

Service Centre Manager SCM v3.0

Supervisor Guide

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Atea Systems Limited
PO Box 22042, 2 Ganges Road
Khandallah, Wellington, New Zealand
NZBN 9429036367115

Atea Systems Pty Limited
PO Locked Bag Q800, QVB Post Office
Sydney, NSW 1230, Australia
ABN 57 122 952 783

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Document History

Date	Author	Version	Summary
June 2015	Murray Lum	2a	SCM 2.1 enhancements – agent reports, agent jabber phone compatibility, jabber reason codes for “not-ready”, auto-start supervisor specific wallboard.
July 2015	Murray Lum	2b	Corrections, additional details for wallboards, and reports including troubleshooting
June 2017	Murray Lum	3.0a	SCM 3 enhancements – look and feel updated, IP phones can make calls and stay in the queue. User can be set to have recording suppressed. Queue reports are agent focussed. Timings based on first person to answer calls, can view call legs for each call.
July 2017	Murray Lum	3.0b	Minor edits to info about recording profiles and reports. Added thresholds for queues.

Related Documents

Document	Description
SCM Administration Guide	Guide to add/remove Queues, Supervisors and Agents. Set “not ready” reason codes, update screen logos.
SCM Design Guide	Guide to assist with the planning and implementation of and SCM solution

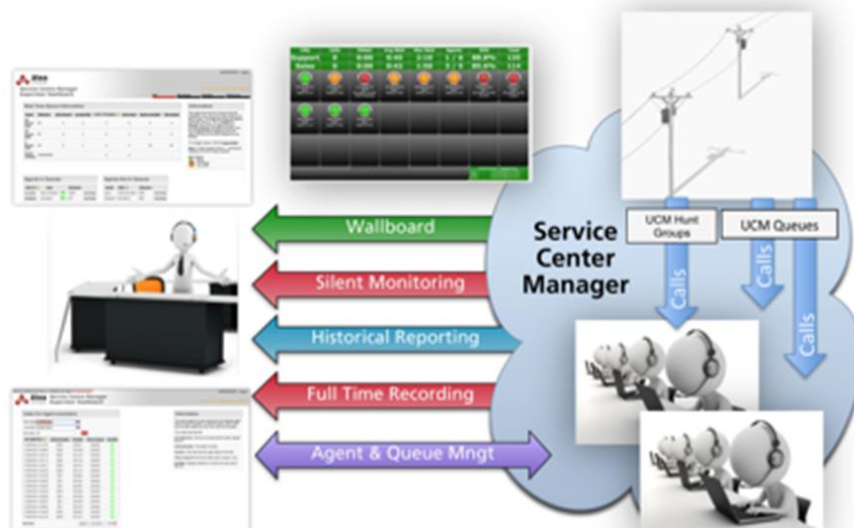
1 Purpose of this guide

This guide is for Supervisors using the Atea Service Centre Manager (SCM). This document covers:

- Overview of the SCM features
- Overview of the SCM Administrator role and SCM Supervisor roles
- SCM Supervisor tasks
 - Managing Queues and Agents
 - Real-time and historical reporting
 - Listening to recordings
- Agent ready / not ready button

2 SCM Overview

The SCM works with your Cisco UCM phone system to provide additional features for a small contact centre.



The key functions of the SCM are:

Administration: The administrator assigns CUCM queues (hunt group pilots) to supervisors. The administrator also assigns "agent" users to the supervisors.

Queue and agent management: Supervisors use a dashboard to add or remove their agents to their queues.

Real Time Reporting: We use wallboards to display queue and calling statistics in close to real time. The wallboards are web pages, and there is one for each supervisor showing their queues and agents. Colour coded thresholds are built-in and are configurable for statistics like:

- Calls Waiting
- Longest Wait

- Calls Active
- Calls In-Progress
- Agents Available

Historical Reporting: The Supervisor Dashboard has reports for the supervisor's queues and agents using the calling history. The Queue Reports show the inbound calls to the queues, and the Agent Reports show both the inbound and outbound calls for the agents.

The Queue Reports have these call statistics:

- Incoming calls – direct in, total offered, total duration, average duration
- SLA met - volume
- Wait time – average, maximum, total (aggregate)
- Number of calls abandoned

The Agent Reports are similar and have these call statistics for each agent:

- Incoming calls – volume, total duration, average duration
- SLA met - volume
- Calls abandoned - volume
- Wait time – average, maximum, total (aggregate)
- Outbound calls – volume, total duration, average duration

For each agent, there are individual reports showing all their calls.

For each call, you can view the individual call legs that make up the call.

Full-Time Call Recording: A supervisor can access recordings of any of their agent's calls where recording is enabled. You can listen to the recordings online (where configured) or download the file.

3 SCM Roles

There are three main roles.

Administrator

The administrator manages the operation of the SCM. They are responsible for:

- Adding and removing queues to the SCM (a queue is a Cisco hunt pilot number)
- Adding users to the SCM (users will be agents or supervisors)
- Assigning who will be supervisors
- Assigning supervisors to queues
- Assigning agents to supervisors
- Assigning whether calls are recorded (supervisor and user settings)
- Setting up friendly display names (aliases) for queues and users.

The administrator can also change these system settings:

- Create the reason codes available when agent goes “not-ready”
- Adding a logo to the page display
- Access to the wallboard administration (separate account).

Supervisor

Supervisors manage the queues, agents and calls. Each supervisor can have several queues, and may add or remove agents to each queue.

