

OpenScape Business V2 Contact Center

Whitepaper
(EN)

Version 1.1

Table of History

Date	Version	Changes
2015-07-01	1.0	Initial creation
2016-09-30	1.1	Enhancements for V2R2 added

Disclaimer

The description within this document refers to OpenScape Business V2R2.

The information provided in this document contains general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

Table of Contents

1. Overview	8
1.1. myAgent	9
1.1.1. Overview of myAgent Functions	9
1.1.2. Additional functions for Supervisors	9
1.1.3. myAgent User Interface	11
1.2. myReports	15
1.2.1. Overview myReports functions	16
1.2.2. myReports User Interface	16
2. Contact Center Features	20
2.1. Call- / Contact Distribution	20
2.1.1. Longest Idle	20
2.1.2. Skills based	20
2.1.3. Group Based	20
2.1.4. Overflow at resource bottleneck	20
2.1.5. Priorities	20
2.1.6. Caller ID	21
2.1.7. Preferred Agent.	21
2.1.8. Last Reached Agent	21
2.1.9. Resource dependent routing	21
2.1.10. Call Traffic Limitation	21
2.1.11. Calendar	21
2.2. Queues	22
2.2.1. Execution of rules for contact handling	22
2.2.2. Callback	22
2.2.3. Queue Position Announcements	23
2.2.4. Estimated Waiting Time Announcement	23
2.2.5. Music on Hold / Announcements	23
2.3. Rules and Schedules	23
2.3.1. Schedules	23
2.3.2. Call Distribution Rules / Call Control Vector (CCV)	23
2.4. Contact Center Authorization Level	25
2.4.1. Authorization Level „Agent“	25
2.4.2. Authorization Level Supervisor	25
2.4.3. Authorization Level Administrator	25

2.5. Agents	25
2.5.1. Multiple Group Agent	26
2.5.2. Primary / Overflow Agent	26
2.5.3. Permanent Active Agent	26
2.6. Wrap-Up	26
2.6.1. Wrap Up Time	26
2.6.2. Wrap Up Code / Wrap Up Groups	26
2.6.3. Simple Wrap Up Codes	27
2.6.4. Multiple Wrap Up Code	27
2.7. Breaks	27
2.8. Statistics and Reporting	27
2.8.1. Real-time Reporting	27
2.8.2. Historical Reporting	27
2.9. Alarms	27
2.10. Grade of Service (GOS)	27
2.11. Announcements	28
2.12. Supported Devices	28
2.13. Administration by Means of a Graphical User Interface	28
2.14. Contact Center Login	28
2.14.1. Login via myAgent	28
2.14.2. Login via System Telephone	28
2.15. Emergency Operation	29
3. MyAgent Features	30
3.1. myAgent Login	30
3.2. Login into a Queue / Call Distribution	30
3.2.1. Free Seating	30
3.3. Agent Status Information	30
3.3.1. Set Agent Status	30
3.3.2. Display Agent Status	31
3.4. Pop Window for Contact Handling	33
3.4.1. Call or Callback handling	34
3.4.2. E-Mail processing	34
3.4.3. Fax Processing	35
3.5. Call Control	35
3.6. Hot Key Functions	36

3.7. Perform Wrap Up and assign Wrap Up Code	36
3.8. Activate a Break	37
3.9. Calls List	37
3.10. Recording of Calls for Documentation and Training Purpose	38
3.11. Integration of directories / contacts	39
3.11.1. Directory Search	39
3.11.2. Internal Directory	39
3.11.3. External Directory	40
3.11.4. External Offline-Directory:	40
3.12. Instant Messaging	40
3.13. Assistance Request to Supervisor	40
3.14. Assistance Request to Subscribers	40
3.15. Attendant Buttons - Team bar	40
3.16. Real-time Reporting	41
3.16.1. Current Agent Status - Agent Binding List	41
3.16.2. Grade of Service	41
3.16.3. Average Times per Queue	41
3.16.4. Actually Processed, Queued Calls/Contacts	42
3.16.5. Wallboard - Queue Details	42
3.17. Individual Settings	43
3.18. „Supervisor“ Functions	43
3.18.1. Advanced Views	43
3.18.2. Agent Management	43
3.18.3. Intervening the Call Distribution	44
3.18.4. Processing of Assistance Requests	44
3.18.5. Monitoring and Recording of Calls, Call Intrusion	44
3.18.6. Alarms	44
3.18.7. Real-time Reporting	44
3.18.8. Historical Reports	44
3.18.9. Contact Center Administration	45
4. MyReports Features	46
4.1. myReports Login	46
4.1.1. Automatic Login	46
4.1.2. Login at different OpenScape Business Systems	46
4.2. Individual Settings	46

4.2.1. myReports Settings	46
4.2.2. Individual Generation of Schedules	47
4.3. Report Templates	47
4.4. Report Explorer	47
4.5. Report Parameter	47
4.6. Ad Hoc Report Generation	49
4.6.1. Instant report output to screen	49
4.6.2. Instant report sent by e-mail	49
4.6.3. Immediate filing of the report in the file system	49
4.7. Schedule-controlled reporting	49
4.8. Schedule Manager	50
4.9. Administration of stored schedules	51
4.9.1. Display stored schedules	51
4.9.2. Display of schedule parameters	51
4.10. Report Manager – Report Administration	52
4.10.1. Display all report templates	52
4.10.2. Add / Delete report templates	53
4.11. Data Protection	53
4.11.1. Suppression of digits within the telephone number	53
4.12. myReports Administration	53
4.12.1. Manage Administrator Password	54
4.12.2. myReports user individual settings	54
4.12.3. Customize e-mail template	55
4.12.4. Account for sending e-mails	55
4.12.5. Prefixes for External Phone Numbers	55
4.12.6. Default Reports	55
4.12.7. Data protection	56
4.12.8. Report Export	56
5. Specifics	57
5.1. Restrictions on Operating the Contact Center	57
5.1.1. Trunks	57
5.1.2. Networking	57
5.1.3. Agent telephones	57
5.1.4. myAgent	57
5.1.5. Connecting applications via the CSTA interface	57

5.1.6. Connection of OpenScape Business TAPI 120/170	57
5.1.7. Logon / Logoff at System Telephone	57
5.2. Dependencies between contact center and system features	60
5.2.1. Locked features	60
5.2.2. Features that affect call routing	60
5.2.3. Features that affect reports	60
5.3. Notes on the Use of DECT Phones	60
5.3.1. Prerequisites for the Use of DECT Phones	61
5.3.2. Differences in the Operating Procedure as Compared to Corded Phones	61
5.3.3. Aspects to be considered when using DECT phones:	61
5.4. Special features of shift operation	61
5.5. Display System Bottlenecks	61
5.5.1. DSP Channel Resources	61
6. Contact Center Reports	63
6.1. myReports Report Templates	63
6.1.1. Report templates within the group „Agent Activity“	64
6.1.2. Report templates within the group „Agents“	65
6.1.3. Report templates within the group „Call History“	67
6.1.4. Report templates within the group „Calls“	70
6.1.5. Report templates within the group „CLI“	74
6.1.6. Report templates within the group „Fax / E-Mail“	75
6.1.7. Report templates within the group „Other“	76
6.1.8. Report templates within the group „Performance“	77
6.1.9. Report templates within the group „Queues“	78
6.1.10. Report templates within the group „User Presence Status“	79
6.1.11. Report templates within the group „Wrap Up Codes“	80
6.2. myAgent Standard Reports	81

1. Overview

The multimedia OpenScape Business Contact Center is a powerful solution for optimal allocation and processing of incoming calls, e-mails and faxes.

The intelligent, skills-based routing ensures that customers are connected regardless of the contact medium with the best qualified agent. By combining different media in a customer interaction reduces the contact center follow-up calls and e-mails. This increases customer satisfaction and reduces the number of incoming calls.

OpenScape Business Contact Center is designed as an integrated Inbound Multimedia Contact Center and is available as a license option for UC Suite application. It provides:

- Intelligent Call Distribution
- Statistics and Reports
- MS Windows based PC Work places for agents and supervisors

OpenScape Contact Center is based on two user applications, “myAgent” and “myReports”, used by agents and supervisors for processing incoming contacts.

Capacities

Parameter	Value
Logged on agents (Sum of the roles agent , supervisor, administrator)	64
Configured agents (Sum of the roles agent , supervisor, administrator)	192
Queues / Groups	50

Table 1 Contact Center Capacities

These maximum values can change. Please refer to the OpenScape Business Sales Information for the current values.

Licensing

The OpenScape Contact Center business is a license option for UC Suite. Every UC Suite user handling inbound contact center calls requires an “agent” license in addition to their UC licensing. This user can then be configured to be either an agent or supervisor. Agent licenses are statically assigned to a user at time of configuration and can not be shared across users..

In the case that e-mail and fax media should be used, a system-wide Contact Center e-mail or fax license is required. Once assigned, all agents would then be able to handle inbound voice calls as well as email and fax contacts. The same applies to the use of myReports which is a system wide license and is not tied to a specific user

A voicemail license per agent is necessary for the feature voice mail and recording.

In addition to the agent license, a user will require the myAttendant license in order to allow the agent to change the presence status of other users via the myAgent application.

1.1. myAgent

The myAgent client application provides the user tools and information required by an agent for the efficient processing of voice and e-mail / fax calls and contacts, as well as for the administration of contact center operating parameters.

Other functions can be used depending on the users assigned role (authorization level) "Agent" or "Supervisor" / "Administrator" in the contact center. This provides a single, uniform user interface to all contact center employees.

Once logged in to myAgent, the user can select the language to be used in the client interface. In this way every agent can select their choice of language individually. The language setting is then saved and preserved for when the agent logs on again.. The following languages are currently available for selection.

Danish	German	English UK	English US	Finnish
French	Italian	Dutch	Norwegian	Polish
Portuguese	Russian	Swedish	Spanish	Czech

Table 2 myAgent - Available Languages

1.1.1. Overview of myAgent Functions

The myAgent interface enables agents and supervisors to:

- Handle and process incoming contacts
- Handle and process Callback requests
- Manage agent status
- Manage the UC status of other users on the communication system
- View Real-time queue statistics
- Record calls (if activated at a system level)
- Request and provide assistance during a call via Silent monitoring and override of calls (depending on country) and instant messaging
- Search for users via the internal directory, external directory, and external offline directory (LDAP)
- Access the predefined report templates used for creating reports

1.1.2. Additional functions for Supervisors

The authorization level „Supervisor “or „Administrator “offers following additional functions:

- Advanced queue views
In contrast to an agent who can only view statistics for their queue, the supervisor can view the statistics across all queues and of all agents
- Manage agent/queue assignment
The supervisor can view agent/queue assignment and then move agents appropriately between queues as required.
- Change an agent's available status
- Manually assign queue position to a call
In this way a supervisor can, for example, shift a specific call to the head of the queue
- Assist an agent on a call
A supervisor can monitor, record, or intrude on an agent conversation to coach or assist that agent with the call.

- **Historical Reporting**
MyAgent provides access to predefined reports that a supervisor can run. These reports are displayed in a web browser as a PDF file and can be saved, printed, or emailed as required.
- **Contact Center configuration**
myAgent offers access to the OpenScape Business Administration Portal (WBM) where administrators can configure and manage and configure the contact center workflows..

The following table gives a complete overview of this

myAgent: Activity	Agent	Supervisor	Administrator
Assign an agent to a queue	---	X	X
Move an agent to another queue	---	X	X
Remove an agent from the queue	---	X	X
Change the status of an agent	---	X	X
Display / hide the agent binding list	Assigned queues	All queues	All queues
Edit an agent assignment	---	X	X
Display list of Contact Center calls	Assigned queues	All queues	All queues
Activate myAgent screen pop automatically for alarms	---	X	X
Activate alarm tone	---	X	X
Display wallboard	Assigned queues	All queues	All queues
Display Grade of Service graph	Assigned queues	All queues	All queues
Display Average Times graph	Assigned queues	All queues	All queues
Move call to top of the queue	---	X	X
Record a call	Current Call	All Calls	All Calls

Save recording of call as WAV file or send as WAV file by e-mail	---	X	X
Save fax as a TIFF file or send by e-mail	---	X	X
Save e-mail as EML file or send as EML file via e-mail.	---	X	X
Call monitoring (country dependent)	---	X	X
Call Override	---	X	X
Accept a request for assistance	---	X	X
Create reports	---	X	X
Open Web Based Management	---	X	X

Table 3 Role dependent functions

1.1.3. myAgent User Interface

The user interface of myAgent consists of the main window with different symbols and lists. The main window consists of the following elements:

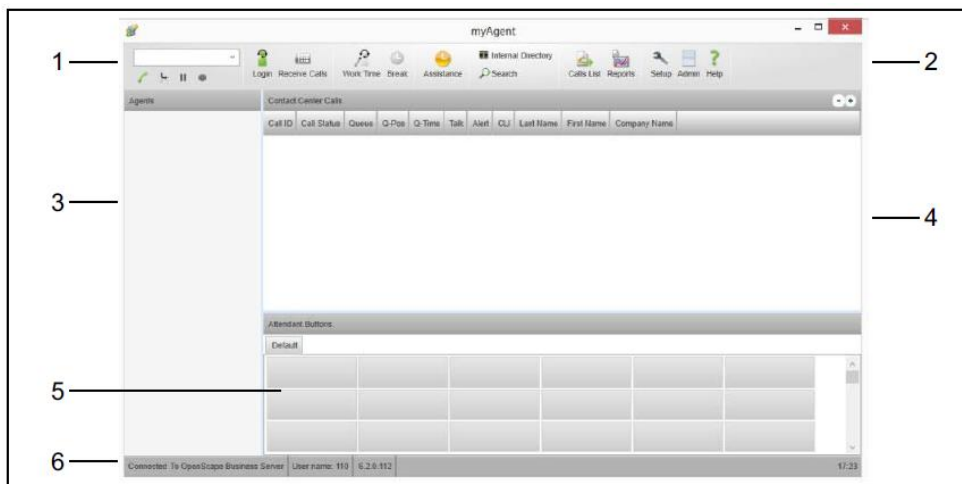


Figure 1 myAgent - User Interface of myAgent

1.1.3.1. Telephony Controls y (1)

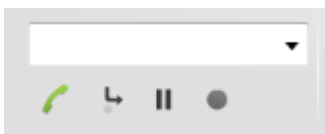


Figure 2 myAgent - Telephony functions

The Telephony area consists out of a drop-down list with up to 10 calls for redial purposes. The agent can also manually input a number to be dialed or enter a name to be searched.. Context sensitive control buttons are located below the drop down list. The buttons are labeled with following symbols:








	Accept call (the status changes with handset state)
	Release call (the status changes with handset state)
	Dialing (the status changes with handset state)
	Search
	Transfer
	Hold
	Record

Figure 3 myAgent – Symbols for Call Control functions

1.1.3.2. Toolbar (2)

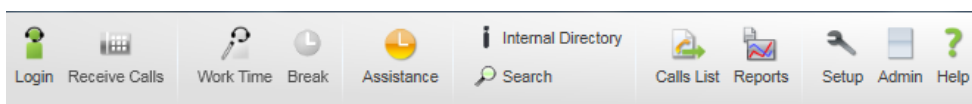






Figure 4 myAgent - Toolbar

	Logon
	Logoff
	Receive Calls
	Work










	Break
	Assistance
	Internal Directory
	Search
	Call List
	Reports
	Settings
	Admin
	Help

Figure 5 myAgent – Symbols within the toolbar

1.1.3.3. Agent Binding List (3)

The area shows the agent/queue assignments as well as the current agent status.







Agents	
	Finance
	Sales
	33388
	94101
	Service
	94101

Figure 6 myAgent – Agent Binding List

1.1.3.4. List of Contact Center Calls (4)

The list of contact center calls shows detailed information on the active and queued calls, faxes and e-mails.

Contact Center Calls										
Call ID	Call Status	Queue	Q-Pos	Q-Time	Talk	Alert	CLI	Last Name	First Name	Company Name
207	Ringing - 94101	Sales	1	8	0	7	94201 201	Agent		

Figure 7 myAgent - List of Contact Center Calls

1.1.3.5. Display Area for several Functions (5)

By right clicking on the headline an agent can toggle between the various displays. (See section 3.16.4)

1.1.3.5.1. Attendant Buttons

Provides presence status for internal users and click to dial access so agents can quickly and efficiently determine a users status and then contact them. (See section 3.15)

Attendant Buttons				
Pdb X8				
 Report Tester	 OSBiz Agent 101	 OSBiz Agent 201	 User 301	 94501

Figure 8 myAgent - Attendant Buttons

1.1.3.5.2. Wallboard

This area shows realtime queue statistics for calls, faxes and e-mails for the current day in tabular form. (See section 3.16.5)

Wallboard							
Queue	Calls Queuing	Agents Logged In	Longest Call Queuing	Longest Time in Idle State (s)	Calls Answered Today	Calls Abandoned Today	Total Calls
Finance	0	0	0	0	0	0	0
Sales	0	1	0	200	3	2	5
Service	0	1	0	149	1	1	2
Total	0	1	0	0	4	3	7

Figure 9 myAgent - Wallboard

1.1.3.5.3. Graphs for Grade of Service and Average Times

These windows show Grade of Service and Average Wait/Talk time by queue for all queued contacts on the day. . (See section 3.16.2 repectively section 3.16.3)

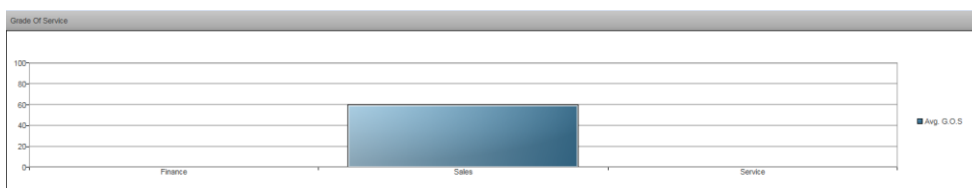


Figure 10 myAgent - Diagram Grade of Service

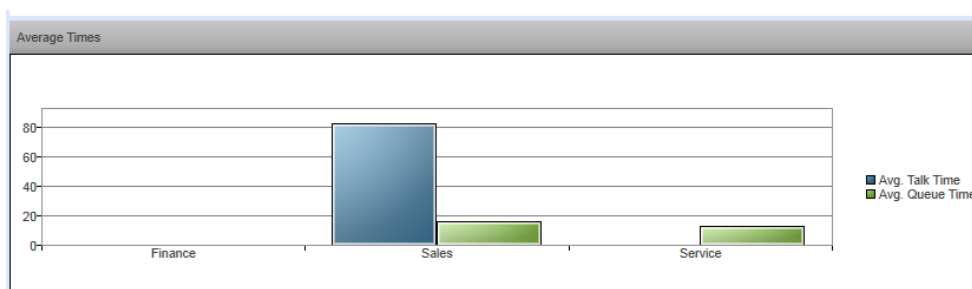


Figure 11 myAgent - Diagram Average Waiting- / Talk Time

1.1.3.5.3.1. Status bar (6)

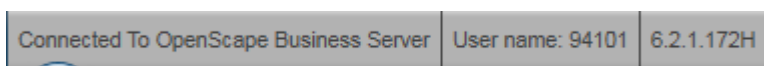


Figure 12 myAgent - Status bar

The status bar offers information about:

- Connected Status of the myAgent client desktop
- User name
- Software version of myAgent
- Contact Center Time

1.2. myReports

The myReports client application provides convenient functions for creating historical reports. The user can choose from among 120 predefined report templates sorted by topics.

