# Group Manager Manual of Ameyo

# 4.11 GA

# Table of Contents

# 1. Document Versioning

| Version | Date | Purpose | Author |
| --- | --- | --- | --- |
| 4.11.1-GM | 08-Feb-2021 | First Draft | Saurabh Goyal |

# 2. Group Manager Login at Ameyo

The Group Manager has access to web-based interface with the privileges to monitor real-time activities as well as view historical statistics pertaining to the campaigns and process assigned to the Group Manager.

Perform the following steps.

1. To login, the Group Manager needs to open the following URL.

```
<PORT>://<HostName_OR_IP>:<PORT>/app/
```

Replace the following variables.

| Variable | Required Value |
|---|---|
| <protocol> | HTTP or HTTPS |
| <HostName_OR_IP> | IP Address or Domain Name of the Site where Ameyo Application is running. |
| <PORT_NUMBER> | 8888 for HTTP or 8443 for HTTPS |

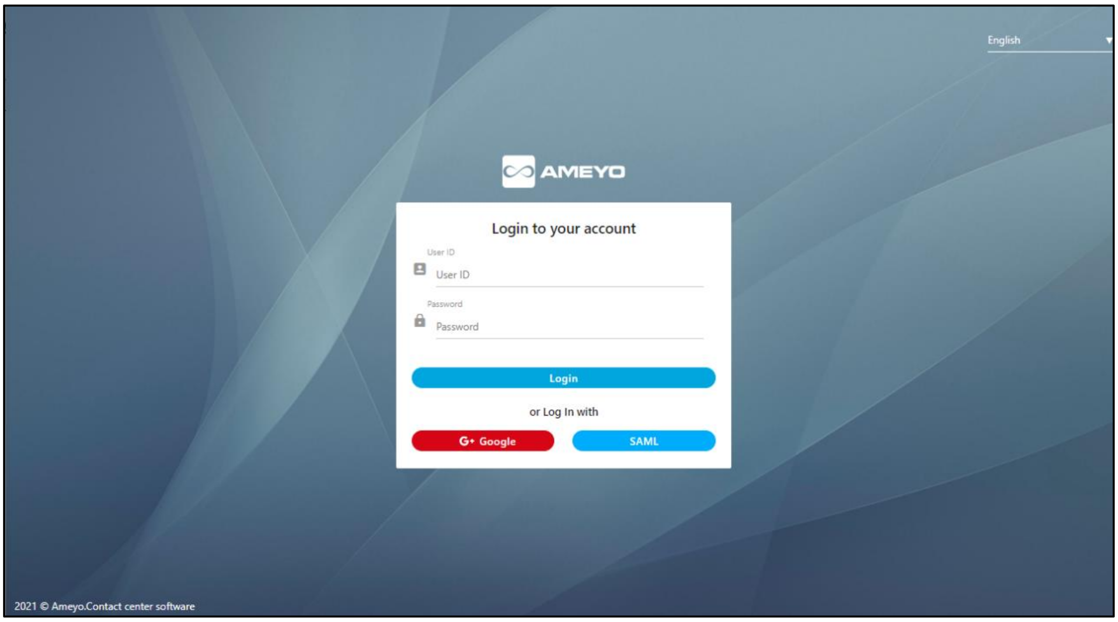



**Figure:** Login Screen

2. Use any of the following methods to login.

   A. **Normal Login:** The Group Manager needs to enter the "User ID" and "Password" which is provided by the administrator in the login screen and click **"Login"**.

   B. **Login with SAML:** Click "SAML" to login with your SAML Account hosted at your IDP (Identity Provider).

   Security Assertion Markup Language(SAML) is an XML-based framework for user authentication. Using it, the user authentication can be done with a third-party Identity Provider (IDP) such as Active Directory.

   C. **Google:** The user can also login using its Google account. The user does not have to use Ameyo user credentials to login; rather users can login using Single-Sing-On by just logging into its Google account. Click "Google" to login with your Google account.

   Both SAML and Google Authentication are licensed features and has to be configured from the backend. In the absence of both license and configuration, these options will not be visible on the logon screen.

Click "Login" to proceed to enter into the Group Manager user account.

After login, the Home page of Group Manager Interface is displayed.

# 3. Group Manager Console

Before logging-in the Group Manager role, make sure that the group has been created and the Group Manager is assigned to the voice campaigns.

After logging in, the Group Manager can access its console. The Console allows the Group Manager to view real-time information on the activity of the agents and to simultaneously change parameters, the status, and assignment of agents, and queues.

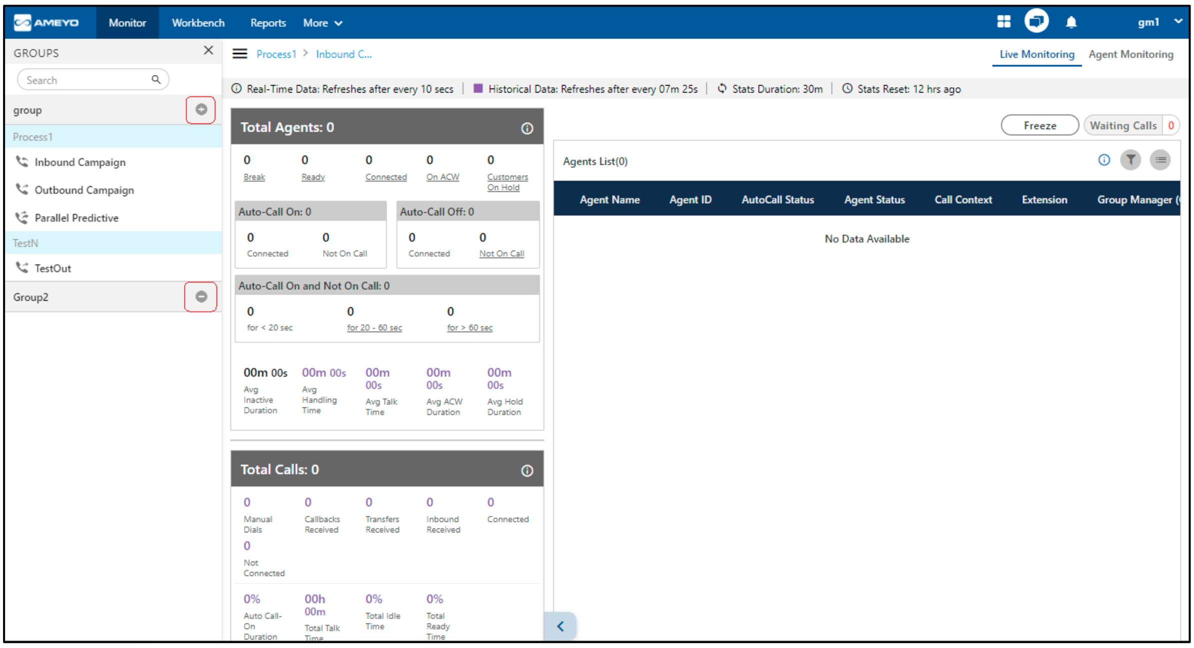



**Figure:** Group Manager Interface

The Group Manager can click "-" icon to expand the group click "+" to collapse the group.

The interface of Group Manager Console can be divided into the following sections.

1. Left Side Navigation Bar
2. Monitor
3. Workbench

## 3.1 Left Side Navigation Bar

It is a fixed left side navigation bar that shows the processes and the campaigns, to which the Group Manager has been assigned. When not expanded, click ☰ icon to show it. When it is displayed, click "X" to close the sidebar. The interface Monitor Tab is completely based upon the process or campaign selected in this navigation bar.

## 3.2 Monitor

The Group Manager can monitor the campaigns in which it has been assigned. Know more...

## 3.3 Workbench

Here, Group Manager can make or receive the calls of different campaigns. Know more...

## 3.4 Reports

Here, Group Manager can fetch the reports for the agents associated with the Group Manager. Know more...

# 4. Group Settings

In the sidebar, the Group Manager can click any groups to access the group Settings.

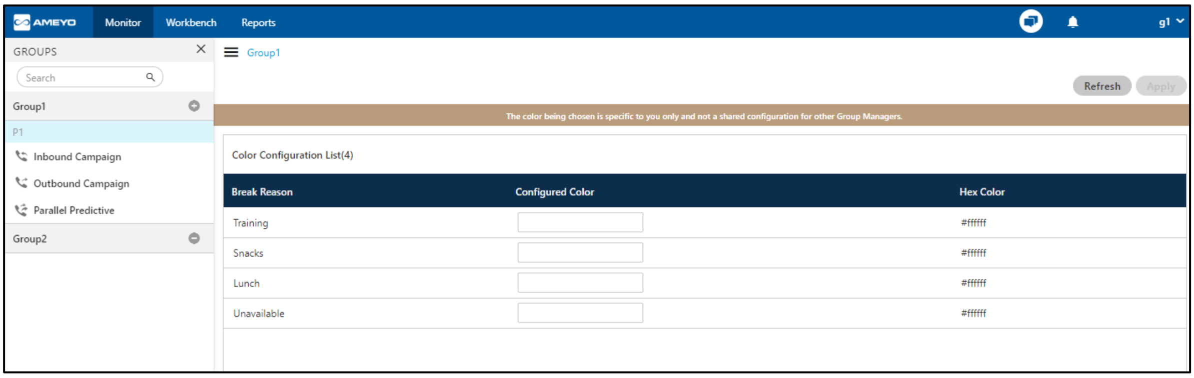



**Figure:** Process Settings

### 4.1.1 Group Level Settings

In the left side-bar, the Group Manager can click "-" sign to expand the group and view the campaigns. After expansion, the Group Manager can click "+" sign to collapse the group view, as shown in the following screenshot.

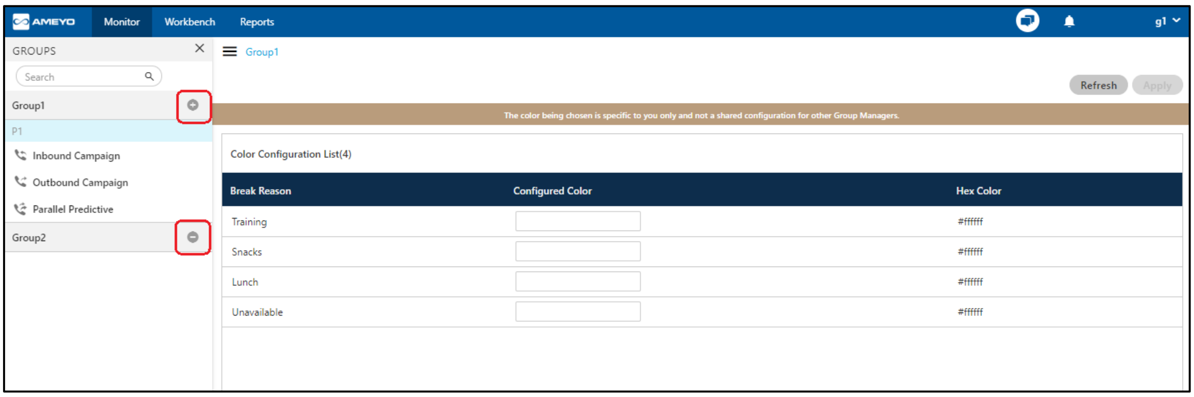



**Figure:** Process Settings

It contains the following tabs. Click the links to know more about them.

- Color Configuration**:** This tab is available to configure the break reason colors for the users assigned in any campaign of that group.

## 4.2 Color Configuration

Here Group Manager can configure colors for the users assigned in that group. The configured color from this screen is visible to the Group Manager on the monitoring tab of the respective campaign in break reason and threshold breached. The configured color shows the status of the users to the Group Manager.

Color Configuration Message: The following notification is displayed on the top of this page.

```
"The color being chosen is specific to you only and not a shared configuration for other supervisors."
```

It means that the colors configured for breaks by one Group Manager are not be shared with other supervisors.

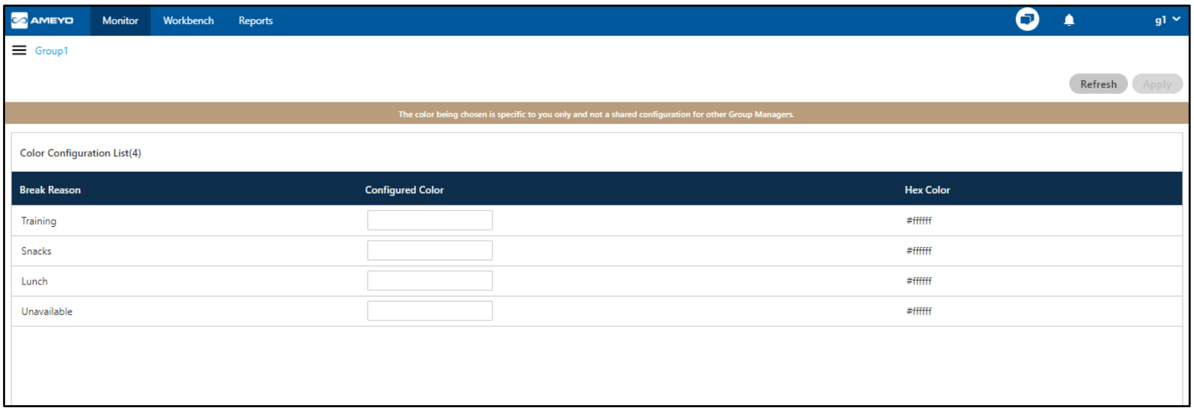



**Figure:** Color Configuration Screen

The Group Manager can search for the break reason from the search option present on the top of the page.

All the break reasons present on the page are created by the administrator. Here, the Group Manager only can configure the colors for those break reasons.

### 4.2.1 Configuring Color

Perform the following steps to configure the color for any break reason.

1. Click the textbox present on the adjacent column of the break reason. The following color pallet pop-up is displayed.

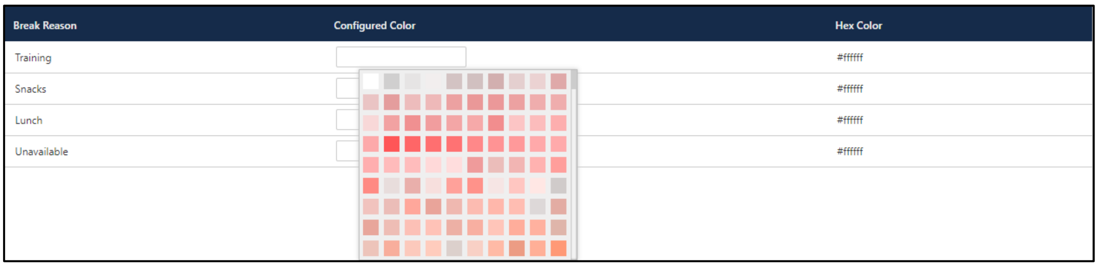



**Figure:** Color Selection pop-up

2. Select the color which you want to set for that break reason. You can scroll down to see all the colors which are present.
3. After selecting the color, the textbox is filled with the color, which has been selected.


**Figure:** Configuring the Color

4. Click "Apply" button to save the changes made.

The message "The color being chosen is specific to you only and not a shared configuration for other sessions" is displayed on the top of the page, which means that the color configuration done here for Thresholds is personal to the Group Manager, and it will be not be shared with other Supervisors.

### 4.2.2 Columns

Following are the columns present on the color configuration page.

1. **Break Reason:** It contains the reason of the break created by the administrator.
2. **Configured Color:** It shows the color which has been selected for the respective break reason.
3. **Hex color:** It shows the "hex" code of the selected color.

The Group Manager can edit the colors of already configured break reasons. Follow the same steps while performed while configuring the break reason color.

# 5. Monitor Tab

The Group Manager can monitor the campaigns in which it has been assigned. The interface of this tab depends upon the type of campaign that you select in the left side navigation bar.

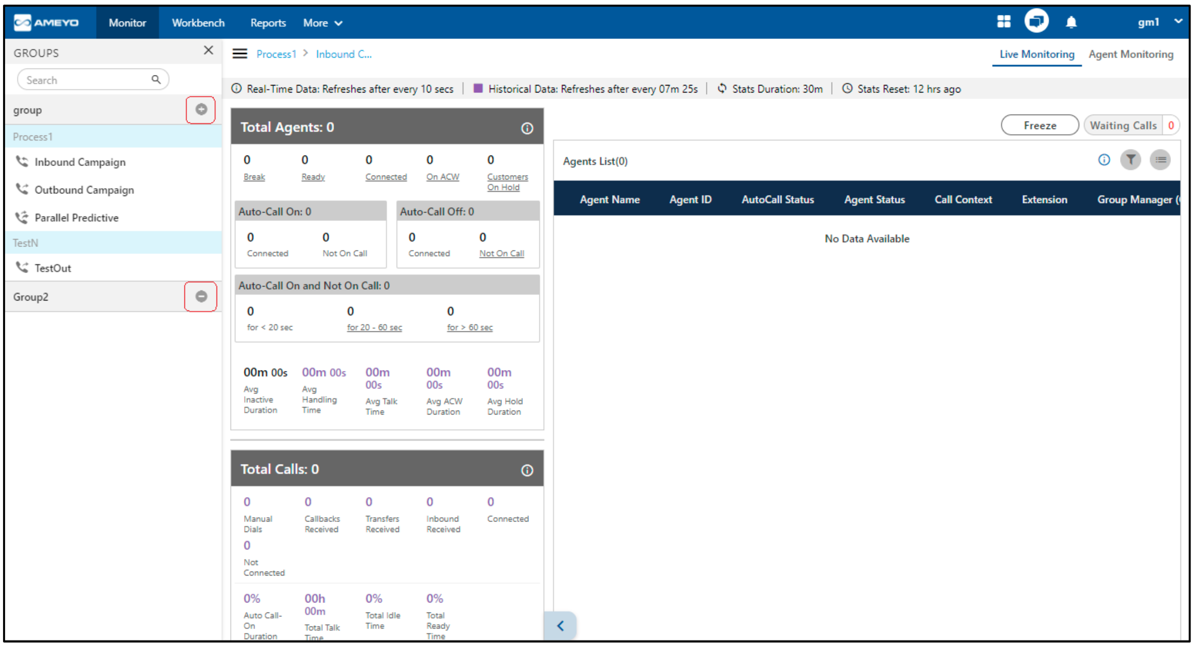



**Figure:** Monitor Tab

Its interface can be divided into the following parts.

- **Left Navigation Section:** This is a fixed left side navigation bar that lets you browse through the different processes and campaigns. When it is not expanded or displayed, click icon to show it. When it is displayed, click "X" to close the sidebar. In this pane, you can select any of the assigned processes and campaigns.
- **Tabs:** Following tabs are visible, by default, when you visit this page for the first time. However, the visibility and settings of these tabs actually depend upon the type of campaign you have selected.
  - Monitoring Inbound Campaign
  - Monitor Outbound Campaign
  - Monitor Parallel Predictive Campaign

## 5.1 Monitor Inbound Campaign

Here, the Group Manager can monitor the Inbound Campaign.

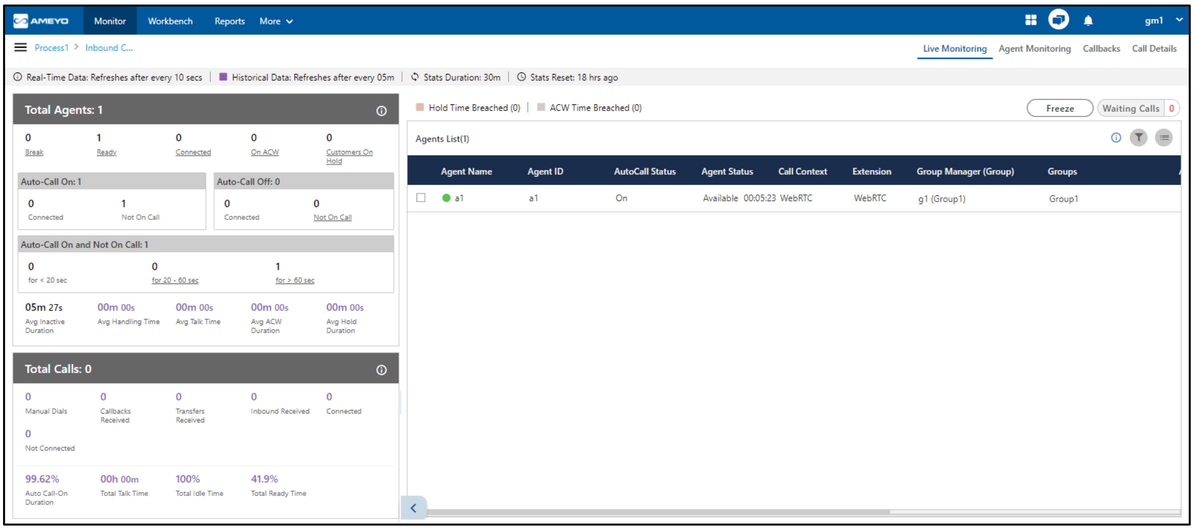



**Figure:** Monitor Inbound Campaign

It contains the following tabs.

- **Live Monitoring:** Perform Live Monitoring of Inbound Campaign. Know more...
- **Agent Monitoring:** Monitor the agents in the campaign.Know more..
- **Callbacks:** View callbacks assigned to the agents in that group of Inbound Campaign. Know more...
- **Call Details:** View details of the calls dialed or received by the agents assigned in that inbound campaign. Know more...

### 5.1.1 Live Monitoring of Inbound Campaign

Here, Group Manager can monitor the activities in Inbound Campaign.

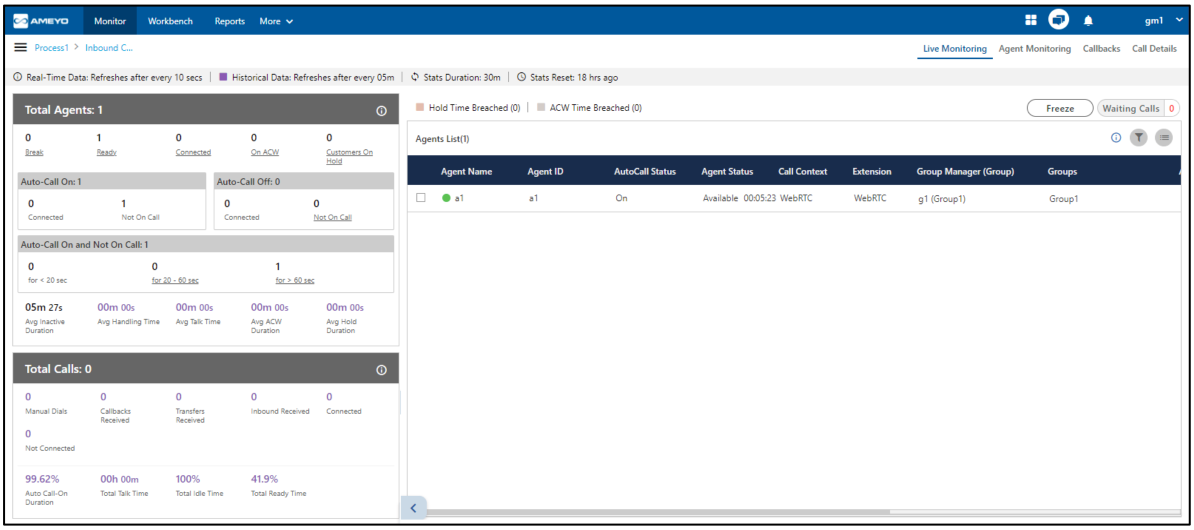



**Figure:** Live Monitoring in Inbound Campaign

### 5.1.1.1 Interface Elements

Overall, the interface of Live Monitoring in Inbound Campaign can be divided into the following sections.

#### 5.1.1.1.1 Cautionary Extension Selection Message

At the top of the screen, a cautionary message is displaying in the red bar.It arises in the case when the Group Manager does not select the extension of his phone. Select the extension to remove this cautionary mark from the screen.

You can also click on this cautionary bar to select the extension.


**Figure:** Cautionary Mark

#### 5.1.1.1.2 Data Collection Indications

On top, a horizontal bar shows the indications of the different data collection intervals for the following data collections.

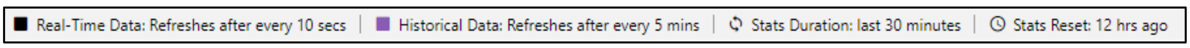



**Figure:** Data Collection Indications

1. **<u>Real-Time Data</u>:** The statistics which are given in the black font color will update its data in every 10seconds. . Generally, the data shown in this color has a real-time impact on the database like Agent's activity.
2. **<u>Historical Data</u>:** The statistics which are in the Purple font color refreshes after every 5minutes. Generally, the data shown in this color do not impact the database in every instance of the database.
3. **<u>Stats Duration</u>:** It shows that the data showing on the monitor screen is of the last 30 minutes.
4. **<u>Stats Reset</u>:** It is the indication about the time before which the monitoring data was refreshed.

### 5.1.1.2 Total Calls: Campaign Runtime Summary

It shows the runtime summary of Inbound Campaign.

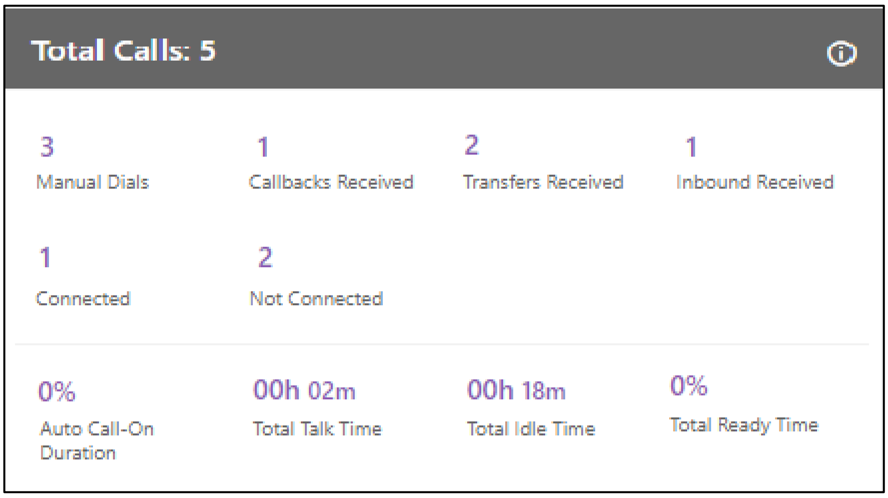



**Figure:** Campaign Runtime Summary

**<u>Additional Information</u>:**

Hover the mouse over ⓘ icon to view the last calculated time, and last fetched time of "Total Calls".

**Figure:** Further Information of Total Calls

It contains the following metrics.

1. Manual Dials
2. Callbacks Received
3. Transfers Received
4. Inbound Received
5. Connected
6. Not Connected
7. Auto-Call On Duration
8. Total Talk Time
9. Total Idle Time

##### 5.1.1.2.1 Manual Dials

It shows the total number of manual dial and manual preview dial calls by the members of that group in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.1.1.2.2 Callbacks Received

It shows the total number of callbacks received by the members of that group, including Queue Callback, Campaign Callback, Self Callback, and Preview Callback in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.1.1.2.3 Transfers Received

It shows the total number of transferred calls received by the members of that group in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.2.4 Inbound Received

It shows the total number of unique inbound calls received by the members of that group in this campaign. It includes connected calls, abandoned calls,and call not picked.

In case of ReACD within the same group, the count will increase by one only instead of two.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.2.5 Connected

It shows the total number of unique connected calls by the members of that group in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.2.6 Not Connected

It shows the total number of not connected calls in that group. The not connected status shows when the user assigned in that group is identified but the call fails to be connected.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

For the following cases the Not Connected status will not show:

1. If the call is not picked by the member of that group.
2. If the User ring timed out.

#### 5.1.1.2.7 Auto-Call On Duration %

It is the total percentage of duration of the agents of that group who had their auto-call status as "ON" while being in the ready state in the campaign.

$$\text{Auto-Call on Duration \%} = \frac{\text{Auto-Call on Duration}}{\text{Ready Duration}}\ \%$$

**Figure:** Auto-Call On Duration Percentage

The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.2.8 Total Talk Time

It is the total time duration of all agents of that group which they consume on the calling.

The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.2.9 Total Idle Time %

It is the percentage of Total Idle Duration divided by Total Ready Duration. Here, the Total Idle Duration is the difference between Total Ready Time and Total Service Time in a campaign.

$$\text{Idle Duration (\%)} = \frac{\text{Total Idle Duration}}{\text{Total Ready Duration}} \text{ X } 100$$

**Figure:** Idle Duration Percentage

Here, the following is the definition of Total Idle Duration.

$$\text{Total Idle Duration} = \text{Total Ready Time} - \text{Total Service Time}$$

**Figure:** Total Idle Duration

#### 5.1.1.2.10 Total Ready Time %

It is the total percentage of the duration of the agents who were on ready state while being staffed in the campaign.

$$\text{Total Ready Time \%} = \frac{\text{Ready Duration}}{\text{Staffed Duration}} \%$$

**Figure:** Total Ready Time Percentage

### 5.1.1.3 Total Agents: User Runtime Summary

It shows the User Runtime Summary of the Inbound Campaign.

