

CALL CENTER

CALL CENTERS

Configure settings that apply to a specific Call Center (CC) only

Click the Edit link beside the desired Call Center to view and configure

Note: Available settings dependent upon Call Center level

GROUP > CALL CENTER > CALL CENTERS > PROFILE PROFILE

- Change the Call Center name and Caller ID information
- Assign a Department to the CC
- Set routing type and Distribution Policy
- Set queue length
- Enable or disable the escape option for the queue (callers who escape will be given busy treatment)
- View and change basic Agent settings for the CC

AGENTS

- Assign Agents to the CC
- Reorder Agents already assigned to the CC

STATUS & STATISTICS

- View current queue status
- View basic CC statistics

SUPERVISORS

- Assign Users as Supervisors for the CC
- Assign Agents to be supervised to each Supervisor

THRESHOLDS

- Configure statistical thresholds for the CC
- Set up notification email addresses(es)

ANNOUNCEMENTS

- Enable and disable specific announcements heard by callers in the CC
 - Entrance Message
 - Estimated Wait Message
 - Comfort Message
 - Music On Hold Message (separate from group MOH; duration limit of 5 mins per file)
 - Call Whisper Message (Premium only)
- Audio files must be loaded in the group or CC Announcement Repository in order to be used for CC announcements

DNIS (Premium only)

- View all DNIS numbers assigned to the CC
- Configure display and priority settings for all DNIS numbers
- Click on a DNIS number to view and change configuration settings for that DNIS
 - Assign priority level
 - Calling Line ID settings
 - Enable or disable DNIS-specific announcements
 - Enable or disable outbound Call Center calling

CALL DISPOSITION CODES

- Enable or disable disposition codes
- Enable or disable forced use of codes
- Click the [Add] button to create a new disposition code

CALL CENTER

GROUP > CALL CENTERS > CALL CENTER > ROUTING POLICIES

FORCED FORWARDING (Premium only)

- Enable or disable forwarding
- Configure forwarding destination
- Configure optional announcement to play prior to forwarding

HOLIDAY SERVICE (Premium only)

- Configure routing policy for calls during Holiday schedule
- Select schedule for holiday routing
- Configure optional announcement to play prior to call routing

NIGHT SERVICE (Premium only)

- Configure routing policy for calls outside of the Business Hours (Time) schedule
- Select schedule for night routing
- Configure optional announcement to play prior to call routing

BOUNCED CALLS

- Configure the number of rings before a call bounces back to the queue or routes to another destination
- Configure optional alternate routing of calls
- Configure default Agent alert settings for holding callers

OVERFLOW

- Configure routing if queue is full
- Configure optional timed overflow
- Configure optional announcement to play prior to call routing

STRANDED CALLS

- Configure routing for calls during times when there are no Agents signed in to the CC
- Configure optional announcement to play prior to call routing

STRANDED CALLS-UNAVAILABLE

- Enable, disable, and configure Unavailable Code criteria to trigger routing
- Configure routing for calls during times when all Agents are in Unavailable ACD state
- Configure optional announcement to play prior to call routing

CALL CENTER

AGENT DEFAULT SETTINGS

- Choose the Group button to customize the settings for your group; will affect all Agents in all CCs in the group
- Use the drop-down box to choose Guard Timer duration
- Configure specifications for Unavailable Agents

AGENT THRESHOLD PROFILES

- Configure statistical profiles to be assigned to Agents
- Set up notification email address(es)

AGENT UNAVAILABLE CODES

- Enable and disable Unavailable Codes for CCs
- Configure default/automatic settings triggered by Agent activities
- Set default code for forced code usage
- Activate/deactivate existing Unavailable Codes
- Add/delete codes

CALL DISPOSITION CODES

- Enable and disable Disposition Codes for CCs
- Activate/deactivate existing Disposition Codes
- Add/delete codes

ROUTING PRIORITY SETTINGS

- Set routing policy to Longest Wait Time or Priority
- Set priority level for each Call Center (may be whole number priority or decimal value)

SCHEDULED REPORTS

- Use the [Add] button to schedule a new Call Center report for the group
- Click the [Search] button to see a list of already-scheduled reports; select a report to delete or change report settings
- Click the [Apply] button to save