The myReports application can be used for general purpose reporting of OpenScape Business UC Suite resources in addition to contact centre reporting. For this purpose a contact center independent login and specific report templates for UC resources are provided

MyReports can be used for running ad hoc reports that are either viewed on the screen or sent to a printer. In addition to this myReports has a scheduling function so that reports can be configured to automatically run at pre-defined times and then distributed via e-mail.

The reports can be exported in popular file formats for further processing via external software applications.

After logging into myReports the user can select the user language of the myReports client. The chosen language is not only used for the myReports user menus but also the pre-defined texts of the actual report. Each myReports user can select his language individually. The language setting is preserved and is active with the next login.

The following languages are currently available for selection:

Czech	German	English	Spanish	Finnish
French	Italian	Dutch	Polish	Portuguese
Russian				

Table 4 myReports – Available Languages

While myReports can be installed on multiple workstations only one user at a time can access the application.. If a user is logged on to myReports and a second attempts to logon this user will be notified that the application is already in use.

Supervisors and administrators can log in to any myReports client with their myAgent access details. Access will be denied for users with the authorization level agent.

Users with the authorization level administrator are able change the myReports general settings and configurations.. These users can also configure myReports when used without the contact center option.

1.2.1. Overview myReports functions

myReports offers the following features for Contact Center Supervisors and Administrators:

- More than 120 predefined report templates grouped by subject area
- Ad-hoc or scheduled report generation
- Report configuration for chosen report
- Generation of reports in Adobe PDF, Microsoft Word or Microsoft Excel Format
- Report preview
- Distribute reports as e-mail attachment
- Save reports within the file system
- Output, send or export reports on an ad.hoc basis with the chosen file format
- Define of schedules for report generation
- Administer report schedules (display, edit , delete)
- Import or delete new report template within the Report Explorer
- Create new report template group within the Report Explorer
- Set language of user interface and reports individually
- Edit Server IP address

Additional functions of the myReports Administrator:

- Update predefined report templates
- Configure E-Mail template
- Configure E-Mail account for report distribution
- Configure telephone number prefixes
- Activate / deactivate data protection
- Configure file location for report filing
- Login without Contact Center User ID
- Edit Administrator password

1.2.2. myReports User Interface

The myReports main window is made up of different areas consisting of the following elements:

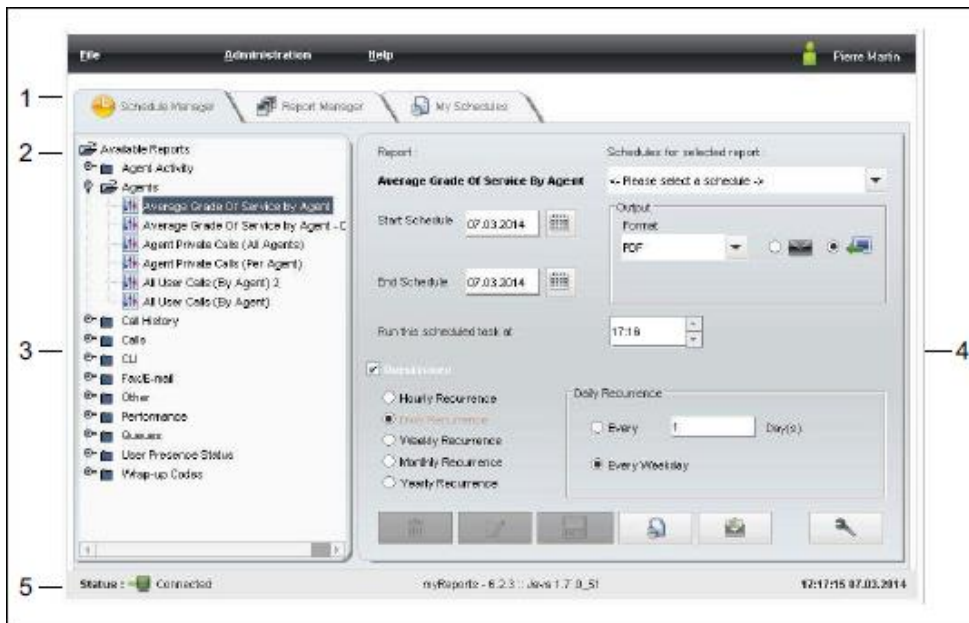


Figure 13 myReports - User Interface

1.2.2.1. Menu Bar (1)



Figure 14 myReports - Menu bar

Access to the following menus

- File
- Administration
- Help

The name of the logged in user is displayed in right hand side of the menu bar.. Menu items can also be selected via keyboard shortcuts.

1.2.2.2. Function menu (2):

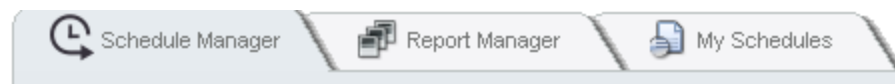


Figure 15 myReports - Functions menu

The Function Menu contains three folders, for accessing the main functions of myReports

1.2.2.3. Schedule Manager (3), (4)

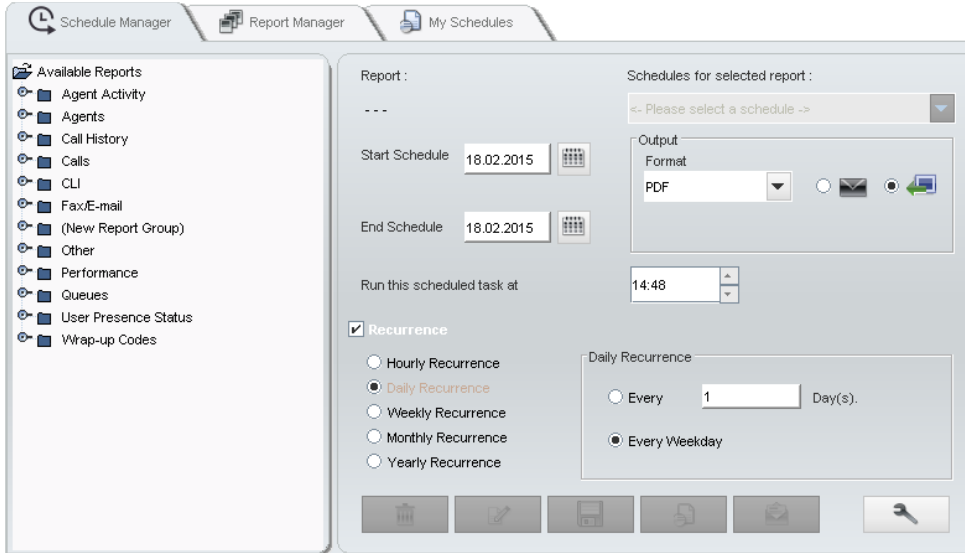


Figure 16 myReports - Schedule Manager

The Reports Explorer, within the Schedule Manager contains all the report templates, grouped by content in a tree structure

1.2.2.4. Report Manager

The Report Manager is used to display the report templates along with their group assignments. It can also be used to add and delete new report templates.

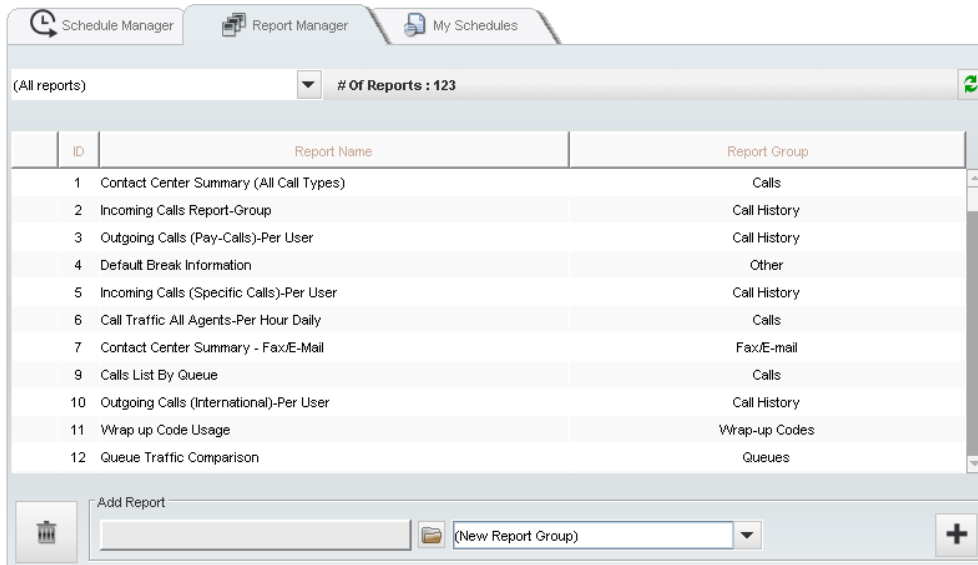


Figure 17 myReports - Report Manager

1.2.2.5. Schedule Manager

The Schedule Manager in myReports allows the user to manager his created and stored schedules.

ID	Schedule Name	Start Schedule (dd.MM.yyyy)	End Schedule (dd.MM.yyyy)	Recurrence	Output Method
2	VoiceMail Journal Wol...	16.10.2014	31.10.2014	Yearly Recurrence	
3	Faxjournal - Empfang...	16.10.2014	31.10.2014	Yearly Recurrence	
4	Internem Verzeichnis...	16.10.2014	31.10.2014	Yearly Recurrence	
5	Benutzer Von Externe...	16.10.2014	31.10.2014	Yearly Recurrence	
6	Externe Anrufe Wolfg...	16.10.2014	31.10.2014	Yearly Recurrence	
7	Bericht Kommende An...	16.10.2014	31.10.2014	Yearly Recurrence	
8	Benutzer-Anwesenh...	16.10.2014	31.10.2014	Yearly Recurrence	
1	Abrufhistorie Wolfgan...	16.10.2014	31.10.2014	Yearly Recurrence	
9	Faxjournal	16.10.2014	31.12.2014	Weekly Recurrence	

Figure 18 myReports - mySchedules

1.2.2.6. Status bar (5)

Status : Connected	myReports - 6.2.16 :: Java 1.7.0_60	10:39:58 18.02.2015
---------------------	-------------------------------------	---------------------

Figure 19 myReports - Status bar

The Status Bar offers information about:

- The connection status to the application server.
- Date and Time.

2. Contact Center Features

2.1. Call- / Contact Distribution

OpenScape Contact Center Business supports the Contact distribution depending on various criteria. Unless otherwise stated, the distribution criteria relate to incoming calls.

2.1.1. Longest Idle

Incoming calls, faxes and e-mails are automatically routed to the longest idle agent with the highest skill level for the active contact. Faxes and e-mails are routed only to agents with the appropriate authorization.

2.1.2. Skills based

An agent is assigned a skill level from 1 to 100. The Contact Center then uses these ratings to route calls intelligently to the available agent with the highest skill level.

2.1.3. Group Based

If all agents in a group are assigned the same skill level, contacts are assigned to the longest idle agent via a group-based routing paradigm.

2.1.4. Overflow at resource bottleneck

Groups, agents, voicemail or any internal / external numbers can be defined as overflow destinations in case that no agents are available in a group.

2.1.4.1. Group overflows

Are used to:

- switch announcements and interaction before the call distribution starts.
- include a group with own call distribution rules and with additional agents, in case that no agents are available in the original group.
- include direct in dialing numbers (DID) into the call distribution.

2.1.4.2. Agent overflows

Agents are configured as overflow agents if these agents are to work for other groups other than their own e.g. in the case of load peaks during peak traffic periods.

2.1.5. Priorities

Different types of priorities can be configured so that certain contacts are given priority over others in a queue.

2.1.5.1. Time-dependent priority

Depending on a call's time in queue,, a higher or lower priority for the call can be specified.

2.1.5.2. VIP priority

VIP customers can be configured in the contact centre so that these users can be given preferential treatment to reduce their time in queue. These customers must first be configured in the external telephone directory from which they are selected and then assigned the VIP status. The selection of several entries within the external directory is possible. Based on the calling telephone number the contact center can identify these VIP callers.

Each VIP Caller is assigned a priority between 0 and 100. Based on this priority level the VIP calls are accordingly queued ahead of other non-VIP calls in queue at that time.

2.1.6. Caller ID

The calling number of the caller can be used as part of the routing strategy to route calls differently dependent on either the whole calling number or a part of the calling number using wild cards.

2.1.7. Preferred Agent.

Important customers often want to only deal with specific agents. In support of this, important customers can be assigned one or more specific agents. These preferred agents are associated to a particular caller and can be assigned in order of priority or with equal priority. With the incoming call the contact centre tries to route the call to the next available preferred agent based on priority. If no preferred agents are available the call is assigned to the group of the preferred agent. The contact center administrator defines the preferred agents and then assigns them to a contact using the External Directory.

2.1.8. Last Reached Agent

The OpenScape Business Contact Center can also be set up so that a caller is routed within a group to the agent with whom he was last connected. If this agent is not available, the call is routed to the group of the agent using the normal distribution rules.

2.1.9. Resource dependent routing

Call distribution rules can be configured dynamically depending based on number available agents or calls in queue. A conditional element can be used in the workflow where these variables can be queried to then make a further routing decision

The available agents in a queue are counted as follows:

- Logged in agent using the function "Login" → +1.
- Logged out agent using the function "Logout" → -1.
- Agent status "Pause" → -1
- Available to break → +1

The counting of available agents in a queue is not affected by:

- Agent in the state "Ringing"
- Agent in the state "Connected"
- Agent in the state "Wrap Up"
- Agent in the state "Missed call"
- Agent in the state "Overdue"

2.1.10. Call Traffic Limitation

The Contact Center restricts the maximum number of calls for a queue depending on active and waiting calls. The maximum number of calls can be configured per queue. In case that the configured threshold is reached the contact center prompts the system to reject new calls until the number of maximum calls falls below the threshold. The system indicates rejected calls to the contact center for reporting purpose.

2.1.11. Calendar

Calls can be routed dependent on day of week and time of day in order to cater for scenarios such as "business hours" and "after hours". In addition to these recurring rules exceptions can also be programmed to cater for public holidays, business closures, or other special days that have different routing requirements.

2.2. Queues

Queues represent the basis of the OpenScape Business Contact Center. They are used when calls and contact requests can not immediately be assigned to an agent for processing, or when calls have to be distributed depending on the time and date according to certain rules or when announcement have to be played to callers.

While in queue callers can be prompted to select menu items (e.g., enter "1" for German or "2" for English one) to further route the call.

Using the queue, groups are formed in the OpenScape Business Contact Center, where incoming calls, faxes and e-mails can be handled. A queue is uniquely assigned to a group via the phone number.

While processing either e-mail or fax contacts agents will not be offered voice calls.

2.2.1. Execution of rules for contact handling

One or more rules can be assigned to each queue for the routing of incoming calls. The queue executes the assigned rules dependent on date and time. These rules apply only to incoming calls and not fax or e-mail. Static distribution rules apply for fax and e-mail handling.

2.2.1.1. Phone calls

A phone number is assigned to each queue. Incoming calls to this number are treated within the queue according to the assigned rules and, unless otherwise defined, assigned to the longest idle agent with the highest skill level.

2.2.1.2. Fax

A Fax number is assigned to each queue which is configured to distribute faxes. Incoming faxes are queued according to the principle "First In - First Out". Agents, who are authorized to receive faxes, can "answer" the fax by contacting the sender via a phone call or by sending a reply fax to the sender via the myAgent client.

2.2.1.3. E-mail

An e-mail address is assigned to each queue e.g. "sales@customer.com". Incoming e-mails are queued according to the principle "First In - First Out". Agents, who are authorized to receive e-mails can process and answer the e-mail via the myAgent client. The Contact Center can send out E-mails with the e-mail address of the queue the agent is working for, as sender information.

OpenScape Business Contact Center uses an external e-mail server to send and receive e-mails. Received emails are stored within the contact center and are processed exclusively through the myAgent client.

2.2.2. Callback

While in queue, a caller can be prompted to request a callback should the queue time become too long. Typically the caller is played an announcement indicating position in queue after which the caller can request a callback or choose to remain in queue and continue waiting for an available agent. The callback option is programmed as part of the routing workflow.

The callback request retains the original queue position as if the caller had remained on the line. Once the callback has progressed through the queue the agent is presented with the voicemail from the customer.

The agent can then call the number specified by the caller and tag the call as completed. If the caller can not be reached the agent can re-schedule the call for a later date and time.

The recall to the callback target is not logged as a "Contact Center Call" but logged as a normal outgoing call for the agent.

2.2.3. Queue Position Announcements

While waiting in queue callers can be played an announcement indicating their position in queue. This option is configured as part of the routing workflow.

2.2.4. Estimated Waiting Time Announcement

The Contact Center offers the possibility to play the estimated Wait Time to callers in the queue. The function works for calls, which are estimated to wait for longer than one minute with time interval of one minute.

