



NEC

UNIVERGE SV8100

ACD MIS Supervisor Manual

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Introduction to UNIVERGE SV8100 ACD MIS

CHAPTER 1

SECTION 1 OVERVIEW

The UNIVERGE SV8100 ACD MIS is a series of Windows-based software programs designed to enhance the ACD features of the UNIVERGE SV8100 Telephone System. The software displays both real-time data and historical reports.

UNIVERGE SV8100 ACD MIS has many beneficial features:

- Easy installation
- Cost-effective call and staff management tool
- Quick access to both real-time and historical data
- Easy to read reports and graphs
- User-friendly screens

The UNIVERGE SV8100 ACD MIS saves your company money by providing a cost-effective method of capturing, displaying, and reporting ACD group call traffic and staff activity. These reporting tools help your company evaluate its staffing requirements and agent performance.

In addition to providing an excellent means of monitoring call activity and agent performance, UNIVERGE SV8100 ACD MIS ensures quick access to call traffic reports, wait time reports, and agent time logs. You receive valuable information when you need it in a clear format.

The ACD MIS applications can be started from the Links Menu of the NEC Applications.

The UNIVERGE SV8100 ACD MIS program suite requires a Personal Computer (PC) running Windows 2000, XP, XP Professional, Windows Vista or Windows 7 (32- or 64-bit) operating system.

Due to updates in software after the publication of this document, some of the screen displays shown in this manual and listed features may differ slightly from your version of UNIVERGE SV8100 ACD MIS.

SECTION 2 UNIVERGE SV8100 ACD MIS COMPONENTS

UNIVERGE SV8100 ACD MIS has five main system components:

- ACD MIS Server
- ACD MIS Monitor
- ACD MIS Reports
- ACD MIS Admin
- ACD MIS Agent Client

2.1 ACD MIS Server

The ACD MIS Server program is responsible for setting up communication with the NEC Chassis and recording call activity to an external database. There is a NEC MIS Service that is running at all times so that call records can be properly stored.

NEC recommends that the Server PC be a dedicated system reserved exclusively for UNIVERGE SV8100 ACD MIS programs.

Refer to [Chapter 2 Installing and Configuring UNIVERGE SV8100 ACD MIS on page 2-1](#).

2.2 ACD MIS Monitor

The ACD MIS Monitor program allows the call center supervisors to view performance characteristics of the call center in real-time. With this utility, the supervisor can track the activities of individual agents, as well as survey the efficiency of the each queue, or the entire call center. Through the simple user interface, each supervisor can define exactly the information that is relevant and layout the data tables on their screen. The tables are automatically updated with current data every few seconds, so that the user has access to the most up-to-date information.

The ACD MIS Monitor program can run on the Server PC, or run on a networked PC (client). An ID and Password are required to run the Monitor program. Up to five Monitor programs can be running simultaneously. The number of simultaneous Monitors is dependent on the site licensing.

When the ACD MIS Monitor is started for the first time you must enter the Server IP address or Server PC name. If Monitor is located on the Server PC then the Server Name needs to be localhost. The next time Monitor is started it asks for your User Name and Password.

2.3 ACD MIS Reports

The ACD MIS Reports allow the call center supervisors to generate detailed reports of historical call center data. With this utility, the supervisor can analyze the activities of individual agents, as well as survey the efficiency of the each queue or the entire call center. Through the simple user interface, each supervisor can view exactly the reports that are relevant to their operation. All reports are displayed in a tabular format, and most of the reports also have an option to display a graphical representation of the data.

The ACD MIS Reports can run on the Server PC, or run on a networked PC (client). An ID and Password are required to run the Reports program. Up to five Reports programs can be running simultaneously. The number of simultaneous Reports is dependent on the site licensing.

When the ACD MIS Reports is started for the first time you must enter the Server IP address or Server PC name. If Reports is located on the Server PC, the Server Name needs to be **localhost**. The next time Reports is started it asks for your User Name and Password.

 *The reports can be exported to CSV, Excel, HTML, PDF and XML formats.*

2.4 ACD MIS Admin

The ACD MIS Admin program is used to set up and configure the ACD operation to match the KSU telephone set up.

The ACD MIS Admin allows you to perform all facets of ACD MIS programming via a personal computer (PC) connected to the network, or on the same PC as the Server. The operator can save a configuration to a local file and upload that configuration to the ACD at a later time.

2.5 ACD MIS Agent Client

The ACD MIS Agent Client provides the call center agents with a valuable resource to effectively manage their workload. With this utility, the agent can track the current state of individual queues with an on-screen statistics display. The Agent Client utility can also be used to send text messages to other Agent Client users.

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Installing and Configuring UNIVERGE SV8100 ACD MIS

CHAPTER 2

SECTION 1 **HARDWARE AND SOFTWARE REQUIREMENTS**

The following items are required for the UNIVERGE SV8100 ACD MIS.

1.1 PC Requirements

ACD MIS Server

- Pentium class machine with 1GHz processor
- 1GB RAM
- 250 MB available disk space (38 MB additional if .NET framework is not installed)
- Windows Server 2003, Windows Server 2008, Windows 7 Professional and Ultimate 32-bit/64-bit, Windows 8 Professional and Enterprise 32-bit/64-bit, and Windows Embedded Standard (in ACD MIS Server on NEC InServer blade)
- Network Adapter for connecting to the UNIVERGE SV8100 CD-CP00-US via the LAN
- CD-ROM Drive
- Mouse
- Printer (optional)

ACD MIS Admin. Monitor, & Reports

- Pentium class machine with 500MHz processor
- 256MB RAM
- 12 MB available disk space (38 MB additional if .NET framework is not installed)

- Windows 7 Professional and Ultimate 32-bit/64-bit, Windows 8 Professional and Enterprise 32-bit/64-bit
- Network Adapter for connecting to the ACD MIS Server via the LAN
- CD-ROM Drive
- Mouse
- Printer (optional)

ACD MIS Agent Client

- Pentium class machine with 500MHz processor
- 256MB RAM
- 1 MB available disk space (38 MB additional if .NET framework is not installed)
- Windows 2000, XP Professional, Windows Vista or Windows 7 (32- or 64-bit)
- Network Adapter for connecting to the ACD MIS Server via the LAN
- CD-ROM Drive
- Mouse
- Printer (optional)

As with most Windows applications, running the software on a faster PC with increased memory can improve operation. Applications that work in real-time, like UNIVERGE SV8100 ACD MIS, are especially sensitive to the need for an efficient hardware system. If your system processes several applications, or is slow in processing real-time data, NEC suggests upgrading the speed and/or RAM capacity of your PC.

 *NEC strongly suggests running the server on a dedicated PC.*

Virtual Machine Support

The following environments are supported for the inACD MIS Server on a virtual machine:

- VMWare, Workstation 9
- VMWare, ESXI 5.1
- Hyper-V

SECTION 2 NETWORK SUPPORT

The ACD MIS programs can be configured to communicate on a TCP/IP or NETBIOS network.

It is assumed that the network configuration is already functioning. If network support is needed, contact the network administrator.

Remember that the Monitor, Admin, Reports, and Agent Client programs require the IP address, or machine name, of the Server PC. If the Server PC has a roving address, make sure that a valid name server is present on the network so the machine name can be used in place of the hard-coded IP address.

Installation Complexity with Shared Office 97™ Resources

The ACD MIS Server uses a Microsoft Access™ database for historical archive of call records originating from the SV8100 ACD.



The ACD MIS Server requires installation of the Microsoft Data Access Components version 2.1 or higher. If Microsoft Office is accessed from the network, an administrator with write access to the Office installation directory needs to perform the Server installation.

SECTION 3 **INSTALLING UNIVERGE SV8100 ACD MIS SOFTWARE**

This section outlines the basic installation procedure for installing SV8100 ACD MIS on a computer via the CD-ROM.

3.1 **Installing SV8100 ACD MIS Suite**

Before installing SV8100 ACD MIS, be sure that any previously installed versions are completely removed.

To remove previous versions or Demo:

1. From the Windows Control Panel, select **Add/Remove Programs**.
2. Select previously installed packages of the ACD MIS suite for uninstall.
3. If prompted to delete files, click **Yes**.

All Windows programs and applications must be closed prior to executing this startup procedure.

1. Insert the CD into the CD-ROM.
2. Select the Install option from the NECInstaller.
3. Select the application(s) to install. (Choices are: ACD MIS Server, ACD MIS Admin, ACD MIS Monitor, ACD MIS Reports, and ACD MIS Agent Client).
4. Follow the prompts to install the applications.
5. After a successful setup:

The ACD MIS programs that were installed appear in the Windows Program Manager.

6. Exit the SV8100 ACD MIS Installation wizard.

SECTION 1 STARTING ACD MIS SERVER FOR THE FIRST TIME

To start the ACD MIS Server for the first time:

1. From the Windows Start menu, choose **Programs**.
2. Select **NEC**, then choose UNIVERGE SV8100 **ACD MIS Server** from the ACD MIS menu.

The following Welcome display appears:

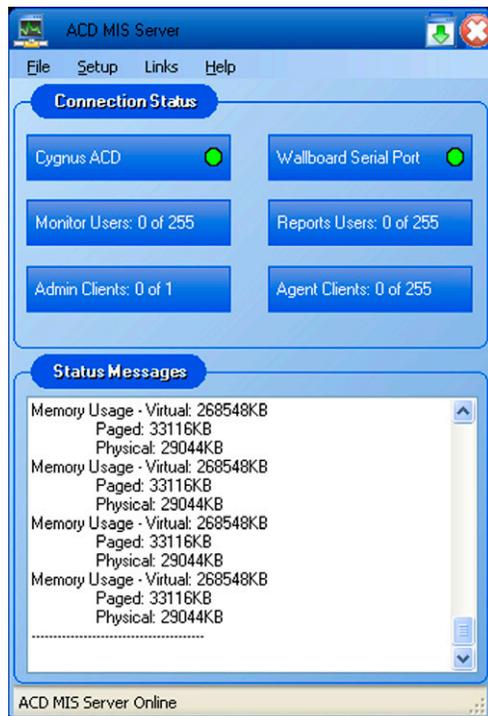


Figure 3-1 ACD MIS Server Main Menu

1.1 Describing the ACD MIS Server Main Screen

The Main window contains the following information:

Connection Status Box

The Connection Status area of the main window displays information about the resources and utilities that are currently communicating with the MIS Server. The different cells in the Connection Status area are defined in the following table.

Label	Description
UNIVERGE SV8100 ACD	The indicator is green when the MIS Server is connected to the UNIVERGE SV8100 CD-CP00-US. The indicator turns yellow if the MIS Server fails to receive any data from the CPU for fifteen minutes. If the MIS Server loses communication with the CD-CP00-US, the indicator is red.
Serial Port (Wallboard)	The indicator is green if a valid serial port was selected and successfully accessed. If a Serial Port was not selected, or the selected serial port cannot be accessed, the indicator is red.
Monitor Users	The number of active monitor sessions is shown, along with the number of licensed monitor users allowed. The format is Active: Licensed. Maximum of 16 users supported.
Reports Users	The number of active report sessions is shown, along with the number of licensed report users allowed. The format is Active: Licensed. Maximum of 16 users supported.
Admin Clients	This value indicates if an Admin session is currently active.
Agent Clients	The number of active Agent Clients is shown, along with the number of licensed Agent Clients allowed. The format is Active: Licensed. Maximum of 512 users supported.

Status Message Box

The Status Messages area displays informational messages about the current MIS server activity. Messages include starting/exiting MIS utilities, communications errors, etc.

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Configuring ACD MIS Server

SECTION 1 TOURING THE MAIN ACD MIS SERVER WINDOW

The ACD MIS Server Window contains three menus (File, Setup, and Help) and connection and messages status boxes.

The ACD MIS Server program is responsible for setting up communication with the NEC chassis and recording call activity to an external database. Statistics are stored in the database for historical reference. The server should be left running at all times so that call records can be properly stored. The server can run in a foreground or background window.

NEC recommends that the Server PC be a dedicated system reserved exclusively for ACD MIS Server program.

SECTION 2 FILE MENU

The File Menu selections are listed in [Figure 4-1 MIS Server File Menu](#).

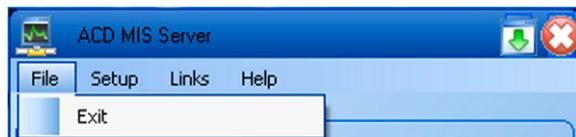


Figure 4-1 MIS Server File Menu

2.1 Exit

This function closes the Server application.

SECTION 3 SETUP MENU

The Setup Menu includes three options: Serial Port, Server Settings, and optional Connectivity Test MIS Service and License (Retrieve/Cancel request), is included when a Wall Display is used.



Figure 4-2 MIS Server Setup with Wallboard

3.1 Serial Port Setup

When the Serial Port function is selected the following dialog is displayed.



Figure 4-3 Serial Port Setup

This dialog allows the user to select the serial port that is being used to communicate with the wall displays. The default value is None. The user also specifies the Baud rate, Parity, Stop bits and Data bits for the connection with the wall display. The default values for these settings are 9600, N, 8, 1.

When the user updates the serial port settings and exits the menu, the application attempts to initialize the serial port.

3.2 Connectivity Test

The Connectivity Test option allows the user or technician to check the connection between the MIS Server PC and the wall displays. When this option is selected, the user selects the wall display that is to be tested and is then presented with the following menu.

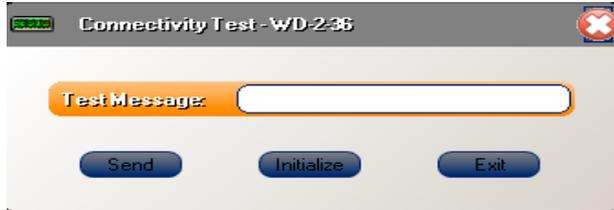


Figure 4-4 Connectivity Test

Selecting the Initialize button sends an initialization string to the wall display. Entering a character string in the Test Message field and then pressing **Send** sends the designated characters to the wall display.

This option is displayed only when a Wall Display is assigned.

3.3 Server Settings

The Server Settings option is used to enter the following:

- TCP/IP port for the HTTP Server
- IP Address and TCP/IP port to communicate with the UNIVERGE SV8100 CD-CP00-US

When this option is selected, the following menu is displayed.

The screenshot shows the 'MIS Server Setup' dialog box with the following configuration:

- ACD**
 - IP Address: 192.168.0.51
 - TCP/IP Port: 4000
- O & M**
 - TCP/IP Port: 8282
 - User ID: user1
 - Password: 1111
 - Get Names button
 - Status: Inactive
- License Server**
 - TCP/IP Port: 6080
- MIS Server**
 - TCP/IP Port: 8080

Buttons: OK, Cancel

Figure 4-5 MIS Server Setup

O&M Settings:

Get all extensions. (Program 11-02) finds which of these extensions are programmed to be as agents. (Program 41-02) Get the names of the agent extensions. (Program 15-01) With these the Admin is populated with those agents and agent names.

License:

Update the License port used in the CD-CP00-US.

MIS Server:

TCP/IP port number for the ACD MIS Server to communicate with the MIS Service.

3.4 MIS Service

The MIS Service provides ACD MIS Server port to communicate with the ACD MIS service using .Net remoting. Default port value is set to 1234.

3.5 License

The license could manually be released and retrieved from the CD-CP00-US. The ACD MIS Server automatically gets the licenses during start up and checks with the CD-CP00-US in frequent intervals.

3.6 Help Menu

The Help Menu includes two options: Contents and Index and About.



Figure 4-6 MIS Server Help

Contents and Index

The Content and Index function is used to open the Windows HTML Help viewer to view the applications Help file. The help file includes information about all features and functions of the application. The help file includes a Table of Contents and Index to help easily locate the desired information.

About

The About function displays a form that shows the product name, current version number, copyright notice, and the license information of activated license(s).

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SECTION 1 STARTING ACD MIS MONITOR FOR THE FIRST TIME

To start ACD MIS Monitor for the first time:

1. From the Windows Start menu, choose **Programs**.
2. Select ACD MIS Monitor from the NEC/UNIVERGE SV8100 ACD MIS folder.
3. When the ACD MIS Monitor is started for the first time, the application prompts the user to enter the name/IP address of the MIS Server (if on the same PC as the Server, enter name as **localhost**).



Figure 5-1 MIS Server Setup

4. Enter the Login ID and Password. Then click **Login**.

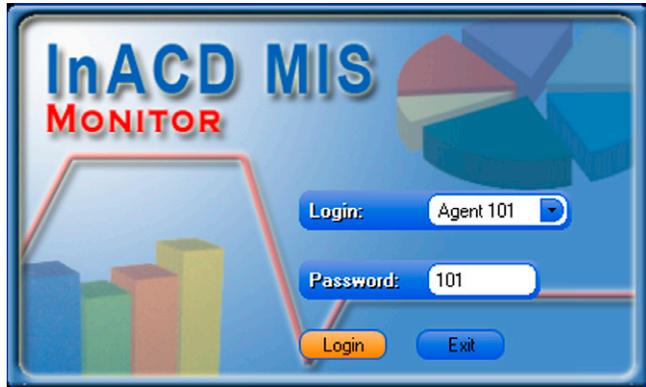


Figure 5-2 MIS Monitor Login

SECTION 2 EXITING ACD MIS MONITOR

To exit ACD MIS Monitor:

From the ACD MIS Monitor File menu, select Exit.

OR

Click the **Close** button in upper right-hand corner of the ACD MIS Monitor window.

SECTION 3 DESCRIBING THE MAIN SCREEN

After the user is authenticated, the applications main menu is displayed. The Monitor main window provides the user with easy access to the functions required to manage the Monitor views. An example of the main window for the Monitoring application is shown below.

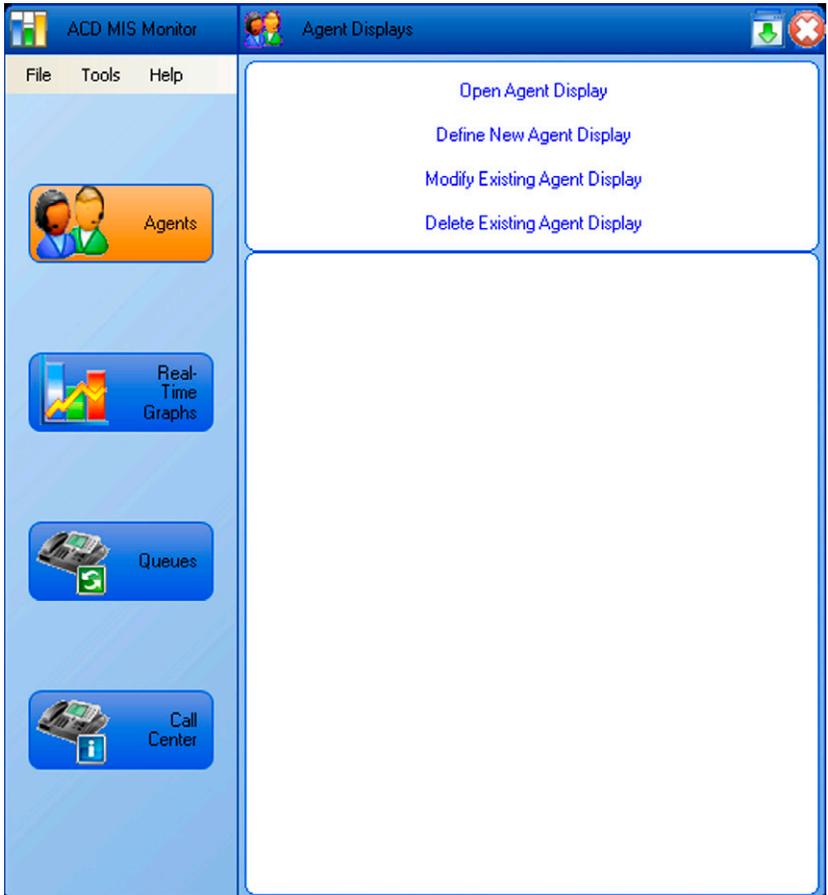


Figure 5-3 MIS Monitor Main Menu

The Monitor main window lists the statistics categories on the left side of the form. These categories represent the following types of statistics:

Agents	Includes displays of agent states and agent detail
Real-Time Graphs	Includes statistics on agent and queue performance that are presented as bar graphs
Queues	Includes views that display real-time data related to individual queues
Call Center	Includes views that display real-time data related to the entire Call Center
Display Block	Includes single statistical real-time data related to individual queues and/or the entire Call Center

Selecting one of these categories updates the right side of the form to show the operations that can be performed within this category. The user can initiate one of these commands by clicking on the desired action.

The lower half of the form shows the displays that are currently defined, if any, in the selected category. Each display represents a separate window that can be opened on the supervisor's screen to show specific data items within the category.

The main window layouts for the other data categories are presented in subsequent sections.

3.1 Agent Displays

When the **Agents** option is selected on the Monitor main window, the following operations are accessible:

Open Agent Display

Define New Agent Display

Modify Existing Agent Display

Delete Existing Agent Display

The ACD MIS Monitor allows the user to define two different styles of agent displays:

- Agent State
- Agent Summary

These displays are defined in the following paragraphs.

3.1.1 Agent State Display

The Agent State Display is used to monitor the current activity for a selected group of agents. The following window shows an example of an Agent State Display.



Name	State	Time
101	OUT	
102	Rest	06:59
103	IDLE	07:09
104	Wrap-Up	06:56

Figure 5-4 Agent State Display

For each selected agent, this display shows their current state and the time that they have been in this state.

3.1.2 Agent State Display Definition

To create a new agent state display, the user selects the **Define New Agent Display** option from the main Monitor window. When this operation is selected, a series of data entry forms are presented which guide the user through the definition process.

The first form to be displayed prompts the user to enter a name for the new display and select the agent display type.

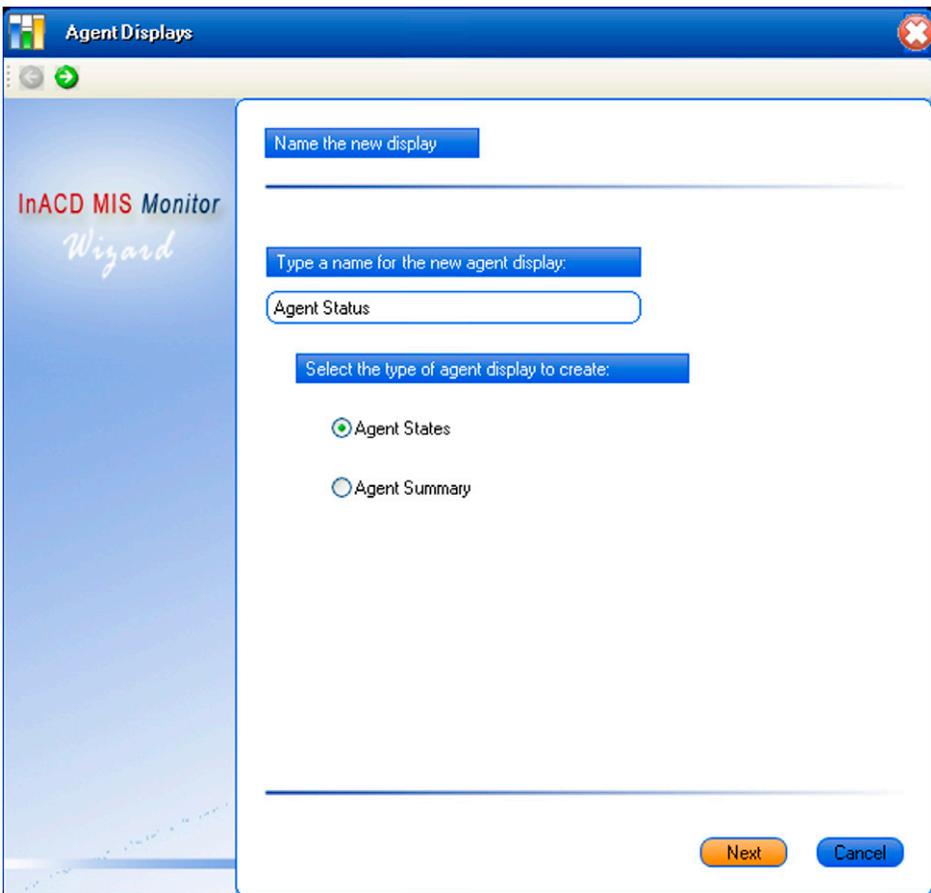


Figure 5-5 MIS Monitor Agent Display-Name New Display

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Agent Displays" with a blue header bar. On the left side, there is a vertical blue sidebar containing the text "InACD MIS Monitor Wizard". The main content area is white and contains the following elements:

- A blue button labeled "Select the Agents".
- A horizontal line separator.
- A blue button labeled "Select the agents or queues."
- Two radio button options: "By Agent Name" (which is selected) and "By Queue".
- A table with the following structure:

Agents	
<input checked="" type="checkbox"/>	Agent 101
<input type="checkbox"/>	Agent 102
<input type="checkbox"/>	Agent 103
- At the bottom right, there are two blue buttons: "Next" and "Cancel".

Figure 5-6 MIS Monitor Agent Display-Select Agents

This menu allows the user to select the agents that are going to be included in this Agent State Display. The Queue selections allow the user to specify that all agents that are assigned a selected queue are included in the table. The Agents list allows individual agents to be included in the display.

After the Agents list is completed, the following screen is displayed.

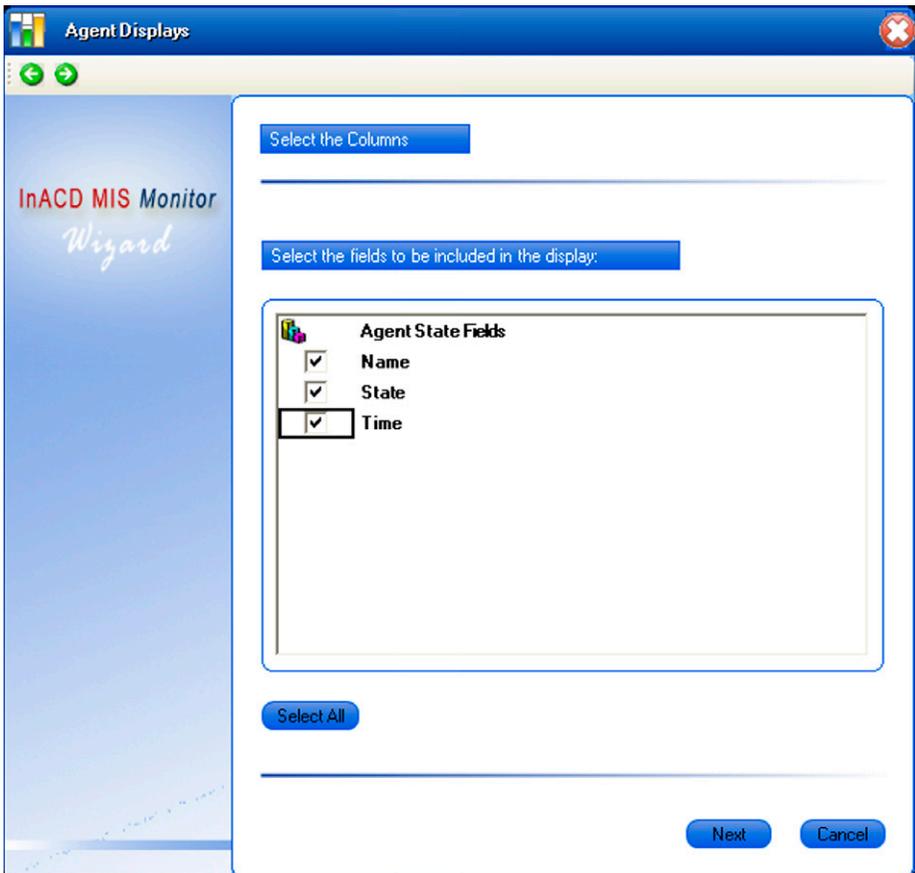


Figure 5-7 MIS Monitor Agent Display-Select Columns

This menu allows the user to select the fields that are included in the Agent State display. The fields that are selected represent the columns that are shown in the Agent State table. The order of the columns is fixed, based on the order that they are shown in the list.

After the user has selected the Agent State fields, the following menu is displayed.

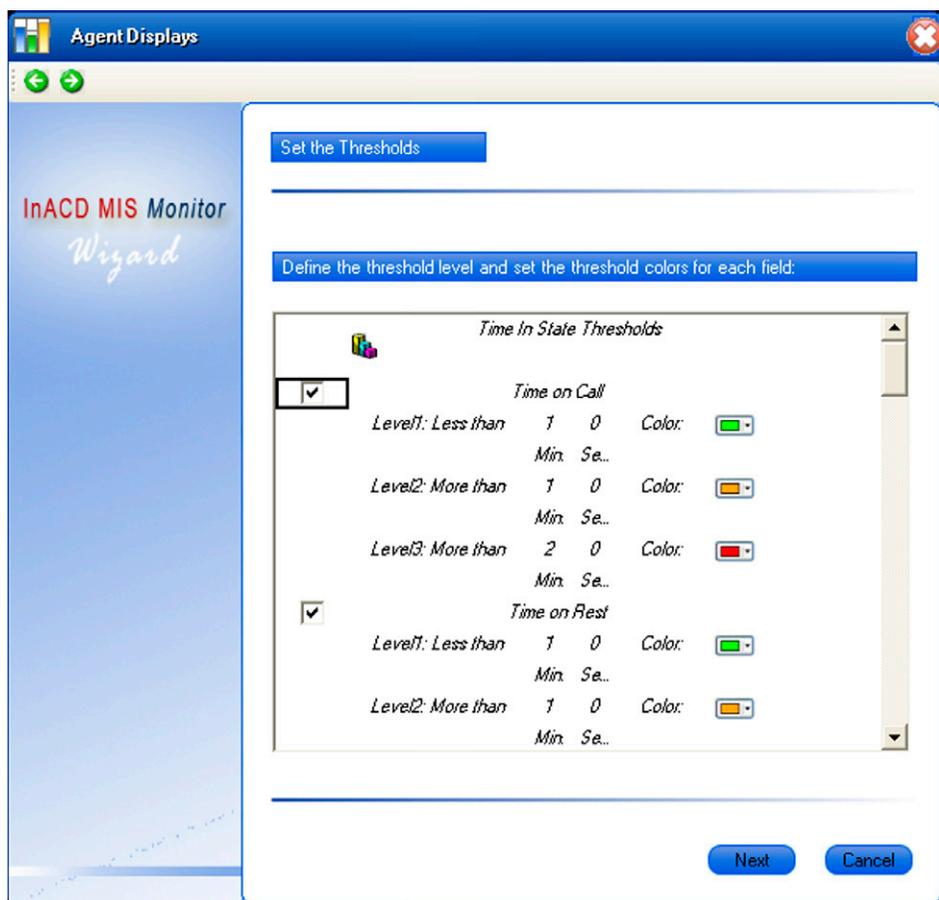


Figure 5-8 MIS Monitor Agent Display-Set Thresholds

The threshold menu allows the user to set threshold levels for the specific values in the display. In the case of the Agent State table, the thresholds are associated with the Time In State field, when the agent is in one of three states (Call, Rest, or Wrap). The menu allows the user to define three threshold levels and select the background color to be used in the table cell when the threshold levels are reached.

After the threshold levels are defined, the following menu is displayed.

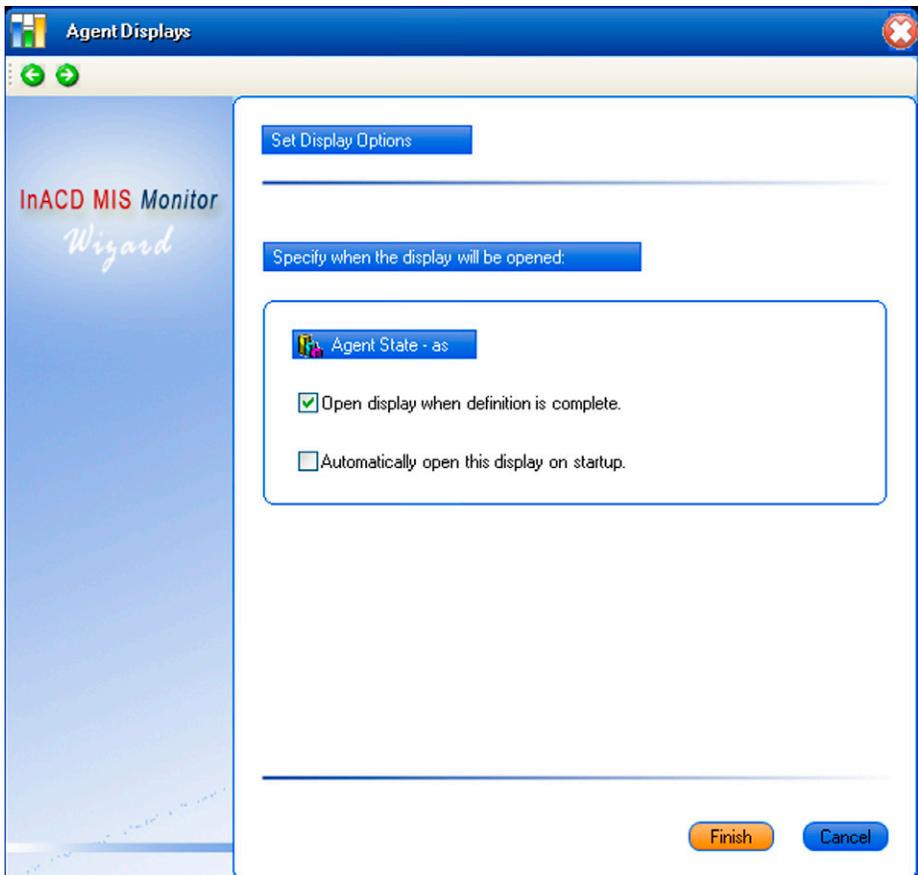


Figure 5-9 MIS Monitor Agent Display-Set Display Options

The final step in this definition is to specify when this Agent State table is displayed. If the **Open agent display when definition is complete** option is selected, the table is opened as soon as the user clicks on the **Finish** button.

Additionally, the user can select the **Automatically open this display on startup** option, which opens this Agent State table every time the monitoring utility is started. This allows the supervisor to define a class of default views that are shown automatically when the monitoring application is started.

If the user does not select either of the display options, the Agent State display is created and listed on the defined list of Agent Displays. The user can then open this display by selecting the **Open Agent Display** option from the main menu.

3.1.3 Agent Summary Display

The Agent Summary Display shows an individual agent's performance statistics for the current day. When this display is opened, the user is prompted to select an agent from the list of currently defined agents.

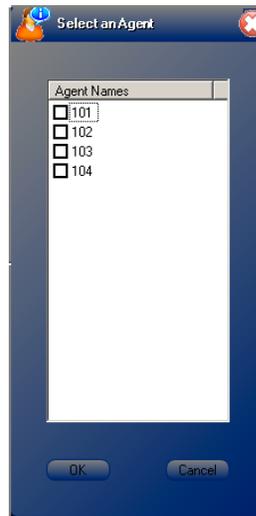


Figure 5-10 Select an Agent

All currently defined agents are included in the Select Agent list. The user can select only one agent from this list. Once an agent is selected and the **OK** button is pressed, the Agent Summary view is displayed, populated with the current information for the specified agent.

3.1.4 Agent Summary Display Format

The following window shows an example of an Agent Summary Display.

12/27/2005 4:58 PM							
Name	Login Time	ACD Calls	Talk Time	Avg ACD Call	Avg Non-ACD	Avg Rest	Avg Wrap
Queue 1	00:43	0	00:00	00:00	00:00	00:04	00:05
Queue 2	03:36	1	00:02	00:02			

Figure 5-11 MIS Monitor Agent Summary Display

When defining an Agent Summary Display, the user can select the agent to be profiled in the display and the columns that are visible. The Agent Summary window also allows the user to select a different agent, without having to create or open a new window.

The Agent Summary view provides additional controls via a menu bar at the top of the screen. The following functions are available from this menu.

Function	Description
File -> Print	Sends the current Agent Summary display to the printer.
File -> Print Preview	Opens a preview window that shows the data layout on the printed page.
File -> Refresh	Accesses the most recent data for the currently selected user.
File -> Exit	Closes the Agent Summary display.
View -> Select Agent	Opens the Select Agent menu to allow the user to select a different agent.

3.1.5 Agent Summary Display Definition

To create a new agent summary display, the user selects the Define New Agent Display option from the main Monitor window. When this operation is selected, the following series of data entry forms is presented which guide the user through the definition process.

Name the New Display – This is the same menu as described in the Agent State example.

Select the Columns – This is the same format as the Select the Columns menu in the Agent State example, with the following column choices:

- Name
- Login Time
- Q ACD Calls
- Total ACD Talk Time
- Average ACD Call Length
- Average Non-ACD Call Length
- Average Rest Length
- Average Wrap-up Length

Set Display Options – This is the same menu as described in Agent State example.

3.2 Real-Time Graph Displays

When the **Real-Time Graph** option is selected on the Monitor main window, the following operations are accessible:

- Open Real-Time Graph
- Define New Real-Time Graph
- Modify Existing Real-Time Graph
- Delete Existing Real-Time Graph

The ACD MIS Monitor allows the user to define four different styles of Real-Time Graphs.

- Queue Monitor Graph
- Queue Performance Graph
- Queue Summary Graph
- Queue Summary by Hour Graph

The definition and appearance of each graph is further described in the following subsections.

3.2.1 Queue Monitor Graph

The **Queue Monitor Graph** shows real-time counters that indicate the current state of selected queues. The data is presented as a bar graph, which uses different color bars for each statistic.

The following is an example of a Queue Monitor Graph.

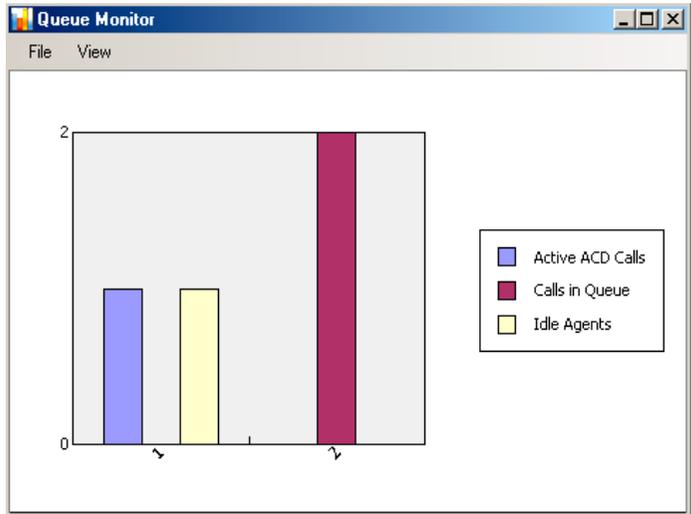


Figure 5-12 MIS Queue Monitor Graph

3.2.2 Queue Monitor Graph Definition

Defining a Queue Monitor Graph is accomplished using the following sequence of menus.

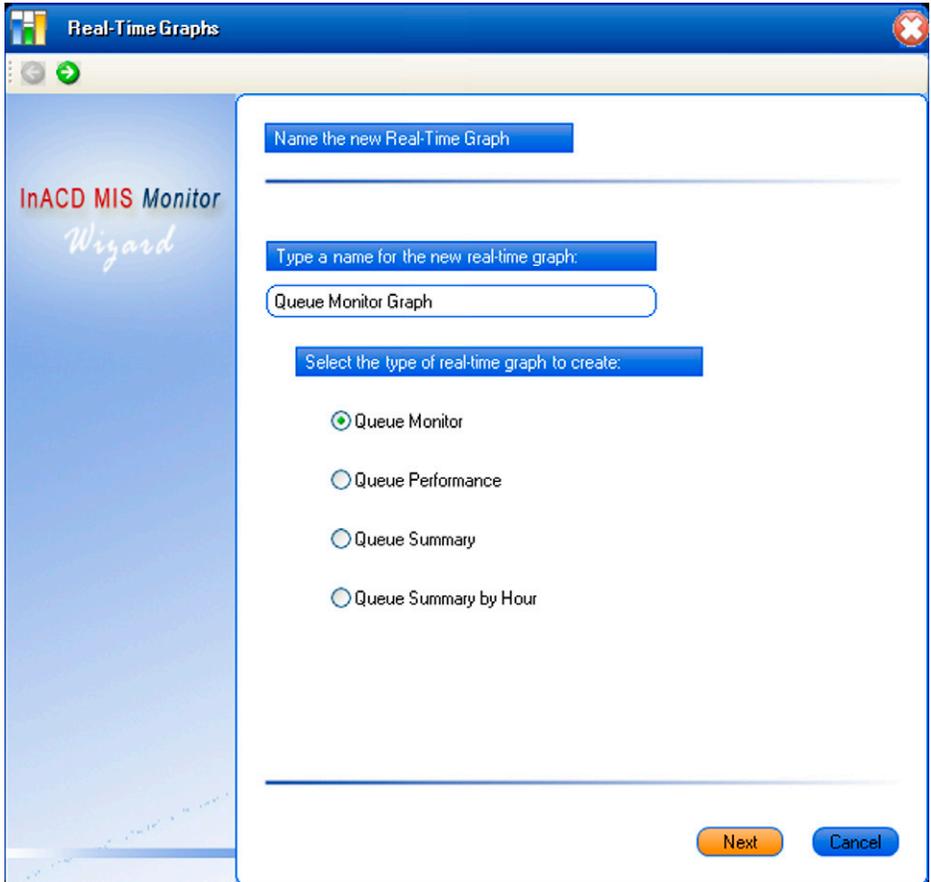
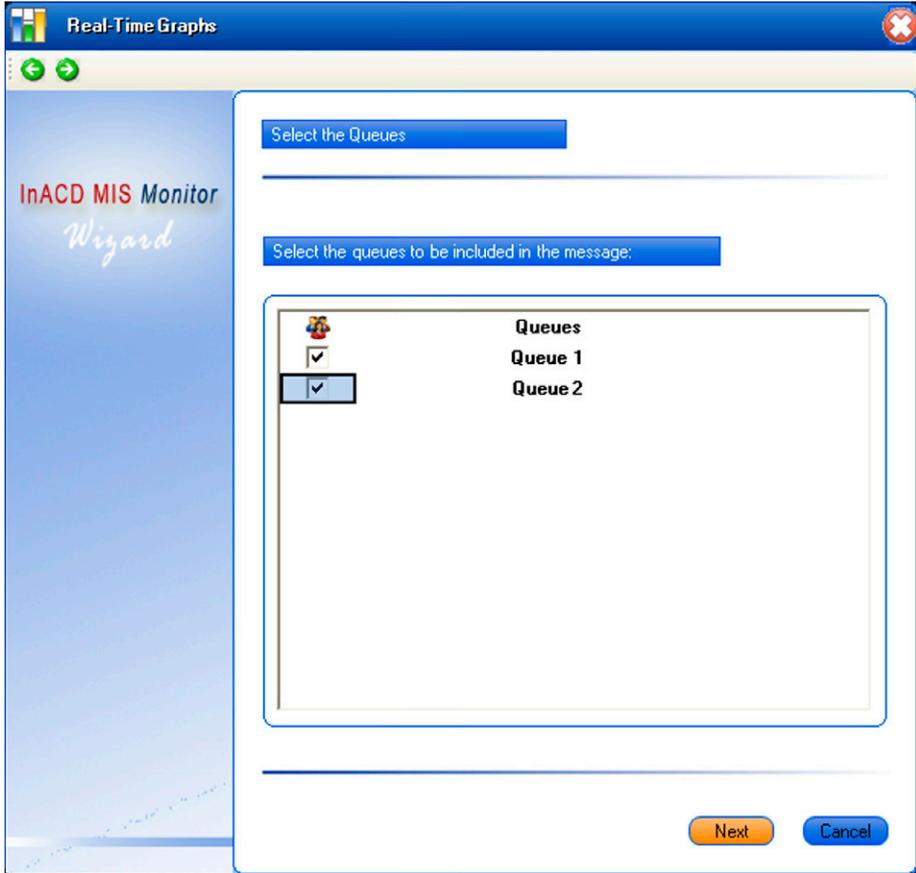


Figure 5-13 MIS Monitor Real Time Graph-Name

Name the New Display – This menu requests the user to enter a name for the new real-time graph and select the type of graph that is being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a software window titled "Real-Time Graphs" with a blue header bar. On the left side, there is a vertical panel with the text "InACD MIS Monitor Wizard". The main content area contains two blue buttons: "Select the Queues" and "Select the queues to be included in the message:". Below the second button is a list box with a tree view icon on the left and a list of items: "Queues", "Queue 1", and "Queue 2". Each item has a checkmark in a small box to its left. At the bottom right of the window, there are two buttons: "Next" (orange) and "Cancel" (blue).

