INTELECOM CONNECT CONTROL

USER GUIDE
FOR
Administrators

Version 2.1.4

Content

1 Quick start

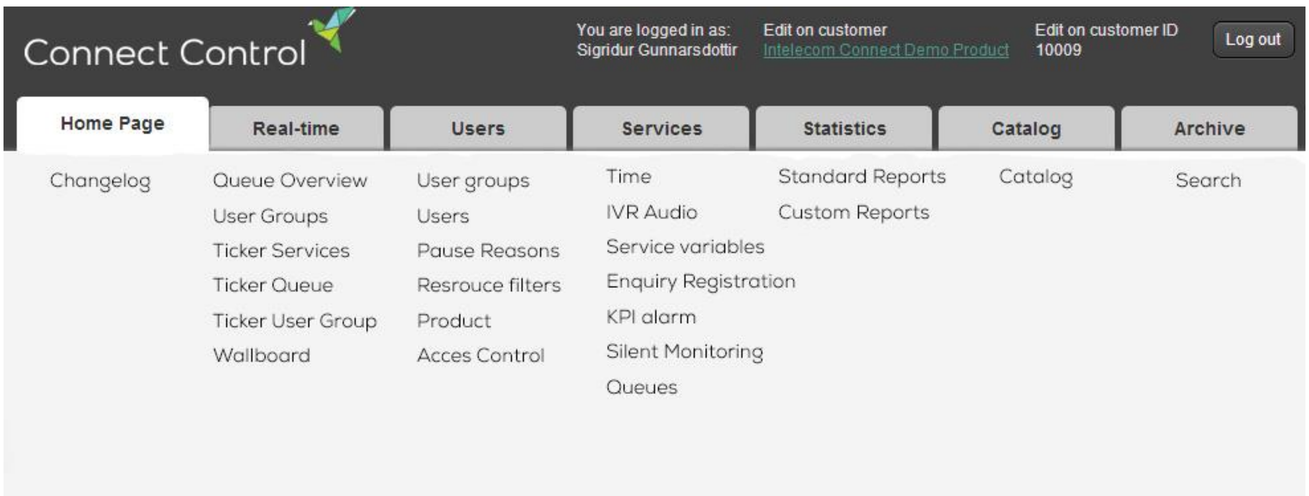
This is a brief overview on the basic functions of Connect Control. We strongly encourage you to read the rest of guide to be able to take full advantage of the many benefits of Connect Control

Connect Control has various tabs and within those you will find sub-menus that give you access to different functionality. What functions you have access to is decided when the solution is set-up

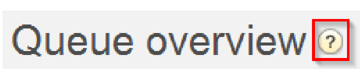
You can access Connect Control https://control.intele.com/ .

- Type in your Customer number, Username and Password

When you have logged on you will see the following interface: The columns below explain which sub-menus you can find on each page.



By clicking on the question mark that is present in most Connect pages you will see information about the function of the corresponding page.



Home Page

On this page you will see a log of recent changes made to the service in Connect Control. This gives you an overview of which Connect Control user has made changes and when they have been made.

Real-Time

The Real-time tab provides an overview of live status up-dates on services, queues and agent activity.

Users

This is where you can manage and create/delete users and user groups. Moreover you can assign skills to your agents and restrict what other users are seeing when accessing Connect Control.

Services

Gives access to variety of modules that enable you to make changes to your Connect solution e.g. how calls are routed, create and make changes to Enquiry registration and record messages.

Statistics

Connect Control provides a variety of reports. These reports can be accessed under the statistic tab in Connect Control.

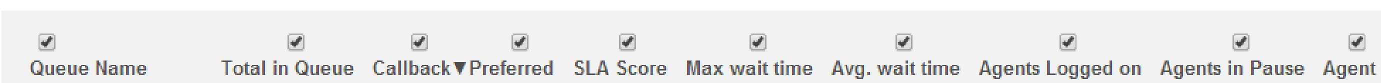
Archive

The archive lets you search for your calls, recording and chat log. It enables you to see a simplified illustration of a call's/chats phase e.g. how long the request waited in queue.

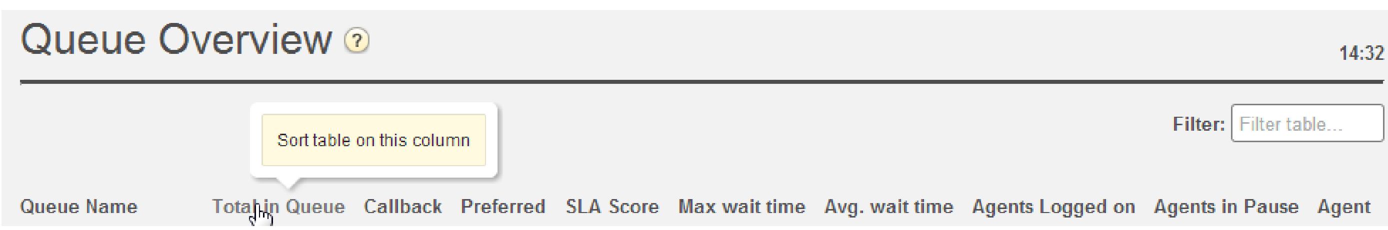
Filter information

Most pages in Connect Control have a filter field at the upper right side corner, enabling you to filter information as you see fit.

When you enter a text in the filter, the page will only show rows that contain that text. As default all columns are included in the filter, but you can uncheck columns that you don't want to be included in the filter. In the example below the page will show columns that contain the word "Support" but if you don't want to certain columns to be included just uncheck them



In most pages and tables Connect enables you to sort information based on columns. Simply click the column you want the sort the information by and the table will change accordingly.



2 About Intelecom Connect Control

Intelecom Connect (later referred to as Connect in this document) is a flexible customer contact and switchboard solution based on cloud technology. Connect is a multi-channel solution which handles telephone, chat, e-mail, SMS, fax and social networks requests.

Connect Control is the administrative tool for Connect cloud based contact center. It gives supervisors and administrators the tools they need to gain better control of their day to day operations.

Through Connect Control you can:

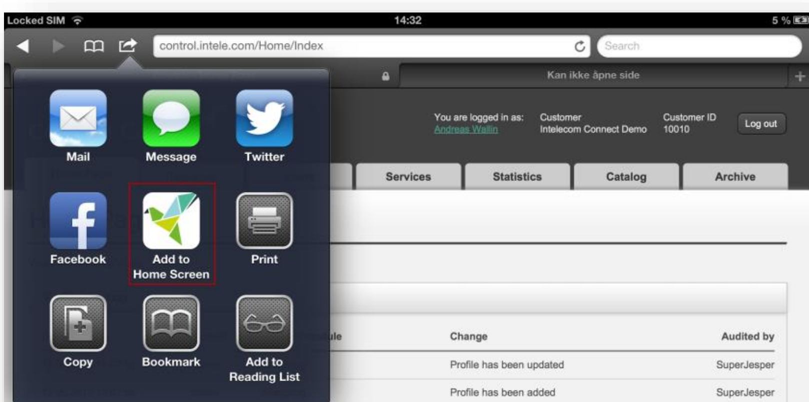
- Access detailed historical reports
- Define and build special reports and wall boards
- Monitor contact center activity in real-time
- Change profiles and provision new agents instantly
- Switch on/off functionality
- Set opening hours and holiday routing
- Manage audio and IVR catalogue

In this guide most available functionality in Connect Control is described. Your organization has a specifically designed Admin tool and may not have access to every function described.

Connect Control is web-based and requires a PC with internet access and a web browser.

Internet Explorer is the preferred web browser for Connect Control and Intelecom only supports Internet Explorer 9 (or newer versions)

Connect Control main features are available on tablets. For easier accessibility we recommend that you save the Connect Control webpage on your tablets home screen. In this example, this is done on an iPad, through an Apple Safari browser.

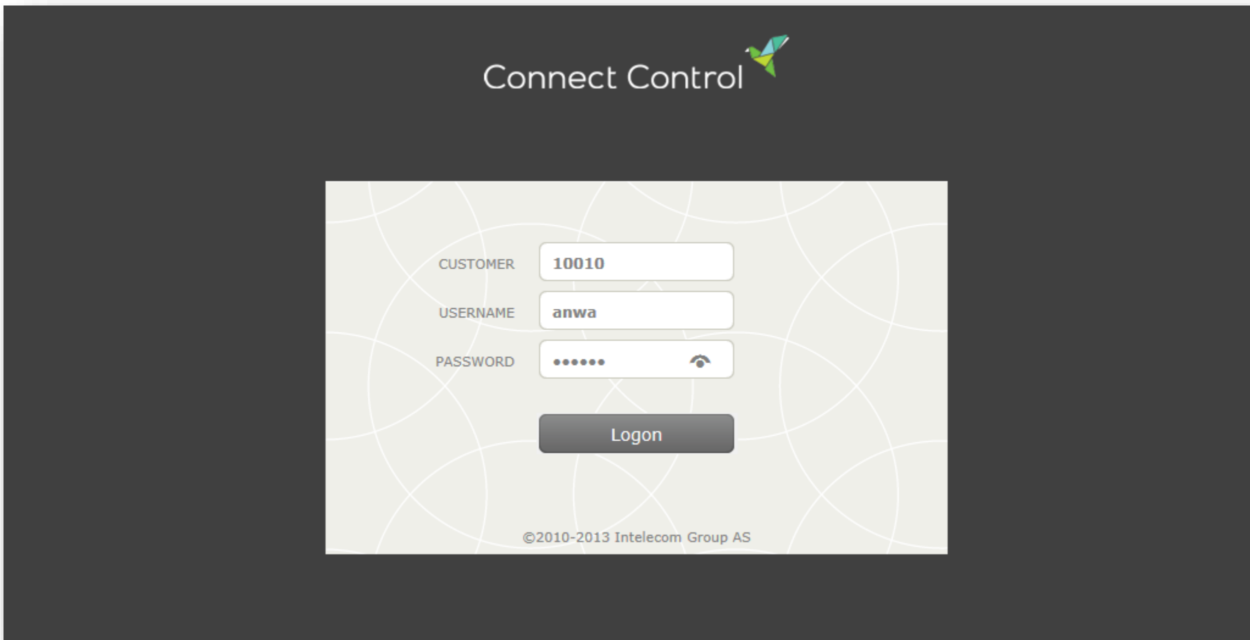


3 Log on Connect Control

As a supervisor user, go to https://control.intele.com and enter the following information:

- Customer number
- Username
- Password

If you don't have this information please contact Intelecom Support



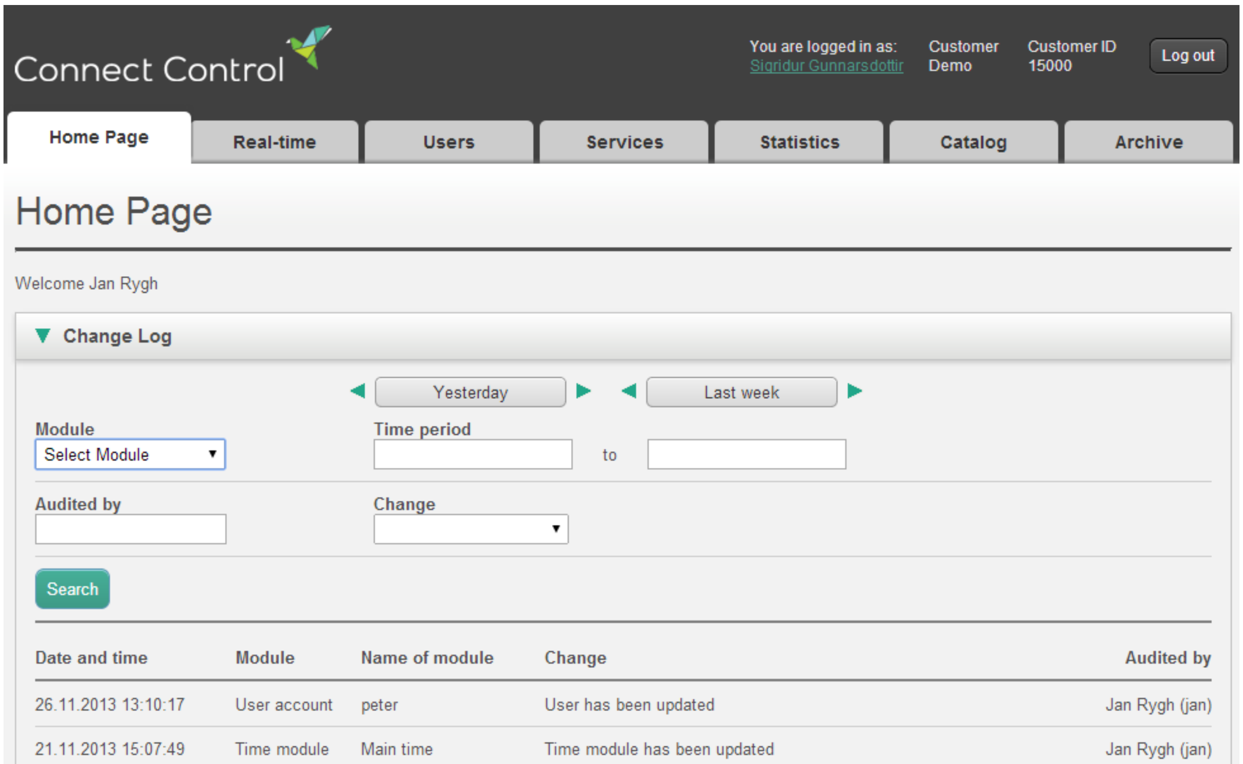
Then select the *Logon*

4 Home page

Once you are inside the Connect Client you will see the Home Page which contains the Change Log. At the top right of the window your user name, customer name and customer number is displayed. You can also click the *Log Out* button to log off of the interface

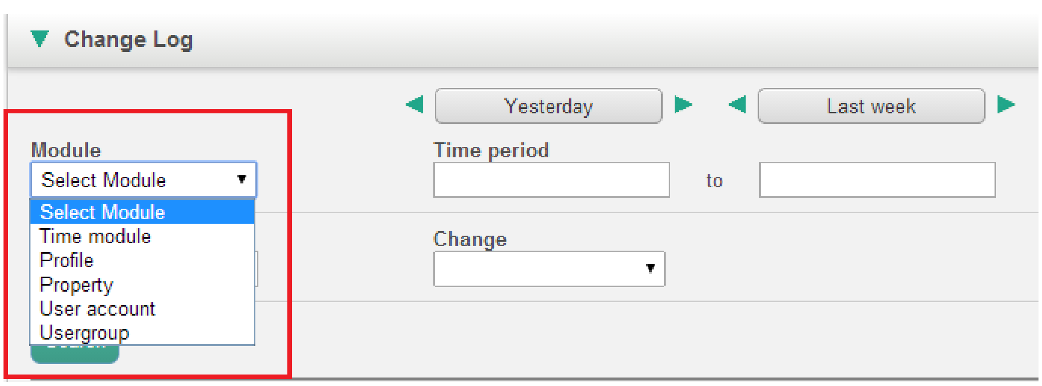
4.1 Change Log

The Change Log gives you an overview of the changes made in Connect Control and which Connect Control user made them. As a default, a list of the most recent changes made will appear. Please note that who has access to the change log can be configured by Intelecom.



In the Search you can look for changes made in a specific module, during a specific time period or based on who made the changes.

The change log does no include all changes in Connect Control done in Control. What changes are covered in the log can be seen in the drop down menu in the Module field.

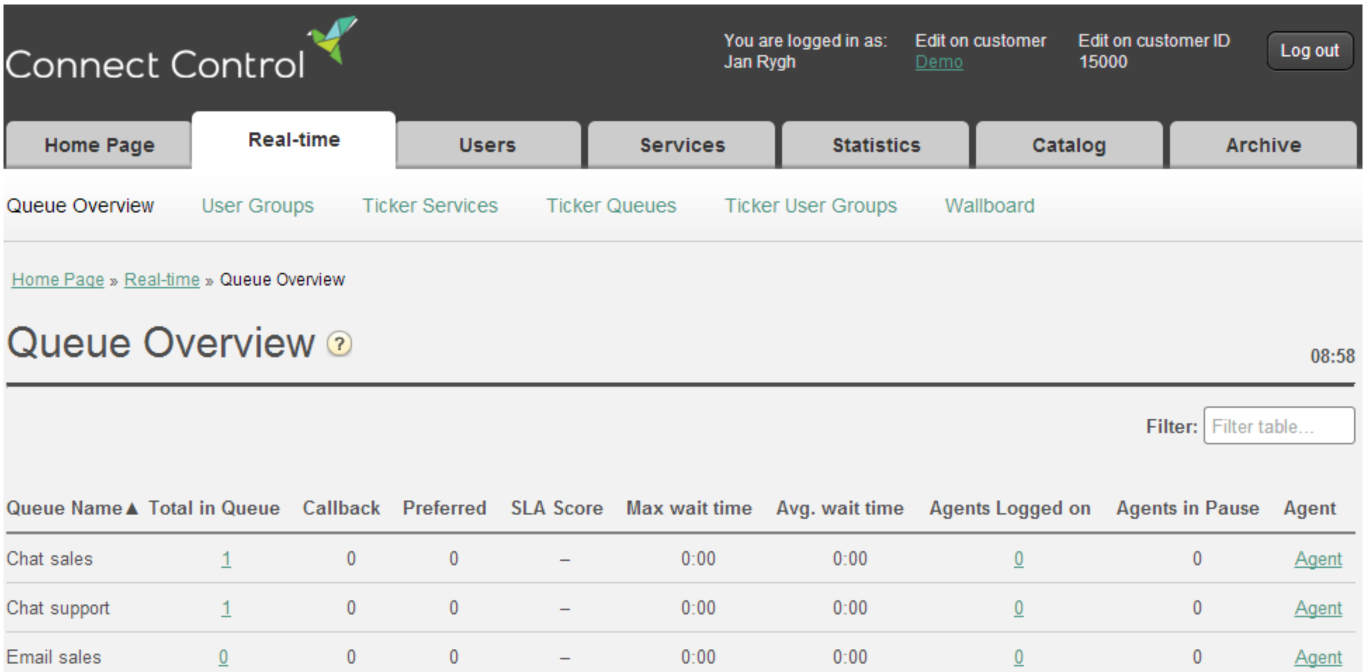


5 Real-time

The Real-time tab provides an overview of live status up-dates on services, queues and agent activity.

5.1 Queue Overview

The queue overview enables you to monitor both agents and queues in your contact center. Data is updated every 15 seconds. It contains the following information.



Queue Name ▲	Total in Queue	Callback	Preferred	SLA Score	Max wait time	Avg. wait time	Agents Logged on	Agents in Pause	Agent
Chat sales	1	0	0	–	0:00	0:00	0	0	Agent
Chat support	1	0	0	–	0:00	0:00	0	0	Agent
Email sales	0	0	0	–	0:00	0:00	0	0	Agent

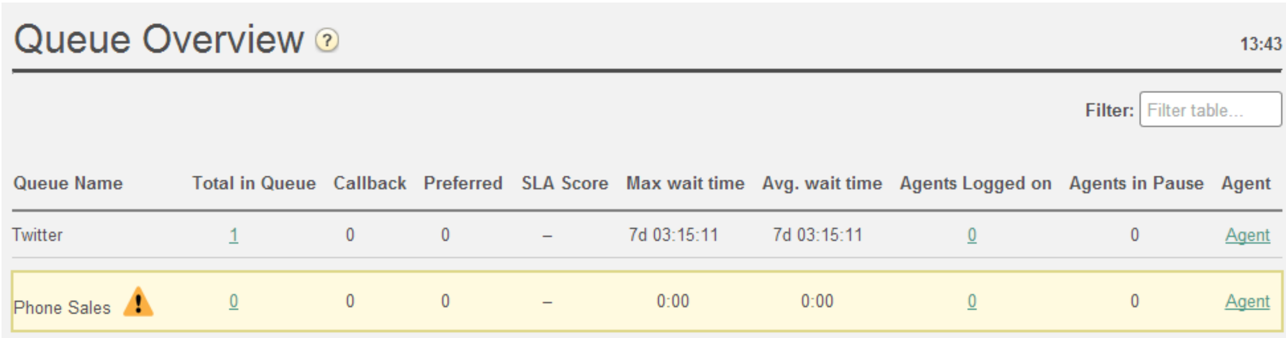
- **Total in queue-** : Number of requests currently queued
- **Callback –** Number of requests that are callbacks
- **Preferred -** Number of requests that are for reserved/preferred agents
- **SLA score:** Shows how long the queue is relatively speaking. More detail see SLA settings.
- **Max wait time:** Longest waiting time for a request currently in a queue.
- **Avg. wait time:** Average waiting time for requests currently in queue
- **Agents logged on:** All agents that are logged on and can answer requests from the queue, including agents that are in a *pause*.
- **Agents in Pause:** Agents that are in *Pause*
- **Agent:** Clicking on the *Agent* link, a new window will open giving out more information about agents that are logged onto that queue.

In 3 columns you will see hyperlinks, which lead you to new windows that give you more detailed information. By clicking on the number in the:

- *Total in queue* column, Queue detail opens.
- *Agents Logged-on* column, Agent status window will open.
- *Agents* in the *Agent column*, the Agent details open.

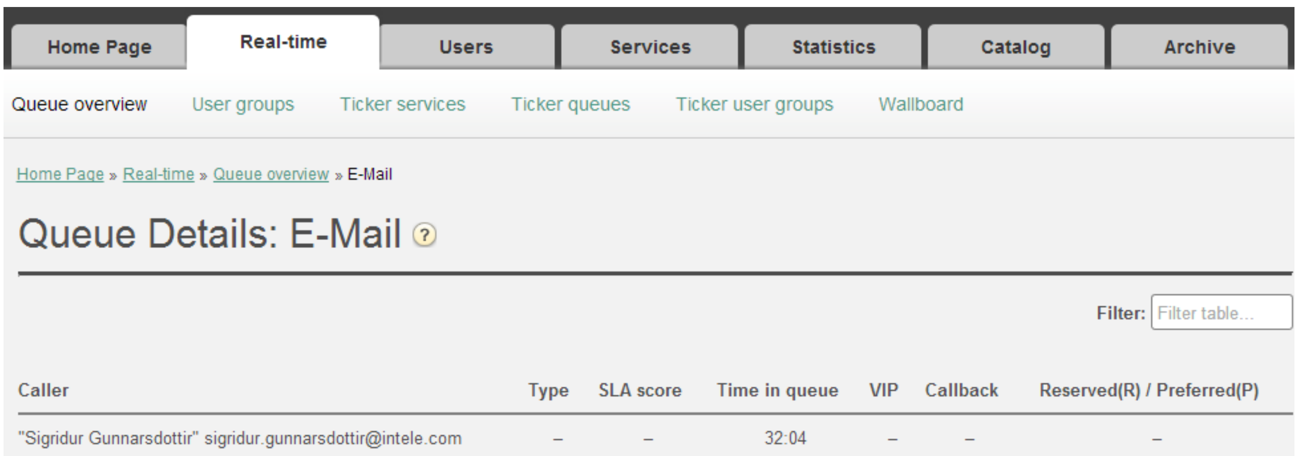
5.1.1 KPI alarm warnings in Queue Overview

When a KPI alarm (Key Performance Indicator alarm) is triggered a warning signal will appear in the *Queue Overview* and the whole row will turn yellow. If you click on the warning signal, a new window will pop-up containing a detailed alarm message.



5.1.2 Queue Details

Queue details shows details for ongoing requests in the selected queue, one row per request.



This page is updated automatically and contains the following data:

- **Caller** -Phone number or email address of the customer
- **Type** – Refers to the color and description of a request. *Type* is set up by Intelecom it entails that you can put different colors or names on queues or phone numbers. E.g. all requests coming from the support are purple etc.
- **SLA-Score** - Shows how long the request has waited relatively speaking
- **Time in queue** - how long the request has been in queue
- **Call-back**
    - **0** -Normal request
    - **1,2,3** – Call back for the 1st,2nd or 3rd time
- **VIP** - If a caller is a categorized as a VIP
- **Reserved/Preferred** – If the call has a reserved/preferred agent.

5.1.3 Agent Status

By clicking on the number in the column *Agents Logged-on*, Agent status window will appear, it shows the following information:

Chat Sales NO

Name	Phone number	Status
Sigridur Gunnarsdottir	21490742	Pause

5.1.4 Agent Details

By clicking on the *Agent* in the Agent column, the Agent detail window will open

Overview of Agents: Twitter

	Ready	Connecting	Connected	Busy	Wrap-up	No answer	Pause	Logged off
Agents	1	2	0	0	0	0	0	7

Agent Details: Twitter

Filter: Filter table...

Name	Phone number	Skills	Status	Status duration	Change status
Lee, David	40034391	Social	Available	0:08	Log off | Set pause
Gunnarsdottir, Sigridur	40034391	Social	Connecting	0:18	Log off | Set pause

The page is divided into 2 parts

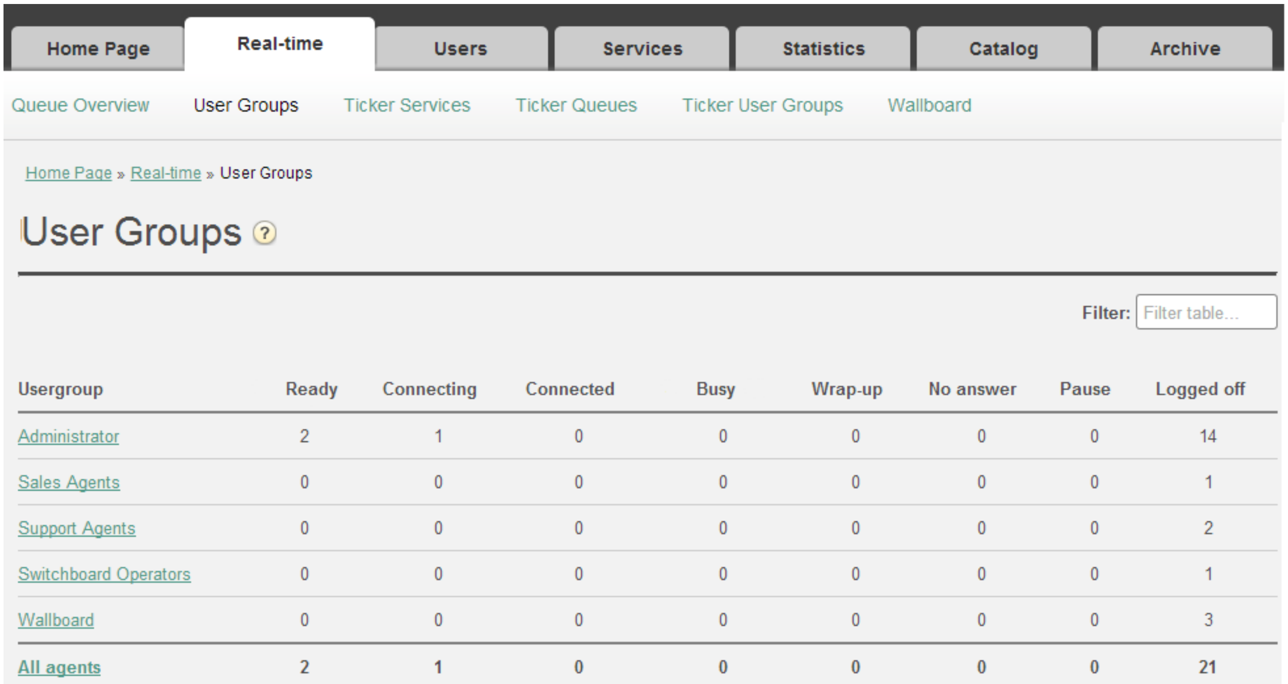
Overview of agents – shows the number of agents per status. If your solution includes any group numbers they are shown in separate rows.

Agent details - a list with information about each agent in the chosen queue. If you have enabled pause reason this is shown. In the ***Change status*** column you can change your agents' status and log them on/off. Rows that are in grey represent agents which are currently logged off.

By clicking on the agents name a new window pops-up showing Ticker agent.

5.2 User Groups

Here you can see the number of agents per status. If enabled in your solution, pause reasons are shown.



Usergroup	Ready	Connecting	Connected	Busy	Wrap-up	No answer	Pause	Logged off
Administrator	2	1	0	0	0	0	0	14
Sales Agents	0	0	0	0	0	0	0	1
Support Agents	0	0	0	0	0	0	0	2
Switchboard Operators	0	0	0	0	0	0	0	1
Wallboard	0	0	0	0	0	0	0	3
All agents	**2**	**1**	**0**	**0**	**0**	**0**	**0**	**21**

Status description	Status name
Agent is logged on and *Ready to receive requests*	**Ready**
A phone/email/social media request has been sent to the agent but the agent has not yet answered the phone or accepted the email/social media request.	Connecting
The agent is connected to a caller or has accepted an email/social media request (but not yet clicked finish)	Connected
If wrap-up is configured to x seconds for phone queues, the agent has status wrap-up for x seconds after he/she has hung up the phone, but the agent may change his status "Ready" at any time to shorten the pre-defined wrap-up time..	Wrap-up
When a call to an agent results in **busy** or an agent clicks ***reject*** on an offered email/social media request screen-pop, the agent's status is set to Busy for X seconds (default=1), before the status is set back to Ready. ***Busy is also used when the agent's phone/email is blocked due to ongoing chat(s)***	Busy
When a call to an agent is not answered within the predefined ringing time, or an email/social media request screen pop-up is not accepted, the agent's status is set to *No answer* for the configured number of seconds (default=1), before status is set back to *Ready.* This is to prevent callers from waiting unnecessarily for an agent that may have forgotten to click pause/log off before leaving the seat. The agent can change his status to Ready when in status *No answer*.	No answer

By clicking on the hyperlink in the *User Group* column you will see all the agents that belong to the selected user group, their status and the profile they are using.

Home Page » Real-time » User groups » Norge Agent

Agents in Norge Agent

Filter: sig

Agent	Phone Number	Profile	Status ▲	Time In Status	Change Status
Gunnarsdottir, Sigridur	40034391	Support	Pause (Coffee break)	0:14	Log off | Set ready
Nossum, Sigrun		–	Logged Off	10d 00:33:19	Log on

By clicking the hyperlink in the *Profile column* the skills for this profile are shown. In the *Change status* column you can change your agents' status and log them on/off. By clicking the *Agents name* a new window opens showing Ticker agent.

5.3 Ticker Services

Shows in real time the total number of requests received and answered per access point. As well you can see the answer rate. You can toggle between day and week view. Day view shows values so far this day (starting midnight), while week view shows values so far this week (starting midnight between Sunday and Monday).

