

4_13_Supervisor _Manual

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1. Document Versioning

Version	Date	Purpose	Author
4.13.1- SM	08-March- 2022	First Draft	Nisha Negi

2. Supervisor Login at Ameyo

The Supervisor 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 Supervisor.

Perform the following steps.

1. To login, the Supervisor 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

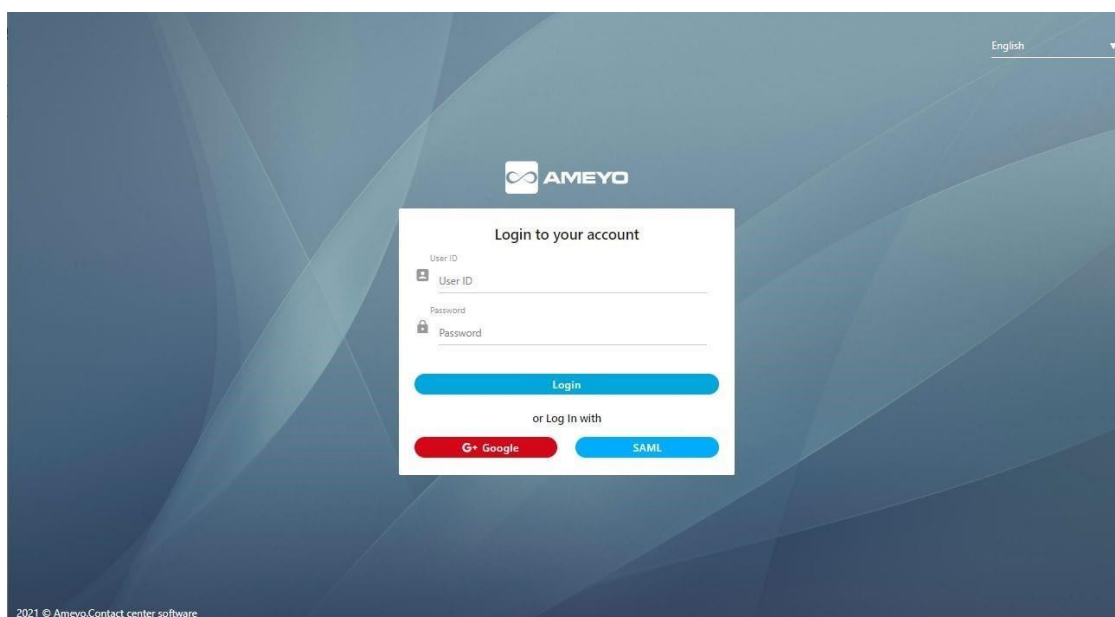


Figure: Login Screen

2. Use any of the following methods to login.

- A. **Normal Login:** The supervisor 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 (Licensable):** 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.

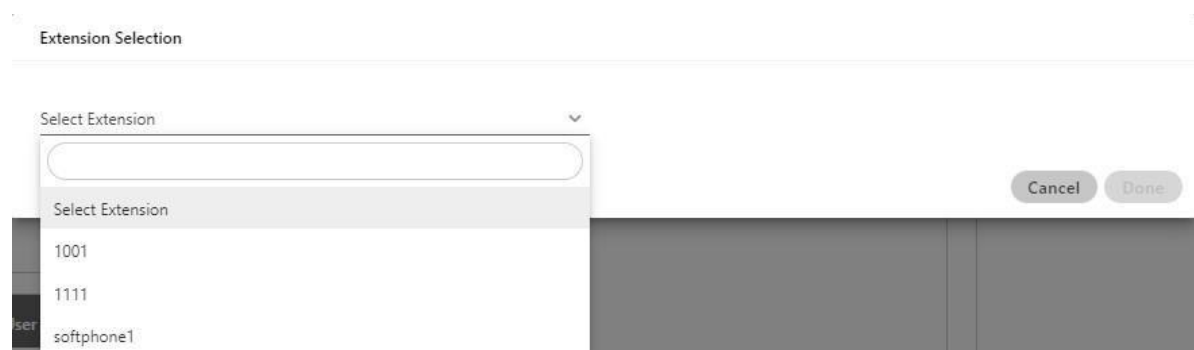
- C. **Google (Licensable):** User can also login using its Google account. User don't have to use Ameyo user credentials to login, instead users can login using SingleSing-On by just logging into its Google account.

Click "Google" to login with your Google account.

Both SAML and Google Authentications are licensable 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.

After login, the Home page of Supervisor Interface is displayed.

If Supervisor is assigned to any voice campaign, the pop-up to select the extension comes up.

**Figure:** Extension Selection

Click the drop-down menu and select the extension. If you are selecting "softphone", then a new field appears that asks to provide the phone number.

Extension Selection

1111 ▼ Phone 123456

Cancel Done

Figure: Entering Number after selecting Extension

Enter the phone number and click "Next" to proceed.

The licensable word is added for the licensable features in this user manual. If the appropriate license is not available then that feature will not be visible in the user interface to the user.

3. Supervisor Console

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

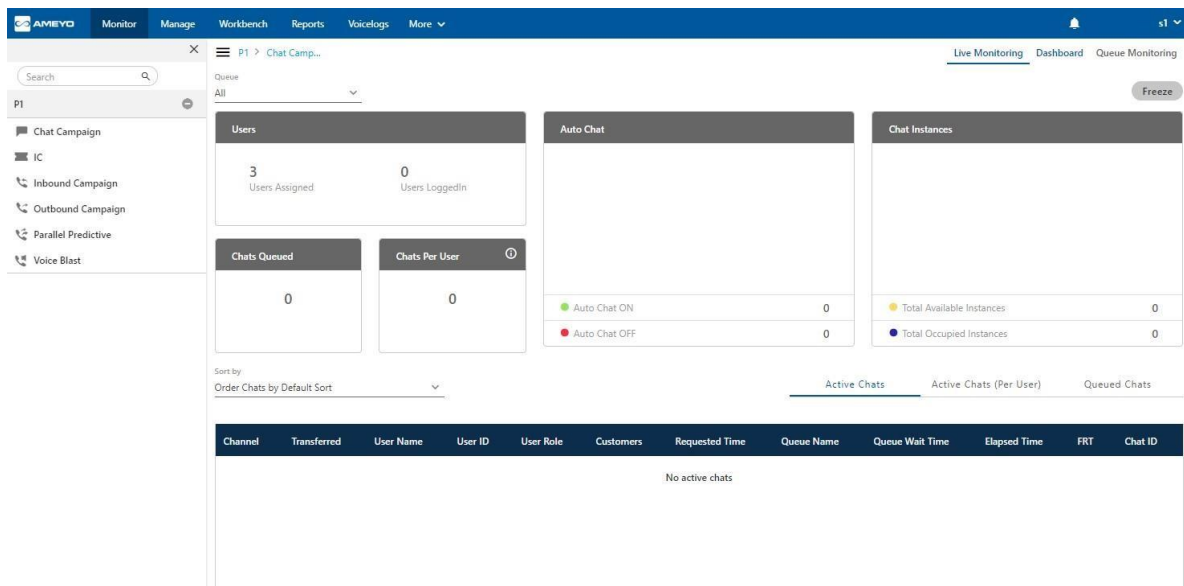



Figure: Supervisor Interface

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

1. Left Side Navigation Bar

2. Monitor
3. Manage
4. Workbench
5. Reports
6. Voicelogs
7. Bell Notification
8. Ameyo Control Panel (ACP)

3.1 Left Side Navigation Bar

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

3.2 Process Settings

The Supervisor can click a process in the Navigation Bar to access its settings. Know more...

3.3 Monitor

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

3.4 Manage

Here, Supervisor can manage the settings of different campaigns. Know more...

3.5 Workbench

The Supervisor can make/receive calls through its workbench. The Supervisor can also make use of call control functions such as confer, transfer, and others. The Supervisor Workbench

is similar to the Agent Interface, that is, the functions and user interface of both the Supervisor Workbench and the Agent Console is same.

3.6 Reports

The Supervisor can get the call details data, get to know about agent activities, SLA summary, and others. Reports also help the supervisor to understand the importance of planning, configuration, and scripting for accurate reporting data.

3.7 Voicelogs

This tab shows the voice logs that can be played and downloaded as a file on the disk.

3.8 Ameyo Control Panel

This tab hosts the Ameyo Control Panel, where the supervisor can perform some controlling operations the Ameyo System.

3.9 Bell Notification

The bell icon opens up a notification pop-up when clicked. For example, Supervisor is notified about the inbound calls that are not being routed.

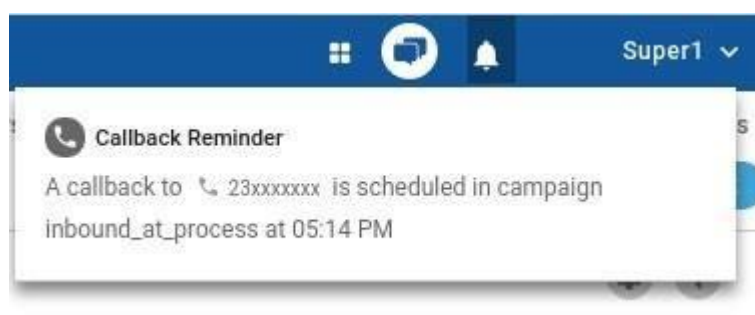


Figure: " Callback Notification" in Supervisor Console

3.10 Multi-tab Operations of Supervisor

If a supervisor is monitoring multiple agents who are assigned in multiple campaigns of different processes, then it is difficult for the supervisor to monitor all those agents at any instance of time. For this, supervisor has to switch the tabs multiple times to monitor them. But, the supervisor can now monitor all those agents with the multiple tabs using single sign-in. Open Ameyo in multiple tabs of the same browser and the supervisor can now work or monitor all the agents in other tabs. Supervisor can monitor different things in different tabs simultaneously.

However, supervisor can only open and monitor Ameyo only in 5 different tabs. If supervisor tries to open tabs more than 5, then next tab will not be functional. However, it is needed to keep in mind that the workbench is allowed only to work in single tab, it means that the supervisor is not able to open workbench in more than 1 tab.

4. Process Settings

4.1 Process Settings

In the sidebar, the Supervisor can click any process to access the Process Settings.

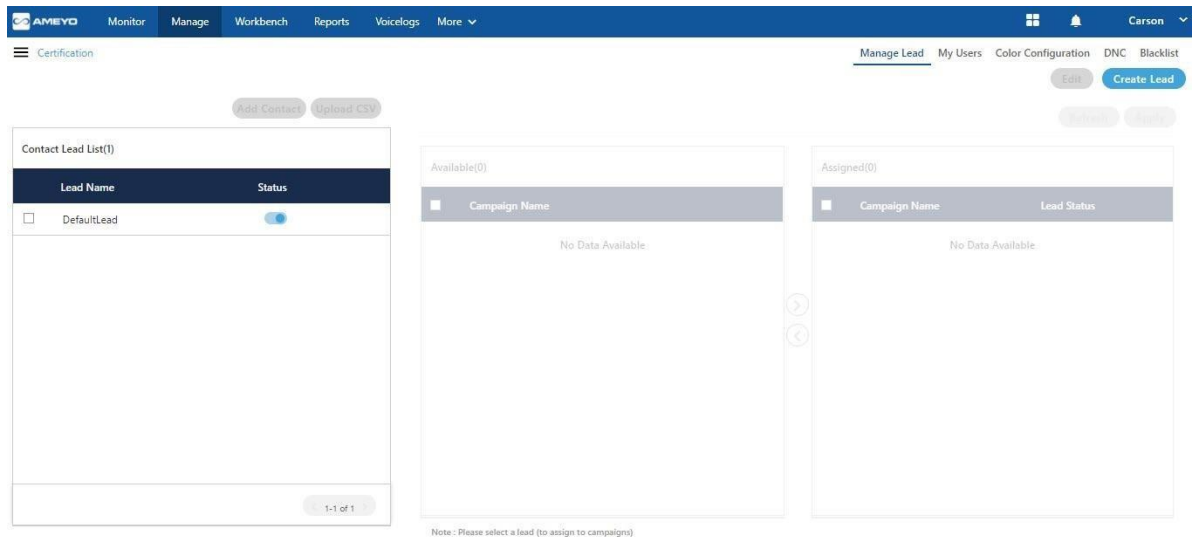


Figure: Process Settings

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

- **Manage Lead:** This tab is available for the Processes which contains any type of campaign including chat, interaction (email), and voice.
- **Users:** This tab is available to manage the users assigned under the supervisor. The supervisor can modify the details of the users from this tab.
- **Color Configuration:** This tab is available to configure the break reason colors for the users assigned in any campaign of the process.
- **DNC:** This tab is available for only those Processes which contain a Voice Campaign. It would not be available for those campaigns which contains only chat, email, or both campaigns only.

- **Blacklist:** The blacklisting tab of the supervisor console is present at the process level. If the supervisor blacklists any contact, it will be blacklisted for that process only. There are two sub-tabs present in the blacklisting tab at the process level.

4.2 Lead Management in Process

Here, the supervisor can create a lead, upload CSV containing phone numbers, modify it, and assign it to campaigns in the selected process.

Leads created and uploaded in a Process will not be available to another process.

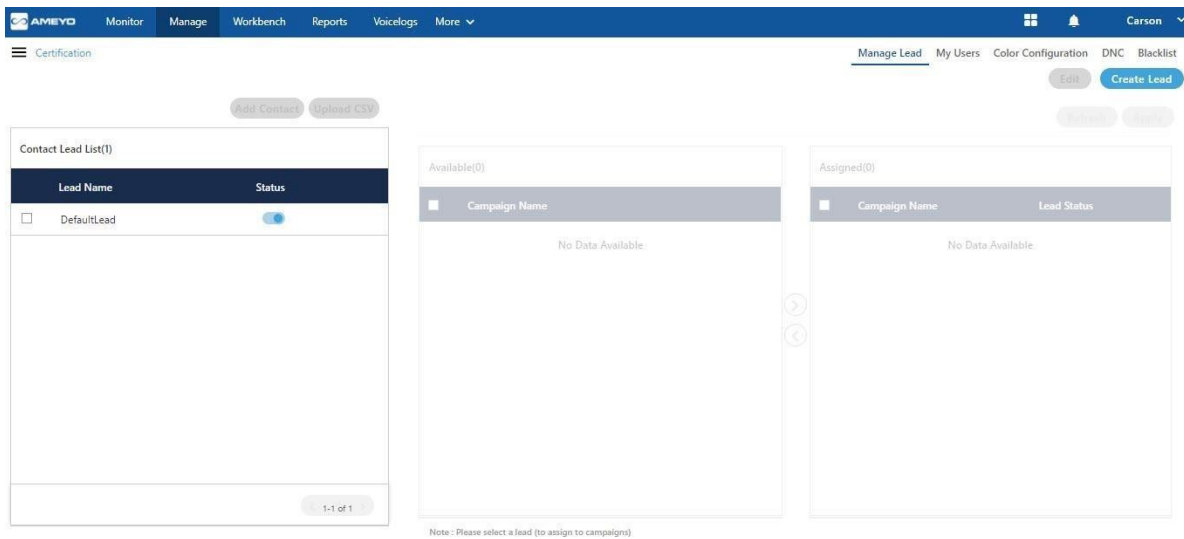


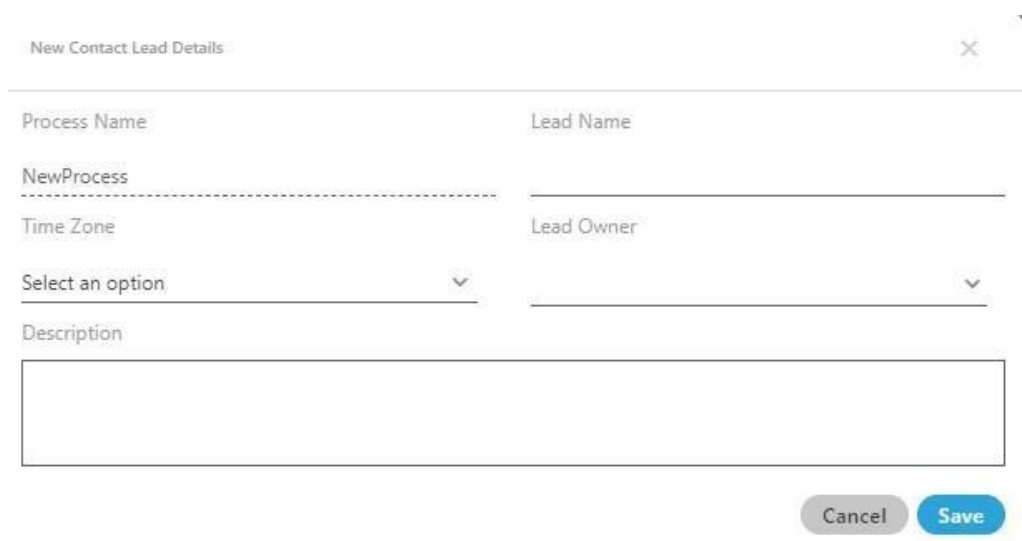
Figure: Manage Leads

4.2.1 Lead Creation

Lead can be created in a process, but not in the single campaign.

1. Click "Create Lead" button. It shows a pop-up, in which Supervisor has to fill the following details:
 - A. Lead Name
 - B. Time Zone
 - C. Lead Owner

D. Description



New Contact Lead Details

Process Name: NewProcess

Lead Name

Time Zone: Select an option

Lead Owner

Description

Cancel Save

Figure: Create a Lead

2. Click **"Save"** to save the required changes.
Click **"Cancel"** to cancel the changes made.

The Supervisor can edit and delete the leads also. However, a deleted lead cannot be restored.

Multiple leads can be added here.

4.2.2 Edit Lead

Perform the following steps to edit any existing lead.

1. Select the lead which you want to edit and then click "Edit" button. The following modal is opened.

Figure: Edit the Lead

2. You can change all the fields like lead name, Timezone, Lead owner, and Description. But you can not change the Process name from here.
3. After changing the information, click "Save" button to save the changes; else click "Cancel" button.

4.2.3 Delete a Lead



Perform the following steps to delete any lead.

1. Select the lead and click  icon to delete the lead. A confirmation modal is opened.

Figure: Delete Lead

2. Click "Yes" button to delete the lead; else click "No" button.

4.2.4 Enable or Disable the Lead

The Supervisor can click  toggle switch to disable an enabled lead. To enable a disabled lead, click  toggle switch.

4.2.5 Lead Upload

We recommend to upload a CSV file that contains the columns in the similar order as they are defined by the Administrator in its Console → "System Configuration" → "Table" → "Table" (Definition) and which has been used to create that process that you have selected here. Following is a screenshot of a sample CSV file.

	A	B	C	D	E	F	G	H	I	J
1	twitter	timezone	facebook	phone2	name	phone3	phone4	phone5	email	phone1
2		Asia/Kolkata			Customer1				customer1@domain.com	123456789
3		Asia/Kolkata			Customer2				customer1@domain.com	12345
4		Asia/Kolkata			Customer3	1234567			customer1@domain.com	7654321
5										

Figure: Sample CSV File

Make sure to follow the rules of Character Type, Nullable, Unique Key, and Primary Key while entering the values in the CSV file as they are defined in the Table Definitions by the Administrator.

To upload the CSV file in the lead, the supervisor has to perform the following steps.

1. Select the lead in which the file has to be uploaded.
2. Click "Upload CSV" to upload the CSV file using the following pop-up.

Figure: Upload Lead (Numbers) through a CSV file

3. To browse the file, click on "**Choose File**" button.
4. Select the CSV file from the disk using the following dialog box.

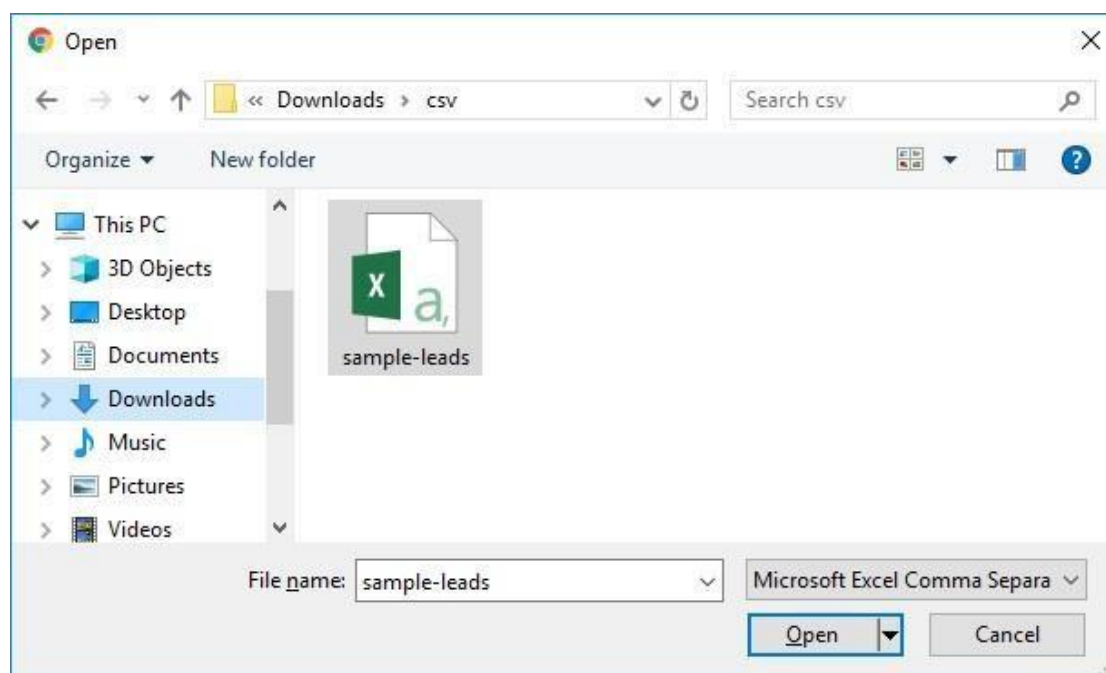


Figure: Select CSV file

5. Click "Open" to open the selected CSV file.
6. Now, the Supervisor can select these upload parameters.
 - A. **Update Duplicate Records:** This option can be used when there is a chance that the numbers of new lead may exist in the same lead or any other lead of the same campaign. By checking this option, if there is any record which is already uploaded in any of the lead of the same campaign, then that record will get updated with the new information (as uploaded in the new lead) within existing lead only.
 - I. If the record exists in the different lead, then the number will be updated in that lead only, and that number will not get uploaded in the new lead.
 - II. If the record exists in the same lead (in which the supervisor is trying to upload the new lead), then that number will get updated with the new information within the same lead.
 - B. **Migrate Duplicate to Chosen List:** This option can be used to migrate any of the existing records in a new lead. By checking this option, if there is any record which

is already uploaded in any of the lead of same campaign, then that number will get migrated to new lead with the new information.

- C. **Provide header Mapping:** The Supervisor can map the CSV file headers of lead with phone1, phone2, phone3, phone4, phone5, timezone and name headers.

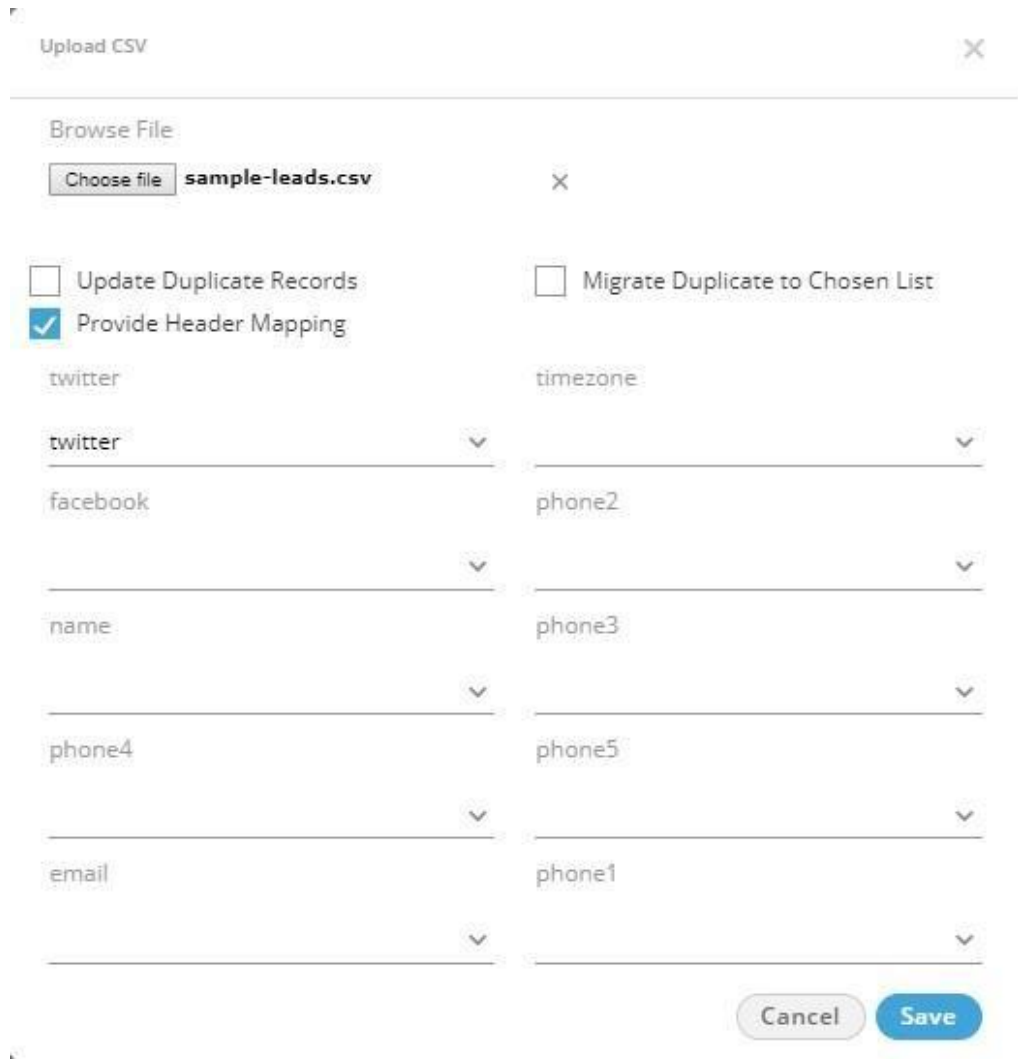


Figure: Mapping of Column Headers

You can select your column headers for the mapping.

7. Click "Save" to save the required changes.

Rather, click "Cancel" to not upload the leads from the CSV file.

The Supervisor has a "Churn Records" option while uploading the CSV file.

Figure: "Churn Records" option while uploading CSV

4.2.6 Add a Contact

The Supervisor can also add a new contact in the lead by performing the below steps:

1. Select the required row.
2. Click on the "**Add Contact**" button.

The screenshot shows a modal window titled "Add Customer" with a close button (X) in the top right corner. The form contains the following fields:

- Lead Name: Test1
- Customer Detail section with two columns of input fields:
 - Left column: twitter, facebook, name, phone4, email
 - Right column: timezone, phone2, phone3, phone5, phone1*
- Buttons: Cancel and Save

Figure: Add a Contact

3. Provide the values for the customer details in the fields such as name, email, phone1, twitter, and others.
4. Click "**Save**" to save the required changes.
Click "**Cancel**" to cancel the changes made.

4.2.7 Assign or Unassign Lead to Campaigns

Perform the following steps to assign or unassign the lead to the campaigns.

1. Select a lead, and it shows the campaigns on the right side.

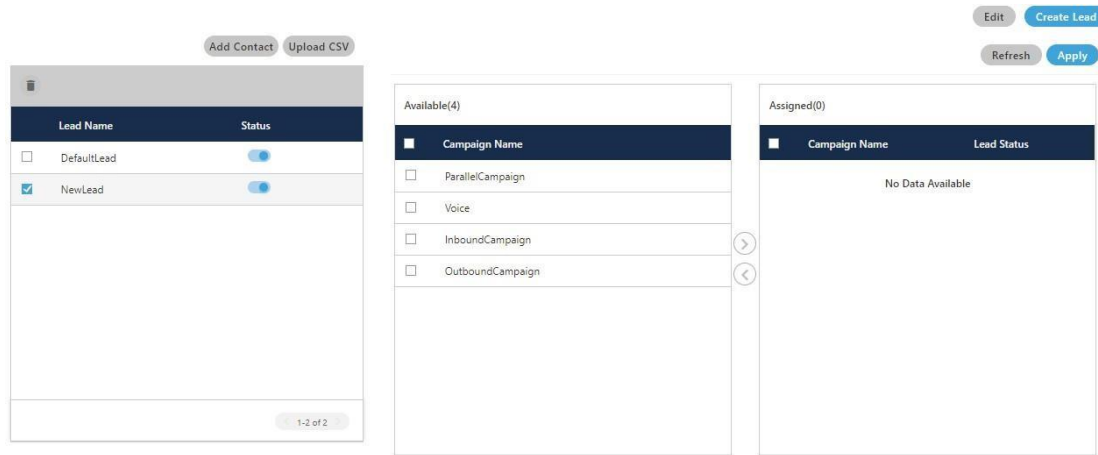




Figure: Assign or Un-assign Campaigns

2. Select the Campaigns in the "Available" section. You can click the checkbox given on top to select all campaigns. You can also search for the usernames in the provided search box.
3. Click  icon to add the selected campaigns.
4. Click "Apply" to apply the settings.

To unassign the lead from the campaigns, select the campaigns in "Assigned" section and click  icon. Click "Apply" to apply the changes.

Suppose a scenario where "name" field in the Data Table Definition is optional and configured as a unique key. There is a lead list that contains multiple leads with blank customer names. When the lead was uploaded, then the first customer with the blank customer name was uploaded, but other customers with the blank names were not being uploaded.

This issue has been fixed now. Even if "name" field in the Data Table Definition is marked as optional and unique, still the lead list containing blank customer names will be uploaded.

4.3 My Users

4.3.1 User Management

On "User Management" page, all the users created and assigned under the supervisor are shown on this page.

It is recommended to make changes during non-working hours otherwise it might impact the business

User Management(6)

User ID	User Name	User Role	Actions
<input type="checkbox"/> Alonzo	Alonzo	Executive	Edit
<input type="checkbox"/> Austin	Austin	Executive	Edit
<input type="checkbox"/> Carson	Carson	Supervisor	Edit
<input type="checkbox"/> Coleman	Coleman	Supervisor	Edit
<input type="checkbox"/> GM1	GM1	Group Manager	Edit
<input type="checkbox"/> Martin	Martin	Executive	Edit

1-6 of 6

Figure: User Management

The supervisor can not create or delete a new user from this screen. The users can only be modified from this screen. Only administrator can create or delete users.

4.3.2 Search User

The supervisor can search the users. Enter the name of the user to whom you want to search and press enter button. The searched result comes up.

4.3.3 Modify User

Supervisor can modify the general information of user and also change different privileges given to that particular user. To edit a particular user, select that user by checking the checkbox provided and click on edit option which is there in front of the name of that user.

It shows the following pop-up.

The screenshot shows the 'Modify a User' interface in Ameyo 4.13 GA. The interface is organized into several sections:

- General Information:** Contains fields for User ID (a1), System Role (Executive), User Name (a1), Allowed Chat Extensions (4), Allowed Ticket Extension (25), Login Policy (Verify Before Force Login), and Phone Number. There is also an unchecked checkbox for 'Email Id'.
- After Login Behaviour:** Contains an unchecked checkbox for 'Auto Available'.
- System Masked Privileges:** Contains several checkboxes: 'Set autocal status', 'End Call Allowed' (highlighted with a red box), 'Modify Campaign', 'Transfer Call', and 'Confer Call'.
- Campaign Masked Privileges:** Contains checkboxes for 'Manual Dial', 'Transfer Call', 'View disposition of a call', 'Confer Call', 'Listen to self campaign voice logs', and 'View Cancel Preview'.

Figure: Modify a User

Following information can be modified.

1. **General Information:** Under this category, the following fields can be modified.
 - A. Allowed Chat Extensions
 - B. Allowed Ticket Extensions
 - C. Check or uncheck "Email ID" field
 - D. Add, modify, or delete Email Address
 - E. Enable or disable Screen Recording
2. **After Login Behaviour:** Here, you can check "Auto Available" to make the user auto-available after the login. Keep it unchecked to not make it autoavailable after the agent login.
3. **System Masked Privileges:** The supervisor can restrict the user from some actions related with system. Enable the checkboxes to restrict the user from the following restrictions.

2.
 - **Set autocal status:** It restricts the user to change the status of the auto call. It means that the user is not able to change the status of the auto call, the status set either by supervisor or administrator remains available.
 - **Modify Campaign:** It restricts the user to change the campaign after login to another campaign. It means that the user is not able to change the campaign even if the user is assigned in multiple campaigns. Now, if the user selects the campaign at the time of login remains available only. The option to change campaign for the user from the main menu remains disabled.
 - **Transfer Call:** It restricts the user to transfer the call to another campaign or user. It means that the user is not able to transfer the call to the campaign or user.
 - **Confer Call:** It restricts the user to confer the call with another customer or someone else. It means that the user is not able to take anyone on the conference call with the customer.
 - **End Call Allowed:** It restricts the user to end the call while talking with the customer. It means that the user is not able to disconnect the call by their own, rather the customer has to hangup the call.

3. **Campaign Masked Privileges:** The supervisor can restrict some actions for particular user of the campaign (in which respective user is assigned) by simply checking the respective checkboxes.

Select the campaign from the drop down list of the available campaigns in which user is assigned. Following privileges can be restricted for any user:

- **Manual Dial:** If the user is masked for the Manual Dial feature then the user is not able to dial the call to any customer from that campaign manually(auto call does not have any impact of this feature). This feature is useful for the users of "Inbound" type campaigns.
- **View disposition of a call:** If this feature is enabled for any user, then that user is not able to view the dispositions for the call so that the user is not able

to dispose off the call from the disposition list of dialer but the user is allowed to dispose the call from CRM in that campaign.

- **Listen to self campaign voice logs:** If the user is masked from this feature then the user is not able to listen to the voicelogs which are created from the calls handled by that user. The option to listen to the voicelogs remains unavailable for that user.
- **View Cancel Preview:** It masked the user to cancel the preview of the customer's details. It means that the user is not able to cancel the preview in the case of "Preview dialing" algorithm.
- **Transfer Call:** It masked the user to transfer the call either to another campaign or to another user.
- **Confer Call:** It masked the user to initiate the conference call with anyone.

If a user is assigned in multiple campaigns and supervisor wants to mask the user from multiple campaigns, then you have to mask the user from all the campaigns

These features are available for all other users except administrator.

4. **Voice Mail Configurations (Licensable):** This feature is licensed. This tab will be only visible if voicemail license is procured at the center. The supervisor can enable Voicemail feature at system level is enabled by sliding the "voicemail" bar towards right. If this is not enabled, then voicemails will not be recorded. To enable sending the voicemails notifications, supervisor needs to check the "Notification Email IDs" checkbox.
 - **Notifications Email IDs:** Administrator can enter the multiple email ids (gmail domain only) separated by comma. For example, email1@domain.com, email2@domain.com, and others.
 - **Welcome Voicemail Prompt:** Select the welcome voicemail prompt from the drop-down field.

- **Finish Voicemail Prompt:** Select the finish voicemail prompt from the drop-down field.

5. Click "Apply" button to save the changes.

Rather, click "Cancel" to discard the changes.

4.4 Color Configuration

Here supervisor can configure colors for the users assigned in that process. The configured color from this screen is visible to the supervisor 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 supervisor.

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 supervisor are not be shared with other supervisors.

Break Reason	Configured Color	Hex Color
Training		#ec9d9d
Snacks		#d6ebad
Lunch		#ffd69f
Unavailable		#78f9f6

Figure: Color Configuration Screen

The supervisor 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 supervisor only can configure the colors for those break reasons.

4.4.1 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 Supervisor, and it will be not be shared with other Supervisors.

4.4.2 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 supervisor can edit the colors of already configured break reasons. Follow the same steps while performed while configuring the break reason color.

4.5 DNC Management

Supervisor can manage the DNC (Do Not Call) repository using this tab. The excluded numbers would not be dialed in Ameyo system. The DNC can be managed for an entire process, but not for a campaign specifically.

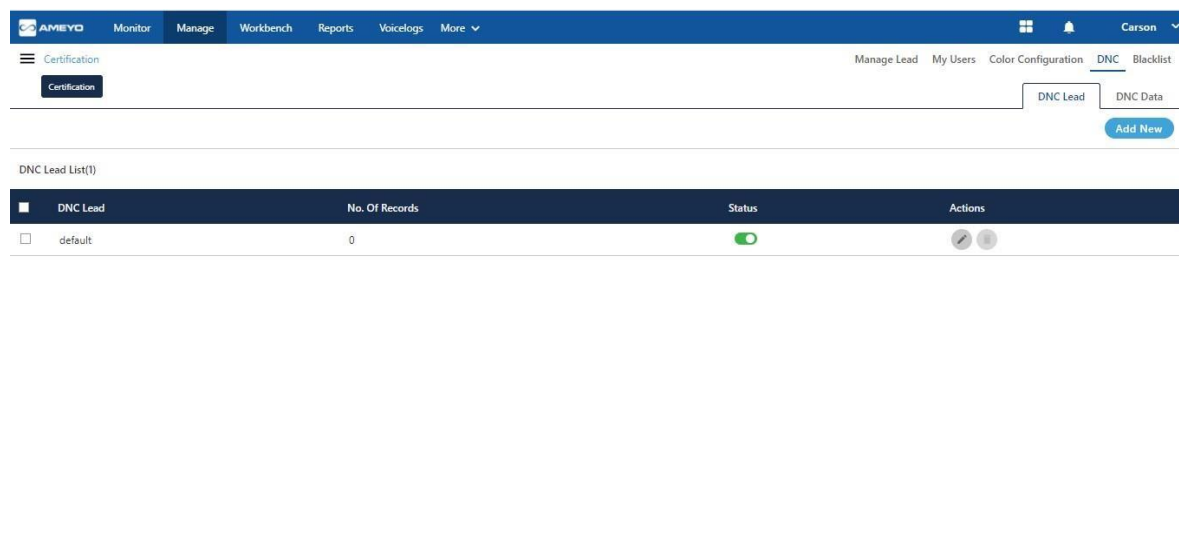


Figure: DNC Management

Only the administrator can create the Table Definition for a Process, mark anyone of its field as Primary, and map them to the Customer Attributes. While uploading the CSV for Customer Exclusion, the Supervisor has to map the column of CSV with that Table Definition Field, which is marked as Primary in the Table Definition.

Uploading exclusion through CSV based upon the Primary-marked Table Definition Field will work only with 9.4 and above versions of PostgreSQL. As we are supporting only PostgreSQL 10 in Ameyo Server 4.6 and 4.7, so we recommend to use PostgreSQL 10 for using this feature.

The front page of the DNC contains the following data.

1. **Exclusion Lead:** It shows the name of exclusion through which exclusion has been created.
2. **No. of Records:** It shows the total number of the records which has been uploaded while creating exclusion.
3. **Status:** It shows whether exclusion is enabled or not. Toggle the switch to enable or disable exclusion from here.

4. **Actions:** The supervisor can [Edit](#) or [Delete](#) exclusion from the Actions column.

There is a possibility that the supervisor has to upload the single phone number in DNC. In such cases, the supervisor has to create the CSV files. It means that you have to create and upload the CSV file even for a single number you want to add into the list of DNC.

4.5.1 Create an Exclusion

Perform the following steps to add the list of exclusion numbers, which will not be dialed in the Ameyo System.

1. Click "Create Exclusion Lead" button. It shows the following pop-up.

Figure: Adding an Exclusion

2. **Enter Exclusion Lead Name:** Enter the name of exclusion Lead.
3. **Status:** If the checkbox against "Enable" is checked then this exclusion lead status will be enabled else it will be disabled.
4. **Types of Exclusions:** Supervisor can add any of the following exclusions.
 - A. **Attribute Exclusion:** The Supervisor can add exclusion based on attribute name (phone number, time zone, name, and others). Perform the following steps.
 - I. Click "Add" to add the attributes for which exclusions will be setup.



Figure: Add Attribute

- II. Here, the attribute will be the Table Definitions Columns, which are selected by the Administrator in its Console → "System" → "System Configuration" → "Table" → "Table".
- III. Select any of the following attributes in the "Attribute" drop-down menu.
 - twitter
 - timezone
 - facebook
 - phone2
 - name
 - phone3
 - phone4
 - phone5
 - email
 - phone1
- IV. Select any of the following operators in the "Operator" drop-down menu.
 - equal to
 - less than
 - less than or equal to
 - greater than
 - greater than or equal to
 - not equal to
 - Like

- Not Like
 - SQL Expression
- V. Provide a value for the attribute. You can add multiple conditions, click "+" icon to add more attributes. To delete a condition, click on the "-" icon corresponding to that condition.
- B. **Media Exclusion:** The Supervisor can upload the numbers in the respective lead which has to be added in DNC through "Media Exclusion". CSV file can have the Phone1 as a lead header.

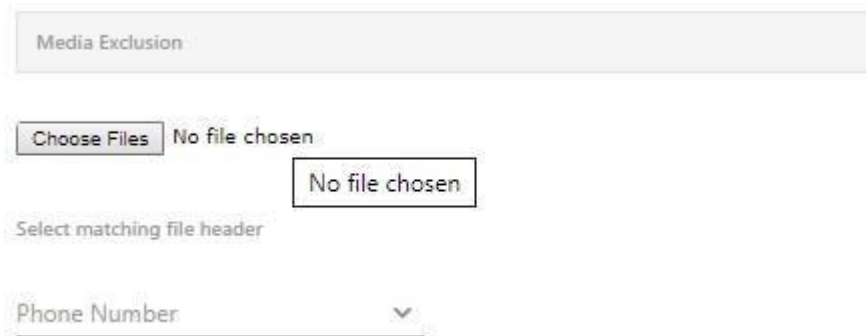


Figure: Media Exclusion

Perform the following steps.

- I. To upload the CSV file in the DNC lead, click on the "**Choose Files**" button.
- II. Select the CSV file from the disk.

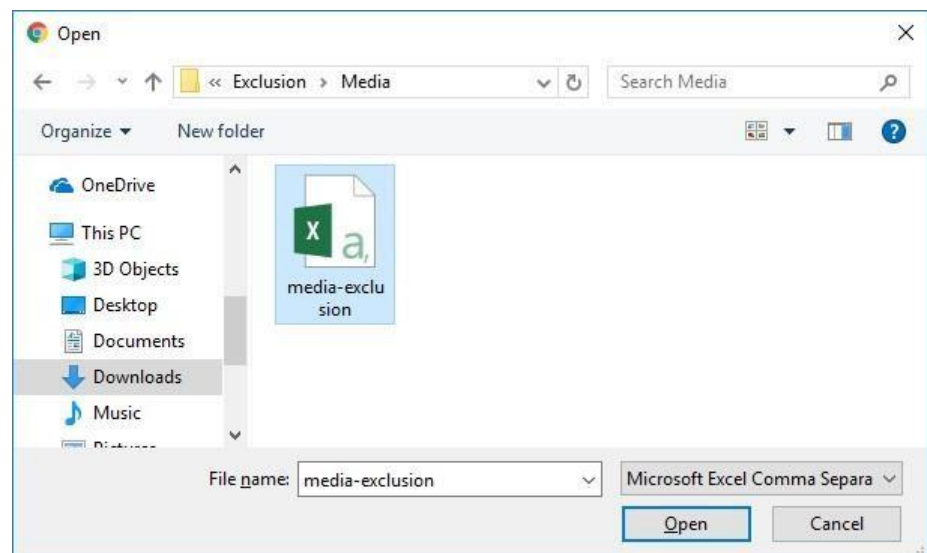


Figure: CSV File

- III. It takes you back to the "DNC Tab".
- IV. Select the phone header primary field which has been provided at the time of data table creation by the administrator.

C. **Customer Exclusion:** The Supervisor can upload the customers in the respective lead which has to be added in DNC through "Customer Exclusion".

CSV file can have the customer_id as a lead header.

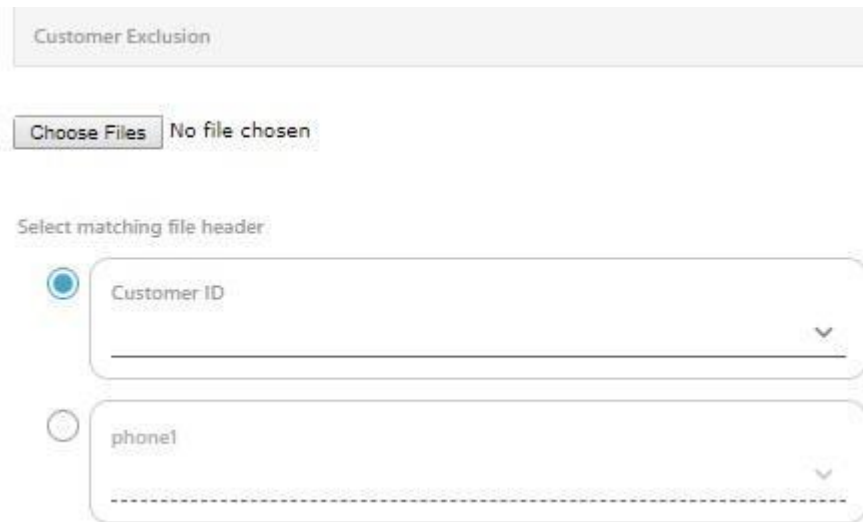


Figure: Customer Exclusion

Perform the following steps to add a Customer Exclusion.

- I. To upload the CSV file in the DNC lead, click on the "**Choose Files**" button.

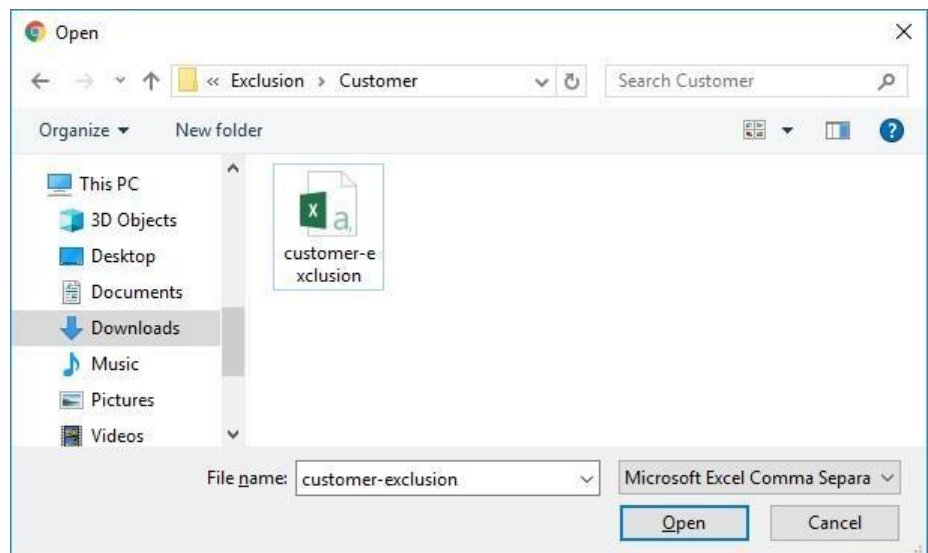


Figure: CSV File

- II. Select the CSV file from the disk and click "Open".
 - III. It takes you back to the "DNC" Tab. Select the file matching header which is also the primary key for that data table provided by the administrator, by default the "Customer ID" is enabled.
5. **Primary Key based Exclusion:** You can notice the Table Definition Column, marked as Primary Key, in "Customer Exclusion" Section. You can enable it to upload the CSV file that contains the values of the Primary Table Definition Field. For example, if "phone1" is set as the Primary Table Definition Field, then you can upload the CSV containing the phone numbers to exclude the numbers from calling. Similarly, if "email1" is set as the Primary Definition Field, then you can upload the CSV containing the email addresses to exclude the email addresses from calling or communication.

Perform the following steps.

- A. Click "Choose Files" button to upload the CSV.
- B. Select the location where you have saved the CSV file.
- C. Select the CSV file and click "Open."
- D. Select the option that shows the Primary Table Definition field, such as "phone1" in our case.

The screenshot displays the 'Customer Exclusion' section of a web application. At the top, there is a header 'Customer Exclusion'. Below it, a 'Choose Files' button is visible next to the filename 'numbers.csv'. Underneath, the section is titled 'Select matching file header'. There are two radio button options. The first option is 'Customer ID', which is currently unselected. The second option is 'phone1', which is selected (indicated by a blue dot). Below the 'phone1' option, the text 'Phone Number' is visible, suggesting a dropdown menu or a list of possible headers for that field.

Figure: Upload CSV containing the values of Primary Table Definition field

- E. After uploading the files, use the drop-down menu in the Primary Table Definition Field to select the matching header of CSV file. F. Click "Save" to create the Customer Exclusion Lead.

Ameyo Preprocessor will validate the data during the upload process. It can skip uploading some data and throw errors for any invalid data.

Upload Failure Reasons

If the Supervisor is trying to upload another file except CSV, then an error is displayed on the screen that only CSV files are accepted. While uploading the CSV for excluding the Customer based upon the values of Primary Definition Field, Ameyo Preprocessor will validate the data and will skip uploading the invalid data.

Please refer to the following document to know more about the same.

After completing the upload process, the following pop-up is displayed that shows the number of successfully uploaded records, and the number failed to upload records.

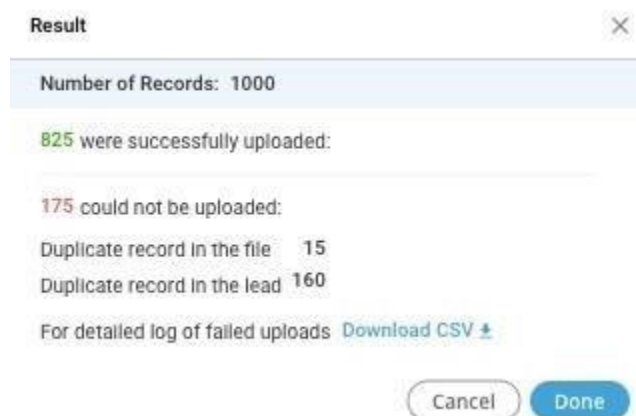


Figure: Summary of uploading the Customer Exclusion based on Primary Table Definition Field

The Administrator can click "Download CSV" link to download the CSV, which shows the errors encountered for every invalid record that was failed to be uploaded.


Notification of Uploading the Customer Exclusion based upon Primary Definition Field

Whenever a Supervisor uploads the Customer Data in any campaign, then a

notification will be displayed to all Supervisors assigned to the same campaign.

- Click **"Save"** to save exclusion lead.
Click **"Cancel"** to cancel the changes made.

4.5.2 Edit Exclusion

Click  icon Actions column to edit any exclusion media.

The same page has been opened which was opened at the time of the creation of exclusion.

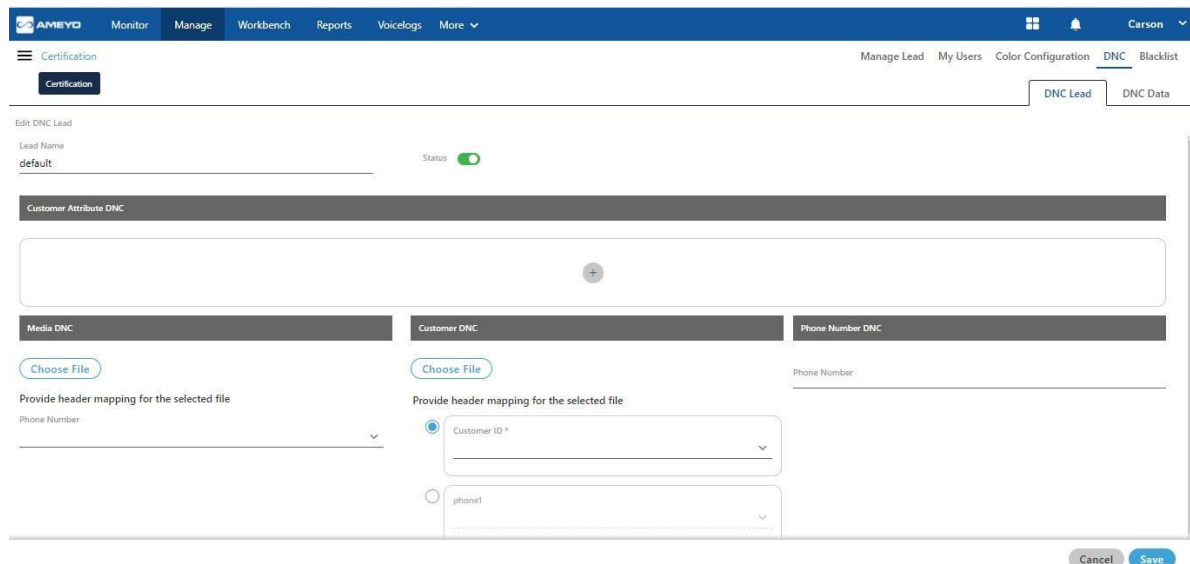


Figure: Editing an Exclusion

On the opened page, you can edit the name of the lead, change the status, customer attribute exclusion, media exclusion csv, and customer exclusion csv.

4.5.3 Delete exclusion


Click  icon in Actions column to delete exclusion. A confirmation pop-up comes up.



Figure: Deleting an Exclusion

Click "Yes" to confirm the deletion of exclusion, else click "No" button to undone the process.

4.5.4 DNC Data

This option lets the Supervisor to fetch exclusion Data for the selected lead. Perform the following steps.

1. Click on the "DNC Data" button. The following screen will start appearing.



Figure: Exclusion Data

2. Click "Search" button present on the right top corner of the page. A pop-up is opened.

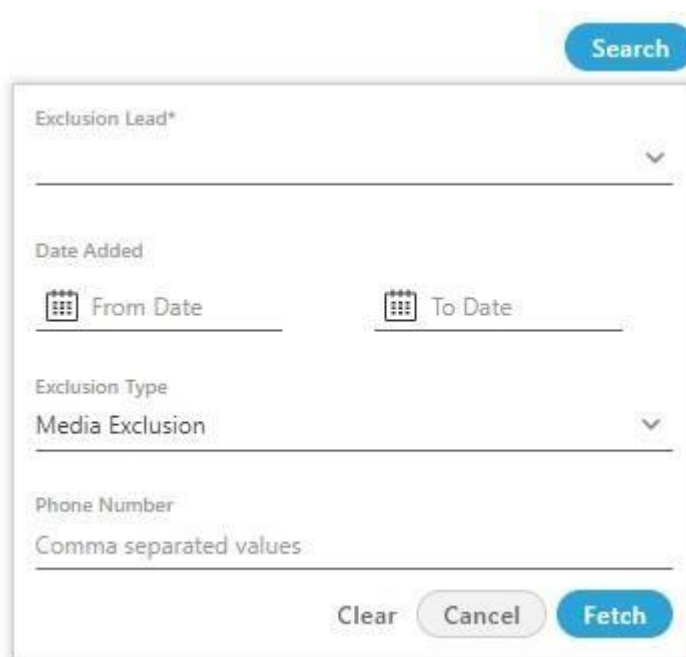
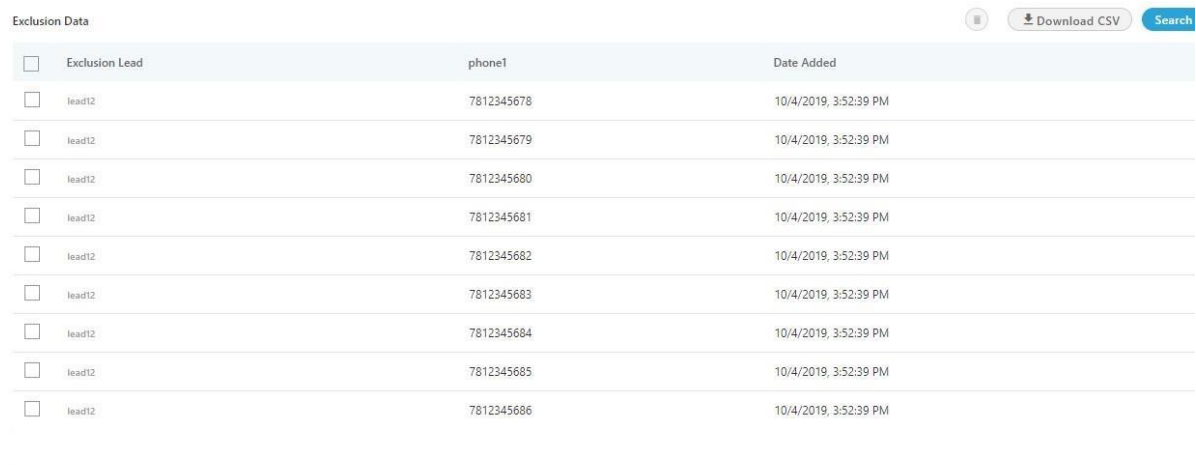
The image shows a search form for exclusion data. At the top right is a blue 'Search' button. The form contains several fields: 'Exclusion Lead*' is a dropdown menu; 'Date Added' consists of 'From Date' and 'To Date' fields, each with a calendar icon; 'Exclusion Type' is a dropdown menu currently showing 'Media Exclusion'; 'Phone Number' is a text input field with the placeholder 'Comma separated values'. At the bottom are three buttons: 'Clear', 'Cancel', and 'Fetch'.

Figure: Search Exclusion Data

On the opened pop-up, provide the following information to search any exclusion data.

1. Select DNC Lead name from the drop-down list.
2. Select the date range in which exclusion is being added.
3. Select the "Type of DNC" from the drop-down list. There are two types of exclusion available.
 - **Media DNC:** Select the "Media DNC" type, if it is selected as the type of exclusion. After selecting it to provide the phone number which was created as the primary key during the creation time of exclusion.
 - **Customer DNC:** Select the "Customer DNC" type, if it is selected as the type of exclusion. After selecting it, select the type of the primary key and provide the respective key in the textbox.
4. After providing all the information, click "Fetch" button to search exclusion list, "Cancel" button to cancel the searching operation, or "Clear" button to clear the provided searched data.

5. All the information of the customers according to the provided searched data is showing on the page.



<input type="checkbox"/>	Exclusion Lead	phone1	Date Added
<input type="checkbox"/>	lead12	7812345678	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345679	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345680	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345681	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345682	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345683	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345684	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345685	10/4/2019, 3:52:39 PM
<input type="checkbox"/>	lead12	7812345686	10/4/2019, 3:52:39 PM

Figure: List of searched DNC Data

The total of 1000 records are fetched at a time. If the supervisor wants to see more records, then go to next page. If user tries to search more than 1000 records then, 10 records will be fetched at a time, and so after.

You can perform the following operations on the searched exclusion data.

1. **Download Exclusion information as CSV:** The supervisor can download the searched information of exclusion leads in CSV format. Select the numbers which you want to download and click "Download" button. A pop-up is opened.

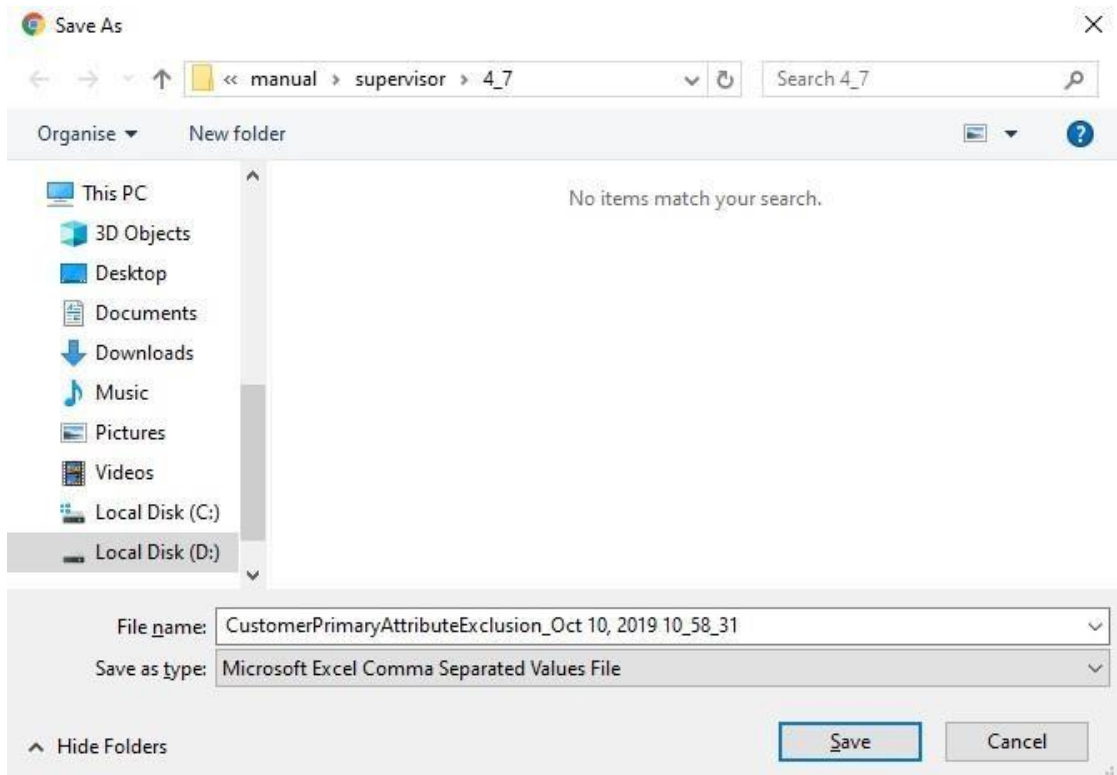


Figure: Download the List of searched Exclusions Data

You can change the name of the downloading file as well and then, click "Save" button to save the CSV file, else click "Cancel" button to cancel the downloading process.

The downloading pop-up depends upon the browser's settings.

2. **Delete Exclusion Data:** The supervisor can delete the searched exclusion data.


Select exclusion data which you want to delete and then click  icon to delete the data. A confirmation pop-up is opened.



Figure: Delete the searched Exclusion Data

Click "Yes" button to delete exclusion data permanently, else click "No" button.

Once the data is deleted form here, then it can not be retrieved anyhow.

4.6 Blacklist in Process

The blacklisting tab of the supervisor console is present at the process level. If the supervisor blacklists any contact, it will be blacklisted for that process only. There are two sub-tabs present in the blacklisting tab at the process level.

4.6.1 Blacklist Lead

The blacklist lead tab allows the supervisor to upload the lead of contacts that has to be blacklisted. Here, the supervisor can upload the lead of contacts that have to be blacklisted.

Create Blacklist Lead

Perform the following steps to add the list of blacklisted numbers.

1. Click "Add New" button.
2. Provide the name of the lead and toggle the status button to enable or disable the lead.
3. Add the customer Attributes Blacklist if required. Provide the required fields. The supervisor can provide multiple attributes from here.
4. There are three types of blacklist, Media Blacklist, Customer Blacklist, Phone Number BlackList. Select any one of them and upload the CSV file of contacts that have to be blacklisted.
5. Click "Add" button.

Figure: Adding BlackList Lead

Once the contacts have been uploaded successfully, a modal will be shown. It contains the count of the contacts that have been failed and that have been uploaded successfully.



Failure Reason	Total Records
Duplicate record in the file	15
Duplicate record in the lead	160
Failed to upload:	175

Figure: Upload Failure Modal

4.6.2 Blacklisted Data

The blacklisted data option lets the Supervisor to fetch blacklisted Data for the selected lead. Perform the following steps.

1. Click the Search button.
2. Select the blacklist lead name from the drop-down list.
3. Select the BlackList type.
4. Provide the comma-separated list of phone numbers.
5. Click "Fetch" button.

Blacklist Lead	Customer ID	Date Added	Added by	Phone Number
<input type="checkbox"/> HDFC_Covid	112233445566	Sep 20, 12:33	Agent_123	9898989898

Figure: Fetching the list of Blacklisted Data

5. Monitor Tab

5.1 Monitor

Supervisor 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.

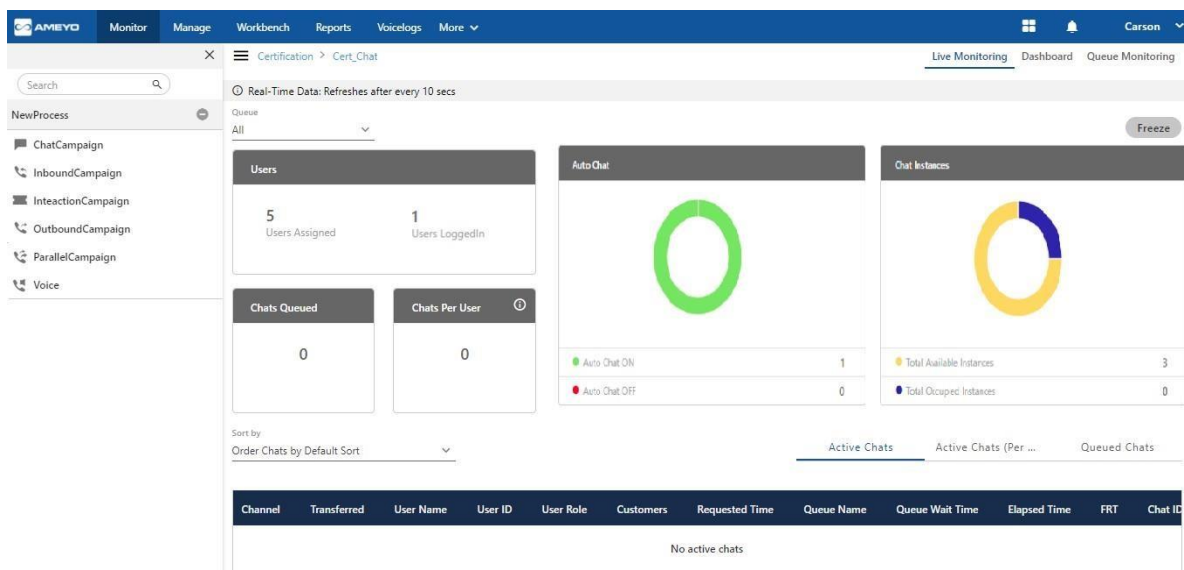


Figure: Monitor Tab

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.
 - ✦ Monitor Chat Campaign
 - ✦ Monitor Interaction Campaign
 - ✦ Monitoring Inbound Campaign
 - ✦ Monitor Outbound Campaign
 - ✦ Monitor Parallel Predictive Campaign
 - ✦ Monitor Voice Blast Campaign

5.2 Monitoring Chat Campaign

5.2.1 Monitor Chat Campaign

Supervisor can monitor Chat Campaign in "Monitor Tab".

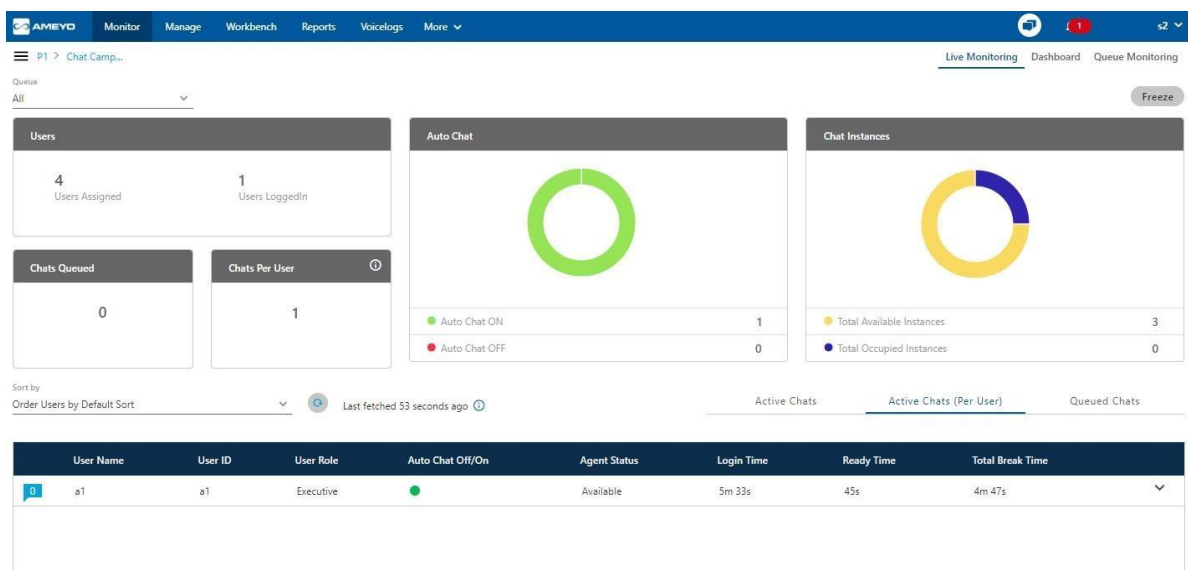


Figure: Monitor Chat Campaign

It contains the following tabs.

- **Live Monitoring:** It allows the Supervisor to perform live monitoring of Chat Campaign. Know more...
- **Dashboard:** View the Dashboard of Chat Campaign. Know more...
- **Queue Monitoring:** Monitor the queues in the Chat Campaign. Know more...

5.2.2 Live Monitoring of Chat Campaign

Supervisor can perform Live Monitoring of Chat Campaign in "Monitor Tab".

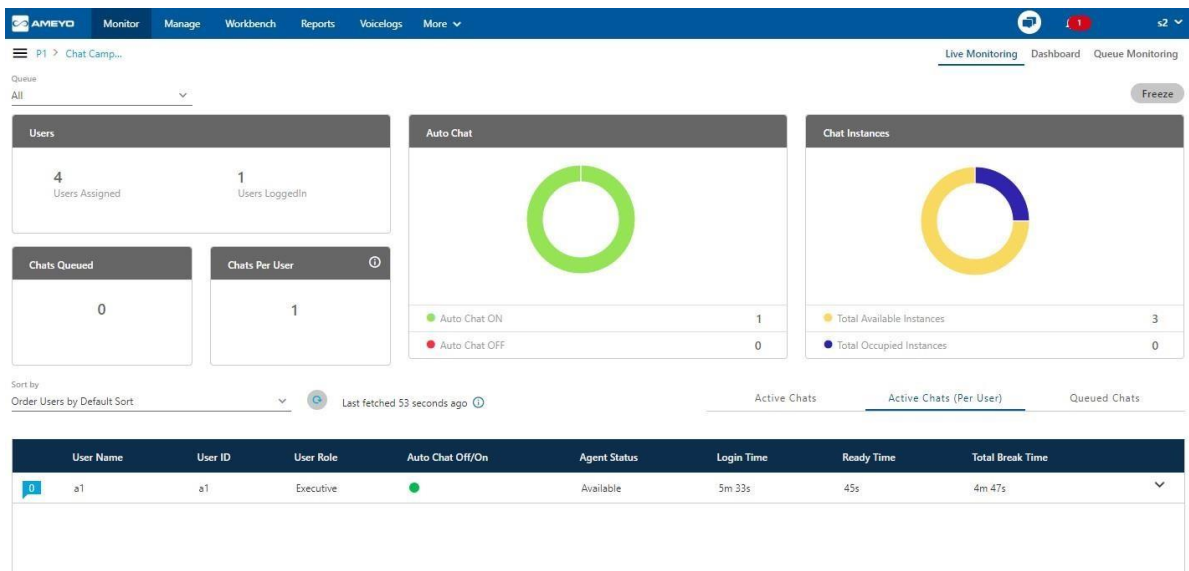


Figure: Monitor Chat Campaign

5.2.2.1 Queue Selection

Use the drop-down menu located on top to select the queue. After selection, the Live Monitoring Tab shows the data specific to the selected queue only.

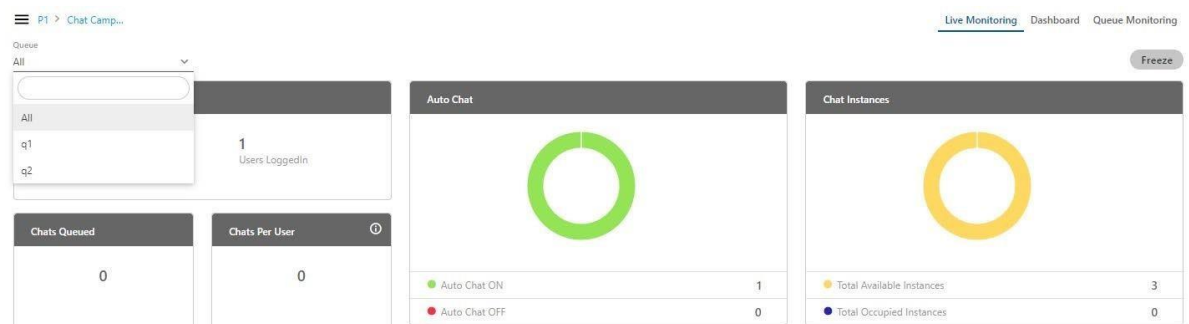


Figure: Queue Selection in Monitor Chat Campaign

5.2.2.2 Freeze or Unfreeze

You can click 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.

5.2.2.3 Graphs

A Chat Campaign Dashboard contains the following graphs.

5.2.2.3.1 Users

This graph shows the total count of users assigned and logged on to this campaign.



Figure: Agents Graph

5.2.2.3.2 Chats Queued

This graph shows the count of chats that are queued.




Figure: Chats Queued Graph

5.2.2.3.3 Chats Per User

This graph shows the average count of chats per user.



Figure: Chat Per Agent

Additional Information: Hover the mouse over  icon to view the basic definition of the tile.

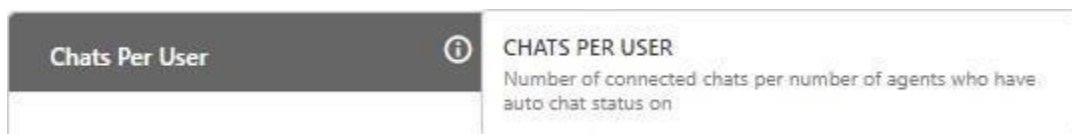


Figure: Further information of Live Monitoring

5.2.2.3.4 Auto Chat

It shows the count of users who has turned off or on for receiving chats automatically in the campaign.



Figure: Agent Auto Chats Graph

5.2.2.3.5 Chat Instances

It shows the count of chat instances that are available and occupied.



Figure: Chat Instance Graph

5.2.2.4 View Live Chats

The bottom section shows the live chats. These chats are displayed in the following three tabs.

1. **Active Chats:** It shows all chats that are active in the entire chat campaign. It has following three Sorting parameters through which supervisor can sort the status of the chats.

- **Order Chats by Default Sort:**

Select it to keep default sorting to order the chats. It shows all the active chats status according to the default order which is according to the maximum chat elapsed time first.

Sort by
Order Chats by Default Sort

Active Chats Active Chats (Per User) Queued Chats

Channel	Transferred	User Name	User ID	User Role	Customers	Requested Time	Queue Name	Queue Wait Time	Elapsed Time	FRT	Chat ID
		a1	a1	Executive	Customer2	Jan 08, 12:42	Queue1	0s	2m 17s		d931-5e12cca3-vchat-1
		s1	s1	Supervisor	Test	Jan 08, 12:01	Queue1	0s	42m 29s	Jan 08, 12:17	d931-5e12cca3-vchat-0

Figure: Sort Active Chat with Default Sort

- **Order Chats by Elapsed Time (Descending):**

Select it to sort the chats in the descending order of their elapsed time.

Sort by
Order Chats by Elapsed Time (Descending)

Active Chats Active Chats (Per User) Queued Chats

Channel	Transferred	User Name	User ID	User Role	Customers	Requested Time	Queue Name	Queue Wait Time	Elapsed Time	FRT	Chat ID
		s1	s1	Supervisor	Test	Jan 08 , 12:01	Queue1	0s	45m 19s	Jan 08 , 12:17	d931-5e12cca3-vchat-0
		a1	a1	Executive	Customer2	Jan 08 , 12:42	Queue1	0s	5m 7s		d931-5e12cca3-vchat-1

Figure: Sort Active Chat with Descending Elapsed Time

- **Order Chats by User Name(Ascending):**

Select it to sort the chats in the descending order of their elapsed time.

Sort by
Order Chats by User Name (Ascending)

Active Chats Active Chats (Per User) Queued Chats

Channel	Transferred	User Name	User ID	User Role	Customers	Requested Time	Queue Name	Queue Wait Time	Elapsed Time	FRT	Chat ID
		a1	a1	Executive	Customer2	Jan 08 , 12:42	Queue1	0s	5m 17s		d931-5e12cca3-vchat-1
		s1	s1	Supervisor	Test	Jan 08 , 12:01	Queue1	0s	45m 29s	Jan 08 , 12:17	d931-5e12cca3-vchat-0

Figure: Sort Active Chat with Ascending Elapsed Time

2. **Active Chats (Per Agent):** It shows the active chats per agent. It has following five Sorting parameters through which supervisor can sort the status of the chats.

- **Order Users by Default Sort:**

Select it to sort the chats in the descending order of their elapsed time. It shows all the active chats status according to the default order which is according to the maximum chat elapsed time first.

Sort by
Order Users by Default Sort

Last fetched 30 seconds ago

Active Chats Active Chats (Per User) Queued Chats

User Name	User ID	User Role	Auto Chat Off/On	Agent Status	Login Time	Ready Time	Total Break Time
a1	a1	Executive	●	Available	3m 47s	3m 43s	3s
s1	s1	Supervisor	●	Available	43m 42s	43m 3s	39s

- **Order Users By User Name (Ascending):**

Select it to sort the chats according to the agent's name in the ascending order.

Sort by
Order Users by User Name (Ascending)

Last fetched 40 seconds ago

Active Chats Active Chats (Per User) Queued Chats

User Name	User ID	User Role	Auto Chat Off/On	Agent Status	Login Time	Ready Time	Total Break Time
a1	a1	Executive	●	Available	3m 47s	3m 43s	3s
s1	s1	Supervisor	●	Available	43m 42s	43m 3s	39s

Figure: Sort Active Chats (Per Agent) with Agents Name in Ascending Order

- **Order Users By No. Of Ongoing Chats(Descending):**

Select it to sort the chats according to the number of ongoing chats at present time in the descending order. Ongoing chats means those chats which are currently live and in communication between the customer and agents.

Sort by
Order Users By No. Of Ongoing Chats (Descending) 🕒 Last fetched 1 minute ago

Active Chats Active Chats (Per User) Queued Chats

User Name	User ID	User Role	Auto Chat Off/On	Agent Status	Login Time	Ready Time	Total Break Time
a1	a1	Executive	●	Available	3m 47s	3m 43s	3s
s1	s1	Supervisor	●	Available	43m 42s	43m 3s	39s

Figure: Sort Chats according to number of ongoing chats in Descending Order

- **Order Users By No. Of Ongoing Chats(Ascending):**

Select it to sort the chats according to the number of ongoing chats at present time in the ascending order. Ongoing chats means those chats which are currently live and in communication between the customer and agents.

Sort by
Order Users By No. Of Ongoing Chats (Ascending) 🕒 Last fetched 1 minute ago

Active Chats Active Chats (Per User) Queued Chats

User Name	User ID	User Role	Auto Chat Off/On	Agent Status	Login Time	Ready Time	Total Break Time
a1	a1	Executive	●	Available	3m 47s	3m 43s	3s
s1	s1	Supervisor	●	Available	43m 42s	43m 3s	39s

Figure: Sort Chats according to number of ongoing chats in Ascending Order

- **Show Only Users With Ongoing Chats:**

Select it to sort the chats only which are ongoing currently. Ongoing chats means those chats which are currently live and in communication between the customer and agents.


Sort by
Show Only Users With Ongoing Chats 🕒 Last fetched 1 minute ago

Active Chats Active Chats (Per User) Queued Chats

User Name	User ID	User Role	Auto Chat Off/On	Agent Status	Login Time	Ready Time	Total Break Time
a1	a1	Executive	●	Available	3m 47s	3m 43s	3s
s1	s1	Supervisor	●	Available	43m 42s	43m 3s	39s

Figure: Sort only for Ongoing Chats



3. Additional Information:

- Hover the mouse over  icon to view the last fetched time, and the state of the table.

Last fetched 5 minutes ago ⓘ

This table is in frozen state. Kindly click on refresh button to get current data.

Figure: Further information of Live Monitoring

- Click  icon to refresh the data in the Active Chats (Per Agent) wizard.
- Click  icon to view the additional information of the active chat such as channel, customer name, requested time, queue name, queue wait time, elapsed time, FRT and chat ID.

Sort by: Order Users by Default Sort | Last fetched 30 seconds ago ⓘ

Active Chats | Active Chats (Per User) | Queued Chats

User Name	User ID	User Role	Auto Chat Off/On	Agent Status	Login Time	Ready Time	Total Break Time	
a1	a1	Executive	●	Available	3m 47s	3m 43s	3s	
Channel	Transferred	Customers	Requested Time	Queue Name	Queue Wait Time	Elapsed Time	FRT	Chat ID
	2345ert	Jul 30 , 1758	ChatQueue	0s	10m 16s	Jul 30 , 1758	d932-5d3fe829-vchat-6	

Figure: Additional information of Active Chat

4. **Queued Chats:** It shows the chats that are queued in the entire campaign. It has following three Sorting parameters through which supervisor can sort the status of the chats.

- **Order Chats by Default Sort:**

Select it to sort the queued chats in the default order of their requesting time. Requesting time is the time for the chats which are in waiting or queued state and are waiting for the agents to be available.

Sort by: Order Chats by Default Sort

Active Chats | Active Chats (Per User) | Queued Chats

Channel	Requested Time	Customers	Queue Name	Queue Wait Time
	4m 56s	2345ert	ChatQueue	1m 32s

Figure: Sort Queued Chats with Default Sort

- **Order Chats by Requesting Time(Ascending):**

Select it to sort the queued chats in the ascending order of their requesting time. Requesting time is the time for the chats which are in waiting or queued state and are waiting for the agents to be available.

Channel	Requested Time	Customers	Queue Name	Queue Wait Time
	4m 56s	2345ert	ChatQueue	1m 32s

Figure: Sort Queued Chats with Requesting time in Ascending Time

- **Order Chats by Requesting Time(Descending):**

Select it to sort the queued chats in the descending order of their requesting time. Requesting time is the time for the chats which are in waiting or queued state and are waiting for the agents to be available.

Channel	Requested Time	Customers	Queue Name	Queue Wait Time
	4m 56s	2345ert	ChatQueue	1m 32s

Figure: Sort Queued Chats with Requesting time in Descending Time

5.2.3 Dashboard of Chat Campaign

Here, the Supervisor can view the activities in the Chat Campaign.

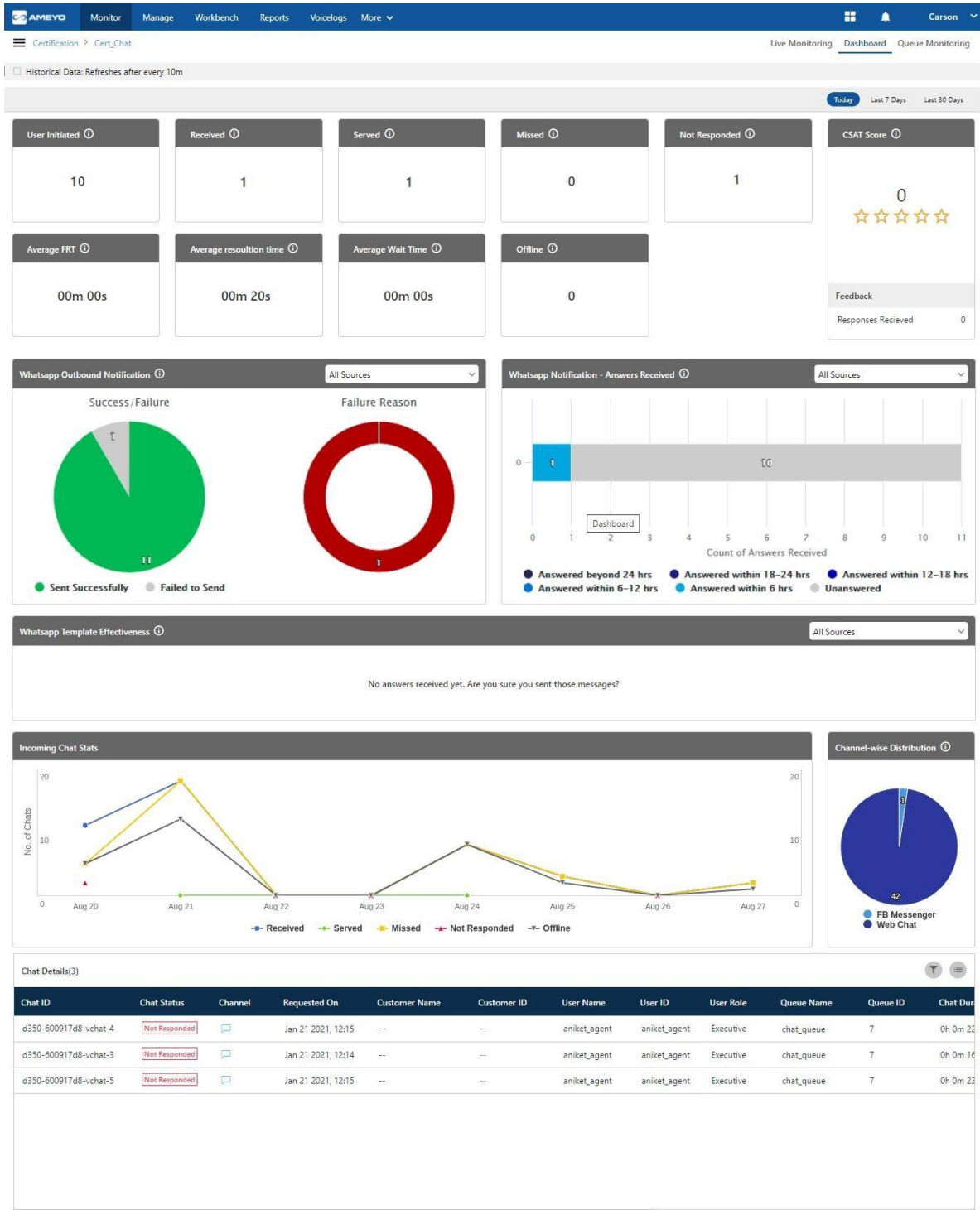


Figure: Dashboard of Chat Campaign

5.2.3.1 Time Duration

Select any of the following time duration to view the activities in the selected period only.