The supervisor gets:

- A dashboard with all their queues and agents, including real-time status and a place to manage the assignment of agents
- A real-time wall board to provide queue and statistical performance
- Historical reports of statistical information
- Audio playback of agent recordings
- Activity logs for agents

Agents

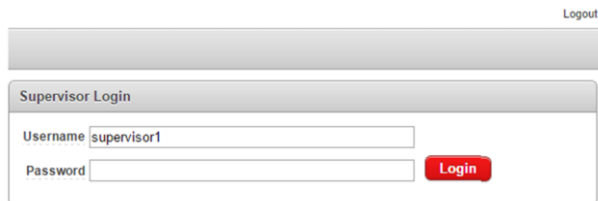
Agents answer the queue calls delivered to their phones. Agents use a button on their phone (or jabber softphone) to set whether they are ready to receive calls from the queue.

4 Getting started – Logging In

Use a web browser to access the SCM supervisor dashboard. There will be a link on your intranet or it may look like this:

`http://[SCM_ServerIPAddress]:8080/apex/f?p=501`

Your username and password matches your phone system (CUCM) details. This may be the same as your LAN account if the phone system is linked to the Active Directory.



Before you begin

*Before using the Supervisor Dashboard, you'll need the **SCM administrator** to set you up as a supervisor. They must also assign queues and agents to you.*

5 Supervisor Dashboard – Main Screen

This dashboard is where you manage queues, agents and the SCM features.

The dashboard shows all the queues and agents assigned to you.

The main parts of the dashboard are:

- **Real time Queue Information** – a snapshot of each queue showing how busy it is
- **Agents in queues** – see at a glance who is already assigned
- **Agents not in queues** – see the agents currently unassigned
- **Navigation tabs** – to access other sections of the SCM tool
- **Wallboard link** – starts your wallboard in a separate window

*Note: **If you are missing some queues or agents**, ask the SCM administrator to add these for you using the SCM Admin Console.*

The screenshot shows the Atea Systems SCM Supervisor interface. At the top, there's a navigation bar with tabs: Dashboard, Recordings, Queue Reports, Agent Reports, and Activity Log. A callout points to these tabs, stating 'Navigation tabs To jump between functions'. On the right, there's a 'Wallboard link' that 'Opens a wallboard window'. Below the navigation bar, there's a 'Real time summary' section titled 'Queue performance and statistics'. This section contains a table with columns: Queue, Extension, Calls Queued, Longest Wait, Ringing, Calls Active, Agents Available, and Total Agents. The 'Agents Available' column has a live threshold indicator (orange/red for 1/0 agents). Below this, there are two sections: 'Agents In Queues' and 'Agents Not In Queues'. The 'Agents In Queues' section has a table with columns: User ID, Alias, and Extension. The 'Agents Not In Queues' section has a table with columns: UserID, Alias, and Extension. A callout points to the 'Agents In Queues' table, stating 'Agents assigned or spare'. Another callout points to the 'Agents Not In Queues' table, stating 'Recordings Click through to a filtered list of recordings'. A callout points to the 'Agents Available' column, stating 'Agent links See the assigned queues'. A callout points to the 'Agents In Queues' table, stating 'Agent Status R Ready / OC On a Call / NR Not Ready'.

Navigation tabs
To jump between functions

Welcome: CALLUM Start Wallboard Logout

Wallboard link
Opens a wallboard window

Real time summary
Queue performance and statistics

Queues Click to manage each queue and assign agents

Live thresholds
Orange/Red for 1/0 agents

Agents assigned or spare

Recordings Click through to a filtered list of recordings

Agent links
See the assigned queues

Agent Status
R Ready / OC On a Call / NR Not Ready

Additional information

The **speaker** icons indicate where call recording is enabled.

Agents Available – this turns **orange** if only one agent is available or **red** if there are none.

Calls queued – this turns **orange** if one call is queued or **red** if there are more.

The real-time queue table displays a hyphen (-) for Calls Queued and Longest Wait if native queueing is disabled for the queue.

5.1 Adding or Removing Agents from a Queue – queue management

Click the link for the **queue** from the supervisor dashboard. This opens a queue management window.

Dashboard	Recordings	Queue Reports	Agent Reports	Activity Log
-----------	------------	---------------	---------------	--------------

Line Group Management

[Back](#)

Max Queue Size **2**
 Max Wait Time **10 seconds**
 Distribution Algorithm **Broadcast**
 Recording Profile

This screen shows the member line groups of the queue you selected, and the agents that are members of the selected line group. It also lists agents that are not members of the selected queue in the **Other Agents** region.

If this queue has more than one line group you can access the others by selecting from the **Selected Line Group** select list.

To remove an agent from the selected line group, click the red remove icon **x** beside the agent's name. To add an agent to the selected line group, click the green add icon **+** beside their name in the **Other Agents** region.

Note: if the Recording Profile is empty, recording will not be enabled for agents added to a Queue

Queue Management

Selected Line Group: 1: LG_Developers

Current Agents for LG_Developers

UserID	Alias	Extension
x andrew	Andrew Murray	41
x callum	Callum Katene	43
x ian	Ian Sherrin	46
x tk	Te Kairangi Katene	1155

1 - 4

Other Agents

UserID	Alias	Extension
+ jeremy	Jeremy Gogan	42
+ sascha	Sascha Monteiro	49
+ tamihana	Tamihana Katene	44

