



Espera Administration Manual

Version 2.0

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Espera

Real-Time & Historical Call Display for Microsoft Lync Response Groups

by AdvateTel



Espera Administration Manual

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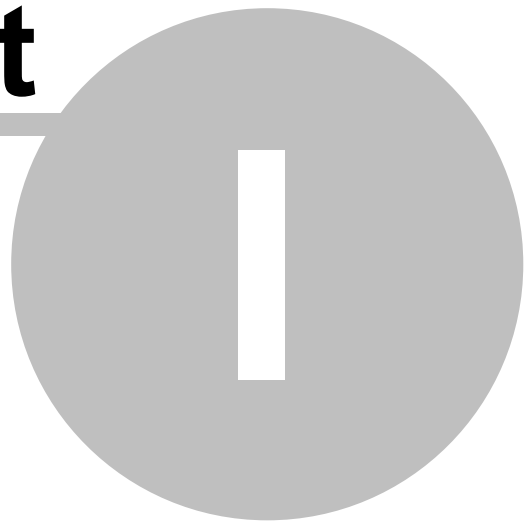
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Part



1 Introduction

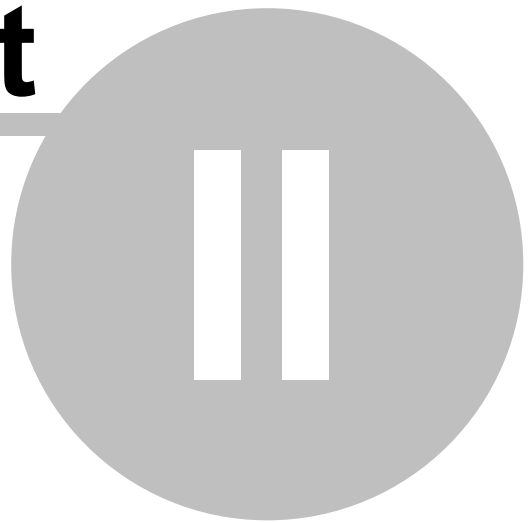
Espera is a Microsoft Lync integration package, utilizing existing Lync infrastructure and call-routing capabilities. Espera provides Microsoft Lync Response Groups with Real-Time call waiting information. The call waiting information can be displayed with Espera Real-Time, installed onto any PC where call waiting information is required. (e.g. Agents, Supervisors, Managers, Wall Displays)

1.1 Trademarks

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Part



2 Requirements

The following requirements must be attained to successfully install and configure the Espera Server service and Espera Client.

2.1 Installer / Administrator

Espera Server:

The Installer / Administrator *must* hold the below certification in order to successfully install and deploy the Espera server.

Minimum Qualification:

- MCITP: Lync Server Administrator 2010, or equivalent

Espera Client:

The Installer / Administrator *must* hold the below certification in order to successfully install/deploy the Espera client.

Minimum Qualification:

- MCTS: Lync Server 2010 Configuration, or equivalent

2.2 Microsoft Lync

- [Microsoft Lync Server 2010](#)
- [Microsoft Lync Monitoring Server](#) (Required for Espera Historical Reporting)

2.3 Espera Server

Operating System:

- Windows Server 2008 R2 Standard (64-bit)
- Windows Server 2008 R2 Enterprise (64-bit)
- Windows Server 2008 R2 Datacentre (64-bit)

Hardware:

- Minimum hardware requirements supported by chosen Operating System to support Lync Server 2010 (Application Server role)

For detailed information refer to: <http://technet.microsoft.com/en-us/library/gg398835.aspx>

- Minimum 15 GB free hard drive disk space
- Minimum 2 GB RAM

Software:

- Microsoft .Net Framework 4

Available from: <http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17718>

- Microsoft Visual C++ 2005 Redistributable

Available from: <http://www.microsoft.com/download/en/details.aspx?id=21254>

2.4 Espera Client

Operating System:

- Windows XP SP3 (32 bit)
- Windows Vista SP2 (32/64 bit)
- Windows 7 SP1 (32/64 bit)
- Windows 8 (32/64 bit)
- Microsoft Server 2008 R2 (64 bit)

Hardware:

- Minimum hardware requirements supported by chosen Operating System to support Lync 2010
For detailed information refer to: <http://technet.microsoft.com/en-us/library/gg412781.aspx>
- Minimum 100MB Hard drive disk free space

Software:

- Microsoft .Net Framework 4

Available from: [http://www.microsoft.com/download/en/details.aspx?](http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17718)

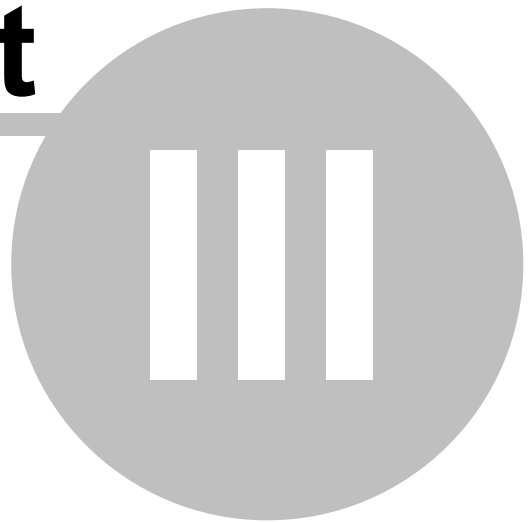
[displaylang=en&id=17718](http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17718)

- Microsoft Visual C++ 2005 Redistributable

x86 version available from: <http://www.microsoft.com/download/en/details.aspx?id=3387>

x64 version available from: <http://www.microsoft.com/download/en/details.aspx?id=21254>

Part



3 Installation

3.1 Installation Overview

3.1.1 Espera Server

In order to successful install and run the Espera server, your need to provision a Lync Application server. This guide will provide a detailed step-by-step guide on the complete installation process. Please refer to the following chapters.

3.1.2 Espera Client

Standalone Installation:

1. Run the Espera Client "setup.exe"

Group Policy Deployment:

(Note: For details steps, refer to: <http://support.microsoft.com/kb/816102>)

Note: The target PC(s) must have Microsoft Visual C++ 2005 Redistributable *and* Microsoft . Net Framework 4, installed *prior* to installing the Espera Client

1. Create a shared distribution folder for your installation (e.g. C:\Install), ensuring all users have at least "Read" permission to this folder.
2. Run the following from command line to extract the MSI installer: `msiexec /a EsperaClientSetup.msi TARGETDIR="C:\Install"`
3. Create a Group Policy Object (GPO) on the server and link it directly to the whole domain.
(ServerManagement>GroupPolicyManagement>"Current Domain">Create GPO and link to this domain)
4. Click <Edit> on the newly created GPO
5. Go to "Computer Config->Policies->SoftwareConfig->Software Installation" and select New Package from the context menu (alternatively installation can be linked to "Users").
6. Next, select the MSI installer created in step 2 (located in the shared folder)
7. In the GPO settings, grant access to those PC's (or users) to which Espera is to be installed.
(Note: set flags "Read" and "Apply Group Policy")

*** It is recommended to run "gpupdate /force" and "gpresult" now on a target machine in a test group, prior to full deployment.*

3.2 Lync Application Server

Espera does not require a dedicated Lync Application Server to run on. It can be installed onto an existing Lync Application Server. However, if you wish to run Espera on its own Lync Application Server, this guide will provide you with the detailed instructions on the deployment of a new Lync Application Server.

3.2.1 Install the Windows Operating System

3.2.1.1 Install the Operating System

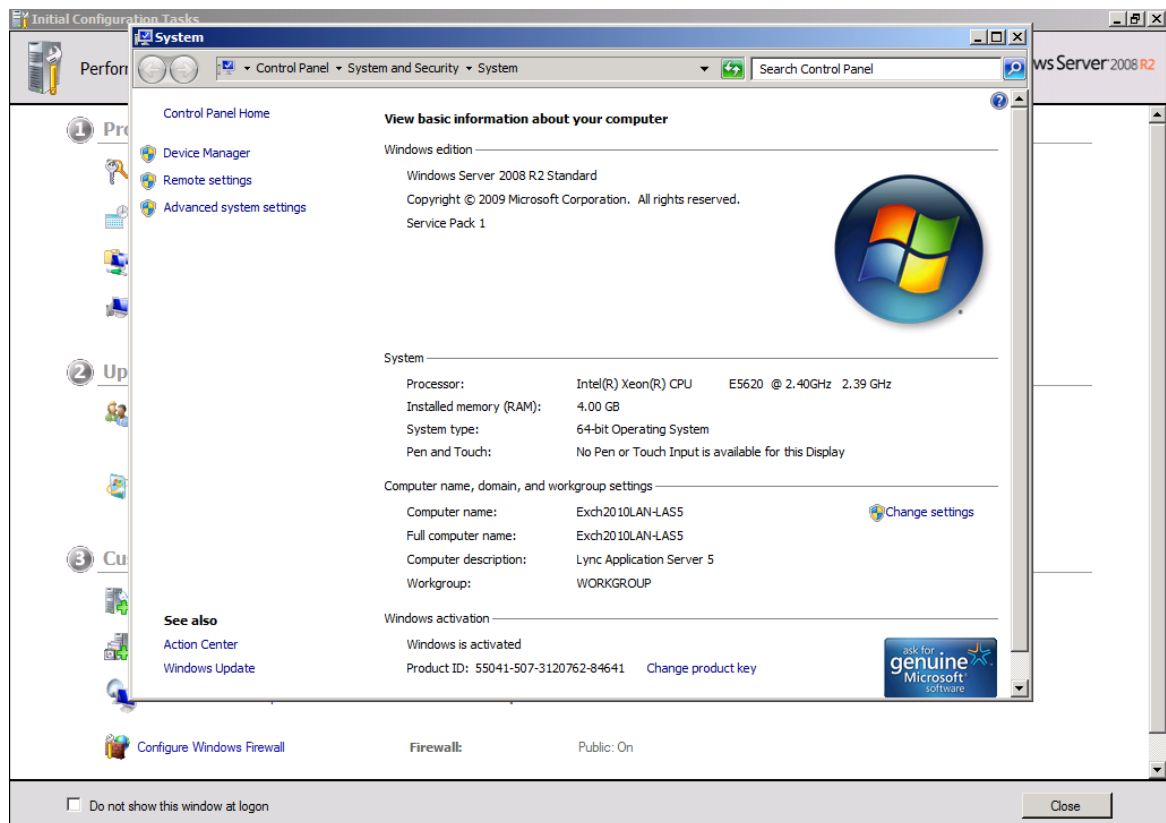
Install the chosen Operating System (Windows Server 2008R2 Standard, Enterprise or Data Centre) as per the installation recommendations of that Operating System.

3.2.1.2 Join Server to the Domain

The Lync Application server hosting the Espera Server must be joined to the same domain as the Lync Front End Server.

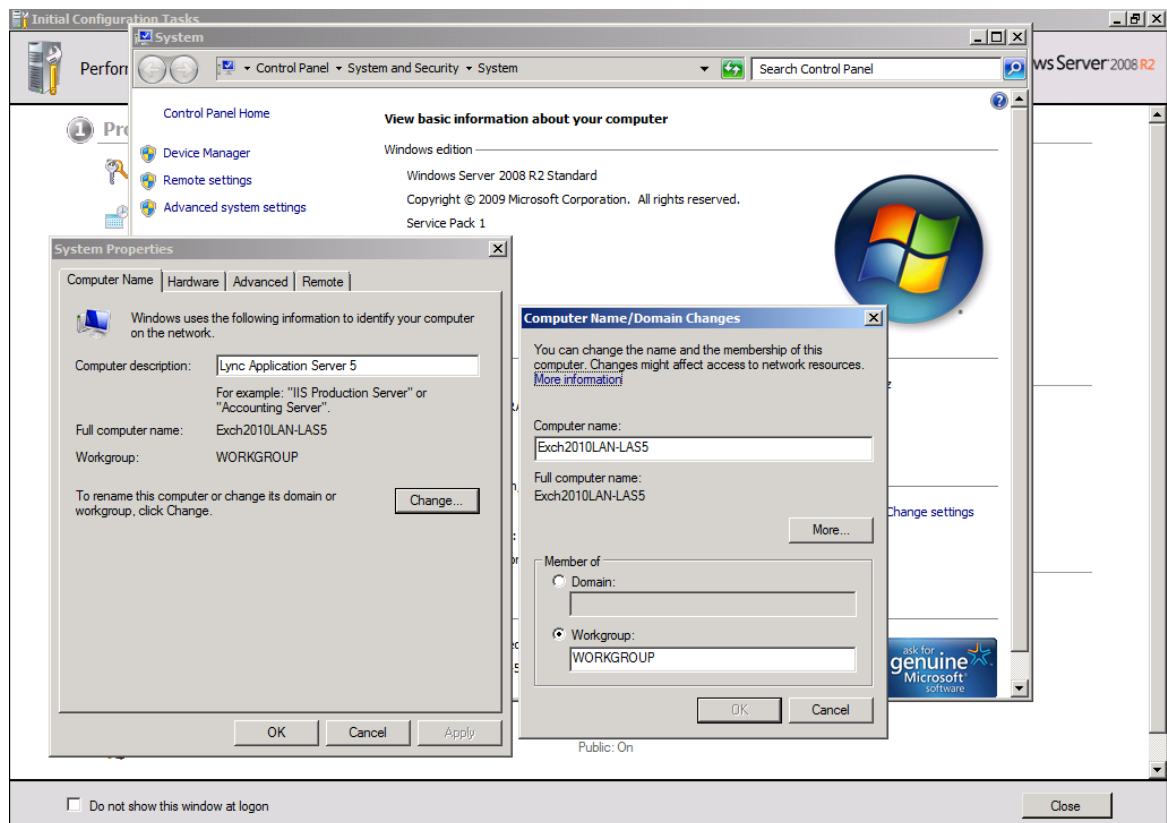
3.2.1.2.1 Join Server to the Domain - Step 1

1. Open the Server System Information
Control Panel > System and Security > System
2. <Right-click> on the <Change Settings> link in the "Computer name, domain, and workgroup settings" section



3.2.1.2.2 Join Server to the Domain - Step 2

From the "System Properties > Computer Name" tab, select <Change> to change the servers domain relationship.

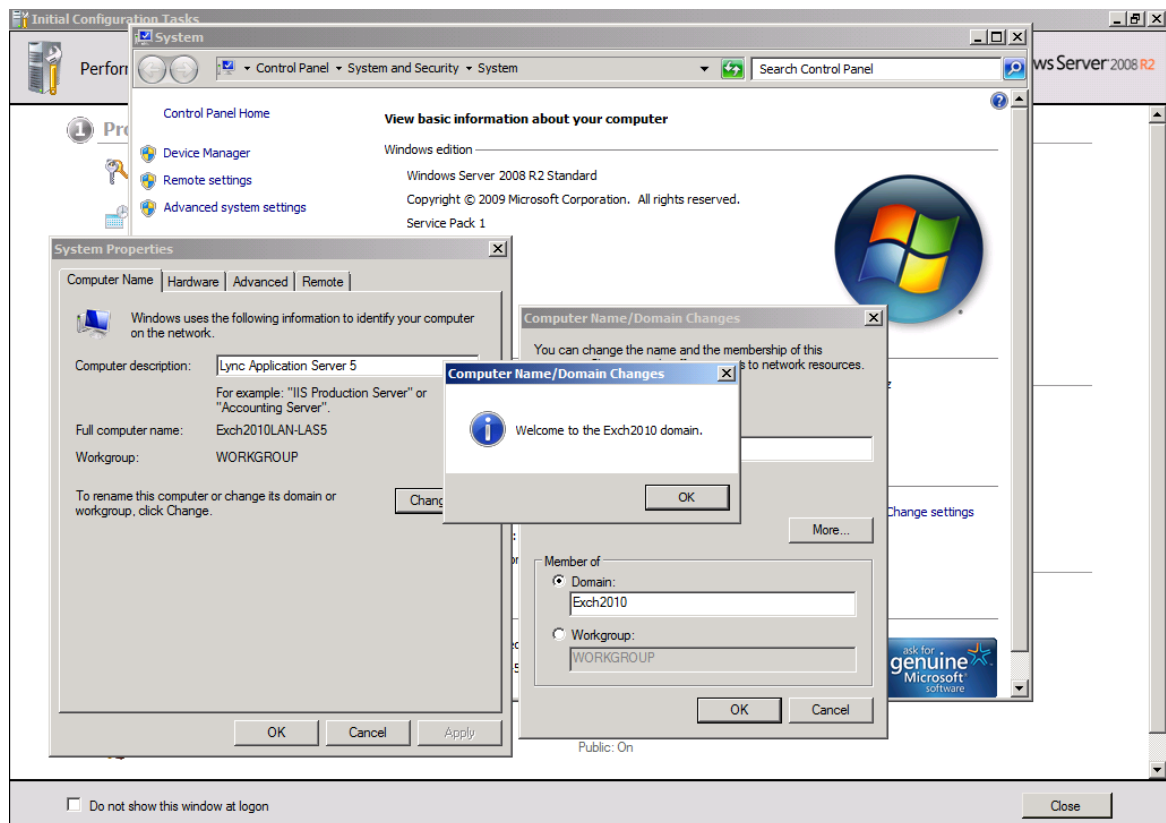


3.2.1.2.3 Join Server to the Domain - Step 3

From the "Computer Name/Domain Changes" dialogue box, configure the following:

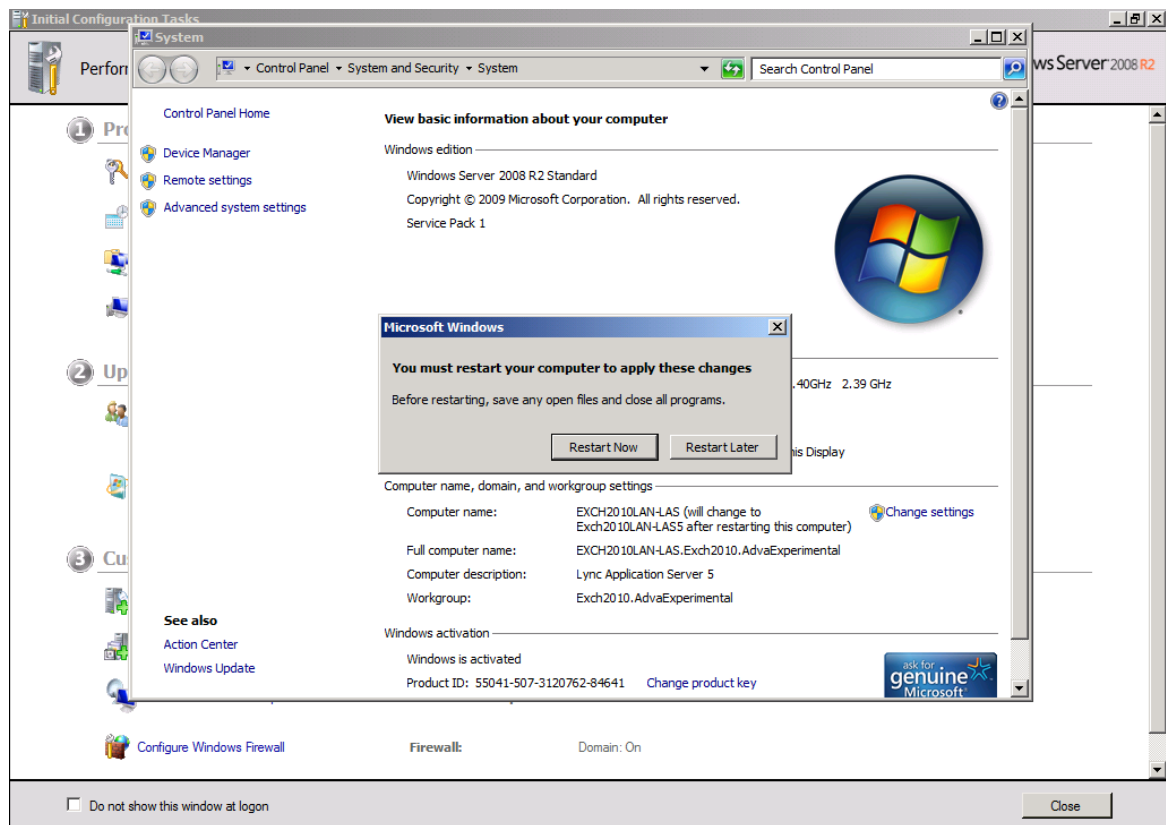
- Enter the correct name for the server in the <Computer Name> field
- Select <Domain> from the "Member of" section, and enter the <domain> to be joined too.
- When prompted, enter the username and password for a domain administrator, for the domain to be joined to.

When successful, a popup will be displayed welcoming to the domain.



3.2.1.2.4 Join Server to the Domain - Step 4

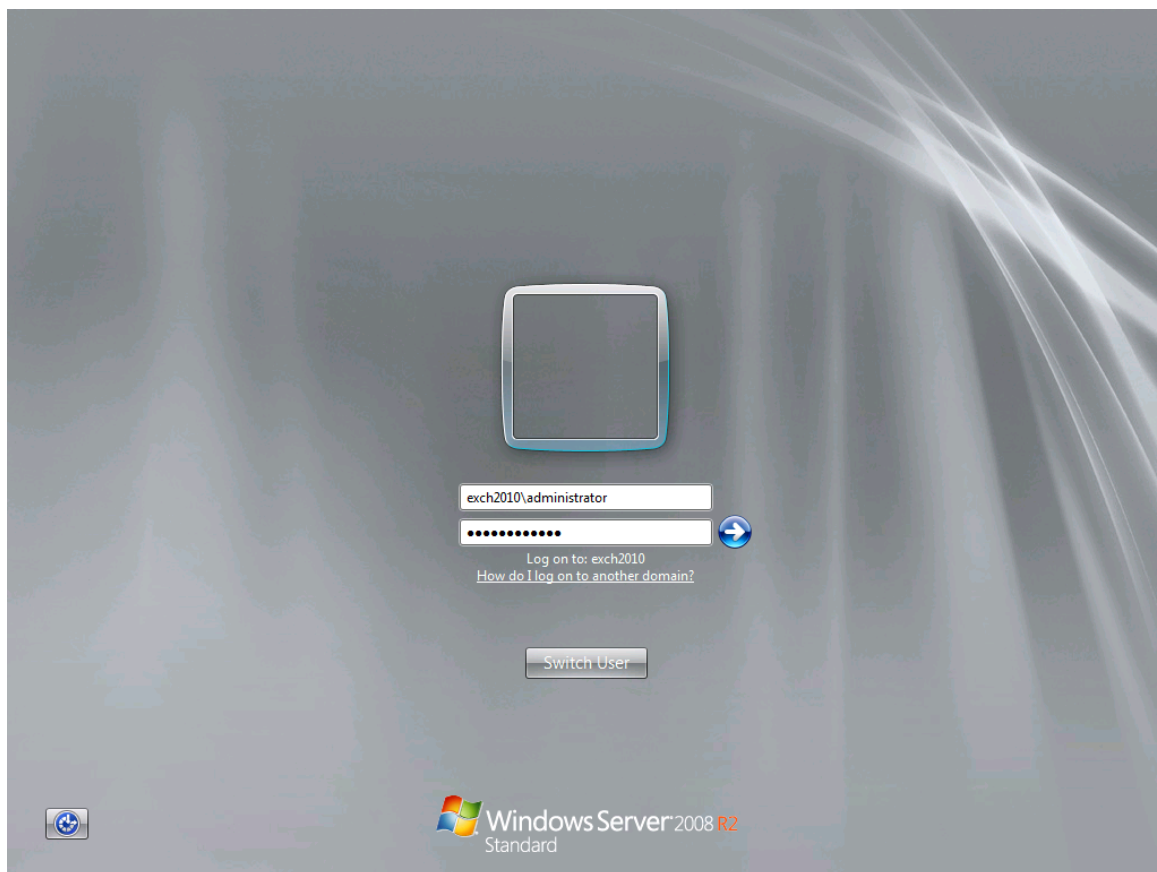
Restart the Server to complete joining the server to the domain



3.2.1.2.5 Join Server to the Domain - Step 5

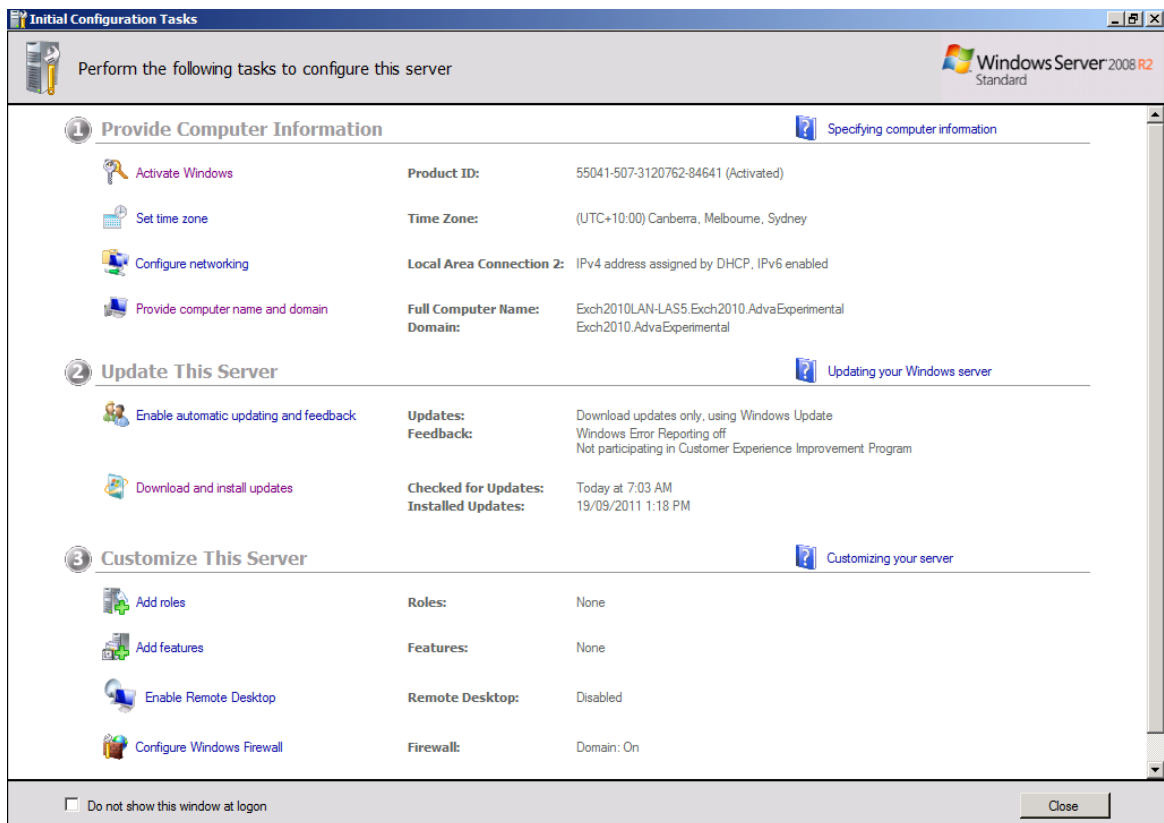
Once the server has restarted, log into the server with a domain account that has sufficient rights to install software.

NOTE: You must use a domain account, not a local machine account at this step.



3.2.1.2.6 Join Server to the Domain - Step 6

Confirm the server is now connected to the same domain as the Lync Front End server.



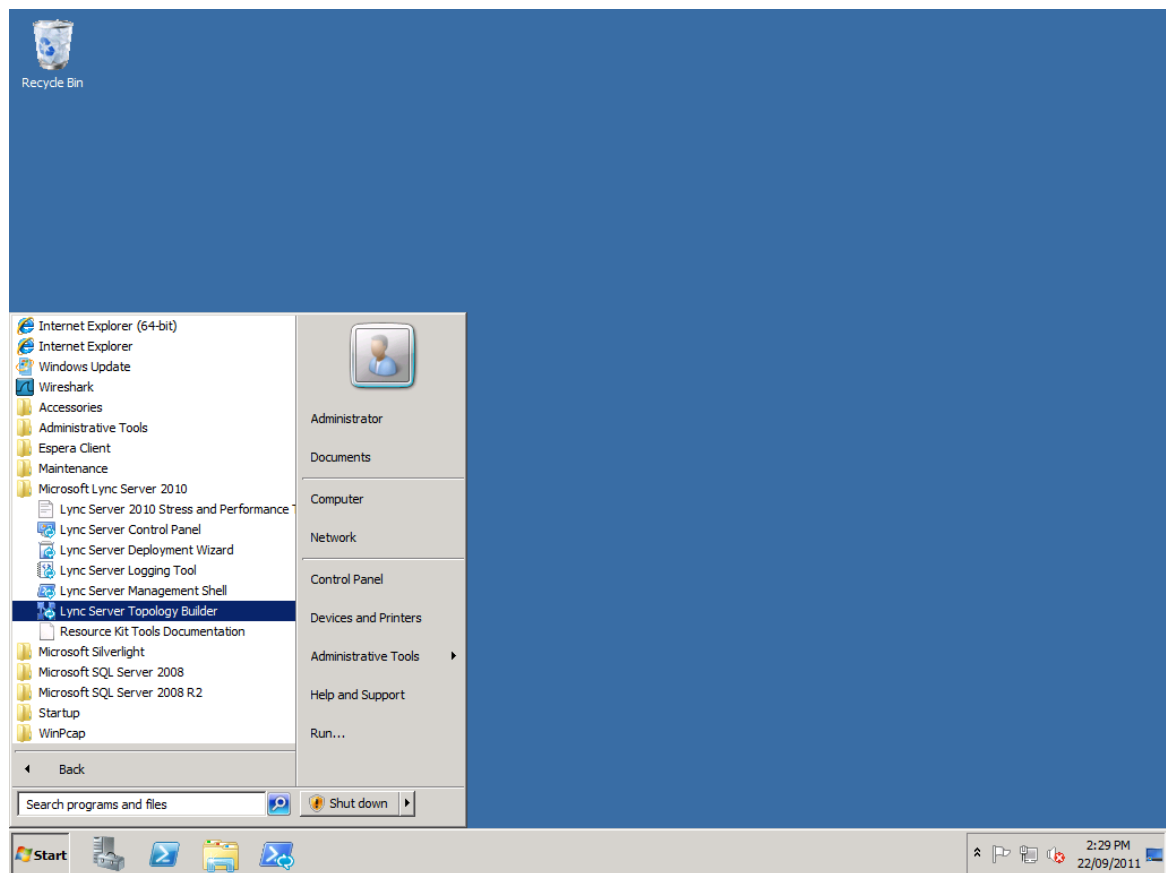
3.2.2 Add Espera Server as a Trusted Application Server

The Lync Application Server hosting the Espera Server (or any other Lync application) must be added to the "Trusted Application Servers" branch of the Lync Topology Builder as a "Trusted Application Pool".

NOTE: The following steps must be completed whilst logged in using a domain account, not a local machine account.

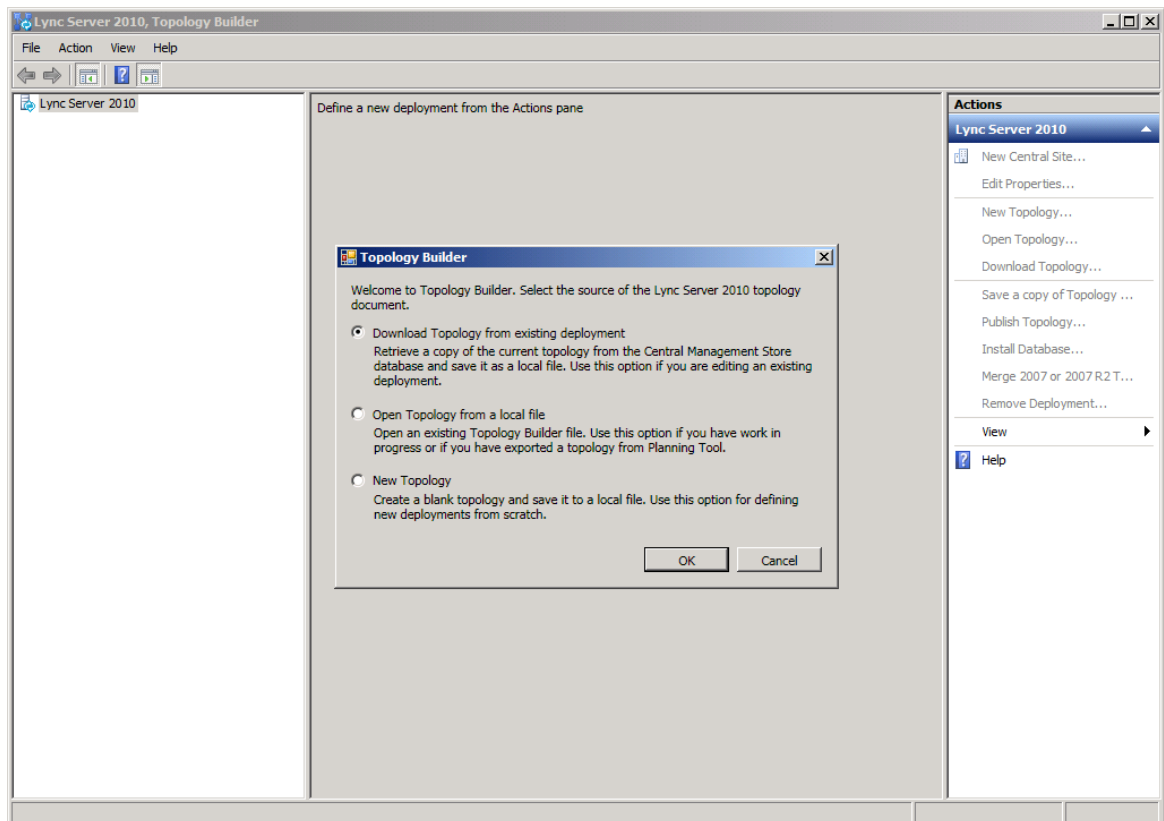
3.2.2.1 Add Trusted Application Server - Step 1

Open the "Lync Server Topology Builder" from the Lync Front-End Server.



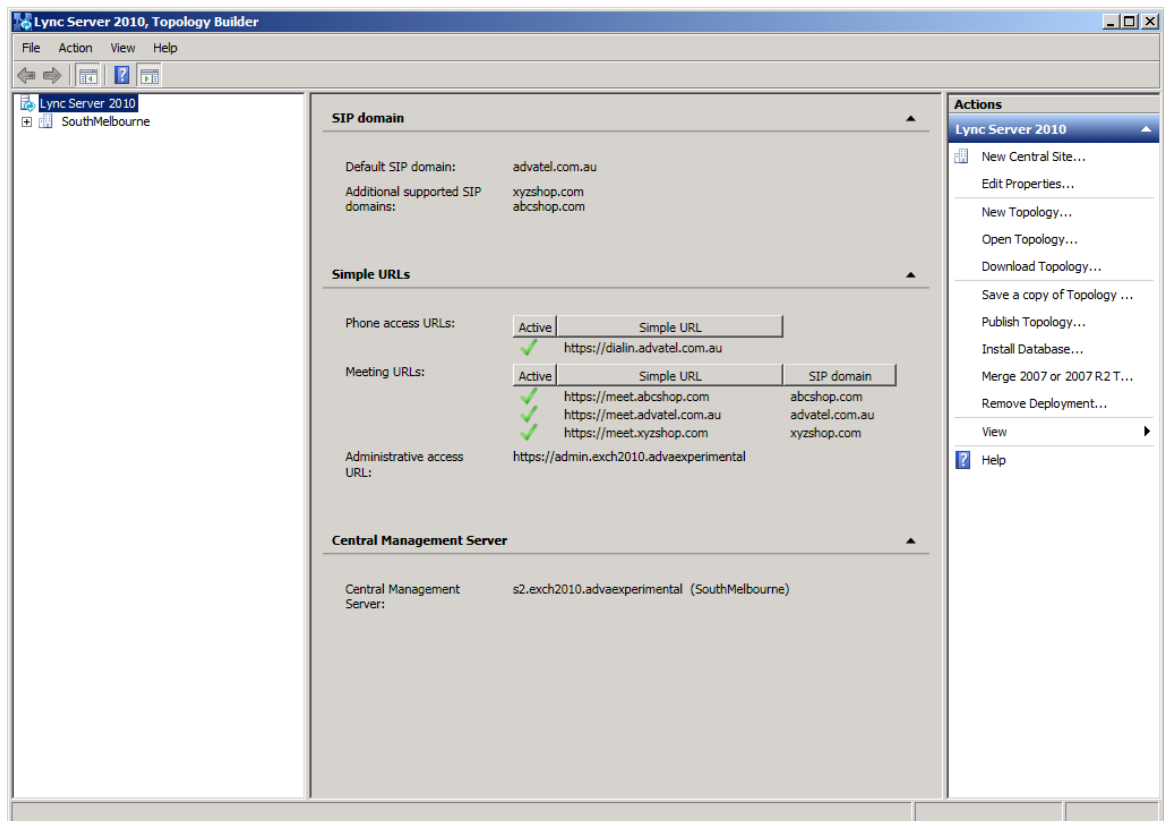
3.2.2.2 Add Trusted Application Server - Step 2

Select "Download Topology from existing deployment", then <OK>.



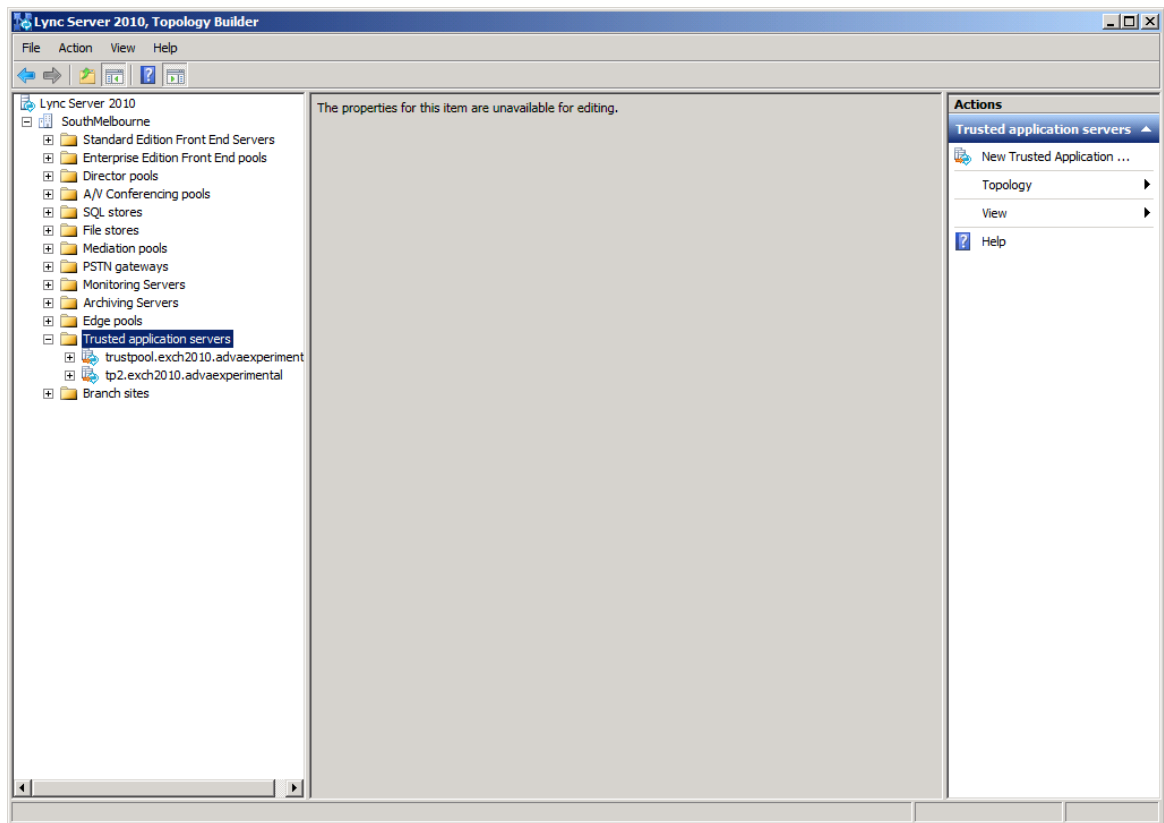
3.2.2.3 Add Trusted Application Server - Step 3

Expand the Lync Topology menu tree.



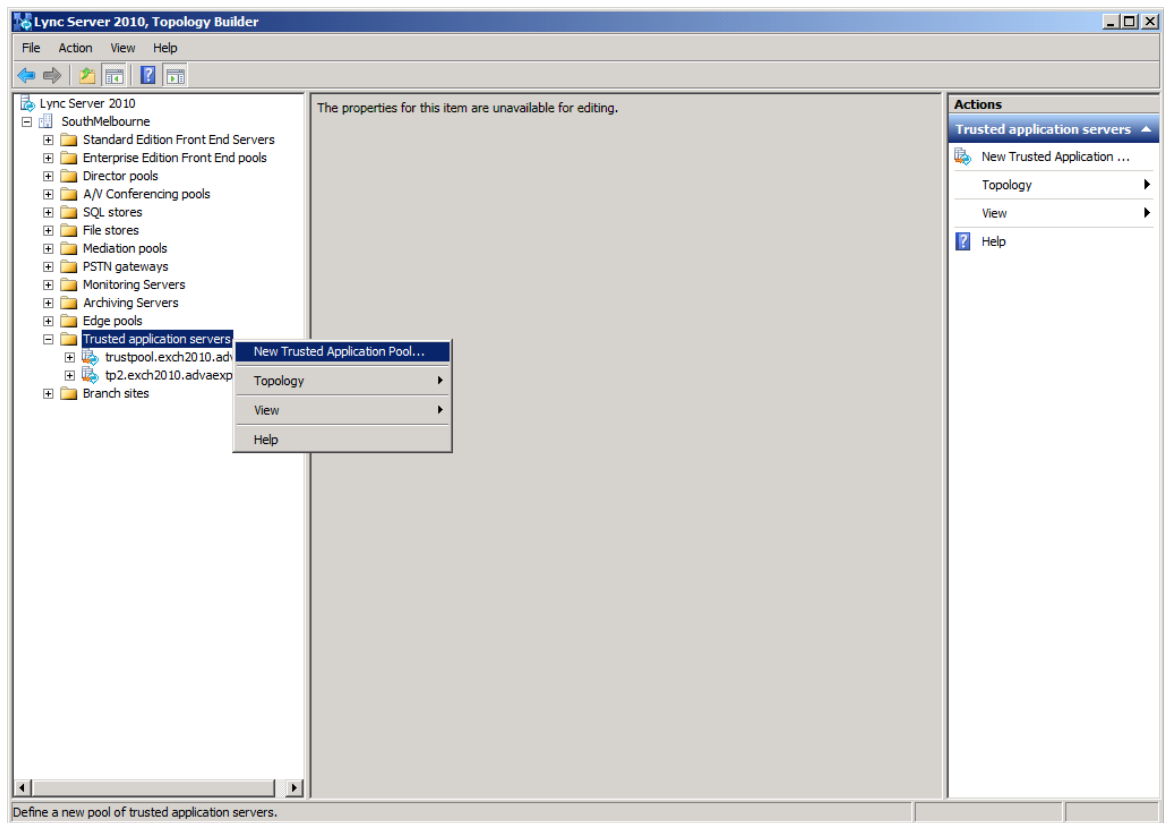
3.2.2.4 Add Trusted Application Server - Step 4

<Right-click> on "Trusted application servers".



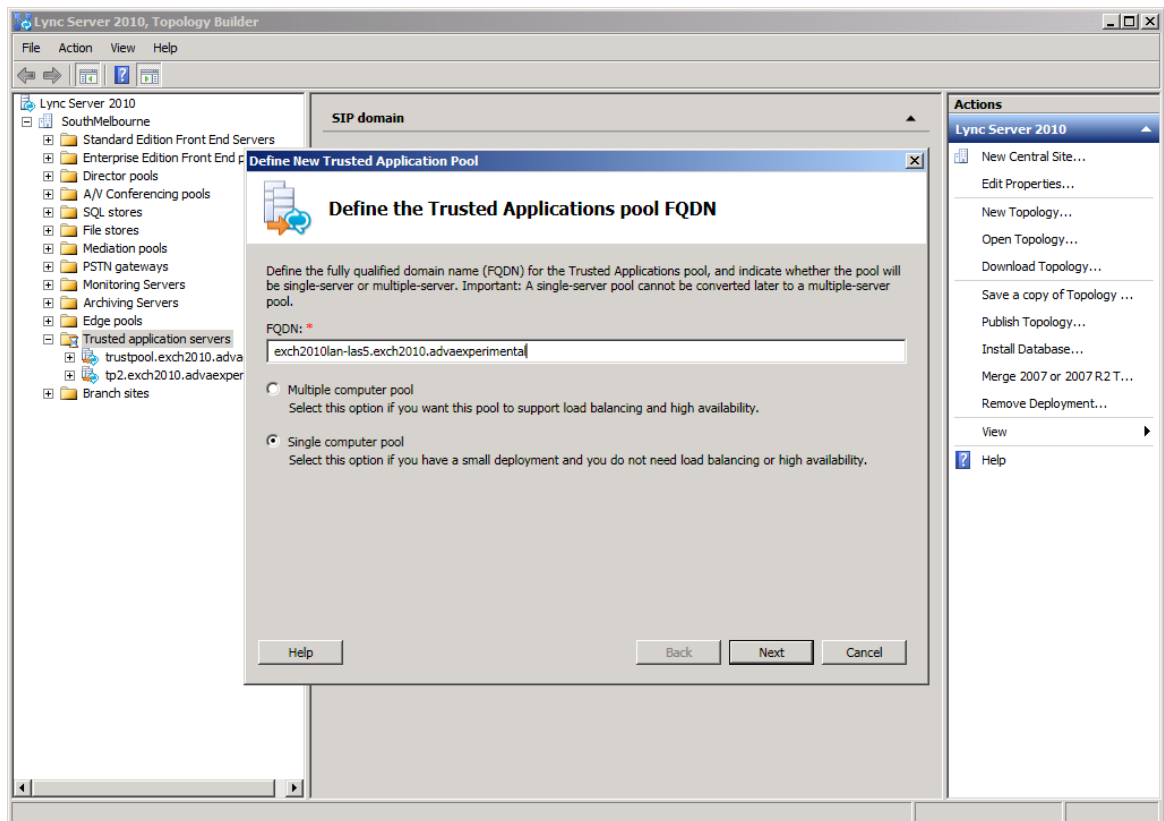
3.2.2.5 Add Trusted Application Server - Step 5

Select "New Trusted Application Pool".



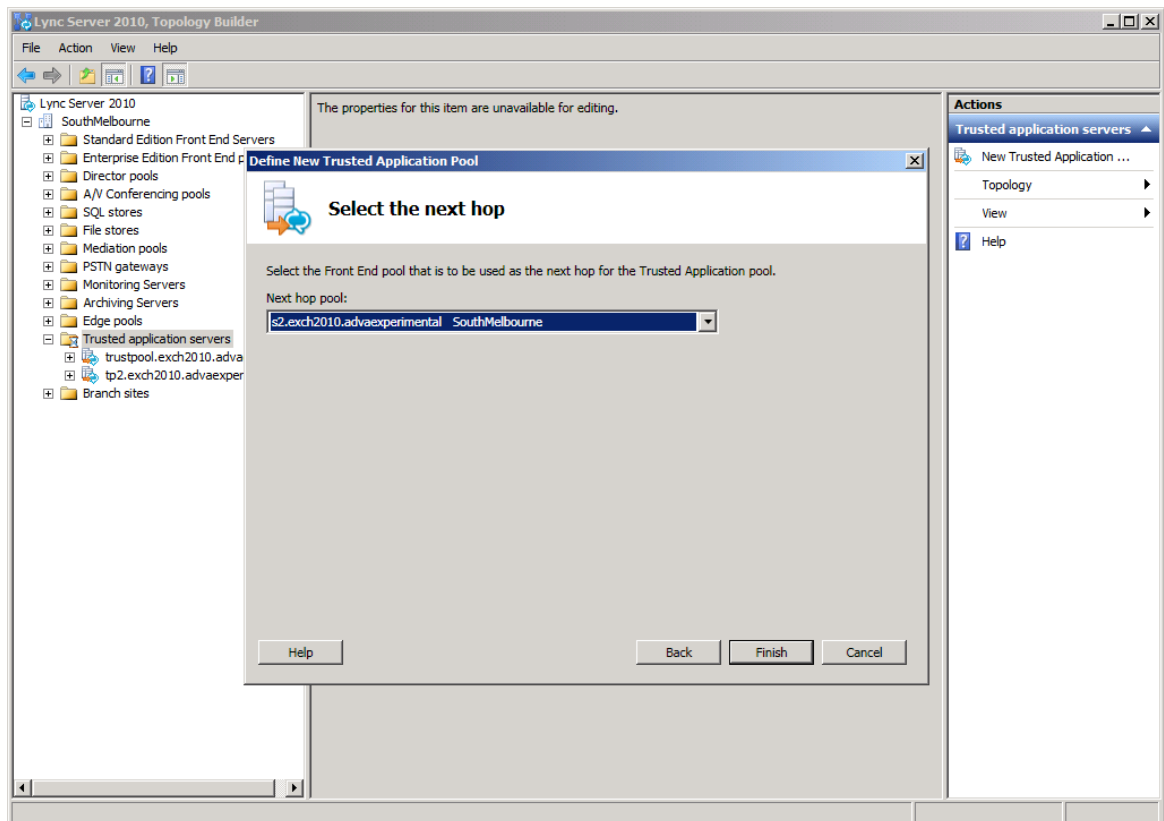
3.2.2.6 Add Trusted Application Server - Step 6

1. Enter the FQDN of the Lync Application Server to host the Espera Server.
2. Select "Single computer pool"
3. Select <Next>



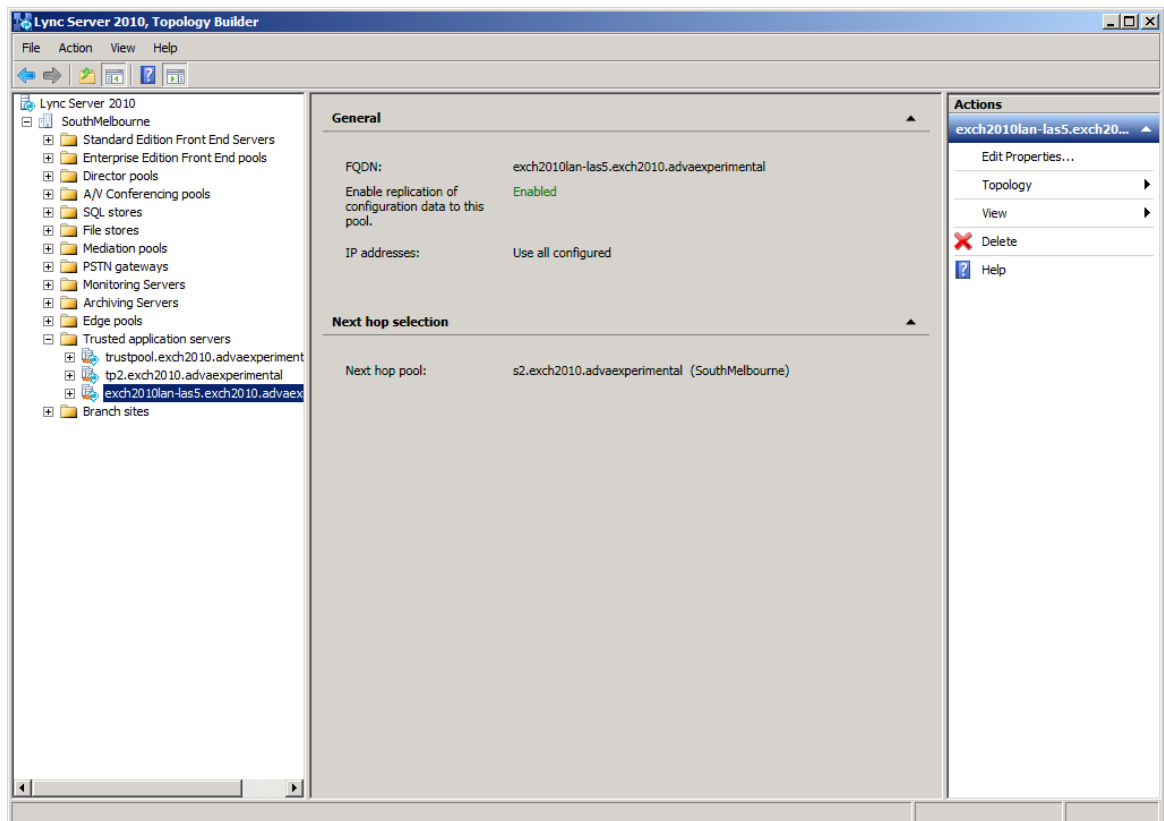
3.2.2.7 Add Trusted Application Server - Step 7

1. From the drop-down list, select the "Front End pool" that is to be used as the next hop.
2. Select <Finish> to complete adding a new Trusted Application Server



3.2.2.8 Add Trusted Application Server - Step 8

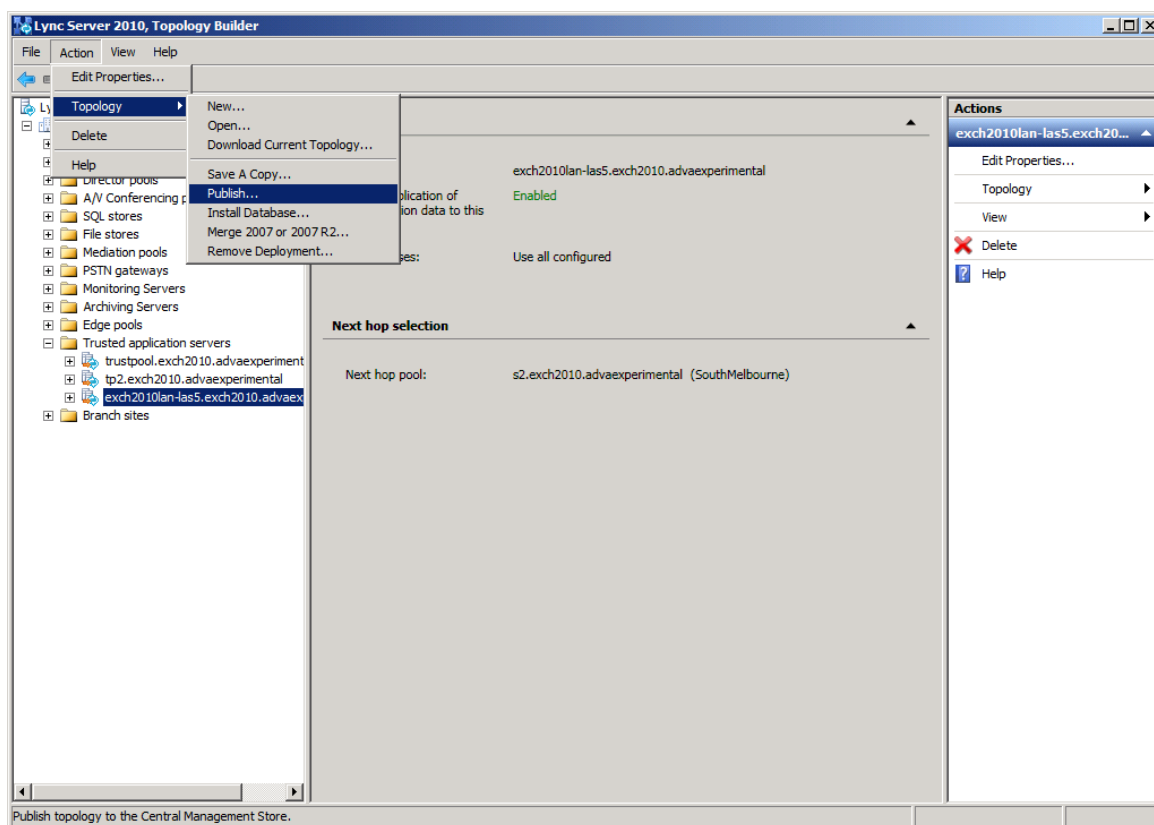
Ensure the newly created Trusted Application Server details correctly match that of the server hosting the Espera Server service.



3.2.2.9 Add Trusted Application Server - Step 9

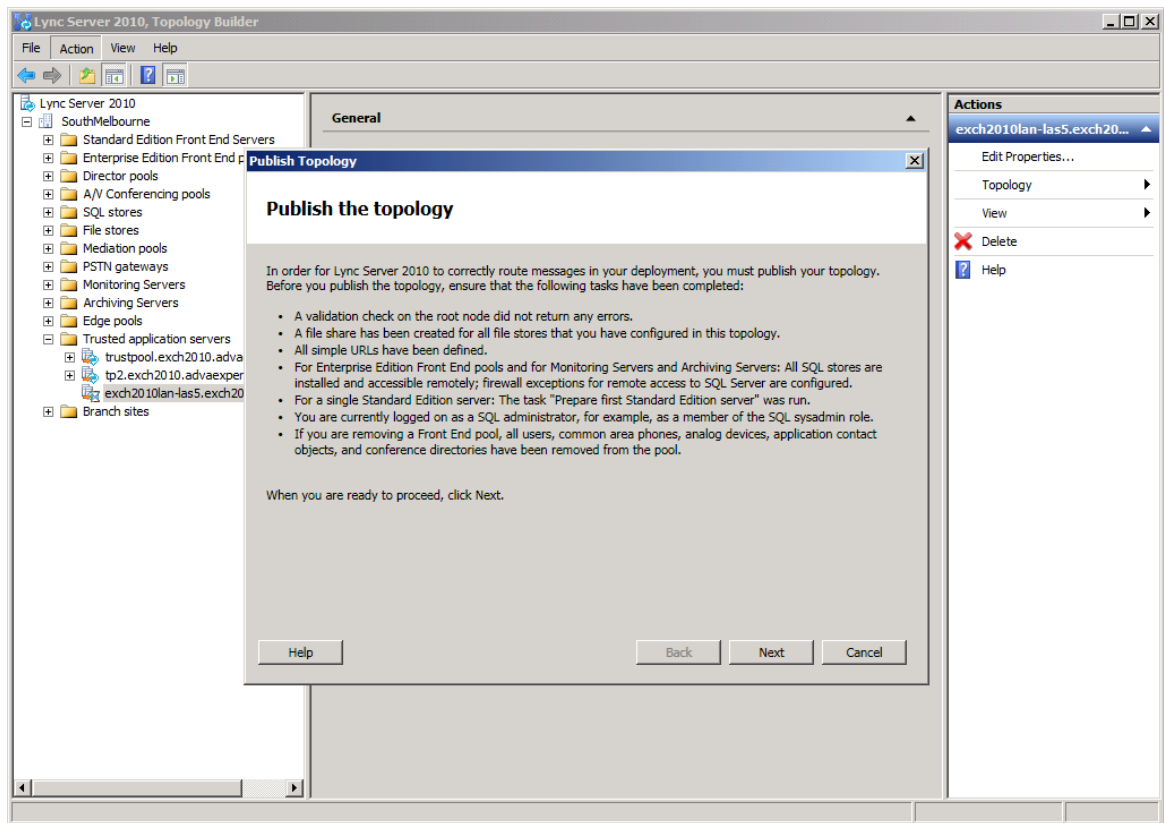
Publish the updated Lync Topology to the Lync Front End Server.

Action > Topology > Publish



3.2.2.10 Add Trusted Application Server - Step 10

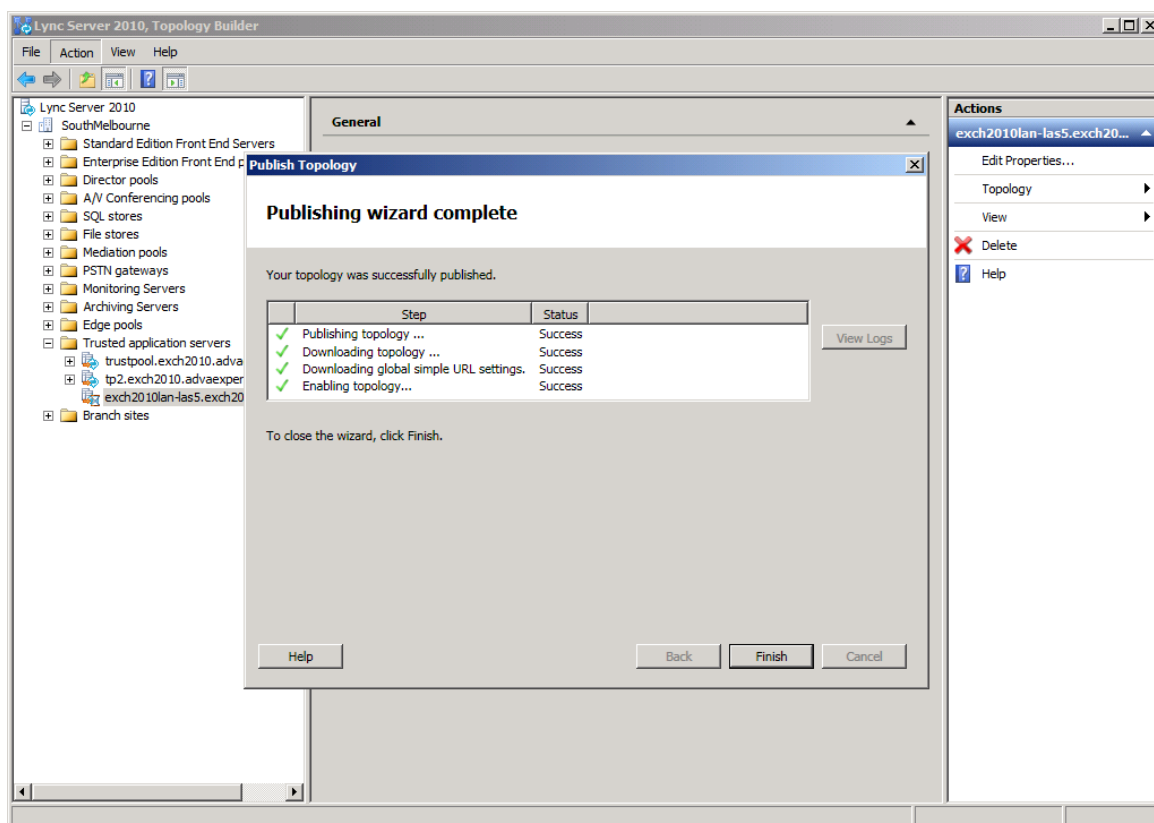
Select <Next>



3.2.2.11 Add Trusted Application Server - Step 11

Ensure the "Publishing Wizard" completed without any errors.

If errors are received, correct these errors then republish the Lync Topology.



3.2.3 Install the Lync Application Server

Install the Lync Application Server services and tools from the Lync Server Installation DVD.

NOTE: The Windows Firewall will need to be disabled from the proposed Lync Application Server for communication to the Lync Front End Server. Alternatively, firewall exceptions must be configured for all Lync and Espera ports. (The Default Espera port is 5999)

3.2.3.1 Logon As Domain Administrator

Use a Domain Administrator account to run the Lync Deployment Wizard.

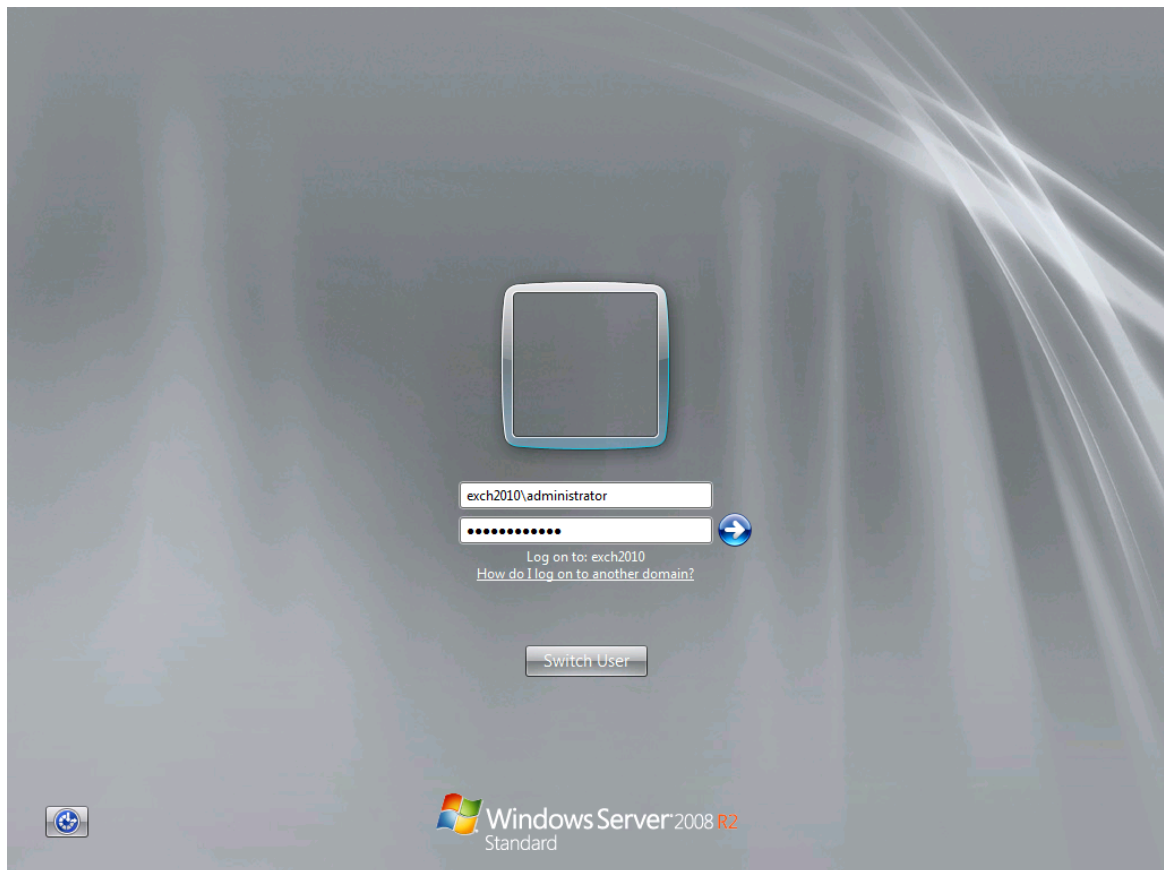
3.2.3.1.1 Logon as Domain Administrator - Step 1

By default, after the Server has joined the domain and rebooted, the server displays the previously logged in user details (local computer administrator account).



3.2.3.1.2 Logon as Domain Administrator - Step 2

Select <Switch User> and log into the server with a user account that has "Domain Administrator" privileges.

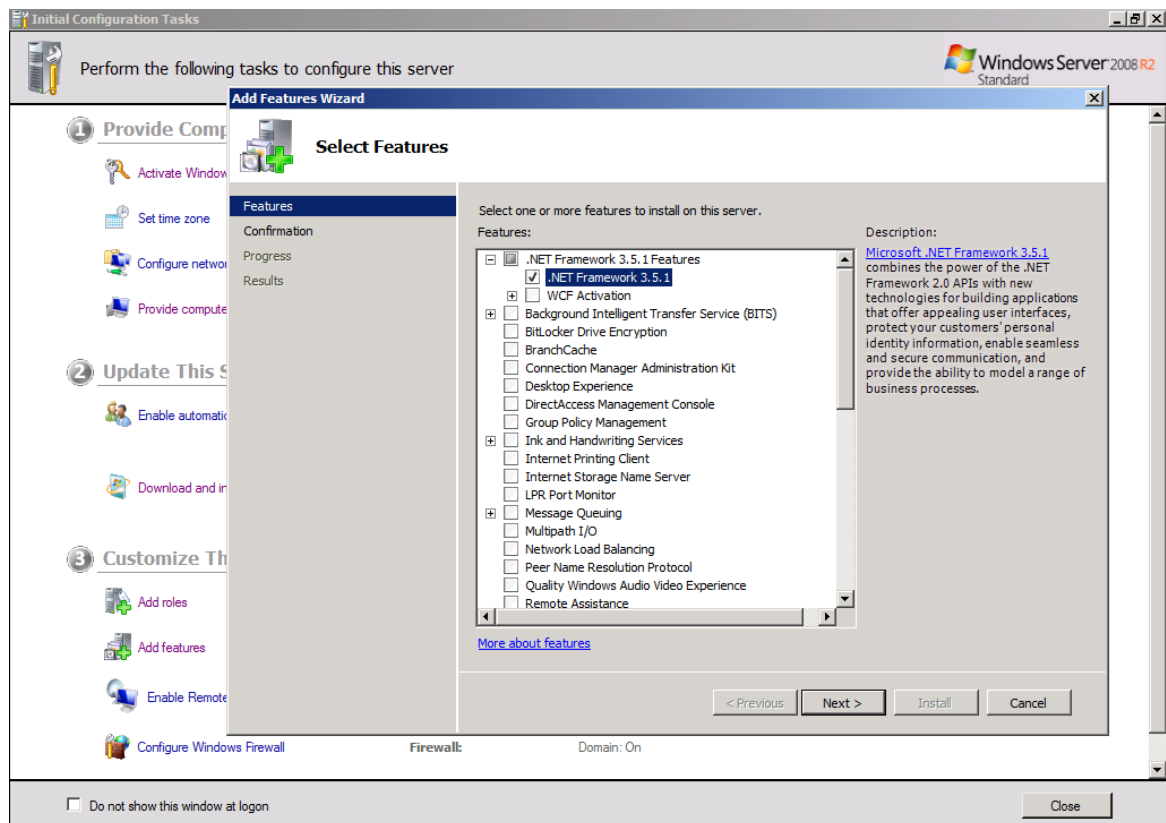


3.2.3.2 Install .Net 3.5 SP1 Framework

The Lync Deployment Wizard requires the .Net 3.5 SP1 Framework to be pre-installed onto the server.

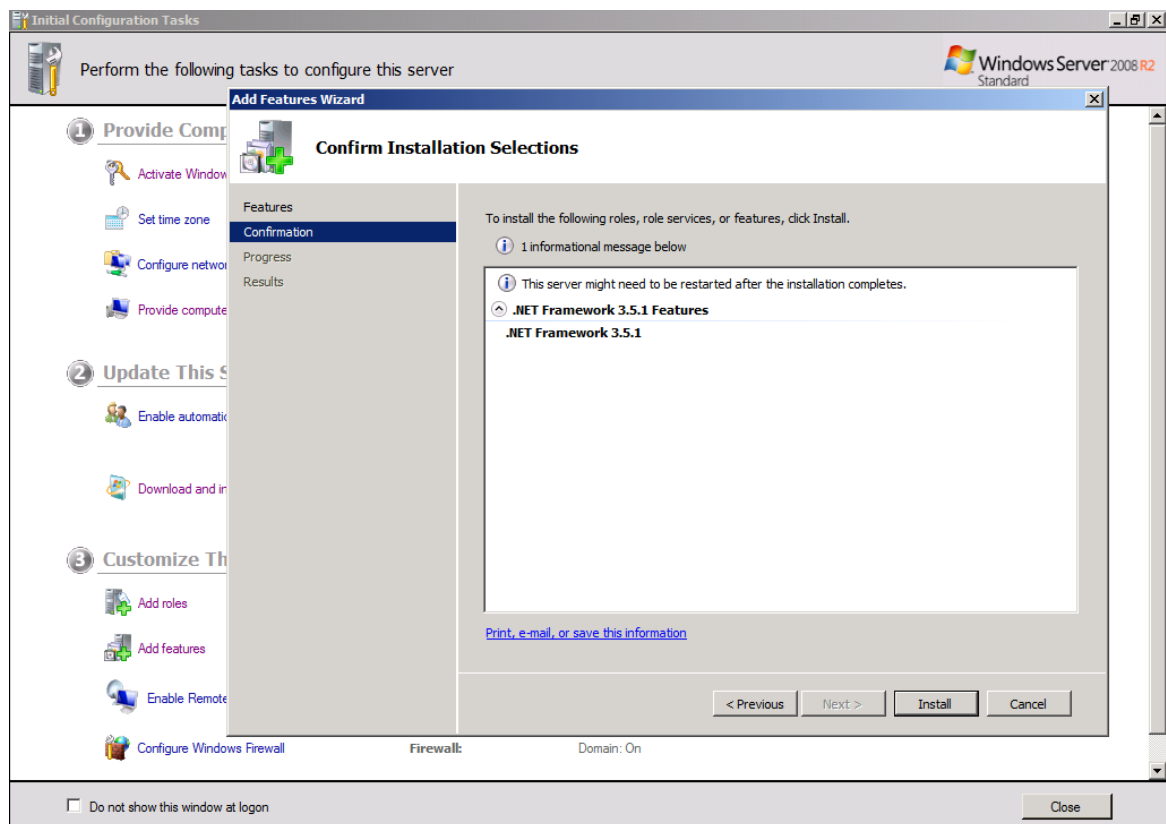
3.2.3.2.1 Install .Net 3.5 SP1 Framework - Step 1

1. Select <Add Roles> from "Initial Configuration Tasks" or "Server Manager"
2. Expand ".Net Framework 3.5.1 Features"
3. Select ".Net Framework 3.5.1"
4. Select the <Next> button



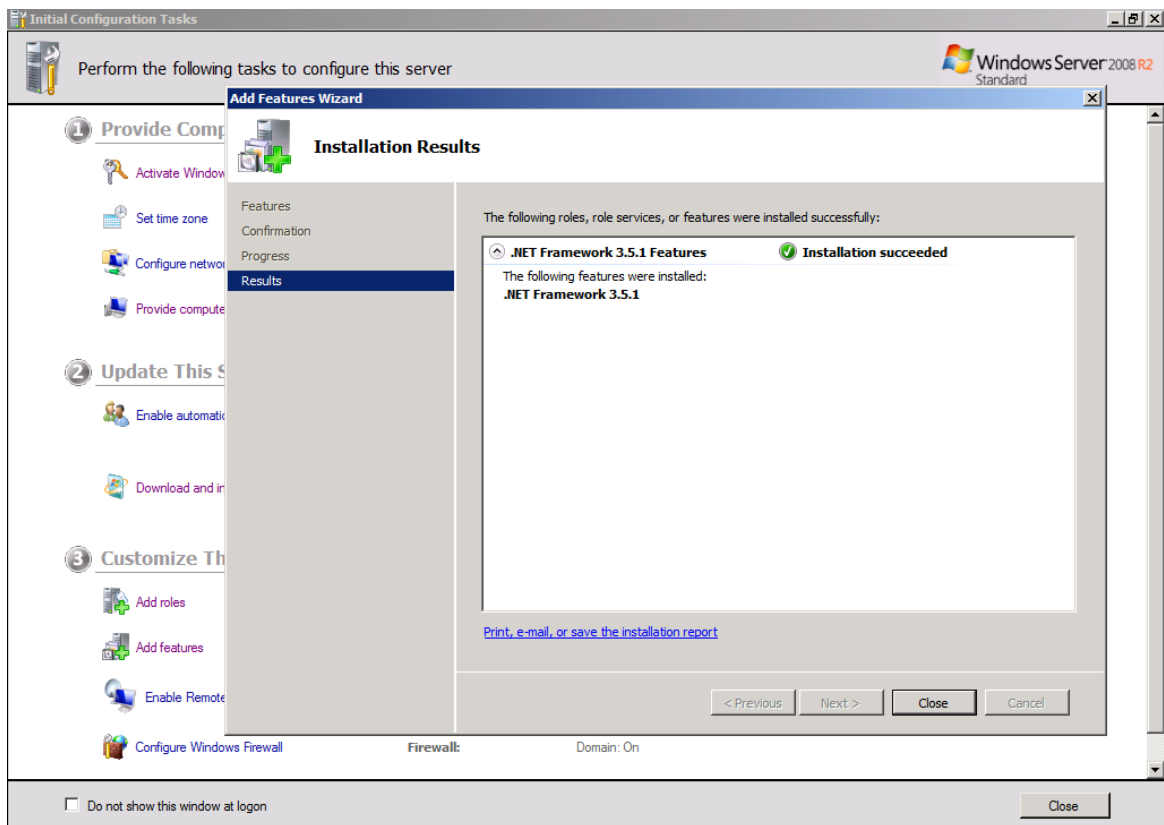
3.2.3.2.2 Install .Net 3.5 SP1 Framework - Step 2

Confirm that the ".Net Framework 3.5.1" is to be installed, then select the <Install> button.



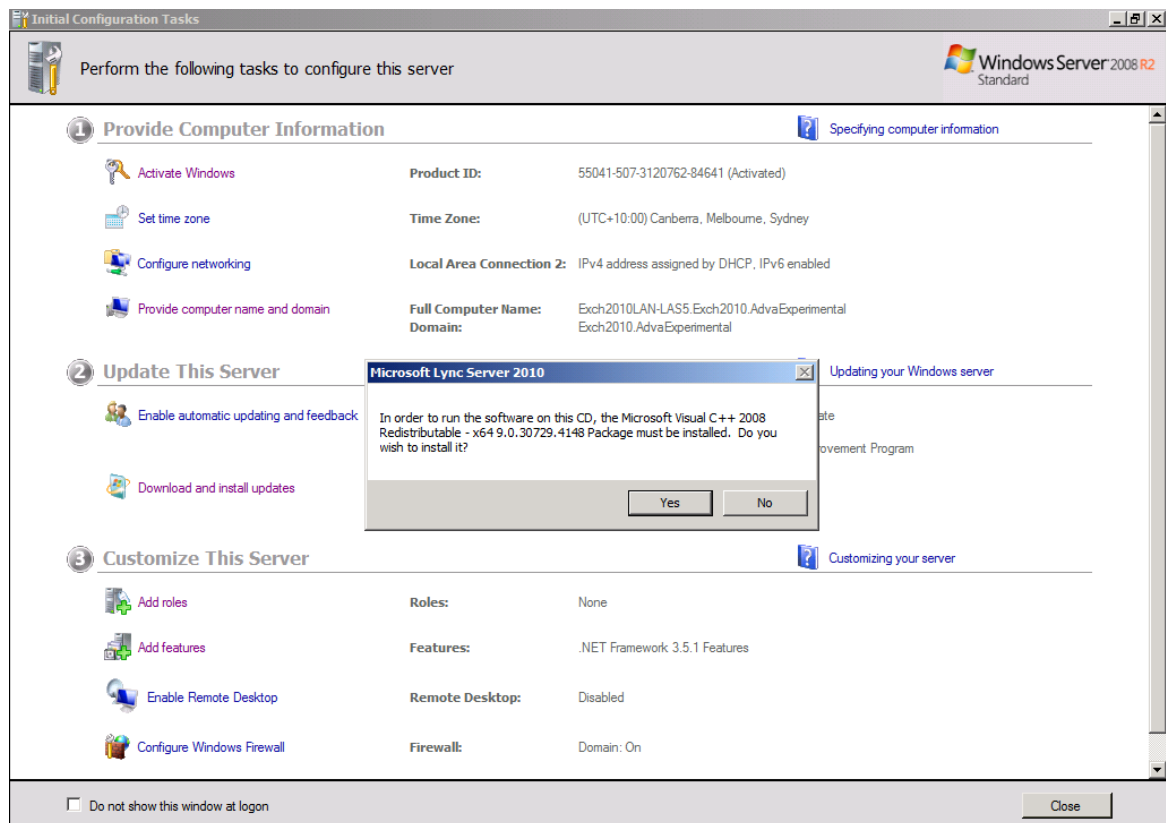
3.2.3.2.3 Install .Net 3.5 SP1 Framework - Step 3

Confirm that the installation is successful, then select <Close>.



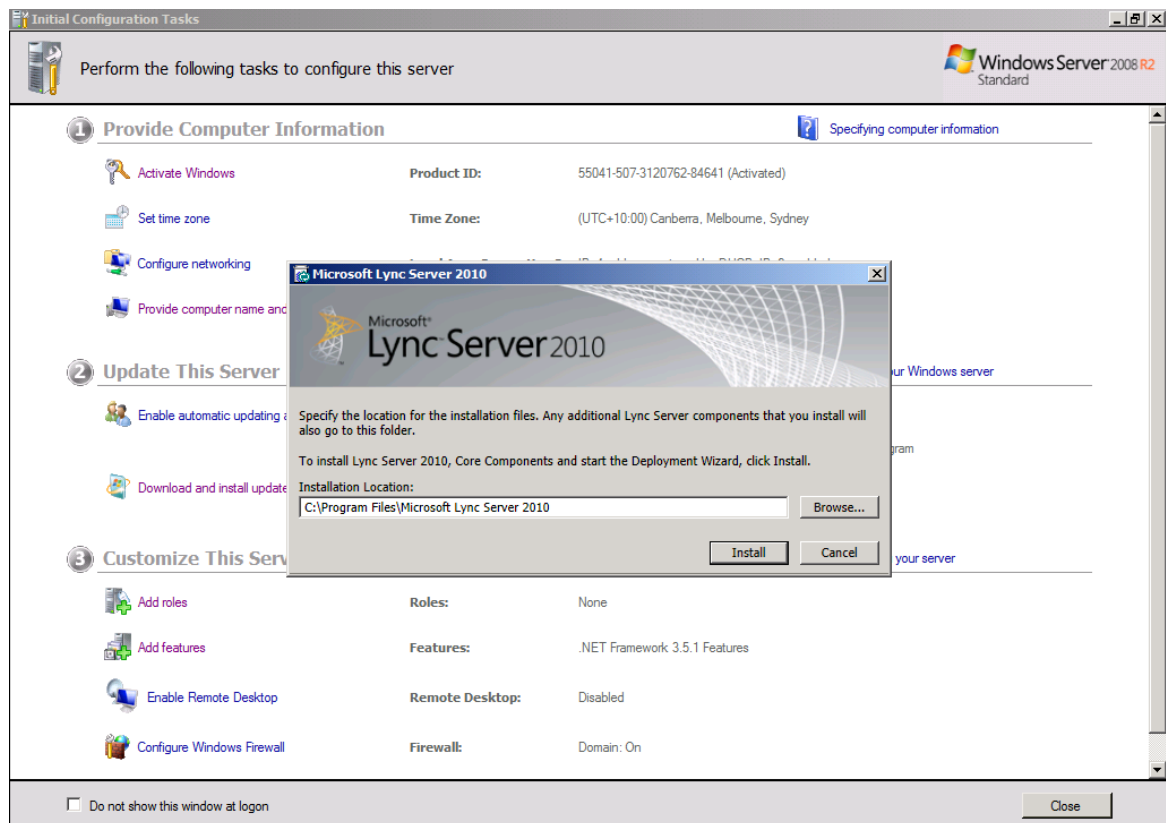
3.2.3.3 Install the Lync Application Server - Step 1

1. Insert the Lync Deployment Wizard DVD (or "run" the DVD iso image).
2. Accept and install any pre-requisites required to run the Lync Deployment Wizard



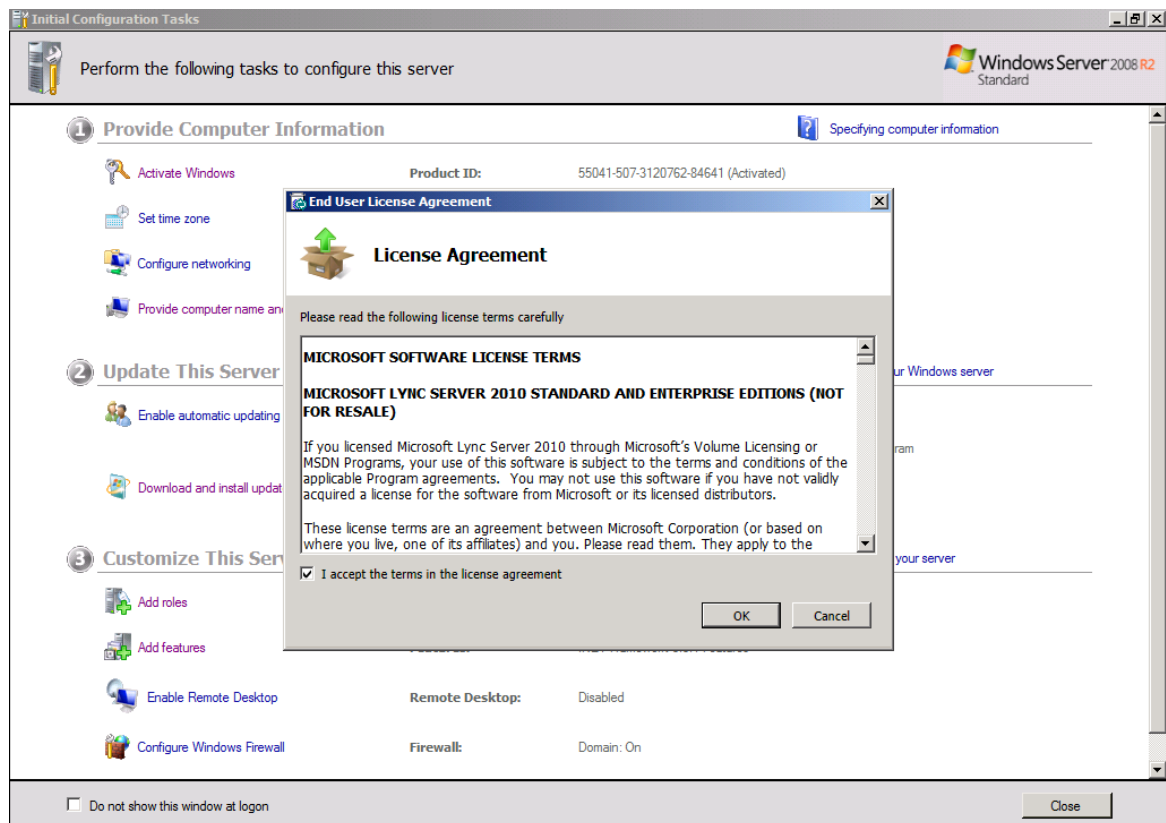
3.2.3.4 Install the Lync Application Server - Step 2

Confirm the installation directory, then select <Install>.