Figure 5-14 MIS Monitor Real Time Graph-Select Queues

Select the Queues – This menu allows the user to select the queues that are going to be included in this real-time graph.

After the queues are selected, the following screen is displayed.

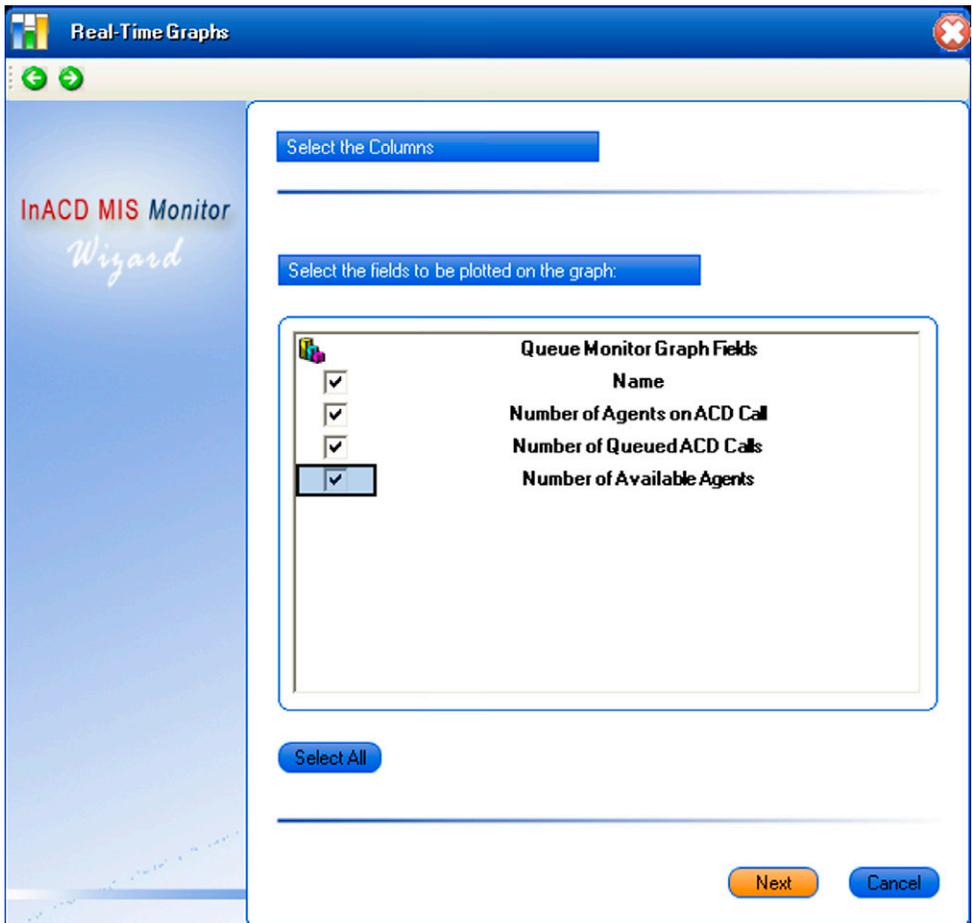


Figure 5-15 MIS Monitor Real Time Graph-Select Columns

Select the Columns – This menu allows the user to select the fields that are going to be included in this real-time graph.

After the fields are selected, the following screen is displayed.

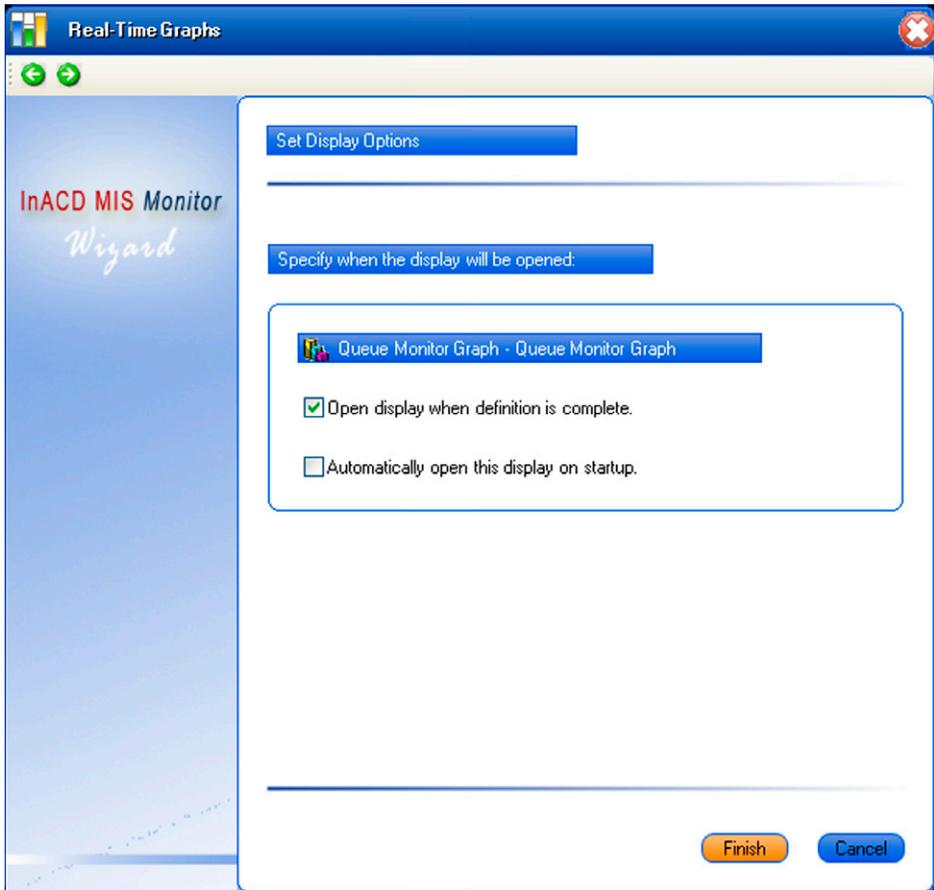


Figure 5-16 MIS Monitor Real Time Graph-Set Display Options

Set Display Options – The Display Options form allows the user to indicate that an instance of the real-time graph should be created when the definition is complete. Also, the user can specify that this graph be automatically opened each time the ACD MIS Monitoring application is started.

Select the **Finish** button to complete the definition of this Real-Time Graph.

3.2.3 Queue Performance Graph

The Queue Performance Graph shows average call lengths that provide a good indication of the efficiency of the call center. The data is presented as a bar graph that uses different color bars for each statistic.

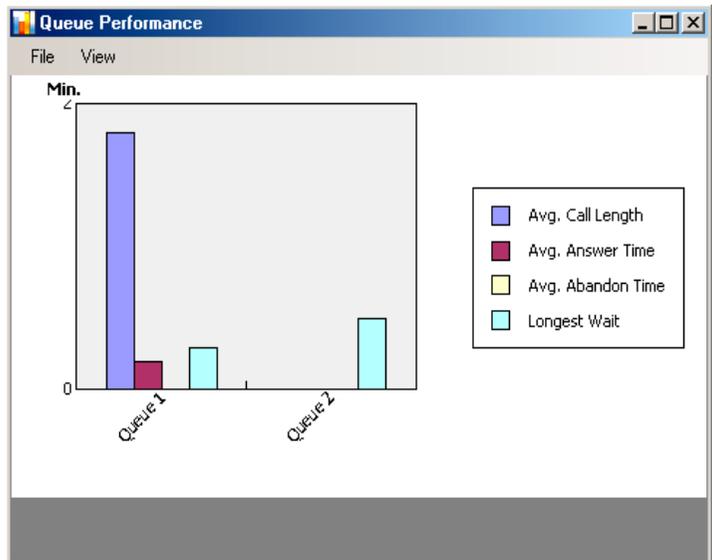


Figure 5-17 MIS Monitor-Queue Performance Graph

Definition of a Queue Performance Graph is accomplished using the following sequence of menus.

Name the New Display – This is the same menu as defined for the Queue Monitor Graph.

Select the Queues – This is the same menu as defined for the Queue Monitor Graph.

Select the Columns – Same format as the Select the Columns menu in the Queue Monitor example with the following column choices:

- Name
- Average ACD Call Length
- Average Answer Time
- Average Abandon Time
- Long Wait

Set the Statistics Period – Set the Interval Length (15 Minutes, 1 Hour, 4 Hour, 8 Hour, 12 Hour, and 24 Hour) and Interval Start time for the collection period.

Set Display Options – This is the same menu as defined for the Queue Monitor Graph.

3.2.4 Queue Summary Graph

The Queue Summary Graph shows cumulative totals for calls processed during the current workday. The data is presented as a bar graph, which uses different color bars for each statistic.

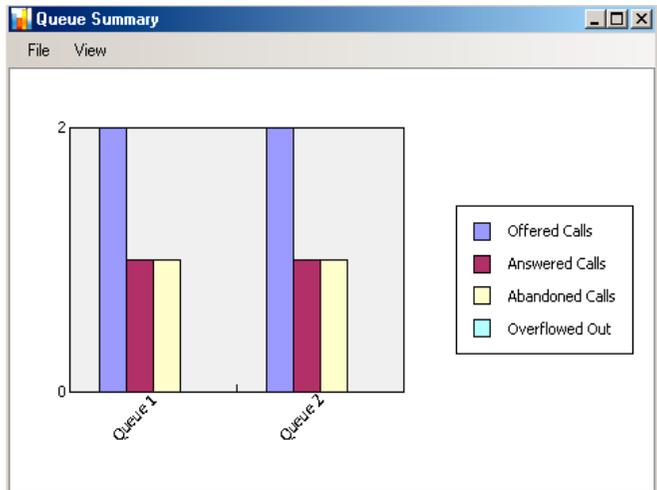


Figure 5-18 MIS Monitor-Queue Summary Graph

The definition of a Queue Summary Graph is accomplished using the following sequence of menus.

Name the New Display – This is the same menu as defined for the Queue Monitor Graph.

Select the Queues – This is the same menu as defined for the Queue Monitor Graph.

Select the Columns – Same format as the Select the Columns menu in the Queue Monitor example with the following column choices:

- Name
- Number of Calls Offered
- Number of Calls Answered
- Number of Abandoned Calls
- Number of Calls Overflowed from Queue

Set the Statistics Period – Set the Interval Length (15 Minutes, 1 Hour, 4 Hour, 8 Hour, 12 Hour, and 24 Hour) and Interval Start time for the collection period.

Set Display Options – This is the same menu as defined for the Queue Monitor Graph.

3.2.5 Queue Summary by Hour Graph

The Queue Summary by Hour Graph shows cumulative totals for calls processed during each hour of the workday. The data is presented as a bar graph, which uses different color bars for each statistic.

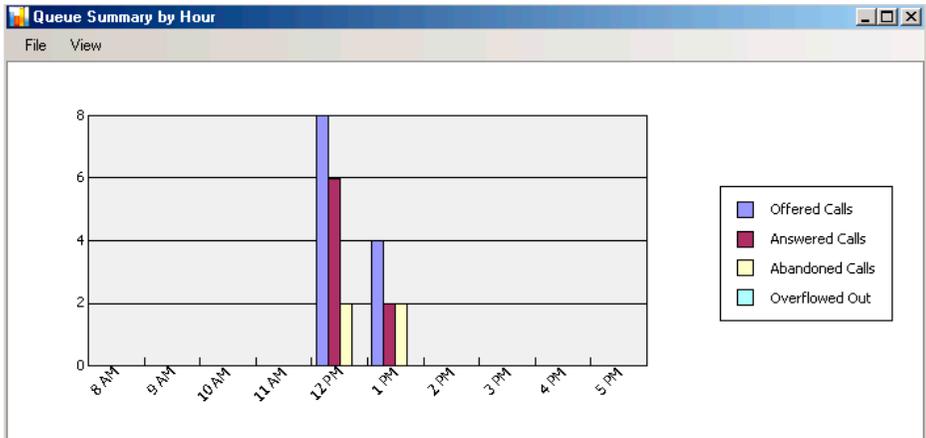


Figure 5-19 MIS Monitor-Call Summary by Hour Graph

The definition of a Queue Summary by Hour Graph is accomplished using the following sequence of menus.

Name the New Display – This is the same menu as defined for the Queue Monitor Graph.

Select the Queues – Displays a selector that allows the user to select one queue for display or All Queues.

Select the Columns – Same format as the Select the Columns menu in the Queue Monitor example with the following column choices:

- Name
- Number of Calls Offered
- Number of Calls Answered
- Number of Abandoned Calls
- Number of Calls Overflowed Out of Queue

Set the Collection Interval

The statistics in the Queue Summary by Hour Graph are displayed across a specific time. The following menu prompts the user to define the start and end time for the graphing interval.

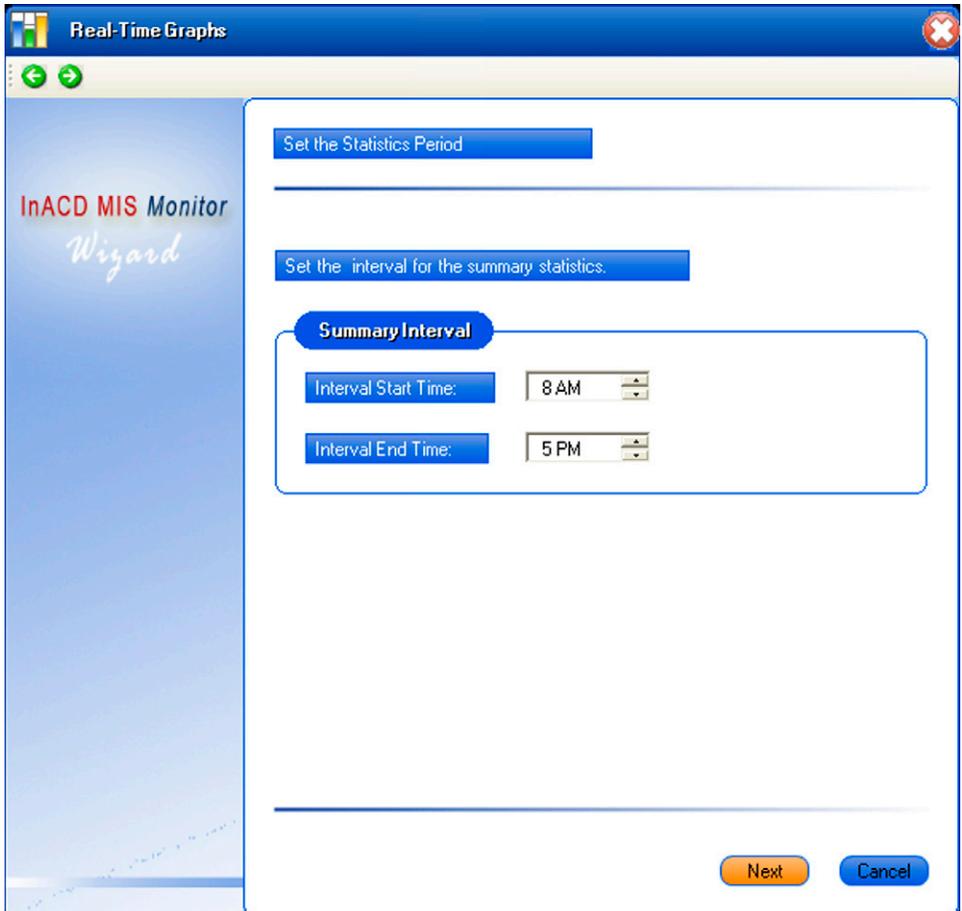


Figure 5-20 MIS Monitor-Set Statistics Period

Set Display Options – This is the same menu as defined for the Queue Monitor Graph.

3.3 Queue Displays

When the Queue option is selected on the Monitor main window, the following operations are accessible:

- Open Queue Display
- Define New Queue Display
- Modify Existing Queue Display
- Delete Existing Queue Display

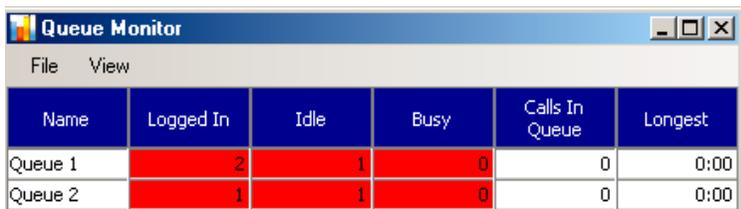
Two Queue Displays are available:

- Queue Monitor Display
- Queue Summary Display

The definition and appearance of each display is further described in the following subsections.

3.3.1 Queue Monitor Display

The Queue Monitor Display shows real-time counters that indicate the current state of the queue. The data is presented in a table format with each monitored queue displayed in a different row.



Name	Logged In	Idle	Busy	Calls In Queue	Longest
Queue 1	2	1	0	0	0:00
Queue 2	1	1	0	0	0:00

Figure 5-21 MIS Queue Monitor

Defining a Queue Monitor Display is accomplished using the following sequence of menus.

The screenshot shows a software window titled "Queue Displays" from the "InACD MIS Monitor Wizard". The window is divided into a left sidebar and a main content area. The sidebar contains the text "InACD MIS Monitor Wizard". The main content area has a blue header bar with the text "Name the new display". Below this is a text input field containing "Queue Monitor". The next section has a blue header bar with the text "Type a name for the new queue display:" and a text input field containing "Queue Monitor". The final section has a blue header bar with the text "Select the type of queue display to create:" and two radio button options: "Queue Monitor" (which is selected) and "Queue Summary". At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-22 MIS Monitor-Name New Queue Display

This menu requests the user to enter a name for the new queue display and select the type of display that is being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

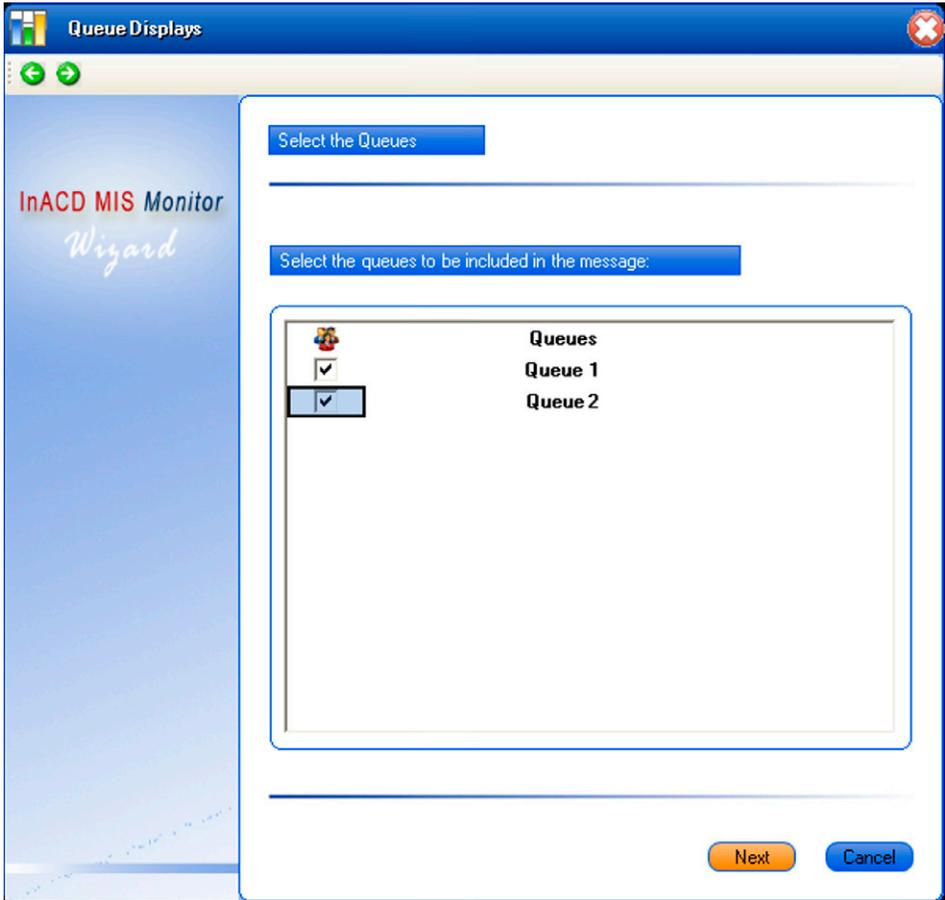


Figure 5-23 MIS Monitor-Select Queues

This menu allows the user to select the queues that are going to be included in this display. Each queue is shown on a single row in the resulting table.

After the queues are selected, the following screen is displayed.

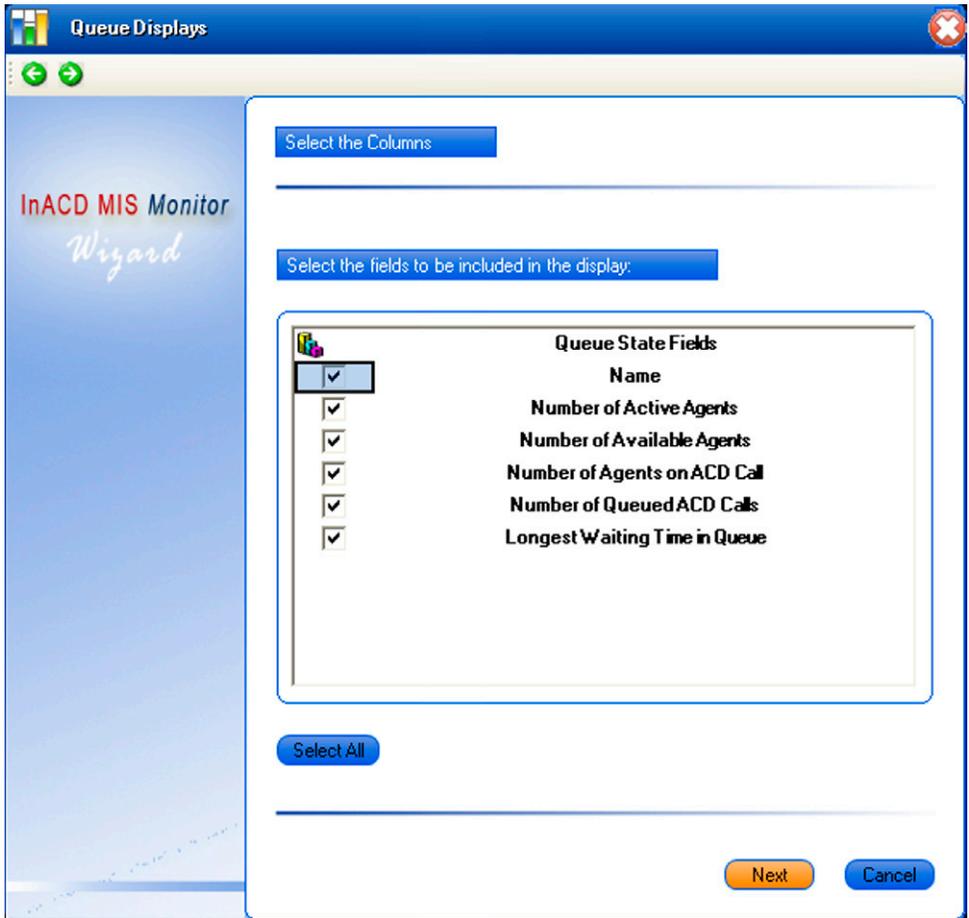


Figure 5-24 MIS Monitor Queue Displays-Select Columns

This form allows the user to select which data items are displayed for each queue.

After the fields are selected, the following form is displayed.

The screenshot shows a window titled "Queue Displays" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area includes a "Select the Columns" button, a "Drag individual fields to rearrange the column order." instruction, and a "Queue Monitor Fields" table. The table has the following columns: Name, Number of Active Agents, Number of Available Agents, and Number of Agents. Below the table is a scrollable list with left and right arrows. At the bottom of the window are "Next" and "Cancel" buttons.

Name	Number of Active Agents	Number of Available Agents	Number of Agents
<input type="text"/>			

Figure 5-25 MIS Monitor Queue Displays-Set Column Order

The user can modify the order of the columns in the display table by dragging an individual field to a new position in the list.

After the column order is defined, the following screen appears.

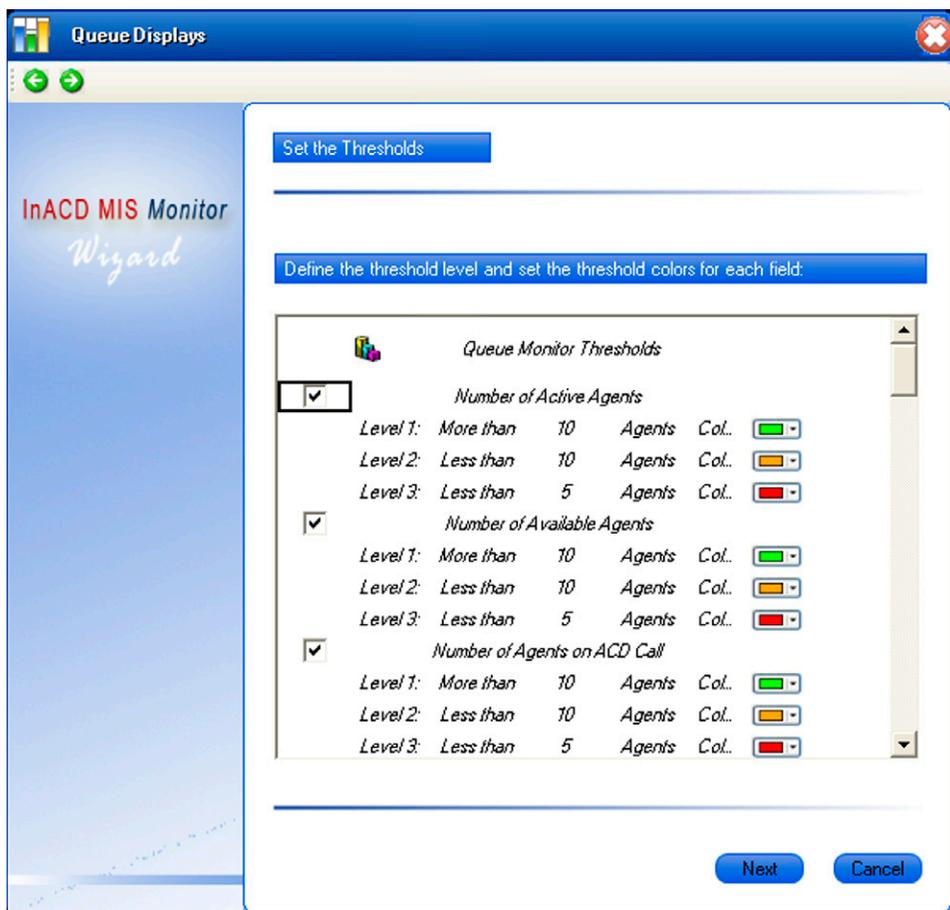


Figure 5-26 MIS Monitor Queue Displays-Set Thresholds

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the threshold information is defined, the following screen appears.

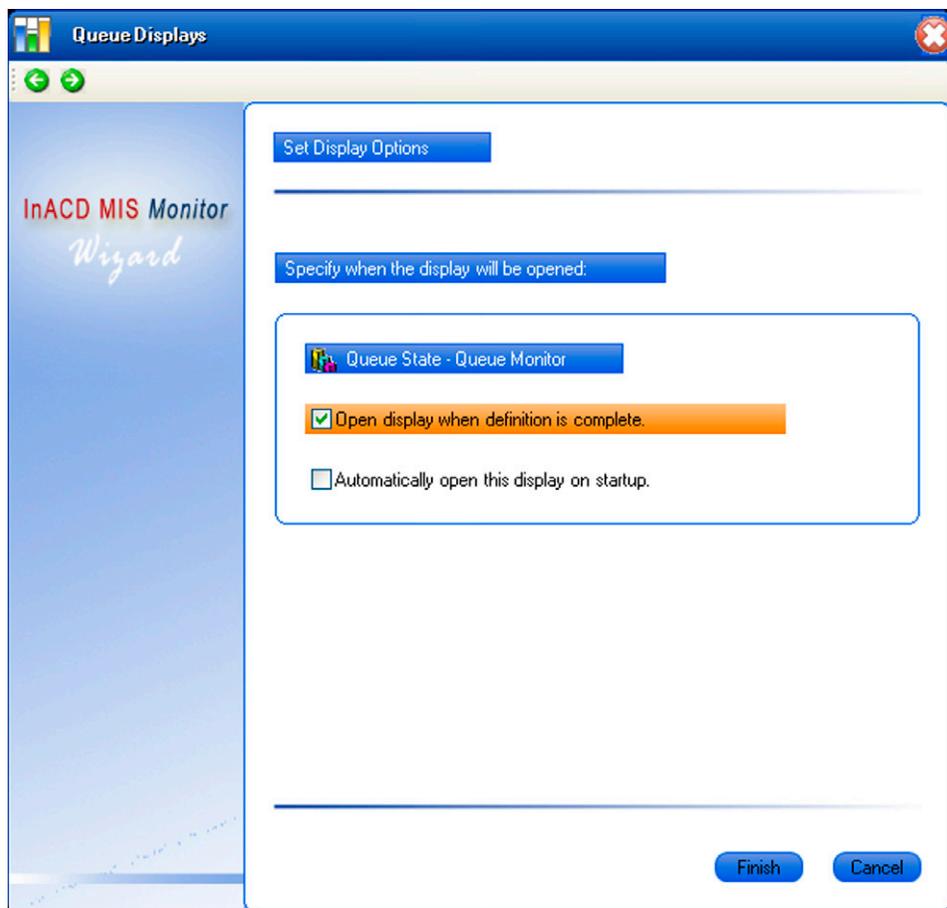
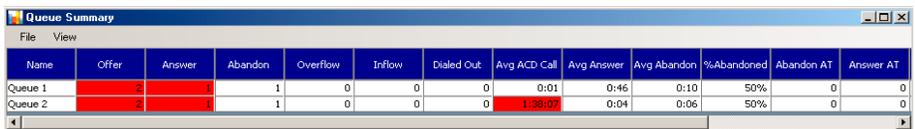


Figure 5-27 MIS Monitor Queue Displays-Set Options

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Queue Display.

3.3.2 Queue Summary Display

The Queue Summary Display shows statistics that are calculated for a specific time. These values include cumulative counters, averages, and percentages. These values provide an indication of the performance level of the queues during a defined time period.



Name	Offer	Answer	Abandon	Overflow	Inflow	Dialed Out	Avg ACD Call	Avg Answer	Avg Abandon	%Abandoned	Abandon AT	Answer AT
Queue 1	2	1	1	0	0	0	0:01	0:46	0:10	50%	0	0
Queue 2	2	1	1	0	0	0	1:38:02	0:04	0:06	50%	0	0

Figure 5-28 MIS Monitor-Queue Summary Table

Definition of a Queue Summary Display is accomplished using the following sequence of menus.

Name the New Display – This is the same menu as defined for the Queue Monitor Display.

Select the Queues – This is the same menu as defined for the Queue Monitor Display.

Select the Columns – This is the same format menu as shown for the Queue Monitor. The available fields displayed on this menu are as follows:

- Name
- Number of Calls Offered
- Number of Calls Answered
- Number of Calls Abandoned
- Number of Calls Overflowed Out of Queue
- Number of Calls Overflowed Into Queue
- Average ACD Call Length
- Average Answer Time (Wait Time In Queue)
- Average Abandon Time
- Percent Abandoned
- Number of Calls Abandoned After Threshold
- Number of Calls Answered After Threshold
- Percentage Abandoned After Threshold
- Percentage Answered After Threshold
- Service Level

Set the Column Order – This is the same format menu as shown for the Queue Monitor.

Set the Thresholds – This is the same format menu as shown for the Queue Monitor.

Set the Collection Interval – The statistics in the Queue Summary Display are all calculated for a specific time.

The following menu prompts the user to define the interval length and start time to be used for this display.

Queue Displays

InACD MIS Monitor Wizard

Set the Statistics Period

Set the interval for the summary statistics.

Summary Interval

Interval Length:

15 Minutes 1 Hour

4 Hours 8 Hours

12 Hours 24 Hours

Interval Start Time: 08:00 AM

Service Level

The target Service Level is 5 minutes 0 seconds

Next Cancel

Figure 5-29 MIS Monitor Queue Displays-Set Statistics Period

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time. For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The last field on this screen allows the user to set the Service Level Threshold. This value is used to compute the Answered/Abandoned After Threshold statistics.

Set Display Options – This is the same menu as defined for the Queue Monitor display.

3.4 Call Center Displays

When the Call Center option is selected on the Monitor main window, the following operations are accessible:

- Open Call Center Display
- Define New Call Center Display
- Modify Existing Call Center Display
- Delete Existing Call Center Display

Two Call Center Displays are available:

- Call Center Monitor Display
- Call Center Summary Display

The definition and appearance of each display is further described in the following subsections.

3.4.1 Call Center Monitor Display

The Call Center Monitor Display shows real-time counters that indicate the current state of the call center. The data is presented in a table format with a single row of data.



The screenshot shows a window titled "Call Center Monitor" with a menu bar containing "File" and "View". Below the menu bar is a table with the following data:

Logged In	Busy	Non-ACD	Rest	Wrap	Idle	Calls in Queue	Clients
3	0	0	1	0	2	0	0

Figure 5-30 MIS Call Center Monitor Display

Defining a Call Center Monitor Display is accomplished using the following sequence of menus.

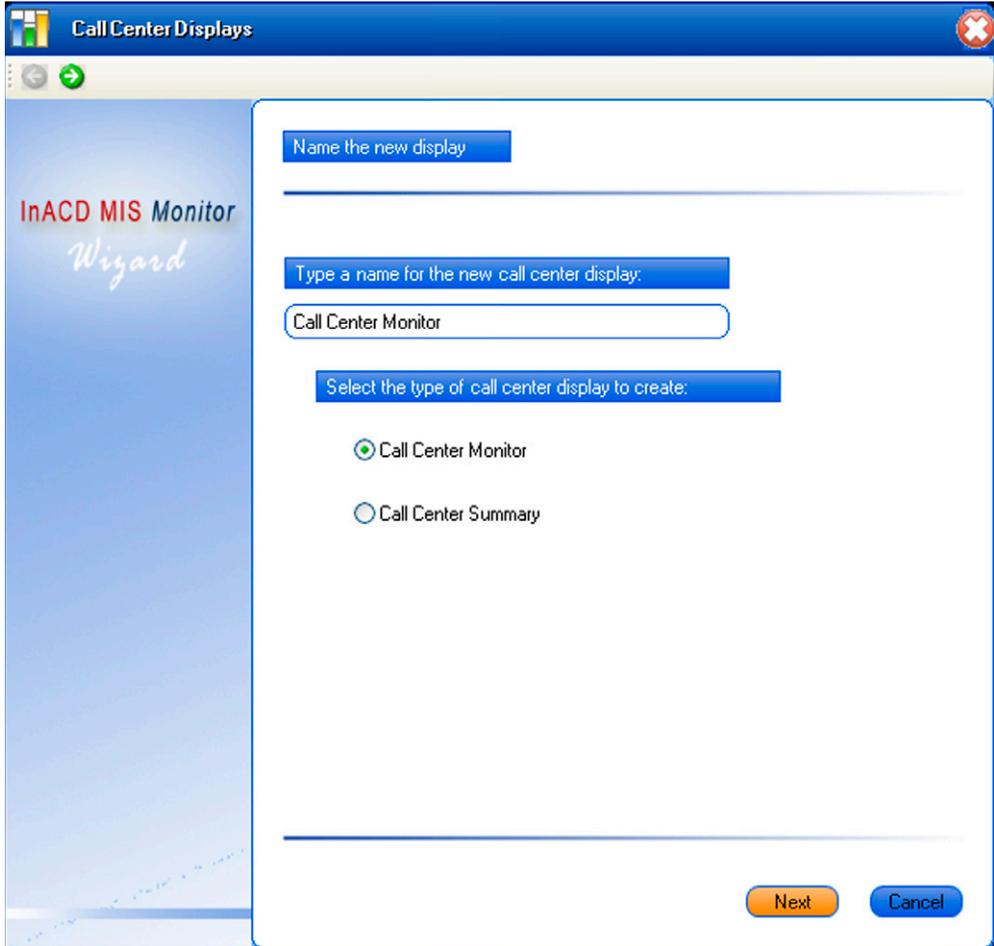


Figure 5-31 MIS Call Center-Name New Display

This menu requests the user to enter a name for the new call center display and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Call Center Displays" from the "InACD MIS Monitor Wizard". The window contains a "Select the Columns" section with a list of fields to be included in the display. All fields are checked:

- Number of Active Agents
- Number of Agents on ACD Calls
- Number of Agents on Non-ACD Calls
- Number of Agents on Rest
- Number of Agents in Wrap-up
- Number of Idle Agents
- Number of Calls in Queues
- Number of Active Agent Client Sessions

Below the list is a "Select All" button. At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-32 MIS Call Center-Select Columns

This form allows the user to select which data items are displayed.

After the fields are selected, the following form is displayed.

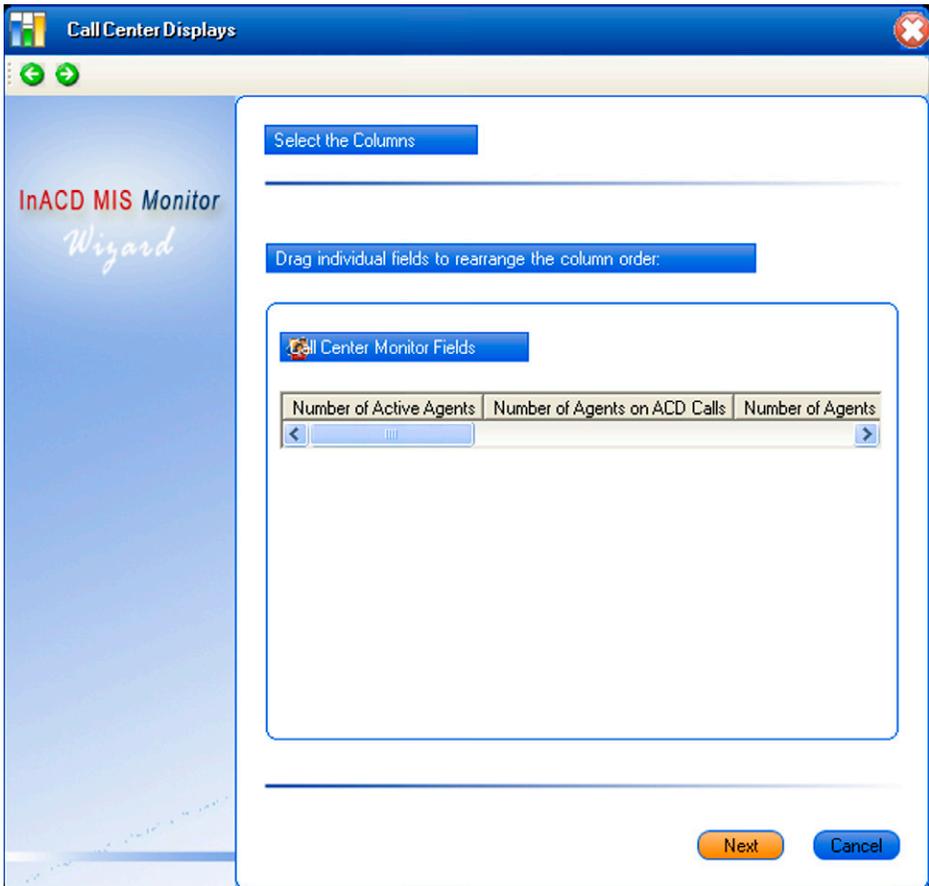


Figure 5-33 MIS Call Center-Select Columns Order

The user can modify the order of the columns in the display table by dragging an individual field to a new position in the list.

After the column order is defined, the following screen appears.

