Genesys Cloud - Premier Edition: Gplus Adapter for Salesforce Help

Virtual Contact Center Current

7/10/2015

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Gplus Adapter for Salesforce Help

What is the VCC Gplus Adapter for Salesforce?

Welcome to the *VCC Gplus Adapter for Salesforce Help*. The Genesys Cloud – Premier Edition: VCC Gplus Adapter for Salesforce (the Adapter) is a software solution that controls the *look and feel* and behavior of a Salesforce.com SoftPhone.

About This Help

These topics provide an overview of the Adapter and are intended for use by administrators and agents. These topics also describe:

- the product functionality
- the user interface (UI)
- how to install and configure the Contact Center Definition .xml file
- how to use the softphone

Administrator Tasks

Find out more information about the administrator tasks, including:

For current users of the Adapter
For new users of the Adapter

Agent Tasks

Find out more information about the agent tasks, including:

Logging In
Changing Your Status
Handling an Incoming Call
Transferring a Call

Administrator Tasks

The VCC Gplus Adapter for Salesforce (the Adapter) allows you to get set up your contact center agents to begin accepting calls.

For Previous VCC CTI Adapter for Salesforce Users:

If you previously used the VCC CTI Adapter for Salesforce, use the following topics to upgrade your Salesforce call center:

- Remove users from the current call center .XML file
- Download the Call Center Definition .xml file
- Import the Call Center Definition .xml file
- Add users to your Salesforce call center
- Configure the screen popups

For First Time Users:

If this is your first time using the VCC for Gplus Adapter, use the following topics to create your Salesforce call center:

- Download the Call Center Definition .xml file
- Import the Call Center Definition .xml file

Prerequisites

Before proceeding with the setup, you must do the following:

- Install the latest stable version of:
    - Microsoft Internet Explorer 10
    - Google Chrome 22+
    - Firefox 15+
- Check to make sure that VCC is enabled through the IVR and that an ACD Queue is configured.
    - Refer to the Call Flow Architecture topic and the ***CX Builder Help*** for more information on setting up your IVR.
    - Refer to the Routing section for more information on how to set up your ACD Queue.
    - Refer to the Getting Started topic for more information about VCC.

Hardware and Browser Support

The minimum hardware requirements that your workstations must have is the following:

- Intel Core 2 Duo CPU 2.6 GHz, or similar with at least two cores
- 2 GB Memory

The following browsers are supported for the Adapter:

- Microsoft Internet Explorer 10
- Google Chrome 22+
- Firefox 15+

Maintaining Your Salesforce Call Center

If you previously used the VCC CTI Adapter for Salesforce, use the following topics to upgrade your Salesforce call center:

- Remove users from the current call center .XML file
- Download the Call Center Definition .xml file
- Import the Call Center Definition .xml file
- Add users to your Salesforce call center
- Configure the screen popups

Adding Users

You can add new users to your Salesforce call center using the following steps:

1. Log into Salesforce.com with your administrator credentials to open the **Home** page.
2. Click **Setup**, found under the **User menu** drop-down list below your user name in the top right-hand corner to open the **Force.com** page.
3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** > **Call Centers**.
5. Click the name of your contact center.
6. In the **Call Center Users** related list, click **Manage Call Center Users**. You can also access this button from the **Call Center Edit** screen, if you are editing your **Contact Center Definition** .xml file.
7. Click **Add More Users**.

8. Specify the search criteria to find the users who you want to assign to your call center. For example, you can search by last name and phone number.
9. Click **Find** to display the refined list of your search criteria.

> Important
>
> Users can only belong to one call center at a time, so users are excluded from the search if they already a part of your contact center.

Removing Users from Your Call Center

If you are an existing user of the VCC CTI Adapter for Salesforce, you need to remove the users from your old Salesforce call center before you upgrade your **Contact Center Definiton** .xml file because users can only belong to one Salesforce call center at one time.

Removing a Single User

To remove a user from a Salesforce call center:

1. Log into Salesforce.com with your administrator credentials to open the **Home** page.
2. Click **Setup** found under the **User menu** drop-down list found under your user name in the top right-hand corner to open the **Force.com** page.
3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** to open the **Call Center** page.
5. Click **Manage Call Centers** under the **Call Center** section.
6. Click the name of the call center from which you want to remove the Salesforce user.
7. In the **Call Center Users** section, click **Manage Call Center Users**.
8. Click **Remove** next to the name of the user that you want to remove from the call center.

Removing Multiple Users

To remove multiple users from a call center:

1. Log into Salesforce.com with your administrator credentials to open the **Home** page.
2. Click **Setup** found under the **User menu** drop-down list found under your user name in the top right-hand corner to open the **Force.com** page.

3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** to open the **Call Center** page.
5. Click **Manage Call Centers** under the **Call Center** section.
6. Click the name of the call center from which you want to remove the Salesforce user.
7. In the **Call Center Users** section, click **Manage Call Center Users**.
8. Select the **Action** check box next to each user you want to remove.
9. Click **Remove Users**.

Next Steps

After removing previously existing Salesforce call users, you need to:

- Download the Call Center Definition .xml file
- Import the Call Center Definition .xml file
- Edit the Call Center Definition .xml File
- Specify the field parameter values for the Call Center Definition .xml file
- Add users to your Salesforce call center
- Configure the screen popups

Configuring Screen Popups

When an inbound call is presented to an agent, a screen popup is displayed containing information based on selected variables. These variables can be information collected from callers or information pulled from the call web services of other systems. Once the information is available in the form of variables, it can be passed to systems agents by the screen popup.

Toast Data

When there is an incoming interaction, an agent receives a notification on their desktop (a toast or screen pop) that contains data about this interaction. The notification is displayed within the Adapter. The notification contains data about the current interaction. The data contained in the notification is configured by an administrator using the **Advanced Options** tab on the **ACD Page** in CX Builder.

Example

An agent handles calls for multiple companies or products. The toast data provides the agent with the company or product name to which the caller wants information. This toast data might also provide the caller's name, or what action within the IVR the caller performed.

Configuring Toast Data

You can use the **Advanced Options** tab on the **ACD Page** in CX Builder to define the variables for screen pops.

Adding Toast Data

To add the toast data:

1. In the **Report Settings** section of the **Advanced Options** tab, click **Add**.
2. Enter the IVR variable used to pass the toast data value in the **Queue Variables** field (for example, *firstNameLastName*).
3. Enter the display name used to appear in VCC GPlus Adapter for Salesforce in the **Desktop Text** field (for example, *customer Name*).
4. Click **Save** to keep the settings.

Deleting Toast Data

To delete the toast data:

1. In the **Report Settings** section of the **Advanced Options** tab:
    1. Check the IVR variable that you want deleted.
    2. Click **Delete** .
    3. Click **Save** to keep the settings.

Case Data

If an agent is handling an interaction — for example, when an agent answers a call, the call controls display at the top of the main view, and the **Case Information** view is displayed below the call controls. The **Case Information** view contains the case data and provides whatever information the agent might need to handle this interaction. This information might include an account number that the caller entered, or any data a back-end database might contain regarding this contact. This data is meant to provide the agent with all of the information that they need to handle the interaction without asking the caller to repeat the information that the caller has already entered while navigating through the IVR.

Case data, like the data in the call notification, is configured by an administrator by using CX Builder.

After an interaction is answered, the agent can specify the interaction disposition by using pre-defined disposition codes. The administrator configures the system so that either disposition codes are mandatory for all agents, or that these codes are not mandatory. Disposition codes can also be displayed as nested drop-down lists. This configuration is done using VCC Dashboard.

Configuring Case Data

You can use the **Advanced Options** tab on the **ACD Page** in CX Builder to define the variables for screen pops. Case data is a small pop-up message that shows up in its own box used to display the interaction information to an agent when the interaction is answered or accepted.

Adding the Case Data

To add the case data:

1. In the **Report Settings** section of the **Advanced Options** tab, click **Add**.
2. Type the IVR variable that is used to pass the case data value in the **Attached Data Key** field (for example, *userAccountType*).
3. Type the display name that you want to appear in the **Display Name** field (for example, *Skill*).
4. Click **Save** to keep the settings.

Deleting the Case Data

To delete the case data:

1. In the **Report Settings** section of the **Advanced Options** tab:
    1. Check the IVR variable that you want deleted.
    2. Click **Delete** .
    3. Click **Save** to keep the settings.

Configuring All Other Interactions

For all interactions, agents can also use the **Reject** button (if enabled for your contact center), to reject an incoming interaction and return it to the queue. This feature is configured by an administrator by using VCC Dashboard. CX Analytics reports on rejected calls.

Agents can also use the Notes feature to enter information about the current interaction and store the notes, either as part of the case information in CX Analytics (voice) or as contact history information in Universal Contact Server (email and chat). To add a note, click the **Note** tab in the call window.

Configuring Disposition and Not Ready Codes

Not Ready reason codes, **Disposition** codes, **After Call Work** (ACW) codes, and the **Address Book** are provisioned using VCC Dashboard.

For more information about configuring these codes, see the VCC Solution Guide and the VCC Dashboard Help.

Creating Your Salesforce Call Center

Important

This section does not apply if you are a current user of VCC GPlus Adapter for Salesforce.

If you are a new user of the VCC Gplus Adapter for Salesforce, Genesys has provisioned most of your contact center resources for you in the Cloud. All you need to do at the most basic level using the Salesforce UI is Create your new Salesforce call center by downloading and importing the **Call Center Definition** .xml file, which is provided by Genesys.

Configuring your Call Center Definition File

Important

This section does not apply if you are a current user of VCC Gplus Adapter for Salesforce.

