Supervisor Manual of Ameyo Server 4.81 GA

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1 Document Versioning

Version	Date	Purpose	Author
4.81.1-SM	06-Aug-2020	First Draft	Saurabh Goyal

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

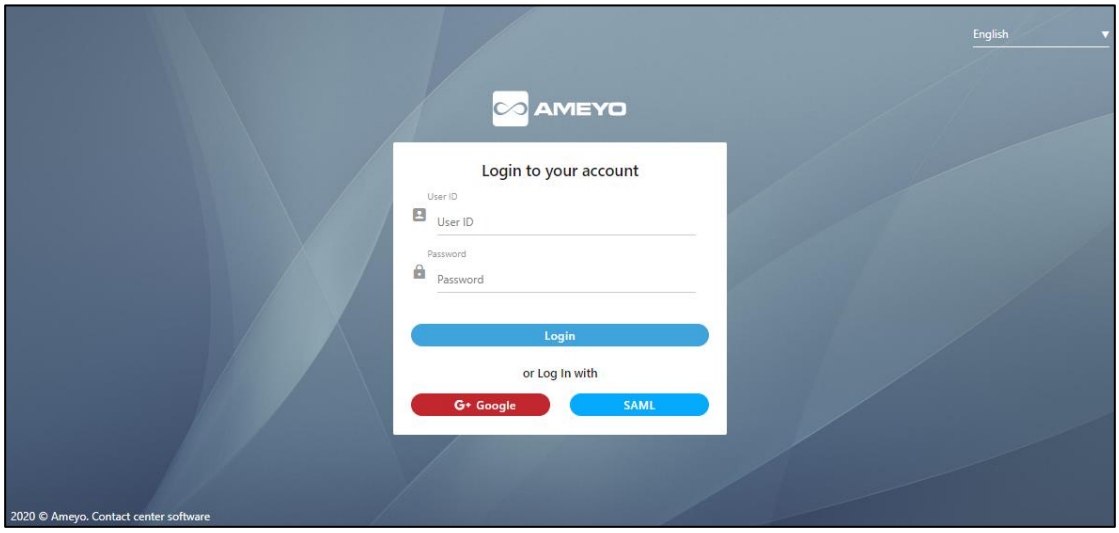


Figure: Login Screen

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 Single-Sing-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.

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.

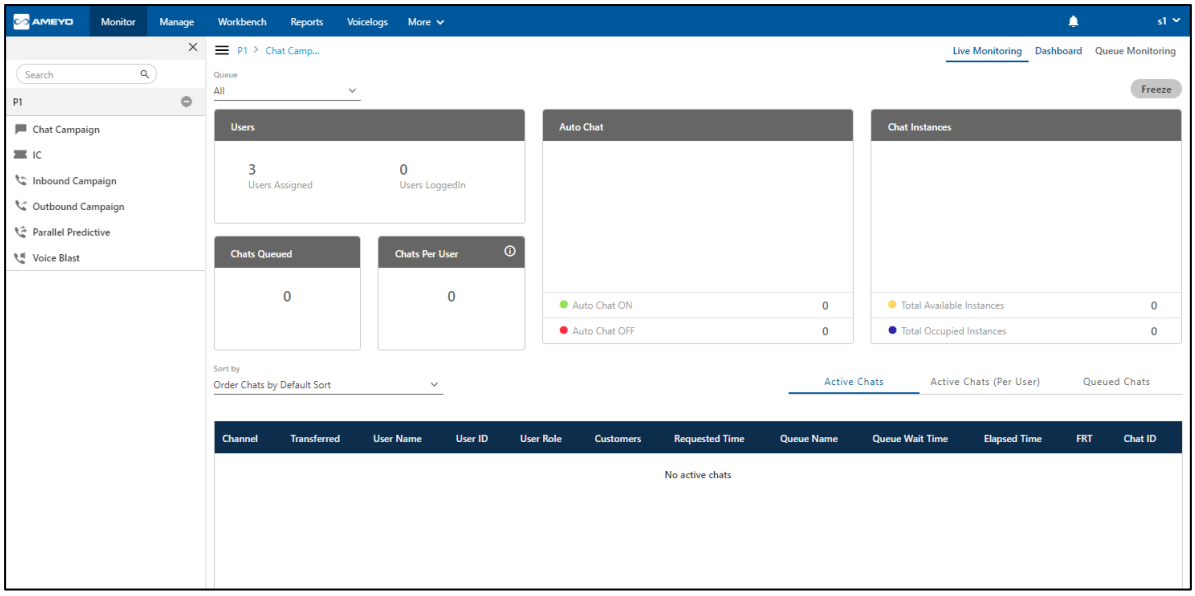


Figure: Supervisor Interface

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. 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 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

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

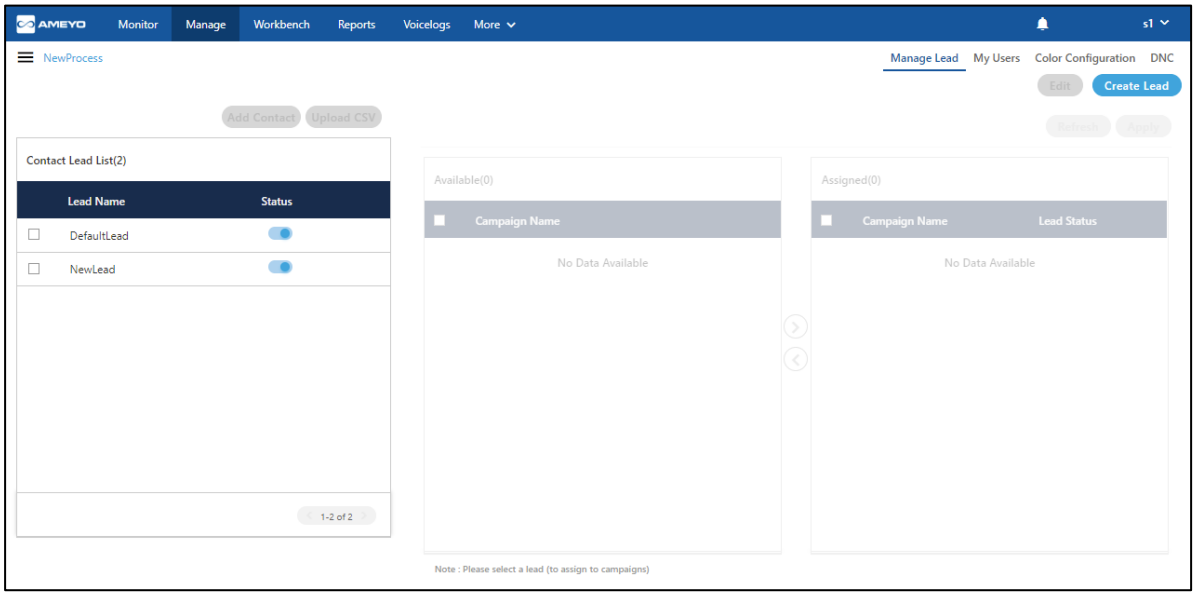


Figure: Process Settings

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.

4.1 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.

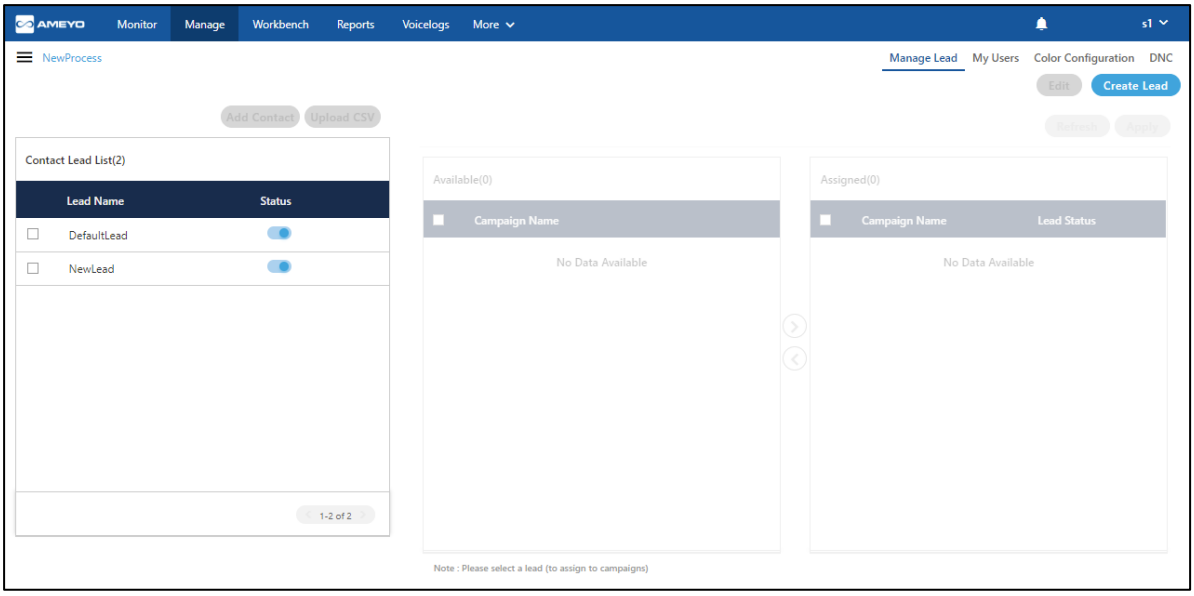


Figure: Manage Leads

4.1.1 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

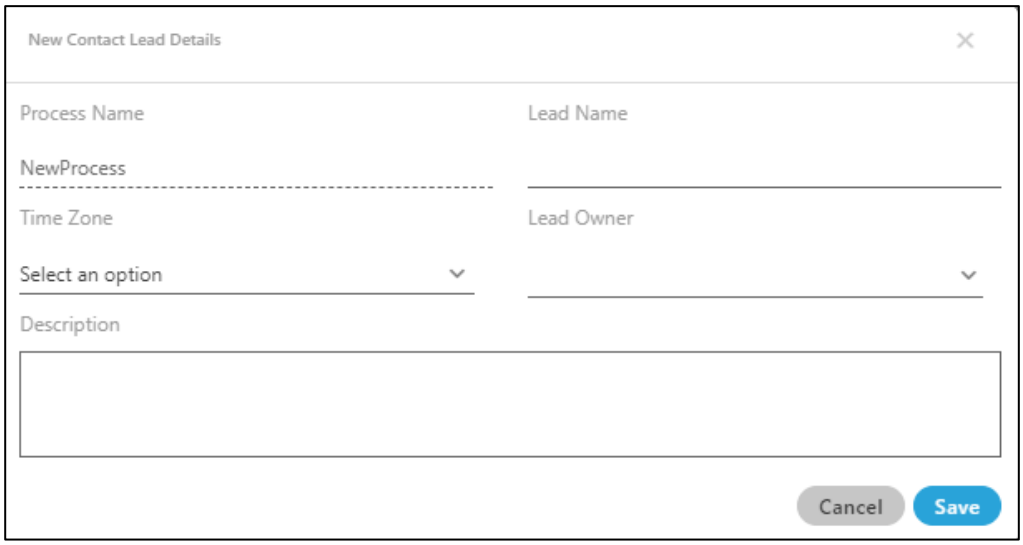


Figure: Create a Lead

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.

4.1.2 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.

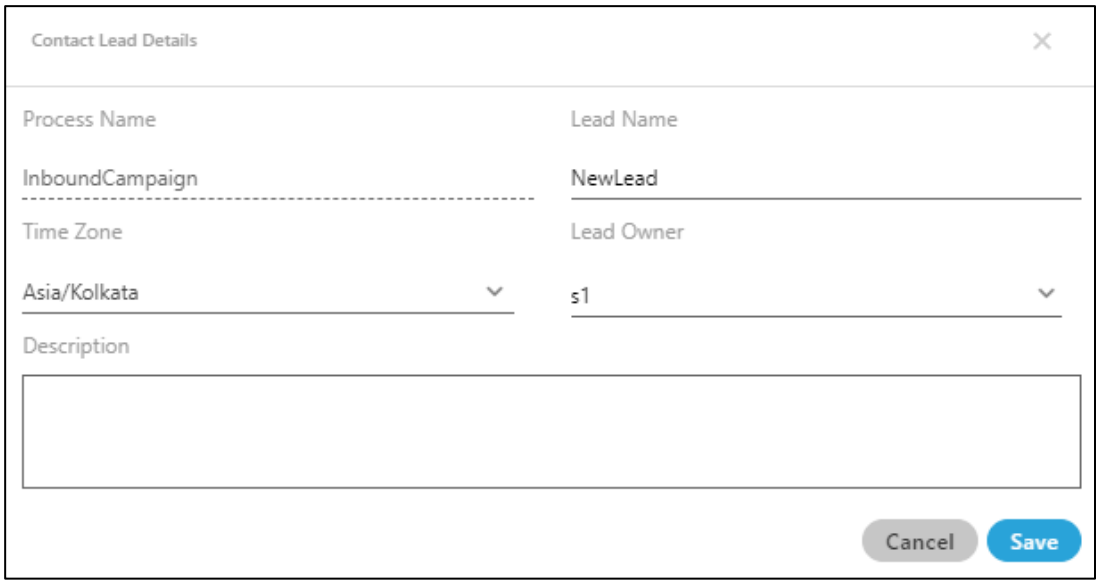


Figure: Edit the Lead

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.

4.1.3 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.

4.1.4 Enable or Disable the Lead

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

4.1.5 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.

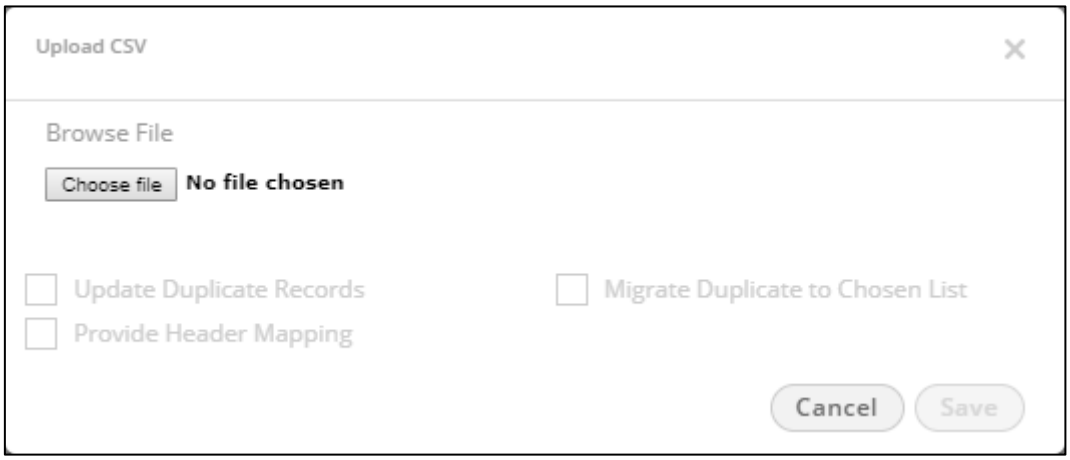


Figure: Upload Lead (Numbers) through a CSV file

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

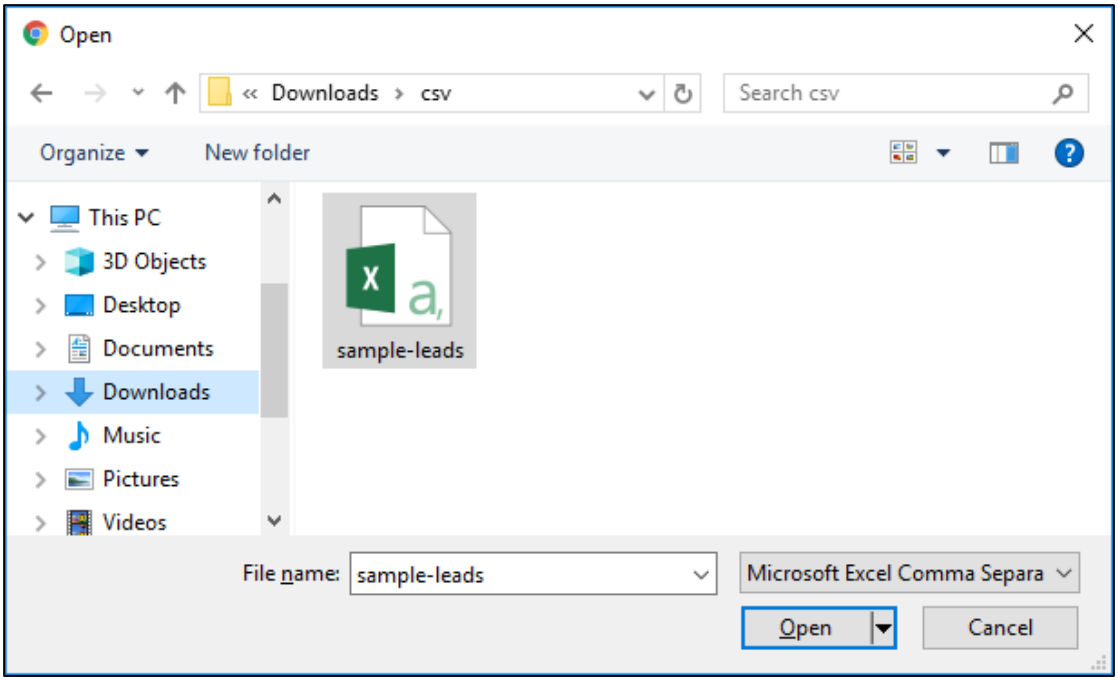


Figure: Select CSV file

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.

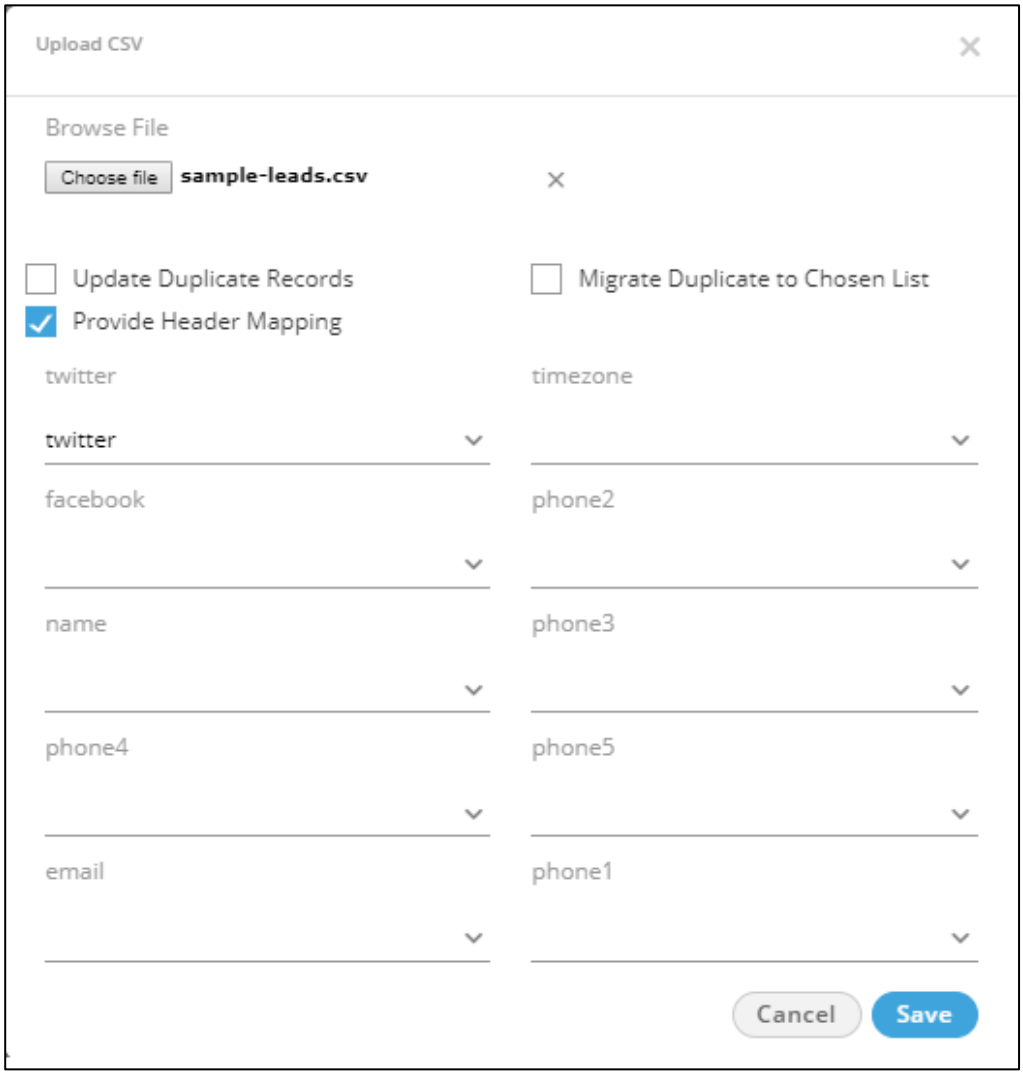


Figure: Mapping of Column Headers

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.

4.1.6 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.

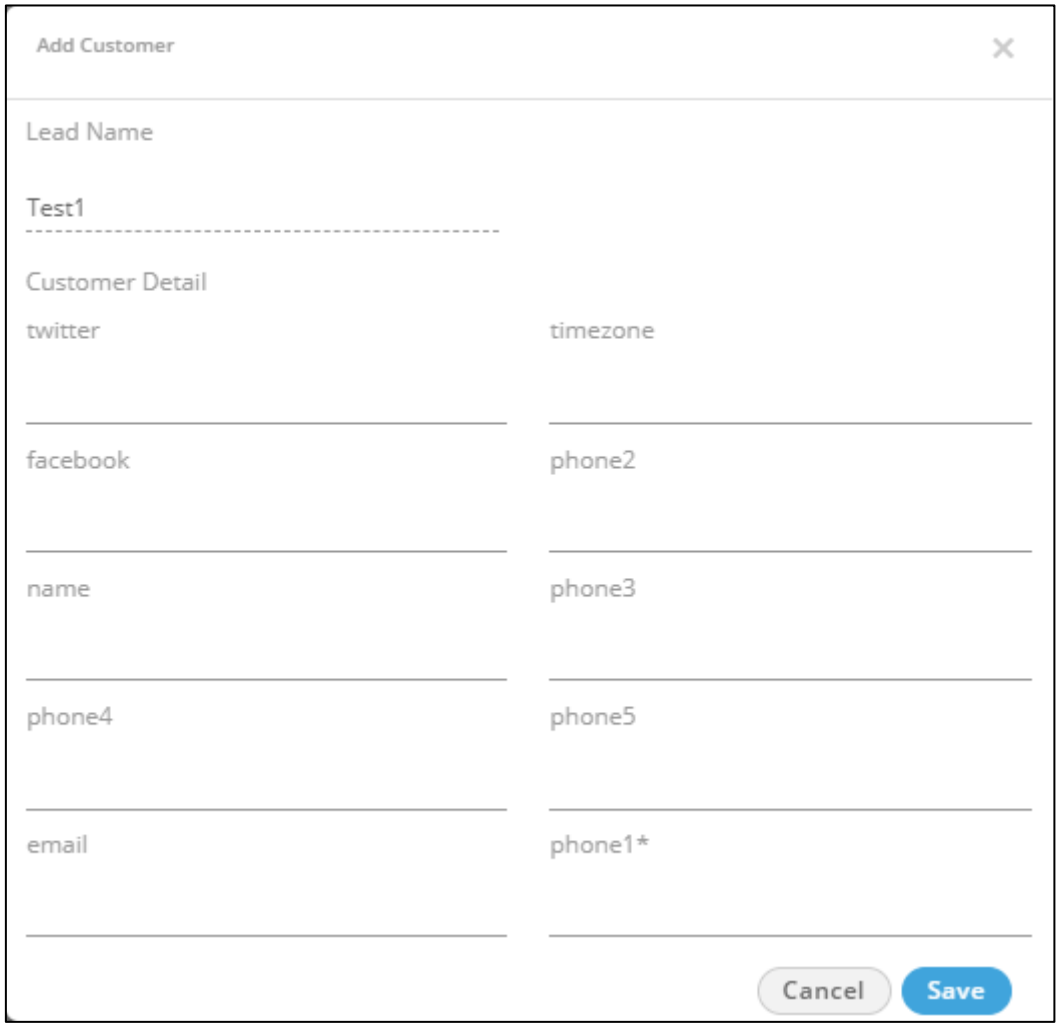


Figure: Add a Contact

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.

4.1.7 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.

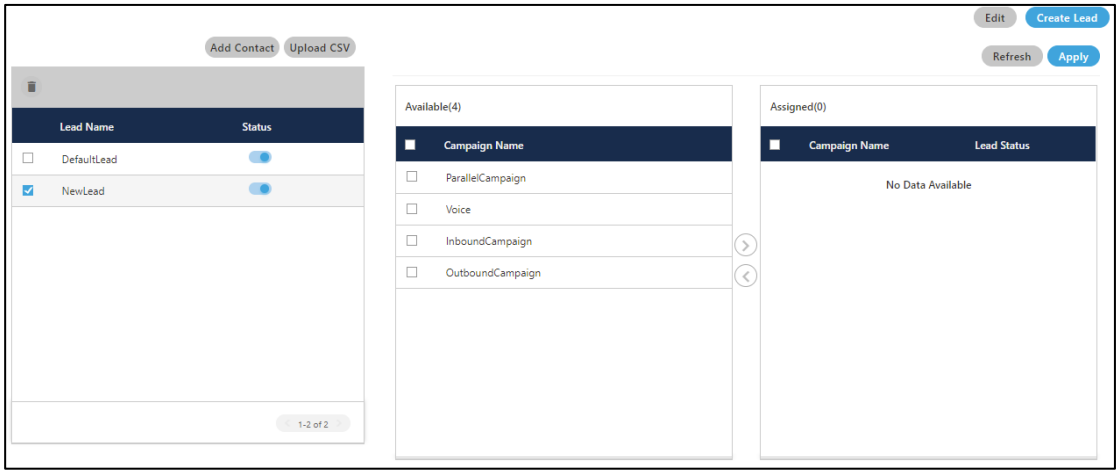


Figure: Assign or Un-assign Campaigns

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.

4.2 User Management

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

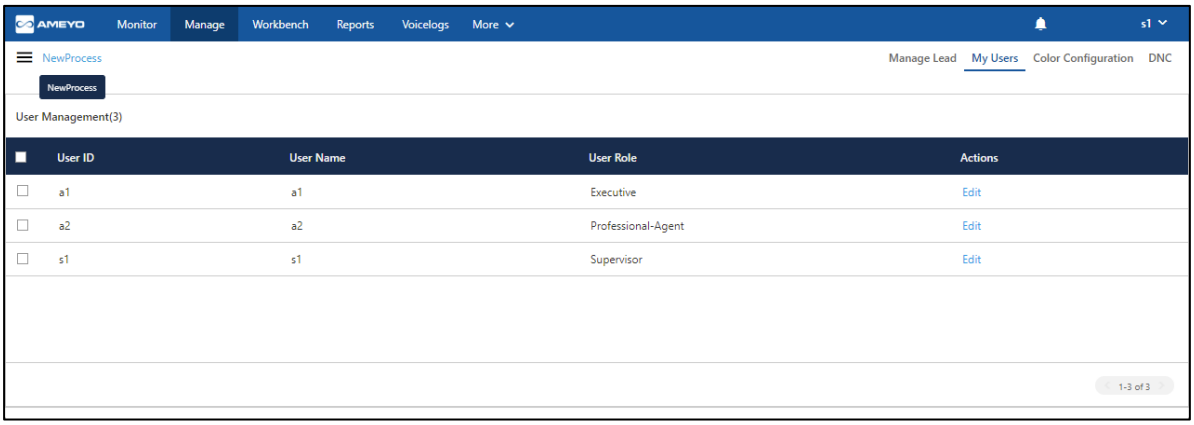


Figure: User Management

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.

4.2.1 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.

4.2.2 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.

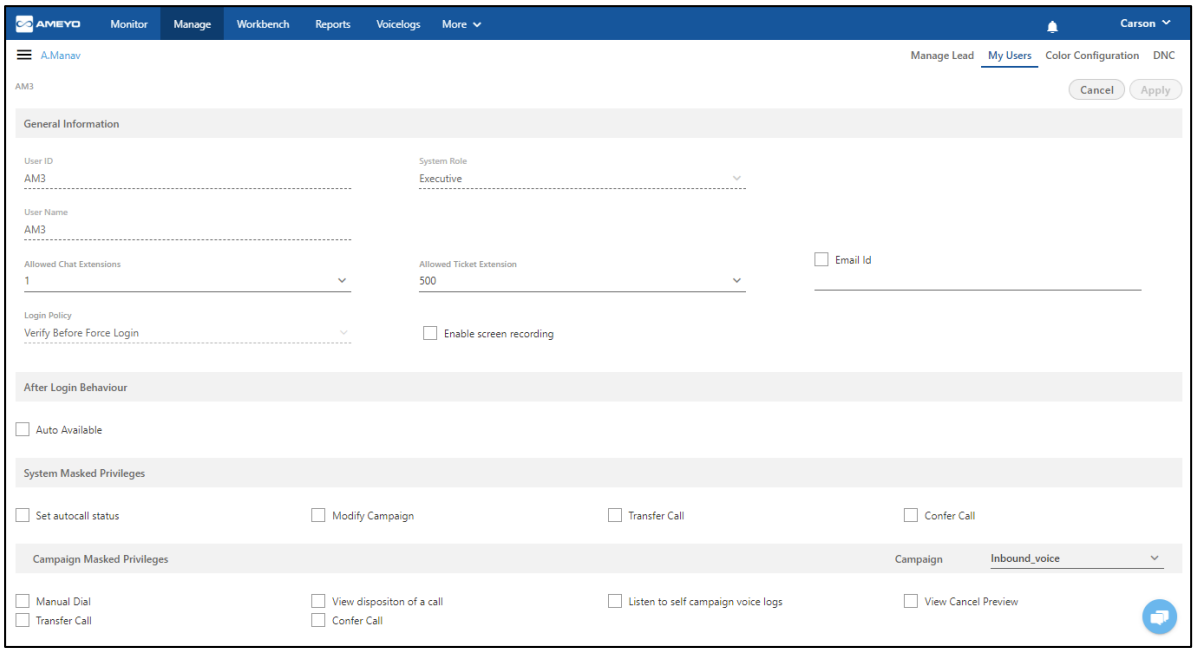


Figure: Modify a User

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 uncheck to not make it auto-available 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 autocall 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.

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 one by one.
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.

4.3 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.

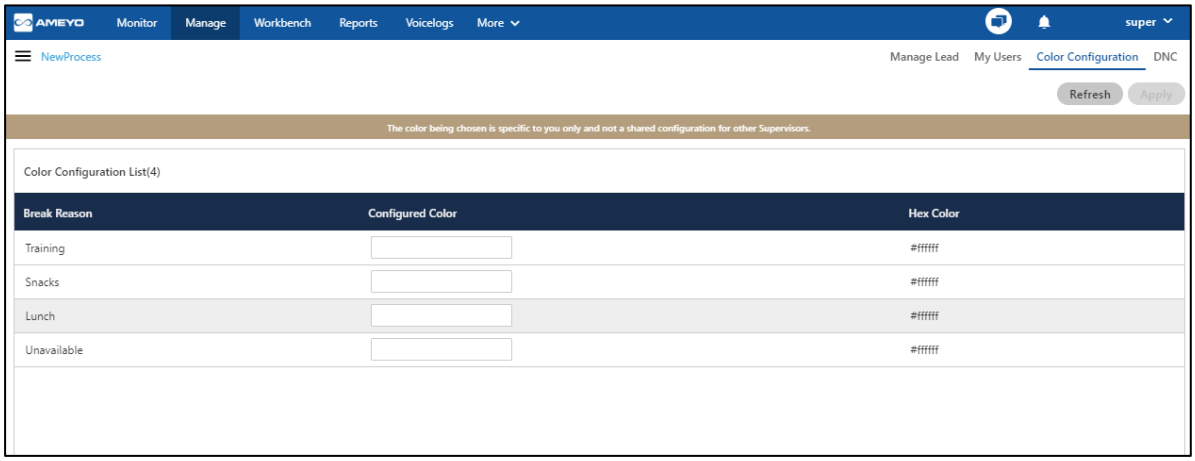


Figure: Color Configuration Screen

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.

4.3.1 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.

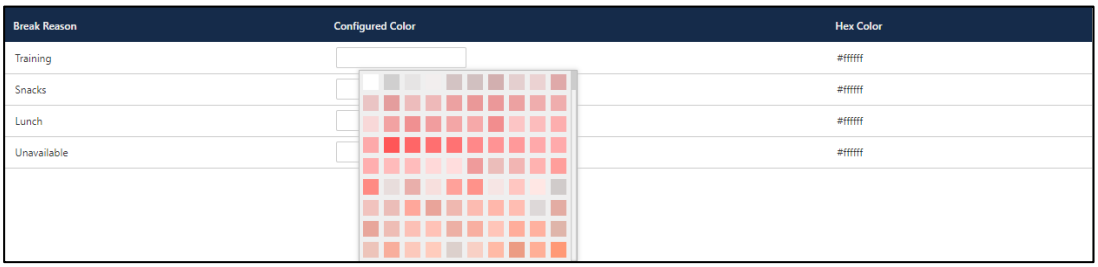


Figure: Color Selection pop-up

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.

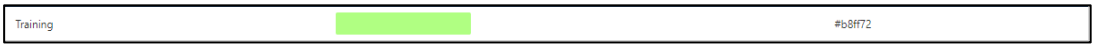


Figure: Configuring the Color

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.

4.3.2 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.

4.4 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.

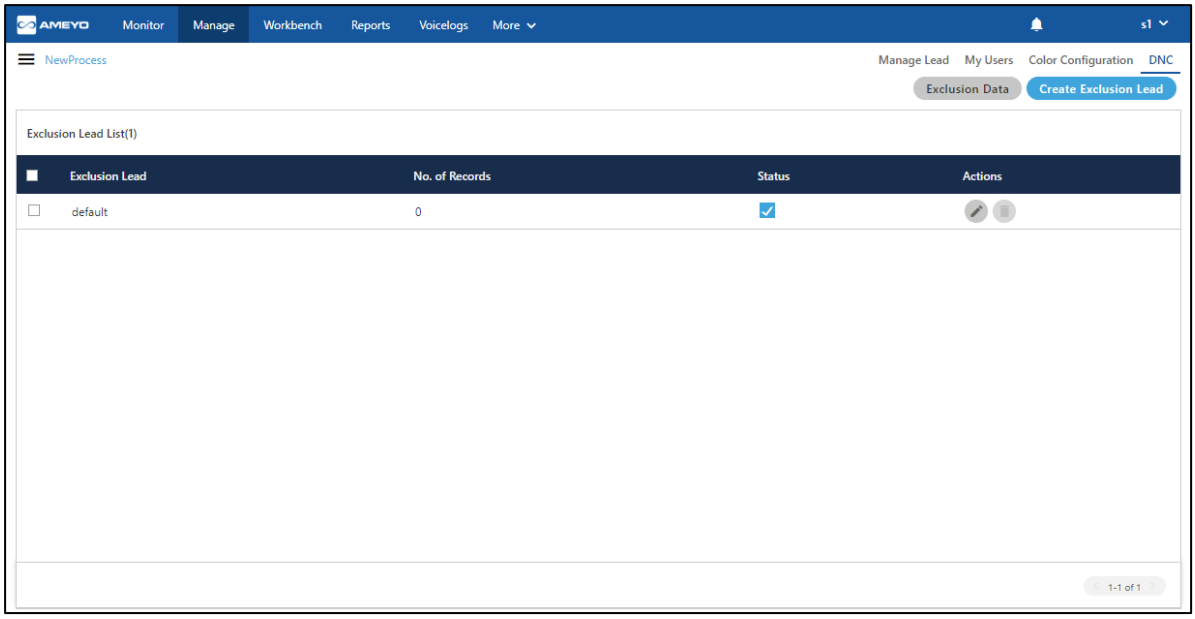


Figure: DNC Management

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.

4.4.1 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.

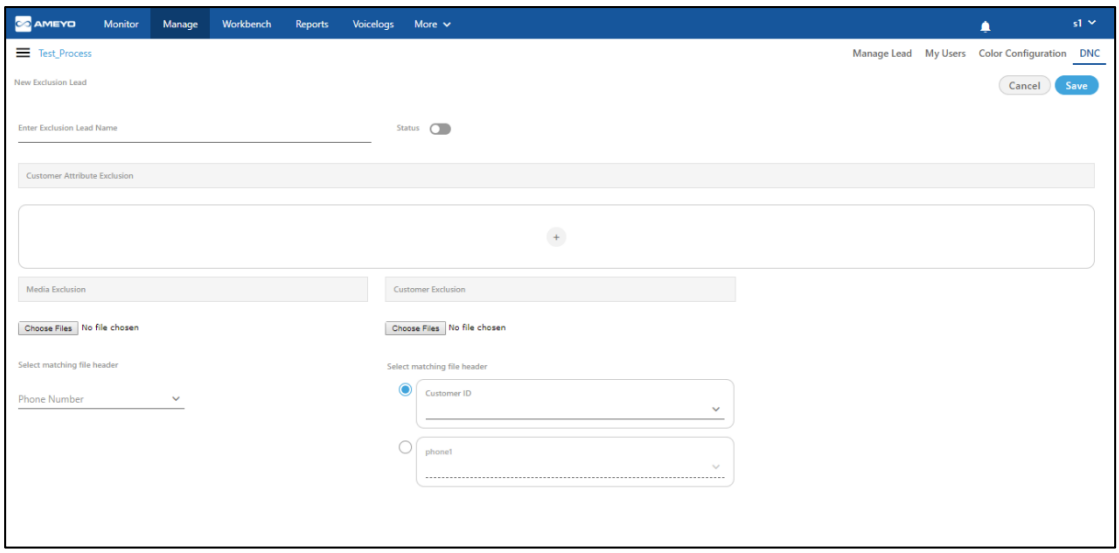


Figure: Adding an Exclusion

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.

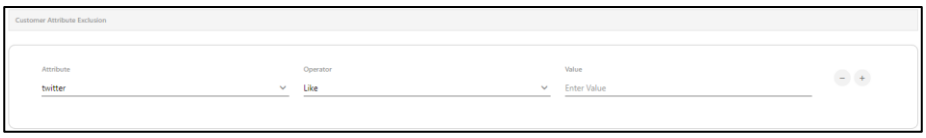


Figure: Add Attribute

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.

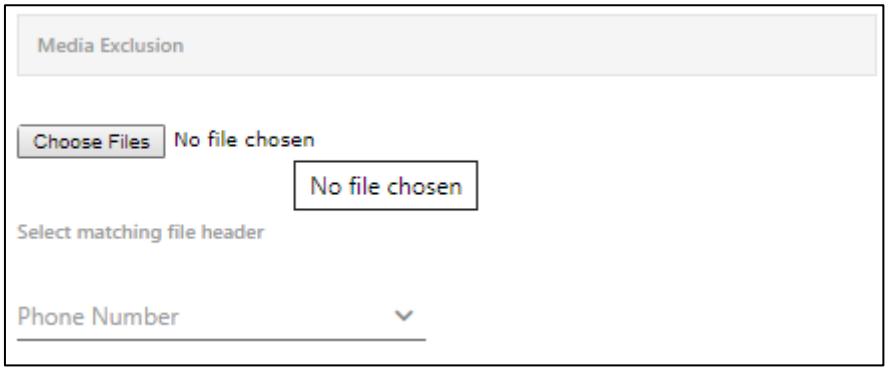


Figure: Media Exclusion

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.

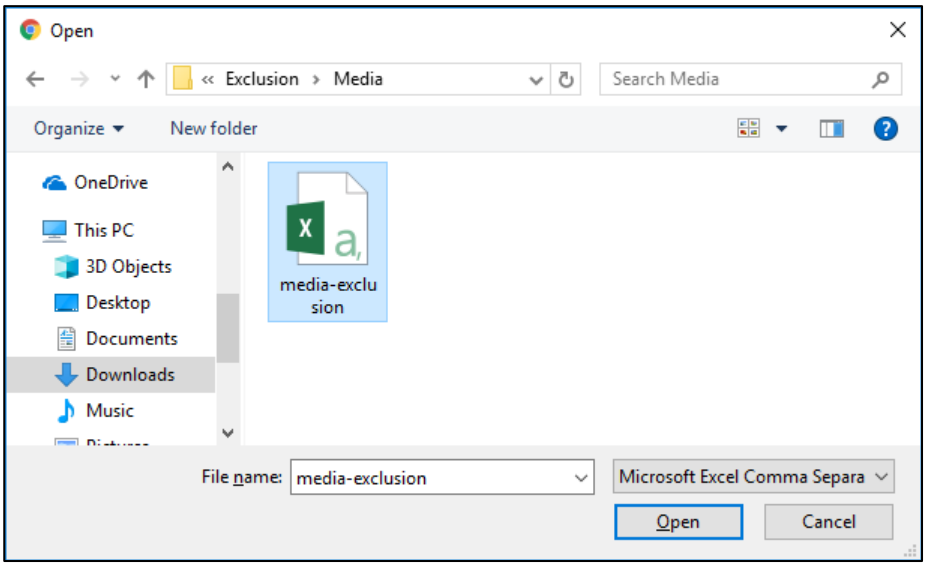


Figure: CSV File

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.

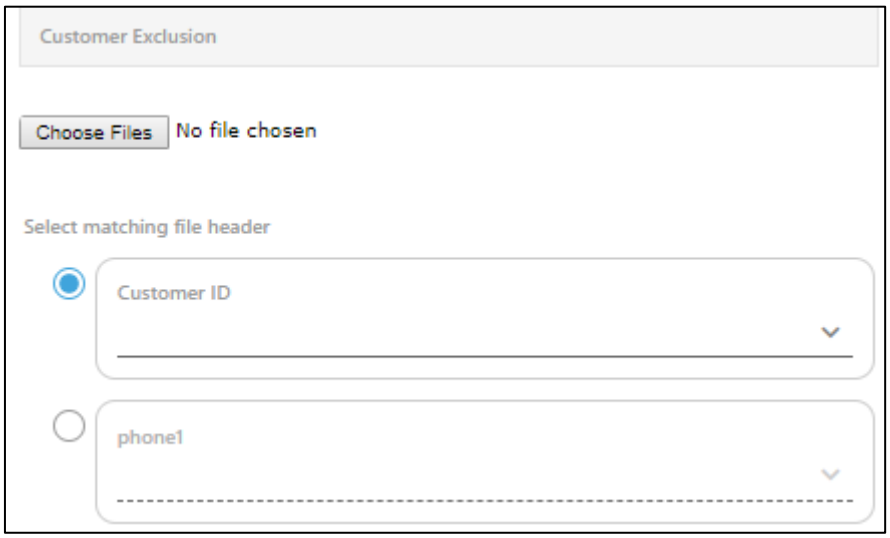


Figure: Customer Exclusion

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.

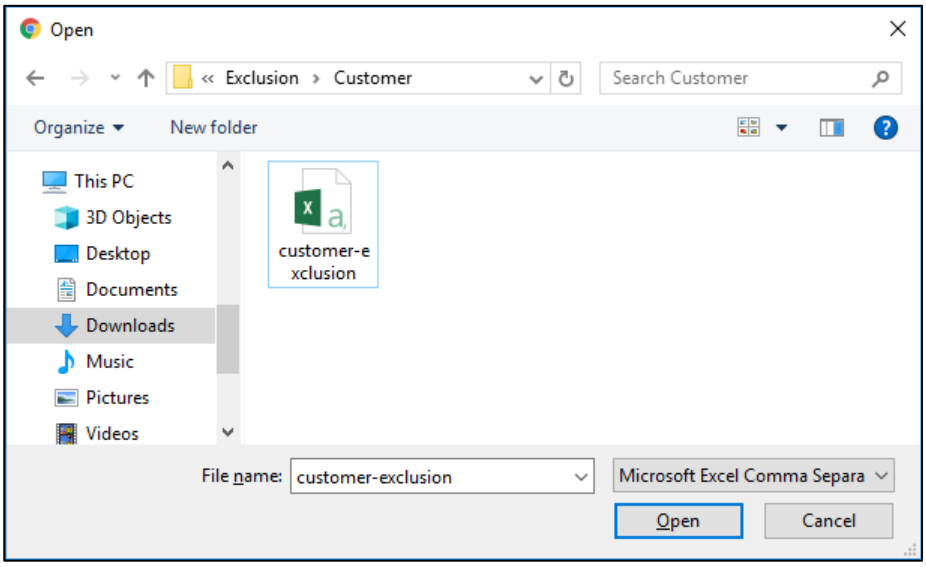


Figure: CSV File

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.

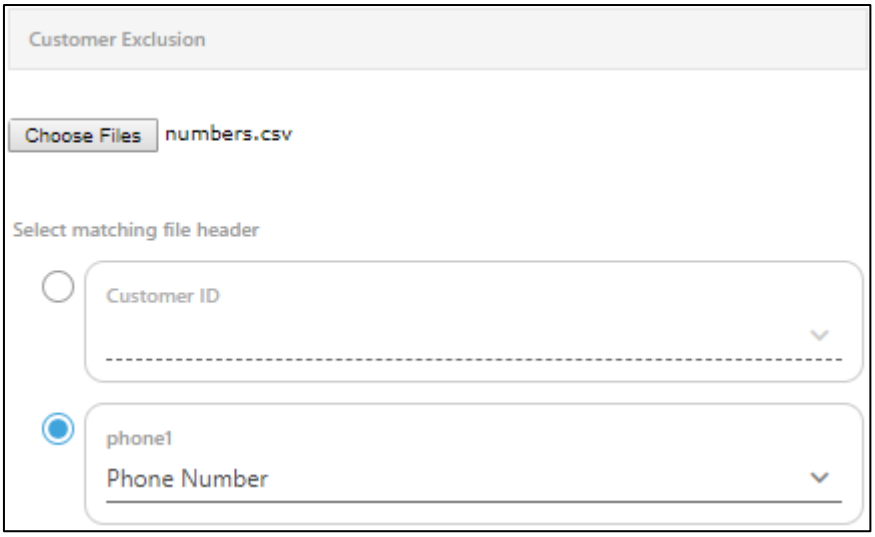


Figure: Upload CSV containing the values of Primary Table Definition field

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.

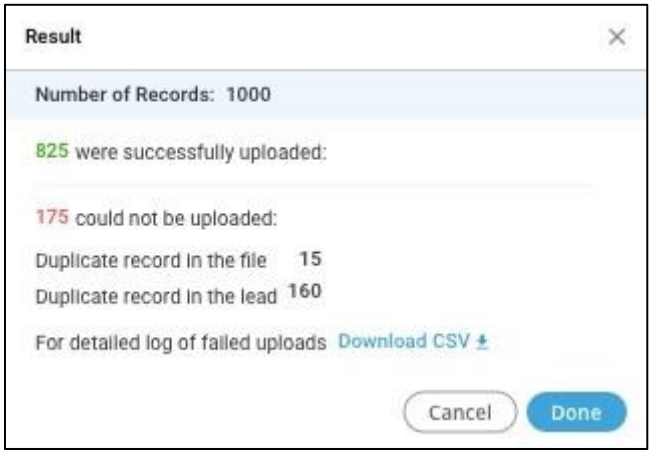


Figure: Summary of uploading the Customer Exclusion based on Primary Table Definition Field

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.

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

4.4.2 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.

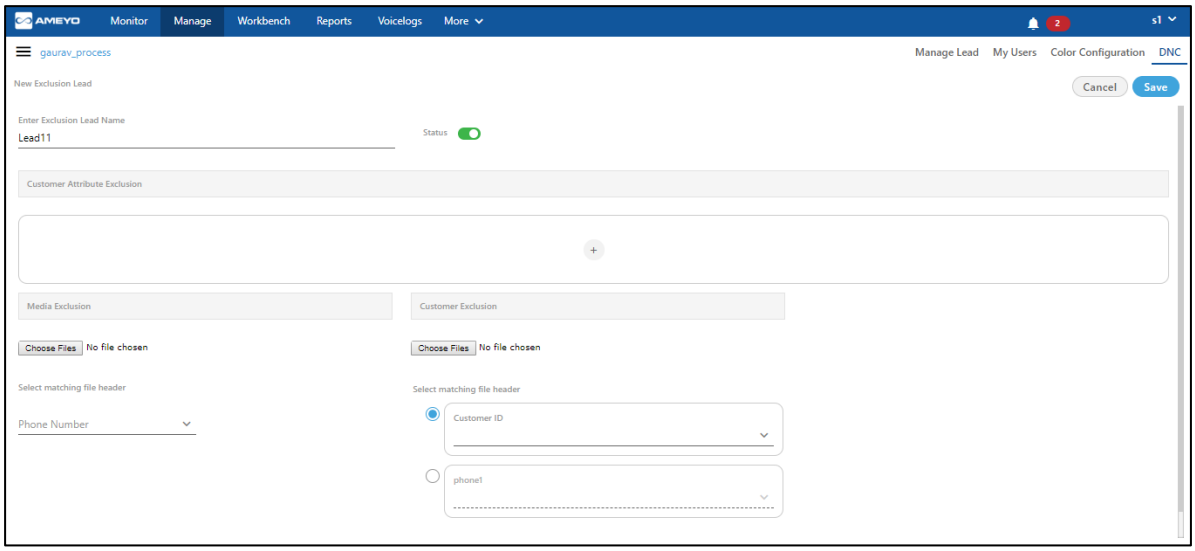


Figure: Editing an Exclusion

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.

4.4.3 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.

4.4.4 Exclusion Data

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

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

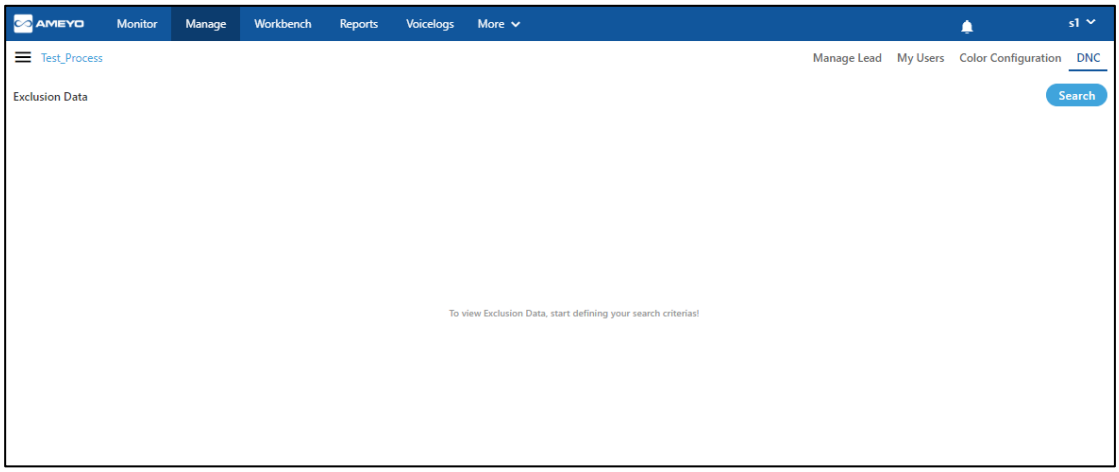


Figure: Exclusion Data

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

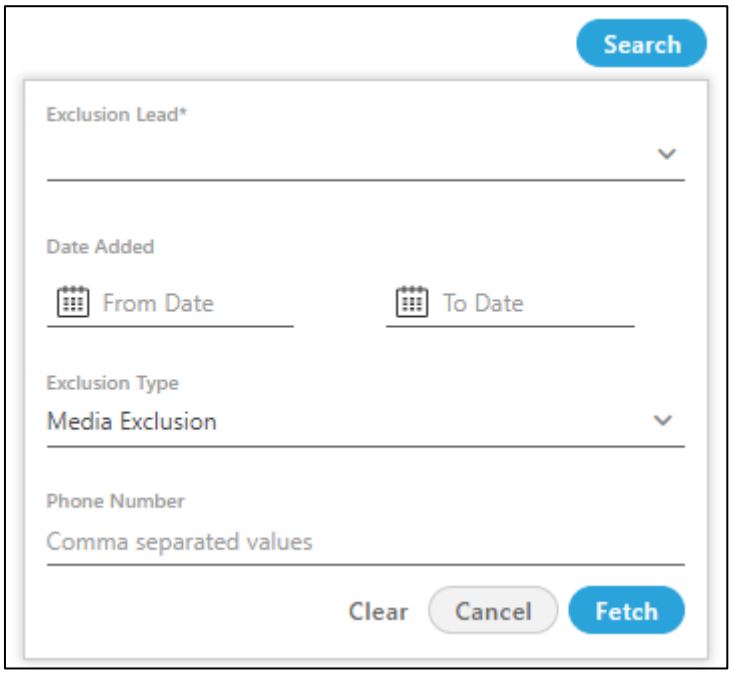


Figure: Search Exclusion Data

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

1. Select exclusion Lead name from the drop-down list.
2. Select the date range in which exclusion is being added.
3. Select the "Type of Exclusion" from the drop-down list. There are two types of exclusion available.
    - **Media Exclusion:** Select the "Media exclusion" 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 Exclusion:** Select the "Customer exclusion" 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.

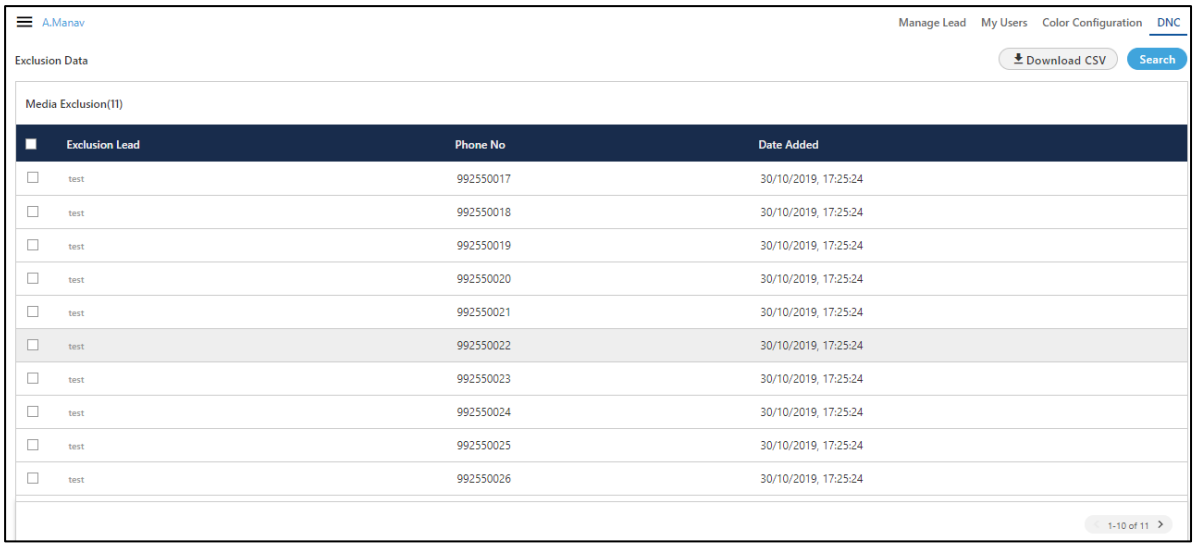


Figure: List of searched Exclusions Data

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.

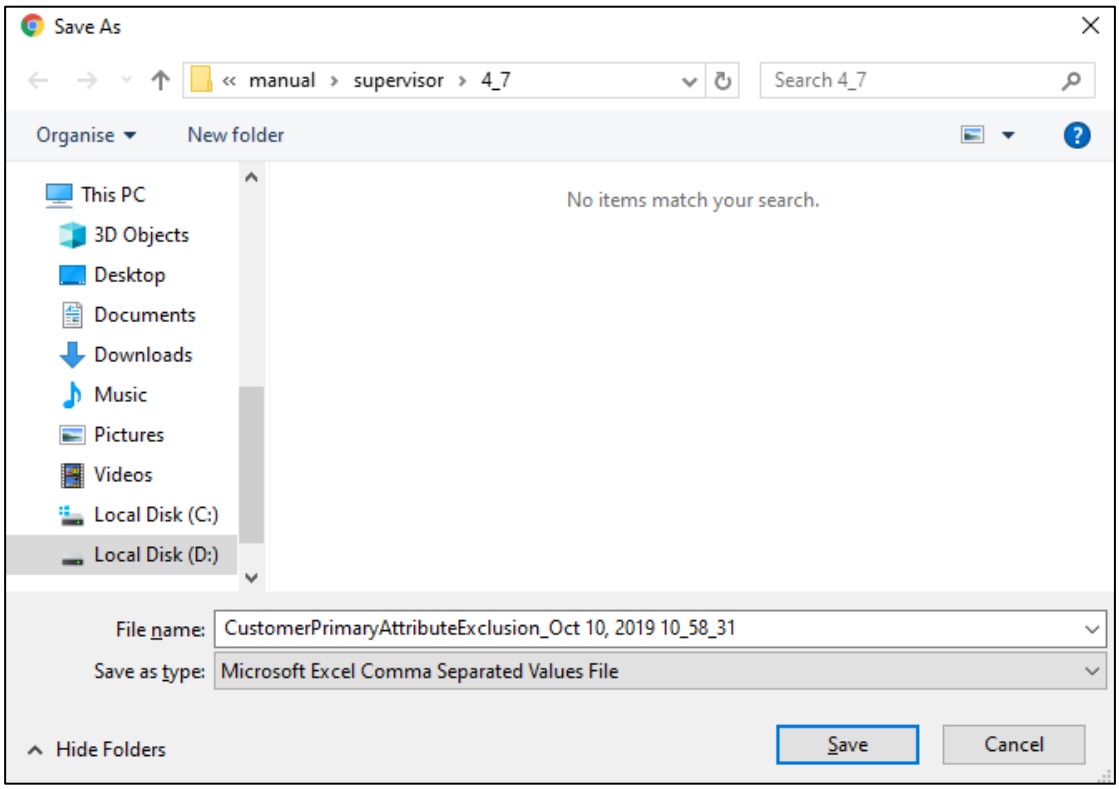


Figure: Download the List of searched Exclusions Data

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.

5 Monitor Tab

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.

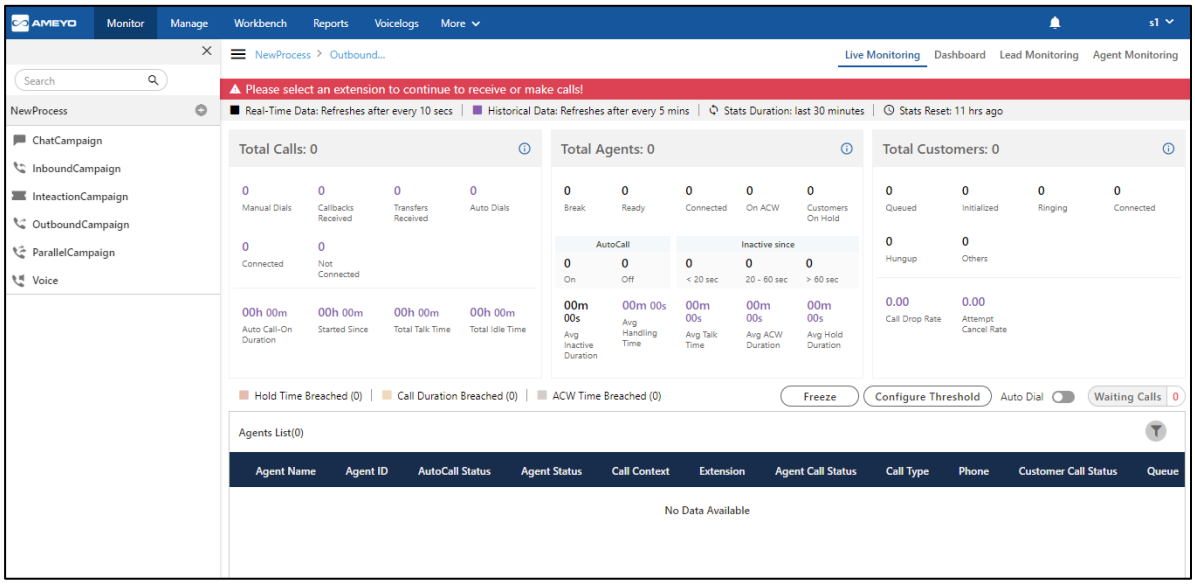


Figure: Monitor Tab

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

5.1 Monitor Chat Campaign

Supervisor can monitor Chat Campaign in "Monitor Tab".

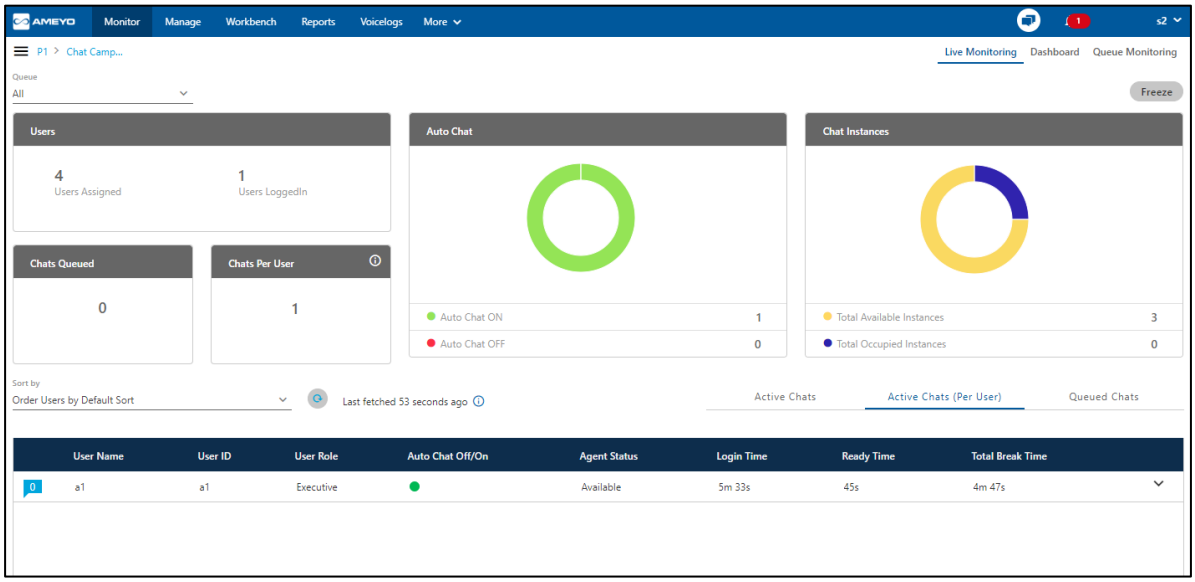


Figure: Monitor Chat Campaign

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...

5.1.1 Live Monitoring of Chat Campaign

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

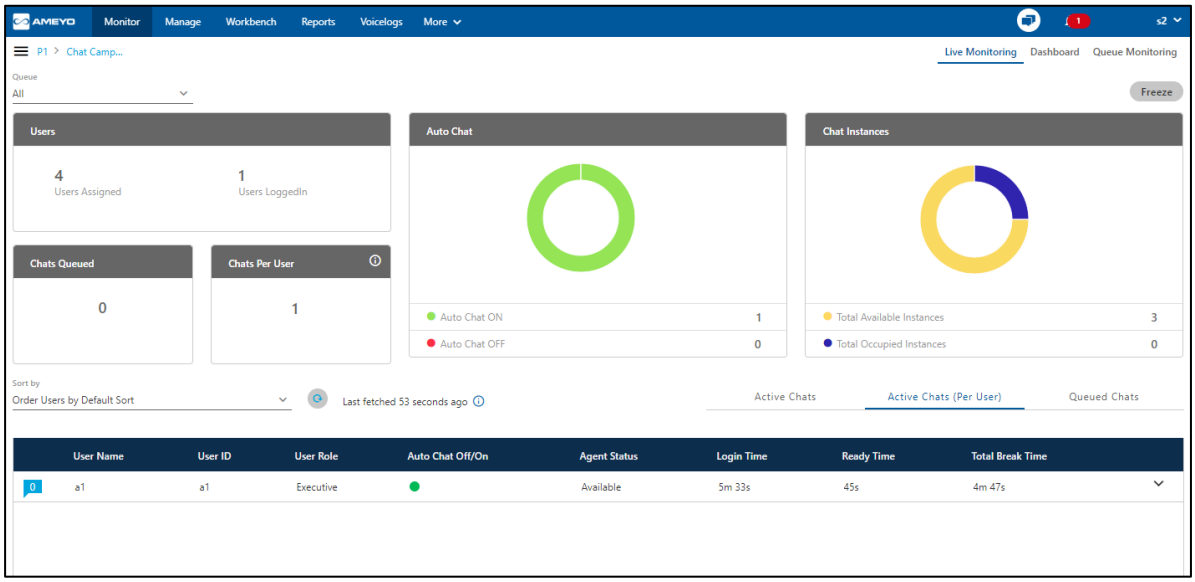


Figure: Monitor Chat Campaign

5.1.1.1 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.

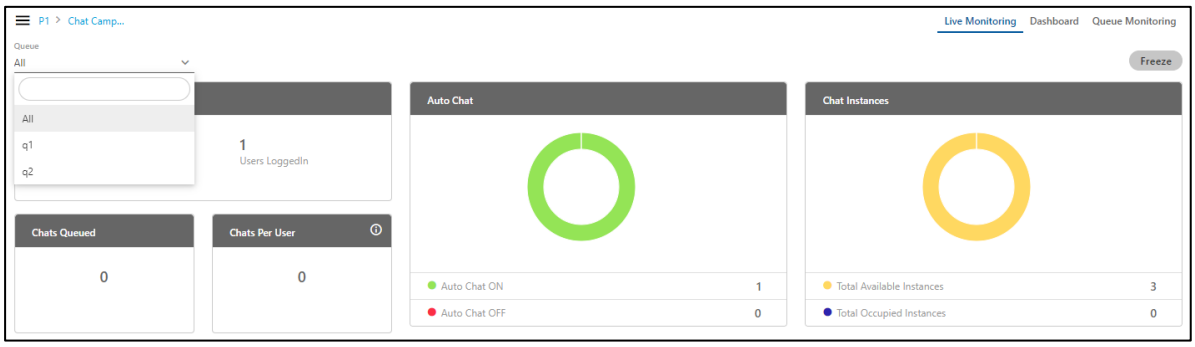


Figure: Queue Selection in Monitor Chat Campaign

5.1.1.2 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.

5.1.1.3 Graphs

A Chat Campaign Dashboard contains the following graphs.

5.1.1.3.1 Users

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

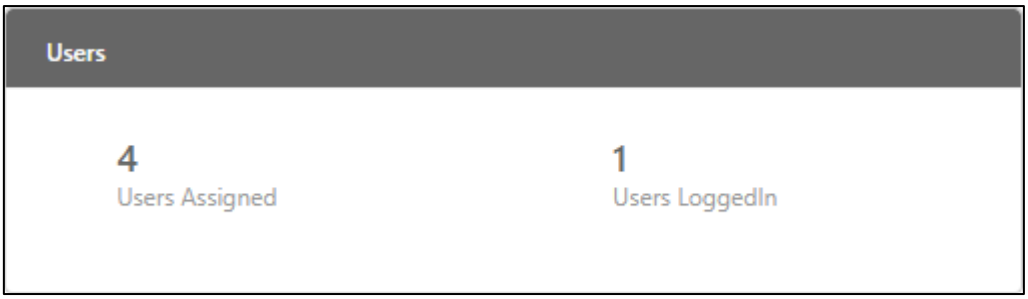


Figure: Agents Graph

5.1.1.3.2 Chats Queued

This graph shows the count of chats that are queued.

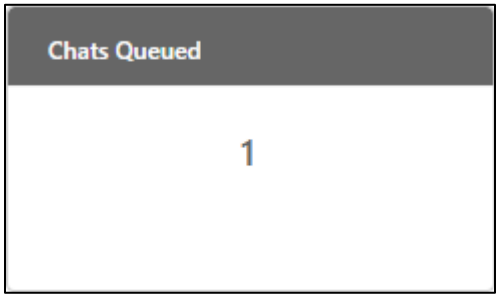


Figure: Chats Queued Graph

5.1.1.3.3 Chats Per User

This graph shows the average count of chats per user.

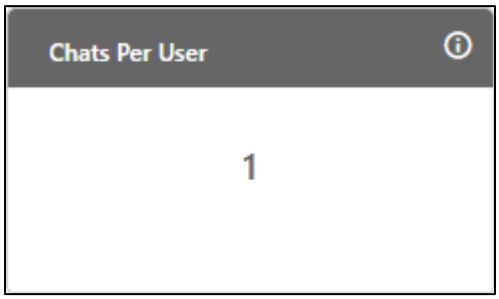


Figure: Chat Per Agent

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

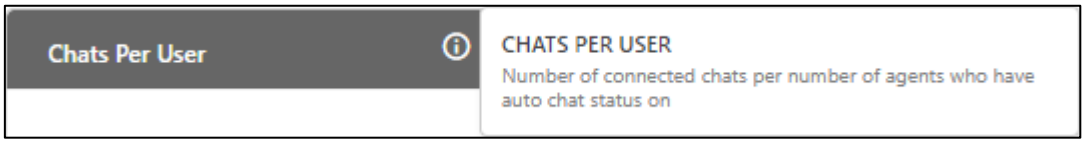


Figure: Further information of Live Monitoring

5.1.1.3.4 Auto Chat

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

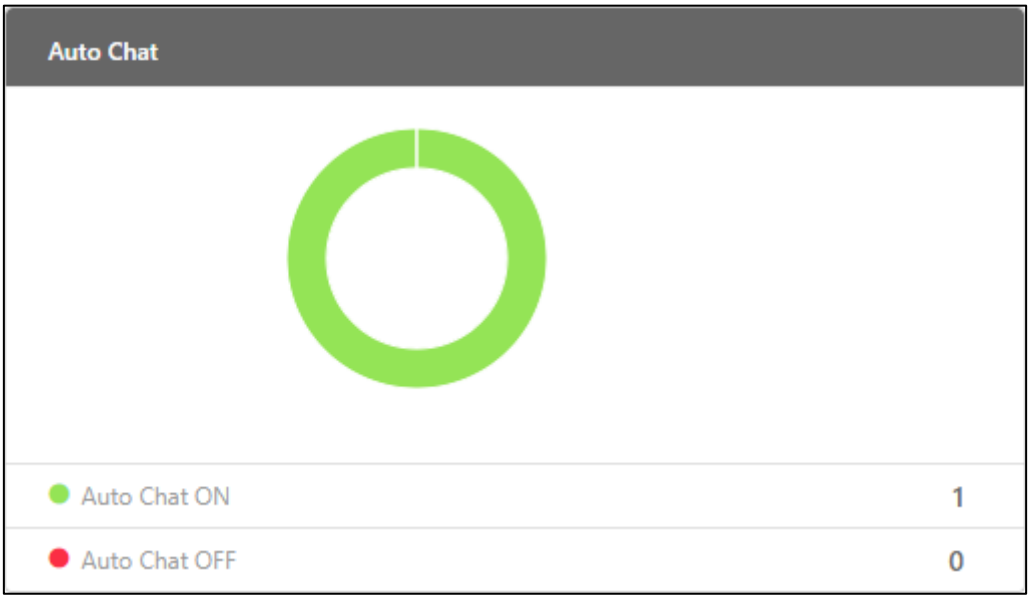


Figure: Agent Auto Chats Graph

5.1.1.3.5 Chat Instances

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

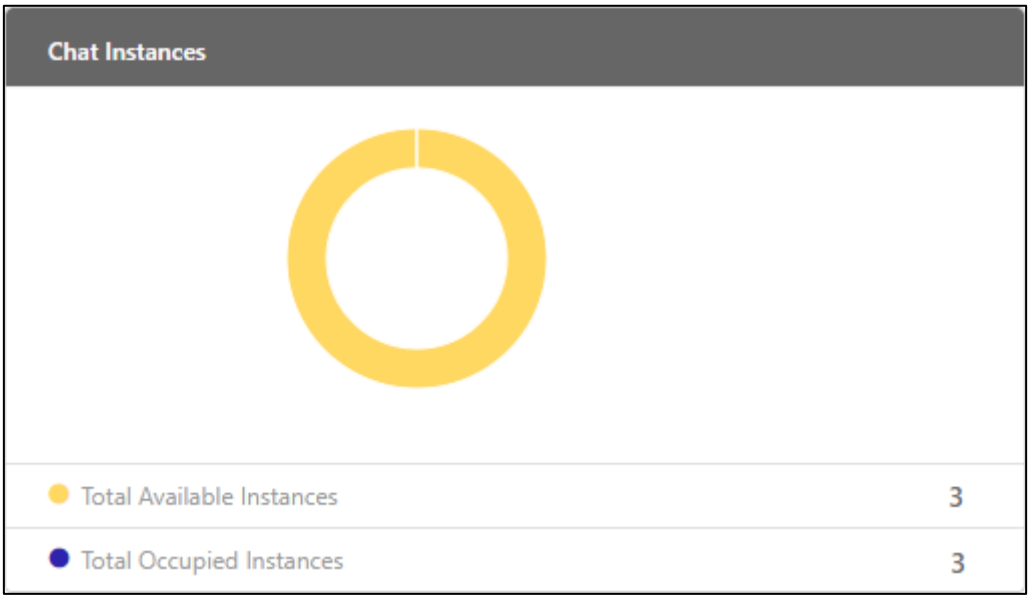


Figure: Chat Instance Graph

5.1.1.4 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.

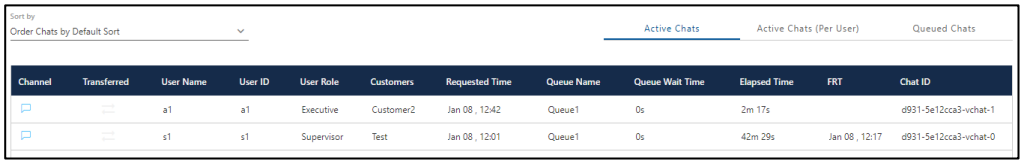


Figure: Sort Active Chat with Default Sort

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

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

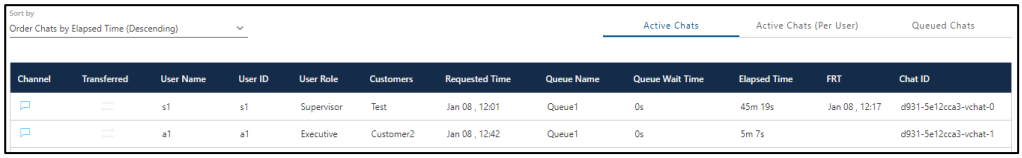


Figure: Sort Active Chat with Descending Elapsed Time

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

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

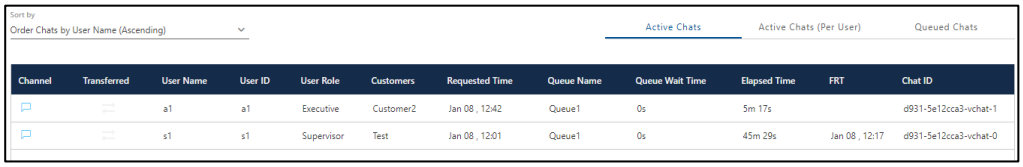


Figure: Sort Active Chat with Ascending Elapsed Time

2. **<u>Active Chats (Per Agent)</u>:** 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.

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

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

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.

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.

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.

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.