Ticker Services

Filter: Filter table... day week

Access point	Total offered ▼	Total answered	Answer rate
81511569	7	1	14%
Chat_10009_q_chat_sales	4	3	75%
social_10009_twitter	0	0	–

5.4 Ticker Queues

Ticker Queues is a ticker for the different queues in Connect. Here you can see how many requests have been offered and answered as well as the answer rate. You can toggle between day and week view. Day view shows values so far this day (starting midnight), while week view shows values so far this week (starting midnight between Sunday and Monday.

Home Page » Real-time » Ticker Queues

Ticker Queues

Filter: Filter table... day week

Queue	Total offered ▼	Total answered	Answer rate	Answer rate within SLA
Chat Sales	4	3	75%	–
Phone Switchboard	1	0	0%	0%
Phone Sales	1	1	100%	–

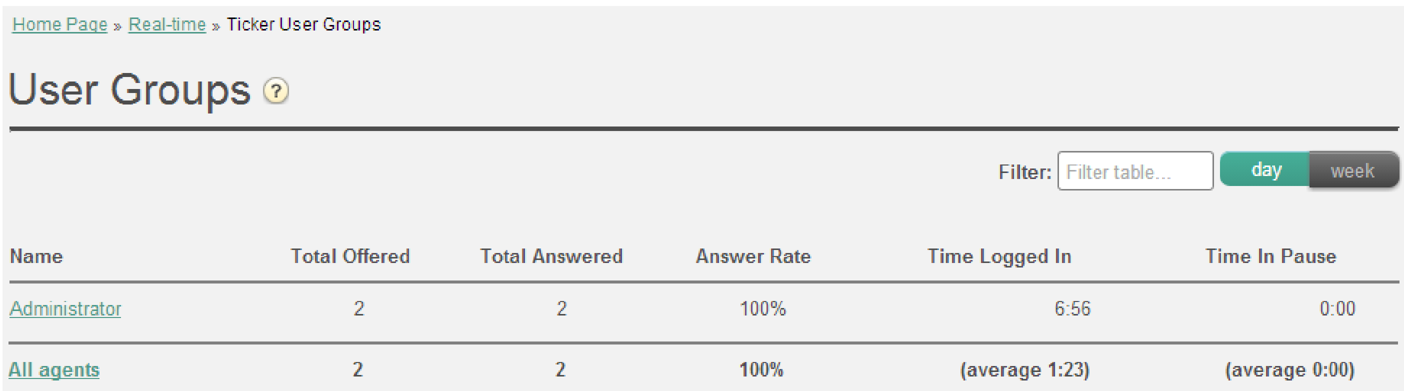
There may be more email/social media requests answered than received on a daily or weekly basis and thus the answer % for the day/week can be higher than 100%!

5.5 Ticker User Groups

Ticker User Groups shows in real time information about different user groups and agents.

The information shown is:

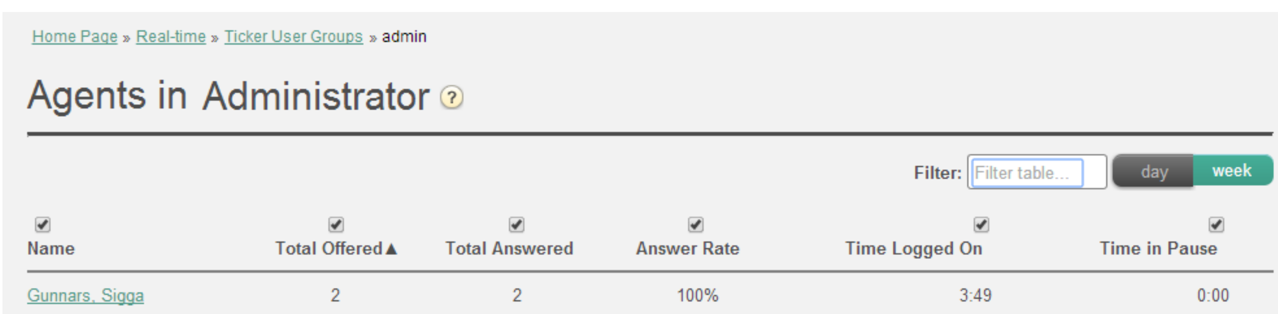
- **Total Offered:** The number of offered requests offered to the agents per queue
- **Total Answered:** The number of requests answered by the agents per queue
- **Answer Rate:** Total answered * 100 / Total offered
- **Time Logged in:** Total time logged on including when in Pause
- **Time Pause:** Total time on *Pause.* If pause reasons are defined they would appear here as well.



Name	Total Offered	Total Answered	Answer Rate	Time Logged In	Time In Pause
Administrator	2	2	100%	6:56	0:00
All agents	**2**	**2**	**100%**	**(average 1:23)**	**(average 0:00)**

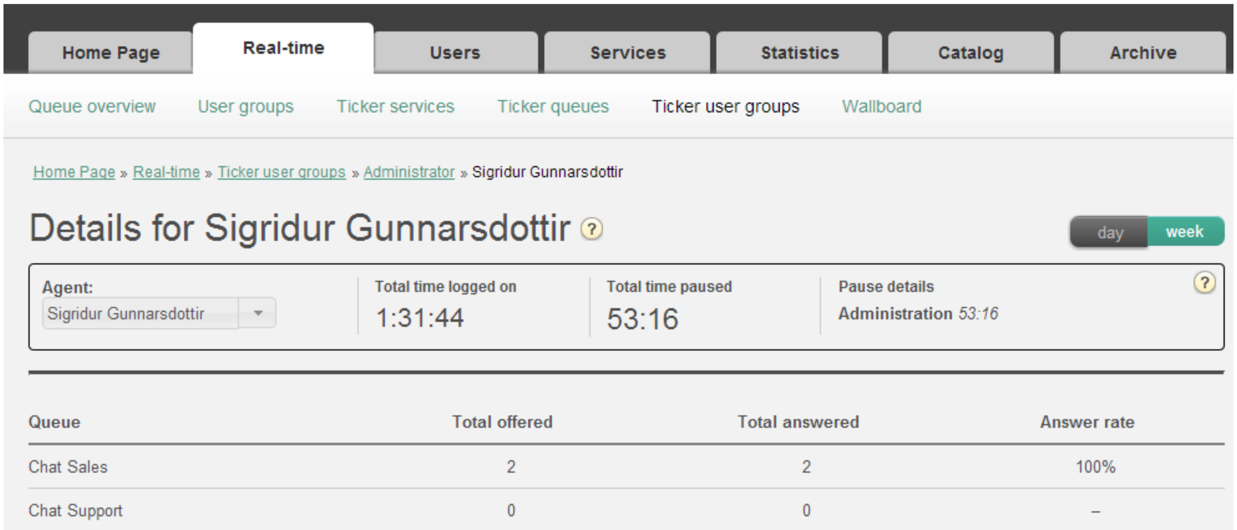
You can toggle between day and week view. Day view shows values so far this day (starting midnight), while week view shows values so far this week (starting midnight between Sunday and Monday).

By clicking on the hyperlink in User group a new window will appear showing you information about the agents in the chosen user group



Name	Total Offered ▲	Total Answered	Answer Rate	Time Logged On	Time in Pause
Gunnars, Sigga	2	2	100%	3:49	0:00

Clicking on the agents name opens up yet another window leading you to *Ticker agent.* It shows how many requests the chosen agent has received and answered per queue.

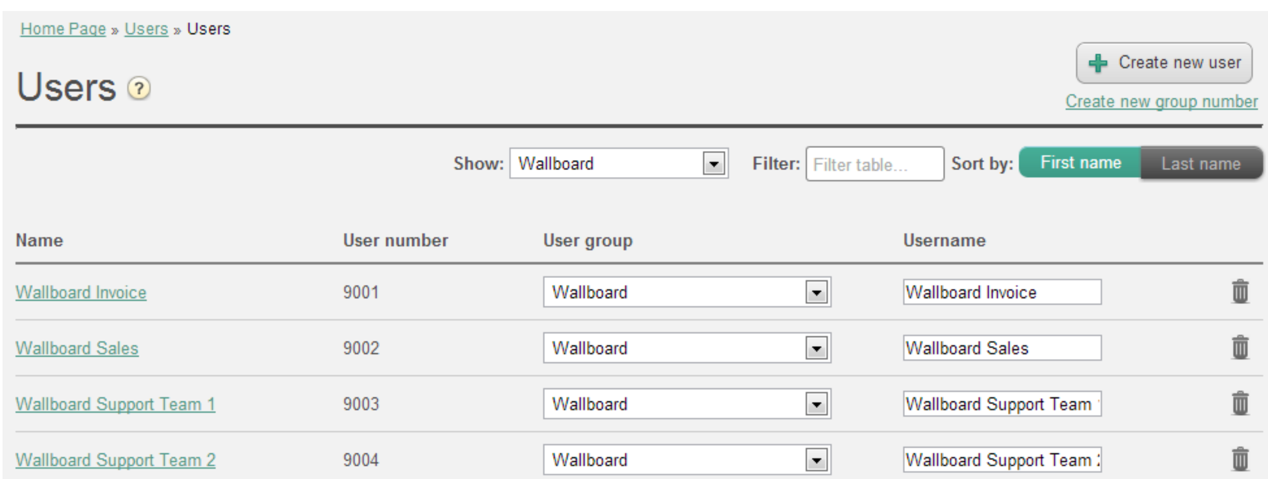


You can toggle between day and week view. Day view shows values so far this day (starting midnight), while week view shows values so far this week (starting midnight between Sunday and Monday). Clicking on the next arrow next to the agents name enables you to choose another agent.

5.6 Wallboard

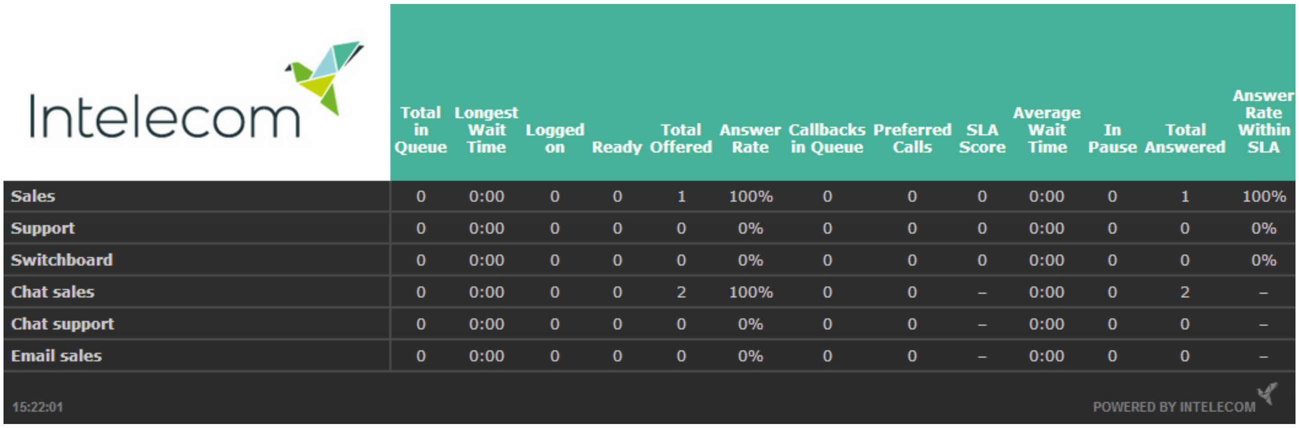
Wallboards are used to show queue information on a big screen, so that everyone in a room can have a clear overview. It is possible to have multiple wallboards all containing different information.

To limit access to other information in Connect Control, a *Wallboard* user group can be created containing one or more wallboard users, one user for each place you need a wallboard. This way you can have all wallboard users in one user group with the same limited access level to Connect Control, only enabling the wallboard feature.



Users with sufficient rights can deploy settings on behalf of other Control users (e.g. wallboard users) called *Act as user*. This feature has to be assigned to a supervisor/supervisor.

Choose which user to act as to manage wallboard settings for other users. To see/activate the wallboard in the full screen mode, just click on the *Full screen* button.



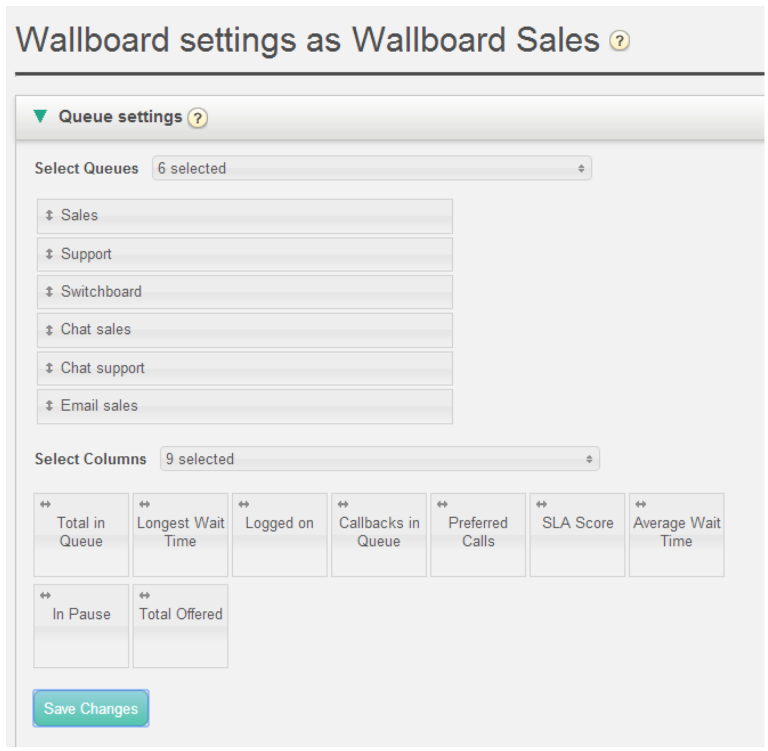
Intelecom	Total in Queue	Longest Wait Time	Logged on	Ready	Total Offered	Answer Rate	Callbacks in Queue	Preferred Calls	SLA Score	Average Wait Time	In Pause	Total Answered	Answer Rate Within SLA
Sales	0	0:00	0	0	1	100%	0	0	0	0:00	0	1	100%
Support	0	0:00	0	0	0	0%	0	0	0	0:00	0	0	0%
Switchboard	0	0:00	0	0	0	0%	0	0	0	0:00	0	0	0%
Chat sales	0	0:00	0	0	2	100%	0	0	–	0:00	0	2	–
Chat support	0	0:00	0	0	0	0%	0	0	–	0:00	0	0	–
Email sales	0	0:00	0	0	0	0%	0	0	–	0:00	0	0	–

15:22:01 POWERED BY INTELECOM

5.6.1 Settings

Through the Setting button you can view and change the settings of the chosen wallboard user. The settings are divided in two areas: Queue settings and Display settings.

Queue Settings

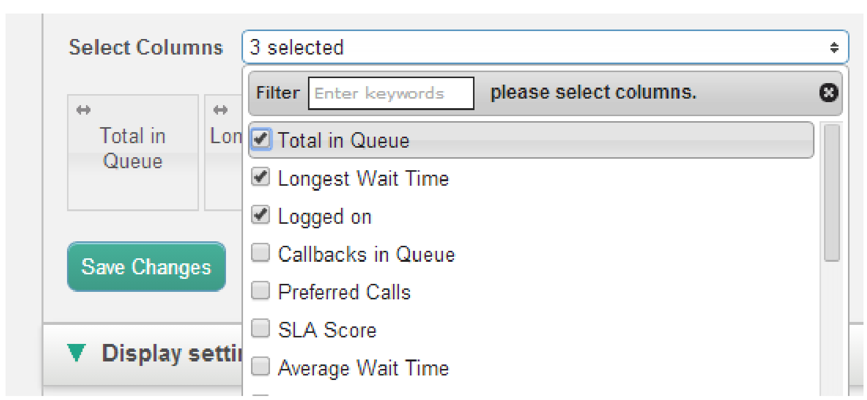


Here you can choose which queues and columns should be shown in your wallboard. If you choose only 1 queue you must choose 6 columns. However if you choose at least 2 queue you can choose as many columns as you desire. Please note the more columns you choose, the smaller the text in the column headings will be.

When selecting queues and columns a dropdown list of available queues/columns for your wallboard will appear.

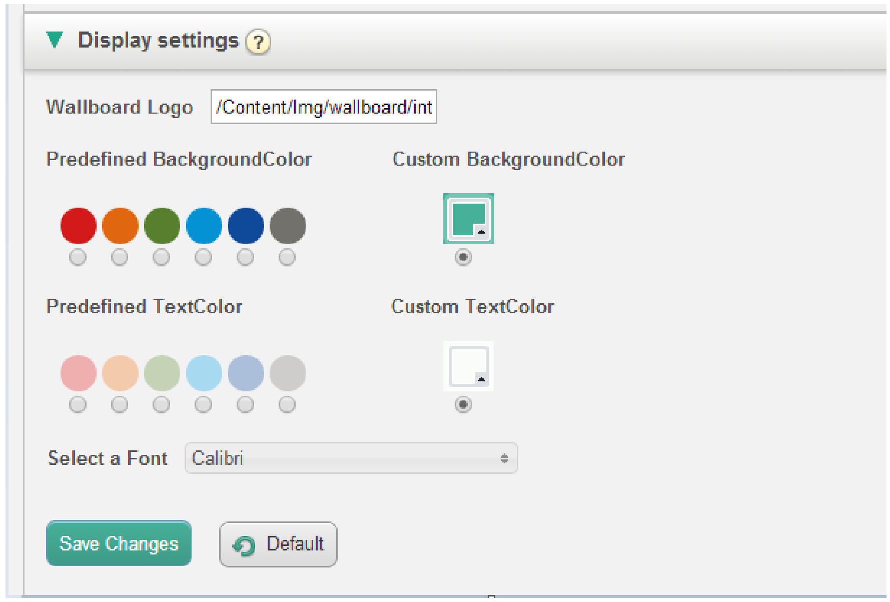
After having selected relevant queues, you can choose which columns to show in the wallboard. You can enter keywords in the *Filter* textbox to choose the most relevant queues and columns. When you click the *Save Changes* button you are redirected to the wallboard page and the wallboard can be previewed.

You can move the queues and columns in the order that you want them to appear in by dragging and dropping



Display settings

In Display settings you can change the graphical aspect of the wallboard, e.g. logo, background and text color and fonts.



If you want to personalize the wallboard with your logo simply type in the logo’s web address (URL) e.g. http://www.company.com/logo.gif. The logo will be shown in the top left corner of the wallboard and will replace the standard Intelecom logo.

In addition you can choose which background color you would like to have in the top right part of the wallboard, together with the text color in the same area. You can choose between pre defined- or customized colors. Finally you can choose among several fonts to display the text with. Remember to Save Changes for them to take place.

	Total in Queue	Longest Wait Time	Logged on	Ready	Total Offered	Answer Rate	Callbacks in Queue	Preferred Calls
Sales	0	0:00	0	0	0	0%	0	0
Support	0	0:00	0	0	0	0%	0	0
Switchboard	0	0:00	0	0	0	0%	0	0
Chat sales	0	0:00	0	0	2	100%	0	0
Chat support	0	0:00	0	0	0	0%	0	0
Email sales	0	0:00	0	0	0	0%	0	0

You can always press the "Default" button to reset all settings back to Intelecom’s default settings.

6 Users

This is where you can manage the users and user groups. Users in Connect are divided into two main groups: *Administrators* and *Agents*. You can assign different skills to Connect users and user groups.

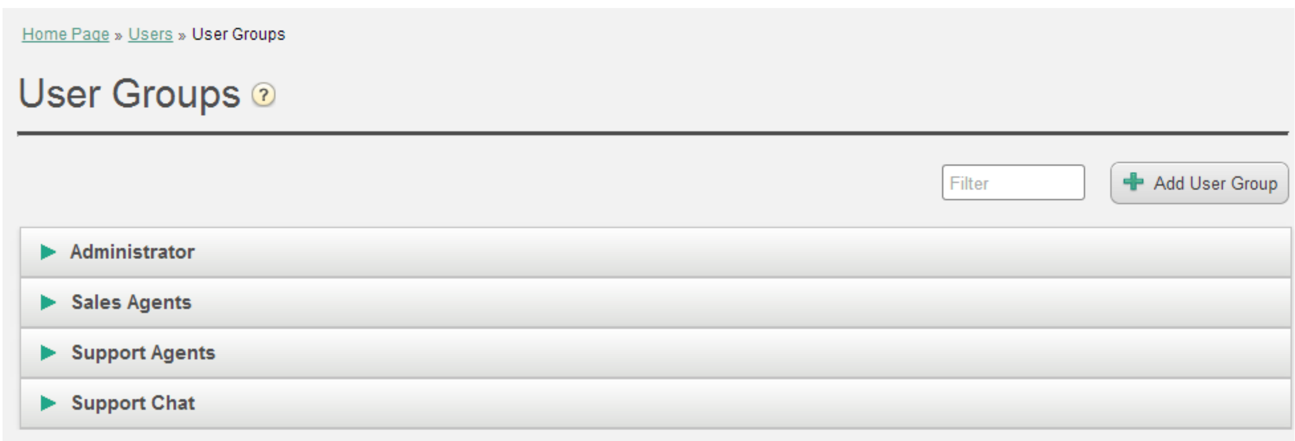
Skills are inherited from Connect to the customer/service, from customer/service to user groups and from user groups to users/agents. It is important that regular agents are not placed in the user group for supervisors and that user groups for agents aren't given access to supervisor features. If you want to limit access rights further for a certain user group/user consider using Access Control.

6.1 User groups

When creating users in Connect, each user has to be placed in a user group. For instance, one user group could consist of users mostly taking care of the sales queues, while another user group consists of agents in the technical support department. Agents can be placed in the same user group based on e.g.

- Answering the same queues
- Same department
- Same locations.

When you open the *User Groups* page, you will see a list the current user groups in your solution.

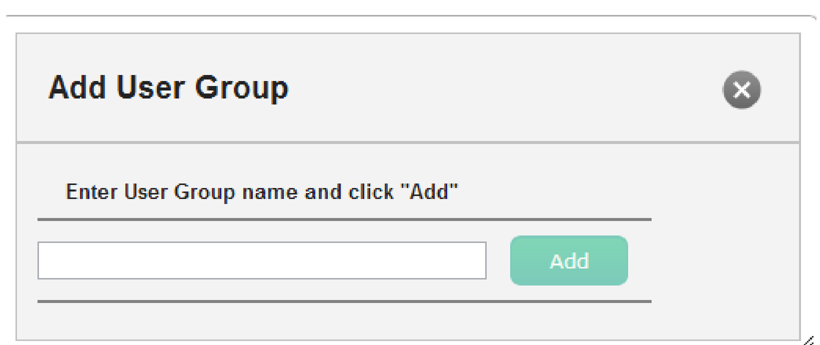


6.1.1 Add a User Group

To add a new group, enter the User Group name click on *Add User Group*.

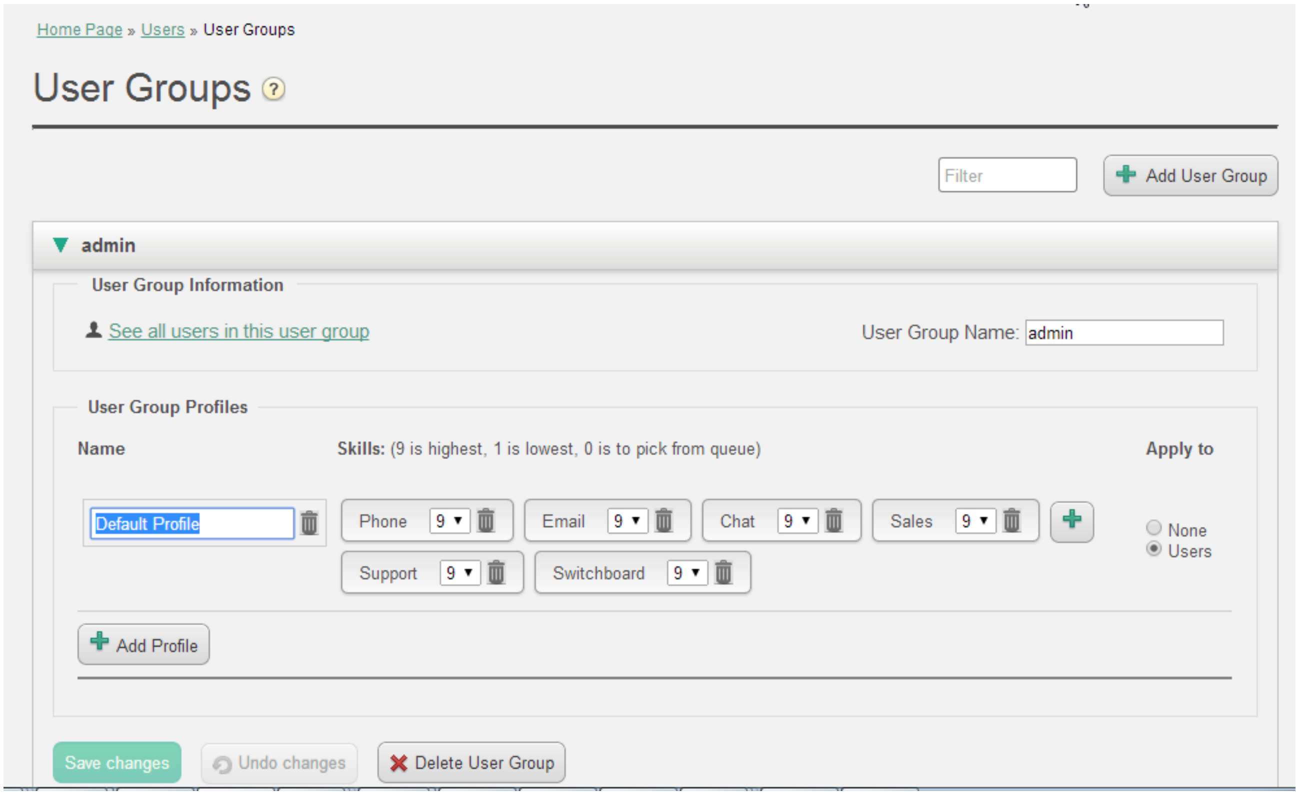
New window will appear, asking you to name your user group.

Once you have created a user group you can add profiles to it.



6.1.2 Profiles

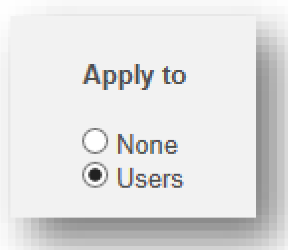
Each user group can have several group profiles. Group profiles apply to all users within a user group. To see which group profile a user group has click on the arrow next to the user group. If you click on *See all users in this user group*, you will see a list of all the agents that are in this user group. New group members automatically inherit the group profiles when added to the user group.



To create a new profile:

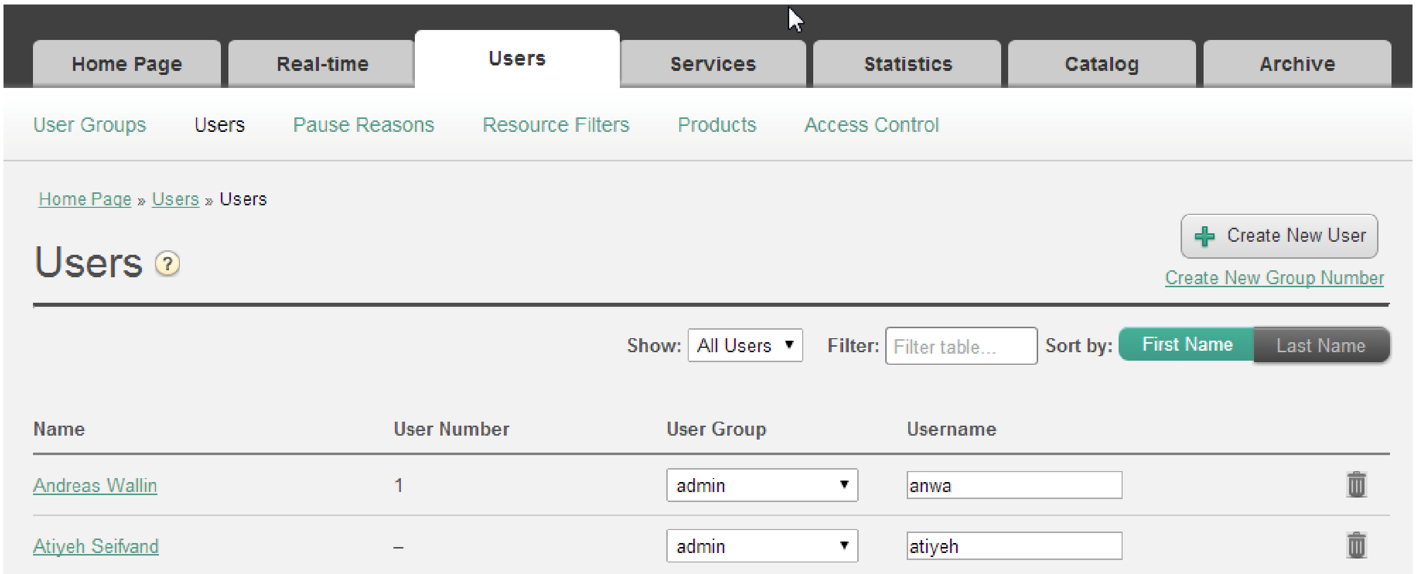
- Click on *Add profile* and type a desired name for the profile.
- To add skills click on the + sign to add skills. Choose the skills you want the profile to have. Remember to include the relevant media type e.g. phone, chat, email etc.
- For each skill a score must be given; 9 is the highest score and 1 is the lowest. The score 0 is also a possible, but this makes an agent a part of a queue(s), but he will not be assigned requests automatically. The score 0 is used when agents should pick requests from the queue
- After creating or editing a profile, click on *Save changes.* If you want the profile to go back to its original setting click *Undo changes*

When creating new skills for a group profile it is important before saving, to tick ***Apply to all*** (the default value is apply to none). If this is not done, you will need to access each user within the user group and change the configuration manually.



6.2 Users

Here you can find an overview of the agent user profiles created in the service. You can add, edit and delete users from the solution. You can choose to only show users for a particular user group or to show all users listed alphabetically by first or last name.

