

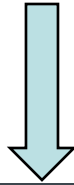
# VCC 2.5.6 New Feature Highlights



# 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

ReportsAgentsContact Center SettingsDetails

Welcome, Super

Log outHelp

10entriesFilters:StateSkills

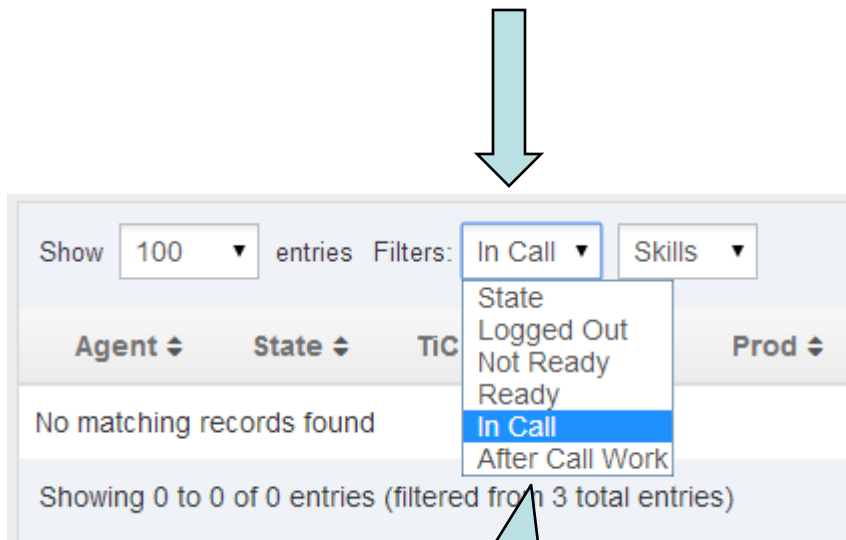
Search:

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

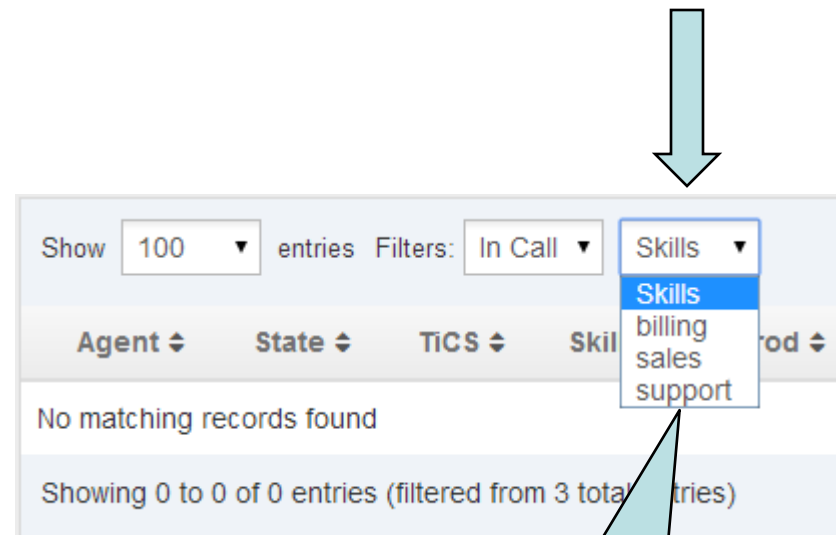
FirstPrevious12345NextLast

# VCC Dashboard– Agent Details View



A screenshot of the VCC Dashboard Agent Details View. At the top, there is a 'Show' dropdown set to '100' and 'entries'. Below this is a 'Filters:' section with two dropdowns: 'In Call' and 'Skills'. The 'In Call' dropdown is open, showing a list of states: 'State', 'Logged Out', 'Not Ready', 'Ready', 'In Call' (highlighted in blue), and 'After Call Work'. Below the filters, there are columns for 'Agent', 'State', 'TIC', and 'Prod'. The main content area displays 'No matching records found' and 'Showing 0 to 0 of 0 entries (filtered from 3 total entries)'.

