

# **Xtend Call Center Solutions** User Manual

# CONTENTS

1.	About Xtend Call Center Solutions5
2.	System Requirements and Recommendations
	2.1. <u>Server System Configuration</u>
	2.2. <u>Client System Configuration</u>
	2.3. <u>Storage Plan Overview</u> 7
3.	Device Configuration
4.	Browser Interface11
5.	Call Center: Menus and Submenus12
	5.1. <u>Process Status</u> 12
	5.1.1. Process Status - Submenus
	5.1.1.1. <u>Live Calls</u>
	5.1.1.2. <u>Active</u> 12
	5.1.1.3. <u>Inactive</u>
	5.1.1.4. <u>In Queue</u>
	5.1.1.5. <u>Active Configuration</u> 14
	5.2. <u>Process</u>
	5.2.1. <u>Process - Submenus</u> 15
	5.2.1.1. <u>Process</u>
	5.2.1.2. <u>Add Data</u> 24
	5.2.1.3. <u>Features</u>
	5.2.1.4. <u>Configuration</u>
	5.2.1.5. <u>Agent Mapping</u>
	5.2.1.6. <u>Process Mapping</u>
	5.2.1.7. <u>Custom Fields</u>
	5.2.1.8. <u>DND</u>
	5.2.1.9. <u>Deleted</u>
	5.3. <u>Active Reports</u> 40
	5.3.1. Active Reports - Submenus
	5.3.1.1. <u>Data</u> 40
	5.3.1.2. <u>Process Logs</u>
	5.3.1.3. <u>Dialed Logs</u>

5.4. Passive Reports49
5.4.1. Passive Reports - Submenus
5.4.1.1. <u>Data</u> 49
5.4.1.2. Process Logs
5.4.1.3. <u>Dialed Logs</u> 52
5.5. Process Reports
5.5.1. Process Reports - Submenus
5.5.1.1. <u>Summary</u> 54
5.5.1.2. <u>Productivity</u> 57
5.5.1.3. Answered Statistics
5.5.1.4. <u>Abandoned Calls</u> 60
5.5.1.5. <u>Dropped Calls</u> 61
5.5.1.6. <u>Export Logs</u> 62
5.6. <u>Agent Reports</u> 63
5.6.1. <u>Agent Reports - Submenus</u> 63
5.6.1.1. <u>Search Logs</u>
5.6.1.2. <u>Call Logs</u>
5.6.1.3. <u>Summary</u> 67
5.6.1.4. <u>Occupancy</u> 70
5.6.1.5. <u>Abandoned List</u> 71
5.6.1.6. <u>Hourly Summary</u> 72
5.7. <u>Supervision</u>
5.7.1. <u>Supervision – Submenus</u> 73
5.7.1.1. <u>Dashboard</u> 74
5.7.1.2. <u>Process</u>
5.7.1.3. Agent Monitoring76
5.7.1.4. <u>Supervisor - Login</u> 77
5.7.1.5. <u>Agents - Logout</u> 78
5.8. <u>Email</u> 78
5.8.1. <u>Email Settings</u> 78
5.8.2. <u>Email</u> 79
5.9. <u>Administration</u>
5.9.1. <u>Administration – Submenus</u> 79
5.9.1.1. <u>User Account</u> 79

5.9.1.2. Break Reasons	
5.9.1.3. Shuffle Pool	90
5.9.1.4. Auto Upload	
5.9.1.5. Auto Download	91
5.9.1.6. <u>Skills</u>	
5.9.1.7. Phonebook	
5.9.1.8. Call Transfer List	
5.10. System Logs	
5.10.1. System Logs - Submenus	
5.10.1.1. <u>Error/Info</u>	<u></u> 95
5.10.1.2. <u>Session</u>	96
5.10.1.3. <u>Snoop</u>	98
5.11. Configuration.	98
5.11.1. Configuration - Submenus	<u></u> 98
5.11.1.1. <u>Wave Paths</u>	<u></u> 98
5.11.1.2. Backup Wave Path	<u></u> 99
5.11.1.3. <u>Devices</u>	
5.11.1.4. <u>Trunks</u>	<u></u> 99
5.11.1.5. General Settings	<u></u> 100
5.11.1.6. IP Mapping	<u></u> 101
5.12. Manage Device	102
5.12.1. Manage Device - Submenus	<u></u> 102
5.12.1.1. Start	102
5.12.1.2. <u>Shutdown</u>	103
6. <u>Contact Us</u>	104

# **COPYRIGHT NOTICE**

The information given in this document is the property of Xtend Technologies. We take every care in preparing this document, but no guarantee is given to the matter present in the guide. Our products are under continual improvement and we reserve the right to change the content without any notice.

© 2014 Xtend Technologies. All Rights Reserved.

# **1. About Xtend Call Center Solutions**

Xtend Call Center Solutions is a computer-based application program designed to automate the inbound/outbound calls in an organisation. The cost-effective communication toolkit manages the call center peak loads through efficient call handling, Interactive Voice Response System (IVRS), Automatic Call Distribution (ACD), Campaign Management, Voice Recording, Conferencing and much more. The product also has an in-built call transfer facility that guides the caller to an operator for an elaborate assistance when required. Due to automatic handling and call transfer, it saves the time of call center service personnel to a large extent, thus enabling the support staff to work more effectively. The system can drive down the complete cost with automatic dialing as it utilises calculated amount of time while attending the calls. These results in overall productivity with perfect control over call operations in an organisation.

The Call Center implements a user-friendly web interface that allows configuring and prioritising multiple processes targeted for different purposes. Xtend Call Center Solutions serves as a powerful telemarketing tool to promote the company products, brands and offers in different languages. Xtend Call Center comprises of full-fledged outbound call management capabilities that ensures smooth delivery of information to an immense group of customers within fraction of seconds.

#### **Salient Features**

- Web-based administration interface
- IVR and automatic call distribution
- Call routing, queuing status and auto-callback
- Real-time agent and call monitoring
- Proportional routing of outgoing calls
- Queue position play, voicemail and call recording
- Free seating of agents
- Easy login access with agent session reports
- Auto-logout for unavailable agents
- Screen popup with CRM data updation
- Advanced call reports with export to CSV format
- Call reports on daily/hourly basis
- Detailed reports on the basis of total agents
- Extensive search options for call data retrieval
- Integration with existing CRM applications
- Auto-dialer with multiple process management
- DND management on outbound/inbound calls
- Full-fledged process activity reports
- Upload data in CSV/XLS Format

# 2. System Requirements and Recommendations

To use Xtend Call Center on a Windows-based PC, you must have at least the following:

#### 2.1. Server System Configuration

#### Minimum:

Operating System Browser Processor Type & Speed Memory Hard Disk Space	- - -	Windows Server 2012, Windows Server 2008, Windows 7/10 Internet Explorer 11 or above Intel Quad Core, 2.5 GHz or more 4 GB or more Maintain Primary and Secondary Hard Disk Primary Hard Disk >= 1 TB Secondary Hard Disk >= 1 TB
LAN	-	Gigabit Ethernet Controller
Recommended:		
Operating System Browser Processor Type & Speed Memory Hard Disk Space		Windows Server 2012, Windows Server 2008, Windows 7/10 Internet Explorer 11 or above Intel Xeon/Quad Core, 2.5 GHz or more 4 GB or more Maintain Primary and Secondary Hard Disk Primary Hard Disk = 1 TB Secondary Hard Disk = 1 TB
LAN	-	Gigabit Ethernet Controller

#### 2.2. Client System Configuration

Operating System	-	Windows XP or above
Browser	-	Internet Explorer 11 or above
Processor Type	-	Intel Pentium or AMD Processor, 2.0 GHz or more
Memory	-	1 GB or more
LAN	-	Ethernet Controller
Headset	-	Any standard headset with microphone
Sound	-	Motherboard integrated or separate PCI sound card

IMPORTANT: Server system and Client system should be on a local network. If the network connectivity is VPN, then the speed of the network connection towards each Agent PC should be 256 Kbps or above. PCI Express Slot and USB Port is required for the installation of the Call Center. Headset should be of good quality.

*Note:* The minimum system requirements mentioned here shall vary based on the actual user requirements.

### 2.3. Storage Plan Overview





# **3. Device Configuration**

Select Start  $\rightarrow$  Programs  $\rightarrow$  Xtend Call Center  $\rightarrow$  Login to access the web interface of Xtend Call Center. Login page appears for user authentication. Enter the username and password as "admin" and click *Login*.

Xtend Call Center	
LUSERNAME	
PASSWORD      LOGIN	
	www.xtendtech.co

On first login, 'General Settings' prompts the user to provide the Server IP details as shown below.

Xtend TECHNOLOGIES	Call Center	E Logout A Home () About You are logged as admin
Process Status		
Process	General Settings	
Active Reports	() och	
Passive Reports		
Process Reports		
Agent Reports	Server IP Address: 10.20.30.145 : 80	
Supervision	Theme :	
Email		
Administration		
System Logs	0	
Configuration		
General Settings	Apply       Reload Theme         * Change in Web Port requires Web Server Restart, corresponding change in domains.ip and Xtend Client Settings at Agent PC's.       * IP and Port settings cannot be updated when Call Center Engine is Running.	
Manage Device		

Here we have an option to change the theme from a given set of options. Select the required theme option and click *Apply* and then click *Reload Theme* so as to make the change.

After the initial installation of Xtend Call Center software, the user will be prompted to configure the device. Click *Ok* to continue.

TECHNICLODES	Call Center	🔁 Logout 🏚 Home 🛈 About You are logged as admin
Process Status		^
Process		
Active Reports		
Passive Reports		
Process Reports		
Agent Reports		Show Device Settings
Supervision		
Email		
Administration		
System Logs	Configure Device ? Ok	
Configuration		
Devices		
Trunks		
Manage Device		v

The list of available devices is shown in the "Configure Device" window. Enable the checkbox corresponding to the opted "Device Name", select the "Trunk Name" and "Trunk Type".

To configure the Call Center System with VoIP channels, user can enable the checkbox corresponding to "VoIP channels", set the trunk name as "VoIP Trunk", select "Xtend SIP Stack" as the trunk type and enter the "Number of SIP channels purchased".

For agent licensing, enable the checkbox corresponding to "Agent Channels" and set the protocol as "Xtend Sip Stack". Specify the number of agent licenses purchased for call handling and click *Configure* to complete the device configuration.

C	onfi	gure Device					
							۱
		Device Name	Trunk Name				
0	✓	OchaBoard (1P 1096) Trunk 1 Chn 1	Trunk1 🗸	ISDN PRI 🗸	ISDN PRI 🗸	Normal 🗸	
0	✓	OchaBoard (1P 1100) Trunk 1 Chn 1	Trunk31 🗸	ISDN PRI 🗸	ISDN PRI 🗸	Normal 🗸	
		VOIP Channels	Select V	Select V	SIP		No of Channels
0	<ul><li>✓</li></ul>	Agent Channels			Xtend Sip Stack 🗸		60
							Configure

Message appears as "The Device has been Configured Successfully".



Click "Show Device Settings" to view the information in the **Device Settings**. This includes "Device", "Trunk/Extension Name", "Channel", "Status" and "Line Type".

Process Status						
Process	Device Settings					
Active Reports	<u>ي</u>					
Passive Reports	Device	Trunk/Extension Name				
Process Reports	[1] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	1	Active	Normal	
Agent Reports	[2] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunk1	2	Active	Normal	
Supervision	[3] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	3	Active	Normal	
Email	[4] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	4	Active	Normal	
Administration	[5] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	5	Active	Normal	
System Logs	[6] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	6	Active	Normal	
Configuration	<ul> <li>[0] Conaboard (11 1996) Frank 1 Chn 1</li> <li>[7] OchaBoard (1P 1096) Trunk 1 Chn 1</li> </ul>	Trunkl	7	Active	Normal	
	<ul> <li>[7] Conaboard (11 1956) Frank 1 Chn 1</li> <li>[8] OchaBoard (1P 1096) Trunk 1 Chn 1</li> </ul>	Trunkl	8	Active	Normal	
Backup Wave Paths	[9] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	9	Active	Normal	
0	<ul> <li>[9] OchaBoard (1P 1096) Trunk 1 Chn 1</li> <li>[10] OchaBoard (1P 1096) Trunk 1 Chn 1</li> </ul>	Trunkl	10	Active	Normal	
	<ul> <li>[10] OchaBoard (1P 1096) Trunk 1 Chn 1</li> <li>[11] OchaBoard (1P 1096) Trunk 1 Chn 1</li> </ul>	Trunkl	10	Active	Normal	
Devices	<ul> <li>[11] OchaBoard (1P 1096) Trunk 1 Chn 1</li> <li>[12] OchaBoard (1P 1096) Trunk 1 Chn 1</li> </ul>	Trunkl	12	Active	Normal	
		Trunkl	13	Active	Normal	
<b>G y</b>	[13] OchaBoard (1P 1096) Trunk 1 Chn 1					
Manage Device	[14] OchaBoard (1P 1096) Trunk 1 Chn 1	Trunkl	14	Active	Normal	

This finishes the device configuration of Xtend Call Center Solutions. The various features of browser interface are discussed in the next sections.

## 4. Browser Interface

Xtend Call Center has an easy-to-use browser interface that displays complete call details like caller/called number, date, time, duration, etc. User can access the browser interface from a remote PC or Laptop to monitor real-time calls.

Home Page: The browser interface can be subdivided into three sections - Upper Panel, Left Panel and Text/Graphical Area. Upper Panel



Left Panel

**Text/Graphical Area** 

#### **Upper Panel**

Icons	Description
⇒ Logout	Allows to logout from Xtend Call Center.
A Home	Allows to view the Home Page.
(i) About	Displays the version related information of Xtend Call Center.

#### <u>Left Panel</u>

The menus and submenus are displayed on the Left Panel. The menu items comprises of **Process Status**, **Process**, **Active Reports**, **Passive Reports**, **Process Reports**, **Agent Reports**, **Supervision**, **Email**, **Administration**, **System Logs**, **Configuration** and **Manage Device**.

#### Text/Graphical Area

Text/Graphical Area displays the information depending on the selected menu or submenu from the Left Panel.

# 5. Call Center: Menus and Submenus

#### 5.1. Process Status

This menu gives the real-time status of individual processes.

#### 5.1.1. Process Status-Submenus

This menu comprises of the following submenus: Live Calls, Active, Inactive, In Queue and Active Configuration. These are briefly explained below:

#### 5.1.1.1. Live Calls



This submenu shows the real-time call-based information of all the processes along with "Process", "Call Time", "Phone No.", "Agent", "Type" and "Status". In addition, the count of total active calls are also displayed. Snoop/whisper/barge-in options are available for a Supervisor having web snooping privilege.

When a call is initiated, be it an incoming or outgoing, the status will turn blue and when the call gets connected, the status will turn green (shown in the below image).

Live Calls							
Total Number of Active Calls : 3							
Process	Call Time		Agent	Туре			
<pre>[1] Testing Team</pre>	2018/10/05 11:13:01	9388350789	[A2]	Outgoing	۲		
[2] Testing Team					۲		
[3] Testing Team	2018/10/05 11:13:05	9020384066	[A1]	Outgoing	۲		
<pre>[4] Testing Team</pre>					۲		
<pre>[5] process</pre>	2018/10/05 11:13:16	9846733351	[JO]	Outgoing			
[6] process					۲		
[7] Call Transfer					۲		
[8] Call Transfer					۲		
[9] Call Transfer					۲		
[10]					۲		
[11]					۲		
[12]					۲		

#### 5.1.1.2. Active



This submenu shows the processes that are currently active. The details of active process include "**Process**", "**Phone Number**", "**Started on**" (date), "**End on**" (date) and "**Remaining**". The total count of active processes are displayed at the top.

Active					
tal Number of <u>Process</u> :- 4					
Process	Phone Number			Remaining	
Call Transfer	1234	11 Jun 2018	14 Jun 2023	0[0]	S2
Mobile Login	2881362	11 Jun 2018	15 Jun 2022	0[0]	S
TEST-RETRY	3076400	13 Jun 2018	30 Jun 2018	0[1]	<b>Q</b>
Test-Interactive	3076402	11 Jun 2018	16 Jun 2022	0[0]	<b>Q</b>
					Disable A

Click *Disable All* to disable the listed active processes.





**Pause Running:** Allows to disable the process individually that are currently in running mode. On click, a prompt asking confirmation to disable the process appears as shown above. Click **OK** to confirm. (*This icon has the same functionality throughout.*)

#### 5.1.1.3. Inactive



This submenu shows the details of processes that are currently not running in the Call Center System. Information within inactive module includes "Process", "Phone Number", "Started on", "End on", "Reason" and "Remaining".

Total count of inactive processes are displayed at the top.

Number of <u>Process</u> :- 3						
Process	Phone Number				Remaining	
Test-Interactive	3076402	11 Jun 2018	16 Jun 2022	Disabled	0[0]	Ģ
Remote Snoop	2881363	11 Jun 2018	21 Jun 2018	Expired	0[0]	ŝ
Demo	3076407	14 Jun 2018	22 Jun 2023	Timed Out	0[0]	ŝ

Any process that has already ended on an earlier date, i.e., if "End on" date is over, it shall be indicated as "Expired", as shown in the above image for the process named "Remote Snoop". Any process that the schedule time is over is indicated as "Timed Out", as shown above for the process "Demo". Other processes are in inactive state. To enable these processes, edit the process and change the end date to an upcoming date and check the schedule time. To enable this inactive process, click the icon  $\bigcirc$  on the right side. A prompt appears to ensure about the enabling of the process. Click *OK* to confirm.



#### 5.1.1.4. In Queue



This submenu shows the processes that are presently in queue (i.e. the process has not been initiated as it was configured for a later date) along with the start and end dates. In Queue This process details include "Process" (name), "Phone number", "Starts on" (date and "Ends on" (date).

In Queue				
Process	Phone Number	Starts on	Ends on	
TESTINC	2881366	30 Jun 2018	30 Jun 2020	<b>S</b>
TestOutg	2881367	30 Jun 2018	27 Jun 2023	8

#### 5.1.1.5. Active Configuration

This submenu gives the information about the configured processes that includes "Process Name", "Starts On" (date), "Ends On" (date), "Channel From", "Channel To", "Allocated Channels", "Active Agents", "Dial Proportion", "Channel Deficiency" and "Transfer Method". The count of total processes configured manually are displayed at the top.

al Process: 6							
Process		Ends On		Active Agents			Transfer Method
Call Transfer	11 Jun 2018	14 Jun 2023	<b>2</b> [12 - 13]	0	1	0	NA
Demo	14 Jun 2018	22 Jun 2023	5 [3 - 7]	2	2	0	Transfer on Connect
Mobile Login	11 Jun 2018	15 Jun 2022	<b>2</b> [14 - 15]	0	1	0	NA
TEST-RETRY	13 Jun 2018	30 Jun 2018	<b>2</b> [1 - 2]	2	1	0	Transfer on Dial
est-Interactive	11 Jun 2018	16 Jun 2022	<b>2</b> [10 - 11]	2	1	0	Play and Transfer
TestProcess	23 Jun 2018	30 Jun 2020	2 [8 - 9]	2	1	0	Transfer on Dial

"Dial Proportion" indicates the number of outbound calls to be initiated for an agent and "Channel Deficiency" signifies that the channels allocated to the process is lesser than the total dial-outs ('Dial Proportion' x 'Agents Logged in') that can be initiated.

#### 5.2. Process

New process can be created from this menu after the installation and configuration of Xtend Call Center System. This menu helps to add new process, view the list of processes and also includes the information about the data/waves added to the individual process.

#### 5.2.1. Process - Submenus

This menu comprises of the following submenus: Process, Add Data, Features, Configuration, Agent Mapping, Process Mapping, Custom Fields, DND, Deleted. These are briefly explained below:

#### 5.2.1.1. Process



This submenu allows the user to view/edit the details of existing process and it is also possible to create new process.

-			/								
Process Status Process	6	Process List									
C	Tota	Process :- 11								L	Add
Process	ID									Process Numbers	
	2	Call Transfer		admin1	Enabled	11 Jun 2018	14 Jun 2023		6	<b>B</b>	*
Add Data	<u>9</u>	Demo		admin1	Enabled	14 Jun 2018	22 Jun 2023	×	6		*
~	4	Mobile Login		admin1	Enabled	11 Jun 2018	15 Jun 2022		6		*
(a) y	<u>3</u>	Test-Interactive		admin1	Enabled	11 Jun 2018	16 Jun 2022	<b>4</b> )	6		*
Active Reports	8	TEST-RETRY		admin	Enabled	13 Jun 2018	30 Jun 2018	<b>€</b> ]×	6		*
Passive Reports	11	TestProcess		admin	Enabled	23 Jun 2018	30 Jun 2020	×	6		*
Process Reports	6	Incoming		xtend	Disabled	11 Jun 2018	30 Jun 2023	<b>(</b> )	6		×
Agent Reports	7	Outgoing		xtend	Disabled	11 Jun 2018	30 Jun 2023	×	6	<b>D</b>	*
Supervision	10	Queue Callback		admin1	Disabled	19 Jun 2018	9 Jun 2022	<b>€</b>  ×	6	<b></b>	*
Email	5	Remote Snoop		xtend	Disabled	11 Jun 2018	21 Jun 2018				*
System Logs	<u>1</u>	Testing Team		admin1	Disabled	11 Jun 2018	13 Jun 2023	<b>(</b> )	8		*
Configuration											

**Process List:** Allows to view details of all the created processes. The process details include "**Process ID**", "**Process Name**", "**Created By**" (shows the username with administrator privilege), "**Status**", "**Starts On**" (date), "**Ends On**" (date), "**Wave Status**", "**List Schedule**" and "**Process Numbers**". The count of total created processes will be displayed at the top.



