

Call Management System

Call Queuing

Call Management System

Contact Details

If you have any queries regarding the content of this document please contact your Customer Services Advisor.

Issue Details

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Call Management System

Call Queuing Guide

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Introduction

The Call Management System is used to manage non-geographic numbers and services on the Intelligent Network (IN) and Interactive Voice Response (IVR) platforms

Call Queuing Management with the Call Management System

The Call Queuing Service provides a cost effective, customer controllable solution for call centres and telemarketing organisations that may experience inbound "peaks" of call traffic. As this is a network based service, callers to the service must ring a non-geographic number i.e. 0800/0845 etc. Premium rate numbers are not permissible due to the nature of the service.

Users of the service are provided with a web interface which allows them to control how the service operates when customers are calling it via a non-geographic number.

The Call Queuing Service provides call queuing on the network, which means customers are not faced with capital outlay or maintenance upgrades.

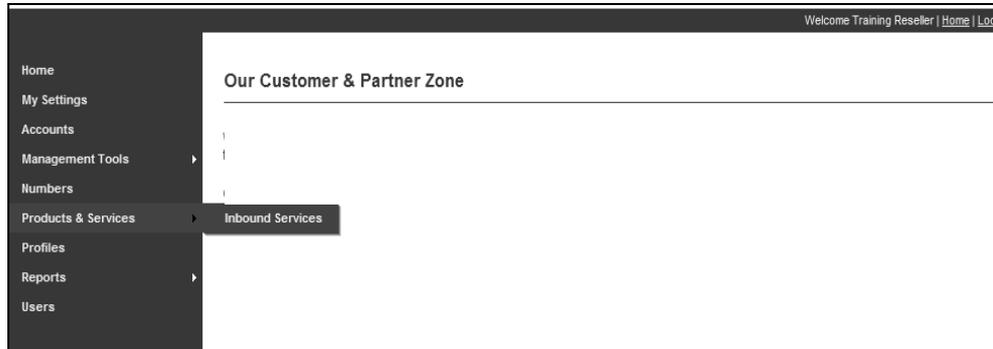
Key service benefits

- One stop easy set up via The Call Management System screens using Wizards.
- One screen management of service settings, prompts & reports.
- Internal set up not required, completely customer configurable.
- No capital outlay or customer premises equipment required.
- Acceptable on multiple non-geographic numbers.
- Nine recordable message slots to play during queue time.
- Optional secondary out- dial destination with full call plan functionality.
- True queuing service (last waits longest).
- Optional "position in queue" messaging.

Service Management

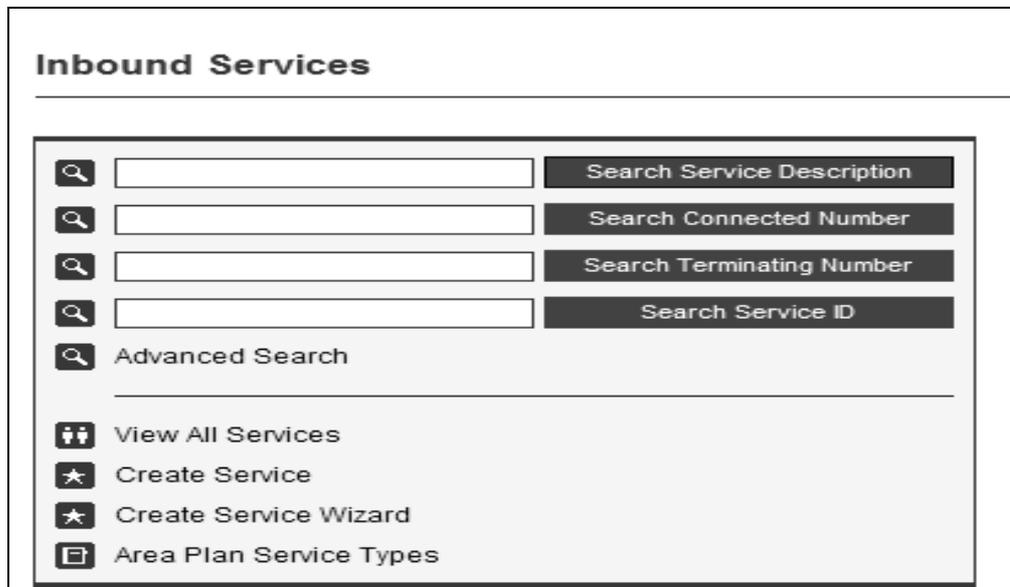
Getting to the Services Screens

From the menu select Products & Service then Inbound Services.



The Call Management System Home Page

The following screen appears:



Inbound Service Management Screen

The following options are available from this screen:

- Advanced Search (See 2.2)
- View All Services (See 2.3)
- Create Service (See 2.4)
- Create Service Wizard (See 2.5)
- Area Plan Service Types (not relevant)

Searching for a Queue

If the queue is already in existence it can be searched for using either the search criteria fields on the main page which allow to search by:-

Service Description: Search for services containing a specified service description.

Connected Number: Search for services containing a specified connected number.

Terminating Number: Search for services containing a specified terminating number.

Service ID: Search for services containing a specified Service ID.

Or by using the advanced search. The advanced search tool allows the searching of services via either all or some of the following criteria:

Service Description: Search for services containing a specified service description.

Connected Number: Search for services containing a specified connected number.

Terminating Number: Search for services containing a specified terminating number.

State: The status of the service whether it be Active or Removed.

Type: The services type such as Call Queuing Service.

Replay: Only return services with Replay either enabled or disabled.

Reroute: Only return services with Reroute either enabled or disabled.

Connected: Only return services that are either connected or not connected.

