SmartVoice

Call Queuing
User Guide

Shaw) Business

Table of Contents

Table of Contents

Prepare Greeting for your Queue

Record your information here:

My username _____

My password _____

My account number _____

SmartVoice Customer Support

Phone: 1-877-742-92

Email: technicalsupport@shawbusiness.ca

SmartVoice call queuing is a virtual waiting room for incoming callers that allows them to be serviced in an orderly fashion. Call queuing will:

- Minimize busy signal heard by incoming callers and missed calls as incoming calls are kept in a queue and go to various users based on a configurable hunt policy.
- SmartVoice Call Queuing can have customized greetings, comfort messages and music on hold.
- Up to 25 calls can be in the queue.

The announcement repository is a new feature in the End User Portal available to Group Administrators that provides a convent central location to manage all announcements. From this section customers can easily upload, record, delete or edit announcements and quickly see what announcements are assigned to what features/services.

Steps for applying Announcement to features can be found in the section SET UP THE MENUS AND SUBMENUS.

Note: As of April, Shaw recommends customer use the Announcement Repository for management of all announcements.

Existing announcements made or uploaded prior to April 2019 can be found and managed in the Service Announcement repository.

Group Services > Site Service > Auto Attendant > Announcements

*Announcement recorded or uploaded here will not show up in the Group Announcement repository and will remain local to the Auto Attendant.

Shaw recommends re-recording all announcements into the Group Announcement Repository - **Group Profile > Announcements**

To access the SmartVoice Call Queuing settings, login to the SmartVoice Portal found at smartvoice.shawbusiness.ca
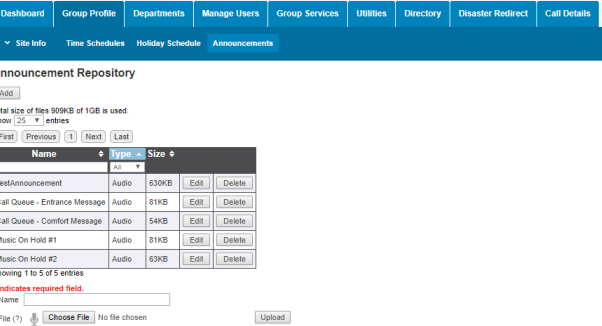
Figure 1

Upload a Pre-recorded Greeting

The Group administrator user can perform this task in the End User Portal web interface:
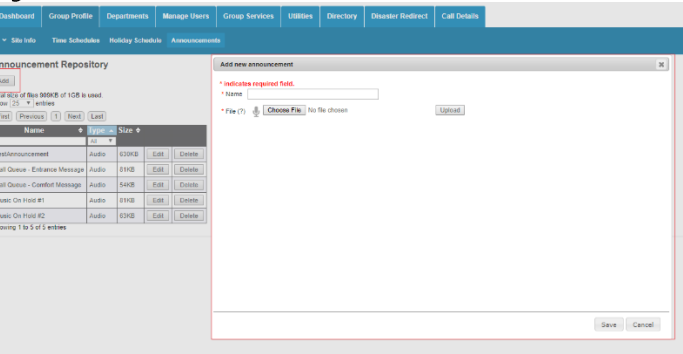
Group Profile -> Announcements

Figure 2

1. Click **Add**
   A new window will open

Figure 3

2. Name **your new Announcement**

3. Select "**Choose File**" and select **the wav file** you wish to use

4. Click **upload** – a message will confirm the upload was successful

Figure 4

5. Click **save**

Your announcement will now show up in the Announcement repository

Figure 5

Recording A Greeting

The Group administrator user can perform this task in the End User Portal web interface:

Group Profile -> Announcements

Figure 6

1. Click **Add**

A new window will open

2. **Name** your new Announcement

3. Select the **microphone**

4. Select the **Record** icon to start recording and **again** to stop recording

5. Recording will be done through your PC microphone or auxiliary device if available

Figure 7

6. Click **upload** – a message will confirm the upload was successful

Figure 8

7. Click **save**

Your announcement will now show up in the Announcement repository

Figure 9

Configure your Queue

End User (Agent) Settings

If you are a SmartVoice End User (Agent), and have logged in, you can access the following settings:

Calling Features

To access the SmartVoice Call Queue - Agent settings, proceed to **Calling Features -> Service type**:

