

Service Center Manager (SCM) Contact Center for Cisco UCM.



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 system 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.

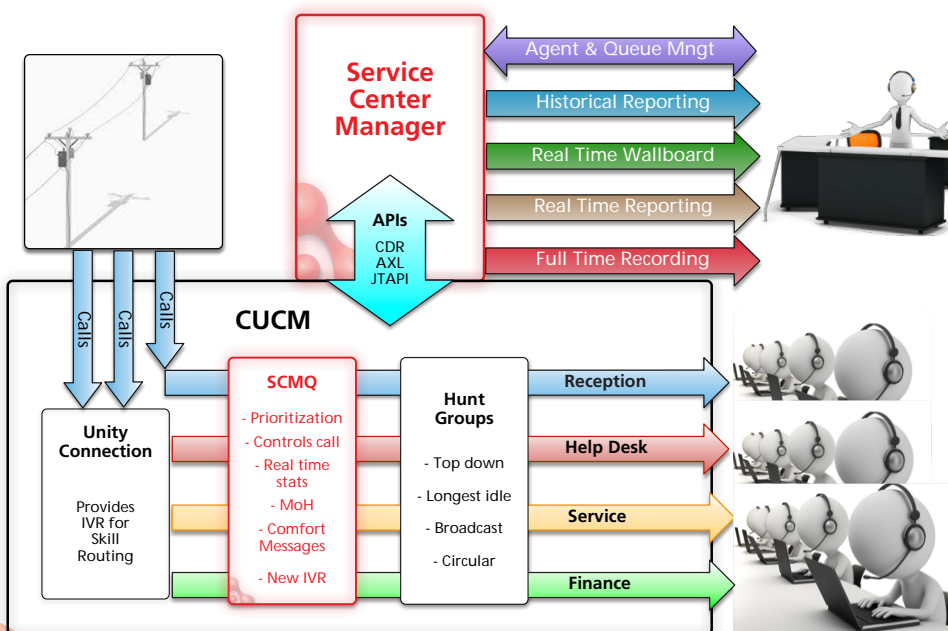
Agents too, can control their availability through their phone or Jabber to become available / unavailable for lunch or breaks.

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.

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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 for real time reporting
- 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
 - Today's 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
- Advanced SCMQ queuing adds functions over and above standard UCM queuing
- Inbuilt IVR to allow for digit gathering for screen pops



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
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.

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SYSTEMS

Dashboard

Queue Reports

Queue Calls

Intra Day Report

Activity Log

Agent Reports

Custom Reports

Scheduled Reports

Recorded Calls

Help

Queues

Real Time Queue Information

Queue	Pattern	Calls Queued	Longest Wait	Calls Active	Calls In Progress	Ready Agents	Total Agents	Calls Handled	Abandoned	Avg Wait	Max Wait	GOS (%)	Abandonment Rate (%)
Sales	1150	-	-	0	0	1	3	0	0	00:00	00:00	0.00	0.00
Support	1151	-	-	0	0	5	6	0	0	00:00	00:00	0.00	0.00

Agents In Queues

User ID	Alias	Extension	Reasoncode	Duration
andrew	Andrew Murray	41	Personal Time	00:06
callum	Callum Katene	43		
gas	Andrés Gasson	47		
ian	Ian Sherrin	46		
jeremy	Jeremy Gogan	42		00:52
sascha	Sascha Monteiro	+6444640049		
tamihana	Tamihana Katene	44		

Agents Not In Queues

UserID	Alias	Extension
murray	Murray Lum	48
tk	TK Katene	45

- See real time information on queues, agents and calls. (updated every 5 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

. . with real time Queue management.

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Custom Rep

Line Group Management

Back

Max Queue Size0

Max Wait Time0 seconds

Distribution AlgorithmBroadcast

Recording Profiledev_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

- Add and Remove agents from any of the assigned queues

Queue Management

Selected Line Group1: LG_Sales

Current Agents for LG_Sales

UserID	Alias	Extension
x andrew	Andrew Murray	41
x callum	Callum Katene	43
x jeremy	Jeremy Gogan	42

1 - 3

Other Agents

UserID	Alias	Extension
+ gas	Andrés Gasson	47
+ ian	Ian Sherrin	46
+ murray	Murray Lum	48
+ sascha	Sascha Monteiro	+6444640049
+ tamihana	Tamihana Katene	44
+ tk	TK Katene	45

1 - 6

Wallboard:

Each supervisor has a tailored wallboard for their group. The system opens 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.



- 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
 - Grade of Service
 - Longest wait
 - Abandonment rate

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.



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

- 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

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	

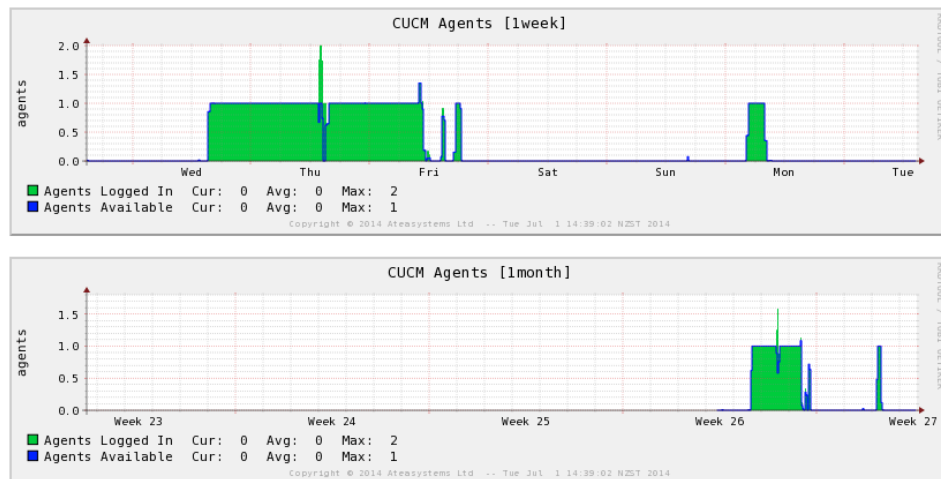
Agents Not In Queues	
User ID	Alias
murray	Murray Lum
tk	TK Katene

Monitoring extension 41

Monitor Whisper

Start Start

Historical Graphs



Historical Reporting.