Click this icon to create a process. Enter the details and click *Ok* to create a process. The fields marked with "\*" are mandatory.

-		
	P	 00
الهري		 

e Process			
[ Basic settings ]			
Process Type *	Select V		
Process Name * Process's Phone Number *			
Process s Phone Number *			
Process Description	Ĵ		
Process Starts On *			
Process Ends On *			
Time Schedule	- 24 hours		
Acceptable Keys			
Call Handling*	Both		
No. of Dial Attempts	1		
Dial Prefix			
Custom Fields	Not needed V		
Voicelogging	Needed		
Wave Path	F:\XCC\Waves V		
[ Transfer settings ]			
[ mansier settings ]			
Agent Transfer*	No Voicelog only Conversation		
Transfer Method*	Transfer on Dial V Play Prompts for Callbacks		
Transfer Key*	Select V		
Skill Based Transfer	Not Needed V		
Disposition Method*	Manual 🗸		
Auto Disposition Delay*	Seconds		
If Agents are Busy*	Play Sorry & Terminate 🗸		
Preview Dial *	Not Needed V		
		Reset	Ok

#### **Basic Settings:**

Field	Significance
Process Name	Specify the name of process.
Process's Phone Number	Specify the phone number assigned for a process.
Process Start On	Choose the starting date from the date picker for initiating a process.
Process Ends On	Choose the ending date from the date picker for stopping the process.
Schedule Start Time	Choose the starting time for initiating a process.
Schedule Stop Time	Choose the ending time for stopping the process.

Voice Logging	Select from the drop-down to specify whether voice logging is needed or not.
Process Type	Different type of process include:
	1) Non-Interactive: This type of process shall not accept any input from the customer.
	2) Interactive: This type of process shall accept input from the customer.
	3) Externally Handled: This type of process shall run based on an external script (i.e., Xtend IVR Script) developed by an Admin user. This is used for multilevel IVR System.
	4) Call Transfer: Allows to transfer/conference calls to an external phone number from the agent popup.
	5) Mobile Login: Allows call center agents to login from mobile. This option is compatible for incoming calls only.
	6) Live snooping: Allows real time snooping of calls from a registered external number.
	7) Queue CallBack: Allows agent to callback those customers who were in queue and opted for call back option.
	8) IVR Routing: This option allows conferencing between the agent, customer and third party IVR server.
Acceptable Keys	Select from the valid keys 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, *, #. (Only if the process type is selected as "Interactive" or "Externally Handled".)
Skill Based Transfer	Opt for the skill based transfer only if the process type is selected as "Interactive" or "Externally Handled".
Process Description	Allows to briefly describe the process.
Wave Path	Specify the wave path for saving the call logs.
Call Handling	Select the call handling method from the drop-down list that includes incoming, outgoing or both.
No. of Dial Attempt	Set the count of retry dial-outs for failed calls.
Custom fields	This option allows custom fields to be added for the process.
Dial Prefix	Dial prefix setting will automatically set the user specified code before every number dialed from the process.

# **Transfer Settings:**

Field	Significance
Agent Transfer	Different options in the drop-down list include:
	1) All - Calls shall be routed to any available agent for that process.
	2) Desired - Calls for the process shall be routed to mapped agents only. Agent mapping can be done through Process $\rightarrow$ Agent mapping. Agents can be mapped to a particular process.

	3) No - Select Agent Transfer as 'No' if agent assistance is not required. Calls shall be attended by IVR, further IVR will play the uploaded wave file and thereafter disconnects the call.
	Note: If Voicelog only Conversation is checked then Voicelogging starts only when the call is connected at agent side.
Transfer method	Select the transfer method from the drop-down list that includes:
	1) Play & Transfer: Plays the uploaded waves and call is routed to an available agent. If process is of interactive type, call is routed to agent based on input received from customer. The default input is the first key set in 'Acceptable Keys' of the process.
	2) Transfer on Dial: Call is routed to an available agent immediately on dial initiation. This helps agent to listen to call progress at the customer side.
	3) Transfer on Connect: Call is routed to an available agent only when it is connected at customer side.
	4) On Key Press: Applicable for interactive process only. Call is routed to an agent only when the customer input received matches the key set as 'Transfer Key'.
	Note: Play Prompt for Callback -The uploaded waves are not played for callback calls by default. Enable this option to play uploaded waves for callback calls which requires the message to be played.
Transfer Key	Applicable for process with 'On keypress' transfer method. Set 'key/input' to be received from customer for initiating the call transfer to agent.
If Agents are busy	This option provides two methods to gracefully terminate a call
	when no agents are available: 1. Play sorry prompt and terminate
	2. Voicemail- customer can record his/her query and terminate the
	call. The recorded message can be accessed from process
	reports $\rightarrow$ dialed logs.
Disposition Method	Select the popup disposition method:
	1. Manual- Agent has to dispose the call manually to be ready for next call.
	2. Automatic- System automatically disposes the call when 'Auto
	disposition Delay' time is reached. Agent may also choose to
	dispose the call manually before the system auto disposes the call.
Auto disposition Delay	If disposition method selected is 'Automatic', specify the delay between calls in seconds.
Preview Dial	Enable preview dial if agents are required to manually dial a
	customer.

#### **Process List - Related Icons**



View Notes For Process: Refer the remarks corresponding to the specified process.

🧃 http://192.168.14.212:8080/	X
http://192.168.14.212:8080/Utilities.xbc?	Show?
This process used for testing Test Intractive process	*
	~



Indicates that the date scheduled for the process has expired.



Wave Files are not Uploaded: Indicates that waves are not uploaded for the particular process.

#### **Process List - Related Icons**



**View Wave Details:** Displays **"Wave List"** and allows unloading and reloading waves. Options to "play" and "stop" are present to play and stop the audio file.

٩	Waves		
Test-	Interactive		
	Wave File	Status	Wave Options
	Welcome Wave	Loaded	00
	Busy Wave	Not Loaded	
	Hold Wave	Not Loaded	
	Schedule out Wave	Not Loaded	
	Holiday Wave	Not Loaded	
	Menu Wave	Loaded	00
	Thankyou Wave	Not Loaded	
	Yes Option Wave	Not Loaded	
	No Option Wave	Not Loaded	
			Un-Load Waves Re-Load Waves

To unload a particular wave from the list, select wave and click Un-Load Waves.

est-	Interactive		
	Wave File	Status	Wave Options
	Welcome Wave	Loaded	00
	Busy Wave	Not Loaded	
	Hold Wave	Not Loaded	
	Schedule out Wave	Not Loaded	
	Holiday Wave	Not Loaded	
	Menu Wave	Loaded	00
	Thankyou Wave	Not Loaded	
	Yes Option Wave	Not Loaded	
	No Option Wave	Not Loaded	

To reload waves, select the wave, click *Re-Load Waves* in the below screen, specify the path and click *Upload Files*.

st-	Interactive		
	Wave File	Status	Wave Options
	Welcome Wave	Loaded	00
	Busy Wave	Not Loaded	
	Hold Wave	Not Loaded	
	Schedule out Wave	Not Loaded	
	Holiday Wave	Not Loaded	
	Menu Wave	Loaded	$\bigcirc \bigcirc$
	Thankyou Wave	Not Loaded	
	Yes Option Wave	Not Loaded	
	No Option Wave	Not Loaded	

Click on any field in the "Process List" window, the entire process details with respect to the selected process gets displayed as shown below.

[ Basic settings ]	
D T *	New Interneting and A
Process Type * Process Name *	Non-Interactive  Testing Team
Process's Phone Number *	
Process's Phone Number	30/6401 👻
	^
Process Description	✓
Process Starts On * Process Ends On *	05/Oct/2018 12/Oct/2022
Acceptable Keys	
Call Handling*	Both V
No. of Dial Attempts	
Dial Prefix	
Custom Fields	Needed
Voicelogging	Needed
Wave Path	F:\XCC\Waves
[ Transfer settings ]	
Agent Transfer*	Desired Voicelog only Conversation
Transfer Method*	Transfer on Dial V Play Prompts for Callbacks
Transfer Key* Skill Based Transfer	Select V Not Needed V
Disposition Method*	Manual V
Auto Disposition Delay*	
If Agents are Busy*	Play Sorry & Terminate V
Preview Dial *	Needed

Note: Details of running process cannot be edited/modified as it can be only viewed. Details of disabled process can be only edited.

#### Process List - Related Icons



**List Schedules:** This option allows to view the starting and ending time of the selected process as well as provides day wise schedule of the process.

The details include "Schedule ID", "Start Time" and "End Time".

	rocess Sch	edule									
Process : Te	st-Interactive										Add Schedule
SI	START TIME	END TIME				Γ	DAYS				
1	06:00 hrs	18:00 hrs	All	Sun	🖌 Mon	🗸 Tue	🖌 Wed	🗌 Thu	Fri	Sat	2
											edit schedule

Edit Schedule: Click to modify the schedule. Edit the days and time and click Save Schedule.

Pr	ocess Sch	edule									
si	t-Interactive	END TIME				D	DAYS				+ Add Schedule
1	_06:00 hrs	18:00 hrs	A11	🗌 Sun	🖌 Mon	🖌 Tue	🖌 Wed	🖌 Thu	🗌 Fri	Sat	8 *

Add Schedule: Allows to add a new schedule for the selected process. Enter the "Schedule Start Time" and "Schedule End Time", select the days, then click *Save Schedule*.

	Process Schedule														
SI	START TIME	END TIME				I	DAYS				+ Add Schedule				
1	06:00 hrs	18:00 hrs	A11	Sun 🗌	🖌 Mon	🗸 Tue	Ved 🖌	🖌 Thu	Fri	Sat	😫 😫				
2	hrs	hrs	A11	Sun 🗌	Mon	🗌 Tue	Wed	🗌 Thu	🗌 Fri	Sat	🖬 🗰				

Note: Multiple schedules are allowed. Overlapping is not possible.

#### **Process List - Related Icons**



Process Numbers: Displays the list of phone numbers assigned to the process.

Process Num	ıber List	
esting Team	Add Process Number :	Add 🛛 🙆 Agent DLI Mappi
Number ID	Phone Number	
✓ 1	3076409	<b>2</b> *
23	2881968	🗈 ⊘¥
44	3076406	🗈 🕜 🖊
99	227640600	🗈 ⊘¥
125	01245895697	🗈 🕜 🗰
131	4745	🗈 ⊘¥
132	2881361	🗈 🕜 🗱

Icons that are shown in the "Process Number List".

Add Process Number : Add Add the appropriate number in text box and click on the Add Button.

User can mark a phone number as primary number. Click on the highlighted icon "Set As Primary Number" in the below image to set the phone number as primary number. Once marked, the symbol shows  $\checkmark$  that the respective phone number has been set as primary number.

Pro	cess Num	ber List	
esting Team		Add Process Number :	Add 🛛 🕹 Agent DLI Mapping
Num	ber ID	Phone Number	
✓ 1		3076409	@ <b>#</b>
23		2881968	🗈 🕑 🗱
44		3076406	🗈 🕑 🗱
99		227640600	🗈 ⊘🗰
125	i	01245895697	🗈 🕜 🗱
131		4745	🗈 沙 🗱
132		2881361	🗈 🕜 🗱



Click OK to confirm.



This option present in the "Process Number List" appears when more Agent DLI Mapping than one phone number has been assigned to a process and the Agent DLI Mapping is enabled. To enable Agent DLI Mapping, go to  $Process \rightarrow$ Features and set the field "Agent - DLI Mapping" as "Needed" and click Update Features.

🕞 Features	
Process : Test-Interactive	
ACD Algorithm :	First Disconnect 🗸
Force Logout Agent *:	Disabled V
Agent wait Duration :	60
Queue Position Play Interval :	D
Dial Proportion :	
Maximum attempts for Interaction :	
Backup Wave Path:	
Agent - DLI Mapping:	Needed V Mapped Agent Only
Voice mail Duration :	
Voice mail if out of schedule :	Not Needed V
Shuffle DLI :	Disable
Server URL Posting :	^
Server one Posting .	×
NDNC filtering :	Not Needed 🗸
NDNC URL :	
	* Parameter value must be included in the URL as <ndnc_phonenumber></ndnc_phonenumber>
s	Farameter value must be included in the OKE as <nong_fhonenumber> Sample : http://10.35.20.7:8088/<ndnc_phonenumber></ndnc_phonenumber></nong_fhonenumber>

In "Process Number List", click Agent DLI Mapping to map the agents to the corresponding DLI number. "Agent to DLI Mapping" window appears. Select the agents for each number and click Apply to finish.

-		ng								
3076402 2881361	Ager	nts								
3076404	A1	A2	L1 I	.2 L3	L4	L5	L6	L7	L8	L9
3076403	L10	L11	L12	L13	L14	L15	L16	L17	L	18
	L19	L20	L21	L22	L23	L24	L25	L26	Ľ	27
	L28	L29	L30	INDU	DEB	UG	A3			

"Clear All" is used to clear the already mapped agents. "Select All" is used to select all the listed agents. "Reload" is used to reload the listed agents.

#### 5.2.1.2. Add Data



This submenu is to add/upload notes, data and waves to the selected process from the list of processes.

Add Data			
Select Process : Testing Team 🗸			
	Upload Notes	Upload Data	Upload Waves

*Upload Notes:* Select the required process from the list and click *Upload Notes*. Either as an HTML file or a text note can be added to a particular process. Select the file and click *Upload Note*.

(E) Upload Notes	
Testing Team	
Upload Html file O Add Text Note     Select Note File :     (html only)     Browse	
	Upload Note

Adding notes to a process is shown below.

🖹 Upload Notes	
Festing Team	
○ Upload Html file	Add Text Note
Add Note :	^
	×
	Upload Note

Add note in the text field and click Upload Note.

*Upload Data:* Specify the (CSV/XLS) file (lead) to be uploaded, mention whether column heading exists or not and enter a lead name to upload the data. If this lead has to be activated at the time of upload, then check the Activate lead immediately after upload button. If column heading exists, then click on the "Column Heading Exists, discard header row" option. If you want to delete duplicate numbers from lead, use the "Discard duplicate numbers within the file" option. Already existing inactive/pending numbers needs to be discarded from the new lead then enable the "Discard record if already exists in pending/inactive data" option. Then click "Upload Data". Click "Data Preview" to review the data before uploading. Click "Template Preview" to view the template of current process.

👔 Upload Data		
		≡ 患
Select Data File (CSV/XLS): Lead Name:	<ul> <li>Activate lead immediate</li> <li>Column Heading Exists,</li> <li>Discard duplicate numb</li> </ul>	discard header row
Data Previe	w Template Preview	Upload Data

Specify the file path and click *Data Preview* to verify the uploaded phone numbers and then click *Upload Data*.

	Preview of 30 / 31 record(s)
[1] Phone No [T-15]	
3076401	
3076402	
3076403	
3076404	
3076405	
3076406	
3076407	
3076408	
3076409	
3076410	
3076411	

E View the lead data list based on a selected process

Download the lead template based on a selected process

*Upload Waves:* This option allows to add wave files. There should be at least one wave by default. To upload a wave, browse and specify the wave path and click *Upload Files*.

🕑 Upload Waves	
Testing Team	
Welcome Wave:	Browse
Menu Wave :	Browse
Busy Wave:	Browse
Hold Wave:	Browse
Schedule Out Wave:	Browse
Holiday Wave:	Browse
Thank you Wave :	Browse
,	
	Upload Files

#### Waves include:

- Welcome Wave: A welcome note is added for "interactive/play and transfer" type process.
- *Menu Wave:* To add the option "Menu Wave" for the interactive skill based type process.
- *Busy Wave:* To change the "Busy Wave" of a process.
- *Hold Wave:* To change the existing "Hold Wave".
- Schedule Out Wave: To change the existing "Schedule Out Wave" of the process.
- *Holiday Wave:* For adding the "Holiday Wave" to a process for a holiday schedule.
- *Thank you Wave:* To add the "Thank you Wave" for the process without an agent involvement.

#### 5.2.1.3. Features



This submenu gives the information about the features assigned to a particular process. Select a process from the list and click Ok.

<b>Features</b>	
Select Process : Testing Team V Ok	

@ Features	
Protess : Testing Team	
Process : resump ream	
	First Disconnect V
Force Logout Agent *:	
Agent walt Duration : Queue Fosition Play Intervai :	
Dial Proportion :	
Maximum attempts for Interaction :	
	F:WtendCC_21339&ct V
Agent - DLI Mapping: Voice mail Duration :	Needed V Mapped Agent Only
Voice mail if out of schedule :	
Shuffle DLI :	
Server URL Posting :	
NDNC filtering :	Not Needed V
NDNC URL :	~
	Parameter value must be included in the URL as <ndnc_phonenumber> Sample : http://10.15.20.7:8088/<ndnc_phonenumber></ndnc_phonenumber></ndnc_phonenumber>
	Sumper, http://10.15.40.7.8068/Vitume_PhonenonBerk7
Calltack Settings	
-	Auto caliback Interactive Caliback
	None
Repeat CallBack :	
Repeat Boundary :	
CRM Integration	
CRM Search :	Internal V Update External CRM
CRM Detailink :	<u>^</u>
	Y
CRM Table :	
Phone Number Column: Reverse Phone Number Column:	
Order By Column :	
	^
Agent External CRM URL:	
	Unified Screen
Agent Activity Name: Agent Activity Trigger URL:	
Call Dispose Activity URL:	0
🗹 Auto Email	
	11 : [25 : [00] [HH:MM:SS]
	cctestingstend@gmail.com
	☑ Agent Call Logs
	Agent Summary
Copy Of report in folder :	Abandoned Calls
Copy Of report in folder :	Abandoned Calls

# Process related features appear, to add the features click Update Features.

Field	Significance
ACD Algorithm	<ul> <li>Automatic call distribution to agents is carried on the basis of two options:</li> <li>1) Longest idle: Transfers the call to an agent found idle for the longest time.</li> <li>2) First disconnect: Transfers the call to an agent first disconnected from a call.</li> </ul>
Force Logout Agent	Enable this option to allow forceful agent logout in case if the agent rejects the call or the call is not answered.

Agent wait Duration	The time duration allocated to the caller to wait in queue when agents are not free. After the specified time period, Xtend Call Center automatically disconnects the call.
Queue Play Interval	This is the time interval for prompting the queue position to the caller. If the value is set greater than zero, Xtend Call Center plays a wave informing the customer about his position in the queue.
Dial Proportion	The number of outbound calls assigned to an agent. This is the number of outbound calls to be initiated for one free agent. This allows the customer connected calls to be transferred to an agent. Here, set the Transfer method as 'Transfer on Connect'.
Maximum attempts for Interaction	Maximum attempts for looping the menu related wave during interactive process.
Backup Wave Path	User can set the backup wave path for more security.
Agent - DLI Mapping	Details are explained earlier, refer Section 5.2.1.1.
Mapped Agent Only	Only DLI assigned mapped agents will receive the calls. In case, if the respective agent is busy, call will be moved to queue.
Voicemail Duration	User can set the duration of the voicemail. By default, it is 30 seconds.
Voicemail if out of schedule	Select 'Needed' to enable voicemail when the process is out of schedule, else select 'Not Needed'.
Shuffle Pool	<ul> <li>Shuffle DLI: If this option is selected, the multiple numbers listed as DLI in Shuffle Pool will be alternately shown to different customers when an outbound call is initiated from the agent side.</li> <li>Campaign DLI: If this option is selected, different DLI numbers listed in the Process will be shown to the customers alternately when an outbound call is initiated from the agent side.</li> </ul>
Server URL Posting	Specify the URL for server to server communication. SMS integration is possible via this option.
NDNC Filtering	NDNC filtering is possible. Client should provide the URL.
Auto callback	Set as "Needed" if the caller has to be called back automatically when the call gets disconnected from queue. <i>Minimum Interval for Callback</i> : Represents the minimum queue wait time for a customer to get the auto callback. <i>Maximum Queue wait time for Callback</i> : Represents the maximum time limit for a customer to wait in queue, after this time limit, call is disconnected and auto callback is set.

	<i>Callback needed on Customer Disconnection:</i> Set whether Auto Call back has to be assigned on customer disconnection from queue.
Interactive CallBack	If all the agents are busy handling calls, then a wave prompt is played to inform the caller to "Press 9" to set an auto callback. The call gets disconnected and the customer will be called back automatically from Xtend Call Center software as soon as the agent becomes free. The playback interval for interactive callback can be edited.
Repeat Callback	Set the Repeat Boundary Limit and if the number of incoming calls from any particular phone number exceeds this limit, then the calls will be disconnected by the Xtend Call Center System and a callback is arranged.
Repeat Boundary	Enter the maximum count of incoming calls that has to be made on a day by a customer for the Xtend Call Center to disconnect and arrange call back to the same phone number.
CRM Search	Set the CRM search option as Not Needed, Internal, External or both. Not Needed: Select if Internal/External updation of CRM is not needed. Internal: Update/Fetch data only from internal database. External: Update/Fetch data only if External CRM database is provided. Both: Update the data in both Internal/External CRM. Fetch the data from internal database, in case if the data is not available then fetch the data from external database.
CRM Datalink	If External CRM is needed, specify the Connection String of the CRM database, otherwise, leave the field as blank.
Update External CRM	Update data in External CRM provided by the client through the popup.
CRM Table	For External CRM, enter the name of the CRM table in the CRM database.
Phone Number Column	Specify the name of the phone number field in external CRM.
Reverse Phone Number column	For easy fetching, the phone number might be entered in reverse order in the external CRM. Specify the name of the related field.
Order By Column	Specify the field to be sorted (if needed). Sorting can be done on the basis of name, number, location, etc.
Agent External CRM URL	This option allows to call the third party CRM URL when a call lands on an agent's PC. While calling, few parameters should be passed to the CRM URL, for example, Phone Number, Called Time and Call Type etc.

