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
  - 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

- Advanced SCMQ queuing adds functions over and above standard UCM queuing
- Inbuilt IVR to allow for digit gathering for screen pops

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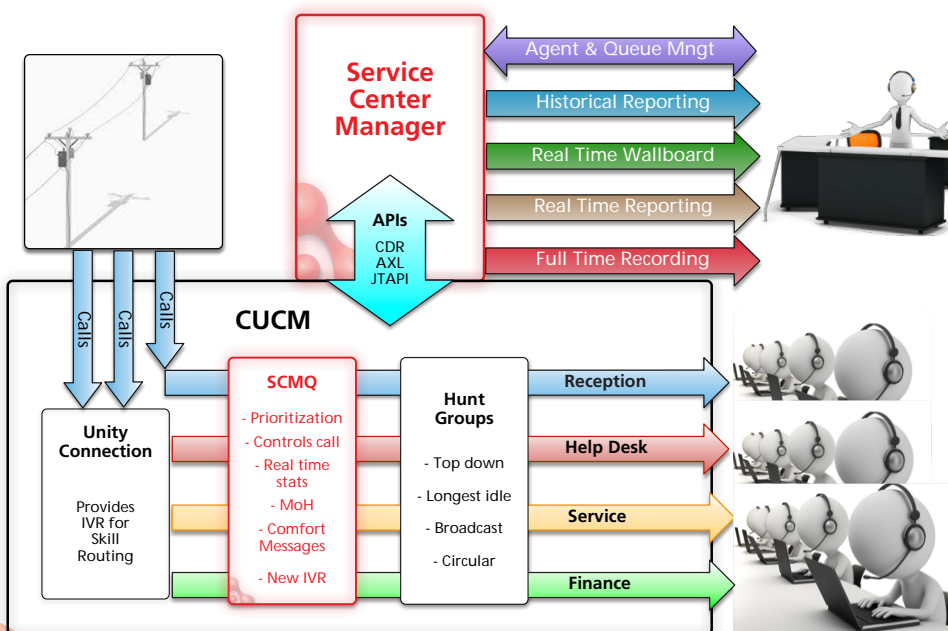
A Supervisor is assigned to Queues and Agents by an Administrator

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.

- 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.

- Add and Remove agents from any of the assigned queues

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.

- 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

- 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.

- 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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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.

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

- 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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