- **Today:** Click to view the activities in the selected campaign for the present day starting from 00:00 hour.

- **Last 7 Days:** Click to view the activities in the selected campaign for the last 7 days.
- **30 Days:** Click to view the activities in the selected campaign for the last 30 days.

5.2.3.2 User Initiated

It shows the count of agent initiated chats.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "User Initiated".

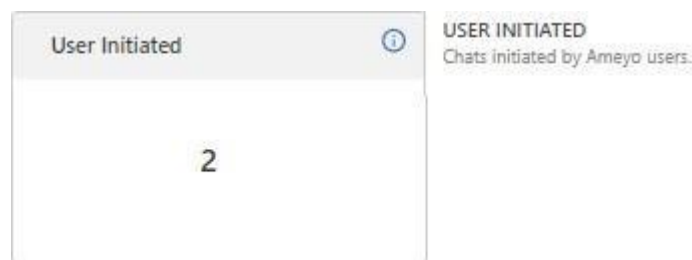


Figure: Further Information of User Initiated

5.2.3.3 Received

It shows the count of received chats.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "Received".

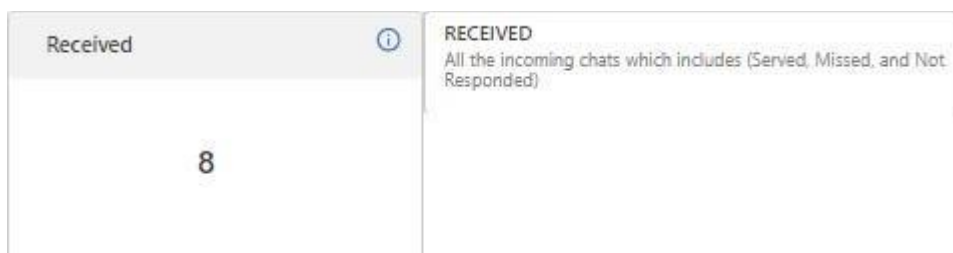


Figure: Further Information of Received

5.2.3.4 Served

It shows the count of served chats. If the customer's bot handles the chats, those chats will mark as the customer bot chats. It will help differentiate between the customer's bot chat and other chats from third-party channels like Facebook and Twitter.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "Served".



Figure: Further Information of Served

5.2.3.5 Missed

It shows the number of customer chat sessions that cannot be connected with any agent and hence, disconnected at the queue itself.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "User Missed".

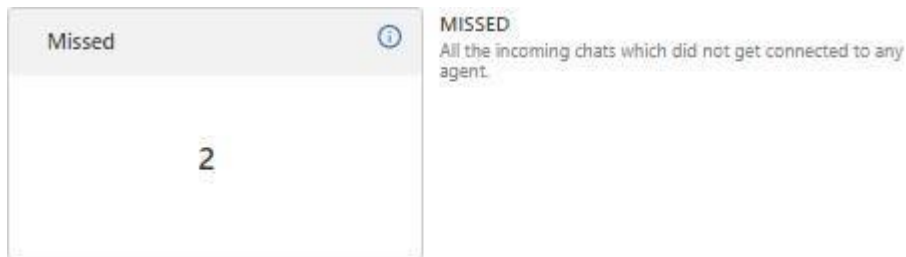


Figure: Further Information of Missed

5.2.3.6 Not Responded

It shows the count of not responded chats from the agent.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "Not Responded".



Figure: Further Information of Not Responded

5.2.3.7 CSAT Score

It shows the number of feedbacks received from the customers divided by the number of feedback emails sent to the customers.

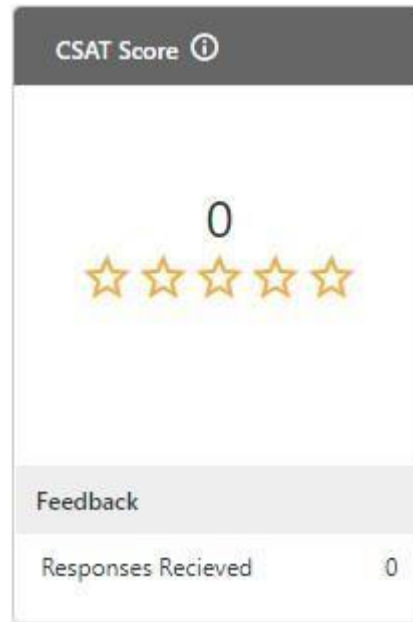



Figure: CSAT Score provided by Customer

It also shows the total responses received from the customers, that is the total number of the customers who have filled the feedback forms.

5.2.3.8 Average FRT

It shows the average response time of the incoming chats to which the agents first responded.

Additional Information:

Hover the mouse over  icon to view the basic definition of "Not Responded".

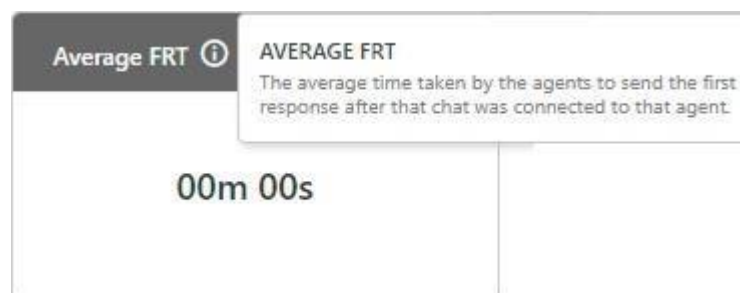


Figure: Further Information of Average FRT

5.2.3.9 Average Resolution Time

It shows the average resolution time in which the agents resolved the customer chat's.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "Not Responded".



Figure: Further Information of Average Resolution Time

5.2.3.10 Average Wait Time

It shows the average time that a customer has waited to get connected with the agent.

Additional Information:

Hover the ⓘ icon to view the basic definition of "Not Responded". mouse over



Figure: Further Information of Average Wait Time

5.2.3.11 Offline

It shows the total number of chats received in the non-working hours.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "Not Responded".

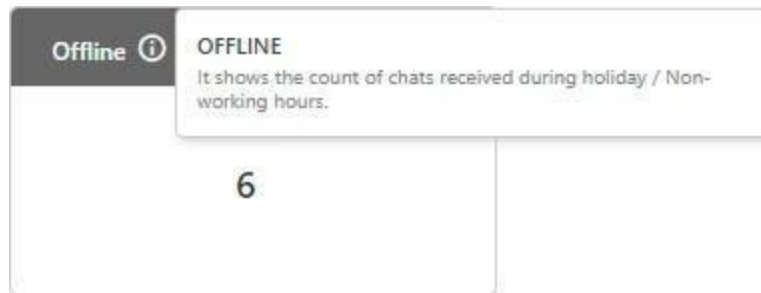


Figure: Further Information of Offline

5.2.3.12 WhatsApp Outbound Notification

It shows the graphs containing total WhatsApp messages which are sent successfully and which failed during the sending process. The other graph which shows here, is about the failure reasons for those messages which were failed.



Figure: WhatsApp Outbound Notification

The drop-down menu present at the top of this graph contains the following options .

- **System Initiated:** Select it to show the results for WhatsApp Messages sent to the customer by the system.

- **User Initiated:** Select it to show the results for WhatsApp Messages sent to the customer by the Ameyo User.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "WhatsApp Outbound Notification".



Figure: Further Information of WhatsApp Outbound Notification

5.2.3.13 WhatsApp Notification - Answer Received

It shows the graph of the total Answers received on WhatsApp.

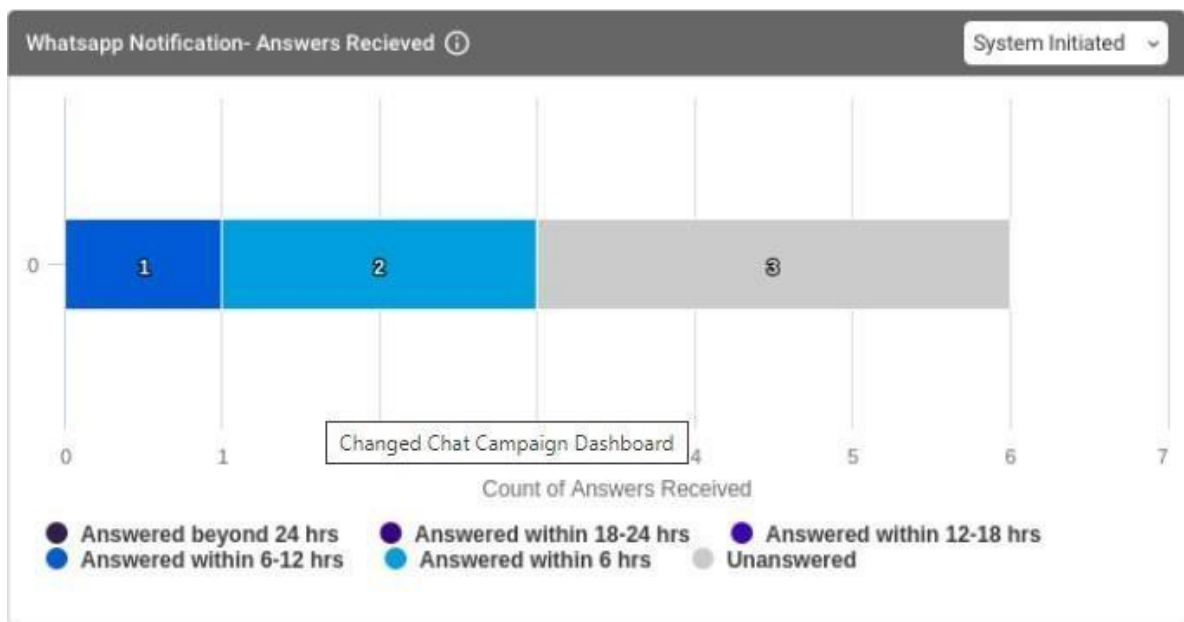


Figure: WhatsApp Notification - Answer Received

The drop-down menu present at the top of this graph contains the following options .

- **System Initiated:** Select it to show the results for WhatsApp Messages sent to the customer by the system.
- **User Initiated:** Select it to show the results for WhatsApp Messages sent to the customer by the Ameyo User.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition of "WhatsApp Notification - Answer Received".



Figure: Further Information of WhatsApp Notification - Answer Received

5.2.3.14 WhatsApp Template Effectiveness

It shows the graph for the rating received from the customers for the WhatsApp Chat.

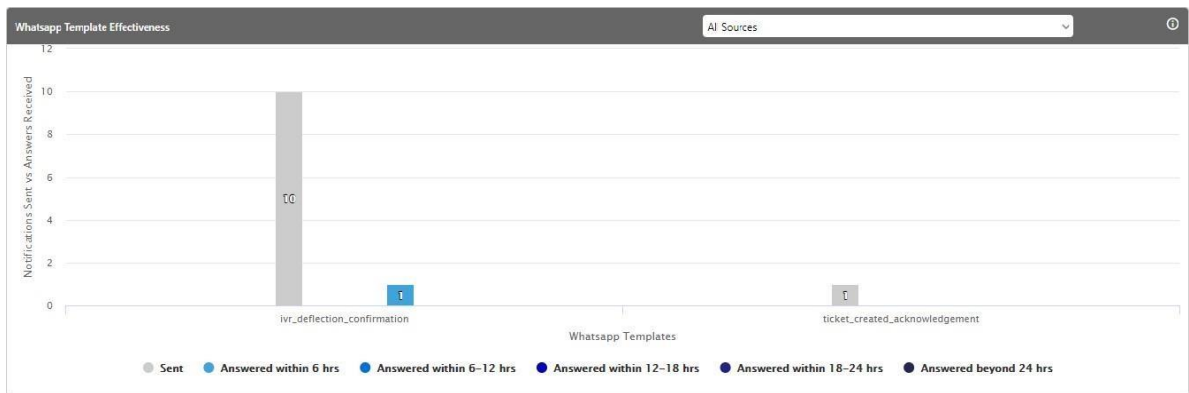


Figure: WhatsApp Template Effectiveness

Additional Information:

Hover the mouse over icon to view the basic definition of "WhatsApp Template Notification".



Figure: Further Information of WhatsApp Template Notification

5.2.3.15 Channel-wise Distribution

It shows the graph on chat channels.

Additional Information:

Hover the mouse over  icon to view the basic definition of "Channel-wise Distribution".

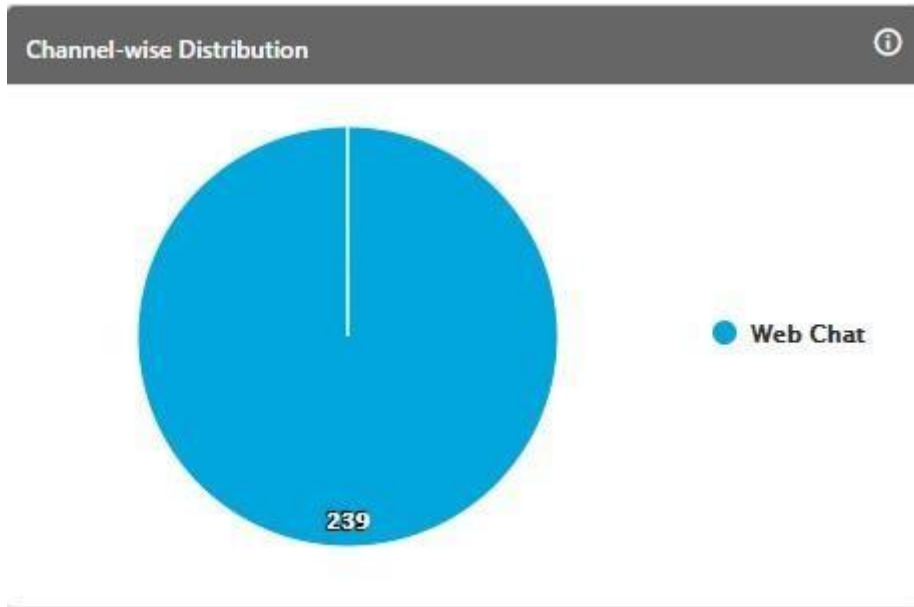


Figure: Further Information of Channel-wise Distribution

5.2.3.16 Incoming Chat Stats

It shows the graphs of received, served, and missed chats.

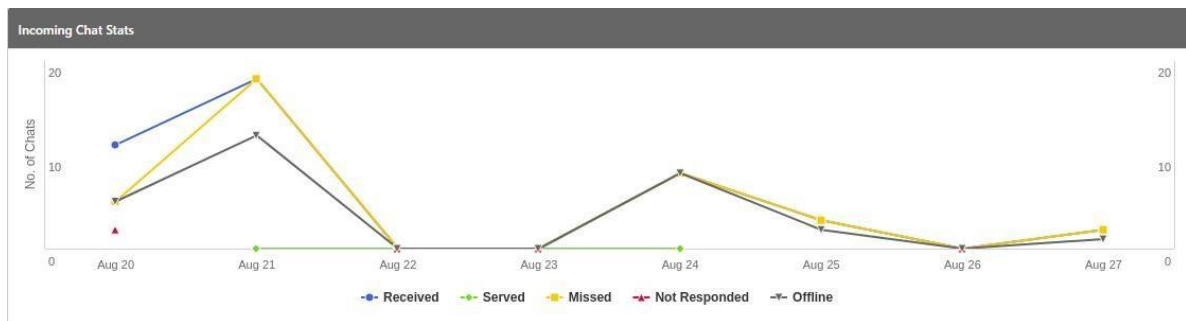


Figure: Incoming Chat Statistics

5.2.3.17 Chat Details

Here, the supervisor can filter for the chats according to the various filters listed herein.


Click  icon to access the filters.

Figure: Filters

The Supervisor can filter the list of chats using any of the following filters.

1. **User List:** Select the name of any user whose status you want to filter at any instant of time.
2. **Disposition:** Select the type of the disposition to filter the status of the chats for those agents who disposed their chats with the selected disposition type.
3. **Chat Status:** It lets you to filter the chats according to their status, like inbound or outbound chats.
 - A. **Inbound:** It lets you to filter the chats according to the status of the inbound chats. Following are the types from which you can select the filter.
 - **Served:** It lets you to filter those chats which are served by the agent successfully.
 - **Missed:** It lets you to filter those chats which are missed by the agent and the customer does not get the answer.
 - **Not Responded:** It lets you to filter those chats which are not responded from the agent and customer does not get the reply.
 - B. **Outbound:** It filters for the chats initiated by the agent to the customer, that is, outbound chats.
4. **Queue:** It lets you to filter for those chats according to the queues in which they were received.
5. **CSAT Score:** It lets you to filter for those chats according to the ratings provided by the customers. Select the sample score to type to filter the chats.

After filtering the chat details filter, the following graph comes up.

Chat ID	Chat Status	Channel	Requested On	Customer Name	Customer ID	User Name	User ID	User Role	Queue Name	Queue ID	Chat Dur
d350-600917d8-vchat-4	Not Responded		Jan 21 2021, 12:15	--	--	aniket_agent	aniket_agent	Executive	chat_queue	7	0h 0m 22
d350-600917d8-vchat-3	Not Responded		Jan 21 2021, 12:14	--	--	aniket_agent	aniket_agent	Executive	chat_queue	7	0h 0m 16
d350-600917d8-vchat-5	Not Responded		Jan 21 2021, 12:15	--	--	aniket_agent	aniket_agent	Executive	chat_queue	7	0h 0m 23

Figure: Chat Details Graph

The chat details graph contains the following columns.

1. **Chat ID:** It contains the Chat id of the chat. Every chat has its unique chat-id which is generated by Ameyo itself. In the bottom of the chat id, the status of the chat is displayed.
2. **Chat Status:** It displays status of the chat.
3. **Channel:** It shows the icon of the chat channel through which the chat has been initiated by customer.
4. **Requested On:** It shows the date and time, when the chat was firstly initiated by the customer.
5. **Customer Name:** It shows the customer name of the customer, if registered in Ameyo.
6. **Customer ID:** It shows the customer ID of the customer, if registered in Ameyo.
7. **User Name:** It shows the user name to whom the chat has been assigned.
8. **User ID:** It show the user id of the user to whom the chat has been assigned.
9. **User Role:** It shows the role of the user, which has been assigned in Ameyo.
10. **Queue Name:** It contains the queue name, in which the ticket landed first time.
11. **Queue ID:** It contains the queue id of the queue, in which the ticket landed first time.
12. **Chat Duration:** It contains the total time of the chat from the start to end of the chat till the chat does not gets disposed.
13. **FRT:** First Response Time(FRT) is the date and time of the first response which has been sent to the customer. The calculation of FRT is:

$$\text{Chat First Resolution Time} = \text{First Response Received Time} - \text{User Connected Time}$$

$$\text{Chat First Resolution Time} = \text{First Response Received Time} - \text{User Connected Time}$$

Figure: Calculation of Chat FRT

Following is the definition of data points in this calculation.

- **First Response Received Time:** It is the time when the first response has been received to the customer by the agent.
 - **User Connected Time:** It is the time when the agent has been connected at first in the Chat.
14. **Chat End Time:** It contains the date and time of the chat when the chat has been disposed off.
 15. **Disposition:** It shows the disposition which is used while ending the chat.
 16. **CSAT Score:** It shows the rating provided by the customer for the service received over chat.
 17. **Ticket No.:** It shows the ticket number of the chat ticket. Every chat has a unique ticket number which is generated by Ameyo automatically.

5.2.4 Queue Monitoring in a Campaign

Here, the Supervisor can monitor the activities in all queues of the Chat Campaign.

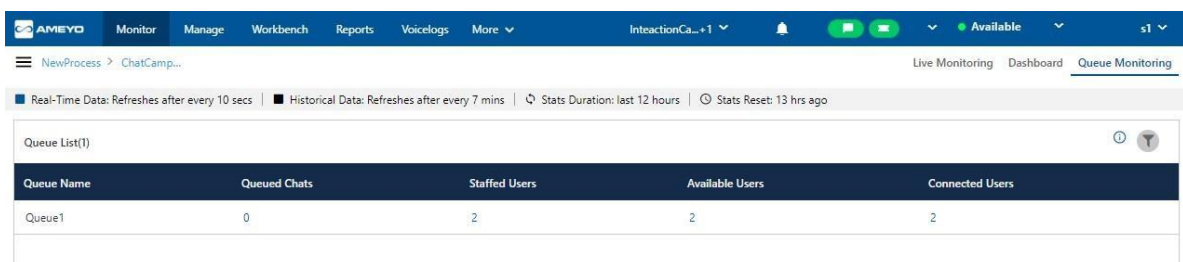


Figure: Queue Monitoring of Chat Campaign

5.2.4.1 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 02 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

5.2.4.2 Filter

Supervisor can click  icon to filter the list of chats as per the selected queue. After clicking on the icon, it shows the following pop-up.

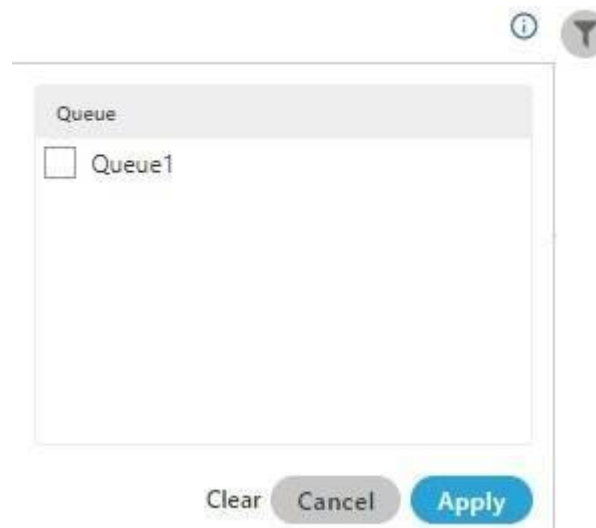


Figure: Filtration

Here, the Supervisor can select the queue to filter the status for the agents available in that queue. It shows only the data available in the selected queue.

5.2.4.3 Columns

It contains the following columns.

1. **Queue Name:** It shows the name of queues that are assigned to this campaign. A queue (newly assigned) will be listed here after 10 seconds of the assignment. If this column is sorted as per "LoggedIn" Metric, it will show the queues that are currently in use for the last 12 hours.

2. **Queued Chats:** Queued Chats are those which are waiting at Automatic Call Distribution (ACD).
3. **Staffed USers:** It shows the number of users who are staffed in the campaign and assigned in this queue. It includes all users who are ready to take chats, users who are on break, users with auto-call status on and off, users on chat, and the users who are not on chat. It's count will keep updating in the real-time.
4. **Available Users:** It shows the number of users who are assigned to the queue and are available to take chats. If a user has been assigned in two queues simultaneously and had received a chat in one queue, then it will not be counted in "Available Users" of another queue.
5. **Connected USer:** It shows the number of users, who are on call in the selected queue.

5.2.4.4 Additional Information

Hover the mouse over ⓘ icon to see the calculation information, last calculated time, and last fetched time of statistics.

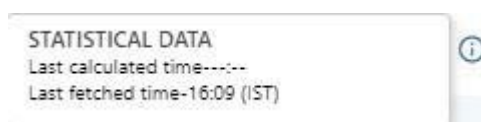


Figure: Further information of Statistical Data

5.3 Monitoring Interaction Campaign

5.3.1 Monitor Interaction Campaign

Supervisor can monitor Interaction Campaign in "Monitor Tab".

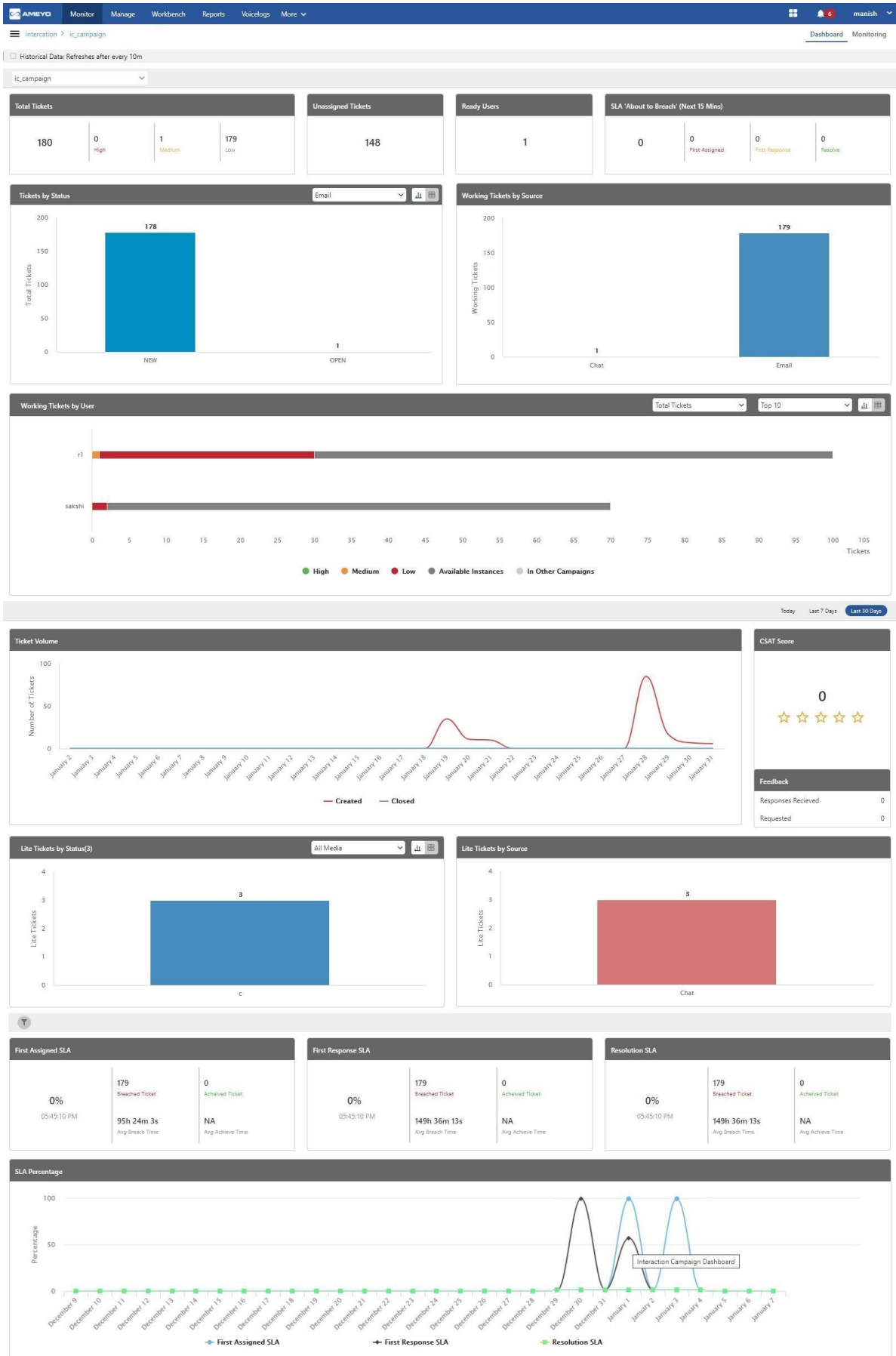


Figure: Monitor Interaction Campaign

It contains the following tabs.

- **Dashboard:** View Dashboard of Interaction Campaign. Know more...
- **Monitoring Tab:** Monitor the activities in Interaction Campaign. Know more...

5.3.2 Dashboard of Interaction Campaign

Here, Supervisor can monitor all activities in the Interaction Campaign.

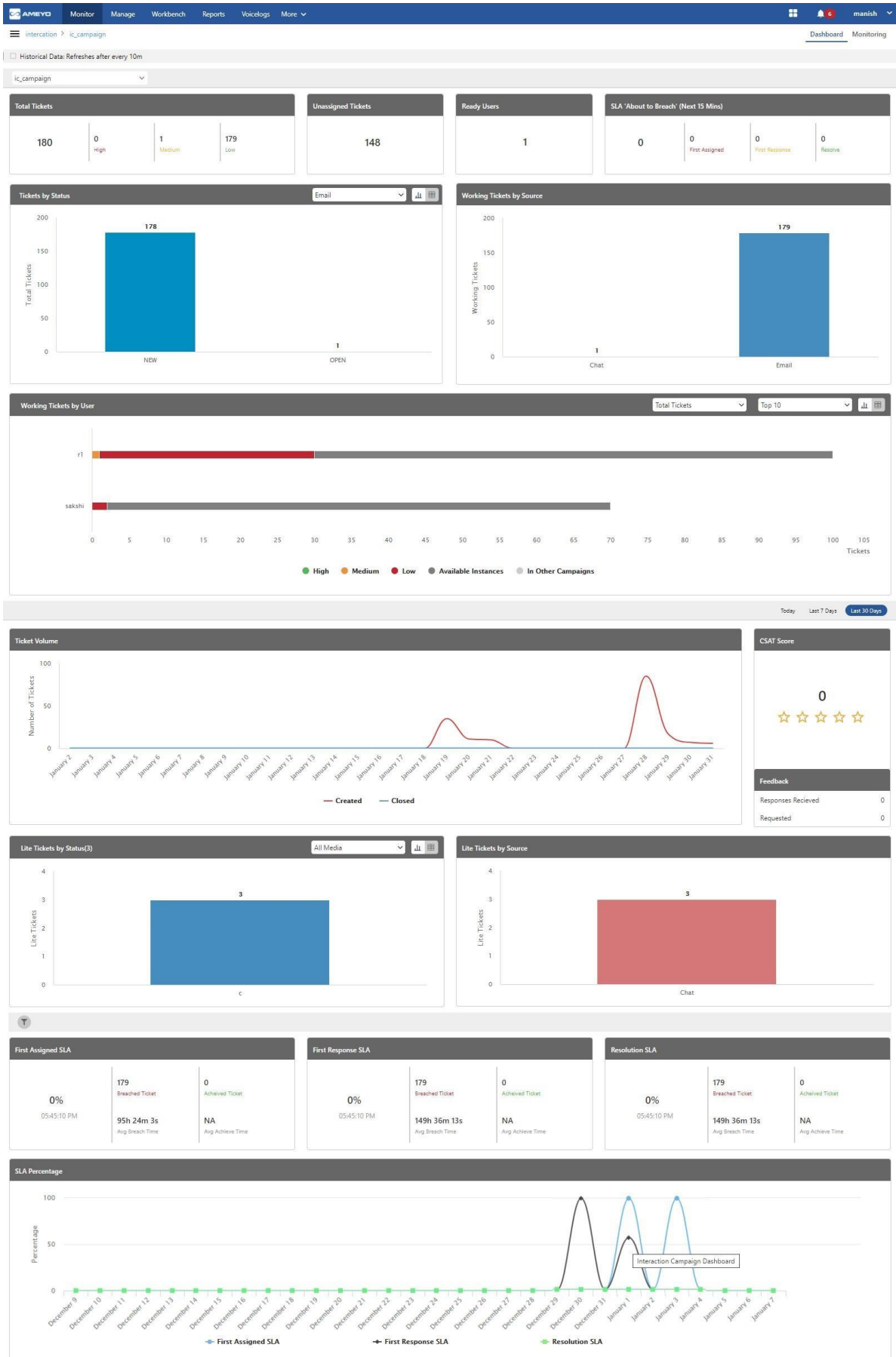


Figure: Dashboard of Interaction Campaign

5.3.2.1 Division of Areas in Interface of Interaction Campaign Dashboard

This Dashboard can be divided into the following two areas.

1. **Static Dashboard Area:** This part of Dashboard is displayed on top and remains static even if you change the duration.
2. **Duration-based Dashboard Area:** This part of Dashboard is displayed at the bottom and changes the value of its metrics as per the selected duration tab.

5.3.2.2 Queue Selection

In the top drop-down menu, the supervisor can select the queues according to the campaigns, to see the activities only in the selected queue. The metrics of both Static Dashboard Part and Duration-based Dashboard part changes as per the selected queue.



Figure: Queue Selection

5.3.2.3 Static Dashboard Area

This part of Interaction Campaign Dashboard is displayed on the top. The view of graphs included in this area will remain same even if duration is changed. It contains the following widgets.

5.3.2.3.1 Total Tickets

It is the Total tickets assigned to agents in the selected campaign. It shows the count of tickets with low priority, medium priority, and high priority with the sum of all three types of tickets.



Figure: Total Ticket

5.3.2.3.2 Unassigned Tickets

It shows the count of all unassigned tickets.



Figure: Unassigned Ticket

5.3.2.3.3 Ready Users

It is the number of agents who have set their status as "Auto-Chat ON" in a queue. The Supervisor can click "Ready Users" to reach at "Monitoring" page of the Interaction Campaign that will apply the filter to show the Ready Users automatically. It is a real-time data point, which is updated on the interface after every 10 minutes automatically.



Figure: Ready Users

5.3.2.3.4 SLA "About to Breach" (Next 15 Minutes)

It shows the tickets with their status (First Assigned, First Response, or Resolved), of which SLA is about to breach within the next 15 minutes.



Figure: SLA about to Breach

5.3.2.3.5 Tickets by Status

It shows the bar graphs as per the status available in the system.



Figure: Tickets by Status

The X-Axis of this graph shows the status, whereas Y-axis shows the count of working tickets. The following text is displayed in the tooltip on the mouse hover over any bar.

<Status_Name>: <Count>

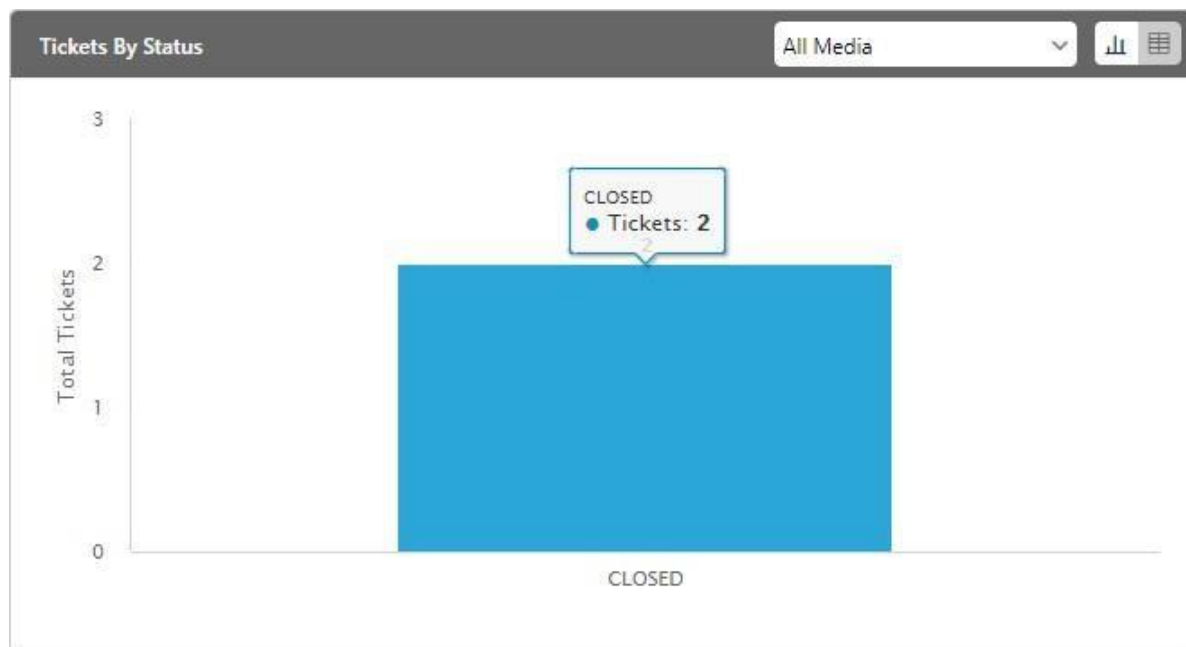


Figure: Tooltip for a stacked bar over the mouse hover

5.3.2.3.5.1 Blank Graph


If no ticket is available, then the blank graph is displayed with the following message.

It seems no ticket has been created yet.



Figure: Blank Graph for "Tickets by Status"

5.3.2.3.5.2 "Tickets by Status" Table

The Supervisor can click  icon to view "Tickets by Status" table.

The screenshot shows the "Tickets By Status" table. At the top, it says "Source List(1)". The table has three columns: "Source", "Status", and "No. of Tickets". There is one row of data.

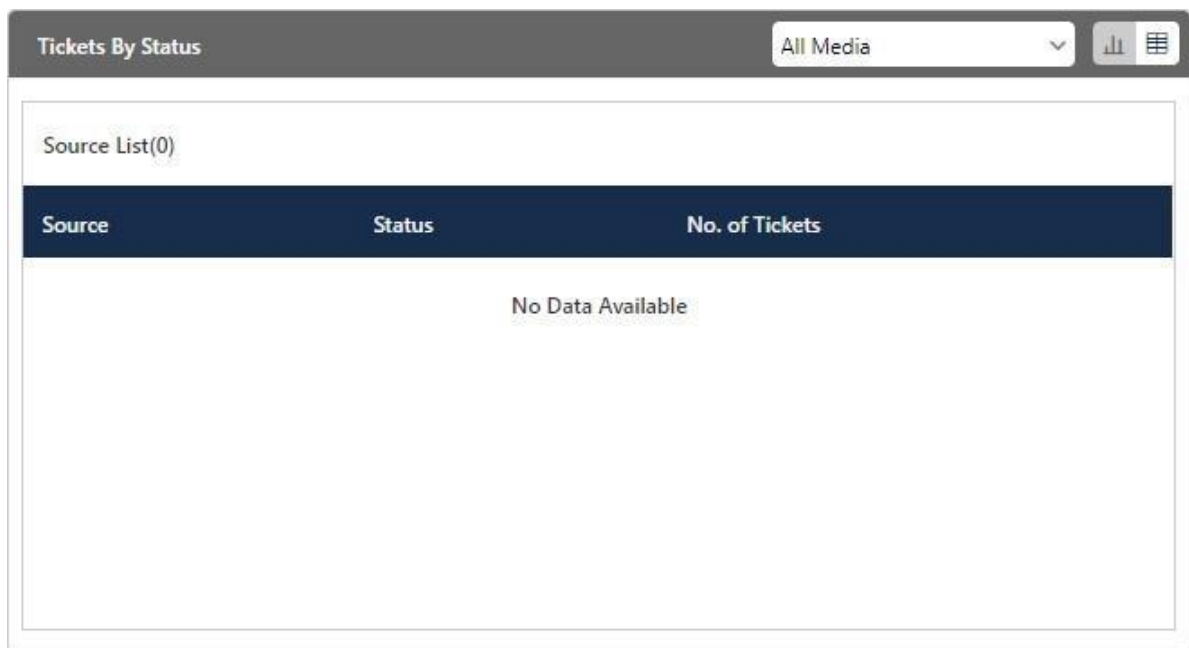
Source	Status	No. of Tickets
Voice	close	2

Figure: Tickets by Status Table

The Supervisor can click a column header to sort the table in the ascending order of its values. Click the same column header again to sort the table in the descending order of the values.

If no ticket is available, then the blank table is displayed with the following message.

No Data Available



The screenshot shows a web interface titled "Tickets By Status". At the top right, there is a dropdown menu set to "All Media" and two icons (a bar chart and a table grid). Below the header, the text "Source List(0)" is displayed. A table with three columns is shown: "Source", "Status", and "No. of Tickets". The table is empty, and the message "No Data Available" is centered in the table area.

Figure: Blank Table for "Tickets by Status"

5.3.2.3.5.3 Filtration of Table or Graph as per Sources

The Supervisor can click "All Media" drop-down menu to view the bar graph or table of tickets by the source. Here, the sources, including Channel Addition Framework (CAF), voice, email, and others, are listed in the ascending order of the alphabet. As soon as a new source of tickets is added in the future, then it would be visible in this drop-down menu.



Figure: Sources of the Tickets

If no ticket is available for the selected source, then the blank graph or table is displayed with a message.

5.3.2.3.6 Working Tickets by Users

Working Tickets are those upon which the Ameyo Users are currently working, and they are not closed till yet. It allows the Supervisor of a business to view the working tickets as per their sources, including Channel Addition Framework (CAF). Each stacked bar represents a source.

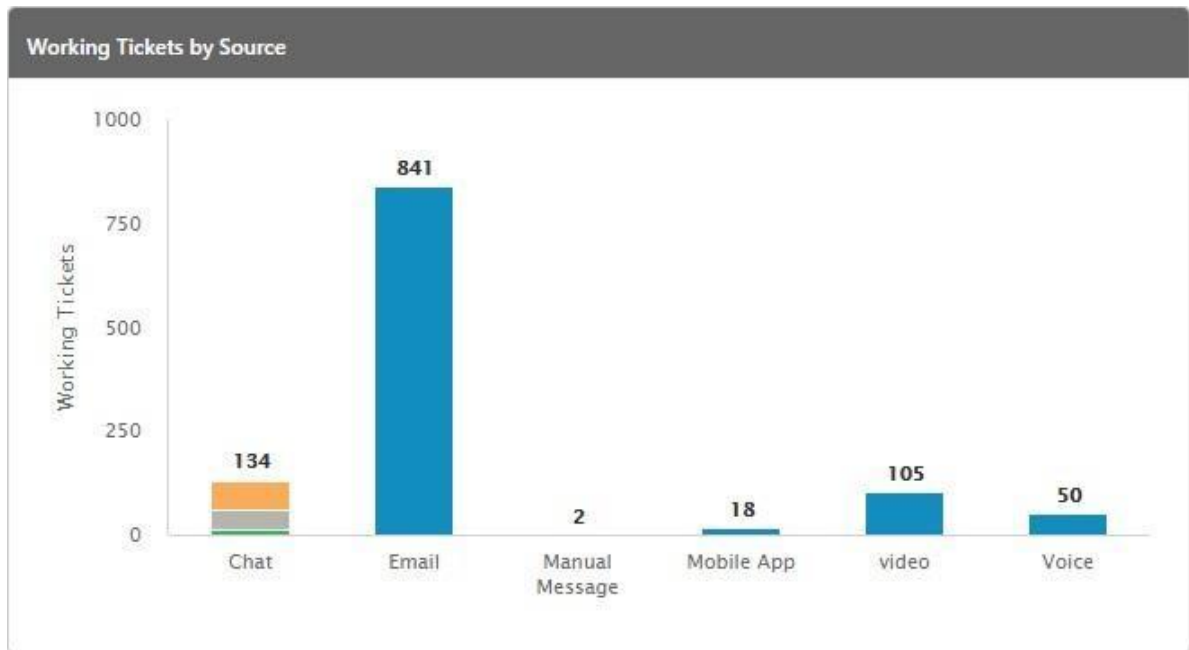


Figure: Working Tickets by Source Graph

The internal bifurcation will be displayed in the Chat Source as per the available Chat Channels.

The X-Axis of this graph shows the source of the tickets, whereas Y-axis shows the count of working tickets. The following text is displayed in the tooltip on the mouse hover over any bar.

<Source_Name>: <Count>

If no ticket is available, then it shows the following message.

It seems no ticket has been created yet.



Figure: Blank Graph for "Working Tickets by Source"

If there is a problem in fetching the data, then the following message is displayed.
 The data could not be fetched at this time. Please try again later.

5.3.2.3.7 Working Tickets by Users

Working Tickets are those upon which the Ameyo Users are currently working, and they are not closed till yet. It is a real-time data point, which is updated on the interface after every 10 minutes automatically.

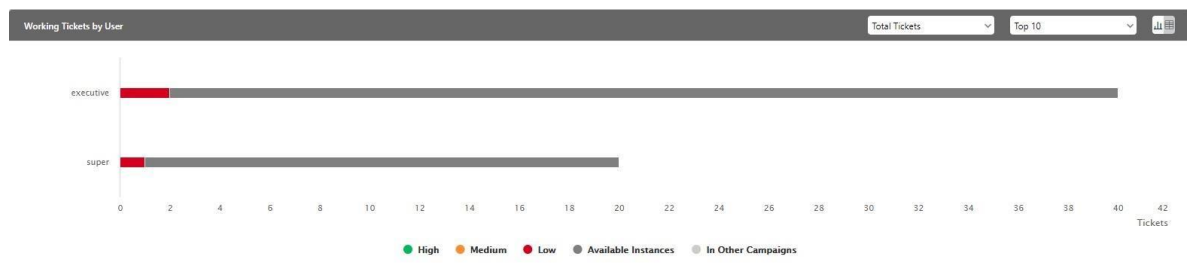



Figure: Tickets by Users

The Supervisor can click  icon to view "Working Tickets by User" table.

User ID	User Name	Total Tickets	High Priority	Medium Priority	Low Priority	Available Instances	In Other Campaigns
r1	r1	30	0	1	29	70	0
sakshi	sakshi	2	0	0	2	68	0

Figure: Table view

In the table or graph view, the Supervisor can click "Total Tickets" drop-down menu.

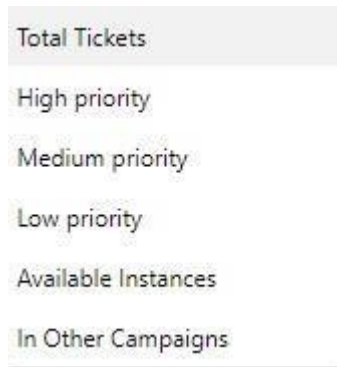


Figure: Drop-down menu to show the Ticket Types

It contains the following values.

- **Total Tickets:** Select it to show all tickets. The Supervisor can click "Top Tickets" dropdown menu.



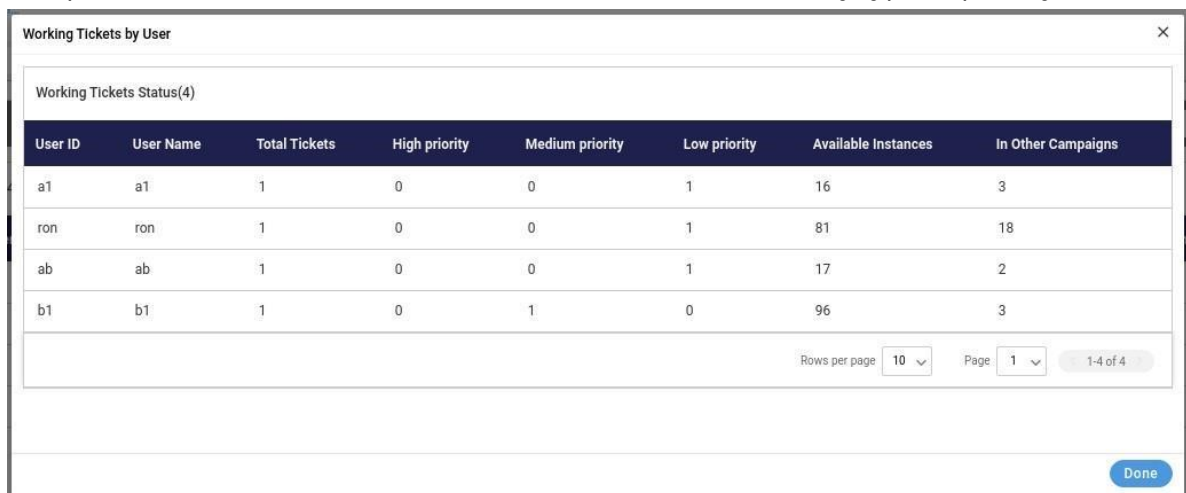
Figure: Show top or bottom tickets

Select "Top Tickets" to show the top 10 tickets of all types or select "Bottom Tickets" to show the bottom 10 tickets of all types.

- **High Priority:** Select it to show only high priority tickets. Select "Top Tickets" to show the top 10 high-priority tickets, whereas select "Bottom Tickets" to show the bottom 10 high-priority tickets.

- **Medium Priority:** Select it to show only medium priority tickets. Select "Top Tickets" to show the top 10 medium priority tickets or "Bottom Tickets" to show the bottom 10 medium priority tickets.
- **Low Priority:** Select it to show only low priority tickets. Select "Top Tickets" to show the top 10 low priority tickets or "Bottom Tickets" to show the bottom 10 low priority tickets.
- **Available Instance:** Available instances in the agent’s bucket. For example, in the below screenshot, 1 ticket (Total Tickets) is assigned to ron in the selected campaign, 18 tickets (In Other Campaigns) are assigned to ron in some other campaigns, and there is space for 81 tickets in ron’s bucket, which means total 100 tickets can be assigned to ron. Select it to show those tickets that were assigned automatically to available agents directly. Select "Top Tickets" to show the top 10 such tickets or "Bottom Tickets" to show the bottom 10 such tickets.
- **In Other Campaigns:** Number of tickets assigned to the agent in some campaigns other than the one selected by the supervisor. Select it to show those tickets that were assigned to the agents staffed in other campaigns. Select "Top Tickets" to show the top 10 such tickets or "Bottom Tickets" to show the bottom 10 such tickets.

The Supervisor can click  button to view all tickets of any type or priority.



User ID	User Name	Total Tickets	High priority	Medium priority	Low priority	Available Instances	In Other Campaigns
a1	a1	1	0	0	1	16	3
ron	ron	1	0	0	1	81	18
ab	ab	1	0	0	1	17	2
b1	b1	1	0	1	0	96	3

Figure: All Tickets

5.3.2.4 Duration-based Dashboard Area

This part of Dashboard is located at the bottom. It contains the following different duration tabs. You can select anyone of them to show the graph widgets in this area as per the selected duration.

- **Today:** Click to view the activities in the selected campaign for the present day starting from 00:00 hour.
- **Last 7 Days:** Click to view the activities in the selected campaign for the last 7 days.
- **30 Days:** Click to view the activities in the selected campaign for the last 30 days.

5.3.2.4.1 [Ticket Volume](#)

It shows the statistics for the tickets.

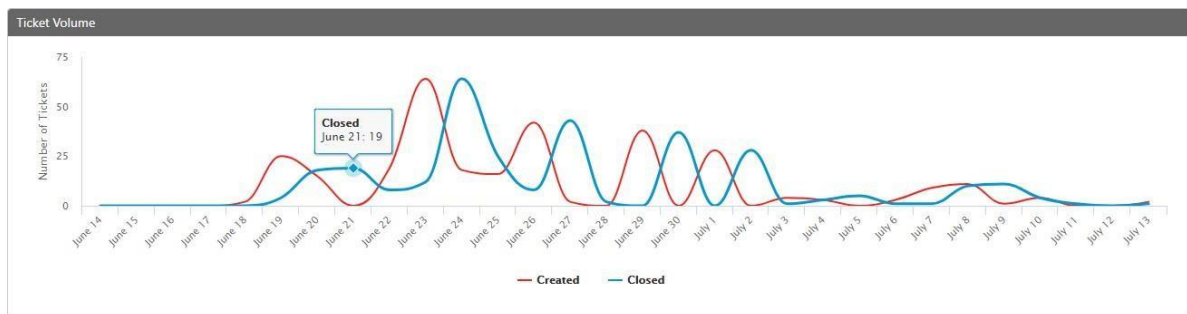


Figure: Tickets Stats

The statistics of above graph shows the statistical representation for the newly created and closed tickets. The X-Axis shows the count of the tickets, and the Y-axis contains the date at which ticket was created or closed. You can hover the mouse at graph, and it will shows the total number of tickets created or closed on that particular date.

5.3.2.4.2 [CSAT Score](#)

It shows the number of feedbacks received from the customers divided by the number of feedbacks sent to the customers.

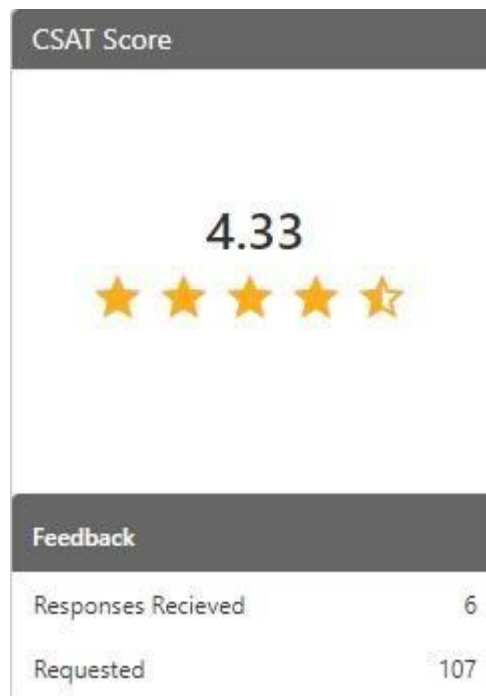


Figure: CSAT Score

It contains the two following parameters.

- **Responses Received:** It shows the number of responses received on the feedback requests sent to the consumers.
- **Requested:** It shows the number of feedback requests sent to the consumers.

5.3.2.4.3 [Lite Tickets by Status](#)

It shows the lite tickets as per their status. As Lite tickets have only one internal status; that is, "Closed", so only external status are displayed on this graph. The graph type has been changed from the pie chart to the bar graph.

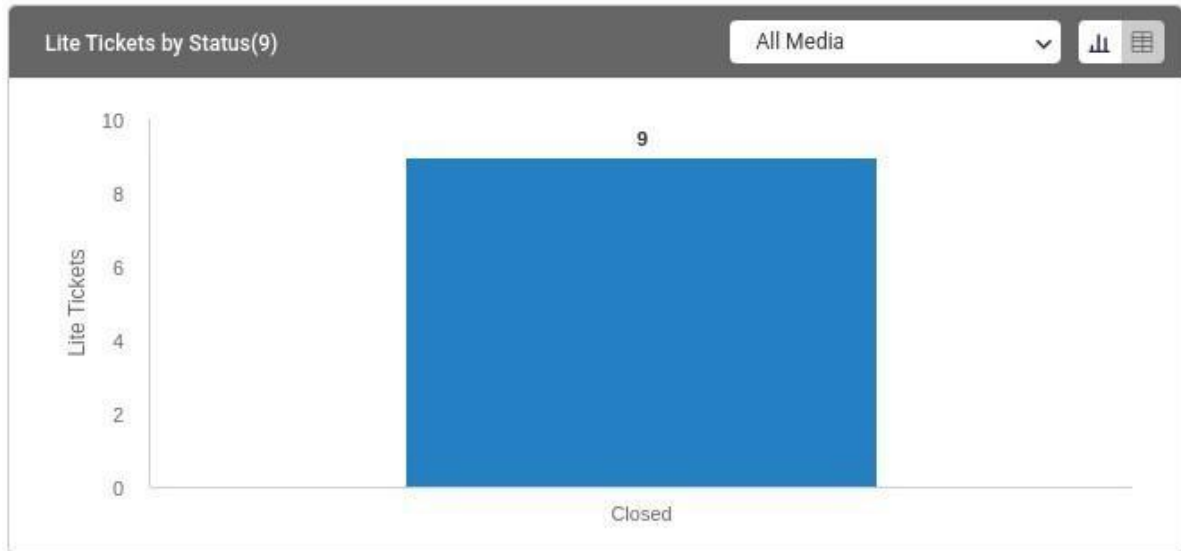


Figure: Lite Ticket by State

The Supervisor can change the duration of this graph by selecting the different durations between "Today", "Last 7 Days", and "Last 30 Days".

The X-Axis of this graph shows the source of the tickets, whereas Y-axis shows the count of tickets. The following text is displayed in the tooltip on the mouse hover over any bar.

<Status Name>: <Count>

5.3.2.4.3.1 Lite Tickets by State Table

It shows the table of the lite tickets which contains the total number of tickets with their states. Click "Table" icon of "Lite Tickets by State" matrix.

Status	Source	No. of Lite Tickets
close	Voice	17
close	WebChat	37

Figure: Lite Ticket by State Table

5.3.2.4.4 Lite Tickets by Source

It displays the bar graphs of lite tickets for different sources. Currently, there are two sources only: Chat and Voice. If another source is added in the future, then its lite tickets will also be displayed here.

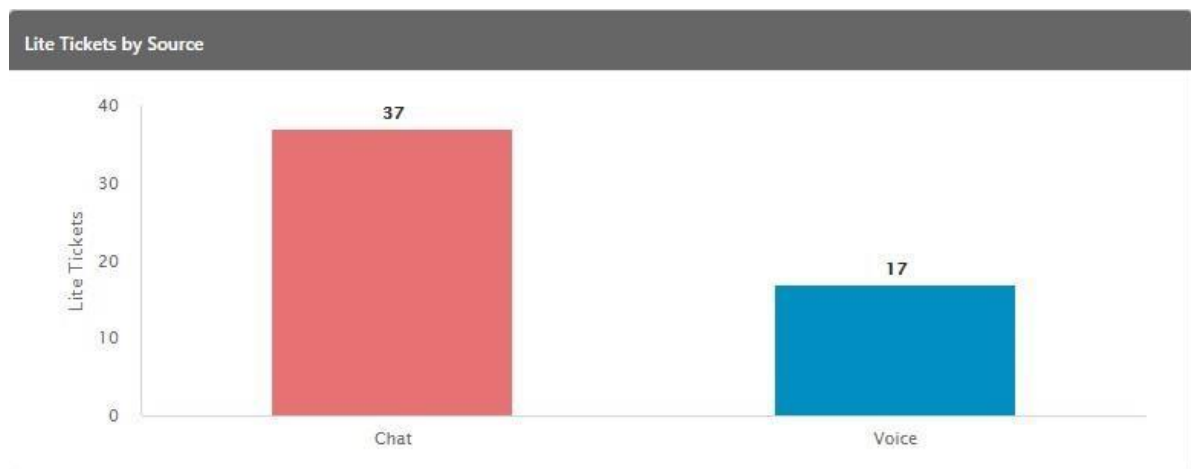



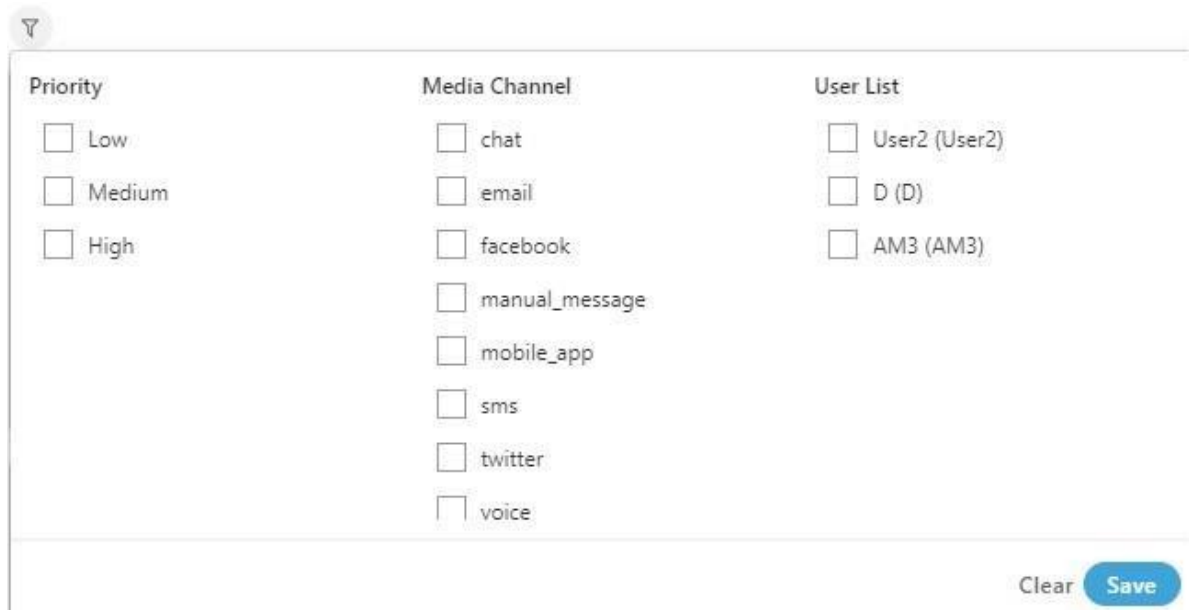
Figure: Lite Ticket by Source

The X-Axis of this graph shows the source of the tickets, whereas Y-axis shows the count of tickets. The following text is displayed in the tooltip on the mouse hover over any bar.

<Source Channel Name>: <Count>

5.3.2.4.5 Filtration of Tickets to display SLA Metric Graphs

Click  icon to filter the tickets being displayed in the three SLA graphs.



The screenshot displays a filter configuration interface with three columns: Priority, Media Channel, and User List. Each column contains a list of options with checkboxes. At the bottom right, there are 'Clear' and 'Save' buttons.

Priority	Media Channel	User List
<input type="checkbox"/> Low	<input type="checkbox"/> chat	<input type="checkbox"/> User2 (User2)
<input type="checkbox"/> Medium	<input type="checkbox"/> email	<input type="checkbox"/> D (D)
<input type="checkbox"/> High	<input type="checkbox"/> facebook	<input type="checkbox"/> AM3 (AM3)
	<input type="checkbox"/> manual_message	
	<input type="checkbox"/> mobile_app	
	<input type="checkbox"/> sms	
	<input type="checkbox"/> twitter	
	<input type="checkbox"/> voice	

Figure: Filter Options

It contains the following filters.

- **Priority:** It filters on the basis of the priority of the tickets. It is divided into three following parameters.

- ✦ Low
- ✦ Medium
- ✦ High

Select any from the above parameters to filter the SLA.

- **Media Channel:** It filters the SLA on the basis of the media channel from which source the ticket came. Some of the possible media profiles which we used for the testing are:

- ✦ chat
- ✦ email
- ✦ facebook
- ✦ manual_message
- ✦ mobile_app
- ✦ SMS

- ✦ twitter
- ✦ voice

The media channels are depending on the media sources which are integrated in the Ameyo. It does not show those media profiles which are not integrated in the Ameyo.

- **User List:** It filters on the basis of the user names. It shows the SLA for the selected user's name. It contains the all the user names which are present in the Ameyo and are assigned in that IC campaign.

After selecting the filters, click "Save" to apply them. To clear the filters, click "Clear".

The display of following SLA graphs will be changed as per the selected filter.

5.3.2.4.5.1 First Assigned SLA

It shows the tickets with the first assigned SLA. It shows the count of tickets with both breached SLA and achieved SLA.

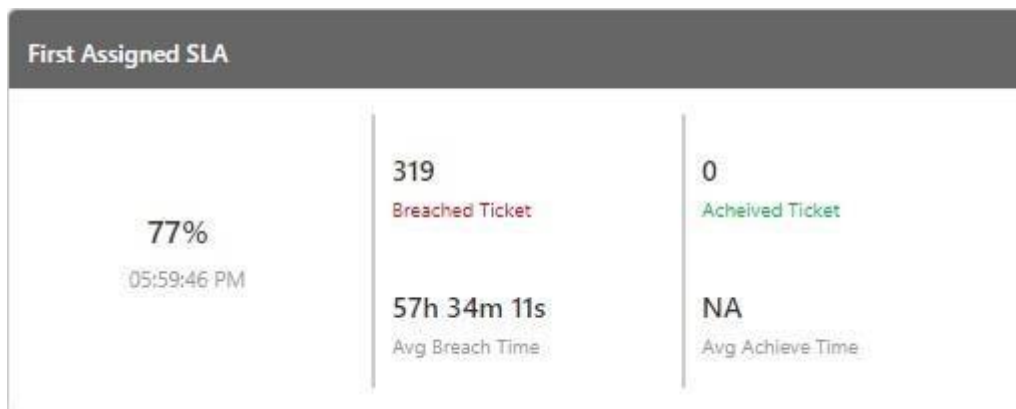


Figure: First Assign SLA

5.3.2.4.5.2 First Response SLA

It shows the tickets with the first response SLA. It shows the count of tickets with both breached SLA and achieved SLA.



Figure: First Response SLA

5.3.2.4.5.3 Resolution SLA

It shows the tickets the Resolution SLA. Resolution SLA is the first resolve SLA. It shows the count of tickets with both breached SLA and achieved SLA.



Figure: Resolution SLA

5.3.2.4.5.4 SLA Percentage

It shows the graph for "First Assigned SLA", "First Response SLA" and "Resolution SLA" of the tickets. Through this graph the supervisor can see the live status of the various SLA's achieved by users.

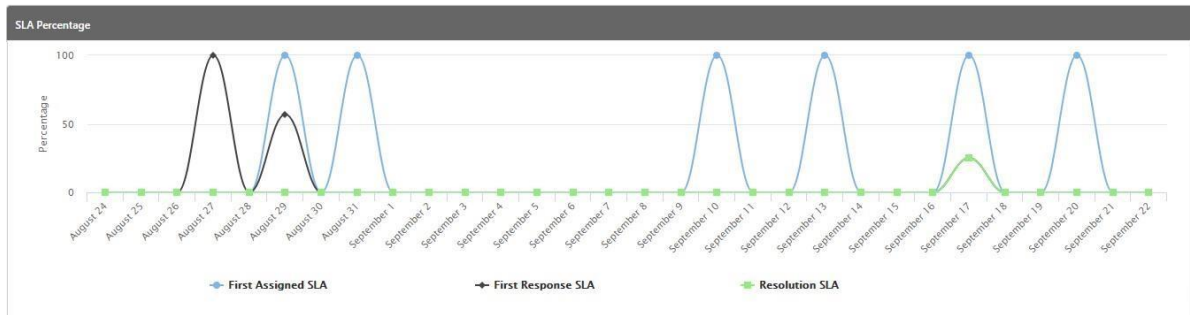


Figure: SLA Percentage

On X-axis, the percentage which is obtained comes and on the Y-axis, the graph for all the three SLA's came. All the SLA has different colors, so that the graph for all those comes according to the color, which helps the supervisor to distinguish between the various SLA's.

5.3.3 Monitoring Tab of Interaction Campaign

Here, Supervisor can monitor the agents as per different parameters.

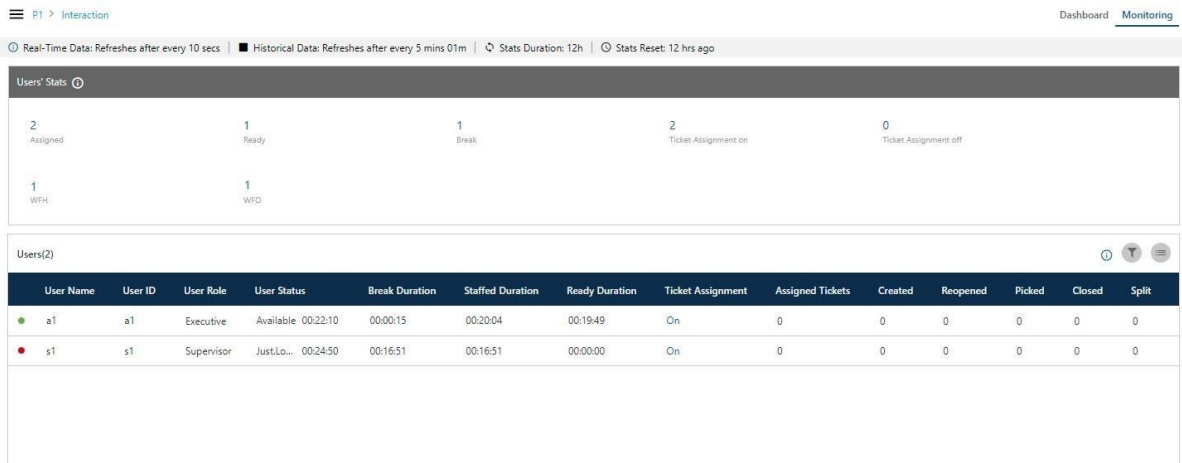


Figure: Monitor Tab

5.3.3.1.1 Further Information

The Supervisor can hover the mouse over i in "User Stats" to view "Last Calculated Time" and "Last Fetched Time".



Figure: Additional Information

5.3.3.1.2 Data Collection Indications

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

■ Real-Time Data: Refreshes after every 10 secs | ■ Historical Data: Refreshes after every 1 mins | 🔄 Stats Duration: last 12 hours | 🕒 Stats Reset: 02 hrs ago

Figure: Data Collection Indications

1. **Real-Time Data:** The statistics which are given in the purple font color will update its data every 10 seconds. Generally, the data shown in this color have a real-time impact on the database, like the agent's activity.
2. **Historical Data:** The statistics which are in the black font color refreshes after every 1 minute. Generally, the data shown in this color do not impact the database.
3. **Stats Duration:** It shows the duration of the statistics being displayed on the screen. By default, this duration is of 12 hours.
4. **Stats Reset:** It is the indication about the time before which the monitoring data was refreshed.

5.3.3.2 Users' Stats

It shows the data for any five selected parameters at any point of time.



Figure: Users Stats

In their places, the following new Data Points have been introduced.


- **Assigned:** It shows the number of agents staffed in the campaign.
- **Ready (Clickable):** It shows the number of those agents who are staffed in the campaign and are not on a break. It is a clickable metric. The Supervisor can click it to filter "Users" table to show the ready users only.

- **Break (Clickable):** It shows the number of those agents who are staffed in the campaign and are on break. It is a clickable metric. The Supervisor can click it to filter "Users" table to show the users on the break only.
- **Ticket Assignment on (Clickable):** It shows the number of those agents who are staffed in the campaign and of which ticket assignment status is ON. It is a clickable metric. The Supervisor can click it to filter "Users" table to show the users of which ticket assignment status is ON.
- **Ticket Assignment off (Clickable):** It shows the number of those agents who are staffed in the campaign and of which ticket assignment status is OFF. It is a clickable metric. The Supervisor can click it to filter "Users" table to show the users of which ticket assignment status is OFF.

The Supervisor can click and select multiple data points to apply the multi-level filter on "Users" table.

- **WFH:** It shows the number of those agents who are staffed in the campaign with Word-from-Home method. It is a clickable metric. The Supervisor can click it to filter "Users" table to show the users who have selected the WFH method of working
- **WFO:** It shows the number of those agents who are staffed in the campaign with Word-from-Office method. It is a clickable metric. The Supervisor can click it to filter "Users" table to show the users who have selected the WFO method of working.

5.3.3.3 Filter

The supervisor can click  icon to filter the users data points. It shows the following filter modal.

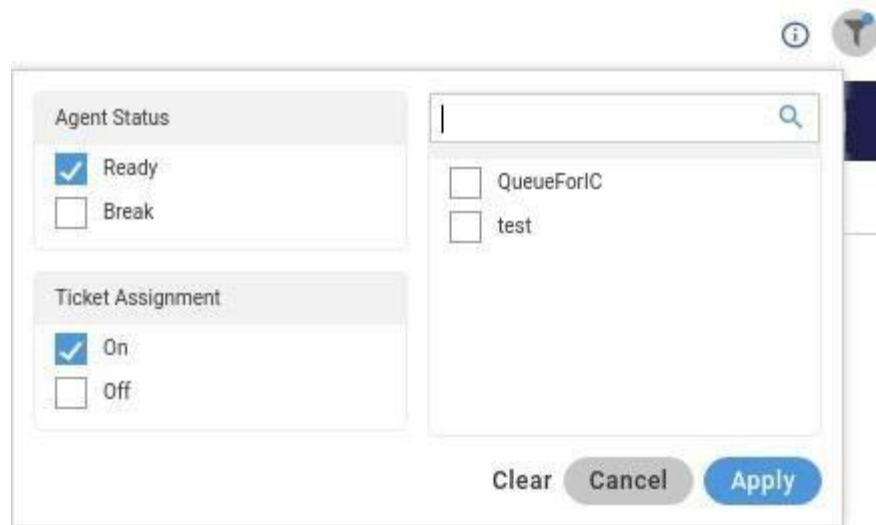



Figure: Filter Modal

The following are the filters available here.

1. **Agent Status:** The supervisor can select the agent's status to filter the agents based upon their status.
2. **Ticket Assignment:** The supervisor can filter the agents based on their ticket assignment status.
3. **Queue:** The supervisor can also filter the agents based upon their queue assignment.

5.3.3.4 Table widget

You can click  icon to select the parameters.

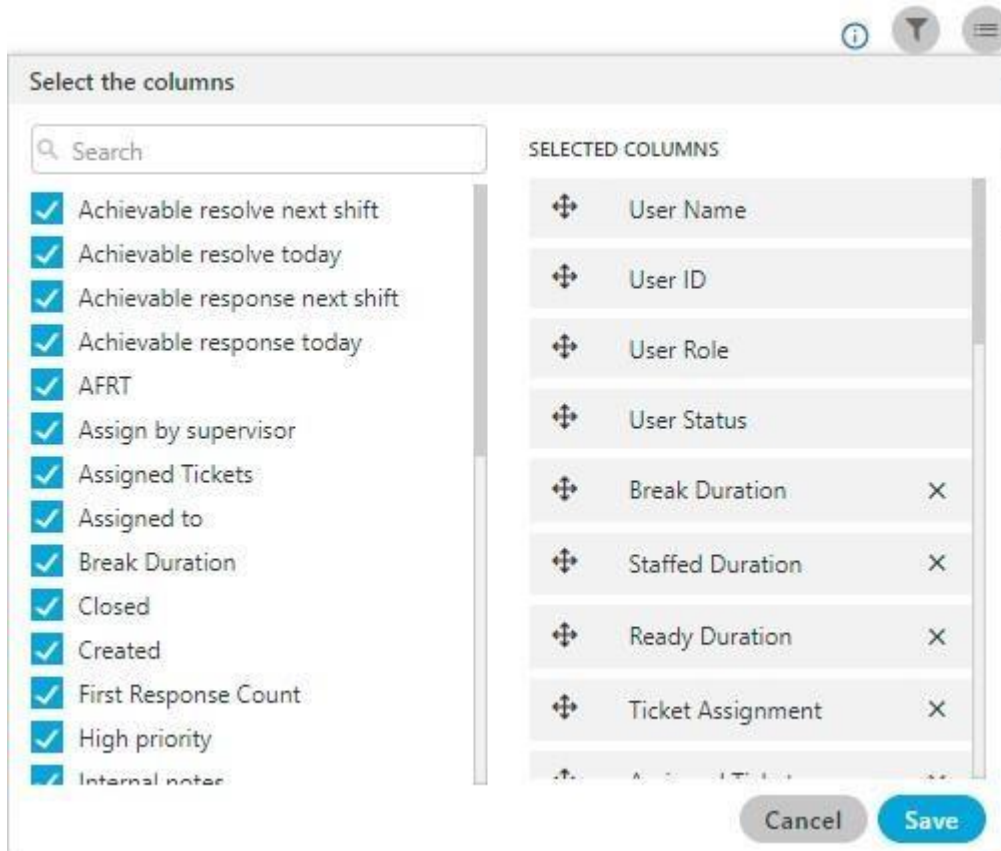



Figure: Settings for Parameters

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 to select or deselect the columns.

The selected columns from this widget will appear in the users data collection rows. The supervisor can select the columns according to the usage.

5.3.3.5 User-wise Monitoring

The monitoring tab contains the user-wise monitoring as well.

User Name	User ID	User Role	User Status	Break Duration	Staffed Duration	Ready Duration	Ticket Assignment	Assigned Tickets	Created	Reopened	Picked	Closed	Split	Merged	High Priority
a1	a1	Executive	Available	00:00:15	00:40:03	00:39:48	On	0	0	0	0	0	0	0	0
s1	s1	Supervisor	JustLo...	00:36:51	00:36:51	00:00:00	On	0	0	0	0	0	0	0	0

Figure: User-wise Monitoring

Supervisor can monitor agents with the following columns.

1. **User Name**: It shows the name of the user.
2. **User ID**: It contains all the assigned agent's ID's with their status whether they are available on Ameyo or not.
3. **User Role**: It shows the role of the user who is assigned under that supervisor.

All the below columns are corresponding to the User ID of the Agent.

4. **User Status**: It shows the status selected by the user. It also shows the total time from which the agent's present status is selected.
5. **Break Duration**: It shows the total amount of time for which the agent was on break.
6. **Staffed Duration**: It is the total amount of time for which the agent was staffed to this campaign.
7. **Ready Duration**: It is the total amount of time for which the agent was on "Ready" state.
8. **Assigned Tickets**: It contains the total number of tickets which are assigned to the agent.
9. **Created**: It contains the total number of the tickets which are created from the respective agent.
10. **Reopened**: It contains the total number of the tickets which are reopened by the respective agent
11. **Picked**: It contains the total number of the tickets which are picked by the respective agent.
12. **Closed**: It contains the total number of the tickets which are closed by the respective agent.
13. **Split**: It contains the total number of the tickets which are split into multiple tickets by the respective agent.
14. **Merged**: It contains the total number of the tickets which are merged into single ticket by the respective agent.
15. **High Priority**: It contains the total number of the tickets which are on the high priority for the assigned tickets to the respective agent.
16. **Mid Priority**: It contains the total number of the tickets which are on the medium priority for the assigned tickets to the respective agent.

17. **Low Priority**: It contains the total number of the tickets which are on the low priority for the assigned tickets to the respective agent.
18. **Transfer to**: It contains the total number of the tickets which are transferred either to another queue or campaign by the respective agent.
19. **Assigned to**: It contains the total number of the tickets which are assigned to the respective agent from other sources.
20. **Unassign by supervisor**: It contains the total number of the tickets which are unassigned from the respective agent by the supervisor after being assigned.
21. **Assign by supervisor**: It contains the total number of the tickets which are assigned to the respective agent by the supervisor.
22. **Transfer by**: It contains the total number of the tickets which are assigned to the respective agent after being transferred from the another campaign or queue.
23. **Internal Notes**: It contains the total number of the tickets on which internal notes have been applied by the respective agent.
24. **First Response Count**: It contains the total number of the tickets for which the first response has been achieved for the respective agent.
25. **Achievable response today**: It contains the total number of the tickets for which response can be achieved within the same day of ticket receiving.
26. **Achievable response next shift**: It contains the total number of the tickets for which response can be achieved within the same day but in the next shift of the agent in the same queue or campaign defined in the Ameyo of ticket receiving day.
27. **Achievable resolve today**: It contains the total number of the tickets for which resolve can be achieved within the same day of ticket receiving.
28. **Achievable resolve next shift**: It contains the total number of the tickets for which resolve can be achieved within the same day but in the next shift of the agent in the same queue or campaign defined in the Ameyo, of ticket receiving day.

5.3.3.5.1 User Status Information


Following are the information of agent's availability are present on monitoring screen.



Figure: User-wise Monitoring

1. **Ticket Assignment On:** If the agent is available to take the tickets, then the status of agent shows in green circle.
2. **Ticket Assignment Off:** If the agent is not available to take the tickets but agent is logged-in to Ameyo, then the status of agent shows in Orange circle.
3. **Logged Out:** If the agent is not logged-in to Ameyo, then the status of agent shows in red circle.

5.3.3.6 Table widget

You  icon to select the parameters. can click

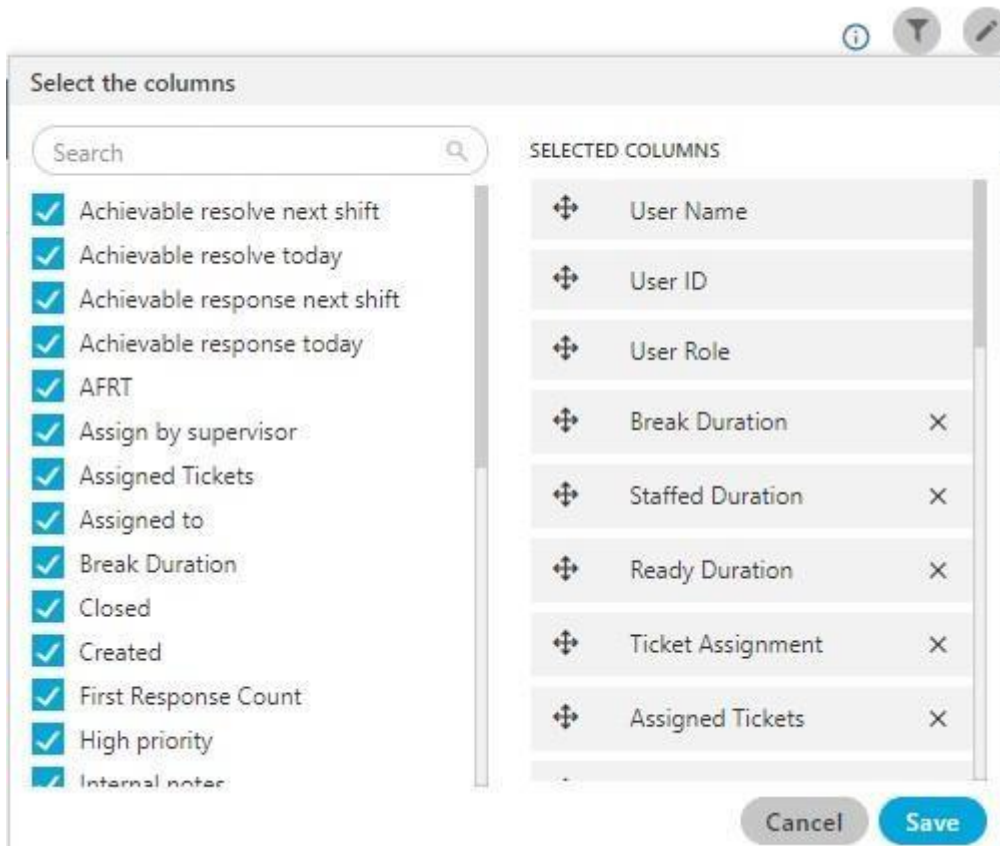



Figure: Settings for Parameters

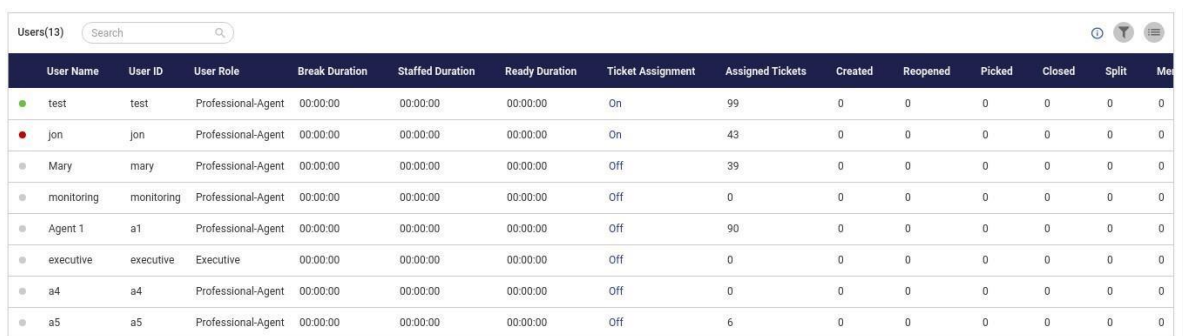
In the right part of the section, the user can click and hold  icon and drag a column upward or downward to change the sequence of the columns in the table. The column on top will be displayed at the first position from the left. If some columns are mandatory to be displayed, then the user will not have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

The selected columns from this widget will appear in the users data collection rows. The supervisor can select the columns according to the usage.

5.3.3.6.1 Search

If the table contains more than 10 agents, then "search box" will be displayed. For example, the search box is visible in the following screenshot.


The Supervisor can use this search box to search for the agents using User ID and Username.



User Name	User ID	User Role	Break Duration	Staffed Duration	Ready Duration	Ticket Assignment	Assigned Tickets	Created	Reopened	Picked	Closed	Split	Me
test	test	Professional-Agent	00:00:00	00:00:00	00:00:00	On	99	0	0	0	0	0	0
jon	jon	Professional-Agent	00:00:00	00:00:00	00:00:00	On	43	0	0	0	0	0	0
Mary	mary	Professional-Agent	00:00:00	00:00:00	00:00:00	Off	39	0	0	0	0	0	0
monitoring	monitoring	Professional-Agent	00:00:00	00:00:00	00:00:00	Off	0	0	0	0	0	0	0
Agent 1	a1	Professional-Agent	00:00:00	00:00:00	00:00:00	Off	90	0	0	0	0	0	0
executive	executive	Executive	00:00:00	00:00:00	00:00:00	Off	0	0	0	0	0	0	0
a4	a4	Professional-Agent	00:00:00	00:00:00	00:00:00	Off	0	0	0	0	0	0	0
a5	a5	Professional-Agent	00:00:00	00:00:00	00:00:00	Off	6	0	0	0	0	0	0

Figure: Search Option

5.3.3.6.2 Filter

The supervisor can click  icon to filter the users data points. It shows the following filter modal.