Advanced Search		
Description	<input type="text"/>	The description associated with the service (max 100 characters)
Connected number	<input type="text"/>	The number connected to the service (wildcards permitted)
Terminating number	<input type="text"/>	The number that the service terminates to (wildcards allowed)
State	Active ▼	The current state of the service
Type	All ▼	The type of the service
Replay	Not Specified ▼	The current Replay setting of the service
Reroute	Not Specified ▼	The current Reroute setting of the service
Connected	Not Specified ▼	The current connected state of the service

[Simple Search](#)

Advanced Search Screen

After entering criteria select the **Search** button and all the matching services to the search criteria will be displayed.

Search Results

	<u>ID</u>	<u>Type</u>	Agent	<u>Description</u>	Connected Numbers
<input type="checkbox"/>	View 327178	Call Queuing Service	Tester Agent	PTW 4213 test hours	0
<input type="checkbox"/>	View 332945	Call Queuing Service	Tester Agent	PTW 4213 test hours	0
<input type="checkbox"/>	View 332996	Call Queuing Service	Tester Agent	PTW 4213 test hours	0
<input type="checkbox"/>	View 379104	Call Queuing Service	Tester Agent	PTW 5213 confirmation service	0

◀ ▶ ⏪ ⏩ Total Records: 4 Page 1 of 1

Records per Page : 20 1

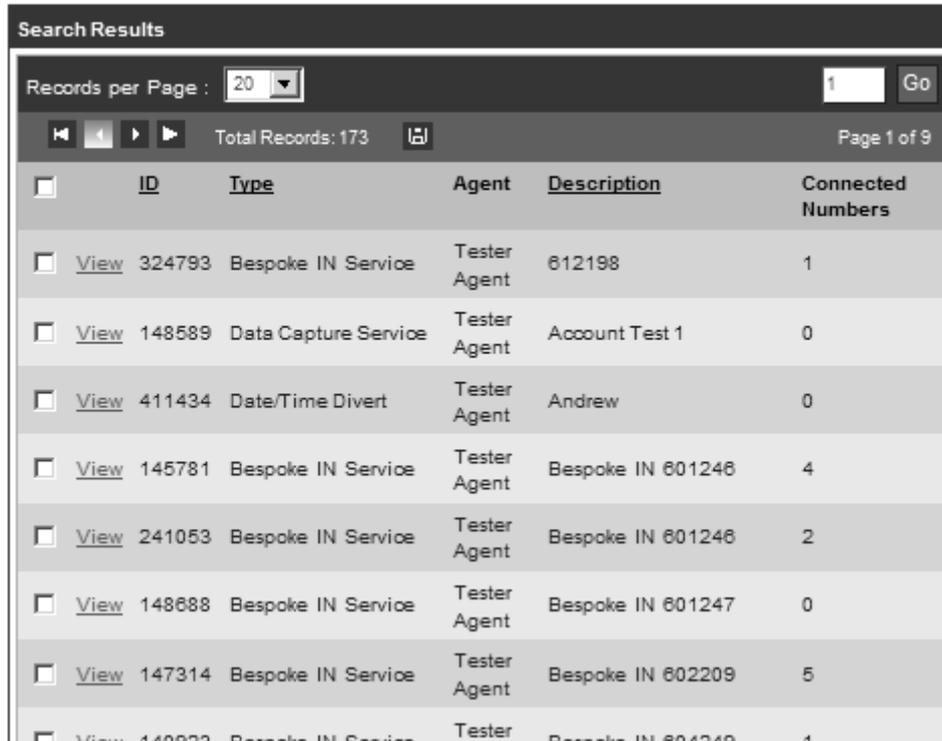
[Refine Search](#)

Service Management Search Results Screen

The Refine Search hyperlink, located at the bottom left of the screen, allows the refining of the initial search and returns you to the initial advanced search screen.

View All Services

To view all of the services that you have permission to review, select **View All Services**, from the Inbound Service Management Screen.



The screenshot displays a 'Search Results' window with a table of service records. The table has columns for ID, Type, Agent, Description, and Connected Numbers. Each row includes a 'View' link and a checkbox. The table shows several 'Bespoke IN Service' entries with various descriptions and connected numbers.

<input type="checkbox"/>	<u>ID</u>	<u>Type</u>	<u>Agent</u>	<u>Description</u>	<u>Connected Numbers</u>
<input type="checkbox"/>	View 324793	Bespoke IN Service	Tester Agent	612198	1
<input type="checkbox"/>	View 148589	Data Capture Service	Tester Agent	Account Test 1	0
<input type="checkbox"/>	View 411434	Date/Time Divert	Tester Agent	Andrew	0
<input type="checkbox"/>	View 145781	Bespoke IN Service	Tester Agent	Bespoke IN 601246	4
<input type="checkbox"/>	View 241053	Bespoke IN Service	Tester Agent	Bespoke IN 601246	2
<input type="checkbox"/>	View 148688	Bespoke IN Service	Tester Agent	Bespoke IN 601247	0
<input type="checkbox"/>	View 147314	Bespoke IN Service	Tester Agent	Bespoke IN 602209	5
<input type="checkbox"/>	View 140923	Bespoke IN Service	Tester	Bespoke IN 604249	1

Inbound Service Management Screen: View All Services

Expand the pages to include more results per page and scroll through the pages to find the services required.

Create Service

By selecting **Create Service** the following page will be displayed. This enables the user to set up the service without the use of the wizard. All settings to the Queue Manager will be default settings and can be amended later as required.

- Enter the description.
- Select Call Queuing Service under type.
- Enter the terminating number
- If Skip Hours is selected no hours will be added to the service, they can be added later if required.
- Expand the account selection to show all accounts available and select which one to place the service into. If no account is selected the service will be placed in the agent root account. Only users with permission to view the agent root account can skip account selection.
- Select Create.

Create Service

Note: not all service types are available from here. In order to create all service types please use the [Create Service Wizard](#).