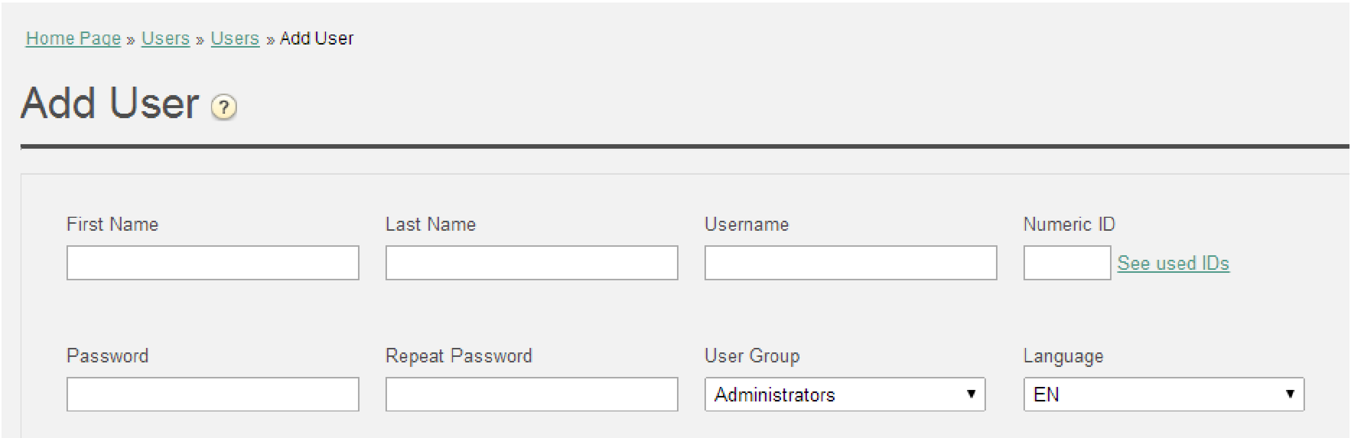


- **Name:** If the user's first name and surname is entered, it will show in this field. Otherwise, the user's user name will show.
- **User number**: Is also called NumericID. Agents *can* have a user number associated to them. The user number must be unique, e.g. Employee-number or internal phone number. If a user number has been assigned, an agent needs to know this number if he wants to log on to Connect via telephone.
- **User Group:** What user group the agent belongs to.
- **Username:** The user name is what the agent is using to log on to the Connect system, either as an agent in the Connect client or as an administrator in Connect Control.
- **Delete:** Click on the *Garbage can* icon to delete the selected user.

You can easily move a user to another user group. In statistical reports a user will belong to the new user group immediately. However the user will now be shown like he has always belonged to this new user-group. Thus a report that contains information from a period before the user was moved to this new user group, will include data for this user, even when he belonged to the old user group

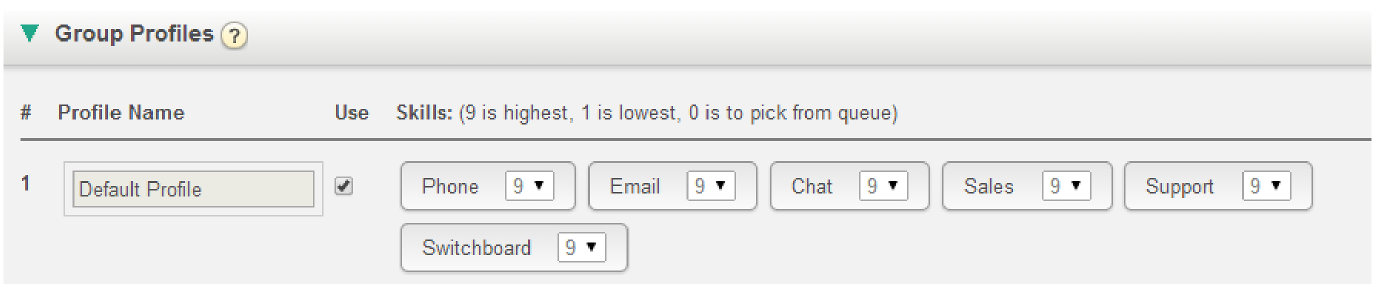
6.2.1 Create new user

By clicking on *Create new user* button you can create a new user.

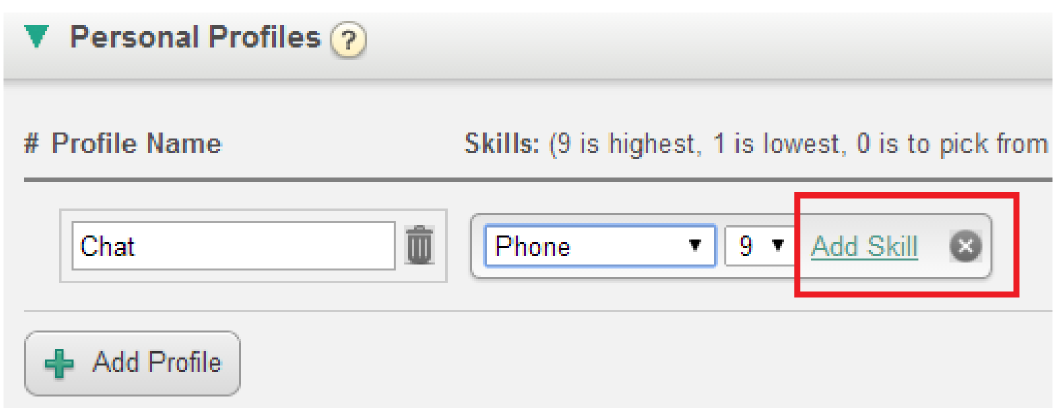


You fill out the user's personal details. The only required fields to fill out are *Username* and *Password.* Each *User number* (Numeric ID) needs to be unique. By clicking *See used IDs,* you can see what numbers are already in use.

Group profiles: Are defined per user group under Users->User groups in Connect Control. If you don't want a group profile to be available for a user, uncheck the *Use* to checkbox



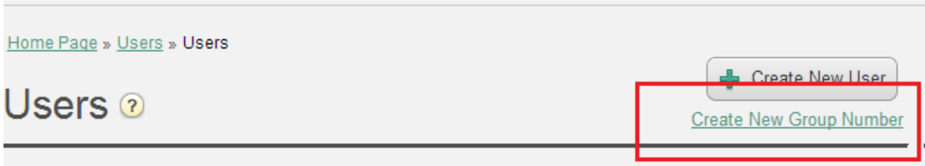
Personal Profiles: A personal profile is a profile that only the chosen user has access to. A user can have more than one personal profile. It is created in the same way as a group profile thus you can name it as you like and select the skills you would like the profile to contain.

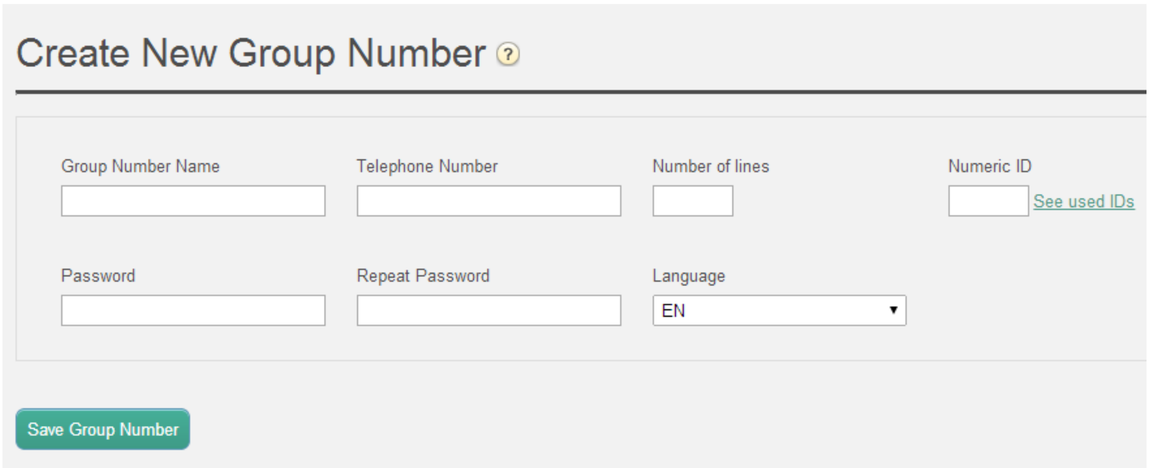


Remember when adding a new skill to a profile to press Add Skill so the skill is saved.

6.2.2 Create new group number

Clicking *Create new group number* enables you to create a new group number.





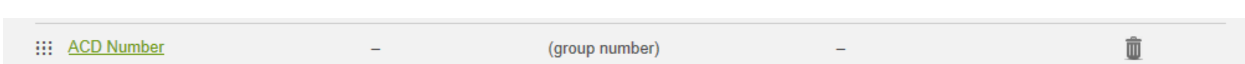
- **Group number name**: The name of the group number.
- **Telephone number:** The phone number for the group number
- **Number of lines**: The number of concurrent calls that will be connected by Connect to the group number. Calls exceeding this amount are queued in Connect.
- **Password/confirm password:** If the user group is to log on with the Connect client they need a password.
- **Language:** Will be the user groups' language both in Connect and Connect control

A group number usually belongs to your telephone platform (e.g. PBX).By using a group number you can have more customers queued than the lines on your PBX system. It moreover enables your organization to configure how these customers are passed down to the group numbers agents. Calls are not queued in Connect before all the telephone lines in your platform are in use. A group number must be logged on through the Connect client or through Connect Control.

You can only define one profile per group number. Both normal Connect agents and Connect group number agents can answer the same queue. Which agents have preference to answering the queue is configured in Connect Control.

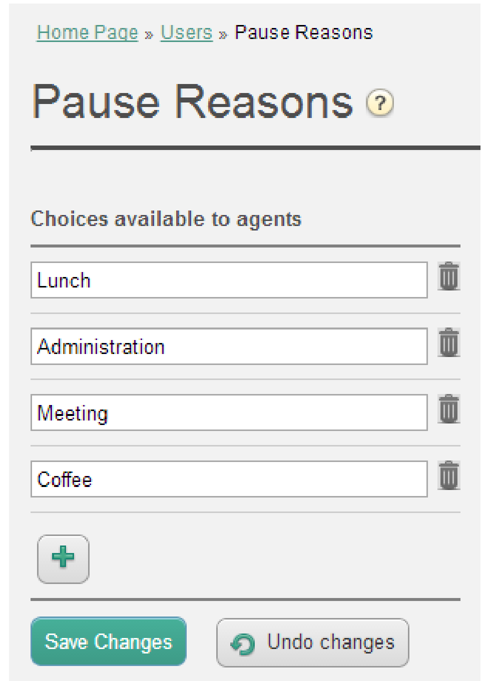
If the Connect group number agents are occupying lines in the PBX by transferring Connect calls, Connect will not notice that the agent has become ready until the transferred call ends. ***Therefore, to avoid the combination of ready agents and callers in queue, more lines could be created than the planned Connect group number agents,*** e.g. if the group number agents are 10, then 15-20 lines could be defined. If you are not certain how group numbers work, we encourage you to contact Intelecom support to help you out in creating one.

In agent overviews, group numbers are shown with an icon in front, so that they are easy to differentiate from normal users



6.3 Pause reasons

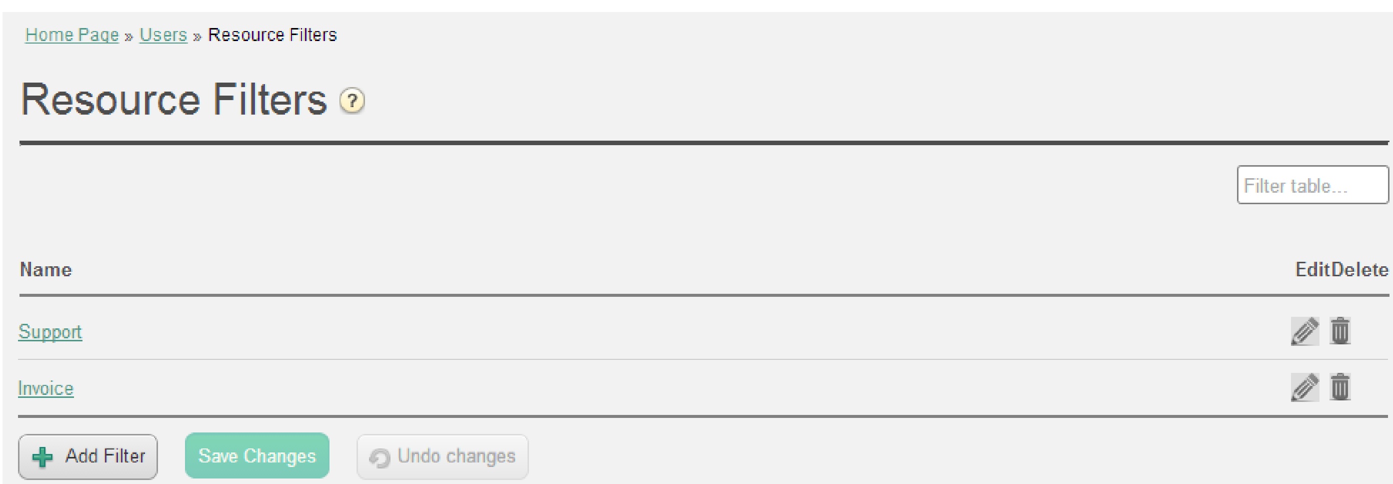
If you want to see the reason why your agents are using the *Pause* status, you can add pause reasons. This page lets you see current pause reasons and create new ones. To create a new pause reason, click the *+* button, and then insert the name of the pause reason. To delete it click on the corresponding *garbage bin* symbol.



6.4 Resource filters

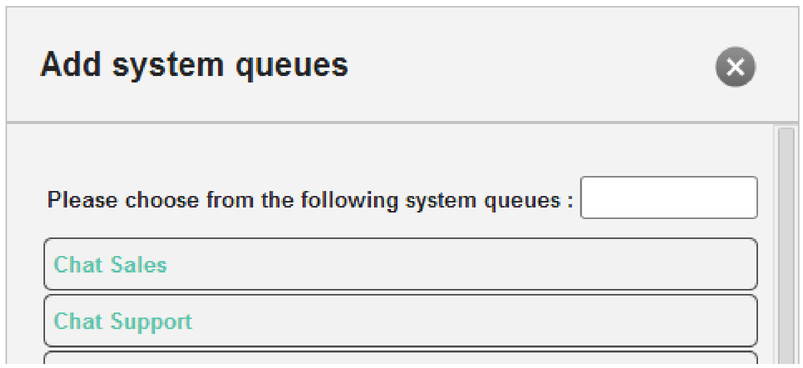
Resource filters is part of the *Access Control* feature that allows you to restrict certain users or user groups view and access. To do so, create a filter, define its content and apply the filter on Connect users in Access Control.

A user can be applied with more than one filter at the same time. Several filters can be created based on the different limitations needed, and each filer can be a named based on their usage. For example filters can be named based on the user's geography, department or function.

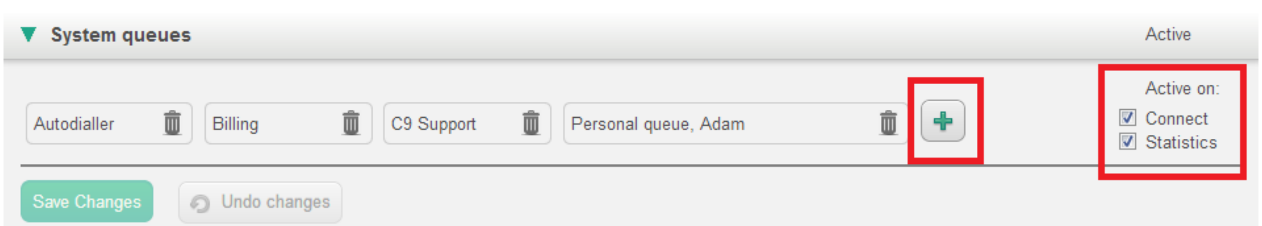


The available filter areas are shown when clicking on the filters name.

To add elements to your filter you press the + button is. A new window will appear with a list of available elements to add to the filter. Once an element it added from the list it is automatically removed from the list of available elements for that filter area.



For the areas *System queues* and *User groups and group numbers* you can define if the filters should affect statistical reports. If *active on Statistics* is not checked, users will see all elements in the reports regardless of the filter limitation they have applied on them.

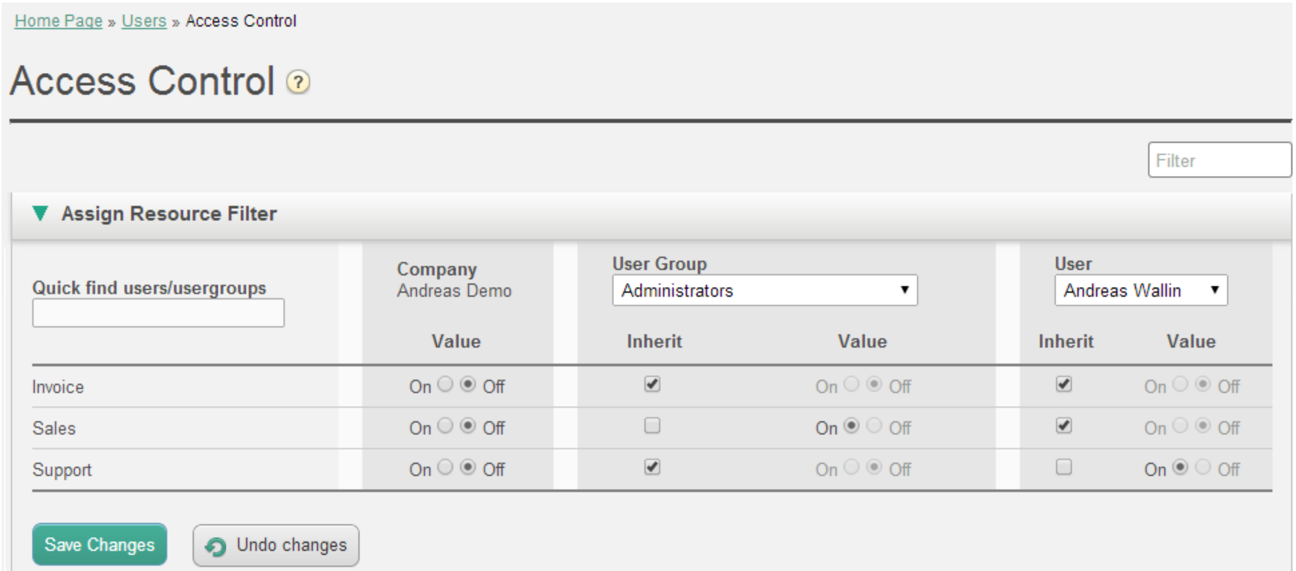


6.5 Access control

Access control enables you to manage what areas users have access to, so they only see the parts of the solution that is relevant to them

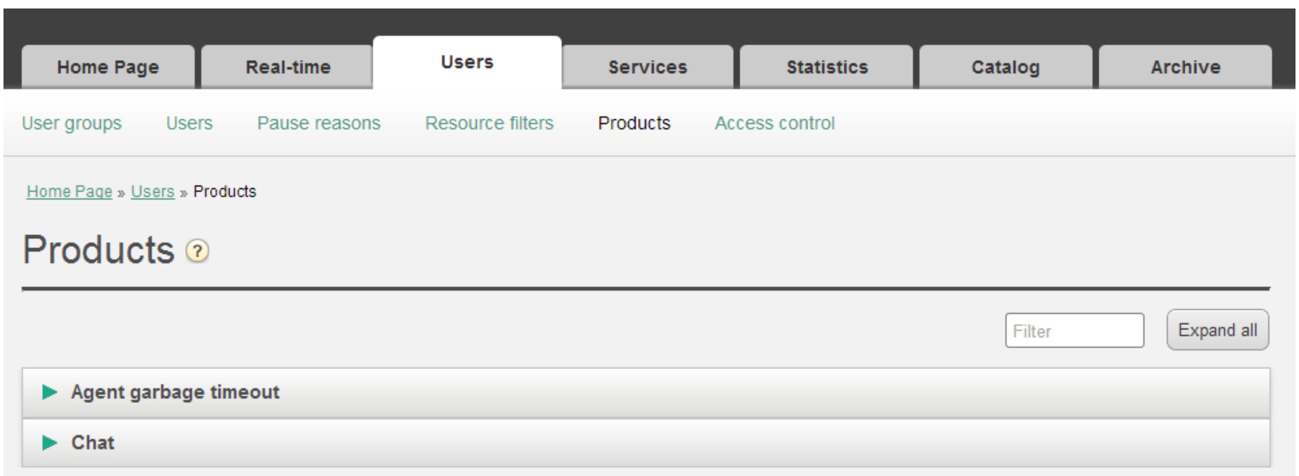
Resource filters must be applied on users to be in force. This is done in the Access Control sub-tab, in the *Assign resource filter* window. A filter can be applied on all users, one or more user groups (including all users in the user group(s)), or one or more users in a specific user group. Users without filters applied to them have access to all elements in Connect. In the example below only the sales user group have the sales resource filter applied.

The next time a user with a resource filter applied logs on, the view will change according to the included elements.



6.6 Products

Products enable supervisors to configure different types of product settings for your Connect Solution. In most solutions the only tabs available for configurations are Agent Timeout and Chat.

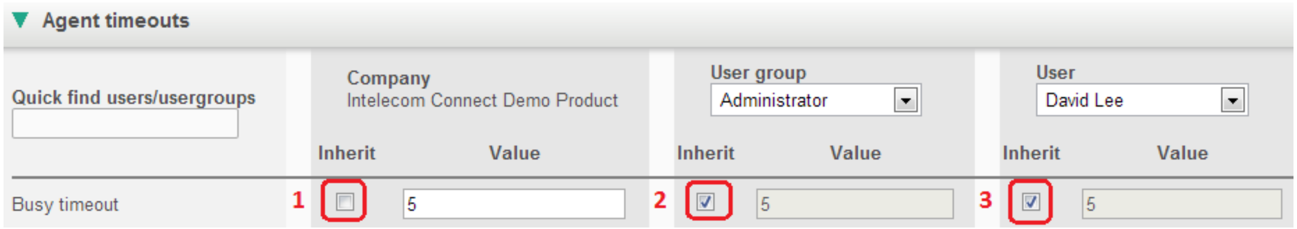


When configuring product settings for your solution you can do so on 3 levels

- **Company -** All the agents in your Connect solution will have the same settings.
- **User group –** All the agents in the same user group will have the same settings.
- **User –** Different agents will have different settings.

6.6.1 Inheritance system

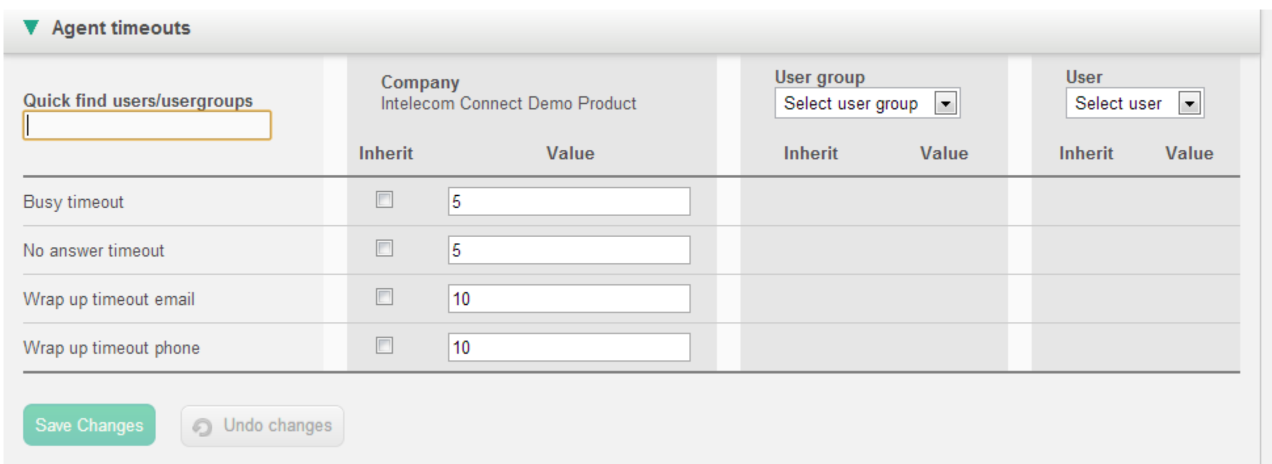
Configurations in the Product areas are inherited from the Connect system to user groups and from user groups to users/agents. You can change the values by unticking the Inherit box and set your own customized values for all users, for specific user groups or specific user.



1. **Inherit Company level** - By ticking *Inherit* on a Company level, the values are changed to system values. If your organization defined these values when setting up the solution they will be the ones displayed when ticking inherit, if nothing was defined it will be Connect default values.
2. **Inherit User Group** – By default all user groups and users inherit the values set on Company level, if you would like a specific user group to have different values than the rest of the company, you can untick the *Inherit* box and configure different values for that specific user group.
3. **Inherit User** –By defaults specific users will inherit the configurations for the user groups they belong to. If you would like a user to have different values, choose the user, untick the inherit box and set the desired values you want for that user.

6.6.2 Agent timeout

Enables you to manage the time out periods for your agents, during timeouts agents will not be allocated requests. Agents can however change their status back to "Ready" and start receiving requests again at any time. The values you define are in seconds e.g. 1 minute timeout is 60 seconds.



There are 4 different timeouts to configure.

- **Busy timeout -** Agent status will change to "Busy" for X seconds when a call is allocated to him/her and Connect receives a busy signal or when an agent clicks "reject" when a written request if being offered to him(social media, email, SMS).), before the status is set back to Ready. Busy is also used when the agent's phone/email is blocked due to ongoing chat(s) How long the agent's status will be "Busy" is configured by you in Busy timeout, the value is in seconds. Please note that Connect actually has to get a busy signal from the telephone for the agent to get the status "Busy". If the agent is using multi-line telephone, Connect will not receive a "Busy" signal from the telephone unless all the lines on the agent's telephone are busy. If Connect does not receive a busy signal the agent's status will not change to "Busy" but to "No answer".

- **No answer timeout –** Agent status will change to "No answer" when a request is sent to him/her and he/she does not do anything (Phone rings out, he/she does not click accepts/reject when being sent a written request). How long an agent will have "No answer" status is configured by you in No answer timeout, the value is in seconds.

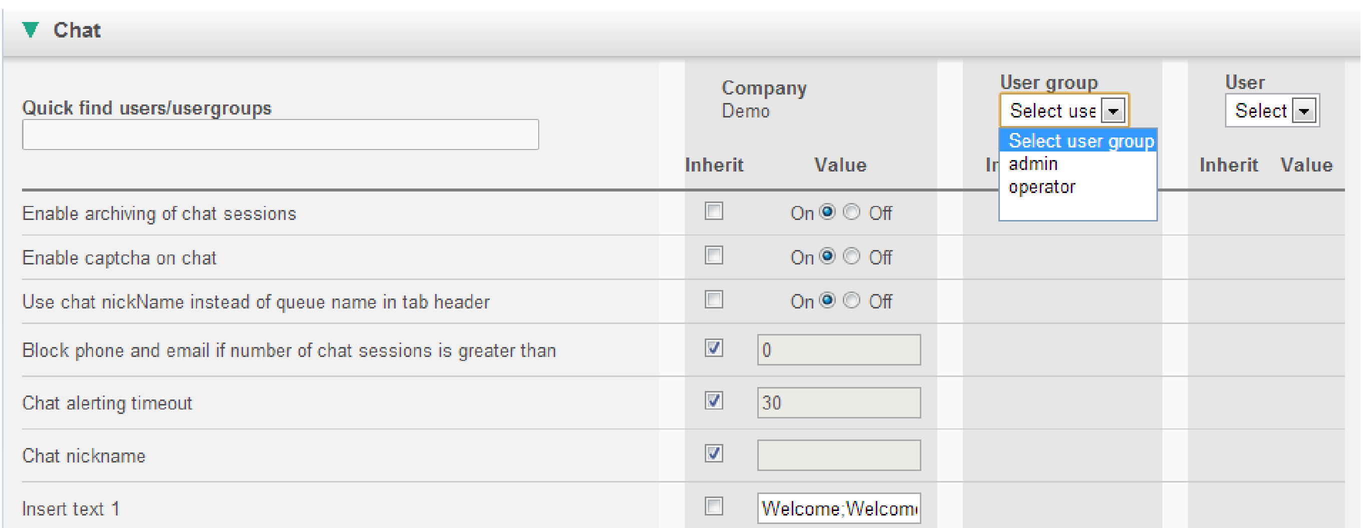
- **Wrap Up –**Is time reserved for follow-up work after an agent has finished answering a request .e.g. database updating, transaction processing etc. How long an agent will have "Wrap-up" status is configured by you in Wrap Up timeout, the value is in seconds. You can configure Wrap-up times for both email and phone

    - **Wrap up timeout email –** How long the agent has the status "Wrap-up" after he/she has clicked "Finished" after responding to an email.

    - **Wrap up timeout phone-** How long the agent has the status "Wrap-up" after he/she hung up the phone.

6.6.3 Chat

There are various parameters which you can configure for Chat. Please note these variables are only configurable if you have the Connect chat solution that was released January 2014.



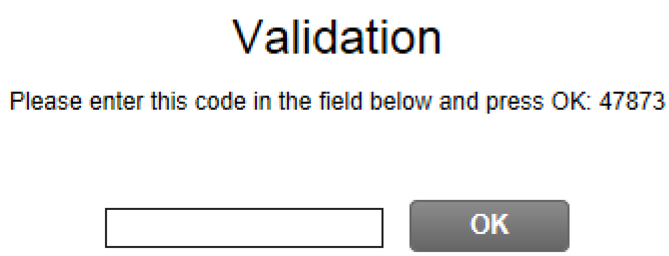
The configurable variables are:

- **Enabling archiving of chat session**

  Chats are archived on Intelecom's FTP server and this storage feature can be turned on/off. Please note that in order to access the chat archive a user account has to be created on Intelecom's FTP server. Please contact Intelecom if you wish to archive your chat conversations and do not have a user account on Intelecom's FTP server.

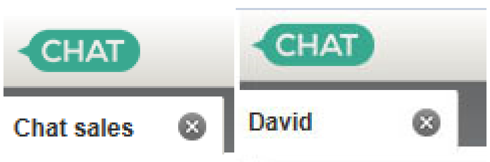
- **Enable captcha on chat**

  Captcha can be activated to test if the chatter is really human. Each time a chat is initiated the chatter is asked to enter a Validation code which consists of series of numbers.