Filter by system or customized call states.



A screenshot of the VCC Dashboard Agent Details View. At the top, there is a 'Show' dropdown set to '100' and 'entries'. Below this is a 'Filters:' section with two dropdowns: 'In Call' and 'Skills'. The 'Skills' dropdown is open, showing a list of skills: 'Skills' (highlighted in blue), 'billing', 'sales', and 'support'. Below the filters, there are columns for 'Agent', 'State', 'TiCS', 'Skill', and 'Prod'. The main content area displays 'No matching records found' and 'Showing 0 to 0 of 0 entries (filtered from 3 total entries)'.

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

HOME PAGE

1000 - Main Menu

Switch Home Page | What's This?

Delete

Copy

Add Voice Page

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



NEW PAGE GROUP

PAGE #

1000

2000

3000



NEW PAGE GROUP

Select ACD Page to  
create contact center.

# 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	

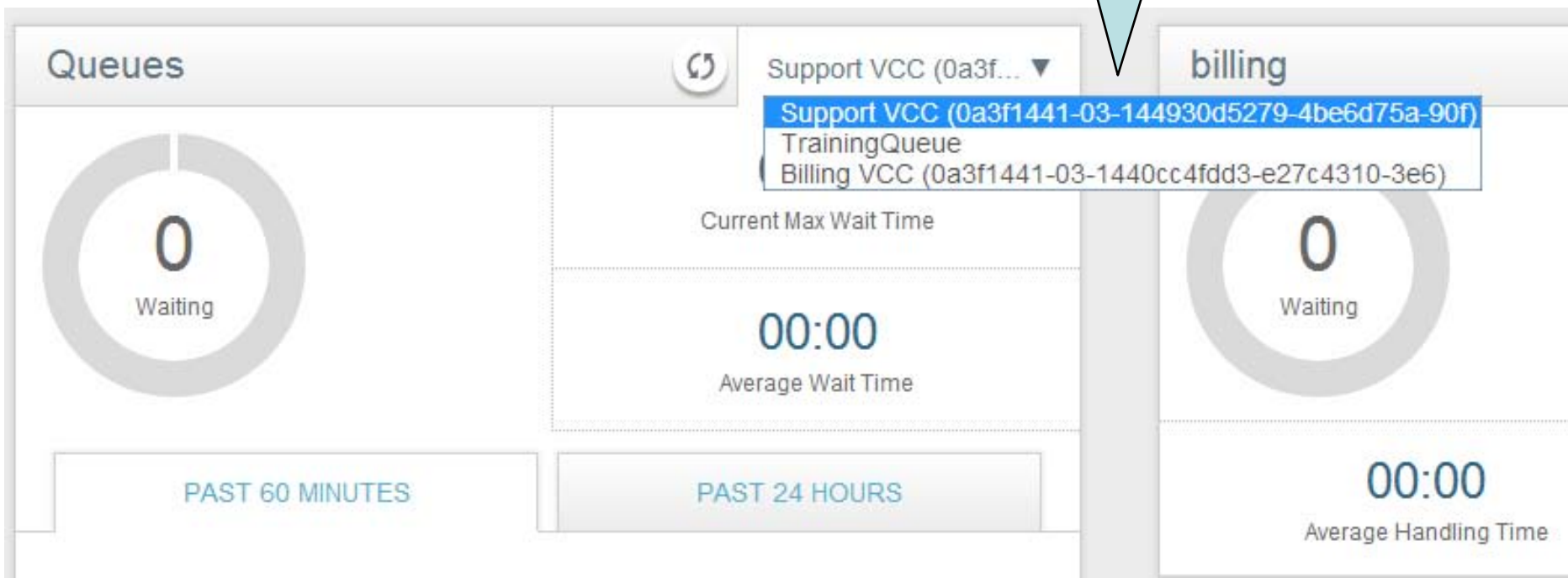
Delete Copy Add Voice Page NEW PAGE GROUP

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

The screenshot shows the Genesys Workspace login page. At the top left is the Genesys logo, and at the top right is the text 'Workspace Web Edition 8.5.200.08'. Below this, there is a 'Phone Number:' label followed by a text input field containing '+15102849282'. To the right of the input field is a 'Log In' button. At the bottom, there is a copyright notice: '© 2013 Genesys Telecommunications Laboratories, Inc. Genesys Suite applications are covered by U.S. and Foreign Patents.'