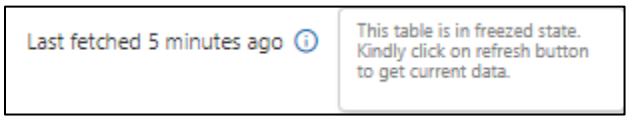


Figure: Further information of Live Monitoring

- 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.

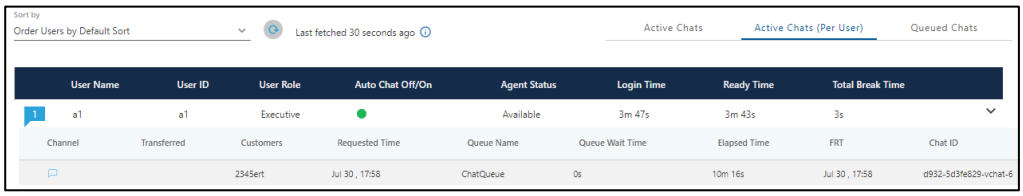


Figure: Additional information of Active Chat

4. **<u>Queued Chats</u>:** 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.

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.

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.

Figure: Sort Queued Chats with Requesting time in Descending Time

5.1.2 Dashboard of Chat Campaign

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

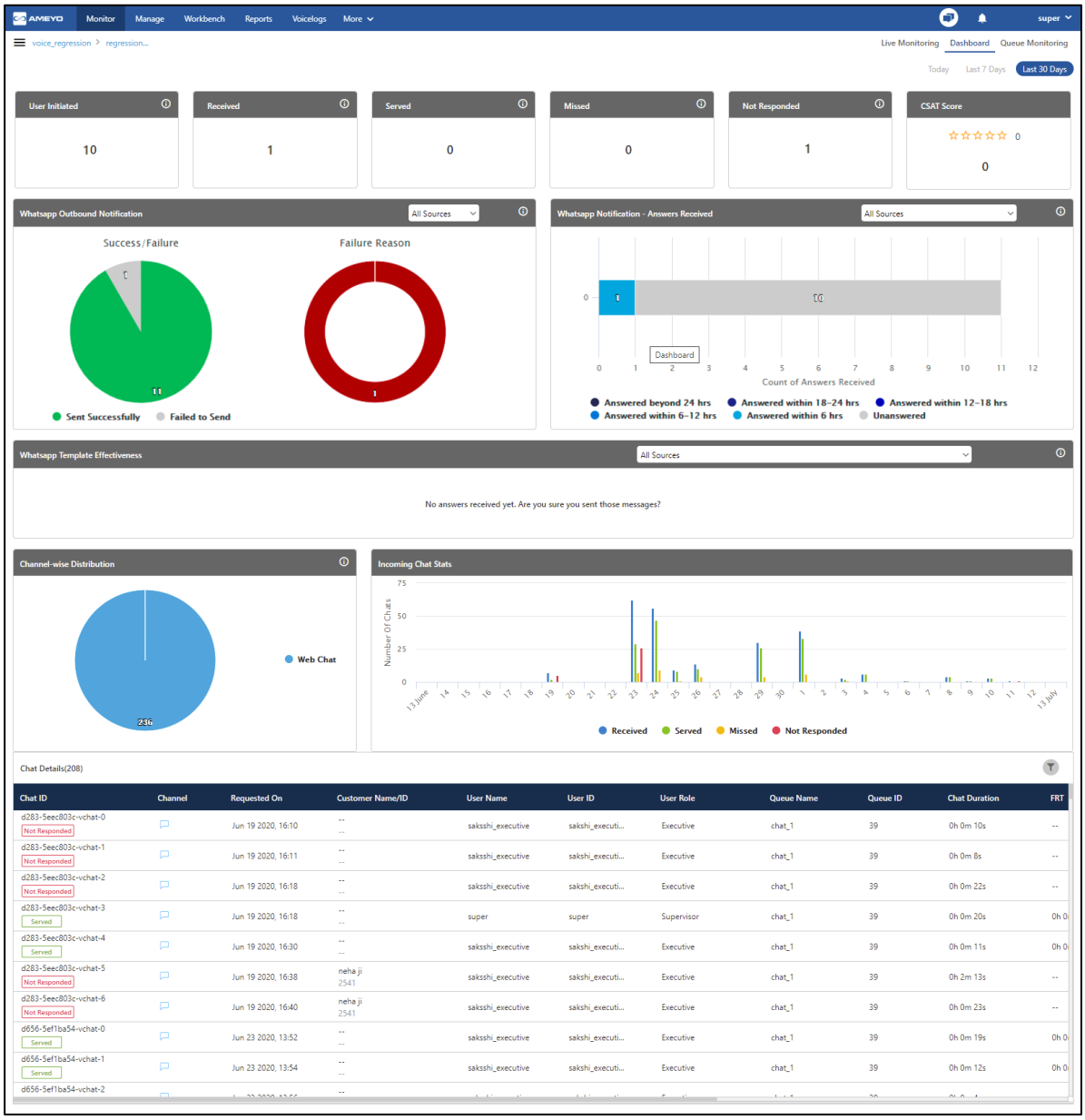


Figure: Dashboard of Chat Campaign

5.1.2.1 Time Duration

Select any of the following time durations 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.

5.1.2.2 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".

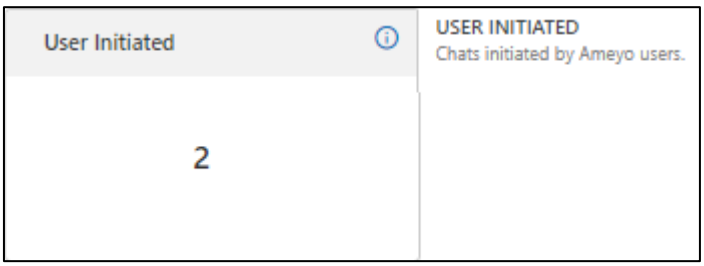


Figure: Further Information of User Initiated

5.1.2.3 Received

It shows the count of received chats.

Additional Information:

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

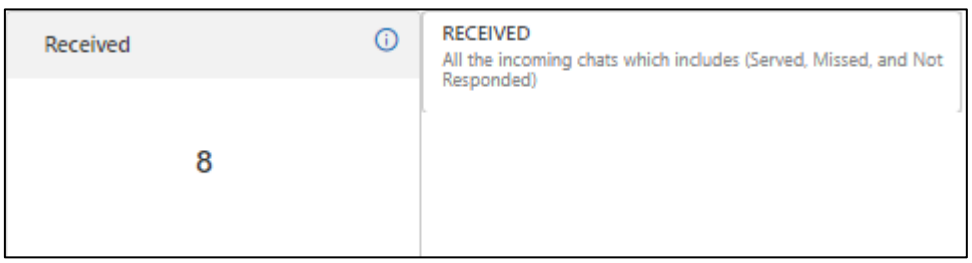


Figure: Further Information of Received

5.1.2.4 Served

It shows the count of served chats.

Additional Information:

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

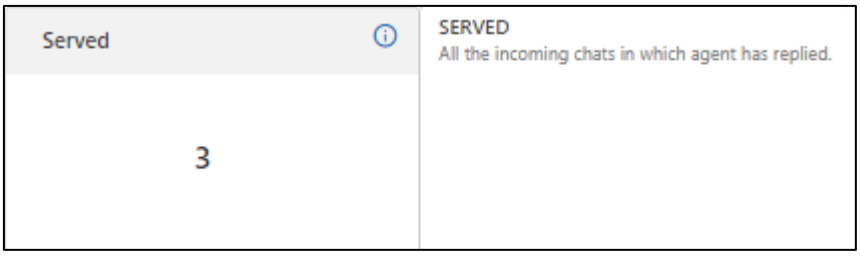


Figure: Further Information of Served

5.1.2.5 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".

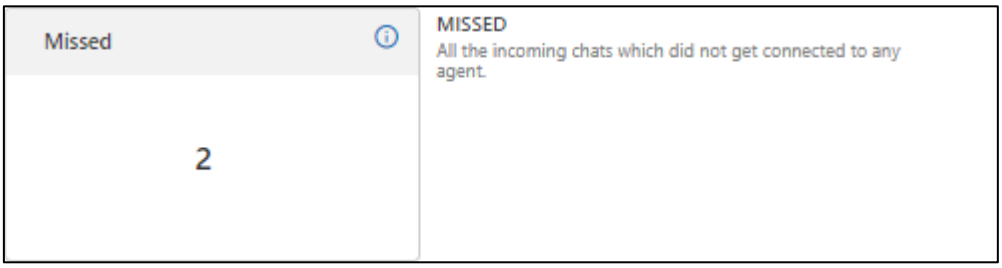


Figure: Further Information of Missed

5.1.2.6 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

5.1.2.7 CSAT Score

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

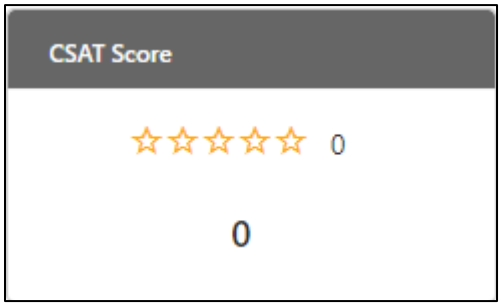


Figure: CSAT Score provided by Customer

5.1.2.8 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.

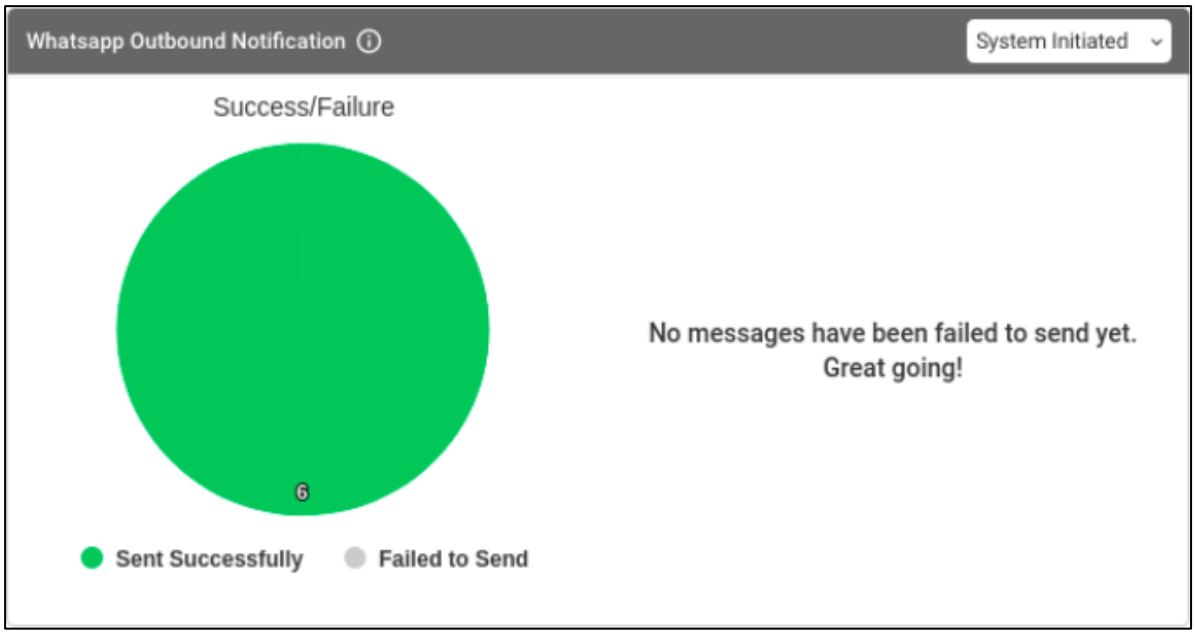


Figure: WhatsApp Outbound Notification

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

5.1.2.9 WhatsApp Notification - Answer Received

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

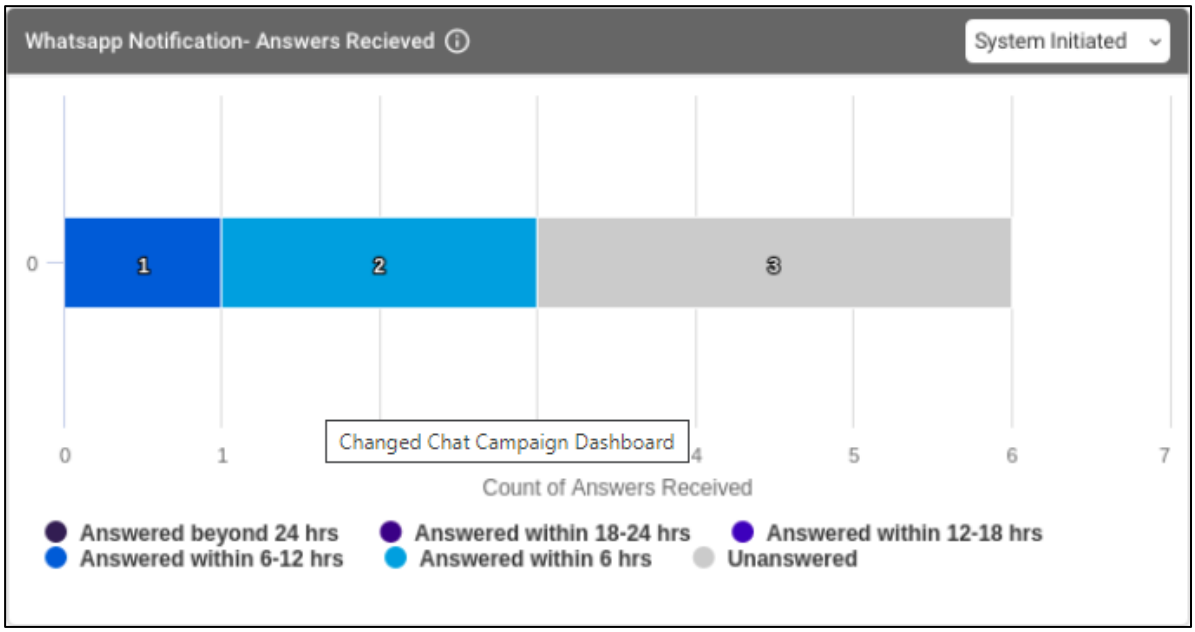


Figure: WhatsApp Notification - Answer Received

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

5.1.2.10 WhatsApp Template Effectiveness

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

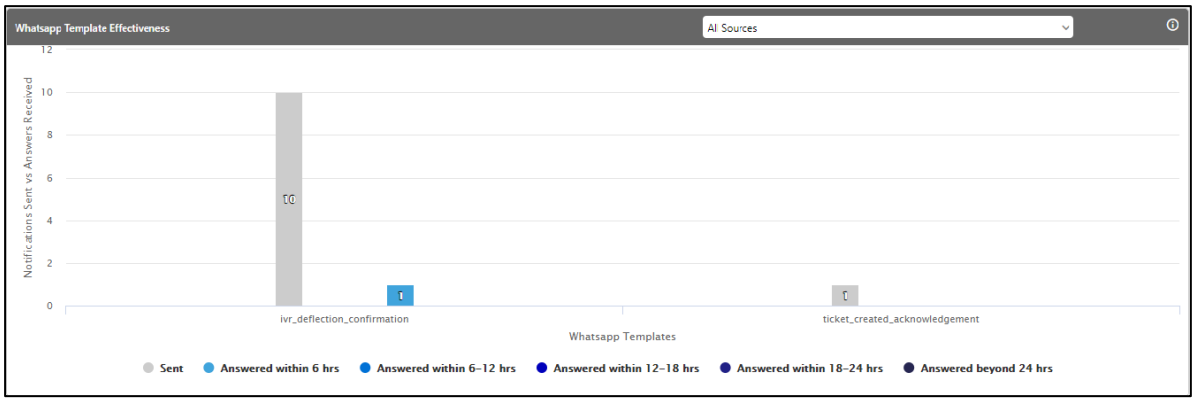


Figure: WhatsApp Template Effectiveness

Additional Information:

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

Figure: Further Information of WhatsApp Template Notification

5.1.2.11 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".

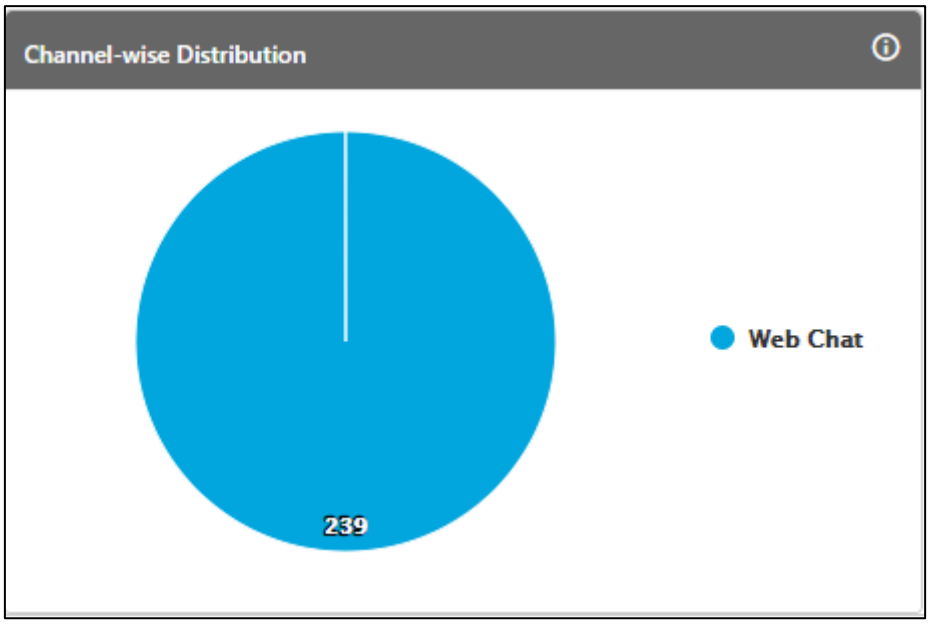


Figure: Further Information of Channel-wise Distribution

5.1.2.12 Incoming Chat Stats

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

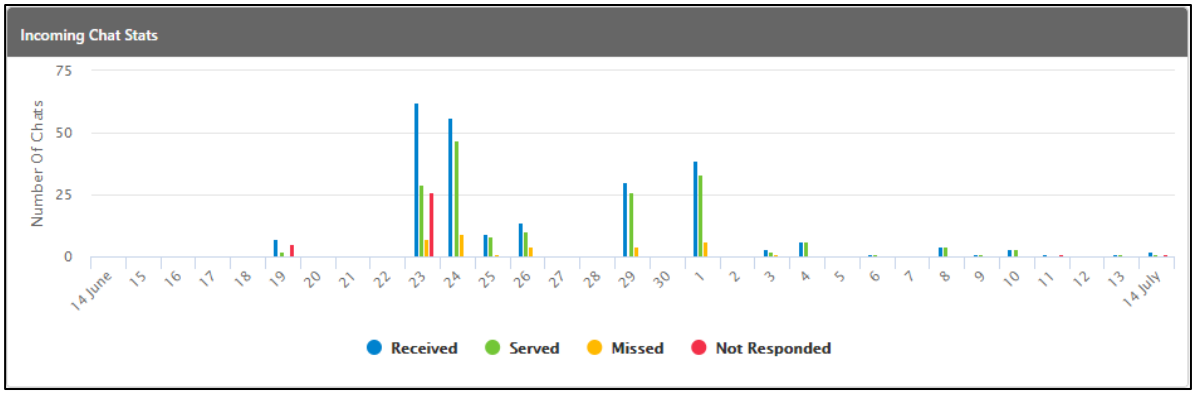


Figure: Incoming Chat Statistics

5.1.2.13 Chat Details

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

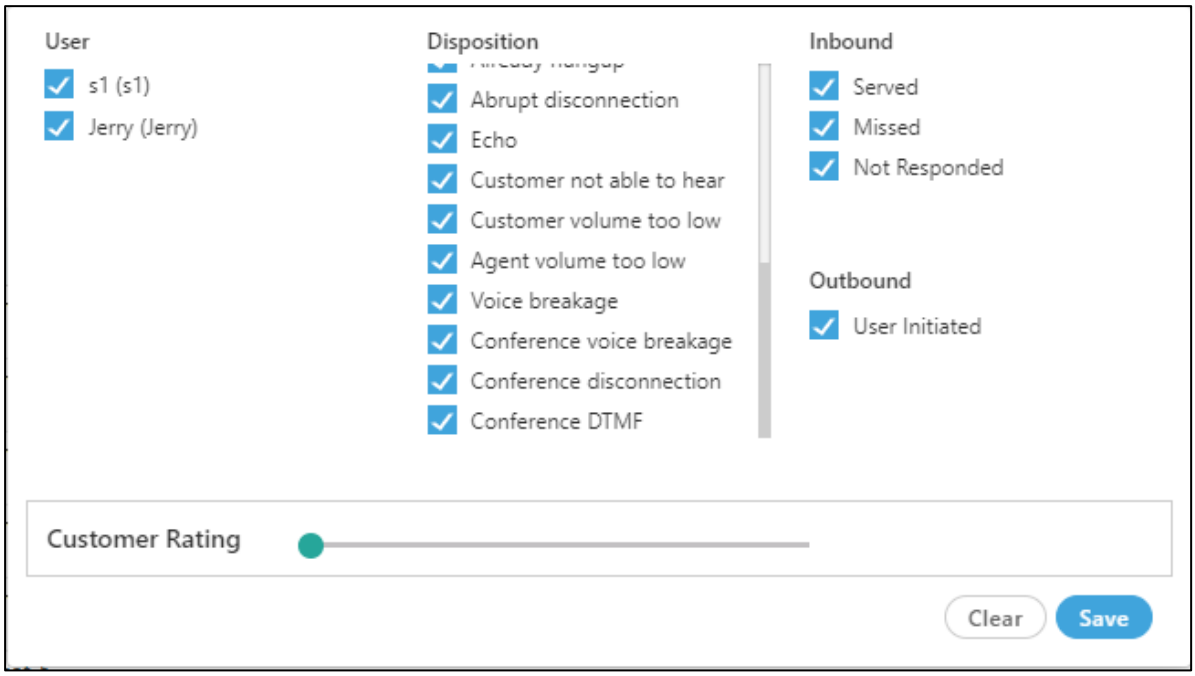


Figure: Filters

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

1. **User:** 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. **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.
4. **Outbound:** It filters for the chats initiated by the agent to the customer, that is, outbound chats.

5. **Customer Rating:** It lets you to filter for those chats according to the ratings provided by the customers. Scroll the navigation bar to filter

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

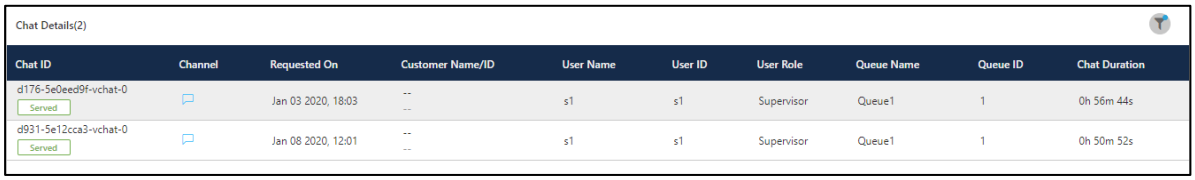


Figure: Chat Details Graph

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. **Channel:** It shows the icon of the chat channel through which the chat has been initiated by customer.
3. **Requested On:** It shows the date and time, when the chat was firstly initiated by the customer.
4. **Customer Name/ID:** It shows the customer name and id of the customer, if registered in Ameyo.
5. **User Name:** It shows the user name to whom the chat has been assigned.
6. **User ID:** It show the user id of the user to whom the chat has been assigned.
7. **User Role:** It shows the role of the user, which has been assigned in Ameyo.
8. **Queue Name:** It contains the queue name, in which the ticket landed first time.
9. **Queue ID:** It contains the queue id of the queue, in which the ticket landed first time.
10. **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.
11. **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:

```
Chat First Resolution Time = First Response Received Time -
User Connected Time
```

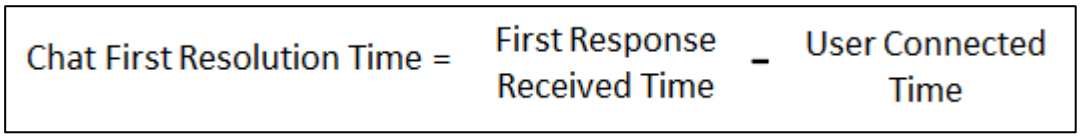


Figure: Calculation of Chat FRT

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.

12. **Chat End Time:** It contains the date and time of the chat when the chat has been disposed off.
13. **Disposition:** It shows the disposition which is used while ending the chat.
14. **Customer Rating:** It shows the rating provided by the customer for the service received over chat.
15. **Ticket No.:** It shows the ticket number of the chat ticket. Every chat has a unique ticket number which is generated by Ameyo automatically.

5.1.3 Queue Monitoring in a Campaign

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

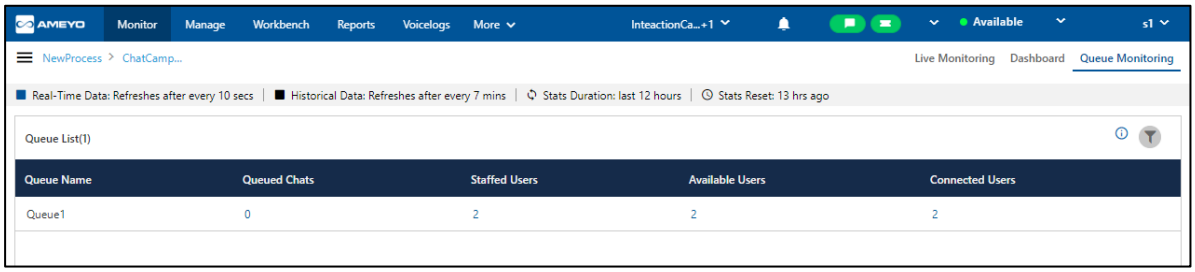


Figure: Queue Monitoring of Chat Campaign

5.1.3.1 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.

5.1.3.2 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.

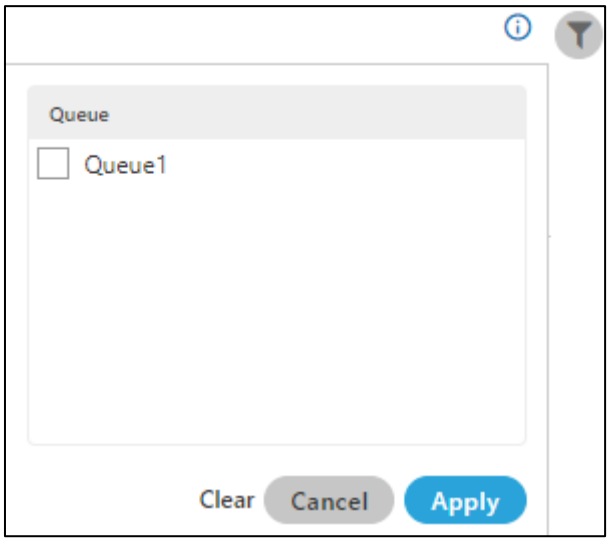


Figure: Filtration

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.

5.1.3.3 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.

5.1.3.4 Additional Information

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

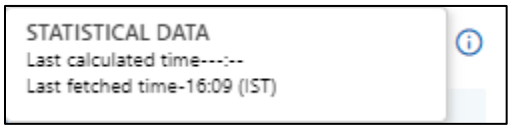


Figure: Further information of Statistical Data

5.2 Monitor Interaction Campaign

Supervisor can monitor Interaction Campaign in "Monitor Tab".

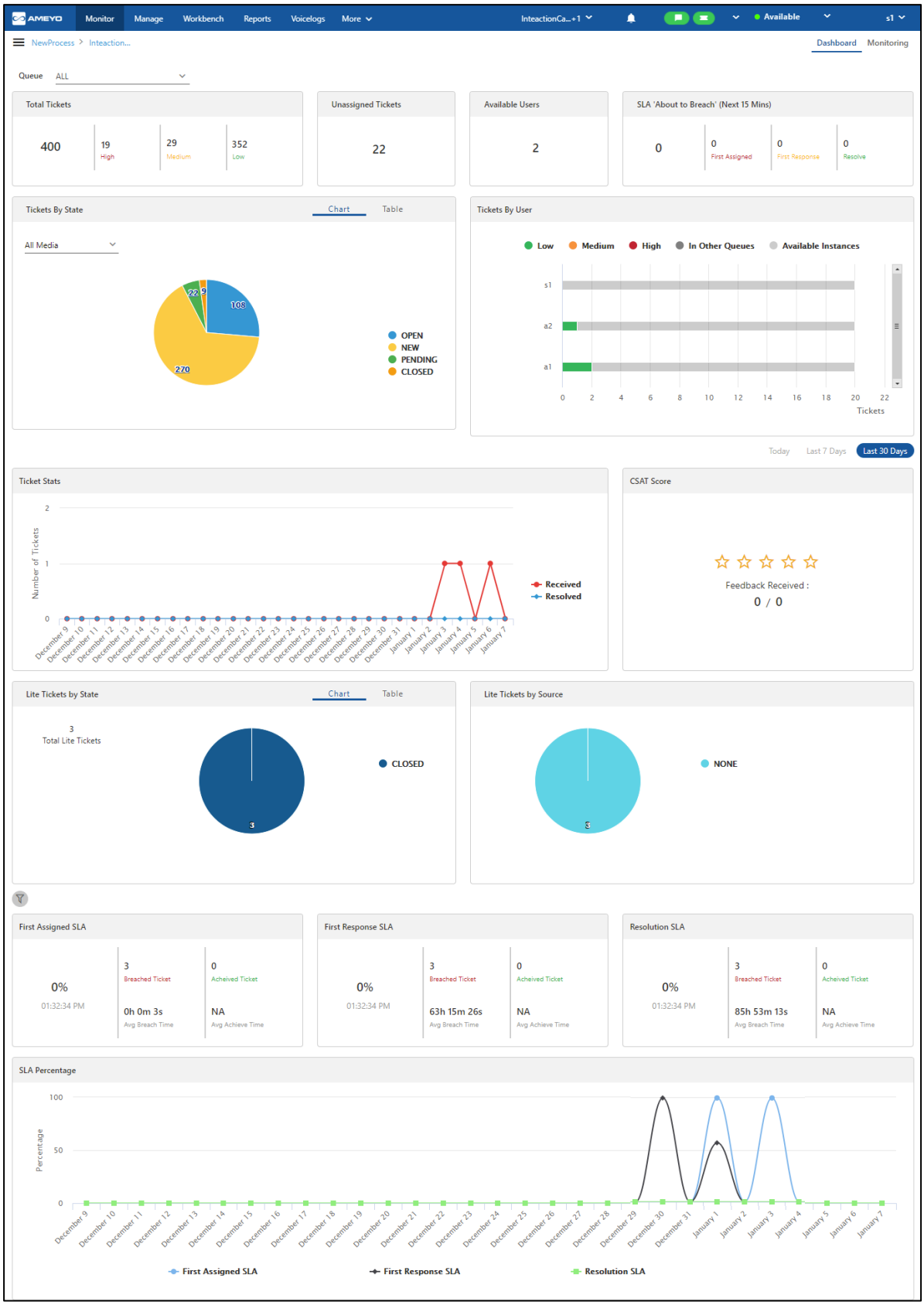

AMEYO
Monitor
Manage
Workbench
Reports
Voicelogs
More
Available
s1
NewProcess
Inteaction...
Dashboard
Monitoring
Queue
ALL
Total Tickets
400
19
High
29
Medium
352
Low
Unassigned Tickets
22
Available Users
2
SLA 'About to Breach' (Next 15 Mins)
0
0
First Assigned
0
First Response
0
Resolve
Tickets By State
Chart
Table
All Media
108
270
22
9
OPEN
NEW
PENDING
CLOSED
Tickets By User
Low
Medium
High
In Other Queues
Available Instances
s1
a2
a1
0
2
4
6
8
10
12
14
16
18
20
22
Tickets
Today
Last 7 Days
Last 30 Days
Ticket Stats
Number of Tickets
Received
Resolved
CSAT Score
Feedback Received :
0 / 0
Lite Tickets by State
Chart
Table
3
Total Lite Tickets
3
CLOSED
Lite Tickets by Source
3
NONE
First Assigned SLA
0%
01:32:34 PM
3
Breached Ticket
0
Acheived Ticket
0h 0m 3s
Avg Breach Time
NA
Avg Achieve Time
First Response SLA
0%
01:32:34 PM
3
Breached Ticket
0
Acheived Ticket
63h 15m 26s
Avg Breach Time
NA
Avg Achieve Time
Resolution SLA
0%
01:32:34 PM
3
Breached Ticket
0
Acheived Ticket
85h 53m 13s
Avg Breach Time
NA
Avg Achieve Time
SLA Percentage
Percentage
100
50
0
First Assigned SLA
First Response SLA
Resolution SLA

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...

5.2.1 Dashboard of Interaction Campaign

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

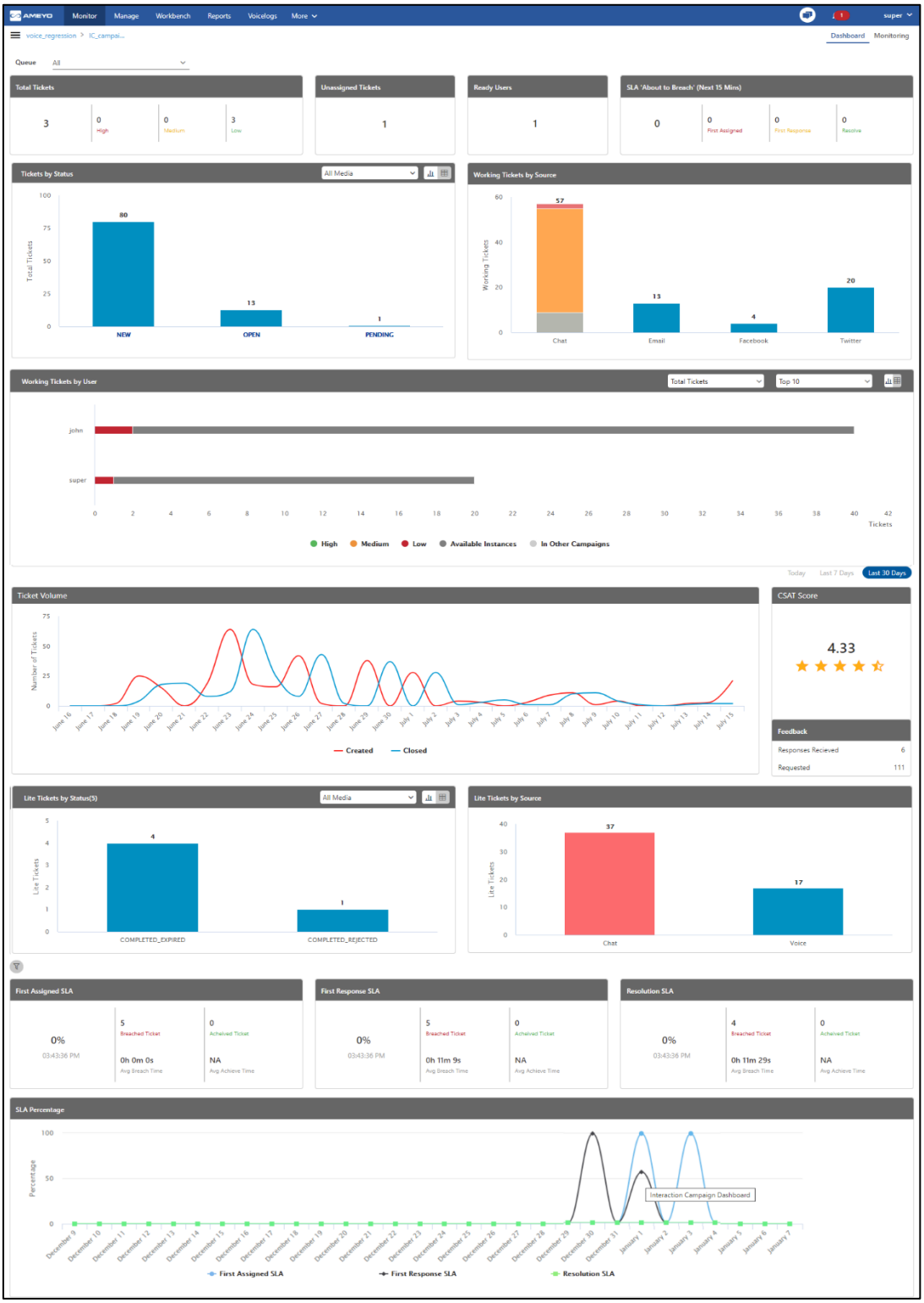


Figure: Dashboard of Interaction Campaign

5.2.1.1 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.

5.2.1.2 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.

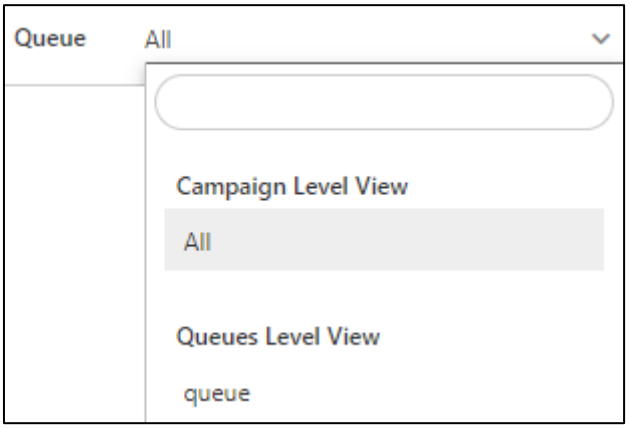


Figure: Queue Selection

5.2.1.3 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.

5.2.1.3.1 Total Tickets

It shows the count of tickets with low priority, medium priority, and high priority with the sum of all three types of tickets.

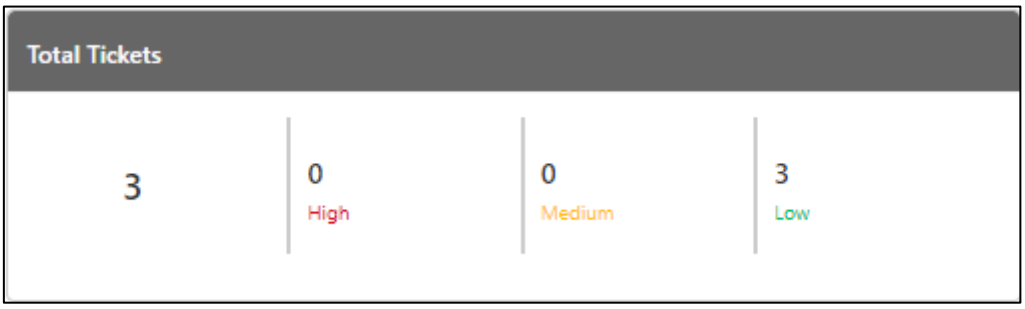


Figure: Total Ticket

5.2.1.3.2 Unassigned Tickets

It shows the count of all unassigned tickets.

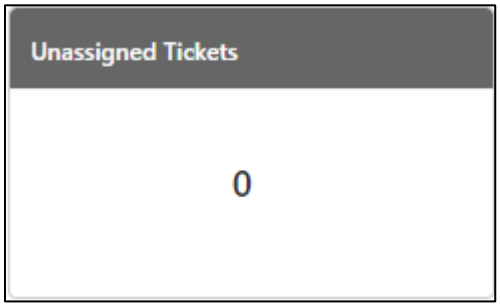


Figure: Unassigned Ticket

5.2.1.3.3 Ready Users

It is the number of agents who have set their status as "Auto-Chat ON" in a queue. he 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.

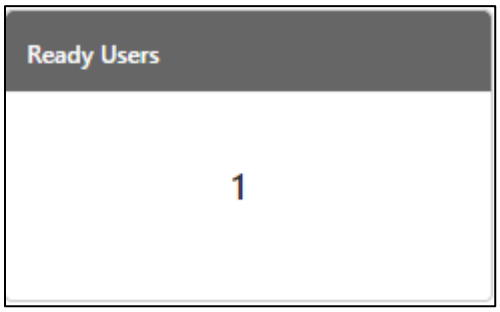


Figure: Ready Users

5.2.1.3.4 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.

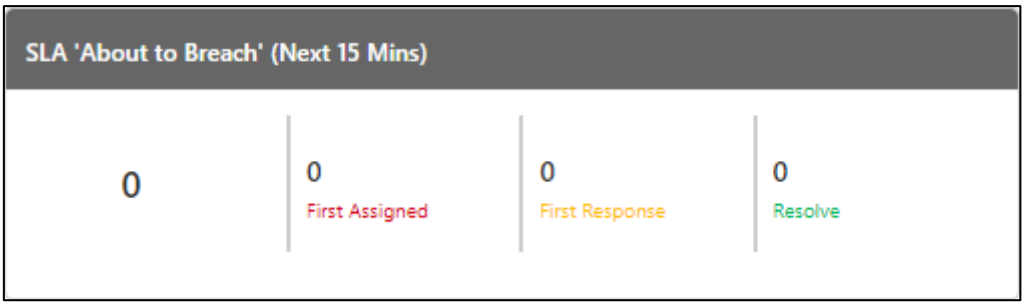


Figure: SLA about to Breach

5.2.1.3.5 Tickets by Status

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

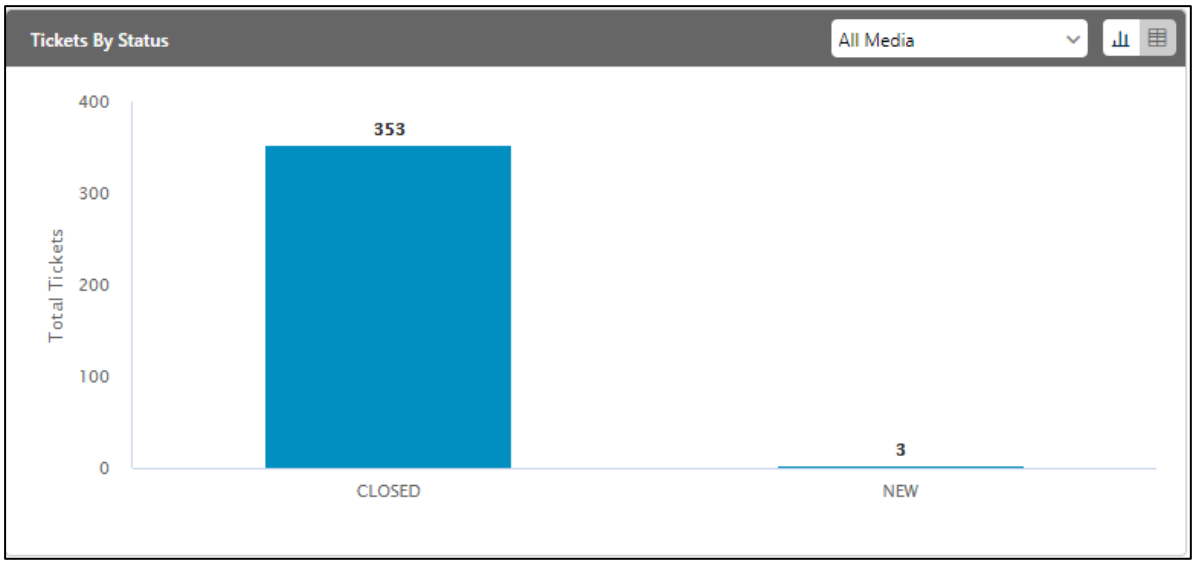


Figure: Tickets by Status

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>
```

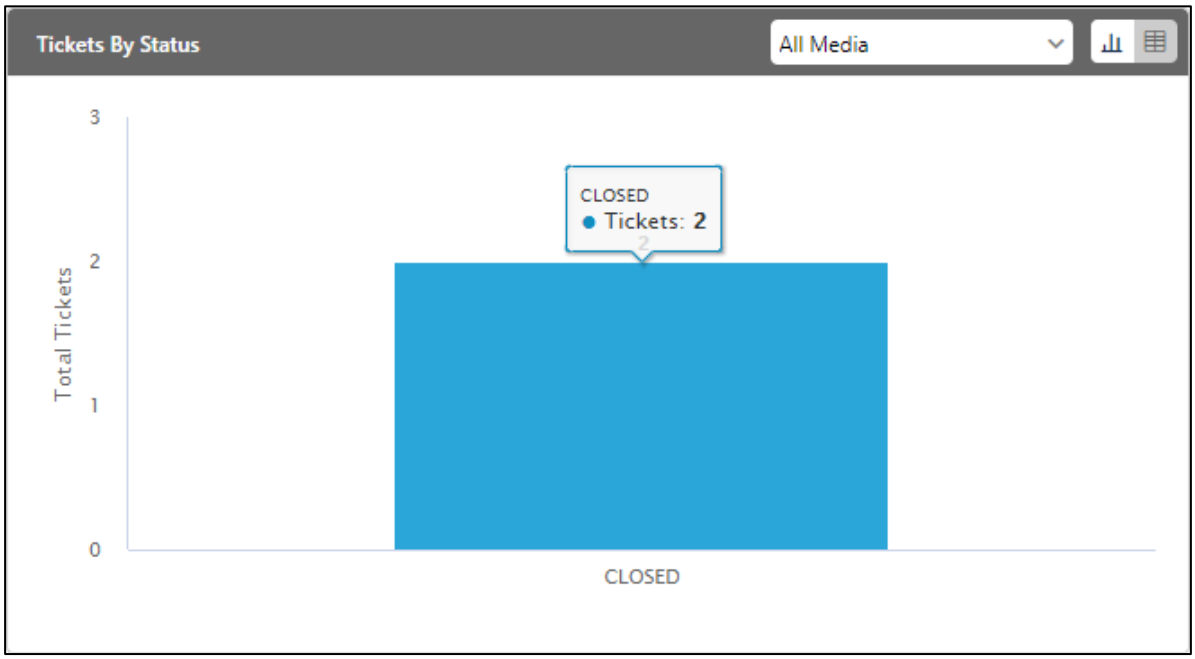


Figure: Tooltip for a stacked bar over the mouse hover

5.2.1.3.5.1Blank Graph

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

`It seems no ticket has been created yet.`

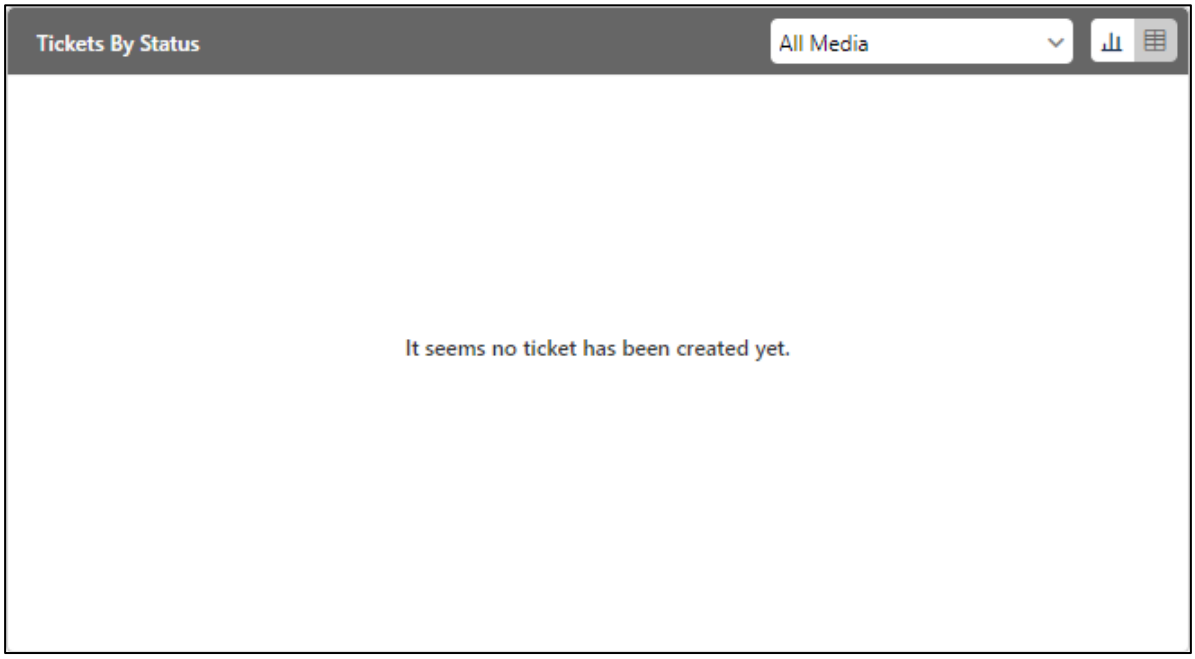


Figure: Blank Graph for "Tickets by Status"

5.2.1.3.5.2"Tickets by Status" Table

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

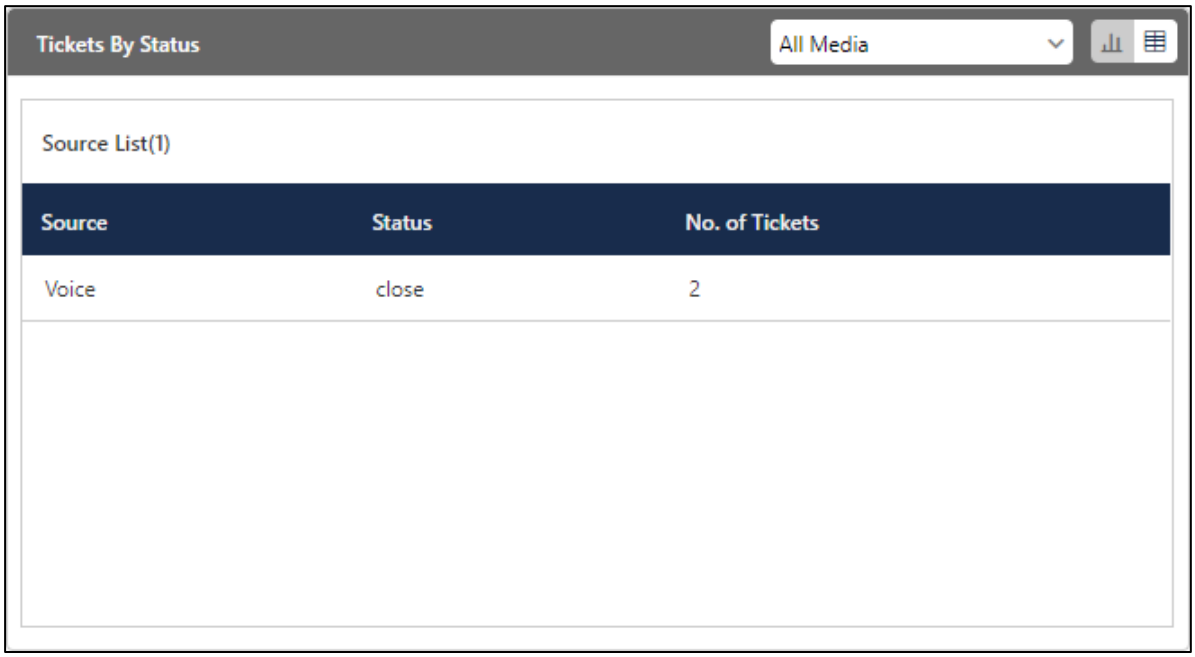


Figure: Tickets by Status Table

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

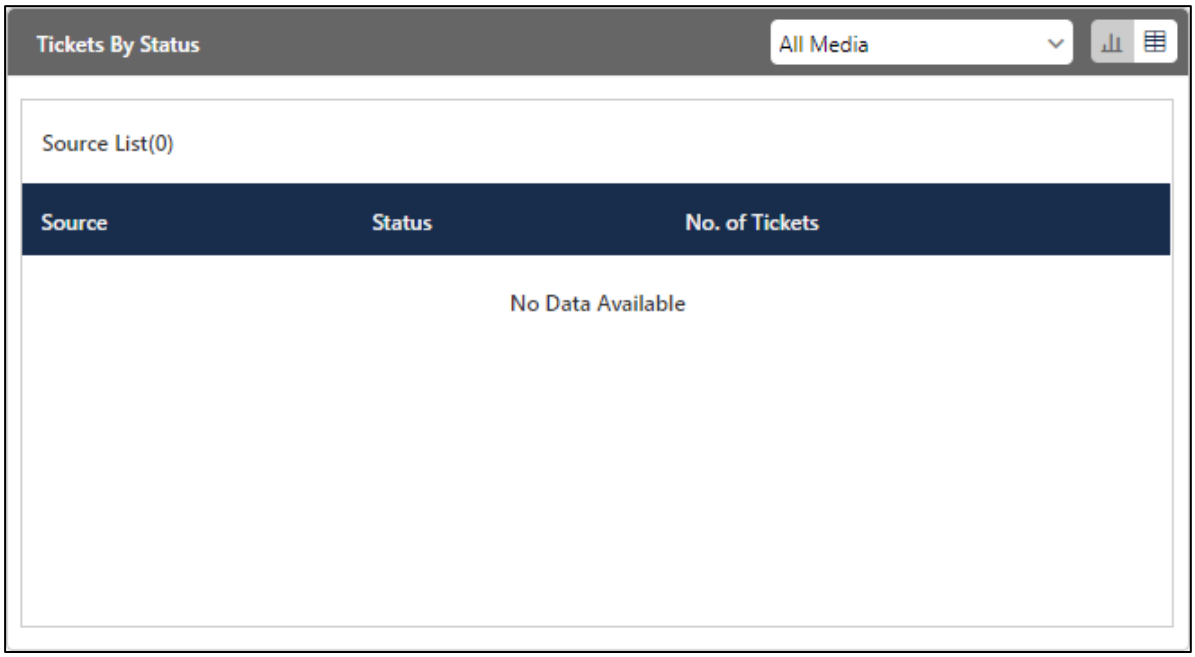


Figure: Blank Table for "Tickets by Status"

5.2.1.3.5.3Filtration 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.

5.2.1.3.6 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.

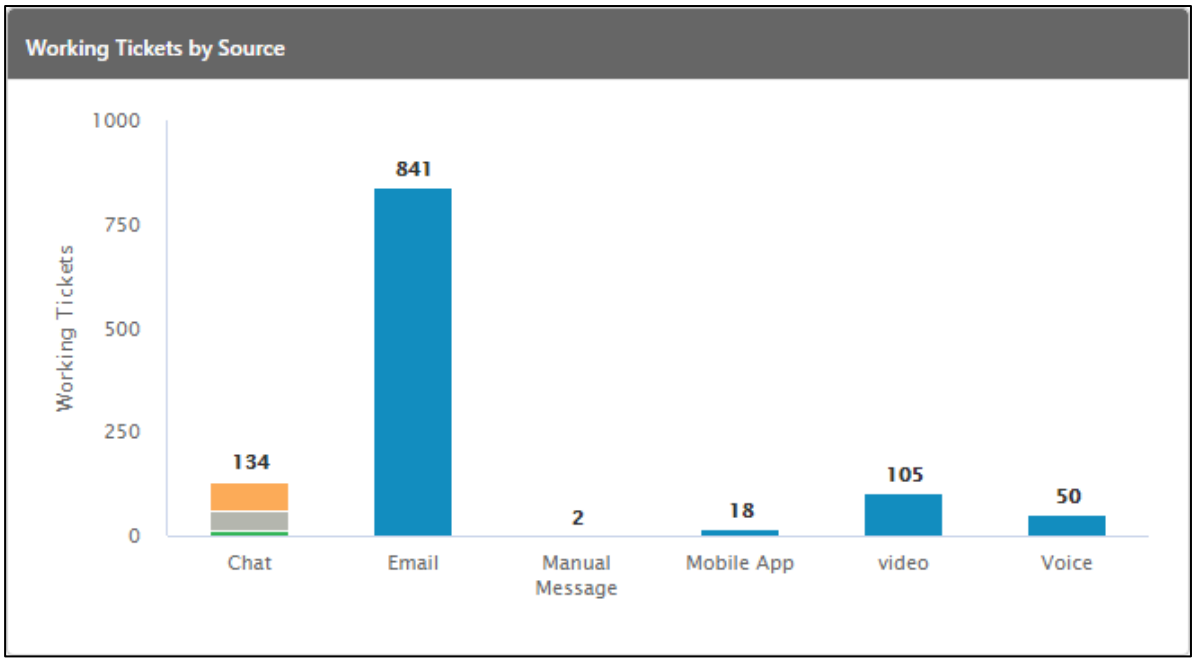


Figure: Working Tickets by Source Graph

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.`

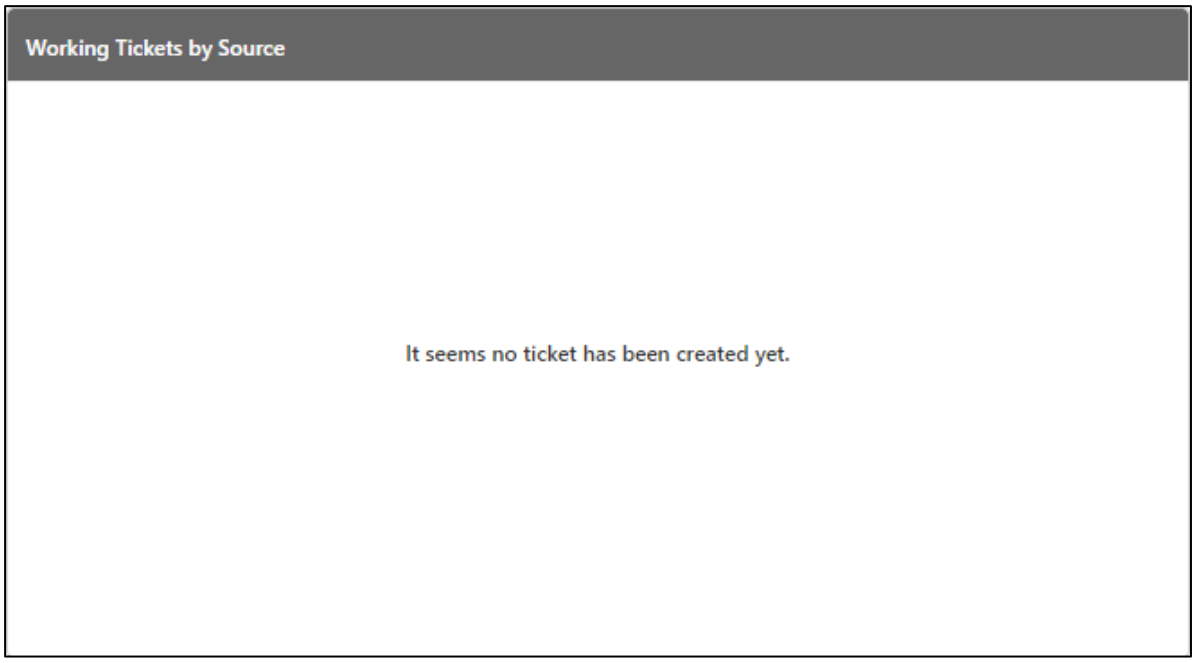


Figure: Blank Graph for "Working Tickets by Source"

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.

5.2.1.3.7 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.

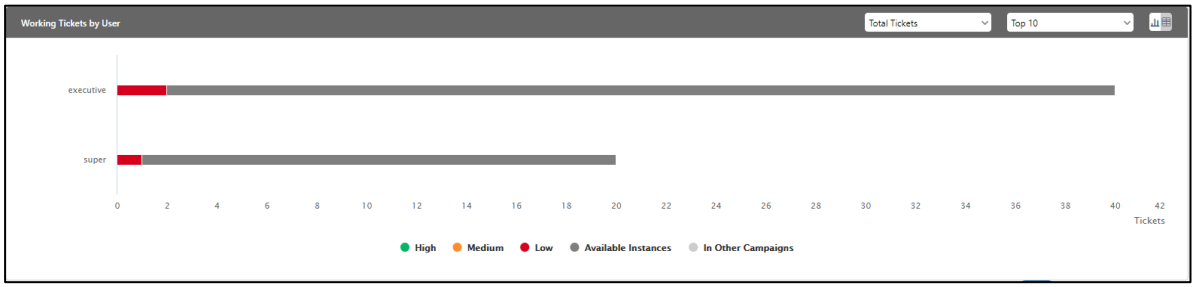


Figure: Tickets by Users

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

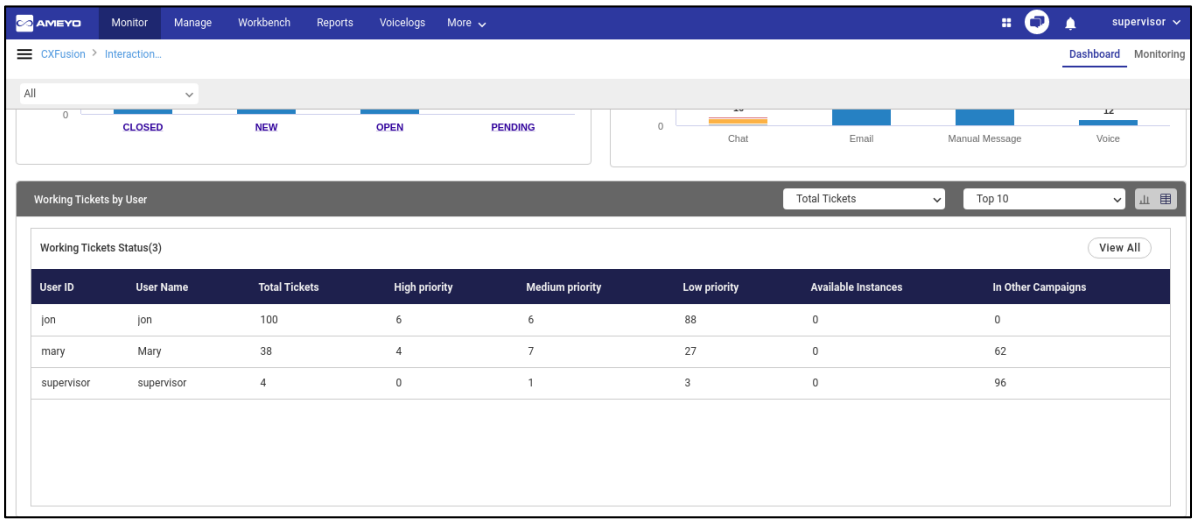


Figure: Table view

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

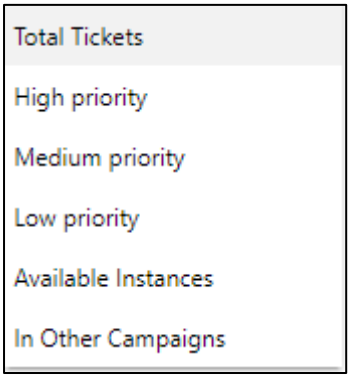


Figure: Drop-down menu to show the Ticket Types

It contains the following values.

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

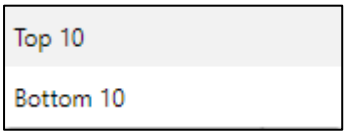


Figure: Show top or bottom tickets

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:** 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:** 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 View All button to view all tickets of any type or priority.

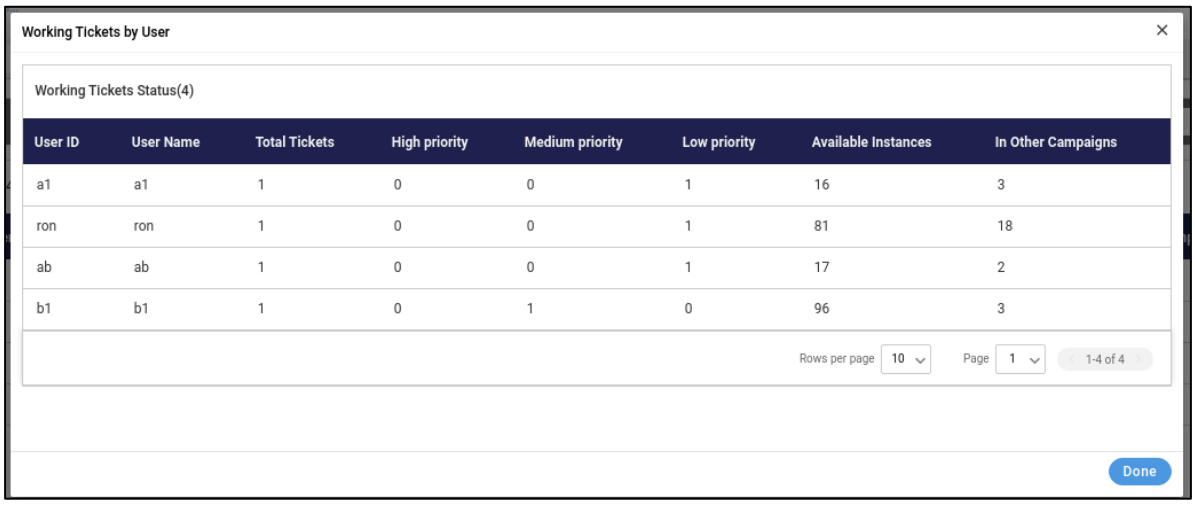


Figure: All Tickets

5.2.1.4 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.

5.2.1.4.1 Ticket Volume

It shows the statistics for the tickets.

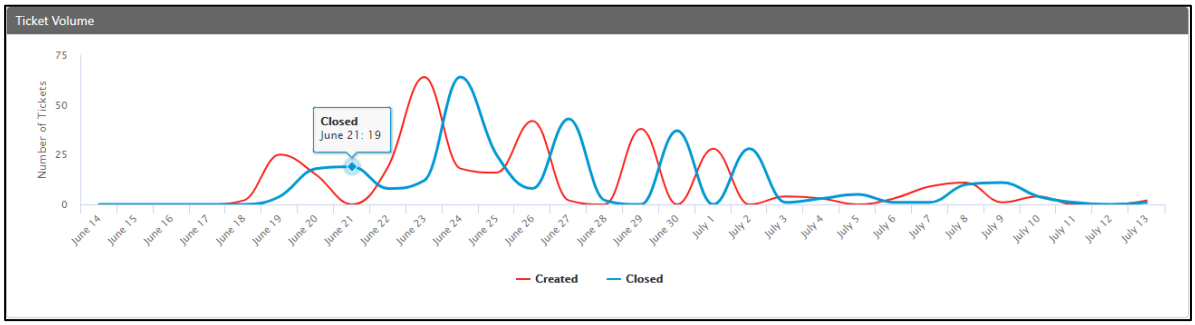


Figure: Tickets Stats

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.

5.2.1.4.2 CSAT Score

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

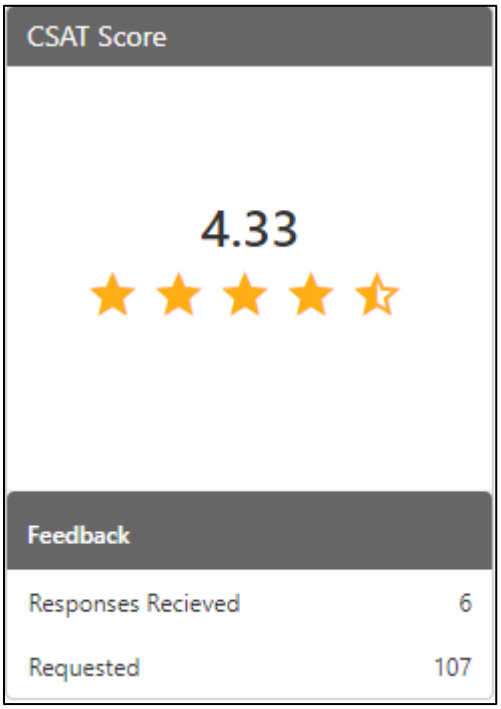


Figure: CSAT Score

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.

5.2.1.4.3 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.

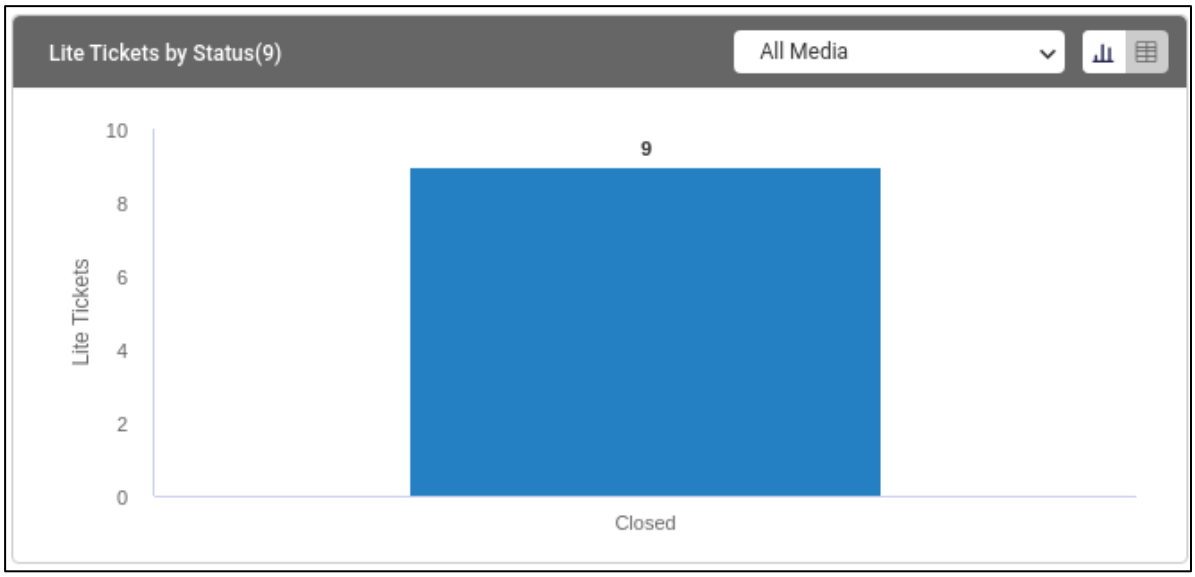


Figure: Lite Ticket by State

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>
```

5.2.1.4.3.1Lite 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" matric.

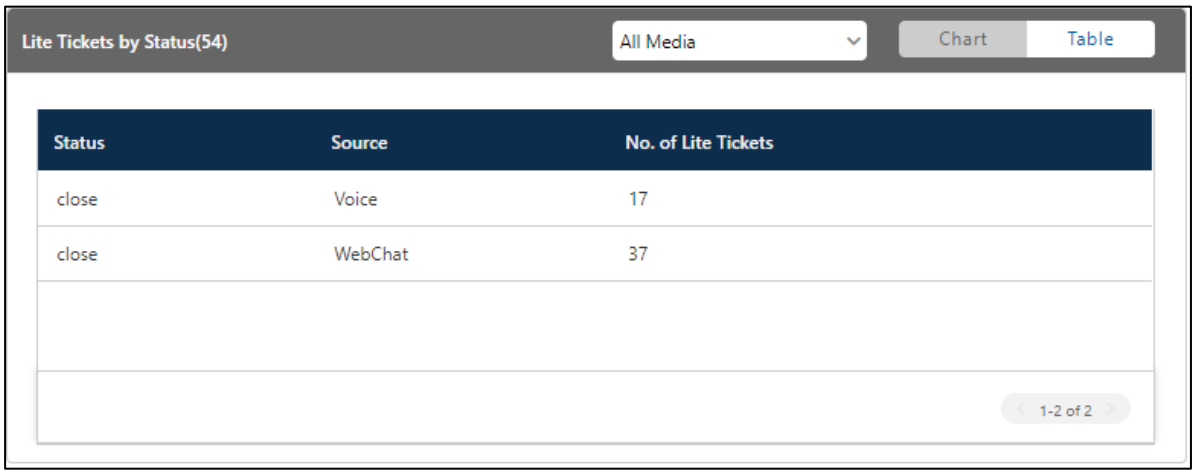


Figure: Lite Ticket by State Table

5.2.1.4.4 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 it's lite tickets will also be displayed here.