The **Call Center Definition** .xml file is a configuration file that is used to define a set of parameters that enables the Adapter. Installing this .xml file provides you with more control in managing your Salesforce call center. Importing the **Call Center Definition** .xml file is only necessary when upgrading to a new version.

Downloading the Call Center Definition .XML File

To download the **Call Center Definition** .xml file and save on your computer:

1. Click here to download the lastest zipped version of the **Call Center Definition** .xml file.
2. Save the file into a clean folder on your computer where you can locate it afterwards.
3. Extract the files by right-clicking on the zipped file and selecting **Extract Here**.

Importing the Call Center Definition .XML File

To import the **Call Center Definition** .xml file into the salesforce.com instance:

1. Log into Salesforce.com with your administrator credentials to open the **Home** page.
2. Click **Setup**, found under the **User menu** drop-down list below your user name in the top right-hand corner to open the **Force.com** page.
3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** > **Call Centers** to open the **All Call Centers** page.
5. Click **Import**.
6. Click **Choose File** to browse to the .xml file that you saved on your computer.
7. Click **Import** to import the .xml file. The **Call Center Detail** screen opens. From this screen you can edit, delete, clone the .xml file. You can also manage the call center users from this screen as well.
8. (Optional) Click **Cancel** to stop this import.

Agent Tasks

Using the Softphone

The Adapter provides a simple and intuitive SoftPhone for you to use to manage calls. The SoftPhone is displayed to you if you are:

- using a machine that has the Adapter installed
- assigned to an appropriate contact center

The following topics explain more about how you can manage your calls:

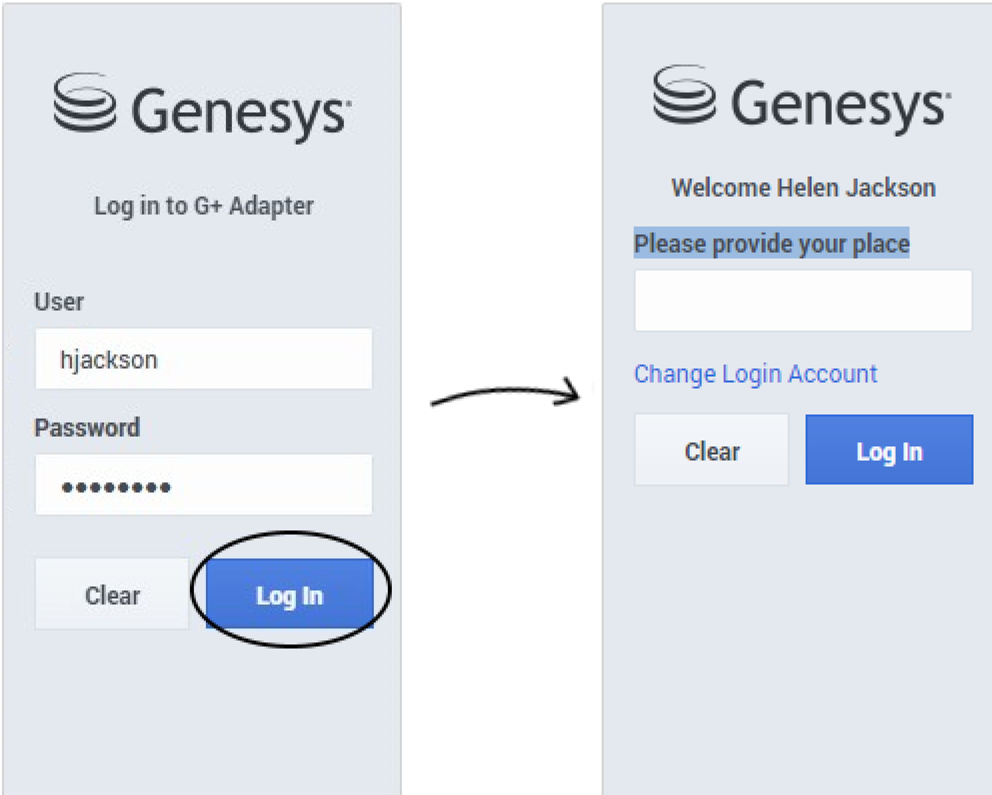
- Logging in
- Making calls
- Answering calls
- Transferring calls
- Conferencing calls
- Initiating a consultation
- Signing out

Logging In

To access the Gplus Adapter for Salesforce, first login to your Salesforce account, and locate the SoftPhone. This SoftPhone appears when you click the icon in the lower right-hand corner of the screen.

Next, enter your Genesys username (such as an email address) and password and click **Log In**.

Depending on how your administrator has configured the Adapter, you might also see a secondary login page where you're prompted to enter a phone number. If have logged into the Adapter before, the login page automatically inputs your last known phone number. If you aren't sure what to enter in these fields, contact your administrator.

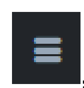


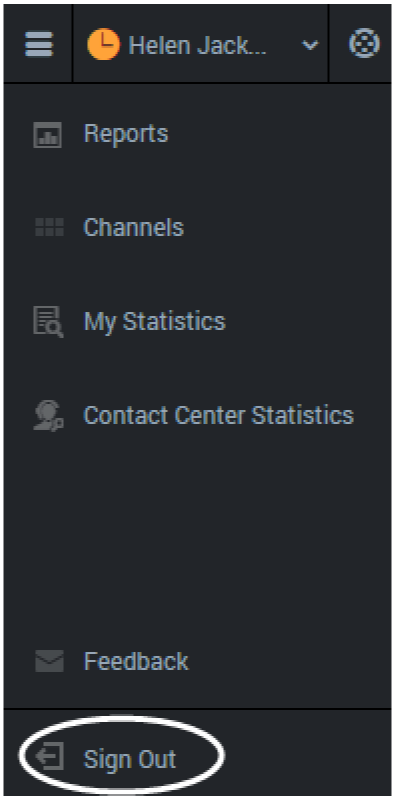
After you log in, the main view is displayed.

From this view, you can change your status and make a call by using Team Communicator or the **Dial Pad** tab.

When you first login, notice that your agent status is set for you — for instance, it could be **Not Ready**. The default state is determined by your system administrator. If your status is not already set to ready, change your status to **Ready**.

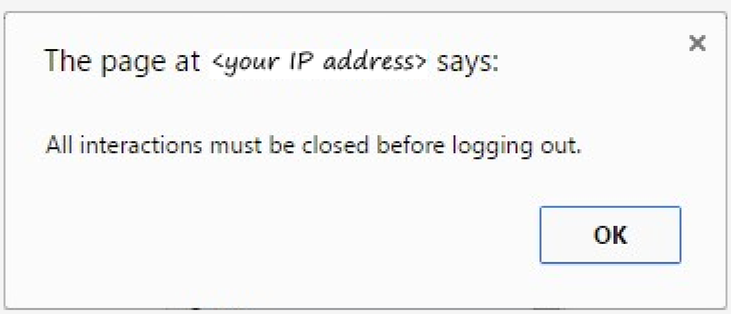
Logging Out

To log off and sign out of Gplus Adapter for Salesforce, click the menu button , and then select **Sign Out**. The adapter returns you to the login page, where you can enter your credentials again, if needed.



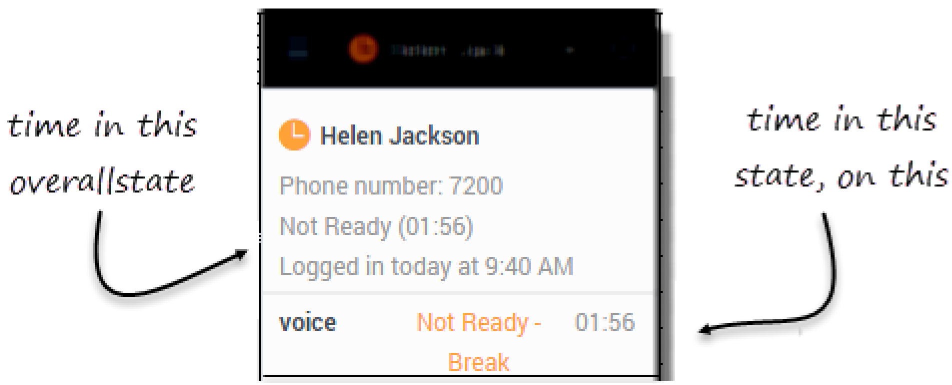
Tip

You can't sign out if you have any active calls. If you try, the following error message is displayed. You must click **OK** before you can continue working with the adapter.



Changing Your Status

You can see your status in the Gplus Adapter for Salesforce on the agent status bar at the top of the adapter. You can also hover over the status with your mouse to see more details about login time, phone number, overall state, and media channel state.

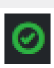
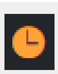
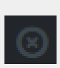


Status choices

When you change your status, you choose from a list of states set by your administrator. Generally, you'll see **Ready**, **Not Ready**, and **After Call Work**, but you could also see variations of these options with specific reasons.

Here's a brief look at the status choices you might see in your adapter:

[+] Show table

Status	Icon	Description
Ready		You're ready to start accepting calls.
Not Ready		You're not ready to accept calls. You might also see options such as **Not Ready - Lunch**.
After Call Work		You're not ready to accept calls because you're completing some admin duties for a previous call. You might also see options such as **After Call Work - Verification**.
Log Off		Log off all channels. You can log off all channels on your adapter and still remain logged into the adapter.

