# TELSTRA IP TELEPHONY PREMIUM CALL CENTRE CUSTOMER ADMINISTRATOR

# USER GUIDE

IT'S HOW WE CONNECT

# WELCOME TO
# TELSTRA IP TELEPHONY PREMIUM CALL CENTRE

## FURTHER INFORMATION

Additional information on the TIPT Premium Call Centre is available on the Telstra Online Resource Centre.

***http://telstra.com/tiptresources***

### CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example ***www.telstraenterprise.com.au***.

Button names and titles/features on your computer screen are shown in **Bold**.

Telstra IP Telephony Call Centre Customer Administrator User Guide. December 2013

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# CHAPTER 1
# INTRODUCTION

This guide provides step-by-step procedures for the Customer Administrators (CA) specifically for features related to a Telstra IP Telephony (TIPT) Premium Call Centre. The Call Centre Premium Agent: TIPT Call Centre Premium Agent V1, Supervisor: TIPT Call Centre Premium Supervisor V1, and Wallboard: TIPT Call Centre Wallboard V1service packs are additional services that are required to be purchased from Telstra prior to configuration. The steps listed in this document relate to a Premium Call Centre.

CommPilot is a web based application that provides a Customer Administrator with the ability to configure and manage Enterprise, Group and User services within TIPT. Once the Call Centre Client licences have been assigned, a Customer Administrator is required to configure the Call Centre. Features such as assigning agents and supervisor/s and customising announcements are a few of the main options that are required to make the Call Centre fully operational.

Additional TIPT features, such as adding an Auto Attendant which provides callers with a menu of options that allows them to self-select where their call is directed can also be configured in front of the Call Centre.

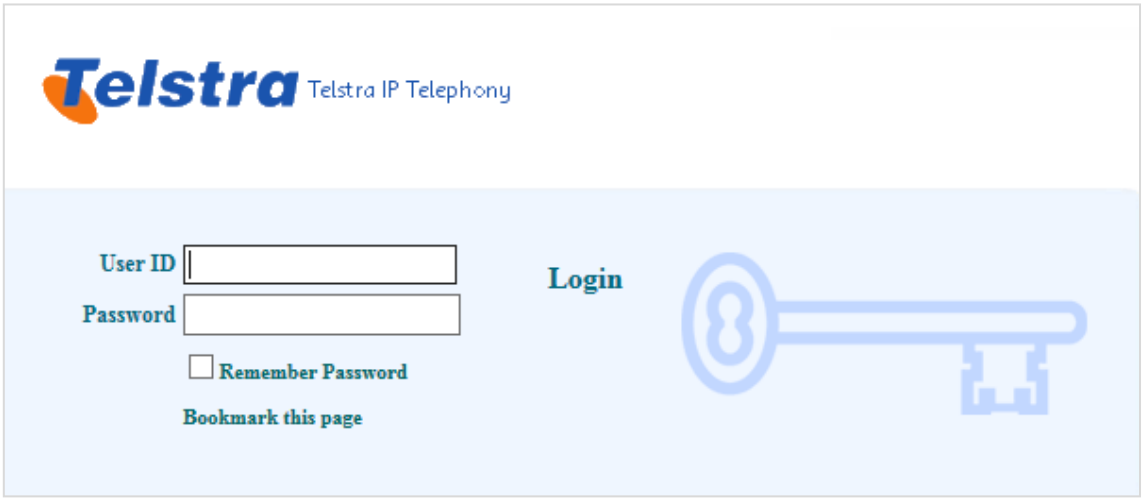
Agents have the ability, via the Call Centre Web Based client application on their desktop, to have call control capabilities such as answering calls, hold, transfer, and conference. They also have the ability to escalate calls to their Supervisor, change their queue status and display their real time and/or historical statistics.

Supervisors have the ability via the TIPT Call Centre client on their desktop to manage agents and queue/s. They have call control capabilities such as answering calls, hold, transfer, and conference. Supervisors also have the ability to provide real time and historical reporting on the agent's performance and queue/s they are monitoring. These reports can be viewed in both graphical and tabular format.

# CHAPTER 2
# LOGGING IN AS A CUSTOMER ADMINISTRATOR

1. Open Internet Explorer and enter the URL: telstra.com/tiptresources
2. Click on the **Log in to CommPilot** link on the right hand side of the screen
3. Enter your Telstra IP Telephony Customer Administrator **UserID** and **Password**
4. Select **Login**

It is suggested that the Remember me check box NOT be ticked, as anyone using your computer can then login as a Customer Group Administrator and have access to the configuration of TIPT.

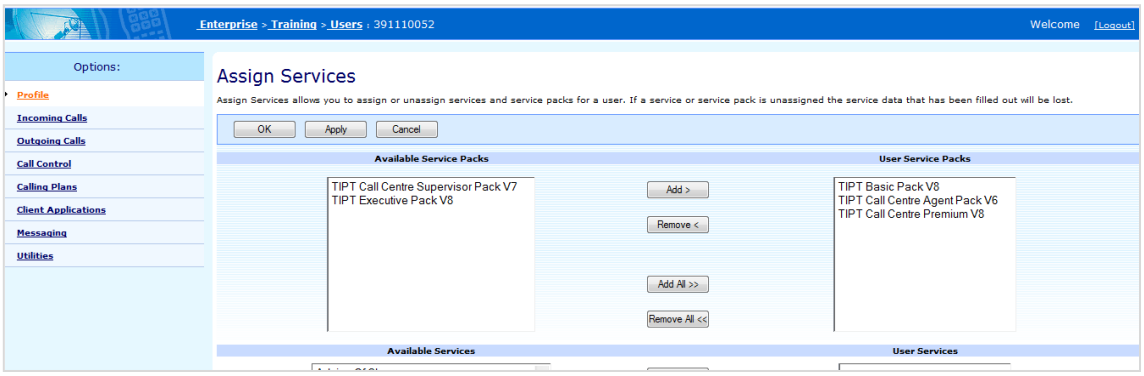


# CHAPTER 3
# ASSIGNING THE CALL CENTRE PREMIUM LICENSE TO A USER

Use the *User – Assign Services* page to assign services to or unassign services from a user. The Call Centre licences are listed under 'User Services'

## ASSIGN THE CALL CENTRE PREMIUM LICENCE

1. On the *Group – Profile* menu page, click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. From the Profile menu, click **Assign Services**
5. In the Available Service Packs column, select the relevant licences to be assigned:
   - **Agent**: TIPT Call Centre Premium Agent v1
   - **Supervisor**: TIPT Call Centre Premium Supervisor v1
   - **Wallboard**: TIPT Call Centre Wallboard
6. Click **Add>,** to assign the licences
7. Click **OK** to save your changes and display the previous page

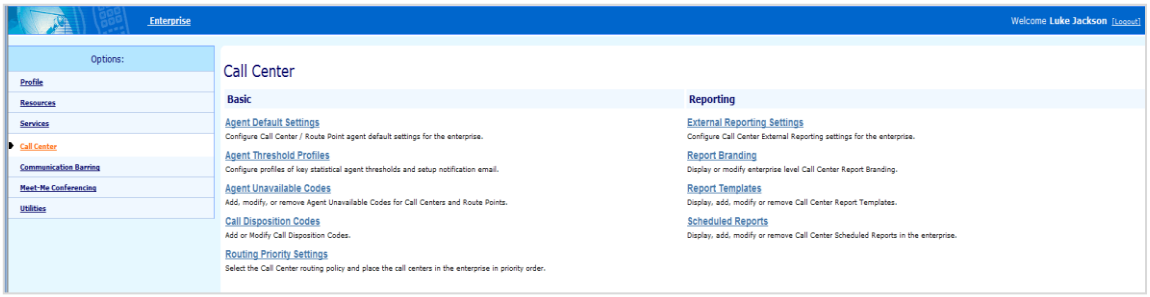


# CHAPTER 4
# PREMIUM CALL CENTRE CUSTOMER ADMINISTRATOR (CA) CONFIGURATION

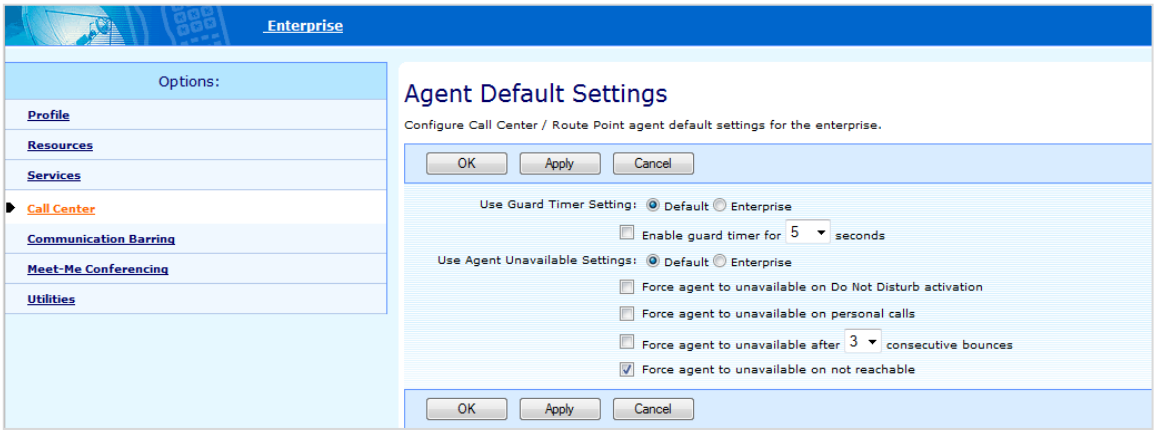
The Customer Enterprise Administrator configures the Enterprise level Call Centre settings through the Enterprise/Call Centre or the Group/Call Centre pages.

There are a number of options that only a CEA can configure

1. Ensure you are logged on as a **Customer Enterprise Administrator**
2. From the *Options* menu, select **Call Center**




3. Click **Agent Default Settings**




4. Select the following options if required. The default settings are listed below in [ ]
   - Select **Use Guard Timer Settings** – [Default] Guard timer is the time before another call is routed to the agent
   - Specify **Enable guard timer for x seconds** [5]
   - Specify **Use Agent Unavailable Settings** – [Default]
   - Specify **Force Agent to unavailable on Do Not Disturb activation** [unselected]
   - Specify **Force Agent to unavailable on personal calls** [unselected]
   - Specify **Force Agent to unavailable after x consecutive bounces** [unselected]
   - Specify **Force Agent to unavailable on not reachable** [unselected]

5. If settings other than the default settings are required to be configured you will be required to select Enterprise and then tick the relevant check boxes.

6. Click **OK** or **Apply** to save settings

## ADD AN AGENT THRESHOLD PROFILE

Agent threshold profiles allow you to set thresholds for key indicators of agents' performance and alert you when those indicators fall outside the configured ranges.

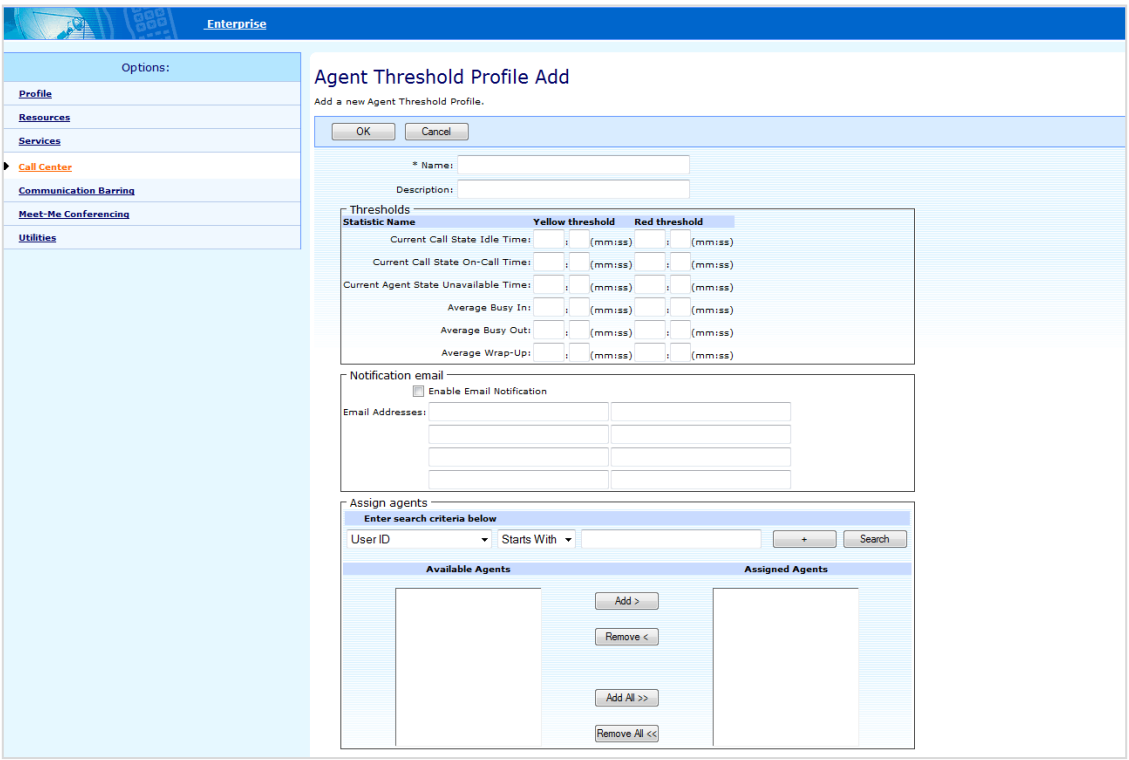
One default profile is automatically created when a Call Center - Standard or Call Center - Premium service is authorised to your group and it cannot be deleted.

1. Click **Agent Threshold Profiles**

2. Click **Add**

3. In the **Name** box, enter the name for the new agent threshold profile.

4. In the **Description** box, enter a description of the profile.




5. In the **Thresholds** section, enter the monitoring value for the *Yellow* and *Red* thresholds in minutes and seconds.

   For each measurement, a *Yellow* and a *Red* threshold can be set. When a threshold is crossed, an alert with the corresponding severity is sent to the subscribed Call Center clients.

6. Configure thresholds for the following measurements:

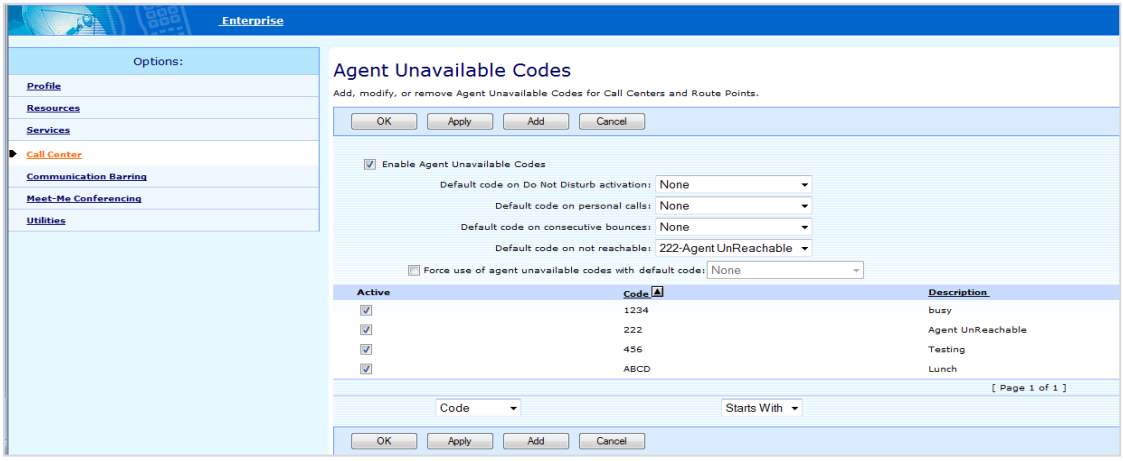
| THRESHOLD | DESCRIPTION |
|---|---|
| Current Call State Idle Time | When the agent is idle, this is the time that has elapsed since the agent has become idle. |
| Curent Call State On-Call Time | When the agent is on a call, this is the time the agent has spent on the current call. If the agent is involved in multiple calls, this is the time spent on the longest call. |
| Curent Agent State Unavailable Time | When the agent is unavailable, this is the time that has elapsed since the agent has become unavailable or since that agent last updated their unavailable code. |
| Average Busy In | This is the average time spent by an agent on an incoming ACD call since the last sign-in. |
| Average Busy Out | This is the average  time spent by an agent on an outgoing ACD call since the last sign-in. |
| Average Wrap-Up | This is the average time spent by an agent to wrap up a call since the last sign-in. |

7. To send e-mail notifications when a threshold in this profile is crossed, check the **Enable Email Notification** check box and enter up to eight e-mail addresses.
8. To assign an agent to monitor:
9. Select an Agent from the **Available Agents** column
10. Click **Add>,** to assign to monitorn or click **Add All>>** to assign all available agents
11. To remove some agents, select agents in the *Assigned Agents* column and click **Remove <**.