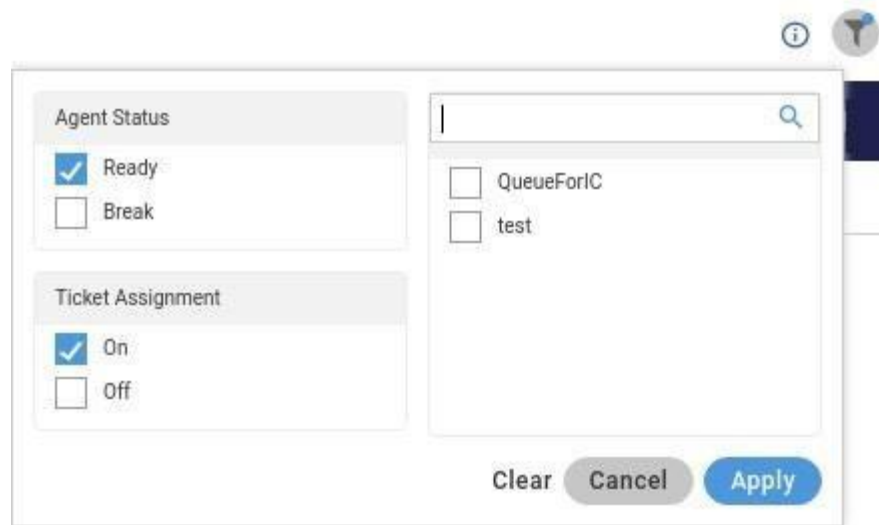


Figure: Filter Modal

The following are the filters available here.

1. **Agent Status:** The supervisor can select the agent's status to filter the agents based upon their status.
2. **Ticket Assignment:** The supervisor can filter the agents based on their ticket assignment status.
3. **Queue:** The supervisor can also filter the agents based upon their queue assignment.

5.3.3.6.3 Pagination

The pagination is present at the bottom right corner of the page. The supervisor can select the total number of user rows that have to be present on one page.



Figure: Pagination

The Supervisor can use the left arrow to navigate to the next page and right arrow to navigate to the previous page. The Supervisor can click the drop-down menu to select the number of rows to be displayed on a page.



Figure: Pagination Options

It contains the following options

- **10:** Select it to show 10 rows on a page.
- **20:** Select it to show 20 rows on a page.
- **50:** Select it to show 50 rows on a page.

5.4 Monitor Inbound Campaign

5.4.1 Monitor Inbound Campaign

Here, Supervisor can monitor the Inbound Campaign.

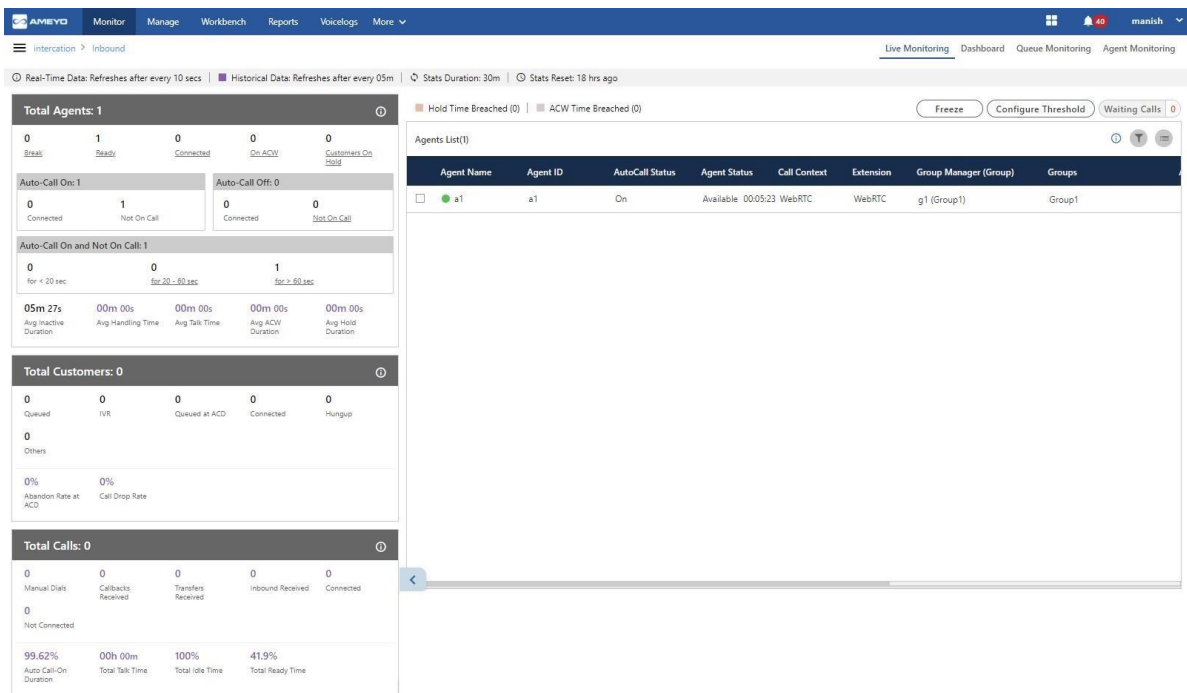


Figure: Monitor Inbound Campaign

It contains the following tabs.

- **Live Monitoring:** Perform Live Monitoring of Inbound Campaign. Know more...
- **Dashboard:** View Dashboard of Inbound Campaign. Know more...
- **Queue Monitoring:** Monitor the queues. Know more...
- **Agent Monitoring:** Monitor the agents in the campaign. Know more..

5.4.2 Live Monitoring of Inbound Campaign

Here, Supervisor can monitor the activities in Inbound Campaign.

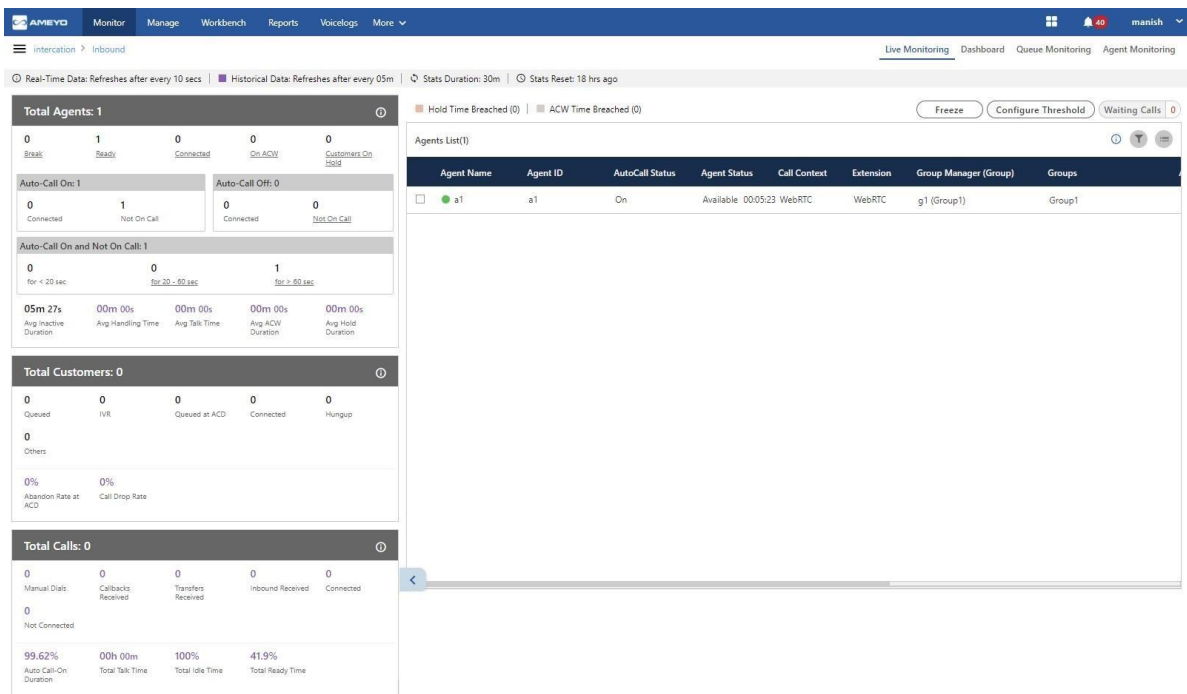


Figure: Live Monitoring in Inbound Campaign

5.4.2.1 Interface Elements

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

5.4.2.1.1 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 supervisor 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

5.4.2.1.2 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. **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.

5.4.2.2 Total Calls: Campaign Runtime Summary

It shows the runtime summary of Inbound 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. Inbound Received
5. Connected
6. Not Connected
7. Auto-Call On Duration
8. Total Talk Time
9. Total Idle Time

5.4.2.2.1 Manual Dials

It shows the total number of manual dial and manual preview dial calls in the campaign.

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

5.4.2.2.2 Callbacks Received

It shows the total number of callbacks in the campaign including Queue Callback, Campaign Callback, Self Callback, and Preview Callback.

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

5.4.2.2.3 Transfers Received

It shows the total number of transferred calls received in the campaign.

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

5.4.2.2.4 Inbound Received

It shows the total number of inbound calls received in the campaign.

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

5.4.2.2.5 Connected

It shows the total number of connected calls. It shows the total calls answered by the customers in the Outbound campaign.

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

5.4.2.2.6 Not Connected

It shows the total number 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.

5.4.2.2.7 Auto-Call On Duration %

It is the total percentage of duration of the agents 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.

5.4.2.2.8 Total Talk Time

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

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

5.4.2.2.9 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.

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

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

5.4.2.2.10 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

5.4.2.3 Total Agents: User Runtime Summary

It shows the User Runtime Summary of the Inbound Campaign.

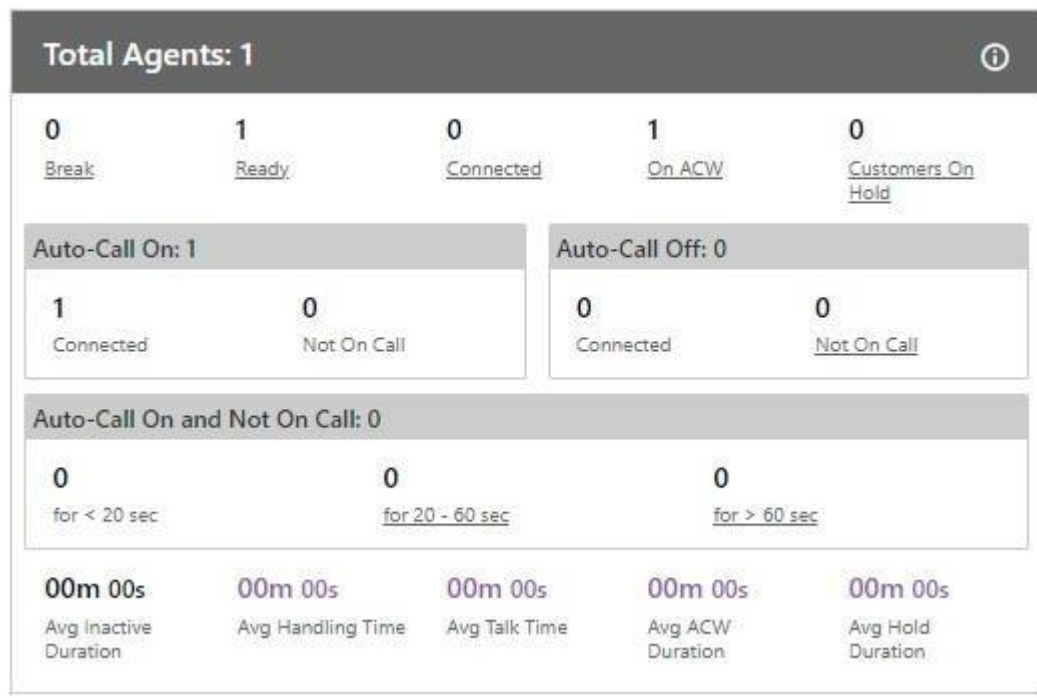


Figure: Total Agents: User Runtime Summary

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. Inactive Since
8. Avg Inactive Duration

9. Avg Handling Time
10. Avg Talk Time
11. Avg ACW Duration
12. Avg Hold Duration

5.4.2.3.1 Break

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

5.4.2.3.2 Ready

It is the number of unique agents staffed in the campaign, 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.

5.4.2.3.3 Connected

It is the number of agents who are connected to calls in the 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.

5.4.2.3.4 On ACW

It is the number of agents 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.

5.4.2.3.5 Customers on Hold

It is the number of agents 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.

5.4.2.3.6 "Auto Call On" and "Auto Call Off"

The Auto Call On metric shows the count of connected and not on call agents whose autocall 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

5.4.2.3.7 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.

5.4.2.3.8 Avg Inactive Duration

It is the average of all inactive duration of the agents staffed in the campaign.

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

5.4.2.3.9 Avg Handling Time

It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls. 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.

5.4.2.3.10 Avg Talk Time

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

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

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.

5.4.2.3.11 Avg ACW Duration

It is the average amount of time spent by all the agents 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.

5.4.2.3.12 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.

5.4.2.4 Total Customers: Customer Runtime Summary

It shows the the Customer Runtime Summary.

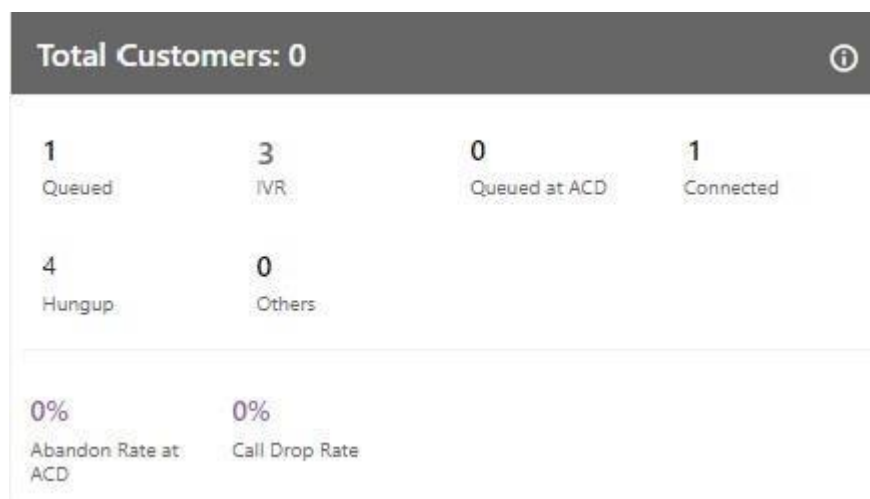


Figure: Customer Runtime Summary

Additional Information:


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



Figure: Further Information of Total Customers

It contains the following metrics.

1. Queued
2. IVR
3. Queued at ACD
4. Connected
5. Hungup
6. Others
7. Abandon Rate at ACD
8. Call Drop Rate

5.4.2.4.1 IVR

It shows the current number of calls waiting on IVR.

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

5.4.2.4.2 Queued at ACD

It shows the current number of calls waiting on ACD in the campaign.

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

5.4.2.4.3 Queued

It shows the current number of customer calls (both Preview and Callback Calls) waiting in the campaign for initialization. In the Inbound Campaign, it is the number of callbacks and manual callbacks.

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

5.4.2.4.4 Hungup

It shows the number of calls disconnected but not disposed off in the campaign. When either the agent or the customer disconnects a call, a disposition option is displayed on the agent's screen. Until the call is disconnected but not disposed off, the call is displayed as Hungup on the supervisor's screen. Once the call is disposed of, the Hungup count resets on the supervisor's screen.

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

5.4.2.4.5 Connected

It is the total number of connected calls in the selected campaign.

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

5.4.2.4.6 Others

It is the total number of customer calls that are in the following state.

- If the agent channel is in ringing state in case of transfer to queue.
- If the agent channel is in ringing state in case of transfer to campaign calls
- If the agent channel is in ringing state in case of transfer to IVR
- Transfer to phone in connected state.

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

5.4.2.4.7 Abandon Rate at ACD %

It is the total percent of customer calls in ringing state before they reach back to ACD. It shows the current data. The Data Refresh Interval on the User Interface is maximum 5 to 10 seconds.

5.4.2.4.8 Call Drop Rate %

It is the total percent of customer calls which are dropped before the agent gets to answer to it.

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

5.4.2.5 Agent List

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

Agent Name	Agent ID	AutoCall Status	Agent Status	Call Context	Extension	Group Manager (Group)	Groups	Agent Call Status	Call Type	Phone	Customer Call Status	Queue
a1	a1	On	Available	00:01:06 1001	23542435	gm1 (group)	group	inactive 00:01:20				

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 Supervisor 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 Supervisor 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. **Working Mode:** It shows the selected working mode by the agents. [Know more...](#)

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

- 12. **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.

- 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.

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

5.4.2.6 Operations

Here, the Supervisor can perform the following operations.

5.4.2.6.1 Break

A Supervisor 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

5.4.2.6.2 Ready

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



Figure: Ready Operation

5.4.2.6.3 Connected

A Supervisor 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

5.4.2.6.4 On ACW

A Supervisor 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

5.4.2.6.5 Customers on hold

A Supervisor 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

5.4.2.6.6 (Licensable) Configure Call Duration Threshold

Supervisor 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.

Execute the following query to enable Call Duration Breached Threshold on UI (as it is not enabled by default).

Execute following query to access database.

```
psql -U postgres <Ameyo_Database_Name>
```

Execute following query to enable Call Duration Breached Threshold.

```
INSERT into server_preference_store
(context_type, context_id, key, value) VALUES
('campaign', '<campaign_id>', 'activityParameterCallDurationVisible',
'true');
```



You have to enter all the campaign id's for all those campaigns in which you want to configure "Call Duration Breached". After this configuration, you can provide the Call duration breached time from UI.

Following are the types of threshold values in inbound 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 supervisor. 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 durations 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.

Agent Name	Agent ID	AutoCall Status	Agent Status	Call Context	Extension	Agent Call Status	Call Type	Phone	Customer Call Status	Queue
a1	a1	On	Available 00:09:09	1001	55987654	inactive 00:01:12				
a2	a2	On	Available 00:00:32	1001	135465132	hungup 00:00:07				
a2	a2	On	Available 00:01:58	1001	135465132	Connected 00:00:16	outbound manual dial	4787465465	Hold 00:00:05	
a1	a1	On	Available 00:06:55	1001	55987654	Connected 00:00:17	inbound call dial	1001	Connected 00:00:15	


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 level in "Color configuration" tab. Know more...

5.4.2.6.7 Freeze or Unfreeze

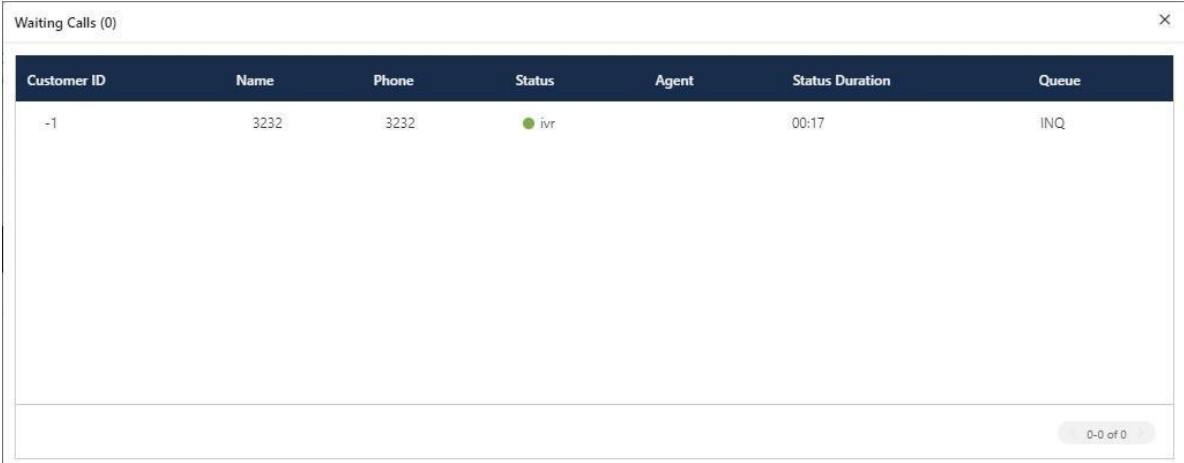
You can click on the "Freeze" to freeze "Live Monitoring" Tab at any point of time. No update in any graph or report will be reflected. You have to click "Unfreeze" unfreeze "Live Monitoring" Tab and let it receive the latest updates.

5.4.2.6.8 Search

The Supervisor can search data for the particular agent or customer by entering the username or customer info in the provided text box and clicking  icon.

5.4.2.6.9 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.



Customer ID	Name	Phone	Status	Agent	Status Duration	Queue
-1	3232	3232	● ivr		00:17	INQ


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.

5.4.2.6.10 Filter

Supervisor can click  icon to filter the data as per the selected table filters in the filter modal.

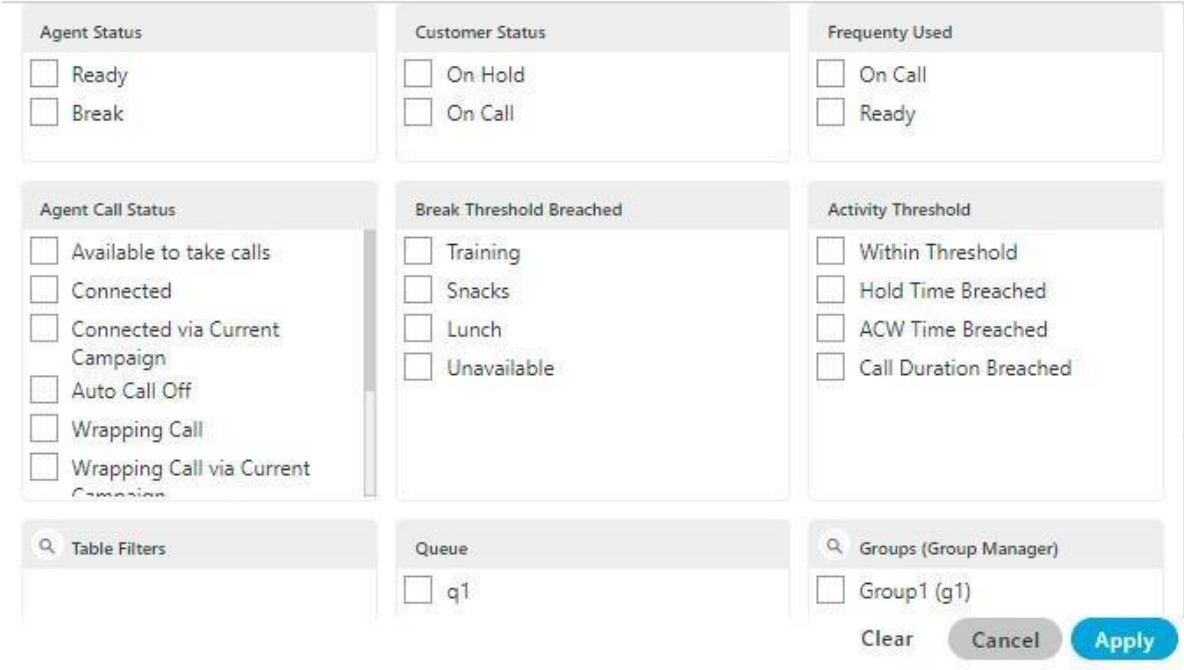


Figure: Table Filters in the Filter modal of Agent List

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

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

1. **Customer Status :** The supervisor 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 supervisors 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 supervisor 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 supervisor 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 supervisor is logged-in at the same time.

5. **Activity Threshold** : It allows the supervisor 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 supervisor can search those users whose status is on break and the break time configured by the supervisor has already been breached. It contains all the break reason which are configured in the system by the administrator.
7. **Queue :** The supervisor can filter the agents assigned in selected queue.
8. **Groups (Group Manager) :** The supervisor can filter the agent list according to the groups and group manager names.

5.4.2.7 Monitoring a Call

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

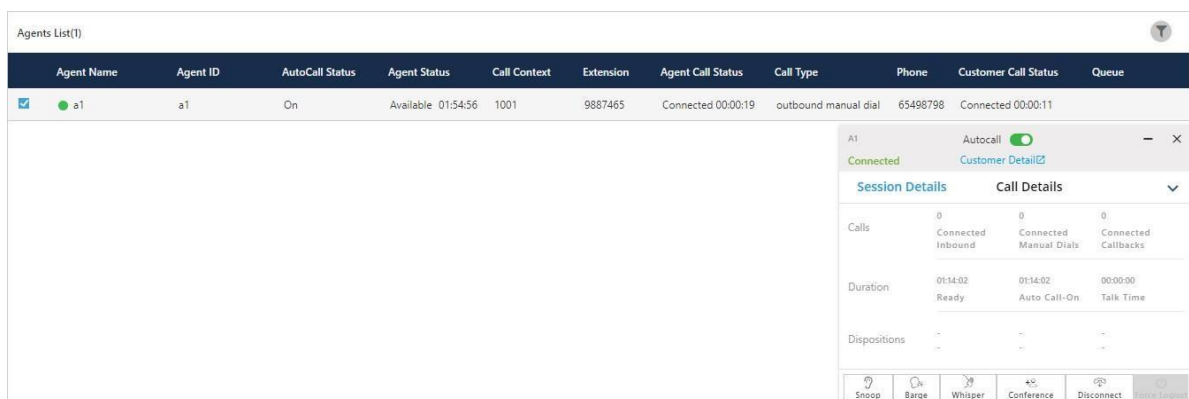


Figure: Live Monitoring of a Call

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.

Exceptional case:
 When an agent performs "Transfer to User" for an inbound call and transfers it to another user, then the Call Type for such a call is not available in Live Monitoring tab. For example, agent 1 has received a call and then transferred it to agent 2. In this case, the customer will be reflecting with the agent 1 rather than the agent 2. The supervisor will see that the customer is connected with agent 1.

5.4.2.7.1 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.

5.4.2.7.2 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).

5.4.2.7.3 Monitoring Operations

The Supervisor can snoop, whisper, conference, barge, and Hang-up 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). Supervisor can minimize or maximize the floating window using up and down arrow icons respectively.


5.4.2.7.3.1 Snoop

This feature can be used if supervisor wants to listen to the conversation of agent and customer on the live call. The Supervisor 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 supervisor's activity.
4. To end the snoop call, click on the same button again.


5.4.2.7.3.2 Whisper

This feature can be used if supervisor wants to guide agent on call. Supervisor can connect in between the live call and can assist the agent accordingly. Supervisor 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 Supervisor).
4. The Supervisor can end whisper call by clicking the same button again.


5.4.2.7.3.3 Conference

This feature can be used if supervisor wants to force confer a live call. Supervisor 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 Supervisor can end the conference call by clicking the same button again.


If "Confer Call" privilege has been masked for a Supervisor, then "Call Conference" for that Supervisor 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 Supervisor. The change made by a Supervisor for this privilege will override the privilege configured by the Administrator.

5.4.2.7.3.4 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 supervisor workbench automatically.


- Now, Supervisor 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 supervisor on mute-mode. Note that agent goes on Mute-mode automatically during barge.

5.4.2.7.3.5 Disconnect

Supervisor can force Disconnect the live call of any agent by clicking on  icon. Both customer's and agent's channel will be disconnected.

5.4.2.7.3.6 Force Logout an Agent

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

- Select the record of the required agent in live monitoring screen, the floating window opens up.
- The Supervisor can click  icon to logout a user forcefully. The following popup is displayed on the screen.



A screenshot of a floating window titled "Reason for force logout?". The window has a close button (X) in the top right corner. Below the title is a large empty text input field. At the bottom of the window, there are two buttons: "Cancel" and "Save".

Figure: Force Logout Reason

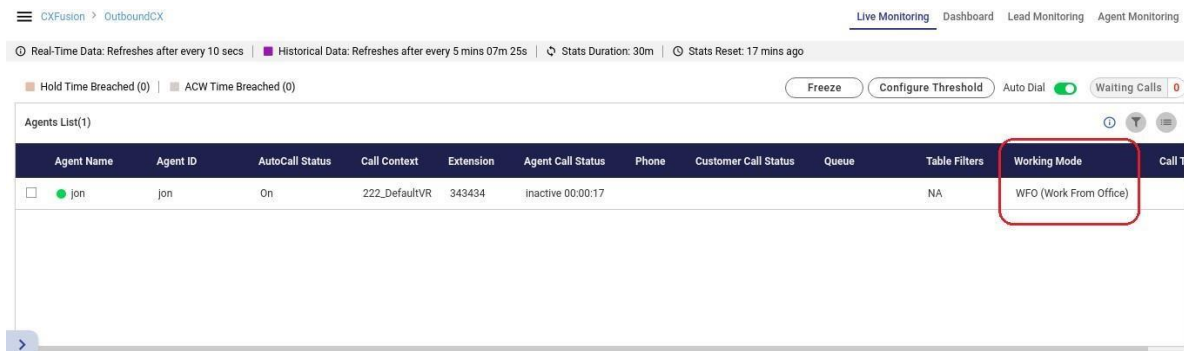
- Here, Supervisor has to provide the reason for the force logout of agent.
- After entering the reason, the supervisor needs to provide confirmation on session termination by clicking on **"Save"** button.
- After supervisor's confirmation, the agent will be logged out from Ameyo forcefully.

5.4.3 Working Mode Selection Monitoring

Due to the covid-19 pandemic situation, all organizations were operating from home. But, after restoration of situations, the organizations started mixed mode of working, where some agents started working from office and some of the agents are working from home. In such scenarios, the work of supervisor to monitor the agents is increased, as the supervisor would want to know the agent's working mode. This will help the supervisor to know how to communicate with the agent. Thus, to provide the better agent monitoring, the working mode selection functionality has been provided to the agents, which a supervisor is also able to view.

Thus if the working mode selection is available/configured for the agents, then a data metric column will be available to the supervisor in the Agents List section. It will show the selected working mode by the agent. The following two working mode selection is present:

1. **WFO (Work from Office):** The agents who are working from Office, have to select this working mode option.
2. **WFH (Work from Home):** The agents who are working from home, and is enabled with Ameyo remote solution, have to select this working mode option.



The screenshot shows the 'Agents List' section of the Ameyo interface. The table has the following columns: Agent Name, Agent ID, AutoCall Status, Call Context, Extension, Agent Call Status, Phone, Customer Call Status, Queue, Table Filters, Working Mode, and Call T. The 'Working Mode' column is highlighted with a red box, and the value 'WFO (Work From Office)' is visible for the agent 'jon'.

Agent Name	Agent ID	AutoCall Status	Call Context	Extension	Agent Call Status	Phone	Customer Call Status	Queue	Table Filters	Working Mode	Call T
jon	jon	On	222_DefaultVR	343434	inactive 00:00:17				NA	WFO (Work From Office)	

Figure: Monitoring of Selected Working Mode

5.4.4 Dashboard for the Inbound Campaign

The Dashboard tab provides the overall view of all activities going on in the selected Inbound campaign.

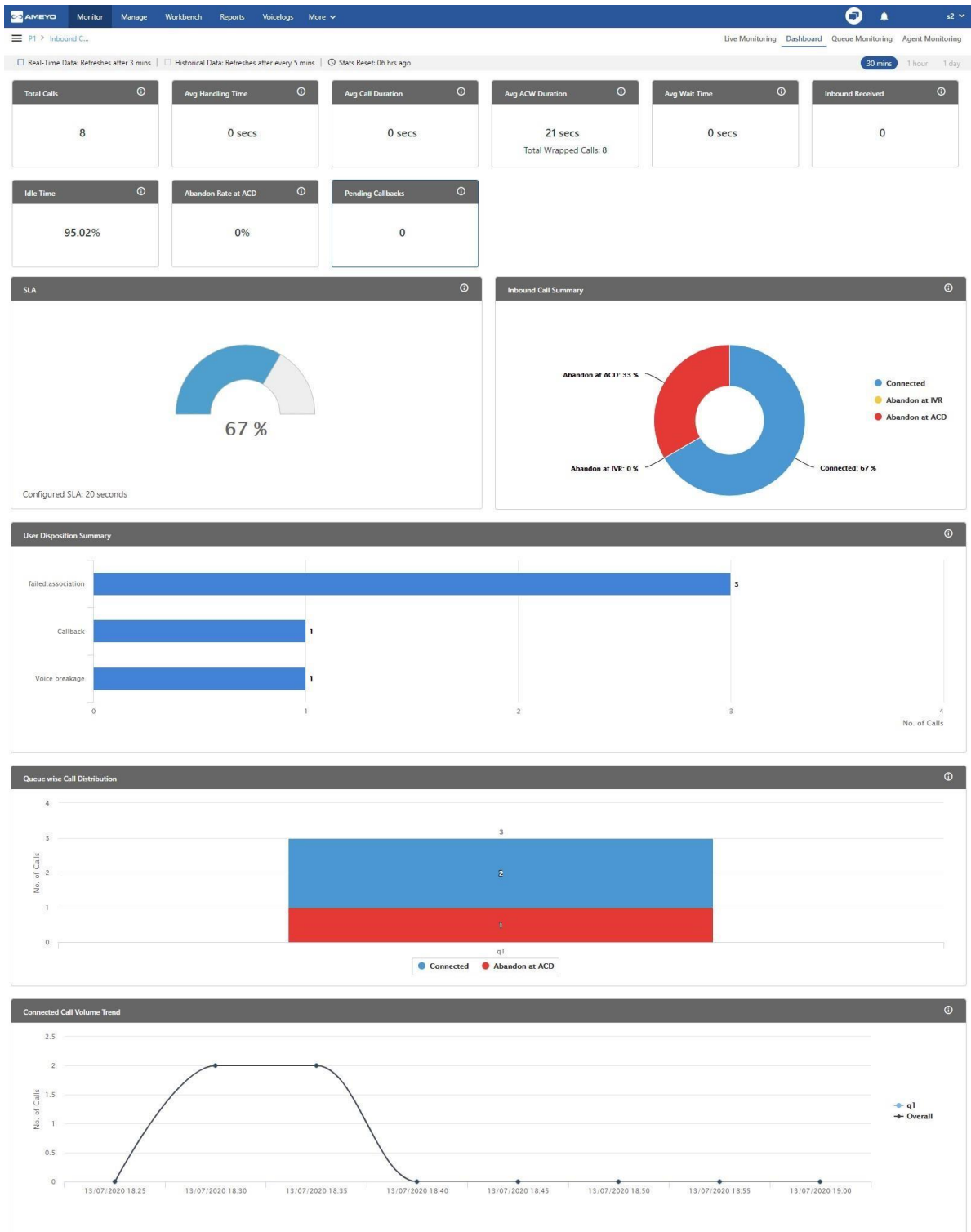


Figure: Inbound Campaign Dashboard

The dashboard tab of Outbound campaign shows the following items.

- Data Collection Indications
- Duration Tabs



- Widgets

5.4.4.1 Data Collection Indications

On 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 Reset:** It informs the interval after which the statistics were reset last.

5.4.4.2 Duration Tabs

The Supervisor can view the recent activities of the contact center for selected campaigns as per the following time durations

- **30 minutes:** Click to view the activities in the selected campaign for the last 30 minutes.
This tab shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 8 minutes, whereas the historical data will be updated in maximum 38 minutes.
- **1 hour:** Click to view the activities in the selected campaign for the last one hour.
This tab shows the data of the last 1 hour. The Current Data on the User Interface will be updated in maximum 8 minutes, whereas the historical data will be updated in maximum 38 minutes.
- **1 day:** Click to view the activities in the selected campaign for the present one day starting from 00:00 hour.
This tab shows the data of the last 1 day. The Current Data on the User Interface will be updated in maximum 1 hour 3 minutes, whereas the historical data will be updated in maximum 1 hour 33 minutes.

5.4.4.3 Widgets

It shows the following widgets.

5.4.4.3.1 Total Calls

"Total Calls" shows the total number of calls of the following call types in the campaign.

- inbound.call.dial
- outbound.auto.dial
- outbound.callback.dial
- outbound.auto.preview.dial
- outbound.manual.preview.dial
- transfer.to.campaign.dial
- outbound.manual.dial
- click.to.call.dial

Total Calls does not show any other call type.

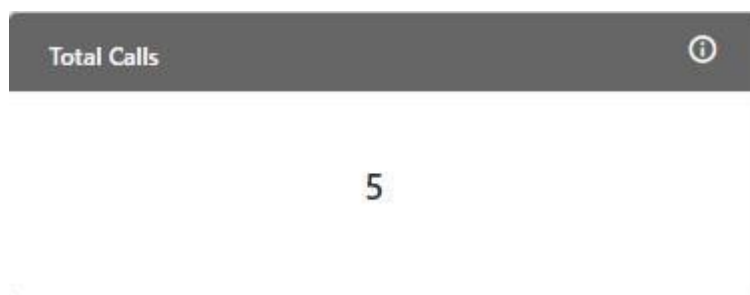


Figure: Total Calls Widget

Enumeration Example:

Suppose the following calls are connected in this campaign.

- 10 Inbound Connected Calls (which are neither transferred nor conferred) and disposed with "QUERY" disposition.
- 8 Manual Outbound Connected Calls (which are neither transferred nor conferred) and disposed with "COMPLAINT" disposition.
- 2 Inbound Calls are disconnected on IVR, which are not connected to the users.

- 1 Inbound Call is connected to user1, who transferred it to another IVR of the same campaign and then user2 of a different queue is connected. This call is autodisposed with user.transferred.to.ivr and then user2 disposed it with "MSG" disposition.

In this case, Total Calls will be 10+8+2+1 = 21.

Additional Information:

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



Figure: Further Information of Total Calls

5.4.4.3.2 Avg Handling Time

It shows the Average Handling Time of all connected calls with users in the campaign. It is the sum of Customer Talk Time for this agent, Customer Hold Time for this agent, and Wrap Time of Connected Calls. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.

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

Figure: Calculation of Average 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.




Figure: Average Handling Time Widget


Enumeration Example:

- Inbound Call in Campaign but not reached to ACD = 2
- 1 Inbound Call connected to user1
 - ✦ Talktime = 50,000 milliseconds
 - ✦ Hold time = 30,000 milliseconds
 - ✦ Wrap time = 20,000 milliseconds
- 1 Manual Dial Call connected to user1, who transferred it to user 2.
 - ✦ Talk time = 45,000 milliseconds (as dumped in Call History Table for this call)
 - ✦ Hold time = 30,000 milliseconds (as dumped in Call History Table for this call)
 - ✦ Wrap time of user1 = 15,000 milliseconds
 - ✦ Wrap time of user2 = 18,000 milliseconds

$$\begin{aligned}
 \text{Average Handling Time} &= \frac{(50000 + 30000 + 20000) + (45000 + 30000 + 15000 + 18000)}{2} \\
 &= \frac{1,00,000 + 1,08,000}{2} \\
 &= \frac{2,08,000}{2} \\
 &= 1,04,000 \text{ milliseconds} \\
 &= 104 \text{ seconds} \\
 &= 1 \text{ minute } 44 \text{ seconds}
 \end{aligned}$$

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Avg Handling Time".

Avg Handling Time


The average amount of time spent handling calls. This calculation includes Talk Time, Hold Duration, and After-Call Work Duration.

Last calculated time: 19:00 (IST)

Last fetched time: 19:03 (IST)

Figure: Further Information of Avg Handling Time

5.4.4.3.3 Avg Call Duration

It shows the Average Call Duration in a campaign.



Figure: Average Call Duration Widget

It is equal to the total time spent on call by all agents (that is total talk time plus the total hold time of all agents) assigned in the campaign divided by the total number of calls in a campaign.

$$\text{Average Call Duration} = \frac{\text{Total Talk Time of all agents} + \text{Total Hold Time of all agents}}{\text{Count of All Calls in the Campaign}}$$

Figure: Calculation of Average Call Duration

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Avg Call Duration".



Figure: Further Information of Avg Call Duration

Enumeration Example:

1. On Call 1, Agent1 has talk time of 20 seconds on one call, out of which Agent1 has put the Customer on hold for 10 seconds.
2. On Call 2, Agent1 has talk time of 30 seconds on second call, out of which Agent has put the Customer on Hold for 15 seconds.

3. On Call 3, Supervisor has talk time of 20 seconds on one call, out of which, Supervisor has put the customer on hold for 10 seconds..
4. On Call 4, Supervisor has talk time of 30 seconds on another call, out of which, Supervisor has put the Customer on hold for 15 seconds.

Average Call Duration = [(Total Talk time of all agents) + (Total Hold Time of all agents)] /
Count of all calls in Campaign

Average Call Duration = [(20+30+20+30) + (10+15+10+15)] / 4

Average Call Duration = [100 + 50] / 4

Average Call Duration = 150 / 4

Average Call Duration = 37.5

5.4.4.3.4 Average ACW Duration

It shows the Average ACW duration on all calls in this campaign.

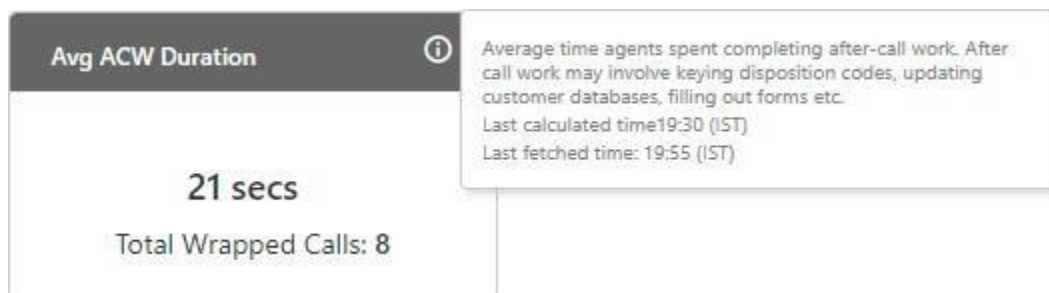


Figure: Average ACW Duration Widget

5.4.4.3.4.1 Total Wrapped Calls

It is the total number of calls wrapped up by an Ameyo User. "total_wrapped_calls" column has been added in "campaign_agent_productivity_per_interval_summary" table to make this metric available.

"Total Wrapped Calls" is displayed in the "Avg ACW Duration" box, which displays the calls wrapped by all agents in the Campaign.

5.4.4.3.5 Average Wait Time

It shows the Average Wait Time on all calls (including both inbound calls and transfer to campaign calls). It is equal to the total wait time divided by the count of all calls in the campaign. It will not include the Abandon at IVR Calls.



Figure: Average Wait Time Widget


If a call has been transferred to the multiple queues, then the wait time of the last queue will be considered only.

If a call has been transferred to other campaign and it had wait time in both campaigns, then the wait time of that call will be counted in both of the campaigns.

$$\text{Average Wait Time} = \frac{\text{Total Wait Time}}{\text{Count of Total Calls in Campaign}}$$

Figure: Calculation of Average Wait Time

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Average Wait Time".

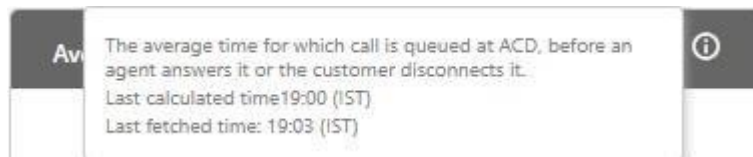


Figure: Further Information of Average Wait Time

5.4.4.3.6 Idle Time

It is applicable only for Single Extension in Voice. It is not available for Chat Campaign, Interaction Campaign, and Voice with Multiple Extensions.

- Agent Ringing Time for all calls taken by this agent in this campaign
- + Agent Preview Time for all calls taken by this agent in this campaign
- + Customer Ringing Time (in case the customer is initiated after

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

Idle Time will be a campaign-level metric, that is, it will be calculated differently for each campaign. If an agent have selected multiple campaigns and handling all calls in one campaign only, then its Idle Time will be equal to the Ready Duration in other campaigns.

5.4.4.3.7 Limitation of Multiple Extension

If the Multiple Extension license is enabled, then the Idle Time will be neither displayed in the User Interface nor included in Reports. In case of multiple license, the following disclaimer will be displayed in the Agent Productivity Summary Report.

"Feature should work on the multiple extension - data may be wrong."

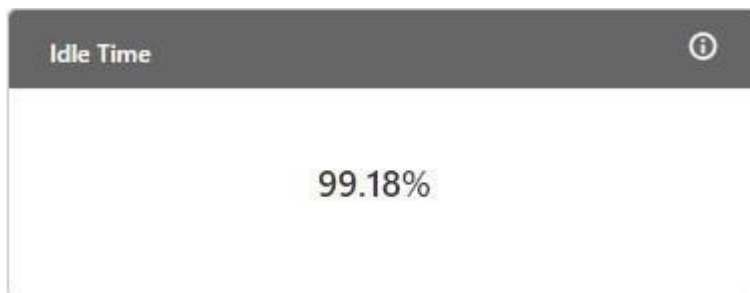


Figure: Idle Time Widget

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition, last calculated time, and last fetch time of "Idle Time".

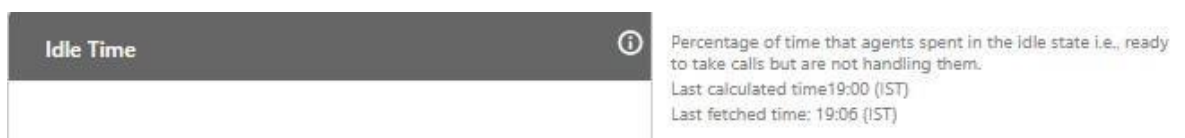


Figure: Further Information of Idle Time

5.4.4.3.8 Inbound Received

It shows the total number of inbound calls (disposed in all system dispositions) in the inbound campaign. For example, if a call is abandoned, it will be counted in Inbound Received Call.

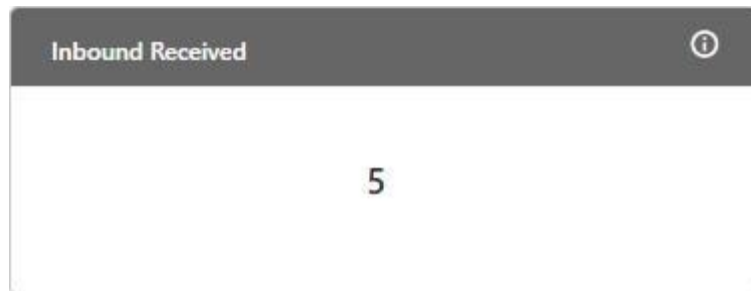


Figure: Inbound Received Widget

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Inbound Received".



Figure: Further Information of Inbound Received

Enumeration Example:

Suppose following the calls are connected in this campaign.

- 10 Inbound Connected Calls (which are neither transferred nor conferred) and disposed with "QUERY" disposition.
- 8 Manual Outbound Connected Calls (which are neither transferred nor conferred) and disposed with "COMPLAINT" disposition.
- 2 Inbound Calls are disconnected on IVR, which are not connected to the users.
- 1 Inbound Call is connected to user1, who transferred it to another IVR of the same campaign and then user2 of a different queue is connected. This call is autodisposed with user.transferred.to.ivr and then user2 disposed it with "MSG" disposition.

In this case, the Inbound Received Calls = 10+2+1 = 13.

5.4.4.3.9 Abandon Rate at ACD

It shows the percentage of the abandon rate at ACD level.

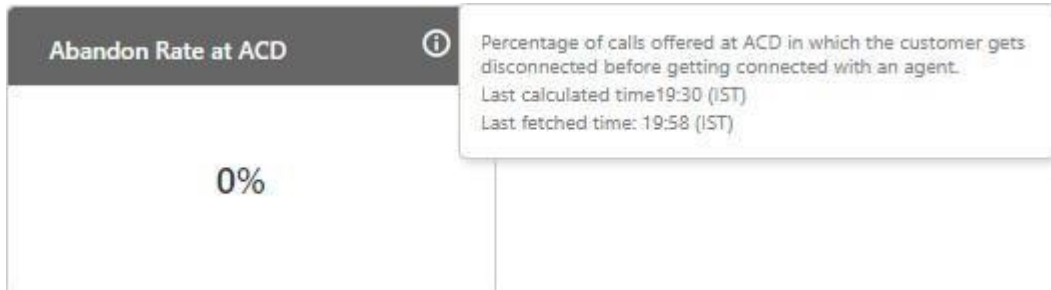


Figure: Abandon Rate at ACD

5.4.4.3.10 Pending Callbacks

It shows the number of callbacks pending in the selected duration tab.

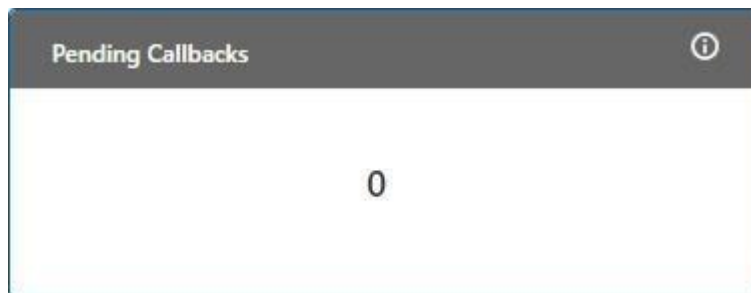


Figure: Pending Callbacks Widget

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Lead Penetration".



Figure: Further Information of Pending Callbacks

5.4.4.3.11 Abandoned Rate at ACD

It shows the abandoned rate in the campaign.

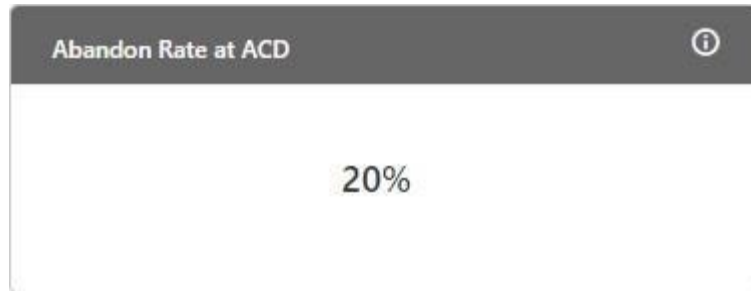


Figure: Abandon Rate Widget

For Campaign, it is equal to the total of Abandon Calls at IVR, Abandon Calls at ACD for all assigned queues for the selected duration, and Abandon Ringing Calls divided by the total calls offered at the campaign.

$$\text{Abandon Rate \%} = \frac{\text{Abandon Calls at IVR} + \text{Abandon Calls at ACD} + \text{Abandon Calls at Ringing}}{\text{Total Offered Calls in the Campaign}}$$

Figure: Calculation of Abandon Rate (Percentage)

$$\text{Abandon Rate \%} = \frac{\text{Abandon Calls at IVR} + \text{Abandon Calls at ACD} + \text{Abandon Calls at Ringing}}{\text{Inbound Calls in Campaign} + \text{Calls Transferred to Other Campaign}}$$

Figure: Detailed Calculation of Abandon Rate (Percentage)

Following are the definitions of the variables used in the calculation.

Abandon at IVR: It is the count of calls that have been disconnected by the callers at the IVR. It can be because any reason such as caller is being transferred back to one or another ACD Queue repetitively. The calls that has been resolved in IVR will also be counted in "Abandon at IVR".

Abandon at ACD: It is the count of calls that have been disconnected by the agent while waiting for the agent. If a call has been transferred to multiple queues and the caller hangs up the call in the last queue, then the Abandon at ACD will be calculated in the last queue.

Abandon Ringing: It is the count of calls that have been disconnected by the customers when the agent's phone was ringing.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Abandoned Rate at ACD".



Figure: Further Information of Abandoned Rate at ACD

Enumeration Example:

- Calls reached to IVR and completed there, but not reached to ACD = 10
- Calls reached to ACD and connected within 20 seconds after reaching the ACD = 10
- Calls reached to ACD but agent disconnected on agent's phone ringing (not connected to the agent) = 5
- Calls reached to ACD but customer disconnected on agent's phone ringing (not connected to the agent) = 5
- Calls reached to ACD but waiting for agent and customer disconnected the call within 10 seconds = 10

Calls reached to ACD and connected after 30 seconds = 5

- Calls reached to ACD but disconnected after ACD timeout of 40 seconds = 5
- Transferred to Campaign and Call reached to ACD but not connected to agent = 20
- Transferred to campaign call reached to ACD and connected to the agent within 20 seconds = 30

Total Inbound Calls = 10 (Point 2) + 30 (Point 9) + 5 (Point 6) = 45

Total Abandon Calls at Ringing = 5 (Point 3) + 5 (Point 4) + 10 (Point 5) = 20 Total Abandon

Calls at ACD = 5 (Point 7) + 20 (Point 8) = 25

Total Abandon Calls at IVR = 10 (Point 1)

Abandon Rate = $\frac{\text{Abandon Calls at IVR} + \text{Abandon Calls at ACD} + \text{Abandon Ringing Calls}}{\text{Inbound Calls in Campaign} + \text{Calls Transferred to Other Campaign}} \times 100$

Abandon Rate = $\frac{(10 + 25 + 20)}{(45 + 20 + 25)} \times 100 = \frac{55}{90} \times 100 = 0.61 \times 100 = 61$

5.4.4.3.12 User Disposition Summary

It shows the count of calls disposed with top 4 user dispositions.

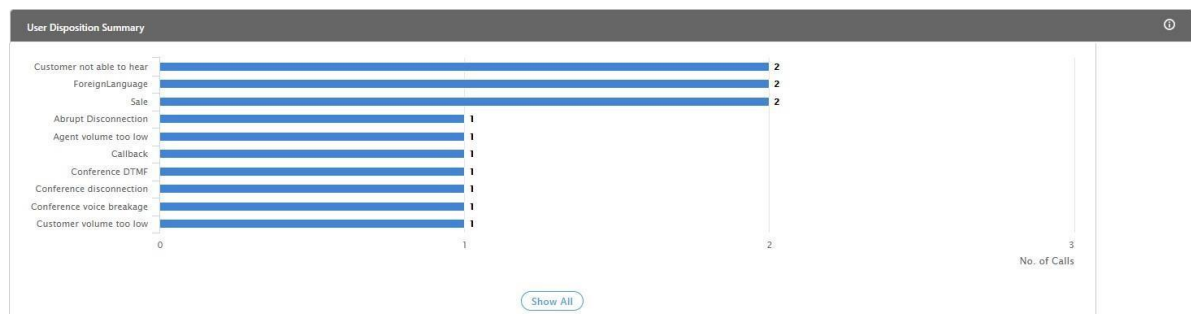


Figure: User Disposition Summary Graph

The Supervisor can view the following information here.

- **Count of Disposed calls:** It is the X-axis of the graph, which shows the total number of calls disposed with different user disposition in the respective campaigns.
- **User Dispositions:** It is the Y-axis of the graph, which shows upto 5 user disposition names in which the highest number of calls are disposed by agents among all selected campaigns.

On hovering the mouse cursor on the bars of the dispositions, it shows the disposition method, total number of calls and total number of calls received after being transferred from another campaigns.



Figure: Disposition Graph

If there are more than 10 dispositions, then "Show ALL" button will appear in the graph. Click this button to see all the user dispositions. After clicking "Show All" button, the following wizard is displayed.


User Disposition Summary	
Disposition	No. of Calls
Customer not able to hear	2
Foreign Language	2
Sale	2
Abrupt disconnection	1
Agent volume too low	1
Callback	1

1-10 of 12 > Back

Figure: Disposition Graph List

The supervisor has to click  icon in  to see the next page of the user dispositions.

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "User Disposition Summary".

User Disposition Summary


Breakdown of call outcomes which were mostly determined by the agents i.e user dispositions.
 Last calculated time: 19:00 (IST)
 Last fetched time: 19:09 (IST)

Figure: Further Information of User Disposition Summary

Enumeration Example:

Suppose the following calls are connected in this campaign.

10 Inbound Connected Calls (which are neither transferred nor conferred) and disposed with "QUERY" disposition.

- 8 Manual Outbound Connected Calls (which are neither transferred nor conferred) and disposed with "COMPLAINT" disposition.
- 2 Inbound Calls are disconnected on IVR, which are not connected to the users.
- 1 Inbound Call is connected to user1, who transferred it to another IVR of the same campaign and then user2 of a different queue is connected. This call is autodisposed with user.transferred.to.ivr and then user2 disposed it with "MSG" disposition.

Now, it shows the following dispositions and counts.

QUERY - 10

COMPLAINT - 8 user.transferred.to.ivr

- 1

MSG - 1

5.4.4.3.13 SLA

This Gauge chart shows the SLA % that is the rate of calls answered within 30 seconds out of all offered calls in the respective campaign.

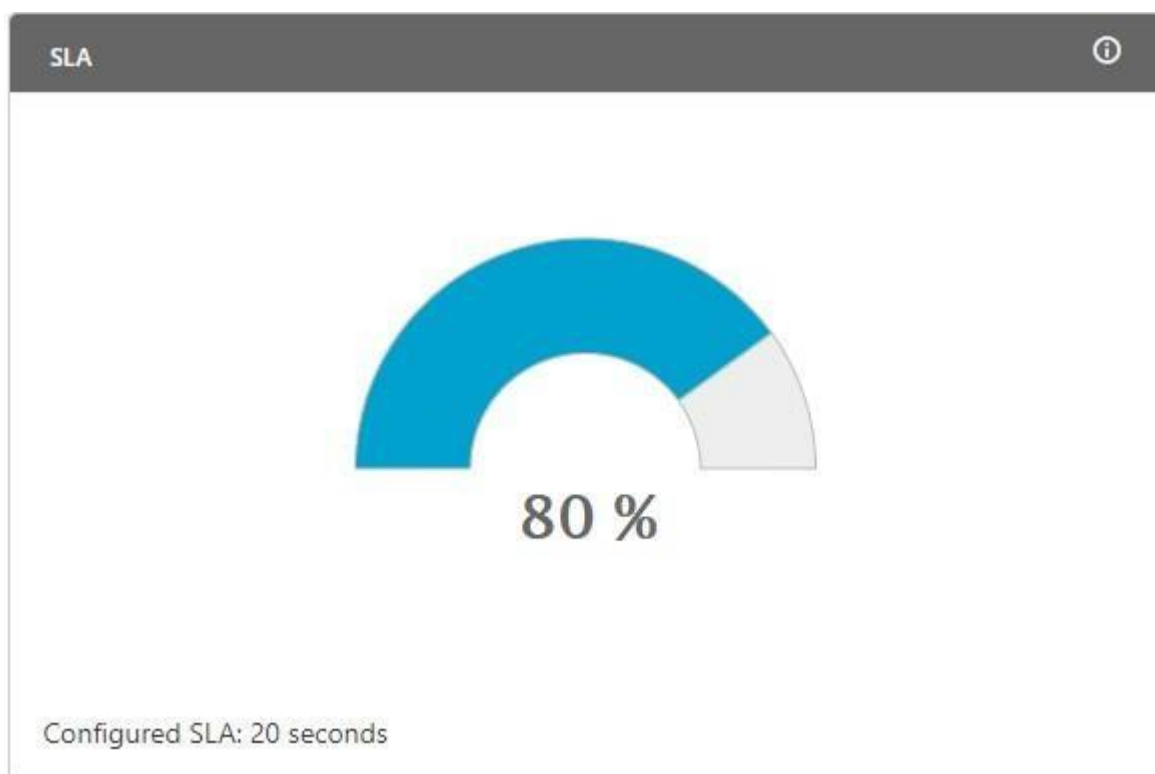


Figure: SLA Chart

At the bottom, you can see the SLA Threshold defined by the Administrator in the Campaign Settings. Here it is 20 seconds.

SLA Calculation:

$$SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Received Calls}} \times 100$$

Figure: Calculation of SLA

$$SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}} \times 100$$

Figure: Detailed Calculation of SLA

Definitions:

Following are the definitions of metrics used in the above calculation.

- **Threshold:** The default threshold is 20 seconds but the administrator can change it in the Administrator Console.

- **ACD:** It is a standard term that means Automatic Call Distributor, which is a sophisticated system to answer and route inbound calls to the user-defined agents automatically.
- **Total Received Calls:** It is the sum of Total Answered Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon Calls at ACD, and Total Abandon at Ringing Calls.

$$\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$$

Figure: Calculation of Total Received Calls

- **Total Answered Calls:** It is the total number of calls answered by the Agents including both Inbound Calls and Transfer to Campaign calls.
- **Total Abandon Calls at ACD:** It is the total number of calls that are disconnected by the customer while waiting for the agent.

Total Abandon Ringing Calls: It is the total number of calls that are disconnected when the phone of the agent (assigned to that call) is ringing.

Special Cases:

- Short calls (customer talk time <10 sec) are considered in Abandon calls at ACD as well in Connected calls.
- Cumulative wait time is considered in the campaign for re-ACD cases. For example, if the call is routed to different queue on timeout(when all the staffed agents are busy handling the calls) then the wait time calculated is the sum of the wait time of all the queues via which the call is routed.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition, last calculated time, and last fetch time of "SLA".



Figure: Further Information of SLA

•

Enumeration Example:

- Calls reached to IVR and completed there, but not reached to ACD = 10
- Calls reached to ACD and connected within 20 seconds after reaching the ACD = 10
- Calls reached to ACD but agent disconnected on agent's phone ringing (not connected to agent) = 5 • Calls reached to ACD but customer disconnected on agent's phone ringing (not connected to agent) = 5
- Calls reached to ACD but waiting for agent and customer disconnected the call within 10 seconds = 10
- Calls reached to ACD and connected after 30 seconds = 5
- Calls reached to ACD but disconnected after ACD timeout of 40 seconds = 5
- Transferred to Campaign and Call reached to ACD but not connected to agent = 20
- Transferred to campaign call reached to ACD and connected to agent within 20 seconds = 30

Now, only those calls will be counted in the SLA Calculation that has been reached to ACD.

Total Connected Calls in Threshold = 10 (Point 2) + 30 (Point 9) = 40 Total Connected Calls =

10 (Point 2) + 30 (Point 9) + 5 (Point 6) = 45

Total Abandon Calls at Ringing = 5 (Point 3) + 5 (Point 4) + 10 (Point 5) = 20

Total Abandon Calls at ACD = 5 (Point 7) + 20 (Point 8) = 25

SLA% = {Total Connected Calls in Threshold / (Total Connected Calls + Total Abandon Calls at Ringing + Total Abandon Calls at ACD)} * 100
 SLA% = {40 / (45 + 20 + 25)} * 100

SLA% = (40 / 90) * 100 = 400 / 9 = 44.44

5.4.4.3.14 Inbound Call Summary

Dough nut pie chart shows the overall call distribution (in percentage) in the inbound campaign disposed with different system dispositions. It is equal to the sum of number of connected calls, number of missed calls, and number of abandoned calls.

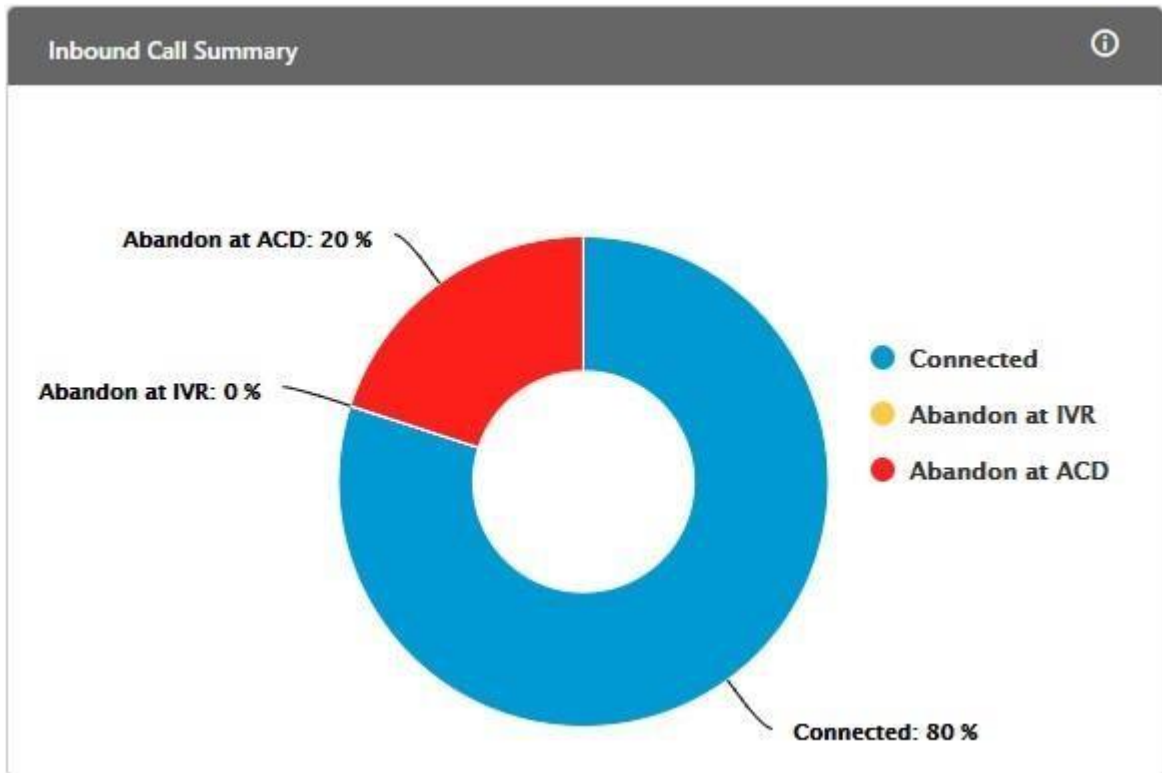


Figure: Inbound Call Summary

On hovering the mouse cursor over the segment of disposition, the supervisor can view the percentage of call disposed with respective system disposition.

$$\text{Overall Call Distribution} = \text{Number of Connected Calls} + \text{Number of Missed Calls} + \text{Number of Abandoned Calls}$$

Figure: Calculation of Overall Call Distribution


Following is the definition of the variables used in the calculation. **Number of Connected Calls:** It is the total number of calls that are connected to the agent.

Number of Missed Calls: It is the total number of calls that are missed. **Number of Abandoned Calls:** It is the total number of abandoned calls, which were abandoned at IVR, ACD, and ringing.

$$\text{Abandoned calls} = \text{Abandoned Calls at IVR} + \text{Abandoned Calls at ACD} + \text{Abandoned Calls at Ringing}$$

Figure: Calculation of Abandon Calls

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Inbound Call Summary".

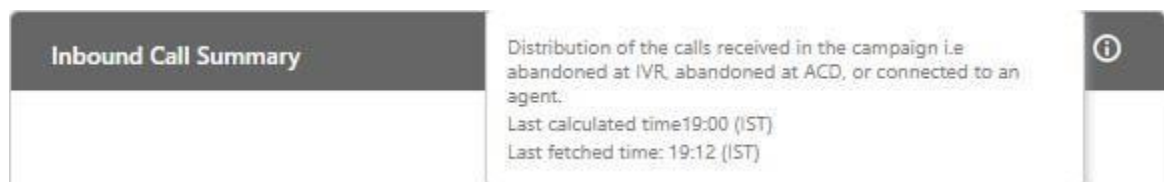


Figure: Further Information of Inbound Call Summary

5.4.4.3.15 Queue-wise Call Distribution

This graph highlights the queue-wise distribution of calls. Each column represents a queue, which shows the count of missed calls, abandoned calls and connected calls in that queue.



Figure: Call Distributions

The Supervisor can view the following information here.

- **Queue Names:** It is the X-axis of the graph, which shows the queue names in which abandoned call count is highest among all selected queues.
- **Abandoned call count:** It is the Y-axis of the graph, which is the total number of calls which got abandoned in the respective queues before getting connected with an agent.

On hovering the mouse cursor on the bars of the queue, user will be able to view the total number of calls received, total number of calls answered out of that and exact number of calls which got abandoned in the respective queue.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Queue-wise Call Distribution".



Figure: Further Information of Queue-wise Call Distribution

5.4.4.3.16 Connected Call Volume Trend

This line graph shows number of connected calls in a campaign with respect to different time intervals.

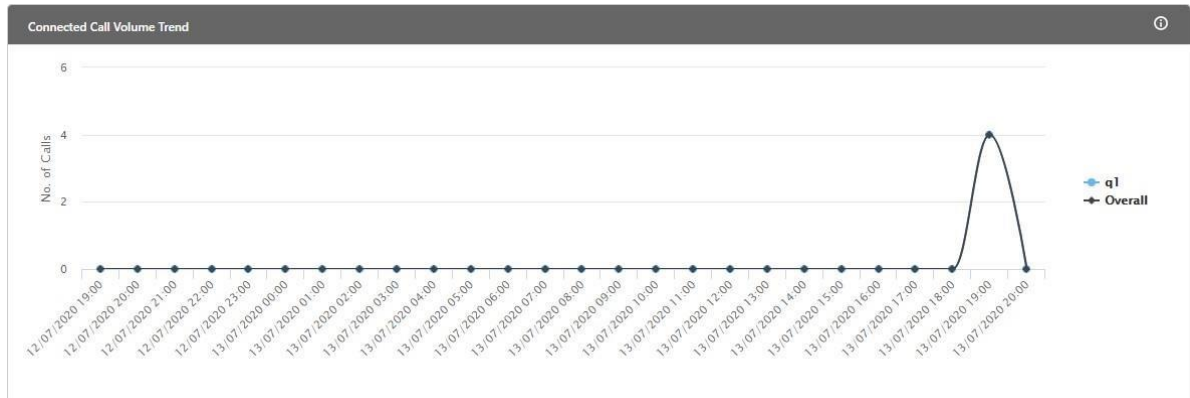


Figure: Trend of Call Volume

The Supervisor can view the following information here.

- **Time Interval:** It is the X-axis of the graph, which shows the date and time interval at which number of calls dialed/received.
- **Number of Calls:** It is the Y-axis of the graph, which shows the count of calls dialed/received at a particular time interval.

On hovering the mouse cursor on the bars of a lead, the supervisor can view the count of calls at a particular time.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition, last calculated time, and last fetch time of "Connected Call Volume Trend".

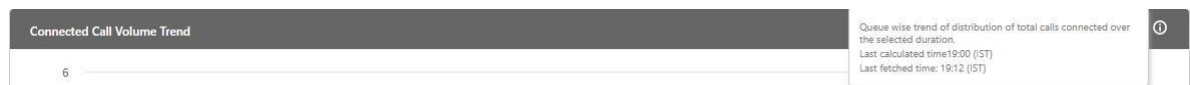


Figure: Further Information of Connected Call Volume Trend

5.4.5 Queue Monitoring in Inbound Campaign

Here, the Supervisor can monitor the activities in all queues of the Inbound Campaign.

Queue Name	Queued at ACD	In Progress	Oldest Call Waiting	Assigned Users	Staffed Users	Available Users	Connected Users	AWT	Abandon Calls at ACD	SLA	Connected Calls	Total Received Calls
queue2	0	0	00:00:00	1	0	0	0	00:00:00	0	0	0	0
queue1	0	0	00:00:00	3	0	0	0	00:00:00	0	0	0	0

Figure: Queue Monitoring of Inbound Campaign

5.4.5.1 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 02 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

5.4.5.2 Filter

Supervisor can click  icon to filter the list of calls as per the selected queue.

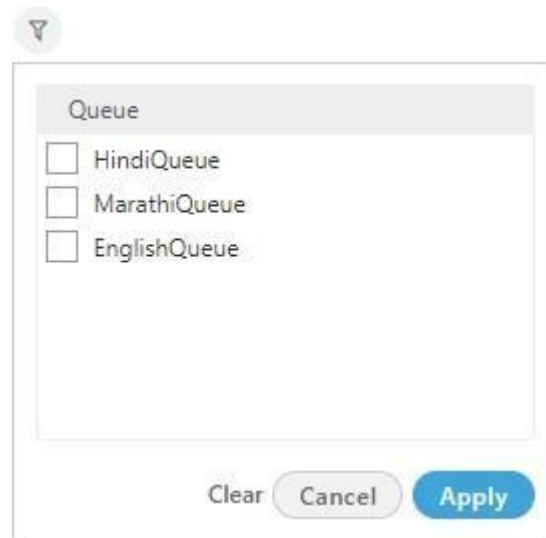


Figure: Filter

Click "Apply" button to proceed to filter the list, else you can use "Cancel" button to cancel and close the filter wizard. Click "Clear" button to clear the selection in filter.

5.4.5.2.1 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.



Figure: Additional Information of Queue Monitoring

5.4.5.3 Columns

It contains the following columns.

5.4.5.3.1 Queue Name

It shows the name of queues that are assigned to this campaign. A queue (newly assigned) will be listed here after 10 seconds of the assignment. If this column is sorted as per "LoggedIn" Metric, it will show the queues that are currently in use for the last 12 hours.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.2 Queued at ACD

Queued calls are those which are waiting at Automatic Call Distribution (ACD).

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.3 In Progress

It shows the number of calls that are ongoing and currently connected to the agents. In fact, these calls have been answered, even if not disposed of. If the agent has two extensions and has received calls on both extensions, then the count will be two (2).

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.4 Oldest Call Waiting

It shows the longest waiting time of the calls which are displayed in "Queued at ACD" column.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

Enumeration Example: Suppose a queue has 5 pending calls - 1 is pending for the last 10 minutes whereas 4 calls have arrived within 2 minutes. Then, the pending time (that is 10 minutes) will be displayed in "Oldest Pending".

5.4.5.3.5 Assigned Users

It shows the number of users who are assigned in that queue of that campaign. It includes all users who are ready to take calls, users who are on break, users with auto-call status on and off, users on call, and the users who are not on call in the blended campaign. It's count will keep updating in the real-time.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.6 Staffed Users

It shows the number of users who are staffed in the campaign and assigned in this queue. It includes all users who are ready to take calls, users who are on break, users with autocal status on and off, users on call, and the users who are not on call in the blended campaign. It's count will keep updating in the real-time.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.7 Available Users

It is actually **Available Extensions**. It shows the extensions that are assigned to the queue and are available to take the call. If an extension has been assigned in two queues simultaneously and had received a call in one queue, then it will not be counted in "Available Users" of another queue. If the agent has two extensions and assigned to one queue, then the count of available extensions in such case will be two, which may reduce to one again if an extension receives a call.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.8 Connected Users

It is actually **Connected Extensions**. It shows the number of extensions that are on call in the selected queue.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5.4.5.3.9 AWT

AWT stands for Average Wait Time, which is the average of the wait time duration of all calls connected in the queue.

$$\text{Average Wait Time} = \frac{\text{Total Wait Time}}{\text{Count of Total Calls in Campaign}}$$

Figure: Calculation of Average Wait Time

5.4.5.3.10 Abandon Calls at ACD

It is the count of calls that have been either disconnected by the customer while waiting for the agent or the system disconnected the call after reaching the ACD Timeout. If the call is being returned to ACD (that is, in case of ReACD) the missed call will be counted in that queue where the call has been missed or abandoned at last.

It shows the data of last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 40 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

5.4.5.3.11 SLA

SLA percentage is equal to the total connected calls within the threshold after reaching the Automatic Call Distribution (ACD) divided by the total number of received calls that reaches ACD.

SLA Calculation:

$$\text{SLA} = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Received Calls}} \times 100$$

Figure: Calculation of SLA

$$\text{SLA} = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}} \times 100$$

Figure: Calculation of SLA

Definitions:

Following are the definitions of metrics used in the above calculation.

- **Threshold:** The default threshold is 20 seconds but the administrator can change it in the Administrator Console.
- **ACD:** It is a standard term that means Automatic Call Distributor, which is a sophisticated system to answer and route inbound calls to the user-defined agents automatically.
- **Total Received Calls:** It is the sum of Total Answered Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon Calls at ACD, and Total Abandon at Ringing Calls.

$$\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$$

Figure: Calculation of Total Received Calls

- **Total Answered Calls:** It is the total number of calls answered by the Agents including both Inbound Calls and Transfer to Campaign calls.
- **Total Abandon Calls at ACD:** It is the total number of calls that are disconnected by the customer while waiting for the agent.

- **Total Abandon Ringing Calls:** It is the total number of calls that are disconnected when the phone of the agent (assigned to that call) is ringing.

Special Cases:

- Short calls (customer talk time <10 sec) are considered in Abandon calls at ACD as well in Connected calls.
- Cumulative wait time is considered in the campaign for re-ACD cases. For example, if the call is routed to different queue on timeout (when all the staffed agents are busy handling the calls), then the wait time calculated is the sum of the wait time of all the queues via which the call is routed.

It shows the data of last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 40 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

5.4.5.3.12 Connected Calls

It is the count of calls that have been answered in the queue. If the call has been transferred to another queue in the same campaign, then it will be counted in Answered Calls only when the call has been completed.

It shows the data of last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 40 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

5.4.5.3.13 Total Received Calls

It shows the count of the total number of calls that has been closed with any disposition. It includes those calls also which are connected for the first time and those calls which have been dropped in the queue (that is not connected to any agent).

It shows the data of last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 40 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

5.4.6 Agent Monitoring in Inbound Campaign

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

The screenshot shows the 'Agent Monitoring' page with a table titled 'Agents List(3)'. The table has the following columns: Agent Name, Agent ID, Call Context, Extension, Group Manager (Group), Groups, Staffed Duration, Ready Duration, Break Duration, Idle Time, Breaks, and Auto Call-On Du. The data rows are as follows:

Agent Name	Agent ID	Call Context	Extension	Group Manager (Group)	Groups	Staffed Duration	Ready Duration	Break Duration	Idle Time	Breaks	Auto Call-On Du
manish	manish	WebRTC	WebRTC	--		00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00
a1	a1			g1 (Group1)	Group1	01:06:32	01:03:10	00:03:23	01:00:00	3	01:03:08
mmmm	mmmm			--		00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00

Figure: Agent Monitoring

You can perform the following operations here.

5.4.6.1 Data Collection Indications

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



Figure: Data Collection Indications

5.4.6.2 Filter

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

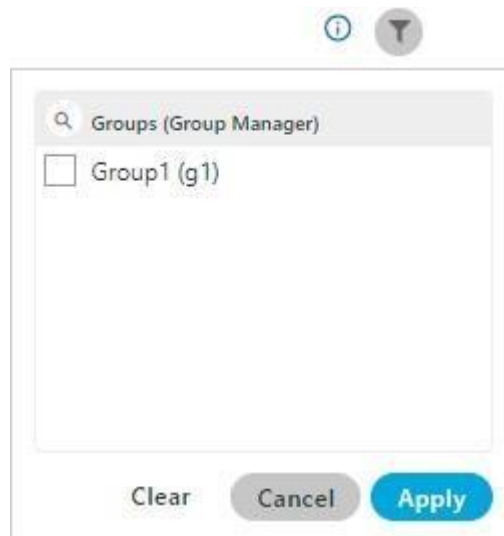


Figure: Filter

- **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.

5.4.6.3 Search

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

5.4.6.4 User Card

The supervisor 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.


Agent Name	Agent ID
agent	agent
Altanchimeg	Altanchimeg,a

Executive Name: agent ID: agent	s1
---------------------------------------	----

Figure: User Card

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

5.4.6.5 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.

5.4.6.6 Customize the View

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

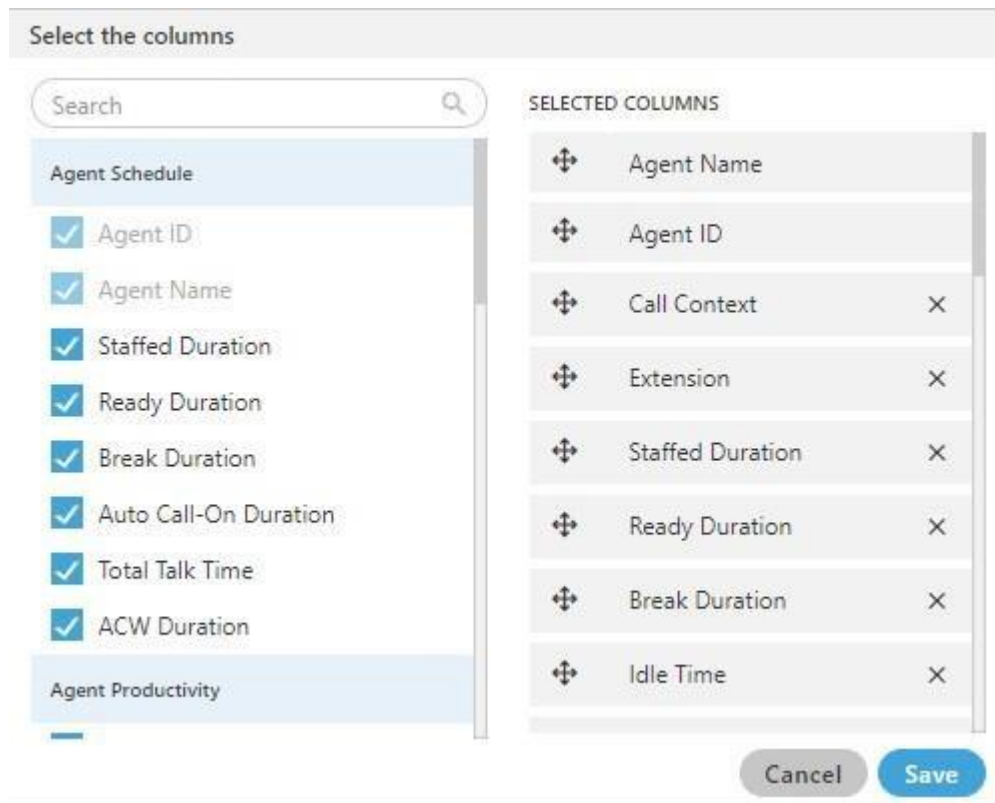



Figure: Column Headers

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 supervisor 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 :

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

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.

will be updated in maximum 7 minutes 35 seconds.

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

- **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 DTME**: 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.

5.4.6.7 Columns

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

5.4.6.7.1 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.

5.4.6.7.2 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.

5.4.6.7.3 Group Manager

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

5.4.6.7.4 Groups

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

5.5 Monitor Outbound Campaign

5.5.1 Monitor Outbound Campaign

Here, Supervisor can monitor the Outbound Campaign.

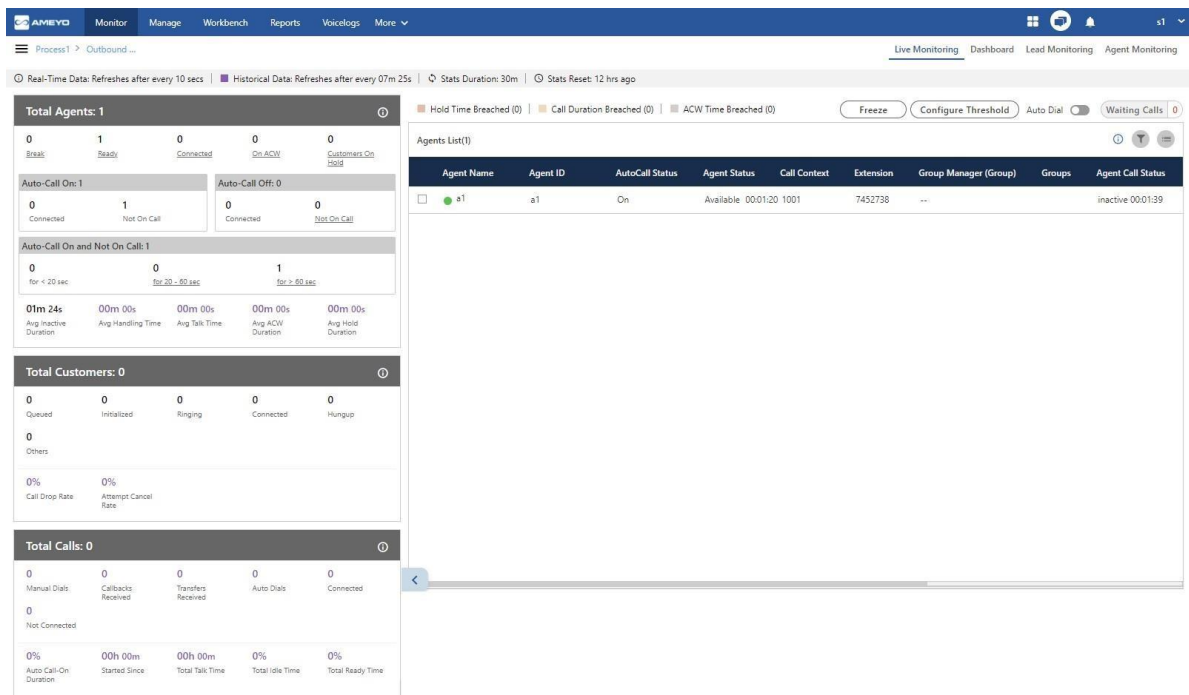


Figure: Monitor Outbound Campaign

It contains the following tabs.

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

- **Live Monitoring:** Perform the Live Monitoring in the campaign. Know more...

- **Dashboard:** View Dashboard of Outbound Campaign. Know more...
- **Lead Monitoring:** Monitor the leads in the Outbound Campaign. Know more...
- **Agent Monitoring:** Monitor the agents in the campaign. Know more...

5.5.2 Live Monitoring of Outbound Campaign

Here, Supervisor can monitor the activities in Outbound Campaign.