Figure 10
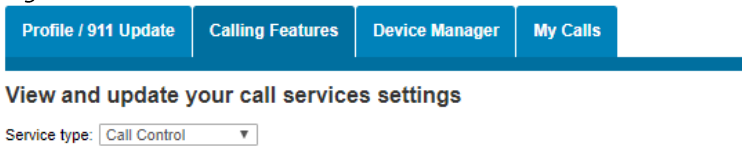
Once you select **Call Control**, within the Call Queue – Agent section, there are **two** options:

Figure 11
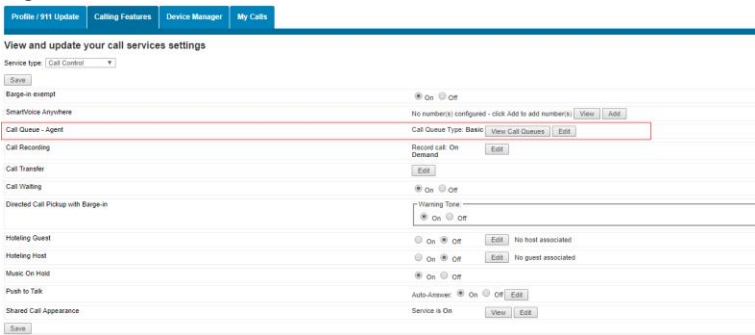
View Call Queues

This allows you to see what Call Queues are available for the group. If the Group Administrator has selected Allow agents to join Call Queues, you can **check/uncheck** the box in the Join column and click on the **save** button to join/remove yourself from the specified Call Queue.

Figure 12

Edit Timer Settings

This brings up a settings window with the following options:

- **Use Guard Timer Setting** – this determines if the default system setting or user value from the drop-down list will be used for the guard timer. Default system Guard Timer Settings is 5 seconds.

- **Enable guard timer for XX seconds** – when this is selected, if you have just joined a queue or come off of Do Not Disturb, calls from the queue will not be offered to you for the period of time specified. You can choose a value between 1 and 25 seconds.

Figure 13

Group Administrator Settings

If you are the administrator for your group, you can access additional Call Queuing settings.

From the main Portal view, there is quick access to SmartVoice Call Queue settings. From here you can change the Group Policy settings, Call Queue Routing Policies or Agents settings. To view more settings click on Detailed Settings near the bottom of the page.

Figure 14

These settings can also be accessed from the Group Services tab. From there, proceed to select Site

Services –> Call Queues from the drop-down menu.

Figure 15
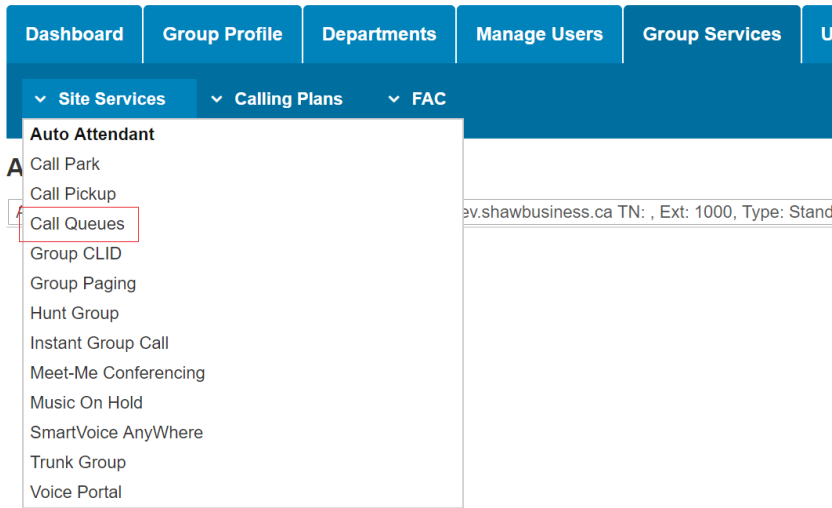
Once you have selected Call Queues, you will be able to view Profile Settings

Profile Settings

Within this section, you can see the following settings:

Name – Enter a name that will help identify the queue.

Calling Line ID – This displays the first and last names that are displayed when calls from queue are transferred.

Group Policy – Here you can select from 5 options:

• Circular – the incoming calls from the queue start hunting with the agent following the last agent to receive a call from the queue. When the end of the list is reached, the hunting circles back to the first agent on the list. The hunting ends when an idle agent is found or all the agents have been visited.

• Regular – the incoming calls from the queue start hunting from the first agent on the list and hunt all the agents sequentially until an idle user is found or the end of the list is reached.

