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Supervisor Dashboard Information

Accessing Statistics for your call queue

- You must be able to access the CommPortal BG Admin interface using a browser and internet connection.
- URL: https://cp2.telcox.net/bg
- You will log in, using your administrator phone number and password.
    - If you forget your login information please contact Utility Telecom Customer Care for support. You can reach them direction at 877-965-7800 or service@uyt.co.
- Log in to the CommPortal BG Admin interface.
- Under Groups in the navigation panel on the left-hand side of this page, click on the Supervisor Dashboard link at the bottom.
- This launches the Integrated ACD Summary screen in a new browser window, from where you can also access screens displaying statistics for your Queues and Agents.

Using the Integrated ACD statistics screens

The Summary, Queues and Agents screens allow you to access and display a variety of information, including downloading the statistics for further analysis in your own database.

- Hover over the data lines on the graphs to see tool tips giving information for a specific time within the time period of the graph.
- Click on a time period at the top of the screen to show historical data for a different time period, for example 1 Day or 1 Week.
- Click the red Download All Queues button at the top right of the screen to download a .csv file that has more detailed statistics of all your queues for the selected time period. On the Agents page, this is a Download All Agents button that provides statistics for all the Agents.

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Viewing the Integrated ACD Summary screen

The Integrated ACD Summary screen displays a range of statistics for all the queues (MLHGs) in the Business Group or Department that you previously selected.
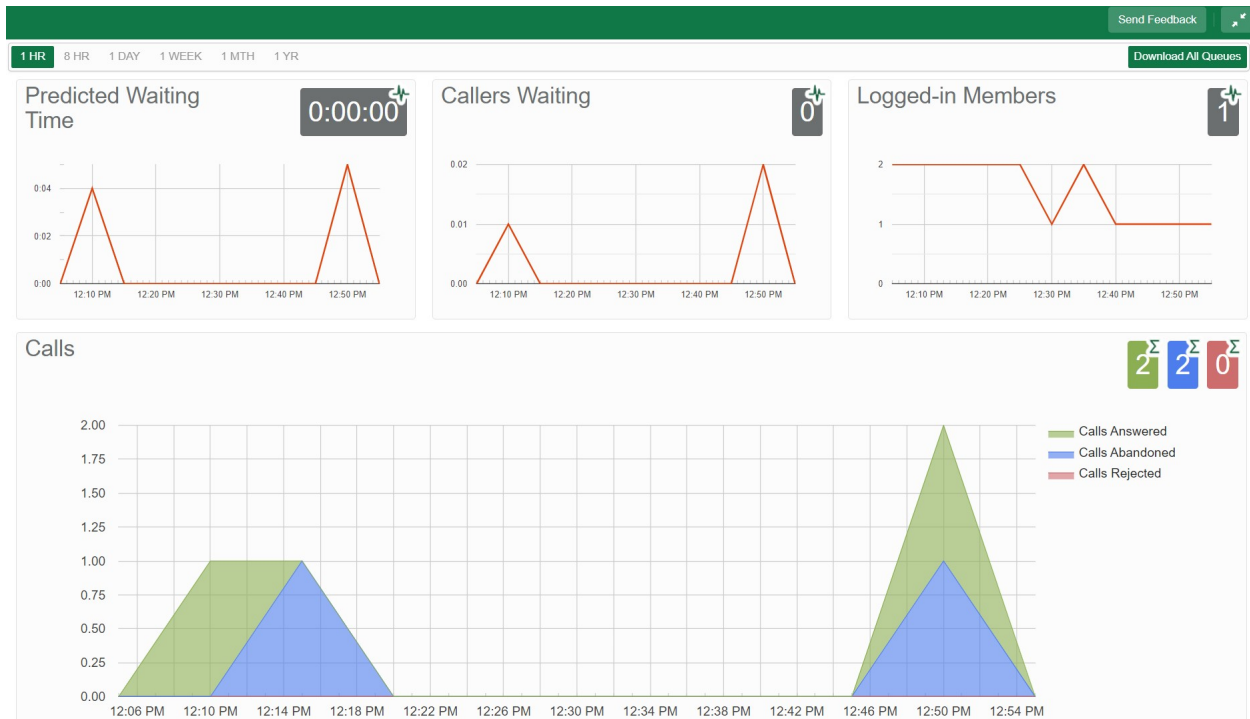
The graphs show historical data for the time period selected. The white numbers in the gray or colored boxes on the top right of each graph are either the cumulative total of a graph or a snapshot at the current time, as indicated by an icon and tooltip at the top right of each box. You can use the bar at the top of the screen to change to a different time period. Depending on the configuration of your service, some of these statistics are displayed either as absolute numbers or as a rate per hour.