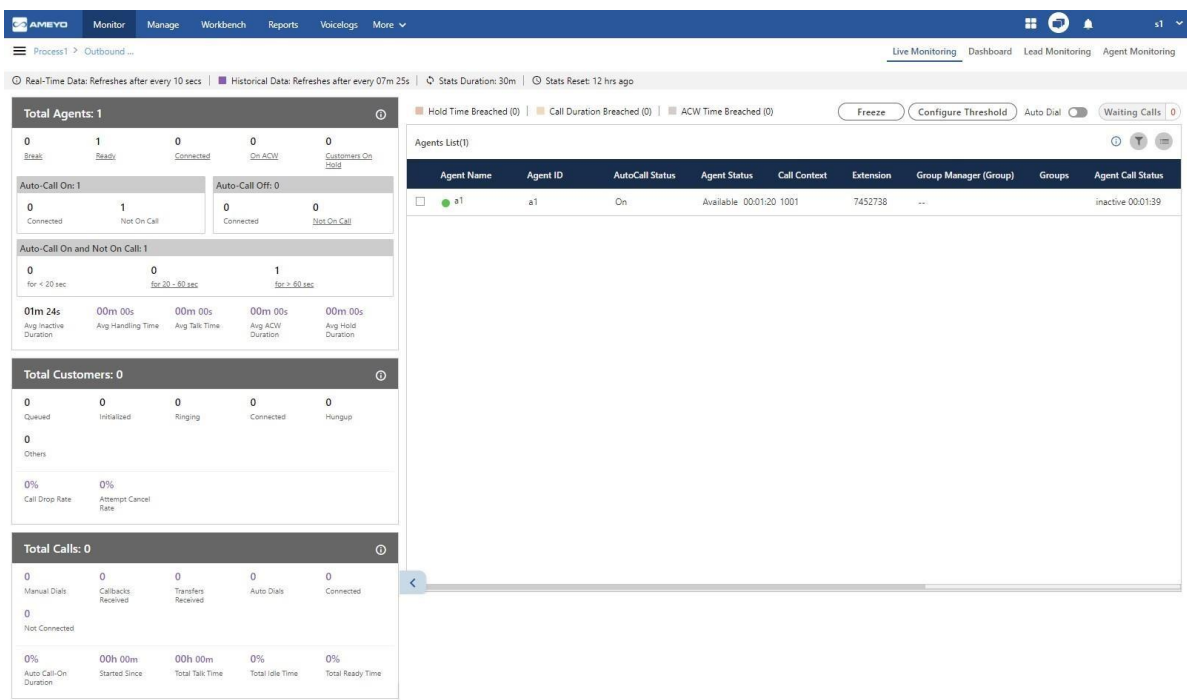


Figure: Live Monitoring

5.5.2.1 Interface Elements

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

5.5.2.1.1 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 supervisor 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

5.5.2.1.2 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.

5.5.2.2 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

5.5.2.2.1 Manual Dials

It shows the total number of manual dial and manual preview dial calls in the campaign.

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

5.5.2.2.2 Callbacks Received

It shows the total number of callbacks in the campaign including Queue Callback, Campaign Callback, Self Callback, and Preview Callback.

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

5.5.2.2.3 Auto Dials

It shows the total number of auto-dial calls 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.

5.5.2.2.4 Transfers Received

It shows the total number of transferred calls received in the campaign.

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

5.5.2.2.5 Connected

It shows the total number of connected calls. It shows the total calls answered by the customers in the Outbound campaign.

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

5.5.2.2.6 Not Connected

It shows the total number 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.

5.5.2.2.7 Auto-Call On Duration %

It is the total percentage of the duration of the agents 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.

5.5.2.2.8 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.

5.5.2.2.9 Total Talk Time

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

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

5.5.2.2.10 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.

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

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

5.5.2.2.11 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

5.5.2.3 Total Agents: User Runtime Summary

It shows the Runtime summary for logged on users.

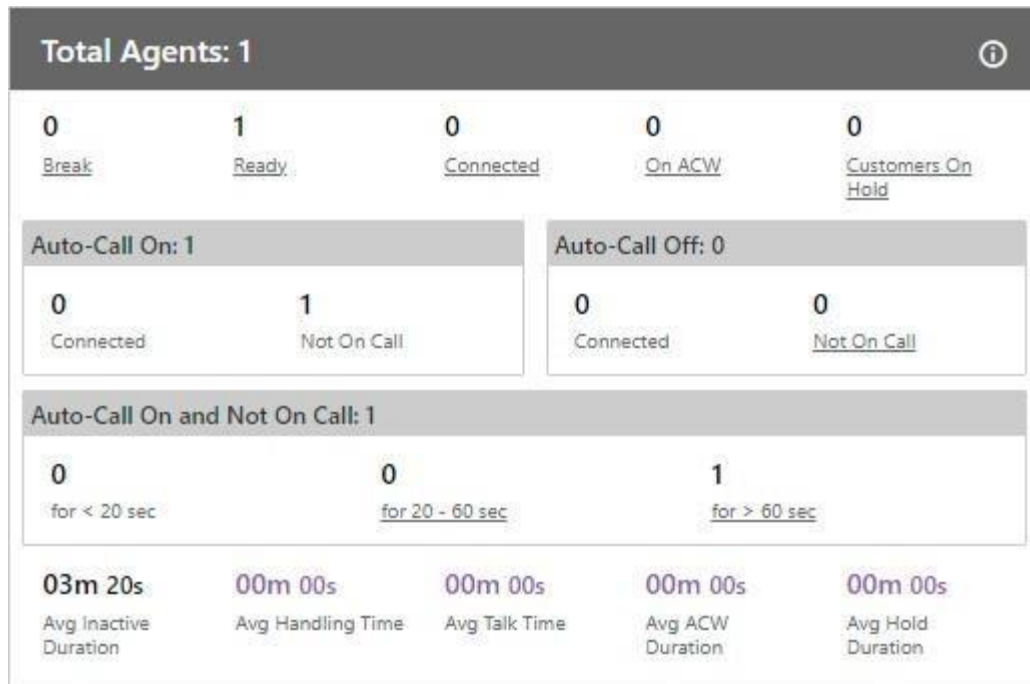


Figure: User Runtime Summary

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

7. Inactive Since
8. Avg Inactive Duration
9. Avg Handling Time
10. Avg Talk Time
11. Avg ACW Duration
12. Avg Hold Duration
13. Total Wrapped Calls

5.5.2.3.1 Break

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

5.5.2.3.2 Ready

It is the number of unique agents staffed in the campaign, 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.

5.5.2.3.3 Connected

It is the number of agents who are connected to calls in the 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.

5.5.2.3.4 On ACW

It is the number of agents 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.

5.5.2.3.5 Customers on Hold

It is the number of agents 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.

5.5.2.3.6 "Auto Call On" and "Auto Call Off"

The Auto Call On metric shows the count of connected and not on call agents whose autocall 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

5.5.2.3.7 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.

5.5.2.3.8 Avg Inactive Duration

It is the average of all inactive duration of the agents staffed in the campaign.

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

5.5.2.3.9 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. 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.

5.5.2.3.10 Avg Talk Time

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

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

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.

5.5.2.3.11 Avg ACW Duration

It is the average amount of time spent by all the agents 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.

5.5.2.3.12 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.

5.5.2.4 Total Customers: Customer Runtime Summary

It shows the the Customer Runtime Summary.

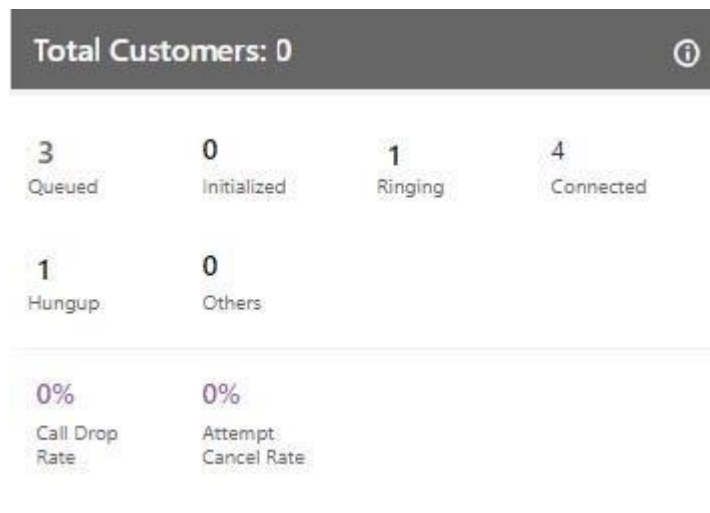


Figure: Customer Runtime Summary

Additional Information:

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

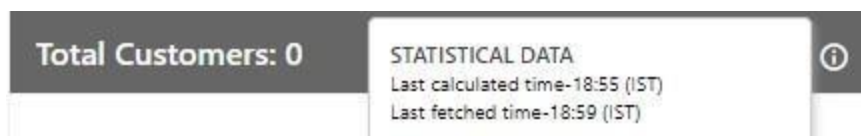


Figure: Further Information of Total Customers

It contains the following metrics.

1. Queued

2. Initialized
3. Ringing
4. Connected
5. Hungup
6. Others
7. Call Drop Rate
8. Attempt Cancel Rate

5.5.2.4.1 IVR

It shows the current number of calls waiting on IVR.

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

5.5.2.4.2 Queued at ACD

It shows the current number of calls waiting on ACD in the campaign.

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

5.5.2.4.3 Queued

It shows the current number of customer calls (both Preview and Callback Calls) waiting in the campaign for initialization. In the Inbound Campaign, it is the number of callbacks and manual callbacks.

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

5.5.2.4.4 Hungup

It shows the number of calls disconnected or hung up by the customers in the campaign.

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

5.5.2.4.5 Connected

It is the total number of connected calls in the selected campaign.

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

5.5.2.4.6 Initialized

It is the total number of customer calls that are being initialized from the campaign to be dialed.

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

5.5.2.4.7 Others

It is the total number of customer calls that are in the following state.

- If the agent channel is in ringing state in case of predictive Auto dials.
- If the agent channel is in ringing state in case of transfer to campaign.
- If the agent channel is in ringing state in case of transfer to queue.
- Transfer to phone in connected state.

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

5.5.2.4.8 Attempt Cancel Rate %

It is the average total percentage of the customer calls which gets canceled due to any reason.

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

5.5.2.4.9 Call Drop Rate %

It is the total percent of customer calls which are dropped before the agent gets to answer to it.

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

5.5.2.5 Agent List

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

Agent Name	Agent ID	AutoCall Status	Agent Status	Call Context	Extension	Group Manager (Group)	Groups	Agent Call Status	Call Type	Phone	Customer Call Status	Queue	Table Filters
a1	a1	On	Available	00:36:20 1001	7452738	--		inactive 00:36:40					NA

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 Supervisor 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 Supervisor 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. **Working Mode:** It shows the selected working mode by the agents. [Know more...](#)

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

12. **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.

- 13. **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 supervisor can easily recognize that whether the agent is available or not.
- 14. **Group Manager:** It shows the name of the group manager under which the agent is assigned into.
- 15. **Groups:** It shows the name of the groups in which the agent is assigned into.
- 16. **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

5.5.2.6 Operations

Here, Supervisor can perform the following operations.

5.5.2.6.1 Break

A Supervisor 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.

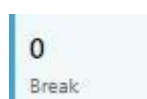


Figure: Break Operation

5.5.2.6.2 Ready

A Supervisor 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

5.5.2.6.3 Connected

A Supervisor 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

5.5.2.6.4 On ACW

A Supervisor 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

5.5.2.6.5 Customers on hold

A Supervisor 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

5.5.2.6.6 (Licensable) Configure Call Duration Threshold

Supervisor 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.

Execute the following query to enable Call Duration Breached Threshold on UI (as it is not enabled by default).

Execute following query to access database.


```
psql -U postgres <Ameyo_Database_Name>
```

Execute following query to enable Call Duration Breached Threshold.

```
INSERT into server_preference_store
(context_type, context_id, key, value) VALUES
('campaign', '<campaign_id>', 'activityParameterCallDurationVisible',
'true');
```

You have to enter all the campaign id's for all those campaigns in which you want to configure "Call Duration Breached". After this configuration, you can provide the Call duration breached time from UI.

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 supervisor. 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.

The screenshot shows a 'Configure Threshold' dialog box. It has a title bar with a close button (X). The dialog is divided into several sections:

- Hold Time:** A row with a brown square icon, the text 'Hold Time:', an input field, and a 'Mins' dropdown menu.
- Call Duration:** A row with a tan square icon, the text 'Call Duration:', an input field, and a 'Mins' dropdown menu.
- ACW Time:** A row with a grey square icon, the text 'ACW Time:', an input field, and a 'Mins' dropdown menu.
- Break Reasons(4):** A section header followed by four rows:
 - Training:** A red square icon, the text 'Training', an input field, and a 'Mins' dropdown menu.
 - Snacks:** An orange square icon, the text 'Snacks', an input field, and a 'Mins' dropdown menu.
 - Lunch:** A yellow square icon, the text 'Lunch', an input field, and a 'Mins' dropdown menu.
 - Unavailable:** A green square icon, the text 'Unavailable', an input field, and a 'Mins' dropdown menu.
- Buttons:** At the bottom, there are two buttons: 'Cancel' (grey) and 'Apply' (blue).

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.

Agent Name	Agent ID	AutoCall Status	Agent Status	Call Context	Extension	Agent Call Status	Call Type	Phone	Customer Call Status	Queue
a1	a1	On	Available 00:09:09	1001	55987654	inactive 00:01:12				
a2	a2	On	Available 00:00:32	1001	135465132	hungup 00:00:07				
a2	a2	On	Available 00:01:58	1001	135465132	Connected 00:00:16	outbound manual dial	4787465465	Hold 00:00:05	
a1	a1	On	Available 00:06:55	1001	55987654	Connected 00:00:17	inbound call dial	1001	Connected 00:00:15	

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 level in "Color configuration" tab. Know more...

5.5.2.6.7 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.

5.5.2.6.8 Search

Supervisor can search data for particular agent or customer by entering the username or customer info in the provided text box and clicking icon.

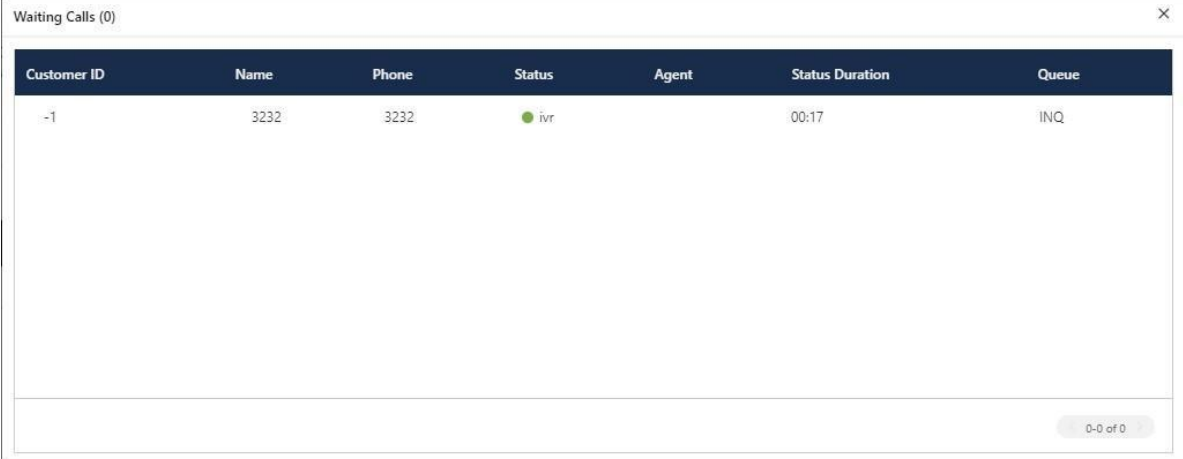
5.5.2.6.9 Auto Dial

Supervisor can enable or disable the auto dialing of calls for the agents assigned in the outbound campaign. Toggle the icon to enable the auto dialing of the calls.

Before enabling the auto dial toggle, supervisor has to upload the lead. If the lead is not uploaded, then the toggle will not enable and hence the auto dialing for the agents will not be enabled. [Know more...](#)
 Toggle the switch again to disable the auto dialing of calls.

5.5.2.6.10 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.



Customer ID	Name	Phone	Status	Agent	Status Duration	Queue
-1	3232	3232	ivr		00:17	INQ

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.

5.5.2.6.11 Filter


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

Figure: Filtration

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

1. **Customer Status** : The supervisor 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 supervisors 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 supervisor 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 the agents of the selected campaign.
 - **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 supervisor is logged-in at the same time.
5. **Activity Threshold** : It allows the supervisor 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 supervisor can search those users whose status is on break and the break time configured by the supervisor has already been breached. It contains all the break reason which are configured in the system by the administrator.
7. **Queue** : The supervisor can filter for particular agents which are assigned in the particular queue.

5.5.2.7 Monitoring a Call

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

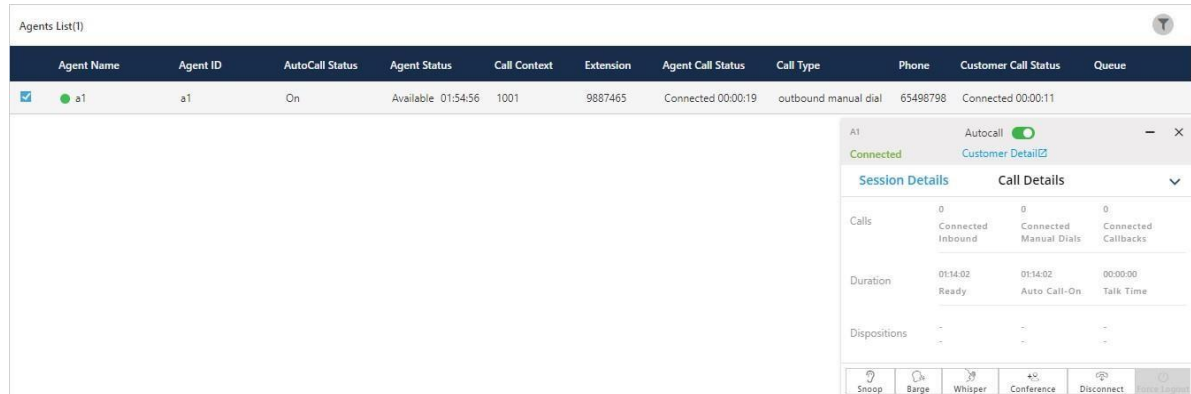



Figure: Live Monitoring of a Call

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.

5.5.2.7.1 Autocall

It shows the auto call status of the agent. If supervisor has enabled the auto call, then it shows whether the agent is enabled on auto call or not. Supervisor can enable or disable the auto call status of any particular agent by switching the toggle  switch.

5.5.2.7.2 Customer Details

The supervisor can click the customer details link to view the information of the customer with whom the agent is in call. The following information will be displayed about the customer.

1. **Personal Information:** First Name, Last Name, Middle Name, Salutation, DOB and Company of the customer.
2. **Address:** House No., Street, Landmarks, City, Zip, State and Country of the customer.
3. **Contact Details:** Home Phone, Office Phone, Mobile, Alternate No., Fax and Email of the customer.
4. Comments, if any.

5.5.2.7.3 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.

5.5.2.7.4 Call Details

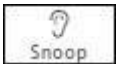
- **Customer:** It will show Details (customer's phone number), Status (inactive/ connected/ hung up) and Duration (talk time).
- **Details:** It will show Campaign (Campaign name in which the call has been received/ from which call has been dialed), Lead (Lead Name in case of Outbound campaign) / Queue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

5.5.2.7.5 Monitoring Operations

Supervisor can snoop, whisper, conference, barge and Hang-up 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). Supervisor can minimize or maximize floating window using up and down arrow icons respectively.


5.5.2.7.5.1 Snoop

This feature can be used if supervisor wants to listen to the conversation of agent and customer on live call. Supervisor 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 supervisor's activity.
4. To end the snoop call, click same button again.


5.5.2.7.5.2 Whisper

This feature can be used if supervisor wants to guide agent on call. Supervisor can connect in between the live call and can assist agent accordingly. Supervisor 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 Supervisor).
4. The Supervisor can end whisper call by clicking the same button again.


5.5.2.7.5.3 Conference

This feature can be used if supervisor wants to force confer a live call. Supervisor needs to follow 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 Supervisor can end conference call by clicking the same button again.


If "Confer Call" privilege has been masked for a Supervisor, then "Call Conference" for that Supervisor 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 Supervisor. The change made by a Supervisor for this privilege will override the privilege configured by the Administrator.

5.5.2.7.5.4 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 supervisor workbench automatically.


- Now, Supervisor 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 supervisor on mute-mode. Note that agent goes on Mute-mode automatically during barge.

5.5.2.7.5.5 Disconnect

Supervisor can force Disconnect the live call of any agent by clicking on  icon. Both customer's and agent's channel will be disconnected.

5.5.2.7.5.6 Force Logout an Agent

The Supervisor can force logout an agent from system at any moment.

- Select the record of the required agent in live monitoring screen, the floating window opens up.
- The Supervisor can click  icon to logout a user forcefully. The following popup is displayed on the screen.



A screenshot of a web-based popup window titled "Reason for force logout?". The window has a close button (X) in the top right corner. Below the title is a large, empty text input field. At the bottom of the window, there are two buttons: "Cancel" and "Save".

Figure: Force Logout Reason

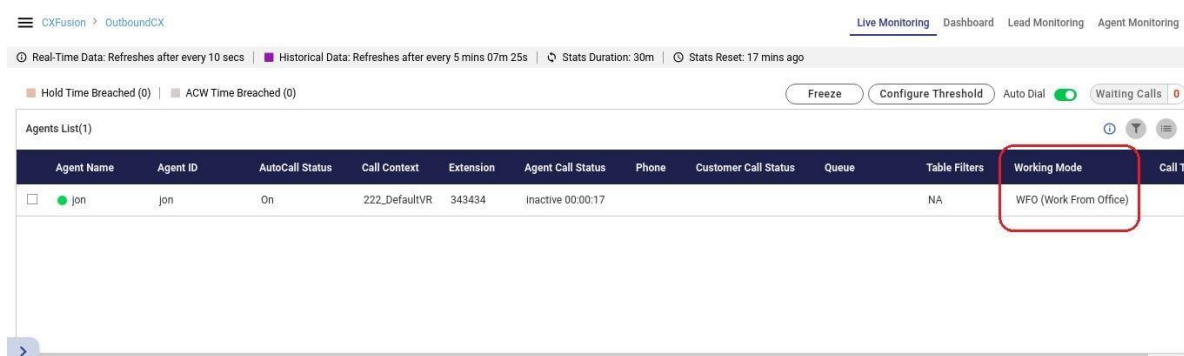
- Here, Supervisor has to provide the reason for the force logout of agent.
- After entering the reason, the supervisor needs to provide confirmation on session termination by clicking on "**Save**" button.
- After supervisor's confirmation, the agent will be logged out from Ameyo forcefully.

5.5.3 Working Mode Selection Monitoring

Due to the covid-19 pandemic situation, all organizations were operating from home. But, after restoration of situations, the organizations started mixed mode of working, where some agents started working from office and some of the agents are working from home. In such scenarios, the work of supervisor to monitor the agents is increased, as the supervisor would want to know the agent's working mode. This will help the supervisor to know how to communicate with the agent. Thus, to provide the better agent monitoring, the working mode selection functionality has been provided to the agents, which a supervisor is also able to view.

Thus if the working mode selection is available/configured for the agents, then a data metric column will be available to the supervisor in the Agents List section. It will show the selected working mode by the agent. The following two working mode selection is present:

1. **WFO (Work from Office):** The agents who are working from Office, have to select this working mode option.
2. **WFH (Work from Home):** The agents who are working from home, and is enabled with Ameyo remote solution, have to select this working mode option.



The screenshot displays the 'Agents List' interface. At the top, there are navigation tabs: 'Live Monitoring', 'Dashboard', 'Lead Monitoring', and 'Agent Monitoring'. Below these are status indicators for 'Hold Time Breached (0)' and 'ACW Time Breached (0)', along with buttons for 'Freeze', 'Configure Threshold', 'Auto Dial', and 'Waiting Calls (0)'. The main table has columns: Agent Name, Agent ID, AutoCall Status, Call Context, Extension, Agent Call Status, Phone, Customer Call Status, Queue, Table Filters, Working Mode, and Call T. The 'Working Mode' column is highlighted with a red box, and the value 'WFO (Work From Office)' is visible for the agent 'Jon'.

Agent Name	Agent ID	AutoCall Status	Call Context	Extension	Agent Call Status	Phone	Customer Call Status	Queue	Table Filters	Working Mode	Call T
Jon	Jon	On	222_DefaultVR	343434	Inactive 00:00:17				NA	WFO (Work From Office)	

Figure: Monitoring of Selected Working Mode

5.5.4 Dashboard of Outbound Campaign

The dashboard tab of Outbound campaign shows the following items.

- Data Collection Indications
- Time Duration

- Call Details
- User Disposition Summary
- System Disposition Summary
- Lead wise System Disposition Summary
- Lead Summary
- Connected Call Volume Trend
- Retry Analysis

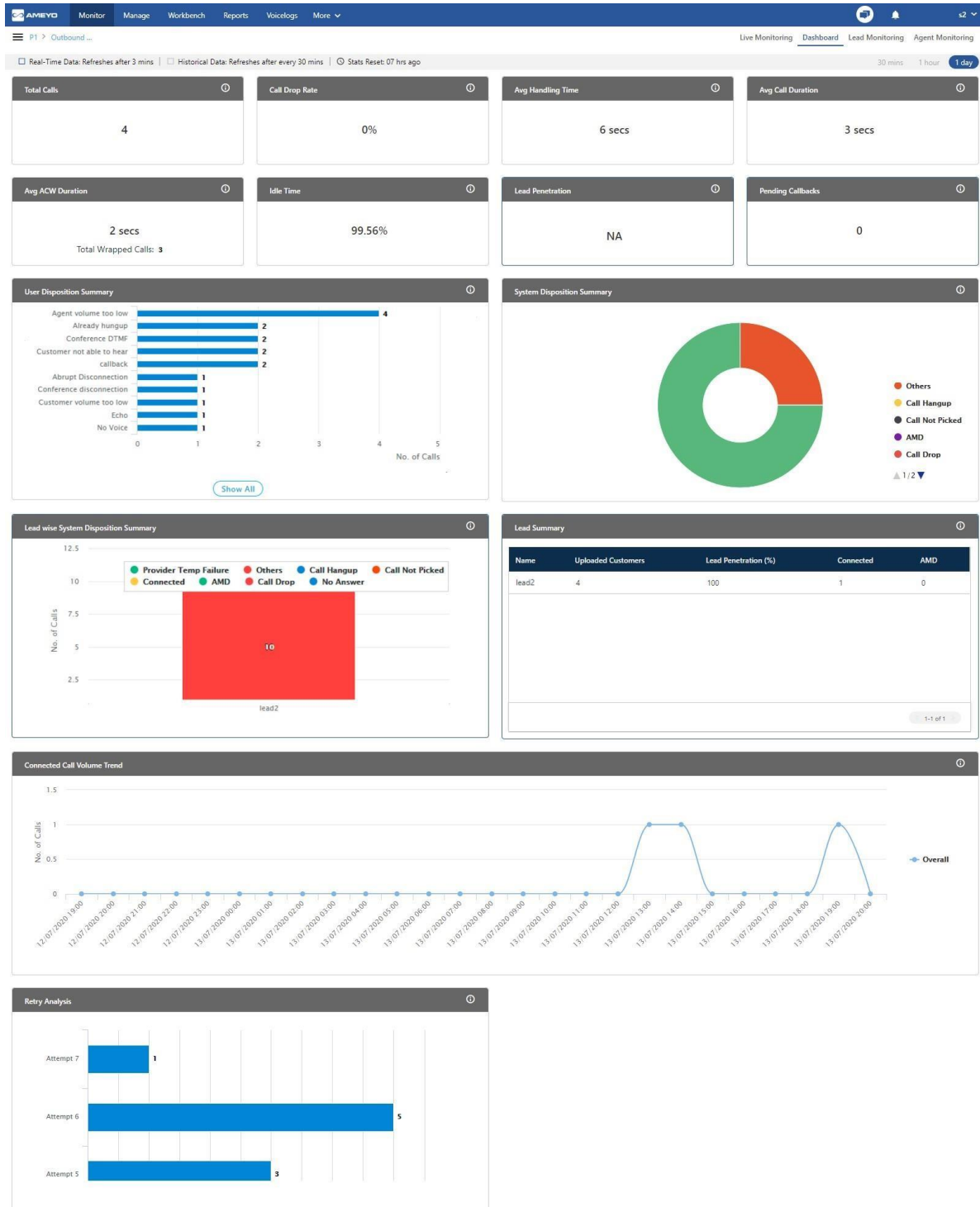




Figure: Outbound Campaign Dashboard

5.5.4.1 Data Collection Indications

On 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 Reset:** It informs the interval after which the statistics were reset last.

5.5.4.2 Time Duration

The Supervisor can view the recent activities of contact center for selected campaigns as per the following time durations

- **30 minutes:** Click to view the activities in the selected campaign for the last 30 minutes.
This tab shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 8 minutes, whereas the historical data will be updated in maximum 38 minutes.
- **1 hour:** Click to view the activities in the selected campaign for the last one hour.
This tab shows the data of the last 1 hour. The Current Data on the User Interface will be updated in maximum 8 minutes, whereas the historical data will be updated in maximum 38 minutes.
- **1 day:** Click to view the activities in the selected campaign for the present one day starting from 00:00 hour.
This tab shows the data of the last 1 day. The Current Data on the User Interface will be updated in maximum 1 hour 3 minutes, whereas the historical data will be updated in maximum 1 hour 33 minutes.

5.5.4.3 Call Details

In this section, supervisor can view the overall call summary of the selected outbound campaign and time duration.

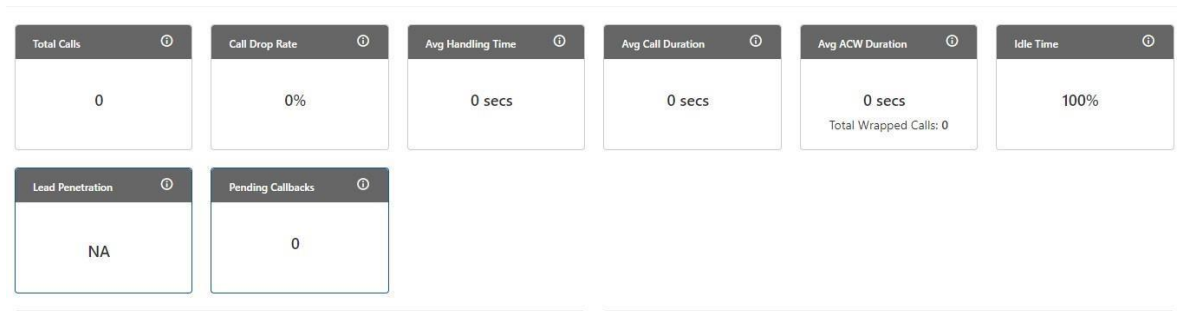


Figure: Call Details

It contains the following widgets.

1. Total Calls
2. Call Drop Rate
3. Avg Handling Time
4. Avg Call Duration
5. Avg ACW Duration
6. Idle Time
7. Lead Penetration
8. Pending Callbacks

5.5.4.4 Total Calls

It shows the total number of calls of the following call types in the campaign.

- inbound.call.dial
- outbound.auto.dial
- outbound.callback.dial

- outbound.auto.preview.dial
- outbound.manual.preview.dial
- transfer.to.campaign.dial
- outbound.manual.dial
- click.to.call.dial

Total Calls does not show any other call type.

Additional Information:


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



Figure: Further Information for Total Calls

5.5.4.5 Call Drop Rate

It shows the call drop, which is the percentage of calls that were disconnected before reaching to the agent.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Call Drop Rate".



Figure: Further Information for Call Drop Rate

Enumeration Example:

In a Predictive Algorithm based Auto-Dialing, the customer call leg is being connected first and then the agent call legs will be connected. If the system throws 10 calls and there only 6 agents to attend the calls. Now, 6 calls will be connected with 6 agents.

Total Calls = 10

Connected Calls = 6

Customer disconnected the calls before connecting with the agents = 4 (These calls are disposed of with "CALL_DROP" system disposition).

Call Drop Count = 4

Call Drop Ratio = $4/10 = 40\%$

It is configurable through the backend that after modifying system_configuration_parameter, Call Drop Count will also depend upon the System Dispositions such as CALL_HUNGUP and CALL_NOT_PICKED.

5.5.4.6 Avg Call Duration

It shows the average time taken by the agents on a call speaking to the customer.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Call Drop Rate".



Figure: Further Information of Average Call Duration

Enumeration Example:

1. On Call 1, Agent1 has talk time of 20 seconds on one call, out of which Agent1 has put the Customer on hold for 10 seconds.
2. On Call 2, Agent1 has talk time of 30 seconds on second call, out of which Agent has put the Customer on Hold for 15 seconds.
3. On Call 3, Supervisor has talk time of 20 seconds on one call, out of which, Supervisor has put the customer on hold for 10 seconds..
4. On Call 4, Supervisor has talk time of 30 seconds on another call, out of which, Supervisor has put the Customer on hold for 15 seconds.

Average Call Duration = [(Total Talk time of all agents) + (Total Hold Time of all agents)] /

Count of all calls in Campaign

Average Call Duration = $[(20+30+20+30) + (10+15+10+15)] / 4$

Average Call Duration = $[100 + 50] / 4$

Average Call Duration = $150 / 4$

Average Call Duration = 37.5

5.5.4.6.1 Idle Time

is applicable only for Single Extension in Voice. It is not available for Chat Campaign, Interaction Campaign, and Voice with Multiple Extensions.

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

Idle Time will be a campaign-level metric, that is, it will be calculated differently for each campaign. If an agent have selected multiple campaigns and handling all calls in one campaign only, then its Idle Time will be equal to the Ready Duration in other campaigns.

5.5.4.6.2 Limitation of Multiple Extension

If the Multiple Extension license is enabled, then the Idle Time will be neither displayed in the User Interface nor included in Reports. In case of multiple license, the following disclaimer will be displayed in the Agent Productivity Summary Report.

"Feature should work on the multiple extension - data may be wrong."

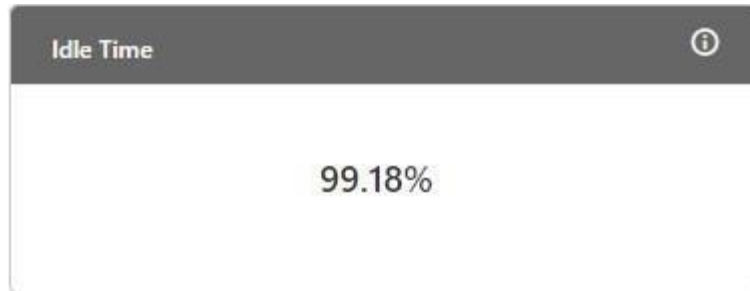


Figure: Idle Time Widget

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Idle Time".



Figure: Further Information of Idle Time

5.5.4.7 Avg ACW Duration

It is the average of all ACW durations spent by the users on the calls in this campaign.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Average ACW Duration".



Figure: Further Information of Average ACW Duration

5.5.4.7.1 Total Wrapped Calls

It displays the calls wrapped by all agents in the Campaign.

Enumeration Example:

There are following 6 calls in the campaign.

1. Agent disposed of one call while talking to the agent. ACW Duration will be 0 in this case.

2. Agent have disposed of one call in 15 seconds.
3. Agent have disposed of one call in 20 seconds.
4. One call was wrapped automatically as the pre-configured call wrap-time of 30 seconds was exceeded.
5. Agent have transferred one call to another campaign and it took 15 seconds to dispose of the call in Campaign 1.
6. One call is attended by User1 who transferred it to User2. User1 took 10 seconds to wrap the call and User2 took 15 seconds to wrap the call.

Average ACW Duration = (Total ACW Duration) / (Number of Calls)

Average ACW Duration = (0+15+20+30+15+10+15) / 6

Average ACW Duration = 105 / 6

Average ACW Duration = 17.5 seconds

5.5.4.8 Avg Handling Time

It shows the Average Handling Time of all connected calls with users in campaign. It is the sum of Customer Talk Time for this agent, Customer Hold Time for this agent, and Wrap Time of Connected Calls. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.

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

Figure: Calculation of Average 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.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition, last calculated time, and last fetch time of "Average Handling Time".



Figure: Further Information of Average Handling Time

Enumeration Example:

- Inbound Calls in Campaign but not reached to ACD = 2
- 1 Inbound Call connected to user1
 - ✦ Talktime = 50,000 milliseconds
 - ✦ Hold time = 30,000 milliseconds
 - ✦ Wrap time = 20,000 milliseconds
- 1 Manual Dial Call connected to user1, who transferred it to user2.
 - ✦ Talk time = 45,000 milliseconds (as dumped in Call History Table for this call)
 - ✦ Hold time = 30,000 milliseconds (as dumped in Call History Table for this call)
 - ✦ Wrap time of user1 = 15,000 milliseconds
 - ✦ Wrap time of user2 = 18,000 milliseconds

Average Handling Time	=	$\frac{\{(50000+30000+20000) + (45000+30000+15000+18000)\}}{2}$
	=	$\frac{(1,00,000 + 1,08,000)}{2}$
	=	$\frac{2,08,000}{2}$
	=	1,04,000 milliseconds
	=	104 seconds
	=	1 minute 44 seconds

5.5.4.9 Lead Penetration

It shows the lead penetration of a lead that has minimum percentage of phone numbers attempted by the dialer.

All leads (enabled, disabled, and Attempt Failed) are considered. The Churning does not reduce the penetration rate. The migration of phone numbers from one lead to another will impact the lead penetration metric of both leads.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Lead Penetration".




Figure: Further Information of Lead Penetration

5.5.4.10 Pending Callbacks

It shows the number of callbacks pending in the selected duration tab.

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Pending Callbacks".

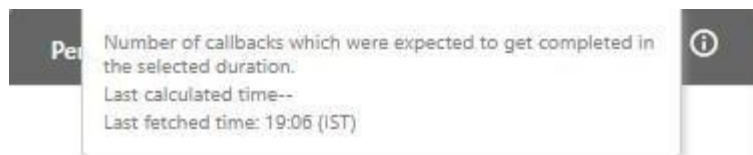


Figure: Further Information of Pending Callbacks

5.5.4.11 User Disposition Summary

It shows the graph displaying the count of calls disposed with top 4 user dispositions.

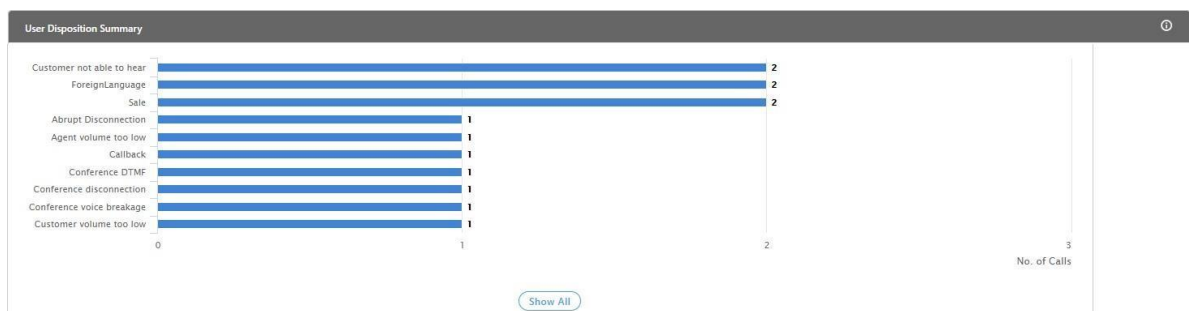


Figure: User Disposition Summary Graph

The Supervisor can view the following information here.

- **Count of Disposed calls:** It is the X-axis of the graph, which shows the total number of calls disposed with different user disposition in the respective campaigns.
- **User Dispositions:** It is the Y-axis of the graph, which shows 5 campaign names in which highest number of calls are disposed by agents among all selected campaigns.

On hovering the mouse cursor on the bars of the dispositions, it shows the disposition method, total number of calls and total number of calls received after being transferred from another campaigns.



Figure: Disposition Graph

If there are more than 10 dispositions, then "Show ALL" button will appear in the graph. Click this button to see all the user dispositions. After clicking "Show All" button, the following wizard is displayed.

User Disposition Summary	
Disposition	No. of Calls
Customer not able to hear	2
Foreign Language	2
Sale	2
Abrupt disconnection	1
Agent volume too low	1
Callback	1


1-10 of 12 >

Back

Figure: Disposition Graph List

The supervisor has to click  icon in  to see the next page of the user dispositions.

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "User Disposition Summary".

User Disposition Summary

Breakdown of call outcomes which were mostly determined by the agents i.e user dispositions.
 Last calculated time: 19:00 (IST)
 Last fetched time: 19:09 (IST)

Figure: Further Information of User Disposition Summary

5.5.4.13 System Disposition Summary

This doughnut pie chart shows the overall call distribution (in percentage) disposed with different system dispositions.

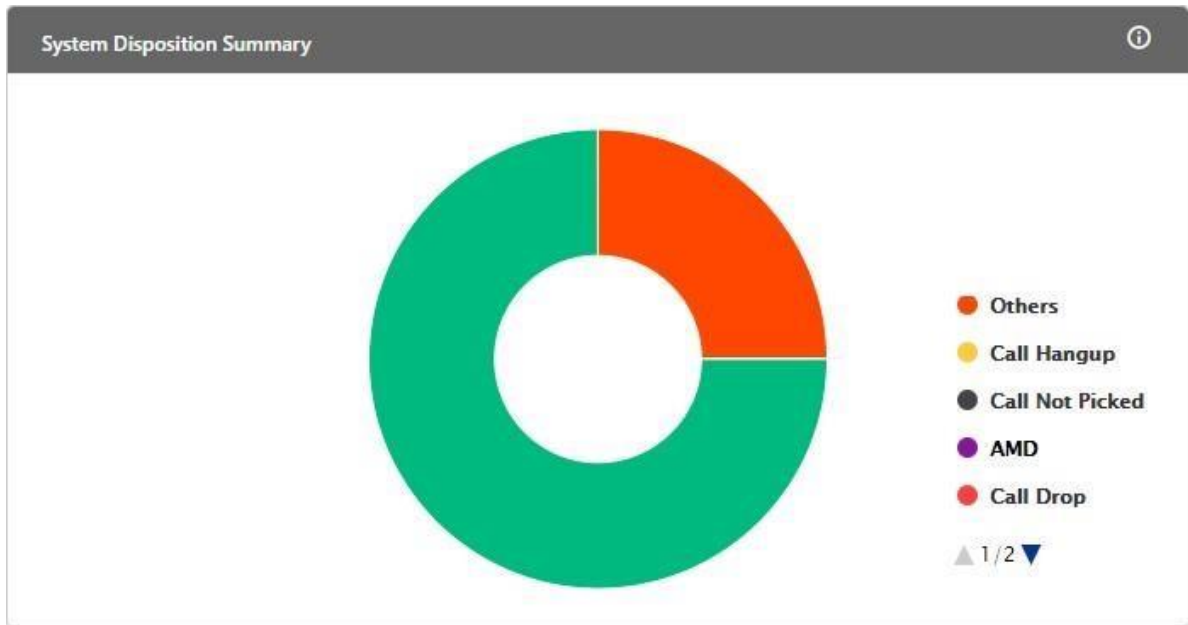


Figure: Call Distribution Graph

On hovering the mouse cursor on the bar of a disposition, the supervisor will be able to view the count of calls disposed of with this disposition.

Additional Information:


Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "System Disposition Summary".



Figure: Further Information of System Disposition Summary

5.5.4.13 Lead wise System Disposition Summary

This bar graph shows the system dispositions for the phone numbers of the lead. It includes these dispositions: Provider Temp Failure, Call Hangup, Call not Picked Up, AMD, Call Drop, No Answer, Connected and others. All leads (enabled, disabled, and Attempt Failed) are

considered. The Churning does not reduce the penetration rate. The migration of phone numbers from one lead to another will impact the lead penetration metric of both leads.

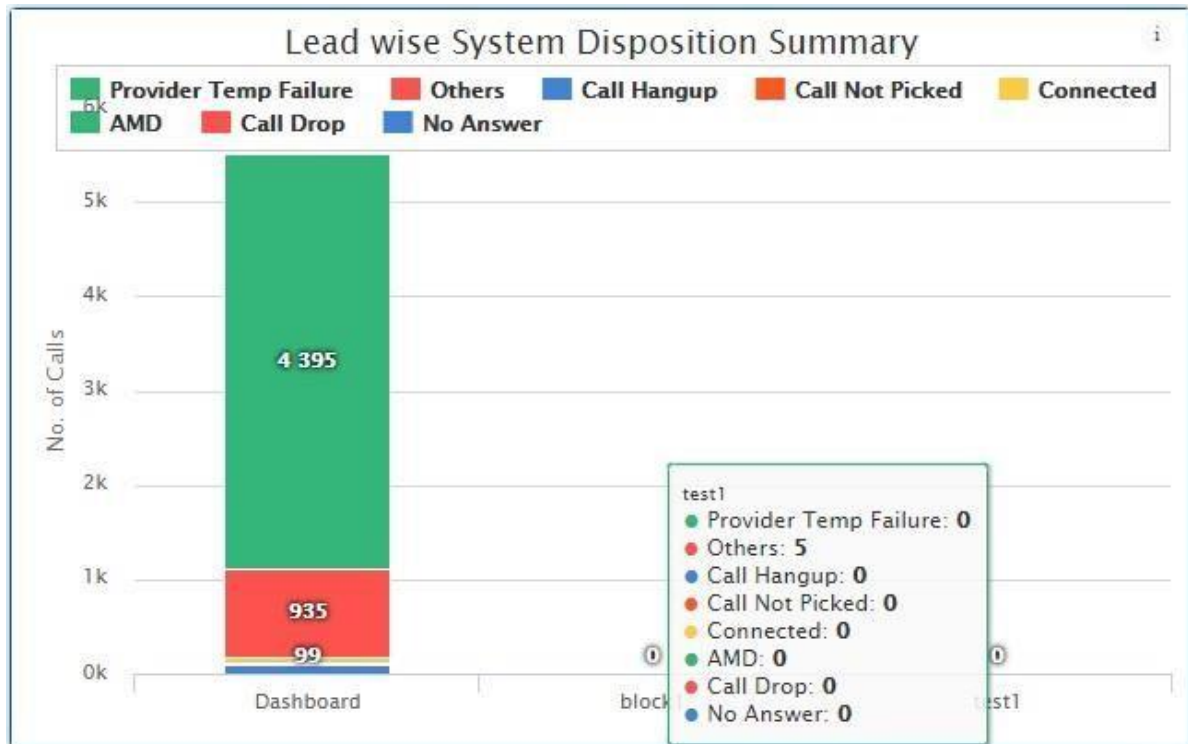


Figure: Lead-wise System Disposition Summary

The Supervisor can view the following information here.

- **Lead Name:** It is the X-axis of the graph, which shows the lead name from which the numbers are dialed.
- **Count of Calls:** It is the Y-axis of the graph, which shows the count of different types of calls dialed from a particular lead.

On hovering the mouse cursor on the bars of a lead, the supervisor will be able to view the call count with respective call type.

Additional Information:

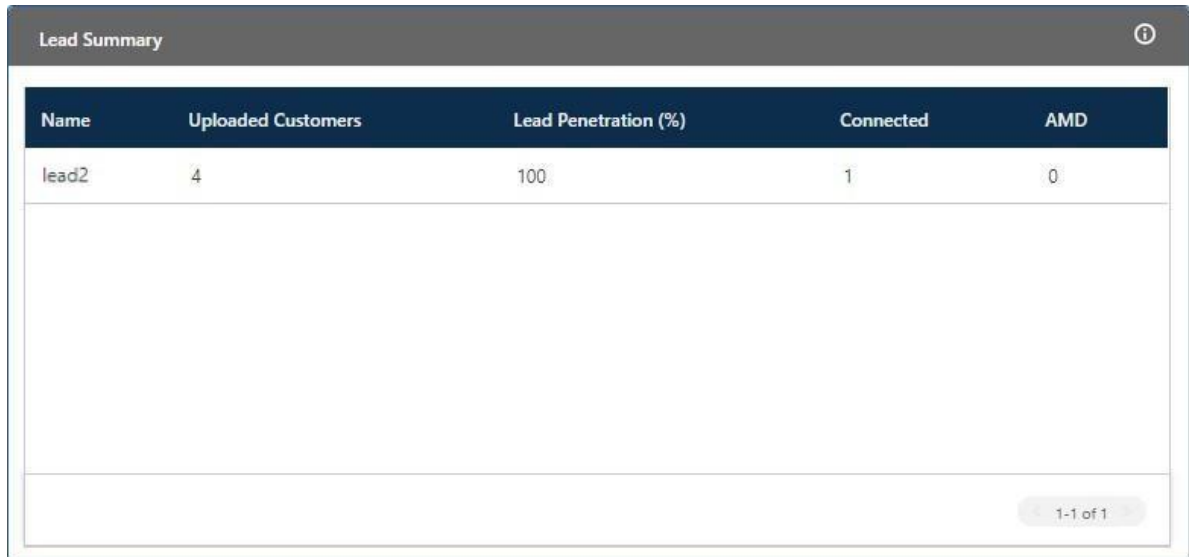
Hover the mouse over icon to view the basic definition, last calculated time, and last fetch time of "Lead-wise System Disposition Summary".



Figure: Further Information of Lead-wise System Disposition Summary

5.5.4.14 Lead Summary

Supervisor can view the performance of the leads enabled in the selected campaign. .




Name	Uploaded Customers	Lead Penetration (%)	Connected	AMD
lead2	4	100	1	0

1-1 of 1

Figure: Lead Performance

1. **Name:** It is the lead name which is enabled in the selected campaign.
2. **Uploaded Contacts:** It shows the count of numbers uploaded in that lead.
3. **Lead Penetration Percentage:** It shows the percentage of contacts that the dialer dialed from the respective lead.
4. **Connected:** It shows the number of calls on which call got connected, that is, number of calls disposed with "Connected" system disposition by Ameyo application.
5. **AMD:** It shows the number of calls disposed with "AMD" system disposition by Ameyo application.

Additional Information:

Hover the mouse over  icon to view the basic definition, last calculated time, and last fetch time of "Lead Summary".



Lead wise System Disposition Summary
Lead wise breakdown of the call outcomes which were determined by the system i.e system dispositions.*This metric does not depend on the selected duration. Last calculated time: -- Last fetched time: 20:15 (IST)

Figure: Further Information of Lead Summary

5.5.4.15 Connected Call Volume Trend

This line graph shows number of connected calls in a campaign with respect to different time intervals.

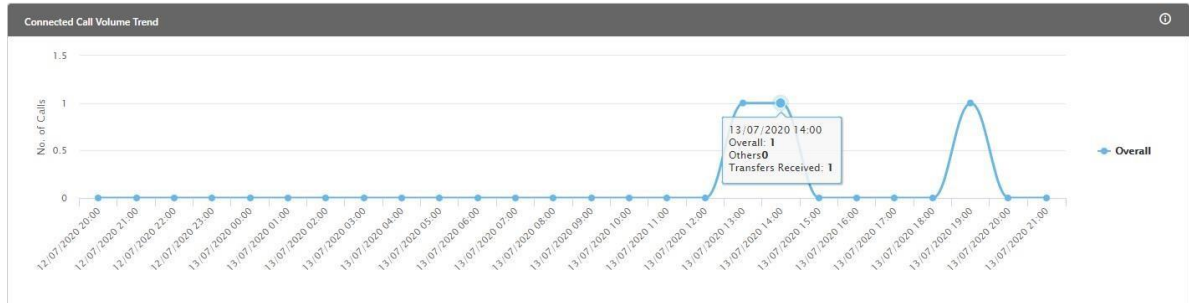


Figure: Trend of Call Volume

The Supervisor can view the following information here.

- **Time Interval:** It is the X-axis of the graph, which shows the time interval at which number of calls dialed/received.
- **Number of Calls:** It is the Y-axis of the graph, which shows the count of calls dialed/received at a particular time interval.

On hovering the mouse cursor on the bars of a lead, the supervisor can view the count of calls at a particular time.

Additional Information:

Hover the mouse over ⓘ icon to view the basic definition, last calculated time, and last fetch time of "Connected Call Volume Trend".

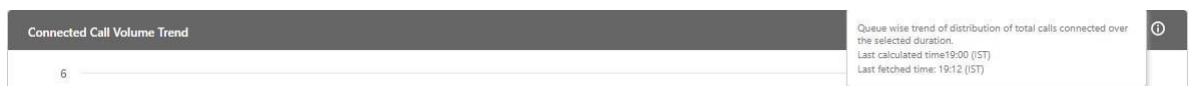


Figure: Further Information of Connected Call Volume Trend

5.5.4.16 Retry Analysis

This graph shows the number of retries for a particular system disposition and the number of phone numbers reached for these attempts. It includes Auto Dial, Auto Preview Dial, Manual Dial, and Manual Preview Dial. It does not consider Attempt Failed.

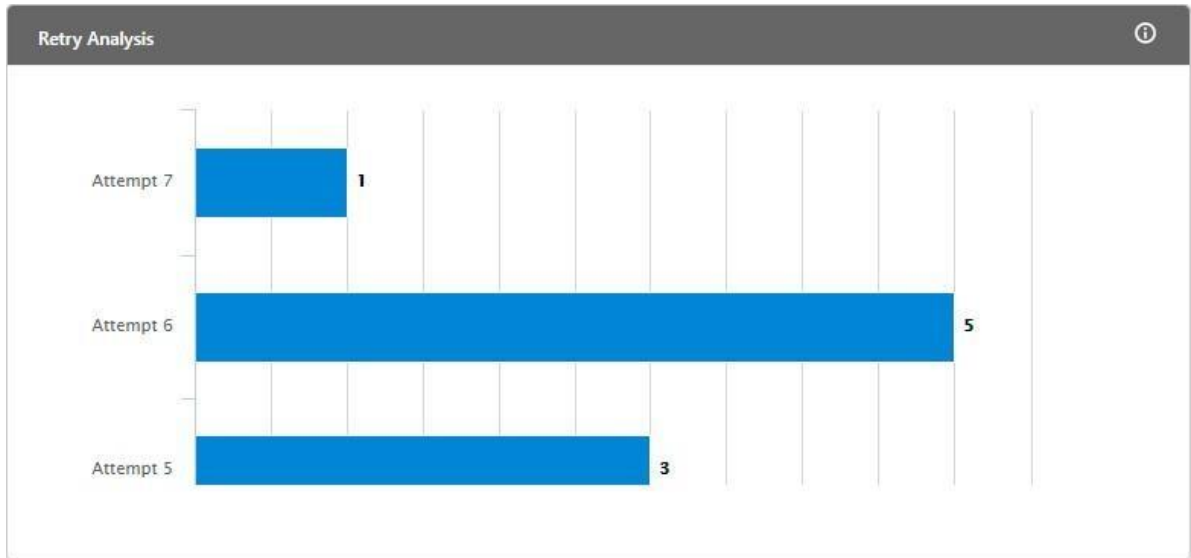


Figure: Retry Analysis

Additional Information:

Hover the mouse over icon to view the basic definition, last calculated time, and last fetch time for "Retry Analysis".



Figure: Further Information of Retry Analysis

5.5.5 Lead Monitoring of Outbound Campaign

Through this tab supervisor can monitor various enabled leads and metrics which give him/her the understanding on lead performance.

Figure: Lead Monitoring

5.5.5.1.1 Search

Here, Supervisor can search for the desired lead using the provided search option.

5.5.5.2 Data Collection Indications

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



Figure: Data Collection Indications

- **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 02 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

5.5.5.3 Columns

It contains the following columns.

5.5.5.3.1 Lead Name

It shows the name of leads assigned in the campaign.

The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds.

5.5.5.3.2 Lead Status

The Supervisor can click on the column header of "Lead Status" to sort the lead lists as per their status. It shows the green dot for an enabled lead, whereas a red dot for a disabled lead.

Clicking once sorts "Lead Monitoring" table to display the enabled lead lists on top.

The Supervisor can click again on the column header of "Lead Status" to display the disabled lead lists on top.

Grouping is also done for the leads on the interface. Grouping of leads means that all the inactive and active leads will be shown together as shown in the above screenshot. It helps the supervisor to analyze between the active and inactive leads.

The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds.

5.5.5.3.3 Unique Attempts

It is the count of unique customers that were tried in a lead by any call type (including

Transfer to Campaign).

If the lead is assigned in two campaigns and there is an incoming call from the customer of that lead that has to be transferred to Outbound Campaign, then the Tried Count of Unique Customer will increase for that Outbound Campaign (in which the call was transferred).

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.4 Unique Connected

It is the total number of unique calls connected in a lead.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.5 Auto Dials

It is the total number of calls that were auto-dialled from a lead in a campaign.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.6 Connected (%)

Connected Percentage is equal to the unique answered customers divided by the unique tried customers in the last 30 minutes.

Calculation:

$$\text{Connected \%} = \frac{\text{Unique Answered Customers}}{\text{Unique Tried Customers}} \times 100$$

Figure: Calculation of Connected Percentage

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.7 AMD

AMD stands for Answering Machine Detection. Here it is the total number of calls upon which the answering machine is detected and disposed in "AMD" system disposition.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.8 Manual Dials

It is the total number of calls that were manually dialled by the users. Currently it includes the total of manual dial, click to dial, and manual preview dial.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.9 Click-To-Calls

It is the total number of calls that has been made only when the users had clicked the number in Ameyo to dial it.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.5.5.3.10 Callbacks Received

It is the count of phone numbers of the lead, for which the callbacks has been scheduled, and they have been dialed.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

It is not equal to the callbacks disposed in the last 30 minutes.

5.5.5.3.11 Additional Information

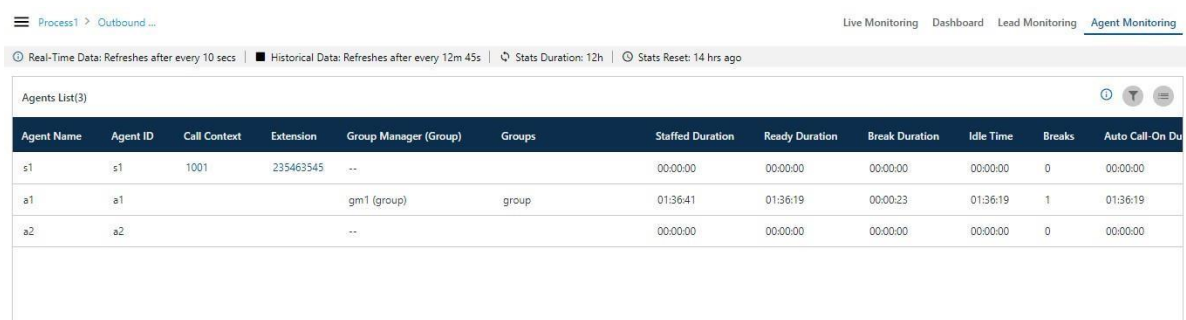
Hover the mouse over the ⓘ icon to see the details of information which is Statistical Data, Last Calculated time, and Last Fetched time.



Figure: Data Information

5.5.6 Agent Monitoring in Outbound Campaign

This tab shows session details of agents of same day. Through agent monitoring tab, supervisor 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.



The screenshot shows the 'Agent Monitoring' tab in a web application. At the top, there are navigation links: 'Process1 > Outbound...', 'Live Monitoring', 'Dashboard', 'Lead Monitoring', and 'Agent Monitoring'. Below these, there are status indicators: 'Real-Time Data: Refreshes after every 10 secs', 'Historical Data: Refreshes after every 12m 45s', 'Stats Duration: 12h', and 'Stats Reset: 14 hrs ago'. The main content is a table titled 'Agents List(3)' with the following columns: Agent Name, Agent ID, Call Context, Extension, Group Manager (Group), Groups, Staffed Duration, Ready Duration, Break Duration, Idle Time, Breaks, and Auto Call-On Du. The table contains three rows of data:

Agent Name	Agent ID	Call Context	Extension	Group Manager (Group)	Groups	Staffed Duration	Ready Duration	Break Duration	Idle Time	Breaks	Auto Call-On Du
s1	s1	1001	235463545	...		00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00
a1	a1			gm1 (group)	group	01:36:41	01:36:19	00:00:23	01:36:19	1	01:36:19
a2	a2			...		00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00

Figure: Agent Monitoring in Outbound Campaign

You can perform the following operations here.

5.5.6.1 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.

5.5.6.2 Search

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

5.5.6.3 User Card

The supervisor 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.

Agent Name	Agent ID
agent	agent
<div data-bbox="603 869 746 969">Executive Name: agent ID: agent</div>	s1
Altanchimeg	Altanchimeg,a

Figure: User Card

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

5.5.6.4 Customize the View

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

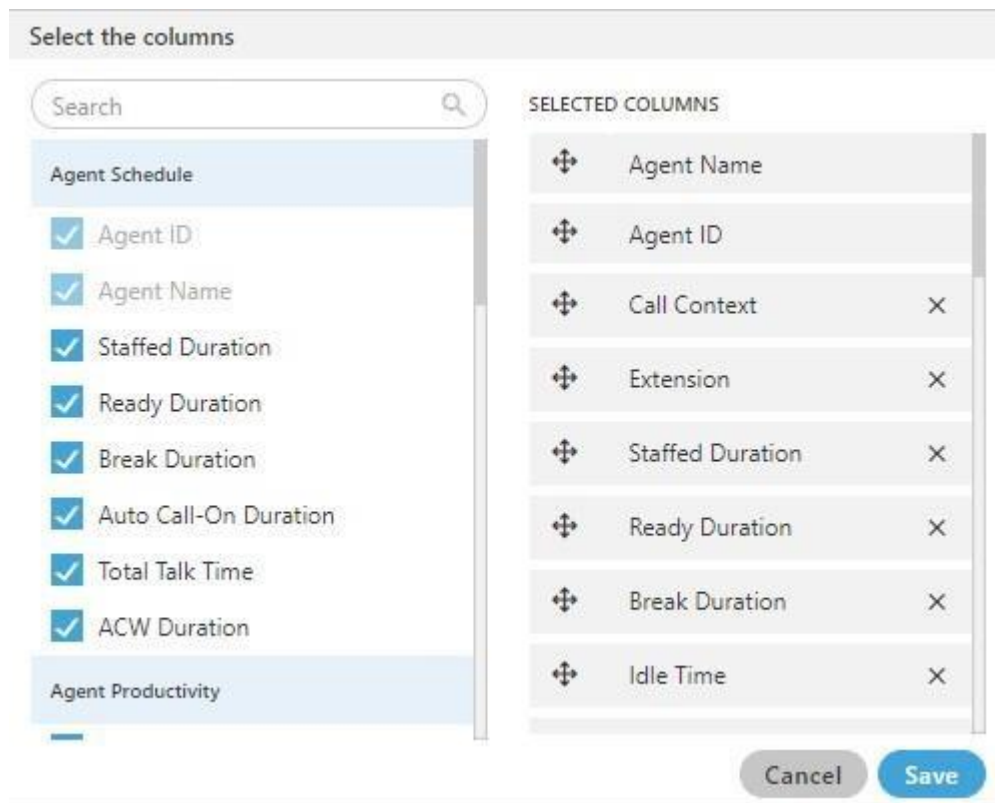



Figure: Column Headers

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 supervisor 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 :

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

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.

- **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.

5.5.6.5 Columns

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

5.5.6.5.1 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.

5.5.6.5.2 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.

5.5.6.5.3 Group Manager

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

5.5.6.5.4 Groups

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

5.6 Monitor Parallel Predictive Campaign

5.6.1 Monitor Parallel Predictive Campaign

Here, Supervisor can monitor the Parallel Predictive Campaign.

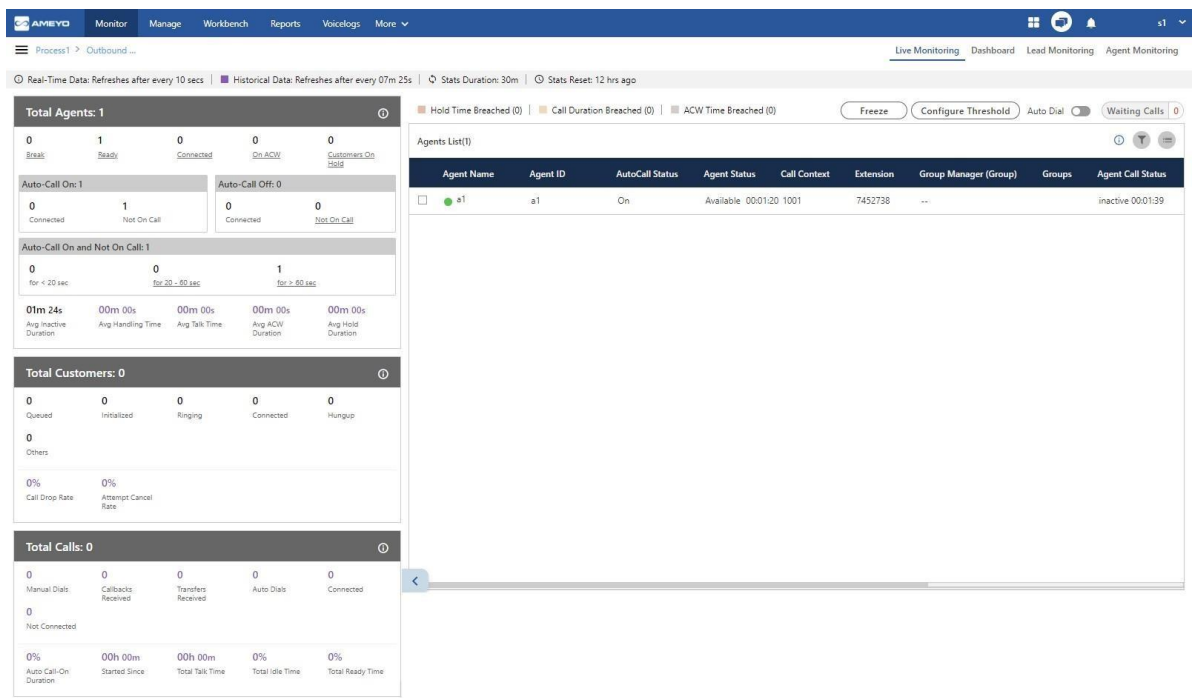


Figure: Monitor Parallel Predictive Campaign

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...
- **Queue Monitoring:** Monitor the queues in the campaign. This tab has already been discussed in Inbound Campaign. Know more...
- **Lead Monitoring:** Monitor the leads 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...

5.6.2 Queue Monitoring in Parallel Campaign

Here, the Supervisor can monitor the activities in all queues of the Parallel Predictive Campaign.

Queue Name	In Progress	Oldest Call Waiting	Assigned Users	Staffed Users	Available Users	Connected Users	Connected Calls	Total Received Calls	Avg ACW Duration	Total Wrapped Calls
mmpallel	0	00:00:00	2	0	0	0	0	0	00:00:00	0

Figure: Queue Monitoring of Parallel Predictive Campaign

5.6.2.1 Data Collection Indications

On top of the Dashboard, Live Monitoring, Agent Monitoring, and Lead Monitoring, a horizontal bar shows the indications of different data collection intervals.

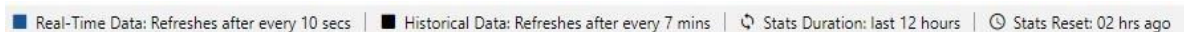



Figure: Data Collection Indications

- **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 02 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.
- **Additional Information:** Hover the mouse over icon to view the basic information, last calculated time and last fetched time.



Figure: Further information of Queue Monitoring

5.6.2.2 Filter

Supervisor can click  icon to filter the list of calls as per the selected queue.

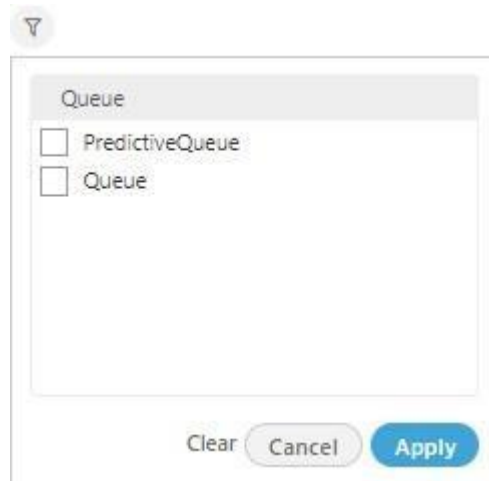


Figure: Filter Options

Select the queue name for which the supervisor want to monitor the data. It shows only data related to the selected queue.

5.6.2.3 Columns

It contains the following columns.

1. **Queue Name:** It shows the name of queues that are assigned to this campaign. A queue (newly assigned) will be listed here after 10 seconds of the assignment. If this column is sorted as per "LoggedIn" Metric, it will show the queues that are currently in use for the last 12 hours.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

2. **In Progress:** It shows the number of call which currently are in progress. It's count will keep updating in the real-time. It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

3. **Oldest Call Waiting:** It shows the longest waiting time of the calls which are displayed in "Queued at ACD" column.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

Example: Suppose a queue has 5 pending calls - 1 is pending for the last 10 minutes whereas 4 calls have arrived within 2 minutes. Then, the pending time (that is 10 minutes) will be displayed in "Oldest Pending".

4. **Assigned Agents:** It shows the number of agents who are assigned in this queue and in this campaign. It includes all agents who are ready to take calls, agents who are on break, agents with auto-call status on and off, agents on call, and the agents who are not on call in the blended campaign. It's count will keep updating in the realtime.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

5. **Staffed Agents:** It shows the number of agents who are staffed in the campaign and assigned in this queue. It includes all agents who are ready to take calls, agents who are on break, agents with auto-call status on and off, agents on call, and the agents who are not on call in the blended campaign. It's count will keep updating in the realtime.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

6. **Available Agents:** It is actually **Available Extensions**. It shows the extensions that are assigned to the queue and are available to take the call. If an extension has been assigned in two queues simultaneously and had received a call in one queue, then it will not be counted in "Available Agents" of another queue. If the agent has two extensions and assigned to one queue, then the count of available extensions in such case will be two, which may reduce to one again if an extension receives a call.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

7. **Connected Agents:** It is actually **Connected Extensions**. It shows the number of extensions that are on call in the selected queue.

It shows the current data and its Data Refresh Interval is 5 to 10 seconds.

8. **Connected Calls:** It is the count of calls that have been answered in the queue. If the call has been transferred to another queue in the same campaign, then it will be counted in Answered Calls only when the call has been completed.

It shows the data of last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 40 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

9. **Total Received Calls:** It shows the count of the total number of calls that has been closed with any disposition. It includes those calls also which are connected for the first time and those calls which have been dropped in the queue (that is not connected to any agent).

It shows the data of last 12 hours. The Current Data on the User Interface will be updated in maximum 2 minutes 40 seconds, whereas the historical data will be updated in maximum 32 minutes 35 seconds.

5.7 Monitor Voice Blast Campaign

5.7.1 Monitor Voice Blast Campaign

Here, Supervisor can monitor the Voice Blast Campaign.

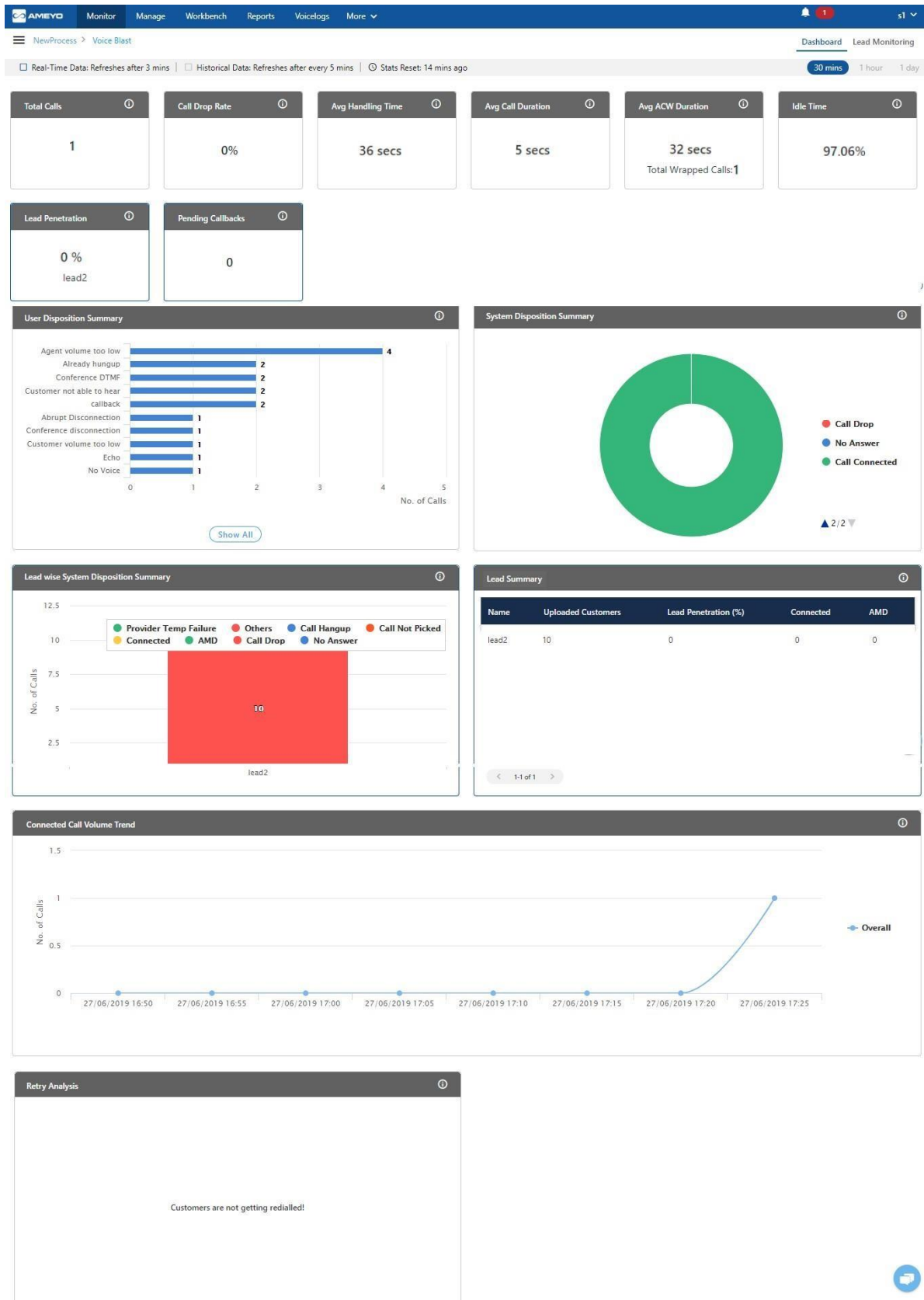


Figure: Monitor Voice Blast Campaign It contains the following tabs.

- **Dashboard:** View the Dashboard of the campaign. This tab is similar to Dashboard of Outbound Campaign. Know more...
- **Lead Monitoring:** Monitor the leads in the campaign. Know more...

5.7.2 Lead Monitoring of Voice Blast Campaign

Through this tab supervisor can monitor various enabled leads and metrics which give him/her the understanding on lead performance.

Lead Name	Lead Status	Unique Attempts	Unique Connected	Connected (%)	AMD	Auto Dials	Click-To-Calls
DefaultLead	Disabled	0	0	0	0	0	0

Figure: Lead Monitoring

5.7.2.1.1 Search

Here, Supervisor can search for the desired lead using the provided search option.

5.7.2.2 Data Collection Indications

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



Figure: Data Collection Indications

- **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 02 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

5.7.2.3 Columns

It contains the following columns.

5.7.2.3.1 Lead Name

It shows the name of leads assigned in the campaign.

The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds.

5.7.2.3.2 Lead Status

It shows the status of leads assigned in the campaign.

5.7.2.3.3 Unique Attempts

It is the count of unique customers that were tried in a lead by any call type (including Transfer to Campaign).

If the lead is assigned in two campaigns and there is an incoming call from the customer of that lead that has to be transferred to Outbound Campaign, then the Tried Count of Unique Customer will increase for that voice Blast Campaign (in which the call was transferred).

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.7.2.3.4 Unique Connected

It is the total number of unique calls connected in a lead.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.7.2.3.5 Auto Dials

It is the total number of calls that were auto-dialled from a lead in a campaign.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.7.2.3.6 Connected (%)

Connected Percentage is equal to the unique answered customers divided by the unique tried customers in the last 30 minutes.

Calculation:

$$\text{Connected \%} = \frac{\text{Unique Answered Customers}}{\text{Unique Tried Customers}} \times 100$$

Figure: Calculation of Connected Percentage

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.7.2.3.7 AMD

AMD stands for Answering Machine Detection. Here it is the total number of calls upon which the answering machine is detected and disposed in "AMD" system disposition.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.7.2.3.8 Click-To-Calls

It is the total number of calls that has been made only when the users had clicked the number in Ameyo to dial it.

It shows the data of the last 30 minutes. The Current Data on the User Interface will be updated in maximum 3 minutes 5 seconds, whereas the historical data will be updated in maximum 8 minutes 5 seconds.

5.7.2.3.9 Additional Information


Hover the mouse over the  icon to see the details of information which is Statistical Data, Last Calculated time, and Last Fetched time.



Figure: Data Information

6. Manage Tab

6.1 Manage

Supervisor can manage 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.

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Unique Identifier	Call Type	Group Manager (Group)	Groups	System Disposition
Austin	Austin			View CRM	16:16	8509852147	NA	outbound.manual.dial	g1 (Group1)	Group1	CONNECTED
Austin	Austin			View CRM	16:10	7055550559	NA	outbound.manual.dial	g1 (Group1)	Group1	CONNECTED
Austin	Austin			View CRM	16:09	7055550559	NA	outbound.manual.dial	g1 (Group1)	Group1	CONNECTED
Carson	Carson				15:09	8508933067	NA	outbound.manual.dial	--	--	ATTEMPT_FAILED
Carson	Carson				15:09	+918586933067	NA	outbound.manual.dial	--	--	ATTEMPT_FAILED
Austin	Austin			View CRM	14:37	8603933339	NA	outbound.manual.dial	--	--	CONNECTED
Austin	Austin				14:36	8603933339	NA	outbound.manual.dial	--	--	ATTEMPT_FAILED
Carson	Carson			View CRM	14:01	+918586933067	NA	outbound.manual.dial	g1 (Group1)	Group1	PROVIDER_TEMP_FAILURE
Carson	Carson			View CRM	13:59	8508933067	NA	outbound.manual.dial	--	--	NO_ANSWER

Figure: Manage 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:** Different Tabs are visible on the top right corner for the different selected campaigns.

6.2 Manage Chat Campaign

6.2.1 Manage Chat Campaign

Supervisor can manage the chat campaigns in which it has been assigned.

The screenshot shows a web interface for managing chat campaigns. At the top, there is a breadcrumb trail 'Certification > Cert_Chat' and a navigation menu with tabs for 'Queues', 'Users', 'Holiday/Office Hours', and 'Blacklist'. An 'Add Queue' button is located in the top right corner. Below the navigation, there is a section titled 'List Of Queues(1)'. This section contains a table with the following data:

Queue ID	Queue Name	No. Of Skills	No. Of Users	Creation Date	Action
3	Chat_Queue	0	5	Dec 29 2020, 13:02	Edit

Figure: Manage Chat Campaign

It contains the following tabs.

- Manage Queue in Chat Campaign
- Manage Users in Chat Campaign
- Manage Holiday/Office Hours in Chat Campaign
- Manage Blacklist in Chat Campaign

6.2.2 Manage Queue in Chat Campaign

Queue is a group of agents to whom calls or chats can be routed through IVR. The agents assigned in the queues can only take the chats or calls from respective IVR.

The screenshot shows a web interface for managing queues. At the top, there is a breadcrumb trail 'Certification > Cert_Chat' and a navigation menu with tabs for 'Queues', 'Users', 'Holiday/Office Hours', and 'Blacklist'. An 'Add Queue' button is located in the top right corner. Below the navigation, there is a section titled 'List Of Queues(1)'. This section contains a table with the following data:

Queue ID	Queue Name	No. Of Skills	No. Of Users	Creation Date	Action
3	Chat_Queue	0	5	Dec 29 2020, 13:02	Edit

Figure: Manage Queue

You can perform the following operations here.

6.2.2.1 Create Queue

Perform the following steps to create a queue.

1. Click "Add Queue" button on the top right corner to add a queue. It shows the following page.

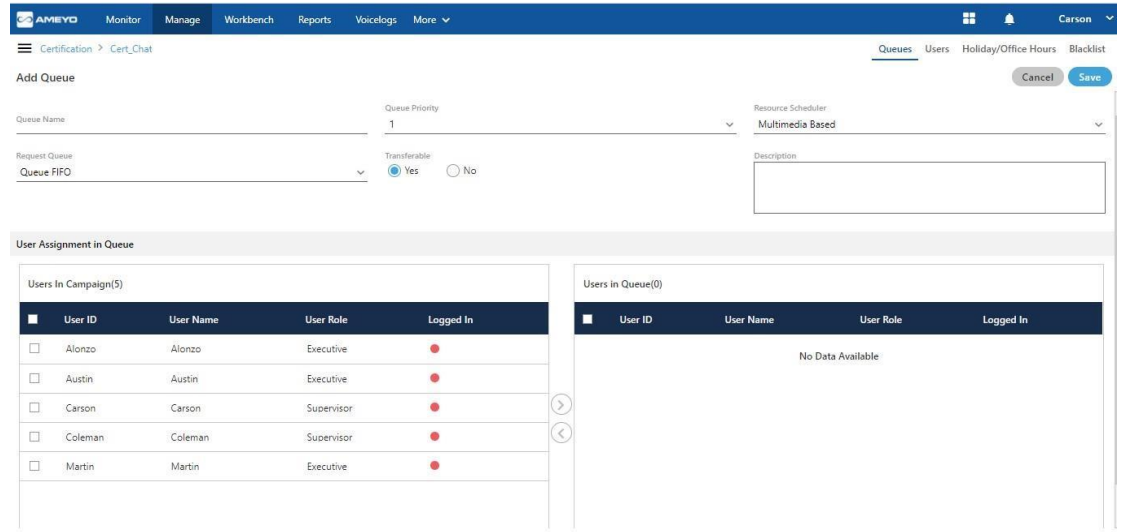


Figure: Create Queue

2. Provide a name for the queue.
3. Select a value for the queue priority. This value will be used for "Priority" type queues.
4. **Request Queue Type:** It lets you define which customer will be served first if more than one customers are waiting in the queue.

A. **Queue FIFO:** FIFO stands for First In First Out. If request queue type is FIFO and two customers are waiting in queue for agent, the customer who is first to reach in the queue would be connected first to the available agent.

B. **Queue Priority:** Nodeflow can be used to decide the priority of any customer. If two customers (customer1 with priority 1 and customer2 with priority 2) are waiting in the queue and customer1 is the first to reach in queue, then customer2 who have higher priority will be connected to the agent first. **Other Example:** The priority can be applied to the queue also. If customer1 (who reached earlier) is waiting in Queue1 having priority 1 and customer2 (who reached late) is waiting in the

Queue2 having priority 2, and if only one agent is serving both queues, then the agent will be connected to Customer2 first because of the higher priority of its Queue2.


5. **Resource Scheduler Type:** It will let you decide which agent would be connected to the customer when two agents are available to take the chat or call. Select any of the following options.

A. **Multimedia Based:** Select it only if the agents have to take chat and Inbound calls simultaneously.

B. **Skill Based:**Select it to connect the communication (chat or call) to that agent who have more skill level than others.

6. **Transferable:** Select it to transfer the communication call or chat from this new queue to another queue.

7. Provide a description for the queue.

8. **Assign Users in Queue:** Select the users in "Available Users" section and click  icon.

To unassign a user, select the users in "Assigned Users" and click  icon.

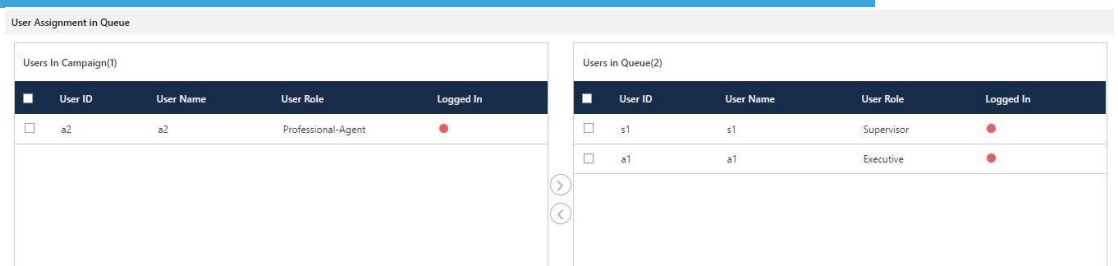


Figure: Options to Assign or Unassign Users in the Queue

9. Click "Save" to create the queue.

Rather, you can click "Cancel" to discard the changes.

You can create multiple queues using the above mentioned steps.

List Of Queues(2)

Queue ID	Queue Name	No. Of Skills	No. Of Users	Creation Date	Action
<input type="checkbox"/> 1	Queue1	0	3	02/01/2020 16:20:50	Edit
<input type="checkbox"/> 4	Queue2	0	2	09/01/2020 11:58:40	Edit

Figure: List of Queues

6.2.2.2 Edit Queue

Perform the following steps to modify any created queue.

1. Select the queue which you want to edit and click "Edit" button to edit that queue.
2. The same page which opened at the time of adding the queue opened.

The screenshot displays the 'Edit Queue' configuration page. At the top, there's a navigation bar with 'AMEYO' and various menu items. The main content area is titled 'Chat_Queue' and includes several input fields: 'Queue Name' (Chat_Queue), 'Queue Priority' (1), 'Resource Scheduler' (Multimedia Based), 'Request Queue' (Queue FIFO), 'Transferable' (radio buttons for Yes/No), and 'Creation Date' (29/12/2020 13:02:25). There are 'Cancel' and 'Apply' buttons at the top right. Below the form, there are two sections: 'Users In Campaign(0)' which is currently empty, and 'Users In Queue(5)' which contains a table of assigned users.