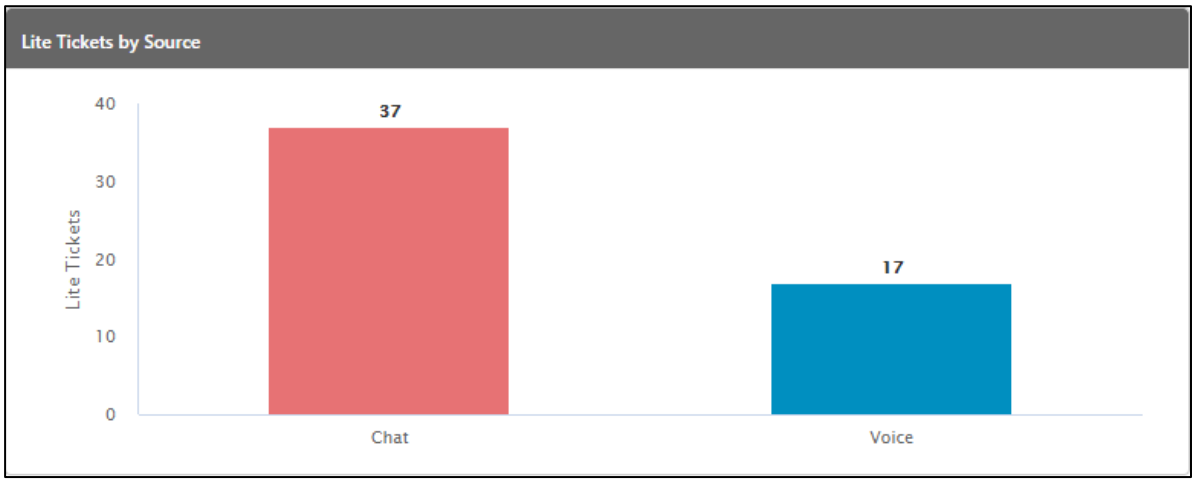


Figure: Lite Ticket by Source

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>
```

5.2.1.4.5 Filtration of Tickets to display SLA Metric Graphs

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

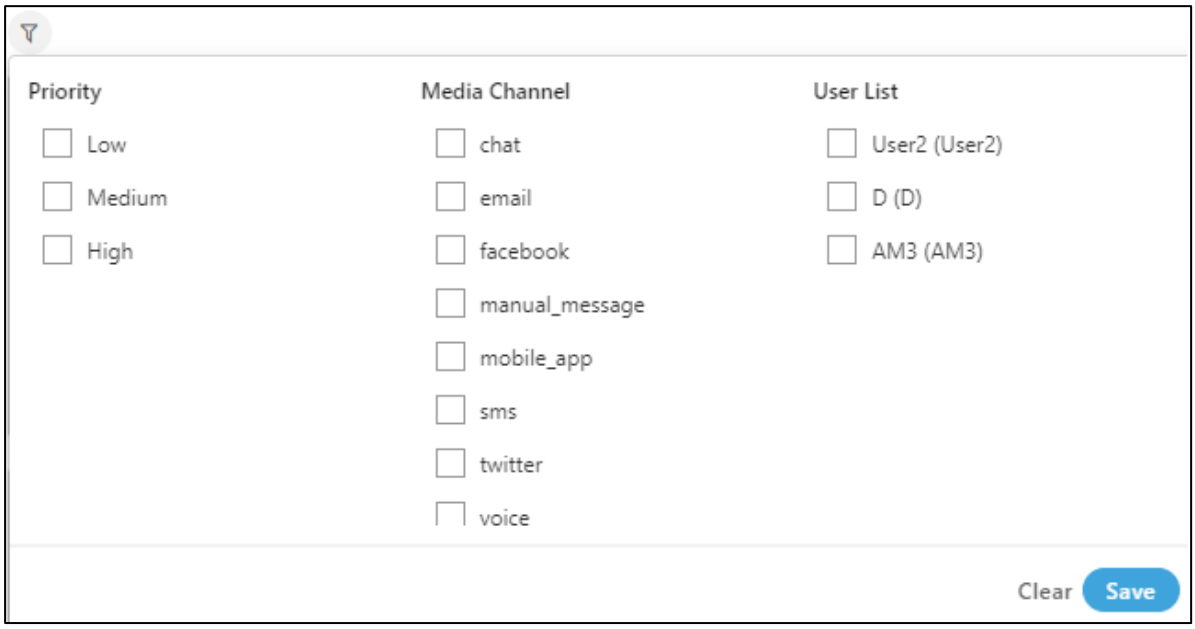


Figure: Filter Options

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.

5.2.1.4.5.1First Assigned SLA

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

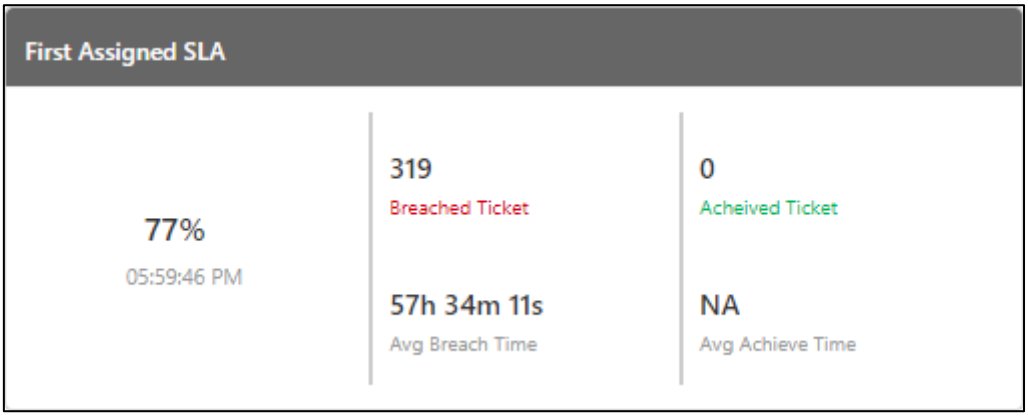


Figure: First Assign SLA

5.2.1.4.5.2First Response SLA

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

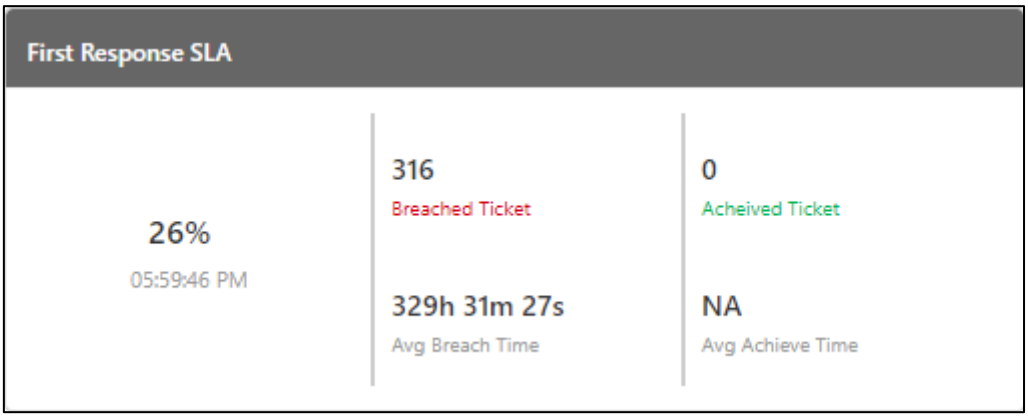


Figure: First Response SLA

5.2.1.4.5.3Resolution 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.

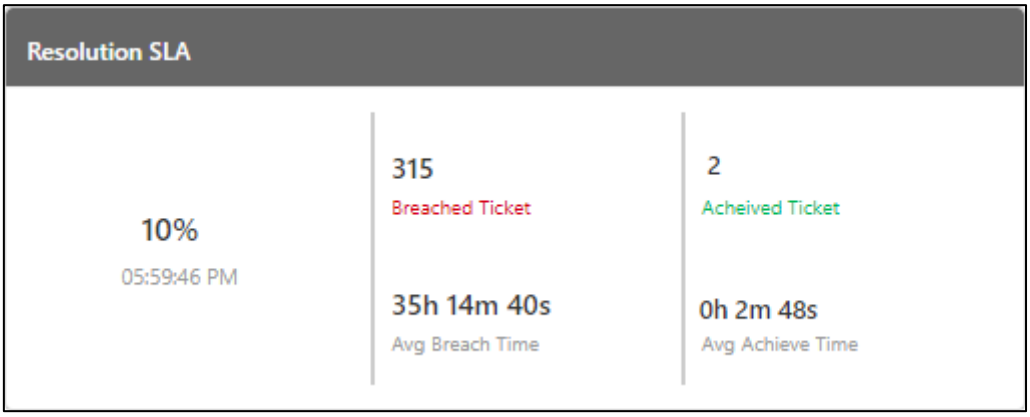


Figure: Resolution SLA

5.2.1.4.5.4SLA 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.

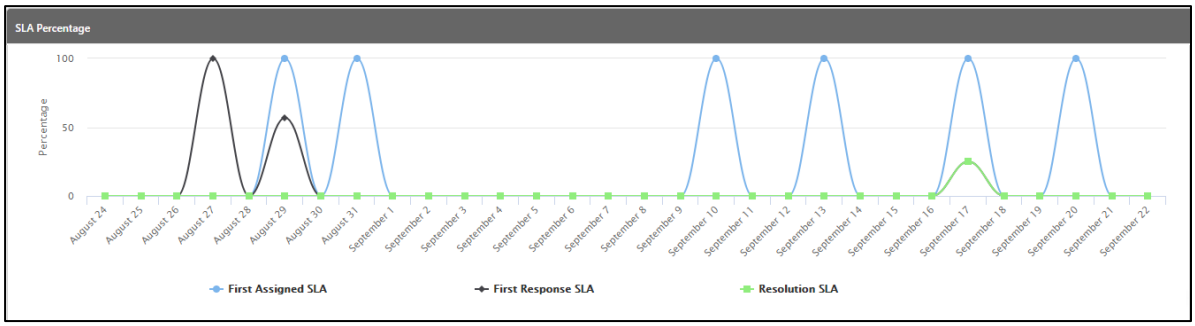


Figure: SLA Percentage

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.

5.2.2 Monitoring Tab of Interaction Campaign

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

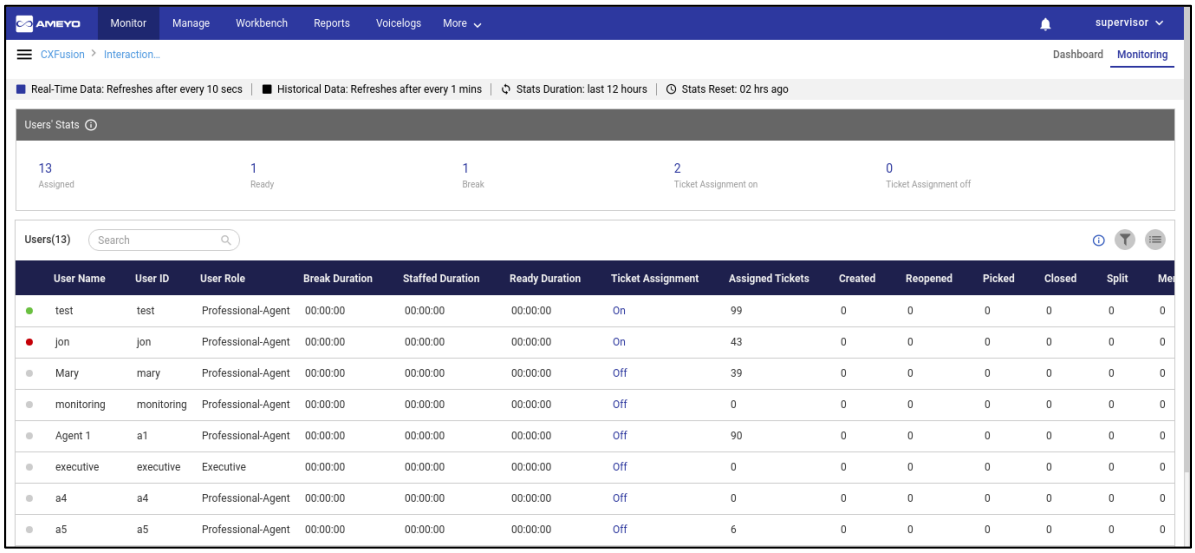


Figure: Monitor Tab

5.2.2.1 Further Information

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

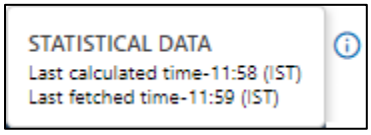


Figure: Additional Information

5.2.2.2 Data Collection Indications

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

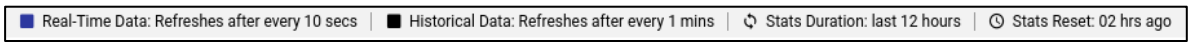


Figure: Data Collection Indications

1. **Real-Time Data:** The statistics which are given in the 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.

5.2.2.3 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.

5.2.2.4 User-wise Monitoring

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

User Name	User ID	User Role	Assigned Tickets	Created	Reopened	Picked	Closed	Split	Merged	High priority	Mid priority	Low priority	Transfer to	Assigned to
a1	a1	Executive	59	0	0	0	0	0	0	1	0	58	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. **Break Duration:** It shows the total amount of time for which the agent was on break.
5. **Staffed Duration:** It is the total amount of time for which the agent was staffed to this campaign.
6. **Ready Duration:** It is the total amount of time for which the agent was on "Ready" state.
7. **Assigned Tickets:** It contains the total number of tickets which are assigned to the agent.
8. **Created:** It contains the total number of the tickets which are created from the respective agent.

9. **Reopened:** It contains the total number of the tickets which are reopened by the respective agent
10. **Picked:** It contains the total number of the tickets which are picked by the respective agent.
11. **Closed:** It contains the total number of the tickets which are closed by the respective agent.
12. **Split:** It contains the total number of the tickets which are split into multiple tickets by the respective agent.
13. **Merged:** It contains the total number of the tickets which are merged into single ticket by the respective agent.
14. **High Priority:** It contains the total number of the tickets which are on the high priority for the assigned tickets to the respective agent.
15. **Mid Priority:** It contains the total number of the tickets which are on the medium priority for the assigned tickets to the respective agent.
16. **low Priority:** It contains the total number of the tickets which are on the low priority for the assigned tickets to the respective agent.
17. **Transfer to:** It contains the total number of the tickets which are transferred either to another queue or campaign by the respective agent.
18. **Assigned to:** It contains the total number of the tickets which are assigned to the respective agent from other sources.
19. **Unassign by supervisor:** It contains the total number of the tickets which are unassigned from the respective agent by the supervisor after being assigned.
20. **Assign by supervisor:** It contains the total number of the tickets which are assigned to the respective agent by the supervisor.
21. **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.
22. **Internal Notes:** It contains the total number of the tickets on which internal notes have been applied by the respective agent.

23. **First Response Count:** It contains the total number of the tickets for which the first response has been achieved for the respective agent.
24. **Achievable response today:** It contains the total number of the tickets for which response can be achieved within the same day of ticket receiving.
25. **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.
26. **Achievable resolve today:** It contains the total number of the tickets for which resolve can be achieved within the same day of ticket receiving.
27. **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.

5.2.2.4.1 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.

5.2.2.5 Table widget

You can click icon to select the parameters.

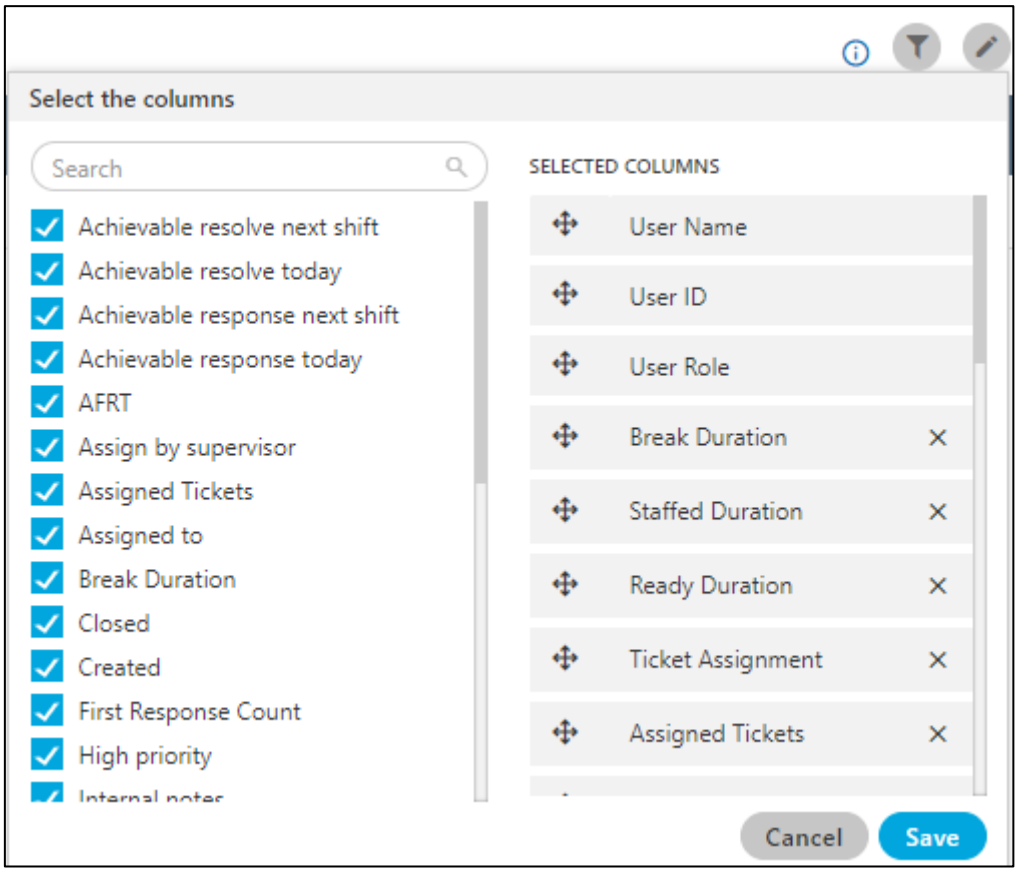


Figure: Settings for Parameters

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.

5.2.2.5.1 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.

Figure: Search Option

5.2.2.5.2 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.

5.2.2.5.3 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.

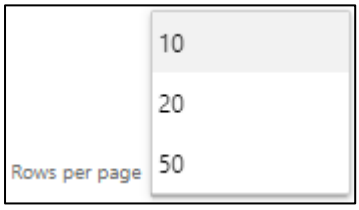


Figure: Pagination Options

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.

5.3 Monitor Inbound Campaign

Here, Supervisor can monitor the Inbound Campaign.

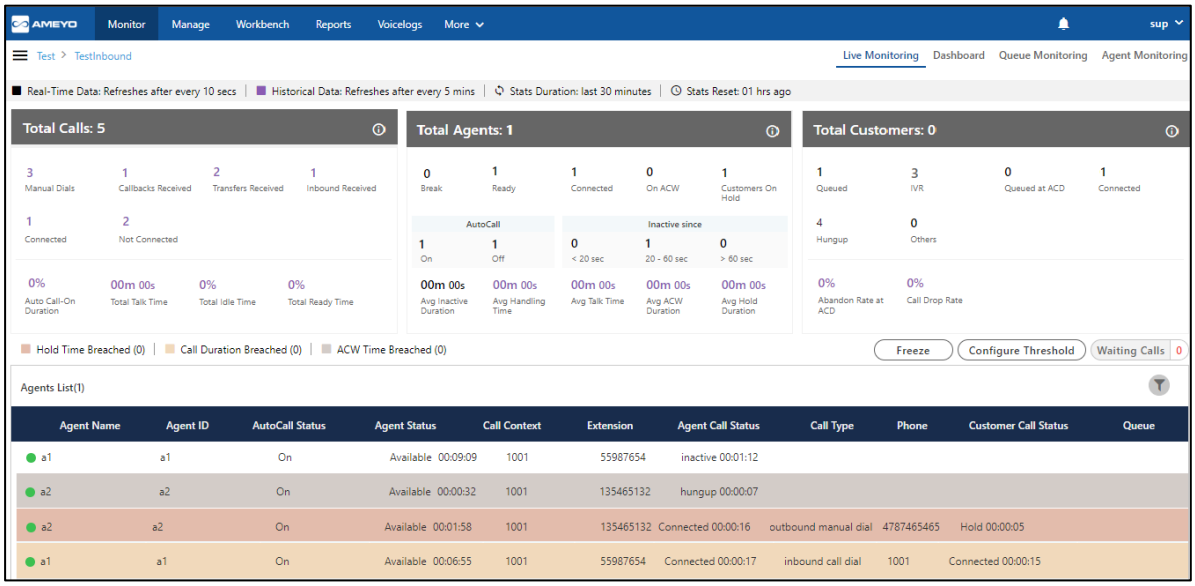


Figure: Monitor Inbound Campaign

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..

5.3.1 Live Monitoring of Inbound Campaign

Here, Supervisor can monitor the activities in Inbound Campaign.

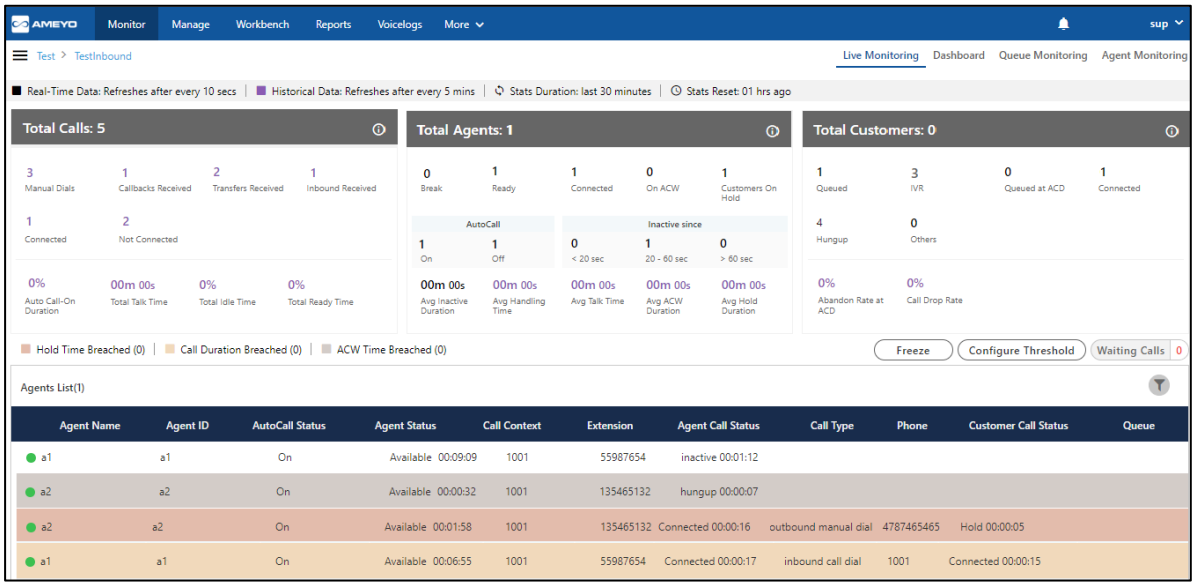


Figure: Live Monitoring in Inbound Campaign

5.3.1.1 Interface Elements

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

5.3.1.1.1 Cautionary Extension Selection Message

At the top of the screen, a cautionary message is displaying in the red bar.It arises in the case when the 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

5.3.1.1.2 Data Collection Indications

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

Figure: Data Collection Indications

1. **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.

5.3.1.2 Total Calls: Campaign Runtime Summary

It shows the runtime summary of Inbound Campaign.

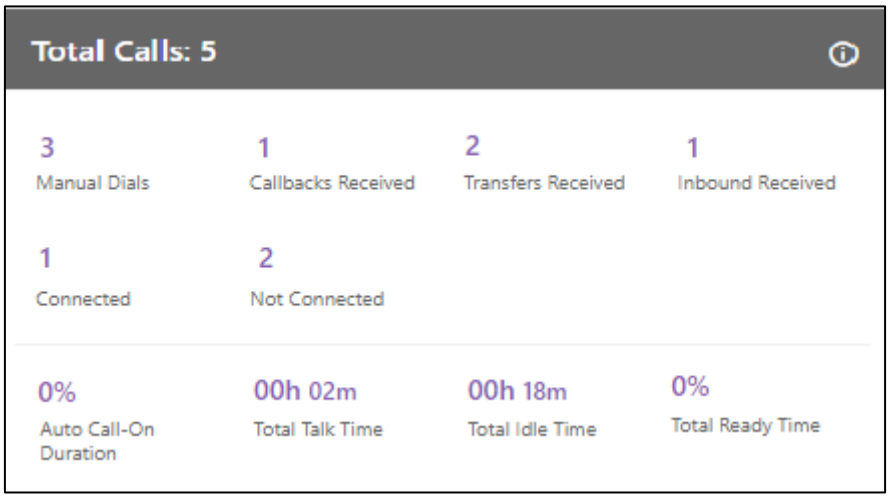


Figure: Campaign Runtime Summary

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

5.3.1.2.1 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.

5.3.1.2.2 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.

5.3.1.2.3 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.

5.3.1.2.4 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.

5.3.1.2.5 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.

5.3.1.2.6 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.

5.3.1.2.7 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.

5.3.1.2.8 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.

5.3.1.2.9 Total Idle Time %

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

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

Figure: Idle Duration Percentage

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

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

Figure: Total Idle Duration

5.3.1.2.10 Total Ready Time %

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

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

Figure: Total Ready Time Percentage

5.3.1.3 Total Agents: User Runtime Summary

It shows the User Runtime Summary of the Inbound Campaign.

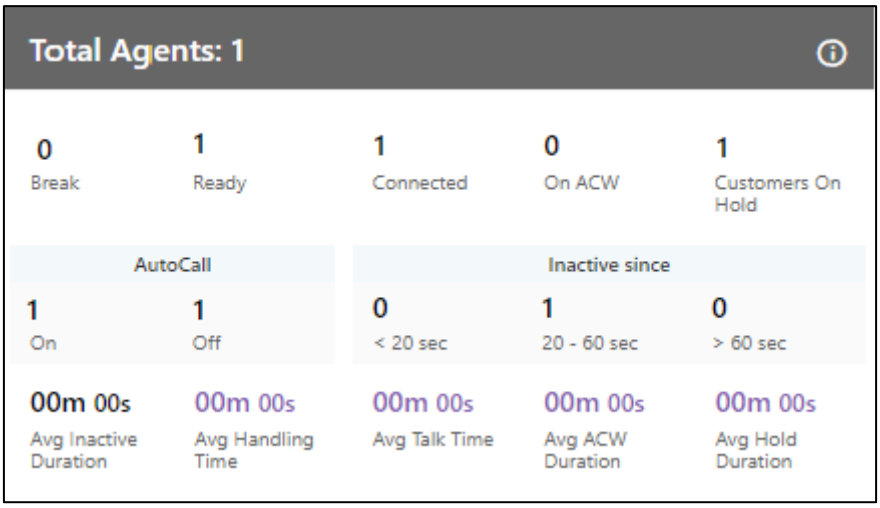


Figure: Total Agents: User Runtime Summary

Additional Information:

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

Figure: Further Information of Total Agents

It contains the following metrics.

1. Break
2. Ready
3. Connected
4. On ACW
5. Customers on Hold
6. Auto-Call
7. Inactive Since
8. Avg Inactive Duration

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

5.3.1.3.1 Break

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

5.3.1.3.2 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.

5.3.1.3.3 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.

5.3.1.3.4 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.

5.3.1.3.5 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.

5.3.1.3.6 Auto Call

It shows the number of agents who are on Auto-Call On or Off Status.

- **Auto-Call On:** It shows the number of agents who are on Auto-Call On or Off Status.

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

- **Auto-Call Off:** It shows the number of agents who are on Auto-Call Off Status.

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

5.3.1.3.7 Inactive Since

"Inactive Since" the number of agents who are inactive. 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.

5.3.1.3.8 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.

5.3.1.3.9 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:

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

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.

5.3.1.3.10 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.

5.3.1.3.11 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.

5.3.1.3.12 Avg Hold Duration

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

Calculation:

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

Figure: Calculation of Avg Hold Duration

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

5.3.1.4 Total Customers: Customer Runtime Summary

It shows the the Customer Runtime Summary.

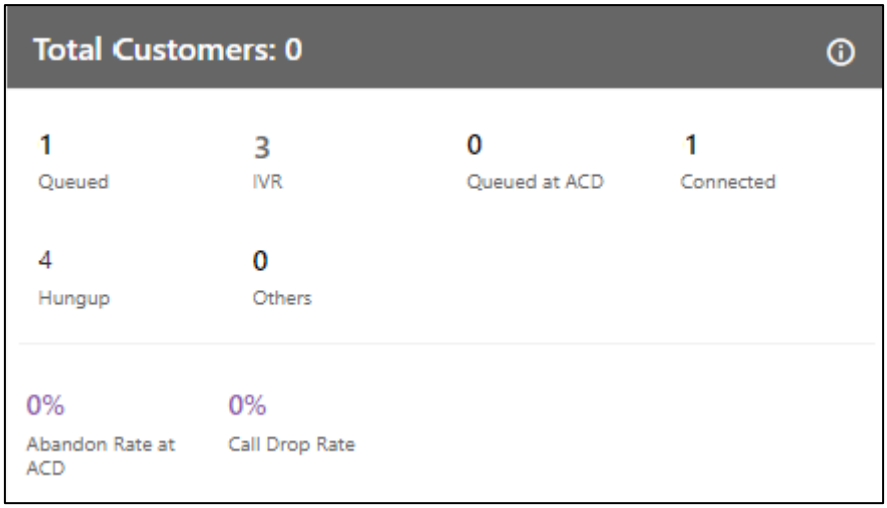


Figure: Customer Runtime Summary

Additional Information:

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

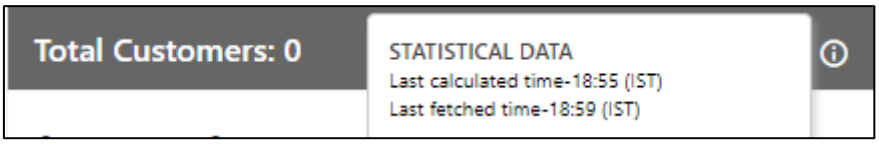


Figure: Further Information of Total Customers

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

5.3.1.4.1 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.

5.3.1.4.2 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.

5.3.1.4.3 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.

5.3.1.4.4 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.

5.3.1.4.5 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.

5.3.1.4.6 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.

5.3.1.4.7 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.

5.3.1.4.8 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.

5.3.1.5 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.

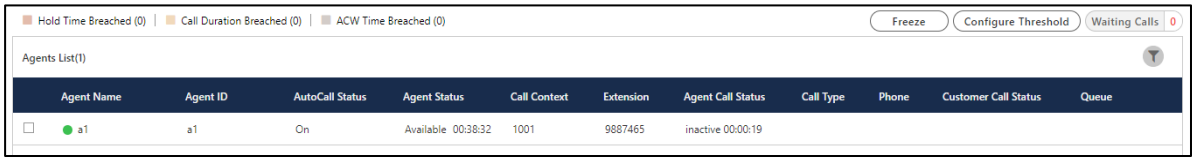


Figure: Agent List

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. **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.

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

5.3.1.6 Operations

Here, the Supervisor can perform the following operations.

5.3.1.6.1 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.

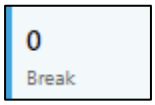


Figure: Break Operation

5.3.1.6.2 Ready

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

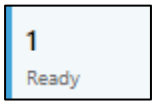


Figure: Ready Operation

5.3.1.6.3 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.

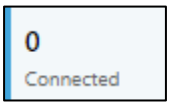


Figure: Connected Operation

5.3.1.6.4 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.

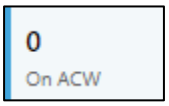


Figure: On ACW Operation

5.3.1.6.5 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

5.3.1.6.6 (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.

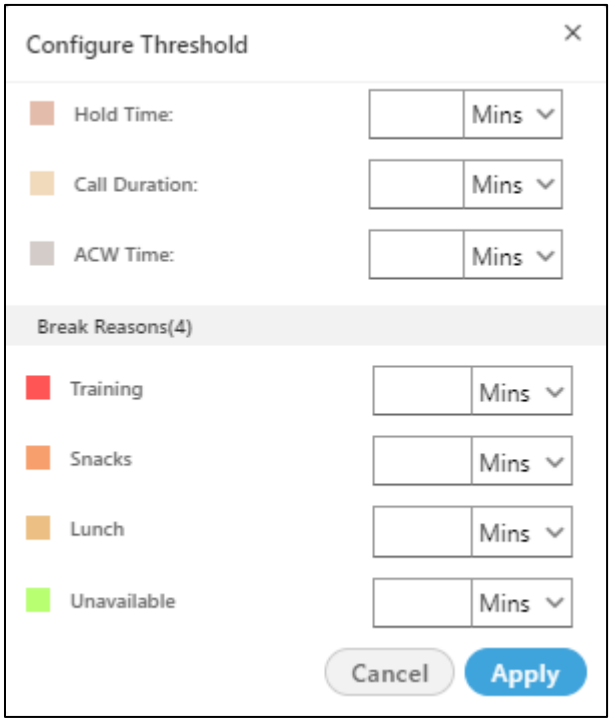


Figure: Configure Threshold Values

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.

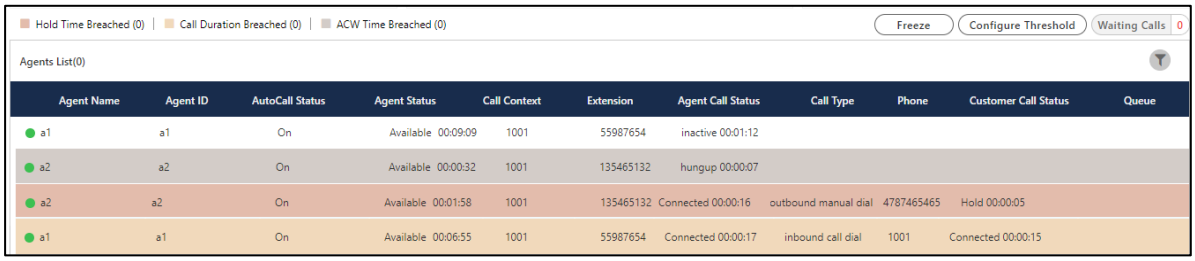


Figure: Threshold value Status

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

5.3.1.6.7 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.

5.3.1.6.8 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.

5.3.1.6.9 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.

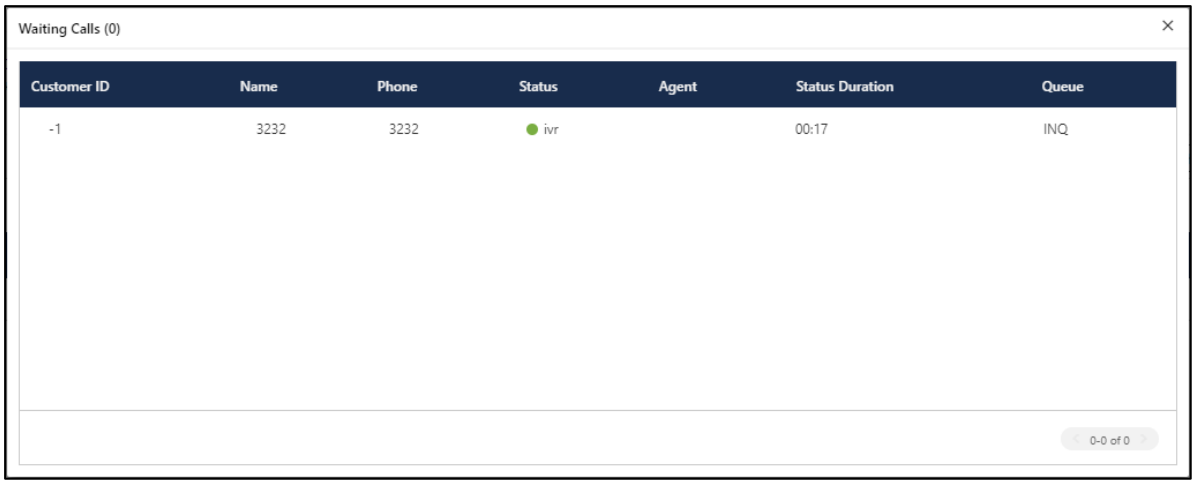


Figure: Waiting Calls

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.

5.3.1.6.10 Filter

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

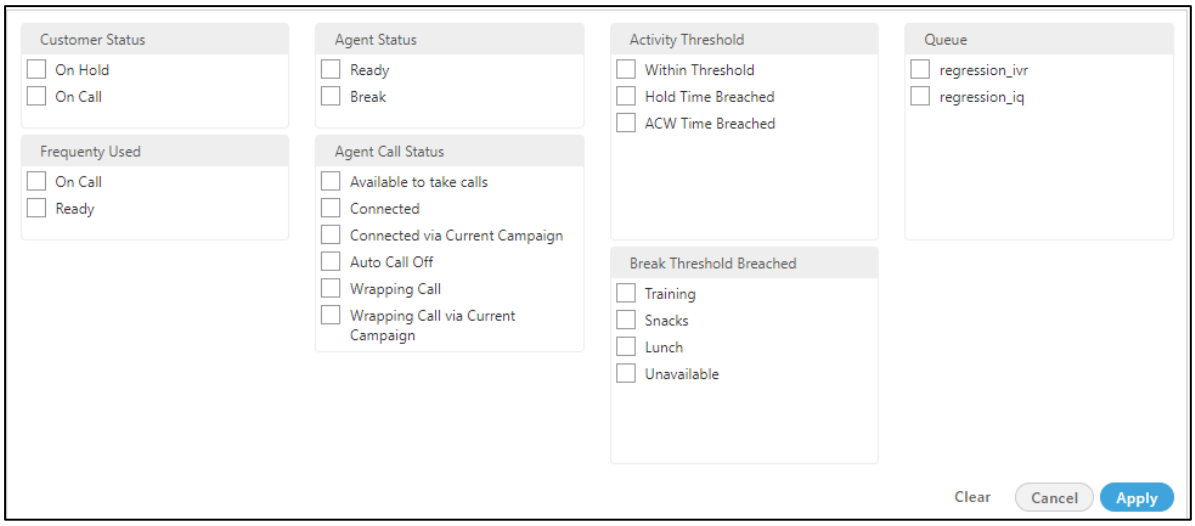


Figure: Filtration

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

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.

5.3.1.7 Monitoring a Call

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

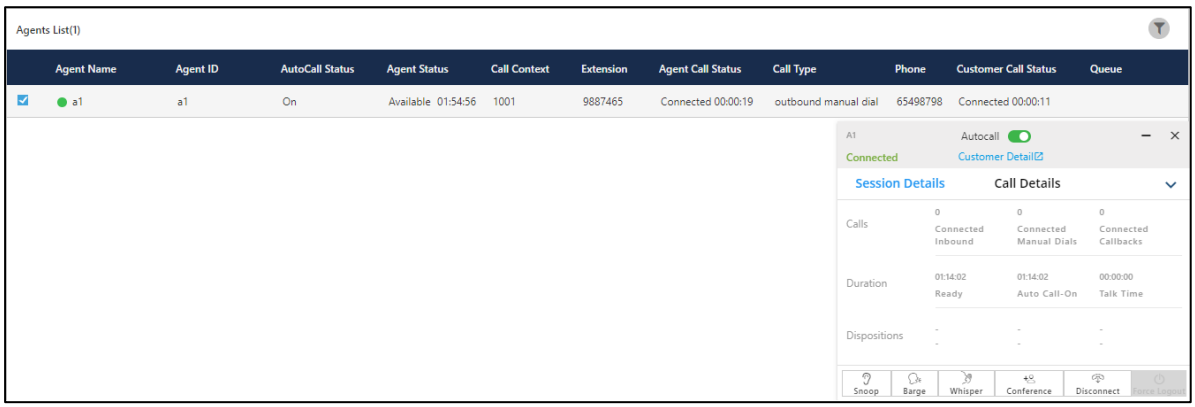


Figure: Live Monitoring of a Call

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.

5.3.1.7.1 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.

5.3.1.7.2 Call Details

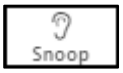
- **Customer:** It will show Details (customer's phone number), Status (inactive/ connected/ hung up) and Duration (talk time).
- **Details:** It will show Campaign (Campaign name in which the call has been received/ from which call has been dialed), Lead (Lead Name in case of the Outbound campaign)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

5.3.1.7.3 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.

5.3.1.7.3.1Snoop

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.

5.3.1.7.3.2Whisper

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.

5.3.1.7.3.3Conference

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.

5.3.1.7.3.4Barge

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.
4. 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.

5.3.1.7.3.5Disconnect

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

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

5.3.1.7.3.6Force Logout an Agent

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

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

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

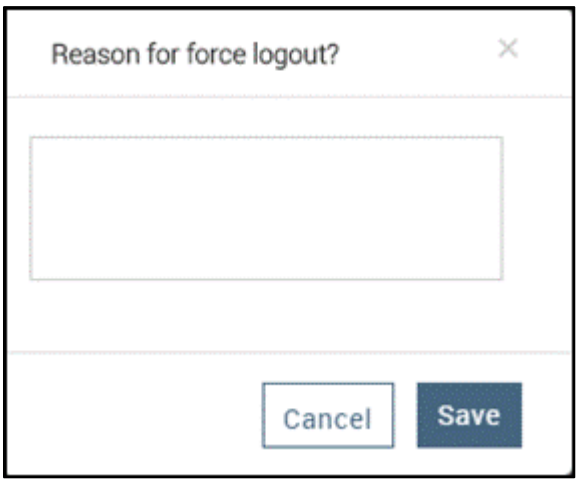


Figure: Force Logout Reason

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

5.3.2 Dashboard for the Inbound Campaign

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

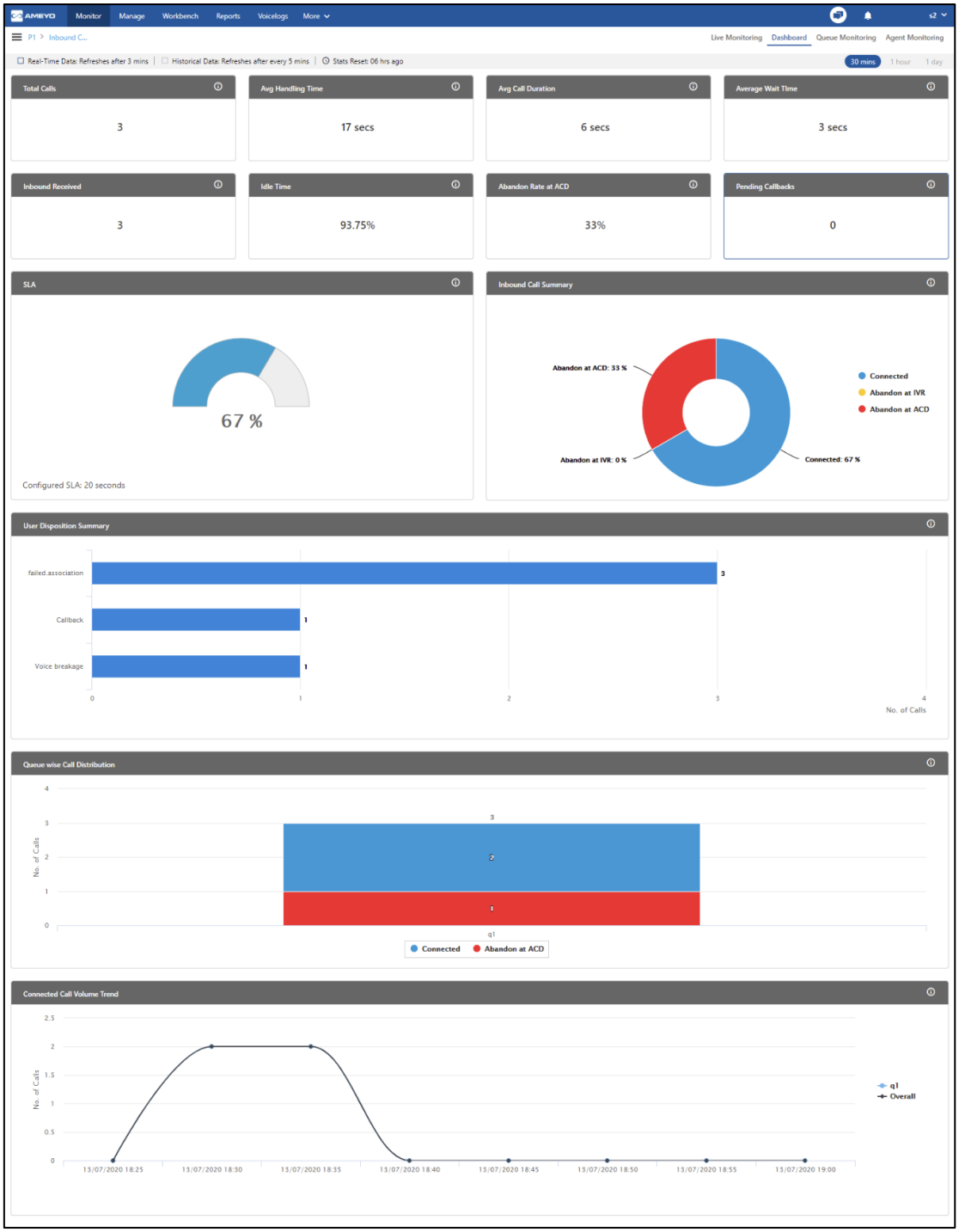


Figure: Inbound Campaign Dashboard

The dashboard tab of Outbound campaign shows the following items.

- Data Collection Indications
- Duration Tabs
- Widgets

5.3.2.1 Data Collection Indications

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

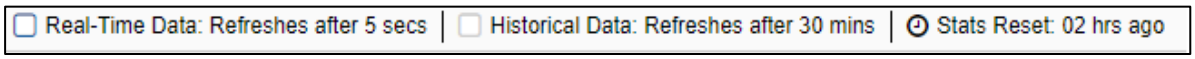


Figure: Data Collection Indications

- **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.

5.3.2.2 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.

5.3.2.3 Widgets

It shows the following widgets.

5.3.2.3.1 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.

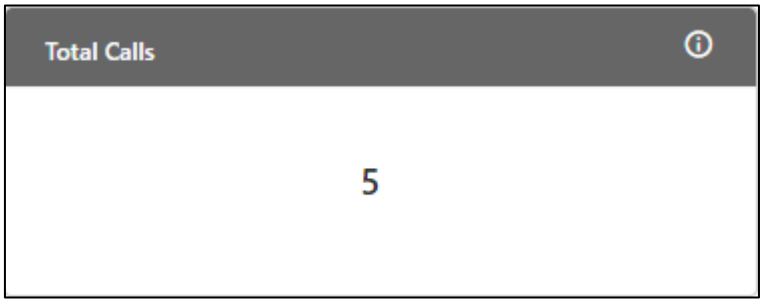


Figure: Total Calls Widget

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 auto-disposed 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

5.3.2.3.2 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

Average Handling Time =	= {(50000+30000+20000) + (45000+30000+15000+18000)} / 2
	= (1,00,000 + 1,08,000) / 2
	= 2,08,000 / 2
	= 1,04,000 milliseconds

= 104 seconds

= 1 minute 44 seconds

Additional Information:

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

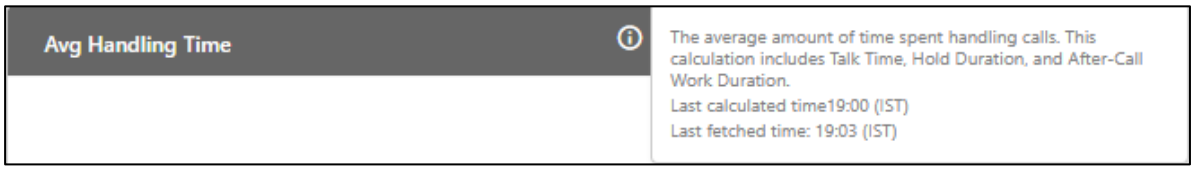


Figure: Further Information of Avg Handling Time

5.3.2.3.3 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".

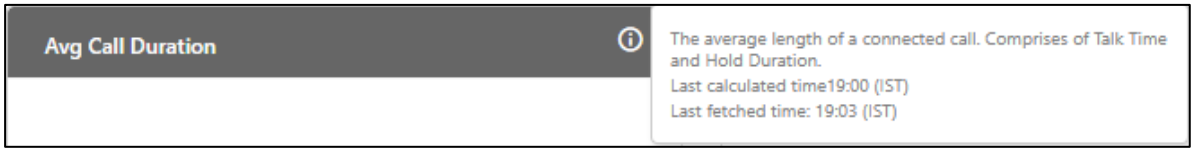


Figure: Further Information of Avg Call Duration

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

5.3.2.3.4 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".

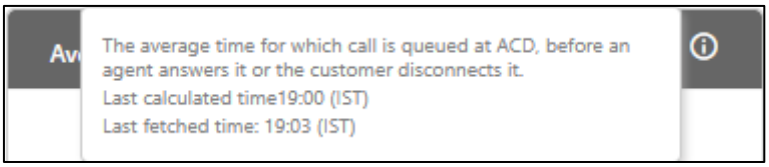


Figure: Further Information of Average Wait Time

5.3.2.3.5 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.

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.

5.3.2.3.6 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."
```

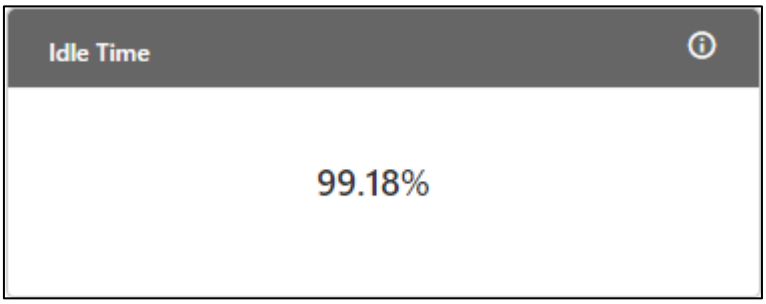


Figure: Idle Time Widget

Additional Information:

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

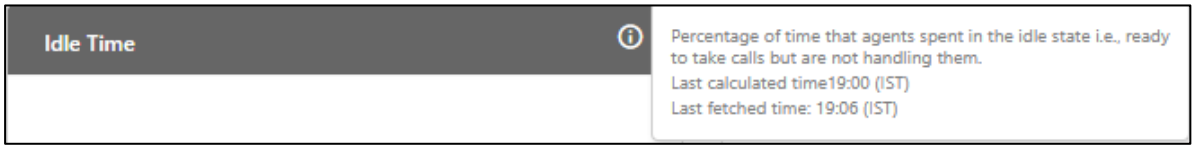


Figure: Further Information of Idle Time

5.3.2.3.7 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.

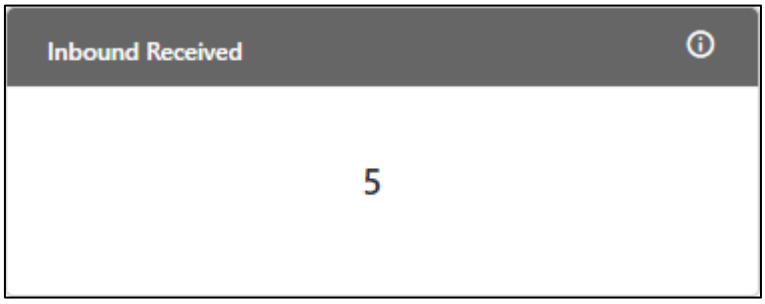


Figure: Inbound Received Widget

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 auto-disposed with user.transferred.to.ivr and then user2 disposed it with "MSG" disposition.

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

5.3.2.3.8 Pending Callbacks

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

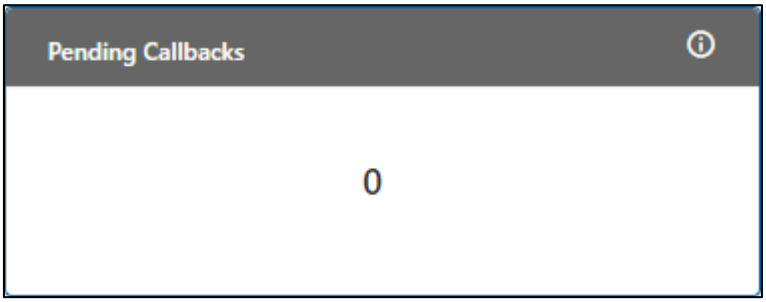


Figure: Pending Callbacks Widget

Additional Information:

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

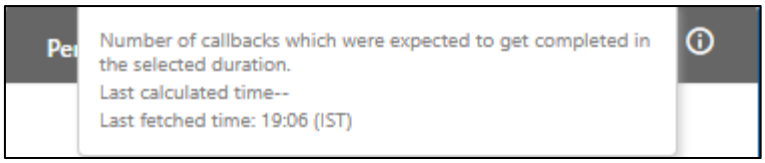


Figure: Further Information of Pending Callbacks

5.3.2.3.9 Abandoned Rate at ACD

It shows the abandoned rate in the campaign.

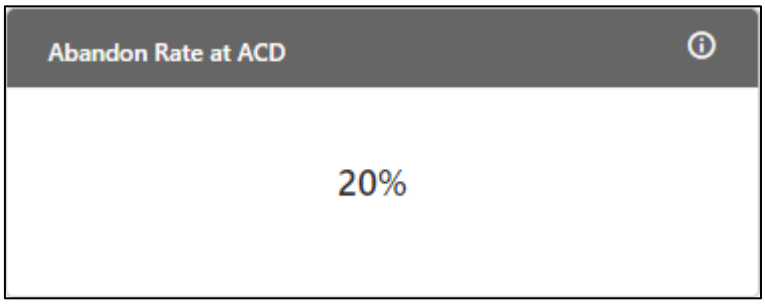


Figure: Abandon Rate Widget

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".

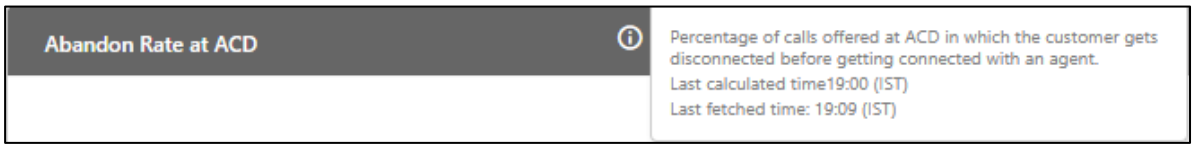


Figure: Further Information of Abandoned Rate at ACD

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 = {(Abandon Calls at IVR + Abandon Calls at ACD + Abandon Ringing Calls) / (Inbound Calls in Campaign + Calls Transferred to Other Campaign)} * 100
Abandon Rate = {(10 + 25 + 20) / (45 + 20 + 25)} * 100 = (55 / 90) * 100 = 0.61 * 100 = 61

5.3.2.3.10 User Disposition Summary

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

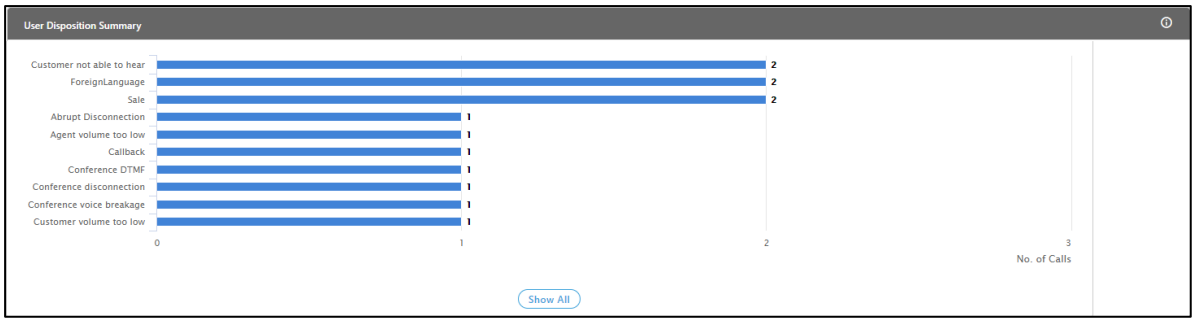


Figure: User Disposition Summary Graph

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.

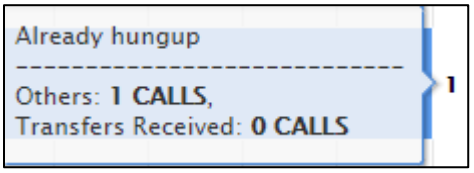


Figure: Disposition Graph

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.

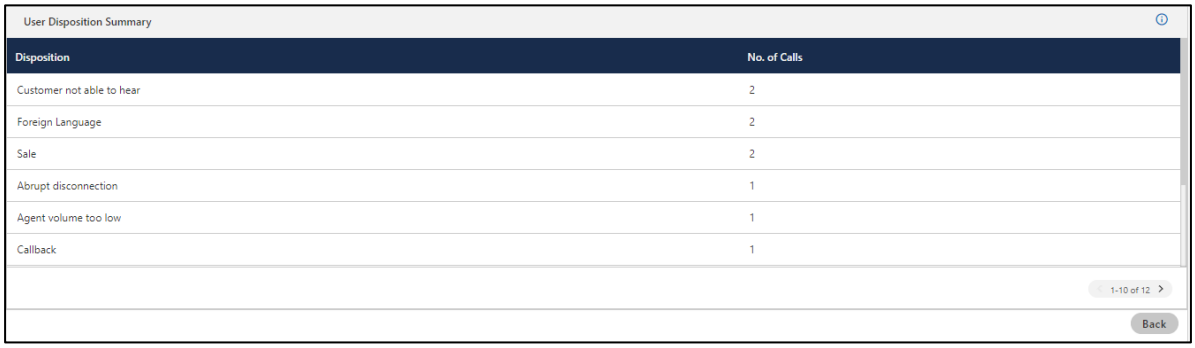


Figure: Disposition Graph List

The supervisor has to click > icon in 1-10 of 11 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".

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 auto-disposed 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

5.3.2.3.11 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.

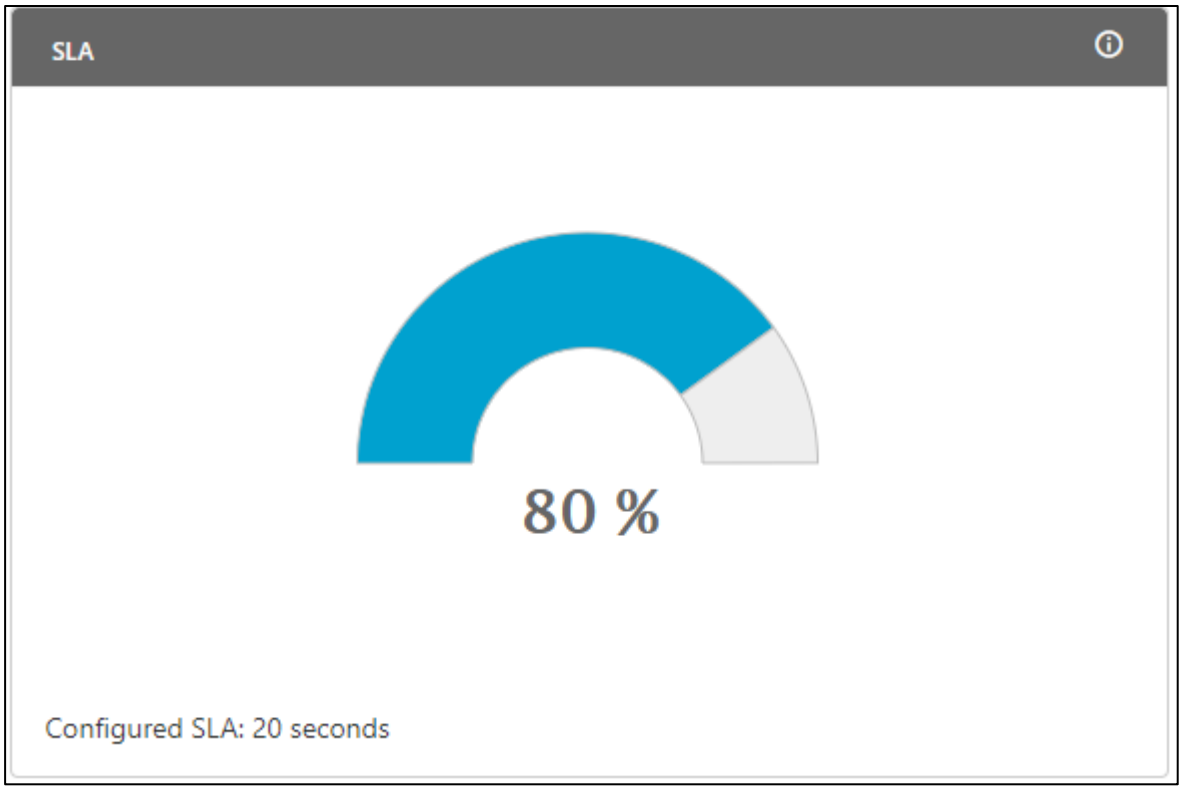


Figure: SLA Chart

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

SLA Calculation:

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

Figure: Calculation of SLA

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

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

5.3.2.3.12 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.

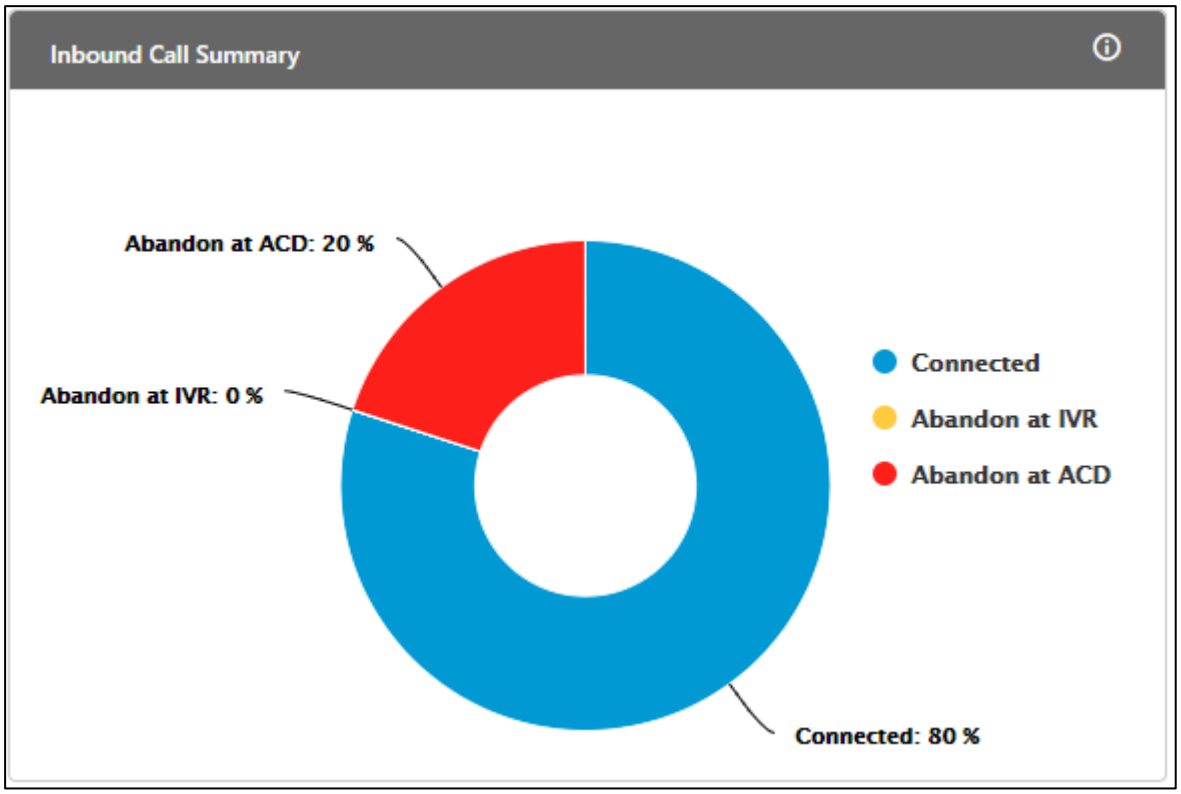


Figure: Inbound Call Summary

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

Overall Call Distribution = Number of Connected Calls + Number of Missed Calls + 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.

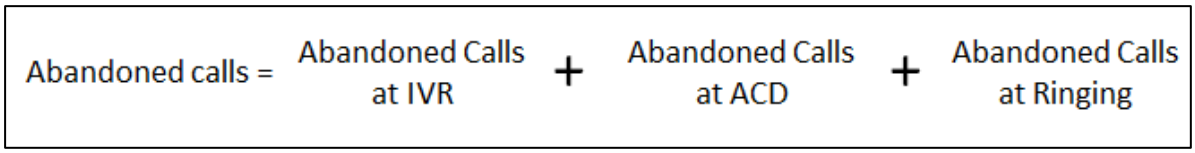


Figure: Calculation of Abandon Calls

Additional Information:

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

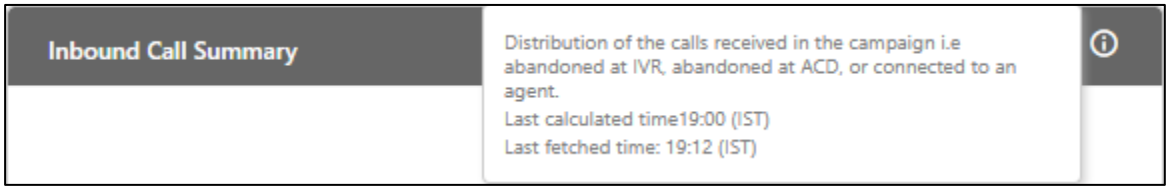


Figure: Further Information of Inbound Call Summary

5.3.2.3.13 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.

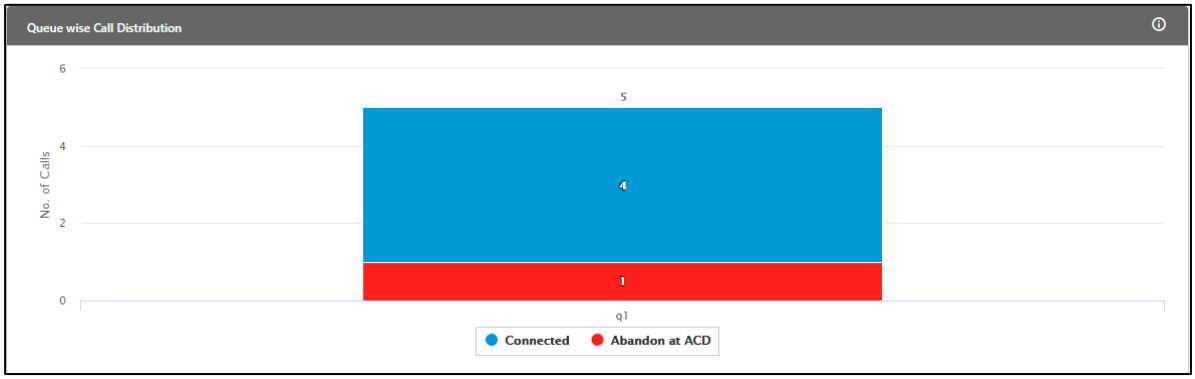


Figure: Call Distributions

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

5.3.2.3.14 Connected Call Volume Trend

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

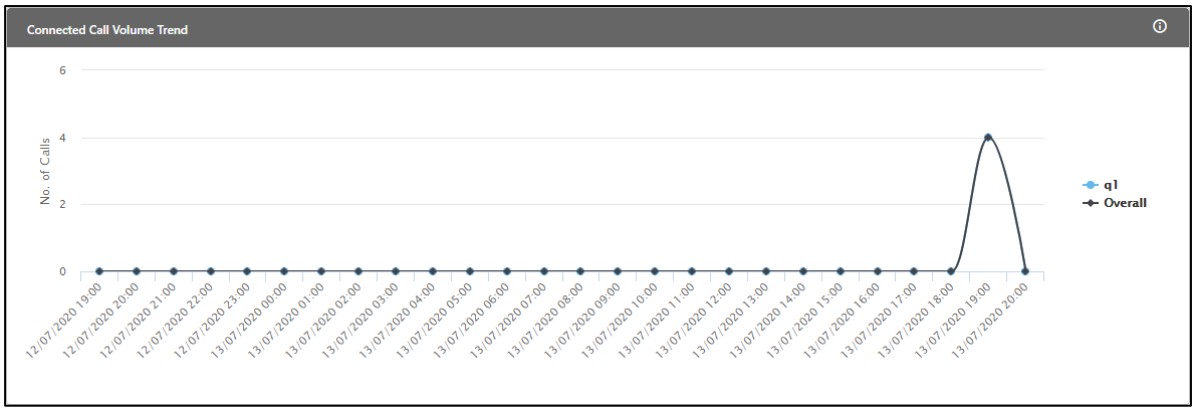


Figure: Trend of Call Volume

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".

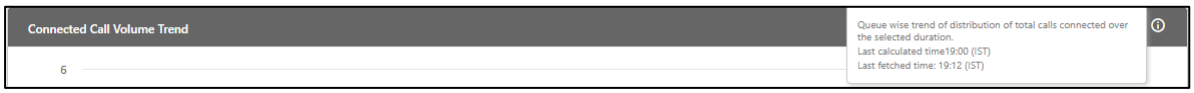


Figure: Further Information of Connected Call Volume Trend

5.3.3 Queue Monitoring in Inbound Campaign

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

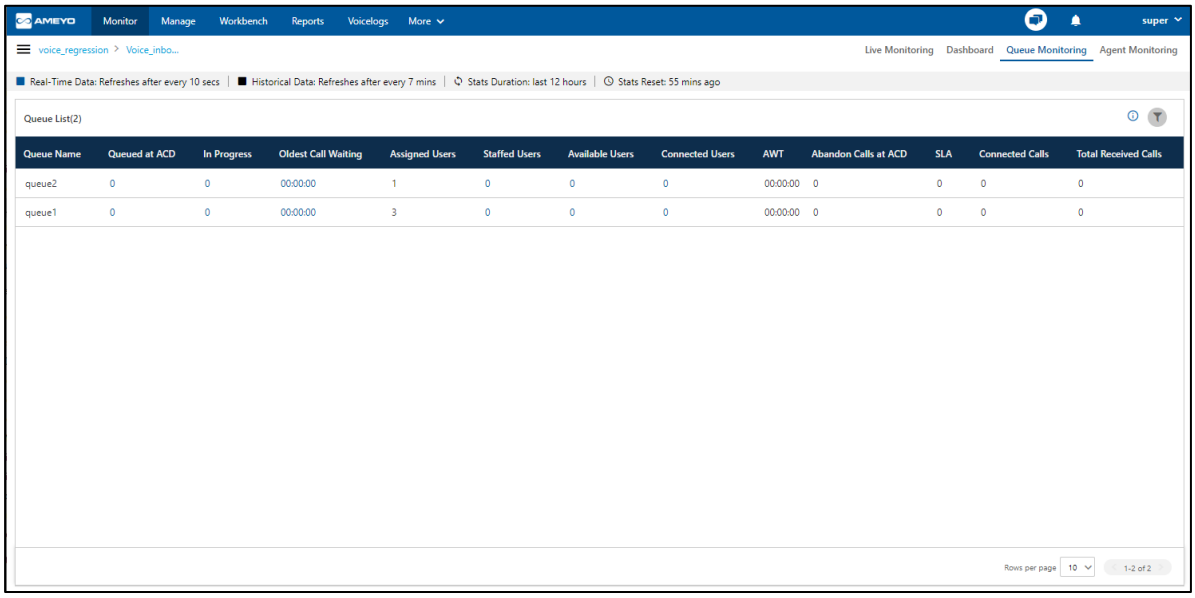


Figure: Queue Monitoring of Inbound Campaign

5.3.3.1 Data Collection Indications

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

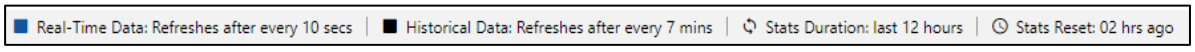


Figure: Data Collection Indications

- **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.

5.3.3.2 Filter

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

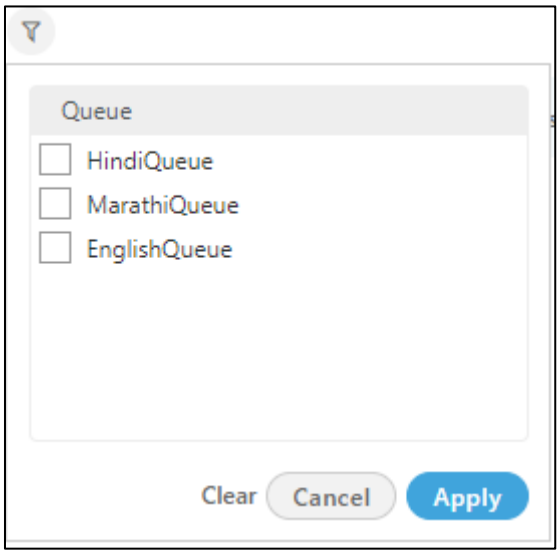


Figure: Filter

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.

5.3.3.2.1 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

5.3.3.3 Columns

It contains the following columns.

5.3.3.3.1 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.

5.3.3.3.2 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.

5.3.3.3.3 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.

5.3.3.3.4 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".

5.3.3.3.5 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.

5.3.3.3.6 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 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.

5.3.3.3.7 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.

5.3.3.3.8 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.

5.3.3.3.9 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

5.3.3.3.10 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.

5.3.3.3.11 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:

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

Figure: Calculation of SLA

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

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.

Total Received Calls =	Total Connected Calls	+	Total Abandon Calls at ACD	+	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.

5.3.3.3.12 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.

5.3.3.3.13 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.

5.3.4 Agent Monitoring in Inbound Campaign

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

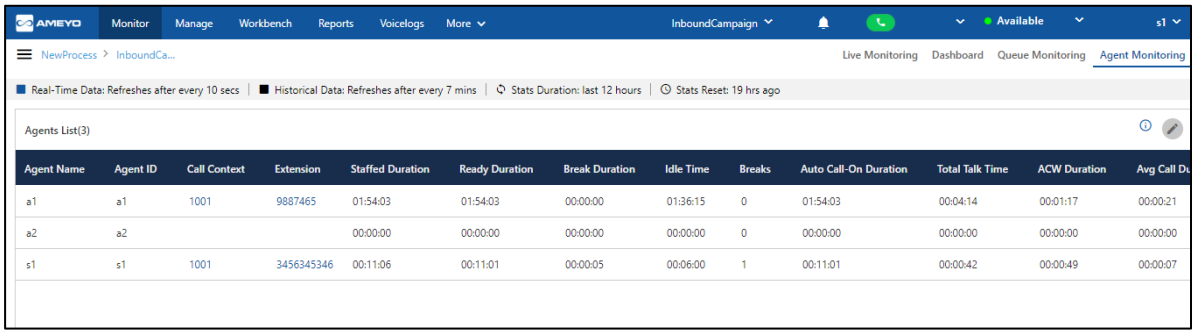


Figure: Agent Monitoring

You can perform the following operations here.

5.3.4.1 Data Collection Indications

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

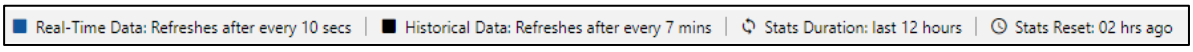


Figure: Data Collection Indications

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

5.3.4.2 Search

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

5.3.4.3 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.

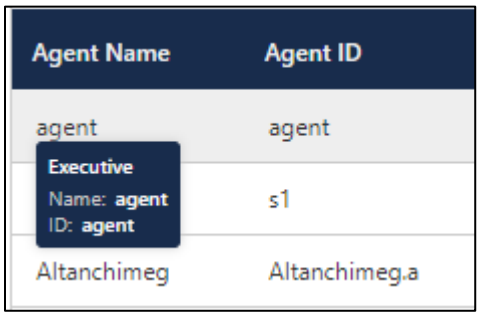


Figure: User Card

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

5.3.4.4 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.

5.3.4.5 Customize the View

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

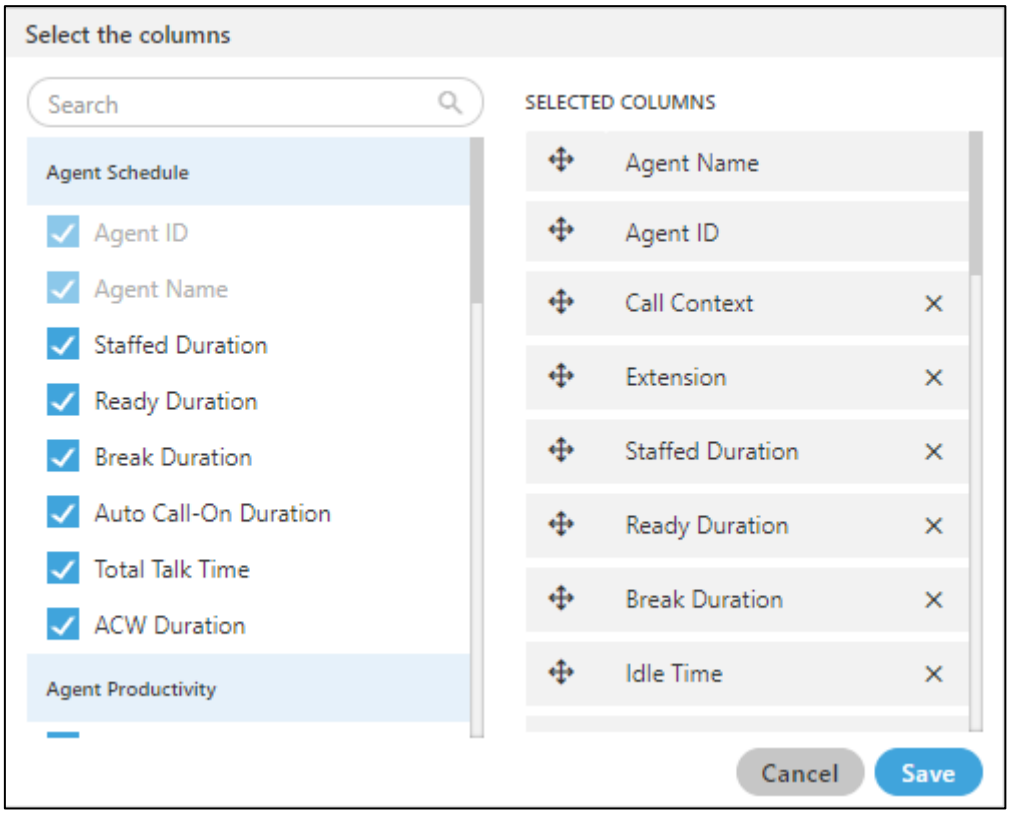


Figure: Column Headers

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 colums.

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 :

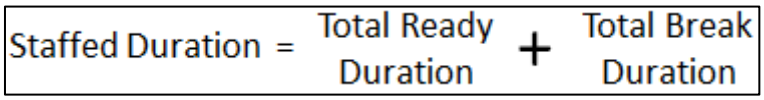


Figure: Calculation of Staffed Duration

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.

  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.

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.

5.3.4.6 Columns

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

5.3.4.6.1 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.

5.3.4.6.2 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 Monitor Outbound Campaign

Here, Supervisor can monitor the Outbound Campaign.