    [When an agent is removed from a profile, they are assigned to the default profile]
12. Click **OK** to save changes

**NOTE:** An Agent can be assigned to only one profile. If you assign an agent to a profile they are automatically removed fom the previous profile

13. Click **Agent Unavailable Codes**
14. Select the following options if required.  The default settings are listed below in [ ]
    - Select **Enable Agent unavailable Codes** [unselected]
    - Specify **Default Code on Do Not Disturb activation** [None]
    - Specify **Default Code on Personal Calls** [None]
    - Specify **Default Code on consecutive bounces** [None]
    - Specify **Default code on not reachable** [None]
    - Select **Force use of  agent unavailable codes with default code** [None]

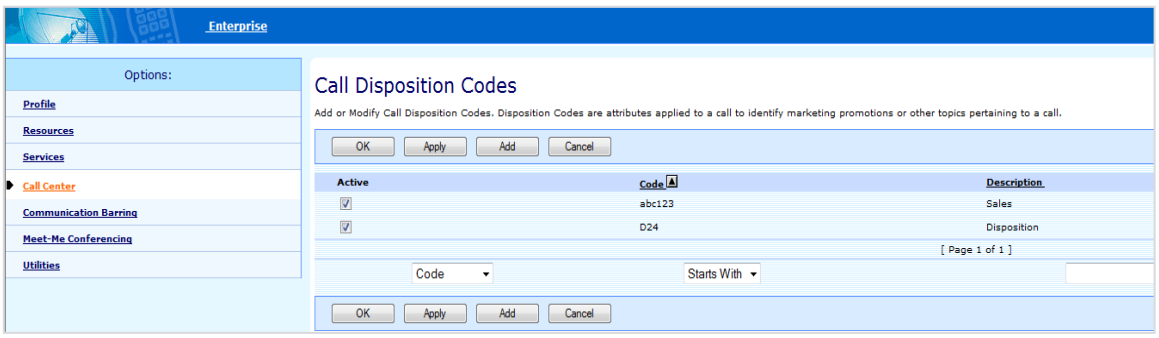



## ADD AN UNAVAILABLE CODE

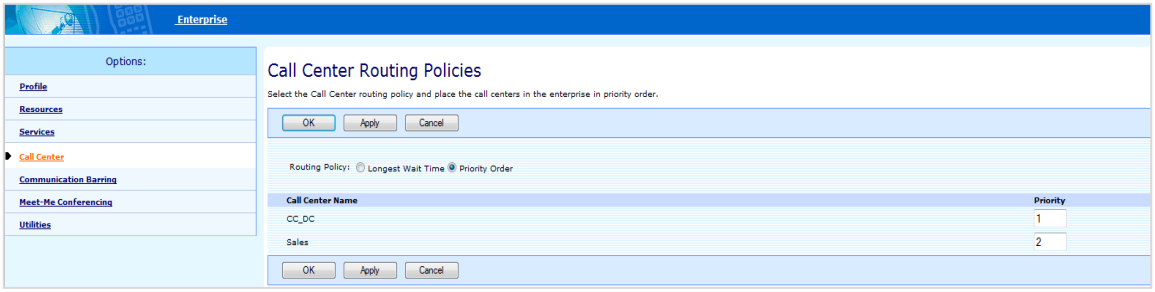
1. Click **Add**
2. Specify *Active* [Default value is ***selected***]
3. Enter a *Code*
4. Enter a Code *Description*
5. Click **OK** to save changes
6. Click **OK**
7. Click **Call Disposition Codes**

## ADD A DISPOSITION CODE

1. Click **Add**
2. Specify *Active* [Default value is *selected*]
3. Enter a *Code* e.g. C101
4. Enter a Code *Description*
5. Click **OK** to save changes
6. Select **Active** tick box next to the Code/s required



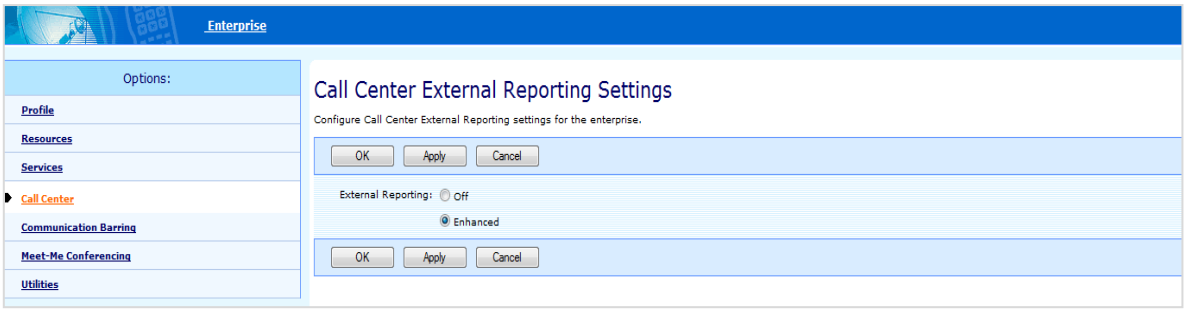

7. Click **OK**
8. Click **Routing Priority Settings**



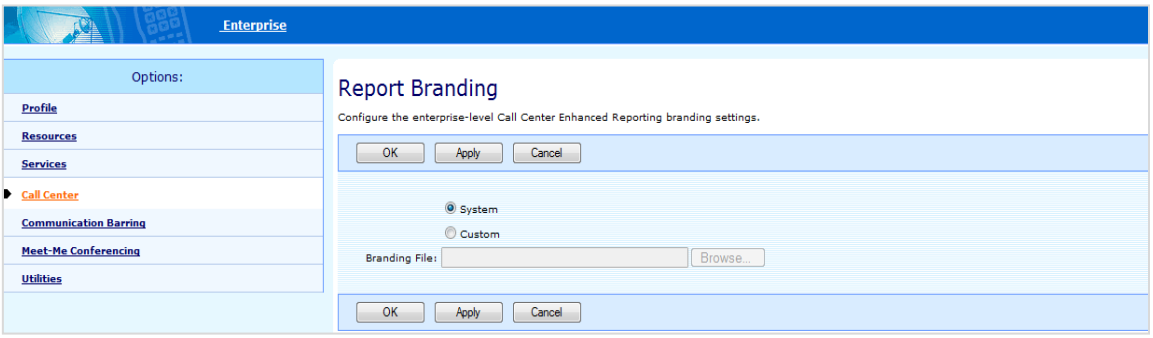

9. Specify the Routing Policy, **Longest Wait Time** or **Priority Order**

   [*If you select Priority Order, you must place the call centres in their order of priority*]

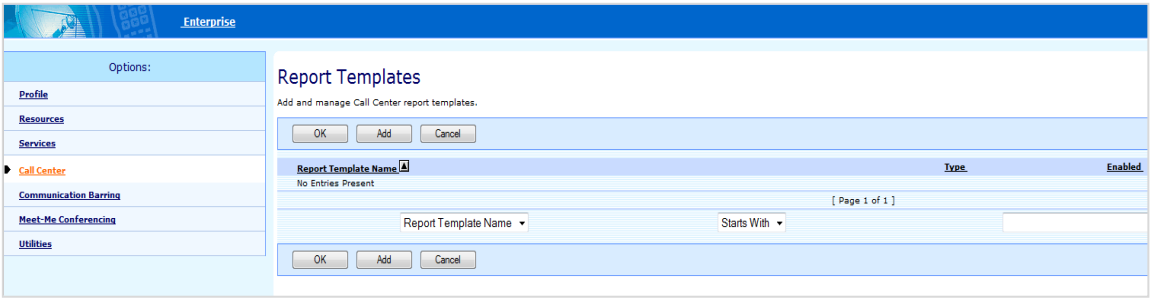
10. In the Priority text box, enter the number of priority for each Call Centre name. [*1 is the highest priority*]
11. Click **OK**
12. Click **External Reporting Settings**




13. Specify **Enhanced**
14. Click **OK**
15. Click **Report Branding**
16. Select **System** [*Custom* branding is currenty not available]

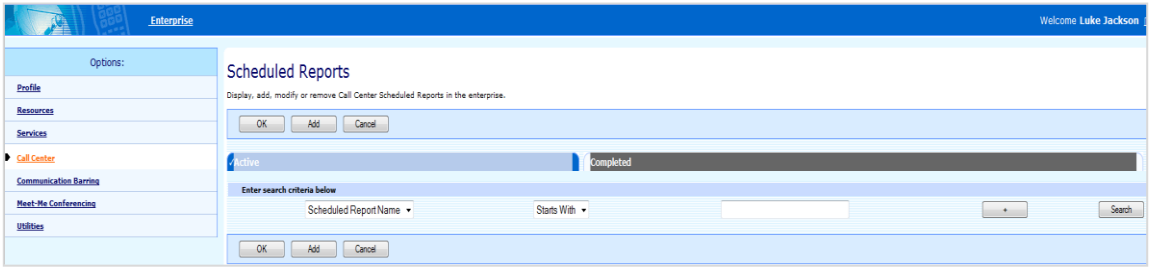



17. Click **OK**
18. Click **Report Templates** [this features is currently not available]




19. Click **OK**

20. Select **Scheduled Reports**




21. The **Active** tab displays a list of active reports

22. The **Completed** tab displays a list of completed reports

## ADD A SCHEDULED REPORT

23. Click **Add**

24. Enter a *Name* for the report

25. Enter a *Description* for the report

26. **Click** the *Report TemplateName* drop down list and select a report

Scheduling Details:

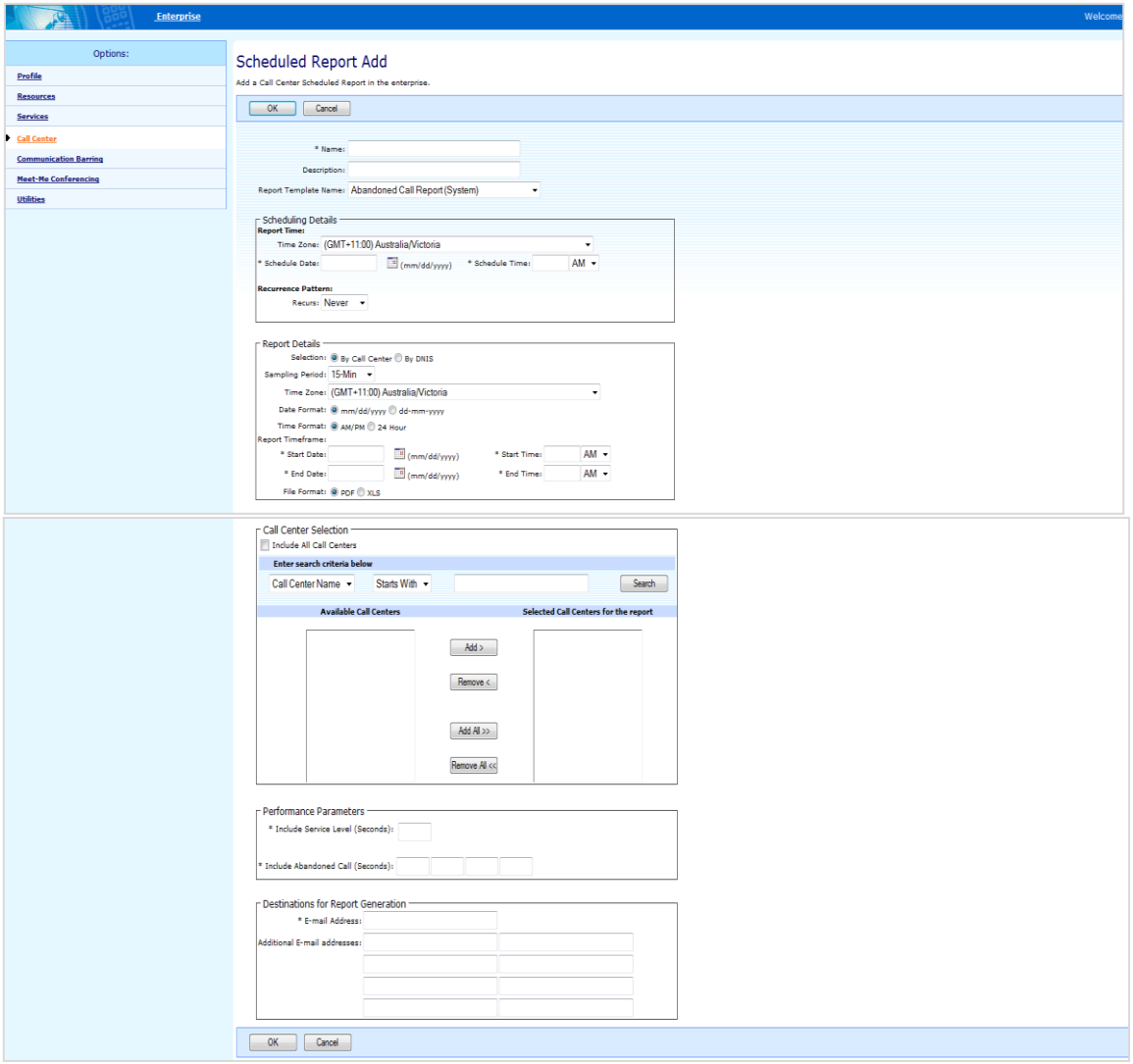
| POLICY | DESCRIPTION |
|---|---|
| Report Time | Select correct time zone from the drop down list |
| Schedule Date | In the scheduled date box, select a day from the calendar |
| Schedule Time | In the *Schedule Time* box, type a time (HH:MM) and select "AM" or "PM" from the drop-down list. |

| POLICY | DESCRIPTION |
| --- | --- |
| Recurrence Pattern | From the *Recurs* drop-down list, select the recurrence pattern for the report from the following options:<br>***Never*** to make it a one time report, and specify the date and time to generate the report.<br>*Daily* and specify the start date and the time to run the report and the frequency of occurrence in days.<br>***Weekly*** and specify the start date, the time to generate the report, the frequency of occurrence in weeks, and the day or days of the week on which the report(s) run.<br>***Monthly*** and specify the start date, the time to run the report, the frequency of occurrence in months, and the day for the recurrence of the report. For the day of recurrence, select one of the following options*:*<br>To schedule the report on a specific day of the month, for example the 27th, check *Day <X> of the month* and enter 27.<br>To schedule the report on a specific day of the week within the month, for example the second Monday of the month, check *The <Xth> <Day-of-Week> of the month*, and select "Xth" and "Day-of-Week" from the drop-down lists<br>***Yearly*** and specify the start date, the time to run the report, the frequency of occurrence in years, for example every 2 years, and the day for the recurrence of the report from the following options:<br>To schedule the report on a specific day of the year, check *Day <X> of <Month>* and select the day and the month.<br>To schedule the report on a specific day of the week and month, for example the first Sunday of January, check *The <Xth> <Day-of-Week> of <Month>* and select "Xth", "Day-of-Week", and "Month" from the drop-down lists. |

Report Details:

| POLICY | DESCRIPTION |
|---|---|
| Selection | Select *Call center* or *DNIS* |
| Sampling Period | Select the sampling period. The sampling period is only applicable to interval-based report templates. It can be one of the following: every quarter hour, every half hour, hourly, daily, weekly, and monthly. |
| Time Zone | Select the Report time zone from the drop down list. |
| Date Format | Select the date format. Selected date format is used for all dates that appear in the generated reports |
| Time Format | Select the time format. Selected date format is used for all dates that appear in the generated reports |
| Report Timeframe | Specify the report time frame, that is the start date and time and the end date and time of the report. For recurrent reports, you select the time frame relative to the report generation time, for example, the previous month, previous five days, and so on; at the time of report generation, the time frame is converted to absolute dates and times. |
| File Format | Select the file format of the report, which can be either XLS or PDF. |

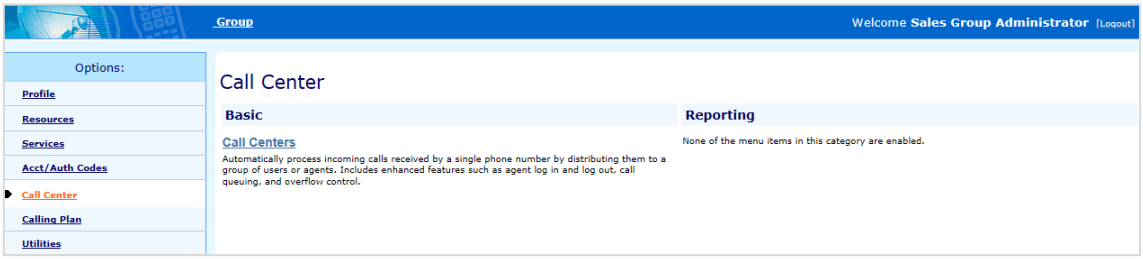
27. In the Call Center Selection field:
28. **Select** tick box to include all **Call Centers OR**
29. In the available Call Centers column, select Call Centers
30. Click **Add>,** to assign to the reoport
31. Click **OK** to save your changes and display the previous page
32. Enter the Performance Parameters field
33. Enter the Destinations for Report Generation field
34. Click **OK** to save changes


Enterprise
Welcome
Options:
Profile
Resources
Services
Call Center
Communication Barring
Meet-Me Conferencing
Utilities
Scheduled Report Add
Add a Call Center Scheduled Report in the enterprise.
OK
Cancel
* Name:
Description:
Report Template Name: Abandoned Call Report (System)
Scheduling Details
Report Time:
Time Zone: (GMT+11:00) Australia/Victoria
* Schedule Date: (mm/dd/yyyy) * Schedule Time: AM
Recurrence Pattern:
Recurs: Never
Report Details
Selection: By Call Center By DNIS
Sampling Period: 15-Min
Time Zone: (GMT+11:00) Australia/Victoria
Date Format: mm/dd/yyyy dd-mm-yyyy
Time Format: AM/PM 24 Hour
Report Timeframe:
* Start Date: (mm/dd/yyyy) * Start Time: AM
* End Date: (mm/dd/yyyy) * End Time: AM
File Format: PDF XLS
Call Center Selection
Include All Call Centers
Enter search criteria below
Call Center Name
Starts With
Search
Available Call Centers
Selected Call Centers for the report
Add >
Remove <
Add All >>
Remove All <<
Performance Parameters
* Include Service Level (Seconds):
* Include Abandoned Call (Seconds):
Destinations for Report Generation
* E-mail Address:
Additional E-mail addresses:
OK
Cancel

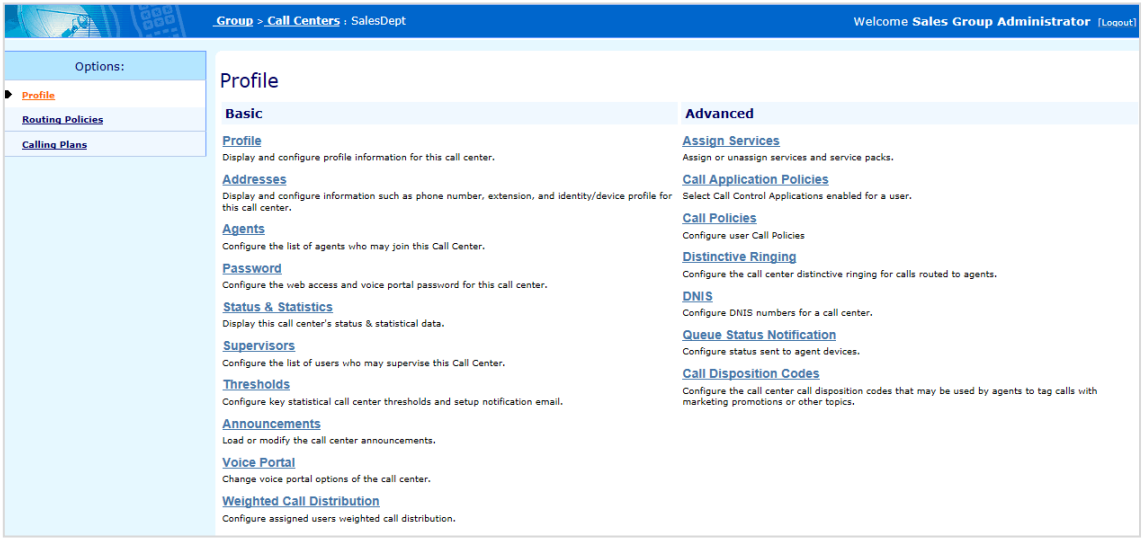
# CHAPTER 5
# PREMIUM CALL CENTRE CUSTOMER GROUP ADMINISTRATOR (CGA) CONFIGURATION

## THE CALL CENTRE MENUS

As a Customer Group Administrator you can Add, Modify or Delete a Call Centre. Once you have logged in as a CGA and selected Call Center from the Options menu the following screen will be displayed.