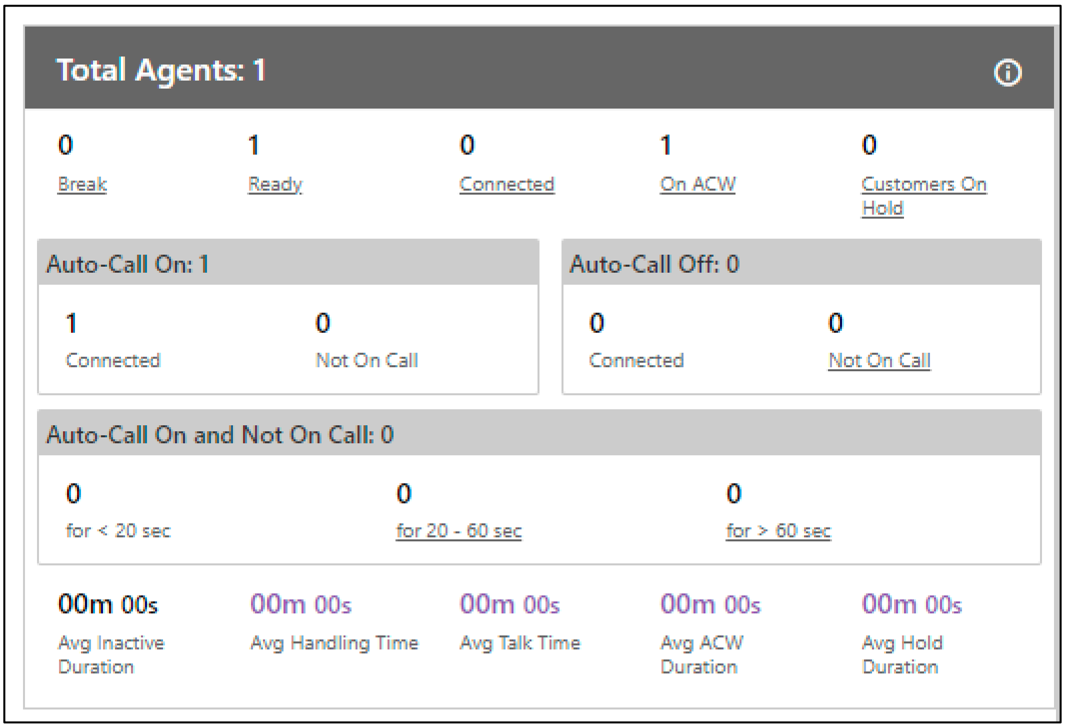



**Figure:** Total Agents: User Runtime Summary

**Additional Information:**

Hover the mouse over ⓘ icon to view the last calculated time, and last fetched time of "Total Agents".


**Figure:** Further Information of Total Agents

It contains the following metrics.

1. Break
2. Ready
3. Connected
4. On ACW

5. Customers on Hold
6. Auto-Call On and Auto-Call Off
7. Auto-Call On and Not on Call
8. Avg Inactive Duration
9. Avg Handling Time
10. Avg Talk Time
11. Avg ACW Duration
12. Avg Hold Duration

#### 5.1.1.3.1 Break

It is equal to the number of agents on break divided by the number of agents whose status is break in the group for the campaign.

$$\text{Break} = \frac{\text{Number of Agents on Break}}{\text{Number of agents whose status is break}}$$

**Figure:** Calculation of Break

It is a click-able entity. Once you click on "Break" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.2 Ready

It is the number of unique agents staffed in that group, who are on "Available" status. It is a click-able entity. Once you click on "Ready" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.3 Connected

It is the total number of phone extensions selected by the users of that group which are connected in this campaign.It is a click-able entity. Once you click on "Connected" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.4 On ACW

It is the number of agents in that group who are on "Wrap Up" of the calls, that is, who are disposing the calls. It is a click-able entity. Once you click on "On ACW" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.5 Customers on Hold

It is the number of agents of that group who have put their customers on hold even if they are in conference. In the case of the conference where both agents had put the customer on hold, "on hold" count will include both agents. It is a click-able entity. Once you click on "Customer on Hold" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.6 "Auto Call On" and "Auto Call Off"

The Auto Call On metric shows the count of connected and not on call agents whose auto-call status is enabled. Likewise, Auto-Call Off metric shows the count of agents whose Auto-call status is off and are either connected to the call or not on the call.

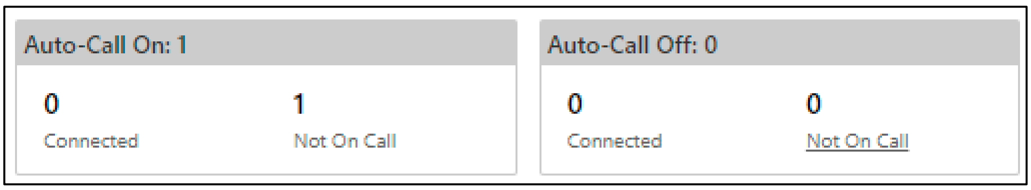


**Figure:** Auto Call On and Auto Call Off Agent count

#### 5.1.1.3.7 Auto-Call On and Not on Call

"Auto-Call On and Not on Call" are the number of agents whose Auto Call status is On but they are not on any call. It includes an agent only when its status is set as "Auto-Call On" and "Available".

**Example:** It includes only the current status for all the calculations, that is, if the user (with "Available" and "Auto-Call On" status) is not getting a call from last 60 seconds, and it switched to break for 5 seconds, then after coming back from break, that agent will be seen inactive in "<20sec" field, the last 60 seconds is lost. The count will decrease when the agent selects any break or sets its Auto-Call status as "OFF." The count will increase when the agent selects available after coming from any break or sets its Auto-Call Status as "ON."

It shows the inactive agents in the following intervals.

- **<20 sec:** It is the total number of agents in that group who are on "Auto-Call On" status and waiting for the calls for less than 20 seconds.

  It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

- **20-60 sec:** It is the total number of agents in that group who are on "Auto-Call On" status and waiting for the calls from the last 20 to 60 seconds.

  It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

- **>60 sec:** It is the total number of agents in that group who are on "Auto-Call On" status and waiting for the calls for more than 60 seconds.

  It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.8 Avg Inactive Duration

It is the average wait time per user of all the agents assigned in that group. It means that the Total wait time / Total Users of that group.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.9 Avg Handling Time

It is equal to the sum of Customer Talk Time, Customer Hold Time, and ACW Time of Connected Calls divided by the total connected calls for all the users in the group by the agents of that group. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.

**Calculation:**

$$AHT = \frac{\text{Customer Talk Time} + \text{Customer Hold Time} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls}}$$

**Figure:** Calculation of Avg Handling Time

AHT does not include the Average ACW Time of an agent as the Average ACW Time will also include the wrapping up of not connected calls.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.3.10 Avg Talk Time

It is equal to the total time (in seconds) spent by the agents of that group while talking to the customers divided by the total number of answered customer calls in this campaign by the users of group.

$$\text{Average Talk Time} = \frac{\text{Total Time Spent by Agents while Talking to Customer (In Seconds)}}{\text{Total Answered Calls}}$$

**Figure:** Calculation of Avg Talk Time Duration

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.1.1.3.11 Avg ACW Duration

It is the average amount of time spent by all the agents of the group in disposing the calls.It represents the average time taken by the Agents to dispose the calls.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.1.1.3.12 Avg Hold Duration

It is equal to the total hold time divided by the count of customer calls with holds.

**Calculation:**

$$\text{Average Hold Duration} = \frac{\text{Total Hold Duration}}{\text{Total Calls with the Hold}}$$

**Figure:** Calculation of Avg Hold Duration

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.1.1.4 Agent List

Here, the Group Manager can view the live status of Agents who are staffed to this campaign and are attending calls. The Group Manager can monitor the calls on runtime also.


**Figure:** Agent List

It contains the following columns.

1. **Agent Name:** It shows the usernames of the agents who have been assigned in the selected campaign.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

2. **Agent ID:** It shows the IDs of the agents who have been assigned in the selected campaigns.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

3. **Extension:**It shows the extension selected by an agent or assigned forcefully to an agent.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

4. **Auto Call Status:** It shows the auto-call status of an agent.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

5. **Agent Status:** It shows the status of an agent and the duration since when the agent is on this status.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

6. **Call Context:** It shows the call context assigned to an agent.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

7. **Agent Call Status:** It shows the call status of an agent. If the agent is on dial user (internal call) or connected on call in other campaign, the columns (call type, customer info, customer status, and queue) will remain blank. There is no feature for the Group Manager to identify such calls.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

8. **Call Type:** It shows the type of call, which is connected with the agent at present. If the agent is on dial user (internal call) or connected on call in other campaign, the columns (call type, customer info, customer status, and queue) will remain blank. There is no feature for the Group Manager to identify such calls.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

9. **Phone:** It shows the customer information. As of now, the call context is being displayed in case of Outbound calls where the phone number is being displayed in case of manual dial calls.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

10. **Customer Call Status:** It shows the status of the call of the customer.

    It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

11. **Queue:** It shows the name of queue in which the Outbound call has arrived. Even if the agent has been assigned in the multiple queues, still the name of that queue will be displayed in which the agent is connected to the customer.

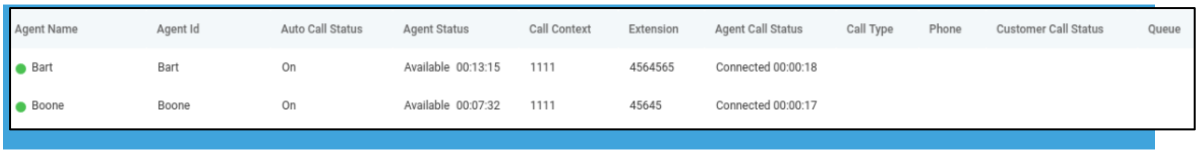
    It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

12. **Group Manager:** It shows the name of the group manager under which the agent is assigned into.

13. **Groups:** It shows the name of the groups in which the agent is assigned into.

14. **Filter Groups:** It shows the name of the filter group when the masking feature is enabled.

If any agent is on call through Dial User App, then the metrics like Call Type, Phone, Customer Call Status, and Queue in Agent List will remain blank. However, the Agent Call Status should remain "Connected".



| Agent Name | Agent Id | Auto Call Status | Agent Status | Call Context | Extension | Agent Call Status | Call Type | Phone | Customer Call Status | Queue |
|---|---|---|---|---|---|---|---|---|---|---|
| Bart | Bart | On | Available 00:13:15 | 1111 | 4564565 | Connected 00:00:18 | | | | |
| Boone | Boone | On | Available 00:07:32 | 1111 | 45645 | Connected 00:00:17 | | | | |

**Figure:** Status of Agents who are on call using Dial User App

### 5.1.1.5 Operations

Here, the Group Manager can perform the following operations.

#### 5.1.1.5.1 Break

A Group Manager can click on this button. Clicking on this button shows the list of Agents who are on the break and the duration of their break status.

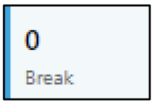



**Figure:** Break Operation

#### 5.1.1.5.2 Ready

A Group Manager can click on this button. Clicking on this button shows the list of Agents who are Ready to take the calls.

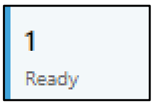



**Figure:** Ready Operation

#### 5.1.1.5.3 Connected

A Group Manager can click on this button. Clicking on this button shows the list of Agents who are connected on the phone call with the Customers.


**Figure:** Connected Operation

#### 5.1.1.5.4 On ACW

A Group Manager can click on this button. Clicking on this button shows the list of Agents who are ready to disposing of the calls which they just completed.

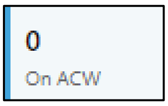



**Figure:** On ACW Operation

#### 5.1.1.5.5 Customers on hold

A Group Manager can click on this button. Clicking on this button shows the list of Agents who put their customers on hold.

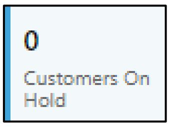



**Figure:** Customers on Hold Operation

#### 5.1.1.5.6 (Licensable) Configure Call Duration Threshold

Group Manager can configure the threshold value of Call Duration time for the agents assigned in the same campaign.

This feature is licensable, hence contact your administrator for further information on same.

Following are the types of threshold values in outbound campaign.

1. **Hold Time Breached:** It is the threshold limit for Customer Hold Time. The hold time for a call should not exceed the provided threshold limit. When the agent breached the time limit then the color of the agent list for that agent shows in .

   If the agent exceeds the hold time limit the color of the agent turns to the hold time breached color, but the moment he resumes the call, the color of the agent again turns to white. In the same way, if the agent put the call on hold multiple times then the agent list call status turns to the respective colors again and again, which signifies that the agent status color depends on the status of his call on runtime. The color of the agent list for call status is runtime.

2. **ACW Time Breached:** ACW stands for After Call Work. It is the threshold time within which the call should be disposed of after the disconnection. ACW Time for any call should not exceed the defined threshold limit. When the agent breached the time limit then the color of the agent list for that agent shows in .
3. **Call Duration Breached:** It is the threshold for Call Duration, which is the sum of both Customer Talk Time and Customer Hold Time. The Call Duration for any call should not exceed the threshold limit. When the agent breached the time limit then the color of the agent list for that agent shows in .
4. **Break Duration Breached:** It is the threshold limit for the break duration. The break duration for the agent cannot be greater than the provided time limit by the Group Manager. When the agent breached the time limit for break duration, then the color of that agent in the agent list shows with the color which was configured in the color configuration of break duration at process level.

Perform the following steps to configure threshold values for agents.

1. Click "Configure Threshold" button present in the "Agent List" bar. It shows the following wizard.

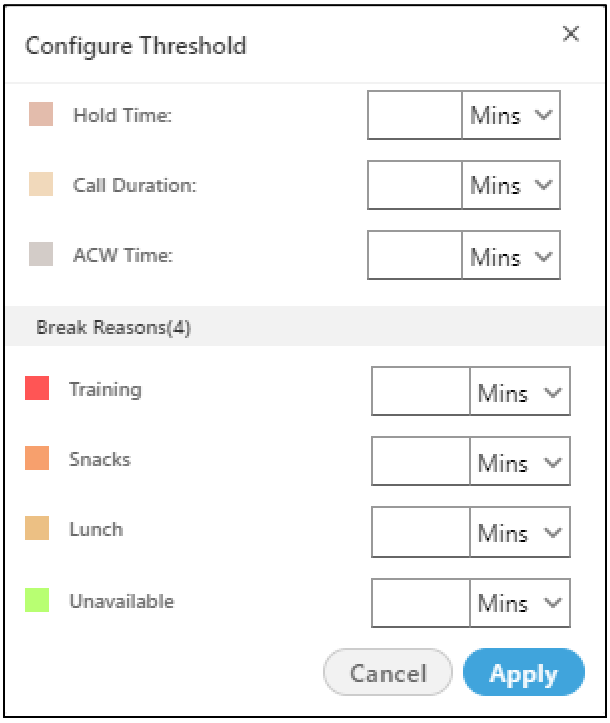



**Figure:** Configure Threshold Values

2. Enter the value of "Hold TIme" and "ACW Time" and "Call Duration Time" which you want to set for the agents.
3. Enter the time limit for the break duration reasons. You can enter the different threshold value for every break reason.
4. Select the time method, that is, the values are either in minutes or in seconds from the drop down list.
5. Click "Apply" button to continue or click "Cancel" button to cancel the changes made.

After configuring the threshold values, the status starts coming in the "Agent List" wizard of window.

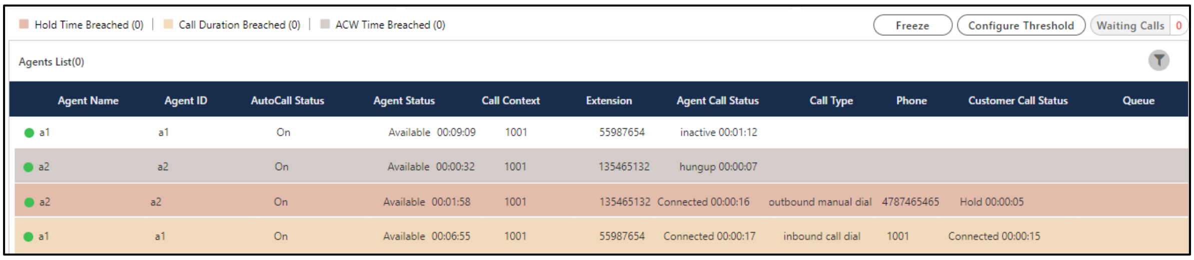


**Figure:** Threshold value Status

The color of the threshold for the agent who breached the break reason time depends on the color configured at process lever in "Color configuration" tab. Know more...

### 5.1.1.5.7 Freeze or Unfreeze

You can click on the "Freeze" to freeze "Live Monitoring" Tab at any point of time. No update in any graph or report will be reflected. You have to click "Unfreeze" unfreeze "Live Monitoring" Tab and let it receive the latest updates.

### 5.1.1.5.8 Waiting Call

It shows the total number of calls which are waiting to be answered in campaign. Click "Waiting calls" buttons to see the list of all the calls which are waiting in that campaign and queue.

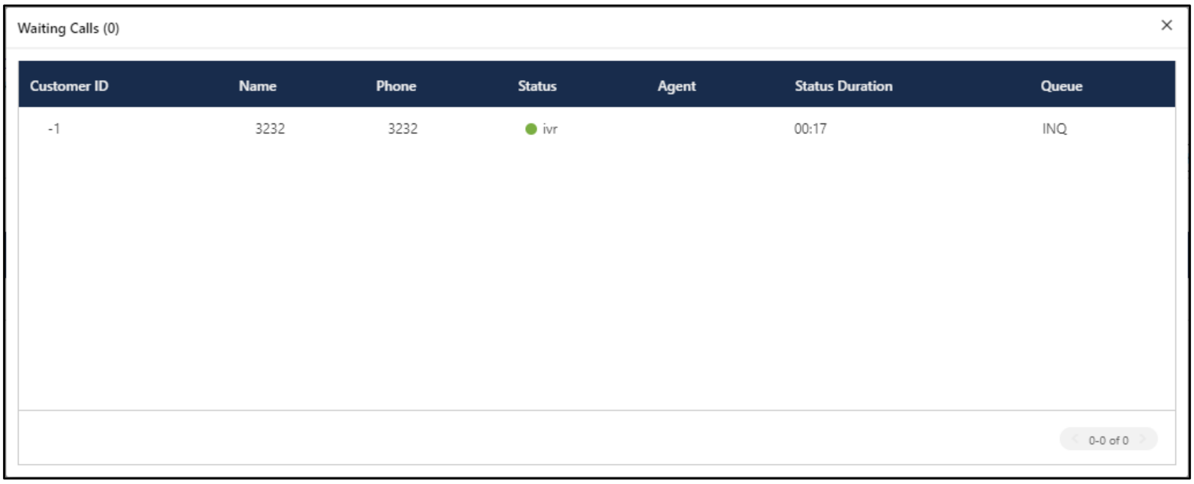



**Figure:** Waiting Calls

The opened pop-up contains the following columns.

1. **Customer Id:** It shows the id of the registered customer. If the customer is not registered, then it shows "-1" as customer id.
2. **Name:** It shows the name of the customer, if registered. If the customer is not registered, then it shows the extension name from which the call is coming.
3. **Phone:** It shows the phone number of the customer.

4. **Status:** It shows the status of the call in which it is currently present.
5. **Agent:** It contains the agent name to whom the call is going to assign. If there is no agent free at the time of call, it shows blank as agent name.
6. **Status Duration:** It shows the total time of the call which is spent by the call before assigning it to any of the agent.
7. **Queue:** It shows the name of the queue in which the call has been assigned or landed.

### 5.1.1.5.9 Filter

The Group Manager can click icon to filter the data as per the available filters.

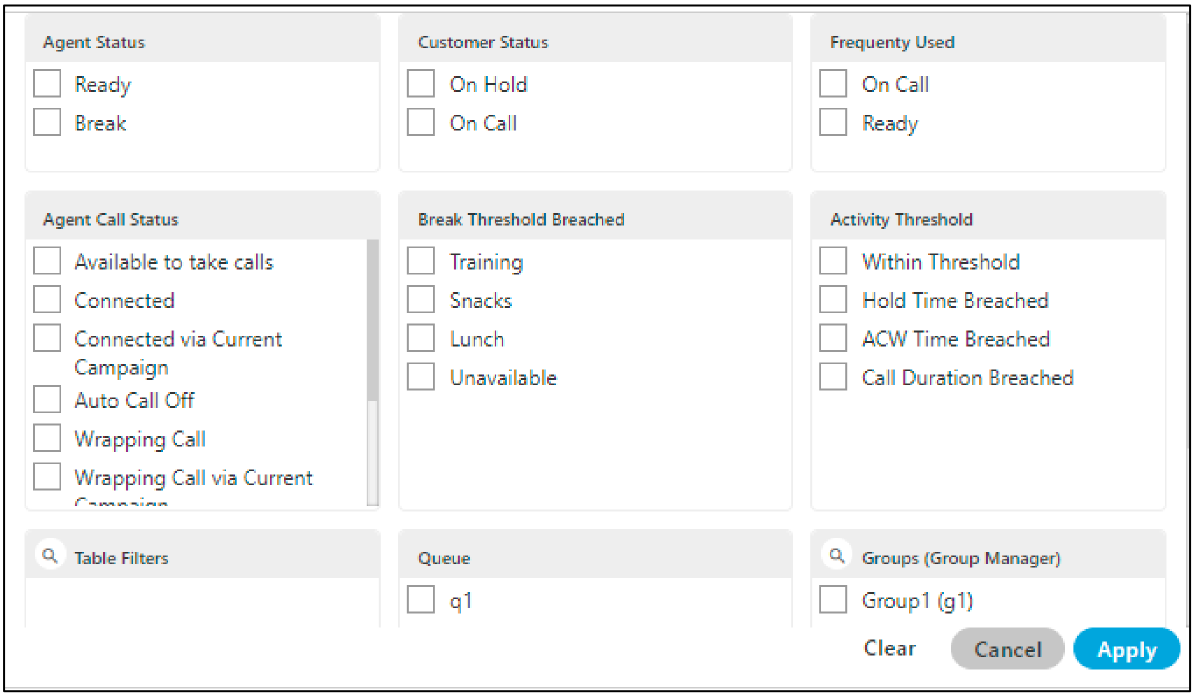



**Figure:** Table Filters in the Filter modal of Agent List

If Filter Groups are enabled in the campaign, then "Filter Groups" column will also be added in Agent List and Filter Modal.

The group manager can search through the values of both "Filters" and "Filter Groups" column in Agent List.

1. **Customer Status** : The Group Manager can select the status of the customer either the customer is on the call or on the Hold.

- **On Call** : It means that the agent is on the call with the customer.
- **On hold** : It means that the agent is either not active on the call or the agent put the customer's call on hold.

2. **Frequently Used** : It shows the frequently used filters which are used by the Group Manager mostly.
3. **Agent Status** : It filter the agents based on the status of their work, that is, whether the agent is ready or is on the break. It contains the following options.
   - **Ready:** It shows the agents who are ready to attend the calls.
   - **Break:** It shows the agents who are on break.

   If the agent is automatically set on "Auto Available" just after the logon, then the break count will be increased by 1.
4. **Agent Call Status** : The Group Manager can filter the status of the agents from the following status.
   - **Available to take calls** : It means that the agent is free and available to take the next call.
   - **Connected** : It means that the agent is connected with the campaign and also selected the extension.
   - **Connected via current campaign** : It filters those agents which are connected with the campaign in which the Group Manager is connected at that time.
   - **Auto Call Off** : It shows that the agent is not on the auto call or the auto call for those agents are off.
   - **Wrapping Call** : It filters for those agents who are wrapping-up their calls or agents who are disposing off their calls.
   - **Wrapping Call via current campaign** : It filters for those agents who are wrapping-up their calls with the current campaign with which the Group Manager is logged-in at the same time.

5. **Activity Threshold** : It allows the Group Manager to filter for those call which are in the various threshold range. It contains the following parameters which can be used to filter the list.
   - **Within Threshold:** It filter the list of those agents which are lying in the threshold limit set by the administrator.
   - **Hold Time Breached:** It filters the list of those agents who breached the hold time limit set by the administrator.
   - **ACW Time Breached:** It filters the list of agents who breached the time limit to dispose off the call which is set by the administrator.
   - **Call Duration Breached:** It filters the list of agents who breached the limit of Call duration which is set by the administrator as well.
6. **Break Threshold Breached** :The Group Manager can search those users whose status is on break and the break time configured by the Group Manager has already been breached. It contains all the break reason which are configured in the system by the administrator.
7. **Queue** : The Group Manager can filter the agents assigned in selected queue.

### 5.1.1.6 Monitoring a Call

The Group Manager can click any on any record on live monitoring screen to access a floating window.

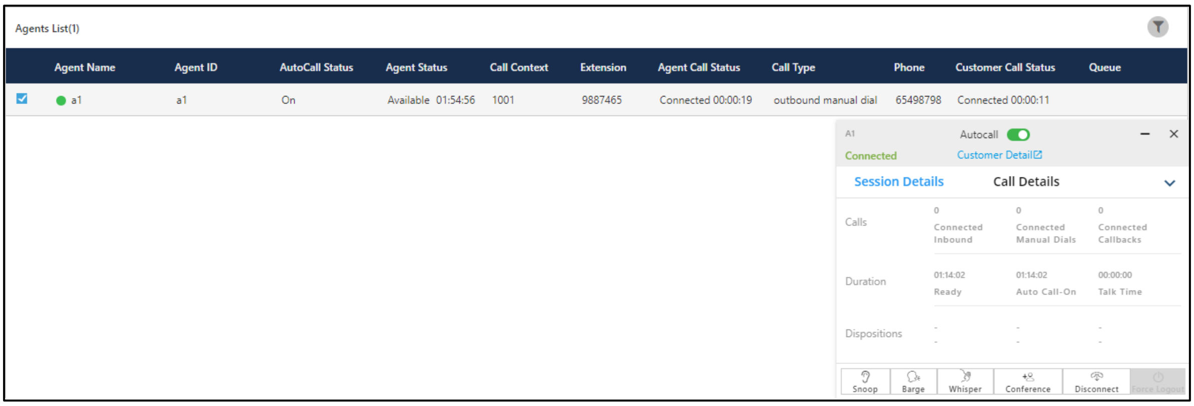



**Figure:** Live Monitoring of a Call

It will show agent name, status (inactive/ connected/ hung up), Customer Details (on clicking on this, CRM gets open in preview mode) along with below mentioned tabs.

### 5.1.1.6.1 Session Details

- **Calls:** Count of Autodial (in case of the Outbound campaign)/ Inbound (in case of Inbound campaign), Manual and Callback calls.
- **Duration:** Total Ready, Auto-call (Auto-call On) and Talk (talk time) duration.
- **Dispositions:** It shows the top 3 dispositions.

### 5.1.1.6.2 Call Details

- **Customer:** It will show Details (customer's phone number), Status (inactive/ connected/ hung up) and Duration (talk time).
- **Details:** It will show Campaign (Campaign name in which the call has been received/ from which call has been dialed), Lead (Lead Name in case of the Outbound campaign) / Queue (Queue Name in case of Inbound campaign) and Call Type (inbound/auto dial/manual dial).

### 5.1.1.6.3 Monitoring Operations

The Group Manager can snoop, whisper, and Disconnect the call using the buttons provided at the bottom of the floating panel. The Group Manager can minimize or maximize the floating window using up and down arrow icons respectively.

#### 5.1.1.6.3.1 Snoop

This feature can be used if Group Manager wants to listen to the conversation of agent and customer on the live call. The Group Manager needs to follow below steps to snoop a call.

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.
2. Click on Snoop button to connect in between the call in Snooping mode.
3. While snooping a call, both agent and caller will remain unaware of the Group Manager’s activity.

4. To end the snoop call, click on the same button again.

#### 5.1.1.6.3.2 Whisper

This feature can be used if Group Manager wants to guide agent on call. The Group Manager can connect in between the live call and can assist the agent accordingly. The Group Manager needs to follow below steps.

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.
2. Click on the Whisper button to connect in between the call in Whisper mode.
3. Customer will only hear the voice of the agent (not the Group Manager).
4. The Group Manager can end whisper call by clicking the same button again.

#### 5.1.1.6.3.3 Conference

This feature can be used if Group Manager wants to force confer a live call. Group Manager needs to follow the below steps to force confer a call.

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.
2. Click confer button to connect in between the call.
3. The Group Manager can end the conference call by clicking the same button again.

If "Confer Call" privilege has been masked for a Group Manager, then "Call Conference" for that Group Manager will also be masked in the modal of call monitoring of "Live Monitoring" Tab.
It is a Campaign-level Privilege, which can be configured by Administrator and Group Manager. The change made by a Group Manager for this privilege will override the privilege configured by the Administrator.

#### 5.1.1.6.3.4 Barge

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.

2. Click barge button to connect in between the call.
3. CRM will be popped up on Group Manager workbench automatically.
4. Now, Group Manager is the owner of the call and can dispose the call by selecting a disposition. Agent can still listen to the conversation of customer and Group Manager on mute-mode. Note that agent goes on Mute-mode automatically during barge.

#### 5.1.1.6.3.5 Disconnect

Group Manager can force Disconnect the live call of any agent by clicking on 

icon. Both customer's and agent's channel will be disconnected.

#### 5.1.1.6.3.6 Force Logout an Agent

The Group Manager can force logout an agent from the system at any moment.

1. Select the record of the required agent in live monitoring screen, the floating window opens up.
2. The Group Manager can click 

icon to logout a user forcefully. The following pop-up is displayed on the screen.

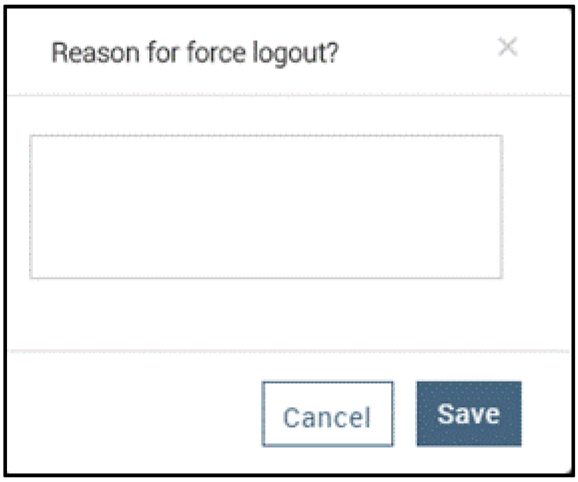



**Figure:** Force Logout Reason

3. Here, Group Manager has to provide the reason for the force logout of agent.

4. After entering the reason, the Group Manager needs to provide confirmation on session termination by clicking on **"Save"** button.
5. After Group Manager's confirmation, the agent will be logged out from Ameyo forcefully.