3.2.3.5 Install the Lync Application Server - Step 3

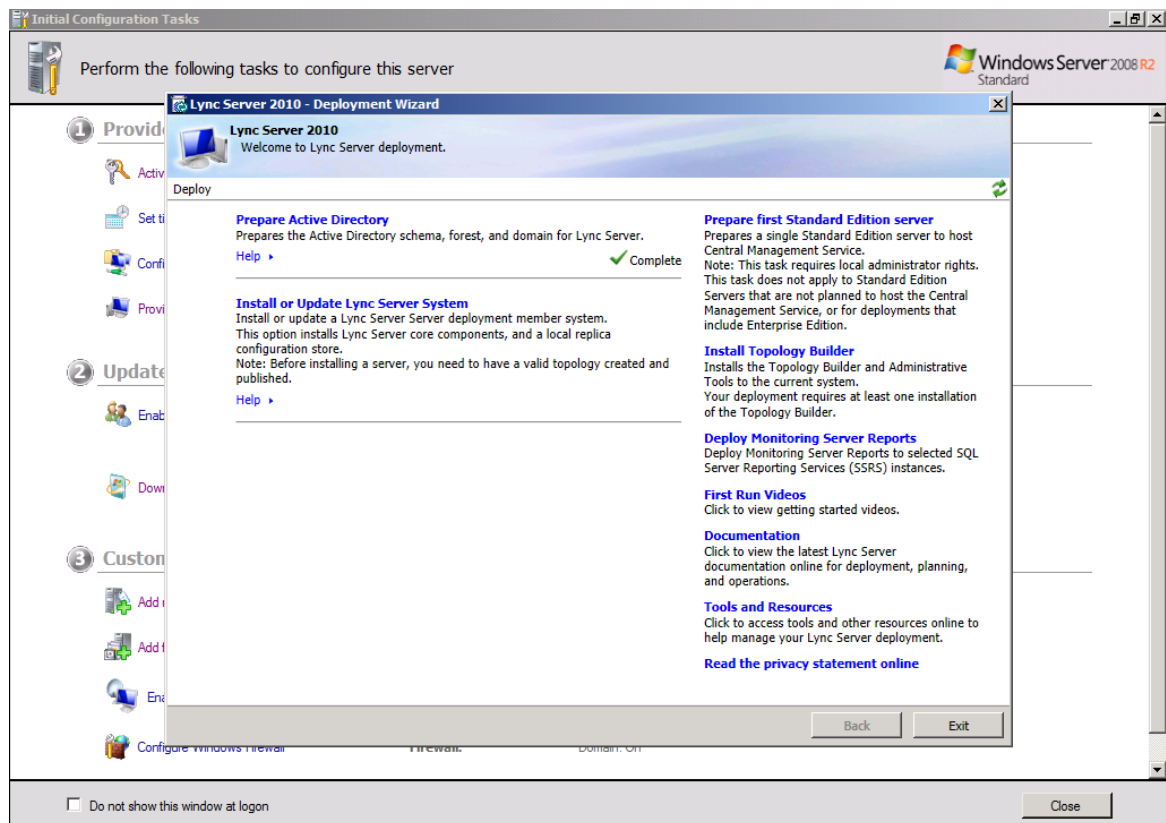
Accept the license agreement and select <OK>.



3.2.3.6 Install the Lync Application Server - Step 4

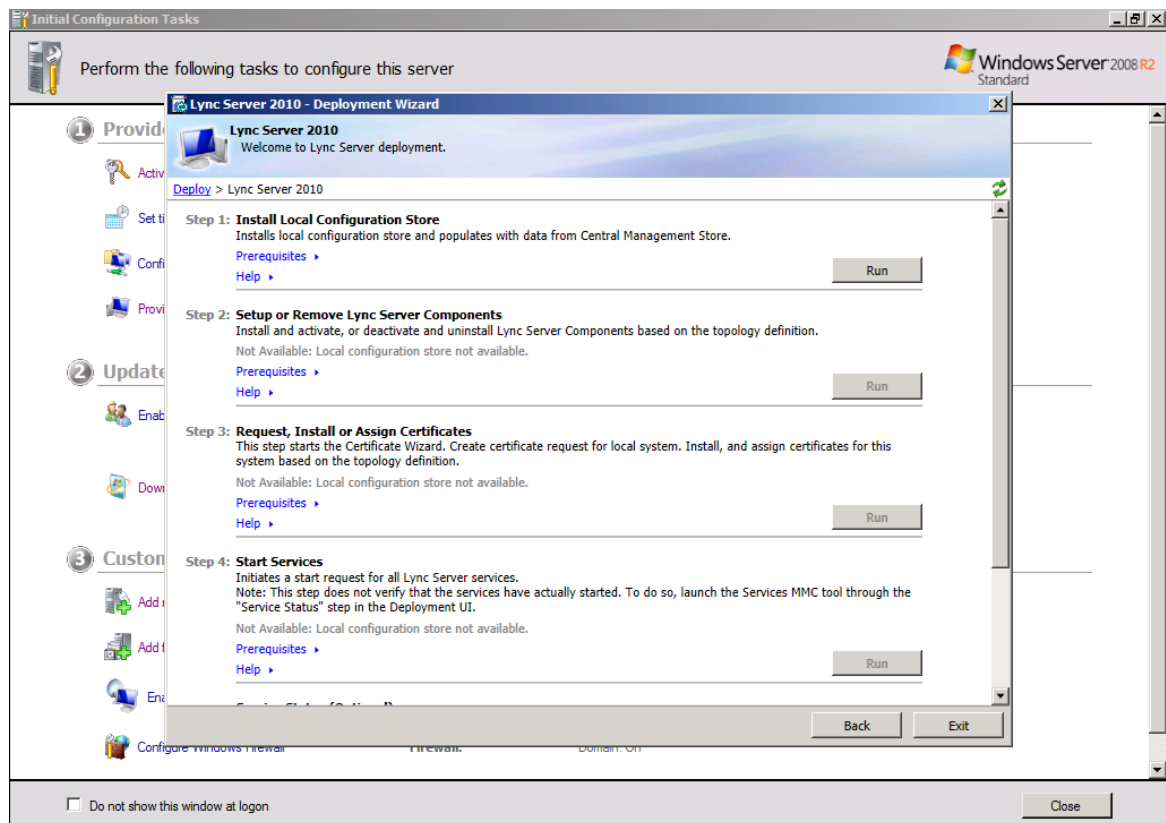
Wait for the "Prepare Active Directory" to show as "Completed", then select "Install or Update Lync Server System".

Note: If the "Prepare Active Directory" does not show "Completed" ensure the server is joined to the same domain as the Lync Front End Server, and the active user is a domain administrator, logged into the domain.



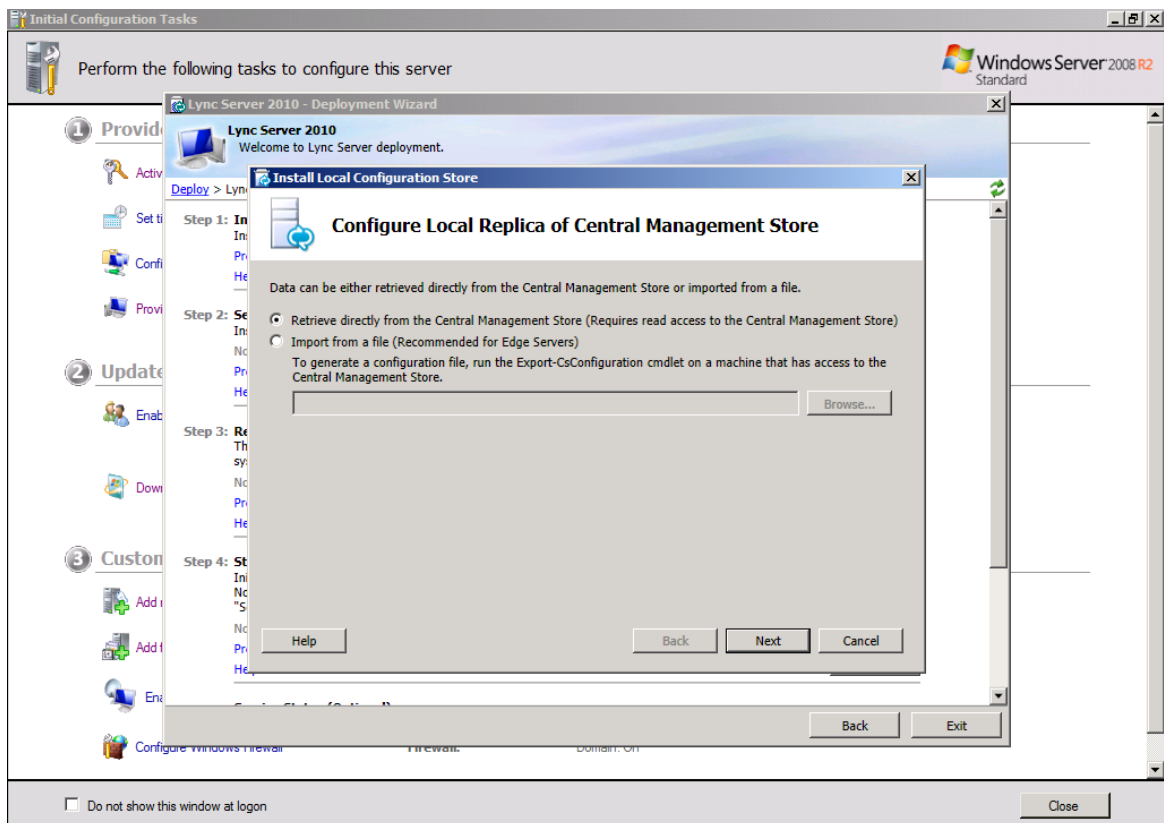
3.2.3.7 Install the Lync Application Server - Step 5

Select <Run> in "Step 1: Install Local Configuration Store".



3.2.3.8 Install the Lync Application Server - Step 6

Select the correct destination to retrieve Lync Replication information and select <Next>.

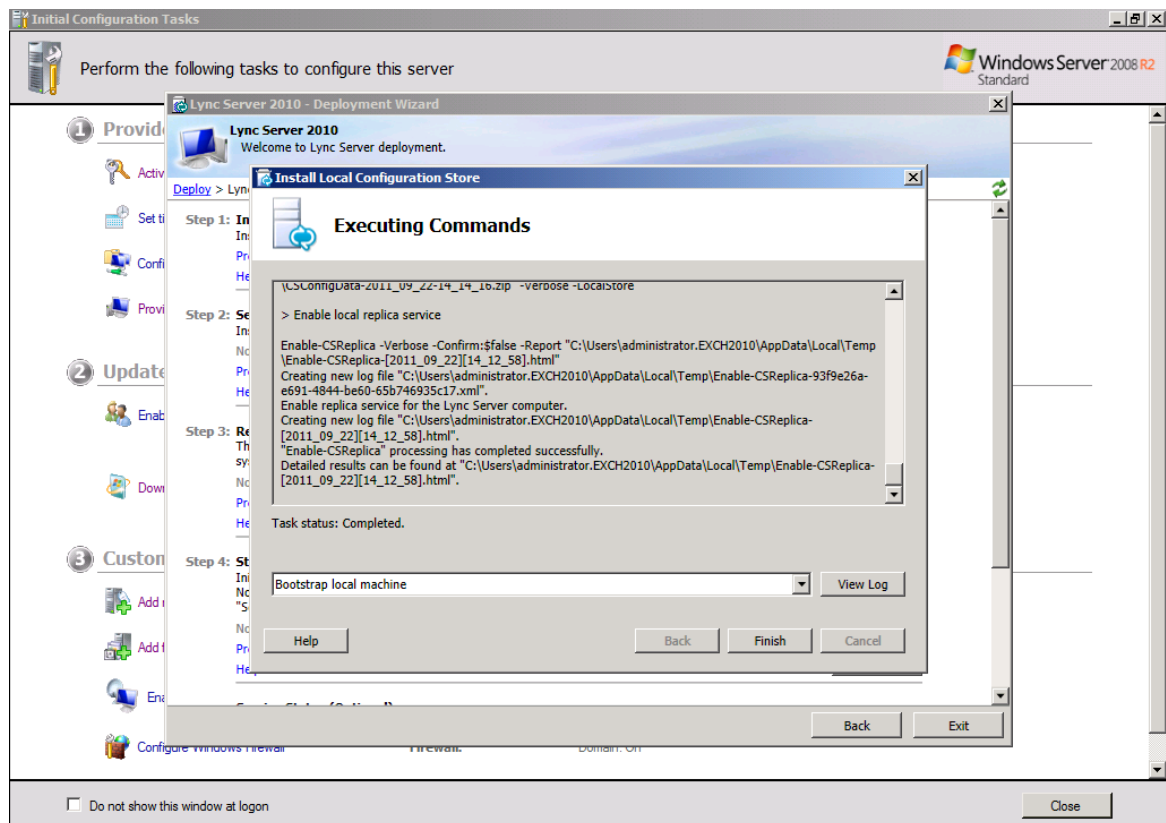


3.2.3.9 Install the Lync Application Server - Step 7

Check the log and ensure no error were received.

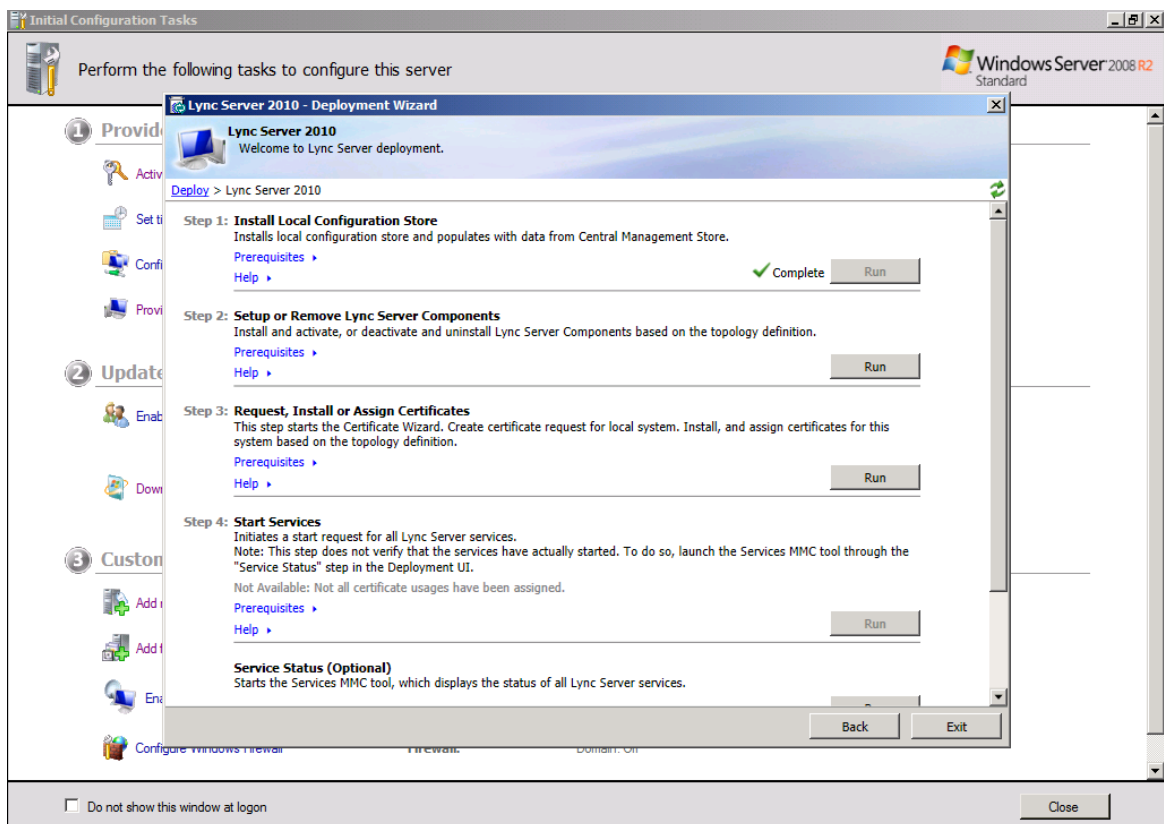
If no errors, select <Finish>, continue to next step.

If errors were generated, select <Finish>, correct the error, and return to [Step 5](#)^[46].



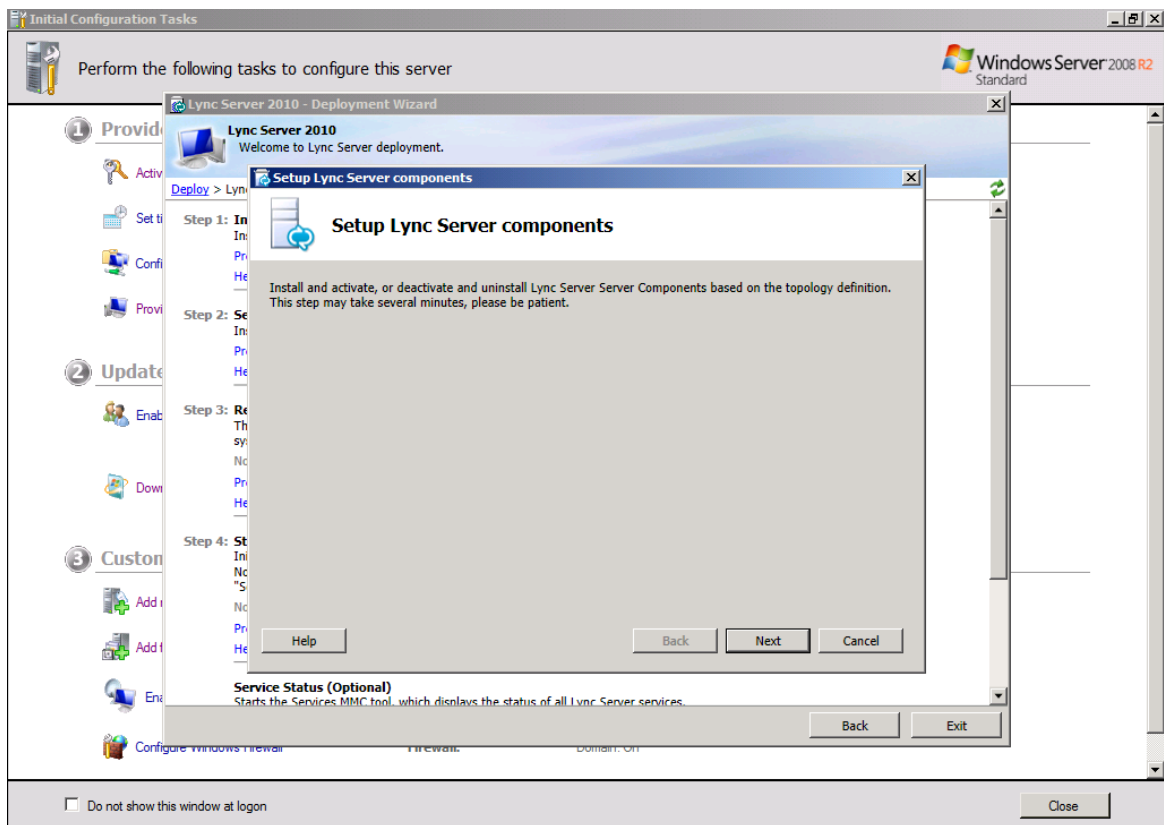
3.2.3.10 Install the Lync Application Server - Step 8

When Step 1 of the Deployment Wizard displays as "Complete", select <Run> in "Step 2: Setup or Remove Lync Server Components".



3.2.3.11 Install the Lync Application Server - Step 9

Select <Next>



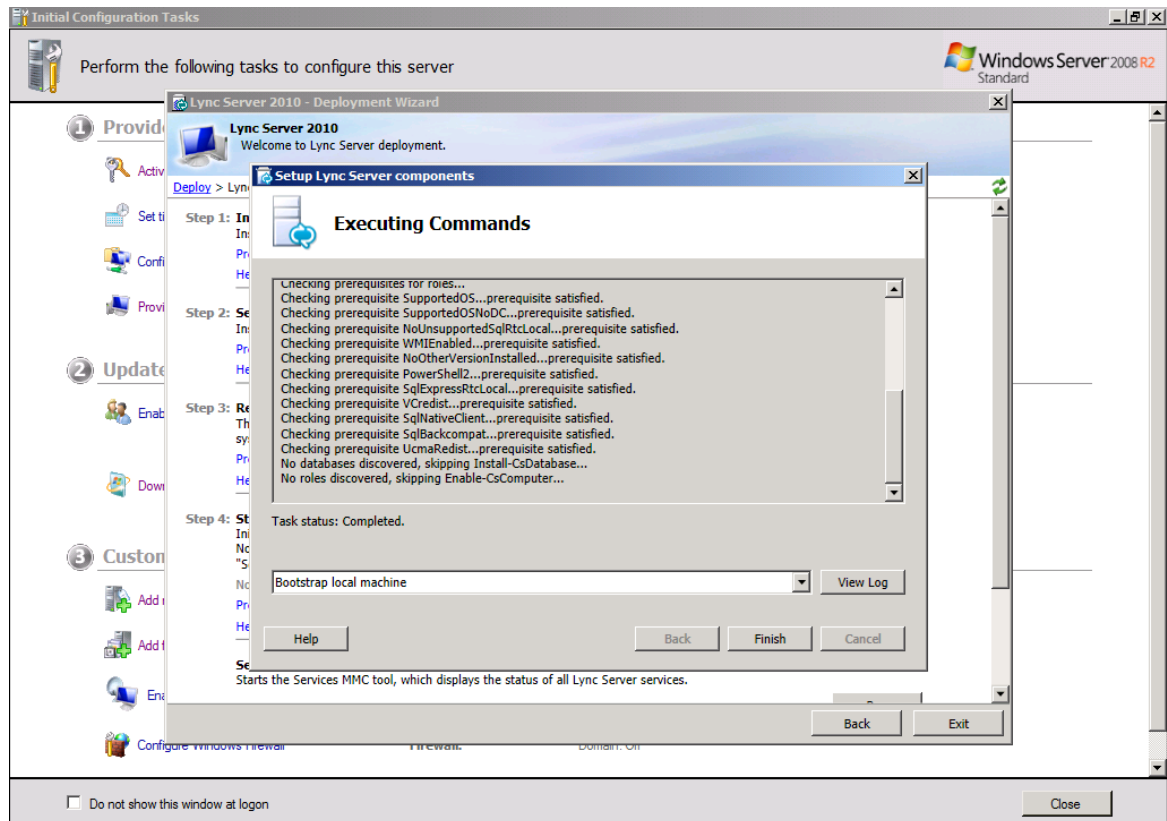
3.2.3.12 Install the Lync Application Server - Step 10

Check the log and ensure no error were received.

If no errors, select <Finish>, continue to next step.

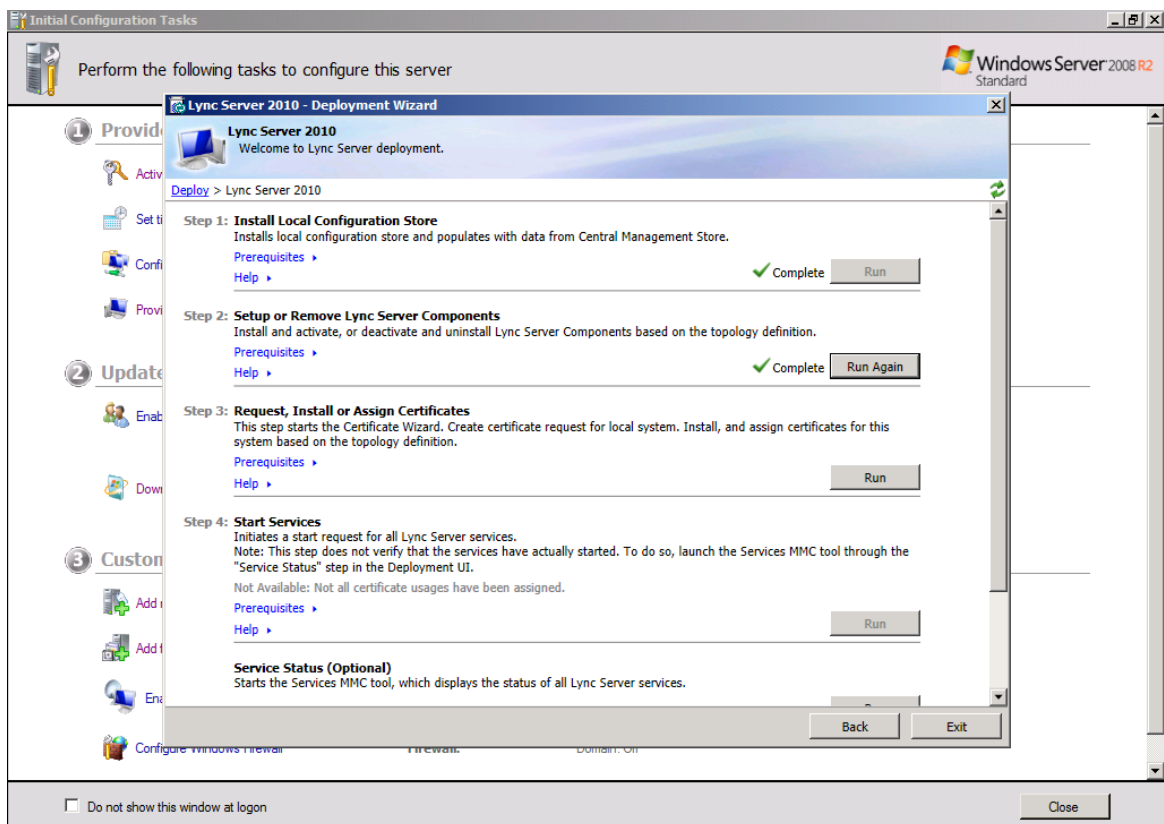
If errors were generated, select <Finish>, correct the error, and return to [Step 8](#)^[49].

NOTE: This step will fail if the server has not been added as a "Trusted Application Server" in the Lync Topology Builder.



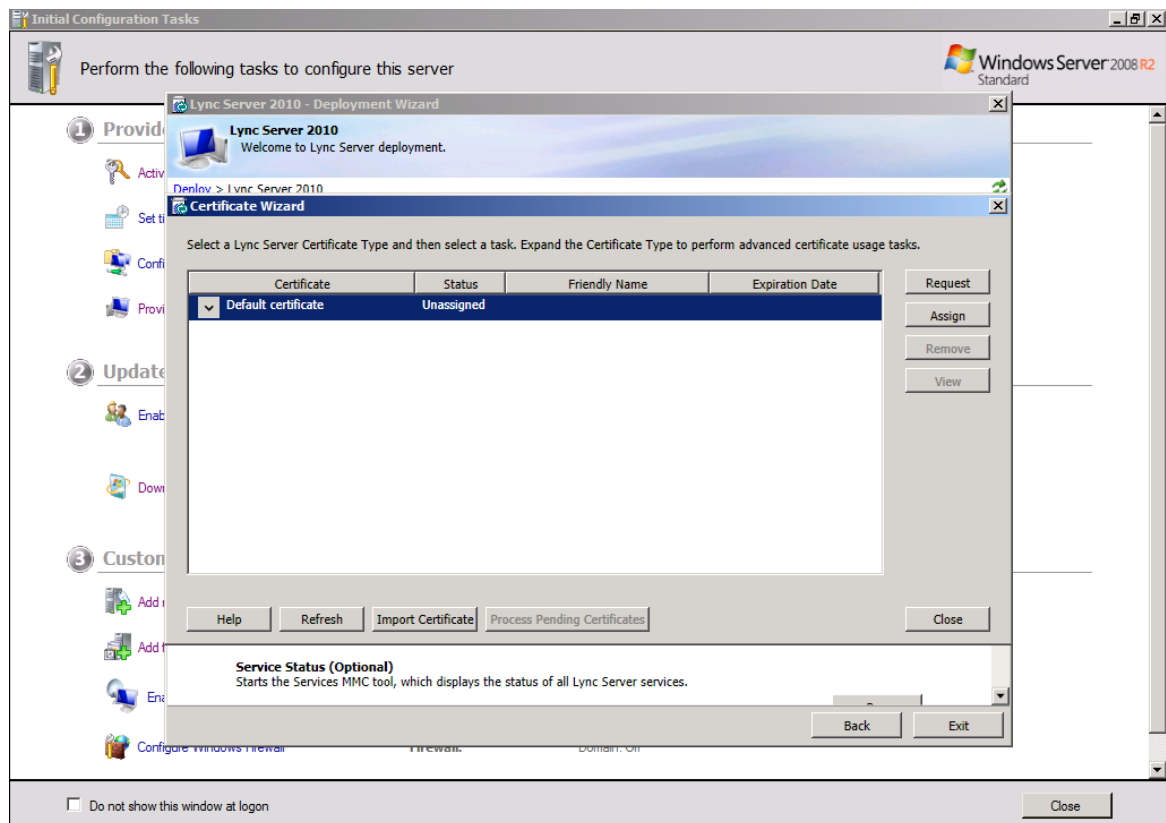
3.2.3.13 Install the Lync Application Server - Step 11

When both "Step 1" and "Step 2" of the Deployment Wizard display "Completed", select <Run> in "Step 3: Request, Install or Assign Certificates".



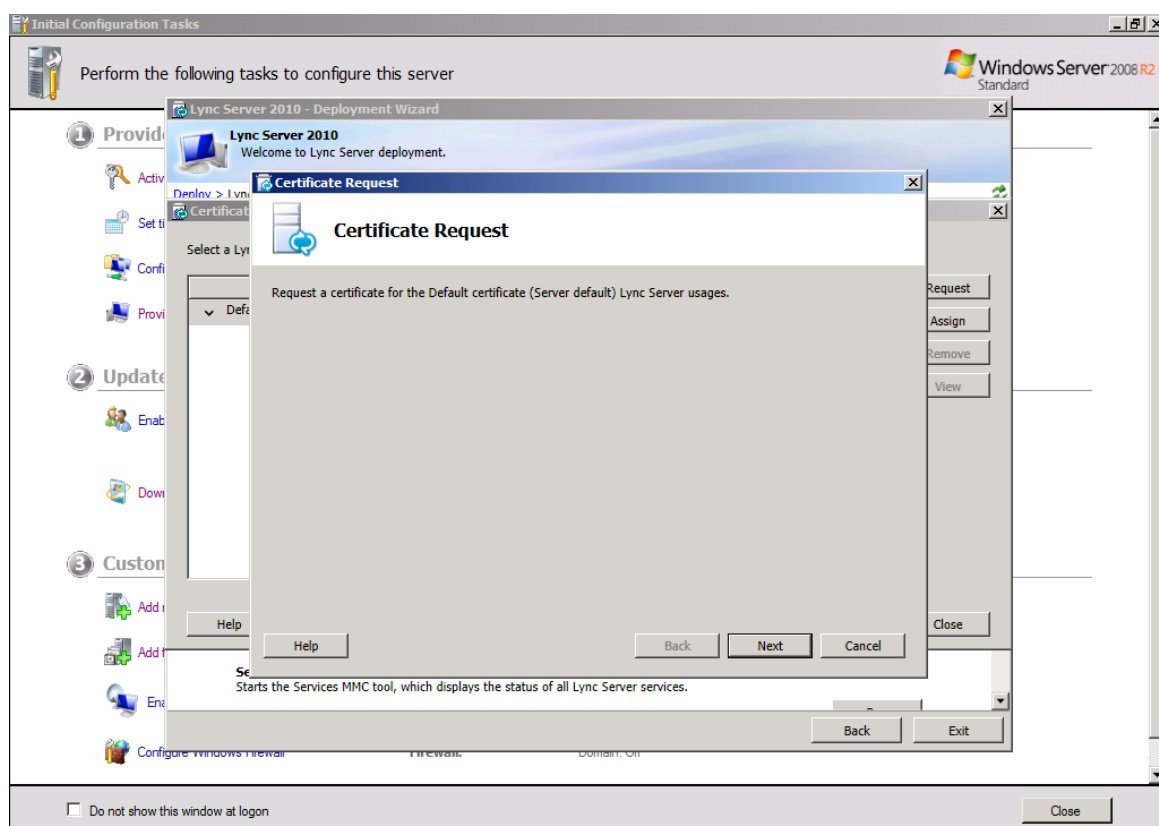
3.2.3.14 Install the Lync Application Server - Step 12

Select <Request>



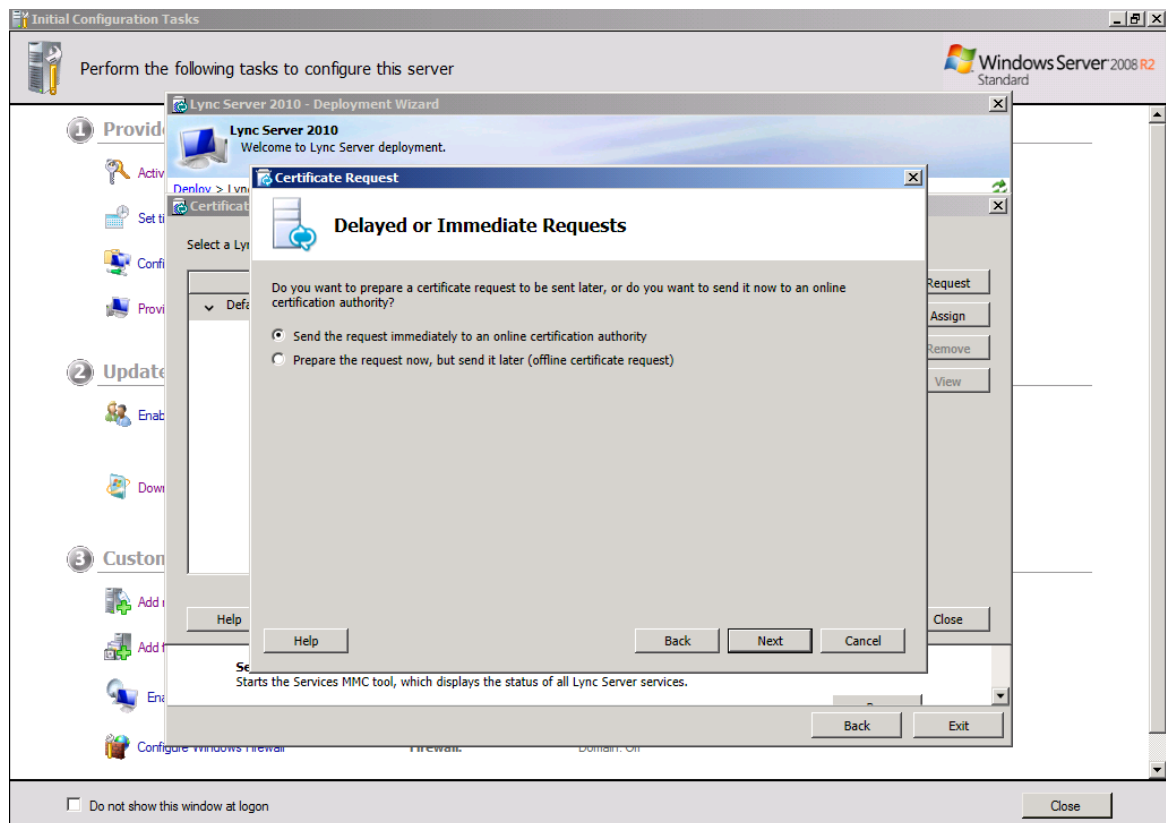
3.2.3.15 Install the Lync Application Server - Step 13

Select <Next>



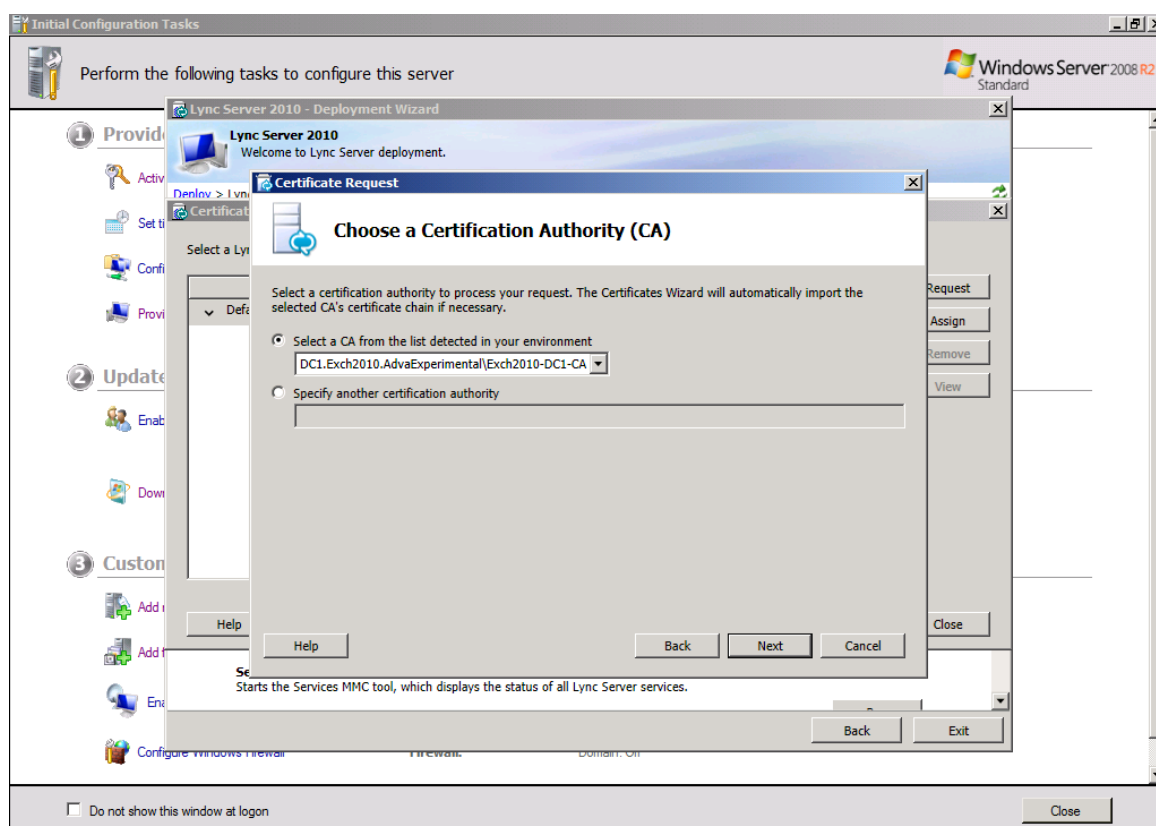
3.2.3.16 Install the Lync Application Server - Step 14

Select "Send the request immediately ...", then <Next>.



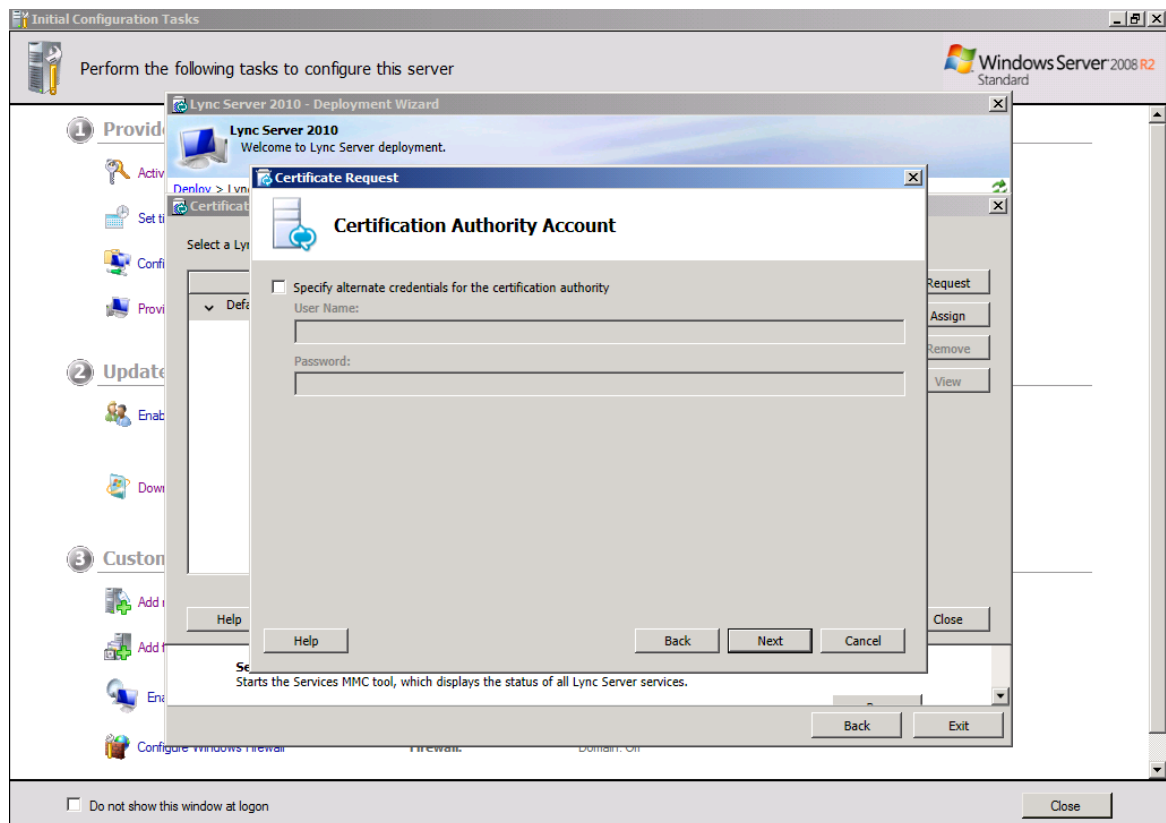
3.2.3.17 Install the Lync Application Server - Step 15

Select the Certificate Authority (CA) Server from the drop down list, then <Next>



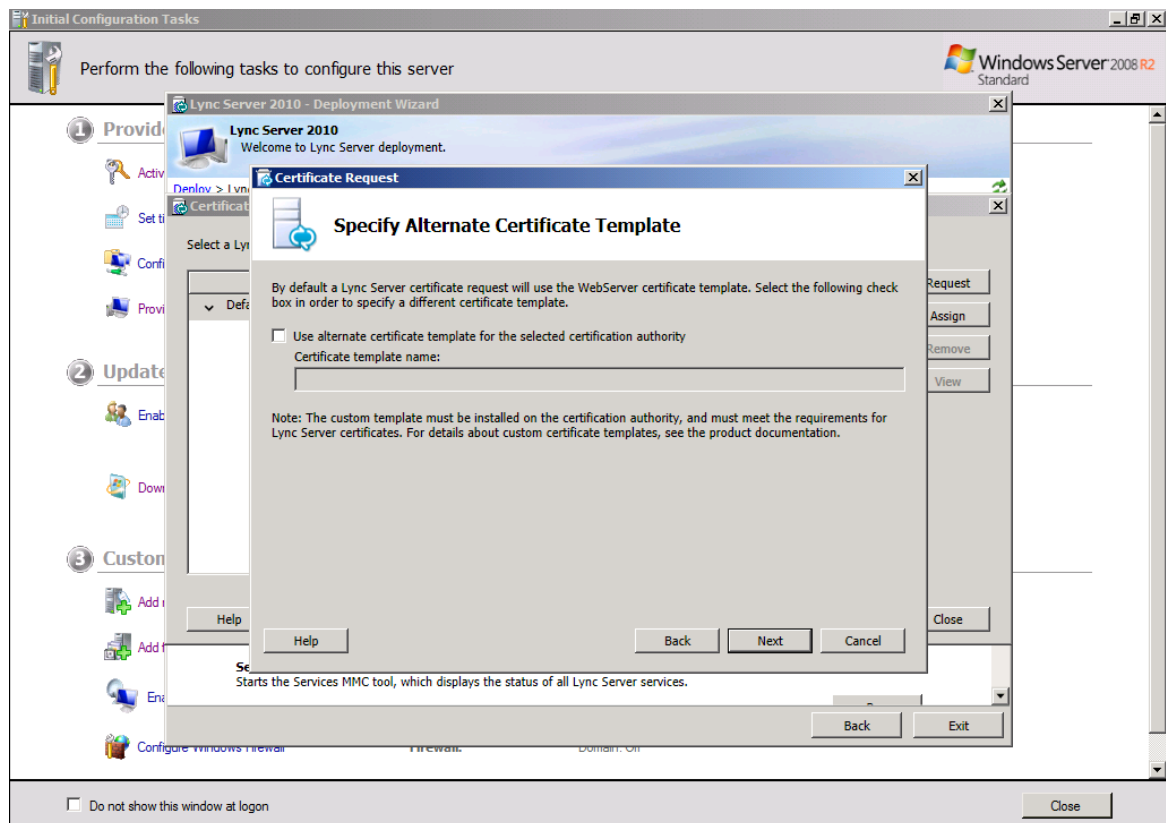
3.2.3.18 Install the Lync Application Server - Step 16

1. If required, enter alternative credentials to retrieve the certificate from the CA.
2. Select <Next>



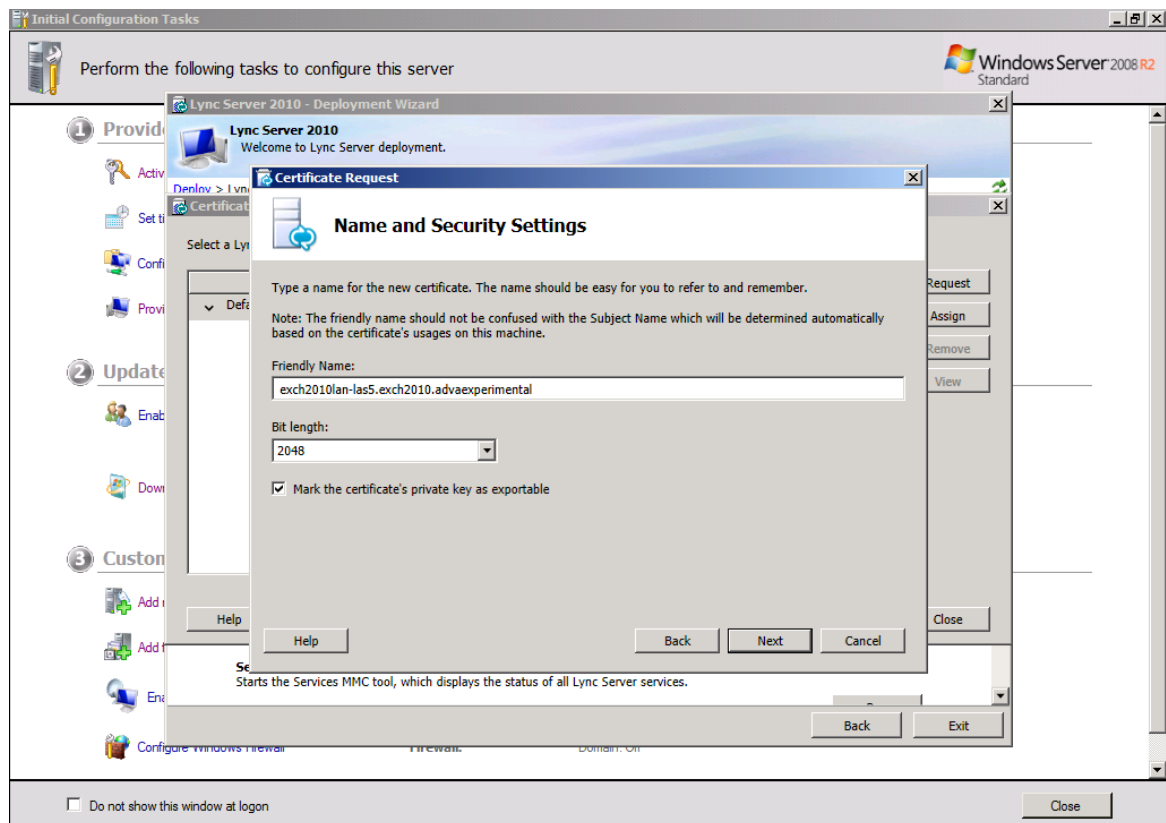
3.2.3.19 Install the Lync Application Server - Step 17

1. If applicable, specify an alternate (custom) certificate template for the CA.
2. Select <Next>



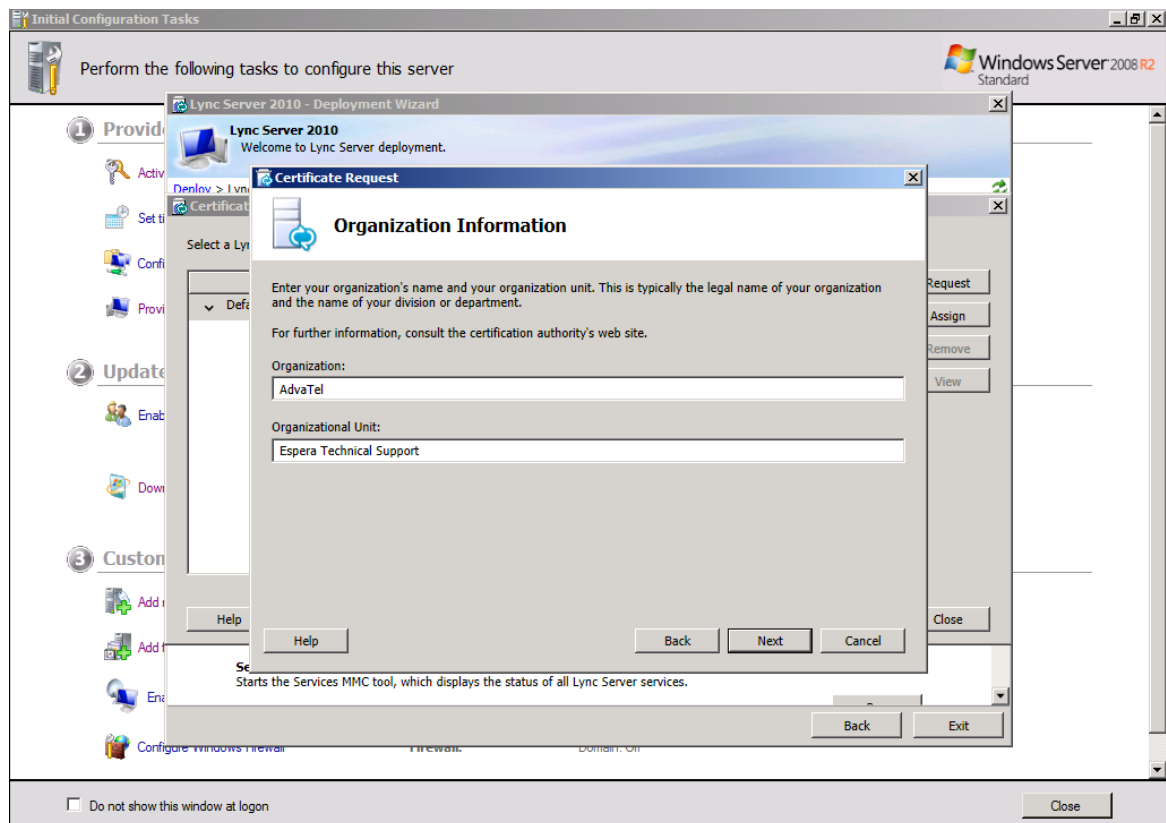
3.2.3.20 Install the Lync Application Server - Step 18

1. Enter a "Friendly Name" for the imported certificate.
2. Select <Next>



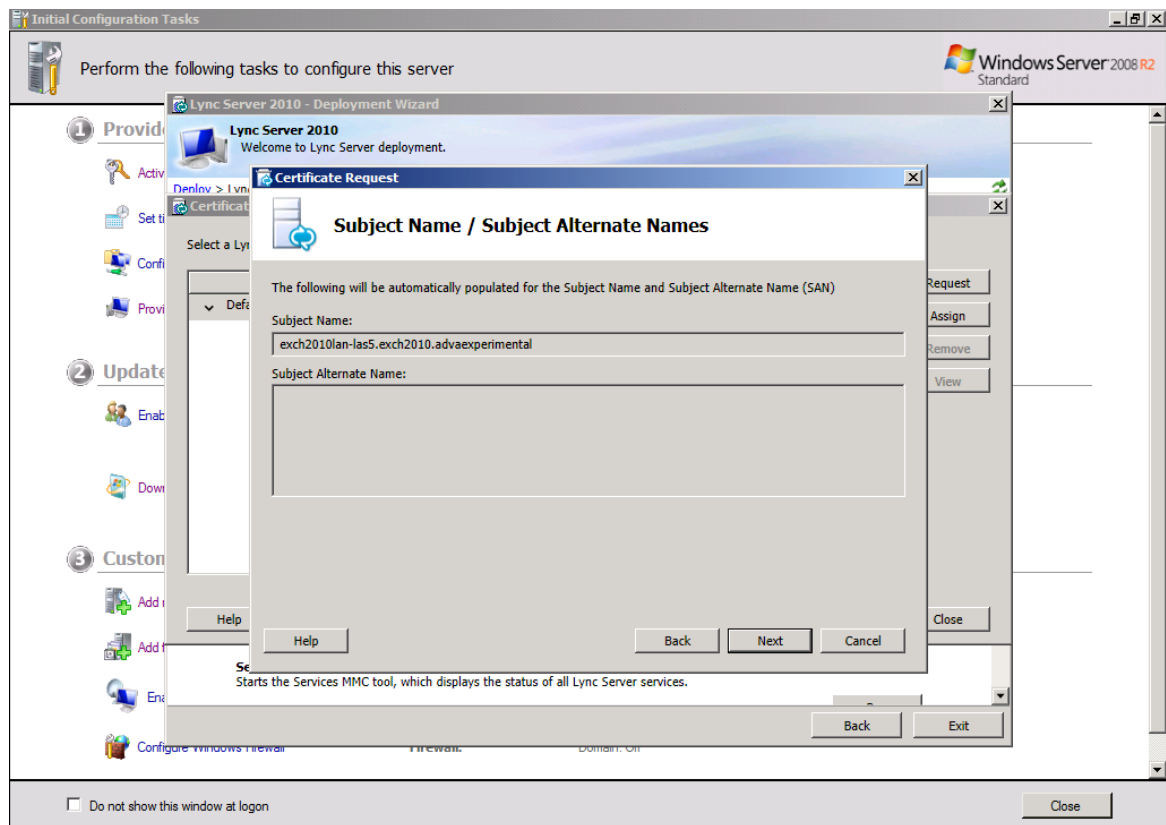
3.2.3.21 Install the Lync Application Server - Step 19

Enter the requested details, then select <Next>



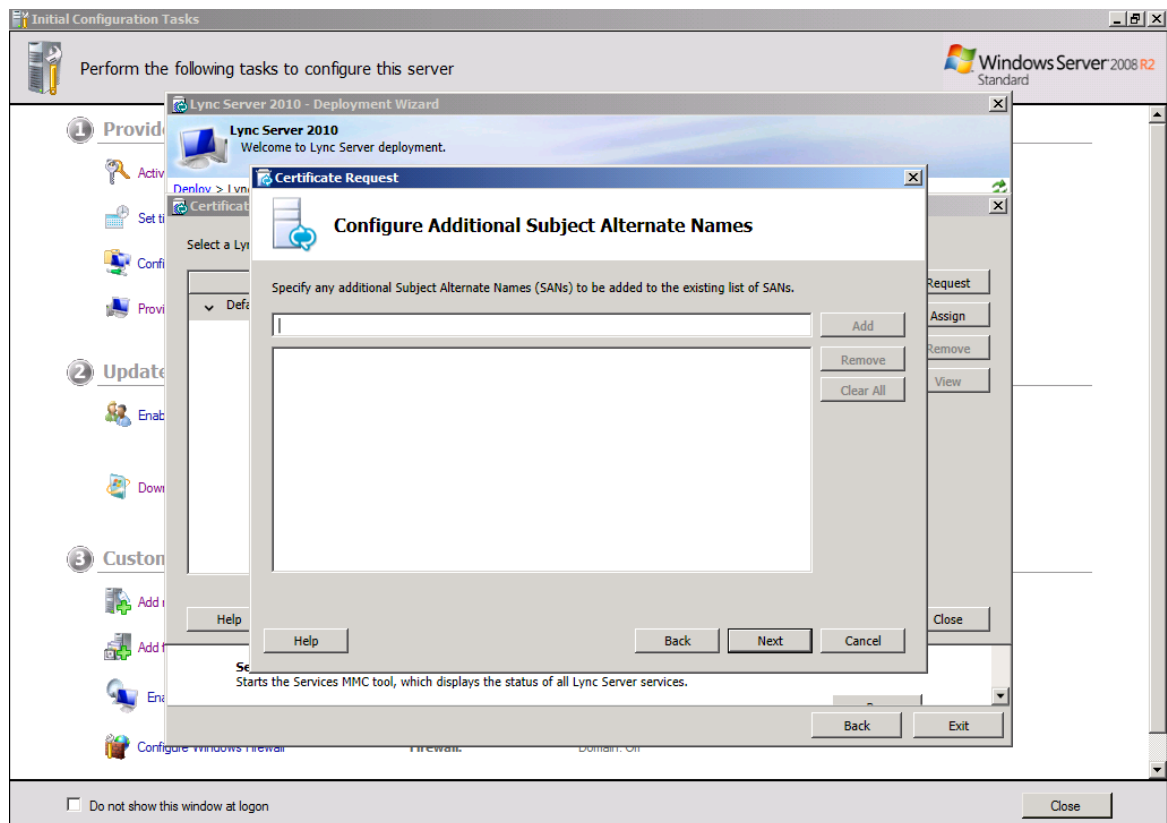
3.2.3.22 Install the Lync Application Server - Step 20

Select <Next>



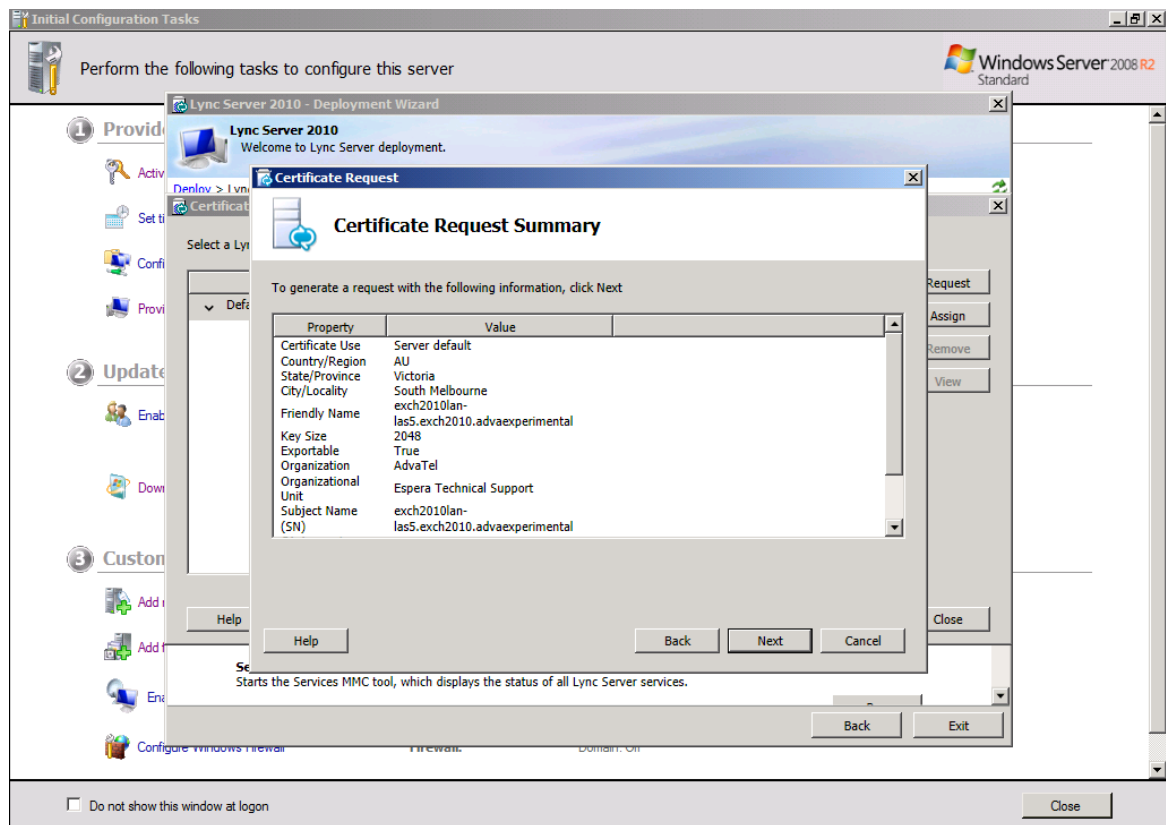
3.2.3.23 Install the Lync Application Server - Step 21

1. If required, enter additional "Subject Alternative Names" for the imported certificate.
2. Select <Next>



3.2.3.24 Install the Lync Application Server - Step 22

Review the imported certificate summary, then select <Next>

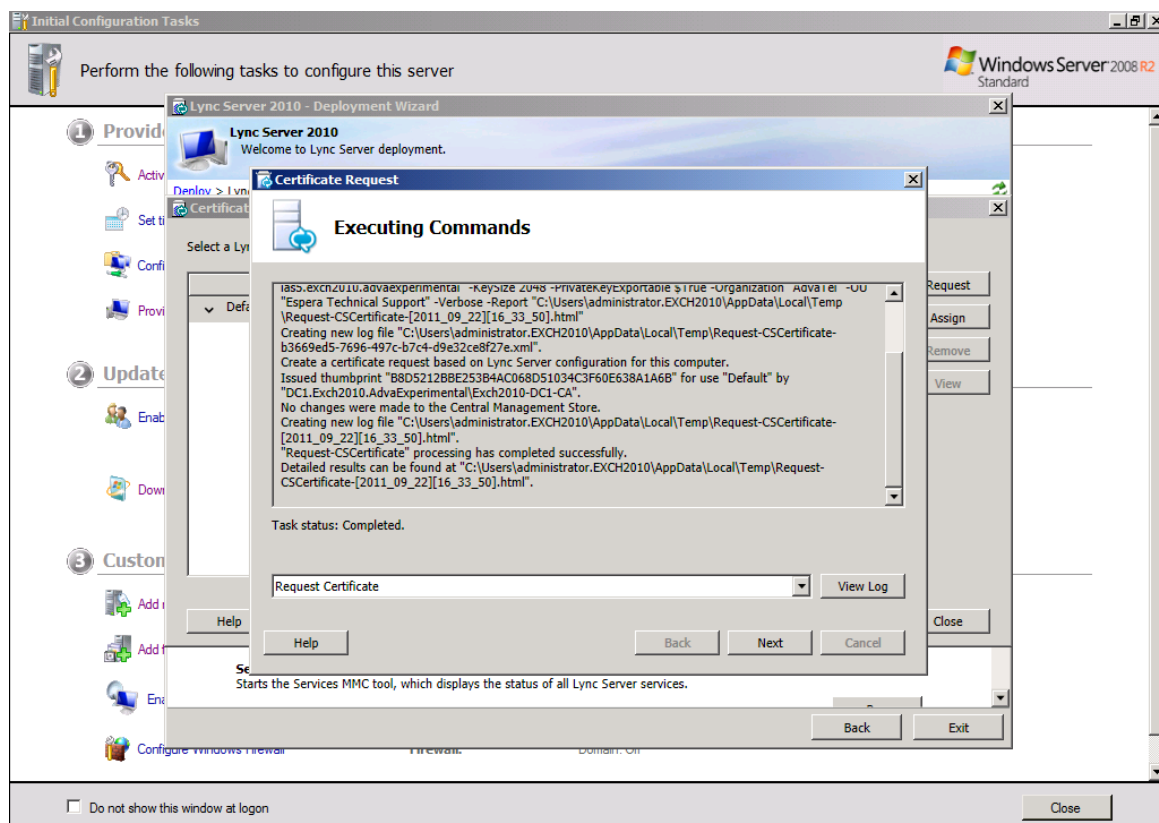


3.2.3.25 Install the Lync Application Server - Step 23

Check the log and ensure no error were received.

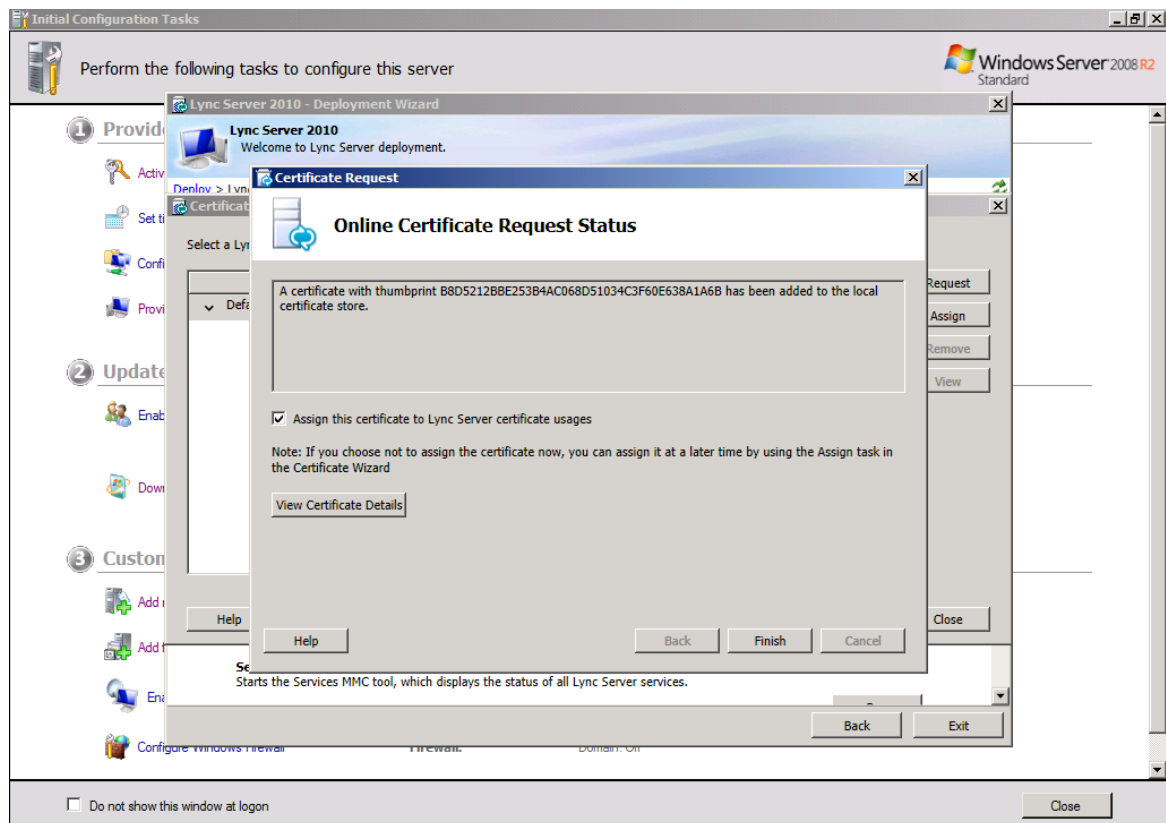
If no errors, select <Next> and continue to next step.

If errors were generated, select <Next>, correct the error, and return to [Step 11](#)^[52].



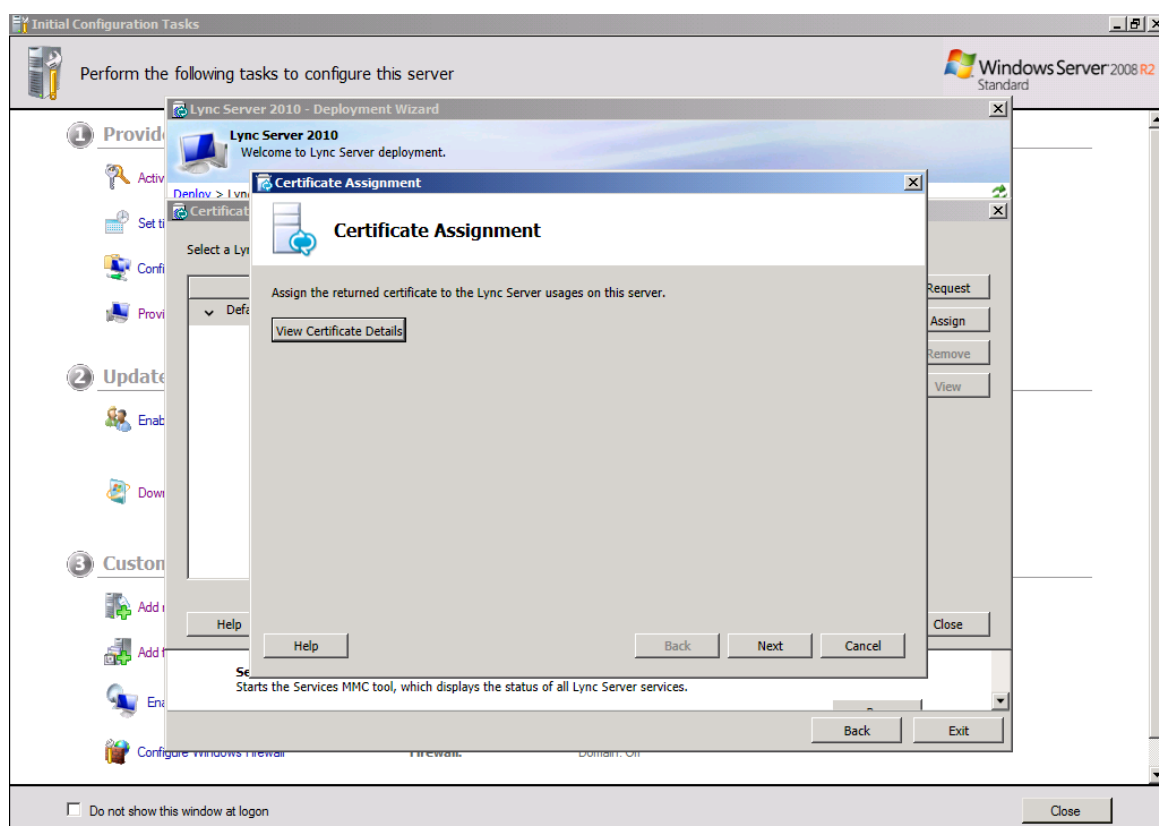
3.2.3.26 Install the Lync Application Server - Step 24

<Check> the "Assign this certificate...." checkbox, then select <Finish>



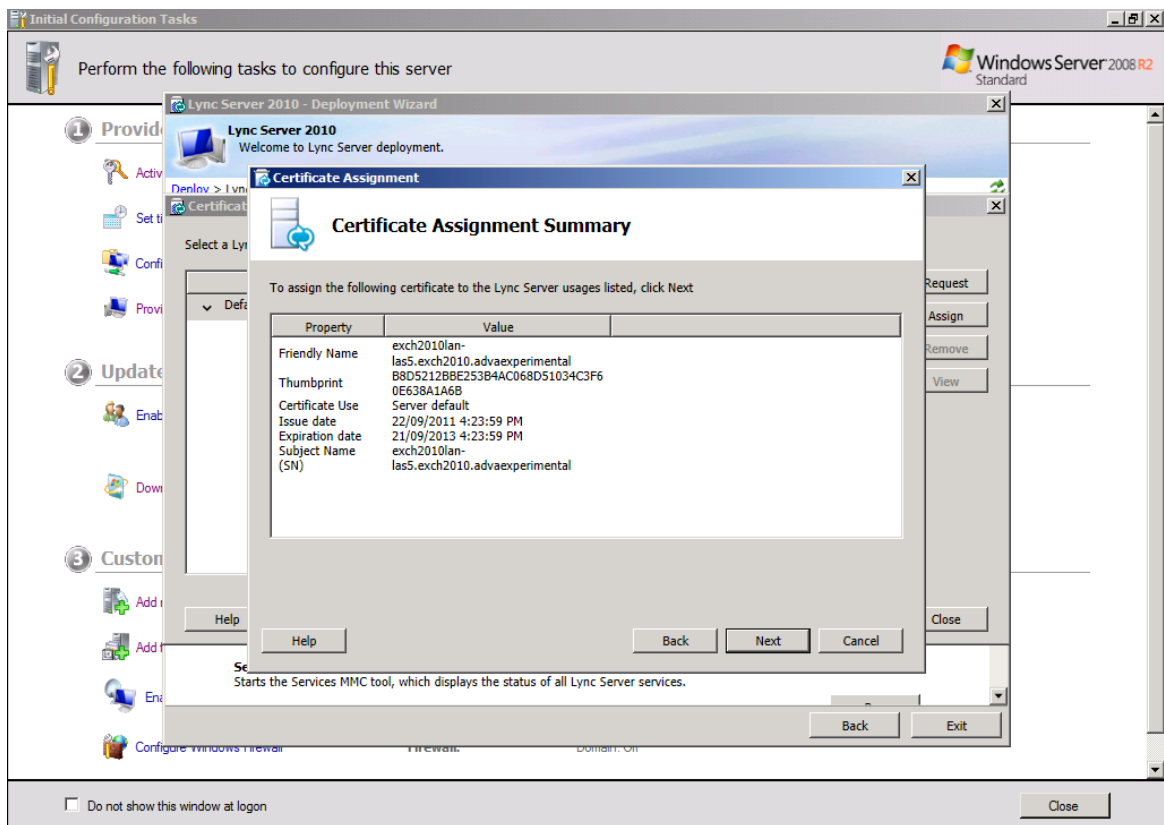
3.2.3.27 Install the Lync Application Server - Step 25

Select <Next>



3.2.3.28 Install the Lync Application Server - Step 26

Select <Next>

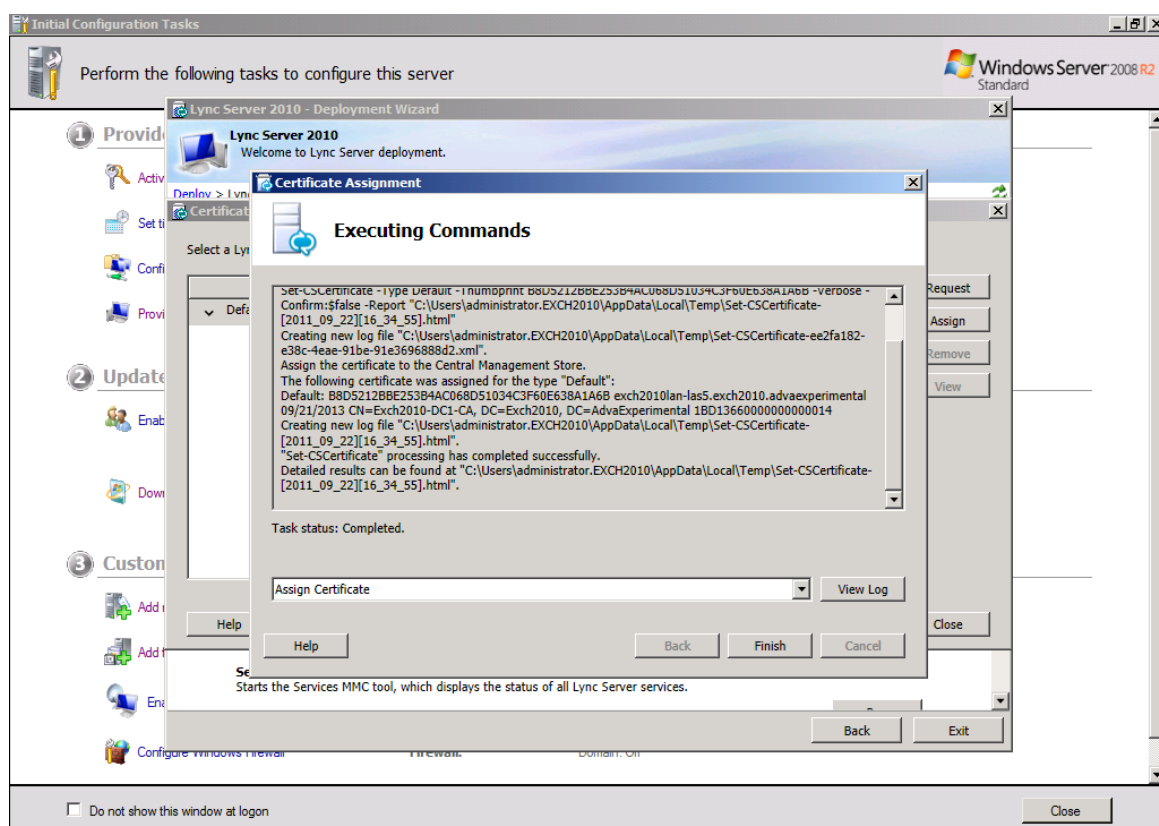


3.2.3.29 Install the Lync Application Server - Step 27

Check the log and ensure no error were received.

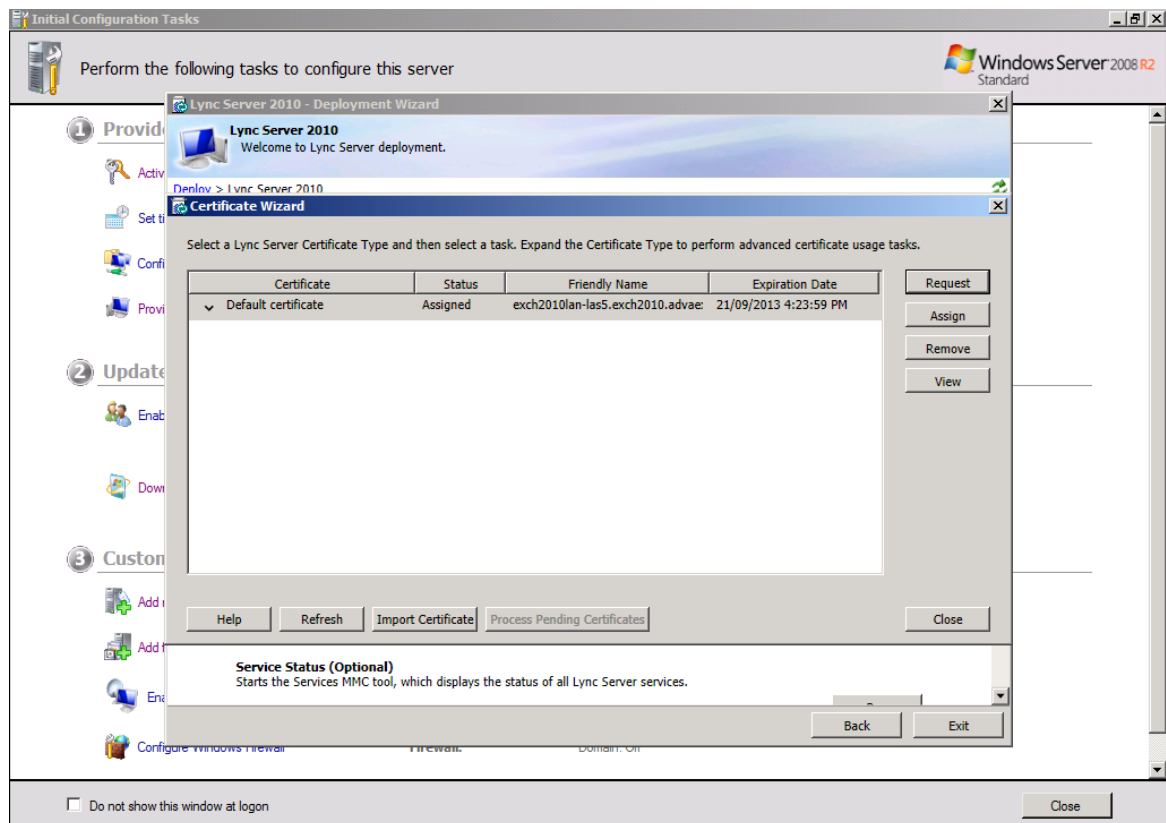
If no errors, select <Next> and continue to next step.

If errors were generated, select <Next>, correct the error, and return to [Step 11](#)^[52].