1 - 3

Click + to add agent to queue

Click x to remove agent from queue

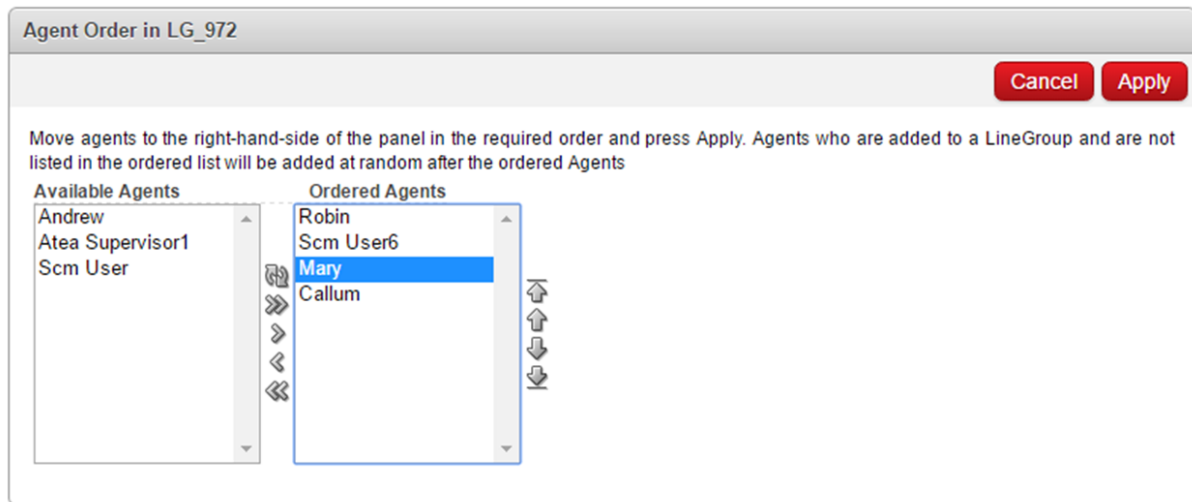
Max queue size / Max wait time / Algorithm / Recording profile – these are configured by your phone system administrator. They appear here for your information.

To add an agent – click the green **+** next to the agent name in the Other Agents list

To remove an agent – click the red **x** next to the agent name in the Current Agents list

To prioritise the agents – click the **Change Order** button to open a new window. (This button only appears if the queue algorithm is set to **top-down** or **circular**.)

- Add the high priority agents to the **Ordered Agents** list. They will always receive calls first, based on the algorithm and their position in the list.
- Anyone in the **Available Agents** list will only receive calls if the Ordered Agents are unavailable.



To rearrange the agents, select the agent and use the arrows ">" to move them to the **Ordered Agents** box. Now select an agent and use the up and down arrows to put the agents in the order you desire.

When you are done, click the **Apply** button to save the changes otherwise click **Cancel**, to return to the queue management screen.

When you are done with managing the queue, close the window to return to the Supervisor dashboard.

Additional information

A queue is called a hunt group on the Cisco phone system. A hunt group may comprise of several line groups to help distribute the calls. These show up as a single queue, but with several "Member Line Groups".

Note If your Recording Profile is empty, you will not see the recordings for agents in your Queue. However, other supervisors may have access to the recordings. Some agents may also have recording permanently suppressed.

5.2 Check queues for agent

To see the queues assigned to an agent, click the agent **UserID** on the **Supervisor dashboard**. To adjust the assignment, close the window and click on the queue on the dashboard.

Queue Membership andrew

Queue	Extension	Line Group
Sales	1150	LG_Sales
Support	1151	LG_Developers

Close

5.3 Listening to Recordings

From the dashboard, pick one of these options to get to a list of recordings:

- **All recordings** – click on the Recordings tab
- **Recordings for a queue** – click on the speaker icon next to a queue
- **Recording for an agent** – click on the speaker icon next to the agent

Welcome: SUPERVISOR1 Start Wallboard Logout

Recordings

Help

Queues

Real Time Queue Information

Queue	Extension	Calls Queued	Longest Wait	Ringing	Calls Active	Agents Available	Total Agents
Support	971	0	0	0	0	3	5
Sales	970	0	0	0	0	2	4
Help Desk	+972	0	0	0	0	2	3
Eastern	+973	-	-	0	0	2	3

Agents In Queues

User ID	Alias	Extension
scmuser3	Callum	1103
scmuser2	Robin	1102
scmuser1	Andrew	+1101
scmuser9	Scm User	1004
scmuser4	Mary	1104
scmuser6	Scm User6	+1001

Agents Not In Queues

User ID	Alias	Extension
supervisor1	Atea Supervisor1	1000

To find a recording, select the **date range** and any other search items and press **Go**.

Recordings screen

Recorded Calls

Start: 01-Apr-2016

End: 30-Apr-2016

Search:

Queue: ALL

Go Reset

Call Date/Time	Calling Number	Agent	Agent Extension	Duration
21-APR-2016 12:14:40	+1101	Robin [1102]	1102	
21-APR-2016 12:14:38	1004	Robin [1102]	1102	
21-APR-2016 12:13:28	+1101	Robin [1102]	1102	
21-APR-2016 12:13:20	+1101	Robin [1102]	1102	
21-APR-2016 12:12:31	+1101	Robin [1102]	1102	
21-APR-2016 12:11:40	+1101	Robin [1102]	1102	
21-APR-2016 12:10:52	1004	Robin [1102]	1102	
21-APR-2016 12:09:26	+1101	Robin [1102]	1102	
21-APR-2016 12:09:00	1004	Robin [1102]	1102	
21-APR-2016 12:07:12	47	Robin [1102]	1102	
21-APR-2016 12:07:01	+1101	Robin [1102]	1102	
21-APR-2016 11:48:56	211538943	Robin [1102]	1102	

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To listen to a recording, click the **play** icon. This will pop up a window and play the recording in your browser's media player. You may need to download the recording file depending on the settings on your computer and SCM system.