2.2.5. Music on Hold / Announcements

Music on Hold, announcements incl. the Callback announcements can either be imported as pre-recorded audio files or can be recorded on the fly via the Administration Portal of OpenScape Business. Once recorded or uploaded the audio file can then be assigned to a queue or queues.

2.3. Rules and Schedules

The routing of incoming calls within the contact center is controlled by scheduled rules (CCV). These schedules and rules apply only to voice calls and not for fax and e-mail contacts.

The OpenScape Business Contact Center administrator or supervisor creates the routing rules (CCV) by drag & drop using the easy-to-use, graphical interface. Once the rules (routing workflow) are created, they are assigned to a schedule which defines when (day & time) the rules are active. As a last step the schedule is then assigned to a queue..

2.3.1. Schedules

Schedules determine when (day & time) the rules (CCV) for routing the calls are active. The schedule also reflects exceptions such as public holidays, business closure, or other special days where alternate routing options are required. In this way the administrator can prepare well in advance the special routing requirements which then automatically occur on these days.

2.3.2. Call Distribution Rules / Call Control Vector (CCV)

The rules (CCV) for the call distribution are created using a graphical editor by linking predefined CCV elements. Rules can be labeled for ease of recognition after completion. Once saved, the rules can be edited at all times via the rule editor and then saved again. After creation the rules are assigned to one or several schedules either as standard or as exception CCV. As a last step the schedules including the rules are assigned to one or more queues.

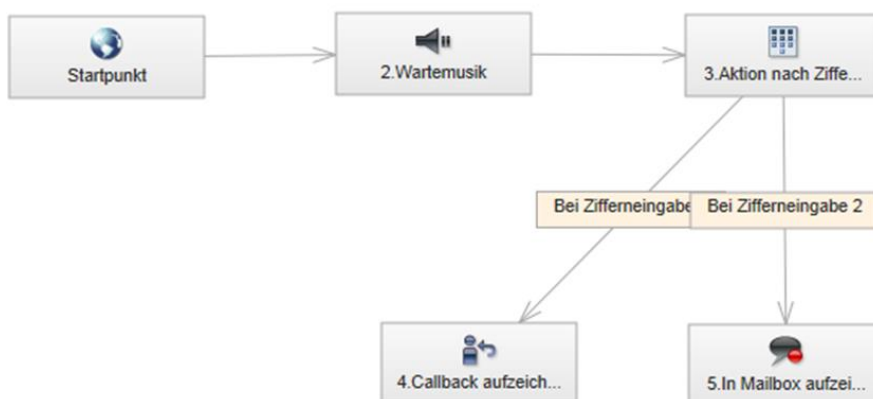
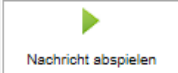
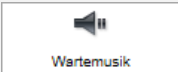
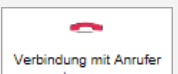
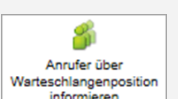
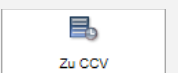
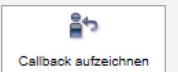
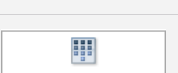

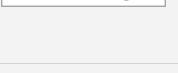
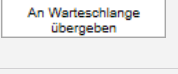
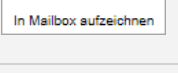
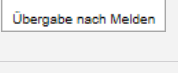


Figure 20: Configuration of a Call Control Vector (CCV)

2.3.2.1. Available CCV Elements

CCV Element	Short Description
	Play Message: The desired message is played
	Music on Hold: Music on Hold is played
	Disconnect Caller: Call is disconnected
	Play Queue Position: A caller's position in queue is played
	Go to CCV: A call is forwarded to another CCV object, used to create loops
	Record Callback: Prompts a caller to request a callback (record voicemail) or remain in queue.
	Process after digits: Caller is prompted to confirm a selection via DTMF menu leading to the next CCV object
	Single Step Transfer: Call is transferred via blind transfer regardless of device status (free, busy or unavailable).
	Transfer To Queue: Call is transferred to a queue
	Record In Mailbox: Call is connected to the voicemail box of a user or voicemail group
	Supervised Transfer (also called screened transfer): Call is transferred via supervised transfer to an internal destination
	Dial By Name: Caller is prompted to enter first three letters of the desired subscriber's last name via the dial pad.


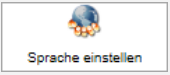
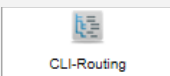
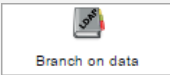

	Dial By Extension: Caller is prompted to enter the station number (extension) of the desired subscriber via the dial pad.
	Set language: Automatically determines the language to be used for announcements based on the calling number.
	CLI Routing: Routes a call based on the calling number.
	Branch on data: Makes a routing decision based on a criterion which is retrieved from an external database.
	Branch on variable: Makes a routing decision based on a given condition, conditional routing.

Table 5: Contact Center – Available Call Routing (CCV) Elements

2.4. Contact Center Authorization Level

A myAgent user can be assigned the authorization levels agent, supervisor, or administrator whereby the administrator authorization level provides for full access to all functions. In this way a user can access only those functions required, according to their role in the contact centre.

2.4.1. Authorization Level „Agent“

A myAgent user when logged in as an agent has access to the functions required to process contacts including statistics for the queues/groups to which that agent is assigned

2.4.2. Authorization Level Supervisor

A myAgent user when logged in as administrator has the same level of access as an agent however across all queues/groups of the contact centre. In addition to this the supervisor can edit agent/queue assignments, edit routing rules, and create historical reports (standard reports).

2.4.3. Authorization Level Administrator

A myAgent user when logged in as administrator has access to all functions. At present this is equivalent to the supervisor access.

2.5. Agents

Agents are assigned to groups by the supervisor or administrator of the contact centre. As part of this assignment agents are also classified as being either primary or overflow agents in that group. When routing a call to an agent, preference is always given to primary agents as the first choice. If no primary agents are available then the call can be assigned to an overflow agent of that group. In addition to group assignment, and agent classification agents can also be configured to handle callbacks, e-mails, and faxes.

2.5.1. Multiple Group Agent

An agent can be assigned to more than one group with different skill levels. When an agent logs in, that agent is automatically logged in to all assigned groups and is able to receive calls for both groups based on the agents skill level.

2.5.2. Primary / Overflow Agent

Incoming calls are always routed to the primary agents of that queue based on their skill level profile.. If no primary agents are available and the configured queue thresholds have been exceeded (number of calls in queue & queue wait time) the call is offered to the most eligible overflow agent based on their skill profile..

2.5.3. Permanent Active Agent

If a call is offered to an agent and the agent does not answer within a specified time the contact center then offers this call to the next agent. At this time the contact centre also automatically places the original agent into unavailable state so that no further contacts are routed to this agent. As per normal operation, this agent can make himself available again by pressing the available button.

If this behavior is not required, then agents can be configured to be “permanently active”. In this case the contact center would offer a call to the agent and upon no answer would once again route the call to another agent. Then after one second the original agent would automatically be set to available again by the contact center to receive further contacts.

2.6. Wrap-Up

Upon completing a call or after a fax or e-mail is processed agents may be required to perform certain post call activities such as enter data into a CRM system or update an internal business application etc. For this purpose the concept of wrap-up time and wrap-up codes has been implemented so that no further contacts are offered to the agent while in this state. In this way an agent can perform their post call activities without being interrupted and is also able to classify each call based on pre-defined codes.

Agents can be programmed to automatically enter the wrap-up state for a specified time or the agent can manually select to go into the wrap-up states. While in this state agents will receive no further contacts and can then perform the post call activities without being interrupted. In addition to wrap up time the agent can also assign a wrap-up code to a call for classification. It is possible to report on the wrap-up codes via the reporting template.

2.6.1. Wrap Up Time

Wrap-up times are set at a user level so that each agent when assigned to a queue can have their own individual wrap-up time according to their requirements. This wrap-up time automatically begins upon termination of the call or after completion of a fax or e-mail. During this time no further contacts are routed to this agent. If required, the agent can either extend or end the wrap-up state by pressing the wrap-up button or available button as required.

2.6.2. Wrap Up Code / Wrap Up Groups

An agent can assign a wrap-up code to a call or fax / email contact by selecting a code from a pre-defined list. Wrap-up codes are available by queue and are setup by the administrator when configuring the queue.

If a queue is configured for wrap-up codes each agent is forced to select a wrap-up reason. Once the agent has selected the wrap-up reason and closed the window the agent is again available to handle further contacts.

Wrap Up codes can be organized by Wrap Up groups in order to obtain a better evaluation of the activities of certain contacts. The contact center administrator can define either a “Simple Wrap Up” or a “Multiple Wrap Up” which implies the building of Wrap Up code groups.

2.6.3. Simple Wrap Up Codes

Here, the administrator defines Simple Wrap Up code descriptions that can be used by all agents in all queues. In a subsequent analysis by myReports of the Wrap Up code this Wrap Up descriptions can be evaluated over the entire contact center.

2.6.4. Multiple Wrap Up Code

If it is requested also to determine for whom or by whom the Wrap Up was provided, beneath the pure Wrap Up activity, the contact center administrator can define Wrap Up groups in addition to the Wrap Up codes.

A Wrap Up group can contain several Wrap Up codes. In this case the Wrap Up codes have to be defined separately for each group.

2.7. Breaks

The contact center administrator can define several break types for the contact center, which can then be selected by the agent. While in break mode, no further contacts will be routed to this agent. Other agents and supervisors will be able to see that an agent is on break and when the break is expected to end.

2.8. Statistics and Reporting

Real-time and historical reports are available for all media in the contact center. Reports provide a detailed insight into the operation of a contact center and are very important to any supervisor or administrator managing the contact center. Graphical overviews and diagrams make it possible to detect emerging problems early and to swiftly respond to these problems. For example, the realtime statistics may show unusually high call volumes for a specific queue meaning that the supervisor needs to assign more agents to that queue or the historical reports may also show high call volumes on certain days or holiday periods meaning the supervisor needs to schedule more staff for a particular day.

2.8.1. Real-time Reporting

The real-time statistics displayed within myAgent provide a good overview of key statistics relating to agents and queues such as number of available agents and calls in queue. These statistics are constantly updated to provide a realtime snapshot of the contact centre activity at any given time.

2.8.2. Historical Reporting

Within myAgent supervisors and administrators have access to 25 pre-defined report templates also referred to as the "standard reports". These reports are provided in tabular and/or graphical format. If a customer requires additional reports, they must purchase the myReports licenses to give them access to an additional 100 reports accessible via the dedicated myReports application.

2.9. Alarms

Alarm thresholds can be set so that Supervisors or Administrators receive visual and audible alerts when the queue thresholds have been exceeded. At a queue level, thresholds can be set for the maximum number of queued calls or the maximum time in queue.

2.10. Grade of Service (GOS)

The grade of service is a graphical indicator of queue performance showing how efficiently calls are answered based on time to answer. The grade of service profile is configured by the supervisor/administrator and defines the percentage of calls that must be answered within how many seconds by time intervals. In this way a supervisor can easily see if the actual queue performance falls outside of the target profile and make the necessary adjustments. Contact centers with

a high grade of service will aim to answer the majority of calls to a queue in a relatively short time period to minimize the time that a caller is in queue.

2.11. Announcements

OpenScape Business Contact Center does not use any external announcement devices. All announcements are stored as audio files on the system to be used by the supervisor/administrator when configuring the routing workflows. These announcements can either be pre-recorded and uploaded to the system or recorded on the fly via the administration interface.

2.12. Supported Devices

The following devices are approved for use as agent telephones

- OpenStage T
- OpenStage HFA
- OpenScape Desk Phone IP 35G/55G HFA
- OpenScape Personal Edition HFA
- OpenScape Business Cordless (with restrictions)

The following devices may not be used:

- Analog devices
- SIP devices
- ISDN devices
- Devices which are part of a MULAP group

2.13. Administration by Means of a Graphical User Interface

The administration of the Contact Center by the system administrator is done via the graphical Administration Portal (WBM) of OpenScape Business. Via "Drag and Drop" the various routing elements can easily be linked to create call control rules used to route incoming contacts. Changes to the routing workflow can be done on the fly during run time and do not require a restart of the application.

2.14. Contact Center Login

Logging into the Contact center is supported either via the myAgent client or via system telephone in case that my agent is not available or not active.

2.14.1. Login via myAgent

The Login via myAgent uses the UC Suite User login credentials. Once logged in myAgent offers the full scale of Contact Center features to the user. Details about login procedure are described within chapter myAgent Login 3.1

2.14.2. Login via System Telephone

The Login via telephone uses the UCD ID of the agents. In this case only voice calls are routed to the agent and can be processed. PopUp Window and WrapUp Code entry are not supported in this case. This applies also if myAgent is active and agent logs into the Contact Center using the phone. Full functionality of myAgent can be regained if the agent logs out at the phone and afterwards logs in via myAgent.

An agent can only use the system device for login which is assigned to him as UC User within the system configuration. The use of another device is not possible for this kind of Contact Center login.

Details are described within chapter 5.1.7

2.15. Emergency Operation

In the event that the contact center application fails OpenScape Business will route incoming contact center calls via internal call distribution (UCD). The UCD routing rules must be configured in advance. At the time of failure agents are automatically logged in to the internal call distribution and can begin receiving calls. In emergency mode agents can no longer use the myAgent desktop and must perform call handling via the telephone. E-mail and fax contacts can not be handled in emergency mode.

3. MyAgent Features

3.1. myAgent Login

A contact center employee can login with his individual user name and password at any myAgent client.

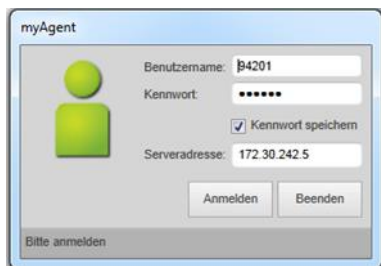


Figure 21 myAgent - Login Dialog

3.2. Login into a Queue / Call Distribution

An agent can be assigned to one or more queues by the supervisor. By logging in he is available simultaneously in all the assigned queues for the contact routing in accordance with the criteria specified by the supervisor. The same applies analogously, if the agent logs out from the queue / call distribution.

3.2.1. Free Seating

The agent can select the phone to be used via a drop-down menu during the logon process

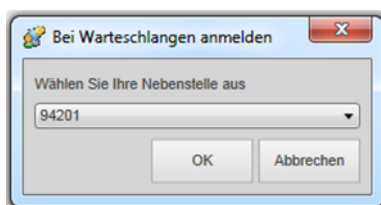


Figure 22 myAgent - Free Seating Dialog

3.3. Agent Status Information

3.3.1. Set Agent Status

MyAgent users can easily see their current agent status as indicated via the different symbols in the agent status bar

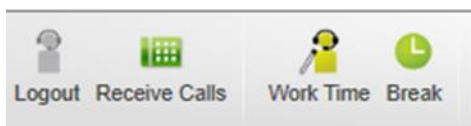


Figure 23 myAgent - Agent Status Symbol Bar

Once logged on, a user is assigned to a queue as an agent and can then change their agent state within the status bar to one of the following states:

- Available
- Not available
- Start Wrap-up
- End Wrap-up
- Start Break
- End Break

The Contact Center then accordingly distributes incoming calls to the agent.

3.3.2. Display Agent Status

The current agent status can be viewed within several of the myAgent windows

3.3.2.1. Agent Status within Agent Binding List

The current status of an agent is displayed within the Agent Binding List. From here the Supervisor and other Agents can determine which agents are available in which queue at a given time.

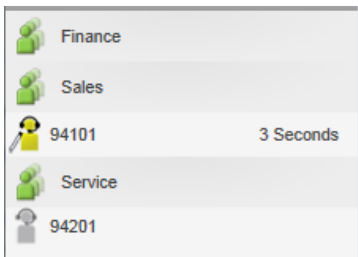


Figure 24 myAgent - Agent Binding List

The following symbols denote the status of an agent

	Logged in, primary agent
	Logged in, overflow agent
	Logged out, primary agent
	Logged out, overflow agent
	Post-processing after a call, fax or e-mail
	Overdue after call, fax or e-mail (call window has not been closed)





	Wrap-up time
	Break
	Overdue after break
	Missed call

Table 6 myAgent - Agent Status within Agent Binding List







3.3.2.2. Agent Status within the Attendant Windows

In the attendant window a user can see the status of other agents. The presence status of other non-agents can also be seen in this window.

 Report Tester	 OSBiz Agent 101	 OSBiz Agent 201	 User 301
---	---	---	--

Figure 25 myAgent - Agent Status within Attendant Windows

A user's status is shown via the following symbols

	Subscribers phone is ringing
	Subscriber is placing a call
	The subscriber is connected on the phone
	Mobility Entry station receives a call or is calling
	Mobility Entry station is on the phone
	Presence status is not visible


	Phone is not connected
---	------------------------

Table 7 myAgent - Agent Status within the Attendant Window

For subscribers without system telephones (e.g., those with ISDN phones or analog phones), the internal directory and Attendant buttons do not show any presence status, but only the device status.

3.4. Pop Window for Contact Handling

The pop-up window can be configured to open with every incoming contact. Within the pop-up window an agent can answer the call and perform other telephony functions such as hold, transfer and record the call. In addition to this the window provides the agent with details relating to the caller such as calling number and caller history. This information is important and provided to the agent prior to answering the call. The system can also be configured for no pop-up window. In this case the agent still has the option to open the window manually via the call list if required.

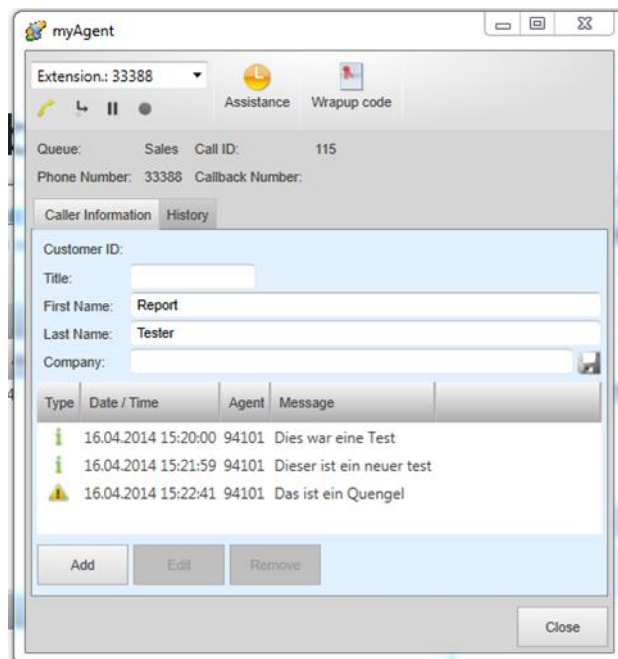


Figure 26 myAgent - Pop-Up Window

In addition to viewing an incoming caller's details an agent has the ability to add comments to a call or edit information relating to the caller details.