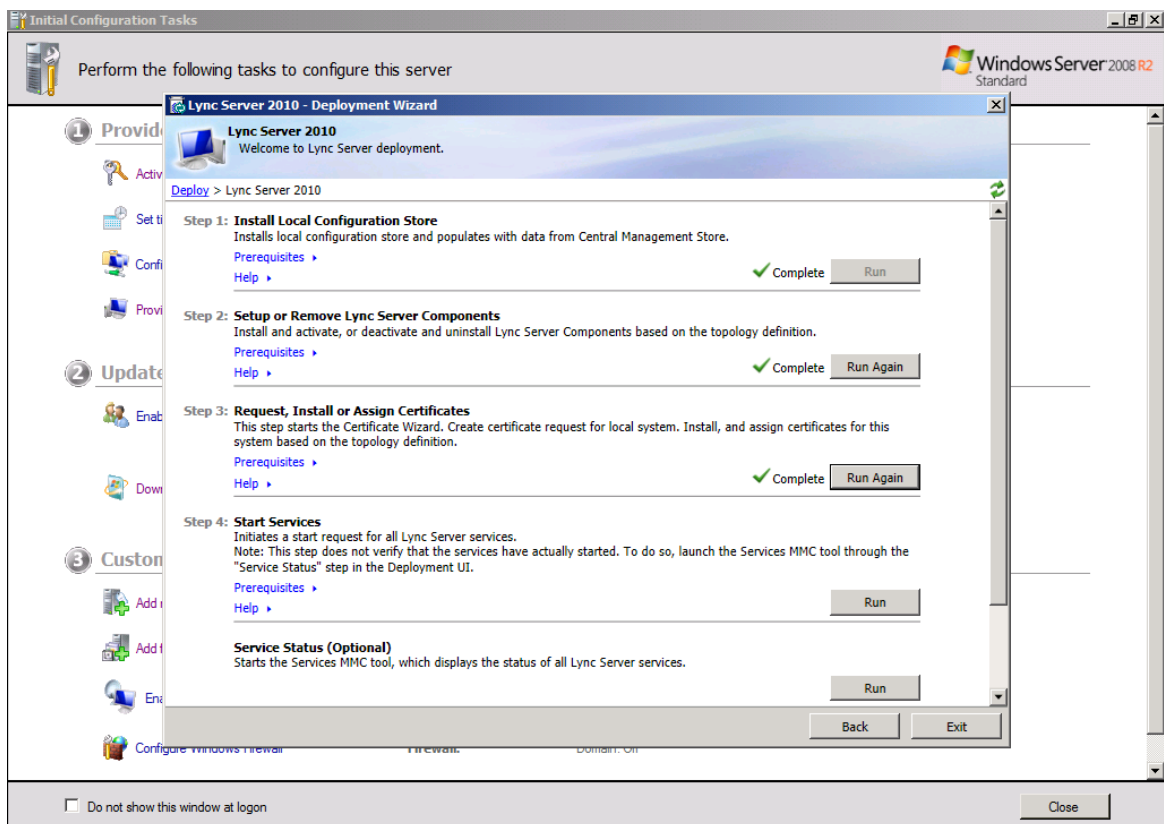
3.2.3.30 Install the Lync Application Server - Step 28

Select <Close>



3.2.3.31 Install the Lync Application Server - Step 29

When steps 1, 2, and 3 of the Lync Deployment Wizard display "Complete", installation of the Lync Applications Server is completed.



3.2.4 Export / Import the Lync Front End Server Certificate

The Espera Client allows the currently logged in Lync user to Sign In and Out of its "Lync Response Groups", using the Espera sidebar.

The Lync Front End Server certificate must be imported into the Lync Application server in order for the "Sign In / Out" feature (available on the Espera Client) to work.

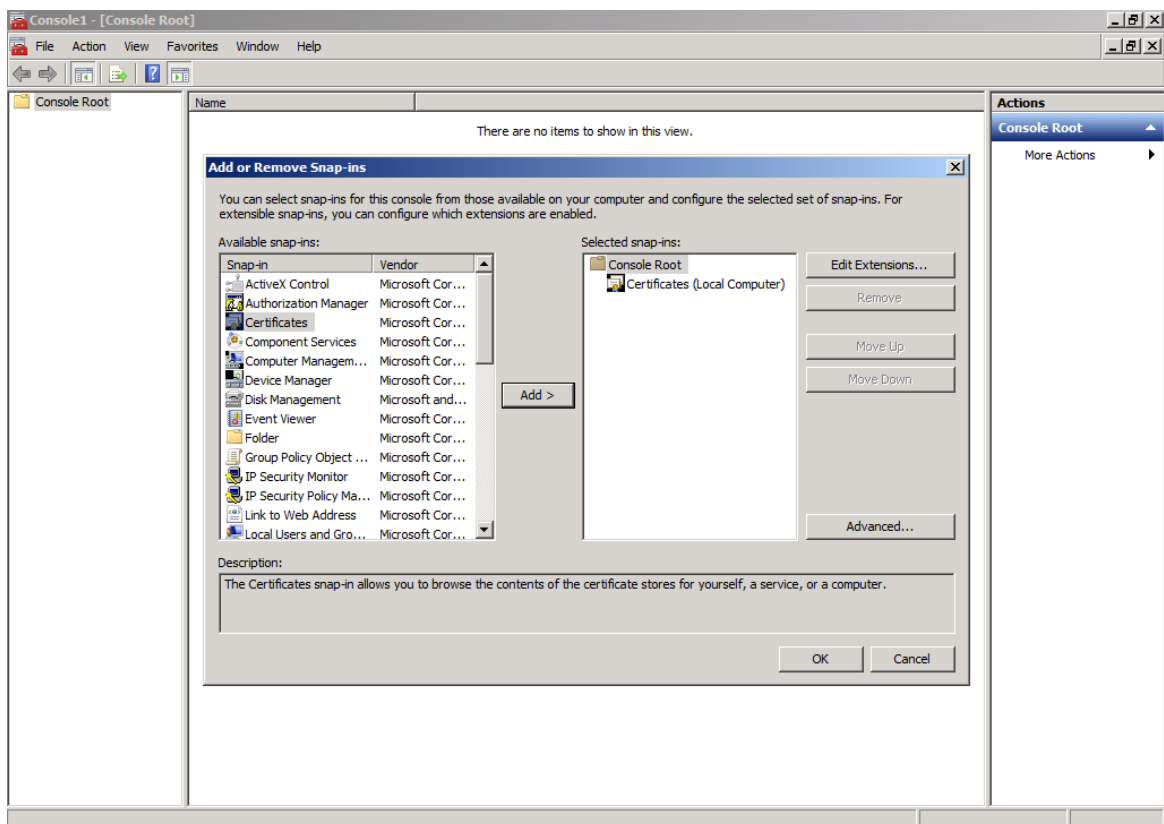
The profile assigned to run the Espera Server (default is "Network Service") must also be assigned "Read" permission to allow for the Espera Server to "use" the imported certificate.

3.2.4.1 Export the Lync Front End Server Certificate

Exporting the required certificate for the "Sign In/Out" feature is completed from the Lync Front End Server.

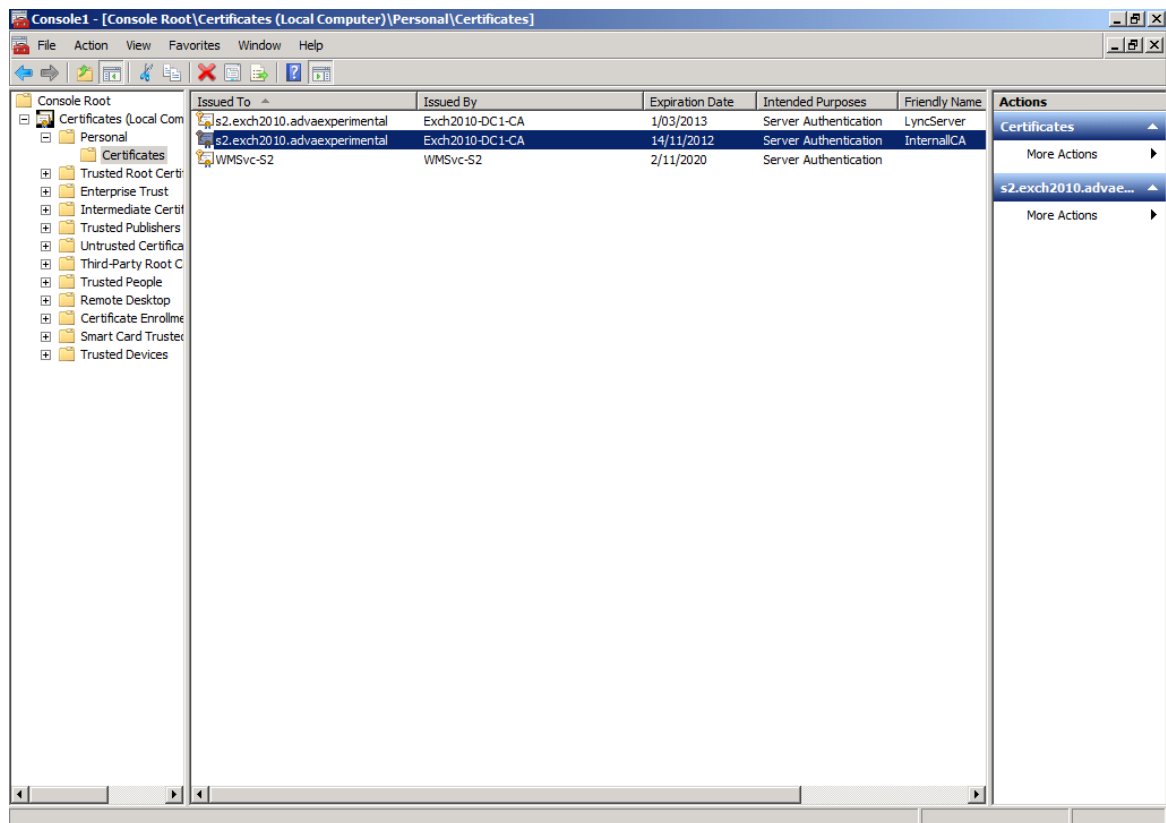
3.2.4.1.1 Export the Lync Front End Server Certificate - Step 1

Start the Microsoft Management Console (mmc.exe), and add the "Certificates" (Computer Account\Local Computer) Snap-in.



3.2.4.1.2 Export the Lync Front End Server Certificate - Step 2

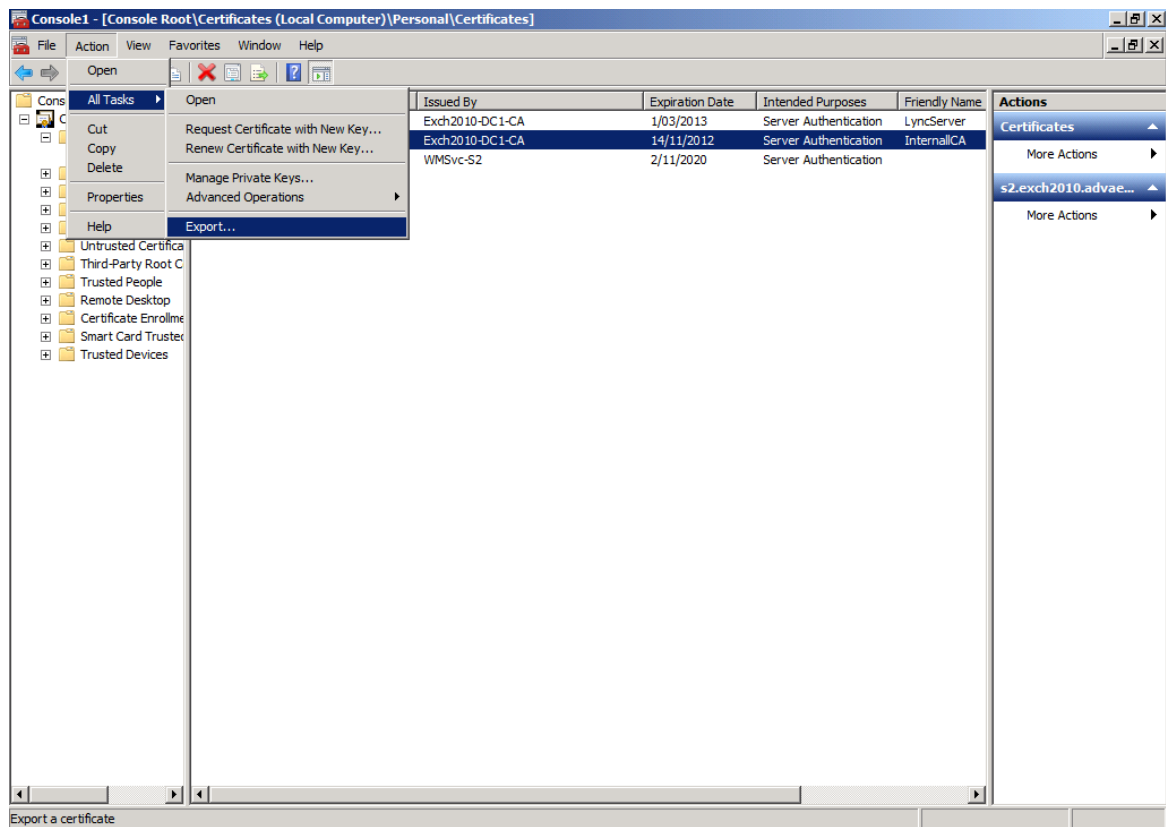
Select the "InternalCA" certificate that contains a "Private Key".



3.2.4.1.3 Export the Lync Front End Server Certificate - Step 3

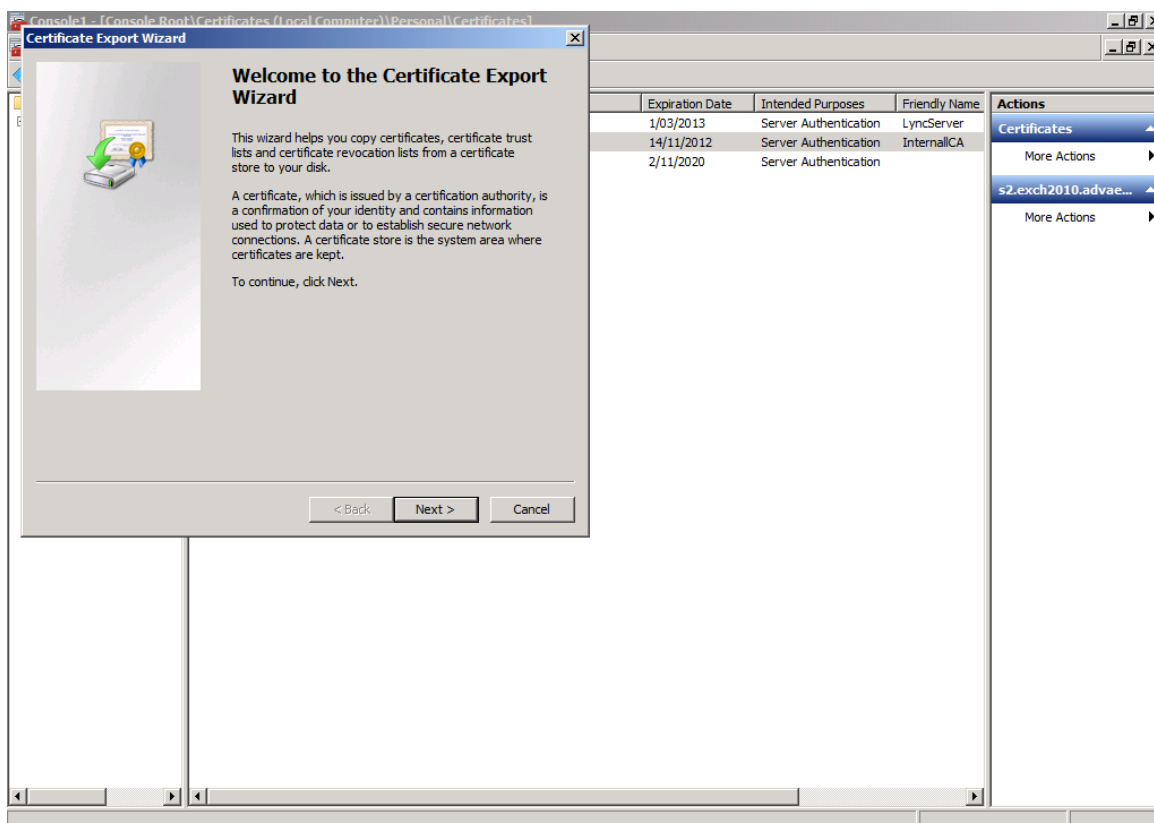
Export the certificate.

Action > All Tasks > Export...



3.2.4.1.4 Export the Lync Front End Server Certificate - Step 4

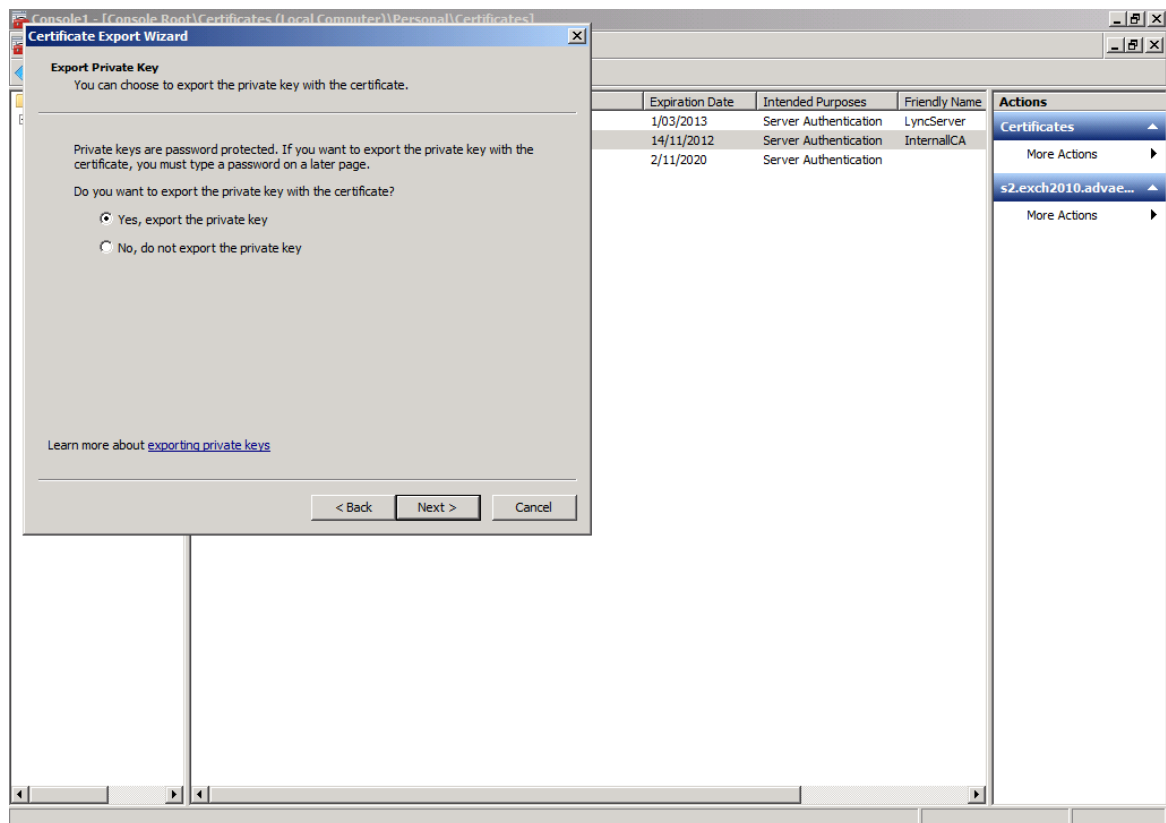
Select <Next>



3.2.4.1.5 Export the Lync Front End Server Certificate - Step 5

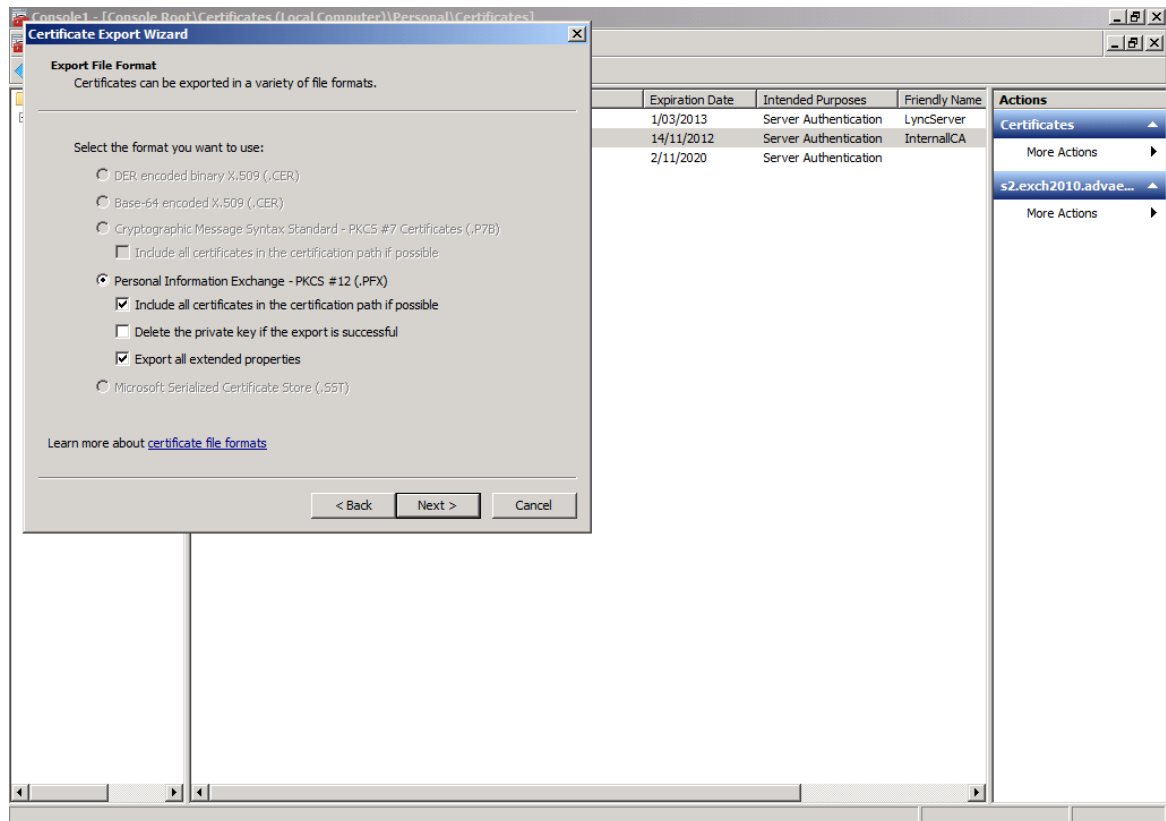
1. Select "Yes, export the private key"
2. Select <next>

NOTE: If the "Yes...." option is not available, than the selected certificate is incorrect. Export the "InternalCA" certificate that contains a "Private Key".



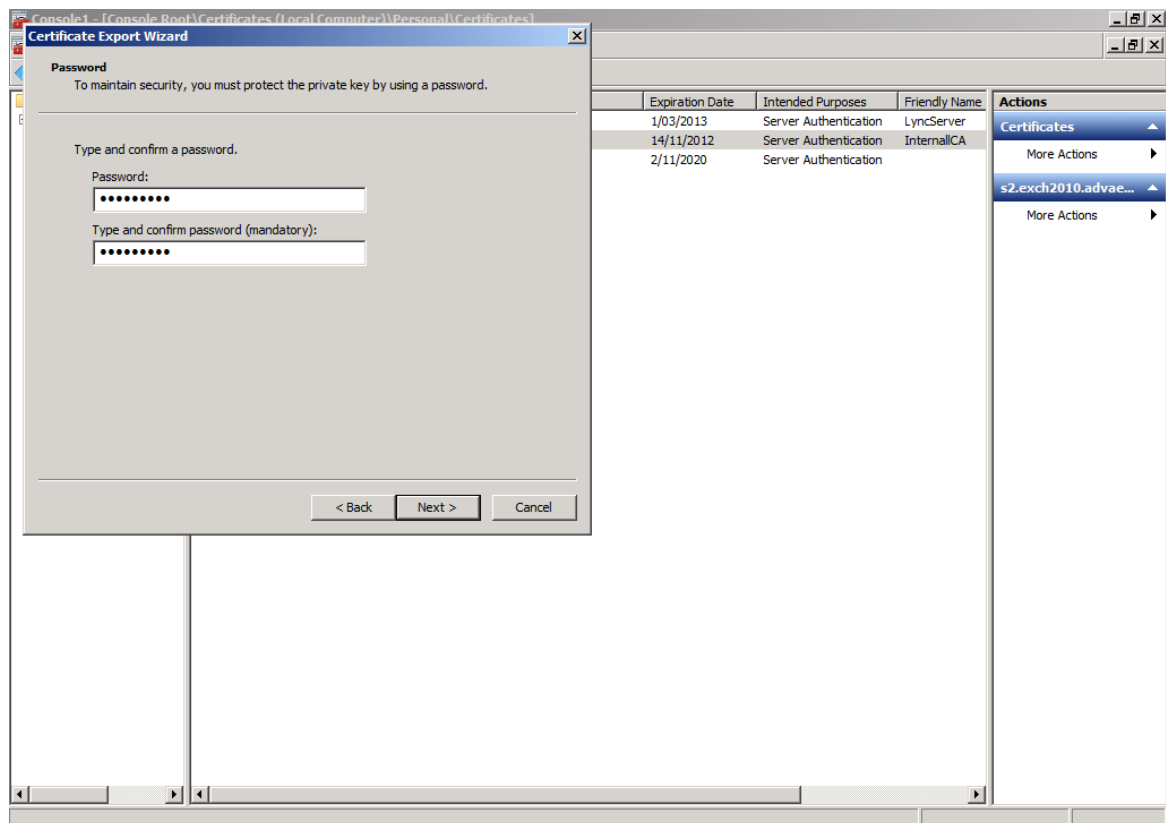
3.2.4.1.6 Export the Lync Front End Server Certificate - Step 6

1. Check the following options:
 - a) "Include all certificates..."
 - b) "Export all extended properties"
2. Select <Next>



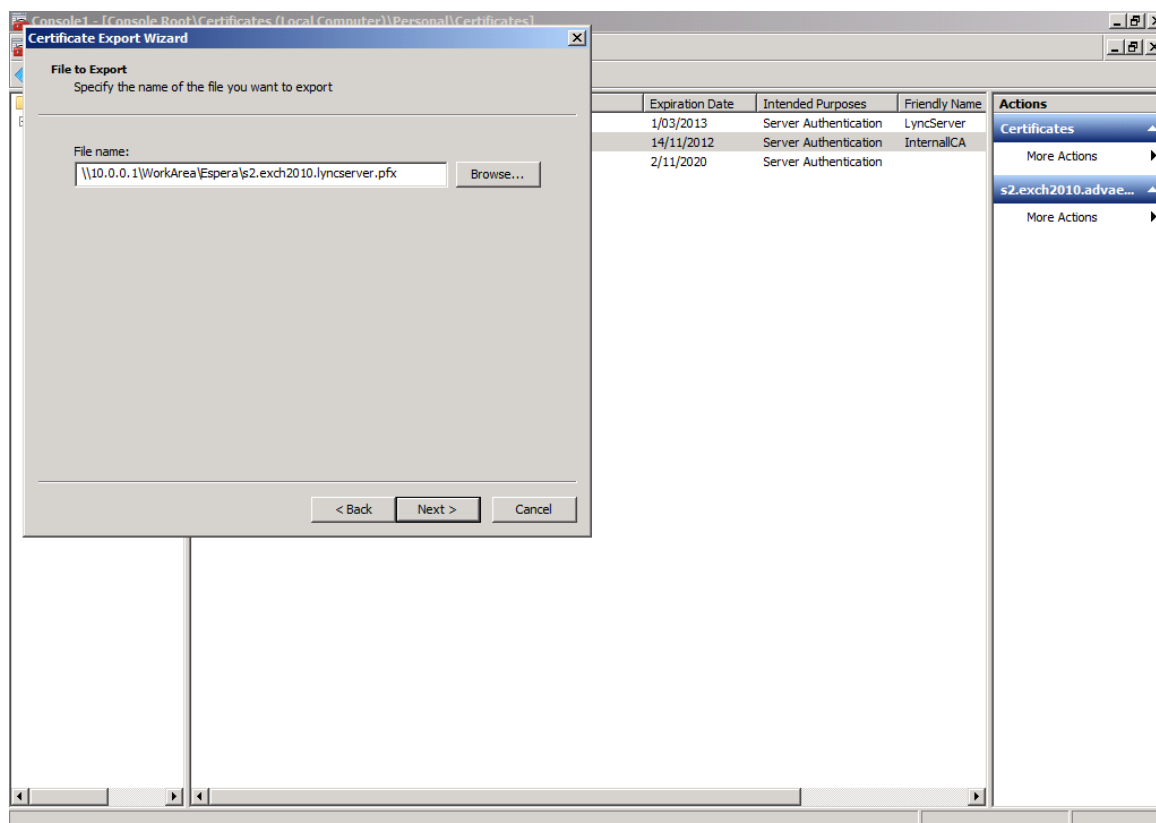
3.2.4.1.7 Export the Lync Front End Server Certificate - Step 7

1. Create and confirm a password for the certificate
2. Select <Next>



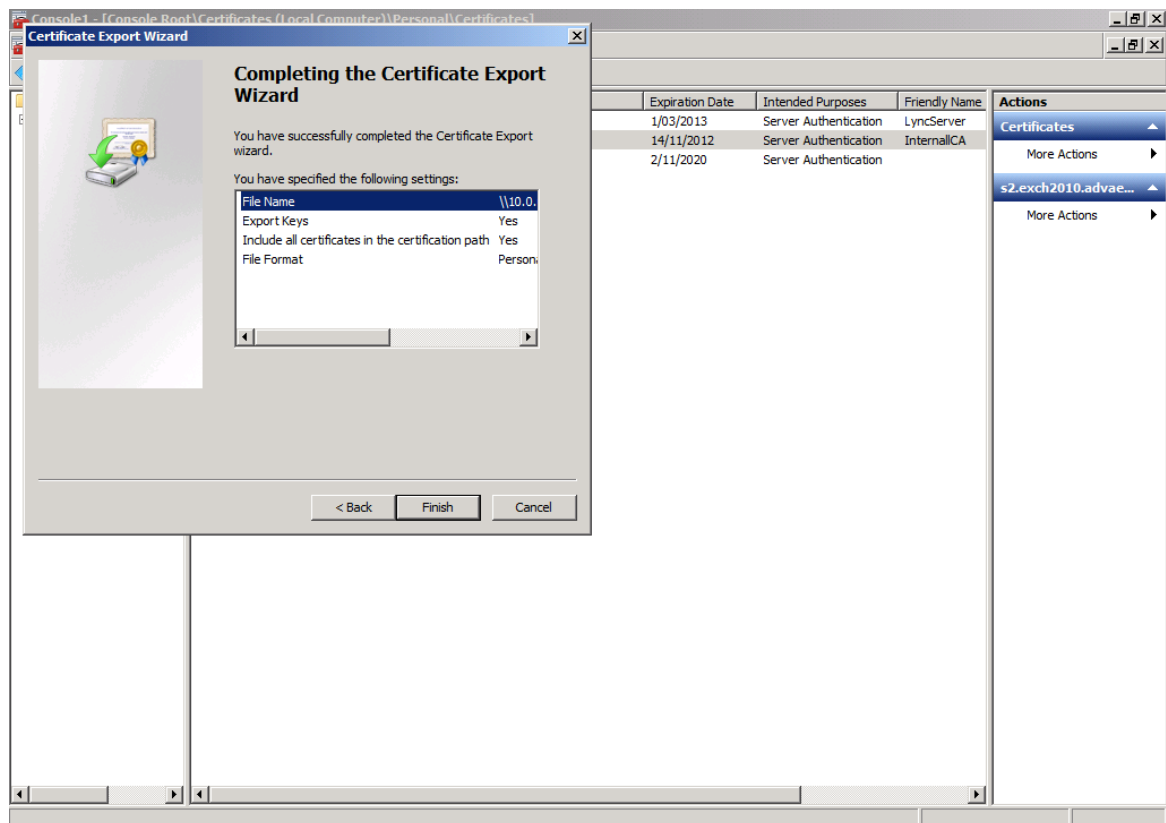
3.2.4.1.8 Export the Lync Front End Server Certificate - Step 8

1. Select a shared folder and filename (accessible to the Lync Application Server hosting the Espera Server) to save the certificate into
2. Select <Next>



3.2.4.1.9 Export the Lync Front End Server Certificate - Step 9

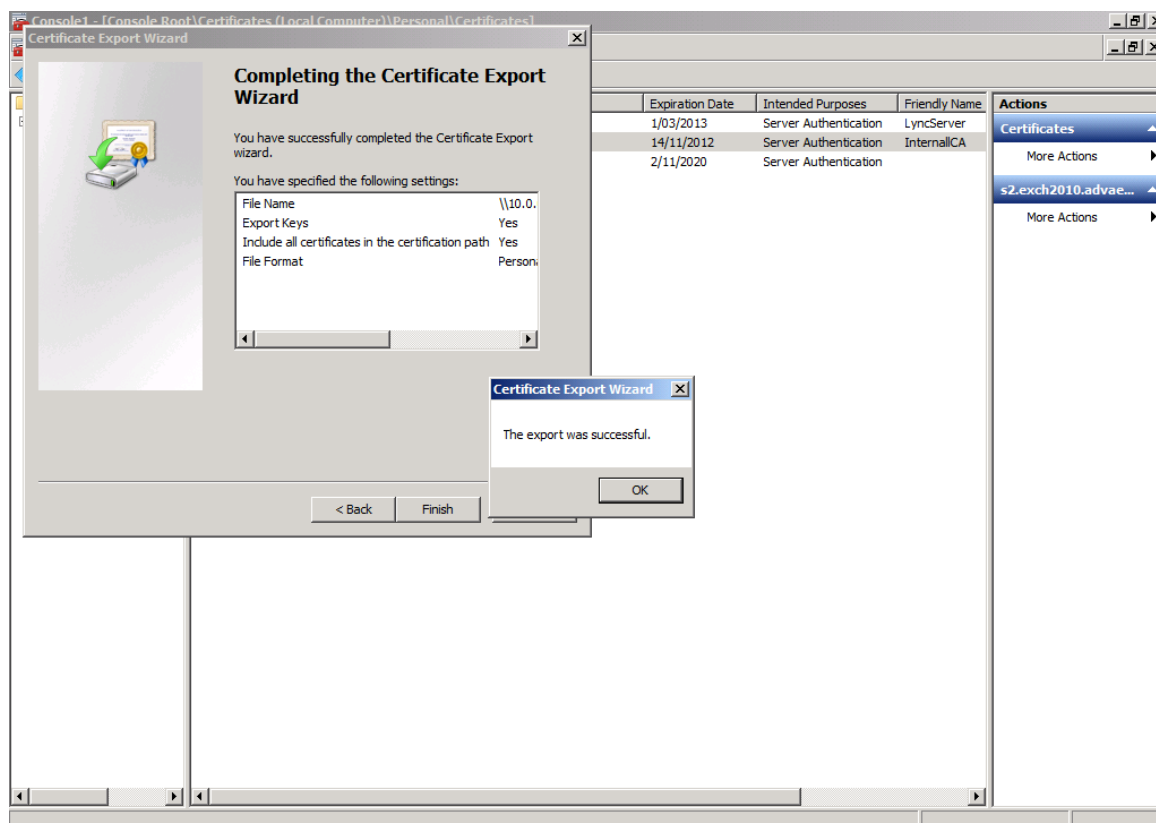
1. Confirm the certificate export details
2. Select <Finish>



3.2.4.1.10 Export the Lync Front End Server Certificate - Step 10

If the certificate has exported successfully, select <OK> to the popup.

If the certificate generates an error, correct the error and return to [Step 2](#)⁷².

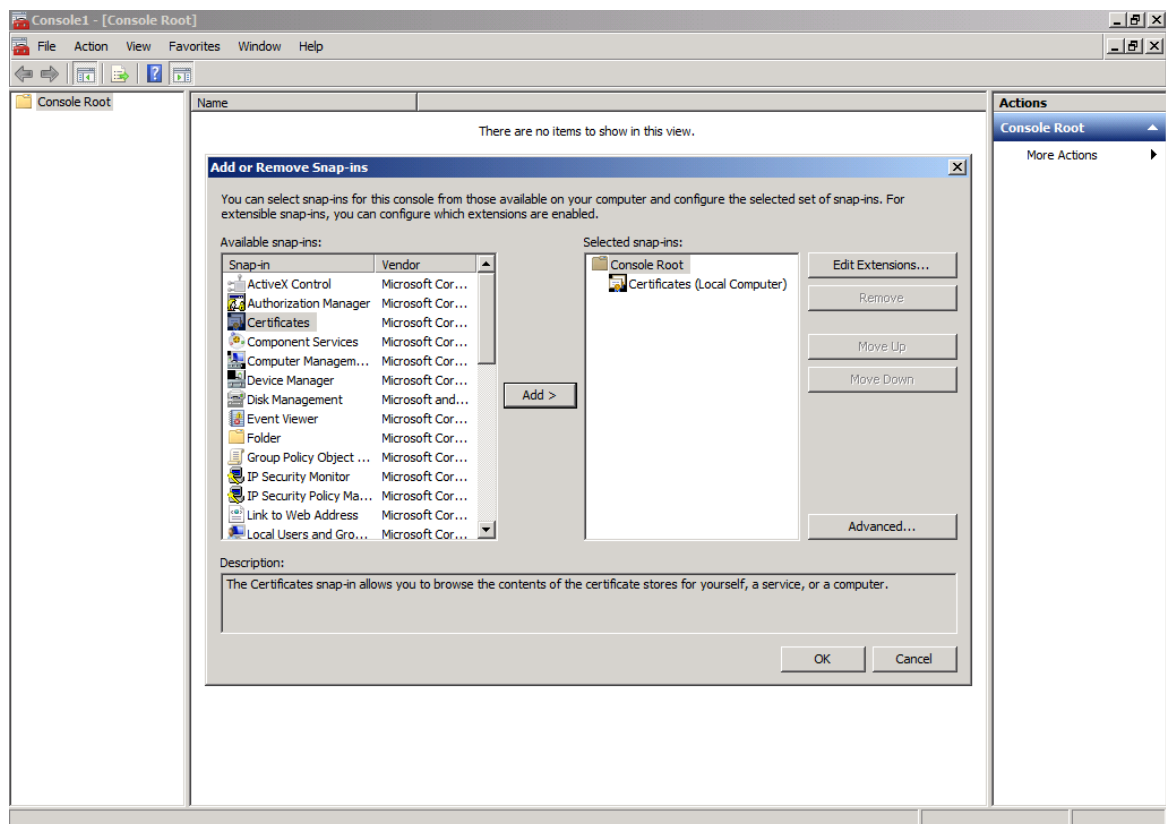


3.2.4.2 Import the Lync Front End Server Certificate into the Application Server

Importing the Lync Front End Server certificate is completed from the Lync Application Server server hosting the Espera Server.

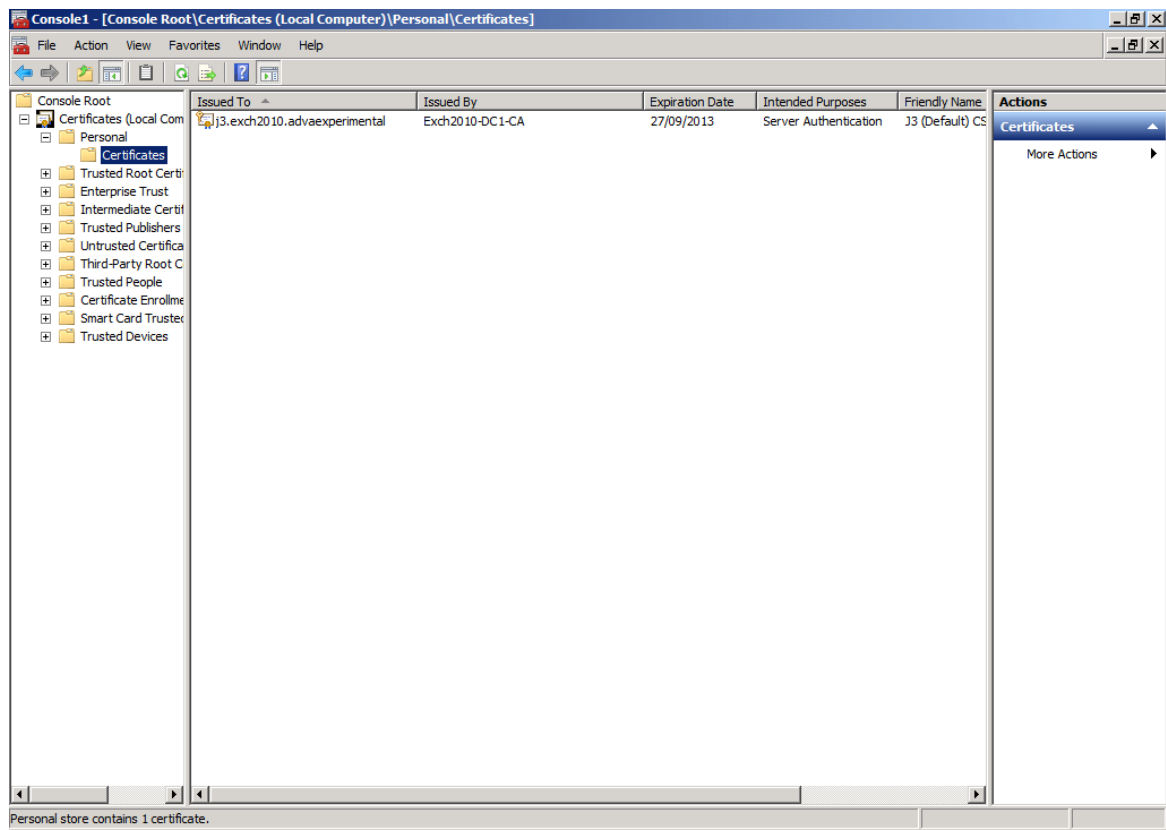
3.2.4.2.1 Import the Lync Front End Server Certificate into the Application Server - Step 1

Start the Microsoft Management Console (mmc.exe), and add the "Certificates" (Computer Account\Local Computer) Snap-in.



3.2.4.2.2 Import the Lync Front End Server Certificate into the Application Server - Step 2

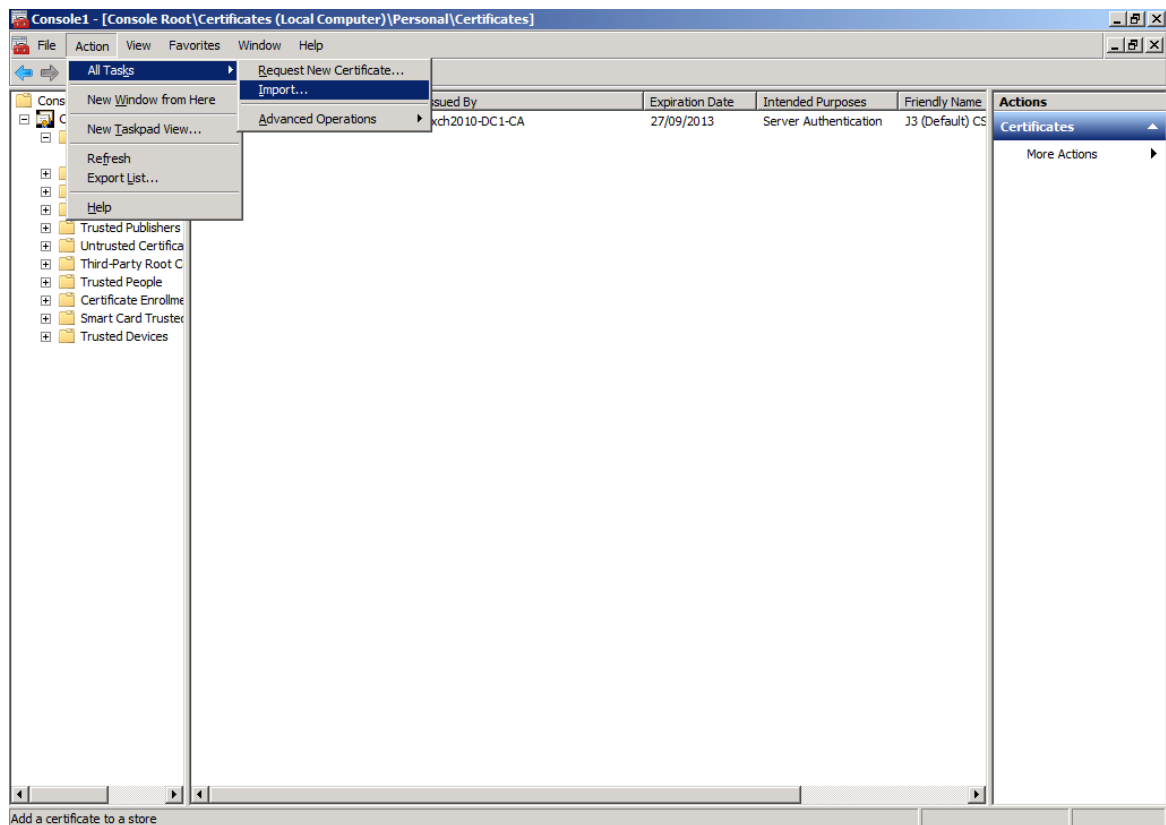
Expand and select "Certificates" in the "Personal" branch.



3.2.4.2.3 Import the Lync Front End Server Certificate into the Application Server - Step 3

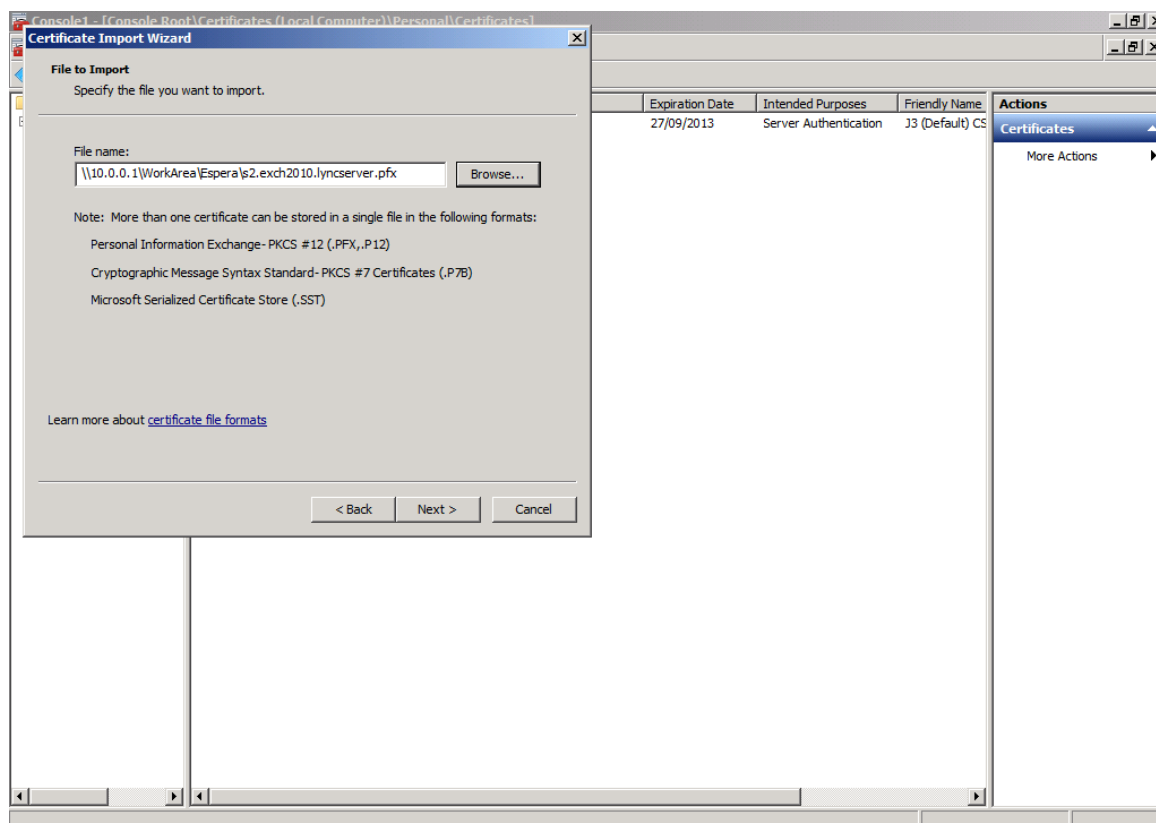
Import the certificate.

Action > All Tasks > Import...



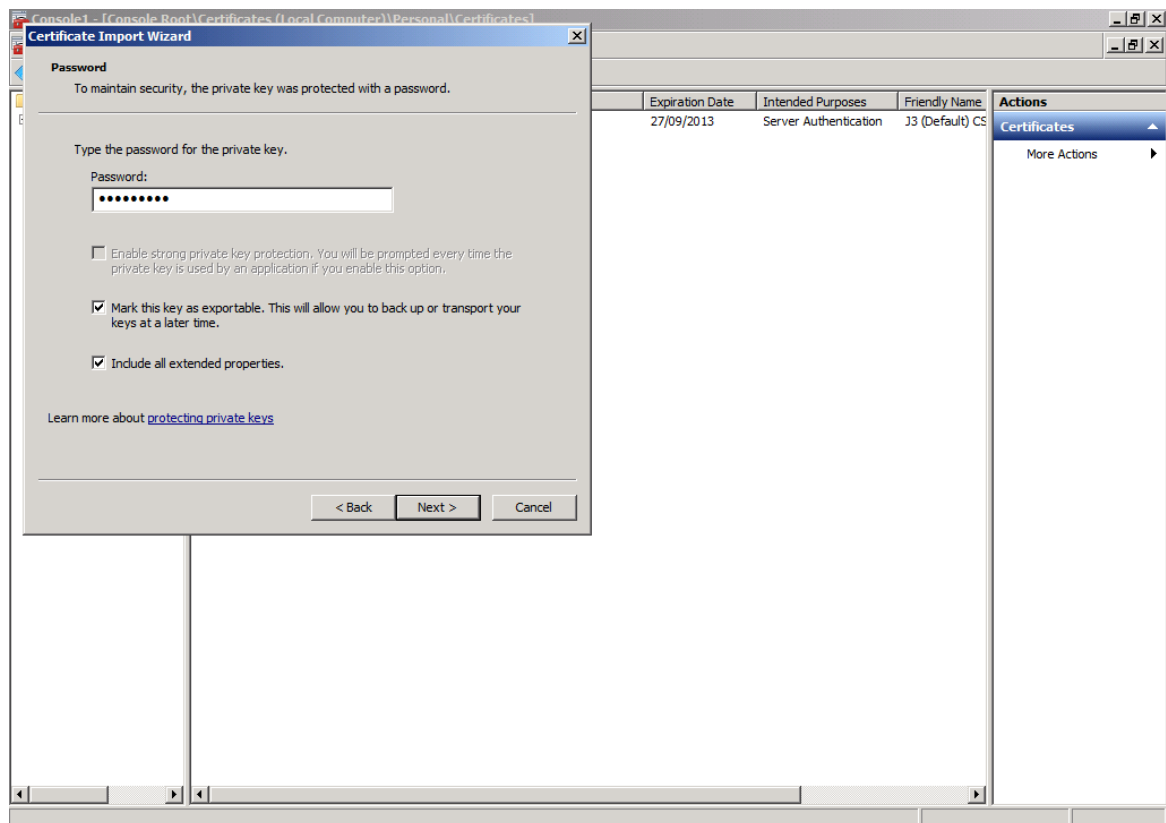
3.2.4.2.4 Import the Lync Front End Server Certificate into the Application Server - Step 4

1. Select <Browse...> and select the exported Lync Front End Server certificate.
2. Select <Next>



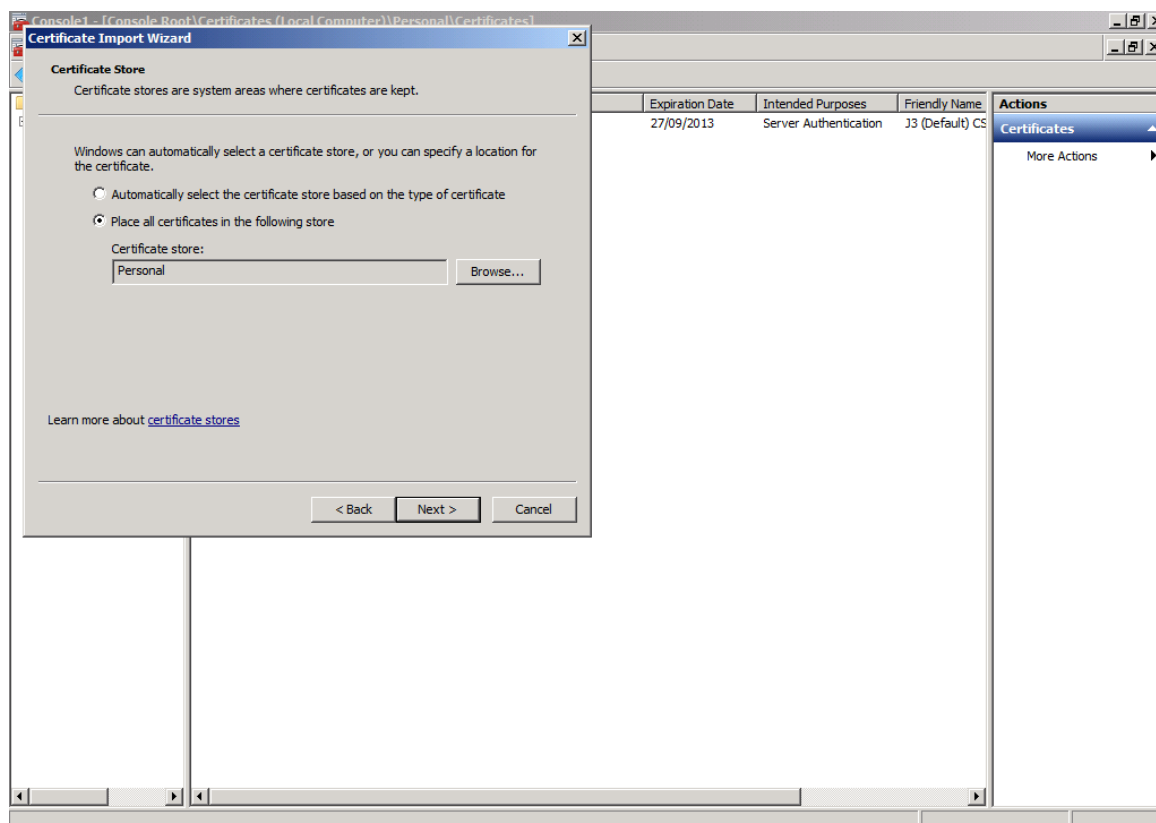
3.2.4.2.5 Import the Lync Front End Server Certificate into the Application Server - Step 5

1. Enter the certificates password
2. <Check> all available options
3. Select <Next>



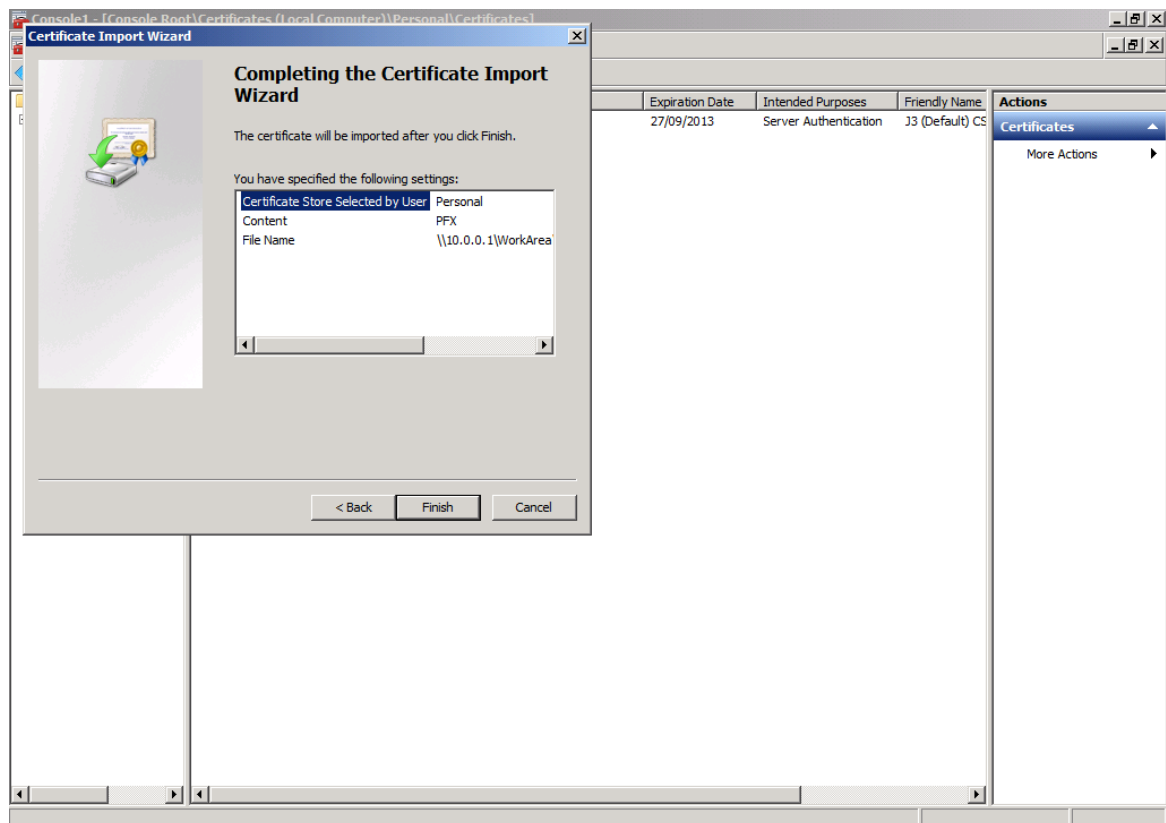
3.2.4.2.6 Import the Lync Front End Server Certificate into the Application Server - Step 6

1. Select 'Place all certificates in the following store'
2. Select <Browse> and nominate the "Personal" store
3. Select <next>



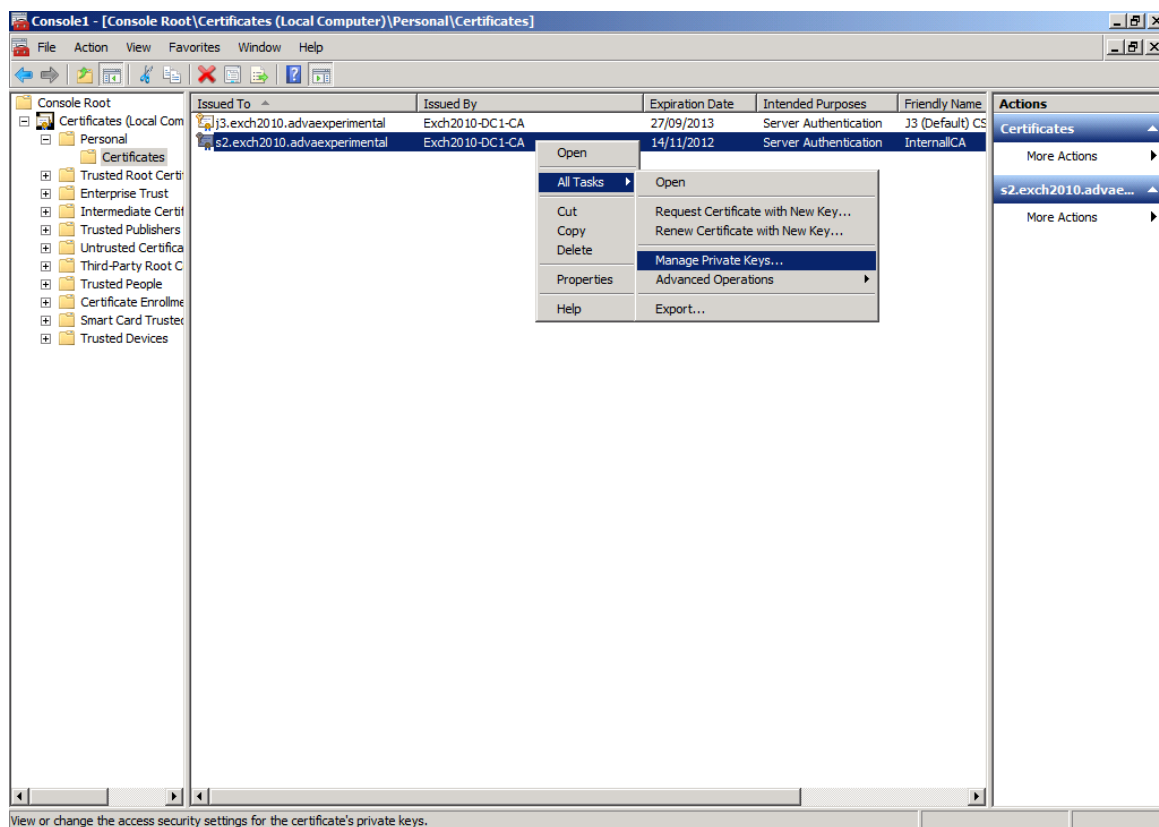
3.2.4.2.7 Import the Lync Front End Server Certificate into the Application Server - Step 7

1. Confirm the certificate import details
2. Select <Finish>



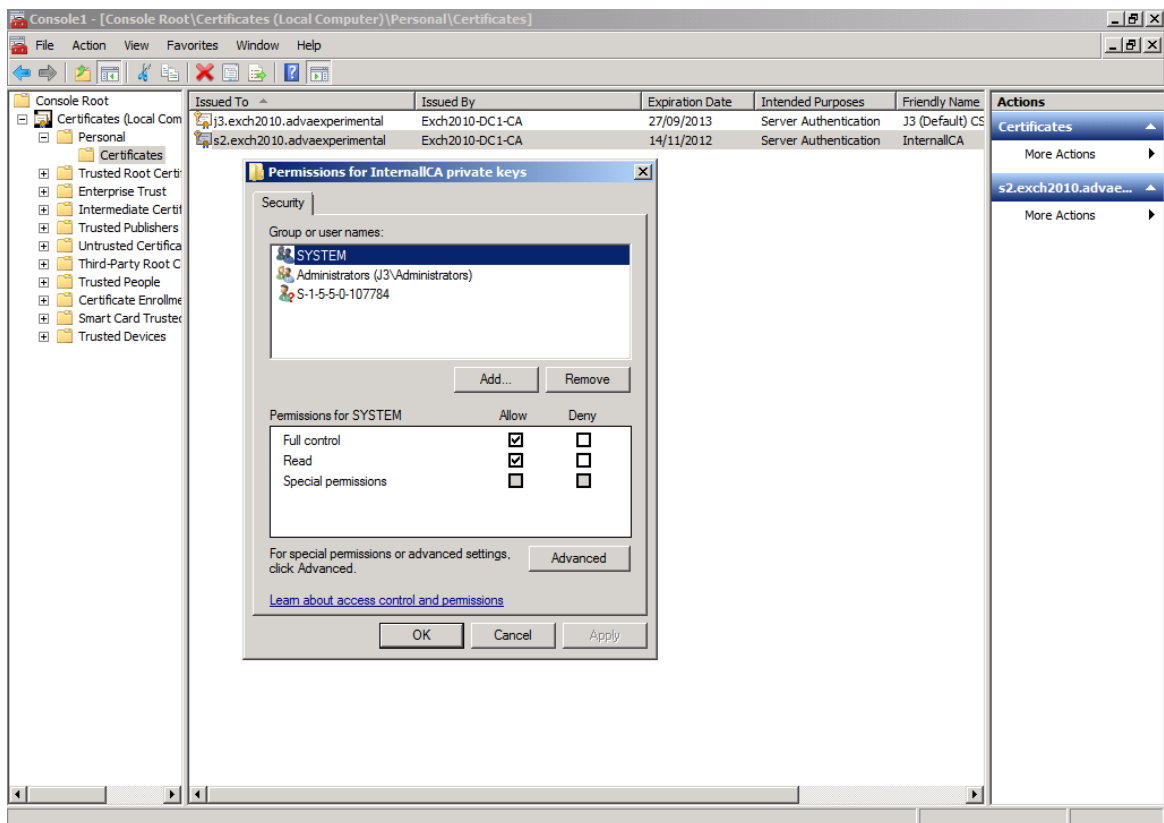
3.2.4.2.8 Import the Lync Front End Server Certificate into the Application Server - Step 8

1. <Right-click> on the imported Lync Front End Server certificate
2. Select "All Tasks > Manage Private Keys..."



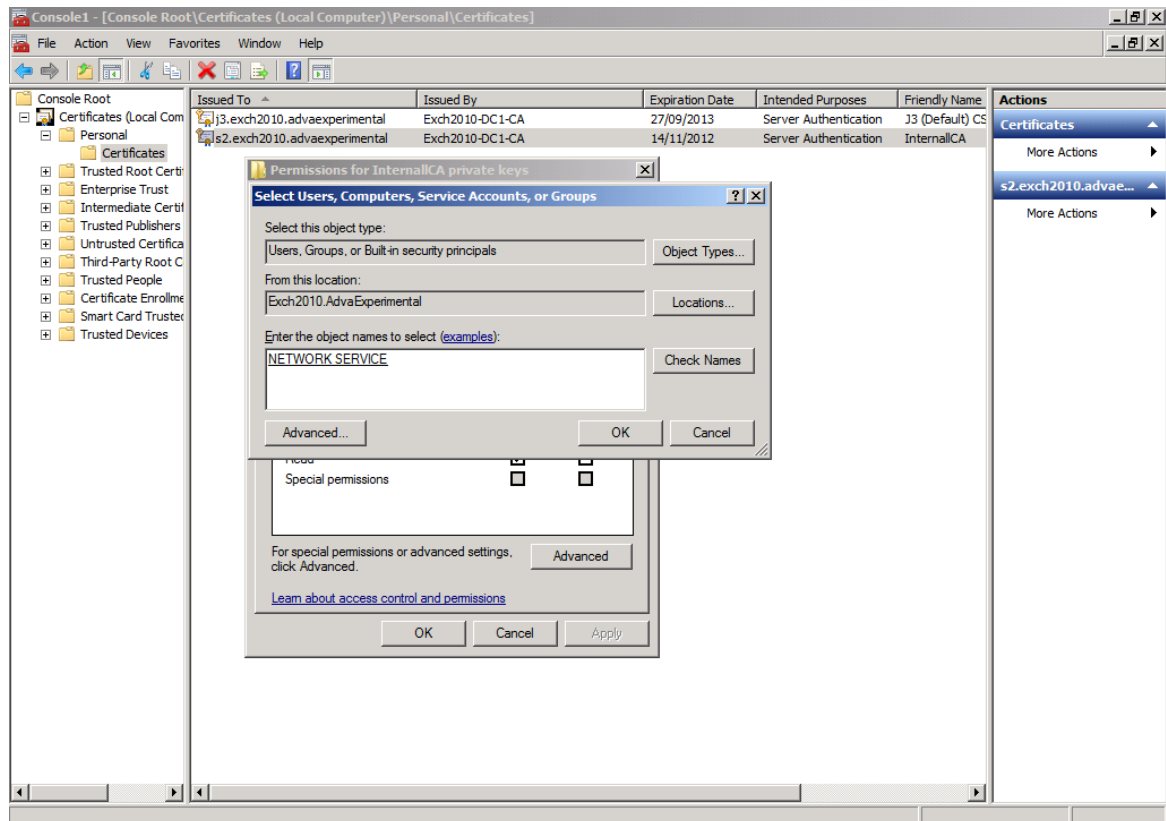
3.2.4.2.9 Import the Lync Front End Server Certificate into the Application Server - Step 9

Select <Add...>



3.2.4.2.10 Import the Lync Front End Server Certificate into the Application Server - Step 10

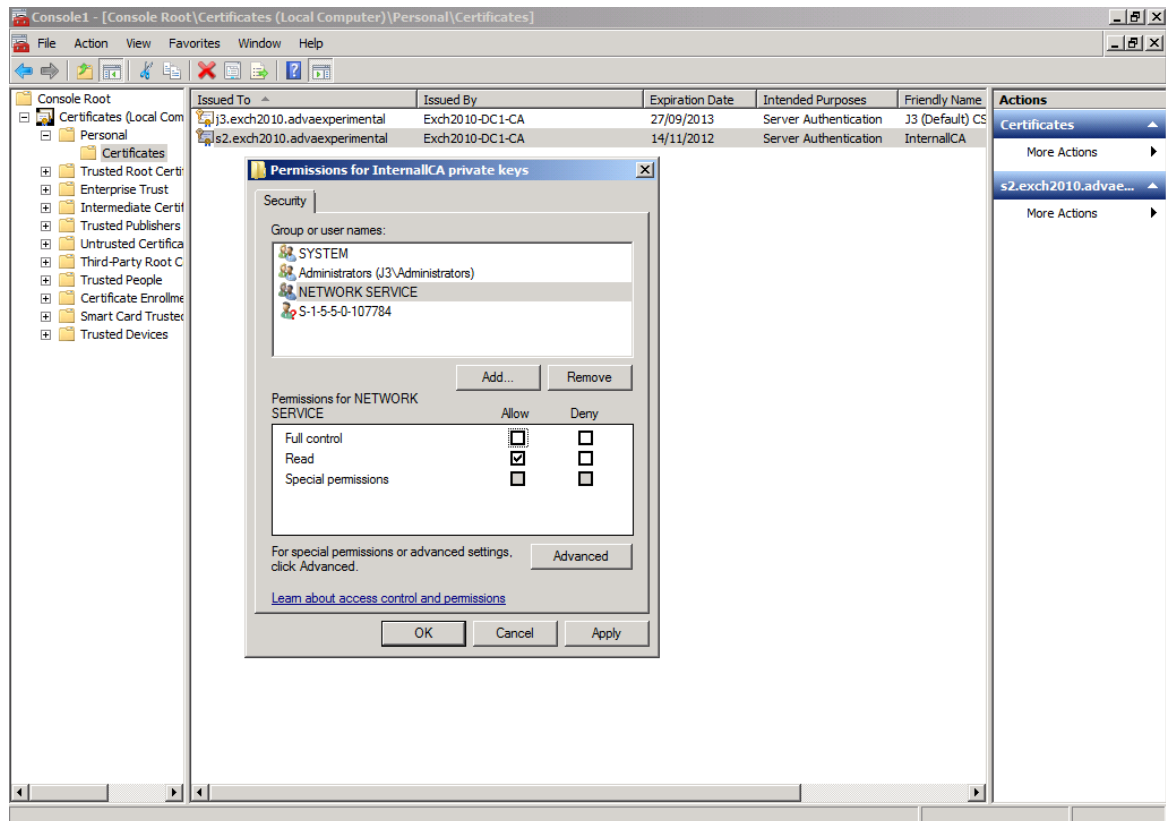
1. Enter the object name as "Network Service", select <Check Names> to confirm the object
2. Select <OK>



3.2.4.2.11 Import the Lync Front End Server Certificate into the Application Server - Step 11

1. Assign "Read" permission to the user "Network Service"
2. Select <OK>

This step allows the Espera Server to access the imported Lync Front End Server certificate for the 'Sign In/Out' feature.



3.2.5 Lync Application Server access to Lync database

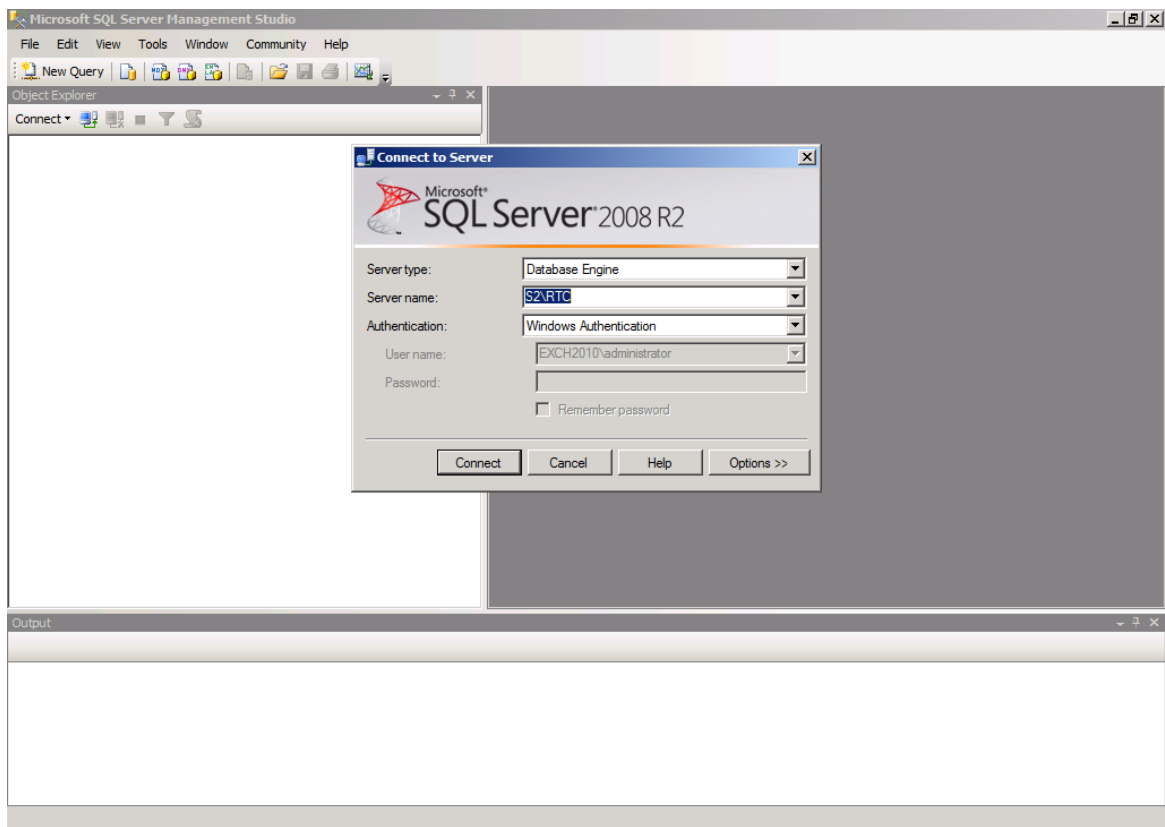
Espera collates Real-Time and Historical information from Lync's databases. In order for Espera to read this information, a login must be created within Lync's SQL database for use by Espera. The login can be either a dedicated specific username or by the machine name of the Lync Application Server hosting the Espera server (preferred method).

The following steps will guide through creating an SQL login for the Lync Application Server hosting the Espera server. Creation of a dedicated username login is via a similar method, substituting the machine name with the desired username.

NOTE: If the "LcsCDR" database is hosted on a sperate SQL server, the following steps will need to be repeated for the SQL server hosting the "LcsCDR" database.

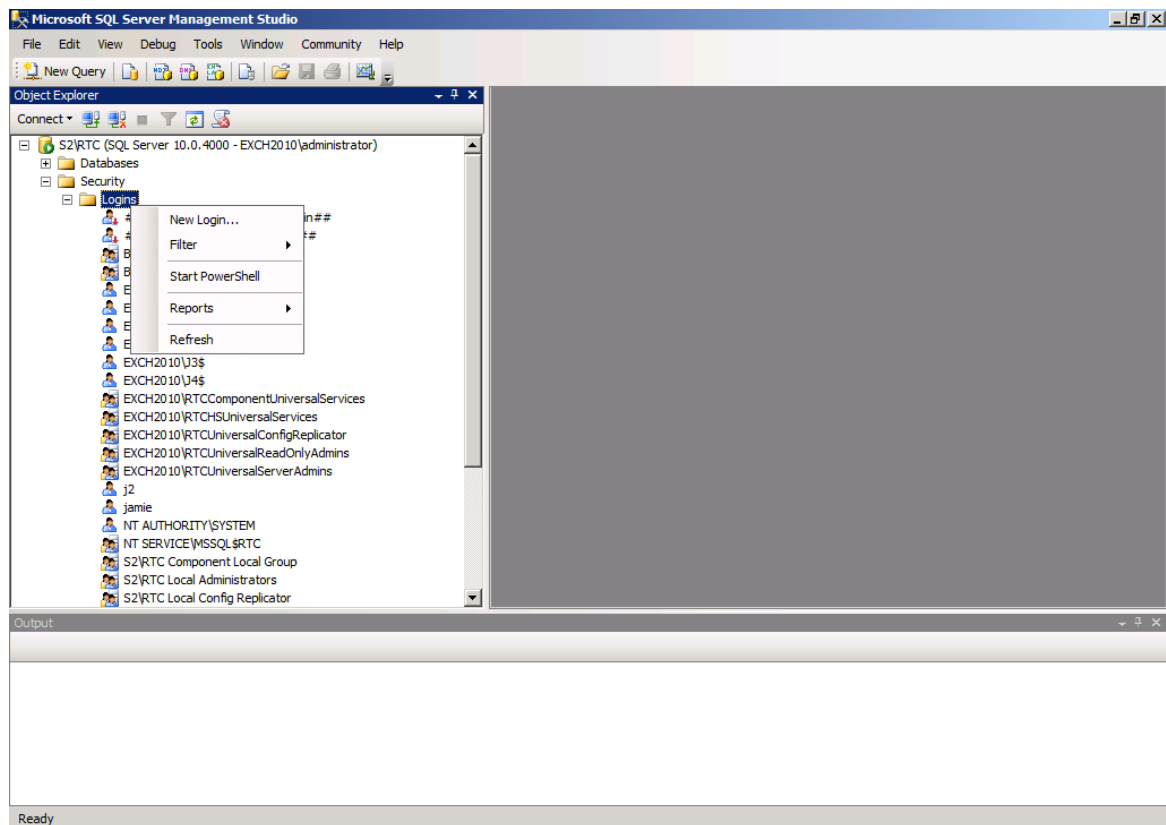
3.2.5.1 Lync Application Server access to Lync database - Step 1

Start Microsoft SQL Server Management Studio and connect to the Lync RTC server.



3.2.5.2 Lync Application Server access to Lync database - Step 2

1. Expand the menu tree.
2. Expand the Security menu
3. <Right-click> on "Logins" and select <New Login...>

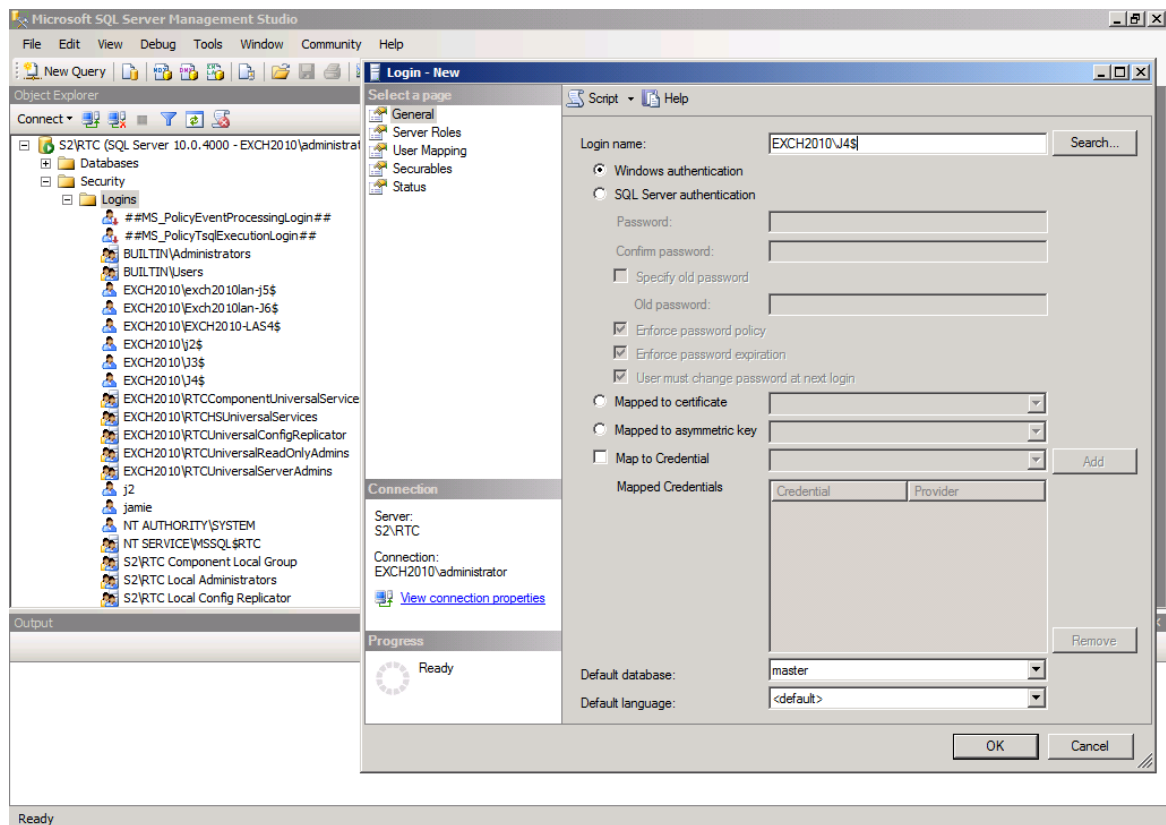


3.2.5.3 Lync Application Server access to Lync database - Step 3

Enter the login name of the Lync Application Server hosting the Espera Server, in the format of:
"<domain>\<server name>\$"

The "\$" allows the the Network Service account of the Lync Application Server account access to this login.

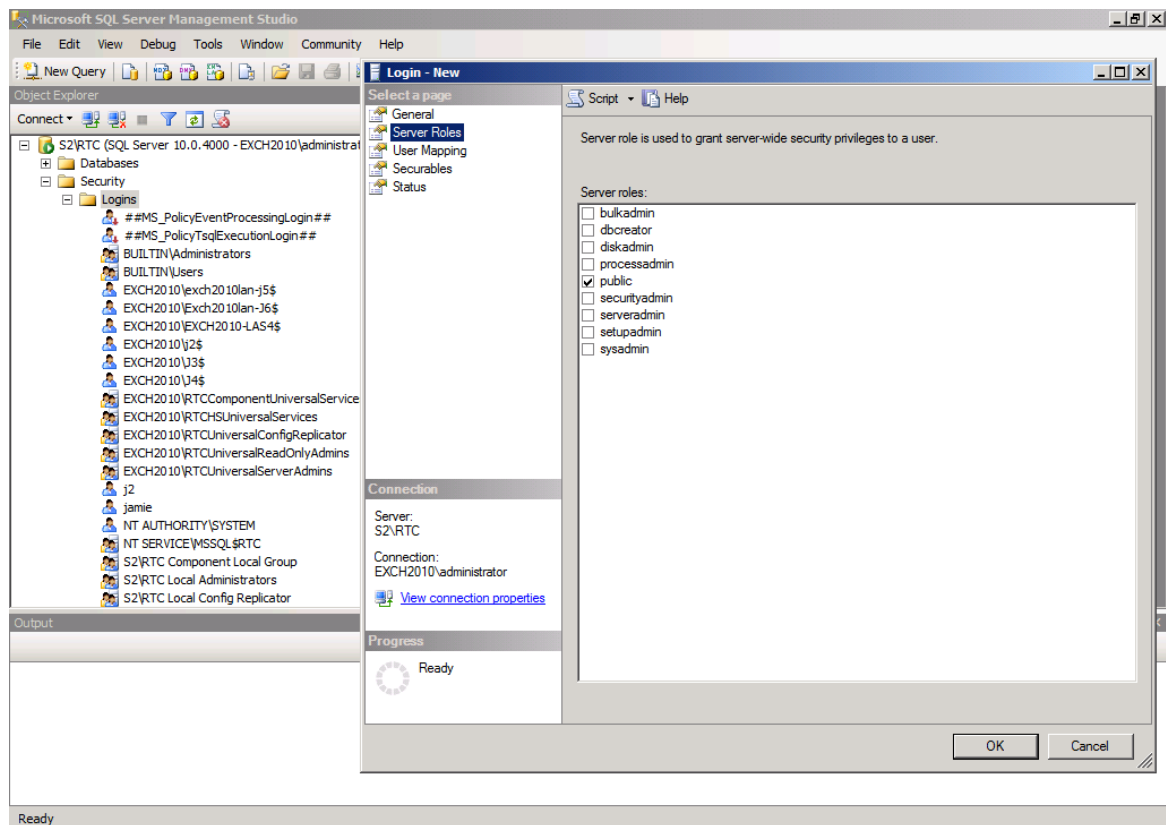
Set the "Default database" to "master", and the "Default language" as "<default>".



3.2.5.4 Lync Application Server access to Lync database - Step 4

In the "Server Roles" menu, select "public".