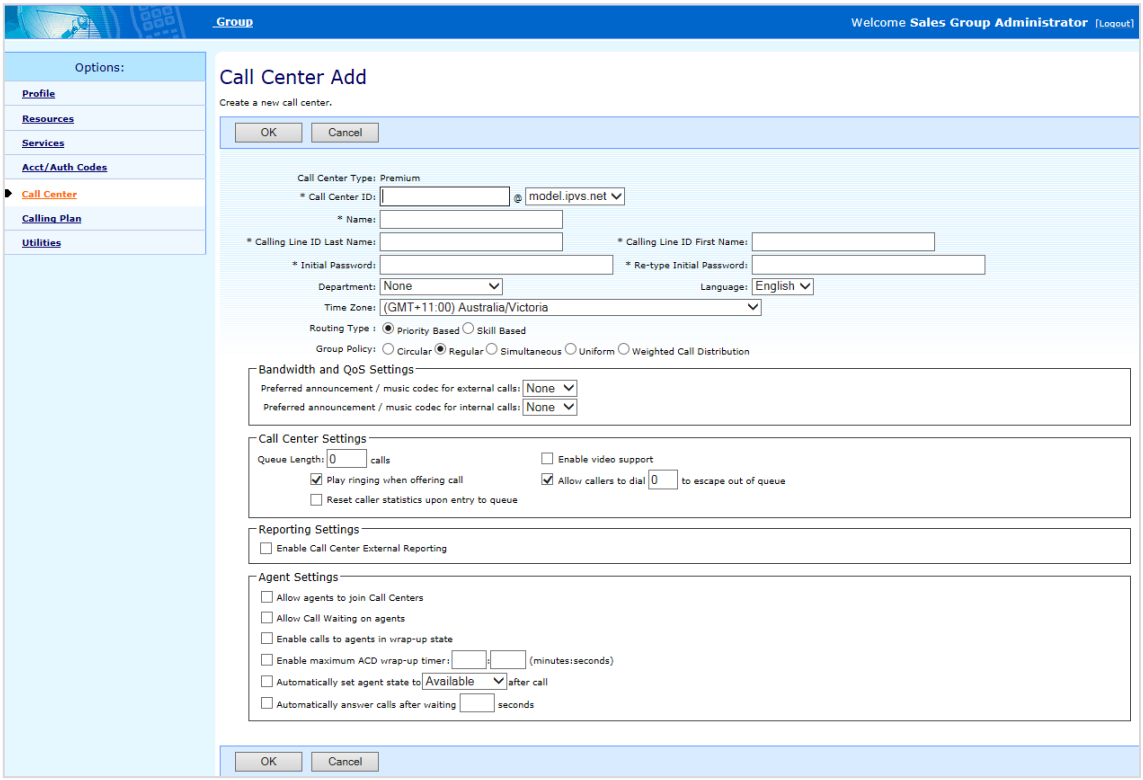

The Call Centre has its own set of menu options listed in the screen below.



# CHAPTER 6
# ADD A CALL CENTRE

As a Customer Group Administrator you can Add, Modify or Delete a Call Centre.

To create a new Call Centre use the Group/Call Center/Call Centers/Add Premium button to add the information for a new call centre. A call centre is itself a virtual user (the call centre user) and you provision it with many of the attributes that a user has.




1. Once you have logged on as a CGA
2. From the *Options* menu, select **Call Center**
3. Click **Call Centers** menu page
4. Click **Add Premium** button
5. Type or select information for the call centre. An asterisk (*) indicates required data.
6. **Call Centre ID**: Enter an ID for the Call Centre (do not use spaces, the length of the ID can be between 6-80 characters)
7. **Name**: Enter a name for the Call Centre (do not use spaces, the length can be between 6-80 characters)
8. **Calling Line ID Last Name**: Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset)
9. **Calling Line ID First Name**: Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset)

10. **Initial Password**: Enter an initial password (must be at least 6 characters)
11. **Retype Password**: Retype your initial password as confirmation
12. **Department**: Select a Department from the drop down list if required
13. **Select the Language**, that is, the language in which service-specific messages are played during calls to the call centre. Default is English (U.S. English) unless configured otherwise.
14. **Time Zone**: Select the relevant Time Zone
15. **Routing Type**: select one of the following options:
    - **Priority Based** - when an agent becomes available to receive a call, the call from the call center with the highest priority, determined by your company's Call Center routing policy, is offered to the agent
    - **Skill Based** - when an agent becomes available to receive a call, the call that best matches the agents skill level is offered to the agent
16. The **Group Policy** options configure the call-distribution pattern for incoming calls. Click the radio button for the type of setup you want.

| POLICY | DESCRIPTION |
|---|---|
| Circular | Calls are distributed to the next agent in line, after the previous call was answered.<br>*Displays for Priority based and Skill based routing type*. |
| Regular | Sends incoming calls to the next available agent.<br>*Displays for Priority based and Skill based routing type*. |
| Simultaneous | Sends incoming calls to all agent numbers at the same time. Once the call has been answered, by an agent the other phones no longer ring.<br>*Displays for Priority based routing type only.* |
| Uniform | Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, they are moved to the bottom of the call queue.<br>*Displays for Priority based and Skill based routing type.* |
| Weighted Call Distribution | Assigns calls randomly to agents according to percentages you assign on the Call Centre – Weighted Call Distribution page.<br>*Displays for Priority based routing type only.* |

17. Select the **Preferred announcement/music codec for external calls** from the drop down list. (This should be selected based on the codec your company is using)
18. Select the **Preferred announcement/music codec for internal calls** from the drop down list. (This should be selected based on the codec your company is using)
19. Call Centre Settings:

    Type or select the required attributes for the call centre

| INPUT BOX | DESCRIPTION |
|---|---|
| Queue Length | The maximum number of calls that can be queued at any one time |
| Enable Video support | This feature is not currently available |
| Play ringing when offering call | Deselect this option if you do not require ringing when a call is being offered |
| Allow callers to dial 0 to escape out of queue | Deselect this option if you do not want callers to have the ability to press 0 to escape out of the queue |
| Reset caller statistics upon entry to queue | Check this box if you require caller statistics to be reset each time they log into a queue |

20. Enable **Call Center External Reporting**.

21. Agent Settings:

    Type or select the required attributes for the call centre

| INPUT BOX | DESCRIPTION |
|---|---|
| Allow agents to join Call Centers | Allow agents to log in or out of the call centre. A check mark indicates that the feature is on. |
| Allow Call waiting on agents | Use this feature if you require agents to have the ability to handle more than one call at a time. Agents must also have the Call Waiting feature in their user profile selected |
| Enable calls to agents in wrap up state | Use this feature if you require the agents to receive calls while in the wrap up state |
| Enable maximum ACD wrap up timer | Use this feature to specify the time agents are allowed to spend on post-call activities. |
| Automatically set agent state to xx after call | Specify to automatically set the agents state when an agent finishes a call |
| Automatically answer calls after waiting xx seconds | To answer calls automatically after a specified amount of time |

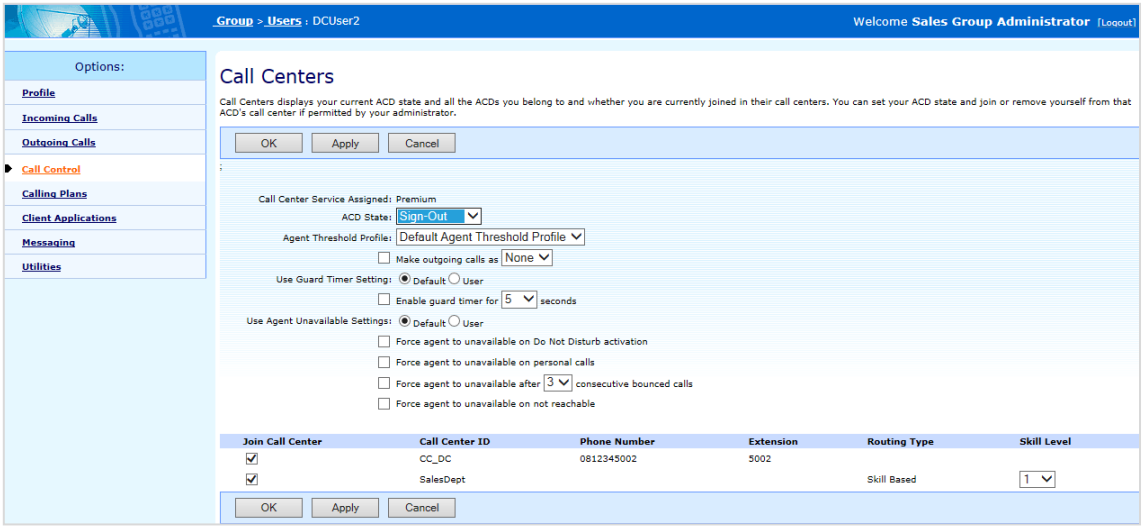
22. Click **OK** to save your changes and display the previous page, or Cancel to exit without saving changes

## SET AN AGENTS SKILL LEVEL

If using Skill Based Routing agents will be automatically assigned a skill level of 1.

To change the skill level of an agent:

1. At the *Group – Profile* page select **Users** and search for the agent
2. Select **Call Control**
3. Select **Call Centers**
4. Set the **Agent Threshold Profile**



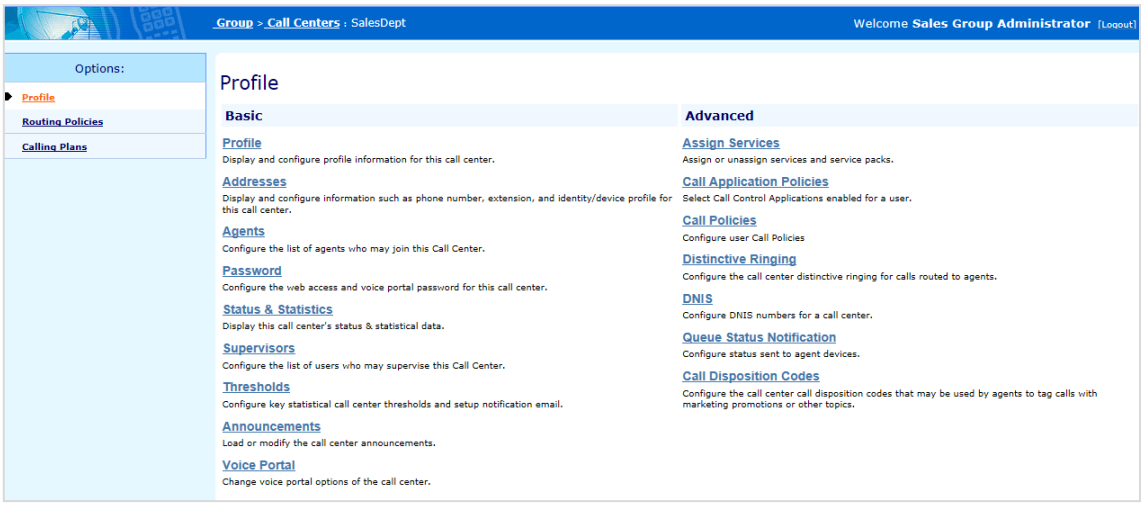

5. A list of the call centres the agent is joined to will display at the bottom of the screen. Select the required skill level from the drop down box

6. Click **OK** to save your changes

**NOTE:** Skills based routing allows companys to distribute calls to agents based on their skill level. A skill level is assigned to each agent.
An agent skill level can be between 1 and 20, where 1 indicates the highest skill.
When the agent becomes available to receive a call, the call that best matches the agents skill level is offered to the agent. This allows agents to work on calls where they can be most effective, improving call centre efficiency.

# CHAPTER 7
# ACCESS THE PROFILE MENU FOR A CALL CENTRE

Use the *Call Center – Profile* menu page to display the pages to add attributes for a new call centre or to modify attributes for a call centre.




1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required Call Centre to edit
3. Select the *Profile* menu, make the changes to the required fields
4. Click **OK** to save your changes

# CHAPTER 8
# MODIFYING AND ASSIGNING OPTIONS TO THE CALL CENTRE

To modify a Call Centre a number of screens must be filled in.

Use the Group - Call Center - Call Center Profile page to add basic information for a Call Centre.

## MODIFYING A CALL CENTRE PROFILE

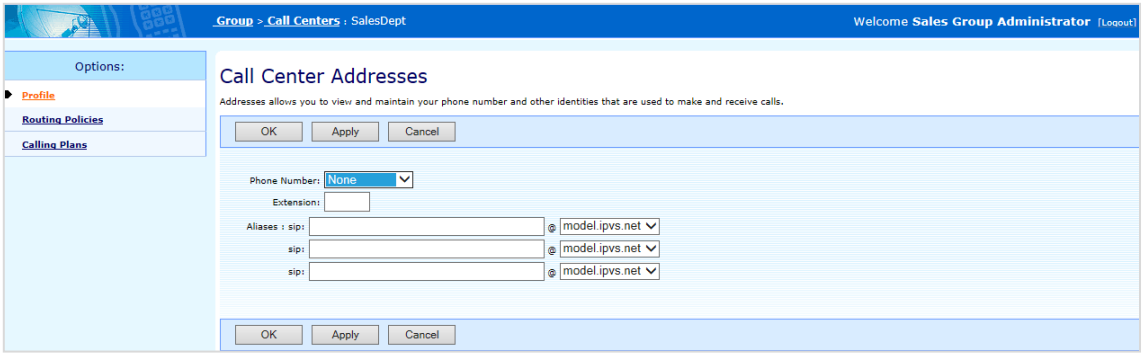
1. Once you have logged in as a Customer Group Administrator
2. On the *Group - Call Center* menu page Click **Call Centers**
3. Select the required Call Centre to edit
4. Select **Profile**
5. Enter the required information for the Call Centre (an asterisk (*) indicates a mandatory field and requires data).
6. The following mandatory fields must be completed: Call Centre ID, Name, Calling Line ID Last name, Calling Name ID First Name, Initial Password, Re-type Initial Password
7. The default language is English (US English), unless configured otherwise. Clicking on the drop down arrow will list other available languages that are the language in which service-specific messages are played during calls to the call centre
8. Other options can be changed as required. All explanations for fields on this screen are listed above in the “Add a Call Center section”
9. Click **OK** to save your changes

**Note:** Changing the Routing Type from Skill Based to Priority Based causes the loss of the skill level of the agents for this call centre.
Changing the Routing Type from Priority Based to Skill Based automatically assigns a default skill level of 1 to the agents for this call centre.

## ASSIGNING A NUMBER TO A CALL CENTRE

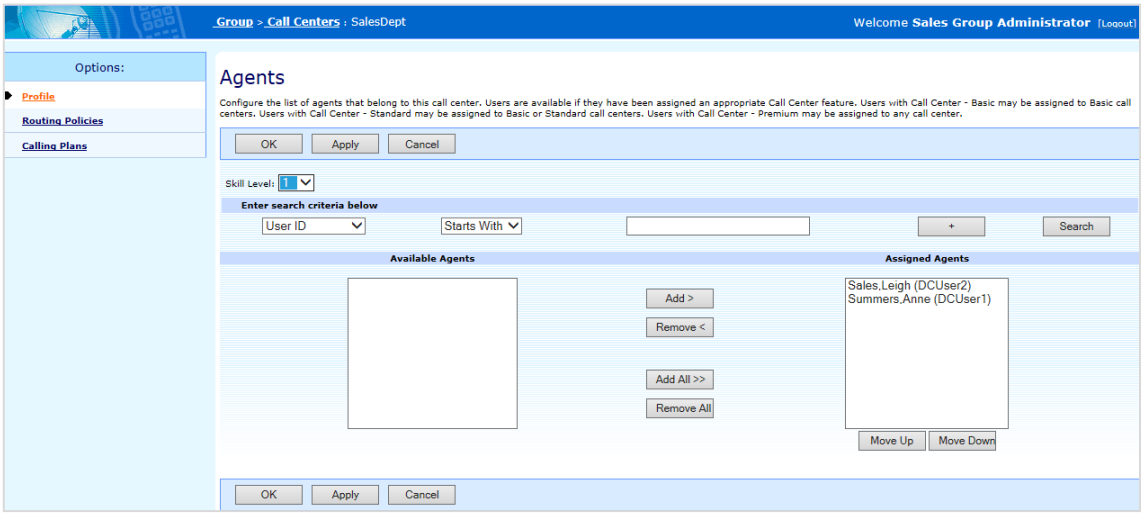
To assign a number to the Call Centre

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Addresses**
4. Click on the drop down arrow from the **Phone number** field, select a number for the Call Centre
5. To save your changes Click **Apply or OK**




## ASSIGN USERS AS AGENTS FOR THE CALL CENTRE

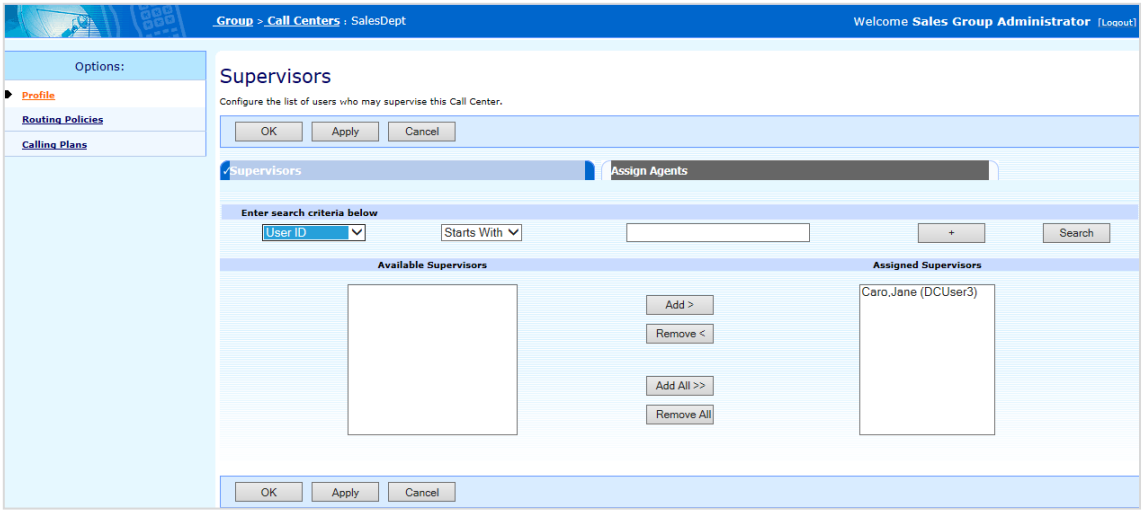
1. On the *Group - Call Cente*r menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select the **Agents** menu
4. To view all users with the skill level selected, click the **Search** button




5. From the *Available Agents* column, select the users to be assigned as agents click **Add>**. To assign all users at once, click **Add All>>**
   To select several users in sequential order, click on the first user required, hold down the SHIFT key on the keyboard and click on the last user required. To select several items, not in a particular order, click on users while holding down the CTRL key on the keyboard.
6. To save your changes Click **Apply** or **OK**

## ASSIGN SUPERVISOR/S TO A CALL CENTRE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select the **Supervisors** menu
4. To view users, click the **Search** button




5. From the *Available Supervisors* column, select the users to be assigned as Supervisors click **Add>**. To assign all users at once, click **Add All>>**

6. To save your changes Click **Apply** or **OK**

## ASSIGN AGENTS TO A SUPERVISOR

1. Click the **Assign Agents** tab

2. Select the required Supervisor from the drop down list

3. Click **Search** to view all Supervisors

4. From the *Available Agents* column, select the users to be assigned as agents click **Add>**. To assign all users at once, click **Add All>>**
   To select several users in sequential order, click on the first user required, hold down the SHIFT key on the keyboard and click on the last user required. To select several items, not in a particular order, click on users while holding down the CTRL key on the keyboard.