Note: *If you cannot see any recordings, ask the SCM administrator to check your recording profile from the SCM Admin Console. Some agents may also have recording disabled.*

5.4 Queue Reports – Historical Statistics

From the dashboard, select the **Queue Reports** tab. You'll see a list of all queues that had calls. Any queues without calls are hidden.

Call Statistics By Queue

Start Date: 01-MAY-2017

End Date: 31-MAY-2017

TTA SLA (Sec): 20

Time Unit: Minutes

Go

Historical Statistics

Queue	Extension	Direct In	Total Offered	SLA Met	Avg Dur	Total Dur	Avg Wait	Max Wait	Total Wait	Abandoned
Sales	1150	10	17	4	0.49	7.88	0.36	0.75	3.22	8
Support	1151	26	40	18	1.70	62.97	0.22	0.63	4.58	16

Download

Click queue to see agents in queue

1 - 2

Enter the date range and press "Go". You can type the date directly or use the date picker. You may also adjust the time-to-answer SLA in seconds. To make the report easier to understand, select a time unit for the report (seconds, minutes or hours).

To sort the report, click on any of the column headings.

To drill down to a specific queue, click on the name of the **queue**.

SLA information

The TTA SLA is a target ring time, in seconds. Ring time is the elapsed time between the start of the inbound call (call reaches the hunt group pilot) and when either the agent answers or the caller disconnects, whichever is earliest. If the ring time is less than the SLA it means the agent answered the call quickly, so the SLA is met. In some cases, the call may be diverted to another hunt group or an IVR and the SLA is measured as the time elapsed until the final party answers the call.

This report does not show if an agent misses answering a call presented to them (the phone system does not generate a call leg record for this part of the call).

The fields in these reports are:

Field	Description
Queue	The name of the queue. This is the alias set by the SCM administrator or otherwise the Cisco Hunt Pilot number
Extension	The extension number for the Cisco Hunt Pilot
Direct In	The number of calls presented directly to the queue (hunt group)

Field	Description
Total Offered	The number of times calls are presented to a “real person” through this hunt group. (We count a real person as a directory number that is the Primary Extension of an End User).
SLA Met / TTA Met	How many calls answered within the SLA; e.g. If the SLA was set to 20, this is the number of calls answered by an agent in under 20 seconds. The time-to-answer is a measured from when a call is dialled until answered by the final party in call, as this is assumed to be the actual person the caller wanted to speak to.
Avg Dur	The average duration of all call legs presented to the queue
Total Dur	The total duration of all call legs presented to the queue
Avg Wait	The average amount of time that callers waited to be connected to an agent
Max Wait	The longest amount of time that a caller waited to be connected to an agent
Total Wait	The total amount of time that all callers waited to be connected to an agent
Abandoned	How many calls presented to the queue where the call was disconnected before the agent answered
Download	Click this link to download the report as a CSV file that can be opened in Excel.
Rows indicator	An indicator to show the rows of the report that displayed. Click this to change which rows you are viewing.

To view a specific Queue, click on the link for the queue.

Dashboard
Recordings
Queue Reports
Agent Reports
Activity Log

Call Statistics By Queue

Start Date 01-MAY-2017
End Date 31-MAY-2017
TTA SLA (Sec) 20
Time Unit Minutes
Go

Historical Statistics

Queue	Extension	Direct In	Total Offered	SLA Met	Avg Dur	Total Dur	Avg Wait	Max Wait	Total Wait	Abandoned
Sales	1150	10	17	4	0.49	7.88	0.36	0.75	3.22	8
Support	1151	26	40	18	1.70	62.97	0.22	0.63	4.58	16

Download
Click queue to see agents in queue

1 - 2

This shows a summary of the calls for the queue arranged by agent. The “– **Other** –” row has any calls not handled by agents in the queue.

To view the calls for a specific agent, click on the agent link.

Dashboard | Recordings | **Queue Reports** | Agent Reports | Activity Log

Call Statistics By Queue > Queue Call Statistics By Agent

Start Date: 01-MAY-2017
End Date: 31-MAY-2017
SLA (Sec): 20
Queue: Support
Time Unit: Minutes
Go

Enter details and press Go

Queue statistics grouped by agent

Call Statistics For Queue Support

Agent	Direct In	Total Offered	SLA Met	Avg Dur	Total Dur	Avg Wait	Max Wait	Total Wait	Abandoned
-- Other --	2	8	5	5.22	41.78	0.39	1.10	3.13	0
Callum Katene	21	25	8	0.29	7.18	0.10	0.40	2.47	16
Tamihana Katene	1	3	1	0.56	1.67	0.62	0.93	1.87	0
Te Kairangi Katene	2	4	4	3.33	13.33	0.16	0.33	0.63	0

Download

Click on agent to see queue calls for this agent

1 - 4

This shows the actual calls to this agent from this queue.

Dashboard | Recordings | **Queue Reports** | Agent Reports | Activity Log

Call Statistics By Queue > Queue Call Statistics By Agent > Hunt Group Calls By Agent

Start Date: 01-MAY-2017
End Date: 31-MAY-2017
TTA SLA (Sec): 20
Time Unit: Minutes
Go

Call statistics

Agent and queue

Calls For Agent Te Kairangi Katene In Queue [Support]

Call Date/Time	Calling Number	Called Number	Final Party	Wait Time	Duration	Abandoned (Last Leg)	Call Legs	SLA Met
11-MAY-2017 11:29:24	21776898	40	45	0.22	0.53		2	●
12-MAY-2017 10:58:28	44	1151	1155	0.03	0.15		1	●
12-MAY-2017 11:01:18	61394795888	40	1155	0.33	12.42		2	●
12-MAY-2017 11:18:14	44	1151	1155	0.05	0.23		1	●

Download

Click on call to see call leg details

1 - 4

You can click on individual calls to see the legs that make up each call. This is handy to analyse the call flow, and get a better understanding of the experience received by the caller.