User ID	User Name	User Role	Logged In
No Data Available			

User ID	User Name	User Role	Logged In
<input type="checkbox"/>	Carson	Supervisor	●
<input type="checkbox"/>	Alonzo	Executive	●
<input type="checkbox"/>	Martin	Executive	●
<input type="checkbox"/>	Coleman	Supervisor	●
<input type="checkbox"/>	Austin	Executive	●

Figure: Modify Queue

3. On the opened screen you can change the queue name, priority, resource scheduler, request queue, and Transferable also. You can assign or unassign the Users as well.
4. After completing the changes, click "Apply" button to save the changes made, else click "Cancel" button to revert the changes.

6.2.2.3 Delete Queue

Perform the following steps to delete the queue.

1. Select the queue which you want to delete from the list of all queues.
2. Click "Delete" button. A confirmation pop-up comes up.

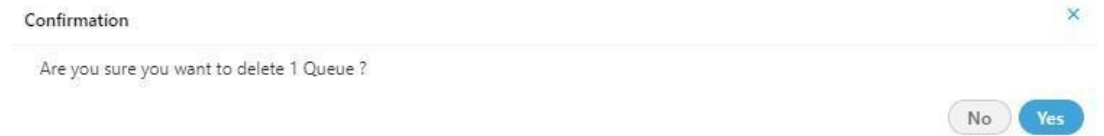


Figure: Delete Queue

3. Click "Yes" button to proceed to the deletion of the queue, else click "No" button to revert.

Once the queue is deleted from the system, it can not be retrieved in any manner. Please be careful while performing the deletion step. If anything in the queue is changed by supervisor, then the queue at the system level also changes, which results, all the users which are assigned in the queue will gets to impact. Hence, supervisor is advised to change the queue only if the change is mandatory and will not impact the other users.

6.2.3 Manage Users in a Campaign

Here, the Supervisor can manage the users in the selected campaign. It shows only those users, which are assigned in the parent Process of the selected campaign.

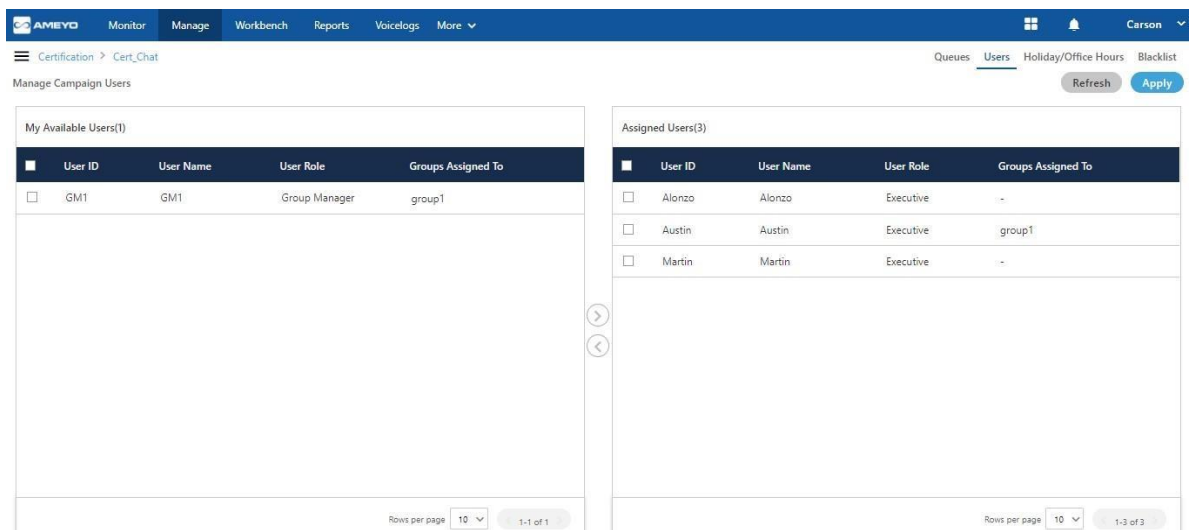


Figure: User Management

The Supervisor can perform the following operations here.


- Assign or Unassign Users in a Campaign
- Manage Skills of Users

6.2.3.1 Assign or Unassign Users in a Campaign

Supervisor can assign or unassign the users in the campaign.

User Assignment Methodology: The user assignment is atomic in nature, that is not transactional. If some users out of all selected users could not be assigned because of any reason such as configuration, then allowed users will be assigned except those are failed to be assigned. In the case of license restriction, the users of which license is not obtained will not be displayed in the section of available users.

Perform the following steps here to assign or unassign the users.

1. Select the users in "Available Users" section. You can click the checkbox given on top to select all users. You can also search for the user names in the provided search box.
2. Click  icon to add the selected users.
3. Click "Apply" to apply the settings.

To unassign the users, select the users in "Assigned "Users" section and click  icon. Click "Apply" to make the changes.

6.2.3.2 Manage Skills (Licensable)

Supervisor can manage the skills for the users who are assigned in the campaign.



Figure: Manage Skill option


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

Perform the following steps.

1. Click "Manage Skills" button for any user in "Assigned User" section. It shows the following pop-up.



Figure: Manage Skill pop-up

2. Click  icon to add a skill. It shows the skills added by the Administrator in its Console.

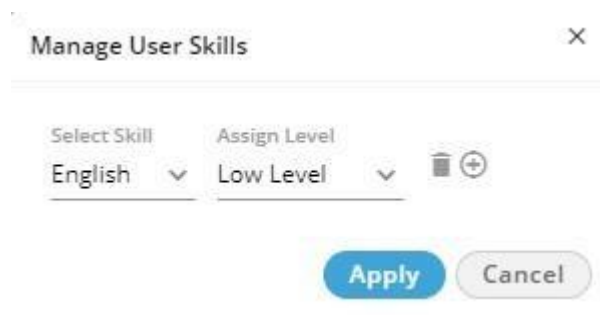




Figure: Manage Skills

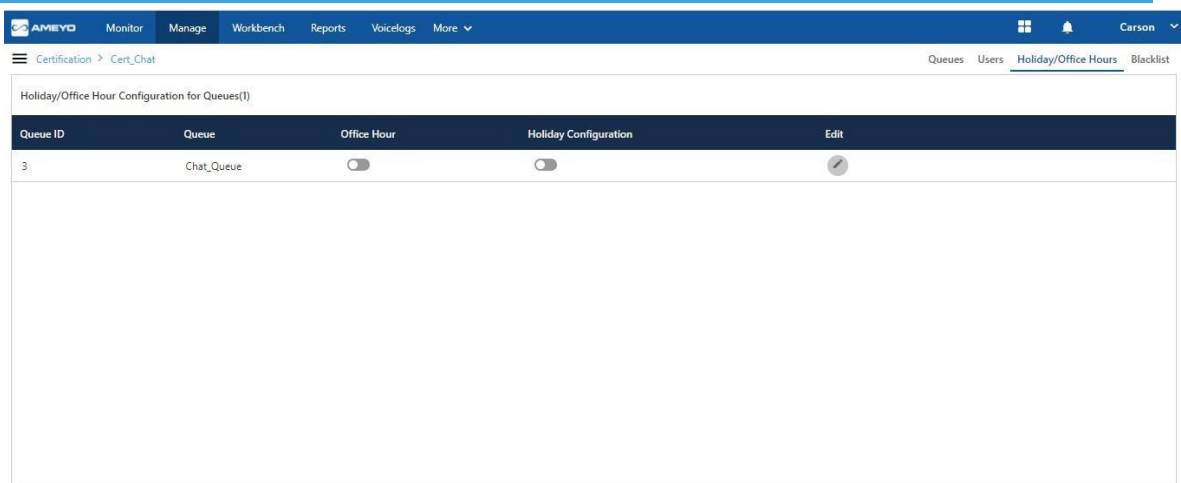
3. Select a skill and then select its level.
4. You can click  icon to add more skills.
To delete a skill, click  icon.
5. Click "Apply" to apply the skill on the selected user.
Click "Cancel" to not apply the skills.
6. It takes you back to "Users" tab in Chat Campaign Management. Click "Apply" to apply the changes.
Click "Refresh" either to discard the changes or to refresh the page view.

6.2.4 Manage Holiday/Office Hours in a Campaign

Holiday/Office Hour Configuration at Queue-level in Supervisor Interface is available only for the Chat Campaign, Interaction Campaign, and Inbound Campaign. It is not available for the Outbound Campaign, Parallel Predictive Campaign, and Voice Blast Campaign.

This tab lets Supervisor configure the Holiday and Office Hour Configuration at queuelevel, which will override the configuration defined by the Administrator at Campaign-level and System-level.

If Holiday/Office Hour Configuration is not available at queue-level, the campaign-level configuration will be used. Again if it is not available at campaign-level, the system level configuration will be used.



The screenshot shows the Ameyo Supervisor interface. The top navigation bar includes 'AMEYO', 'Monitor', 'Manage', 'Workbench', 'Reports', 'Voicelogs', and 'More'. The user 'Carson' is logged in. The breadcrumb trail is 'Certification > Cert_Chat'. The main content area is titled 'Holiday/Office Hour Configuration for Queues(1)'. It contains a table with the following data:



Queue ID	Queue	Office Hour	Holiday Configuration	Edit
3	Chat_Queue	<input type="checkbox"/>	<input type="checkbox"/>	

Figure: Manage Holiday/Office Hour Configuration

Supervisor can perform the following operations here.

6.2.4.1 Edit Holiday/Office Hour Configuration for a Queue

Click  icon to edit an existing Holiday/Office Hour configuration for a queue. It shows the following page.

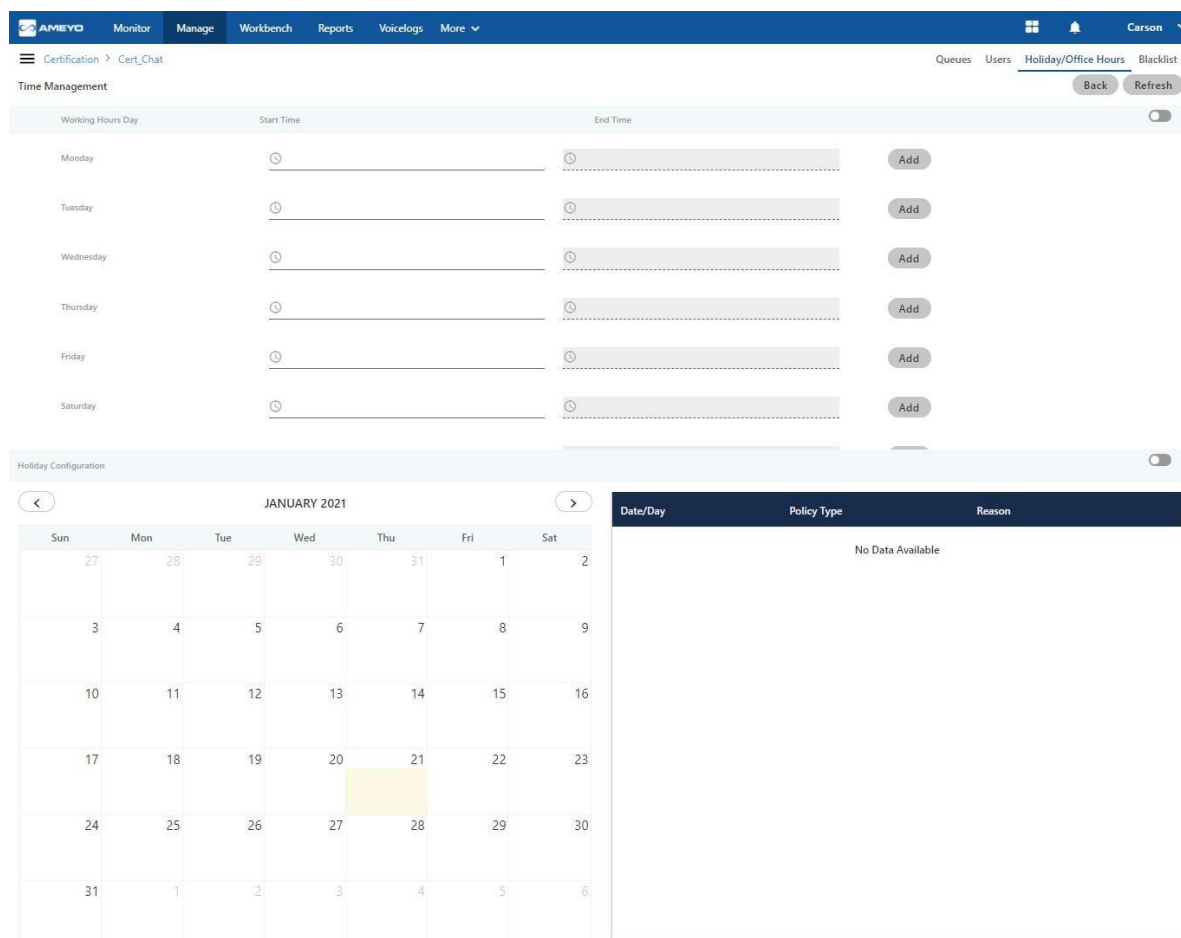


Figure: Edit Holiday/Office Hour Configuration

If no existing Holiday and Office Hour Configuration for a Queue exists, then it shows the unconfigured page, which does not contain any settings.

Here, the settings can be divided into the following two categories.

6.2.4.2 Working Hour Configuration

Perform the following step to configure the working hours.

1. The Administrator can enable office hour at system level under Time Management by sliding the working hours bar towards the right to enable working hours.

If this is not enabled, then office hour configuration will not be configured.

2. Click the time box under "Start Time" for any day to add the time when the working hours start. It shows a clock, in which you can select the hours, minutes, and seconds.

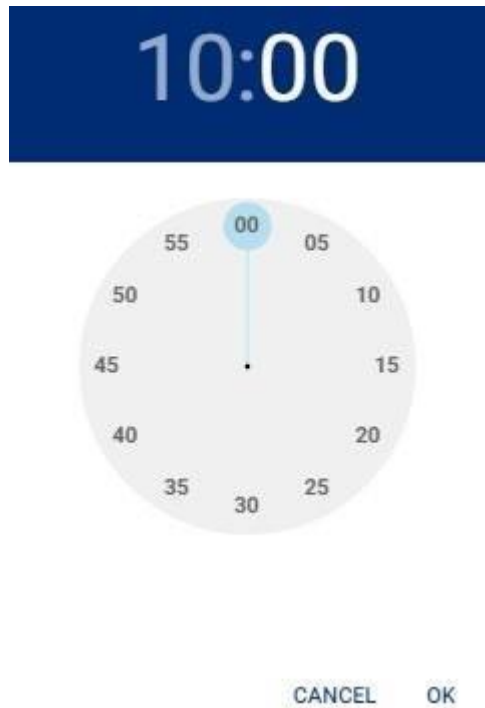


Figure: Define Working Hours

3. Click "Add". You can provide the working hours for all seven days as displayed in the following screenshot.

Time Management			Refresh
Working Hours Day	Start Time	End Time	
Monday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="09:00:00"/>	<input type="text" value="23:00:00"/>	Delete
Tuesday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="09:00:00"/>	<input type="text" value="23:00:00"/>	Delete
Wednesday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="09:00:00"/>	<input type="text" value="23:00:00"/>	Delete
Thursday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="09:00:00"/>	<input type="text" value="23:00:00"/>	Delete
Friday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="09:00:00"/>	<input type="text" value="23:00:00"/>	Delete
Saturday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="10:00:00"/>	<input type="text" value="19:00:00"/>	Delete
Sunday	<input type="text" value="hh:mm:ss"/>	<input type="text" value="hh:mm:ss"/>	Add
	<input type="text" value="12:00:00"/>	<input type="text" value="18:00:00"/>	Delete

Figure: Defined Working Hours

To delete the working hour for a day, click "Delete" for that row.

6.2.4.3 Holiday Configuration

The Administrator can enable Holiday at system level under this option by sliding the holiday configuration bar towards right. If this is not enabled, then holiday configuration will not be configured.

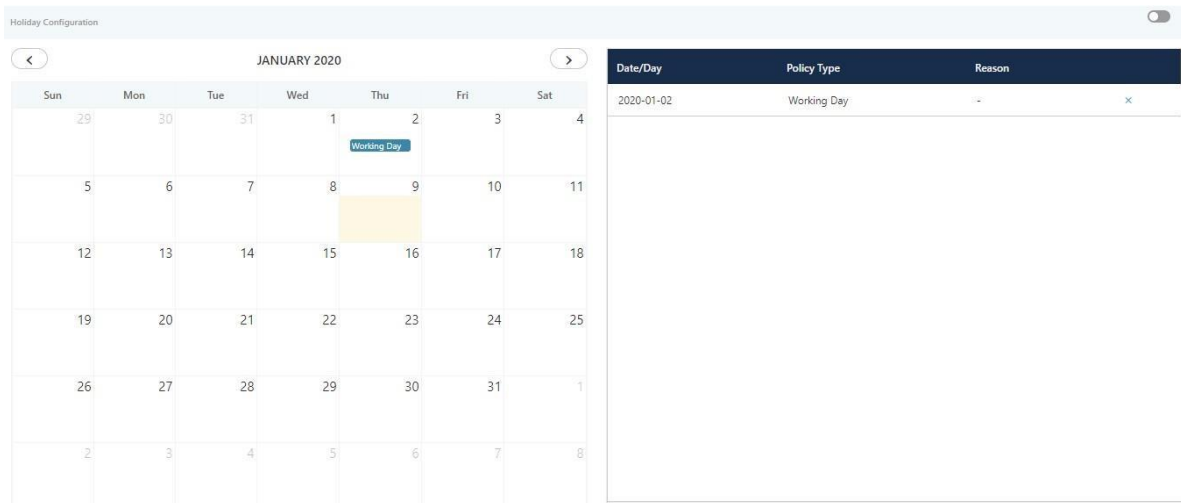


Figure: Holiday Configuration

Perform the following steps.

1. Administrator can select the date from calendar to mark different days as holiday.
2. Click a day to mark that day as Holiday or Working Day using the following pop-up.

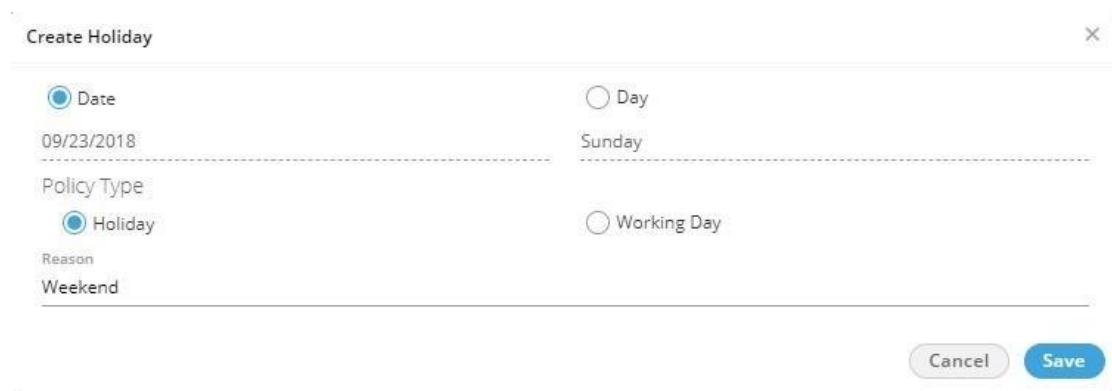


Figure: Create Holiday or Working Day

3. **Date:** Click "Date" if you only want to mark the selected date as Holiday or Working day. After selecting it, select any of the following options.
 - **Holiday:** Click it to mark the selected day as a holiday.

- **Working Day:** Click it to mark the selected day as a working day.

Click "Save" to mark it as the selected option.

4. **Day:** Click "Day" if you want the holiday or working day to repeat on the same day.

Figure: Create Reoccurring Holidays

After selecting it, select any of the following options.

- **All:** Select it to mark all days in the month as the holiday.

• Holiday on an alternate day means if the holiday is marked on the first week, then the next holiday on the same day will be on the third week. There will be no holiday in the second week on the selected day. Here, you can select whether to start alternate holidays on the first week or second week.

- **First Alternate Days:** Select it to start the alternate holidays on the selected day from the first week itself.
- **Second Alternate Days:** Select it to start the alternate holidays on the selected day from the second week itself.

5. Provide a reason to create a holiday or weekday.

6. Click "Save" to save the day.

Rather, you can click "Cancel" to discard it. The selected holiday will be listed in the right side section.

Following is a sample screenshot.

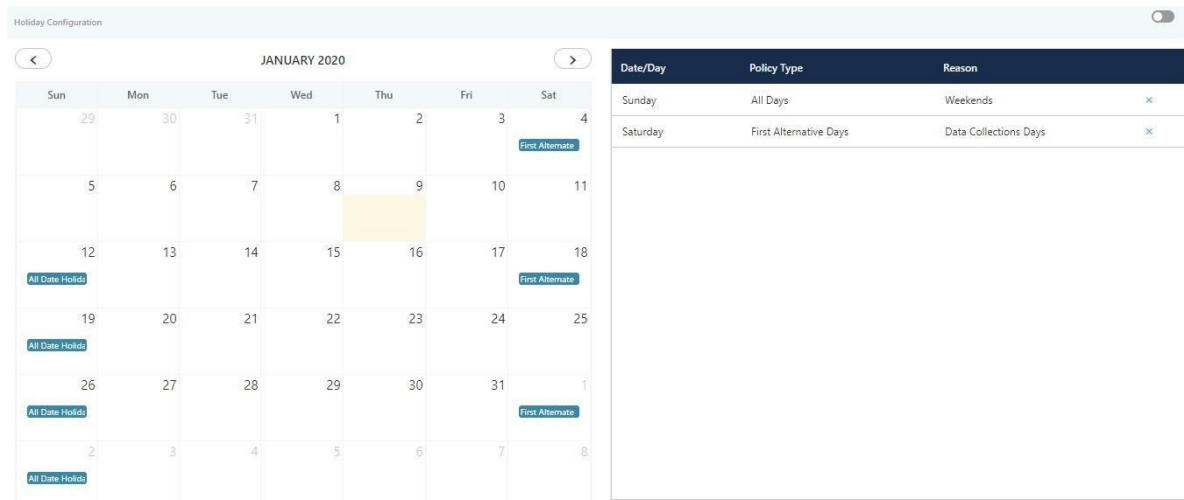


Figure:Created the holidays

To delete a holiday, click "X" for a holiday in the right side section.

Click "Back" after making the changes and the changes will be saved. Click "Refresh" to discard the changes.

6.2.4.4 Enable or Disable Office Hour Configuration

For any queue, click switch to enable the Office Hour Configuration.

To disable Office Hour Configuration, click switch.

6.2.4.5 Enable or Disable Holiday Configuration

For any queue, click switch to enable the Holiday Configuration.

To disable Holiday Configuration, click switch.

6.2.4.6 Copy to Queue

Hover the mouse over any queue to view the option "Copy to Queue". Click it to copy the Holiday and Office Configuration for any queue to another queue. Perform the following steps for it.

1. Click "Copy to Queue" to access the following pop-up.

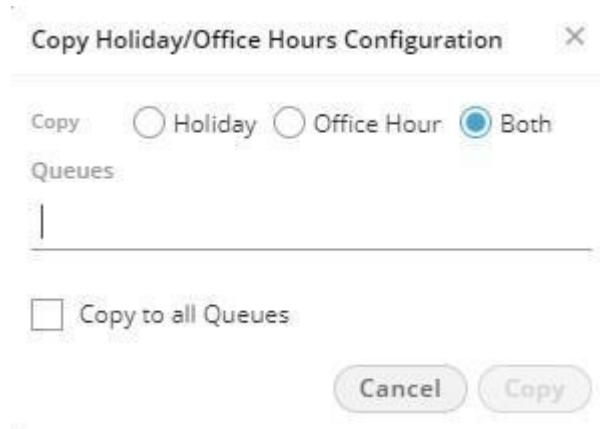


Figure: Copy Holiday Configuration to Queue

2. Select any of the following options whether you want to copy the Holiday Configuration or Office Configuration or both.
 - Holiday
 - Office Hour
 - Both
3. **Queue:** In this text field, click to enumerate the list of all queues in the campaign, which are managing right now.

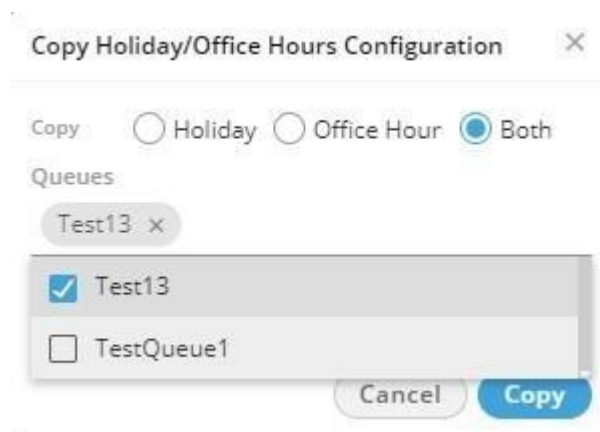


Figure: Queue Selection

Select the queues.

4. If you want to copy the Holiday Configuration or Office Hour Configuration or both to all queues, check "Copy to all Queues" box. **Else, keep it unchecked.**
5. Click "Copy" to copy the Holiday Configuration, Office Hour Configuration or both.

6.2.5 Blacklist in Chat Campaign

The blacklisting tab of the supervisor console is present in the chat campaign. If the supervisor blacklists any contact, it will be blacklisted for that chat campaign only. The blacklisting of the contacts from here will be applicable for the users present in the chat campaign only. There are two sub-tabs present in the blacklisting tab.

6.2.5.1 Blacklist Lead

The blacklist lead tab allows the supervisor to upload the lead of contacts that has to be blacklisted. Here, the supervisor can upload the lead of contacts that have to be blacklisted.

Create Blacklist Lead

Perform the following steps to add the list of blacklisted numbers.

1. Click "Add New" button.
2. Provide the name of the lead and toggle the status button to enable or disable the lead.
3. Add the customer Attributes Blacklist if required. Provide the required fields. The supervisor can provide multiple attributes from here.
4. There are three types of blacklist, Media Blacklist, Customer Blacklist, Phone Number BlackList. Select any one of them and upload the CSV file of contacts that have to be blacklisted.
5. Click "Add" button.

The screenshot shows the 'New Blacklist Lead' interface. At the top, there are navigation tabs for 'Queues', 'Users', 'Holiday/Office Hours', and 'Blacklist'. Under 'Blacklist', there are sub-tabs for 'Blacklist Lead' and 'Blacklist Data'. The main form area is titled 'New Blacklist Lead' and contains a 'Lead Name' input field and a 'Status' toggle switch. Below this is a 'Customer Attribute Blacklist' section with a large empty box and a plus icon. There are three sections for adding different types of blacklists: 'Media Blacklist', 'Customer Blacklist', and 'Phone Number Blacklist'. The 'Customer Blacklist' section is currently active, showing a 'Choose File' button (with 'No file chosen' text) and a dropdown menu for 'Provide header mapping for the selected file'. The dropdown is open, showing 'Customer ID *' as the selected option and 'Primary Key *' as an alternative. The 'Phone Number Blacklist' section has a 'Phone Number' input field. At the bottom right of the form, there are 'Cancel' and 'Add' buttons.

Figure: Adding BlackList Lead

Once the contacts have been uploaded successfully, a modal will be shown. It contains the count of the contacts that have been failed and that have been uploaded successfully.



Figure: Upload Failure Modal

6.2.5.2 Blacklisted Data

The blacklisted data option lets the Supervisor to fetch blacklisted Data for the selected lead. Perform the following steps.

1. Click the Search button.
2. Select the blacklist lead name from the drop-down list.
3. Select the BlackList type.
4. Provide the comma-separated list of phone numbers.
5. Click "Fetch" button.

Blacklist Lead	Customer ID	Date Added	Added by	Phone Number
<input type="checkbox"/> HDFC_Covid	112233445566	Sep 20, 12:33	Agent_123	9898989898

Figure: Fetching the list of Blacklisted Data

6.3 Manage Interaction Campaign

6.3.1 Manage Interaction Campaign

Supervisor can manage the Interaction campaigns in which it has been assigned.

Queue ID	Queue Name	No. Of Skills	No. Of Users	Creation Date	Action
<input type="checkbox"/> 2	Queue1	0	3	02/01/2020 16:45:03	Edit

Figure: Manage Interaction Campaign

It contains the following tabs.

- **Queue:** Here, the Supervisor can add, edit, and delete the queues in the Interaction Campaign. This tab has already been discussed in Chat Campaign. Know more...
- **Users:** Here, the Supervisor can assign or unassign the users in this campaign. The Supervisor can also manage the skills of the users. This tab has already been discussed in Chat Campaign. Know more...

- **Acronyms:** Here, the Supervisor can create and manage the acronyms in this campaign. Know more...
- **SLA:** Here, the Supervisor can define the SLA (Service Level Agreement)-based Ticket Assign Time, First Response Time and Resolve Time. Know more...
- **Email Notifications:** Here, the Supervisor can manage the email notifications. Know more...
- **Holiday/Office Hour Configuration:** Here, the Supervisor can configure the Holiday Configuration and Office Hour Configuration for the campaign. This tab has already been discussed in Chat Campaign. Know more...

6.3.2 Manage Acronyms in Interaction Campaign

An acronym is an abbreviation formed from the initial letters of other words and pronounced as a word. For example, ASCII, NASA, and IIT.

In Acronyms Tab, the Supervisor can create, edit, and delete the acronyms. Whenever a stored Acronym is typed by the Agent (followed by a Space), Supervisor or other User, in the Email for the same Interaction Campaign, the acronym will be replaced with the provided Full Form.

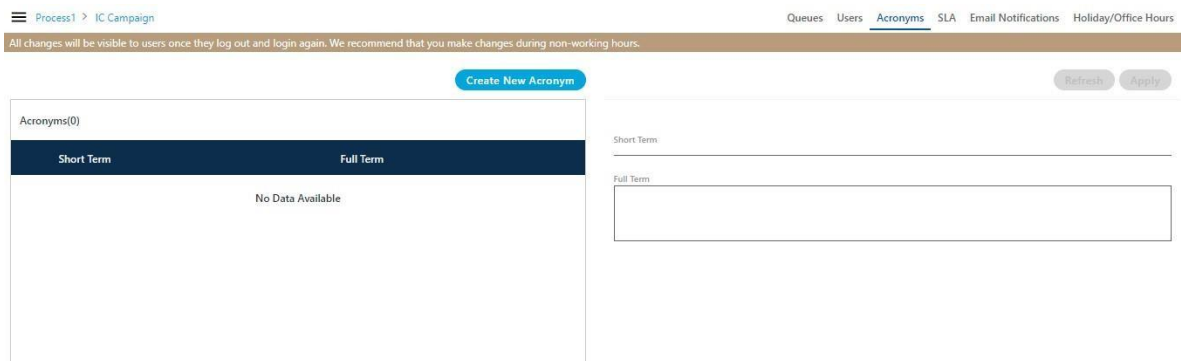


Figure: Manage Acronyms

Here, Supervisor can perform the following operations.

6.3.2.1 Create Acronym

Perform the following operations to create an acronym.

1. Click "Create New Acronym" button. It shows the following pop-up.

Figure: Create New Acronym

2. Enter the short term and its full term.

The character limit of short term is 50; and the character limit of Full term is 2000 characters.

3. Click "Save" to create a new acronym.

You can create multiple acronyms.

	Short Term	Full Term
<input checked="" type="checkbox"/>	GM	Good Morning
<input type="checkbox"/>	TR	Ticket is Resolved

Figure: List of Acronyms

6.3.2.1.1 New line in Acronyms

The supervisor is able to provide the new line in the acronyms. It means the content of the acronym can include the new line. When the agent inserts the acronyms in the email or any message, then the new line is rendered.



Figure: New Line in Acronyms

6.3.2.2 Edit an Acronym

When you select an acronym, its details are displayed on the left side. You can modify these details to edit the acronym.

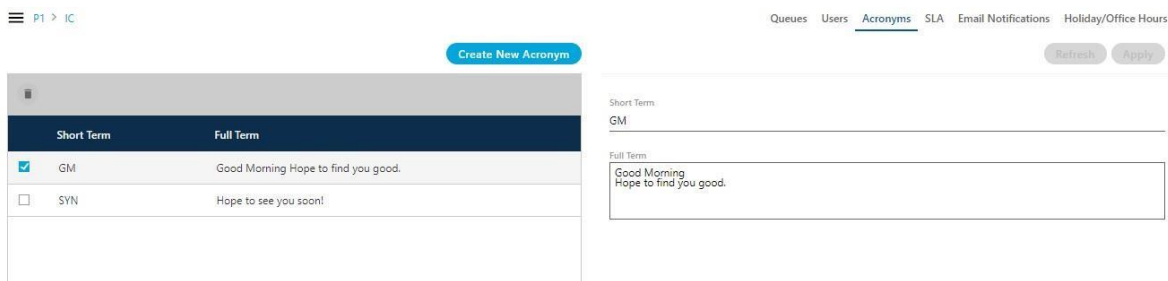


Figure: Edit Acronyms

6.3.2.3 Delete an Acronym

Select an acronym and click  icon to delete it. A confirmation pop-up comes up.

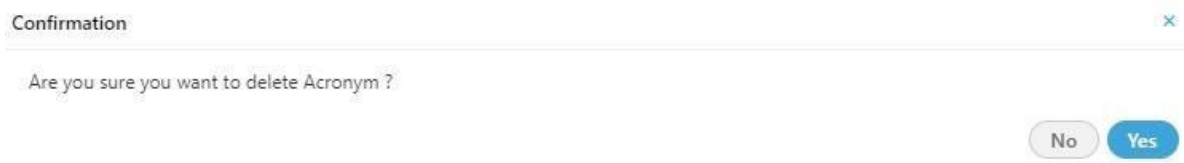


Figure: Delete Acronyms

Click "Yes" to confirm the deletion process else click "No".

6.3.3 List of Media for Acronyms

The agents can now use the Acronyms with the messages at the following places.

- Facebook Comments, and Messenger Replies
- Twitter Reply, and Direct Messages
- In the description of Notes
- Reply via email in Chat
- Chat Window on Agent-side
- In Email, Acronyms will work in Body of the Messages
- Closure Reason under Split, Merge, Close, and Transfer
- Manual Message while creating or modifying Ticket

Acronyms will not work in the following places.

- Subject in the Notes
- Subject in the Email

At the time of manual mail or the reply to the customer, if any loop is detected which makes the system into the endless loop, then the agent will not be able to send the email through Ameyo. An error template message will be displayed on the agent's console notifies about the same.

6.3.4 Manage SLA in Interaction Campaign

SLA stands for Service Level Agreement, which is a commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user.

6.3.4.1 SLA Metrics

In Contact Center environment, common SLA time metrics are listed hereinbelow.

- **Assign Time:** It defines the time duration in which the ticket will be assigned to any agent.
- **First Response Time:** It defines the time duration in which first response to the customer upon the ticket will be given.

- **Resolve Time:** It defines the time duration in which the ticket will be resolved.

"SLA" Tab in "Manage" → "Interaction Campaign" lets Supervisor configure them.

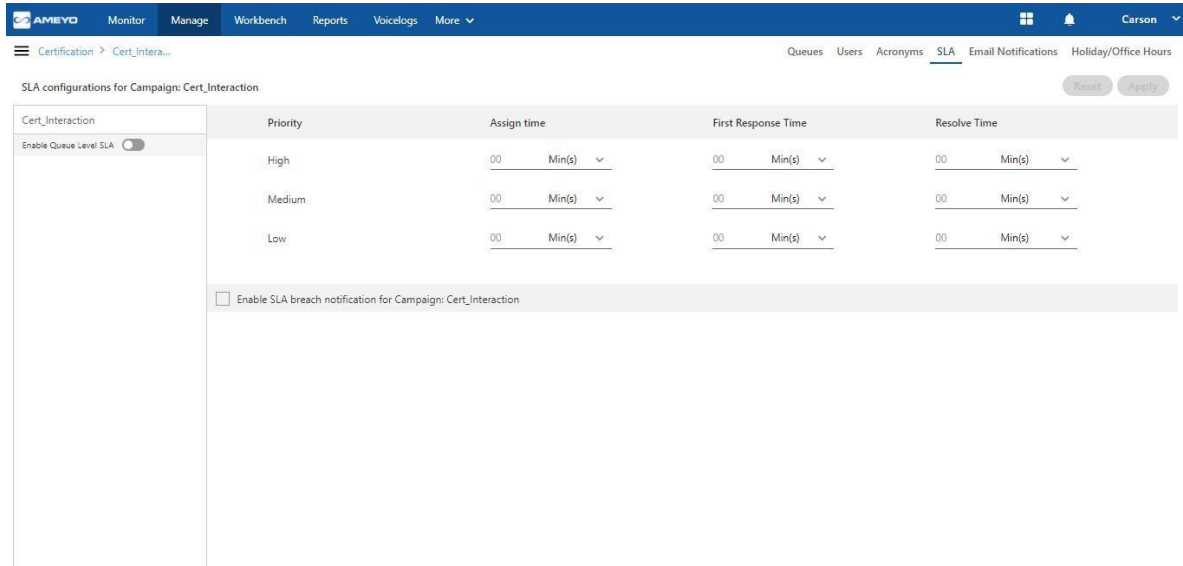


Figure: Manage SLA

6.3.5 SLA Calculation Equation

Expected SLA breach time is calculated as per the following equation.

Creation Time (when the ticket was created) + **Pending Duration** (how much time is required to close the ticket) + **Configured SLA Duration** (in how much time SLA should be achieved)

All variables are defined as per the Office Hours.

6.3.5.1 Factors Affecting SLA Calculation

SLA Calculation depends upon the ticket priority and the level upon which the SLA is enabled for any of the SLA Time Metrics. If SLA is enabled at queue-level, then it will have more priority over the campaign-level and system-level SLA configuration. Similarly, Campaignlevel SLA Configuration has more priority over System-level SLA Configuration.

SLA is not available for Reopened Tickets in Ameyo System.

6.3.5.2 When is SLA Calculated?

SLA is calculated only once when the ticket is created. **SLA is not calculated for those tickets which are in "PENDING" internal state or any external state created under "PENDING".**

SLA will not be calculated for the existing tickets (created before changing, even if SLA Configuration for any metric or Holiday Configuration or Office Hour Configuration is changed until their state, priority, or queue is changed.

If the duration of any SLA time metric is stretched between two days having different working hours, SLA will be calculated as per the changing working hours.

6.3.5.3 Example

Suppose Supervisor has provided following values for the different time metrics.

Assign Time SLA: 1 hour

First Response Time SLA: 2 hour
Resolve Time SLA: 15 hour

Following is the details of three days.

Day	Status	Working Hours
Day 1	Working	9 AM to 10 PM
Day 2	Not Working (Holiday)	--
Day 3	Working	11 AM to 11 PM

Suppose an agent has opened a ticket at 5 PM on Day 1. Then, following will be the expected SLA breach timings for this ticket.

Assign Time SLA will breach within 1 hour at = 6 PM on Day 1

First Response Time will breach within 2 hour at = 7 PM on Day 1

Resolve Time SLA will breach within 15 hours at = 9 PM on Day 3

Suppose after creating the ticket, Supervisor has changed "Resolve Time SLA" to 10 hour. Now, "Resolve Time SLA" has to be breached on 4 PM, but it will not be changed for this ticket until its priority, state, or queue is changed.

6.3.6 SLA Limits

6.3.6.1 SLA Lower Limit

The minimum lower limit of any SLA metric that you can enter from UI of the tickets in Interaction Campaign is 1 second.

6.3.6.2 SLA Upper Limit

The maximum upper limit of any SLA of the tickets in Interaction Campaign has been restricted to "2 years." If the tickets having more than 2 years of SLA, then (instead of showing after which number of days its SLA will expire), the system will not compute the exact SLA duration and will only display ">2 years" after which the SLA will expire. Even in the case of PENDING STATE tickets, the SLA expiry duration will be displayed as ">2 years." If the SLA is breached or not achieved, then "Was due more than 2 years ago" will be displayed as the SLA duration on mouse hover on the tickets having SLA for more than 2 years.

6.3.7 Configure SLA Time Metrics

Perform the following steps to configure the SLA Time Metrics.

1. If you want to configure the SLA Time Metrics for the entire campaign, keep "Enable Queue Level SLA" unchecked.
2. For any time metric, you can configure the provide any time duration in minutes, hours, days, and months.

The days and month are defined as the Holiday and Office Hour Configuration defined at queue level. If it is not available at queue-level, the campaign-level Holiday/Office Hour Configuration is used. Again if it is not available at campaignlevel, the system level Holiday and Office Hour Configuration is used. The supervisor can configure the queue-level Holiday and Office Hour Configuration, whereas the Administrator can do it at the Campaign-level and System-level.

Priority	Assign time	
High	10	Min(s)
Medium	00	Hour(s)
Low	00	Day(s)
		Month(s)

Figure: Time Options

3. You can modify the timing options for all time metrics for all priorities.

Priority	Assign time	First Response Time	Resolve Time
High	10 Min(s)	45 Min(s)	1 Day(s)
Medium	15 Min(s)	2 Hour(s)	2 Day(s)
Low	30 Min(s)	3 Hour(s)	3 Day(s)

Figure: Configured SLA Time Metrics for the entire Campaign

6.3.7.1 Configure SLA Time Metrics for Queue-level

The Supervisor has to click "Enable Queue Level SLA" to enable the SLA and its Breach Notification Configuration at the queue-level in the left panel. Once enabled, the list of queues available in the campaign is located in the left panel. SLA Breach Notification settings located at the bottom in the right panel are also changed for queue-level configuration.

SLA configurations for Queue: Abhi_IC

Priority	Assign time	First Response Time	Resolve Time
High	00 Min(s)	00 Min(s)	00 Min(s)
Medium	00 Min(s)	00 Min(s)	00 Min(s)
Low	00 Min(s)	00 Min(s)	00 Min(s)

Enable SLA breach notification for Queue: Abhi_IC

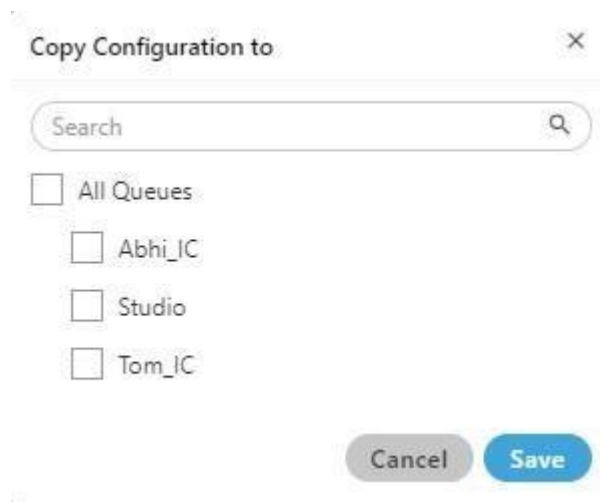
Via Media Profile Via Email ID

Media Profile*: Drishti

Mail Receiver IDs*: manager@domain.com, manager@domain.com

Figure: Queue-level SLA Configuration

Supervisor can click the Campaign or the queue to access the SLA Time Metrics. The Supervisor can perform the above-listed steps to configure the SLA Time Metrics separately for each queue. The Supervisor can enable the checkbox for "Enable SLA Breach Notification for Queue" and configure to send the notifications either through Media Profile or Email ID. This SLA Breach Notification Configuration will be different for every queue, by default. If the Supervisor wants to copy the SLA Breach Configuration of one queue to another, then click "Copy Configuration to" button. It shows the following modal.



The Supervisor has to select the queues in which the SLA Configuration has to be copied and click "Save" button.

The Queue-level SLA Configuration will override the configuration done at campaign-level. If queue-level SLA configuration is not available, the campaign-level configuration will be used in the queue.

6.3.7.2 SLA Breach Configuration

Here, Supervisor can configure the settings for sending notification to a recipient, who will handle the escalations whenever any SLA time metric is breached for any ticket.



Figure: SLA Breach Configuration

Here, the Supervisor has to provide the following inputs.

- **Mail Sender ID:** Provide the email address of the sender of the email.
- **Mail Sender Password:** Provide the password of the provided sender's email address.
- **Mail Receiver ID:** Provide the email address of the receiver, who will handle the SLA breaches.
- **Key:** It is the mail type.
- **Value:** It is the value of the Key.
- **Properties:** You have to enter the following script that will let the system send email.

```
"1":{"mailSender":"<sender_email_ID>","mailSenderPassword":"<sender_email_pwd>","mailReciever":"<receiver_email_ID>","host":"<sender_smtp_server>","port":"<sender_email_smtp_port_number>","loginRequired":"<true_false>","mailServerprops":{"mail.smtp.socketFactory.class":"javax.net.ssl.SSLSocketFactory","mail.smtp.port":"<sender_mail_smtp_port_number>","mail.smtp.host":"<sender_smtp_address>","mail.smtp.starttls.enable":"<enable_ssl_true_false>","mail.smtp.auth":"<enable_auth_true_false>","mail.smtp.ssl.checkserveridentity":"<identity_true_false>","mail.smtp.ssl.trust":"*"}}});
```

Replace the following parameters.

Parameter	Required Value
<sender_email_ID>	Email ID of Sender
<sender_email_pwd>	Password of the Sender's Email Address.
<receiver_email_ID>	Recipient Email Address
<sender_smtp_server>	SMTP Server of the Sender's Email Address
<sender_mail_smtp_port_number>	Port Number of the SMTP Server.

<enable_ssl_true_false>	Enter "True" if your SMTP Server needs SSL or TLS security.
<enable_auth_true_false>	Enter "True" if your SMTP Server requires authentication.
<identity_true_false>	Enter "True" if your SMTP Server requires Identity Authentication.

6.3.7.3 Introduced the SLA Breach Notification at Queue-level and Modifying SLA Breach Configuration for Campaign-level

The main focus of the businesses in the industry is on SLA as it defines the time period within which a customer will be connected to an agent. A customer will be receiving the first reply on their ticket, or a customer will be getting a solution to its problem. Even the customers prefer those businesses who have less SLA than others. In Ameyo, we understand the importance of SLA for business; that is why we make a continuous effort to allow our clients to meet their respective SLAs. This time in 4.9, Ameyo has launched the SLA Breach Notifications at Queue-level that can be sent to the desired recipients, including the supervisors or agents of a queue whose SLA is being breached.

Earlier, Ameyo Application Server featured "SLA Escalation Configuration" in Supervisor Console → "Manage Interaction Campaign" → "Manage SLA" that was sending the email notifications in case of SLA Breach to the provided email addresses. However, this configuration was available only at the Campaign-level. Therefore, the notifications were being sent when there is an SLA Breach in any queue of the campaign.

Why is Queue or Queue-level Configuration so important? In Ameyo Application Server, the businesses are mapping the Queues with their Departments. It means each queue denotes a different Department, and each Department has a different SLA. That is why Ameyo Application Server already provided the option to configure SLA at queue-level and now offers SLA Breach Notification Configuration at Queue-level.

"SLA Escalation Configuration" has been renamed and modified to "SLA Breach

Configuration".

SLA configurations for Campaign: Interaction

Interaction	Priority	Assign time	First Response Time	Resolve Time
Enable Queue Level SLA <input type="checkbox"/>	High	1 Min(s) ↓	2 Min(s) ↓	3 Min(s) ↓
	Medium	2 Min(s) ↓	3 Min(s) ↓	4 Min(s) ↓
	Low	3 Min(s) ↓	4 Min(s) ↓	5 Min(s) ↓

Enable SLA breach notification for Campaign: Interaction

Figure: SLA Breach Configuration

6.3.7.3.1 Configure SLA at the Campaign-level

The Supervisor can enable the checkbox for "Enable SLA Breach Notification for Campaign". Once enabled, it shows the configuration to send the SLA Breach Notifications whenever SLA is breached for any queue.

Enable SLA breach notification for Campaign: Interaction

Via Media Profile
 Via Email ID

Mail Sender ID*
Ex.example@gmail.com

Mail Sender Password*

Mail Receiver IDs*
Comma Separated Values

Properties

Key* Value* [-] [+]

Figure: SLA Breach Configuration at Campaign-level

It contains the following options.

- **Via Email ID (Existing Option):** Select this option to send the SLA Breach Notifications through the Email ID. The Supervisor has to provide the following details to configure and use an Email Address to send the notifications.

✦ **Mail Sender ID:** Provide the sender's email ID.

✦ **Mail Sender Password:** Provide the password of the sender's email

ID.

- ✦ **Mail Receiver IDs:** Provide the email addresses of recipients to whom the notifications have to be sent.
- ✦ Provide the key and value in "Properties".
- **Via Media Profile (New Option):** Select this option to send the SLA Breach Notifications through the Media Profile.

The screenshot shows a configuration window for SLA breach notifications. At the top, there is a checked checkbox labeled "Enable SLA breach notification for Campaign: Interaction". Below this, there are two radio button options: "Via Media Profile" (which is selected) and "Via Email ID". Under "Via Media Profile", there is a dropdown menu labeled "Media Profile*" with the text "Select Media Profile" and a downward arrow. To the right of the "Via Email ID" option, there is a text input field labeled "Mail Receiver IDs*" with the placeholder text "Comma Separated Values".

Figure: SLA Breach Configuration through Media Profile

The Supervisor has to provide the following details.

- ✦ **Media Profile:** Select the Media Profile.
- ✦ **Mail Receiver IDs:** Provide the recipients' email addresses to whom the notifications have to be sent.

6.3.7.3.2 SLA Breach Notifications Configuration at Queue-level (New)

The Supervisor has to click "Enable Queue Level SLA" to enable the SLA and its Breach Notification Configuration at the queue-level in the left panel. Once enabled, the list of queues available in the campaign is located in the left panel. SLA Breach Notification settings located at the bottom in the right panel are also changed for queue-level configuration.

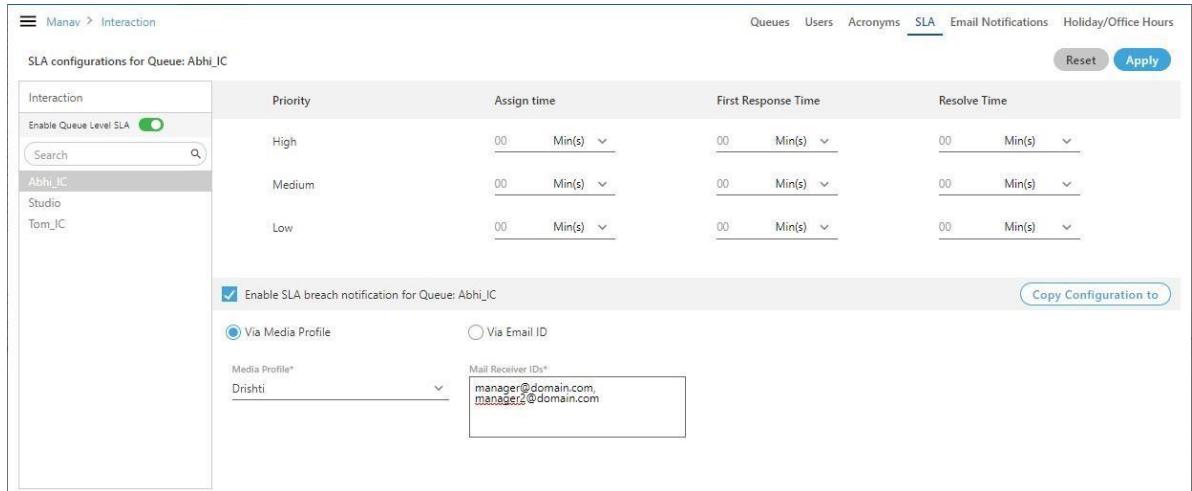


Figure: SLA Breach Configuration at Queue-level

The Supervisor can enable the checkbox for "Enable SLA Breach Notification for Queue" and configure to send the notifications either through Media Profile or Email ID. This SLA Breach Notification Configuration will be different for every queue, by default.

If the Supervisor wants to copy the SLA Breach Configuration of one queue to another, then click "Copy Configuration to" button. It shows the following modal.

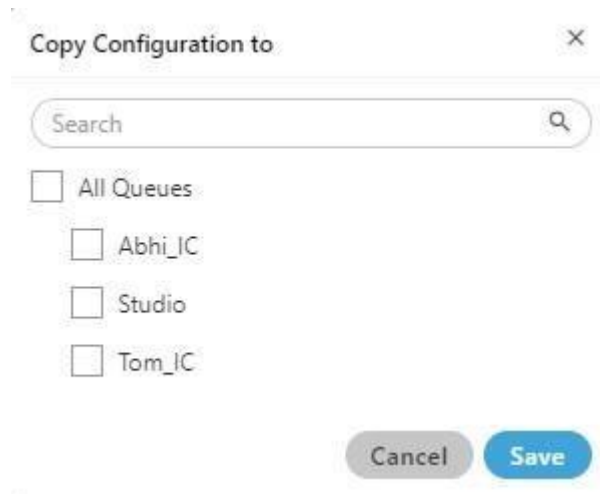


Figure: Copy SLA Breach Configuration

The Supervisor has to select the queues in which the SLA Configuration has to be copied and click "Save" button.

6.3.8 Manage Email Notifications in Interaction Campaign

Here, Supervisor can configure the Email Notifications that will be delivered to the customers.

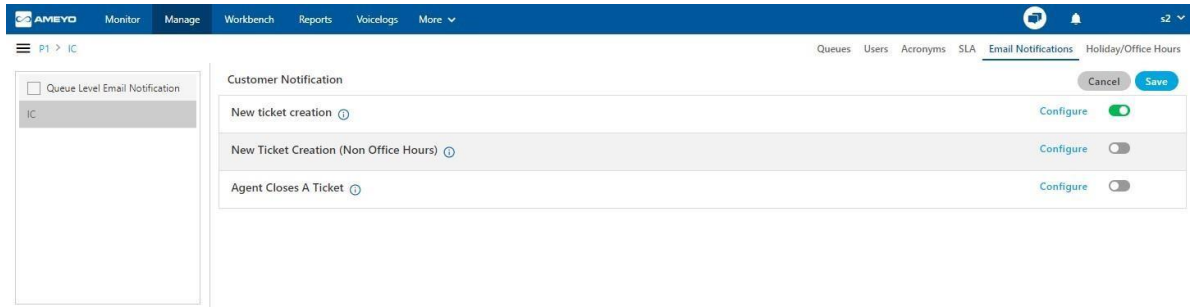


Figure: Manage Email Notifications

Supervisor can configure the email notifications for the following three events.

1. **New Ticket Creation:** Whenever a new ticket is being created, the notification email will be sent to the customer. The email contains the information which is being configured in it.

Additional Information:

Hover the mouse over ⓘ icon to view the basic notification which indicates that "if the media profile is same as inbound campaign, then change the media profile". It means that the supervisor has to use some other media profile which has been used in the inbound campaign.



Figure: Further Information for New Ticket Creation

2. **New Ticket Creation (Non Office Hours):** Whenever a new ticket is being created in the non-office hours defined in system, the notification email will be sent to the customer. The email contains the information which is being configured in it.

Additional Information:

Hover the mouse over ⓘ icon to view the basic notification which indicates that "if the media profile is same as inbound campaign, then change the media profile". It means

that the supervisor has to use some other media profile which has been used in the inbound campaign.

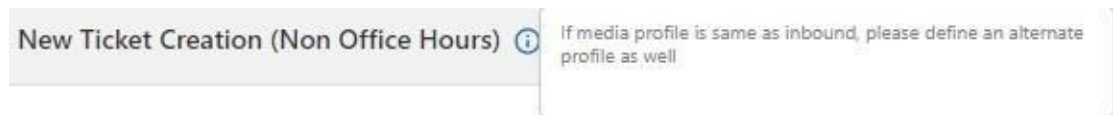


Figure: Further Information for New Ticket Creation (Non Office Hours)

3. **Agent Closes a Ticket:** Whenever the agent changes the status of the ticket to close state, a notification email will be sent to the customer, which consists the information configured in the mail.

Additional Information:


Hover the mouse over  icon to view the basic notification which indicates that "if the media profile is same as inbound campaign, then change the media profile". It means that the supervisor has to use some other media profile which has been used in the inbound campaign.



Figure: Further Information for Agent closes a Ticket

6.3.8.1 Configure Email Notification for an Event

Perform the following steps to configure the "Email Notification" for any event.

1. Click the row or "Edit" link for any event. A section slides down that contains the email fields.

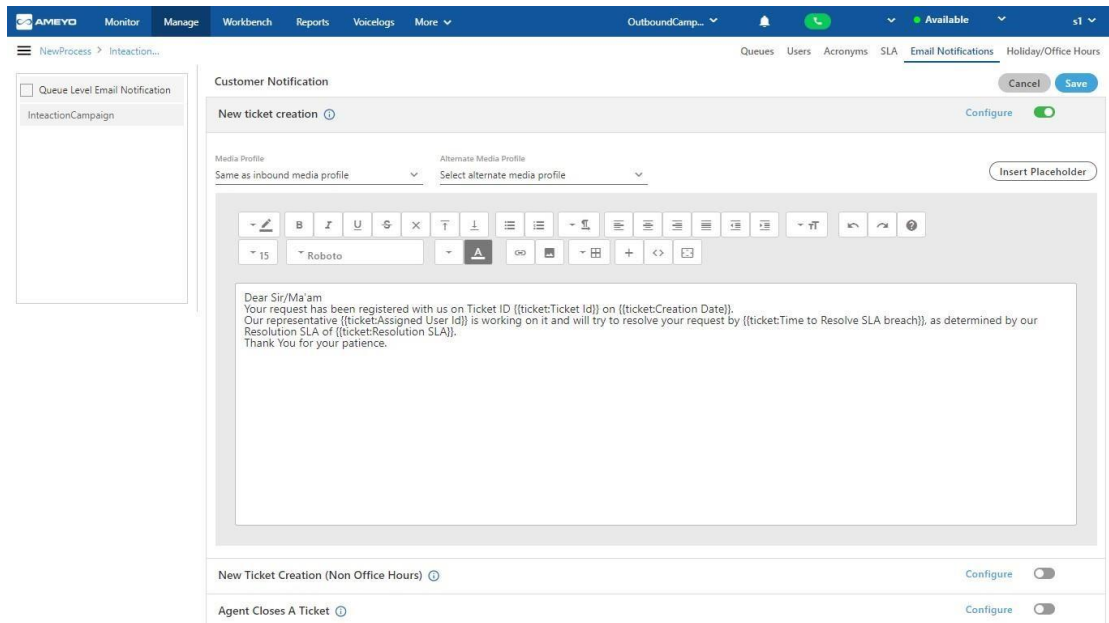


Figure: Configure Email

2. Select the media profile, specifically email media profile, from which you want to send the email.
3. Select the alternate media profile, again an email media profile, which will be used to send the email if it could not be sent from the primary one.
4. You can type the message in the text area and use the provided tools to format the text, insert the image, and insert any hyperlink.
5. Click "Insert Placeholders" button to access the placeholders in the following pop-up.

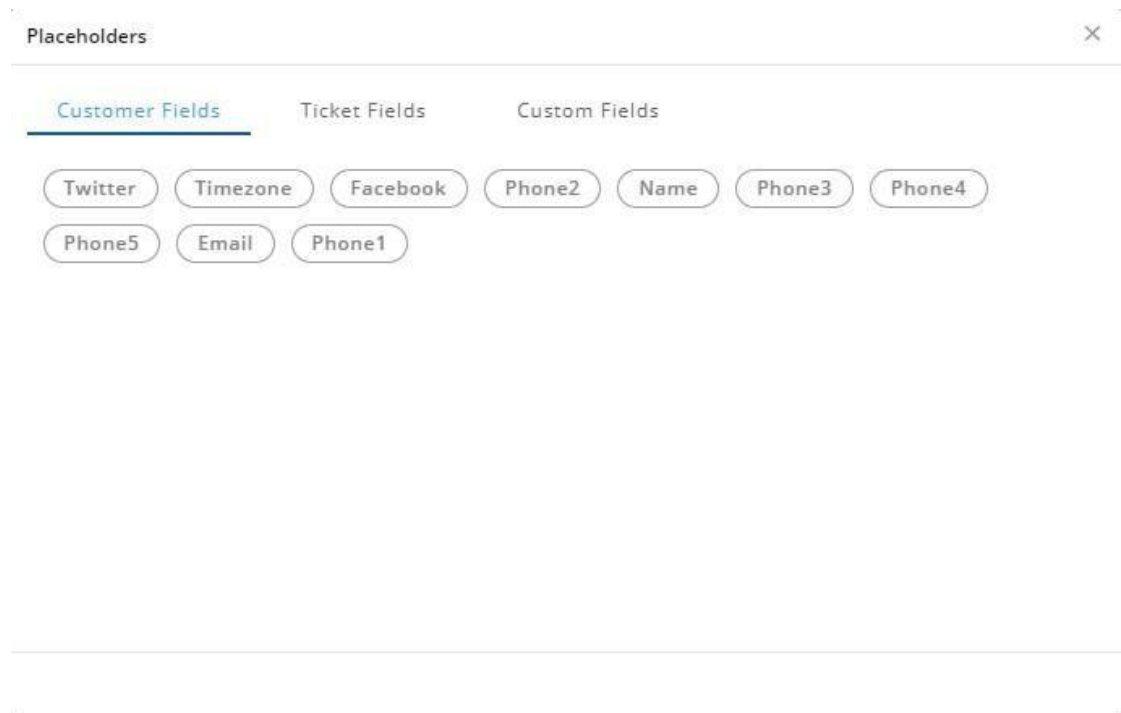


Figure: Placeholders

It contains the following placeholders.

- **Customer Fields:** Use this tab to insert the following customer-related placeholders.
 - ✦ Twitter
 - ✦ Timezone
 - ✦ Facebook
 - ✦ Phone1
 - ✦ Phone2
 - ✦ Phone3
 - ✦ Phone4
 - ✦ Phone5
 - ✦ Name
 - ✦ Email
- **Ticket Fields:** Use this tab to insert the following ticket-related placeholders.
 - ✦ Ticket ID

- ✦ Subject
- ✦ Internal State
- ✦ External State
- ✦ Priority
- ✦ Assigned User ID
- ✦ Queue Name
- ✦ Campaign Name
- ✦ First Response SLA
- ✦ First Assigned SLA
- ✦ Resolution SLA
- ✦ Recent Public Note
- ✦ Creation Date
- ✦ Modified Date
- ✦ Resolve Date
- ✦ Transfer Reason
- ✦ Time to First Assign SLA Breach
- ✦ Time to First Response SLA Breach
- ✦ Time to Resolve SLA Breach

• **Custom Fields:** Custom Fields are those which are defined by the Administrator at the Process-level (in "Process Settings") in its Administrator Console.

Click the required placeholder to place it in the email.

6. Click "Save" to save the email configuration.

6.3.8.2 **Enable or Disable Email Notification Configuration**

Click  switch to enable the Email Notification for any event.

To disable the Email Notification for any event, click  switch.

6.3.8.3 Queue-level Email Notification Configuration

If you want to configure the Email Notifications separately for each queue in the campaign, check "Enable Queue Level Email Notification". It will list the queues under the campaign in the left side.

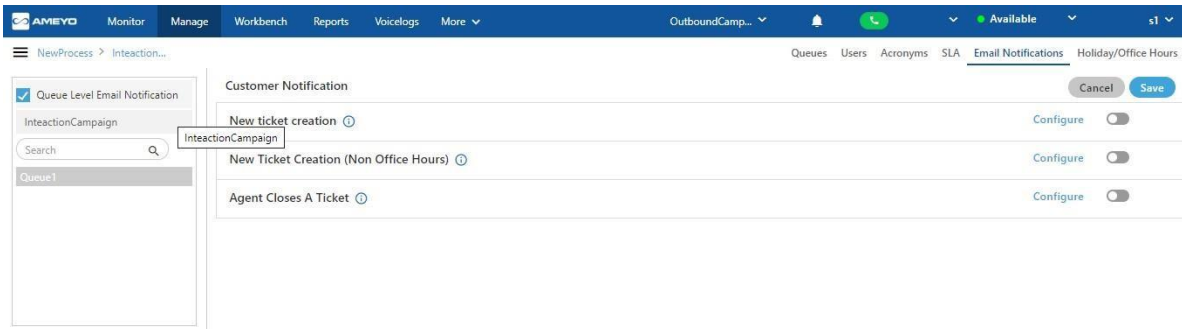


Figure: Queue-level Email Notification Configuration

Supervisor can click the Campaign or the queue to access the Email Notifications for the campaign or the queue. The Supervisor can perform the above-listed steps to configure the Email Notifications separately for each queue.

The Queue-level Email Notifications Configuration will override the configuration done at campaign-level. If queue-level configuration is not available, the campaign-level configuration will be used in the queue.

6.4 Manage Inbound Campaign

6.4.1 Manage Inbound Campaign

Supervisor can manage the inbound campaigns in which it has been assigned.

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Unique Identifier	Call Type	Customer Status	Disposition
shubh	shubh				16:59	95xxxxxxxx	0807050c0c0402000a01	outbound.manual.dial	CONNECTED	Foreign Language
shubh	shubh				16:38	42xxxxxxxx	050007060603020b0a03	outbound.manual.dial	ATTEMPT_FAILED	-
shubh	shubh				16:37	32xxxxxxxx	020007070702050b0b00	outbound.manual.dial	ATTEMPT_FAILED	-
shubh	shubh				16:34	23xxxxxxxx	03010701030e0e080800	outbound.manual.dial	ATTEMPT_FAILED	-
shubh	shubh				16:23	23xxxxxxxx	030102060405060a0a02080b05	outbound.manual.dial	ATTEMPT_FAILED	-
shubh	shubh				15:56	32xxxxxxxx	020007070704030b	outbound.manual.dial	CONNECTED	Foreign Language
pari	pari				15:54	23xxxxxxxx	030106000705050a0d03	outbound.manual.dial	CONNECTED	test_process_customer_exclusio
shubh	shubh				15:53	65xxxxxxxx	070707060604040a0d030b0b05	outbound.manual.dial	CONNECTED	Foreign Language
shubh	shubh				15:50	32xxxxxxxx	020007070704040c0a	outbound.manual.dial	CONNECTED	Foreign Language
Supervisor	Supervisor				14:49	43xxxxxxxx	050107070705050c0a020d0c0d04	outbound.callback.dial	NO_ANSWER	wran timeout

Figure: Manage Inbound Campaign

It contains the following tabs.

- **Call Details:** Here, the Supervisor can view the call details. Know more...
- **Voice Mail:** Here, the Supervisor can access the Voice Mails left by the customers when the customer was not attended because of any reason. Know more...
- **Queue:** Here, the Supervisor can add, edit, and delete the queues in the Interaction Campaign. Know more...
- **Users:** Here, the Supervisor can assign or unassign the users in this campaign. The Supervisor can also manage the skills of the users. Know more...
- **Lead Management:** Here, the Supervisor can enable or disable the lead, map a lead to any queue, and view the lead summary. Know more...
- **Callback:** Here, the Supervisor can add and manage the callbacks. Know more...
- **Prompt:** Here, the Supervisor can manage the Prompts. Know more...
- **Holiday/Office Hour Configuration:** Here, the Supervisor can manage the Holiday Configuration and Office Hour Configuration. Please refer to "Holiday/Office Hour Configuration" Page of "Chat Campaign". Know more...

6.4.2 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. It also displays the numbers masked as per the Replacement Masking Policy.

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

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Unique Identifier	Call Type	Customer Status	Disposition
shubh	shubh				16.59	95xxxxxxxx	0807050c0c0402000a01	outbound.manual.dial	CONNECTED	Foreign Language
shubh	shubh				16.38	42xxxxxxxx	050007060603020b0a03	outbound.manual.dial	ATTEMPT_FAILED	--
shubh	shubh				16.37	32xxxxxxxx	020007070702050b0b00	outbound.manual.dial	ATTEMPT_FAILED	--
shubh	shubh				16.34	23xxxxxxxx	03010701030e0e080800	outbound.manual.dial	ATTEMPT_FAILED	--
shubh	shubh				16.23	23xxxxxxxx	030102060405060a0a02080b05	outbound.manual.dial	ATTEMPT_FAILED	--
shubh	shubh				15.56	32xxxxxxxx	020007070704030b	outbound.manual.dial	CONNECTED	Foreign Language
pari	pari				15.54	23xxxxxxxx	030106000705050a0d03	outbound.manual.dial	CONNECTED	test_process_customer_exclusi
shubh	shubh				15.53	65xxxxxxxx	070707060604040a0d030b0b05	outbound.manual.dial	CONNECTED	Foreign Language
shubh	shubh				15.50	32xxxxxxxx	020007070704040c0a	outbound.manual.dial	CONNECTED	Foreign Language
Supervisor	Supervisor				14.49	43xxxxxxxx	050107070705050c0a02060c0d04	outbound.callback.dial	NO_ANSWER	wran timeout

Figure: Manage Inbound Campaign

6.4.2.1 Filters

The Supervisor can click icon to filter the call details.

The screenshot displays a complex filtering interface for call details. It is organized into several sections:

- User List:** Includes checkboxes for 'Select All', 'a1', 'a2', and 's1'.
- Groups (Group Manager):** Includes a checkbox for 'group (gm1)'.
- Call Type:** Lists various call types such as 'OB-Manual Dial', 'OB-Auto Dial', 'OB-Auto Preview Dial', 'OB-Callback', 'OB-Manual Preview Dial', and 'Transfer Campaign'.
- System Dispositions:** Lists system statuses like 'FAILED', 'BUSY', 'NO_ANSWER', 'CONNECTED', 'CALL_DROP', and 'CALL_HANGUP'.
- System Generated User Dispositions:** Lists actions like 'User Forced Logged Off', 'User Transferred To Ivr', 'User Transferred To Campaign', 'User Transferred To Aq', 'Entity Forced Clean Up', and 'Wrap Timeout'.
- User Dispositions:** Lists categories like 'Others', 'Foreign Language', 'Sale', 'Sale', 'schedule.callback', and 'Callback'.
- Filter Groups:** Currently shows 'No Filter Group Available'.
- Table Filters:** Includes 'Select All' and 'Test'.
- Queues:** Shows 'No Data Available'.
- Date Range:** Features two date pickers with values '01/02/2020 | 17 : 23' and '02/02/2021 | 17 : 23'.
- Phone Number:** Offers options for 'Start With', 'End With', 'Exact Match' (selected), and 'AnyOccurance', along with an 'Enter Number' field.
- Talk Time Duration:** Includes 'From' and 'To' fields with 'Minutes' and 'Seconds' sub-fields.
- Scored Calls:** Includes checkboxes for 'Unscored' and 'Scored'.
- Attribute Based:** A table with columns for 'Attribute', 'Operator', and 'Value'. It contains two entries:

Attribute	Operator	Value
phone1	Contains	9856
phone1	Equals	98569841233

At the bottom right, there are 'Clear', 'Cancel', and 'Apply' buttons.

Figure: Filter Call Details

It contains the following filters.

1. **User List:** Supervisor can select the users for whom the supervisor wants to fetch the call details.
2. **Groups (Group Manager):** Supervisor can select the name of the group and group manager to search for the call details related with the agents of that group.

3. **Call Type:** Supervisor 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.
4. **System Disposition:** Supervisor can filter the call details according to the used system disposition to dispose the call.
5. **System Generated User Disposition:** Supervisor can filter the call details according to the system generated user disposition used to dispose the call.
6. **User Disposition:** Supervisor can filter the call details according to the user disposition used to dispose the call by the user.
7. **Filter Groups:** Supervisor can filter the data on the basis of the filter groups.
8. **Table Filter:** Supervisor can filter the data on the basis of the table filters .

The Supervisor 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:** Supervisor can also filter out the data on the basis of date range, that is, the supervisor 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:** Supervisor 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 a few digits to filter out the records, for example, 34,87, and others.

11. **Talk Time Duration:** Supervisor 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 supervisor can enter the range in the respective text boxes.

12. **Scored Calls:** Supervisor can filter for those calls whose scores have already been provided. The supervisor can select either the Unscored or the scored calls.
13. **Queues:** The supervisor can filter the call details of the agents according to the queues. The supervisor can select the queues present in that campaign. If there is more than one queue, then the supervisor can click "Select All" option to select all the queues at once. The search option has also been provided; that is, the supervisor can search for the queues.
14. **Attribute based:** Supervisor 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 a filterable field in the 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.

6.4.2.2 Operations

The Supervisor can perform the following operations here.

6.4.2.2.1 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.

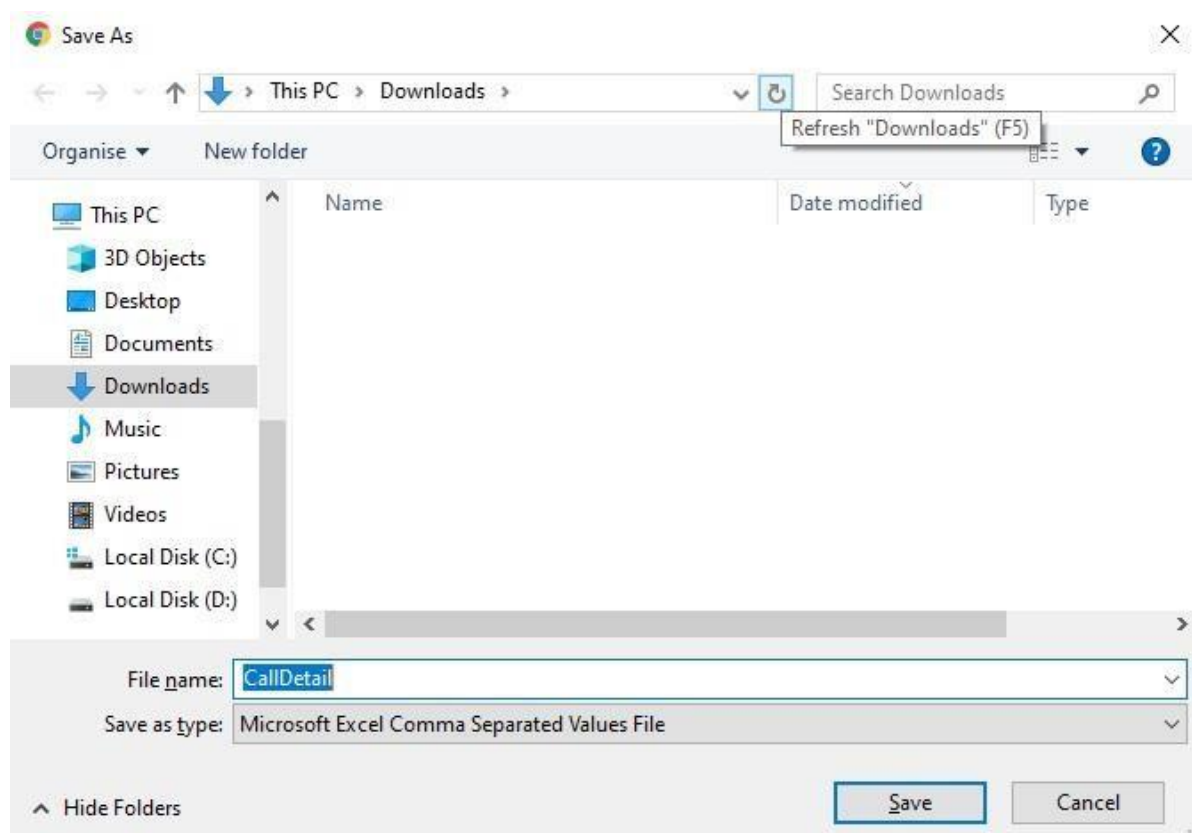


Figure: Downloading Pop-up

Before clicking on the save button, the supervisor 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 the file, then the pop-up will not come up.

6.4.2.2.2 Voice Log Search

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

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Call Type	Customer Status	Disposition	Customer Talk Time	Hold Time	Call Result
a1	a1				08/01/2020 16:35:01	9874563210	outbound.manual.dial	CONNECTED	wrap.timeout	00:04	00:00	SUCCESS

Figure: Search Voicelogs

6.4.2.2.3 Listen to Voicelogs

Supervisor can listen to the voice logs by clicking on icon, the supervisor 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. The row for which the voicelog is playing gets highlighted that helps the supervisor to recognize the playing voicelog and its corresponding call detail row.

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

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Unique Identifier	Call Type	Group Manager (Group)	Groups	System D
Austin	Austin				Jan 21, 10:00	2002	NA	inbound.call.dial	GM1 (group1)	group1	CALL_HA
Austin	Austin				Jan 21, 10:00	2002	NA	inbound.call.dial	GM1 (group1)	group1	CALL_HA
Austin	Austin				Jan 21, 10:00	2002	NA	inbound.call.dial	GM1 (group1)	group1	CALL_HA
Austin	Austin				Jan 14, 22:12	705550559	NA	outbound.manual.dial	GM1 (group1)	group1	CONNEC
Austin	Austin				Jan 06, 23:35	2002	NA	inbound.call.dial	GM1 (group1)	group1	CONNEC
Austin	Austin				Jan 06, 23:20	2002	NA	inbound.call.dial	GM1 (group1)	group1	CONNEC
Austin	Austin				Jan 06, 23:19	2002	NA	inbound.call.dial	GM1 (group1)	group1	CONNEC
Austin	Austin				Jan 06, 23:15	2002	NA	inbound.call.dial	GM1 (group1)	group1	CONNEC
Austin	Austin				Jan 06, 23:15	2002	NA	inbound.call.dial	GM1 (group1)	group1	CONNEC
Austin	Austin				Jan 06, 22:13	2002	NA	inbound.call.dial	GM1 (group1)	group1	CONNEC

Figure: Play Voicelog

Clicking anywhere on the same page will not close the pop-up. Hence, the audio play will remain continuous. The Supervisor 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 supervisor returns to the same page, the voicelog can be started to wherever it was paused, hence no need to restart it.

6.4.2.2.4 Scoring

Supervisor can provide scoring to the agent's call. Click icon present in the scoring column of the voicelog and the pop-up comes up. While scoring a call, a user can see the ticket/lite ticket attached with the call. In case of multiple tickets attached to the call, all the tickets are shown to the user.

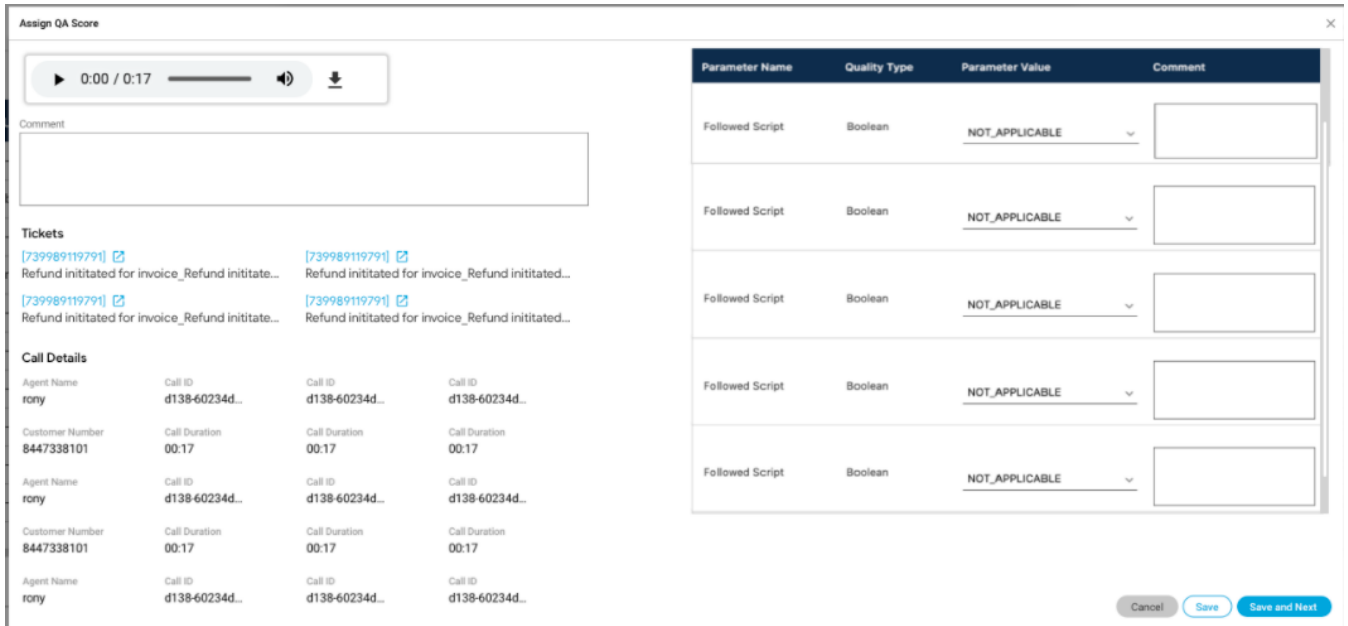


Figure: Provide Remarks to Voicelog

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

1. **Agent's Name:** The Supervisor 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:** Supervisor can provide the comment to the call in the comments box.
6. **Listen:** Supervisor can listen to the call connected call. Click the call listing button to listen to the call log.
7. **Download Voicelog:** Supervisor 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 date and time of the call.

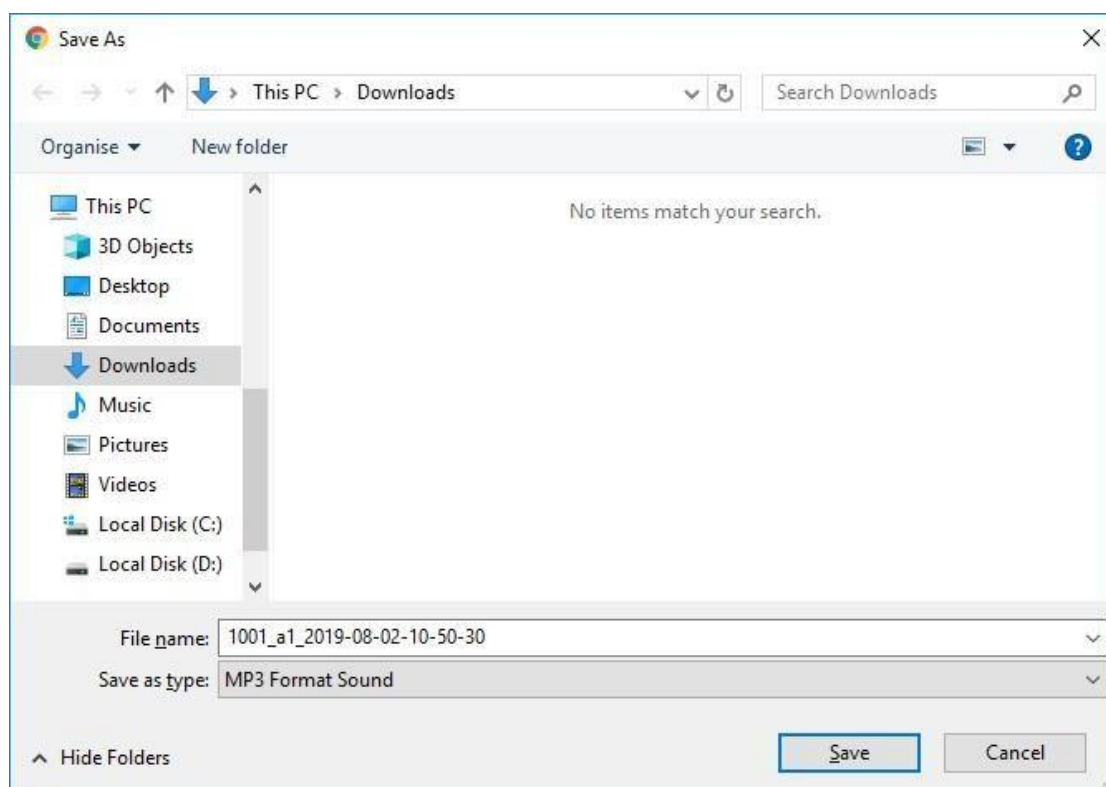


Figure: Downloading Pop-up

Before clicking on the save button the supervisor 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 a 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 the parameters of the rating. It can be provided individually for each parameter name.
12. After completing the 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.

13. View tickets: Supervisor can see the ticket/lite ticket attached with the call. In case of multiple tickets attached to the call, all the tickets are shown to the user. On hovering over the ticket ID, the user can view the subject of the ticket. The user can click on the ticket ID to view the ticket in the read-only mode which is opened in a new tab. If the call is transferred to another campaign and multiple tickets are created for the call, both the tickets are visible to the supervisor in read-only mode, even if the supervisor is not assigned to the latter campaign.

6.4.2.2.5 View CRM

Click [View CRM](#) icon to see the customer's detail in the CRM, which was filled by the agent at the time of the call. It shows the following pop-up.

The screenshot shows a 'Customer Details' pop-up window. On the left, there are three main sections: 'Quick Disposition', 'Set Disposition' (with a dropdown menu showing 'Abrupt disconnection'), and 'Set Callback'. Under 'Set Callback', there are radio buttons for 'Self Callback', 'Local TZ', 'Customer TZ', and 'After'. The 'After' option is selected, and it includes fields for 'Days', 'Hrs', and 'Min', each with a dropdown menu showing '01'. A 'Save & Dispose' button is at the bottom of this section. The main form area has a 'Basic Info' tab and a customer ID '4564324'. It is divided into three sections: 'Personal Information' with fields for First Name (Test), Last Name, Middle Name, Salutation, DOB, and Company (Ameyo); 'Address' with fields for House No., Street, Landmarks, City, Zip, and State; and 'Contact Details' which is partially visible at the bottom.

