

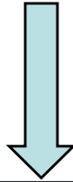
VCC 2.5.6 New Feature Highlights



Agenda

- VCC Dashboard: Agent Details View
- On-Demand Auto Creation of Contact Center
- Internal Routing Point Creation for CX Builder ACD page
- Dashboard On-demand Enable/Disable Agent Change Number on Login
- Enable Disposition Codes as Mandatory or not per the Tenant
- On-demand Provisioning of Wrap-up time thru Dashboard
- VCC Dashboard Address Book
- Agent Desktop Address Book-Outbound Call
- Agent Desktop Address Book-Transfer or Consult
- VCC Dashboard Agent Status
- VCC Dashboard Web Link
- VCC Dashboard– Agent Skill Enhancement
- VCC Dashboard-Caller ID Customization

VCC Dashboard– Agent Details View



Genesys Welcome, Super [Log out](#) [Help](#)

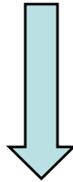
[Reports](#) [Agents](#) [Contact Center Settings](#) [Details](#)

Show entries Filters: Search:

Agent	State	TICS	Skills	Prod	Consult	In	Out	Internal	Handling	Ready	Talk	Hold	Wrap
RKS Agent	Ready	00:05:03	sale	19.80	4	6	0	2	00:00:22	00:36:17	00:03:04	00:00:39	00:02:54
RKO Agent	Ready	00:05:01	sale	16.16	2	5	0	2	00:00:27	00:31:47	00:02:25	00:00:10	00:02:24
RK Kar	Logged Out	00:00:00		0.00					00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Super Kar	Logged Out	00:00:00		0.00					00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
AgentL19990010008 Load	Ready	00:01:15	loadtest	0.00	0	0	0	0	00:00:00	00:14:36	00:00:00	00:00:00	00:00:00
AgentL19990010010 Load	Ready	00:00:40	loadtest	0.00	0	0	0	0	00:00:00	00:23:35	00:00:00	00:00:00	00:00:00
AgentL19990010003 Load	In Call	00:00:03	loadtest	0.00	0	0	0	0	00:00:00	00:14:38	00:00:00	00:00:00	00:00:00
AgentL19990010039 Load	In Call	00:00:05	loadtest	0.00	0	0	0	0	00:00:00	00:13:59	00:00:00	00:00:00	00:00:00
AgentL19990010023 Load	Ready	00:00:36	loadtest	0.00	0	0	0	0	00:00:00	00:14:12	00:00:00	00:00:00	00:00:00
AgentL19990010094 Load	Logged Out	76:05:44	loadtest	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Showing 1 to 10 of 115 entries First Previous **1** 2 3 4 5 Next Last

VCC Dashboard– Agent Details View

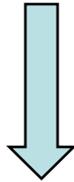


Show 100 entries Filters: In Call Skills

Agent	State	TIC	Prod
No matching records found			
Showing 0 to 0 of 0 entries (filtered from 3 total entries)			

State
Logged Out
Not Ready
Ready
In Call
After Call Work

Filter by system or customized call states.



Show 100 entries Filters: In Call Skills

Agent	State	TiCS	Skil	Prod
No matching records found				
Showing 0 to 0 of 0 entries (filtered from 3 total entries)				

Skills
billing
sales
support

Filter by customized skills within the contact center.

On-Demand Creation of Contact Center

CX Builder > Voice Sites > Contact Center DEMO # 990000135309

CONTACT CENTER DEMO

Add, modify, copy or delete Voice Pages.

 **RUN DIAGNOSTICS**

Select ACD Page to create contact center.

HOME PAGE 1000 - Main Menu Switch Home Page | What's This?

- Add Voice Page
- ACD Page**
- Address Capture Page
- Call Queue Page
- Call Transfer Page
- Data Page
- Logic Page
- Message Page
- Name Capture Page
- Question Page
- Reverse Phone Lookup Page
- Schedule Page
- Transaction Page
- Voicemail Page

<input type="checkbox"/>	TYPE		PAGE #
<input type="checkbox"/>	?		1000
<input type="checkbox"/>			2000
<input type="checkbox"/>			3000

Internal Routing Point Creation for CX Builder ACD Page

HOME PAGE 1050 - Account Lookup Switch Home Page | What's This?