Dashboard Recordings Queue Reports Agent Reports Activity Log

Call Statistics By Queue Queue Call Statistics By Agent Hunt Group Calls By Agent Call Leg Detail

Individual call legs making up the call

Call Leg Detail

Call Date Time	Calling Number	Called Number	Connected Number	Connected User	Connect Time	Ring Time	Duration	Disconnect Time	Orig Device	Dest Device
12-MAY-2017 11:01:18	61394795888	40	9997		12-MAY-2017 11:01:18	00:00:00	00:00:10	12-MAY-2017 11:01:28	cisco2801-BRI	CiscoVM1-V11
12-MAY-2017 11:01:28	61394795888	1151	1155	tk	12-MAY-2017 11:01:38	00:00:10	00:12:25	12-MAY-2017 11:14:03	cisco2801-BRI	SEP002584179241

[Download](#)

1 - 2

5.5 Agent Reports – all queues

To view the report for an agent, select the **Agent Reports** tab. These reports allow you to choose any agent involved in a call, no matter which queue. The report shows the call statistics for each agent.

Dashboard Recordings Queue Reports Agent Reports Activity Log

Agent Call Statistics

Help

Select Agent reports

Agent Call Statistics

Start Date 01-MAY-2017

End Date 31-MAY-2017

SLA (Sec) 20

Go

Enter dates and SLA and press Go

Agent statistics

Agent	Total In	Total In Dur	Avg In Dur	SLA Met	Abandoned	Avg Wait Time	Max Wait Time	Total Wait Time	Total Out	Total Out Dur	Avg Out Dur
Andrew Murray [41]	50	05:00:28	00:06:00	42	7	00:00:04	00:00:21	00:03:39	144	11:52:35	00:04:56
Callum Katene [43]	76	02:16:48	00:01:48	45	28	00:00:03	00:00:31	00:05:00	96	04:11:00	00:02:36
Ian Sherrin [46]	11	01:01:32	00:05:35	9	2	00:00:07	00:00:14	00:01:21	15	03:12:45	00:12:51
Jeremy Gogan [42]	31	02:23:43	00:04:38	20	8	00:00:07	00:00:45	00:03:50	28	02:08:29	00:04:35
Sascha Monteiro [49]	28	03:00:37	00:06:27	24	4	00:00:04	00:00:09	00:01:55	111	22:53:08	00:12:22
Tamihana Katene [44]	21	00:34:10	00:01:37	17	1	00:00:11	00:00:56	00:04:00	37	00:35:32	00:00:57
Te Kairangi Katene [1155]	18	01:19:59	00:04:26	14	3	00:00:14	00:02:07	00:04:15	57	00:26:59	00:00:28

[Download](#)

Click on agent to see their calls

1 - 7

Enter the date range and press "Go". The report shows all the agents who made or received calls during the selected period. You can type in the date directly or use the date picker, and adjust the time-to-answer SLA (in seconds).

Click the [agent](#) link to view the individual calls for that agent.

Dashboard
Recordings
Queue Reports
Agent Reports
Activity Log

Agent Call Statistics
Calls By Agent

Help

Calls For Agent Te Kairangi Katene [1155]

Start Date 01-MAY-2017
End Date 31-MAY-2017
TTA SLA (Sec) 20
Rows 15
Go

Every call for agent

Call Date/Time	Calling Number	Called Number	Connected Number	Wait Time	Duration	Abandoned	SLA Met	Call Legs
01-MAY-2017 13:47:17	45	0800000000	0800000000	00:00:01	00:00:11			1
10-MAY-2017 12:26:23	45	1151	1143	00:00:04	00:00:06			1
10-MAY-2017 12:26:35	45	1151	1143	00:00:03	00:01:13			1
10-MAY-2017 14:37:18	43	45	45	00:00:07	00:00:10			1
10-MAY-2017 14:40:01	43	45	45	00:00:06	00:03:08			1
10-MAY-2017 14:58:02	41	45	45	00:00:09	00:01:05			1
11-MAY-2017 11:29:24	21776898	40	45	00:00:13	00:00:32			2
11-MAY-2017 12:44:49	43	45	45	00:00:00	00:00:00	Y		1
12-MAY-2017 10:58:28	44	1151	1155	00:00:02	00:00:09			1
12-MAY-2017 11:01:18	61394795888	40	1155	00:00:20	00:12:25			2
12-MAY-2017 11:18:14	44	1151	1155	00:00:03	00:00:14			1
12-MAY-2017 11:28:52	1155			00:00:00	00:00:00			1
12-MAY-2017 12:52:23	43	1155	1155	00:00:10	00:00:06			1
12-MAY-2017 12:56:44	43	1155	1155	00:00:02	00:00:15			1
12-MAY-2017 12:57:21	43	1155	1155	00:00:02	00:01:30			1

Download

Click on a call to see the call legs

row(s) 1 - 15 of 75
Next

This report shows all calls for the agent. Outgoing calls have the agent extension number in the Calling Number column. Calls that the agent answered has their extension number in the Connected Number column.