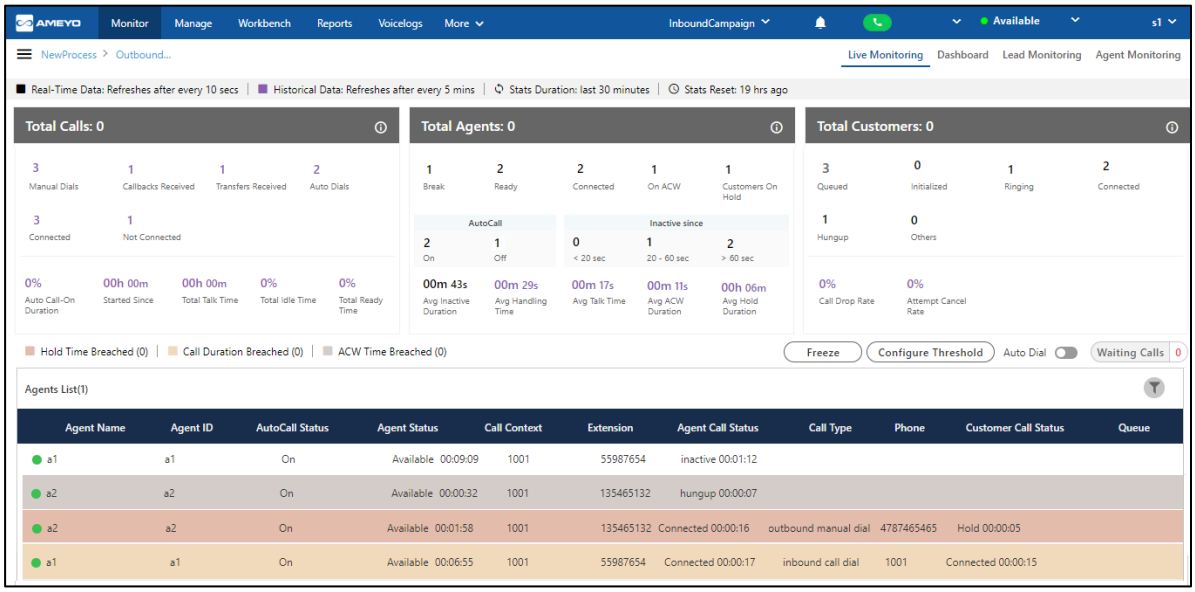


Figure: Monitor Outbound Campaign

It contains the following tabs.

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

5.4.1 Live Monitoring of Outbound Campaign

Here, Supervisor can monitor the activities in Outbound Campaign.

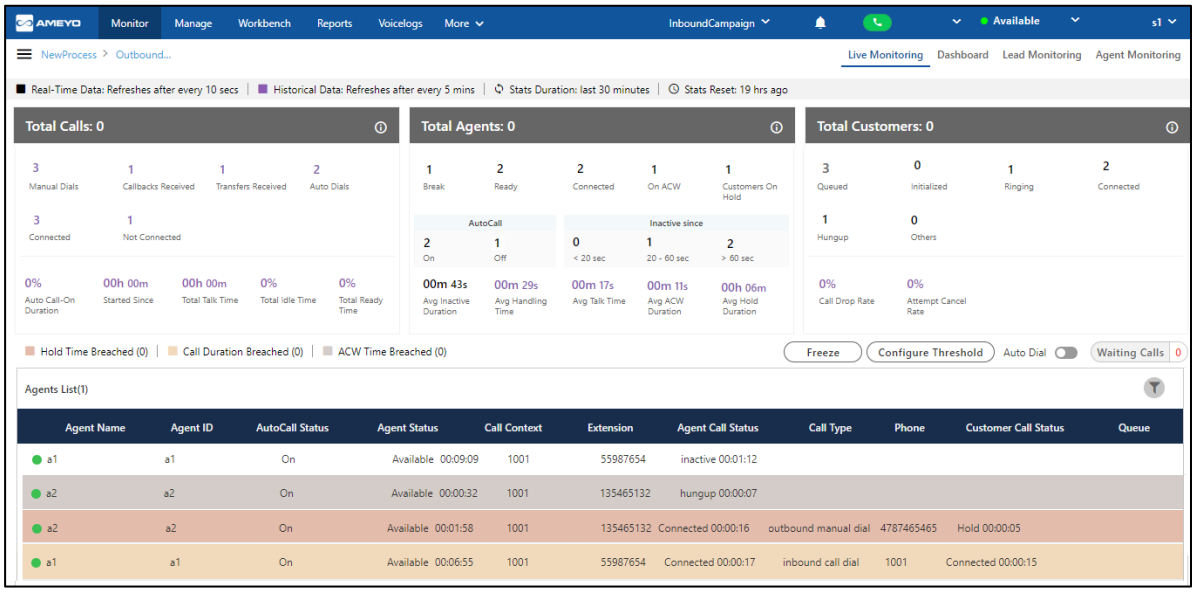


Figure: Live Monitoring

5.4.1.1 Interface Elements

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

5.4.1.1.1 Cautionary Extension Selection Message

At the top of the screen, a cautionary message is displaying in the red bar.It arises in the case when the 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

5.4.1.1.2 Data Collection Indications

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

Figure: Data Collection Indications

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

5.4.1.2 Total Calls: Campaign Runtime Summary

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

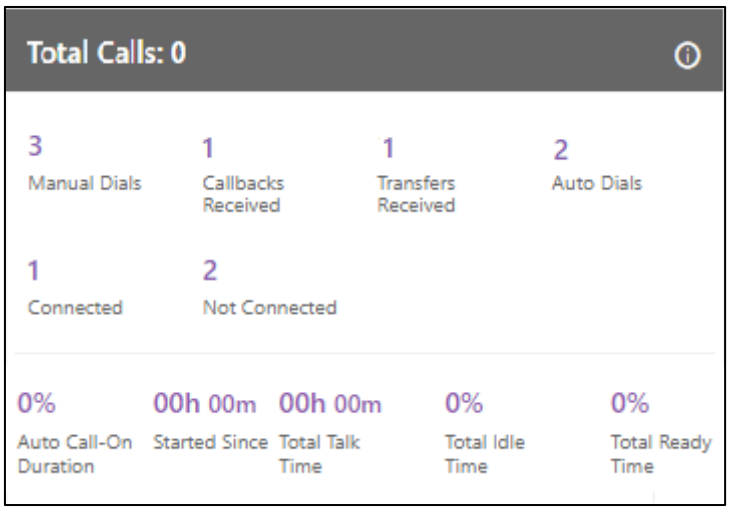


Figure: Campaign Runtime Summary

Additional Information:

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

Figure: Further Information of Total Calls

It contains the following metrics.

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

5.4.1.2.1 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.

5.4.1.2.2 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.

5.4.1.2.3 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.

5.4.1.2.4 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.

5.4.1.2.5 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.

5.4.1.2.6 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.

5.4.1.2.7 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.

5.4.1.2.8 Started Since

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

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

5.4.1.2.9 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.

5.4.1.2.10 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.

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

Figure: Idle Duration Percentage

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

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

Figure: Total Idle Duration

5.4.1.2.11 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

5.4.1.3 Total Agents: User Runtime Summary

It shows the Runtime summary for logged on users.

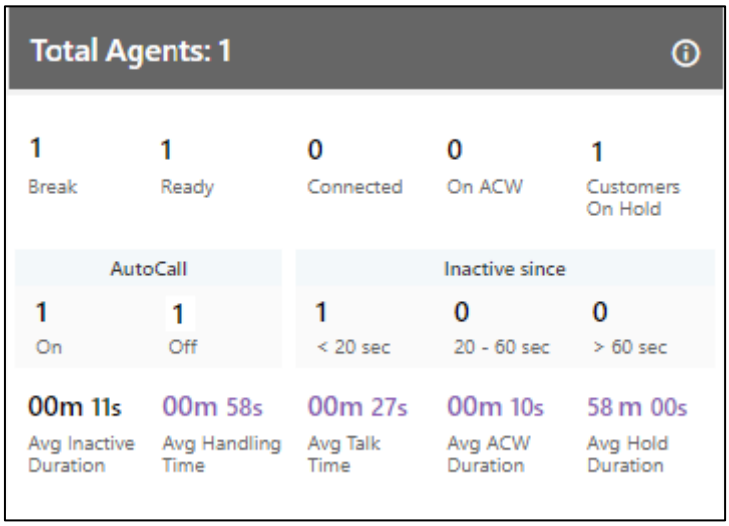


Figure: User Runtime Summary

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

Additional Information:

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

Figure: Further Information of Total Agents

It contains the following metrics.

1. Break
2. Ready
3. Connected

4. On ACW
5. Customers on Hold
6. Auto-Call
7. Inactive Since
8. Avg Inactive Duration
9. Avg Handling Time
10. Avg Talk Time
11. Avg ACW Duration
12. Avg Hold Duration

5.4.1.3.1 Break

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

5.4.1.3.2 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.

5.4.1.3.3 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.

5.4.1.3.4 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.

5.4.1.3.5 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.

5.4.1.3.6 Auto Call

It shows the number of agents who are on Auto-Call On or Off Status.

- **Auto-Call On:** It shows the number of agents who are on Auto-Call On or Off Status.

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

- **Auto-Call Off:** It shows the number of agents who are on Auto-Call Off Status.

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

5.4.1.3.7 Inactive Since

"Inactive Since" the number of agents who are inactive. 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.

5.4.1.3.8 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.

5.4.1.3.9 Avg Handling Time

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

Calculation :

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

Figure: Calculation of Avg Handling Time

AHT does not include the Average 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.

5.4.1.3.10 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.

5.4.1.3.11 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.

5.4.1.3.12 Avg Hold Duration

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

Calculation:

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

Figure: Calculation of Avg Hold Duration

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

5.4.1.4 Total Customers: Customer Runtime Summary

It shows the the Customer Runtime Summary.

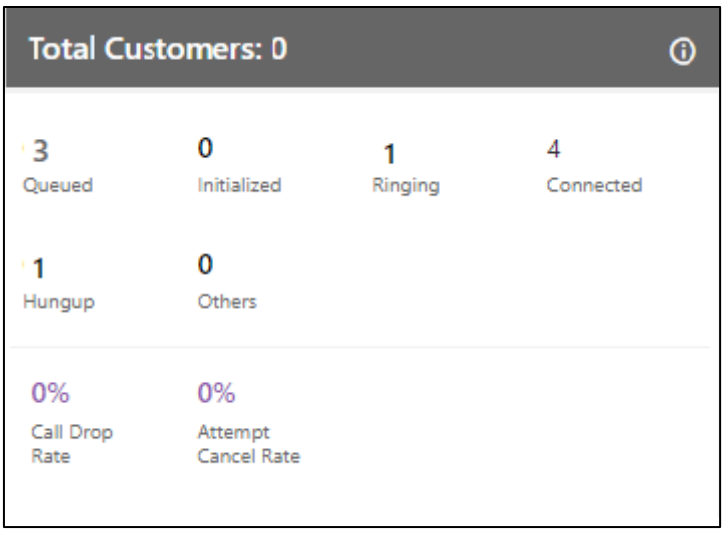


Figure: Customer Runtime Summary

Additional Information:

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

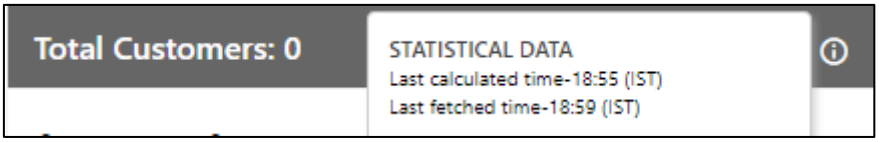


Figure: Further Information of Total Customers

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

5.4.1.4.1 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.

5.4.1.4.2 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.

5.4.1.4.3 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.

5.4.1.4.4 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.

5.4.1.4.5 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.

5.4.1.4.6 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.

5.4.1.4.7 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.

5.4.1.4.8 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.

5.4.1.4.9 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.

5.4.1.5 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.

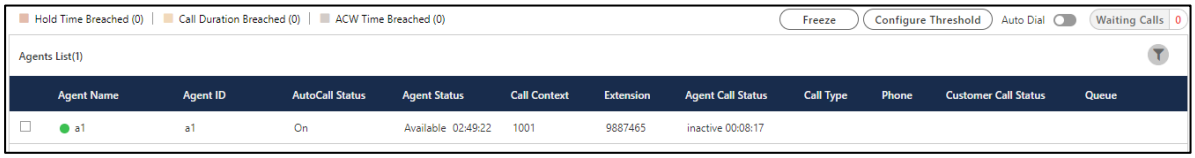


Figure: Agent List

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

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

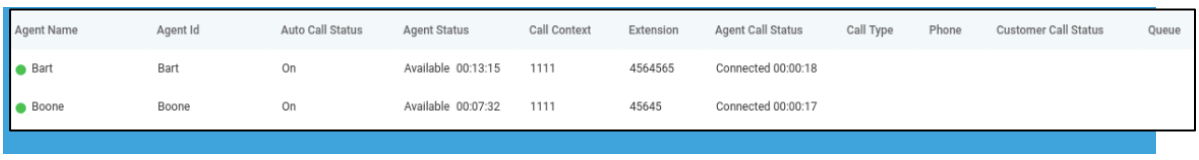
12. **Agent Availability:** The status of agent is shown with the agent's name in the form of green

or red

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

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

5.4.1.6 Operations

Here, Supervisor can perform the following operations.

5.4.1.6.1 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.

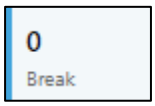


Figure: Break Operation

5.4.1.6.2 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.

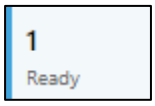


Figure: Ready Operation

5.4.1.6.3 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

5.4.1.6.4 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.

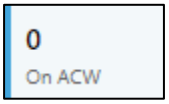


Figure: On ACW Operation

5.4.1.6.5 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

5.4.1.6.6 (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.

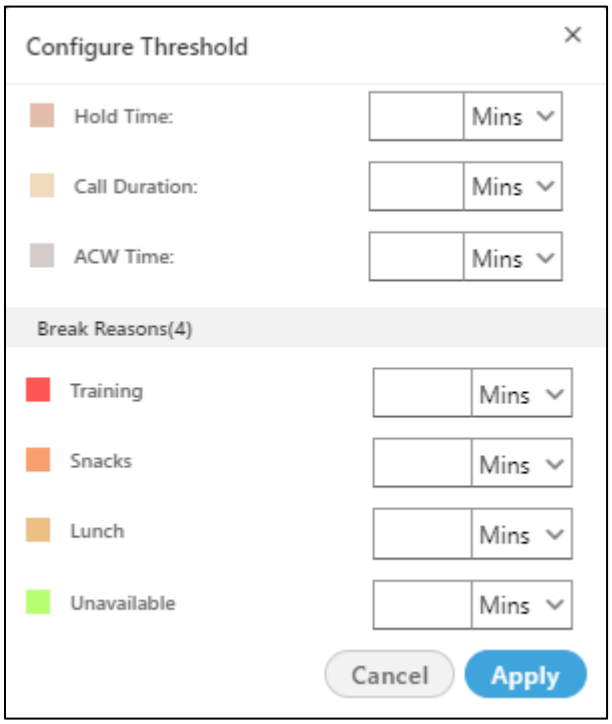


Figure: Configure Threshold Values

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

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

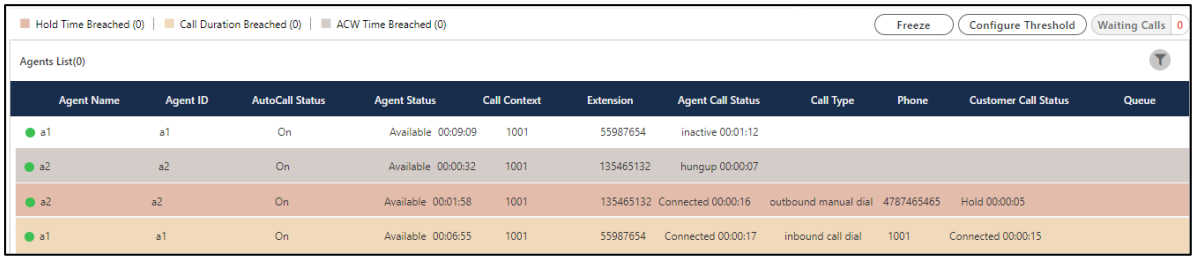


Figure: Threshold value Status

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

5.4.1.6.7 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.

5.4.1.6.8 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.

5.4.1.6.9 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.

5.4.1.6.10 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.

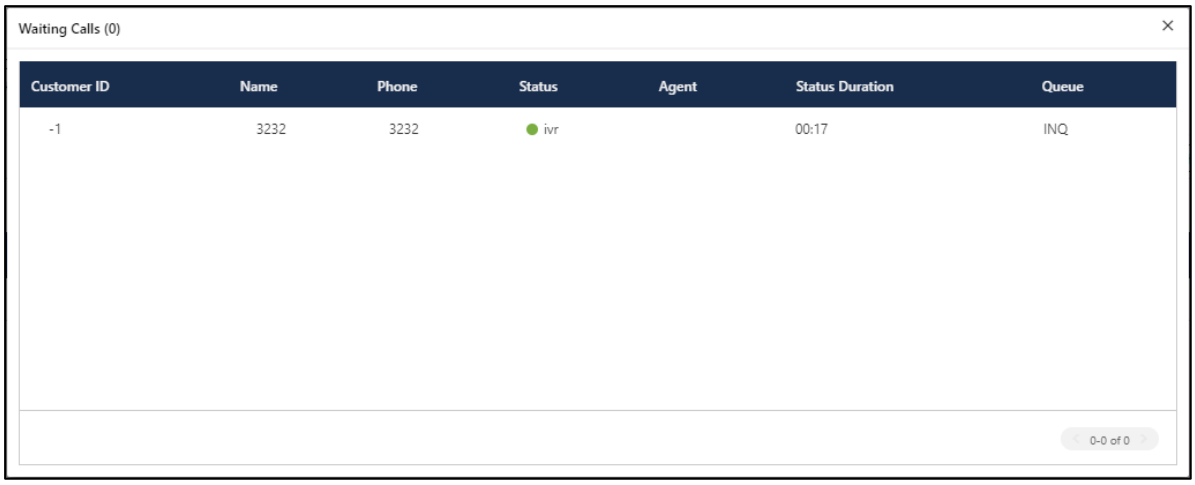


Figure: Waiting Calls

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.

5.4.1.6.11 Filter

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

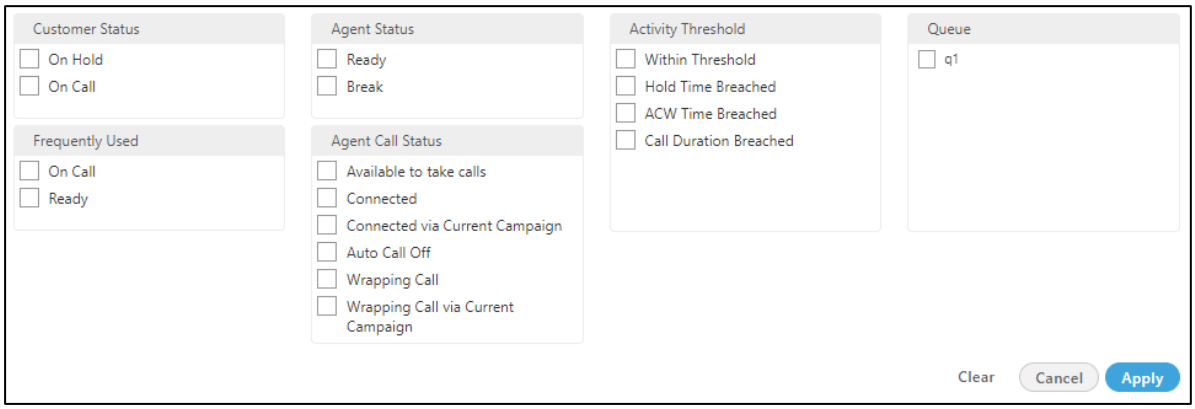


Figure: Filtration

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 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 for particular agents which are assigned in the particular queue.

5.4.1.7 Monitoring a Call

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

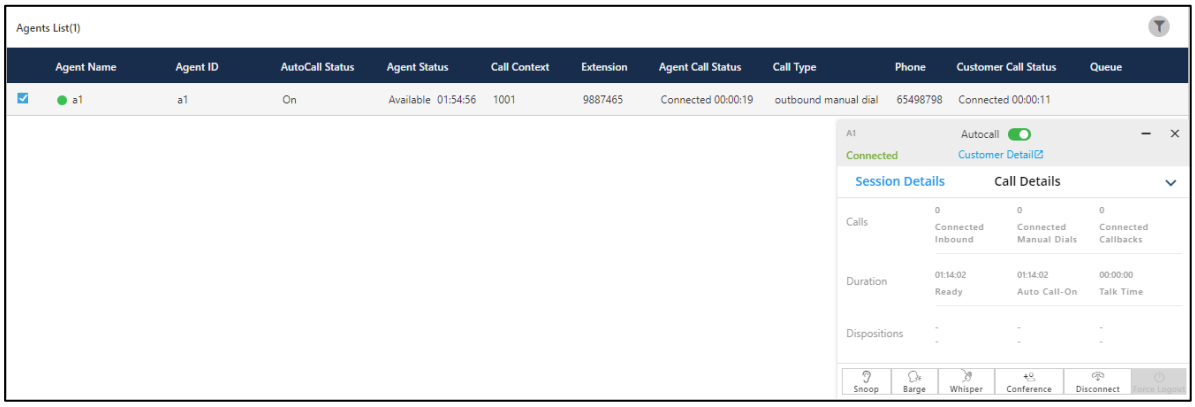


Figure: Live Monitoring of a Call

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.

5.4.1.7.1 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.

5.4.1.7.2 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.

5.4.1.7.3 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)

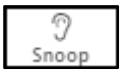
/ Queue (Queue Name in case of Outbound campaign) and Call Type (Outbound/auto dial/manual dial).

5.4.1.7.4 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.

5.4.1.7.4.1Snoop

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.

5.4.1.7.4.2Whisper

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.

5.4.1.7.4.3Conference

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.

5.4.1.7.4.4Barge

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.
4. 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.

5.4.1.7.4.5Disconnect

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

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

5.4.1.7.4.6Force Logout an Agent

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

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

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

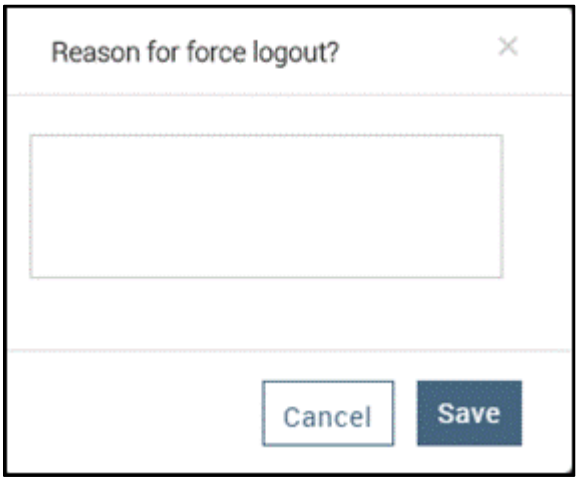


Figure: Force Logout Reason

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

5.4.2 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

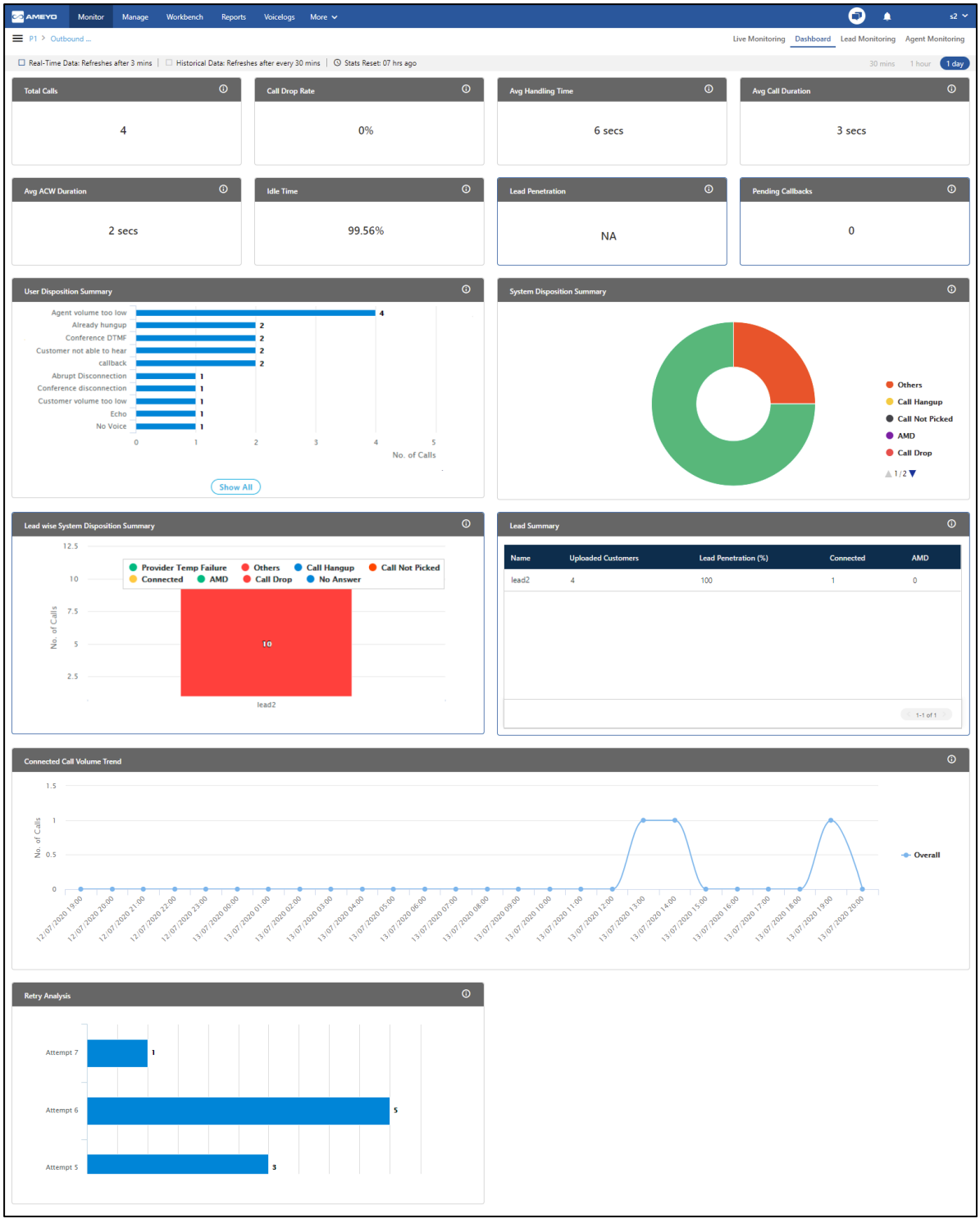


Figure: Outbound Campaign Dashboard

5.4.2.1 Data Collection Indications

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

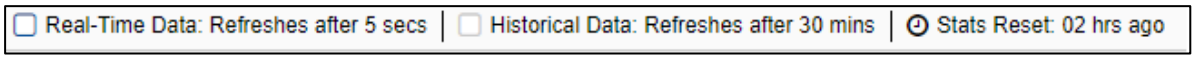


Figure: Data Collection Indications

- **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.

5.4.2.2 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.

5.4.2.3 Call Details

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

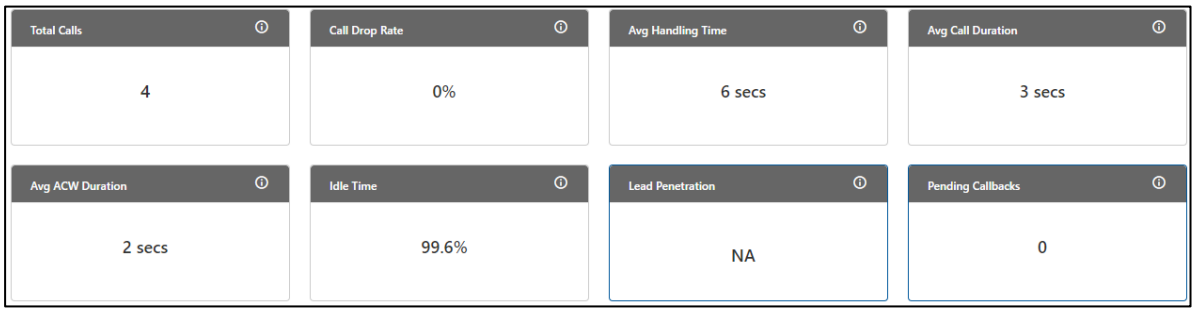


Figure: Call Details

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

5.4.2.4 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

5.4.2.5 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.

5.4.2.6 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".

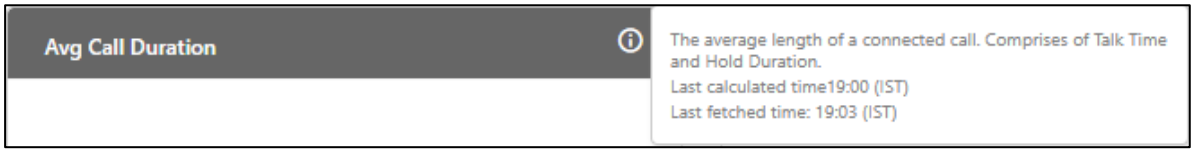


Figure: Further Information of Average Call Duration

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

5.4.2.6.1 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.

5.4.2.6.2 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."

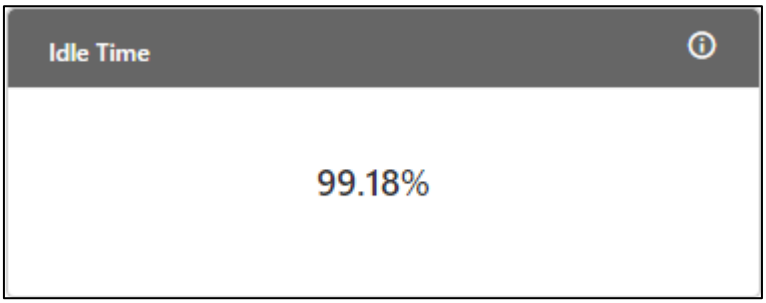


Figure: Idle Time Widget

Additional Information:

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

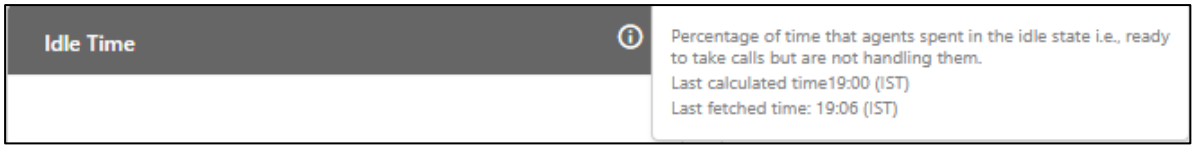


Figure: Further Information of Idle Time

5.4.2.7 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

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

5.4.2.8 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.

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

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 =	= {(50000+30000+20000) + (45000+30000+15000+18000)} / 2 = (1,00,000 + 1,08,000) / 2 = 2,08,000 / 2 = 1,04,000 milliseconds = 104 seconds = 1 minute 44 seconds

5.4.2.9 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".

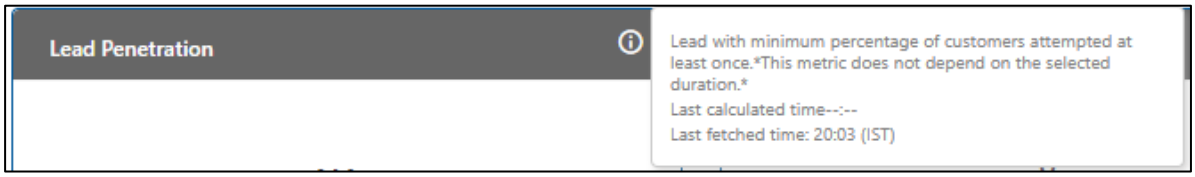


Figure: Further Information of Lead Penetration

5.4.2.10 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".

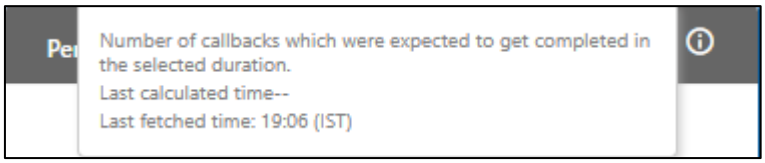


Figure: Further Information of Pending Callbacks

5.4.2.11 User Disposition Summary

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

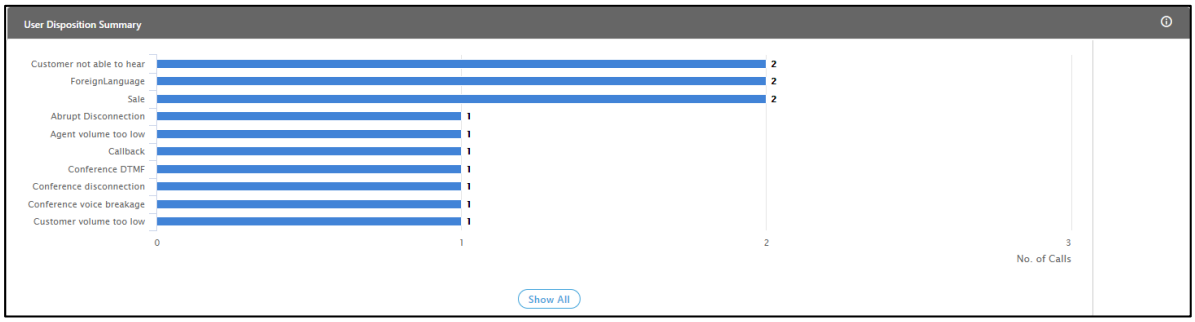


Figure: User Disposition Summary Graph

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.

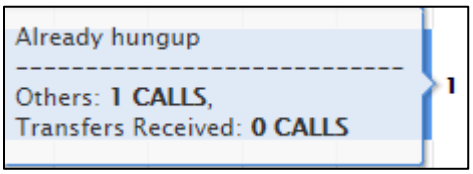


Figure: Disposition Graph

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.

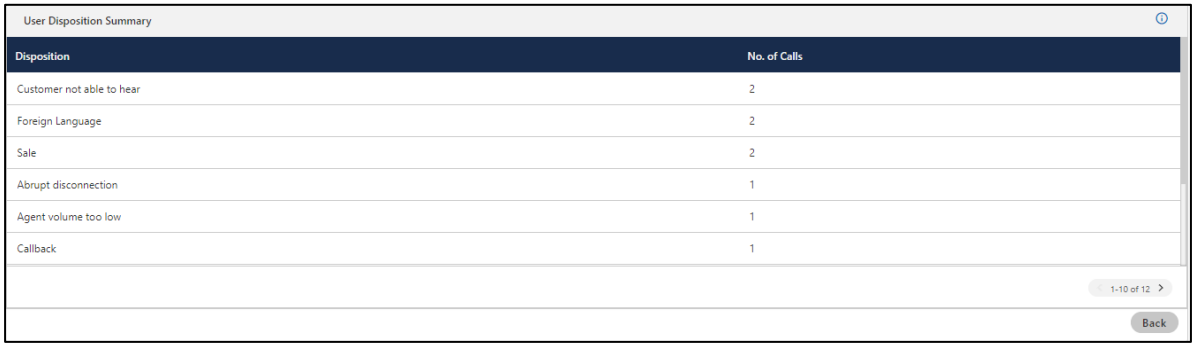


Figure: Disposition Graph List

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".

Figure: Further Information of User Disposition Summary

5.4.2.12 System Disposition Summary

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

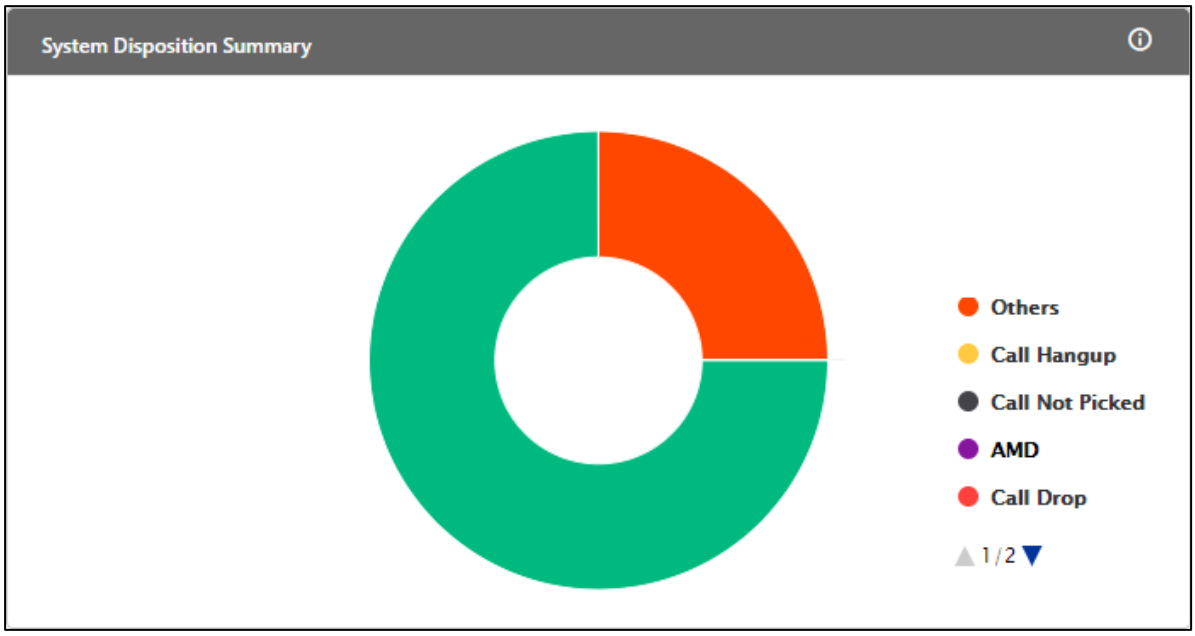


Figure: Call Distribution Graph

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

5.4.2.13 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.

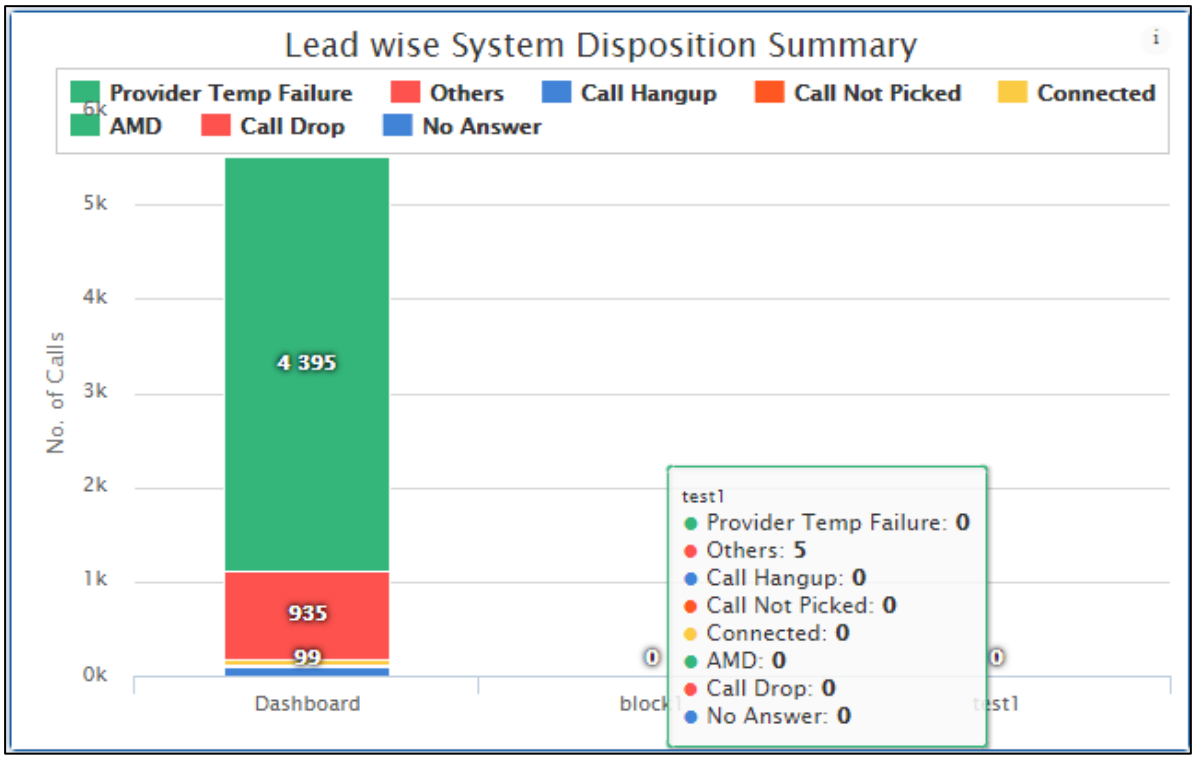


Figure: Lead-wise System Disposition Summary

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

5.4.2.14 Lead Summary

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

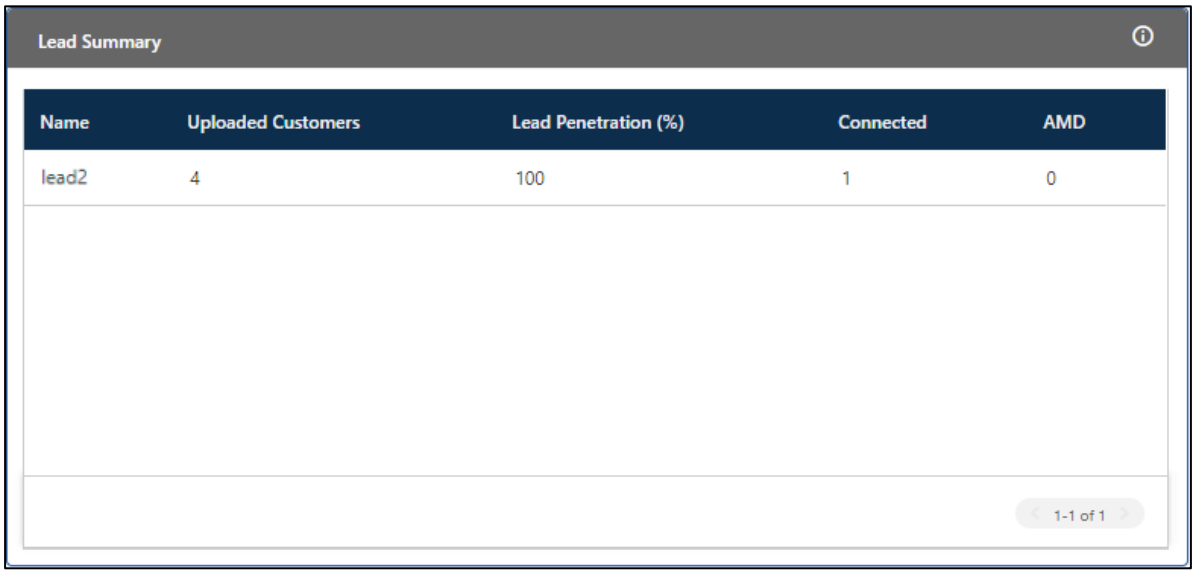


Figure: Lead Performance

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".

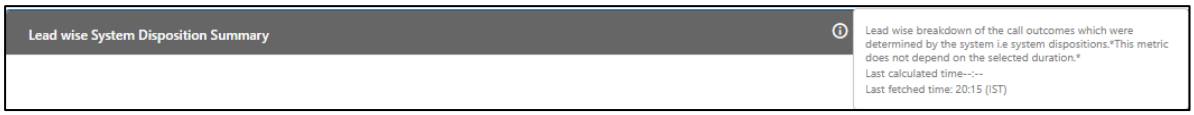


Figure: Further Information of Lead Summary

5.4.2.15 Connected Call Volume Trend

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

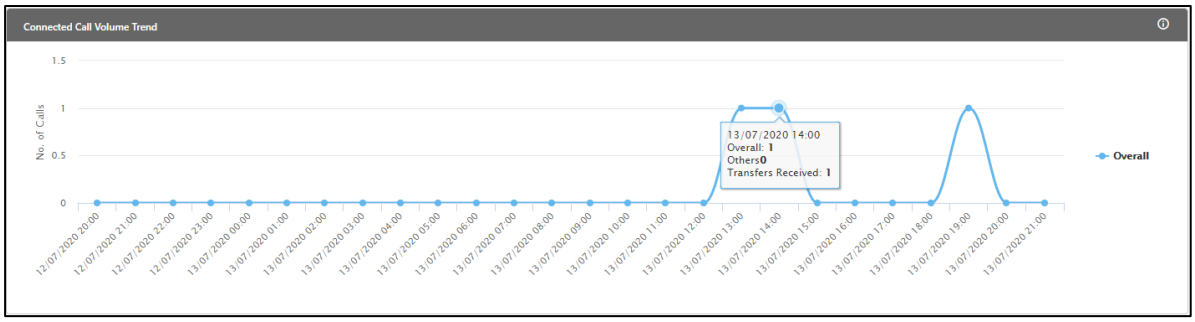


Figure: Trend of Call Volume

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".

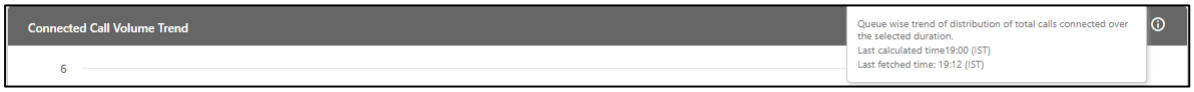


Figure: Further Information of Connected Call Volume Trend

5.4.2.16 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.

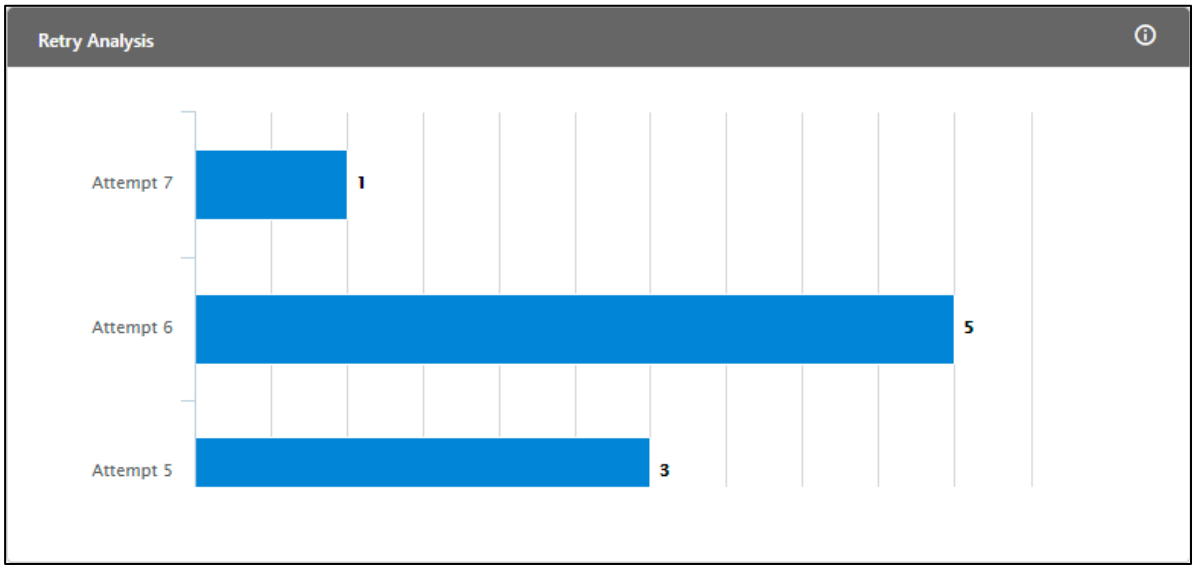


Figure: Retry Analysis

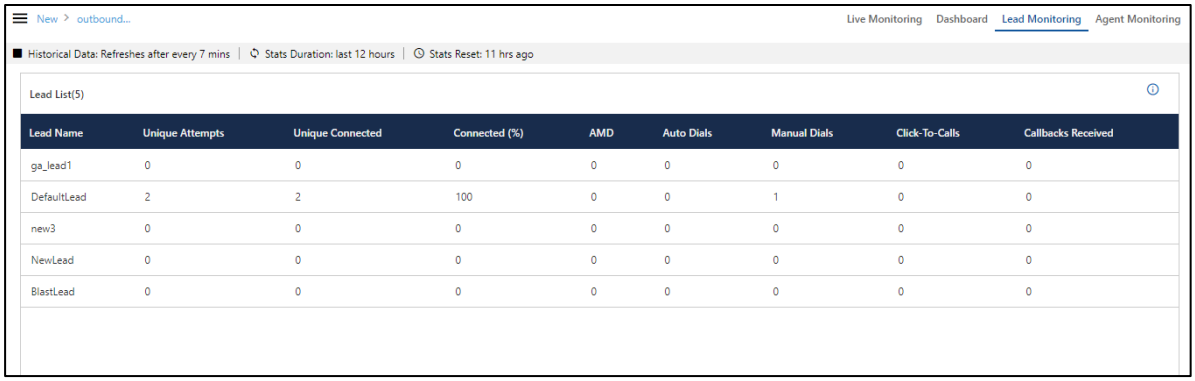
Additional Information:

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

5.4.3 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.



Lead Name	Unique Attempts	Unique Connected	Connected (%)	AMD	Auto Dials	Manual Dials	Click-To-Calls	Callbacks Received
ga_lead1	0	0	0	0	0	0	0	0
DefaultLead	2	2	100	0	0	1	0	0
new3	0	0	0	0	0	0	0	0
NewLead	0	0	0	0	0	0	0	0
BlastLead	0	0	0	0	0	0	0	0

Figure: Lead Monitoring

5.4.3.1 Search

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

5.4.3.2 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.

5.4.3.3 Columns

It contains the following columns.

5.4.3.3.1 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.

5.4.3.3.2 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.

5.4.3.3.3 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.

5.4.3.3.4 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.

5.4.3.3.5 Connected (%)

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

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

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.

5.4.3.3.6 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.

5.4.3.3.7 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.

5.4.3.3.8 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.

5.4.3.3.9 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.

5.4.3.3.10 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.

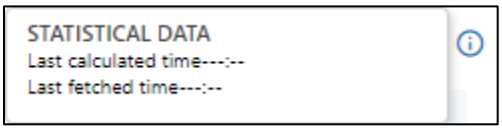


Figure: Data Information

5.4.4 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.

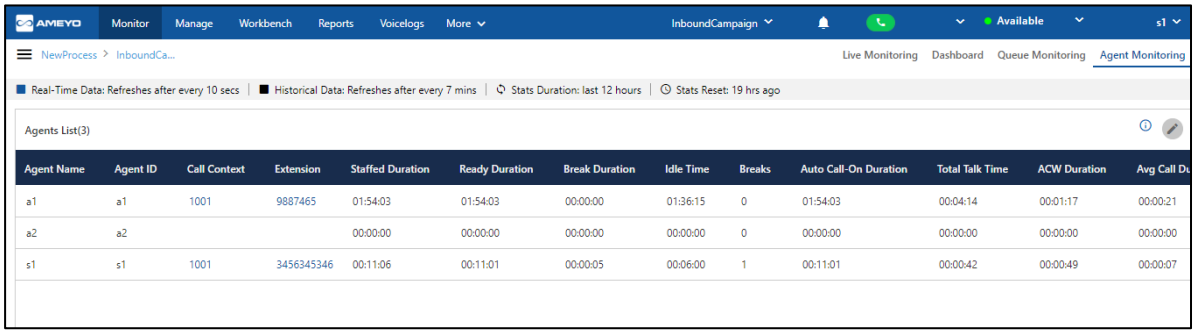


Figure: Agent Monitoring in Outbound Campaign

You can perform the following operations here.

5.4.4.1 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 12 hours.
- **Stats Reset:** It informs the interval after which the statistics were reset last.

5.4.4.2 Search

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

5.4.4.3 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.

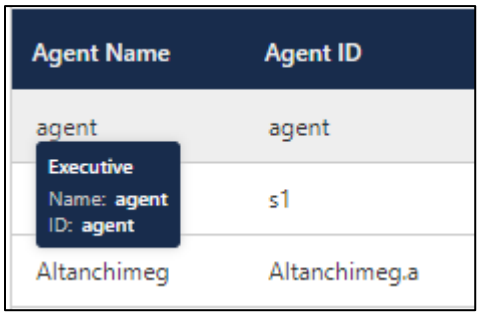


Figure: User Card

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

5.4.4.4 Customize the View

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

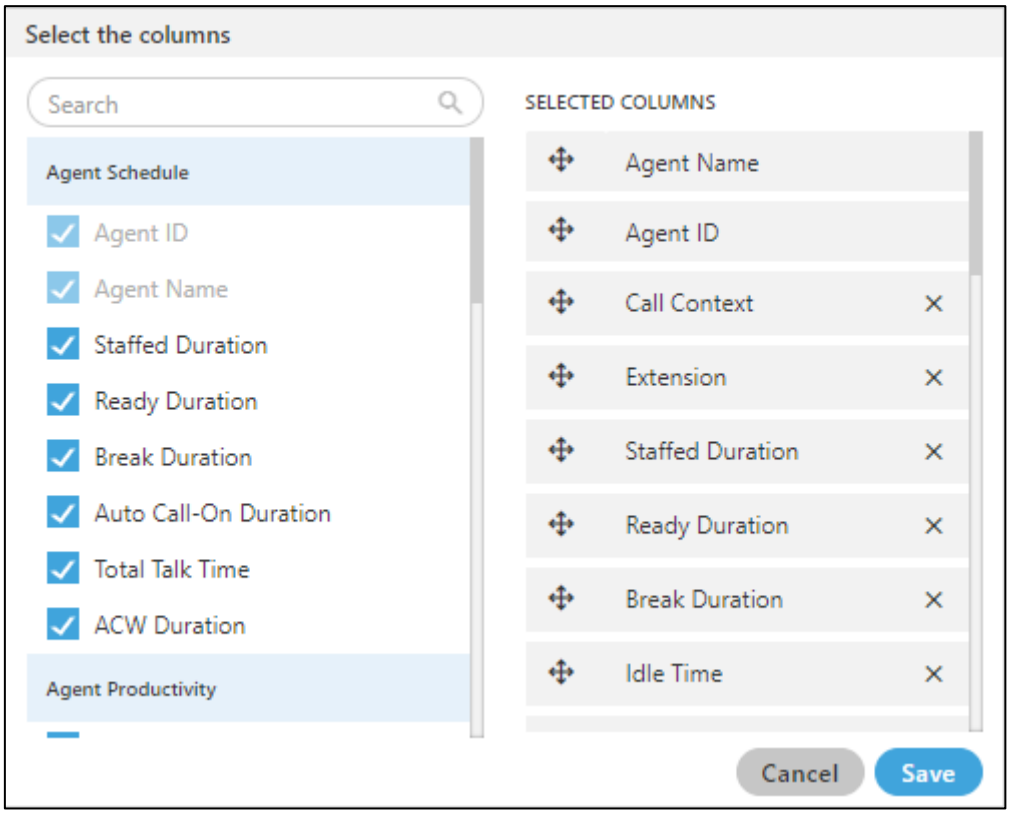


Figure: Column Headers

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 colums.

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 :

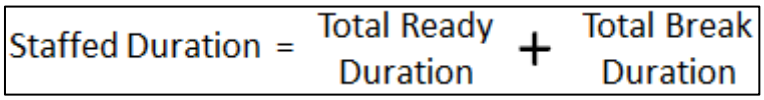


Figure: Calculation of Staffed Duration

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 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.

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.

5.4.4.5 Columns

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

5.4.4.5.1 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.

5.4.4.5.2 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 Monitor Parallel Predictive Campaign

5.5.1 Monitor Parallel Predictive Campaign

Here, Supervisor can monitor the Parallel Predictive Campaign.

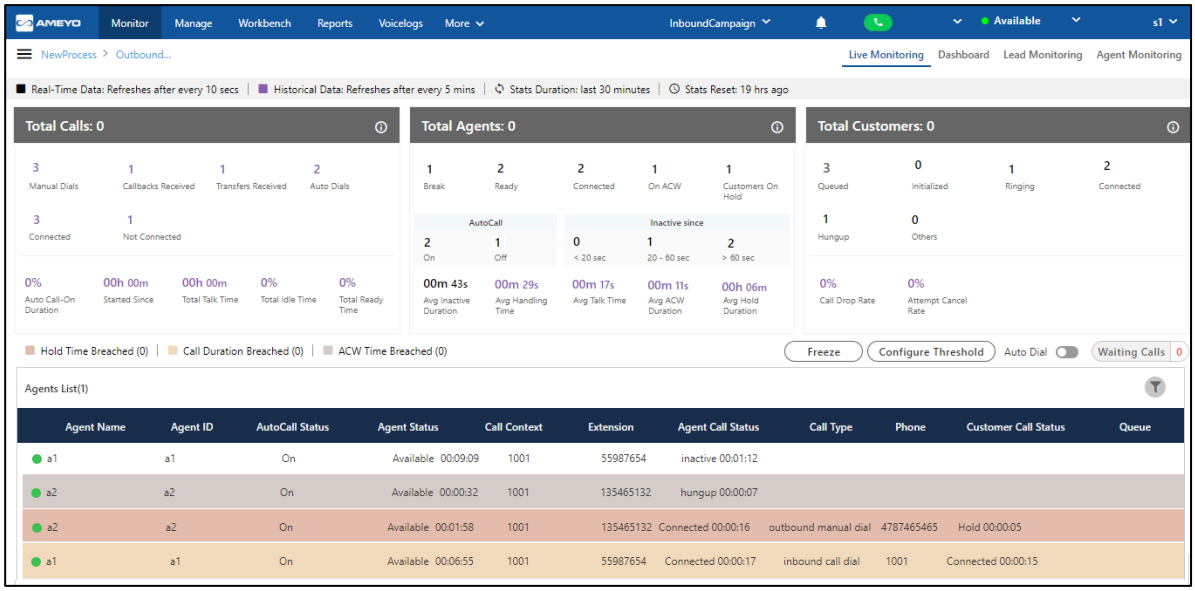


Figure: Monitor Parallel Predictive Campaign

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...

5.5.2 Queue Monitoring in Parallel Campaign

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

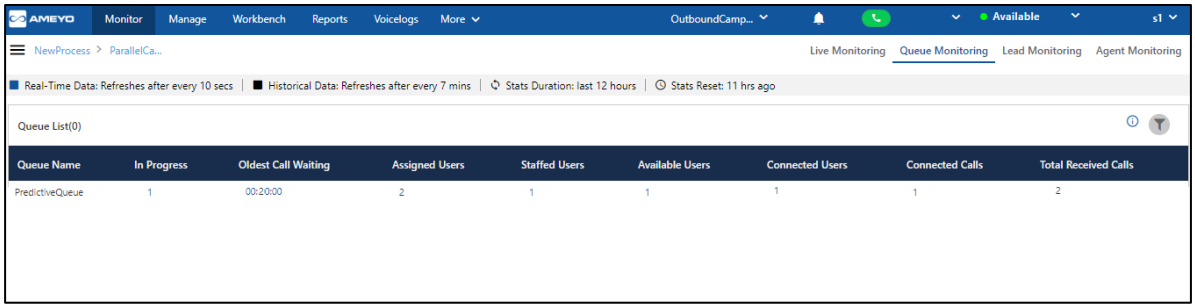


Figure: Queue Monitoring of Parallel Predictive Campaign

5.5.2.1 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.

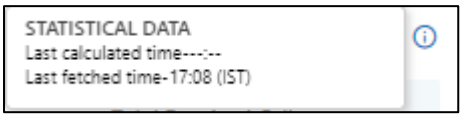


Figure: Further information of Queue Monitoring

5.5.2.2 Filter

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

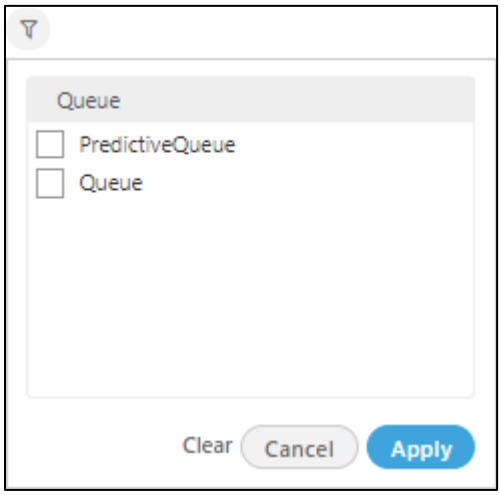


Figure: Filter Options

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

5.5.2.3 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 real-time.

   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 real-time.

   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.

5.6 Monitor Voice Blast Campaign

5.6.1 Monitor Voice Blast Campaign

Here, Supervisor can monitor the Voice Blast Campaign.

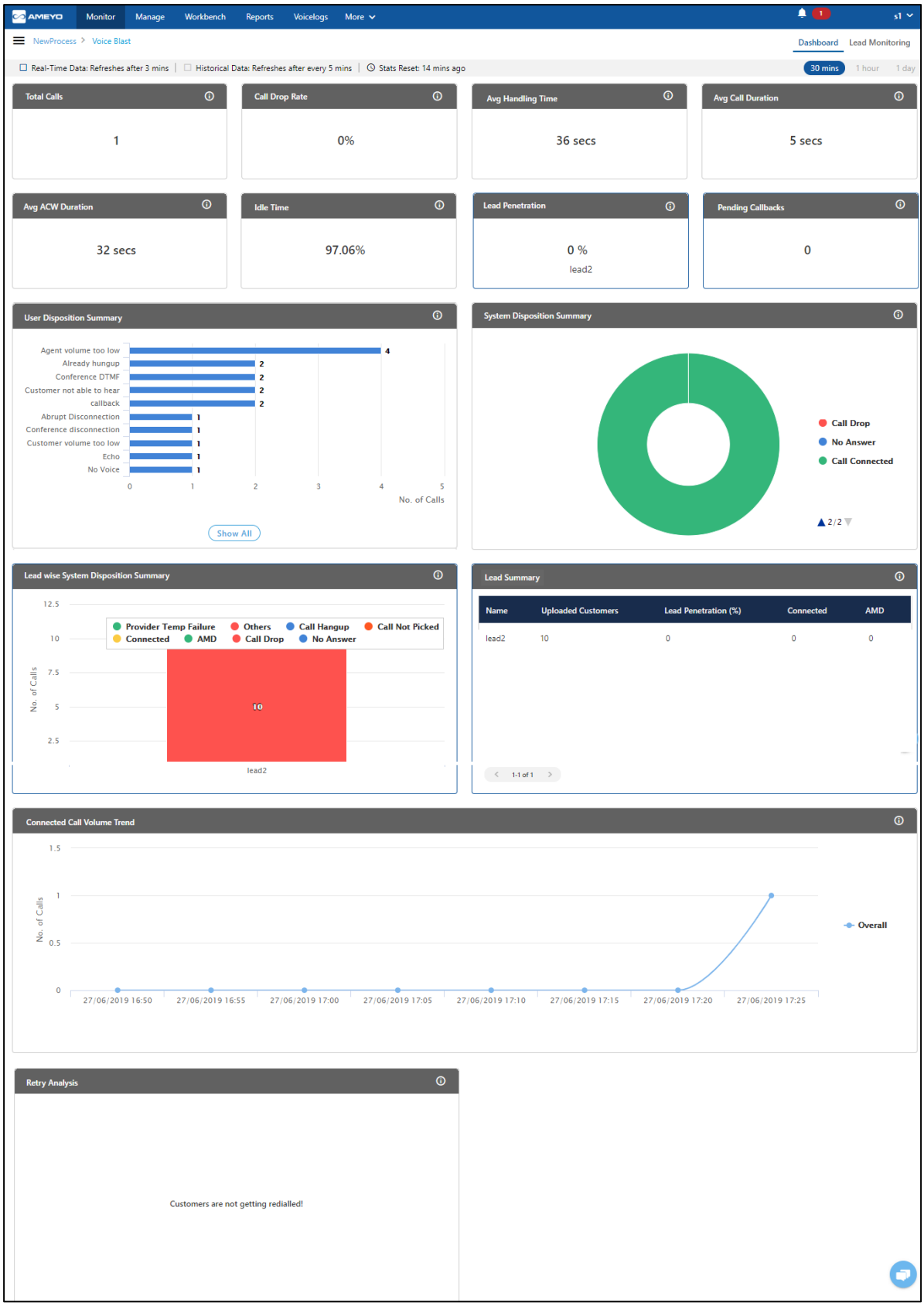

AMEYO
Monitor
Manage
Workbench
Reports
Voicelogs
More
s1
NewProcess > Voice Blast
Dashboard
Lead Monitoring
Real-Time Data: Refreshes after 3 mins
Historical Data: Refreshes after every 5 mins
Stats Reset: 14 mins ago
30 mins
1 hour
1 day
Total Calls
1
Call Drop Rate
0%
Avg Handling Time
36 secs
Avg Call Duration
5 secs
Avg ACW Duration
32 secs
Idle Time
97.06%
Lead Penetration
0 %
lead2
Pending Callbacks
0
User Disposition Summary
Agent volume too low 4
Already hungup 2
Conference DTMF 2
Customer not able to hear 2
callback 2
Abrupt Disconnection 1
Conference disconnection 1
Customer volume too low 1
Echo 1
No Voice 1
No. of Calls
Show All
System Disposition Summary
Call Drop
No Answer
Call Connected
2/2
Lead wise System Disposition Summary
Provider Temp Failure
Others
Call Hangup
Call Not Picked
Connected
AMD
Call Drop
No Answer
No. of Calls
lead2
Lead Summary
Name
Uploaded Customers
Lead Penetration (%)
Connected
AMD
lead2
10
0
0
0
Connected Call Volume Trend
No. of Calls
Overall
27/06/2019 16:50
27/06/2019 16:55
27/06/2019 17:00
27/06/2019 17:05
27/06/2019 17:10
27/06/2019 17:15
27/06/2019 17:20
27/06/2019 17:25
Retry Analysis
Customers are not getting redialled!

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...

5.6.2 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.

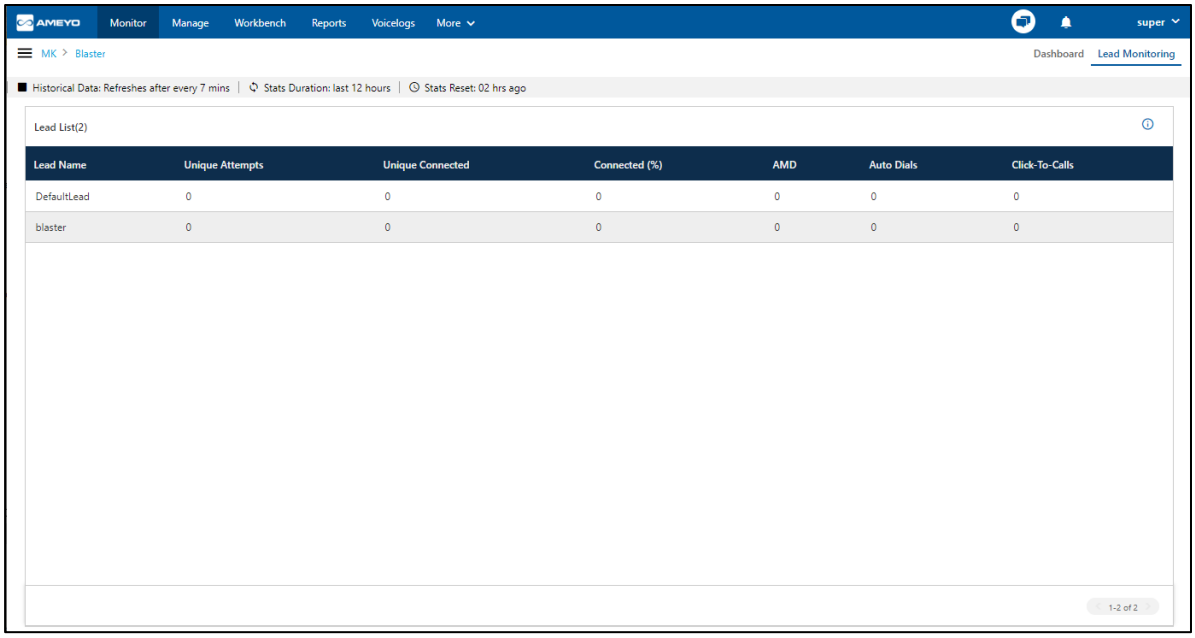


Figure: Lead Monitoring

5.6.2.1.1 Search

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

5.6.2.2 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.

5.6.2.3 Columns

It contains the following columns.

5.6.2.3.1 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.

5.6.2.3.2 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.

5.6.2.3.3 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.

5.6.2.3.4 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.

5.6.2.3.5 Connected (%)

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

Calculation:

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

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.

5.6.2.3.6 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.

5.6.2.3.7 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.

5.6.2.3.8 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.

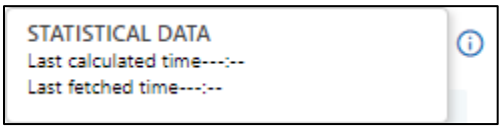


Figure: Data Information

6 Manage Tab

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.

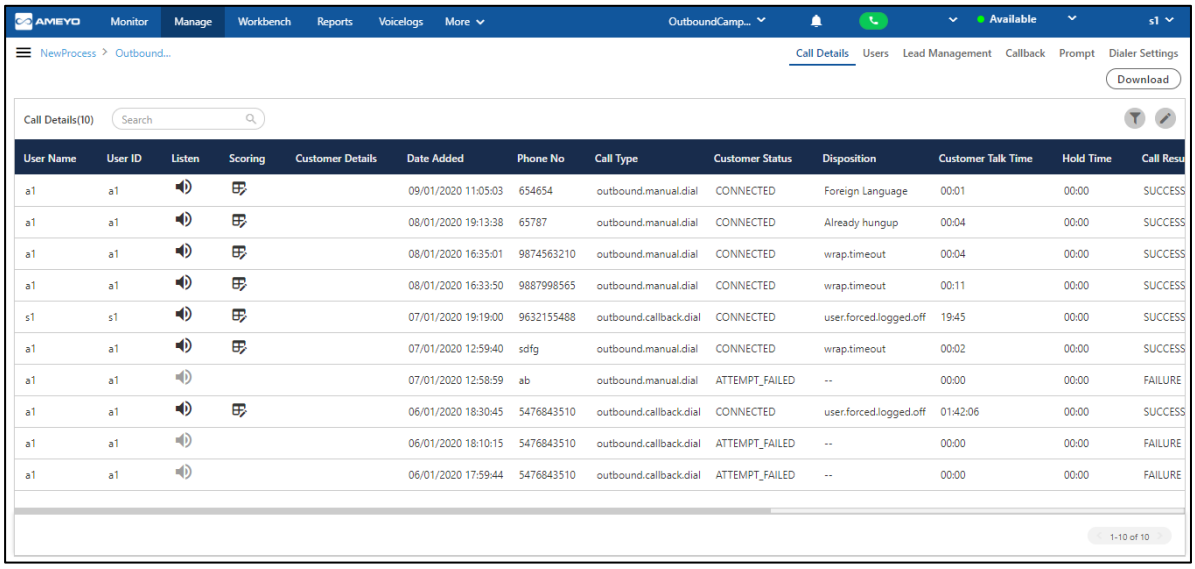


Figure: Manage Tab

It's 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.

6.1 Manage Chat Campaign

Supervisor can manage the chat campaigns in which it has been assigned.

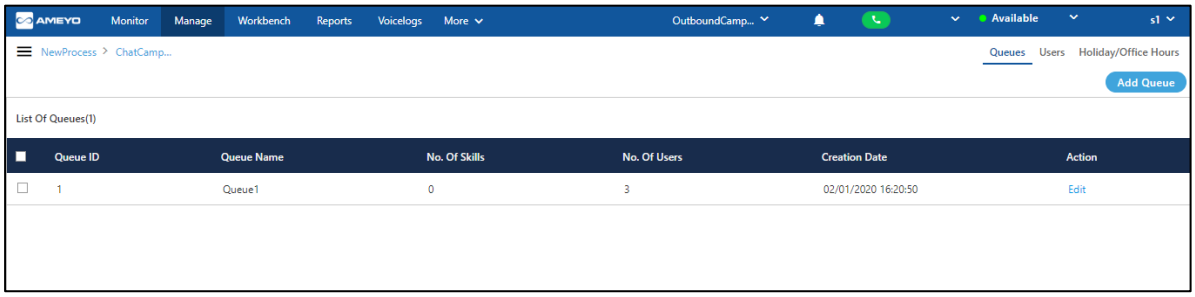


Figure: Manage Chat Campaign

It contains the following tabs.

- **Manage Queue in Chat Campaign**
- **Manage Users in Chat Campaign**
- **Manage Holiday/Office Hours in Chat Campaign**

6.1.1 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.

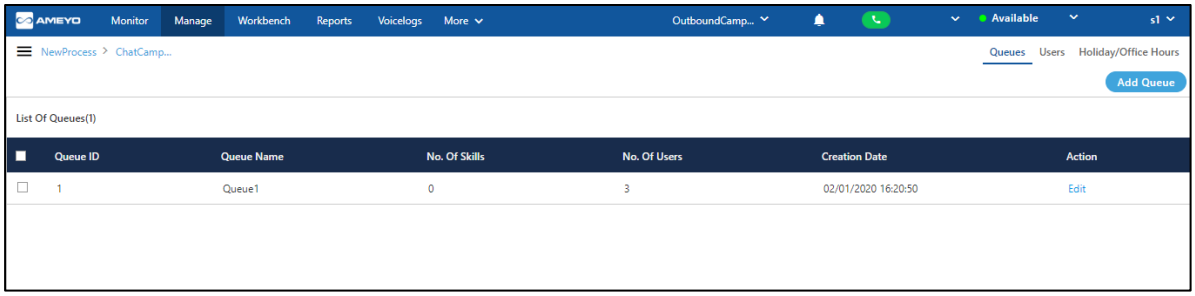


Figure: Manage Queue

You can perform the following operations here.

6.1.1.1 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.

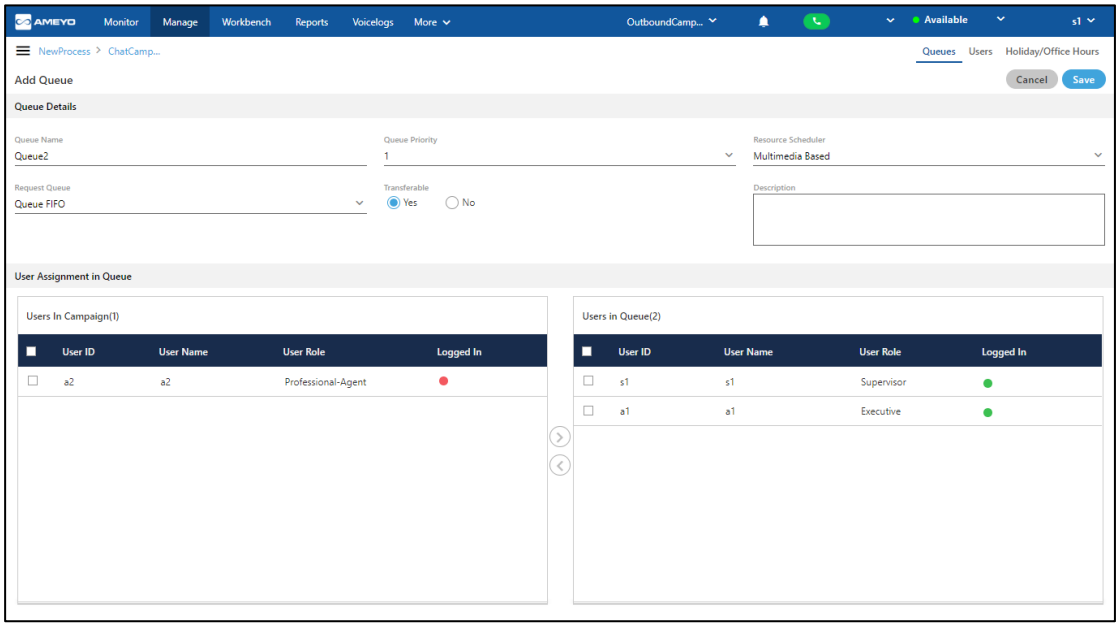


Figure: Create Queue

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.