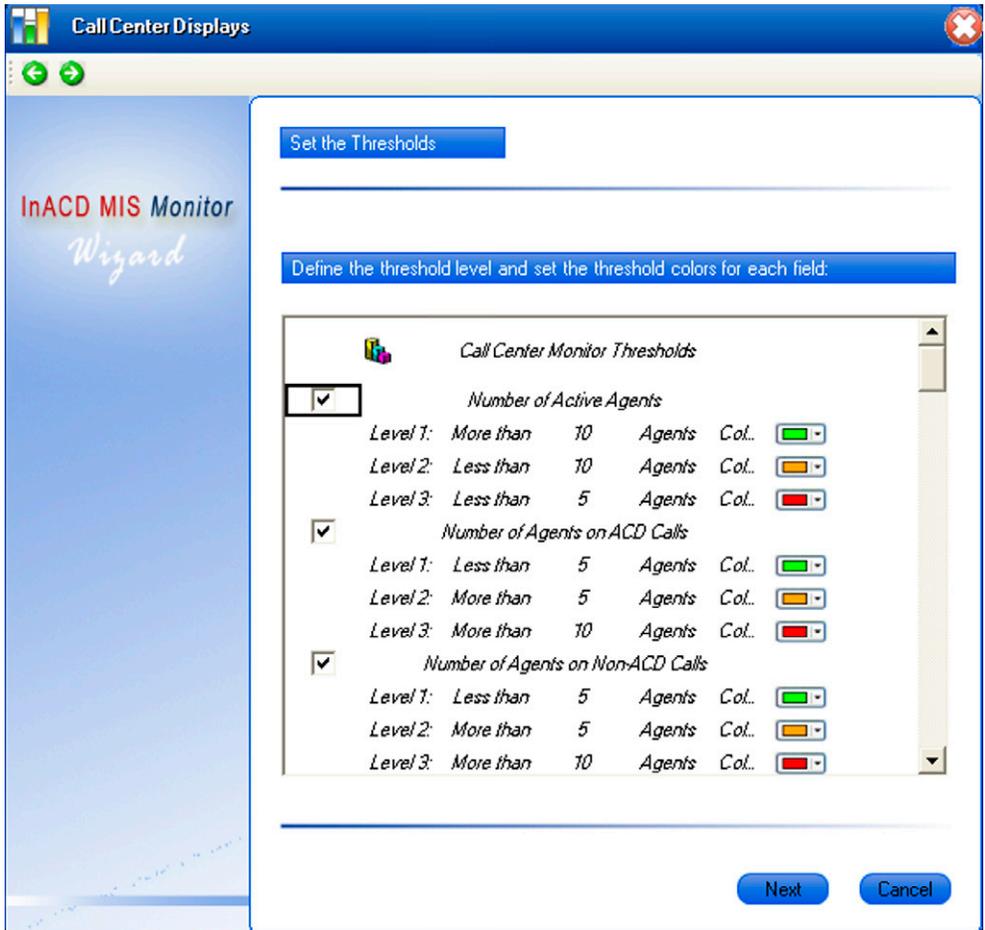


Figure 5-34 MIS Call Center-Set Thresholds

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the threshold information is defined, the following screen appears.

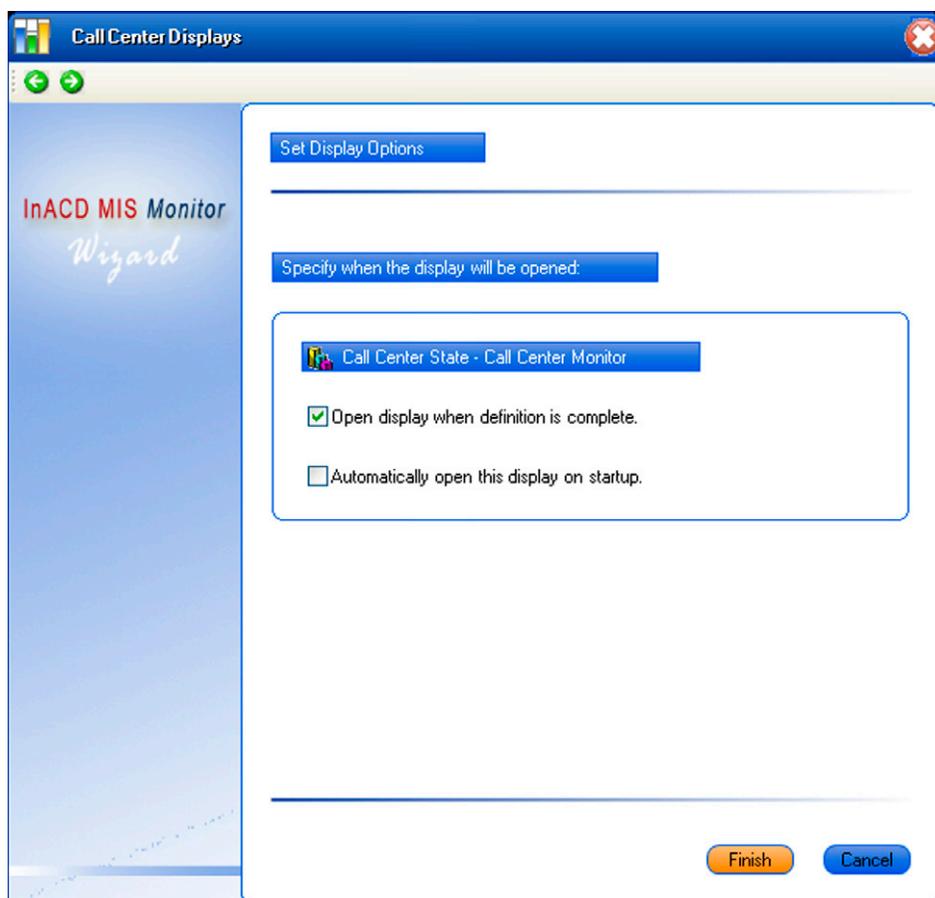
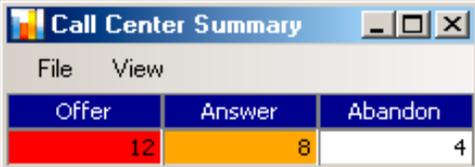


Figure 5-35 MIS Call Center-Set Display Options

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Call Center Display.

3.4.2 Call Center Summary Display

The Call Center Summary View displays statistics that are calculated for a specific time. These values include cumulative call counters. These values provide an indication of the performance level of the call center during a defined time.



The screenshot shows a window titled "Call Center Summary" with a menu bar containing "File" and "View". Below the menu bar is a table with three columns: "Offer", "Answer", and "Abandon". The "Offer" column has a value of 12, the "Answer" column has a value of 8, and the "Abandon" column has a value of 4.

Offer	Answer	Abandon
12	8	4

Figure 5-36 MIS Call Center Summary

Call Center Summary Definition of a Call Center Summary Display is accomplished using the following sequence of menus.

Name the New Display – This is the same menu as defined for the Call Center Monitor Display.

Select the Columns – This is the same format menu as shown for the Call Center Monitor. The available fields displayed on this menu are as follows:

- Number of Calls Offered
- Number of Calls Answered
- Number of Calls Abandoned

Set the Column Order – This is the same format menu as shown for the Call Center Monitor.

Set the Thresholds – This is the same format menu as shown for the Call Center Monitor.

Set the Collection Interval – The statistics in the Call Center Summary display are all calculated for a specific time. The following menu prompts the user to define the interval and start time to be used for this display.

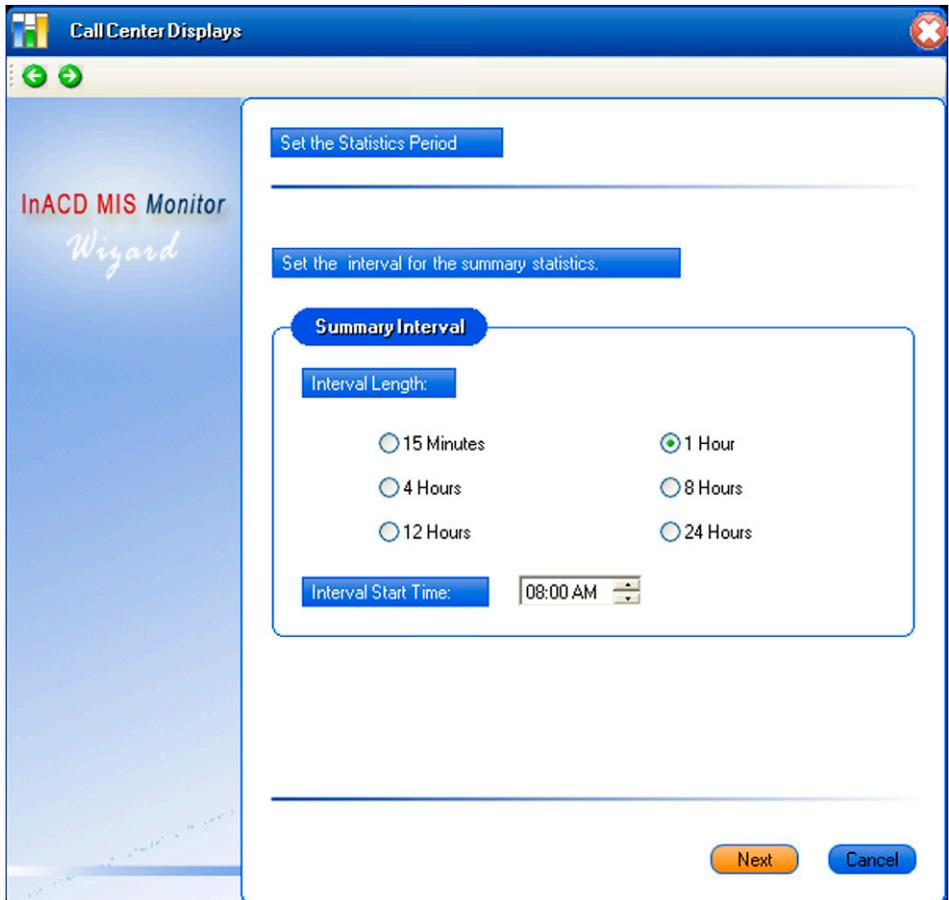


Figure 5-37 MIS Call Center-Set Statistics Period

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time. For example, if the Interval is 4 Hours and the Interval Start Time is 8:00AM, intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

Set Display Options – This is the same menu as defined for the Call Center Monitor display.

3.5 Display Block (Version 1.6 or higher)

When the Call Center option is selected on the Monitor main window, the following operations are accessible:

- Open Call Display Block
- Define New Display Block
- Modify Existing Display Block
- Delete Existing Display Block

Thirty Four types of Display Blocks are available:

- Queue Monitor-Name
- Queue Monitor-Number of Active Agents
- Queue Monitor-Number of Available Agents
- Queue Monitor-Number of Agents on ACD Call
- Queue Monitor-Number of Queued ACD Calls
- Queue Monitor-Longest Time in Queue

- Queue Summary-Name
- Queue Summary-Number of Calls Offered
- Queue Summary-Number of Calls Answered
- Queue Summary-Number of Calls Abandoned
- Queue Summary-Number of Calls Overflowed Out of Queue
- Queue Summary-Number of Calls Overflowed Into Queue
- Queue Summary-Number of Calls Dialed Out of Queue
- Queue Summary-Avg. ACD Call Length
- Queue Summary-Avg. Answer Time
- Queue Summary-Avg. Abandoned Time
- Queue Summary-Percent Abandoned
- Queue Summary-Calls Abandoned After Threshold
- Queue Summary-Calls Answered After Threshold
- Queue Summary-Percent Abandoned After Threshold
- Queue Summary-Percent Answered After Threshold
- Queue Summary-Service Level
- Call Center Monitor-Number of Active Agents
- Call Center Monitor-Number of Agents on ACD Call
- Call Center Monitor-Number of Agents on Non-ACD Calls
- Call Center Monitor-Number of Agents on Rest

- Call Center Monitor-Number of Agents in Wrap-up
- Call Center Monitor-Number of Idle Agents
- Call Center Monitor-Number of Calls in Queue
- Call Center Monitor-Number of Active Agent Client Sessions
- Call Center Summary-Number of Calls Offered
- Call Center Summary-Number of Calls Answered
- Call Center Summary-Number of Calls Abandoned
- Text

The definition and appearance of each display is further described in the following subsections.

Queue Monitor-Name

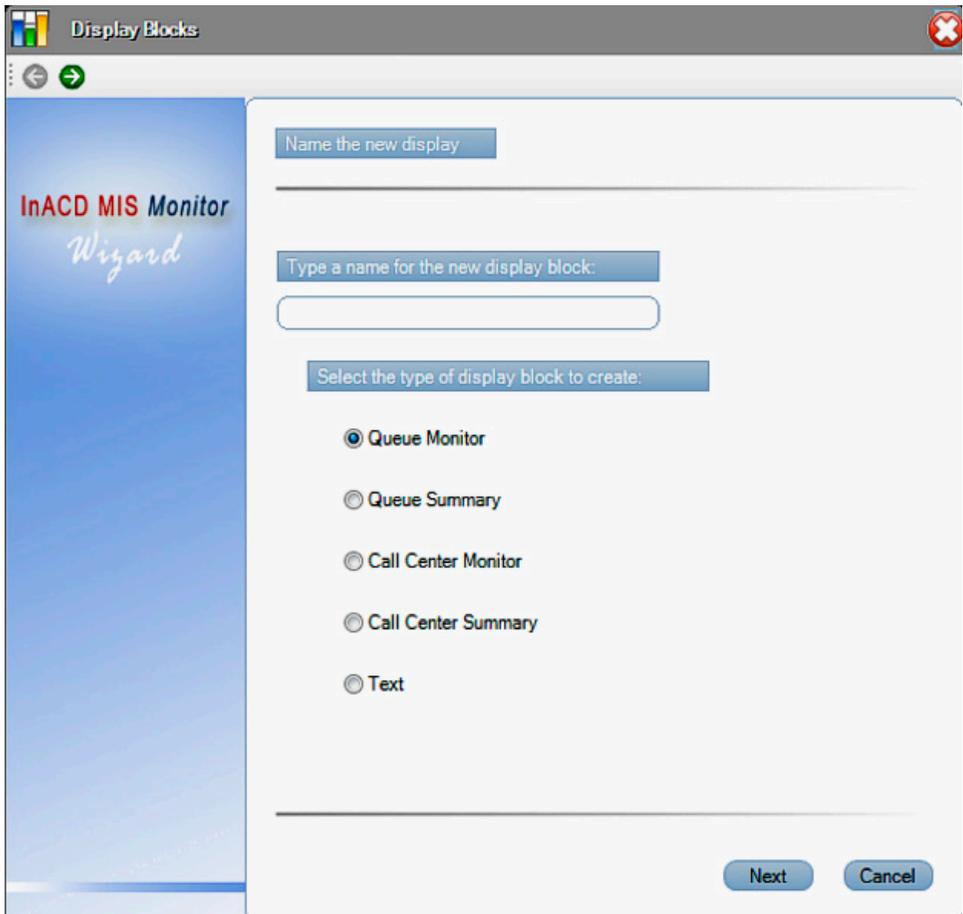


Figure 5-38 Queue Monitor Screen

This menu requests the user to enter a name for the new Display Block, and select the type of display being defined.

After the user completes this form and presses the Next > button, the following form is displayed.

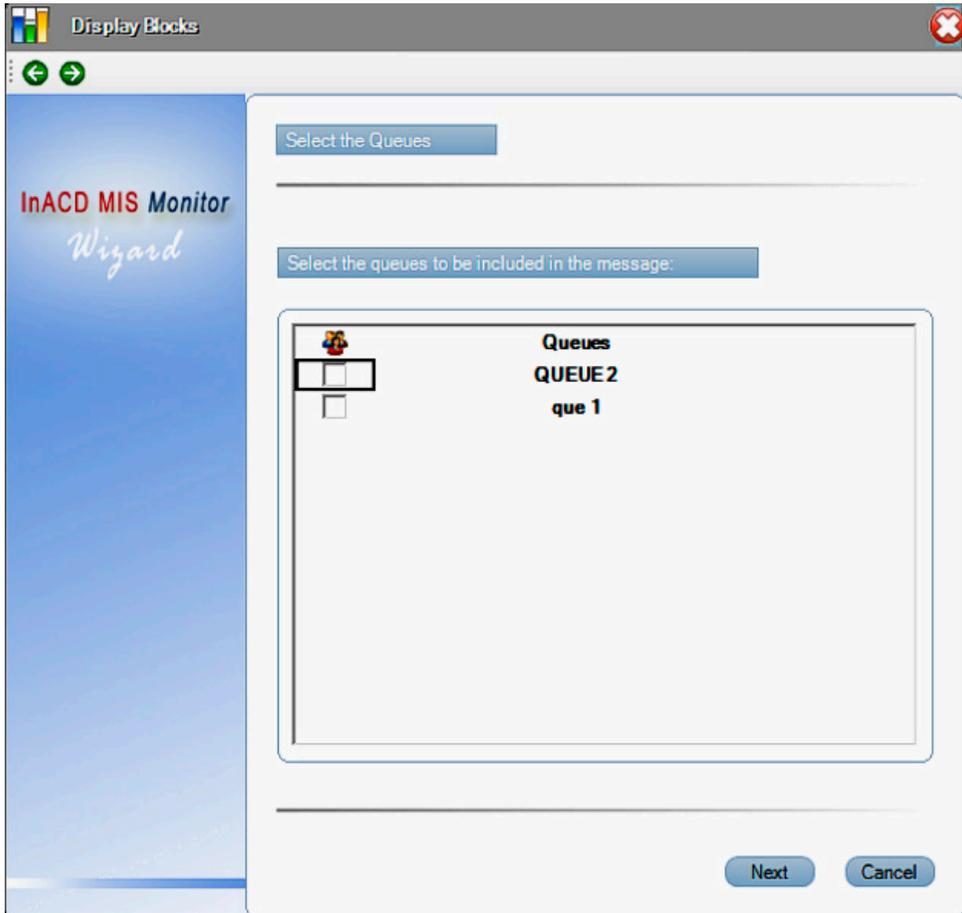


Figure 5-39 Select Queues Screen

This menu allows the user to select the queue that is going to be included in this display

After the user completes this form and presses the Next > button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area is divided into two sections:

- Select the Columns**: This section is currently empty.
- Select the fields to be included in the display:**: This section contains a table with the following data:

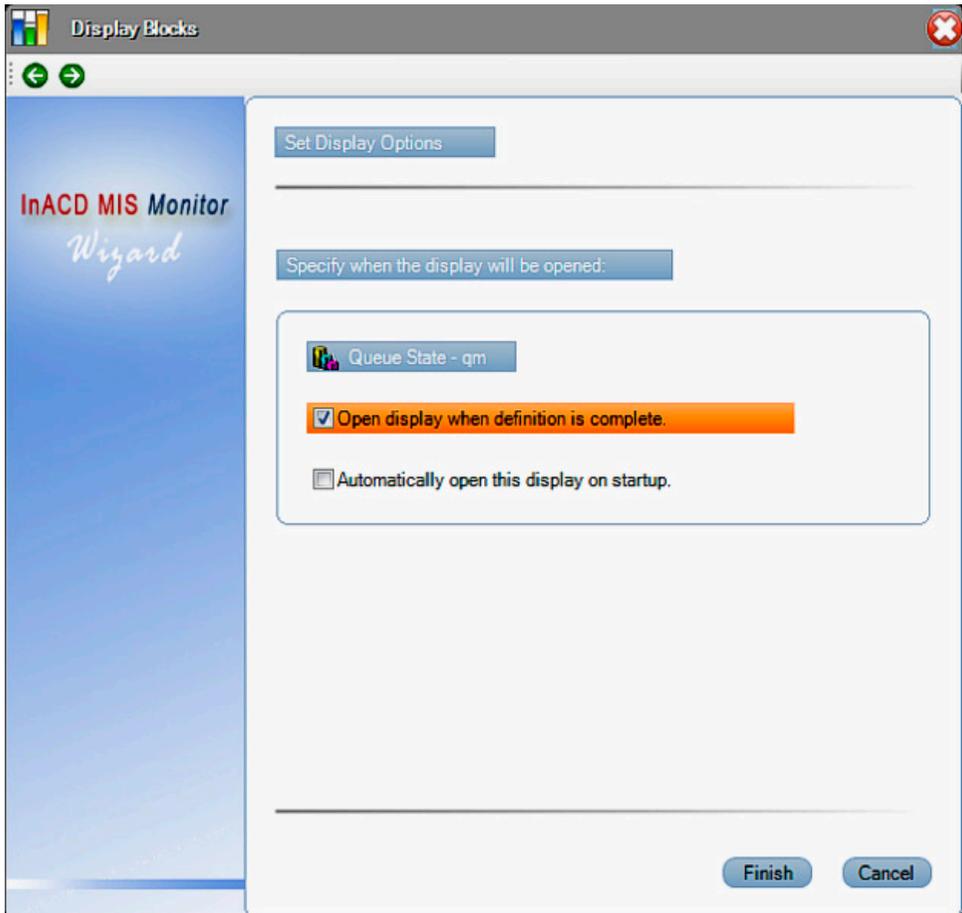
<input type="checkbox"/>	Queue State Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Available Agents	Idle
<input type="checkbox"/>	Number of Agents on ACD Call	Busy
<input type="checkbox"/>	Number of Queued ACD Calls	Calls In Queue
<input type="checkbox"/>	Longest Waiting Time in Queue	Longest

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-40 Queue Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the Next > button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard" and two navigation arrows (back and forward). The main content area is white and contains the following elements:

- A blue button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A blue button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a light blue border containing:
 - A small icon of a queue and a blue button labeled "Queue State - qm".
 - A checked checkbox (orange background) labeled "Open display when definition is complete."
 - An unchecked checkbox (white background) labeled "Automatically open this display on startup."
- A horizontal separator line.
- Two buttons at the bottom right: "Finish" and "Cancel".

Figure 5-41 Queue Monitor Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Monitor-Number of Active Agents

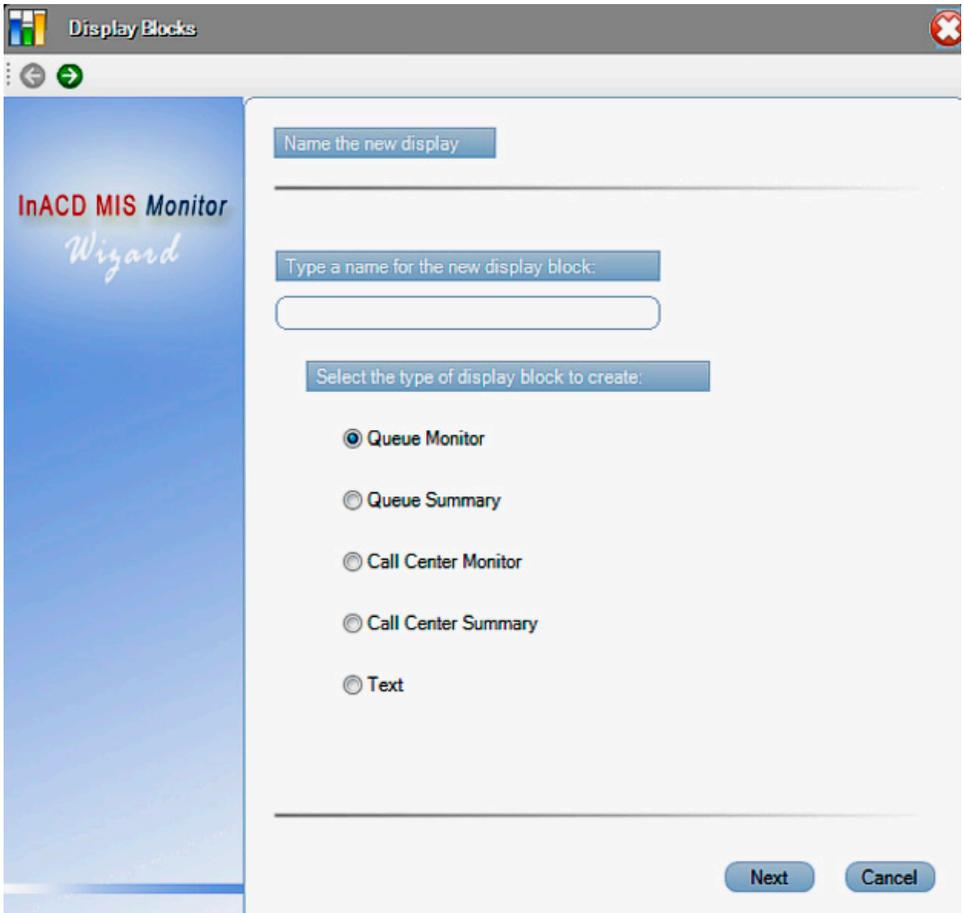


Figure 5-42 Queue Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the Next > button, the following form is displayed.

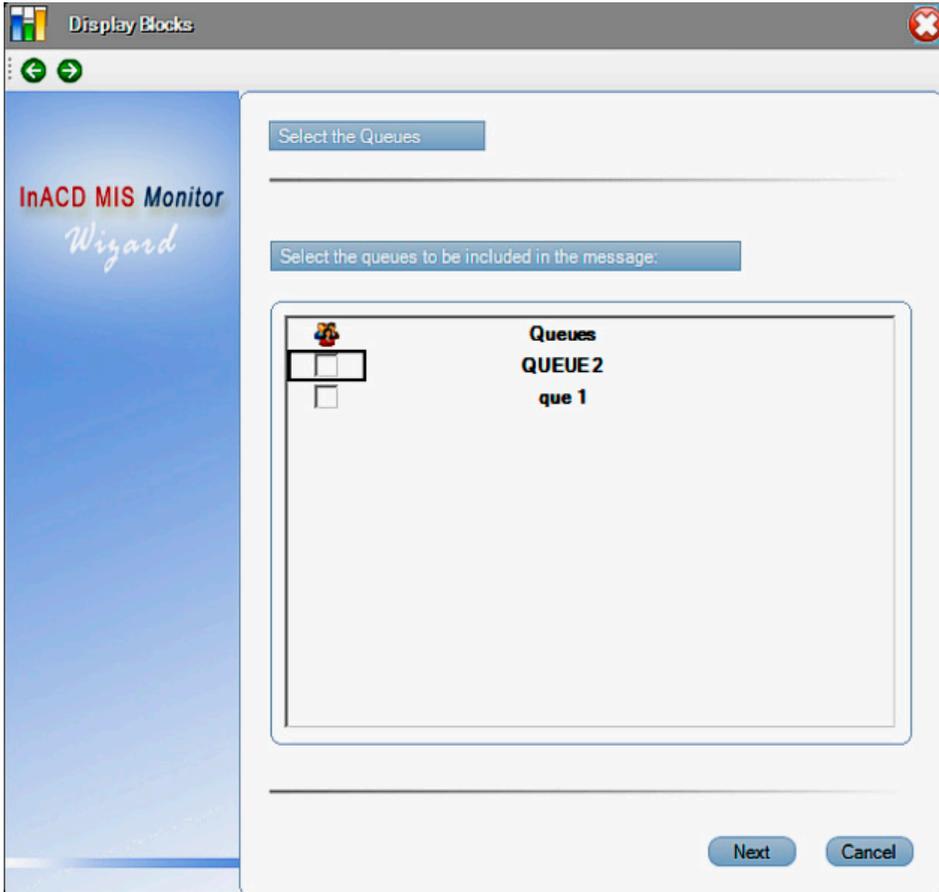


Figure 5-43 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the Next > button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area has a button labeled "Select the Columns" and another button labeled "Select the fields to be included in the display:". Below the second button is a table with the following data:

Queue State Fields	Display As...
<input checked="" type="checkbox"/> Name	Name
<input type="checkbox"/> Number of Active Agents	Logged In
<input type="checkbox"/> Number of Available Agents	Idle
<input type="checkbox"/> Number of Agents on ACD Call	Busy
<input type="checkbox"/> Number of Queued ACD Calls	Calls In Queue
<input type="checkbox"/> Longest Waiting Time in Queue	Longest

At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-44 Queue Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the Next > button, the following form is displayed.

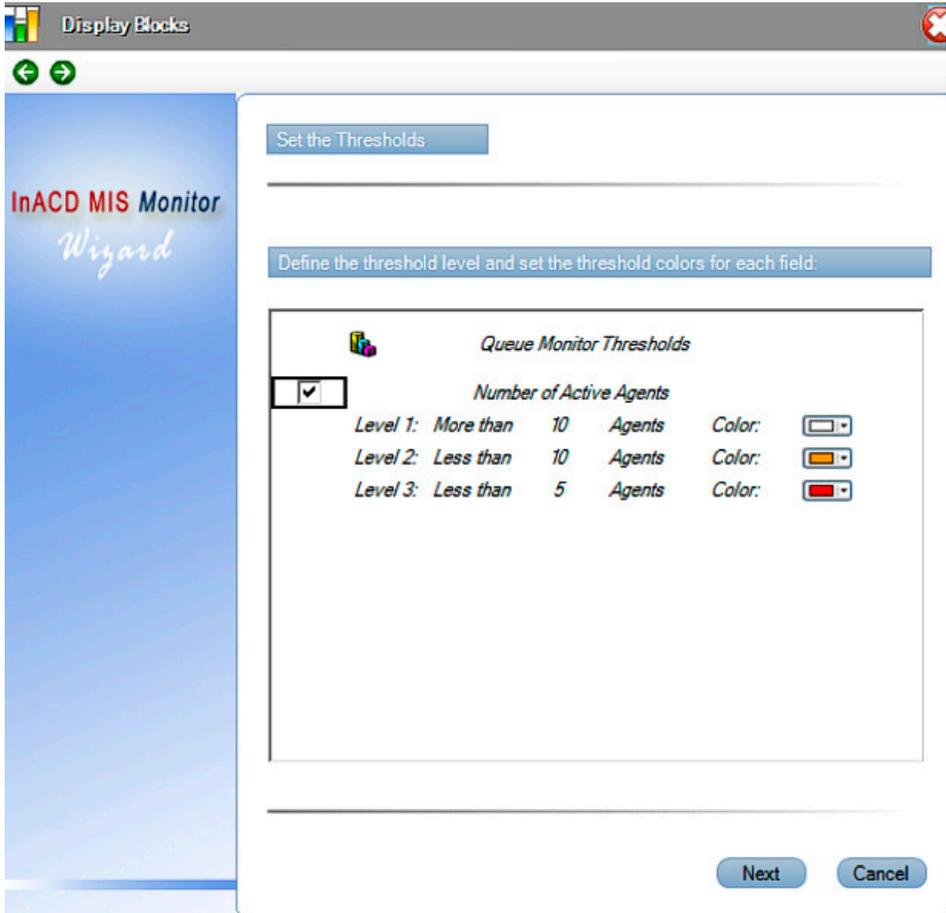
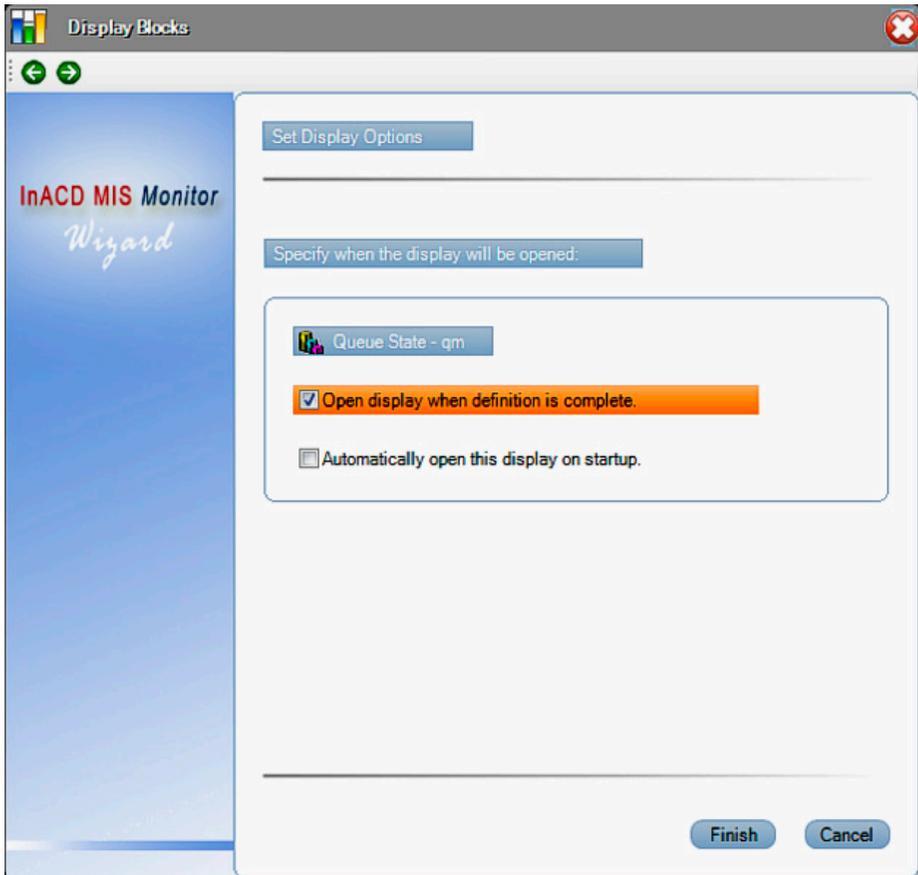


Figure 5-45 Number of Active Agents Thresholds Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the Next > button, the following form is displayed.



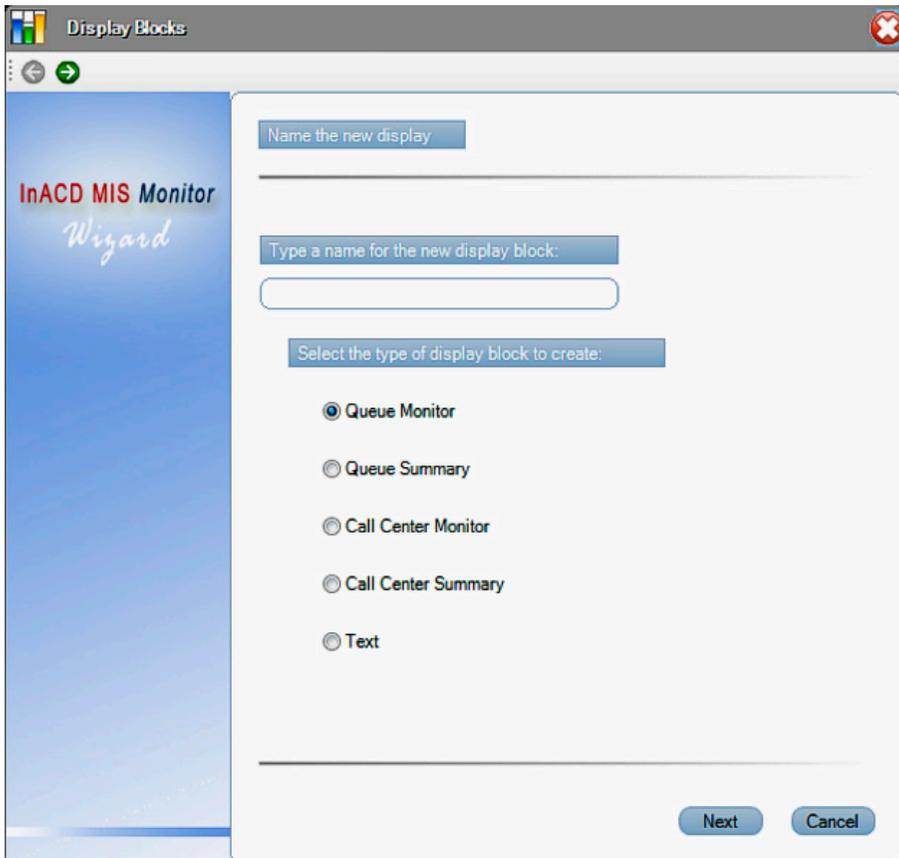
The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical panel with the text "InACD MIS Monitor Wizard". The main content area is white and contains the following elements:

- A button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a blue header bar containing a small icon and the text "Queue State - qm".
- Inside this container, there are two checkboxes:
 - The first checkbox is checked and has an orange highlight behind it, with the text "Open display when definition is complete."
 - The second checkbox is unchecked, with the text "Automatically open this display on startup."
- At the bottom right of the window, there are two buttons: "Finish" and "Cancel".

Figure 5-46 Queue Monitor Display Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the Finish button to complete the definition of this Display Block.

Queue Monitor-Number of Available Agents



The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a horizontal line.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, there are "Next" and "Cancel" buttons.

Figure 5-47 Queue Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the Next > button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main area contains a "Select the Queues" button, followed by a horizontal line, and then a "Select the queues to be included in the message:" button. Below this is a list box with a "Queues" header. The list contains two items: "QUEUE2" with a checked checkbox and "que 1" with an unchecked checkbox. At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-48 Select Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the Next > button, the following form is displayed.



Figure 5-49 Queue Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the Next > button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has a "Set the Thresholds" button at the top. Below it, a blue bar contains the instruction: "Define the threshold level and set the threshold colors for each field:". The main configuration area is titled "Queue Monitor Thresholds" and contains a dropdown menu with a checkmark, currently set to "Number of Available Agents". Below the dropdown, three threshold levels are listed:

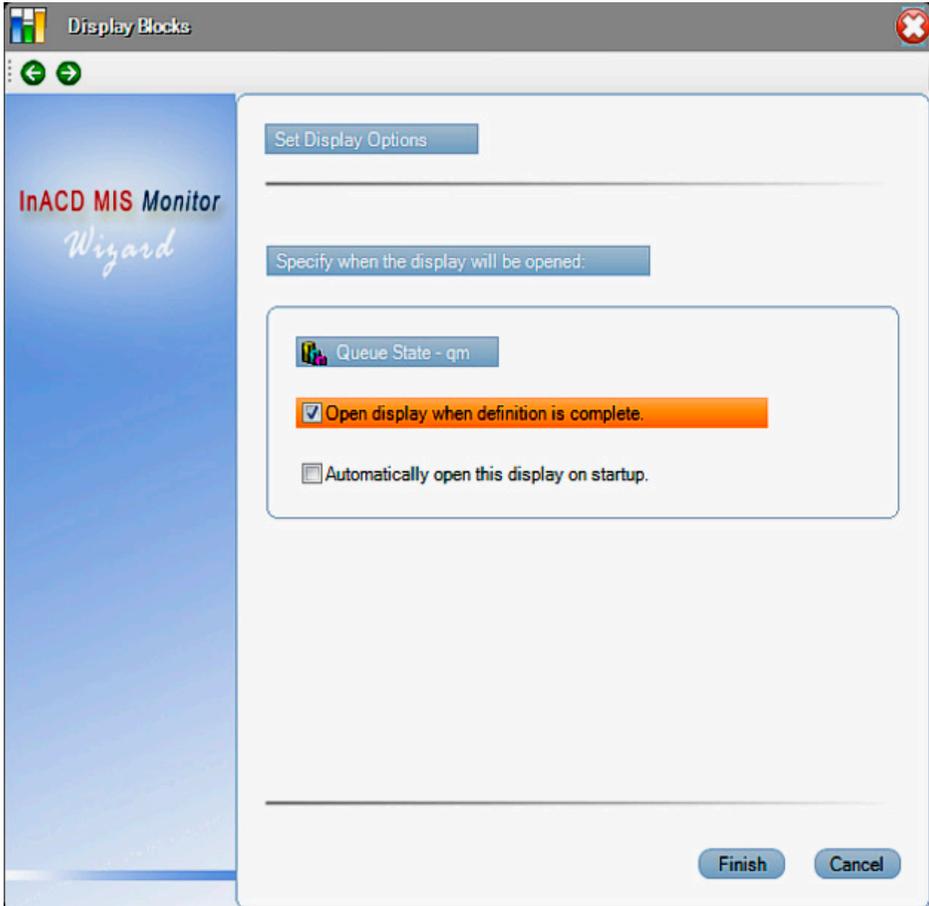
Level	Condition	Value	Unit	Color
Level 1	More than	10	Agents	White
Level 2	Less than	10	Agents	Yellow
Level 3	Less than	5	Agents	Red

At the bottom right of the window, there are "Next" and "Cancel" buttons.

Figure 5-50 Number of Available Agents Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the Next > button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set Display Options".
- A section header "Specify when the display will be opened:".
- A sub-section titled "Queue State - qm" containing:
 - A checked checkbox labeled "Open display when definition is complete." (highlighted in orange).
 - An unchecked checkbox labeled "Automatically open this display on startup."
- At the bottom right, there are two buttons: "Finish" and "Cancel".

Figure 5-51 Queue Monitor Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Monitor-Number of Agents on ACD Call

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area is divided into three sections:

- Name the new display**: A text input field.
- Type a name for the new display block:**: A text input field.
- Select the type of display block to create:**: A list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-52 Queue Monitor - Number of Agents on ACD Calls

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the Next > button, the following form is displayed.

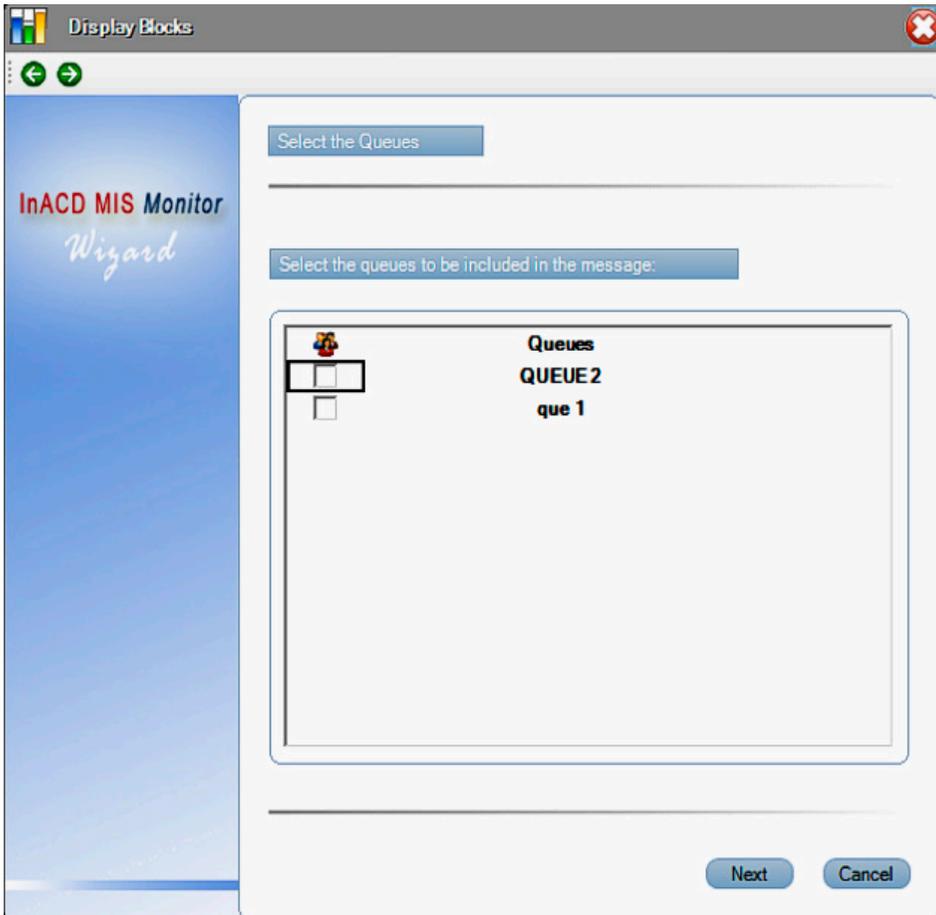


Figure 5-53 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the Next > button, the following form is displayed.

Queue State Fields		Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Available Agents	Idle
<input type="checkbox"/>	Number of Agents on ACD Call	Busy
<input type="checkbox"/>	Number of Queued ACD Calls	Calls In Queue
<input type="checkbox"/>	Longest Waiting Time in Queue	Longest

Figure 5-54 Queue Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the Next > button, the following form is displayed.