Tip

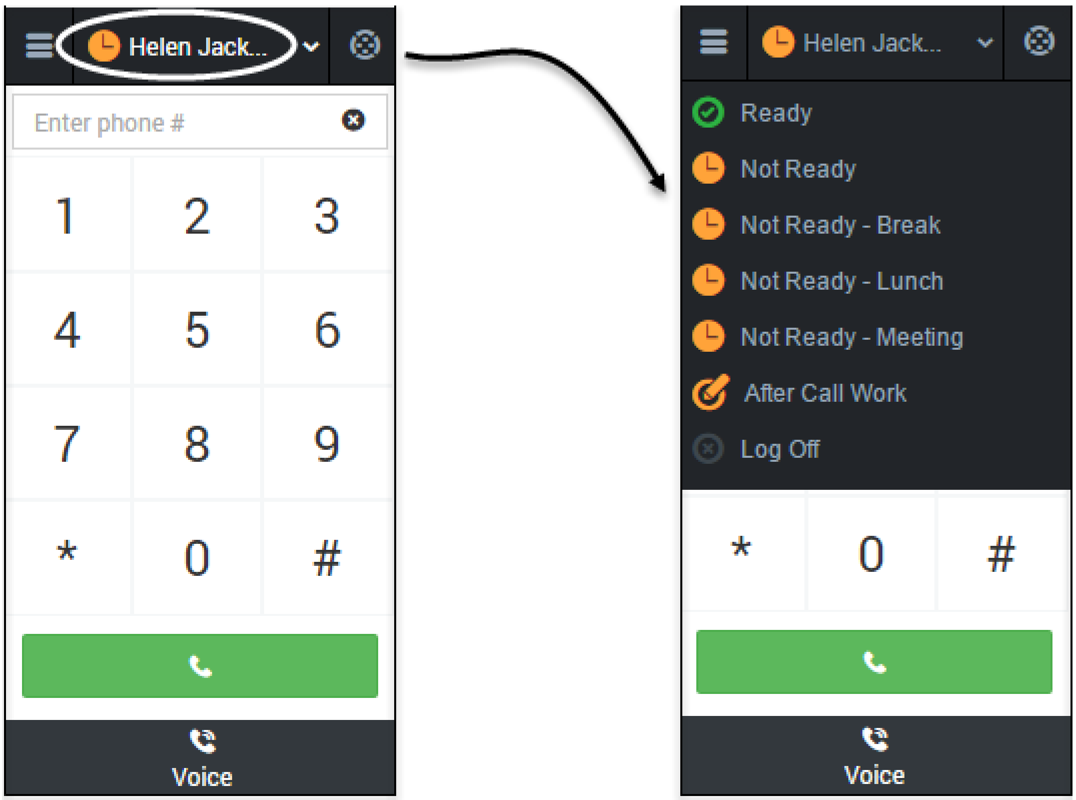
Your environment might be configured to automatically change your status:

- When a call ends, your status might be set to **After Call Work** .
- When you click **Mark Done**, your status might be changed from **After Call Work** to **Ready**, **Not Ready**, or some other value.

Updating your overall status

If you're logged in to multiple channels, selecting a new status from the status bar changes the status across all channels. Your overall agent status only considers the status of the channels that you are logged into. For example, if you are logged into the voice channel and in **Ready** state, but not logged into the chat channel at all, your global agent status indicates that you are in a global **Ready** state.

To update your overall status, click the agent status bar, and select a new status.

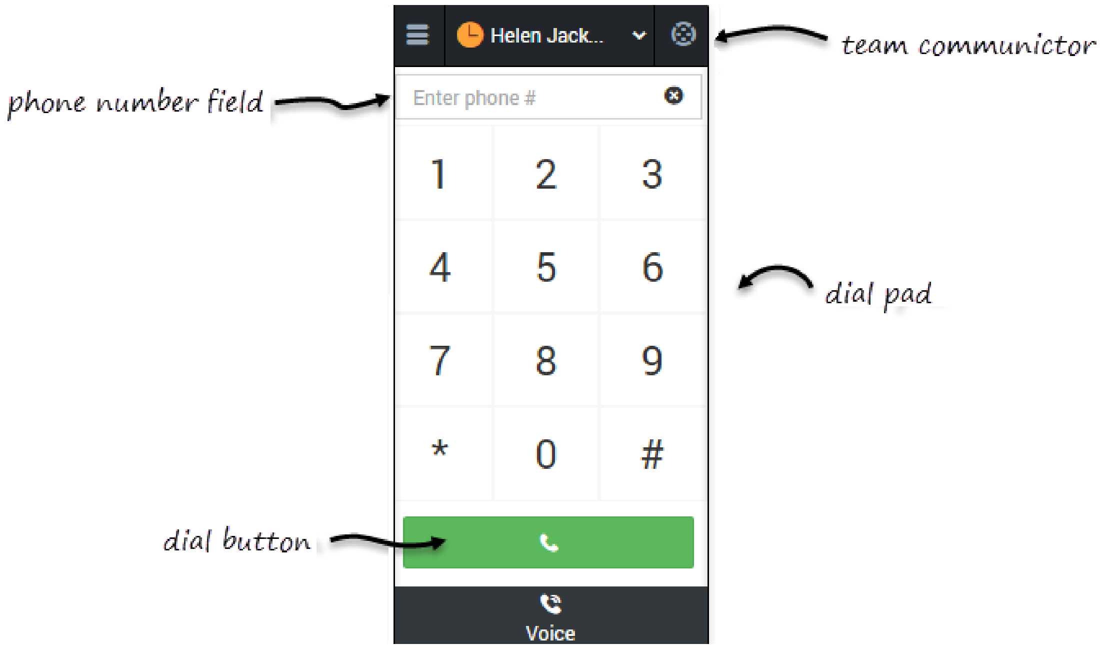


Working with the Voice Channel

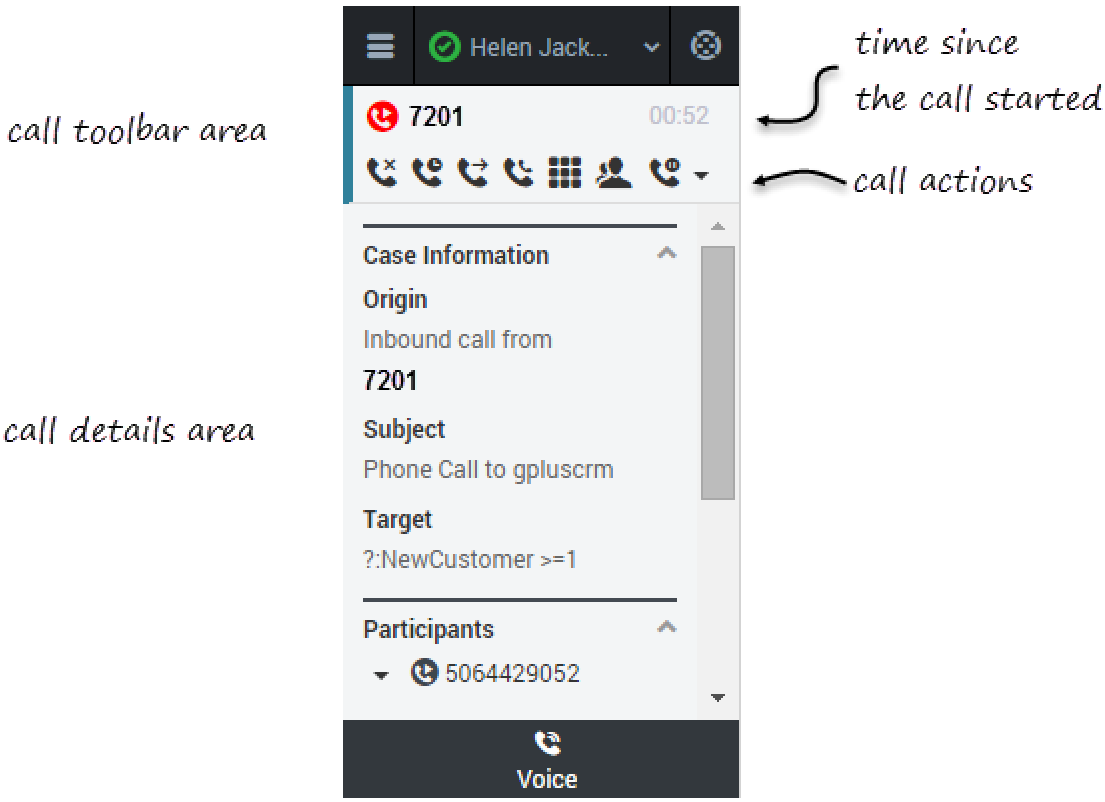
The Gplus Adapter for Salesforce includes the voice media channel, which you can use to:

- Handle an incoming call
- Dial a call
- Transfer a call
- Perform an instant conference call
- Initiate a consultation

When you look at the Voice view, you'll see where you can dial a call or use Team Communicator to find a contact.



Once you have an active call — because you called someone or someone called you — the main voice channel view changes to the call view. This view has two main areas: call toolbar and call details.