5. To save your changes Click **Apply** or **OK**

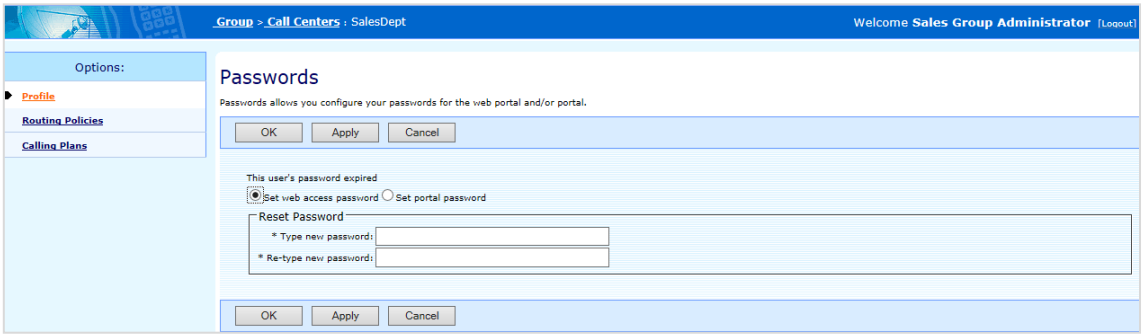
## PASSWORD

The Customer Group Administrator using the *Call Centers/Password* page can configure or change the CommPilot web access or portal password for the Call Centre.

1. On the *Group - Call Center* menu page Click **Call Centers**

2. Select the required call centre to edit

3. Click **Password** menu



## RESET THE WEB ACCESS PASSWORD

1. Ensure the **Set web access password** is selected
2. Type and retype the **Reset Password** text boxes

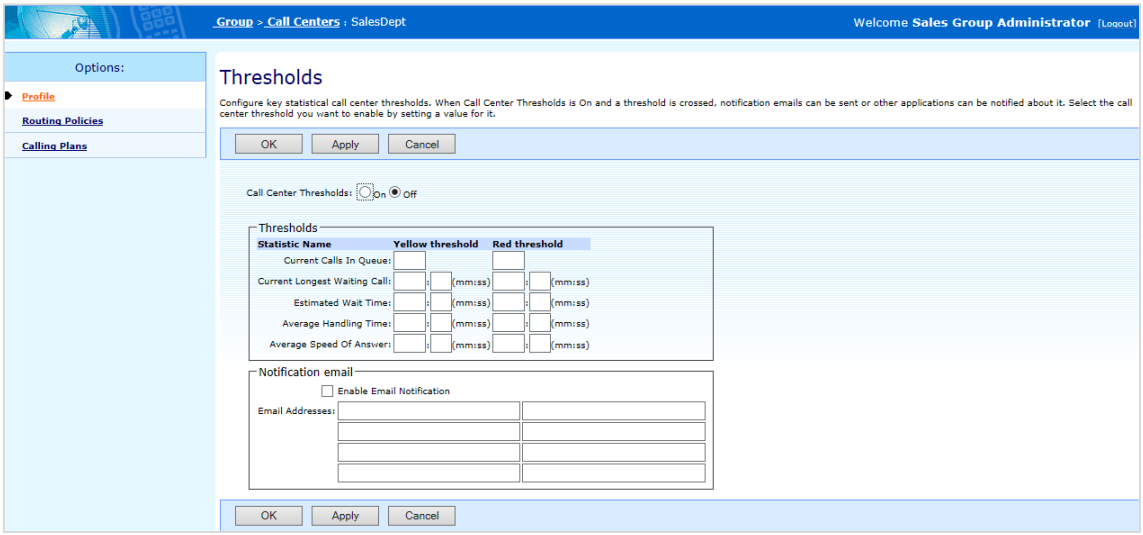
## RESET THE PORTAL PASSWORD

1. Ensure the **Set portal password** is selected
2. Type and retype the **Reset Password** text boxes
3. Click **Apply** or **OK** to save your changes.

# THRESHOLDS

Configure key statistical call centre thresholds. When Call Center Thresholds is On and a threshold is met, notification emails can be sent or other applications can be notified about it. Select the call centre threshold you want to enable by setting a value for it.

You use this page to configure thresholds for key statistical measurement for a selected call centre.




You can configure thresholds for the following measurements:

- **Current Calls in Queue** - The number of calls in the queue
- **Current Longest Waiting Call** - The waiting time of the call that has been in the queue the longest
- **Estimated Wait Time** - The estimated time a caller has to wait in the queue before their call is answered
- **Average Handling Time** - The average time it takes to process a call in the queue
- **Average Speed Of Answer** - The average time a caller spends in the queue before the call is answered by an agent

For each measurement, a yellow (first level) and a red threshold (second level) can be set. When a threshold is met, an alert with the corresponding severity is sent to the subscribed Call Center clients. In addition, an e-mail can be sent to the configured addresses when a threshold is met.

To configure Thresholds:

On the *Group - Call Center* menu page Click **Call Centers**

4. Select the required call centre to **Edit**
5. Select **Thresholds**

6. To enable the thresholds, check **On**; to disable thresholds check **Off**

| THRESHOLDS | DESCRIPTION |
|---|---|
| Current Calls in Queue | This is the number of calls in the queue. Specify number of calls for Yellow threshold (first level) and Red threshold (second level) |
| Current Longest Waiting Call | This is the waiting time of the call that has been in the queue the longest.<br>Specify time in seconds for Yellow threshold (first level) and Red threshold (second level) |
| Estimated Waiting Time | This is the estimated time a caller has to wait in the queue before their call is answered. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level) |
| Average Handling Time | This is the average time it takes to process a call in the queue.<br>Specify time in seconds for Yellow threshold (first level) and Red threshold (second level) |
| Average Speed of Answer | This is the average time a caller spends in the queue before the call is answered by an agent.<br>Specify time in seconds for Yellow threshold (first level) and Red threshold (second level) |

7. Select **Enable Email Notification** if required and enter **Email Addresses** for notifications
8. To save your changes Click **Apply** or **OK**

## ANNOUNCEMENTS

Announcements allow you to customise the Call Centre voice prompts that are played to callers at different times; when their calls are answered (Entrance message) and when calls are put on hold (Periodic comfort message and Music/Video On Hold).

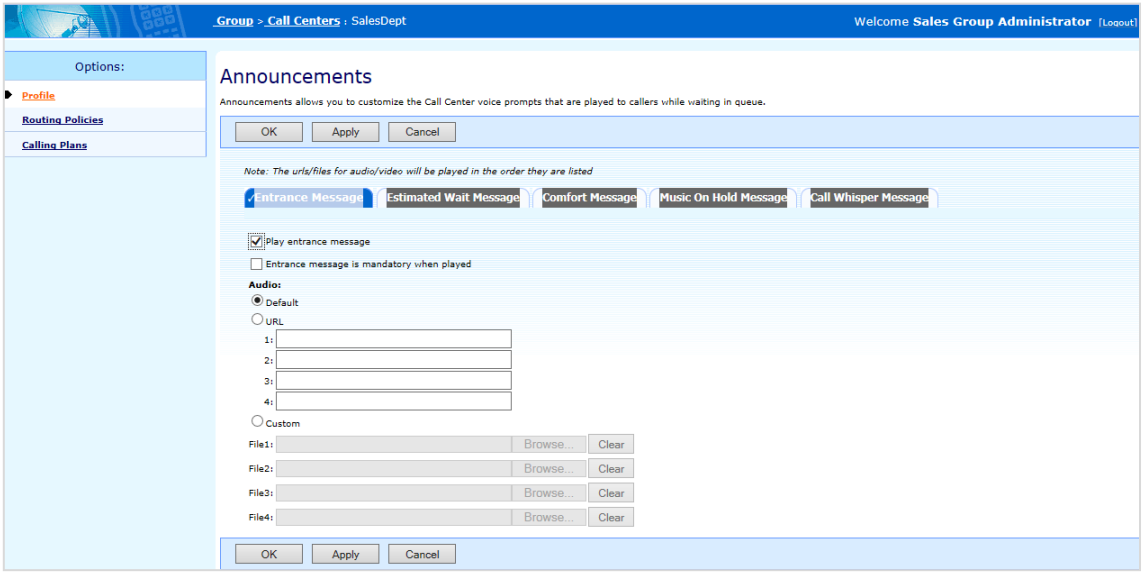
WAV files can be created for announcements however, externally streaming sources (URLs) are not supported.

There is a default Entrance message, Periodic comfort message, Music on Hold and Call Whisper message automatically configured, however, you can change these or customise them as required.

| MESSAGE | SYSTEM ANNOUNCEMENT OR AUDIO SOURCE |
|---|---|
| Entrance message | Your call is very important to us, please wait for the next available agent, or press zero to leave a message. |
| Periodic comfort message | Your call is very important to us; please wait for the next available agent. |
| Music/Video On Hold | Audio source selected for the Music/Video On Hold service. |

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. From the Call Center main screen, click on **Announcements**

   Five tabs are available for configuration; Entrance Message, Estimated Wait Message, Comfort Message, Music on Hold Message and Call Whisper Message.

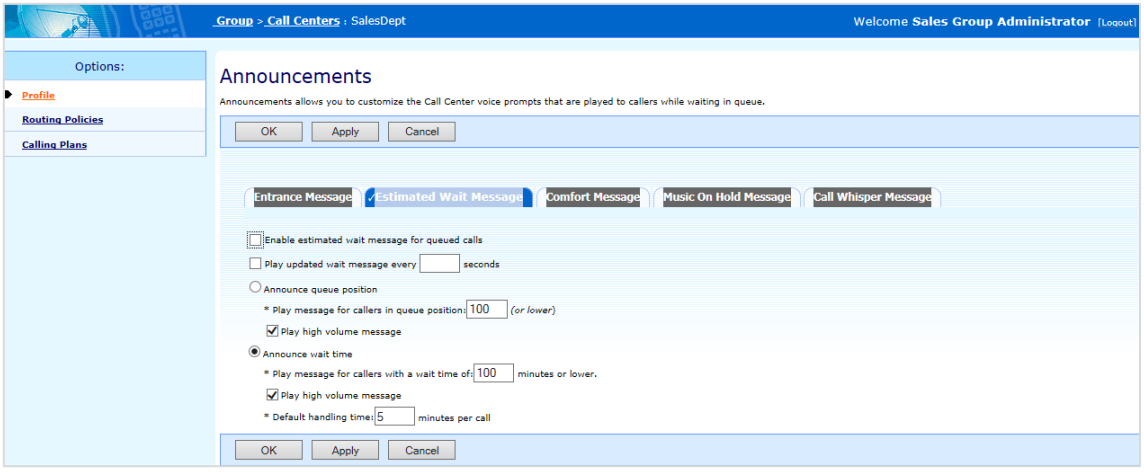



4. Play **Entrance Message** is selected, unselect if you do not want an entrance message to play
5. Select **Entrance message is mandatory when played** if callers are required to hear entire message before being presented to an agent.
6. **Audio Default** is selected (indicating that the default entrance message will be played)

   To select an alternative Entrance message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
7. Click **Custom**
8. Click the **Browse** button
9. Type the path and filename of the .wav file

   OR

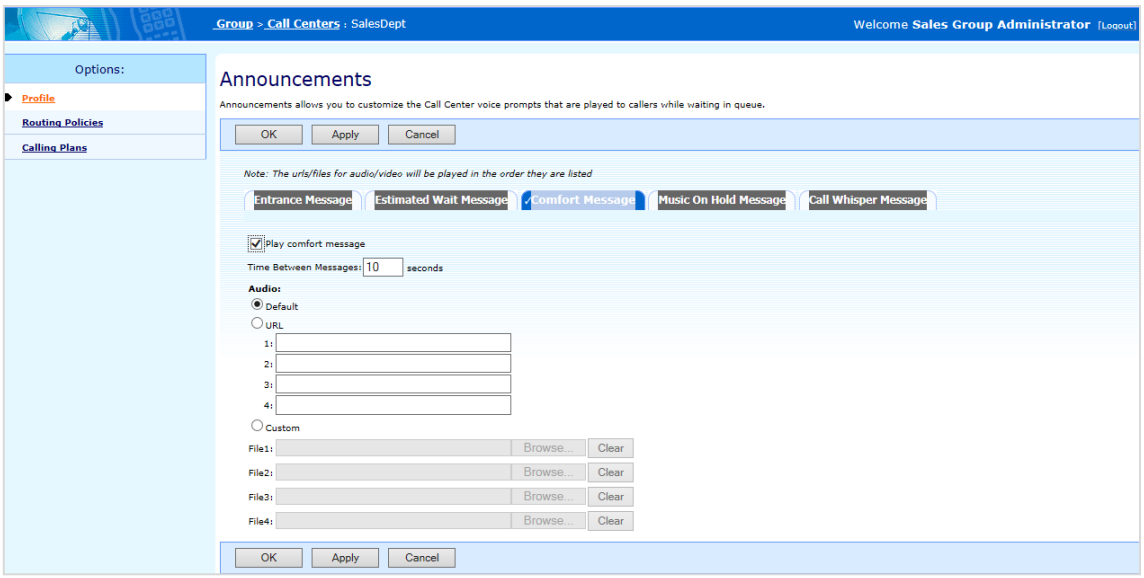
   Navigate to where your recording (.wav file) is saved
10. Select the file
11. Click **Apply** to save your changes
12. Click the **Estimated Wait Message** tab




13. Click **Enable estimated wait message for queued calls**, if you want callers to receive a wait message when they are in the queue
14. Check **Play updated wait message every <x> seconds** and enter the number of seconds in the text box
15. Click **Announce queue position** if you require an announcement to advise callers what position in the queue they are. Either announce queue position or announce wait time can be selected
16. Select the required number for **Play message for callers in queue position xx or lower**
17. Deselect **Play high volume message** if you do not require message to be played
18. Click **Announce wait time** if you require an announcement to advise callers the estimated wait time. This message is only played to each caller once
19. Select the required number for **Play message for callers with a wait time of xx or lower**
20. Deselect Play high volume message if you do not require a message to be played

    OR

    Enter number for **Default handling time in minutes per call**
21. Click **Apply** to save changes
22. Click **Comfort Message** tab



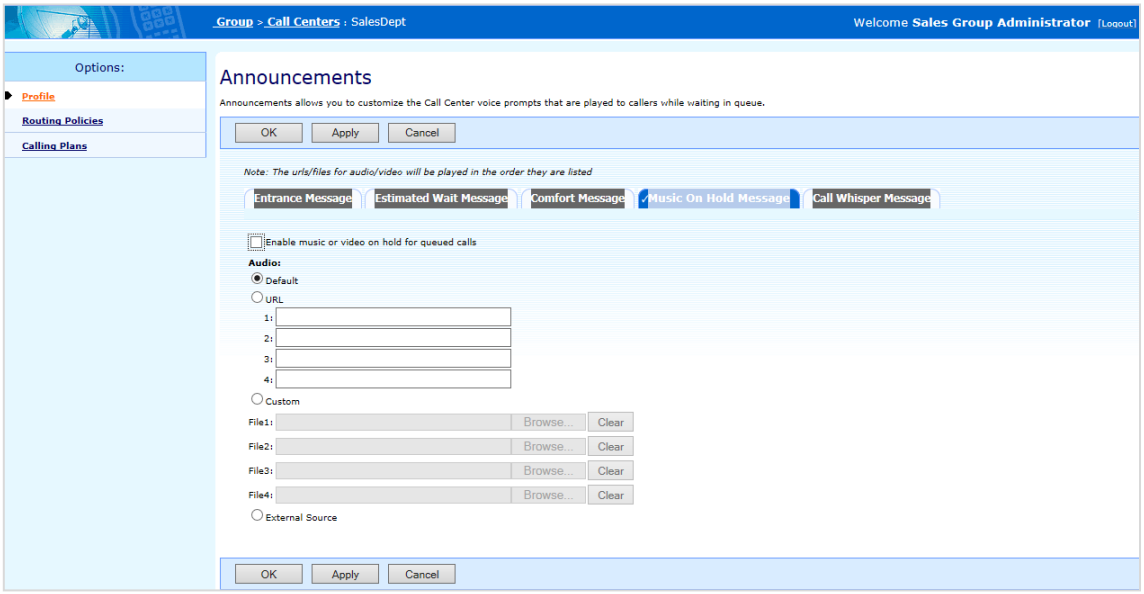

23. Play **Comfort Message** is selected by default, unselect if you do not want a comfort message to play.

24. Enter the **Time between Messages** in seconds
25. **Audio Default** is selected (indicating that the default message will be played)