• Simultaneous – the incoming calls ring all idle agents in the group. The call is connected to the first agent to answer the call.
• Uniform – the incoming calls from the queue are offered to the agent who has been idle for the longest period.

• Weighted Call Distribution – the incoming calls are offered in a pseudo-random fashion to the agents according to their relative weight. Agents with a higher weight are offered more incoming calls than agents with lower weights. The weights can be managed from the available edit screen and must equal 100.

Call Queue Settings

Queue Length – this dictates the maximum number of calls that can sit within the queue. The maximum setting is 25 calls.

Play ringing when offering call – if selected, this will provide a ring tone to the caller in the queue when the call is being offered to an agent. Otherwise, the caller will continue to hear the announcement media until the call is answered by an agent.

Reset caller statistics upon entry to queue – this determines if the caller statistics will be reset upon entry into that queue. For example, if a caller is waiting in queue# 1 for 150 seconds and is then transferred to queue# 2, if caller statistics are not reset upon entry to queue, their wait time will continue from 150 seconds. If caller statistics are reset upon entry into to queue, their wait time will be reset to 0 seconds.

Agent Settings

Allow agents to join Call Queues – this allows individuals or agents with the SmartVoice Call Queue license to add and remove themselves from taking calls from SmartVoice Call Queues.

Allow Call Waiting on agents – this allows individuals or agents to receive a call waiting notification while on a call from a queue.

Figure 16
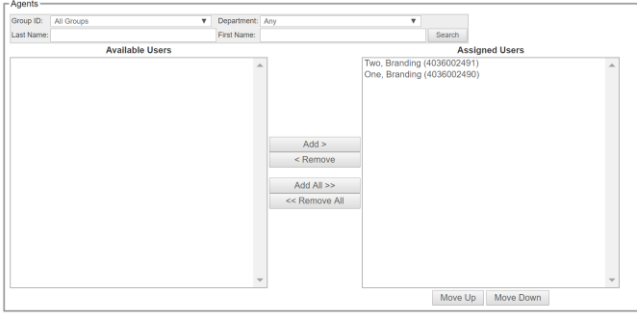

Agent section

You can search the enterprise for accounts you wish to add as individuals or agents to the SmartVoice Call Queue and use the Add > and < Remove buttons to move users from the Available Users to Assigned Users and back. The assigned users can also be reordered to align with the group policy requirements. Only accounts with the SmartVoice Call Queue license will appear in the Available Users list. The order of the users in the Assigned Users section is the order that is followed if Circular or Regular group policy is chosen for the Call Queue.
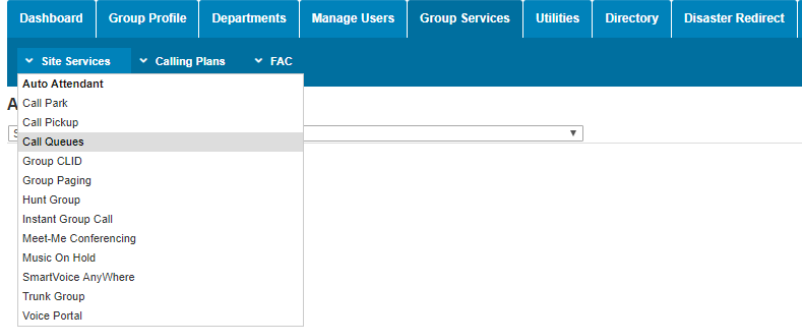
Figure 17

Assigning Greetings

To assign or change greetings to the various Call Queuing announcement sections follow the steps below
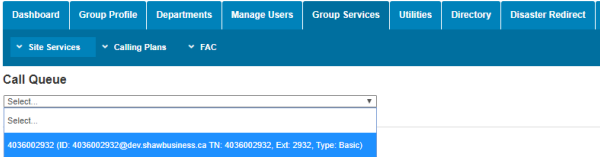
Group Services -> Site Services -> Call Queues

Figure 18

1. Select the queue you wish to modify

Figure 19

2. Select Settings

Figure 20

3. Select the Announcement you wish to edit (Entrance, Estimated Wait, Comfort or music on hold)

Entrance Settings

Entrance You Can select up to 4 messages that will play sequentially. To add new messages please see prepare new greetings section.

When you select Entrance from the Announcements page dropdown menu, you can see the following settings:

Figure 21

Play entrance message – If this is selected, this will play a selected message to the caller as soon as they enter the queue

Entrance message is mandatory when played – if this is selected, the caller will hear the full entrance message even if an agent becomes available to take the call.