Description * The description associated with the service (max 100 characters).

Type Select a service type from the list provided.

Terminating Number * The following number types can be specified: National, UK Islands, Mobile, Paging and International.

Skip Hours Check to skip hours.

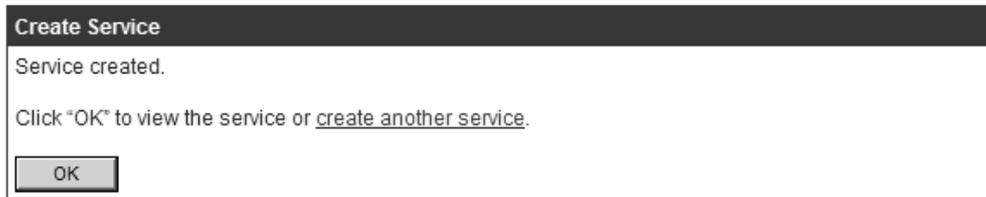
Select the accounts to place the new service into:

- Agent
- BDC test account
- Blue Media
- Brown Automobiles
- Business Development Centre (Tester)
- Business Operations
- Engineering
- Green Building Society
- Michelle Test Account
- New Account
- Red Finance
- Yellow Supermarkets

* Required field.

Create Service Screen

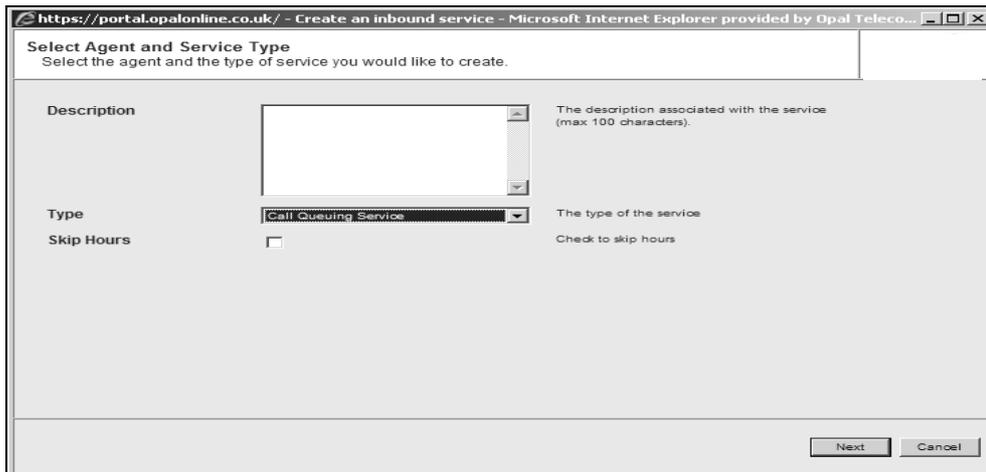
The service will be created and the following screen will be presented. Selecting **Create Another Service** will open up another create service screen, selecting **OK** will take the user into the newly created service.



Service created confirmation

Create Service Wizard

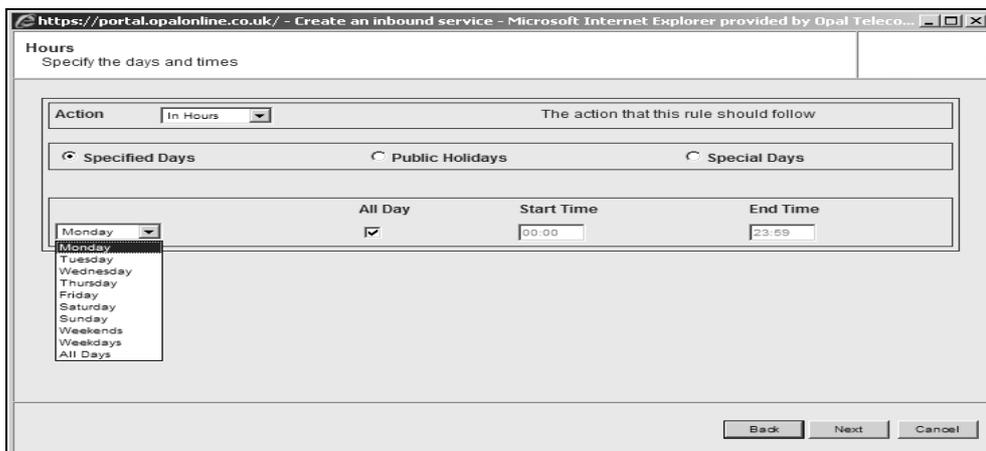
By selecting **Create Service Wizard** the wizard will launch to assist with the set up of the queue. The following screens show the creation of a new Queue Manager Service.



Select Agent and Service Type

- Enter a description.
- Select service type “Call Queuing Service”.
- Select Skip hours if required (not selected for the purpose of this guide).
- Select Next.

The hour’s page will display next (for further information on hours configuration see section 3)



Set Hours Wizard

- Check the radio button for specified days, public holidays (bank Holidays) or special days – Refer to Hours section for more detail.
- Action can be set as In Hours or Out of Hours.
- Select the required days from the drop down menu.

- Un-Check all day to specify the times required.
- Select **Next**.

Hours added so far are displayed. An out of hours default rule is applied as standard. By selecting **Add Rule** more hours can be entered. By using the checkboxes hours can be deleted by selecting **Remove Rule** Selecting **Edit** returns back into that rule to allow changes to be made. Once all required hours have been inputted select **Next**.

<input type="checkbox"/>	Action	Day/Date	Start Time	End Time
<input type="checkbox"/>	Edit	In Hours	Weekdays	09:00 16:59
<input type="checkbox"/>	Edit	Out Of Hours	Default	N/A N/A

Check Hours/Add more rules

The queue parameters will be presented next. Default settings will already be entered into the boxes but these may be amended if required. Select **Next** once completed.