- Predicted waiting time for a call to be answered (the number in the gray box is the cumulative total for the time period selected).
- Number of callers waiting in the Queue(s) managed by this BG Administrator.
- Number of Agents who are logged in.
- Number of calls (showing values for received, answered, abandoned and rejected calls).

Queue Statistics

- Predicted Waiting Time (duration)
  - This is the sum of queuing and alerting (when a call has been hunted to a particular agent and that agent's line is ringing) times.
  - The number in the gray box is the cumulative total for the time period selected.
- Callers Waiting (calls)
  - This is the number of callers waiting in the queue. Calls arriving in the MLHG may be put in a queue if all the lines are busy and your MLHG is configured to hold callers in a queue. When an agent becomes available, the first call in the queue will be hunted to that agent and it will not be counted in this statistic even if the agent has not yet answered the call.
  - You will not see this statistic if your MLHG is configured to only accept a call when an agent is available.
- Logged in Members (agents)
  - The number of agents who are currently logged in.
- Calls Received (number of calls or the rate of calls/hr)
  - This is the rate at which incoming calls arrive.
  - The number in the gray box is the cumulative total for the time period selected.
- Calls Answered
  - The number in the gray box is the cumulative total for the time period selected.
  - For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.
- Calls Abandoned
  - These are received calls that ended before they were answered, for example because the caller hung up, or the call was forwarded elsewhere - if the MLHG pilot line has delayed call forwarding or voicemail enabled, calls that hit the timeout and get forwarded or sent to voicemail will be recorded as abandoned.
  - The number in the gray box is the cumulative total for the time period selected.

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- o For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were abandoned.
- Calls Rejected
  - o This is either calls that were rejected as busy (if you have disabled queuing) or the received calls that were rejected when the queue was full.
  - o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were rejected.
- Abandon Time (duration)
  - o The average time a caller waits in a queue before hanging up without their call being answered.
  - o The number in the gray box is the cumulative total for the time period selected.
- Call Duration (duration)
  - o The average duration of answered calls.
  - o The number in the gray box is the cumulative total for the time period selected.
- Wrap-up Time (duration) - Premium ACD only
  - o The average time spent by agents completing any work associated with a call after the call itself has ended.
  - o The number in the gray box is the cumulative total for the time period selected.
- Pilot Calls Received (number of calls or calls/hr)
  - o Calls may arrive in a queue either via the pilot number(s) or by calling one of the agents directly. You can configure your queue so that, if that agent is busy when the call arrives, the call is then queued as if it arrived via the pilot number(s).

  - o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
- Alerting Time (duration)

- o This is the average time between the call being hunted to an agent and the agent answering their phone. This statistic, along with Hunt attempts not answered, provides a useful metric of how responsive your call center agents are.
- o The number in the gray box is the cumulative total for the time period selected.
- Logged-in Agent States - Premium ACD only
  - o This is the total amount of time in seconds that agents logged in to the selected queues spent in each agent state in the period. Agents are only included on this graph for times when they were logged into at least one of the selected queues.
- Current States (%) - Premium ACD only
  - o This is the percentage of agents who are currently in each state. This statistic only includes agents who are logged in to at least one of the selected Queues and only states that are currently being used by agents are shown. This statistic does include agents whose state is set automatically to unavailable, for example because they are in a call or have turned on MetaSphere CFS DND. Agents who are logged out of all of the selected Queues are not shown.
- Disposition Codes (%) - Premium ACD only
  - o The percentage of calls that have been assigned each disposition code by agents in the selected queues.
  - o If a Queue has a wrap-up timer configured, where Agents are only permitted to spend a specified amount of time in wrap-up state, the pie chart includes calls that were assigned the automatic 'wrap-up timed out' disposition code that is entered automatically if the wrap-up time expires before an Agent has entered a disposition code.
- Queued Calls Timed Out
  - o You can configure your queue to timeout calls that have been queued for longer than a specified time. However, we would recommend implementing a different behavior in this scenario, for example by forwarding the caller to voicemail. If you see a lot of calls being timed out, then you probably need to add more agents to the queue.
  - o If queuing has been disabled, a call will only be accepted if an agent is available, and this statistic will be hidden.