CALL CENTER REPORTS OVERVIEW

	REPORT	SUMMARY
1	Abandoned Call Report	Provides information related to calls that are abandoned by callers.
2	Agent Activity Detail Report	Provides details related to agents including state and call activity.
3	Agent Activity Report	Provides comprehensive data relating to agent ACD and call state.
4	Agent Call by Skill Report	Provides call count by skill levels (applies only to skills-based routing)
5	Agent Call Detail Report	Provides detailed information each individual agent call
6	Agent Call Report	Provides information about the number of calls handled by agents, reported by call type.
7	Agent Disposition Code Report	Provides information related to disposition codes used by agents
8	Agent Duration by Skill Report	Provides the time agents spent on ACD calls answered at different skill levels (applies only to skills-based routing)
9	Agent Duration Report	Provides information related to the duration of calls handled by agents
10	Agent Sign In Sign Out Report	Provides details related to the sign-in and sign-out activities of agents
11	Agent Summary Report	Provides summary information related to agent performance, including average and longest times spent on different types of calls and in various states.
12	Agent Unavailability Report	Provides information related to the unavailability codes used by agents when setting their ACD state to Unavailable
13	Call Center Call Detail Report	Provides detailed information about all calls received by the Call Center or DNIS
14	Call Center Disposition Code Report	Provides information related to disposition codes used by agents for a given Call Center or DNIS.

CALL CENTER REPORTS OVERVIEW

	REPORT	SUMMARY
15	Call Center Incoming Calls Report	Provides information related to how incoming calls are handled by Call Centers, whether they are queued or handled by policy prior to being queued.
16	Call Center Overflow Matrix Report	Provides information related to calls that overflow from one Call Center or DNIS to another within the same group, in relation to the time or size overflow policy.
17	Call Center Presented Calls Report	Provides information on how calls are handled by Call Centers once they have been queued.
18	Call Center Report	Provides information on how calls are handled by Call Centers once they have been queued; includes high water marks.
19	Call Center Summary Report	Provides summary information related to Call Center or DNIS performance, including average wait time, speed of answer, and abandonment time.
20	Service Level Report	Provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

MEET-ME CONFERENCING ADMIN

MEET-ME CONFERENCE BRIDGES

- Display a list of meet-me conference bridges assigned to your group
- Select the Edit link to work with a specific bridge
- Use the Profile view to configure a bridge
 - Assign Name, Caller ID Name and Department to bridge
 - Specify desired PIN length for security
 - Enable/disable settings for prompts and call control within the bridge
 - Assign Users as Conference Hosts for the bridge

AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
1	Anonymous Rejection	Allows the user to have the system automatically reject calls from callers who have purposely blocked their numbers. Rejected callers will hear a message stating that the user is not accepting calls from unidentified callers. The BroadWorks user will receive no indication or notification of rejected callers. Callers whose numbers are unavailable will not be rejected
2	Barge-in Exempt	Allows the user to block barge-in attempts by other users with the Directed Call Pickup with Barge-in service assigned. <i>Note: MUST be disabled for Call Center Agents being audibly monitored by a Supervisor</i>
3	BroadWorks Anywhere	Allows user to be completely mobile. Calls made to the user simultaneously ring the BWA device; calls can be initiated from the BWA device through the VoIP server, thus masking the caller ID of the BWA device; and calls initiated in the server can be seamlessly pulled between the BWA device and the primary device.
4	Busy Lamp Field	Allows user to utilize spare buttons on his phone to see if other users are on the phone. Also functions like auto-dial, unless used with a FAC.
5	Call Forward Not Reachable	Allows user to redirect calls to a different location/telephone number when his SIP device (ex. IP phone, Adtran device, IAD) loses registration with the BroadSoft server.
6	Call Forward Selective	Allows the user to embed a link or icon in an electronic message that allows callers to enter their own phone numbers, initiating a call to the user. When the call is answered (and confirmed, if necessary) by the user, the call is initiated to the original caller.
7	Call Me Now	Allows the user to embed a link or icon in an electronic message that allows callers to enter their own phone numbers, initiating a call to the user. When the call is answered (and confirmed, if necessary) by the user, the call is initiated to the original caller.

AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
8	Call Park	<p>Allows users to use a feature access code to park a call against a specified extension. Calls can be parked against the desired user's extension (enter the FAC, followed by the extension), or against his own extension (enter the FAC, followed by #).</p> <p>Calls can be retrieved from any phone in the group by using another FAC, followed by the extension where the call was parked. See group feature administration for recall settings</p>
9	Group Call Park	<p>Allows users to use a feature access code to park a call. This differs from Call Park because when this FAC is used, the system assigns an extension from the configured call park group (see group feature administration) against which to park the call.</p>
10	Call Pickup	<p>Allows users who are a member of a specific pickup group (see group feature administration) to use a FAC to answer an incoming call on the phone of another user in the pickup group. If more than one group member's number is ringing, the FAC will pick up the one that has been ringing the longest.</p>
11	Call Recording	<p>Service that works with a call recording platform (ex. OrecX) to record calls. Service can be turned on or off by the user.</p>
12	Call Waiting	<p>Allows user to take more than one incoming call at a time. When another call comes in, the user will hear a beep notifying him that there is another call coming in. By default, call waiting is disabled for group services.</p>
13	Caller ID Blocking Override	<p>Allows the user to override a caller ID block feature (e.g. '*67') on incoming calls. If the number is unavailable, caller ID information will be</p>
14	Customer Originated Trace	<p>Allows the user to use a Feature Access Code to initiate a trace on the previous call (Call will trace to the Service Provider).</p>
15	Directed Call Pickup with Barge-in	<p>Allows users to pick up a ringing phone by using a Feature Access Code and the extension they wish to answer.</p>

AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
16	Do Not Disturb	Allows user to send incoming calls directly to voicemailbox without ringing the phone. If enabled, a 'ring splash' will alert the user when a call is redirected. If DND is enabled on a user belonging to a hunt group or call center, the call will NOT be redirected, but the agent will not be alerted of the incoming call. If the user is a shared number (shared call appearance), the call will not be immediately redirected, but the ringing will be silent.
17	Hoteling (Guest / Host)	Allows users to share phones (phone bank) or switch phones (filling in for another user) by logging in as a 'Guest' to the 'Host' phone. When a guest is logged in, the host's direct calls are sent to voicemail or to the device where he is logged in; the guest's direct calls are handled as they are configured on the user level.
18	Line ID Blocking	Allows a user to block his number when making outbound calls.
19	Outlook Integration	Allows the user to integrate the PCs Microsoft Outlook address book with VoIP applications, such as CommPilot Call Manager, BroadWorks Assistant toolbar, Call Center applications, and BroadWorks Receptionist.
20	Personal Phone List	Allows users to build a contact list to use with click-to- dial applications: CommPilot Call Manager, BroadWorks Assistant, Call Center and BroadWorks Receptionist.
21	Priority Alert	Allows user to select a special ringtone when specific criteria (Caller ID, time of day, etc.) are met.
22	Push to Talk	Allows a user to use a feature access code to initiate an auto- answer call to another user (similar to an 'intercom' call or a 'voice call' service). The calls can be configured as one-way or two-way.

AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
23	Selective Acceptance	Allows user to allow only calls that meet specific criteria (caller ID, time of day, etc.) to come through. Unaccepted calls will be sent to voicemail.
24	Selective Rejection	Allows a user to reject calls that meet specific criteria (caller ID, time of day, etc.). All other calls will ring through as normal. Rejected callers will hear an announcement that you are not taking calls.
25	Sequential Ring	Allows the user to enter up to 5 phone numbers to ring in sequence as a 'find me, follow me' feature when someone calls the user's direct number.
26	Shared Call Appearance	Allows a single phone number to appear on multiple devices. <i>Note: Shared call appearance greatly limits functionality of other features.</i>
27	Simultaneous Ring - Personal	Makes it possible (on the VoIP side) to have a 15-way call using the CommPilot Call Manager or the BroadWorks Assistant toolbar.