

ARMSTRONG BUSINESS SOLUTIONS

CALL CENTER PRO USER GUIDE

FOR AGENTS

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Contents

- 1 Agent Lines 1
- 1.1 Using Multi Line Hunt Groups 1
- 1.1.1 Viewing MLHGs..... 1
- 1.1.2 Logging in and out of MLHGs..... 2
- 1.2 Using the Agent Dashboard page..... 2
- 1.2.1 Accessing the Agent Dashboard page 2
- 1.2.2 Managing your Current state 3
- 1.2.3 Viewing incoming calls..... 5
- 1.2.4 Wrapping up a completed call..... 5
- 1.2.5 Logging in and out using the Agent status page 7
- 1.2.6 Viewing Queue statistics 7

1 Agent Lines

As a Call Center Agent, you will be a member of one or more Multi Line Hunt Groups (MLHG). An MLHG controls how the calls arriving at your Call Center are distributed to the MLHG members or may hold calls in a queue until an agent becomes available. Members of MLHGs who are acting as Call Center Agents can use Call Center Pro to see information on incoming calls and the activity of the Multi Line Hunt Group(s) that they belong to using CommPortal.

You will use the **Groups** page in your CommPortal account to see the MLHG(s) that you belong to and, optionally, log in and out of them. On this page, MLHGs are referred to as Hunt Groups. With the Call Center Pro feature, you can also link to an **Agent Dashboard** screen that will display caller information whenever a call arrives in an MLHG and also provides a range of statistics on the current activity of the MLHGs of which you are a member.

1.1 Using Multi Line Hunt Groups

This section describes how to use MLHGs.

You may be a member of more than one MLHG.

Depending on how your administrator has set up your Multi Line Hunt Group, you may be able to log in and out of the Multi Line Hunt Group. When you're logged in, calls to that Multi Line Hunt Group will ring your phone. When you're logged out they won't.

1.1.1 Viewing MLHGs

To view the MLHG(s) that you belong to, log on to your CommPortal account and navigate to the **Groups** page.

Figure 1: Groups page in CommPortal

Number	Extension	Name
(501) 203 0006	454	John Smith
(501) 901 1201	455	Alice
(501) 901 1202	456	Jack
(501) 901 1229	927	Ann

You can see the Hunt Groups (MLHGs) that you belong to on the **Group Membership** panel on the left.

- Click on the name of the Hunt Group in the **Group Membership** panel to display the details of the MLHG in the main part of the screen.
- You can then see

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- how many lines belong to the MLHG, and how many of these are currently logged in
 - whether you are currently logged in
 - details of each of the lines in the MLHG, including whether each line is currently logged in  or logged out .

1.1.2 Logging in and out of MLHGs

Your MLHG may be configured so you are permanently logged in to the MLHG and you cannot opt to log out. If it is, then this section does not apply to you.

If you are able to log in and out of an MLHG, your system may only allow you to log in to a single MLHG that supports this explicit method of login. If this is the case, logging in to another MLHG will automatically log you out of the MLHG you are currently logged in to. If you are also a member of an MLHG where its members are permanently logged in, you will however remain logged in to that MLHG.

When you are logged out, you will not receive any calls that come in to the MLHG.

You can use CommPortal to log in or out of an MLHG.

- Click on the Hunt Group you want to log in or out of.
- If you are currently logged in, use the **Logout** link to log out.
- If you are currently logged out, use the **Login** link to log in.
- If you were already logged in to an MLHG and try to log in to another one, you may see a pop-up warning that you will be logged out of that MLHG.

Metaswitch Networks may also have given you star access codes that you can use on your phone handset to log in and out of the MLHG.

1.2 Using the Agent Dashboard page

The **Agent Dashboard** page allows you to see details of the calls coming in to the MLHGs and also view information on the current activity of the MLHGs that you belong to.

1.2.1 Accessing the Agent Dashboard page

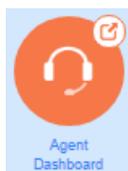
You will initially access the Agent D page using the link on the CommPortal Home page. Once you have accessed the page, you can bookmark the page in your browser so that you can link to it directly.

To access the Agent Dashboard page:

- Log on to CommPortal.

- Click on the **Agent Dashboard** icon. This appears in the **Your Services** panel on the Home page and in the top panel of the CommPortal **Groups** page.

Figure 2: Agent Dashboard icon



- This launches the **Agent Dashboard** page in a new browser window. On the **Agent Dashboard** page, each MLHG is referred to as a Queue.