Delete Copy Add Voice Page NEW PAGE GROUP

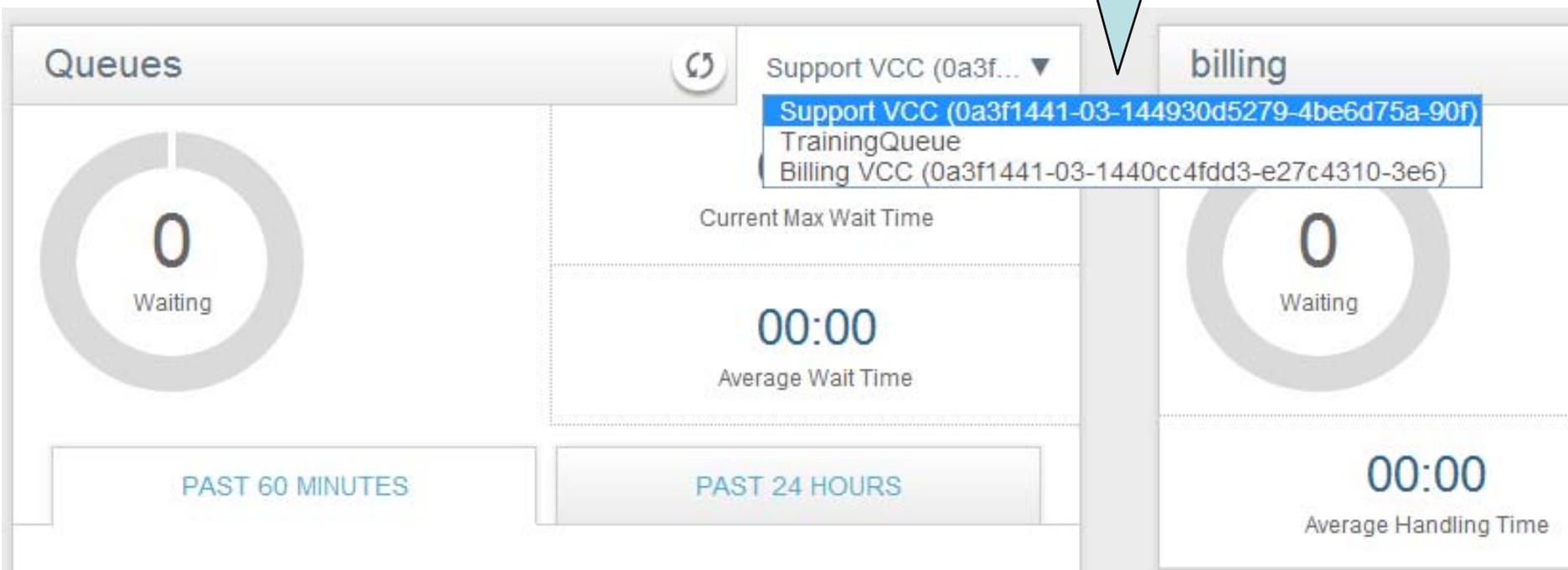
	TYPE	PAGE NAME	PAGE #
<input type="checkbox"/>	Folder	▶ Greeting & Menu	
<input type="checkbox"/>	Folder	▶ Order Status	
<input type="checkbox"/>	Folder	▶ Billing	
<input type="checkbox"/>	Folder	▶ Support	
<input type="checkbox"/>	Folder	▶ End User Experience	
<input type="checkbox"/>	Document	ACD Message	
<input type="checkbox"/>	VCC	Billing VCC	
<input type="checkbox"/>	VCC	Support VCC	
<input type="checkbox"/>	Folder	▶ Logs	

Delete Copy Add Voice Page NEW PAGE GROUP

Separate ACD Pages can be created and viewed separately in the VCC Dashboard.

VCC Dashboard-View Multiple ACD Queues

View statics on multiple ACD Queues that were created in CX Builder.





Agent Desktop

Change Agent Phone Number on Login



 **Genesys**

Workspace
Web Edition 8.5.200.08

Phone Number:

Log In

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VCC Dashboard

Enable/Disable Phone Number on Login

Genesys

Reports Agents Contact Center Settings Details

Contact Center Settings

Misc

Change Number on Login

Not Ready

After Call Work

Disposition

Caller ID

Case Data

Toast Data

Address Book

Wrap Up Time

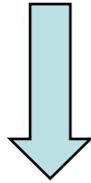
Misc ✓

Check the box to enable and uncheck the box to disable feature.

Menu to enable agents to be able to change their phone numbers upon login.

VCC Dashboard

Enable/Disable Mandatory Disposition Codes



Check the box to enable mandatory disposition codes within the agent desktop.