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- o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics, this is either the percentage of calls or the rate of calls per hour.
- Calls Queued (%)
  - o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics, this is either the percentage or rate of calls per hour.
  - o If all agents are busy in other calls, an incoming call will be queued until an agent is available.
  - o If you have disabled queuing so a call is only accepted if an agent is available, this statistic will be hidden.
- Hunt Attempts Timed Out (number of calls or calls/hr)
  - o This is the number of calls that were hunted to a particular agent but the call timed out before the agent answered, and the call was then hunted to another agent. If the caller simply hung up before the agent answered, this is not counted in this statistic. This statistic is only shown if hunt on no answer is configured for this MLHG.
  - o This statistic, along with Alerting time, provides a useful metric of how responsive your call center agents are.
  - o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
- Exit from Queue Attempts
  - o This is the number of callers who pressed zero on their phone keypad to exit a MLHG queue and forward their call either to voicemail or a configured telephone number.
  - o The number in the gray box is the cumulative total for the time period selected.
- Time Before Exit From Queue
  - o This is the time that callers remain in a MLHG queue for, before pressing zero on their phone keypad to exit the queue and forward their call either to voicemail or a configured telephone number.

- o The number in the gray box is the cumulative total for the time period selected.

Agent Statistics

- Calls answered (number of calls or calls/hr)
  - The rate at which this agent answered incoming calls.
  - The number in the gray box is the cumulative total for the time period selected.
  - For historical statistics in the graphs, this is either the number of calls or calls/hr.
- Calls timed out (number of calls or calls/hr)
  - The rate at which this agent failed to answer calls (the calls may therefore have been hunted to another agent). This statistic tracks calls that were unanswered because the call was timed out when ringing this agent. If the caller simply hung up, then that is not counted here.
  - The number in the gray box is the cumulative total for the time period selected.
  - For the historical statistics in the graphs, this is either the number of calls or calls/hr.
- Time in queued calls (% or duration in seconds)
  - The time this agent spent in calls that arrived via a queue.
  - The number in the gray box is the cumulative total for the time period selected.
  - For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time in internal calls (% or duration in seconds)
  - The time this agent spent in calls from other members of their Business Group.
  - The number in the gray box is the cumulative total for the time period selected.
  - For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time in external calls (% or duration in seconds)
  - The time this agent spent in calls dialed directly to the agent from outside the Business Group.
  - The number in the gray box is the cumulative total for the time period selected.
  - For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time in outgoing calls (% or duration in seconds)
  - The time this agent spent in outgoing calls.

- o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time otherwise unavailable (% or duration in seconds)
  - o The time that this agent was unavailable to answer calls without already being in a call, for example because they enabled Do Not Disturb on their line.
  - o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics in the graphs, this is either a percentage or the duration in seconds
- Time logged in (% or duration in seconds)
  - o The time this agent was logged in to a queue. This number may exceed 100% if the agent is a member of more than one queue.
  - o The number in the gray box is the cumulative total for the time period selected.
  - o For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Wrap-up Time - Premium ACD only
  - o The average time spent by this agent completing any work associated with a call after the call itself has ended.
  - o The number in the gray box is the cumulative total for the time period selected.
- Agent States - Premium ACD only
  - o This is the percentage of time that this agent spent in each agent state, including agent states that are set automatically, for example when they were unavailable because they had logged out of all their Queues, turned on DND or were in a call.
  - o The state that this agent is currently in is shown in the top right hand corner.
- Disposition Codes (calls/hr) - Premium ACD only
  - o The total number of calls that this agent has assigned to each disposition code.
  - o If the Agent is a member of a Queue that has a wrap-up timer configured, where Agents are only permitted to spend a specified amount of time in wrap-up state, the pie chart includes calls that were assigned the automatic 'wrap-up timed out' disposition code that is entered automatically if the wrap-up time expires before an Agent has entered a disposition code.