Espera does not require access to create/modify any database tables or entries.



3.2.5.5 Lync Application Server access to Lync database - Step 5

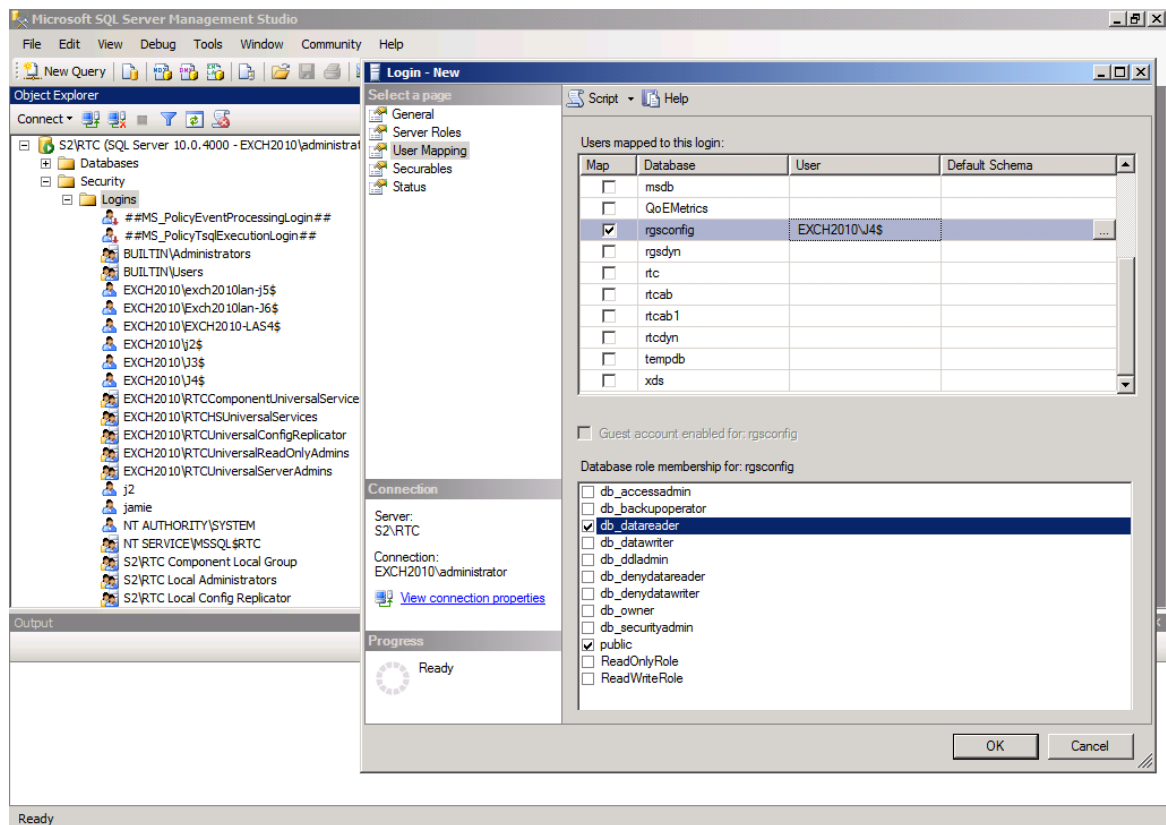
In the "User Mappings" menu, Espera requires mapping to the following databases:

- LcsCDR
- rgsconfig
- rgsdyn
- rtc
- rtcdyn
- xds

The role membership required for each database is:

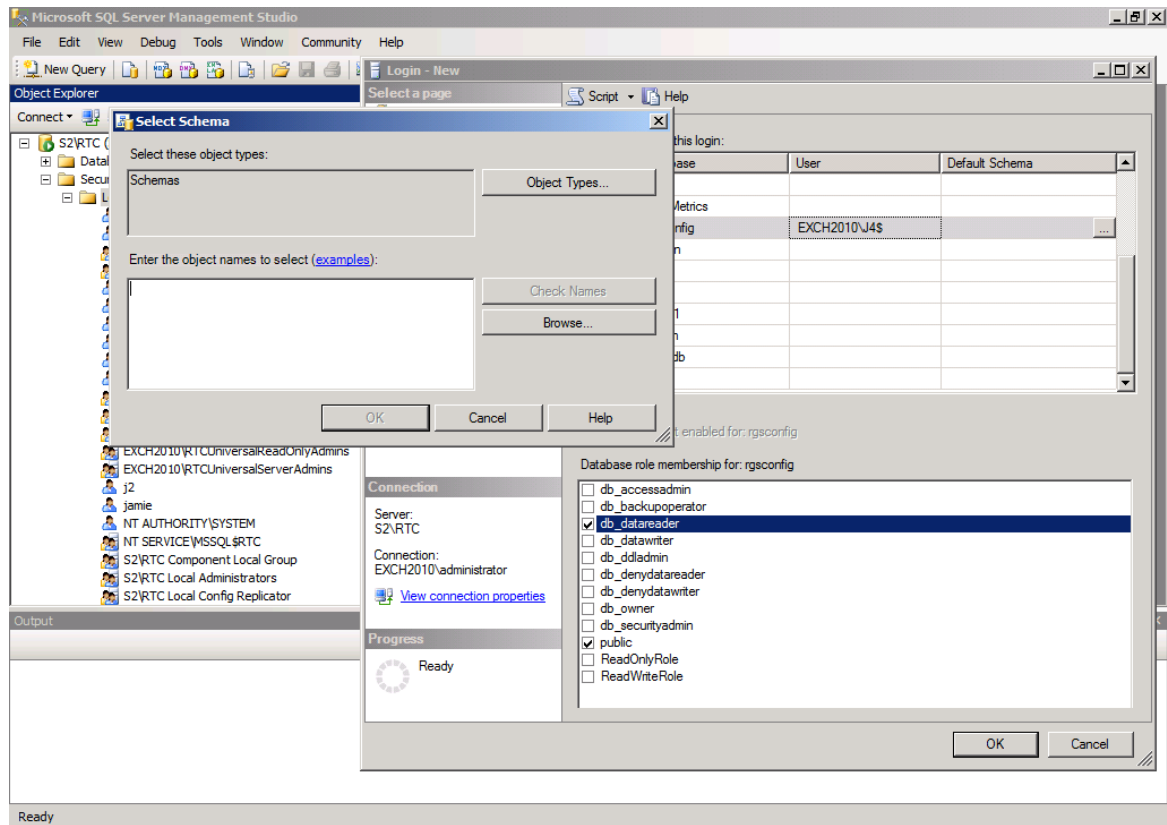
- db_datareader
- public

NOTE: Espera does not require access to create/modify any database tables or entries.



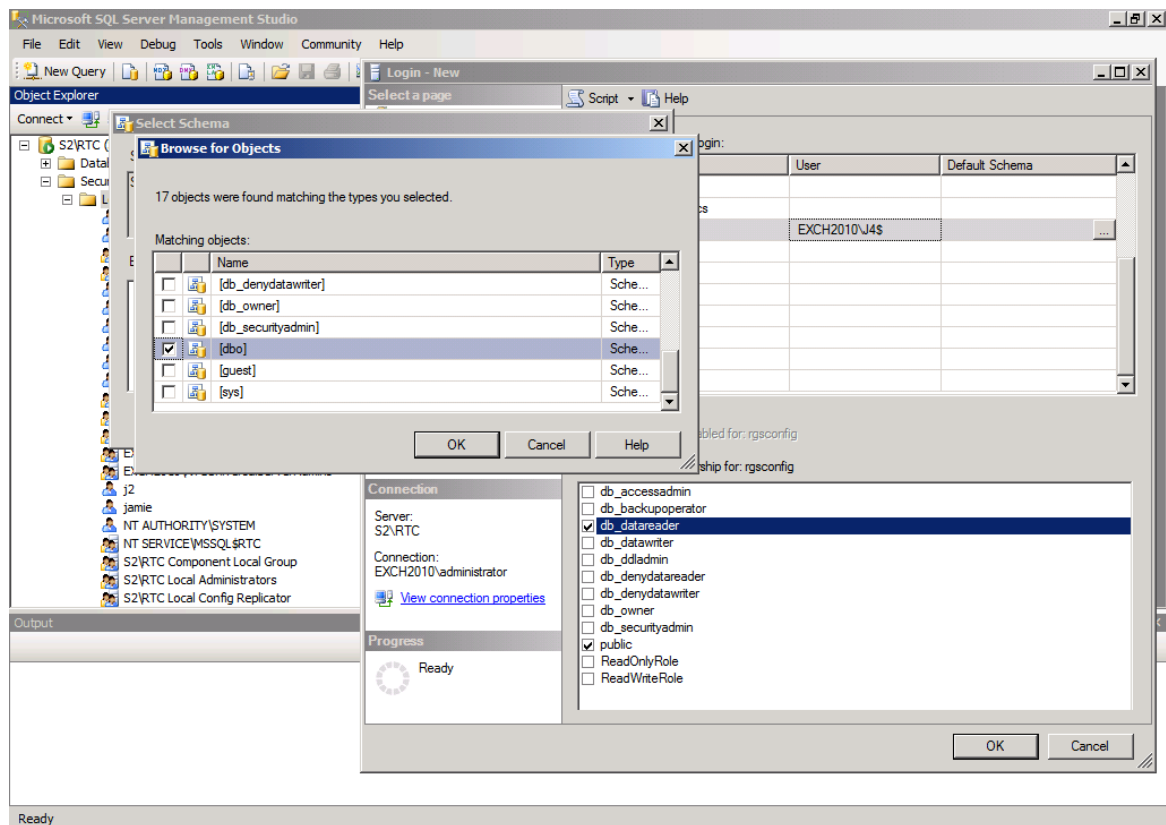
3.2.5.6 Lync Application Server access to Lync database - Step 6

1. Select the "..." button in "Default Schema" to open the "Select Schema" dialogue box.
2. Select the "Browse..." button to browse the available schema objects.



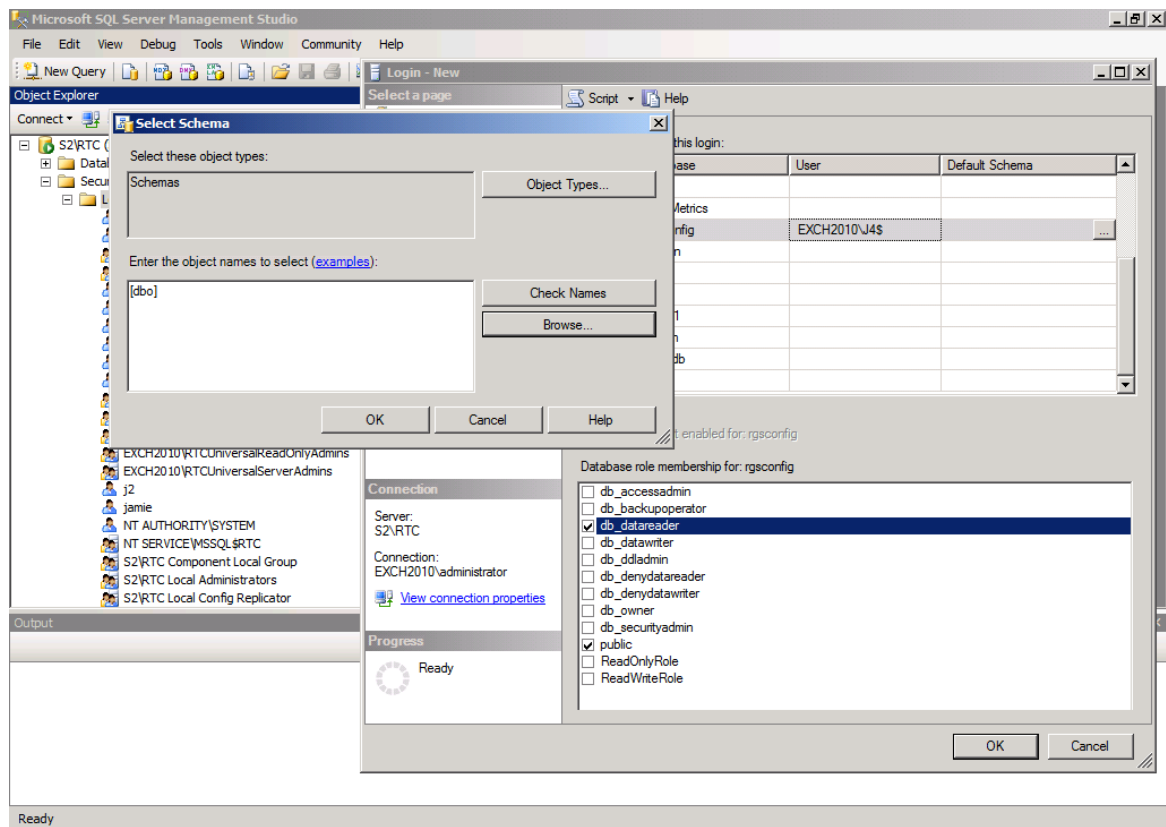
3.2.5.7 Lync Application Server access to Lync database - Step 7

Select the "[dbo]" object, then "OK"



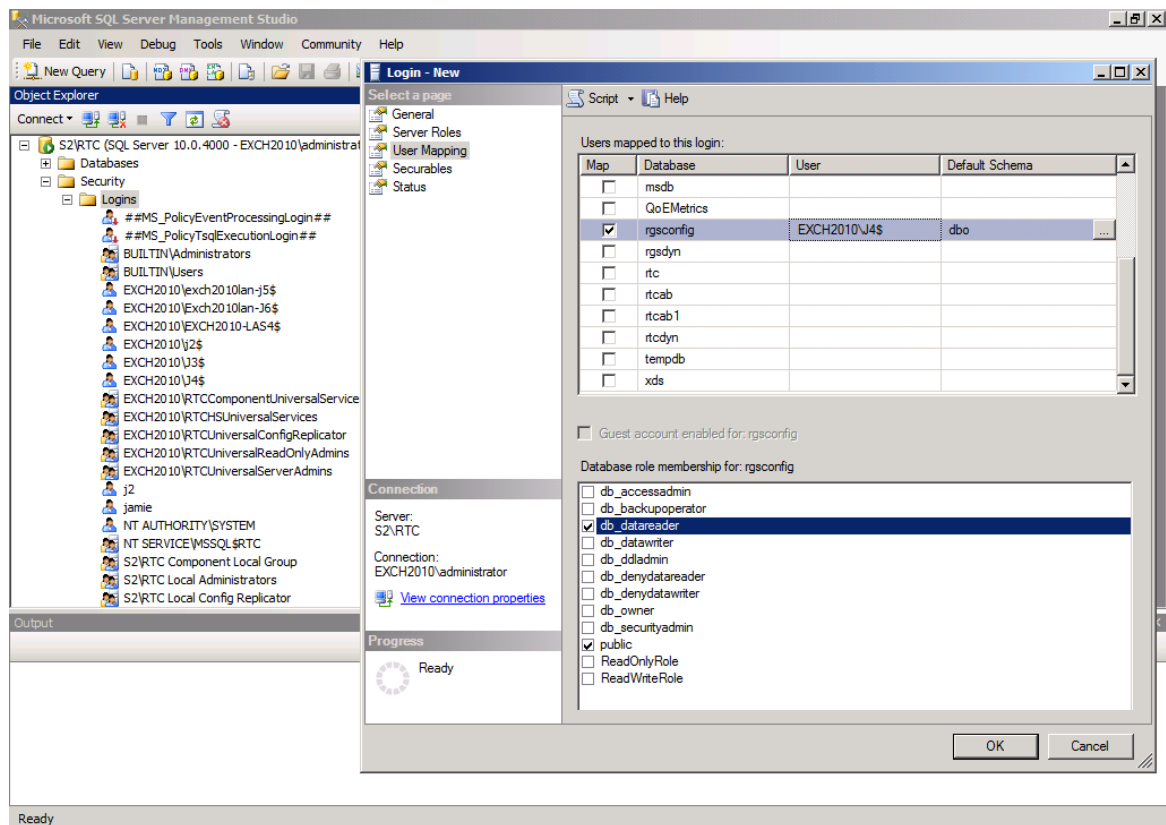
3.2.5.8 Lync Application Server access to Lync database - Step 8

Confirm that the [dbo] object is selected, then press "OK"



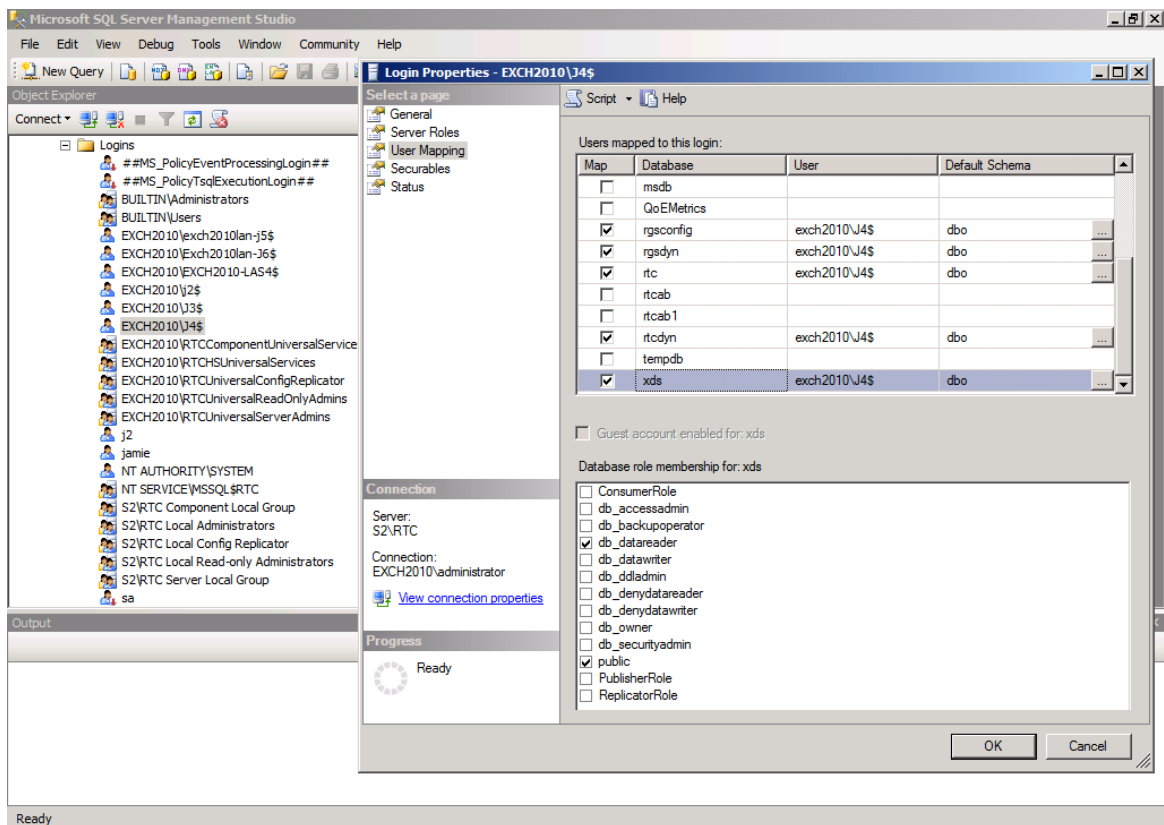
3.2.5.9 Lync Application Server access to Lync database - Step 9

Confirm the Default Schema for the checked database is "dbo".



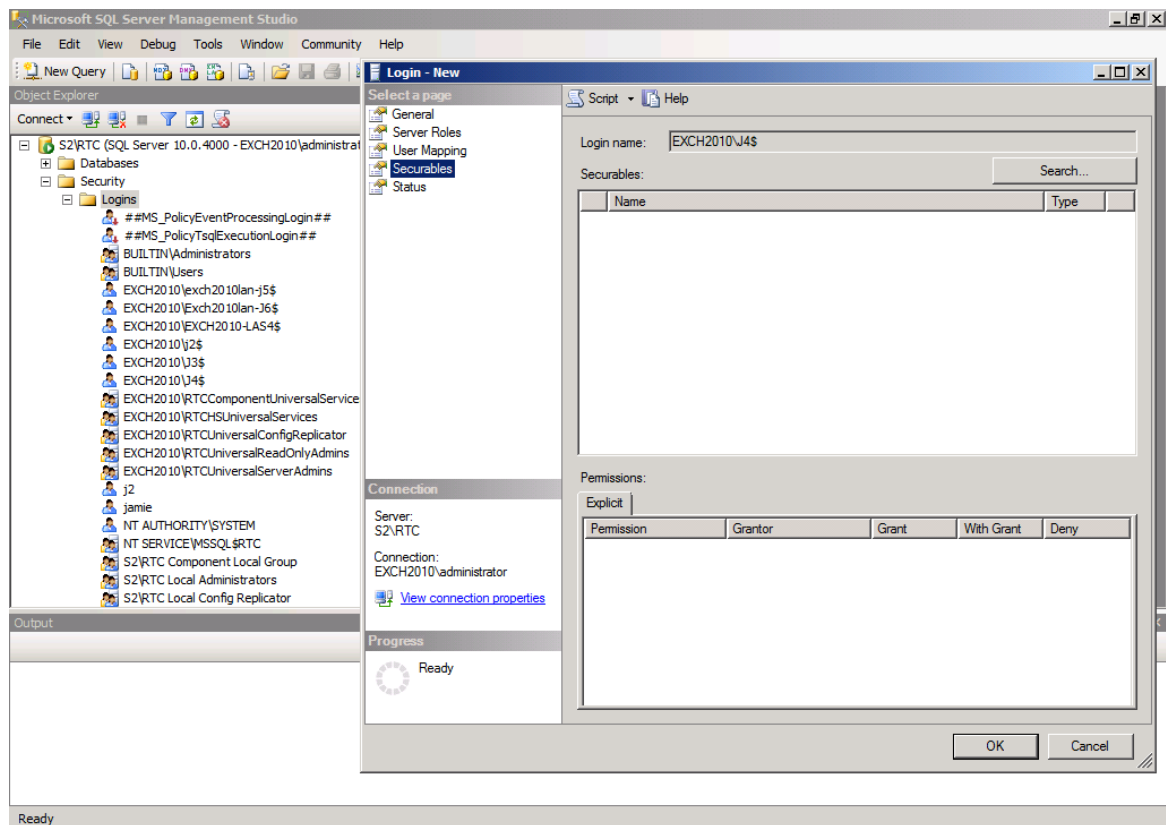
3.2.5.10 Lync Application Server access to Lync database - Step 10

Repeat steps 5 to 9 for all the required databases (LcsCDR, rgsconfig, rgsdyn, rtc, rtcab & xds).



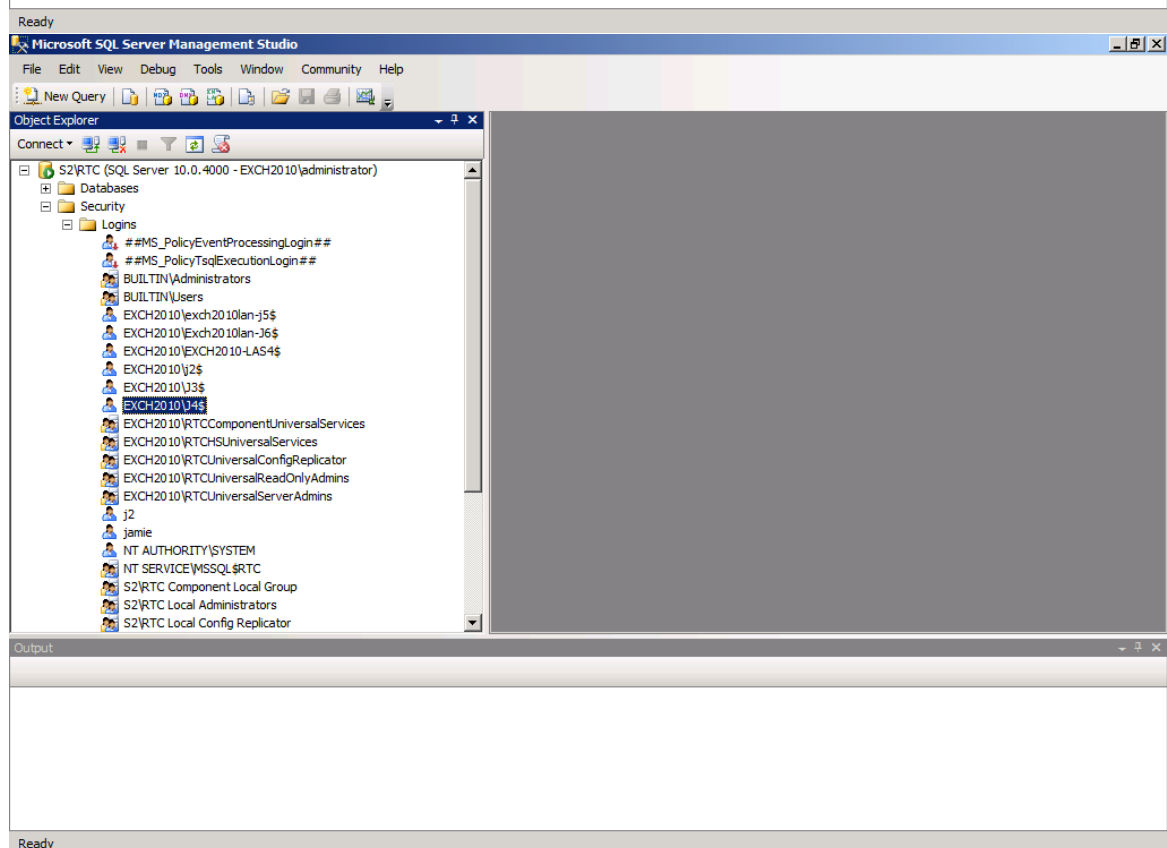
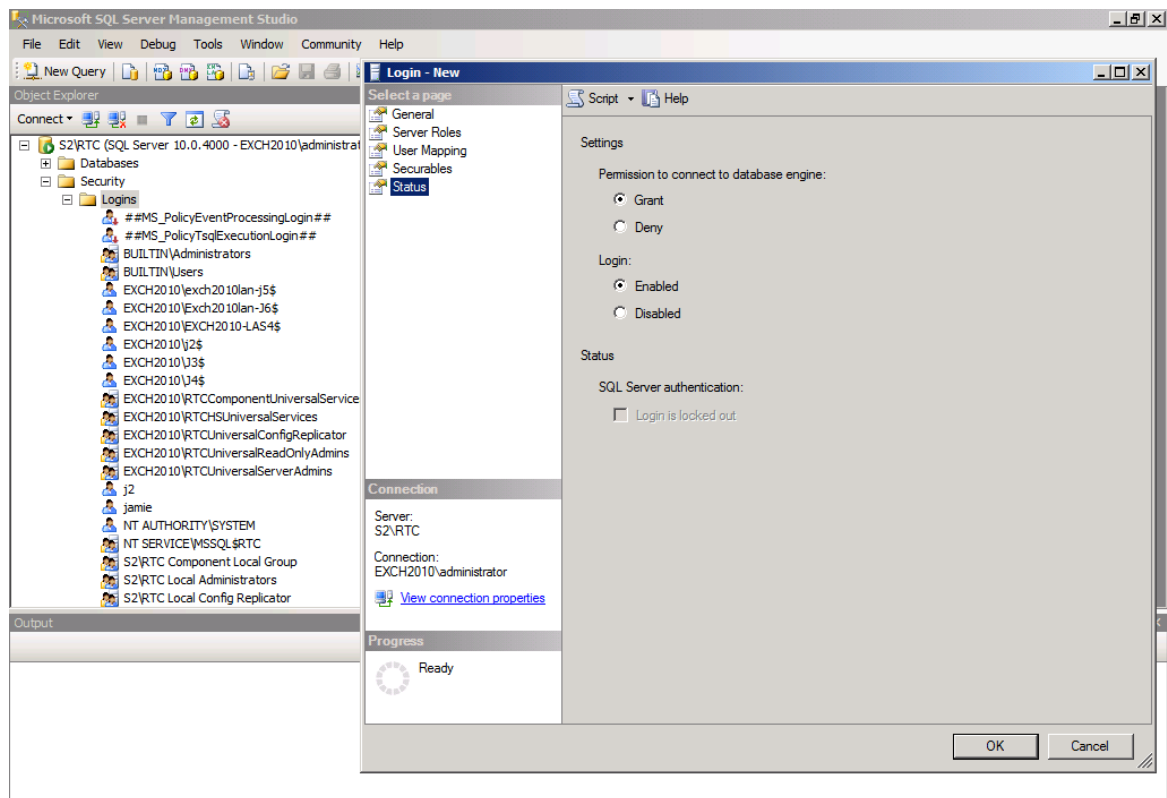
3.2.5.11 Lync Application Server access to Lync database - Step 11

No settings are required in the "Securables" menu.



3.2.5.12 Lync Application Server access to Lync database - Step 12

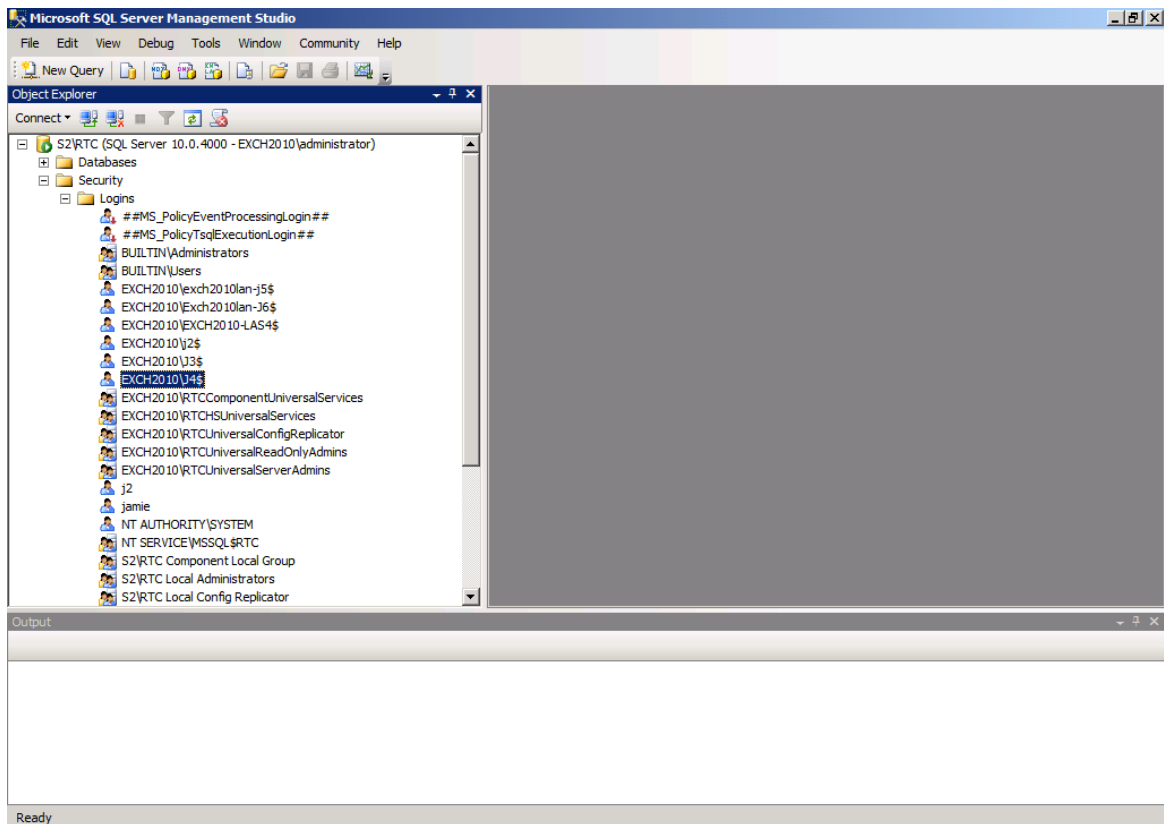
1. In the "Status" menu, "Grant" permission to connect to database engine, and set the "Login" to "Enabled".
2. Select <OK> to complete the creation of the SQL login



3.2.5.13 Lync Application Server access to Lync database - Step 13

Confirm that the new login has been created.

The newly created login may take up to 15 minutes to update and be useable.



3.3 Espera Service Account

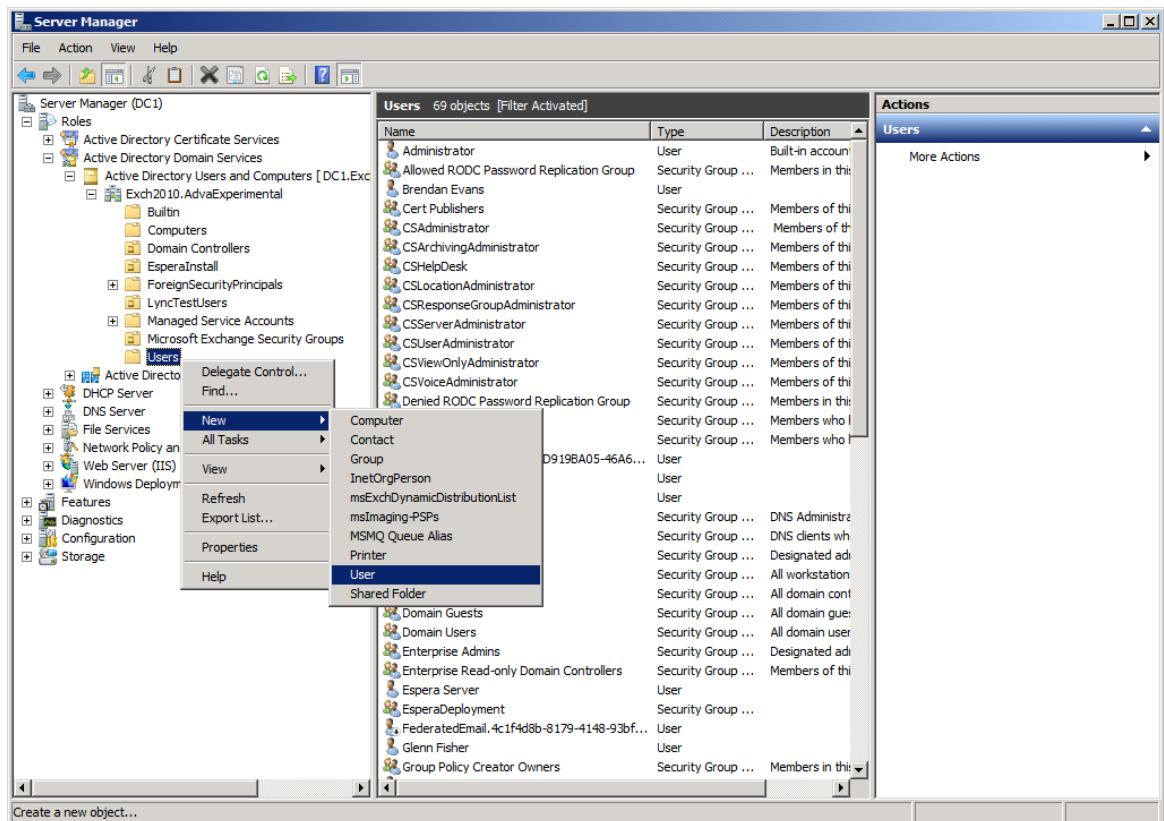
Espera requires a dedicated Active Directory account not previously associated to an existing Lync user (it is recommended to create a new account with the login name of "Espera"). This account is then used to enable a Lync user, with the URI of "sip:espera@<domain>". Espera server acts as a Lync application endpoint and, therefore, needs a Lync user to bind to. This account can also be used to send scheduled email reports if the optional Historical reporting package is available.

3.3.1 Create the Espera Active Domain Account

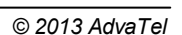
3.3.1.1 Create new AD User - Step 1

From the Domain Controller, create a new Active Directory User.

Server Manager > Roles > Active Directory Domain Services > Active Directory Users and Computers > <domain> > Users > New > User



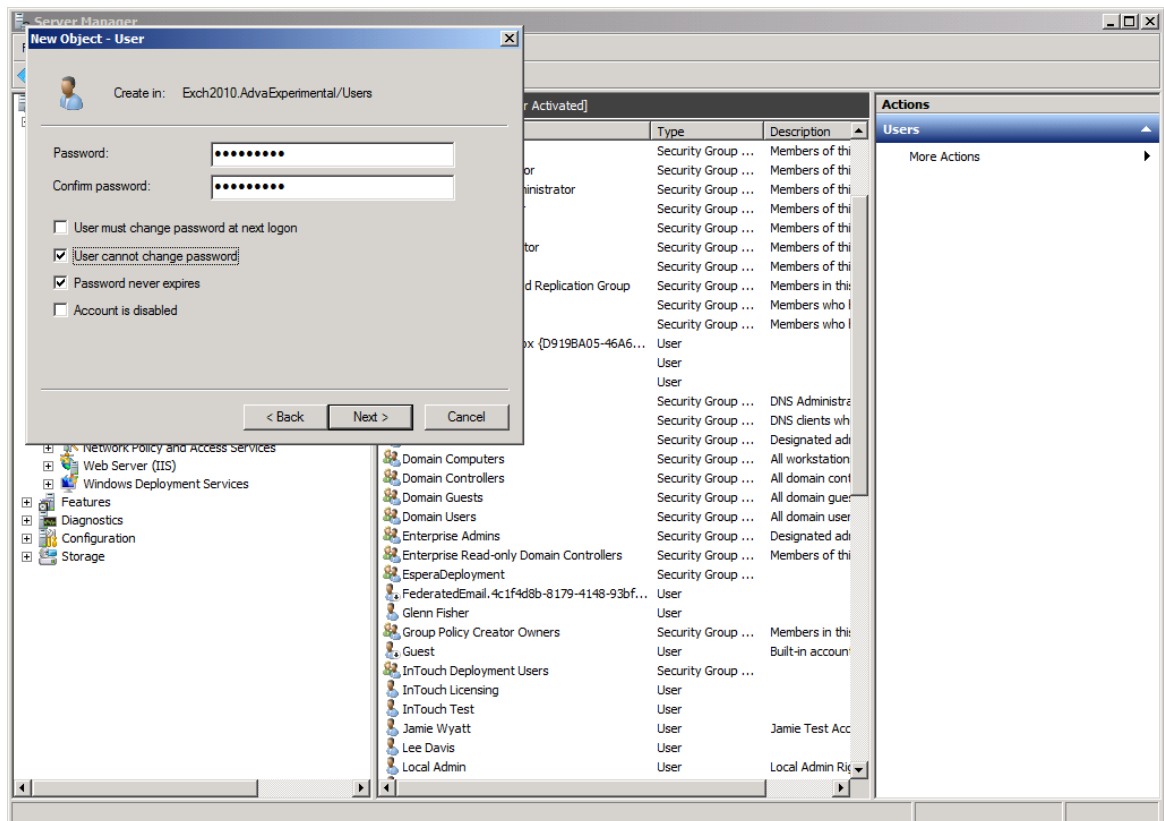
Enter "Espera" as the <First name> and <User logon name>



3.3.1.3 Create new AD User - Step 3

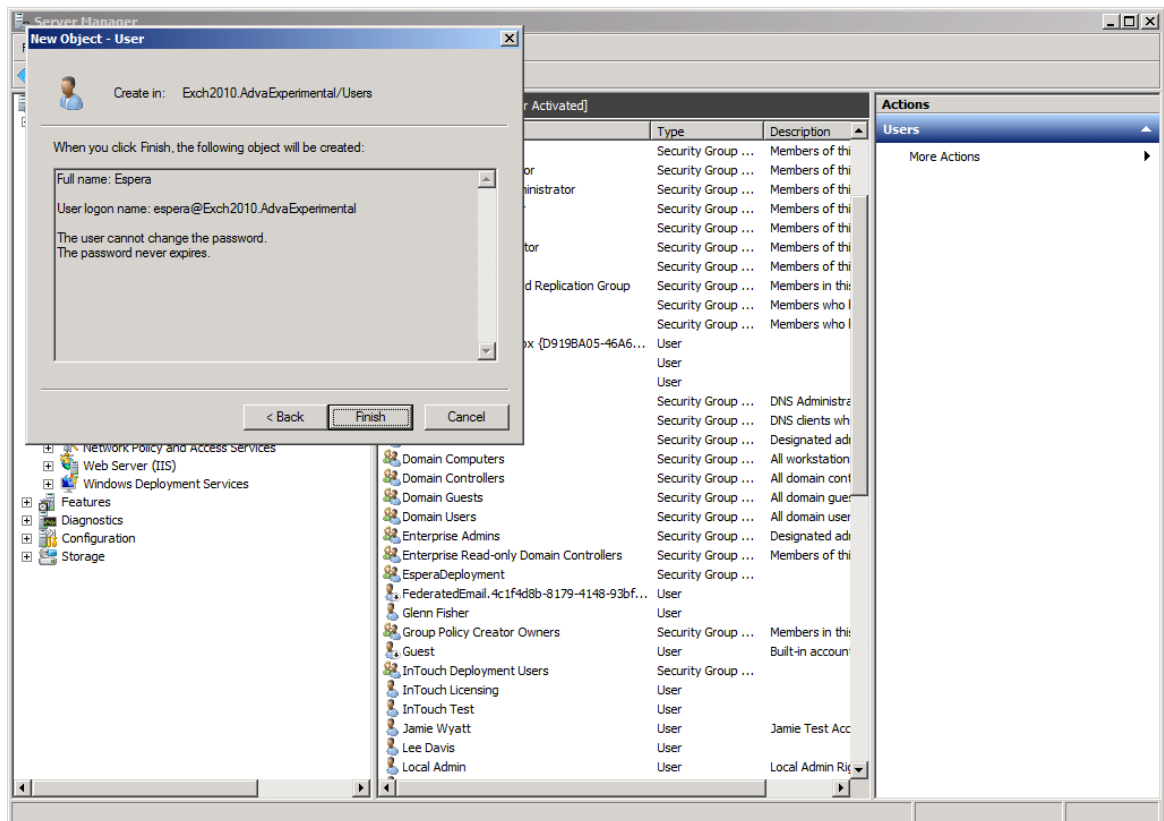
Create a password for the Espera user.

Recommendation is to set the password as non-changeable, and to never expire.



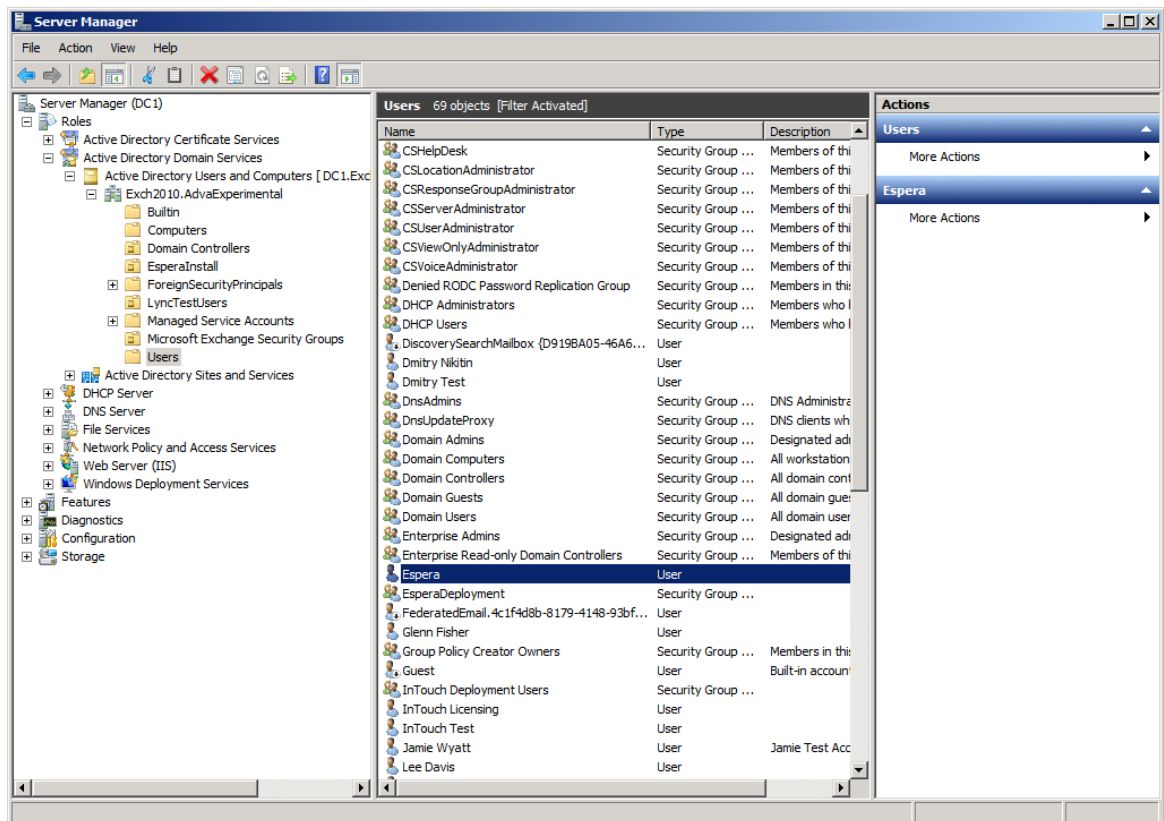
3.3.1.4 Create new AD User - Step 4

Confirm that the details for the Espera user are correct.



3.3.1.5 Create new AD User - Step 5

Check that the Espera user has been created, and is appearing under the "Users" folder.



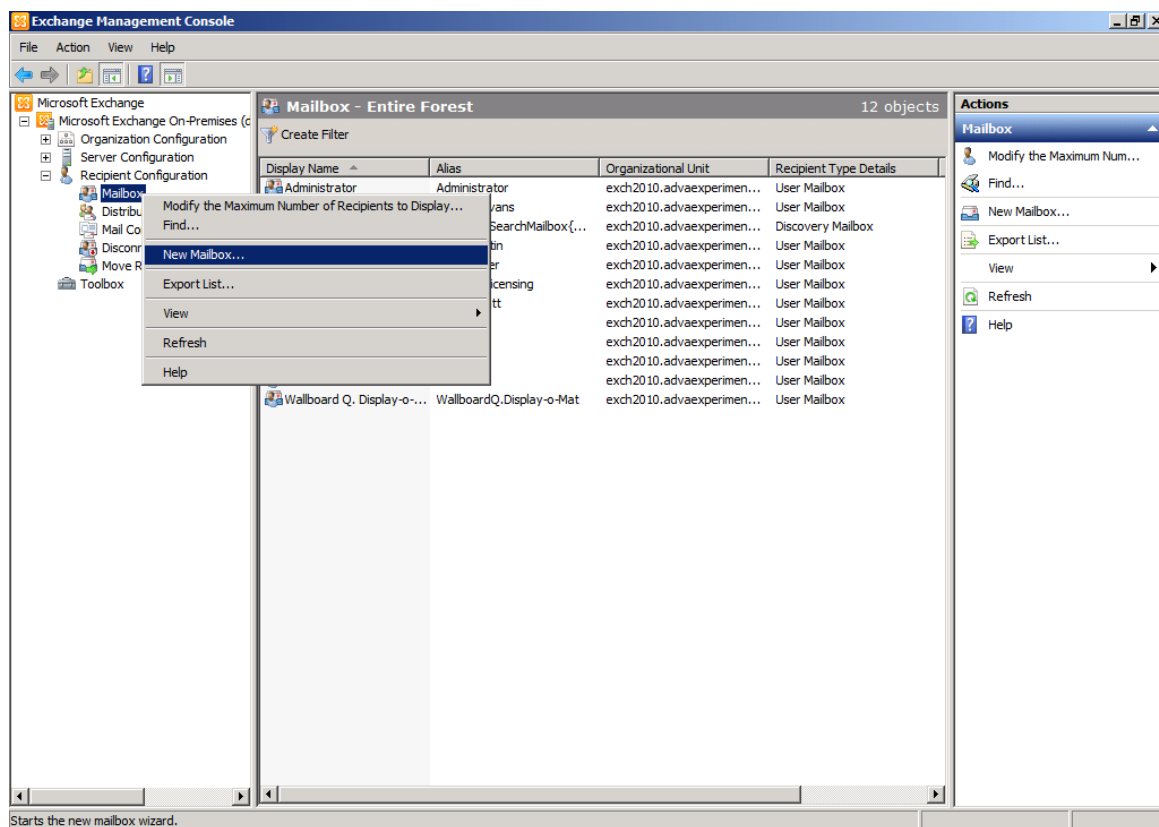
3.3.2 Create the Espera Microsoft Exchange Mailbox

Espera Historical reporting can be configured to email scheduled reports. It is recommended to have these reports sent from a mailbox that is configured to be able to send, but not receive emails.

3.3.2.1 Create Espera Exchange Mailbox - Step 1

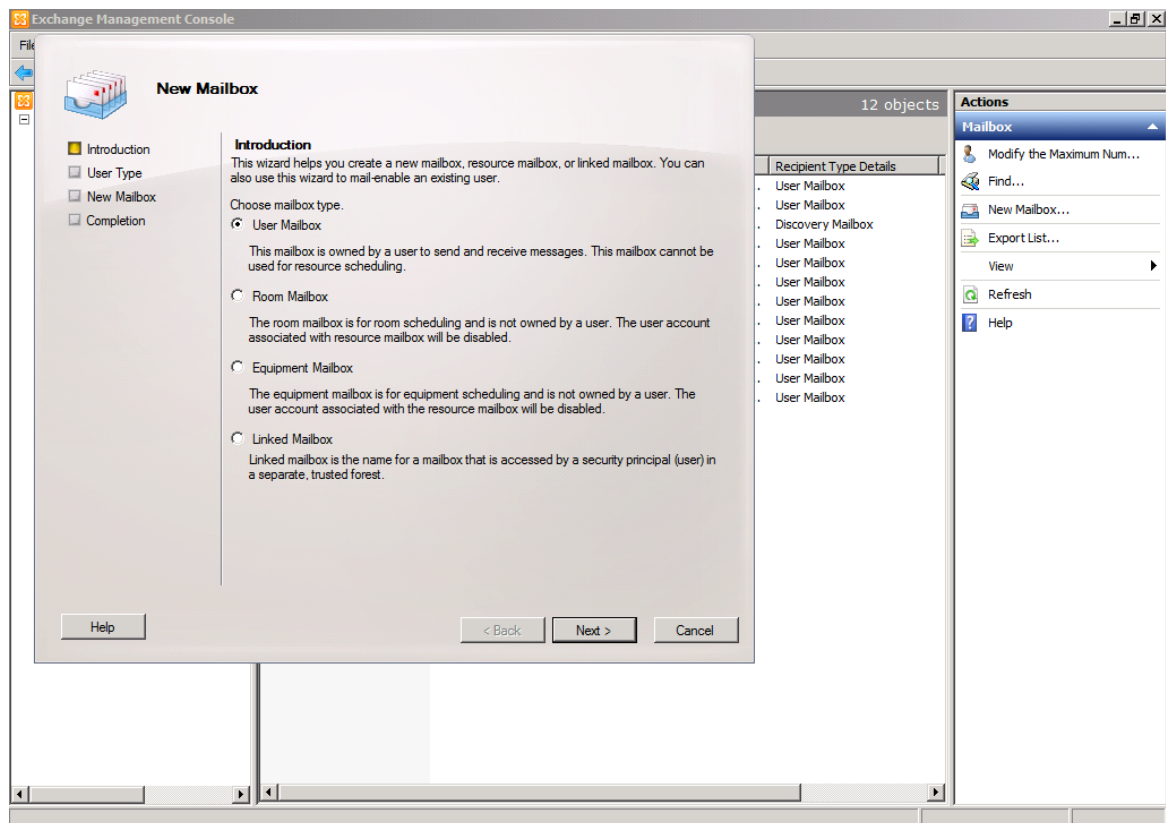
From the Exchange Management Console, create a new mailbox.

Exchange Management Console > Recipient Configuration > New Mailbox...



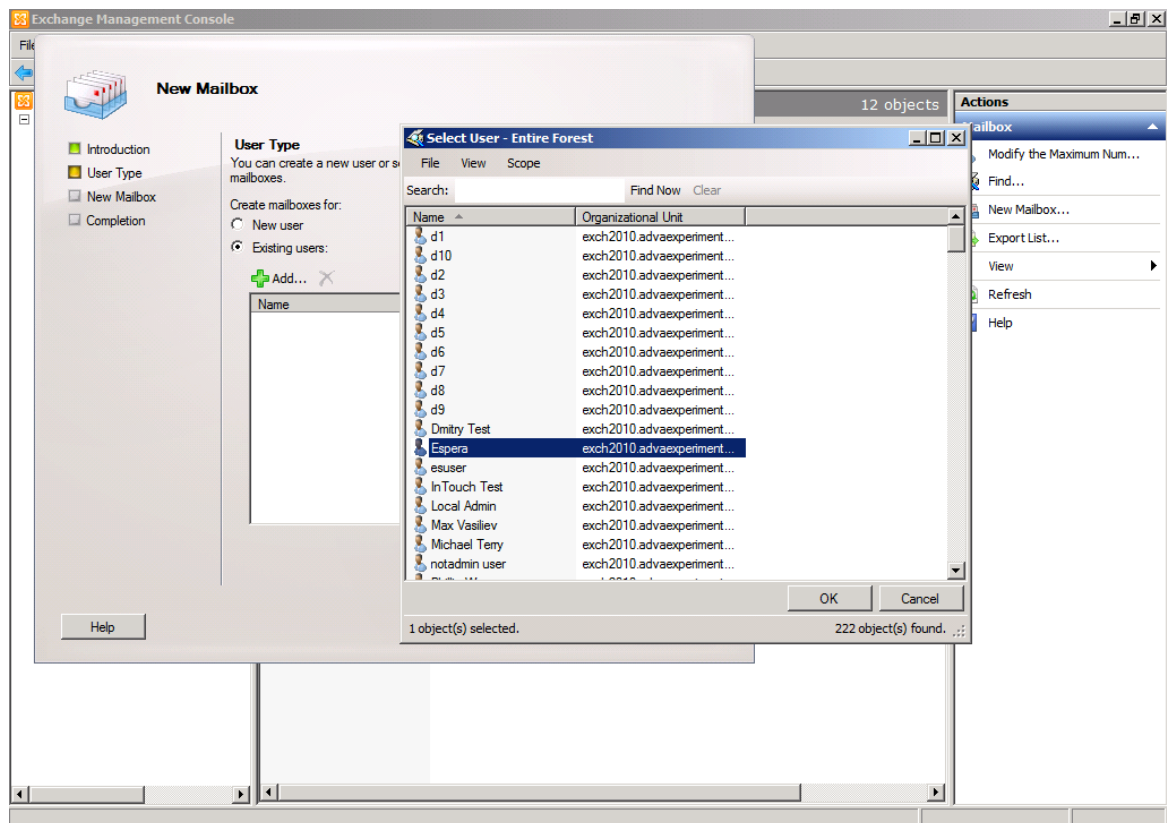
3.3.2.2 Create Espera Exchange Mailbox - Step 2

Select <User Mailbox>



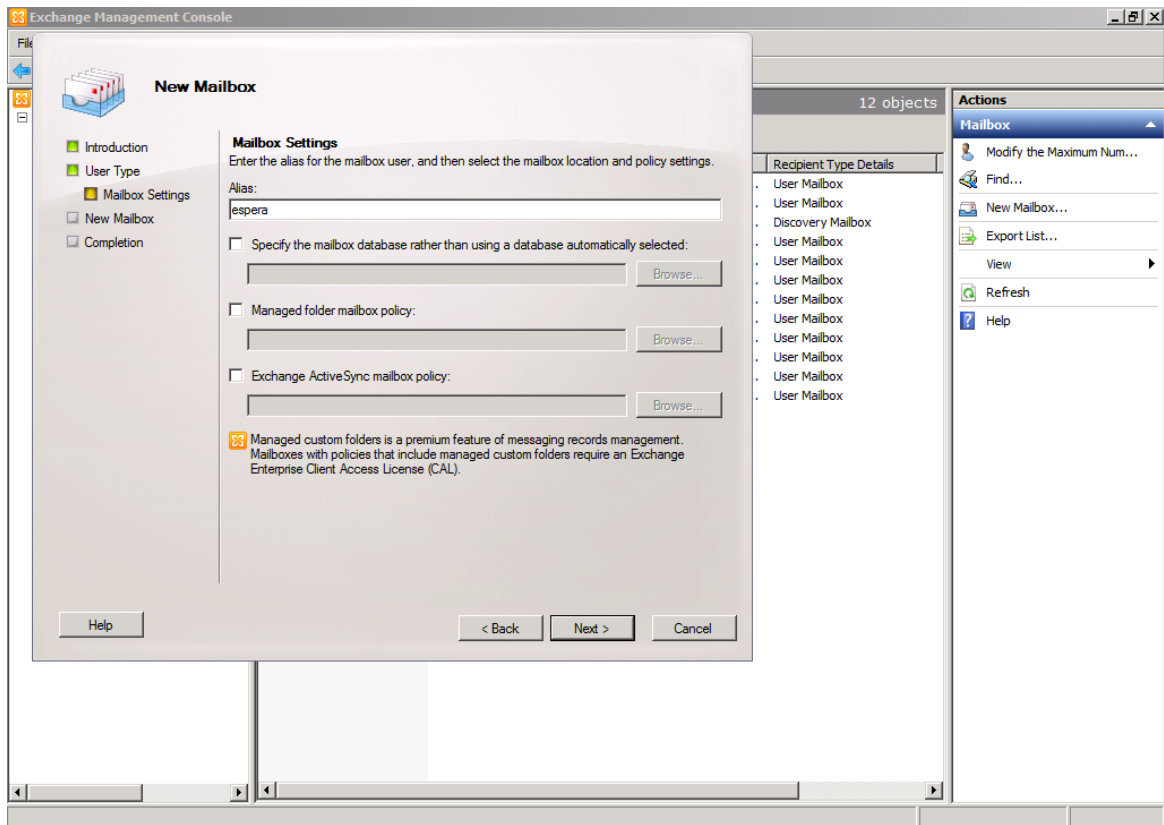
3.3.2.3 Create Espera Exchange Mailbox - Step 3

1. Select <Existing users:>, then <+Add...>
2. Select the "Espera" user account and <OK>



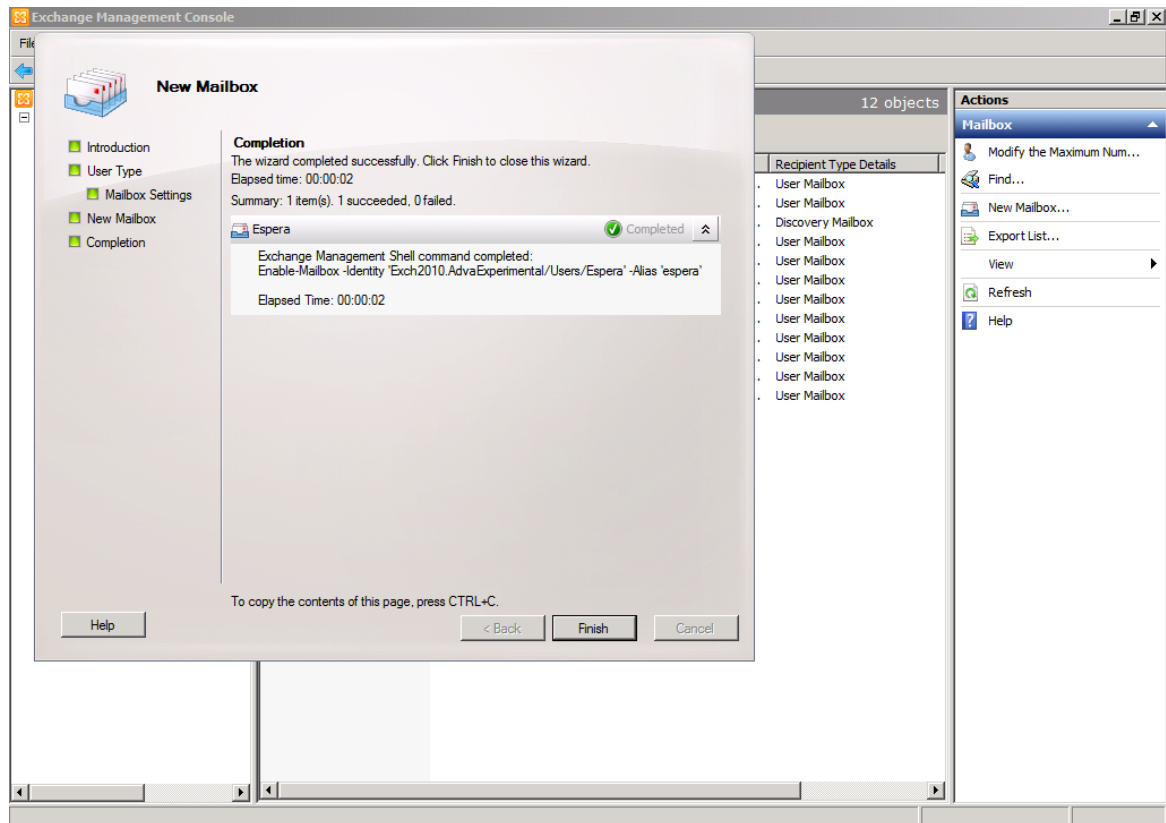
3.3.2.4 Create Espera Exchange Mailbox - Step 4

Enter "espera" as the mailbox alias.



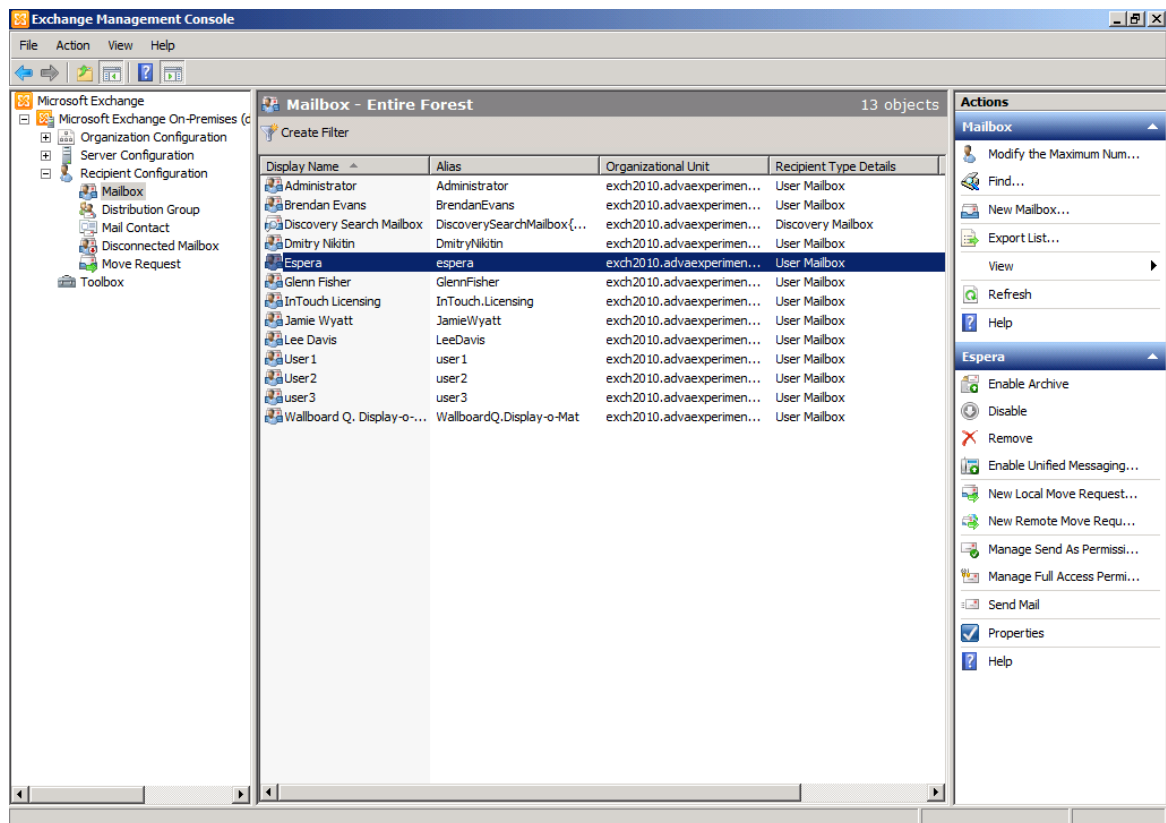
3.3.2.5 Create Espera Exchange Mailbox - Step 5

Select <Finish> to complete the creation of the new mailbox.



3.3.2.6 Create Espera Exchange Mailbox - Step 6

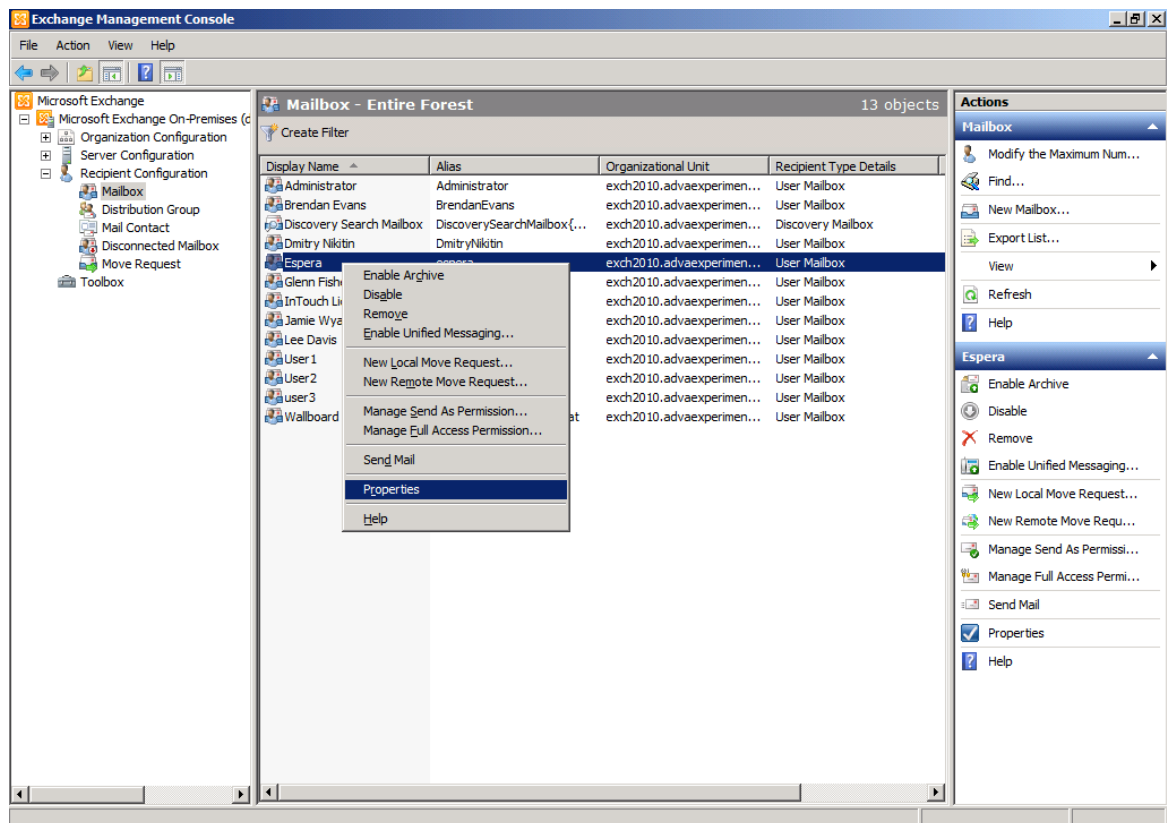
Check that the Espera mailbox has been created, and is appearing under the "Mailbox" folder.



3.3.2.7 Create Espera Exchange Mailbox - Step 7

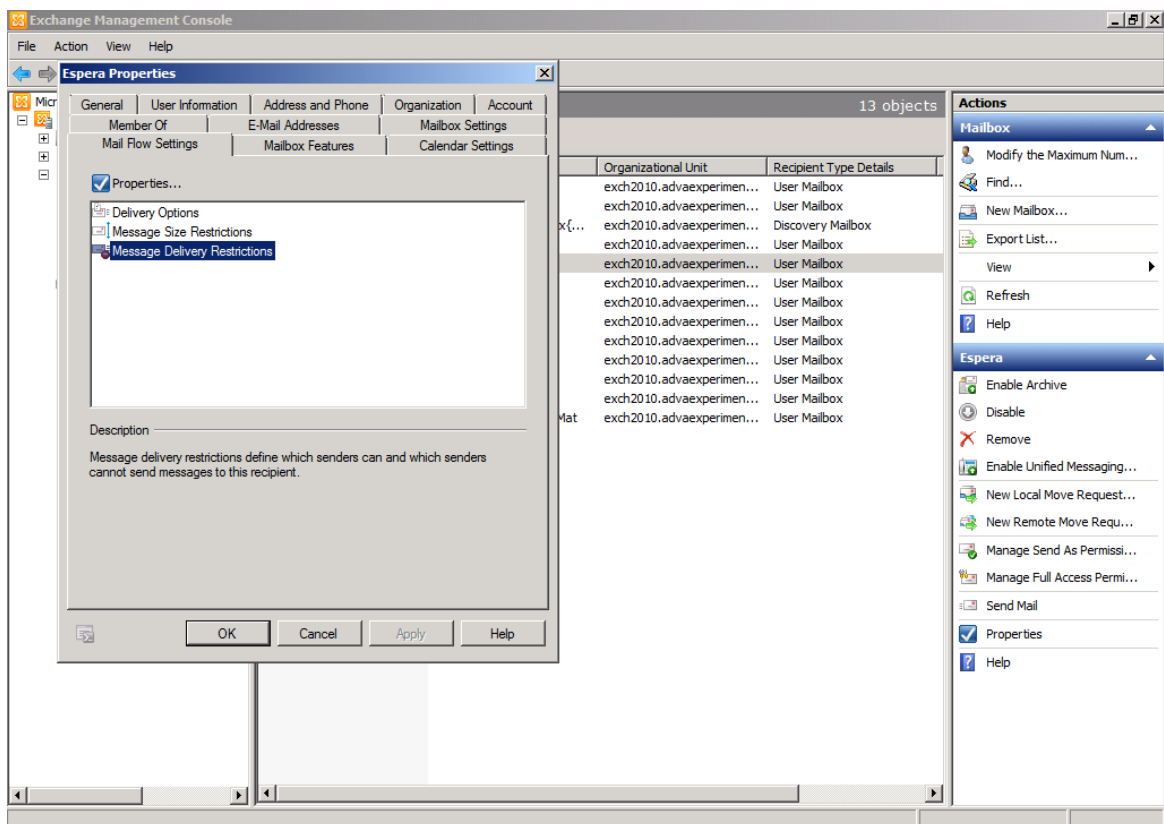
The following 3 steps will block the "Espera" mailbox from receiving email.

<Right-click> on the "Espera" account and select <Properties>



3.3.2.8 Create Espera Exchange Mailbox - Step 8

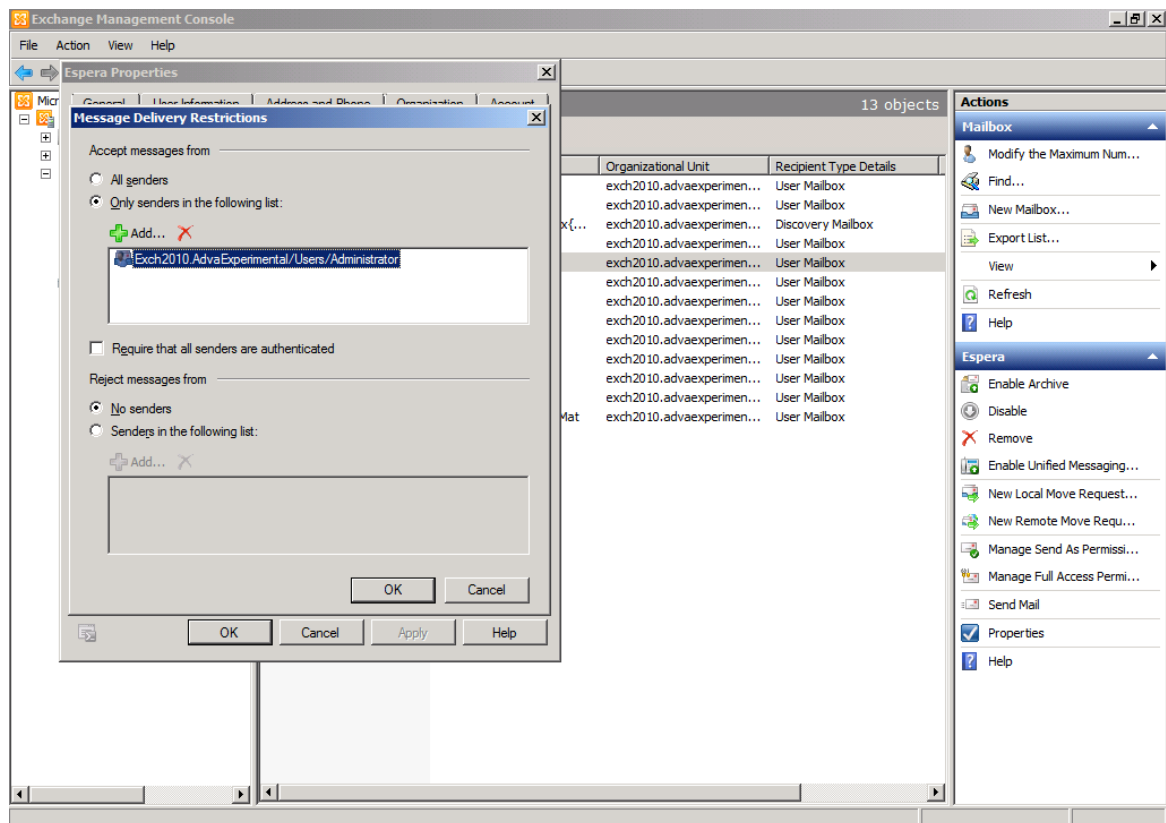
Select the <Mail Flow Settings> tab. Highlight <Message Delivery Restrictions> and click on <Properties>.



3.3.2.9 Create Espera Exchange Mailbox - Step 9

1. Select <Only senders in the following list:> and <Add> a single non used account (e.g. Administrator).
2. Click <OK> to complete the restriction settings.

The Espera mailbox is now configured to send, but not receive email messages.

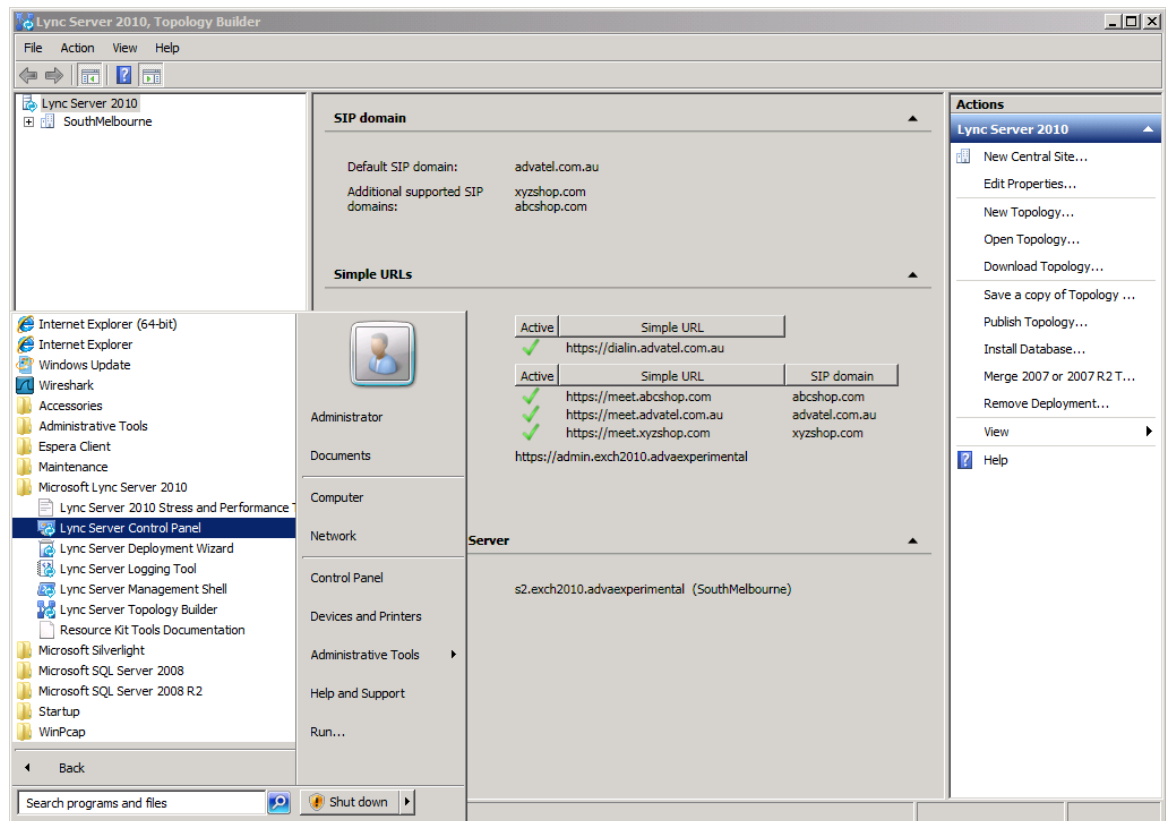


3.3.3 Enable the Espera Lync User

3.3.3.1 Enable Espera Lync User - Step 1

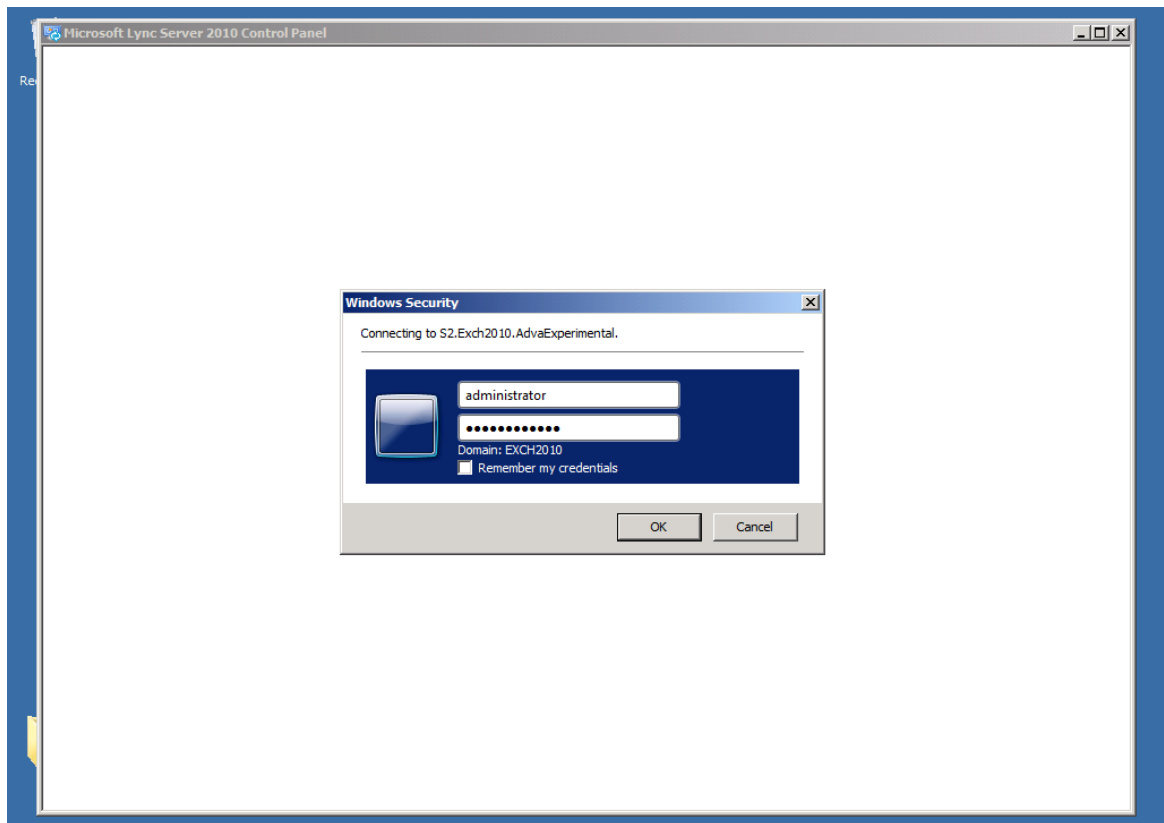
Start the "Lync Server Control Panel" from the Lync Front End server.