Set Queue Parameters

The terminating number screen will be displayed next, Enter the number the service will terminate to and select **Next**. Validation checks are performed here and the user may only enter TLI's dependant upon their permissions. The user's permitted numbers are listed to the right of the terminating number field.

Terminating Number Field

The terminating number characteristics will display. Time to ring is set at a default of 15 seconds but this can be changed by selecting the **Check Box** and entering a figure into the text box. Check the box if Replay is to be added to the out dial. This box will be greyed out if Replay was not selected at stage 1 of service creation or if the user has not got permission to activate Replay. Select **Next**.

Terminating Number Characteristics

The Standard Service Summary will display next, by selecting + diverts can be added to the service.

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...". The main heading is "Standard Service Summary" with the instruction "Add and remove diverts as necessary." Below this is a table with the following data:

	Terminating Phone Number	Ring Time	Replay	
Edit	Dest. 1	01612222120	15	Disabled
				+

At the bottom right of the page are three buttons: "Back", "Next", and "Cancel".

Standard Service Summary

Select + and the terminating phone number screen will display again. Enter the required TLI.

The screenshot shows a web browser window with the URL <https://portal.opalonline.co.uk/>. The page title is "Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...". The main heading is "Terminating Phone Number" with the instruction "Select a phone number." Below this is a section titled "Enter number directly" with a text input field containing "01612222456" and a label "Number". To the right of the input field is the text: "Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International." Below this is the instruction: "Press 'Next' to update the destination for this service, otherwise press 'Cancel'." At the bottom right of the page are three buttons: "Back", "Next", and "Cancel".

Divert Destination

Once the divert has been entered and **Next** selected the service summary screen will display.

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

Standard Service Summary
Add and remove diverts as necessary.



		Terminating Phone Number	Ring Time	Replay	
	Edit	Dest. 1	01612222120	15	Disabled +
		Dest. 2	01612222457	15	Disabled + -
		Dest. 3	01612222456	15	Disabled + -

Order: Select how destinations are selected: "Indexed" (in the above order), "Longest Waiting" (waiting longest first).

Home Working: Allows destinations to be logged on and off.

Back Next Cancel

Service Summary

The order can now be changed between indexed or longest waiting and homeworking can be selected by **checking the box**. This allows the numbers to be logged in/out.

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

Standard Service Summary
Add and remove diverts as necessary.

		Terminating Phone Number	Ring Time	Replay	Logged In	
	Edit	Dest. 1	01612222120	15	Disabled	<input checked="" type="checkbox"/> +
		Dest. 2	01612222457	15	Disabled	<input checked="" type="checkbox"/> + -
		Dest. 3	01612222456	15	Disabled	<input checked="" type="checkbox"/> + -

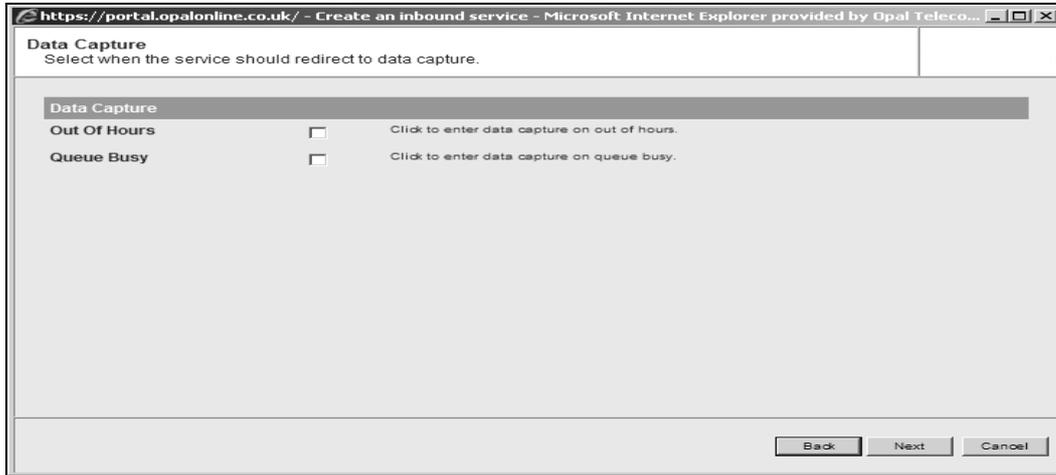
Order: Select how destinations are selected: "Indexed" (in the above order), "Longest Waiting" (waiting longest first).

Home Working: Allows destinations to be logged on and off.