Agent Activity Name	Enter the name of the activity that has to be triggered from the Agent side.	
Agent Activity Trigger URL	Provide the URL for the corresponding activity in this option.	
Call Dispose Activity URL	This option allows you to provide URL of any custom activity that needs to be triggered from the Agent side during disposal.	
Auto Email	First enable the email option to access this feature. Auto emailing option allows to send emails automatically.	
Daily	Enable the user to enter the 'hour', 'minute' and 'second' for sending an email.	
Email ID	Enter the email id to which the email has to be sent. Three checkbox options are given: Agent Call Logs, Agent Summary and Agent Abandoned.	
Copy of report in folder	The path of a folder is specified which is maintained in the server and the copy of all the reports are also maintained in this folder.	

#### 5.2.1.4. Configuration



This menu is to configure the created process. Configuration of process can be done using two methods - **Count wise** and **Range wise**.



a) **Count wise:** In this type of configuration, each process can be allocated with a specific number of channels. To activate the process, check '**Enable**', enter the number of channels in the "**Max Channels to Allocate**" and click *Configure* to save (Maximum count should not exceed total available channels).

SPAN 1         [Normal]           Name         : Trunk1           Channels         : 1 - 30	<b>SPAN 2</b> Name Channels	[Normal] : Trunk31 : 31 - 60			
Fotal Process:- 10					
Process	Enable	Starts On	Ends On	Process Type	Max Channels t Allocate[60]
Testing Team		11 Jun 2018	13 Jun 2023	Both	3
Incoming		11 Jun 2018	30 Jun 2023	Incoming	
Outgoing		11 Jun 2018	30 Jun 2023	Outgoing	
TEST-RETRY	✓	13 Jun 2018	30 Jun 2018	Outgoing	2
Demo		14 Jun 2018	22 Jun 2023	Both	5
TestProcess		23 Jun 2018	30 Jun 2020	Both	
Test-Interactive	✓	11 Jun 2018	16 Jun 2022	Both	2
Call Transfer	✓	11 Jun 2018	14 Jun 2023	Outgoing	2
Mobile Login		11 Jun 2018	15 Jun 2022	Both	2
Queue Callback		19 Jun 2018	9 Jun 2022	Outgoing	

To disable the process configuration, click *Disable All*. "Active" window appears on successful configuration.

umber of <u>Process</u> :- 6					
Process	Phone Number		End on	Remaining	
Call Transfer	1234	11 Jun 2018	14 Jun 2023	0[0]	0
Demo	3076407	14 Jun 2018	22 Jun 2023	0[0]	2
Mobile Login	2881362	11 Jun 2018	15 Jun 2022	0[0]	<u>s</u>
TEST-RETRY	3076400	13 Jun 2018	30 Jun 2018	0[1]	C.
Test-Interactive	3076402	11 Jun 2018	16 Jun 2022	0[0]	
Testing Team	3076401	11 Jun 2018	13 Jun 2023	0[0]	0

b) **Range wise:** In this type of configuration, a particular range of channels can be allocated for each Process. To activate the Process, check '**Enable**', enter the Start channel and End channel and click *Configure*. To disable the configuration, click *Disable All*.

SPAN 1[NormName: Trunk:Channels: 1 - 30	1	SPAN 2 Name Channels	[Normal] : Trunk31 : 31 - 60				
Total Process:- 10							
Process	Enable	Starts On	Ends On	Process Type	Start Channel	End Channel	Total Channe
Call Transfer		11 Jun 2018	14 Jun 2023	Outgoing	6	8	3
Demo		14 Jun 2018	22 Jun 2023	Both			
Incoming		11 Jun 2018	30 Jun 2023	Incoming			
Mobile Login		11 Jun 2018	15 Jun 2022	Both			
Outgoing		11 Jun 2018	30 Jun 2023	Outgoing			
Queue Callback		19 Jun 2018	9 Jun 2022	Outgoing			
TEST-RETRY		13 Jun 2018	30 Jun 2018	Outgoing			
Test-Interactive		11 Jun 2018	16 Jun 2022	Both	9	15	7
TestProcess		23 Jun 2018	30 Jun 2020	Both			
Testing Team	✓	11 Jun 2018	13 Jun 2023	Both	1	5	5

#### 5.2.1.5. Agent Mapping

This submenu allows to assign agents to a process. Select a process from the dropdown list and click *Show/Add Agents*.

Note: Agent mapping should be set as 'Desired' (Disable the Process  $\rightarrow$  Set Agent Transfer) to enable this feature.

Agent Mapping	
Select Process : Testing Team V	
	Show/Add Agents

List of agents appear in the "Agent Mapping" screen, select agents and click Update Mapping to save.

esting Team				
	✓ A1	✓ A2	✓ A3	
	DEBUG	INDU	🗆 L1	
	L10	🗆 L11	L12	
	🗌 L13	L14	L15	
	L16	🗆 L17	🗌 L18	
	🗌 L19	🗌 L2	L20	
	L21	L22	L23	
	L24	L25	L26	
	L27	L28	L29	
	🗆 L3	L30	🗌 L4	
	🗆 L5	🗌 L6	L7	
	L8	L9		

#### 5.2.1.6. Process Mapping



🚱 Process Mapping	
Select Process : Testing Team 🗸	
	Show/Add Process

Here, the main process shown is "Testing Team", this process can be mapped with different subprocesses, for example "Call Transfer", for transferring the current call to a third party number.

Festing Team	
Process	Mapping Method
Call Transfer	Call Transfer
Demo	Callback Routing
Outgoing	Callback Routing
🗹 Queue Callback	Queue Callback
Test-Interactive	Callback Routing
TEST-RETRY	Callback Routing
TestProcess	Callback Routing

Select the required sub-process for mapping and click *Update Mapping*. Similarly, multiple sub-process can be mapped here.

#### 5.2.1.7. Custom Fields

Allows to create and display the fields related to each process. Select process and click *View Fields*.

🔮 Custo	om Fields	
	Select : Testing Team	
		View Fields Validate Fields
* Process with 'C	ustom field' set as YES in process settings i	is highlighted.

#### Field details appear as shown below.

tal Fields :- 9	)									
Activated	Field Name	Description	Field Type	Field Length	Csv Column Index	Popup Display	Popup Update	Update From CRM	Pass in CRM URL	
✓	Phone	Phone No	Text	15	1	Enabled	Disabled	No	Enabled	
	CallType	Call Type	Number	Default	0	Enabled	Disabled	No	Enabled	
<b>v</b>	CalledTime	Called Time	Date	Default	0	Enabled	Disabled	No	Enabled	
✓	AssignAgent	AssignAgent	Text	20	2	Enabled	Disabled	No	Disabled	
	Callbacktime	Callbacktime	Date	Default	0	Enabled	Disabled	No	Disabled	
✓	Name	Name	Text	25	0	Enabled	Enabled	Internal	Disabled	
✓	IdNo	IdNo	Number	Default	0	Enabled	Enabled	Internal	Disabled	
✓	Dated	Dated	Date	Default	0	Enabled	Enabled	Internal	Disabled	
✓	Department	Department	Pull Down List	30	0	Enabled	Enabled	Internal	Disabled	🔚 💰
										Ok

Click *Add Field* link to append a new field. Enter the details and click *Add Field* to save.

Testing Team	
Field Name :	*Avoid space and special characters.
Field Description :	
Field Type :	Select V 🗌 Time
Field Length :	
Default Value :	
Mapped CSV Column Index :	<sup>*</sup> Data available in CSV file
Log search :	Disable 🗸
Display Field at Popup :	No 🗸
Update Field at Popup :	No 🗸
Update From CRM :	No 🗸 🗌 Update External CRM
Pass in CRM URL :	No 🗸
Back	Add Field

Click "**Import Fields**" link to import fields from any other process to the selected process. Select the process for importing fields and click *List Fields*.

List of fields are displayed as shown below, select the required field and click *Import* to complete the importing process.

l Fields					
I Fleids	Field Name	Description	Field Type	Field Length/ Field Format	Column Index
	AssignAgent	AssignAgent	Text	20	2
✓	Name	Name	Text	25	0
	IdNo	IdNo	Number	Default	0
	Dated	Dated	Date	System Format	0
<	Department	Department	Pull Down List	30	0

The next option present in the Customs Field is *Validate Fields*. This option allows to customise the fields.

😂 Custom Fields		
Select : Testing Team		
	View Fields	Validate Fields
* Process with 'Custom field' set as YES in process settings is highlighted	d.	

Three types of validation options appear.

1) *Submission Validation:* When a custom field is selected in this option, the agent has to enter the selected field in the popup compulsorily. This setting allows the call to be disposed only after updating mandatory custom fields.

Note: Disposition method has to be set as **manual** (Disable Process→Disposition Method). Now, click **Submission Validation**.
Validation		
Submission Validation	Pulldown Validation	Control List Sort

Select the fields and click *Make Validation*.

١	alidation for Testing Team	
(	<ul> <li>Select Fields</li> </ul>	
	<ul> <li>✓ Name</li> <li>☐ IdNo</li> <li>☐ Department</li> </ul>	
	Dated	
		Make Validation

A message appears as "Validation Added Successfully".

Report		
	Validation Added Successfully	

2) *Pulldown Validation:* This option allows to enable the sub-fields that shall appear when an agent selects a particular pull down field in the popup window. Based on the selected pull down value, certain custom fields will get enabled in popup. To enable this, select the custom field from the drop down list and click *Continue*.



Corresponding to each pull down value, the sub field will appear in the popup window.

Valio	lation for Departmen	t	
	<ul> <li>Callback Option</li> <li>AssignAgent</li> <li>Name</li> <li>✓ IdNo</li> <li>Dated</li> </ul>		
▶ IVR			
► VL			
		Make	e Validati

Click Make Validation to save the settings. A message appears as "Inserted Successfully".

Report	
Inserted Successfully	
<u>Go Back</u>	

3) *Control List Sort:* Allows to sort the custom fields. The fields can be dragged and placed in a position as required by a user. An example is shown below. A message appears as "Controls Sorted Successfully".

Phone No	
AssignAgent ( T )	
Name ( T )	
IdNo ( N )	
Department ( P )	
Dated ( D )	



# 5.2.1.8. DND



This submenu allows to add/view/update/delete the DND (Do Not Disturb) list or the phone numbers present in this list. Incoming and outgoing calls shall be prohibited for the phone number specified in the DND list. Select "Outgoing" or "Incoming (BlackList)" from the Type of DND. Also, select the process and click *View DND List*.

Select Process : All Type Of DND : Outgoing O Incoming (BlackList) View DND List	🛞 DND	
View DND List		
· · · · · · · · · · · · · · · · · · ·		View DND List

Enter a valid phone number and click *Add to DND list* to save the details. There is a provision to add remarks also.

Process :- All Count :- 20087	D-List-Outg	oing				
Number	Remark	Add to DND List			Search numb	er Go 🧔 🖞
Serial No.	Phone Number	Remark		Added By	Added On	Process Name
1	788989		Ì	xtend	02-Aug-18 14:18:43	ALL 🕌
2	9388350818	C31	D	xtend	21-Jul-18 15:07:18	ALL 🙀
3	9388350817	C30	Ì	xtend	21-Jul-18 15:07:18	ALL 🙀
4	9388350816	C29	0	xtend	21-Jul-18 15:07:18	ALL 🙀
5	9388350815	C28	Ì	xtend	21-Jul-18 15:07:18	ALL 🙀
6	9388350814	C27	Ì	xtend	21-Jul-18 15:07:18	ALL 🙀
7	9388350813	C26	Ì	xtend	21-Jul-18 15:07:18	ALL 🙀
8	9388350812	C25	Ì	xtend	21-Jul-18 15:07:18	ALL 🔰
0	0000050011	C24	n	wtond	21 7.1 10 15.07.10	ד ד ה

To upload a list of phone numbers, click *Upload Icon* and *Browse* to select the file. Click *Preview* to view the file and then click *Upload*.

🐻 Upload DND List -	Outgoing		
Process :- All			
Select Data File (CSV/XLS) :	Browse		
Remark :	<u> </u>	Preview	Upload
*The uploading file must contain a column	heading as 'DNDPHONE', 'COMMENT'.		

		There is search option to search numbers.	Enter the number in text
search number	Go	field and click <i>Go</i> .	



£

Upload DND Numbers

# 5.2.1.9. Deleted



This submenu gives the information about the deleted processes. The details include "**Process**", "**Deleted By**" and "**Deleted On**" (date and time). Click on the row to view the process related details.

eleted Process		
Process	Deleted By	Deleted On
TestedOK	admin	22 Jun 2018 16:32:03

# 5.3. Active Reports

Active reports provide the full-fledged report of currently running processes. This menu gives the details about the data added to individual process, active process logs within a date range and dialed logs of active process within a date range.

# 5.3.1. Active Reports - Submenus

This menu comprises of the following submenus: Data, Process Logs and Dialed Logs. These are briefly explained below:

# 5.3.1.1. Data



This submenu allows user to add/view the Data Logs.

Data	
Select Process : All 🗸	
	View Data Logs

Select a process and click *View Data Logs* to refer the logs of the selected process. The data logs screen include "Lead Name", "Added On", "Added By", "Process", "Data Added", "Data Deleted" and "Lead Status". System Leads are automatically generated at the time of process creation. This includes the preview dials and callback calls of Incoming/Outgoing calls.

0	Data							
Proces	s:- All			🀔 Add Data 🍃	Advanced Search	1 TOPIO2	nd Notes	ead Status - All 🗸
	Lead Name	Added On	Added By		Data Added	Data Deleted	Lead Status	
1	t5	09-Aug-18 12:39:09	xtend	Testing Team	2 [0]	0	PushDial	<u>82</u>
2	🖉 SYSTEM LEAD	03-Aug-18 13:33:49	SYSTEM	test 03-08-18	31 [12]	υ	Active	Δ.
э	🧭 SYSTEM LEAD	14-Jun-10 10:24:35	SYSTEM	Demo	0 [1]	0	Active	2
4	🔗 SYSTEM LEAD	11-Jun-18 10:30:52	SYSTEM	Test- Interactive	92 [40]	3	Active	Δ. Π
5	🧭 SYSTEM LEAD	11-Jun-18 10:29:46	SYSTEM	Call Transfer	7 [0]	0	Active	24
6	🧭 SYSTEM LEAD	11 Jun 18 10:28:32	SYSTEM	Testing Team	105 [88]	1	Active	Σ. Π
7	וח	01-Aug-18 14:39:38	xtend	Testing Team	19999 [N]	0	Tnactive	🍇 😂 🕞 📈 🖼
8	20187131250 1 cbkasgnCSV 1	13-Jul-18 12:05:00	SYSTEM	Testing Team	2 [2]	0	Inactive	🍇 🍪 🔂 🗸

### **Data - Related Icons**

The icons present are as follows:

- **Assign Agents:** Allows to assign the lead to an agent
- **Enable Lead:** Allows to enable (activate) the lead
- **Disable Lead:** Allows to disable (deactivate) the lead
- **Delete All:** Allows to delete the lead
- **Repeated Numbers:** Lists all repeated phone numbers
- **Notes:** Click to open notes about this lead
- **Pending:** Click this icon to view all the pending callback calls
- **Delete:** Click this icon to view the deleted callback count
- Add Data Click Add Data link on the top right of "Data" screen to upload the data



Allows to retrieve the repeatedly added data and the corresponding count. Search criteria includes "Process Name", "Added Number", "Count Greater Than" and "Status" (Pending, Connected, Failed, Inactive, All) to track the required data

🗊 Data Search	
Process Name :	: Testing Team
Added Number:	:
Count Greater Than:	:
Status:	Pending V
( Get repeated added	d data and its count )
Reset	Search

# Upload Notes

Allows to upload the notes either as an HTML file or a Text note can also be added to a particular process. Select Lead, upload an HTML file or add a text note and click *Upload Note*.

🕑 Upload Notes				
Process:- Testing Team				
Select Lead :	Select	~		
<ul> <li>Upload Html file</li> </ul>	○ Add Text Note			
Select Note File : (html only)		Browse		
			Upload Note	

Filter lead status from the top, as shown in the below image.

]	Data						
Process:	- Testing Team			💑 Add Data 🛛 🚜 Advanc	ed Search 📑	Upload Notes	Lead Status - All Lead Status - Inactive
	Lead Name	Added On	Added By	Data Added	Data Deleted	Lead Status	Lead Status - Active Lead Status - Completed
1	🧭 SYSTEM LEAD	11-Jun-18 10:28:32	SYSTEM	111 [25]	0	Active	24
2	lead20	22-Jun-18 13:24:28	admin1	1 [1]	0	Inactive	& 😸 🔂 🗛 👘
3	a22	22-Jun-18 11:36:50	a2	4 [4]	0	Inactive	🍇 😫 🔂 📈
4	7	21-Jun-18 12:42:55	admin1	4 [0]	0	Inactive	🍇 😪 🔩 🗛
5	15	12-Jun-18 15:21:36	xtend	2 [0]	0	Inactive	🍇 😂 🚭 📈
6	a2	22-Jun-18 11:33:50	a2	1 [1]	0	Completed	

Lead Summary: It provides the information about the overall summary of a lead with the help of a bar diagram and pie chart representation. Click particular row to get specific information on each lead. Details such as Lead name, Process name, Uploaded date etc. will be provided. The pie chart is based on the status of total calls and this includes Success, Pending, Failed, DND and Inactive calls, while the bar diagram shows the Callbacks and Base uploads (based on leads)/Preview dials(based on System leads). Click on the options named Success, Pending, Failed, DND and Inactive to get a sorted list. Different search criteria like Calls From, Calls To, Status, Added Number, Call Type, Data Added From, Data Added To, Retry Count, CallBack and Disposition are also available to retrieve the sorted list.

				Lead Summary				
				Lead Name : STSTEM LEAD [1] + Process Name : Testing Team [1] Uploaded On : 11-3-0-18 10:28 Uploaded Py : STSTEM (Nameal ; Delated : 0	2			
		45	al - 136	<ul> <li>Succ Prec</li> <li>Fill</li> <li>ChD</li> <li>Final</li> <li>Final</li> <li>Final</li> <li>Final</li> </ul>	Preview Dials - 92 46 0	21 <b>69</b>	22	-
Calls Fr	2001.	Calls To		Criteria	Added Number	Call ty	pe	
				Success V		A11	×	Apply
Data Ad	ied From	Data Added To		Retzy Count	CallBack	Disposi		Reset
					No 💌	A11	×	
OTAL : 6								6
l.No	Phone Number	Added On	Status	Call Type	Disposition	Retry Count	Called On	
	9388350789	22-Jun-18 12:16:08	Success	Outgoing (PreviewDialled)	Yes	1	22-Jun-18 12:16:10	e
	9388350789	22-Jun-18 12:15:14	Success	Outgoing (PreviewDialled)	Yes	1	22-Jun-18 12:15:16	2



Click on the icon present in the list to view all the details of the particular call.



Process ID :	1
Process Name :	
Phone Number :	-
	Outgoing(PreviewDialled)
	Success
Call Time :	22-Jun-18 11:31:32
Name :	Test
IdNo :	4535
AssignAgent :	
Dated :	12-Jun-18 16:05:00
Department :	
Accepted key :	
Disposition Status :	
Wait Time :	
Transfer Method Used :	Transfer on Dial
Agent(s) Involved :	
	A1 ( 00:00:53 )
Third Party(s) Involved :	
:	Not Used ( )
:	
Supervisor Conference :	
:	Not Used ( )
Retry Count :	
Try 1:	22-Jun-18 11:31:32
	Status - Connected CLI - 3076401
Callback Details	
Assigned By:	A1
Assigned To :	
Assigned On :	: 22-Jun-18 11:31:31
Callback Time :	22-Jun-18 11:31:31
Disposition Remarks	
	~
	Update Call Data Reset

#### 5.3.1.2. Process Logs



This submenu allows the user to fetch the logged call details of an individual process that are currently active within the specified date range. User can search based on a Process Logs specified criteria that include "Process Name", "Data Added From", "Data Added To", "Calls From", "Calls To", "Added Number", "Call Type", "CallBack "Status", "Retry", "Accepted Key" and "Disposition".

Process Logs	
Basic Search	
Campaign Name :	Outgoing Y
Calls From :	
Calls To :	
Data Added From :	
Data Added To :	
Call Type :	Both 🗸
Status :	In Progress Success Failed Inactive
CallBack :	All V
Retry :	Times
Disposition :	Both
Advanced Search	
Added Number : Accepted Key :	
Reset	Search

The search that matches the given criterion are displayed as shown below. The process log information includes "Phone Number", "Added On", "Status", "Call Type", "Disposition" and "Called On". On clicking the drop down arrow present towards the right side, user can view the details of the call and the wave log will be also available.

Tot	cess : al : 31 tus : 7									
		Phone Number	Added On	Status	Call Type D:	isposition	Calle	d Time		¢,
1		1234567890	12-Sep-18 15:25:11	Failed	Outgoing	No	13-Sep-1	8 09:03:24		^
		Phone Number	Called Time	Statu	s Duration	Accep	ted key	VoiceMail		
	1	1234567890	13-Sep-18 09:03:24	User B	usy 00:00:00	)		No	-	<b></b>
2		1234567890	12-Sep-18 15:25:11	Failed	Outgoing	No	13-Sep-1	8 09:03:24		~
3		1234567890	12-Sep-18 15:25:11	Failed	Outgoing	No	13-Sep-1	8 09:03:23		~
4		1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-1	8 09:03:22		~
5		1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-1	8 09:03:22		~
6		1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-1	8 09:03:21		~
7		1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-1	8 09:03:20		~
8		1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-1	8 09:03:19		~

Click on any field to view the details corresponding to the selected record.





