

# **VCC 2.6.0**

## **New Feature Highlights**

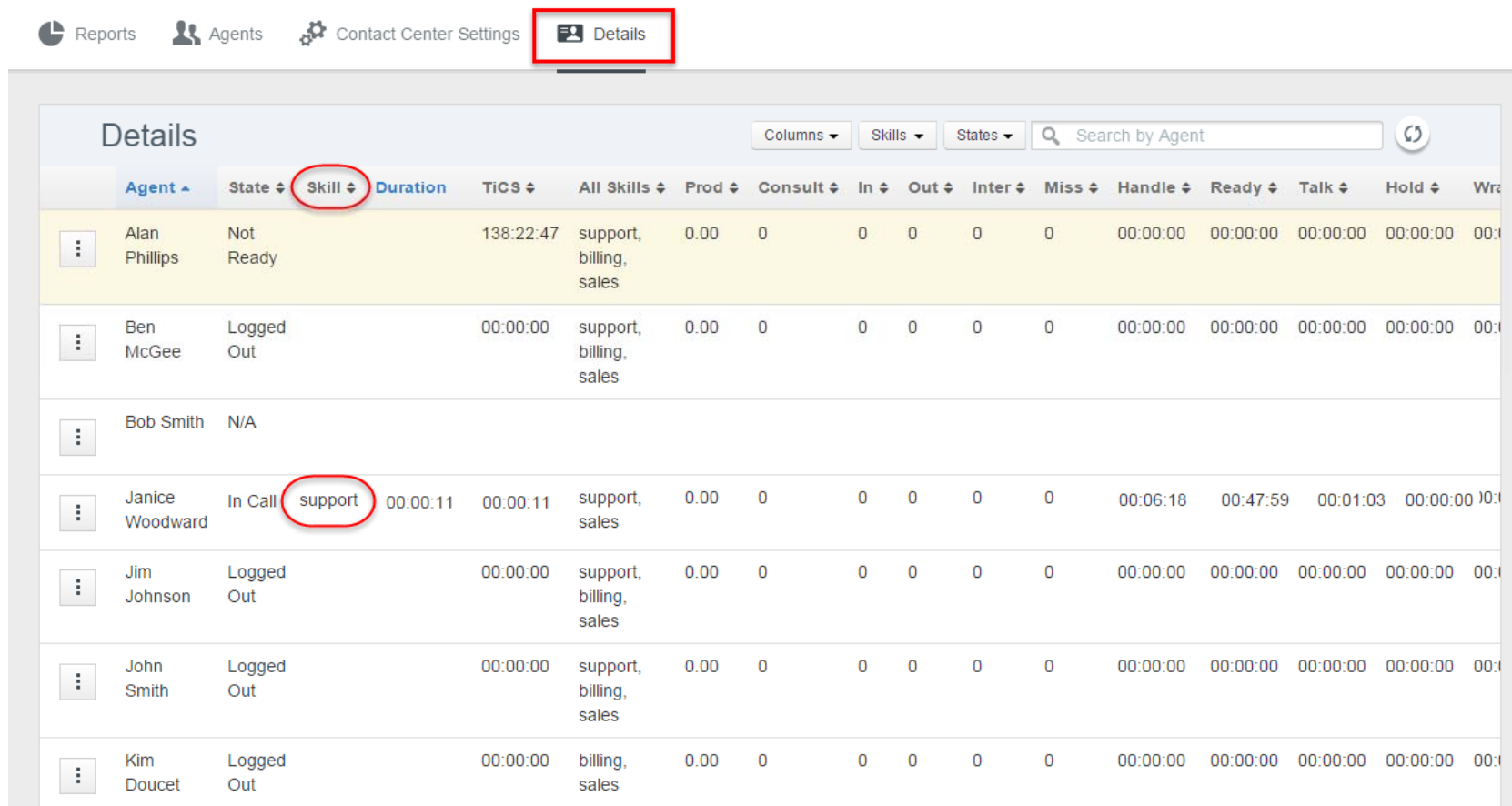


# New Features Overview

- **Show Current Call Skill in VCC Dashboard Details**
- **Show Not Ready and ACW Reason Codes in VCC Dashboard Details**
- **Default Caller ID for Agents Set By Administrator**

# Show Current Call Skill in VCC Dashboard Details

When an agent is in the **In-Call** state, the active skill is displayed for that call, which allows the supervisor to know what type of call the agent is currently handling and how long the agent is on the call. Since an agent may have multiple skills, this additional data displays the agent skill to which the active call was routed.