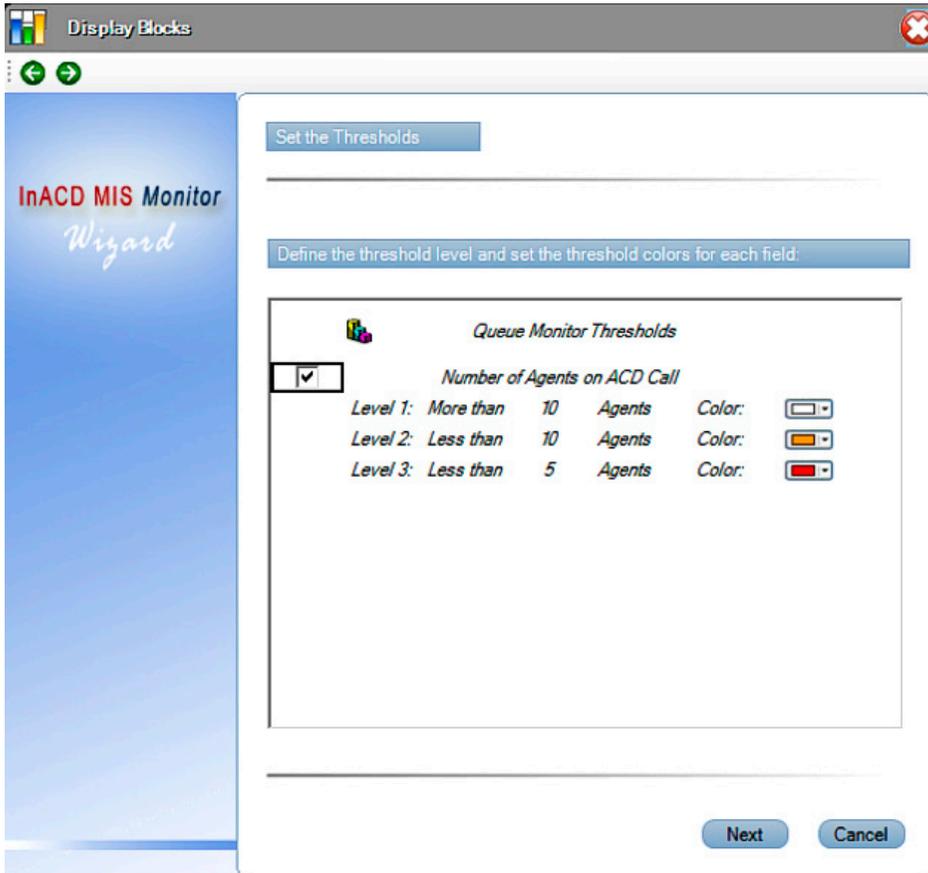
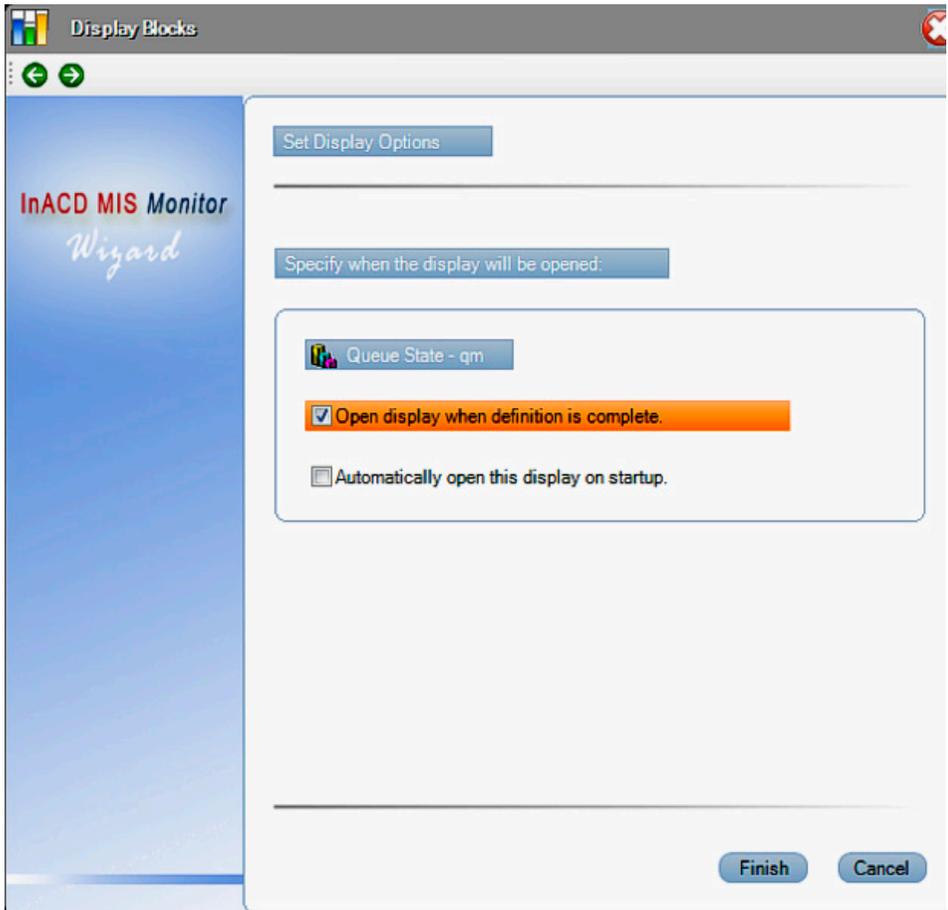


Figure 5-55 Number of Agents on ACD Call Thresholds Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the Next > button, the following form is displayed.



The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical panel with the text "InACD MIS Monitor Wizard" in a stylized font. The main content area is white and contains the following elements:

- A button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A label "Specify when the display will be opened:" above a text input field.
- A rounded rectangular container with a blue header bar containing a small icon and the text "Queue State - qm".
- Inside this container, there are two checkboxes:
 - The first checkbox is checked and has an orange highlight behind it. The text next to it is "Open display when definition is complete."
 - The second checkbox is unchecked. The text next to it is "Automatically open this display on startup."
- At the bottom right of the main content area, there are two buttons: "Finish" and "Cancel".

Figure 5-56 Queue Monitor Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Monitor-Number of Queued ACD Calls

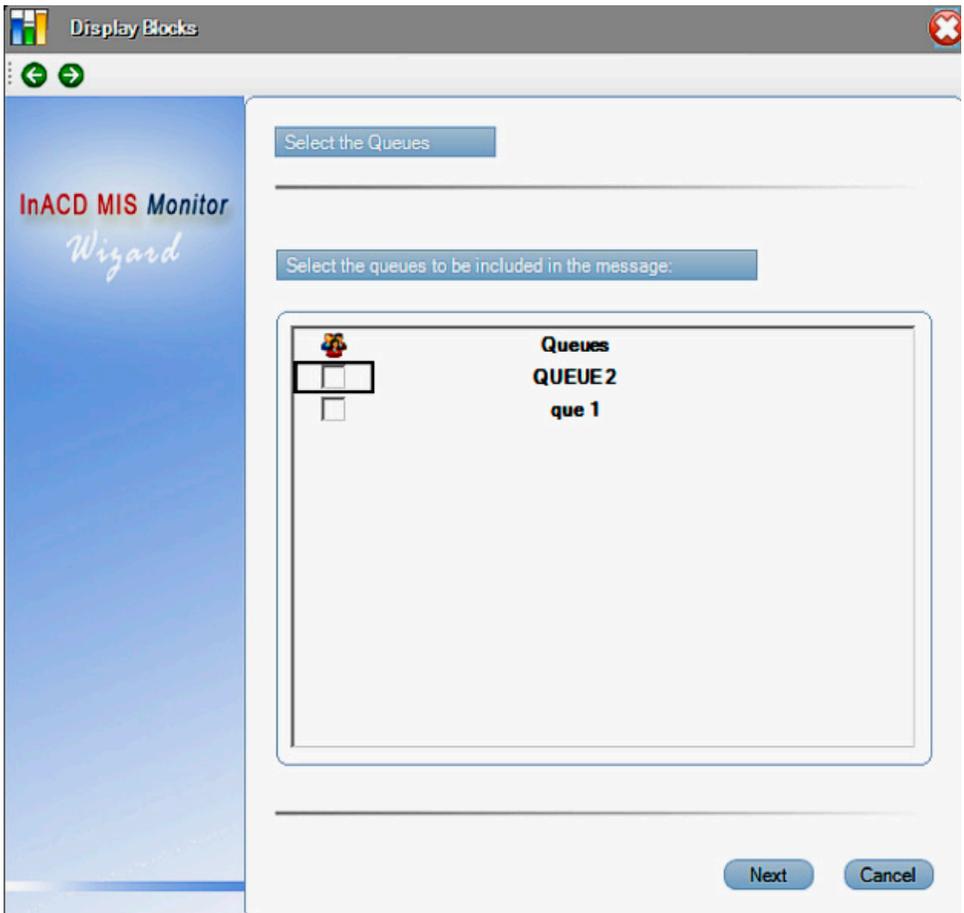
The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area is white and contains the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above another text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, there are two buttons: "Next" and "Cancel".

Figure 5-57 Set the Queue Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Queues" at the top.
- A horizontal separator line.
- A button labeled "Select the queues to be included in the message:" below the separator.
- A large rectangular frame containing a list of queues. The list is titled "Queues" and includes the following items:
 - A small icon of a person with a speech bubble, followed by a checkbox that is currently checked.
 - The text "QUEUE2" followed by a checkbox that is currently unchecked.
 - The text "que 1" followed by a checkbox that is currently unchecked.
- A horizontal separator line at the bottom of the frame.
- Two buttons at the bottom right of the window: "Next" and "Cancel".

Figure 5-58 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

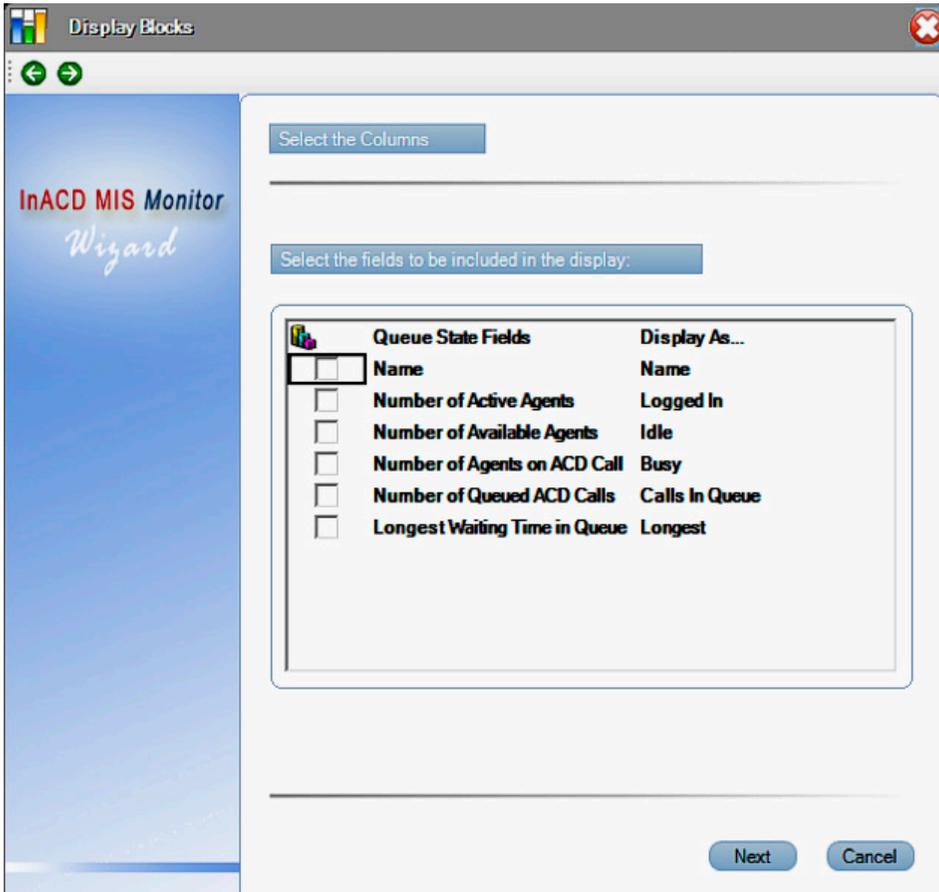


Figure 5-59 Queue Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Monitor Thresholds				
<input checked="" type="checkbox"/>	Number of Queued ACD Calls			
Level 1:	Less than	5	Calls	Color: <input type="text" value="White"/>
Level 2:	More than	5	Calls	Color: <input type="text" value="Yellow"/>
Level 3:	More than	10	Calls	Color: <input type="text" value="Red"/>

Next Cancel

Figure 5-60 Number of Queued ACD Calls Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

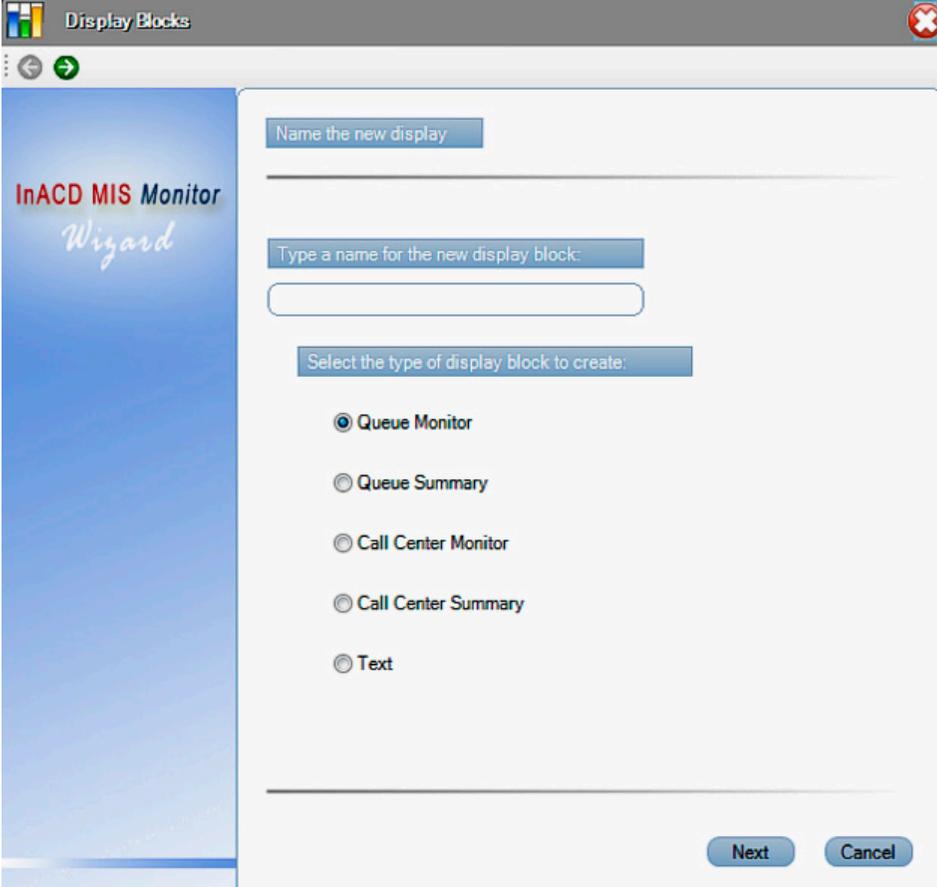
After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area is white and contains the following elements from top to bottom: a "Set Display Options" button; a label "Specify when the display will be opened:"; a rounded rectangular container with a blue header "Queue State - qm"; two checkboxes: "Open display when definition is complete." (which is checked and highlighted in orange) and "Automatically open this display on startup." (which is unchecked); and finally, "Finish" and "Cancel" buttons at the bottom right.

Figure 5-61 Queue Monitor Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Monitor-Longest Waiting Time in Queue



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A blue button labeled "Name the new display" above a horizontal line.
- A blue button labeled "Type a name for the new display block:" above a text input field.
- A blue button labeled "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- A horizontal line at the bottom of the main area.
- Two blue buttons at the bottom right: "Next" and "Cancel".

Figure 5-62 Queue Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

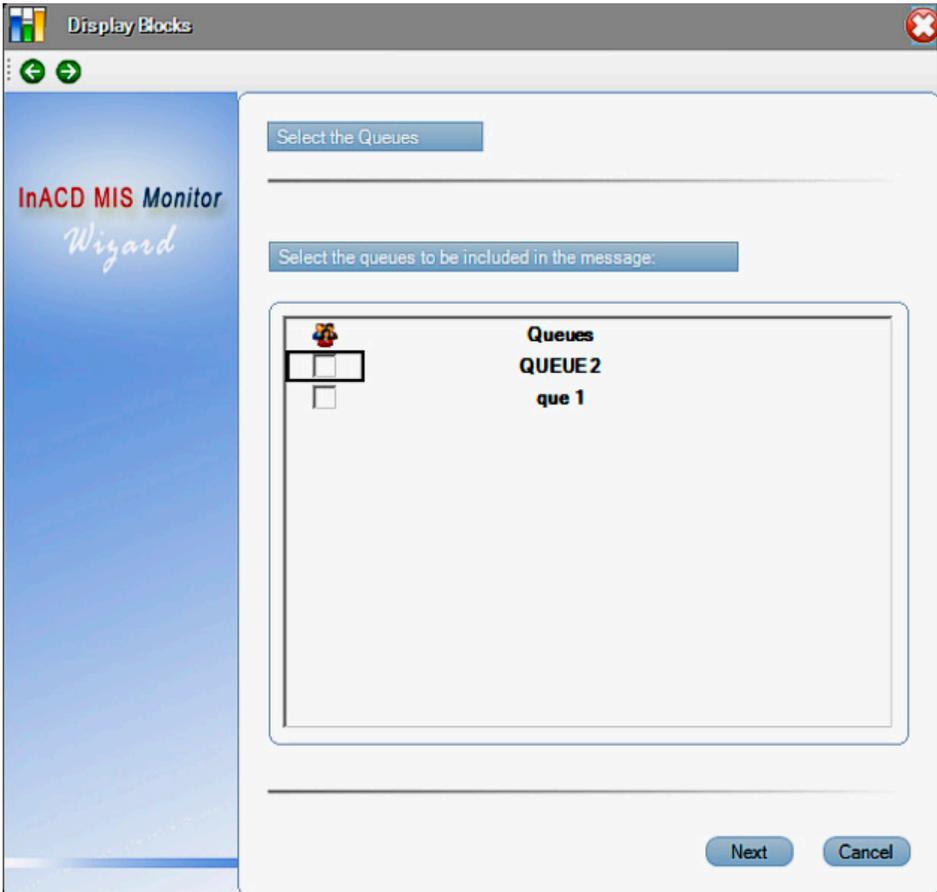


Figure 5-63 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains two buttons: "Select the Columns" and "Select the fields to be included in the display:". Below the second button is a table with the following data:

Queue State Fields	Display As...
<input checked="" type="checkbox"/> Name	Name
<input type="checkbox"/> Number of Active Agents	Logged In
<input type="checkbox"/> Number of Available Agents	Idle
<input type="checkbox"/> Number of Agents on ACD Call	Busy
<input type="checkbox"/> Number of Queued ACD Calls	Calls In Queue
<input type="checkbox"/> Longest Waiting Time in Queue	Longest

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-64 Queue Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the "InACD MIS Monitor Wizard" logo. The main content area has a "Set the Thresholds" button at the top. Below it is a section titled "Define the threshold level and set the threshold colors for each field." This section contains a scrollable box titled "Queue Monitor Thresholds" with a checked checkbox. Inside the scrollable box is a table for "Longest Waiting Time in Queue" with three levels. Each level specifies a condition, minimum and maximum values in minutes and seconds, and a color selection button.

Level	Condition	Min.	Sec.	Color
Level 1	Less than	1	0	[White Color Selection]
Level 2	More than	1	0	[Yellow Color Selection]
Level 3	More than	2	0	[Red Color Selection]

At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-65 Longest Waiting Time in Queue Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

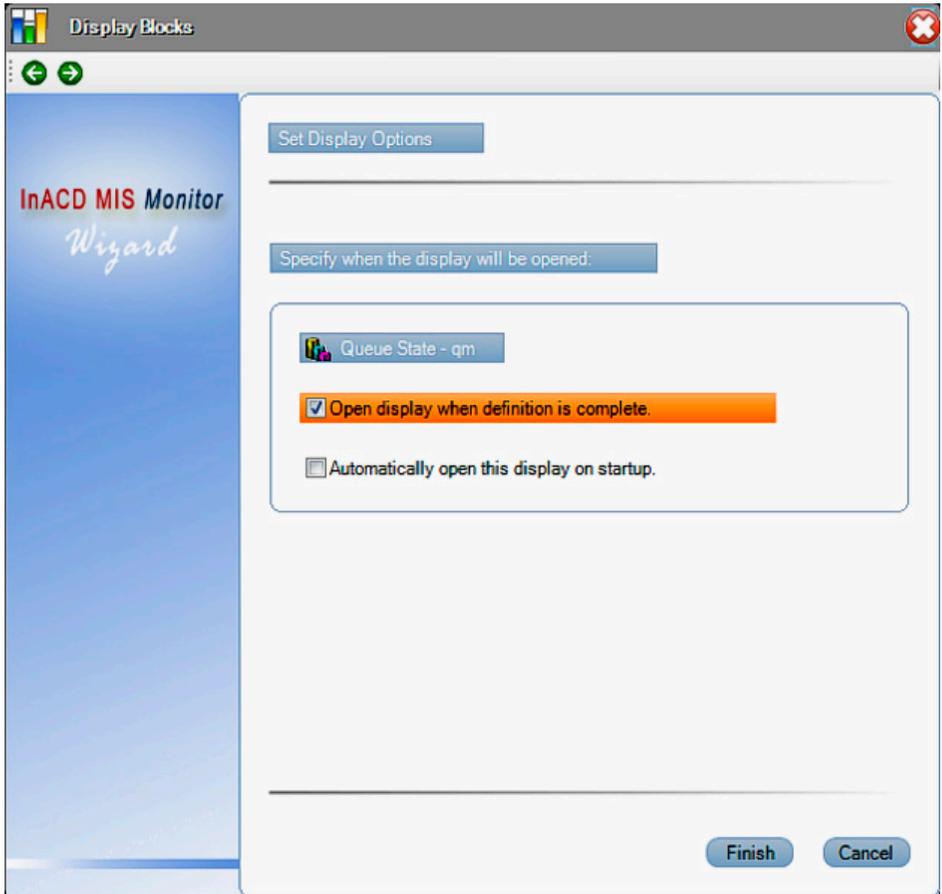


Figure 5-66 Queue Monitor Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Name

Display Blocks

InACD MIS Monitor
Wizard

Name the new display

Type a name for the new display block:

Select the type of display block to create:

- Queue Monitor
- Queue Summary
- Call Center Monitor
- Call Center Summary
- Text

Next Cancel

Figure 5-67 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area of the window has a light blue background and contains the following elements:

- A button labeled "Select the Queues".
- A horizontal separator line.
- A button labeled "Select the queues to be included in the message:".
- A list box containing a tree view icon on the left and the text "Queues", "QUEUE2", and "que 1".
- A horizontal separator line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-68 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display

After the user completes this form and presses the **Next >** button, the following form is displayed.

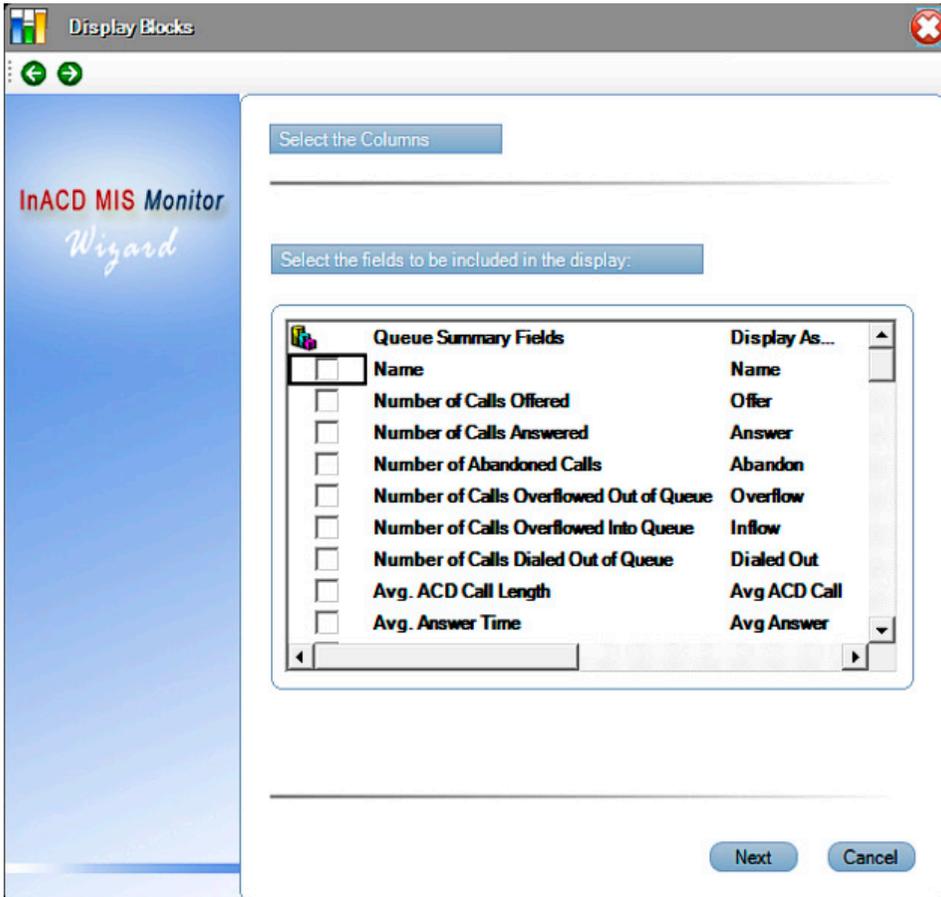


Figure 5-69 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

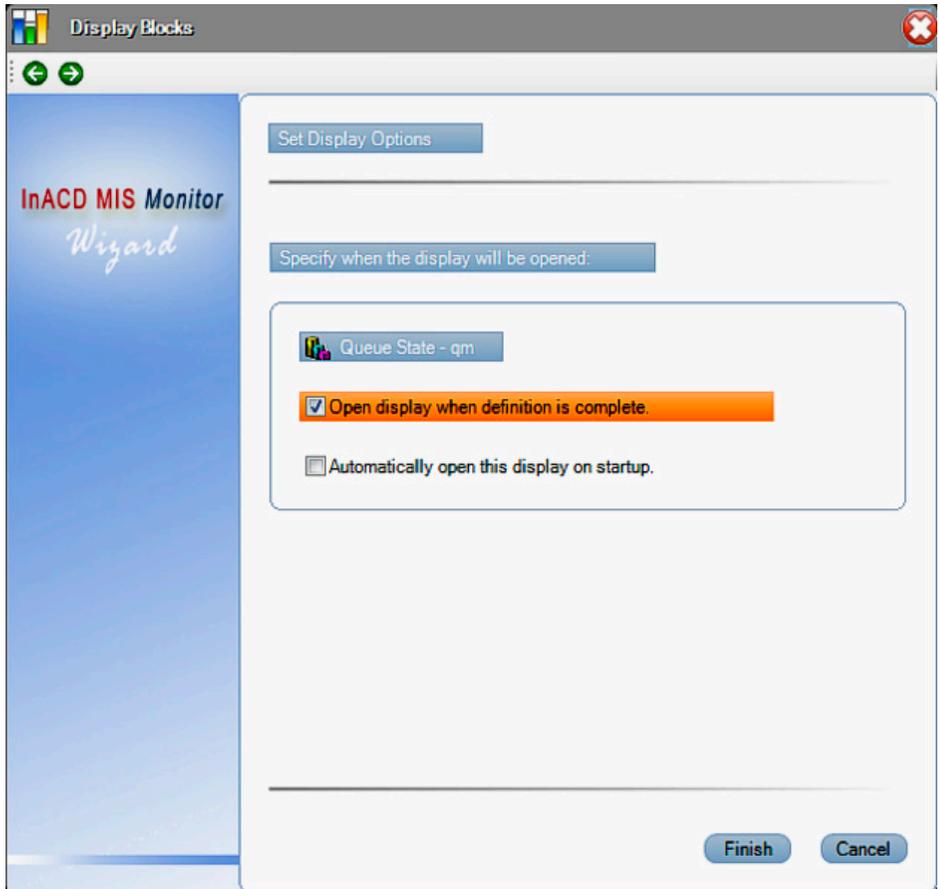


Figure 5-70 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Number of Calls Offered

Display Blocks

InACD MIS Monitor
Wizard

Name the new display

Type a name for the new display block:

Select the type of display block to create:

- Queue Monitor
- Queue Summary
- Call Center Monitor
- Call Center Summary
- Text

Next Cancel

Figure 5-71 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area of the window has a light blue background and contains the following elements:

- A button labeled "Select the Queues".
- A horizontal separator line.
- A button labeled "Select the queues to be included in the message:".
- A list box with a header "Queues" and two items: "QUEUE2" and "que 1". The "que 1" item is selected, indicated by a small square icon to its left.
- A horizontal separator line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-72 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the "InACD MIS Monitor Wizard" logo. The main content area is divided into two sections. The first section is labeled "Select the Columns" and is currently empty. The second section is labeled "Select the fields to be included in the display:" and contains a table with the following data:

	Queue Summary Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-73 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds					
<input checked="" type="checkbox"/>	Number of Calls Offered				
Level 1:	Less than	5	Calls	Color:	<input type="text"/>
Level 2:	More than	5	Calls	Color:	<input type="text"/>
Level 3:	More than	10	Calls	Color:	<input type="text"/>

Next Cancel

Figure 5-74 Number of Calls Offered threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Statistics Period

Set the interval for the summary statistics.

Summary Interval

Interval Length:

15 Minutes 1 Hour

4 Hours 8 Hours

12 Hours 24 Hours

Interval Start Time: 08:00 AM

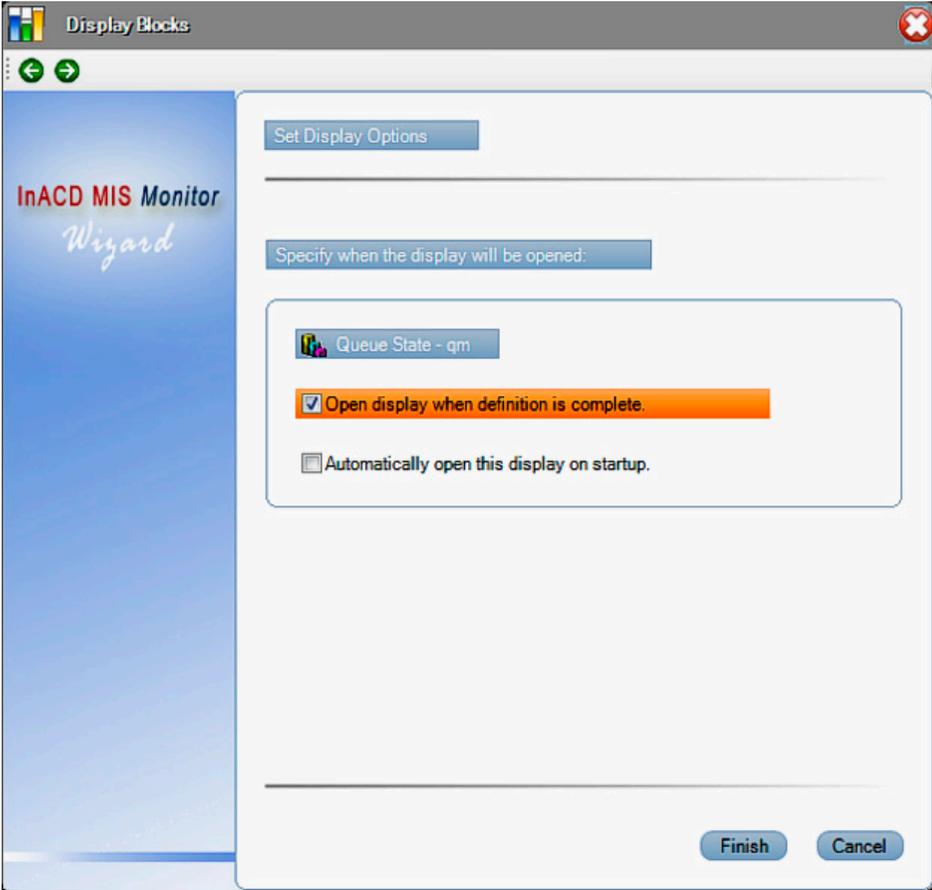
Next Cancel

Figure 5-75 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:" which contains a list of display blocks. The first block is "Queue State - qm" with a small icon. Below this block, there are two checkboxes: "Open display when definition is complete." (which is checked and highlighted in orange) and "Automatically open this display on startup." (which is unchecked). At the bottom right of the window, there are "Finish" and "Cancel" buttons.

Figure 5-76 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Number of Calls Answered

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area is divided into three sections:

- Name the new display**: A text input field.
- Type a name for the new display block:**: A text input field.
- Select the type of display block to create:**: A list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-77 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

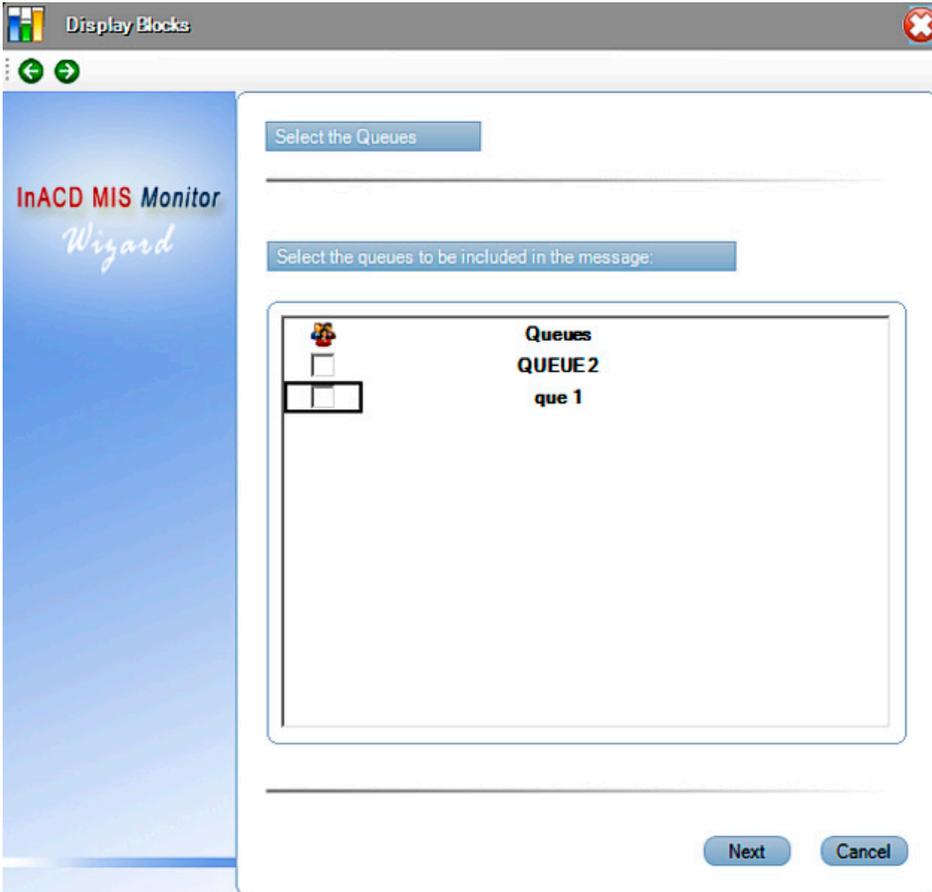


Figure 5-78 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Columns".
- A button labeled "Select the fields to be included in the display:".
- A table with the following columns: "Queue Summary Fields", "Display As...", and a scrollable list of items. The first item, "Name", is selected with a checkbox.
- At the bottom right, there are two buttons: "Next" and "Cancel".

Queue Summary Fields	Display As...
<input checked="" type="checkbox"/> Name	Name
<input type="checkbox"/> Number of Calls Offered	Offer
<input type="checkbox"/> Number of Calls Answered	Answer
<input type="checkbox"/> Number of Abandoned Calls	Abandon
<input type="checkbox"/> Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/> Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/> Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/> Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/> Avg. Answer Time	Avg Answer

Figure 5-79 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor
Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds

Number of Calls Offered

Level	Description	Value	Unit	Color
Level 1:	Less than	5	Calls	Color: <input type="text" value=""/>
Level 2:	More than	5	Calls	Color: <input type="text" value=""/>
Level 3:	More than	10	Calls	Color: <input type="text" value=""/>

Next Cancel

Figure 5-80 Queue Summary Fields Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

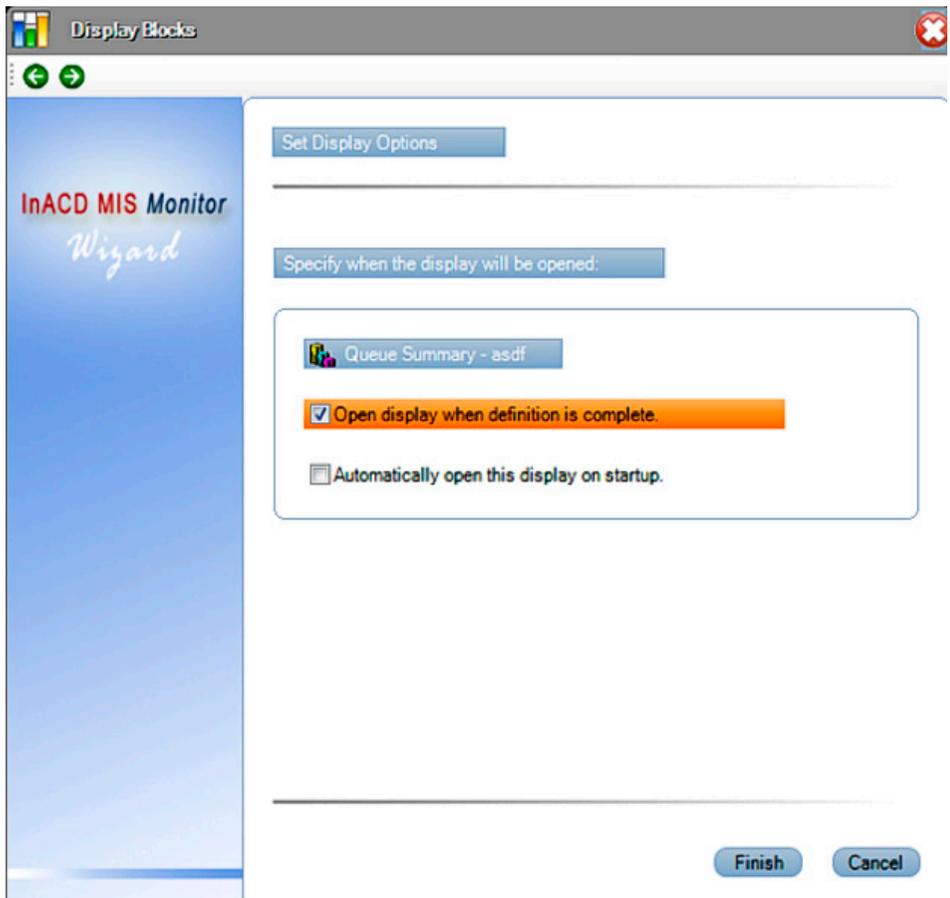
The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard". The main content area is titled "Set the Statistics Period" and contains a sub-section "Set the interval for the summary statistics." with a "Summary Interval" header. Under "Interval Length", there are six radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", "8 Hours", and "24 Hours". Below these options is an "Interval Start Time" field with a dropdown menu showing "08:00 AM". At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-81 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set Display Options".
- A horizontal separator line.
- A button labeled "Specify when the display will be opened:".
- A rounded rectangular box containing:
 - A button labeled "Queue Summary - asdf" with a small icon.
 - A checked checkbox labeled "Open display when definition is complete." with an orange highlight.
 - An unchecked checkbox labeled "Automatically open this display on startup."
- A horizontal separator line.
- Two buttons at the bottom right: "Finish" and "Cancel".

Figure 5-82 Queue Summary - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Number of Calls Abandoned

Display Blocks

InACD MIS Monitor
Wizard

Name the new display

Type a name for the new display block:

Select the type of display block to create:

- Queue Monitor
- Queue Summary
- Call Center Monitor
- Call Center Summary
- Text

Next Cancel

Figure 5-83 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Select the Queues" button, followed by a horizontal line, and then a "Select the queues to be included in the message:" button. Below this is a table with two columns: a checkbox and a text column labeled "Queues". The table contains two rows: "QUEUE2" with an unchecked checkbox, and "que 1" with a checked checkbox. At the bottom right of the window are "Next" and "Cancel" buttons.