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

Dashboard

Queue Reports

Queue Calls

Intra Day Report

Agent Summary

Agent Calls

Agent Activity

Activity Log

Custom Reports

Scheduled Reports

Recorded Calls

Queue Statistics

Start Date01-NOV-2019

End Date27-NOV-2019

Queue< All Queues >Go

Queue	Hunt Pilot	Queue Calls	Calls Handled	Not Handled	Abandoned	Abnd Early	Abnd Rate (%)	GOS Met (%)	Min Wait Time	Avg Wait Time	Max Wait Time	Avg Call Time	Avg Handle Time	Avg After Call Work
Sales	1150	23	16	0	3	4	16	63	5	12	37	41	51	29
Support	1151	208	155	8	21	24	11	50	0	16	97	39	40	121
Total		231	171	8	24	28	12	51	0	15	97	39	41	45

Download

Agent	Handled	Missed	Avg Talk Time	Max Talk Time	Avg After Call Time	Max After Call Time	Min Handle Time	Avg Handle Time	Max Handle Time
callum	133	53	44	1,163	0	0	0	44	1,163
sascha	24	12	21	143	5	121	2	26	146
callum	133	53	44	1,163	0	0	0	44	1,163
sascha	24	12	21	143	5	121	2	26	146
andrew	5	0	44	68	29	95	35	73	129
Total	162	65	40	1,163	2	121	0	42	1,163

Download

Dashboard

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Recorded Calls

Queue Statistics

Queue Calls

Start Date

01-NOV-2019

End Date

27-NOV-2019

Show Missed Agent Calls

Queue

< All >

Agent

< Any >

Call Type

< All >

Rows

50

Go

Queue Calls

Queue	Call Date/Time	Queue Number	Calling Number	Connected Number	Agent	Abandoned	Abandoned Early	Wait Time	GOS Met	Talk Time	After-Call Time	Handle Time	Call ID
Support	01-NOV-2019 08:11:44	1151	1143	43	Callum Kalene [callum]			18	<div></div>	38		38	1/150959
Support	01-NOV-2019 08:20:28	1151	1143	43	Callum Kalene [callum]			14	<div></div>	11		11	1/150959
Support	04-NOV-2019 12:44:43	1151	1068	1143	Callum - Home [scm_test]			20	<div></div>	29		29	1/151118
Support	04-NOV-2019 12:45:45	1151	1068			Y		18	<div></div>				1/151121
Support	04-NOV-2019 12:46:27	1151	1068			Y		18	<div></div>				1/151123
Support	05-NOV-2019 08:18:57	1151	1068			Y	Y	5	<div></div>				1/151180
Sales	05-NOV-2019 08:19:11	1150	1068	41	Andrew Murray [andrew]			7	<div></div>	32	3	35	1/151182
Sales	05-NOV-2019 08:19:58	1150	1068	41	Andrew Murray [andrew]			6	<div></div>	34	95	129	1/151185
Sales	05-NOV-2019 08:23:49	1150	41	43	Callum Kalene [callum]			6	<div></div>	26		26	1/151190
Sales	05-NOV-2019 08:24:33	1150	41	43	Callum Kalene [callum]			5	<div></div>	26		26	1/151194
Sales	05-NOV-2019 08:25:06	1150	41	43	Callum Kalene [callum]			5	<div></div>	93		93	1/151198
Sales	05-NOV-2019 08:26:53	1150	41	43	Callum Kalene [callum]			5	<div></div>	103		103	1/151202
Sales	05-NOV-2019 08:29:51	1150	1068	41	Andrew Murray [andrew]			5	<div></div>	68	2	70	1/151210
Support	05-NOV-2019 10:14:14	1151	1068			Y	Y	7	<div></div>				1/151228

- 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

- 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

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 Not ready after the call to allow some time to do extra work.

Service Center Manager - Ready

Calls Handled: 0

Queue	Sales	Support
Calls Queued	0	0
Longest Wait	0:00	0:00
Calls Ringing	0	0
Calls Active	0	0
Agents Available	3	6
Calls Handled	0	0

Service Center Manager - Not Ready

- Not Ready - Coffee Break
- Not Ready - Logout
- Not Ready - Lunch
- Not Ready - Meeting
- Not Ready - Personal Time
- Not Ready - Sick
- Not Ready - Test reason code
- Not Ready - Training

Calls Handled: 0

- Auto Not-Ready on No Answer
- Auto or Manual Wrap-Up, with configurable Ready timer
- Standard and Configurable Not Ready codes

Service Center Manager - Ready

Calls Handled: 0

Queue	Sales	Support
Calls Queued	0	0
Longest Wait	0:00	0:00
Calls Ringing	0	0
Calls Active	0	0
Agents Available	1	5
Calls Handled	0	0

Enable Wrapup after this call

- 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.