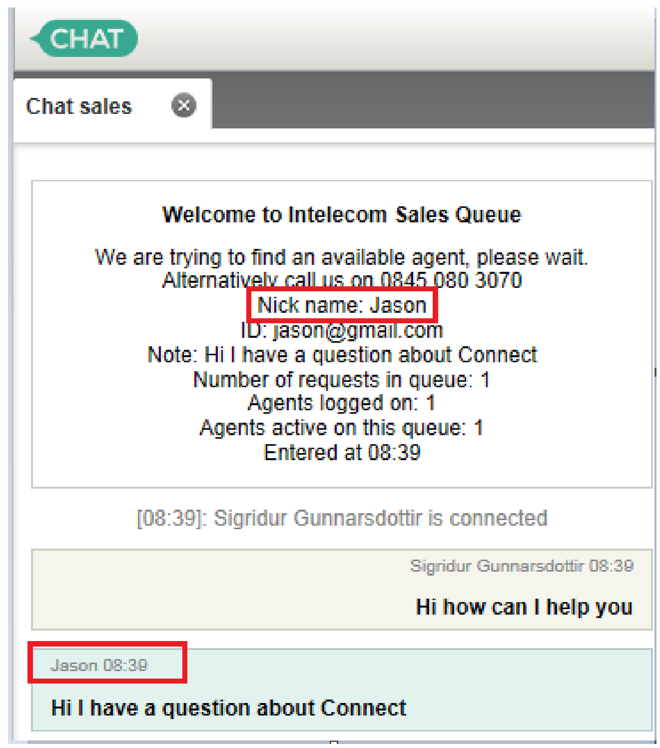


- **Use chat nickname instead of queue name in tab header**

  You can configure what your agents will see on the tab of their chat tab. They can either see, *from what queue the chat is coming from* (e.g. sales) or the *name of the chatter.*



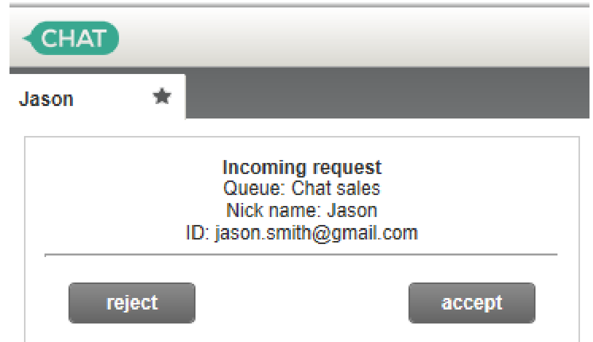
  No matter what you choose to be on top of the tab, agents can always see the other value in his chat tab. E.g. in this example the queue name is shown in the chat header however the agent can see the name of the chatter in 2 places.



- **Block phone and email if number of chat sessions is greater than**

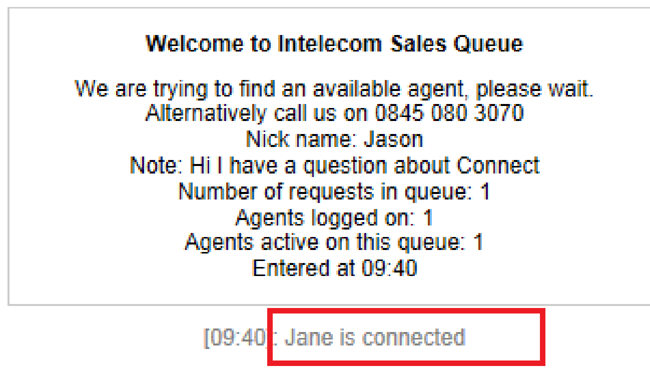
  If agents are using a profile that enables them to answer requests from multiple channels e.g. chat, phone and/or email. You can configure the solution so when an agent is responding to X chat conversations the agent will not receive phone/emails. When phone and email are blocked the agent's status will be changed to "Busy".

Chat alerting timeout

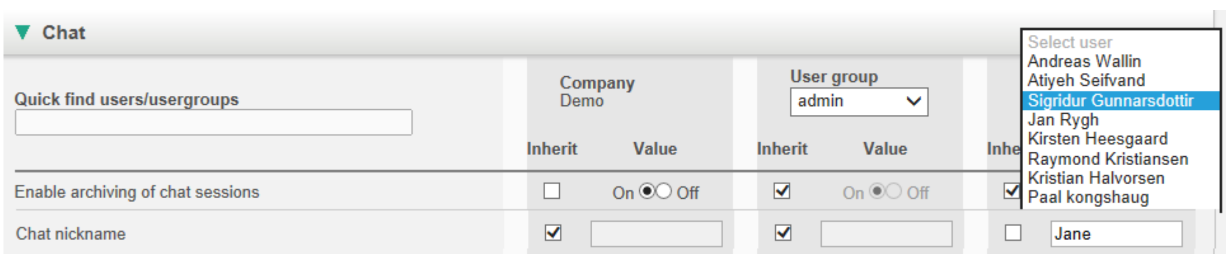


You can configure for how long agents should be offered a chat requests before they accept/reject it. The value is measured in seconds e.g. if you insert the value 30 agents will be offered the chat requests for 30 seconds and if they do nothing within these 30 seconds the chat request will be offered to another agent.

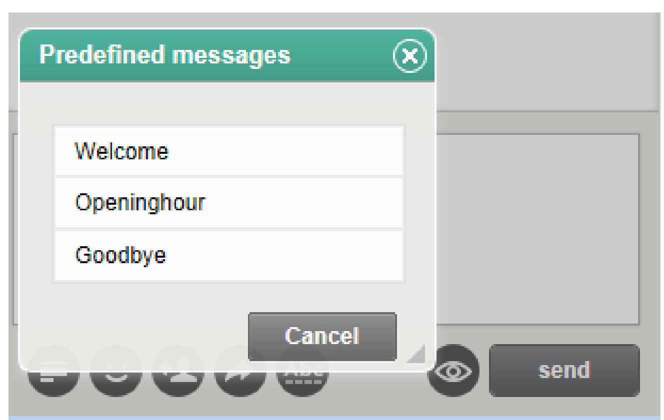
Chat nickname



Chat nickname refers to a nickname for the agent. This can be useful e.g. if you do not wish to display the full identity off your agent(s).You can also make all your agents or certain user groups use the same nickname. Just type in the desired nickname for your agent(s), and the next time they will answer a chat request the nick name will be displayed to the chatter instead of the agent's full name.



Insert text



The 20 Insert text boxes are used for *Predefined messages* for your agents that will appear in your agents chat window. To create a predefined message simply write it in one of the *Insert text box*. The Title of the message will be the word before the semicolon and the text after it will be the sentences that appear in the agent chat window when he clicks the title.

Goodbye;Thank you for chatting with us. Please contact us again if you have any questions

In the example above "Goodbye" is the title of the predefined message, when the agent clicks it the sentence " Thank you for chatting ...." will appear.

.

Insert text 20	☑		☑		☑	
Max parallell chat sessions (8 maximum)	☐	3	☑	3	☑	3
Number of seconds before a chattab should blink when new chat messages is not read	☐	5	☐	10	☐	15
Number of seconds before a chattab should give alarm when there is no activity	☐	5	☐	10	☐	15

- **Max parallel chat sessions**

  Here you can configure how many chat conversations the agent should be able to respond to simultaneously. The maximum number is 8 simultaneous chats per agent.

- **Number of seconds before a chat tab should blink when new chat messages is not read**

  If an agent is responding to various chats at the same time he/she will have several chats tabs open. Every time a chatter in a non-active tab sends a new a message the agent will see a chat bubble on top of the chat tab. You can configure the solution so that the chat tab will start blinking if the agent has not read the message within X seconds.

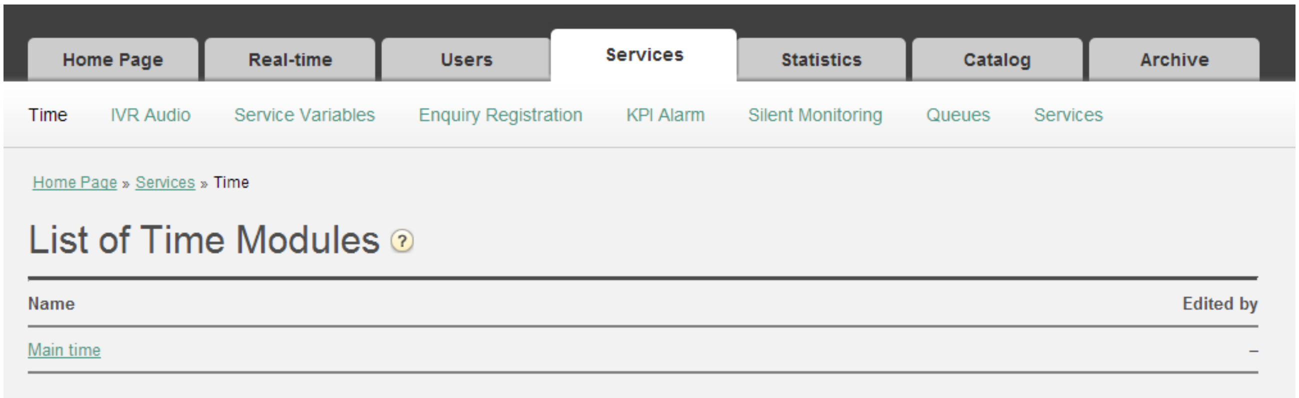
- **Number of seconds before a chat tab should give alarm when there is no activity.**

  If the chatter has not written anything for X seconds you can configure Connect so that the agent will be notified with a zZZ on the chatters chat header. The values are in seconds.

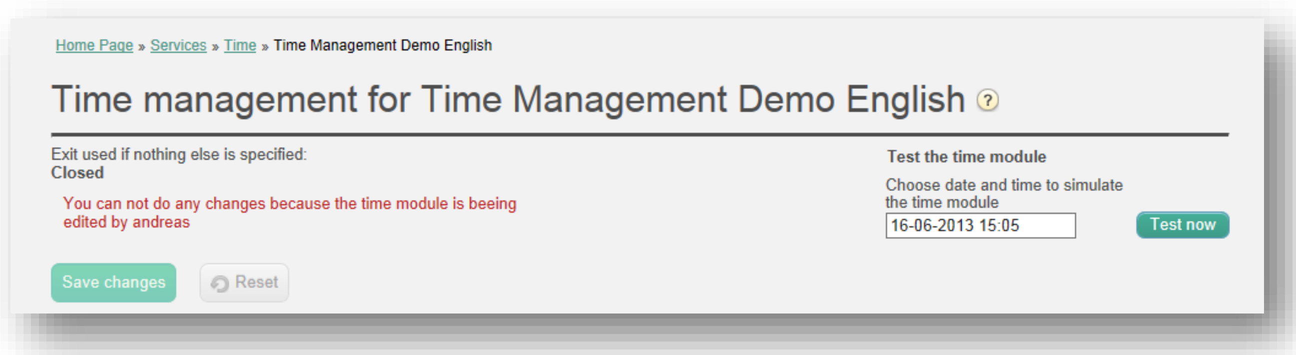
7 Services

7.1 Time module

Time and holiday routing manages incoming calls based on the time and date of the call. The caller will get different responses/message depending on what time/day it is. In the Time tab you can find time module that you can make changes to yourself. Your organization might have a time module in service that you cannot see on this page. If you can't see a time module, contact our Intelecom support for assistance.

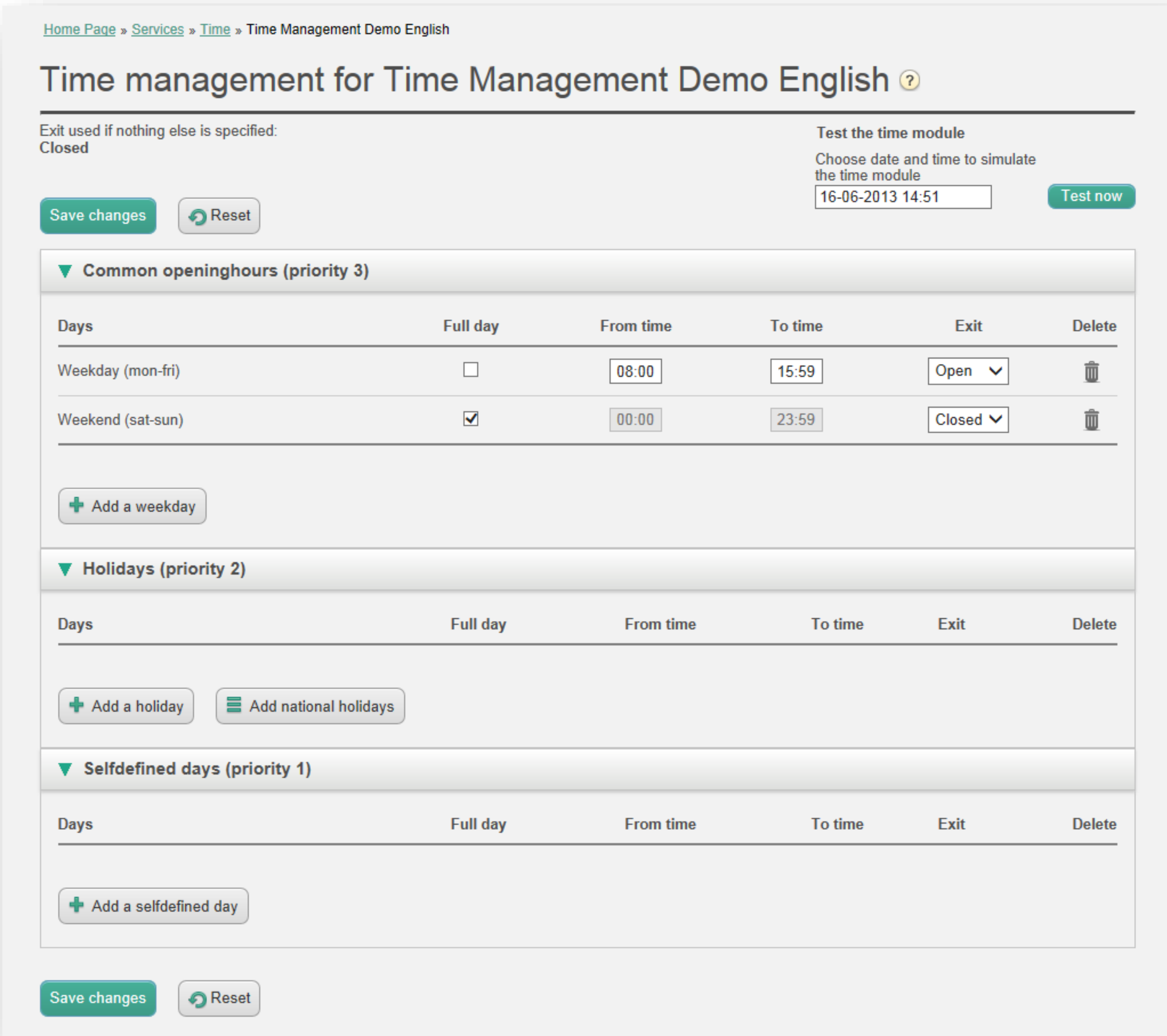


If the time module you want to edit, is being modified by Intelecom you will not be able to make changes to it, you can only view it. You will receive a warning on the time module page.



In the *Edited by* column you can see the username of the technician that is making the changes. We recommend that you try again later, if you need to access the module immediately please contact Intelecom support.

If you want to make changes to a time module, you click on the time modules name. A new window will appear with the time-modules detail. From this window you can add, edit, or delete time periods.



The value in the *To time* field should always be set one minute before the desired ending time. This is because it covers a whole minute, thus a period that is set to end at 15:59 will in reality end at 16:00. If the time would be set at 16:00 it would end at 16:01

For the changes to take effect, you must click the *Save Changes* button. If you want to cancel the changes made and return to the settings as they were before the changes were made, press the *Reset* button.

7.1.1 The Precedence System

Time-routing is based on three levels:

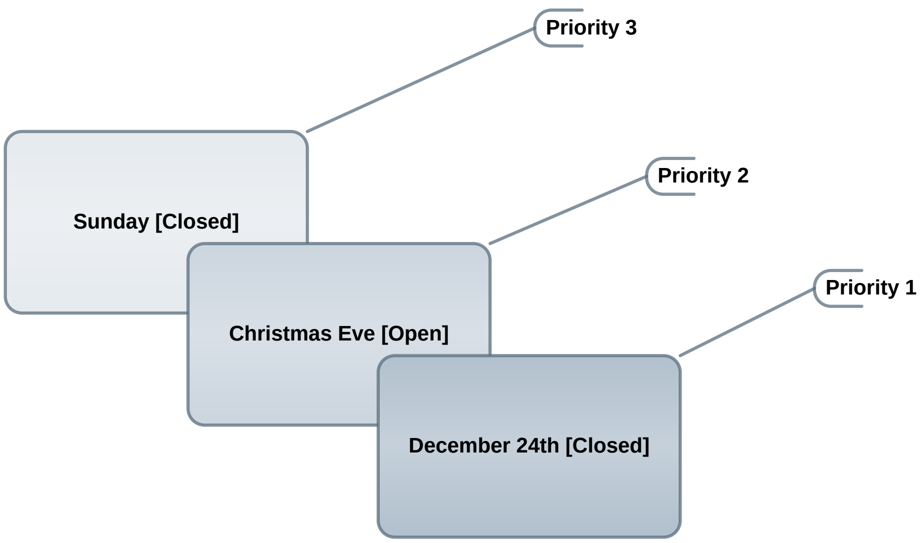
- Custom Day
- Holidays
- Normal opening hours

These three levels have **different priorities.** A custom day takes precedence over a holiday and a holiday takes precedence over normal opening hours. You must cover the entire day or period when defining a time, if you do not want that the level below should apply.

Example

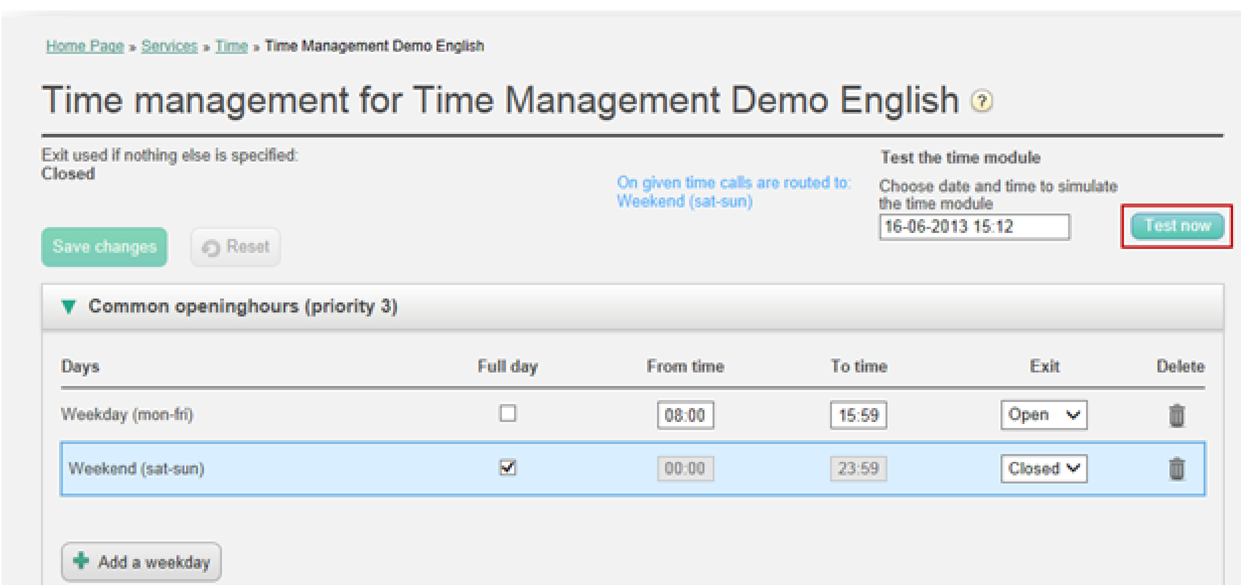
Christmas Eve falls on Sunday and the solution is defined to be closed on Sundays according to the *Normal business hours* thus the service is then closed on Christmas Eve.

If a rule is added in the *Holiday tab* that the service is open on Christmas Eve this overrides the current setting in *Normal business hours*, and thus the service is open on Christmas Eve. However since Custom days have the highest priority and the 24 December is defined as closed under *Custom day* tab, the service will be closed on Christmas Eve



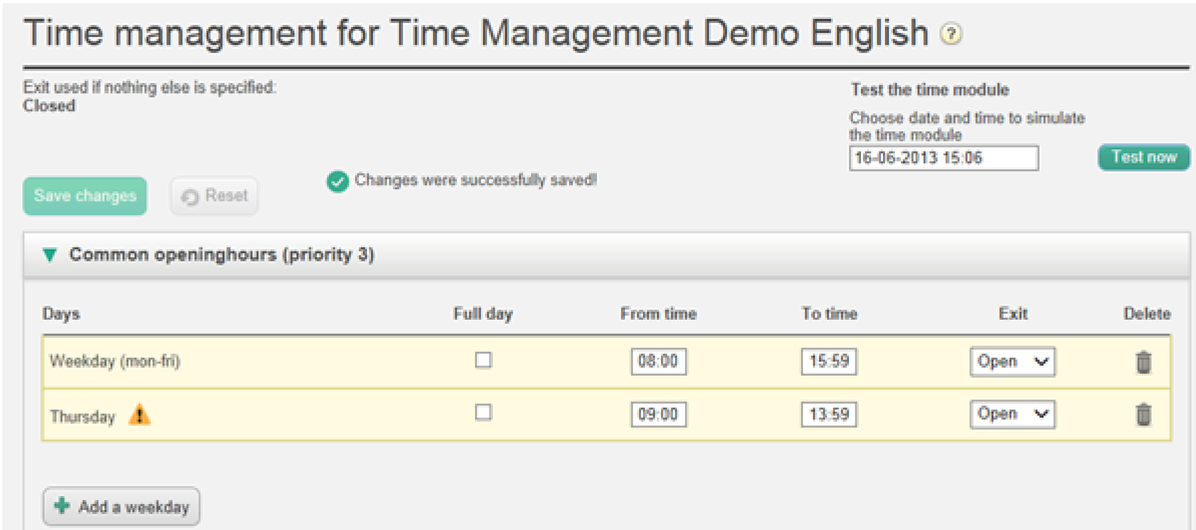
Testing the service

You can use the *Test now* to see how your calls are being routed. Just put in a desired date and time (default is current time) and press *Test now*. The module that will be used on the given time will be highlighted in blue.



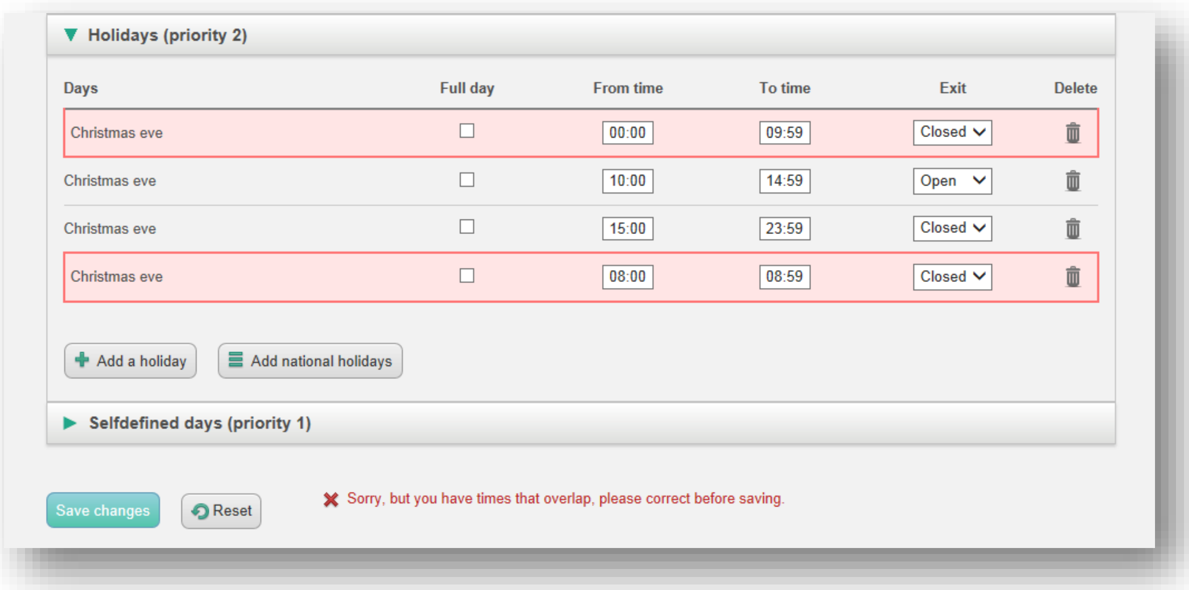
Overlapping times

Is shown when you have overlaps in your time module, like in the example below. Since these overlaps are not necessarily wrong, the changes you have made will still be saved.



Incorrect services

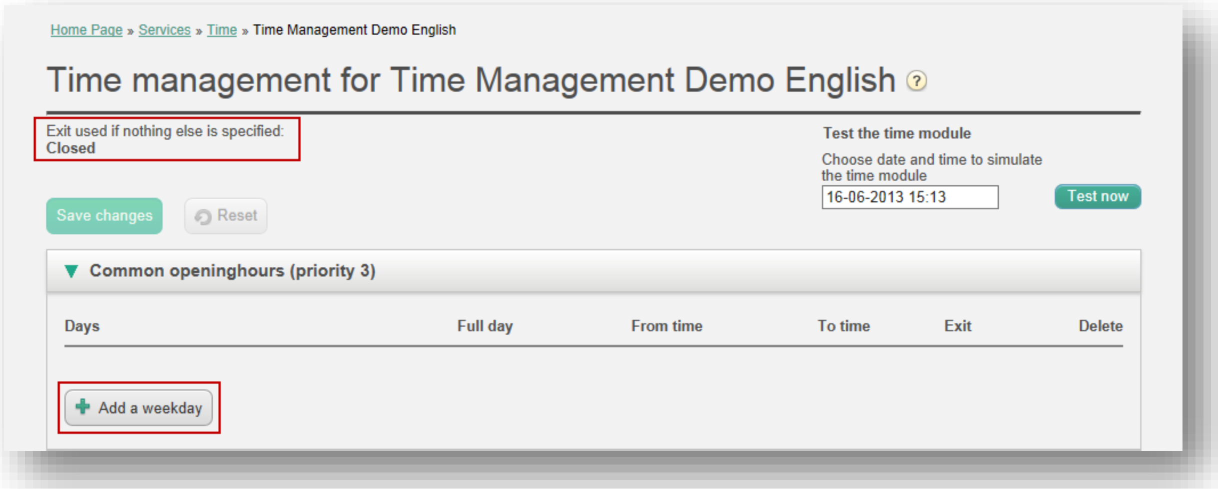
If your settings are incorrect, for example *From* time is later than the *To* time, or the exact same day and/or time is defined twice ("Christmas Eve" 0:00 to 9:59, and "Christmas Eve" 08:00-08:59). You must correct these errors to be able to *Save Changes*



Add opening hours.

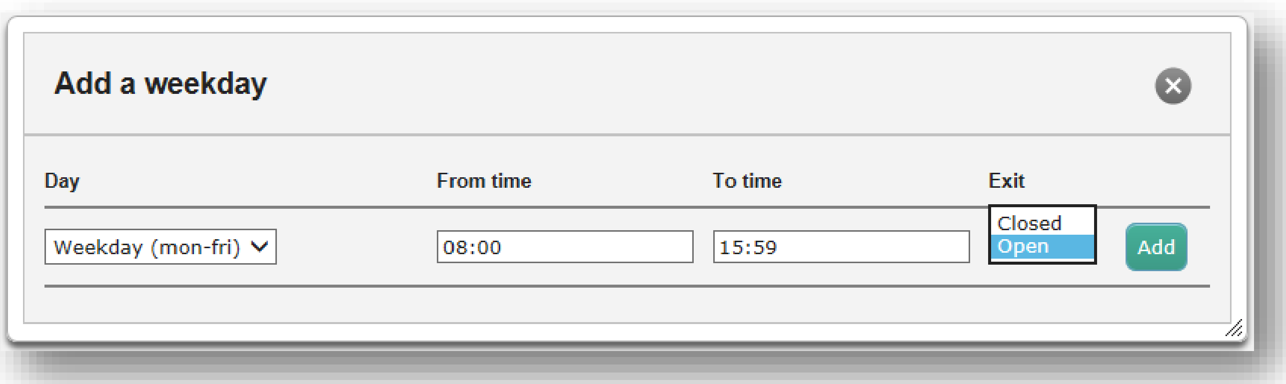
If you have access to the *Time management* tab but have not defined opening hours, the calls to your contact center will automatically be routed to *Closed* mode.

Below is an example on how to add opening hours. Press *Add a weekday*…

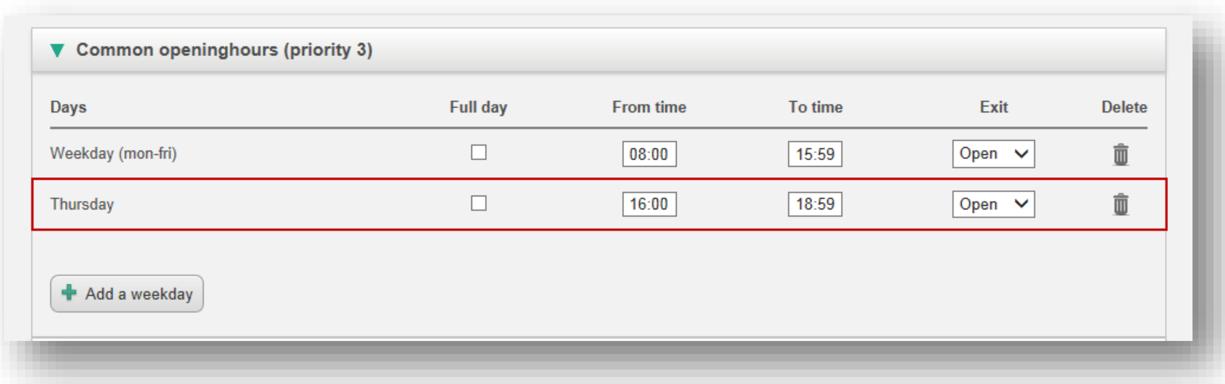


A new window will appear where you can define hours for the week, weekend or just one day. You then choose if want the service to be open or closed during this period. When you have made your choice, press the *Add* button.