Figure: Customer details in CRM

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

6.4.2.2.6 View Customer Card

Supervisor 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.

Time	Hold Time	Call Result	IVR Time	Setup Time	Ringing Time	Transferred To	Hangup Details	Hangup On Hold	Table Filters	Filter Groups	Customer ID	Agent Talk Time
00:00	00:00	SUCCESS	00:00	00:00	00:00	--	CUSTOMER_HANGUP_PHONE	false	NA	NA	10	00:12
00:00	00:00	FAILURE	00:00	00:00	00:00	--	AGENT_HANGUP_UI	false	NA	NA	10	00:00
00:00	00:00	FAILURE	00:00	00:00	00:10	--	AGENT_HANGUP_UI	false	NA	NA	14	00:00
00:00	00:00	FAILURE	00:00	00:00	00:00	--	AGENT_HANGUP_UI	false	NA	NA	10	00:00
00:00	00:00	FAILURE	00:00	00:00	00:04	--	AGENT_HANGUP_UI	false	NA	NA	10	00:00
00:00	00:00	FAILURE	00:00	00:00	00:00	--	AGENT_HANGUP_UI	false	NA	NA	10	00:00
00:00	00:00	SUCCESS	00:00	00:00	00:16	--	AGENT_HANGUP_UI	false	NA	NA	10	00:25
00:00	00:00	FAILURE	00:00	00:00	00:30	--	SYSTEM_MEDIA	false	NA	NA	10	00:00
00:00	00:00	FAILURE	00:00	00:00	00:00	--	AGENT_HANGUP_UI	false	NA	NA	10	00:00
00:00	00:00	SUCCESS	00:00	00:00	00:01	--	AGENT_HANGUP_UI	false	NA	NA	10	00:14

Figure: Customer Card

6.4.2.3 Call Notes

The notes which are given by the agent at the time of the call are known as call notes. The supervisor 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.

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Unique Identifier	Call Type	Group Manager (Group)	Groups	System Disposition	Disposition Class
a1	a1				Feb 01, 1855	459876	NA	outbound.manual.dial	g1 (Group1)	Group1	PROVIDER_TEMP_FAILURE	telecom.issues
<div style="border: 1px solid #ccc; padding: 2px;"> This is the testing note </div>												
a1	a1				Feb 01, 1841	3456	NA	outbound.manual.dial	g1 (Group1)	Group1	PROVIDER_TEMP_FAILURE	campaign.system.disposition

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 Supervisor has to apply the filters to view the call notes differently for individual users.

6.4.2.4 Customize the View

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

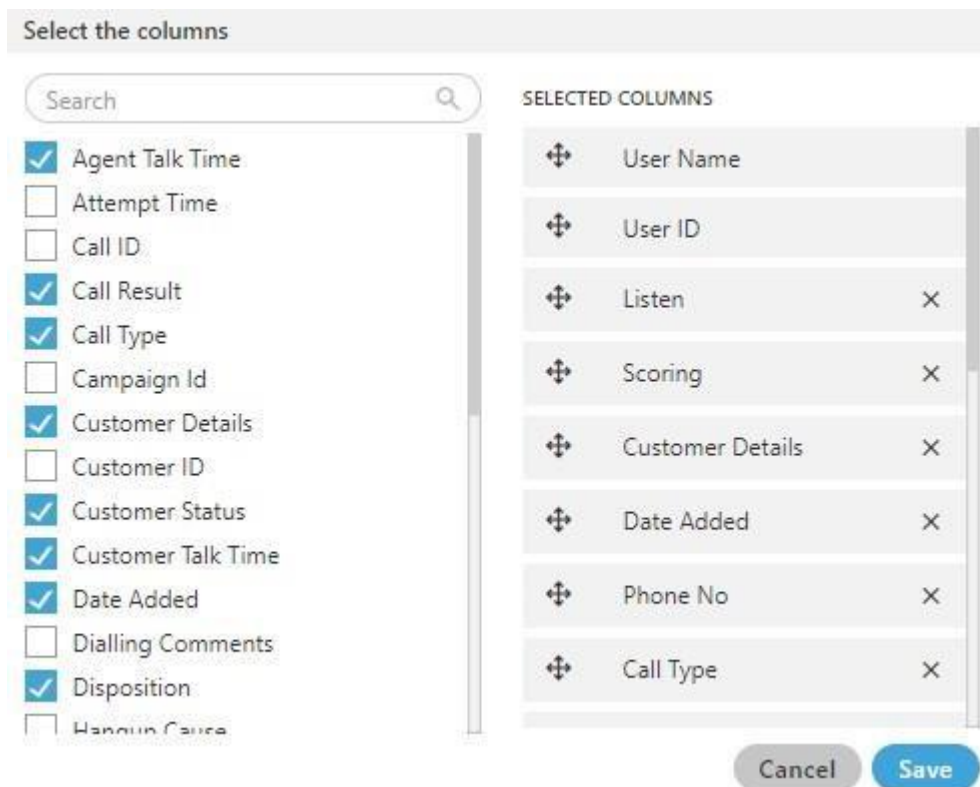



Figure: Settings Call Details

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

Check the boxes to see only those filters which are useful for the supervisor 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.

6.4.2.5 User Card

The supervisor 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.

User Name	User ID	Listen
agent	agent	
Executive Name: agent ID: agent	agent	
agent	agent	

Figure: User Card

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

6.4.2.6 Columns

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

1. **User Role:** It shows the type of 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 that allows you to listen to the voicelogs(explained above).
5. **Scoring:** It is a clickable entity that 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 details 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 is different for every call and is generated by Ameyo automatically.
15. **Customer Status**: It shows the status of the customer. Here, "CONNECTED" means that the customer picks the call and "BUSY" means that the customer did not pick up the call.
16. **Dialing Comments**: It shows the comments which have been inserted by the agent while calling to the 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 for 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. It includes "SYSTEM_HANGUP", "AGENT_HANGUP_UI", "CUSTOMER_HANGUP_UI", "AGENT_CANCELLED_PREVIEW", "UNKNOWN", "SYSTEM_MEDIA", "AGENT_HANGUP_PHONE", "CUSTOMER_HANGUP_PHONE".
[Click here](#) to know about the definition of these hangup causes.
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 have 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 supervisor to view the system disposition of the call.
23. **Disposition Class**: It allows the supervisor to identify the exact reason for the call disposition.
24. **Disposition Code**: It allows the supervisor to view the disposition code through which the call was disposed off.
25. **Customer Talk Time**: It shows 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 that is taken to connect both numbers, that is, the time taken to connect the customer and agent through a network channel.
34. **Ringling 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 the total duration spent by the agent on call for all the customers.

6.4.3 Voicemail (Licensable)

In the Inbound Campaign, Voicemail are those Voice Messages which are left by the Customers when they were not connected to the agents because of any reason. "Voicemail" Tab lets the Supervisor fetch and listen to these Voicemails as per user, queue, or campaign.

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

Voicemails should be configured by the Administrator first at System-level and then at queue-level.

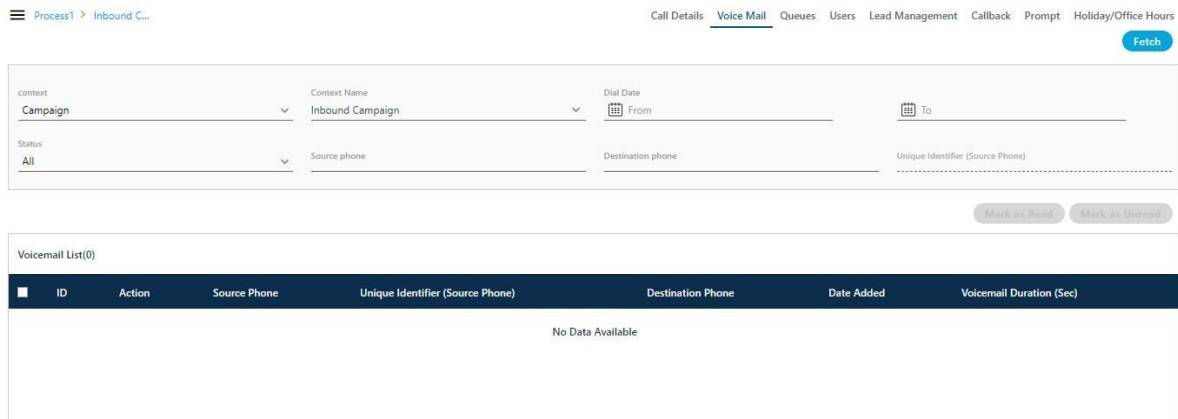


Figure: Voicemail

Perform the following steps to fetch the voicemails.

1. In "Context" drop-down menu select any of the following values. "Context Name" drop-down menu populates the values as per the value selected in "Context" dropdown.
 - A. **User:** Select it to fetch the voicemails related to a selected user. After selecting it, "Context Name" drop-down menu lists all users assigned to the campaign. Select the required user.

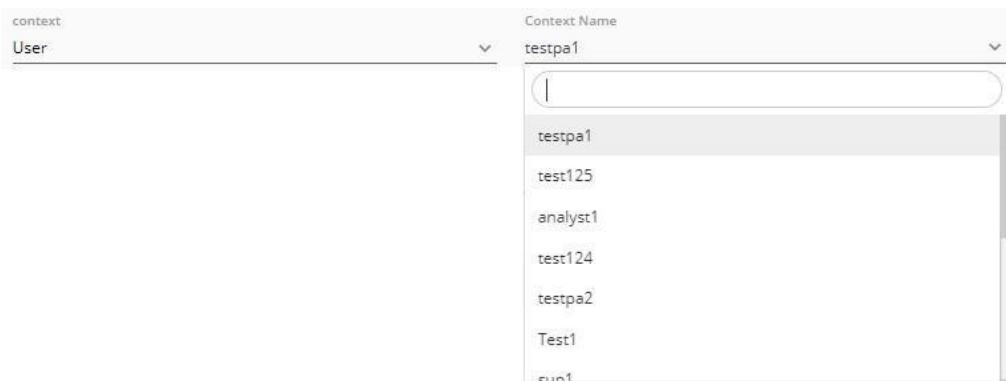


Figure: Select User

- B. **Queue:** Select it to fetch the voicemails for a queue. After selecting it, "Context Name" drop-down menu lists all queues of this campaign. Select the required queue.

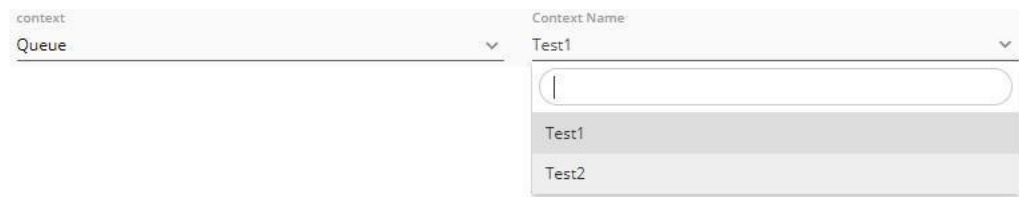


Figure: Select Queue

- C. **Campaign:** Select it to fetch the voicemails for this campaign. After selecting it, "Context Name" drop-down menu lists the name of current campaign only.

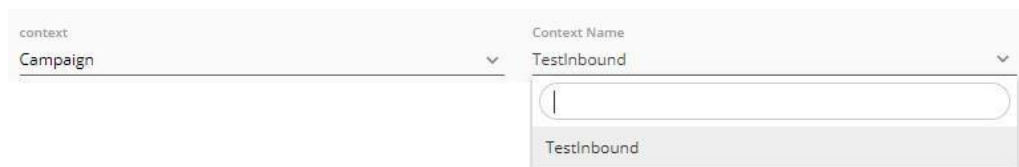


Figure: Selected Campaign

2. In "Status" drop-down menu, select any of the following options.
 - A. **All:** Select it to fetch all voicemails whether they have been read or unread.
 - B. **Read:** Select it to fetch only read voicemails.
 - C. **Unread:** Select it to fetch only unread voicemails.
3. **Dial Date (Optional):** Select it to fetch the voicemails recorded in the system between the duration of provided "From" and "To" dates. After selecting it, perform the following steps.
 - A. Click "From" text field and select a date from the calendar.

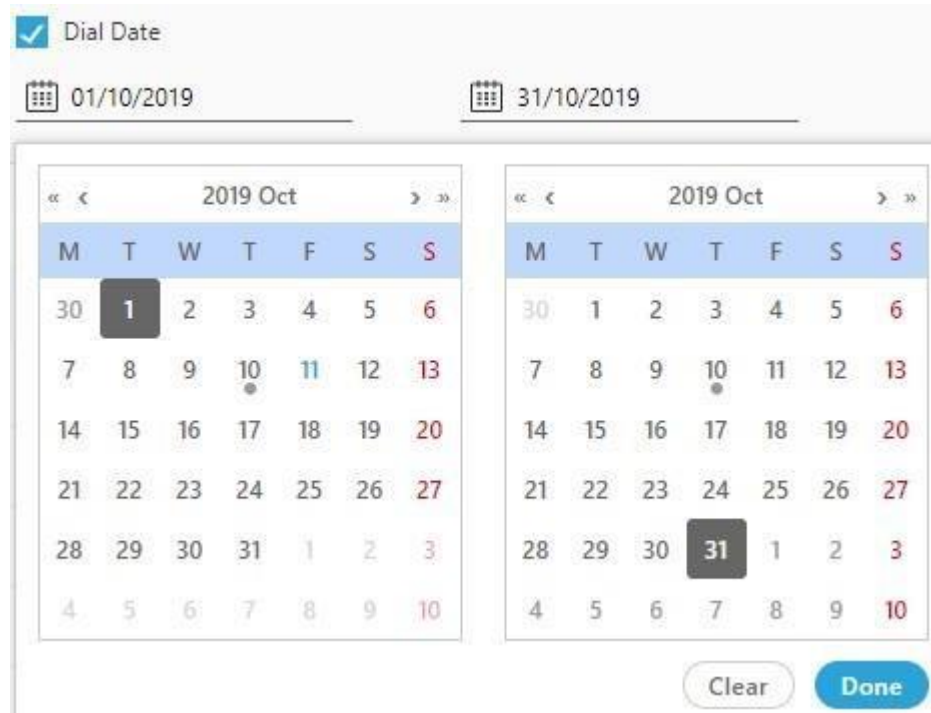


Figure: Select "From" and "To" Dates

- B. Click "To" text field and select a date from the calendar.
- 4. **Source Phone (Optional):** Enter the source phone number to fetch the voicemails generated from the provided source phone number only.
- 5. **Destination Phone (Optional):** Enter the destination phone number to fetch the voicemails at the provided destination phone number only.
- 6. Click "Fetch" button to fetch the voicemails.

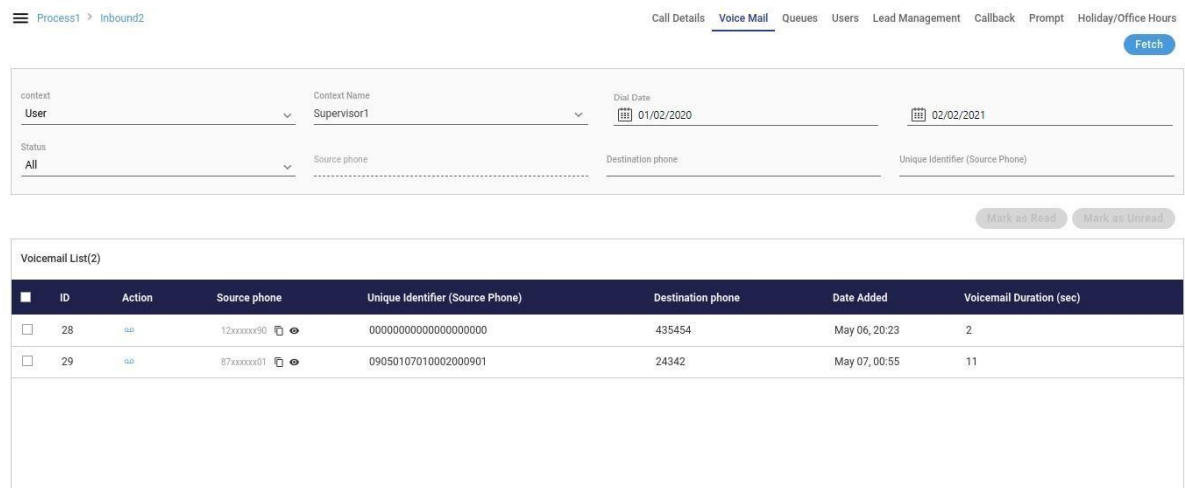



Figure: Fetched List of Voicemails

Fetches list of voicemails contains the following column information.

1. **ID:** It shows the ID of the fetched voicemails. Each voicemail has a unique ID generated by Ameyo itself.
2. **Action:** From the Actions column of the voicemail, the supervisor can listen to the voicemails. Click  icon to listen the voicelog. A pop-up is arised.

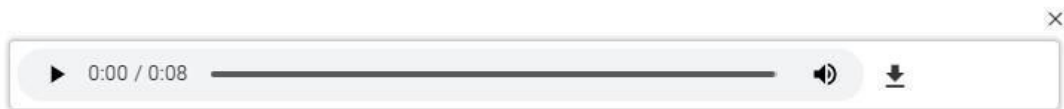


Figure: Listen the Voicemail

The supervisor can download the voicemails as well. Click the download button and the downloading pop-up comes up.

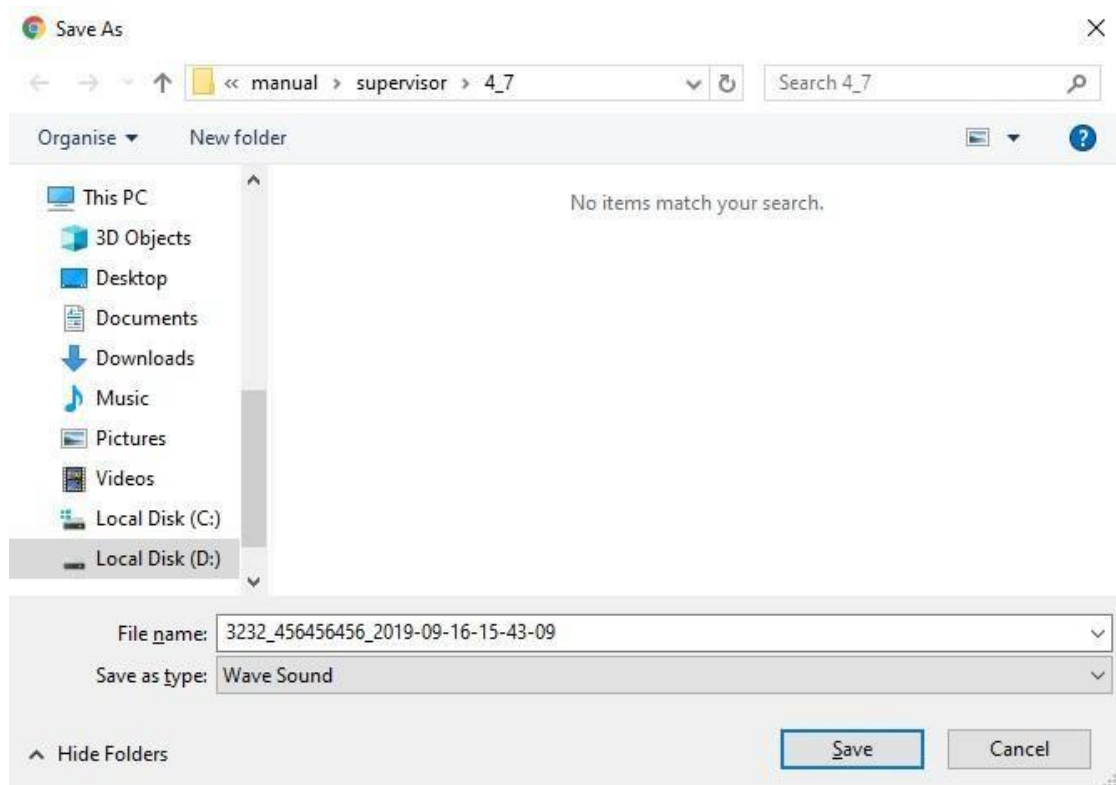


Figure: Download the Voicemail

Click "Save" button to save the voicemail, else click "Cancel" button to cancel the downloading of the voicemail.

3. **Unique Identifier:** It shows the unique identifier of the call, if the number masking is enabled. If number masking is not enabled, then it will be shown as blank.
4. **Source Phone:** It shows the source phone number through which the call has been dialed.
5. **Destination Phone:** It shows the destination phone number on which the call has been received at the customer side.
6. **Date Added:** It shows the date and time on which the voicemail has been created.
7. **Voicemail Duration:** It shows the total duration (in seconds) of the voicemail.

The supervisor can perform the following operations on the fetched list of the voicemails.

1. **Mark as Read:** Select the voicemail and click "Mark as Read" button to mark the selected voicemail as read.
2. **Mark as Unread:** Select the voicemail and click "Mark as Unread" button to mark the selected voicemail as unread.
3. **Delete:** Select the voicemail which you want to delete. A confirmation pop-up arised.



Figure: Deleting the Voicemail

Click "Yes" button to delete the voicemail permanently, else click "No".

The deleted voicemail can not be retrieved from in any manner.

6.4.4 Queue Management

Queue is a group of agents to whom call can be routed through IVR. The agents assigned in the queues can only take the calls from respective IVR.

Queue ID	Queue Name	No. Of Skills	No. Of Users	Creation Date	Action
1	q1	0	3	08/07/2020 15:53:43	Edit

Figure: Manage Queue

6.4.4.1 Create a Queue

To create a new queue in the campaign:

1. Click on "**Create Queue**" button.
2. Specify the name of the queue.

Queue Details

Queue Name: Queue2 | Queue Priority: 1 | Resource Scheduler: Multimedia Based

Request Queue: Queue FIFO | Transferable: Yes No

User Assignment in Queue

User ID	User Name	User Role	Logged In
a2	a2	Professional-Agent	●

User ID	User Name	User Role	Logged In
s1	s1	Supervisor	●
a1	a1	Executive	●

Figure: Create Queue

3. Select the priority of that queue. If an agent is assigned in multiple queues and the agent is busy with a call and at the same time 2 calls are waiting in different queues then call with higher priority queue will be routed to agent first. Call in the low priority queue will be routed later.

4. **Request Queue Type:** It lets you define which customer will be served first if more than one customers are waiting in the queue.

A. **Queue FIFO:** FIFO stands for First In First Out. If request queue type is FIFO and two customers are waiting in queue for agent, the customer who is first to reach in the queue would be connected first to the available agent.

B. **Queue Priority:** Nodeflow can be used to decide the priority of any customer. If two customers (customer1 with priority 1 and customer2 with priority 2) are waiting in the queue and customer1 is the first to reach in queue, then customer2 who have higher priority will be connected to the

agent first.


Other Example: The priority can be applied to the queue also. If customer1 (who reached earlier) is waiting in Queue1 having priority 1 and customer2 (who reached late) is waiting in the Queue2 having priority 2, and if only one agent is serving both queues, then the agent will be connected to Customer2 first because of the higher priority of its Queue2.

5. Select the resource scheduler type like LRU (Least Recently Used), Multiple Extension, Multimedia Based or Skill Based.

A. **LRU (Least Recently Used):** To route the call to the agent with highest idle time.

B. **Multiple Extension:** If this option is selected then agents of respective queue can handle both voice call and chat (agent must login into chat campaign as well). Appropriate licenses must be procured for the same.

C. **Multimedia:** If this option is selected then agents of respective queue can only handle chat (agent must login into chat campaign). Appropriate licenses must be procured for the same.

- D. **Skill Based:** This option will only be visible if the license of "Skill based Routing" is enabled at the center. In this feature call will be routed to agents on the basis of defined skills and their levels.
- 6. Select the transferable status for respective queue. If this option is enabled, then agent will be able to see the respective queue name in the drop down while transferring the call.
- 7. **Assign Users in Queue:** Select the users in "Available Users" section and click  icon.

To unassign a user, select the users in "Assigned Users" and click  icon.

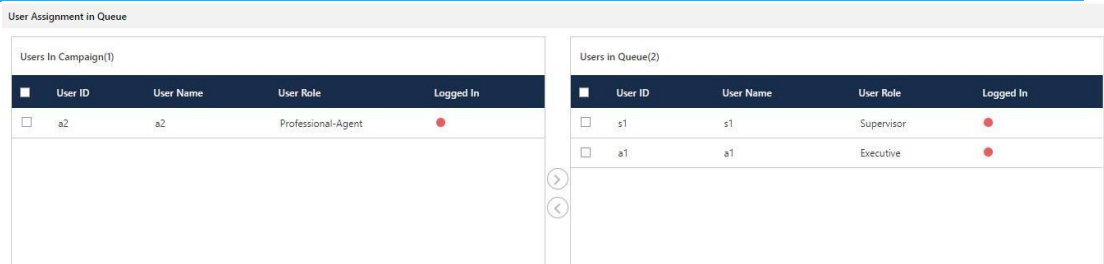


Figure: Assign or Unassign Users in the Queue

- 8. **Voice Mail Configurations:** Voicemail is licensable feature.
 - A. **Notification Email IDs:** Check this checkbox if notification needs to be sent to Email Ids when any customer leaves voicemail. The Email Id to which email needs to be sent can be configured by writing it in the provided textbox. Supervisor can write multiple Email Ids by separating them with comma or colon.



Figure: Voicemail Configuration

- B. **Welcome Voicemail Prompt:** Select voicemail welcome message.
- C. **Finish Voicemail Prompt:** Select voicemail finish message.
- 9. **Voice Mail (Slide button to On/Off Voicemail feature):** Toggle if voicemail needs to be configured.

10. Click "**Apply**" button to save the changes.
11. Click "**Cancel**" button to cancel the changes.

6.4.4.2 Edit Queue

Perform the following steps to modify any created queue.

1. Select the queue which you want to edit and click "Edit" button to edit that queue.
2. The same page which opened at the time of adding the queue opened.

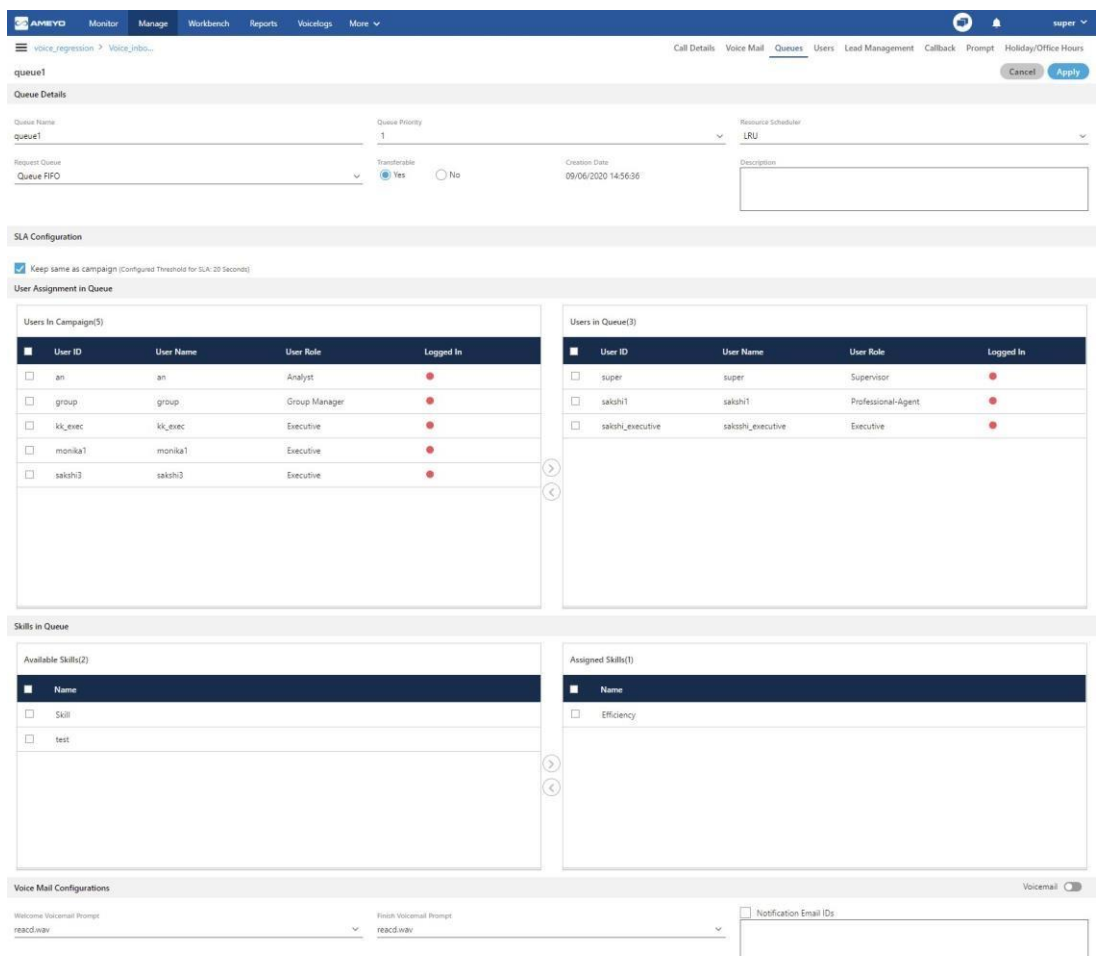




Figure: Modify Queue

3. On the opened screen you can change the queue name, priority, resource scheduler, request queue, and Transferable also. You can assign or unassign the Users as well.
4. After completing the changes, click "Apply" button to save the changes made, else click "Cancel" button to revert the changes.

5. **Skill Assignment:** The supervisor can also assign the skill in the queue, if the skills are being created by the administrator. The agent assigned in this queue, will get the calls at their interface according to the assigned skills. Select the users in "Available Users" section and click  icon.

To unassign a user, select the users in "Assigned Users" and click  icon.

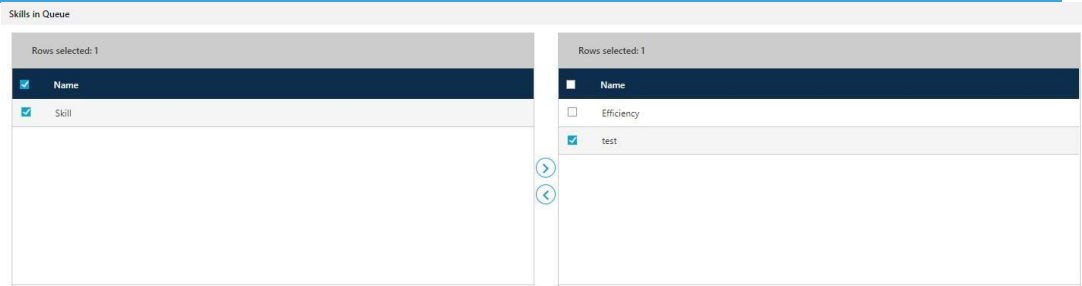


Figure: Assign or Unassign skills in the Queue

6.4.4.3 Delete Queue

Perform the following steps to delete the queue.

1. Select the queue which you want to delete from the list of all queues.
2. Click "Delete" button. A confirmation pop-up comes up.

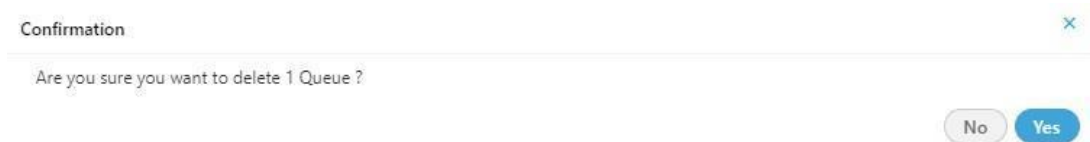


Figure: Delete Queue

3. Click "Yes" button to proceed to the deletion of the queue, else click "No" button to revert.

Once the queue is deleted from the system, it can not be retrieved in any manner. Please be careful while performing the deletion step.

If anything in the queue is changed by supervisor, then the queue at the system level also changes, which results, all the users which are assigned in the queue will gets to impact.

Hence, supervisor is advised to change the queue only if the change is mandatory and will not impact the other users.

6.4.5 Lead Management in Inbound Campaign

It contains "Manage Leads", "Manage Filters" and "Manage Filter Groups" Tabs. In "Manage Leads" tab, the Supervisor can see all leads (ID and Name), which are already created in the Process Settings. The functionalities of "Manage Filters" and "Manage Filter Groups" Tabs are the same in Outbound and Inbound campaigns.

ID	Lead Name	Time Zone	Lead Status	Time Window	Queue Mapping
1	DefaultLead		<input type="checkbox"/>	View Configuration	Nothing Selected

Figure: Lead Management in Inbound Campaign

In "Manage Leads" tab, Supervisor can perform the following operations.

6.4.5.1 (Licensable) Map Lead to any Queue

Ask your administrator for the license of this feature. For any lead, select a queue and click "Apply".

6.4.5.2 Enable or Disable the Lead

Click switch to enable the lead.

Click switch to disable the lead.

6.4.5.3 User Mapping

The supervisor can map the agents in to the leads. Click "---" icon and a modal is displayed.

Select the users and assign the users in to that lead.

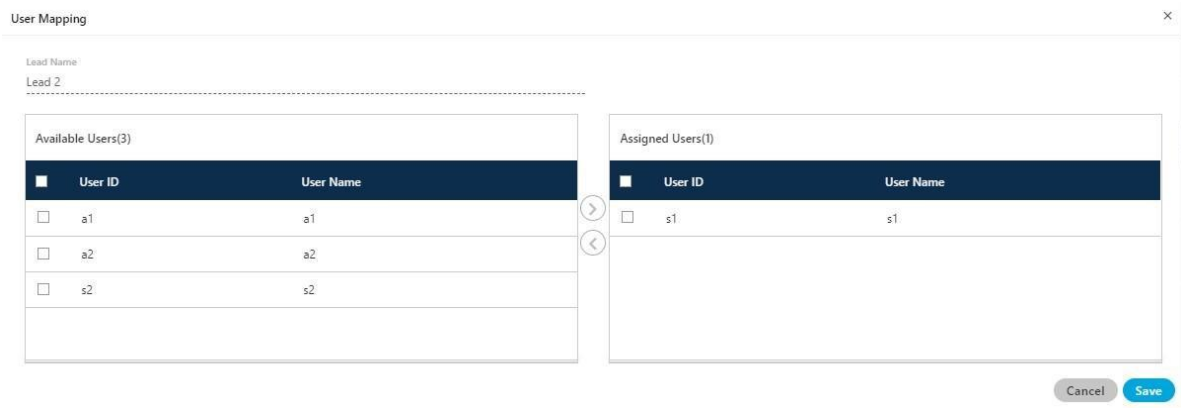


Figure: Assign or Un-Assign Users in Lead

6.4.5.4 Time Zone

It shows the time zone in which the lead is assigned into. Click it to view the timezone settings.

Specify time window for Lead: DefaultLead
✕

Call at all times
 Specific time window

Day	Start Time	End Time	
Sunday	🕒 10:00 ✕	🕒 19:00 ✕	+
Monday	🕒 _____	🕒 _____	+
Tuesday	🕒 _____	🕒 _____	+
Wednesday	🕒 10:00 ✕	🕒 19:44 ✕	+
Thursday	🕒 _____	🕒 _____	+
Friday	🕒 _____	🕒 _____	+
Saturday	🕒 _____	🕒 _____	+

Copy this configuration to other Leads

Select Leads

 Copy to all Leads

▼

Close
Apply

Figure: Time Zone Settings

Click "Copy to All Leads" checkbox to copy the settings to all the leads with one click.

6.4.5.5 **View Lead Summary**

Select the leads and click "Lead Summary" to view and download the lead summary. It shows the following pop-up.

Lead Summary ✕

Lead	Status	Disposition	Count
lead1	ATTEMPT_FAILED	--	3
lead1	NOT_TRIED	--	39278
One	ATTEMPT_FAILED	--	3
One	CALL_DROP	--	327
One	CALL_NOT_PICKED	wrap.timeout	1
One	CONNECTED	Abrupt disconnection	5
One	CONNECTED	Agent volume too low	1
One	CONNECTED

1-10 of 15 >

Close Extract

Figure: Lead Summary

Click "Extract" in this pop-up to save the Lead Summary as a CSV file on the disk. It shows the following dialog box.

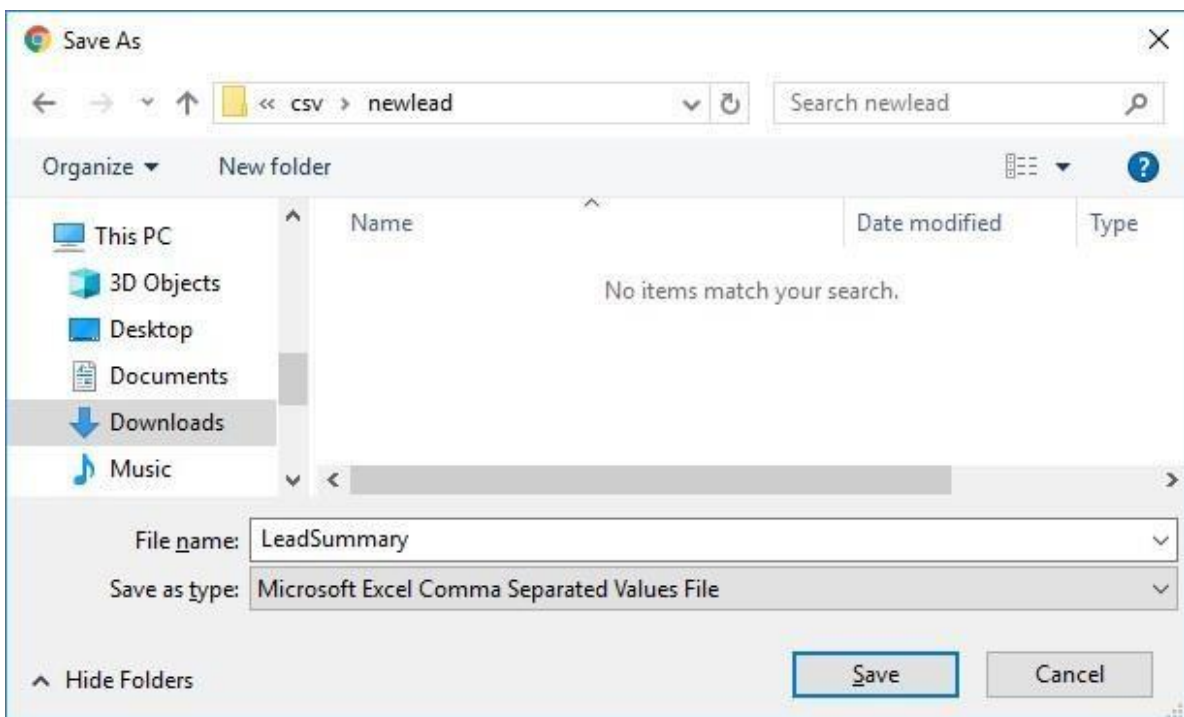


Figure: Lead Extraction

Select the location and provide a name to the file. Click "Save" to save the lead summary as the file.

6.4.6 Callback Management in a Campaign

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

Callback Id	Phone	Unique Identifier	Customer ID	Rescheduled Time	Scheduled For (User)	Scheduled Time	User ID	Group Manager (Group)	Groups
d114-6019061a-cm-eiMczDXT-0	997616	NA	--	Feb 03, 19:55	--	Feb 03, 19:55	--	--	
d114-6019061a-cm-K8xjhH6-1	3254439	NA	34	Feb 03, 19:00	a1	Feb 03, 19:00	a1	g1 (Group1)	Group1
d114-6019061a-cm-ScZzHl4-2	6743543	NA	--	Feb 04, 19:56	manish	Feb 04, 19:56	manish	--	

Figure: Callback Management in a Campaign

Supervisor can perform the following operations.

6.4.6.1 Add a Callback

Supervisor 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 Supervisor 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
<input type="checkbox"/> 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
<input type="checkbox"/> d315-5e05b103-cm-2	9858741203	0	09/01/2020, 14:32:08	--	28/12/2019, 15:04:00	--	--	Carson	27/12/2019, 15:04:51	No

Figure: Added Callbacks

6.4.6.2 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.

Edit Callback
✕

Campaign

Inbound

Callback Date*

29/06/2019

callback time*

4:3

Callback Type

Campaign User

Select User

Phone*

12375

Customer Id

0

Why do you want to reschedule this callback?*

Close Save

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.

6.4.6.2.1 Limitations for Editing callbacks

Following are some limitations of editing callbacks for the supervisor.

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

6.4.6.2.2 Search Callbacks

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

6.4.6.3 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.

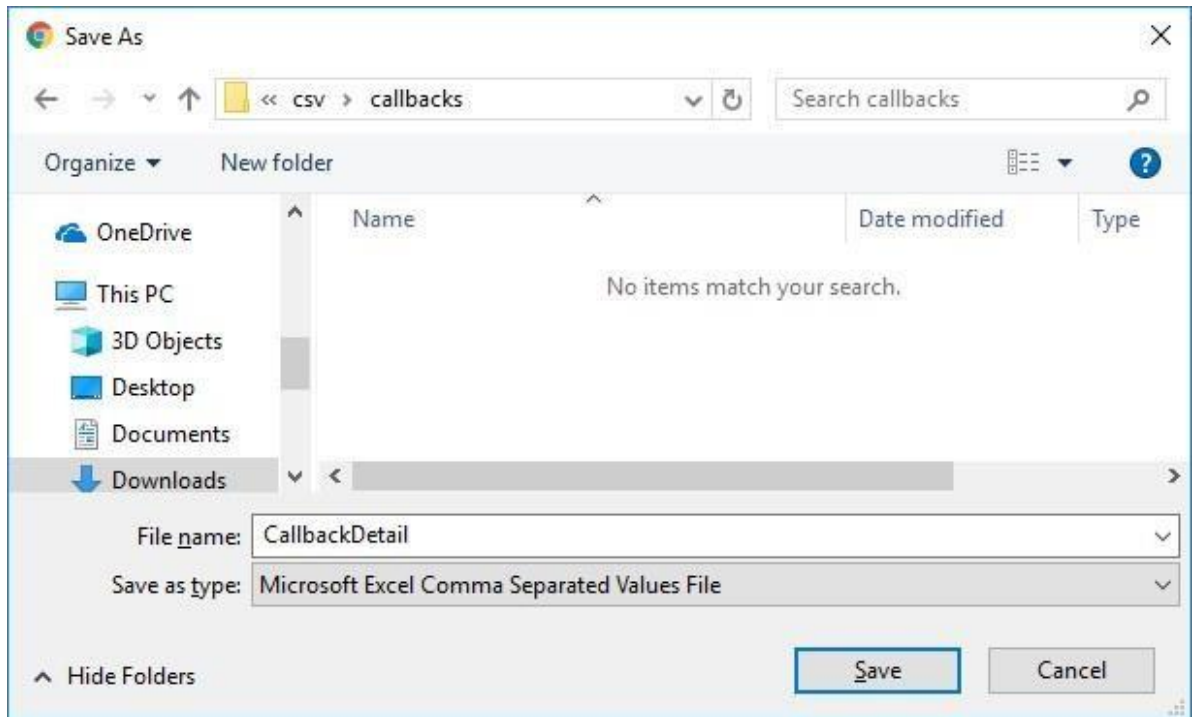



Figure: Extract Callbacks

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

6.4.6.4 **Settings**

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

Maximum Callback Days <input type="text" value="15"/> Days	Callback Retry Time <input type="text" value=""/> Mins
Promote To Campaign Expiry Time <input type="text" value="2880"/> Mins	Callback Reminder <input type="text" value="15"/> Mins
<input type="checkbox"/> Self Callback	<input type="button" value="Cancel"/> <input type="button" value="Apply"/>

Figure: Configure Callback

- 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:** Supervisor 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 supervisor for the scheduled callbacks.

6.4.6.5 [Filter the View](#)

Supervisor can click  icon to filter the callbacks.

The screenshot shows a web-based filter interface for callbacks. It features five main filter sections: 'Groups (Group Manager)', 'Scheduled For (User)', 'Scheduled By', 'Scheduled within', and 'Added between'. Below these is a 'Phone Number' section with radio button options for 'Start With', 'Exact Match', 'Ends With', and 'Any Occurance'. An 'Enter Number' field is provided for input. At the bottom right, there are 'Clear', 'Cancel', and 'Apply' buttons.

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.

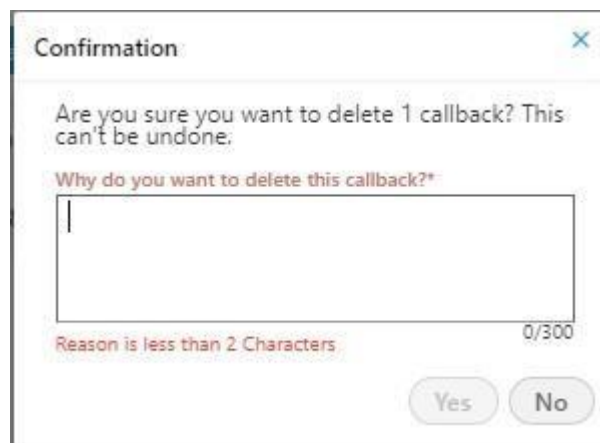
There is no need to provide date and time from different places. All can be done through one place. Click at "Scheduled By (User)" or "Added Between" to provide date and time simultaneously.

- **Phone Number:** The supervisor 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 Supervisor can click "Clear" to clear the filter and restore the default view of the callbacks.

6.4.6.6 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.



The image shows a confirmation dialog box titled "Confirmation" with a close button (X) in the top right corner. The main text asks, "Are you sure you want to delete 1 callback? This can't be undone." Below this is a text input field with the label "Why do you want to delete this callback?*" and a character count of "0/300". A red error message "Reason is less than 2 Characters" is displayed below the input field. At the bottom right, there are two buttons: "Yes" and "No".

Figure: Delete Callbacks

6.4.7 Notification for the Scheduled Callback

A notification will be shown to the supervisor 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.

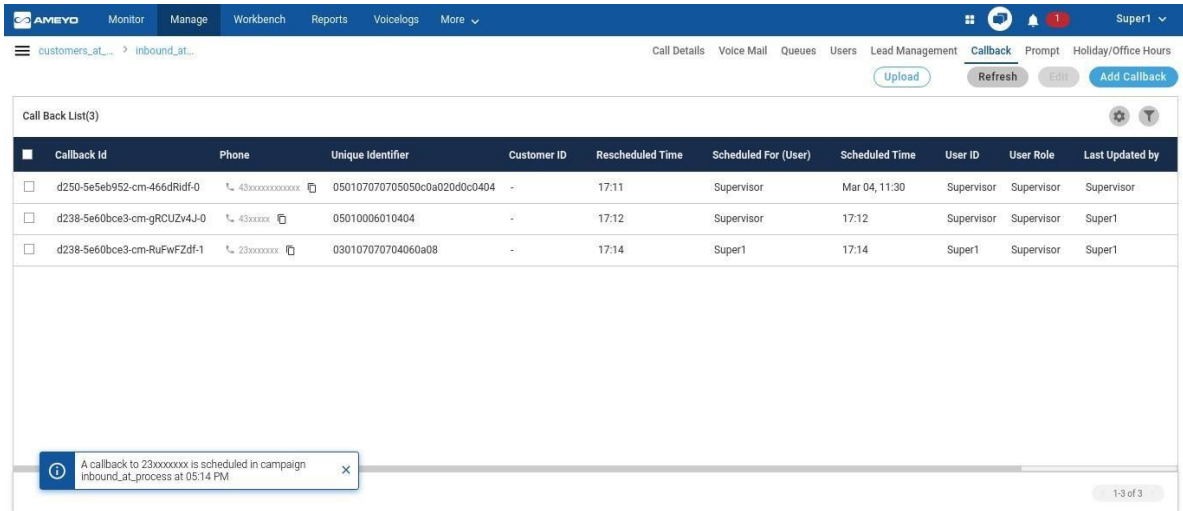


Figure: Callback Management in a Campaign

6.4.8 (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.

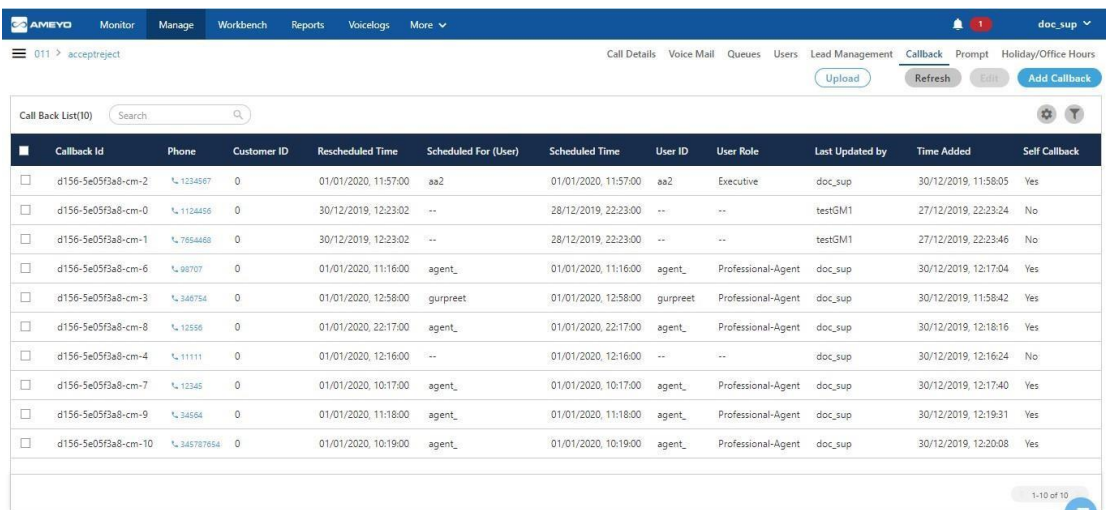


Figure: "Manage Callback" Page 2.

Select the callbacks that have to be downloaded.

Callbak Id	Phone	Customer ID	Rescheduled Time	Scheduled For (User)	Scheduled Time	User ID	User Role	Last Updated by	Time Added	Self Callback	
<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	d156-5e05f3a8-cm-1	7664468	0	30/12/2019, 12:23:02	--	28/12/2019, 22:23:00	--	--	testGM1	27/12/2019, 22:23:46	No
<input type="checkbox"/>	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
<input checked="" type="checkbox"/>	d156-5e05f3a8-cm-3	348754	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
<input type="checkbox"/>	d156-5e05f3a8-cm-8	12356	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
<input checked="" type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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



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

Extract Callbacks ✕

If you delete the callbacks from the campaign, it is highly recommended to upload it in another immediately to avoid these callbacks from being missed. The first 2000 Will be deleted and extracted at once

Reason for Deletion*

Cancel
Download and Delete
Download

- The supervisor 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

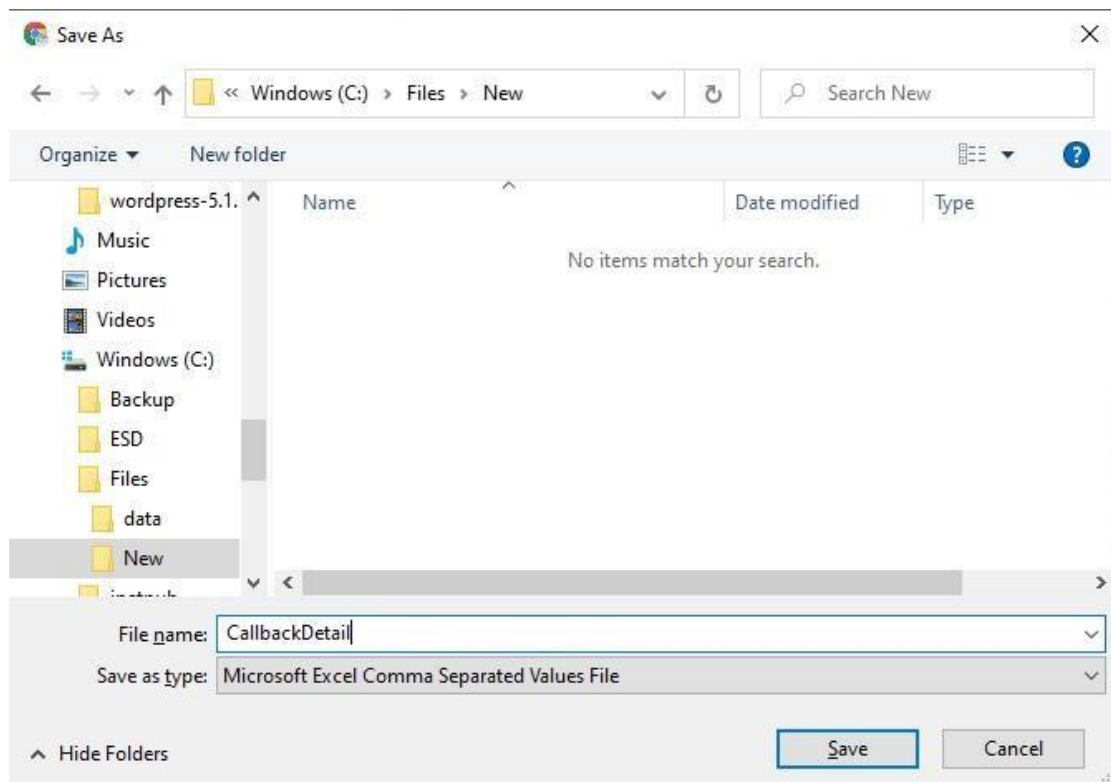
Figure: Modal to Export and Extract the Callbacks

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 Supervisor 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.

1	CallbackId	Phone	Customer	RescheduledTime	UserName	ScheduledTime	UserID	UserRole	LastUpdatedby	TimeAdded	SelfCallback
2	d156-5e05f3a8-cm-6		98707	0 01/01/202011:16:00	agent_	01/01/202011:16:00	agent_	Professional-Agent	doc_sup	30/12/201912:17:04	Yes
3	d156-5e05f3a8-cm-8		12556	0 01/01/202010:17:00	agent_	01/01/202010:17:00	agent_	Professional-Agent	doc_sup	30/12/201912:18:16	Yes
4	d156-5e05f3a8-cm-7		12345	0 01/01/202010:17:00	agent_	01/01/202010:17:00	agent_	Professional-Agent	doc_sup	30/12/201912:17:40	Yes
5	d156-5e05f3a8-cm-9		34564	0 01/01/202011:18:00	agent_	01/01/202011:18:00	agent_	Professional-Agent	doc_sup	30/12/201912:19:31	Yes
6	d156-5e05f3a8-cm-10		345787654	0 01/01/202010:19:00	agent_	01/01/202010:19:00	agent_	Professional-Agent	doc_sup	30/12/201912:20:08	Yes

Figure: Sample CSV File containing the callbacks

6.4.8.1 Upload the Callbacks

Perform the following steps to upload the callbacks.

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

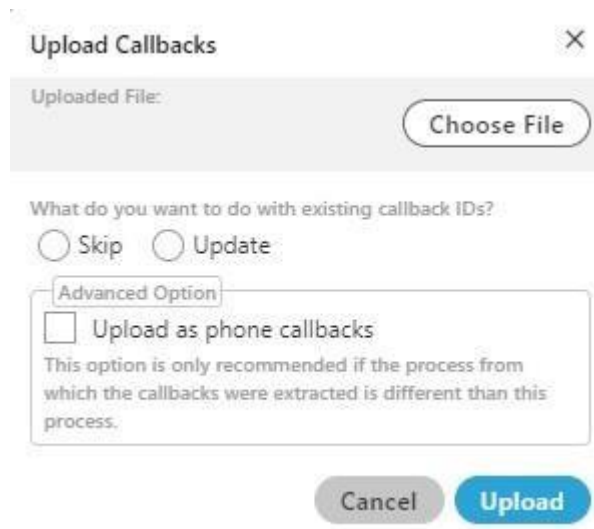


Figure: "Upload CSV" Modal

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

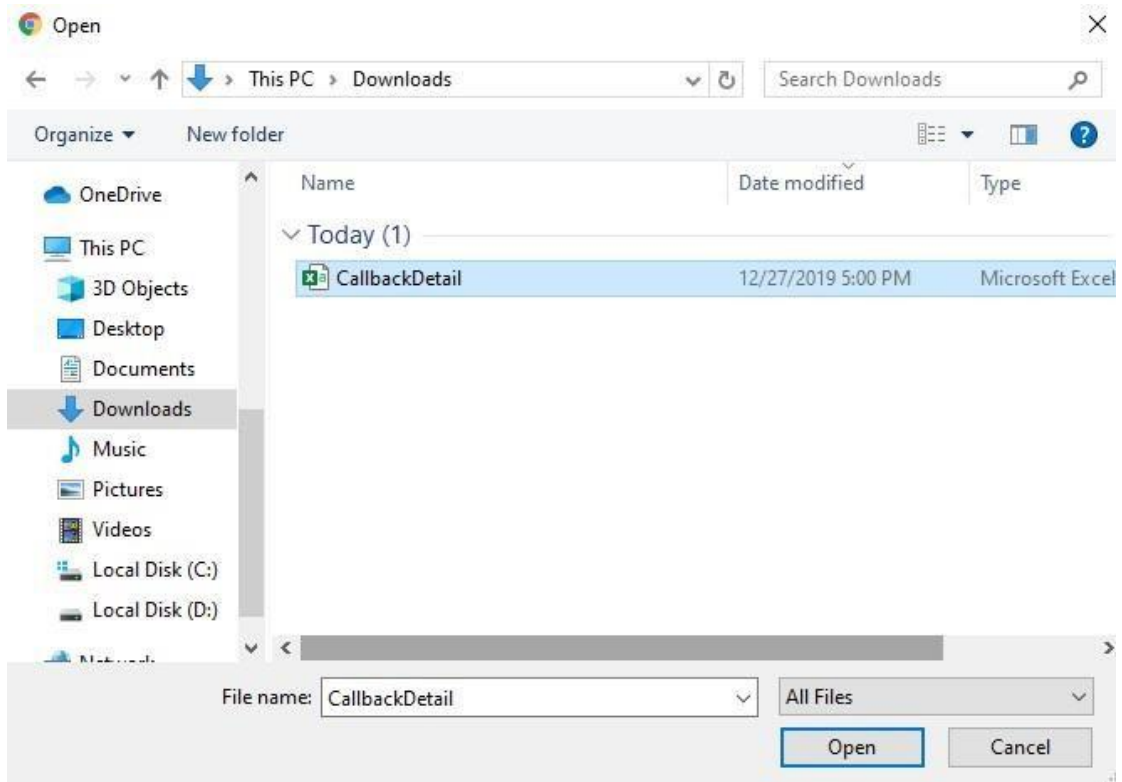


Figure: Dialog Box to open the file

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.

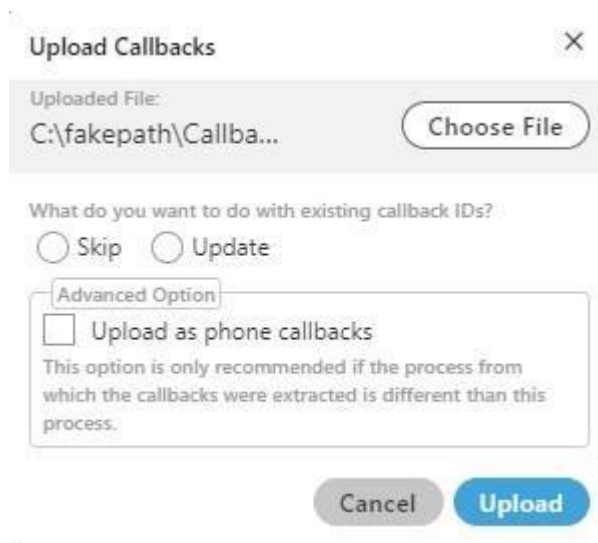


Figure: Dialog Box to open the file

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 popup 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 supervisor can download the CSV for failure reasons, if any.

9. Once the callbacks have been updated, a notification is sent to all the supervisors and agents of that campaign.

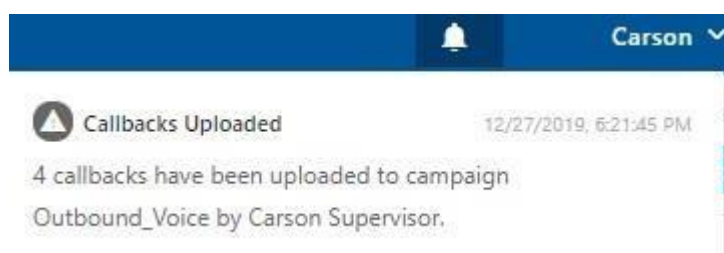


Figure: Notification of Uploading the Callback

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.

6.4.9 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 supervisor can assign these callbacks to another agent, so that the callbacks will not be left unfollowed.

Select those callbacks which have to be modified.

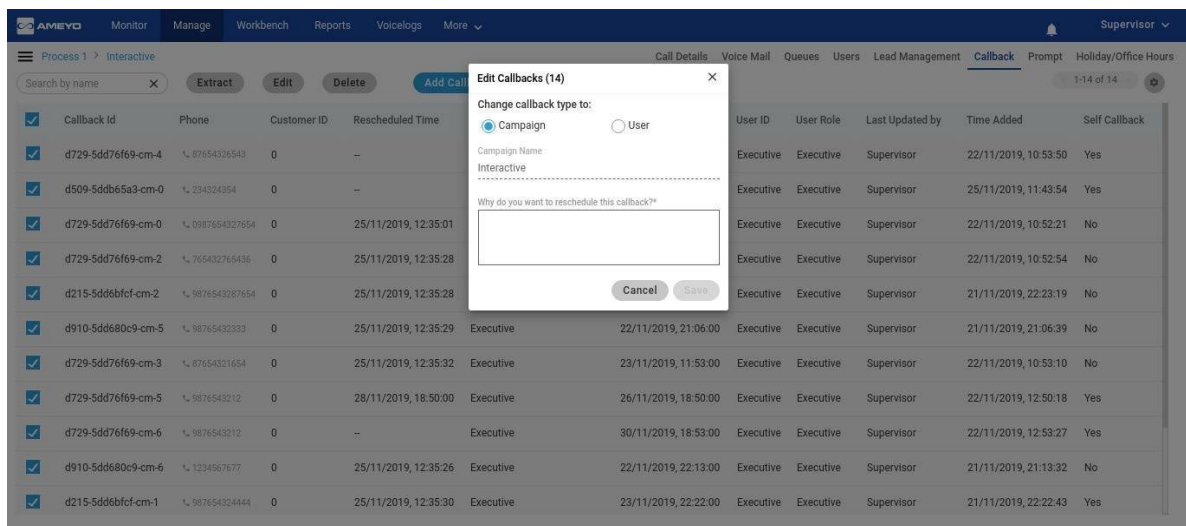


Figure: Bulk Edit of Callbacks

The Supervisor 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 Supervisor still can see and manage the scheduled callbacks assigned to that user.

6.4.9.1.1 Toast Notifications

If the Supervisor 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 Supervisor 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.

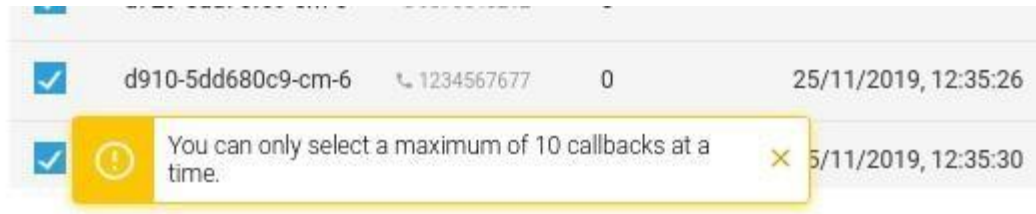


Figure: Toast Notification shows the error when the callbacks more than the limit are being tried

6.4.9.1.2 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.

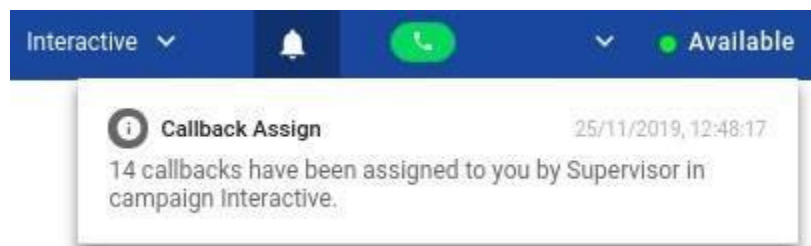


Figure: Notification to the Agent upon assignment of the bulk callbacks

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

6.4.10 Prompt Management

Supervisor can add, view, manage, and delete both prompts and missing prompts here.

Intercation > Inbound

Call Details Voice Mail Queues Users Lead Management Callback **Prompt** Holiday/Office Hours

[Add Prompt](#)

Prompts added through the script node cannot be managed from this list. You need to check them on the Ameyo Synthesizer.

Prompt Management(7)								
ID	Name	File Name	Relative Path	Owner	Active	Status	Action	
<input type="checkbox"/> 2	blank	blank.wav	ivr		No	Others		
<input type="checkbox"/> 3	busy	busy.wav	ivr		No	Others		
<input checked="" type="checkbox"/> -	dummy	-	-	-	No	Missing	Add	
<input checked="" type="checkbox"/> -	moh	-	-	-	No	Missing	Add	
<input type="checkbox"/> 4	music	music.wav	ivr		No	Others		
<input checked="" type="checkbox"/> -	reACDWait5Sec	-	-	-	No	Missing	Add	
<input type="checkbox"/> 1	welcome	welcome.wav	ivr		No	Used		

1-7 of 7

Figure: Prompt Management in a Campaign

It shows the prompts that are already added by the Administrator in its console at the Campaign-level. It also displays all the missing prompts whose voice message files are not present.

The status column shows the status of the prompt. There are three types status for prompts:

1. **Used:** It means that the prompt is in use.
2. **Unused:** It means that the prompt is not in use.
3. **Missing:** It means that the prompt voice file is missing, but the prompt is being created.

A visual red dot indentation is present at the front of the missing prompts. The user can also hover over this icon to view the information about the missing prompts.

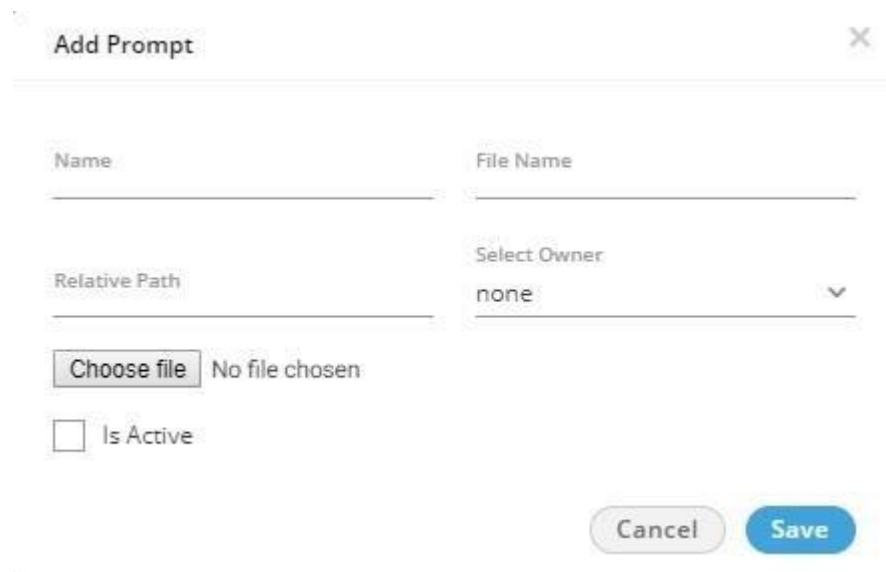
Supervisor can perform the following operations here.

6.4.10.1 Add Prompt

The Supervisor can upload the voice prompts. Uploaded prompts will be used in the IVR.

Perform the following steps to create a Prompt.

1. Click "Add Prompt" button in the top right corner. It shows the following pop-up.



The screenshot shows a dialog box titled "Add Prompt" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Name:** An empty text input field.
- File Name:** An empty text input field.
- Relative Path:** An empty text input field.
- Select Owner:** A dropdown menu currently displaying "none".
- Choose file:** A button with the text "Choose file" and "No file chosen" next to it.
- Is Active:** A checkbox that is currently unchecked.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

Figure: Add a Prompt

2. Provide a name for the prompt.
3. Provide a name of the sound file, that you are going to upload. The name should contain the file's extension as well, like "**welcome.wav**".
4. Provide a name for a folder, in which the sound file will be stored. This folder will be created on the server and, if it exists already, the file will be saved into it.
5. Click "Choose File" button to select the sound file from your disk. A pop-up comes up.

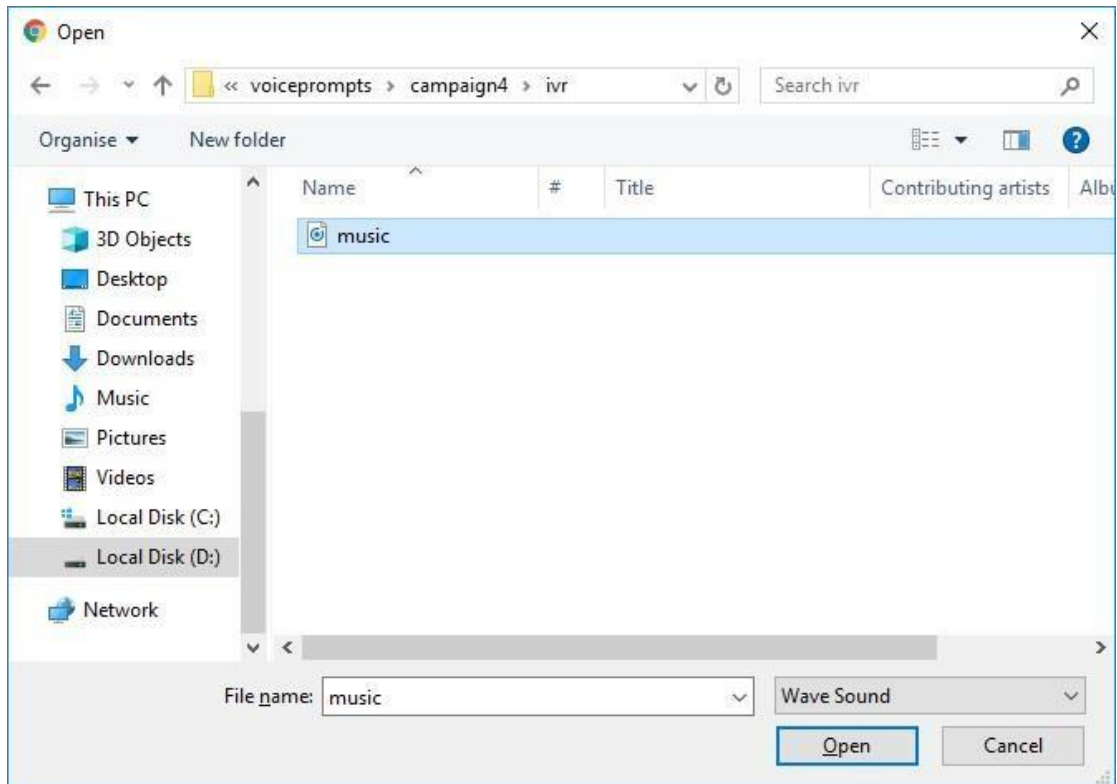


Figure: Upload Prompt

Select the file for the prompt and then click "Open" button to upload the file in "wave Sound" format.

6. Check "Is Active" to make this new prompt as Voice Prompt. Else uncheck it to disable

it.

Following is a screenshot containing sample details.

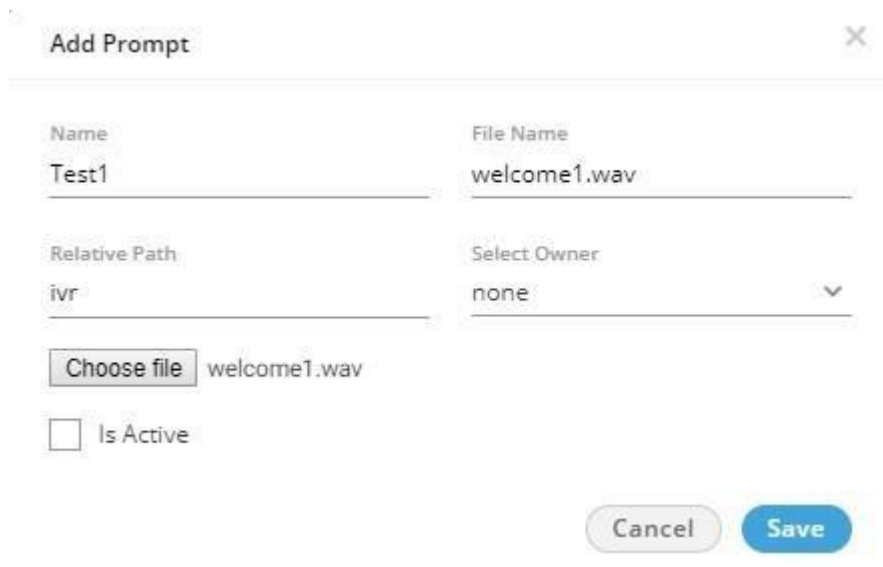


Figure: Adding Prompt with Sample Details

7. Click "Save" to create the Prompt message.

Rather, you can click "Cancel" to not create a prompt.

You can create multiple prompts using these methods.

6.4.10.1.1 Compatibility List

The administrator can upload the prompts in MP3 and Wav format. The following are the supported compatibility list that the administrator can use.

- **MP3:**
 - ✦ cbr mp3
 - ✦ vbr mp3
 - ✦ 144kbps mp3
 - ✦ 256kbps mp3
- **Wav:**
 - ✦ PCM with any sampling rate (Hz) or bitrate (bits per sample * sampling rate)
 - ✦ Size: Up to 25 MB only

The call server will play only .wav files with 16-bit sample size, 8000 Hz, and mono-channel. Hence, as soon as you upload the prompt file, it gets converted to a call server compatible format. While adding a prompt, "File Name" field is used to store the prompt with the specified name on the call servers. Hence specify the name with extension .wav. Suppose the Administrator has provided the prompt name as "test", then the system will suffix ".wav" to that prompt name in "File Name" field automatically. If you specify any other extension, then an error message is displayed. This behavior keeps the user experience backward compatible, and the existing users shall not need to learn the usage again.

6.4.10.2 **Edit Prompt**

Supervisor can edit the prompts as well. But, non-editable prompt names can not be edited by the supervisor. In order to edit a prompt, perform the following steps.

1. Select the prompt which you want to edit. A pop-up similar to adding a new prompt opens up.

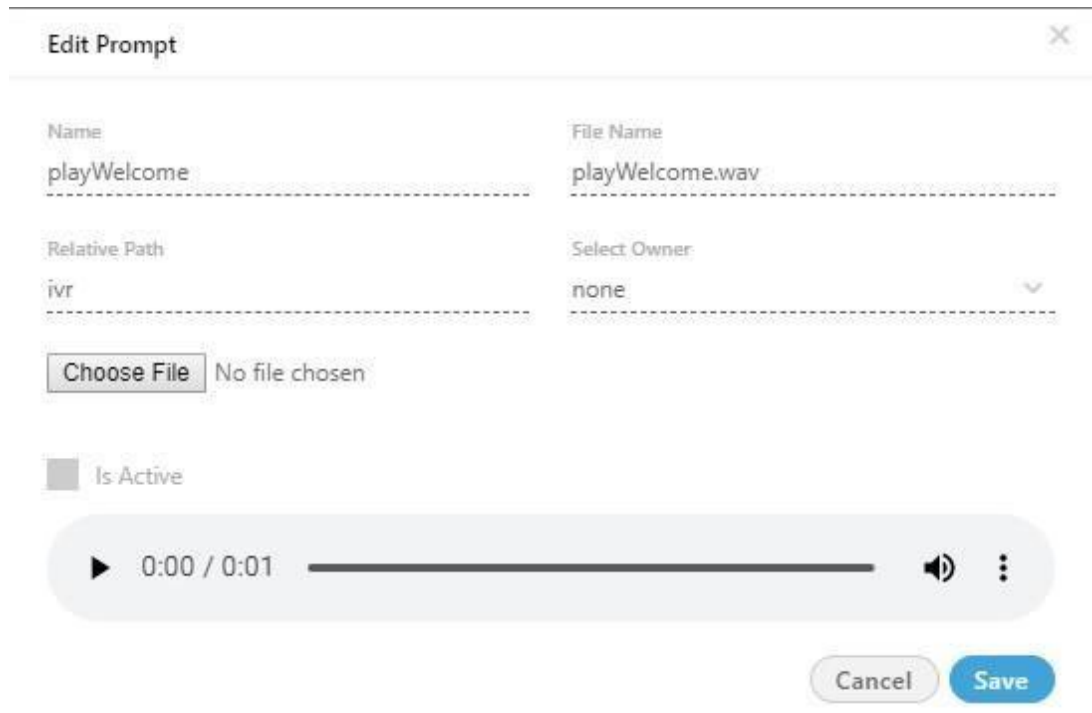


Figure: Editing Prompt

2. Click "Choose file" button to upload the new prompt file in wave format. A pop-up comes up.

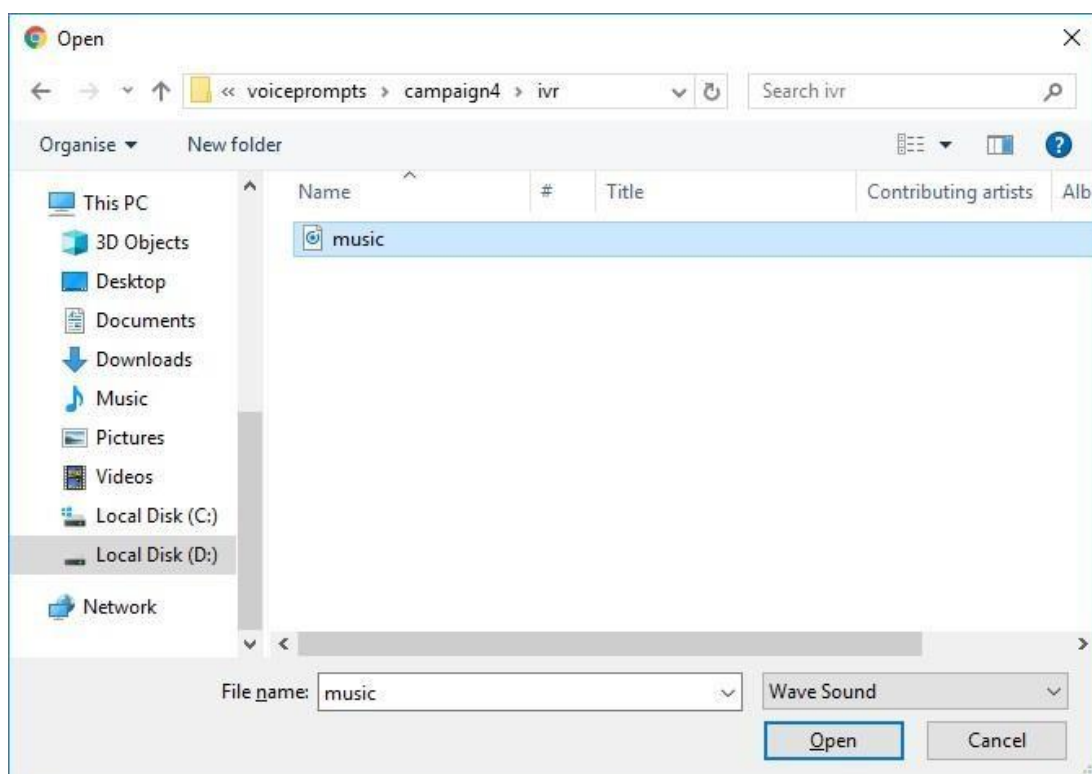


Figure: Upload Prompt

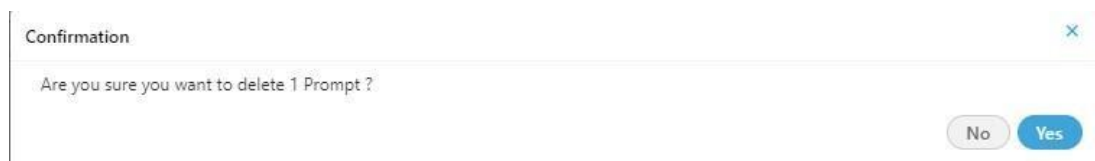
3. Select the prompt file in wave format and click open button.
4. After the prompt file selection, click "Save" button to save the changes made, else click cancel to cancel the changes.

Supervisor can not change any other information except the prompt file.

6.4.10.3 Delete Prompt

Perform the following steps to delete any prompt.

1. Select the prompt file which you want to delete.
2. Click "Delete" button present on the right top corner of the screen. A confirmation pop-up comes up.

**Figure:** Deletion Pop-up

3. Click "Yes" button to delete the prompt from the system permanently, else click "NO" button to revert back the deletion process.

Once you delete the prompt, it will delete from the system permanently and it can not be recovered in any manner.

6.4.10.4 Identification of Missing Prompts

Whenever a customer calls a business, every voice message that is played is known as prompts. But there are some prompts whose voice message file is not present. Such prompts are called missing prompts. These prompts are shown to the user on UI, but they are not useful as their prompt is not uploaded. Thus to identify such prompts, missing prompt icon and status has been introduced in Ameyo.

On the Prompts tab of Administrator and Supervisor, a new status column has been introduced. This column's values show whether the prompt is in use or missing, as shown in the following screenshot.

Prompts added through the script node cannot be managed from this list. You need to check them on the Ameyo Synthesizer.

Prompt Management(23)

ID	Name	File Name	Relative Path	Owner	Active	Status	Action
131	abc	abc.wav	ivr		No	Others	
33	busy	busy.wav	ivr		No	Used	
133	dummy	dummy.wav	ivr		No	Others	
39	erewtwrtrety	erewtwrtrety.wav	ivr		No	Others	
38	fdggfdg	fdggfdg.wav	ivr		No	Others	
41	gfffffffffffffth	gfffffffffffffth.wav	ivr		No	Others	
	moh	-	-	-	No	Missing	
Missing prompt cannot be deleted.		music.wav	ivr		No	Used	
34	Play_Record_Voicemail	Play_Record_Voicemail.wav	ivr		No	Others	
37	play-holiday	play-holiday.wav	ivr		No	Others	

Rows per page: 10 | 1-10 of 23

Figure: New Interface of Prompt Tab

A new status column is introduced, which shows the status of the prompt. The following three status have been used to monitor the prompts:

- Used:** It means that the prompt is in use.
- Unused:** It means that the prompt is not in use.
- Missing:** It means that the prompt voice file is missing, but the prompt is being created.

A visual red dot indentation is present at the front of the missing prompts. The user can also hover over this icon to view the information about the missing prompts.

6.4.10.5 Non-editable Prompt Name

A modal is shown when the user click "ADD" button present in front of the missing prompt. The name textfield of this modal is non-editable, which means that the user is not able to edit the name of the prompt.

Add Prompt [X]

Name	File Name (.wav)
moh	moh.wav
Relative Path	Select Owner
ivr	None

Choose file moh.wav

Is Active

Cancel Save

Figure: Non-editable textfield of Prompt Name

6.4.10.6 Notification for Uploading a Prompt file

If the supervisor uploads the nodeflows to the missing prompt files, then a notification will be sent to the administrator and supervisor at the same time. The following types of notifications will be sent to the administrator and supervisor for uploading the nodeflow file.

1. A toast and bell notification is sent to the administrator.
2. The supervisor has received a bell notification.

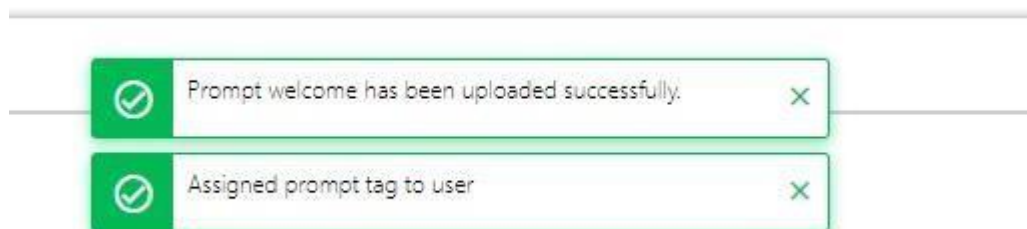


Figure: Toast notification at Administrator UI

The notification shows the campaign and prompt name in which the nodeflow has been uploaded. The administrator will be redirected to the prompts tab after clicking the notification.

After the creation of the missing prompt, the missing prompt's status will be changed to used/unused accordingly.

A warning is also being displayed at the top of the prompts tab, which states that:

Prompts added through the script node cannot be managed from this list. You need to check them on the Ameyo Synthesizer.

The notification will only be sent to the Group Manager and Analyst user roles. They are not able to update or click it.

Missing Prompts are as such not an entity, thus there is no option to delete them.

6.5 Manage Outbound Campaign

6.5.1 Manage Outbound Campaign

Supervisor can manage the outbound campaigns in which it has been assigned.

