Service Center Manager (SCM) CUCM Hunt Group Management and Reporting

ātea SYSTEMS

Atea Systems Limited
PO Box 22 042, Unit 7, 2 Ganges Road
Khandallah, Wellington, New Zealand

SCM provides Control, Recording and Reporting of Native Queues and Hunt Groups on Cisco UCM

The Atea Service Center Manager allows you to add Contact Center capabilities to your organisation at a low cost and with a minimum of effort. The SCM leverages the Native Queuing and Hunt Group capabilities of Cisco UCM 9.1 (and higher) and provides a management, recording and reporting wrapper for management.

With Service Center Manager, your supervisors or team leaders can watch call queues and manage agents on those queues from a simple web interface. The real time wallboards allow decision making to be made in near real time to add or remove agents from any particular queue or to just visualise current status.

Agents too, can control their availability through their phone or Jabber to become available / unavailable for lunch or breaks.

Many different groups of supervisors and agents can be set up to allow simple management at the departmental level of these service groups. This could be a Branch Office, an IT Help Desk, HR support desk, or say the Treasury team.
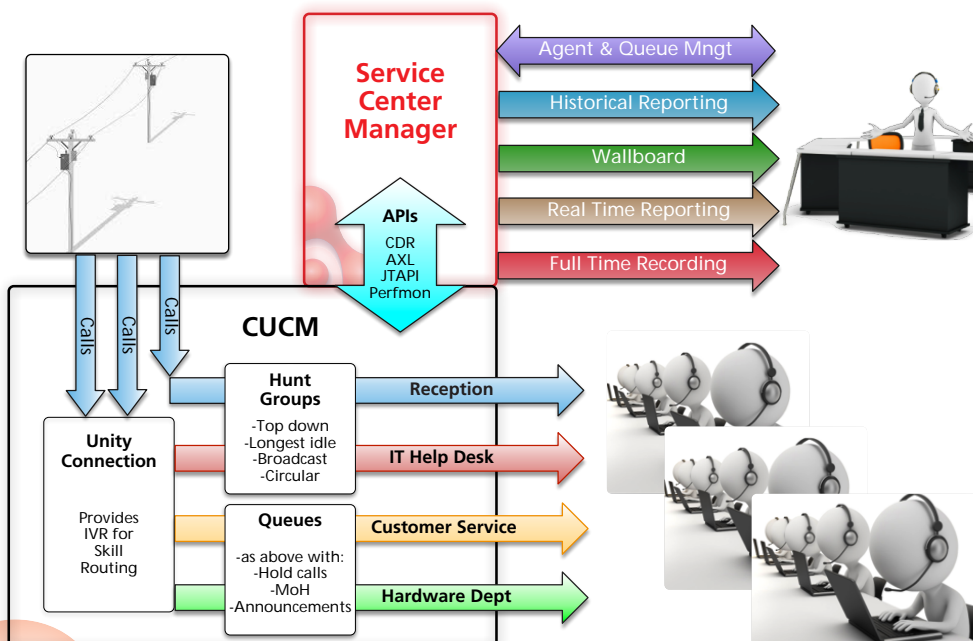
Service Center Manager Features:

- Supports Hunt Groups in CUCM 8.0+ (some features not supported by CUCM)
- Supports Native Queuing and Hunt Groups in CUCM 9.1+
- CTI Integration
- Unity Connection provides IVR functions
- Assign Queues and Agents to a Supervisor
- Supervisors can change Queues and Agents at will
- Real Time Reporting Available
- Browser based Wallboards show:
  - Calls in Queue
  - Oldest Call Waiting
  - Agents Available
  - Calls Ringing and Connected
  - Todays Statistics
  - Thresholds and scheduled messages
- Historical summary graphs available for 15mins, 1hr, 2hr, 4hr, 8hr, 1day, 1week, 1month and 1year
- Historical reports per queue
  - with drill down to Agent Stats
- Historical reports can be scheduled and emailed automatically
- Easy to Supervisor Dashboard -browser
- Jabber integrated Agent interface
- All Agents can be recorded or monitored while in Queues

A Supervisor is assigned to Queues and Agents by an Administrator
The Supervisor assigns and manages Agents to Queues
Calls are delivered to Agents in Queues using Native Queuing

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A Supervisor monitors Real Time Statistics via a Dashboard or Wallboard

All calls can optionally be recorded or Monitored for an Agent

Historical Reporting allows a supervisor to review activities over time

Easy to Use Supervisor Dashboard

The browser based Supervisor window provides all the tools required to monitor what's happening in the Queues and which Agents are online and active. They can add or remove Agents from Queues and Line Groups, listen to recordings and configure the Agents schedules.

. . with real time Queue management.

- See real time information on queues, agents and calls. (updated every 15 seconds)
- Move agents in and out of queues
- Listen to recordings from each queue or agent
- Monitor and Whisper or Barge
- Start the Wallboard for Agents
- Access Historical reports
- Access Activity log (audit trail)
- Review Report Scheduling

- Add and Remove agents from any of the assigned queues

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Wallboard:

Each supervisor can have a tailored wallboard and open this in desktop browsers, smart TVs or on dedicated large screen computers. Agents and supervisors can monitor the real time statistics that are important to them with queue and agent status.