**Export:** This icon allows to export Process Logs of Active Reports. Click to select the fields as shown in the below screen and then again select *Export*.

	s : OUTGOING 31180 : All						
		Added On	Select the Contents		X.tion		¢, e
1	1234567890	12-Sep-18 15:25				13-Sep-18 09:03:24	~
2	1234567890	12-Sep-18 15:25	Phone Number	Called Time		13-Sep-18 09:03:24	~
3	1234567890	12-Sep-18 15:25	<ul> <li>Status</li> <li>Call Type</li> </ul>	<ul> <li>Added On</li> <li>Accepted ke</li> </ul>	v	13-Sep-18 09:03:23	~
4	1234567890	12-Sep-18 15:25		No. of Dial	y a	13-Sep-18 09:03:22	~
5	1234567890	12-Sep-18 15:25	Call DID	<ul> <li>Attempts</li> </ul>		13-Sep-18 09:03:22	~
6	1234567890	12-Sep-18 15:25	Custom Fields	Callback Details	2	13-Sep-18 09:03:21	~
7	1234567890	12-Sep-18 15:25	✓ Handled Agent Details	Third Party Details	3	13-Sep-18 09:03:20	~
8	1234567890	12-Sep-18 15:25	Supervisor		-	13-Sep-18 09:03:19	~
9	1234567890	12-Sep-18 15:25	Conference Details		3	13-Sep-18 09:03:18	~
10	1234567890	12-Sep-18 15:25		<b></b>	xport	13-Sep-18 09:03:18	~
11	1234567890	12-Sep-18 15:25	:11 Success	Outgoing	Yes	13-Sep-18 09:03:16	~

Click *Download* to save the file to a specific location.

	s : OUTGOING						
Total : Status	31180 : All						0 4
		Added On			1		
1	1234567890	12-Sep-18 15:25	Downk	bed		13-Sep-18 09:03:24	~
2	1234567890	12-Sep-18 15:25				13-Sep-18 09:03:24	~
3	1234567890	12-Sep-18 15:25	Click here tend-Passive-Proce	to save the file ssLogs-[OUTGOII	IG].csv	13-Sep-18 09:03:23	~
4	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:22	~
5	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:22	~
6	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:21	~
7	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:20	~
8	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:19	~
9	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:18	~
10	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:18	~
11	1234567890	12-Sep-18 15:25:11	Success	Outgoing	Yes	13-Sep-18 09:03:16	~

Use print option to take the print out of this page.

Note: The "Export" and "Print" icon that appears on the respective pages of the web interface has the same functionality as explained above.

# 5.3.1.3. Dialed Logs



This submenu allows to perform an elaborate search and retrieval of the dialed logs of an active processes within the specified date range. Apart from the simple search criteria, here the user can also fetch details based on call duration less than/greater than a particular time duration (in seconds). Here, user can search, based on the Call Status (i.e. Connected, User Busy, No Answer, Missed Call and Call Failed).

<b>()</b> Dialed Logs	
Process Name :	Mobile Login Remote Snoop Incoming Outgoing
Date From :	
Date To :	
Called Number :	
Process's Phone Number :	
Call Type :	Both V
Call Status :	All Connected User Busy No Answer
Received Voicemail :	Select V
Call Duration Less Than :	Seconds
Call Duration Greater Than :	Seconds
Accepted Key :	
On Channel :	
Reset	Search

The search result page includes the details of selected process like "Phone Number", "Called On", "Status" (Connected, Call Failed, Success), "Type" (incoming, outgoing, both), "Duration", "Accepted key", "On Channel" and "VoiceMail".

otal :	s : Outgoing 81537 atus : All									
										ં ન
1	Phone Number	Called Time	Status Connected	Type Outgoing	<b>Duration</b>	Accepted key	On Channel	VoiceMail No	۰	, dia
2	1234567890	27-Jun-18 10:10:24	Connected	Outgoing	00:00:20		38	No	*	2
3	1234567890	27-Jun-18 10:10:24	Connected	Outgoing	00:00:21		34	No	-	ď
4	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:20		48	No	٠	4
5	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:21		45	No	٠	1
6	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:20		36	No		Ċ
7	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:20		31	No	٠	4
8	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:21		58	No	٠	đ
9	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:21		60	No	٨	đ
10	1234567890	27-Jun-18 10:10:23	Connected	Outgoing	00:00:21		43	No	٠	đ



**Wave Player:** Allows to play and listen to the recorded call through the ActiveX Audio Player. Different playback options like Play, Pause, Rewind, Delete, Trim, Fade In, Fade Out, Multiple Region Selection etc. are available. Speed and volume of the audio can be adjusted and the user can also enable AGC, DTMF muting and Loop to listen to the recorded audio file.



# 5.4. Passive Reports

This menu gives the information about the inactive processes. Currently inactive process details which were active earlier can be fetched from this option.

#### 5.4.1. Passive Reports - Submenus

This menu comprises of the following submenus: Data, Process Logs, Dialed Logs. These are briefly explained below:

# 5.4.1.1. Data



This submenu allows user to add/view the Data Logs of the processes that were active but currently in inactive state. Select a process and click *View Data Logs*.



The data logs with details like "Lead Name", "Added On", "Added By", "Process", "Total Data Added", "Data Deleted" and "Lead Status" will get displayed.

				Add	Data MAdvanced S		load Notes Lead Status	- All 🗸
						Data Deleted	Lead Status	
1	SYSTEM LEAD	18-Jun-18 16:12:27	SYSTEM	Queue Callback	0 [0]	0	No Data	
2	SYSTEM LEAD	14-Jun-18 10:24:35	SYSTEM	Demo	0 [0]	0	No Data	
3	SYSTEM LEAD	11-Jun-18 15:16:58	SYSTEM	Outgoing	0 [0]	0	No Data	
4	SYSTEM LEAD	11-Jun-18 15:16:14	SYSTEM	Incoming	0 [0]	0	No Data	
5	SYSTEM LEAD	11-Jun-18 13:34:26	SYSTEM	Remote Snoop	0 [0]	0	No Data	
6	⊘ load2	18-Jun-18 16:37:11	xtend	Outgoing	30311 [0]	0	Active 🍇 🕵	
7	💋 load1	18-Jun-18 16:12:49	xtend	Outgoing	30311 [0]	0	Active 🍇 🕵	
8	у1	14-Jun-18 17:51:29	xtend	Outgoing	30311 [0]	0	Completed	
9	89	14-Jun-18 14:48:34	admin1	Demo	4 [0]	0	Completed	
LO	lead1	14-Jun-18 10:26:51	admin1	Demo	20000 [0]	20000	Deleted 👖	
11	14	11-Jun-18 15:51:58	xtend	Outgoing	5000 [0]	0	Completed	
L2	13	11-Jun-18 15:49:13	xtend	Outgoing	5000 [0]	0	Completed	
13	12	11-Jun-18 15:31:59	xtend	Outgoing	19999 [0]	0	Completed	
.4	11	11-Jun-18 15:19:09	xtend	Outgoing	19999 [0]	0	Completed	

In the above image, icons are present on the right side of each corresponding record. The significance of these icons has been already explained in the *Section 5.3.1.1*. Active Reports $\rightarrow$ Data. Refer this section to learn about it.

Data		
Select Process : Testing Team		
	/iew Data Logs	

**Re-assign calls**: An Admin can reassign the calls to another agent by clicking the reassign option present in Data Logs. The reassign option is available only for an individual process.

Select  $\rightarrow$  Active/Inactive Leads  $\rightarrow$  Click Re-assign Calls.

		💑 Add Data 🛛 🚜 A	dvanced Search	Upload Not	Lead Status - Inactive
			Data Deleted	Lead Status	
22-Jun-18 11:36:50	a2	4 [4]	0	Inactive	🍇 🤮 🕞 🛪
21-Jun-18 12:42:55	admin1	4 [0]	0	Inactive	🍇 😸 🚘 🗛
12-Jun-18 15:21:36	xtend	2 [0]	0	Inactive	🍇 😫 🚭 🗸
		Re-assign Calls	Delete Numbers	B Delete I	ead(s) Enable Lead(s)
	22-Jun-18 11:36:50 21-Jun-18 12:42:55	22-Jun-18 11:36:50 a2 21-Jun-18 12:42:55 admin1	Added On         Added By         Data Added           22-Jun-18 11:36:50         a2         4 [4]           21-Jun-18 12:42:55         admin1         4 [0]           12-Jun-18 15:21:36         xtend         2 [0]	Added 0n         Added By         Data Added Deta Deleted         Data Deleted           22-Jun-18 11:36:50         a2         4 [4]         0           21-Jun-18 12:42:55         admin1         4 [0]         0           12-Jun-18 15:21:36         xtend         2 [0]         0	Added On         Added By         Data Added         Deleted         Status           22-Jun-18 11:36:50         a2         4 [4]         0         Inactive           21-Jun-18 12:42:55         admin1         4 [0]         0         Inactive           12-Jun-18 15:21:36         xtend         2 [0]         0         Inactive

A window will appear as shown below. In that, add the appropriate details and click *Preview*. The callback calls will be listed, and from that, select the needed details and also select the corresponding agent from the drop down list and click *Re-assign*.

-					Re-assign Callback	ks / Preview dials				
			Call from		×	To:	×			
			Assigned From							
			Callback from	n:	×	To:	×			
					Phone Number :					
						A11 🔽				
					Assigned To :	A11 🔽				
					DID :	select 🔽				
								Pr	eview	
					Select Agent	Re-assign				
" Re-		shall be applied t	o all record(s) if left (	inchecked.					[ Records	1 of 1 ]
	S1 No	Phone	Called Time	Status	Assigned By	Assigned To	Call category	Callback Time	5%111	DID
	1	9388350789	Not Called	Inactive	ADMIN1	A2	Callback	22-Jun-18 13:24:28		

Bulk Data Delete: An Admin can delete bulk data by uploading CSV file.

Select  $\rightarrow$  Inactive leads  $\rightarrow$  Select one lead  $\rightarrow$  Click *Delete Numbers*  $\rightarrow$  Browse the CSV file that contains the numbers to delete  $\rightarrow$  Click *Ok*.

Xtend	Call Cen	ter	
Process Status			
Process			
Active Reports	Data		
Passive Reports			
Data	Process:- Testing Team		114 Days - Markenwed Farming - 🖓 Uplos
		Delete Data	× Lea Stat
Process Logs	1 🗹 lead20		Inact
0		Browse CSV/XLS ok	Inact
		* All the numbers uploaded shall be permanently deleted / marked as failed (if attem	interliatleast once) from those
Dialed Logs		selected leads	Inact
			Re-assign Calls Delete Numbers D
	# Re-assign calls - Bulk operation is not possi	ble for leads assigned to agents.	
Process Reports			
Annual Descenter			

### 5.4.1.2. Process Logs



This submenu displays the log details of processes, which were active in between a specific date range but currently in inactive state. Select the "Process Name", enter the details and click *Search*. On the basis of Date Range, Added Number, Call Type, Status, Retried times, etc. complete log details can be viewed.

Process Logs		
Campaign Name :	Testing Team V	
Calls From : Calls To :		
Data Added From :		
Data Added To : Call Type :	Both V	
Status :	Perding In Progress A Success V Failed	
CallBack :		
Retry : Disposition :	Times Both V	
Advanced Search		
Auvanceu Search		
Added Number :		
Accepted Key :		
AssignAgent :		
Name :		
IdNo :		
Dated From :	To:	
Department :	Select- V	
Reset	Search	

A window with process log details will get displayed as shown below.

ocess : otal : 17							
atus ; r	All						¢ #
	Phone Number	Added On		Call Type	Disposition		
1	9388350789	13-Sep-18 13:28:09	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 13:28:11	Ý
2	9388350789	13-Sep-18 12:55:06	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 12:55:07	Ý
3	9388350789	13-3ep-18 11:58:09	Failed	Outgoing (PreviewDialled)	Yes	13-Sep-18 11:58:54	Ý
4	8089450582	13-Sep-18 11:22:35	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 11:23:26	~
5	8921185173	13-Sep-18 11:21:23	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 11:21:37	~
6	8921185173	13-Sep-18 11:19:33	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 11:19:35	~
7	8921185173	13-Sep-18 10:18:36	Success	CallBack	Yes	13-Sep-18 10:19:15	~
8	7034334906	13-Sep-18 10:18:36	Inactive	CallBack	Yes	13-Sep-18 10:19:01	~
9	8089450582	13-Sep-18 10:18:36	Success	CallBack	Yes	13-Sep-18 10:18:37	~
10	7034334906	13-Sep-18 10:14:53	Failed	Outgoing (PreviewDialled)	Yes	13-Sep-18 10:15:37	×
11	7034334906	13-Sep-18 10:14:17	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 10:14:19	Ý
12	7034334906	13-Sep-18 10:05:24	Success	Outgoing (PreviewDialled)	Yes	13-Sep-18 10:05:25	Ý
13	70343349063	13-Sep-18 10:03:13	Success	Outgoing (PreviewDialled)	Yes	13-5ep-18 10:03:29	~

If the "Process Name" is selected as "All" as shown below, a window with export option appears.

The process log details with total number of process and the added number will be displayed. User can "Export" and save the details.



### 5.4.1.3. Dialed Logs



This submenu displays the outbound/inbound log details of currently inactive processes. An advanced search window appears as shown below. Date range, called number, process phone number, call type, call status, call duration less than/greater than, or the logs of a particular channel etc. can be searched from this option.

<b>©</b> Dialed Logs		
Process Name :	All Testing Team Remote Snoop Incoming	
Date From :		
Date To :		
Called Number :		
Process's Phone Number :		
Call Type :	Both V	
Call Status :	All Connected User Busy No Answer	
Received Voicemail :	Select V	
Call Duration Less Than :	Seconds	
Call Duration Greater Than :	Seconds	
Accepted Key :		
On Channel :		
Reset	Search	

The search that matches the given criterion are displayed as shown below. The search result page obtained includes the information like "Phone Number", "Called On", "Status" (call connected/failed), "Call Type", "Duration", "Accepted Key", "On Channel" and "Voicemail". The dialed log details of a particular process can be exported, downloaded and saved to a file or the page can be printed using the "Print" option.

tal :	s : Testing Team 11 atus : All									
	Phone Number	Called Time	Status	Туре	Duration	Accepted key	On Channel	VoiceMail		<b>○</b> ∉
1	9388350789	22-Jun-18 12:16:10	Connected	Outgoing(PreviewDialled)	00:00:27		3	No	٠	<b></b>
2	9388350789	22-Jun-18 12:15:16	Connected	Outgoing(PreviewDialled)	00:00:20		2	No	٠	<u></u>
3	9388350789	22-Jun-18 11:33:51	Connected	CallBack	00:00:17		3	No	٠	<u></u>
4	9388350789	22-Jun-18 11:31:32	Connected	Outgoing(PreviewDialled)	00:00:54		1	No	٠	Ċ
5	9388350789	22-Jun-18 11:04:13	Connected	Outgoing(PreviewDialled)	00:00:08		3	No	٠	
6	9388350789	22-Jun-18 11:03:52	Call Failed	Outgoing(PreviewDialled)	00:00:00		3	No	٠	1
7	9388350789	22-Jun-18 11:03:38	Call Failed	Outgoing(PreviewDialled)	00:00:00		1	No	٠	ů
в	9388350789	22-Jun-18 10:12:53	Connected	Outgoing(PreviewDialled)	00:00:08		3	No	٠	<u></u>
9	9388350789	22-Jun-18 10:10:37	Connected	Outgoing(PreviewDialled)	00:00:09		2	No		Ċ
0	9388350789	22-Jun-18 09:50:49	Connected	Outgoing(PreviewDialled)	00:00:19		3	No	٠	đ
1	9388350789	22-Jun-18 09:29:24	Call Failed	Outgoing (PreviewDialled)	00:00:00		1	No	٠	<u></u>

# **5.5. Process Reports**

Process related full-fledged reports are available in this session.

# 5.5.1. Process Reports - Submenus

This menu comprises of the following submenus: Summary, Productivity, Answered Statistics, Abandoned Calls, Dropped Calls and Export Logs. These are briefly explained below:

#### 5.5.1.1. Summary



The summary reports include Total calls, Calls dropped in IVR, Calls offered, Calls Answered, Voicemails received, Abandoned calls, average speed of answering/handling time/hold time/talk time and much more related to a particular process. The Summary details are available in daily and hourly basis in which report is generated with specified time interval.

Process - Summary	
	Process Name : ALL Call Transfer Test-Interactive Mobile Login TEST-RETRY
	Hourly O Daily Date :
	Time Interval : 120 (Minutes)
	Submit

The screen below shows the advanced summary logs of a particular process. In this report, the number of calls offered on a particular day within a time interval of 120 minutes (2 hrs) can be seen.

On a specific interval 10:00:00 to 12:00:00 **"Total Calls"** is "7", the **"Calls Answered"** is "4" and **"Calls Abandoned"** is "3".

"Abandoned %"	" = ("Calls Abandoned" * 100) / ("Calls Answered" + "Calls Abandoned")
"Answered %"	<pre>= "20.00%" = ("Calls Answered" * 100) / ("Calls Answered" + "Calls Abandoned") = "80.00%"</pre>

Also, "Average Speed of Answering", "Average Handling Time", "Average Talk Time", "Average Hold Time" can be analysed.

# Process - Summary

Process : [TESTING TEAM]

	Dat	e Startin Interva		Total Calls	Calls Dropped in IVR	Calls Offered	VoiceMails Received	Calls Answered in 20 Sec	Calls Abandoned in 20 Sec	Calls Answered
1	22-J	un 00:00:0	00 02:00:00	0	o	o	o	o	o	o
2	22-J	un 02:00:0	00 04:00:00	o	o	o	o	o	o	o
3	22-J	un 04:00:0	00 06:00:00	o	o	0	o	o	0	o
4	22-J	un 06:00:0	00:00:80	0	o	o	o	o	o	o
5	22-J	un 08:00:0	00 10:00:00	2	o	2	o	1	1	1
6	22-J	un 10:00:0	00 12:00:00	7	o	7	o	4	з	4
7	22-J	un 12:00:0	00 14:00:00	2	o	2	o	2	0	2
8	22-J	un 14:00:0	00 16:00:00	0	o	0	o	o	0	o
9	22-J	un 16:00:0	00 18:00:00	0	o	0	o	o	0	o
10	22-J	un 18:00:0	00 20:00:00	o	o	0	o	o	0	o
11	22-J	un 20:00:0	00 22:00:00	0	o	0	0	o	0	o
12	22-3	un 22:00:0	0 23:59:59	0	o	0	o	o	0	o

(Note: The row is cut in half for clarity purpose and the next half of the process summary is given below.)

												0 B
Calls Answered Before Threshold	Calls Answered After Threshold	Calls Abandoned		After	Abandoned %	Answered %	Service Level %	Average Speed of Answering	Average Handling Time	Average Talk Time	Average Hold Time	Average Wait Time
0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	0	o	0	o	o	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	0	0	٥	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1	0	1	٥	1	50.00	50.00	100.00	00:00:09	00:00:10	00:00:10	00:00:00	00:00:12
4	0	з	3	0	42.86	57.14	100.00	00:00:03	00:00:19	00:00:19	00:00:00	00:00:03
2	0	٥	٥	0	0.00	100.00	100.00	00:00:02	00:00:21	00:00:21	00:00:00	00:00:02
٥	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	0	٥	٥	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
٥	0	٥	٥	0	٥	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	o	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Process summary report on daily basis is given below.

Process Name : ALL Call Transfer Test-Interactive Mobile Login TEST-RETRY Nobile Login TEST-RETRY Calls From : 20/Jun/2018 Calls Upto : 22/Jun/2018	Process - Summary			
Calls Upto : 22/Jun/2018 □				
Calls From : 20/Jun/2018	1	Process Name :	<ul> <li>□ Call Transfer</li> <li>✓ Test-Interactive</li> <li>□ Mobile Login</li> </ul>	▲
Calls Upto : 22/Jun/2018			🔿 Hourly 💿 Dai	ily
Submit			Submit	

The call details on day-to-day basis for the same process is shown below. For instance, here the report shows that the number of calls offered i.e, Total Calls between the days 20<sup>th -</sup> 22<sup>nd</sup> June is "0","3" and "4" and the "Calls Dropped in IVR" is "0","3" and "4" respectively. The calls dropped in IVR refers to the calls which are not initiated to the Agent due to any rejection from the customer side or due to some technical/connection issue from the service provider. Hence, the "Calls Offered" is "0","3" and "4", the "Calls Answered" is "0","3" and "3" and the "Calls Abandoned" is "0","0","1" respectively. The "Service Level %" becomes 100%". Also "Average Speed of Answering", "Average Handling Time", "Average Talk Time", "Average Hold Time" can be analysed for efficient call handling.

C.		ss - Sum	ımary							
	Date	Starting Interval	Time Slot	Total Calls	Calls Dropped in IVR		VoiceMails Received		Calls Abandoned in 20 Sec	Calls Answered
1	20-Jun	00:00:00	23:59:59	1	1	o	٥	٥	٥	o
2	21-Jun	00:00:00	23:59:59	4	1	3	٥	3	0	з
з	22-Jun	00:00:00	23:59:59	8	4	4	o	3	1	3

(Note: The row is cut in half for clarity purpose and the next half of the Process - Summary is given below.)