This information is then stored with agent ID, date and time, type of contact, and recording indication. From this window the agent can also playback a recording. The popup window contains the following detail:

- Queue Name
- Number of the caller (CLIP) if transmitted
- Call ID
- Callback number (optional)
- Contact details
- History of which agents previously handled calls from this number
- Wrap Up button

- Drop-down list for completed callbacks
- Call history
- Call control buttons (only for phone calls)
- Add contact details for the current Caller
- Add, edit or delete information on the Current Caller
- Show history of the current caller
- Play back recording of the current caller
- Enter Wrap-up code

3.4.1. Call or Callback handling

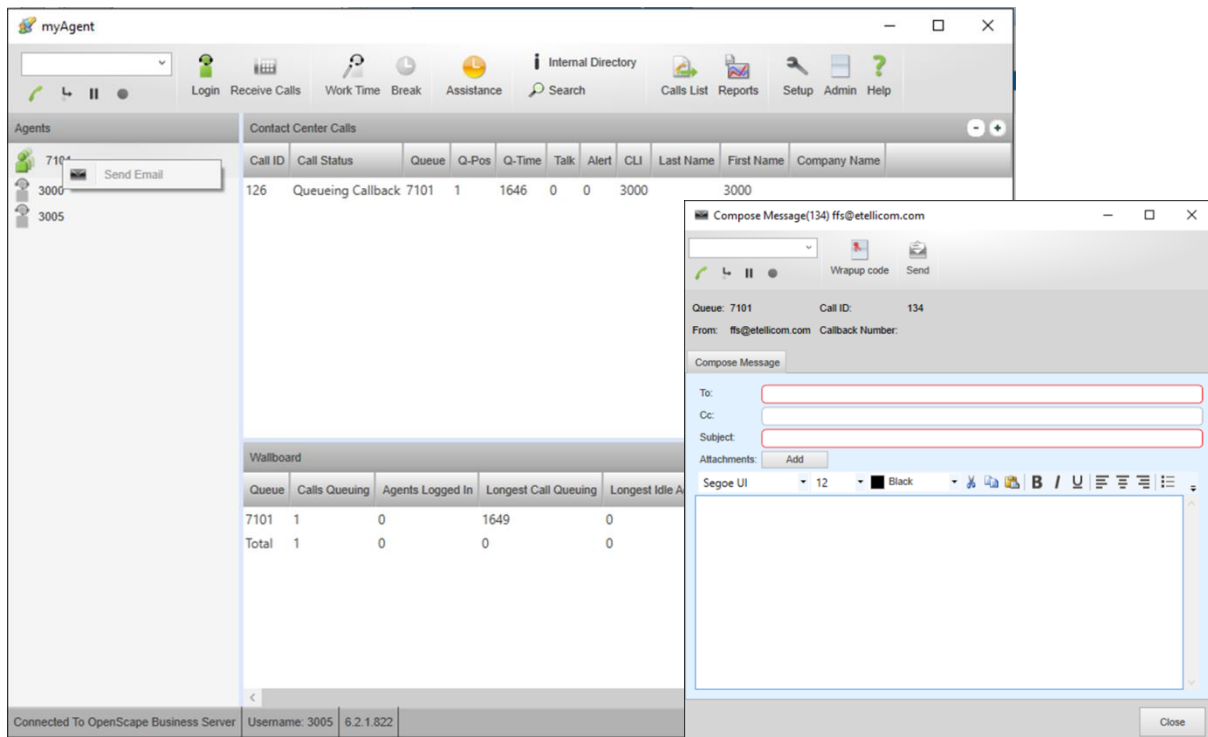
A complete set of telephony controls and tools optimize the processing of incoming calls and agent callback interactions.

3.4.2. E-Mail processing

My Agent offers tools for efficient handling of incoming and agent initiated email interactions. Incoming e-mail contacts are displayed in a pop-up window. A HTML Editor is available for E-Mail processing. E-mails attachments of can be opened and viewed directly without the need to save them elsewhere on the PC.

Incoming contact center e-mails are matched against the various system directories in the same way as it is done for incoming voice calls. As a result the e-mail address of the sender is presented within the Calls list and the current Contact Center call window.

Functions for internal and external routing are available to improve the response time and to speed up the contact resolution. E-mails can be sent out directly out of the Contact Center Calls window.



The option is offered after right mouse button click to the call. The system pops up a new email window, which is ready to be completed and sent by the user. In order for this to work, a return E-mail address must be entered in the queue configuration.

3.4.3. Fax Processing

My Agent offers tools for efficient handling of incoming and agent initiated fax interactions. Incoming faxes are displayed in a pop-up window. Functions for internal and external routing are available to improve the response time and to speed up the contact resolution.

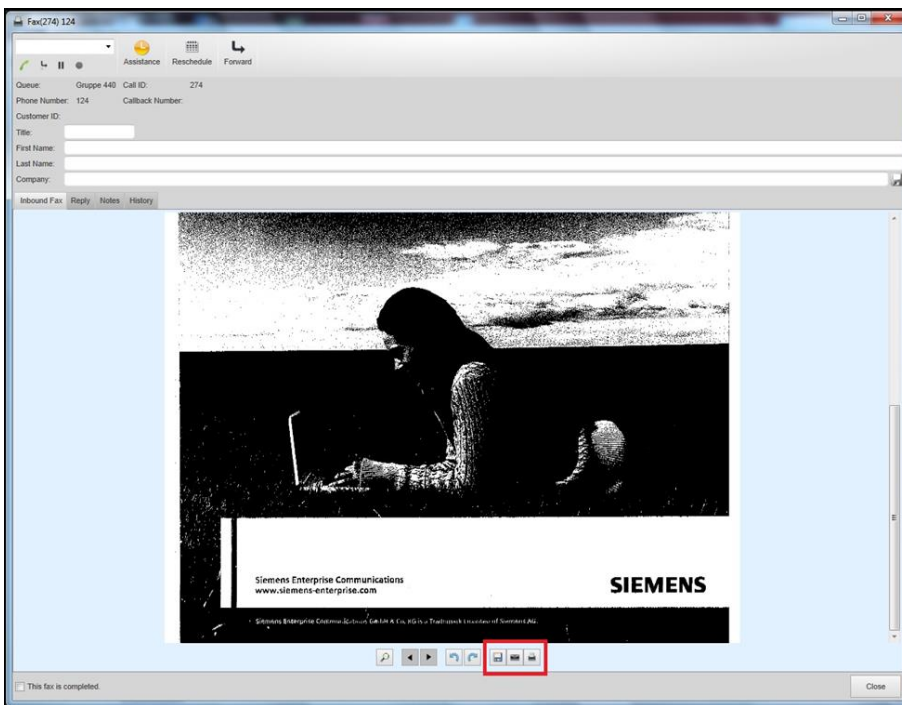


Figure 27 myAgent - Fax Processing Dialog

In addition functions are provided to the agent, which allow him to store, print, or send the fax as e-mail attachment.

3.5. Call Control

myAgent provides a call control area through which agents can perform telephone features via mouse click.

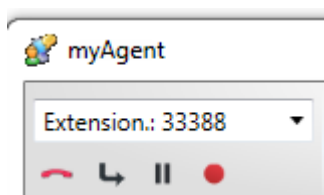


Figure 28 myAgent - Call Control Area

- Answer Call
- Initiate Call by
 - Direct number entry
 - Dialing out of internal directory
 - Dialing out of external directory
 - Dialing out of the attendant window
 - Click to Queue
- Place call on hold

- Transfer call
- Hang Up call

3.6. Hot Key Functions

MyAgent supports Hot Key functionality, which can be personalized by the agent. In this way the agent can quickly access frequently used features via keystroke combinations. The following functions are available via Hot Key functionality:

Key combination for:

- Answer / Disconnect call
- Transfer call
- Display pop-up window

Function key / number keys

- Help
- Setup
- Internal Directory
- Caller list
- Search
- Answer / Disconnect Call
- Hold / Resume
- Transfer
- Reschedule
- Dial
- Record

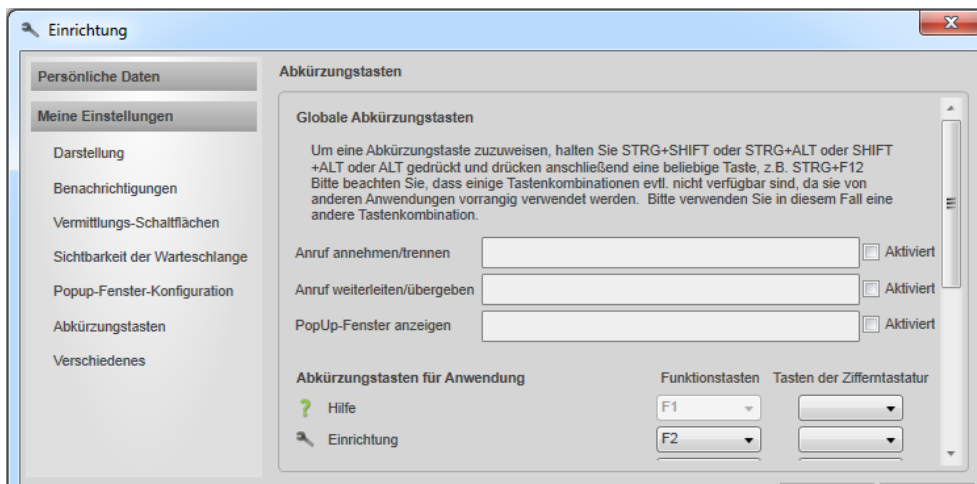


Figure 29 myAgent - Hot Key Assignment

3.7. Perform Wrap Up and assign Wrap Up Code

The agent can perform a wrap up and assign a wrap up code after call completion or after opening a fax or e-mail contact.

3.8. Activate a Break

An agent can interrupt call/contact processing without switching his status unavailable by pressing the break button. Doing so, he can select a previously defined break from a drop down list. During the break no calls or contacts are routed to the agent.

3.9. Calls List

An agent can search the Calls List by date/time for selected queues. In this way an agent has visibility of any contacts to these queues for the selected criteria..

The following search filters can be set.

- Start / End Date
- Start / End Time
- Queue
- Agent
- Call Type
 - Inbound Calls
 - E-mail calls
 - Fax – calls
 - Callback Calls
 - Completed
 - Incomplete
 - Scheduled calls only

Call ID	Date / Time	Queue	Agent / State	Q-Time	Talk	Alert	CLJ	Title	Last Name	First Name	Company Name	Customer ID	Call Complete	Scheduled
47	01.04.2014 13:00:30	Service 94201		9	36	8	33388	Tester	Report					
48	01.04.2014 13:03:18	Service 94201		8	92	7	33388	Tester	Report				✓	
49	02.04.2014 11:45:05	Service 94201		3	32	2	33388	Tester	Report				✓	
50	02.04.2014 11:47:34	Service 94201		6	27	5	33388	Tester	Report					
51	03.04.2014 11:19:22	Sales Abandoned Call	8	0	0	0	33388	Tester	Report					
53	03.04.2014 13:36:58	Service Transferred	19	0	0	0	33388	Tester	Report					
54	03.04.2014 13:42:32	Service Transferred	19	0	0	0	33388	Tester	Report					
56	04.04.2014 09:00:54	Service Transferred	18	0	0	0	33388	Tester	Report					
57	04.04.2014 09:06:47	Service Transferred	18	0	0	0	33388	Tester	Report					
58	04.04.2014 09:17:30	Sales 94101	8	31	7	0	33388	Tester	Report					
59	04.04.2014 09:19:06	Service 94201	5	34	4	0	33388	Tester	Report					
60	04.04.2014 09:21:33	Service Transferred	19	0	0	0	33388	Tester	Report					
61	04.04.2014 09:24:22	Service Transferred	18	0	0	0	33388	Tester	Report					
62	04.04.2014 09:26:14	Service 94201	8	17	7	0	33388	Tester	Report					
63	04.04.2014 09:27:42	Service 94201	4	35	4	0	33388	Tester	Report					
64	04.04.2014 09:29:47	Service Abandoned Call	21	0	0	0	33388	Tester	Report					
65	04.04.2014 09:32:25	Service Transferred	32	0	0	0	33388	Tester	Report					
66	07.04.2014 16:10:13	Service Transferred	19	0	0	0	33388	Tester	Report					
67	08.04.2014 12:55:07	Sales 94101	8	6	7	0	33388	Tester	Report					
68	08.04.2014 12:56:04	Service 94201	8	21	7	0	33388	Tester	Report					
69	08.04.2014 12:57:32	Service Transferred	18	0	0	0	33388	Tester	Report					
70	08.04.2014 12:59:46	Service Transferred	18	0	0	0	33388	Tester	Report					

Figure 30 myAgent – Calls List with Filter Option

The user can drill down on a single record by clicking on an entry in the Call List. In the detailed view the agent has access to the contact data, notes written by agents and recordings associated with the entry. In the case of a recording the agent can listen to the recording as well.. Following details are available in the Calls List:

- Symbol for kind of contact
 - Inbound call
 - Callback
 - Recorded call
 - Fax
 - E-mail

- Call ID
- Date/Time
- Queue
- Agent/State
- Queue-Time
- Talk Time
- Pickup Time
- Phone Number of the caller
- Title
- Last Name
- First Name
- Company Name
- Customer ID
- Call Completion tag
- Scheduled tag

A call history is also available for each entry in the Calls List via the Calls History. The call history contains a listing of each call from the specific calling number:

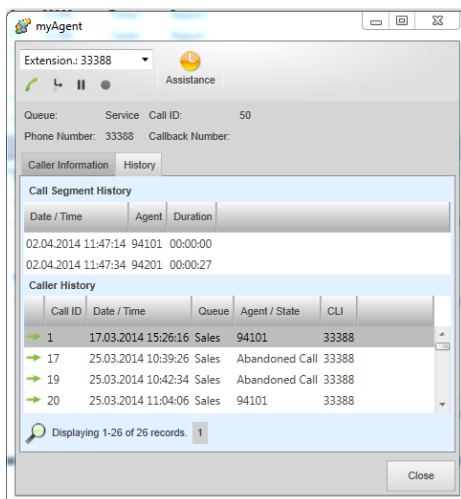


Figure 31 myAgent – Caller History

- Date / Time
- Queue
- Agent / State
- Record indication
- Type
 - Inbound
 - recorded

3.10. Recording of Calls for Documentation and Training Purpose

For training purposes or for purposes of documentation, the user can record a call. The recording is stored together with the call data in the calls list.

Note:

A voicemail license for recording of conversations is required for the agent

3.11. Integration of directories / contacts

myAgent supports multiple contact folders which are used to manually search for contacts or for caller identification.

3.11.1. Directory Search

The directory search feature allows searching contacts either in internal / external or external offline directory. Directories that should be involved in the search can be selected via checkboxes.

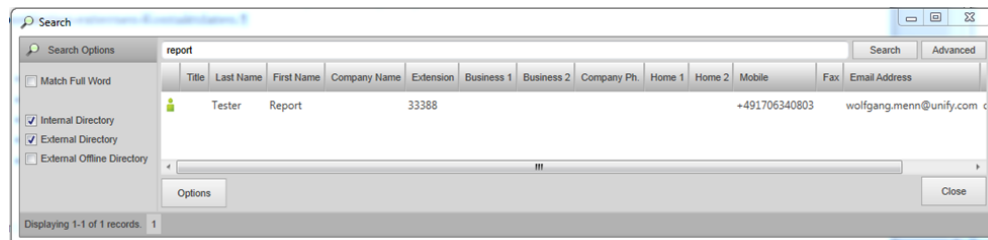


Figure 32 myAgent - Directory - Manual Search Dialog Box

The columns of the directories can be sorted in alphanumeric ascending or descending order. Within a selected column, the user can jump immediately to the desired entry by entering a character or a string and for example, dial a number directly by double-clicking on a phone number field.

3.11.2. Internal Directory

The internal directory contains the data of the internal UC user, including their current presence status.

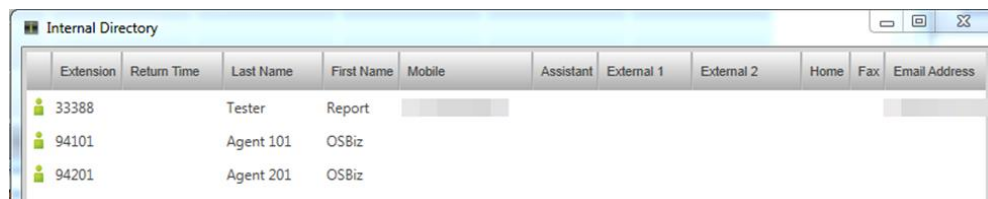


Figure 33 myAgent - Internal Directory

Subsequent information are presented in detail

- Presence status (system phones only) incl. device status
- Return time in case of absence
- Extension number
- Date / Time
- Last name / First name
- Mobile phone number
- Assistant phone number
- External number 1 and 2
- Private number
- Fax number
- E-mail address
- Department
- Site

After selecting a subscriber, the user can change the presence status of that user with a right-mouse click on that entry, send an instant message or dial one of the numbers to call.

Note:

An agent can not edit the subscriber data within the internal directory.

The myAttendant license is required to change the presence status of other users.

3.11.3. External Directory

The external directory contains external contacts which were either entered manually or imported via CSV file by the OpenScape Business administrator. myAgent provides read only access to the External Directory

Subsequent information is presented:

- Last name
- First name
- Company
- Business phone number 1
- Business phone number 2
- Private phone number
- Mobile phone number
- Customer ID

3.11.4. External Offline-Directory:

The External Offline Directory contains contacts from an offline corporate directory and must be configured by the OpenScape Business administrator.