Call Toolbar

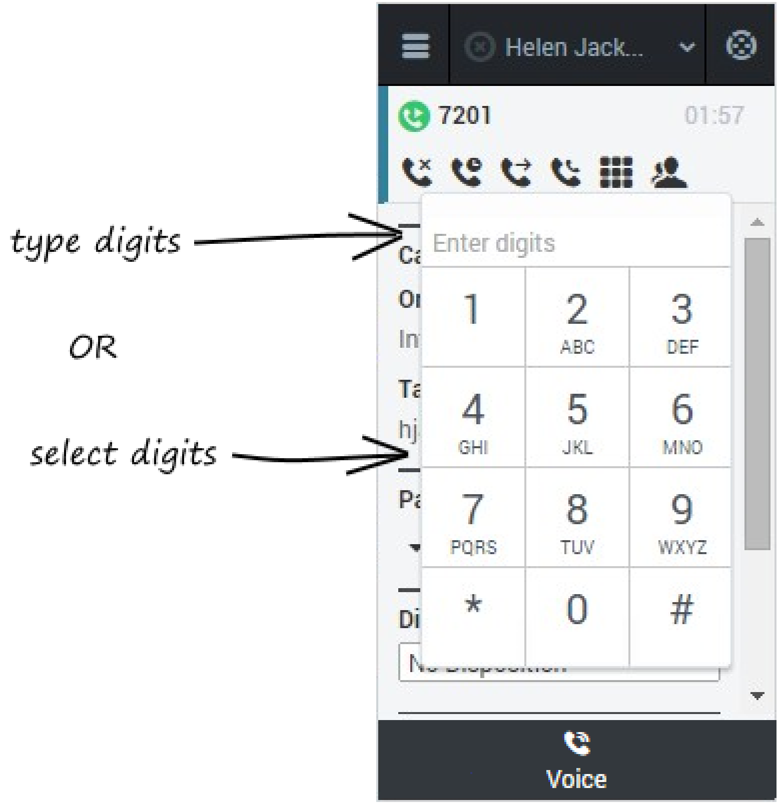
When you have an active call, the call toolbar displays icons for actions that you can perform during a call. Depending on adapter configuration, you might see some or all of the toolbar icons described in the following table:

[+] Show table

Action	Button	Description
Hangup		Ends the call.
Hold		Places the call on hold. After the call is hold, the **Retrieve** button ( ) is display
Instant Transfer		Redirects the call to another contact you select using Team Communicator. See Transferring a Call for details.
Instant Conference		Starts a voice conference instantly with the current caller and another contact tha you select using Team Communicator. See Performing an Instant Conference fo details.

Keypad

Shows the keypad. You can use this to enter digits when you're navigating voice menus or prompts. Type or select the digits, and then press **Enter** on your keybo



Consult

Starts a consultation with another contact before transferring or conferencing the to that contact. See Initiating a Consultation for details.

Call Details

The call details view shows you all the data the adapter has about the call, and it provides fields that you can edit to add more information.

Case Information

The Case Information section shows you read-only information about the call — the exact information is determined by your administrator.

Here are a few examples of some information you might see in your call view:

- Origin

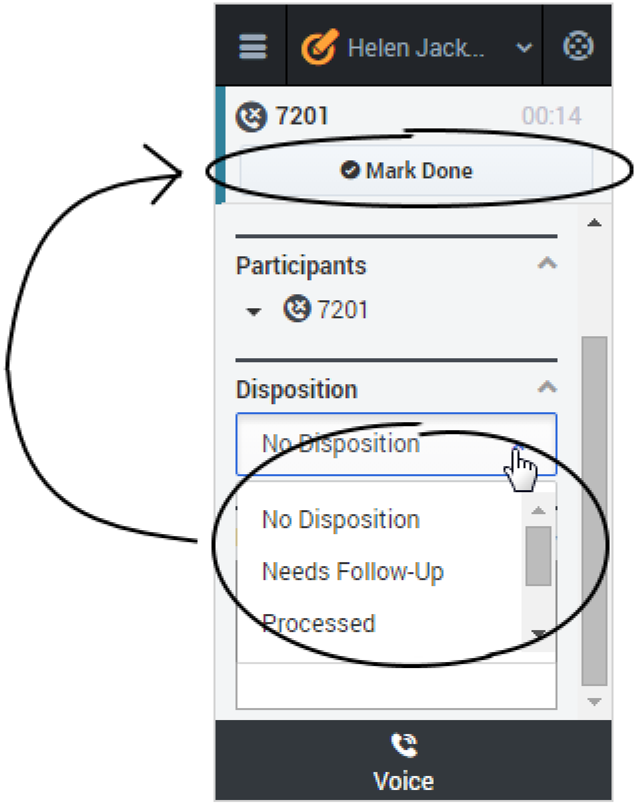
- Target
- Contact name
- Call type
- Account information
- Subject

Participants

The Participants section shows you read-only information about who else is on the call and the state of the participant (Ringing, Connected, Ended, and so on). This section is especially helpful when you're trying to keep track of who is participating in a conference call.

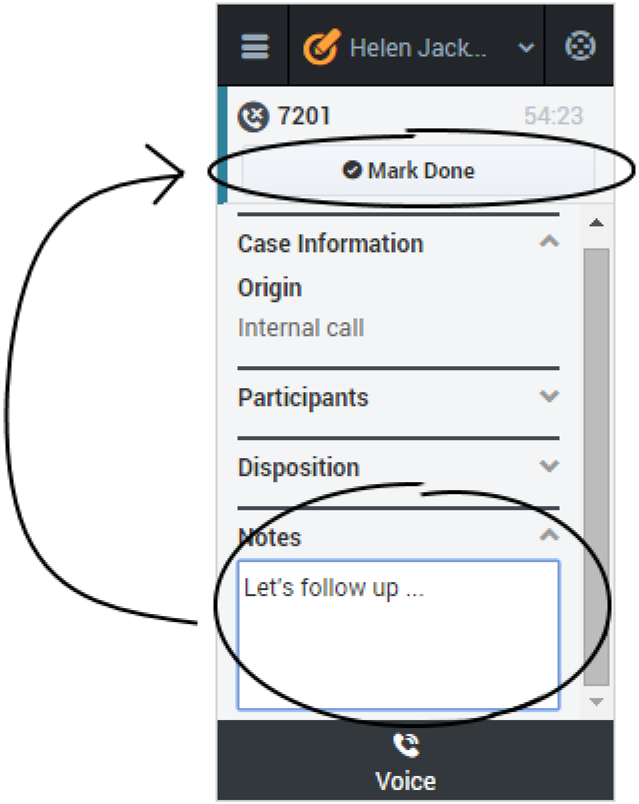
Disposition

If configured by your administrator, you can change the disposition for a call either during the call or as part of your after-call work. You can use this field to record the business outcome of the call. To update, click the drop-down list, and then select a disposition. Ensure that you don't click **Mark Done** first before you select a disposition. You can't make any further changes after you click **Mark Done**.



Notes

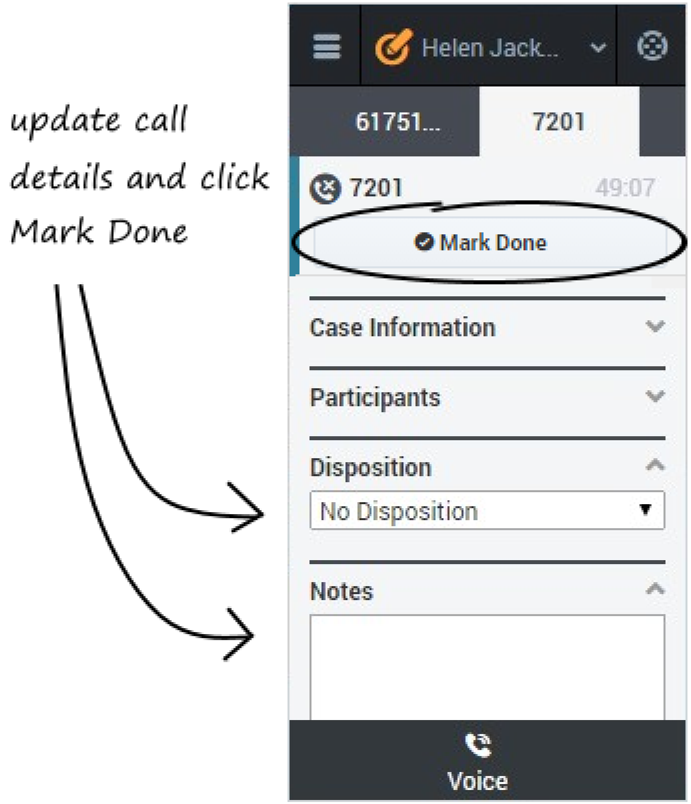
You can add notes either during the call or as part of your after call work. To update, just enter your comments in the text field. Ensure that you don't click **Mark Done** first before you add a note. You can't make any further changes after you click **Mark Done**.



Finishing a Call

When your call is over, either because the other party left the call or you clicked **Hang up** , you might need to update some information in the call details area. Your adapter might be configured to automatically change your status to **After Call Work** to give you time to complete this task; if not, you can change the status yourself. Your adapter might be also configured to automatically mark the call as done as soon as the call is over.

After you finish your after-call work, you can click **Mark Done**, which completes the call and sends you back to the main voice channel view. At this time, your status might automatically change to **Ready**, **Not Ready**, or some other value; otherwise, you have to change it yourself.