User Name	User ID	Listen	Scoring	Customer Details	Date Added	Phone No	Unique Identifier	Call Type	Group Manager (Group)	Groups	System Disposition
Austin	Austin			View CRM	16:16	8509852147	NA	outbound.manual.dial	g1 (Group1)	Group1	CONNECTED
Austin	Austin			View CRM	16:10	7055550559	NA	outbound.manual.dial	g1 (Group1)	Group1	CONNECTED
Austin	Austin			View CRM	16:09	7055550559	NA	outbound.manual.dial	g1 (Group1)	Group1	CONNECTED
Carson	Carson				15:09	8506933067	NA	outbound.manual.dial	--	--	ATTEMPT_FAILED
Carson	Carson				15:09	+918586933067	NA	outbound.manual.dial	--	--	ATTEMPT_FAILED
Austin	Austin			View CRM	14:37	8603933339	NA	outbound.manual.dial	--	--	CONNECTED
Austin	Austin				14:36	8603933339	NA	outbound.manual.dial	--	--	ATTEMPT_FAILED
Carson	Carson			View CRM	14:01	+918586933067	NA	outbound.manual.dial	g1 (Group1)	Group1	PROVIDER_TEMP_FAILURE
Carson	Carson			View CRM	13:59	8506933067	NA	outbound.manual.dial	--	--	NO_ANSWER

Figure: Manage Outbound Campaign

It contains the following tabs.

- **Call Details:** Here, the Supervisor can view the call details. This tab has already been discussed in Inbound Campaign. Know more...

- **Users:** Here, the Supervisor can assign or unassign the users in this campaign. The Supervisor can also manage the skills of the users. This tab has already been discussed in Chat Campaign. Know more...
- **Lead Management:** Here, the Supervisor can enable or disable the lead, map a lead to any queue, and view the lead summary. Know more...
- **Callback:** Here, the Supervisor can add and manage the callbacks. This tab has already been discussed in Inbound Campaign. Know more...
- **Prompt:** Here, the Supervisor can manage the Prompts. This tab has already been discussed in Inbound Campaign. Know more...
- **Dialer Settings:** Here, the Supervisor can configure the dialer settings here. Know more...

6.5.2 Lead Management in Outbound Campaign

6.5.2.1 Lead Management in Outbound Campaign

Supervisor can manage the leads and contacts and configure filters to filter the leads. It contains the following tabs. Click the links to know more about them.

1. Manage Lead
2. Manage Contacts
3. Manage Filter
4. Manage Filter Groups (Licensable)

6.5.2.2 "Manage Lead" Tab in Lead Management

In this tab, the Supervisor can see all leads (ID and Name), which are already created in the Process.

ID	Lead Name	Time Zone	Lead Status	Time Window	Priority	Weightage	Max Attempts	Tags	Queue Mapping	User Mapping
1	DefaultLead		Off	View Configuration	1	1	10	Nothing Selected	Nothing Selected	---
6	q1		On	View Configuration	1	1	10	Nothing Selected	Nothing Selected	---

Figure: Lead Management in Outbound Campaign

The total number of leads which you can enable at any instant of time, is the licensable feature which is configured by the administrator. Ask your administrator for further information on the same.

Here, Supervisor can perform the following operations.

Supervisor has to map the lead with the queue. This feature is licensable, hence ask your administrator about the license of it.

6.5.2.2.1 Tags (Licensable)

The supervisor can tag the lead with the users. Click the drop-down list of the tags to tag the user for the leads.

For example, In a case of a collection process, the supervisor can assign a particular lead to a specific agent by selecting Tags as Self. It helps agents to follow-up with their customers and produce efficient results.

ID	Lead Name	Time Zone	Status	Priority	Weightage	Max Attempts	Tags
<input checked="" type="checkbox"/>	235	One	<input checked="" type="checkbox"/>	1	1	10	Nothing Selected Absentee Review Self

Figure: Tag a Lead Options

The tagging contains the following options.

1. **Nothing Selected:** No tag will be applied on the lead list.
2. **Absentee:** If a lead list is marked as "Self," then the user selected in "User Mapping" will get all calls for this lead list. The Supervisor can click "--" link in "User Mapping" for a lead list for which the "Self" tag is selected to select the user who will get the calls of this lead list.
3. **Review:** If a lead is mapped to a user, but now the agent is not available to attend the calls. Then The Supervisor can manually tag the lead as "Absentee." The Supervisor can take the decision not to use this lead of now, and if it has to be used, then the calls can be manually routed to other available agents.

4. **Self:** A The Supervisor can mark a lead list as "Review" manually and remove this tag after conducting the review.

After selecting any of the above tags for the available leads, click "Apply" to apply the changes.

6.5.2.2.2 Queue Mapping (Licensable)

Select the Queue name from the drop-down menu in the "Queue Mapping" column and click "Apply" button.

ID	Lead Name	Time Zone	Status	Priority	Weightage	Max Attempts	Tags	Queue Mapping	Filter	User Mapping
<input checked="" type="checkbox"/>	235	One	<input checked="" type="checkbox"/>	1	1	10	Nothing Selected	Nothing Selected Maap	Assign Filters	---

Figure: Queue Mapping in Lead

6.5.2.2.3 Enable or Disable the Lead

Supervisor can enable or disable the Lead from the Status toggle bar present corresponding to the TimeZone of the lead name.

Click switch to enable the lead.

Click switch to disable the lead.

6.5.2.2.4 View Lead Summary

Select the leads and click "Lead Summary" to view and download the lead summary. It shows the following pop-up.

Lead Summary ✕

Lead	Status	Disposition	Count
lead1	ATTEMPT_FAILED	--	3
lead1	NOT_TRIED	--	39278
One	ATTEMPT_FAILED	--	3
One	CALL_DROP	--	327
One	CALL_NOT_PICKED	wrap.timeout	1
One	CONNECTED	Abrupt disconnection	5
One	CONNECTED	Agent volume too low	1
One	CONNECTED	Agent volume too low	1

1-10 of 15 >

Close Extract

Figure: Lead Summary

Click "Extract" in this pop-up to save the Lead Summary as a CSV file on the disk. It shows the following dialog box.

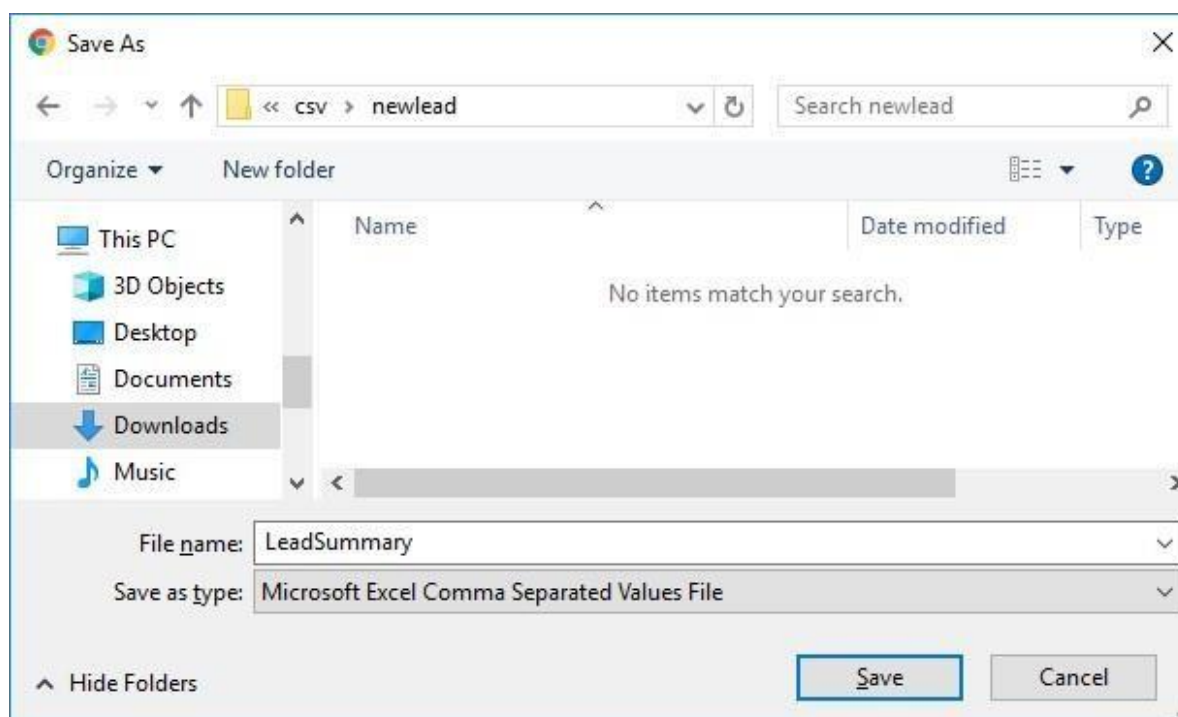


Figure: Lead Extraction

Select the location and provide a name to the file. Click "Save" to save the lead summary as the file.

6.5.2.2.5 Assign Priority

For any lead, the Supervisor can enter the priority in numbers. Here, "1" stands for First Priority and the lead with First Priority will be dialed first. The lead with "2" (Second) Priority will be dialed second and so on.

6.5.2.2.6 Assign Weightage

For any lead, the Supervisor can enter the weightage in the numbers. It is the ratio that will be assigned by the dialer. This will only work if the priority of the leads are same.

Use Case: If there are more than one lead with same weightage then dialer will prefer the lead with more weightage. For example, if Lead 1 has 2 Priority with 40 weightage and Lead 2 has 2 Priority with 50 weightage, then Lead 2 will be dialed in the higher ratio.

6.5.2.2.7 Assign Maximum Attempts

Here, the Supervisor can define the number of retry attempts for a customer. The number will not be retried after the provided maximum number of attempts.

6.5.2.2.8 Assign Filters

Supervisor can assign or unassign the filter from any lead. Click "Assign Filter" button to assign or unassign the filter to the lead.

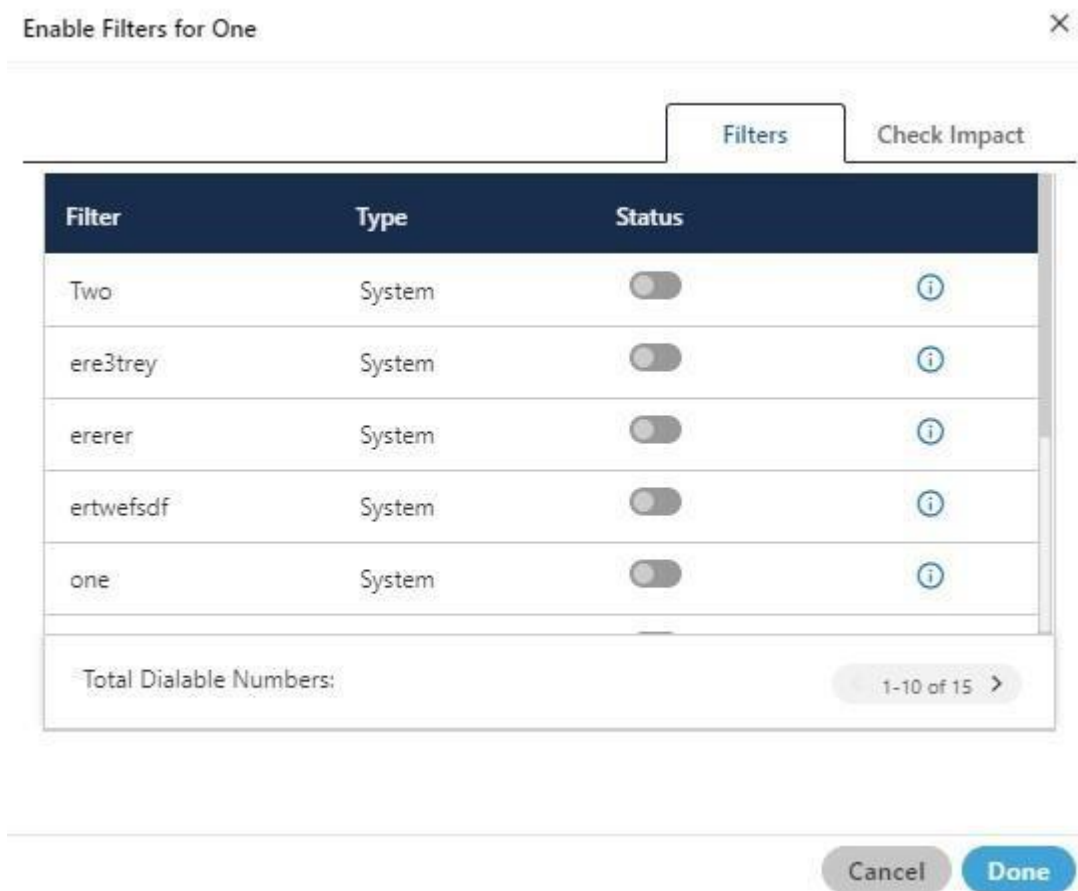


Figure: Assign the Lead Filter

1. For the very first time, "Total Dialable Numbers" will remain blank.
2. When the Supervisor enable or disable any filter, the total dialable numbers will be displayed. "Test" filter has been enabled to get the total dialable number in the following screenshot.

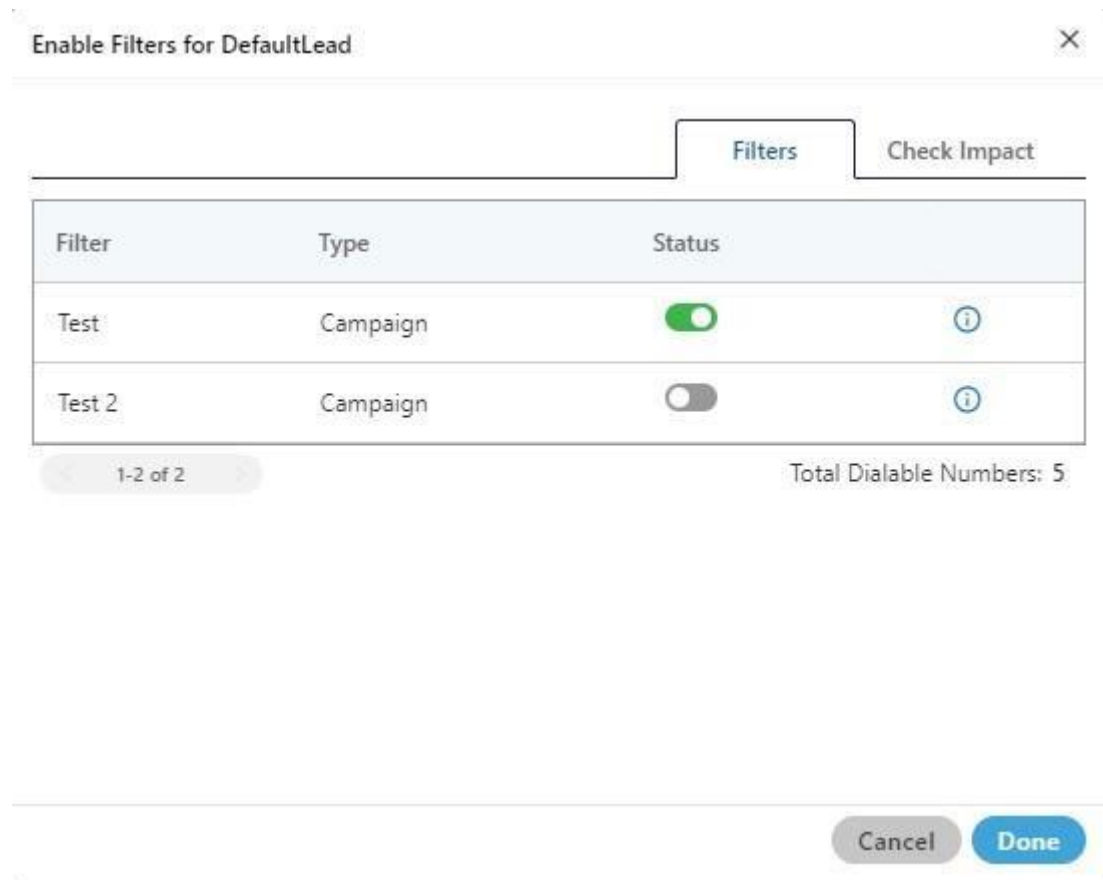


Figure: Total Dialable Numbers after enabling a filter

- The count of "Total Dialable Numbers" changes whenever the Supervisor enable or disable other filters. For example, the Total Dialable Number in our test case changes when the Supervisor has enabled one more filter.

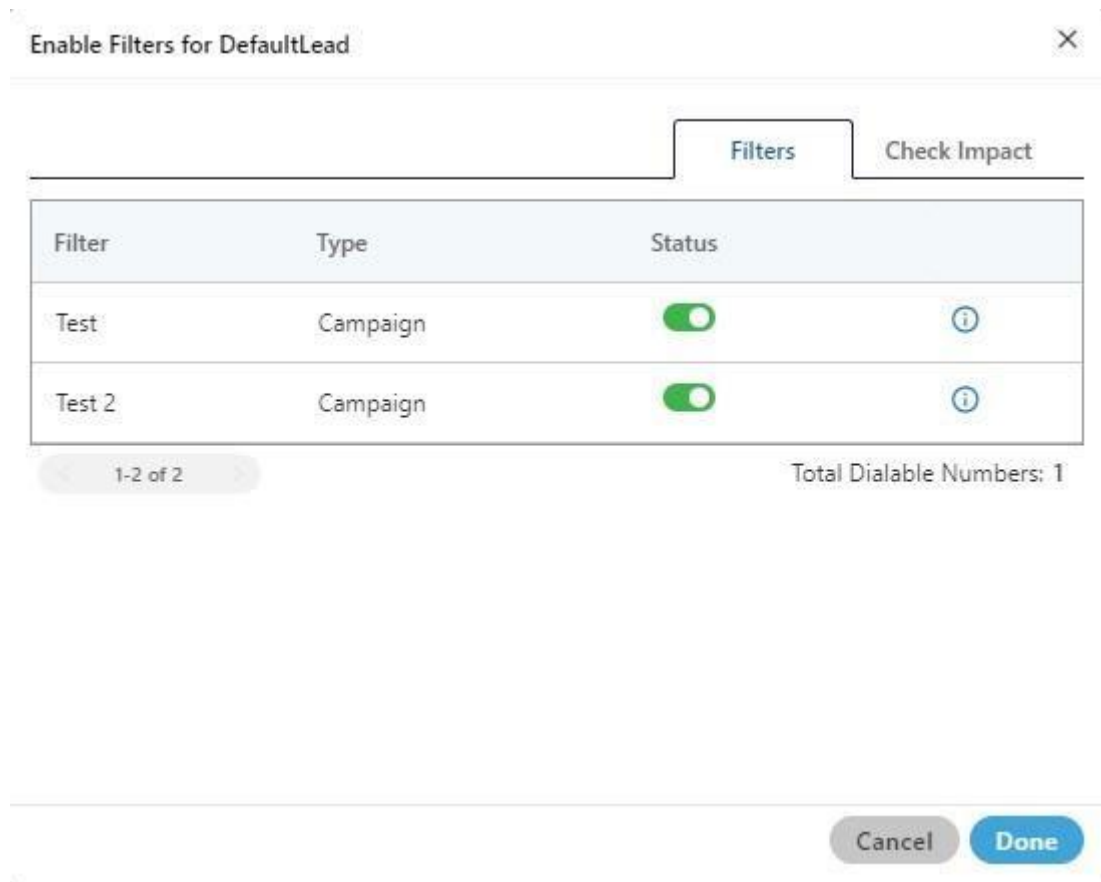


Figure: Total Dialable Numbers after changing status of filters

4. The Supervisor can switch to "Check Impact" tab to view the Dialable Numbers for every filter and total dialable numbers.

Enable Filters for SuperHero ×

Filters Check Impact

Select filters below and click on 'Check Dialable Numbers' to view the total amount of dialable numbers. It might take a while to calculate the information.

Filters	Filtered Count	Dialable Count
<input checked="" type="checkbox"/> SuperHero	4	0
<input type="checkbox"/> aaaa		
<input checked="" type="checkbox"/> ironman	0	0
<input checked="" type="checkbox"/> marvel	0	0
<input checked="" type="checkbox"/> Drishti	Get	Get

[Check Dialable Numbers](#) Total Dialable Numbers: 0

[Cancel](#) [Done](#)

Figure: "Check Impact" tab

5. If a filter has been disabled, then its checkbox will remain blank. If a filter is enabled, then its checkbox will remain selected (but disabled) and a "Get" link will be displayed. For example in the above screenshot, "Test" filter is disabled whereas "Test 2" filter is enabled.
6. The Supervisor can click the checkbox for the disabled filter such as "Test" to view the numbers in "Filtered Count" and "Dialable Count" columns. Also, the Supervisor can click "Get" link to get these counts.

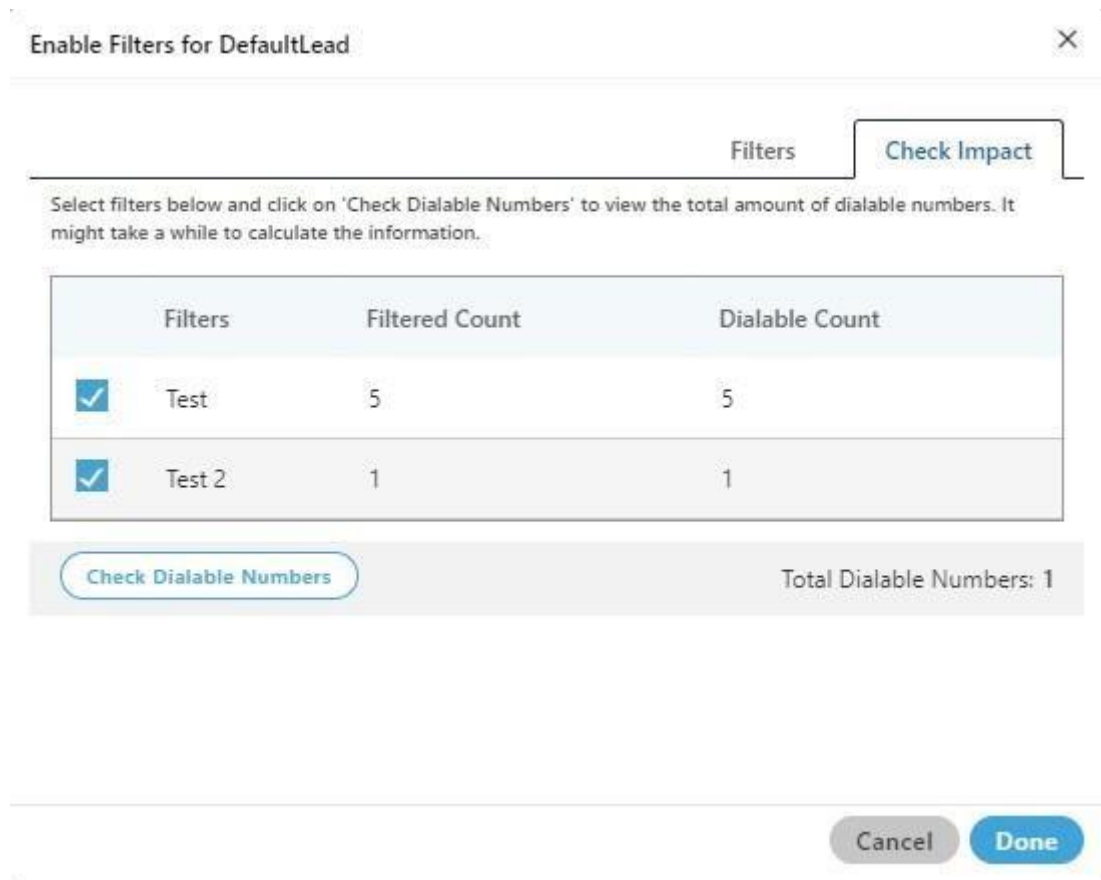


Figure: Dialable Count for every filter separately and for all filters

It shows the Dialable Count for every filter separately and total count after enabling or disabling the filters.

- The Supervisor can click "Check Dialable Numbers" to get the Total Dialable Number count after enabling or disabling the filters. Whenever the status of a filter is changed, the Supervisor has to click "Check Dialable Number" button to get the updated dialable number count.
- Click "Done" to save the changes and close the pop-up. Rater, click "Cancel" to close the pop-up without making the changes.

6.5.2.2.9 User Mapping (Licensable)

Supervisor can click "---" link under "User Mapping" header for any lead to map the users with the lead and the queue. Only the selected users will get calls dialed by the dialer for this lead.

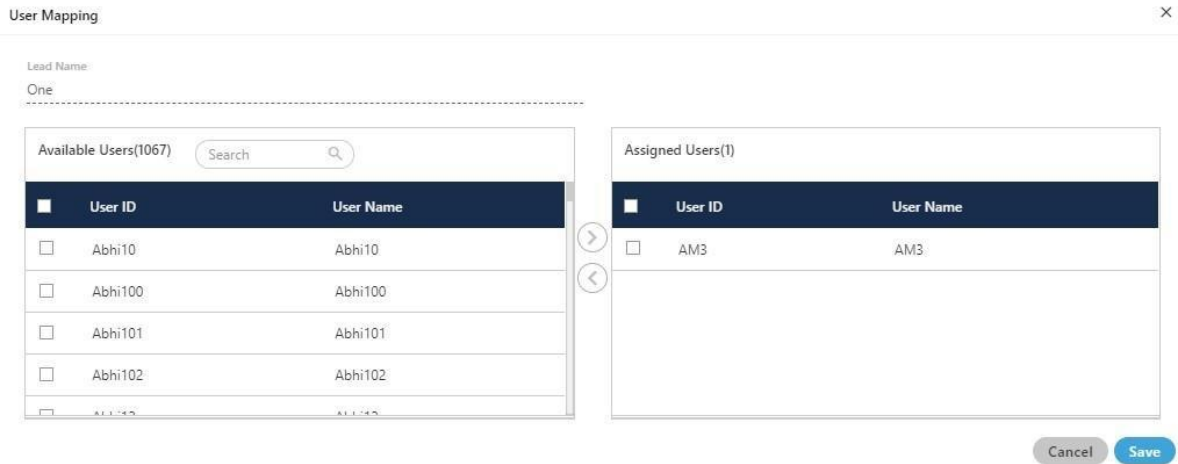




Figure: Map Users with Lead

Perform the following steps here to assign or unassign the users.

1. Select the users in "Available Users" section. You can click the checkbox given on top to select all users. You can also search for the user names in the provided search box.
2. Click  icon to add the selected users.
3. Click "Apply" to apply the settings.

To unassign the users, select the users in "Assigned "Users" section and click  icon. Click "Apply" to make the changes.

6.5.2.2.10 Time Slots to Enable or Disable the leads

The supervisor can enable or disable the lead for a particular time slot. Click "View Configuration" link present in "Time Window" column for the lead.

ID	Lead Name	Time Zone	Lead Status	Time Window	Priority	Weightage	Max Attempts	Tags	Queue Mapping	Filter	User Mapping
1	DefaultLead		<input checked="" type="checkbox"/>	View Configuration	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="10"/>	Nothing Selected	Nothing Selected	Assign Filters	---
2	One		<input checked="" type="checkbox"/>	View Configuration	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="10"/>	Nothing Selected	Nothing Selected	Assign Filters	---
3	two		<input type="checkbox"/>	View Configuration	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="10"/>	Nothing Selected	Nothing Selected	Assign Filters	---
4	three		<input type="checkbox"/>	View Configuration	<input type="text" value="4"/>	<input type="text" value="1"/>	<input type="text" value="10"/>	Nothing Selected	Nothing Selected	Assign Filters	---

Figure: Time Window Configuration in "Manage Lead" Tab

The Supervisor can click "View Configuration" link for any lead to configure the time slot in which this lead will be enabled. Other than the time slot configured, the lead will remain disabled.

Specify time window for Lead: Test ✕

Call at all times
 Specific time window

Day	Start Time	End Time
Sunday	<input type="text" value="23:35"/>	<input type="text" value="23:46"/>
Monday	<input type="text" value="20:32"/>	<input type="text" value="22:32"/>
Tuesday	<input type="text" value="18:50"/>	<input type="text" value="19:50"/>
Wednesday	<input type="text" value="18:18"/>	<input type="text" value="18:56"/>

Copy this configuration to other Leads

Select Leads:

Copy to all Leads

Close
Apply

Figure: Modal to specify the time slot for a lead

By default, "Call at all times" option is enabled so that the leads remain enabled to allow continuous calling even after upgrading the package to Ameyo Application Server 4.81 GA.

The business' Supervisor has to configure the time slots as per requirement.

The Supervisor can click "Specific time window" option to define the time slots in the days.

Day	Start Time	End Time
Sunday	23:35	23:46
Monday	20:32	22:32
Tuesday	18:50	19:50
Wednesday	18:18	18:56

Copy this configuration to other Leads

Select Leads: _____

Copy to all Leads

Close Apply

Figure: Select time period for the lead

For a day, the Supervisor has to provide the values for "Start Time" and "End Time". The Supervisor can click "+" icon to add another time period for the same day.

Similarly, the Supervisor can configure the time slots daily.

If the Supervisor wants to apply the same time slots for all leads, then the Supervisor can click "Copy to all Leads" option. Once enabled, the Supervisor can select the leads in "Select Leads" drop-down menu for enabling the same settings in other leads as well.

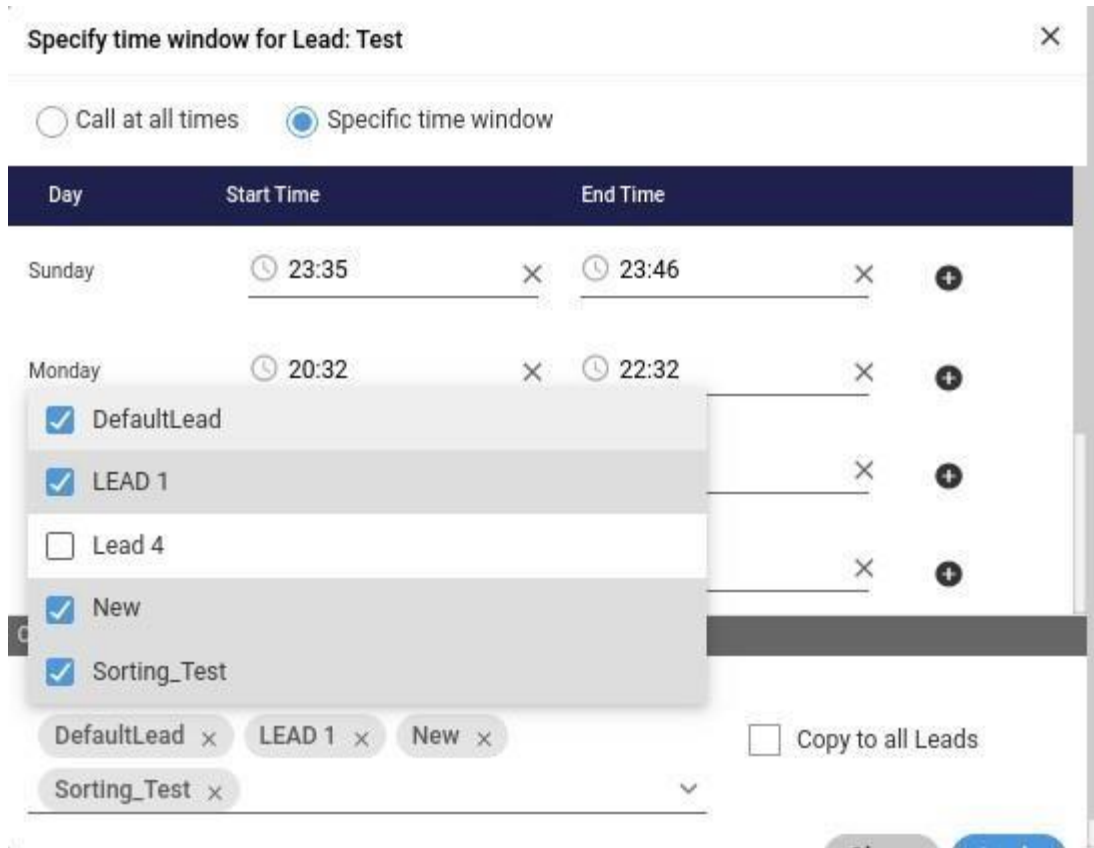


Figure: "Copy to all leads" option

6.5.2.3 Other Important Points

- "Get Dialable Number" under "Manage" tab will depend on the time-slot configuration.
- The time slot configured for a specific day should not be overlapped.

6.5.2.4 "Manage Contacts" Tab in Lead Management

Here, the Supervisor can manage the contacts in a lead. Click "Fetch Lead" button to fetch the leads and see them here.

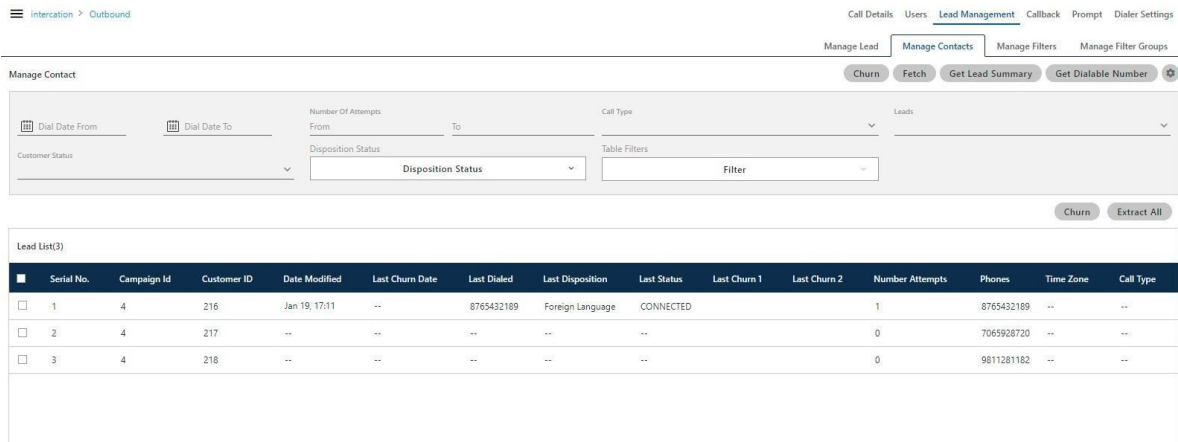


Figure: Manage Contacts

Here, Supervisor can perform the following operations.

6.5.2.4.1 Churn the Leads

The Supervisor can churn the lead, that is, can set the status of records as "Not Tried". So, the churned records can be redialed by dialer.

1. Click "Churn" button. It shows a pop-up.

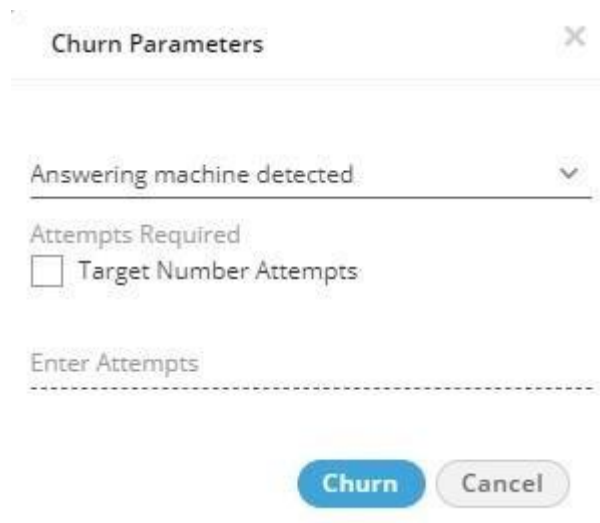


Figure: Churn Leads

2. Now, select the target customer status (status of records which needs to be churned) from the following drop down list.

- **Answering Machine Detected** :When a number is detected by the Answering Machine, and then it gets disconnect.

- **Attempt to make a call failed:** When the attempt failed due to any of the reason, and it disconnects.
- **Call attempt was unsuccessful:** Those numbers which do not dial from the Ameyo or the attempt did not perform.
- **Call was dropped:** When the call disconnects in between before the customer could answer to it.
- **Customer hangup:** When the customer disconnects the call without answering it
- **Customer not tried till now:** Those numbers which have not been tried or they still left for the call attempt.
- **Customer was connected to an Agent:** Those numbers which successfully connected with the numbers.
- **No answer from Customer:** When the customer connects on the call with the Agent, but there is no reply received from the Customer.
- **Number temporary failure:** If the number is out of reach or there is a temporary down status for the number by the network provider.
- **Provider failure:** If the number does not connect due to provider failure.
- **Provider temporary failure:** If the number does not connect due to the Provider failure but this issue remains for some time or temporary.
- **SIT intercept:** If the number disconnected or the number of the customer has been changed.
- **SIT reorder:** If the number dialed has fewer digits than usual or it has incomplete digits.
- **SIT No-Circuit:** If all the circuits of the network are busy
- **SIT Vacant:** If the number does not assigned to any of the queue.
- **User busy:** If all users are busy to take the call of the customer and the customer disconnects the call.
- **Wrong number:** If the dialed number is wrong.

3. Specify the number of target attempts. It is the number to which the total tried count rests. For example, if a number is tried 10 times, and the target

attempt provided is 4, then after churning the tried count of that number will be marked as

4.

4. Click "**Churn**" to churn the numbers.

6.5.2.4.1 Churning of Lead Lists based upon the Filter Groups

The Supervisor can click "Group Filters" drop-down menu to use the filter groups in churning.

For example, There are scenarios where the supervisor needs to churn the leads based on the Filter Groups. For example, there is a collection process and the lead has been uploaded with details like customer’s phone number, location and amount. If it is found that the connectivity with the customers in location A is more efficacious, then the supervisor can churn the leads for that particular location. Similarly, if it is noticed that the connectivity to the phone numbers starting with ‘98’ is more effective, then a Filter Group for the same can be added and the supervisor can churn the lead based on the phone number.

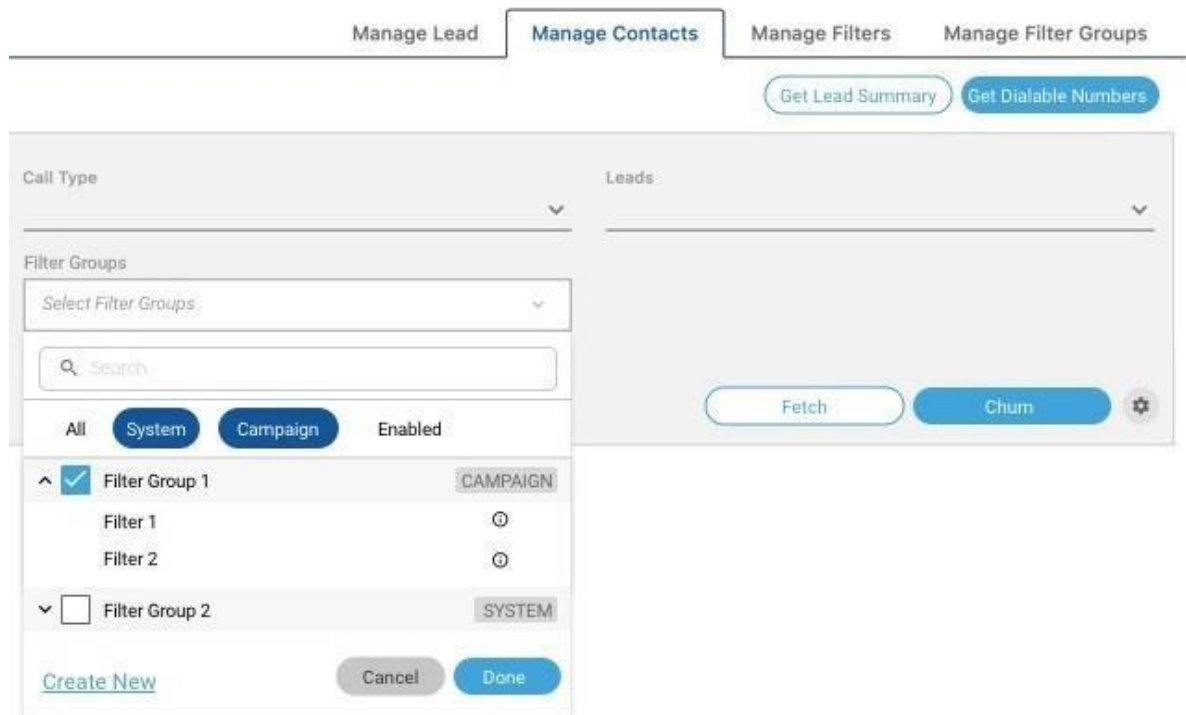


Figure: Filter Groups

The Supervisor can click "Create New" link to create a new filter group.

The Supervisor can click "System" tab in this modal to display the system-level filters.

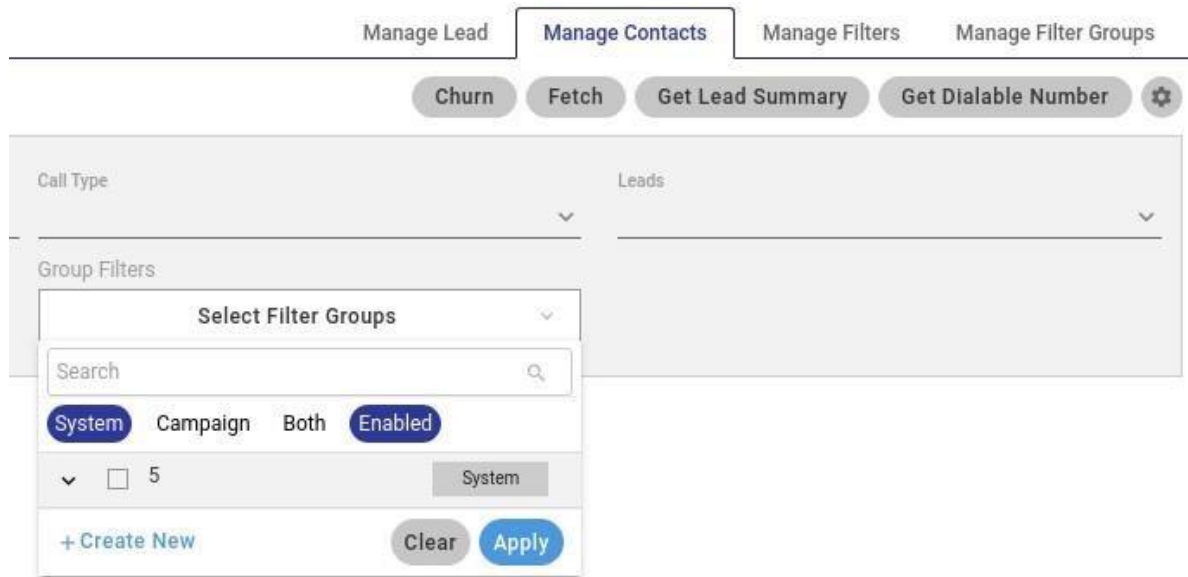


Figure: System Filter Groups

The Supervisor can click "Campaign" to display the campaign-level filters. If "Enabled" is also clicked, then the enabled filter groups will be displayed.

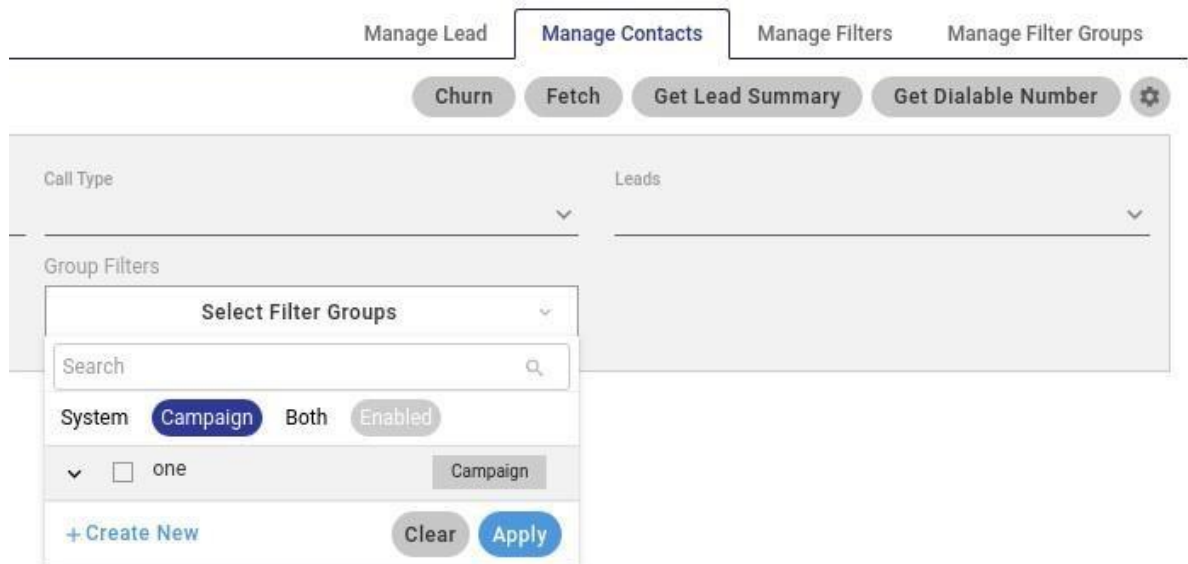



Figure: Campaign Filter Groups

The Supervisor can click "Both" to view both System-level and Campaign-level Filter Groups.

The supervisor is able to fetch, churn, or extract the contacts from the Lead Management tab. But earlier, while fetching the contacts according to the provided criteria only 1000 contacts

were fetched at a time irrespective of the total count that matches the criteria. Due to this, the supervisor had to extract the contacts again and again. Thus, there it was required to select all the contacts matching the criteria. Now, the supervisor can select all contacts that matches the criteria. It will help the supervisor to select all contacts and extract, or churn them with one click that matches the criteria. The supervisor can click "Extract All" button to extract all contacts that matches the criteria; "Churn All" button to churn the contacts; and "Delete All" button to delete all contacts that matches the criteria. It will perform the action on all matching contacts present on UI or on server irrespective of the count of 1000.

6.5.2.4.1.2 Churn Exclude Dispositions

Supervisor can click  icon on the top right corner to exclude the dispositions from the churning. It shows the following pop-up.

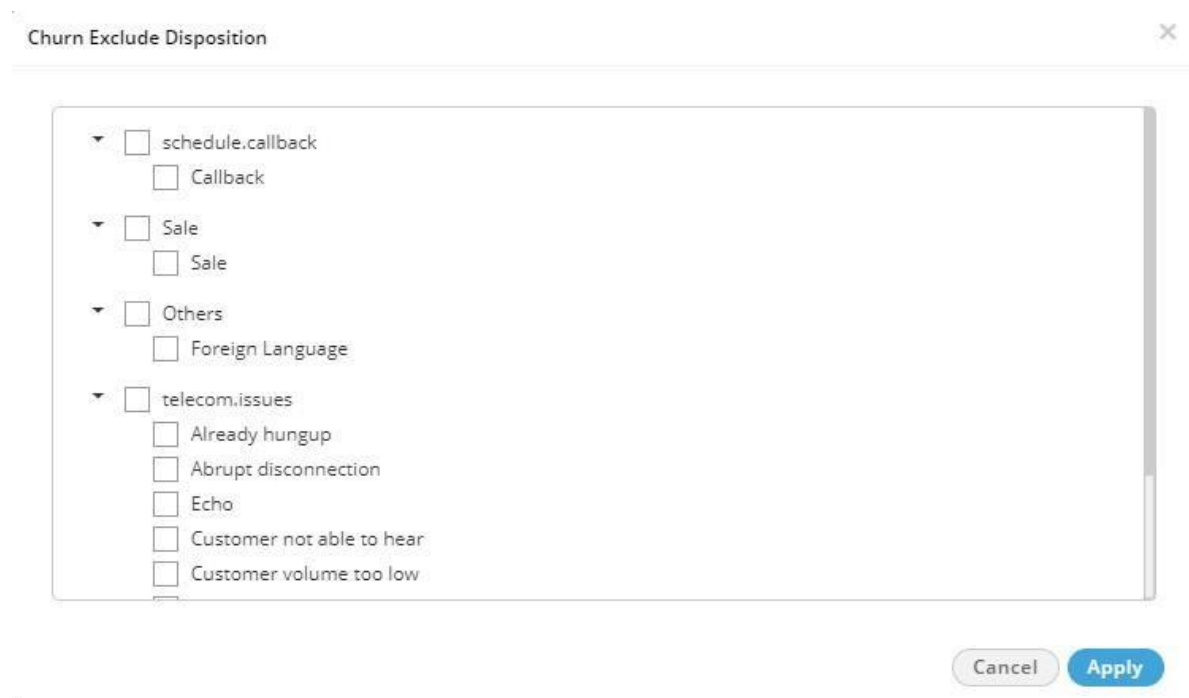


Figure: Dispositions List

Here, the supervisor can select the desired user disposition parameters that should be excluded from churning. For example, if sale disposition need not be churned then it can be marked as excluded Disposition. Now when user attempts churn process and chooses a target Disposition code, then Ameyo will churn all dispositions except "Sale" which will be excluded from churn.

6.5.2.4.2 Get Lead Summary

The Supervisor can fetch the lead summary of selected leads by clicking on "Get Lead Summary" button. It shows a pop-up.

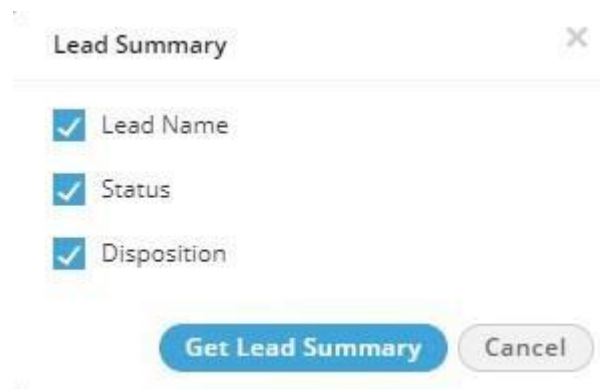


Figure: Summary of Leads

Here, the Supervisor can uncheck the checkbox provided against the headers which are not required or which the supervisor does not want to see in lead summary (as in lead summary only checked headers will be shown). Lead summary is displayed with the following attributes:

- **Lead Name:** It shows the lead name.
- **Status:** It shows the current dialed status of the numbers uploaded in the respective lead.
- **Disposition:** It shows the user disposition with which contacts have been disposed.

It will be visible for connected calls only.

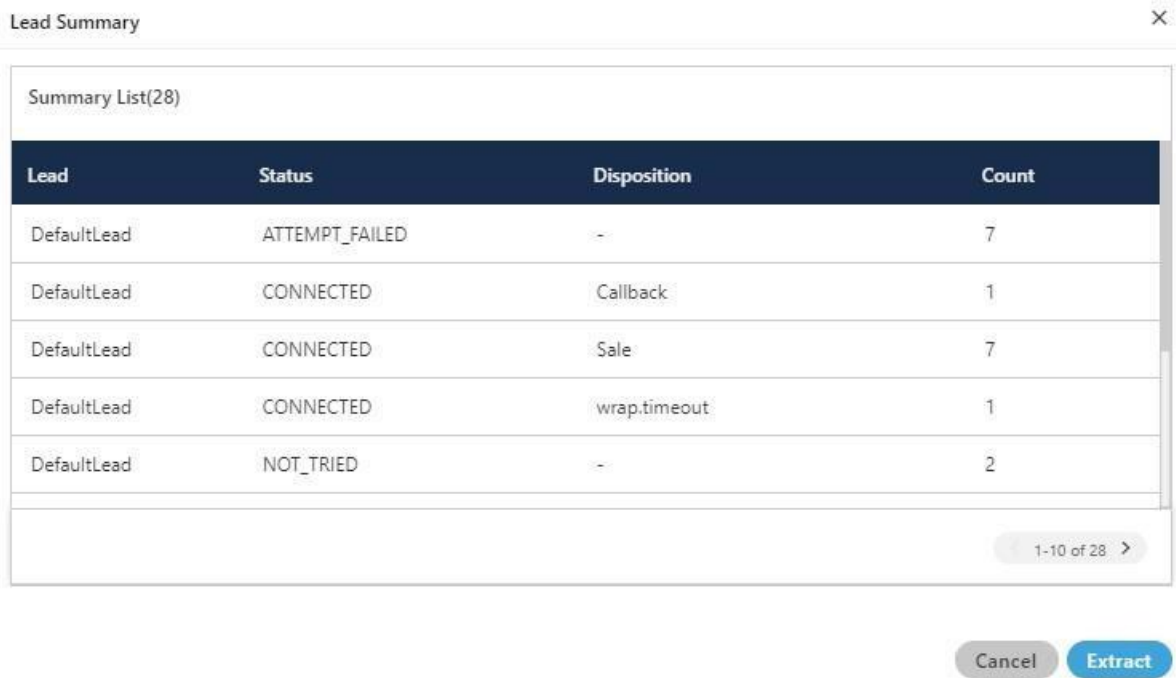


Figure: Summary of Leads

Click "Extract" in this pop-up to save the Lead Summary as a CSV file on the disk. It shows the following dialog box.

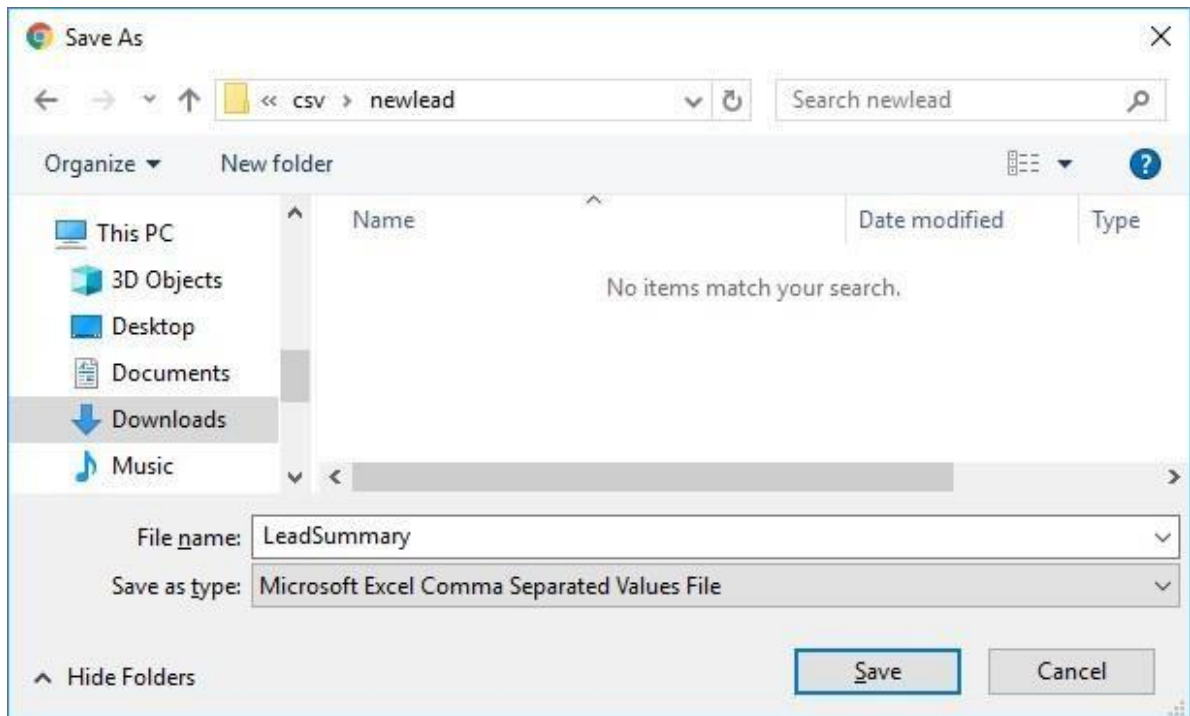


Figure: Lead Extraction

Select the location and provide a name to the file. Click "Save" to save the lead summary as the file.

6.5.2.4.3 Get Dialable Numbers

Click "Get Dialable Numbers" to view the list of dialable numbers in the fetched lead. It shows the following pop-up.

Lead	Status	Count
SuperHero111	AMD	9
SuperHero	ATTEMPT_FAILED	8
SuperHero111	ATTEMPT_FAILED	2
SuperHero	CALL_DROP	9
SuperHero	CALL_NOT_PICKED	1

⚠ Timezone Dialing Restriction is not considered

Cancel Extract

Figure: List of Dialable Numbers

On clicking the button, it shows the status of all the numbers, which are dialed from the lead. Select the lead first and then press the button to fetch the complete status of the lead.

You can click "Extract" to save the list of dialable numbers as CSV file on the disk. On clicking the "Extract button", it shows the following pop-up to confirm the download of the file.

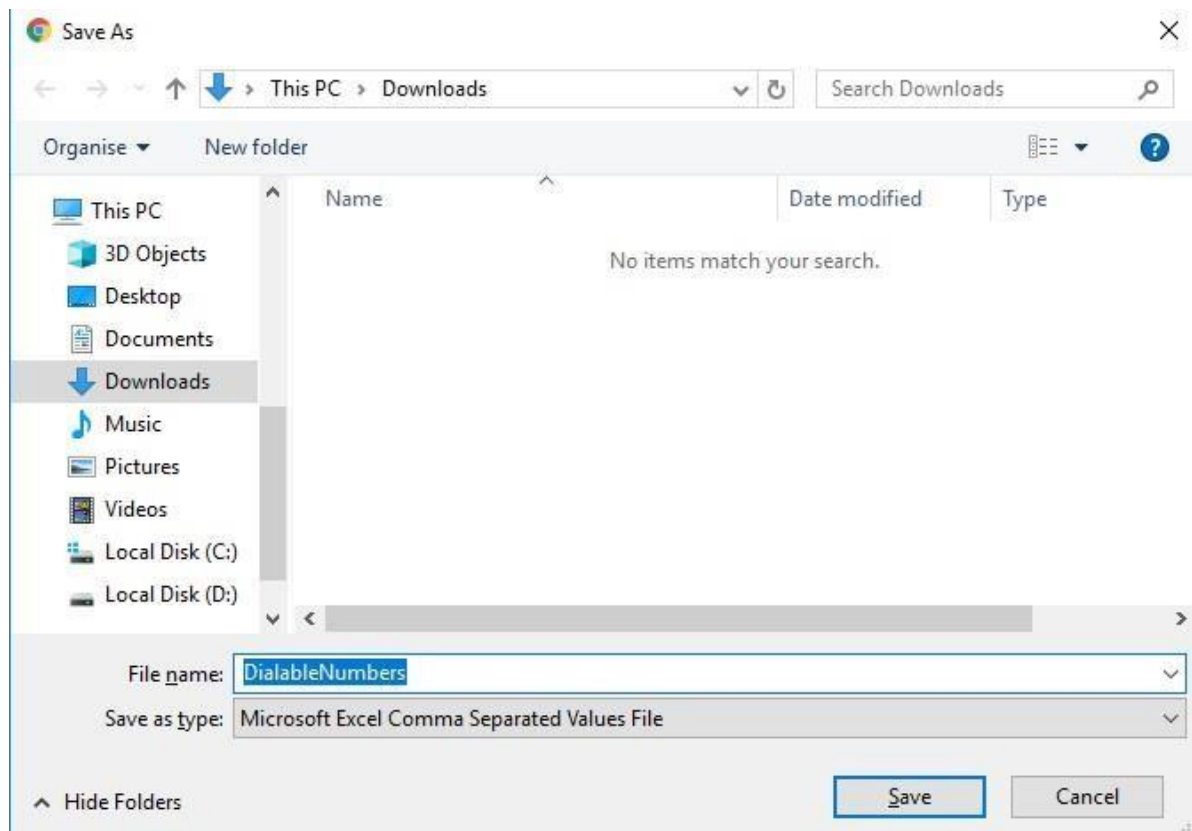


Figure: CSV file for get dialable numbers

Click "Save" button to download the file. It saves the file with its default name, you can change the file name from here.

The above download option of the file is based upon the downloading settings of the browser. The user can change the settings of the browser from the browser's setting tab at any time.

6.5.2.4.4 View and Filter Lead List

The top section lists the filters. The Supervisor can select any of these filters to filter the lead list.

- **Dial Date:** Select its "From" and "To" dates to list the numbers from the leads dialed between the selected duration.
- **Number of Attempts:** Select the range of number of attempts.
- **Call Type:** Select the type of calls to be listed in the lead.
 - ✦ Auto Dial

- ✦ Auto Preview Dial
- ✦ Call Back Dial
- ✦ Click to Call Dial
- ✦ Inbound Dial
- ✦ Inbound Dial Customer
- ✦ Manual Dial
- ✦ Manual Preview Dial
- ✦ Pick Call Dial
- ✦ Transferred to Campaign Dial

- **Leads:** Select the leads to list their numbers.
- **Customer Status:** Select the status of the call for the customer.
- **Disposition Status:** Select the type of the disposition for which you want to filter the lead.
- **Table Filters:** Select the table filters. It contains all the filters which are configured.
However, the supervisor can create a new table filter as well. Know more...

After applying any of these filters, click "Fetch" to list the numbers of the leads on the screen.

Serial No.	Campaign Id	Customer ID	Date Modified	Last Churn Date	Last Dialed	Last Disposition	Last Status	Last Churn 1	Last Churn 2	Number of calls
<input checked="" type="checkbox"/> 1	3	1	Fri Dec 27 16:03:31 GMT+530 2019	--	8447056056	wrap.timeout	CONNECTED	--	--	23
<input type="checkbox"/> 2	3	2	Fri Jan 03 18:35:07 GMT+530 2020	--	9711229340	--	ATTEMPT_FAILED	--	--	3
<input type="checkbox"/> 3	3	3	Thu Jan 09 16:24:52 GMT+530 2020	--	9466253021	Sale	CONNECTED	--	--	11
<input type="checkbox"/> 4	3	4	Fri Jan 03 18:36:38 GMT+530 2020	--	9253757303	--	ATTEMPT_FAILED	--	--	4
<input type="checkbox"/> 5	3	5	Tue Dec 24 15:33:08 GMT+530 2019	--	9992221477	Sale	CONNECTED	--	--	3
<input type="checkbox"/> 6	3	6	--	--	--	--	--	--	--	0
<input type="checkbox"/> 7	3	7	Tue Dec 24 15:08:46 GMT+530 2019	--	9896157682	Sale	CONNECTED	--	--	2
<input type="checkbox"/> 8	3	8	Fri Jan 03 18:51:33 GMT+530 2020	--	9813464659	Foreign Language	ATTEMPT_FAILED	--	--	7
<input type="checkbox"/> 9	3	13	Tue Dec 24 20:01:53 GMT+530 2019	--	8447056045	--	ATTEMPT_FAILED	--	--	1

Figure: List of Contacts from Lead

Once the lead is fetched, then the supervisor either can [Churn](#) or [Extract All](#) the numbers of lead in a CSV file on the system.

The fetched list of contacts contains the following columns

1. **Serial No.:** It shows the serial number of the fetched contacts.

2. **Campaign Id**: It shows the id of the campaign from which the number has been tried for the call.
3. **Customer ID**: It shows the Id of the customer from the lead.
4. **Date Modified**: It shows the date and time of the last modification the call which has been applied.
5. **Last Churn Date**: It shows the last churn date and time of the contact, if the contact is churned before.
6. **Last Dialed**: It shows the number of the customer which is dialed last time. It is used in cases when the alternative number of the customer is dialed, in that case, it shows that alternative number for that customer.
7. **Last Disposition**: It shows the disposition used through which the call has been disposed last time.
8. **Last Status**: It shows the status of the call which is collected at the last time.
9. **Last Churn 1**: If the number has already been churned before, then it shows the status used to churn that number.
10. **Last Churn 2**: If the number has already been churned two or more than two times before, then it shows the last status used to churn that number.
11. **Number Attempts**: It shows the total number of attempts which is tried to connect with the customer over call.
12. **Phones**: It shows the number of the customer, which is used and stored in the lead.
13. **Time Zone**: It shows the time zone of the customer, if it is selected to call.
14. **Call Type**: It shows the type of the call which is used to dial the number of the customer.

Delete Customers: You can delete the customers from here as well. Select the customer and then click the delete icon to remove the customers.

6.5.2.5 "Manage Filter" Tab in Lead Management

Here, the Supervisor can define the filters to filter the leads. Only the filtered numbers will be dialed and the exclusions will not be dialed. Supervisor can view both Filtered Count and Dialable Count across all leads in a campaign in "Manage Filters" or "Manage Filter Groups"

tab.

The System-level and Campaign-level filters can now be assigned or unassigned at the selected lead lists. The Supervisor can enable one filter on one lead and another filter on another lead.

The lead-level and queue-level filters are the licensable features. Contact your administrator for further information.

Here, the filters created at System-level by the Administrator are denoted as "System" in filter type. The Supervisor cannot enable, disable, or delete these system-level filters. The supervisor can perform the operations on his created filters only.

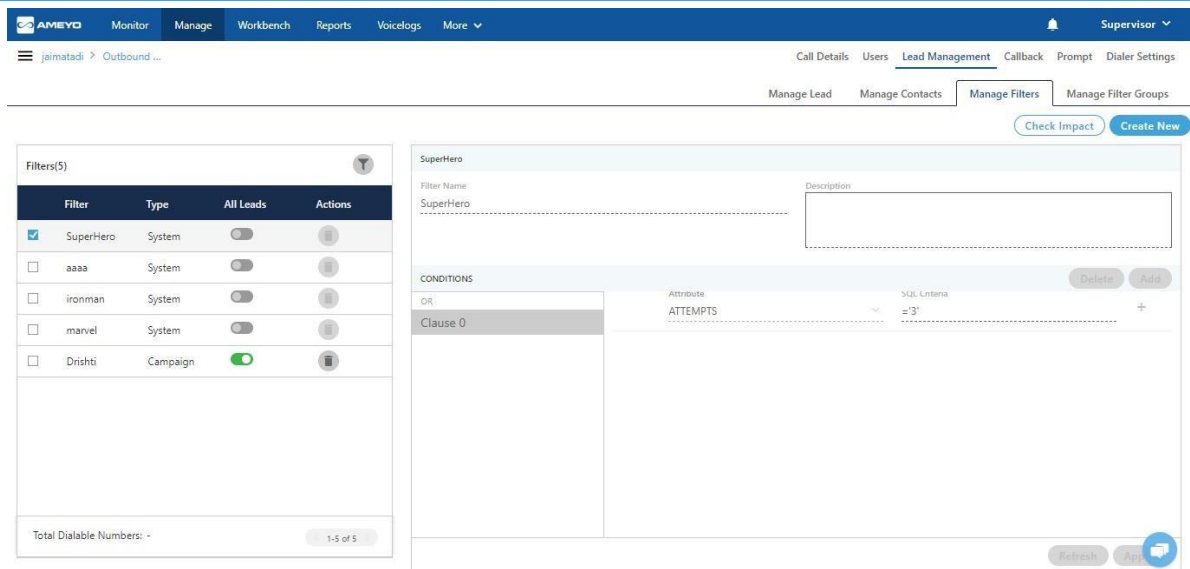


Figure: Filter Leads

6.5.2.5.1 Add Filter

Perform the following steps to add a filter.

1. Click "Create New Filter" to create a new filter.

The screenshot shows a 'Table Filter' dialog box. It has a title bar with 'Table Filter' and a close button 'x'. The main area contains a 'Filter Name' text input field, a 'Filter Type' dropdown menu with 'campaign' selected, and a 'Description' text input field. Below these is a 'CONDITIONS' section with a table area and 'Delete' and 'Add' buttons. At the bottom right are 'Cancel' and 'Save' buttons.

Figure: Create a Filter

2. **Filter Name:** Provide a name of the filter.
3. **Filter Type:** By default, it will be campaign.
4. **Description:** Enter the description regarding the filter.
5. Click "Add" to add a clause. Each clause has a condition to filter the table. It adds a Clause in the left side and add a new row on the right side.
6. Perform the following steps to add a condition in a newly added clause.
 - A. In a row, you can select "Attribute" in the drop-down menu. It contains the following options.
 - ATTEMPTS
 - customerid
 - DISPOSITION
 - email
 - facebook
 - IS_CALLBACK_SCHEDULED
 - IS_EXCLUDED_DISPOSED
 - LAST_CALL_TYPE
 - LAST_CHURN_1

- LAST_CHURN_2
- LAST_DIALED_NUMBER
- LAST_DIALED_NUMBER_1
- LAST_DIALED_NUMBER_2
- LAST_DIALED_NUMBER_3
- LAST_DIALED_NUMBER_4
- LAST_DIALED_TIME
- LAST_USER_ID
- LEAD_ID
- name
- NUMBER_STATUS
- phone1
- phone2
- phone3
- phone4
- phone5
- timezone
- twitter

B. Provide a value for the selected "Attribute" in the cell under "SQL Criteria" column.

C. You can click "+" icon on the right side of a row to add a new condition.

To delete a condition, you can click "x" icon on the right side of a row.

7. You can click "Add" again to add a new clause. After adding the clause, you can add the condition rows in it.

You can click the clause names in the box located on bottom left side to navigate between the clauses.

8. To delete a clause, select it in the box and click "Delete".

Following screenshot contains the sample values to create a table filter.

CONDITIONS		Delete	Add
Clause 0	Attribute: phone1	SQL Criteria: 456456465	+
	Attribute: ATTEMPTS	SQL Criteria: 1	x

Figure: Creating Filter

9. Click "Save" button to create the table filter.

6.5.2.5.2 Filters

The supervisor can click the  icon to filter the created filter.

Filter Type	Assignment	Enabled Filter
<input type="checkbox"/> System	<input type="checkbox"/> Assigned	<input type="checkbox"/> Enabled
<input type="checkbox"/> Campaign	<input type="checkbox"/> Unassigned	<input type="checkbox"/> Disabled

Clear Cancel Apply

Figure: Filtration

It contains the following filters.

1. **Filter Types:** The supervisor can select for the filter types created for the system level or at the campaign level.
2. **Assignments:** The supervisor can filter for those created filter which are either assigned to any campaign or are not assigned to any campaign.
3. **Enabled Filter:** It allows the supervisor to filter for the enabled or disabled created filters.

Supervisor can select the filters according to his choice and need. Even he is allowed to select any one or multiple filters at same time.

6.5.2.5.3 Search

If there is a large list of filters, the Supervisor can use the search box located on the top of left pane to search for the particular filters.

6.5.2.5.4 Dialable Numbers

- "Total Dialable Numbers" text is displayed by default in the bottom right corner of the left section that shows the filters.

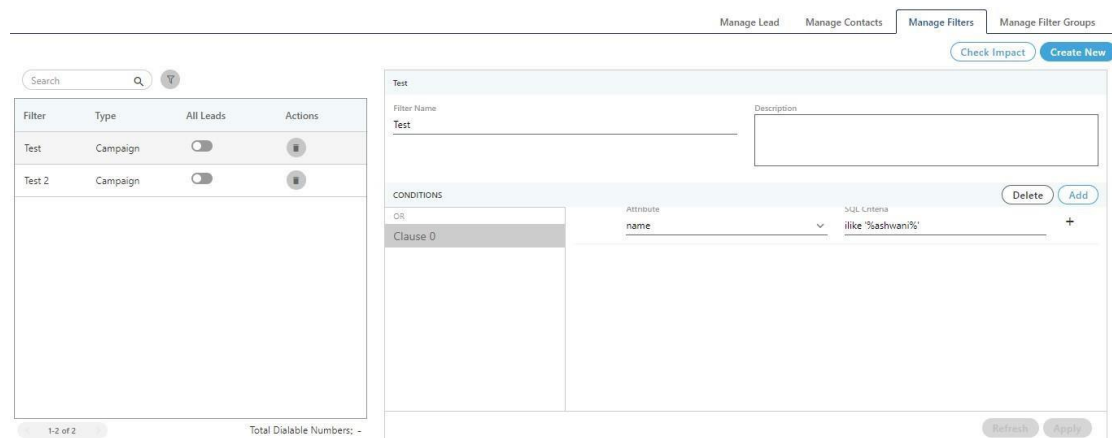




Figure: "Manage Filters" Tab displays "Total Dialable Number"

- For the very first time, "Total Dialable Numbers" will remain blank.

When the Supervisor enable or disable any filter, the total dialable numbers will be displayed. "Test" filter has been enabled to get the total dialable number in the following screenshot.

Filter	Type	All Leads	Actions
Test	Campaign	<input checked="" type="checkbox"/>	
Test 2	Campaign	<input type="checkbox"/>	

1-2 of 2 Total Dialable Numbers: 5

Figure: "Total Dialable Numbers" after enabling a filter

- Whenever the Supervisor enable or disable a filter in the left panel, the count of "Total Dialable Number" changes.
- Click "Check Impact" button to show "Check Impact" pop-up.

Figure: "Check Impact" Pop-up

- The Supervisor can click "Enabled Only" tab to view the Filtered Count and Dialed Count across the Enabled Leads only in the Campaign.

Figure: Option to view the Filtered and Dialed Count across Enabled Leads only in

the campaign

The Supervisor can click "All" tab and click "Check Dialable Numbers" to view these counts across all leads in the campaign.

Figure: Option to view the Filtered and Dialed Count across All Leads in the campaign

The Supervisor can click "View All Leads" on the top right corner of the modal to view all leads.

- If a filter has been disabled, then its checkbox will remain blank. If a filter is enabled, then its checkbox will remain selected (but disabled) and a "Get" link will be displayed. For example in the above screenshot, "Test" filter is disabled whereas "Test 2" filter is enabled.
- The Supervisor can click the checkbox for the disabled filter such as "Test" to view the numbers in "Filtered Count" and "Dialable Count" columns. Also, the Supervisor can click "Get" link to get these counts.

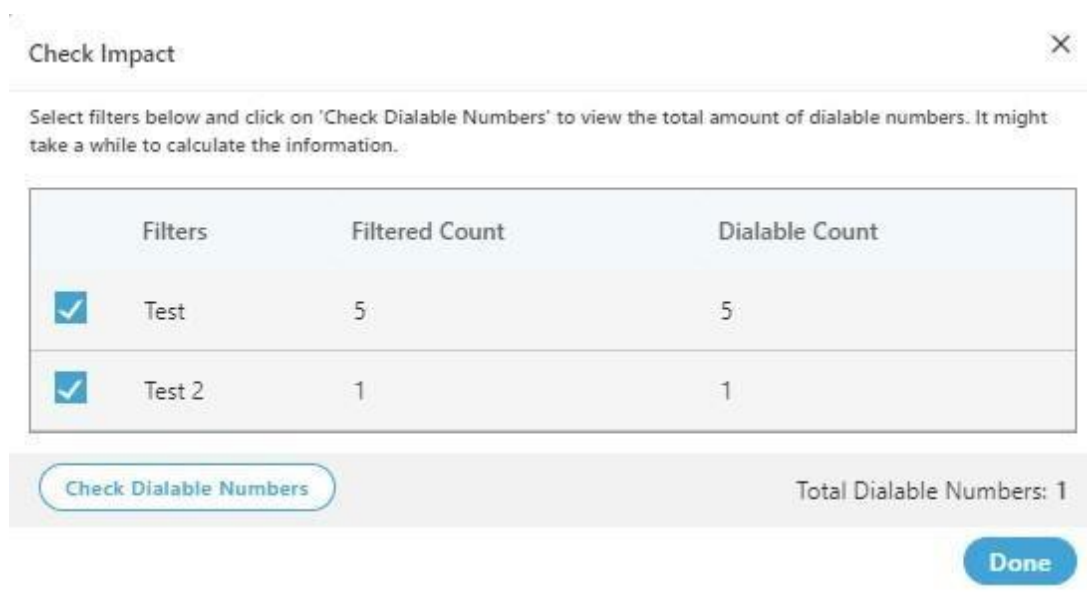


Figure: Dialable Count for every filter separately and for all filters


-

It shows the Dialable Count for every filter separately and total count after enabling or disabling the filters.

The Supervisor can click "Check Dialable Numbers" to get the Total Dialable Number count after enabling or disabling the filters. Whenever the status of a filter is changed, the Supervisor has to click "Check Dialable Number" button to get the updated dialable number count.

- Click "Cancel" or "Done" to close the pop-up.

6.5.2.5.5 Enable / Disable Filter

Supervisor can enable or disable the filter at any time. Click  icon to enable the filter.

Click  icon to enable the filter.

After enabling the filter, switch the tab to the "Manage Lead" in the supervisor "Lead Management" menu to assign these filters to the leads. Know more....

After enabling or disabling the filter, a notification will be displayed to all the supervisors assigned to the same campaign.

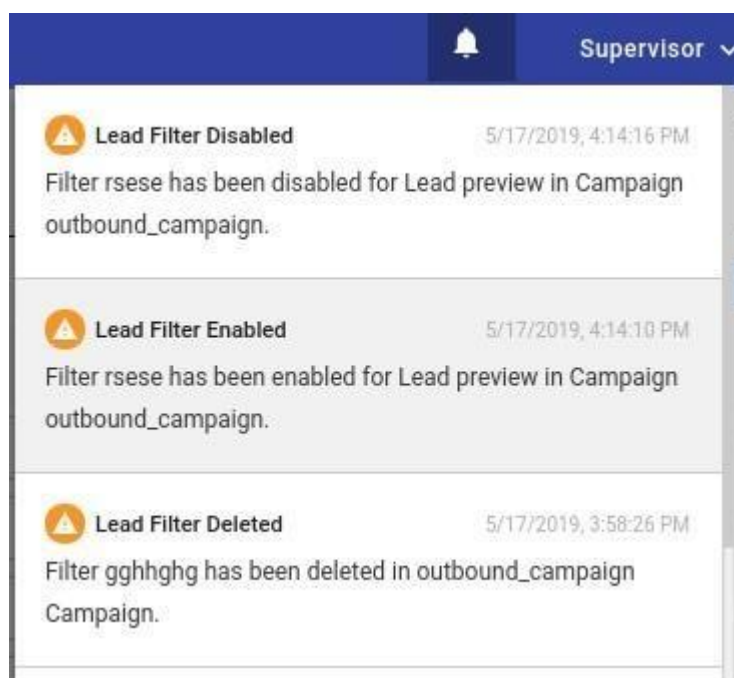


Figure: Notifications related to Filter

-

6.5.2.5.6 Edit Filter

Select the filter which you want to edit from the list present in the left side of the page.

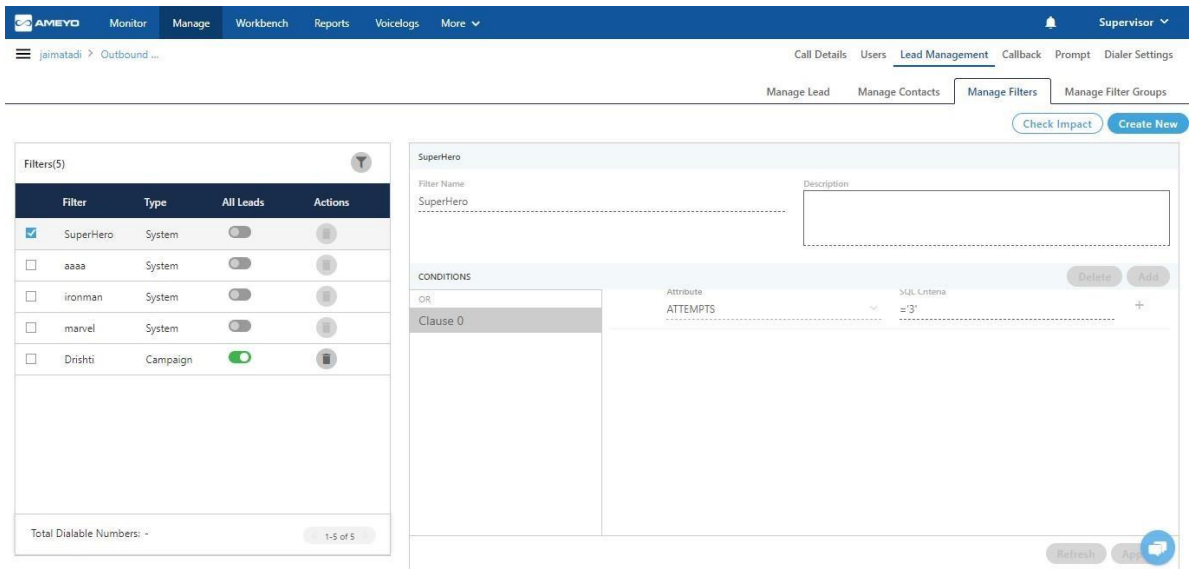



Figure: Editing Filter

Enter the detail which you want to change it in the filter information. After changing the information, click "Apply" button present at the right bottom of the page.

In the edit option, you can change any information even the filter name as well.

6.5.2.5.7 Delete Filter

Supervisor can delete the filter at any time. Click  icon to delete the filter. After clicking the delete icon, a pop-up comes up to confirm the deletion of the filter.

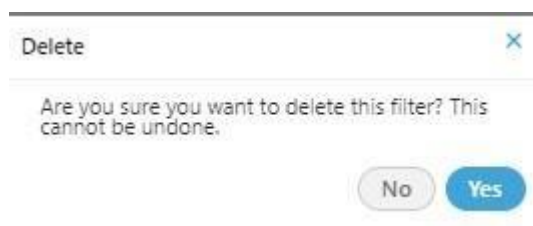


Figure: Delete Filter

Click "Yes" button if you are sure to delete the filter, else click "NO" button.

After deleting the filter makes it to delete permanently from the Ameyo. Once it will be deleted, it can not be retrieved in any manner.

6.5.2.6 Manage Filter Groups (Licensable)

Go to "Manage Filter Groups" Tab of any Outbound, Parallel Predictive Dialing, and Voice Blast Campaign and switch the tab to "Lead Management" to access the same.

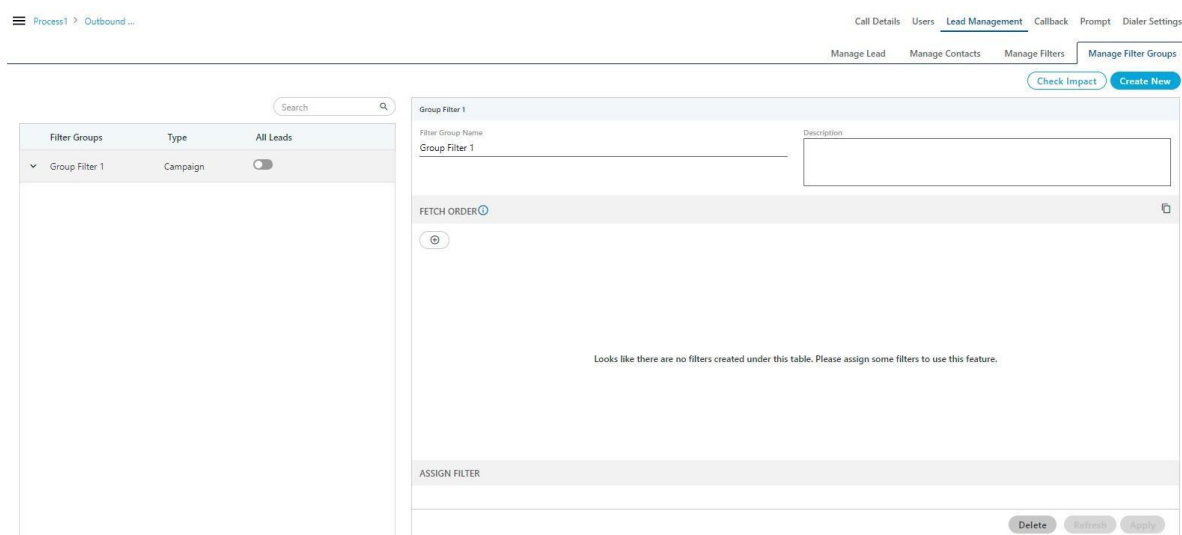


Figure: "Manage Filter Groups" Tab in Supervisor Console

Filter Groups created by the Administrator at System-level are designated as "System" type, whereas, the Filter Groups created by the Supervisor here are designated as "Campaign" type.

The filter groups created by the administrator cannot be deleted in any case from the supervisor console. The Supervisor can perform the following tasks here.

6.5.2.6.1 Create New Filter Group

Perform the following steps to create the filter group.

1. Click "Create New" button to create a new Filter Group. A pop-up comes up in which you have to enter the following information.

Table Filter ✕

Filter Group Name

Description

Campaign Type
Outbound Voice Campaign



Available filters(4)	
Filter	Assigned to
<input type="checkbox"/> SuperHero	SuperheroGroup, zzzzzzzzzzz
<input type="checkbox"/> aaaa	zzzzzzzzzz
<input type="checkbox"/> marvel	zzzzzzzzzz
<input type="checkbox"/> Drishti	-

Assigned filters(1)	
Filter	Assigned to
<input type="checkbox"/> ironman	IronMan1, zzzzzzzzzzz

Cancel Save

Figure: Create Filter Groups

2. Provide the following information on the opened pop-up.

- A. **Filter Group Name:** Provide the Name of the "Filter Group".
- B. **Description:** Provide the description of the Filter group.
- C. **Campaign Type:** The campaign type is selected automatically. The campaign which you selected at the time of the Filter group creation is the selected campaign here. You can not change the campaign name.
- D. **Available Filters:** All the filters which are created in the "Manage Filters" tab of Lead Management are shown here. Select the filter and then click  icon to assign the filter in the group.
You can also search for the filter names in the provided search box.
- E. **Assigned Filters:** It shows the list of the filters which are assigned in the group. You can click  icon to unassign any filter from the list.