	Queues
<input type="checkbox"/>	QUEUE2
<input checked="" type="checkbox"/>	que 1

Figure 5-84 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

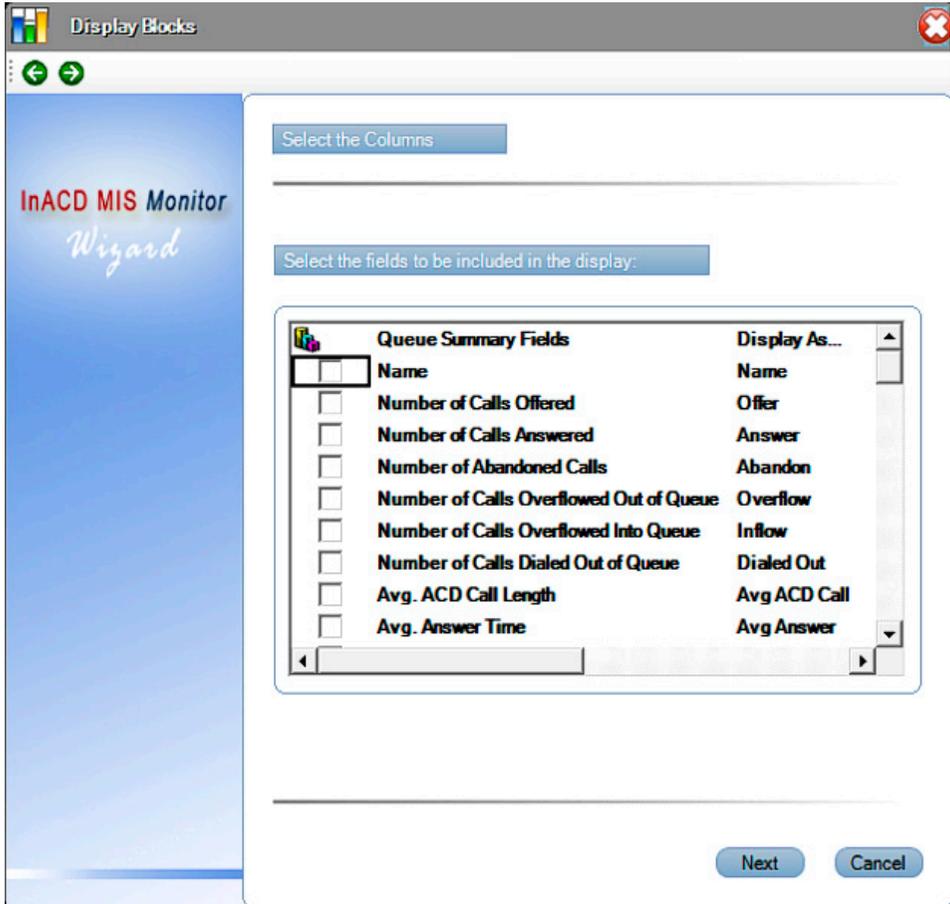


Figure 5-85 Que Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds

Number of Abandoned Calls

Level 1:	Less than	5	Calls	Color:	<input type="text"/>
Level 2:	More than	5	Calls	Color:	<input type="text"/>
Level 3:	More than	10	Calls	Color:	<input type="text"/>

Next Cancel

Figure 5-86 Number of Abandoned Calls Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set the Statistics Period" with a horizontal line below it.
- A button labeled "Set the interval for the summary statistics." with a horizontal line below it.
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "24 Hours".
 - An "Interval Start Time:" label followed by a time input field showing "08:00 AM" and a small calendar icon.
- A horizontal line below the "Summary Interval" box.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-87 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard" and two green navigation arrows (back and forward). The main content area contains the following elements:

- A "Set Display Options" button.
- A "Specify when the display will be opened:" label.
- A list item "Queue Summary - asdf" with a small icon.
- A checked checkbox labeled "Open display when definition is complete." with an orange highlight.
- An unchecked checkbox labeled "Automatically open this display on startup."
- "Finish" and "Cancel" buttons at the bottom right.

Figure 5-88 Queue Summary- asdf Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Number of Calls Overflowed Out of Queue

The screenshot shows a configuration window titled "Display Blocks". On the left is a blue sidebar with the text "InACD MIS Monitor" and "Wizard". The main area contains a form with the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above another text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right are "Next" and "Cancel" buttons.

Figure 5-89 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

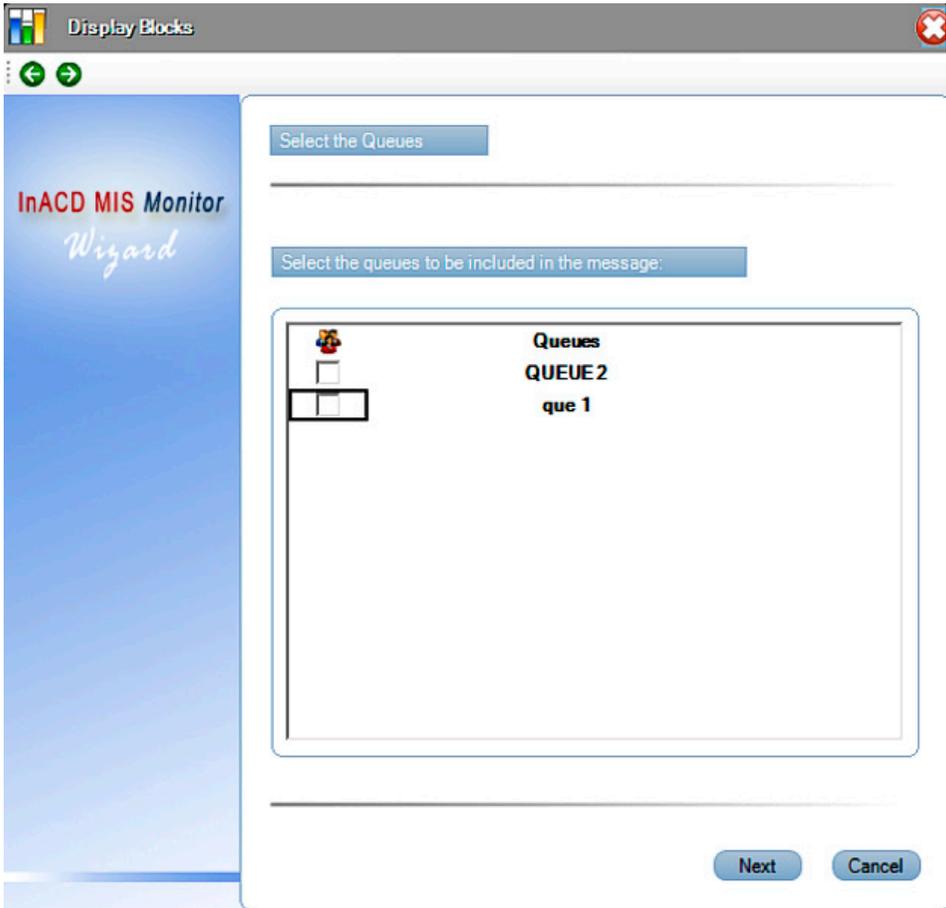


Figure 5-90 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area has a button "Select the Columns" and another button "Select the fields to be included in the display:". Below the second button is a table with the following data:

<input type="checkbox"/>	Queue Summary Fields	Name	Display As...
<input type="checkbox"/>	Name	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer	Avg Answer

At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-91 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.



Figure 5-92 Number of Calls Overflowed Out of Queue Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area of the window contains a form with the following elements:

- A button labeled "Set the Statistics Period".
- A button labeled "Set the interval for the summary statistics."
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Six radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", "8 Hours", and "24 Hours".
 - An "Interval Start Time:" label and a time picker set to "08:00 AM".
- At the bottom right, two buttons: "Next" and "Cancel".

Figure 5-93 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.

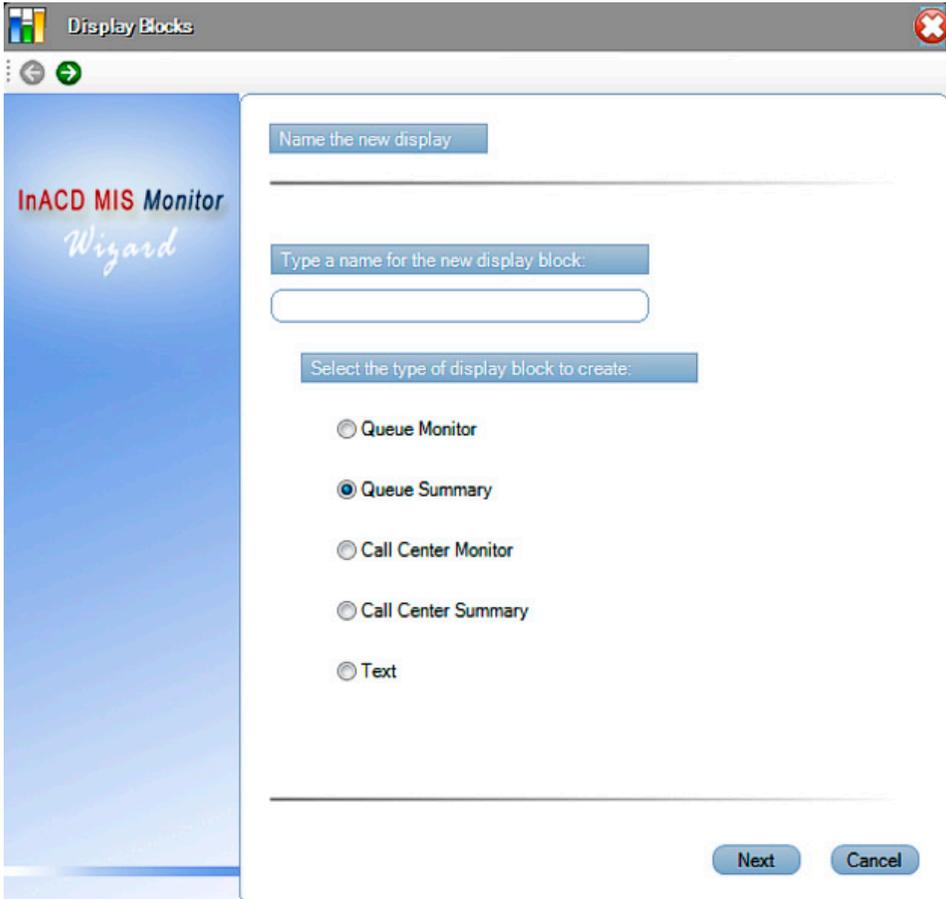
The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical panel with the text "InACD MIS Monitor Wizard". The main area of the window contains the following elements:

- A button labeled "Set Display Options".
- A section header "Specify when the display will be opened:".
- A list item "Queue Summary - asdf" with a small icon to its left.
- A checked checkbox labeled "Open display when definition is complete." with an orange highlight.
- An unchecked checkbox labeled "Automatically open this display on startup."
- At the bottom right, there are two buttons: "Finish" and "Cancel".

Figure 5-94 Queues Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Number of Call Overflowed Into Queue



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a vertical blue banner with the text "InACD MIS Monitor" and "Wizard" in a script font. The main area of the window contains the following elements:

- A label "Name the new display" above a horizontal line.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, there are two buttons: "Next" and "Cancel".

Figure 5-95 Queues Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains two blue buttons: "Select the Queues" and "Select the queues to be included in the message:". Below the second button is a rectangular frame containing a list of queues. The list has a header "Queues" and two entries: "QUEUE2" and "que 1". To the left of each entry is a small square checkbox, with the checkbox for "que 1" being selected. At the bottom right of the window, there are two blue buttons: "Next" and "Cancel".

Figure 5-96 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

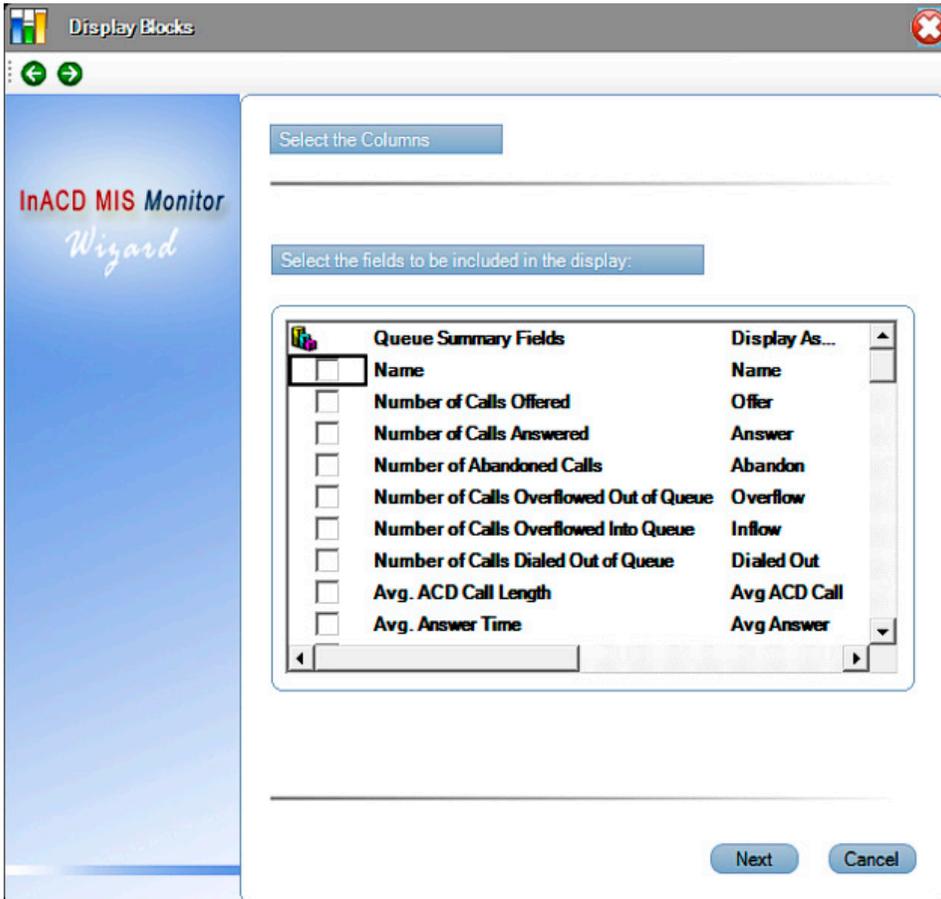


Figure 5-97 Queues Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area has a "Set the Thresholds" button at the top. Below it is a instruction bar: "Define the threshold level and set the threshold colors for each field:". The main content is a table titled "Queue Summary Thresholds" with a checked checkbox on the left. The table has three rows representing different threshold levels.

Queue Summary Thresholds				
<input checked="" type="checkbox"/>	<i>Number of Calls Overflowed Into Queue</i>			
Level 1:	Less than	5	Calls	Color: <input type="text" value="White"/>
Level 2:	More than	5	Calls	Color: <input type="text" value="Yellow"/>
Level 3:	More than	10	Calls	Color: <input type="text" value="Red"/>

At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-98 Number of Calls Overflowed Into Queue Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

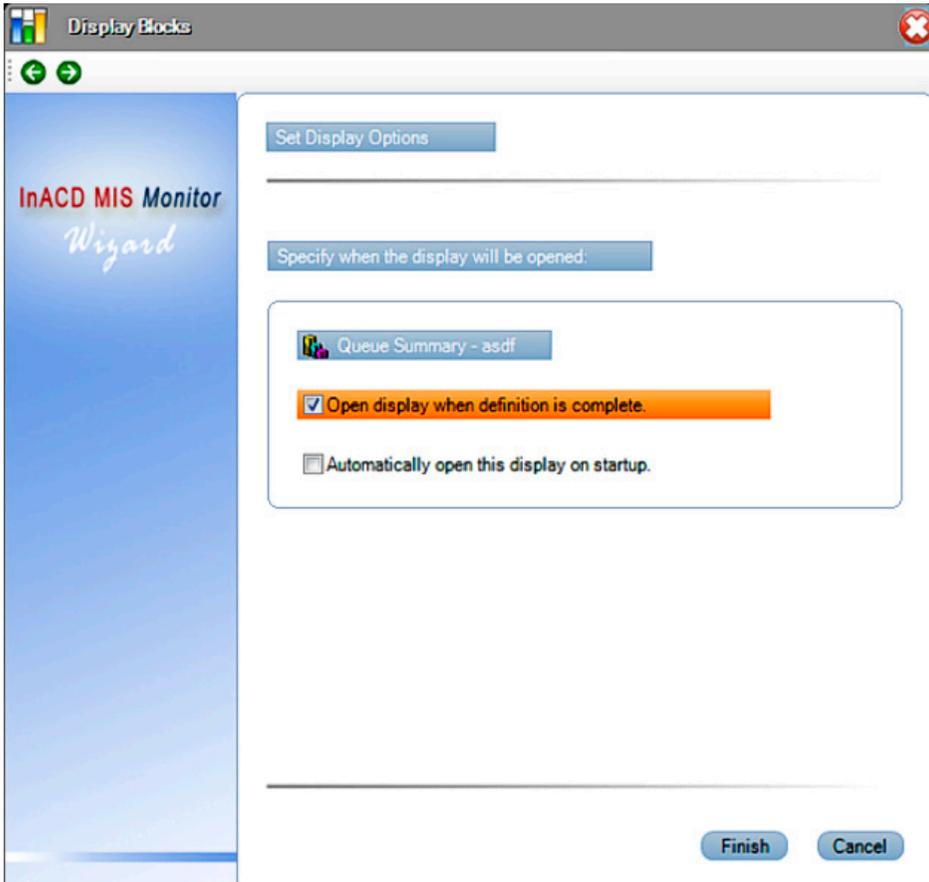
- A button labeled "Set the Statistics Period".
- A button labeled "Set the interval for the summary statistics."
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "8 Hours".
 - A "24 Hours" radio button option.
 - An "Interval Start Time:" label and a time selection field showing "08:00 AM".
- At the bottom right, there are two buttons: "Next" and "Cancel".

Figure 5-99 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



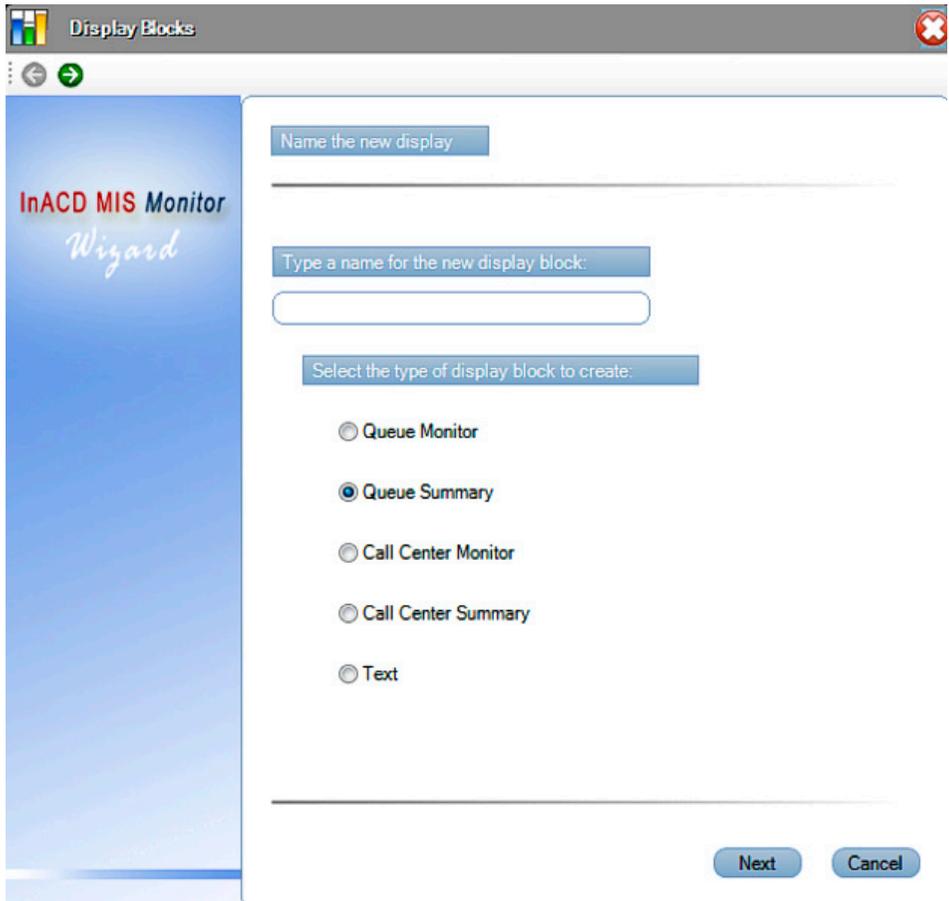
The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar with the text "InACD MIS Monitor Wizard" in white. The main content area contains the following elements:

- A blue button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A blue button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a light blue border containing:
 - A blue button labeled "Queue Summary - asdf" with a small icon.
 - A checked checkbox (orange background) labeled "Open display when definition is complete."
 - An unchecked checkbox (light blue background) labeled "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two blue buttons labeled "Finish" and "Cancel".

Figure 5-100 Queues Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Number of Calls Dialed Out of Queue



The screenshot shows a web-based configuration interface titled "Display Blocks". On the left is a vertical blue sidebar with the text "InACD MIS Monitor" and "Wizard" in a script font. The main content area has a light blue background and contains the following elements:

- A label "Name the new display" above a horizontal line.
- A label "Type a name for the new display block:" above an empty text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- A horizontal line at the bottom of the form area.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-101 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Queues".
- A horizontal line separator.
- A button labeled "Select the queues to be included in the message:".
- A large rectangular frame containing a list of queues. The list has a header "Queues" and two entries: "QUEUE2" and "que 1". To the left of the list is a vertical column of checkboxes, with the checkbox for "que 1" being selected.
- A horizontal line separator.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-102 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area has two sections: "Select the Columns" and "Select the fields to be included in the display:". Below the second section is a table with the following data:

	Queue Summary Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer

At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-103 Queues Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that says "InACD MIS Monitor Wizard". The main area has a "Set the Thresholds" button at the top. Below it is a instruction: "Define the threshold level and set the threshold colors for each field:". The main content is a table titled "Queue Summary Thresholds" with a checked checkbox on the left. The table defines three threshold levels for "Number of Calls Dialed Out of Queue".

Level	Condition	Value	Unit	Color
Level 1:	Less than	5	Calls	White
Level 2:	More than	5	Calls	Yellow
Level 3:	More than	10	Calls	Red

At the bottom right of the window, there are "Next" and "Cancel" buttons.

Figure 5-104 Number of Calls Dialed Out of Queue Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

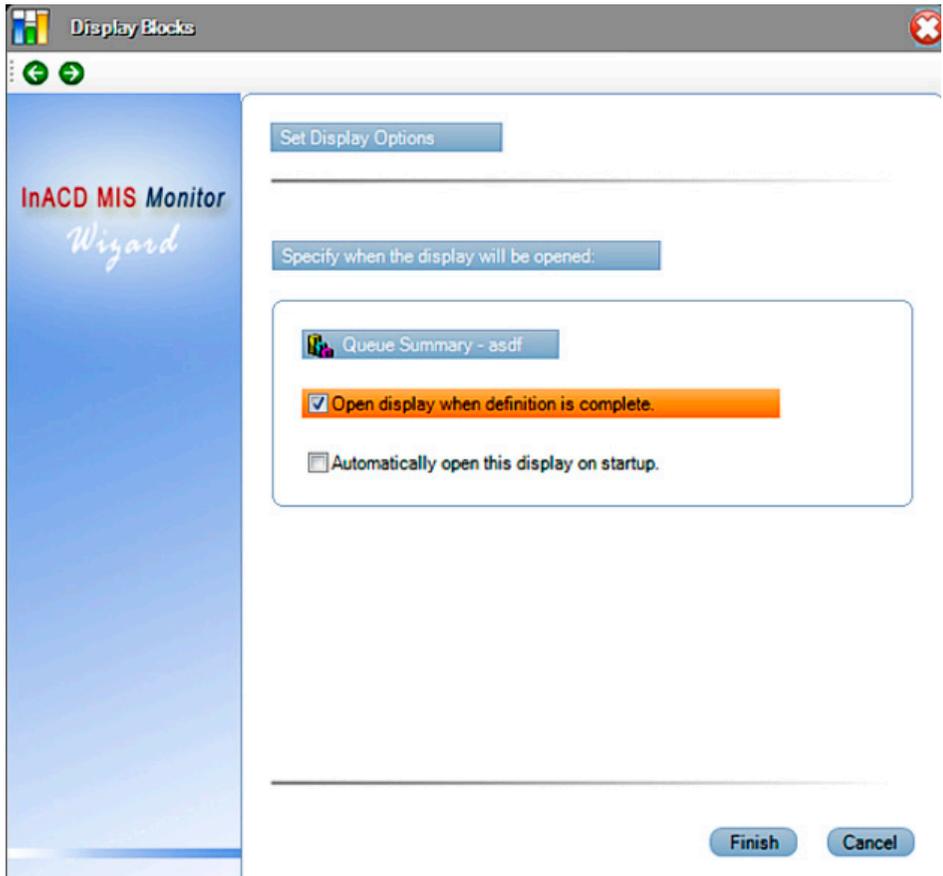
- A button labeled "Set the Statistics Period".
- A button labeled "Set the interval for the summary statistics.".
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "24 Hours".
 - An "Interval Start Time:" label and a time selection field showing "08:00 AM".
- At the bottom right, there are two buttons: "Next" and "Cancel".

Figure 5-105 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical panel with the text "InACD MIS Monitor Wizard" and navigation arrows. The main content area has a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:" containing a list item "Queue Summary - asdf". Under this list item, there are two checkboxes: "Open display when definition is complete." (which is checked) and "Automatically open this display on startup." (which is unchecked). At the bottom right of the window, there are "Finish" and "Cancel" buttons.

Figure 5-106 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Avg. Call Length

The screenshot shows a configuration window titled "Display Blocks" with a sidebar on the left containing the "InACD MIS Monitor Wizard" logo. The main content area contains the following form elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, there are "Next" and "Cancel" buttons.

Figure 5-107 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard". The main content area contains two buttons: "Select the Queues" and "Select the queues to be included in the message:". Below the second button is a list box with a header "Queues" and two items: "QUEUE2" and "que 1". The "que 1" item is selected. At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-108 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration interface. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has a title bar "Display Blocks" with navigation arrows and a close button. Below the title bar are two buttons: "Select the Columns" and "Select the fields to be included in the display:". The second button is active, opening a dialog box titled "Queue Summary Fields". This dialog box contains a table with the following data:

<input type="checkbox"/>	Queue Summary Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer

At the bottom right of the dialog box are "Next" and "Cancel" buttons.

Figure 5-109 Queues Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds				
<input checked="" type="checkbox"/>	Avg. Abandon Time			
Level 1:	Less than	1	0	Color: <input type="text" value="White"/>
		Min.	Sec.	
Level 2:	More than	1	0	Color: <input type="text" value="Yellow"/>
		Min.	Sec.	
Level 3:	More than	2	0	Color: <input type="text" value="Red"/>
		Min.	Sec.	

Next Cancel

Figure 5-110 Ave. Abandoned Time Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set the Statistics Period" at the top.
- A horizontal separator line.
- A button labeled "Set the interval for the summary statistics." below the line.
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "8 Hours".
 - Two additional radio button options: "24 Hours" and "8 Hours" (repeated).
 - An "Interval Start Time:" label and a time selection field showing "08:00 AM" with a dropdown arrow.
- A horizontal separator line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-111 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area of the window is white and contains the following elements:

- A button labeled "Set Display Options".
- A horizontal separator line.
- A label "Specify when the display will be opened:" followed by a button.
- A rounded rectangular container with a blue border containing:
 - A button labeled "Queue Summary - asdf" with a small icon to its left.
 - A checked checkbox followed by the text "Open display when definition is complete." (this row has an orange background).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two buttons: "Finish" and "Cancel".

Figure 5-112 Queues Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Avg. Answer Time

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

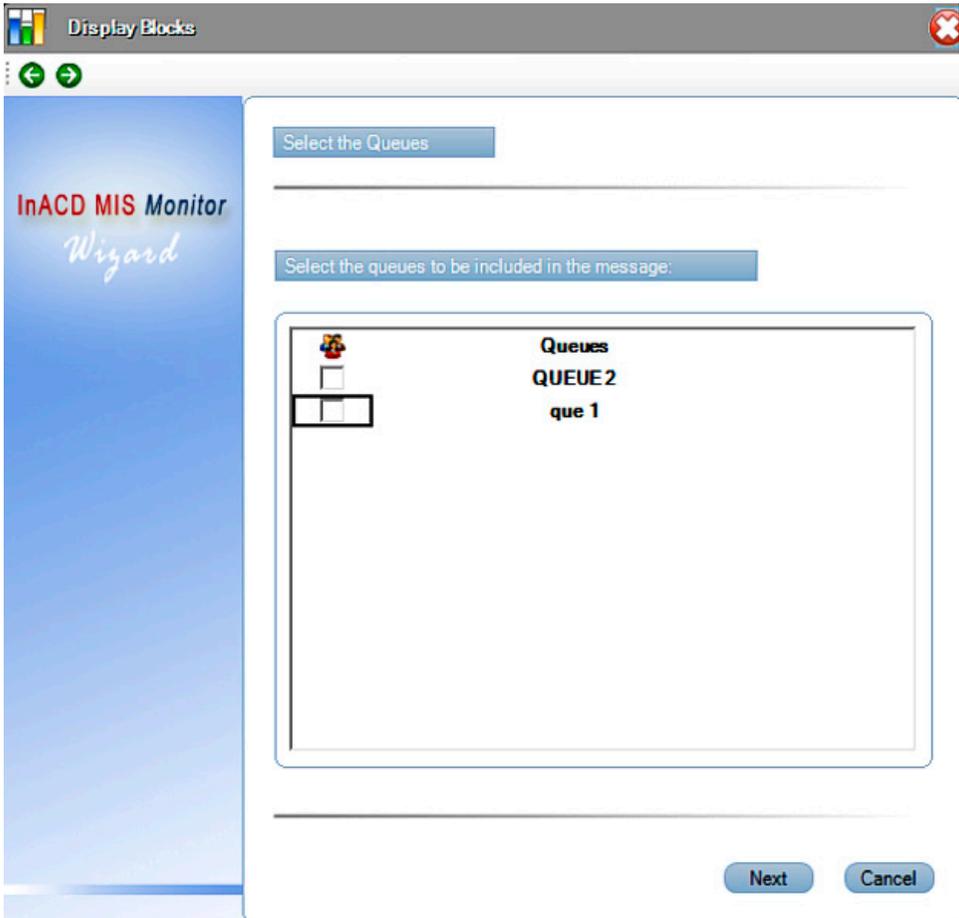
- A label "Name the new display" followed by a text input field.
- A label "Type a name for the new display block:" followed by a text input field.
- A label "Select the type of display block to create:" followed by a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form area, there are two buttons: "Next" and "Cancel".

Figure 5-113 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Queues".
- A horizontal line.
- A button labeled "Select the queues to be included in the message:".
- A large rectangular frame containing a table with the following content:

Queues	
<input type="checkbox"/>	QUEUE2
<input checked="" type="checkbox"/>	que 1
- A horizontal line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-114 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area has two sections: "Select the Columns" and "Select the fields to be included in the display:". Below the second section is a table with the following data:

	Queue Summary Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer

At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-115 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

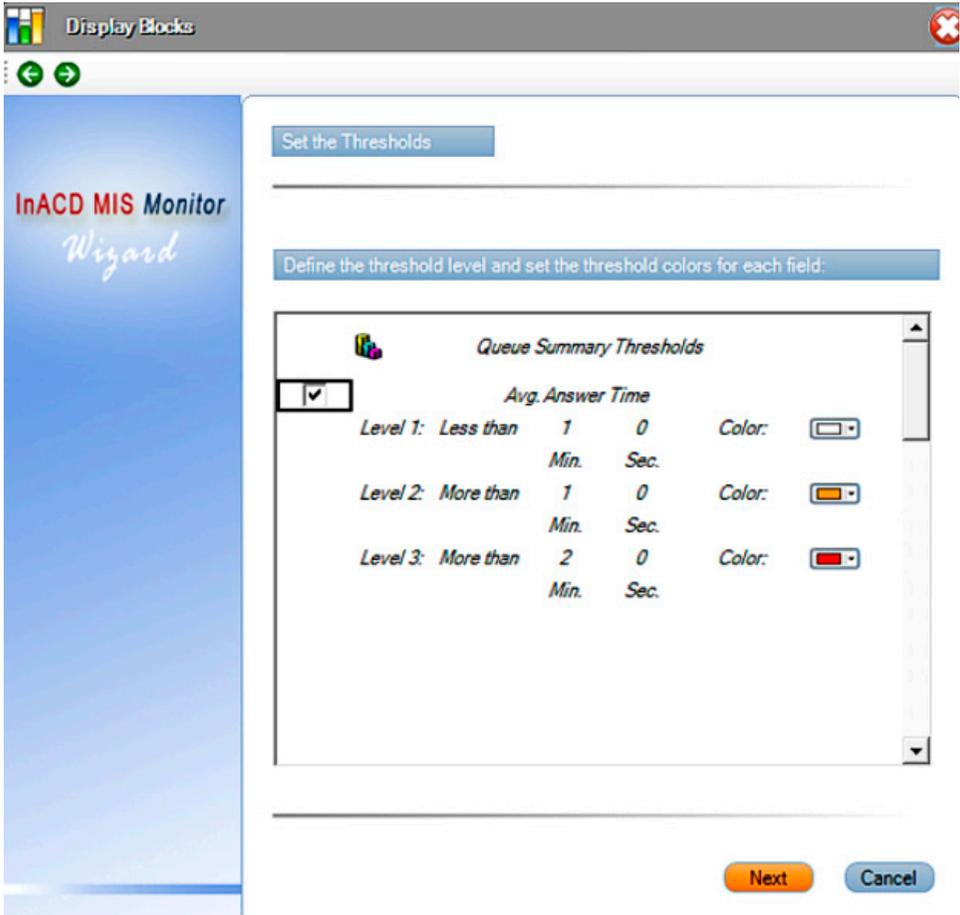
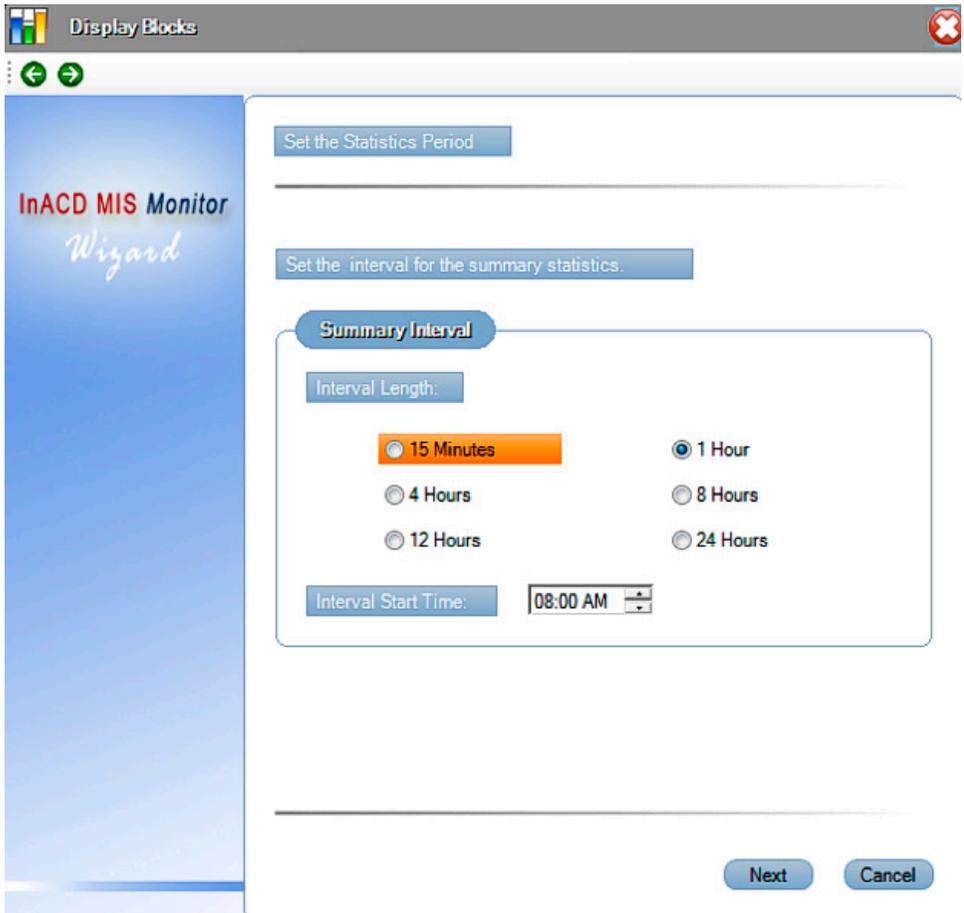


Figure 5-116 Ave. Answer Time Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

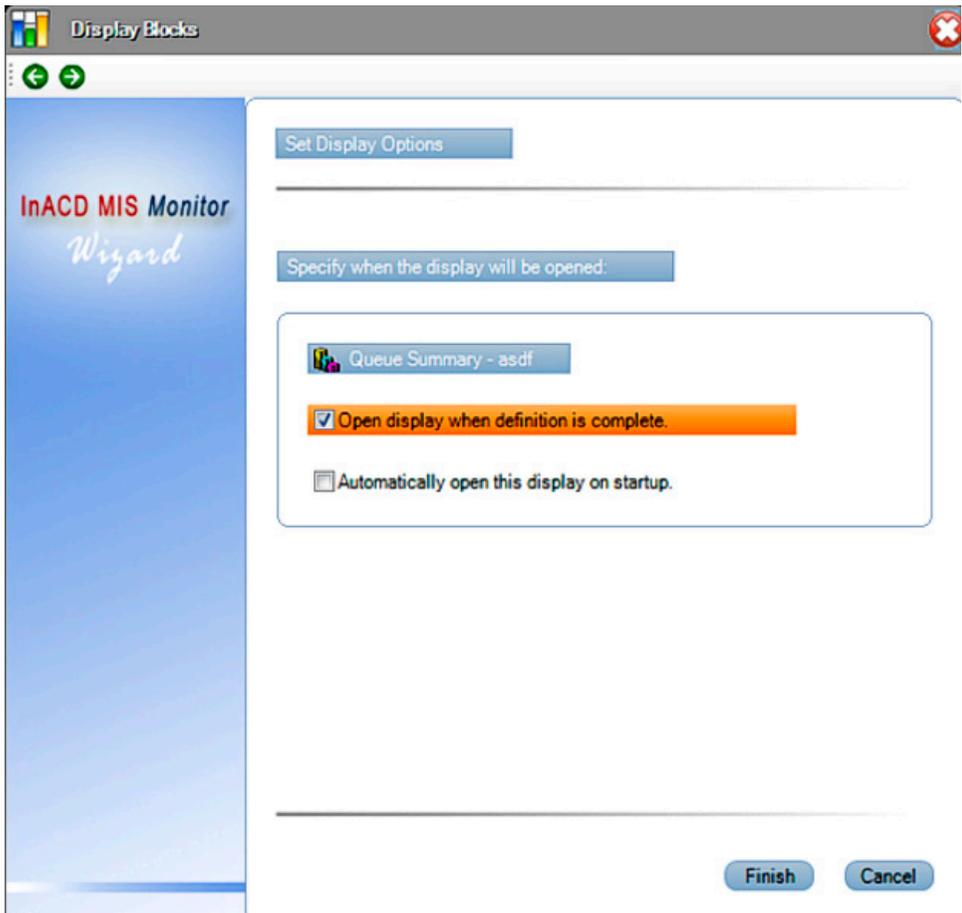
- A button labeled "Set the Statistics Period" at the top.
- A horizontal separator line.
- A button labeled "Set the interval for the summary statistics." below the line.
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "8 Hours".
 - A "24 Hours" option located to the right of the "8 Hours" option.
 - An "Interval Start Time:" label next to a time selection field showing "08:00 AM".
- A horizontal separator line at the bottom of the main area.
- Two buttons, "Next" and "Cancel", positioned at the bottom right of the window.

Figure 5-117 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains a "Set Display Options" button, a "Specify when the display will be opened:" label, and a list of display blocks. The selected block is "Queue Summary - asdf", which has two options: "Open display when definition is complete." (checked) and "Automatically open this display on startup." (unchecked). At the bottom right are "Finish" and "Cancel" buttons.

Figure 5-118 Queues Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Avg. Abandoned Time

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, two buttons: "Next" and "Cancel".

Figure 5-119 Queues Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area of the window contains the following elements:

- A button labeled "Select the Queues".
- A horizontal separator line.
- A button labeled "Select the queues to be included in the message:".
- A large rectangular frame containing a tree view icon on the left and a list of items on the right. The list items are "QUEUE2" and "que 1".
- A horizontal separator line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-120 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based interface for configuring display blocks. The window title is "Display Blocks". On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has a "Select the Columns" button at the top. Below it is a "Select the fields to be included in the display:" button. This button opens a dialog box with a table of fields:

	Queue Summary Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer

At the bottom right of the dialog box are "Next" and "Cancel" buttons.

Figure 5-121 Queues Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds

		Avg. Abandon Time			
Level	Condition	Min.	Sec.	Color	
Level 1:	Less than	1	0	Color:	<input type="text"/>
		Min.	Sec.		
Level 2:	More than	1	0	Color:	<input type="text"/>
		Min.	Sec.		
Level 3:	More than	2	0	Color:	<input type="text"/>
		Min.	Sec.		

Next Cancel

Figure 5-122 Ave. Abandoned Time Thresholds Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web browser window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard" and two navigation arrows (back and forward). The main content area contains the following elements:

- A blue button labeled "Set the Statistics Period" with a horizontal line below it.
- A blue button labeled "Set the interval for the summary statistics." with a horizontal line below it.
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label above a group of radio buttons.
 - Five radio button options: "15 Minutes" (selected and highlighted in orange), "4 Hours", "12 Hours", "1 Hour", "8 Hours", and "24 Hours".
 - An "Interval Start Time:" label above a text input field containing "08:00 AM" and a small time selection icon.
- At the bottom right, two blue buttons labeled "Next" and "Cancel".

Figure 5-123 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main area contains a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:" containing a list item "Queue Summary - asdf". Under this list item are two checkboxes: "Open display when definition is complete." (which is checked) and "Automatically open this display on startup." (which is unchecked). At the bottom right of the window are "Finish" and "Cancel" buttons.

Figure 5-124 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Percent Abandoned

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

- A label "Name the new display" followed by a horizontal line.
- A label "Type a name for the new display block:" followed by a text input field.
- A label "Select the type of display block to create:" followed by a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form area, there are two buttons: "Next" and "Cancel".

Figure 5-125 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Select the Queues" button, a horizontal separator line, and a button labeled "Select the queues to be included in the message:". Below this is a list box with a tree view icon on the left. The list contains two items: "QUEUE2" and "que 1". At the bottom right of the window are "Next" and "Cancel" buttons.

Figure 5-126 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar containing the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Columns".
- A button labeled "Select the fields to be included in the display:".
- A table with the following columns: "Queue Summary Fields", "Display As...", and "Name".