3.12. Instant Messaging

The myAgent user is able to exchange text messages with internal subscribers via the instant messaging function of myAgent. A separate message is opened for each conversation with another user. In case that the myAgent or myPortal client of the communication partner is offline, the system stores the message and displays it when the client of the communication partner is online again.

3.13. Assistance Request to Supervisor

An agent can ask his supervisor for assistance during a call by sending a specific message. Within the message he can specify the following parameters:

- Reason
- Kind of support
 - Instant Message
 - Monitoring
 - Intrusion
- Desired response time (priority)

3.14. Assistance Request to Subscribers

The myAgent user may include available internal subscribers into the call handling by clicking on the attendant console buttons or on the corresponding entry in the internal directory.

3.15. Attendant Buttons - Team bar

Presence and device status of internal subscribers are displayed by myAgent at the Attendant Buttons. The myAgent user can set up the Attendant Buttons individually according to his needs. He can initiate a call to a subscriber, pick up a call from a subscriber or forward a call to a subscriber using the buttons.



Figure 34 myAgent - Attendant Buttons

If a myAttendant license has been assigned to the agent, he is also allowed to change the presence status of the other subscribers.

An agent has the ability to set up multiple tabs within the Attendant Buttons window. 70 buttons are available per tab. The sorting of the buttons within a tab is done per default by last name in ascending alphanumeric order.

3.16. Real-time Reporting

Various real-time views are available for the myAgent user, which keep him constantly up to date on the most important parameters in the queues. At the authorization level agent, only the information of those queues to which an agent is assigned, are presented to him.

3.16.1. Current Agent Status - Agent Binding List

Within the agent binding list an agent can see the current status of those agents, which are assigned to his queues.

3.16.2. Grade of Service

myAgent allows the agent to display the service level of his associated queues as a percentage value accumulated over 24 hours.

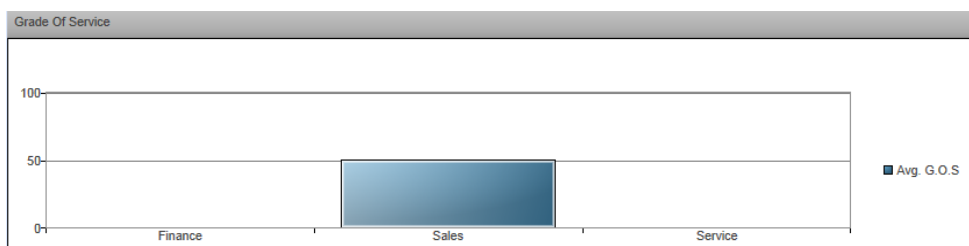


Figure 35 myAgent - Diagram Grade of Service

3.16.3. Average Times per Queue

This window informs the agent about the average queue- and talk-time within the queues to which he is assigned in the form of a bar chart.

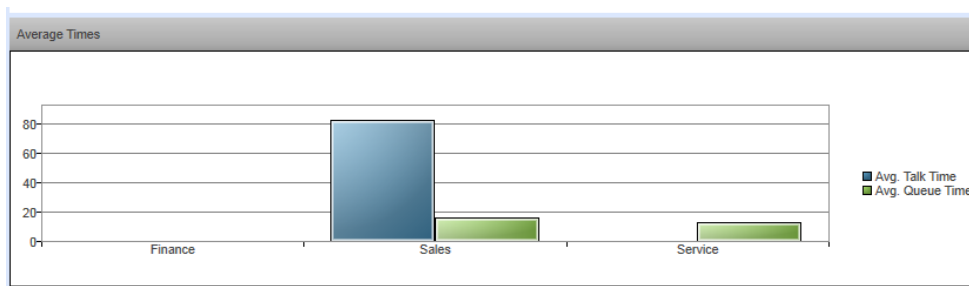


Figure 36 myAgent - Diagram Average Queue- / Talk Time

3.16.4. Actually Processed, Queued Calls/Contacts

Within the Contact Center Calls window, myAgent offers a real-time view to the agent about all currently processed calls in the queues, to which the agent is assigned.

Contact Center Calls										
Call ID	Call Status	Queue	Q-Pos	Q-Time	Talk	Alert	CLI	Last Name	First Name	Company Name
77	Queuing	Sales	1	14	0	0	33388	Tester	Report	

Figure 37 myAgent - Contact Center Calls

- Call ID - A unique number identifying a call. It is increased by one with every call.
- Call status - Shows whether the caller is still waiting or on the phone (talking).
- Queue
 - Q-Pos - Position in the queue
 - Q-Time - Time spent waiting, in seconds
 - Talk - Time spent talking, in seconds
- Alert - Time spent, in seconds, from the first ring at this agent until acceptance of the call
- Call no - Phone number of the caller, if transmitted
- Last Name - For a call: Last Name of the caller, if available with the phone number in the external directory
- First Name - For a call: First Name of the caller, if available with the phone number in the external directory
- Company Name - For a call: company name of the caller, if available with the phone number in the external directory

3.16.5. Wallboard - Queue Details

The queue details window presents detailed information to an agent about the queues, processed calls in the queue and the available agents. Only queues to which the agent is assigned are shown. All queues are presented to an agent with authorization level Supervisor.

The queue details window can be used as a wallboard, if information is displayed via large screen or projector.

Wallboard							
Queue	Calls Queuing	Agents Logged In	Longest Call Queuing	Longest Time in Idle State (s)	Calls Answered Today	Calls Abandoned Today	Total Calls
Finance	0	0	0	0	0	0	0
Sales	0	1	0	343	2	2	4
Service	0	0	0	0	2	1	3
Total	0	1	0	0	4	3	7

Figure 38 myAgent - Wallboard information

Subsequent information is presented in cumulated form for selectable queues over a period of 24 hours:

- Calls Queuing - Number of calls, faxes and e-mails
- Agents Logged In - Number of logged in agents
- Longest Call Queuing - Duration of ongoing wait time in seconds for the oldest call
- Longest Time in Idle State - Duration of time passed in seconds since receiving the last call
- Calls Answered Today - Total of answered calls
- Abandoned Calls Today - Total of abandoned calls
- Total Calls - Total of answered calls
- Alert for queue time - Calls for which the waiting time has exceeded the alarm threshold are shown in red.

3.17. Individual Settings

The myAgent user can set the following parameters according to his individual needs:

- Login Password
- User interface language
- Color of the user interface
- Function menu
- Telephony Control Bar
- Dynamic Showing of the Telephony bar
- myAgent automatically in the foreground at an incoming call
- myAgent automatically in the foreground when accepting a call
- Minimizing myAgent at the end of a call
- Set Position of the Pop Up window for missed calls
- Automatic Updates

3.18. „Supervisor“ Functions

The authorization level "Supervisor" includes the following features, which go beyond the scope of the authorization level "Agent":

3.18.1. Advanced Views

In principle, the supervisor has available all views and information as an agent. Unlike an agent who receives only the information of the queue to which he is assigned, the supervisor receives information about all queues and agents of the contact center.

3.18.2. Agent Management

3.18.2.1. Assigning of Agents to Queues

The supervisor can assign agents to the configured queues via myAgent. The supervisor can adjust myAgent to present every queue with the assigned agents and their current status. If necessary, he can also remove queues from the view.

3.18.2.2. Setting Agents available / unavailable

3.18.2.2. Setting Agents available / unavailable

myAgent enables the supervisor to switch the status of agents that are currently not available to available, and vice versa.

3.18.3. Intervening the Call Distribution

The supervisor has the ability to put a call that is in the queue on the first waiting position within the queue. Callers who are in the queue and hear information on their current waiting position will not be negatively affected. The position announcement changes only when a better queue position is reached.

3.18.4. Processing of Assistance Requests

myAgent provides a list of all agents who currently request assistance, to the supervisor. The requests include in detail:

- Reason
- Time remaining for an answer
- Call number
- First name
- Last name
- Company of the caller
- Type of desired assistance
 - Text (Instant Messaging)
 - Call Intrusion
 - Silent Monitoring

The supervisor can accept or reject the request. When he does not process a request within the remaining time, the request will be withdrawn.

3.18.5. Monitoring and Recording of Calls, Call Intrusion

myAgent enables the supervisor to monitor and to record specific agent calls for documentation / training purposes. In addition, he is able to intrude into an agent conversation.

3.18.6. Alarms

Threshold values for the maximum number of waiting calls or maximum waiting time in the queues can be set. If any of these values are exceeded during operation, an alarm is set off for the respective queue.



Figure 39 myAgent – Alarms within the Agents Binding List

3.18.7. Real-time Reporting

myAgent offers the following real-time information to the supervisor:

- All Queues including
 - Grade of Service information
 - Assigned Agents incl. their status information

3.18.8. Historical Reports

myAgent offers pre-defined reports for evaluation of operating parameters of the queue or the entire contact center for supervisors. For each report, the supervisor can define the start and end date for the evaluation. The reports are displayed in a Web browser as a PDF. Reports can be stored as a file or printed out. (See section 6.2).

3.18.9. Contact Center Administration

myAgent enables Supervisors to run the Administration Portal directly, without logging in again, and to change the following parameters for the contact center and to manager file uploads / recording of announcements:

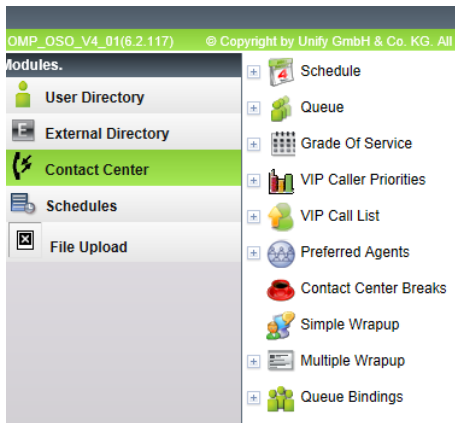


Figure 40 myAgent - Contact Center Administration

Contact Center

- Schedule
- Queue
- Grade of Service
- VIP-Caller Priorities
- VIP-Call List
- Preferred Agents
- Contact Center Breaks
- Simple Wrap-up
- Multiple Wrap-up
- Queue Bindings

File Upload and recording management

- Definition of subscribers who are allowed to record
- Record Control
- Store Record

4. MyReports Features

4.1. myReports Login

A contact center user can login into any myReports application with his individual myAgent login name and his password.

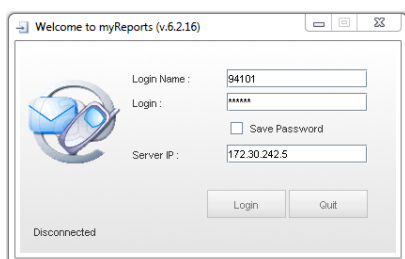


Figure 41 myReports - Login Dialog

While logging in, the user can determine if his password is stored for the next login procedure or not.

He can also determine the OpenScape Business system to which the myReports application connects, by entering the Server IP address.

The myReports application can be installed and operated on different PC workstations. However, multiple users cannot simultaneously work with myReports at one OpenScape Business system. When attempting to do so, a message box appears during the login, which indicates the conflict and the user who is currently connected.

Only a user with the contact center role “Supervisor” or “Administrator” can login into myReports using their myAgent login name and password. Users with the contact center role “Agent” will be rejected with an appropriate message.

4.1.1. Automatic Login

myReports performs an automatic Login with the last chosen parameters, if the check box „Save Password” has been marked during the previous login procedure

4.1.2. Login at different OpenScape Business Systems

The myReports application can be used to create reports within different OpenScape Business systems.

Assuming that a myReports license is available within the target system, a user can connect to the target system by entering the appropriate IP address into the login dialog box.

The user can login either by his contact center login credentials or by using the myReports Administrator account. In the first case the user has to be configured as contact center Supervisor or Administrator in the target system.

4.2. Individual Settings

4.2.1. myReports Settings

Each myReports user can choose the language of the user interface and of the reports within the myReports Administrator Menu → Settings individually according to his needs. These individual settings are saved and automatically activated at the next login of the user.

4.2.2. Individual Generation of Schedules

A user can generate schedules for report generation. The generated schedules are stored individually and shown in the Schedule Manager. Only the owner of a schedule can see and edit his schedules in the Schedule Manager.

4.3. Report Templates

myReports uses predefined report templates for report generation. The templates contain the report layout and the database queries. A user cannot modify these report templates.

4.4. Report Explorer

These templates are classified by subject area and assigned to groups. The Report Explorer within the Schedule Manager presents all available report templates. The following groups are available:

- Agent Activity
- Agents
- CLI
- Call History
- Calls
- Fax / E-Mail
- Other
- Performance
- Queues
- User Presence Status
- Wrap-up Codes

4.5. Report Parameter

The myReports user opens the desired report template within the Report Explorer and fills in the appropriate template parameters.

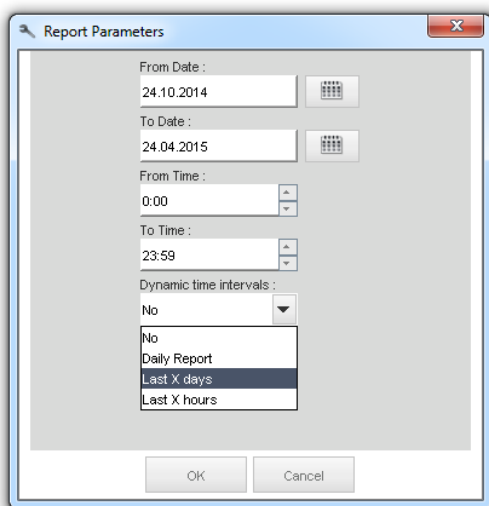


Figure 42 myReports – Input Report Parameters

Depending on the report template, following parameter are available.

Parameter	Description
From Date:	The report data starts from this date
To Date	The report data end at this date
From Time To Time 24/24 Business hours only	From Time - To Time is used in conjunction with the Date interval. These parameters define the time interval when the report data start or end, and which time interval per day is included within the timeframe. If no From or To Time is defined, the report contains data about 24 hours per day; unless the checkbox "Business Hour only" is marked. In this case, only data for the time interval, which is configured within the contact center administration as business hours, are considered in the whole report interval.
Agent/User	Refers to the first and last name as configured within the contact center administration. The report contains contact center relevant data, if the term "Agent" is used, otherwise if the term "User" appears, the report contains UC related data.
Queue	Refers to the queue name as configured within the Contact Center administration.
Wrap-up	Refers to the Wrap-Up code name as configured within the Contact Center administration.
Wrap-Up Group	Refers to the Wrap-Up group name as configured within the Contact Center administration.
Dynamic Time Interval	<p>The parameter „Dynamic Time Interval“ allows adapting report content dynamically depending on the report creation time if scheduled reporting is used.</p> <p>This parameter affects only scheduled reports, but not ad hoc report generation using the preview function</p> <p>Following options are available:</p> <p>„No“ This is the default setting. The generated report contains data as defined within the parameter Start-/ End date and Start- / End time.</p> <p>“Daily” This setting forces myReports to generate a report which contains the data of the day of report generation. If “daily” is chosen the entry of start- / end date parameters is disabled. Start- and End time for the report content is taken from the parameters Start- / End time. In the event that a report does not support entry of start- and end time, the report contains data beginning at 00:00 until report generation time.</p> <p>„Last x days“ This setting forces myReports to generate a report which contains the data of the last x days referred to in the report generation date and time . If “last x days” is chosen, the entry of start- / end date parameters is disabled. Start time of report content is the exact report generation date and time minus x days. End time is always the report generation date and time.</p> <p>Note: The Parameter From / To Time affects the report content of every day which is reported. E.g. if “From time” is set to 8:00 am and “To time” is set to 4:00 pm. Every day included in the report contains only data from 8am to 4pm.</p> <p>Last x hours</p>

	<p>This setting forces myReports to generate a report which contains the data of the last x hours referred to generation date and time .</p> <p>If “last x days” is chosen, the entry of Start- / End date and From / To Time parameters is disabled.</p> <p>Report content starts at exactly x hours before and ends at report generation time.</p> <p>Note: This option affects only reports which support “From / To Time” parameters.</p>
--	---

Table 8 myReports – Report Parameter

4.6. Ad Hoc Report Generation

The user can create the report, which he has defined within the Schedule-Manager, immediately (ad hoc) for consideration in the desired output format using the preview function. The report parameters for the file format, as well as for sending by e-mail or to export files are included in the preview if this is selected.

4.6.1. Instant report output to screen

The user can also display a report ad hoc on-screen using an Internet browser.

If the PDF format has been selected and the relevant plug-in Internet browser is provided, the report is directly shown via the browser. If the user has selected a file format other than PDF, the corresponding report file can be opened or saved via the browser.

4.6.2. Instant report sent by e-mail

The user can send a report ad hoc as an e-mail to one or more recipients. The subject of the e-mail always begins with the stored e-mail address of the user and can be manually extended.

4.6.3. Immediate filing of the report in the file system

The user can also store a report ad hoc as a file in the desired format to a pre-defined location in the file system.

4.7. Schedule-controlled reporting

myReports is designed for fully automatic reporting, and allows the user to define the time of reporting, the output medium, the output format and repetitions, and to save it in a schedule. After the report parameters are defined, the user can specify the date on which the report is generated. To do so, he defines:

Parameter	Description
Time of Execution	<ul style="list-style-type: none"> Start Date - The execution of the schedule is initiated on the start date. End Date - The execution of the schedule is repeated at the configured recurrence intervals until the end date is reached. Start Time - The schedule is run for the first time at the time specified here. If multiple schedules are to be run at the same time, the corresponding reports are generated at intervals of one minute each, for performance reasons. This has no effect on the contents of the reports. End Time.
Delivery by E-mail	Scheduled reports can be sent to previously defined e-mail addresses.

Recurrence	<p>The user can configure the following types of recurrence for the execution of a schedule, based on the time specified for the first execution:</p> <ul style="list-style-type: none"> • Hourly • Daily • Every n days • Weekly • Every n weeks • Monthly • Every n months • Yearly
Other, report template dependent parameters	<ul style="list-style-type: none"> • Queue name • Agent / User name • Wrap Up code • Wrap Up group • Business Hours only
Export formats	<p>The user can choose one of the following output formats for report preview, sending via e-mail and report filing:</p> <ul style="list-style-type: none"> • Excel • PDF • Word • PostScript

Table 9 myReports – Description of parameters within Schedule Manager

4.8. Schedule Manager

The Schedule Manager conveniently allows the user to define schedules for reporting and ad hoc reporting. Any user may save the schedules created by him, modify them if necessary, re-save or activate them again.