## 5.1.2 Agent Monitoring in Inbound Campaign

Here, you can monitor the activities of agents in the Inbound Campaign.

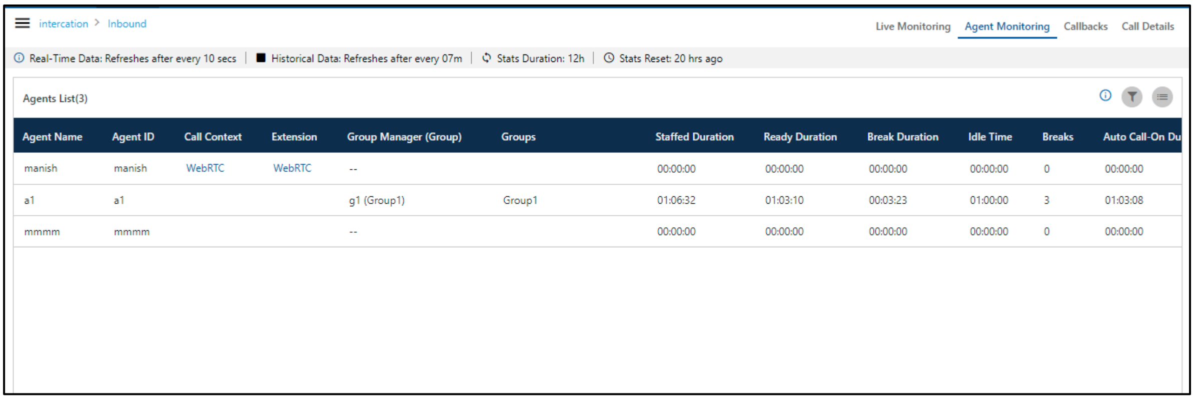



**Figure:** Agent Monitoring

You can perform the following operations here.

### 5.1.2.1 Data Collection Indications

On the top, a horizontal bar shows the indications of different data collection intervals.


**Figure:** Data Collection Indications

### 5.1.2.2 Filter

Using the filter icon, the group manager can filter the agents on the basis of their Groups(Group Manager)

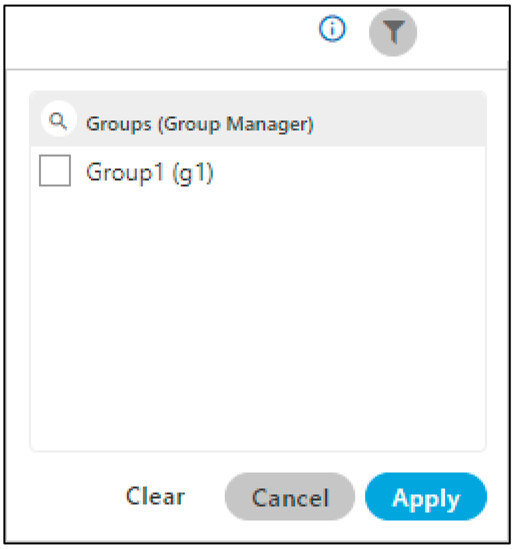



**Figure:** Filter

- **Real-Time Data:** The Data Metrics, whose data is refreshed after 5 seconds, then it will be indicated with the border of blueish color.
- **Historical Data:** The Data Metrics, whose data is refreshed after every 5 minutes, then it will be indicated with the border of black color.
- **Stats Duration:** It informs about the time interval for which the statistics are showing on the page. Here, the time interval selected is the 12 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

#### 5.1.2.3 Search

You can search for a particular agent to view its details.

#### 5.1.2.4 User Card

The group manager can see the basic information of agents assigned in that campaign by hovering its mouse over the agents name. The user card is displayed while hovering the mouse on the user name of the user. Following screen is displayed while hovering the mouse over the username of the user.

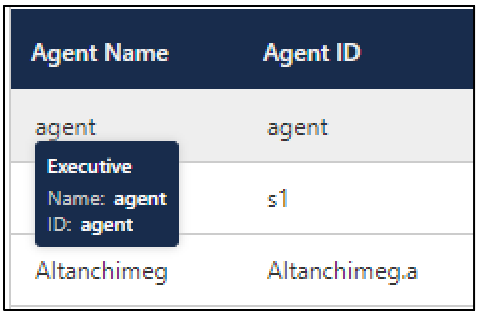



**Figure:** User Card

The user card contains the user-role, username, and userID.

#### 5.1.2.5 Additional Information

Hover the mouse over icon to see the information on the data that is, Statistical data, Last calculated time and last fetched time.

#### 5.1.2.6 Customize the View

You can click icon to select the columns that you want to show on the screen.

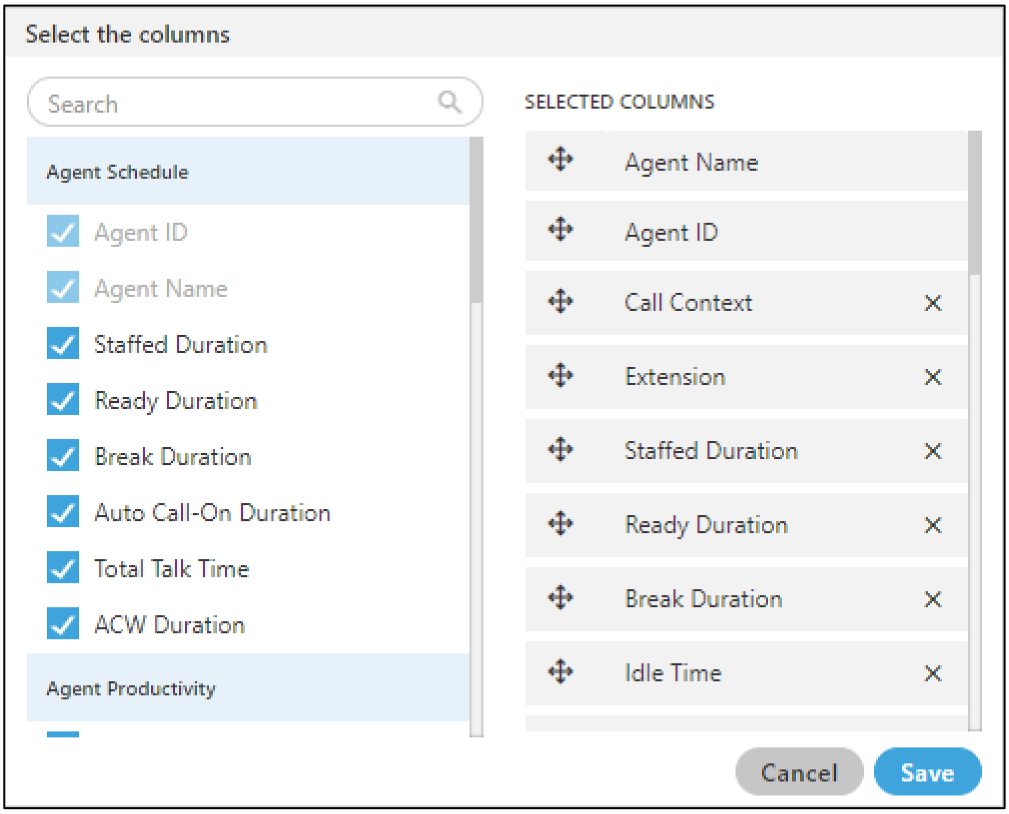



**Figure:** Column Headers

In the right part of the section, the user can click and hold icon and drag a column upward or downward to change the sequence of the columns in the table. The column on top will be displayed at the first position from the left.
If some columns are mandatory to be displayed, then the user will not have the option not to select or deselect the columns.

Select the column headers that you want to display on the Agent Monitoring Page. It contains the following customizations.

1. **Agent Schedule:** It contains the following columns which the Group Manager can select from.

    - **Call Context:** It shows the name of the call context selected by the agent. In case of multiple extensions with an agent, the only one call context will be visible. If the agent changes the call context, then the row will be updated in maximum 2 minutes 35 seconds.

The agent name may not be visible in any of the following cases.

- The Refresh Time is not reached.
- The agent has not selected the extension containing the selected call context.
- In the case of WebRTC, the call context name will be auto-generated.

The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

- **Staffed Duration:** It is the total time duration (that is the plus of the total ready time and the total break time) in which the agent has been assigned in the campaign for the last interval.
  **Calculation :**

  $$\boxed{\text{Staffed Duration} = \text{Total Ready Duration} + \text{Total Break Duration}}$$

  **Figure:** Calculation of Staffed Duration

  If the user has selected multiple campaigns, then only one campaign will be displayed here.
  Here, the time is being calculated as per a campaign. Therefore, the time spent by the user after the logon but before selecting a campaign will not be counted here.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Extension:** It shows the agent's phone numbers. In the case of multiple extensions, only the selected call context in one row will be visible. The local and endpoints will not be displayed here.
  The agent has been logged on to the system but its name may not be visible in any of the following cases.

  - The Refresh Time is not reached.

- The agent has not selected the extension containing the selected call context.

  The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

- **Ready Duration:** It is the total ready duration of an agent in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Break Duration:** It is the total break duration of an agent.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Breaks:** It shows the count of breaks taken by the agent staffed to this campaign.

  If the agent is automatically set on "Auto Available" just after the logon, then the break count will be increased by 1.

- **Auto-Call on Duration:** It is the total duration when the agent is on auto-call on status.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

2. **Agent Performance:** It contains the following columns according to the various agent performances.

   - **Total Talk-Time:** It is the total talk time of an agent for all calls in a campaign.

     It is the total talk time of an agent for all calls in a campaign. It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **ACW Duration:** It is the total wrap time of an agent for all calls in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg Call Duration:** It is the average call duration for an agent in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg Handling Time:** It is equal to the sum of Customer Talk Time for this agent, Customer Hold Time for this agent, and Wrap Time of Connected Calls divided by the total connected calls for this agent. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.

  **Calculation :**

$$\text{AHT} = \frac{\begin{matrix}\text{Customer Talk Time} \\ \text{for this agent}\end{matrix} + \begin{matrix}\text{Customer Hold Time} \\ \text{for this agent}\end{matrix} + \begin{matrix}\text{Wrap Time} \\ \text{of Connected Calls}\end{matrix}}{\text{Total Connected Calls for this Agent}}$$

**Figure:** Calculation of Avg Handling Time

AHT does not include the Average Wrap Time of an agent as the Average Wrap Time will also include the wrapping of not connected calls.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg Hold Duration:** It is average hold time of an agent for customer calls in a campaign. It does not include the hold time on dial user (Internal Calls). It is equal to the total hold time divided by the count of customer calls with hold.

  **Calculation:**

$$\text{Average Hold Duration} = \frac{\text{Total Hold Duration}}{\text{Total Calls with the Hold}}$$

**Figure:** Calculation of Avg Hold Duration

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg ACW Duration:** It is the average of ACW Duration of an agent in a campaign. It is the total wrap-up time divided by all wrapped calls for an agent.

  **Calculation:**

$$\text{Average ACW Duration} = \frac{\text{Total Wrap Duration}}{\text{Count of Wrapped Calls for the agent}}$$

**Figure:** Calculation of Avg ACW Duration

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

3. **Agent Productivity:** It contains the following columns according to the various productivity of the agent's calls.

   - **Connected Calls:** It shows the total calls answered by an agent in the campaign.

     It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

   - **Connected Inbound:** It shows the total number of inbound calls received in a campaign.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Connected Transfers:** It shows the total number of transferred calls received and connected in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Connected Manual Dials:** It is the total number of manual dials connected to the customers in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Connected Callbacks:** It is the total number of callbacks attended by an agent in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Total Wrapped Calls:** It is the total number of calls successfully completed and wrapped by the agent in that campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

4. **Disposition Code:** It contains the following columns of various disposition codes which the agent used while completing their calls.

   - **Foreign Language:** It is the total number of calls disposed in "Foreign Language" disposition.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Sale:** It is the total number of calls disposed in "Sale" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Callback:** It is the total number of calls disposed in "Callback" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Already Hangup:** It is the total number of calls disposed in "Already Hangup" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Abrupt Disconnection:** It is the total number of calls disposed in "Abrupt Disconnection" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Echo:** It is the total number of calls disposed in "Echo" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Customer Not able to hear:** It is the total number of calls disposed in "Customer Not Able to Hear" disposition.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Customer Volume Too Low:** It is the total number of calls disposed in "Customer Volume Too Low" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Agent Volume Too Low:** It is the total number of calls disposed in "Agent Volume Too Low" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Voice Breakage:** It is the total number of calls disposed in "Voice Breakage" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Conference Voice Breakage:** It is the total number of calls disposed in "Conference Voice Breakage" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Conference Disconnection:** It is the total number of calls disposed in "Conference Disconnection" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Conference DTMF:** It is the total number of calls disposed in "Conference DTMF" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

#### 5.1.2.7 Columns

It contains the following columns(the columns which are not covered in above section).

##### 5.1.2.7.1 Agent Name

It shows the name of the agent.

The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

##### 5.1.2.7.2 Agent ID

It shows the ID of the agent.

The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

##### 5.1.2.7.3 Group Manager

It shows the ID of the group manager under whom the agent is assigned into.

##### 5.1.2.7.4 Groups

It displays the group name in which the agent is assigned.

### 5.1.3 Call Details

"Call Details" tab shows call details or history of the last 200 calls on a rolling basis and along with that an advanced section where call logs can be fetched with filters like date range, call duration, users, leads, customer status, call types. Fetched logs can individually listen, recordings can be downloaded, and whole call data can be extracted to CSV.

The tab will remain blank until you select the Date Range filters and apply them.

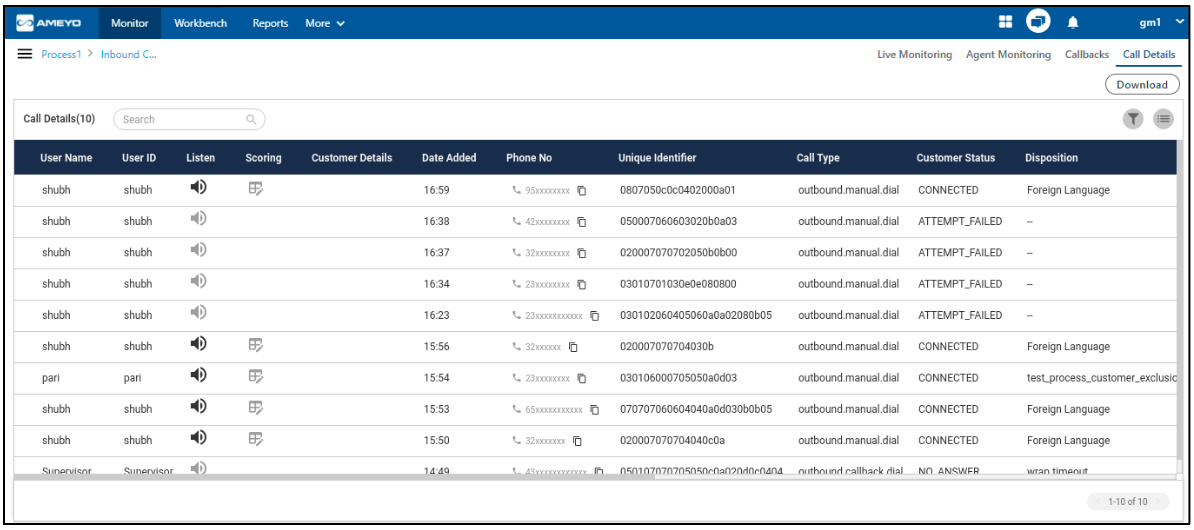



**Figure:** Manage Inbound Campaign

### 5.1.3.1 Filters

The Group Manager can click  icon to filter the call details.

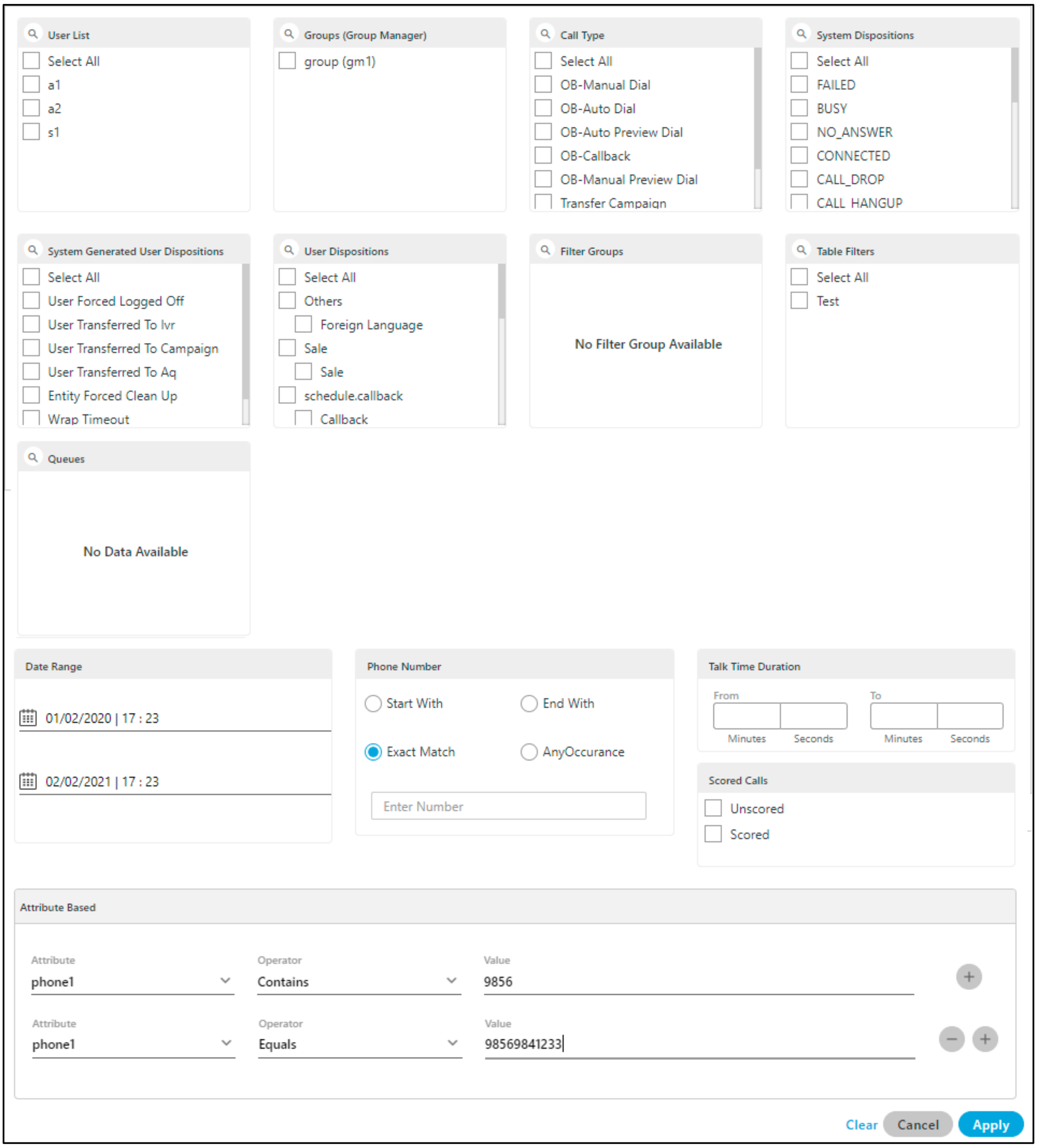



**Figure:** Filter Call Details

It contains the following filters.

1. **User List:** Group Manager can select the users for whom the Group Manager wants to fetch the call details.
2. **Call Type:** Group Manager can also filter out the data in terms of the type of call, that is, whether it was OB Manual dial, OB Auto Dial, Transfer to phone, etc.

3. **Disposition Status:** Group Manager can also filter out the call details on the basis of disposition status, that is, No Voice, Echo, Sale, and others.
4. **Customer Status:** Group Manager can filter the data on the basis of the status of the call, that is, whether it was connected, failed, call drop, etc.
5. **System Generated User Disposition:** Group Manager can filter the call details according to the system generated user disposition used to dispose the call.
6. **User Disposition:** Group Manager can filter the call details according to the user disposition used to dispose the call by the user.
7. **Filter Groups:** Group Manager can filter the data on the basis of the filter groups.
8. **Table Filter:** Group Manager can filter the data on the basis of the table filters .

   The Group Manager can click the search icon for any filter to convert the top header into a search box. Type the keyword and press "Enter" key to search for the required value in the list.

9. **Date Range:** Group Manager can also filter out the data on the basis of date range, that is, the Group Manager can select the date by entering the range in **From** and **To** respective text boxes. Once you selected the date from the opened calendar, the default time corresponding to that date is also picked.
10. **Phone Number:** Group Manager can also filter the data in terms of following phone number patterns.
    A. **Start With:** Enter the initial digits of the phone numbers to filter out the records, for example, 1234, 3456, and others.
    B. **End With:** Enter the last digits of the phone number to filter out the records, for example, 4343, 6344, etc.
    C. **Exact Match:** Enter the phone number digits to filter out the records, for example, 1234, 3456, and others.
    D. **Any Occurrence:** Enter few digits to filter out the records, for example, 34,87, and others.

11. **Talk Time Duration:** Group Manager can filter out the data by selecting the specific call time duration. For example, if it wants to fetch the incoming and outgoing calls in which call time duration was between 40 to 60 minutes, then the Group Manager can enter the range in the respective text boxes.
12. **Scored Calls:** Group Manager can filter for those calls whose scores are already been provided. The Group Manager can select either the Unscored or the scored calls.
13. **Queues:** The Group Manager can filter the call details of the agents according to the queues. The Group Manager can select the queues present in that campaign. If there is more than one queue, then the Group Manager can click "Select All" option to select all the queues at once. The search option has also been provided; that is, the Group Manager can search for the queues.
14. **Attribute based:** Group Manager can select the attribute- based upon the defined filterable field in the table creation.

13.

- Select the campaign in which attribute based filter, that is, the filterable fields are mapped.
- Now, in attribute based filter section, select the attribute type, which is the column name which is mapped as filterable field in campaign by the administrator.
- Select the operator type through which you want to filter the calls. It contains the following three operators.
    A. **Contains:** It filter the calls which contains the provided input in their values.
    B. **Equals:** Selecting "Equals" as the operator will filter the calls which have the exact match to the applied content.
    C. **Not Equals:** Selecting "Not Equals" as the operator will filter the calls which do not have the match to the applied content.

D. **Starts with:** It will filter those content, in which the entered attribute is starts with.

E. **Ends with:** It will filter those content, in which the entered attribute is ends with.

- Now, enter the value for which you want to filter the calls in the values column.

You can provide multiple attributes to filter the content, by clicking "+" icon, or click "-" icon to delete the provided attribute- based filter.

The filter can be cleared any time by clicking the "Clear" button. Click "Apply" to apply the filter, whereas you can click "Cancel" to not apply it.

#### 5.1.3.2 Operations

The Group Manager can perform the following operations here.

##### 5.1.3.2.1 Download

Click "Download" button to download the searched voicelog data in the CSV format. It downloads the complete content which is showing on the screen to the CSV format.

After clicking on the "Download" button, a pop-up comes up. Click "Save" button to download the voicelog. The name of the downloaded file is "CallDetails" by default, however you can change the name of the file.

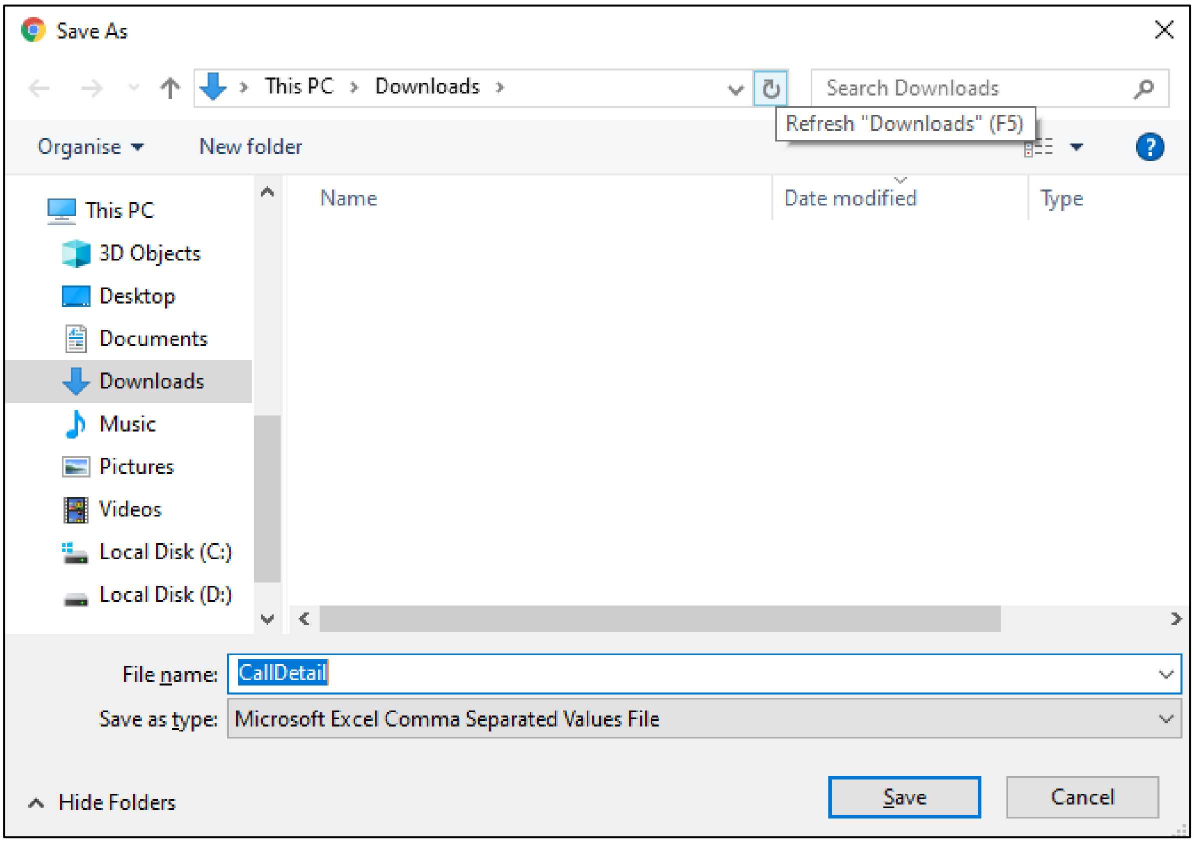



**Figure:** Downloading Pop-up

Before clicking on the save button the Group Manager can also change the name of the voicelogs.

The downloading option depends upon the browser's setting. If the setting of the browser is set not to ask before downloading file then the pop-up will not come up.

### 5.1.3.2.2 Voice Log Search

The Group Manager can use the search bar to search for any voice log. Group Manager can search the voicelog with user's name or with phone number. Enter any one in the search bar and press enter, the result starts showing on the screen.

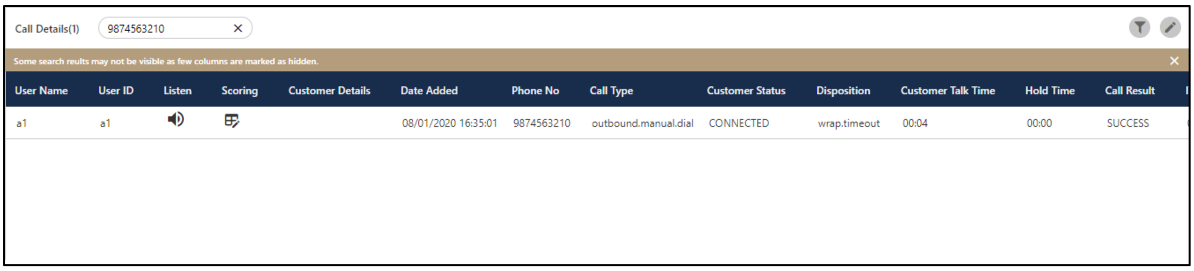
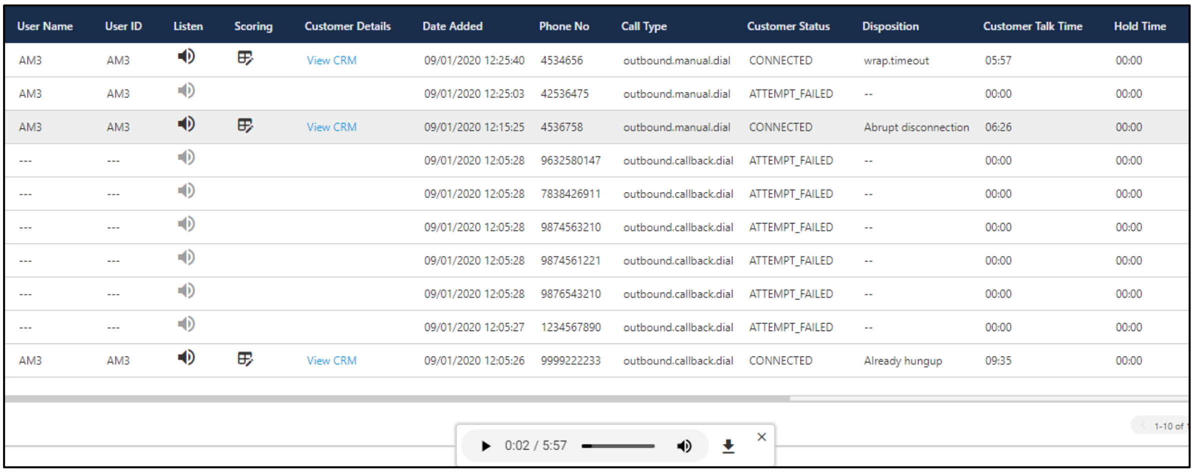


**Figure:** Search Voicelogs

### 5.1.3.2.3 Listen to Voicelogs

Group Manager can listen to the voice logs by clicking on icon, the Group Manager can listen to the connected call and a pop-up will appear at the bottom of the page, using which the user can download, increase/decrease volume along with other features like forward/reverse, mute/unmute, pause/un-pause the call. Hover your mouse cursor on icon to use the speaker related options like call volume and mute/unmute the calls.