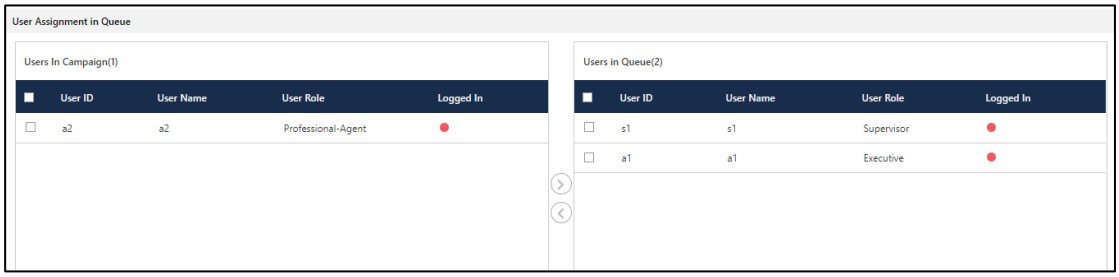


Figure: Options to Assign or Unassign Users in the Queue

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.

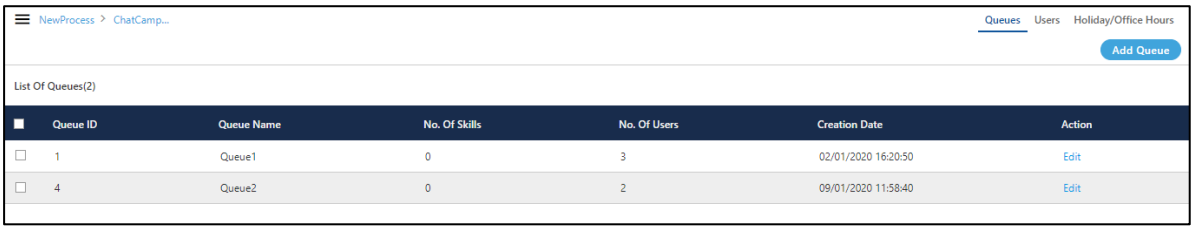


Figure: List of Queues

6.1.1.2 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.

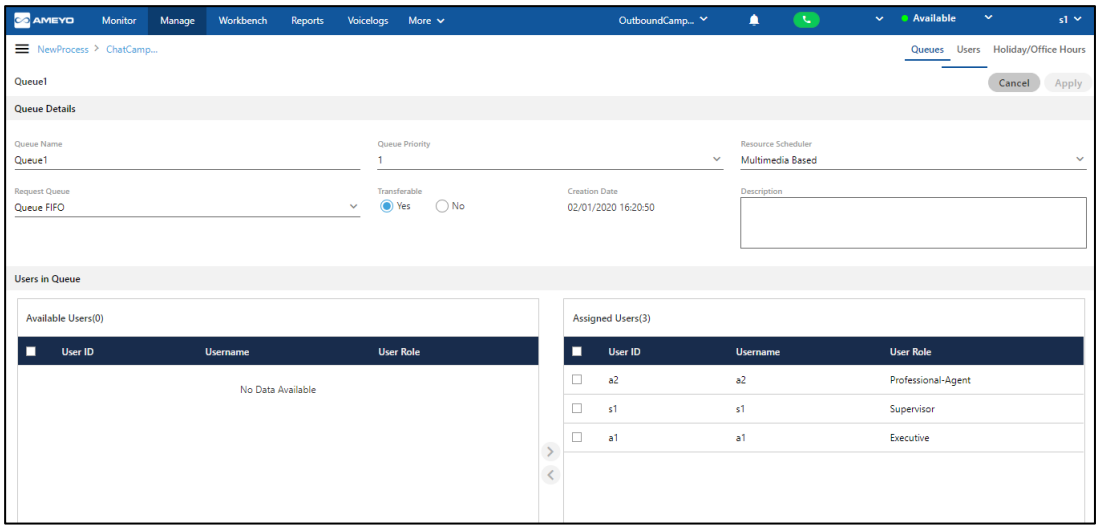


Figure: Modify Queue

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.

6.1.1.3 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.

6.1.2 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.

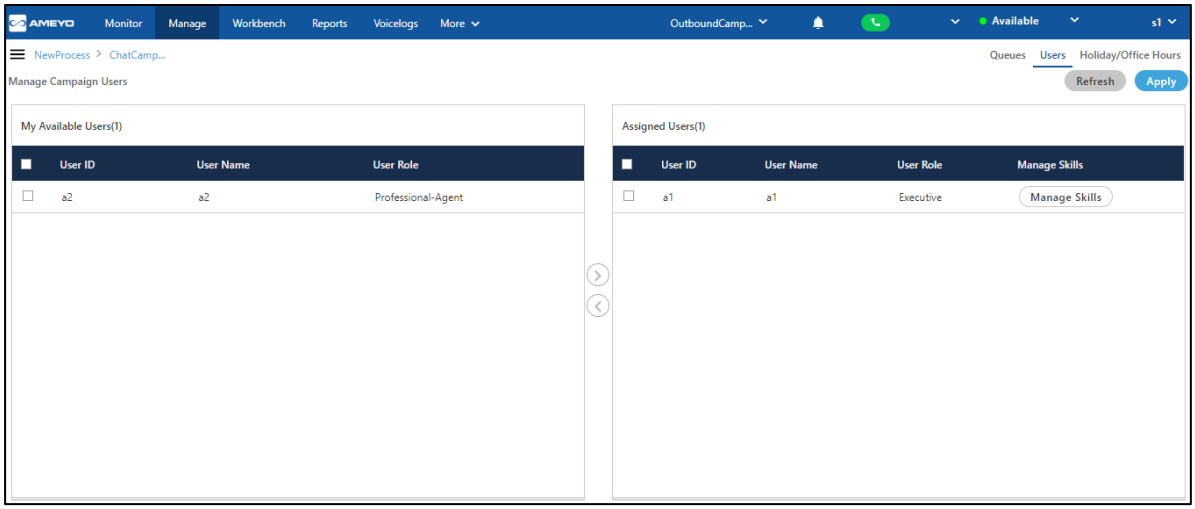


Figure: User Management

The Supervisor can perform the following operations here.

- Assign or Unassign Users in a Campaign
- Manage Skills of Users

6.1.2.1 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.

6.1.2.2 Manage Skills (Licensable)

Supervisor can manage the skills for the users who are assigned in the campaign.

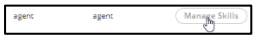


Figure: Manage Skill option

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.

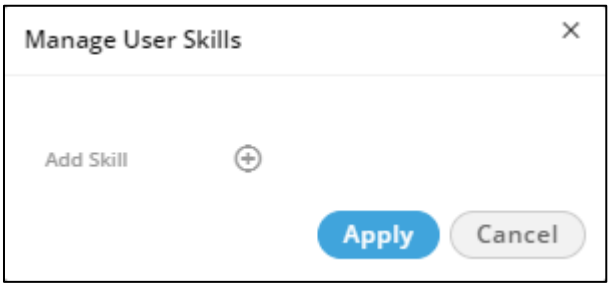


Figure: Manage Skill pop-up

2. Click icon to add a skill. It shows the skills added by the Administrator in its Console.

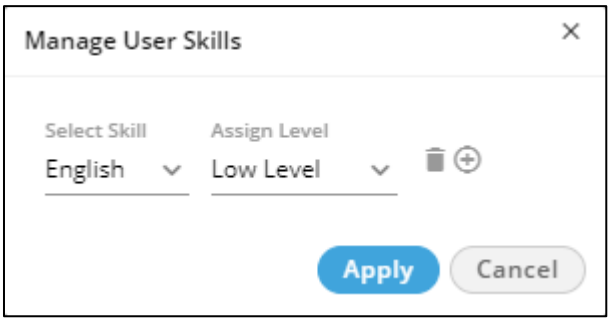


Figure: Manage Skills

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.

6.1.3 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 queue-level, 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.

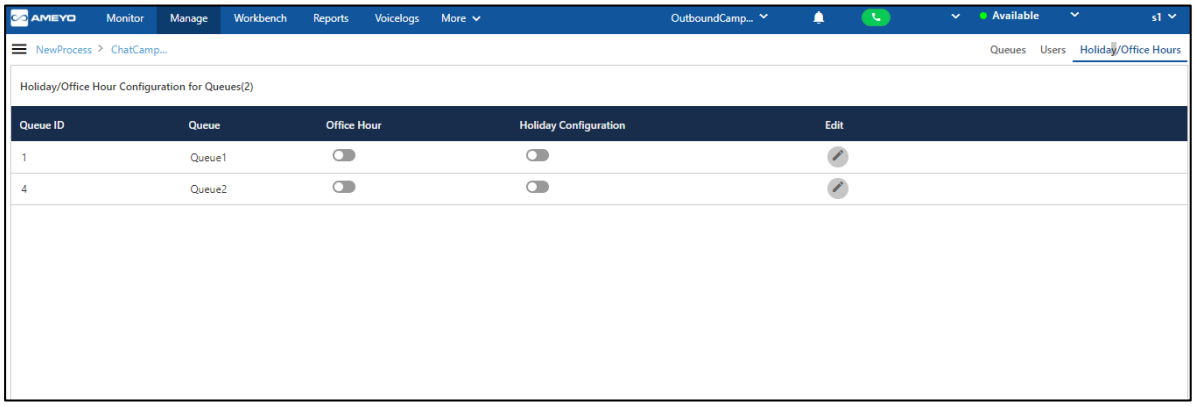


Figure: Manage Holiday/Office Hour Configuration

Supervisor can perform the following operations here.

6.1.3.1 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.

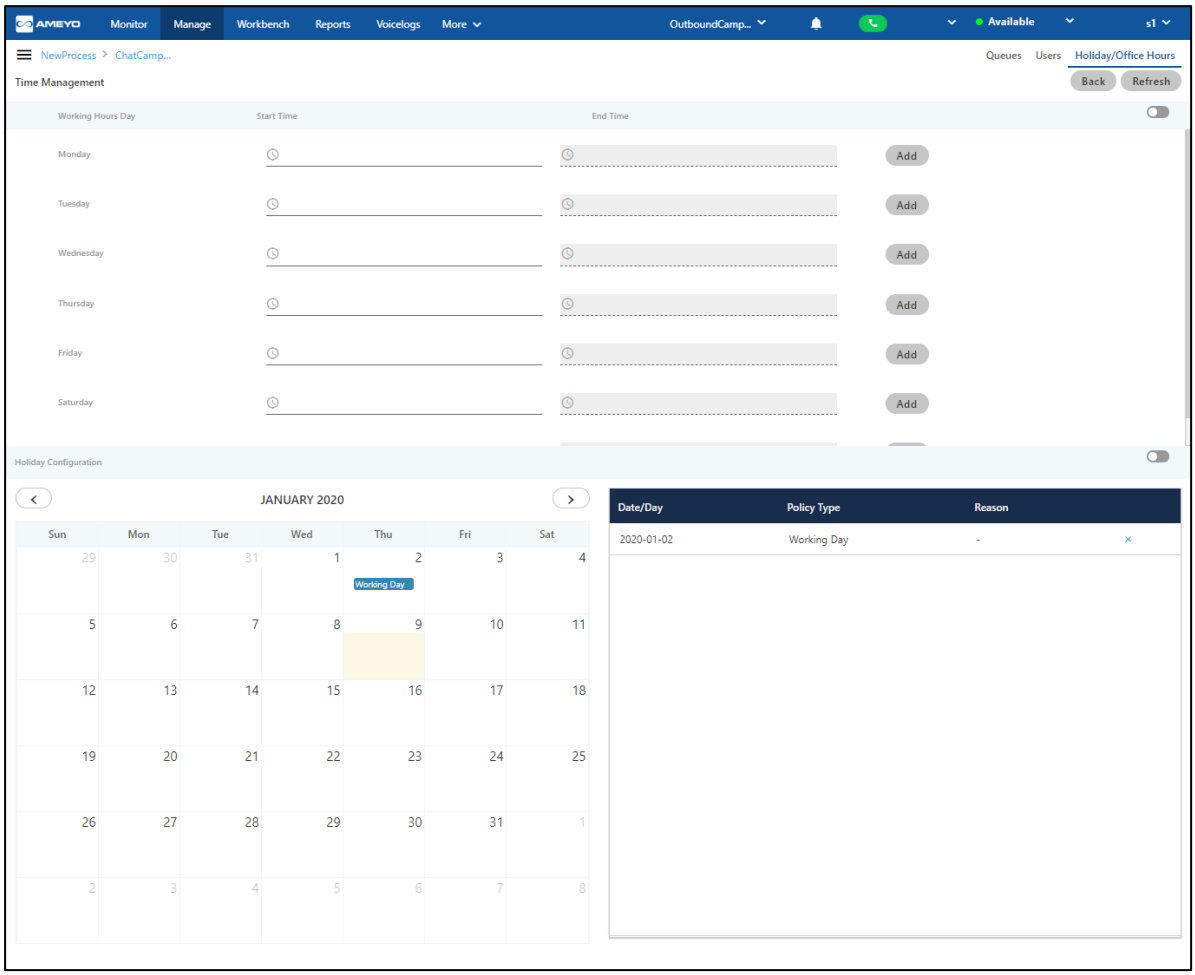


Figure: Edit Holiday/Office Hour Configuration

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.

6.1.3.2 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.

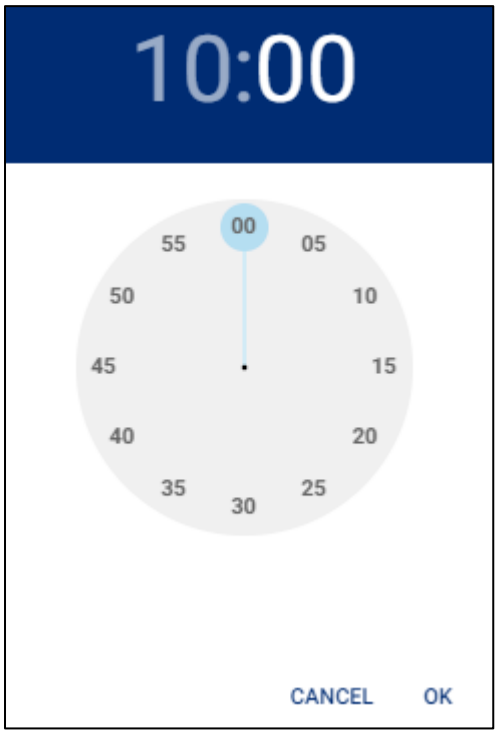


Figure: Define Working Hours

3. Click "Add". You can provide the working hours for all seven days as displayed in the following screenshot.

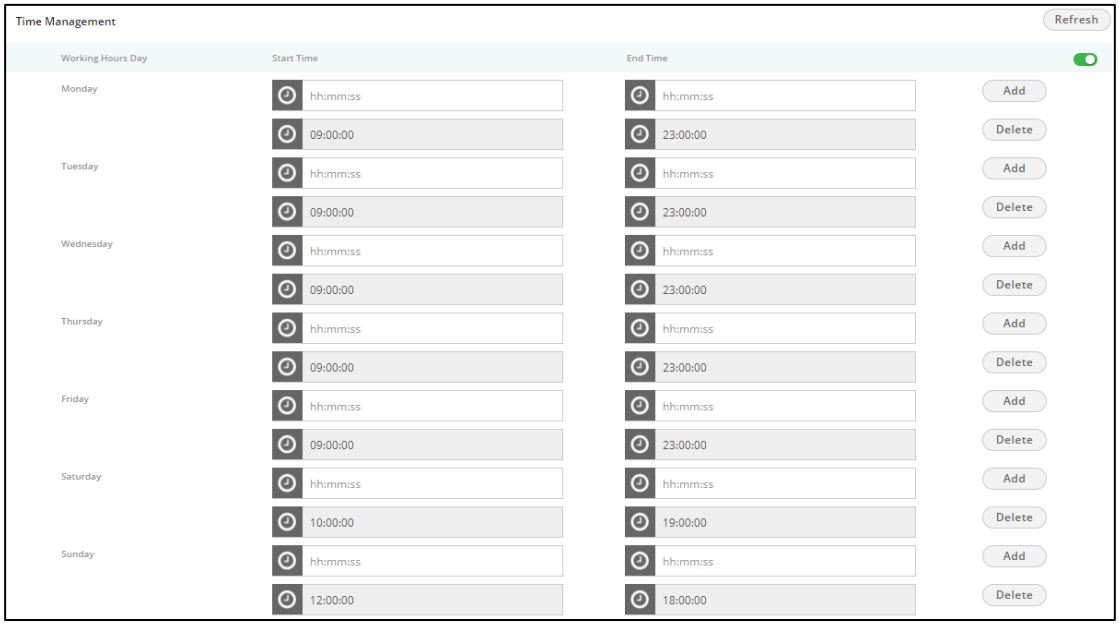


Figure: Defined Working Hours

To delete the working hour for a day, click "Delete" for that row.

6.1.3.3 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.

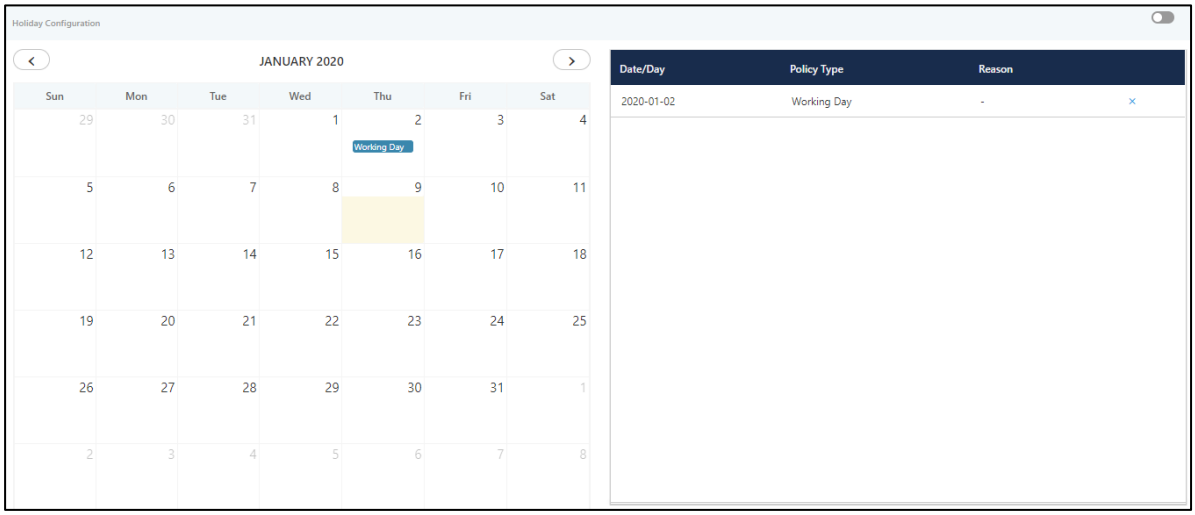


Figure: Holiday Configuration

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.

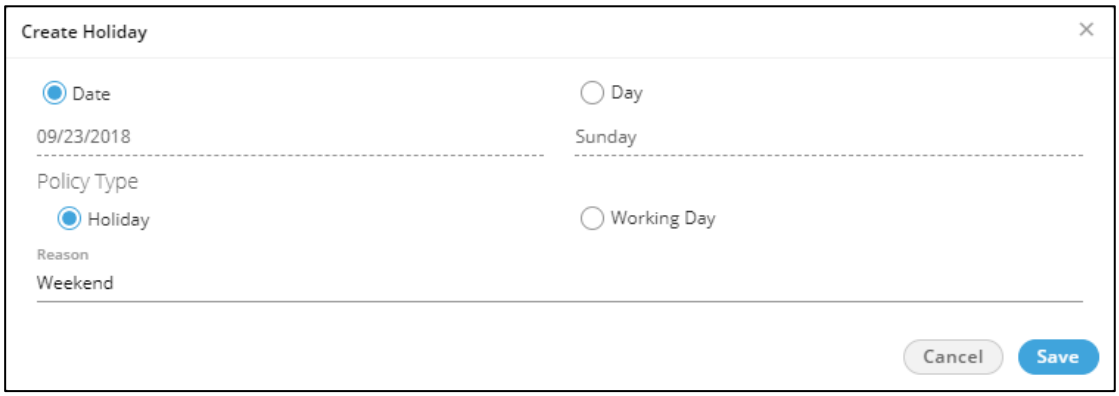


Figure: Create Holiday or Working Day

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 to want the holiday or working day to repeat on the same day.

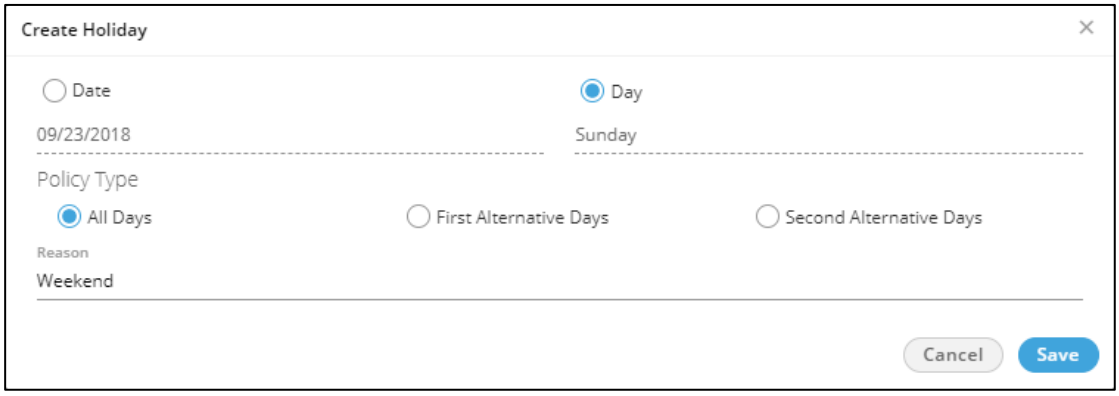


Figure: Create Reoccurring Holidays

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.

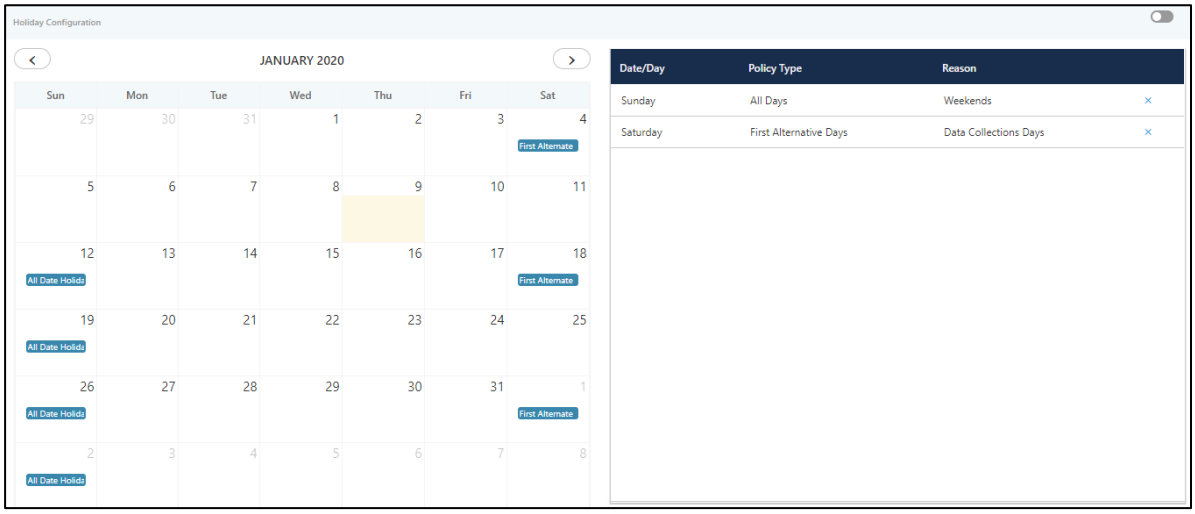


Figure: Created the holidays

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.

6.1.3.4 Enable or Disable Office Hour Configuration

For any queue, click switch to enable the Office Hour Configuration.

To disable Office Hour Configuration, click switch.

6.1.3.5 Enable or Disable Holiday Configuration

For any queue, click switch to enable the Holiday Configuration.

To disable Holiday Configuration, click switch.

6.1.3.6 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.

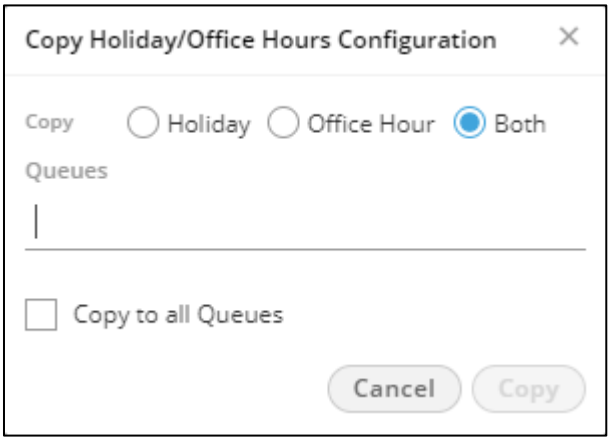


Figure: Copy Holiday Configuration to Queue

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.

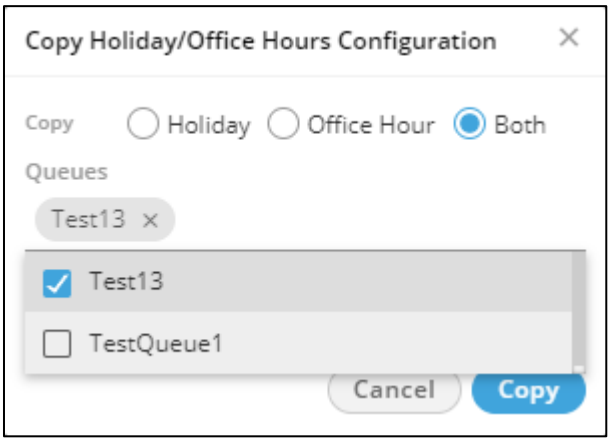


Figure: Queue Selection

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 Manage Interaction Campaign

Supervisor can manage the Interaction campaigns in which it has been assigned.

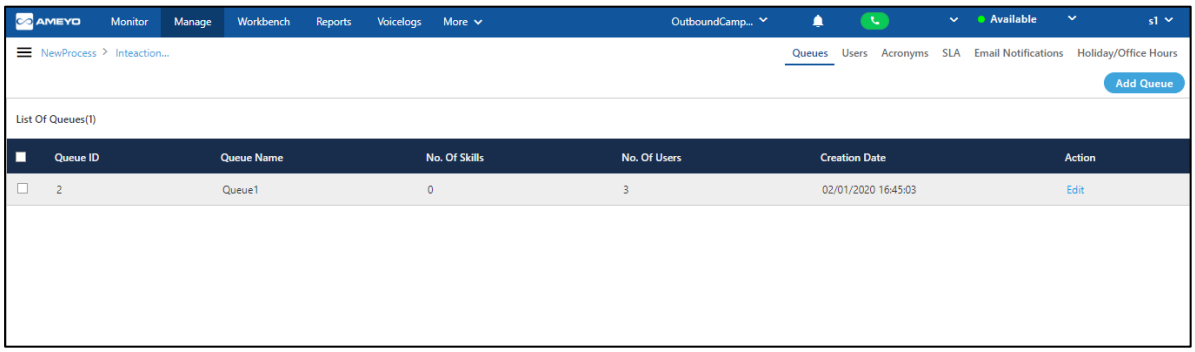


Figure: Manage Interaction Campaign

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...

6.2.1 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.

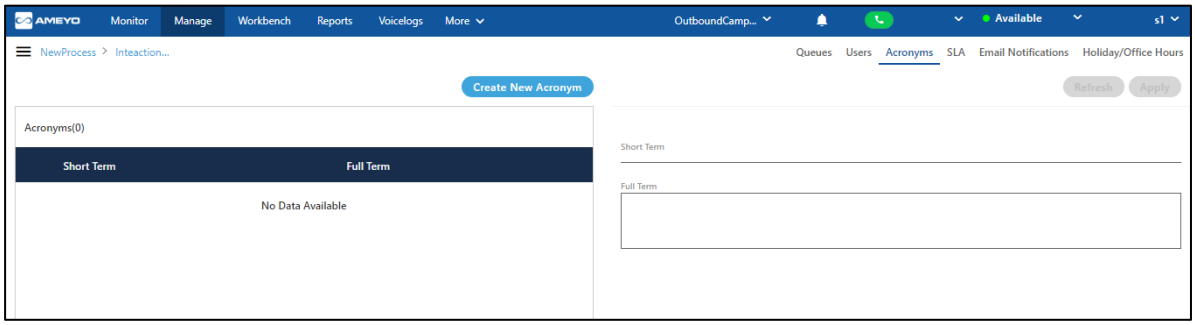


Figure: Manage Acronyms

Here, Supervisor can perform the following operations.

6.2.1.1 Create Acronym

Perform the following operations to create an acronym.

1. Click "Create New Acronym" button. It shows the following pop-up.

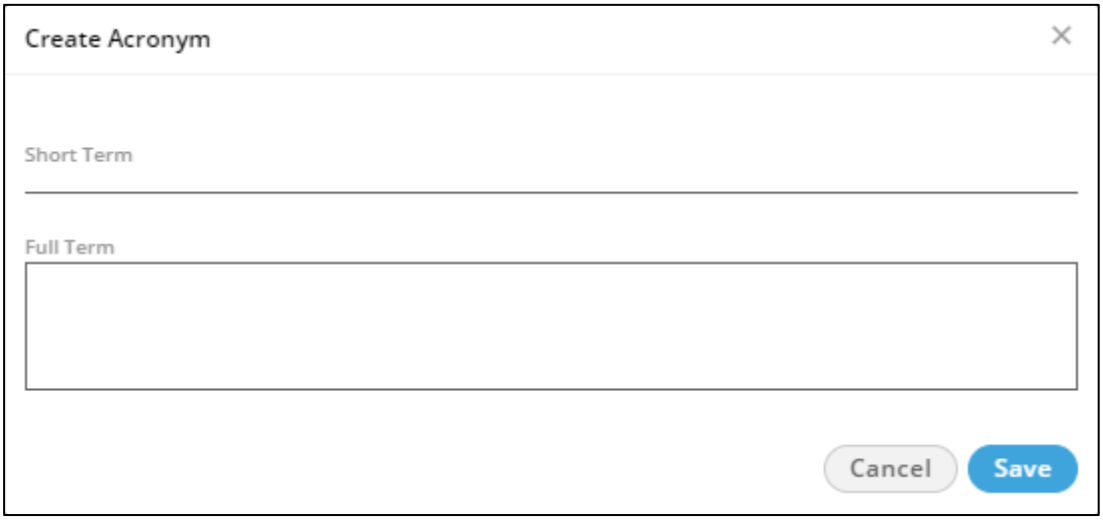


Figure: Create New Acronym

2. Enter the short term and its full term.
3. Click "Save" to create a new acronym.

You can create multiple acronyms.

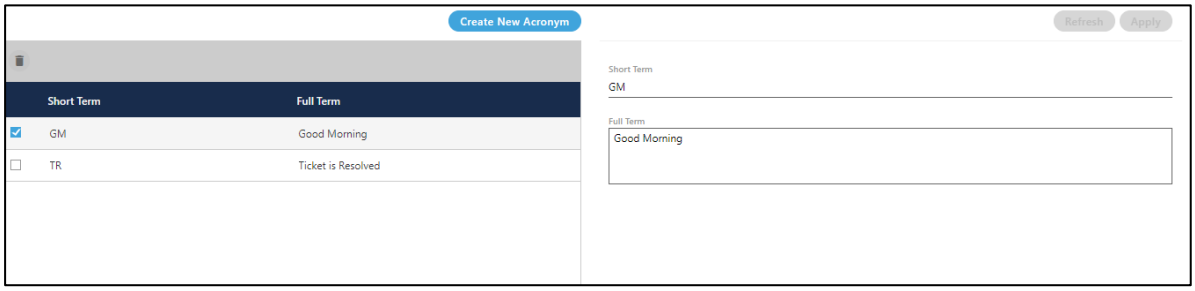


Figure: List of Acronyms

6.2.1.1.1 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.

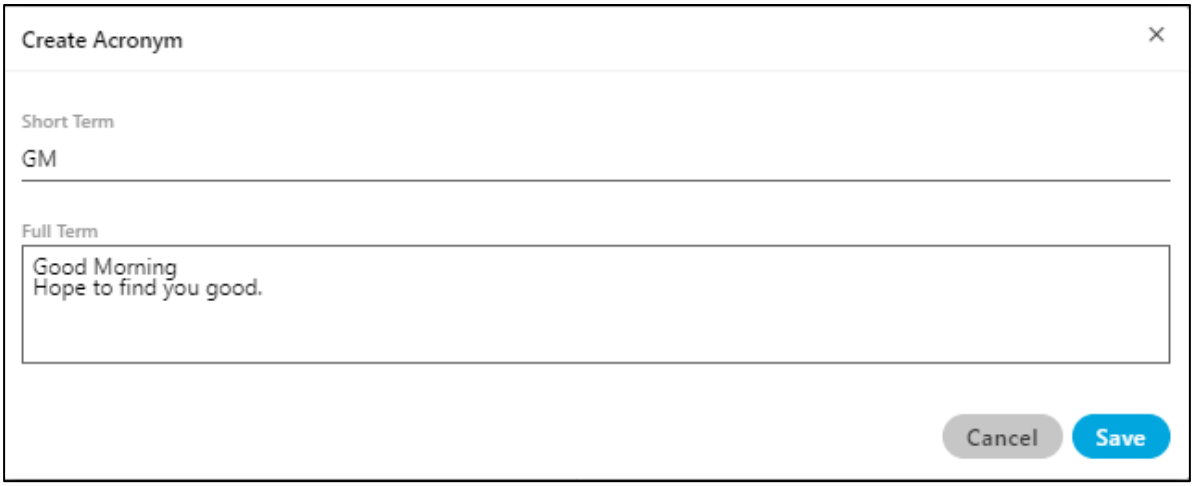


Figure: New Line in Acronyms

6.2.1.2 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.

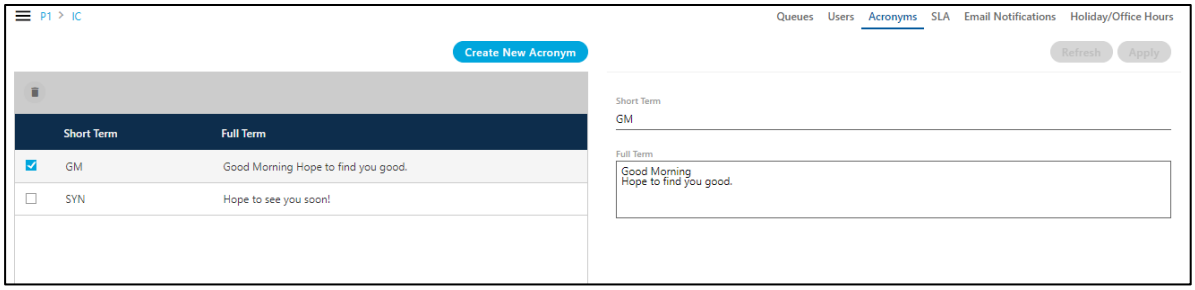


Figure: Edit Acronyms

6.2.1.3 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".

6.2.2 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.

6.2.2.1 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.

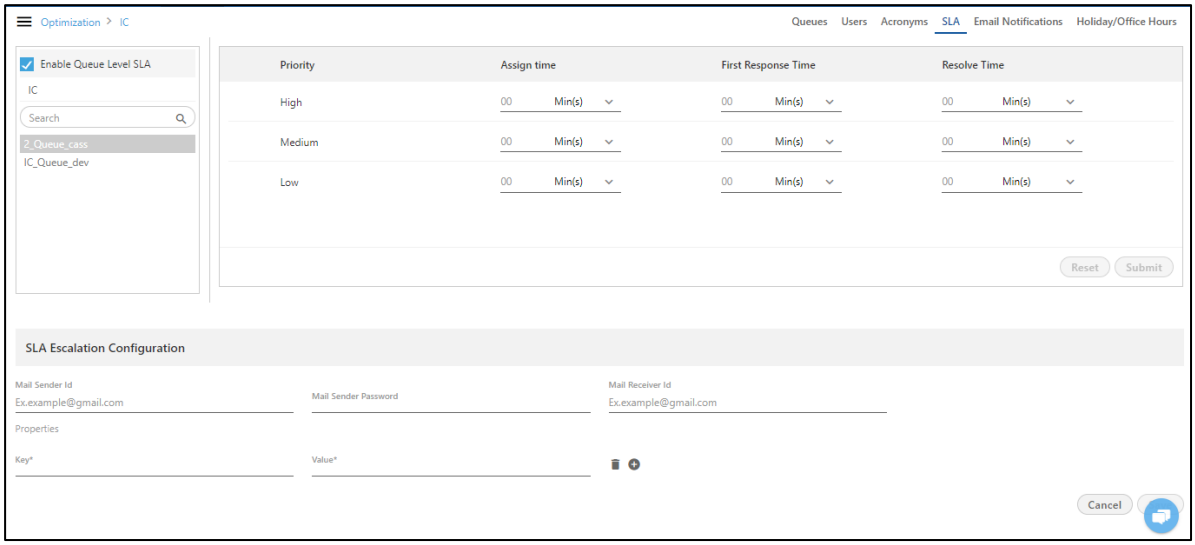


Figure: Manage SLA

6.2.3 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.

6.2.3.1 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, Campaign-level SLA Configuration has more priority over System-level SLA Configuration.

SLA is not available for Reopened Tickets in Ameyo System.

6.2.3.2 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.

6.2.3.3 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	Status	Working Hours
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.

6.2.4 SLA Limits

6.2.4.1 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.

6.2.4.2 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.

6.2.5 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 campaign-level, 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.

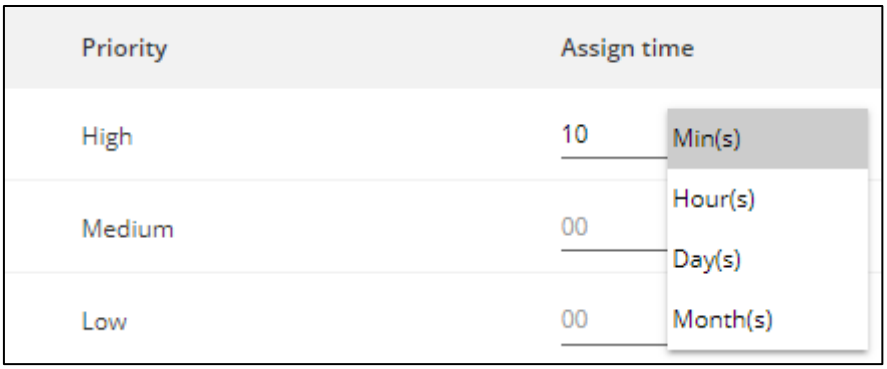


Figure: Time Options

3. You can modify the timing options for all time metrics for all priorities.

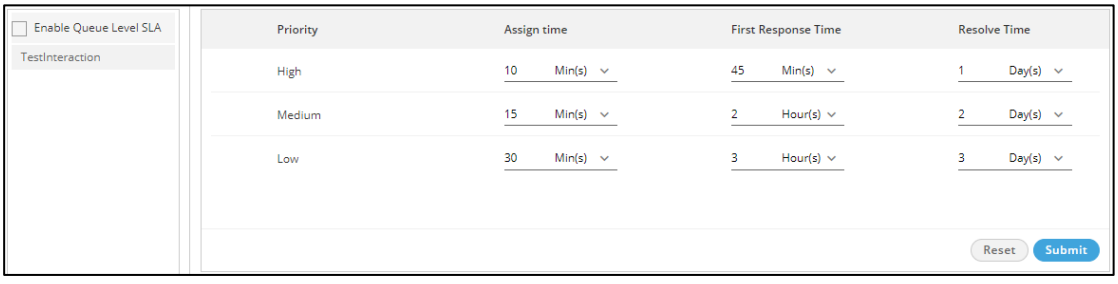


Figure: Configured SLA Time Metrics for the entire Campaign

6.2.5.1 Configure SLA Time Metrics for Queue-level

If you want to configure the SLA Time Metrics separately for each queue in the campaign, check "Enable Queue Level SLA". It will list the queues under the campaign in the left side.

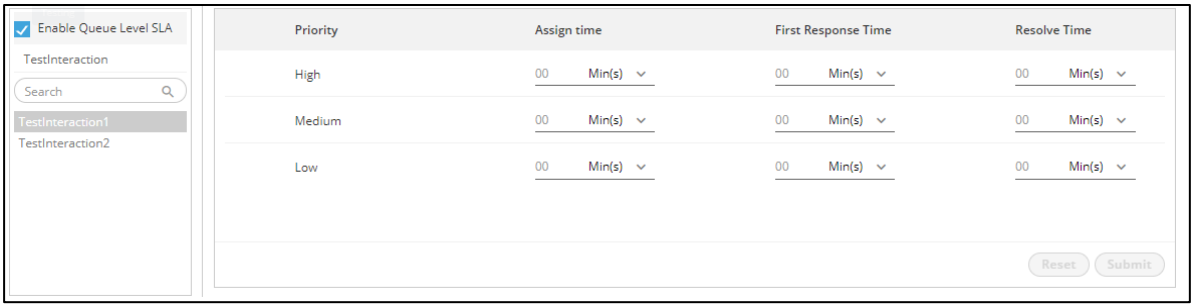


Figure: Queue-level SLA Configuration

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 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.

6.2.5.2 SLA Escalation 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.

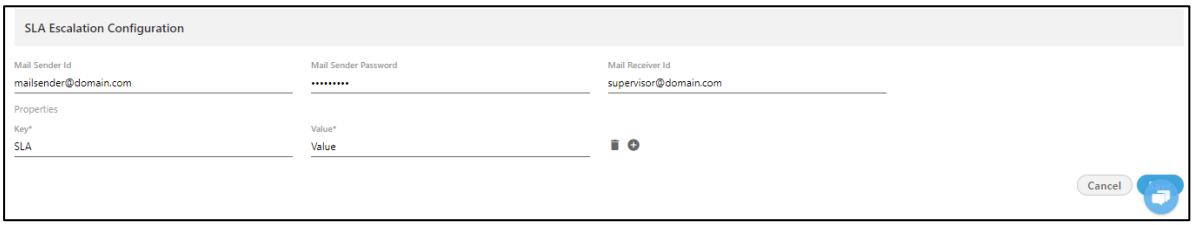


Figure: SLA Escalation Configuration

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.
- **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 rqeuires authentication.
<identity_true_false>	Enter "True" if your SMTP Server rqeuires Identity Authentication.

6.2.6 Manage Email Notifications in Interaction Campaign

Here, Supervisor can configure the Email Notifications that will be delivered to the customers.

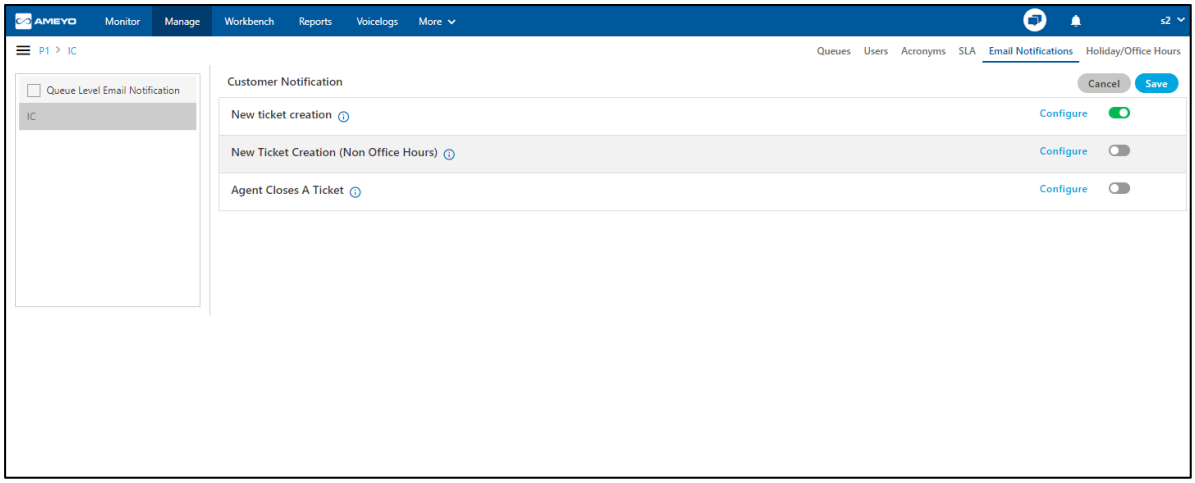


Figure: Manage Email Notifications

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.

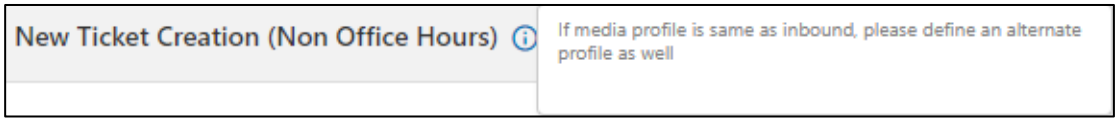


Figure: Further Information for New Ticket Creation (Non Office Hours)

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

6.2.6.1 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.

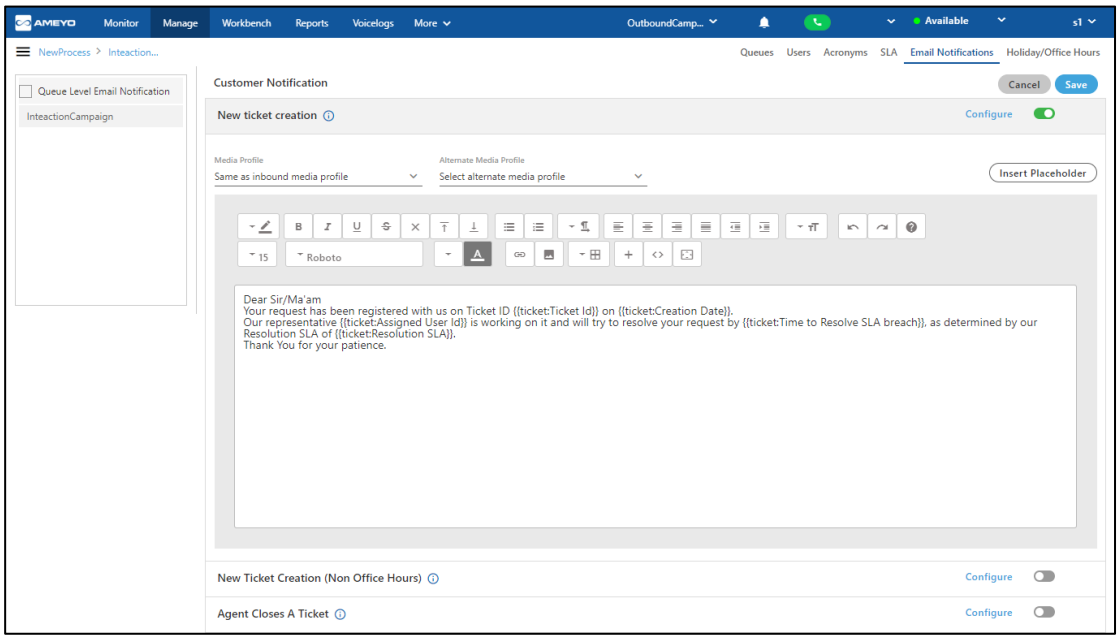


Figure: Configure Email

2. Select the media profile, specifically email media profile, from which you want to send the email.
3. Select the alliterate 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.

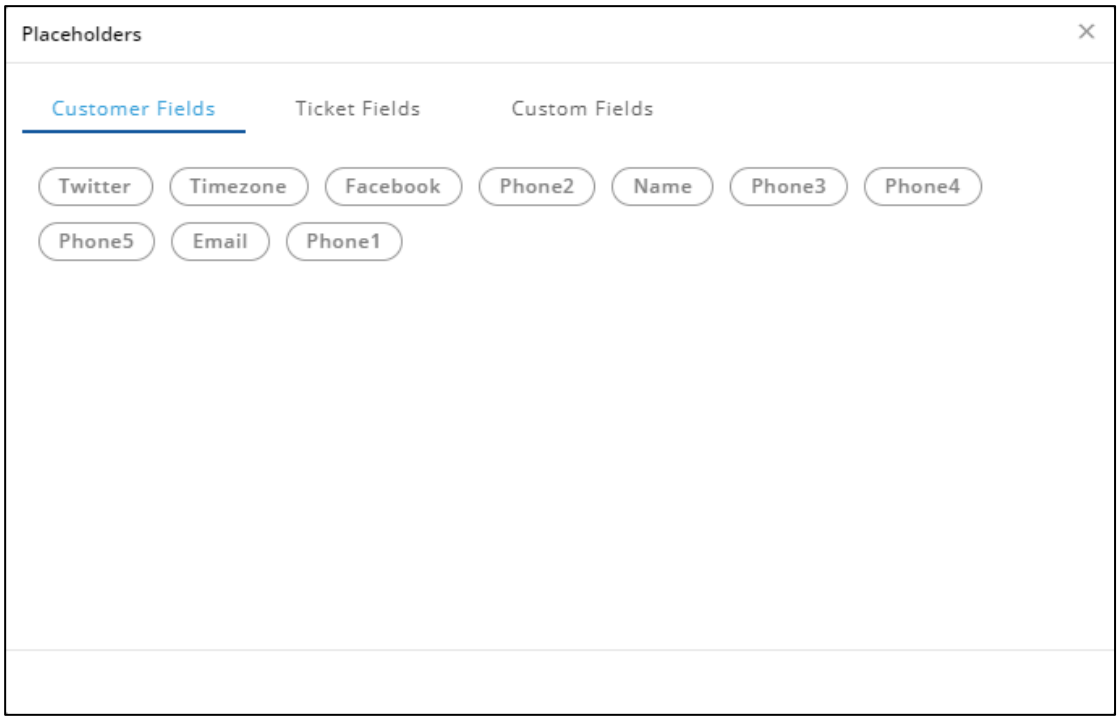


Figure: Placeholders

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.

6.2.6.2 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.

6.2.6.3 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.

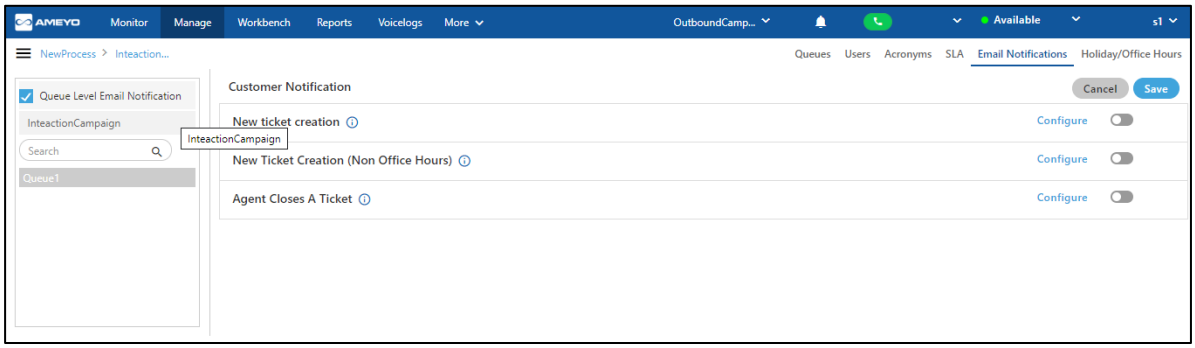


Figure: Queue-level Email Notification Configuration

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.

6.3 Manage Inbound Campaign

Supervisor can manage the inbound campaigns in which it has been assigned.

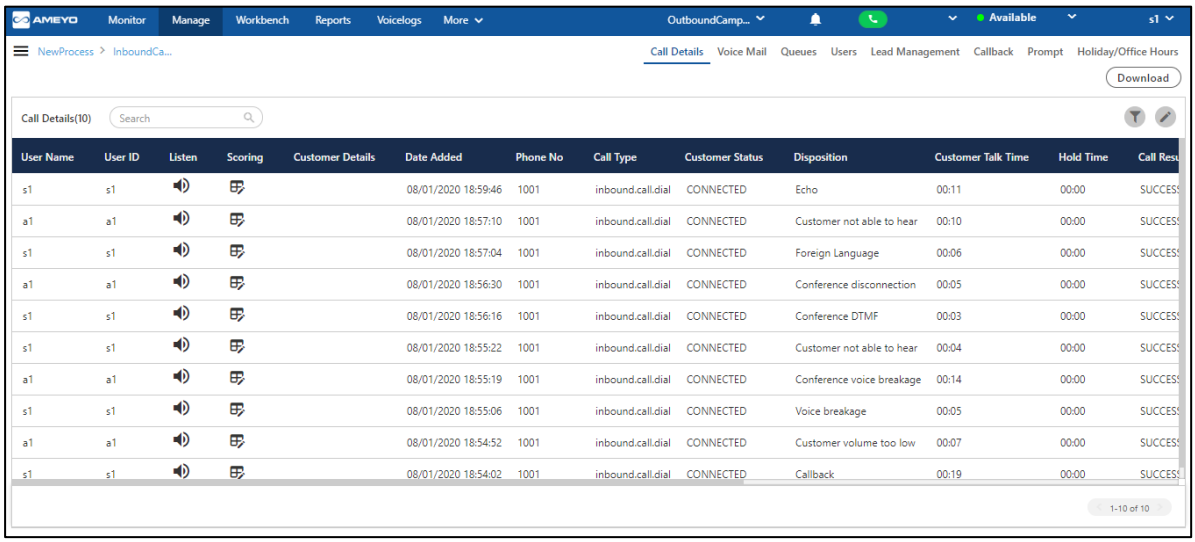


Figure: Manage Inbound Campaign

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...

6.3.1 Call Details

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

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

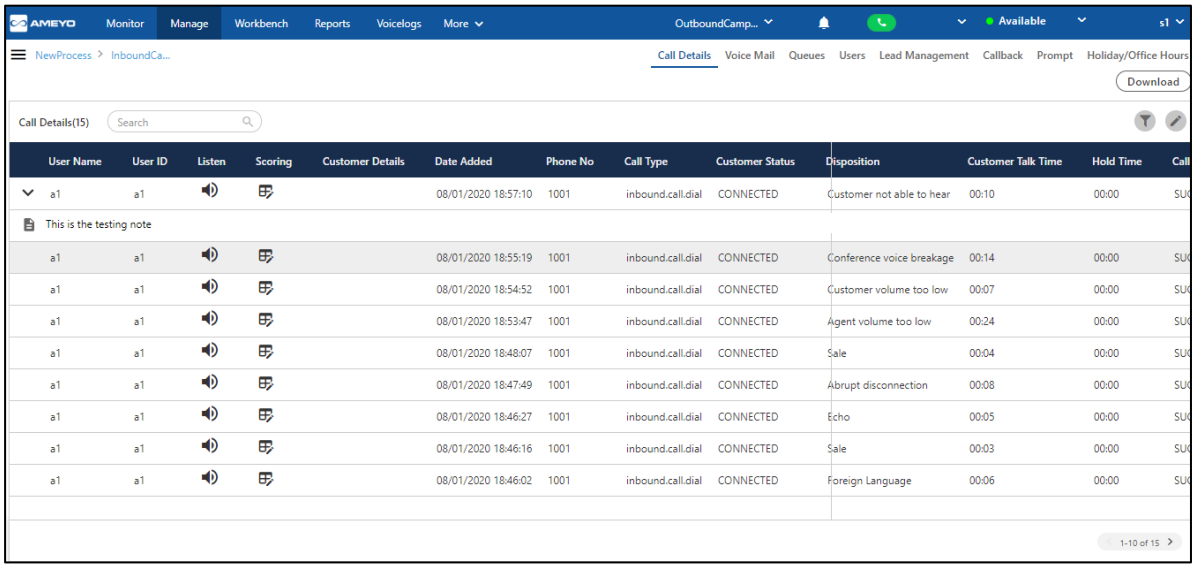


Figure: Manage Inbound Campaign

6.3.1.1 Filters

The Supervisor can click icon to filter the call details.

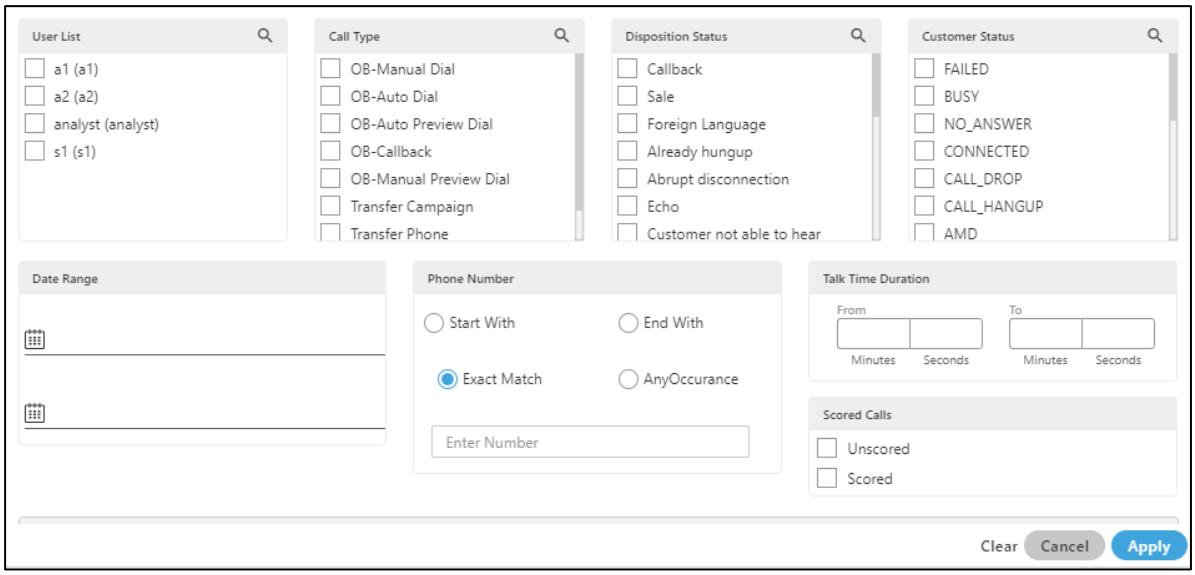


Figure: Filter Call Details

It contains the following filters.

1. **User List:** Supervisor can select the users for whom the supervisor wants to fetch the call details.
2. **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.
3. **Disposition Status:** Supervisor can also filter out the call details on the basis of disposition status, that is, No Voice, Echo, Sale, and others.
4. **Customer Status:** Supervisor can filter the data on the basis of the status of the call, that is, whether it was connected, failed, call drop, etc.

   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.

5. **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.

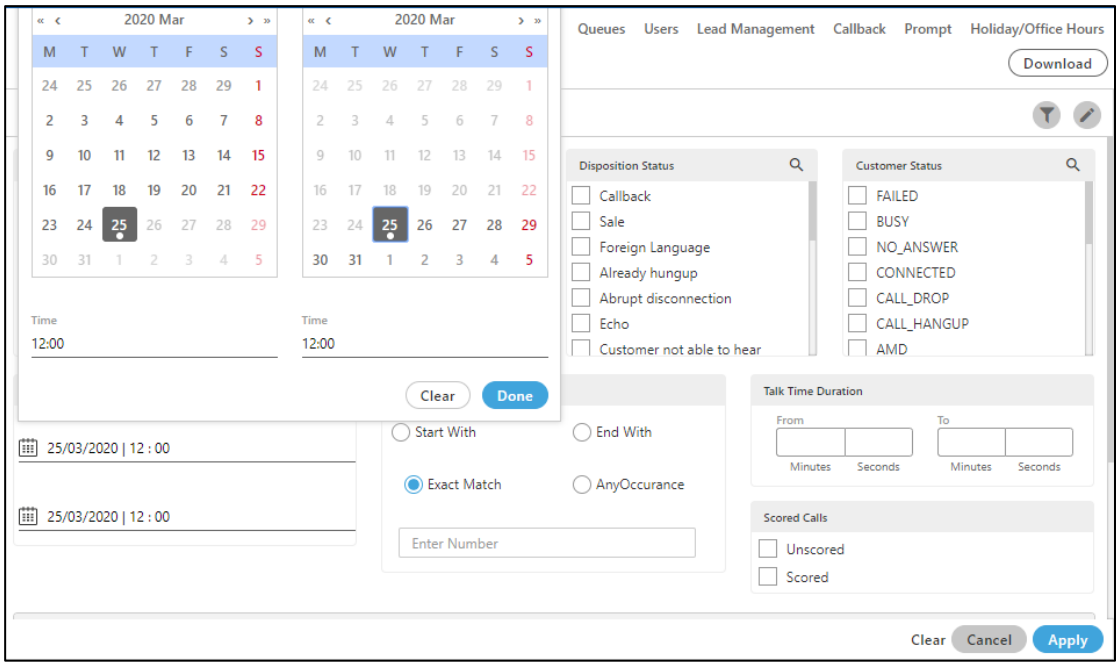


Figure: Date Range Picker

6. **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.

7. **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.

8. **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.
9. **attribute based:** Supervisor can select the attribute- based upon the defined filterable field in the table creation.

8.

- 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 contain 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 starts with.
    E. **Ends with:** It will filter those content, in which the entered attribute ends with.
- Now, enter the value for which you want to filter the calls in the values column.

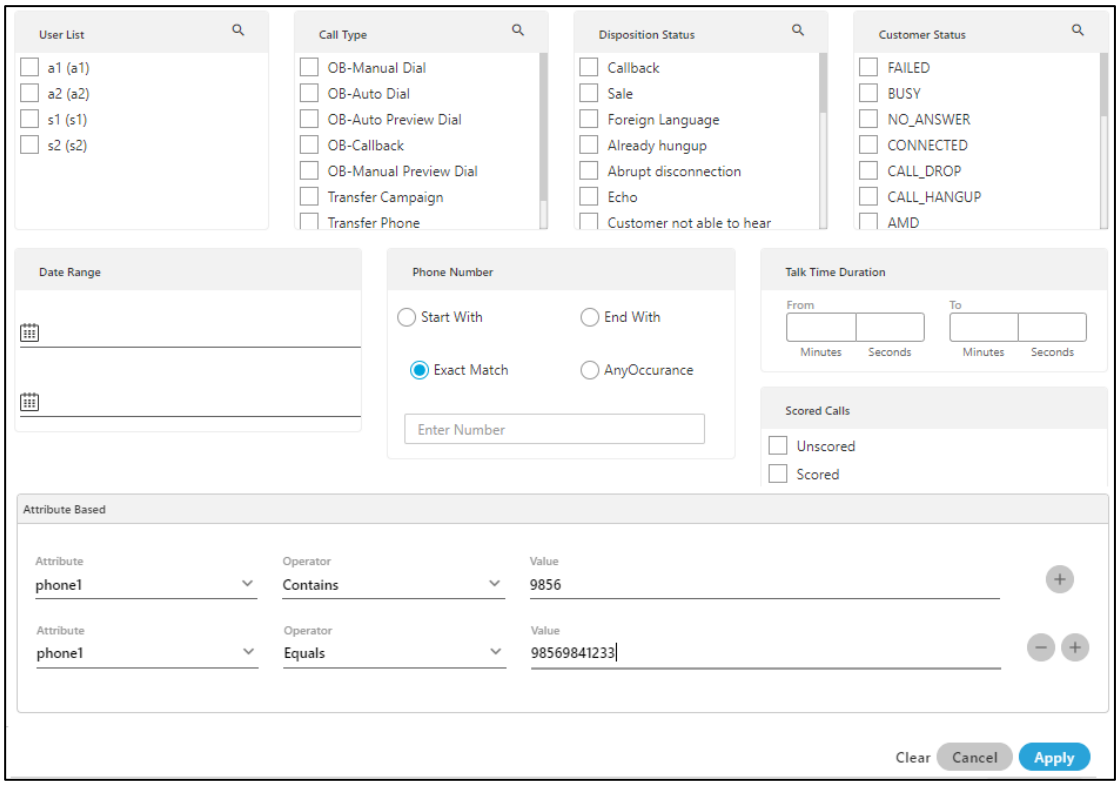


Figure: Attribute-Based Filter content

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

6.3.1.2 Operations

The Supervisor can perform the following operations here.

6.3.1.2.1 Download

Click "Download" button to download the filtered 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.

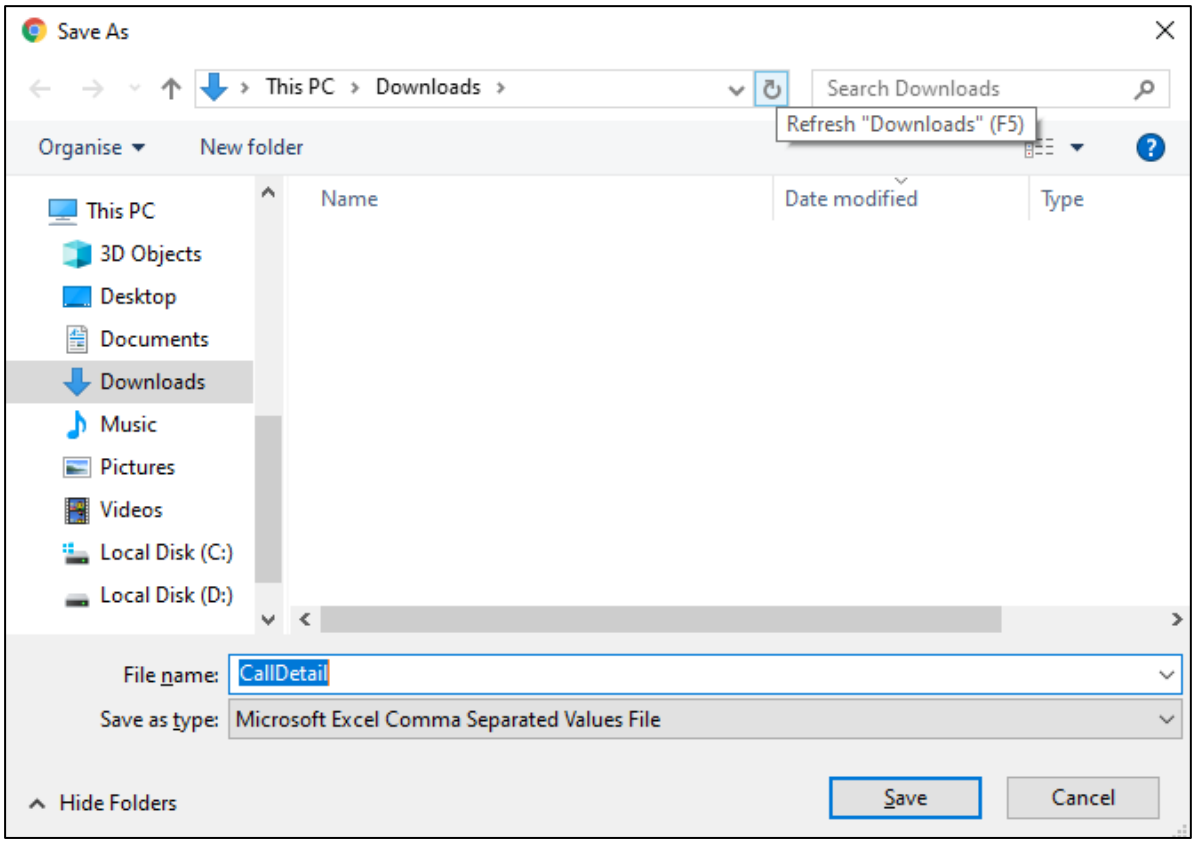


Figure: Downloading Pop-up

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.

6.3.1.2.2 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.

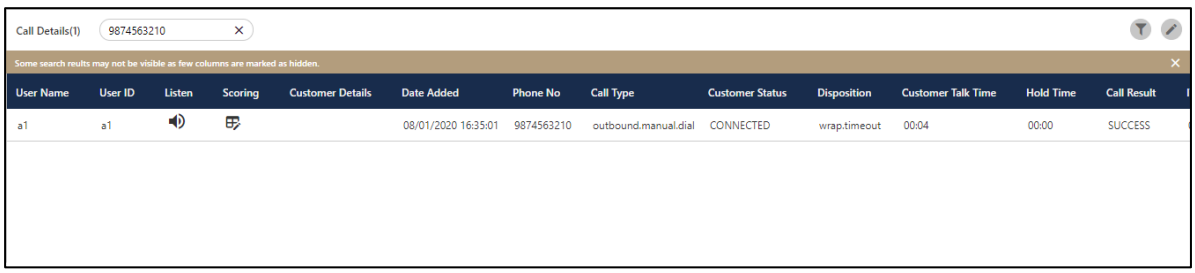


Figure: Search Voicelogs

6.3.1.2.3 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.

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

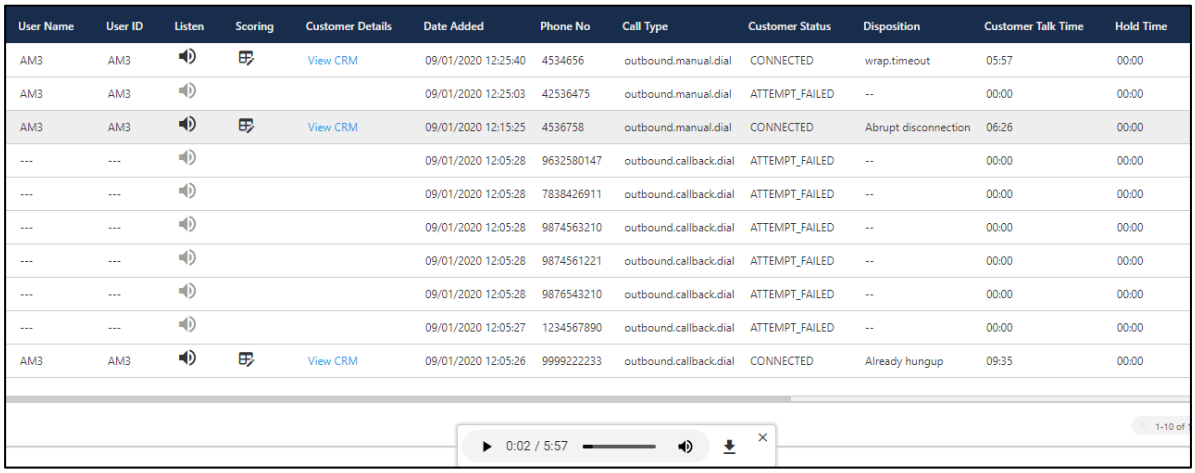


Figure: Play Voicelog

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.

6.3.1.2.4 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.

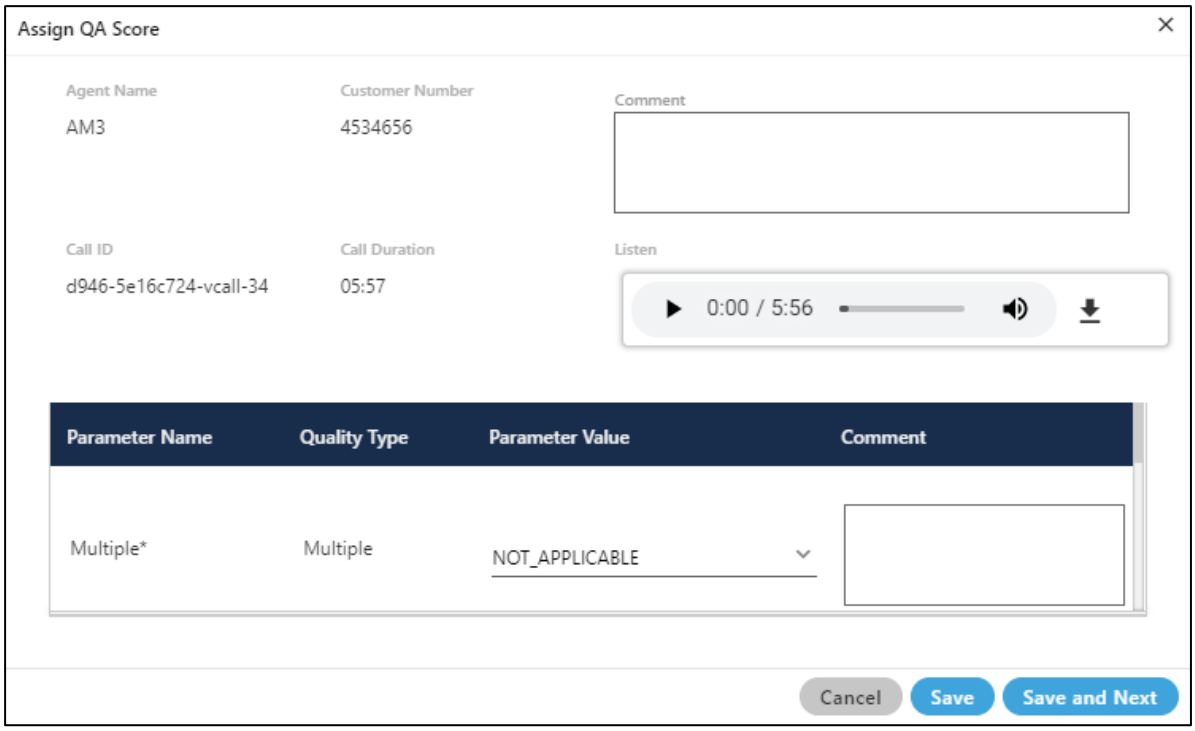


Figure: Provide Remarks to Voicelog

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.

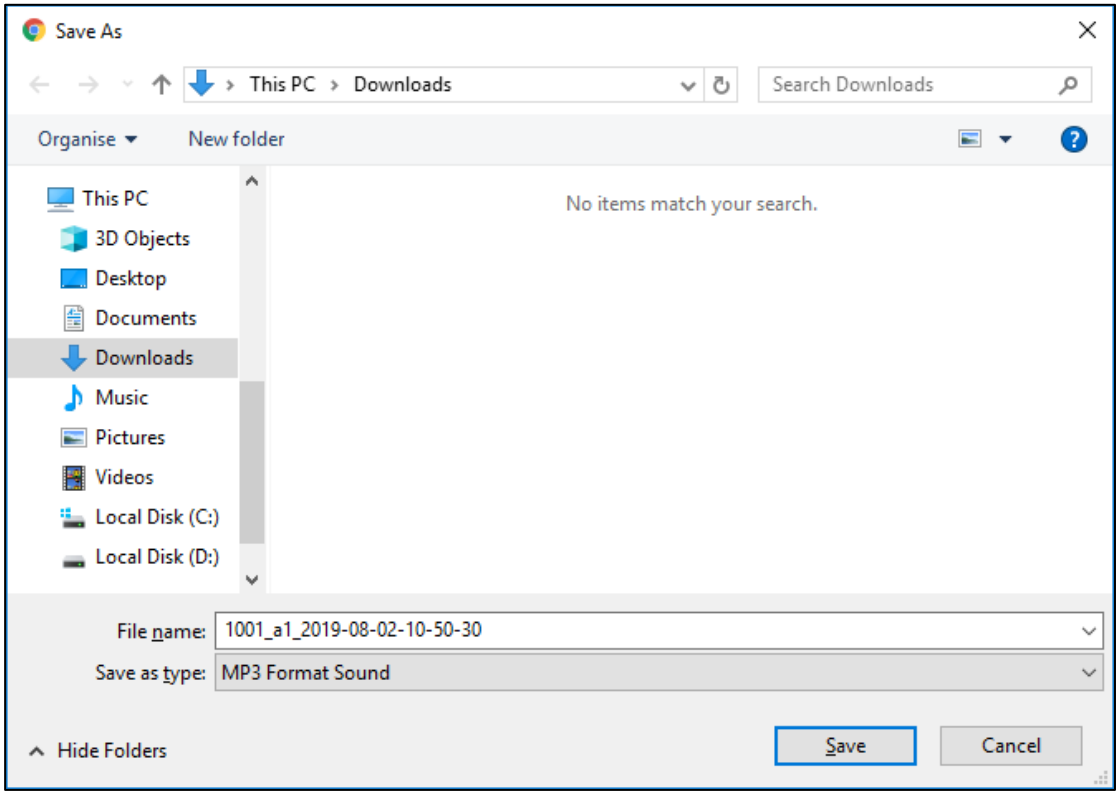


Figure: Downloading Pop-up

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.