    To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
26. Click **Custom** field
27. Click the **Browse** button
28. Type the path and filename of the .wav file

    OR

    Navigate to where your recording (.wav file) is saved
29. Select the file
30. Click **Apply** to save your changes
31. Click **Music on Hold Message** tab




32. Select **Enable Music or Video on Hold** for **queued calls**
33. **Audio** Default is selected (indicating that the default message will be played)

    To select an alternative message, ensure the message has been pre-recorded and saved as a *.wav file.* The *.wav file* needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
34. Select **Custom**
35. Click the **Browse** button
36. Type the path and filename of the .wav file

    OR

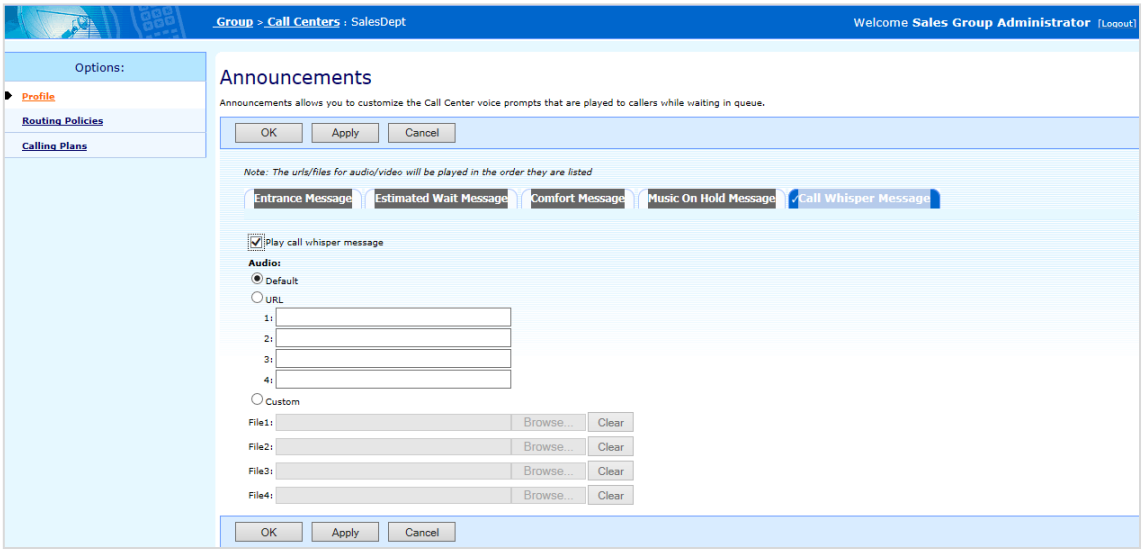
    Navigate to where your recording (.wav file) is saved
37. Select the file

    OR

    Click **External source** and select the Identity /Device Profile
38. Click **Apply** to saves your changes.

39. Click **Call Whisper Message** tab

40. Select **Play Call Whisper message**




41. **Audio** Default is selected (indicating that the default message will be played)

    To select an alternative message, ensure the message has been pre-recorded and saved as a *.wav file.* The *.wav file* needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

42. Select **Custom**

43. Click the **Browse** button

44. Type the path and filename of the .wav file

    OR

    Navigate to where your recording (.wav file) is saved

45. Select the file

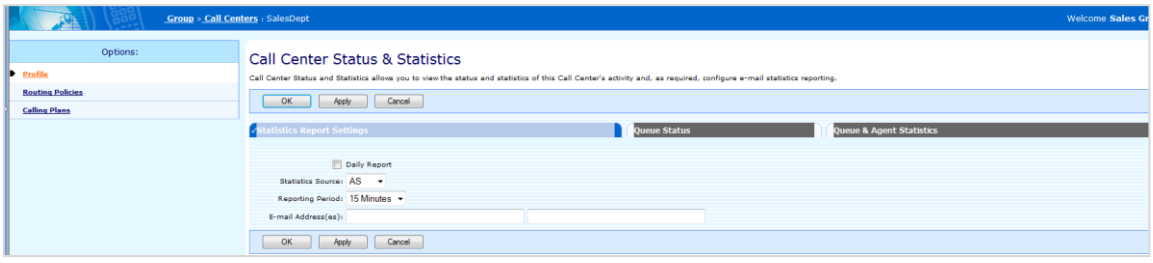
    OR

    Click **External source** and select the Identity /Device Profile

46. To save your changes Click **OK**

## STATUS AND STATISTICS

Call Center Status and Statistics allows you to view the status and statistics of this Call Center's activity and, as required, configure e-mail statistics reporting.




1. On the *Group - Call Center* menu page Click **Call Centers**

2. Select the **Staistics Reporting Settiongs** tab
3. Tick the **Daily Report** box to enable daily eporting
4. From the **Statistics Source** drop-down list, select the statistics source from the following options: **None**, **AS**, or **External**.

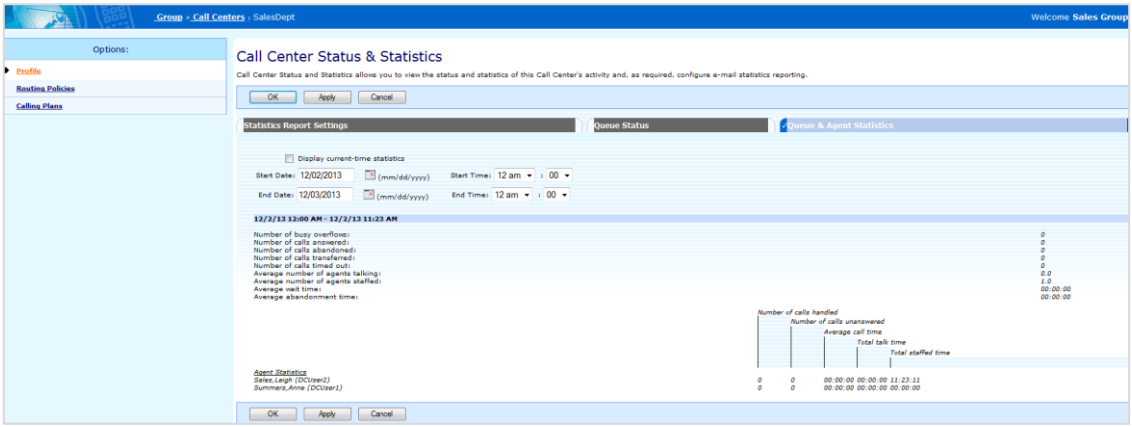
   [ *External* is only available if external reporting is enabled for the call center ].
5. In the **E-mail address** box, select one or more e-mail addresses to send the report to.
6. To save your changes click **OK**

> **Note:** Clicking on a tab other than the current tab also saves your changes.

7. Select **Queue Staus** tab

[ This page allows you to view the status of this Call Center's activity. The page displays the *Number of calls in queue now*, and the *Agents Currently staffed*. To be included in the *Agent currently staffed list*, the agent needs to join the call center and not be in the signed-out state ].

Select **Queue & Agent Statistics** tab
[ Use this tab to request the queue and agent statistics for any given time period within the retention period].




| STEPS | DETAILS |
|---|---|
| Display current-time statistics | Select or de-select **Display current-time statistics** tick box. When Display current-time statistics option is checked, then *End Date* and *End Time* will be hidden. The statistics will be displayed from the start date and time specified to the current time. When **Display current-time statistics** option is not selected, select the period for which you would like to view the queue and agent statistics. |
| Select period for which you would like to see the queue and agent statistics | For the **Start Date**, click on the *Calendar* icon to select the start date. In the **Start Time** drop-down list, select a start time, including the minutes from the second drop-down list.<br><br>For the **End Date**, click on the *Calendar* icon to select the start date. In the **End Time** drop-down list, select a start time, including the minutes from the second drop-down list. |

8. To display the statistics click **Apply**

The following table describes the queue statistics:

| STATISTIC | DESCRIPTION |
|---|---|
| Number of busy overflows | This is the number of calls that came in after the queue limit was xceded. Such calls are liely forwarded to voicemail. |
| Number of calls unanswered | This is the total number of calls answered handled by an agent. drop-down list. |
| Number of calls abandoned | This is the total number of calls for which the caller has hung up or has left a message before an agent became available. |
| Number of calls transferred | This is the total number of calls that are transferred out of the Call Center queue. Typically, a call is transferred from a given Call Center queue to another Call Center queue using a client application (for example, using the BroadWorks Supervisor client). |
| Number of calls timed out | This is the total number of calls that remain unanswered and that are forwarded out of the Call Center queue upon timeout. |
| Average wait time | This is the average amount of time that callers spend waiting for the next available agent to answer the call |
| Average number of agents staffed | This is the average number of agents staffed during the period for this Call Center instance.<br><br>An agent who has joined the Call Center campaign and who is not in the sign-out state is considered as staffed. |
| Average number of agents talking | This is the average number of agents who were in the talking state during the period for this Call Center instance. |

The following table describes the statistics for individual agents:

| STATISTIC | DESCRIPTION |
|---|---|
| Number of calls handled | This is the total number fo calls the agent has handled.<br>The statistic accounts for all Call Centre calls that are released by the agent during the specified period. |
| Average call time | This is the average time that an agent spends on calls from the Call Center instance. This statistic accounts for all Call Center calls that are released or transferred by the agent during the specified period.<br>If the agent transfers a call (for example, to another queue), then the call time only accounts for the time spent on the call by the agent prior to the call transfer. In previous releases, the call time after the call transfer would be allocated to both the redirecting agent and the agent answering the call from the other queue. This behavior is changed upon upgrade. |
| Number of calls | This is the total number of calls extended to the agent that are not answered (for any |

| | |
|---|---|
| unanswered | reason other than because the agent is busy.<br>Notice that for a single call to a Call Center instance, an agent may be rung multiple times as the call can be placed in the queue and presented to the agent again.<br>Therefore, this statistic may increment more than once for a given call to the Call Center instance. |
| Total talk time | The amount of time that the agent was busy handling calls for this Call Center instance. |
| Total staffed time | The amount of time that the agent has joined the Call Center instance and was not in the sign-out state. |

9. Select **OK**

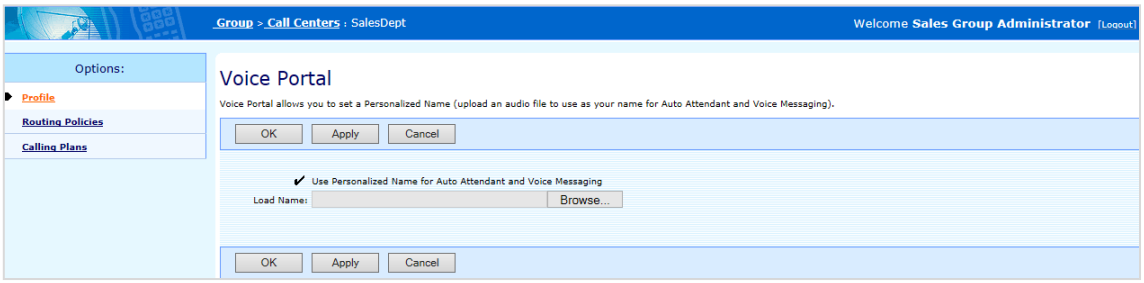
## VOICE PORTAL

Use the Call Centre - Voice portal page to set a Personalised Name (upload a .wav file for the Auto Attendant and Voice Messaging). The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Click on **Voice Portal** menu
4. Click the **Browse** button
5. Type the path and filename of the .wav file

   OR

   Navigate to where your recording (.wav file) is saved



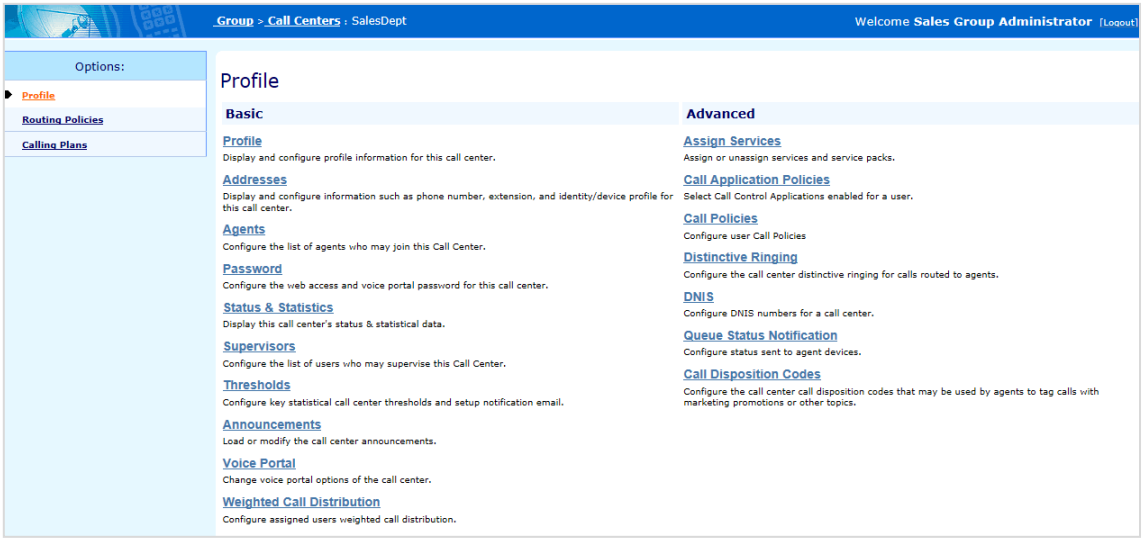

6. Select the file
7. Click **OK**

## CONFIGURE WEIGHTED CALL DISTRIBUTION

(This option only appears if the Weighted Call Distribution Policy was selected when creating or modifying a Call Centre)

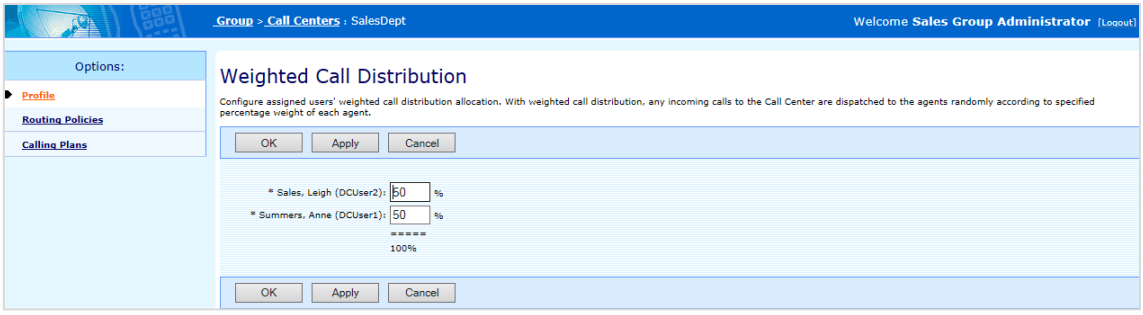
When provisioning the call centre, if the Weighted Distribution policy was selected, you can assign a percentage value to each agent in the call centre. When a new call comes in, the system is more or less likely to assign that

call to a given agent according to the values you set on this page.  Agents already occupied with a call are not included in the random determination.




Use the Call Centre/Profile/Weighted Call Distribution page to configure the call distribution policy within your call centre.

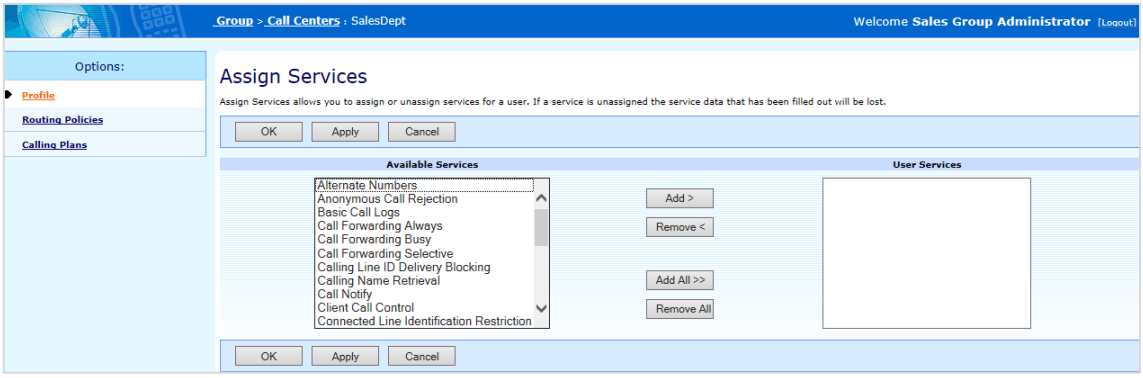
1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. From the Call Center main screen click on **Weighted Call Distribution** menu
   This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Call Centre




4. Assign a percentage value for each agent in your call centre using the input boxes provided.  The values must add up to exactly 100
5. Click **Apply** or **OK** to save your changes.

## ASSIGNING SERVICES TO A CALL CENTRE

If specific other services such as Call Forward Selective or Call Forward Busy are required they need to be assigned. To assign services:




1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Click **Assign Services**
4. Select the required services from the Available Services column
5. Click **Add>**
6. To save your changes Click **OK**

# CHAPTER 9
# DNIS (DIALLED NUMBER IDENTIFICATION SERVICE)

A Premium Call Centre allows you to configure DNIS numbers. There can be up to 63 DNIS's, or additional numbers plus the original queue number for each Call Centre. These numbers are taken from the inventory of phone numbers assigned to the enterprise. Some DNIS attributes are configurable at the queue level while some are configurable according to the DNIS.