For not connected calls, "the listen button" remains disabled .



| User Name | User ID | Listen | Scoring | Customer Details | Date Added | Phone No | Call Type | Customer Status | Disposition | Customer Talk Time | Hold Time |
|---|---|---|---|---|---|---|---|---|---|---|---|
| AM3 | AM3 | | | View CRM | 09/01/2020 12:25:40 | 4534656 | outbound.manual.dial | CONNECTED | wrap.timeout | 05:57 | 00:00 |
| AM3 | AM3 | | | | 09/01/2020 12:25:03 | 42536475 | outbound.manual.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| AM3 | AM3 | | | View CRM | 09/01/2020 12:15:25 | 4536758 | outbound.manual.dial | CONNECTED | Abrupt disconnection | 06:26 | 00:00 |
| --- | --- | | | | 09/01/2020 12:05:28 | 9632580147 | outbound.callback.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| --- | --- | | | | 09/01/2020 12:05:28 | 7838426911 | outbound.callback.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| --- | --- | | | | 09/01/2020 12:05:28 | 9874563210 | outbound.callback.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| --- | --- | | | | 09/01/2020 12:05:28 | 9874561221 | outbound.callback.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| --- | --- | | | | 09/01/2020 12:05:28 | 9876543210 | outbound.callback.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| --- | --- | | | | 09/01/2020 12:05:27 | 1234567890 | outbound.callback.dial | ATTEMPT_FAILED | -- | 00:00 | 00:00 |
| AM3 | AM3 | | | View CRM | 09/01/2020 12:05:26 | 9999222233 | outbound.callback.dial | CONNECTED | Already hungup | 09:35 | 00:00 |

0:02 / 5:57

1-10 of

**Figure:** Play Voicelog

Clicking anywhere on the same page will not close the pop-up. Hence, the audio play will remain continuous. The Group Manager has to click icon to close the pop-up. If you change the screen to any other menu or the campaign, then the voicelog play pop-up will be paused and hence whenever the Group Manager will return to the same page, the voicelog can be started to where ever the it was paused, hence no need to restart it.

### 5.1.3.2.4 Scoring

Group Manager can provide scoring to the agent's call. Click icon present in the scoring column of the voicelog and the pop-up comes up.

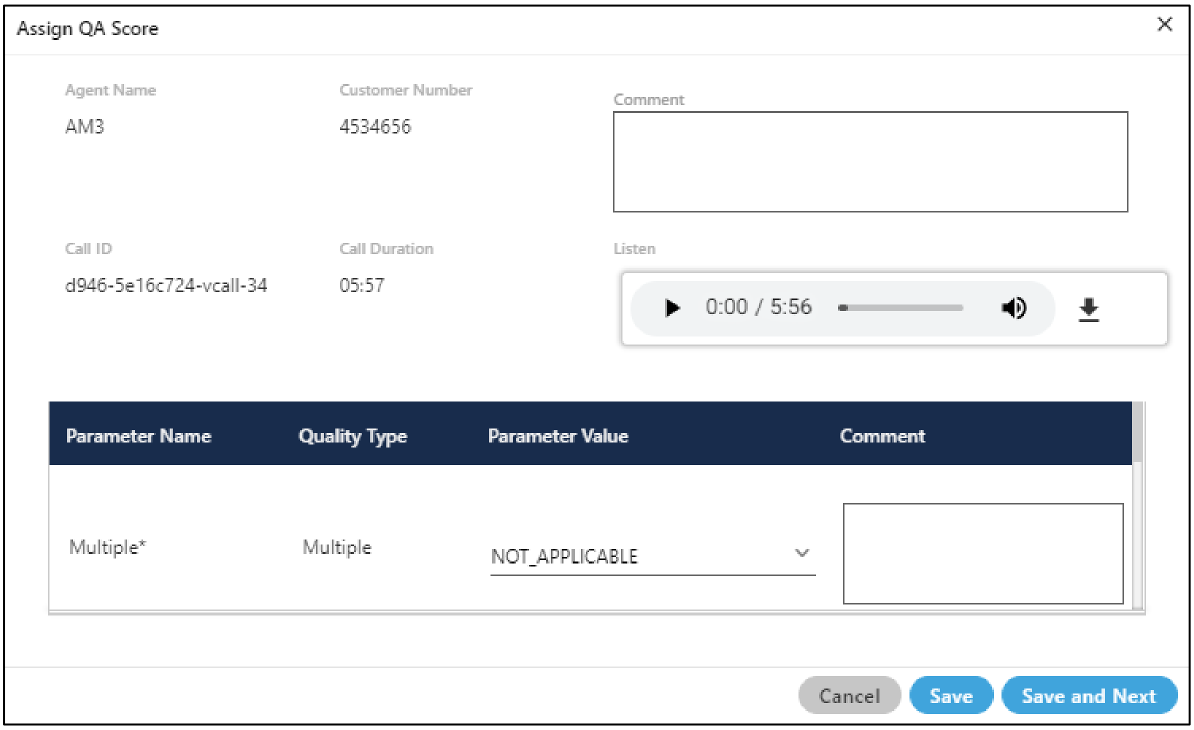



**Figure:** Provide Remarks to Voicelog

On the opened pop-up, Group Manager can perform following tasks.

1. **Agent's Name:** Group Manager can see the agent's name who attended the call.
2. **Customer's Number:** It shows the customer's number through which the call has been done.
3. **Call Id:** It shows the call-id of the call. Ameyo generates the call-id for every call.
4. **Call Duration:** It shows the total duration of the call.
5. **Comment:** Group Manager can provide the comment to the call in the comments box.
6. **Listen:** Group Manager can listen to the call connected call. Click the call listing button to listen the call log.

7. **<u>Download Voicelog</u>:** Group Manager can also download the voicelog and listen to them. Click 

icon to download the voicelog file.

After clicking on the "Download" button, a pop-up comes up. Click "Save" button to download the voicelog. The name of the downloaded file contains the extension name followed by the agent name and the data and time of the call.

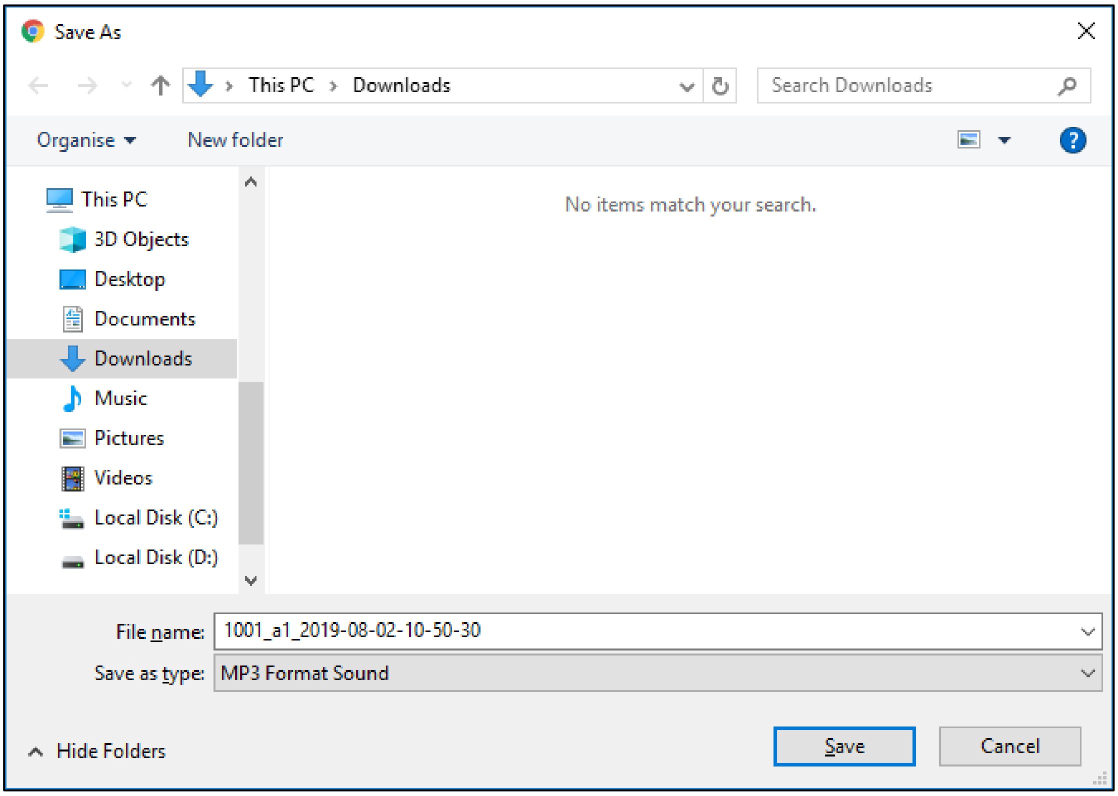



**Figure:** Downloading Pop-up

Before clicking on the save button the Group Manager can also change the name of the voicelogs.

The downloading option depends upon the browser's setting. If the setting of the browser is set not to ask before downloading file then the pop-up will not come up.

8. **Parameter Name:** It shows the list of the QA Parameters which are created to provide the ratings to the agent.
9. **Quality Type:** It represents the quality type of the QA Parameters, (here we have the QA parameters in Range types).
10. **Parameter Value:** It shows the QA value which is provided by the administrator to rate the call for QA Parameters.
11. **Comment:** It is the comment box to provide the comment on the ratings parameters. It can be provided for individually for each parameter name.
12. After completing above steps, click "Save" to save the data or "Save and Next" to save the data and view the next call log from the same screen.

##### 5.1.3.2.5 View CRM

Click View CRM icon to see the customers detail in the CRM which was filled by the agent at the time of the call. It shows the following pop-up.

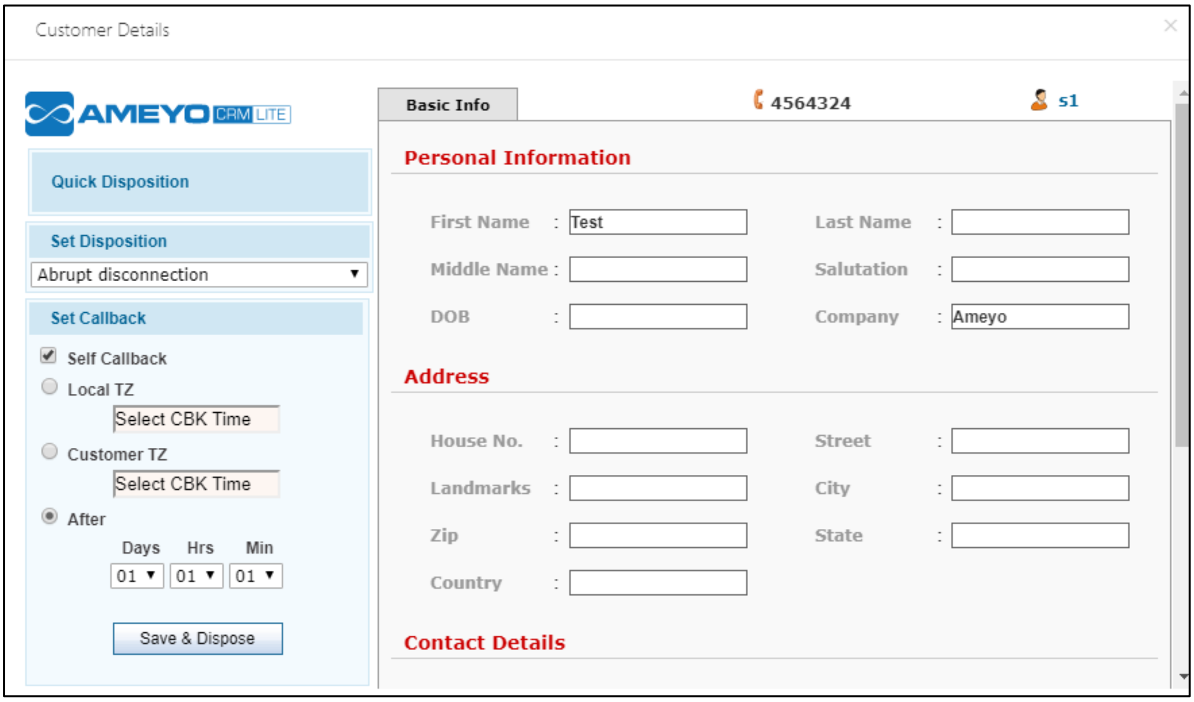



**Figure:** Customer details in CRM

On this screen, Group Manager can see the complete details of the customer. If the details are not filled by the agent, then the Group Manager can edit any customer's information from this screen as well. After editing, click "Save" button to save the provided information.

#### 5.1.3.2.6 View Customer Card

Group Manager can view the customer card, which contains the basic information configured by the administrator to be displayed to the agent, by hovering the mouse over the customer's name.

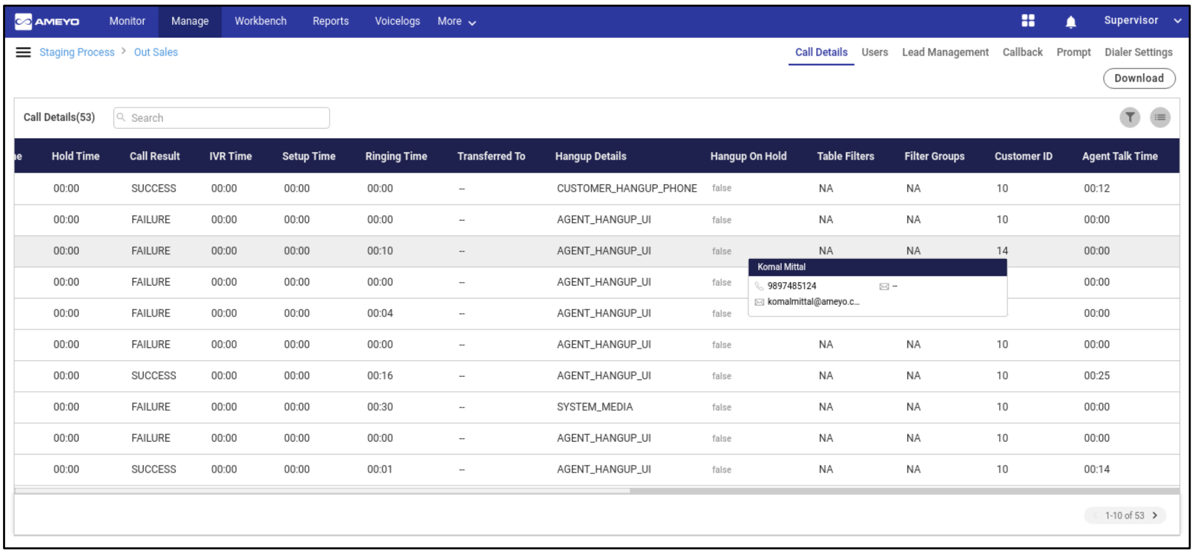



**Figure:** Customer Card

### 5.1.3.3 Call Notes

The notes which are given by the agent at the time of the call are known as call notes. The Group Manager can view these notes along with the details of that call. Click icon to view the call notes of that call.

If the call note is not provided, then the expendable icon will also be not shown in the call details bar.

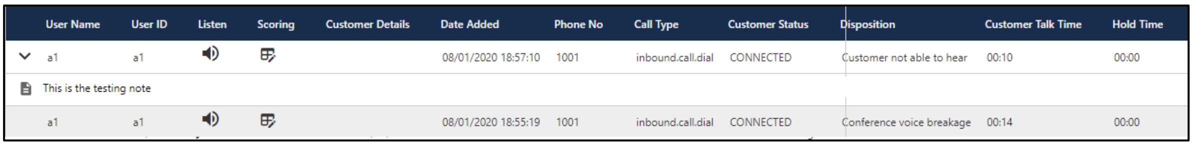



**Figure:** Call Notes

If the filters are not applied, then the call notes dumped very last by a user on a call will be displayed. The Group Manager has to apply the filters to view the call notes differently for individual users.

### 5.1.3.4 Customize the View

The Group Manager can click icon to use the settings of the Call Details.

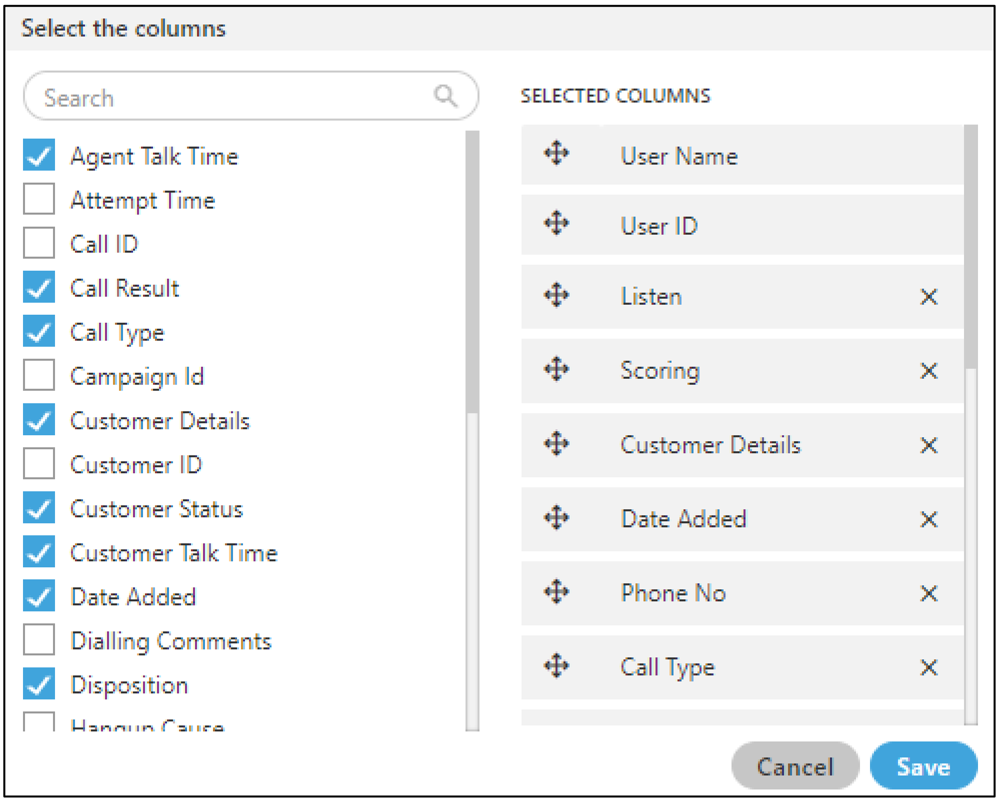



**Figure:** Settings Call Details

Group Manager can manage the display bar menu present at the top of the page. Settings icon helps the Group Manager to sort the menu listings bar.

Check the boxes to see only those filters which are useful for the Group Manager and helps him to monitor the agents.

In the right part of the section, the user can click and hold icon and drag a column upward or downward to change the sequence of the columns in the table. The column on top will be displayed at the first position from the left. If some columns are mandatory to be displayed, then the user will not have the option not to select or deselect the columns.

### 5.1.3.5 User Card

The Group Manager can see the basic information of agents assigned in that campaign by hovering its mouse over the agents name. The user card is displayed while hovering the mouse on the user name of the user. Following screen is displayed while hovering the mouse over the username of the user.

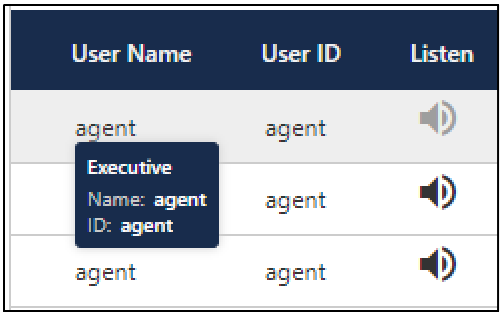



**Figure:** User Card

The user card contains the user-role, username, and userID.

### 5.1.3.6 Columns

Following are the columns which are used to define the call details.

1. **User Role:** It shows the type of the user who is logged-in to the Ameyo.
2. **User Name:** It shows the name of the user.
3. **User ID:** It shows the id of the user.

4. **Listen:** It is a clickable entity which allows you to listen to the voicelogs(explained above).
5. **Scoring:** It is a clickable entity which allows you to provide the rating to the agent's call(explained above).
6. **Customer Details:** It is a clickable entity which shows the complete information of the customer in the CRM.(explained above)
7. **Customer ID:** It shows the customer id. Customer id is unique for all customers and it generates only for those customers whose details are registered in CRM.
8. **Date Added:** It shows the date and time of the customer's details when detils has been saved in the CRM.
9. **Phone No:** It shows the phone number of the agent through which the call has been handled.
10. **Unique Identifier:** It contains the unique identifiers for the masked phone numbers.
11. **Call Type:** It shows the type of call.
12. **Group Manager:** It shows the name of the group manager under whom the agent is assigned in.
13. **Groups:** It shows the name of the group in which the agent is assigned in.
14. **Call ID:** It contains the call-id. Call-id id different for every call and is generated by Ameyo automatically.
15. **Customer Status:** It shows the status of the customer. Here, "CONNECTED" means that customer picks the call and "BUSY" mean that the customer did not picks up the call.
16. **Dialing Comments:** It shows the comments which has been inserted by the agent while calling to customer.
17. **Transferred to:** It shows whether the call has been transferred to another campaign/queue or not.
18. **Hangup Details:** It shows the reason of the call for which the call has been disconnected.

19. **Hangup Cause:** It shows the cause code for the Hangup Details for which the call has been disconnected.
20. **Hangup Cause Code:** It shows the cause code for the Hangup Details and Hangup Cause for which the call has been disconnected. This Hangup code is based upon the codes which has been registered in Ameyo according to Hangup Cause.
21. **Hangup On Hold:** It shows whether the call has been disconnected while the agent put the call on hold or not.
22. **System Disposition:** It allows the group manager to view the system disposition of the call.
23. **Disposition Class:** It allows the group manager to identify the exact reason for the call disposition.
24. **Disposition Code:** It allows the group manager to view the disposition code through which the call was disposed off.
25. **Customer Talk Time:** It show the total duration of the call in between the agent and customer.
26. **Hold Time:** If the agent put the call on hold, then it shows the total duration of the hold time for which the call has been put on hold.
27. **Campaign ID:** It shows the campaign ID from which the call has been dialed by the agent.
28. **Queue Name:** It shows the queue name from which the call has been dialed by the agent.
29. **Lead ID:** If the call is dialed from the lead, then this column shows the id of the lead from which the call has been dialed to the customer.
30. **Attempt Time:** It shows the date and time of the call when the call has been attempted to dial.
31. **Call Result:** It shows whether the call is successfully dialed and received by the customer or there was some error while dialing the call.
32. **IVR Time:** It shows the total duration of the call when the call was in the IVR.

33. **Setup Time:** It is the total time which is taken to connect the both numbers, that is, the time taken to connect the customer and agent through network channel.
34. **Ringing Time :** It shows the total duration of the ring before the call is picked by the user.
35. **Table Filters:** It shows the table filter which had been used while making the call.
36. **Filter Groups :** It shows the filter group which has been used in making the call.
37. **Agent Talk Time :** It shows the total duration of the calls handled by the agent, which consists of total duration spent by agent on call for all the customers.

### 5.1.4 Callback Management in a Campaign

Here, Group Manager can add a callback, view the callbacks with filters, and manage them.

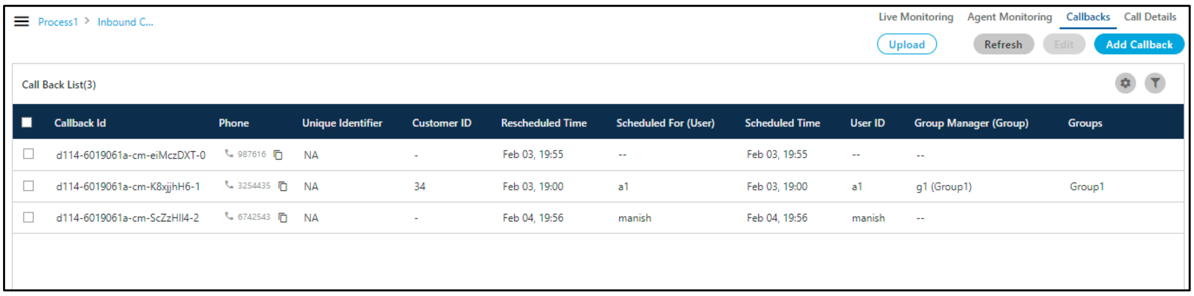



**Figure:** Callback Management in a Campaign

Group Manager can perform the following operations.

#### 5.1.4.1 Add a Callback

Group Manager can add any callback by following the below steps.

1. Click "**Add Callback**" button. It shows the following pop-up.

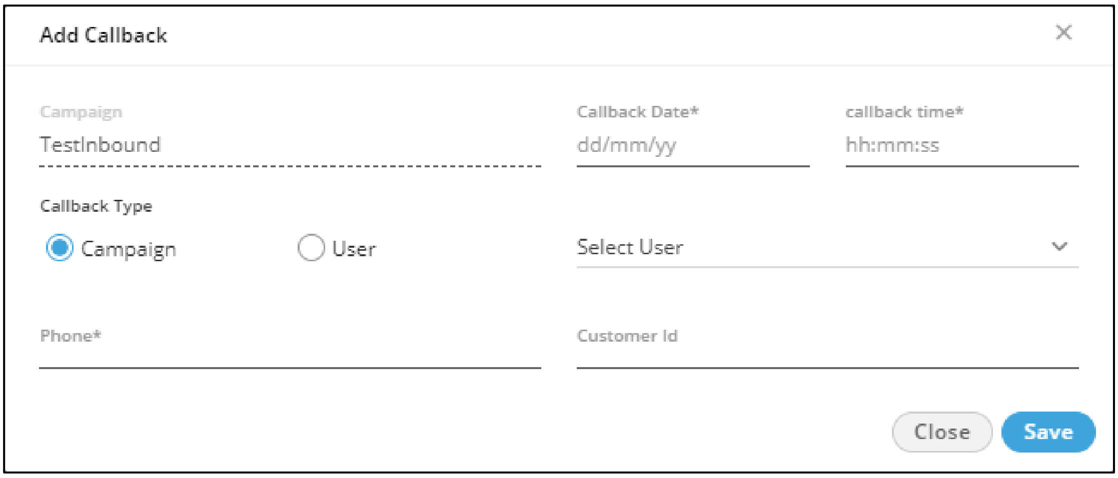



**Figure:** Adding a Callback

2. Select the callback date & time (mandatory fields) from the calendar option.
3. Select any of the following callback types.
    A. **Campaign:** Select it if the callback has to be scheduled for the respective campaign in which Group Manager is logged in.
    B. **User:** Select it if the callback has to be scheduled for a selected user. After selecting user, select the user, for whom callback has to be scheduled, in the drop-down menu.
4. Enter the phone number (mandatory field) on which callback has to be scheduled.
5. Enter the Customer ID, if applicable. Else, leave it blank.
6. Click "**Save**" button to save the callback details.

Multiple Callbacks can be scheduled here.

| | Callback Id | Phone | Customer ID | Rescheduled Time | Scheduled For (User) | Scheduled Time | User ID | User Role | Last Updated by | Time Added | Self Callback |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | d315-5e05b103-cm-0 | 9876543210 | 0 | 09/01/2020, 14:31:31 | AM3 | 28/12/2019, 15:01:00 | AM3 | Executive | Carson | 27/12/2019, 15:01:17 | No |
| | d315-5e05b103-cm-2 | 9658741203 | 0 | 09/01/2020, 14:32:08 | -- | 28/12/2019, 15:04:00 | -- | -- | Carson | 27/12/2019, 15:04:51 | No |

**Figure:** Added Callbacks

### 5.1.4.2 Edit Callbacks

Select the Call from the list of the available callbacks which you want to reschedule. After selecting the call, the "Edit" button starts displaying at the left top of the page. Click "Edit" button. A pop-up containing complete detail of the call comes up.