Genesys

Workspace  
Web Edition 8.5.200.08

Phone Number:


Log In





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# VCC Dashboard

## Enable/Disable Phone Number on Login



 Reports  Agents  Contact Center Settings  Details

### Contact Center Settings

Not Ready

After Call Work

Disposition

Caller ID

Case Data

Toast Data

Address Book

Wrap Up Time

Misc ✓

#### Misc

☒ Change Number on Login

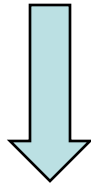
Menu to enable agents to be able to change their phone numbers upon login.

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






# VCC Dashboard





## Enable/Disable Mandatory Disposition Codes



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

 Genesys

Home, Todd Log outHelp

 Reports Agents Contact Center Settings Details

### Contact Center Settings

Not Ready

After Call Work

Disposition ✓

Caller ID

Case Data



Toast Data


Address Book

Wrap Up Time

Misc

#### Disposition

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

☐ Make Dispositions MandatoryAdd

# Agent Desktop

## Mandatory Disposition Codes

Alan Phillips

5717626961

**Case Information**

Origin: Inbound call to 7100000090

ACDcallGUID: 990271873581

CustomerSegment: none.0a3f147f-04-1440c90ccbe-ebbefde8-

CustomVar1:

CustomVar2:

voicesite: 990000135309

5717626961 Ended

**Dispositions**

☐ None

☐ BillingDisplayName

☒ Created Ticket

☐ Follow Up

Consult

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

4

Select

## Slider


60 seconds

9999










60

# VCC Dashboard– Address Book



The screenshot shows the VCC Dashboard interface. At the top is a dark header bar with the Genesys logo on the left, the user name 'Welcome, uttaras' on the right, and links for 'Log out', 'Help', and a settings icon. Below the header is a navigation bar with three items: 'Reports' (with a pie chart icon), 'Agents' (with a people icon), and 'Contact Center Settings' (with a gear icon). The 'Contact Center Settings' section is active and displays a sidebar on the left with a list of settings: 'Not Ready', 'After Call Work', 'Disposition', 'Caller ID', 'Case Data', 'Toast Data', and 'Address Book' (which is selected and has a checkmark). The main content area is titled 'Address Book' and contains a table with three columns: 'Select', 'Name', and 'Phone Number'. There is an 'Add' button and a trash icon in the top right corner of the table area. The table lists eight entries, each with a checkbox in the 'Select' column, a name in the 'Name' column, a phone number in the 'Phone Number' column, and an edit icon (pencil) in the rightmost column.

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 the RKM Mobile Agent Desktop interface. On the left, a sidebar contains an 'Address Book' section with a list of agents and their status. A callout box points to this section with the text: 'Address Book: Can be accessed to place an outbound call.' The main area shows a 'Contact Center' dashboard with various metrics and a graph.

**Address Book List:**

Agent ID	Load	Status
AgentL19990000501	Load	Unavailable
AgentL19990000502	Load	Available
AgentL19990000503	Load	Available
AgentL19990000504	Load	Unavailable
AgentL19990000505	Load	Unavailable
AgentL19990000506	Load	Unavailable
AgentL19990000507	Load	Unavailable
AgentL19990000508	Load	Unavailable
AgentL19990000509	Load	Unavailable
AgentL19990000510	Load	Unavailable
AgentL19990000511	Load	Unavailable
AgentL19990000512	Load	Unavailable
AgentL19990000513	Load	Available

**Contact Center Dashboard Metrics:**

- Waiting:** 0
- Internal:** 0
- Consult:** 3
- Ready:** 431
- Hold:** 8
- Average Call Time:** 00:54
- Current Max Wait Time:** 00:00
- Average Wait Time:** 00:00
- ANSWER RATE:** (Bar chart showing 0)
- ABANDONED:** 0
- Graph:** Shows a line graph with data points at -60m, -40m, -20m, and NOW.