Calls Calls Calls Calls Calls Calls Abandoned Abandoned Answered Service Average Avera													
3 0 0 0 0 0.00 100.00 00:00:03 00:00:03 00:00:00 00:00:00	Answered Before	Answered After	Abandoned	Abandoned Before	Abandoned After				Speed of	Handling	Talk	Hold	Q Average Wait Time
	0	٥	0	٥	0	٥	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
3 0 1 0 1 25.00 75.00 <u>100.00</u> 00:00:04 00:00:24 00:00:08 00:00:48 00:00:	з	٥	0	٥	٥	0.00	100.00	100.00	00:00:03	00:00:03	00:00:03	00:00:00	00:00:03
	3	0	1	0	1	25.00	75.00	100.00	00:00:04	00:00:24	00:00:08	00:00:48	00:00:07

#### 5.5.1.2. Productivity



Productivity-based report serves as a performance indicator for a specified process where the number of agents mapped and logged into the process and the numbers of calls attended by each agent are displayed along with the maximum and minimum talk and hold times. Daily assessment allows to increase the agent productivity in an organisation.

Process - Productivity		
Process Name: Date: Time Interval:	Testing Team  Daily Daily	
	Submit	

The report displays "Date", "Starting Interval", "Time Slot", "Calls Offered", "Calls Answered", "Number of Agents On Board", "Average Number of Calls per Agent", "Answered %" and "Service Level %".

•	Process - ]	Productivi	ty							
rocess	: Testing Team									
	Date	Starting Interval	Time Slot	Calls Offered	Calls Answered	No of Agents On Board	Avg No of Calls per Agent	Answered %	Service Level %	Max Handling Time
1	14/August	00:00:00	02:00:00	0	0	0	0	0	0	00:00:00
2	14/August	02:00:00	04:00:00	0	0	0	0	0	0	00:00:00
3	14/August	04:00:00	06:00:00	0	0	0	0	0	0	00:00:00
4	14/August	06:00:00	08:00:00	0	o	0	0	0	0	00:00:00
5	14/August	08:00:00	10:00:00	1	1	1	1	100.00	100.00	00:00:08
6	14/August	10:00:00	12:00:00	25	17	2	8	68.00	100.00	00:00:40
7	14/August	12:00:00	14:00:00	3	2	2	1	66.67	100.00	00:00:57
8	14/August	14:00:00	16:00:00	0	o	0	0	0	0	00:00:00
9	14/August	16:00:00	18:00:00	18	12	з	4	66.67	100.00	00:17:07
10	14/August	18:00:00	20:00:00	2	2	1	2	100.00	100.00	00:00:13
11	14/August	20:00:00	22:00:00	o	o	0	0	0	0	00:00:00
12	14/August	22:00:00	23:59:59	0	0	0	0	0	0	00:00:00

(Note: The row is cut in half for clarity purpose and the next half of the Process - Productivity is given below.)

							6 s
Min Handling Time	Avg Handling TIme	Max Talk Time	Min Talk Time	Avg Talk TIme	Max Hold Time	Min Hold Time	Avg Hold TIme
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:08	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00
00:00:06	00:00:14	00:00:40	00:00:06	00:00:14	00:00:00	00:00:00	00:00:00
00:00:14	00:00:36	00:00:57	00:00:14	00:00:36	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:01	00:01:35	00:17:07	00:00:01	00:01:35	00:00:00	00:00:00	00:00:00
00:00:10	00:00:12	00:00:13	00:00:10	00:00:12	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

#### 5.5.1.3. Answered Statistics

Displays information of incoming calls corresponding to a particular process with specific emphasis on the time parameters like the ringing duration and talk time which indicates about the delay in servicing subsequent campaign calls.

Process - Answered State	atistics
Process Name :	Testing Team       ● Hourly       ○ Daily
Date :	
Time Interval :	120 (Minutes)
Ring Interval :	120 (Sec)
	Submit

View the complete information like "Date", "Starting Interval", "Time Slot", "Calls Offered", "Calls Answered", "Calls Abandoned", "Avg Talk Time", "Max Talk Time", "Max Ring Time", "Min Ring Time", "Avg Ring Time", "Abandoned %", "Answered %", "Service Level %", "Average Handling Time", "Call Ans <= 120 Sec" and "Call Ans > 120 Sec".

oces	s : Testing Te	am							
	Date	Starting Interval	Time Slot	Calls Offered	Calls Answered	Calls Abandoned	Avg Talk Time	Max Talk Time	Max Ring Time
1	22/June	00:00:00	02:00:00	0	0	0	00:00:00	00:00:00	00:00:0
2	22/June	02:00:00	04:00:00	0	0	0	00:00:00	00:00:00	00:00:0
3	22/June	04:00:00	06:00:00	0	0	0	00:00:00	00:00:00	00:00:0
4	22/June	06:00:00	08:00:00	0	0	0	00:00:00	00:00:00	00:00:0
5	22/June	08:00:00	10:00:00	2	1	1	00:00:10	00:00:10	00:00:0
6	22/June	10:00:00	12:00:00	7	4	3	00:00:19	00:00:53	00:00:0
7	22/June	12:00:00	14:00:00	2	2	0	00:00:21	00:00:24	00:00:0
ε	22/June	14:00:00	16:00:00	0	0	0	00:00:00	00:00:00	00:00:0
9	22/June	16:00:00	18:00:00	0	0	0	00:00:00	00:00:00	00:00:0
10	22/June	18:00:00	20:00:00	0	0	0	00:00:00	00:00:00	00:00:0
11	22/June	20:00:00	22:00:00	0	0	0	00:00:00	00:00:00	00:00:0
12	22/June	22:00:00	23:59:59	0	0	0	00:00:00	00:00:00	00:00:0

(Note: The row is cut in half for clarity purpose and the next half of the Process - Answered Statistics is given below.)

Min Ring Time	Avg Ring Time	Abandoned %	Answered %	Service Level %	Average Handling Time	Call Ans < 120 Sec	Q ∰ Call Ans ≻= 120 Sec
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:09	00:00:09	50.00	50.00	50.00	00:00:10	1	0
00:00:02	00:00:03	42.86	57.14	100.00	00:00:19	4	0
00:00:02	00:00:02	0.00	100.00	100.00	00:00:21	2	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0
00:00:00	00:00:00	0	0	0	00:00:00	0	0

The daily reports of call answered statistics can be retrieved from this option.

#### 5.5.1.4. Abandoned Calls

Abandoned Calls In this section, user can search the details of calls that were abandoned i.e., rejected by agents/customers (or) not answered by agents/customers (or) disconnected from the queue. Here multiple process selection is allowed. Search can be done with date also. 'Agent abandoned status' and 'Customer answered calls only' search options are available separately.

Process - Abandoned Calls Process Name : 🗌 Mobile Login C Remote Snoop Incoming Outgoing TEST-RETRY Calls from : Calls to : ✓ All Abandoned 🗹 Agent - User Busy Agent - No Answer Call Status : Agent - Missed Call ✓ Agent Not available Customer answered calls only Call Type : Both ~ Search

Refer the complete information like "PhoneNo", "Abandoned Time", "Call Type", "Customer Status", "Agent Status" and "Final Status".

ota Calls	ess Name : OUT(   Calls : 308   from : 2018-09   Status : All Abai	9-12 00:00:00 To 2018-09-	12 23:59:59						
Jun	PhoneNo	Abandoned Time	Call Type	Customer Status	Username	Agent Status	Final Status	Process Name	
1	1234567890	12-Sep-18 17:39:03	Outgoing	Success :	L29	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
2	1234567890	12-Sep-18 17:39:05	Outgoing	Success	L23	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
3	1234567890	12-Sep-18 17:39:05	Outgoing	Success	L27	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
4	1234567890	12-Sep-18 17:39:05	Outgoing	Success	L11	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
5	1234567890	12-Sep-18 17:39:04	Outgoing	Success	L25	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
6	1234567890	12-Sep-18 17:39:04	Outgoing	Success	L20	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
7	1234567890	12-Sep-18 17:39:04	Outgoing	Success	L5	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
8	1234567890	12-Sep-18 17:39:04	Outgoing	Success :	L19	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
9	1234567890	12-Sep-18 17:39:04	Outgoing	Success	L14	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
10	1234567890	12-Sep-18 17:39:03	Outgoing	Success :	L7	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4
11	1234567890	12-Sep-18 17:38:37	Outgoing	Success	L13	User Busy	Success-12-Sep-18 17:48:59 (Outgoing)	OUTGOING	4

# 5.5.1.5. Dropped Calls



Represents report based on dropped calls where agent-based transfer has not been initiated. Select "Process", enter the date and click Search.

Process - Dropped Calls					
Process Name : All  Calls from : 22/Jun/2018 Calls to : 22/Jun/2018					
Search Search					

Report appears with "PhoneNo", "Called Time", "Call Type" and "Process".

Process Name : <b>All</b> Fotal Calls : <b>10</b> Calls from : <b>2018-06-20 00:00:00</b> To <b>2018-06-22 23:59:59</b>					
	PhoneNo	Called Time			
1	9388350789	2018/6/22 15:43:49			
2	9388350789	2018/6/22 15:43:41			
3	9388350789	2018/6/22 15:43:33			
4	9388350789	2018/6/22 15:41:02			
5	9388350789	2018/6/22 14:52:00			
6	9388350789	2018/6/22 14:50:16			
7	9388350789	2018/6/22 14:49:50			
8	9388350789	2018/6/22 14:49:31			
9	9388350789	2018/6/21 09:51:47			
10	9388350789	2018/6/20 09:30:14			

(Note: The row is cut in half for clarity purpose and the next half of the Process - Dropped Calls is given below.)

Call Type	Process	
Incoming	Test-Interactive	
Outgoing(PreviewDialled) [A2]	Test-Interactive	
Outgoing(PreviewDialled) [A2]	Test-Interactive	
Outgoing(PreviewDialled) [A2]	Test-Interactive	
Incoming	Test-Interactive	
CallBack	Test-Interactive	

#### 5.5.1.6. Export Logs



This submenu gives the information of the exported details of all process. The exported details of individual process are shown here. To view the export details, click *View Export Logs* after selecting a process from the drop-down list.

Export Logs	
Select Process : All	
	View Export Logs

Exported details of all the process is shown below. Details include "Started On", "Ended On", "Done By", "Records", "File Name" and "Process".

E	Export Logs								
Process:-	Process:- All								
	Started On	Ended On							
1	22 Jun 2018 15:09:49	22 Jun 2018 15:09:50							
2	22 Jun 2018 15:08:02	22 Jun 2018 15:08:04							
3	22 Jun 2018 15:04:17	22 Jun 2018 15:04:17							
4	22 Jun 2018 15:02:11	22 Jun 2018 15:02:13							
5	22 Jun 2018 14:55:40	22 Jun 2018 14:55:41							
6	22 Jun 2018 14:55:25	22 Jun 2018 14:55:27							
7	22 Jun 2018 14:48:07	22 Jun 2018 14:48:09							
8	22 Jun 2018 14:44:45	22 Jun 2018 14:44:46							
9	22 Jun 2018 14:41:21	22 Jun 2018 14:41:22							
10	22 Jun 2018 14:37:09	22 Jun 2018 14:37:10							
11	22 Jun 2018 12:22:01	22 Jun 2018 12:22:01							
12	22 Jun 2018 12:21:55	22 Jun 2018 12:21:57							

(Note: The row is cut in half for clarity purpose and the next half of the Export Logs is given below.)

Done By	Records	File Name	Process
ADMIN1	3	report_daily_Answered Statitics [Testing Team]	Testing Team
ADMIN1	12	report_hourly_Answered Statitics [Testing Team]	Testing Team
ADMIN1	3	report_daily_Process Productivity [ Testing Team ]	Testing Team
ADMIN1	12	report_hourly_Process Productivity [ Testing Team ]	Testing Team
ADMIN1	3	report_daily_Process summary[[TEST- INTERACTIVE] ].csv	Test- Interactive
ADMIN1	12	report_hourly_Process summary[[TEST- INTERACTIVE] ].csv	Test- Interactive
ADMIN1	12	report_hourly_Process_summary[[TEST- INTERACTIVE] [TEST-RETRY] ].csv	All
ADMIN1	2	report_daily_Process summary[[TESTING TEAM] ].csv	Testing Team
ADMIN1	1	report_daily_Process summary[[TESTING TEAM] ].csv	Testing Team
ADMIN1	12	report_hourly_Process_summary[[TESTING TEAM] ].csv	Testing Team
SUPERVISOR	1	report_daily_Answered Statitics [Testing Team]	Testing Team
SUPERVISOR	12	report_hourly_Answered Statitics [Testing Team]	Testing Team

# 5.6. Agent Reports

This menu gives the information about the logged call center agents and their respective call logs. simple and advanced search can be performed to track and retrieve the information.

# 5.6.1. Agent Reports - Submenus

This menu comprises of the following submenus: Call Logs, Summary, Occupancy, Abandoned List, Hourly Summary. These are briefly explained below:

# 5.6.1.1. Search Logs

**Search Logs** This features allows to search the calls with different search criteria such as Date, Time, Processes, Agent, Agent status, Caller status, Call Mode, Call Type, Talk Duration, Agent IP, Disposition status, and other custom fields. The reports can also be exported in CSV format.

C	🕼 Calls - Search						
Total	otal Records : 19						
	Variation	Process		0			
	Number	Process	Dial Time	Customer	Call Type		
1			2018-06-21 09:51:47	Success	Incoming		
2	2 9388350789	TESTING TEAM	2018-06-21 09:44:13	Success	Incoming		
3	2 9388350789	TESTING TEAM	2018-06-21 09:43:16	Success	Incoming		
4	⊅ 9388350789	TESTING TEAM	2018-06-21 09:38:14	Success	Outgoing(PreviewDialled)		
5	<b>⊅</b> 9388350789	TESTING TEAM	2018-06-20 12:01:02	Success	CallBack		
6	<b>⊅</b> 9388350789	TESTING TEAM	2018-06-20 11:59:34	Failed	Outgoing		
7	<b>⊅</b> 9388350789	TESTING TEAM	2018-06-20 11:59:20	Success	Outgoing		
8	๔ 9388350789	TESTING TEAM	2018-06-20 11:58:27	Success	Incoming		
9	<b>7</b> 9388350789	TESTING TEAM	2018-06-20 11:57:37	Failed	CallBack		
10	<b>7</b> 9388350789	TESTING TEAM	2018-06-20 11:57:08	Failed	Outgoing		
11	<b>⊅</b> 9388350789	TESTING TEAM	2018-06-20 11:56:52	Success	Outgoing		
12	<b>⊅</b> 9388350789	TESTING TEAM	2018-06-20 11:40:21	Failed	Outgoing		
13	<b>7</b> 9388350789	TESTING TEAM	2018-06-20 11:40:21	Failed	Outgoing		
14	<b>7</b> 9388350789	TESTING TEAM	2018-06-20 10:27:27	Failed	Outgoing(PreviewDialled)		
15	<b>7</b> 9388350789	TESTING TEAM	2018-06-20 09:55:09	Success	Outgoing(PreviewDialled)		

(Note: The row is cut in half for clarity purpose and the next half of the Calls - Search is given below.)

					Q Search
Disposition	Agent	Connected	Disconnect	×	
Not Disposed	Not Used	NA	NA		clear all apply
Disposed	A2	09:44:13	09:44:16	Date *	
Disposed	A2	09:43:21	09:43:30	From 20/Jun/2018 0:00	
Disposed	A2	09:38:18	09:38:35	To 21/Jun/2018 10:11	
Disposed	A2	12:01:06	12:01:50	PhoneNo : Phone Number	
Disposed	A1	11:59:36	11:59:41	Process *:	
Disposed	A1	11:59:22	11:59:30	ALL	-
Disposed	A2	11:58:33	11:58:43	✓ Outgoing	
Disposed	A1	11:57:44	11:57:57	Testing Team	
Disposed	A1	11:57:12	11:57:13	✓ Test-Interactive ✓ TEST-RETRY	
Disposed	A2	11:57:00	11:57:09	Demo	~
Not Disposed		11:40:21	11:40:24	Agent :	
Disposed	A2	11:40:27	11:40:28		
Disposed	A1	10:27:29	10:27:34		^
Disposed	A2	09:55:15	09:55:24	A2	

# 5.6.1.2. Call Logs



The "Call Logs" submenu allows to retrieve logged call details of an agent in a process. Click *Search* to retrieve call details on the basis of process, date range, call type, agent status, talk duration less than the specified time (in seconds), disposition status and agent IP address.

🕞 Agents - Call Logs	
	Advanced Search
Agent :	
Process :	All 🗸
Calls from :	
Calls to :	
PhoneNo :	
Call Type :	
Agent Status :	Available - All 🗸
Talk Duration less than :	Seconds
Disposition Status :	Both V
Agent IP :	
Sea	ch

Click *Advanced Search* to track details of a process based on its custom fields. Enter the search criteria and click *Search*.

🚯 Agents - Advanced Call Logs	
Agent :	All
Process :	Testing Team V
Calls from :	
Calls to :	
PhoneNo :	
Call Type : Call Direction :	All
CallBack :	
Call Status :	Available - All
Talk Duration less than :	Seconds
Disposition Status :	Both V
Agent IP :	
Name :	
IdNo : AssignAgent :	
Dated From :	To :
Department :	Select- V
Back	Search

The information obtained includes "Agent ID", "Agent Name", "Process", "Number", "Agent Status", "Called On", "Start at", "End at" and "Agent Talk Duration".

Calls Proc Ager Disp Tota			-Jun-18 09:41:4	6	
	Agent	Agent Name	Number	Agent Status	Called On
1	A1	ALEN TONY KURISHINGHAL	9388350789	User Busy	22-Jun-18 09:29:24
2	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 16:13:51
3	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 16:11:10
4	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 16:01:49
5	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:58:12
6	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:46:30
7	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:46:06
8	Al	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:45:03

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Call Logs is given below.)

				õ 🗃
Start at	End at	Agent Talk Duration	Process	
09:29:24	09:29:40	00:00:00	TESTING TEAM	🚸 🇯
16:13:51	16:15:40	00:01:48	TESTING TEAM	🔹 🌸
16:11:10	16:12:59	00:01:49	TESTING TEAM	۱
16:01:49	16:10:58	00:09:08	TESTING TEAM	۵ 🔅
14:58:12	15:05:31	00:07:18	TESTING TEAM	۱
14:46:30	14:47:19	00:00:48	TESTING TEAM	🚸 🍐
14:46:06	14:46:23	00:00:17	TESTING TEAM	🔶 🍅
14:45:03	14:45:29	00:00:25	TESTING TEAM	🔶 🚸
14:40:56	14:44:51	00:03:55	TESTING TEAM	۵
14:38:28	14:39:37	00:01:08	TESTING TEAM	🔹 🌸

Ills from : 20-Ju ocess: ALL Jent: ALL sposition Status tal Calls : 31 tal Call Duration		-Jun-18 10:04:0	8							
			Age	oursland	rt at				•	
1 A2	JOHN HONAY	9388350789	Con	ownload	50:58	09:51:09	00:00:10	TESTING TEAM		
2 A1	ALEN TONY KURISHINGHAL	9388350789	User Dusy	09:29:24	05.29:24	09:29:40		TESTING TEAM	٠	<b></b>
3 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 16:13:51	16:13:51	16:15:40	00:01:48	TESTING TEAM		4
4 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 16:11:10	16:11:10	16:12:59	00:01:49	TESTING TEAM	۲	<b>*</b>
5 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 16:01:49	16:01:49	16:10:58	00:09:08	TESTING TEAM		4
5 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:58:12	14:58:12	15:05:31	00:07:18	TESTING TEAM	٠	<b></b>
7 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:46:30	14:46:30	14:47:19	00:00:48	TESTING TEAM		
8 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:46:06	14:46:06	14:46:23	00:00:17	TESTING TEAM	٠	*
9 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:45:03	14:45:03	14:45:29	00:00:25	TESTING TEAM	٠	6
10 A1	ALEN TONY KURISHINGHAL	9388350789	Connected	21-Jun-18 14:40:56	14:40:56	14:44:51		TESTING TEAM	٠	2

The "Export" and "Print" option helps to export or print the displayed report. Click on a record to view the "Agent-Call Logs" details, such as "Agent ID", "Campaign Name", "Phone", "CallType" etc. that appears with an individual link with more information about the selected agent.

🕼 Call Details	
Agent :	
Process Name :	
	9388350789
Retry count :	
Customer Status :	
	CallBack - Direct
Call Connected Time :	21-Jun-18 16:11:10 21-Jun-18 16:12:59
Agent Status :	
Disposition Status :	CUSTOMER HANGUP-DISCONNECTED
Call Duration :	
Transfer Method Used :	
Transfered to IP :	
Name :	
IdNo :	
AssignAgent :	
Department :	VL V
Dated :	12/Jun/2018 16:05:00
Third Party(s) Involved :	
	Not Used ( )
Supervisor Conference :	
	Not Used ( )
Hold Information :	
	Not Used
	Update Call Data back

# 5.6.1.3. Summary



This submenu gives agent-wise call summary details of any process within a date range. If the date range is not specified, the summary report shows respective call details of all agents based on the selected process. Multiple processes and agents can be selected.

🙆 Agents - Summary		
Acost -		
Agent :	<ul> <li>✓ ALL</li> <li>✓ A1</li> <li>✓ A2</li> <li>✓ A3</li> <li>✓ A4</li> </ul>	
Process :	<ul> <li>□ ALL</li> <li>✓ Testing Team</li> <li>□ Call Transfer</li> </ul>	
	Test-Interactive Mobile Login	
Calls from : Calls to :		
	Search	

Select an "Agent", "Process" and date range and click *Search*. "Agent Summary Logs" appear with the date having valid data.