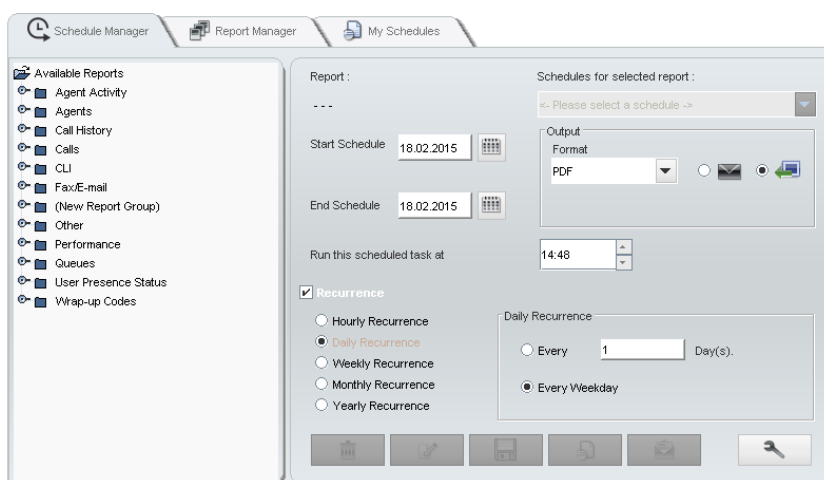


Figure 43 myReports – Report generation and scheduling with the Schedule Manager

4.9. Administration of stored schedules

myReports supports users in managing their created and saved schedules by means of the functions of MySchedules.

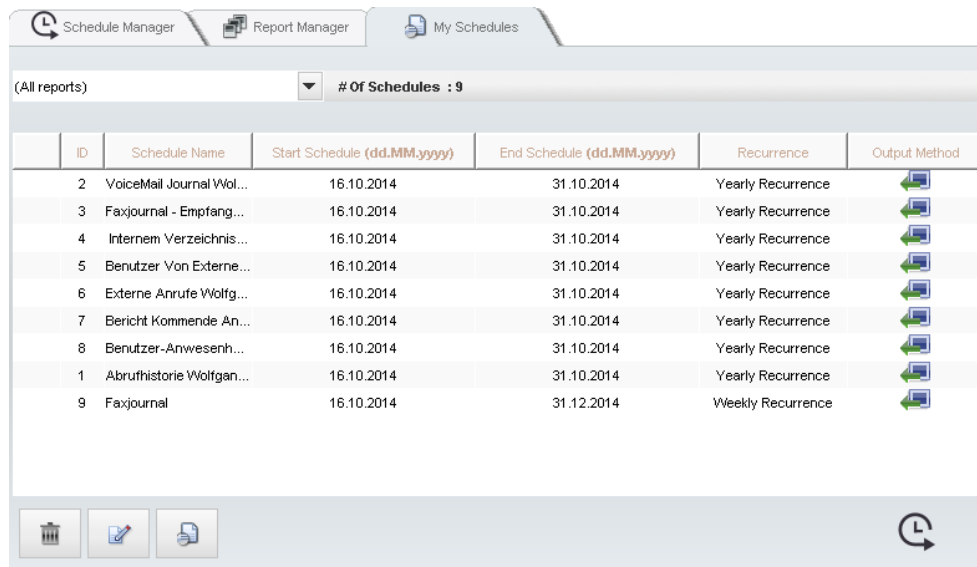


Figure 44 myReports - mySchedules Administration of stored schedules

4.9.1. Display stored schedules

For this, mySchedules presents the user with a list of the schedules defined by him. The user can sort the schedules by any column in ascending or descending alphanumeric order.

Parameter	Description
Schedule Name	You can only view your own schedules.
Start Schedule	Start of the time period in which the schedule is executed.
End Schedule	End of the time period in which the schedule is executed.
Recurrence	Type and interval of the recurrence.

Table 10 myReports - Parameter description in mySchedules

A filter option allows the user to narrow down the number of displayed schedules on the report templates required by him.

4.9.2. Display of schedule parameters

mySchedules offers the possibility to show all parameters of a selected schedule for a quick check of a saved schedule.

The screenshot shows a window titled "Faxjournal" with a table of configuration parameters. The parameters are as follows:

Schedule Name	Faxjournal
Report Name	Incoming Calls Report - Hourly
Start Schedule	16.10.2014 (dd.MM.yyyy)
End Schedule	31.12.2014 (dd.MM.yyyy)
Run this scheduled task at	10:13
Format	PDF
Output Method	Export Report
Recurrence	
Hourly Recurrence	---
Daily Recurrence	---
Weekly Recurrence	Tuesday, Recurr.: 1 Week(s).
Monthly Recurrence	---
Yearly Recurrence	---

An "OK" button is located at the bottom center of the window.

Table 11 myReports – Display schedule parameters

4.9.3. Modification of stored schedules

mySchedules offers the user the option to edit stored schedules and to save processed reports under the same or a different name .

4.9.4. Delete saved schedules

If a user determines that a saved schedule is no longer required, then it can be removed from the list via mySchedules.

4.10. Report Manager – Report Administration

Report templates can be managed within the Report Manager of myReports.

4.10.1. Display all report templates

The Report Manager displays a list of report templates with the following details:

- ID number
- Report name
- Report group

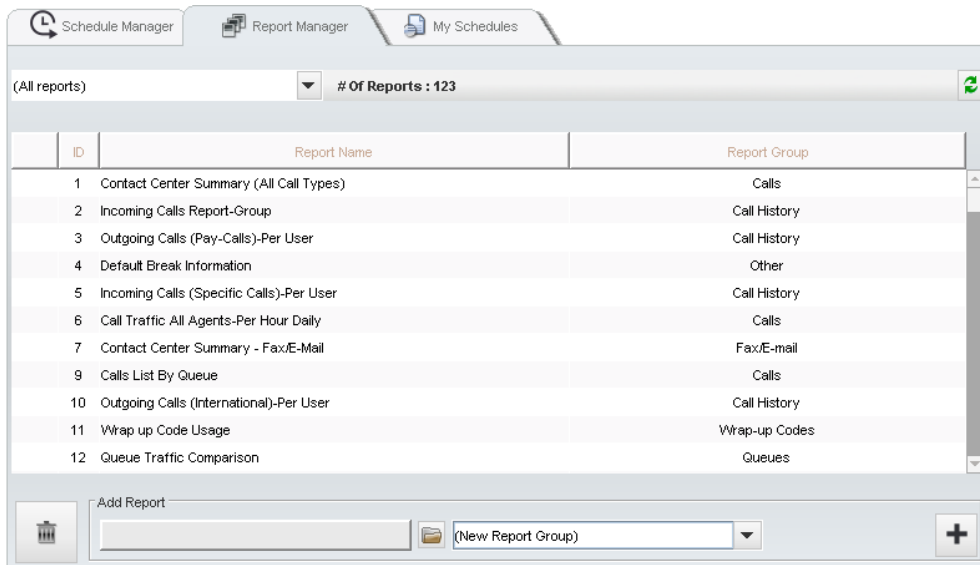


Figure 45 myReports - Report Manager

Users can sort the report templates either alphanumerically by column, or filter them by report template groups in ascending or descending order.

4.10.2. Add / Delete report templates

The Report Manager also provides the possibility to add or delete report templates to / from the existing ones.. However, standard report templates cannot be deleted with the Report Manager.

While adding a new report template, users can either create a new template group or chose an existing one for the new report template. All newly added report templates are then available in the Report Explorer along with the standard report templates.

4.11. Data Protection

4.11.1. Suppression of digits within the telephone number

For privacy reasons myReports can suppress, the last four digits of external numbers in the columns calling number and called number and replace them with **** in reports.

If internal subscribers have marked their home phone number, mobile number, external number 1 and / or external number 2 as “not visible”, then those numbers will not be displayed in all relevant reports.

Those rules apply also to reports that are created with myAgent.

4.12. myReports Administration

MyReports administrators can customize myReports according to their requirements via the administration menu.

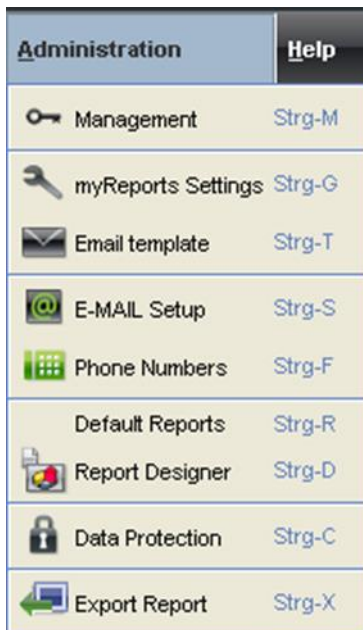


Figure 46 myReports - myReports Administration menu

4.12.1. Manage Administrator Password

The password, which is set here, refers to the myReports administrator account. myReports users with Contact Center account, will also need the administrator password in order to make certain settings within the administration of myReports. The password can only be changed by the myReports administrator. The OpenScape Business administrator can only reset this password to its default value.

4.12.2. myReports user individual settings

The following parameters can be set by myReports users individually.

4.12.2.1. Language setting

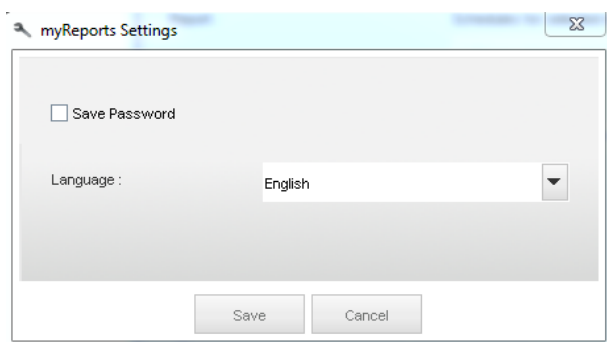


Figure 47 myReports - MyReports Individual Settings

4.12.2.2. Save Login Password

Users can also decide to save their login password within myReports for automatic login.

4.12.3. Customize e-mail template

In the e-mail template, administrators can configure the subject and message text for all e-mails, which are being used for the sending of reports. The following text format can be defined:

- Text
- HTML

For the delivery of reports text placeholders can be used in the e-mail template for:

- Report Name
- Sender

4.12.4. Account for sending e-mails

myReports sends automatically generated reports using an external e-mail server.

myReports can use either a separate e-mail account or the e-mail account of the UC Suite application suite for sending the reports.

4.12.5. Prefixes for External Phone Numbers

In order to enable myReports to handle different types of connections (for example, international calls or calls from mobile phones); the appropriate prefixes for external call numbers must be configured accordingly.

The following prefixes for external phone numbers can be configured:

Type	Example	Considered in the following predefines report templates (examples)
International	00	Incoming Calls (International)-Per User Outgoing Calls (International)-Per User
Mobile/Cell	14;15;16	Incoming Calls (Mobile-Cell)-Per User Outgoing Calls (Mobile-Cell)-Per User
Free Call	0800	Incoming Calls (Free-Calls) - Per User Outgoing Calls (Free-Calls)-Per User
Pay Call	0900;0901	Outgoing Calls (Pay-Calls)-Per User
Call to special phone numbers	01;123	Incoming Calls (Specific Calls)-Per User Outgoing Calls (Specific Calls)-Per User

Table 12 myReports - Phone number prefixes for Call Types

Several prefixes per call type are supported. The entries have to be separated by a semicolon.

4.12.6. Default Reports

In exceptional cases it may be necessary to restore the default report templates, which are included within the OpenScape Business default data base.

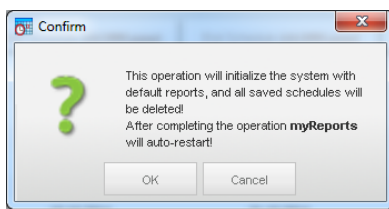


Figure 48 MyReports – Restore Reports Templates of the factory Delivery

Initiating the “factory reset” will delete all schedules, which were created by users within myReports . The original report templates are restored, any modifications / additions created by users will be deleted. The default templates form the basis for the creation of new reports.

Individual reports which have been uploaded by the Report Manager are preserved.

4.12.7. Data protection

Under this menu item administrators determine, whether the suppression of the last 4 digits of a telephone number and the numbers marked as not visible, should be active for report output or not.

4.12.8. Report Export

For the myReports option "Saving reports to the file system" the storage location within the file system can be set here is. Locations can be defined either on servers / PC within the connected network or within the UC Suite server.

4.12.8.1. Storage within the UC Server Suite

The filing within the UC server is only useful for UC Booster server or for OpenScape Business S.

The default storage path within the UC Suite server is: / var / reports

4.12.8.2. Storage on one computer or server on the network

When storing on a PC or server in the network the following information is required:

- Remote Host IP address of the PC or server
- Remote Port Port of the PC or server
- User name to access the PC or server
- Password Password for accessing PC or server
- Remote storage directory Path in which the report is to be filed
- Protocol: SFTP (port 22)
SMB / CIFS (port 445)

5. Specifics

5.1. Restrictions on Operating the Contact Center

The following conditions have to be considered for the operation of the Contact Center:

5.1.1. Trunks

The Contact Center does not support analog trunks (MSI). All external connections of the Contact Center must be made via ISDN or IP telephony. It should be noted that the integration of IP telephony is only possible through certified Internet Telephony Service Providers (ITSPs).

5.1.2. Networking

In a networked scenario, all agents must be connected to the communication system in which the Contact Center is configured.

5.1.3. Agent telephones

Agents can use all system telephones (IP phones (HFA) such as OpenStage 40, for example, or UP0/E phones such as OpenStage 40 T) and DECT telephones. Note that only the DECT telephones that are currently released for operation with OpenScape Business Cordless may be used. It is not possible to use analog, ISDN and SIP telephones here.

Agents are not allowed to be members of a group (Group Call, Hunt Group) or a MULAP. This restriction also applies to system features used in combination with MULAPs, i.e., Team Configuration (Team Group), Executive/Secretary (Top Group) and Mobility Entry.

5.1.4. myAgent

myAgent should not be used simultaneously with other UC clients, since mutual interference with the presence status cannot be excluded (see notes on using myAgent and UC Suite clients simultaneously). During normal operation of the Contact Center, agents use only myAgent to change their status (logged in, logged out, available, etc.).

5.1.5. Connecting applications via the CSTA interface

It is possible to connect applications via the CSTA interface, provided the following conditions are met:

- The application should not produce any significant additional load on the CSTA interface.
- The application must not control any agent telephones via the CSTA interface or set up any call forwarding for the agent telephones.

5.1.6. Connection of OpenScape Business TAPI 120/170

The connection of TAPI 120/170 has been basically approved. For the loading of the communication system, the same conditions as for the connection of other applications via the CSTA interface apply.

5.1.7. Logon / Logoff at System Telephone

Contact Center Login / Logout etc. functions via telephone may only work for such agents for which a myAgent license is assigned within OpenScape Business.

An agent can only use the system device for login which is assigned to him as UC User within the system configuration. The use of another device is not possible for this kind of Contact Center login.

The agent can use the following function at the phone

- Logon / Logoff (with UCD Agent ID)

- Wrap Up
- Available / Unavailable
- Display of calls within UCD Queue to which the UCD Agents ID has been assigned.



All functions are only supported on such phones, which are released for use with OpenScape Business Contact Center.

In case that login via phone is successful and the associated myAgent client is not active, only Voice Calls are routed to the agent.

In case that login via phone is successful and the associated myAgent client is active, Email / Fax and Callback Calls are not be presented to agent. In this case screen-pops and wrap up work as usual but only voice calls will be delivered to the agent. To get full functionality, agent has first to logout via phone mode and login afterward via myAgent.

Agent logout via myAgent leads is also indicated at the phone. All other agent status changes within myAgent are not signaled at the phone

In case that the system or UC Suite application is restarted AND myAgent is running AND user was logged in via phone or myAgent before, myAgent logs in the user as per current specification. After the restart all types of calls will be delivered to the agent. If this is not required by the user, he should log out of myAgent and log in via the phone.

Agent status change via phone is mapped as follows to myAgent agent status.

Phone Device				myAgent		
Feature Code	Input	Description	Phone Display Text	Status	Additional Text	Remark
*401	UCD Agent ID	Log on UCD agents	available	Available		Agent is set as available in all assigned queues
#401	---	UCD - agent log off	not available	Not available		from of all assigned queues
*402	---	UCD - agent available	available			Available (end of Work Time)
#402	---	UCD - agent not available	not available	Work Time	countdown from 999.999 seconds	
*403	---	UCD work on	wrap up	Work Time	countdown of configured worktime	Work time must be finished before it can be started again. No work time cumulating like in myAgent. After work time is elapsed agent is set available automatically.
#403		UCD work off	available	Available		
*404	night service target	UCD night service on	---	Not supported		UCD Night Service must not be used
#404	---	UCD night service off	---	Not supported		UCD Night Service must not be used
*405	---	UCD - calls in queue				Only the queue to which the UCD agent ID has been assigned is shown, regardless if the agent is assigned to multiple queues within the OSBiz CC.

Note:

- Only UCD queue information (e.g. calls in queue information) is displayed on demand

- UCD Night Server must not be used by the agent
- Agent logout via myAgent leads is also indicated at the phone. All other agent status changes within myAgent are not signaled at the phone

5.2. Dependencies between contact center and system features

5.2.1. Locked features

The activation of system features via myAgent and the associated agent telephone is not supported for active agents of the Contact Center. Agents can activate system features only via myAgent.

The following system features are therefore not supported in conjunction with myAgent:

- Call waiting (camp on)
- Second call
- Parking
- Group Call
- Do Not Disturb (for logged in agents)
- Intrusion on an agent call (exception: agents with the authorization level of a Supervisor or Administrator)
- Features that affect call routing and active call connections

5.2.2. Features that affect call routing

The following features could potentially change the call routing in the contact center and should therefore not be executed by agents.