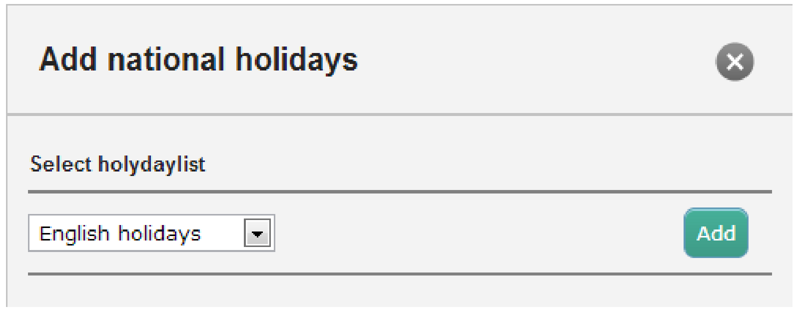
In the example below we have defined that on Monday through Friday between 08:00 and 16:00 calls will enter the contact center, outside of that time period calls will be routed to the *Closed* mode.



If you wish to have extended opening hours on Thursdays, you can do this by setting extended hours for Thursday from 16:00 to 19:00

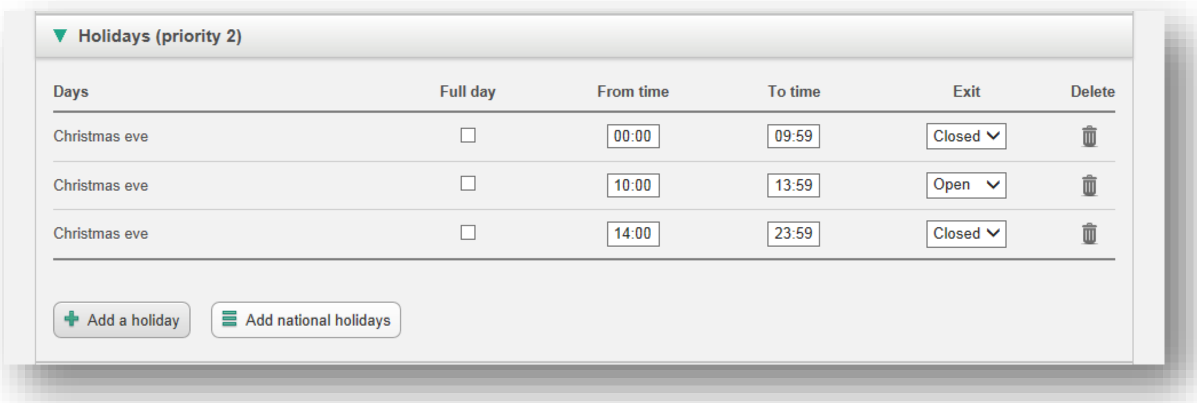


7.1.2 Add holidays.



In the holidays tab you can define opening hours for public holidays. You can add all the public holidays for your country by pressing *Add national holiday* button. A new window will appear and you then select your country. The public holidays will appear in the holiday tab and will automatically have *Closed* mode defined.

If your contact center is open on some public holidays you can define different opening hours for them. In the example below our contact center is open on Christmas Eve between 10:00 to 14:00.

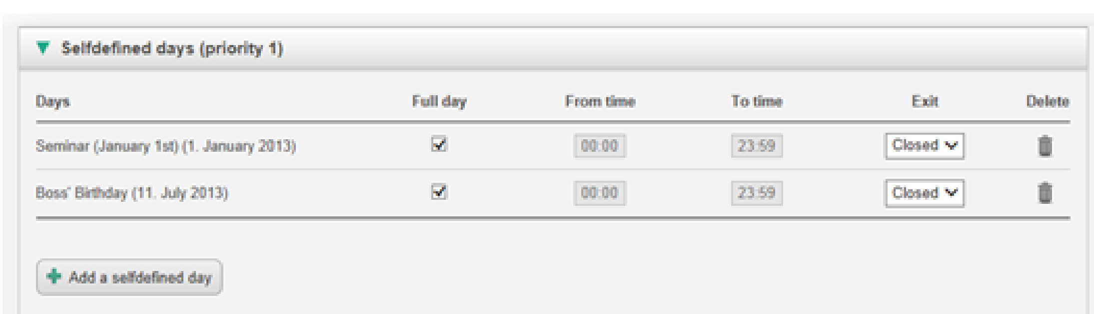


We recommend that you define 3 different time periods for Christmas Eve. Thus from

- 00:00-09:59 → Closed
- 10:00-13:59 → Open
- 14:00-23:59 → Closed

Add a special day

In the *Selfdefined days* tab, you can define a day that has different opening hours than normal. Press *Add a selfdefined day*, a new window will appear where you can set a description, time and date.



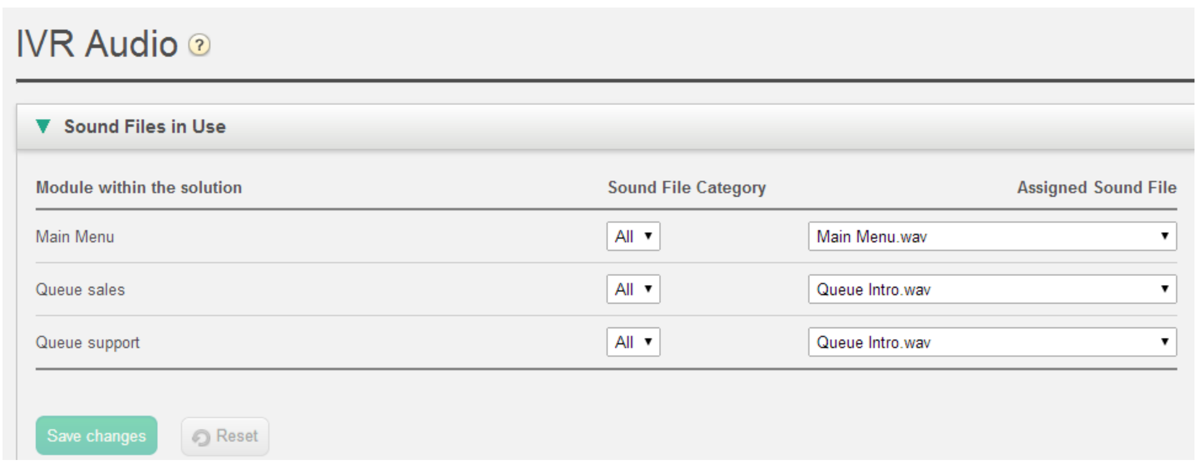
Special days have priority 1, thus these settings have priority over other configurations made in the *Holiday* or *Opening hour* tab.

7.2 IVR Audio

IVR Audio enables you to record and manage your sound files/messages. If requested Intelecom can configure the service so only certain audio files can be changed from Connect Control

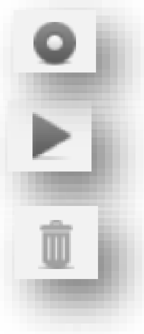
7.2.1 Sound files in use

Contains sound files that are currently being used in different places in your solution. You can change them easily by first choosing the category and then the desired audio file within that category. To save and activate, press *Save changes*



7.2.2 Sound file library

The Sound File Library contains an overview of available sound files stored in your solution including files that are not in use. Here you can change the sound file description, category, script and name as well as play or download it.

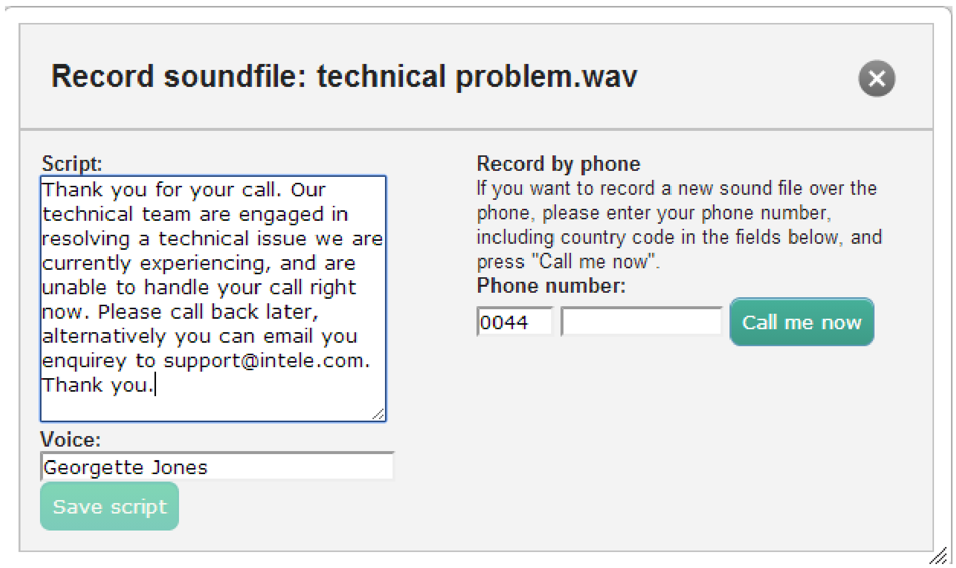


Record button: Enables you to: record a new file. For an existing file you can view the script and name of the person who recorded it.

Play button: Click here to play the audio file on the PC.

Delete button: Click here to delete the file.

7.2.3 Record a new sound file

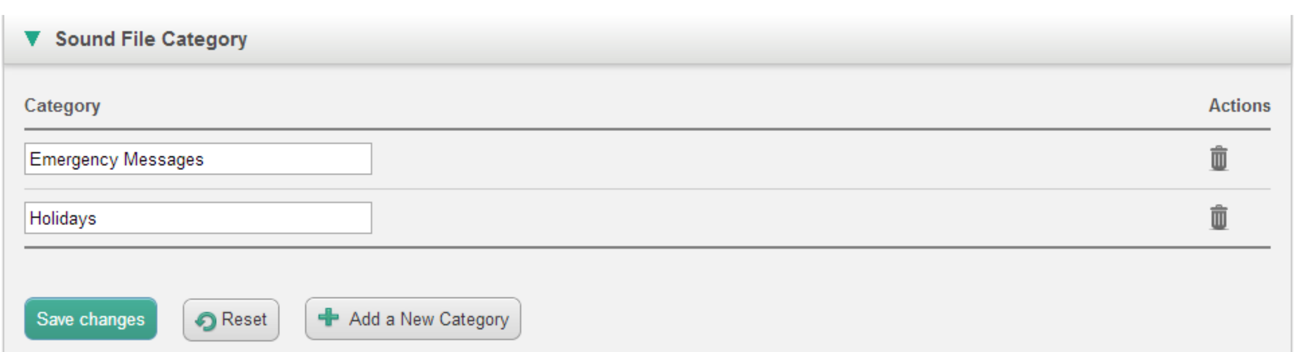


In the sound file library you can record a new sound file. First press *Add audio file*, enter a name, description and select the category that it should belong to. Press the recording button a new window will appear. Write down your script and in the field *Voice* fill out the name of the person who will read the message.

When ready to record the file, write down your phone number and press *Call me now* button. The Connect platform will call you straight away so you can record your message. When you have finished recording the file will become available in the library.

7.2.4 Sound file category

Categories are used to organize the sound files you have in your solution. Organizing your sound files makes the process of searching and changing sound files faster and more manageable. You can add a new category, change an existing category or delete a category s as long as it's not in use.

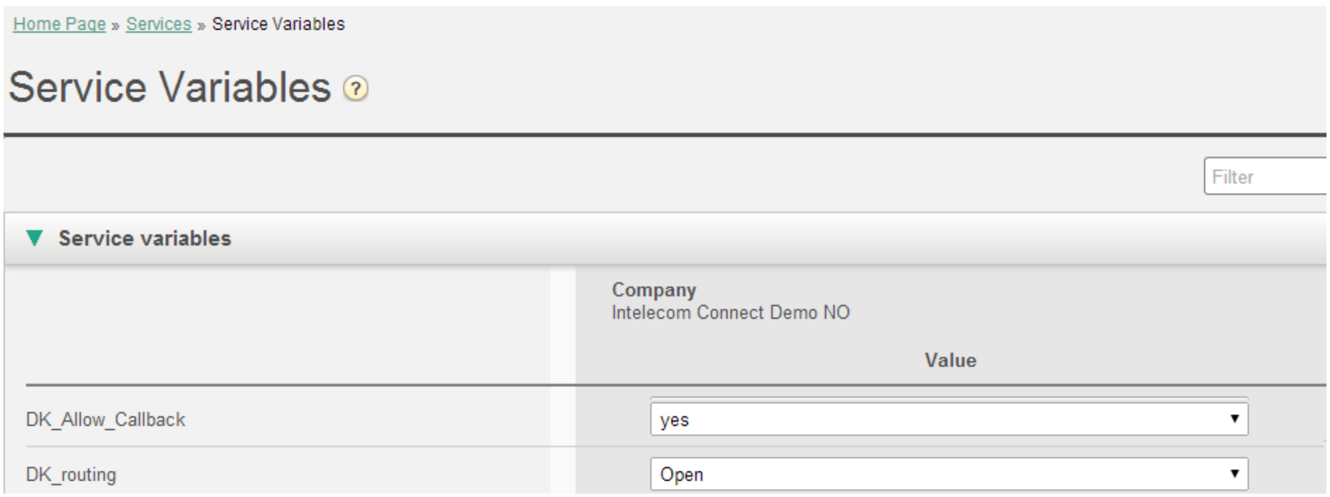


7.3 Service variables

This module enables you to change some variables in the Connect platform. Its main purpose is to determine how a request is handled by assigning each variable a value from either a dropdown menu or by simple typing in it yourself. What variables are available is configured in collaboration with Intelecom when the solution is first set-up.

Among features that can be changed are:

- Opening hours
- Special voice message.
- Route traffic
- Switch functions on/off.



In the example below some service variables for different locations has been configured into the solution. In this case if the Denmark office would not want to offer their callers call-back at the moment this can be configured by choosing *No* from the drop-down menu and then *Save Changes*. Configuring a special variable can greatly enhance the quality and flexibility of your solution.

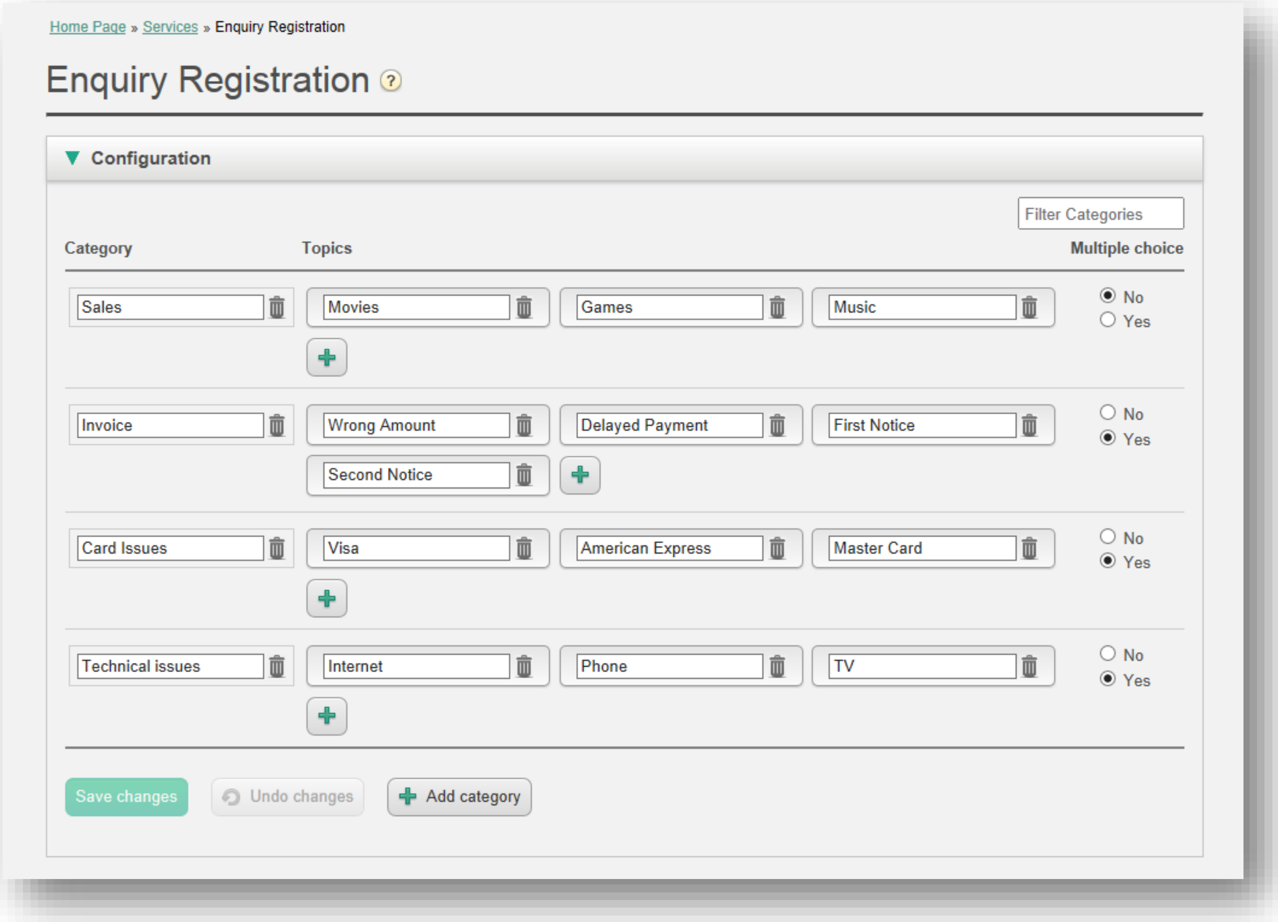
7.4 Enquiry Registration

With Enquiry registration your agents can identify the caller and the reason for their call. The Enquiry registration is created by you (or someone in your organization) and is divided into *Categories* and *Topics*.

Categories represent the main themes that your requests can be categorized in, while topics represent the sub themes for each category. You create new topics by pressing on the + sign within the Category.

In the *Multiple choice* column on the right, you can choose if it should be possible to mark one or more topics per category. If marked *No* your agents can only choose 1 topic per category.

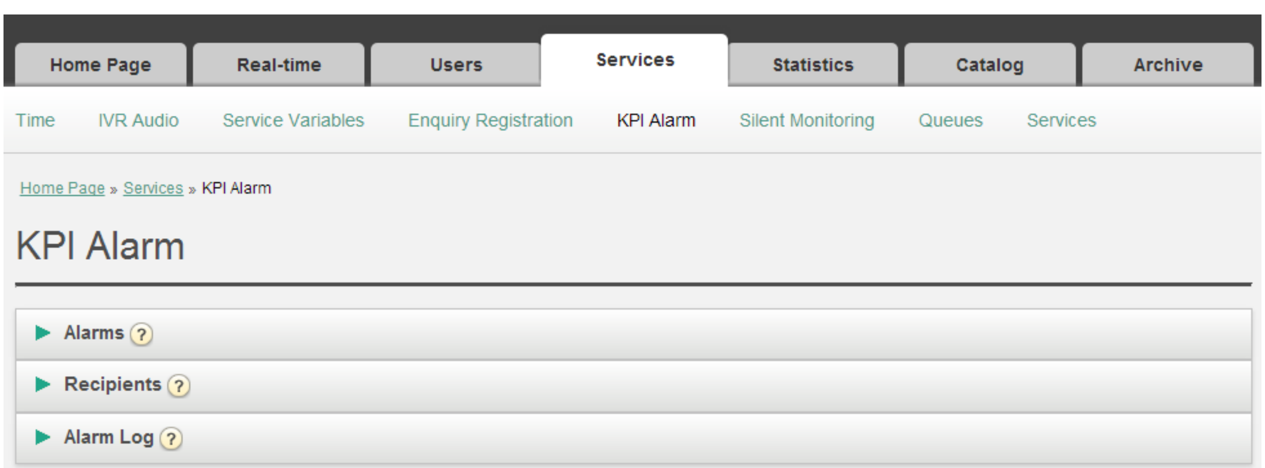
Your agents will receive a new enquiry registration form each time they accept a new request in the Connect Client.



The results of the enquiry registration can be seen in the corresponding statistical report called Enquiry registration.

7.5 KPI alarm

In the Service tab in Connect Control you find the *KPI alarms menu*. It is divided into 3 sub-areas: Alarm, Recipients and Alarm Log. The KPI alarm system makes it possible to define threshold values for various KPI's (Key Performance Indicators) on queues.



You can define your threshold values in

- Connect Control
- Import them from an external system, e.g. a workforce management system.

Connect will compare threshold values (that are valid for the defined time period) with actual values in Connect and if there is discrepancy between them an alarm goes off.

When an alarm is triggered:

- It can be seen in the *Queue Overview* in Connect Control
- An alarm is sent by SMS / E-mail/Phone to selected recipients.

7.5.1 Types of thresholds

There are two types of thresholds

Real-time values

Name	Description	Example
Total in Queue	Total requests in queue	>30
SLA-score	The queues SLA score is equal to the SLA score of the request that has waited relatively longest in the queue.	>200
Hold time maximum	Waiting time of the request that has waited the longest in the queue.	>600 (sec)
Agents logged on	Total agents **excluding** the ones on pause.	<3

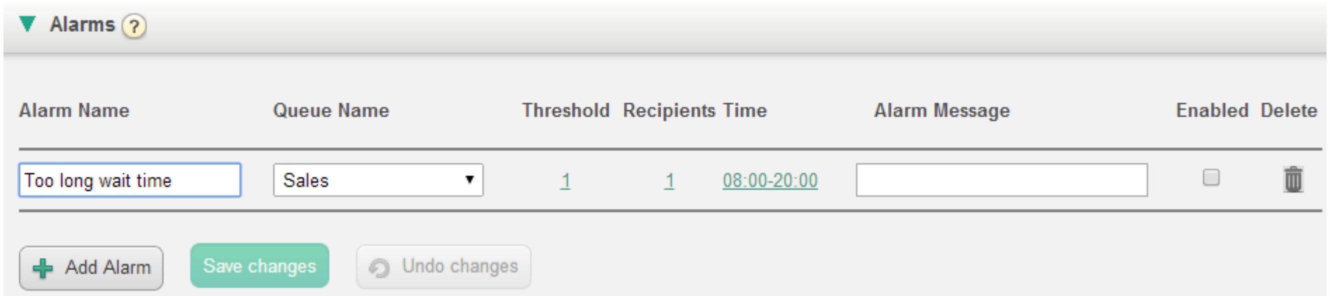
The first 3 values are different criteria for how "long" the queue is. These thresholds are used to compare real-time status of the queues in Connect with the defined thresholds

Historical values

Name	Description	Example
Average Speak time	*Average Speak time for calls that ended in the last 15 minutes* is used as basis for calculation. Values are calculated every minute and compared with the defined threshold value.	>240 (sec)
Average wrap-up time	*Average wrap-up time for calls that ended in the last 15 minutes* is used as basis for calculation-The value calculated every minute and compared with the defined threshold value	>120 (sec)
Calls offered	*The number of calls that arrived in the queue in the last 15 minutes*, regardless of how many is still in the queue that is used as basis. The value is calculated every minute and compared with a defined threshold value	>100

7.5.2 Alarms

In *Alarms* tab you create your alarms.



To create a new alarm you must define:

- An alarm name
- A queue it should monitor
- At least one threshold value,
- Which recipients should receive the alarm if it is triggered.

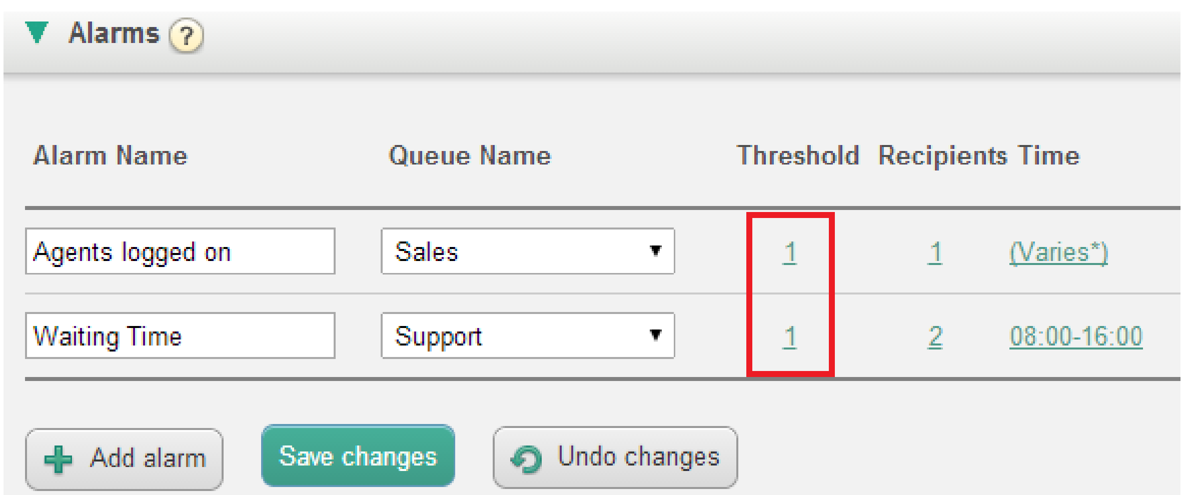
You can also create an *Alarm message*, which will then be sent as an addition to the standard message that is normally sent.

To activate the alarm check the *Enabled box*.

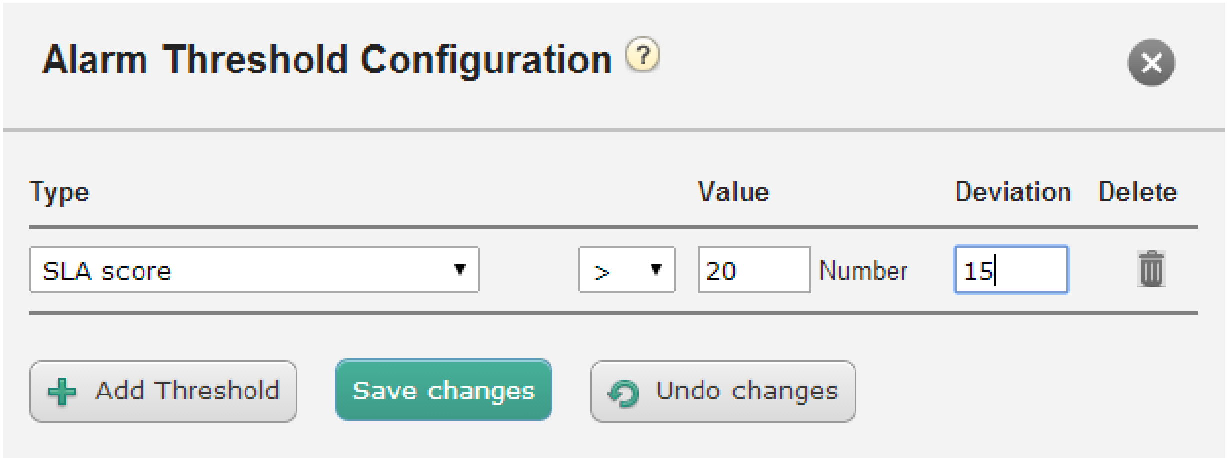
Remember to click *Save Changes* after you have made changes you want.

7.5.3 Configuring Thresholds

Clicking on the hyperlink in Threshold column opens up a new window: *Alarm threshold configuration.*



Here you can define the values for your alarms.



Deviation

This reason for the *Deviation* field is to avoid an alarm to be triggered when there are only minor deviations from the threshold values

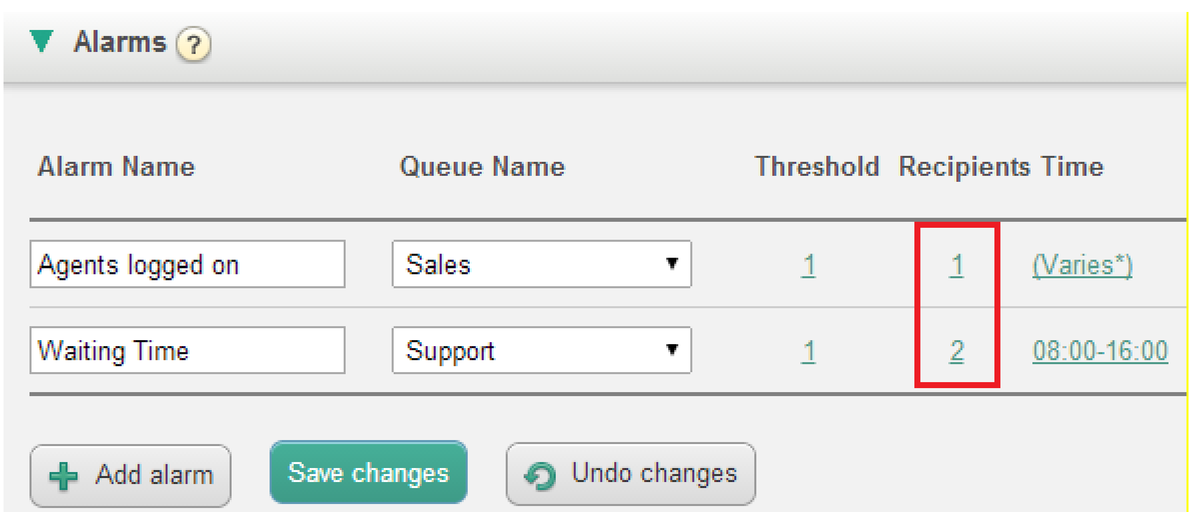
When defining a threshold value where Connect is the source you don't necessarily need to define a value in the *Deviation* field. If you want the value to be > 800 with a deviation of 100 it is easier just to write > 900 in the *Value* field, the end result will be the same.

If the source for your Alarm is coming from a File Import (e.g. a WFM system) you cannot define your own threshold value, since this value is automatically imported from the remote system. We recommend defining a *Deviation* value (an integer or a percentage), the alarm will then be triggered when the difference between the imported threshold and the actual value in Connect will be greater than the *Deviation value.*

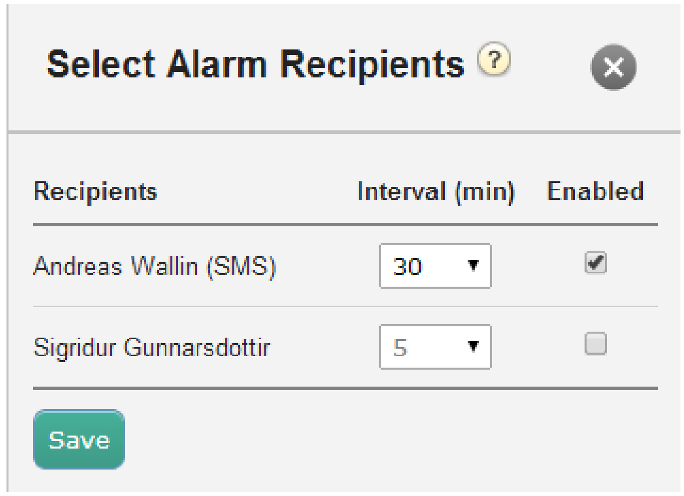
In the example above the alarm will only go off when there are 15% fewer agents online then the planned number of agents.