Back Next Cancel

Call Plan Details

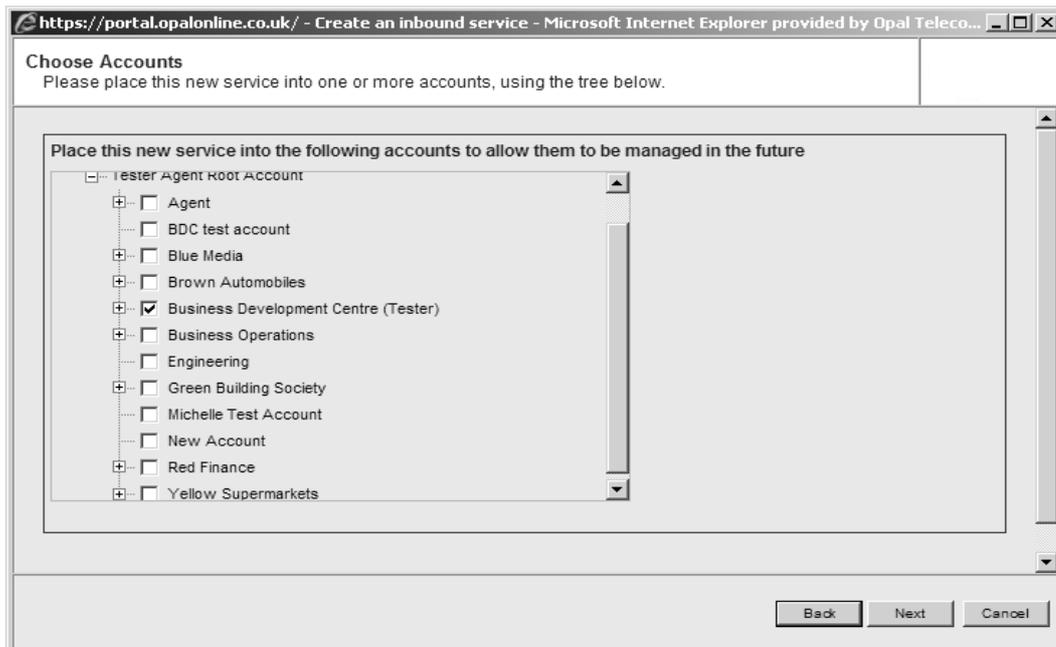
The service can have a Data Capture attached when Out of Hours or when the queue is busy. Check the boxes for Data Capture to be activated.



Select Data Capture

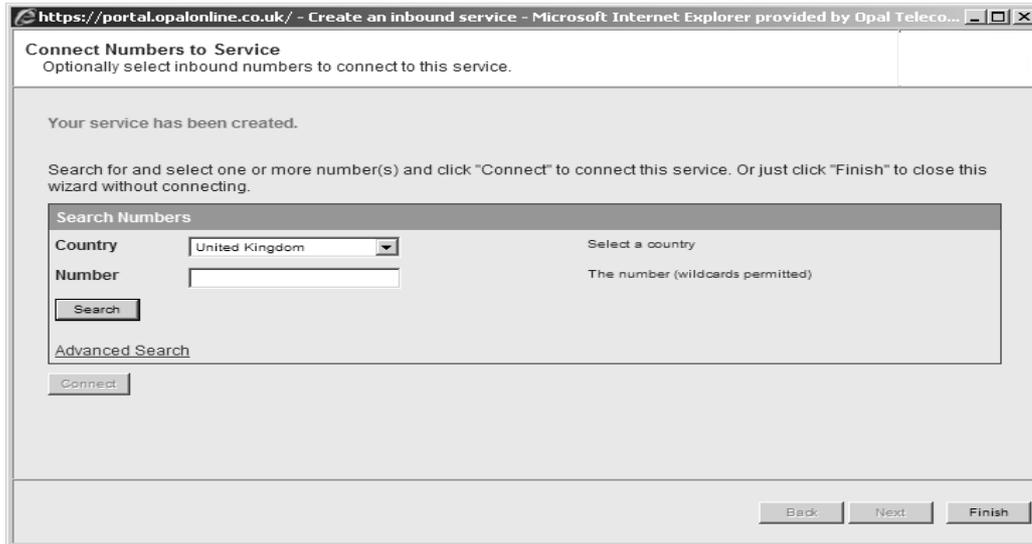
If the boxes are selected then the wizard will continue for the set up of Data Capture. Please refer to Data Capture User Guide for further instruction on set up. Select **Next** at the end of the Data Capture set up to continue on to the account selection.

Drop the service into an account, or if permitted account can be skipped and the service will be placed in the root account.



Account Skip/Selection

A summary of the service will be displayed and if changes need to be made **Back** can be selected, otherwise select **Next** and the service will now be created. The option to connect a number will be displayed at this point. Search for the required number and select connect, or select **Finish** and continue to the service where the number can be connected later.



Connect Number

On selecting **Finish** here the new service will be displayed.

Inbound Service (ID:545016)			
Type	Call Queuing Service	Agent	Tester Agent
Description	Customer A	State	Active
Created on	16 Jul 2009 16:13:49	Last updated on	16 Jul 2009 16:13:49

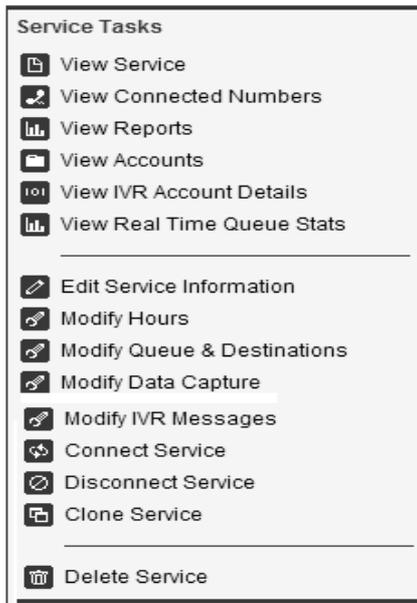
Call Queuing Summary				
▲ Hours				
Action	Day/Date	Start Time	End Time	
In Hours	Weekdays	09:00	16:59	
Out Of Hours	Default	N/A	N/A	
▲ Queue				
Queue Limit		10		
Queue Time		600 seconds		
Call Limit		1		
Dial Limit		1		
Dial Update		15 seconds		
Dial Call Plan Update		15 seconds		
▲ Destinations				
	Terminating Phone Number	Ring Time	Replay	Logged In
Dest. 1	01612222120	15	Disabled	Enabled
Dest. 2	01612222457	15	Disabled	Enabled
Dest. 3	01612222456	15	Disabled	Enabled
Order		Indexed		
Home Working		Enabled		

There are no numbers connected to this service.

Newly Created Queue Service

Service Tasks

Once the service has been created the service task bar displays on the right hand side of the screen.