Start > Programs > Microsoft Lync Server 2010 > Lync Server Control Panel



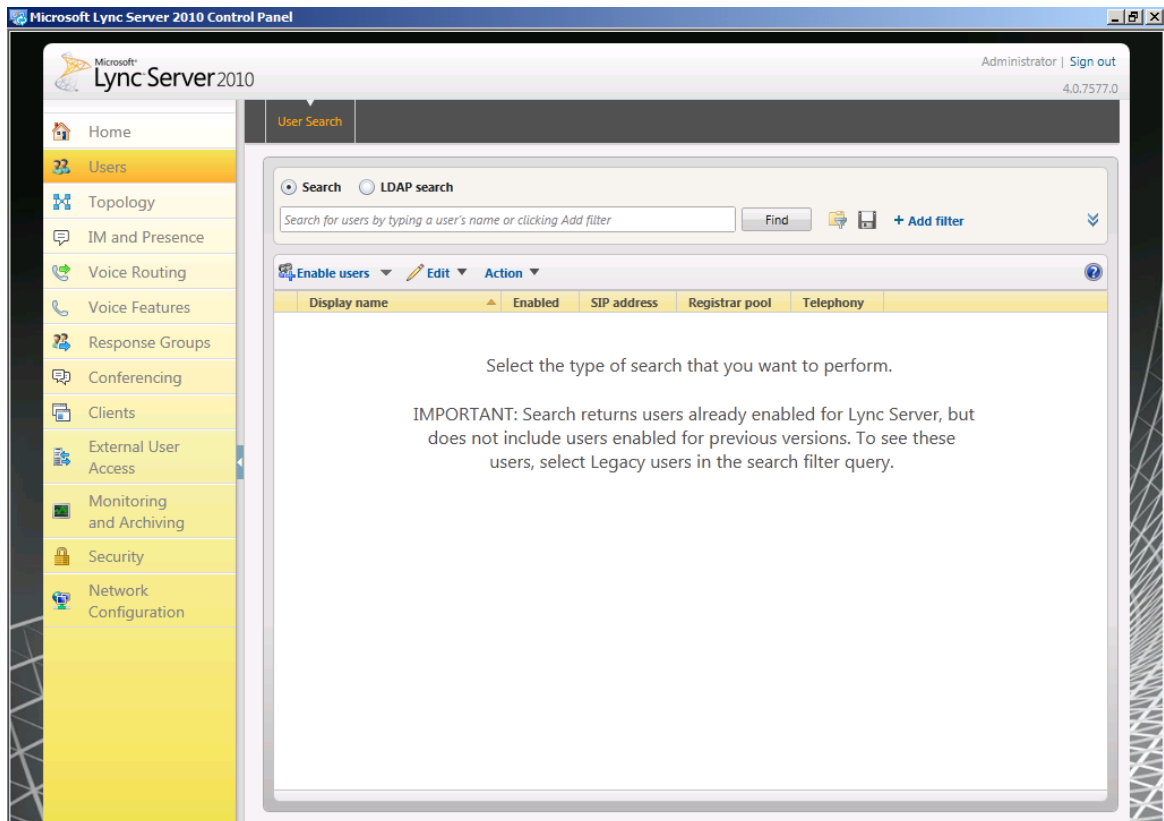
3.3.3.2 Enable Espera Lync User - Step 2

Enter the required credentials to access the Lync Server Control Panel



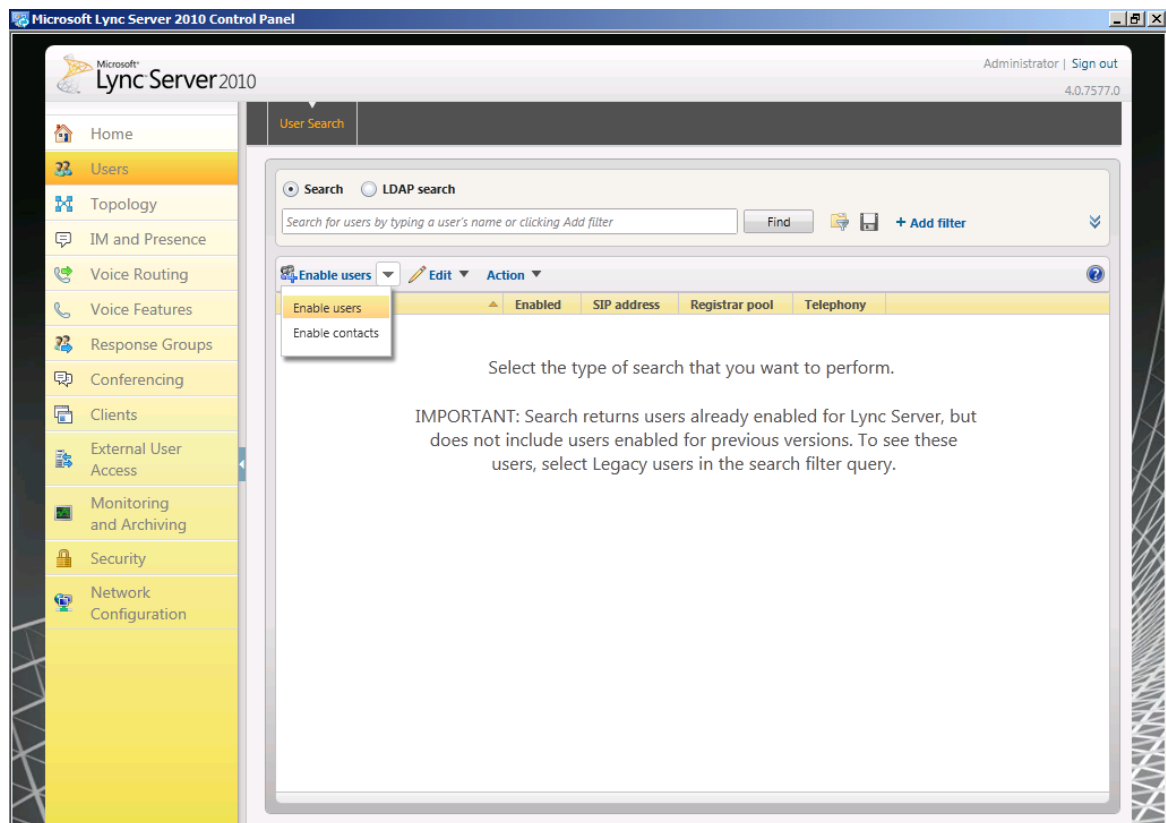
3.3.3.3 Enable Espera Lync User - Step 3

Select "Users"



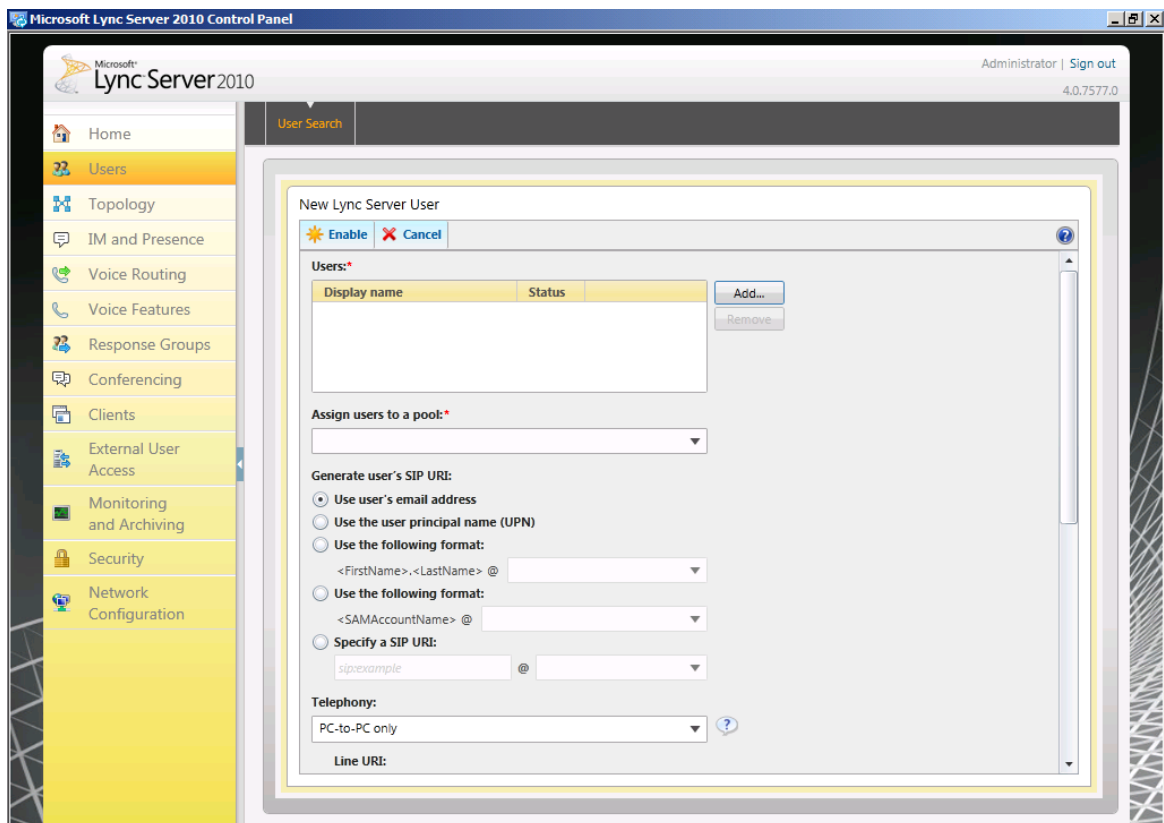
3.3.3.4 Enable Espera Lync User - Step 4

Select "Enable users"



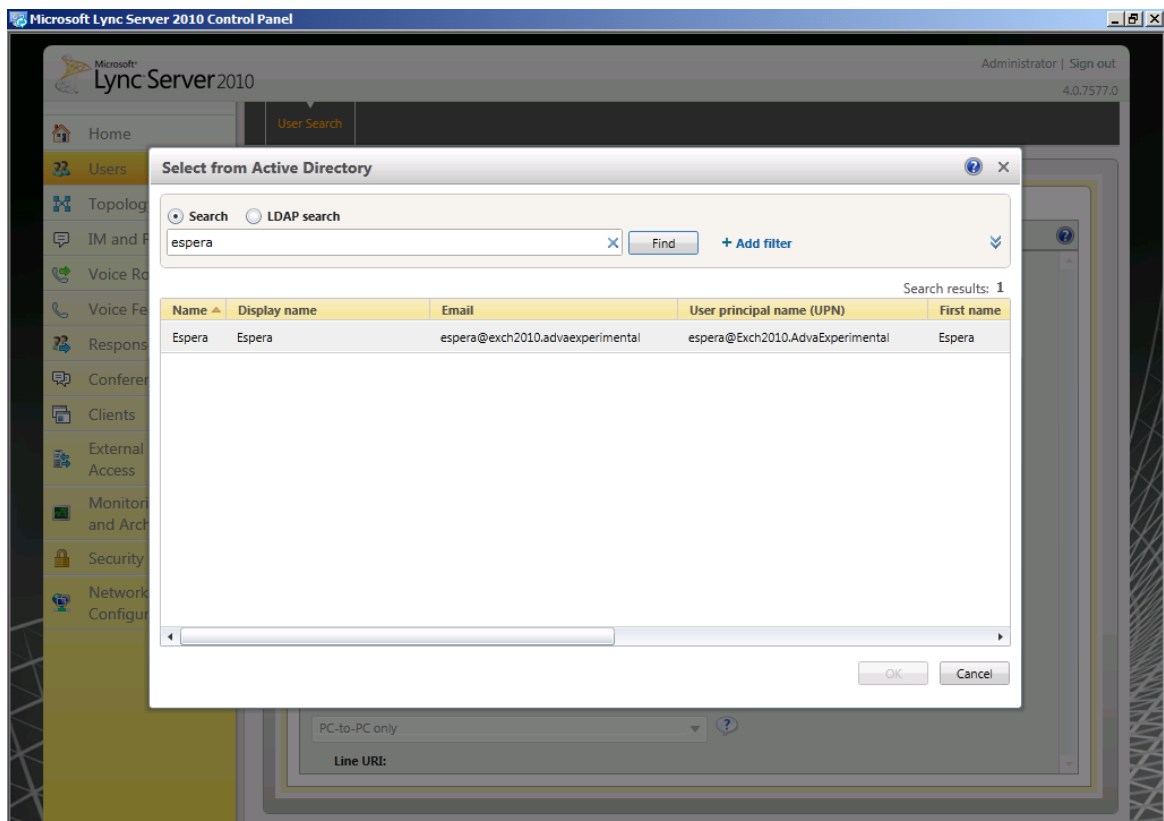
3.3.3.5 Enable Espera Lync User - Step 5

Select "Add..."



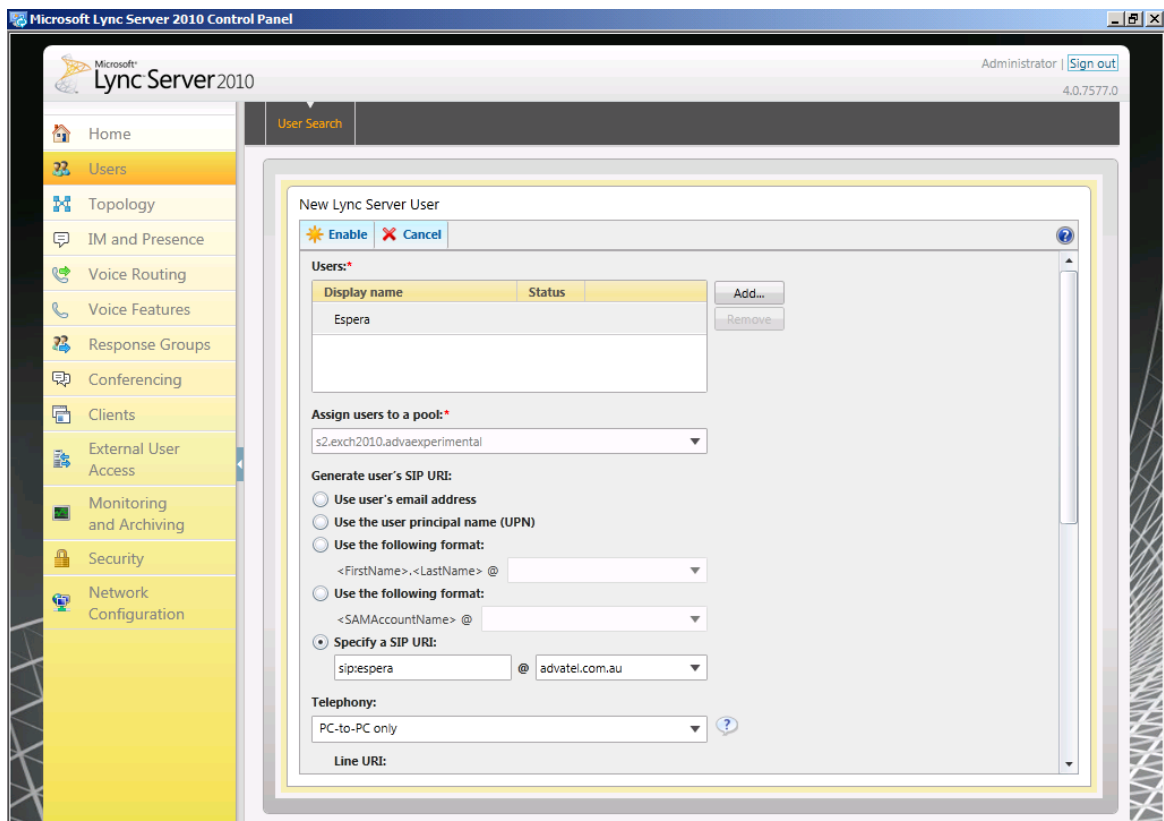
3.3.3.6 Enable Espera Lync User - Step 6

1. Enter "espera" then select <Find> to search for the Espera Active Directory account.
2. Highlight the Espera account in the results area, then select <OK>



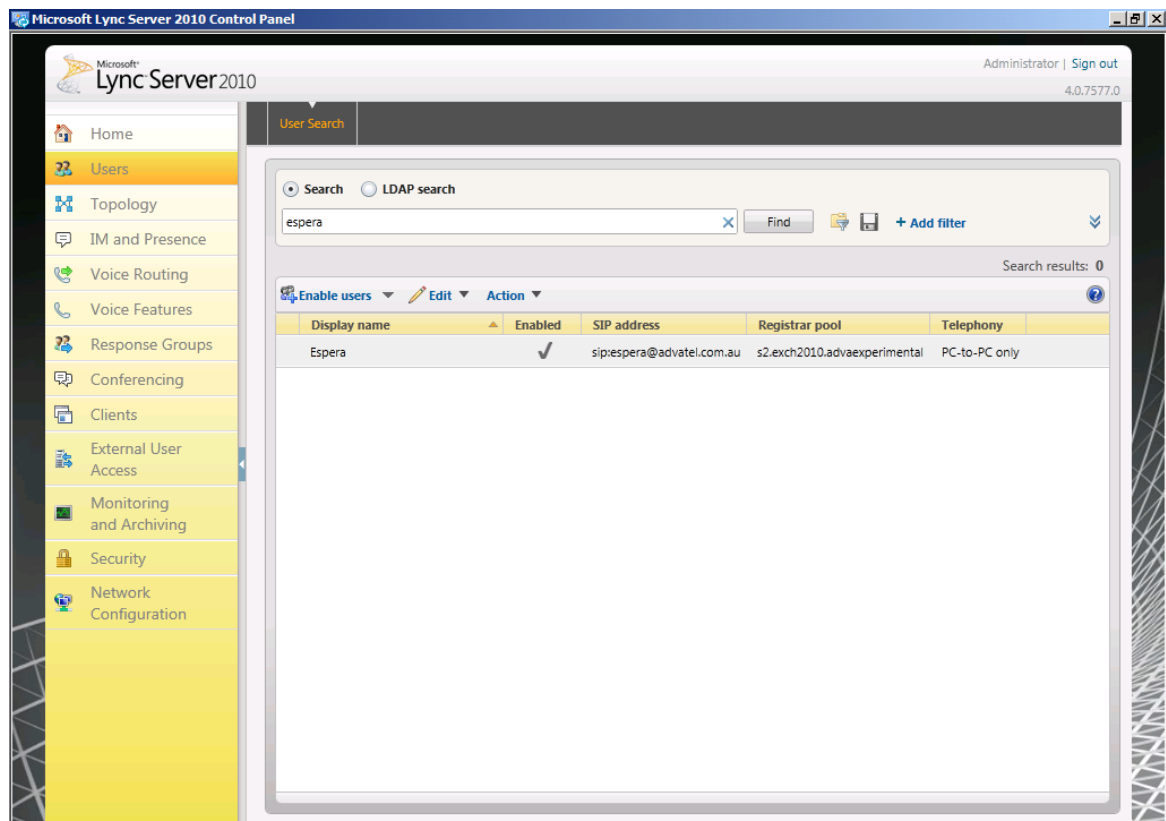
3.3.3.7 Enable Espera Lync User - Step 7

1. Select the Lync Front End server from the <Assign user to a pool> drop down list.
2. Select "Specify a SIP URI", and enter "sip:espera". Then select your primary domain from the drop down list.
3. Select "Enterprise Voice" (recommended) or "PC-to-PC Only" from the <Telephony> drop down list.



3.3.3.8 Enable Espera Lync User - Step 8

Confirm the Espera user is <Enabled> Enabled for Lync

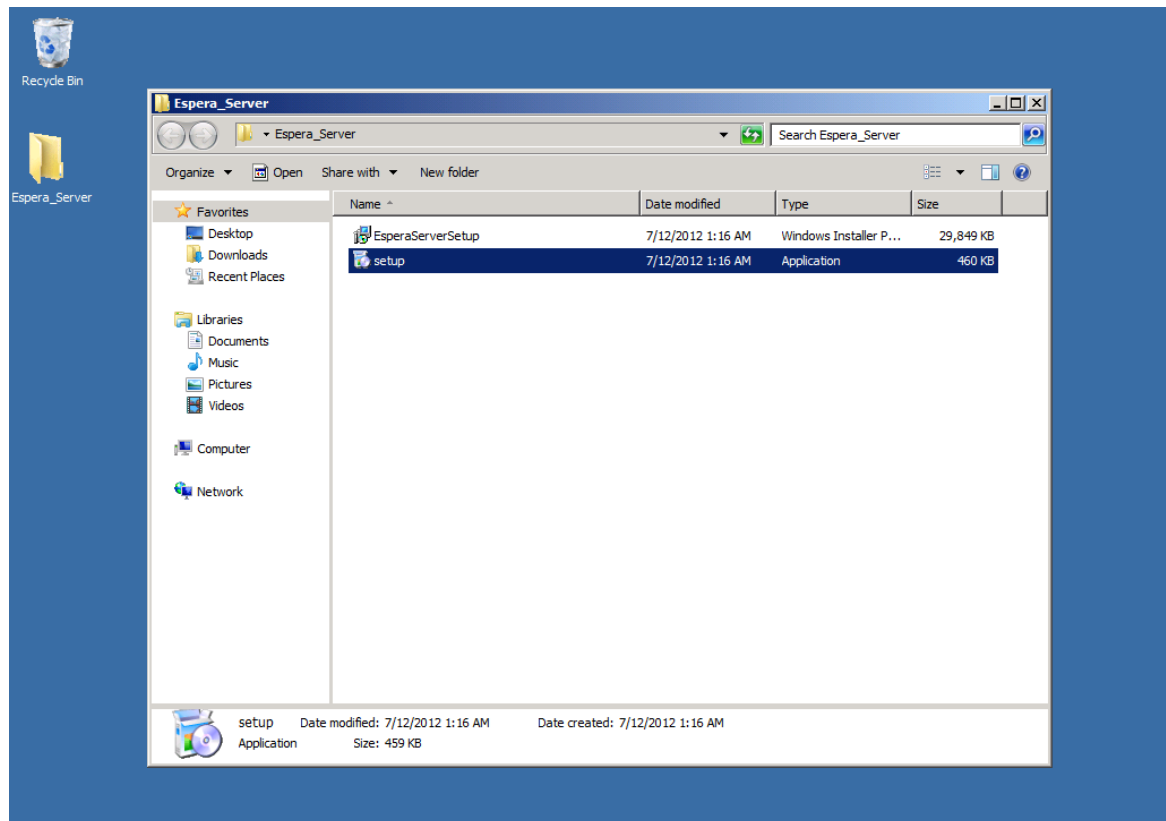


3.4 Espera Server Installation

The Espera Server is implemented as a Windows service and is run as the "Network Service" account by default. The Windows service name is "EsperaServer". Post installation, the service is started automatically, however the administrator should check that this service has started successfully.

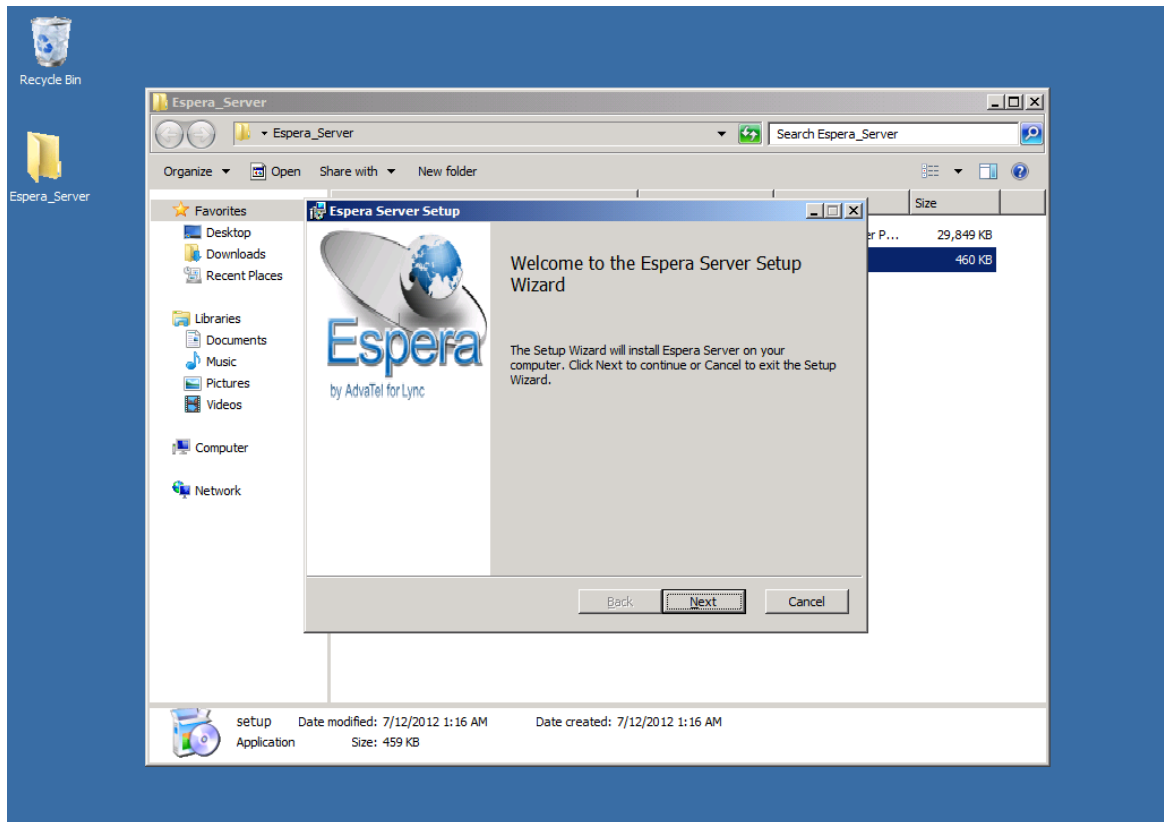
3.4.1 Espera Server Installation - Step 1

1. Open the folder containing the Espera Server Setup files
2. Run the Espera Server Setup executable. If displayed, accept any Windows security warning relating to the installation of the Espera Server setup.



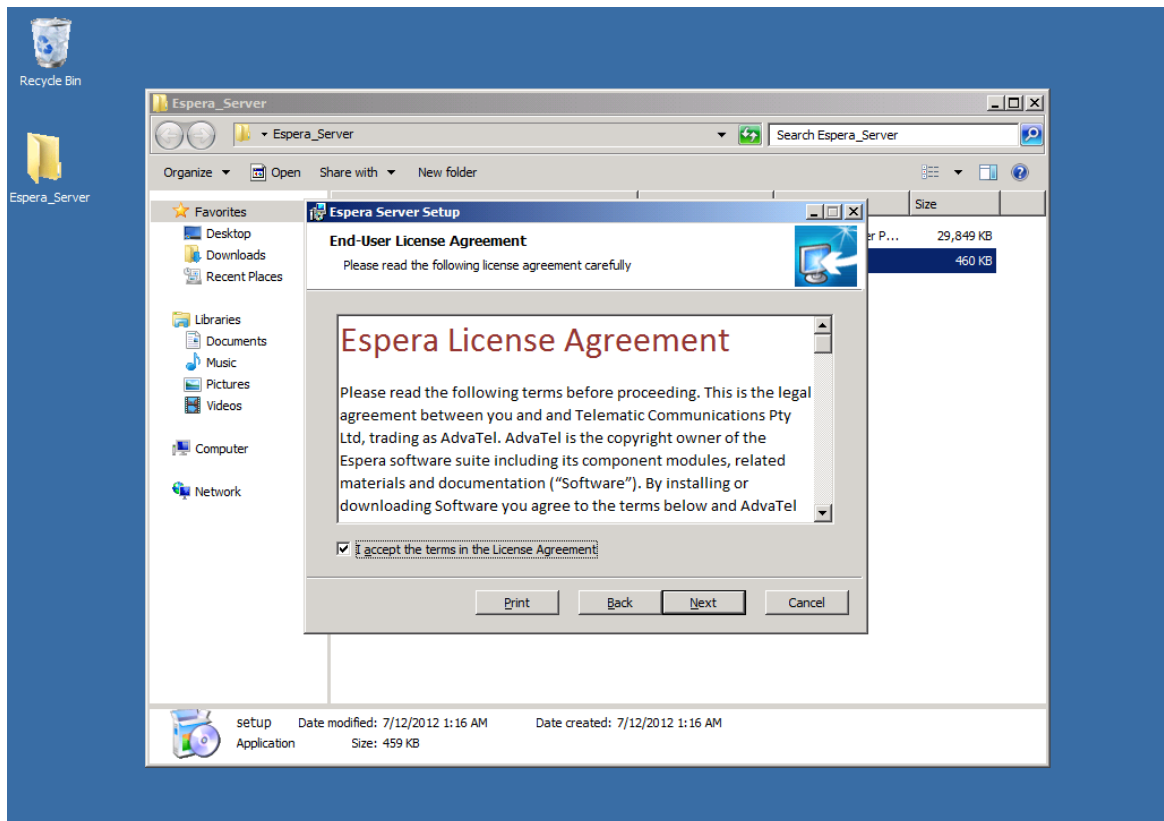
3.4.2 Espera Server Installation - Step 2

Select <Next>



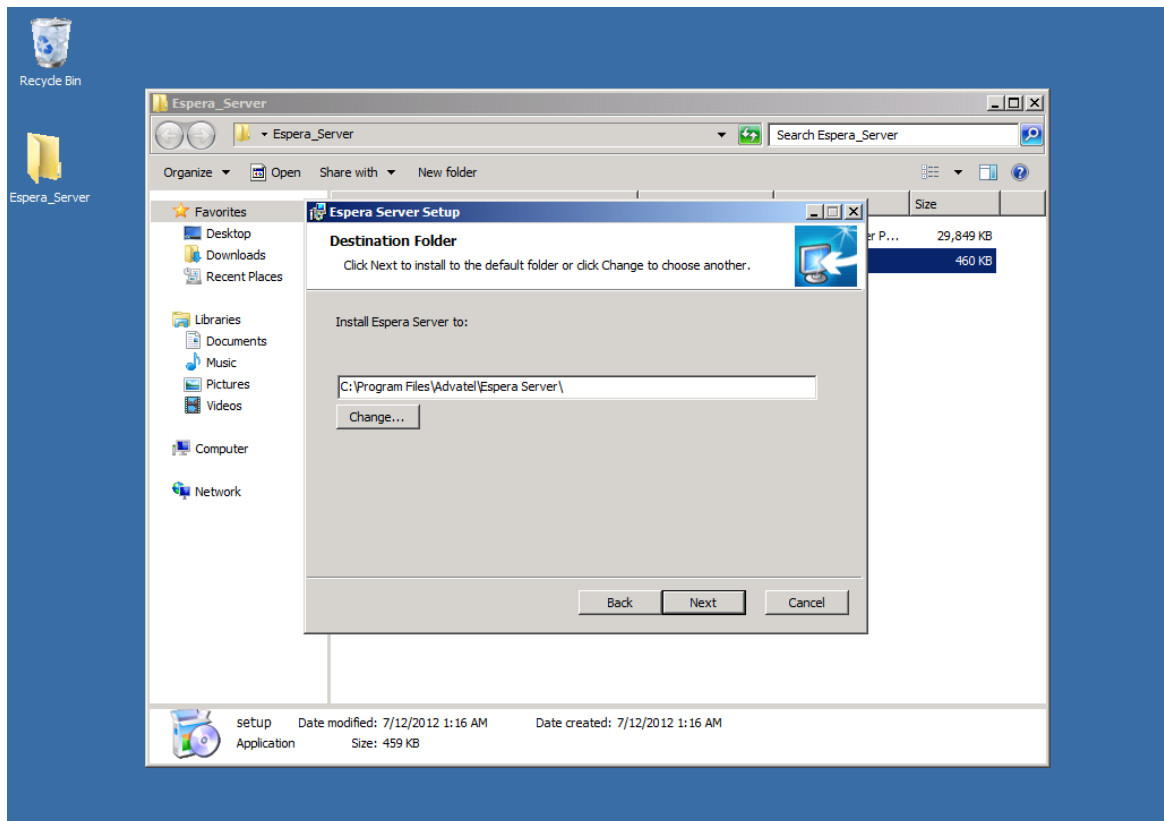
3.4.3 Espera Server Installation - Step 3

1. Read then "Accept" the Espera License Agreement
2. Select <Next>



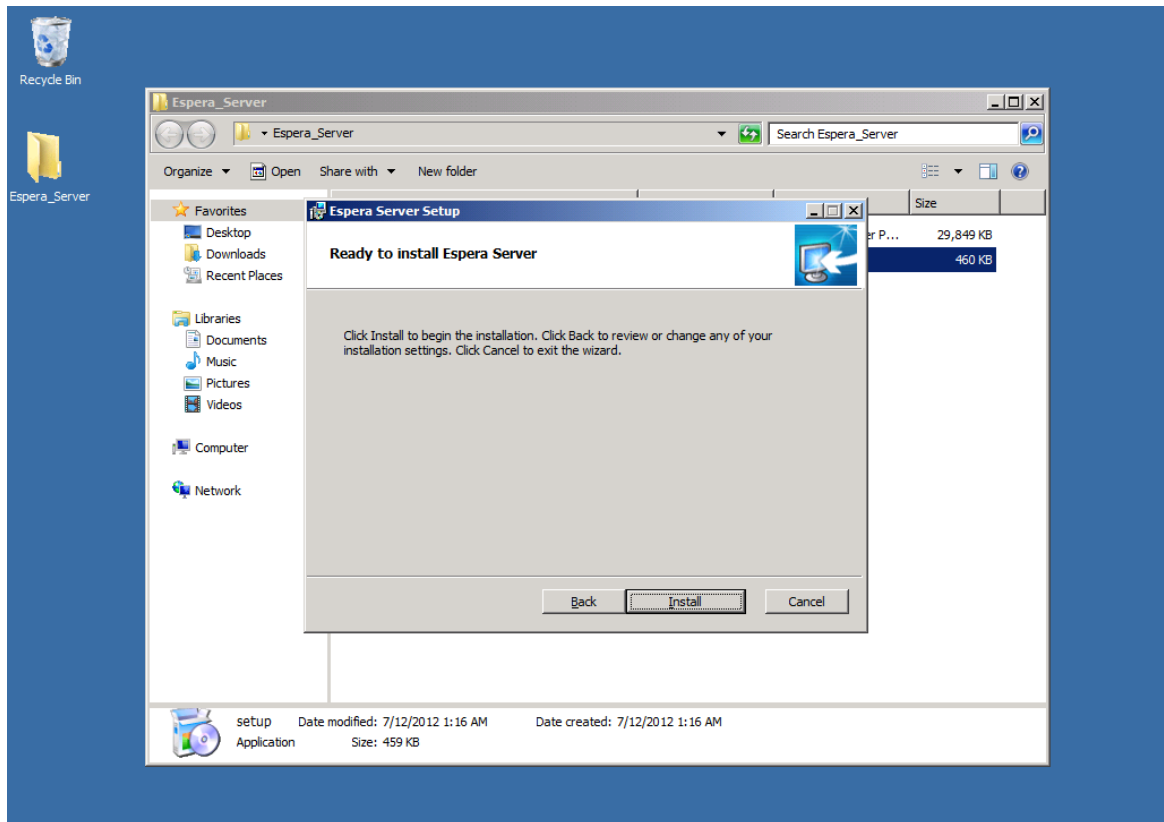
3.4.4 Espera Server Installation - Step 4

1. Confirm the destination folder to install the Espera Server into.
2. Select <Next>



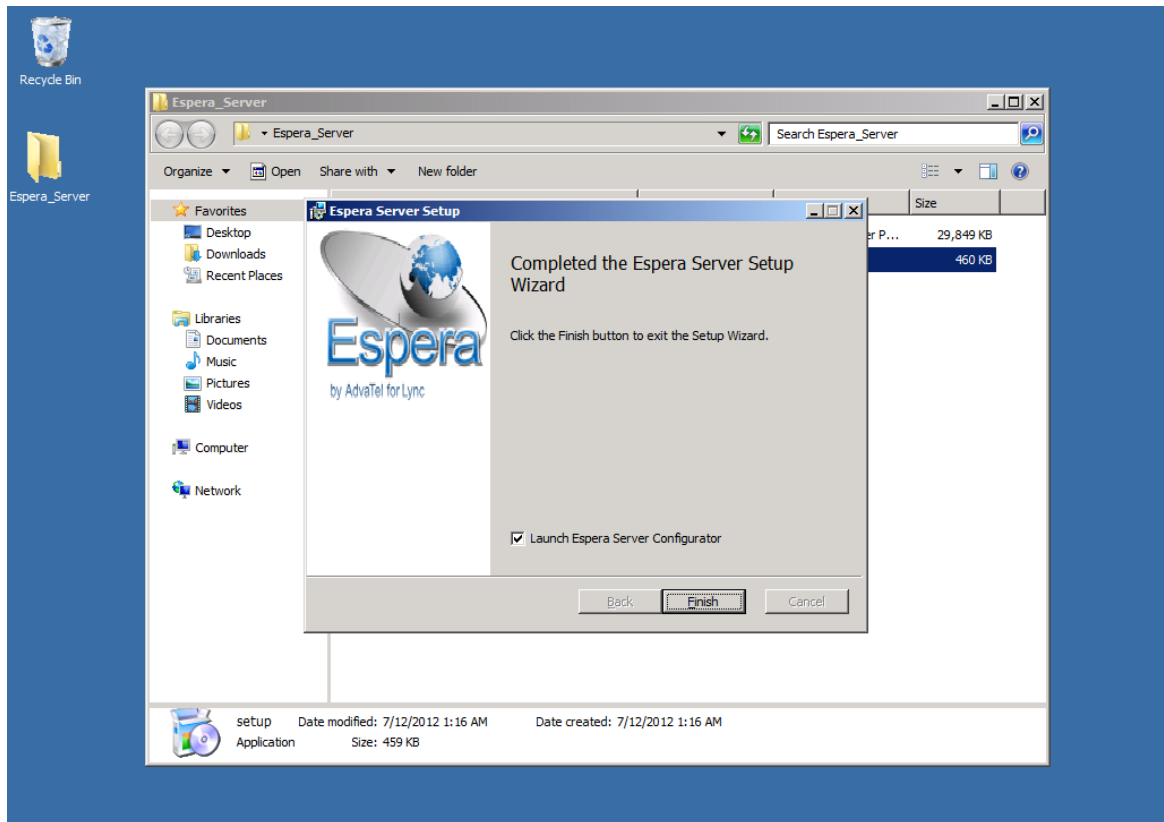
3.4.5 Espera Server Installation - Step 5

Select <Install> to confirm installation



3.4.6 Espera Server Installation - Step 6

When the installation has completed, select <Finish>



3.4.7 Espera Server Installation - Step 7

1. The "Espera Server Configuration Manager" will automatically start.
2. Select <Auto Configuration> to allow the Espera Server to attempt to retrieve configuration information from the Lync Front End Server.

The screenshot shows the 'AdvaTel Espera Server Configuration' window. It is divided into several sections: Settings, Server Status, Licensing, Maintenance, and Actions.

Settings

- Communication type: Lync and TCP
- Server mode: Lync
- Administrator URI: sip:admin@your-company.com
- Lync address (or DNS): your-server
- Lync port (5061 is default): 5061
- Espera endpoint URI: sip:espera@your-domain
- Lync Connection Strings: Configure...
- Historical DB storage: Configure...
- Admin Simple URL: admin.your-domain
- ☒ Enable wrap-up
- Wrap-up timeout: 60
- Configure Mail Sending
- Allowed Email Domains: (empty list)
- Default Printer: (empty dropdown)

Server Status

Service	Status	Details
Licence	NotInstalled	Details
Print Service	Failed	Details
TCP endpoint	OK	Details
Lync endpoint	Failed	Details
Lync RGS SQL connection	Failed	Details
Lync Sign-in/out Service	Failed	Details
History Service	OK	Details

Licensing

Field	Value
Log-ons:	N/A
Historical:	N/A
Expires (yyyy-MM-dd):	N/A

Install new Licence...

Maintenance

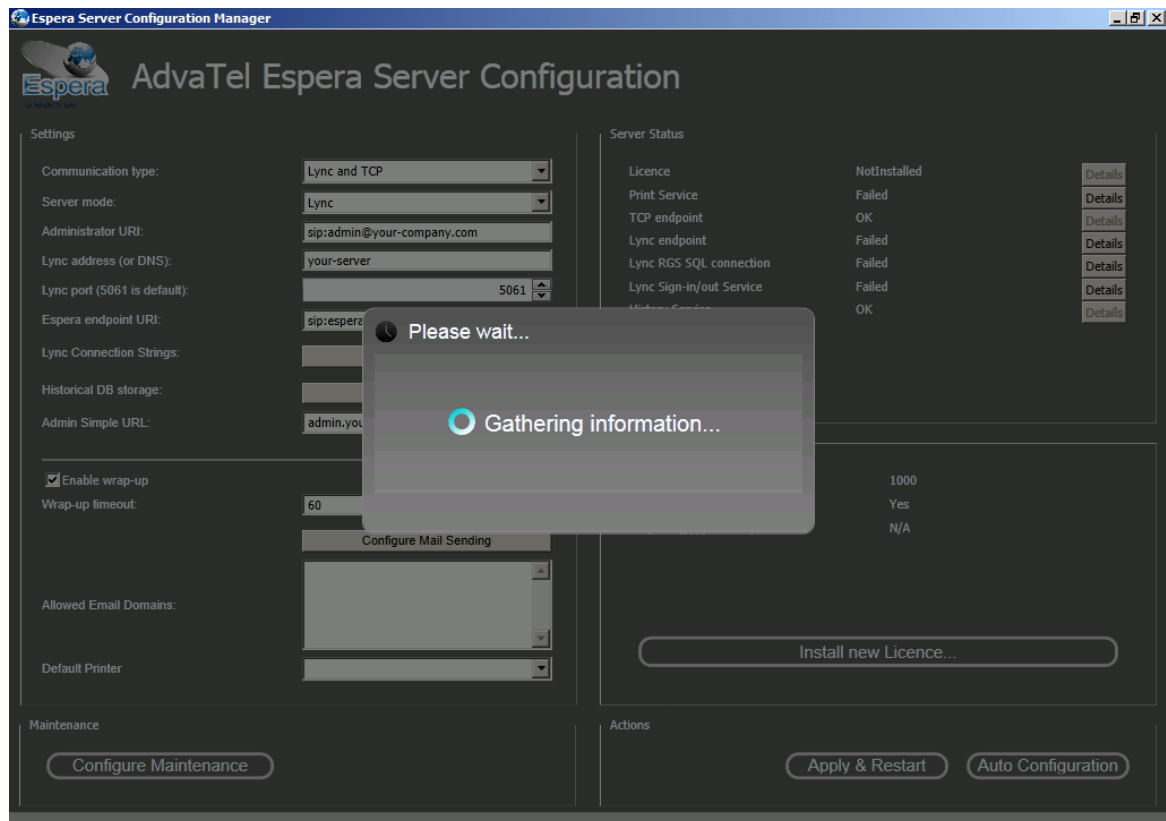
Configure Maintenance

Actions

Apply & Restart Auto Configuration

3.4.8 Espera Server Installation - Step 8

Please wait whilst the Lync Front End Server is being polled for information. This may take several minutes.



3.4.9 Espera Server Installation - Step 9

Review the details retrieved by the "Auto Configuration".

NOTE: The "Auto Configuration" is an assertive feature, and the administrator MUST check all fields obtained automatically.

Settings

Communication type: Lync and TCP

Server mode: Lync

Administrator URI: sip:administrator@advatel.com.au

Lync address (or DNS): s2.exch2010.advaexperimental

Lync port (5061 is default): 5061

Espera endpoint URI: sip:espera@advatel.com.au

Lync Connection Strings: Configure...

Historical DB storage: Configure...

Admin Simple URL: admin.exch2010.advaexperimental

☒ Enable wrap-up

Wrap-up timeout: 60

Configure Mail Sending

Allowed Email Domains:

Default Printer:

Server Status

Licence	NotInstalled	Details
Print Service	Failed	Details
TCP endpoint	OK	Details
Lync endpoint	Failed	Details
Lync RGS SQL connection	Failed	Details
Lync Sign-in/out Service	Failed	Details
History Service	OK	Details
Auto Config	Done	Details

Licensing

Log-ons: 1000

Historical: Yes

Expires (yyyy-MM-dd): N/A

Install new Licence...

Maintenance

Configure Maintenance

Actions

Apply & Restart Auto Configuration

3.4.10 Espera Server Installation - Step 10

1. Update / Add any missing information.
2. Select the <Install new License...> button in the "Licensing section, Browse to the "Espera.lic" license file provided by AdvaTel, then <OK>.
3. When all details appear correct, select <Apply & Restart>

The Espera Server will save the configuration information and restart the "EsperaServer" service. This may take several minutes.

NOTE: The "Administrator URI" must be populated with a valid Lync user. This Lync user is the Espera administrator required to perform initial [Espera Client configuration](#)^[166].

Lync SQL Server Connections

SQL Connection String (RTC)

Data source:

☒ Integrated security

User name:

Password:

Call Detail Recording Connection String

Data source:

☒ Integrated security

User name:

Password:

FQDN of RTC and CDR databases and SQL login information

Historical database Configuration

Select database type: Embedded DB

MS SQL Server Connection String

Data source: yourserver\RTC

☒ Integrated security

User name:

Password:

Save Cancel

Historical Database settings: Embedded DB or External SQL. If External SQL, set FQDN and Login information of SQL server

SMTP Server Configuration

Host:	<input type="text" value="smtp.advatel.com"/>	Port:	<input type="text" value="25"/>
<input type="checkbox"/> Windows account credentials		<input type="checkbox"/> SSL	
Username:	<input type="text" value="espera.reporter@advatel.com"/>	From Address:	<input type="text" value="espera.reporter@advatel.com"/>
Password:	<input type="password" value="*****"/>	Email Subject:	<input type="text" value="Report ready"/>
Email Body:			
<div>Please find your report in the email attachment.</div>			

SMTP settings for emailed reports

Maintenance Service Configuration

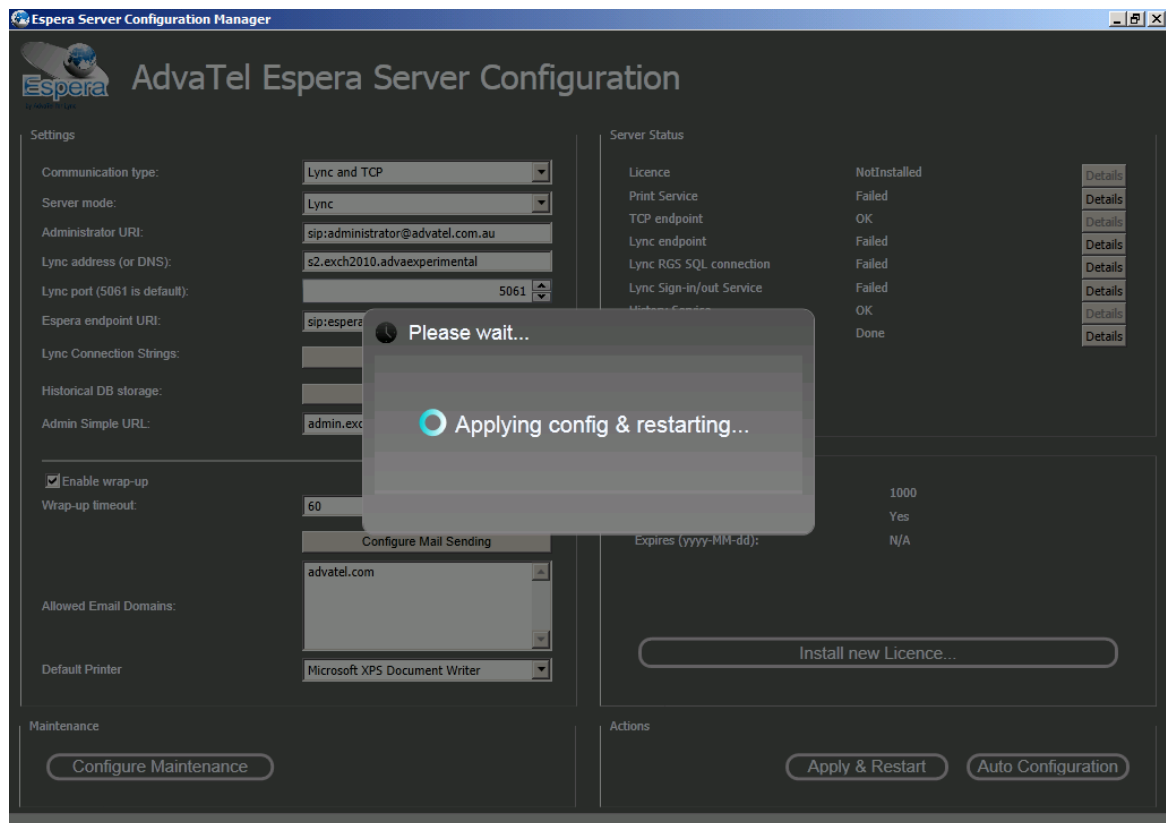
Keep database entries for: year(s) month(s)

Save Directory: C:\Users\administrator.EXCH2010\AppData\Local\AdvaTel\Espira Server\Data\

☒ One Time
☐ Daily
☐ Weekly
☐ Monthly

Start date:

Maintenance configuration for archiving of the embeded historical DB



3.4.11 Espera Server Installation - Step 11

When all "Server Status" messages display "OK" proceed with [Espera Client Installation](#)^[14].

If a "Server Status" message displays as "Failed", select <Details> for further information as to the cause of the failure, and recommended solutions to rectify the failure.

NOTE: Any Server failures (status lines marked as "Failed") have been accurately documented. The <Details> button provides access to the documentation detailing the course of actions the administrator should take in order to rectify the problem.

The screenshot shows the 'AdvaTel Espera Server Configuration' window. It is divided into several sections:

- Settings:** Contains fields for Communication type (Lync and TCP), Server mode (Lync), Administrator URI (sip:administrator@advatel.com.au), Lync address (s2.exch2010.advaexperimental), Lync port (5061), Espera endpoint URI (sip:espera@advatel.com.au), Lync Connection Strings (Configure...), Historical DB storage (Configure...), Admin Simple URL (admin.exch2010.advaexperimental), a checkbox for 'Enable wrap-up', Wrap-up timeout (60), a 'Configure Mail Sending' button, a list of 'Allowed Email Domains' (advatel.com), and a 'Default Printer' (Microsoft XPS Document Writer).
- Server Status:** A table showing the status of various services:

Service	Status	Action
Licence	Installed	Details
Print Service	OK	Details
TCP endpoint	OK	Details
Lync RGS SQL connection	OK	Details
Lync CDR SQL connection	OK	Details
History Service	OK	Details
Lync endpoint	OK	Details
- Licensing:** Shows Log-ons (1000), Historical (Yes), and Expires (N/A). It includes an 'Install new Licence...' button.
- Maintenance:** Includes a 'Configure Maintenance' button.
- Actions:** Includes 'Apply & Restart' and 'Auto Configuration' buttons.

3.5 Additional Espera Server Configuration

The Espera Server has no additional configuration. All administrative and user configuration is performed with the Espera Client.

3.6 Espera Client Installation

The Espera Client can be installed manually per PC using the Setup.exe executable from the "Espera Client" folder.

Alternatively, the Espera Client may be deployed via group policy using the EsperaClientSetup.msi.

The following steps will detail installation of the Espera Client via the manual installation method.

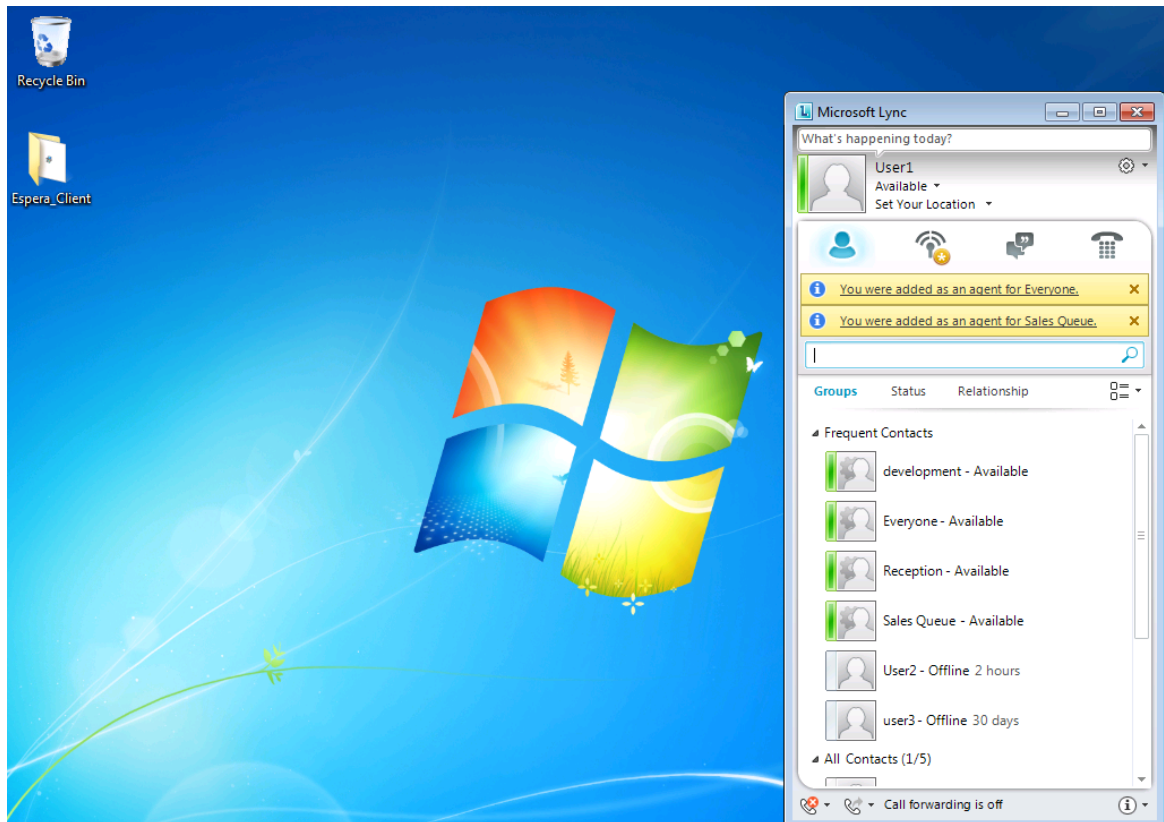
Deployment via group policy should be performed as per the companies corporate policy.

NOTE: The following installation must be performed by a user with "Administrative" privileges.

Alternatively, the installation must be "Run as administrator".

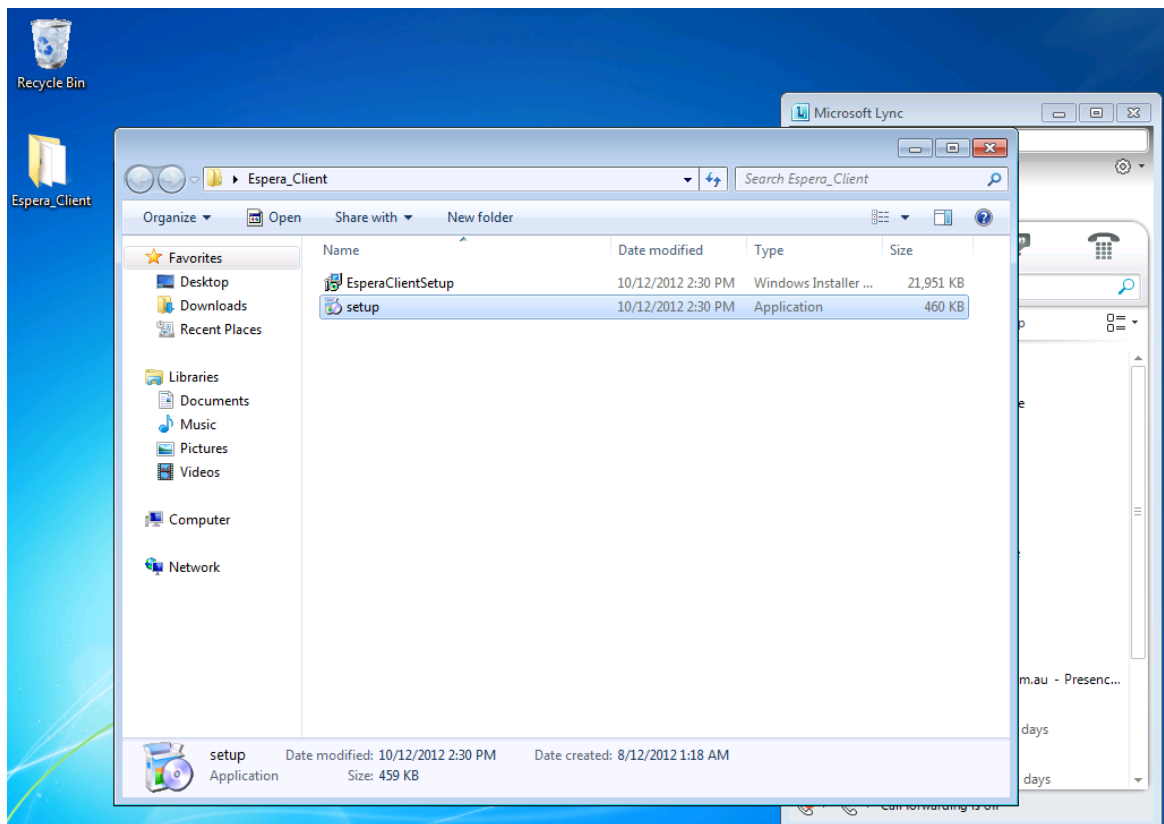
3.6.1 Espera Client Installation - Step 1

Microsoft Lync 2010 client must be pre-installed



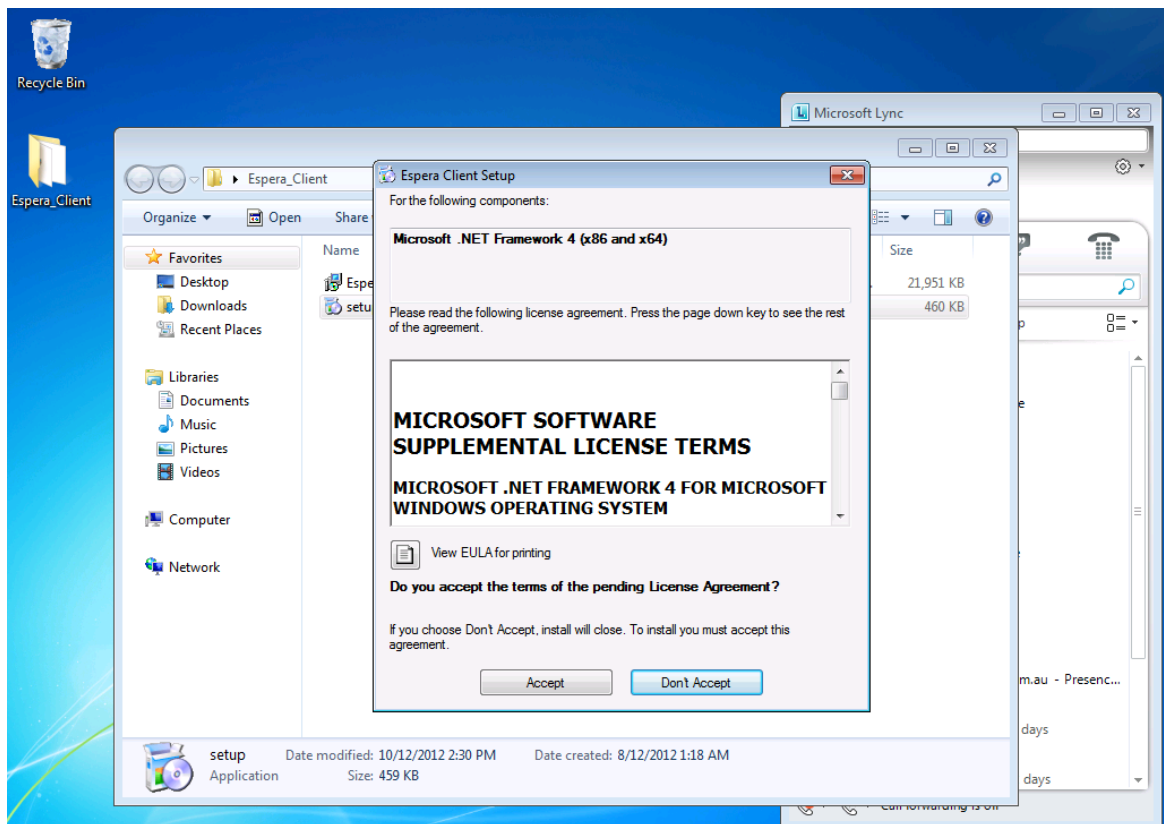
3.6.2 Espera Client Installation - Step 2

Run the "Setup.exe" executable.



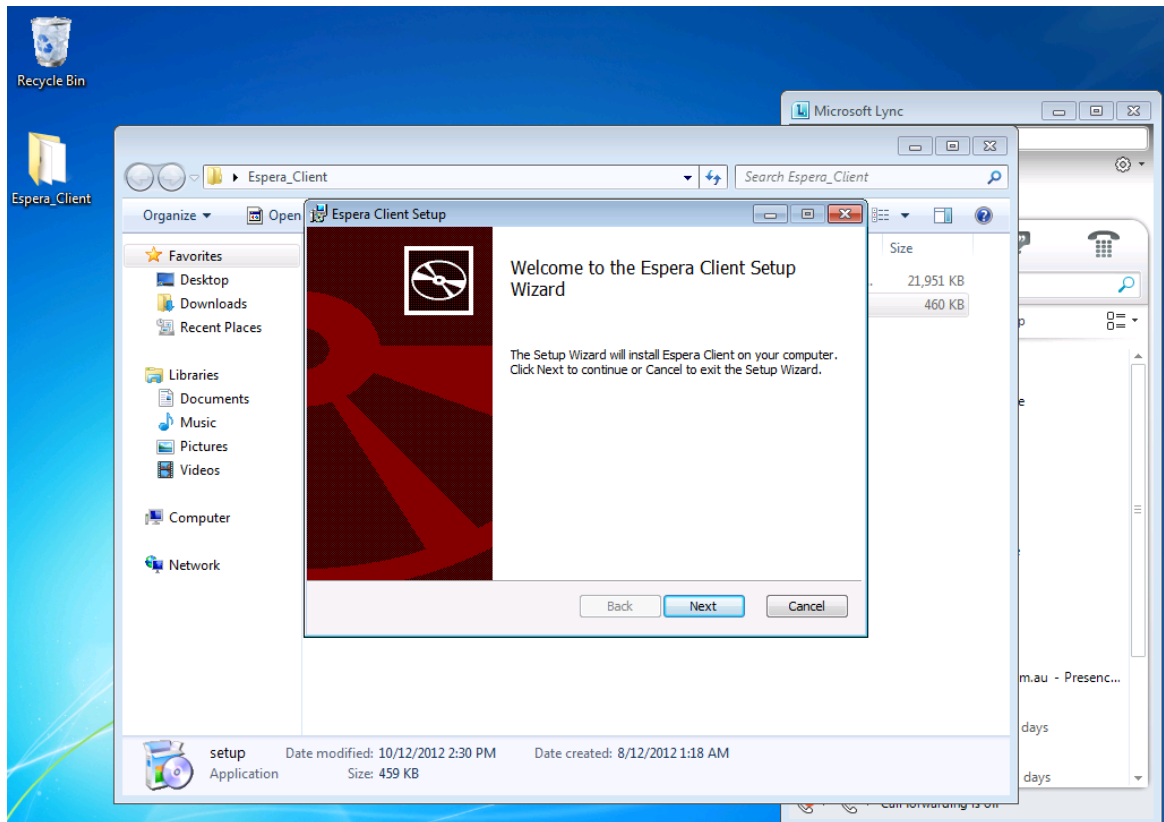
3.6.3 Espera Client Installation - Step 3

<Accept> and <Install> all prerequisites required by the Espera Client.



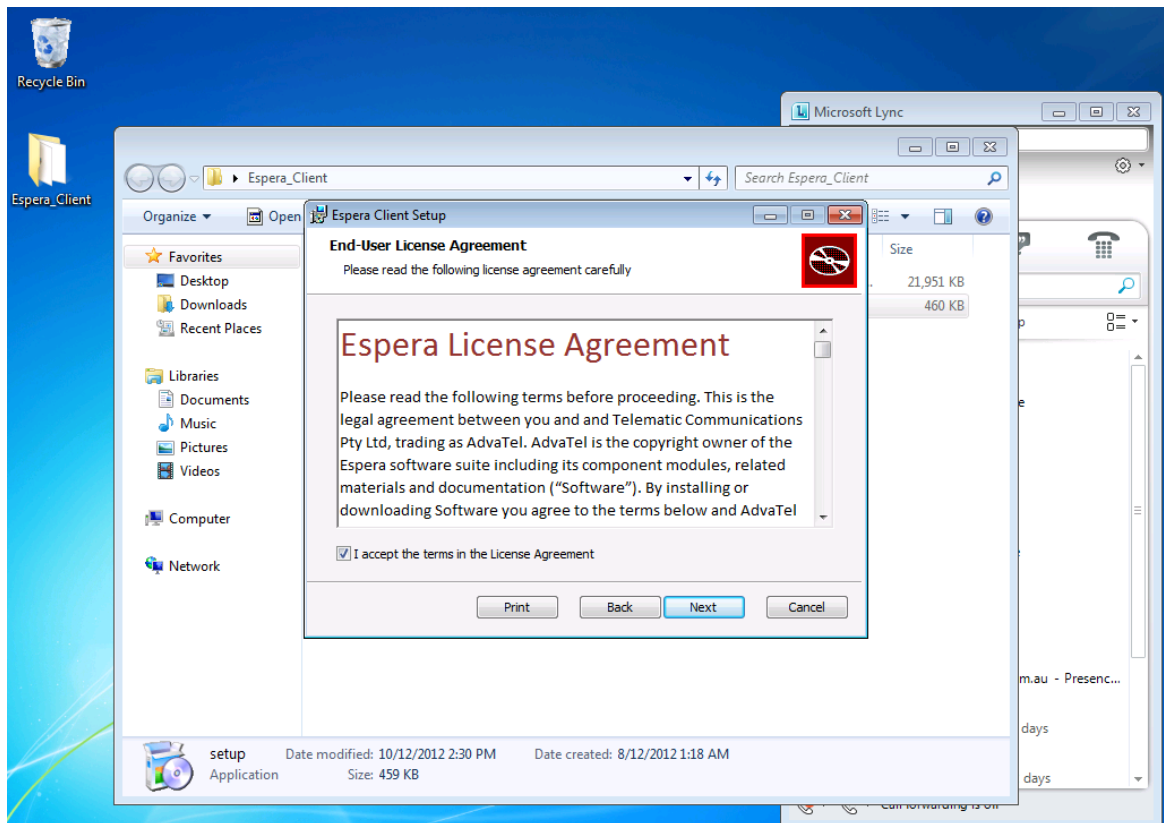
3.6.4 Espera Client Installation - Step 4

Select <Next>



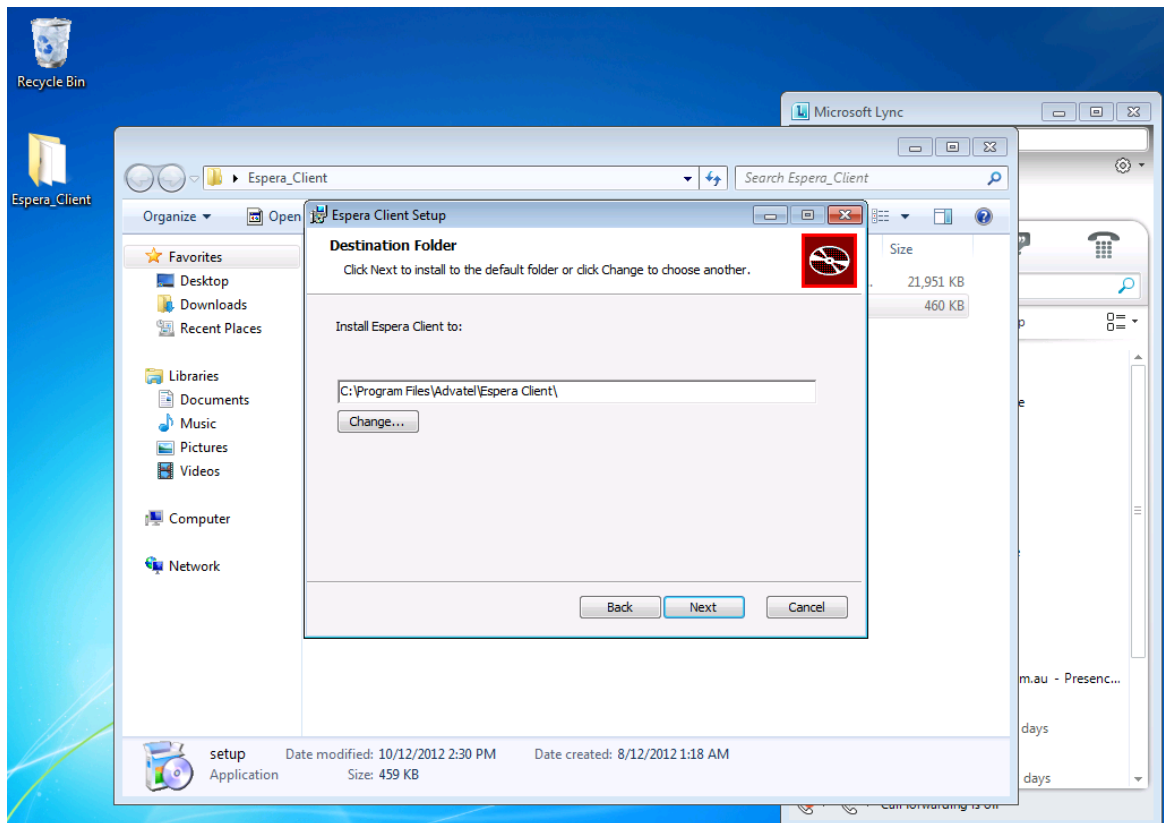
3.6.5 Espera Client Installation - Step 5

1. Read the 'Espera License Agreement'
2. Check the <I accept> checkbox
3. Select <Next>



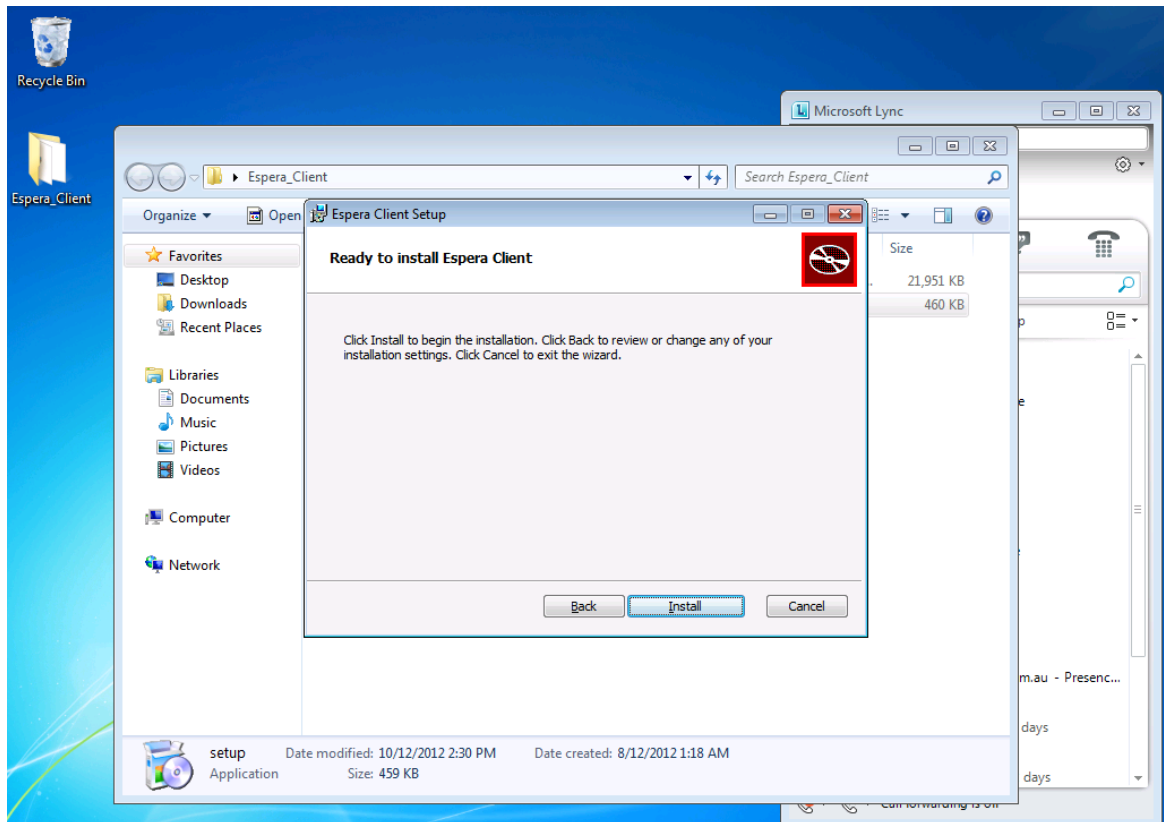
3.6.6 Espera Client Installation - Step 6

1. Confirm the destination folder to install the Espera Client into.
2. Select <Next>



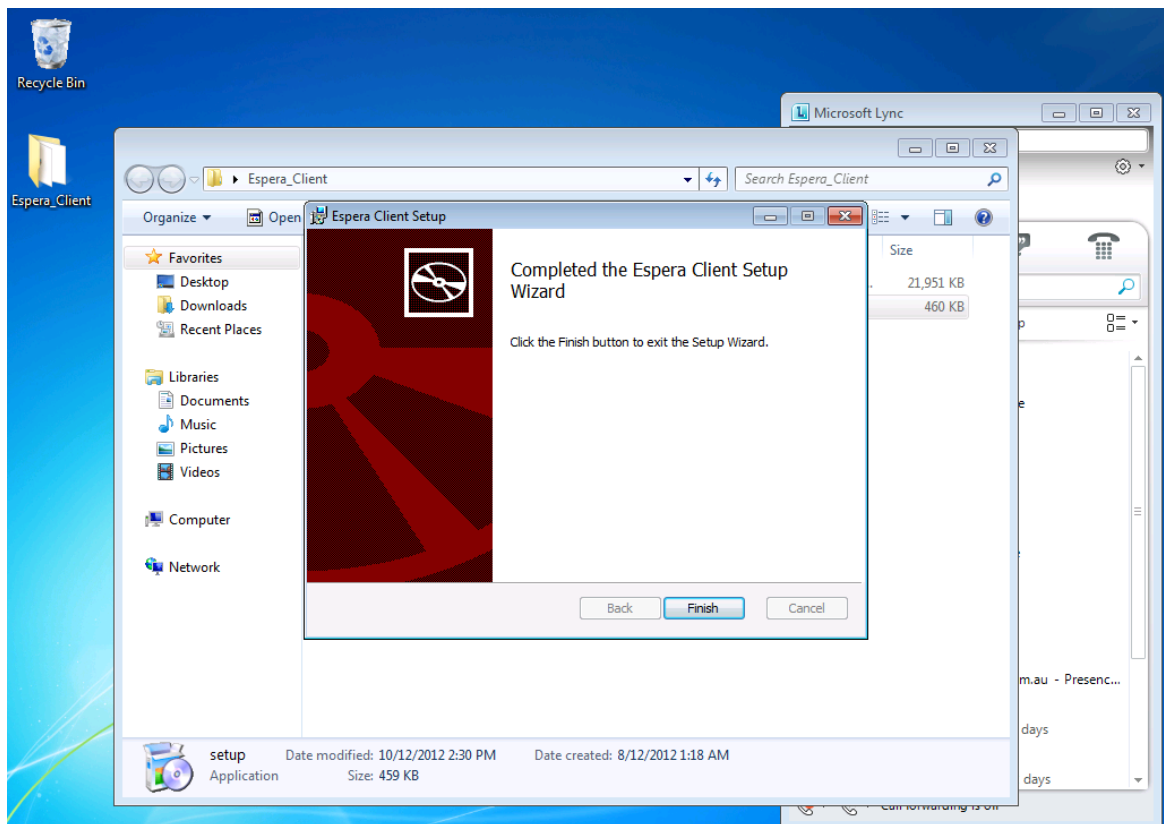
3.6.7 Espera Client Installation - Step 7

Select <Install> to proceed with the installation



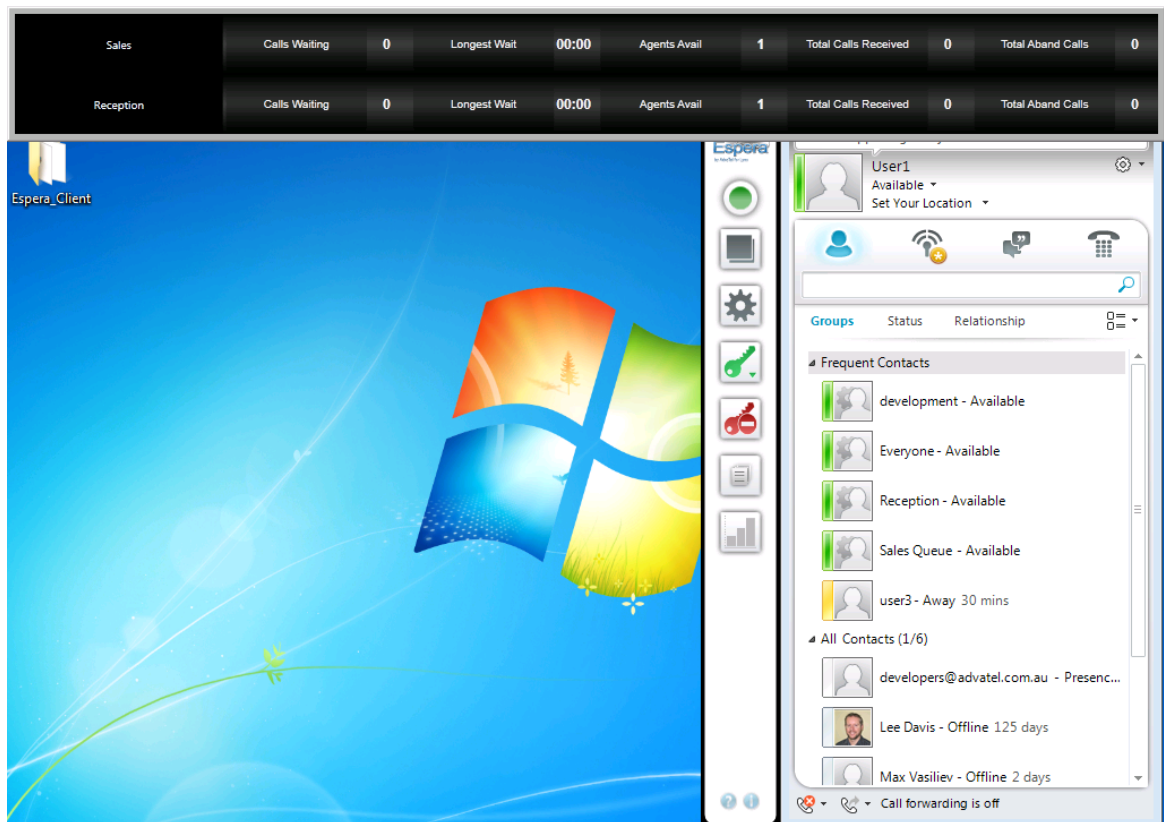
3.6.8 Espera Client Installation - Step 8

Select <Finish> to complete the installation



3.6.9 Espera Client Installation - Step 9

The Espera Client will now automatically start and display when Microsoft Lync is operating.



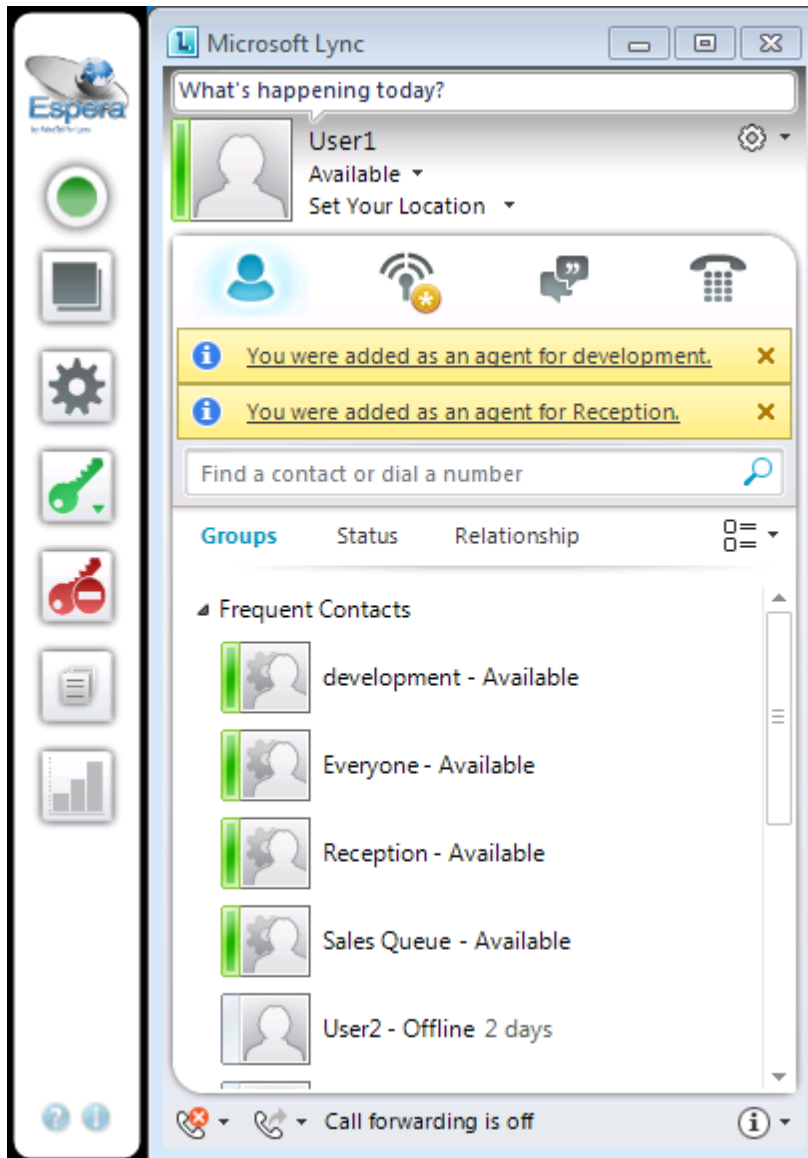
Part

IV

4 Espera Client Sidebar

The Espera Client and Espera Client Sidebar is automatically started when the Microsoft Lync client is launched.

The following chapters detail the Espera sidebar features.



4.1 Espera Client Sidebar - "Connection Status" Button

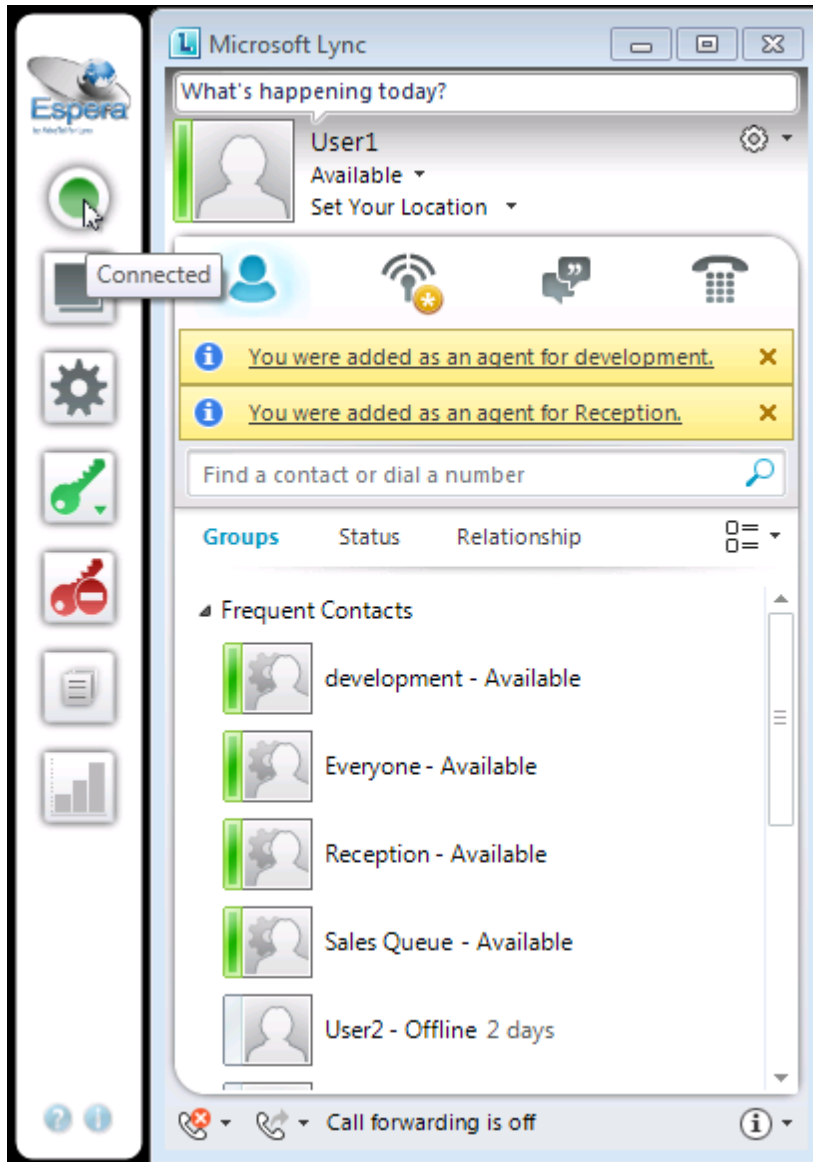
The "Connection Status" icon displays the current connection state of the Espera Client to the Espera Server.