Recipients for an alarm

Clicking on the hyperlink in the *Recipients* column opens up a new window:



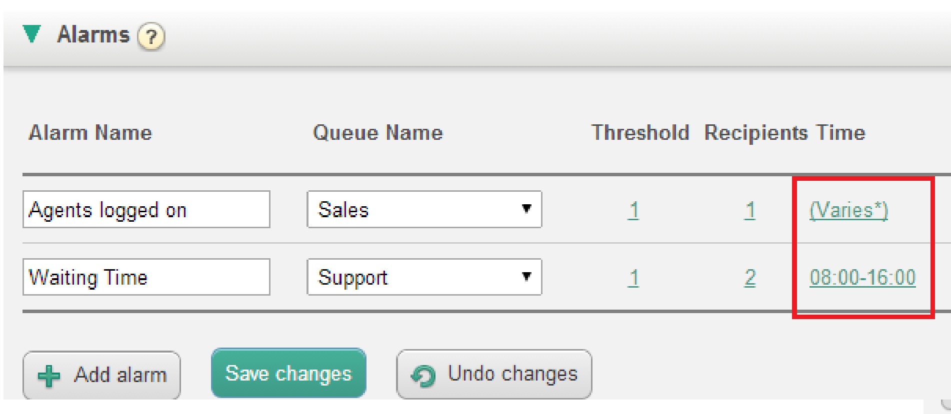
Here you can select which recipients will receive this alarm. In the example below you can choose between 3 recipients but we have decided only 1 person will actually receive it by ticking the *Enabled* box

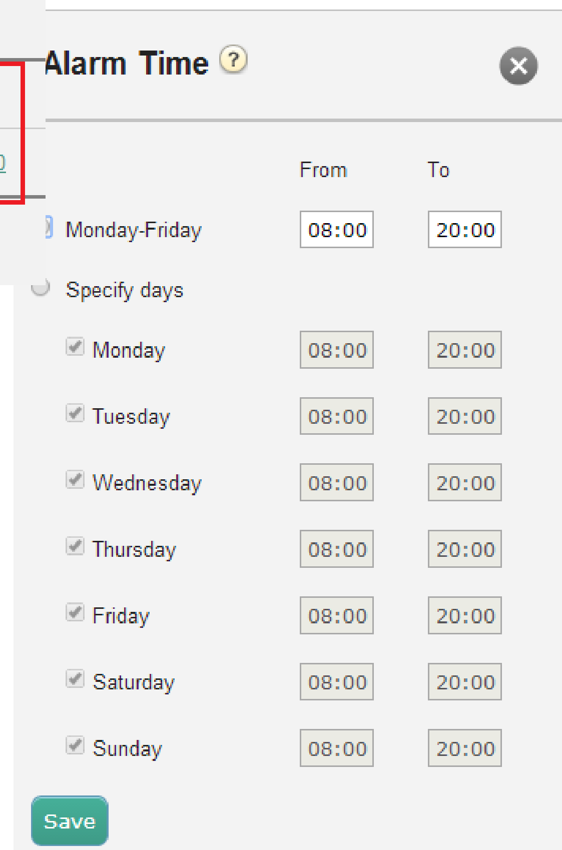


In the *Interval* column you can decide how many minutes minimum should pass before this *Alarm message* is sent to the recipient again.

Time period for your alarm

Clicking on the hyperlink in the *Time* column opens up a new window





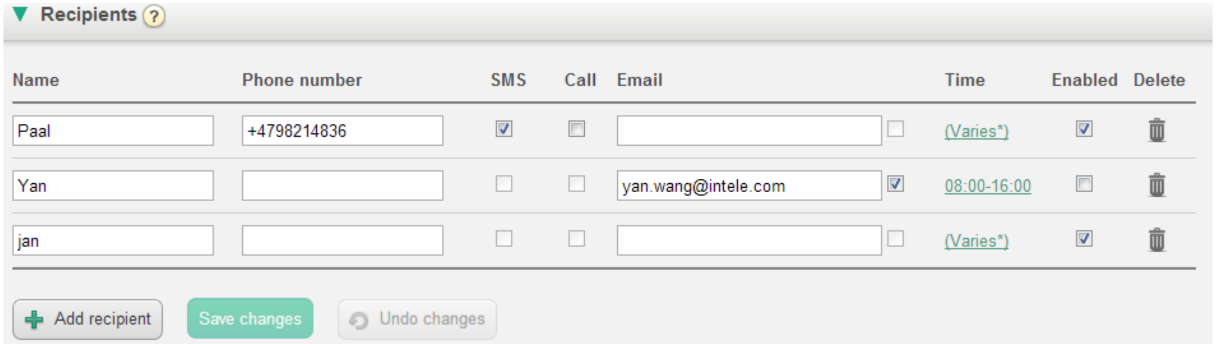
Here you can select during which time period your alarm should be active.

Defining times for your alarms is mostly used in cases where thresholds values are less than (<) something.

For example an alarm that is triggered when there are less than X < agents logged on, this criteria will almost always be broken outside of opening hours and you will receive *Alarm message.*

7.5.4 Recipients

Here you create the different recipients to receive alarms and define how they should receive the alarm and when.



We recommend when creating the Name of the recipient in Connect Control to use either the name of the person receiving the alarm or just use his/hers functions such as "Guard".

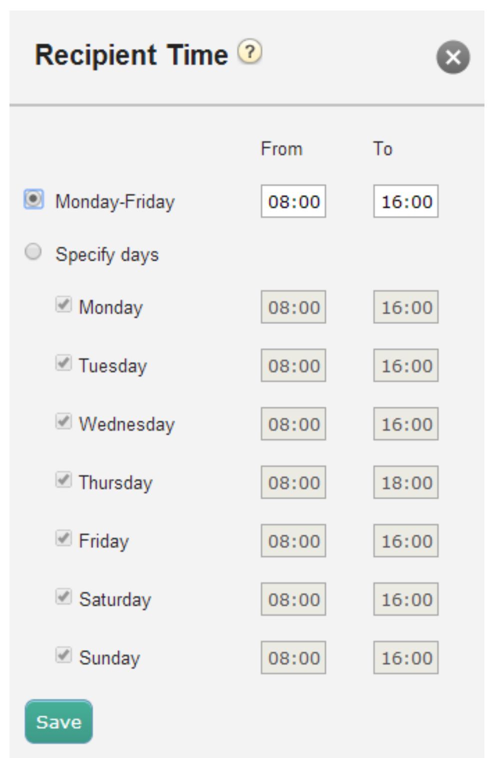
There are 3 different ways of receiving the alarm, *SMS, Email and by Phone*. We recommend using SMS and Email as your preferred channels of contact and only use Call as a complementary contact method. This is because you get limited information when receiving a Call; You will be informed that an alarm has gone off and that you can find more detailed information in Connect Control and in an SMS or Email if you have subscribed to these methods of contact.

Mobile numbers should start with 00 or + then the country code followed by the actual mobile phone number

Time of receipt

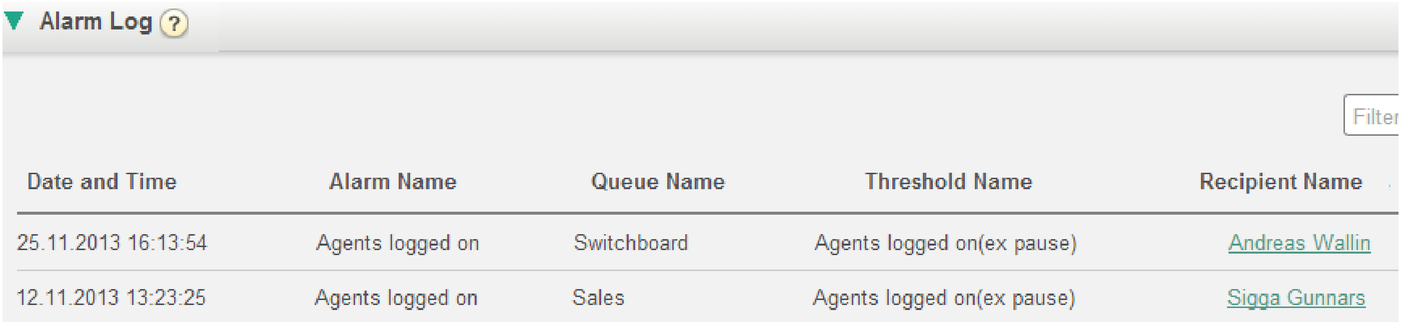
Clicking on the hyperlink in the *Time* column opens up a new window which enables you to define the time period for which a recipient wants to receive alarms.

If your Contact Center is open every day but certain recipients only want to receive Alarm warning part of the day or only on specific days then you can define this here.



7.5.5 Alarm log

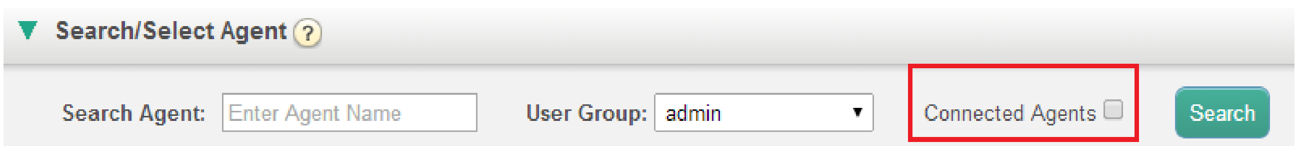
Here you can see a log of the alarms that have been activated.



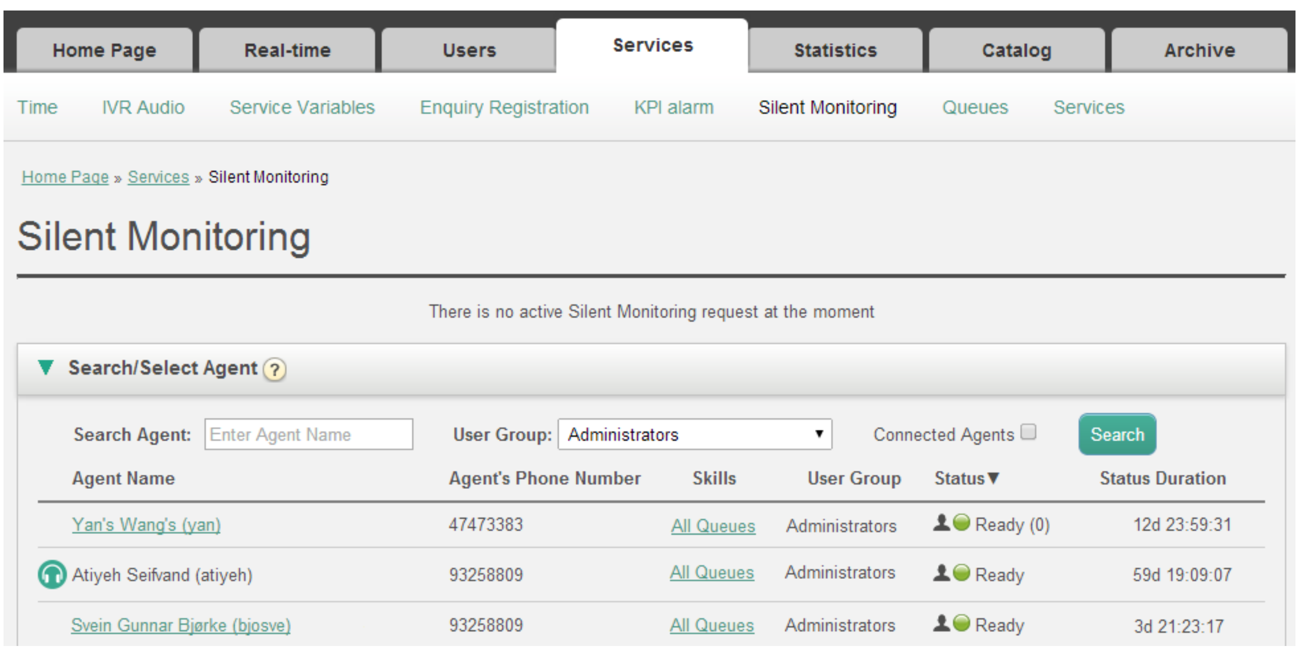
7.6 Silent Monitoring

Silent Monitoring gives defined supervisors the possibility to listen in on conversations between callers and agents. Neither the caller nor the agent will hear your voice during the call.

Your solution can be configured to notify the agent that he is being monitored, (a headset icon will appears in the Connect client) when you are monitoring the agent's ongoing call. However if the notification feature is turned off the agent will never be aware that he/she was being monitored.



To monitor a call you first need to search for an agent to monitor. The search enables you to look for agents based on their name or the user group they belong to, furthermore you can filter for agents that are in status *Connected* only.



If an agent has a headset next to his/her name another supervisor has already requested a silent monitoring for this particular agent. Only one supervisor can listen to each agent at time and therefore you will have to wait to listen to that particular agent until the other supervisor has finished.

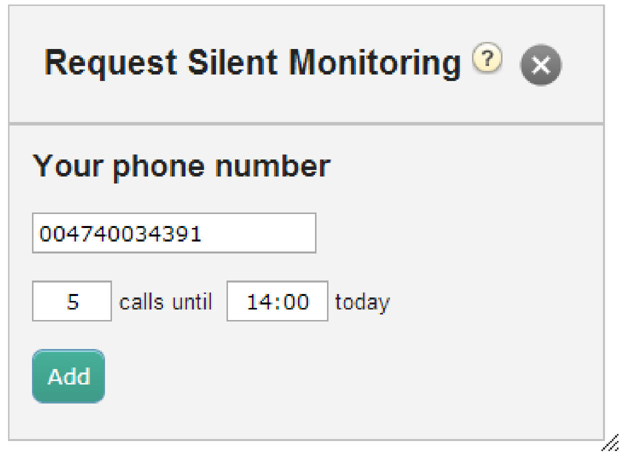
Once you have found the agent you want to monitor you click on his/her name and a new window will appear.

Agent Name	Agent's Phone Number	Skills	User Group	Status ▼
Yan's Wang's (yan)	47473383	Default Profile	admin	Ready
Peter Parker	93258809	Default Profile	admin	Ready

7.6.1 Request Silent Monitoring

In the Request window you need to enter your phone number (fixed or mobile) in a 00 or + format including country code. You then need to decide how many calls you would want to listen to and until what time. The reason you set time limits is to avoid situations where Connect calls you when you are unavailable (e.g.in a meeting)

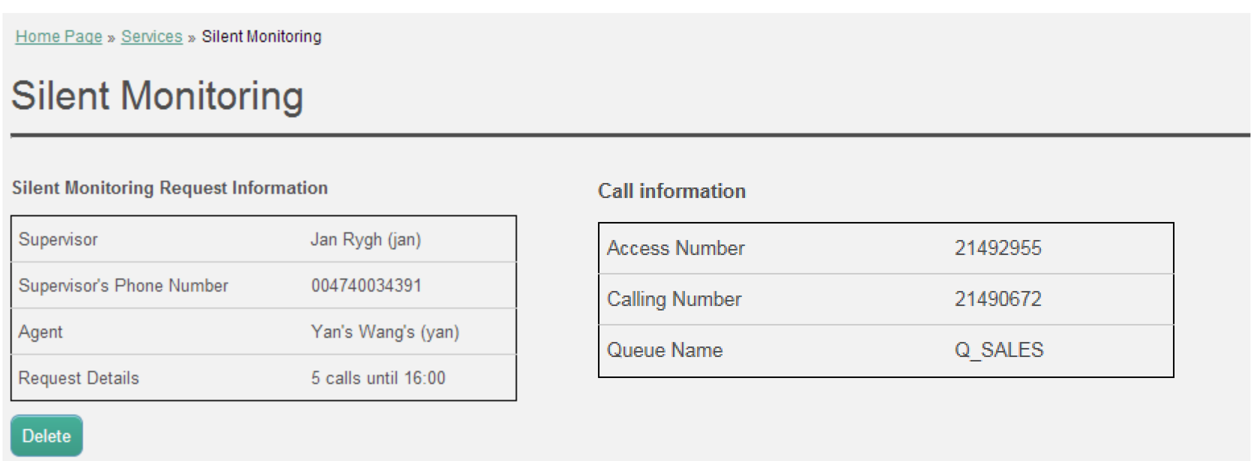
Once you have filled out the relevant information you can then either press Add or press Enter on your keyboard and the request will be processed.



7.6.2 Silent Monitoring request

Once your Silent Monitoring request has been processed the detail of your request will be shown in the upper left corner on the Silent Monitoring page.

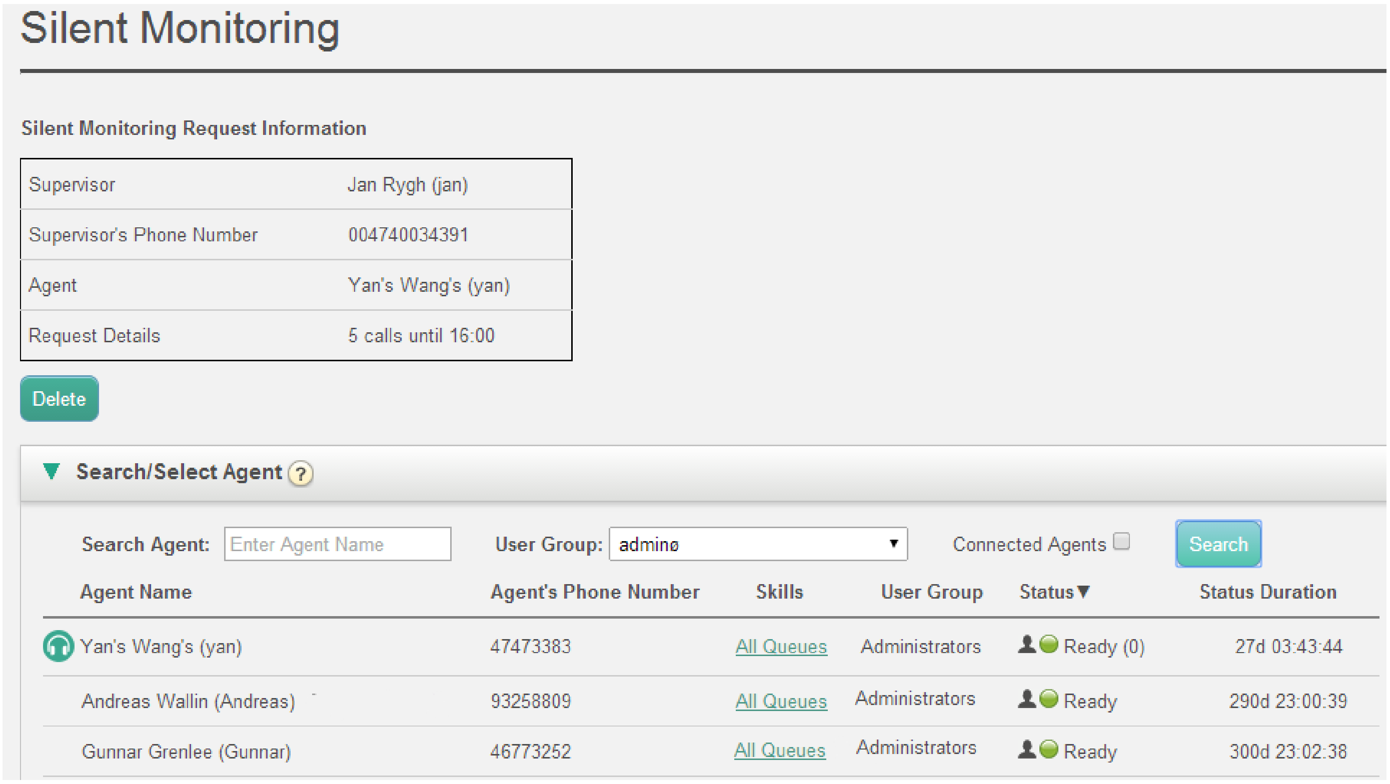
If the agent that you want to monitor is already in a Connect call you will receive a call immediately. If the chosen agent is not engaged in a Connect call you will be called the next time the agent becomes engaged in a Connect call. Please note there is no guarantee the agent you want to monitor will receive and answer any call from Connect within the time limit. The reason might be that the agent logs off/clicks Pause or there are few incoming calls to the queue the agent answers.



Once the agent receives a call, a call information window will appear on the upper right side corner giving you information about the ongoing call (caller's number, access number, queue name etc.).

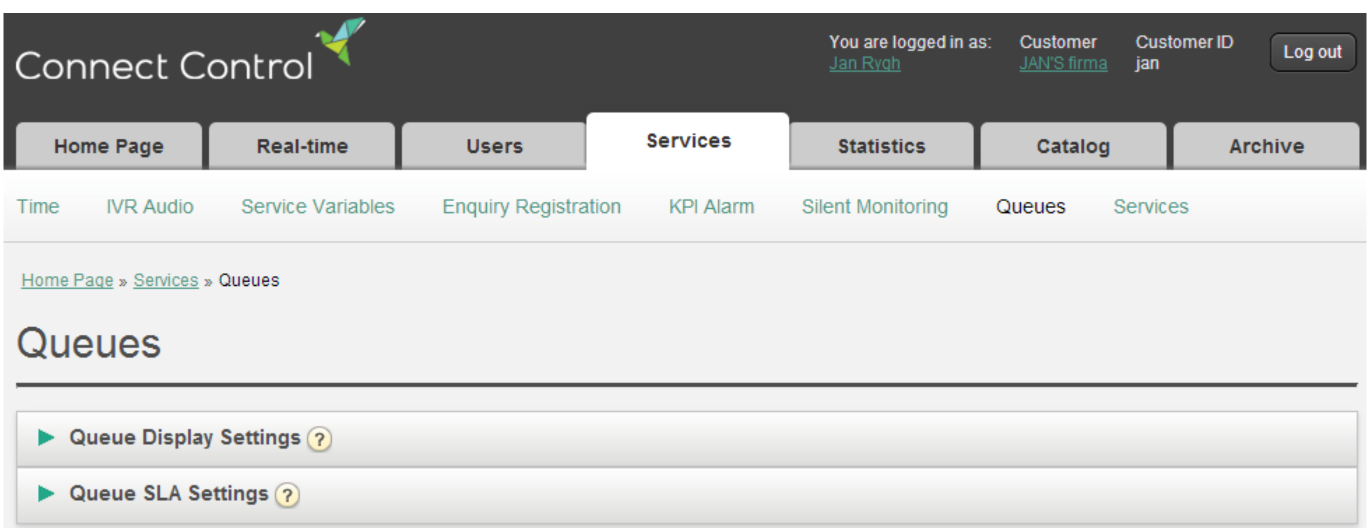
If the agents makes a consultation call while being monitored you will still be able to monitor the call. However if the agent being monitored transfers the call you will be disconnected.

Please note that you can only have one Silent Monitoring request active at a time and therefore once you have an active request there will be no links for you to click in the agent list.



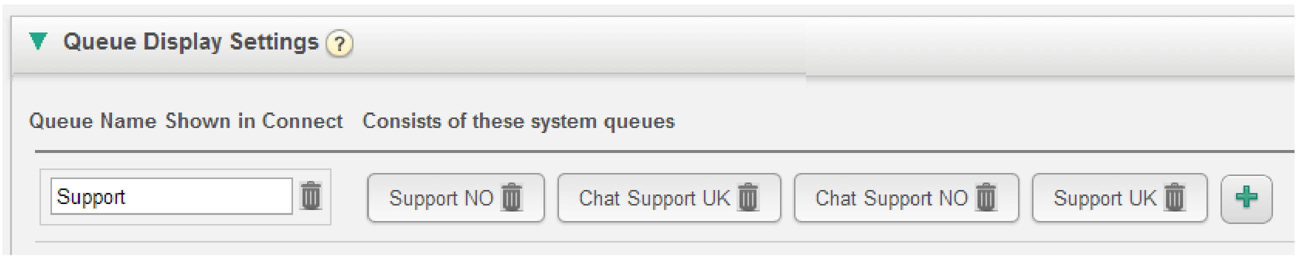
7.7 Queues

In the *Queue* menu you can see and configure your system queues and define SLA values for your queues



7.7.1 Queue display settings

In Queue display settings you can merge system queues, so that they will be shown as 1 queue in Queue overview and in Tickers both in Connect Control and in the Connect client. These "Connect queues" are only summing up activities and you cannot define SLA values or any other values for a Connect queue.



In the example above Support NO, Chat Support UK, Chat Support NO and Support UK are 4 separate systems queues that we have decided to group together in a new queue called Support. This Support queue sums up the activity that is happening across all of these system queues in both the Queue overview and in tickers.

Please do not delete queues since this could have effects on your queue overview, ticker and wallboard

7.7.2 Queue SLA Settings

Here you can define SLA's (Service Level Agreements) for different queues in Connect. SLA's are used to prioritize between requests waiting in different queues. SLA's can be regarded as service-goals per queue, e.g. emails to support shall be answered within 5 hours, while telephone calls to sales shall be answered within 30 seconds.

A request that waits in a queue has at any given point in time a SLA-score.

$$SLA\ score = \frac{\text{The request's actual wait time in queue} * 100}{\text{The queue's predefined SLA}} + \text{VIP points (if any)}$$

VIP-points are only relevant for services with VIP features, giving certain callers priority.

Example

- 120 seconds waiting time in a Queue with SLA=60 seconds gives SLA-score=**200**
- 30 seconds waiting time in a Queue with SLA=60 seconds gives SLA-score=**50**

The request with the highest SLA-score is sent to the first agent that can answer a request from the queue. (Requests with a reserved/preferred agent are given special treatment

The **Queue's SLA-score** in Queue overview is the request with the **highest SLA-score** in each queue.

7.7.2.1 SLA Overflow

By defining *SLA Overflow*, some requests will be waiting longer in queue for a higher skilled agent even if agents with lower skill-level are ready. Defining *SLA Overflow* is useful when agents are answering more than one queue and you would prefer a customer to wait a bit longer to be answered by a better qualified agent.

By defining SLA overflow for a queue, you define how long requests should wait (for high skilled agents) before low skilled agents are "allowed" to answer.

Using the SLA overflow functionality may result in a *less effective distribution of requests*. You may experience situations where customers wait a long time for a higher skilled agent ,when a less skilled agent is ready, but end up with a lesser skilled agent anyways, since the better qualified agent does not become ready within the defined period. If you want to define SLA Overflow, we advise you to consult with Intelecom first.

In the *Queue SLA settings* menu, you can define 4 Queue SLA columns:

Queue SLA Settings (?)

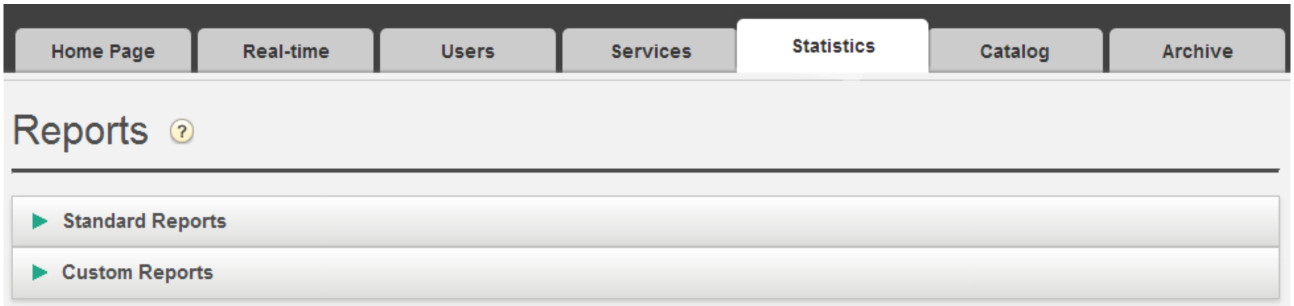
System queues	SLA	Alternative SLA	SLA Overflow 1	SLA Overflow 2
Chat Sales UK	40	0	0	0
Chat Support NO	30	0	200	300
Chat Support UK	40	0	0	0

- **SLA:** The queue's SLA in seconds. The lower the value, the more important this queue is relative to other queues when requests are prioritized. If two queues are equally important they should have the same SLA. If SLA is set to 0, means that this queue is less important than queues with SLA>0. SLA=0 can be useful for example for Email queues if you don't want emails to be sent to agents when there are calls waiting in a queue.
- **Alternative SLA:** Default=0 (=not in use). Define a value >0 only if you want the *SLA-score* in the *Queue overview* to be calculated based on an Alternative SLA instead of the SLA used when prioritizing. *Please note that this does not change how requests are prioritized.*
- **SLA Overflow 1:** Default=0 (=not in use). If you define a value > 0 (a SLA-score, not seconds), requests in this queue do not "look" for agents with score 1-5*[1] before the requests have a SLA-score higher than the defined value.
- **SLA Overflow 2:** Default=0 (=not in use). If you define a value >0 (a SLA-score, not seconds), requests in queue do not look for agents with skill score 1-2* before the requests have a SLA-score higher than the defined value.

* The agent's score on a queue is the sum of the score on the media type (typically Phone) and the other skill(s) the queue consists of, but when using the SLA Overflow functionality the agent's score on the Media type is ignored and only the score on the first Skill is used. SLA Overflow should therefore only be used on queues that consist of only one ordinary skill.

8 Statistics

Connect Control provides a variety of reports that are divided into Standard Reports and Custom Reports.