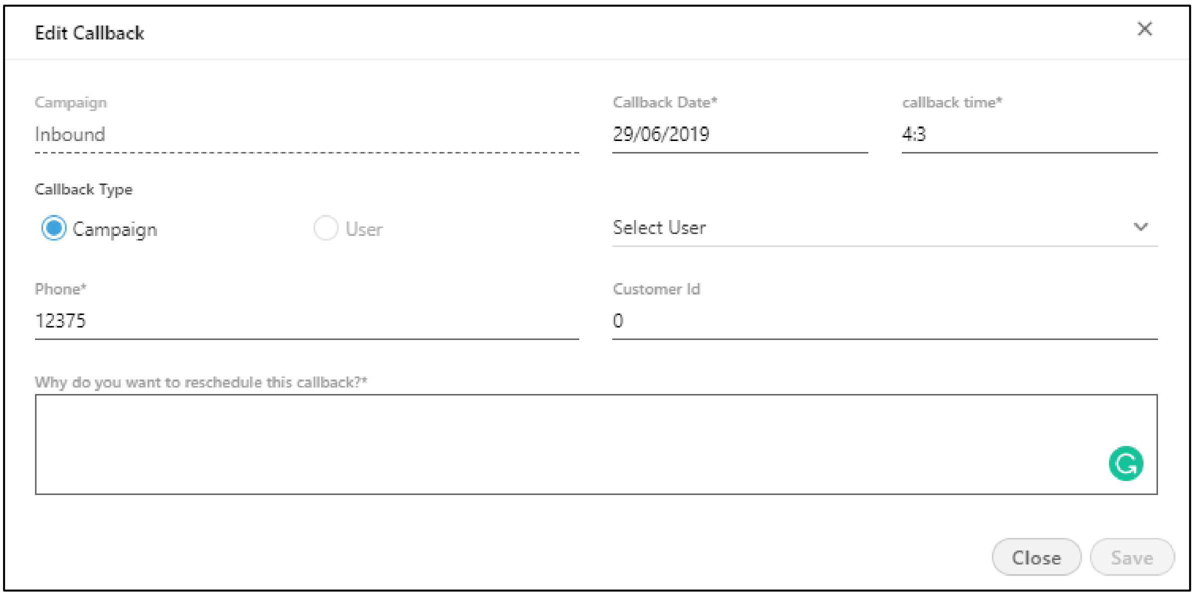



**Figure:** Edit Callbacks

On the pop-up, you can change the Callback date, callback time, phone number, and the agent name as well. After changing all the information, you have to enter the reason for which you are rescheduling the callback. The reason is mandatory which means you have to fill it.

Click "Save" button to save the changes made.

##### 5.1.4.2.1 Limitations for Editing callbacks

Following are some limitations of editing callbacks for the Group Manager.

1. Group Manager cannot change the campaign callbacks to user-specific callbacks, but user-specific callbacks can be changed to campaign callbacks.
2. Group Manager cannot edit multiple callbacks at once. However, multiple callbacks can be deleted at once.

##### 5.1.4.2.2 Search Callbacks

The Group Manager can search for the callbacks with the help of customer's Id, Customer's phone number and customer's name. It helps the Group Manager to search the callback with comparatively higher speed and

### 5.1.4.3 Extract Callbacks

You can select multiple callbacks and click "Extract" in this pop-up to save the details of Callbacks as a CSV file on the disk. It shows the following dialog box.

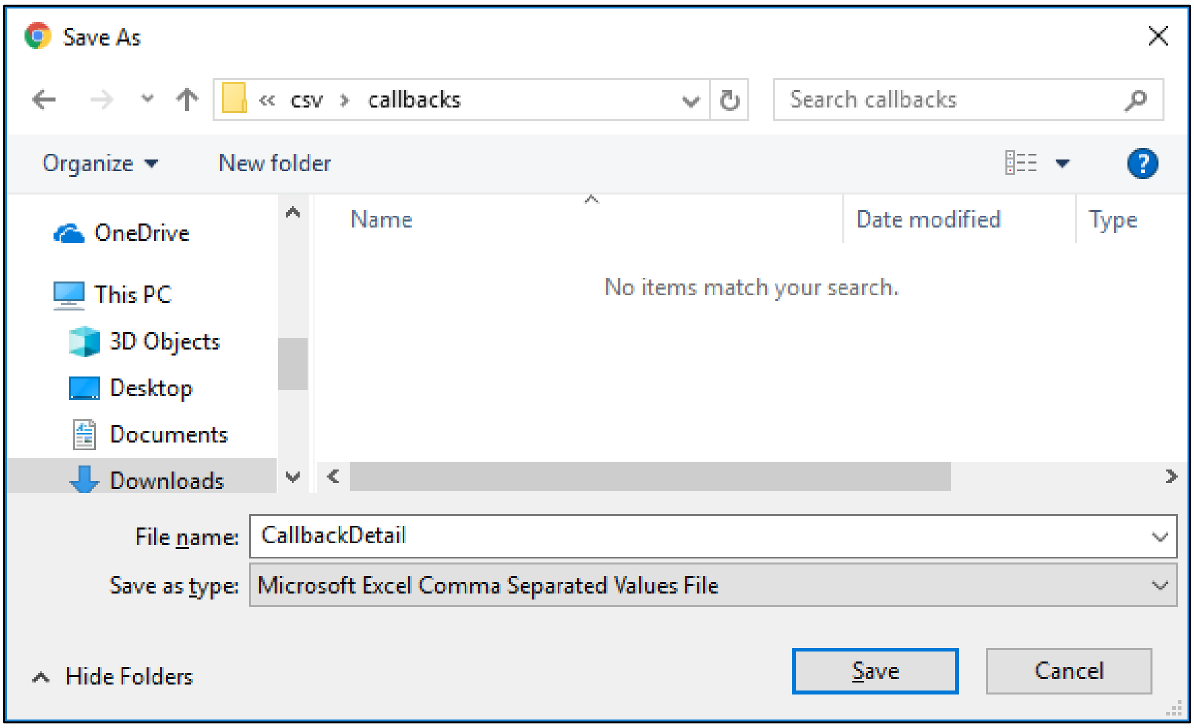
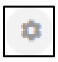



**Figure:** Extract Callbacks

Select the location and provide a name to the file. Click "Save" to save the details of callbacks in a file.

### 5.1.4.4 Settings

The Group Manager can set callback configuration by clicking  icon to access the callback settings. It shows the following pop-up.

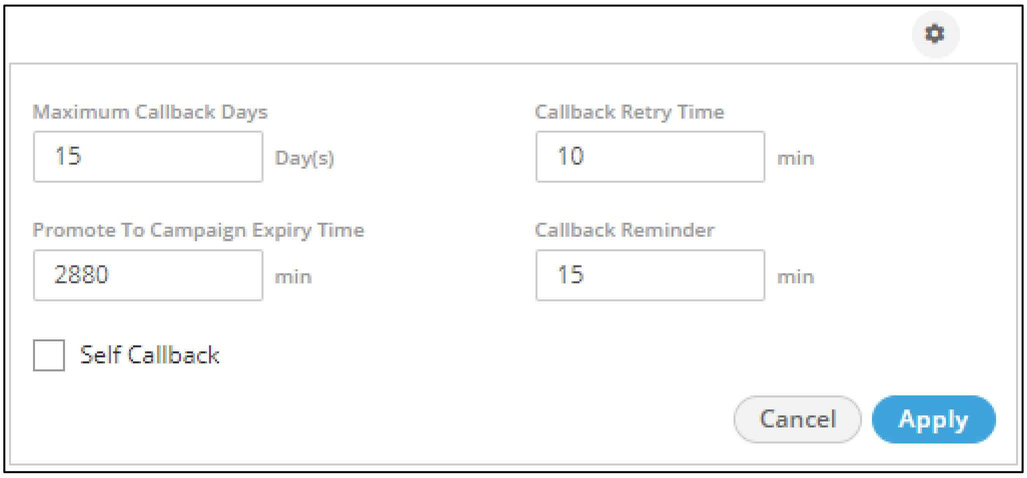



**Figure:** Configure Callback

1. **Self Callback:** If this option is enabled (checkbox is checked) then the callbacks set using force dispose would be self callback by default.
2. **Max Callback Days:** Group Manager can define the maximum number of days after which the callback would be deleted from the system.
3. **Promote To Campaign Expiry Time (min):** It refers to the maximum number of minutes after which the self callback (if not attended by the respective agent) will get expired and transferred to the campaign (that is it can then be routed to any available agent of the campaign).
4. **Callback Retry Time (min):** It is the time after which callback will be dialed again in case it is failed in the previous attempt.
5. **Callback Reminder (min):** It is the time before which the callback notification will be displayed in the notification bar of the respective agent or Group Manager for the scheduled callbacks.

### 5.1.4.5 Filter the View

Group Manager can click  icon to filter the callbacks.

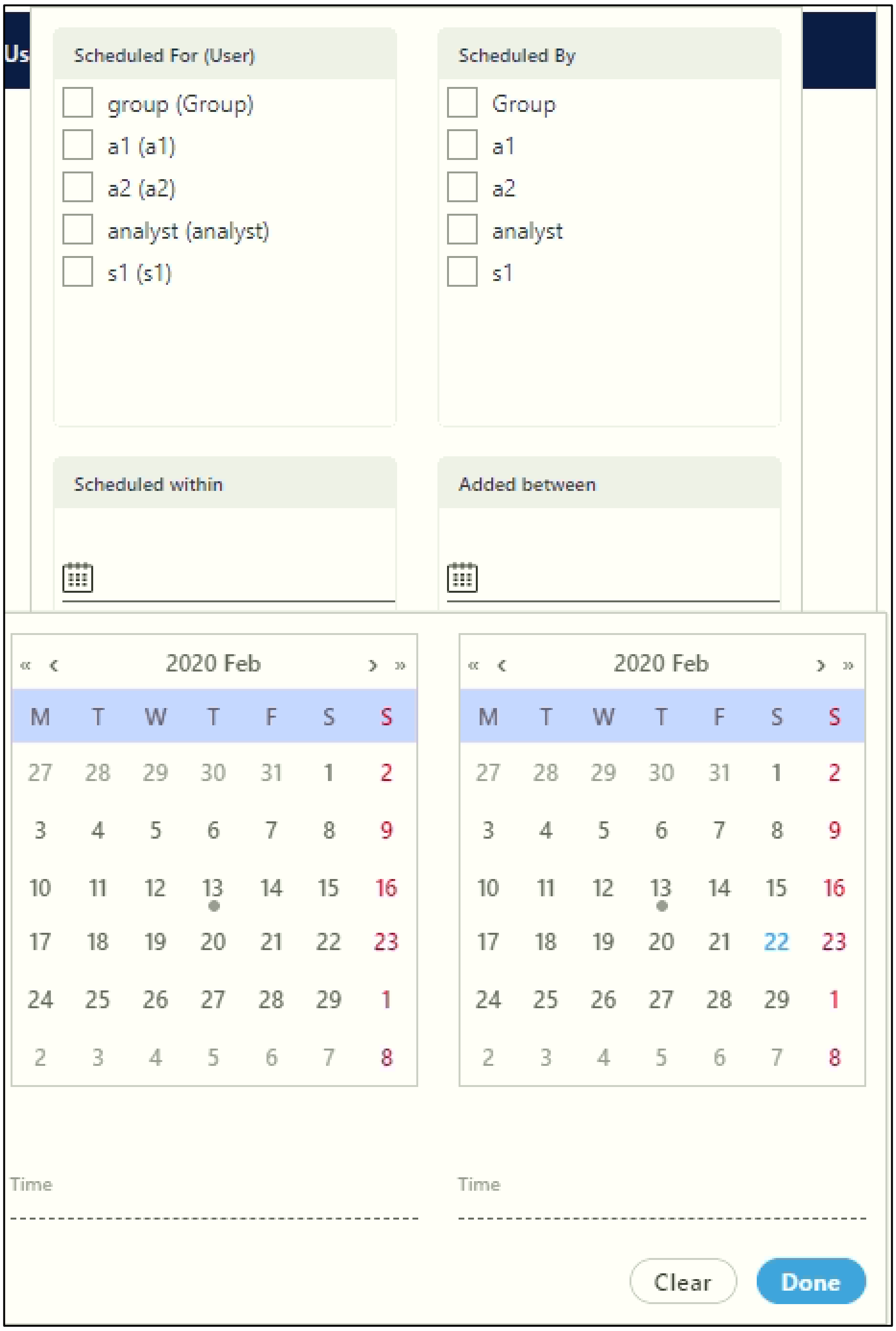



**Figure:** Filter Callbacks

It contains the following filters.

- **Groups (Group Manager):** Select the name of the groups and group managers to whom the scheduled callback agent is assigned in.
- **Scheduled for (User):** Select the users of which callbacks have to be displayed.

- **Scheduled within:** Select the time range in "From" and "To" for those callbacks which are scheduled in the given time range.
- **Scheduled By (User):** Select the users who created the callbacks.
- **Added Between:** Select the time range in "From" and "To" for those callbacks which are scheduled in the given time range.

  There is no need to provide date and time from different places. All can be done through one place. Click at "Scheduled By (User)" or "Added Between" to provide date and time simultaneously.
- **Phone Number:** The group manager can also provide the phone number of to filter the callbacks scheduled for that phone number.

Click "Apply" to apply the filters. After applying the filters, the Group Manager can click "Clear" to clear the filter and restore the default view of the callbacks.

#### 5.1.4.6 Delete Callback

Click "Delete" button to delete the selected callback. A pop-up arises in which you have to provide the reason for which you are deleting the callback. Without providing the reason, the callback will not delete.

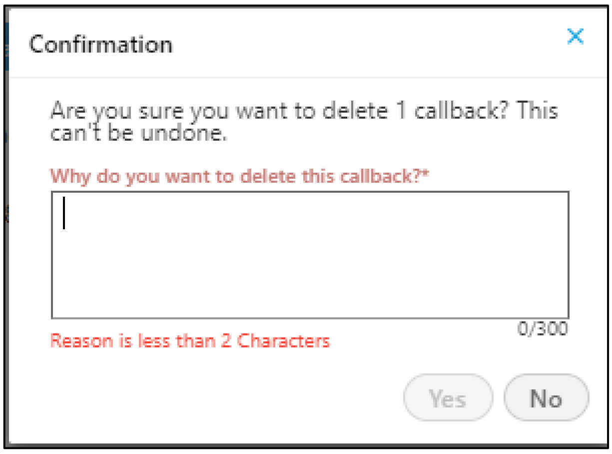



**Figure:** Delete Callbacks

### 5.1.5 Notification for the Scheduled Callback

A notification will be shown to the group manager when a callback has been scheduled in the campaign. It contains the phone number for which the callback is scheduled, the campaign name and the time for which the callback is scheduled.

If the number masking is enabled for that campaign, then it will mask the phone number in the displayed notification as well.

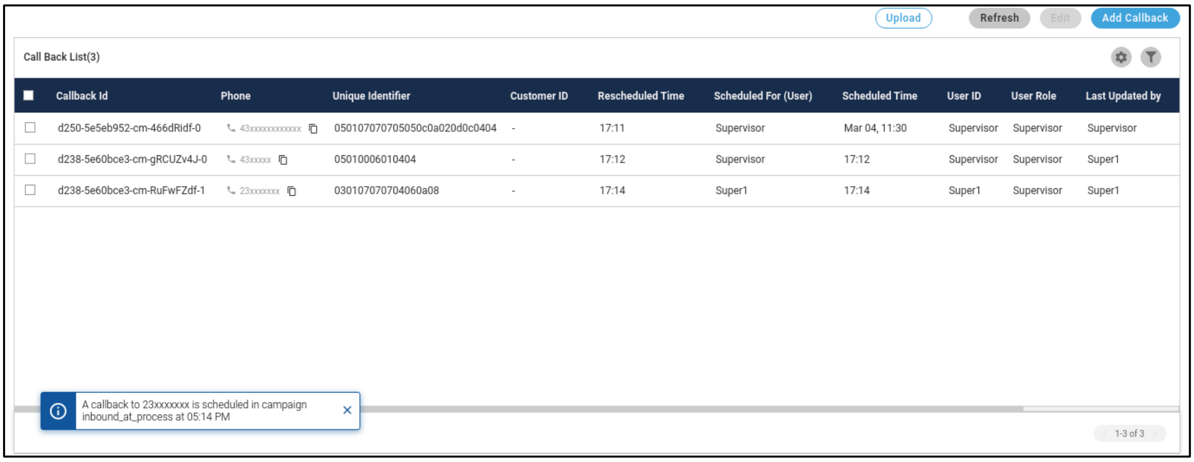


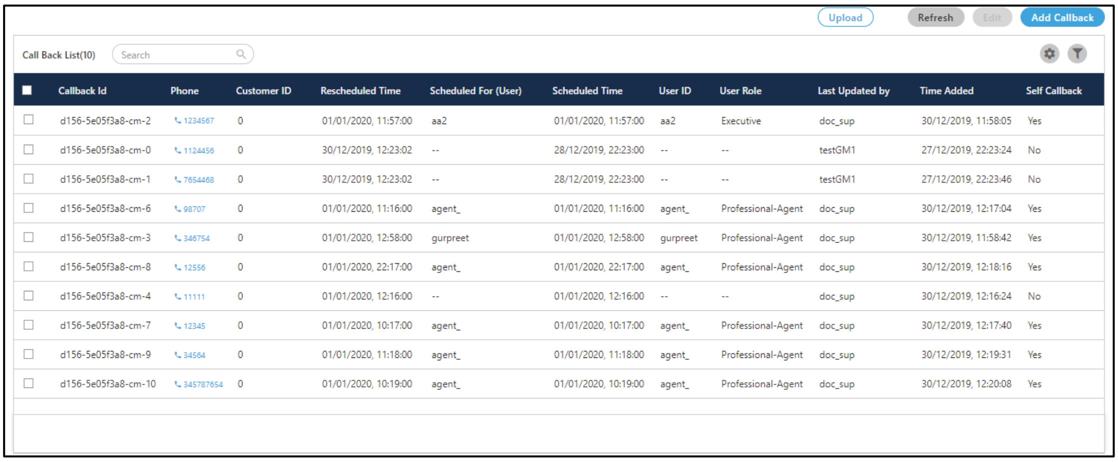

**Figure:** Callback Management in a Campaign

### 5.1.6 (Licensable) Bulk Migration of Callbacks between Campaigns

It is possible that those agents to which the callbacks are assigned has been moved to another campaign due to any reason. In such cases, the callbacks assigned to such agents can also be assigned back to them.

Perform the following steps.

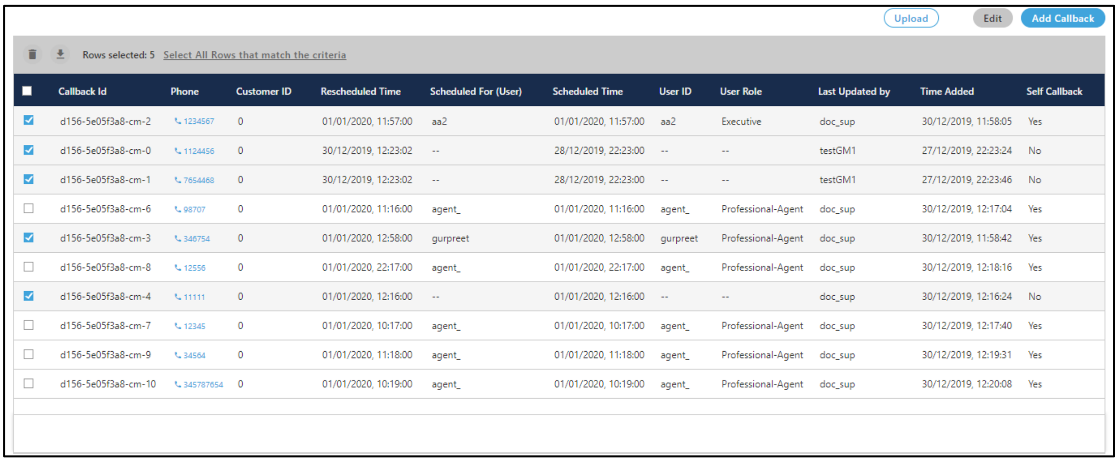
1. In the "Callback" tab, the following screen is displayed on which you have to upload the CSV.




| Callback Id | Phone | Customer ID | Rescheduled Time | Scheduled For (User) | Scheduled Time | User ID | User Role | Last Updated by | Time Added | Self Callback |
|---|---|---|---|---|---|---|---|---|---|---|
| d156-5e05f3a8-cm-2 | 1234567 | 0 | 01/01/2020, 11:57:00 | aa2 | 01/01/2020, 11:57:00 | aa2 | Executive | doc_sup | 30/12/2019, 11:58:05 | Yes |
| d156-5e05f3a8-cm-0 | 1124456 | 0 | 30/12/2019, 12:23:02 | -- | 28/12/2019, 22:23:00 | -- | -- | testGM1 | 27/12/2019, 22:23:24 | No |
| d156-5e05f3a8-cm-1 | 7654468 | 0 | 30/12/2019, 12:23:02 | -- | 28/12/2019, 22:23:00 | -- | -- | testGM1 | 27/12/2019, 22:23:46 | No |
| d156-5e05f3a8-cm-6 | 98707 | 0 | 01/01/2020, 11:16:00 | agent_ | 01/01/2020, 11:16:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:17:04 | Yes |
| d156-5e05f3a8-cm-3 | 346754 | 0 | 01/01/2020, 12:58:00 | gurpreet | 01/01/2020, 12:58:00 | gurpreet | Professional-Agent | doc_sup | 30/12/2019, 11:58:42 | Yes |
| d156-5e05f3a8-cm-8 | 12556 | 0 | 01/01/2020, 22:17:00 | agent_ | 01/01/2020, 22:17:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:18:16 | Yes |
| d156-5e05f3a8-cm-4 | 11111 | 0 | 01/01/2020, 12:16:00 | -- | 01/01/2020, 12:16:00 | -- | -- | doc_sup | 30/12/2019, 12:16:24 | No |
| d156-5e05f3a8-cm-7 | 12345 | 0 | 01/01/2020, 10:17:00 | agent_ | 01/01/2020, 10:17:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:17:40 | Yes |
| d156-5e05f3a8-cm-9 | 34564 | 0 | 01/01/2020, 11:18:00 | agent_ | 01/01/2020, 11:18:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:19:31 | Yes |
| d156-5e05f3a8-cm-10 | 345787654 | 0 | 01/01/2020, 10:19:00 | agent_ | 01/01/2020, 10:19:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:20:08 | Yes |

**Figure:** "Manage Callback" Page

2. Select the callbacks that have to be downloaded.




| Callback Id | Phone | Customer ID | Rescheduled Time | Scheduled For (User) | Scheduled Time | User ID | User Role | Last Updated by | Time Added | Self Callback |
|---|---|---|---|---|---|---|---|---|---|---|
| d156-5e05f3a8-cm-2 | 1234567 | 0 | 01/01/2020, 11:57:00 | aa2 | 01/01/2020, 11:57:00 | aa2 | Executive | doc_sup | 30/12/2019, 11:58:05 | Yes |
| d156-5e05f3a8-cm-0 | 1124456 | 0 | 30/12/2019, 12:23:02 | -- | 28/12/2019, 22:23:00 | -- | -- | testGM1 | 27/12/2019, 22:23:24 | No |
| d156-5e05f3a8-cm-1 | 7654468 | 0 | 30/12/2019, 12:23:02 | -- | 28/12/2019, 22:23:00 | -- | -- | testGM1 | 27/12/2019, 22:23:46 | No |
| d156-5e05f3a8-cm-6 | 98707 | 0 | 01/01/2020, 11:16:00 | agent_ | 01/01/2020, 11:16:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:17:04 | Yes |
| d156-5e05f3a8-cm-3 | 346754 | 0 | 01/01/2020, 12:58:00 | gurpreet | 01/01/2020, 12:58:00 | gurpreet | Professional-Agent | doc_sup | 30/12/2019, 11:58:42 | Yes |
| d156-5e05f3a8-cm-8 | 12556 | 0 | 01/01/2020, 22:17:00 | agent_ | 01/01/2020, 22:17:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:18:16 | Yes |
| d156-5e05f3a8-cm-4 | 11111 | 0 | 01/01/2020, 12:16:00 | -- | 01/01/2020, 12:16:00 | -- | -- | doc_sup | 30/12/2019, 12:16:24 | No |
| d156-5e05f3a8-cm-7 | 12345 | 0 | 01/01/2020, 10:17:00 | agent_ | 01/01/2020, 10:17:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:17:40 | Yes |
| d156-5e05f3a8-cm-9 | 34564 | 0 | 01/01/2020, 11:18:00 | agent_ | 01/01/2020, 11:18:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:19:31 | Yes |
| d156-5e05f3a8-cm-10 | 345787654 | 0 | 01/01/2020, 10:19:00 | agent_ | 01/01/2020, 10:19:00 | agent_ | Professional-Agent | doc_sup | 30/12/2019, 12:20:08 | Yes |

**Figure:** Selected the Callbacks

- The Group Manager can select a maximum of up to 10,000 callbacks at a time.
- On a single page of callbacks, only 10 records are displayed. If you want to select all the records which are not visible on the page, then you can click "Select All Rows" link. It will select all the rows of callbacks.

3. Click icon to export or extract these callbacks. It shows the following modal.

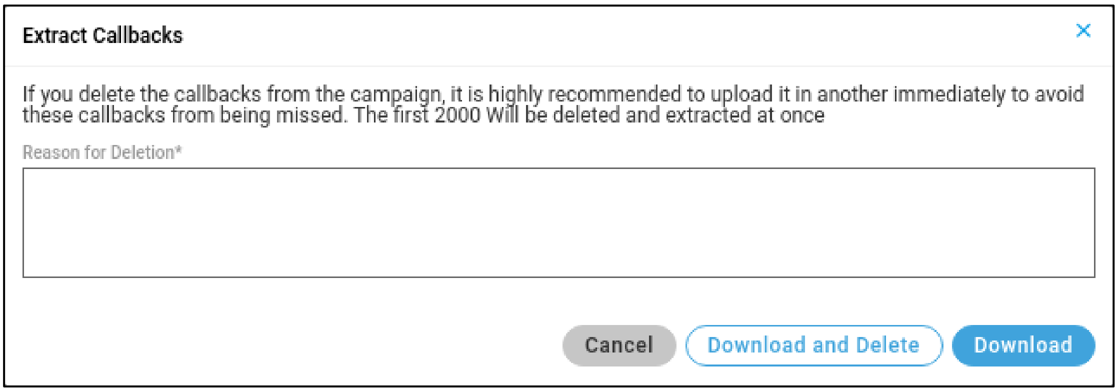



**Figure:** Modal to Export and Extract the Callbacks

4. Provide a reason to export or extract the callbacks.
5. Click "Export" to export the callbacks and download them to a CSV file.
6. Click "Extract" to export the callbacks to a CSV file and delete them from Ameyo System.

   This option is based upon "Save As" functionality of the Web browser. If "Ask where to save each file before downloading" or similar option is not checked, the CSV file will be saved at the default download location of the Web browser, of which name is "CallDetails". In this case, the Group Manager or the Group Manager does not get the option to change the name and path of the file.

   It is recommended to keep the option "Ask where to save each file before downloading" checked so that you can specify the name and path to save the files.

   If "Ask where to save each file before downloading" option is checked, then the following dialog box is displayed while saving the CSV file.

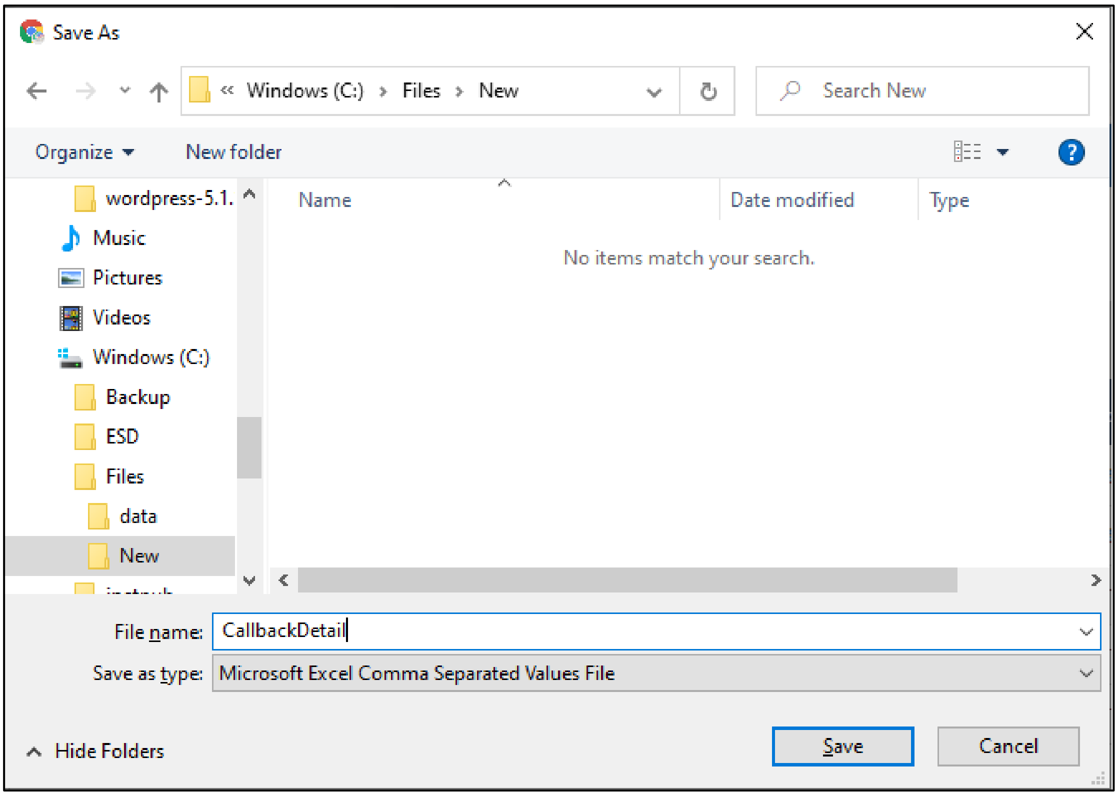


**Figure:** Save CSV File

7. The following screenshot shows a sample CSV.

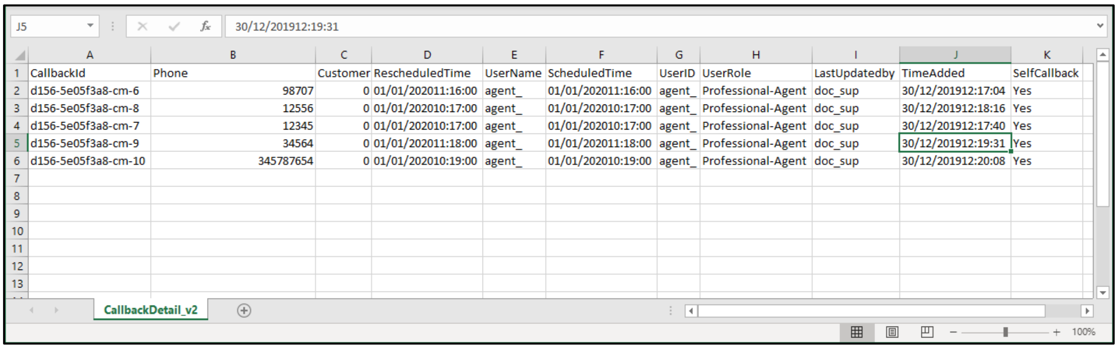


**Figure:** Sample CSV File containing the callbacks

### 5.1.6.1 Upload the Callbacks

Perform the following steps to upload the callbacks.