Queue	Calls Queued	Longest Wait	Calls Conn/Ringing	Agents Available	Handled Today	Abandoned % Today	GOS Today	Avg Wait Today	Longest Wait Today
Sales	0	0:00	0 / 0	1	0	0%	0%	0:00	0:00
Support	0	0:00	0 / 0	5	0	0%	0%	0:00	0:00

Andrew Murray (0)
41
In Use(0:09)

Jeremy Gogan (0)
42
In Use(0:03)

Callum Katene (0)
43
Ready

Tamihana Katene (0)
44
Ready

Ian Sherrin (0)
46
Ready

Andrés Gasson (0)
47
Ready

Sascha Monteiro (0)
\+6444640049
Ready

Call Monitoring and Recording:

Supervisors can view agents status and listen to their recordings from their Dashboard screen. All agents can have all calls recorded and supervisors can listen to them from their browser.

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Dashboard	Queue Reports	Queue Calls	Intra Day Report	Activity Log	Agent Reports	Custom Reports

Recorded Calls

Start 01-Jan-2018 00:00
End 30-AUG-2018 23:59
Search
Queue ALL   [Go] [Reset] [Back]

Hunt Pilot	Start Time	Calling Number	Calling name	Called Number	Agent Name	Duration
1151	02-MAY-2018 10:29:59	1064		1151	Callum Katene	00:00:26
1151	02-MAY-2018 11:00:33	272852621		44	Tami	00:00:54
1150	02-MAY-2018 11:26:20	43	Callum Katene	021776898		00:00:25
1151	02-MAY-2018 14:17:37	1064		1151	Callum Katene	00:00:33
1151	03-AUG-2018 10:51:34	1068		1151	Callum Katene	00:00:37

Agents In Queues

User ID	Alias	Extension	Reasoncode		Duration		
andrew	Andrew Murray	41	-	R	-		
callum	Callum Katene	43	-	R	-		
gas	Andrés Gasson	47	-	R	-		
ian	Ian Sherrin	46	-	R	-		
jeremy	Jeremy Gogan	42	-	R	-		
sascha	Sascha Monteiro	+6444640049	-	R	-		
tamihana	Tamihana Katene	44	-	R	-		

Agents Not In Queues

UserID	Alias
murray	Murray Lun
tk	TK Katene

Monitoring extension 41

Monitor   Whisper

[Start]   [Start]

- The Wallboard can be open in many browsers concurrently.
- Browser based Wallboards show:
  - Calls in Queue
  - Oldest Call Waiting
  - Agents Available
  - Calls Active
  - Calls in Progress
  - Pre set Thresholds
  - Agent Status - Ready, Not Ready, On Call

- G.711 uLaw encoding
- G.729 requires extra license
- Uses CTI control for recording
- Very network friendly (no sniffing or SPANs or RSPANs)
- Easy to use search and listen facilities for recorded calls
- Monitor and Whisper or Barge available

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Historical Graphs

CUCM Agents [1week]

```
 2.0
 1.5
 1.0
 0.5
 0.0
agents
        Wed         Thu      Fri      Sat      Sun      Mon      Tue
■ Agents Logged In  Cur: 0  Avg: 0  Max: 2
■ Agents Available  Cur: 0  Avg: 0  Max: 1
              Copyright © 2014 Ateasystems Ltd -- Tue Jul  1 14:39:02 NZST 2014
```

CUCM Agents [1month]

```
 1.5
 1.0
 0.5
 0.0
agents
        Week 23        Week 24        Week 25        Week 26        Week 27
■ Agents Logged In  Cur: 0  Avg: 0  Max: 2
■ Agents Available  Cur: 0  Avg: 0  Max: 1
              Copyright © 2014 Ateasystems Ltd -- Tue Jul  1 14:39:02 NZST 2014
```

- Historical summary graphs for:
- Agents Logged in / Available per Queue
- Calls Waiting per Queue
- Wait Durations per Queue
- Concurrent Active / Ringing Calls per Queue
- Calls Handled and Abandoned per Queue
- Graphs available for 15mins, 1hr, 2hr, 4hr, 8hr, 1day, 1week, 1month and 1year

Historical Reporting.

Online access to historical data, limited by supervisor and associated queues and agents.