- **View Service** – Displays a full summary of the service on one page.
- **View Connected Numbers** – Allows you to see which non-geographic numbers are currently connected to the service.
- **View Reports** – This option will take you to the standard inbound call analysis reports for the numbers attached to the service.
- **View Accounts** – Allows you to view which accounts the service is associated with.
- **View IVR details** – Displays the accounts and pins required for recording prompts on the management service.
- **View Real Time Queue Stats** – Launches a new window which displays the real time queue statistics (see reports for more information).
- **Edit Service Information** – Allows you to change the description given to the service.
- **Modify Hours** – Allows you to Add/remove & Modify the Hours settings for the service.
- **Modify Queue & Destinations** – Allows you to change the queue parameters and Add/Remove & Edit destinations for the service.
- **Modify Data Capture** – Allows the data capture to be added/removed & edited.
- **Modify IVR Messages** – Allows messages to be uploaded onto the service via the user's computer. Messages can be loaded in bulk (See 2.7).
- **Connect Service** – Allows you to search for numbers and connect them to the service.
- **Disconnect Service** – This allows the number to be disconnected from the service. The number will go into a quarantined status but the service settings will remain the same.
- **Clone Service** – Allows services to be copied, given new descriptions and assigned to different accounts.
- **Delete Service** – This option deletes the service. You will be prompted to confirm if you want to delete the service before the systems actions the request.

Note: Not all options listed above will be available to all users. Some users may have restricted permission's which will hide some of these Service Tasks.

Modify IVR Messages

Messages can be recorded and uploaded via the telephone management service, the RMU or via The Call Management System. The Account and Pin numbers used to access this service can be found **under View IVR Account Details** on the right hand side of the screen. Both record and recovery accounts are held here.

To Upload Recorded Messages, via The Call Management System the user should click on the link on the right called **Modify IVR Messages**. The following will appear:

The screenshot shows the 'Inbound Service Management' interface. At the top, it displays 'Inbound Service (ID:450522)' with a table of details: Description (Test Data Capture), Type (Data Capture Service), State (Active), Agent (DISE MDT), Created (15 May 2009 10:37:06), and Last Updated (15 May 2009 10:37:06). Below this is the 'Modify IVR Messages' section, which includes a disclaimer about PRS licensing and two filter options: 'Filter By Category' (set to 'Welcome') and 'Filter By Message' (set to 'Recorded'). A table below the filters shows 'No messages match your filter options.' with columns for Message, Description / Examples, Roll Back, Delete, and Undo. At the bottom of this section are 'Play All', 'Update', and 'Cancel' buttons. On the right side, there is a 'Service Tasks' sidebar with various options like 'View Service', 'View Connected Numbers', 'View Reports', 'View Accounts', 'View IVR Account Details', 'Edit Service Information', 'Modify Service', 'Modify IVR Messages', 'Connect Service', 'Disconnect Service', 'Clone Service', and 'Delete Service'.

Uploading prompts

There are two filter options available on the message screens.

For a new service with no pre recorded prompts choose all on both filters and all available messages will appear including default messages.

- **Filter by Category** – A drop down is available which dependant on what is selected will show only messages from that category, selections are All, Welcome, Slots, Get Digits, Confirm & Slot Name
- **Filter by Message** – A drop down is available which dependant on what is selected will show only messages that are recorded or all messages.

Uploading Prompts Navigational Tools



Allows the uploading and downloading Waveform audio format (.wav) formatted recorded message prompts



Allows the pausing of message prompt playback



Allows the playing of messages



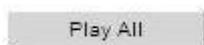
Rolls back to the previous recorded prompt once the tick box is selected.



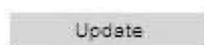
Deletes the recorded message prompts



Undoes the changes to this message prompt only

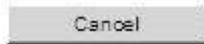


Plays all the recorded message prompts



All slots can have files uploaded ready, they will not be active on the service until the update button at the bottom of the box is clicked. This allows multiple prompts to be entered onto a

service at the same time.



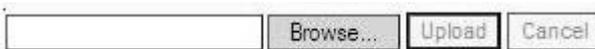
Cancels all changes to the Data Capture prompt service.

Uploading Pre-Recorded Prompts

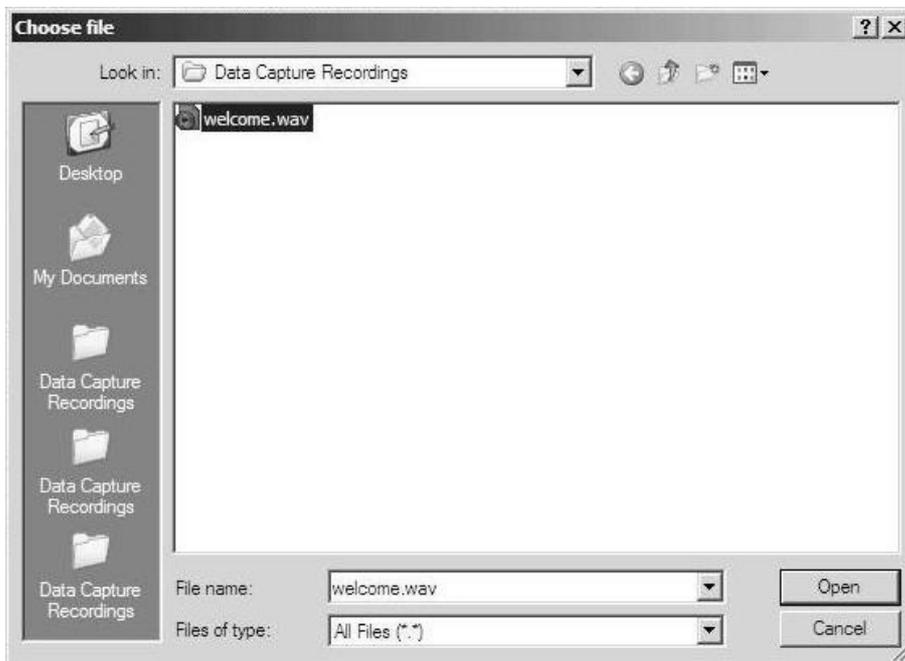
1. To upload a message press the **Up Arrow** , to download a message press the **down key**. (Download will only work if a message is already recorded)



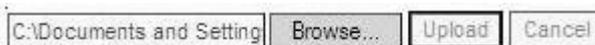
2. On clicking **Upload** the Browse button will become active.