Queue Summary Fields	Display As...	Name
<input checked="" type="checkbox"/> Name	Name	Name
<input type="checkbox"/> Number of Calls Offered	Offer	
<input type="checkbox"/> Number of Calls Answered	Answer	
<input type="checkbox"/> Number of Abandoned Calls	Abandon	
<input type="checkbox"/> Number of Calls Overflowed Out of Queue	Overflow	
<input type="checkbox"/> Number of Calls Overflowed Into Queue	Inflow	
<input type="checkbox"/> Number of Calls Dialed Out of Queue	Dialed Out	
<input type="checkbox"/> Avg. ACD Call Length	Avg ACD Call	
<input type="checkbox"/> Avg. Answer Time	Avg Answer	

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-127 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

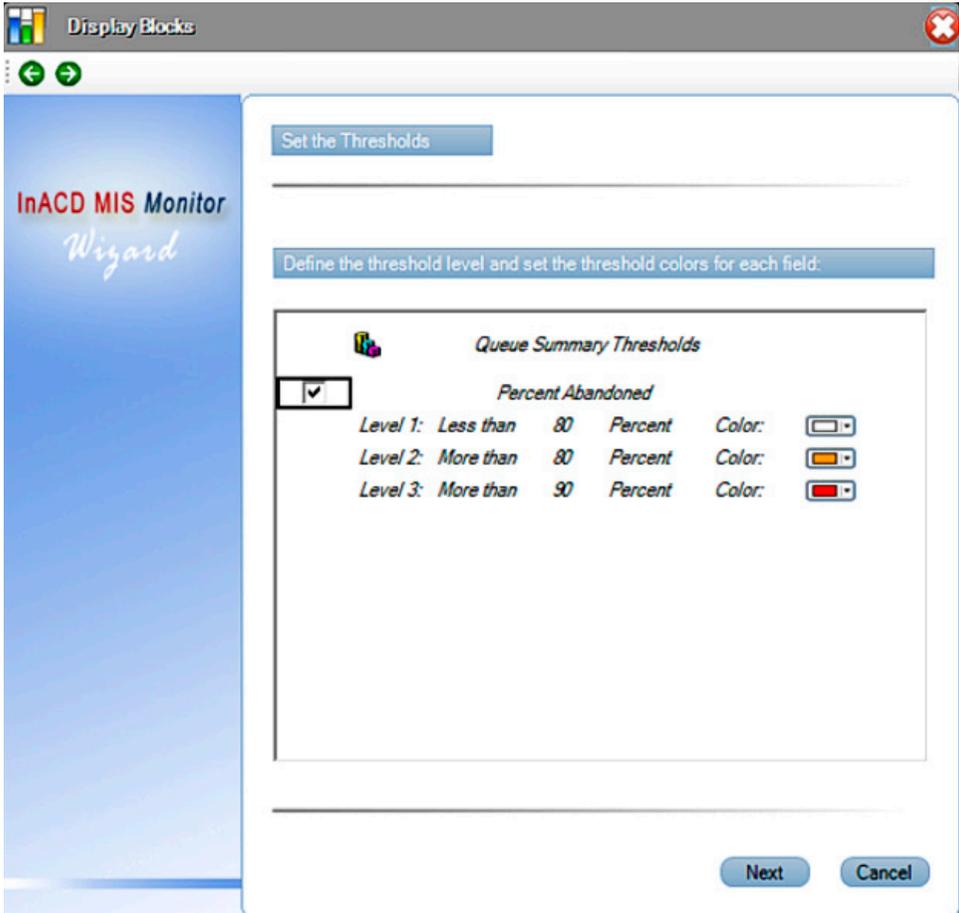


Figure 5-128 Percent Abandoned Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set the Statistics Period" at the top.
- A horizontal separator line.
- A button labeled "Set the interval for the summary statistics." below the line.
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "8 Hours".
 - A "24 Hours" option located to the right of the "8 Hours" option.
 - An "Interval Start Time:" label next to a time selection field showing "08:00 AM".
- A horizontal separator line at the bottom of the main area.
- Two buttons, "Next" and "Cancel", positioned at the bottom right of the window.

Figure 5-129 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has a "Set Display Options" button at the top. Below it is a horizontal line, followed by a "Specify when the display will be opened:" label and a button. A rounded rectangular box contains a "Queue Summary - asdf" header with a small icon, a checked checkbox for "Open display when definition is complete.", and an unchecked checkbox for "Automatically open this display on startup.". At the bottom right are "Finish" and "Cancel" buttons.

Figure 5-130 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Calls Abandoned After Threshold

The screenshot shows a web-based configuration window titled "Display Blocks". On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area is white and contains the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above another text input field.
- A label "Select the type of display block to create:" above a list of radio buttons.
- The radio buttons are: "Queue Monitor", "Queue Summary" (which is selected), "Call Center Monitor", "Call Center Summary", and "Text".
- At the bottom right, there are two buttons: "Next" and "Cancel".

Figure 5-131 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard" in white. The main content area has a light blue background. At the top, there is a button labeled "Select the Queues". Below it is a horizontal line. Underneath that is another button labeled "Select the queues to be included in the message:". Below this button is a rectangular frame containing a list of queues. The list has a header "Queues" and two entries: "QUEUE2" and "que 1". To the left of each entry is a small square checkbox. The "que 1" checkbox is selected, indicated by a black border around it. At the bottom right of the main content area, there are two buttons: "Next" and "Cancel".

Figure 5-132 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

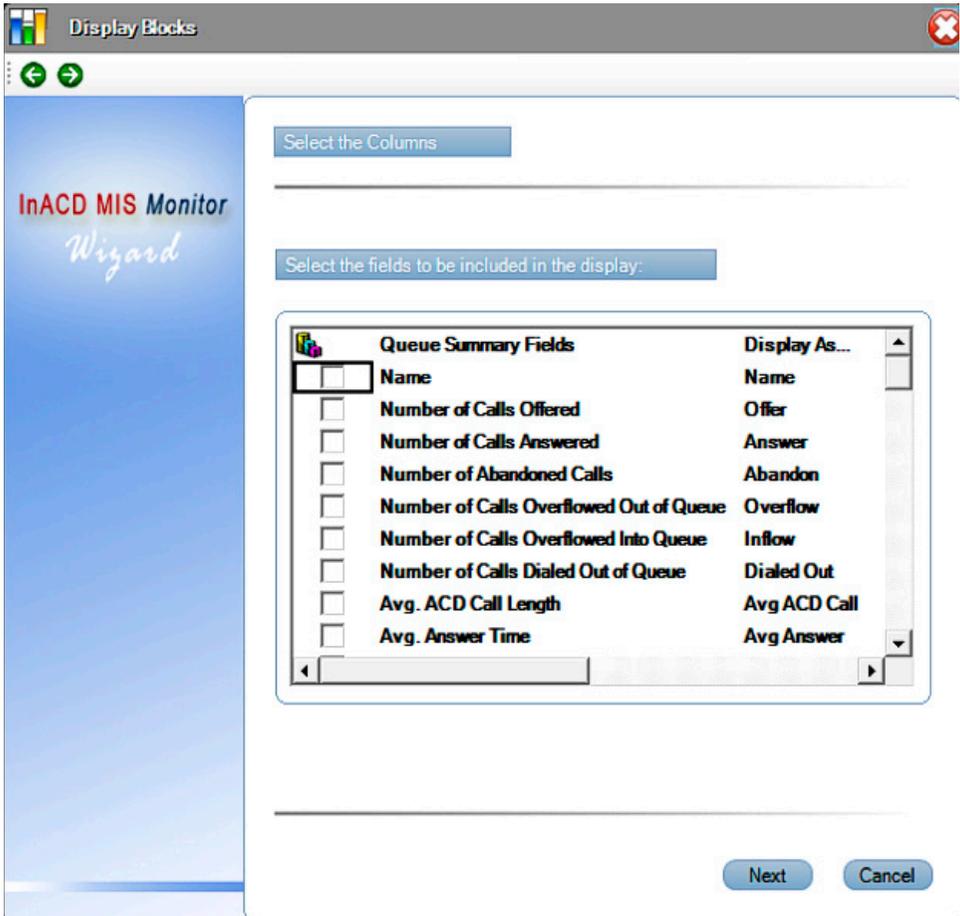


Figure 5-133 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds

Calls Abandoned After Threshold

<i>Level 1:</i>	<i>Less than</i>	<i>5</i>	<i>Calls</i>	<i>Color:</i>	<input type="text"/>
<i>Level 2:</i>	<i>More than</i>	<i>5</i>	<i>Calls</i>	<i>Color:</i>	<input type="text"/>
<i>Level 3:</i>	<i>More than</i>	<i>10</i>	<i>Calls</i>	<i>Color:</i>	<input type="text"/>

Next Cancel

Figure 5-134 Calls Abandoned After Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set the Statistics Period" at the top.
- A button labeled "Set the interval for the summary statistics." below it.
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Radio button options for "15 Minutes", "4 Hours", "12 Hours", "1 Hour" (which is selected), "8 Hours", and "24 Hours".
 - An "Interval Start Time:" label with a dropdown menu showing "08:00 AM".
- A section titled "Service Level" containing:
 - A label "The target Service Level is" followed by input fields for "5" minutes and "0" seconds.
- "Next" and "Cancel" buttons at the bottom right.

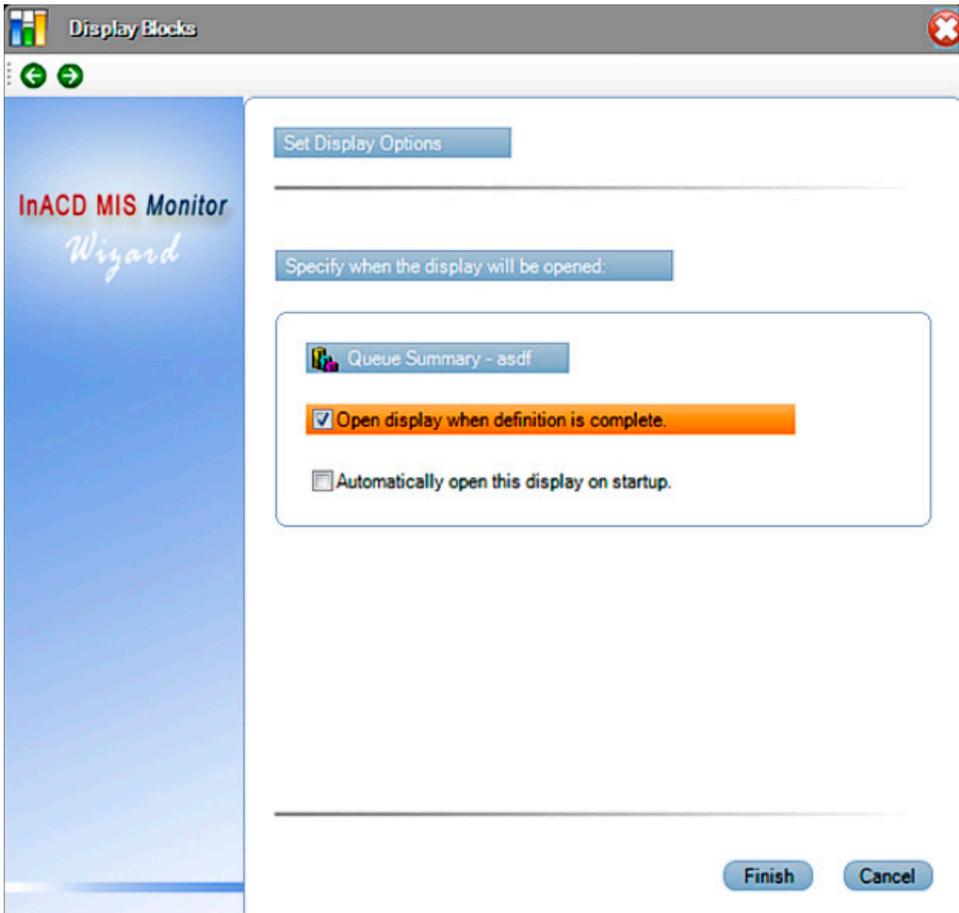
Figure 5-135 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The last field on this screen allows the user to set the Service Level Threshold. This value is used to compute the Answered/Abandoned After Threshold statistics.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main area contains a "Set Display Options" button, followed by a horizontal separator. Below that is a "Specify when the display will be opened:" label and a blue button. A rounded rectangle contains a "Queue Summary - asdf" button, a checked checkbox for "Open display when definition is complete.", and an unchecked checkbox for "Automatically open this display on startup.". At the bottom right are "Finish" and "Cancel" buttons.

Figure 5-136 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Calls Answered After Threshold

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

- A label "Name the new display" followed by a horizontal line.
- A label "Type a name for the new display block:" followed by an empty text input field.
- A label "Select the type of display block to create:" followed by a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form area, there are two buttons: "Next" and "Cancel".

Figure 5-137 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

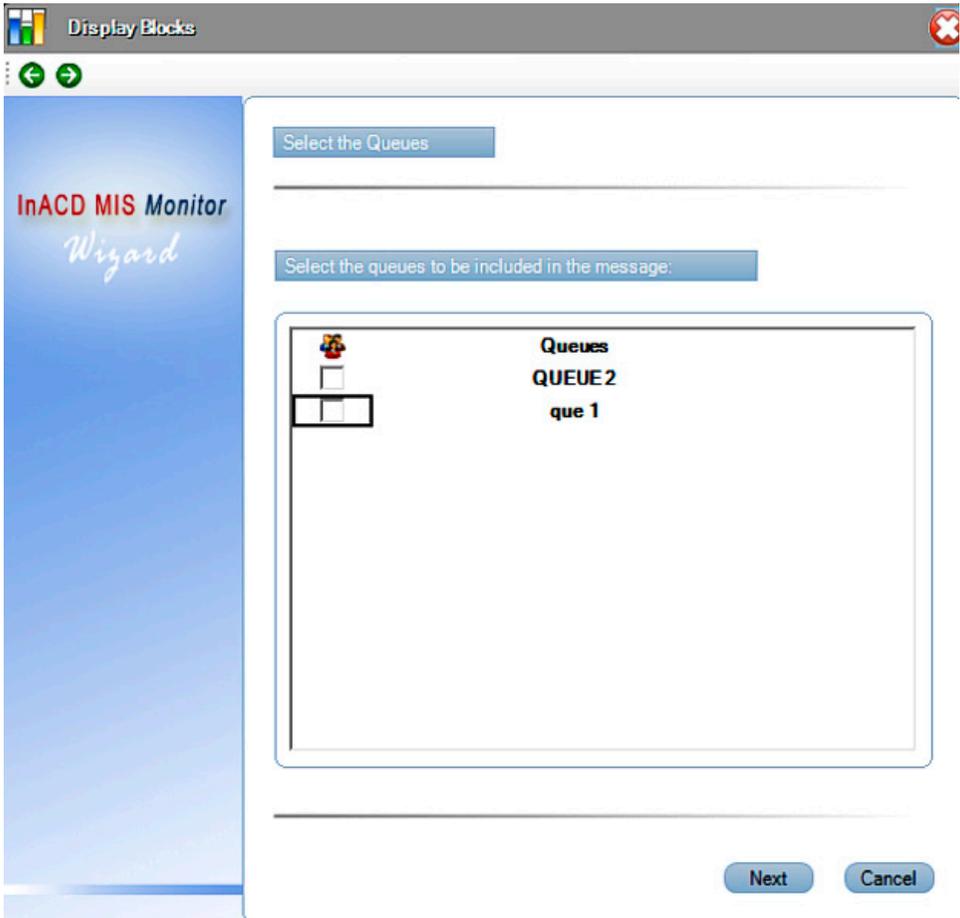


Figure 5-138 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left labeled "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Columns".
- A button labeled "Select the fields to be included in the display:".
- A table with the following columns: "Queue Summary Fields", "Display As...", and "Name".

Queue Summary Fields	Display As...	Name
<input checked="" type="checkbox"/> Name	Name	Name
<input type="checkbox"/> Number of Calls Offered	Offer	Offer
<input type="checkbox"/> Number of Calls Answered	Answer	Answer
<input type="checkbox"/> Number of Abandoned Calls	Abandon	Abandon
<input type="checkbox"/> Number of Calls Overflowed Out of Queue	Overflow	Overflow
<input type="checkbox"/> Number of Calls Overflowed Into Queue	Inflow	Inflow
<input type="checkbox"/> Number of Calls Dialed Out of Queue	Dialed Out	Dialed Out
<input type="checkbox"/> Avg. ACD Call Length	Avg ACD Call	Avg ACD Call
<input type="checkbox"/> Avg. Answer Time	Avg Answer	Avg Answer

At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-139 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

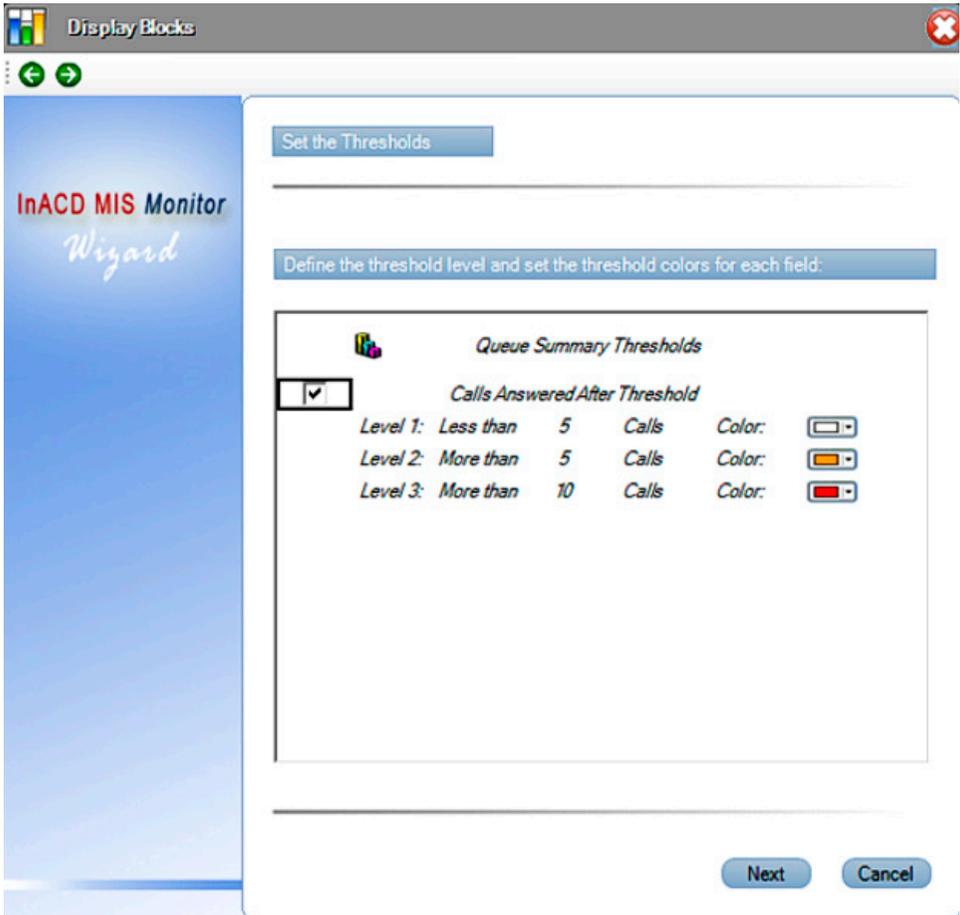


Figure 5-140 Calls Answered After Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Statistics Period

Set the interval for the summary statistics.

Summary Interval

Interval Length:

15 Minutes
 1 Hour
 4 Hours
 8 Hours
 12 Hours
 24 Hours

Interval Start Time: 08:00 AM

Service Level

The target Service Level is 5 minutes 0 seconds

Next Cancel

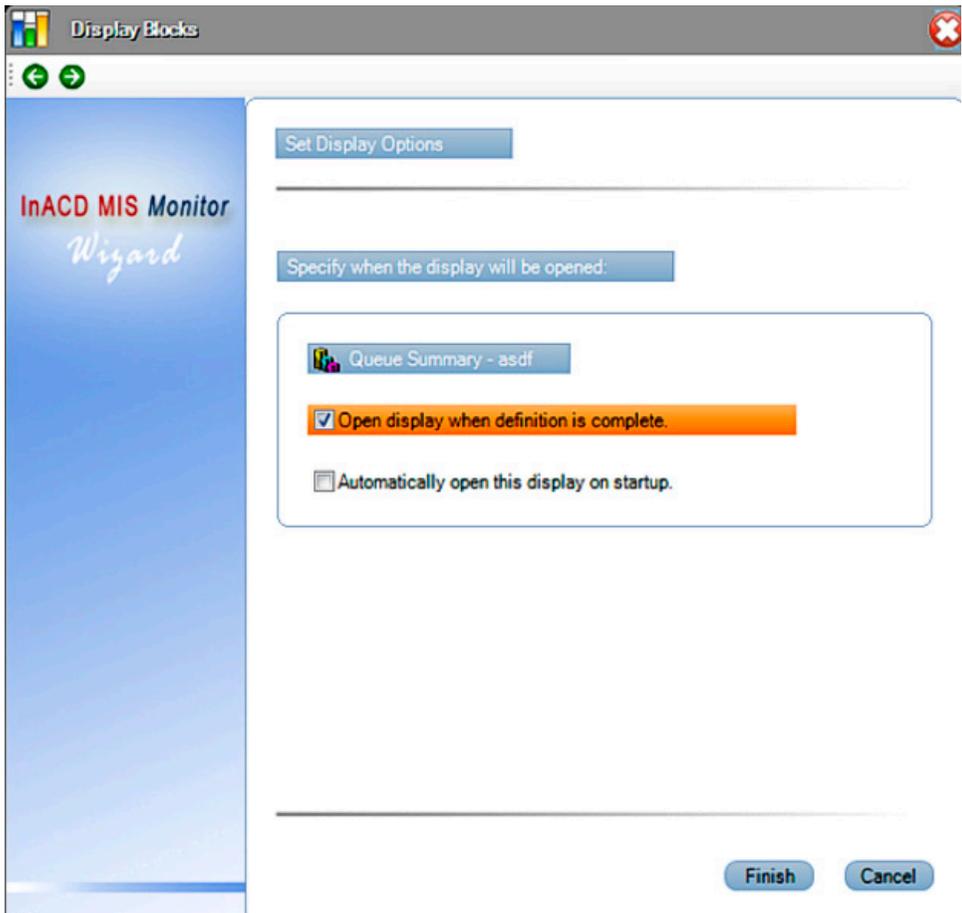
Figure 5-141 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The last field on this screen allows the user to set the Service Level Threshold. This value is used to compute the Answered/Abandoned After Threshold statistics.

After the user completes this form and presses the **Next >** button, the following form is displayed.

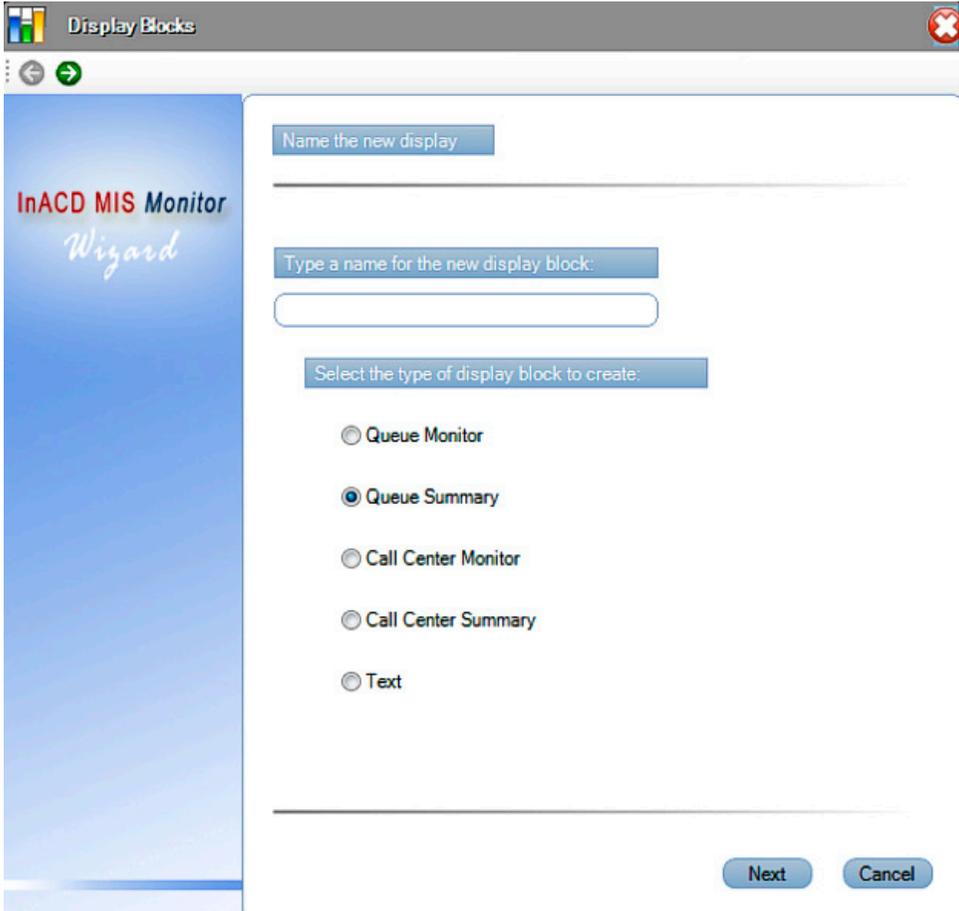


The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button, followed by a horizontal line. Below that is a "Specify when the display will be opened:" label and a button. A rounded rectangular box contains a "Queue Summary - asdf" button, a checked checkbox for "Open display when definition is complete.", and an unchecked checkbox for "Automatically open this display on startup.". At the bottom right are "Finish" and "Cancel" buttons.

Figure 5-142 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Percent Abandoned After Threshold



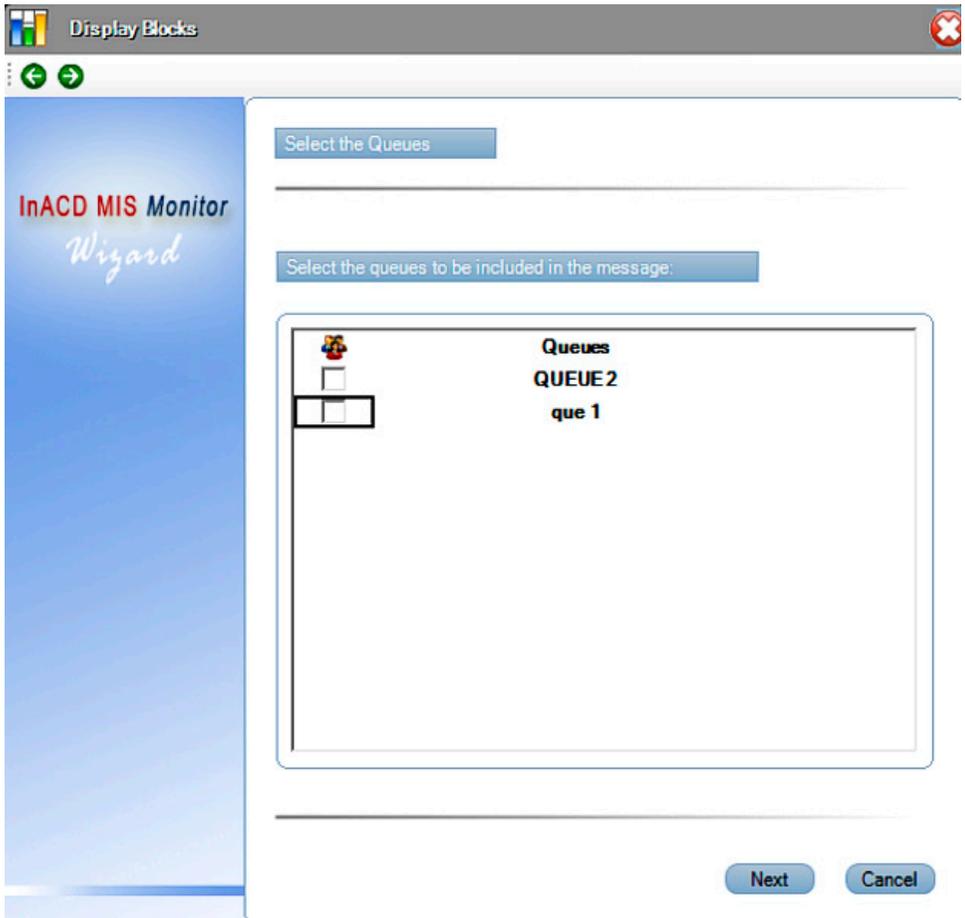
The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- "Next" and "Cancel" buttons at the bottom right.

Figure 5-143 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Queues" at the top.
- A horizontal separator line.
- A button labeled "Select the queues to be included in the message:".
- A large rectangular frame containing a list of queues. The list has a header "Queues" and two entries: "QUEUE2" and "que 1". Each entry has a small square checkbox to its left. The "que 1" checkbox is currently selected (checked).
- A horizontal separator line at the bottom of the frame.
- At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-144 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based interface for configuring display blocks. The window title is "Display Blocks". On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has a "Select the Columns" button at the top. Below it is a "Select the fields to be included in the display:" button. This button opens a dialog box with a table of fields. The table has three columns: a selection column with checkboxes, a "Queue Summary Fields" column, and a "Display As..." column. The "Name" field is selected. Below the table are "Next" and "Cancel" buttons.

	Queue Summary Fields	Display As...
<input checked="" type="checkbox"/>	Name	Name
<input type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Abandoned Calls	Abandon
<input type="checkbox"/>	Number of Calls Overflowed Out of Queue	Overflow
<input type="checkbox"/>	Number of Calls Overflowed Into Queue	Inflow
<input type="checkbox"/>	Number of Calls Dialed Out of Queue	Dialed Out
<input type="checkbox"/>	Avg. ACD Call Length	Avg ACD Call
<input type="checkbox"/>	Avg. Answer Time	Avg Answer

Figure 5-145 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains a "Set the Thresholds" button, followed by a section header "Define the threshold level and set the threshold colors for each field:". Below this is a table titled "Queue Summary Thresholds" with a checked checkbox and three rows of threshold settings. At the bottom right are "Next" and "Cancel" buttons.

Queue Summary Thresholds				
<input checked="" type="checkbox"/>	Calls Abandoned After Threshold			
Level 1:	Less than	5	Calls	Color: <input type="text"/>
Level 2:	More than	5	Calls	Color: <input type="text"/>
Level 3:	More than	10	Calls	Color: <input type="text"/>

Figure 5-146 Calls Abandoned After Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks". On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area is white and contains the following elements:

- A header "Set the Statistics Period" with a horizontal line below it.
- A sub-header "Set the interval for the summary statistics."
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label followed by six radio button options: 15 Minutes, 4 Hours, 12 Hours, 1 Hour (which is selected), 8 Hours, and 24 Hours.
 - An "Interval Start Time:" label followed by a time selection dropdown menu currently showing "08:00 AM".
- A section titled "Service Level" containing:
 - A label "The target Service Level is" followed by two input fields: one containing "5" with the label "minutes" to its right, and another containing "0" with the label "seconds" to its right.
- At the bottom right of the form are two buttons: "Next" and "Cancel".

Figure 5-147 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The last field on this screen allows the user to set the Service Level Threshold. This value is used to compute the Answered/Abandoned After Threshold statistics.

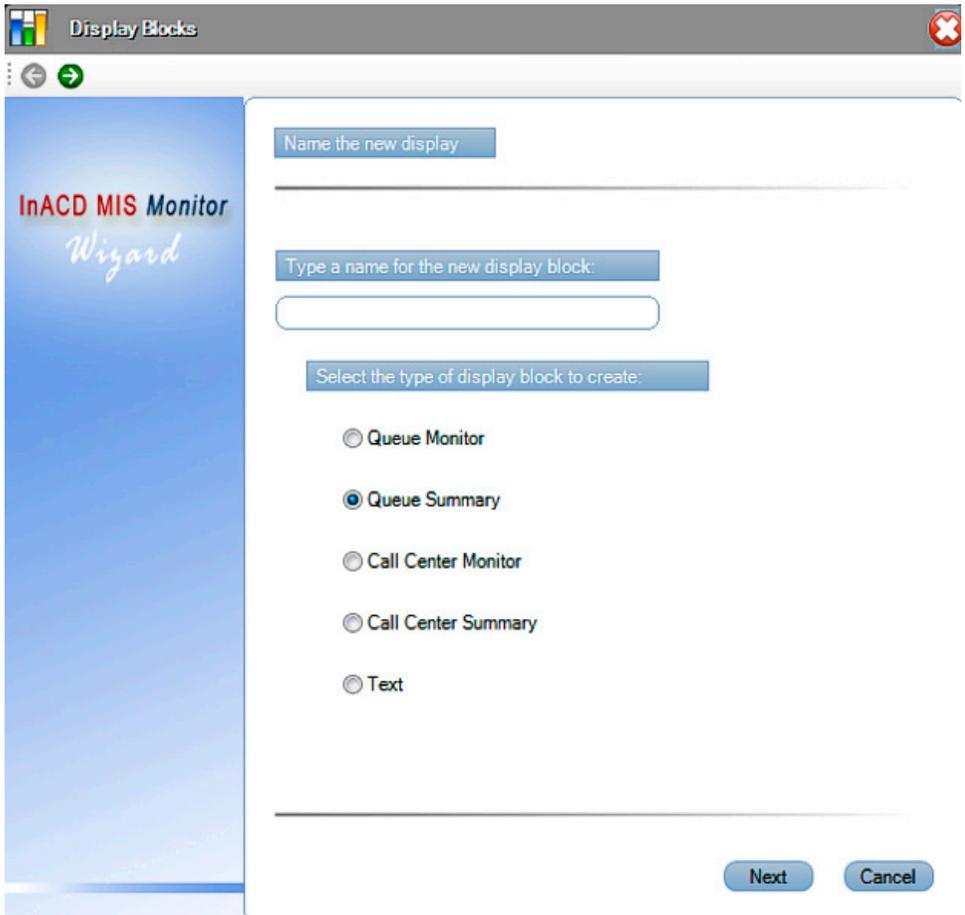
After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main area contains a "Set Display Options" button, followed by a horizontal line. Below that is a "Specify when the display will be opened:" label and a button. A rounded rectangle contains a "Queue Summary - asdf" button, a checked checkbox for "Open display when definition is complete.", and an unchecked checkbox for "Automatically open this display on startup.". At the bottom right are "Finish" and "Cancel" buttons.

Figure 5-148 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Queue Summary-Percent Answered After Threshold



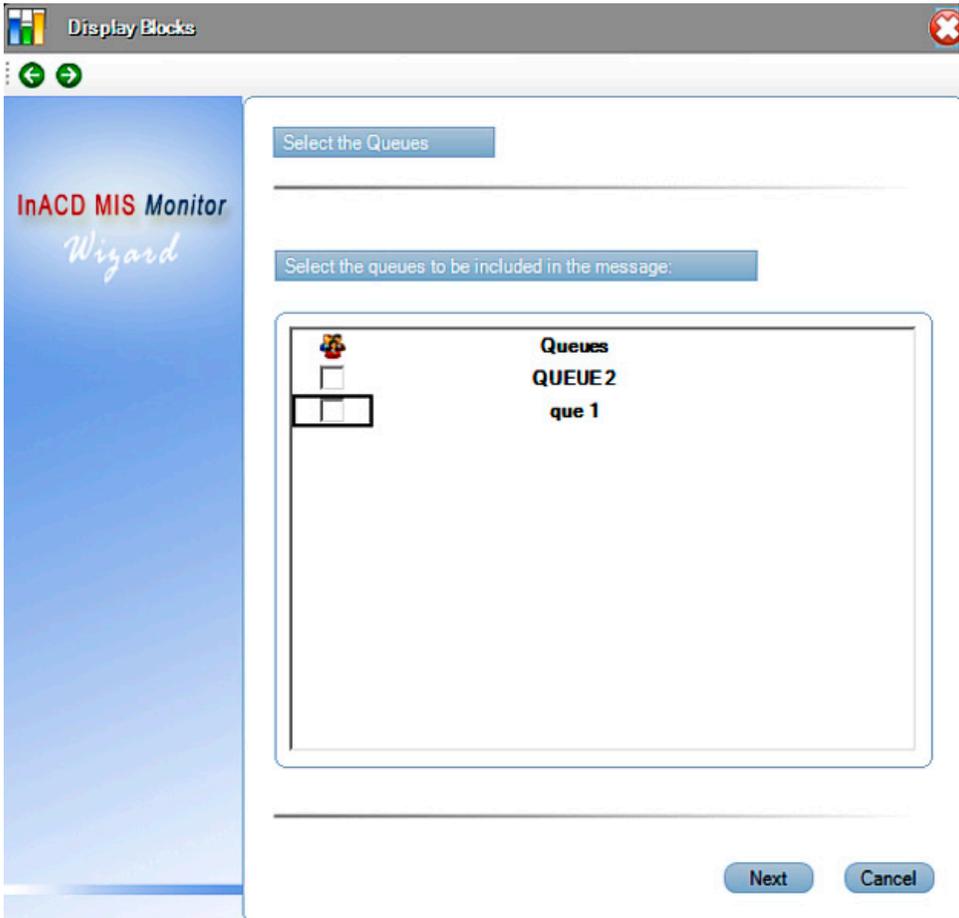
The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a horizontal line.
- A label "Type a name for the new display block:" above an empty text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, two buttons: "Next" and "Cancel".

Figure 5-149 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Queues".
- A horizontal line.
- A button labeled "Select the queues to be included in the message:".
- A large rectangular frame containing a table with the following content:

Queues	
<input type="checkbox"/>	QUEUE2
<input checked="" type="checkbox"/>	que 1
- A horizontal line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-150 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Select the Columns".
- A button labeled "Select the fields to be included in the display:".
- A table with the following columns: "Queue Summary Fields", "Display As...", and a "Select" column (checkboxes).
- At the bottom right, two buttons: "Next" and "Cancel".

Queue Summary Fields	Display As...	Select
Name	Name	<input checked="" type="checkbox"/>
Number of Calls Offered	Offer	<input type="checkbox"/>
Number of Calls Answered	Answer	<input type="checkbox"/>
Number of Abandoned Calls	Abandon	<input type="checkbox"/>
Number of Calls Overflowed Out of Queue	Overflow	<input type="checkbox"/>
Number of Calls Overflowed Into Queue	Inflow	<input type="checkbox"/>
Number of Calls Dialed Out of Queue	Dialed Out	<input type="checkbox"/>
Avg. ACD Call Length	Avg ACD Call	<input type="checkbox"/>
Avg. Answer Time	Avg Answer	<input type="checkbox"/>

Figure 5-151 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

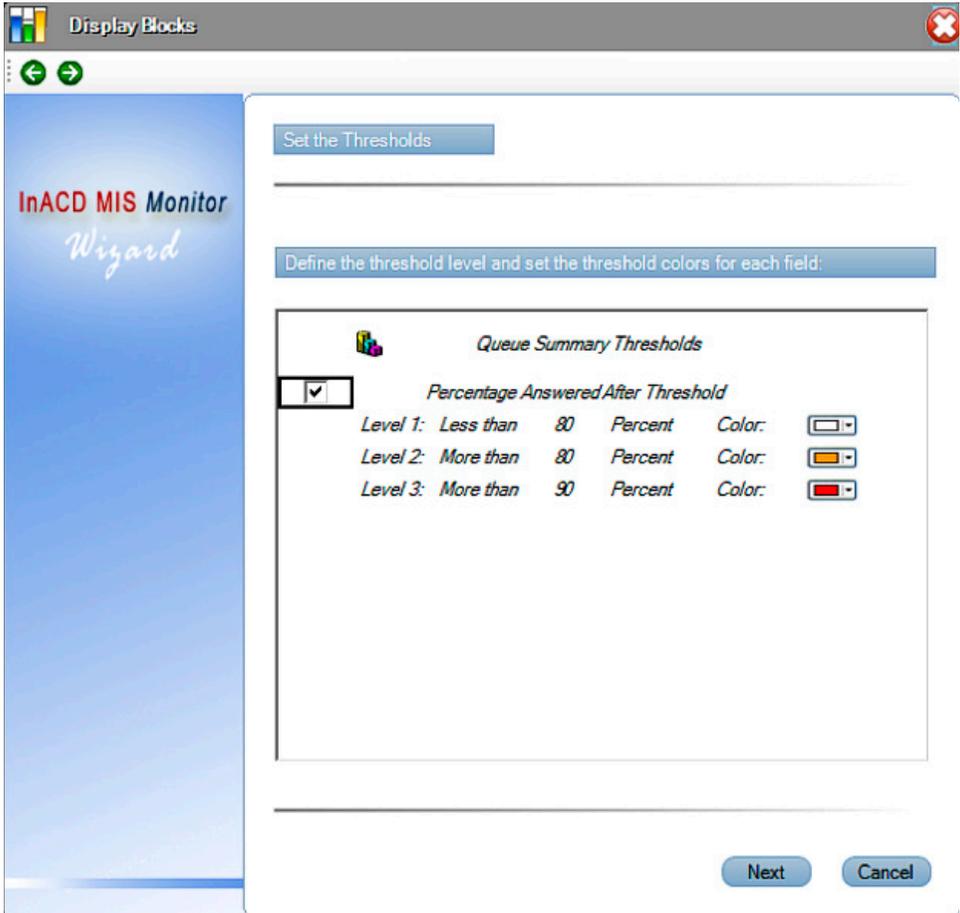


Figure 5-152 Percentage Answered After Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has a light blue background and contains the following elements:

- A button labeled "Set the Statistics Period" at the top.
- A horizontal separator line.
- A button labeled "Set the interval for the summary statistics."
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Radio button options: 15 Minutes, 4 Hours, 12 Hours, 1 Hour (selected), 8 Hours, and 24 Hours.
 - An "Interval Start Time:" label and a time selection field showing "08:00 AM".
- A section titled "Service Level" containing:
 - The text "The target Service Level is" followed by input fields for "5" minutes and "0" seconds.
- At the bottom right, "Next" and "Cancel" buttons.

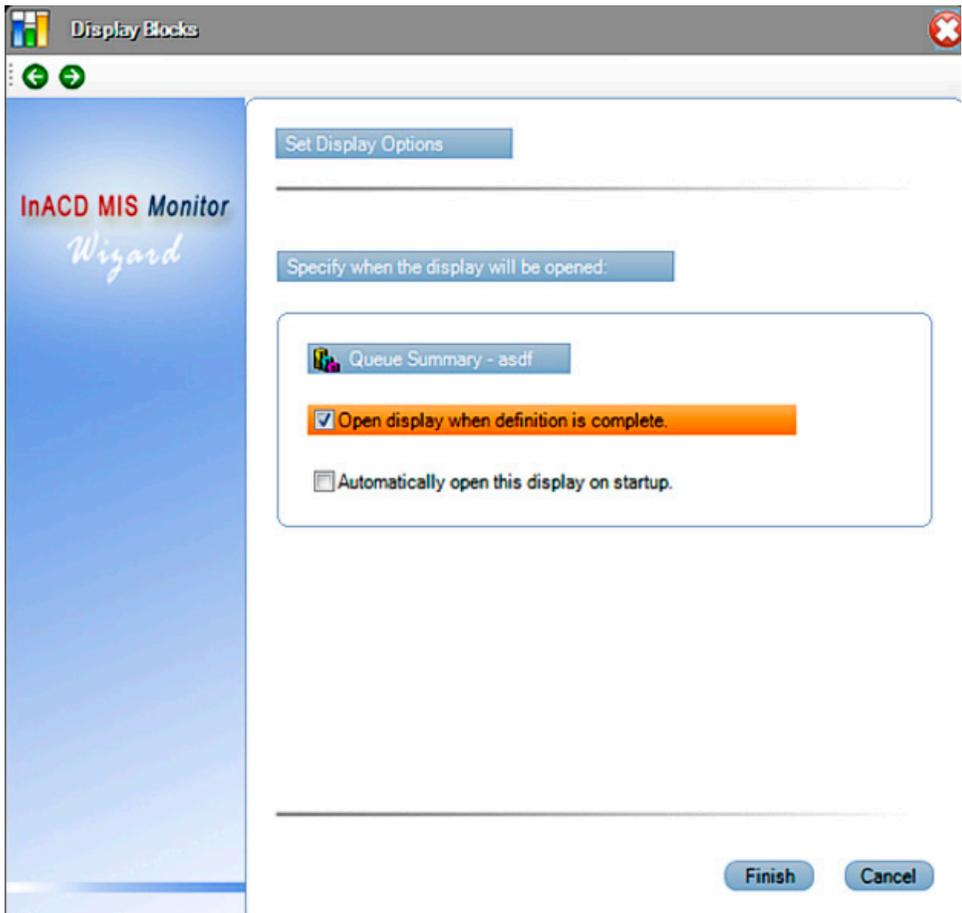
Figure 5-153 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The last field on this screen allows the user to set the Service Level Threshold. This value is used to compute the Answered/Abandoned After Threshold statistics.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main area contains a "Set Display Options" button, followed by a horizontal line. Below that is a "Specify when the display will be opened:" button. A rounded rectangle contains a "Queue Summary - asdf" button, a checked checkbox for "Open display when definition is complete.", and an unchecked checkbox for "Automatically open this display on startup.". At the bottom right are "Finish" and "Cancel" buttons.