Genesys

Reports Agents Contact Center Settings Details

Contact Center Settings

Disposition

Select	Disposition Code <i>i</i>	Display Name <i>i</i>
<input type="checkbox"/>	Created_Ticket	Created Ticket
<input type="checkbox"/>	Follow_Up	Follow Up

Make Dispositions Mandatory Add

Agent Desktop

Mandatory Disposition Codes

The screenshot displays an agent's desktop interface for a call. At the top, the agent's name "Alan Phillips" is visible. Below it, the call number "5717626961" is shown with a green checkmark icon. The "Case Information" section contains the following details:

Origin:	Inbound call to 7100000090
ACDcallGUID:	990271873581
CustomerSegment:	none.0a3f147f-04-1440c90ccbe-ebbefde8-
CustomVar1:	
CustomVar2:	
voicesite:	990000135309

Below the case information, the call status is "Ended" with a globe icon. The "Dispositions" section is active, showing four radio button options: "None", "BillingDisplayName", "Created Ticket" (which is selected), and "Follow Up". To the right of the dispositions, there is a "Consult" button with a large "0" above it.

1. The agent chooses a disposition for the call, either during the call or after it ends.
2. After choosing a disposition code, click the green button to dismiss the window.



VCC Dashboard

On-demand Provisioning of Wrap-up Time

Contact Center Settings

- Not Ready
- After Call Work
- Disposition
- Caller ID
- Case Data
- Toast Data
- Address Book
- Wrap Up Time** ✓
- Misc

Wrap Up Time

Add 

Select Slider

 9999

60 seconds

VCC Dashboard– Address Book

The screenshot displays the VCC Dashboard interface. At the top, a dark navigation bar contains the Genesys logo, the user name 'Welcome, uttaras', and links for 'Log out', 'Help', and a settings icon. Below this, a secondary navigation bar features 'Reports', 'Agents', and 'Contact Center Settings' (highlighted with a large blue arrow). The main content area is titled 'Contact Center Settings' and contains a sidebar menu on the left with options: 'Not Ready', 'After Call Work', 'Disposition', 'Caller ID', 'Case Data', 'Toast Data', and 'Address Book' (which is selected with a checkmark). The main area is titled 'Address Book' and includes an 'Add' button and a trash icon. It contains a table with the following data:

Select	Name	Phone Number	
<input type="checkbox"/>	United Mefan - Central Office	+17035551212	
<input type="checkbox"/>	Virginia Medfan - Field Office	+15715551214	
<input type="checkbox"/>	Virginia Medfan - MRI Support	+15715551215	
<input type="checkbox"/>	Virginia Medfan - Sales	+15715551213	
<input type="checkbox"/>	Virginia Medfan Help	+15715551212	
<input type="checkbox"/>	White Plains Support - Main	+19145551212	
<input type="checkbox"/>	Widget Engineering Corp	+14155551212	

Address Book: Add entries for frequently dialed numbers outside the contact center.

Agent Desktop– Address Book Outbound Call

The screenshot displays a web-based interface for an agent's desktop. The browser address bar shows the URL `http://10.63.124.39:8080/ui/ad/v1/index.html`. The interface includes a menu bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the menu, there's a search bar and a 'Log Out' button. The main content area is divided into several sections:

- Address Book:** A vertical list of agents with their status (Load, Unavailable, Available). A callout box points to this section.
- Contact Center Metrics:** A dashboard showing 'Waiting' (0), 'Internal' (0), and 'Consult' (3) counts. It also displays '431 Ready' and '8 Hold' agents, and an 'Average Call Time' of '00:54'.
- Performance Graphs:** A section for 'ANSWER RATE' with a bar chart and a line graph showing performance over time.

The interface also features a 'Workspace' tab, 'My Channels', and 'Dashboard' buttons.

Address Book: Can be accessed to place an outbound call.

Agent Desktop– Address Book Transfer or Consult

The screenshot displays the 'RKM Mobile' agent desktop interface. At the top, the call number '7036731686' is visible. Below this, the 'Case Information' section shows details such as 'Origin: Inbound call to', 'ACDcallGUID: 00000000000000000000000000000000', 'ACDsegment: sale.0a3f147f-04-1', 'CustomVar1: ACDTesting1', 'CustomVar2: Casedata a va', 'CustomVar3:', and 'subscriberID: 0a3f147f-04-1'. A 'Dispositions' list is shown on the left, with 'None' selected. On the right, a list of agents is displayed, including their names (e.g., 'AgentL19990000501 Load'), status (e.g., 'Unavailable' or 'Available'), and a small agent icon. A tooltip 'Show and search favorites' is visible over the first agent's icon.

Address Book: Can be accessed during an active call to perform a transfer or a consultation call.