Many calls have several "legs" as the call gets transferred between phones and answer points. To see these call legs, click on the Call date/time link.

Dashboard
Recordings
Queue Reports
Agent Reports
Activity Log

Agent Call Statistics
Calls By Agent
Call Leg Detail

Call Leg Detail

Call Date/Time	Calling Number	Called Number	Connected Number	Connected User	Connect Time	Ring Time	Duration	Disconnect Time	Orig Device	Dest Device
12-MAY-2017 12:57:21	43	1155	1155	tk	12-MAY-2017 12:57:23	00:00:02	00:01:30	12-MAY-2017 12:58:53	SEP002497335456	SEP002584179241

Download

1 - 1

Page item	Description
Start Date / End Date	This is the date range for the report. If you change the range, click the "Go" button to refresh the report.
TTA SLA (Sec)	Time to answer – Service level. Set this to the number of seconds that the agent has for answering the call. If they answer the call within this

Page item	Description
	time, the call is shown as SLA met. You can try out different values and see the SLA results in this report.
Rows	Number of rows that display on-screen
Call Date/Time	Date and time of the call
Calling number	The phone number of the person who made the call. Where this matches the agent extension number, the agent made the call.
Called number	This is number originally dialled. This lets you see if the agent was being called directly, or via the queue (hunt group).
Connected number	The phone number that the call was eventually connected to. This is the agent extension if they were the last person the call was connected to.
Wait time	The time the caller spent waiting before the call was answered. This is the same as the time to answer.
Duration	Length of the call was after it was answered.
Abandoned	Abandoned calls are where the caller has ended the call prior to it being answered. Abandoned calls are marked "Y".
SLA Met	This shows as green if the time-to-answer service level has been met for the individual call. The time-to-answer is a measured from when a call is dialled until answered by a person (who has a UserID in the phone system) or the final party in call, as this is assumed to be the actual person the caller wanted to speak to.
Download	This is a link to download the report as a CSV file that can be opened in Excel.
Rows indicator	This indicator shows which rows of the report are displayed. Use this to change which rows you are viewing.

Note: Where an agent answers a call and then transfers it to someone else, the call is then allocated against that person, rather than the agent. The call does not show up on the specific agent report.

5.6 Activity Log

From the dashboard, select the **Activity Log** tab.

You can sort the entries in the activity log by selecting a column title.

Use the search field to filter the events.

Dashboard	Recordings	Queue Reports	Agent Reports	Activity Log
-----------	------------	---------------	---------------	--------------

Login/Logout						
Find <input type="text"/>		<input type="button" value="Search"/>				
Device	Extension	Agent	Action	From	LineGroup	Date
-	41	Andrew Murray	Login	ANDREW	LG_Developers	17-MAY-2017 08:11PM
-	43	Callum Katene	Login	CALLUM	LG_Sales	16-MAY-2017 09:13AM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 03:28PM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 03:28PM
-	1155	Te Kairangi Katene	Logout	TK	LG_Developers	12-MAY-2017 02:53PM
-	1155	Te Kairangi Katene	Logout	TK	LG_Developers	12-MAY-2017 02:53PM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 02:38PM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 02:33PM
-	1155	Te Kairangi Katene	Logout	TK	LG_Developers	12-MAY-2017 02:30PM
-	1155	Te Kairangi Katene	Logout	TK	LG_Developers	12-MAY-2017 02:30PM
-	1155	Te Kairangi Katene	Logout	TK	LG_Developers	12-MAY-2017 02:30PM
-	44	Tamihana Katene	Logout	CALLUM	LG_Developers	12-MAY-2017 01:36PM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 01:00PM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 12:59PM
-	1155	Te Kairangi Katene	Logout	TK	LG_Developers	12-MAY-2017 12:53PM
-	1155	Te Kairangi Katene	Login	TK	LG_Developers	12-MAY-2017 10:57AM
-	44	Tamihana Katene	Login	TK	LG_Developers	01-MAY-2017 02:17PM
-	46	Ian Sherrin	Login	TK	LG_Developers	01-MAY-2017 02:17PM
-	43	Callum Katene	Login	TK	LG_Developers	01-MAY-2017 02:17PM
-	44	Tamihana Katene	Logout	TK	LG_Developers	01-MAY-2017 02:16PM
-	46	Ian Sherrin	Logout	TK	LG_Developers	01-MAY-2017 02:15PM
-	43	Callum Katene	Logout	TK	LG_Developers	01-MAY-2017 02:15PM
-	46	Ian Sherrin	Login	TK	LG_Developers	01-MAY-2017 02:10PM
-	44	Tamihana Katene	Login	TK	LG_Developers	01-MAY-2017 02:10PM
-	43	Callum Katene	Login	TK	LG_Developers	01-MAY-2017 02:09PM

row(s) 1 - 25 of 29 [Next](#)

6 Agent Wallboard

To start the Wallboard, click the **"Start Wallboard"** link at the top right of the screen. This opens your wallboard in a separate window or tab in your browser. The wallboard is intended to be run on a separate display such as a large monitor screen where all the agents can see it. Each supervisor has their own wallboard.