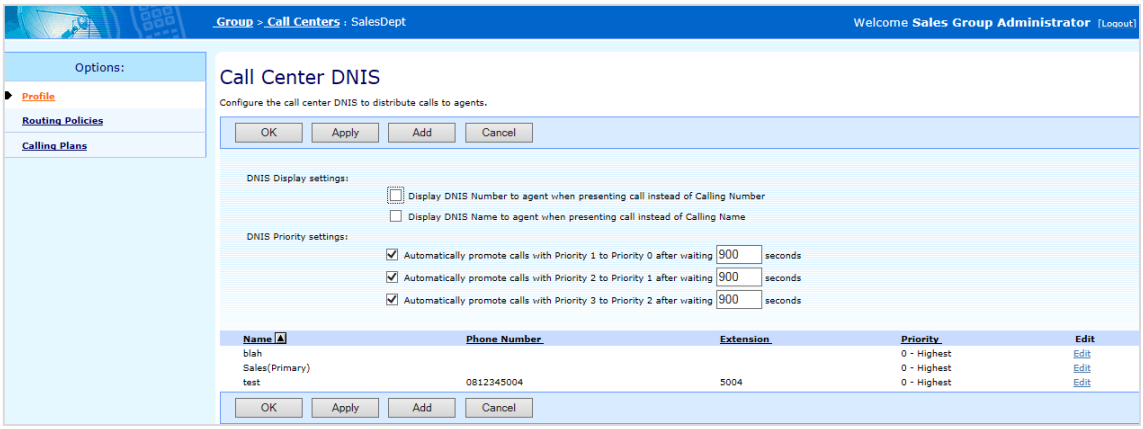
From the DNIS menu a Customer Administrator can configure DNIS Display and Priority settings. Different announcements for each DNIS number can be configured as per the main Call Centre number.

The Call Centre DNIS enables queues to be associated with multiple dialled numbers. DNIS allows a single queue to be used to distribute calls to agents and also to prioritise these calls so that more important calls are distributed first. DNIS also allows calls to be tagged so that an agent knows what number the customer called. This allows a single queue to support multiple companies without the caller knowing that they have been combined into a larger group.

The priority is attached to an incoming call based on the DNIS number on which it is received and to a wait time if the call is transferred from another call centre. The calls are distributed to the agents staffing the queue based on this priority with calls of the highest priority being exhausted before calls in the next priority group. TIPT provides the ability to promote calls from a lower priority to a higher priority if the calls have been waiting long enough. The supervisor can also promote calls using the Supervisor client. This prevents the lower priority calls from being stranded in the queue during periods of high traffic.

All the treatments available to a queue can be customised based on the DNIS number. This provides more differentiation for the caller and also provides the agent with additional information such as whispering the DNIS on which the call was received.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Click **DNIS**



## DNIS DISPLAY SETTINGS

DNIS Name or Number display settings can be selected, depending on whether the DNIS Name or Number is required to be displayed to the Agent when a call is presented.

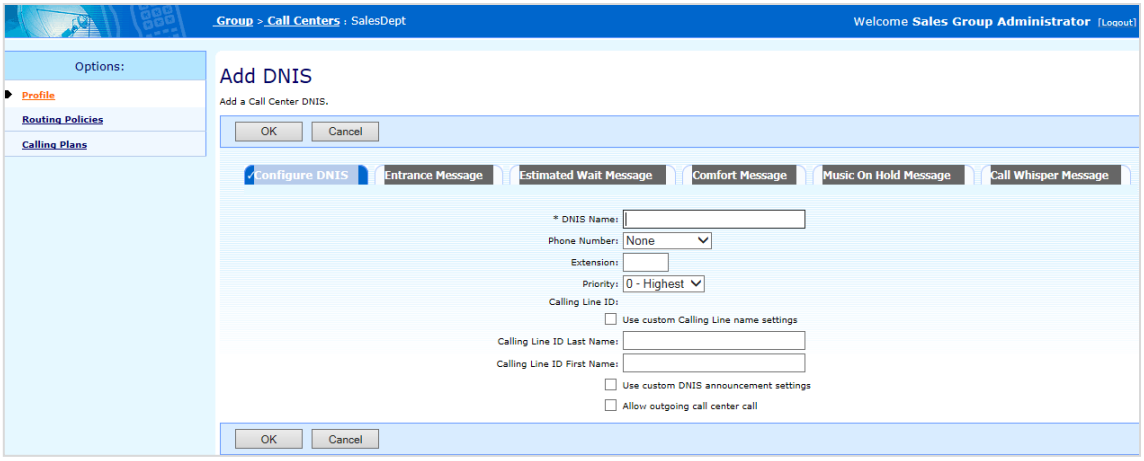
1. Select **Display DNIS Number to agent when presenting call instead of Calling Number** if required
2. Select **Display DNIS Name to agent when presenting call instead of Calling Name** if required

## DNIS PRIORITY SETTINGS

DNIS Priority settings can be set for calls where 0 is the highest priority and 3 is the lowerst priority .

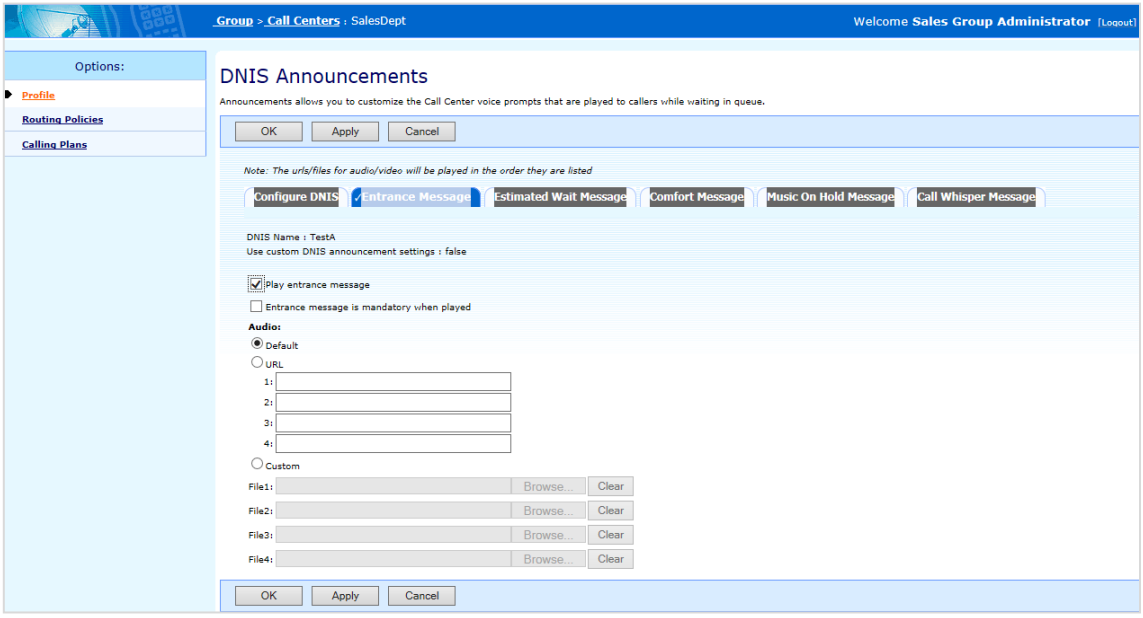
1. Enter time in seconds for **Automatically promote calls with Priority 1 to Priority 0 after waiting xxx seconds**
2. Enter time in seconds for **Automatically promote calls with Priority 2 to Priority 1 after waiting xxx seconds**
3. Enter time in seconds for **Automatically promote calls with Priority 3 to Priority 2 after waiting xxx seconds**

## CONFIGURING A DNIS NUMBER AND ANNOUNCEMENTS



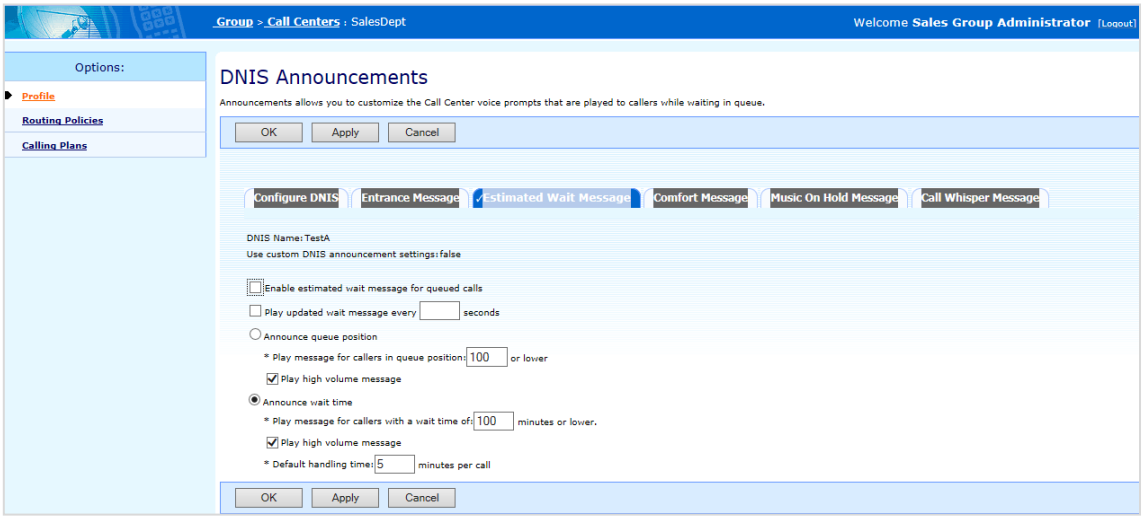

1. Click **Add**
2. Enter the **DNIS Name**
3. Click the drop down arrow and select a **Phone Number**
4. Click the drop down arrow and select a **Priority**
   *0-Highest*
   *1-High*
   *2-Medium*
   *3-Low*
5. Enter the **Calling Name ID Last Name**
6. Enter the **Calling Name ID First Name**
7. Select **Use custom Calling Line name settings** if required
8. Select **Use custom DNIS announcement settings** if required
9. Select **Allow outgoing call centre call** if required

10. Click **Entrance Message** tab



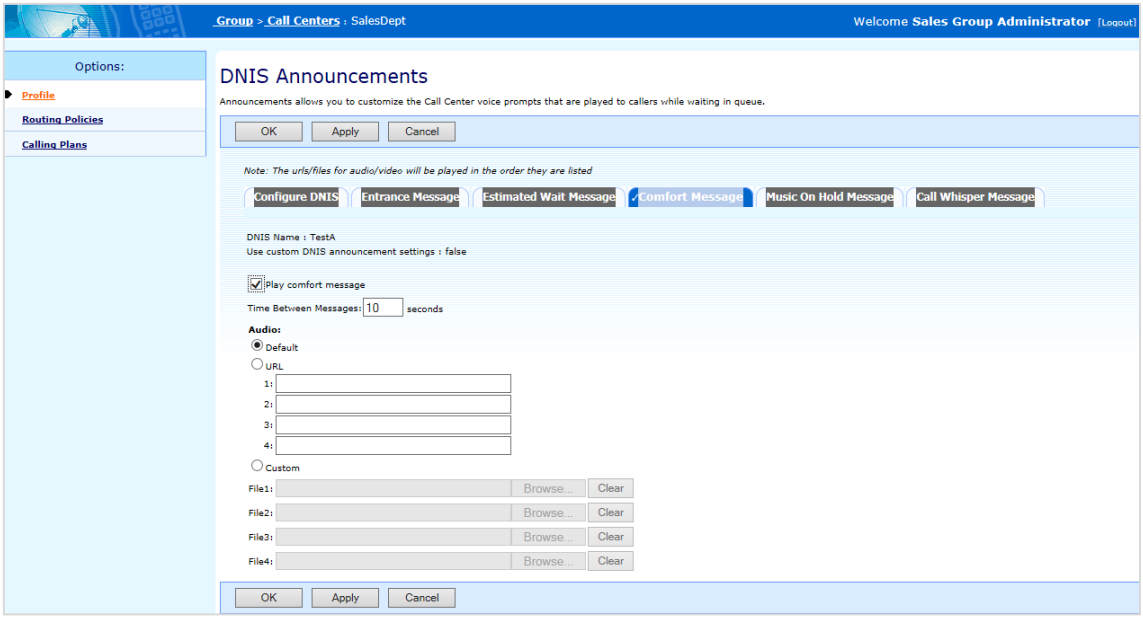

11. Specify **Entrance Message options** (refer to the Announcement section for instructions)

12. Click **Estimated Wait Message** tab

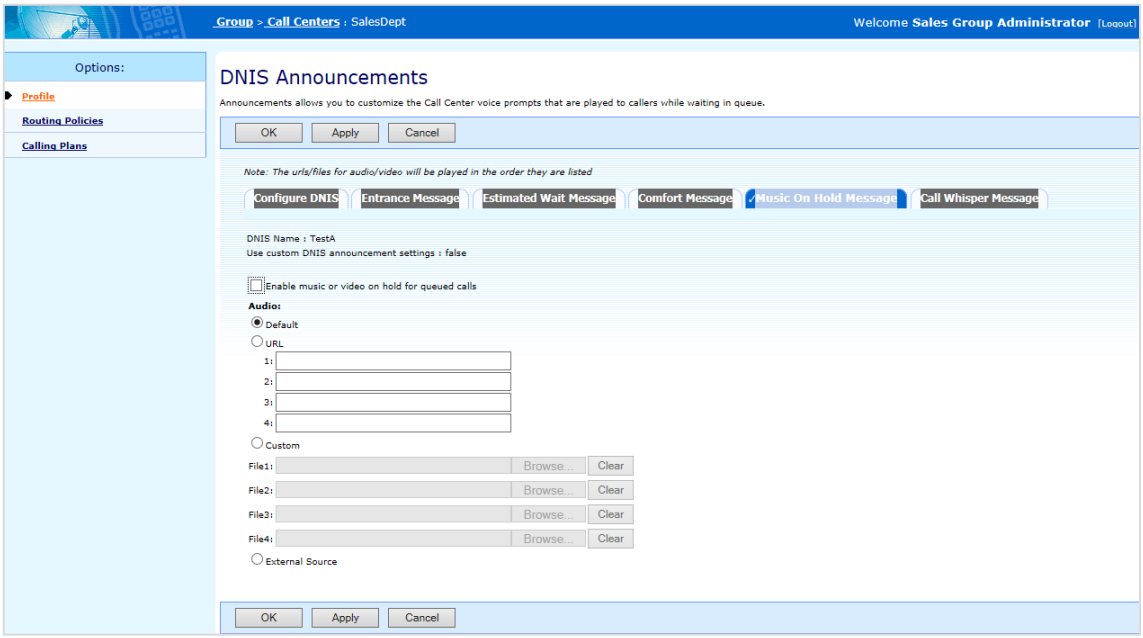



13. Specify **Estimated Wait Message** options (refer to the Announcement section for instructions)

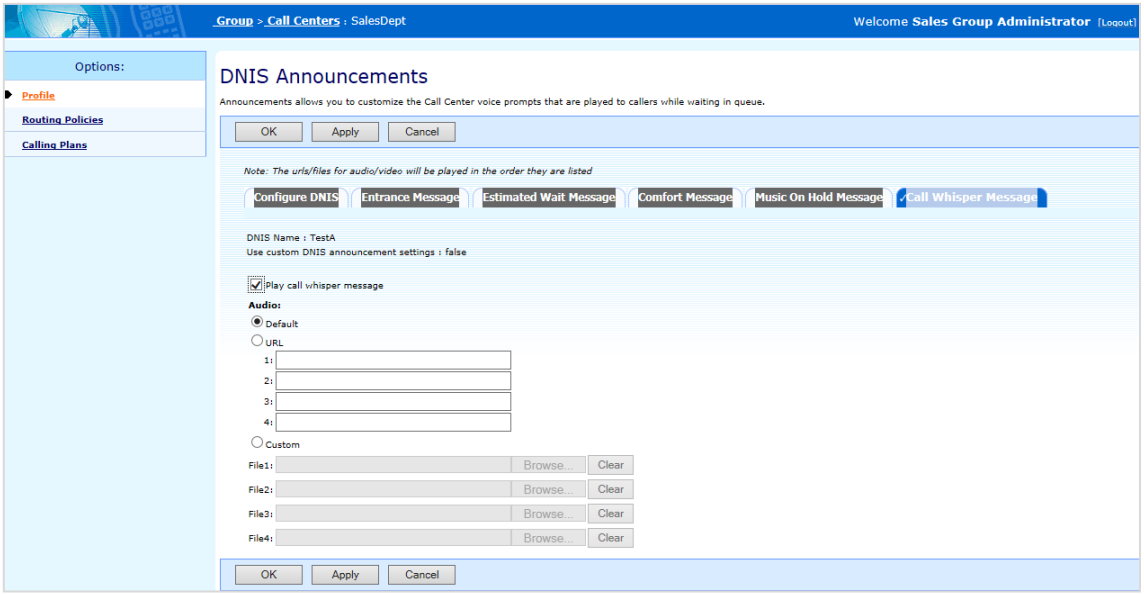
14. Click **Comfort Message** tab




15. Specify **Comfort Message** options (refer to the Announcement section for instructions)
16. Click **Music on Hold Message** tab




17. Specify **Music on Hold Message** options (refer to the Announcement section for instructions)
18. Click **Call Whisper Message** tab




19. Specify **Call Whisper Message** options (refer to the Announcement section for instructions)

    It is recommended that a Whisper message, e.g the name of the queue is recorded and uploaded so Agents receive a message advising them of the queue the call is being delivered from

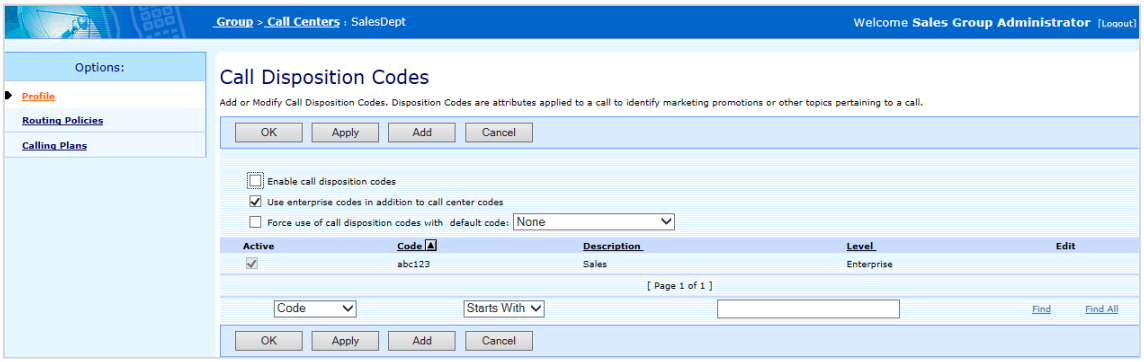
20. Click **OK** to save changes

21. Click **OK**

# CHAPTER 10
# CALL DISPOSITION CODES

Call Disposition codes are codes applied to a call (either during a call or at the end of a call when the agent is in wrap-up) to identify marketing promotions or other topics pertaining to the call.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Click **Call Disposition Codes**