Green = Connected

Amber = Connecting / Attempting to connect

Red = Connection Failed

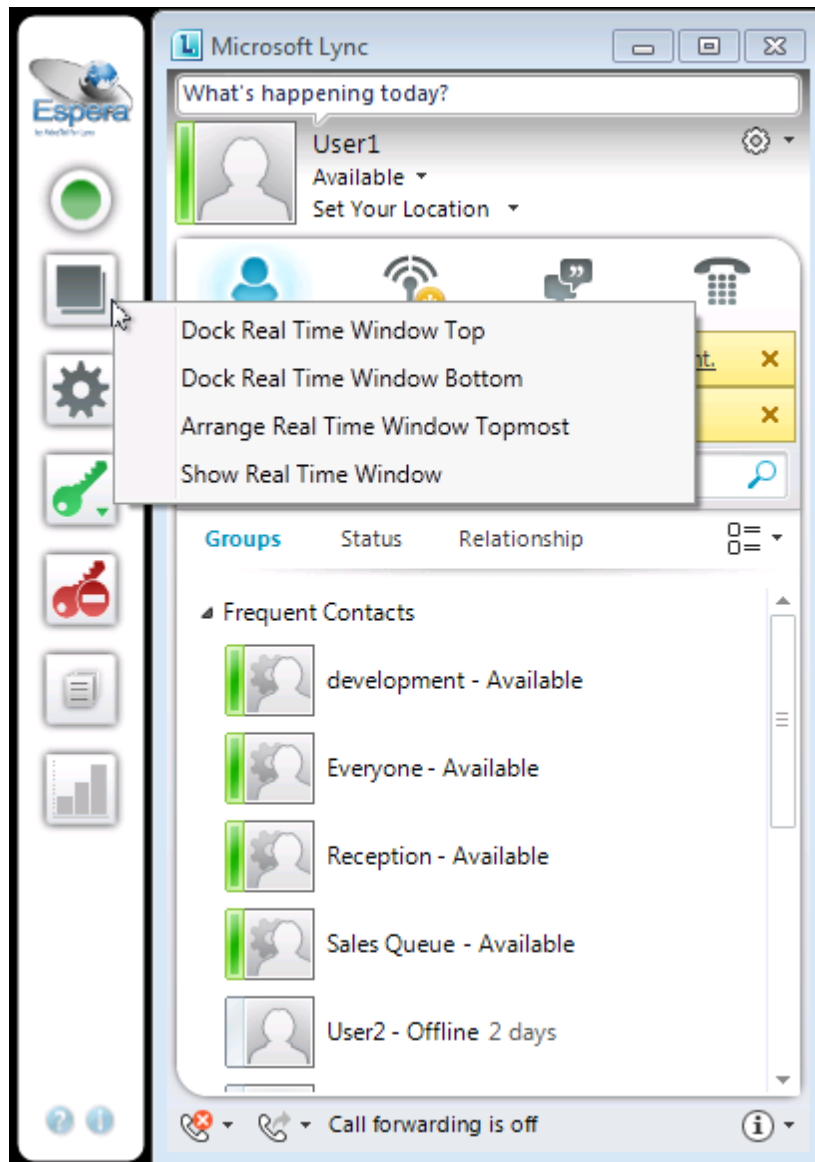
NOTE: If the connection status is "Red", ensure the Lync client is signed in, and the Espera Server is online/accessible from the Espera Client. Contact your network administrator for further information.



4.2 Espera Client Sidebar - "Espera Wallboard" Button

The "Real Time Window" options are:

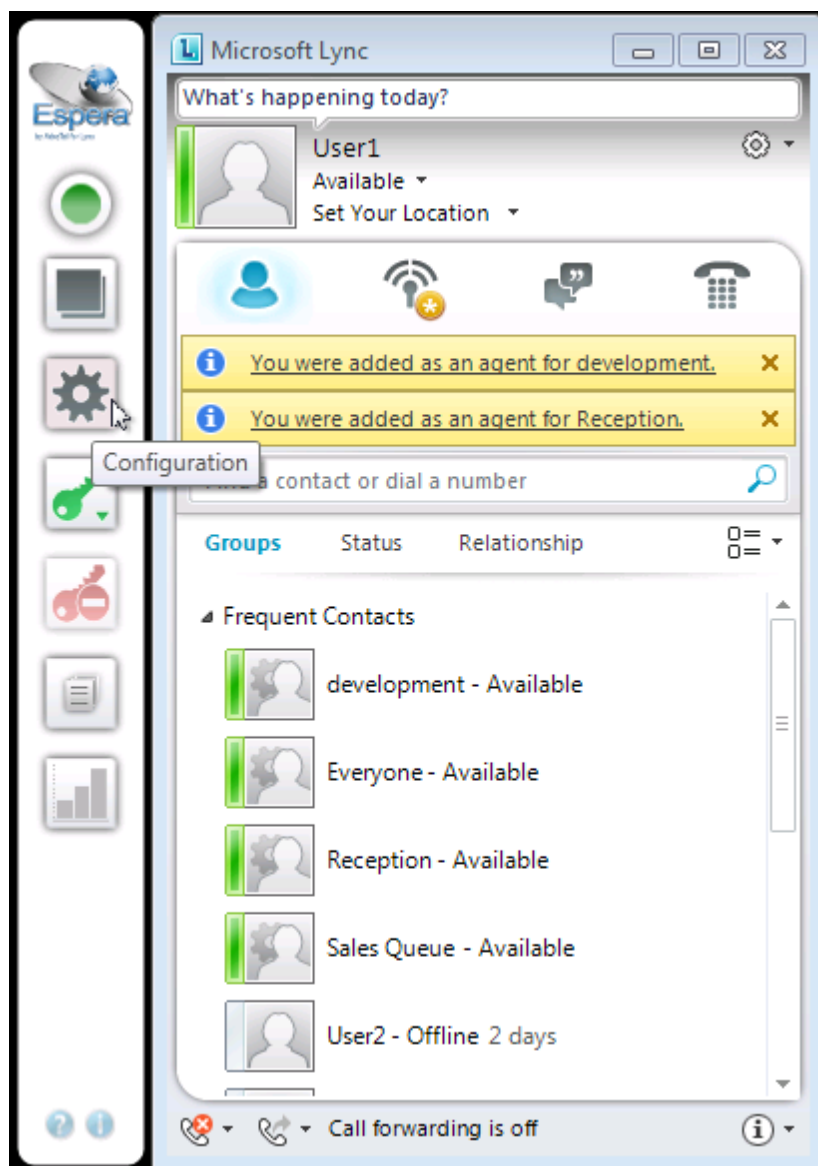
- Dock Real Time Window Top - Docks the Real Time Window to the top of the screen
- Dock Real Time Window Bottom - Docks the Real Time Window to the bottom of the screen
- Arrange Real Time Window Topmost - The Real Time Window cannot be covered by any another window
- Show / Hide the Real Time Window

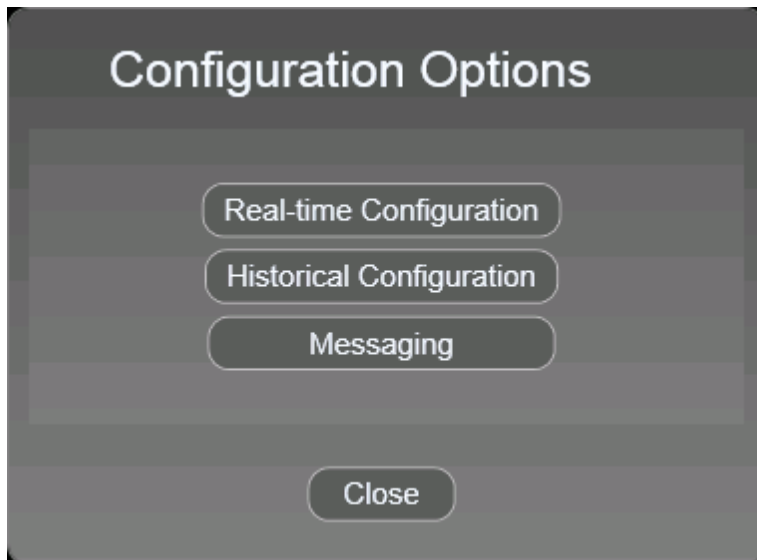


4.3 Espera Client Sidebar - "Configuration" Button

The "Configuration" button displays the Configuration Options menu, allowing the user to select the area of configuration ([Real Time](#)^[166], [Historical](#)^[197] or [Messaging](#)^[231]) they wish to change.

NOTE: The "Configuration" button is not available to "Agent" or "Wallboard" [User Roles](#)^[166].

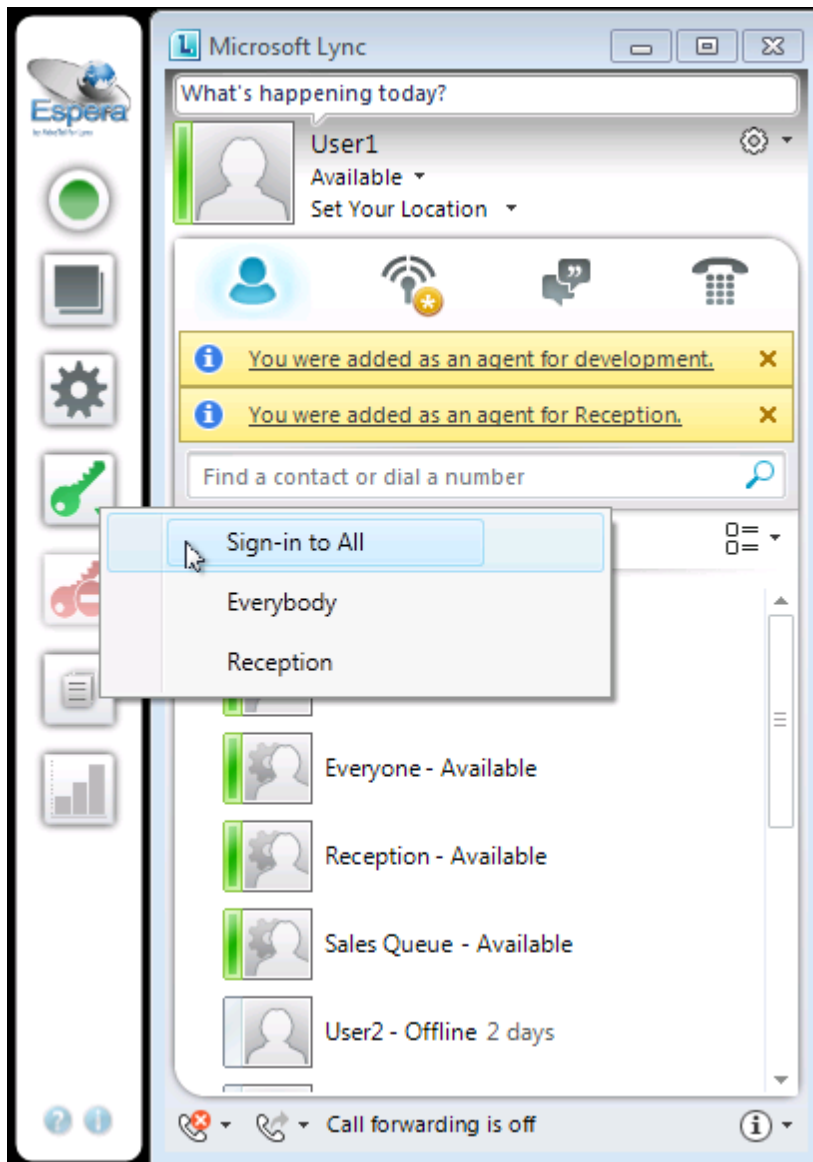




4.4 Espera Client Sidebar - "Sign In" Button

The "Sign In" button allows the currently logged in user to sign-in to any or all "Response Groups" listed in the popup window.

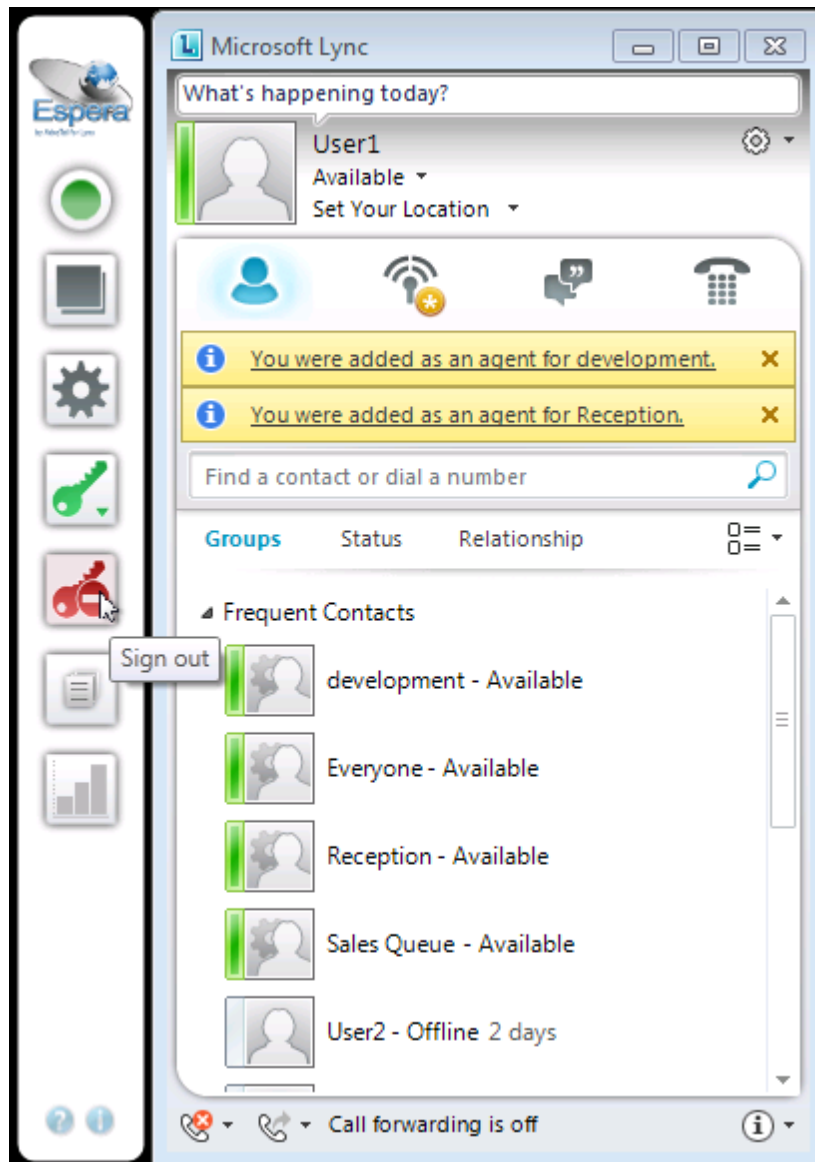
The "Sign In" button also allows the Espera Client user to "Sign Out" of specific "Response Group" whilst remaining logged into all other "Response Groups". The sign-in status is depicted as a <check> next to the "Response Group" name on the popup window.



4.5 Espera Client Sidebar - "Sign Out" Button

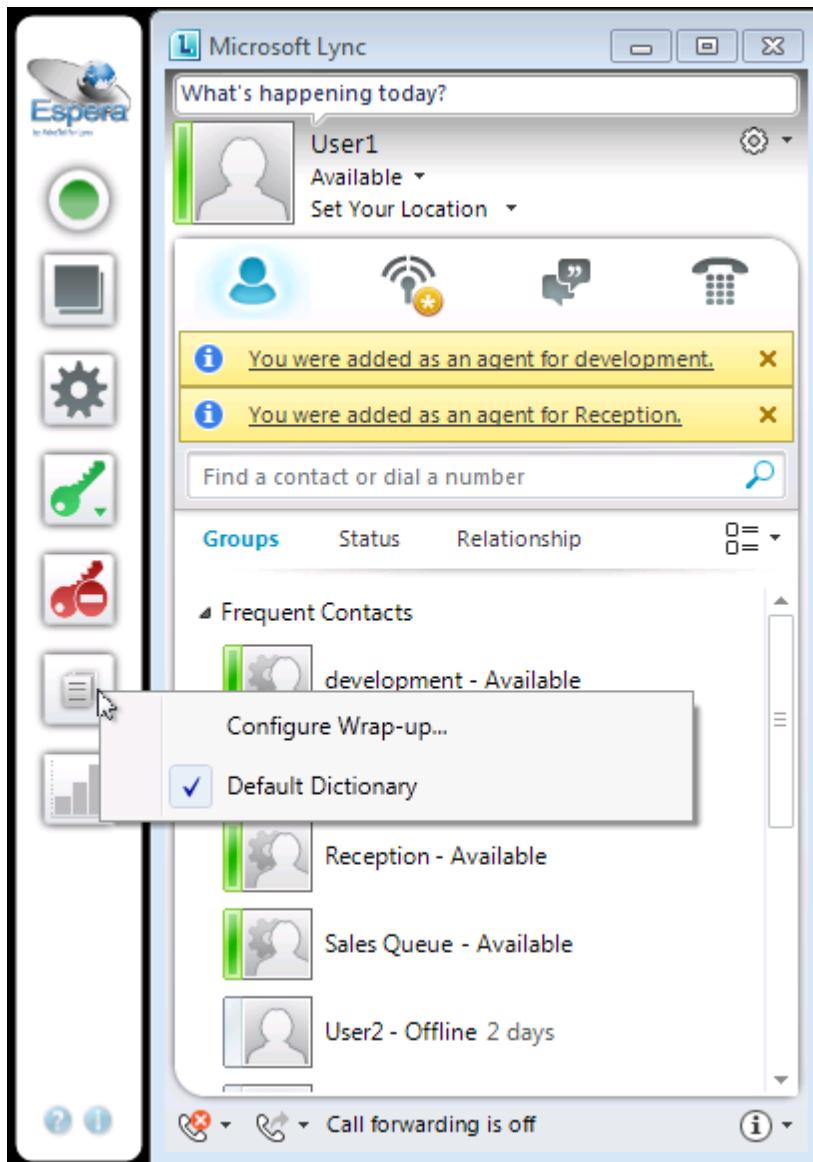
The "Sign Out" button allows the currently logged in user to sign-out of all "Response Groups" with a single mouse click.

NOTE: The sign-out button will not affect the "informal" agents.



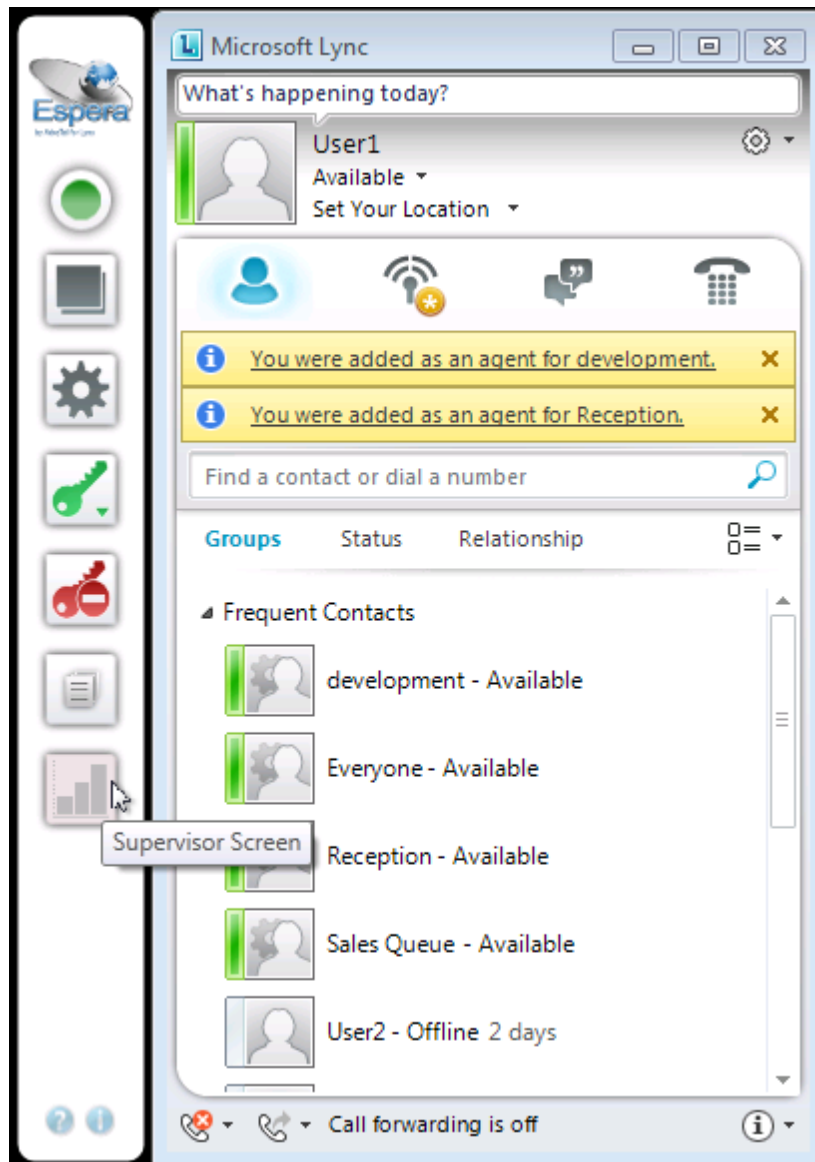
4.6 Espera Client Sidebar - "Wrap-up" Button

The "Wrap-up" button allows the nomination of the default dictionary to be displayed by the wrap-up dialog box after a call is completed. [Administrators](#)^[166] or [Supervisors](#)^[232] also have configuration access to the wrap-up dictionaries.



4.7 Espera Client Sidebar - "Supervisor Screen" Button

Available to [Administrators](#)^[166] and [Supervisors](#)^[232] only. The "Supervisor Screen" button allows on-screen or printed ad-hoc historical reporting from the configured historical reports for the selected time period (Last 10 minutes, Last 60 minutes or Today).



Espera Historical

Supervisor Screen

AdvaTel All Queues

Queue Name	Total Calls Received	Total Queue Calls Answered	Total Calls Aband	% Calls Aband	Avg Talk Time	Avg Queue Time	Avg Wait Time	Longest Wait	Total Calls Overflow	Total Calls Interflow
Support Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
dmitryqueue3	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Everyone	3	1	2	66.67%	00:00:09	00:00:01	00:00:26	00:01:08	0	0
Sales Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Reception Queue	7	2	5	71.43%	00:00:10	00:00:02	00:00:18	00:01:14	0	0
dmitryqueue2	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Development Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
dmitryqueue1	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
ABC Recep Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Max Queue	7	6	1	14.29%	00:00:04	00:00:02	00:00:08	00:00:15	0	0
Total	17	9	8	47.06%	00:00:06	00:00:02	00:00:15	00:01:14	0	0

Espera
by AdvaTel Ltd

Page 1 of 1

Print Export Close

Queues (Screen)

- Last 10 minutes
- Last 60 minutes
- Today

Queues

- Select All
- ☒ Support Queue
- ☒ dmitryqueue3
- ☒ Everyone
- ☒ Sales Queue
- ☒ Reception Queue
- ☒ dmitryqueue2
- ☒ Development Queue
- ☒ dmitryqueue1
- ☒ ABC Recep Queue

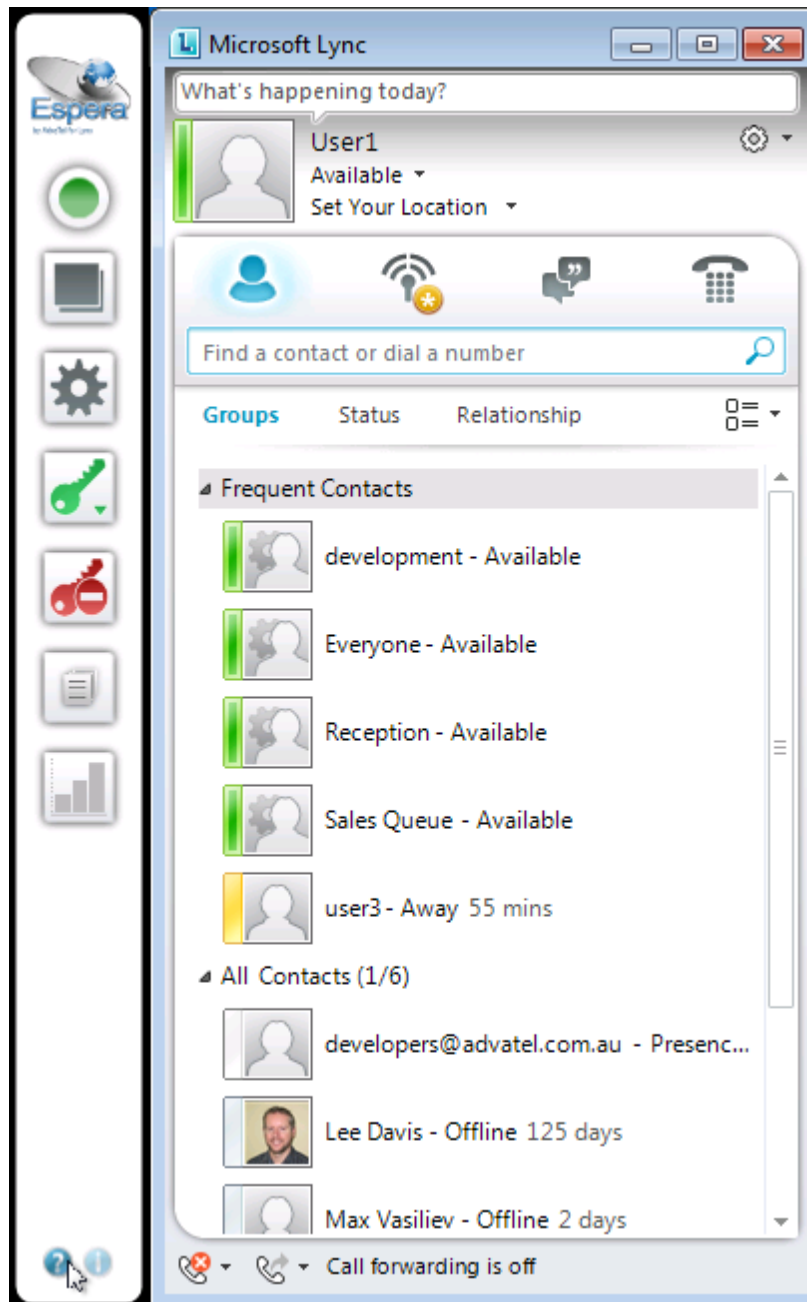
Agents

- Select All
- ☒ sip:brendan@advatel.com.au
- ☒ sip:user1@advatel.com.au
- ☒ sip:max@advatel.com.au
- ☒ sip:user3@advatel.com.au
- ☒ sip:dmitry@advatel.com.au
- ☒ sip:user2@advatel.com.au
- ☒ sip:lee@advatel.com.au
- ☒ sip:glenn@advatel.com.au
- ☒ sip:wallboard@advatel.com.au

Refresh

4.8 Espera Client Sidebar - "Help" Button

Launches the online Espera User Manual

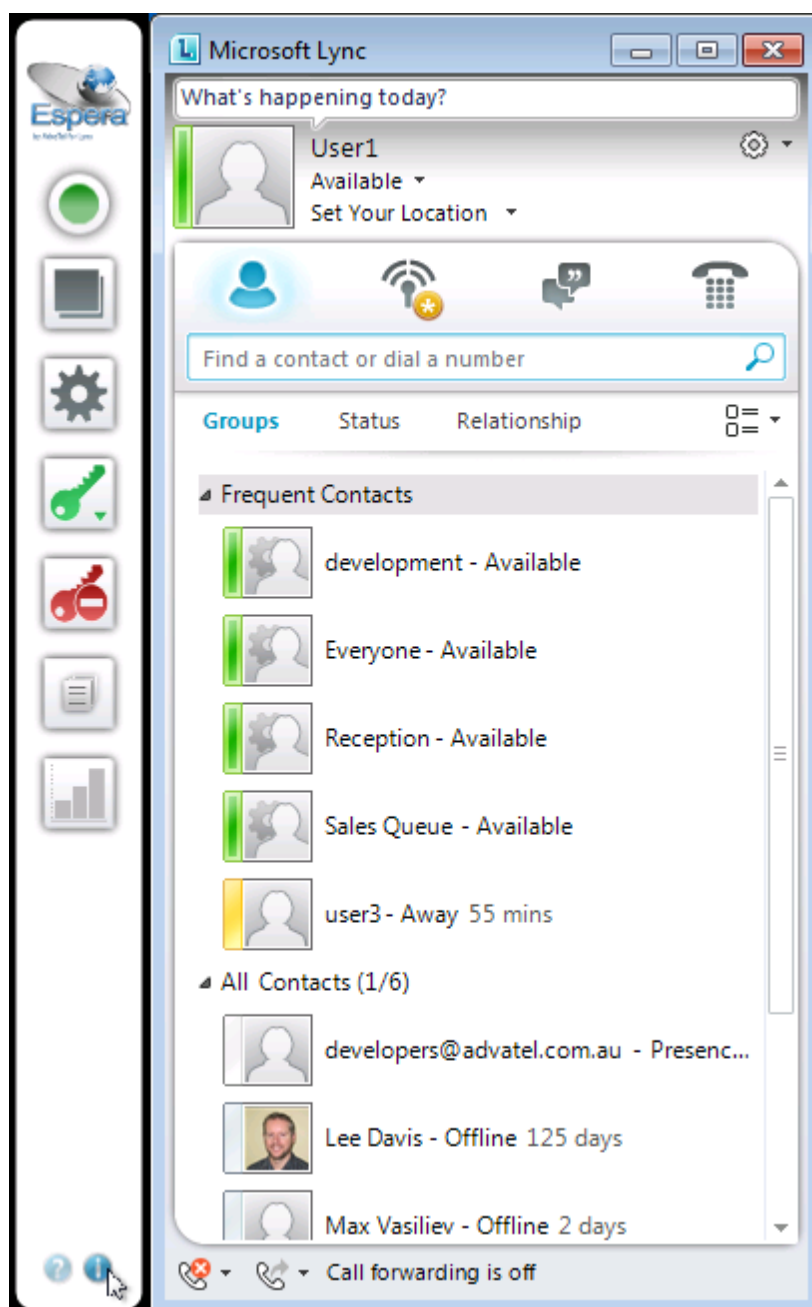


4.9 Espera Client Sidebar - "About" Button

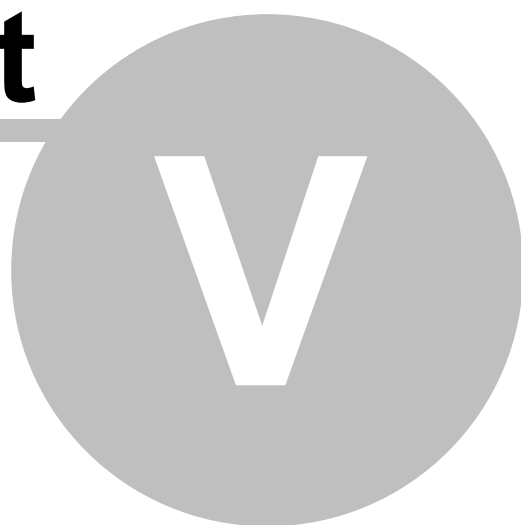
Launches the "About Espera" dialogue containing:

- Espera Client Version Information
- License Agreement

- Export Log (Exports the Espera Client log file for use by support)



Part



5 Espera Client Configuration

The level of configuration settings for the Espera Client is controlled by the "User's" role, as configured by the administrator in the Espera Configuration Manager.

Initial setup and configuration of the Espera Real Time display can only be performed by the Lync user whose URI is specified as the "administrator URI" in the Espera Server Configuration Manager, or, if partitioning is enabled, by the Lync user whose URI is specified as the "administrator URI" for that specific domain.

5.1 Espera Client Roles

The Espera has provision for four (4) [User](#)^[172] roles:

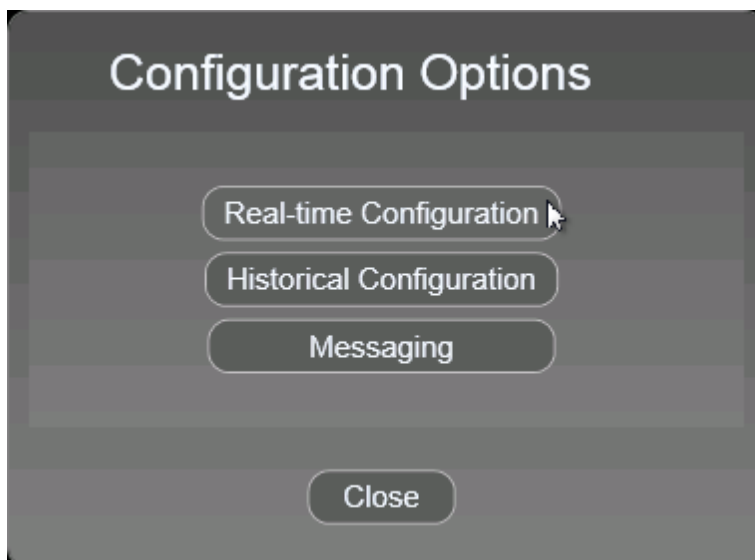
- [Administrator](#)^[166]
- [Supervisor](#)^[232]
- [Agent](#)^[233]
- [Wallboard](#)^[234]

5.2 Administrator Configuration

Administrators have full and unrestricted access to all configuration options available at the Espera client.

Administrators configure "[User Sets](#)^[166]", assign "[Users](#)^[172]" to the "User Sets", allocate a role to the "User" and configure Real Time displays for either individual "Users" , "User Sets" or "[Default Configuration](#)^[167]"..

5.2.1 Real Time Configuration



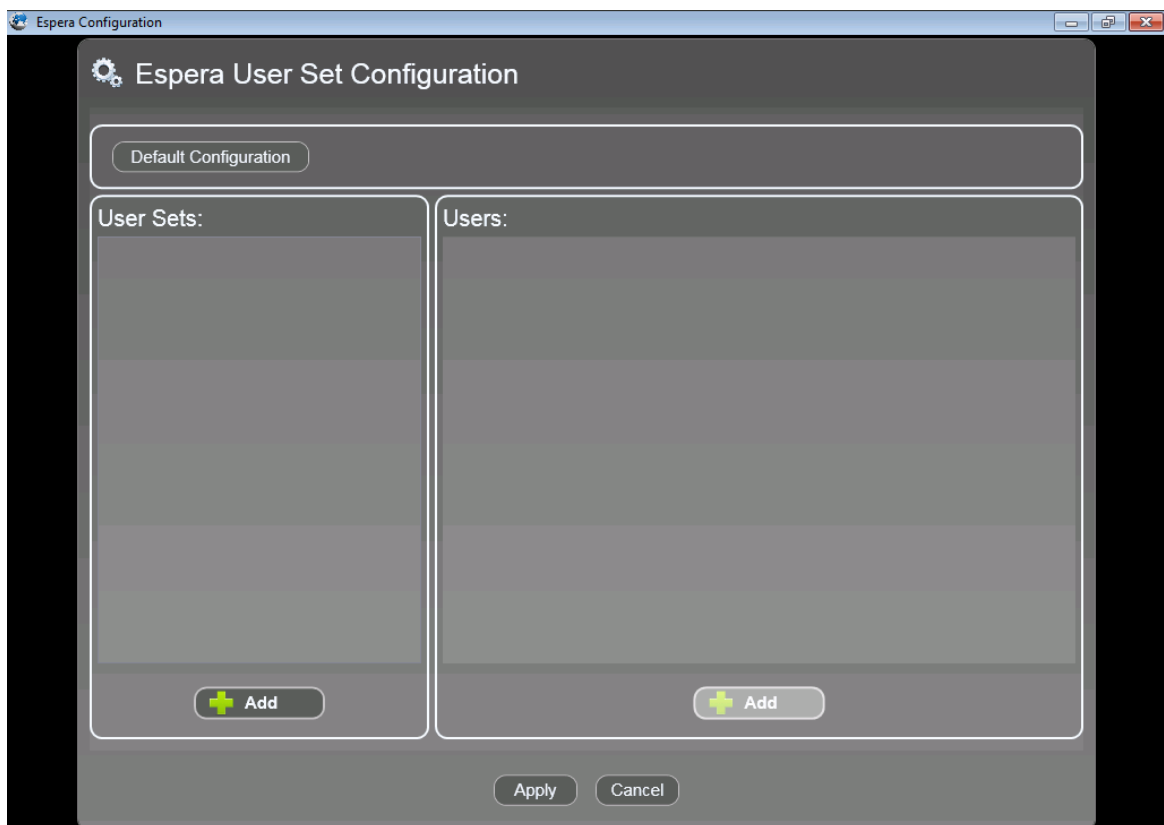
5.2.1.1 Create/Modify the Real-Time Display "Default Configuration"

The "Default Configuration" applies to all "User Sets" and/or "Users" whose Real Time display configuration is displayed as "Inherited". "Inherited" is the default for all newly created "User Sets" and "Users". If Real Time display configuration has been previously assigned to a "User Set" or "User" it can be reset to "Inherited" by clicking on the <Reset> button.

If the "Default Configuration" is "Inherited", then an Espera User will receive NO Real Time display, if no "Custom" Real Time display configuration is assigned to the "User Set" or "User".

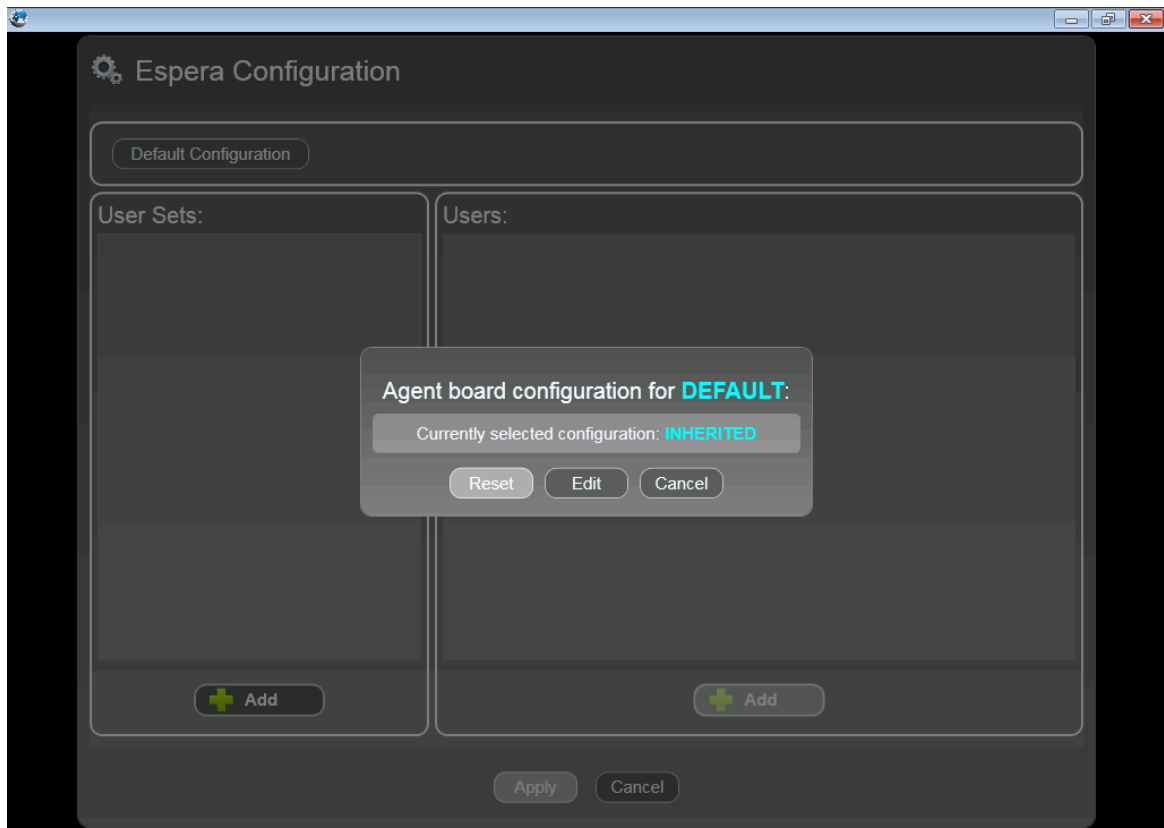
5.2.1.1.1 Create/Modify the Real-Time Display "Default Configuration" - Step 1

Select <Default Configuration>



5.2.1.1.2 Create/Modify the Real-Time Display "Default Configuration" - Step 2

Select <Edit> to create the "Default Configuration" template



5.2.1.1.3 Create/Modify the Real-Time Display "Default Configuration" - Step 3

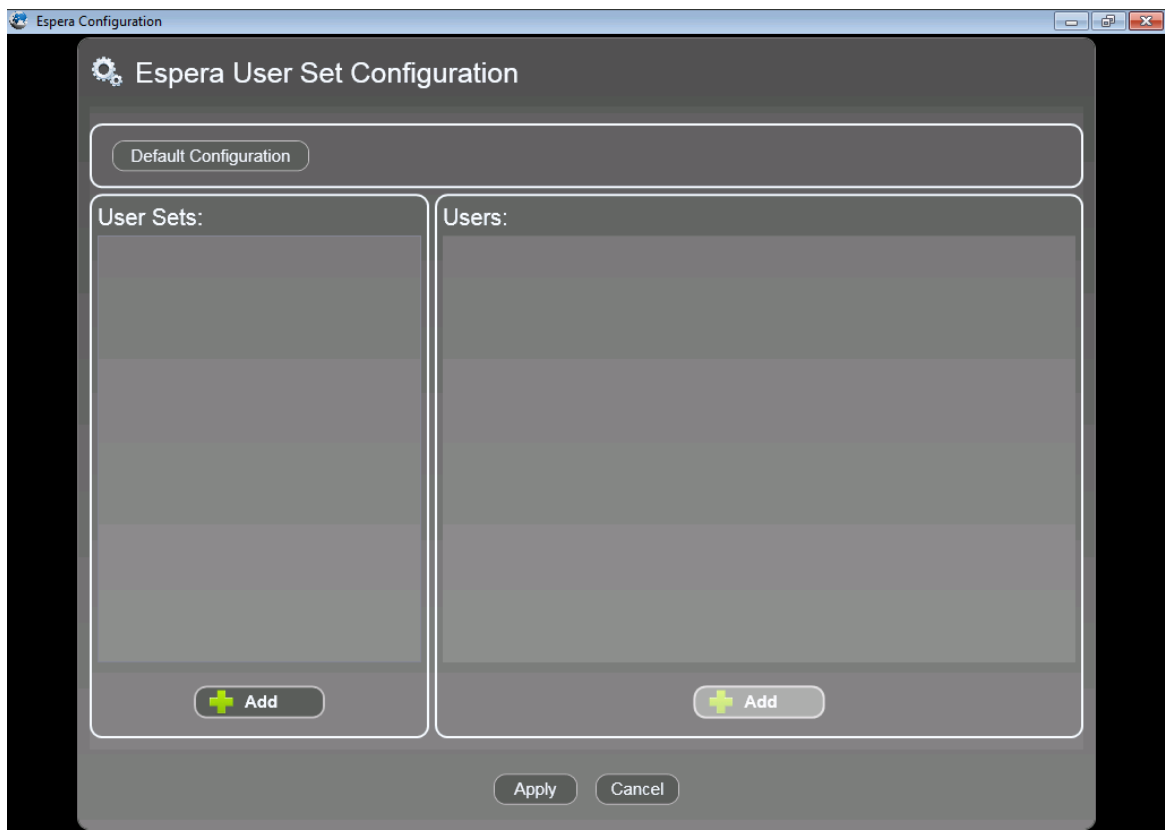
Follow directions from [Create/Modify a "Custom" Real-Time Display- Step 3](#)¹⁸⁰ onwards

5.2.1.2 Create/Modify "User Sets"

A "User Set" is a group of Users (not to be confused with Microsoft Lync Response Groups). "User Sets" introduce a way to assign the same Real-Time display configuration to multiple "Users" at once. The Real-Time configuration assigned to a "User Set" will be applicable to all "Users" added to the set unless the "User" has an individual "Custom" Real-Time display configuration assigned to it.

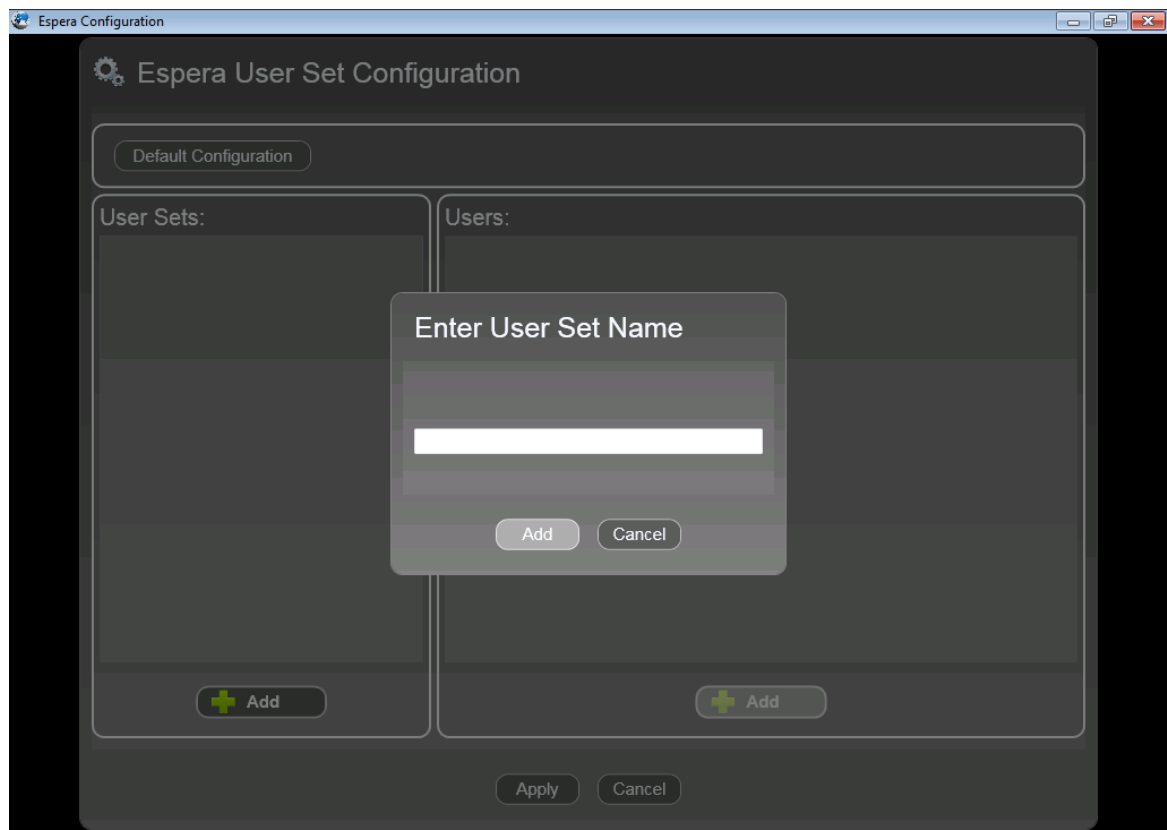
5.2.1.2.1 Create/Modify "User Sets" - Step 1

Select <Add> from the "User Sets" column



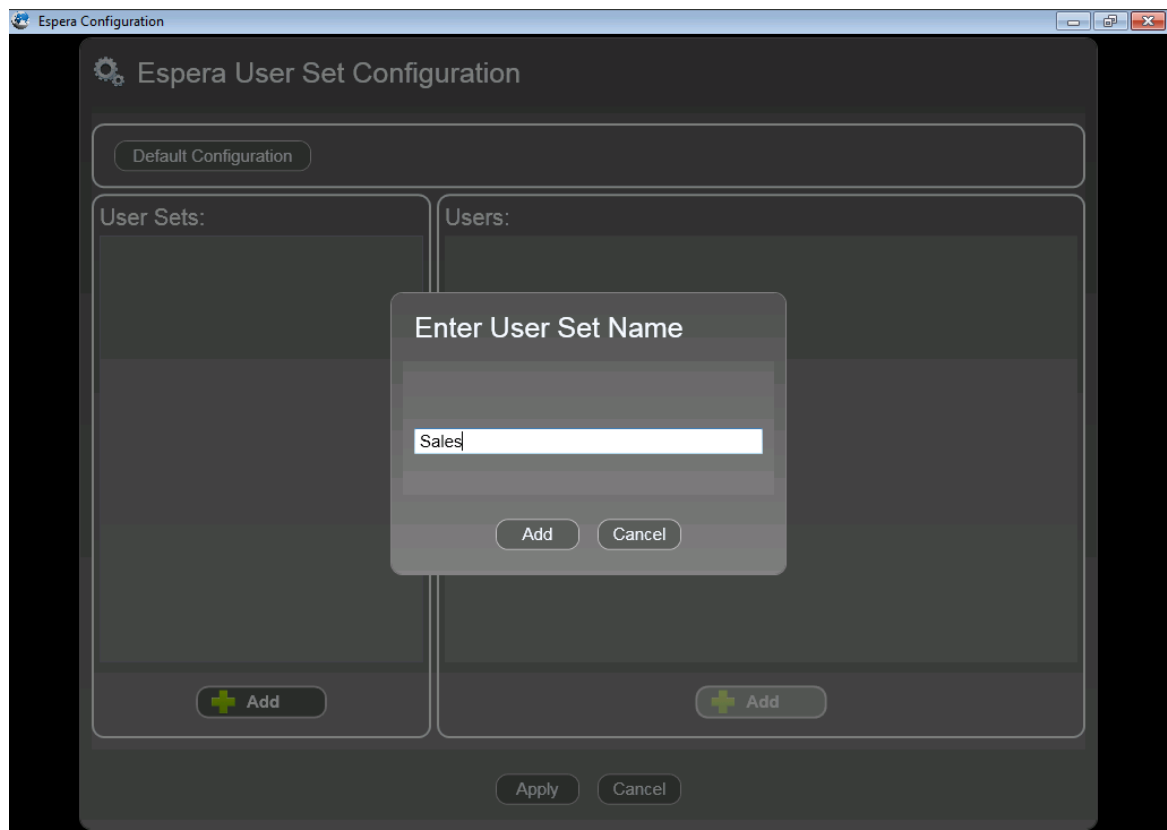
5.2.1.2.2 Create/Modify "User Sets" - Step 2

Create a name for the User Set



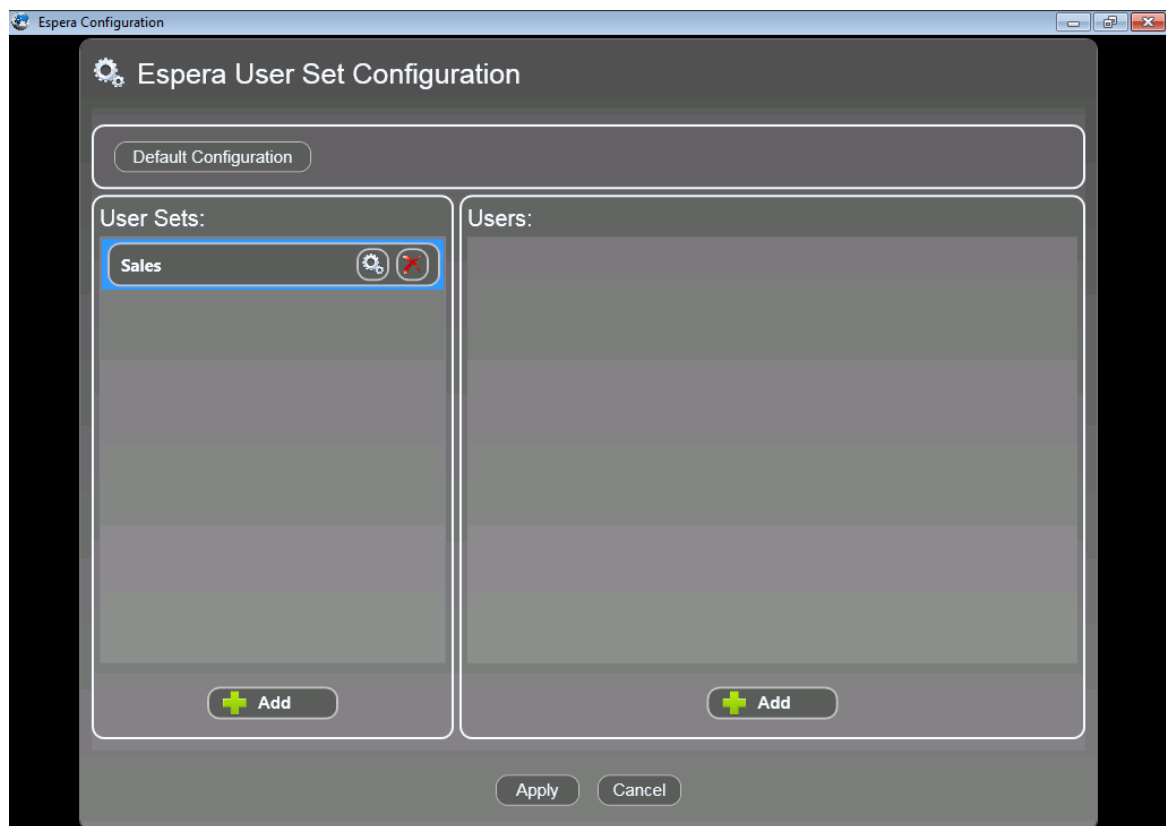
5.2.1.2.3 Create/Modify "User Sets" - Step 3

Select <Add> to confirm the newly created "User Set"



5.2.1.2.4 Create/Modify "User Sets" - Step 4

Confirm the "User Set" has created correctly by selecting the name of the newly created "User Set". The <Add> button in the "Users" column will now be active.



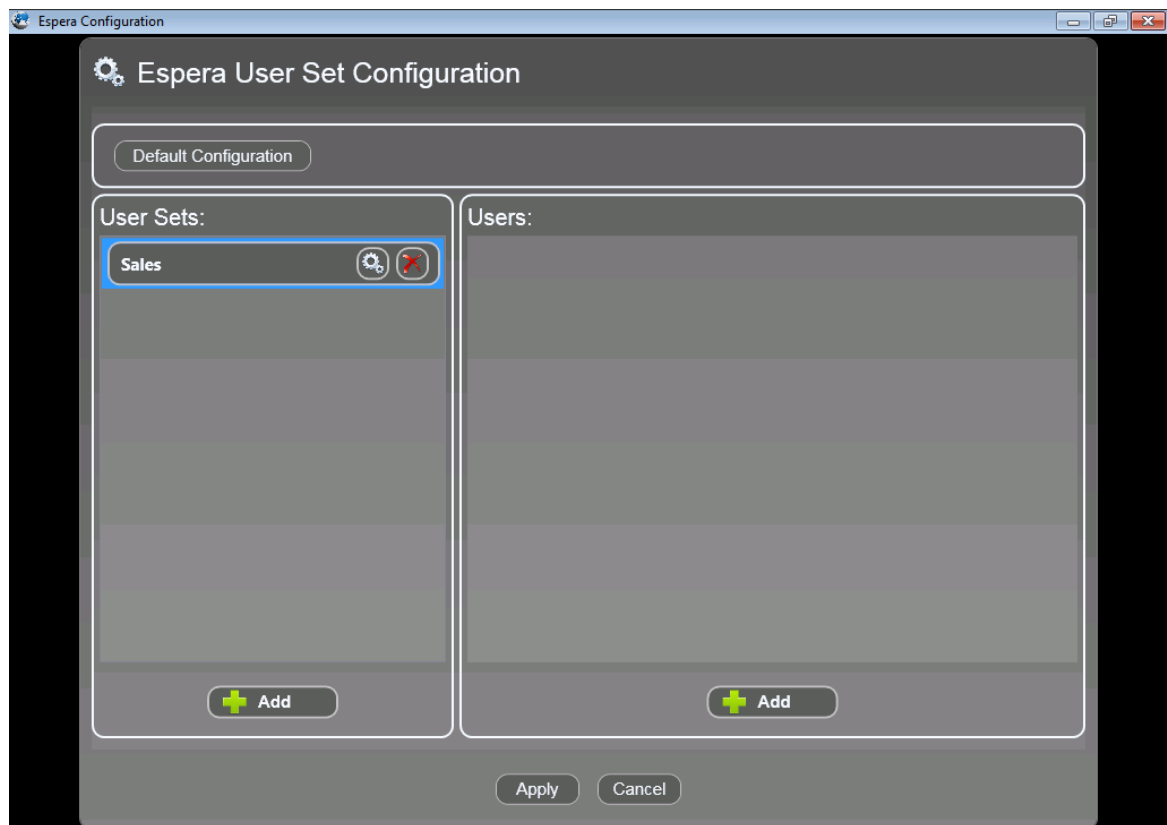
5.2.1.3 Assign "Users" to "User Sets"

Espera "Users" and Microsoft Lync Users are the same and are identified by their SIP URI.

When a "User" logs into Microsoft Lync, Espera will automatically provide that user with the Real-Time Display assigned to it.

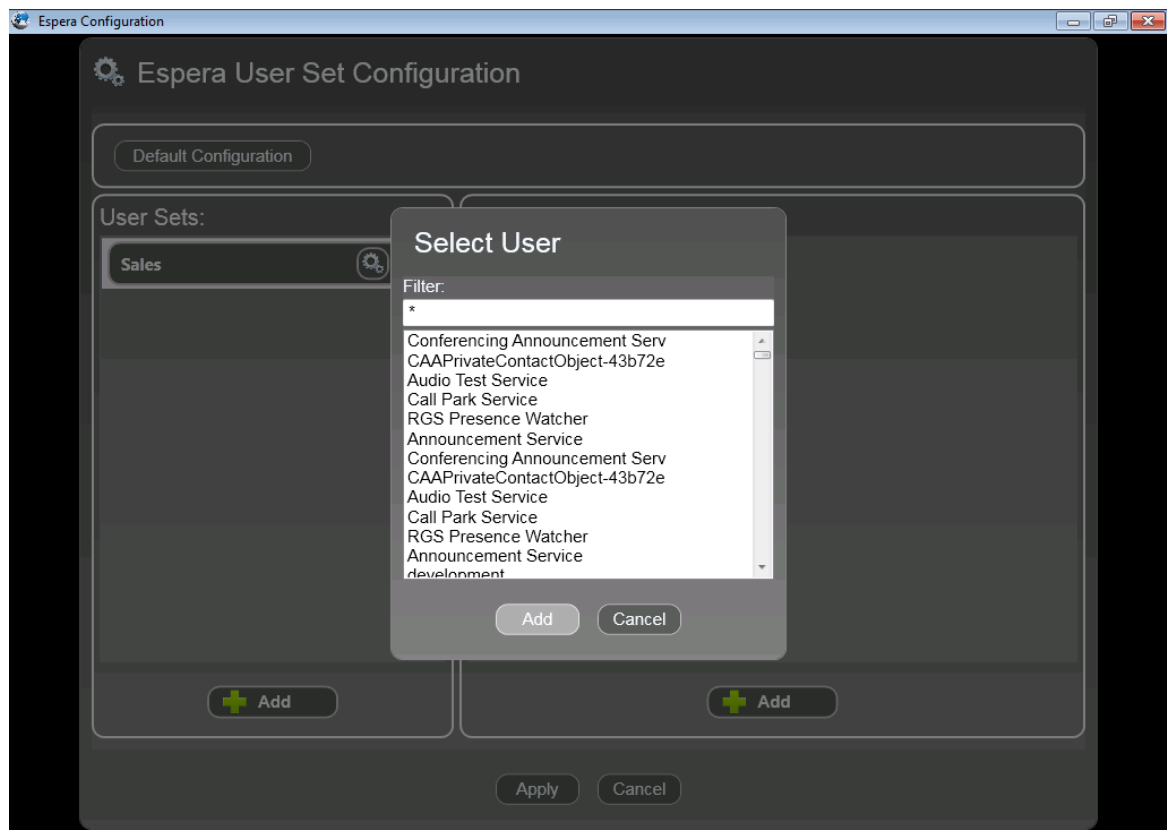
5.2.1.3.1 Assign "Users" to "User Sets" - Step 1

1. Select the name of the "User Set" to add users into.
2. Select the <Add> button in the "Users" column.



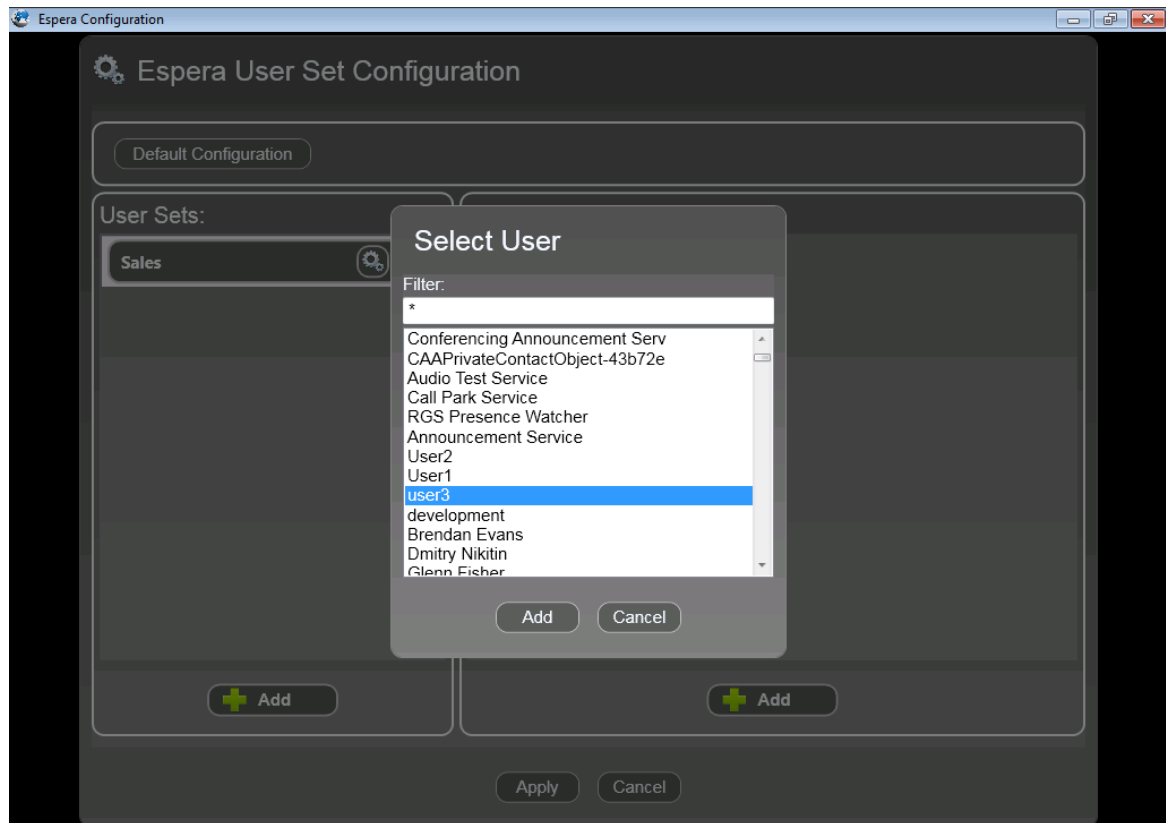
5.2.1.3.2 Assign "Users" to "User Sets" - Step 2

Scroll, or enter the users name in the "Filter", to find the user to add into the "User Set"



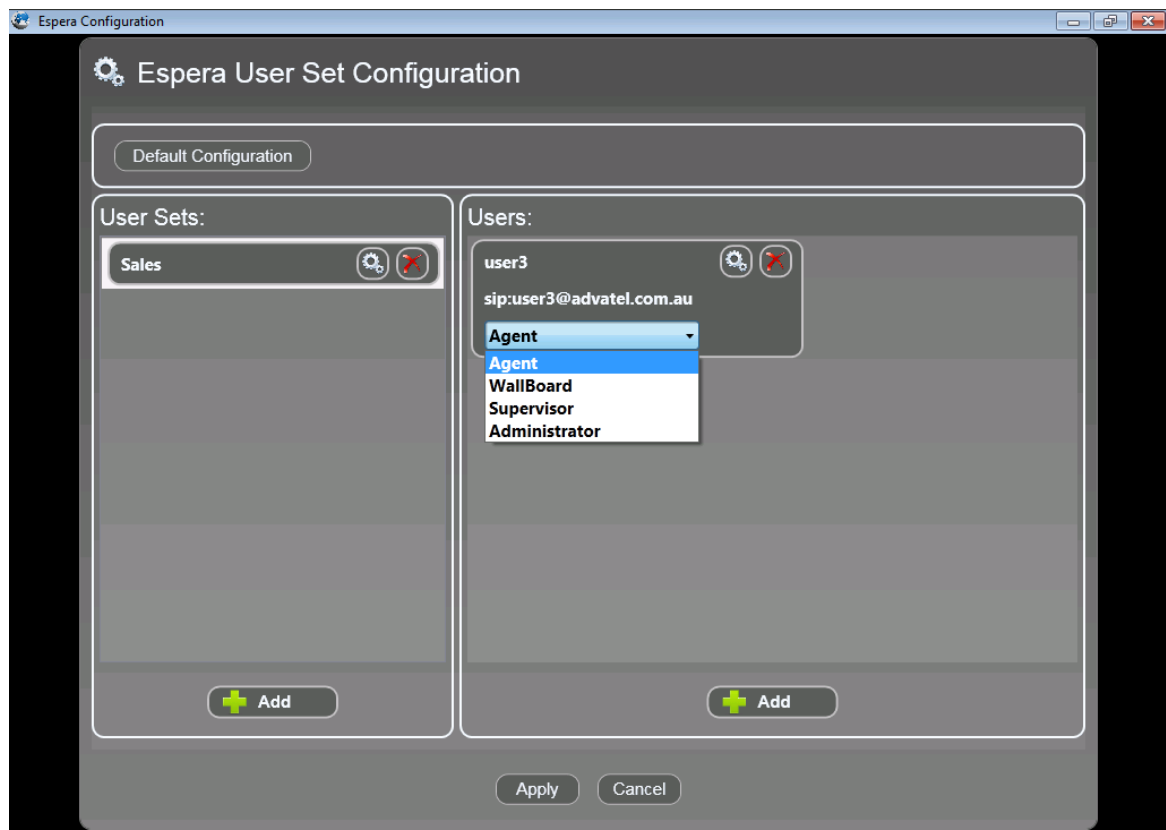
5.2.1.3.3 Assign "Users" to "User Sets" - Step 3

1. Select the user name to add into the "User Set"
2. Select <Add>



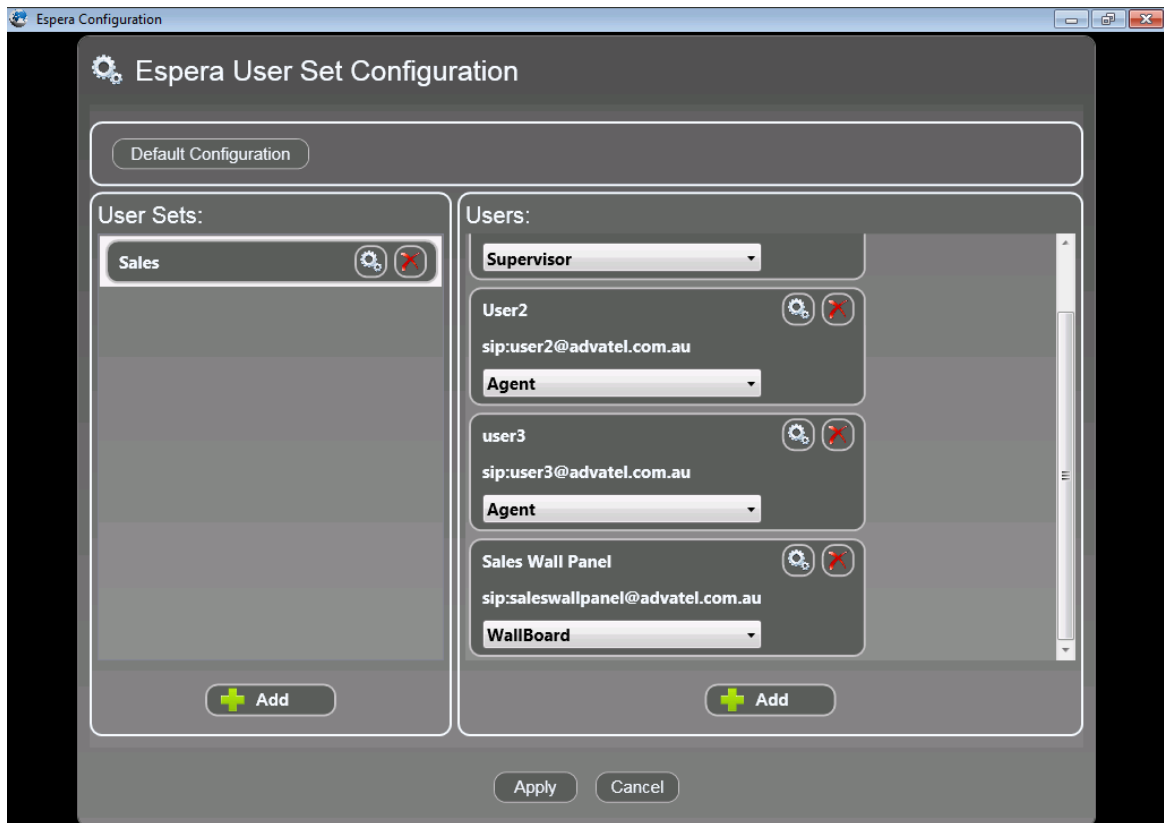
5.2.1.3.4 Assign "Users" to "User Sets" - Step 4

Select the "User" [role](#)¹⁶⁶ from the drop down list



5.2.1.3.5 Assign "Users" to "User Sets" - Step 5

Once all "Users" have been added to the "User Set" (with the appropriate role), select <Apply> to confirm the updated configuration into the Espera Server.



5.2.1.4 Create/Modify a "Custom" Real-Time Display


The Real-Time Display can be either "INHERITED" or "CUSTOM".

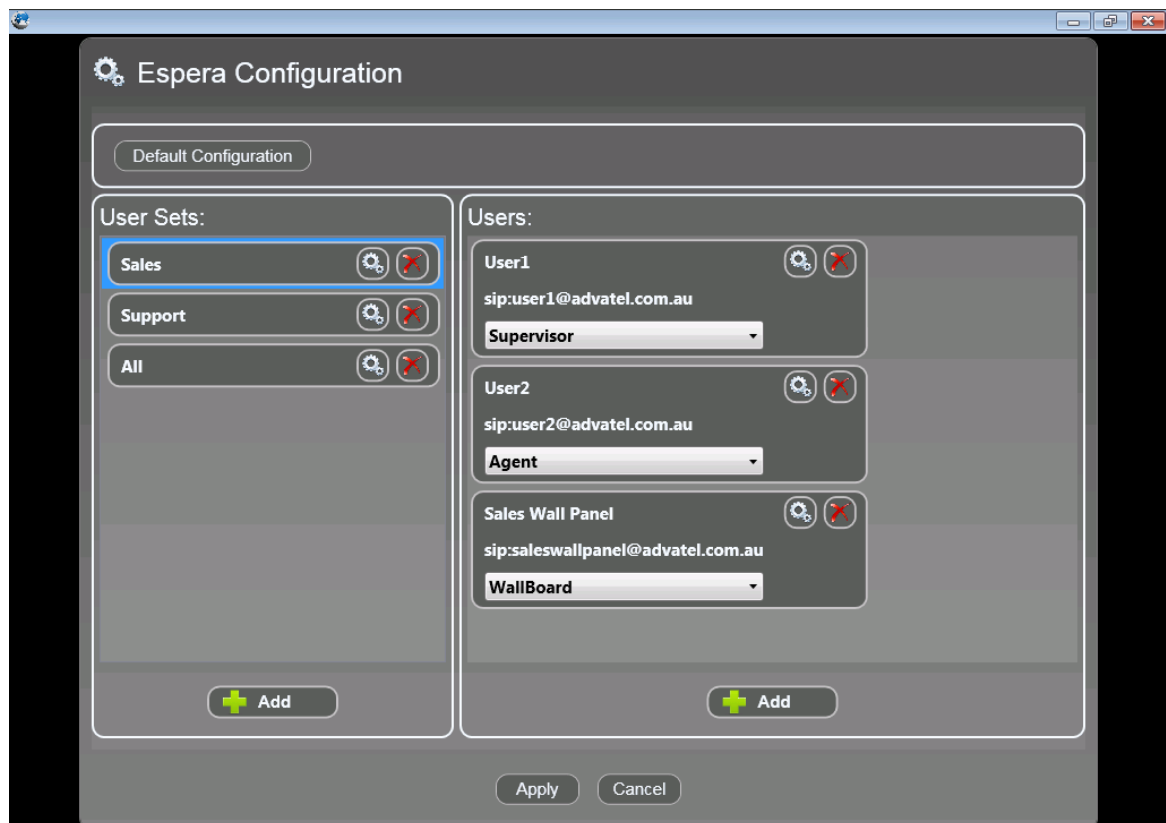
"INHERITED" is using the Real-Time Display configuration from the parent associated to *that* configuration (i.e. a [User's](#)^[172] parent is the [User Set](#)^[168], which that user is assigned too. A [User Set's](#)^[168] parent is the [Default Configuration](#)^[167]).

A "CUSTOM" Real-Time Display, is a customized Real-Time Display configuration belonging to that [User Set](#)^[168] or [User](#)^[172].

5.2.1.4.1 Create/Modify a "Custom" Real-Time Display - Step 1

1. Select the "User Group" to create the "Custom" Real-Time Display configuration.

2. Click on the  icon to select the template options

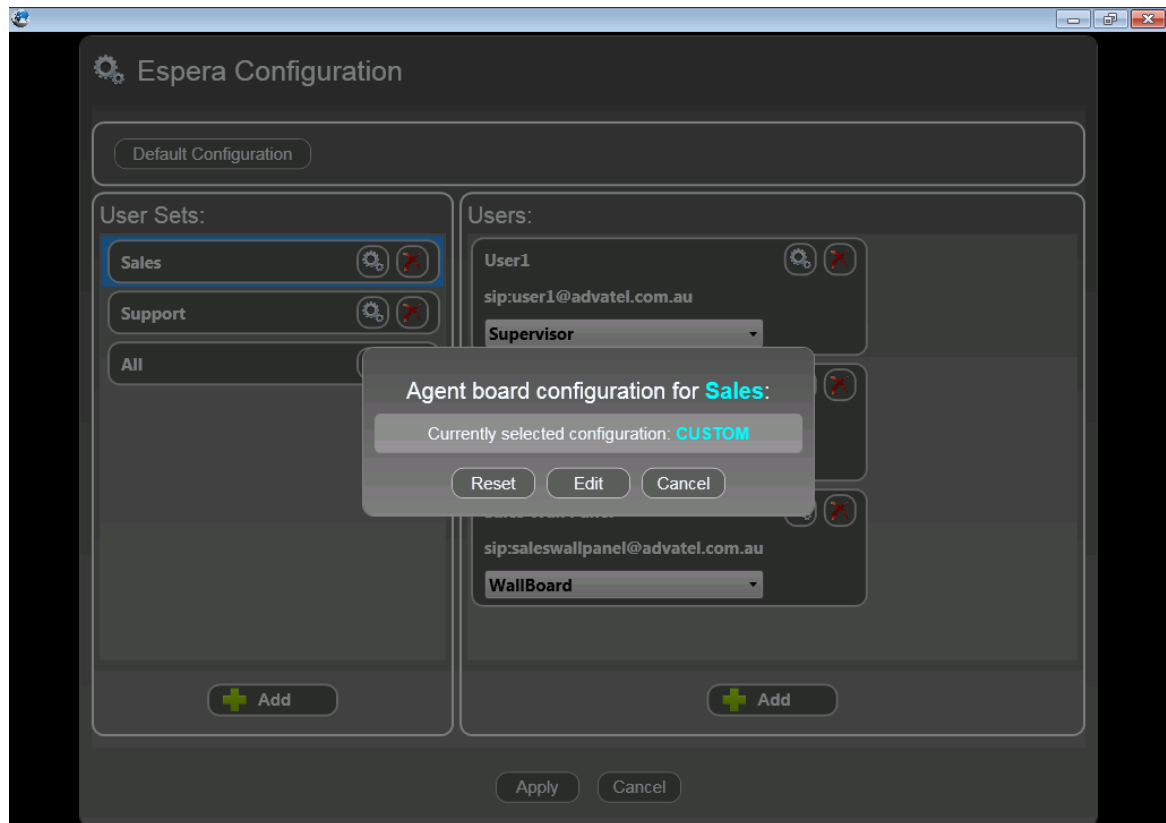


5.2.1.4.2 Create/Modify a "Custom" Real-Time Display - Step 2

Select <Edit> to create a "Custom" Real-Time Display configuration

OR

Select <Reset> to reset the Real-Time Display configuration to "INHERITED" (i.e. use the parent configuration)

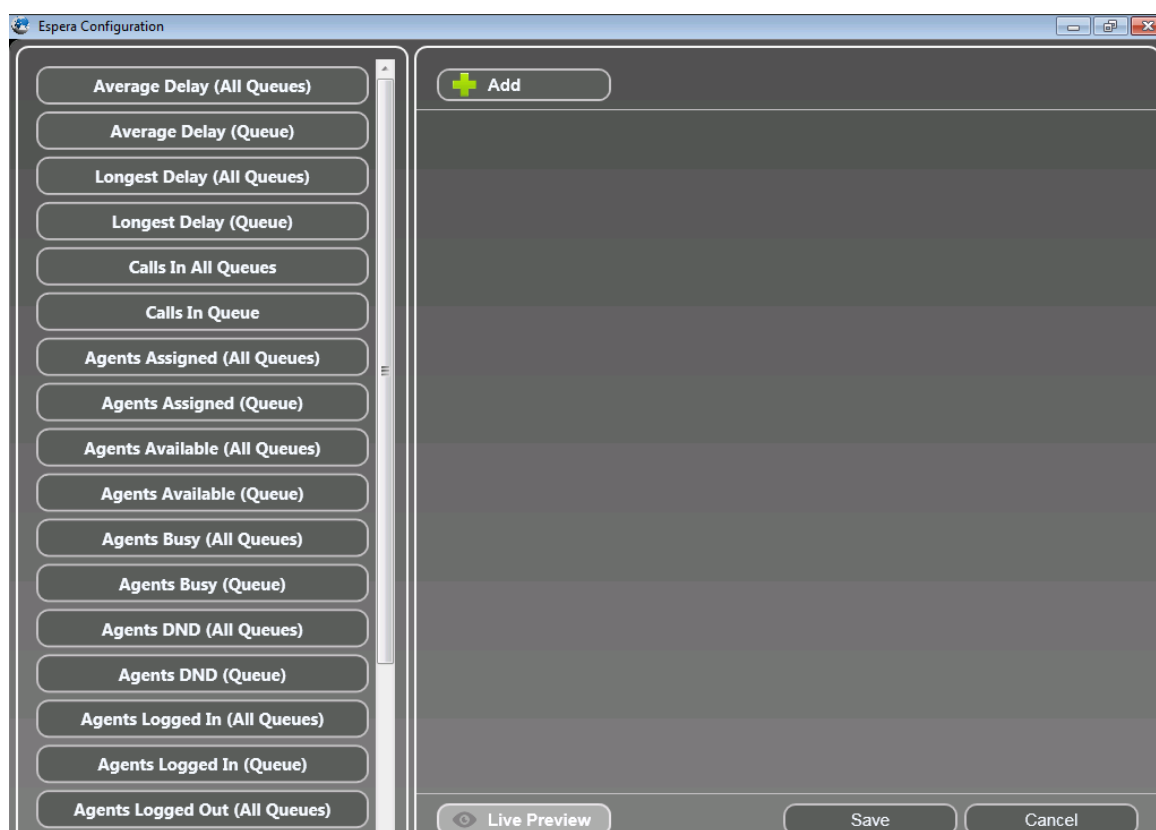


5.2.1.4.3 Add a Real-Time Display Row

A "Custom" Real-Time Display configuration can contain one (1) or many rows to display field information for one (1) or multiple Microsoft Lync Queues.

5.2.1.4.3.1 Add a Real-Time Display Row - Step 1

Select <Add> to create a "Row" to display in the Espera Real-Time Display.



5.2.1.4.3.2 Add a Real-Time Display Row - Step 2

Select <Add> again to create as many "Rows" as required to be displayed in the Espera Real-Time Display.



5.2.1.4.4 Add Fields to a Row

A "Row" can contain zero or many fields to be displayed on the Espera Real-Time Display.

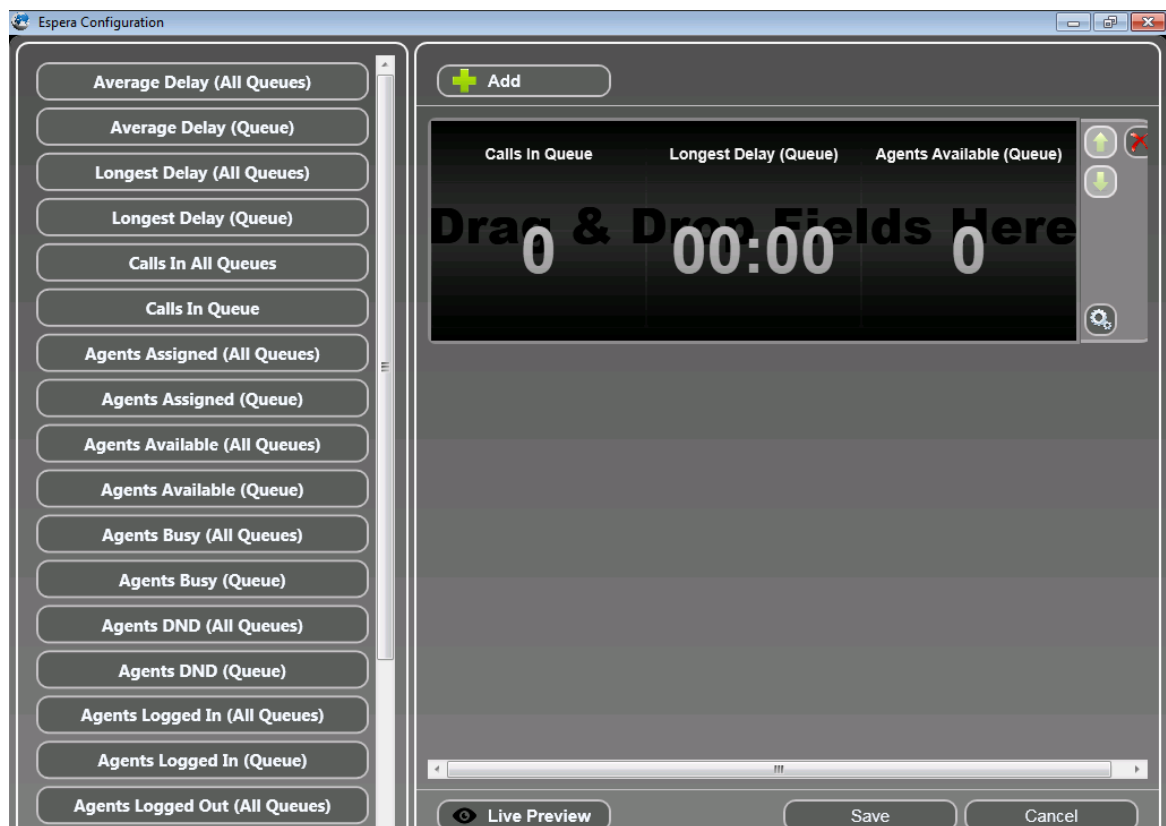
5.2.1.4.4.1 Add Fields to a Row - Step 1

To assign fields to a row, drag and drop the required field from the available list into the desired location in the required row (if multiple rows have been created).



5.2.1.4.4.2 Add Fields to a Row - Step 2

Continue adding fields to the row(s), until all required fields are added and located in the desired position within the row(s).