The report displayed include "Agent Name", "ACD Calls", "ACD Time", "Avg Talk Time", "ACW Time", "Avg ACW Time", "AHT", "Agent Ring Time", "Staff Time", "Other Time", "Quality", "Tea", "Lunch", "Test-break", "Held Calls", "Avg Hold Time", "Idle Time" and "Occupancy".

ate roce: gent	ss(s) :⊺		G TEAM								
	Agent Name		Calls Answered	Calls Abandoned	ACD Time	Avg Talk Time	ACW Time	Avg ACW Time		Agent Ring Time	Staff Time
	Total	26	16	10	00:04:43	00:00:07	00:09:00	00:00:21	00:00:11	00:02:59	353:43:40
1	JOHN	1	1	0	00:00:17	00:00:17	00:00:15	00:00:15	00:00:17	00:00:07	05:47:11
2	A1	18	9	9	00:03:02	00:00:05	00:05:14	00:00:17	00:00:10	00:02:01	06:07:19
3	A2	7	6	1	00:01:24	00:00:12	00:03:31	00:00:30	00:00:12	00:00:51	06:05:58
4	L1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:01
5	L2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:06
6	L3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:40
7	L4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:08
8	L5	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:28
9	L6	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:34
10	L7	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:09
11	L8	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:10
12	L9	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11:11:29

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Summary is given below.)

								ं ज ज
Break Time	Quality	Теа	Lunch	Fun	Held Calls	Avg Hold Time	Idle Time	Occupancy
00:04:08					2	00:00:46	353:25:49	0.02 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:46:39	0.08 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2	00:00:46	05:59:03	0.83 %
00:04:08	00:00:04	00:00:00	00:00:00	00:00:00	0	00:00:00	05:56:55	0.39 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:01	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:06	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:40	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:08	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:28	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:34	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:09	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:10	0.00 %
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11:11:29	0.00 %

Two types of graphs are available - Duration chart and Count Chart. On clicking this icon we will able to see the charts in a separate window (shown below).

**Duration Chart**: Here, you can see the detailed graph of Call Duration, Withdrawal Duration, Break Duration and Idle Duration, each differentiated with separate colour scheme.

5-	00		🥖 Xte	end CC - Inte	ernet Explorer										-	
1			Date	ess:TEST : 2018-0 nt:All	ING TEAM 09-12											
ary				JOHN A1 A2 A2 A44 A44 A44 A44 A44 A44 A44 A44 A			call duration	Wit	hdrawal Durat	ion	Break Durati	on <b>e</b>	dle Duration			
Calls andoned	ACD Time	Avg Talk Time		L6 L7 L8												
	00:04:43	00:00:07		L9 L10												
	00:00:17	00:00:17		L11 L12												
	00:03:02	00:00:05	nts	L13												
	00:01:24	00:00:12	Agents	L14 L15												
	00:00:00	00:00:00		L16 L17												
	00:00:00	00:00:00		L18												
	00:00:00	00:00:00		L20												
	00:00:00	00:00:00		L22												
	00:00:00	00:00:00		L23 L24												
	00:00:00	00:00:00		L25 L26												
	00:00:00	00:00:00		L27 L28												
	00:00:00	00:00:00		L29												
	00:00:00	00:00:00		L30 00:00:00	01:00:00	02:00:00	03:00:00	04:00:00	05:00:00	06:00:00	07:00:00	08:00:00	09:00:00	10:00:00	11:00:00	12:00:
	00:00:00	00:00:00								ation [ hh:mn						
	00:00:00	00:00:00														
<																

**Count Chart**: Here, we can see the detailed graph of Answered Calls and Abandoned Calls differentiated using separate colour scheme.

2	-	C		end CC -	Internet Explor	er						Process : TI	ESTING TEAM	
												Date : 20		
												Agent : Al	1	
								Answ	ered Calls	Abandoned Call	G			
lary				JOHN				7 4101		/ Ibundoniou oun				
				JOHN A1										
				A2										
				L1										
				L2										
				L3										
				L4 L5										
Calls	ACD	Avg Talk		L6										
bandoned	Time	Time		L7										
0	00.04.42	00.00.07		L8										
U	00:04:43	00:00:07		L9 L10										
	00:00:17	00:00:17		L11										
	00:03:02	00.00.05		L12										
	00.03.02	00.00.00	Its	L13										
	00:01:24	00:00:12	Agents	L14 L15										
	00:00:00	00:00:00		L15										
				L17										
	00:00:00	00:00:00		L18										
	00:00:00	00:00:00		L19 L20										
				L20										
	00:00:00	00:00:00		L22										
	00:00:00	00:00:00		L23										
				L24 L25										
	00:00:00	00:00:00		L25 L26										
	00:00:00	00:00:00		L27										
	00:00:00	00.00.00		L28										
	00:00:00	00:00:00		L29										
	00:00:00	00:00:00		L30										
	00:00:00	00.00.00		0	)	2	4	6	8	10	12	14	16	1
									No: o	f Calls				
	00:00:00	00:00:00												~

The parameters and its significance are given below:

- 1) Agent Name
- 2) ACD Calls
- 3) ACD Time4) Avg TalkTime

- : The name of an agent.
- : The number of calls distributed to agents via the Automatic Call Distribution (ACD) algorithm.
- : The total time period of the ACD calls.
- : The average talktime (or) average of ACD Time.

5) ACW Time (Agent Call Withdrawal Tin	ne): The time required by an agent after a conversation to complete and dispose the call.
6) Avg ACW Time (Average Agent Call Withdrawal Time)	: The average of ACW Time.
7) AHT (Average Handling Time)	: The time taken by an agent to handle a call.
8) Agent Ring Time	: The time duration to pick up and attend a call (or the duration).
9) Staff Time	: The total login time of an agent.
10) Other Time	: Represents the sum of Quality time, Tea time, Lunch time and Test-break.
11) Held Calls	: The number of calls put on hold by an agent.
12) Avg Hold Time	: The average of Held Calls.
13) Idle Time	: Represents idle time duration of an agent.
14) Occupancy	: The percentage of availability of an agent.

# 5.6.1.4. Occupancy



This submenu provides an overall productivity report based on date and time. Select an Agent or All from the desired process/all processes and specify the date range and click *Search*. Multi selection of process and agents are also available.

4	Process - Occupancy		
	Agent :	ALL	
		✓ A1	$\sim$
		✓ A2	
		✓ A3	
		DEBUG	×
		I ALL	
		✓ Testing Team	
		Call Transfer	
		✓ Test-Interactive	
		✓ Mobile Login	~
	Calls from :	20/Jun/2018	
	Calls to :	20/Jun/2018	
		Search	

The report includes "Agent Name", "Calls Offered", "Calls Answered", "Calls Abandoned", "Answered %", "Answered before 20 Sec", "Abandoned before 20 Sec", "Service Level %", "ASA", "AHT", "Staff Time", "Break Time" and "Occupancy".

# 5.6.1.5. Abandoned List



	ess : ALL al : 7				
	Agent ID	Agent Name	Process	Ip Address	Agent Status
1	Not Available	NOT AVAILABLE	Test-Interactive	Not Available	Agent Not Available
2	Al	ALEN TONY KURISHINGHAL	Testing Team	10.20.30.130	User Busy
3	Not Available	NOT AVAILABLE	Test-Interactive	Not Available	Agent Not Available
4	Al	ALEN TONY KURISHINGHAL	Testing Team	10.20.30.130	User Busy
5	A2	JOHN HONAY	Test-Interactive	10.20.30.134	User Busy
6	Al	ALEN TONY KURISHINGHAL	Testing Team	10.20.30.130	Missed Call
7	Al	ALEN TONY KURISHINGHAL	Testing Team	10.20.30.130	User Busy

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Abandoned List is given below.)

			<ul> <li>Ø</li> </ul>			
Called On	Start at	End at	Agent Talk Duration			
22 Jun 2018	17:25:04	17:25:16	00:00:00			
22 Jun 2018	17:25:05	17:25:11	00:00:00	٩		
22 Jun 2018	17:24:39	17:25:01	00:00:00			
22 Jun 2018	17:24:45	17:24:58	00:00:00	ŵ		
22 Jun 2018	14:54:08	14:54:25	00:00:00			
22 Jun 2018	11:04:13	11:04:22	00:00:00	÷		
22 Jun 2018	09:29:24	09:29:40	00:00:00	٩		
	<ol> <li>22 Jun 2018</li> </ol>	22 Jun 2018       17:25:04         22 Jun 2018       17:25:05         22 Jun 2018       17:24:39         22 Jun 2018       17:24:45         22 Jun 2018       14:54:08         22 Jun 2018       11:04:13	22 Jun 2018       17:25:04       17:25:16         22 Jun 2018       17:25:05       17:25:11         22 Jun 2018       17:24:39       17:25:01         22 Jun 2018       17:24:45       17:24:58         22 Jun 2018       14:54:08       14:54:25         22 Jun 2018       11:04:13       11:04:22	Called OnStart atEnd atAgent Talk Duration22 Jun 201817:25:0417:25:1600:00:0022 Jun 201817:25:0517:25:1100:00:0022 Jun 201817:24:3917:25:0100:00:0022 Jun 201817:24:4517:24:5800:00:0022 Jun 201814:54:0814:54:2500:00:0022 Jun 201811:04:1311:04:2200:00:00		

The search result obtained shall include "Agent ID", "Agent Name", "Process", "IP Address", "Agent Status", "Reason", "Called On", "Start at", "End at" and "Agent Talk Duration".

Wave player allows to listen to the logged call.
🥖 Xtend Technology. Call Id-340 - In	🔮 Xtend Technology. Call Id-340 - Internet Explorer 📃 💼 💌								
	Call Id-340 [0 s	ec]							
0:0 0:1 0:2 Speed:  Volume:  0.000 to 7.440 (7.440)	0:3 0:4	0:5	'0:6 '0:7						
;548									

### 5.6.1.6. Hourly Summary



Provide Agents - Hourly Summary								
Process : Testing Team 🗸 On Date :								
Submit								

This report include "Time Slot", "Agent Count", "Attempts", "Connects", "Connect %", "Abandoned", "Abandoned %", "Call Failed", "Staff Time", "Idle Time", "Break Time", "Agent Talk Time", "Agent Wrap Time", "Hold Time", "Success Talk Time", "Success Wrap Time", "AHT", "ATT", "AWT" and "Average Hold Time", "Total Number of Boundary Crossed Calls".

	Agents - Hourly Summary         occess Name : Testing Team											
	Time Slot	Agent Count	Attempts	Connects	Connect %	Abandoned	Abandoned %	Call Failed	Staff Time	Idle Time	Break Time	
1	00:00:00 - 01:00:00	1	0	٥	o	o	0	٥	01:00:00	01:00:00	00:00:0	
2	01:00:00 - 02:00:00	1	0	o	o	o	o	o	01:00:00	01:00:00	00:00:0	
3	02:00:00 - 03:00:00	2	2	2	100	0	0	0	02:00:00	01:59:45	00:00:0	
4	03:00:00 - 04:00:00	2	5	2	40	1	20	2	01:45:59	01:24:44	00:07:0	
5	04:00:00 - 05:00:00	2	2	2	100	0	o	0	02:00:00	01:59:02	00:00:0	
6	05:00:00 - 06:00:00	2	0	0	o	o	o	0	02:00:00	02:00:00	00:00:0	
7	06:00:00 - 07:00:00	2	0	0	o	0	o	0	02:00:00	02:00:00	00:00:0	
8	07:00:00 - 08:00:00	2	0	0	0	0	o	o	02:00:00	02:00:00	00:00:0	
9	08:00:00 - 09:00:00	2	0	o	o	0	0	0	02:00:00	02:00:00	00:00:0	
10	09:00:00 - 10:00:00	2	2	1	50	1	50	1	01:15:26	01:02:36	00:00:0	

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Hourly Summary is given below.)

									🌼 🤹
Agent Talk Time	Agent Wrap Time	Hold Time	Success Talk Time	Success Wrap Time	AHT	ATT	AWT	Average Hold Time	Total Number of Boundary crossed Calls
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	o
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
00:00:10	00:00:05	00:00:00	00:00:10	00:00:05	00:00:07	00:00:05	00:00:02	00:00:00	0
00:01:18	00:12:52	00:00:00	00:01:06	00:12:38	00:06:52	00:00:33	00:06:19	00:00:00	0
00:00:44	00:00:14	00:00:00	00:00:44	00:00:14	00:00:29	00:00:22	00:00:07	00:00:00	0
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	o
00:00:11	00:12:39	00:00:00	00:00:11	00:00:02	00:00:13	00:00:11	00:00:02	00:00:00	0

# 5.7. Supervision

The Supervision menu allows to monitor and listen to agents in real-time, manage agent activity, and monitor workflow in the Xtend Call Center System.

# 5.7.1. Supervision - Submenus

This menu comprises of the following submenus: Dashboard, Process, Agent Monitoring, Agents-Logout, Supervisors - Login. These are briefly explained below:

### 5.7.1.1 Dashboard



This submenu provides the information about all Processes, General info, Process Info, Free Space in GB, representation of Agent status in pie chart and number of live calls.

General Info: Contains details like Engine, Trunk, Server, Up time, Dialer and SIP.

Process Info: Contains details like Name, Call Handling, Transfer, Channels, and Proportion.

Free Space in GB: Contains the details regarding the free space available (in GB) in the Local Hard Disk.

Agents: Displays the Agent status (Idle, Call, Withdrawal and Break) in a pie chart.

Live Calls: Displays the number of live calls (incoming and outgoing) in Queue, Dialing, Ringing and Connected modes.

Ľ												Refresh : 5 secs
	General Info				Р	rocess	- All	L				Agents
	Engine Trunks	PROCESS	Σ		4	÷	÷	÷	0	×	AHT	
	13:48:46	TOTAL	35	29	6	28	19	9	0	100.00	00:31	
	Server         10.20.30.145           Up time         21:15:07           Dialer         90	Retry	1	0	1	1	o	1	0	0.00	00:00	
	SIP 90	Live Snooping	3	3	0	NA	NA	NA	0	NA	NA	Idle (2) Call (0) Withdrawal (0) Break (0)
	Process Info	Test Process	8	5	3	8	5	3	0	100.00	00:08	Total Agents : 2
	Name All Call handling -	MUBLOGIN	0	0	0	NA	NA	NA	0	NA	NA	USER PROCESS DURATION
>	Transfer - Channels - Wavepath -	Test Int	7	7	0	3	1	2	0	100.00	00:04	Live Calls
	Proportion -	Call Tranfer	0	0	0	NA	NA	NA	0	NA	NA	All (0) Outgoing (0) Incoming (0) Queue O Dialing O
	Free Space in GB	TESTING TEAM	16	14	2	16	13	3	0	100.00	00:42	Ringing O Connected O NUMBER PROCESS DURATION AGENT
	Local Disk (C ) 233											NO DATA
	Local Disk (E ) 168											
	New Volume (F) 124.8 220.8 GB used of 345.6 GB											
												~

## 5.7.1.2. Process



This submenu shows the process specific details that include "Overall Call Status", "Present Call Status" and "Agent Status" of all active processes. Multiple processes can be selected at the same time. The free disk space available in Call Center server is also displayed. The pie chart representation of Overall call status and Agent status are also provided here.

Process	▲		Engine Status : ✔ Line Status : ✔ Last refreshed 7 September 2018 on : 13:18:02
O TEST	Overall Call Status		
<ul> <li>TestInt</li> <li>Eldho_non interactive</li> <li>process1</li> </ul>	61 Calls Offered	28 Calls Handled	6 Dropped in IVR
	33 Abandoned	0 Allocation Failed	
Overall Call Status (Total: 67)	Present Call Status		
	0 In Queue	<b>O</b> Talking	<b>O</b> On Hold
handled (28) abandoned (33)	<b>O</b> In IVR	<b>O</b> Transfering	63.64 Service Level %
Agent Status ( Total: 4 )	45.90 Answered %	00:00:27 АНТ	
	Agent Status [Agents-4]		[Agent Channels-60]
	2 Idle	0 Talking	0 Break
Idle (2) Talking (0)	2 Withdrawal	<b>O</b> Transfering	553 Free Space in GB (All drives)

**Overall Status:** Displayed data include overall calls offered, handled, dropped in IVR, abandoned and allocation failed.

**Present Call Status:** Displayed data include calls in queue, talking mode, on hold, In IVR, transferring mode, overall service level %, overall answered % and AHT.

Agent Status: An overall number of idle agents, talking, on break, withdrawal, transferring mode and free space in Call Center server are displayed in this section.

**Engine Status:** Indicates the status of Xtend Call Center application. (" $\sqrt{}$ " indicates enabled).

**Line Status:** Denotes the status of the PRI line (" $\sqrt{}$ " indicates active).

Last refreshed on: Represents the last refreshed date and time (data is refreshed in every 5 seconds).



User can click on this icon to view the supervision details in a separate web page as shown in the below image.

Process	OVERALL CALL STATUS	Engine Status : 🖋 Line Status : 🗱 Last refreshed on : 12 September 2018 16:18:01				
TESTING TEAM     Test Int     Test Process	23	15	6			
	Calls Offered	Calls Handled	Dropped in IVR			
	8 Abandoned	0 Allocation Failed				
Overall Call Status ( Total: 29 )	PRESENT CALL STATUS					
	0	()	()			
	In Queue	Talking	On Hold			
handled (15) abandoned (8)	0	()	100.00			
	In IVR	Transferring	Service Level %			
dropped (6) Agent Status ( Total: 2 )	65.22 Answered %	00:00:19 Ант				
	Agent Status [Agents-2]		[Agent Channels-90]			
	2	0	<b>()</b>			
	Idle	Talking	Break			
ldle (2) 📒 Talking (0)	0	0	532			
	Withdrawal	Transferring	Free Space in GB (All drives)			

# 5.7.1.3. Agent Monitoring

Agent Monitoring includes the current status of all the agents who are logged-in different processes like All, Idle, Call, Withdrawal and Break. Click the boxes (highlighted in red) to get the list of all users under that particular process.

A Select Process drop box is also present to get the list of all the agents under that process.

	Agent Monitoring									
Select Process		30 ALL	14 16 IDLE CALL W	0 0 /ITHDRAWAL BREAK		2018-06-27 10	09:55 5Sec ♥ II show more			
USER	REAL NAME	PROCESS ×	IP ×	LOGIN TIME	× STATUS >	STATUS DURATION	×			
1 L1	L1	ALL	10.20.30.134	26-Jun-18 17:57:27	IDLE	00:00:06				
2 L2	L2	ALL	10.20.30.134	26-Jun-18 17:57:27	IDLE	00:00:06	-1			
3 L3	L3	ALL	10.20.30.134	26-Jun-18 17:57:27	CALL	00:00:06				
4 L4	L4	ALL	10.20.30.134	26-Jun-18 17:57:27	CALL	00:00:10				
5 L5	L5	ALL	10.20.30.134	26-Jun-18 17:57:27	CALL	00:00:06				
6 L6	L6	ALL	10.20.30.134	26-Jun-18 17:57:27	IDLE	00:00:10	÷			
7 L7	L7	ALL	10.20.30.134	26-Jun-18 17:57:27	CALL	00:00:05				
8 L8	L8	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:06	÷			
9 L9	L9	ALL	10.20.30.134	26-Jun-18 17:57:28	CALL	00:00:10				
10 L10	L10	ALL	10.20.30.134	26-Jun-18 17:57:28	CALL	00:00:10				
11 L11	L11	ALL	10.20.30.134	26-Jun-18 17:57:28	CALL	00:00:10				
12 L12	L12	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:09	÷			
13 L13	L13	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:08				
14 L14	L14	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:08	-2			
15 L15	L15	ALL	10.20.30.134	26-Jun-18 17:57:28	CALL	00:00:10				
16 L16	L16	ALL	10.20.30.134	26-Jun-18 17:57:28	CALL	00:00:05				
17 L17	L17	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:06	-2			
18 L18	L18	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:05	-1			
19 L19	L19	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:04	-			
20 <b>L20</b>	L20	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:06				
21 L21	L21	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:04	-2			
22 L22	L22	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:03	÷			
23 L23	L23	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:06	÷			
24 L24	L24	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:10				
25 L25	L25	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:04				
26 L26	L26	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:10				
27 <b>L27</b>	L27	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:06				
28 <b>L28</b>	L28	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:06				
29 <b>L29</b>	L29	ALL	10.20.30.134	26-Jun-18 17:57:29	CALL	00:00:10				
30 L30	L30	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:10	÷			

Example: If the option "Idle" is selected, the list of idle agents will be shown.

Agent Monitoring								
elect Proces	5 🗸		30 6 ALL IDI		0 0 WITHDRAWAL BREAK		2018-06-26 18:24:01	5 Sec 💌
		-						show m
	USER	REAL NAME	PROCESS ×	IP	× LOGIN TIME	× STATUS ×	STATUS DURATION	×
7	L7	L7	ALL	10.20.30.134	26-Jun-18 17:57:27	IDLE	00:00:02	-
8	L8	L8	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:01	÷
15	L15	L15	ALL	10.20.30.134	26-Jun-18 17:57:28	IDLE	00:00:00	÷
23	L23	L23	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:02	÷
24	L24	L24	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:02	÷
30	L30	L30	ALL	10.20.30.134	26-Jun-18 17:57:29	IDLE	00:00:02	-



An Administrator can forcefully logout an agent using this icon.



Click on this icon to show the details in a separate window.



This icon shows the last refreshed time. User can change the refreshed time from the drop down list.



Click on the icon to pause the present status.

show more Click on the icon to see more details.

# 5.7.1.4. Supervisor - Login

This submenu gives the complete details of the Supervisor logged-in to the Call Center. The displayed search result includes "Name", "Login Time", "Login IP", "Status", "Session Duration", "Status Duration". Admin can logout as Supervisor from the interface by clicking on "Logout".

💽 Su	pervisors - l	Login					
SI.No	Name	Login Time	Login IP	Status	Session Duration	Status Duration	
1	SUPERVISOR	29-Aug-18 13:11:03	10.20.30.130	Idle	00:00:12	00:00:12	Logout



Displays the session details of logged out agents. The details include "Name", "Login Time", "Login IP" and "Method".