4. Select **Enable Call Disposition Codes** (if required)
5. Select **Use enterprise codes in addition to call centre codes** (if required)
6. If required select **Force use of call disposition codes with Default Code**, click the drop down arrow and select the code to use
7. Click **Apply** to save changes

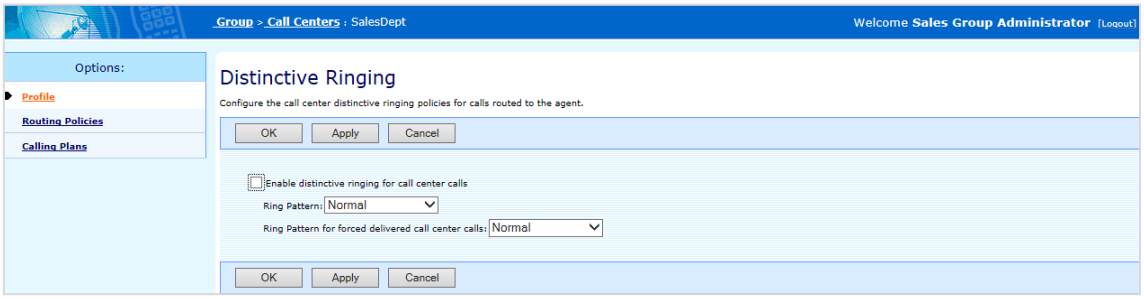
## ADD CALL DISPOSITION CODES

1. Click **Add**
2. Select **Active**
3. Enter a code number
4. Enter a **description** for the code
5. Click **OK**
6. Click **OK** to save changes

# CHAPTER 11
# DISTINCTIVE RINGING

The Distinctive ringing feature allows you to choose from 4 different ringing styles to choose to distinguish which call centre is receiving a call.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Click **Distinctive Ringing**




4. Select **Enable distinctive ringing for call centre calls**
5. Click the **Ring Pattern** drop down arrow and select the required option. Options available are: Normal; Long-Long; Short-Short-Long; Short-Long-Short.
6. Click the **Ring Pattern for forced delivered call center calls** drop down arrow and select the required option. Options available are: Normal; Long-Long; Short-Short-Long; Short-Long-Short.

# CHAPTER 12
# ROUTING POLICIES

From the Routing Policies menu a CEA/CGA can configure, Forced Forwarding, Holiday Service, Night Service, Bounced Calls, Comfort Message Bypass, Overflow calls and Stranded calls

*Forced Forwarding* allows an administrator to configure the call centre to temporarily divert new incoming calls to another number

*Holiday Service* allows the administrator to configure the call centre to route calls during holidays

*Night Service* allows the administrator to configure the call centre to route calls differently during hours when the queue is not in service

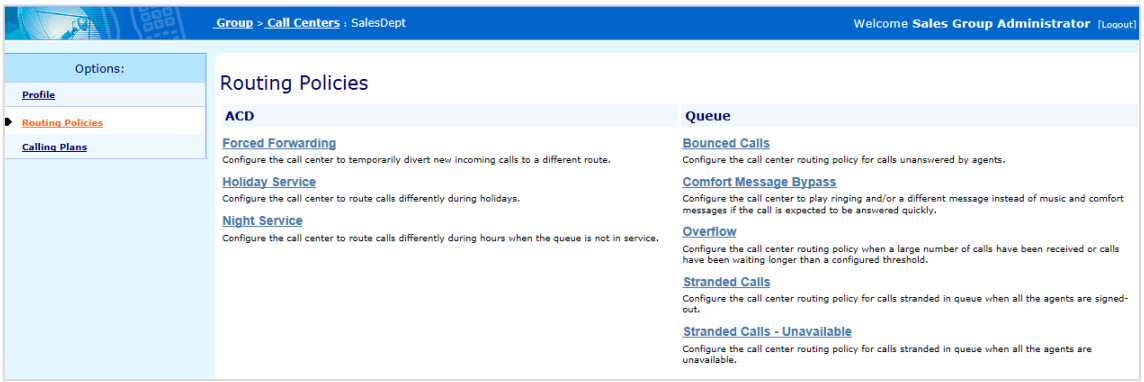
*Bounced calls* allow a CGA to configure how calls unanswered by Agents are handled.

*Comfort Message Bypass* allows the administrator to configure the call centre to play ringing and/or a different message instead of music or comfort message if the call is expected to be answered quickly.

The *Overflow* feature enables a CGA to configure the routing policy when a large number of calls have been received or call have been waiting longer than a configure threshold.

*Stranded calls* are calls stranded in the queue when all agents are signed out.

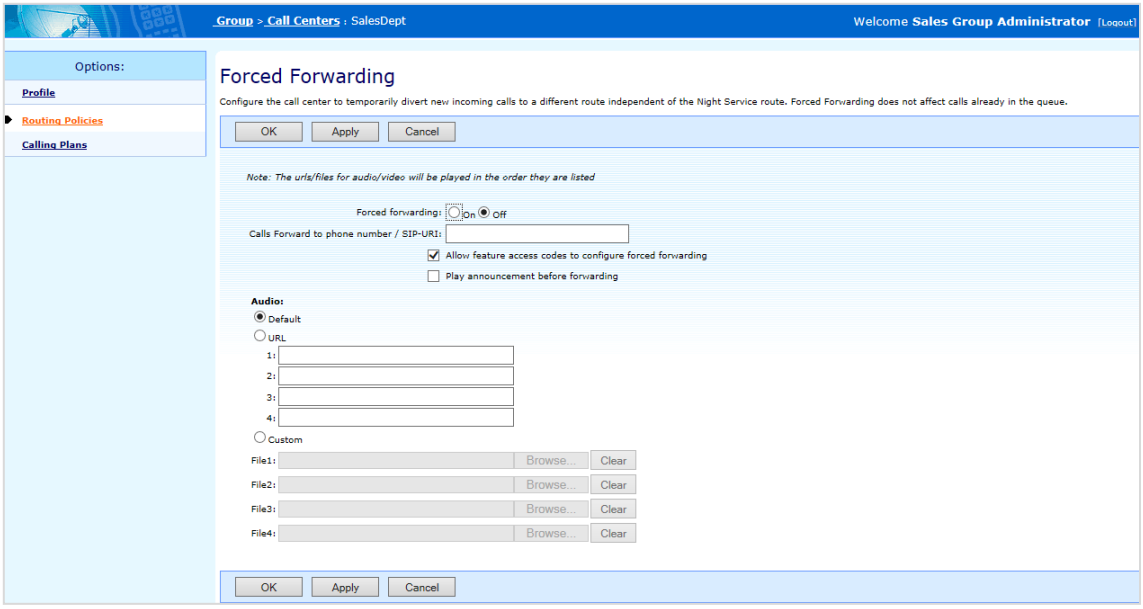
*Stranded Call – Unavailable* allows you to handle calls stranded in queue when all agents are unavailable.




1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the *Options* menu

## SETTING FORCED FORWARDING

1. Select **Routing Policies** from the Options menu
2. Click **Forced Forwarding**




3. Select **On**
4. Enter a number into the **Calls Forward to phone number/SIP-URI:** field
5. Select **Allow Feature Access Codes to configure Forced Forwarding,** if required
6. Select **Play announcement before forwarding,** if required
7. **Audio Default** is selected (indicating that the default message will be played)

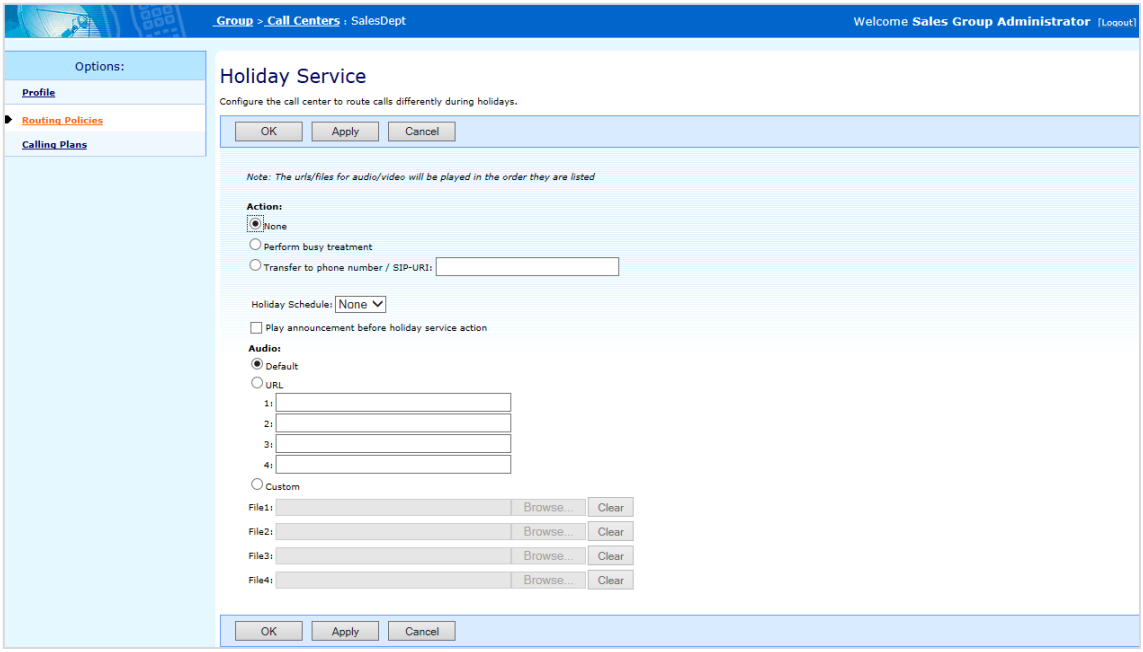
   To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
8. Click **Custom** field
9. Click the **Browse** button
10. Type the path and filename of the .wav file

    OR

    Navigate to where your recording (.wav file) is saved
11. Select the file
12. To save your changes, click **OK**

## SETTING HOLIDAY SERVICE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the Options menu
4. Click **Holiday Service**




5. Select the required Action:
   - None
   - Perform busy treatment
   - Transfer to phone number/Sip-URI: enter the number
6. Select **Holiday Schedule**
7. Select **Play announcement before holiday service action** if required
8. **Audio Default** is selected (indicating that the default message will be played)

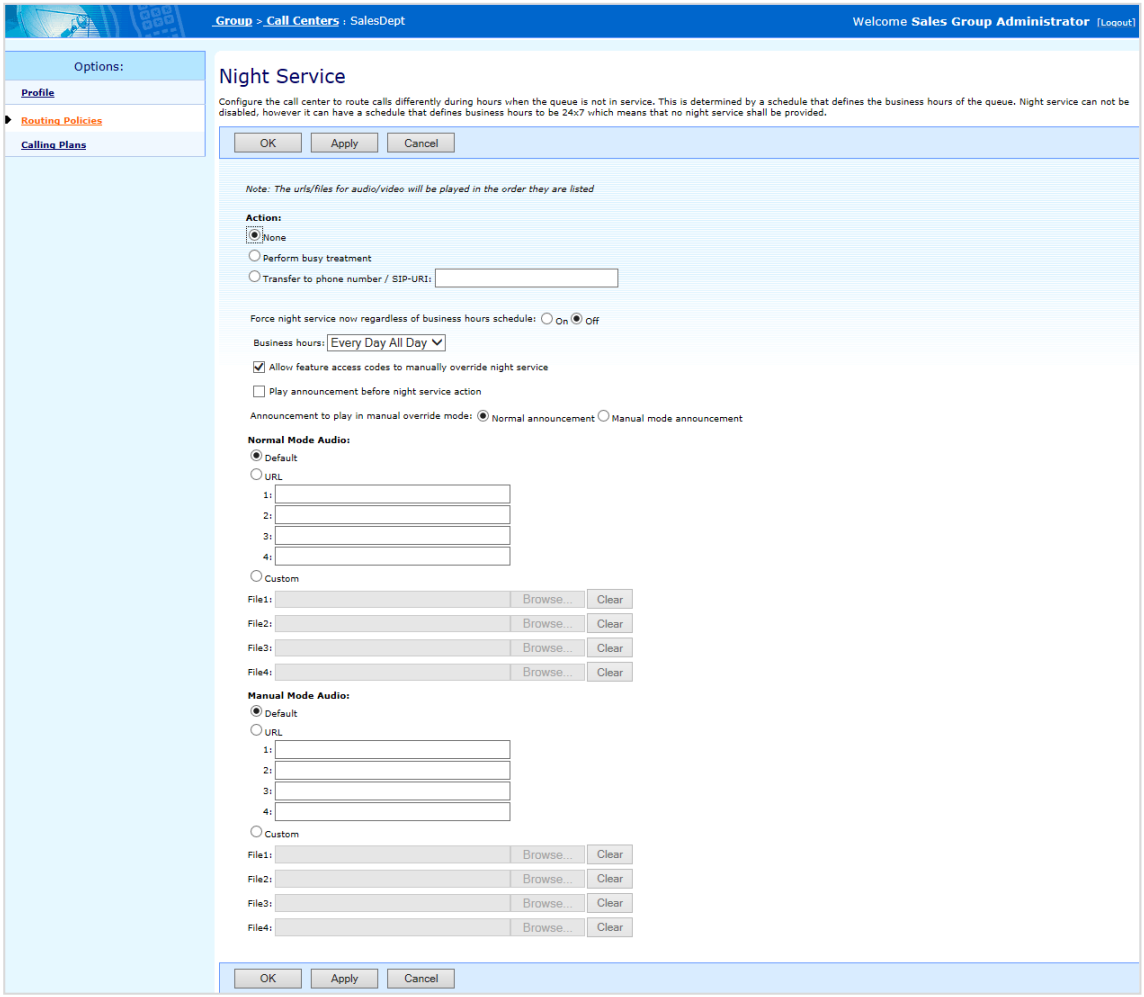
   To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
9. Click **Custom** field
10. Click the **Browse** button
11. Type the path and filename of the .wav file

    OR

    Navigate to where your recording (.wav file) is saved
12. Select the file
13. To save your changes Click OK

## SETTING NIGHT SERVICE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the Options menu
4. Click **Night Service**




5. Select the required **Action:**
   - None
   - Perform busy treatment
   - Transfer to phone number/Sip-URI: enter the number
6. Select **Force night service now regardless of business hours schedule**
7. Select **Business hours** from the drop down list
8. Select **Allow feature access codes to manually override night service** if required
9. Select **Play announcement before night service action** if required
10. Select either **Normal announcement** or **Manual mode announcement**
11. **Audio Default** is selected (indicating that the default message will be played)

    To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
12. Click **Custom** field
13. Click the **Browse** button
14. Type the path and filename of the .wav file

    OR

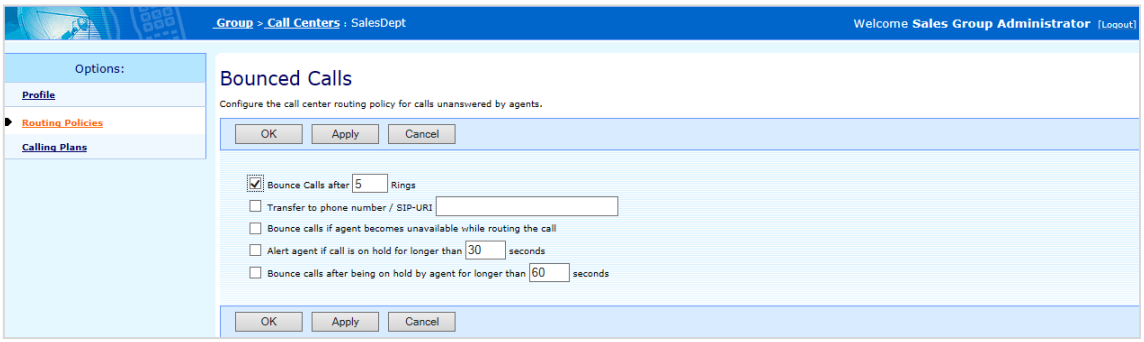
Navigate to where your recording (.wav file) is saved

15. Select the file
16. To save your changes, click **OK**

## SETTING BOUNCED CALLS

Bounced calls are calls that are unanswered by an agent and are then routed to the next available agent. To configure the Bounced Call settings;

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the *Options* menu
4. Select **Bounced Calls**

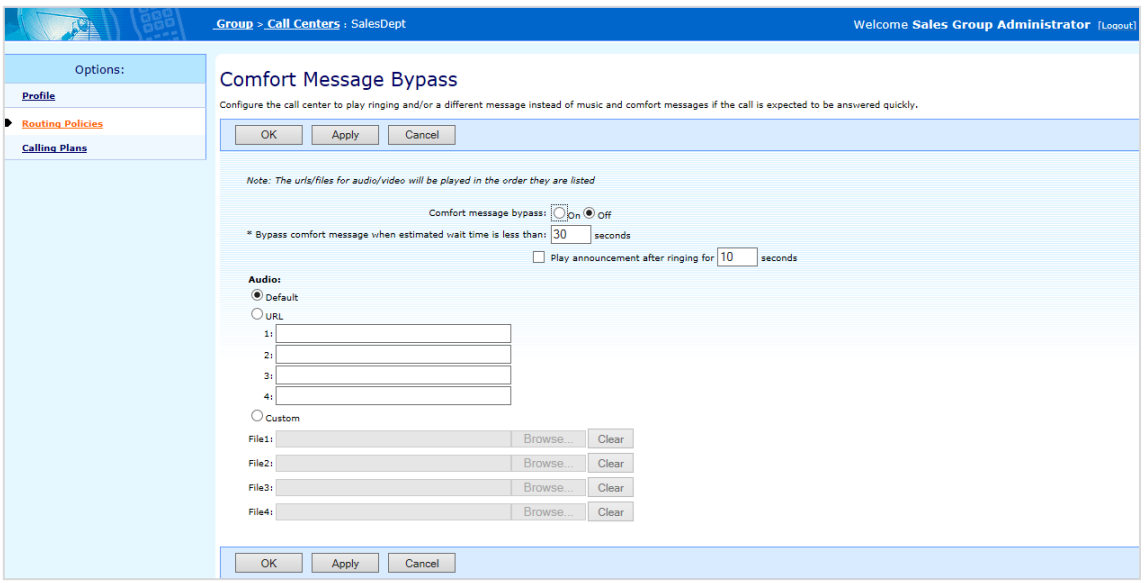



5. Enter the number of rings to **Bounce Calls after**. Check the box to enable
6. Check the box to enable call to **Transfer to phone number / SIP-URI**: and enter phone number, if required
7. Check the box to enable **Bounce calls if agent becomes unavailable while routing the call** if required
8. Enter the time for **Alert agent if call is on hold for longer than xx seconds** and check the box to enable, if required
9. Check the box to enable **Bounce calls after being on hold by agent for longer than xx seconds** and enter the required seconds, if required
10. To save your changes Click OK