Queue	Calls Queued	Longest Wait	Calls Active/Ringing	Agents Available	Handled/Abandoned Today	Avg Wait Today	Longest Wait Today
HP 970	0	0:00	0 / 0	0	0 / 0	0:00	0:00
HP 971	0	0:00	0 / 0	1	1 / 1	0:04	0:07
HP 972	0	0:00	0 / 0	2	0 / 0	0:00	0:00
HP +973	0	0:00	0 / 0	0	0 / 0	0:00	0:00
 Scm User6 (0) \+11001 Not Ready Unregistered	 Scm User1 (0) \+1101 Ready	 Scm User2 (1) 1102 Ready	 Scm User3 (0) 1103 Not Ready (1:14:48) Meeting	 Scm User4 (0) 1104 Not Ready Unregistered	 - SCMUner 1 (0) 1111 Not Ready Unregistered		

The wallboard is updated in near real time (typically within seconds for agent information), and includes daily statistics (usually updated every ten minutes). The daily statistics are automatically reset each day.

The main items on your wallboard are:

- Details of each of your queues
- The status of each of the agents assigned to the queues.

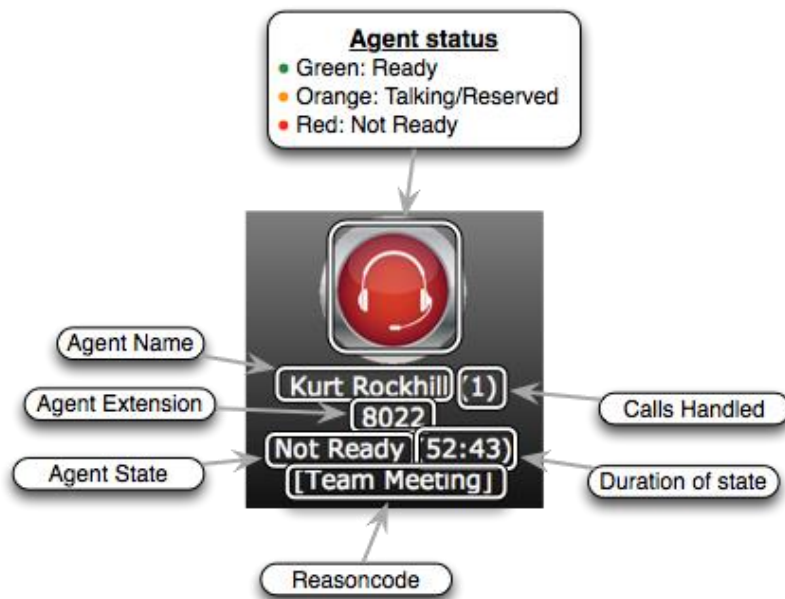
Queue information

Column	Description
Queue	Name or alias for each of your queues (hunt group numbers)
Calls Queued	Number of calls currently queued for each specific queue
Longest Wait	How long the longest unanswered call has been waiting to be answered
Calls Active / Ringing	Number of calls currently active and number of calls ringing
Agents Available	Number of agents available to answer calls for each queue
Handled / Abandoned Today	Today's statistics for calls handled and calls abandoned
Ave Wait Today	Today's statistics for the average waiting time for callers
Longest Wait Today	Longest waiting time experienced by a caller for today. The longest wait is the period until either the call was answered by an agent, or the last call transfer is made . This is intended to represent the time the caller waited to speak to a human. Usually, this is an agent (where we can see their UserID

Column	Description
	in the system) or otherwise it is until the last call transfer is made (which we assume is answered by a person).

Agent information

An icon displays for each agent assigned to one of the queues on the wallboard.



The details for each agent are:

- **Coloured icon** (Red, Orange or Green) reflecting the agent's state.
- **Background** area – this is usually green and changes to orange if they have been "not ready" for too long. This timer is set by the reason code thresholds. To change these, contact the person in your organisation who has administration access to the Wallboard. Often this is the SCM administrator.
- **Agent Name** (alias) and number of **Calls Handled**. We suggest that you keep the name shorter than one line in the display. The SCM administrator can set an alias name for each agent.
- **Agent Extension** number (DN)
- **Agent State** and the **duration** of how long they've been in this state.
- **Reason code** if they are unavailable (this is blank when they are available). Where the agent is using jabber, they can choose from a list of reason codes. Agents that are not ready using an IP deskphone have the reason code of "User Init" (user initiated).

Wallboard statistics and reconciliation

Reconciling queue totals to agent totals

At times, the queue totals and agent totals may appear to be unmatched. This may occur when calls presented to the queue are eventually transferred to people who are not members of the queue. These calls show in the reports under “-- Other --”. As the “-- Other --” is not an agent, these calls appear in the queue statistics but not the agent statistics.

Wallboard size and layout

The wallboard has eight columns. It is configured for a full HD monitor (1920 x 1080 pixels). You may want to set the browser to full screen (usually F11 on a windows computer). You can also change the size of the wallboard content using the browser zoom function. This is handy if you want to open the wallboard in a window on your computer. We suggest you set the zoom so that all eight columns appear.

Tips to improve the visual appearance of the wallboard.

1. Use short agent aliases that fit within the column (SCM Administrator task)
2. Use short queue aliases that fit within the column (SCM Administrator task)
3. Make the browser full screen (usually F11 on a windows computer)
4. Zoom the browser window (such as ctrl-mouse wheel, or browser settings)
5. Use short not-ready reason-codes that fit within the column. (Wallboard administrator task).
6. Check the “How-to” articles on the website for information about wallboard scaling

Customising the Wallboard

Here are some items you may customise on the wallboard.

Updated by SCM administrator	Updated by Wallboard administrator (advanced settings)
Display name for queue	Display order for queues
Display name for agent	Display order for agents (either extension number, userID, name or state)
Not-Ready reason codes (global setting) – used for wallboards and jabber phones	Not-ready reason codes to appear on the wallboard
	Threshold time and threshold colours for reason codes, agents available.

Often the SCM administrator is also the Wallboard administrator. The instructions for wallboard settings are in the SCM administration guide.