6.3.1.2.5 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.

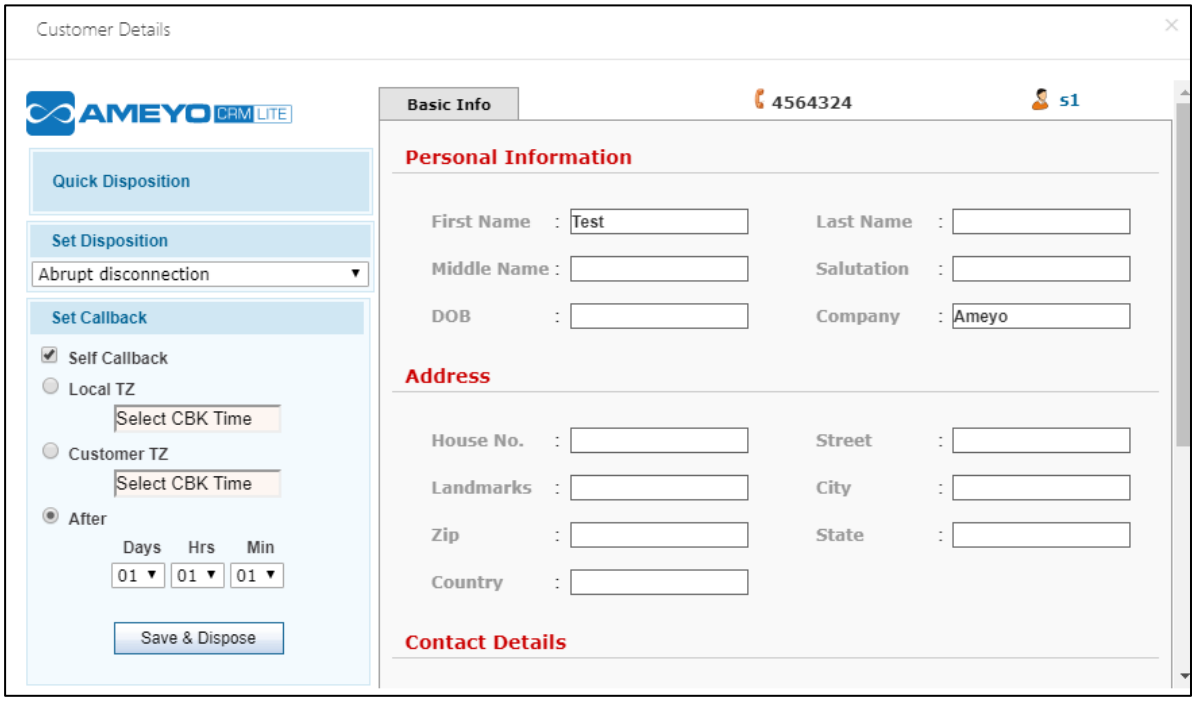


Figure: Customer details in CRM

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.

6.3.1.3 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.

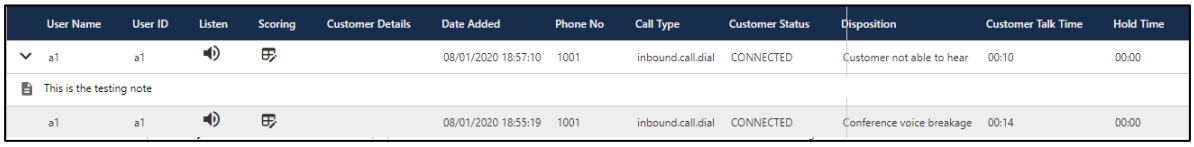


Figure: Call Notes

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.

6.3.1.4 Customize the View

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

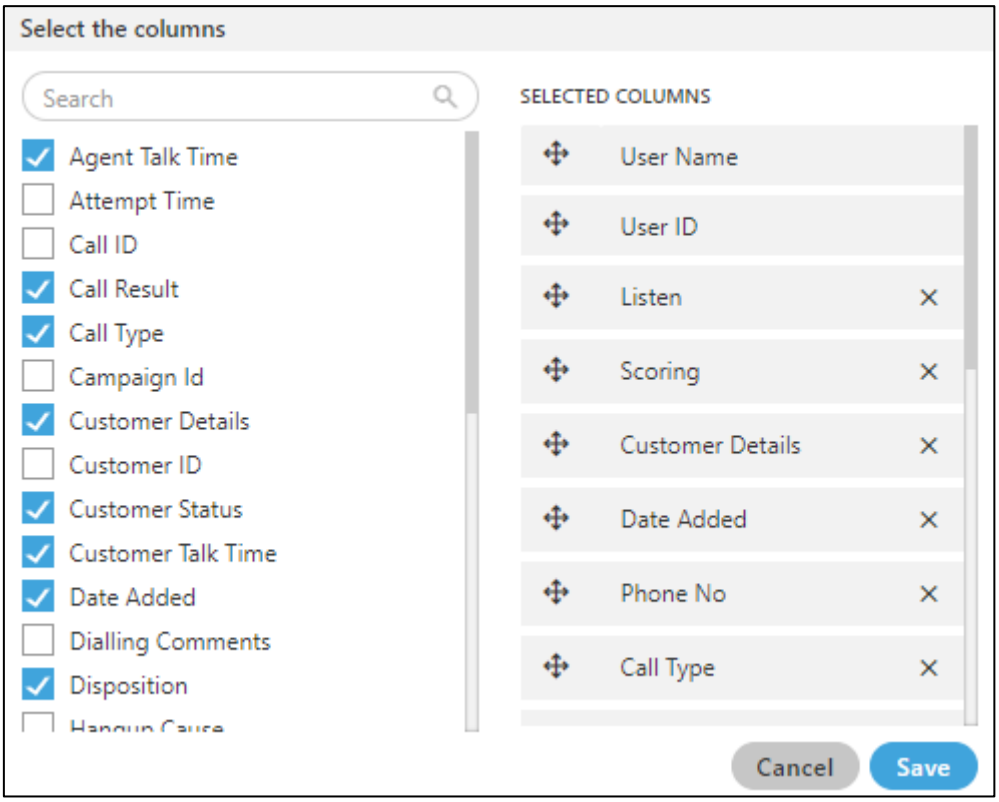


Figure: Settings Call Details

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 colums.

6.3.1.5 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.

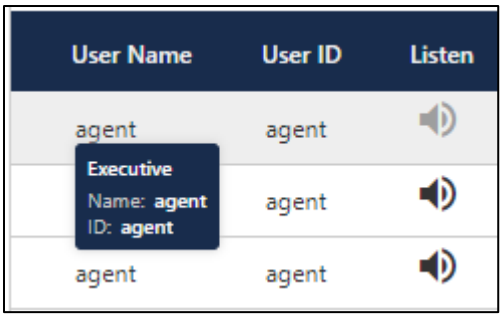


Figure: User Card

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

6.3.1.6 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. **Call Type:** It shows the type of call.
11. **Call ID:** It contains the call-id. Call-id id different for every call and is generated by Ameyo automatically.
12. **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.
13. **Dialling Comments:** It shows the comments which have been inserted by the agent while calling to the customer.
14. **Transferred to:** It shows whether the call has been transferred to another campaign/queue or not.
15. **Hangup Details:** It shows the reason for the call for which the call has been disconnected.
16. **Hangup Cause:** It shows the cause code for the Hangup Details for which the call has been disconnected.
17. **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.
18. **Hangup On Hold:** It shows whether the call has been disconnected while the agent put the call on hold or not.
19. **Disposition:** It shows the type of disposition which the agent saved after disconnecting the call.
20. **Customer Talk Time:** It shows the total duration of the call in between the agent and customer.
21. **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.

22. **Campaign ID:** It shows the campaign ID from which the call has been dialed by the agent.
23. **Queue Name:** It shows the queue name from which the call has been dialed by the agent.
24. **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.
25. **Attempt Time:** It shows the date and time of the call when the call has been attempted to dial.
26. **Call Result:** It shows whether the call is successfully dialed and received by the customer or there was some error while dialing the call.
27. **IVR Time:** It shows the total duration of the call when the call was in the IVR.
28. **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.
29. **Ringing Time :** It shows the total duration of the ring before the call is picked by the user.
30. **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.

6.3.2 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.

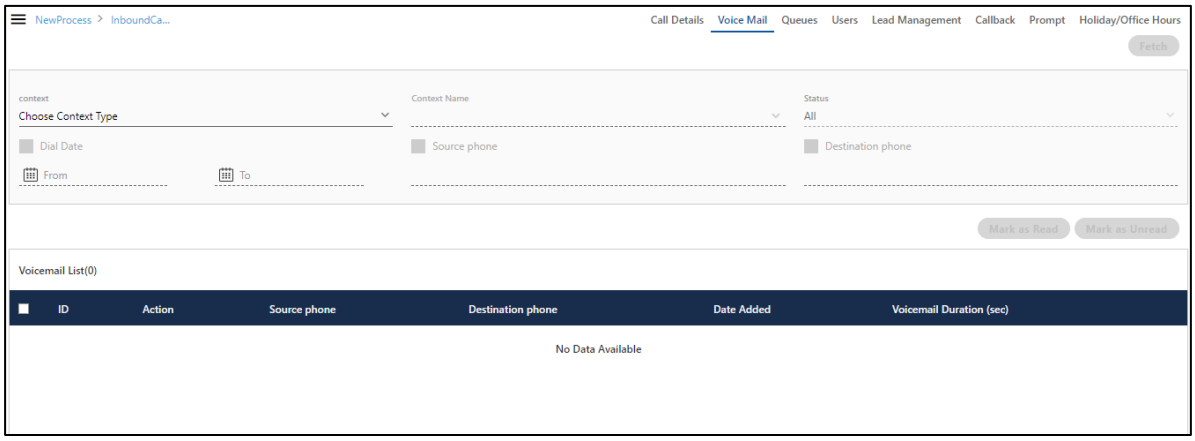


Figure: Voicemail

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" drop-down.

    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.

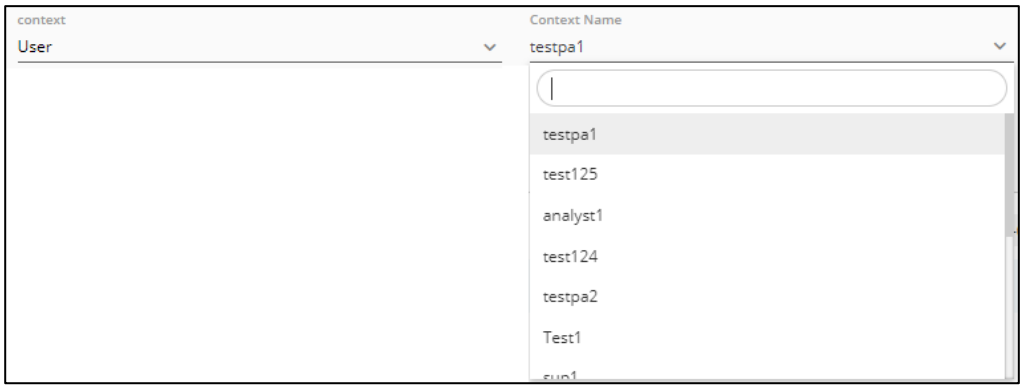


Figure: Select User

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.

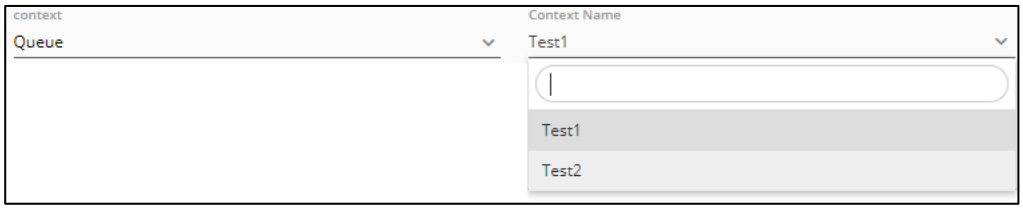


Figure: Select Queue

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.

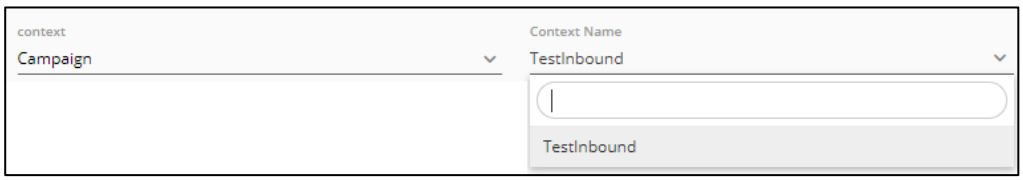


Figure: Selected Campaign

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.

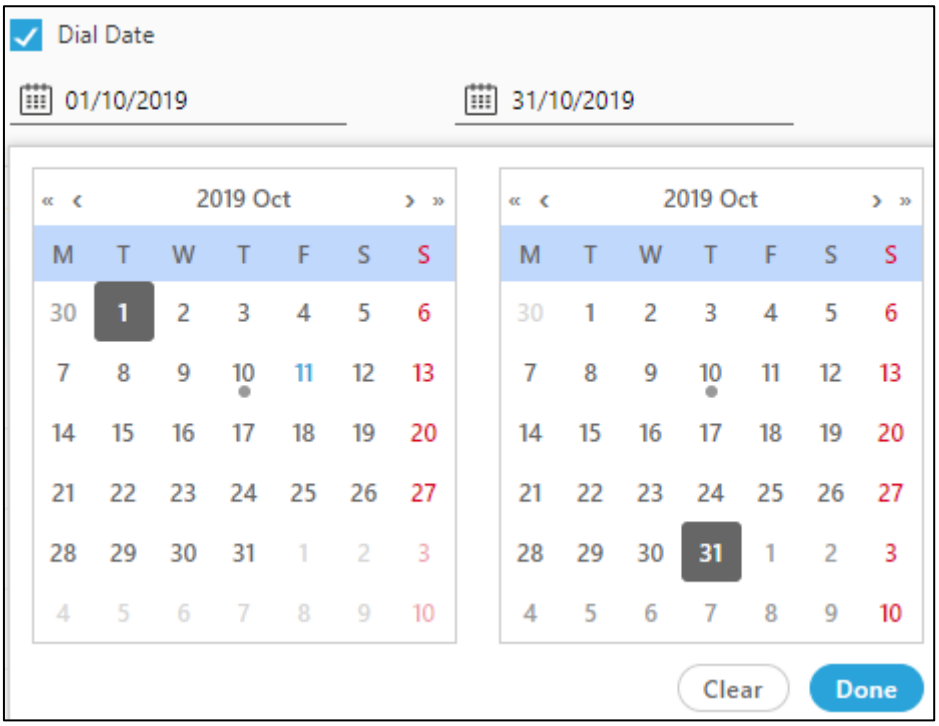


Figure: Select "From" and "To" Dates

   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.

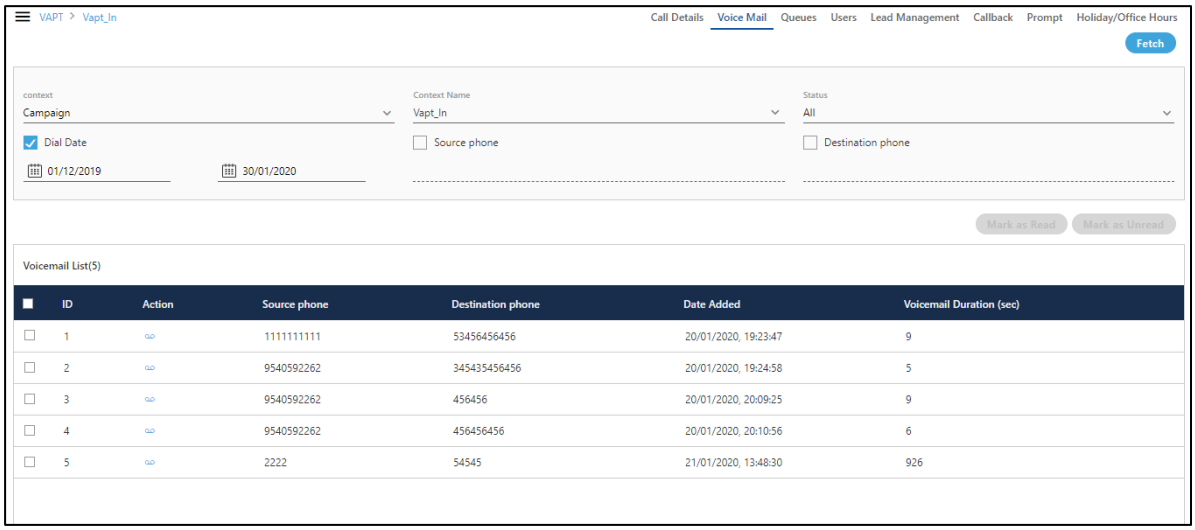


Figure: Fetched List of Voicemails

Fetched 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.

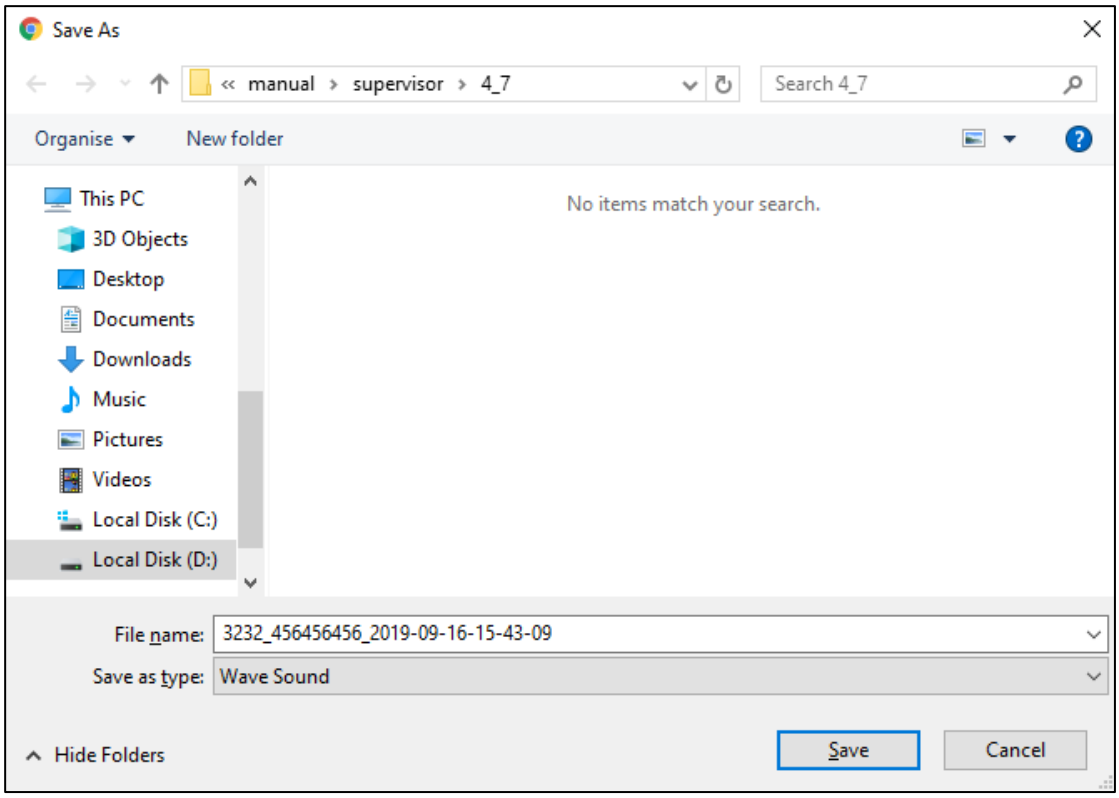


Figure: Download the Voicemail

Click "Save" button to save the voicemail, else click "Cancel" button to cancel the downloading of the voicemail.

3. **Source Phone:** It shows the source phone number through which the call has been dialed.
4. **Destination Phone:** It shows the destination phone number on which the call has been received at the customer side.
5. **Date Added:** It shows the date and time on which the voicemail has been created.
6. **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.

6.3.3 Lead Management in Inbound Campaign

It contains only "Manage Leads" tab. Here, the Supervisor can see all leads (ID and Name), which are already created in the Process Settings.

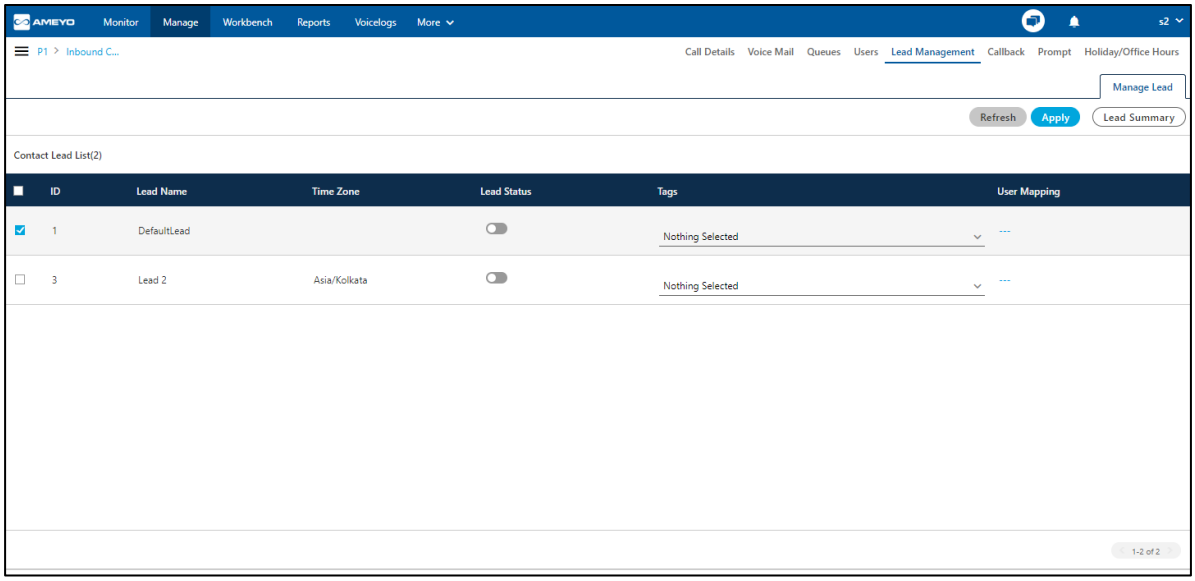


Figure: Lead Management in Inbound Campaign

Here, Supervisor can perform the following operations.

6.3.3.1 (Licensable) Map Lead to any Queue

Ask your administrator for the license of this feature. For any lead, select a queue and click "Apply".

6.3.3.2 Enable or Disable the Lead

Click switch to enable the lead.

Click switch to disable the lead.

6.3.3.3 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.

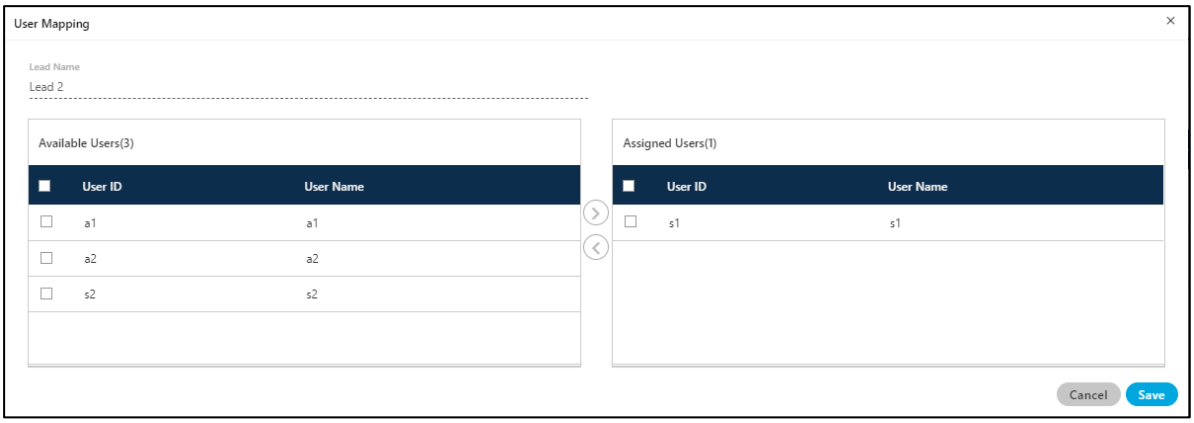


Figure: Assign or Un-Assign Users in Lead

6.3.3.4 Time Zone

It shows the time zone in which the lead is assigned into.

6.3.3.5 View Lead Summary

Select the leads and click "Lead Summary" to view and download the lead summary. It shows the following pop-up.

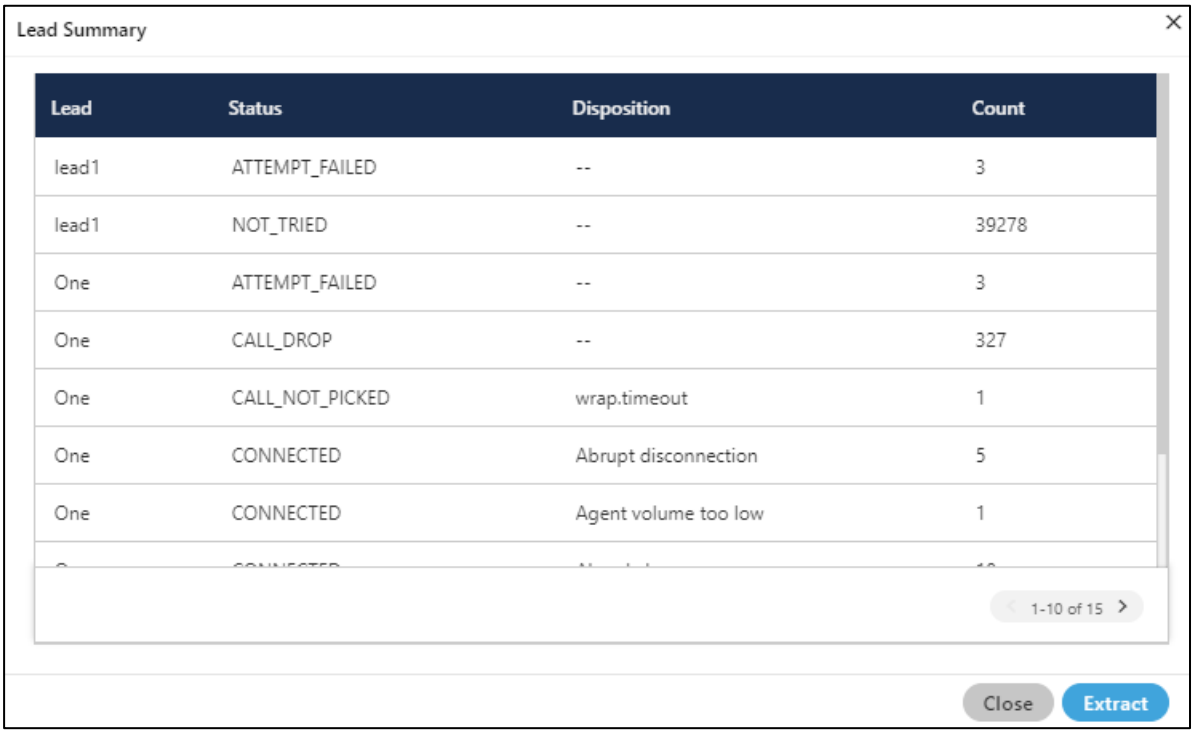


Figure: Lead Summary

Click "Extract" in this pop-up to save the Lead Summary as a CSV file on the disk. It shows the following dialog box.

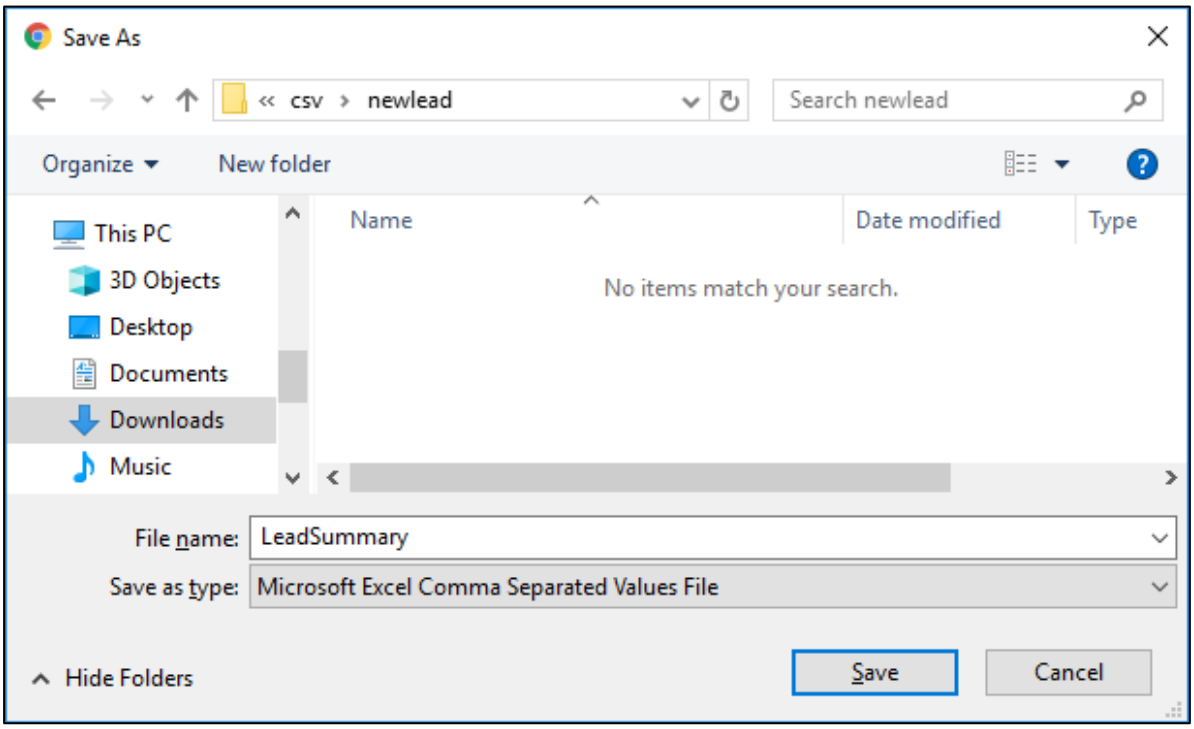


Figure: Lead Extraction

Select the location and provide a name to the file. Click "Save" to save the lead summary as the file.

6.3.4 Callback Management in a Campaign

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

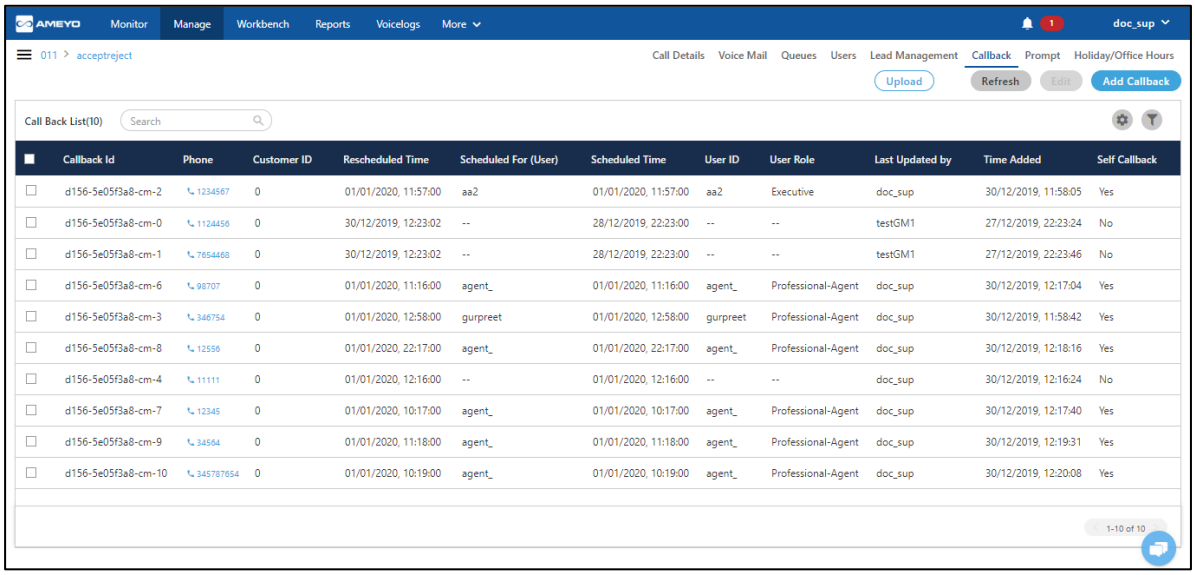


Figure: Callback Management in a Campaign

Supervisor can perform the following operations.

6.3.4.1 Add a Callback

Supervisor can add any callback by following the below steps.

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

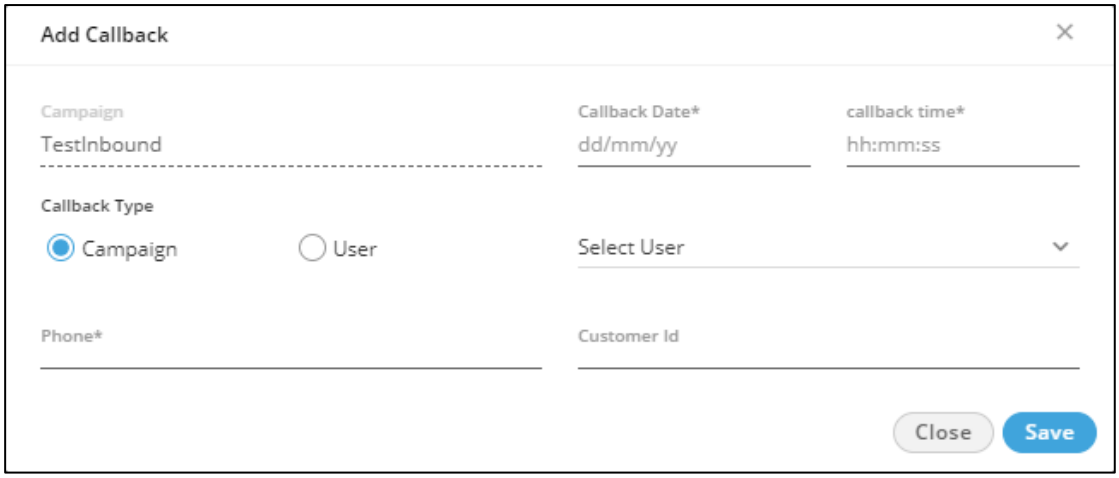
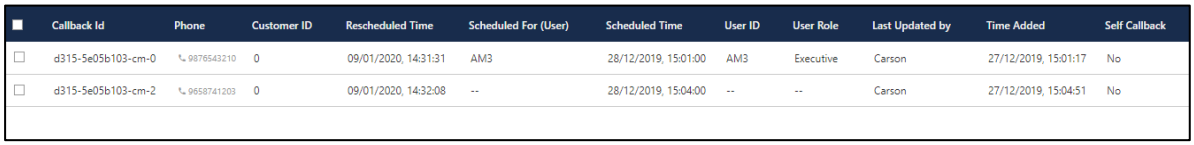


Figure: Adding a Callback

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
d315-5e05b103-cm-0	9876543210	0	09/01/2020, 14:31:31	AM3	28/12/2019, 15:01:00	AM3	Executive	Carson	27/12/2019, 15:01:17	No
d315-5e05b103-cm-2	9658741203	0	09/01/2020, 14:32:08	--	28/12/2019, 15:04:00	--	--	Carson	27/12/2019, 15:04:51	No

Figure: Added Callbacks

6.3.4.2 Edit Callbacks

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

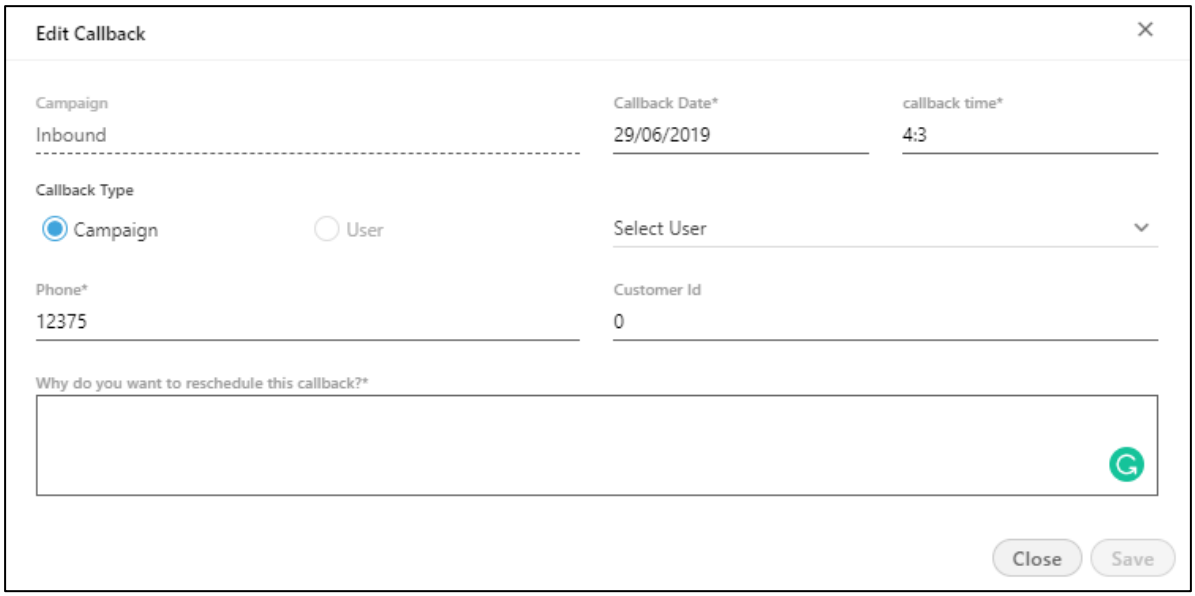


Figure: Edit Callbacks

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

Click "Save" button to save the changes made.

6.3.4.2.1 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 user-specific callbacks can be changed to campaign callbacks.
2. Supervisor cannot edit multiple callbacks at once. However, multiple callbacks can be deleted at once.

6.3.4.2.2 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

6.3.4.3 Extract Callbacks

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

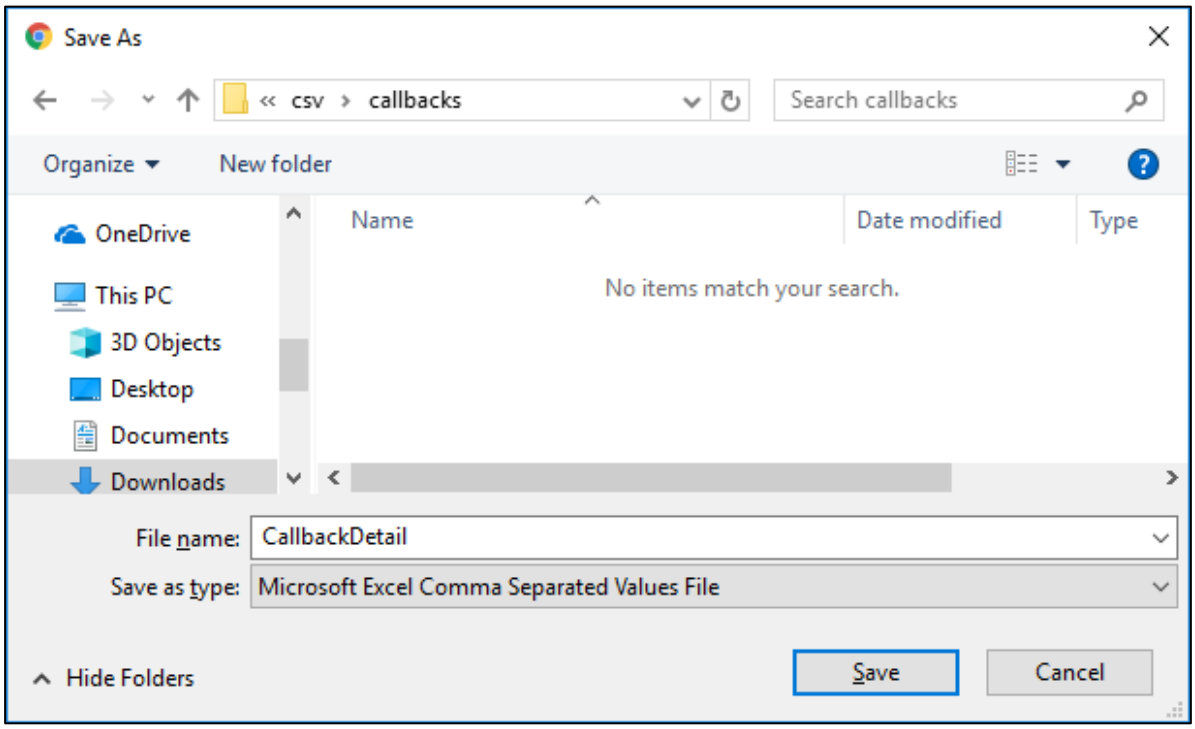


Figure: Extract Callbacks

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

6.3.4.4 Settings

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

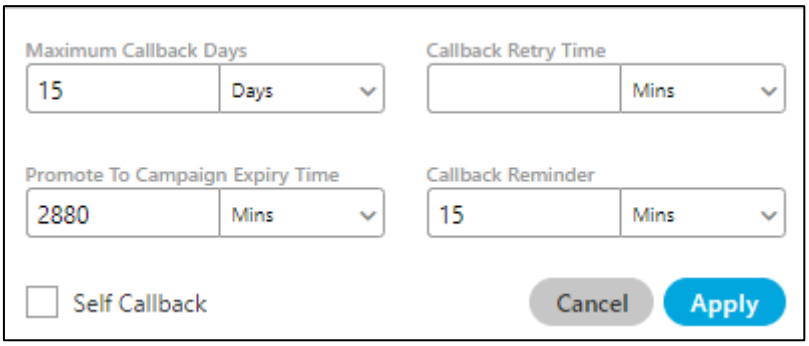


Figure: Configure Callback

1. **Self Callback:** If this option is enabled (checkbox is checked) then the callbacks set using force dispose would be self callback by default.
2. **Max Callback Days:** 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.

6.3.4.5 Filter the View

Supervisor can click icon to filter the callbacks.

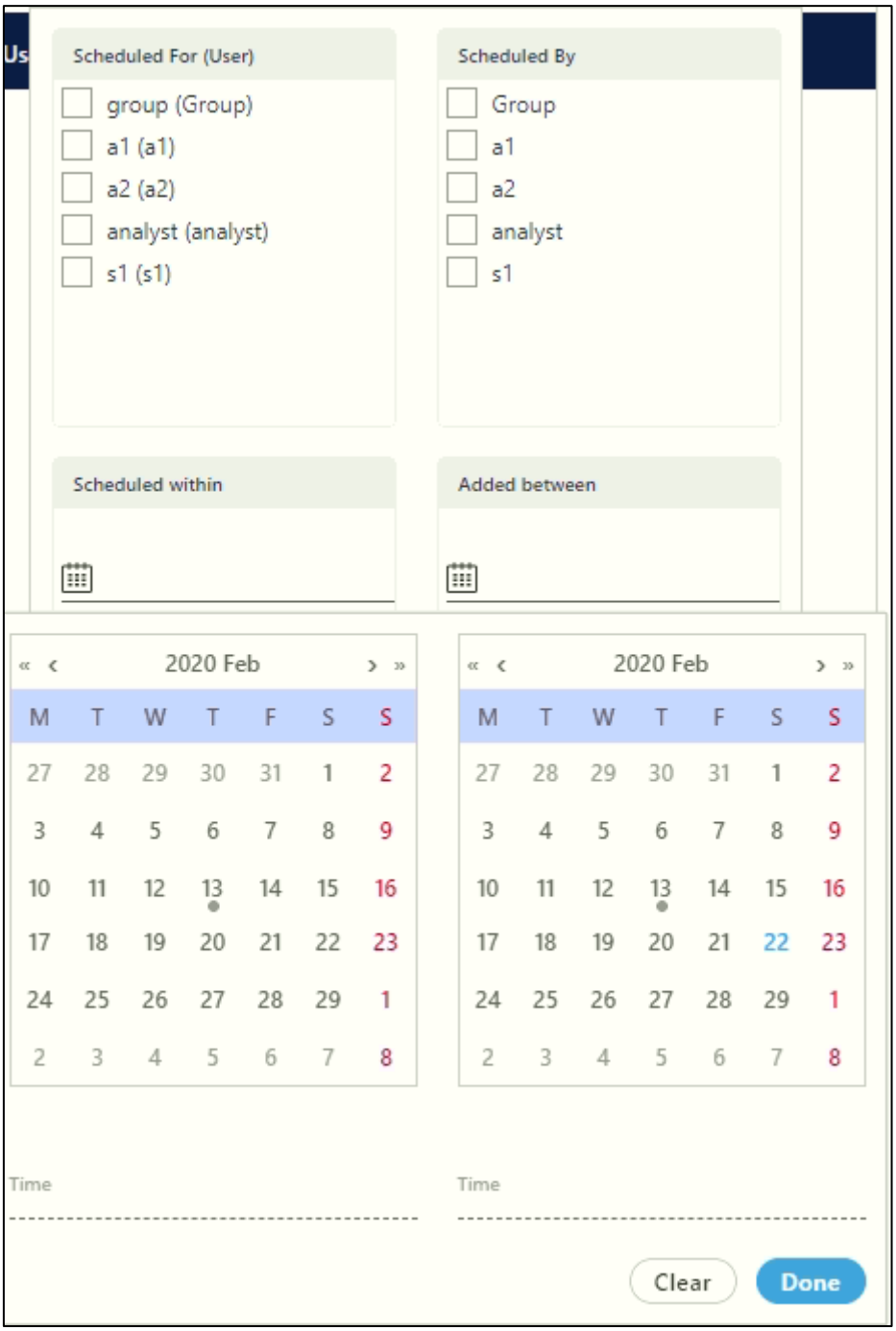


Figure: Filter Callbacks

It contains the following filters.

- **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.

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.

6.3.4.6 Delete Callback

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

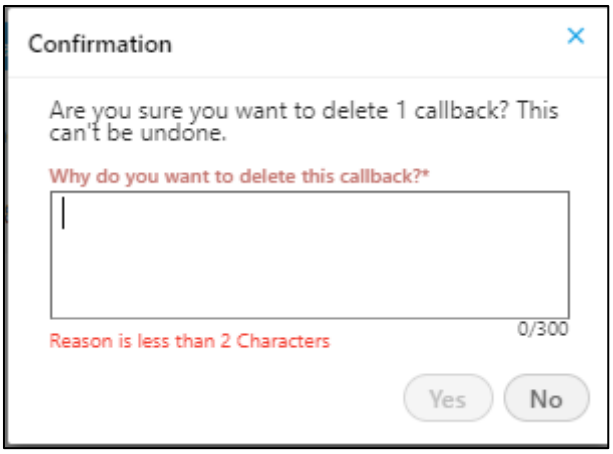


Figure: Delete Callbacks

6.3.5 (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.

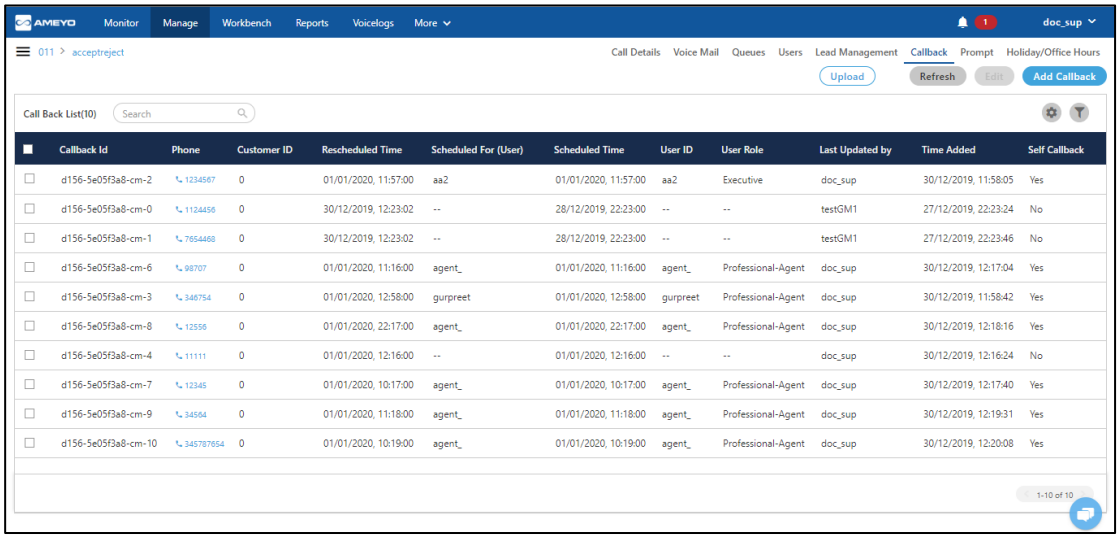


Figure: "Manage Callback" Page

2. Select the callbacks that have to be downloaded.

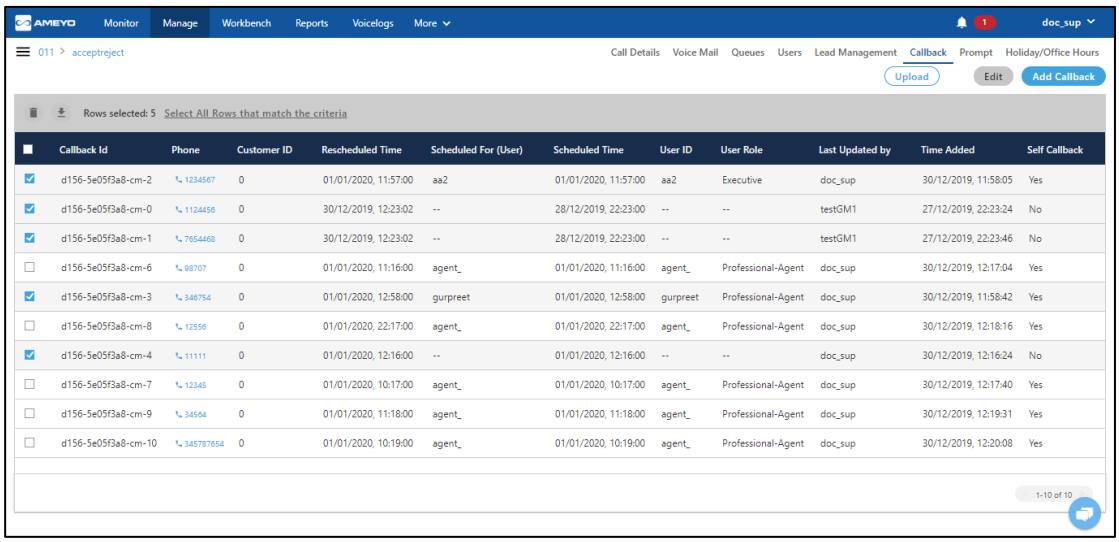


Figure: Selected the Callbacks

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

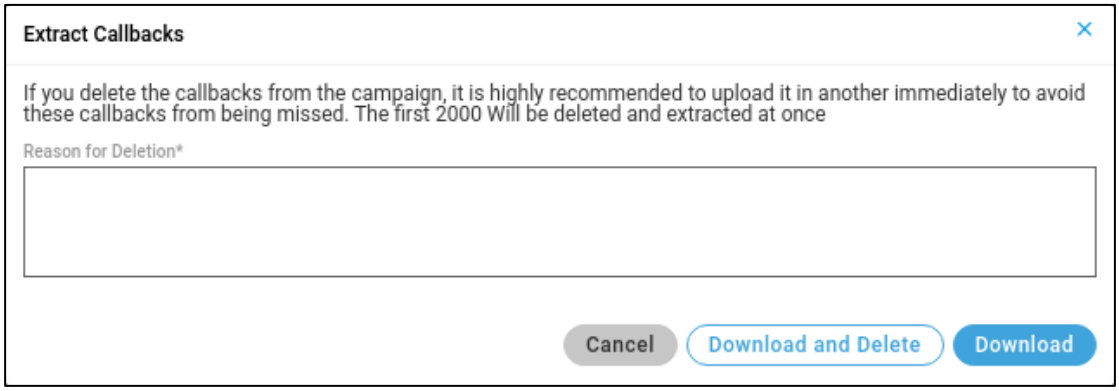


Figure: Modal to Export and Extract the Callbacks

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

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

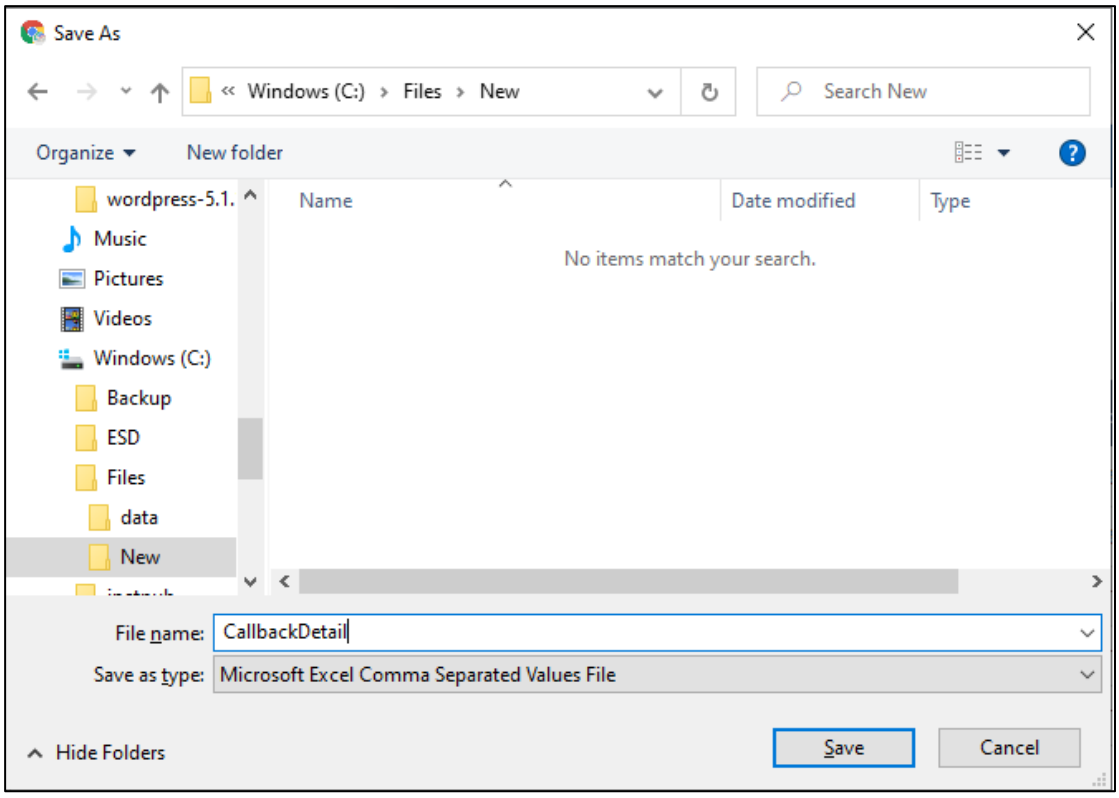
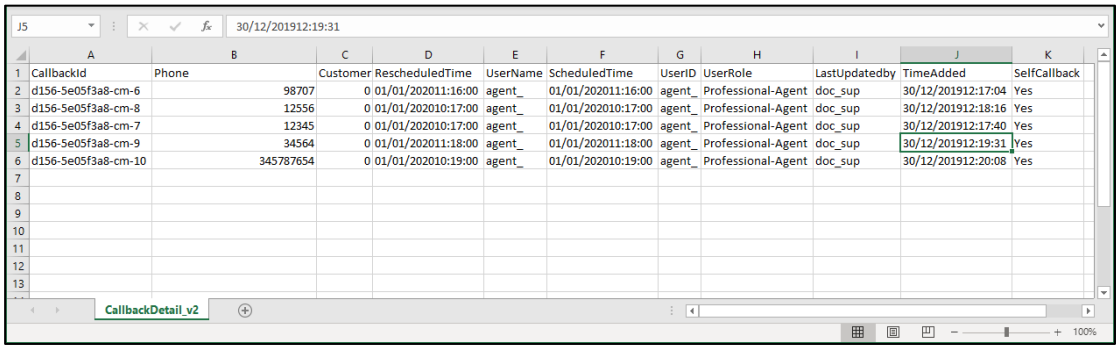


Figure: Save CSV File

7. The following screenshot shows a sample CSV.



CallbackId	Phone	Customer	RescheduledTime	UserName	ScheduledTime	UserID	UserRole	LastUpdatedby	TimeAdded	SelfCallback
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
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
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
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
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

6.3.5.1 Upload the Callbacks

Perform the following steps to upload the callbacks.

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

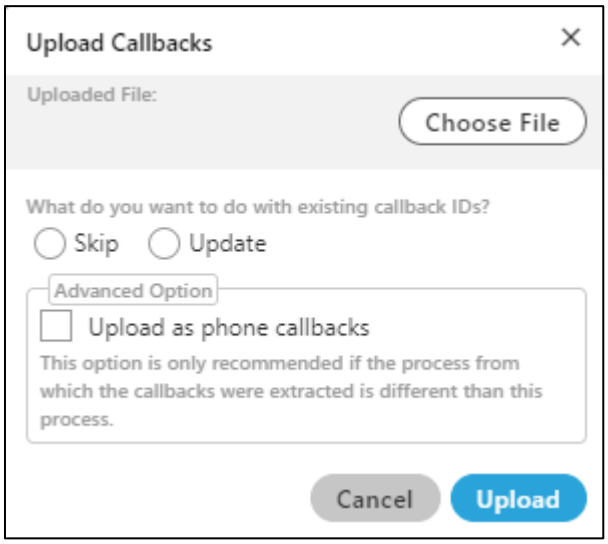


Figure: "Upload CSV" Modal

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

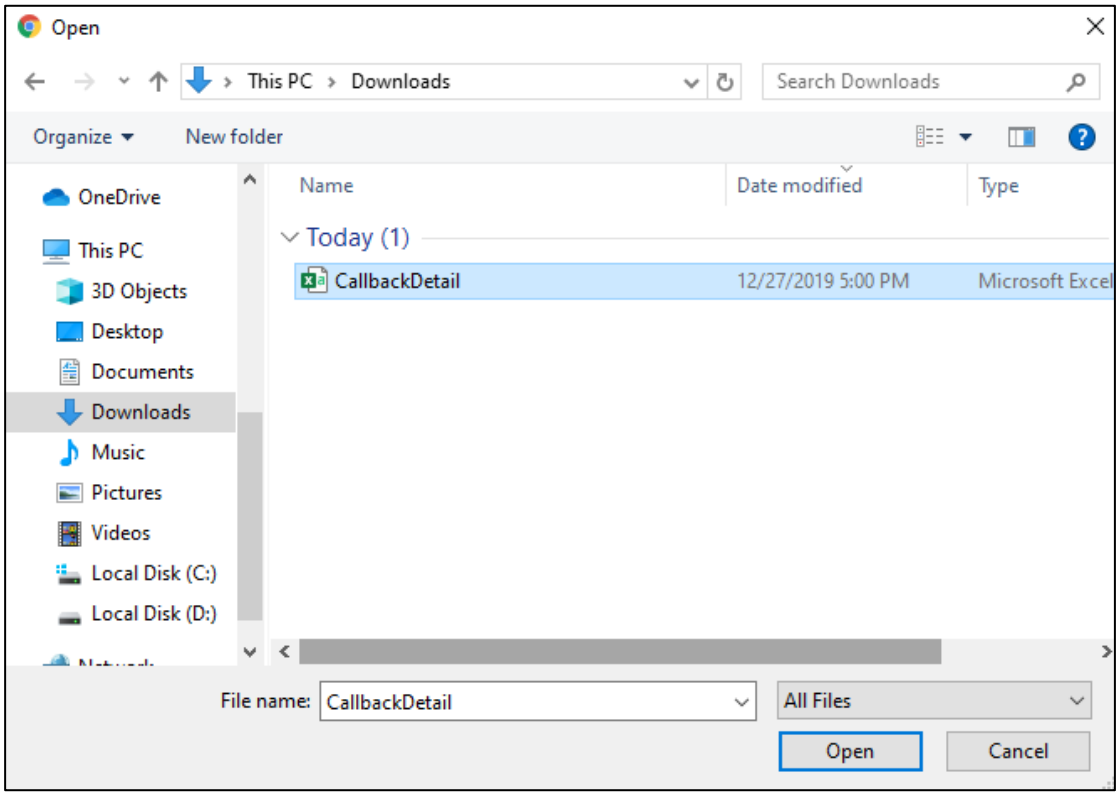


Figure: Dialog Box to open the file

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

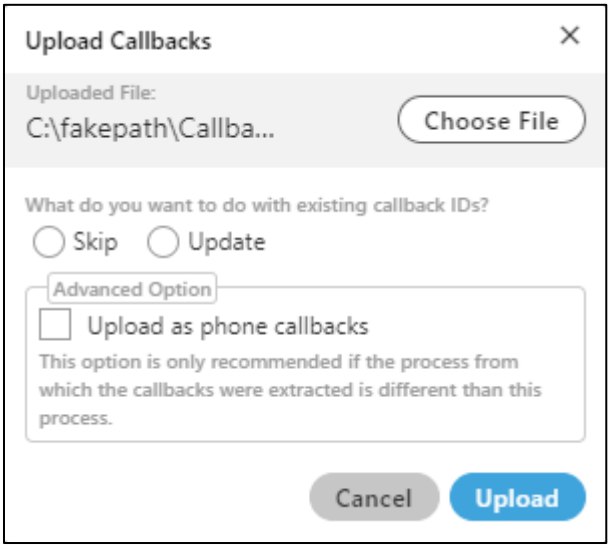


Figure: Dialog Box to open the file

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

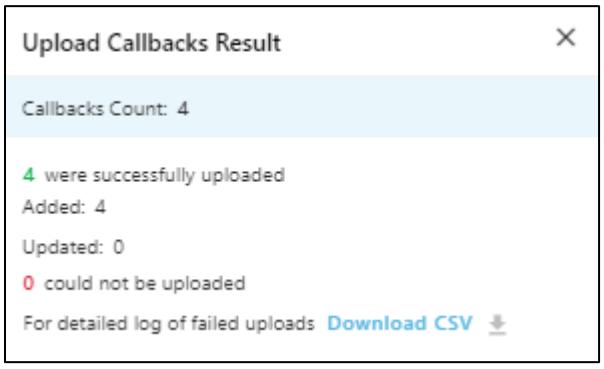


Figure: Uploaded the Callbacks

8. If there is any error while uploading the callback CSV, then the 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.

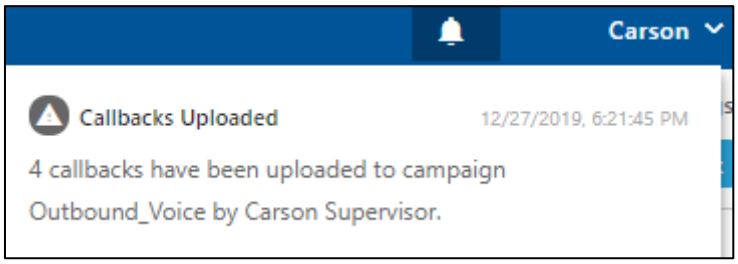


Figure: Notification of Uploading the Callback

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.

6.3.6 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.

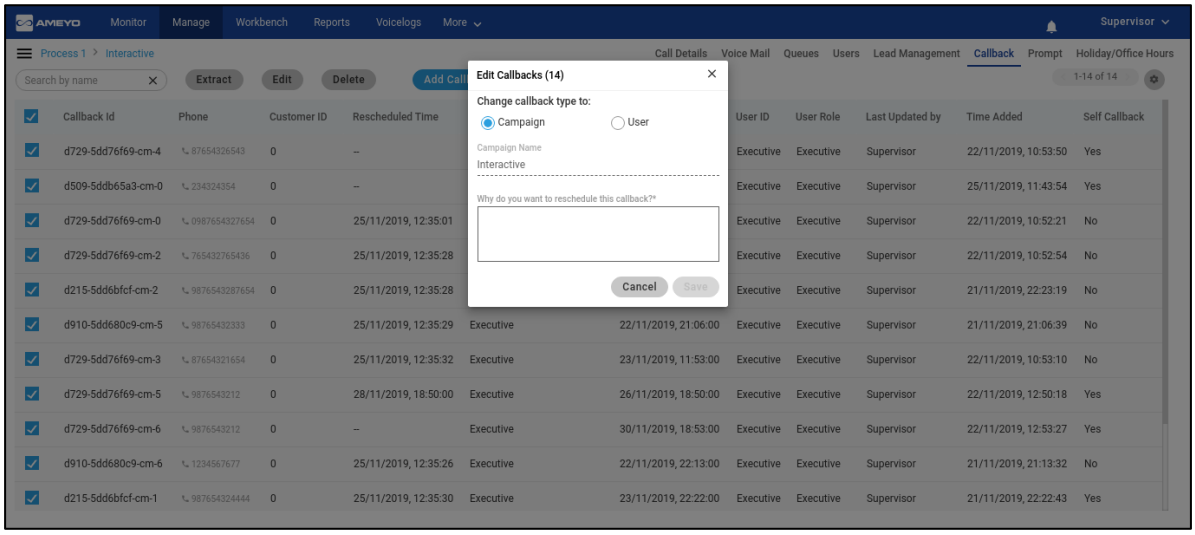


Figure: Bulk Edit of Callbacks

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.

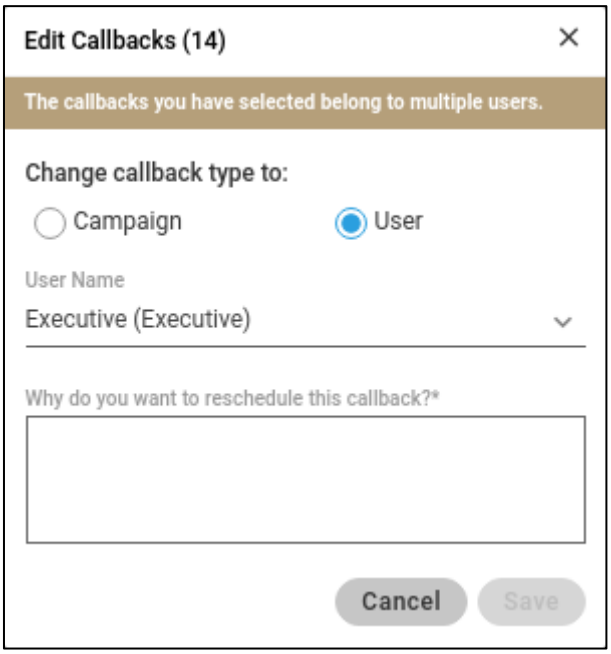


Figure: Bulk Edit of Callbacks already assigned to the multiple users

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.

6.3.6.1 Toast Notifications

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

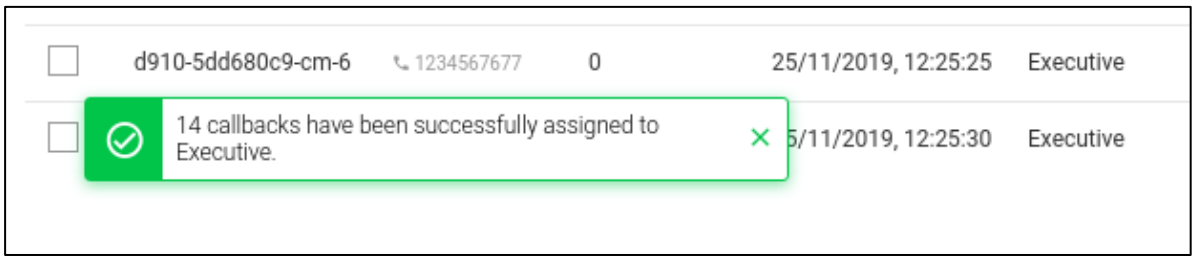


Figure: Toast Notification on the successful bulk operation

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.

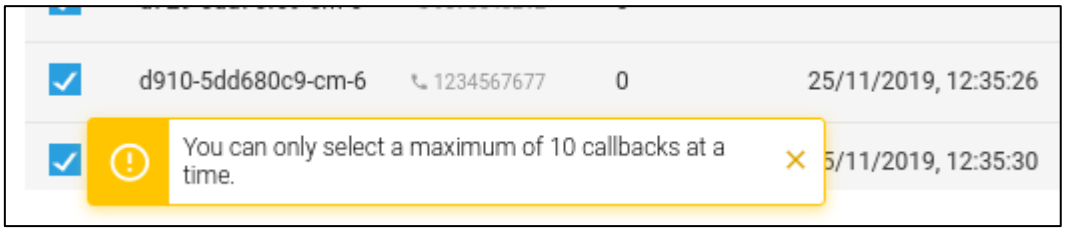


Figure: Toast Notification shows the error when the callbacks more than the limit are being tried

6.3.6.2 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.

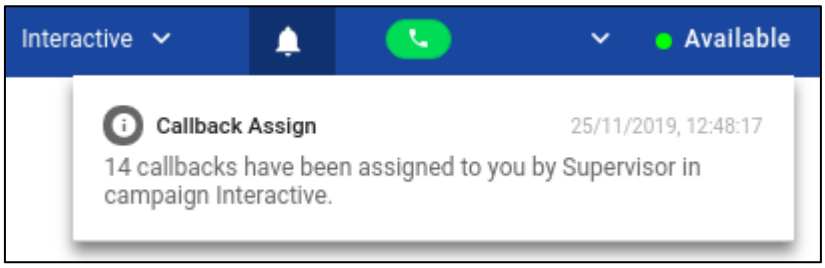


Figure: Notification to the Agent upon assignment of the bulk callbacks

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.

6.3.7 Prompt Management

Supervisor can add, view, manage, and delete prompts here.

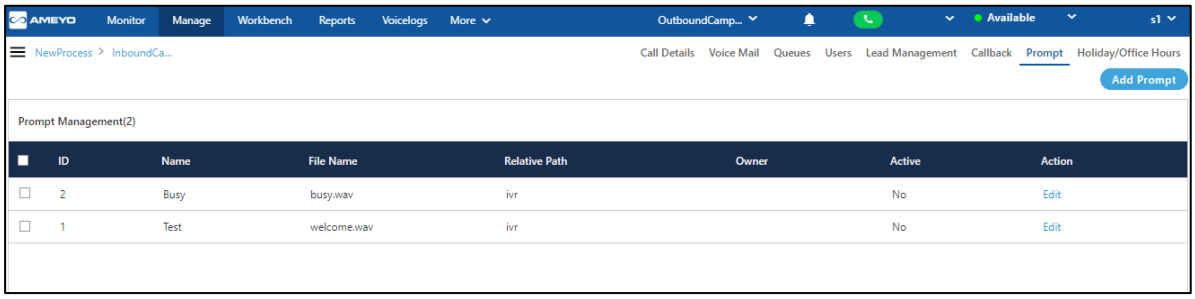


Figure: Prompt Management in a Campaign

It shows the prompts that are already added by the Administrator in its console at the Campaign-level.

Supervisor can perform the following operations here.

6.3.7.1 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.

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.

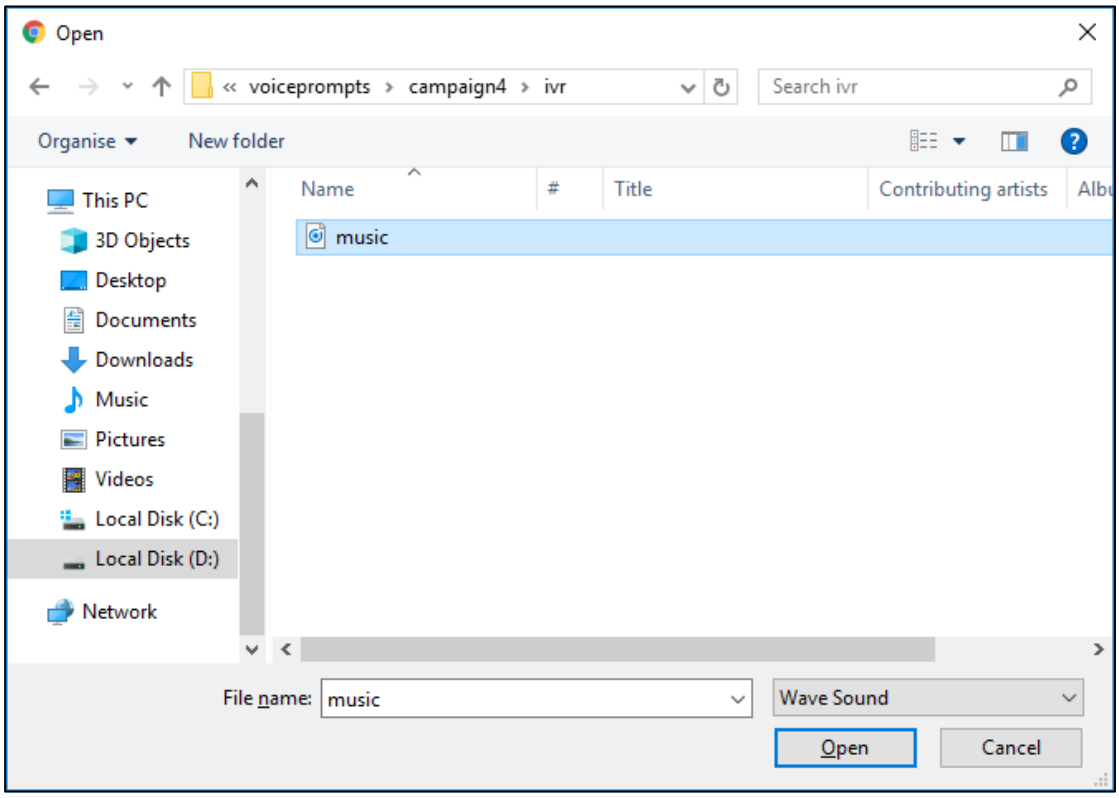


Figure: Upload Prompt

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.

6.3.7.1.1 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.

6.3.7.2 Edit Prompt

Supervisor can edit the added prompts as well. 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.