## SETTING COMFORT MESSAGE BYPASS

Comfort Message Bypass enables you to configure the call center to play ringing and/or a different message instead of music and comfort messages if the call is expected to be answered quickly

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the Options menu
4. Select **Comfort Message Bypass**




5. Select the **On** radio button to turn Comfort Message Bypass message on
6. Enter **Bypass comfort message when estimated wait time is less than xx seconds**
7. Select **Play announcement after ringing for xx seconds** if required
8. **Audio Default** is selected (indicating that the default message will be played)

   To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
9. Click **Custom** field
10. Click the **Browse** button
11. Type the path and filename of the .wav file

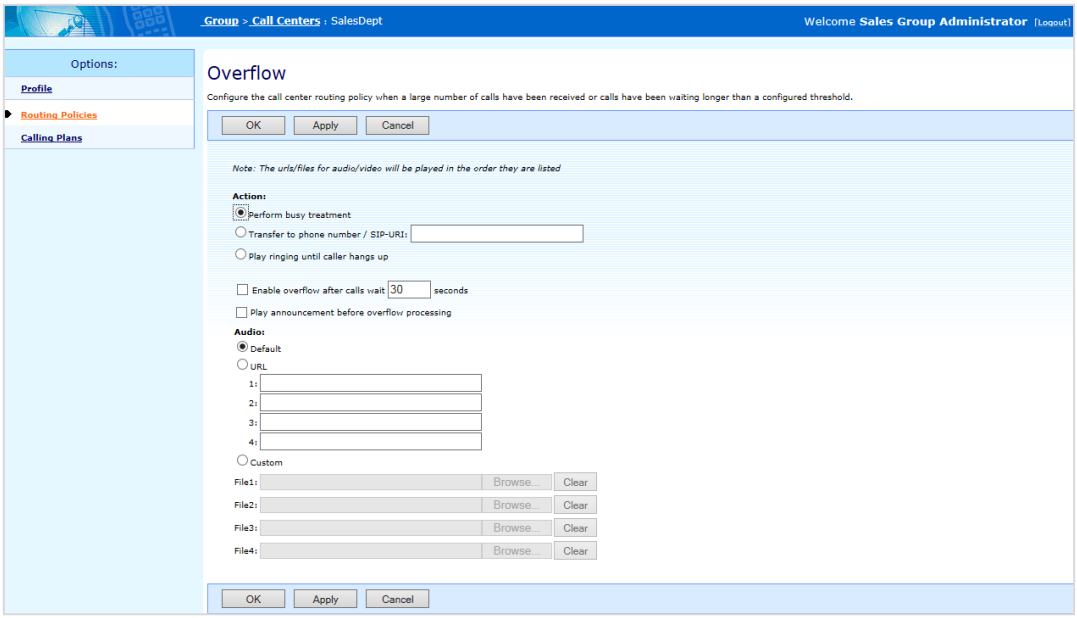
    OR

    Navigate to where your recording (.wav file) is saved
12. Select the file
13. To save your changes click **OK**

# SETTING OVERFLOW

Setting Overflow options enables you to configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the Options menu
4. Select **Overflow**




5. From the *Action* area select one of the options:
   - **Perform busy treatment** (the caller will get the same treatment as if the caller was busy)
   - Transfer to a phone number/URI
   - Play ringing until caller hangs up
6. Select **Enable overflow after calls wait xx seconds** to specify how long calls wait before being overflowed, if required
7. Select **Play announcement before overflow processing** if you require an announcement to be played to the caller before overflowing the call, if required
8. **Audio Default** is selected (indicating that the default message will be played)

   To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
9. Click **Custom** field
10. Click the **Browse** button
11. Type the path and filename of the .wav file

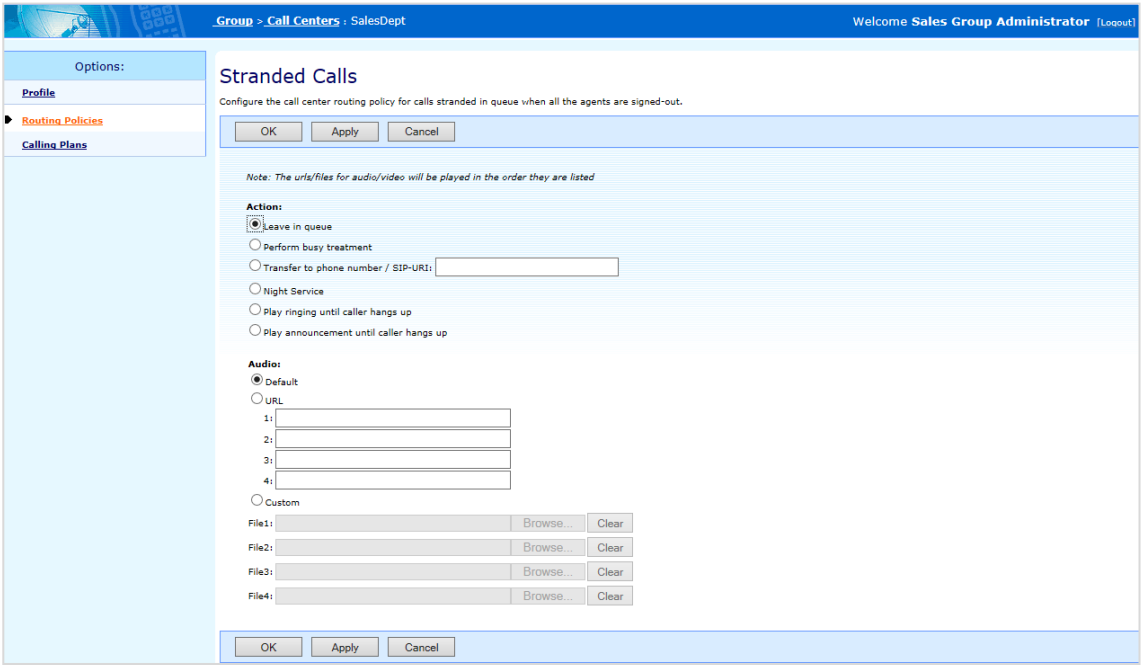
    OR

    Navigate to where your recording (.wav file) is saved
12. Select the file
13. To save your changes click **OK**

## SETTING STRANDED CALLS

Stranded calls are calls left in the queue when all the agents are signed-out.

1. On the *Group - Call Center* menu page click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the *Options* menu
4. Select **Stranded Calls**
5. Select the treatment you want callers stranded in the queue when an agent is signed out to receive




6. From the Action area, select either:
   - Leave in queue (default setting)
   - Perform busy treatment
   - Transfer to phone number/SIP-URI
   - Night Service
   - Play ringing until caller hangs up
   - Play announcement until caller hangs up
7. **Audio Default** is selected (indicating that the default message will be played)

   To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
8. Click **Custom** field
9. Click the **Browse** button
10. Type the path and filename of the .wav file

    OR

    Navigate to where your recording (.wav file) is saved
11. Select the file

12. To save your changes click **OK**

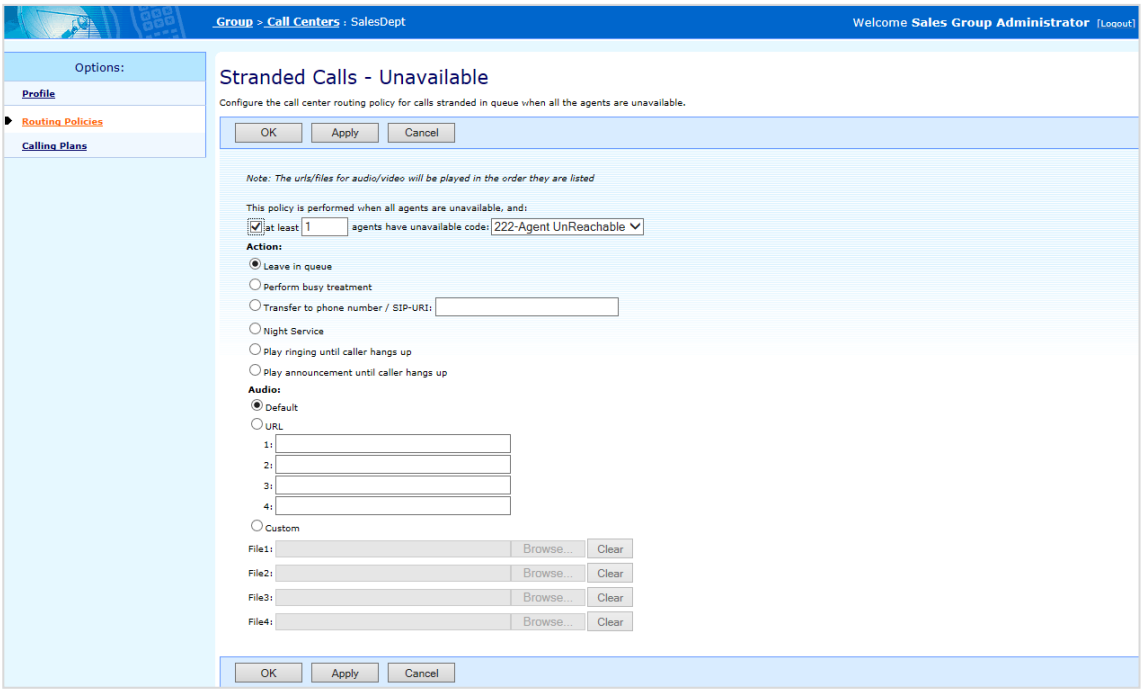
## CONFIGURE STRANDARD CALLS – UNAVAILABLE

Stranded calls - Unavailable are calls left in the queue when all the agents are unavailable.

1. On the *Group - Call Center* menu page click **Call Centers**
2. Select the required call centre to edit
3. Select **Routing Policies** from the *Options* menu
4. Select **Stranded Calls - Unavailable**
5. To apply the policy when all agents are unavailable and at least a configured number of agents have set their unavailable code to a configured code, check the box below the following text "**This policy is performed when all agents are unavailable**, and:" and enter the number of agents and the unavailable code

   To apply the policy when all agents are unavailable, without imposing additional conditions, deselect the box

**Note**: The box is disabled when the Agent Unavailable Codes functionality is deactivated.




6. From the **Action** area, select either:
   - Leave in queue (default setting)
   - Perform busy treatment
   - Transfer to phone number/SIP-URI
   - Night Service
   - Play ringing until caller hangs up
   - Play announcement until caller hangs up

7. **Audio Default** is selected (indicating that the default message will be played)

   To select an alternative message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

8. Click **Custom** field
9. Click the **Browse** button
10. Type the path and filename of the .wav file

    OR

    Navigate to where your recording (.wav file) is saved

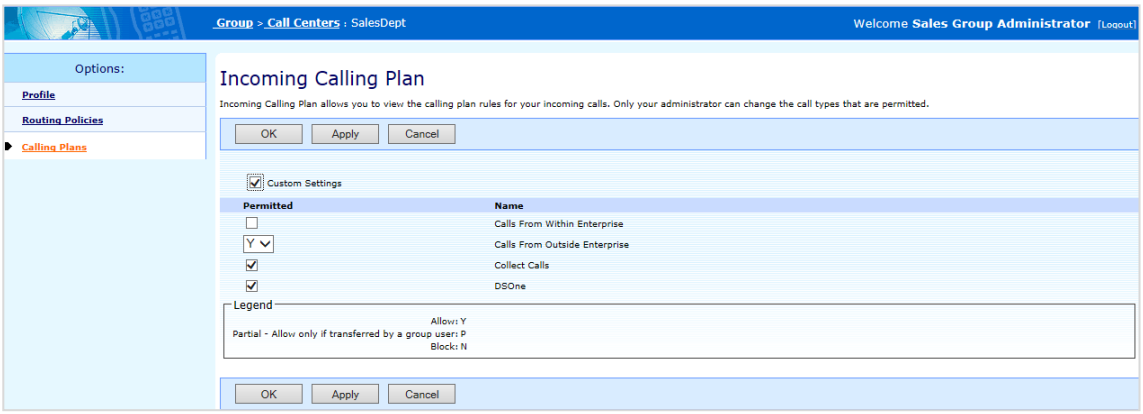
11. Select the file
12. To save your changes click **OK**

# CHAPTER 13
# CALLING PLANS

## CONFIGURE INCOMING CALLING PLAN

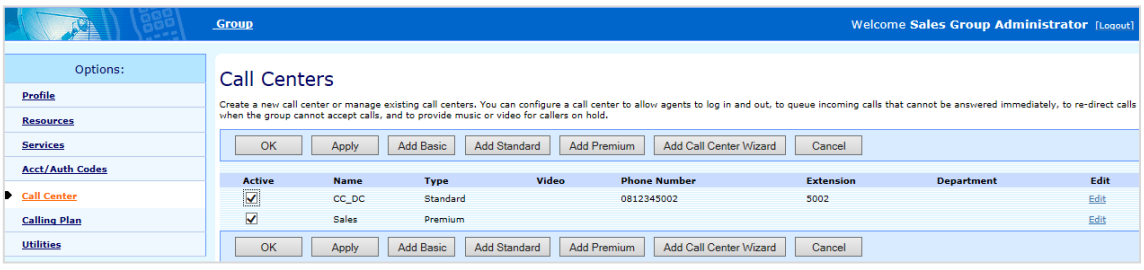
A call Call Centre is itself a virtual user (the call centre user) and you provision it with many of the same Incoming Calling Plan attributes a user has.

1. On the *Group - Call Center* menu page click **Call Centers**
2. Select the required call centre to edit
3. Select **Calling Plans** from the Options menu
4. Click **Incoming Calling Plan**
5. Click **Custom Settings** and make required changes
6. To save your changes click **OK**




## MAKE A CALL CENTRE INACTIVE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Ensure the **Active** checkbox that relates to the Call Centre you want to make inactive does NOT have a tick
3. To save your changes click **OK**



## CHANGE THE CALL CENTRE ID

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to edit
3. Click **Profile** menu
4. Click **Change User ID**
5. Enter the new call centre ID, select the domain from the drop-down list, and then click **OK**.
6. To modify other profile information, type or select information for the call centre.
   An asterisk (*) indicates mandatory data.
7. To save your changes click **OK**

## DELETE THE CALL CENTRE

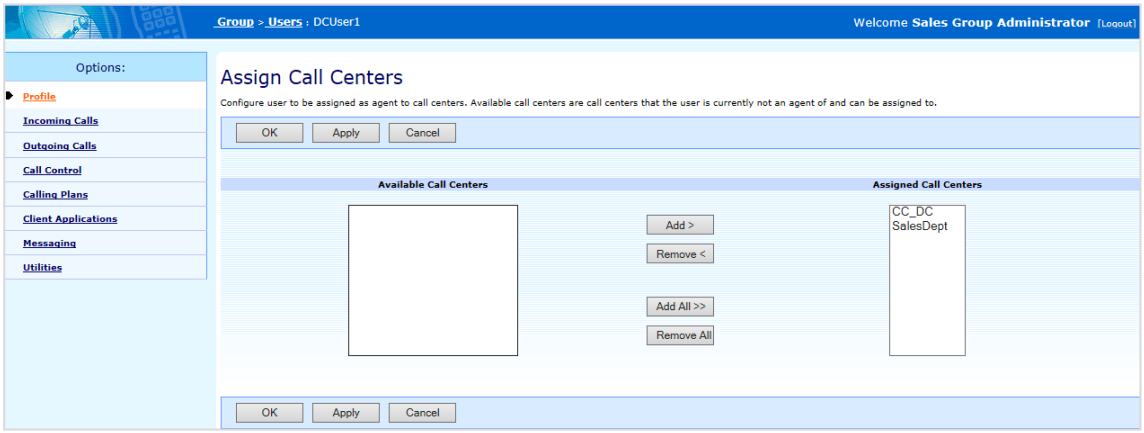
The *Call Center - Call Center Profile* page is used to delete a call centre

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to delete
3. Click **Profile**
4. Click **Delete**
5. To save your changes click **OK**

# CHAPTER 14
# ASSIGN AN AGENT TO A CALL CENTRE

Use the *User – Assign Call Centers* page to assign or unassign a user to be an agent.

1. On the *Group – Profile* menu page, click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Assign Call Centers**




5. In the *Available Call Centers* column, select the Call Center/s to be assigned
6. Click **Add>**. To assign all items (unselected) at once, click **Add All>>**
7. To save your changes Click **Apply** or **OK**

# CHAPTER 15
# AUTO ATTENDANTS WITH A CALL CENTRE

An Auto Attendant provides callers with a menu of options that allow callers to self-select where their call is directed.  An Auto Attendant can be set up in front of the call centre pilot number so callers can choose to which department they want their call to be routed.

The Auto Attendant service provides the Interactive Voice Response (IVR) system that routes calls from the initial number to various Call Centre queues, agents, supervisors, voice messaging boxes or other contact points in the organisation.

The Auto Attendant provides the following features for use in the Call Centre solution:

- Flexible Interactive Voice Response
- Forwarding of a call to the appropriate queue
- Customisable menus
- Business Hours schedule
- Holiday schedule

Should you be required to configure an Auto Attendant, instructions are listed on the Auto Attendant Quick Reference Guide on the Customer Administrators tab, Quick Reference Guide option of the Online Resource Centre at ***www.telstra.com/tiptresources***