3. Click **Browse** and search for the required file in .wav format.



Once selected click **Upload** and this file will be placed in the slot ready.



All slots can have files uploaded ready, they will not be active on the service until the **Update Button** at the bottom of the box is clicked. This allows multiple prompts to be entered onto a service at the same time.

You will then be presented with a confirmation message to advise that the message/s has/have loaded successfully.

Hours Configuration

When setting hours on a queue service the user can set any of the following:-

- **Specified Days** – This allows you to pick specific days of the week from a drop-down menu. You can choose from individual days of the week, weekdays (Monday to Friday), weekends (Saturday and Sunday) or all days.
- **Public Holidays** – By selecting the Public Holidays button, you can choose to have your number diverted during public holidays for your region i.e. England/Wales, Scotland or Northern Ireland.
- **Special Days** – Special days are any specific days that fall outside of normal weekly diverts or bank holiday diverts. They are unique days for example if an office or whole team was on a training day.

Setting a Date/Time Divert for a Specified Day

Hours
Specify the days and times

Action The action that this rule should follow

Specified Days Public Holidays Special Days

	All Day	Start Time	End Time
Monday	<input checked="" type="checkbox"/>	00:00	23:59

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Weekends
Weekdays
All Days

Back Next Cancel

Create Service Wizard: Selecting a specified day

- Select the radio button for **Specified Days**
- Select a start and end time in the 24 hour format (00.00). If you want the divert to be operational all day, tick the **All Day** tick box
- Set the action as **In Hours** or **Out of Hours**
- Click **Next** to add.

Setting a Date/Time Divert for Public Holidays

Hours
Specify the days and times

Action The action that this rule should follow

Specified Days Public Holidays Special Days

All Day	Start Time	End Time
<input checked="" type="checkbox"/>	<input type="text" value="00:00"/>	<input type="text" value="23:59"/>

England & Wales
England & Wales
Northern Ireland
Scotland
Spain

Back Next Cancel

Create Service Wizard: Selecting a Public Holiday

- Select the radio button for Public Holidays,
- Select the required geographic location for the diversion number from the drop down menu, this will automate the Public Holidays in that region and apply the diversion on those days,
- Select a **start** and **end time** in the 24 hour format (00.00). If you want the divert to be operational all day, tick the **All Day** tick box
- Set the action as **In Hours** or **Out of Hours**
- Click **Next** to add

Setting a Date/Time Divert for Special Days

Hours
Specify the days and times

Action The action that this rule should follow

Specified Days Public Holidays Special Days

Start Date/Time

End Date/Time

Date July 2009

M	T	W	T	F	S	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Back Next Cancel

Create Service Wizard: Selecting a Public Holiday

Special days can be set in multiple ways.

- Select the radio button for **Special Days**,
- Select the **calendar** by the side of the Start Date/Time and choose the required start date
- Set the **time** the special day will start taking effect
- Select the **calendar** by the side of the End Date/Time and choose the required end date
- Set the **time** the special day will stop taking effect
- Set the action as **In Hours** or **Out of Hours**
- Click **Next** to add

- Select the radio button for **Special Days**,
- Deselect the **checkbox** at the start date/time and the special day will commence immediately
- Set an **end date/time**
- Set the action as **In Hours** or **Out of Hours**
- Click **Next** to add

- Select the radio button for **Special Days**,
- Set a **Start Date/Time**
- Deselect the **end date** and the special day will continue until the user makes changes to the special days settings
- Set the action as **In Hours** or **Out of Hours**
- Click **Next** to add

Once you have set the Hours hit **Next** there is the ability to add more hours using the **Add Rule** button or remove rules by selecting the rule to remove and Selecting **Remove Selected**.

Hours
Current hours rules

Rule Summary

<input type="checkbox"/>	Action	Day/Date	Start Time	End Time
<input type="checkbox"/>	Edit Out Of Hours	Special	02/08/2009 00:00	02/08/2009 23:59
<input type="checkbox"/>	Edit Out Of Hours	Public Holidays (Eng)	00:00	23:59
<input type="checkbox"/>	Edit In Hours	Weekdays	09:00	16:59
<input type="checkbox"/>	Edit Out Of Hours	Default	N/A	N/A

Create Service Wizard: Hours summary

Reports

In addition to the standard reporting available there are several types of reports available specifically for a queue service.

Getting to the screens

From the Call Queuing Service Summary Screen hit the **View Reports** or **View real time queue Stats** tasks on the Service task Menu to the right of the screen.