- Call forwarding
If a logged in agent activates call forwarding, the agent will be logged out. Call forwarding is disabled as soon as an agent logs into a queue.
- Do Not Disturb
If a logged in agent activates Do Not Disturb via a UC client, the agent will be logged out. Do not Disturb is disabled as soon as an agent logs into a queue.
- Relocate
Relocating a telephone changes the logical assignment of the station numbers. The new station number assignment is only transmitted after restarting the Contact Center.
- Night service
When setting up night service in the communication system, it must be ensured that the configurations of the Contact Center-related parameters (agents, queues, etc.) for day and night service are identical.

5.2.3. Features that affect reports

Executing the following features from an agent telephone can lead to a distortion of the information in reports:

- Call pickup of Contact Center calls by non-agents
- Call transfers (e.g., via the Direct Station Select (DSS) key) of Contact Center calls to non-agents
- Conferencing
- Toggle/Connect
- Parking

INFO: The "Consultation Hold" feature is transparent for the presentation of Contact Center calls in reports and can be used by agents, regardless of the consultation destination.

5.3. Notes on the Use of DECT Phones

DECT telephones can be used as phones for contact center agents. However, the differences in the operating procedure as compared to corded phones must be taken into account.

5.3.1. Prerequisites for the Use of DECT Phones

- Only the DECT telephones that are currently released for operation with HiPath Cordless Office and OpenScape Business Cordless may be used.
- The area in which contact center agents operate must have complete DECT signal coverage
- The number of base stations must be such that sufficient B-channels are available for the DECT telephones of the contact center agents.
- As far as possible, a contact center agent should not leave the wireless range while logged into a queue of the contact center.

5.3.2. Differences in the Operating Procedure as Compared to Corded Phones

- Logging into a queue of the contact center is only possible through myAgent.
- No messages such as Available or Break, for example, appear in the display of the DECT telephone.
- The control of a DECT telephone via myAgent (e.g., via the Telephony area of the myAgent main window or the screen pop of the incoming myAgent call) is not possible.
- Incoming calls can only be accepted via the DECT telephone.
- Outbound calls must be initiated via the DECT telephone.

5.3.3. Aspects to be considered when using DECT phones:

5.3.3.1. Search time

For an incoming call, the time required to find the DECT telephone may take several seconds (at worst up to 20 seconds) before a call is signaled on the DECT telephone. During the search time, the caller hears the ringing tone. The contact center determines this time as "pickup time". The actual pickup time by a contact center agent thus consists of the search time and the alert time (i.e., time until the call is answered). If a contact center agent leaves the wireless range with his or her DECT telephone, this may result in longer search times.

5.3.3.2. DECT-Telephone cannot be found

If a contact center call exceeds the pre-set time to answer (contact-center agent is located, for example, outside the radio range), the agent is automatically logged out of the queues. A new login is only possible via myAgent.

5.4. Special features of shift operation

Shift work operation is supported by the contact center in principle. In this case a myAgent license is required for every user to take part in the shift operation (active or non active).

Open Scape Business does not support „floating licenses“ as OpenScape Office Contact Center does.

Shift operation agents can share alternatively the same user account with one myAgent license, in case that an agent specific reporting is not required and the shifts are not overlapping.

In this case the activities of all agents sharing the same account are cumulated and reported for the same agent name.

5.5. Display System Bottlenecks

5.5.1. DSP Channel Resources

OpenScape Business uses Digital Signal Processor (DSP) for transcoding the payload from ISDN / TDM to IP and vice versa. The available DSP resources are managed dynamically by OpenScape business. The amount of required DSP channels depends on the connected trunk technology and devices and on the call traffic. In case that OpenScape contact center cannot transfer a call to an agent due to missing DSP resource for three times, the following alarm message will be displayed as pop up at the agent's desktop.

- **“A call cannot be handled at this time due to limited system resources. Please contact your technical support”**

If this message appears the agent is temporarily disqualified for that particular call. Other calls will be sent to the agent as normal. The call which could not be delivered is sent to other available agents within the queue. When all agents have been tried unsuccessfully, the call is presented to the first agent again .

The pop up window at the agent's desktop is closed automatically as soon as the call has been delivered successfully to another agent.

A DSP channel shortage can be resolved by adding a DSP module (OCCB1) to the OpenScape Business mainboard (X models only), by replacing the existing DSP module with a larger one (OCCB3) or by avoiding TDM / IP transcoding. This can be done by replacing agents TDM phones with IP phones.

6. Contact Center Reports

OpenScape Business Contact Center offers historical reporting within the myReports and myAgent applications.

The tables below give an overview about the reports, which are included in myReports.

Columns labelled with:

CC indicates that the report contain Contact Center relevant data

UC Indicates that the report contains UC User relevant data

A Indicates that the report is also available within myAgent. In this case the row is colored

6.1. myReports Report Templates

The report templates (within the following also called reports) are grouped topic specific within myReports

6.1.1.1. Report templates within the group „Agent Activity“

The reports within this category are Contact Center related. They are focusing on agent activities. Other system users are not considered within these reports.

Report	Short-Description	CC	UC	A
Logged Times	This report represents the login, logout and logged in times in specified date interval for selected agent.	yes	No	No
Missed Call Times	Displaying missed call times in specified date interval for selected agent	yes	No	No
On Break Times	Displaying break times in specified date interval for selected agent	yes	No	No
Status (All Agents) Daily	Displaying status details (Logged, On Break, Work, Missed Call, and Screen Pop) by agents <u>for the reported period and for the selected agents</u> .	yes	No	No
Status (By Agent) Daily	Displaying status details for selected agent and specified day.	yes	No	No
Work Times	Displaying work times in specified date interval for selected agent.	yes	No	No

Table 13 Reports of the group - Agent Activity

6.1.1.1.1. How to use Agent Activity reports

Agent Activity reports help to analyze behavior of agent during their time logged on into my Agent. All activities from login into a queue until Logoff are recorded and are assigned to following activities.

- Logged
Time and duration from login into a queue until logout,
- Break
Time and duration Time which is spent for breaks
- Work
Time and duration, which is spent for wrap-up purpose
- Missed Call
- Time and duration, in which the agent has be set to “unavailable” due to a missed call.
- Pop-up
Time and duration, in which the Pop-up Window is opened at the agent desktop. The Pop Up Window is the indicator for call, e-mail and fax processing by an agent in general.
In case, that a voice call is terminated but the Pop Up is not closed be the agent, the overdue timer starts from that moment, but this timer is not reported separately within the agent activity reports.

The first step in analyzing agent activities should be done via the

- Agent Activity - Status (All Agents) - Daily
- Agent Activity - Status (By Agent) - Daily

reports in order to get an overview. Afterwards the other reports within this category can be used to drill down into specific activities per agent if necessary.

6.1.2. Report templates within the group „Agents“

Within the Agent Category two different report types are included:

- User / Agent call related reports
- User / Agent Grade of Service related reports.

Both report types are focusing on OpenScape Business Users, who are configured as agent.

The reports within this category are not all pure Contact Center relevant reports

The Call Related Reports do not take into account, if a user was logged in and working as an agent or not. Just the fact that a user is configured as agent is relevant. Therefore the provided information is a mixture of Contact Center and non-Contact Center data.

Reports can contain calls with “Talk Time” equal zero. This indicates in general a call, which was alerting at user’s phone but was not answered. “Missed Calls” during agent’s Contact Center activity are treated in the same way.

The Grade of Service related reports determine the average of G.O.S of all Contact Center calls, which were handled by the specified agent.

Report	Description	CC	UC	A
Average Grade Of Service by Agent)	This report shows hourly average grade of service for specified agent in a specified date range	yes	yes	yes
Average Grade Of Service by Agent - Daily	This report shows hourly average grade of service for specified agent in a specified date range (there is a different graphic for each day in the specified date range)	yes	yes	yes
Private Calls (All Agents)	This report shows details about the agent private calls in the specified date range.	yes	yes	no
Private Calls (Per Agent)	This report shows detailed information about the agent private calls for the specified agent in the specified date range.	yes	yes	no
All User Calls (Per Agent)	This report shows detailed information about all user calls for the specified agent in the specified date range.	yes	yes	no
All User Calls (By Agent) #2	This report shows detailed information about all user calls for the specified agent in the specified date range. * Difference with the report All User Calls (Per Agent) is that this report has no “Business hours only” parameter.	yes	yes	no

Table 14 Reports of the group – Agents

6.1.2.1. How to use Agents Reports

The GOS related reports can be used to get an easy to handle graphical overview about the Quality of Service performance of an agent on any day, allowing the detection of main traffic hour for agents.

Note:

Agents cannot influence this value directly in every case by their own operation. For example if an agent is an overflow agent, the entire Queue Time, the call has waited in the queue until it is answered by the agent, is assigned to him.

Call related reports can be used to determine the overall number of calls for an agent. They can also be used to determine, if the call load of an agent is caused by “Contact Center” calls or by “Non-Contact Center” calls like internal or directly in-dialed calls.

Outgoing calls of an agent are counted as “Non-Contact Center” calls in general.

Important

The call related data within the “Agents” group may not be compared with pure contact center related reports within the group “Calls” as the reports criteria within this group is set to “Is configured as Agents” and not to “is Contact Center Call”.

6.1.3. Report templates within the group „Call History“

The reports within this category are user related, common reports and not Contact Center specific reports.

The reports show calls per user, independent if the user is defined as an agent or not. This means, that calls which were routed to a user as agent while working within the Contact Center as agent are also included.

Filters within these reports are built in and are related to call direction and specific numbers. The specific number (fragments) can be set within the myReports client, when the user is logged in as myReports administrator.

Report	Description	CC	UC	A
External Calls Per User	This report shows information about the user external calls for the specified user in the specified date range.	no	yes	no
Incoming Calls (Free Calls) - Per User	This report shows incoming - free calls details for the specified user in the specified date range.	no	yes	no
Incoming Calls (International) - Per User	This report shows incoming - international calls details for the specified user in the specified date range.	no	yes	no
Incoming Calls (Mobile-Cell) - Per User	This reports show incoming - mobile/cell calls details for the specified user in the specified date range.	no	yes	no
Incoming Calls (Other External Calls) - Per User	This report shows incoming - *other calls details for the specified user in the specified date range. *other calls means not international, free, pay, mobile/cell and specific calls	no	yes	no
Incoming Calls Per User	This report shows information about the incoming calls for the specified user in the specified date range. The incoming calls are grouped by Calling Party Number, which is enhanced by Contact / company if available within the internal / external directory	no	yes	no
Incoming Calls Report - Group	This report shows information about all incoming calls grouped by departments. Note: Department cannot be set equal to a Contact Center group.	no	yes	no
Incoming Calls Report - Group Summary	This report shows summary information about the incoming calls per departments. Note: Department cannot be set equal to a Contact Center group.	no	yes	no
Incoming Calls Report - User	This report shows information about the incoming calls for the specified user in the specified date range.	no	yes	no
Incoming Calls Report - User Summary	This report shows summary information about the incoming calls per users.	no	yes	no
Incoming Calls (Specific Calls) - Per User	This report shows incoming - *specific calls details for the specified user in the specified date range. *incoming specific calls means incoming calls filtered by specific call number prefix	no	yes	no

Report	Description	CC	UC	A
Internal Calls Per User	This report shows information about the internal calls for the specified user in the specified date range.	no	yes	no
Missed Calls (Incoming) - Per User	This report shows incoming - missed calls details for the specified user in the specified date range.	no	yes	no
Missed Calls (Incoming) - Per User #2	This report shows incoming - missed calls details for the specified user in the specified date range. (Including calling number details)	no	yes	no
Missed Calls (Outgoing) - Per User	This report shows outgoing - missed calls details for the specified user in the specified date range.	no	yes	no
Missed Calls (Outgoing) - Per User #2	This report shows outgoing - missed calls details for the specified user in the specified date range. (Including called number details)	no	yes	no
Outgoing Calls (Free Calls) - Per User	This report shows outgoing - free calls details for the specified user in the specified date range.	no	yes	no
Outgoing Calls (International) - Per User	This report shows outgoing - international calls details for the specified user in the specified date range.	no	yes	no
Outgoing Calls (Mobile/Cell) - Per User	This report shows outgoing - mobile/cell details for the specified user in the specified date range.	no	yes	no
Outgoing Calls (Other External Calls) - Per User	This report shows outgoing - *other calls details for the specified user in the specified date range. *other calls means not international, free, pay, mobile/cell and specific calls	no	yes	no
Outgoing Calls (Pay Calls) - Per User	This report shows outgoing - pay calls details for the specified user in the specified date range.	no	yes	no
Outgoing Calls Report - User	This report shows information about the outgoing calls for the specified user in the specified date range.	no	yes	no
Outgoing Calls Report - Group	This report shows information about all outgoing calls grouped by departments.	no	yes	no
Outgoing Calls Report - Group Summary	This report shows summary information about the outgoing calls per departments.	no	yes	no
Outgoing Calls Report - User	This report shows information about the outgoing calls for the specified user in the specified date range.	no	yes	no
Outgoing Calls Report - User Summary	This report shows summary information about the outgoing calls per users.	no	yes	no
Outgoing Calls	This report shows incoming - *specific calls details for the	no	yes	no

Report	Description	CC	UC	A
(Specific Calls) - Per User)	specified user in the specified date range. *incoming specific calls means incoming calls filtered by specific call number prefix			
Incoming Calls (Specific Calls) - Per User)	This report shows outgoing- *specific calls details for the specified user in the specified date range. *outgoing specific calls means outgoing calls filtered by specific call number prefix	no	yes	no

Table 15 Reports of the group - Call History

6.1.3.1. How to use Call History Reports

The Call History reports can be used to get information about all calls of a specific user, filtered by criterias.

Starting with the report **Calls History Per User** (currently in category "Other") all calls per user can be determined.

Afterwards **Outgoing Calls User summary** and **Incoming Calls user summary** reports can be used for further investigations.

Additional reports for specific call categories are available to get information about direction or origin of calls.

The **Group or Group Summery** related reports can be used to get all calls of all user of a department in one report. Use of these reports implies that the assignment of user to a department has been done correctly.

Important

The term "Group", which is used in some reports of this category refers to a department entry in the user profile and **not** to a Contact Center group, which is normally labeled as "queue". In case, that no department is assigned to a user, the calls were displayed in a group labelled by "---".

User may not modify the department assignment in case of group related reports. Otherwise users and related calls cannot be assigned correctly to their department.

6.1.4. Report templates within the group „Calls“

This category contains mostly Contact Center relevant reports but some reports also contain common UC calls related data. In general the following clusters can be differentiated within this category:

- **Reports with detailed information about abandoned, answered calls.**
Within the abandoned calls reports the parameter Abandoned Call Threshold is used as filter parameter in order to eliminated early „hang-ups“ within the reporting
Within the Answered Call reports the alert time is the predominant parameter either per queue or per agent
- **Journals for callbacks , open and missed calls, based on Start Time and / or Call ID**
- **Call Traffic reports for specific resources**
Within the Call Traffic Reports break down of calls by direct or Contact Center calls and direction and source (inbound / outbound) is done.
- **Contact Center reports**
Contact Center reports summarize the most important Contact Center resources and calls.

Report	Description	CC	UC	A
Abandoned Calls Statistics	This report represents details about the abandoned calls within the queues in the specified time.	yes	No	yes
Abandoned Calls Statistics - Details	This report represents details about the abandoned calls within the queues in the specified time	yes	No	No
Answered Calls Alert Times (By Agent)	This report represent the alert times of answered calls for specified agent in the specified time.	yes	No	No
Agent Callback Call Attempts	This report contains all contact center callback calls per selected queue reports and the associated outgoing calls of the agents to the callback requestor.	yes	No	No
Answered Calls Alert Times (All Agents)	This report represent the alert times of answered calls for all agents in the specified time.	yes	No	No
Answered Calls Alert Times - Details	This report represent the alert times of answered calls for specified agent in the specified time.	yes	No	No
Answered Calls Statistics	This report presents details about the answered calls by queues in the specified time.	Yes	No	Yes
Answered Calls - (Wrap Up)	Displaying details including wrap up information for answered calls in the specified time.	yes	No	Yes
Callback Calls Report	Displaying callback details for all calls in the specified date/time range	yes	No	No
Call List open	Reports all open calls grouped per Queue.	Yes	No	No
Call List By Agent	Call list for selected agent in the specified date/time range	Yes	No	Yes
Call List By Queue	Call list for selected queue in the specified date range	yes	No	No
Call Traffic All Agents-Per Hour Daily	Call count (Contact Center calls, direct calls, outbound, inbound) and talk time by agents (for all available agents having calls in the specified date range). The values are grouped per users/agents, per hours and daily.	yes	No	No
Call Traffic All	Call count (Contact Center calls, direct calls, outbound, inbound)	yes	No	No

Agents-Per Hour Daily-Details	and talk time (for cc calls, direct calls and all calls) by agents, for all available agents having calls in the specified date range. The values are grouped per users/agents, per hours and daily. <i>Difference with the report Call Traffic All Agents-Per Hour Daily is that this report contains additional columns (cc calls talk time and direct calls talk time)</i>			
Call Traffic All Queues-Per Hour Daily	Call count (all calls, answered calls and abandoned calls) for all available queues-having calls in the specified date range. The values are grouped per queue, per hours and daily.	yes	No	No
Call Traffic All Queues-Queue Time, GOS Per Hour Daily	Number of calls, maximum queue time, minimum queue time and grade of service for all available queues-having calls in the specified date range. The values are grouped per queue, per hours and daily.	yes	No	No
Call Traffic By Queue-Per Hour Daily-Details	Call count (all calls, answered calls and abandoned calls) for the selected queue and the specified date range. The values are grouped per hours and daily.	yes	No	No
Call Traffic One Agent-Per Hour Daily	Call count (Contact Center calls, direct calls, outbound, inbound) and talk time for selected agent and the specified date range. The values are grouped per hours and daily.	yes	No	No
Call Traffic One Agent-Per Hour Daily-Details	Call count (all calls, Contact Center calls, direct calls, outbound, inbound) and talk time (cc calls talk time, direct calls talk time and total talk time-for all calls) for selected agent and the specified date range. The values are grouped per hours and daily. <i>Difference with the report Call Traffic One Agent-Per Hour Daily is that this report contains additional columns (cc calls talk time and direct calls talk time)</i>	yes	No	No
Call Traffic One Queue-Queue Time, GOS Per Hour Daily	Number of calls, maximum queue time, minimum queue time and grade of service for the selected queue and the specified date range. The values are grouped per hours and daily.	yes	No	No
Contact Center Calls	Displaying call details (missed, answered and abandoned calls) in the selected date/time range.	yes	No	Yes
Contact Center Calls – List for Export	This report contains all contact center calls within the selected time. The report is primarily designed for file export and for data processing by means of 3rd party applications. The header line contains the content of the columns. The footer line contains the EOF indication and some basic report information. Each row between header and footer contains all information about one specific contact center call, which is available within the database.	Yes	No	No
Contact Center Overview	This report contains the overview of the contact center. It presents information about all calls (all calls, answered, abandoned, other), and about average queue-, alert- and talk-times of all queues and in total within the contacts center within the specified time.	yes	No	No