# Agent Desktop– Address Book

## Transfer or Consult

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

The screenshot displays the RKM Mobile Agent Desktop interface. At the top, the window title is 'RKM Mobile'. Below it, a status bar shows the phone number '7036731686' and various call control icons. The main area is divided into several sections:

- Case Information:** A yellow header section containing fields for 'Origin' (Inbound call to), 'ACDcallGUID' (00000000000000000000000000000000), 'ACD' (sale.0a3f147f-04-10000000000000000000000000000000), 'Segment' (Gold.0a3f147f-04-10000000000000000000000000000000), 'CustomVar1' (ACDTesting1), 'CustomVar2' (Casedata a va), 'CustomVar3' (0a3f147f-04-10000000000000000000000000000000), and 'subscriberID' (0a3f147f-04-10000000000000000000000000000000).
- Dispositions:** A section with a list of radio buttons for call dispositions: None (selected), Disp 555, Disp11111, Disp17, Disp19, Disp20, Disp21, Disp22, Disp222, Disp23, Disp24, Disp25, Disp26, Disp27, Disp28, Disp29, Disp3, Disp30, and Disp31.
- Address Book:** A section on the right side of the interface, titled 'Show and search favorites'. It lists several agents with their status: 'AgentL19990000501 Load' (Unavailable), 'AgentL19990000502 Load' (Available), 'AgentL19990000503 Load' (Available), 'AgentL19990000504 Load' (Unavailable), 'AgentL19990000505 Load' (Unavailable), 'AgentL19990000506 Load' (Unavailable), 'AgentL19990000507 Load' (Unavailable), 'AgentL19990000508 Load' (Unavailable), 'AgentL19990000509 Load' (Unavailable), 'AgentL19990000510 Load' (Unavailable), 'AgentL19990000511 Load' (Unavailable), and 'AgentL19990000512 Load' (Unavailable).