Figure 3: Agent status screen

	Predicted Waiting Time	Callers Waiting	Logged-in Members	Queue Status
Support	0:30	1	4	Logged In

	Predicted Waiting Time	Callers Waiting	Logged-in Members	Queue Status
Support	0:30	1	4	Logged In
Marketing	0:00	0	2	Logged In
Careers	0:00	0	5	Logged In

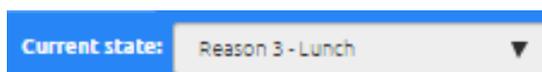
The rest of this section describes the information you can see on this page.

1.2.2 Managing your Current state

You will only see the Current state drop-down at the top right of the screen if you are a member of an Call Center Pro Premium group and your Queue (MLHG) is configured to support Agent States.

You can use the **Current state** drop down menu in the top right hand corner of the Agent Status page to show whether or not you are currently available to take calls from your Queues.

Figure 4: Current state drop down



When you click on this menu, you will be given the choice of a number of states that have been pre-configured by your Call Center Pro Supervisor.

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- The **Available** state indicates that you are currently available to handle calls from your Queues. You will be shown as Available unless you select an 'unavailable' state from the Current state drop down menu, or your telephone system detects that you are in fact unavailable for calls and automatically displays an appropriate Agent State.
 - However, if you need to stop receiving calls for a period of time (for example because you are taking your lunch-break or you are going to attend a meeting), you should use the **Current state** drop down menu to switch to the state that is most appropriate for the reason that you cannot currently handle calls.
 - When you switch out of the **Available** state, you will not receive calls via any of your Queues.
 - Once you are available to take calls again, you must switch your **Current state** back into the **Available** state before your phone will ring.
 - In some circumstances, your Agent State will be set automatically to one of the following 'unavailable' states and you will not receive calls from your queues. You will automatically be put back into the Available state once the system detects that you are once again able to take calls from a queue.
 - **Wrap-up** state. If you have some wrap-up time at the end of a call, you will automatically be moved into wrap-up state once you hang up a call and will only be shown as Available when you have exited wrap-up.
 - You may only be able to spend a set amount of time in the Wrap-up state. If that is the case, you will see a Wrap-up timer on the screen - if you are still in Wrap-up state when the timer expires, you will automatically be moved out of Wrap-up state.
 - **Logged Out**. You will see this Agent State if you log out of all your queues. As soon as you log back in to a queue, your agent state will automatically change to Available.
 - **Line Not Ready**. You will see this Agent State if your telephone line is not ready to receive calls, even if you are logged in to a queue.
 - **DND**. You will see this Agent State if you turn on Do Not Disturb. You should note however that this will not happen if you use phone-side DND, or set your Easy Call Manager or Incoming Call Manager status to DND.
 - **In a call**. You will see this Agent State when you are in a call. This can be either an incoming or outgoing call, and need not be a call received via a queue.

1.2.3 Viewing incoming calls

When you receive an incoming call, the Incoming Call panel on the Agent status page displays any caller information that can be derived by your telephone system, for example the caller's telephone number if it has not been withheld.

If the call has been received via a Queue, the panel displays the following information about the Queue that the caller dialed.

- the name of the Queue that was originally called
- the predicted waiting time for a call to be answered in that Queue
- how many callers are waiting for their call to be answered in that Queue
- how many members are logged into the Queue
- whether you are logged in to this Queue.

This information will help you answer the call appropriately. For example, you will be able to see when a caller has been waiting a long time for a response.

If the call did not arrive via a Queue, you will see a message saying 'No matching queue'.

If an incoming call stops ringing for any reason (for example, it was answered by another agent or the caller hung up), the incoming call details will fade out over a few seconds.

The Incoming Call panel will display the message 'No incoming call' if there are currently no incoming calls in any of the Queues that you belong to.

1.2.4 Wrapping up a completed call

Wrap-up is only available if you are an Call Center Pro Premium Agent and your Supervisor has configured your group for wrap-up.

When you finish a call, you will be put into the **Wrap-up** state.

The **Current state** drop-down at the top right of the screen will automatically indicate that you are in wrap-up state, and, unless the call was transferred to you from another agent in the Queue, will show the name of the Queue from where this call originated.

While you are in the **Wrap-up** state, you will not receive calls via any of your Queues, allowing you time to complete any clerical work related to the completed call.