Inbound Service (ID:332996)			
Type	Call Queuing Service	Agent	Tester Agent
Description	PTW 4213 test hours	State	Active
Created on	03 Feb 2009 16:13:00	Last updated on	30 Jul 2009 14:23:26
Replay	Disabled		

Call Queuing Summary			
▲ Hours			
Action	Day/Date	Start Time	End Time
In Hours	Saturday	00:00	23:59
Out Of Hours	Default	N/A	N/A
▲ Queue			
Queue Limit	10		
Queue Time	600 seconds		
Call Limit	1		
Dial Limit	1		
Dial Update	15 seconds		
Dial Call Plan Update	15 seconds		
▲ Destinations			
	Terminating Phone Number	Ring Time	Replay
Dest. 1	01612222293	15	Disabled

Service Tasks	
	View Service
	View Connected Numbers
	View Reports
	View Accounts
	View Translation Syntax
	View IVR Account Details
	View Real Time Queue Stats
<hr/>	
	Edit Service Information
	Migrate
	Modify Hours
	Modify Queue & Destinations
	Modify Data Capture
	Modify Queue Jump
	Modify IVR Messages
	Connect Service
	Disconnect Service
	Clone Service
<hr/>	
	Delete Service

Getting to the Call Care reporting screens

View Reports

Selecting the **View Reports** link will display the following reports:

Call Queuing Reports	
	Queue Time Analysis Report showing the average time a caller spends in the queue from when the call enters the queue to when the call is answered at the terminating end. Also shows the average number of calls waiting in the queue.
	Queue Call Analysis Report showing the total number of calls in the queue and the number of calls which were abandoned, rejected and connected
	Queue Wait Analysis Report showing how long callers waited in the queue before they were connected.
	Queue Settings History Report showing the total number of calls in the queue against the queue settings (queue limit, call limit and queue time) at that time.

Queue Time Analysis: Report showing the average time a caller spends in the queue from when the calls enters the queue to when the call is answered at the terminating end. Also shows the average number of calls waiting in a queue.

Start Date: 10Jan2008

End Date: 11Jan2008

Inbound Service Description	Time	Total Calls	Average Time In Queue (secs)	Maximum Time In Queue (secs)	Average Waiting Calls
☐ Test Queue					
11.01.08		5	34	74	
	☐ Jan2008	5	34	74	
	☐ 11	5	34	74	1
	14:00	3	22	55	1
	15:00	2	45	74	1
(1 Inbound Service)		5	34	74	

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Ref: QueueTime

Report Generated: 1/11/2008 3:53:26 PM

Queue Call Analysis: Report showing the total number of call in the queue and the number of calls which were abandoned, rejected and connected.

Start Date: 09Jan2008

End Date: 10Jan2008

Inbound Service Description	Time	Total Calls	Connected	Abandoned	Rejected Queue Full	Rejected Queue Timeout	Average Wait Before Abandoning	Average Timeout
☐ Michelle Test Queue								
	☐ Jan2008	9	8	1	0	0	17	0
	☐ 10	9	8	1	0	0	17	0
	13:00	9	8	1	0	0	17	0
(1 Inbound Service)		9	8	1	1	1	17	0

Page 1

Ref: QueueCall

Report Generated: 1/10/2008 2:27:10 PM

Queue Wait Analysis: Report showing how long caller s waited in the queue before they were connected.

Start Date: 09Jan2008

End Date: 10Jan2008

Inbound Service Description	Time	Total Connected	Wait before being connected (mins)					
			0 - 10	11 - 15	16 - 20	21 - 25	26 - 30	30+
☐ Michelle Test Queue		8	6	1	1	0	0	0
	☐ Jan2008	8	6	1	1	0	0	0
	☐ 10	8	6	1	1	0	0	0
	☐ 13:00	8	6	1	1	0	0	0
	30 - 45	8	6	1	1	0	0	0
(1 Inbound Service)								

Page 1

Ref: QueueWait

Report Generated: 1/10/2008 2:28:55 PM

Queue Settings History: Report showing how long callers waited in the Queue against the queue setting (queue limit, call limit and queue time) at that time.

Start Date: 09Jan2008

End Date: 10Jan2008

Inbound Service Description	Time	Queued Calls	Queue Time	Call Limit	Queue Limit
Michelle Test Queue		1			
	Jan2008	1			
	10	1			
	13:00	1			
	40 - 45	1	600	1	1
(1 Inbound Service)		1			

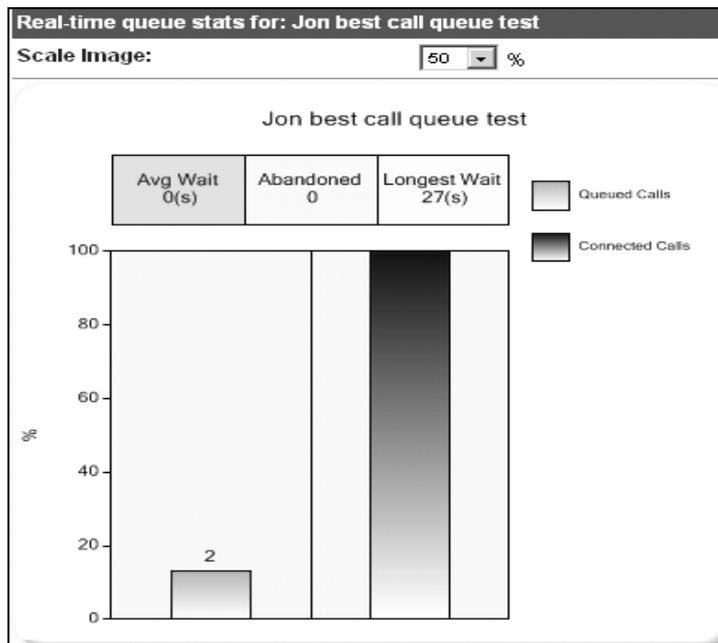
Page 1

Ref: QueueSettings

Report Generated: 1/10/2008 2:31:06 PM

View Real Time Queue Stats

Selecting the **View real time stats** link will display the following report in a new window.



The real time report displays

- **Average Wait** – The average wait time over the previous hour
- **Abandoned** – Number of abandoned calls in the previous hour
- **Longest Waiting** – Time for the longest waiting call

Calls in the queue are displayed in real time in Green, with Calls Connected displayed in real time in Blue.

The call Stats are updated every 15 seconds.

The screen size can be changed via the **Scale Image dropdown menu** which lets you alter the size of the image via percentage.