# 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 +

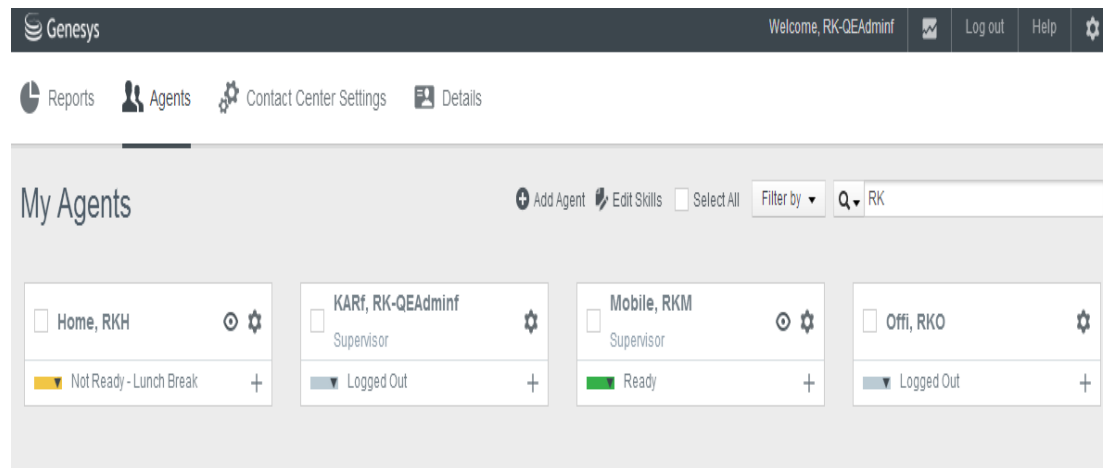
<< < Prev 1 of 5 Next > >>

**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.**

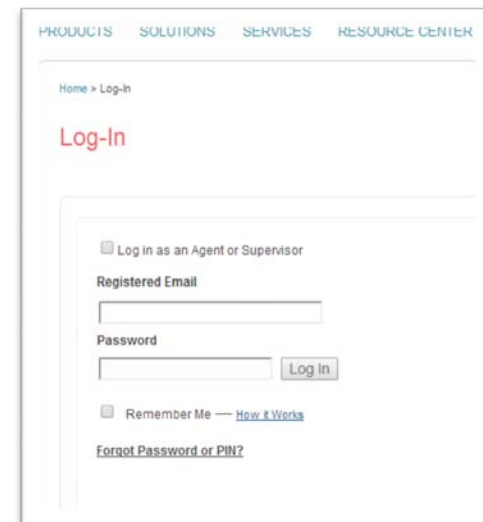
**Web Link:** Link to access CX Builder Log-In page.



The screenshot shows the Genesys VCC Dashboard. At the top, there's a dark header with the Genesys logo, a welcome message 'Welcome, RK-QEAdminf', and links for 'Log out', 'Help', and a settings gear. 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 'RK' entered. Below the search bar, there are four agent cards:

- Home, RKH**: Status 'Not Ready - Lunch Break'.
- KARf, RK-QEAdminf**: Role 'Supervisor', Status 'Logged Out'.
- Mobile, RKM**: Role 'Supervisor', Status 'Ready'.
- Offi, RKO**: Status 'Logged Out'.

Each card has a settings gear icon and a plus sign for more options.



The screenshot shows the CX Builder Log-In page. At the top, there's a navigation bar with links for 'PRODUCTS', 'SOLUTIONS', 'SERVICES', and 'RESOURCE CENTER'. Below the navigation bar, there's a 'Home > Log-In' breadcrumb. The main heading is 'Log-In'. There's a checkbox for 'Log in as an Agent or Supervisor'. Below that, there are input fields for 'Registered Email' and 'Password', followed by a 'Log In' button. At the bottom, there's a 'Remember Me' checkbox and a link for 'How It Works'. A link for 'Forgot Password or PIN?' is also present.

# 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 with the 'Agents' tab selected. A modal titled 'Edit Agent' is open, showing the 'Agent Information' and 'Add Skills' sections.

**Agent Information**

First Name*	RKM
Last Name*	Mobile
Email*	kratikanta@gmail.com
Password*	****
Phone #*	+17036731776
Roles	<input checked="" type="checkbox"/> Agent <input checked="" type="checkbox"/> Supervisor

\* Required Fields

**Add Skills**

Skill	Proficiency
<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	☆☆☆☆☆

Buttons: Cancel, Update

# VCC Dashboard-Caller ID Customization

The screenshot displays the Genesys VCC Dashboard interface. At the top, a dark header bar contains the Genesys logo, the user name 'Welcome, uttaras', and links for 'Log out', 'Help', and a settings icon. Below the header, a navigation bar includes 'Reports', 'Agents', and 'Contact Center Settings' (which is highlighted). The main content area is titled 'Contact Center Settings' and features a left-hand sidebar with a list of settings: 'Not Ready', 'After Call Work', 'Disposition', 'Caller ID' (which is selected and marked with a checkmark), 'Case Data', 'Toast Data', and 'Address Book'. The 'Caller ID' section is active, showing a table with two columns: 'Select' and 'Phone Number'. A single row is visible with an unchecked checkbox in the 'Select' column and the phone number '7039620594' in the 'Phone Number' column. To the right of the table, there are 'Add' and 'Trash' buttons. A light blue callout box points to the 'Save' button (a circle with a checkmark) and contains the text: 'Caller ID: The save button is only enabled when a valid phone number from a pre-configured list is entered.' Another light blue callout box at the bottom of the screen contains the text: '\*\*Security Feature: Prevents impersonation of any non-contact center phone numbers.'

Genesys

Welcome, uttaras

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

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

Add

Trash

**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