1. Click "Upload" to upload the callbacks. It shows the following modal.

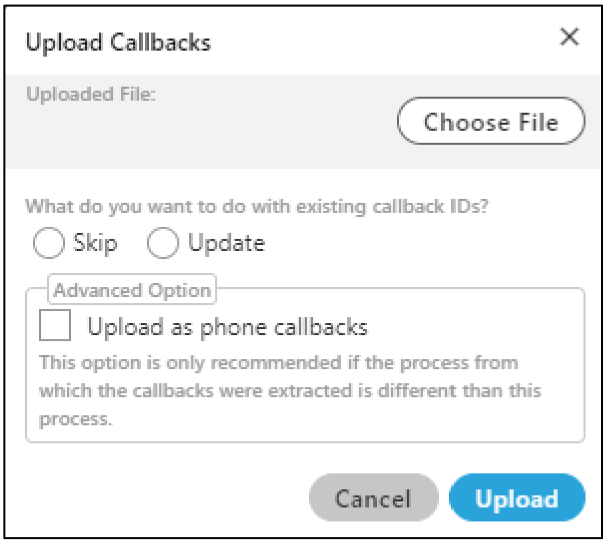



**Figure:** "Upload CSV" Modal

2. Click "Upload" to upload the CSV files to add the callbacks. It shows the following modal.

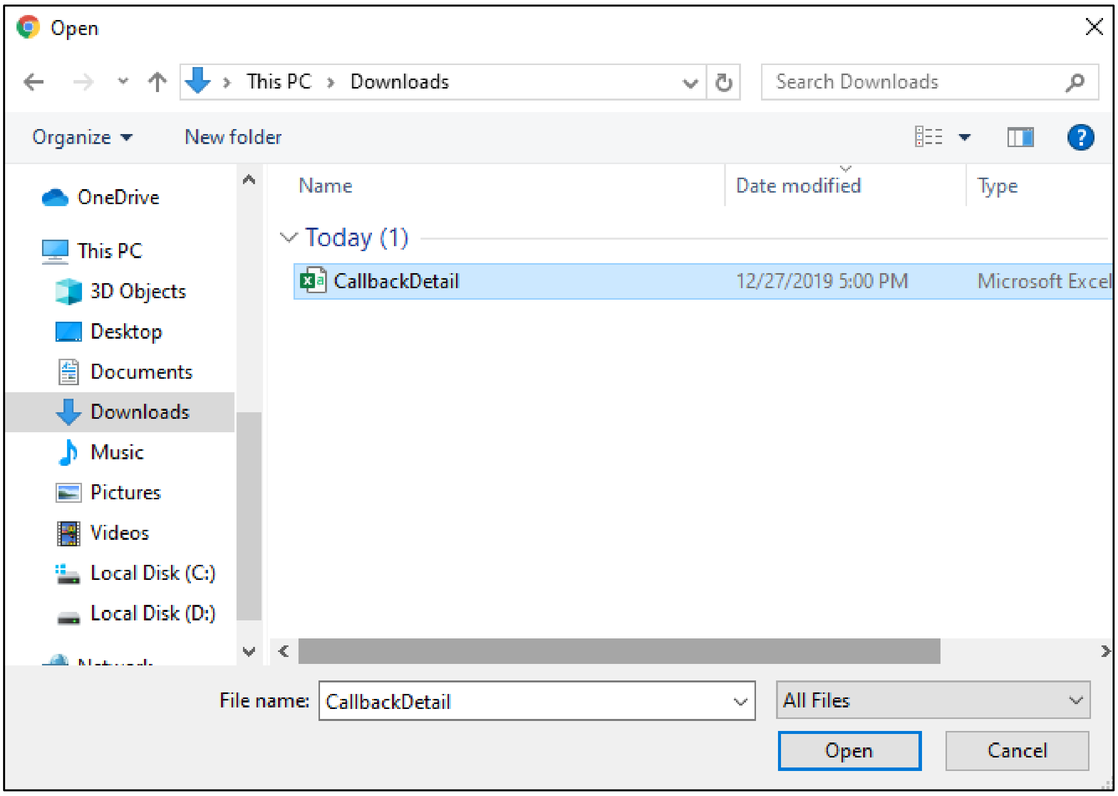



**Figure:** Dialog Box to open the file

3. Select the location where you have saved the file.
4. Select the CSV file and click "Open" to open the file.
5. CSV file is selected in "Upload CSV" Modal.

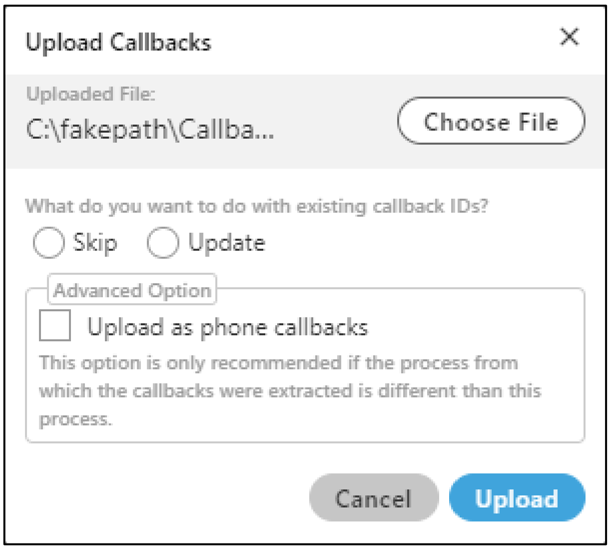



**Figure:** Dialog Box to open the file

6. Select any of the following options.
   - **Skip:** Select it to skip any operation to be done on the callback-id, that is, all the Callback IDs will be the same as used before.
   - **Update:** Select it to update the callback-id for those callbacks which have been updated in the CSV file.
   - **Upload as phone callback:** Enable this feature if all the callbacks which you have uploaded are phone calls. It is recommended to use this option only when the process is different while uploading.
7. Click "Upload" to upload the callbacks else, click "Cancel" button. The uploading process takes some time, depending upon the size of the callbacks. The following notification pop-up is displayed now, which contains the list of errors or number of records that are uploaded successfully.

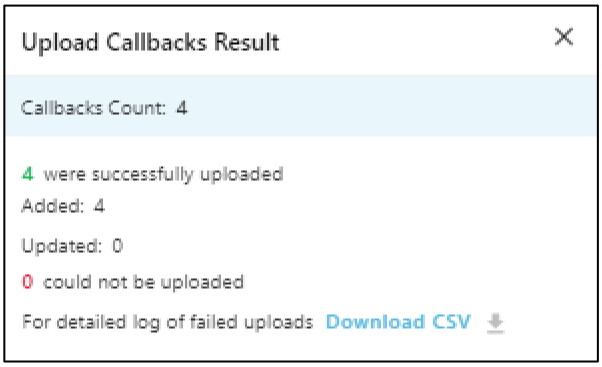



**Figure:** Uploaded the Callbacks

8. If there is any error while uploading the callback CSV, then the Group Manager can download the CSV for failure reasons, if any.
9. Once the callbacks have been updated, a notification is sent to all the group managers and agents of that campaign.

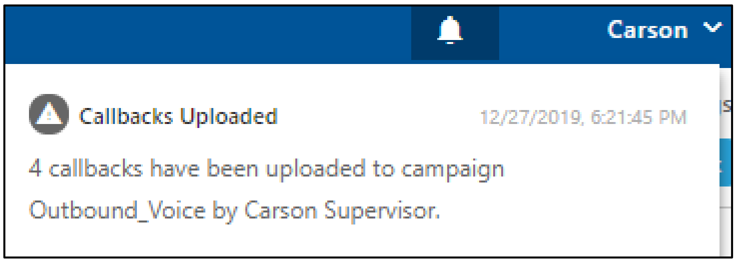



**Figure:** Notification of Uploading the Callback

If the uploading time of callback is greater than the scheduled time of callback, then the callback will schedule to the present time.

**For Example:**

Suppose, the callback scheduled time is 11:00, but the callback is extracted and deleted at 10:00, and it is uploaded at 12:00, then the callback time will schedule automatically to the present time, that is, 12:00.

### 5.1.7 Changing the User Assignment of Callbacks in Bulk

There is a possibility that the agent is not present, transferred to another campaign or left the job. In such cases, the callbacks assigned to that agent will remain unfollowed. In such cases, the Group Manager can assign these callbacks to another agent, so that the callbacks will not be left unfollowed.

Select those callbacks which have to be modified.

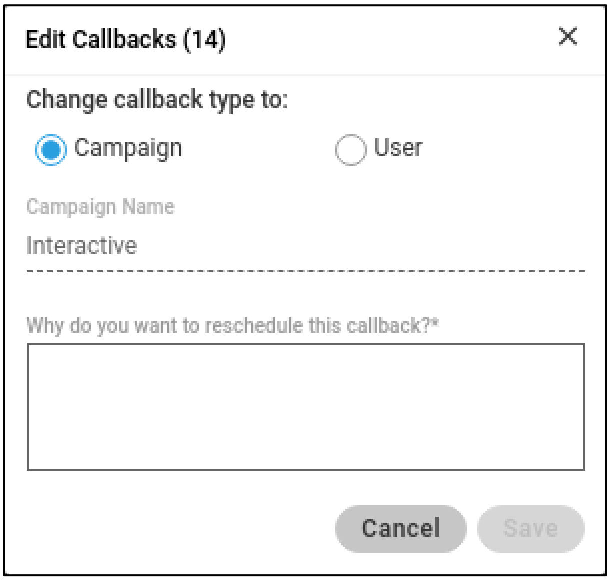



**Figure:** Bulk Edit of Callbacks

The Group Manager or Group Manager has to select the callbacks in "Callbacks" Tab and click "Edit" button to edit these callbacks in bulk. Here, you can either promote the callbacks to "Campaign" or change the user assigned to these callbacks. If the callbacks are already assigned to the multiple users, then a message is displayed in "Edit Callback" modal.

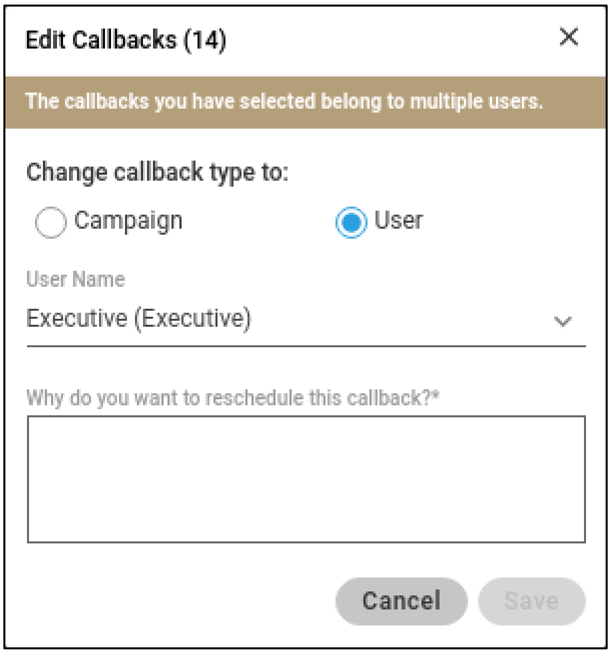



**Figure:** Bulk Edit of Callbacks already assigned to the multiple users

If bulk callbacks have been assigned to a user and that the user has been unassigned from the campaign, then the Group Manager still can see and manage the scheduled callbacks assigned to that user.

#### 5.1.7.1.1 Toast Notifications

If the Group Manager or Group Manager changes the user assignment of the callbacks, then a toast notification is displayed to them.

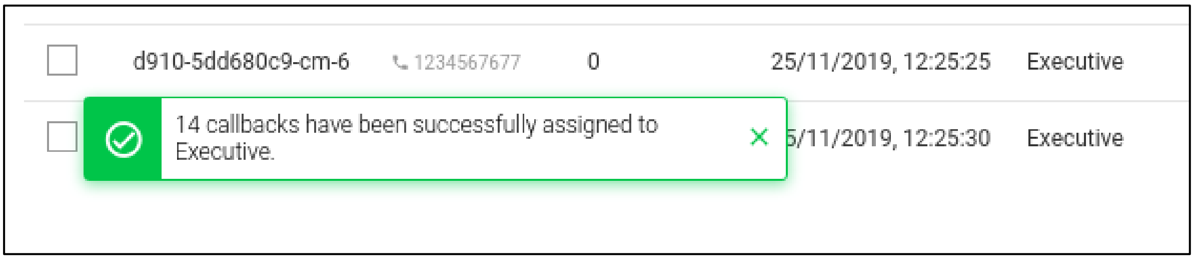



**Figure:** Toast Notification on the successful bulk operation

If the Group Manager or Group Manager tries to change the user assignment of the callbacks more than the configured limit, then the toast notification displays the error message.

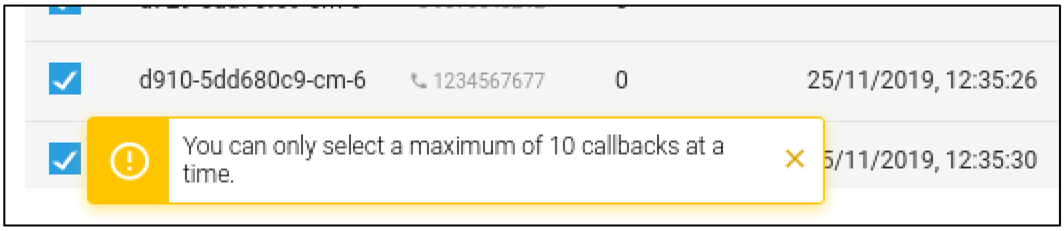



**Figure:** Toast Notification shows the error when the callbacks more than the limit are being tried

#### 5.1.7.1.2 Notification to the User Consoles

If a user is assigned the callbacks in bulk, then a notification is displayed to the console of that user.

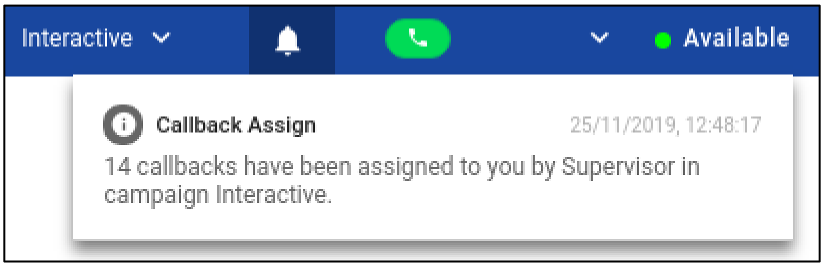



**Figure:** Notification to the Agent upon assignment of the bulk callbacks

Notification will be displayed to all Group Managers in case of bulk update of callbacks. If a user has been assigned multiple callbacks then a notification will be displayed to the user.

## 5.2 Monitor Outbound Campaign

Here, Group Manager can monitor the Outbound Campaign.

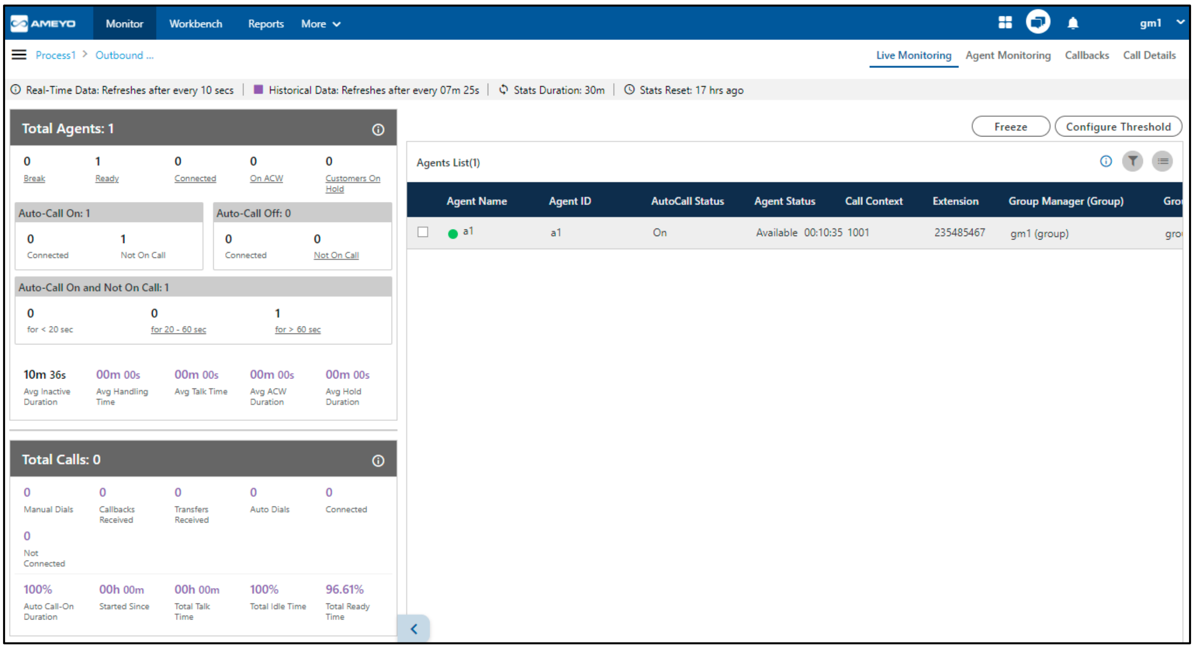



**Figure:** Monitor Outbound Campaign

It contains the following tabs.

- **Live Monitoring:** Perform the Live Monitoring in the campaign. Know more...
- **Agent Monitoring:** Monitor the agents in the campaign. Know more...
- **Callbacks:** View callbacks assigned to the agents in that group of Inbound Campaign. This tab is already described in Inbound campaign. Know more...
- **Call Details:** View details of the calls dialed or received by the agents assigned in that inbound campaign. This tab is already described in Inbound campaign. Know more...

### 5.2.1 Live Monitoring of Outbound Campaign

Here, Group Manager can monitor the activities in Outbound Campaign.

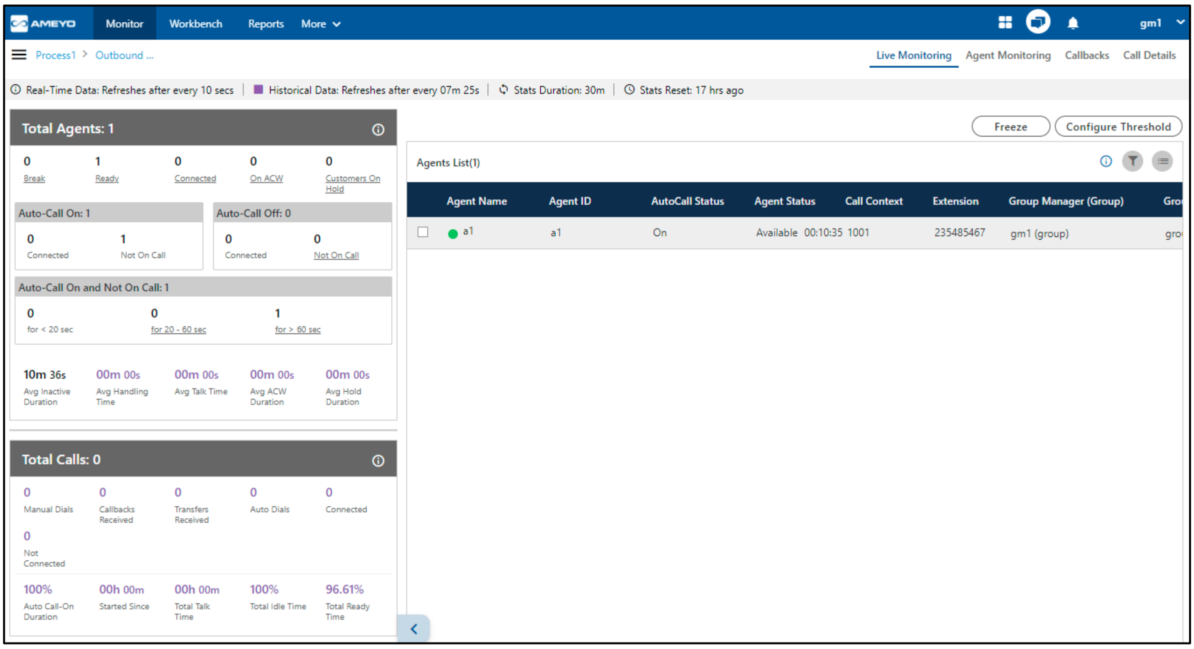



**Figure:** Live Monitoring

### 5.2.1.1 Interface Elements

Overall, the interface of Live Monitoring in Outbound Campaign can be divided into the following sections.

#### 5.2.1.1.1 Cautionary Extension Selection Message

At the top of the screen, a cautionary message is displaying in the red bar.It arises in the case when the Group Manager does not select the extension of his phone. Select the extension to remove this cautionary mark from the screen.

You can also click on this cautionary bar to select the extension.


**Figure:** Cautionary Mark

#### 5.2.1.1.2 Data Collection Indications

On top, a horizontal bar shows the indications of different data collection intervals.

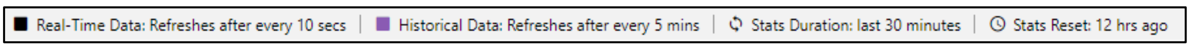


**Figure:** Data Collection Indications

1. **Real-Time Data:** The statistics which are given in the black font color will update its data in every 10seconds. . Generally, the data shown in this color has a real-time impact on the database like Agent's activity.
2. **Historical Data:** The statistics which are in the Purple font color refreshes after every 5minutes. Generally, the data shown in this color do not impact the database in every instance of the database.
3. **Stats Duration:** It shows that the data showing on the monitor screen is of the last 30 minutes.
4. **Stats Reset:** It is the indication about the time before which the monitoring data was refreshed.

### 5.2.1.2 Total Calls: Campaign Runtime Summary

It shows the runtime summary of all calls made in this campaign.

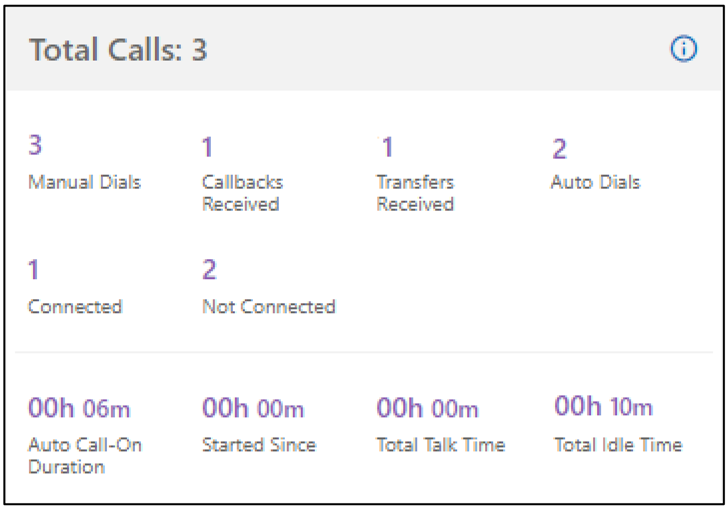



**Figure:** Campaign Runtime Summary

**Additional Information:**

Hover the mouse over icon to view the last calculated time, and last fetched time of "Total Calls".


**Figure:** Further Information of Total Calls

It contains the following metrics.

1. Manual Dials
2. Callbacks Received
3. Transfers Received
4. Auto Dials
5. Connected
6. Not Connected
7. Auto-Call On Duration
8. Started Since
9. Total Talk Time
10. Total Idle Time

##### 5.2.1.2.1 Manual Dials

It shows the total number of manual dial and manual preview dial calls by the members of that group in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.2.1.2.2 Callbacks Received

It shows the total number of callbacks received by the members of that group, including Queue Callback, Campaign Callback, Self Callback, and Preview Callback in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.2.1.2.3 Auto Dials

It shows the total number of auto-dial calls by the members of that group made in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.2.1.2.4 Transfers Received

It shows the total number of transferred calls received by the members of that group in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.2.1.2.5 Connected

It shows the total number of unique connected calls by the members of that group in this campaign.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.2.1.2.6 Not Connected

It shows the total number of not connected calls in that group. The not connected status shows when the user assigned in that group is identified but the call fails to be connected.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

For the following cases the Not Connected status will not show:

1. If the call is not picked by the member of that group.
2. If the User ring timed out.

##### 5.2.1.2.7 Auto-Call On Duration

It is the total time duration of all agents in that group who are on "Auto-call On" status for the last 30 minutes.

The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

##### 5.2.1.2.8 Started Since

It shows the time from when the agent started the calling. The time starts after the agent changed his status to "Available" only.

The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.2.9 Total Talk Time

It is the total time duration of all agents of that group which they consume on the calling.

The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.2.10 Total Idle Time

It shows the total time duration of all the agents of that group which they consume without calling.

If an agent has selected multiple campaigns and handling all calls in one campaign only, then it's Idle Time will be equal to the Ready Duration in other campaigns.

**Calculation:**

| | | | |
|---|---|---|---|
| Idle Time for an agent in a campaign | = | Ready — | Agent Ringing Time for all calls taken by this agent in this campaign<br>+ Agent Preview Time for all calls taken by this agent in this campaign<br>+ Customer Ringing Time (in case the customer is initiated after the agent)<br>+ Customer Setup Time (in case the customer is initiated after the agent)<br>+ Agent Talk Time for all calls taken by this agent in this campaign<br>+ Agent Customer Hold Time for all calls taken by this agent in this campaign<br>+ Agent ACW Duration for all calls taken by this agent in this campaign |

### 5.2.1.3 Total Agents: User Runtime Summary

It shows the Runtime summary for logged on users.

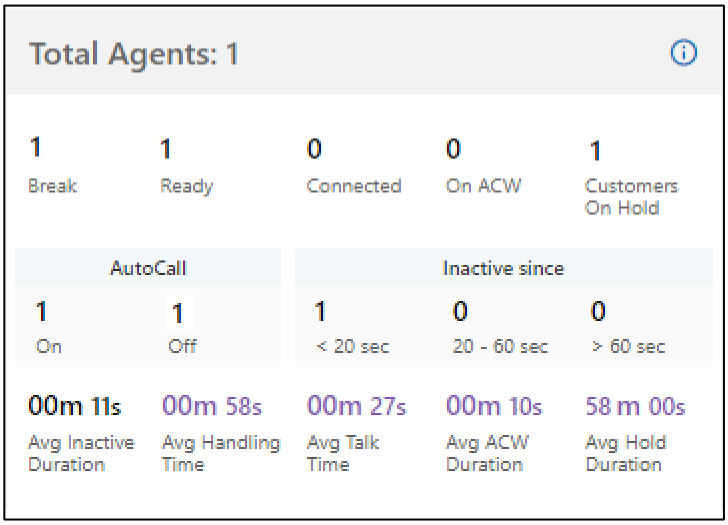



**Figure:** User Runtime Summary

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

**Additional Information:**

Hover the mouse over icon to view the last calculated time, and last fetched time of "Total Agents".


**Figure:** Further Information of Total Agents

It contains the following metrics.

1. Break
2. Ready
3. Connected
4. On ACW
5. Customers on Hold
6. Auto-Call On and Not on Call

7. Auto Call On and Auto Call Off
8. Avg Inactive Duration
9. Avg Handling Time
10. Avg Talk Time
11. Avg ACW Duration
12. Avg Hold Duration

#### 5.2.1.3.1 Break

It shows the number of users who are on break in that group. It is calculated for every user is equal.

$$\text{Break} = \frac{\text{Number of Agents on Break}}{\text{Number of agents whose status is break}}$$

**Figure:** Calculation of Break

It is a click-able entity. Once you click "Break" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.2 Ready

It is the number of unique agents staffed in that group, who are on "Available" status. It is a click-able entity. Once you click on "Ready" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.3 Connected

It is the total number of phone extensions selected by the users of that group which are connected in this campaign. It is a click-able entity. Once you click on "Connected" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.4 On ACW

It is the number of agents of that group who are on "Wrap Up" of the calls, that is, who are disposing the calls. It is a click-able entity. Once you click on "On ACW" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.5 Customers on Hold

It is the number of agents of that group who have put their customers on hold even if they are in conference. In the case of the conference where both agents had put the customer on hold, "on hold" count will include both agents. It is a click-able entity. Once you click on "Customers on Hold" wizard, the filter group of the dashboard page activates and the Agent list comes up according to the selected parameters.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.6 "Auto Call On" and "Auto Call Off"

The Auto Call On metric shows the count of connected and not on call agents whose auto-call status is enabled. Likewise, Auto-Call Off metric shows the count of agents whose Auto-call status is off and are either connected to the call or not on the call.