VCC Dashboard– Agent Status

Genesys Welcome, RK-QEAdminf Log out Help

Reports Agents Contact Center Settings

My Agents

+ Add Agent Edit Skills Select All Filter by Search by Agents

<input type="checkbox"/> Agent, Test After Call Work - RK Call Br... +	<input type="checkbox"/> Home, RKH Not Ready - Lunch Break +	<input type="checkbox"/> KARf, RK-QEAdminf Supervisor Logged Out +	<input type="checkbox"/> Load, AgentL1999... Logged Out +
<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Ready +	<input type="checkbox"/> Load, AgentL1999... Ready +	<input type="checkbox"/> Load, AgentL1999... Ready +
<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Logged Out +
<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Logged Out +	<input type="checkbox"/> Load, AgentL1999... Ready +

<< < Prev 1 of 5 Next > >>

Updated Status:
Customized “After Call Work” & “Not Ready” status are now updated in VCC Dashboard.

VCC Dashboard– CX Builder URL Link

Operations can enable or disable this feature per contact center.

Web Link: Link to access CX Builder Log-In page.

The screenshot shows the Genesys VCC Dashboard interface. At the top, there is a dark header with the Genesys logo on the left, the user name 'Welcome, RK-QEAdminf' in the center, and 'Log out', 'Help', and a settings gear icon on the right. Below the header is a navigation bar with icons for 'Reports', 'Agents', 'Contact Center Settings', and 'Details'. The main content area is titled 'My Agents' and features a search bar with 'Filter by' and 'Q, RK'. Below the search bar, there are four agent cards, each with a status indicator and a plus sign for more options:

- Home, RKH: Not Ready - Lunch Break
- KARf, RK-QEAdminf: Supervisor, Logged Out
- Mobile, RKM: Supervisor, Ready
- Offi, RKO: Supervisor, Logged Out



The screenshot shows the CX Builder Log-In page. At the top, there is a navigation bar with links for 'PRODUCTS', 'SOLUTIONS', 'SERVICES', and 'RESOURCE CENTER'. Below this is a breadcrumb trail 'Home > Log-In' and the title 'Log-In' in red. The main content area contains a login form with the following elements:

- A checkbox for 'Log in as an Agent or Supervisor'.
- A 'Registered Email' field with a text input box.
- A 'Password' field with a text input box and a 'Log In' button.
- A 'Remember Me' checkbox and a link for 'How it Works'.
- A link for 'Forgot Password or PIN?'.

VCC Dashboard– Agent Skill Enhancement

Modify Agent Skills: Assign, remove, and modify skills and proficiencies with check boxes and star ratings using a scroll bar.

The screenshot displays the Genesys VCC Dashboard interface. At the top, there are navigation tabs for 'Reports', 'Agents', and 'Contact Center Settings'. The main area is titled 'My Agents' and contains a list of agent cards. One card is highlighted, showing 'Agent, Test' with a 'Ready' status. Another card shows 'Offi, RKO' with a 'Logged Out' status. A modal window titled 'Edit Agent' is open in the foreground, allowing for the modification of an agent's skills. The modal is divided into two sections: 'Agent Information' and 'Add Skills'. The 'Agent Information' section includes fields for First Name (RKM), Last Name (Mobile), Email (kratikanta@gmail.com), Password (masked with dots), and Phone # (+17036731776). It also has checkboxes for 'Agent' and 'Supervisor' roles. The 'Add Skills' section features a scrollable list of skills with checkboxes and star ratings. The skills listed are: 'qa' (unchecked, 5 stars), 'sale' (checked, 5 stars), 'service' (unchecked, 5 stars), 'skill bcd' (checked, 4 stars), 'support' (checked, 4 stars), and 'test11212' (unchecked, 5 stars). A vertical scrollbar is visible on the right side of the skill list. At the bottom of the modal, there are 'Cancel' and 'Update' buttons.

Genesys

Reports Agents Contact Center Settings

My Agents

+ Add Agent Edit Skills Select All Filter by sale

Edit Agent

Agent Information

First Name* RKM

Last Name* Mobile

Email* kratikanta@gmail.com

Password* ****

Phone #* +17036731776

Roles Agent Supervisor

* Required Fields

Add Skills

<input type="checkbox"/> qa	☆☆☆☆☆
<input checked="" type="checkbox"/> sale	☆☆☆☆☆
<input type="checkbox"/> service	☆☆☆☆☆
<input checked="" type="checkbox"/> skill bcd	☆☆☆☆☆
<input checked="" type="checkbox"/> support	☆☆☆☆☆
<input type="checkbox"/> test11212	☆☆☆☆☆

Cancel Update

VCC Dashboard-Caller ID Customization

Genesys Welcome, utaras Log out Help

Reports Agents Contact Center Settings

Contact Center Settings

- Not Ready
- After Call Work
- Disposition
- Caller ID** ✓
- Case Data
- Toast Data
- Address Book

Caller ID

Select	Phone Number
<input type="checkbox"/>	7039620594

Add

Caller ID: The save button is only enabled when a valid phone number from a pre-configured list is entered.

****Security Feature:** Prevents impersonation of any non-contact center phone numbers.



thank you