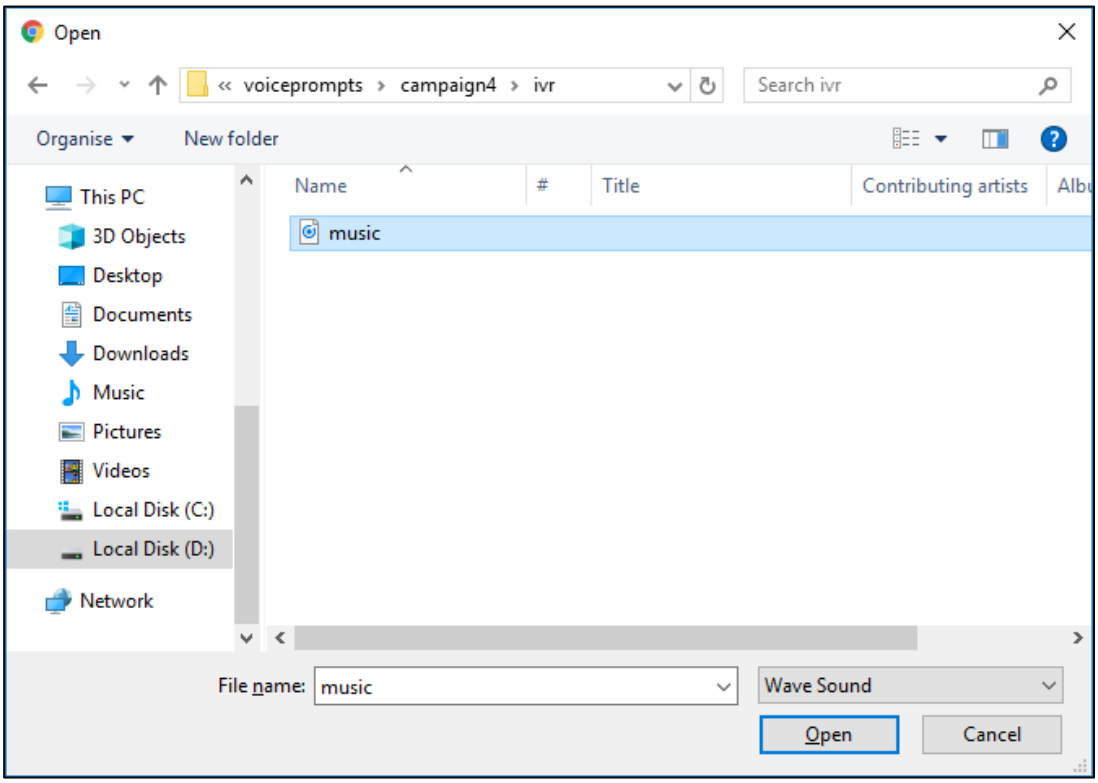


Figure: Upload Prompt

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.

6.3.7.3 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 Mange Outbound Campaign

Supervisor can manage the outbound campaigns in which it has been assigned.

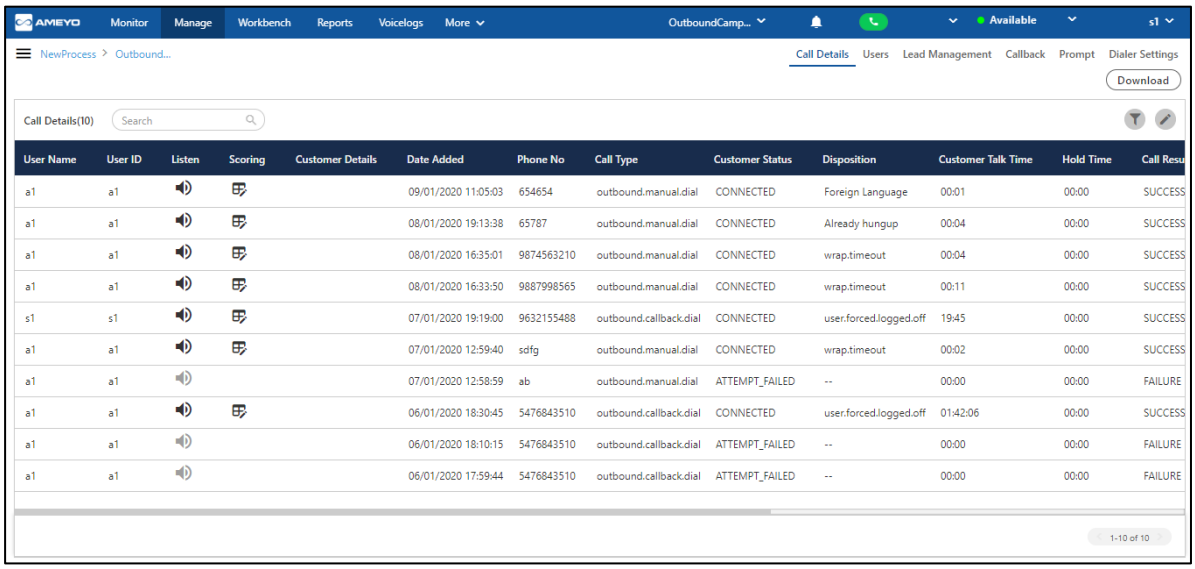


Figure: Manage Outbound Campaign

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...

6.4.1 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)

6.4.2 "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.

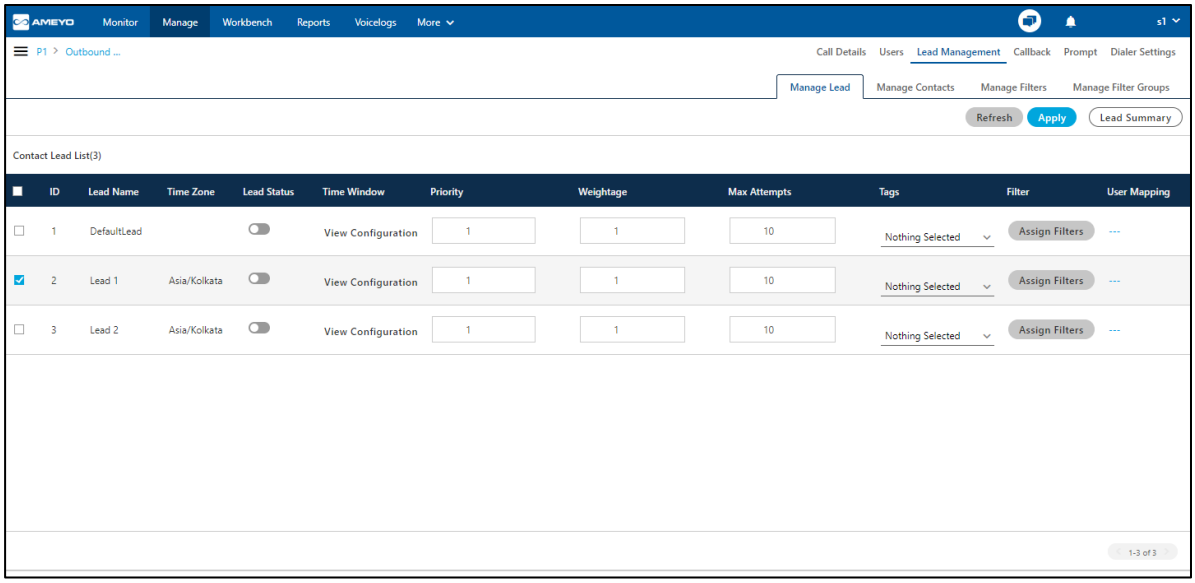


Figure: Lead Management in Outbound Campaign

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.

6.4.2.1 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.

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.

6.4.2.2 Queue Mapping (Licensable)

Select the Queue name from the drop-down menu in the "Queue Mapping" column and click "Apply" button.

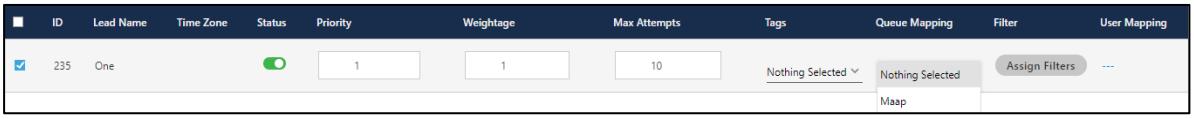


Figure: Queue Mapping in Lead

6.4.2.3 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.

6.4.2.4 View Lead Summary

Select the leads and click "Lead Summary" to view and download the lead summary. It shows the following pop-up.

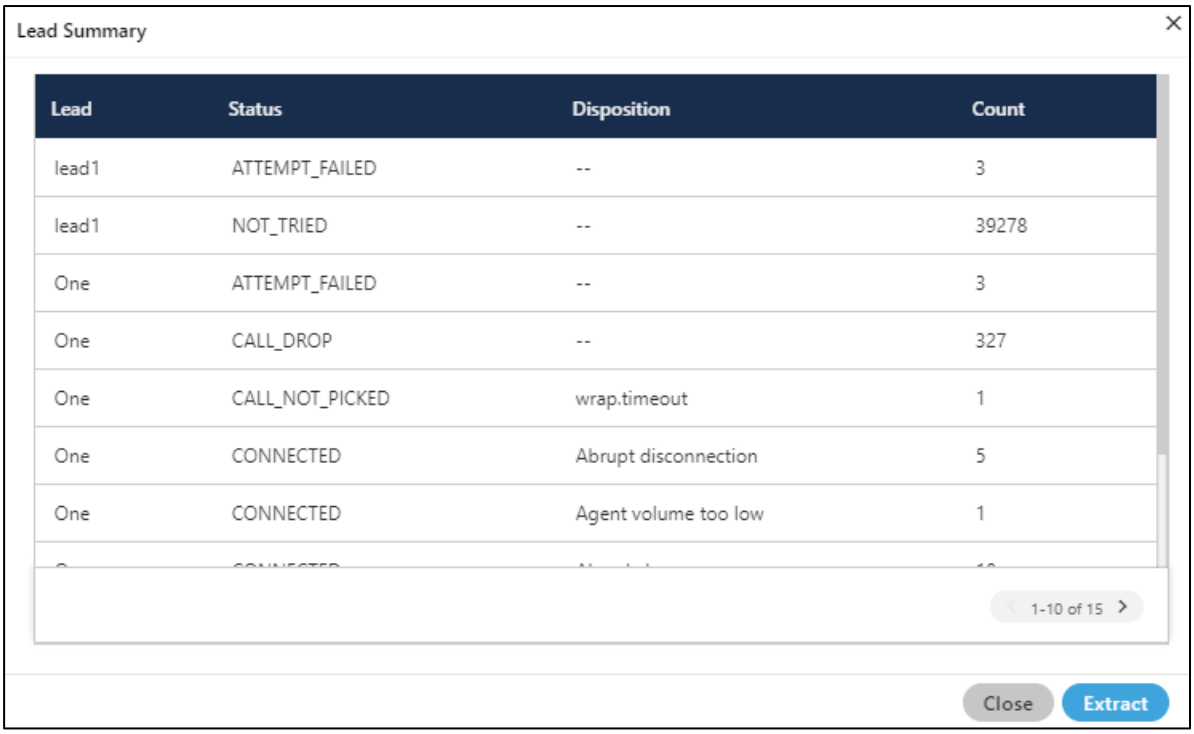


Figure: Lead Summary

Click "Extract" in this pop-up to save the Lead Summary as a CSV file on the disk. It shows the following dialog box.

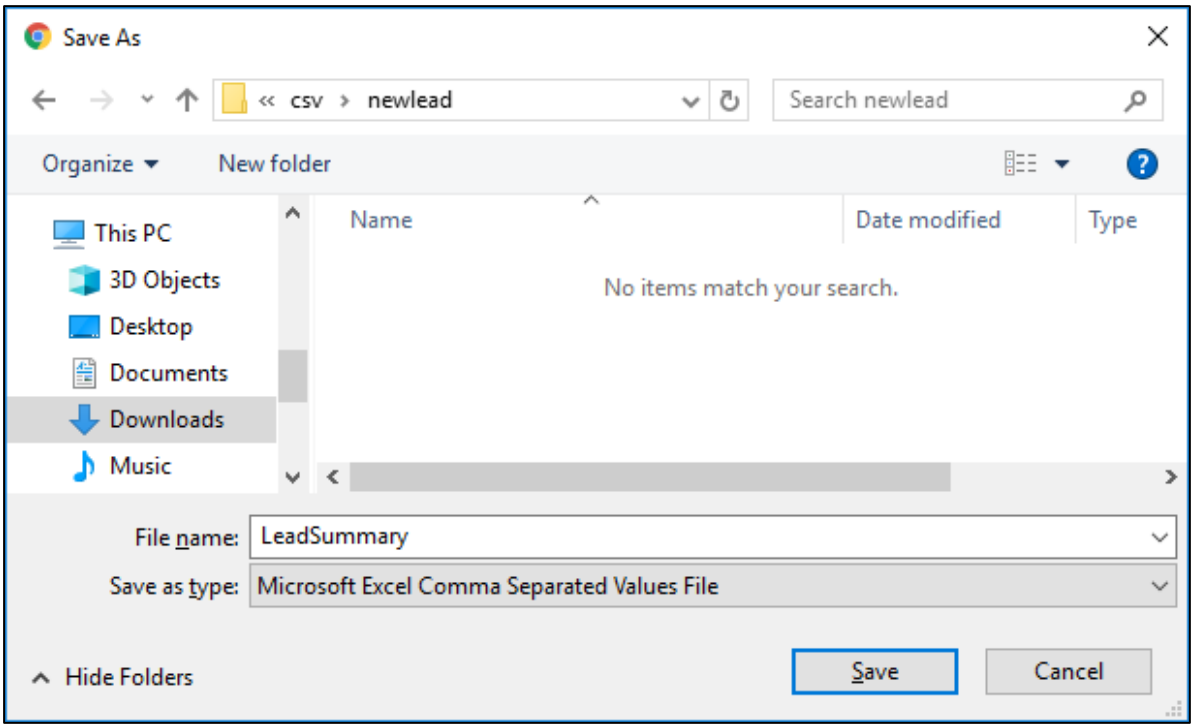


Figure: Lead Extraction

Select the location and provide a name to the file. Click "Save" to save the lead summary as the file.

6.4.2.5 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.

6.4.2.6 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.

6.4.2.7 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.

6.4.2.8 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.

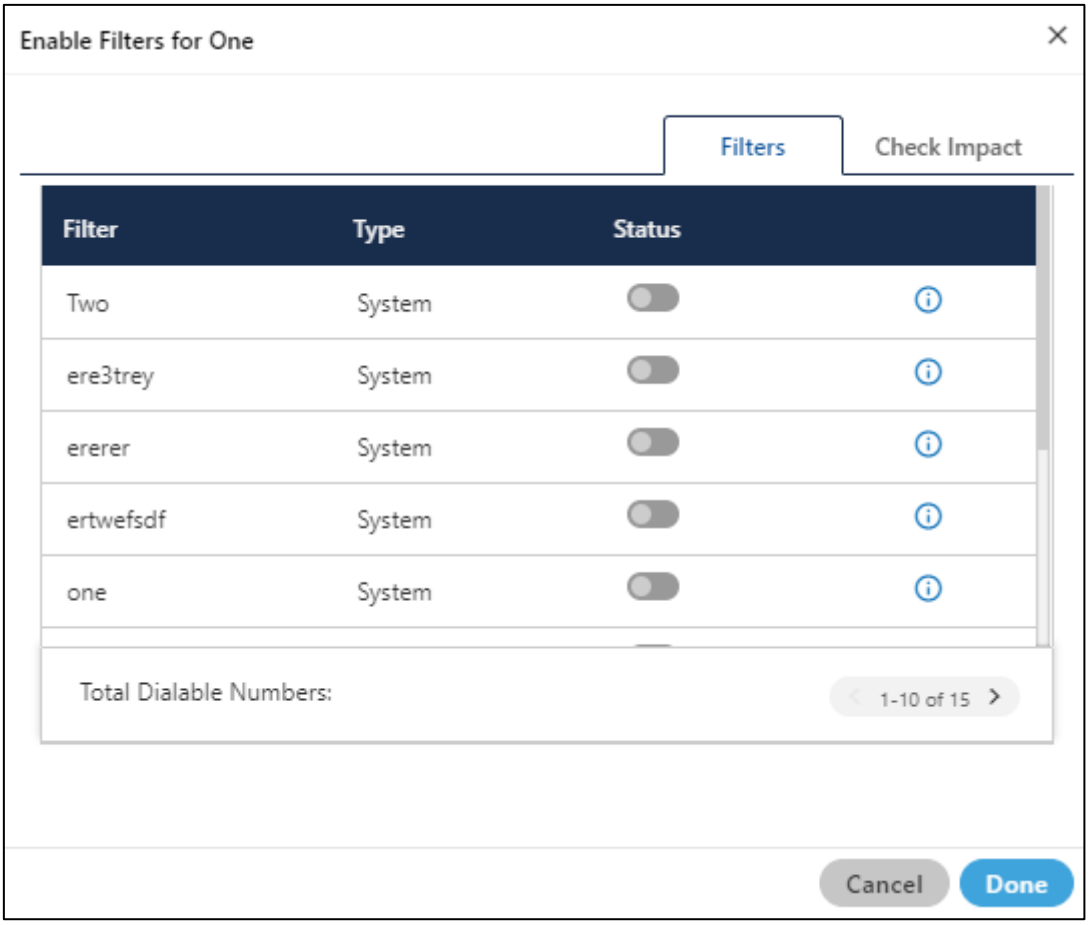


Figure: Assign the Lead Filter

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.

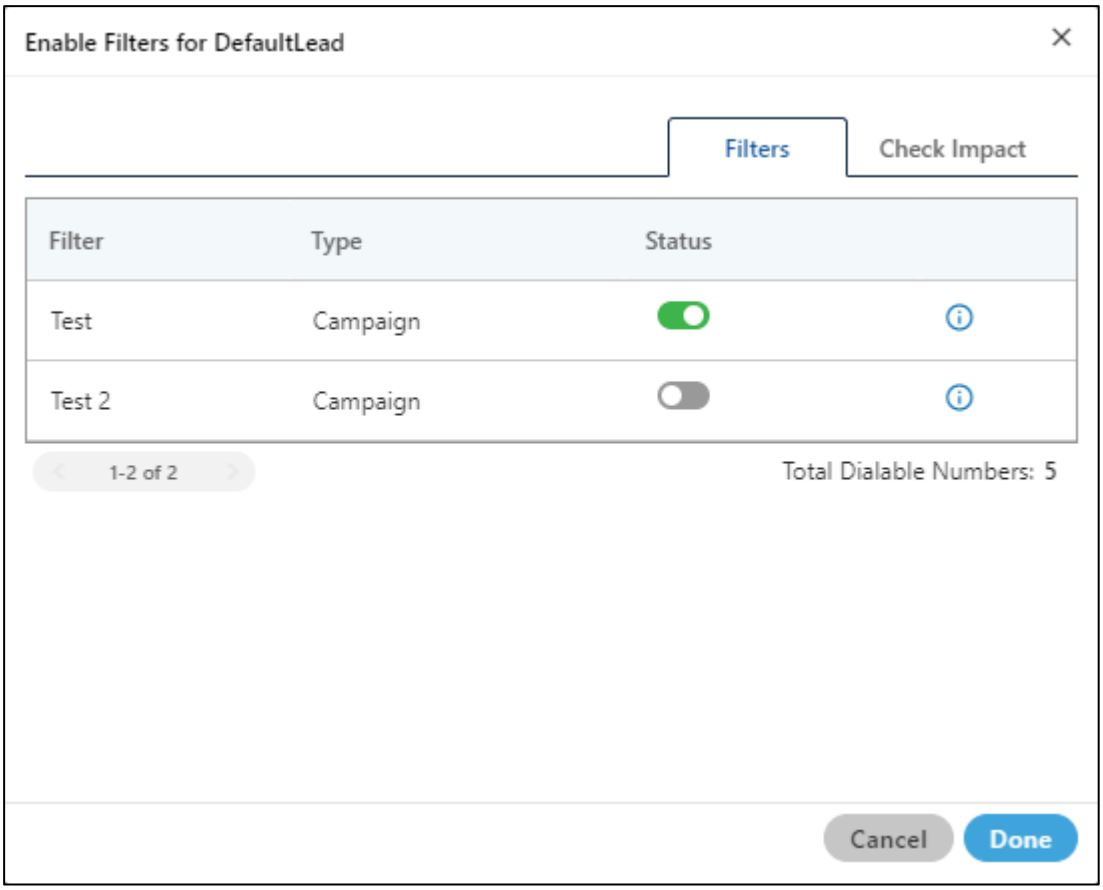


Figure: Total Dialable Numbers after enabling a filter

3. 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.

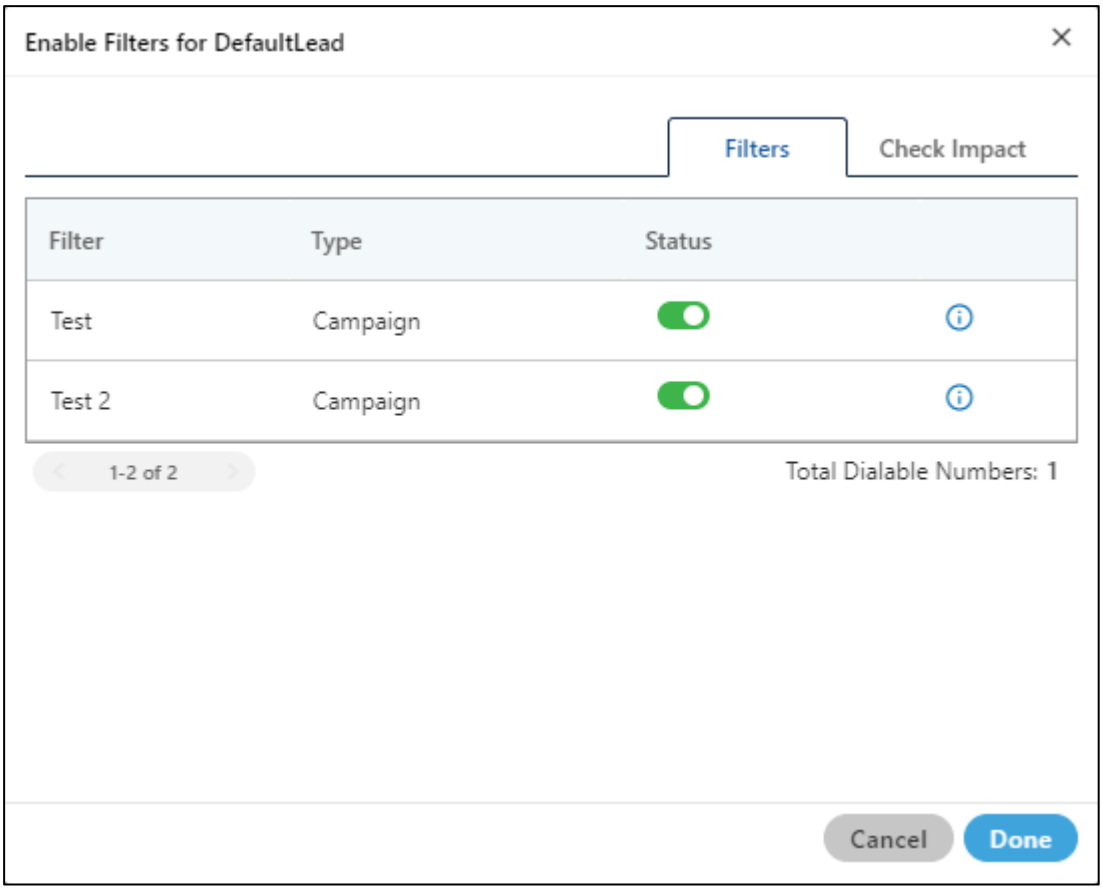


Figure: Total Dialable Numbers after changing status of filters

4. The Supervisor can switch to "Check Impact" tab to view the Dialable Numbers for every filter and total dialable numbers.

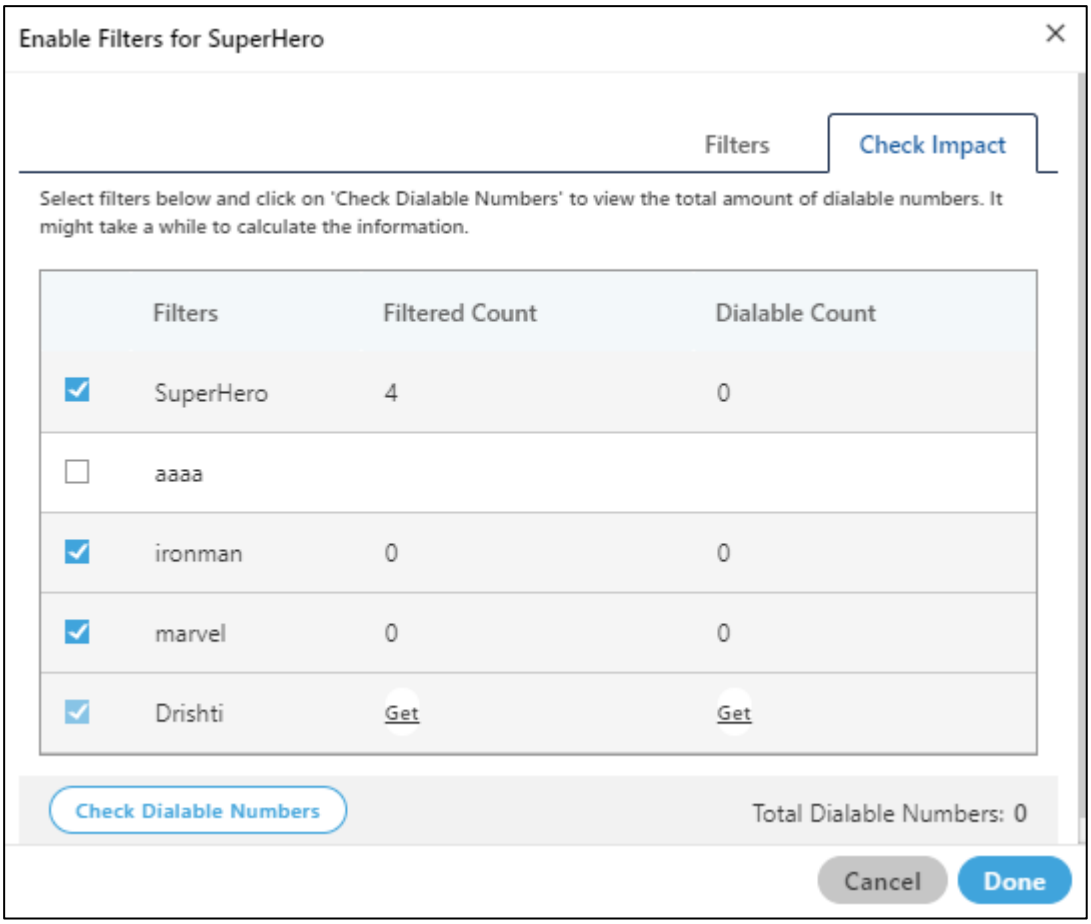


Figure: "Check Impact" tab

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.

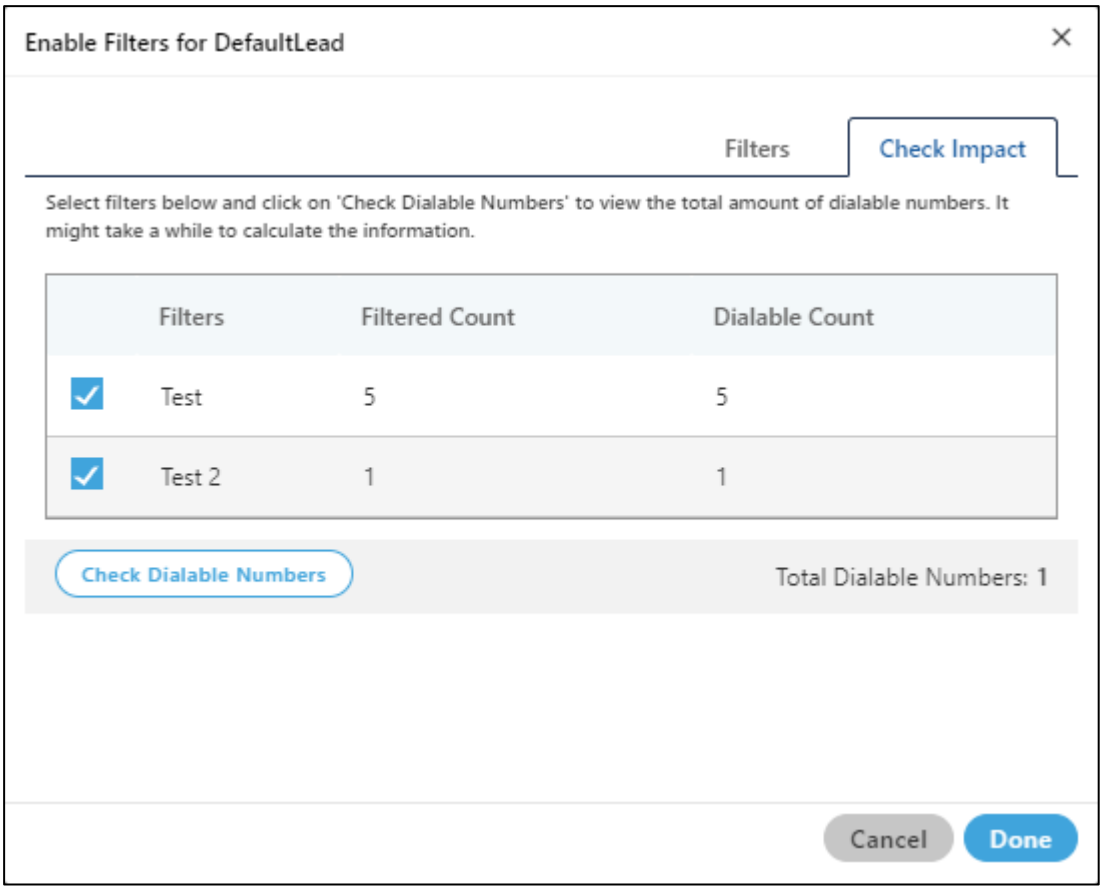


Figure: Dialable Count for every filter separately and for all filters

It shows the Dialable Count for every filter separately and total count after enabling or disabling the filters.

7. 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.
8. Click "Done" to save the changes and close the pop-up. Rater, click "Cancel" to close the pop-up without making the changes.

6.4.2.9 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.

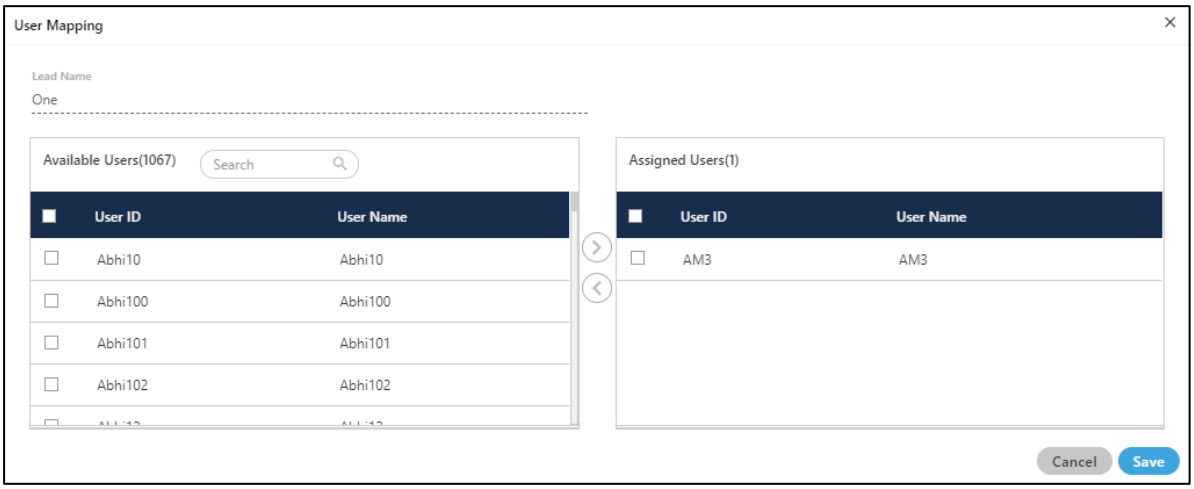


Figure: Map Users with Lead

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.

6.4.2.10 Time Slots to Map the Leads

Ameyo has the feature to enable or disable the lead for a particular time slot. The Supervisor has to navigate to "Manage" Tab of Outbound and Parallel Predictive Dialing Campaign → "Lead Management" → "Manage Lead" to access this new option. A new column named "Time Window" has been added here, which contains "View Configuration" link for every lead.

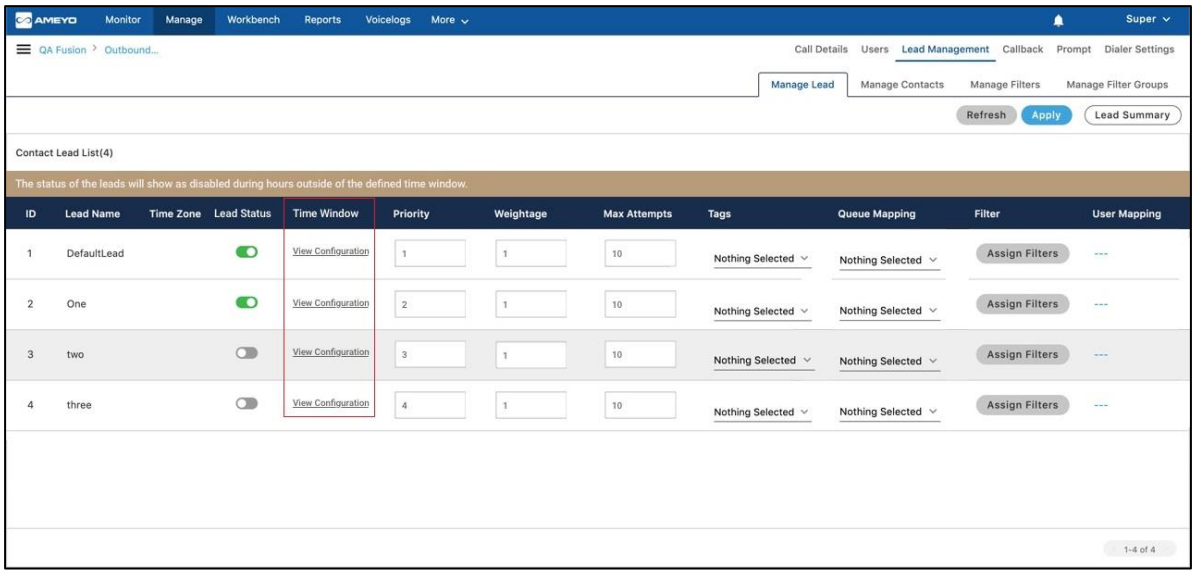


Figure: Time window configuration in "Manage Lead" Tab

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.

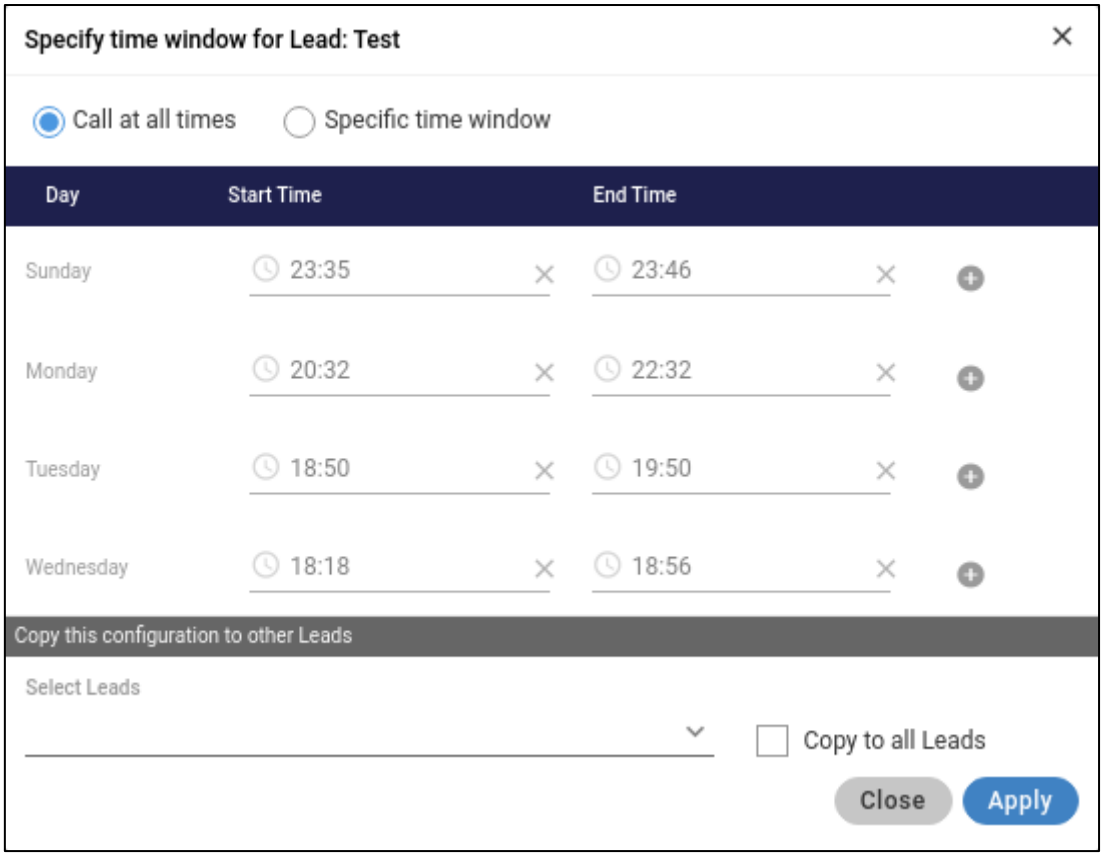


Figure: Modal to specify the time slot for a lead

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.

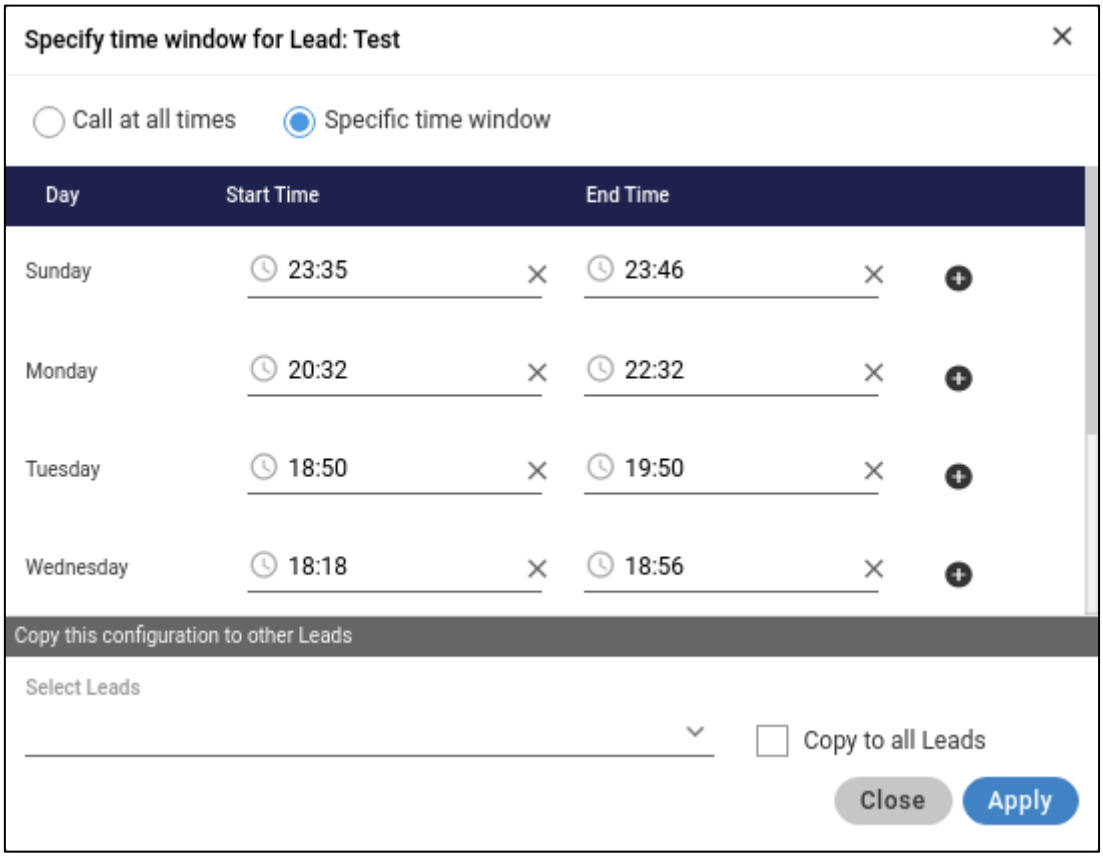


Figure: Select time period for the lead

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.

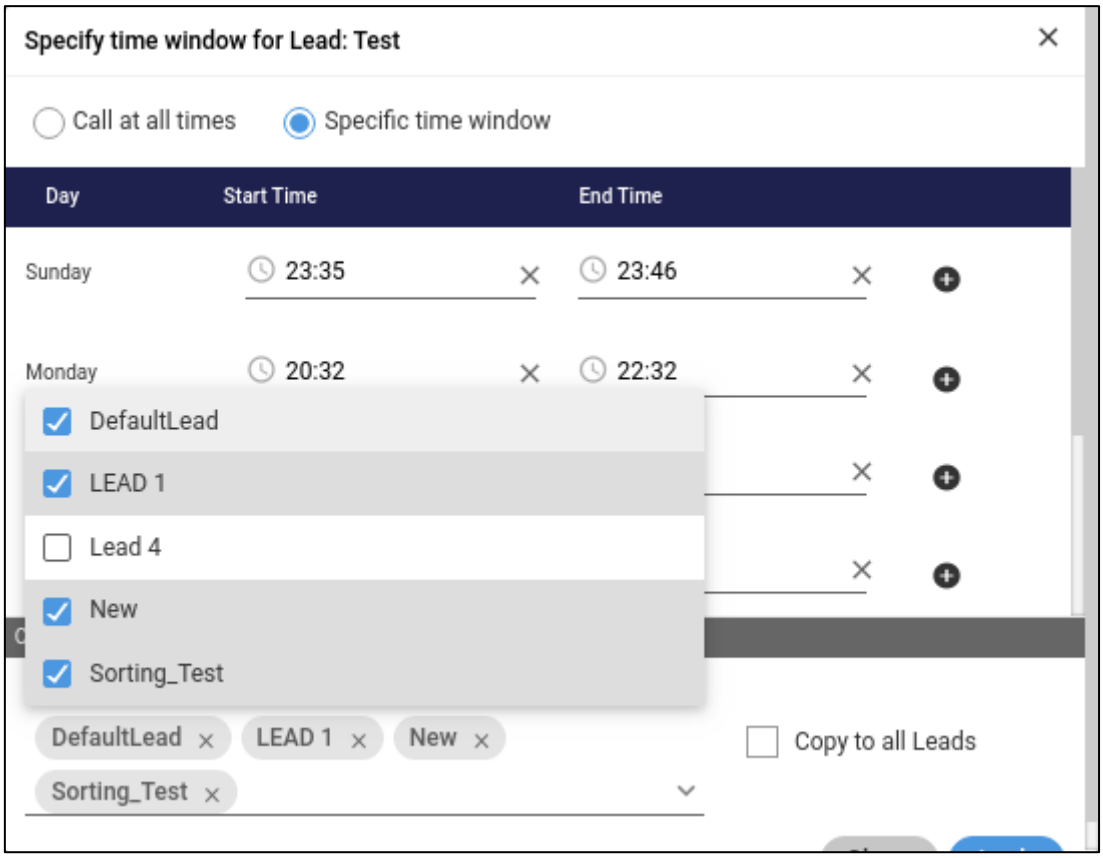


Figure: "Copy to all leads" option

6.4.2.11 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.

6.4.2.12 "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.

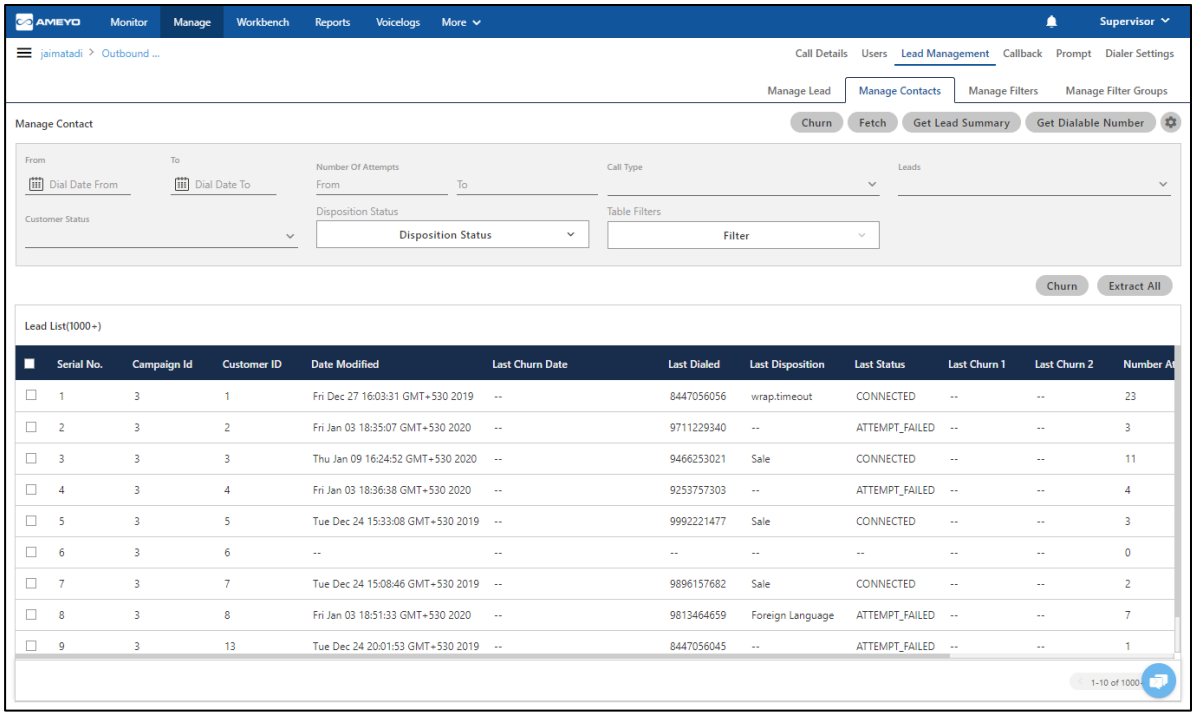


Figure: Manage Contacts

Here, Supervisor can perform the following operations.

6.4.2.12.1 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.

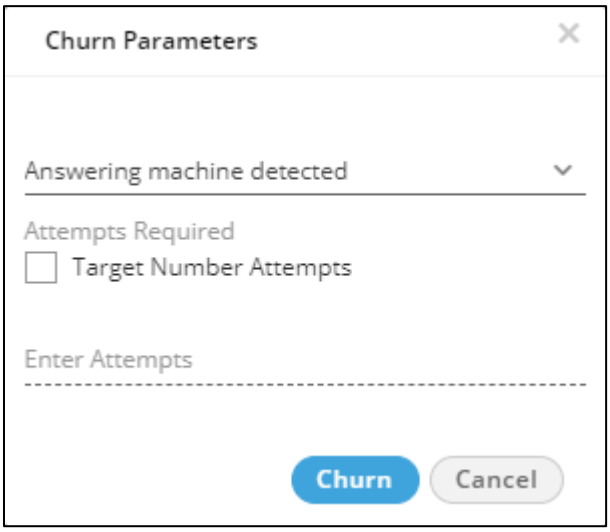


Figure: Churn Leads

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.
4. Click "**Churn**" to churn the numbers.

6.4.2.12.1.1 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.

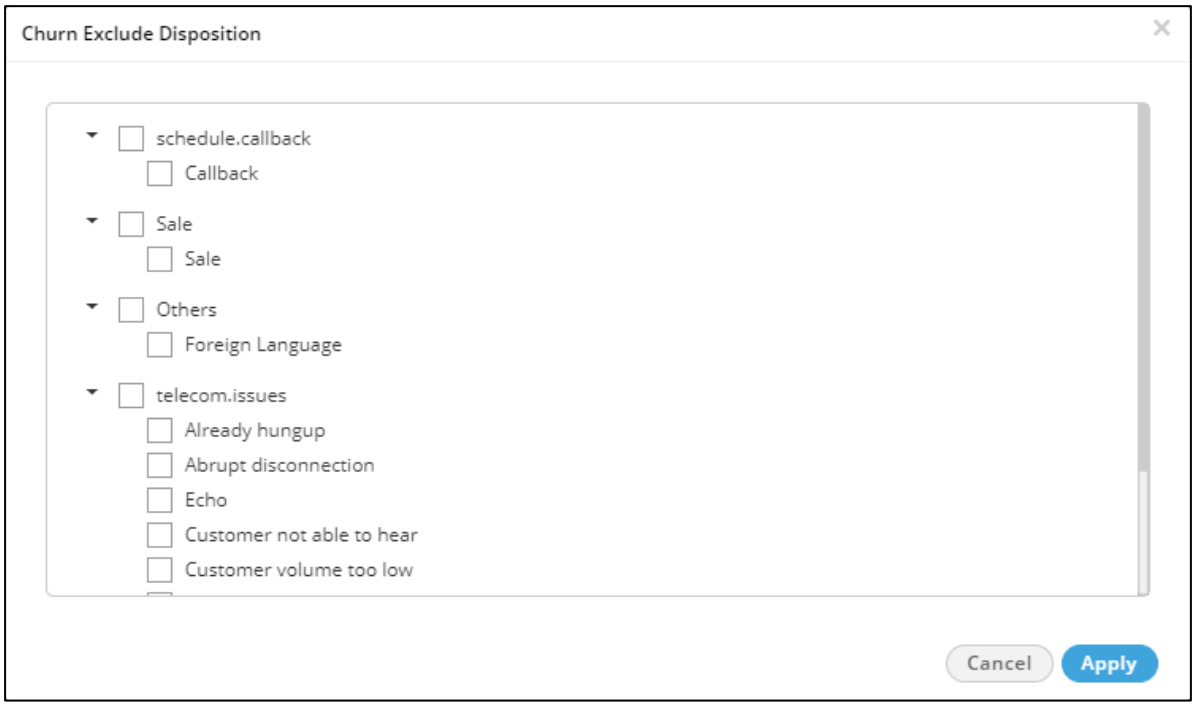


Figure: Dispositions List

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.

6.4.2.12.2 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.

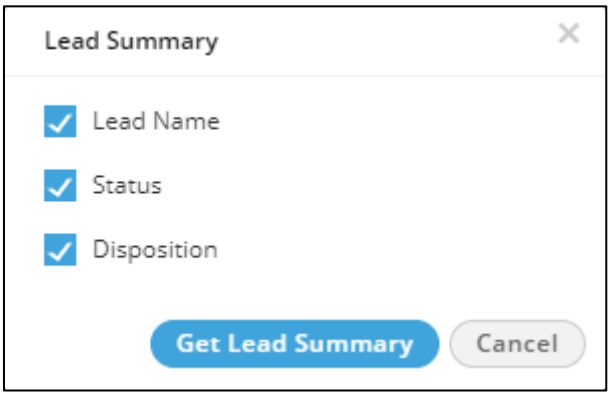


Figure: Summary of Leads

Here, the Supervisor can uncheck the checkbox provided against the headers which are not required or which the supervisor does not wants 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.

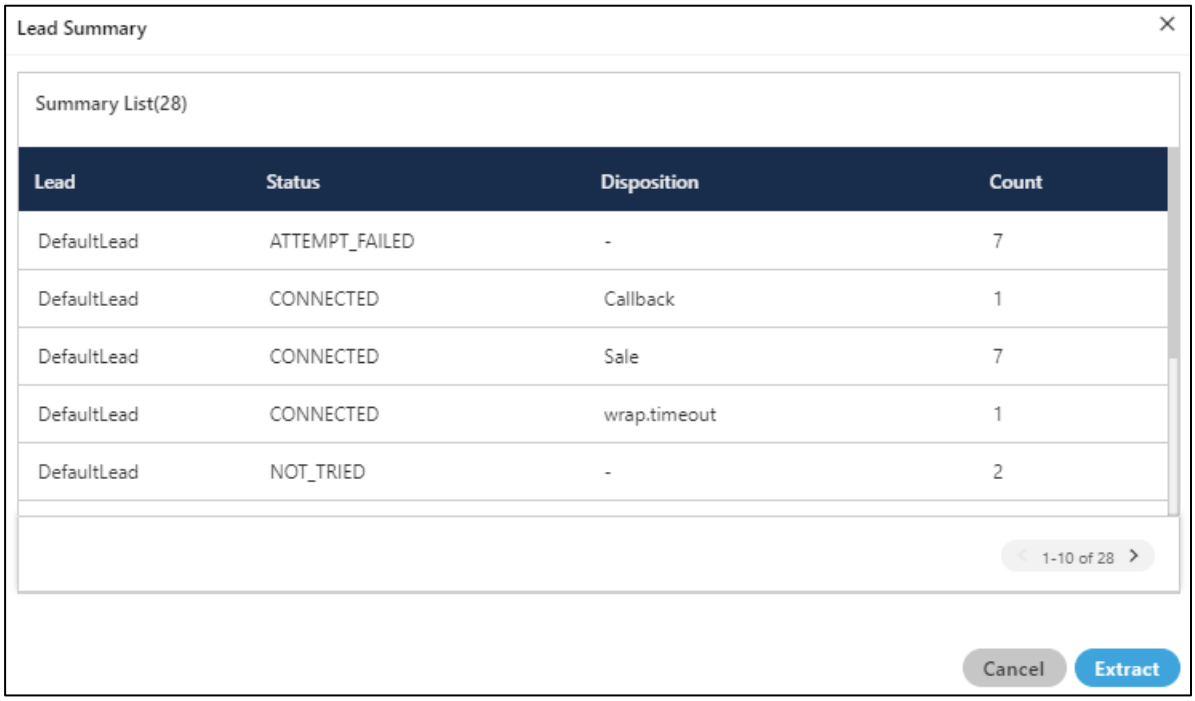


Figure: Summary of Leads

Click "Extract" in this pop-up to save the Lead Summary as a CSV file on the disk. It shows the following dialog box.

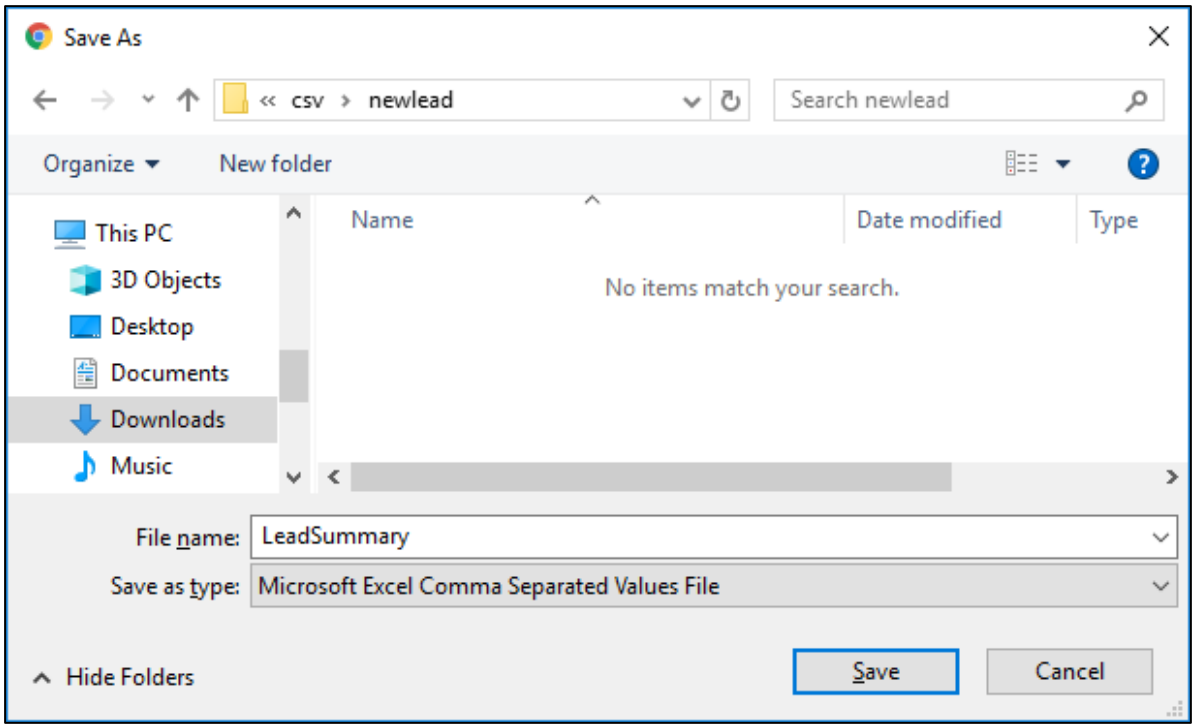


Figure: Lead Extraction

Select the location and provide a name to the file. Click "Save" to save the lead summary as the file.

6.4.2.12.3 Get Dialable Numbers

Click "Get Dialable Numbers" to view the list of dialable numbers in the fetched lead. It shows the following pop-up.

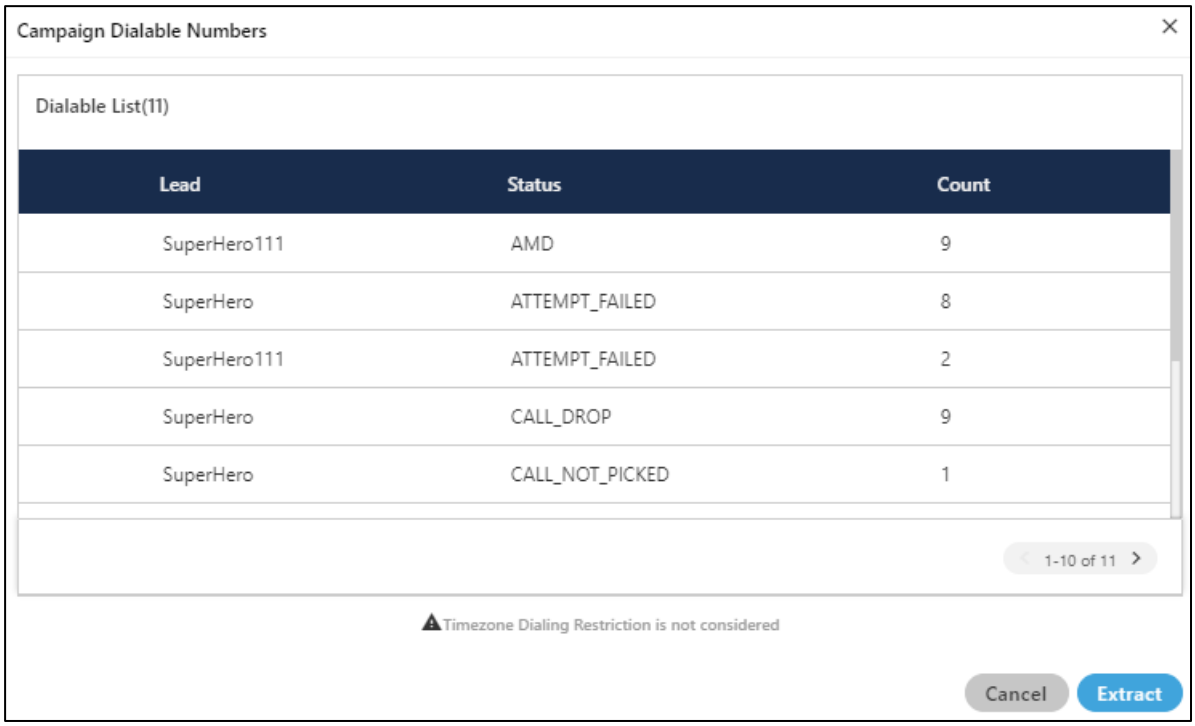


Figure: List of Dialable Numbers

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.

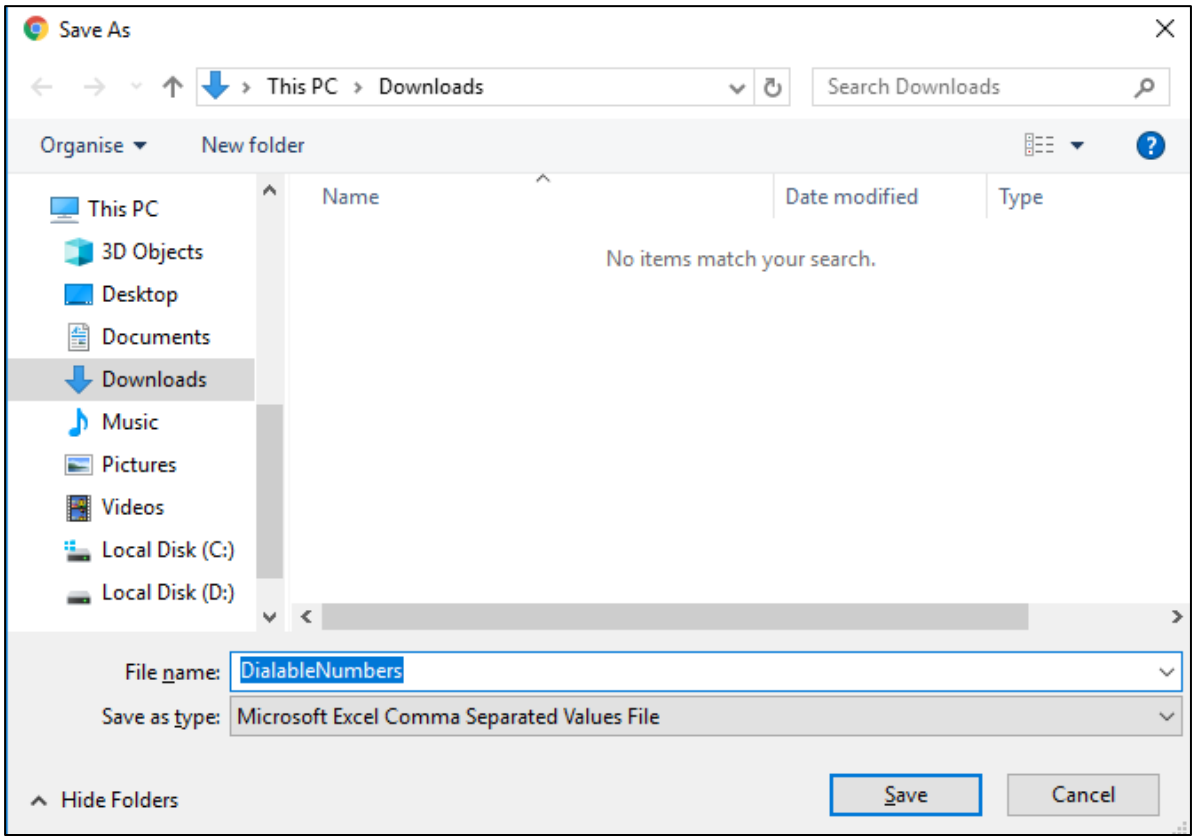


Figure: CSV file for get dialable numbers

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.

6.4.2.12.4 View and Filter Lead List

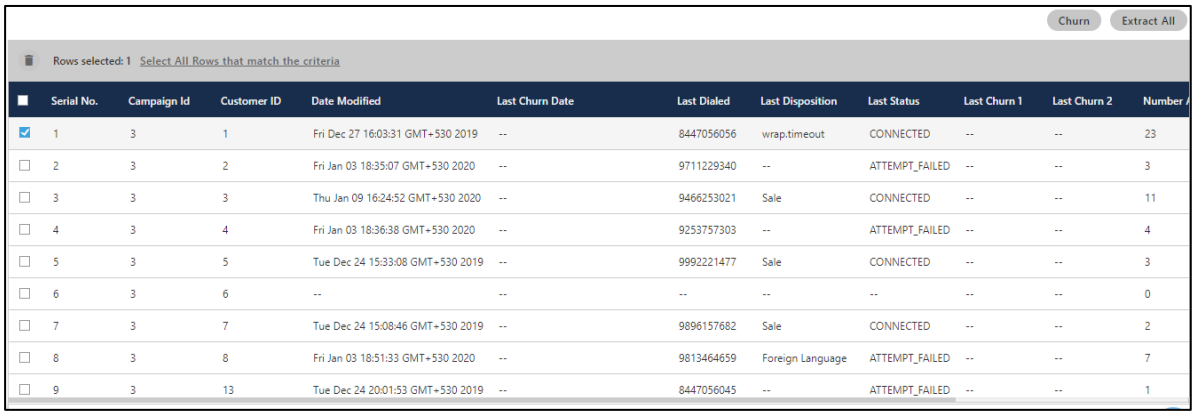
The top section lists the filters. The Supervisor can select any of these filters to filter the lead list.

- **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
1	3	1	Fri Dec 27 16:03:31 GMT+530 2019	--	8447056056	wrap.timeout	CONNECTED	--	--	23
2	3	2	Fri Jan 03 18:35:07 GMT+530 2020	--	9711229340	--	ATTEMPT_FAILED	--	--	3
3	3	3	Thu Jan 09 16:24:52 GMT+530 2020	--	9466253021	Sale	CONNECTED	--	--	11
4	3	4	Fri Jan 03 18:36:38 GMT+530 2020	--	9253757303	--	ATTEMPT_FAILED	--	--	4
5	3	5	Tue Dec 24 15:33:08 GMT+530 2019	--	9992221477	Sale	CONNECTED	--	--	3
6	3	6	--	--	--	--	--	--	--	0
7	3	7	Tue Dec 24 15:08:46 GMT+530 2019	--	9896157682	Sale	CONNECTED	--	--	2
8	3	8	Fri Jan 03 18:51:33 GMT+530 2020	--	9813464659	Foreign Language	ATTEMPT_FAILED	--	--	7
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.

6.4.2.13 "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.

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.

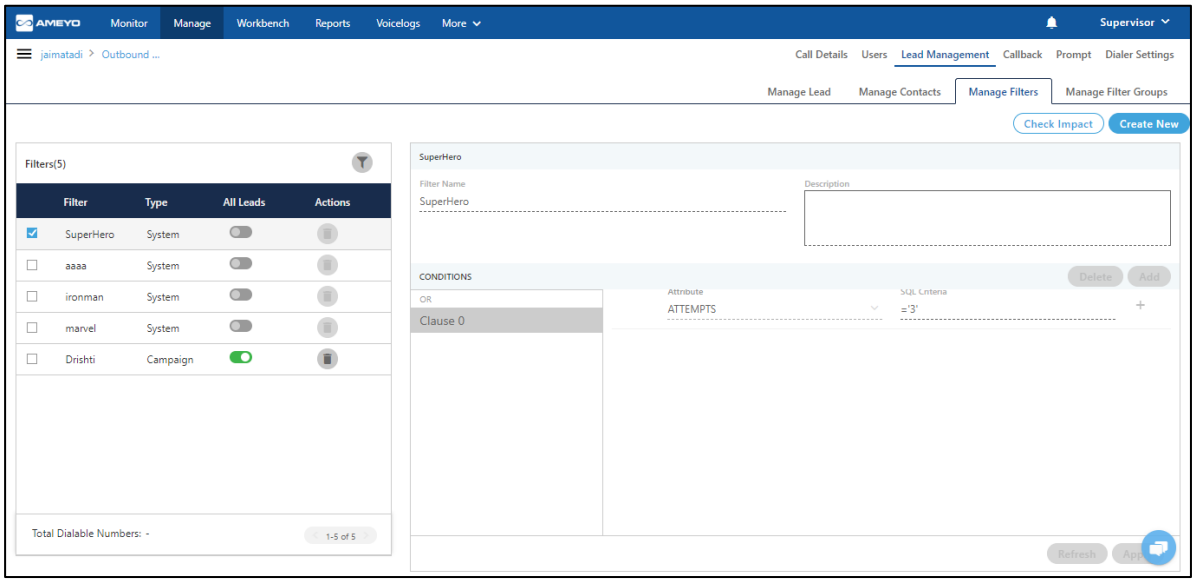


Figure: Filter Leads

6.4.2.13.1 Add Filter

Perform the following steps to add a filter.

1. Click "Create New Filter" to create a new filter.

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.

Figure: Creating Filter

9. Click **"Save"** button to create the table filter.

6.4.2.13.2 Filters

The supervisor can click the icon to filter the created filter.

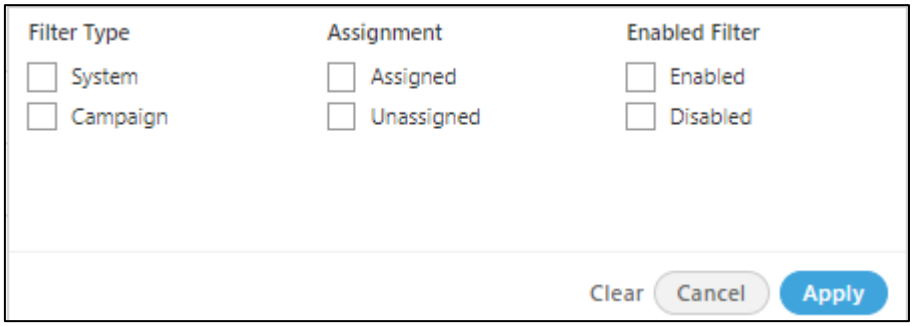


Figure: Filtration

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.

6.4.2.13.3 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.

6.4.2.13.4 Dialable Numbers

- "Total Dialable Numbers" text is displayed by default in the bottom right corner of the left section that shows the filters. A new button "Check Impact" is also added at the top right corner in the tab.

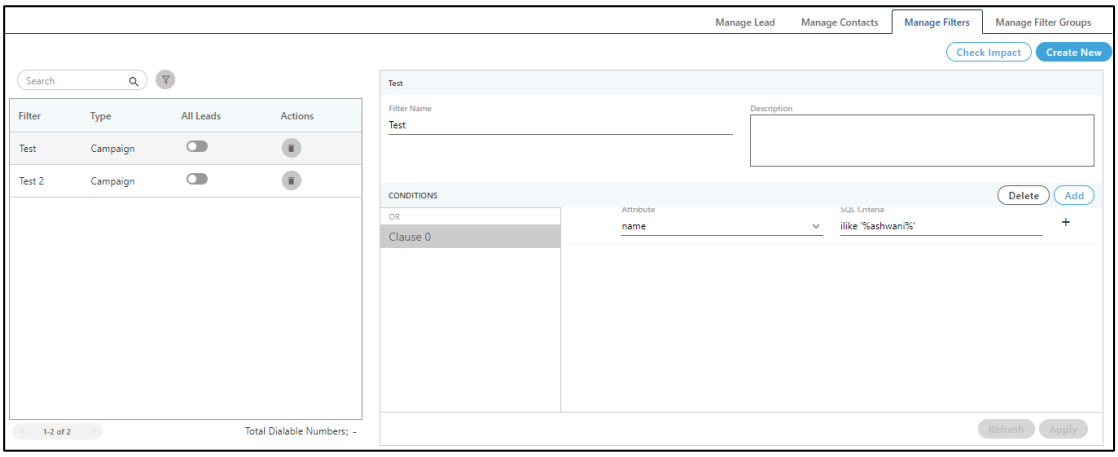


Figure: "Manage Filters" Tab displays "Total Dialable Number" and "Check Impact" button

- 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.

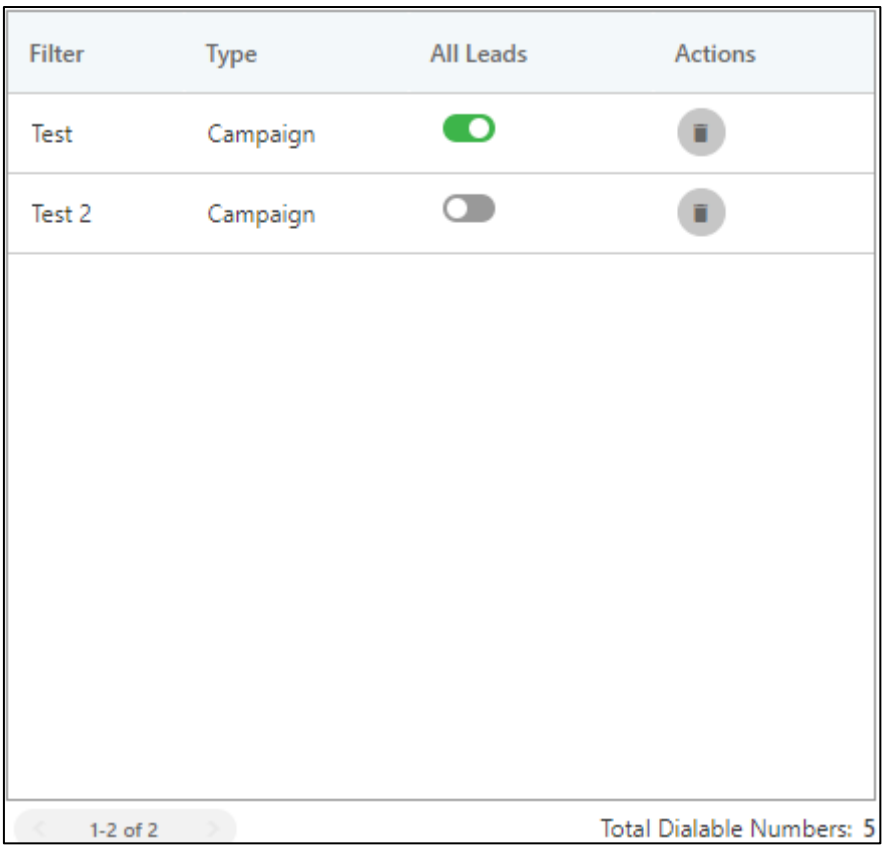


Figure: "Total Dialable Numbers" after enabling a filter

- 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.

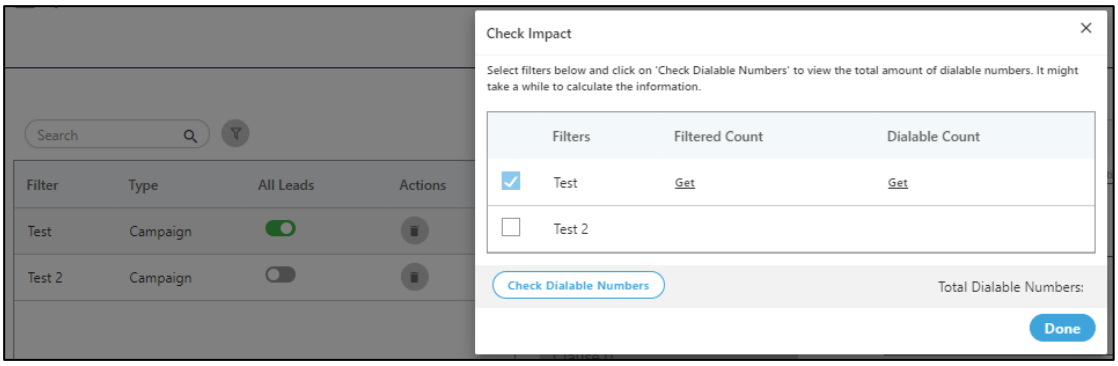


Figure: "Check Impact" Pop-up

- 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.