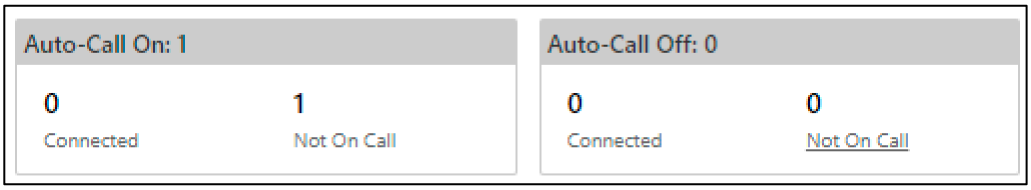



**Figure:** Auto Call On and Auto Call Off Agent count

### 5.2.1.3.7 Auto-Call On and Not on Call

"Auto-Call On and Not on Call" are the number of agents whose Auto Call status is On but they are not on any call. It includes an agent only when its status is set as "Auto-Call On" and "Available".

**Example:** It includes only the current status for all the calculations, that is, if the user (with "Available" and "Auto-Call On" status) is not getting a call from last 60 seconds, and it switched to break for 5 seconds, then after coming back from break, that agent will be seen inactive in "<20sec" field, the last 60 seconds is lost. The count will decrease when the agent selects any break or sets its Auto-Call status as "OFF." The count will increase when the agent selects available after coming from any break or sets its Auto-Call Status as "ON."

It shows the inactive agents in the following intervals.

- **<20 sec:** It is the total number of agents who are on "Auto-Call On" status and waiting for the calls for less than 20 seconds.

  It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

- **20-60 sec:** It is the total number of agents who are on "Auto-Call On" status and waiting for the calls from the last 20 to 60 seconds.

  It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

- **>60 sec:** It is the total number of agents who are on "Auto-Call On" status and waiting for the calls for more than 60 seconds.

  It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

### 5.2.1.3.8 Avg Inactive Duration

It is the average wait time per user of all the agents assigned in that group. It means that the Total wait time / Total Users of that group.

It shows the real time data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.9 Avg Handling Time

It is equal to the sum of Customer Talk Time, Customer Hold Time for, and Wrap Time of Connected Calls divided by the total connected calls by the agents of that group. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.

**Calculation** :

$$\text{AHT} = \frac{\text{Customer Talk Time} + \text{Customer Hold Time} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls}}$$

**Figure:** Calculation of Avg Handling Time

AHT does not include the Average Wrap Time of an agent as the Average Wrap Time will also include the wrapping up of not connected calls.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.10 Avg Talk Time

It is equal to the total time (in seconds) spent by the agents of that group while talking to the customers divided by the total number of answered customer calls in this campaign of by the users of group.

$$\text{Average Talk Time} = \frac{\text{Total Time Spent by Agents while Talking to Customer (In Seconds)}}{\text{Total Answered Calls}}$$

**Figure:** Calculation of Avg Talk Time Duration

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.11 Avg ACW Duration

It is the average amount of time spent by all the agents of the group in disposing the calls.It represents the average time taken by the Agents to dispose the calls.

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

#### 5.2.1.3.12 Avg Hold Duration

It is equal to the total hold time divided by the count of customer calls with holds.

**Calculation:**

$$\text{Average Hold Duration} = \frac{\text{Total Hold Duration}}{\text{Total Calls with the Hold}}$$

**Figure:** Calculation of Avg Hold Duration

It shows the data of the last 30 minutes. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

### 5.2.1.4 Agent List

Here, the Group Manager can view the live status of Agents who are staffed to this campaign and are attending calls. The Group Manager can monitor the calls on runtime also.

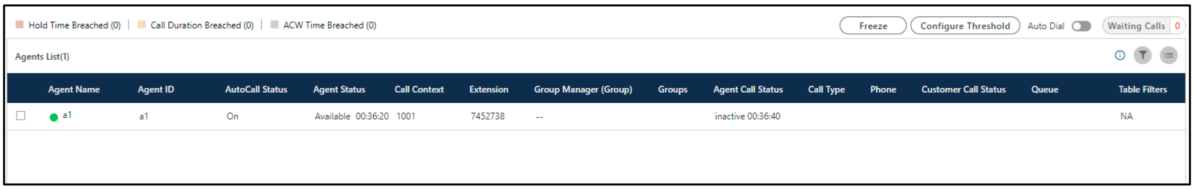



**Figure:** Agent List

It contains the following columns.

1. **Agent Name:** It shows the usernames of the agents who have been assigned in the selected campaign.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

2. **Agent ID:** It shows the IDs of the agents who have been assigned in the selected campaigns.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

3. **Extension:**It shows the extension selected by an agent or assigned forcefully to an agent.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

4. **Auto Call Status:** It shows the auto-call status of an agent.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

5. **Agent Status:** It shows the status of an agent and the duration since when the agent is on this status.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

6. **Call Context:** It shows the call context assigned to an agent.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

7. **Agent Call Status:** It shows the call status of an agent. If the agent is on dial user (internal call) or connected on call in other campaign, the columns (call type, customer info, customer status, and queue) will remain blank. There is no feature for the Group Manager to identify such calls.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

8. **Call Type:** It shows the type of call, which is connected with the agent at present.

   If the agent is on dial user (internal call) or connected on call in other campaign, the columns (call type, customer info, customer status, and queue) will remain blank. There is no feature for the Group Manager to identify such calls.

It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

9. **Phone:** It shows the customer information. As of now, the call context is being displayed in case of Outbound calls where the phone number is being displayed in case of manual dial calls.

   It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

10. **Customer Call Status:** It shows the status of the call of the customer.

    It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

11. **Queue:** It shows the name of queue in which the Outbound call has arrived. Even if the agent has been assigned in the multiple queues, still the name of that queue will be displayed in which the agent is connected to the customer.

    It shows the current data. The Data Refresh Interval on the User Interface is maximum 5-10 seconds.

12. **Agent Availability:** The status of agent is shown with the agent's name in the form of green 

or red 

circle(here "a1" and "a2" are the agent names). If the status of agent is available then the green circle starts showing with the agent's name and if the agent is status is unavailable or the agent is on break then the status of the agent shows with red mark. Through this feature, the group manager can easily recognize that whether the agent is available or not.

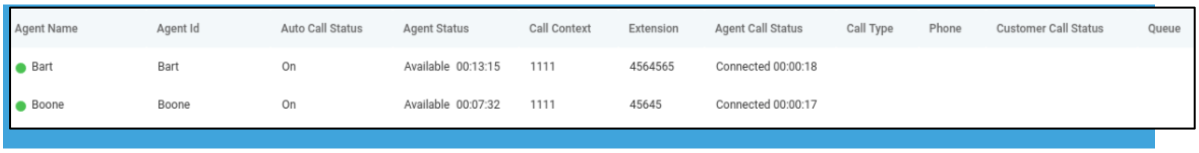
13. **Group Manager:** It shows the name of the group manager under which the agent is assigned into.

14. **Groups:** It shows the name of the groups in which the agent is assigned into.

15. **Table Filters:** It shows the name table filter name when the masking feature is enabled.

The status of agent will show only when the agent logged-in to the Ameyo and till the time agent do not logged off his profile.

If any agent is on call through Dial User App, then the metrics like Call TYpe, Phone, Customer Call Status, and Queue in Agent List will remain blank. However, the Agent Call Status should remain "Connected".



| Agent Name | Agent Id | Auto Call Status | Agent Status | Call Context | Extension | Agent Call Status | Call Type | Phone | Customer Call Status | Queue |
|---|---|---|---|---|---|---|---|---|---|---|
| Bart | Bart | On | Available 00:13:15 | 1111 | 4564565 | Connected 00:00:18 | | | | |
| Boone | Boone | On | Available 00:07:32 | 1111 | 45645 | Connected 00:00:17 | | | | |

**Figure:** Status of Agents who are on call using Dial User App

### 5.2.1.5 Operations

Here, the Group Manager can perform the following operations.

#### 5.2.1.5.1 Break

The Group Manager can click on this button. Clicking on this button shows the list of Agents who are on the break and the duration of their break status. Break operation shows the same concerned Agents List in which the status all the Agents who are on the Break will show.

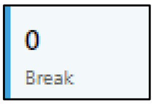



**Figure:** Break Operation

#### 5.2.1.5.2 Ready

The Group Manager can click on this button. Clicking on this button shows the list of Agents who are Ready to take the calls. Ready operation shows the same concerned Agents List in which the status of all the Agents who are Ready to take calls will show.

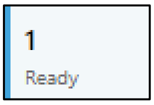



**Figure:** Ready Operation

#### 5.2.1.5.3 Connected

The Group Manager can click on this button. Clicking on this button shows the list of Agents who are connected on the phone call with the Customers. Connected operation shows the Agents List in which all the Agents who have connected all the calls with customers will show.


**Figure:** Connected Operation

#### 5.2.1.5.4 On ACW

The Group Manager can click on this button. Clicking on this button shows the list of Agents who are disposing of the calls which they just completed. On ACW operation shows the complete Agents List who are disposing of their calls in the Ameyo.

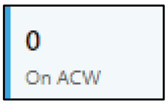



**Figure:** On ACW Operation

#### 5.2.1.5.5 Customers on hold

The Group Manager can click on this button. Clicking on this button shows the list of Agents who put their customers on hold. Customers On Hold shows the complete list of Agents who put the customers call on Hold.

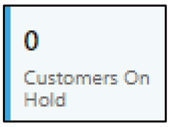



**Figure:** Customers on Hold Operation

#### 5.2.1.5.6 (Licensable) Configure Call Duration Threshold

Group Manager can configure the threshold value of Call Duration time for the agents assigned in the same campaign.

This feature is licensable, hence contact your administrator for further information on same.

Following are the types of threshold values in outbound campaign.

1. **Hold Time Breached:** It is the threshold limit for Customer Hold Time. The hold time for a call should not exceed the provided threshold limit. When the agent breached the time limit then the color of the agent list for that agent shows in .

   If the agent exceeds the hold time limit the color of the agent turns to the hold time breached color, but the moment he resumes the call, the color of the agent again turns to white. In the same way, if the agent put the call on hold multiple times then the agent list call status turns to the respective colors again and again, which signifies that the agent status color depends on the status of his call on runtime. The color of the agent list for call status is runtime.

2. **ACW Time Breached:** ACW stands for After Call Work. It is the threshold time within which the call should be disposed of after the disconnection. ACW Time for any call should not exceed the defined threshold limit. When the agent breached the time limit then the color of the agent list for that agent shows in .

3. **Call Duration Breached:** It is the threshold for Call Duration, which is the sum of both Customer Talk Time and Customer Hold Time. The Call Duration for any call should not exceed the threshold limit. When the agent breached the time limit then the color of the agent list for that agent shows in .

4. **Break Duration Breached:** It is the threshold limit for the break duration. The break duration for the agent cannot be greater than the provided time limit by the Group Manager. When the agent breached the time limit for break duration, then the color of that agent in the agent list shows with the color which was configured in the color configuration of break duration at process level.

Perform the following steps to configure threshold values for agents.

1. Click "Configure Threshold" button present in the "Agent List" bar. It shows the following wizard.

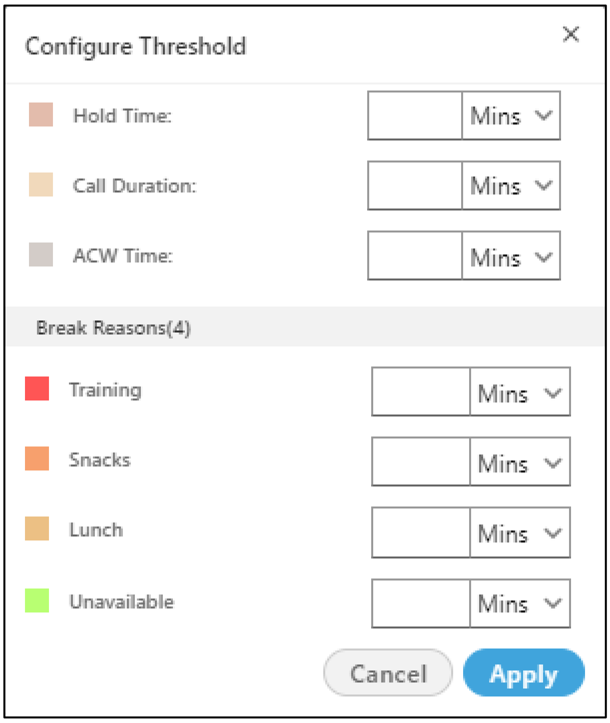



**Figure:** Configure Threshold Values

2. Enter the value of "Hold TIme" and "ACW Time" and "Call Duration Time" which you want to set for the agents.
3. Enter the time limit for the break duration reasons. You can enter the different threshold value for every break reason.
4. Select the time method, that is, the values are either in minutes or in seconds from the drop down list.
5. Click "Apply" button to continue or click "Cancel" button to cancel the changes made.

After configuring the threshold values, the status starts coming in the "Agent List" wizard of window.

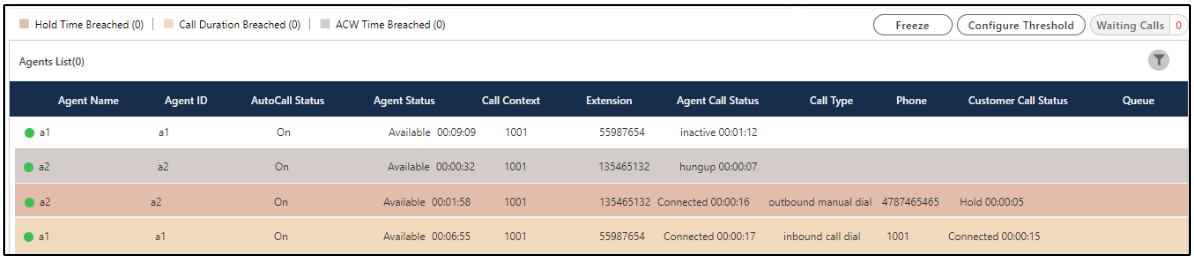


**Figure:** Threshold value Status

The color of the threshold for the agent who breached the break reason time depends on the color configured at process lever in "Color configuration" tab. Know more...

### 5.2.1.5.7 Freeze or Unfreeze

You can click "Freeze" to freeze "Live Monitoring" Tab at any point of time. No update in any graph or report will be reflected. You have to click "Unfreeze" unfreeze "Live Monitoring" Tab and let it receive latest updates.

### 5.2.1.5.8 Filter

Group Manager can click icon to filter the data as per the available filters.

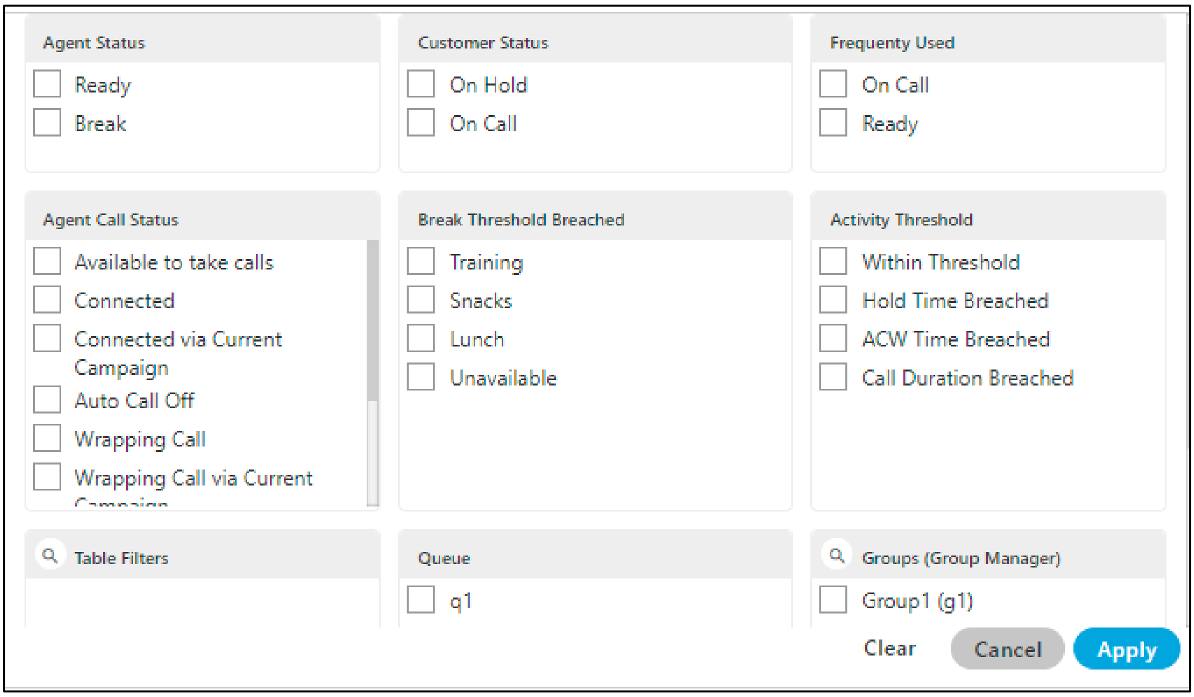



**Figure:** Filtration

The Group Manager can select the single or multiple filters from the following list.

1. **Customer Status** : The Group Manager can select the status of the customer either the customer is on the call or on the Hold.
    - **On Call** : It means that the agent is on the call with the customer.

- **On hold** : It means that the agent is either not active on the call or the agent put the customer's call on hold.

2. **Frequently Used** : It shows the frequently used filters which are used by the group managers mostly.
3. **Agent Status:** It filter the agents based on the status of their work, that is, whether the agent is ready or is on the break. It contains the following options.
    - Ready: It shows the agents who are ready to attend the calls.
    - Break: It shows the agents who are on break.

    If the agent is automatically set on "Auto Available" just after the logon, then the break count will be increased by 1.
4. **Agent Call Status** : The Group Manager can filter the status of the agents from the following status.
    - **Available to take calls** : It means that the agent is free and available to take the next call.
    - **Connected** : It means that the agent is connected with the campaign and also selected the extension.
    - **Connected via current campaign** : It filters those agents which are connected with the campaign in which the Group Manager is connected at that time.
    - **Auto Call Off** : It shows that the agent is not on the auto call or the auto call for those agents are off.
    - **Wrapping Call** : It filters for those agents who are wrapping-up their calls or agents who are disposing off their calls.
    - **Wrapping Call via current campaign** : It filters for those agents who are wrapping-up their calls with the current campaign with which the Group Manager is logged-in at the same time.

5. **Activity Threshold** : It allows the Group Manager to filter for those call which are in the various threshold range. It contains the following parameters which can be used to filter the list.
    - **Within Threshold:** It filter the list of those agents which are lying in the threshold limit set by the administrator.
    - **Hold Time Breached:** It filters the list of those agents who breached the hold time limit set by the administrator.
    - **ACW Time Breached:** It filters the list of agents who breached the time limit to dispose off the call which is set by the administrator.
    - **Call Duration Breached:** It filters the list of agents who breached the limit of Call duration which is set by the administrator as well.
6. **Break Threshold Breached** :The Group Manager can search those users whose status is on break and the break time configured by the Group Manager has already been breached. It contains all the break reason which are configured in the system by the administrator.
7. **Queue** : The Group Manager can filter for particular agents which are assigned in the particular queue.

### 5.2.1.6 Monitoring a Call

Group Manager can click any on any record on live monitoring screen to access a floating window.

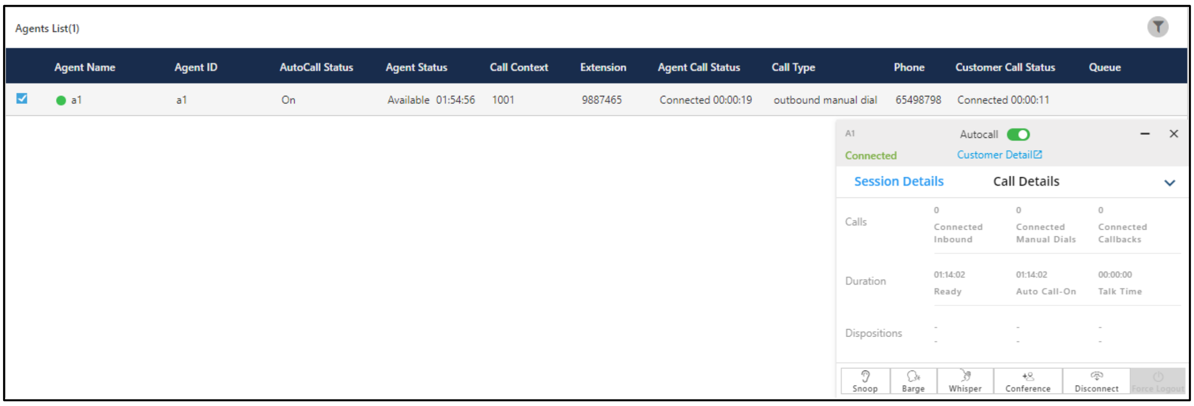



**Figure:** Live Monitoring of a Call

It will show agent name, status (inactive/ connected/ hung up), Customer Details (on clicking on this, CRM gets open in preview mode) along with below mentioned tabs.

### 5.2.1.6.1 Session Details

- **Calls:** Count of Autodial (in case of Outbound campaign)/ Outbound (in case of Outbound campaign), Manual and Callback calls.
- **Duration:** Total Ready, Auto-call (Auto-call On) and Talk (talk time) duration.
- **Dispositions:** It shows top 3 dispositions.

### 5.2.1.6.2 Call Details

- **Customer:** It will show Details (customer's phone number), Status (inactive/ connected/ hung up) and Duration (talk time).
- **Details:** It will show Campaign (Campaign name in which the call has been received/ from which call has been dialed), Lead (Lead Name in case of Outbound campaign) / Queue (Queue Name in case of Outbound campaign) and Call Type (Outbound/auto dial/manual dial).

### 5.2.1.6.3 Monitoring Operations

Group Manager can snoop, whisper, and disconnects the call using the buttons provided at the bottom of the floating panel. These buttons will only get highlighted in case the agent is on a call except Force Logout (which will be highlighted irrespective whether the agent is on call or not). Group Manager can minimize or maximize floating window using up and down arrow icons respectively.

#### 5.2.1.6.3.1 Snoop

This feature can be used if Group Manager wants to listen to the conversation of agent and customer on live call. Group Manager needs to follow below steps to snoop a call.

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.
2. Click on Snoop button to connect in between the call in Snooping mode.

3. While snooping a call, both agent and caller will remain unaware of Group Manager's activity.

4. To end the snoop call, click same button again.

###### 5.2.1.6.3.2 Whisper

This feature can be used if Group Manager wants to guide agent on call. Group Manager can connect in between the live call and can assist agent accordingly. Group Manager needs to follow below steps.

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.

2. Click Whisper button to connect in between the call in Whisper mode.

3. Customer will only hear the voice of the agent (not the Group Manager).

4. The Group Manager can end whisper call by clicking the same button again.

###### 5.2.1.6.3.3 Conference

This feature can be used if Group Manager wants to force confer a live call. Group Manager needs to follow the below steps to force confer a call.

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.

2. Click confer button to connect in between the call.

3. The Group Manager can end the conference call by clicking the same button again.

If "Confer Call" privilege has been masked for a Group Manager, then "Call Conference" for that Group Manager will also be masked in the modal of call monitoring of "Live Monitoring" Tab.

It is a Campaign-level Privilege, which can be configured by Administrator and Group Manager. The change made by a Group Manager for this privilege will override the privilege configured by the Administrator.

###### 5.2.1.6.3.4 Barge

1. Select the record of an agent who is on a live call, the floating window will open with the 

button enabled.
2. Click barge button to connect in between the call.
3. CRM will be popped up on Group Manager workbench automatically.
4. Now, Group Manager is the owner of the call and can dispose the call by selecting a disposition. Agent can still listen to the conversation of customer and Group Manager on mute-mode. Note that agent goes on Mute-mode automatically during barge.

### 5.2.1.6.3.5 Disconnect

Group Manager can force Disconnect the live call of any agent by clicking on 

icon. Both customer's and agent's channel will be disconnected.

### 5.2.1.6.3.6 Force Logout an Agent

The Group Manager can force logout an agent from the system at any moment.

1. Select the record of the required agent in live monitoring screen, the floating window opens up.
2. The Group Manager can click 

icon to logout a user forcefully. The following pop-up is displayed on the screen.

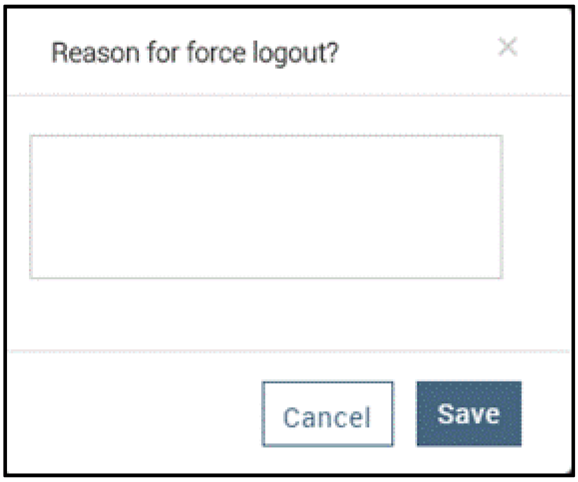


**Figure:** Force Logout Reason

3. Here, Group Manager has to provide the reason for the force logout of agent.
4. After entering the reason, the Group Manager needs to provide confirmation on session termination by clicking on **"Save"** button.
5. After Group Manager's confirmation, the agent will be logged out from Ameyo forcefully.

### 5.2.2 Agent Monitoring in Outbound Campaign

This tab shows session details of agents of same day. Through agent monitoring tab, Group Manager can take 360 degree glance on individual agents and can take cognizance of agent schedule, performance metrics, productivity data. And most importantly user can sort this data according to table headers.

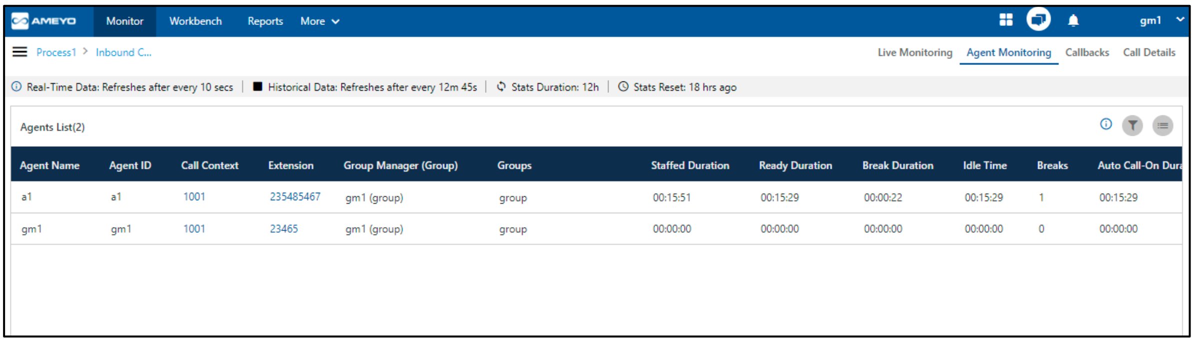



**Figure:** Agent Monitoring in Outbound Campaign

You can perform the following operations here.

#### 5.2.2.1 Data Collection Indications

On the top, a horizontal bar shows the indications of different data collection intervals.


**Figure:** Data Collection Indications

- **Real-Time Data:** The Data Metrics, whose data is refreshed after 5 seconds, then it will be indicated with the border of blueish color.

- **Historical Data:** The Data Metrics, whose data is refreshed after every 5 minutes, then it will be indicated with the border of black color.
- **Stats Duration:** It informs about the time interval for which the statistics are showing on the page. Here, the time interval selected is the 12 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

#### 5.2.2.2 Search

You can search for a particular agent to view its details.

#### 5.2.2.3 User Card

The group manager can see the basic information of agents assigned in that campaign by hovering its mouse over the agents name. The user card is displayed while hovering the mouse on the user name of the user. Following screen is displayed while hovering the mouse over the username of the user.

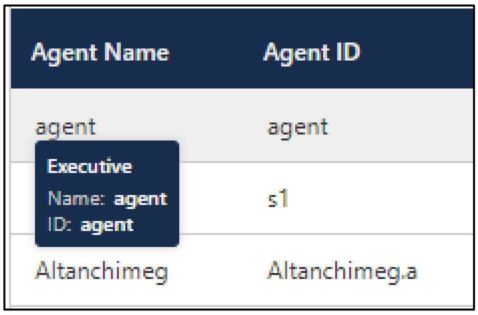
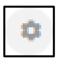



**Figure:** User Card

The user card contains the user-role, username, and userID.

#### 5.2.2.4 Customize the View

You can click  icon to select the columns that you want to show on the screen.