ātea SYSTEMS Service Center Manager   Welcome: ANDREW   Start Wallboard   Trend Graphs   Logout

Dashboard | Queue Reports | Queue Calls | Intra Day Report | Activity Log | Agent Reports | Custom Reports | Scheduled Reports | Recorded Calls

Queue Statistics

Start Date 01-JAN-2018
End Date 30-AUG-2018
TTA SLA (Sec) 20
Queue < All Queues > Go

Queue Hunt Pilot	Queue Calls	Calls Presented	Calls Handled	Calls Not Handled	Abandoned	Abandoned Early	Abandoned (%)	GoS (%)	TTA SLA Met	Min TTA	Avg TTA	Max TTA	Min Wait	Avg Wait	Max Wait	Avg Handling Time	Avg After Call Work
Sales 1150	148	139	109	39	36	1	24.32	78.99	105	1	6.58	26	1	11.05	49	52.88	0.12
Support 1151	145	139	116	29	19	9	13.10	75.38	115	1	6.40	23	1	8.84	72	84.53	0.00

☐ My Agents Only

Queue	Agent	Presented First*	Handled First*	Missed First*	All Presented	All Handled	All Missed	TTA SLA Met	GoS (%)	Min TTA	Avg TTA	Max TTA	GoS SLA Met	Abandoned Early	Avg Handling Time	Avg After Call Work
Support	Gasson, Andrés [gas]	10	10	0	10	10	0	10	90.00	3	7.50	13	9	0	328.60	0.00
Sales	Gasson, Andrés [gas]	9	9	0	9	9	0	9	100.00	4	10.00	17	9	0	122.11	0.00
Sales	Gogan, Jeremy [jeremy]	17	17	2	20	18	2	17	94.44	2	7.83	34	17	2	48.50	0.00
Sales	Katene, Callum [callum]	45	20	25	46	21	25	20	95.24	2	10.52	71	20	25	30.11	0.00
Support	Katene, Callum [callum]	71	68	4	73	69	4	68	88.41	1	6.65	36	61	4	58.05	0.00
Support	Katene, Tamihana [tamihana]	11	3	8	11	3	8	3	66.67	7	10.33	14	2	8	59.64	0.00
Support	Katene, Te Kairangi [tk]	11	4	7	12	5	7	4	80.00	3	9.40	30	4	7	24.08	0.00
Sales	Monteiro, Sascha [sascha]	1	0	1	1	0	1	0	0.00	-	-	-	0	1	38.00	0.00
Support	Monteiro, Sascha [sascha]	14	14	0	14	14	0	14	100.00	1	3.29	8	14	0	148.00	0.00

- Configurable date ranges, Early Abandon and GoS settings per Queue
- .CSV output file download.
- Historical reports per queue for:
  - Total Calls
  - Calls Presented
  - Calls Handled
  - Calls Not Handled
  - Calls Abandoned
  - Calls Abandoned Early
  - Abandoned %
  - GoS %
  - SLA met (supervisor configurable)
  - Min, Average and Max TTA
  - Min, Average and Max Wait
  - Average Handling Time
  - Average After Call Work Time
  - with drill down to Agent Stats

- Reports can be scheduled and emailed automatically

- Drill down to Call Details for Agent
- All calls shown with SLA met or not
- Drill down to all call details, including call legs

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Dashboard | Queue Reports | Queue Calls | Intra Day Report | Activity Log | Agent Reports | Custom Reports | Scheduled Reports | Recorded Calls

Queue Statistics > Queue Calls

Start Date 01-JAN-2018
End Date 30-AUG-2018
TTA SLA (Sec) 20
Queue Sales [1150] Agents Andrew Murray [andrew] Call Type < All > Go

Queue Calls

Caller Location	Call Date/Time	Calling Number	Called Number	Connected Number	First Answered By	Missed By First	Abandoned	TTA	TTA Met	Wait Time	GoS SLA Met	Call Handled Time	After Call Work Time	Call Legs
Auckland NZ	24-JAN-2018 10:03:53	93556603	40	41	andrew			3	●	3	●	101	0	2
Vodafone NZ	09-FEB-2018 11:37:22	21774131	40	41	andrew			5	●	5	●	109	0	2
Vodafone NZ	09-FEB-2018 11:39:23	21774131	40	41	andrew			12	●	12	●	78	0	2
Vodafone NZ	09-FEB-2018 11:40:53	21774131	40	41	andrew			9	●	9	●	34	0	2
Vodafone NZ	09-FEB-2018 11:41:42	21774131	40	41	andrew			9	●	9	●	50	0	2
Vodafone NZ	09-FEB-2018 11:44:02	21774131	40	41	andrew			11	●	11	●	70	0	2
Vodafone NZ	09-FEB-2018 11:48:01	21774131	40	41	andrew			12	●	12	●	25	0	2
Vodafone NZ	12-FEB-2018 09:28:16	21774131	40	41	andrew			9	●	9	●	73	0	2
	15-FEB-2018 11:30:01	anonymous	40	41	andrew			9	●	9	●	75	0	3

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Easy Jabber integration for agents.

A custom tab in Jabber allows agents to go Ready and Not Ready directly from their desktop , with reason codes, see their current queue and hunt group status in the Jabber window and enable a Wrap-up Nor ready after the call to allow some time to do extra work.

- A single integrated package with all key components
- Easy for IT to deliver and support by using a virtualized environment (dual core, 8GB RAM, 150GB HDD)
- Delivered as a .OVF export, all ready for installation

Contact Atea Systems today at sales@ateasystems.com or speak to your local Cisco UC partner to get a demonstration of the Atea Service Center Manager.

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