Show syst				Showing Logout in last 15 min Refresh Now
Name	Login Time	Logout Time	Login IP	Method
A1	12-Jul-18 15:07:53	12-Jul-18 15:08:57	10.20.30.130	System-Forced - MISSED CALL - NO ANSWER
A2	12-Jul-18 15:08:32	12-Jul-18 15:08:46	10.20.30.134	Forced by xtend
A1	12-Jul-18 09:52:03	12-Jul-18 15:07:47	10.20.30.130	Normal

In the above report,

Show **SYSTEM-FORCED** Logout Only: Shows the information about agents, whose logout was done by the system.

Show **System-Forced-MISSED CALL-TIMEOUT\_FL\_Call Failed**: An agent has not responded to the call, so the system has forcefully logged out this agent.

Showing Logout in Last \_\_\_ min: Allows to enter the value in minutes to view the logged out details within the entered time slot.

# 5.8. Email

This menu enables the user to send reports, notifications etc. via email to the user.

## 5.8.1. E-mail Settings



This option is used to enable an e-mail service.

E-mail Settings	
Enable E-mail Service	
Secured Connection : 🗹 Enable	
SMTP Server : smtp.gmail.com	×
SMTP Port: 465	
From E-mail Address : callcentermail01@g	mail.com
SMTP Port : 465 From E-mail Address : callcentermail01@g User : callcentermail01@g	mail.com
Password :	
	Ok

Settings updated successfully.	
<u>Go Back</u>	

# 5.8.2. Email



This submenu allows the user to retrieve the emails sent to the clients based on a particular time period.

🚱 E-mail	
From : 11/Jun/2018 III To : 22/Jun/2018 III	
Ok	

# 5.9. Administration

This menu is related to the creation, modification and deactivation of the different type of users. Note that an Administrator can create, modify or deactivate a user account. An Administrator can also change name, reset password and set session duration from this menu.

## 5.9.1. Administration - Submenus

This menu comprises of the following submenus: User Account, Break Settings, Auto Upload, Auto Download, Skills and Phonebook and Call Transfer List. These are briefly explained below:

### 5.9.1.1. User Account



This submenu is related to the creation, modification, deactivation of different users and Administrator accounts. An Administrator can create and delete user accounts, User Account change name and reset password. A user with administrative privilege can download and install the Xtend Client Application setup through this menu.

🔲 User Account	
	Download Xtend Client : Auto Answer : [ON] [OFF]
	🕐 Upload Agents 🗐 Add User 🛞 Deactivate User 🗐 List Users
A1 - Administrator Supervisor Ag	ent Quality Analyser
Real name :	Alen Tony Kurishinghal
Mobile Number :	
Mobile Login Pin Number :	Uplosd Wave
Session Duration :	30 minutes
Allow Data Upload :	Yes V
List Count :	30
Suspend Account :	
Allow Wave Playback :	
Live Call Snooping :	
	Remote Snooping   User ID   PIN * User ID and PIN should be numeric (0-9)
Language :	☑ English         1           Hindi         *
	Li Hindia yalam 2 *
Department :	Voice logger *
	Ivr •
	Call center •
	* Lower the value, higher will be the Priority. If priority is left blank, skill mapping will be failed.
Change Password	
New Password :	
Confirm Password :	
OK Cancel	
	nt anisilara. Administrature   Sucannica   Quality Assland   Assat   Description durant per personal aut

#### **User Accounts - Related Icons**

Click this link to upload the list of call center agents in CSV or XLS file format. Browse and select the file, click *Upload* to assign the list of agents. Click *Preview* to view the set of the uploaded agents.

🕐 Upload Agents			
Select Data File (CSV/XLS) : Browse			
	Preview	Upload	
*The uploading file must contain the column headings as UserName, RealName, Span, Password and the order of same.	the columns also sh	ould be the	

Note: The uploaded file must contain the column headings as UserName, RealName, Span, Password and the order of the columns also should be the same.

Add User Click this link to create new user account. Enter the Login Name, Real Name, Session Duration and Password and click *OK* to create the account.

New User			
Login name *: Agent 1 Real name *: agent Session Duration *: 30 minutes User Password *: ••••• Confirm Password *: ••••• •			
Real name *: agent			
Session Duration *: 30 minutes			
User Password *: •••••			
	OK	Cancel	

"User Account" window appears as shown below.

Ser Account
Download Xtend Client : Auto Answer : [ON] [OFF]
🕐 Upload Agents 💿 Add User 🛞 Deactivate User 🗐 List Users
AGENT1 🗸 Administrator Supervisor Agent Quality Analyser
Real name : agent
Mobile Number :
Mobile Login Pin Number : Upload Wave
Session Duration : 30 minutes
List Count : 30
Suspend Account : ○Yes ●No
Allow Wave Playback : Ores 💿 No
Live Call Snooping : Web Snooping
Remote Snooping   User ID   PIN • User ID and PIN should be numeric (0-9)
Change Password
New Password :
Confirm Password :
OK Cancel
* users in drop down list are color coded based on their highest privilege. Administrator   Supervisor   Quality Analyser   Agent . Deacvtivated users are greyed out.

Four types of user accounts are present. These are:

- Administrator: This account has the topmost privilege and can access all options in the browser interface of Call Center System. An Administrator can create new users, assign rights to users and disable the users. The default account in the Xtend Call Center is the Administrative privilege with username and password as "admin". For security measures, it is recommended to change the Administrator password during the first log-in itself. An Administrator account cannot be deleted and all other user-based accounts can be viewed and edited by an Administrator.
- **Supervisor:** The Supervisor can monitor and snoop the calls from the web interface by logging to Xtend Client application. An Administrator can also assign process rights to Supervisor. Each Supervisor is mapped to individual process and he/she can access only the details of the mapped process and also monitor and snoop the calls of that process only. Supervisor cannot change the rights assigned by an Administrator and the access to different options in the interface is limited. Web/remote snooping can only be initiated by a user with 'Supervisor' privilege.

User Account	
Download Xtend Client : Auto Answer : [ON] [OFF]	
🕐 Upload Agents ( ) Add User ( ) Deactivate User ( ) List Users	
SUPERVISOR 🗸 🖬 Administrator 🖉 Supervisor 🖥 Agent 👘 Quality Analyser	
Real name : supervisor	
Mobile Number :	
Mobile Login Pin Number : Upload Wave	
Session Duration : 30 minutes	
List Count: 30	
Suspend Account : O Yes   O No	
Allow Wave Playback : ○Yes ●No	
Live Call Snooping : 🗹 Web Snooping	
Remote Snooping   User ID 123 ×   PIN 123     User ID and PIN should be numeric (0-9)	
Change Password	
New Password :	
Confirm Password :	
View/Assign Rights OK Cancel	
* users in drop down list are color coded based on their highest privilege. Administrator   Supervisor   Quality Analyser   Agent . Deacvtivated users are greyed out.	

• Quality Analyser (QA): QA can assign callback from interface by clicking the row corresponding to agent call logs and then select callback option. He/she can monitor the active and passive reports, agent reports and can also edit the custom fields and add disposition remarks.

🗊 User Account
Download Xtend Client : Auto Answer : [ON] [OFF]
🚺 Upload Agents () Add User () Deactivate User () List Users
QA V Administrator Supervisor Agent Quality Analyser
Real name : Quality Analyzer
Mobile Number :
Mobile Login Pin Number : Upload Wave
Session Duration : 30 minutes
List Count : 30
Suspend Account : O Yes O No
Allow Wave Playback: O'Yes ONO
Live Call Snooping : Web Snooping
Remote Snooping     User ID     IPIN     * User ID and PIN should be numeric (0-9)
Change Password
New Password :
Confirm Password :
OK Cancel
* users in drop down list are color coded based on their highest privilege. Administrator   Supervisor   Quality Analyser   Agent - Deacvtivated users are greyed out-

The quality analyser can assign callbacks as shown below.

Agent Call Logs  $\rightarrow$  Click the specific row in Agent Call Logs to view the call details and enable the call back setting, this option is highlighted in the below image with a red rectangular box.

🕼 Call Details	
Agent	A2
Process Name	: Testing Team
	9388350789
Retry count	
Customer Status	
	: Outgoing(PreviewDialled) - Direct
	: 25-Jun-18 15:38:06 : 25-Jun-18 15:38:19
Call Ended Time Agent Status	
Agent Status Disposition Status	
	CUSTOMER HANGUP-DISCONNECTED
Call Duration	
Transfer Method Used	: Transfer on Dial
Transfered to IP	: 10.20.30.134
Third Party(s) Involved	
	Not Used ( )
Supervisor Conference	
	Not Used ( )
Hold Information	
	Not Used
😡 Call Back Setting	
Caliback routing Process	Testing Team
	/ O Time
	JOHN HONAY
Hearts Disposition Remarks	
Disposition Remarks	
Callback Details	
Calibratic Time	: 25 Jun 2018 15:37:59
Assigned To	
Assigned By	
	: 25 Jun 2018 15:38:00
Disposition Remarks	
	Update Call Data back

• Agent: This account has only limited privileges. An agent can access the web interface to retrieve the call logs that is made from their respective account. An account can be used to login to the Xtend Client to handle the calls.

When "Agent" privilege is selected, the skill set appears as shown below. Select the language based on the skill set and click *OK* to update the details.

	🕐 Upload Agents 💷 Add User 😡 Deactivate User 💷 List Users
A1	🗹 Agent 🔲 Quality Analyser
Real name :	Alen Tony Kurishinghal
Mobile Number :	
Mobile Login Pin Number :	Upload Wave
Session Duration :	30 minutes
Allow Data Upload :	Yes V
List Count :	30
Suspend Account :	○Yes ●No
Allow Wave Playback :	O Yes      No
Live Call Snooping :	Web Snooping
	Remote Snooping   User ID   PIN * User ID and PIN should be numeric (0-9)
Language :	
	Hindi     ■       ✔ Malayalam     2
Department ·	
Department	Voice logger • •
	Call center *
	Lower the value, higher will be the Priority. If priority is left blank, skill mapping will be failed.
Change Password	
New Password :	
Confirm Password :	
OK Cancel	

Deactivate User Click this link to deactivate the user account. The deactivate option is allowed for a user with administrative rights. Click *Yes* to confirm the deactivation.

Confirm the deactivation of User: AGENT1			
<sup>O</sup> The user cannot be reactivated/reused. Deactivate ? Yes No			

Message confirming the successful deactivation of the user appears as shown below.

Report		
	The User 'AGENT1' has been deactivated successfully	

Click on this link to view the list of users. The information obtained include "User Name", "Real Name", "Role", "Suspend Account" and "Mobile Number", "Process (s) Assigned". The process assigned for the Supervisors are listed under Process(s). The count of total users are also available.

Ο τ	🗊 User List								
otal Users :- 43									
User Id	User Name	Real Name	Role	Suspend Account	Mobile Number	Process(s) Assigned			
1	ADMIN	Administrator	Administrator	No					
2	XTEND	xtend	Administrator	No					
3	JO	jo	Administrator   Agent	No					
4	A1	ai	Agent	No	9388350789				
5	ABU	abu	Administrator	No					
6	EDOS	Edos	Administrator	No					
7	ADMIN1	adminl	Administrator	No					
в	A2	a2	Agent	No					
9	SUPRA	supra	Supervisor	No					
10	JEFFRY	Jeffry	Administrator	No					
11	SUPERVISOR	Sancho	Supervisor	No		TESTING TEAM			
12	SUPPORT	support	Agent	No	8943311331				
13	L1	L1	Agent	No					
14	L2	L2	Agent	No					
15	QA	Quality Analyser	Quality Analyser	No					

# Live Snooping Mechanism

The Supervisor has an option to snoop calls in real time. There are two types of snooping mechanism - Web Snooping and Remote Snooping.

1) Web Snooping: Allows to access real time calls using web snooping. Create the Supervisor account, enable web snooping and login to Xtend Client for listening to active

calls.	1 0 0	
🐌 Xtend Client		
	Supervisor Session [Idle]	
	User Name : SUPERVISOR Real Name : supervisor Login time : 27/Jun/2018 11:11:38 Session Duration : 00:00:01 IP Address : 10.20.30.134 Total Calls : 0 To Pause : Get Break	

Now, login to the browser interface of Xtend Call Center Solutions using the same username and password. The Live Calls window appears as shown below:

Incoming/outgoing calls can be viewed in live supervision and the snooping can be carried out from the browser interface.

Live Calls								
otal Number of Active Calls : 1								
Process								
[1] Testing Team					•			
<pre>[2] Testing Team</pre>	2018-06-27 13:02:41	9388350789	[A1]	Outgoing	• •			
[3] Testing Team					۲			
[4] Testing Team					•			
[5] Testing Team					۲			
[6] TestProcess					۲			
[7] TestProcess					۲			
[8] TestProcess					•			
[9] TESTINC					۲			
[10] TESTINC					•			
[11] TESTINC					۲			
[12] TestOutg					•			
[13] TestOutg					۲			
[14] TestOutg					•			
[15] TestOutg					۲			



This icon represents Start Snooping.

The significance of the icons that appear during snooping of calls are briefly explained below.

**Start Barge:** The icon highlighted with red rectangular box in the image shown below allows user to start barging between Supervisor, Agent and Customer.

🚯 Live Calls									
Total Number of Active Calls : 1	otal Number of Active Calls : 1								
Process									
[1] Testing Team					۲				
<pre>[2] Testing Team</pre>					•				
[3] Testing Team	2018-06-27 12:05:38	9388350789	[A1]	Outgoing					
[4] Testing Team					•				
[5] Testing Team					۲				
[6] TestProcess					۲				
[7] TestProcess					۲				
[8] TestProcess					۲				
[9] TESTINC					۲				
[10] TESTINC					•				
[11] TESTINC					۲				
[12] TestOutg					۲				
[13] TestOutg					۲				
[14] TestOutg					•				
[15] TestOutg					۲				

Stop Barge: Allows to disable the barging process.

🕕 Live Calls								
Fotal Number of Active Calls : 1	tal Number of Active Calls : 1							
Process								
[1] Testing Team					۲			
[2] Testing Team					۲			
[3] Testing Team					•			
[4] Testing Team	2018-06-27 11:12:16	9388350789	[A1]	Outgoing	• •			
[5] Testing Team					•			
[6] TestProcess					۲			
[7] TestProcess					۲			
[8] TestProcess					۲			
9] TESTINC					۲			
[10] TESTINC					۲			
[11] TESTINC					۲			
[12] TestOutg					۲			
[13] TestOutg					۲			
14] TestOutg					۲			

Start Whisper To Agent: Initiates whispering between the Supervisor and Agent.

Live Calls							
Fotal Number of Active Calls : 1							
Process							
[1] Testing Team							
[2] Testing Team					•		
[3] Testing Team					•		
[4] Testing Team					•		
[5] Testing Team	2018-06-27 11:31:49	9388350789	[A1]	Outgoing	• <b>000</b> 00		
[6] TestProcess					•		
[7] TestProcess					•		
[8] TestProcess					•		
[9] TESTINC					•		
[10] TESTINC					•		
[11] TESTINC					۲		
[12] TestOutg					•		
[13] TestOutg					•		
[14] TestOutg					•		
[15] TestOutg					٠		

Stop Whisper To Agent: Allows to disable the whispering process.

Live Calls								
Total Number of Active Calls : 1	otal Number of Active Calls : 1							
Process								
[1] Testing Team					۲			
[2] Testing Team					•			
[3] Testing Team					•			
[4] Testing Team	2018-06-27 11:12:16	9388350789	[A1]	Outgoing				
[5] Testing Team					•			
[6] TestProcess					٠			
[7] TestProcess					۲			
[8] TestProcess					٠			
[9] TESTINC					۲			
[10] TESTINC					٠			
[11] TESTINC					۲			
[12] TestOutg					•			
[13] TestOutg					۲			
[14] TestOutg					۲			

Start Whisper To Customer: Allows to initiate whispering between the Supervisor and Customer.

Live Calls					
Total Number of Active Calls : 1					
[1] Testing Team					۲
[2] Testing Team					۲
[3] Testing Team					۲
[4] Testing Team					۲
[5] Testing Team	2018-06-27 11:31:49	9388350789	[A1]	Outgoing	
[6] TestProcess					٠
[7] TestProcess					۲
[8] TestProcess					۲
[9] TESTINC					۲
[10] TESTINC					۲
[11] TESTINC					۲
[12] TestOutg					۲
[13] TestOutg					۲
[14] TestOutg					۲
[15] TestOutg					۲

Stop Whisper To Customer: Allows to stop the whispering process between Supervisor and Customer.

🚯 Live Calls									
Total Number of Active Calls : 1	otal Number of Active Calls : 1								
Process									
[1] Testing Team					۲				
[2] Testing Team					•				
[3] Testing Team					٠				
[4] Testing Team	2018-06-27 11:12:16	9388350789	[A1]	Outgoing	• • • •				
[5] Testing Team					•				
[6] TestProcess					۲				
[7] TestProcess					۲				
[8] TestProcess					۲				
[9] TESTINC					۲				
[10] TESTINC					۲				
[11] TESTINC					۲				
[12] TestOutg					۲				
[13] TestOutg					۲				
[14] TestOutg					•				
[15] TestOutg					۲				

**Snoop Report:** Click on the highlighted button in the below figure to view the snoop report.

🚯 Live Calls					
Total Number of Active Calls : 1					
[1] Testing Team					۲
<pre>[2] Testing Team</pre>					•
[3] Testing Team					۲
<pre>[4] Testing Team</pre>					•
[5] Testing Team	2018-06-27 11:31:49	9388350789	[A1]	Outgoing	• • • • • • • • • • • • • • • • • • •
[6] TestProcess					•
[7] TestProcess					۲
[8] TestProcess					۲
[9] TESTINC					۲
[10] TESTINC					۲
[11] TESTINC					۲
[12] TestOutg					•
[13] TestOutg					۲
[14] TestOutg					۲
[15] TestOutg					۲

Snoop report appears, click *Back* to go to the previous page.

Snooping : 2					
Snoop StartTime	Snoop EndTime	Process	Phone No.	Status	User
27/6/2018 11:14:54	27/6/2018 11:16:06	Testing Team	9388350789	Success	SUPERVISOR
27/6/2018 11:16:10		Testing Team	9388350789	Inprogress	SUPERVISOR
	Snooping: <b>2</b> Snoop StartTime 27/6/2018 11:14:54	Snooping: 2           Snoop StartTime         Snoop EndTime           27/6/2018 11:14:54         27/6/2018 11:16:06	Snooping: 2         Snoop StartTime         Snoop EndTime         Process           27/6/2018 11:14:54         27/6/2018 11:16:06         Testing Team	Snooping: 2         Process         Phone No.           27/6/2018 11:14:54         27/6/2018 11:16:06         Testing Team         9388350789	Snooping: 2         Process         Phone No.         Status           27/6/2018 11:14:54         27/6/2018 11:16:06         Testing Team         9388350789         Success

Stop Snoop: Click on this icon to disable snooping process.

Total Number of Active Calls	:1				
Process	Call Time	Phone No	Agent	Туре	
[1] Testing Team					
[2] Testing Team					•
[8] Testing Team					
[4] process					•
[5] Testing Team	2018/10/05 11:30:46	9388350780	[12]	Cutgoing	. 00030
[6] support					Stop Snoop
[7] support					

A window appears as shown below after stopping the snooping process.

🕕 Live Calls					
Total Number of Active Calls : 1					
Process					
[1] Testing Team					•
[2] Testing Team	2018-06-27 13:02:41	9388350789	[A1]	Outgoing	• •
[3] Testing Team					٠
[4] Testing Team					•
[5] Testing Team					•
[6] TestProcess					•
[7] TestProcess					•
[8] TestProcess					•
[9] TESTINC					۲
[10] TESTINC					•
[11] TESTINC					۲
[12] TestOutg					•
[13] TestOutg					۲
14] TestOutg					•
15] TestOutg					۲

**2) Remote snooping:** Create and configure a process with process type "Live snooping" and then dial the process number from an external phone. Enter the username and pin number. Next, enter the respective number of the call channel from the live calls page to start snooping.

### 5.9.1.2. Break Reasons



		Brea	k Settings		
		Bre	eak Reasons		
	🗹 Quality	🗹 Tea 🗹 Lunch 🗹 Fun			
		Add Activate/Deactivate			
		Break Lie	nit 9. AddOn Brank		
		Break Lin	nit & AddOn Break		
Select Pr	rocess	Break Limit (Min) : &		Apply	search for username
Select Pr	TOCESS USERNAME			Apply Apply Addon Break	search for username TOTAL BREAK
		✓ Break Limit (Min) : &	ddOn Break (Min) :		
•	USERNAME	✓ Break Limit (Min) :A REAL NAME	ddOn Break (Min) : BREAK LIMIT	ADDON BREAK	TOTAL BREAK
	USERNAME A1	Break Limit (Min) : Au RKAL NAME Alen Tony Kurishinghal	ddOn Break (Min) : BREAK LIMIT 00:10	ADDON BREAK	<b>TOTAL BREAK</b> 00:00:00
	USERNAME A1 A2	Break Limit (Min) : A REAL NAME Alen Tony Kurishinghal John Honay	ddOn Break (Min) : BREAK LIMIT 00:10 00:04	ADDON BREAK 00:00 00:00	TOTAL BREAK 00:00:00 00:00:00
	USERNAME A1 A2 L1	✓ Break Limit (Min) : Au REAL NAME Alen Tony Kurishinghal John Honay L1	ddOn Break (Min) : BREAK LIMIT 00:10 00:04 00:00	ADDON BREAK 00:00 00:00 00:00	TOTAL BREAK           00:00:00           00:00:00           00:00:00

This option allows to enter the reason for taking break. Specify the reason, enable the "*Activate*" option. To add new remark/reason again, click *Add*, enter the reason and click "*Activate*".