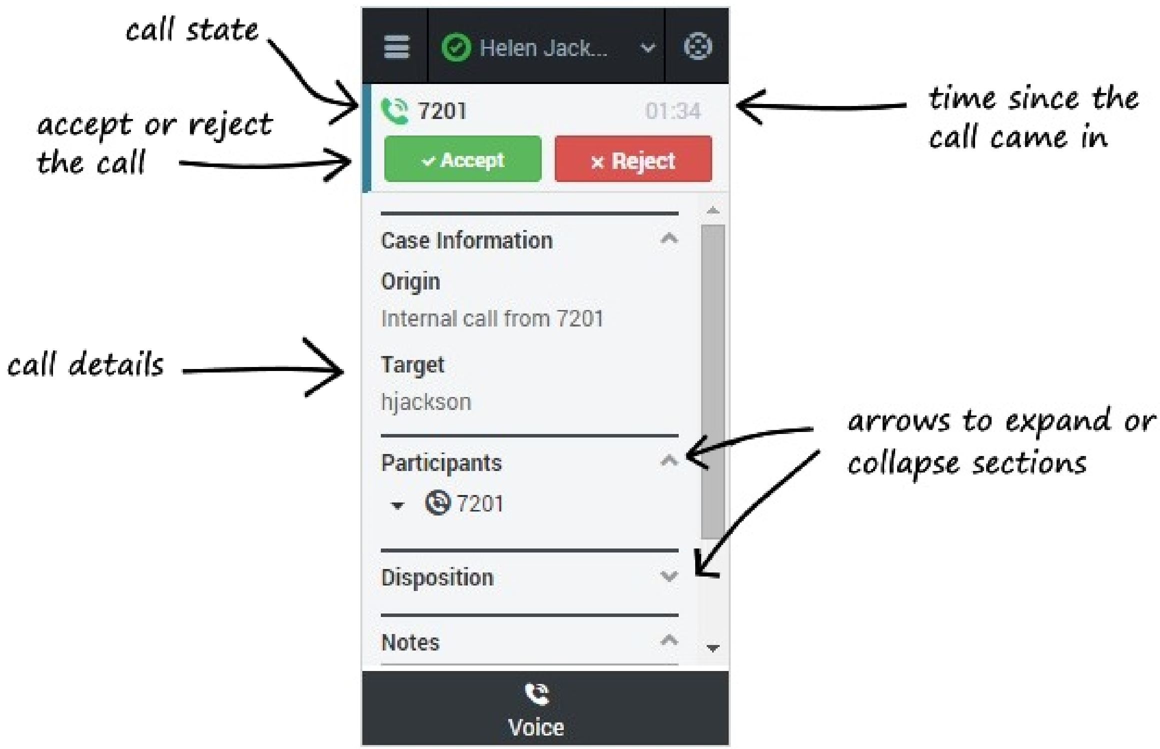
If you are finishing multiple calls, just click the tab for a call, enter any necessary information in the call details area, and click **Mark Done**. Then, move on to your next call tab.

Handling an Incoming Call

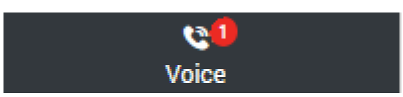
You can start receiving calls as soon as you set your status to **Ready** on the voice channel in the Gplus Adapter for Salesforce.

When you get a call, the adapter's incoming call screen displays. You can **Accept** or **Reject** the call, see the amount of time since the call came in, and see the call's state. You also see the call details area. You can review this information before deciding whether to accept or reject the call. Note that the **Reject** button might not be available to you in your environment.

Take a few moments to identify the components of the incoming call screen.



Another visual indicator that you have calls waiting is a red circle with a number displayed on the **Voice** icon at the bottom on the adapter. The number indicates how many invitations are pending. This is useful for when incoming calls are waiting for you while you are on another screen in the adapter.



If you reject the call, you'll be taken back to the main view for the voice channel. If you accept the call, you'll see a list of Call Actions you can take in the call toolbar area.

Important

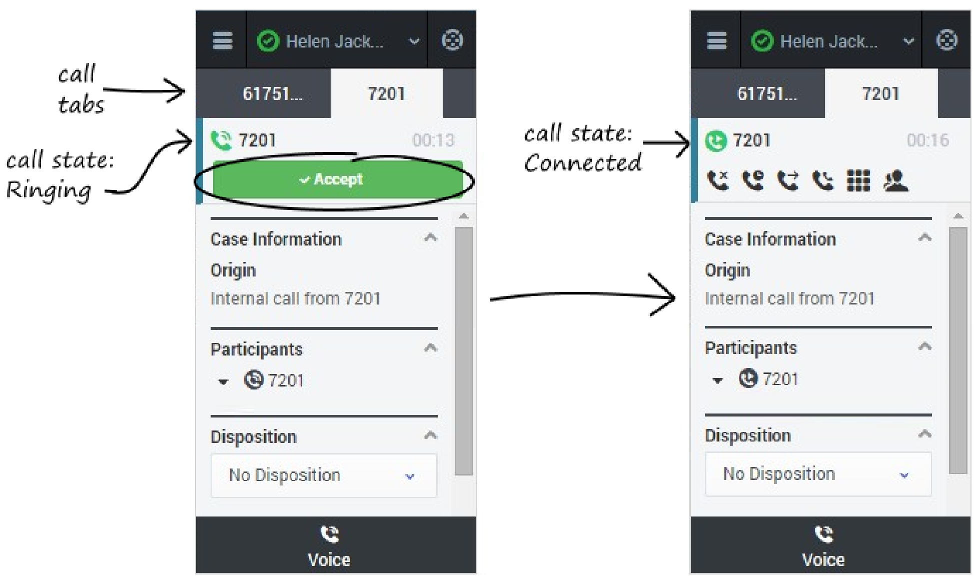
If your administrator has configured it, you might also see related information about the caller in Salesforce. This information might be displayed either while the call is ringing or after you click **Accept**. For example, if the caller already exists in the Salesforce contact database, you might see the Edit Contact screen.

You can work with the standard call actions, or you can modify the call data by setting the disposition or adding notes about the call.

Accepting Another Call

While you're on an active call, you might get another unrelated direct call from someone else. If this happens, the adapter opens a new tab and shows you the same call overview information with the option to accept.

> **Tip**
>
> You don't see **Reject** in this scenario because rejecting a call puts it back in the system so it can be routed to another available agent. We don't want that to happen if someone is trying to call you directly.



As soon as you accept the new call, the adapter puts your original call on hold. You can go back to your original call by selecting the corresponding tab and clicking **Retrieve** —this puts your second call on hold. If you have more than two active calls, the rest are displayed in a dropdown list next to the tabs.

Dialing a Call

You can use the Gplus Adapter for Salesforce to make calls to contacts by using the dial pad, using Team Communicator, or using click-to-dial.

Using the Dial Pad

Making a call by using the dial pad is simple—just click on the numbers you want to dial (or enter them manually in the phone number field) and click **Dial**.

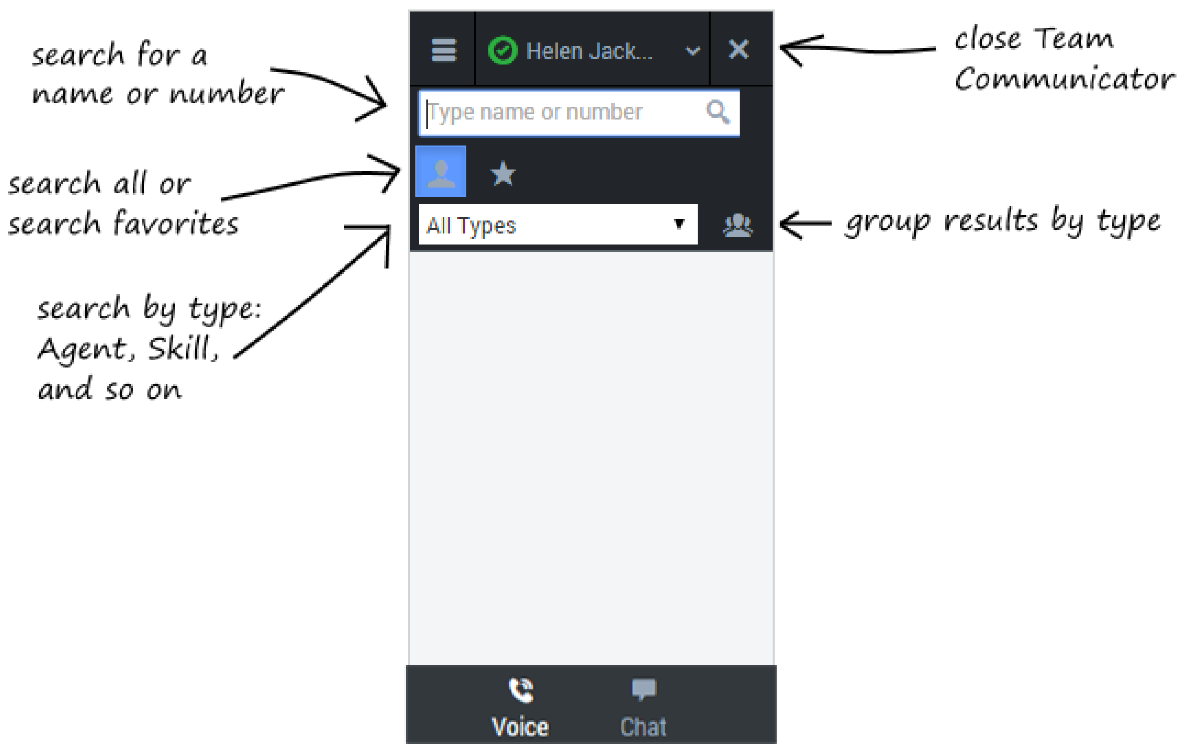
Using Team Communicator

Team Communicator is a powerful tool you can use to search for contacts within your organization or outside your organization and then start a call with that contact. The types of contacts that are available to you in Team Communicator are configured by your administrator — you might not see all the fields and buttons that are described in this section. To open, click **Team Communicator** .