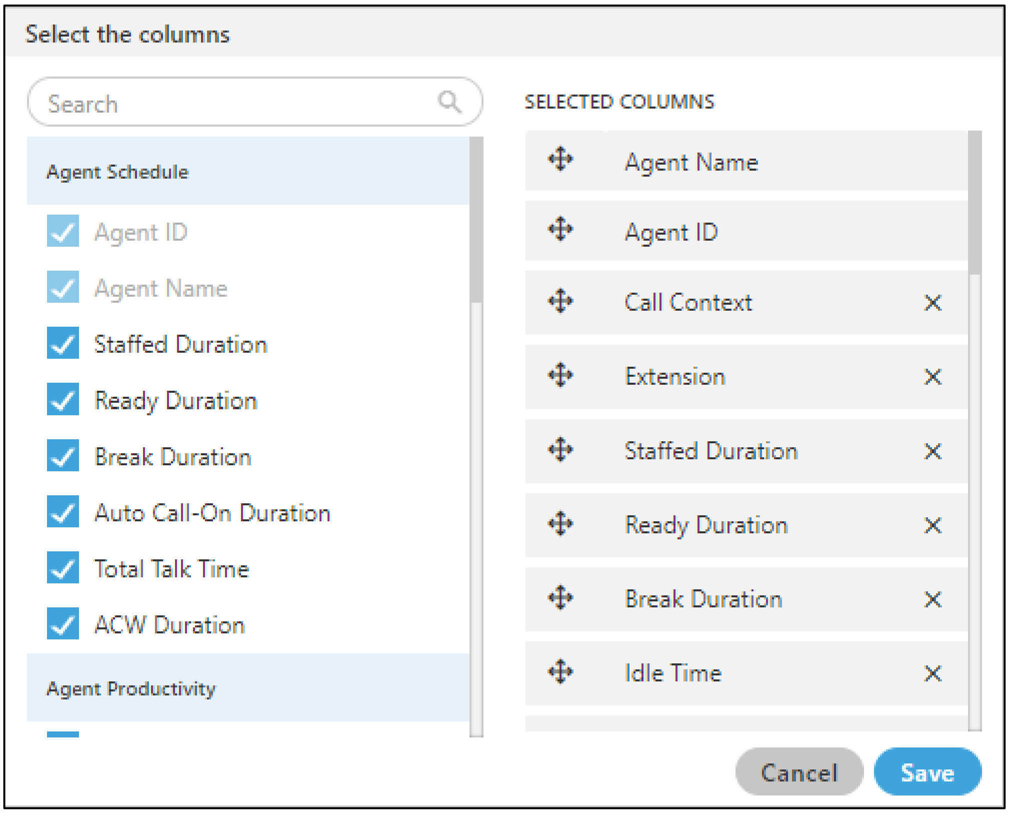



**Figure:** Column Headers

In the right part of the section, the user can click and hold icon and drag a column upward or downward to change the sequence of the columns in the table. The column on top will be displayed at the first position from the left.
If some columns are mandatory to be displayed, then the user will not have the option not to select or deselect the columns.

Select the column headers that you want to display on the Agent Monitoring Page. It contains the following customizations.

1. **Agent Schedule:** It contains the following columns which the Group Manager can select from.

    - **Call Context:** It shows the name of the call context selected by the agent. In case of multiple extensions with an agent, the only one call context will be visible. If the agent changes the call context, then the row will be updated in maximum 2 minutes 35 seconds.

The agent name may not be visible in any of the following cases.

- The Refresh Time is not reached.
- The agent has not selected the extension containing the selected call context.
- In the case of WebRTC, the call context name will be auto-generated.

The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

- **Staffed Duration:** It is the total time duration (that is the plus of the total ready time and the total break time) in which the agent has been assigned in the campaign for the last interval.

**Calculation :**

$$\text{Staffed Duration} = \text{Total Ready Duration} + \text{Total Break Duration}$$

**Figure:** Calculation of Staffed Duration

If the user has selected multiple campaigns, then only one campaign will be displayed here.

Here, the time is being calculated as per a campaign. Therefore, the time spent by the user after the logon but before selecting a campaign will not be counted here.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Extension:** It shows the agent's phone numbers. In the case of multiple extensions, only the selected call context in one row will be visible. The local and endpoints will not be displayed here.

The agent has been logged on to the system but its name may not be visible in any of the following cases.

- The Refresh Time is not reached.

- The agent has not selected the extension containing the selected call context.

  The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

- **Ready Duration:** It is the total ready duration of an agent in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Break Duration:** It is the total break duration of an agent.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Breaks:** It shows the count of breaks taken by the agent staffed to this campaign.

  If the agent is automatically set on "Auto Available" just after the logon, then the break count will be increased by 1.

- **Auto-Call on Duration:** It is the total duration when the agent is on auto-call on status.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

2. **Agent Performance:** It contains the following columns according to the various agent performances.

   - **Total Talk-Time:** It is the total talk time of an agent for all calls in a campaign.

     It is the total talk time of an agent for all calls in a campaign. It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **ACW Duration:** It is the total wrap time of an agent for all calls in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg Call Duration:** It is the average call duration for an agent in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg Handling Time:** It is equal to the sum of Customer Talk Time for this agent, Customer Hold Time for this agent, and Wrap Time of Connected Calls divided by the total connected calls for this agent. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.

  **Calculation :**

$$\text{AHT} = \frac{\begin{matrix}\text{Customer Talk Time}\\ \text{for this agent}\end{matrix} + \begin{matrix}\text{Customer Hold Time}\\ \text{for this agent}\end{matrix} + \begin{matrix}\text{Wrap Time}\\ \text{of Connected Calls}\end{matrix}}{\text{Total Connected Calls for this Agent}}$$

**Figure:** Calculation of Avg Handling Time

AHT does not include the Average Wrap Time of an agent as the Average Wrap Time will also include the wrapping of not connected calls.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg Hold Duration:** It is average hold time of an agent for customer calls in a campaign. It does not include the hold time on dial user (Internal Calls). It is equal to the total hold time divided by the count of customer calls with hold.

  **Calculation:**

$$\text{Average Hold Duration} = \frac{\text{Total Hold Duration}}{\text{Total Calls with the Hold}}$$

**Figure:** Calculation of Avg Hold Duration

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Avg ACW Duration:** It is the average of ACW Duration of an agent in a campaign. It is the total wrap-up time divided by all wrapped calls for an agent.

  **Calculation:**

$$\text{Average ACW Duration} = \frac{\text{Total Wrap Duration}}{\text{Count of Wrapped Calls for the agent}}$$

**Figure:** Calculation of Avg ACW Duration

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

3. **Agent Productivity:** It contains the following columns according to the various productivity of the agent's calls.

   - **Connected Calls:** It shows the total calls answered by an agent in the campaign.

     It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

   - **Connected Auto Dials:** It is the total number of auto dials connected to the customers in a campaign.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Connected Transfers:** It shows the total number of transferred calls received and connected in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Connected Manual Dials:** It is the total number of manual dials connected to the customers in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Connected Callbacks:** It is the total number of callbacks attended by an agent in a campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Total Wrapped Calls:** It is the total number of calls successfully completed and wrapped by the agent in that campaign.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

4. **Disposition Code:** It contains the following columns of various disposition codes which the agent used while completing their calls.

   - **Foreign Language:** It is the total number of calls disposed in "Foreign Language" disposition.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 7 minutes 35 seconds.

- **Sale:** It is the total number of calls disposed in "Sale" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Callback:** It is the total number of calls disposed in "Callback" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Already Hangup:** It is the total number of calls disposed in "Already Hangup" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Abrupt Disconnection:** It is the total number of calls disposed in "Abrupt Disconnection" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Echo:** It is the total number of calls disposed in "Echo" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Customer Not able to hear:** It is the total number of calls disposed in "Customer Not Able to Hear" disposition.

It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Customer Volume Too Low:** It is the total number of calls disposed in "Customer Volume Too Low" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Agent Volume Too Low:** It is the total number of calls disposed in "Agent Volume Too Low" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Voice Breakage:** It is the total number of calls disposed in "Voice Breakage" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Conference Voice Breakage:** It is the total number of calls disposed in "Conference Voice Breakage" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **Conference Disconnection:** It is the total number of calls disposed in "Conference Disconnection" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

- **<u>Conference DTMF</u>:** It is the total number of calls disposed in "Conference DTMF" disposition.

  It shows the data of the last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 35 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

#### 5.2.2.5 Columns

It contains the following columns(the columns which are not covered in above section).

##### 5.2.2.5.1 Agent Name

It shows the name of the agent.

The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

##### 5.2.2.5.2 Agent ID

It shows the ID of the agent.

The row will be visible after 5 minutes. It shows the current data and its maximum Data Refresh Interval is 2 minutes 35 seconds.

##### 5.2.2.5.3 Group Manager

It shows the ID of the group manager under whom the agent is assigned into.

##### 5.2.2.5.4 Groups

It displays the group name in which the agent is assigned.

## 5.3 Monitor Parallel Predictive Campaign

Here, the Group Manager can monitor the Parallel Predictive Campaign.

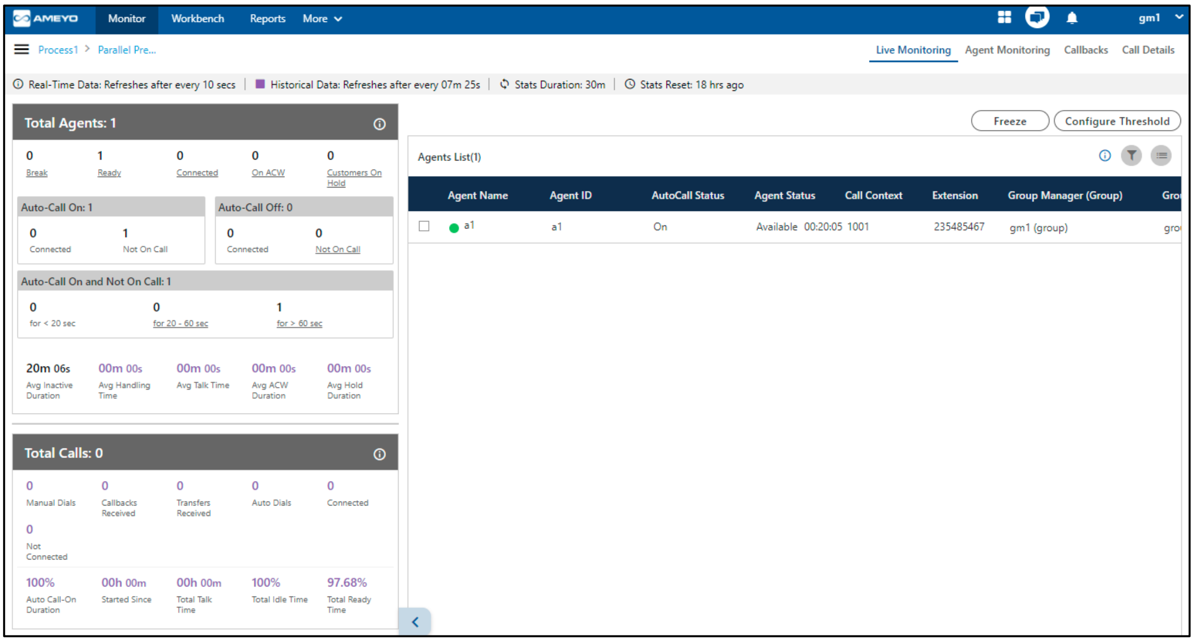



**Figure:** Monitor Parallel Predictive Campaign

It contains the following tabs.

- **Live Monitoring:** Perform the Live Monitoring in the campaign. This tab has already been discussed in the Outbound Campaign. Know more...
- **Agent Monitoring:** Monitor the agents in the campaign. This tab has already been discussed in the Outbound Campaign. Know more...
- **Callbacks:** View callbacks assigned to the agents in that group of Inbound Campaign. This tab is already described in Inbound campaign. Know more...
- **Call Details:** View details of the calls dialed or received by the agents assigned in that inbound campaign. This tab is already described in Inbound campaign. Know more...

# 6. Workbench

Group Manager can click "Workbench" to login as a user to the Email, Chat, and Voice Campaigns. Perform the following steps to login to the campaigns.

1. Click "Workbench". **"Campaign Selection"** pop-up is displayed on the screen.

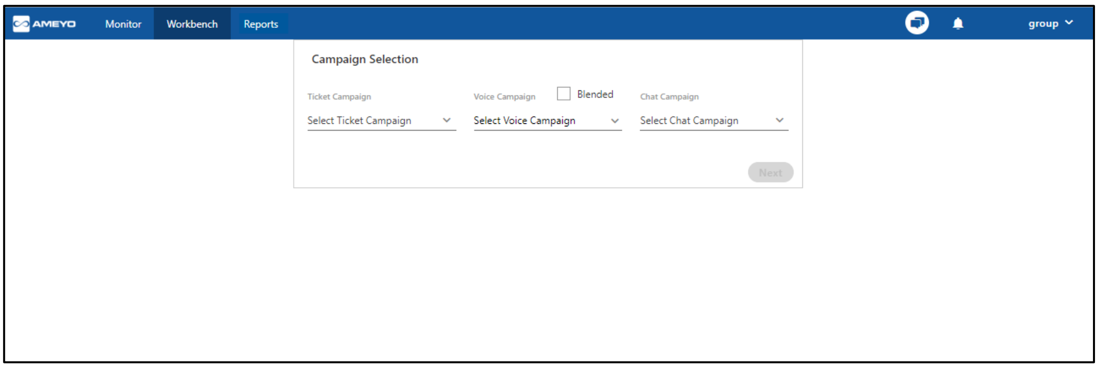



**Figure:** Select the Campaign

2. Here, the Group Manager has to select any or multiple of the following campaign types in which it wants to login. The list will contain only those campaigns in which the Group Manager has been assigned by the Administrator.
    - Voice Campaign
        - Inbound Voice Campaign
        - Outbound Voice Campaign
        - Parallel Predictive Voice Campaign

The Group Manager does not have the privileges to login with the Interaction and Chat campaigns.

Group Manager can login to these three types of campaigns collectively.

If Administrator have configured the default working for the Group Manager in any campaign, then the Group Manager will be logged on directly to that campaign. Group Manager can be set to logon to multiple Chat Campaigns, multiple Voice

Campaigns, and multiple Interaction Campaigns collectively, to which it has been assigned.

3. **Selection of Campaign:** The Group Manager can select either voice campaign or interaction campaign but the Group Manager who are assigned in both type of campaigns can select both campaigns at a time and can work in either campaign. Following are the cases for campaign selection for the Group Manager.

   - **Blended Campaign / Voice Campaign:** The Administrator can configure blended campaign for voice, which allow an Group Manager to logon to more than one voice campaigns (such as in both Inbound and Outbound campaigns) simultaneously. If this option is configured, a checkbox named "Blended Campaign" appears in the campaign selection.

     When "Blended Campaign" option is unchecked, the voice campaign drop-down menu shows only those campaigns, which are not blended by the Administrator.


**Figure:** Voice Campaign Selection

When "Blended Campaign" option is checked, the voice campaign drop-down menu shows only blended campaigns, in which the Group Manager is assigned.

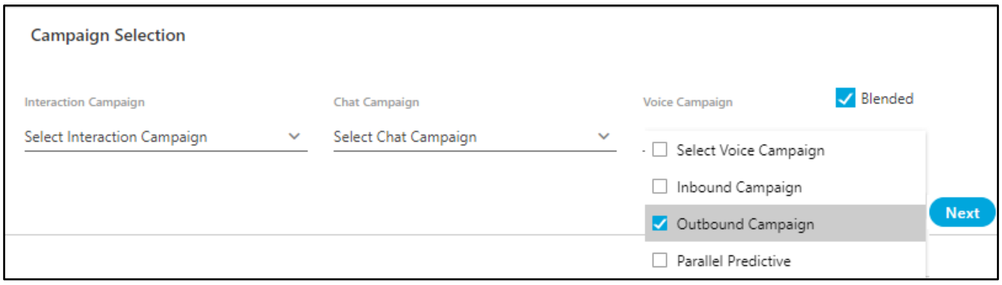


**Figure:** Selecting Blended Campaigns

- Click "Next" to proceed. The Group Manager will be logged on to the campaigns.

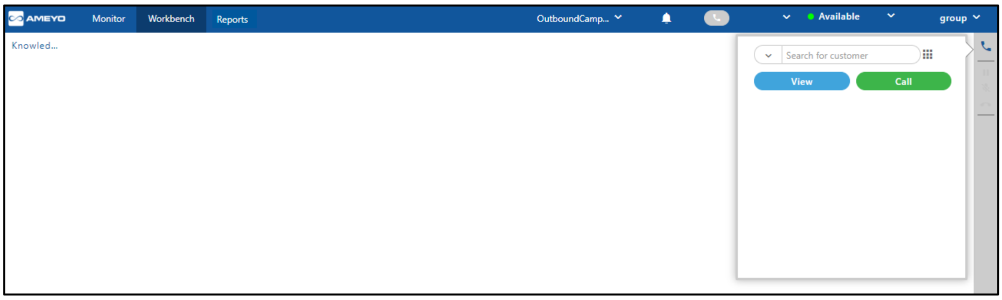
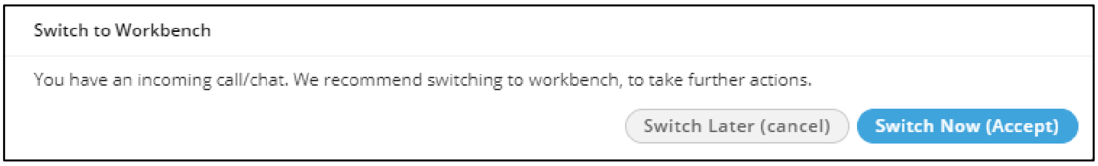



**Figure:** Home Screen

4. Here, Group Manager can perform the all the same operations that an agent can perform in its workbench. The only difference in the working of Group Manager and the agent is that the Group Manager does not have the right to work inside Interaction and Chat Campaigns. The Group Manager is only allowed to work as a voice user in Ameyo Web Application. Click here to know the functionality of Agent and Group Manager in Workbench.
5. After logging on to campaigns in the Workbench, if Group Manager is browsing other tabs in its Console, following pop-up will come on the screen whenever an incoming call or chat comes to Group Manager.
6. 

7. **Figure:** Switch to Workbench

# 7. Group Manager Account Menu

To access the Group Manager Menu, click on the Group Manager name icon at the top-right of the screen.

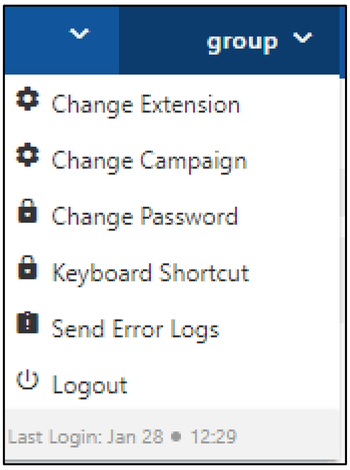



**Figure:** Group Manager Account Menu

The Group Manager can perform the following operations from the Menu tab:

1. **Change Extension:** This option allows the Group Manager to change his Extension on which he was working previously. To change the Extension, click on the "**Change Extension**" button and the pop-up to change the Extension will come then, select the Extension which you want to select.

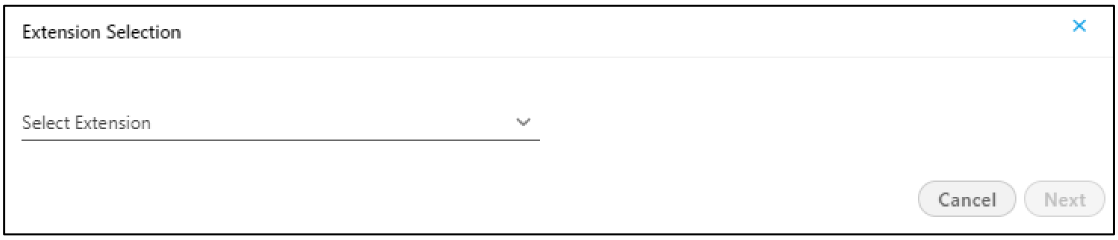



**Figure:** Change Extension Pop-up

2. **Change Campaign:** Through this option, the Group Manager is able to change the Campaign. To change the campaign, click on the "**Change Campaign**" button and

then select the campaign which you want to select from the pop-up. It also allows you to select multiple campaigns at the same time.

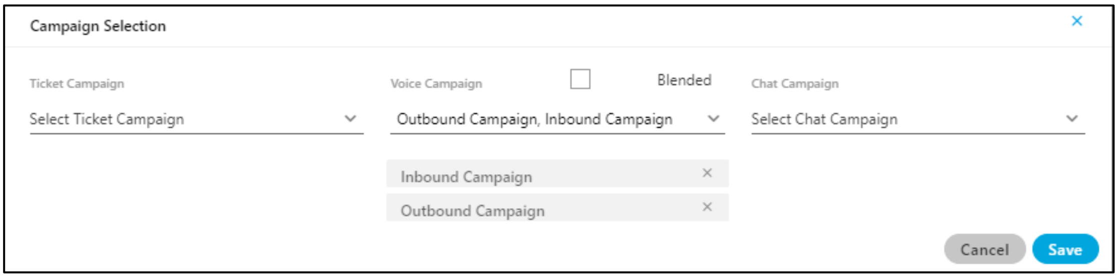



**Figure:** Change Campaign Pop-up

3. **Change Password:** : This option allows the Group Manager to change his account's password. Click on the "**Change Password**" button and provide your current password, then type new password two times to validate it.

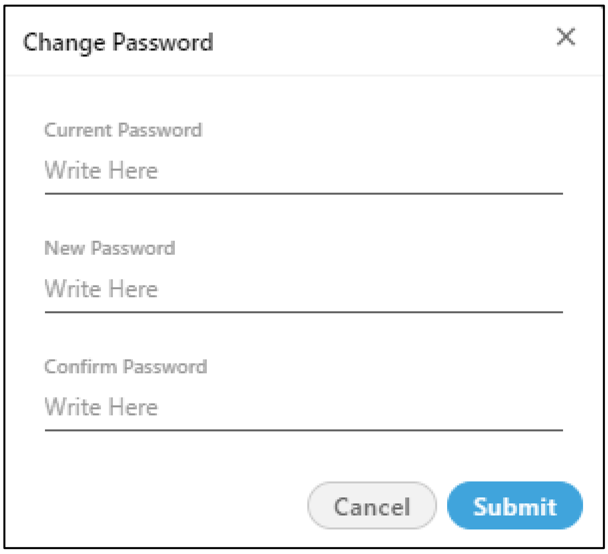
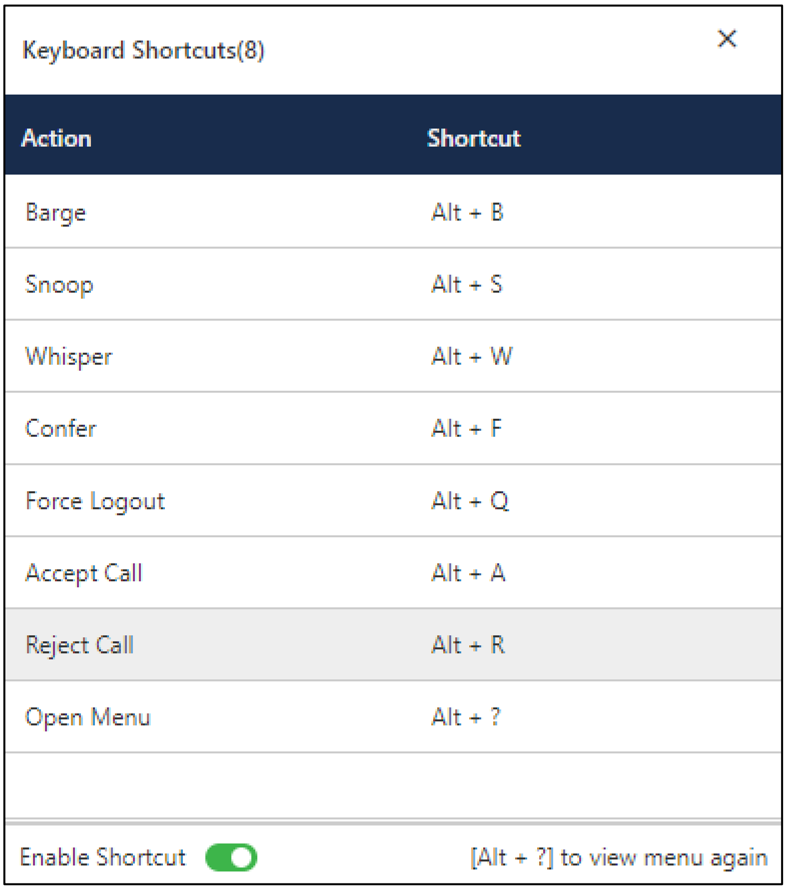



**Figure:** Change PasswordPop-up

4. **Keyboard Shortcuts:** This feature allows the Ameyo agent to see the list of keyboard shortcuts, through which the work of the agent can be reduced. Click "Keyboard Shortcuts" option from the list. The following modal is displayed.


Keyboard Shortcuts(8)

| Action | Shortcut |
|---|---|
| Barge | Alt + B |
| Snoop | Alt + S |
| Whisper | Alt + W |
| Confer | Alt + F |
| Force Logout | Alt + Q |
| Accept Call | Alt + A |
| Reject Call | Alt + R |
| Open Menu | Alt + ? |

Enable Shortcut [Alt + ?] to view menu again

**Figure:** Keyboard Shortcut Modal

Following are the actions for which the shortcuts are listed in this modal:

- **Barge:** Press "Alt" and "B" keys together to barge the call.
- **Snoop:** Press "Alt" and "S" keys together to snoop the call.
- **Whisper:** Press "Alt" and "W" keys together to whisper the call.
- **Confer:** Press the "Alt" and "F" key together to confer the call with the agent.
- **Force Logout:** Press "Alt" and "Q" keys together to force logout any agent.
- **Accept Call:** Press "Alt" and "A" keys together to accept any incoming call and answer to it.
- **Reject Call:** Press "Alt" and "R" keys together to reject any incoming call.
- **Open Menu:** Press “Alt” and “?” keys together to open the keyboard shortcut modal.

Click switch to disable the Keyboard Shortcuts.

Click switch to enable the Keyboard Shortcuts. By default, they are enabled for every user.

The above shortcuts can not be customized, they are fixed.

5. **Send Error Logs:** It is a feature provided by the Ameyo to send the errors which occurred at the time of work. Click on the "**Send Error Logs**" button and the pop-up with the screenshot will arrive. Provide a description of that screenshot and enable "**Include Screenshot**" (optional) to attach the Screenshot with the error. After then click on the Send button to send that screenshot to the server. This will help the Administrator to resolve the error.

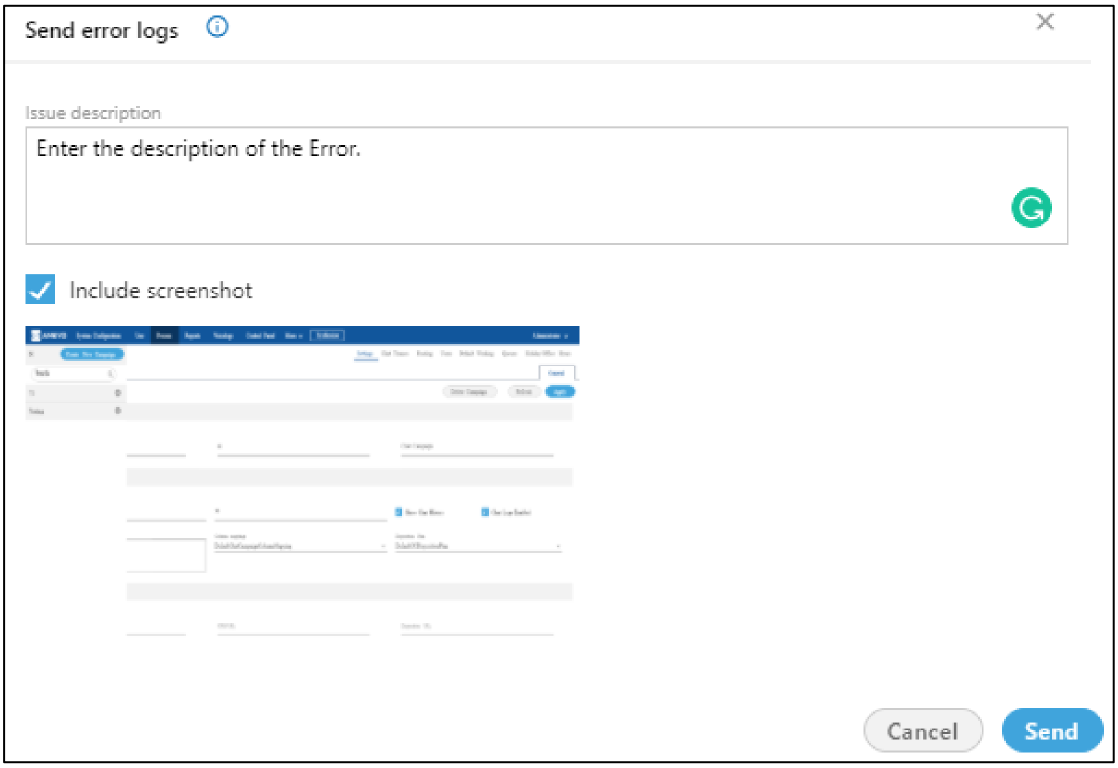



**Figure:** Send Error Logs

6. **Logout:** Click "Logout" to logout from the Ameyo. Once you click logout, all the services will stop, and Group Manager redirects again to the login page.

Logout option will be disabled when the user is either on the call or having the conversation with customer over the chat. Logout option will only be available after the conversation will be terminated and call or chat will be disposed successfully.

7. **Last Login:** It shows the last date and time of the Group Manager when the account has been logged in by Group Manager.

# 8. Logout from Ameyo

The analyst is supposed to logout from the Ameyo application after the work or shift is over. The analyst can to click on its name (top right corner) to access the account menu..

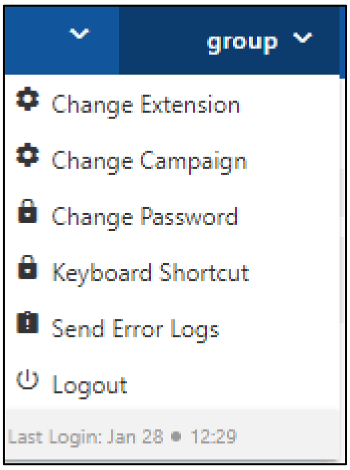



**Figure:** Account Menu

Click "Logout" command to logout from Ameyo AppServer.