Break Settings						
Break Reasons						
Quality     Tea     Lunch     Fun       Add     Activate/Deactivate						
Break Limit & AddOn Break						
Select	Process	✓ Break Limit (Min) : Ad	dOn Break (Min) :	_ Apply	search for username	
	USERNAME	REAL NAME	BREAK LIMIT		TOTAL BREAK	
	A1	Alen Tony Kurishinghal	00:10	00:00	00:00:00	
	A2	John Honay	00:04	00:00	00:00:00	
	L1	L1	00:00	00:00	00:00:00	
	L2	L2	00:00	00:00	00:00:00	
	L3	L3	00:00	00:00	00:00:00	
	L4	L4	00:00	00:00	00:00:00	
	L5	L5	00:00	00:00	00:00:00	
	L6	L6	00:00	00:00	00:00:00	
	L7	L7	00:00	00:00	00:00:00	
	11	1 /	00.00	00.00	00.00.00	

User can also set the break limit for agents by selecting the particular agent. Then, enter the break limit in minute and click *Apply*. The break limit can be extended by adding the required value in the **AddOn Break** and click *Apply*. When the break limit is over, the agent will be forcefully logged out automatically.

## 5.9.1.3 Shuffle Pool



The feature is used to show different DLI numbers for different calls. The numbers to be shown are added here and Shuffle DLI is enabled in the features.

Shuffle Pool

	S	huffle Pool
		Shuffle Pool List
		count : 6
Add to Shuffle Pool : 04840307640	5 Add	<pre> search number</pre>
		NUMBER
		048403076400
		048403076401
		048403076402
		048403076403
		048403076404
•		048403076405
• Note: Numbers in Shuffle Pool are com	mon for all pro	ocess.

To add number, type the appropriate number in text field. Click Add button and the added number will appear in the list. Search number allows to find a particular number from the provided list.

## 5.9.1.4. Auto Upload



This submenu is to upload, view and edit a particular schedule. Add details in the respective fields, upload the schedule and click Add Schedule to save the entered details.

👌 Add Auto Upload Sch	edule
Process :	O Once O Daily   Recursive
Frequency :	Starts at : 12:00 am Ends at : 11:45 pm Interval : 2 Minutes ∨
File Path :	1/_21801\21801\upload
File Name :	lead_xls
Activate Immediately :	Yes 🗸
Column Heading Present :	Yes 🗸
Action on Incomplete Leads :	Do Nothing 🗸
Emails :	ntermail01@gmail.com
	Add Schedul

The auto upload can be scheduled once a day, daily in a particular time and also recursively upload the data within the specified time interval.

Action on Incomplete Leads: If a particular lead remains incomplete, then user can choose one of the following options from the pull down

- $\rightarrow$  Do Nothing: To keep the lead as it is
- $\rightarrow$  Disable: Select to disable the lead
- $\rightarrow$  Delete: Allows to remove the lead

To auto-upload, the Call Center Engine should be in **up and running** mode. The new schedule and existing schedules appear on the screen.

🔔 Aut	to Data Uj	pload Schedul	e			DA 🗊	ld Schedul
		Next Schedule	Assigned By	Туре		File	
	Testing Team	05-Oct-18 11:40:00	xtend	Recursive	Active	F:\XtendCC_NEW_21801\21801\upload\lead.xls	2*
<b>Z</b>	Test_Int	05-Oct-18 12:00:00	xtend	Recursive	Active	F:\XtendCC_NEW_21801\21801\upload\lead.csv	2*
							Ok

# Auto Upload - Related Icons

Allows to append new schedules.



Allows to edit the existing details.

## 5.9.1.5. Auto Download



The Auto Download feature is used to download the reports such as process logs, dialed logs and agent call logs of different processes.

🔂 Add Auto Download Schedule						
Process : Select Report : Process logs O Daily O Recursive						
Frequency :       Starts at :       Image: Start :       Image: Start :       <						
Report Generation Method : Cumulative 🗸						
File Path :						
Emails :						
	Add Schedule					
* Auto Download requires the callcenter engine to be running.						

The auto download can be scheduled for daily or recursive.

*Daily:* Daily in particular time. *Recursive:* Downloaded within the specified time interval.

## Auto Download - Related Icons

Allows to append new schedules.



Allows to edit the existing details.



Allows to delete the schedules.

**Report Generation Method** (Cumulative/Differential): If "Cumulative" is selected, then the report will be downloaded with records including the new record at the scheduled interval. If "Differential" is selected, then the new record will only be downloaded at the scheduled interval.

## 5.9.1.6. Skills



The Call Center System supports skill set scheduling based on "Skill Type" and "Skill Value", the *Add Skill* option allows to add multiple "Skill Values". Enter details and click *OK* to save. For example, here the Skill Type is shown as "Language" and Skill Values are shown as "English", "Hindi" and "Malayalam".

🕐 Skill Type		
	Skill Type : Department Add Skill	
*Avoid space and special characters.		

Enable the checkbox corresponding to Skill Type and click **OK** to activate the skill types.

(?) Skill Types		Add Skill Types
Activated	Туре	<u>Add okin Types</u>
	Language	5
	Department	5
		Ok

### **Skills - Related Icons**



This icon allows to view the list of skill values, click on the link <u>Add Value</u> to append values to skill type as per the call center requirement.

SiNo	Skills		
1	English	*	
2	Hindi	*	
3	Malayalam	*	



Allows to delete the skill values.

### 5.9.1.7. Phonebook



The Phonebook submenu allows the user to add the details like phone number, name and address.

🔁 Lis	t Phoneboo	k				
Total :- <b>12</b>						ە <u>ئ</u>
Name		Number	Address	Add	Search Reset	
Sl No	Name	Phone No	Address	Updated On	Updated By	
1	A1	7998989898	XTEND	26/7/2018 15:17:29	admin	2 🗱
2	A2	9633968264	XTEND	7/8/2018 10:47:38	admin1	2 🗱
3	A3	8989898989	XTEND	26/7/2018 15:18:19	admin	🕑 🗰
4	BEBO	7034334906	ERNAKULAM	16/7/2018 15:17:23	admin	🕑 🗰
5	BINU	8921185173	ERNAKULAM	7/8/2018 10:47:24	admin1	🕑 🗰
6	JOHNSON	9846733351	XTEND TECHNOLOGIES	7/8/2018 10:47:02	admin1	2 🗱
7	JOSEPH	8943225086	XTEND TECHNOLOGIES	26/7/2018 15:13:41	admin	
8	RERERVCGCG	423423	56456456	13/7/2018 10:56:51	admin	2 🕷
9	SADSD	221321	FSDFSDFSDF	13/7/2018 11:46:22	admin	2 🗶

Enter the appropriate Name, Number, Address and click *Add* to add the number. The added number should be shown in the list.



Note: The file contents should have the following format: Phone Number, Name and Address.

(1) Upload Data	
Select Data File (XLS/CSV) : Has Column Heading :	
	Upload Data
* The File contents should have the following format: Phone	Number, Name, Address

Select "Choose File" to browse and select the data file. After the file selection, click "Upload Data".

After entering the phone number, name and address, *Search* option is available for searching numbers. *Reset* option is available to reset the changes made.



## 5.9.1.8. Call Transfer List

🕞 Call Transfer List					
		Add Numb			
Name	Number				
Support	9020384066	*			
Test Phone	9388350789	*			
	Support	Support 9020384066			

The submenu, Call Transfer List allows to add external number with name for third party call transfer from Xtend Client.

2			Add N
Sl No	Name	Number	
1	Support	9020384066	*
2	Test Phone	9388350789	*

User can select the number from external client popup as shown below.

Call Transfer	
Phone Number :	-select-
Mapped Process :	-select- dial a number Support - 9020384066 Test Phone - 9388350789
Transfer method :	
	Proceed
Callback Details	
Assigned By :	A2
Assigned On :	26 Jun 2018 15:05
Callback Set Time :	26 Jun 2018 15:05
Disposition Remarks :	*
Call Back	
	Dispose Call

# 5.10. System Logs

User can review the call center log files to detect errors, refer session information and snoop related details from this menu.

# 5.10.1. System Logs - Submenus

This menu comprises of the following submenus: Error/Info, Session and Snoop. These are briefly explained below:

## 5.10.1.1. Error/Info



Gives information including errors occurred in the configured Call Center System. The time of error occurred along with relevant error messages are displayed in this submenu.

9	Error/Info		
otal	: 3944		Advanced Search
ocar	Error Time	Error/Info	
1	26/6/2018 13:49:24	HOURLY/DAILYPRODUCTIVITY   EOF exit : admin1	
2	26/6/2018 13:49:24	HOURLY/DAILYPRODUCTIVITY   started : admin1	
3	26/6/2018 13:49:06	HOURLY/DAILYPRODUCTIVITY   EOF exit : admin1	
4	26/6/2018 13:49:06	HOURLY/DAILYPRODUCTIVITY   started : admin1	
5	26/6/2018 13:29:28	AGENTSUMMARY/OCCUPANCY   ended : admin	
6	26/6/2018 13:29:27	AGENTSUMMARY/OCCUPANCY   started : admin	
7	26/6/2018 13:26:45	AGENTSUMMARY/OCCUPANCY   ended : admin	
8	26/6/2018 13:26:45	AGENTSUMMARY/OCCUPANCY   started : admin	
9	26/6/2018 13:19:39	ANSWEREDSTATISTICS   EOF exit : admin	
10	26/6/2018 13:19:35	ANSWEREDSTATISTICS   started : admin	
11	26/6/2018 13:18:47	ANSWEREDSTATISTICS   EOF exit : admin	
12	26/6/2018 13:18:39	ANSWEREDSTATISTICS   started : admin	
13	26/6/2018 13:18:33	HOURLY/DAILYPRODUCTIVITY   EOF exit : admin	
14	26/6/2018 13:18:31	HOURLY/DAILYPRODUCTIVITY   started : admin	
15	26/6/2018 13:18:01	HOURLY/DAILYPRODUCTIVITY   EOF exit : admin	
16	26/6/2018 13:17:56	HOURLY/DAILYPRODUCTIVITY   started : admin	

Click *Advanced Search* to trace information on the basis of date range. Enter the search criteria and click *Search* to view the report.

C Advanced Error/Info	
Error/Info : From :	schedule disable by admin 01/Aug/2018 13:15:49
	29/Aug/2018 13:15:49
	Search
* Note : Only last one hour logs shall be listed if date/ti	ime is not specified

### 5.10.1.2. Session



Multiple users can access the browser interface of Xtend Call Center with the allocated administrative rights. Report based on browser access are displayed in the submenu named "Session". Enter the date range to view the session report. Username, Login Time, Logout Time, Duration, Login IP, Logout Method and Login Types are displayed in the report. Login Types are classified into "Web Login", "Agent Login", "Supervisor Login" and "Agent Session (Mobile)".

1) Web Session: Refers to a user logged-in to the Call Center through web interface.

2) Agent Session: Refers to an agent logged-in to the Xtend Client application.

3) Supervisor Session: Refers to a user logged-in to the Xtend Client with Supervisor's privilege.

4) Agent Session (Mobile): Refers to a user logged-in to the Call Center through mobile.

( Sessions	
Login From : 20/Jun/2018	
Login To : 21/Jun/2018	
Type : All 🗸	
User: All	
Show Details	

							ं 🛎
tal Number of Session User Name	ns: 185 Login Time	Logout Time	Duration	Login IP	Logout Method	Login Type	
1 ADMIN1	21 Jun 2018 18:20:22	22 Jun 2018 09:19:07	14:58:45	10.20.30.134	Expired	Web Session	
2 A2	21 Jun 2018 17:48:34	21 Jun 2018 18:33:57	00:45:23	10.20.30.134	Normal	Agent Session	
3 ADMIN2	21 Jun 2018 17:34:02	21 Jun 2018 17:34:13	00:00:11	10.20.30.5	Normal	Web Session	
4 ADMIN1	21 Jun 2018 17:16:58	21 Jun 2018 18:20:22	01:03:24	10.20.30.134	Forced	Web Session	
5 A2	21 Jun 2018 17:14:32	21 Jun 2018 18:20:22	01:05:50	10.20.30.134	Expired	Web Session	
6 A1	21 Jun 2018 17:12:53	21 Jun 2018 17:14:12	00:01:19	10.20.30.134	Normal	Web Session	
7 ADMIN1	21 Jun 2018 17:08:11	21 Jun 2018 17:16:58	00:08:47	10.20.30.134	Forced	Web Session	
8 SUPERVISOR1	21 Jun 2018 17:05:49	21 Jun 2018 18:20:22	01:14:33	10.20.30.134	Expired	Web Session	
9 A1	21 Jun 2018 17:05:36	21 Jun 2018 17:12:53	00:07:17	10.20.30.134	Forced	Web Session	
0 DEBUG	21 Jun 2018 16:34:40	21 Jun 2018 17:05:36	00:30:56	127.0.0.1	Expired	Web Session	
1 DEBUG	21 Jun 2018 16:30:53	21 Jun 2018 16:34:35	00:03:42	127.0.0.1	Normal	Web Session	
2 ADMIN	21 Jun 2018 16:30:42	21 Jun 2018 16:30:45	00:00:03	127.0.0.1	Normal	Web Session	
.3 Al	21 Jun 2018 16:29:57	21 Jun 2018 16:30:41	00:00:44	10.20.30.134	Expired	Web Session	
4 ADMIN	21 Jun 2018 16:26:59	21 Jun 2018 16:29:57	00:02:58	127.0.0.1	Expired	Web Session	
5 ADMIN1	21 Jun 2018 16:15:10	21 Jun 2018 16:26:58	00:11:48	10.20.30.134	Expired	Web Session	

Agent wise search option is possible by choosing the type "Agent Session" from the drop down list.

<b>Sessions</b>	
	25/Jun/2018  26/Jun/2018  Agent Session
user :	
	Show Details

Report based on "Agent Login" given below shows the "User Name", "Login Time", "Logout Time", "Total Duration", "Active Duration", "Login IP", "Logout Method" & "Break Duration".

otal Number of S	Sessions : 6						<b>o</b> =
User Name						Logout Method	Brea Duratio
1 A1	26 Jun 2018 17:25:20		00:01:06	00:00:14	10.20.30.130		00:00:5
2 A2	26 Jun 2018 17:23:03		00:03:23	00:03:23	10.20.30.134		
3 A2	26 Jun 2018 09:37:26	26 Jun 2018 16:43:47	07:06:21	06:56:19	10.20.30.134	System Forced - BREAK BARRIER LOGOUT	00:10:0
4 A1	25 Jun 2018 10:22:01	25 Jun 2018 18:14:19	07:52:18	07:52:18	10.20.30.130	Client-Exit	
5 A3	25 Jun 2018 10:19:05	25 Jun 2018 18:14:44	07:55:39	07:55:39	10.20.30.129	Client-Exit	
6 A2	25 Jun 2018 09:29:51	25 Jun 2018 18:36:25	09:06:34	09:06:34	10.20.30.134	Normal	

The link highlighted with red rectangular box in the above image allows to know more details on "Break" status of an agent. Details like "Paused Time", "Reactivated Time", "Pause Duration" and "Reason" as shown in the below figure.

G	Session Details			
Login	: A2 ( 10.20.30.134 ) Time : 26 Jun 2018 09:37:26 It Time : 26 Jun 2018 16:43:47			
No	Paused Time	Reactivated Time	Pause Duration	Reason
1	26/Jun/2018 16:33:45	26/Jun/2018 16:43:47	00:10:02	Quality

## 5.10.1.3. Snoop



Use this option to search and view the snoop related information. Select "Process", "Dates", "Snoop User", "Customer Phone No.", "Status" and click *Search*.

R Snoop	
Process : All	
Snoop from : 01/Jun/2018 0:00	
Snoop to : 26/Jun/2018 15:48:11	
Snoop User : All	
Customer Phone No :	
Status : All 💙	
Reset Search	

Snoop report appears as shown in the below image.

1:3						
51. No.	Process	User	Phone No.	Snoop Start Time	Snoop End Time	Status
1	Testing Team	SUPERVISOR	9388350789	12 Jun 2018 12:31:00	12 Jun 2018 12:33:08	Success
2	Testing Team	SUPERVISOR	9388350789	11 Jun 2018 13:59:21	11 Jun 2018 14:00:57	Success
3	Testing Team	SUPERVISOR	9388350789	11 Jun 2018 13:54:46	11 Jun 2018 13:58:26	Success

# 5.11. Configuration

This menu is used for configuring (or setting) the Xtend Call Center System. The configuration of Wave Paths, Backup Wave Paths, Devices, Trunks, General Settings and IP Mapping are done during installation based on the requirements.

## 5.11.1. Configuration - Submenus

This menu comprises of the following submenus: Wave Paths, Backup Wave Paths, Devices, Trunks, General Settings and IP Mapping. These are briefly explained below:

### 5.11.1.1. Wave Paths



Wave Paths		📢 Add New Path
Path ID	Path	Add New Path
1	F:\XCC\Waves	
2	E:\XCC\Waves	

### Wave Paths - Related Icons

SAdd New Path Click on this icon to add a new wave path. To add, enter the path and click Add Path.

New Wave Path	
Path : EIXCCWaves × Add Path	

### 5.11.1.2. Backup Wave Paths

Allows to add new backup wave path. Also, shows the details of the wave path that were used to backup the recorded wave files in addition to the newly created wave path.

Backup Wave	e Paths	🔇 Add New Path
Path ID		
1	F:\XtendCC_21339\Bck	

### 5.11.1.3. Devices



### 5.11.1.4. Trunks



Shows details of the trunks that are in active/inactive state. The user can add new trunks and view the existing trunks.

Allows to add a new trunk. Specify the trunk name and select the trunk type from the list and click *Add* to create new trunk.

🕞 New Trunk			
Trunk Name : Trunk1 × Trunk Type : [1-Channel] Analog ×			
Add Reset			



View the list of configured trunks, the displayed information include **"Trunk Name"** and **"Trunk Type"**. The total count of trunks appear below the listed trunks.

) Trunks				
				Cald Trunk Carter Add Trunk L
	Select Trunk : Tr	unk1 :- Active 🗸		Ok
) Trunk L	ist			
) Trunk L	ist			Cadd Tru
	ist Trunk Name		Trunk Type	©Add Tru
ital Trunks :- 3			Trunk Type [30] ISDN PRI	C Add Tru
stal Trunks :- 3	Trunk Name			C Add Tru
tal Trunks :- 3 S1 No 1	Trunk Name [1]Trunk1		[30] ISDN PRI	C Add Tru

## 5.11.1.5. General Settings



This option permits to update the Server IP Address and the respective port and also allows to change the theme of the interface as per requirement.

🔏 General Sett	tings			
Server IP Ad Tł	Idress: 10.20.30.145	: 80		
			Apply	Reload Theme
* Change in Web Port require: Agent PC's. * IP and Port settings cannot			and Xtend Clie	nt Settings at

Here, we have an option to change the theme from a given set of options. Select the required theme option and click *Apply* and then click *Reload Theme* so as to make the change.

General Settings				
Server IP Address: Theme :				
* Change in Web Port requires Web Sei Agent PC's.	rver Restart, corresponding change in do	Apply Reload Theme		
* IP and Port settings cannot be update	ed when Call Center Engine is Running.			

The change in the web port requires restarting the web server and the corresponding change in Xtend Client Settings in Agent's PC. Note that the settings cannot be updated when Xtend Call Center engine is running.

## 5.11.1.6. IP Mapping



This submenu is for mapping an agent's Login IP address with the used IP hard phone. Enter the **"Agent Login IP"** and **"IP to Map With"** and click *Map IP* to complete.

1	😰 Add Mapping
	There is no Mapping Available
	Agent Login IP: Ip to Map With:
	Map IP

In this scenario, when an incoming call arrives, an agent will get the popup, here the call will be routed to the IP-based hard phone (i.e. the Mapped IP) instead of soft phone.

# 5.12. Manage Device

This menu will help the user to Start and Stop the Xtend Call Center System at any time from the browser interface.

# 5.12.1. Manage Device - Submenus

This menu comprises of the following submenus: Start and Shutdown. These are briefly explained below:

## 5.12.1.1. Start

	This	option allows to enable the Xtend Call Center System. Click Start and select Ye	s.
Start		System	
		Start Xtend Dialer Q Are you sure? Yes No	
		Message from webpage	
		Are you sure you want to Start Xtend Dialer?	
		OK Cancel	

Click OK to confirm.

Message appears as "Xtend Dialer started successfully".

(	Report	
	Xtend Dialer started successfully.	

### 5.12.1.2. Shutdown



This option allows to disable the Xtend Call Center System. Click *Shutdown* and select *Yes* to confirm.

	System	
Sh	utdown Xtend Dialer	

This user manual is intended to familiarise the user with the different options present in the browser interface of Xtend Call Center Solutions. The features and screenshots shown here may vary depending on the latest software release.

Disclaimer: All other trademarks are the property of their respective owners.

# 6. Contact Us



### Regional Office for South Central Asia:

Xtend Technologies (P) Ltd., Blue Hill, Kalathiparambil Cross Road, Ernakulam South, Kochi-682016, Kerala, India, Phone: +91-484-2378008, +91-9388686080, E-mail: sales@xtendtech.com, Web: www.xtendtech.com

### Regional Office for South East Asia:

Xtend Technologies Pte Ltd., 21, Bukit Batok Crescent, #13-76, Wcega Tower, Singapore-658065, Phone: +65-67797972, E-mail: sales@xtendtech.com.sg, Web: www.xtendtech.com.sg

### **Regional Office for Middle East:**

Xtend Technologies LLC P.O. Box No. 83939, M-10, Shaikh Hilal Al Nehayan Bldg, Hor Al Anz, Dubai, UAE, Phone: +971-4-2545081, E-mail: sales@xtendtech.ae, Web: www.xtendtech.ae

54407-08