There are many ways to use Team Communicator:

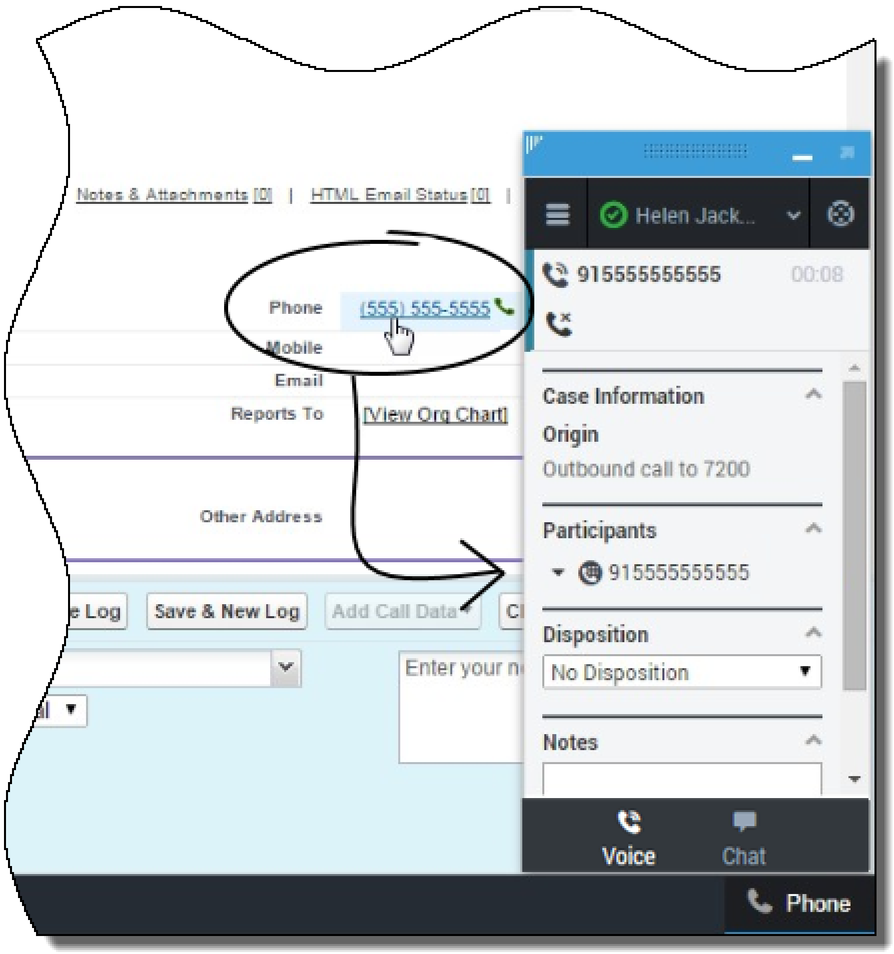
- The simplest is if you know the number of your contact, then you can type it in the text area and press **Enter** on your keyboard to immediately start a call.
- You'll probably use Team Communicator primarily to search for contacts. To get started, just type a name in the text area — as you type, Team Communicator suggests known agents, contacts, and other resources. You can also group your results according to type by clicking **Show Types** . You can collapse these groups by selecting the arrow next to the group name.
- You can also search through your favorites, configured by your administrator, to find a contact to call.
- Finally, you can search for contacts by Skills, Groups, and so on, which can be helpful when you need to call any agent with a particular skill—for example, you might need to transfer a call to an agent who speaks a particular language.

When find a result that you want to contact, just click **Call** next to the name and your call will start.



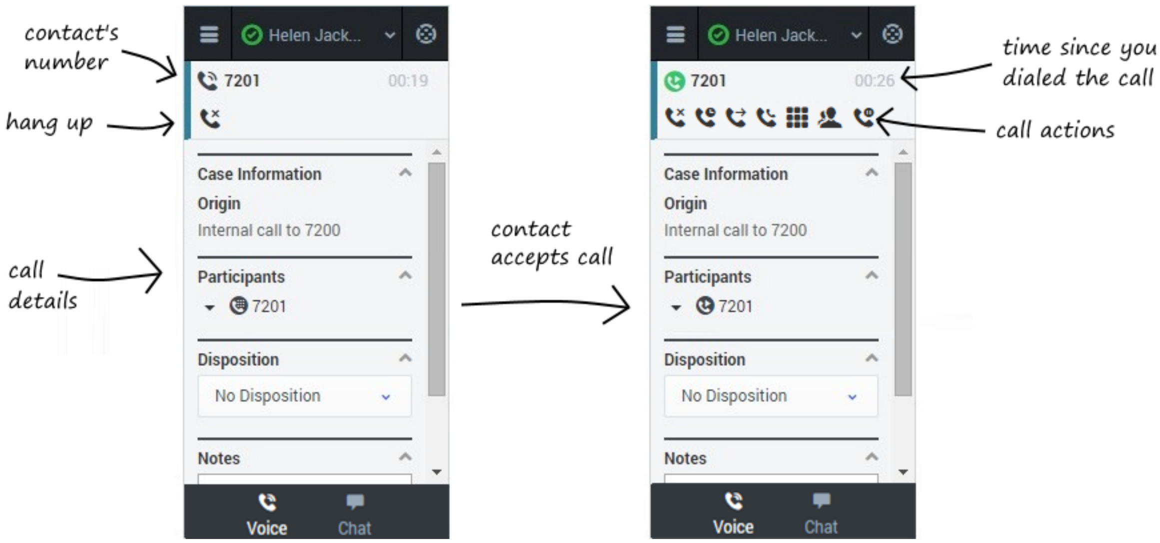
Using Click-to-Dial

With click-to-dial, all you have to do is click a phone number within Salesforce and the adapter automatically dials it and starts the call. For example, you might search for a contact in Salesforce and then click the related phone number.



Working with the Call

Once you make the call, you'll see two slightly different views as the call transitions from Establishing to Connected. Both views display the call toolbar area and the call details area, which includes sections for Case Information, Participants, Disposition, and Notes.



You can work with the standard call actions, or you can modify the call data by setting the disposition or adding notes about the call.

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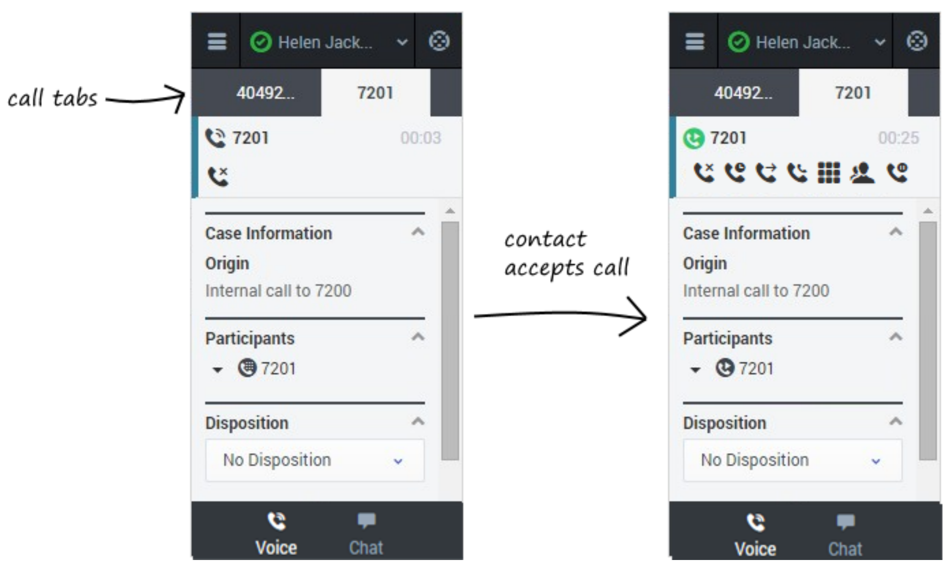
Dialing Another Call

If you're already on a call, you can use the adapter to dial a new call.



When you make another call, the adapter automatically puts your first call on hold. You can go back to your original call by selecting the corresponding tab and clicking **Retrieve** — this puts your second call on hold. If you have more than two active calls, the rest are displayed in a dropdown list next to the tabs.

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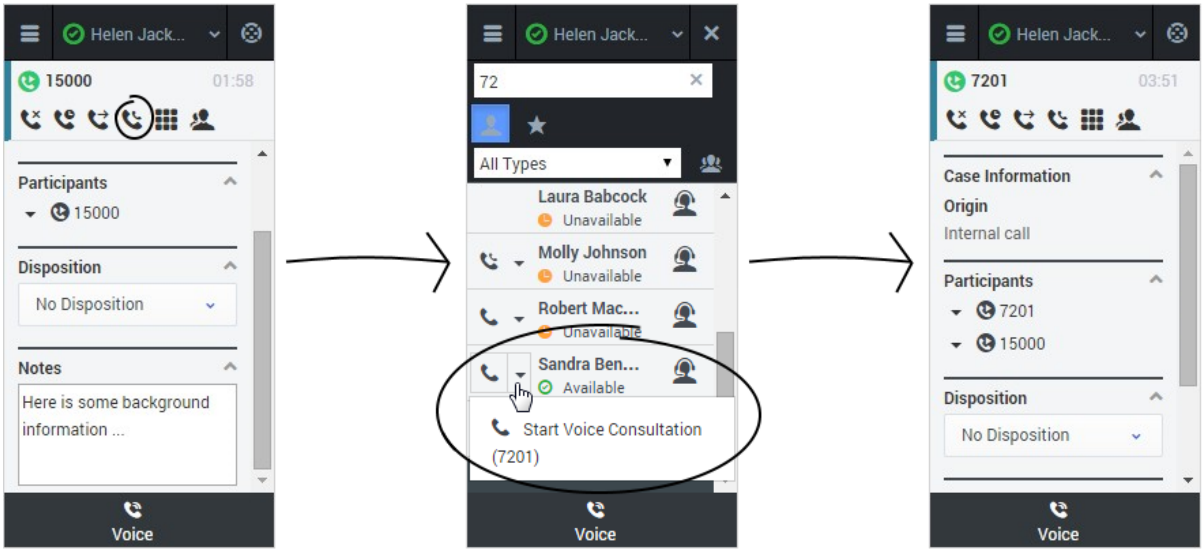
Transferring a Call

When you're on an active call in Gplus Adapter for Salesforce, you can perform an instant transfer to another contact.

All you have to do is click **Instant Transfer** and choose a contact or enter a phone number in Team Communicator. If you like, you can provide some details about the call in the notes field before you click **Instant Transfer** . When the contact sees the incoming call, he or she will also see your notes in the call details area.