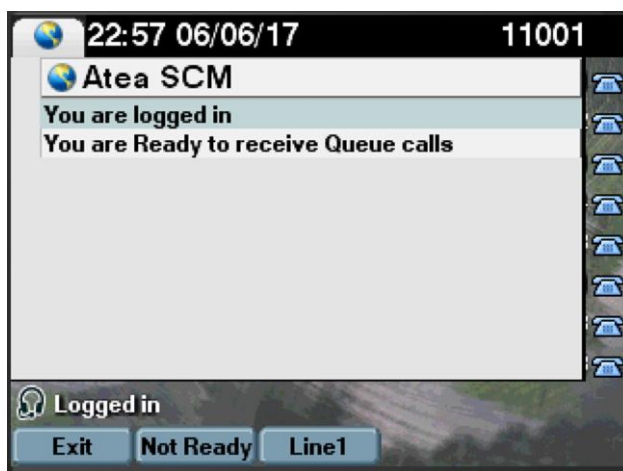
7 Agent Phones – Ready / Not Ready

When agents are assigned to a queue, the screen of their phone will show that they are logged into the Atea SCM. They may set themselves as either "Ready" or "Not Ready" to receive calls from the queue using the soft keys on the phone. With the jabber phone version, you can choose a reason why you are not-ready.

7.1 Agent IP desk phone

When you are logged into a queue the display indicates that you are ready. To toggle between **Ready** and **Not Ready**, use the softkey on the phone.

Use **Line1** to make a call and stay in the queue.



When an agent with an IP desk phone is not-ready, the wallboard shows the not ready reason code of **User Init** (user initiated). The wallboard administrator can edit this text if desired.


7.2 Agent with Jabber softphone



Agents with the jabber softphone will find that they have access to a few more features that regular IP phone users. The Atea SCM shows as a tab icon on the left-hand side of the jabber phone window.

From the jabber softphone, click the Atea SCM icon to see your status. The jabber window shows whether you are ready to take calls, and information about each of the queues you are logged onto.

Agent extension number

Atea Service Centre Manager

1103  Ready

Status
 Ready
 Not Ready

Queue information

Atea SCM tab


Queue	HP +973	HP 970	HP 971	HP 972
Calls Queued	0	0	0	0
Longest Wait	0:00	0:00	0:00	0:00
Calls Ringing	0	0	0	0
Calls Active	0	0	0	0
Agents Available	1	1	2	3

To go "Not Ready"

1. Click the status icon to pop up a list of reason why you are going "Not Ready".
2. Select a reason.

1 Click button to toggle status


Atea Service Centre Manager

1103  Ready

Not Ready Reason:
[Coffee Break](#)
[Lunch](#)
[Meeting](#)
[Personal Time](#)
[Training](#)

2 Choose a reason

Atea Service Centre Manager

1103  Not Ready
 [Meeting]

Queue	HP +973	HP 970	HP 971	HP 972
Calls Queued	0	0	0	0
Longest Wait	0:00	0:00	0:00	0:00
Calls Ringing	0	0	0	0
Calls Active	0	0	0	0
Agents Available	0	0	1	2

To become ready to answer calls again, just click the red status button.

8 Troubleshooting and Setup

Here are some troubleshooting tips and setup tasks. To resolve these issues, you may need to get help from either the SCM Administrator or the team that configures your CUCM telephone system.

Issue	Tip
Cannot see all your agents	Ask the SCM administrator to add the user to the SCM and assign it to you
Cannot see all your queues	Ask the SCM administrator to add the queue to the SCM and assign it to you
There are no recordings for any of your queues	Ask the SCM administrator to check your recording profile is enabled from the SCM administration dashboard
There are no recordings for individual users	The user's device or device profile in the CUCM must have the built-in bridge feature enabled
SCM Administrator cannot add a user to the SCM as they cannot see the user	All SCM users must be set up in the CUCM with a primary DN (extension number)
Agent does not have ready / not-ready status on IP phone	Agent is configured with a jabber phone. The SCM administrator can change this user setting to IP-phone.
Agent cannot set type of not-ready reason code from an IP phone	This is normal. Reason codes can only be chosen from the Jabber soft phone.
New reason code does not appear on the wallboard	The reason code has been updated in SCM but not in the wallboard for the specific supervisor. Ask your wallboard administrator to check the reason code is both in SCM and on the wallboard.
The reports show calls answered by "Non SCM user"	These are the calls that were transferred to a user who is not an SCM agent, and where the SCM system does not know the name of the party that the caller was connected to.
Queue reports show a user that is not an SCM agent	This may occur when the call is transferred to someone who is not an SCM agent. Where the SCM system can identify the final party for the call, that name is used in the reports.
Longest wait time on report or wallboard appears to be very long	The wait time uses a rule that measures the time from when the call enters the hunt group (queue) until it is connected to a person (who has a UserID in the phone system). If the SCM does not detect a person has answered the call, it uses the time up until the call is transferred to the final party. This may happen where a queue call is answered by another party before being

Issue	Tip
	transferred, and the time spent conversing with that party is included in the waiting time.
Agent reports / agent statistics are missing calls	Calls are only allocated against an agent when they are the last party that a call is connected to. If an agent answers a call, and then transfers it to someone else, the call is then allocated to that other party. It does not show against the agent . This is from the rule that the last party on the call is the one the caller is connected to.
Wallboard layout does not fit the browser window	The wallboard is intended for a full HD 1920 x 1080 display. See the section on Wallboard size and layout, and check out the “How-to” support articles on our website.