Figure 5-154 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the Finish button to complete the definition of this Display Block.

Queue Summary-Service Level

Display Blocks

InACD MIS Monitor
Wizard

Name the new display

Type a name for the new display block:

Select the type of display block to create:

- Queue Monitor
- Queue Summary
- Call Center Monitor
- Call Center Summary
- Text

Next Cancel

Figure 5-155 Queue Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar (minimize, maximize, close buttons). On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard" and navigation arrows. The main content area contains the following elements:

- A button labeled "Select the Queues".
- A horizontal separator line.
- A button labeled "Select the queues to be included in the message:".
- A large rectangular frame containing a list of queues. The list has a header "Queues" and two entries: "QUEUE2" and "que 1". To the left of each entry is a small square checkbox. The "que 1" checkbox is selected (checked).
- A horizontal separator line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-156 Select the Queues Screen

This menu allows the user to select the queue that is going to be included in this display.

After the user completes this form and presses the **Next >** button, the following form is displayed.

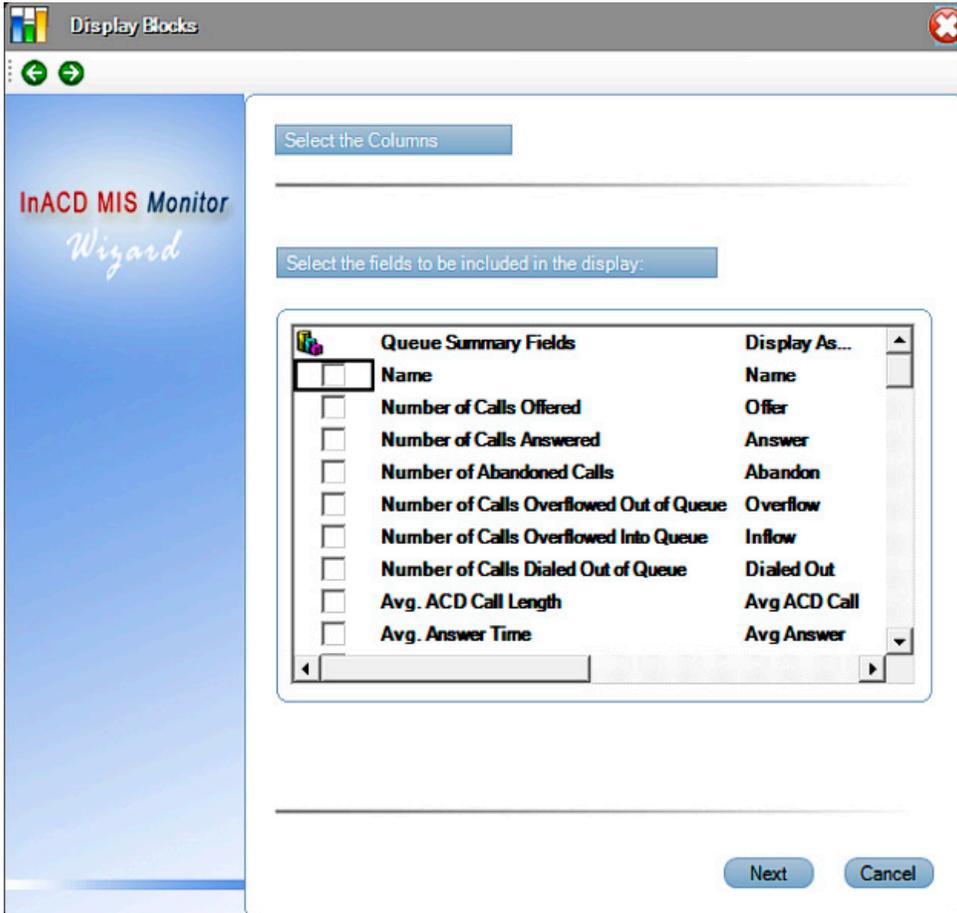


Figure 5-157 Queue Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Summary Thresholds

Level	Comparison	Value	Unit	Color
Level 1:	More than	90	Percent	Color: <input type="text"/>
Level 2:	Less than	90	Percent	Color: <input type="text"/>
Level 3:	Less than	80	Percent	Color: <input type="text"/>

Next Cancel

Figure 5-158 Service Level Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set the Statistics Period" at the top.
- A button labeled "Set the interval for the summary statistics." below it.
- A section titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes", "4 Hours", "12 Hours", "1 Hour" (which is selected), "8 Hours", and "24 Hours".
 - An "Interval Start Time:" label followed by a time selection field showing "08:00 AM".
- A section titled "Service Level" containing:
 - A label "The target Service Level is" followed by two input fields: "5" for "minutes" and "0" for "seconds".
- At the bottom right, there are two buttons: "Next" and "Cancel".

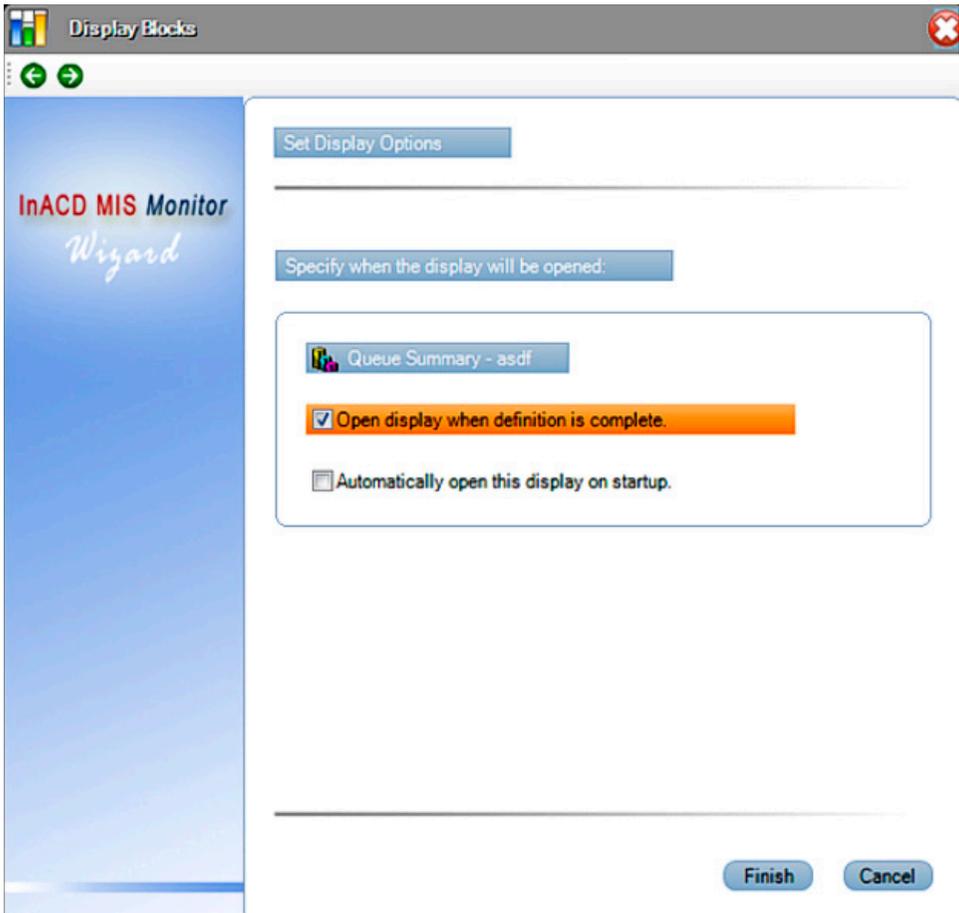
Figure 5-159 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The last field on this screen allows the user to set the Service Level Threshold. This value is used to compute the Answered/Abandoned After Threshold statistics.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:" containing a list box with "Queue Summary - asdf" selected. Underneath the list box are two checkboxes: "Open display when definition is complete." (checked) and "Automatically open this display on startup." (unchecked). At the bottom right of the window are "Finish" and "Cancel" buttons.

Figure 5-160 Queue Summary Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Active Agents

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

- A label "Name the new display" followed by a text input field.
- A label "Type a name for the new display block:" followed by a text input field.
- A label "Select the type of display block to create:" followed by a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form are two buttons: "Next" and "Cancel".

Figure 5-161 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has two sections:

- Select the Column**: This section is currently empty.
- Select the field to be included in the display:**: This section contains a table with the following data:

<input type="checkbox"/>	Call Center State Fields	Display As...
<input checked="" type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Agents on ACD Calls	Busy
<input type="checkbox"/>	Number of Agents on Non-ACD Calls	Non-ACD
<input type="checkbox"/>	Number of Agents on Rest	Rest
<input type="checkbox"/>	Number of Agents in Wrap-up	Wrap
<input type="checkbox"/>	Number of Idle Agents	Idle
<input type="checkbox"/>	Number of Calls in Queues	Calls in Queue
<input type="checkbox"/>	Number of Active Agent Client Sessions	Clients

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-162 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Monitor Thresholds

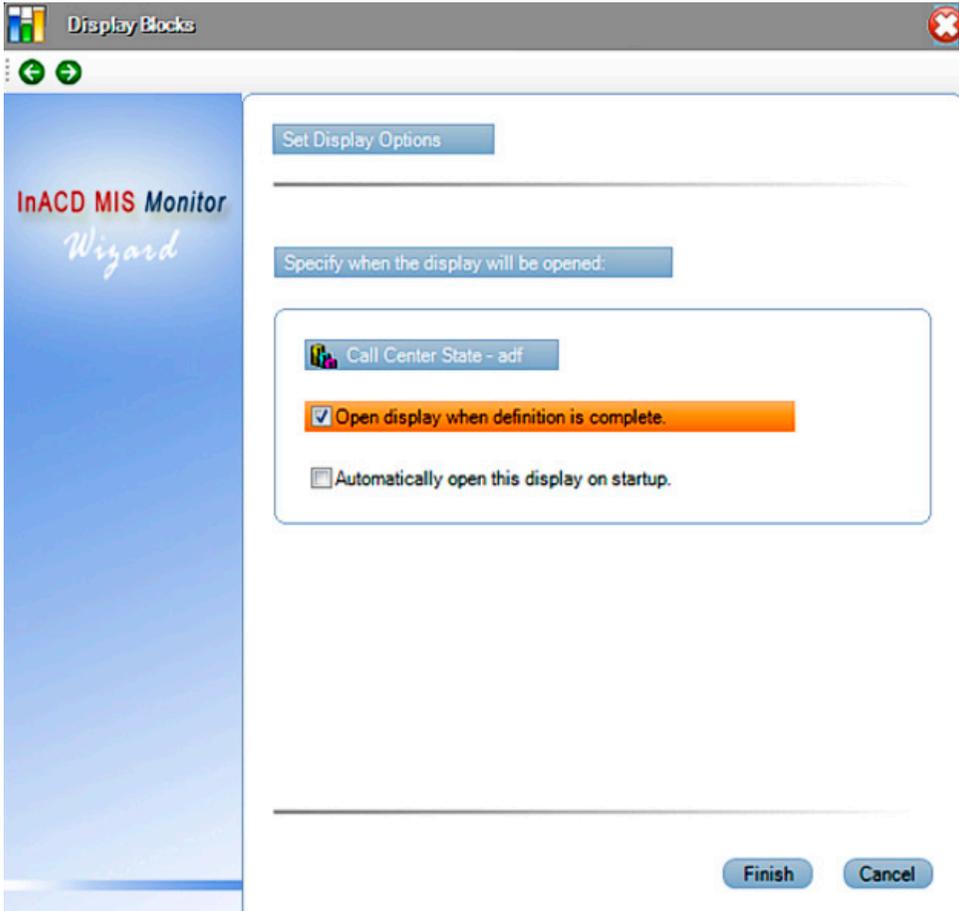
Number of Active Agents			
<input checked="" type="checkbox"/>	Level 1: More than	10	Agents Color: <input type="text"/>
	Level 2: Less than	10	Agents Color: <input type="text"/>
	Level 3: Less than	5	Agents Color: <input type="text"/>

Next Cancel

Figure 5-163 Number of Active Agents Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar with the text "InACD MIS Monitor Wizard" in white. The main content area has a light blue background and contains the following elements:

- A button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a light blue border containing:
 - A button labeled "Call Center State - adf" with a small icon.
 - A checked checkbox followed by the text "Open display when definition is complete." (highlighted in orange).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two buttons: "Finish" and "Cancel".

Figure 5-164 Call Center Monitor - Display Options Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Agents on ACD Calls

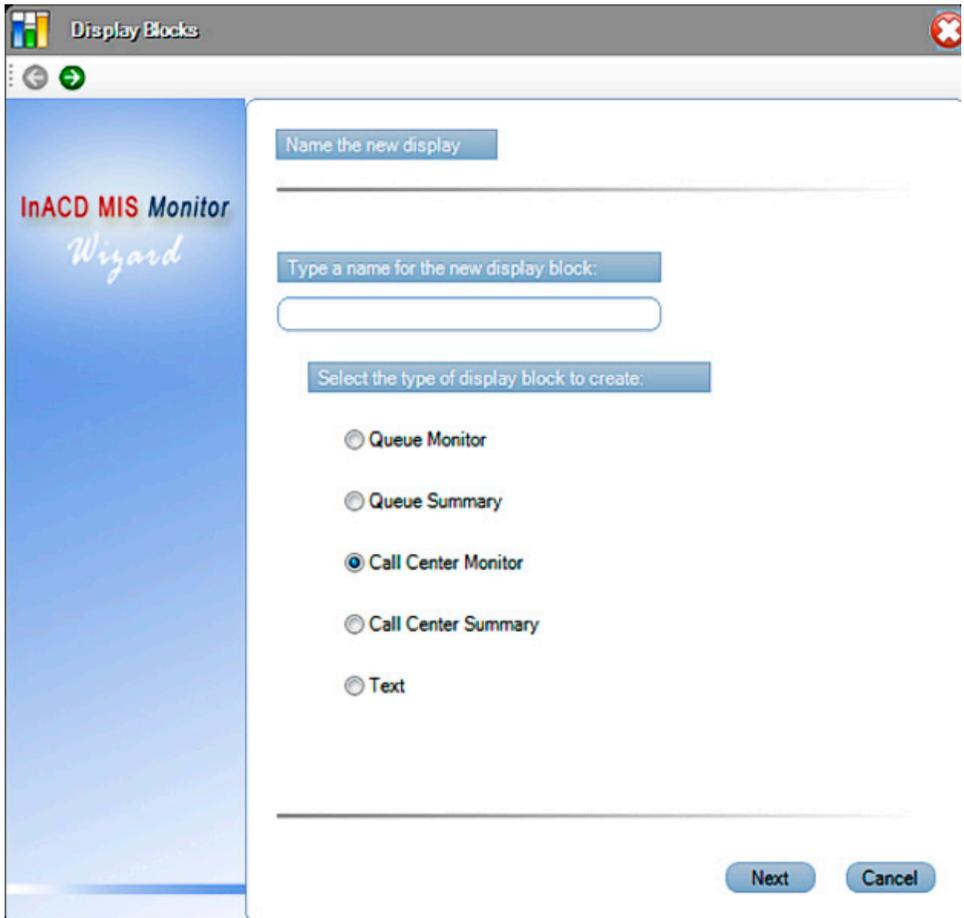


Figure 5-165 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

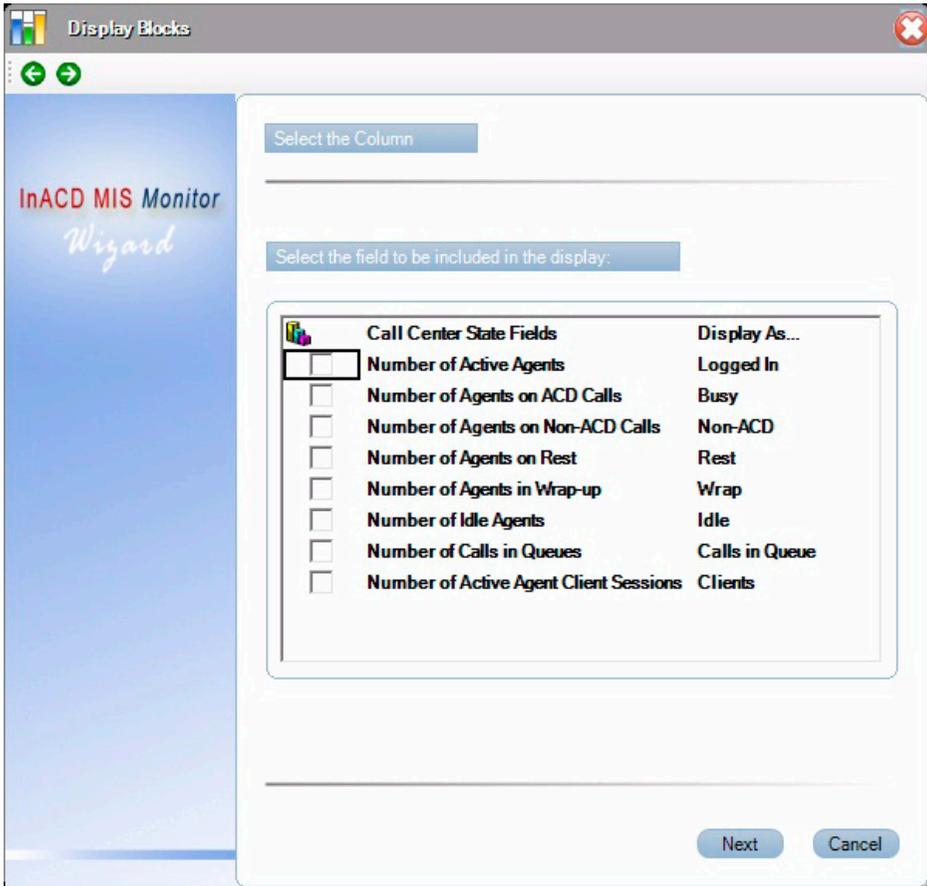


Figure 5-166 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Queue Monitor Thresholds

Number of Agents on ACD Call

Level 1:	More than	10	Agents	Color:	<input type="text" value="White"/>
Level 2:	Less than	10	Agents	Color:	<input type="text" value="Yellow"/>
Level 3:	Less than	5	Agents	Color:	<input type="text" value="Red"/>

Next Cancel

Figure 5-167 Number of Agents on ACD Call Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:". This section contains a list of display blocks, with "Call Center State - adf" selected. Underneath the selected block, there are two checkboxes: "Open display when definition is complete." which is checked, and "Automatically open this display on startup." which is unchecked. At the bottom right of the window are "Finish" and "Cancel" buttons.

Figure 5-168 Call Center Monitor Display Options Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Agents on Non-ACD Calls

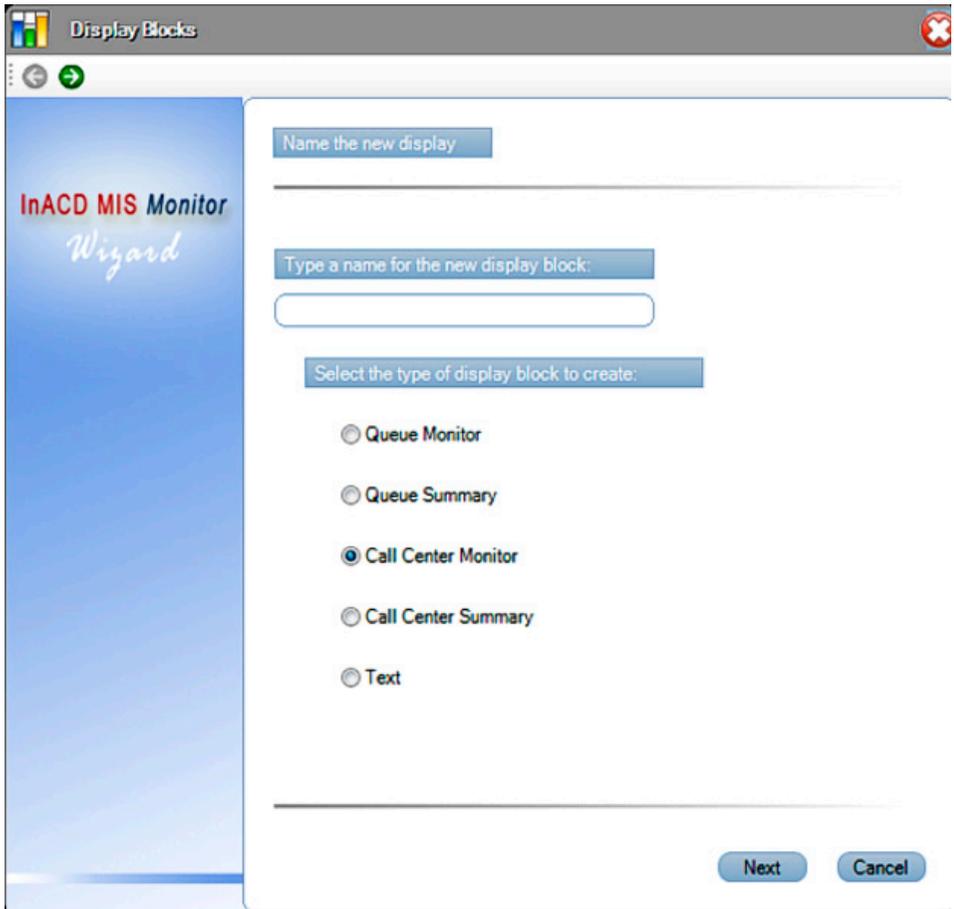


Figure 5-169 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Monitor Wizard" and two green navigation arrows (back and forward). The main content area is white and contains two sections:

- Select the Column**: A blue button with no text visible.
- Select the field to be included in the display:**: A blue button with no text visible.

Below these buttons is a table with a list of call center metrics and their corresponding display names. Each row has a checkbox on the left. The first row, "Number of Active Agents", has its checkbox checked. The table is as follows:

<input type="checkbox"/>	Call Center State Fields	Display As...
<input checked="" type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Agents on ACD Calls	Busy
<input type="checkbox"/>	Number of Agents on Non-ACD Calls	Non-ACD
<input type="checkbox"/>	Number of Agents on Rest	Rest
<input type="checkbox"/>	Number of Agents in Wrap-up	Wrap
<input type="checkbox"/>	Number of Idle Agents	Idle
<input type="checkbox"/>	Number of Calls in Queues	Calls in Queue
<input type="checkbox"/>	Number of Active Agent Client Sessions	Clients

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-170 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Monitor Thresholds

Number of Agents on Non-ACD Calls

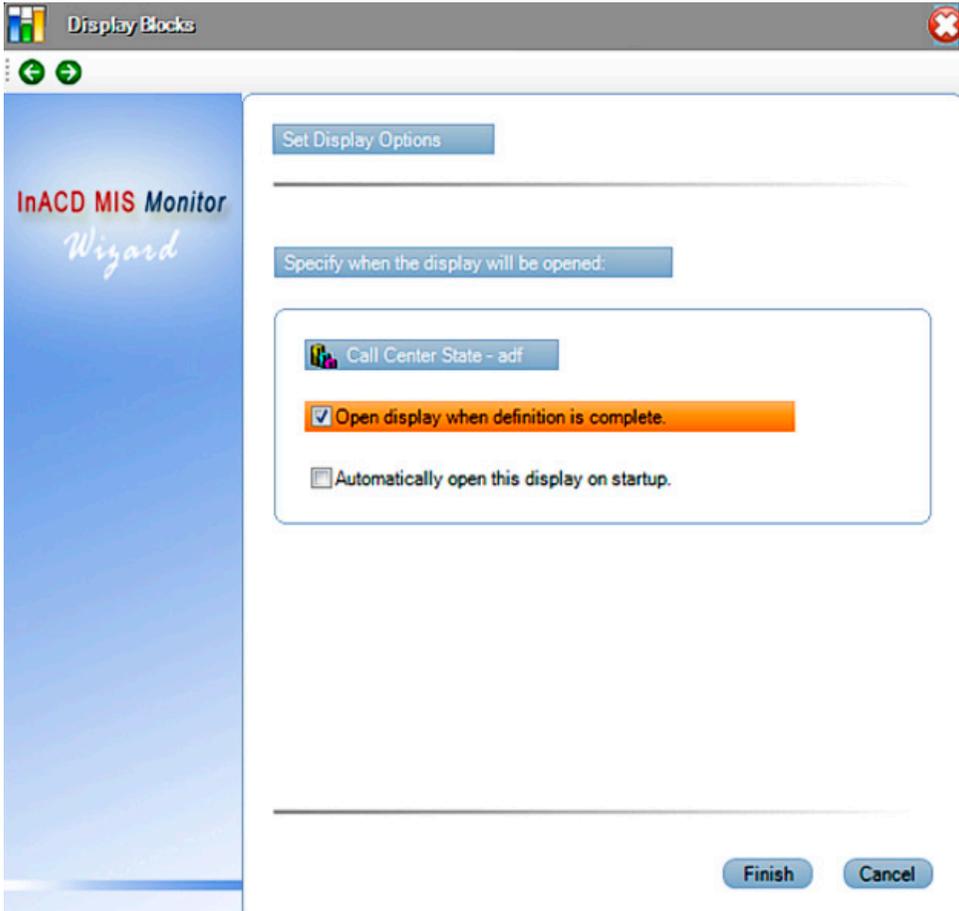
Level 1:	Less than	5	Agents	Color:	<input type="text" value="White"/>
Level 2:	More than	5	Agents	Color:	<input type="text" value="Yellow"/>
Level 3:	More than	10	Agents	Color:	<input type="text" value="Red"/>

Next Cancel

Figure 5-171 Number of Agents on Non-ACD Calls Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:" containing a list box with "Call Center State - adf" selected. Underneath the list box are two checkboxes: "Open display when definition is complete." (checked) and "Automatically open this display on startup." (unchecked). At the bottom right of the window are "Finish" and "Cancel" buttons.

Figure 5-172 Call Center Monitor - Display Options Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Agents on Rest

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

- A label "Name the new display" followed by a text input field.
- A label "Type a name for the new display block:" followed by a text input field.
- A label "Select the type of display block to create:" followed by a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form are two buttons: "Next" and "Cancel".

Figure 5-173 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

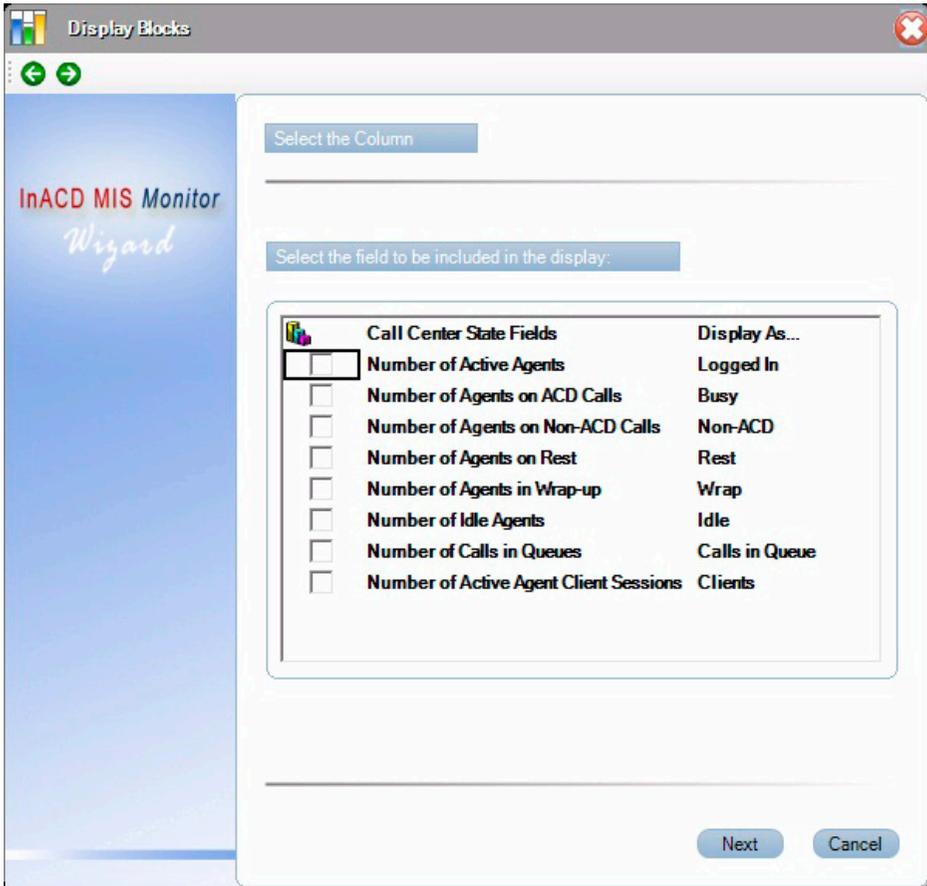


Figure 5-174 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Monitor Thresholds

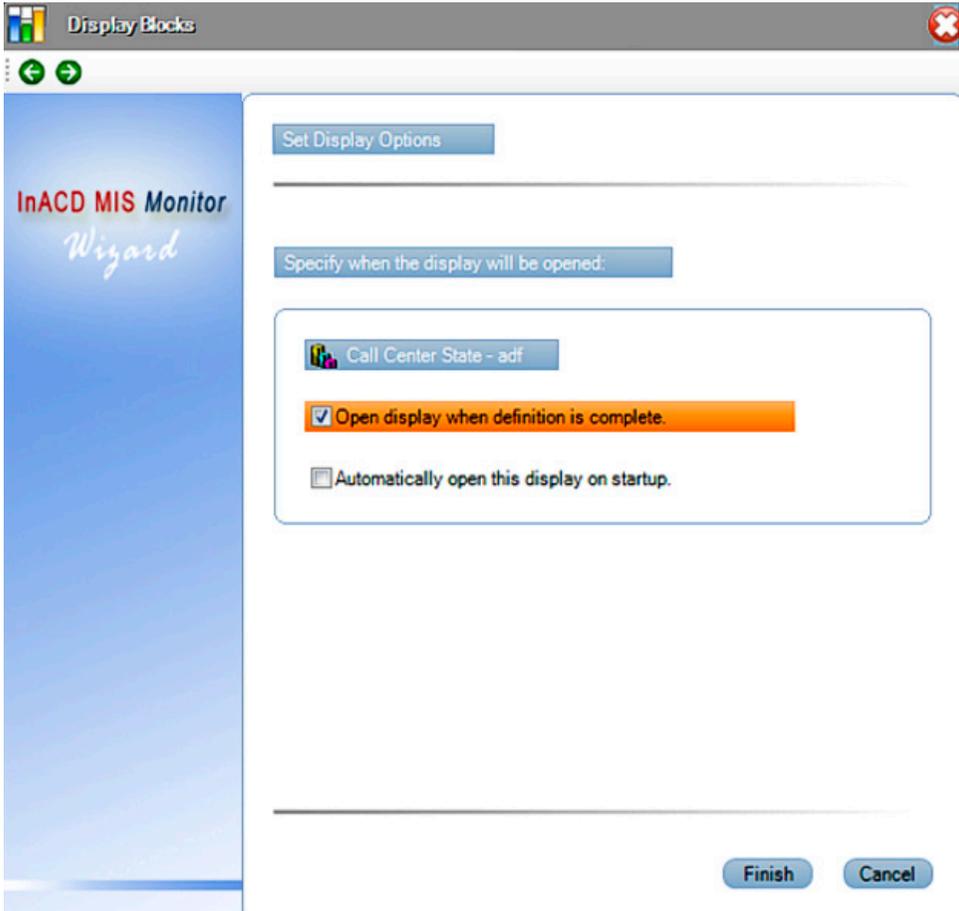
Number of Agents on Rest			
<input checked="" type="checkbox"/>	Level 1: Less than	5 Agents	Color: <input type="text" value="white"/>
	Level 2: More than	5 Agents	Color: <input type="text" value="yellow"/>
	Level 3: More than	10 Agents	Color: <input type="text" value="red"/>

Next Cancel

Figure 5-175 Number of Agents on Rest Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button at the top. Below it is a section titled "Specify when the display will be opened:" which contains a list box with "Call Center State - adf" selected. Underneath the list box are two checkboxes: "Open display when definition is complete." (which is checked) and "Automatically open this display on startup." (which is unchecked). At the bottom right of the window are "Finish" and "Cancel" buttons.

Figure 5-176 Call Center Monitor - Display Options Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Agents on Wrap-up

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

- A label "Name the new display" followed by a text input field.
- A label "Type a name for the new display block:" followed by a text input field.
- A label "Select the type of display block to create:" followed by a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form are two buttons: "Next" and "Cancel".

Figure 5-177 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Select the Column

Select the field to be included in the display:

	Call Center State Fields	Display As...
<input checked="" type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Agents on ACD Calls	Busy
<input type="checkbox"/>	Number of Agents on Non-ACD Calls	Non-ACD
<input type="checkbox"/>	Number of Agents on Rest	Rest
<input type="checkbox"/>	Number of Agents in Wrap-up	Wrap
<input type="checkbox"/>	Number of Idle Agents	Idle
<input type="checkbox"/>	Number of Calls in Queues	Calls in Queue
<input type="checkbox"/>	Number of Active Agent Client Sessions	Clients

Next Cancel

Figure 5-178 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Monitor Thresholds

Number of Agents in Wrap-up

Level 1:	<i>Less than</i>	5	<i>Agents</i>	Color:	<input type="text"/>
Level 2:	<i>More than</i>	5	<i>Agents</i>	Color:	<input type="text"/>
Level 3:	<i>More than</i>	10	<i>Agents</i>	Color:	<input type="text"/>

Next Cancel

Figure 5-179 Number of Agents in Wrap-up Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button. Below this is a section titled "Specify when the display will be opened:" which contains a list item "Call Center State - adf". Under this list item, there are two checkboxes: "Open display when definition is complete." (which is checked) and "Automatically open this display on startup." (which is unchecked). At the bottom right of the window are "Finish" and "Cancel" buttons.

Figure 5-180 Call Center Monitor - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Idle Agents

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main content area contains a form with the following sections:

- A label "Name the new display" followed by a text input field.
- A label "Type a name for the new display block:" followed by a text input field.
- A label "Select the type of display block to create:" followed by a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text

At the bottom right of the form are two buttons: "Next" and "Cancel".

Figure 5-181 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Monitor Wizard". The main content area has two sections:

Select the Column

Select the field to be included in the display:

<input type="checkbox"/>	Call Center State Fields	Display As...
<input checked="" type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Agents on ACD Calls	Busy
<input type="checkbox"/>	Number of Agents on Non-ACD Calls	Non-ACD
<input type="checkbox"/>	Number of Agents on Rest	Rest
<input type="checkbox"/>	Number of Agents in Wrap-up	Wrap
<input type="checkbox"/>	Number of Idle Agents	Idle
<input type="checkbox"/>	Number of Calls in Queues	Calls in Queue
<input type="checkbox"/>	Number of Active Agent Client Sessions	Clients

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-182 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Monitor Thresholds

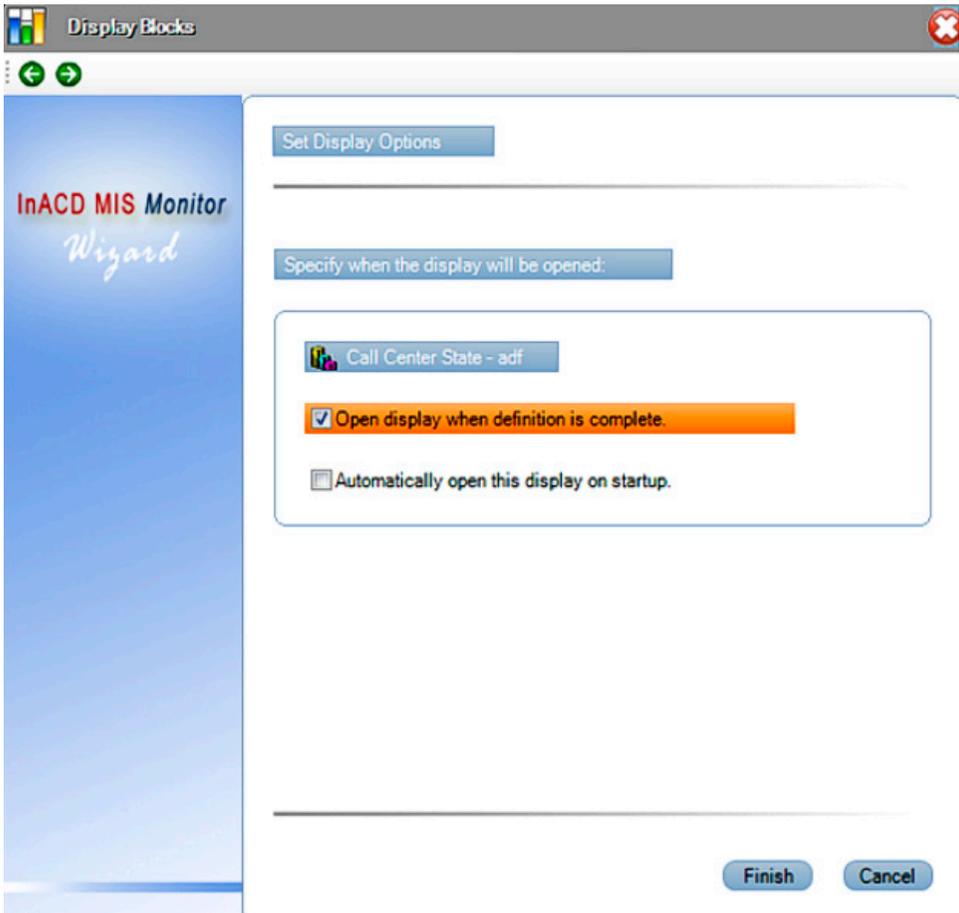
Number of Idle Agents			
<input checked="" type="checkbox"/>	Level 1: More than	10 Agents	Color: <input type="text" value=""/>
	Level 2: Less than	10 Agents	Color: <input type="text" value=""/>
	Level 3: Less than	5 Agents	Color: <input type="text" value=""/>

Next Cancel

Figure 5-183 Number of Idle Agents Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar with the text "InACD MIS Monitor Wizard" in white. The main content area has a light blue background and contains the following elements:

- A button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a light blue border containing:
 - A button labeled "Call Center State - adf" with a small icon.
 - A checked checkbox followed by the text "Open display when definition is complete." (This row has an orange highlight).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two buttons: "Finish" and "Cancel".

Figure 5-184 Call Center Monitor - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Calls in Queue

The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a horizontal text input field.
- A label "Type a name for the new display block:" above a rounded rectangular text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- A horizontal line separator.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-185 Call Center Monitor Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard". The main area contains two sections: "Select the Column" and "Select the field to be included in the display:". The second section contains a table with columns for "Call Center State Fields", "Number of Active Agents", and "Display As...". The first row is selected, showing "Number of Active Agents" and "Logged In". Below the table are "Next" and "Cancel" buttons.

Call Center State Fields	Number of Active Agents	Display As...
<input checked="" type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Agents on ACD Calls	Busy
<input type="checkbox"/>	Number of Agents on Non-ACD Calls	Non-ACD
<input type="checkbox"/>	Number of Agents on Rest	Rest
<input type="checkbox"/>	Number of Agents in Wrap-up	Wrap
<input type="checkbox"/>	Number of Idle Agents	Idle
<input type="checkbox"/>	Number of Calls in Queues	Calls in Queue
<input type="checkbox"/>	Number of Active Agent Client Sessions	Clients

Figure 5-186 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field.

Call Center Monitor Thresholds

Number of Calls in Queues

Level 1:	Less than	5	Calls	Color:	<input type="text" value="White"/>
Level 2:	More than	5	Calls	Color:	<input type="text" value="Yellow"/>
Level 3:	More than	10	Calls	Color:	<input type="text" value="Red"/>

Next Cancel

Figure 5-187 Number of Calls in Queues Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

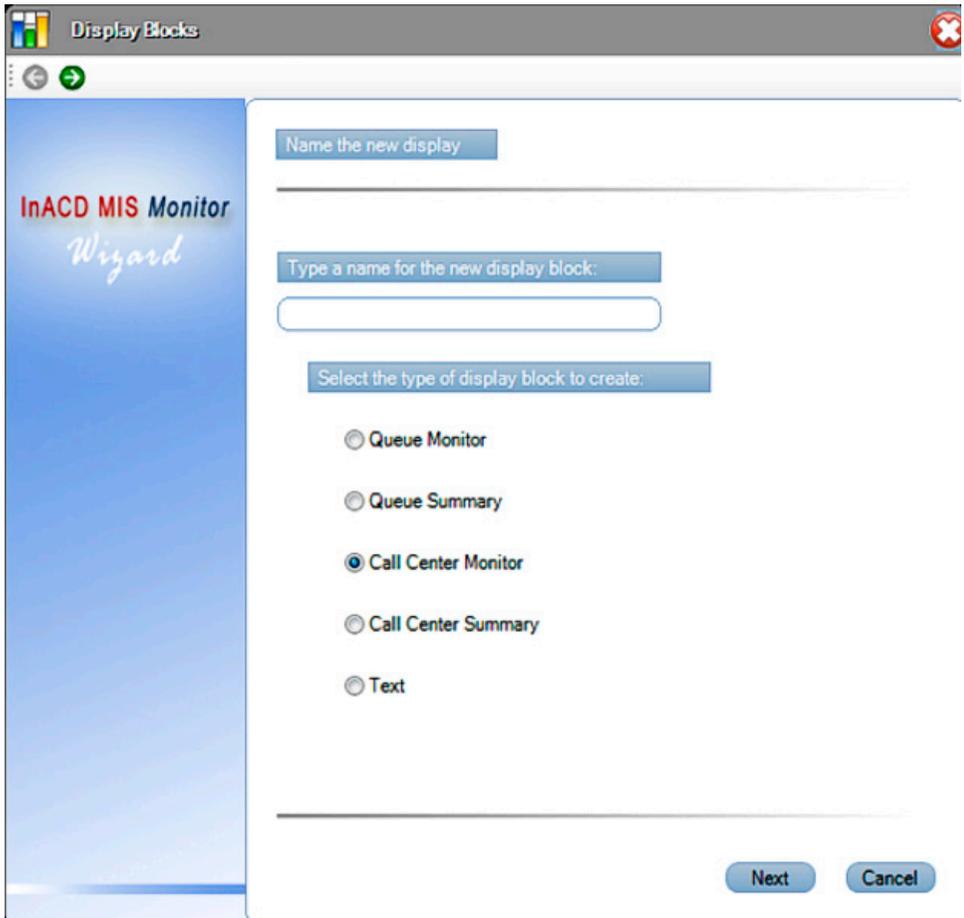
After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard". The main content area contains a "Set Display Options" button. Below it is a label "Specify when the display will be opened:". Underneath this label is a rounded rectangular box containing a list item "Call Center State - adf" with a small icon to its left. Below the list item are two checkboxes: the first is checked and labeled "Open display when definition is complete.", and the second is unchecked and labeled "Automatically open this display on startup.". At the bottom right of the window are two buttons: "Finish" and "Cancel".