3. Click "Save" button to save the created filter group.

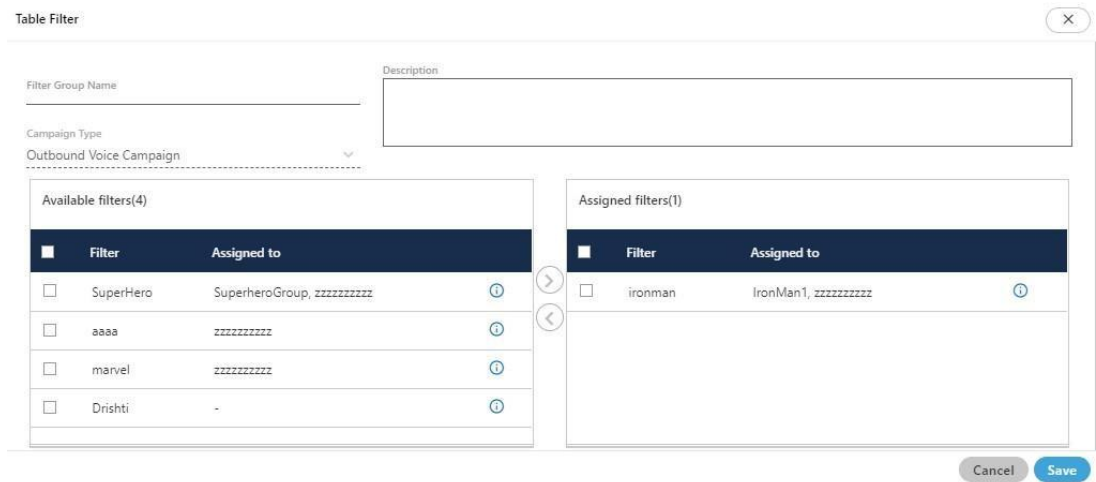


Figure: Sample Created Filter Groups

6.5.2.6.2 View the Details of the Group

In the left pane, click icon to view the list of the assigned filters to the created groups.

Filter Groups	Type	All Leads	
^ Test	Campaign	<input type="checkbox"/>	↓
campaignleve			ⓘ
test			ⓘ
∨ TestFilter	Campaign	<input type="checkbox"/>	↑

Figure: View Filter Groups

Hover the mouse on "i" icon in front of any of the assigned filter of the opened list of the filter group to see the description of the filter.

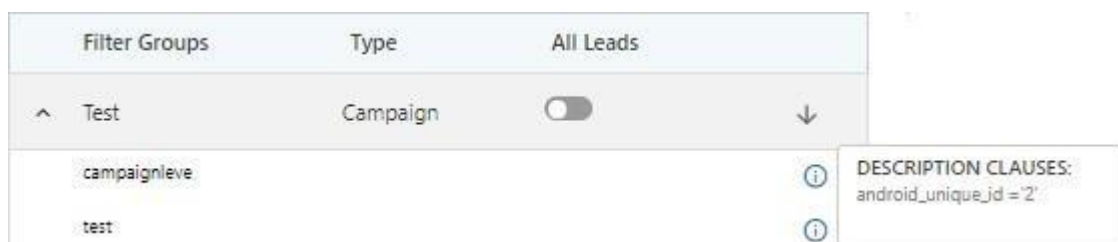








Figure: View Filter Groups

6.5.2.6.3 Enable or Disable Filter Groups

The Supervisor cannot enable or disable the Filter Groups, which are created at the Systemlevel by the Administrator. However, the Supervisor can enable or disable the filters created by itself. Click  switch to disable a rule and click  switch to enable a disabled rule.

6.5.2.6.4 Change Priority of Filter Groups

Click   icon to prioritize the filter groups. Click up arrow () icon to move a Filter Group up, and click down arrow () to move a Filter Group down. The Filter Group, which is located on top, will be applied first.

6.5.2.6.5 Check Impact

- "Check Impact" provides supervisor with an option to view both Filtered Count and Dialable Count across all leads in a campaign in both "Manage Filters" or "Manage Filter Groups" tabs.

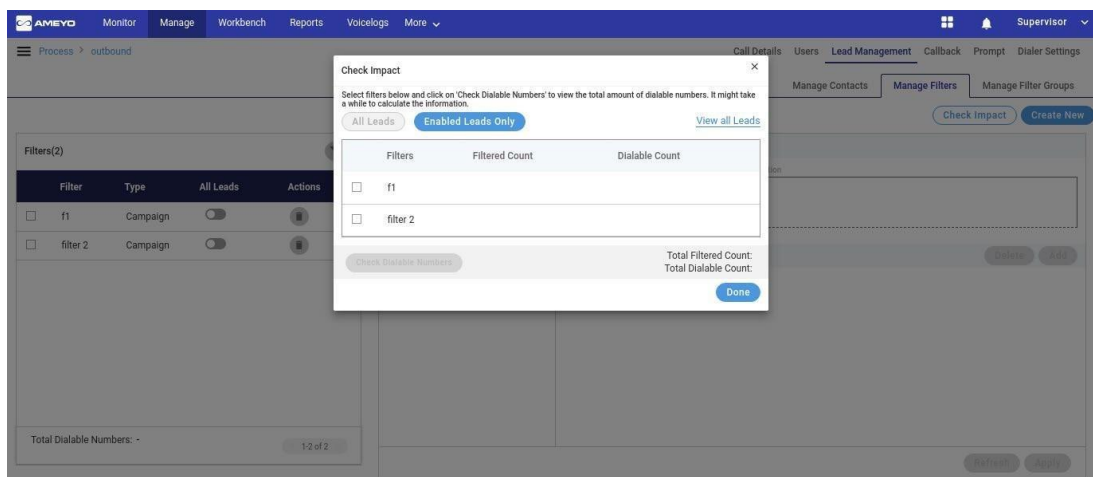


Figure: Option to view the Filtered and Dialed Count in Campaign

The Supervisor can click "Enabled Only" tab to view the Filtered Count and Dialed Count across the Enabled Leads only in the Campaign.

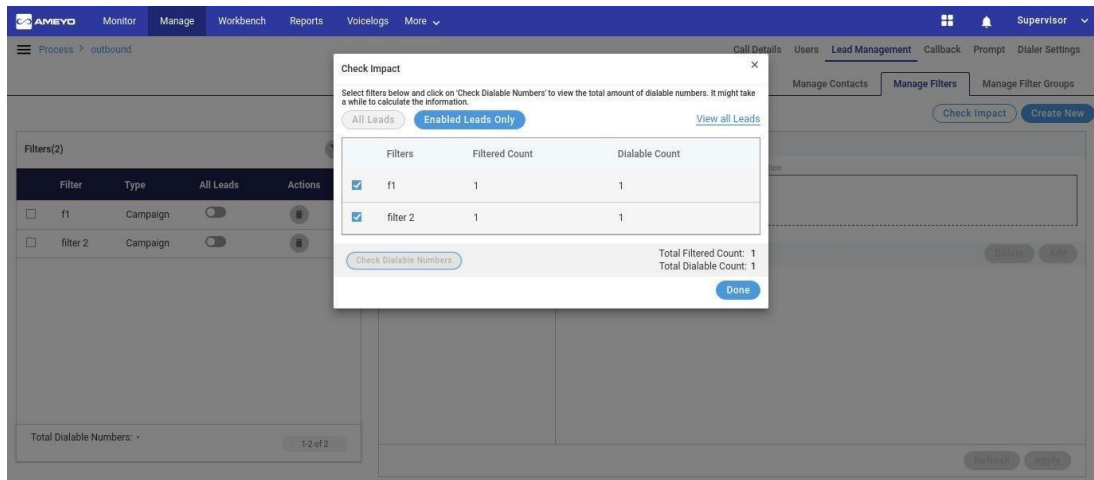


Figure: Option to view the Filtered and Dialed Count across Enabled Leads only in the campaign

The Supervisor can click "All" tab and click "Check Dialable Numbers" to view these counts across all leads in the campaign.

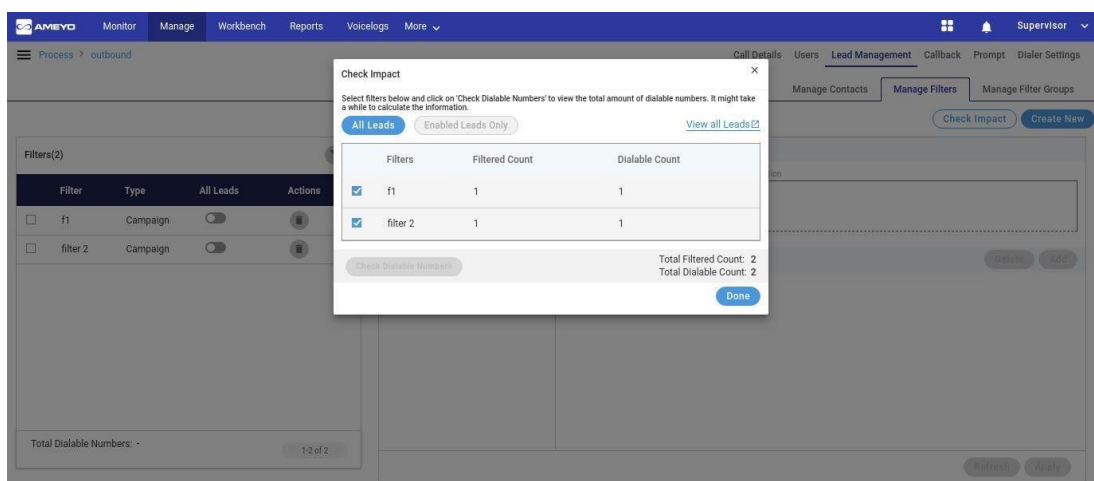


Figure: Option to view the Filtered and Dialed Count across All Leads in the campaign

The Supervisor can click "View All Leads" on the top right corner of the modal to view all leads.

- The Supervisor can click "Check Dialable Numbers" to get the Total Dialable Number count after enabling or disabling the filter groups. Whenever the status

of a filter group is changed, the Supervisor has to click "Check Dialable Number" button to get the updated dialable number count.

- Click "Cancel" or "Done" to close the pop-up.

6.5.2.6.6 Modify a Filter Group

Select a Filter Group to view its details in the right pane.

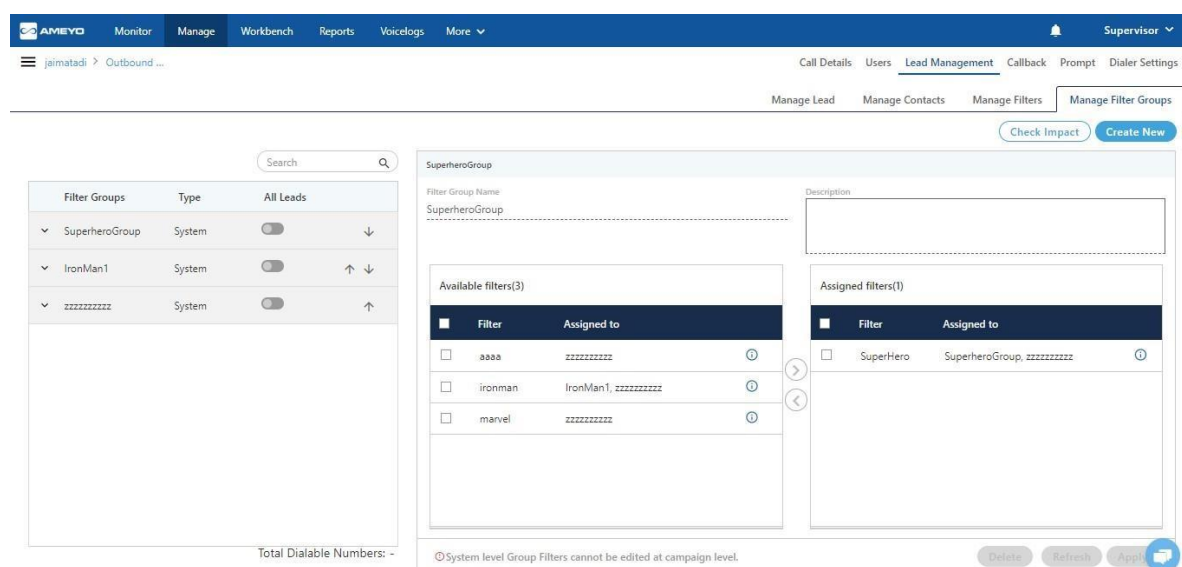


Figure: Modify Filter Group

On the opened page, you can change the name, description and assign or unassign the filters to the Filter Group.

After changing the information, click "Apply" button to save the made changes.

6.5.2.7 Fetch Order Policy in "Manage Filter Groups" at Campaign-level in Supervisor Console (Licensable)

It allows the supervisor of a business to benefit both Filter Groups collectively and Fetch Order Policy. Refer to the following screenshot.

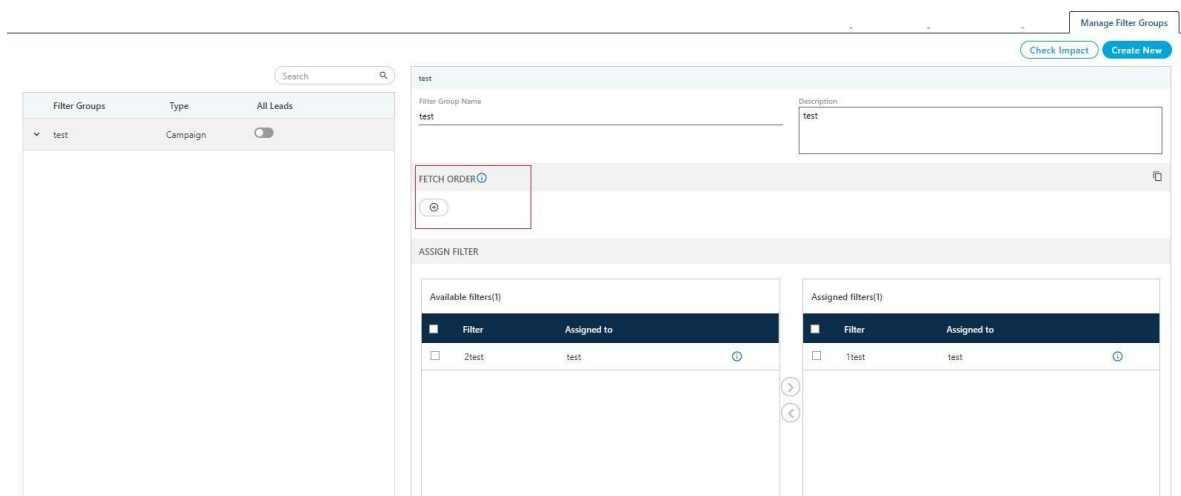


Figure: Fetch Order Policy "Manage Filter Groups"

The Supervisor can click "+" icon to add a Fetch Order Policy.

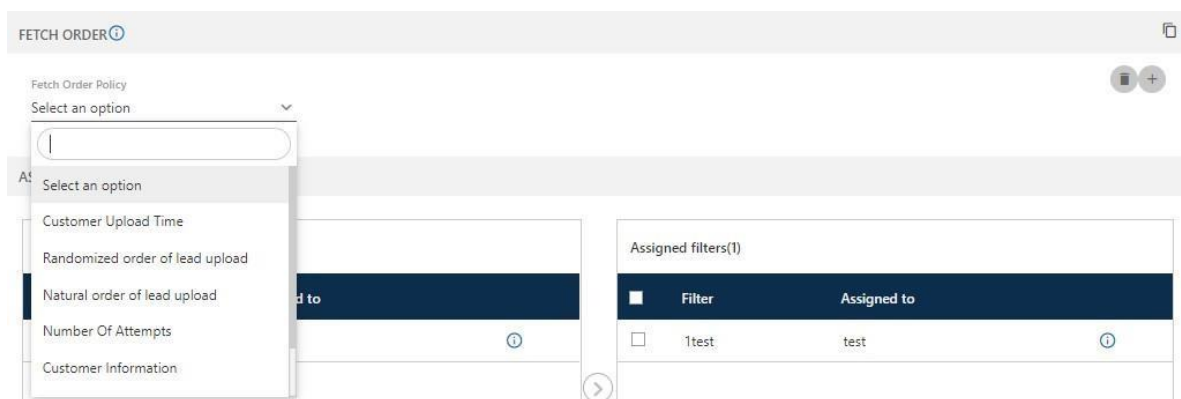


Figure: Fetch Order Policies

The same Filter Group assigned in the multiple campaigns will have different Fetch Order Policies for each campaign.

6.5.2.7.1 Fetch Order Policies

The Supervisor can select a Fetch Order Policy and define its options as per the following.

- **Customer Upload Time:** The customers to be dialed are selected as per the time of uploading their numbers to the campaign. After selecting it, you can select ascending or descending order of sorting the numbers.

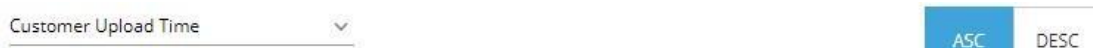


Figure: "Customer Upload Time" Fetch Order Policy

In the ascending order, the customer whose number is uploaded very first will be dialed first, and so on. In descending order, the customer whose number is uploaded very last will be dialed first, and so on.

- **Randomized order of lead upload:** The customers to be dialed are selected randomly from the lead. The random algorithm to sort the values in the database is used.
- **Natural Order of Lead Upload:** The customers to be dialed are selected as per the same order as they are originally presented in the CSV file, which was uploaded.
- **Number of Attempts:** The customers to be dialed are selected as per the number of attempts made to dial their numbers. After selecting it, the administrator can select the Ascending or Descending order.



Figure: "Number of Attempts" Fetch Order Policy

- **Customer Information:** The customers to be dialed are selected as per the ascending or descending order of any customer information field's values. After selecting it, the administrator has to select the customer information field as per which the customers to be dialed has to be selected.

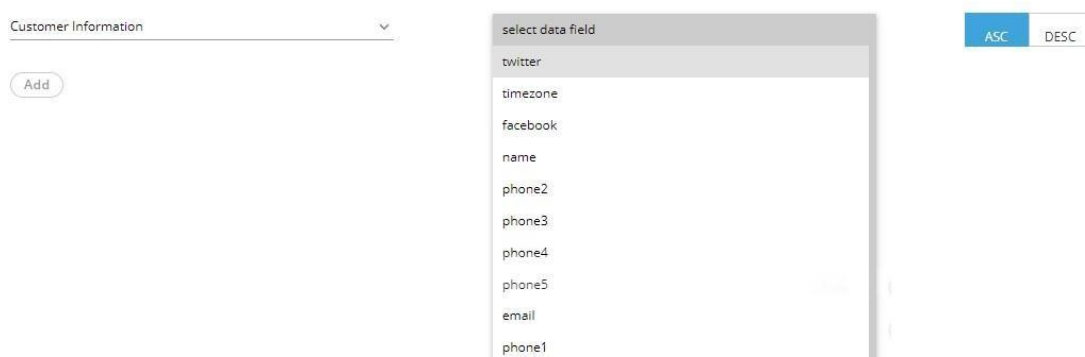


Figure: "Customer Information" Fetch Order Policy

After selecting the field, the administrator can opt for ascending or descending sorting.

- **CUSTOM:** Here, the Administrator can provide its own customized JavaScript code to create a customized order of selecting the customers to be dialed. Multiple conditions can be mixed using this method.
- **User Disposition Retry Time:** The customers to be dialed are selected as per the retry time attached to their disposition. After selecting it, the administrator can select the Ascending or Descending order.



Figure: "User Disposition Retry Time" Fetch Order Policy

In Ascending order, those customers will be dialed first, who has the least disposition retry time. In descending order, those customers will be dialed first, who has the highest disposition retry time.

Click "+" icon again to add another Fetch Order Policy. The Supervisor can apply a maximum of five Fetch Order Policies. Refer to the following screenshot.

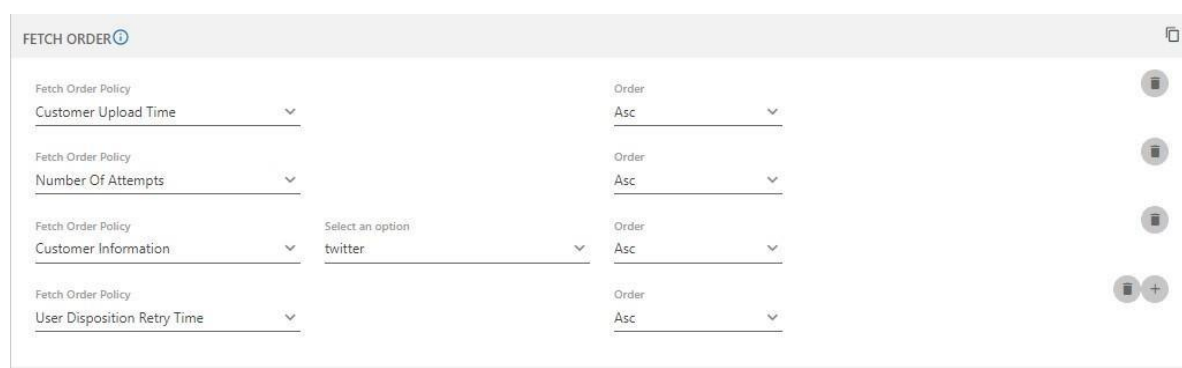


Figure: Applied Fetch Order Policies in a Filter Group

6.5.2.7.2 New Information Message

Fetch Order Policies configured in "Filter Group" will override the Fetch Order Policies configured at the Administrator's campaign-level. The information icon also shows the same message when the Supervisor hovers the mouse over it.

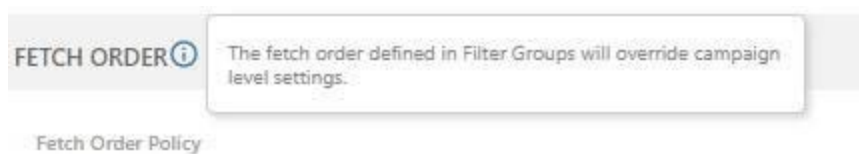


Figure: Information

6.5.2.7.3 Delete a Filter Group

Select the filter group from the left pane and click "Delete" button present at the bottom of the page in the right pane of the details page.



Figure: Delete Filter Group

After clicking the "Delete" button, a confirmation pop-up comes up. Click "Yes" to continue the deletion, else click "No" button.

You can use only one tab either "Manage Filters" or "Manage Filter Groups". Both features cannot be used simultaneously. If the license for the "Filter Group" is activated then the "Manage Filter" tab remains inaccessible or it does not show on the page.

6.5.3 Dialer Settings

Through this tab, Supervisor can configure Dialer Settings for outbound campaigns. This includes dialing algorithm type, enable AMD and types of AMD etc. In order to undo the required changes before saving, Supervisor can click on "Refresh" button while to save the required changes, Supervisor has to click on "Apply" button.

The screenshot displays the 'Dialer Settings' page in the Ameyo Supervisor interface. The page is divided into several sections:

- Dialer Details:** Includes options for 'Enable AMD' and 'Lead User Dialing Enabled'. It features a 'Dialer Setting' section with a dropdown for 'Algorithm' (currently 'DEFAULT') and a 'Select Dialer Algo' button. Below this are input fields for 'Peak CC Max (Max 100)', 'Max Pacing Ratio', 'Variance Factor', 'Call Drop Rate', and 'Agent Wait Time (sec)'. There are 'Refresh' and 'Apply' buttons.
- Dial Time:** Contains a table for 'Time Zone', 'Time From', and 'Time To'. A 'Default Time' is set to '00:00' to '23:59'. An 'Add' button is present.
- Custom Dial Time Restriction:** A table with columns for 'Attribute', 'Operand', 'Criteria', 'Time From', and 'Time To'. An 'Add' button is at the bottom right.
- System Disposition Retry Time Configuration:** A table with columns for 'System Disposition', 'Retry Time' (with sub-columns for Hour(s), Minutes, and Seconds), and 'Assign'. Rows include AMD, ATTEMPT_FAILED, BUSY, CALL_DROP, and CALL_HANGUP.
- User Disposition Retry Time Configuration:** A table with columns for 'Disposition Code', 'Retry Time' (with sub-columns for Hour(s), Minutes, and Seconds), and 'Enable'. Rows include Abrupt disconnection, Agent volume too low, Already hungup, Conference DTMF, and Conference disconnection.
- FAQ:** A list of questions and answers on the right side of the page, such as 'What is Preview Dialing?', 'What is Peak Call Count?', 'What is Lead User Dialing?', 'What are System Dispositions?', 'What is Predictive Dialing?', 'What is Peak Call Count?', 'What is AMD?', 'What is Max Pacing Ratio?', 'What is Variance Factor?', 'What is Call Drop Rate?', 'What is Agent Wait Time?', 'What is Progressive Dialing?', 'What is Peak Call Count?', 'What is AMD?', 'What is Max Pacing Ratio?', 'What is Fixed/Pace Progressive Dialing?', 'What is Peak Call Count?', and 'What is AMD?'.

Figure: Dialer Settings

At the right side of the dialer settings page, some of the commonly asked questions about settings are defined. You can refer to those definitions.

6.5.3.1 Algorithms

The Supervisor can select the following algorithms for outbound dialing.

6.5.3.1.1 Progressive Dialer

It works in a similar manner as the Predictive mode, except that dialing only begins once an agent becomes available. Number of calls dialed are equal to the number of available agents. Progressive dialing factors include peak CC.

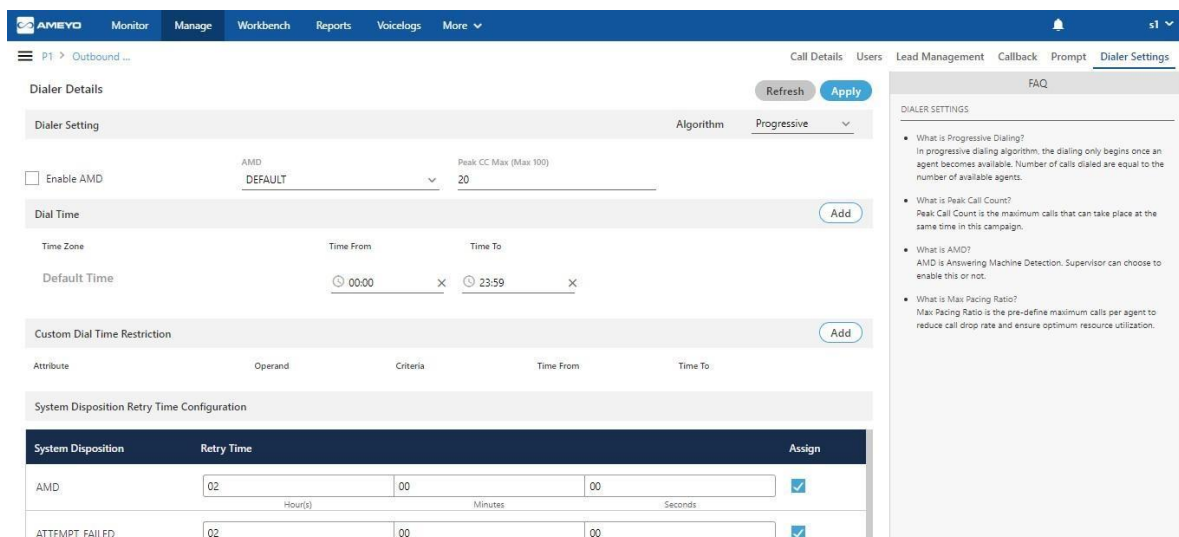


Figure: Progressive Dialer Settings

If the dialer algorithm changes, the FAQs will also be changed.

- **AMD:** If Supervisor wants to disable Answering Machine detection (AMD) in auto dialing then the supervisor can select "**None**".
- **Peak Call Count:** Supervisor can specify the maximum number of simultaneous calls which should be dialed by the dialer for particular campaign. The maximum number of peak call count which can be defined by supervisor depends upon the number of the peak call count defined at the campaign level by administrator. The supervisor can not define this count greater than the defined number by administrator.

The maximum number (here 100) shows here in braces is depends upon the number of the peak call count defined by the administrator at campaign level and hence is customized.

6.5.3.1.2 Fixed/Paced Progressive

In this dialing algorithm, a fixed number of calls are enqueued and passed to available agents. The deciding factor in fixed-pacing dialing is max pacing ratio and peak CC. The total

number of calls enqueued is equal to the max pacing ratio multiplied by the available agents.

For eg., let's say we have defined max pacing ratio as 2.5 and the available agents are 2, then the total number of calls to be dialed will be 5 but if peak CC is less than 5 then the number of calls to be dialed will be equal to peak CC.

Dialer Setting		Algorithm	Fixed/Paced Progressive
<input checked="" type="checkbox"/> Enable AMD	AMD DEFAULT	Peak CC Max (Max 100) 20	Max Pacing Ratio 2

Figure: Fixed Pacing Dialer Settings

- **AMD:** If Supervisor wants to disable Answering Machine detection (AMD) in auto dialing then the supervisor can select "**None**".
- **Peak Call Count Max (Max 100):** Supervisor can specify the maximum number of simultaneous calls which should be dialed by the dialer for a particular campaign. The maximum number of peak call count which can be defined by supervisor depends upon the number of the peak call count defined at the campaign level by administrator. The supervisor can not define this count greater than the defined number by administrator.
- **Max Pacing Ratio:** This parameter controls the ratio of dialing calls to free agents. A higher value implies an increase in the number of dialing calls.

6.5.3.1.3 Predictive Dialing

It is most productive dialing algorithm for agents. Predictive dialers use historical statistics and intelligence to calculate agent availability. Thus, based on past trends, the solution will know exactly how many dialing attempts and how much time is required to reach a live contact. A call is transferred to an agent only when it becomes live, thus avoiding the call drop and answering machine detection. Predictive algorithm depends on a number of factors, including peak CC, max pacing ratio, variance factor, agent wait time and call drop ratio.

Dialer Setting		Algorithm	Predictive
<input checked="" type="checkbox"/> Enable AMD	AMD DEFAULT	Peak CC Max (Max 100) 20	Max Pacing Ratio 2
Variance Factor 100	Call Drop Ratio 5	Agent Wait Time (sec) 5	

Figure: Predictive Dialer Settings

- **AMD:** If Supervisor wants to disable Answering Machine detection (AMD) in auto dialing then the supervisor can select "**None**"
- **Peak Call Count Max (Max 100):** Supervisor can specify the maximum number of simultaneous calls which should be dialed by the dialer for a particular campaign. The maximum number of peak call count which can be defined by supervisor depends upon the number of the peak call count defined at the campaign level by administrator. The supervisor can not define this count greater than the defined number by administrator.
- **Max Pacing Ratio:** This parameter controls the ratio of dialing calls to the free agents. A higher value implies an increase in the number of dialing calls.
- **Variance Factor:** It defines how effectively the settings of Maximum Pacing Ratio / Call Drop Ratio / Agent Wait Time can be followed.
- **Call Drop Rate:** This parameter allows the number of customers to be on hold if all the executives are busy.
- **Agent Wait Time (sec):** This parameter allows to define the minimum wait time between 2 autodialed calls.

6.5.3.1.4 Preview Dialing

During auto outbound preview dialing, the system gives a preview popup to the available agent. An agent can preview the account and choose to dial or reject to move to the next account. Preview dialing factors include peak CC.

Dialer Setting		Algorithm	Preview
Peak CC Max (Max 100) 20	<input checked="" type="checkbox"/> Lead User Dialing Enabled		

Figure: Preview Dialer Settings

- **Lead User Enabled:** If Supervisor wants to enable the dialing using the uploaded lead then enable the "Lead User Enabled" Checkbox.
- **Peak Call Count:** Supervisor can specify the maximum number of simultaneous calls which should be dialed by the dialer for a particular campaign. The maximum number of peak call count which can be defined by supervisor depends upon the number of the peak call count defined at the campaign level by administrator. The supervisor can not define this count greater than the defined number by administrator.

6.5.3.2 Manage Time Zone in "Dial Time"

Supervisor can define the time zone in which dialing needs to be restricted for specific country timezone by clicking on "Add" button.

Time Zone	Time From	Time To
Default Time	00:00:00	23:59:59
Africa/Abidjan	hh:mm:ss	hh:mm:ss

Figure: Time Zone Settings

By default, a Default Time Zone is defined. The Supervisor can specify the default time range that the dialer would refer to.

- Select the timezone from the drop-down and specify the time range (Time from and Time To in hh:mm:ss format).
- Any record can be deleted by clicking the "X" icon.

6.5.3.3 Custom Dial Time Restriction

This feature is used for limiting the auto-dialing based on several attributes like phone, name and timezone. Custom dial time restriction can be added by clicking on the "Add" button.

Attribute	Operand	Criteria	Time From	Time To
phone1	Is equal to (=)	Criteria	hh:mm:ss	hh:mm:ss

Figure: Custom Dial Time Restriction

You can click "X" icon in the end of the row of a custom time zone to delete it.

6.5.3.4 Retry Time Settings

Retry Time is the time duration after which the dialer will retry for those numbers, which do not get connected in the first attempt.

6.5.3.4.1 System Disposition Retry Time Configuration

Supervisor can configure the retry time for different system dispositions. The Supervisor can also assign the system dispositions to the respective campaign. If the system disposition is not assigned in this tab then the retry time defined for that system disposition will not work.

System Disposition	Retry Time			Assign
AMD	23 <small>Hours</small>	59 <small>Minutes</small>	59 <small>Seconds</small>	<input checked="" type="checkbox"/>
ATTEMPT_FAILED	222233 <small>Hours</small>	20 <small>Minutes</small>	00 <small>Seconds</small>	<input checked="" type="checkbox"/>
BUSY	08 <small>Hours</small>	28 <small>Minutes</small>	20 <small>Seconds</small>	<input checked="" type="checkbox"/>
CALL_DROP	00 <small>Hours</small>	30 <small>Minutes</small>	00 <small>Seconds</small>	<input checked="" type="checkbox"/>
CALL_HANGUP	24 <small>Hours</small>	00 <small>Minutes</small>	00 <small>Seconds</small>	<input checked="" type="checkbox"/>

Figure: System Disposition Retry Time Settings

System dispositions will be assigned by checking the assign checkbox of that particular system disposition.

6.5.3.4.2 (Licensable)User Disposition Retry Time Configuration

Supervisor can configure the retry time for different user dispositions. Supervisor has to select the dispositions and provide the retry time for each selected disposition

User Disposition Retry Time Configuration				
Disposition Code	Retry Time			Enable
Abrupt disconnection	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Hour(s)	Minutes	Seconds	
Agent volume too low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Hour(s)	Minutes	Seconds	
Already hungup	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Hour(s)	Minutes	Seconds	
Conference DTMF	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Hour(s)	Minutes	Seconds	
Conference disconnection	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Hour(s)	Minutes	Seconds	

1-10 of 12 >

Figure: User Dispositions Retry Time Settings

6.6 Manage Parallel Predictive Campaign

6.6.1 Manage Parallel Predictive Campaign

Supervisor can manage the Parallel Predictive campaigns in which it has been assigned.

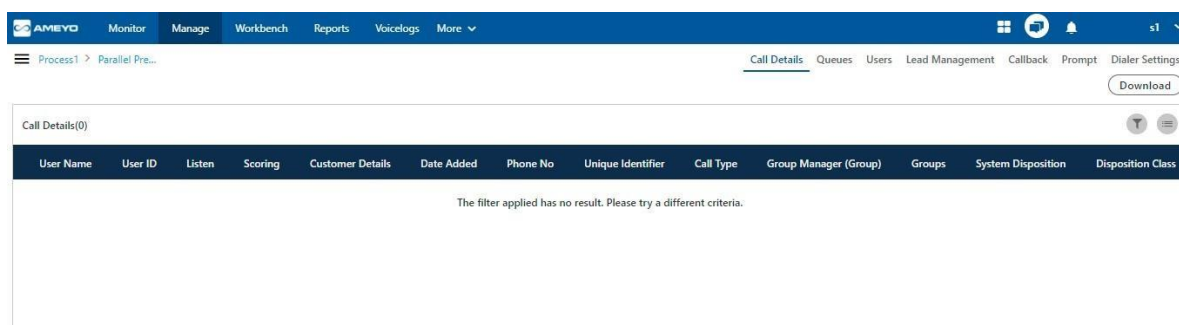


Figure: Manage Parallel Predictive Campaign

It contains the following tabs.

- **Call Details:** Here, the Supervisor can view the call details. This tab has already been discussed in Inbound Campaign. Know more...
- **Queue:** Here, the Supervisor can add, edit, and delete the queues in the Interaction Campaign. This tab has already been discussed in Chat Campaign. Know more...
- **Users:** Here, the Supervisor can assign or unassign the users in this campaign. The Supervisor can also manage the skills of the users. This tab has already been discussed in Chat Campaign. Know more...

- **Lead Management**: Here, the Supervisor can enable or disable the lead, map a lead to any queue, and view the lead summary. This tab has already been discussed in Outbound Campaign. Know more...
- **Callback**: Here, the Supervisor can add and manage the callbacks. This tab has already been discussed in Inbound Campaign. Know more...
- **Prompt**: Here, the Supervisor can manage the Prompts. This tab has already been discussed in Inbound Campaign. Know more...
- **Dialer Settings**: Here, the Supervisor can configure the dialer settings here. Know more...

6.6.2 Dialer Settings

Through this tab, Supervisor can configure Dialer Settings for parallel-predictive campaigns. This includes dialing algorithm type, enable AMD and types of AMD etc. In order to undo the required changes before saving, Supervisor can click on "Refresh" button while to save the required changes, Supervisor has to click on "Apply" button.

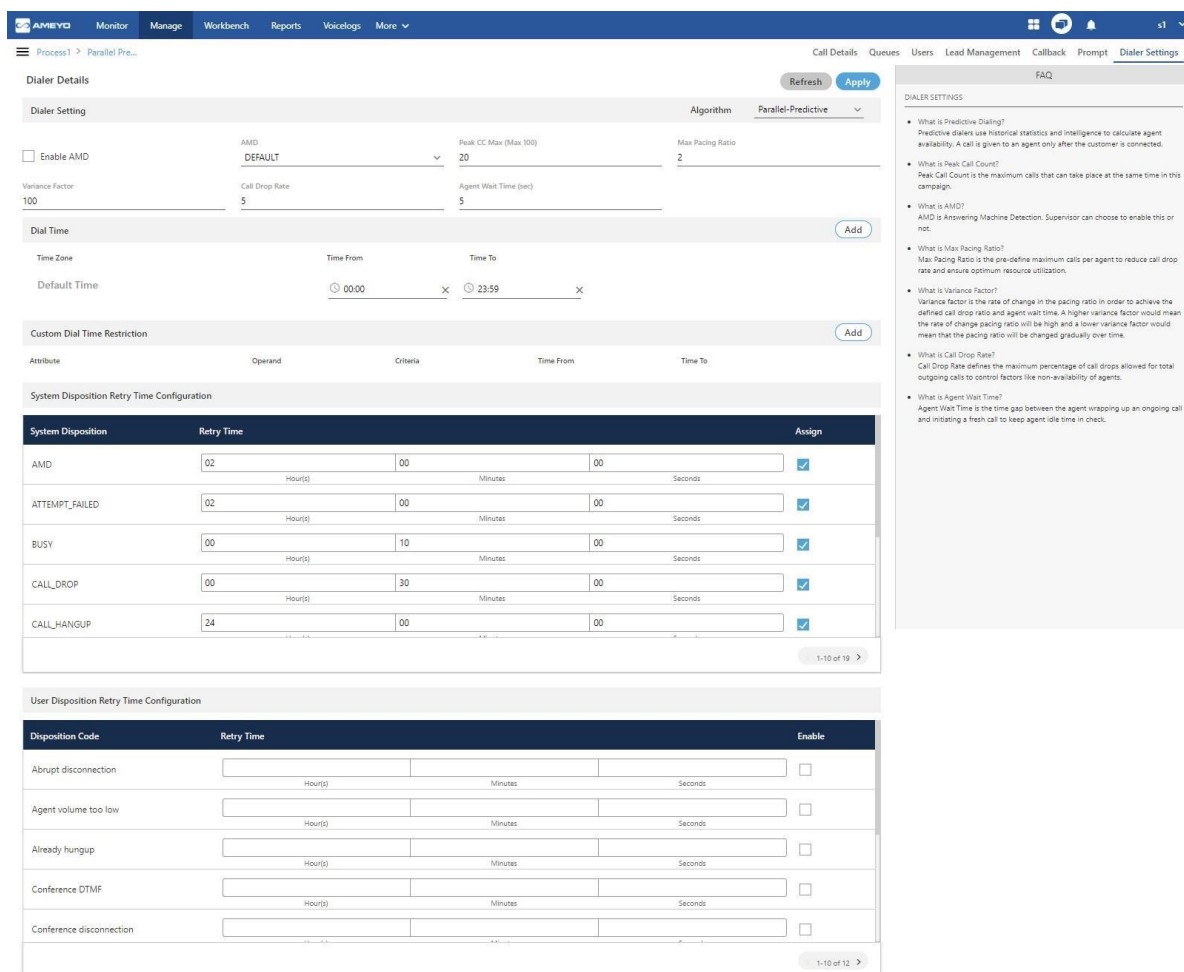


Figure: Dialer Settings

At the right side of the Parallel-Predictive dialer settings page, some of the commonly asked questions about settings are defined. You can refer to those definitions.

6.6.2.1 Algorithms

The Supervisor can select the following algorithms for parallel-predictive dialing.

6.6.2.1.1 Parallel-Predictive Dialing

It is most productive dialing algorithm for agents. Parallel-Predictive dialers use historical statistics and intelligence to calculate agent availability. Thus, based on past trends, the solution will know exactly how many dialing attempts and how much time is required to reach a live contact. A call is transferred to an agent only when it becomes live, thus avoiding the call drop and answering machine detection. Parallel-Predictive algorithm depends on a

number of factors, including peak CC, max pacing ratio, variance factor, agent wait time and call drop ratio.

Dialer Setting		Algorithm Parallel-Predictive	
<input type="checkbox"/> Enable AMD	AMD DEFAULT	Peak CC Max (Max 100) 20	Max Pacing Ratio 2
Variance Factor 100	Call Drop Rate 5	Agent Wait Time (sec) 5	

Figure: Parallel-Predictive Dialer Settings

- **AMD:** If Supervisor wants to disable Answering Machine detection (AMD) in auto dialing then the supervisor can select "**None**"
- **Peak Call Count Max (Max 100):** Supervisor can specify the maximum number of simultaneous calls which should be dialed by the dialer for a particular campaign. The maximum number of peak call count which can be defined by supervisor depends upon the number of the peak call count defined at the campaign level by administrator. The supervisor can not define this count greater than the defined number by administrator.

The maximum number (here 100) shows here in braces is depends upon the number of the peak call count defined by the administrator at campaign level and hence is customized.

- **Max Pacing Ratio:** This parameter controls the ratio of dialing calls to the free agents. A higher value implies an increase in the number of dialing calls.
- **Variance Factor:** It defines how effectively the settings of Maximum Pacing Ratio / Call Drop Ratio / Agent Wait Time can be followed.
- **Call Drop Rate:** This parameter allows the number of customers to be on hold if all the executives are busy.
- **Agent Wait Time (sec):** This parameter allows to define the minimum wait time between 2 autodialed calls.

6.6.2.2 Manage Time Zone in "Dial Time"

Supervisor can define the time zone in which dialing needs to be restricted for specific country timezone by clicking on "Add" button.

Dial Time					Add
Time Zone	Time From	Time To			
Default Time	00:00:00	23:59:59			
Africa/Abidjan	hh:mm:ss	hh:mm:ss			X

Figure: Time Zone Settings

By default, a Default Time Zone is defined. The Supervisor can specify the default time range that the dialer would refer to.

- Select the timezone from the drop-down and specify the time range (Time from and Time To in hh:mm:ss format).
- Any record can be deleted by clicking the "X" icon.

6.6.2.3 Custom Dial Time Restriction

This feature is used for limiting the auto-dialing based on several attributes like phone, name and timezone. Custom dial time restriction can be added by clicking on the "Add" button.

Custom Dial Time Restriction					Add
Attribute	Operand	Criteria	Time From	Time To	
phone1	Is equal to (=)	Criteria	hh:mm:ss	hh:mm:ss	X

Figure: Custom Dial Time Restriction

You can click "X" icon in the end of the row of a custom time zone to delete it.

6.6.2.4 Retry Time Settings

Retry Time is the time duration after which the dialer will retry for those numbers, which do not get connected in the first attempt.

6.6.2.4.1 System Disposition Retry Time Configuration

Supervisor can configure the retry time for different system dispositions. The Supervisor can also assign the system dispositions to the respective campaign. If the system disposition is not assigned in this tab then the retry time defined for that system disposition will not work.

System Disposition Retry Time Configuration				
System Disposition	Retry Time			Assign
AMD	23	59	59	<input checked="" type="checkbox"/>
ATTEMPT_FAILED	222233	20	00	<input checked="" type="checkbox"/>
BUSY	08	28	20	<input checked="" type="checkbox"/>
CALL_DROP	00	30	00	<input checked="" type="checkbox"/>
CALL_HANGUP	24	00	00	<input checked="" type="checkbox"/>

Figure: System Disposition Retry Time Settings

System dispositions will be assigned by checking the assign checkbox of that particular system disposition.

6.6.2.4.2 (Licensable)User Disposition Retry Time Configuration

Supervisor can configure the retry time for different user dispositions. Supervisor has to select the dispositions and provide the retry time for each selected disposition

User Disposition Retry Time Configuration				
Disposition Code	Retry Time			Enable
Abrupt disconnection				<input type="checkbox"/>
Agent volume too low				<input type="checkbox"/>
Already hungup				<input type="checkbox"/>
Conference DTMF				<input type="checkbox"/>
Conference disconnection				<input type="checkbox"/>

Figure: User Dispositions Retry Time Settings

6.7 Manage Voice Blast Campaign

6.7.1 Manage Voice Blast Campaign

Supervisor can manage the Voice Blast campaigns in which it has been assigned.

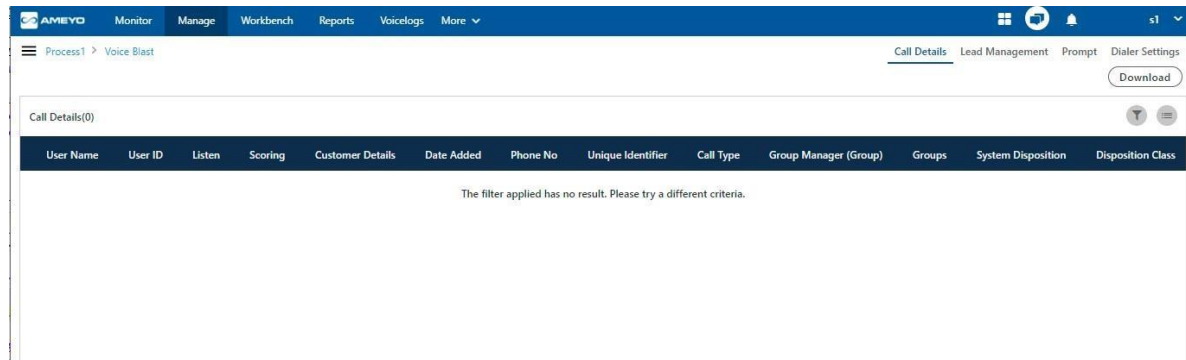


Figure: Manage Voice Blast Campaign

It contains the following tabs.

- **Call Details:** Here, the Supervisor can view the call details. This tab has already been discussed in Inbound Campaign. Know more...
- **Lead Management:** Here, the Supervisor can enable or disable the lead, map a lead to any queue, and view the lead summary. This tab has already been discussed in Outbound Campaign. Know more...
- **Prompt:** Here, the Supervisor can manage the Prompts. This tab has already been discussed in Inbound Campaign. Know more...
- **Dialer Settings:** Here, the Supervisor can configure the dialer settings here. This tab has already been discussed in Outbound Campaign Know more...

6.7.2 Dialer Settings

Through this tab, Supervisor can configure Dialer Settings for voice blast campaigns. This includes dialing algorithm type, enable AMD and types of AMD etc. In order to undo the required changes before saving, Supervisor can click on "Refresh" button while to save the required changes, Supervisor has to click on "Apply" button.

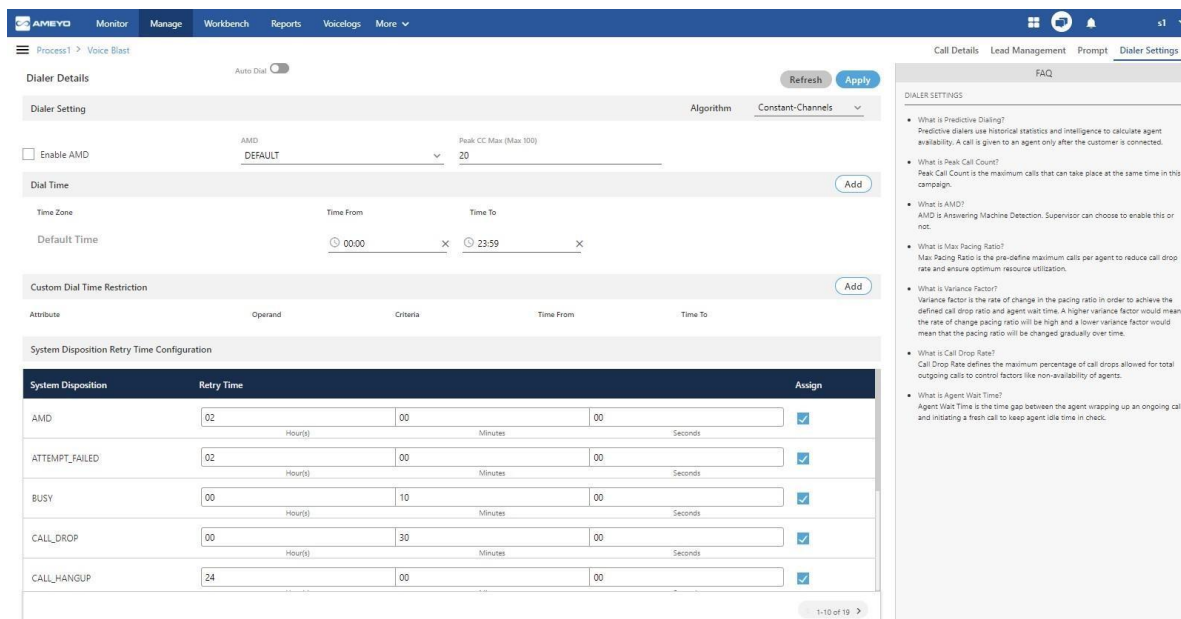


Figure: Dialer Settings

6.7.2.1 Auto Dial

Toggle the Auto Dial button to enable the auto dialing of the calls through voice blast campaign. It provides the privilege to dial all the calls from the voice blast campaign automatically.

You can disable the auto dialing of the call at any time by toggling the same button again.

6.7.2.2 Algorithms

The Supervisor can select the following algorithms for voice-blast dialing.

6.7.2.2.1 Constant-Channels

In this dialer, constant dialing is done based on the number of channels provided. The deciding factor in this algorithm is the total number of channels.

For Example: If we provide total number of channels as 4, then the number of calls enqueued to be dialed at any instant of time is 4.



Figure: Voice Blast Dialer Settings

- **AMD:** If Supervisor wants to disable Answering Machine detection (AMD) in auto dialing then the supervisor can select "**None**"
- **Peak Call Count Max (Max 100):** Supervisor can specify the maximum number of simultaneous calls which should be dialed by the dialer for a particular campaign. The maximum number of peak call count which can be defined by supervisor depends upon the number of the peak call count defined at the campaign level by administrator. The supervisor can not define this count greater than the defined number by administrator.

The maximum number (here 100) shows here in braces is depends upon the number of the peak call count defined by the administrator at campaign level and hence is customized.

6.7.2.3 Manage Time Zone in "Dial Time"

Supervisor can define the time zone in which dialing needs to be restricted for specific country timezone by clicking on "Add" button.

Dial Time					Add
Time Zone	Time From	Time To			
Default Time	00:00:00	23:59:59			
Africa/Abidjan	hh:mm:ss	hh:mm:ss	X		

Figure: Time Zone Settings

By default, a Default Time Zone is defined. The Supervisor can specify the default time range that the dialer would refer to.

- Select the timezone from the drop-down and specify the time range (Time from and Time To in hh:mm:ss format).
- Any record can be deleted by clicking the "X" icon.

6.7.2.4 Custom Dial Time Restriction

This feature is used for limiting the auto-dialing based on several attributes like phone, name and timezone. Custom dial time restriction can be added by clicking on the "Add" button.

Custom Dial Time Restriction					Add
Attribute	Operand	Criteria	Time From	Time To	
phone1	Is equal to (=)	Criteria	hh:mm:ss	hh:mm:ss	X

Figure: Custom Dial Time Restriction

You can click "X" icon in the end of the row of a custom time zone to delete it.

6.7.2.4.1 System Disposition Retry Time Configuration

Supervisor can configure the retry time for different system dispositions. The Supervisor can also assign the system dispositions to the respective campaign. If the system disposition is not assigned in this tab then the retry time defined for that system disposition will not work.

System Disposition Retry Time Configuration				
System Disposition	Retry Time			Assign
AMD	23	59	59	<input checked="" type="checkbox"/>
	<small>Hours</small>	<small>Minutes</small>	<small>Seconds</small>	
ATTEMPT_FAILED	222233	20	00	<input checked="" type="checkbox"/>
	<small>Hours</small>	<small>Minutes</small>	<small>Seconds</small>	
BUSY	08	28	20	<input checked="" type="checkbox"/>
	<small>Hours</small>	<small>Minutes</small>	<small>Seconds</small>	
CALL_DROP	00	30	00	<input checked="" type="checkbox"/>
	<small>Hours</small>	<small>Minutes</small>	<small>Seconds</small>	
CALL_HANGUP	24	00	00	<input checked="" type="checkbox"/>
	<small>Hours</small>	<small>Minutes</small>	<small>Seconds</small>	

1-10 of 19 >

Figure: System Disposition Retry Time Settings

System dispositions will be assigned by checking the assign checkbox of that particular system disposition.

7. Workbench

Supervisor can click "Workbench" to login as a user to the Email, Chat, and Voice Campaigns, and make a call.

7.1 Perform the following steps to login to the campaigns.

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

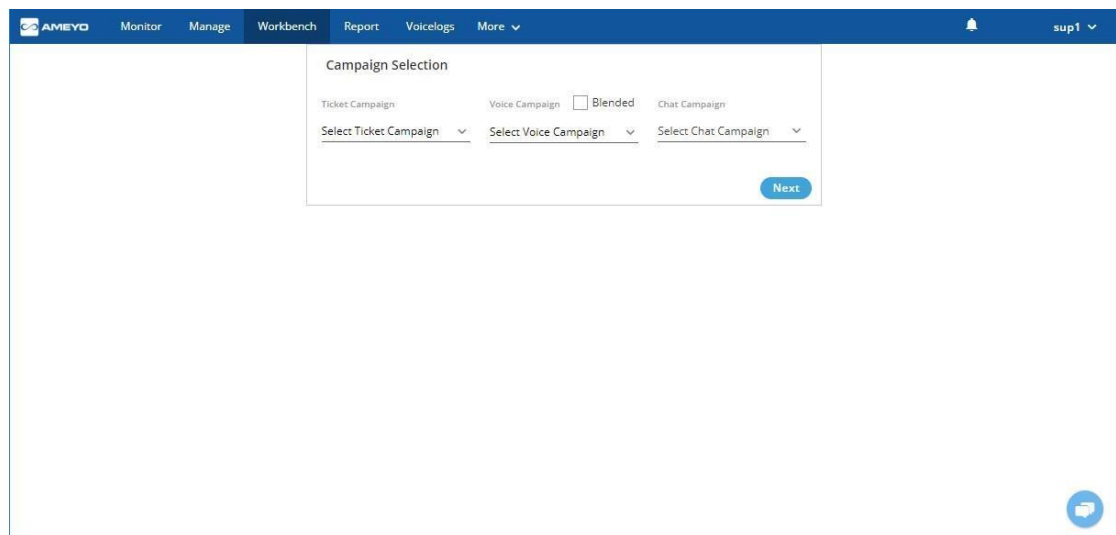


Figure: Select the Campaign

2. Here, the Supervisor 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 Supervisor has been assigned by the Administrator.

- Ticket/Email (Interaction) Campaign • Voice

Campaign

- ✦ Inbound Voice Campaign
- ✦ Outbound Voice Campaign
- ✦ Parallel Predictive Voice Campaign

- Chat Campaign

Supervisor can login to these three types of campaigns collectively.

If Administrator have configured the default working for the Supervisor in any campaign, then the Supervisor will be logged on directly to that campaign. Supervisor 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 supervisor can select either voice campaign or interaction campaign but the supervisor 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 supervisor.

2.

- A. **Blended Campaign / Voice Campaign:** The Administrator can configure blended campaign for voice, which allow an supervisor with Executive Role 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 dropdown menu shows only those campaigns, which are not blended by the Administrator.

The screenshot shows a 'Campaign Selection' form with the following elements:

- Interaction Campaign:** A dropdown menu labeled 'Select Interaction Campaign'.
- Chat Campaign:** A dropdown menu labeled 'Select Chat Campaign'.
- Voice Campaign:** A dropdown menu with options: 'Select Voice Campaign', 'Inbound', and 'Outbound'.
- Blended:** A checkbox labeled 'Blended'.
- Video Chat Campaign:** A dropdown menu labeled 'Select Video Chat Campaign'.
- Next:** A button at the bottom right.

Figure: Voice Campaign Selection

When "Blended Campaign" option is checked, the voice campaign dropdown menu shows only blended campaigns, in which the supervisor is assigned.

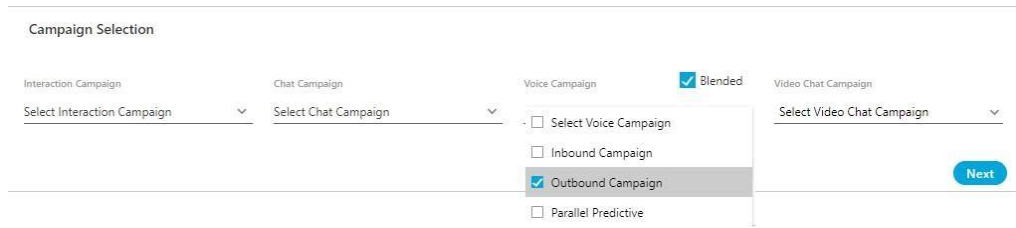


Figure: Selecting Blended Campaigns

A supervisor can select multiple non-Blended Campaigns. However, Blended Campaigns are preferred because it gives important to the inbound calls that helps in reducing the call drops.

- B. **Interaction Campaign:** The supervisor can select the interaction campaign in which the supervisor is assigned. In interaction campaign both interaction and chat campaigns are included. The supervisor can select any one from interaction campaign or chat campaign or if the supervisor is assigned in both campaigns then, the supervisor can select both interaction and chat campaigns at a time.

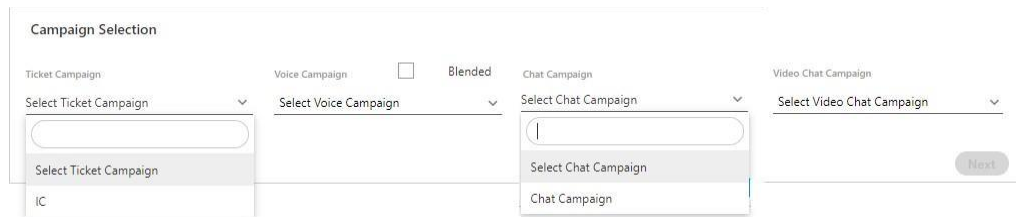


Figure: Select Interaction Campaigns

The supervisor can select only one interaction campaign and chat campaign. If the supervisor is assigned in multiple interaction campaigns, even then, supervisor is cannot select multiple campaigns.

- C. **Selection of both Voice and Interaction Campaigns:** The supervisor who is assigned in both voice and interaction campaigns can select both at a time.

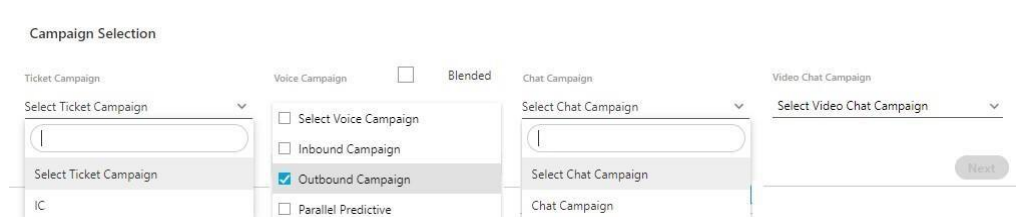


Figure: Voice and Interaction Campaign Selection

D. **Selection of Video Chat Campaign:** The supervisor can select the video chat campaign in which the supervisor is assigned into.

Figure: Video Chat Campaign Selection

3. The supervisor can also select the video chat campaign with voice and interaction campaign to work simultaneously with those campaigns.

Click "Next" to proceed. The Supervisor will be logged on to the campaigns.

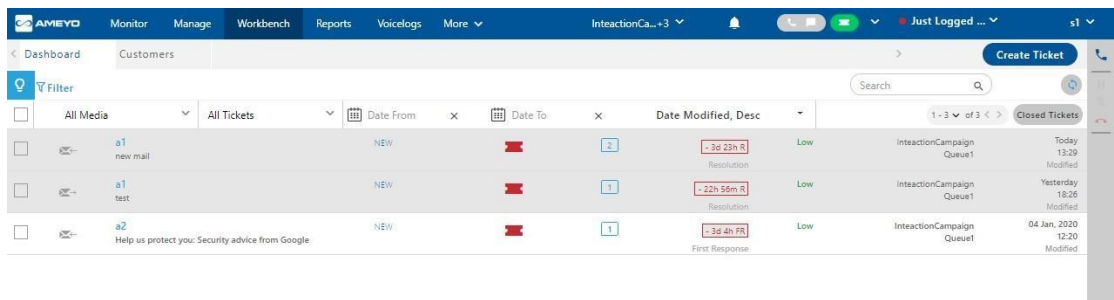


Figure: Home Screen

If the maximum user logon limit to the campaigns has been reached, the Supervisor will receive the following error message while switching to Workbench and changing Campaign.

Max concurrent login has been reached for <campaign type>, and <campaign type>. Please contact your Administrator.

Refer to the following screenshot.

Figure: Error Message after reaching the limit of Maximum Number of Concurrent User Logins

Here, Supervisor can perform the all the same operations that an agent can perform in its workbench. [Click here](#) to know the functionality of Agent and Supervisor in Workbench. The key differences between the working of the Agent and the Supervisor are mentioned hereinbelow.

1. The Supervisor can view all the tickets present in the campaign, whereas the Agent can view only tickets present in that queue.
2. The Supervisor can pick as well as assign the tickets to other agent, whereas the Agent can only pick the tickets present in the queue.
3. The Supervisor has no Call Details tab in Workbench, however these tab are present on other tabs.

After logging on to campaigns in the Workbench, if Supervisor is browsing other tabs in its Console, following pop-up will come on the screen whenever an incoming call or chat comes to Supervisor.



Figure: Switch to Workbench

A chrome browser based notification will also be shown to the supervisor. It will help the supervisor to know about the incoming call when they are on another tab except Ameyo.

1. Inbound Calls: A chrome notification will be shown to the user when an inbound call is received at the agent's end.

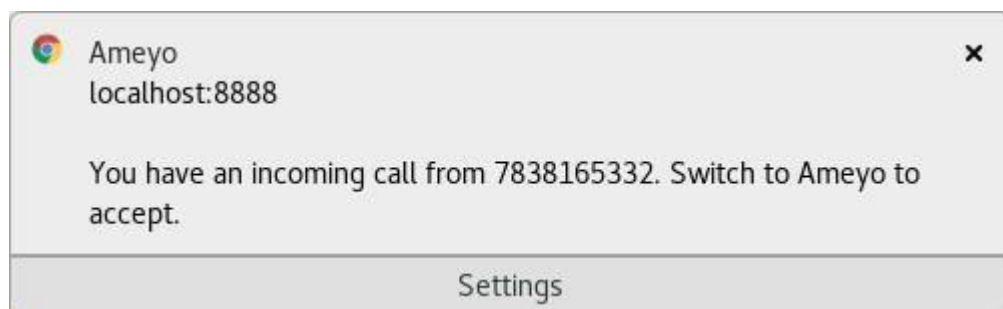
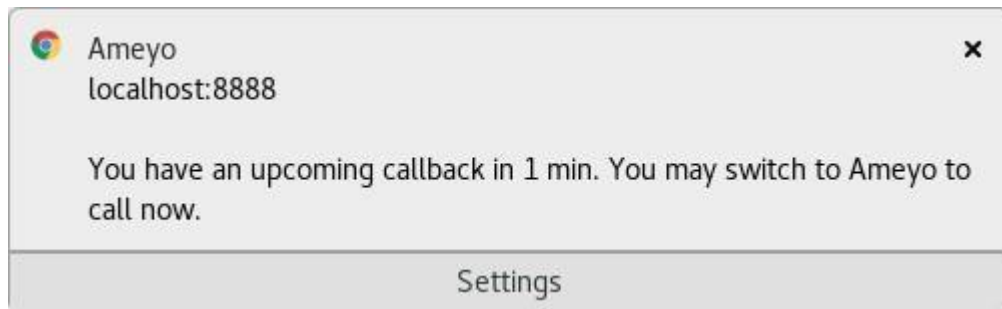


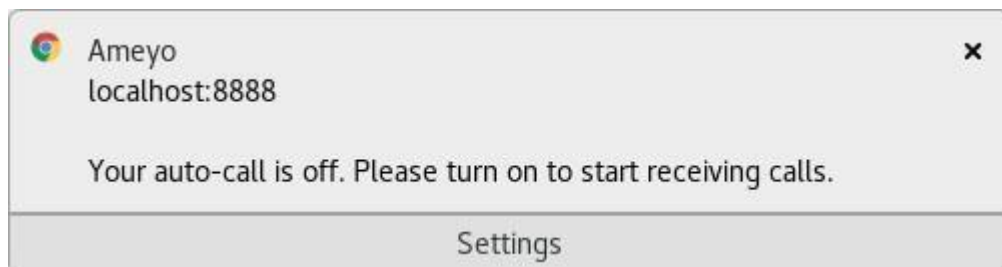
Figure: Inbound Call Notification

2. Self-Callbacks Calls: A chrome notification will be shown to the user for the assigned callbacks.

**Figure:** Callback Notification

For the callback calls, the notification will be according to the configured notification time by the supervisor.

3. Auto-Dial Calls: If the auto-dial status is turned off at the agent's side, then a notification about the same will be displayed to the user.

**Figure:** Notification when the Auto-Dial Status is Off

8. Supervisor Account Menu

8.1 Supervisor Account Menu

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

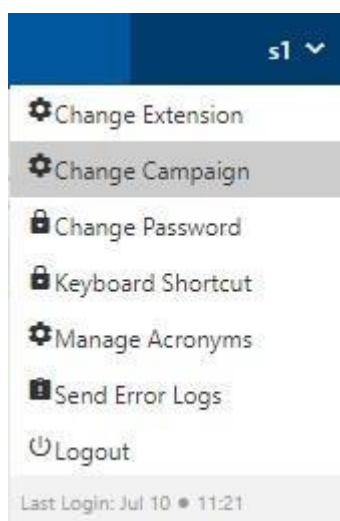


Figure: Supervisor Account Menu

The Supervisor can perform the following operations from the Menu tab:

1. **Change Extension:** This option allows the Supervisor 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.

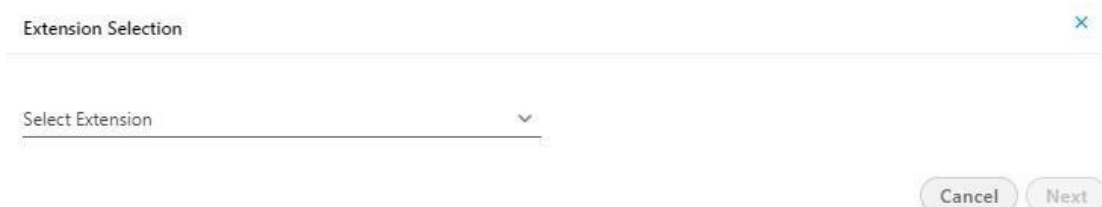
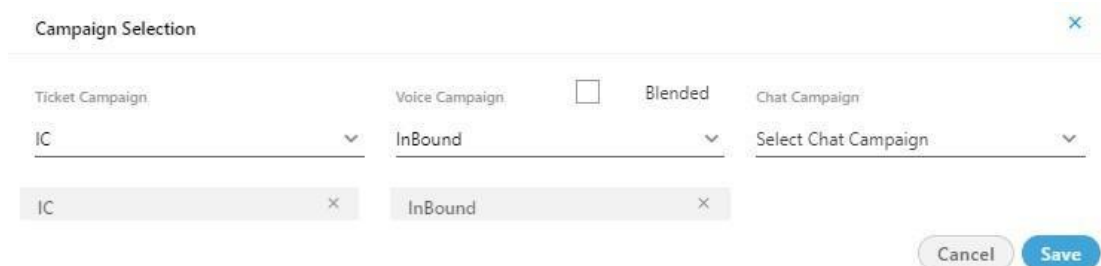


Figure: Change Extension Pop-up

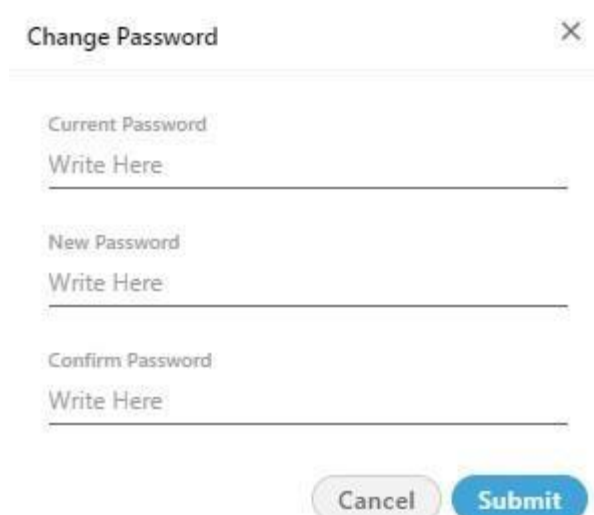
2. **Change Campaign:** Through this option, the Supervisor is able to change the Campaign. To change the campaign, click on the "**Change Campaign**" button and then select the campaign which you want to select from the pop-up. It also allows you to select multiple campaigns at the same time.



The screenshot shows a 'Campaign Selection' pop-up window. It features three dropdown menus: 'Ticket Campaign' with 'IC' selected, 'Voice Campaign' with 'InBound' selected, and 'Chat Campaign' with 'Select Chat Campaign' selected. There is a 'Blended' checkbox which is currently unchecked. Below the dropdowns, there are two tags: 'IC' and 'InBound', each with a close button (X). At the bottom right, there are 'Cancel' and 'Save' buttons.

Figure: Change Campaign Pop-up

3. **Change Password:** : This option allows the Supervisor 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.



The screenshot shows a 'Change Password' pop-up window. It contains three text input fields: 'Current Password', 'New Password', and 'Confirm Password', each with the placeholder text 'Write Here'. At the bottom, there are 'Cancel' and 'Submit' buttons.

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.



Action	Shortcut
Hold/Unhold phone	Alt + H
Confer	Alt + C
Transfer	Alt + T
Mute/Unmute phone	Alt + M
End Call	Alt + E
Dispose	Alt + D
Auto-Call status toggle	Alt + 1
Auto-Ticket status toggle	Alt + 2
Open Menu	Alt + ?
Barge	Alt + B
Snoop	Alt + S
Whisper	Alt + W
Confer	Alt + F
Force Logout	Alt + Q
Accept Call	Alt + A
Reject Call	Alt + R
Workbench and Monitor toggle	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:

- **Hold/Unhold Phone:** Press the “Alt” key and “H” key together to access this shortcut.

- **Confer:** Press the “Alt” key and “C” key together to confer any call.
- **Transfer:** Press “Alt” and “T” key together to transfer any call.
- **Mute/Unmute Phone:** Press “Alt” and “M” key together to mute or unmute any ongoing call.
- **End Call:** Press “Alt” and “E” key together to end the call.
- **Dispose:** Press “Alt” and “D” key together to dispose of any call.
- **Auto-Call Status Toggle:** Press “Alt” and “1” key together to change the status of the auto-call.
- **Auto-Ticket Status Toggle:** Press “Alt” and “2” key together to change the status of the auto-ticket assignment.
- **Open Menu:** Press “Alt” and “?” keys together to open the keyboard shortcut 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.
- **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.
- **Workbench and Monitor Toggle:** Press “Alt” and “.” keys together to switch between workbench and monitoring screen of supervisor.

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. The supervisor can use the search box to search for any specific shortcut key.

5. **[Manage Acronyms](#)**: This option allows the Supervisor to see the list of the campaign Acronyms which was created at the campaign levels. Know more...

The screenshot displays the 'Acronyms' management interface, which is divided into three main sections:

- Create New:** This section contains two text input fields. The first is labeled 'Short Term' with a placeholder 'Write Acronym'. The second is labeled 'Full Term' with a placeholder 'Write Acronym'. A blue 'Create' button is located at the bottom right of this section.
- Self Acronyms:** This section contains a table with the following data:

Short Term	Full Term	Action
gm	Good Morning	■
- Campaign Acronyms:** This section contains a table with the following data:

Campaign Name	Short Term	Full Term
IC	SYN	Hope to see you soon!

Figure: Acronyms

On this page, the supervisor can create its own acronyms which are only visible to the supervisor, and the Supervisor can use them only.

Perform the following steps to create the Self-Acronyms.

4.
 - A. Enter the short term in the "Short Term" textarea.
 - B. Provide the full name corresponding to the short term in the "Full Term" textarea.
 - C. Click "Create" button.

Supervisor can delete his created acronyms but he does not have the option to edit them.

Select an acronym and click  icon to delete it. A confirmation pop-up comes up.



Figure: Delete Acronyms

Click "Yes" to confirm the deletion process else click "No".

The campaign level acronyms cannot be deleted from here. They can only be created from the Manage tab of the supervisor screen.

- 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 popup 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.

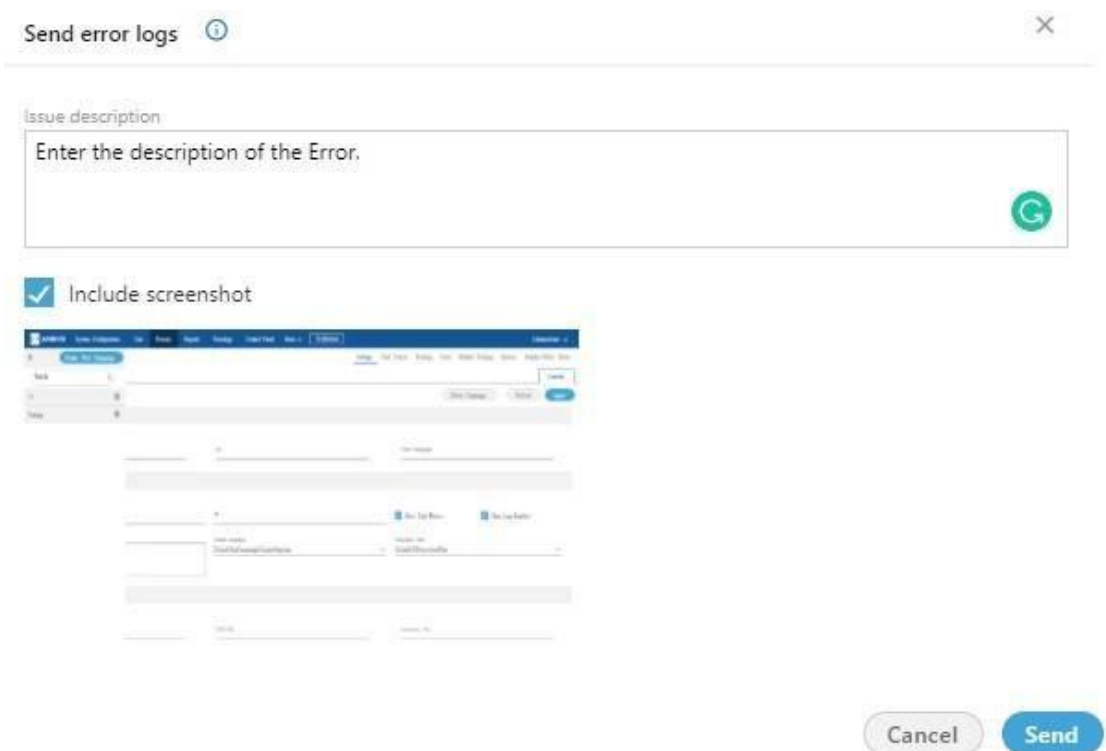


Figure: Send Error Logs

6. **Logout:** Click "Logout" to logout from the Ameyo. Once you click logout, all the services will stop, and supervisor 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.

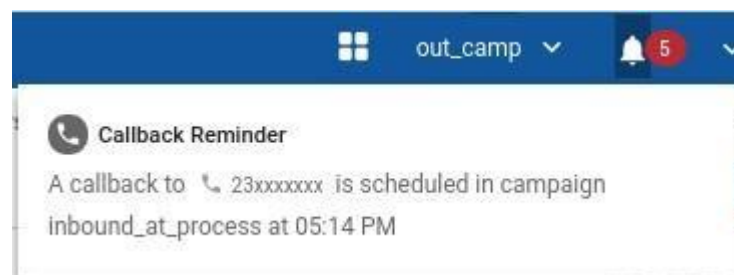
7. **Last Login:** It shows the last date and time of the supervisor when the account has been logged in by supervisor.

8.2 Different Bell Notifications for Supervisor

Ameyo has a feature named as Bell Notification, which allows the supervisor to stay updated with the coming changes or challenges faced by other agents.

Some of the following types of bell notifications will be received for the respective events.

1. **Callback Notification:** Whenever a callback is scheduled in a campaign, then a bell notification to the assigned supervisor will be shown. The supervisor can click to this notification to view the callback from callbacks tab.

**Figure:** Bell Notification for the Scheduled Callback

2. **Change in User Roles Visibility:** If there is a change in the user role or assignment/masking of any privilege, then a bell notification will be sent to the supervisor

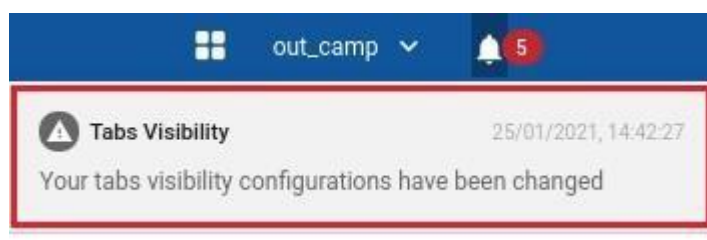


Figure: User Role Visibility Change Notification

3. **Ticket Assignment Notification:** If a ticket is assigned, then a notification will be shown. The supervisor can click to this notification to view the tickets directly from workbench.

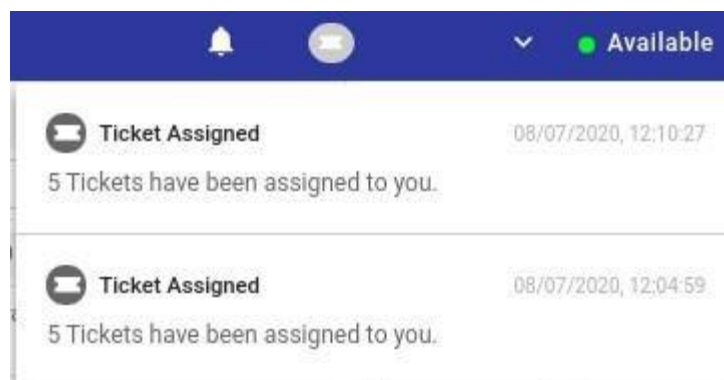


Figure: Ticket Assignment Notification

4. **Prompt Upload Notification:** Whenever a new prompt is uploaded or a prompt is missing, then a bell notification will be shown. The supervisor can click to this notification to view the prompts in that campaign.
5. **SIP/PRI/Trunk Down Notification:** A notification will be sent to the user whenever SIP or PRI trunk goes down, a notification will be sent to the supervisor. If the supervisor has the access to the call manager, then the supervisor can click the notification to view the voice resource of that trunk.

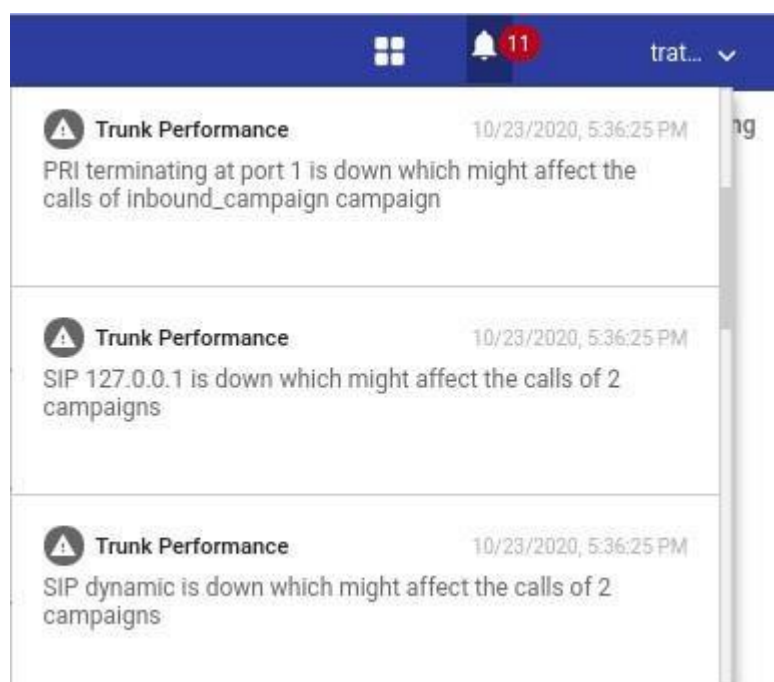


Figure: Trunk/SIP/PRI Down Notification

- Channel-Utilization Threshold Breach Notification:** There are circumstances where the load of the calls on the Trunk dialers are increased. In such cases there are chances for the call getting failed. It is required to send a notification about the usage of the trunks when the threshold is breached. Thus, a notification is also introduced which will notify the user about the usage of the trunk when it is used above the configured threshold. Suppose, the threshold is configured at 95% ratio; which means that when the trunks are occupied to 95% a notification will be sent.

Whenever the channel utilization is used beyond the configured threshold, then a notification will send to the administrator or supervisor.

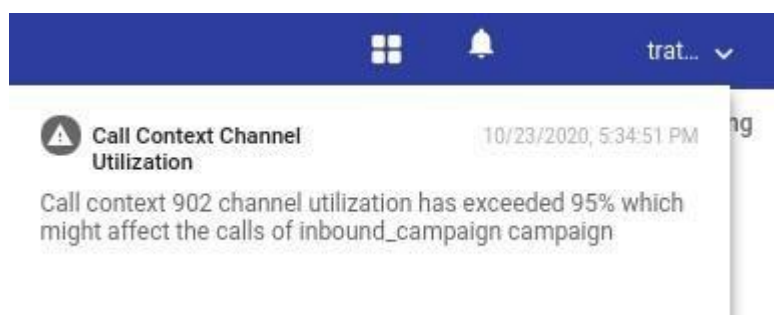


Figure: Channel Utilization Notification

7. **Call Drop Notification:** a notification will be sent to the supervisor, if the call drop rate is greater than or equals to 5% in a campaign.



Figure: Call Drop Threshold Breach Notification

8. **Notification of SIP Trunk Registration Lost:** The Call Server registers with the SIP servers provided by different telecommunication providers to use the SIP trunks. But, due to some reasons, the registration of these trunks lost from the Call server. Thus, a notification will be sent to the supervisor notifying about the same.

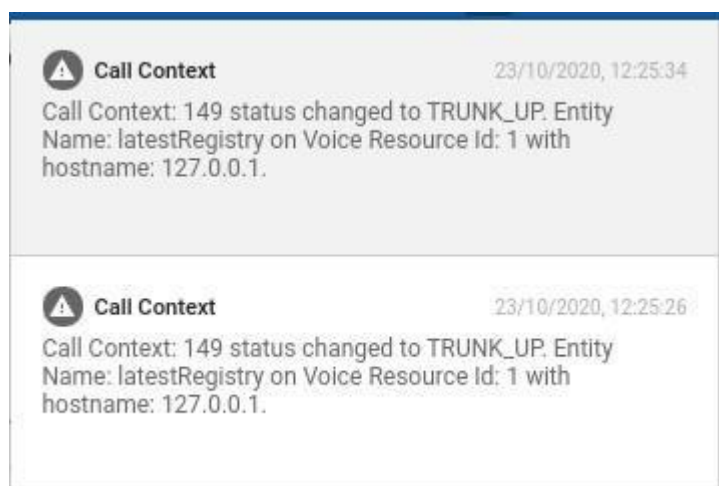


Figure: SIP Trunk Registration Lost Notification

9. Logout from Ameyo

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

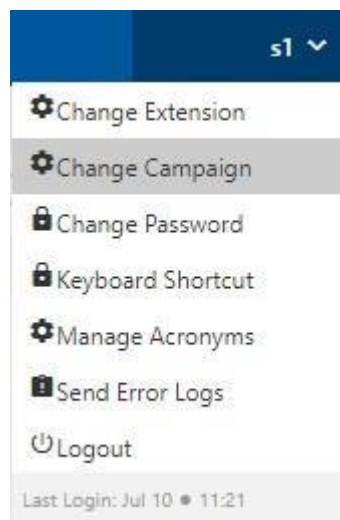


Figure: Account Menu

Click "Logout" command to logout from Ameyo AppServer.