Audio – you can choose from three audio settings:

Default – the default audio response is "Your call is very important to us. Please wait for the next available agent."

- URL – this is not supported currently.

- Custom – you can upload up to 4 custom audio files, which will play sequentially (see "Upload Custom Audio File" for steps).

Estimated Wait Settings

When you select Entrance from the Announcements page dropdown menu, you can see the following settings:

Figure 22

Enable estimated wait message for queued calls – if this is selected, a caller will hear either their position in queue or an estimated time for when their call will be answered.

Play updated wait message every __ seconds – the Estimated Wait message will be played for the caller for the period elapses.

Announce queue position – this announces to the caller: "You are caller number XX in the queue. Please hold."

You can select two other settings:

• Play messages for callers in queue position __ or lower – Only callers who are in a queue position equal to the entered value or lower will hear their queue position.

• Play high volume message

Announce wait time – this announces to the caller: "Your call should be answered in approximately XX minutes. Please hold." You can select these additional settings:

• Play message for callers with a wait time of __ minute(s) or lower – Only callers who have an estimated wait time equal to the entered value or lower will hear their estimated wait time.

• Play high volume message

• Default handling time __ minutes per call – this is a manually entered value of the typical length of a customer call. This value is used to calculate the estimated wait time.

Comfort Settings

Comfort you Can select up to 4 messages that will play sequentially. To add new messages please see prepare new greetings section.

When you select Comfort from the Announcements page dropdown menu, you can see the following settings:

Figure 23

Play comfort message – if this is selected, this will play a selected message for the caller while they are on hold.

Time Between Messages __ seconds – this comfort message will be repeated for the caller after the period entered elapses.
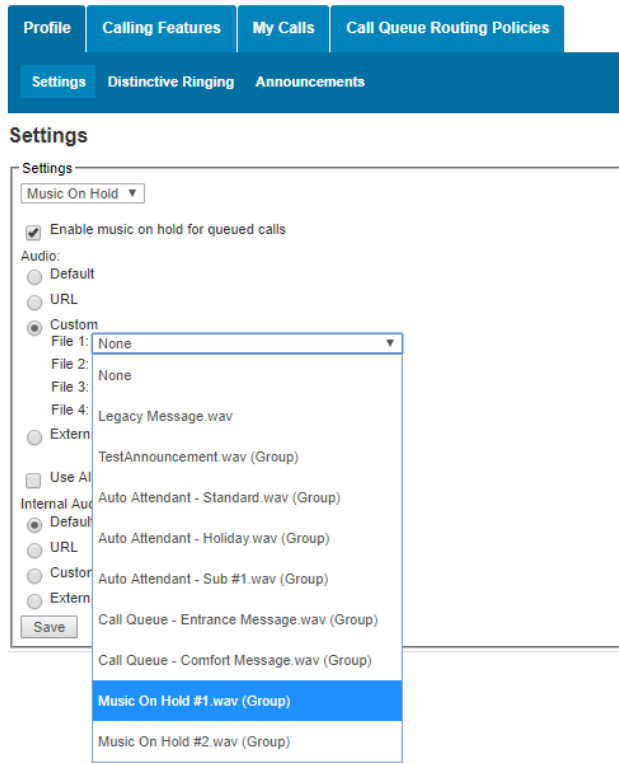
Audio – you can choose from three audio settings:

• Default – the default audio response is "Your call is very important to us. Please wait for the next available agent."

• URL – this is not supported currently.

• Custom – you can upload up to 4 custom audio files, which will play sequentially (see "Upload Custom Audio File" for steps)

Music on Hold Settings

When you select Music on Hold from the dropdown menu, you can see the following settings:

Figure 24

Enable music on hold for queued calls – if this is selected, the caller will hear audio that is selected under "Audio" section.

Audio – you can choose from four audio settings:

• Default

• URL – this is not supported currently.

• Custom –Up to 4 messages that will play sequentially. To add new messages please see prepare new greetings section

Use Alternate Source for Internal Calls – if this is selected, internal calls within your organization will hear audio selected under the Internal Audio section.

Internal Audio – you can choose from four audio settings:

• Default

• URL – this is not supported currently.

• Custom – p to 4 messages that will play sequentially. To add new messages please see prepare new greetings section

• External Source – this is not supported currently.

Shaw) Business