5.2.1.4.5 Create / Modify Field Thresholds

Each field can be configured to change it's display characteristics based on threshold settings.


Characteristics available to each individual threshold setting are:

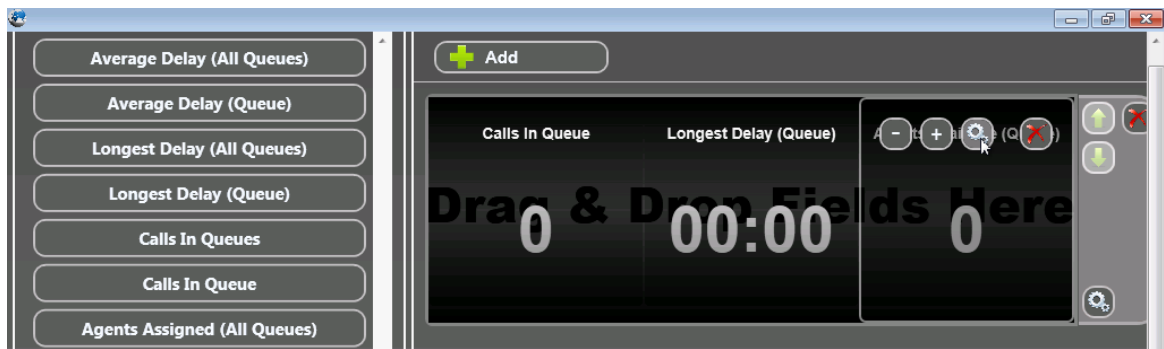
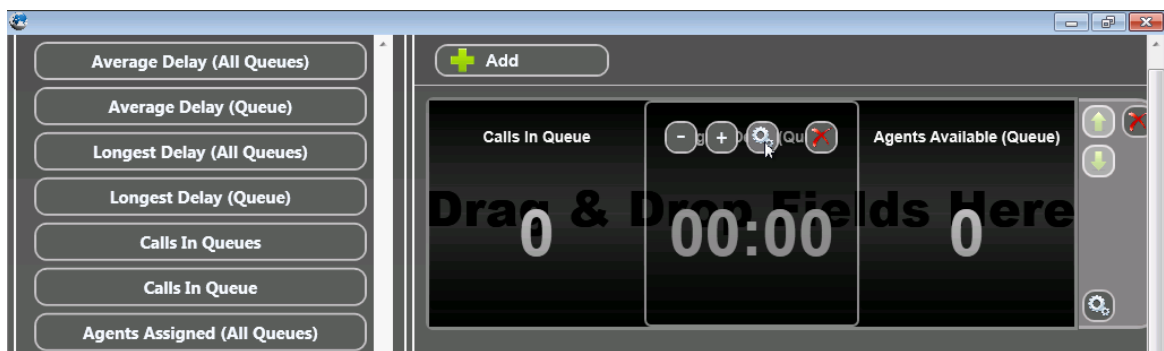
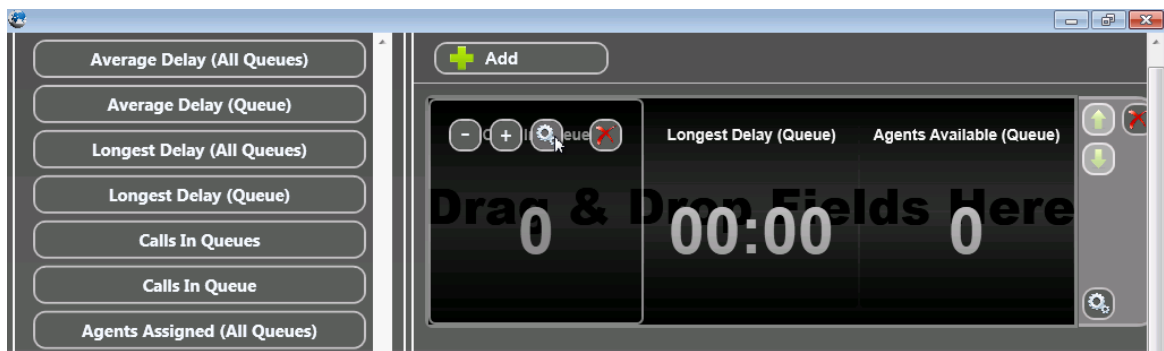
Font Color - White, Green, Amber, Red

Background Color - Green, Amber, Red, Transparent, White


Animation - Static, Flashing, Pulsating

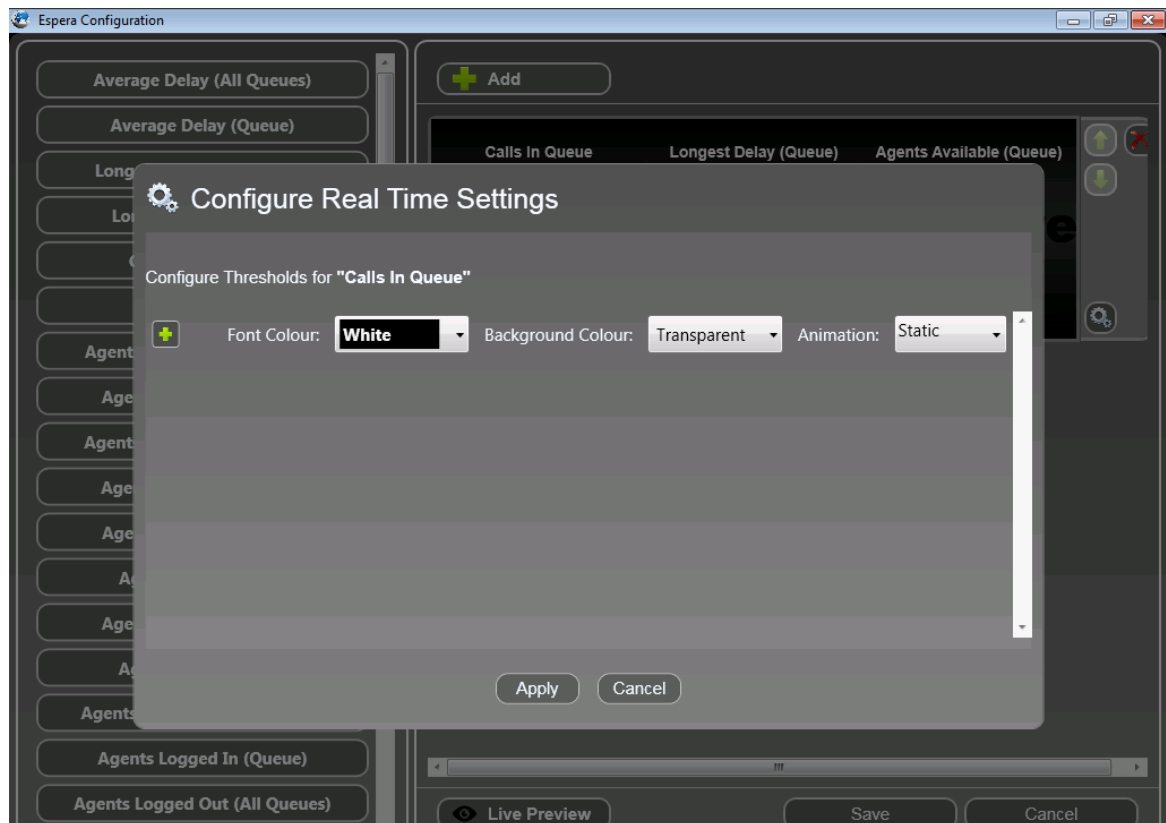
5.2.1.4.5.1 Create / Modify Field Thresholds - Step 1

Click on the  icon in each assigned field, to edit that field's threshold settings



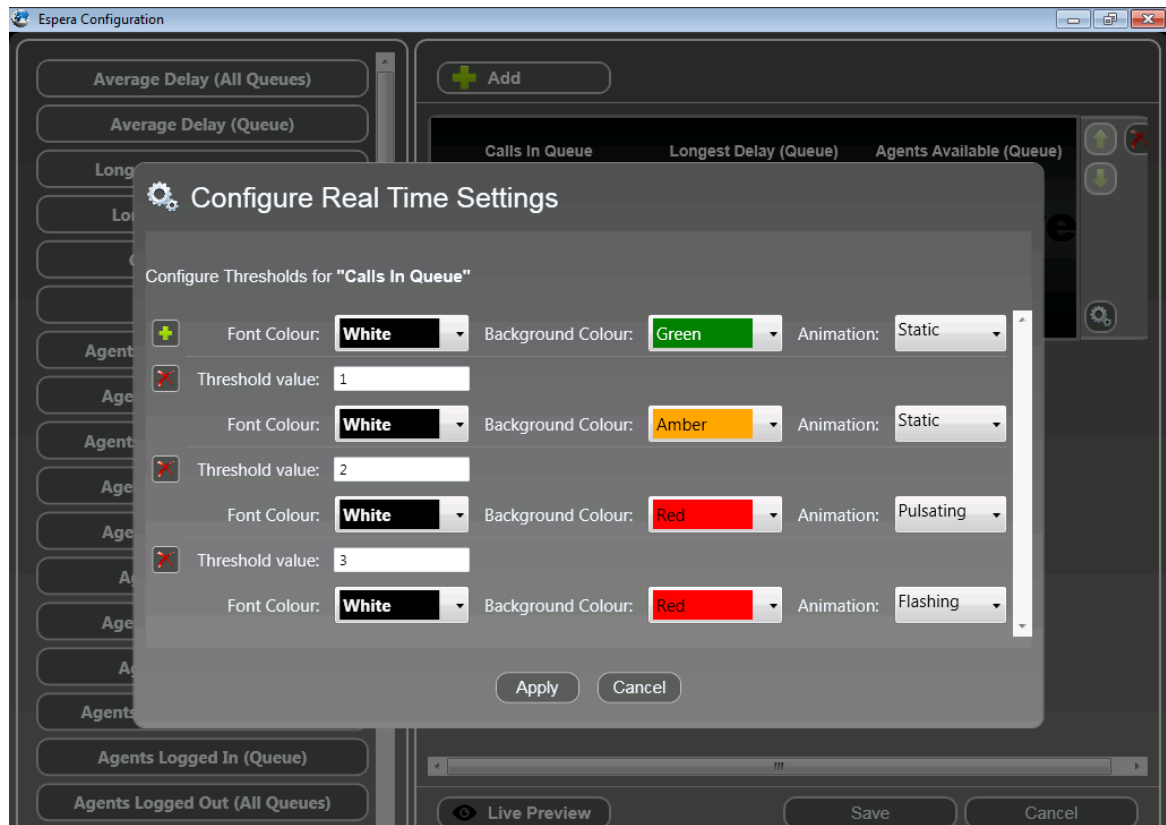
5.2.1.4.5.2 Create / Modify Field Thresholds - Step 2

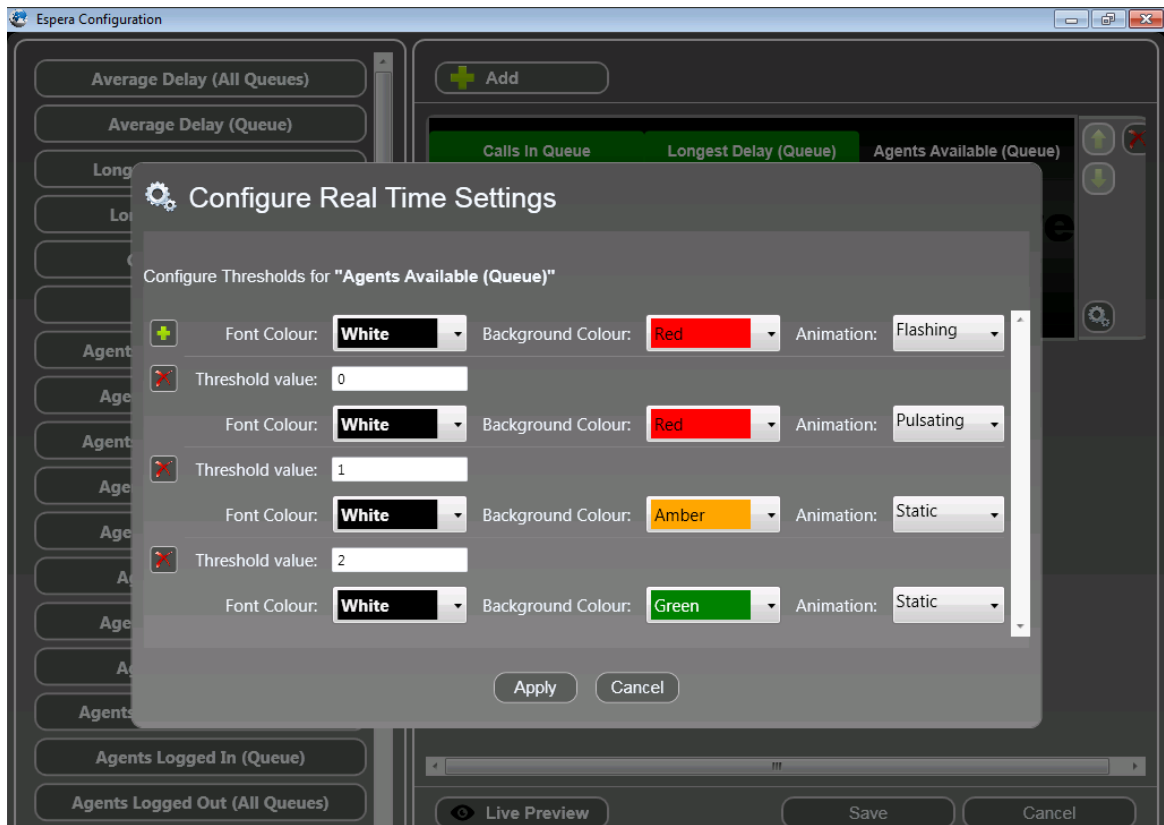
Select the  icon to add additional threshold settings



5.2.1.4.5.3 Create / Modify Field Thresholds - Step 3

1. Configure the threshold settings as required for the desired field
2. Select <Apply> when completed

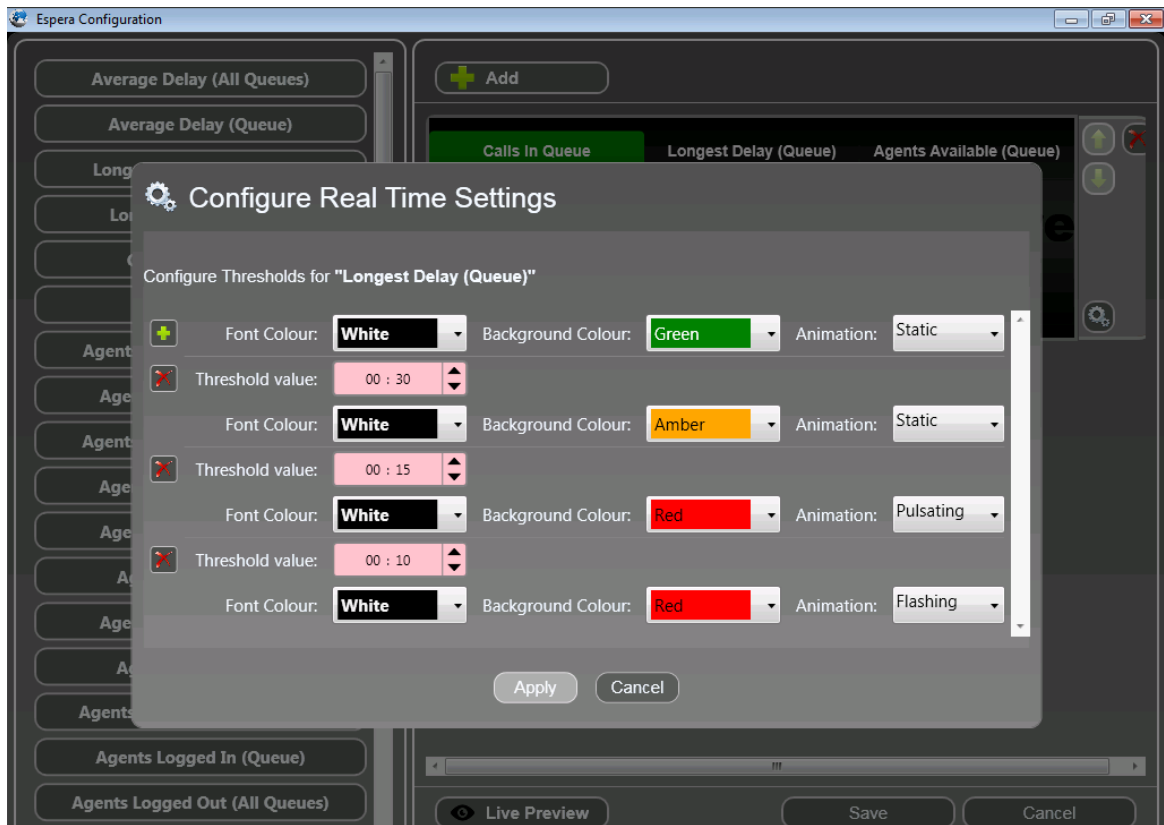


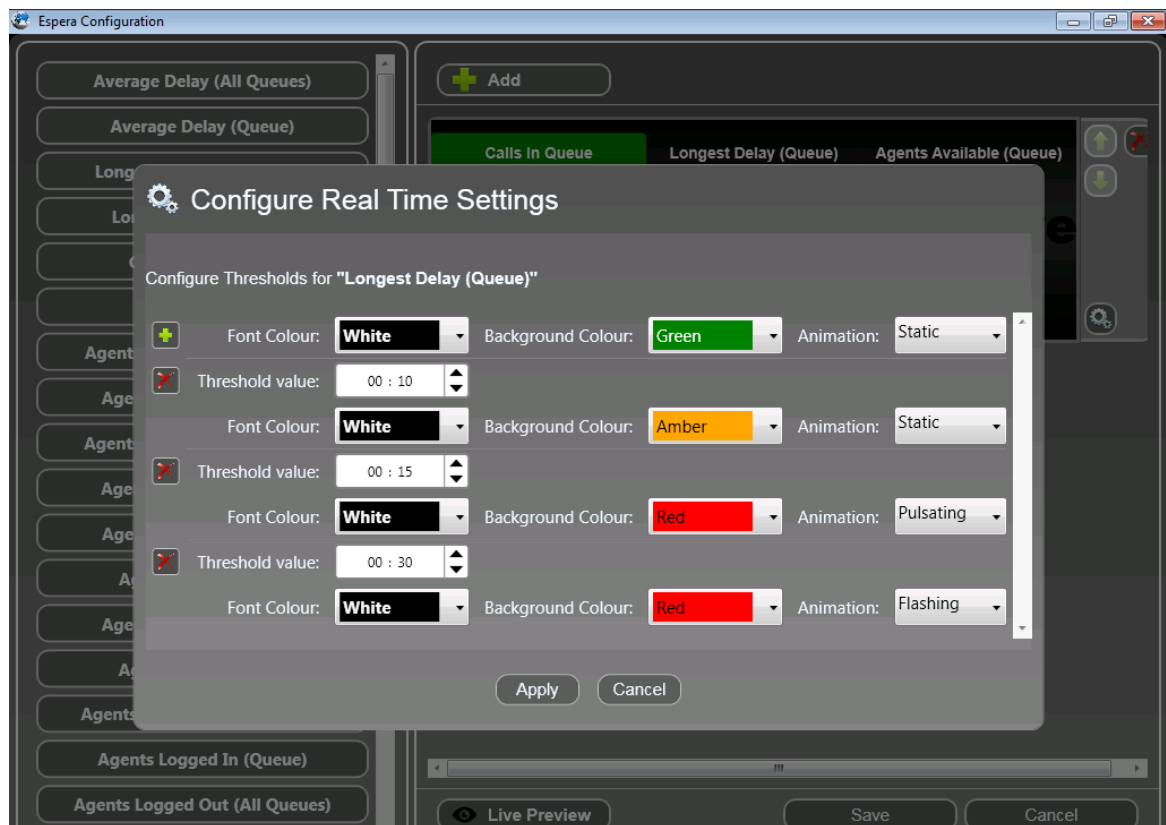


5.2.1.4.5.4 Create / Modify Field Thresholds - Step 4

1. If the entered threshold settings are invalid, the invalid entries will be displayed in pink
2. Correct any invalid entries before selecting <Apply>

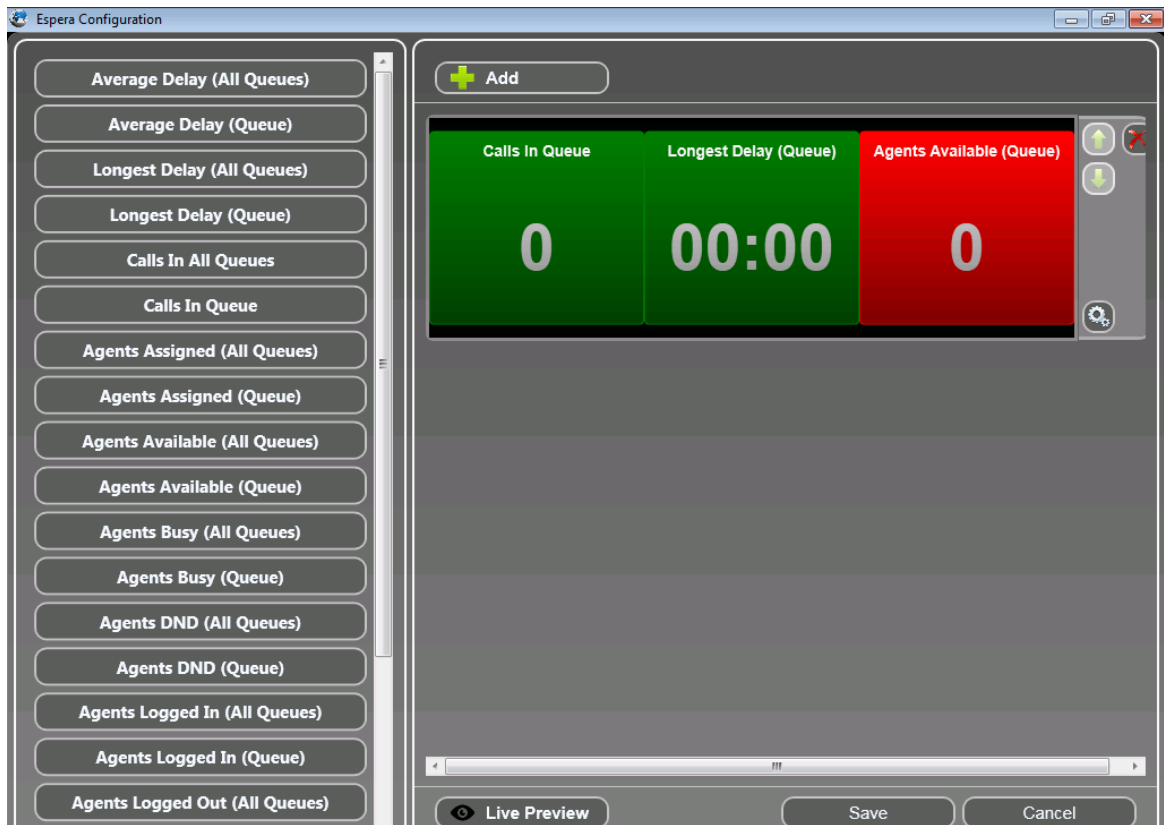
NOTE: The <Apply> button will not be available when any of the values is invalid





5.2.1.4.5.5 Create / Modify Field Thresholds - Step 5

1. Complete all field that require threshold settings to change the characteristics of the displayed information.
2. Select <Save> to complete the configuration




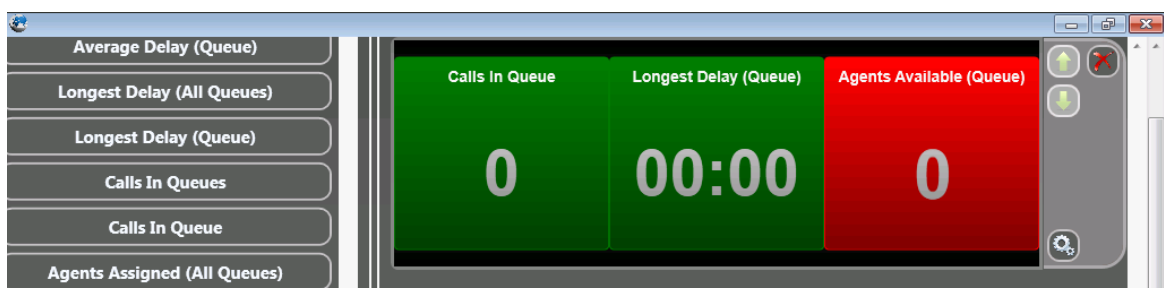
5.2.1.4.6 Add Lync Queue(s) to a Row

Multiple Lync Queues can be assigned to a row. If multiple Lync Queues are assigned to a row then the data fields which are applicable to a single queue will rotate their values at the configurable interval. The row will display the current Queue name for which the values are displayed on the left of the data fields. The data fields that are applicable to multiple Queues will always display an aggregated value for all queues assigned to the row.

NOTE: If no queues are configured for a row, nothing will be displayed. You MUST always assign at least one queue to every row in the Real-Time display configuration.

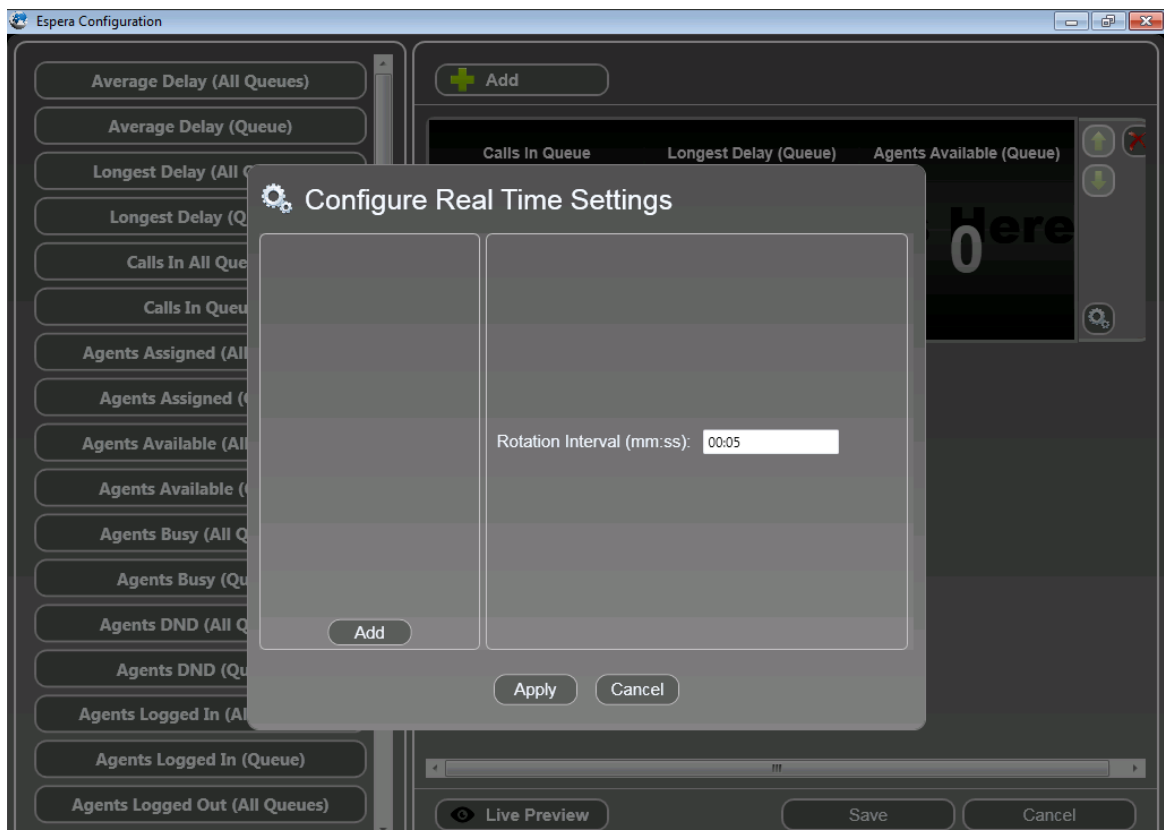
5.2.1.4.6.1 Add Lync Response Group(s) to a Row - Step 1

Click on the  icon next to the row to assign a Lync Response Group(s)



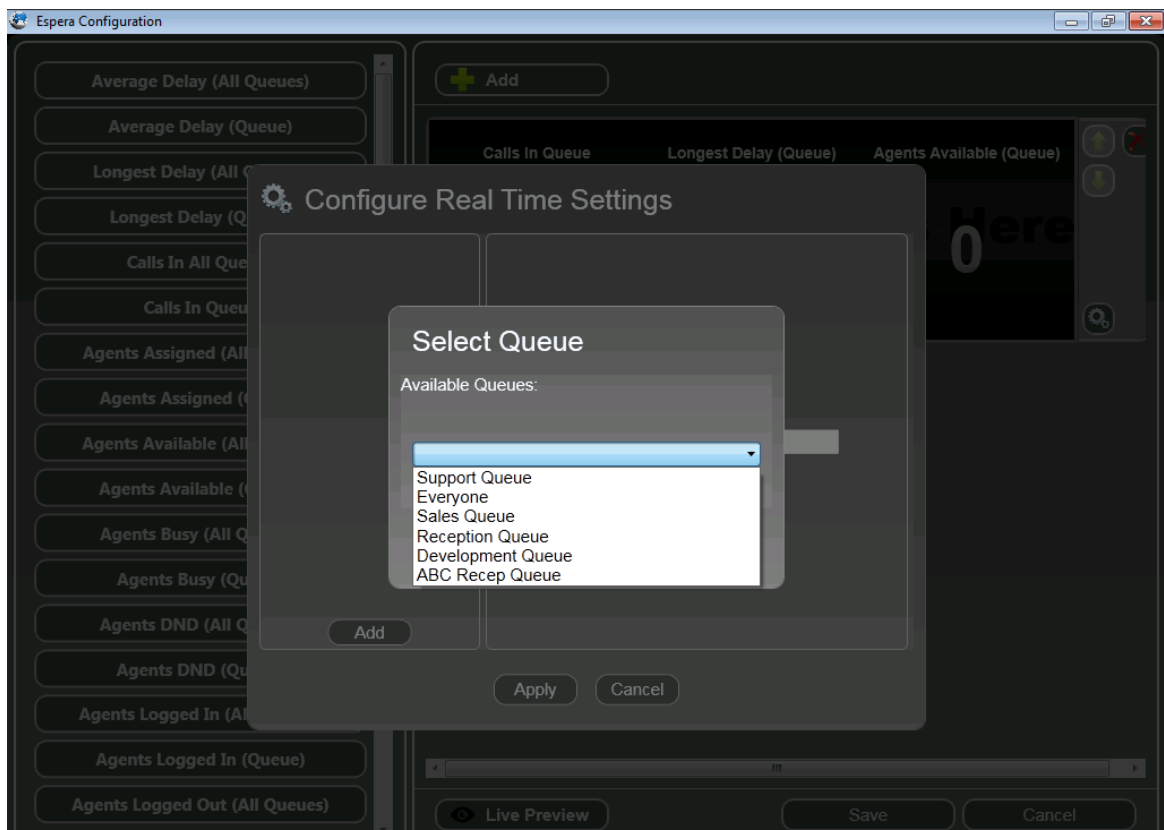
5.2.1.4.6.2 Add Lync Response Group(s) to a Row - Step 2

Select <Add>



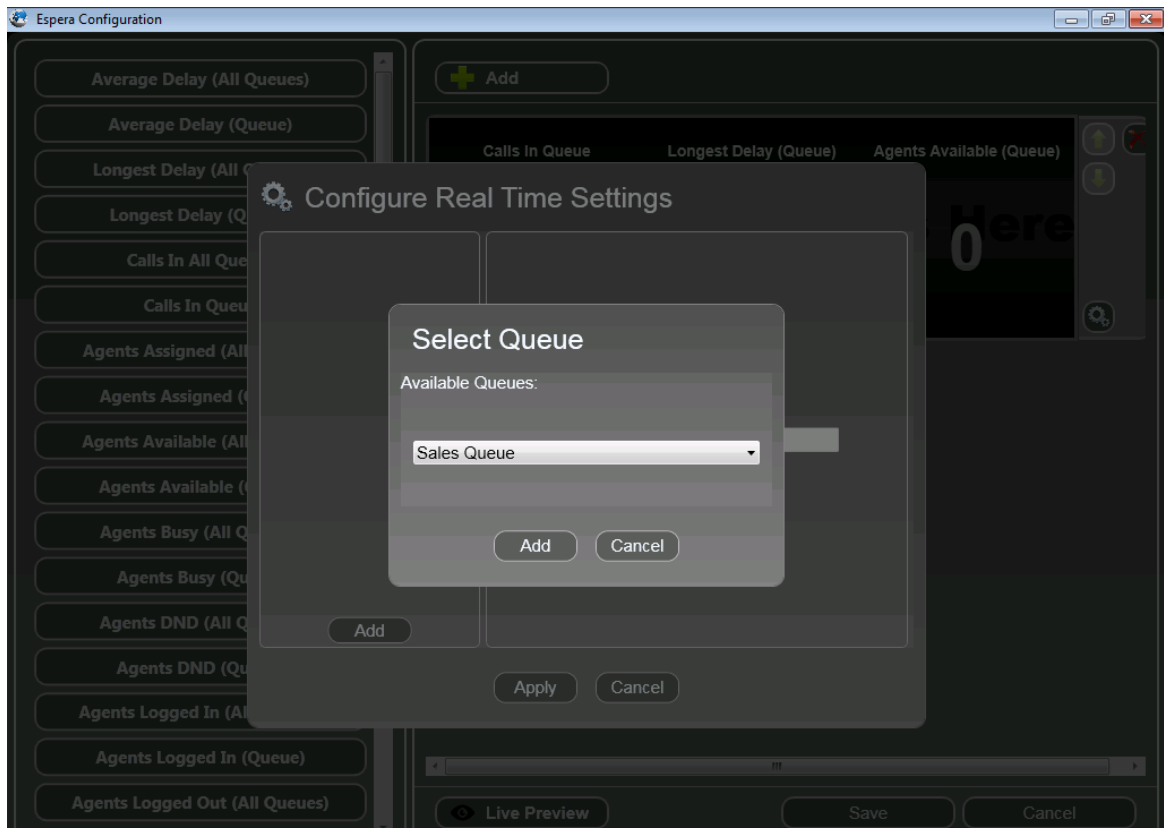
5.2.1.4.6.3 Add Lync Response Group(s) to a Row - Step 3

From the drop down list, select the desired Lync Response Group "Queue"



5.2.1.4.6.4 Add Lync Response Group(s) to a Row - Step 4

Select <Add>

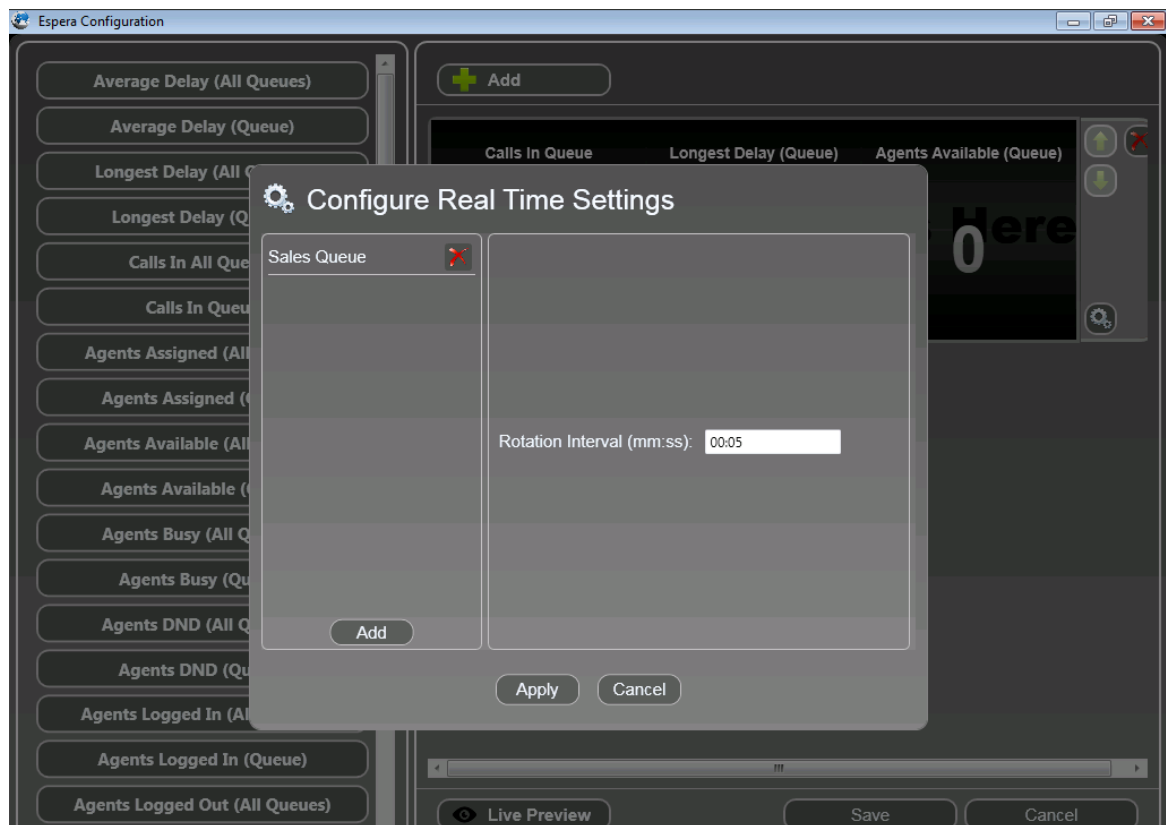


5.2.1.4.6.5 Add Lync Response Group(s) to a Row - Step 6

If no additional Lync Response Group "Queues" are to be displayed, select <Apply>

OR

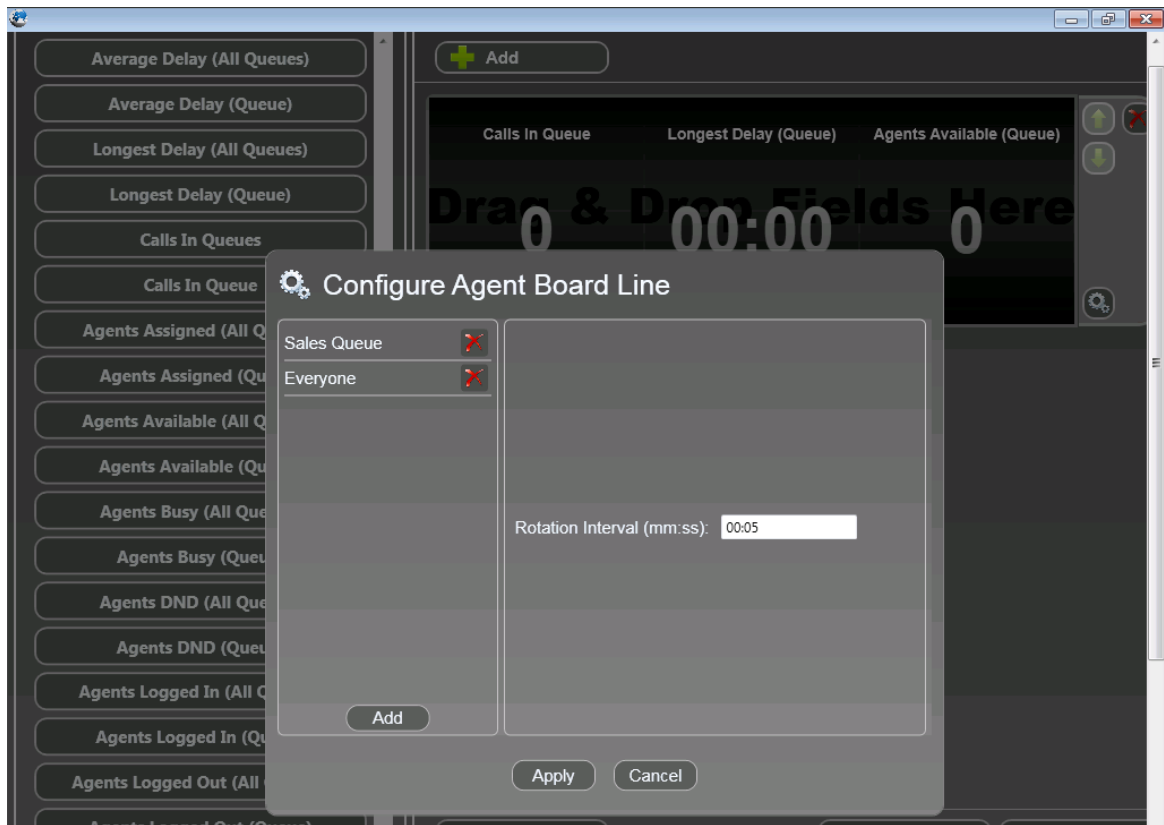
If additional Lync Response Group "Queues" are to be displayed to the row, select <Add> and assign additional "Queues".



5.2.1.4.6.6 Add Lync Response Group(s) to a Row - Step 7

Configure the "Rotation interval" for each "Queue". The "Rotation interval" is the length of this that "Queue" will be displayed before scrolling to display the next assigned "Queue".

Select <Apply> when all settings have been configured.



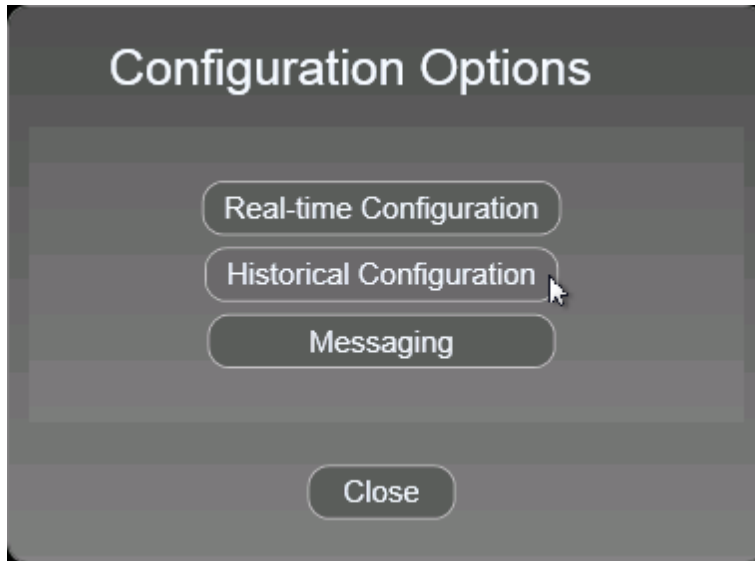
5.2.2 Real Time Datafields

Real Time datafields are available for display in the Real Time Window panel.

Total Abandoned Calls (All Queues)	This field represents the number of calls which were abandoned on all queues (terminated by the remote party before answering). If a call was transferred by overflow from one queue to another - it will be counted as abandoned on the last queue only.
Total Abandoned Calls	This field represents the number of calls which were abandoned on the queue (terminated by the remote party before answering). If a call was transferred by overflow from one queue to another - it will be counted as abandoned on the last queue only.
Avg Wait (All Queues)	Total Wait Time (All Queues) / Total Calls Received (All Queues) (queue calls only)
Avg Wait	Total Wait Time / Total Calls Received (queue calls only)
Longest Wait (All Queues)	Wait time of the longest call to all queues.
Longest Wait	Wait time of the longest call to the queue. Call wait time is the aggregation of all time intervals when calls were waiting in all queues (when overflow) regardless whether it was alerting to any agents. Only calls which were initially offered in to

	this queue is taken into account. E.g. The only call was ringing to Queue 1 for a minute and then was transferred by overflow to Queue 2 and was ringing for 5 minutes. Then Queue 1 Longest Wait will be 6 minutes and Queue 2 — zero.
Calls Answered in Threshold (All Queues)	Number of call answered in the configured time interval for all queues
Calls Answered in Threshold	Number of call answered in the configured time interval to the queue
% Service Level (All Queues)	Percentage of calls answered within the configured time interval for all queues
% Service Level	Percentage of calls answered within the configured time interval for the queue
Calls Waiting (All Queues)	Number of calls waiting in all queues
Calls Waiting	Number of calls waiting in the queue
Total Calls Received (All Queues)	Number of calls offered in to all queues. If call was transferred by overflow from one queue to another - it will be counted as received on both queues.
Total Calls Received	Number of calls offered in to the queue. If call was transferred by overflow from one queue to another - it will be counted as received on both queues.
Agents Assigned (All Queues)	Number of agents assigned to all queues
Agents Assigned	Number of agents assigned to the queue
Agent Available (All Queues)	Number of available (idle) agents in all queues
Agent Available	Number of available (idle) agents in the queue
Agents Busy (All Queues)	Number of agents in a busy state, in all queues
Agents Busy	Number of agents in a busy state, in the queues
Agents DND (All Queues)	Number of agents in a DND state, in all queues
Agents DND	Number of agents in a DND state, in the queues
Agents Logged In (All Queues)	Number of agents logged into all queues
Agents Logged in	Number of agents logged into the queue
Agents Logged Out (All Queues)	Number of agents logged out of all queues
Agents Logged Out	Number of agents logged out of the queue
Agents Offline (All Queues)	Number of agents offline from all queues
Agents Offline	Number of agents offline from the queue
Agents On A Call (All Queues)	Number of agents on a call (talk state) in all queues
Agents On A Call	Number of agents on a call (talk state) in the queue

5.2.3 Historical Configuration



5.2.3.1 Historical Datafields

Historical datafields are available in the Historical Report Template Editor, for use in manual and/or scheduled reports and the supervisor screen.

5.2.3.1.1 Queue Datafields

Avg # of Agents	Average Number of agent signed in to the queue over report period. $\text{Avg \# of Agents} = \frac{\text{SignTotalMinutes}}{\text{ReportingPeriod}}$, where SignTotalMinutes is the total number of minutes (sum) across all agents that were signed in to the queue during the reporting period, therefore, when this number is divided by the reporting period, we get the average number of agents available per time unit during the period. For example, 2 agents available over 3 hours period. Agent 1 was available for 1:30 hrs while Agent 2 was available during the whole 3 hours. So the value of SignTotalTime will be 90 + 180 = 270 minutes and the reporting period is 180 minutes. $270/180 = 3/2 = 1.5$ agents on average over 3 hours
Avg Queue Time	Total Queue Time / Total Calls Received (queue calls only)
Avg Ring Time	Total Ring Time / CallsCount, where CallsCount is number of calls summed up in the Total Ring Time field. See Total Ring Time for more details.
Avg Speed of Answer	Total Ring Time / Total Queue Calls Answd
Avg Talk Time (Queued Calls)	Total Talk Time / Total Queue Calls Answd

Avg Wait Time	Total Wait Time / Total Calls Received (Queue calls only)
Avg Wrapup Time	Total Wrap-up Time / Total Queue Calls Answd
Longest Wait	Wait time of the longest call to the queue. Call wait time is the aggregation of all time intervals when calls were waiting in all queues (when overflow) regardless whether it was alerting to any agents. Only calls which were initially offered in to this queue is taken into account. E.g. The only call was ringing to Queue 1 for a minute and then was transferred by overflow to Queue 2 and was ringing for 5 minutes. Then Queue 1 Longest Wait will be 6 minutes and Queue 2 — zero.
Calls Aband (0-30 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 30 seconds.
Calls Aband (30-60sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 30 to 60 seconds.
Calls Aband (60-120 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 60 to 120 seconds.
Calls Aband (120+ sec)	Same as Total Calls Aband except that this field includes only calls with wait time more than 120 seconds.
Calls Aband (0-60 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 60 seconds.
Calls Aband (0-90 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 90 seconds.
Calls Aband (0-120 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 120 seconds.
Calls Answd (0-30 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 0 to 30 seconds.
Calls Answd (30-60 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 30 to 60 seconds.
Calls Answd (60-120 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 60 to 120 seconds.
Calls Answd (120+ sec)	Same as Total Calls Answd except that this field includes only calls with wait time more than 120 seconds.
Calls Answd (0-60 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 0 to 60 seconds.
Calls Answd (0-90 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 0 to 90 seconds.
Calls Answd (0-120 sec)	Same as Total Calls Answd except that this field

	includes only calls with wait time in the interval from 0 to 120 seconds.
% Calls Aband	$\text{Calls Aband} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (0-30 sec)	$\text{Calls Aband (0-30 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (30-60 sec)	$\text{Calls Aband (30-60 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (60-120 sec)	$\text{Calls Aband (60-120 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (120+ sec)	$\text{Calls Aband (120+ sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (0-60 sec)	$\text{Calls Aband (0-60 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (0-90 sec)	$\text{Calls Aband (0-90 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Aband (0-120 sec)	$\text{Calls Aband (0-120 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (0-30sec)	$\text{Calls Answd (0-30 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (30-60 sec)	$\text{Calls Answd (30-60 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (60-120 sec)	$\text{Calls Answd (60-120 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (120+ sec)	$\text{Calls Answd (120+ sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (0-60 sec)	$\text{Calls Answd (0-60 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (0-90 sec)	$\text{Calls Answd (0-90 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
% Calls Answd (0-120 sec)	$\text{Calls Answd (0-120 sec)} / \text{Total Calls Received} * 100\%$ (queue calls only)
Total Calls Answd	The number of calls which were answered on the queue by one of the agents selected for the report. If a call is transferred by overflow from one queue to another - it will be counted as answered on the last queue only. Note, if the answering party is not an agent (e.g. some unknown user picks up the call from the queue), this call will be counted as well.
Total Logged-in Time	Aggregated duration of time intervals when at least one of the agents selected for the report is signed-in to the queue.
Total Calls Abandoned	The number of calls which were abandoned on the queue (terminated by the remote party before answering). If a call was transferred by overflow from one queue to another - it will be counted as abandoned on the last queue only.
Total Calls Received	The number of calls offered in to the queue. If call was transferred by overflow from one queue to another - it will be counted as received on both queues.
Total Calls Overflow	Number of calls which was first ringing on the

	queue and then ringing on another queue. Note: is always 0 for Workflow
Total Calls Interflow	Number of calls which was first ringing on another queue and then ringing on the queue.
Total Queued Time	Total Wait Time - Total Ring Time. Shows time when call was in the queue, but there was no agents available.
Total Ring Time	This field is a sum of ring time for all queue calls (the calls that were alerting at agent's phone). Call ring time is the aggregation of all time intervals when calls were waiting in the queue and alerting to at least one of the agents selected for the report. If a call was ringing for 2 minutes to 3 agents at the same time, aggregated call ring time will be 2 minutes (not 6). Note: is always zero for Workflows.
Total Talk Time (Queue)	Total talk time of the agent. Talk time is the elapsed time between the time an agent connects to a call and when the call is disconnected or transferred.
Total Wait Time	Sum of wait time for all queue calls (the calls that were offered in to the queue). Call wait time is the aggregation of all time intervals when calls were waiting in the queue regardless whether it was alerting to any agents. For Workflows it shows time until call is offered in to the queue (it includes greeting time and IVR time).

5.2.3.1.2 Agent Datafields

Avg Speed of Answer	Total Ring Time / Total Queue Calls Answd
Avg Talk Time (Non Queue Calls)	Total Talk Time (Non Queue) / Total Calls Answd (Non Queue)
Avg Talk Time (Queue Calls)	Total Talk Time / Total Queue Calls Answd
Avg Wrap Up Time	Total Wrap-up Time / Total Queue Calls Answd
% Calls Answd (0-60 sec)	Calls Answd (0-60 sec) / Total Calls Received * 100% (queue calls only)
Total Calls Answered	Total number of queued calls that have been connected to the agent.
Total Outgoing Calls	Number of all answered outgoing calls (non-queue) which was initiated (made) by the agent. Call is counted only if the agent is subscribed to at least one queue at the time of the call.
Total Talk Time (Queue)	Sum of talk durations for all calls which were answered on one of the queues selected for the report by the agent.
Total Busy Time	Total Wrap-up time + Total Talk Time in the row
% Calls Answd (0-120 sec)	Calls Answd (0-120 sec) / Total Calls Received * 100% (queue calls only)
Total Incoming Calls Answd	This field represents number of all calls (queue and non-queue) which was answered by one of

	the agents selected for the report. And the answered agent should be subscribed to at least one queue at the time of answer .
Total Calls Aband	This field represents the number of calls which were abandoned on one of the queues selected for the report.
% Calls Answd (0-90 sec)	$\text{Calls Answd (0-90 sec) / Total Calls Received} * 100\%$ (queue calls only)
Total Queued Time	Total Wait Time - Total Ring Time in the row. Shows time when call was in the queue, but there was no agents available.

5.2.3.1.3 Queue By Agent Datafields

Avg Speed of Answer	$\text{Total Ring Time / Total Queue Calls Answd}$
Avg Talk Time (Queue Calls)	$\text{Total Talk Time / Total Queue Calls Answd}$
Total Outgoing Calls	Number of all answered outgoing calls (non-queue) which was initiated (made) by the agent. Call is counted only if the agent is subscribed to at least one queue at the time of the call .
Total Calls Answered	This field represents the number of calls which were answered on the queue by one of the agents selected for the report. If a call is transferred by overflow from one queue to another - it will be counted as answered on the last queue only. Note, if the answering party is not an agent (e.g. some unknown user picks up the call from the queue), this call will be counted as well.
% Calls Answd (0-90 sec)	$\text{Calls Answd (0-90 sec) / Total Calls Received} * 100\%$ (queue calls only)

5.2.3.1.4 Agent By Queue Datafields

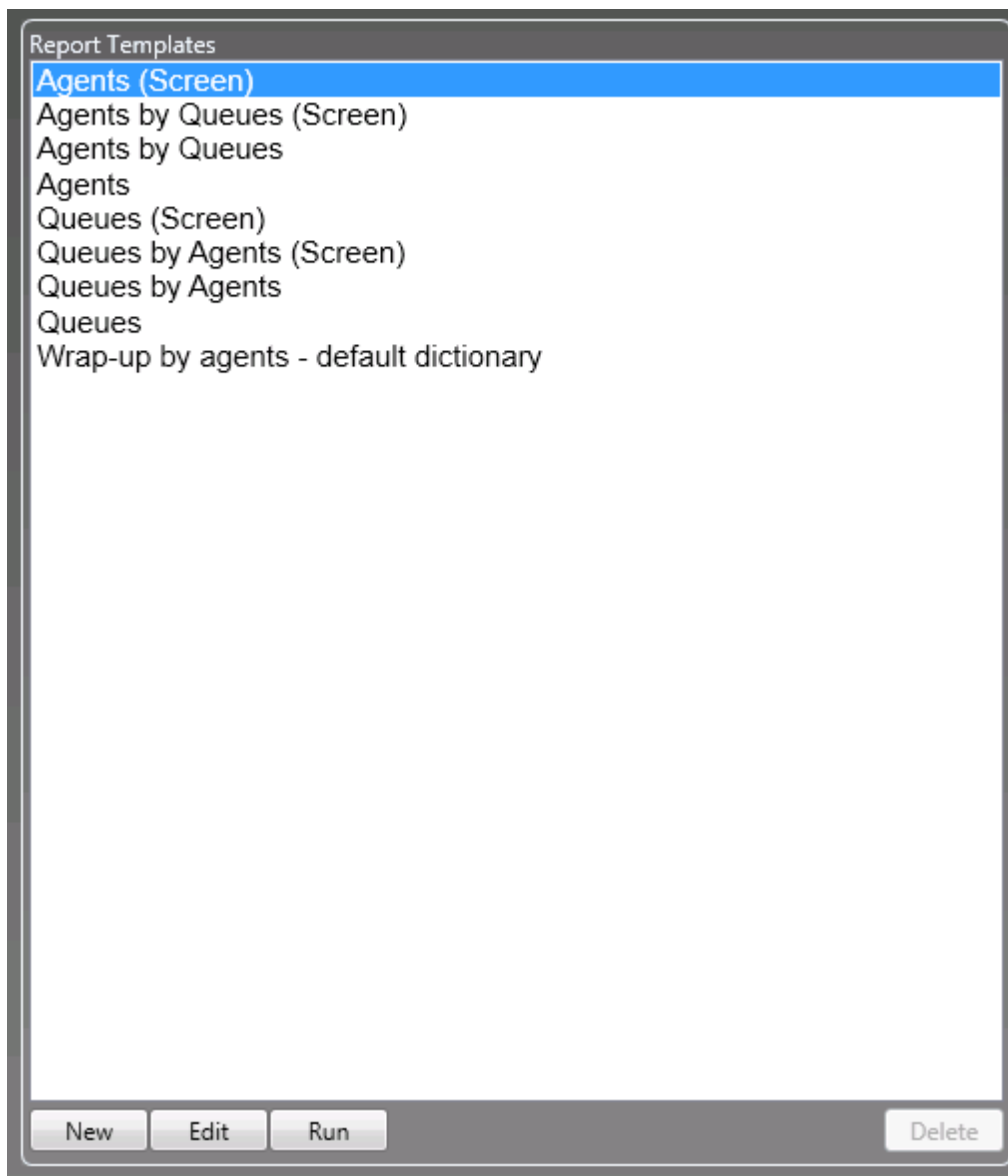
Avg Speed of Answer	The average time that elapsed between the call ringing at an agent extension and the agent connecting to the call.
Avg Talk Time (Queue Calls)	Average talk time for all calls that agent has handled.
Total Outgoing Calls	Number of all answered outgoing calls (non-queue) which was initiated (made) by one of the agents selected for the report. Call is counted only if the agent is subscribed to at least one queue at the time of the call .
% Calls Aband	$\text{Calls Aband / Total Calls Received} * 100\%$ (queue calls only)
Total Calls Answered	This field represents number of calls which were answered on the queue by an agent.
% Calls Aband (0-90 sec)	$\text{Calls Aband (0-90 sec) / Total Calls Received} * 100\%$ (queue calls only)

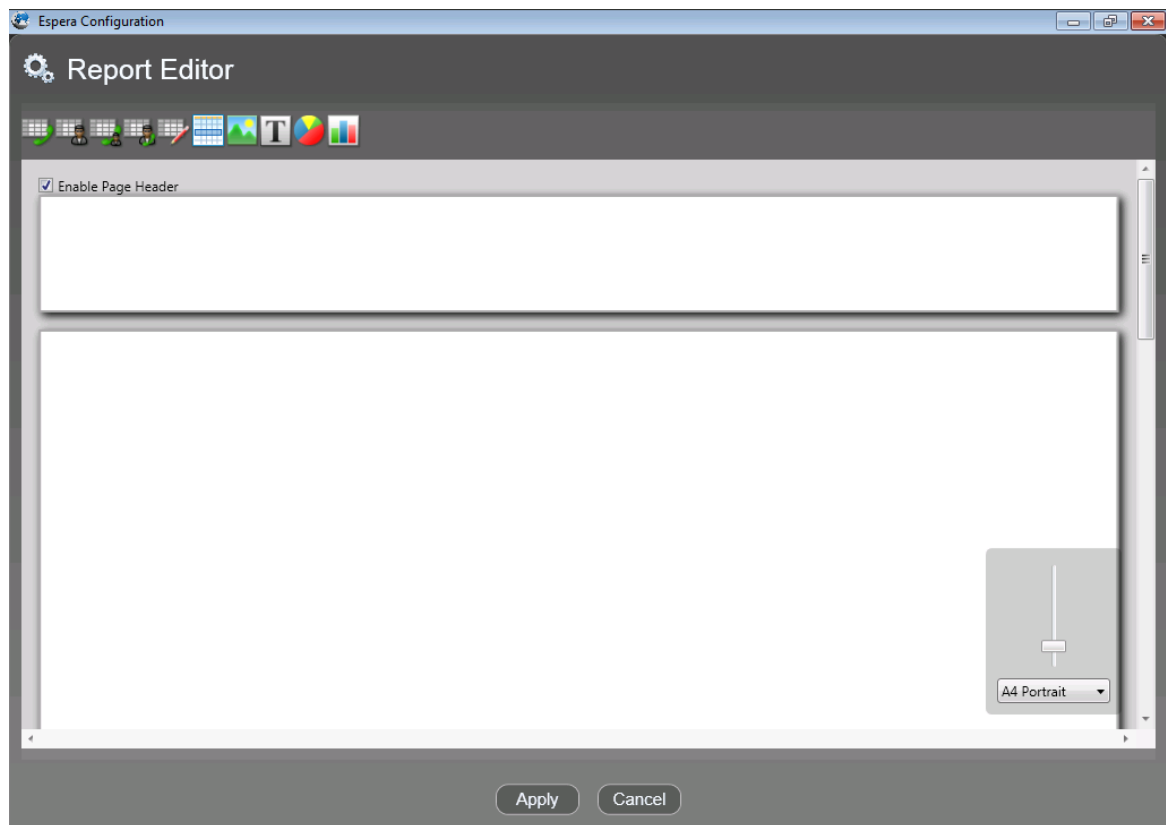
5.2.3.2 Historical Report Templates

To display a report in the Supervisor Screen or generate a Historical Report, you must first create a Historical Report Template. The following topics cover the elements available to be displayed in a template.

5.2.3.2.1 Create/Modify Historical Report Template - New Template


Press <New> to begin creating a new Historical Template, OR <Edit> to edit the currently selected Historical Template

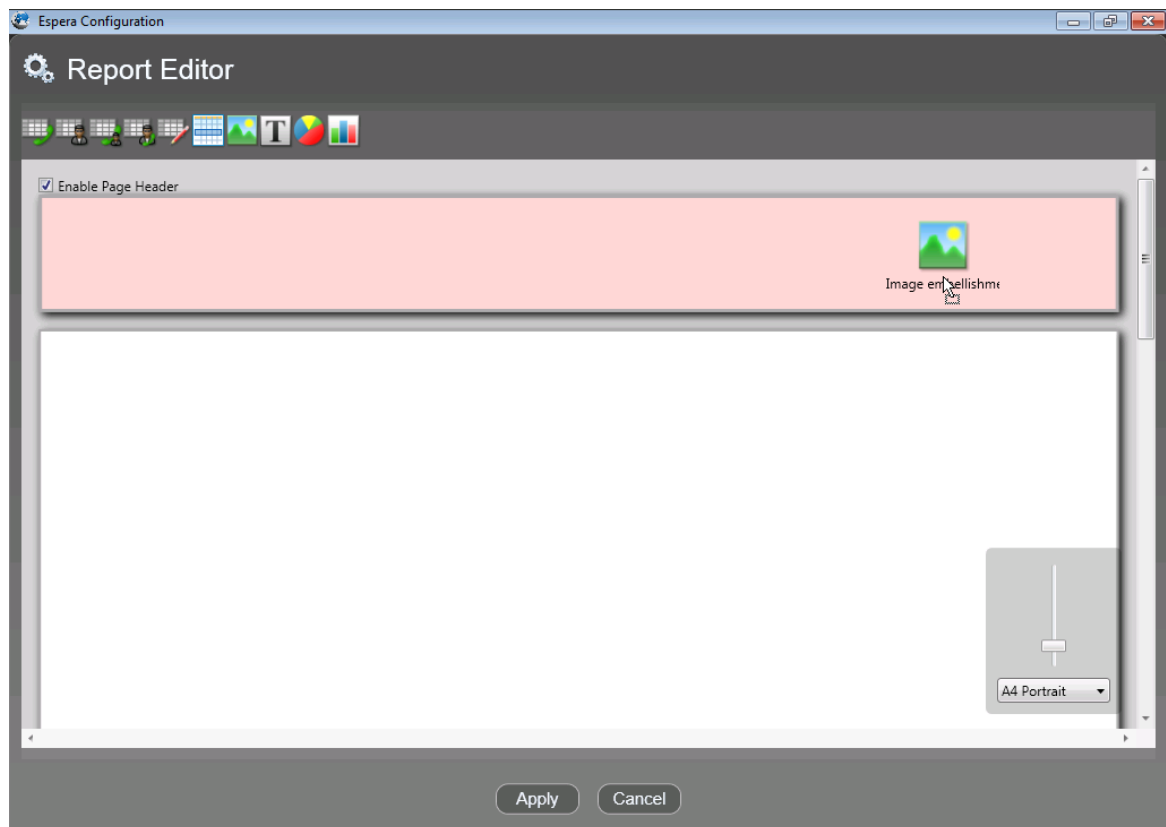




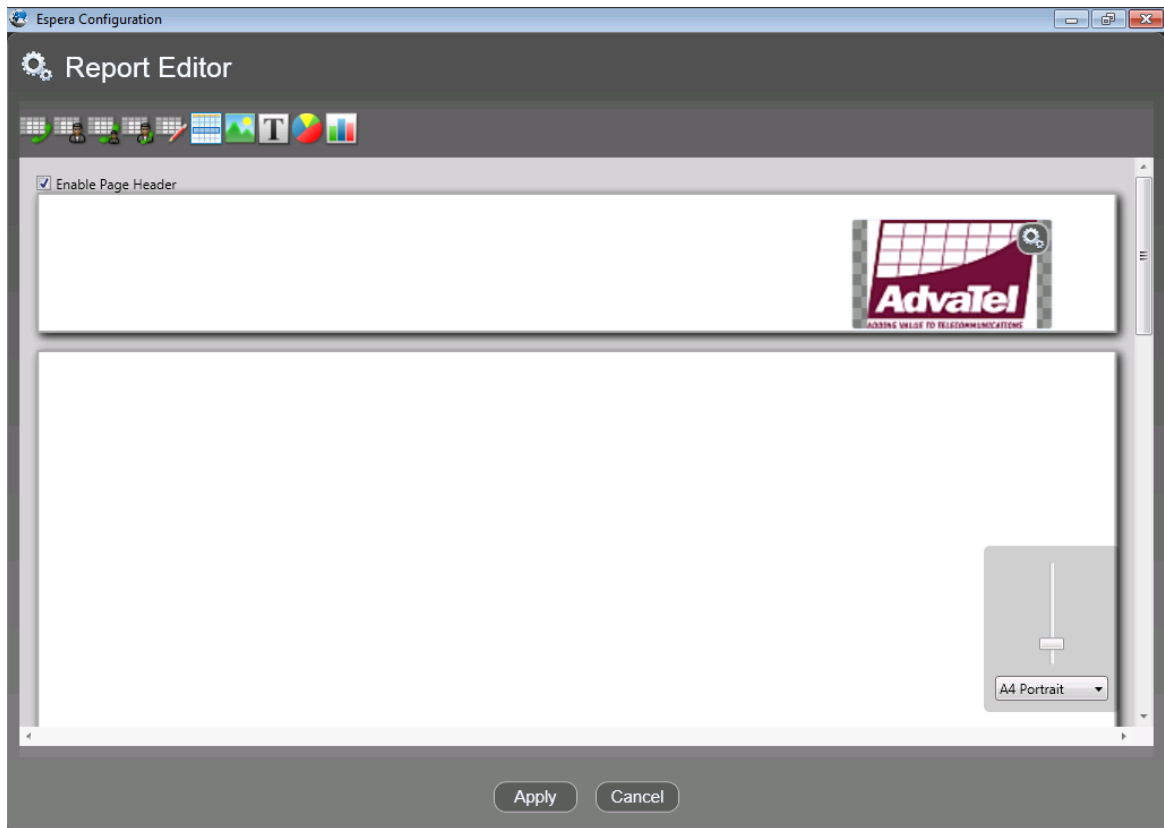
5.2.3.2.2 Create/Modify Historical Report Template - Static Image Box

Static images can be inserted anywhere into the template. To insert an image into the template:

1. Drag the Image icon to the location on the template for the image
2. Click the  icon to edit the Image Box
3. <Browse> and select the image file
4. <Apply> to save the image
5. The image can be resized in the template by highlighting the image and adjusting the size with the handles




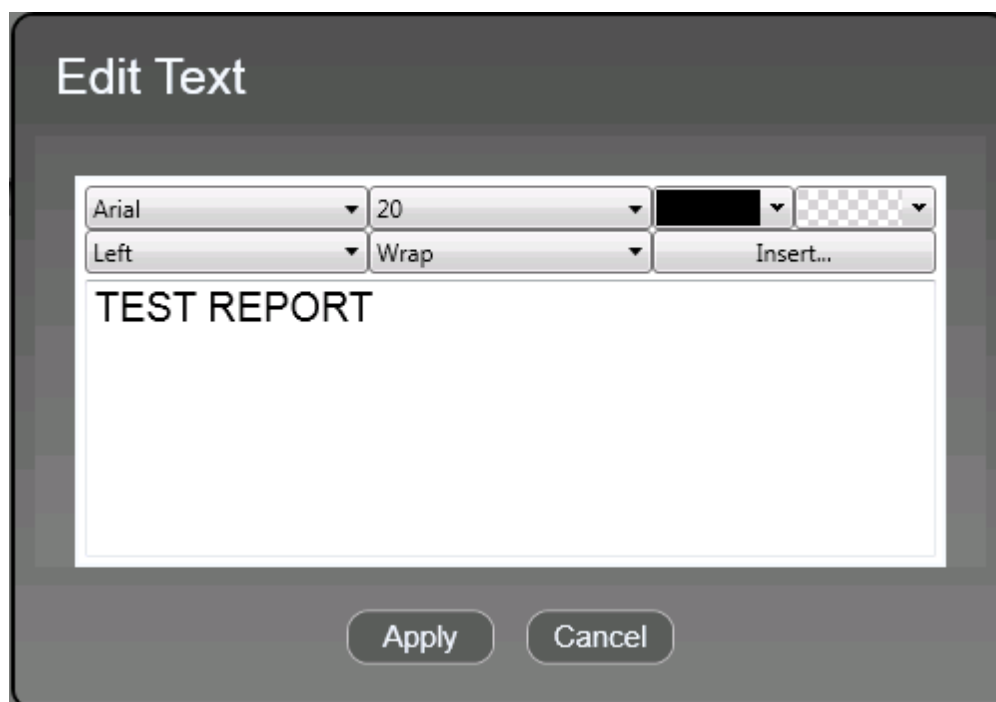
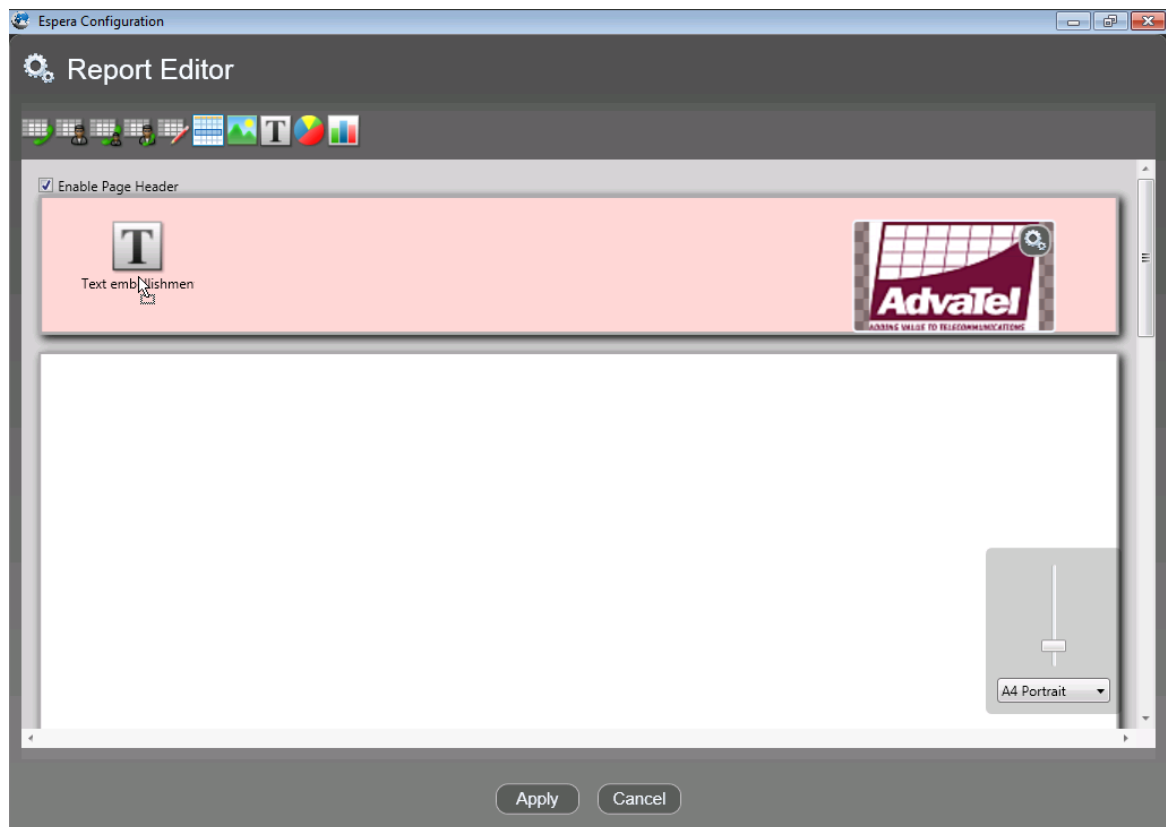


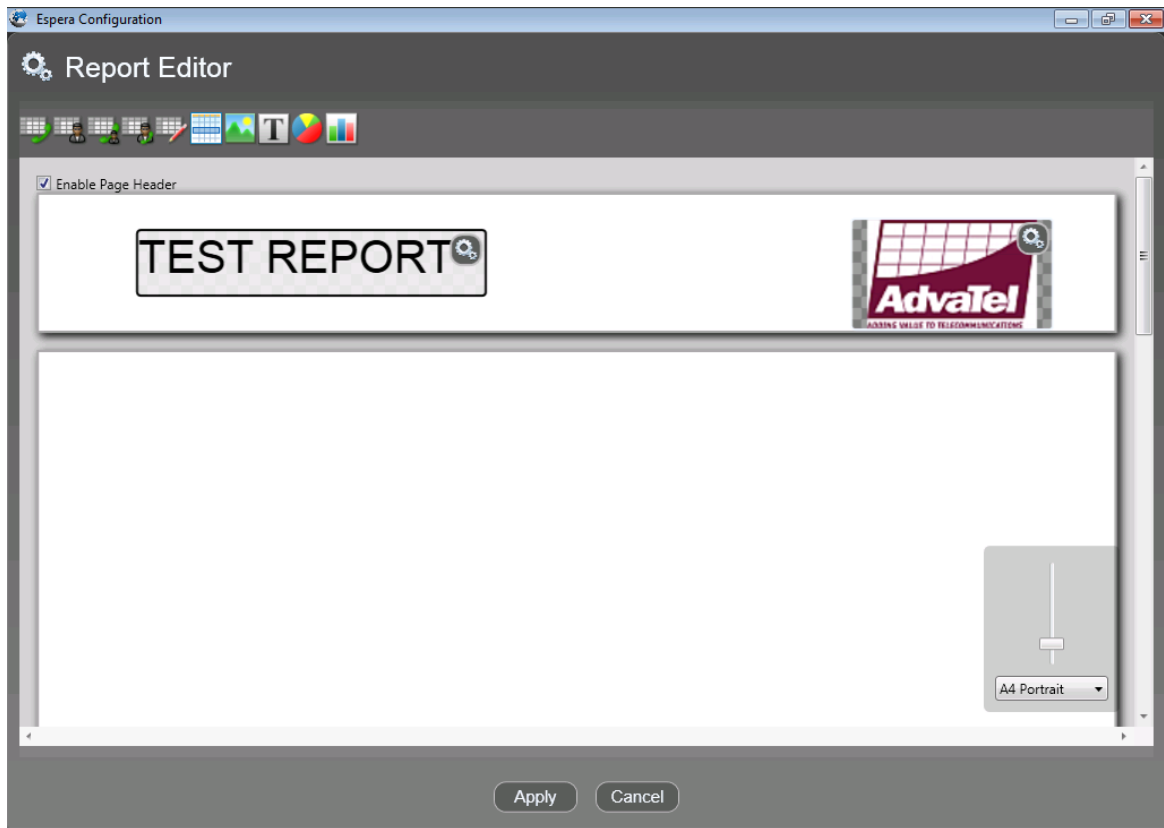


5.2.3.2.3 Create/Modify Historical Report Template - Static Text Box

Static Text can be inserted anywhere into the template. To insert a Text Box into the template:


1. Drag the Text icon to the location on the template for the text box.
2. Click the  icon to edit the Text Box
3. Enter the required text. You can also change the font, size, font color, background color, justification, wrap settings, or insert variable text)
4. <Apply> to save the text box contents
5. The Text Box can be resized in the template by highlighting the text box and adjusting the size with the handles



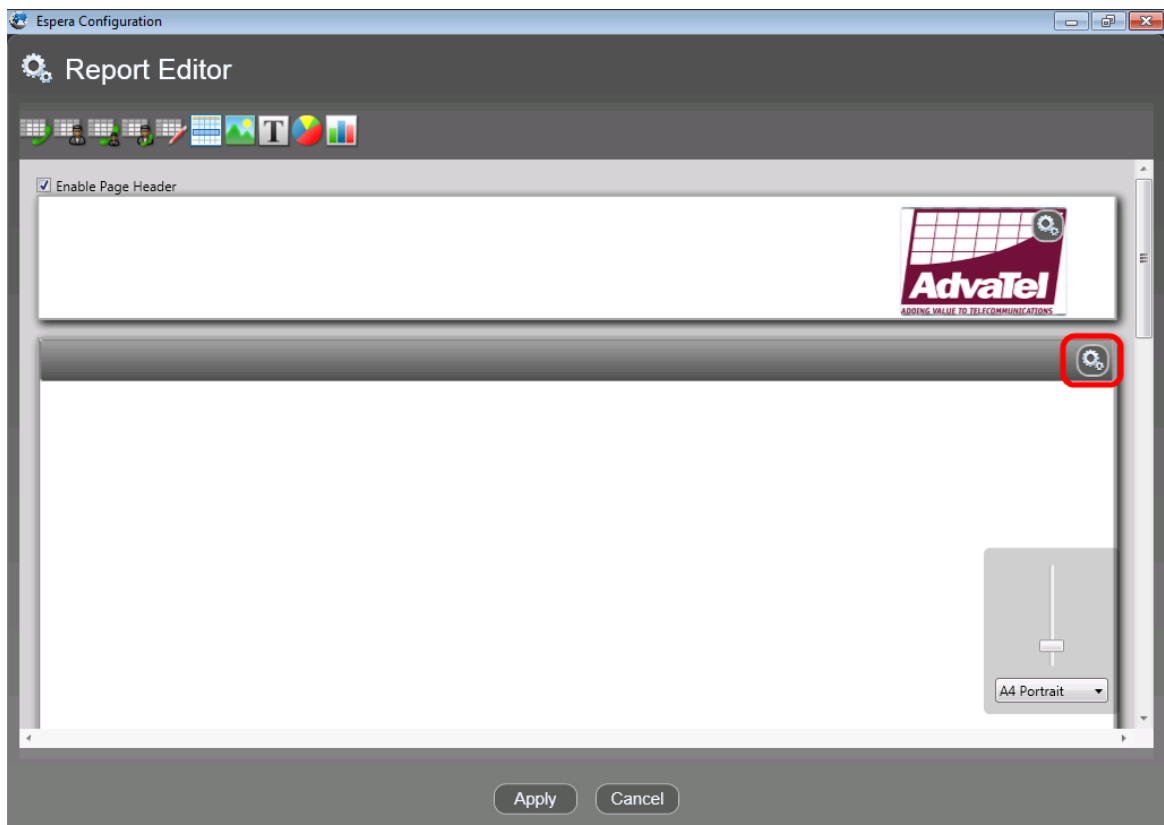
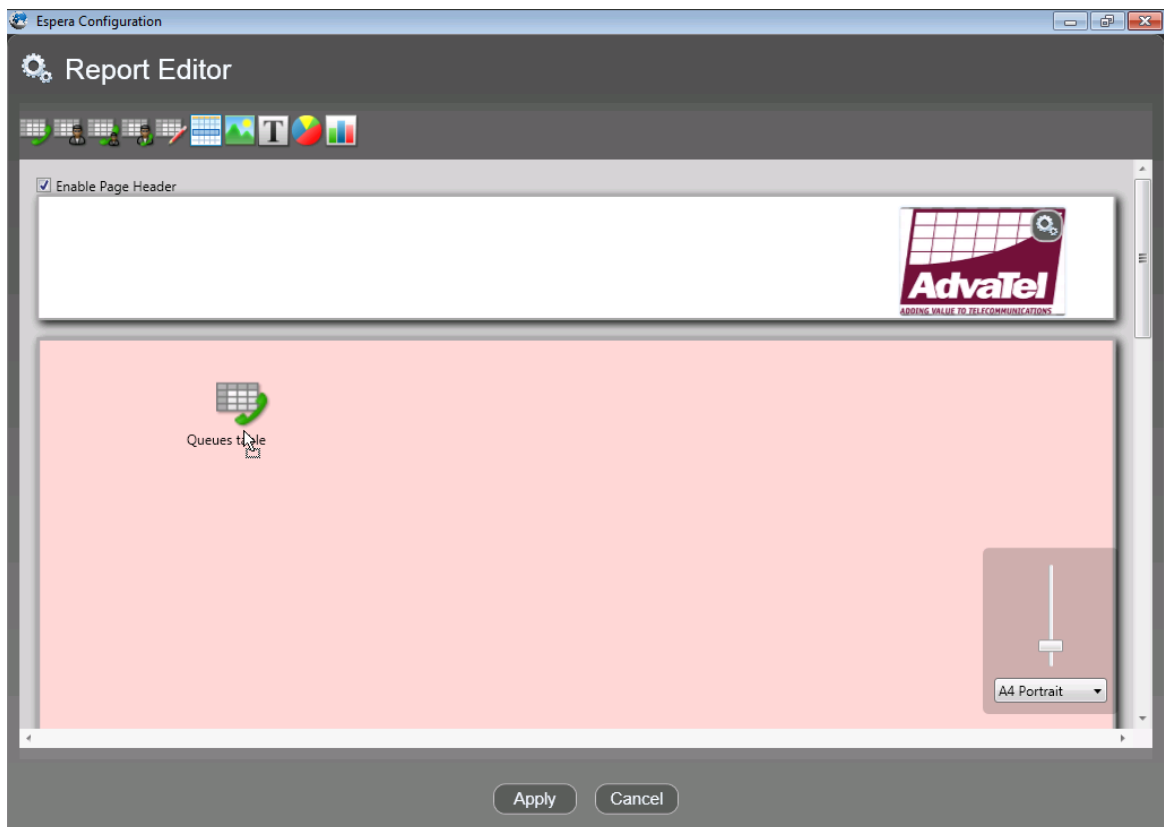


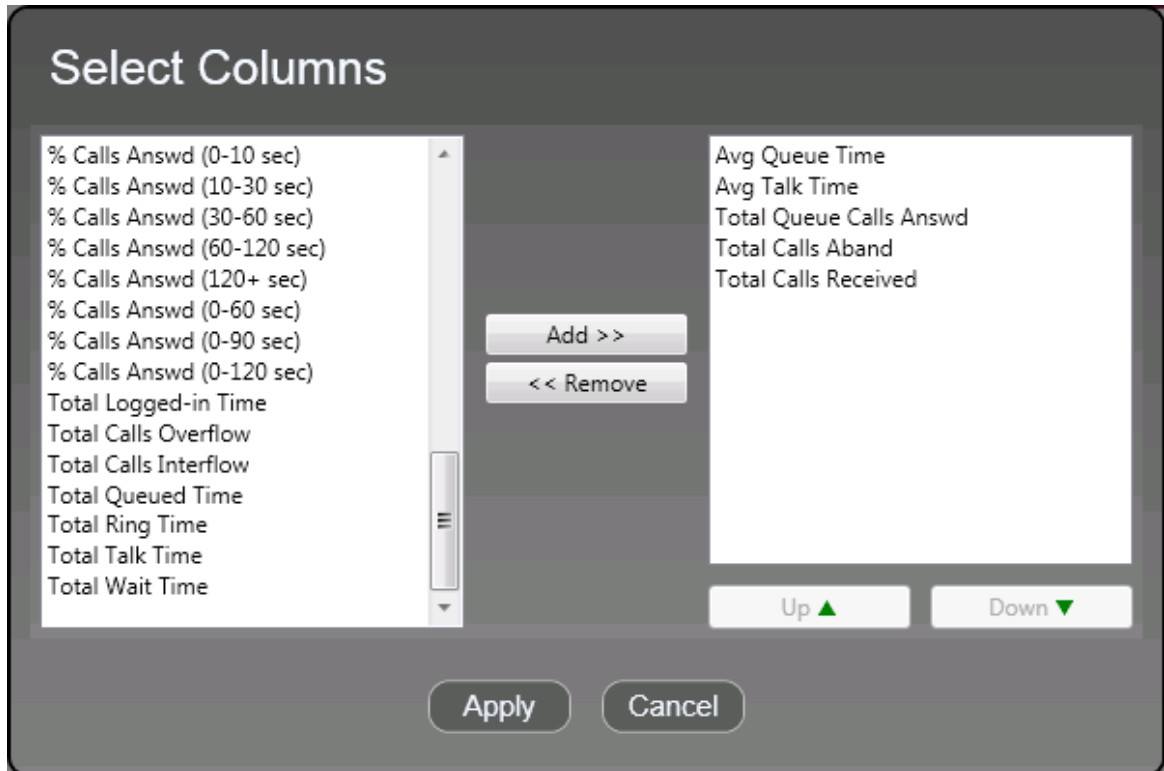
5.2.3.2.4 Create/Modify Historical Report Template - Queue Statistics

A Queue Table can be inserted into the body of the template. To insert a Queue Table into the template:

1. Drag the Queue Table icon into the body of the template
2. Click the  icon to edit the Queue Table
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column
4. The order of the datafields can be changed with the <Up> & <Down> buttons
5. <Apply> to save the configuration


NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.