Contact Center (Per Agents) - Chart	Number of calls (Total number of calls, answered and missed calls) by agents for the specified date range.	yes	No	No
Contact Center (Per Agents) - List	Number of calls (Total number of calls, answered and missed calls), percent of calls, average queue time and talk time by agents for the specified date range.	yes	No	No
Contact Center (Per Queues) - Chart	Number of calls (Total number of calls, answered and missed calls) by queues for the specified date range	yes	No	No
Contact Center (Per Queues) - List	Number of calls (Total number of calls, answered and missed calls), percent of calls, average queue time and talk time by queues for the specified date range.	yes	No	No
Contact Center Summary (All Call Types)	Number of calls, average queue time, talk time and pickup time by queues for the specified date/time range.	yes	No	Yes
Contact Center Summary #2	Number of calls, average queue time, talk time and pickup time, number of callback calls and queue time by queues for the specified date range.	yes	No	No
Contact Center Summary Answered Calls	Number of calls, average queue time, talk time and pickup time, number of callback calls and queue time of answered calls by queues for the specified date range.	yes	No	Yes
Contact Center Summary - Details	Number of calls (Total number of calls, answered and abandoned calls), average queue time; talk time and pickup time by queues for the specified date/time range.	yes	No	No
Contact Center Transferred Calls	Transferred call details by queues for the specified date/time range and the selected queues.	yes	No	No
Incoming Call Report - Per Agent	The report shows all incoming calls per agent grouped per day together with the information in which queue the call was answered and the source or destination queue in case that the contact center call has been transferred from one queue to another.	yes	No	No
Incoming Call Report - Per Queue	The report shows all incoming calls per queue grouped per day and per queue together with the information which agent has answered the call and the source or destination queue in case that the contact center call has been transferred from one queue to another.	yes	No	No
Missed Calls Report	Displaying details for missed calls in the specified date/time range.	yes	No	Yes
Missed Calls Summary (Per Agent)	Displaying missed calls summary details (number of calls and percent of all missed calls) per agents for calls in the specified date/time range. (see attached image on the next page)	yes	No	No
Missed Calls Summary (Per Queues)	Displaying missed calls summary details (number of calls and percent of all missed calls) per agents for calls in the specified date/time range, these details are grouped per queues. (see attached image on the last page of this document)	yes	No	Yes
Queue Rejected Calls	This report contains all calls which were actively rejected by the contact center due the "queue depth" settings within the system.	yes	No	No
Transferred Calls	The report contains only calls which were internally transferred	yes	No	No

Report – Per Agent	from one queue to another queue. The calls within this report are grouped per agent. The report shows all incoming calls grouped per agent per day together with the information in which queue the call was answered and the source and destination queue.			
Transferred Calls Report – Per Queue	The report contains only calls which were internally transferred from one queue to another queue. The report shows all incoming calls grouped per queue and per day together with the information which agent has answered the call and the source and destination queue.	yes	No	No
User-Agent related Report – List for Export	This report contains all calls of all users within the selected time regardless if users are agents or not. In case that a user is an agent and has received a contact center call, additional information like CC Call ID is presented. The report is primarily designed for file export and for data processing by means of 3rd party applications. The header line contains the content of the columns. The footer line contains the EOF indication and some basic report information. Each row between header and footer contains all information about a call of a user, which are available within the database. One user call can be presented multiple times.	Yes	No	No
Whole of Life Report – Per Queue	The report shows all incoming calls per day, grouped per queue, together with the information in which queue the call was processed and which agent has answered the call. Information about source or destination queue, in case that the contact center call has been transferred from one queue to another, is included as well.	yes	No	No

Table 16 Reports of the group – Calls

6.1.4.1. How to use Calls Reports

For the Calls Report group a general handling advice cannot be given.

If an overview about the Contact Center Calls is required the Contact Center Summary Reports can be used. These reports provide queue based information about all answered and abandoned calls. The sum of those calls represent the total number of all Contact Center calls.

If information about a specific call type of the Contact Center reports is required, the appropriate statistic report should be used. E.g. answered, abandoned, open, missed calls report etc. Users can choose different break down levels for those reports.

The Call Traffic reports should be used if information about call type incoming / outgoing / inbound / outbound and Contact Center or direct calls is required. The call traffic reports contain either agent or queue based information

6.1.5. Report templates within the group „CLI“

Report	Description	CC	UC	A
One Number Statistic Details	This Report shows all incoming Contact Center calls from one specific CLI. Per call information about Queue, Agent (if connected) Queue-, Pick up- and Talk Time and about Callback, Answered and Abandoned Call is presented. Grand totals are calculated daily and over the selected time interval.	yes	No	no
Summary Report Detailed	This Report shows the sum of incoming Contact Center Calls etc., for every CLI within the selected time interval.	yes	No	no
Traffic per CLI Fragment per Hour Daily	This Report shows all incoming Contact Center calls for all CLIs which contain the selected number fragment (beginning from the front). The calls are presented as sum grouped by date, CLI an in hourly resolution over the selected time interval. Totals are calculated per CLI per day and as Grand Totals over the selected time interval.	yes	No	no
One Customer Number statistic Details	This Report shows all incoming Contact Center calls for one specific customer ID. Per call information about Queue, Agent (if connected) Queue-, Pick up- and Talk Time, GOS and about Callback, Answered and Abandoned Call is presented. Grand totals and average values are calculated over the selected time interval.	yes	No	no

Table 17 Reports of the group - CLI

6.1.6. Report templates within the group „Fax / E-Mail“

Report	Description	CC	UC	A
Contact Center Summary Fax / e-mail- One Queue statistic Details	Number of emails/faxes (Total number of email/faxes, number of completed email/faxes and not completed), average fax/email process time and pickup time by queues for the specified date/time range.	yes	No	No
E-mail - One Queue statistic Details	This Report shows all incoming Contact Center E-Mail details for one specific queue. Grand totals are calculated daily and over the selected time interval.	yes	No	No
Fax - One Queue statistic Details	This Report shows all incoming Contact Center Fax details for one specific queue. Grand totals are calculated daily and over the selected time interval.	yes	No	No

Table 18 Reports of the group - Fax / E-mail

6.1.7. Report templates within the group „Other“

Report	Description	CC	UC	A
Call History Per User	Displaying call history information for the specified user in the selected date range.	No	yes	no
Default Break Information	Default break information (Break name and default break interval in minutes)	No	Yes	No
External Directory User Details	This report displays information about the users external directory (User company, first name, surname, business phone 1, business phone 2, home phone and mobile phone)	No	Yes	No
Fax Journal - Received Faxes (By Users)	This report shows details of the received faxes for a specified user in the selected date range.	No	Yes	No
Fax Journal - Sent Faxes (By Users)	This report shows details of the sent faxes for a specified user in the selected date range.	No	Yes	No
Fax Transmission Report	Faxes Transmission Report – fax details including the fax itself.	No	Yes	No
Incoming Call Report - Hourly	Number of incoming calls per hour and daily	No	Yes	No
Incoming Call Report - Hourly Per Weekday	Number of incoming calls per hour and weekday	No	Yes	No
Internal Directory User Details	This report shows information about the user internal directory.	No	Yes	No
Voice-mail Center (All users)	This report shows voice-mails details in the specified date range.	No	Yes	No
Voice-mail Center (By User)	This report shows voice-mails details for selected user in the specified date range.	No	Yes	No

Table 19 Reports of the group – Other

6.1.8. Report templates within the group „Performance“

Report	Description	CC	UC	A
Abandoned Calls per hour	Hourly representation of all abandoned calls in the specified date range	yes	No	Yes
Percentage of Calls received by Agents (All Queue)Call Percentage	Displaying information about the percentage and number of calls received by agents.	yes	No	Yes
Agent Performance Details	This report show agent performance details for specified agent in a specified date/time range	yes	No	Yes
Answered Calls Per Hour	Hourly representation of all answered calls for specified date range.	yes	No	No
Contact Center Hourly Traffic By Queue	Hourly representation of the number of calls for specified queue in the selected date range.	yes	No	Yes
Contact Center - Hourly Traffic by Queue - Daily	Hourly representation of the number of calls for specified queue in the selected date range. (there is a different graphic and table for each day)	yes	No	No
Contact Center Hourly Traffic Per Hour	Hourly representation of the number of calls in the selected date range. (Contact Center Traffic - Daily has different graphic and table for each day)	yes	No	Yes
Contact Center Hourly Traffic - Daily	Hourly representation of the number of calls in the selected date range. (there is a different graphic and table for each day)	yes	No	Yes
Missed Calls Per Hour	Hourly representation of all missed calls in the specified date range.	yes	No	No
Summary Details Per Agent	Summary call details for the selected agent in the specified date range.	yes	Yes	No
Summary Details Per Queue	Summary call details for the selected queue in the specified date range.	yes	Yes	No

Table 20 Reports of the group - Performance

6.1.9. Report templates within the group „Queues“

Report	Description	CC	UC	A
Percentage of Calls received by agents	Displaying information about the percentage and number of calls received by agents for selected queue in specified date range.	yes	No	Yes
Agent Properties	Displaying the agent properties for all available agents.	yes	No	No
Queue Load per Agent	This report shows queue load information for the specified agent in the specified date range.	yes	No	Yes
Average Grade Of Service by Queue	Hourly representation of the average grade of service for specified queue in the selected date range. (Average GOS Per Queue - Daily has different graphic for each day)	yes	No	Yes
Average Grade Of Service by Queue - Daily	Hourly representation of the average grade of service for specified queue in the selected date range. (there is a different graphic for each day)	yes	No	Yes
Missed Calls Per Queue	Missed calls grouped by queues for call in the specified date range.	yes	No	No
Queue Summary Details	Queue summary details for selected queue and specified date range.	yes	No	No
Queue Traffic Comparison	Queue traffic comparison by numbers of calls for selected date/time range.	yes	No	Yes

Table 21 Reports of the group - Queues

6.1.10. Report templates within the group „User Presence Status“

Report	Description	CC	UC	A
User Presence Status (All Users) - Daily	This report shows the user presence status details: Meeting, Sick, Break, Lunch, Gone out, Vacation (Holiday) and DND, for all users with presence changes in the specified date range. The report data is selected for a specified date range and grouped by users and daily.	No	yes	No
User Presence Status (All Users)	This report shows the user presence status details: Meeting, Sick, Break, Lunch, Gone out, Vacation (Holiday) and DND, for all users with presence changes in the specified date range. The report data is selected for a specified date range and grouped by users.	No	yes	No
User Presence Status (By User) - Daily	This report shows the user presence status details for the selected user. The report data is selected for the specified date range and is grouped daily.	No	yes	No
User Presence Status (By User)	This report shows the user presence status details for the selected user. The report data is selected for the specified date range.	No	yes	No

Table 22 Reports of the group - User Presence Status

6.1.11. Report templates within the group „Wrap Up Codes“

Report	Description	CC	UC	A
Wrap-up Code Usage All Queues	This report shows wrap-up code usage details in the specified date/time range.	Yes	No	Yes
Wrap-up Code Usage	This report shows wrap-up details for specified queue.	Yes	No	Yes
Wrap-up Code Usage Per Wrap-up Group	This report shows wrap-up details for selected wrap-up group in the specified date range.	Yes	No	No
Wrap-up Code Usage Per Wrap-up	This report shows wrap-up details for specified wrap-up.	Yes	No	No

Table 23 Reports of the group - Wrap Up Codes

6.2. myAgent Standard Reports

myAgent reports are available for contact center supervisors or administrators only. The reports in myAgent represent a subset of “myReports” reports. Differences exist in report handling. MyAgent reports can only be displayed immediately in PDF. Name of the Report within the User Interface can slightly differ from the name of the report in myReports.

Following reports are available for Contact Center supervisors or administrators:

Report	Description
Percentage of calls received by agents (All Queues)	Bar chart and table with number and percentage of answered calls, faxes and e-mails and percentage of talk/reading time per agent. Total values for all agents
Percentage of calls received by agents	Bar chart and table with number and percentage of answered calls, faxes and e-mails and percentage of talk/reading time per agent for the selected queue. Total values for all the agents for the selected queue
Agent Performance Details (Daily Breakdown)	Table with start time, pickup time, talk/reading time and GOS (Grade of Service) for every call, fax and e-mail for the selected agent. Total values per queue and total values of all queues
Queue Load Per Agent	Bar chart and table with number and percentage of calls, faxes and e-mails per queue for the selected agent. Total values for all queues
Calls List By Agent	Table with start time, end time, queue, Q-time, talk/reading time, CLI (phone number/fax number/e-mail address) and GOS (Grade of Service) for every call, fax and e-mail for the selected agent. Optionally only during configured business hours
Average Grade of Service by Agent	Line chart with average Grade of Service for the selected agent at hourly intervals.
Average Grade Of Service by Queue	Line chart with average Grade of Service for the selected queue at hourly intervals.
Average Grade Of Service by Agent - Daily	Line chart with average Grade of Service for the selected agent at hourly intervals on a daily basis.
Average Grade Of Service by Queue - Daily	Line chart with average Grade of Service for the selected queue at hourly intervals on a daily basis.

Contact Center - Hourly Traffic	<p>Line chart and table with number and percentage of all calls, faxes and e-mails at hourly intervals</p> <p>INFO: This is a useful aid in provisioning a sufficient number of agents during peak hours to maintain a specific Grade of Service.</p>
Contact Center Calls	<p>Table with call ID, time of call, agent, queue, Q-time, CLI (phone number/fax number/e-mail address) and customer name/company name for all calls, faxes and e-mails classified as missed, abandoned and answered calls, faxes and e-mails on a daily basis.</p> <p>Optionally only during configured business hours</p> <p>INFO: A missed call, a missed fax or a missed e-mail to an agent may also appear as a received call, received fax or received e-mail at another agent or as an abandoned call, fax or e-mail.</p>
Queue Traffic Comparison	<p>Pie chart and table with the number and percentage of calls, faxes and e-mails handled per queue Total values for all queues.</p> <p>Optionally only during configured business hours</p>
Answered Calls Statistics	<p>Table with number of calls, faxes and e-mails, percentage of answered calls, faxes and e-mails, maximum Q-time and number and percentage of answered calls, faxes and e-mails depending on the Q-time per queue.</p> <p>Total values for all calls, faxes and e-mails</p>
Contact Center - Hourly Traffic (Daily)	<p>Line chart and table with number and percentage of all calls, faxes and e-mails at hourly intervals on a daily basis.</p> <p>INFO: This is a useful aid in provisioning a sufficient number of agents during peak hours to maintain a specific Grade of Service.</p>
Contact Center - Hourly Traffic by Queue - Daily	<p>Line chart and table with number and percentage of all calls, faxes and e-mails at hourly intervals on a daily basis for the selected queue.</p> <p>INFO: This is a useful aid in provisioning a sufficient number of agents during peak hours to maintain a specific Grade of Service.</p>
Missed Calls Per Queue	<p>Pie chart and table with number and percentage of missed calls, faxes and e-mails per queue Total values for all queues.</p> <p>Optionally only during configured business hours</p>
Missed Calls Report	<p>Table with Time Of Call, Call ID, Phone Number, Customer Name and Company Name of missed calls, faxes and e-mails for selected queues on a daily basis.</p> <p>Optionally only during configured business hours</p>

Abandoned Calls Statistics	<p>Table with number and percentage of calls abandoned by callers before reaching an agent, per queue Q- times for callers at 30-second intervals per queue.</p> <p>Total values for all calls, faxes and e-mails</p>
Abandoned Calls Per Hour	<p>Bar chart and table with number and percentage of calls abandoned by callers before reaching an agent, per hour.</p> <p>Optionally only during configured business hours</p>
Contact Center Summary (All Call Types)	<p>Table with number of calls, faxes and e-mails, average pickup time, average talk/reading time and average Q-time, number of callbacks and total Q-time, per queue.</p> <p>Total values for all queues.</p> <p>Optionally only during configured business hours</p>
Contact Center Summary (Answered Calls)	<p>Table with number of answered calls, faxes and e-mails, average pickup time, average talk/reading time and average Q-time per queue.</p> <p>Total values for all queues.</p> <p>Optionally only during configured business hours</p>
Queue Summary Details	<p>Bar chart and table with number of answered and aborted calls, faxes and e-mails, number of remaining calls, maximum, minimum and average Q-time for answered and abandoned calls, faxes and e-mails and maximum, minimum and average talk/reading time for answered calls, faxes and e-mails for the selected queue Average Grade of Service for the selected queue</p> <p>INFO: Remaining calls are calls that were, e.g., handled by a non-agent.</p>
Wrap up Code Usage	<p>Bar chart and table with number and percentage usage, average talk/reading time, total talk/reading time and average Q-time per wrap-up reason for the selected queue.</p> <p>Optionally only for the configured business hours</p>
Wrap up Code Usage (All Queues)	<p>Pie chart and table with number and percentage usage, average talk/reading time, total talk/reading time and average Q-time per wrap-up reason.</p> <p>Optionally only for the configured business hours</p>
Answered Calls (Wrap up)	<p>Bar chart and table with number and percentage usage, average talk/reading time, total talk/reading time and average Q-time per wrap-up reason for the selected queue.</p> <p>Optionally only for the configured business hours</p>

Call List Open	Table with number of open calls, faxes and e-mails per queue. Total values for all queues
-----------------------	--

Table 24 MyAgent Standard Reports

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

Unify.com

Copyright © Unify GmbH & Co. KG, 2014
Hofmannstr. 63, D-81379 Munich, Germany
All rights reserved.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

Unify, OpenScape, OpenStage and HiPath are registered trademarks of Unify GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.