The screenshot shows the VCC Dashboard with the 'Details' tab selected. The table displays agent information and call statistics. The 'Skill' column for the 'In Call' agent, Janice Woodward, is highlighted with a red circle.

Agent	State	Skill	Duration	TICS	All Skills	Prod	Consult	In	Out	Inter	Miss	Handle	Ready	Talk	Hold	Wrk
Alan Phillips	Not Ready			138:22:47	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Ben McGee	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Bob Smith	N/A															
Janice Woodward	In Call	support	00:00:11	00:00:11	support, sales	0.00	0	0	0	0	0	00:06:18	00:47:59	00:01:03	00:00:00	00:00:00
Jim Johnson	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
John Smith	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Kim Doucet	Logged Out			00:00:00	billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# Not Ready and ACW Reason Codes in VCC Dashboard Details

Supervisors are able to view the **Not Ready** and **After Call Work (ACW)** reason codes when the agent is in one of these states. The table displays that the agent is in the **Not Ready** or **ACW** state, the reason code and the time in that state.

Reports

Agents

Contact Center Settings

Details

Details

Columns

Skills

States

Search by Agent

Agent	State	Skill	Duration	TICS	All Skills	Prod	Consult	In	Out	Inter	Miss	Handle	Ready	Talk	Hold	Wra
Alan Phillips	Not Ready - Meeting			134:46:27	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Ben McGee	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Bob Smith	N/A															
Janice Woodward	After Call Work - Escalated			00:00:11	support, billing, sales, training	0.00	0	0	0	0	0	00:00:00	00:03:22	00:00:00	00:00:00	00:00:00
Jim Johnson	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
John Smith	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Kim Doucet	Logged Out			00:00:00	billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# Default Caller ID for Agents Set By Administrator

When an agent is assigned to more than one queue, and the agent makes an outbound call, the Caller ID for the call should show the Contact Center (CC) Caller ID, not the Queue Caller ID.

CC Caller ID is set, Agent is not assigned to any queue = CC Caller ID is displayed

CC Caller ID is set, Agent is assigned to queue, but queue does not have custom CallerID set = CC caller ID is displayed

CC Caller ID is set, Agent is assigned to 1 queue = Queue ID is displayed

CC Caller ID is set, Agent is assigned to 2 queues = CC caller ID is displayed

The image displays two screenshots of the Genesys Contact Center Settings interface, illustrating the configuration of caller ID settings.

**Left Screenshot: Edit Queue Support VCC Demo**

- The **Queue Caller ID** field is highlighted with a red box, showing the value **5717306106**.
- The **Agents** list includes: Alan Phillips, Ben McGee, Janice Woodward, John Smith, and Kim Doucet.
- The **Skills** list includes: billing, sales, support, and training.
- The **Queues** tab is selected in the left sidebar.

**Right Screenshot: Contact Center Settings**

- The **CC Caller ID** field is highlighted with a red box, showing the value **571-730-6106**.
- The **Caller ID** field is highlighted with a red box, showing a checkmark.
- The **Phone Number** field is highlighted with a red box, showing the value **571**.

# VCC Dashboard Details – Reset Password

The Supervisor can now reset user passwords on the **Details** page.

Reports Agents Contact Center Settings Details

### Details

Columns Skills States Search by Agent

Agent	State	Skill	Duration	TICS	All Skills	Prod	Consult	In	Out	Inter	Miss	Handle	Ready	Talk	Hold	Wr
Alan Phillips	Not Ready			138:19:07	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
McGee	Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Bob Smith	N/A															
Janice Woodward	Logged Out			00:00:00	support, billing, sales, training	0.00	0	0	0	0	0	00:00:00	00:38:10	00:00:00	00:00:00	00:00:00
Jim Johnson	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
John Smith	Logged Out			00:00:00	support, billing, sales	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

**thank you**