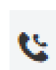
> Important
>
> If your administrator has configured it, the transfer target might also see related information about the active call in Salesforce. For example, if the caller already exists in the Salesforce contact database, the agent might see the **Edit Contact** screen.



You can also perform consultations where you talk to the transfer target before you transfer the call. See Initiating a Consultation for details.

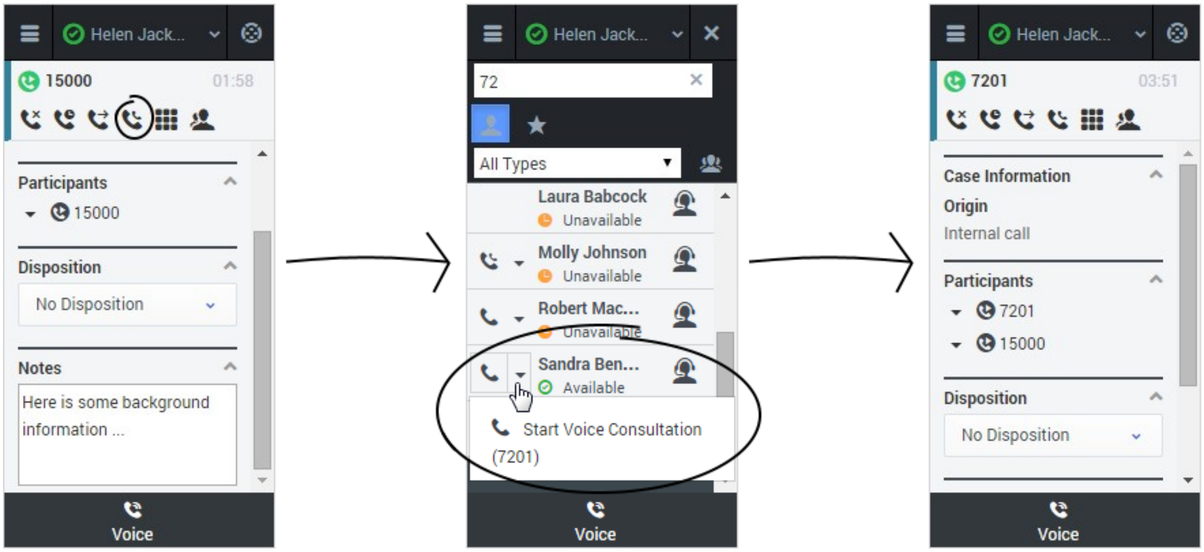
Performing an Instant Conference Call

When you're on an active call in Gplus Adapter for Salesforce, you can perform an instant conference call with another contact.

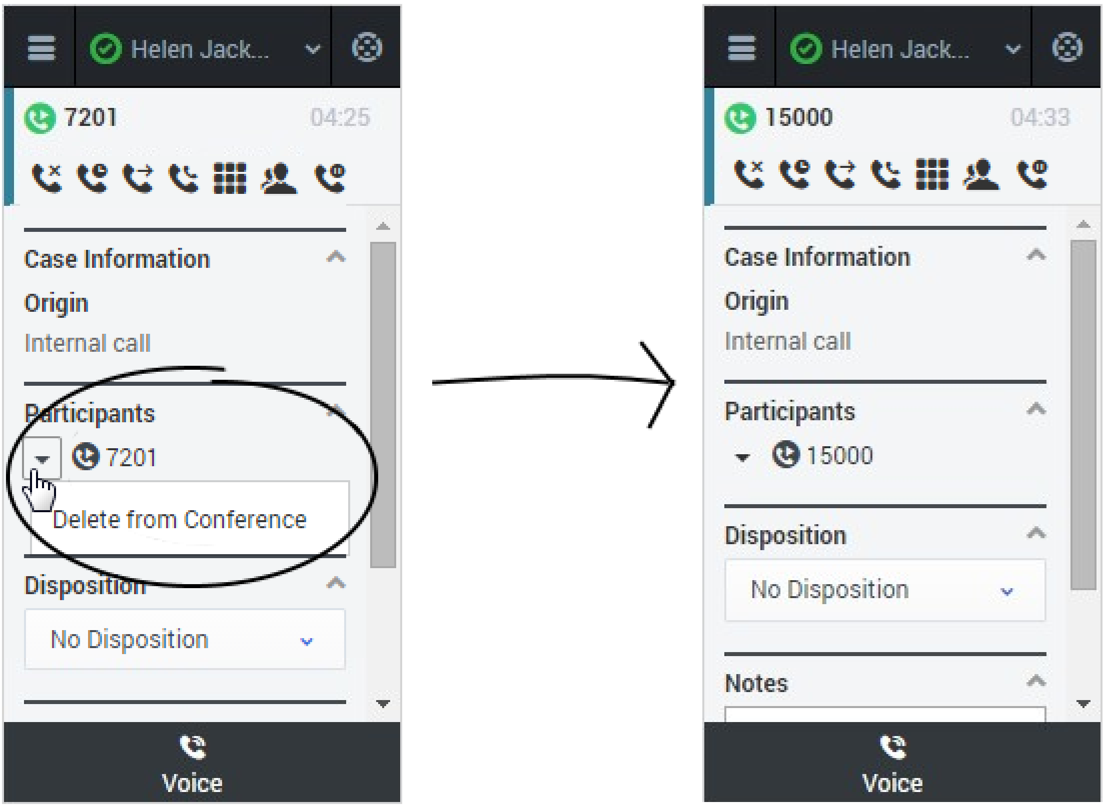
To start an instant conference, just click **Instant Conference**  and choose a contact or enter a phone number in Team Communicator. If you like, you can provide some details about the call in the notes field before you click **Instant Conference**. When the contact sees the incoming call, he or she will also see your notes in the call details area.

Important

If your administrator has configured it, the conference target might also see related information about the active call in Salesforce. For example, if the caller already exists in the Salesforce contact database, the agent might see the **Edit Contact** screen.



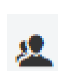
Once the conference is established, you can see the other parties listed in the Participants section. You can remove a participant by clicking the arrow next to the party you want to remove and selecting **Delete from Conference**.

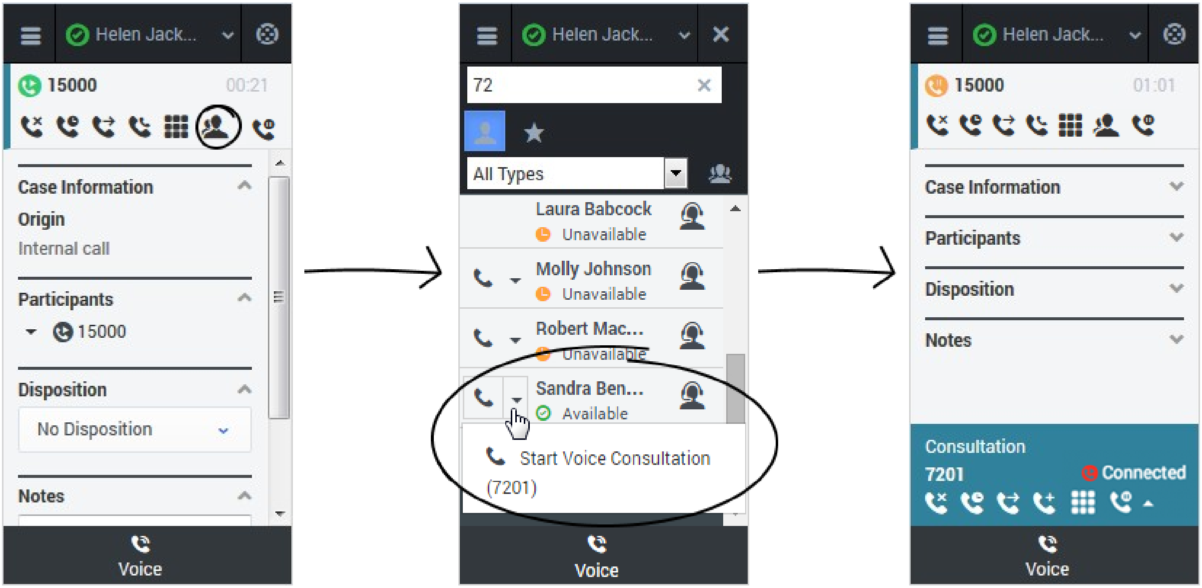


You can also start a consultation and talk with the conference target before performing an instant conference. See Initiating a Consultation for details.

Initiating a Consultation

When you're on an active call in Gplus Adapter for Salesforce, you can initiate a consultation with another agent at any time.

To start a consultation, click **Consult**  and choose a contact or enter a phone number in Team Communicator. The adapter places your original call on hold and adds a consultation area that includes the consultation call state and a list of consultation call actions.



Tip

You can easily switch back and forth between your original call and your consultation by clicking **Retrieve** or **Retrieve Consultation** .

If you like, you can also provide some details about the call in the **Notes** field. This can be helpful if you consult before transferring or starting a conference call. When the target agent sees the transfer or conference request, he or she also sees your notes in the call details area.

Consult before Transfer

You can transfer your original call to the agent you're consulting with by clicking **Complete as Transfer** . This immediately transfers the call to the consulting agent and ends it for you. As usual, you can add call information and click **Mark Done** to finish.

Viewing Your Reports

While you are working in the Gplus Adapter for Salesforce, you can view reports and statistics at any time. This information is important for you to see so that you can gauge the call wait times and monitor your Key Performance Indicators (KPIs).