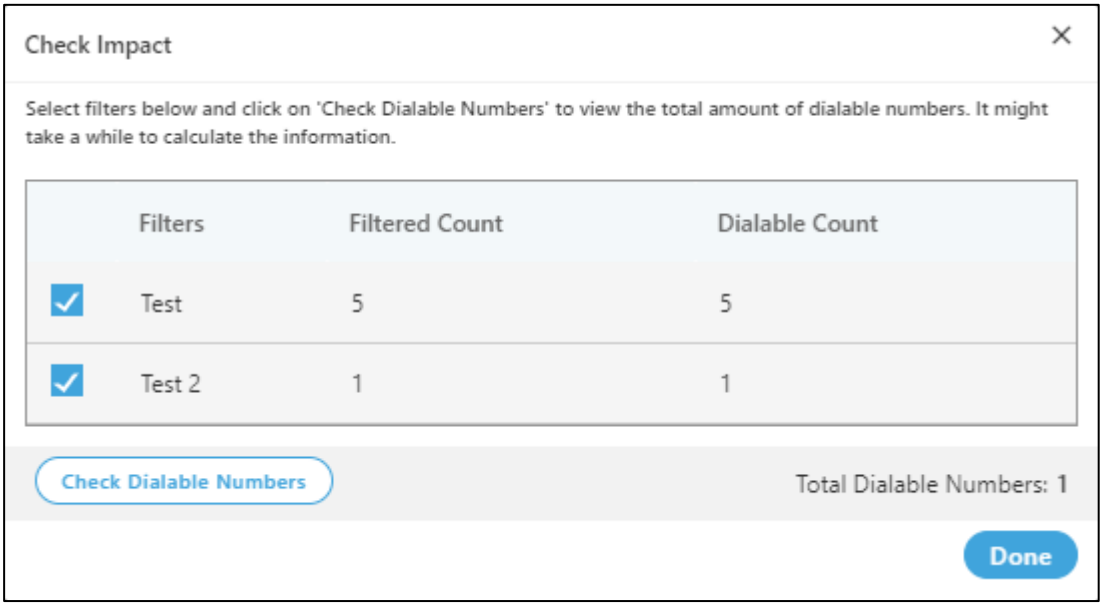


Figure: Dialable Count for every filter separately and for all filters

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.

6.4.2.13.5 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.

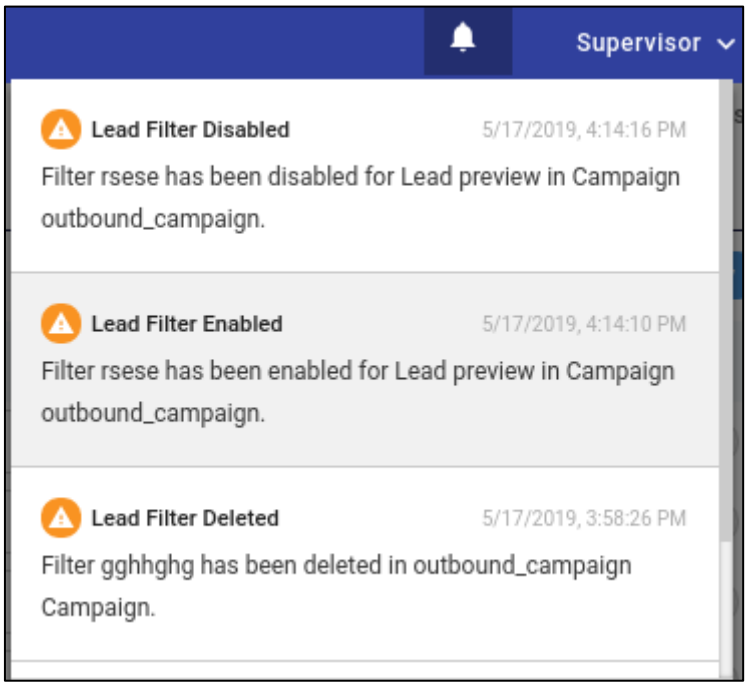


Figure: Notifications related to Filter

6.4.2.13.6 Edit Filter

Select the filter which you want to edit from the list present in the left side of the page.

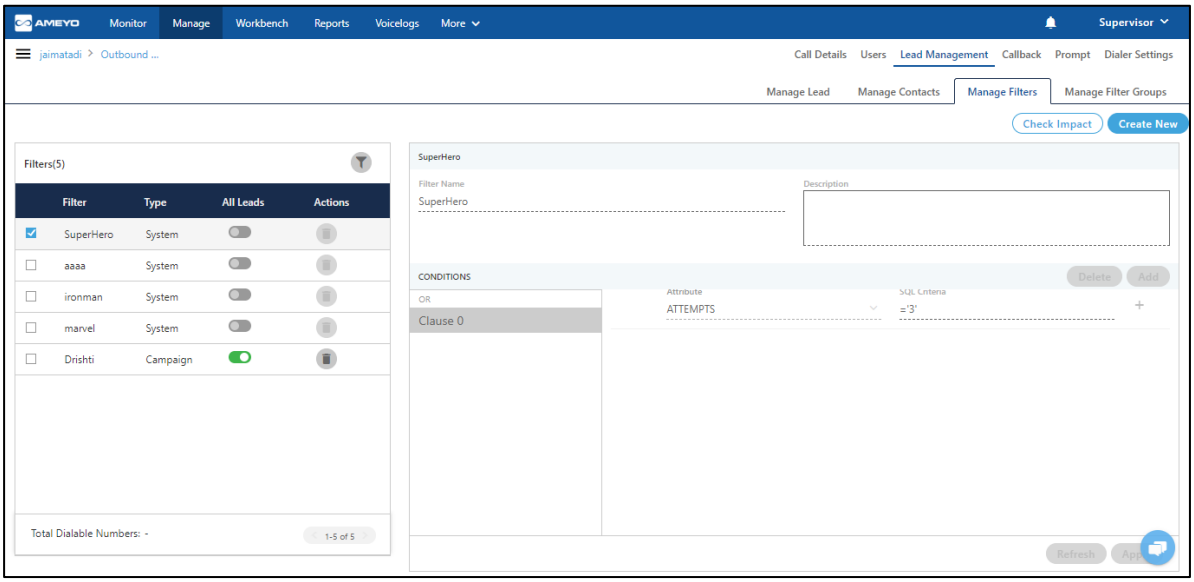


Figure: Editing Filter

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.

6.4.2.13.7 Delete FIlter

Supervisor can delete the filter at any time. Click icon to delete the filter. After clicking the delete icon, a pop-comes up to confirm the deletion of the filter.

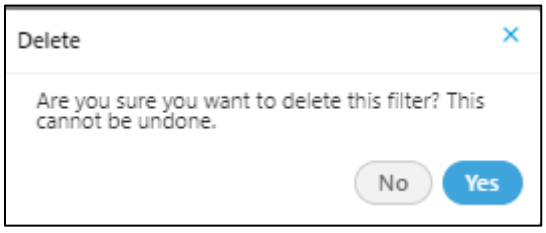


Figure: Delete Filter

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.

6.4.2.14 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.

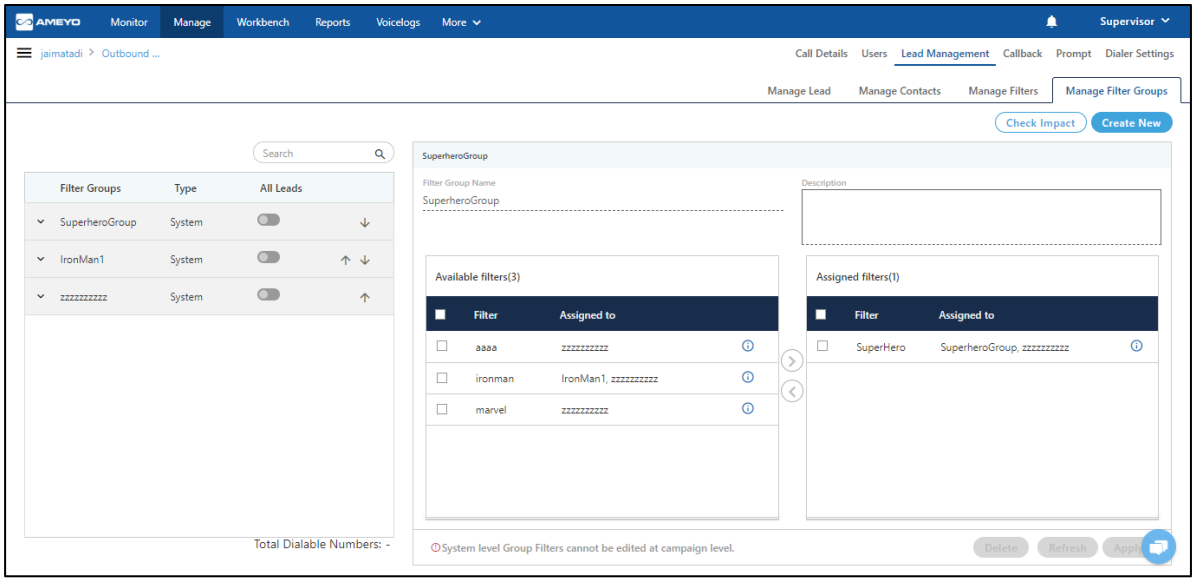


Figure: "Manage Filter Groups" Tab in Supervisor Console

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.

6.4.2.14.1 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.

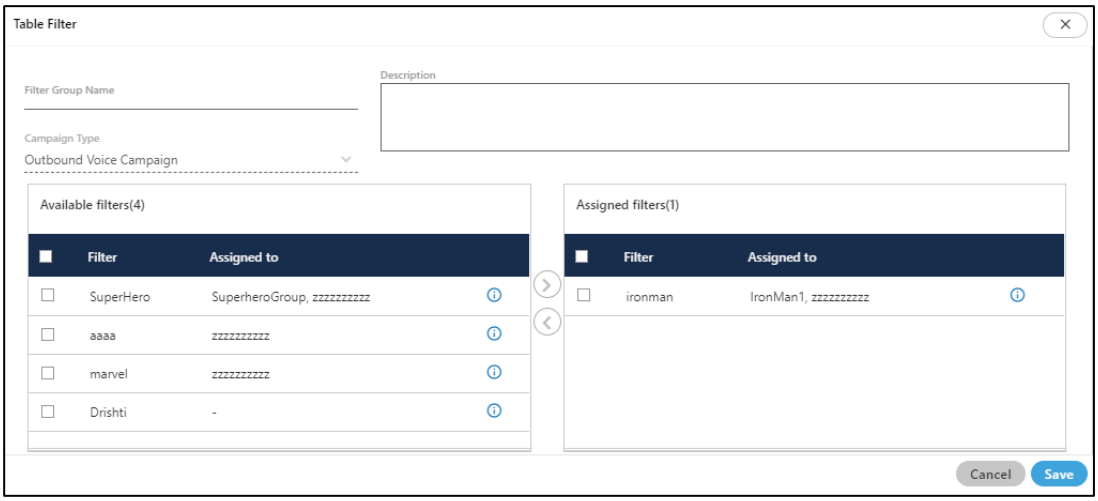


Figure: Create Filter Groups

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.

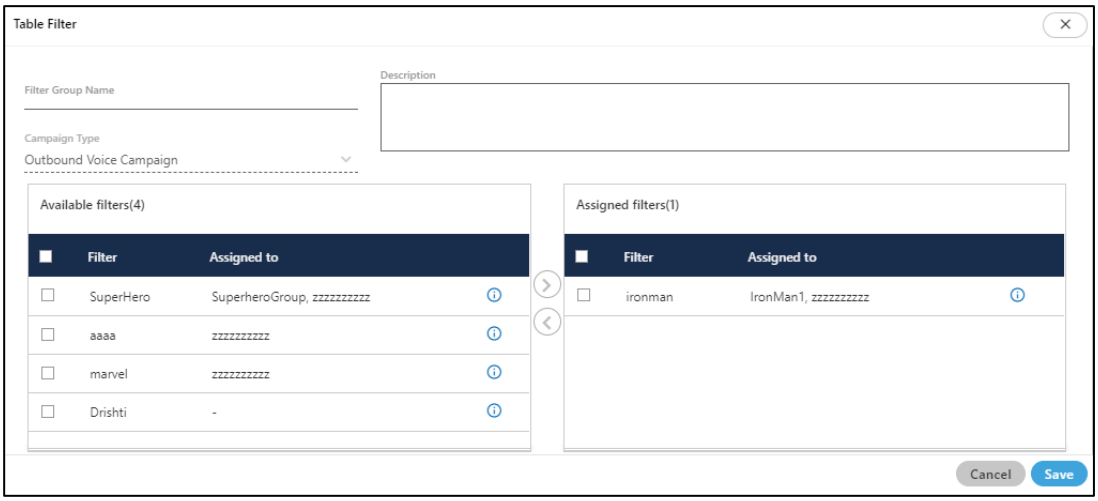


Figure: Sample Created Filter Groups

6.4.2.14.2 View the Details of the Group

In the left pane, click ✉ icon to view the list of the assigned filters to the created groups.

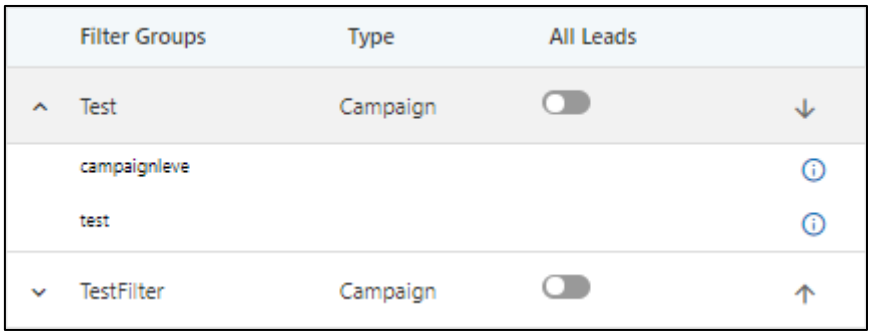


Figure: View Filter Groups

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.

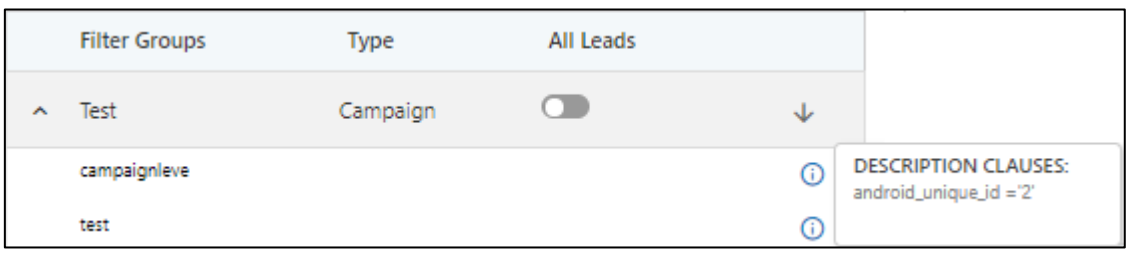


Figure: View Filter Groups

6.4.2.14.3 Enable or Disable Filter Groups

The Supervisor cannot enable or disable the Filter Groups, which are created at the System-level 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.

6.4.2.14.4 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.

6.4.2.14.5 Check Impact

- "Total Dialable Numbers" text is displayed by default in the bottom right corner of the left section that shows the filter groups. A new button "Check Impact" is also added at the top right corner in the tab.

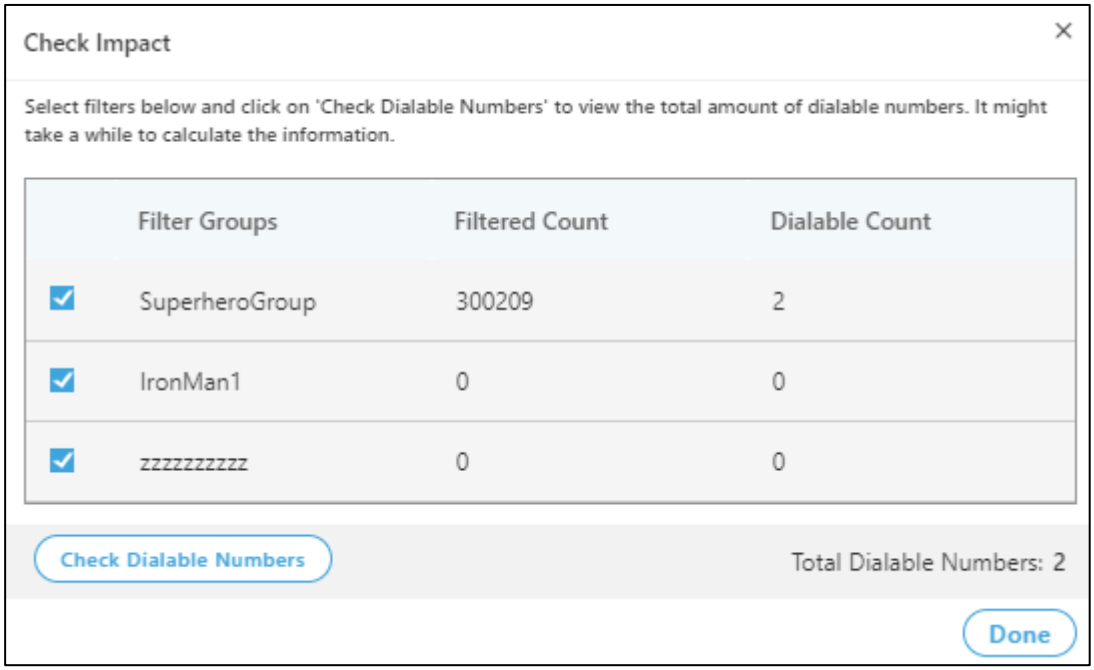


Figure: Checking Impact of Filter Group

- For the very first time, "Total Dialable Numbers" will remain blank.
- When the Supervisor enable or disable any filter group, the total dialable numbers will be displayed. "New Group" has been disabled to get the total dialable number in the following screenshot.

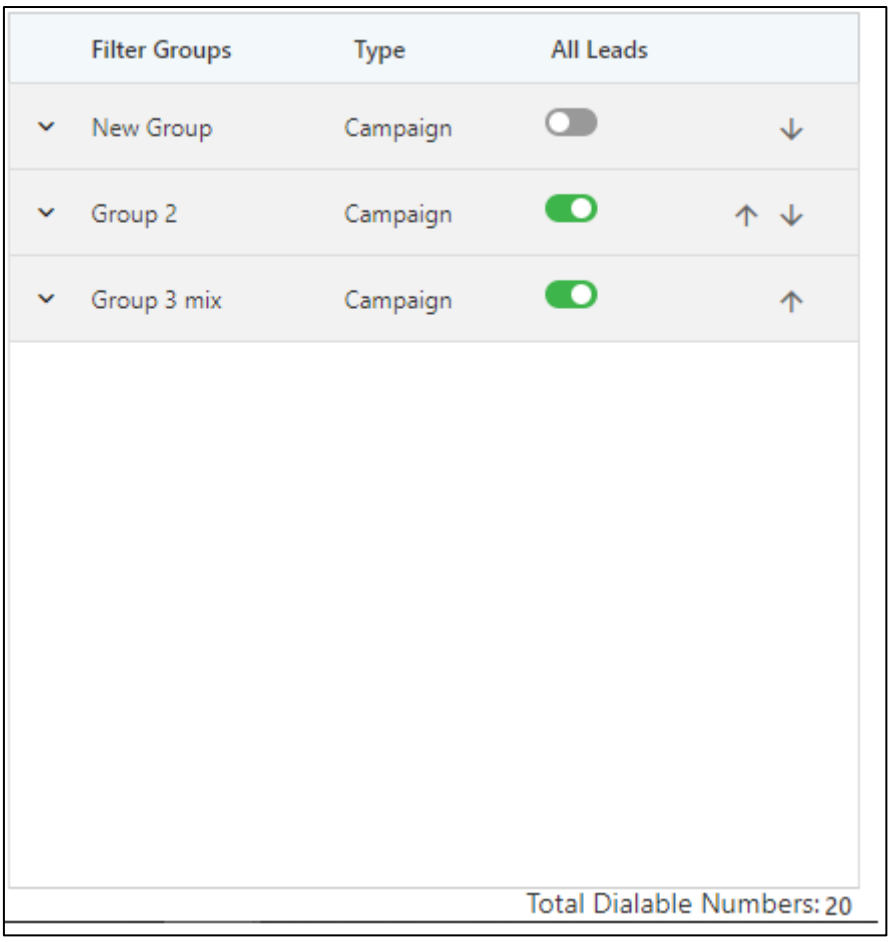


Figure: "Total Dialable Numbers" after disabling a filter group

- Whenever the Supervisor enable or disable a filter group in the left panel, the count of "Total Dialable Number" changes.
- Click "Check Impact" button to show "Check Impact" pop-up.

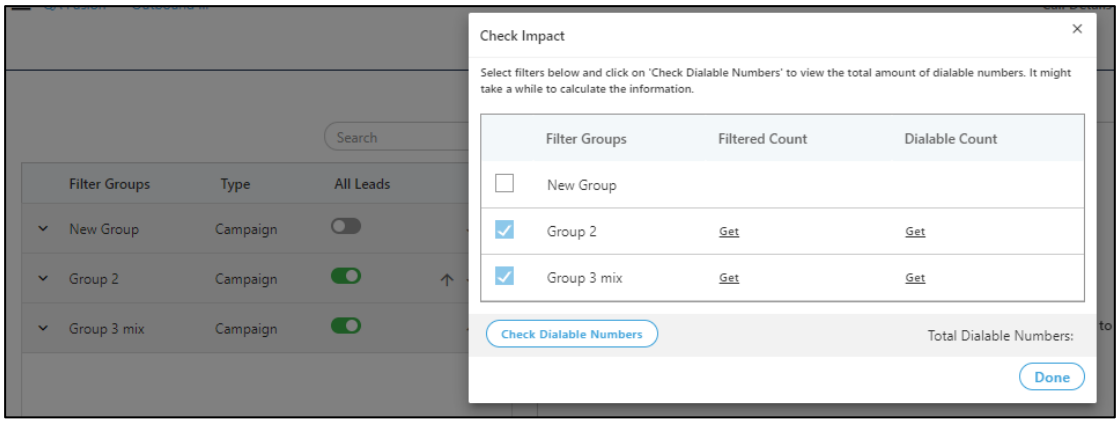


Figure: "Check Impact" Pop-up

- If a filter group 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, "New Group" is disabled whereas "Group 2" and "Group 3 mix" filter groups are enabled.
- The Supervisor can click the checkbox for the disabled filter such as "New Group" to view the numbers in "Filtered Count" and "Dialable Count" columns. Also, the Supervisor can click "Get" link for enabled filter groups to get these counts.

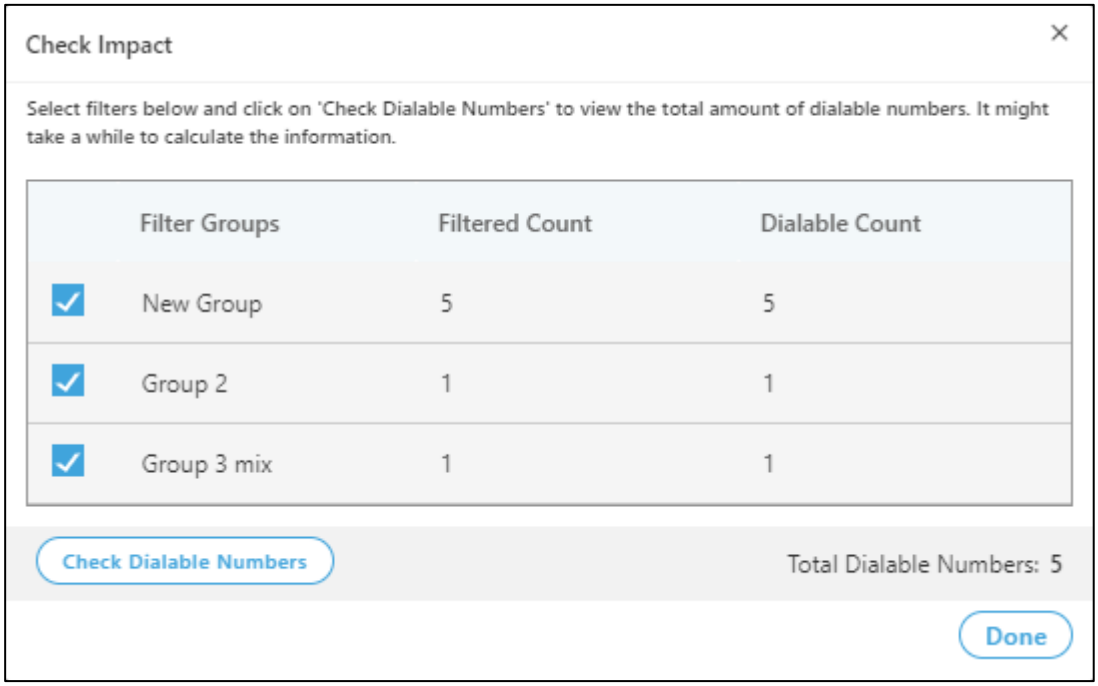


Figure: Dialable Count for every filter group separately and for all filter groups

It shows the Dialable Count for every filter group separately and total count after enabling or disabling the filter groups.

- 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.

6.4.2.14.6 Modify a Filter Group

Select a Filter Group to view its details in the right pane.

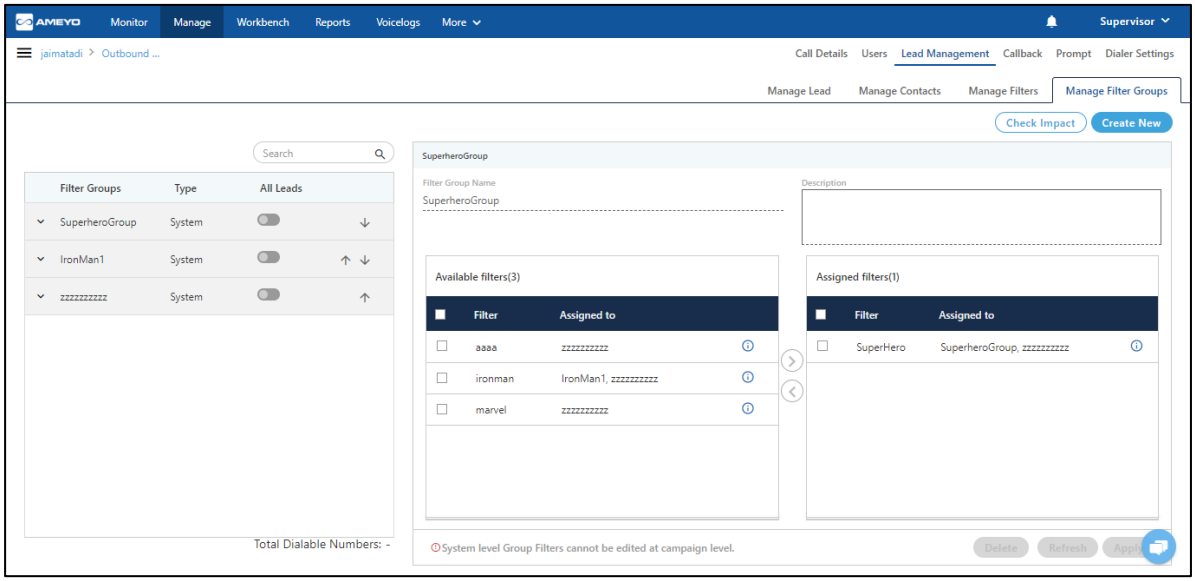


Figure: Modify Filter Group

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.

6.4.2.14.7 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.

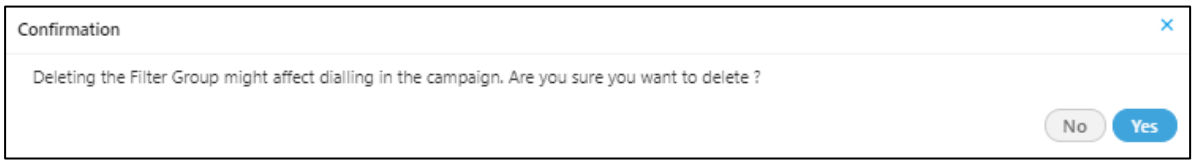


Figure: Delete Filter Group

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 unaccessible or it does not show on the page.

6.4.3 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.

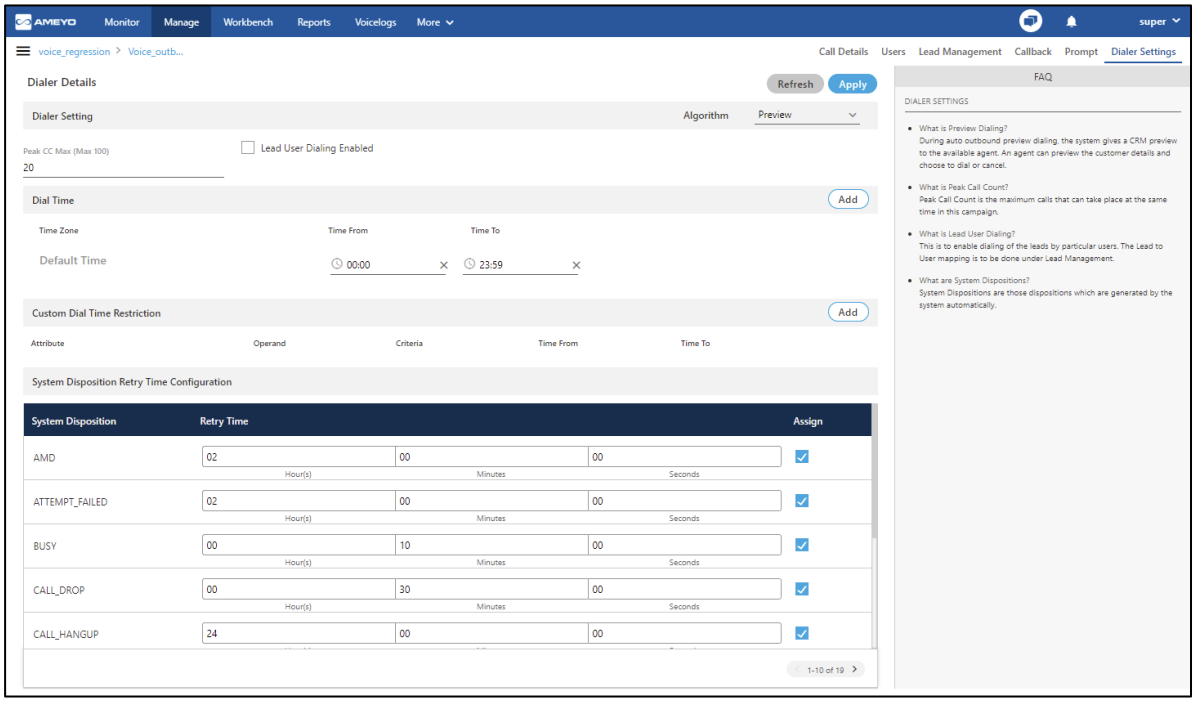


Figure: Dialer Settings

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.

6.4.3.1 Algorithms

The Supervisor can select the following algorithms for outbound dialing.

6.4.3.1.1 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.

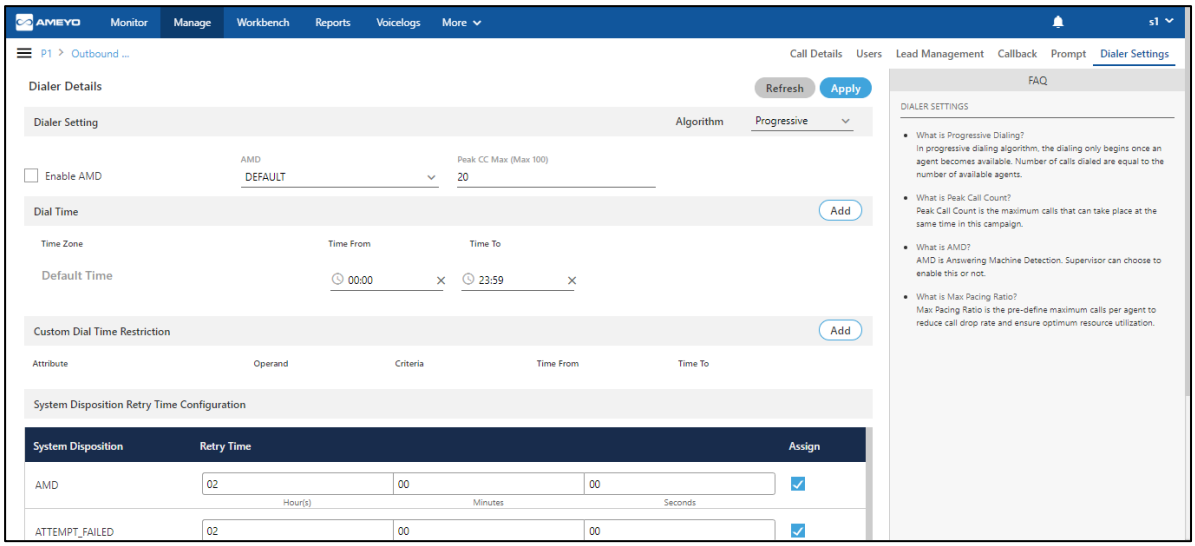


Figure: Progressive Dialer Settings

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.

6.4.3.1.2 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.

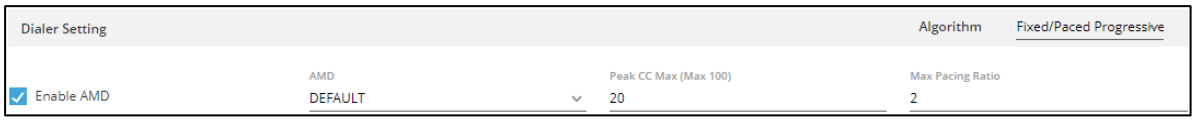


Figure: Fixed Pacing Dialer Settings

- **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.

6.4.3.1.3 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.

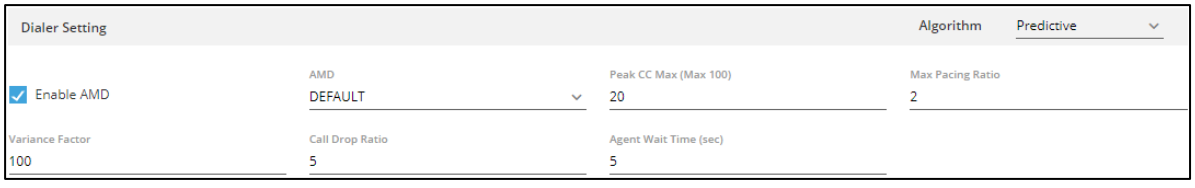


Figure: Predictive Dialer Settings

- **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.

6.4.3.1.4 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.

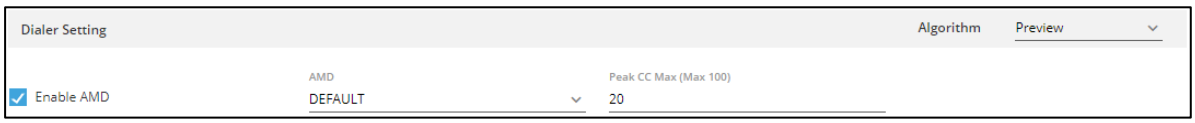


Figure: Preview Dialer Settings

- **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 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.

6.4.3.2 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.

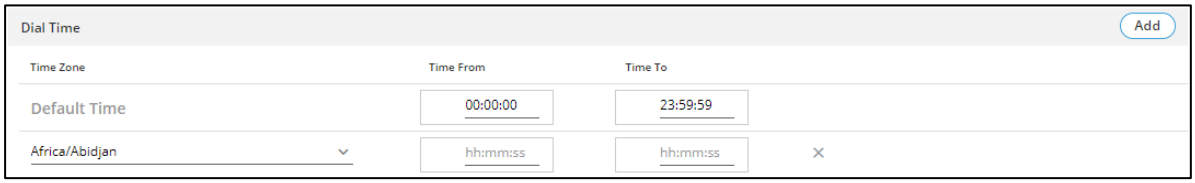


Figure: Time Zone Settings

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.

6.4.3.3 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.

Figure: Custom Dial Time Restriction

You can click "X" icon in the end of the row of a custom time zone to delete it.

6.4.3.4 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.

6.4.3.4.1 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.

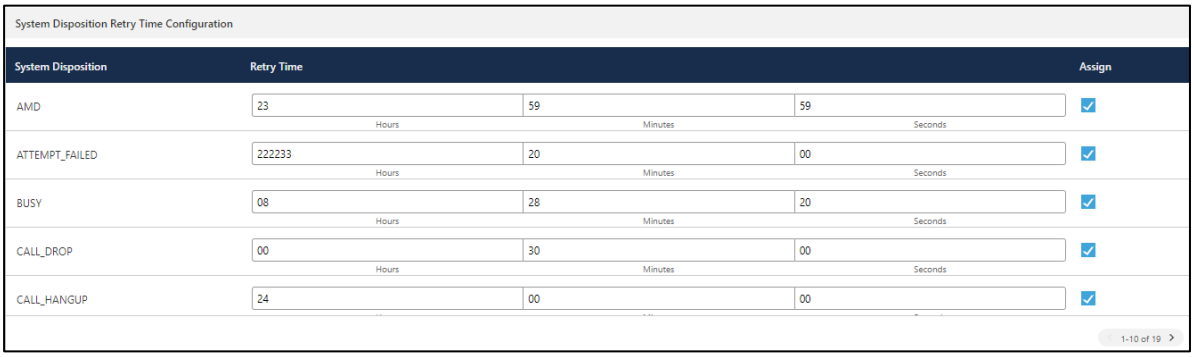


Figure: System Disposition Retry Time Settings

System dispositions will be assigned by checking the assign checkbox of that particular system disposition.

6.5 Manage Parallel Predictive Campaign

Supervisor can manage the Parallel Predictive campaigns in which it has been assigned.

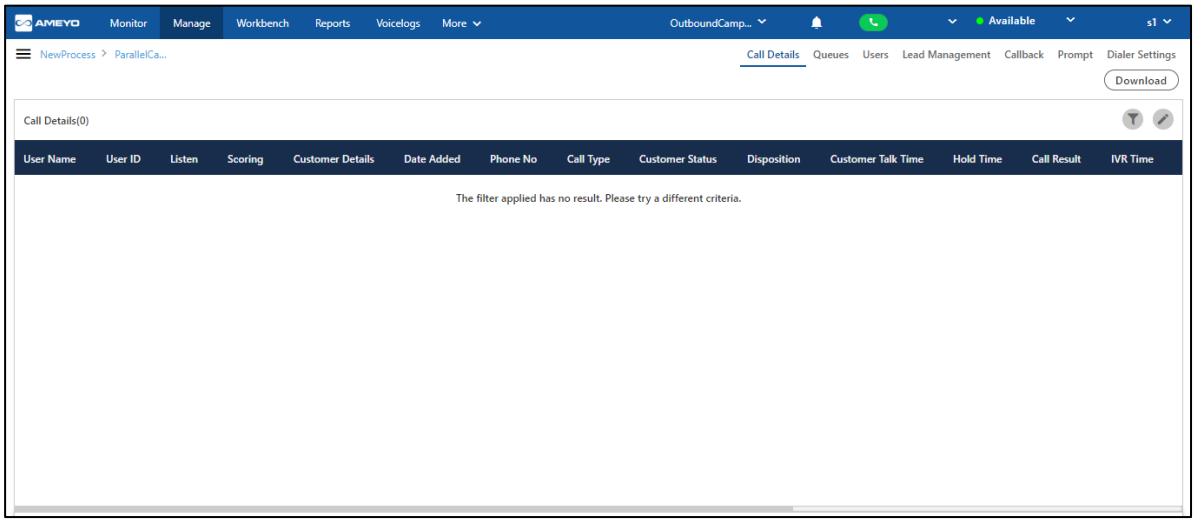


Figure: Manage Parallel Predictive Campaign

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...

6.5.1 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.

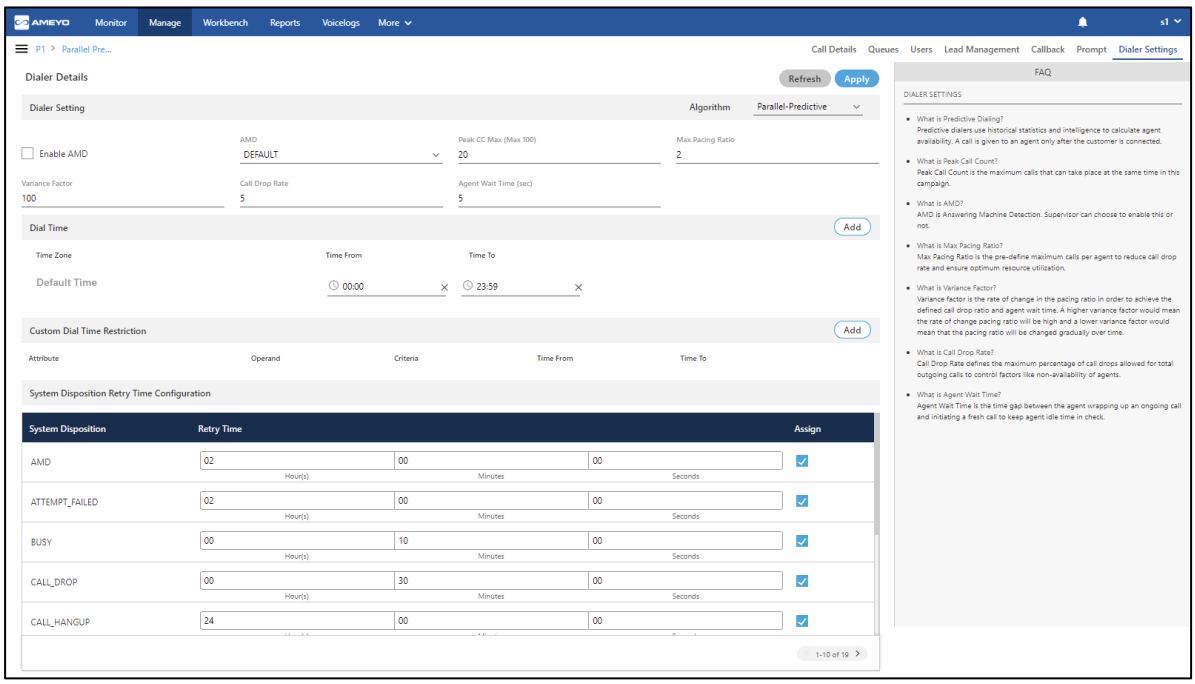


Figure: Dialer Settings

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.

6.5.1.1 Algorithms

The Supervisor can select the following algorithms for parallel-predictive dialing.

6.5.1.1.1 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.

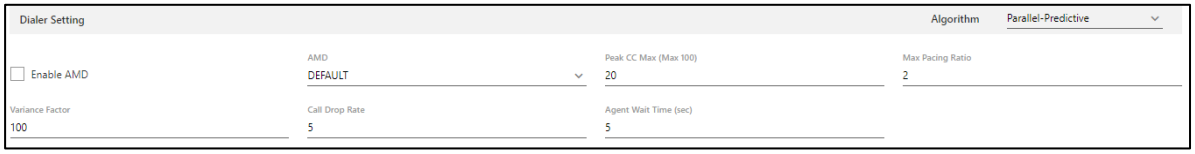


Figure: Parallel-Predictive Dialer Settings

- **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.

6.5.1.2 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.

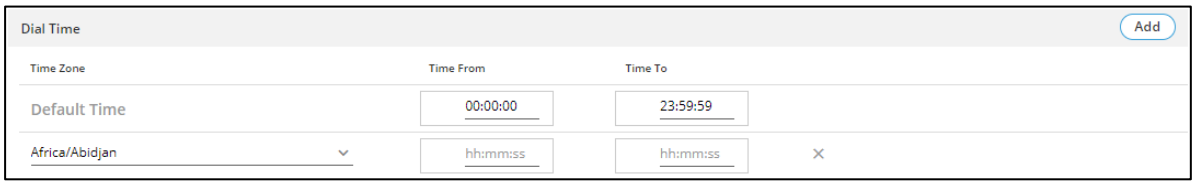


Figure: Time Zone Settings

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.

6.5.1.3 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.

Figure: Custom Dial Time Restriction

You can click "X" icon in the end of the row of a custom time zone to delete it.

6.5.1.4 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.

6.5.1.4.1 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.

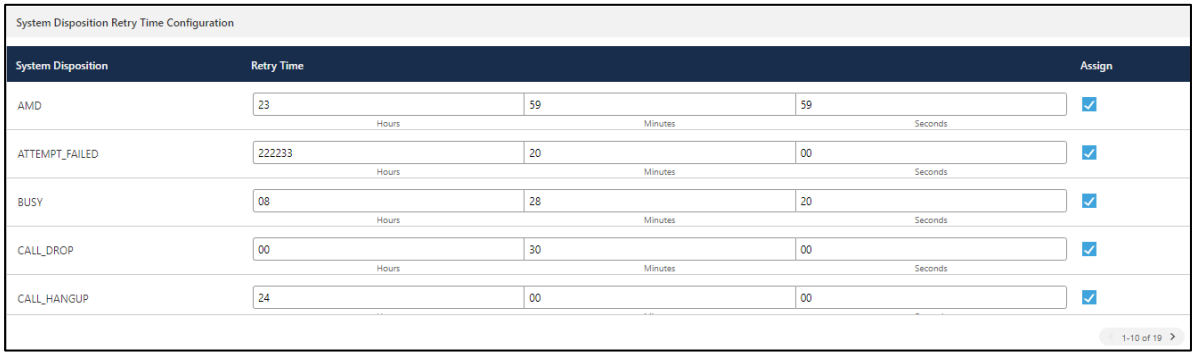


Figure: System Disposition Retry Time Settings

System dispositions will be assigned by checking the assign checkbox of that particular system disposition.

6.6 Manage Voice Blast Campaign

Supervisor can manage the Voice Blast campaigns in which it has been assigned.

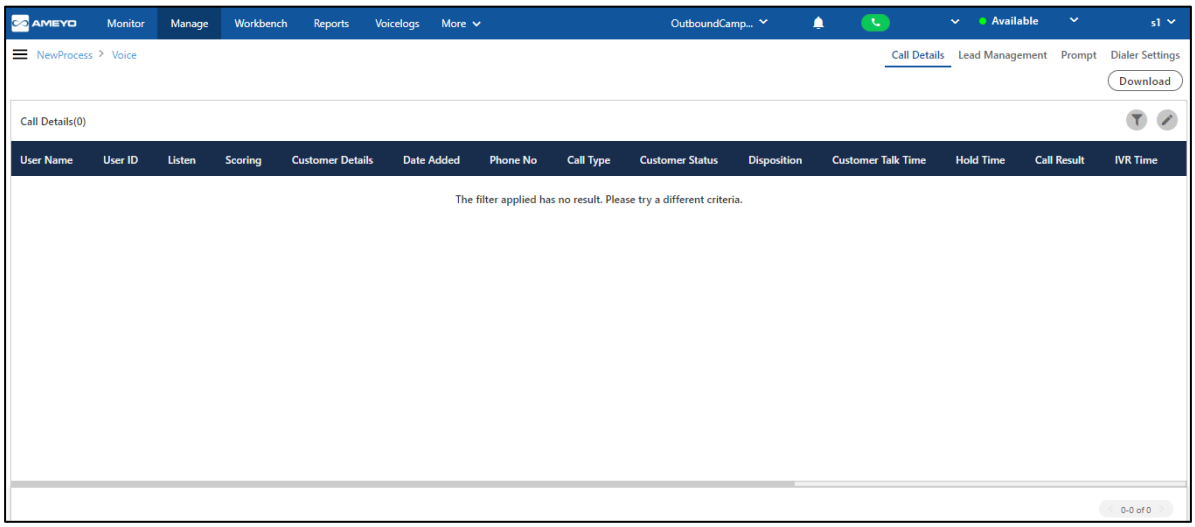


Figure: Manage Voice Blast Campaign

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...

6.6.1 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.

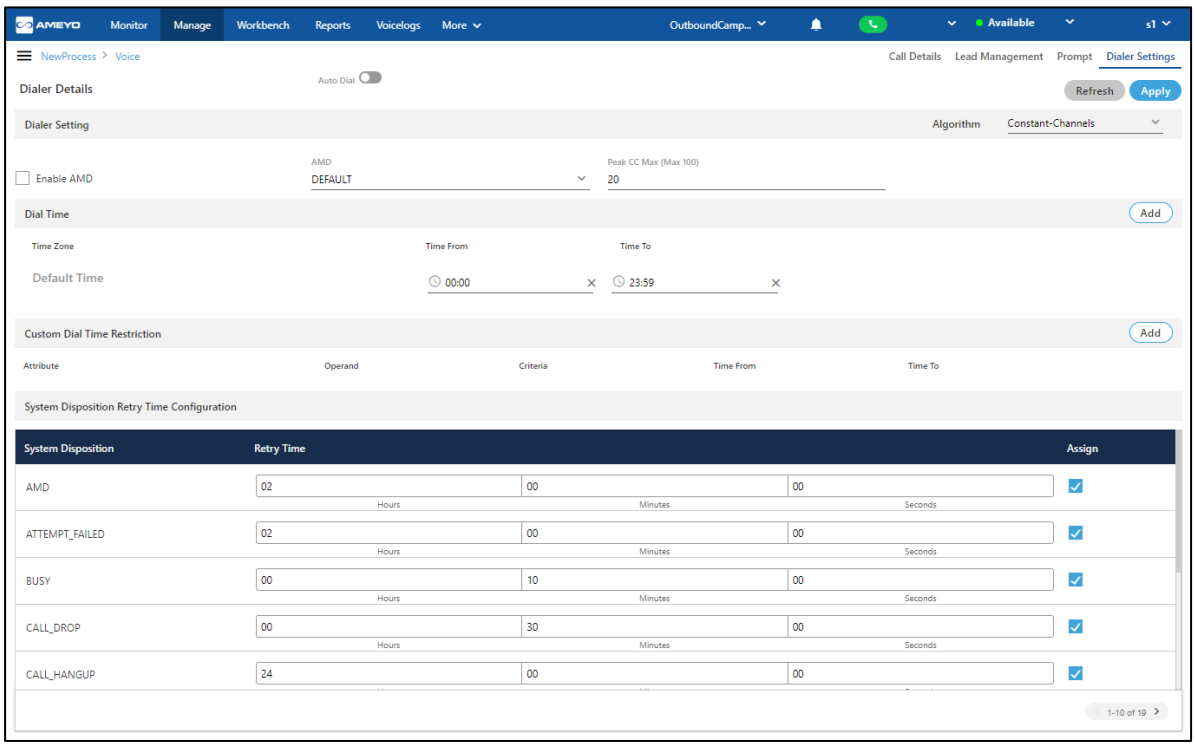


Figure: Dialer Settings

6.6.1.1 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.

6.6.1.2 Algorithms

The Supervisor can select the following algorithms for voice-blast dialing.

6.6.1.2.1 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.

6.6.1.3 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.

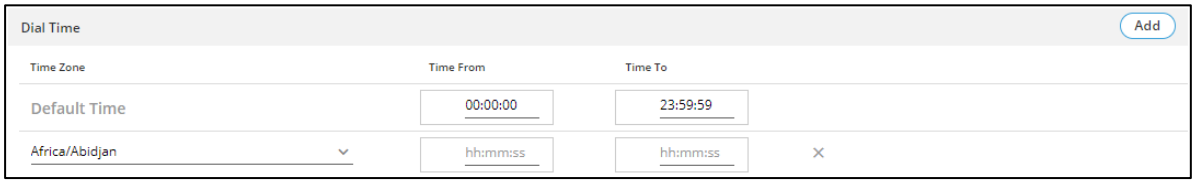


Figure: Time Zone Settings

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.

6.6.1.4 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.

Figure: Custom Dial Time Restriction

You can click "X" icon in the end of the row of a custom time zone to delete it.

6.6.1.4.1 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.

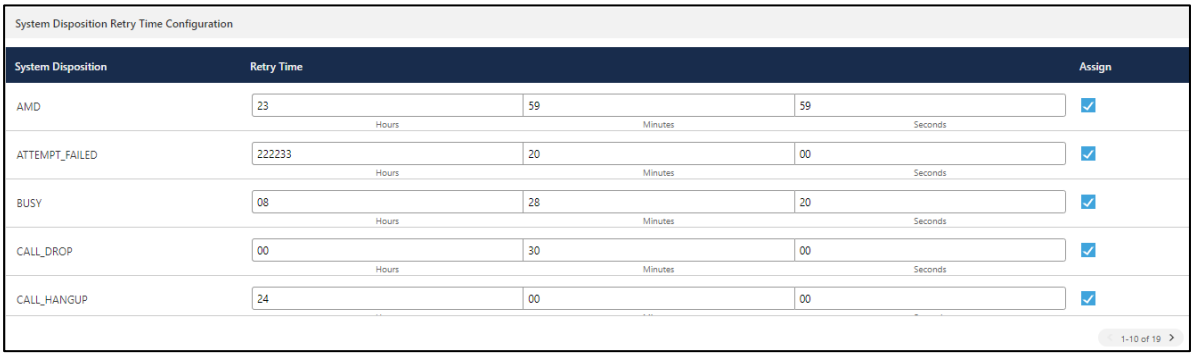


Figure: System Disposition Retry Time Settings

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. Perform the following steps to login to the campaigns.

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

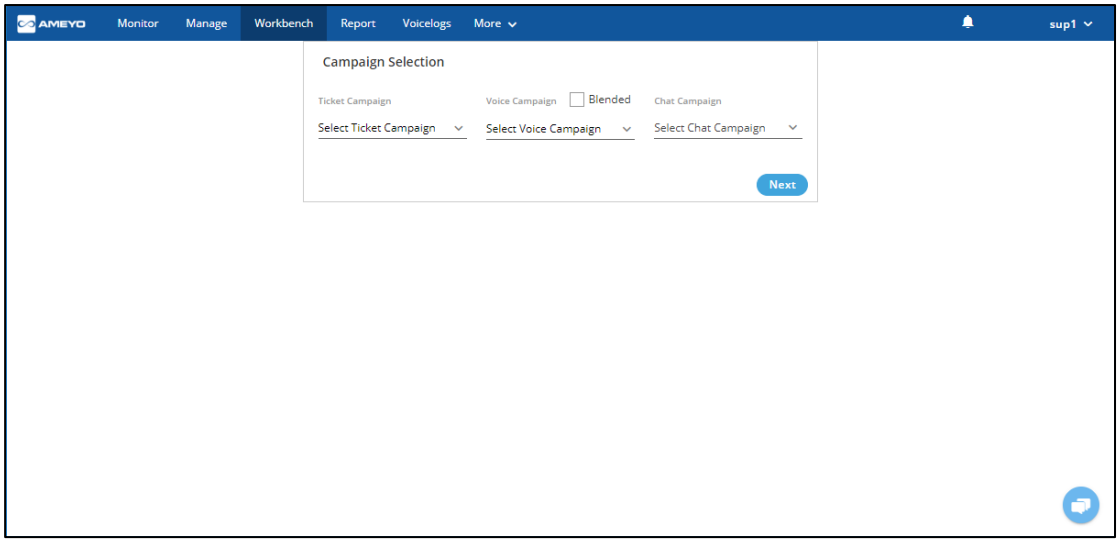


Figure: Select the Campaign

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 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 drop-down menu shows only those campaigns, which are not blended by the Administrator.

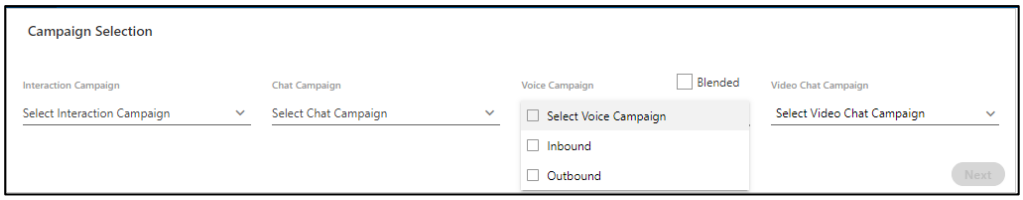


Figure: Voice Campaign Selection

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

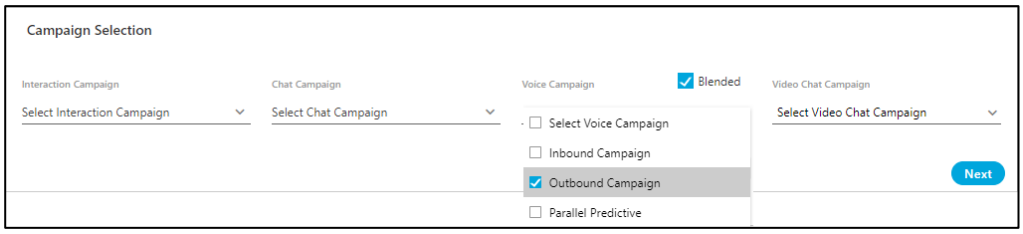


Figure: Selecting Blended Campaigns

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.

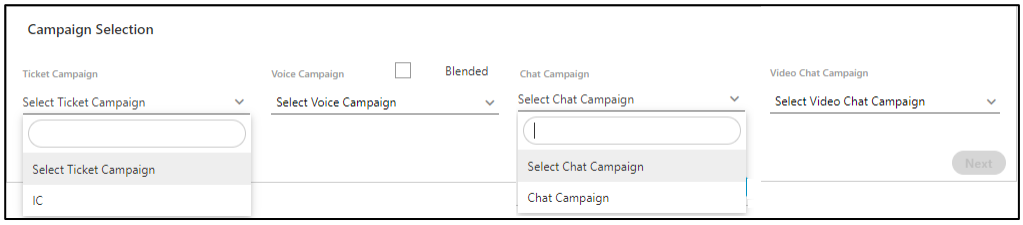


Figure: Select Interaction Campaigns

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.

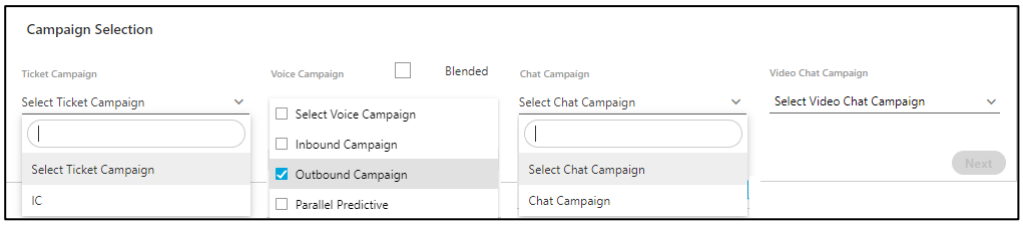


Figure: Voice and Interaction Campaign Selection

D. **Selection of Video Chat Campaign:** The supervisor can select the video chat campaign in which the supervisor is assigned into.

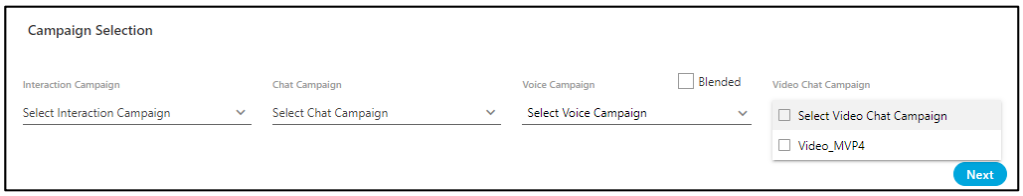


Figure: Video Chat Campaign Selection

3. The supervisor can also select the video chat campaign with voice and interaction campaign to work simultaneously with those campaigns.

4. Click "Next" to proceed. The Supervisor will be logged on to the campaigns.

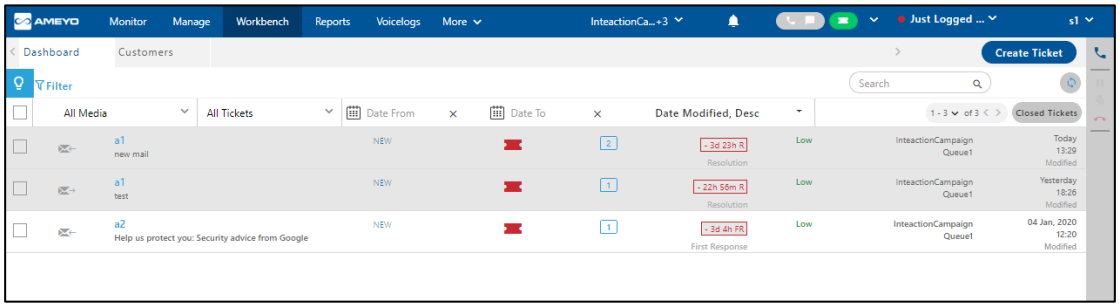


Figure: Home Screen

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.

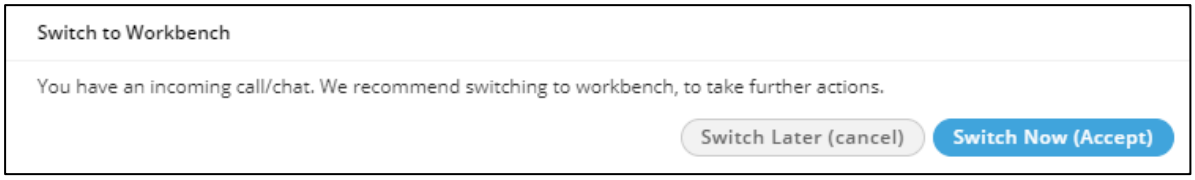


Figure: Switch to Workbench

8 Supervisor Account Menu

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

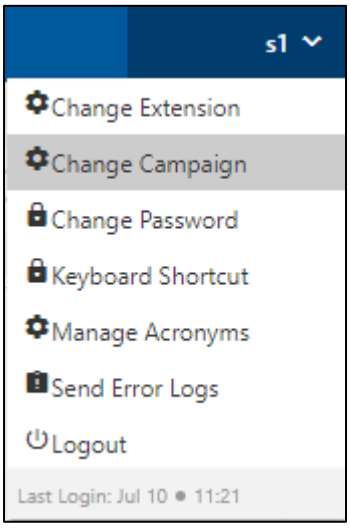


Figure: Supervisor Account Menu

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.

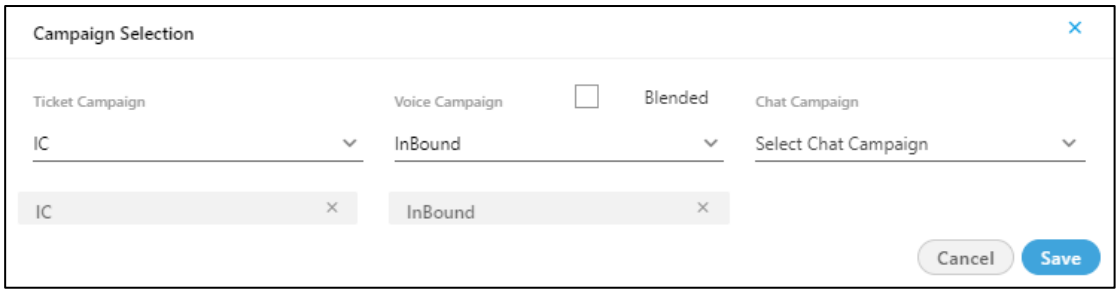


Figure: Change Campaign Pop-up

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.

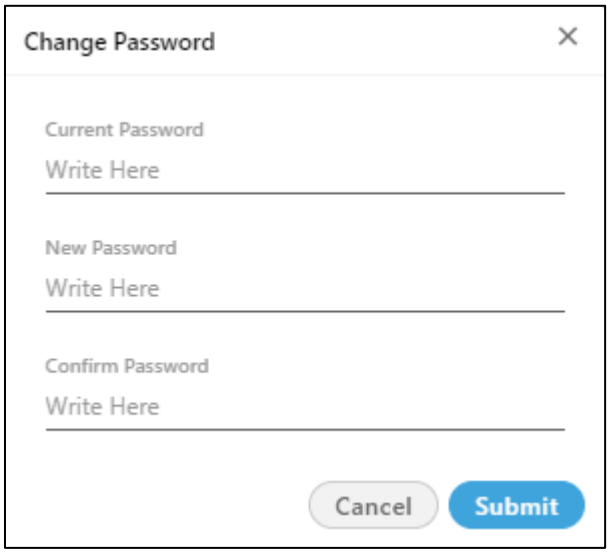


Figure: Change PasswordPop-up

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.

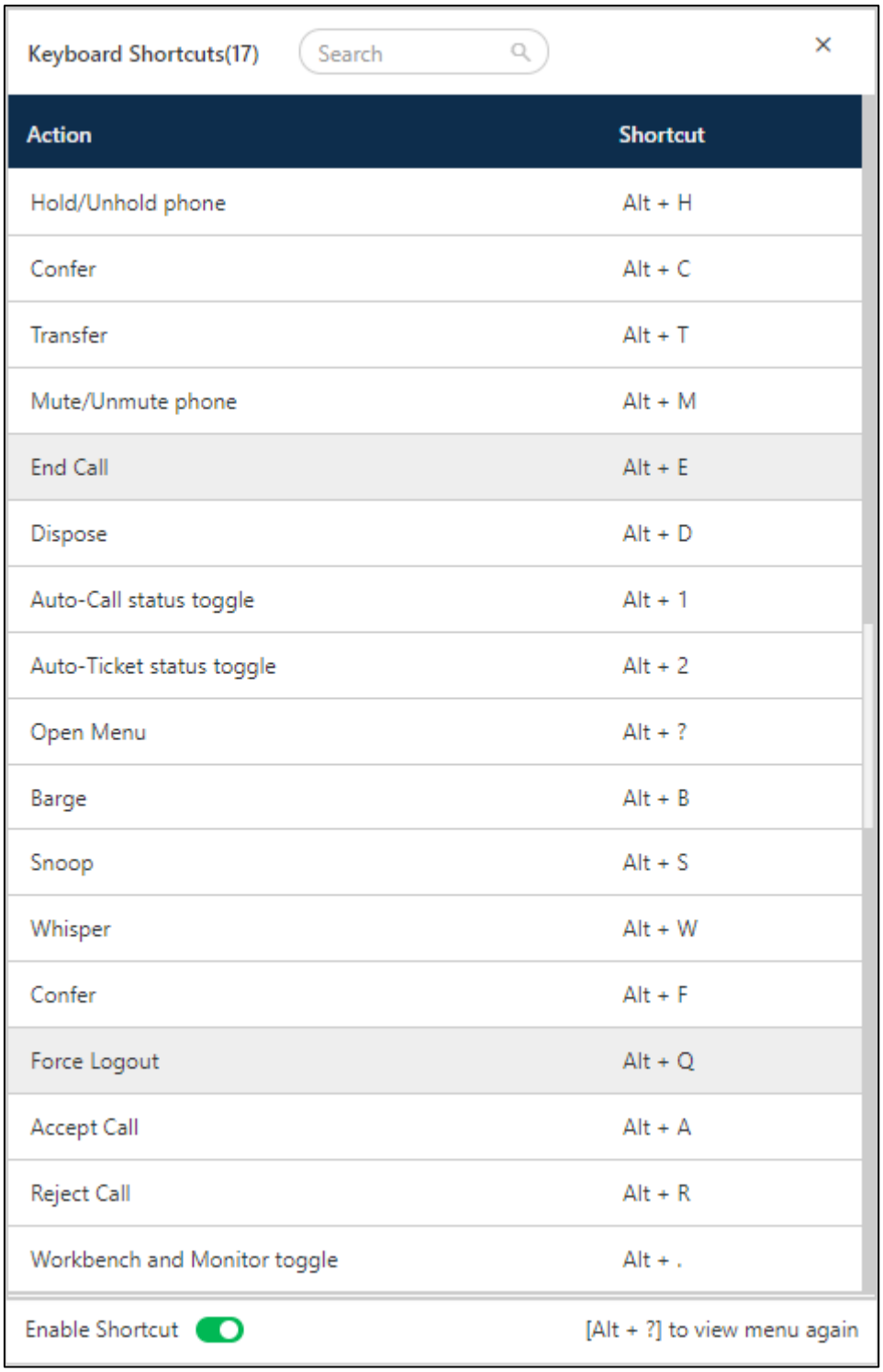


Figure: Keyboard Shortcut Modal

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.
- **Worbench 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...

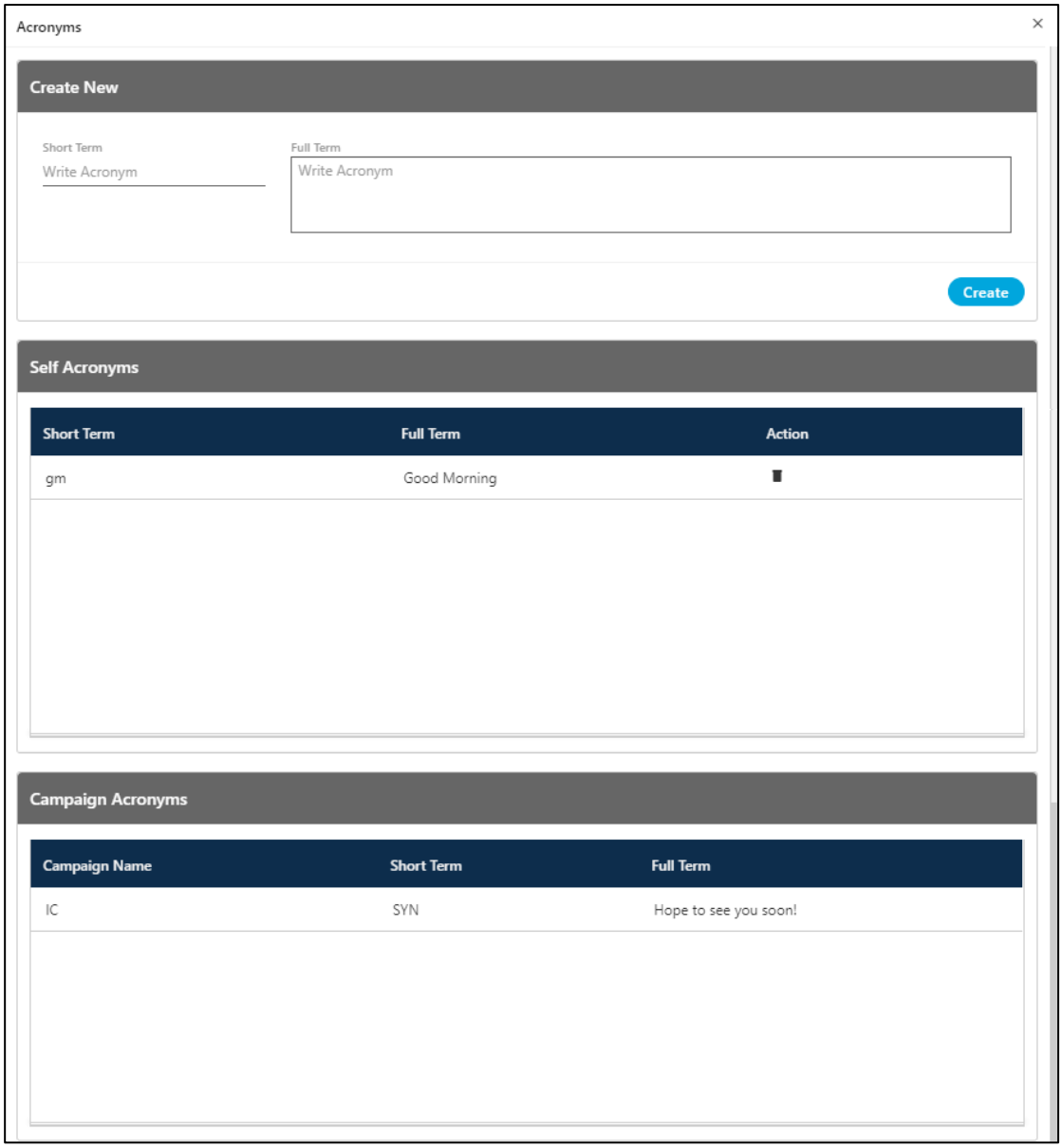


Figure: Acronyms

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 pop-up with the screenshot will arrive. Provide a description of that screenshot and enable "**Include Screenshot**" (optional) to attach the Screenshot with the error. After then click on the Send button to send that screenshot to the server. This will help the Administrator to resolve the error.

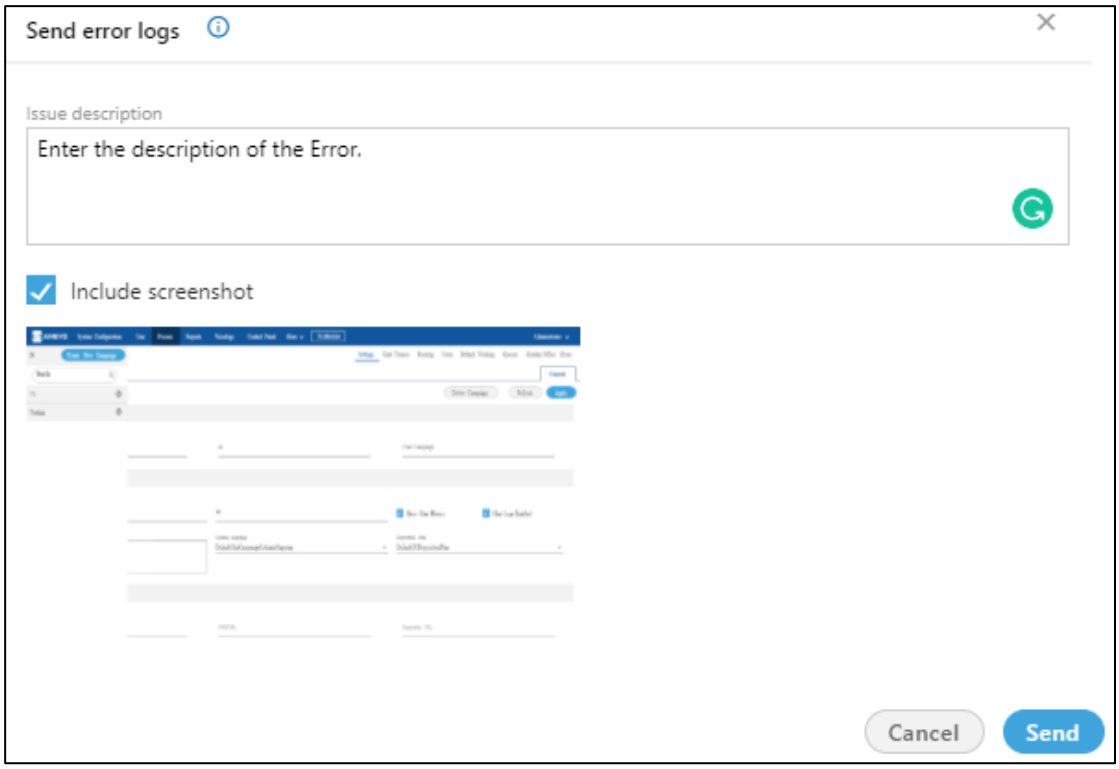


Figure: Send Error Logs

6. **Logout:** Click "Logout" to logout from the Ameyo. Once you click logout, all the services will stop, and 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.

9 Logout from Ameyo

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

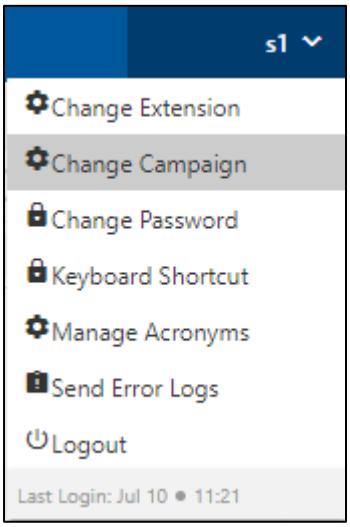


Figure: Account Menu

Click "Logout" command to logout from Ameyo AppServer.