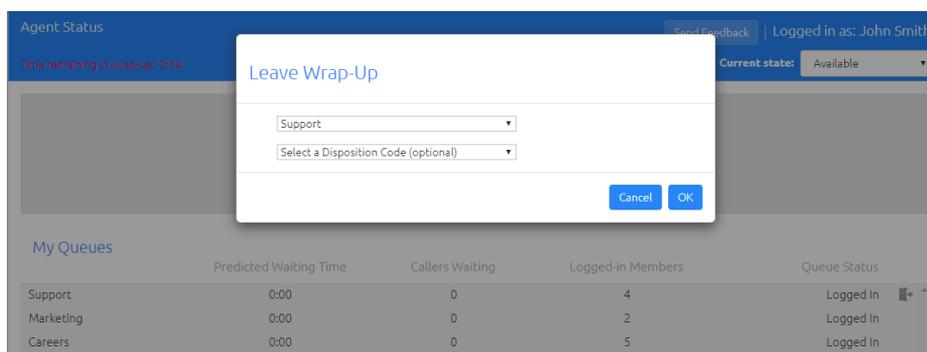
Once you have completed this work, you will need to leave the Wrap-up state before you can receive calls from the Queues that you belong to.

To leave the Wrap-up state:

- Choose a new Agent State using the **Current state** drop down menu in the top right hand corner of the **Agent status** page, as described in section 1.2.2.
- If your Queue does not use Disposition Codes and you have just set your state to Available, you will now be able to receive calls from your Queue(s).

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- If your Queue has Disposition Codes enabled, a **Leave Wrap-Up?** dialog box will appear.

Figure 5: Leave Wrap-Up? with Disposition Codes enabled dialog box



- Fill out the fields in the Leave Wrap-Up? dialog box to provide information about the call that you have just completed.
- The Queue name will be pre-populated with the Queue from which the call originated. If you need to use a Disposition code from a direct Queue, simply use the drop-down menu to select the Queue that is most appropriate for the content of the completed call. For example, in the screenshot above, a call from a customer concerning a potential purchase would be assigned to the Sales Queue.
- The second drop-down menu asks you to select the disposition code that best describes how the call was resolved.
 - If this menu is labeled **Select a Disposition Code**, you will not be able to continue until you have chosen a code.
 - If this menu is labeled **Select a Disposition Code (optional)**, you can choose whether or not to choose a code.
 - If this menu is labeled **No Disposition Codes**, this Queue does not require any disposition codes and you can ignore this menu.
- Once you have provided all of the necessary information, click **OK** to exit the Wrap-up state.
- If you are only allowed to spend a set amount of time in Wrap-up state, you will see a countdown showing the number of seconds until Wrap-up time will be exceeded. When the countdown reaches five seconds, the timer will display 'Switching to Available'. If you do not manually leave the wrap-up state before the timer expires, you will automatically be returned to the Available Agent State, and the disposition code 'Wrap-up timeout exceeded' will automatically be applied.
- You will now be able to receive calls from your Queue(s).

1.2.5 Logging in and out using the Agent status page

You can also use the Agent status page to log in and out of a Queue, where this action is supported. See section 1.1.2 for more information about logging in and out of MLHGs (Queues).

The **My Queues** panel lists all the Queues that you belong to, and shows whether or not you are currently logged in to that Queue.

- The gray icon  alongside a Queue indicates that you can explicitly log in or out of this Queue.
 - Click on this icon to log in or out of that particular Queue.

Note that your system may only allow you to log in to a single Queue that permits explicit login. If you are already logged in to another Queue, you will see a pop-up warning you that logging in to this Queue will mean that you are automatically logged out of the other Queue. This will give you the option to continue with changing the Queue you are logged in to or canceling the action and remaining in the original Queue

- If the Queue does not have a gray icon , you cannot log out of that Queue.

1.2.6 Viewing Queue statistics

On the My Queues panel of the Agent status page, you can see current statistical information on all the Queues that you are a member of. These statistics are refreshed every 30 seconds and whenever an incoming call starts ringing.

For each Queue, the screen shows:

- Avg. Waiting Time.
 - This is the running average for the most recently answered calls of how long a caller waits before their call is answered. The value is the sum of the time a caller is waiting in a queue and the time the call is alerting (that is, the call has been hunted to an agent and agent's phone is ringing) before it is answered.
- Logged-in Members.
 - This is the number of agents who are currently logged in.
- Callers Waiting.
 - This shows how many callers are currently waiting in a queue because all agents are busy.
 - Once a call has been hunted to a particular agent, they are not counted here, even if the agent has not yet answered the call.
 - If the Queue only accepts calls when an agent is available, this statistic will be shown as n/a.