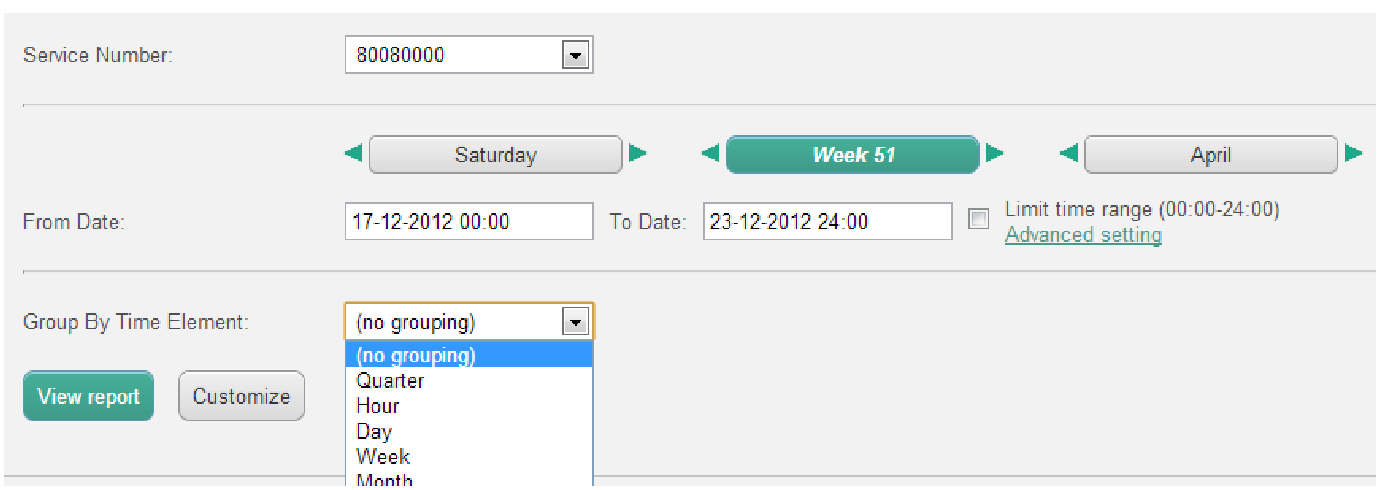


8.1 Standard reports

Here you will find all the standard reports your organization has access to.

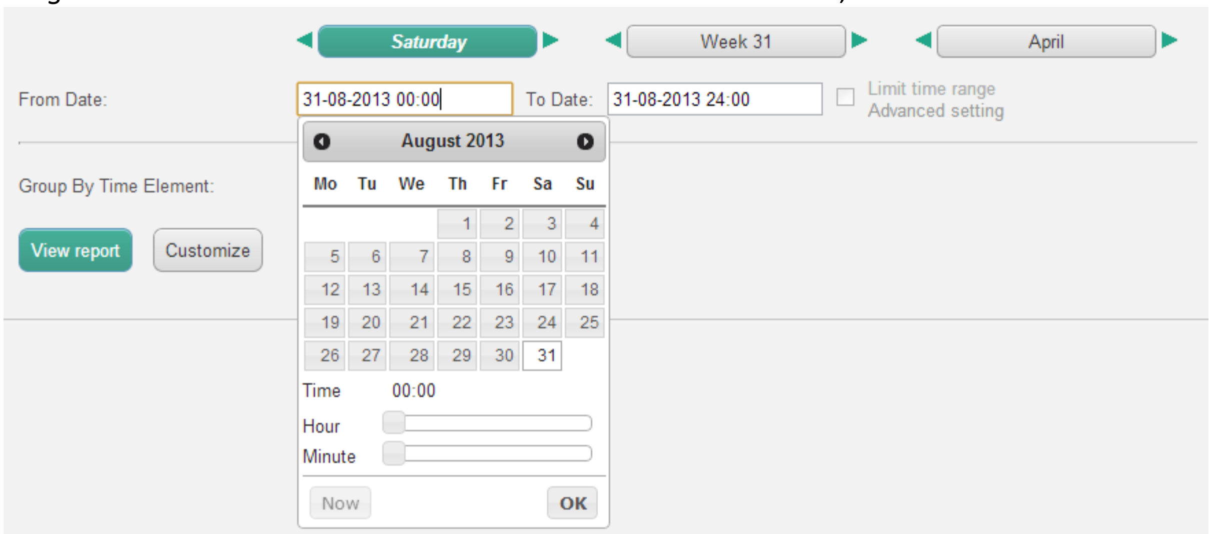
The Question Mark next to each report contains a complete description of the chosen report.

Click *Select* next to the desired report, a new window will appear enabling you to change parameters for your report. You can define a service number, time period and how your time elements are grouped e.g. by quarter, hour, week etc.



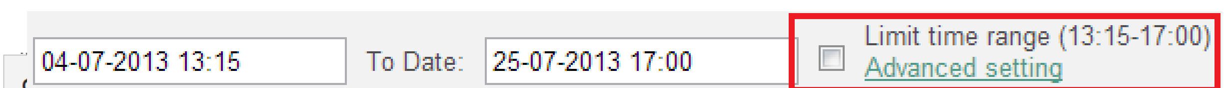
8.1.1 Defining time period

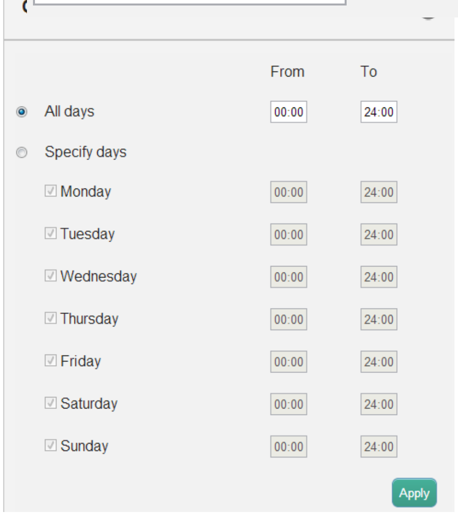
Defining a time period for reports can be done either manually or by using the *Time helper-buttons.* The Time helper-buttons help you to select a time range quickly. There are 3 buttons available for Day, Week and Month. You can browse through time periods by using the arrows next to the *Time–range buttons* and move between dates, weeks and months.



You can also choose to set the period manually by using either typing it in or using the calendar which will appear when moving your cursor in the *From Date* field.

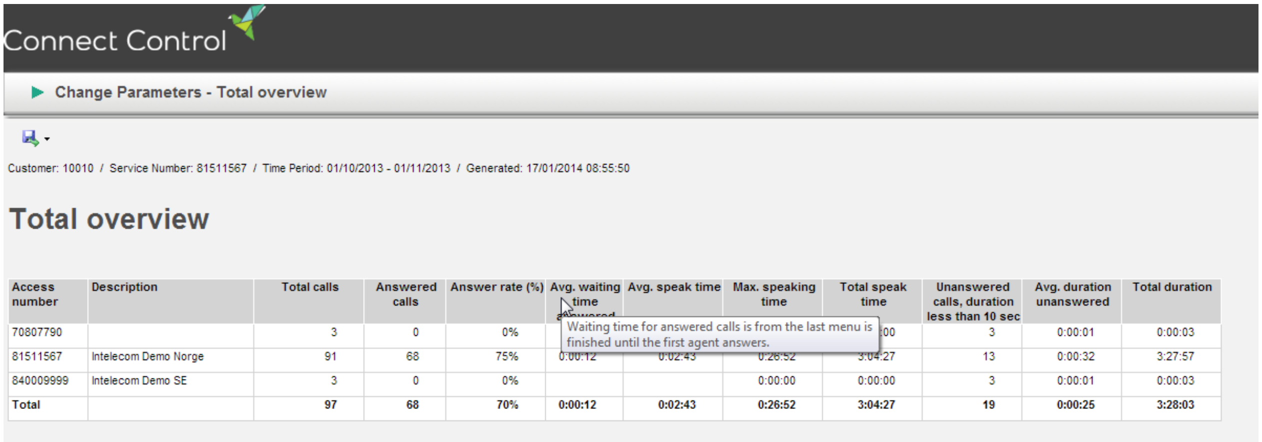
If your report is for a longer period than just one day you can use The *Limit time range checkbox* to customize the time parameters for your report even further. E.g. you want a report that is from Monday to Friday to 16:00 but on Thursday to 18:00. To do this, tick *Limit time range box*, and click *Advanced settings*, a new window appears, where you can configure the time range for each day.





The Limit time range is enabled only if there is more than 24 hours between From Date and To Date, and the To hour is bigger than the From hour.

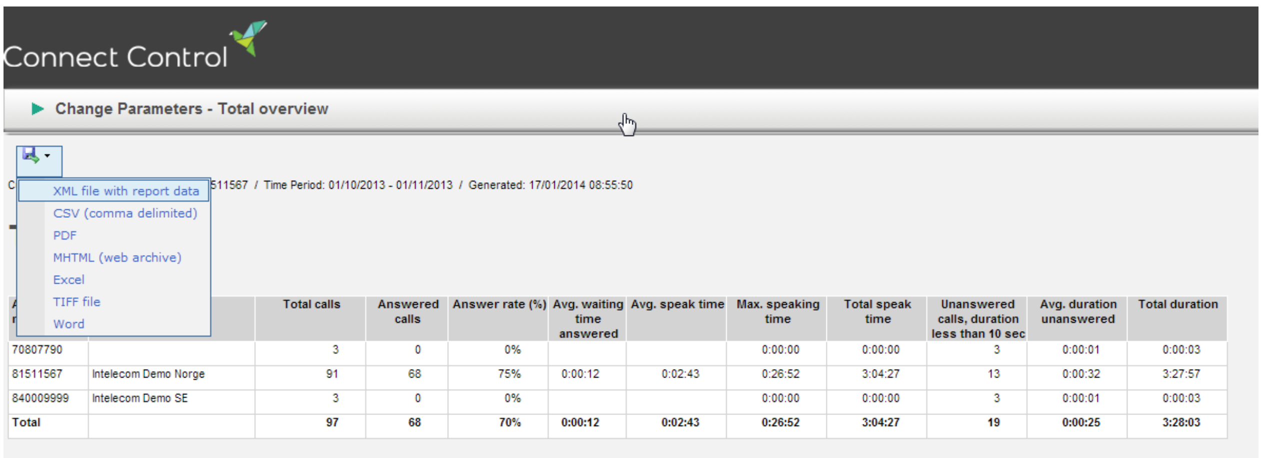
When you have generated a report by pressing the *View Report* button, new window will appear with your report. Hover over any column name and a description of the column will appear.



Access number	Description	Total calls	Answered calls	Answer rate (%)	Avg. waiting time answered	Avg. speak time	Max. speaking time	Total speak time	Unanswered calls, duration less than 10 sec	Avg. duration unanswered	Total duration
70807790		3	0	0%				:00	3	0:00:01	0:00:03
81511567	Intelecom Demo Norge	91	68	75%	0:00:12	0:02:43	0:26:52	3:04:27	13	0:00:32	3:27:57
840009999	Intelecom Demo SE	3	0	0%			0:00:00	0:00:00	3	0:00:01	0:00:03
Total		97	68	70%	0:00:12	0:02:43	0:26:52	3:04:27	19	0:00:25	3:28:03

8.2 Save and different reports

When you have generated your report you can save it by pressing the save button in the upper left corner



Access number	Description	Total calls	Answered calls	Answer rate (%)	Avg. waiting time answered	Avg. speak time	Max. speaking time	Total speak time	Unanswered calls, duration less than 10 sec	Avg. duration unanswered	Total duration
70807790		3	0	0%			0:00:00	0:00:00	3	0:00:01	0:00:03
81511567	Intelecom Demo Norge	91	68	75%	0:00:12	0:02:43	0:26:52	3:04:27	13	0:00:32	3:27:57
840009999	Intelecom Demo SE	3	0	0%			0:00:00	0:00:00	3	0:00:01	0:00:03
Total		97	68	70%	0:00:12	0:02:43	0:26:52	3:04:27	19	0:00:25	3:28:03

You can choose from several formats:

- XML
- CSV
- PDF
- MHTML
- Excel
- TIFF
- Word

When you have chosen the format for your report, Internet Explorer opens a dialog box at the bottom of the screen where you can choose to open or save the report in the desired format.

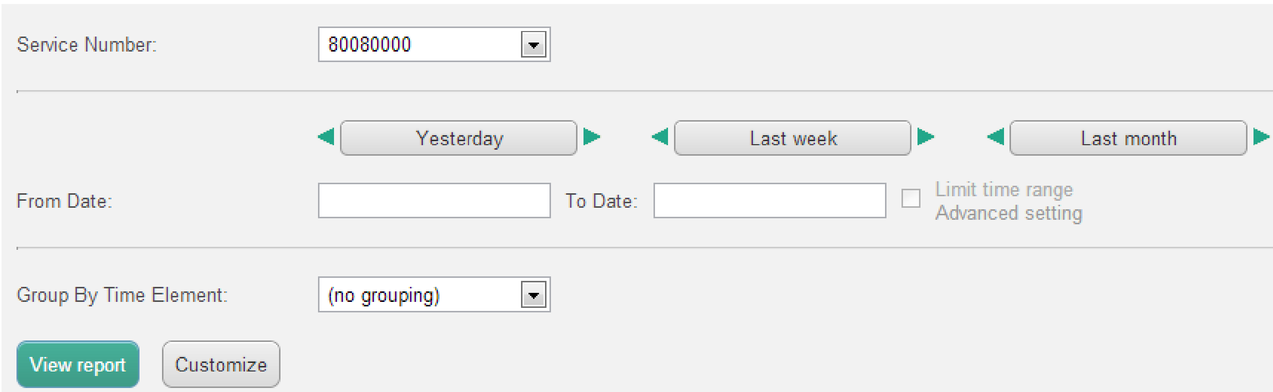
Follow the instructions in your browser to save the report in the desired location.

The reports are scaled differently depending on the format you choose. In some formats, reports with many columns or rows will be spread over two or more pages.

8.3 Custom reports

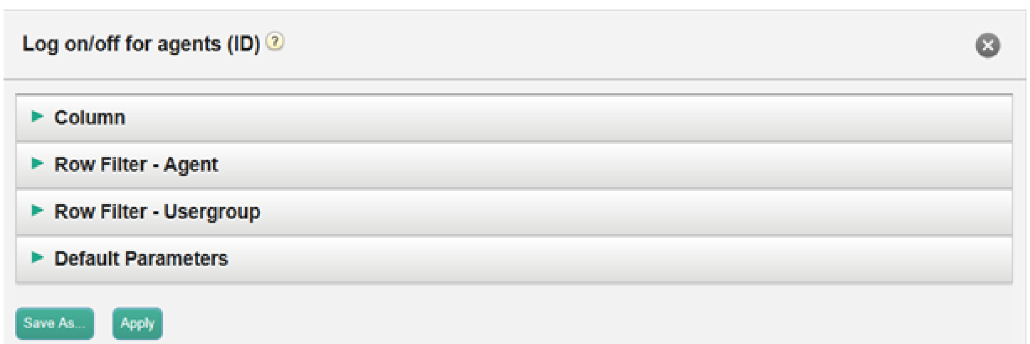
You can customize the standard reports by clicking on the *Customize* button. When you or someone in your organization has customized and saved a report based on a standard reports, it will appear in *The Custom reports* tab for future use.

The custom reports have the same functions as any standard report, you can define date, time, time element and service number you want for your report. Moreover you can customize your custom report even further by using the *Customize* button.



8.3.1 How to customize a report

When you click the *Customize* button a new window will appear.

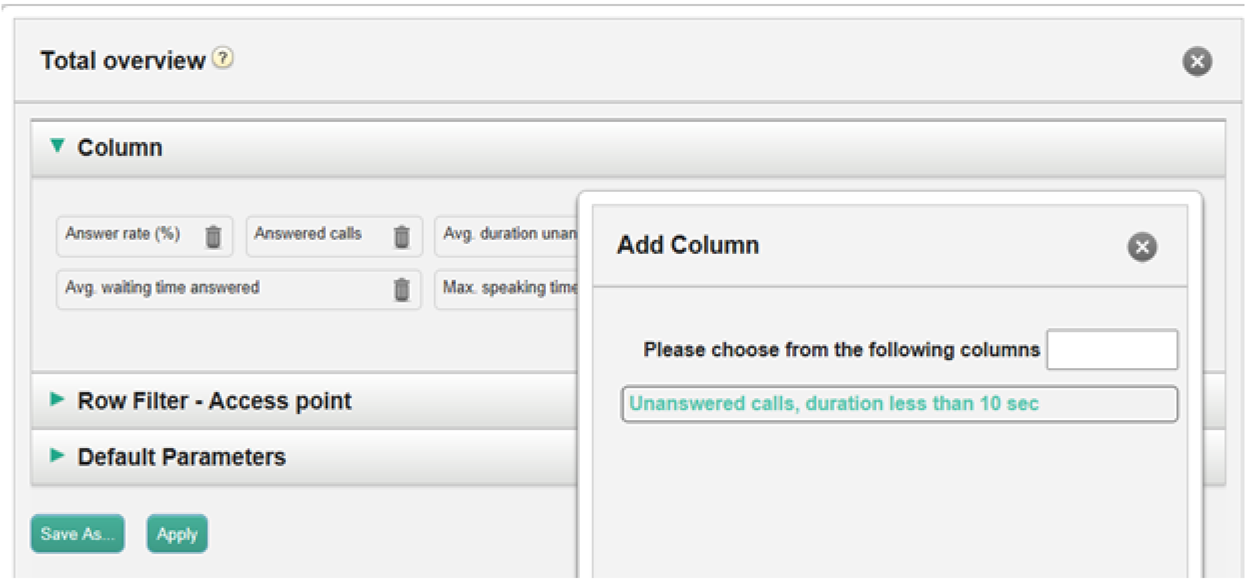


Here you can choose to filter the rows and columns that should be included in the report. The content in this window will vary depending report chosen.

If you have a *Resource Filter* applied to you, some elements may not be available to you. If you have access to edit a report that contains elements that you don't have access to (because of Resource Filter) you cannot delete these elements. You will see a padlock symbol next to the element.

8.3.2 Customizing columns

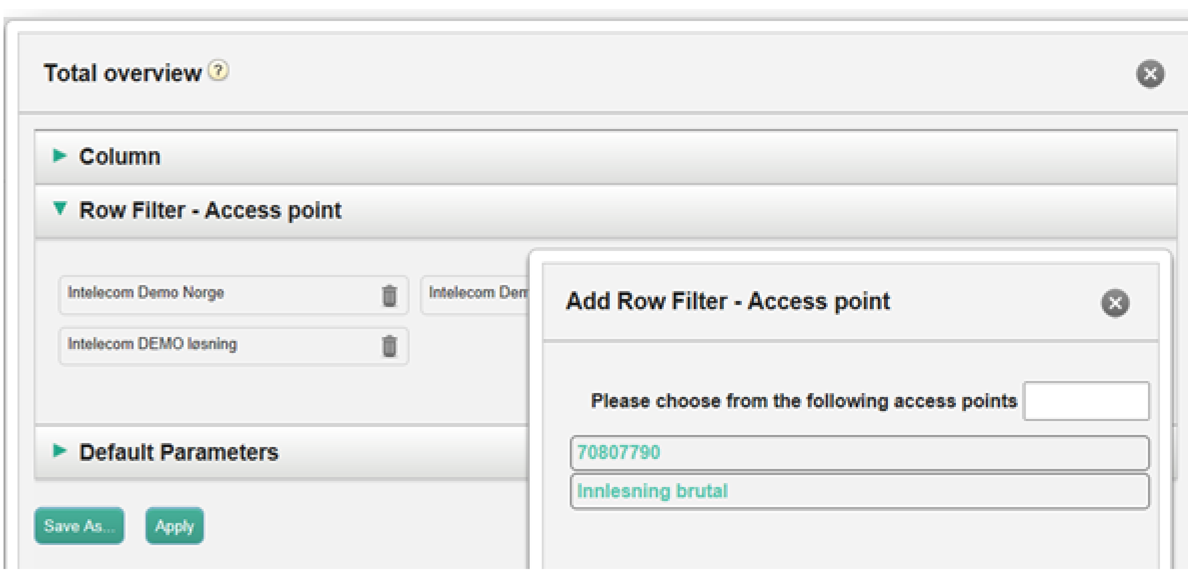
In the column tab you will always start with a set of default elements. You can remove these elements by pressing the *garbage bin* and you can add them by pressing the *+ sign.* When adding a new element a new window will appear with the elements available for this report that have not yet been chosen.



8.3.3 Customizing Row Filters

To add elements to the Row Filters press the *+ sign*, a new window will appear with the elements available for this report that have not yet been chosen. If no elements are chosen, all available elements will be shown in the report. Once an element is added to the filter, only elements that have been added will be shown in the report. You can remove elements by pressing the *Garbage bin.*

Only queues with registered traffic in Intelecom's database will be included in the Row Filter.

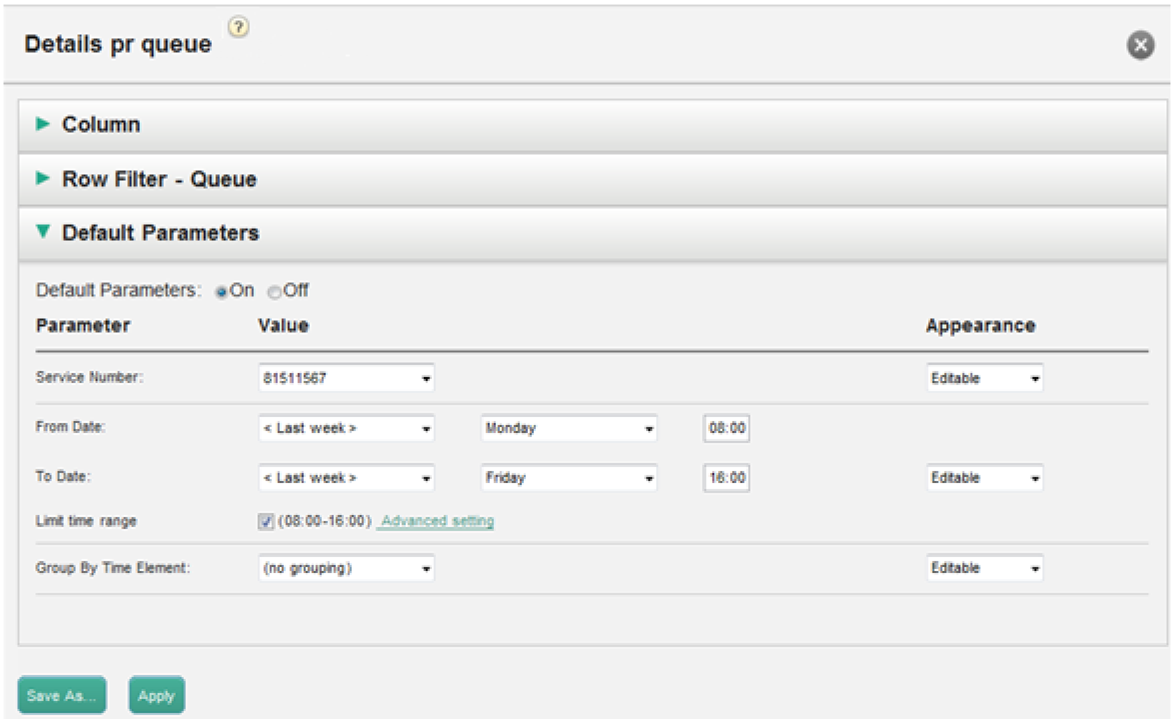


Customize Default Parameters

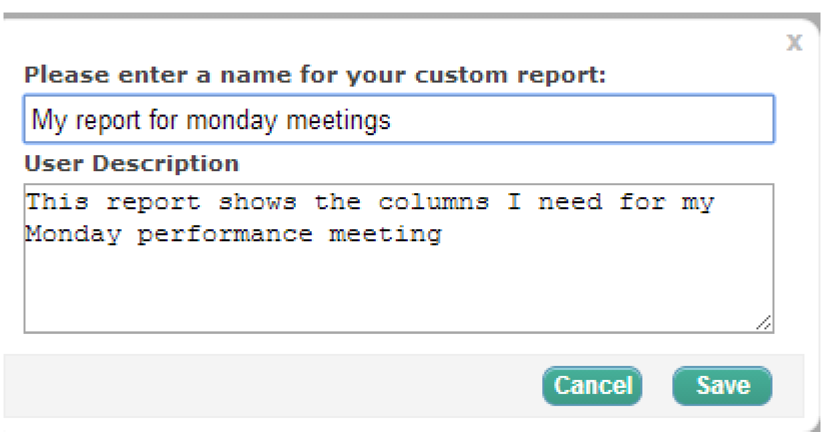
Default parameters allow you define certain elements so you don't have to define them every time you open the report. Among default parameters you can define for your reports are:

- Service number
- Date, time and time elements.

You can also decide if these parameters should be visible for the users of the report or not, through the *Appearance* column.



When you have finished customizing a report, press the *Apply* button and the report will be generated in a new window. If you want this report to be available in the future, press the *Save as* button. A new window will appear where you can enter a description and a name for your report.

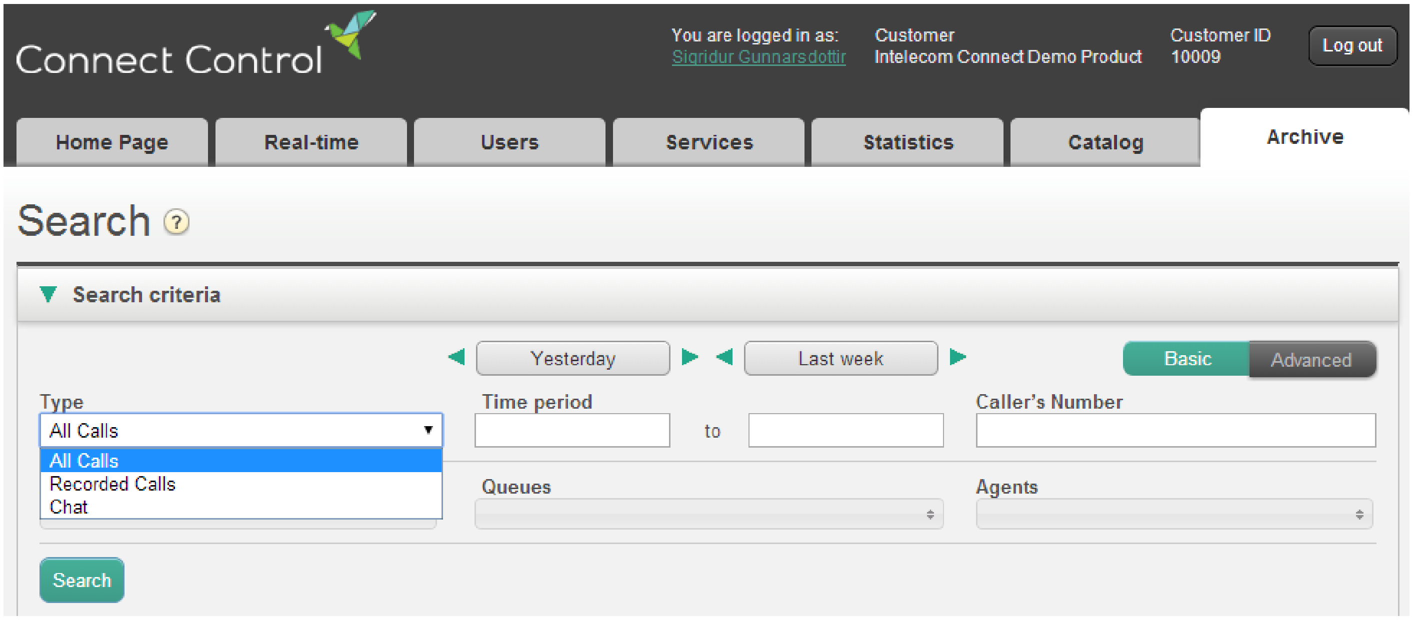


When you have saved your report, you can find it in the *Custom reports* tab.

For more detailed information and further explanations about statistics in Connect Control please see a separate document: *About Statistics.*

9 Media Archive

In the Media Archive you can find calls, recorded calls and chats that have been processed in the Connect platform.



9.1 Search

The Search enables you to search among:

- All Calls (Calls and Recorded Calls
- Recorded Calls
- Chat

Based on basic or advanced search parameter.

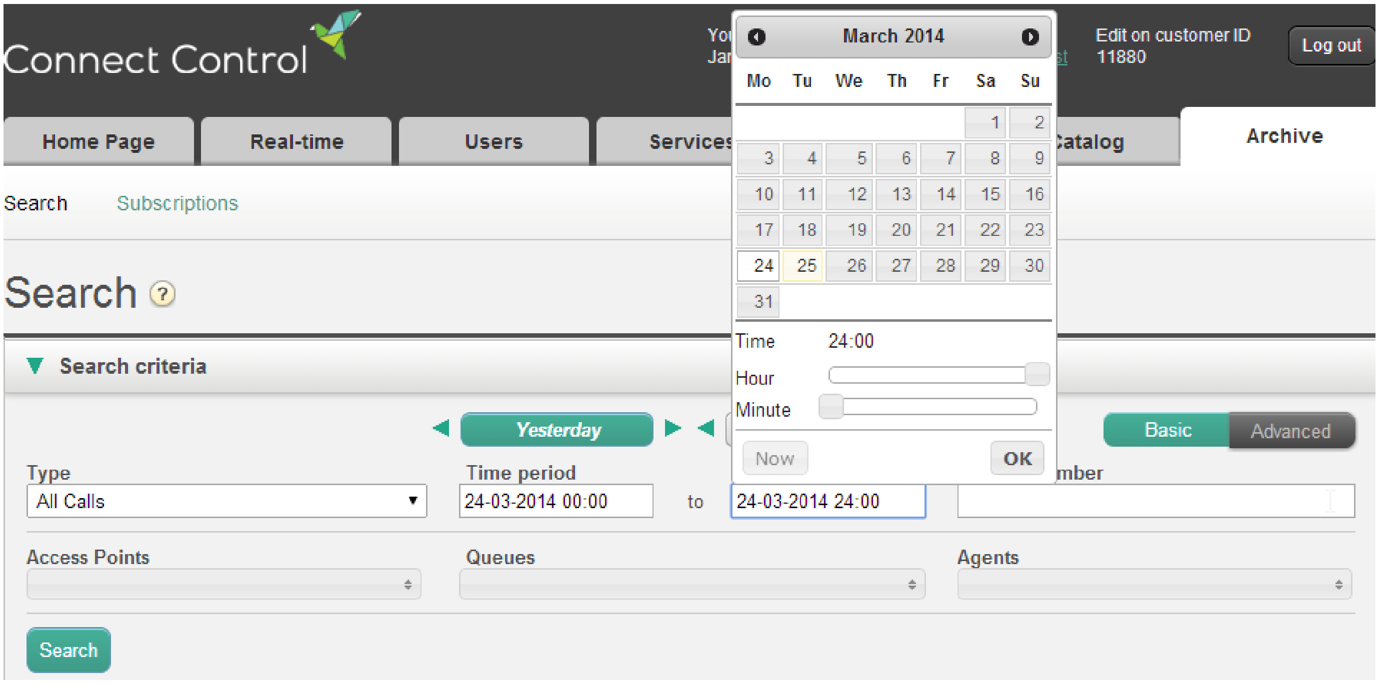
Calls/recorded calls/chat can take some time to appear in the Archive, this to ensure that the call/chat has ended before we try to show what happened in the call/chat. How long the delay is, can vary between solutions but 120 minutes is the default delay time especially for organizations that have call back in queue and/or have long wait time in queue.