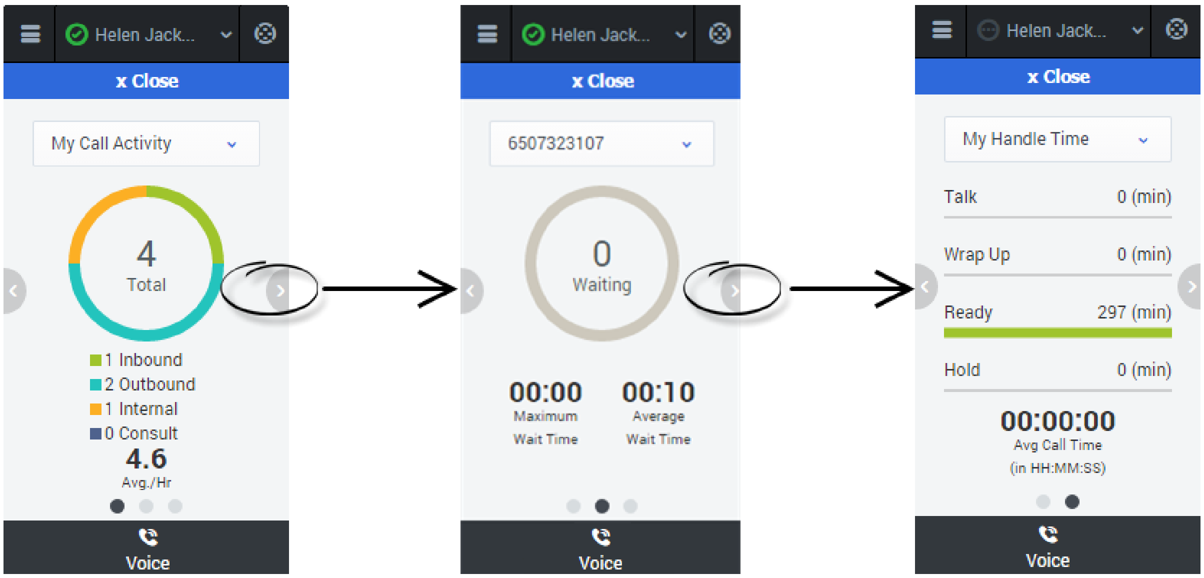
Reports and statistics are available to you through the main menu. You can access the following adapter views:

- Reports
- My Statistics
- Contact Center Statistics

Reports View

The Reports view for voice interactions displays two pages: **My Call Activity** and **My Handle Time**. To navigate between the pages, use the arrows on the left and right side of the adapter.

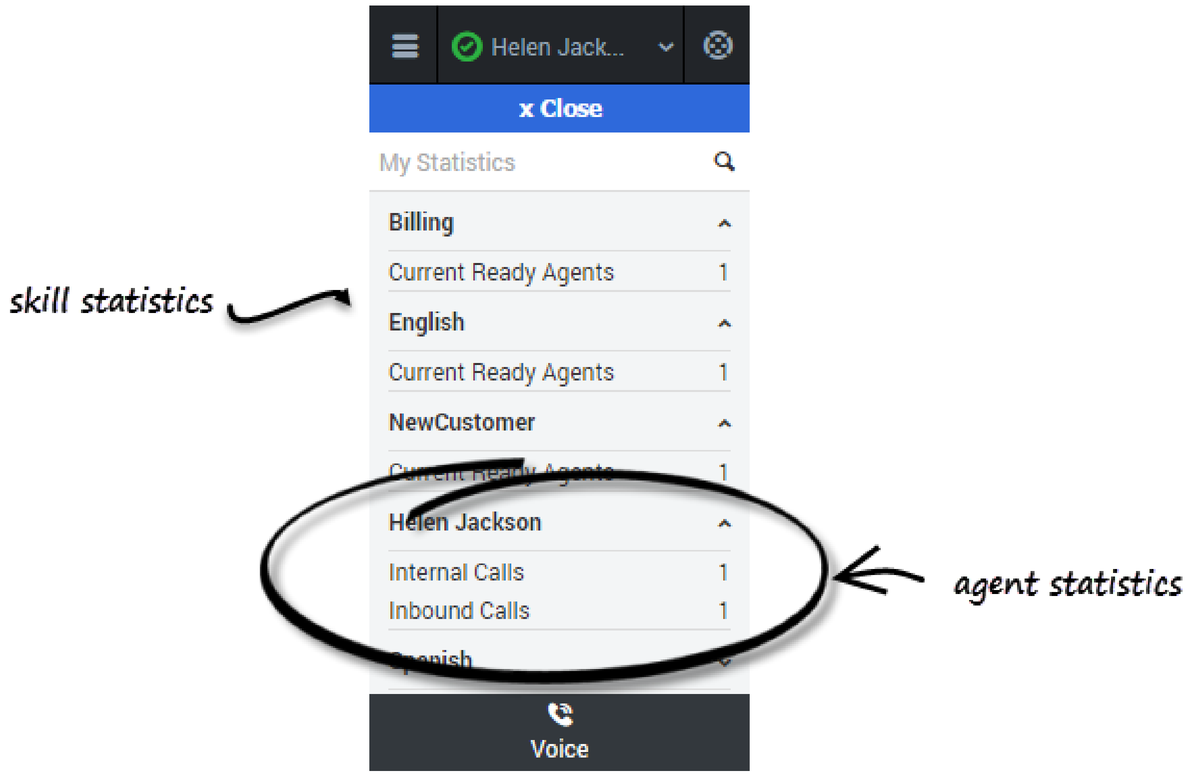
- On the **My Call Activity** page, you can view a diagram that represents the averages of calls per hour and call time. Call Activity metrics include Total calls, Inbound calls, Outbound calls, Internal calls, and Consult calls.
- On the queue statistics page, which has a title to match the name of your queue, you can can view statistics such as the number of calls waiting, the maximum wait time, and the average weight time.
- On the **My Handle Time** page, you see metrics in minutes) for Total time, Talk time, Wrap Up time, Ready time, and Hold time.



My Statistics View

The **My Statistics** page of the adapter displays the list of your statistics, otherwise known as Key Performance Indicators (KPIs).

You can access the My Statistics page from the main menu at the top corner of the adapter. The statistics that you see depends on how your administrator has configured your account. For example, you might see agent statistics, skill statistics, or both. If your adapter does not include a My Statistics option on the main menu, your administrator might not have added any statistics to your agent account. In this case, contact your administrator.



You can expand sections by clicking the arrows next to the section title.

You can also type a value into the search field to filter the list of statistics that are displayed.

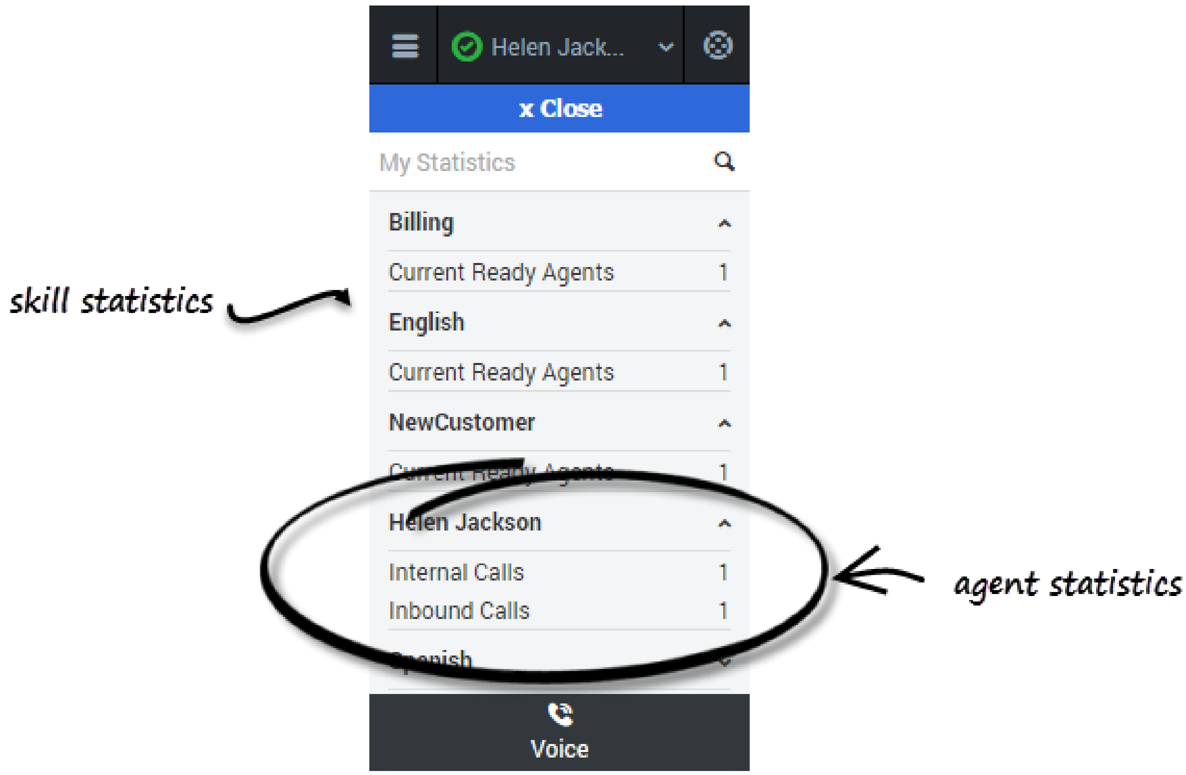
Note: Statistics about the Routing Points, Queues, and so on, are displayed in the Contact Center Statistics tab.

Contact Center Statistics View

The Contact Center page on the adapter displays a summary of your Routing Point metrics, which might include:

- Average Waiting Time
- Waiting Calls
- Max Wait Time
- Service Level
- Abandoned
- Answered

Your adapter might display more, or less, metrics depending on how your administrator has configured the Contact Center Statistics view.



You can also type a value into the search field to filter the list of statistics that are displayed.