillips" and a dropdown menu. Below this, a status bar includes a phone icon, the number "7036731668", and several action icons (hangup, hold, transfer, etc.). The main section is titled "Case Information" and contains the following details:

Origin:	Inbound call to 7100000090
ACDcallGUID:	990275837872
CustomerSegment:	none.0a3f147f-04-1440c90ccbe-ebbefde8...
First Name:	Joe
Last Name:	Smith
Menu Option:	sales
voicesite:	990000135309

Below the case information, there is a status bar showing "7036731668" and "Connected". Underneath, there are two tabs: "Dispositions" and "Note". The "Note" tab is selected, revealing a large text box with the placeholder text "Enter note". A red callout box points to this text box.

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.

The screenshot displays the Genesys Contact Center Settings interface. On the left, a sidebar lists various settings: Not Ready, After Call Work, Disposition (selected with a checkmark), Caller ID, Address Book, Queue Service Level, Skill Service Level, Agent Permissions, and Queues. The main area is titled 'Disposition' and features a 'Display Name' dropdown set to 'Ticket_Opened'. Below this, three disposition codes are listed: 'Billing_Issue', 'Sales_Issue', and 'Support_Issue', each preceded by a right-pointing arrow. A 'Ticket_Resolved' folder is also visible at the bottom. To the right of the main area, there are checkboxes for 'Make Dispositions Mandatory' and buttons for 'Add Folder' and '+ Add'. A red callout box points to the 'Ticket_Opened' folder, stating: 'You can see multiple disposition codes displayed under folders, as shown below.' In the bottom right corner, a 'Case Information' window is open, showing details for a case with ID 7036731668. It includes fields for Origin, ACDcallGUID, CustomerSegment, CustomVar1, CustomVar2, and voicemail. Below this, a 'Dispositions' tab is active, displaying a tree view of the disposition codes: 'Ticket_Opened' (containing 'Billing_Issue', 'Sales_Issue', and 'Support_Issue') and 'Ticket_Resolved' (containing '30_Days_Old' and '60_Days_Old'). A red callout box points to this tree view, stating: 'Agents can select the different codes by selecting them in the Agent Desktop.'

Genesys

Customize Service Level Short Call Time Period

Genesys Welcome, Bob Log out Help

Reports Agents Contact Center Settings

Contact Center Settings

- Not Ready
- After Call Work
- Disposition
- Caller ID
- Address Book
- Queue Service Level ✓
- Skill Service Level
- Agent Permissions
- Queues

Queue Service Level

Short Call Time Period (seconds)

0 90 10

Name	Percentage (%)	Period (minutes)	Wait Time (seconds)
Support VCC			
Billing VCC			
TrainingQueue			

Genesys Welcome, Bob Log out Help

Reports Agents Contact Center Settings

Contact Center Settings

- Not Ready
- After Call Work
- Disposition
- Caller ID
- Address Book
- Queue Service Level
- Skill Service Level ✓
- Agent Permissions
- Queues

Skill Service Level

Short Call Time Period (seconds)

0 90 15

Name	Percentage (%)	Period (minutes)	Wait Time (seconds)
billing	80	60	120
sales	80	60	60
support	80	00	120

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

Enable or Disable Call Monitor Indication

The screenshot displays the Genesys Contact Center Settings interface. On the left, a sidebar lists various settings categories: Not Ready, After Call Work, Disposition, Caller ID, Address Book, Queue Service Level, Skill Service Level, Agent Permissions (selected with a checkmark), and Queues. The main area is titled 'Agent Permissions' and contains several checkboxes: 'Change Number on Login' (checked), 'Enable 'Reject' button' (checked), 'Enable call monitor indicator' (checked), and 'Untimed Wrap-Up Time' (unchecked). A 'Wrap Up Time' field is set to 100. A red callout box with a red arrow points to the 'Enable call monitor indicator' checkbox, containing the text: 'Administrator can enable or disable the monitoring icon on Agent Desktop.' Below this, a 'Case Information' window is shown, displaying 'Origin: Inbound call to 7100000090', a status bar with '7036731668' and 'Connected', and buttons for 'Dispositions' and 'Note'. A red arrow points from the 'Enable call monitor indicator' checkbox to the 'Case Information' window.

Genesys

Reports Agents Contact Center Settings

Contact Center Settings

Agent Permissions

- ☒ Change Number on Login
- ☒ Enable 'Reject' button
- ☒ Enable call monitor indicator
- ☐ Untimed Wrap-Up Time

Wrap Up Time: 100

Agent Permissions ✓

Queues

Case Information

Origin: Inbound call to 7100000090

7036731668 Connected

Dispositions Note

Quick search

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

Enable or Disable Reject Button on Toast Data Window

Genesys

Reports Agents Contact Center Settings

Contact Center Settings

- Not Ready
- After Call Work
- Disposition
- Caller ID
- Address Book
- Queue Service Level
- Skill Service Level
- Agent Permissions ✓
- Queues

Agent Permissions

☒ Change Number on Login

☐ Enable 'Reject' button

☒ Enable call monitor indicator

☐ Untimed Wrap-Up Time Wrap Up Time: 100 seconds

7036731668

Case Information

Origin: Inbound call to 7100000090
First Name: Joe
Last Name: Smith
Menu Option: sales

Reject



7036731668

Case Information

Origin: Inbound call to 7100000090
First Name: Joe
Last Name: Smith
Menu Option: sales

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.

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