9.1.1 Basic Parameters

9.1.1.1 All calls/recordings

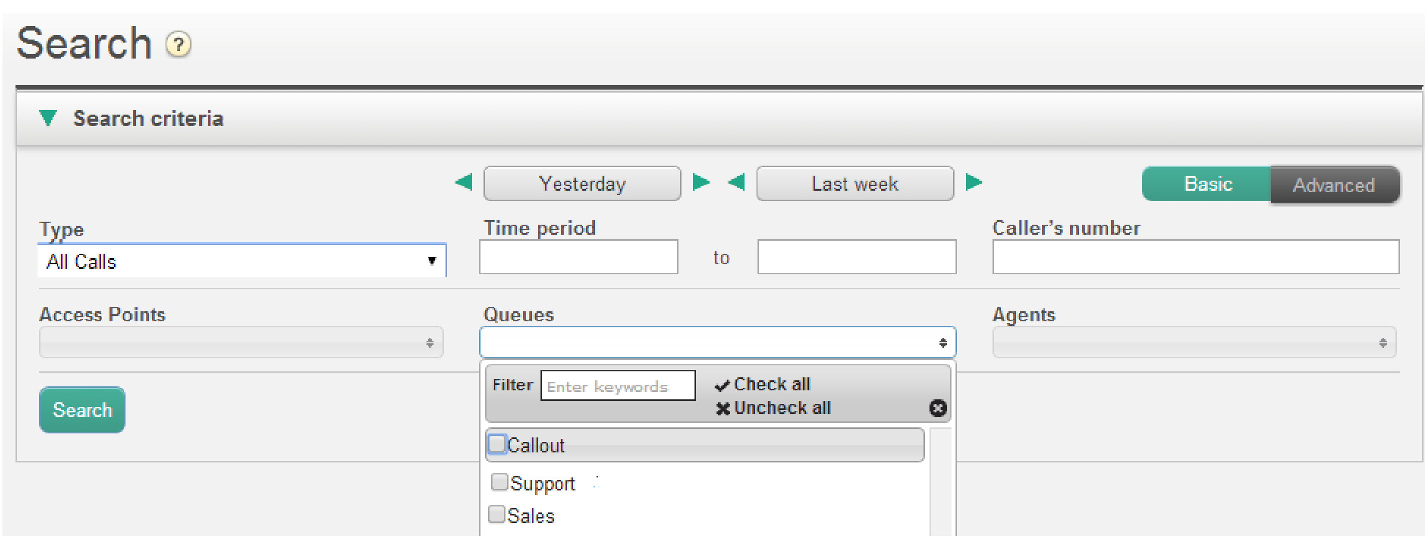
In the Basic parameter tab you can search among various parameters, however there are only 2 fields that are obligatory. The *Type* field and the *Time Period* field. In the *Type* field you can choose if you want to search among all calls, recorded calls or chats.

In the *Time period* field you can either use the calendar to define the time period or use the Time helper buttons to do so. You can browse through different days/weeks by using the arrows next to the time helper buttons.



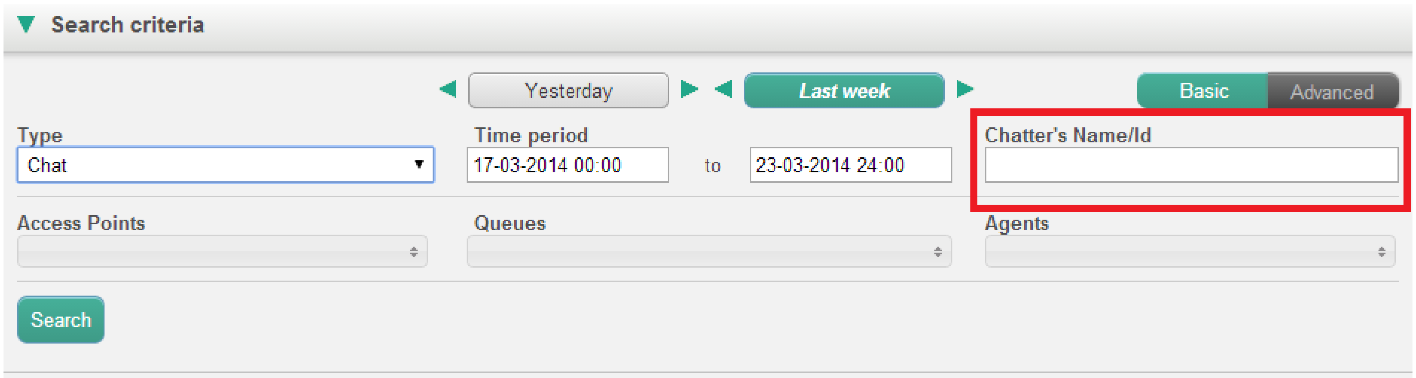
In the basic parameter tab you can also make your search based on Access Points, Queues, Agent name etc.

A search fields in grey means that there is drop-down list associated to it meaning you are not able to control fully your parameters like you can with caller's number and the time period tab. In the drop-down list you are however able to define your search further, in the example below we can choose between different queues. You can choose multiple queues or just one.



9.1.1.2 Chat

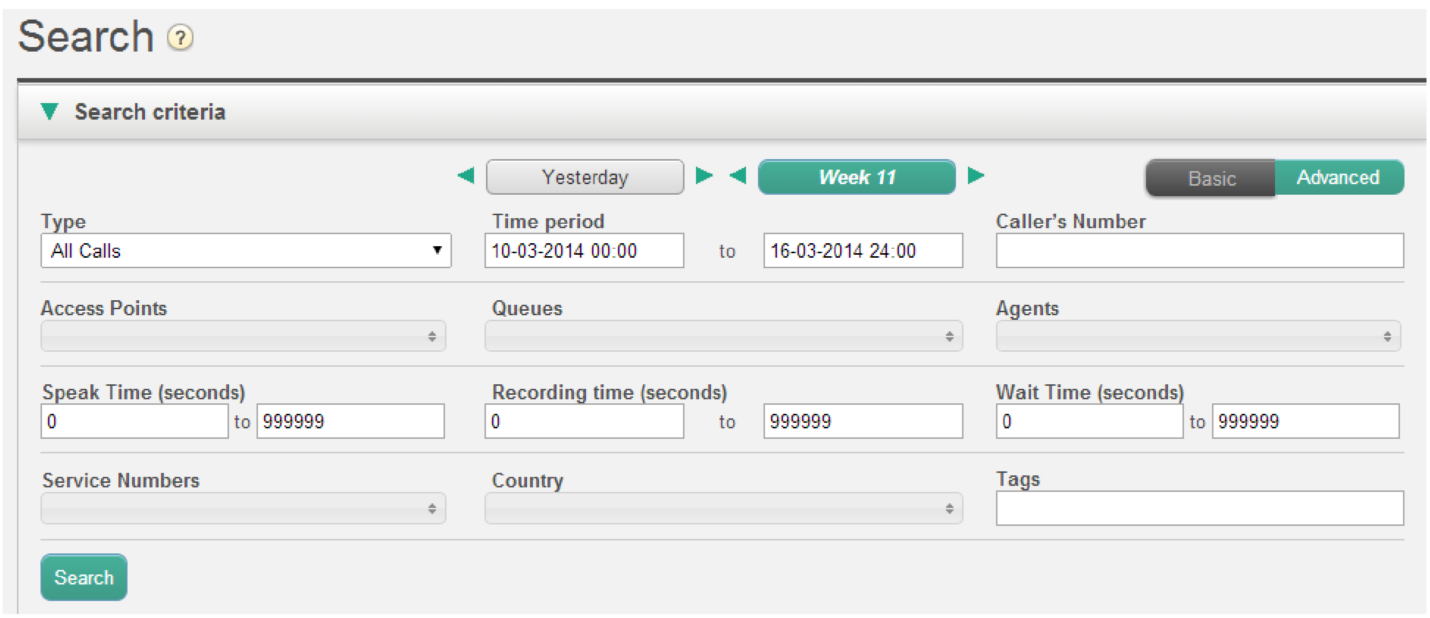
You can look for chats based on all the same parameters as calls. However when looking for chats instead of looking for caller's numbers you can look for a chatter based on the name he/she filled out on your organizations website.



9.1.2 Advanced parameters

9.1.2.1 All calls/Recorded calls

The advanced parameter tab gives you more options to define your search further. You can search based on Speak time, Recording time, Country, Tags etc. Calls that are not recorded do of course not have any Recording time.

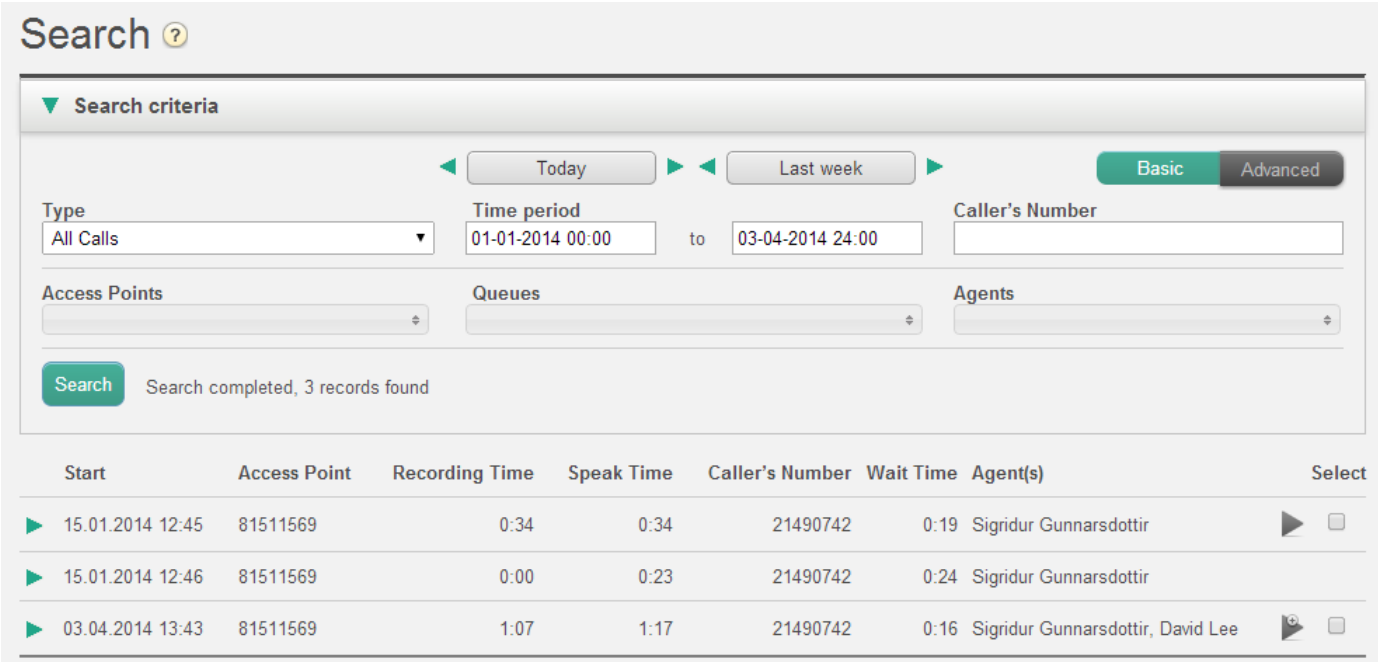


9.1.2.2 Chats

Advanced parameters are a slightly different when chat is concerned. Chats are considered to be recorded and therefore can be looked for based on Recording time. Recording time refers to the total duration of the chat meaning Wait time + Speak time. Speak time is the duration of the chat conversation with the agent, thus the moment the chatter was connected to an agent while Wait time is the time the chatter waited in the queue.

9.2 Search Results Calls/Recorded Calls

After defining the parameters for your search you click the *Search* button and your search results will appear.



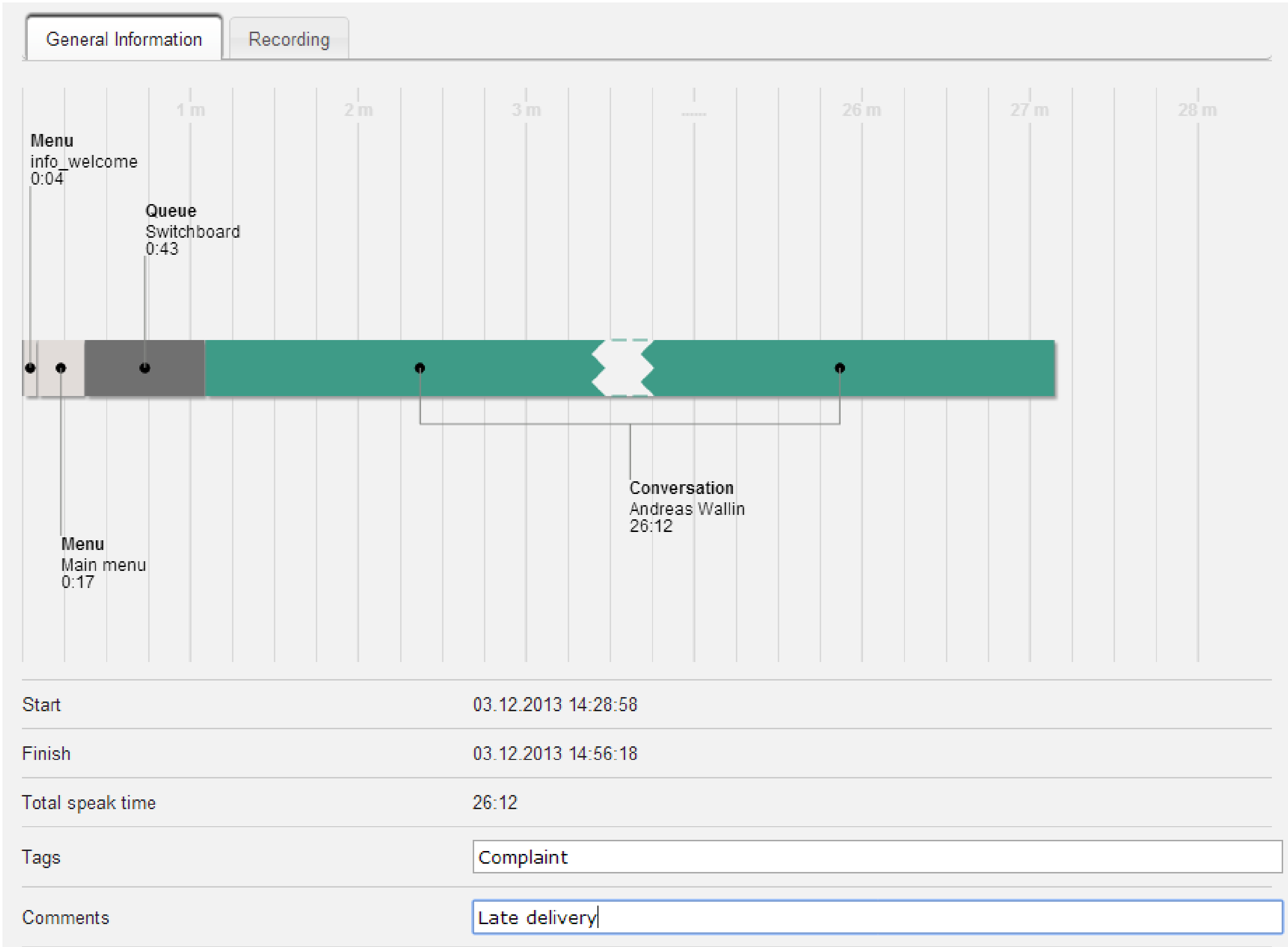
If you are looking among "All calls" you can distinguish calls that have not been recorded by the fact that they have 0:00 Recording Time and they will not have a black *play* button next to them.

If you see more than 1 name in the Agent columns, the recorded call was handled by 2 separate agents meaning the call was transferred to another agent at some point during the conversation. If both "conversations" were recorded the *play* button will have a + with in it indicating that 2 recordings are available.

By pressing the green *play* button next to the call you can see the graphical flow of chosen call/recorded call

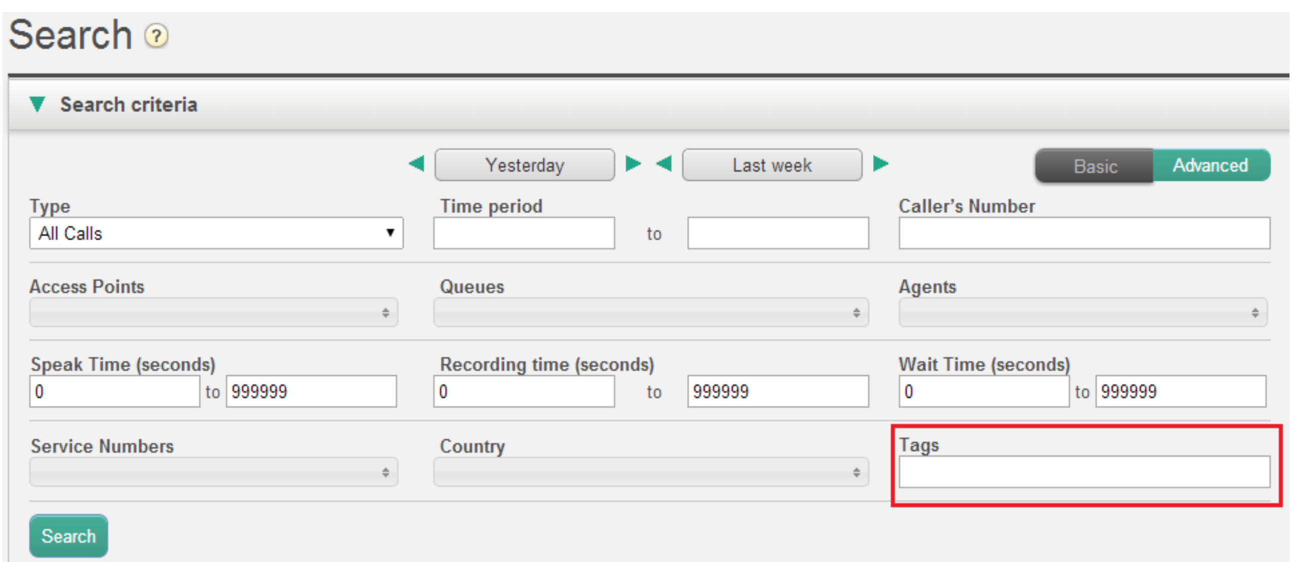
If you have chosen a call you will only see 1 tab; *General information* and this is where you can see the graphical flow of the call i.e. how long the caller was on-hold, agent(s) he/she spoke to, speak time etc. If the bar in the graphical chart is "broken" the caller has spend more than 5 minutes in that activity (waiting in queue, in conversation). The reason for this so the whole graphical flow can be seen on the same page.

In the example below you can the caller has had a conversation that lasted more than 5 minutes and to demonstrate that we have "broken" the conversation bar.



In the *Tag* field you are able to tag the recording to find it more easily later on e.g. “complaint”. In the *Comment* section you can add comments to the tag e.g. complained about late delivery.

The next time you would like to find this call/recording or other calls you have tagged “complaint” you simply write the word “complaint” in the *Tag* search field in the *Advanced* parameter tab.



9.2.1 Recording Tab

If the call was recorded you will see the *General information tab* but also a different tab called *Recording.*

General Information | Recording

Start	Finish	Queue	Agent
17.01.2014 10:45:57	17.01.2014 10:46:27	Sales	Sigridur Gunnarsdottir

In the *Recording* tab you can see the start and finishing time of the recording.

If the recorded call was transferred you will see the name of 2 or more agents in the Recording tab.

General Information | Recording

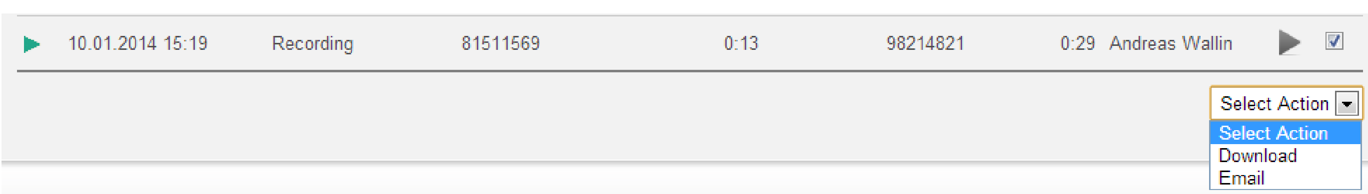
Start	Finish	Queue	Agent
03.04.2014 13:43:20	03.04.2014 13:44:12	Sales	Sigridur Gunnarsdottir
03.04.2014 13:44:22	03.04.2014 13:44:37		David Lee

Please note that the start time is different from the start time in the general information tab. In the recording tab, start time is reported the moment a caller was connected to an agent while in the general information tab start time is the moment the caller called into the solution and was greeted with a recorded message and a menu option.

9.2.2 Playback of recordings

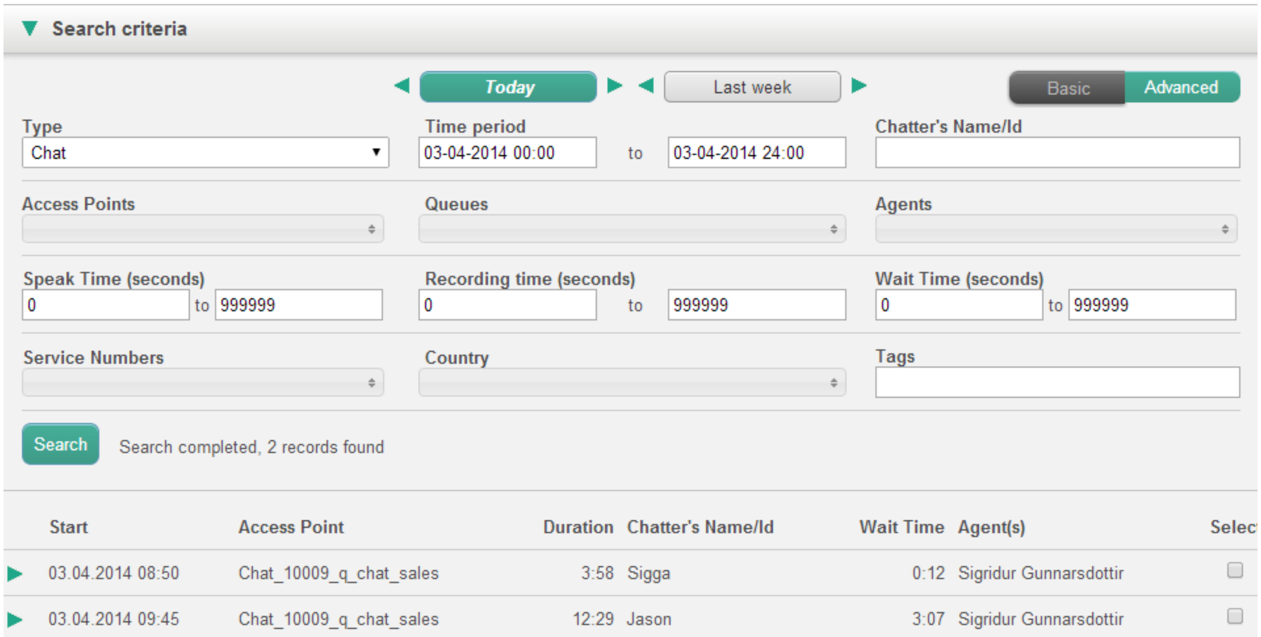
Pressing the black *play* button next to a recording enables you to listen to it. You can pause the recording at any time.

If you would like to download the recording or send it by email you can do this by checking the "select" box next to the recording and then at the bottom of the page you can choose what action you would like to take i.e. download or email the recording.



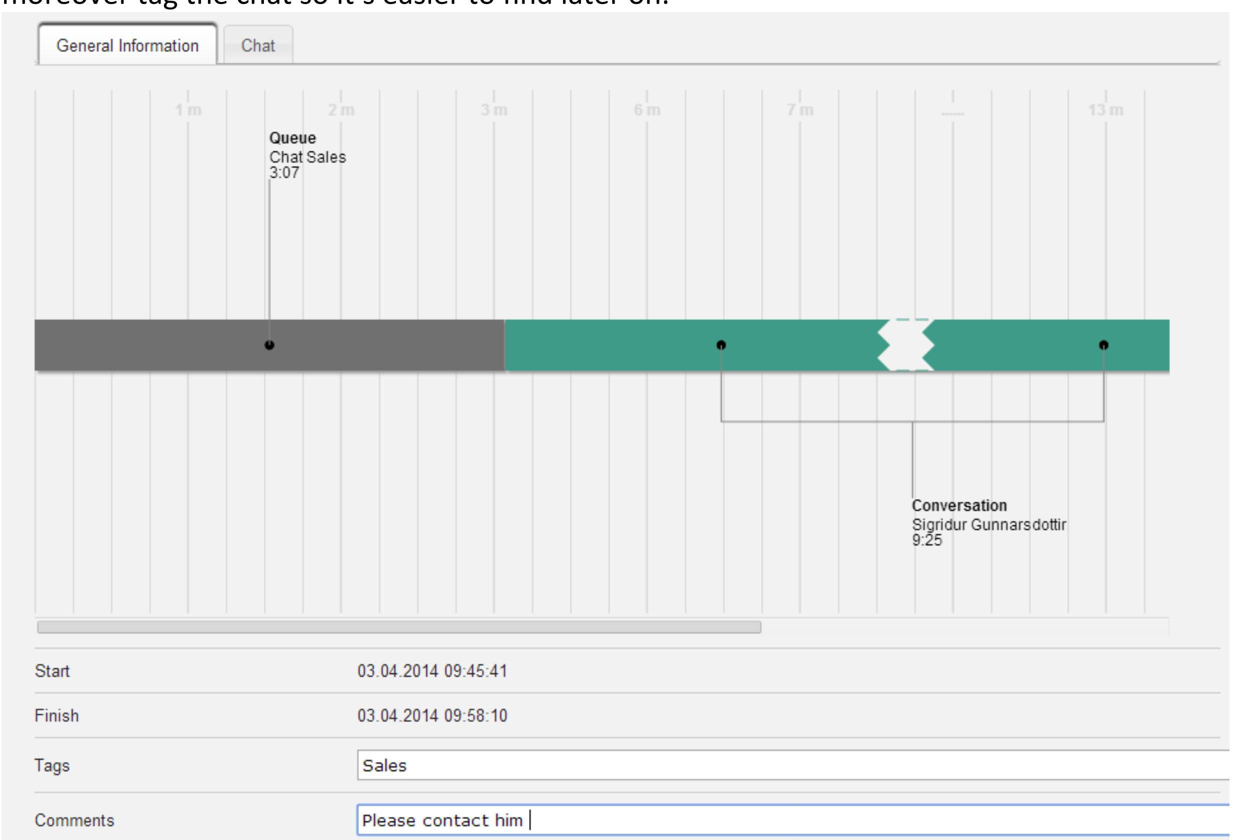
9.3 Search Results Chats

Once you hit the search button a list of chats that fulfil the defined parameters will appear.



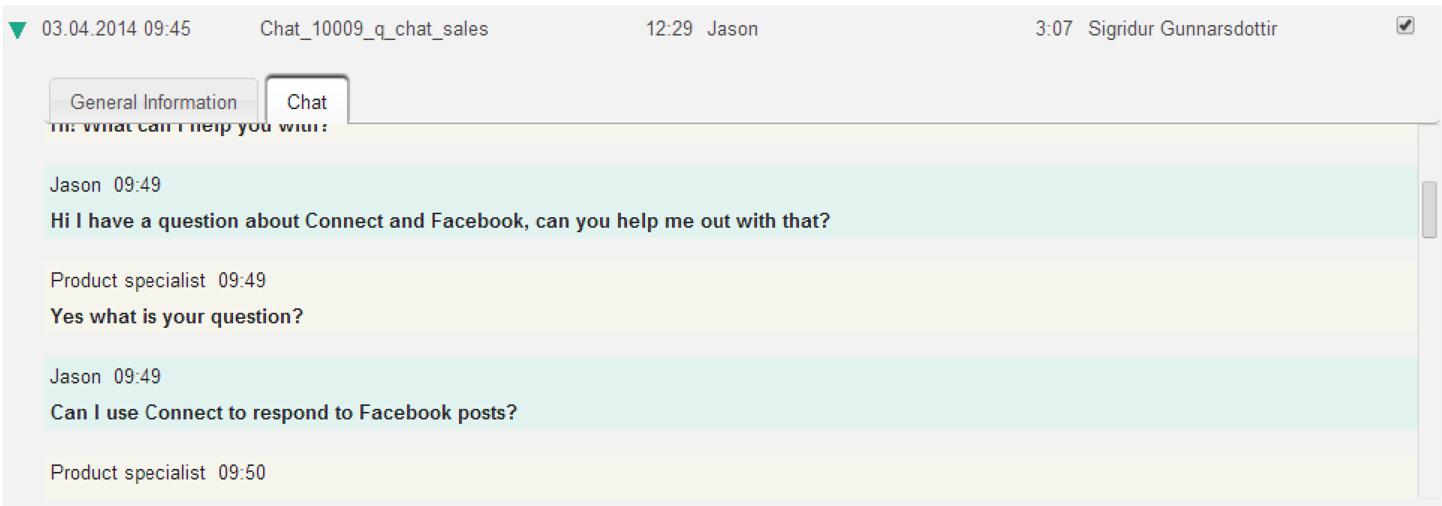
9.3.1 General Information Chat

In the General information tab you will find time spent in queue and chat time with agent(s). As with calls if the bar is broken it means that the activity has lasted more than 5 minutes. You can moreover tag the chat so it's easier to find later on.



9.3.2 Chat tab

Under the Chat tab the actual chat text is shown. If you need a copy of the text, you can select the text and copy it to your computer's clipboard and paste it into a document or an email. You can mark the chat in the right margin and select Download or email on the bottom of the page to get an xml-file with the text.



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10 Contact information

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