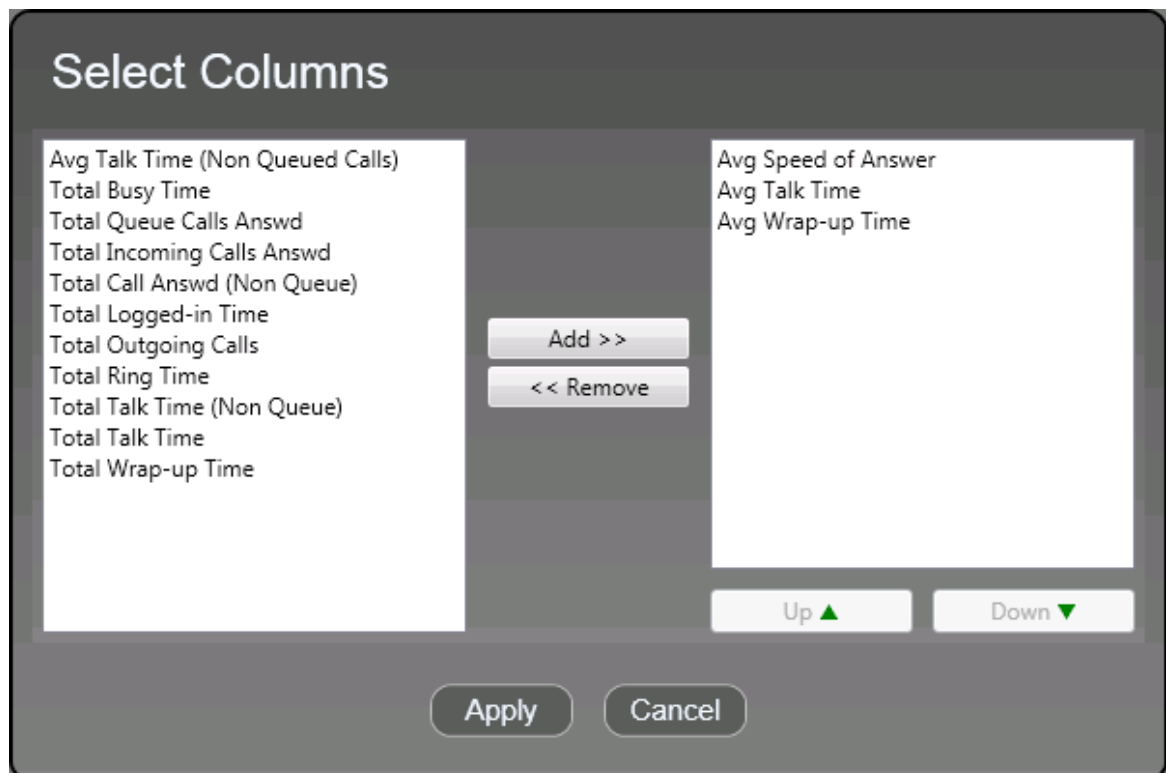
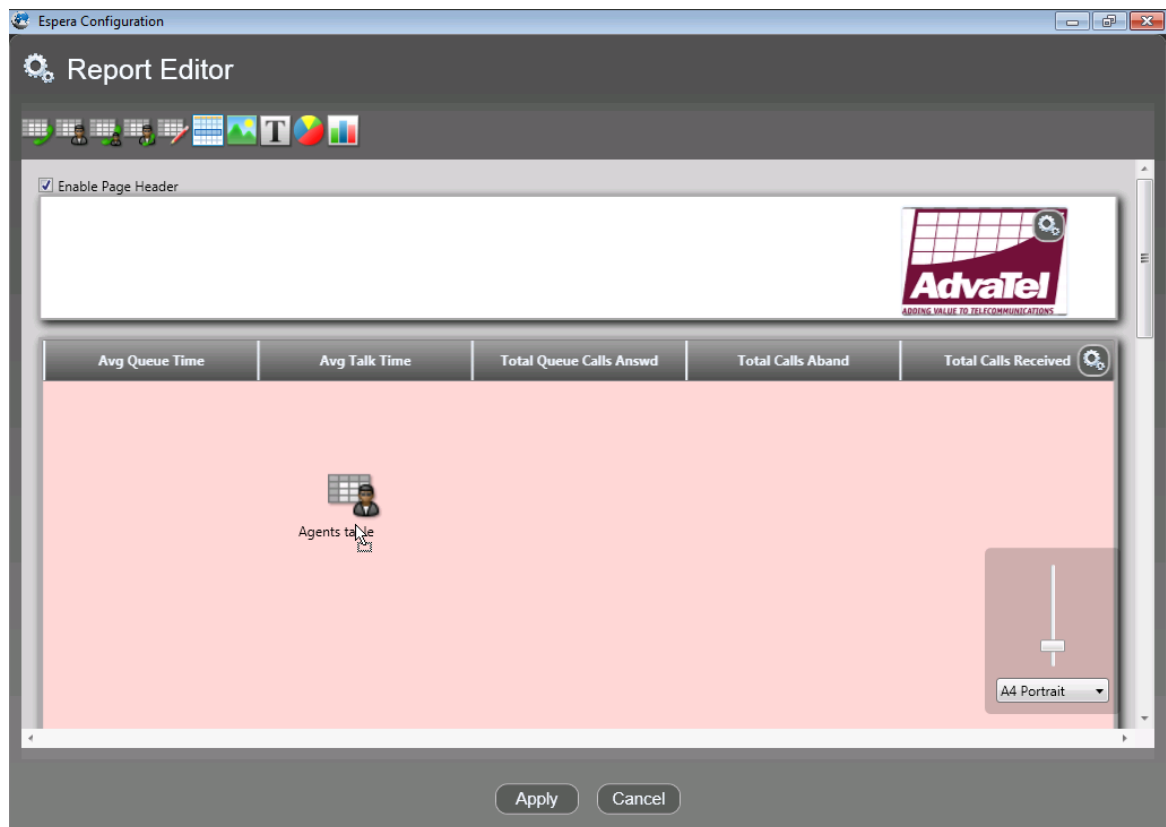


5.2.3.2.5 Create/Modify Historical Report Template - Agent Statistics

An Agents Table can be inserted into the body of the template. To insert an Agent Table into the template:


1. Drag the Agent Table icon into the body of the template
2. Click the  icon to edit the Agent Table
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column
4. The order of the datafields can be changed with the <Up> & <Down> buttons
5. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.

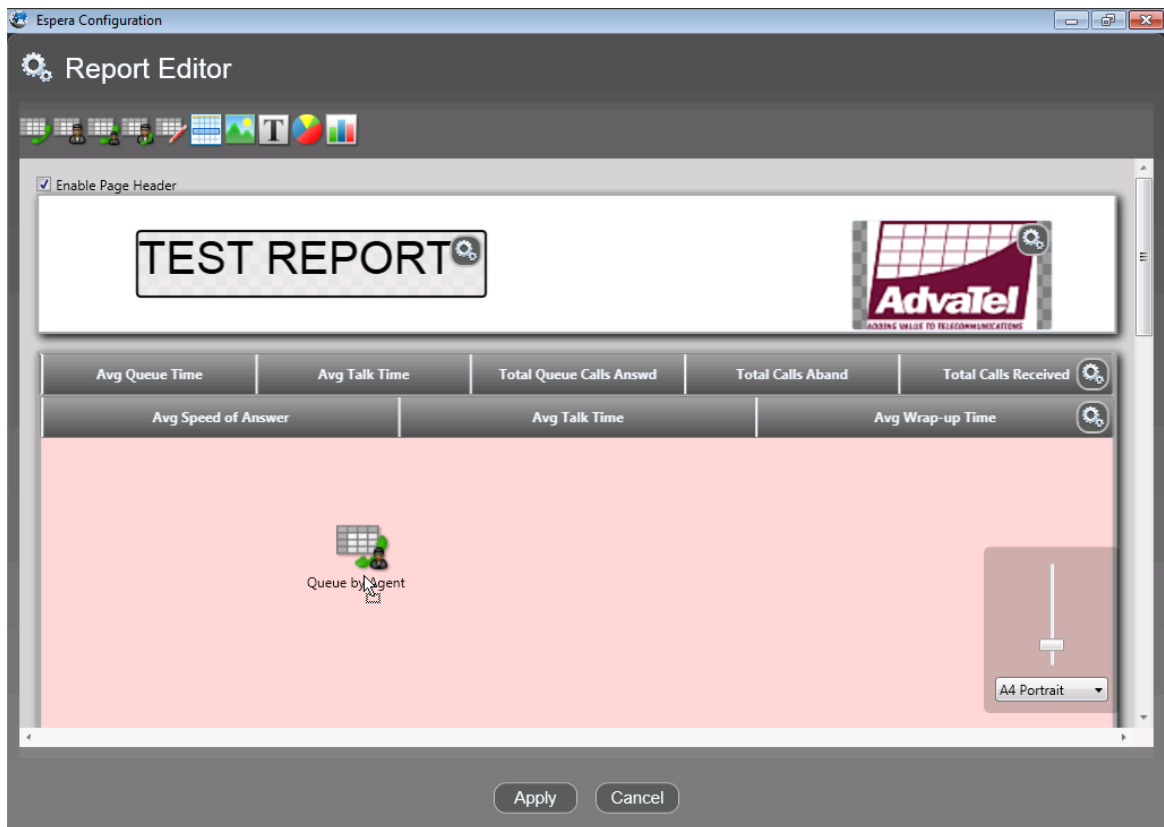


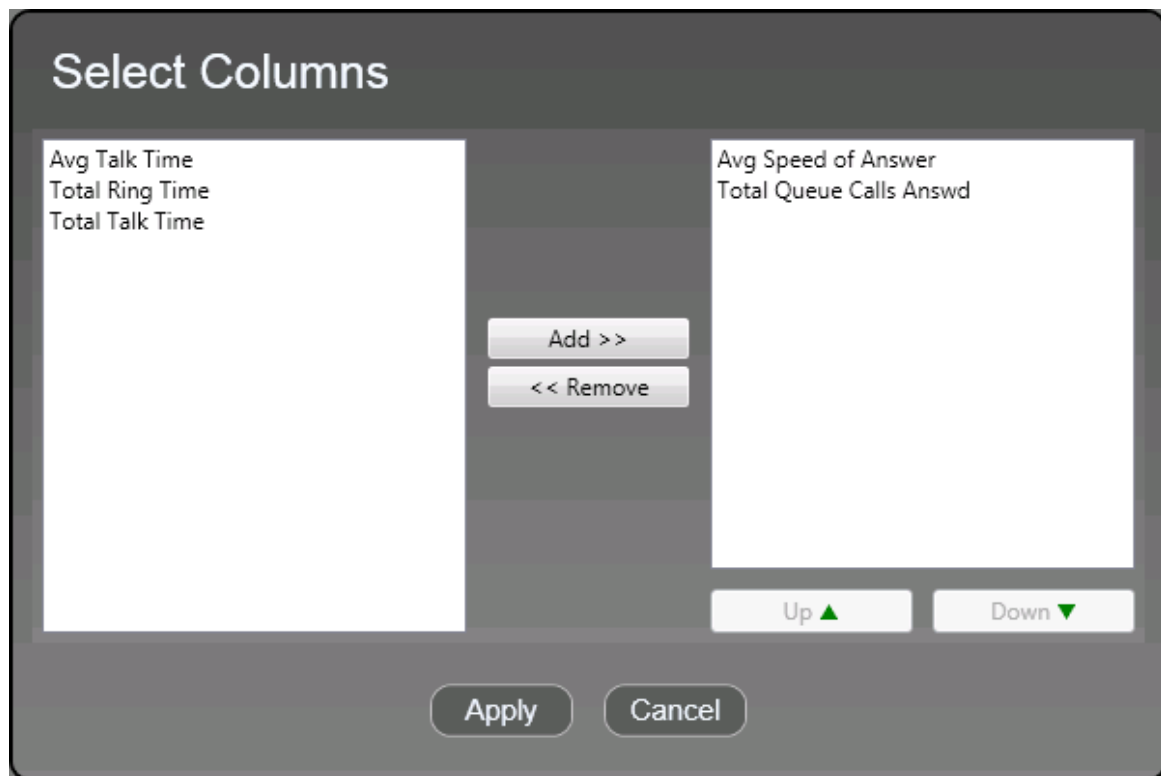
5.2.3.2.6 Create/Modify Historical Report Template - Queues Grouped By Agents

A Queues By Agent Table can be inserted into the body of the template. To insert a Queues By Agent Table into the template:

1. Drag the Queues By Agent Table icon into the body of the template
2. Click the  icon to edit the Queues By Agent Table
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column
4. The order of the datafields can be changed with the <Up> & <Down> buttons
5. <Apply> to save the configuration


NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.



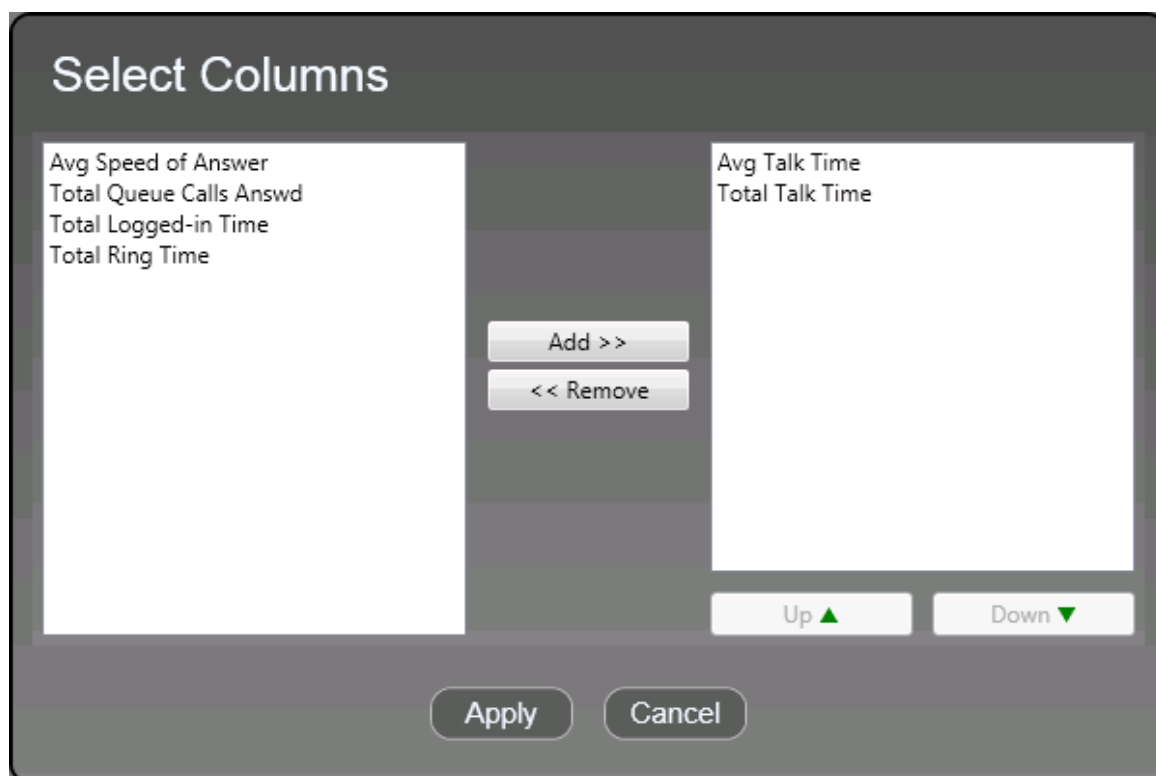
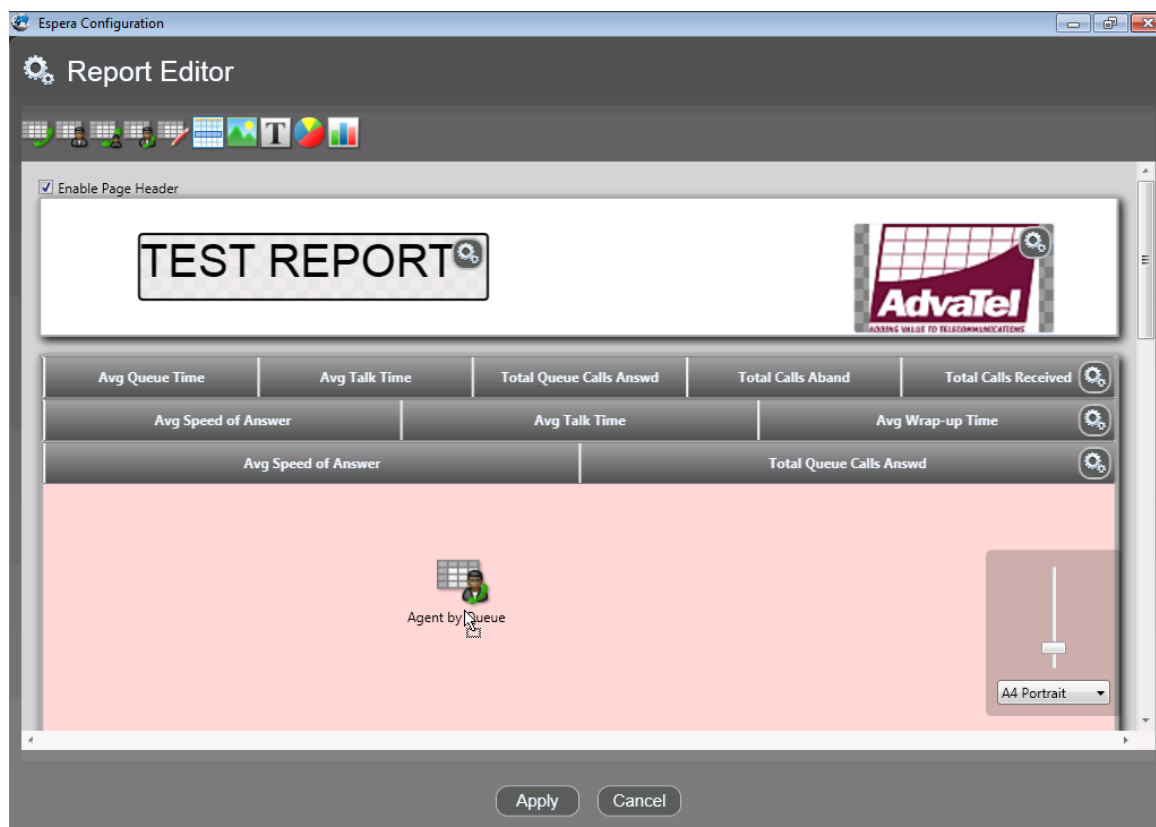


5.2.3.2.7 Create/Modify Historical Report Template - Agents Grouped By Queues

An Agents By Queue Table can be inserted into the body of the template. To insert an Agents By Queue Table into the template:


1. Drag the Agents By Queue Table icon into the body of the template
2. Click the  icon to edit the Agents By Queue Table
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column
4. The order of the datafields can be changed with the <Up> & <Down> buttons
5. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.

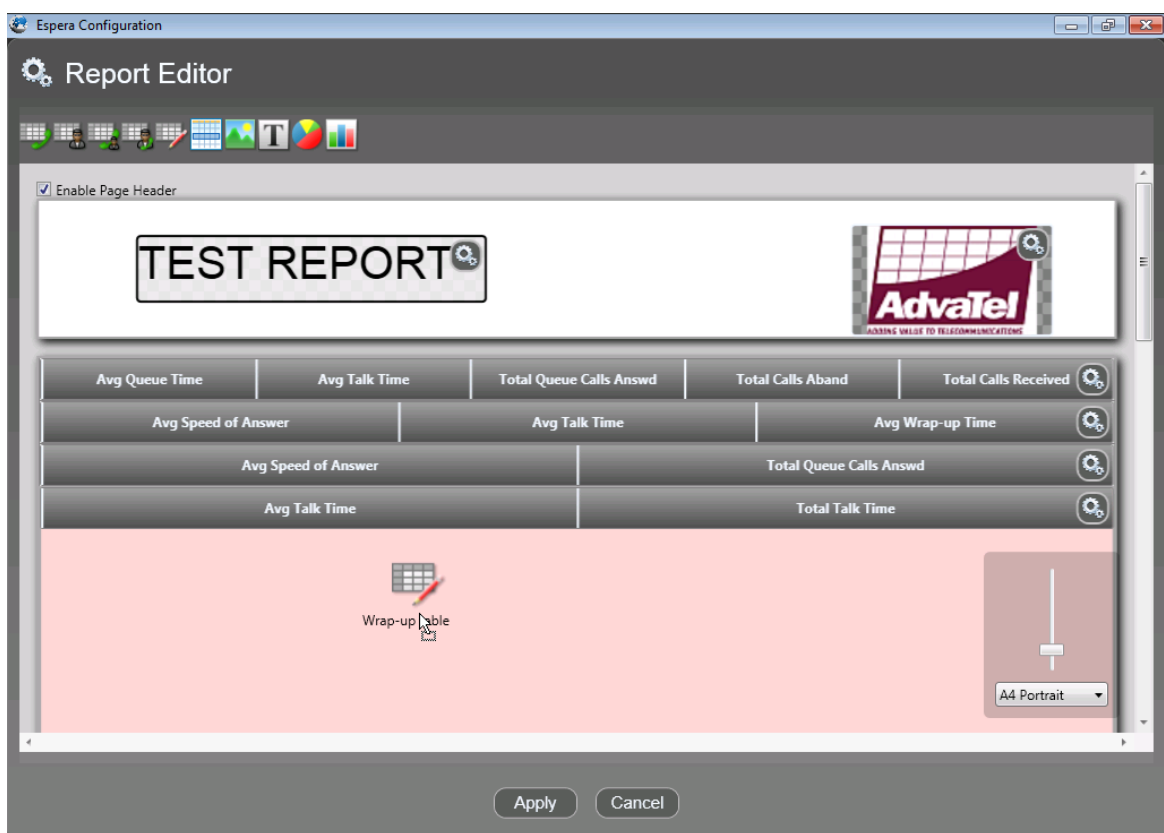


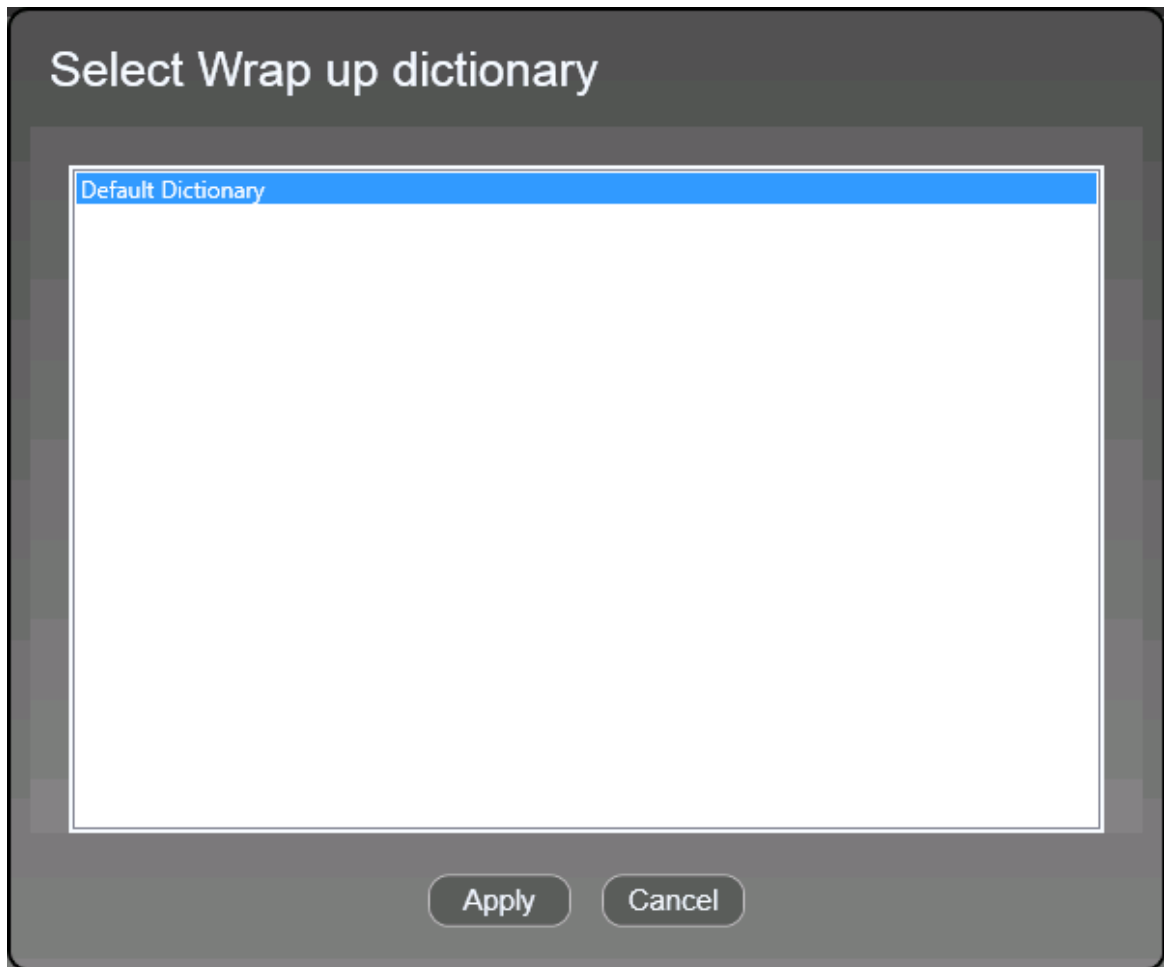
5.2.3.2.8 Create/Modify Historical Report Template - Wrap Up Statistics

A Wrap Up Table can be inserted into the body of the template. To insert a Wrap Up Table into the template:

1. Drag the Wrap Up Table icon into the body of the template
2. Click the  icon to edit the Agent Table
3. Select the Wrap Up Dictionary to be reported on in table
4. <Apply> to save the configuration


NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.



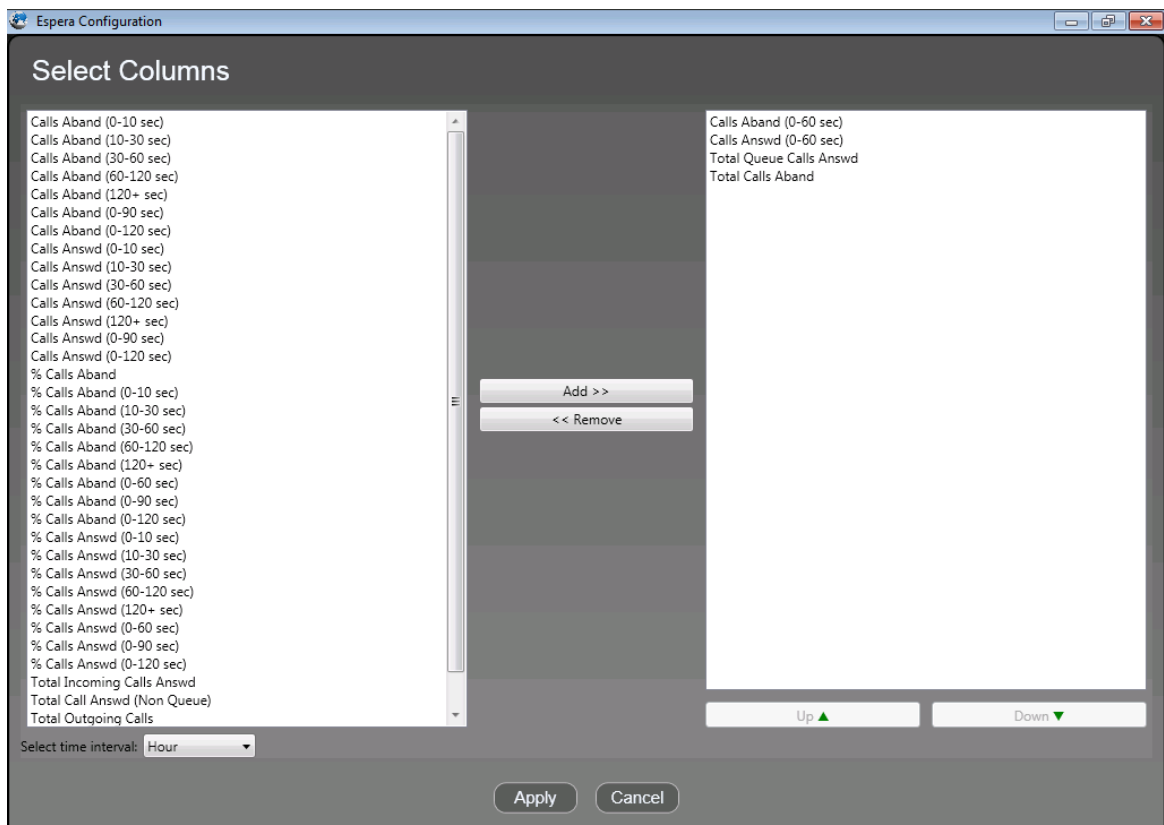
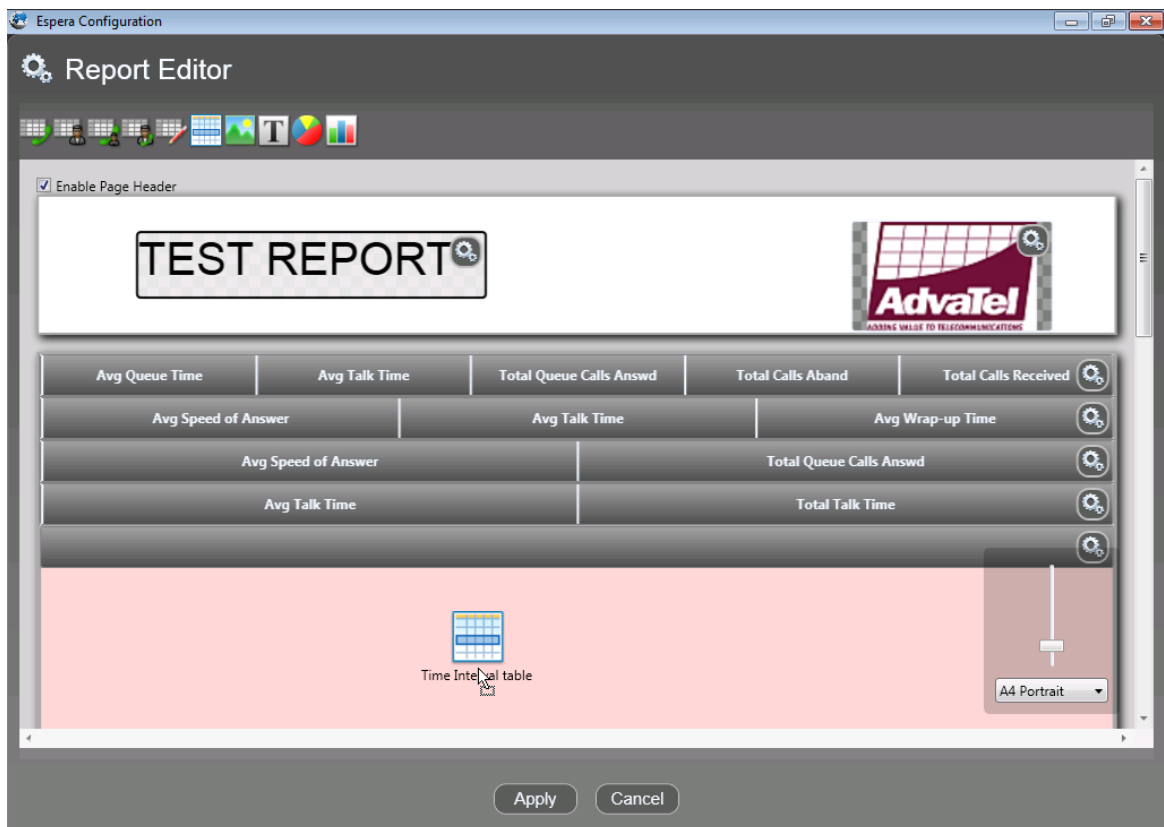


5.2.3.2.9 Create/Modify Historical Report Template - Time Intervals

A Time Interval Table can be inserted into the body of the template. To insert a Time Interval Table into the template:


1. Drag the Time Interval Table icon into the body of the template
2. Click the  icon to edit the Agent Table
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column
4. The order of the datafields can be changed with the <Up> & <Down> buttons
5. Select the time interval required from the drop down list
6. <Apply> to save the configuration

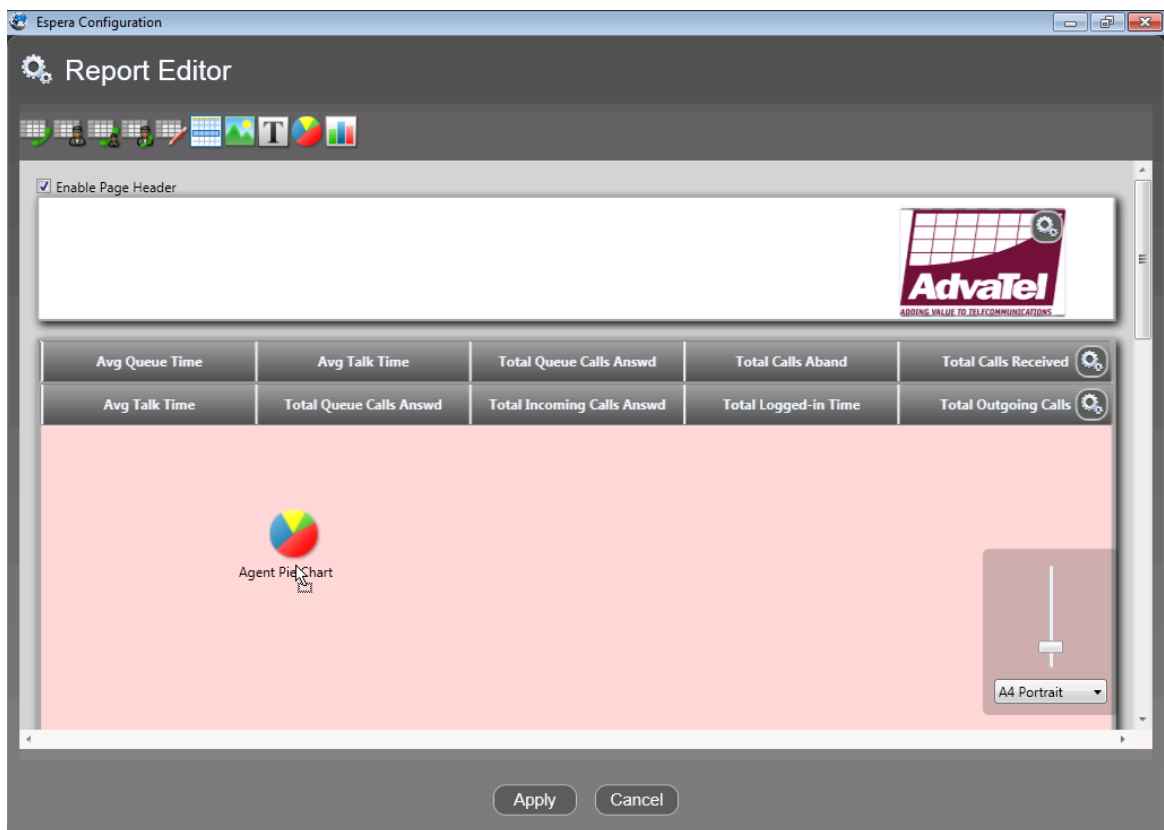
NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.

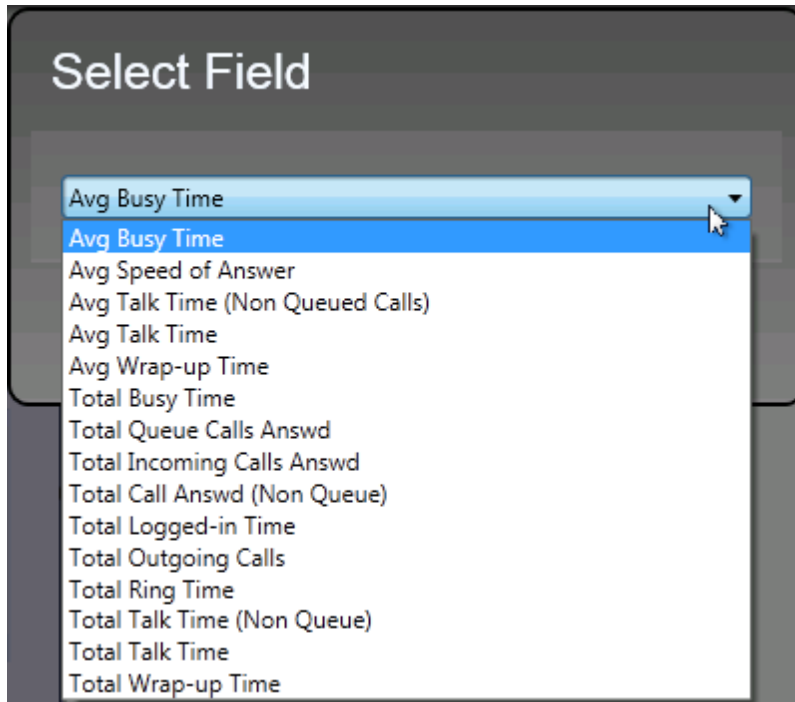


5.2.3.2.10 Create/Modify Historical Report Template - Pie Charts

A Pie Chart can be inserted anywhere in the body of the template. To insert a Pie Chart into the template:


1. Drag the Pie Chart icon to the location on the template for the Pie Chart
2. Click the  icon to edit the Pie Chart
3. Select the field to be report in the Pie Chart
4. <OK> to save the Pie Chart configuration
5. The Pie Chart can be resized in the template by highlighting the Pie Chart and adjust the size with the handles

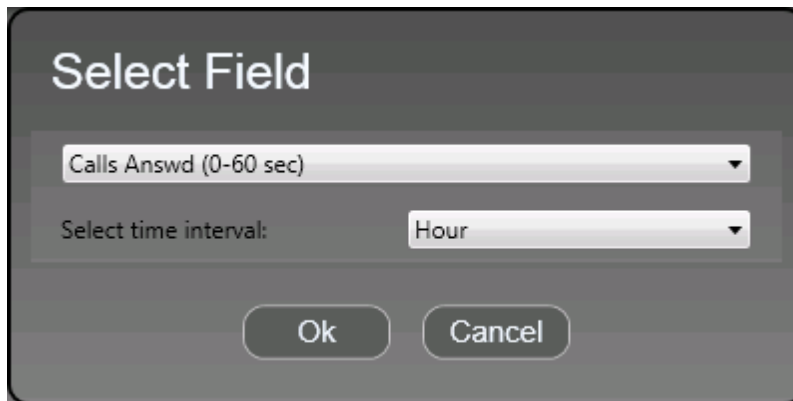
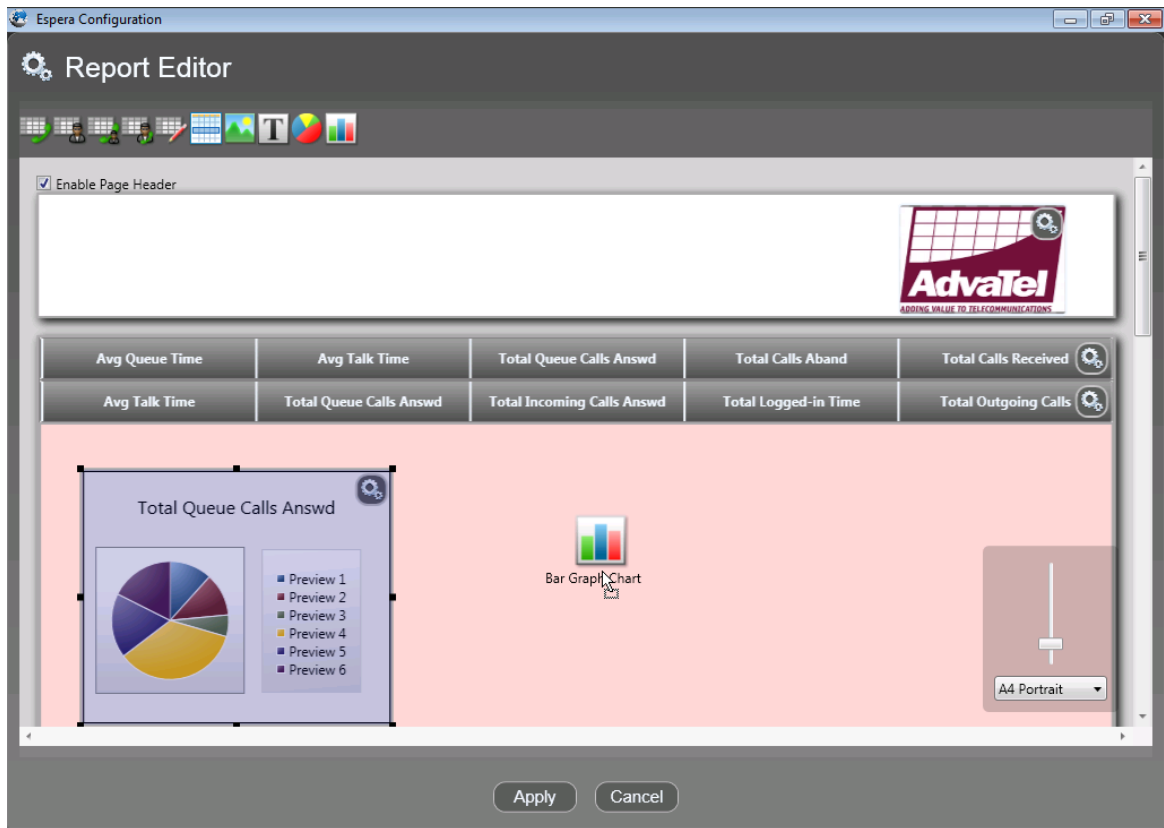




5.2.3.2.11 Create/Modify Historical Report Template - Bar Graph

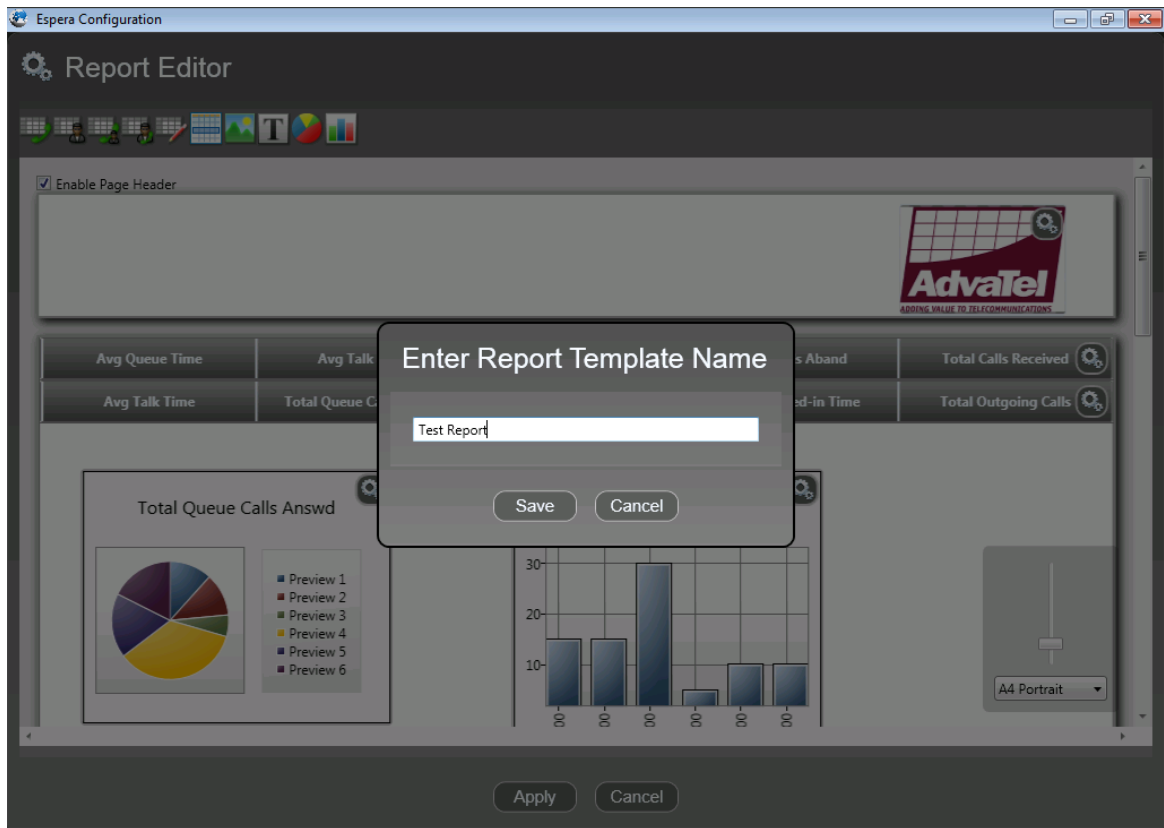
A Bar Graph can be inserted anywhere in the body of the template. To insert a Bar Graph into the template:

1. Drag the Bar Graph icon to the location on the template for the Bar Graph
2. Click the  icon to edit the Bar Graph
3. Select the field to be report in the bar graph along with the time interval
4. <OK> to save the Bar Graph configuration
5. The Bar Graph can be resized in the template by highlighting the Bar Graph and adjust the size with the handles



5.2.3.2.12 Create/Modify Historical Report Template - Template Name

1. When the template has been created in the desired format, select <Apply>
2. Enter a name for the Historical Report Template, then click <Save> to save the template.

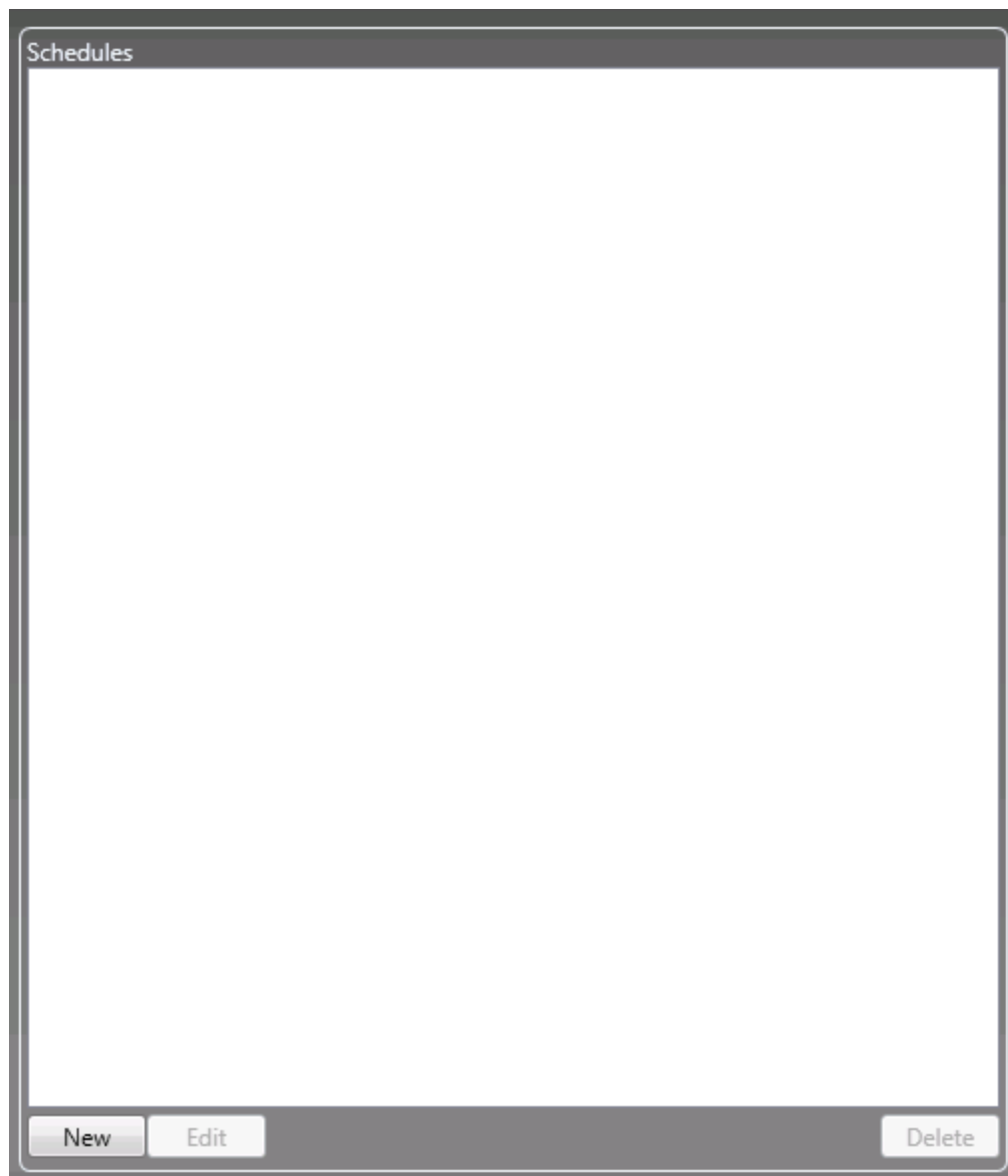


5.2.3.3 Historical Report Schedules

Historical Reports can be scheduled to run at pre-determined days/times. The following steps will guide you through creating/modifying a report schedule.

5.2.3.3.1 Create/Modify Historical Report Schedules - Step 1

Click <New> to start a new report schedule, or <Edit> to edit an existing report schedule



5.2.3.3.2 Create/Modify Historical Report Schedules - Step 2

1. Select the pre configured template from the Template list.

Report Parameters

Template

☐ Yesterday ☐ Last Week ☒ Last Month ☐ Last 12 Month

☐ Specified date range:

Start date: time:

End date: time:

Queues:

Agents:

Report Parameters

Template

☐ Yesterday ☐ Last Week ☒ Last Month ☐ Last 12 Month

☐ Specified date range:

Start date: time:

End date: time:

Queues:

Agents:

5.2.3.3.3 Create/Modify Historical Report Schedules - Step 3

1. Select from the predetermined date ranges, or specify a date range for the report
2. Select the Queue or Queues for the report
3. Select the Agent or Agents for the report
4. Select <Next> to continue

NOTE: The "Report Parameters" MUST contain at least one (1) "Queue" and one (1) "Agent" to generate a report.

Report Parameters

Template: Agents (Screen)

☐ Yesterday ☐ Last Week ☒ Last Month ☐ Last 12 Month

☐ Specified date range:

Start date: 1/12/2012 time: 00 : 00

End date: 31/12/2012 time: 23 : 59

Queues: All

Agents: All

Next Cancel

5.2.3.3.4 Create/Modify Historical Report Schedules - Step 4

1. Select the report frequency:
 - One Time - Report will run "One Time" only at the specified date/time and not repeat.
 - Daily - Report will run every x number of day(s), at the specified time, starting from the specified date
 - Weekly - Report will run on the selected days, every x week(s)
 - Monthly - Report will run every x month(s), on the specified day of the month
2. Select "Send to default printer" if the report is to be printed to the default printer on the Espera Server.
3. Select "Send to e-mail" and specify an email address, if the report is to be sent by email.
 - Select the format for the report from the drop down list. Options are: Xps - For viewing the report onscreen or manually printing; Csv - Format allowing the report data to be used by other database programs.

4. Press <Save> to save the scheduled report

Report Scheduling



Report Template: Agents (Screen), from 1/12/2012 12:00:00 AM to 31/12/2012 11:59:59 PM

☐ One Time

☐ Daily

☒ Weekly

☐ Monthly

Start date: 2/01/2013  time: 23 : 00 

Recurs Every 1 week(s)

<input type="checkbox"/> Sunday	<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input type="checkbox"/> Wednesday
<input type="checkbox"/> Thursday	<input type="checkbox"/> Friday	<input type="checkbox"/> Saturday	

☐ Send to default printer

☒ Send to e-mail:

Select format:

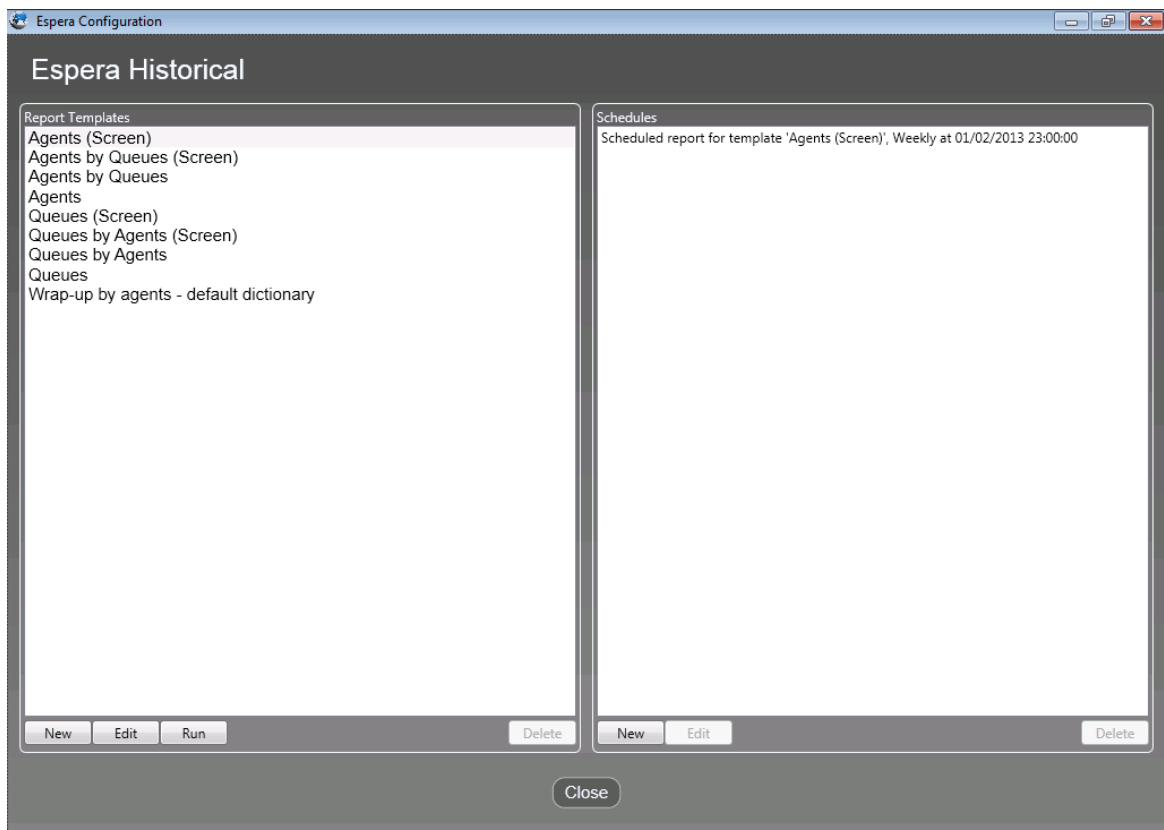
Back

Save

Cancel

5.2.3.3.5 Create/Modify Historical Report Schedules - Step 5

Confirm the schedule has been created and has the correct schedule details.

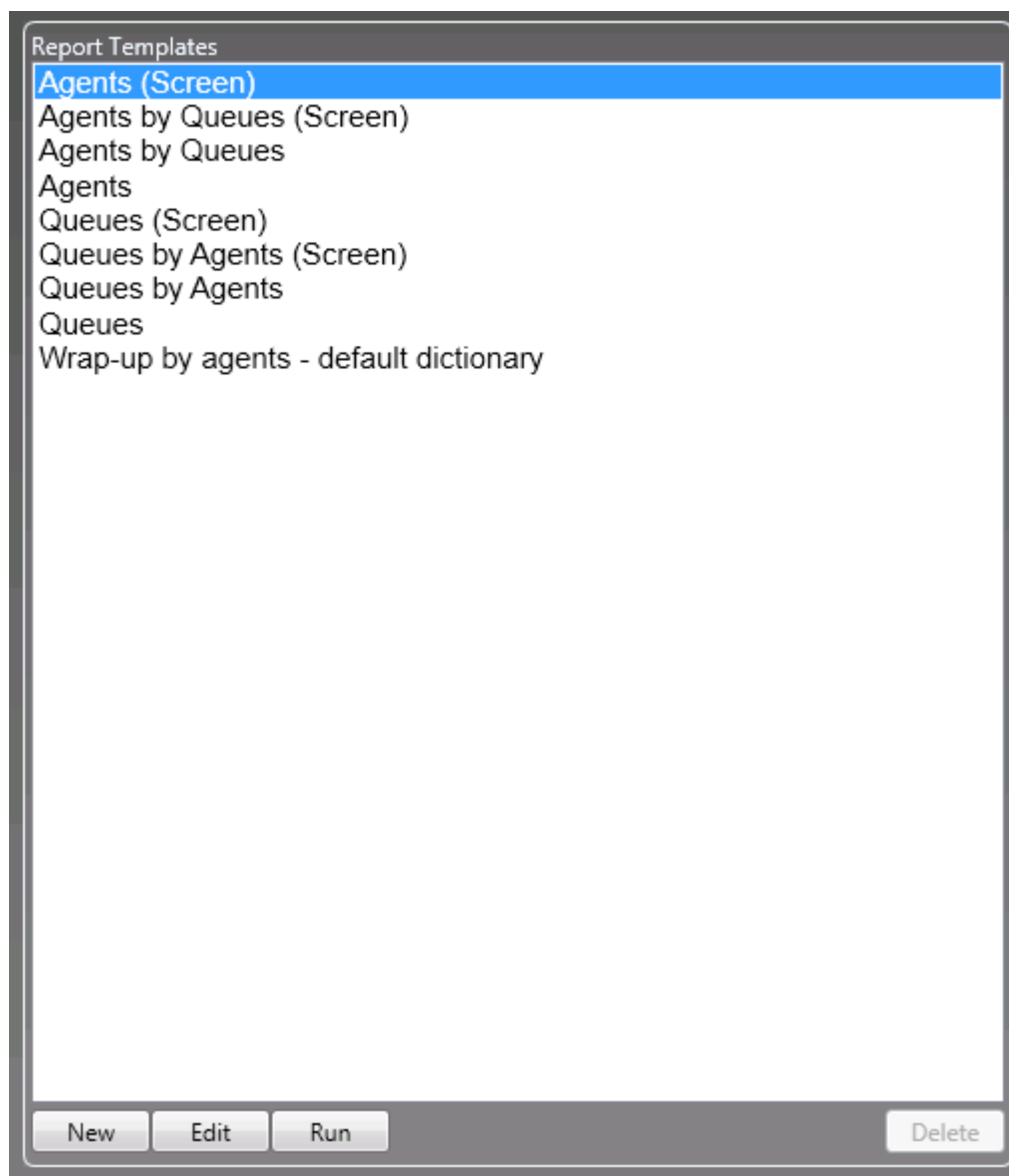


5.2.3.4 Run Historical Report

Historical Reports can be run manually at any time. The following steps will guide you through running a manual historical report.

5.2.3.4.1 Run Historical Report - Step 1

Select <Run> from the Historical Configuration screen, or <Print> from the Supervisor Screen.



Historical Configuration

Espera Historical

Supervisor Screen

All Queues

Queue Name	Total Calls Received	Total Queue Calls Answered	Total Calls Aband	% Calls Aband	Avg Talk Time	Avg Queue Time	Avg Wait Time	Longest Wait	Total Calls Overflow	Total Calls Interflow
Support Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
dmitryqueue3	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Everyone	3	1	2	66.67%	00:00:09	00:00:01	00:00:26	00:01:08	0	0
Sales Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Reception Queue	7	2	5	71.43%	00:00:10	00:00:02	00:00:18	00:01:14	0	0
dmitryqueue2	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Development Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
dmitryqueue1	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
ABC Recep Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Max Queue	7	6	1	14.29%	00:00:04	00:00:02	00:00:08	00:00:15	0	0
Total	17	9	8	47.06%	00:00:06	00:00:02	00:00:15	00:01:14	0	0

Espera
by AdvateLyn

Page 1 of 1

Print Export Close

Queues (Screen)

- Last 10 minutes
- Last 60 minutes
- Today

Queues

- Select All
- ☒ Support Queue
- ☒ dmitryqueue3
- ☒ Everyone
- ☒ Sales Queue
- ☒ Reception Queue
- ☒ dmitryqueue2
- ☒ Development Queue
- ☒ dmitryqueue1
- ☒ ABC Recep Queue

Agents

- Select All
- ☒ sip:brendan@advatel.com.au
- ☒ sip:user1@advatel.com.au
- ☒ sip:max@advatel.com.au
- ☒ sip:user3@advatel.com.au
- ☒ sip:dmitry@advatel.com.au
- ☒ sip:user2@advatel.com.au
- ☒ sip:lee@advatel.com.au
- ☒ sip:glenn@advatel.com.au
- ☒ sip:wallboard@advatel.com

Refresh

Supervisor Screen

5.2.3.4.2 Run Historical Report - Step 2

1. Select the pre configured template from the Template list.
2. Select from the predetermined date ranges, or specify a date range for the report
3. Select the Queue or Queues for the report
4. Select the Agent or Agents for the report
5. Select <Next> to continue

NOTE: The "Report Parameters" MUST contain at least one (1) "Queue" and one (1) "Agent" to generate a report.

Report Parameters

Template: Agents (Screen) ▼

☐ Yesterday ☐ Last Week ☒ Last Month ☐ Last 12 Month

☐ Specified date range:

Start date: 1/12/2012 15 time: 00 : 00 ▼

End date: 31/12/2012 15 time: 23 : 59 ▼

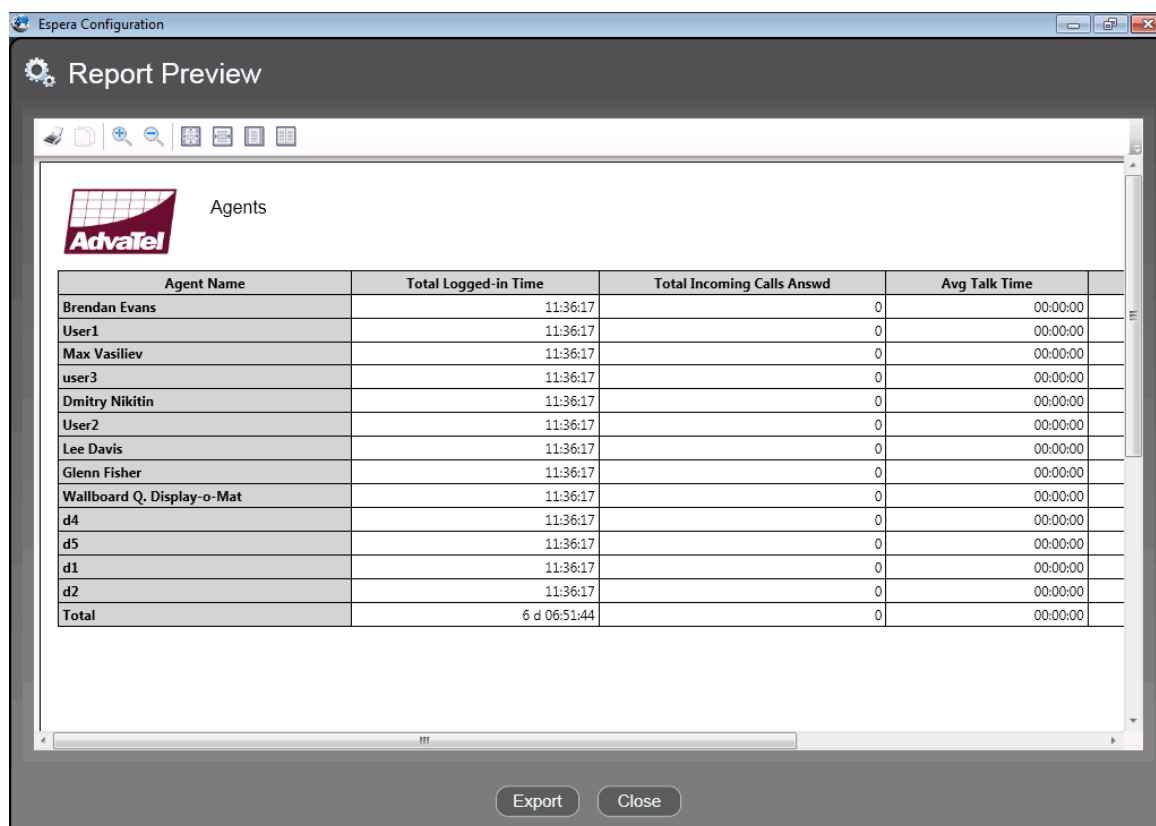
Queues: All ▼

Agents: All ▼

Next Cancel

5.2.3.4.3 Run Historical Report - Step 3

The Report Preview allows printing of the report using the printer icon, or exporting to a CSV file via the <Export> button.

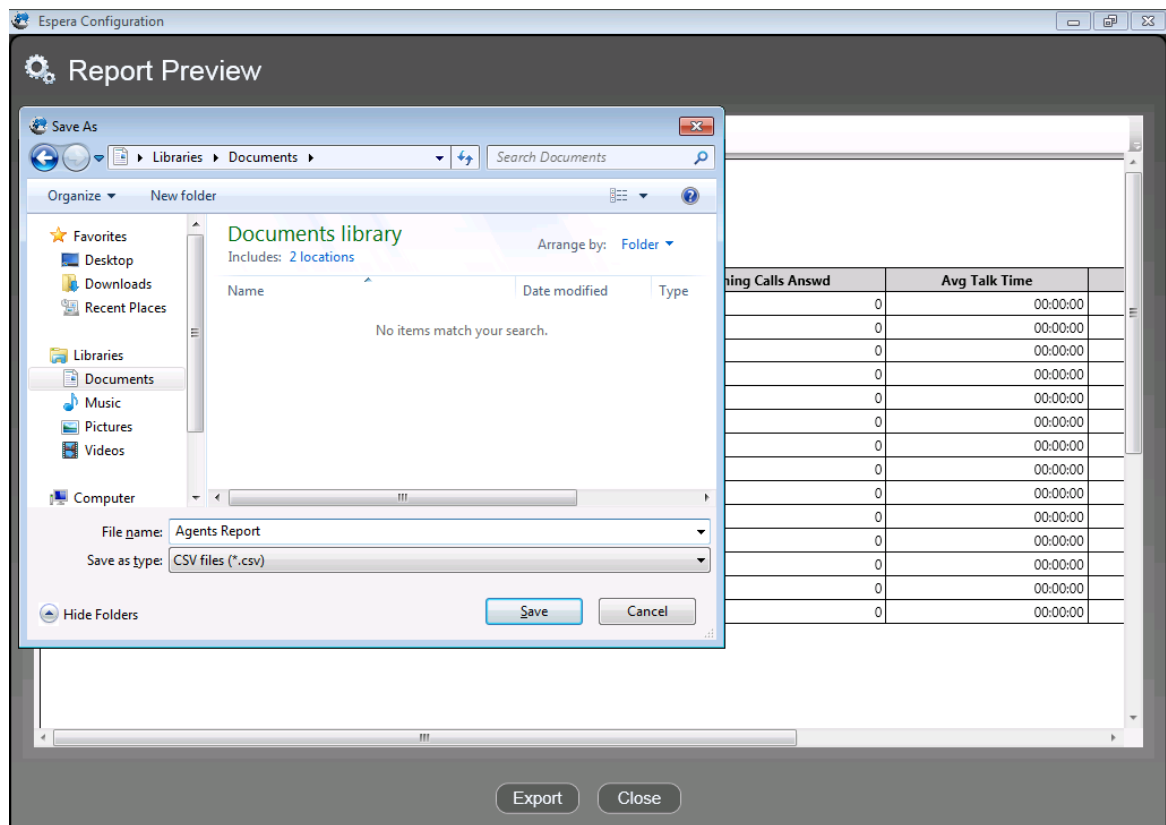


Report Preview

Agents

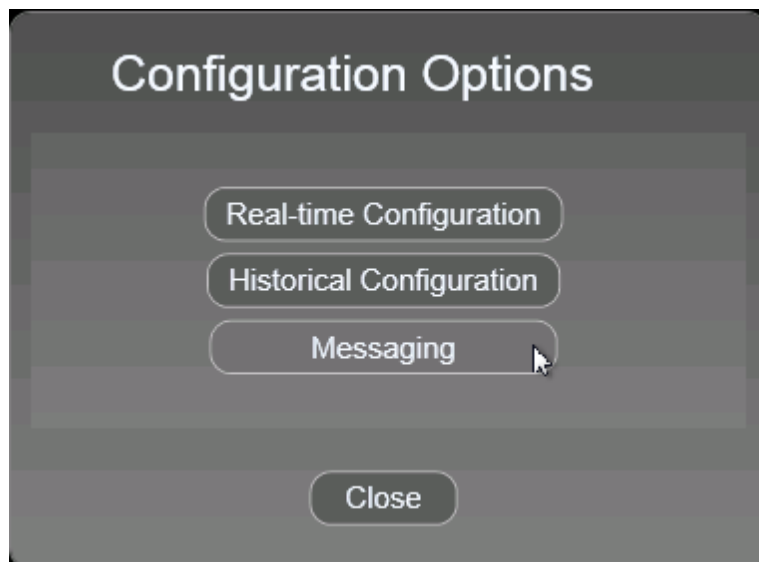
Agent Name	Total Logged-in Time	Total Incoming Calls Answd	Avg Talk Time
Brendan Evans	11:36:17	0	00:00:00
User1	11:36:17	0	00:00:00
Max Vasiliev	11:36:17	0	00:00:00
user3	11:36:17	0	00:00:00
Dmitry Nikitin	11:36:17	0	00:00:00
User2	11:36:17	0	00:00:00
Lee Davis	11:36:17	0	00:00:00
Glenn Fisher	11:36:17	0	00:00:00
Wallboard Q. Display-o-Mat	11:36:17	0	00:00:00
d4	11:36:17	0	00:00:00
d5	11:36:17	0	00:00:00
d1	11:36:17	0	00:00:00
d2	11:36:17	0	00:00:00
Total	6 d 06:51:44	0	00:00:00

Export Close



5.2.4 Messaging

[Administrators](#)^[166] and [Supervisors](#)^[232] can send ad-hoc messages to a single or multiple [User Set](#)^[168] or [Users](#)^[172] displayed onto the Users Real Time display for the selected time period.



Add Message

Display Message for 5 seconds

User Sets:

☒ Sales

Users:

☒ sip:user3@advatel.com.au
☒ sip:user1@advatel.com.au
☒ sip:max@advatel.com.au
☒ sip:dmitry@advatel.com.au

Message:

All agents log in now!

Ok
Cancel

Espera Real Time

Sales

Calls Waiting0Longest Wait00:00Agents Avail1Total Calls Received0Total Aband Calls0

Reception

Calls Waiting0Longest Wait00:00Agents Avail1Total Calls Received7Total Aband Calls5

All agents log in now!

5.3 Supervisor Configuration

Supervisors have access to modify (only) the Real-Time Display configuration(s) for any "User Set", "User" and the "Default Configuration".

Refer to Create/Modify the ["Default Configuration"](#)^[167] or ["Custom"](#)^[177] Real-Time Display for further information.

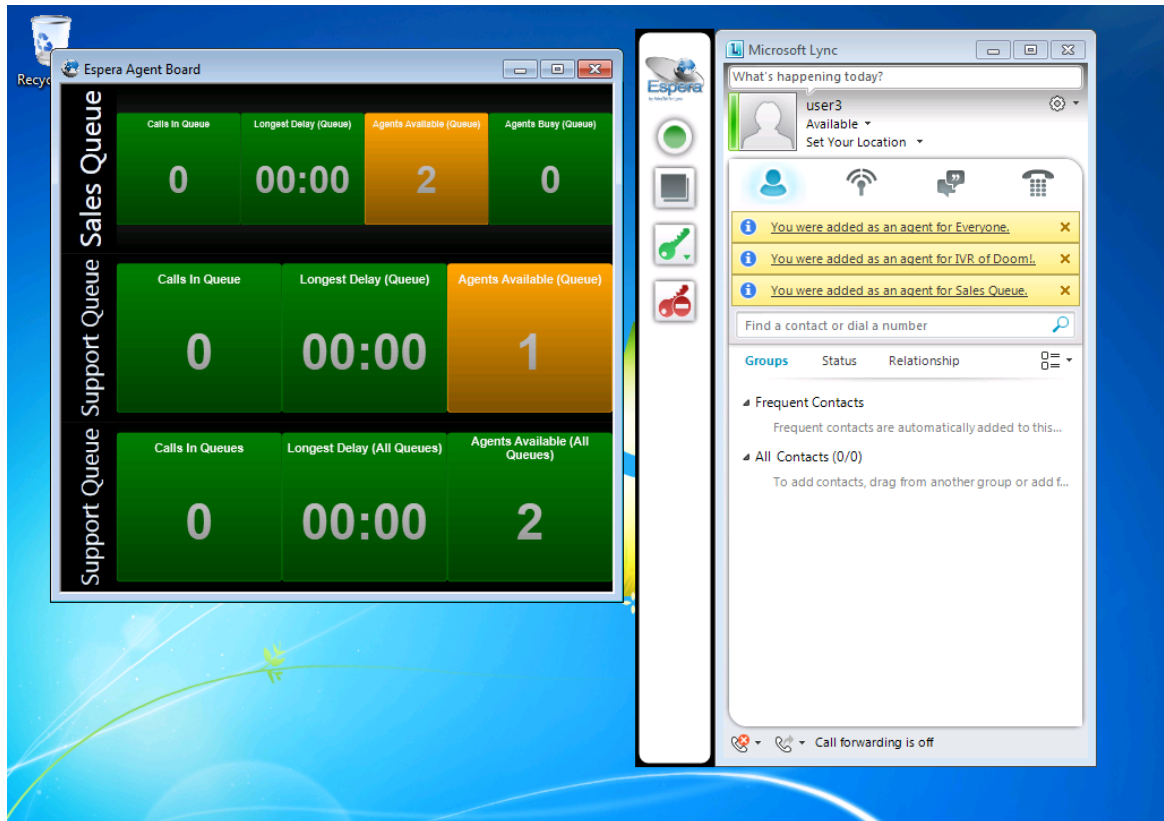
NOTE: Supervisors cannot create/delete "User Sets" and assign/unassign "Users".

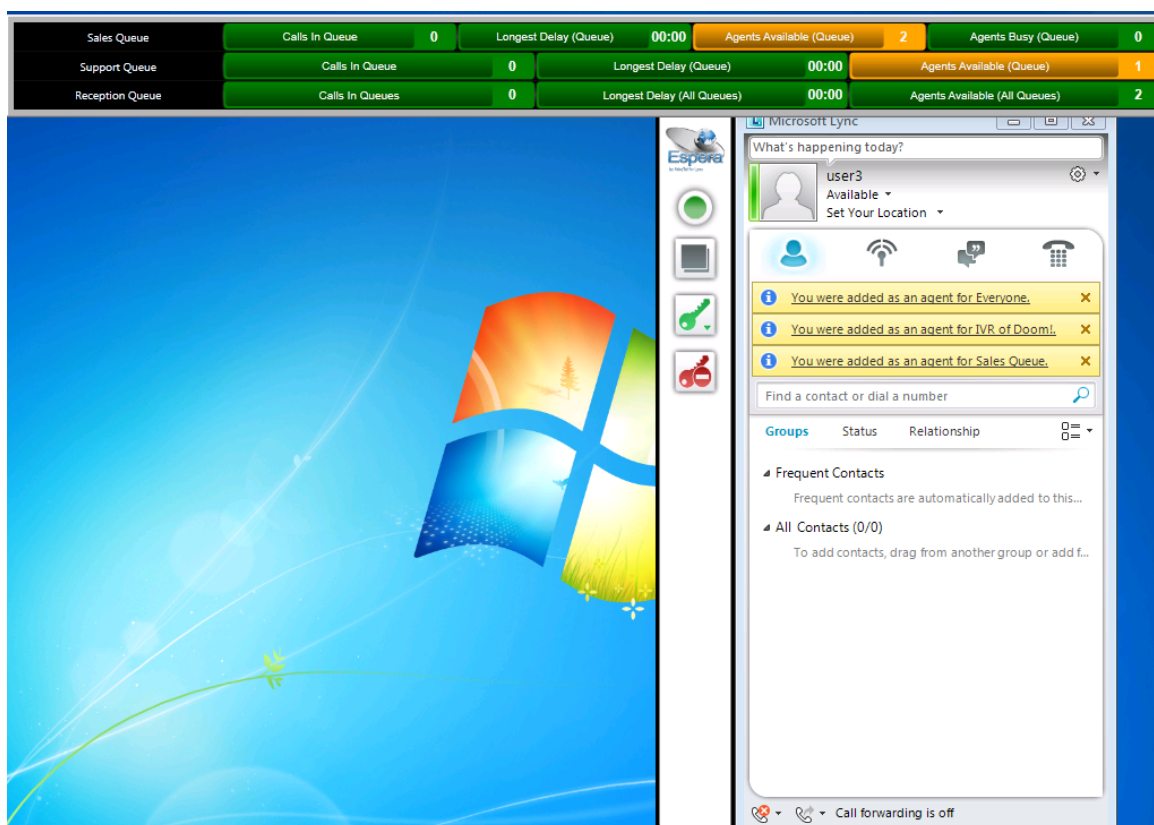
5.4 Agent Configuration

Agents have no access to the "Configuration" button.

Agents can move or resize the Espera Real-Time display, and use the "Sign In/Out" function.

NOTE: The "Sign In" & "Sign Out" buttons will only allow the Microsoft Lync user to Sign In/Out of "Formal" Response Groups assigned to that Microsoft Lync user. Refer to [this](#) Microsoft article for more information on "Formal" and "Informal" groups.



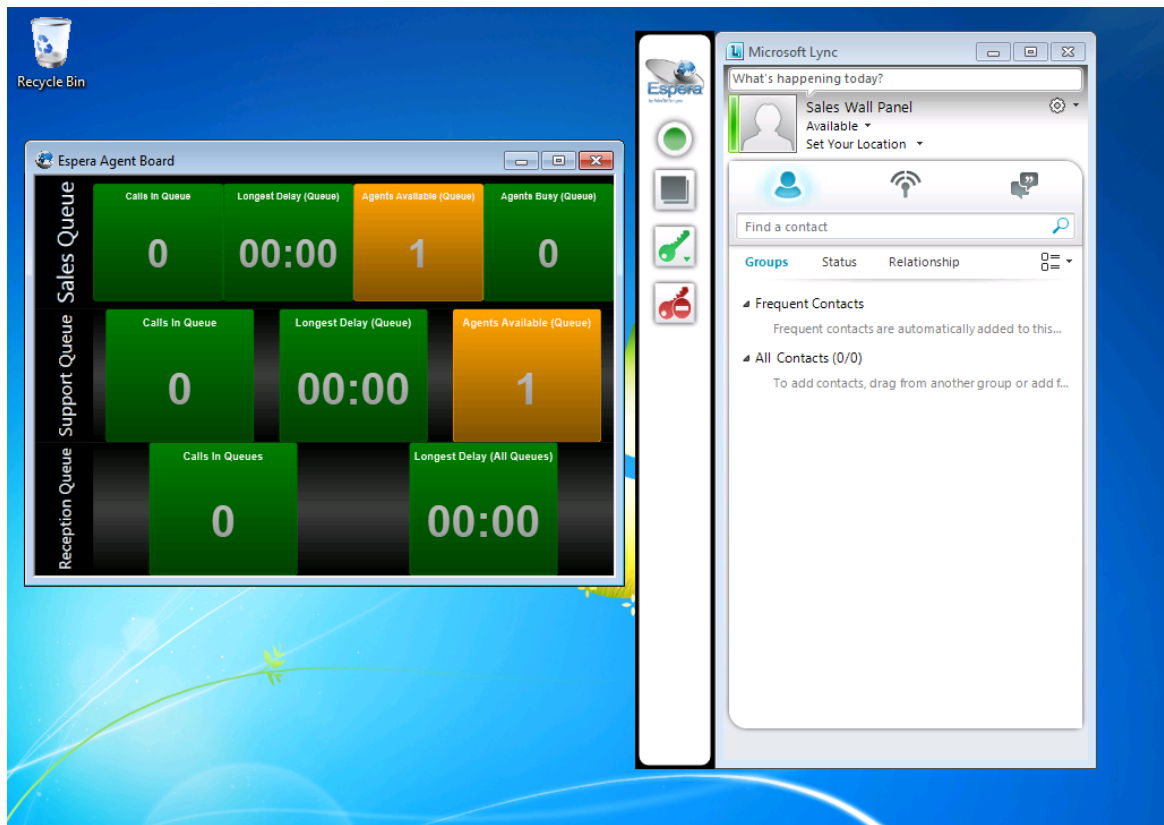


5.5 Wallboard Configuration

Wallboards have no access to any configuration.

Wallboards can move or resize the Espera Real-Time display, and use the "Sign In/Out" function.

NOTE: The "Sign In" & "Sign Out" buttons will only allow the Microsoft Lync user to Sign In/Out of "Formal" Response Groups assigned to that Microsoft Lync user. Refer to [this](#) Microsoft article for more information on "Formal" and "Informal" groups.



Support Queue Sales Queue

Calls In Queue

0

Longest Delay (Queue)

00:00

Agents Available (Queue)

1

Agents Busy (Queue)

0

Support Queue Support Queue

Calls In Queue

0

Longest Delay (Queue)

00:00

Agents Available (Queue)

1

Support Queue Support Queue

Calls In Queues

0

Longest Delay (All Queues)

00:00