Figure 5-188 Call Center Monitor - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Monitor-Number of Active Agent Client Sessions



The screenshot shows a window titled "Display Blocks" with a sidebar on the left that reads "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above another text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- "Next" and "Cancel" buttons at the bottom right.

Figure 5-189 Call Center Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard". The main content area has two sections:

- Select the Column**: A blue button with no visible options.
- Select the field to be included in the display:**: A blue button above a table.

<input type="checkbox"/>	Call Center State Fields	Display As...
<input checked="" type="checkbox"/>	Number of Active Agents	Logged In
<input type="checkbox"/>	Number of Agents on ACD Calls	Busy
<input type="checkbox"/>	Number of Agents on Non-ACD Calls	Non-ACD
<input type="checkbox"/>	Number of Agents on Rest	Rest
<input type="checkbox"/>	Number of Agents in Wrap-up	Wrap
<input type="checkbox"/>	Number of Idle Agents	Idle
<input type="checkbox"/>	Number of Calls in Queues	Calls in Queue
<input type="checkbox"/>	Number of Active Agent Client Sessions	Clients

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-190 Call Center Monitor Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical bar with the text "InACD MIS Monitor Wizard" and two navigation arrows (back and forward). The main content area has a header "Set the Thresholds" and a sub-header "Define the threshold level and set the threshold colors for each field:". Below this, there is a section titled "Call Center Monitor Thresholds" with a small icon. A checkbox is checked next to the title. The main content is a table with three rows representing threshold levels:

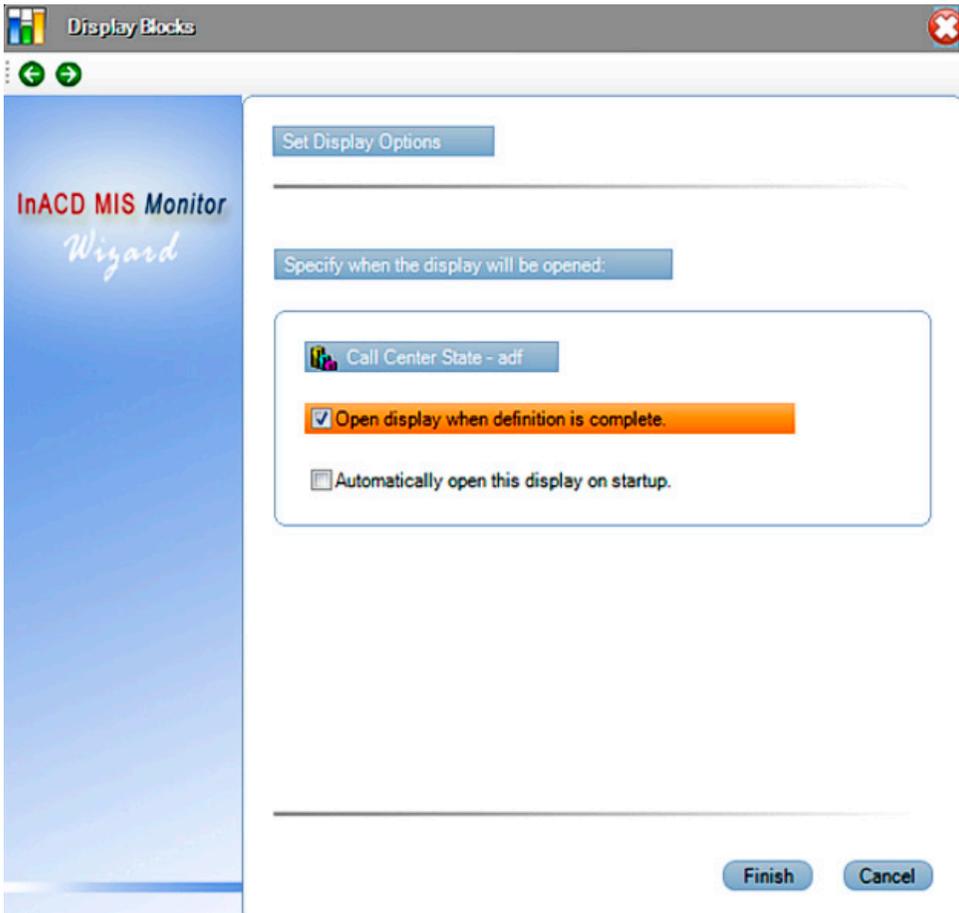
Number of Active Agent Client Sessions			
Level 1:	More than	10	Agents Color: <input type="text"/>
Level 2:	Less than	10	Agents Color: <input type="text"/>
Level 3:	Less than	5	Agents Color: <input type="text"/>

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-191 Number of Active Agent Client Sessions Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.



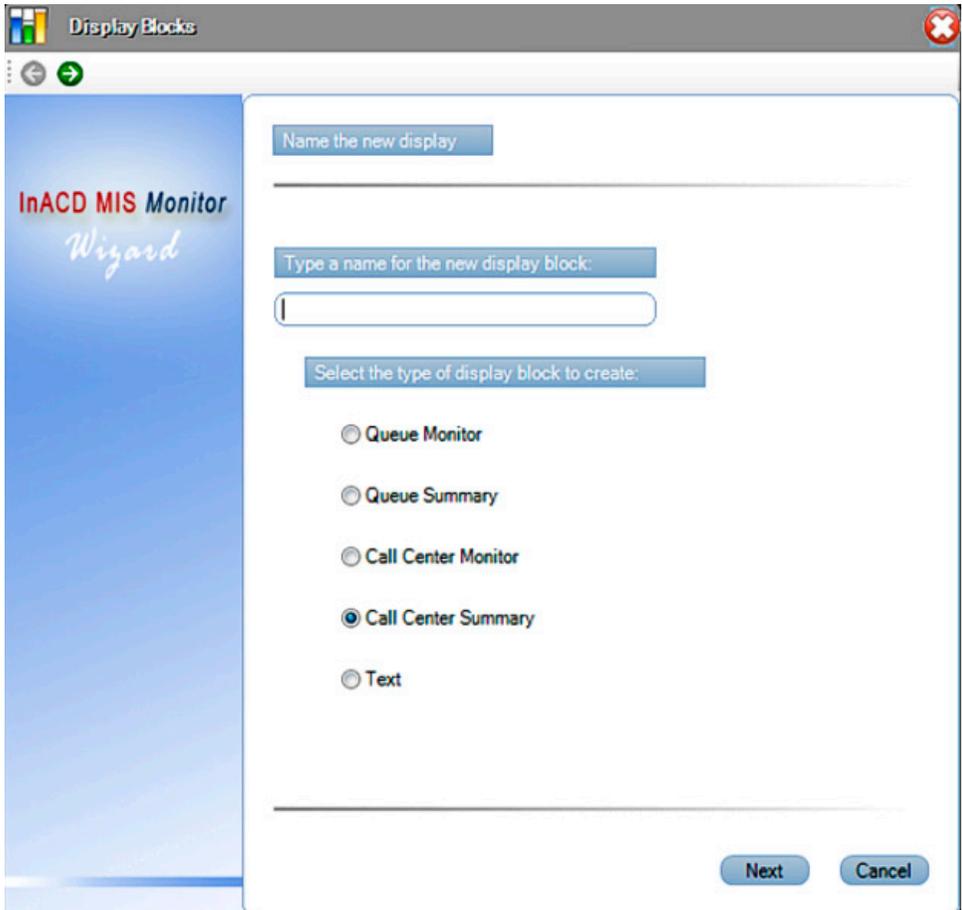
The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar with the text "InACD MIS Monitor Wizard" in a stylized font. The main content area contains the following elements:

- A button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A label "Specify when the display will be opened:" followed by a blue button.
- A rounded rectangular container with a blue border containing:
 - A button labeled "Call Center State - adf" with a small icon.
 - A checked checkbox followed by the text "Open display when definition is complete." (highlighted in orange).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two buttons: "Finish" and "Cancel".

Figure 5-192 Call Center Monitor - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Summary-Number of Calls Offered



The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a horizontal text input field.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, there are two buttons: "Next" and "Cancel".

Figure 5-193 Call Center Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area is divided into two sections. The first section is labeled "Select the Column" and is currently empty. The second section is labeled "Select the field to be included in the display:" and contains a table with the following data:

<input checked="" type="checkbox"/>	Call Center Summary Fields	Display As...
<input checked="" type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Calls Abandoned	Abandon

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-194 Call Center Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Summary Thresholds

Number of Calls Offered

Level 1:	Less than	5	Calls	Color:	<input type="text" value=""/>
Level 2:	More than	5	Calls	Color:	<input type="text" value=""/>
Level 3:	More than	10	Calls	Color:	<input type="text" value=""/>

Next Cancel

Figure 5-195 Number of Calls Offered Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A button labeled "Set the Statistics Period".
- A horizontal separator line.
- A button labeled "Set the interval for the summary statistics."
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "8 Hours".
 - Two additional radio button options: "24 Hours" and "8 Hours" (repeated).
 - An "Interval Start Time:" label and a time selection field showing "08:00 AM" with a dropdown arrow.
- A horizontal separator line.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-196 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.

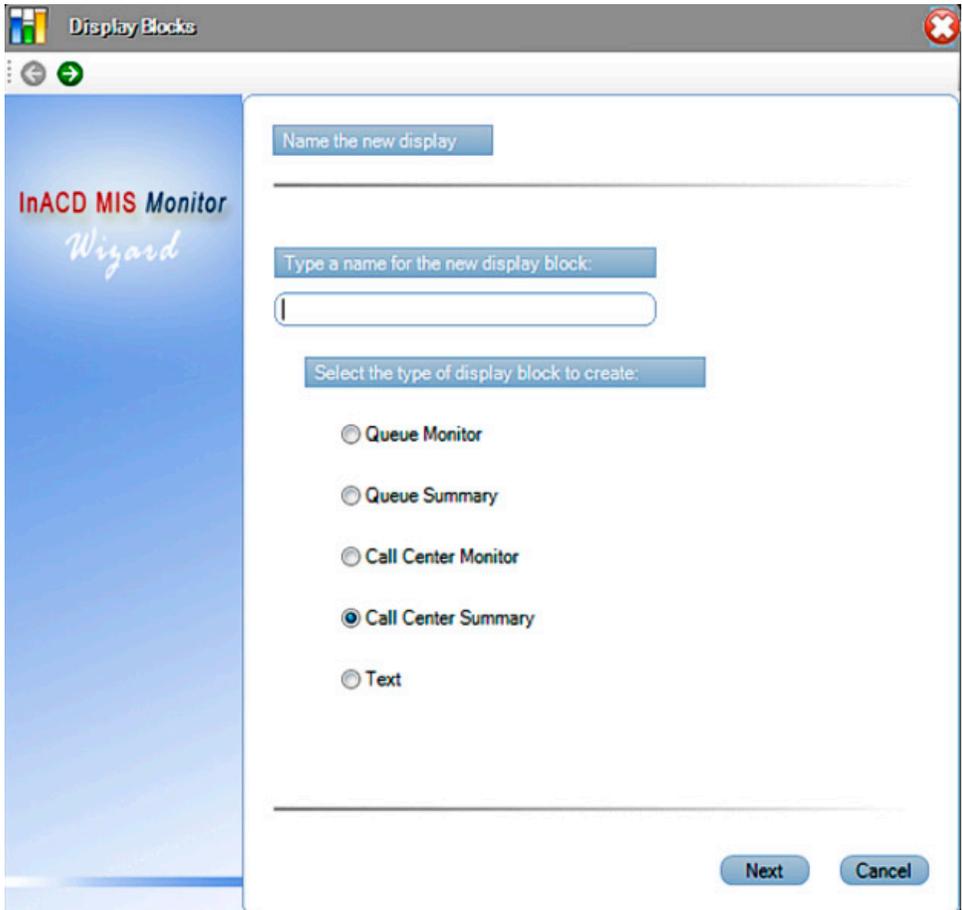
The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar with the text "InACD MIS Monitor Wizard" in white. The main content area is white and contains the following elements:

- A blue button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A blue button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a light blue border containing:
 - A blue button labeled "Call Center State - adf" with a small icon.
 - A checked checkbox followed by the text "Open display when definition is complete." (highlighted in orange).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two blue buttons labeled "Finish" and "Cancel".

Figure 5-197 Call Center Summary - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Summary-Number of Calls Answered



The screenshot shows a window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main area contains the following elements:

- A label "Name the new display" above a horizontal line.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- At the bottom right, two buttons: "Next" and "Cancel".

Figure 5-198 Call Center Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area is divided into two sections. The first section is labeled "Select the Column" and is currently empty. The second section is labeled "Select the field to be included in the display:" and contains a table with the following data:

	Call Center Summary Fields	Display As...
<input checked="" type="checkbox"/>	Number of Calls Offered	Offer
<input type="checkbox"/>	Number of Calls Answered	Answer
<input type="checkbox"/>	Number of Calls Abandoned	Abandon

At the bottom right of the window, there are two buttons: "Next" and "Cancel".

Figure 5-199 Call Center Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Display Blocks

InACD MIS Monitor Wizard

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Summary Thresholds

Number of Calls Answered				
<input checked="" type="checkbox"/>	Level 1: Less than	5	Calls	Color: <input type="text" value="white"/>
	Level 2: More than	5	Calls	Color: <input type="text" value="yellow"/>
	Level 3: More than	10	Calls	Color: <input type="text" value="red"/>

Next Cancel

Figure 5-200 Number of Calls Answered Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web browser window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

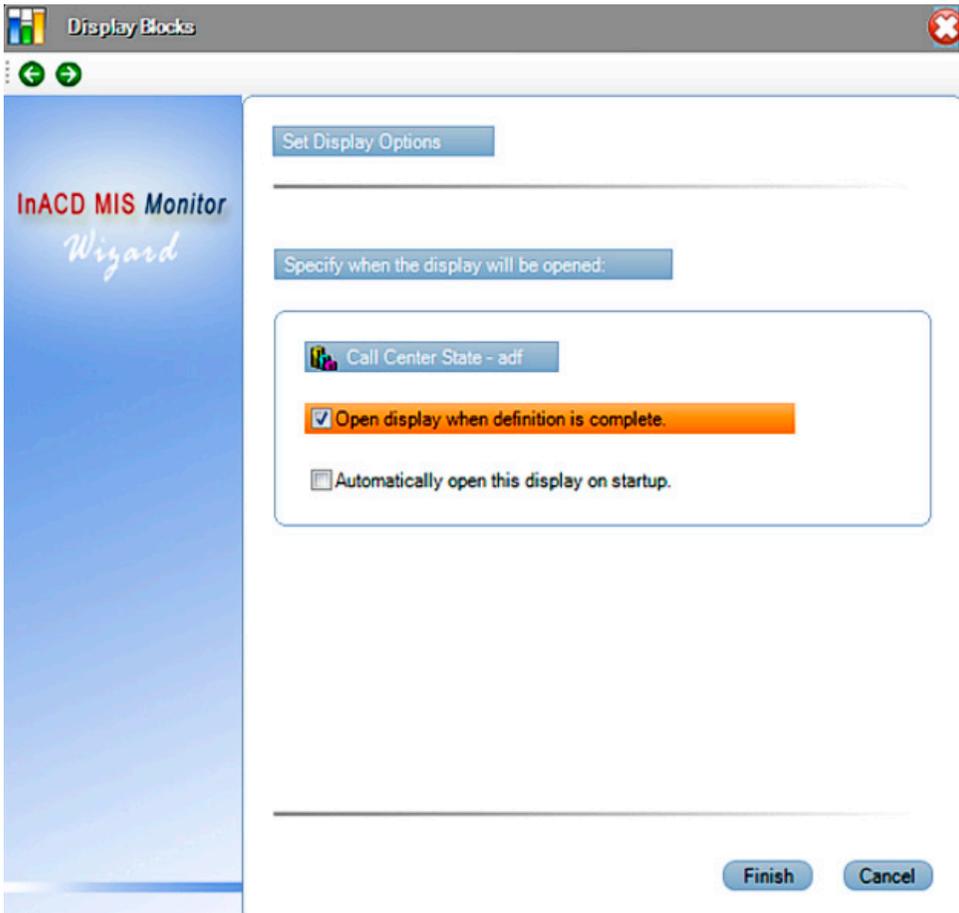
- A button labeled "Set the Statistics Period" with a horizontal line below it.
- A button labeled "Set the interval for the summary statistics." with a horizontal line below it.
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Five radio button options: "15 Minutes" (selected), "4 Hours", "12 Hours", "1 Hour", and "8 Hours".
 - Two additional radio button options: "24 Hours" and "8 Hours" (repeated).
 - An "Interval Start Time:" label and a time selection field showing "08:00 AM" with a dropdown arrow.
- A horizontal line below the "Summary Interval" box.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-201 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



The screenshot shows a window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a blue vertical sidebar with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A "Set Display Options" button at the top.
- A horizontal separator line.
- A "Specify when the display will be opened:" label above a blue button.
- A rounded rectangular container with a light blue border containing:
 - A button labeled "Call Center State - adf" with a small icon.
 - A checked checkbox followed by the text "Open display when definition is complete." (highlighted in orange).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two buttons: "Finish" and "Cancel".

Figure 5-202 Call Center Summary - Display Option Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Call Center Summary-Number of Calls Abandoned

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A label "Name the new display" above a text input field.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio buttons:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- "Next" and "Cancel" buttons at the bottom right.

Figure 5-203 Call Center Summary Screen

This menu requests the user to enter a name for the new Display Block and select the type of display being defined.

After the user completes this form and presses the **Next >** button, the following form is displayed.

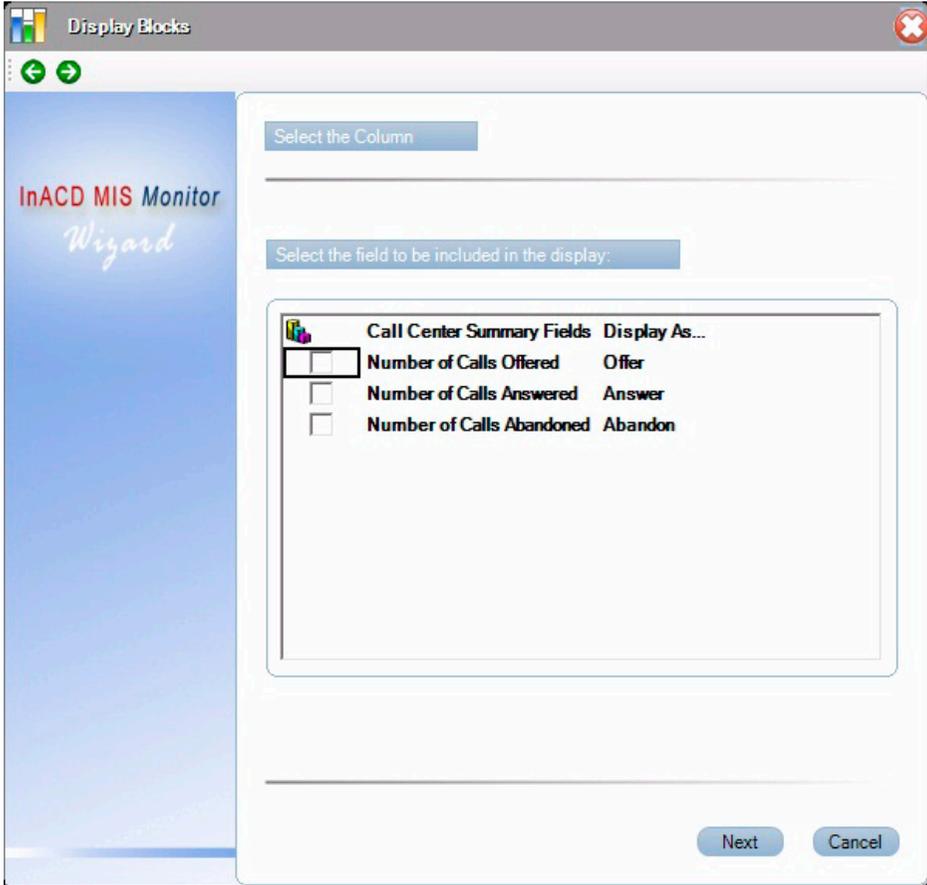


Figure 5-204 Call Center Summary Fields Screen

This form allows the user to select which data item is displayed and the Display As Name.

After the user completes this form and presses the **Next >** button, the following form is displayed.

Set the Thresholds

Define the threshold level and set the threshold colors for each field:

Call Center Summary Thresholds

Number of Calls Abandoned

Level 1:	Less than	5	Calls	Color:	<input type="text" value=""/>
Level 2:	More than	5	Calls	Color:	<input type="text" value=""/>
Level 3:	More than	10	Calls	Color:	<input type="text" value=""/>

Next Cancel

Figure 5-205 Number of Calls Abandoned Threshold Screen

The threshold menu allows the user to set three threshold levels for each numeric field and associate a color change with each level.

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a web-based configuration window titled "Display Blocks". On the left is a blue sidebar with the "InACD MIS Monitor Wizard" logo. The main content area contains the following elements:

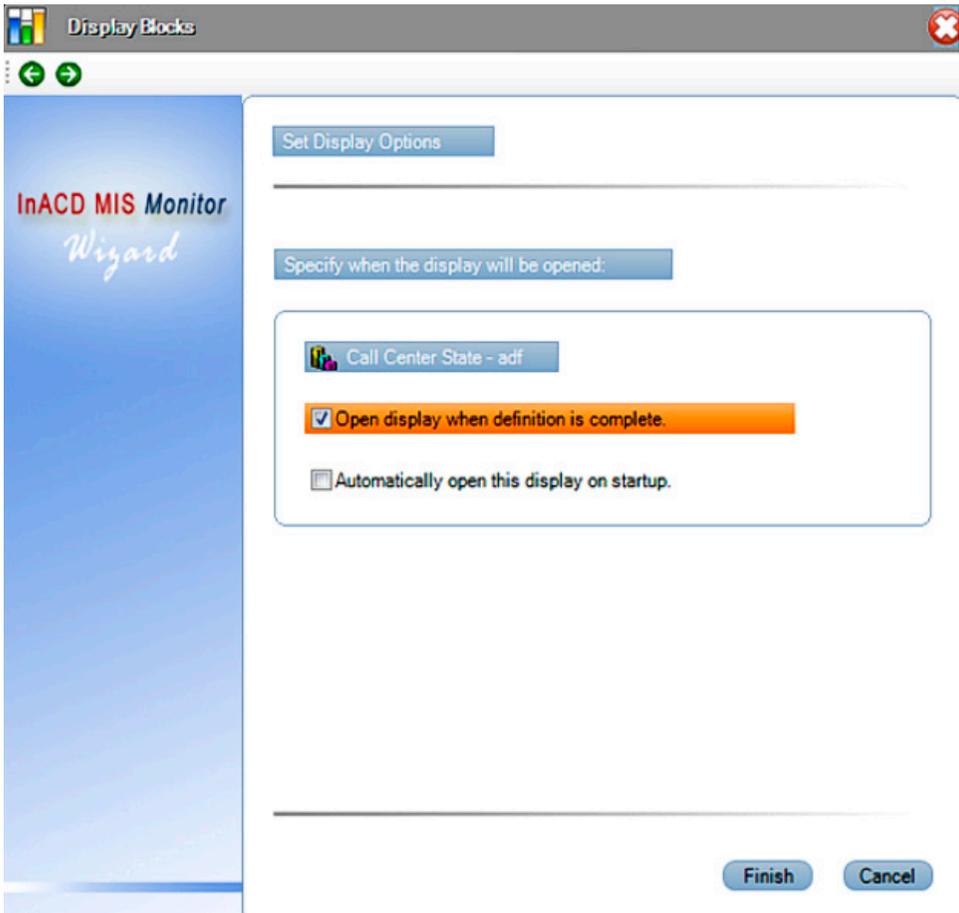
- A button labeled "Set the Statistics Period".
- A button labeled "Set the interval for the summary statistics.".
- A rounded rectangular box titled "Summary Interval" containing:
 - An "Interval Length:" label.
 - Radio button options: 15 Minutes (selected), 4 Hours, 12 Hours, 1 Hour, 8 Hours, and 24 Hours.
 - An "Interval Start Time:" label and a dropdown menu showing "08:00 AM".
- At the bottom right, "Next" and "Cancel" buttons.

Figure 5-206 Summary Interval Screen

The Interval specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new interval begins. The Interval Start Time sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time.

For example, if the Interval is four hours and the Interval Start Time is 8:00AM, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

After the user completes this form and presses the **Next >** button, the following form is displayed.



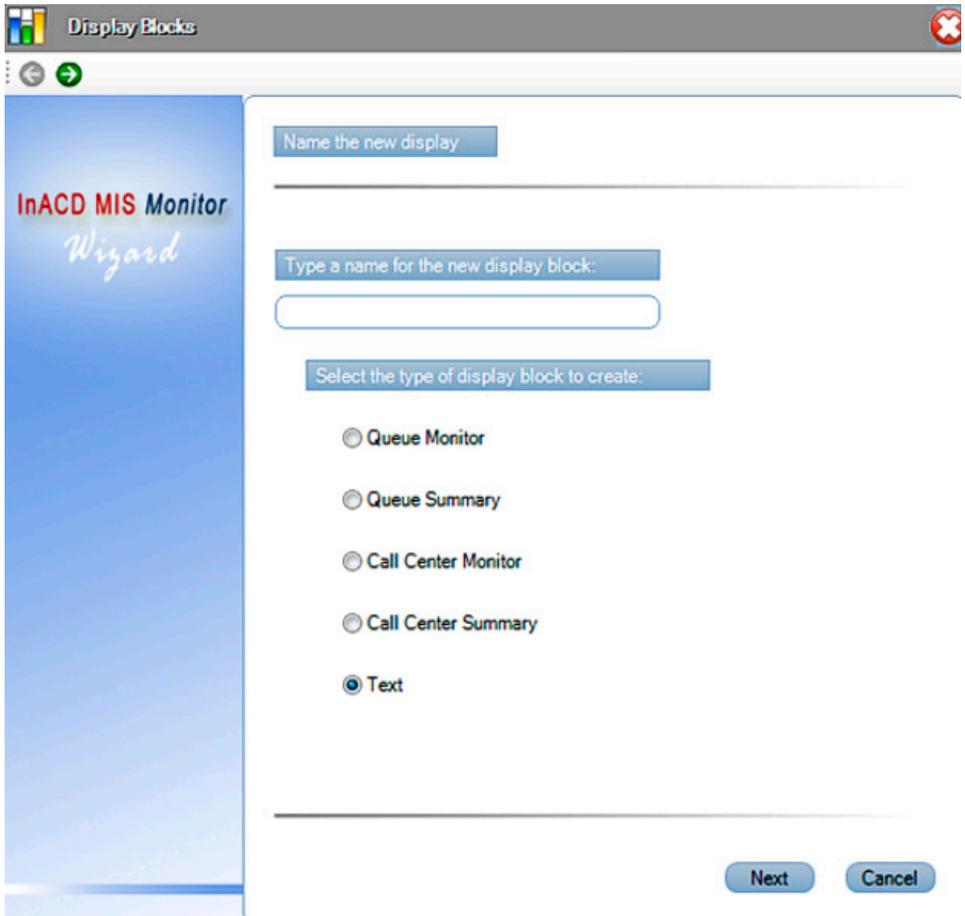
The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar with the text "InACD MIS Monitor Wizard" in white and red. The main content area is white and contains the following elements:

- A blue button labeled "Set Display Options" at the top.
- A horizontal separator line.
- A blue button labeled "Specify when the display will be opened:".
- A rounded rectangular container with a light blue border containing:
 - A blue button labeled "Call Center State - adf" with a small icon.
 - A checked checkbox followed by the text "Open display when definition is complete." (highlighted in orange).
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- A horizontal separator line.
- At the bottom right, two blue buttons labeled "Finish" and "Cancel".

Figure 5-207 Call Center Summary - Display Options Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

Text



The screenshot shows a window titled "Display Blocks" with a close button in the top right corner. On the left side, there is a blue vertical banner with the text "InACD MIS Monitor Wizard". The main content area contains the following elements:

- A label "Name the new display" above a horizontal line.
- A label "Type a name for the new display block:" above a text input field.
- A label "Select the type of display block to create:" above a list of radio button options:
 - Queue Monitor
 - Queue Summary
 - Call Center Monitor
 - Call Center Summary
 - Text
- A horizontal line at the bottom of the main area.
- Two buttons at the bottom right: "Next" and "Cancel".

Figure 5-208 Text - Display Options Screen

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a sidebar on the left containing the text "InACD MIS Monitor Wizard". The main content area has a blue header with the text "Create the text display". Below this is a horizontal line, followed by a text input field containing the placeholder text "Enter Text Here". Underneath the input field are three buttons: "Font", "Text Color", and "Background Color". To the right of these buttons is a "Text Alignment" section with three radio button options: "Left", "Center" (which is selected), and "Right". At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 5-209 Enter Text Screen

Input the Text for the for the Text Display Block. The window will show an example of what the Text Display Box Text will look like.

Text Alignment

Assign the Alignment of the Text in the Text Display Block to be Left, Center or Right

Font

Click on the Font Icon to change the Font type, style and size for the Text Display Block.

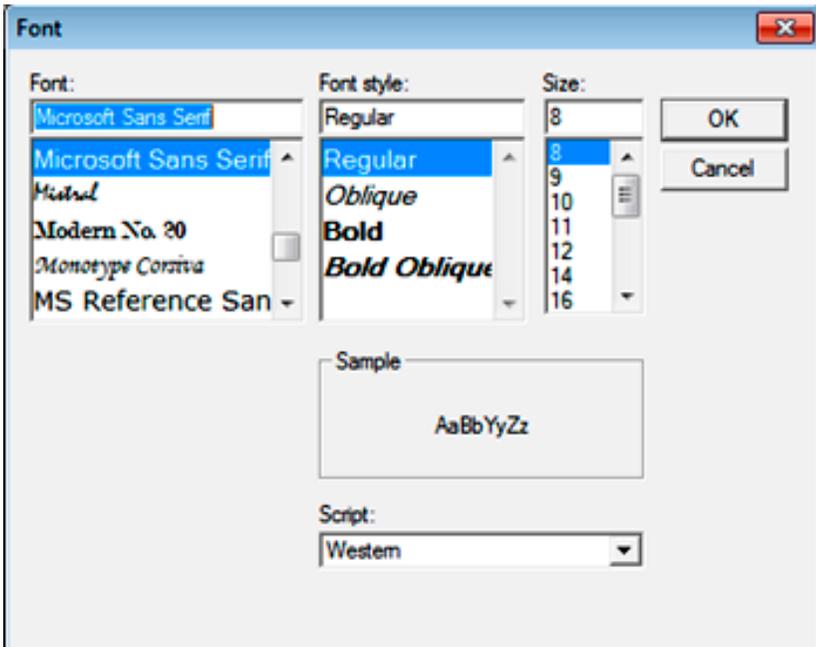


Figure 5-210 Font Screen

Text Color

Click on the Text Color icon to change the Text Color for the Text Display Block.

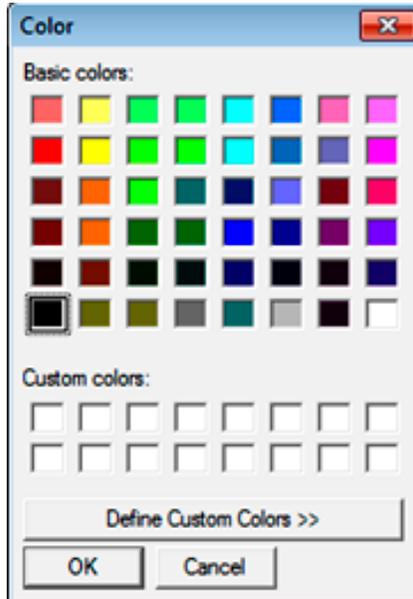


Figure 5-211 Font Color Screen

Background Color

Click the Background Color Icon to select the background color for the Text Display Block.

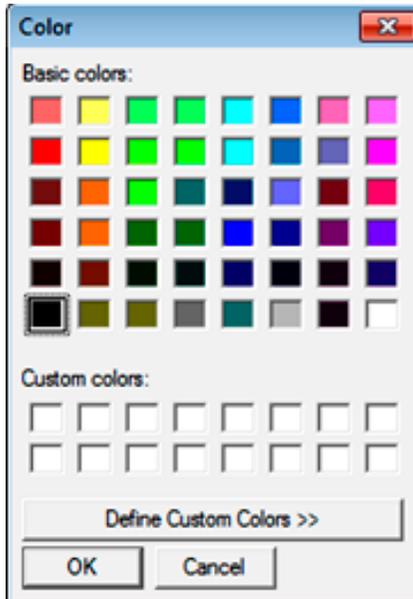


Figure 5-212 Font Color Screen

After the user completes this form and presses the **Next >** button, the following form is displayed.

The screenshot shows a software window titled "Display Blocks" with a standard Windows-style title bar. On the left side, there is a vertical blue sidebar containing the text "InACD MIS Monitor Wizard". The main content area of the window is white and contains the following elements:

- A button labeled "Set Display Options" at the top.
- A section header "Specify when the display will be opened." below the first button.
- A rounded rectangular box containing:
 - An information icon (i) followed by the text "Text Message - Text Display Block".
 - A checked checkbox followed by the text "Open display when definition is complete." This row has an orange highlight.
 - An unchecked checkbox followed by the text "Automatically open this display on startup."
- At the bottom right of the main area, there are two buttons: "Finish" and "Cancel".

Figure 5-213 Text - Display Options Screen

The Display Options form allows the user to indicate that an instance of the display should be created when the definition is complete. Also, the user can specify that this display be automatically opened each time that the ACD MIS Monitoring application is started. Select the **Finish** button to complete the definition of this Display Block.

3.6 Display Window Characteristics

As shown in the previous examples, each table or graph that is instantiated in ACD MIS Monitor creates a separate window. This approach allows the user to layout the screen exactly as they desire. Individual windows can be resized and positioned within their Windows desktop to achieve the most efficient use of their display.

In addition to being able to reposition the individual windows, the user can modify the following characteristics:

- The width of individual columns within a table can be resized by dragging the edge of the column header.
- The width and height of individual table windows can be changed to increase/decrease the visible portion of the table. If the window size is reduced to a size that is smaller than the defined table, the window includes horizontal and/or vertical scroll bars to allow repositioning of the table in the window.
- The size and position of individual windows are maintained between activations of the ACD MIS Monitor application.

3.7 Pull-Down Menus

The Function Menu on the Monitor main screen provides access to commonly used functions for the application. Each function category has an associated drop down menu that lists all available functions in that category. The available categories and functions are as follows:

File

- Exit
- Print Setup: provides printer configuration setup

Edit

- Cut
- Copy
- Paste

Tools

- Font Size
- Start-Up Displays
- MIS Server Settings

Help

- Contents and Index
- About ACD Monitor

These functions are further defined in the following sections:

File Menu

Exit

This closes the Monitor application, including all open display windows. When this function is selected, a confirmation dialog is opened that informs the user that all display windows are closed. This window also has a checkbox control that disables the display of this message in the future.

Tools Menu

Font Size

This function allows the user to change the font size used in all active Monitor displays. When this function is selected, a menu is displayed that provides three selections for font size (Small, Medium, and Large).

Start Up Displays

This function allows the user to alter the collection of displays that are automatically initiated on Startup. When this function is selected a menu is displayed that has two lists. The first list includes all display definitions that are currently initiated at Start Up. The other list shows all other defined display names.

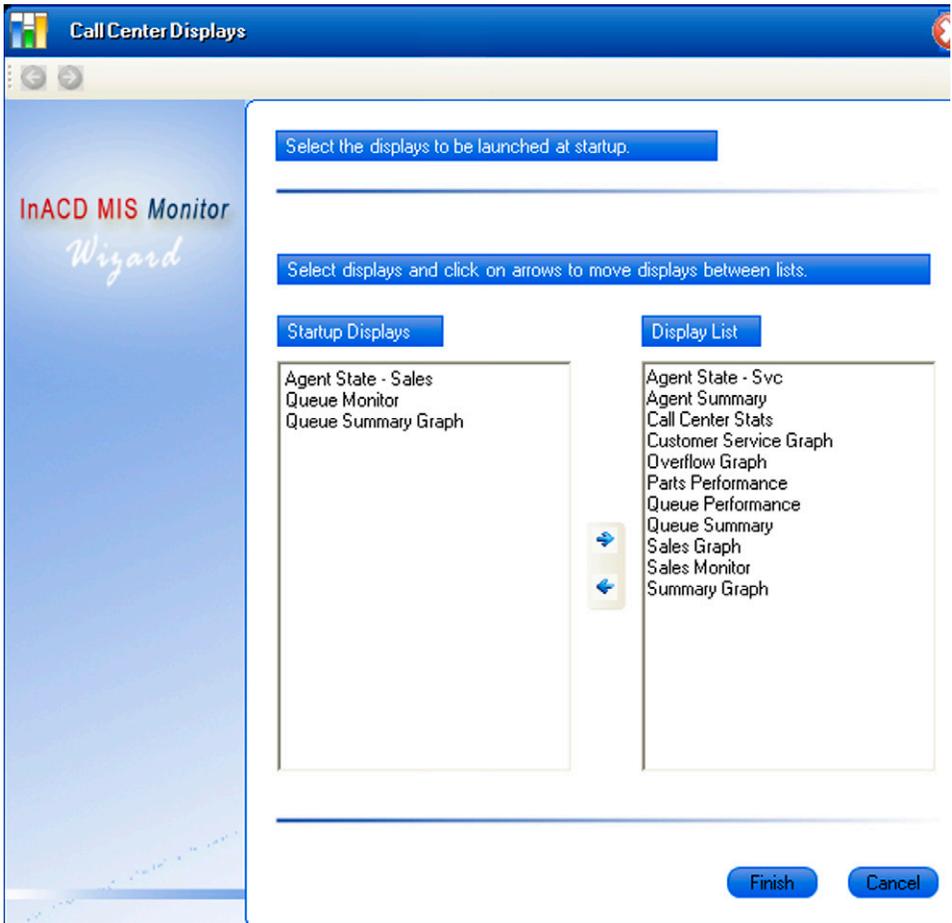


Figure 5-214 Start Up Displays Screen

The Add and Remove buttons is used to transfer elements between the two lists.

MIS Server Settings

This function is used to change the settings for the MIS Server.

Help Menu

Contents and Index

This function opens the Windows HTML Help viewer to view the applications Help file. The help file includes information about all features and functions of the application. The help file includes a Table of Contents and Index to help easily locate the desired information.

About ACD Monitor

The About function displays a form that shows the product name, current version number, and copyright notice.

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SECTION 1 STARTING ACD MIS REPORTS FOR THE FIRST TIME

1. From the Windows Start menu, choose **Programs**.
2. Select **ACD MIS Reports** from the ACD MIS menu.
3. When ACD MIS Reports is started for the first time, the application prompts the user to enter the name/IP address of the MIS Server (if on same PC as Server enter name as localhost).



Figure 6-1 MIS Server Configuration Screen

4. Enter the Login ID and Password. Then click **Login**.

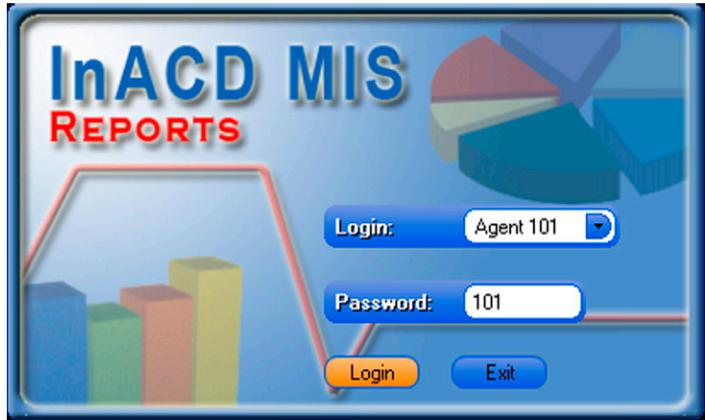


Figure 6-2 ACD MIS Reports

SECTION 2 DESCRIBING ACD MIS REPORTS MAIN SCREEN

After the user is authenticated, the ACD MIS Reports Main Menu is displayed. The ACD MIS Reports main window provides the user with easy access to the functions required to access the standard reports.

An example of the main window for the ACD MIS Reporting application is shown below.



Figure 6-3 ACD MIS Reports Main Menu

You can select the type of report to view on the left side of the ACD MIS Reports main menu.

Agents	Includes statistics for individual agents
Queues	Includes Statistics accumulated by queue
Calls	Includes detailed call records and abandoned call reports
Auto Report	Lists reports the user has scheduled to be automatically printed

Selecting one of these categories updates the right side of the form to show the operations that can be performed in this category. The user can initiate one of these commands by clicking on the desired action.

The lower half of the form shows the reports that are available in the selected category. The above example lists the report templates that are defined in the Agents category. The main window layouts for the other report categories are presented in subsequent paragraphs.

2.1 ACD MIS Report Display Window

When a report is generated, the requested information is displayed in a new window, as shown below.

Call Summary By Queue						
6/26/2008 - 6/26/2008						
9:00 AM - 5:00 PM						
Group	Calls Offered	Calls Answered	Calls Abandoned	Avg Call Length	Avg Wait Time	Longest Wait
Queue 1	10	6	3	0:59	0:15	0:46
Queue 2	9	4	1	24:53	0:17	0:30

Figure 6-4 Queue Reports - Call Summary By Queue

If the report is too large to fit in the window, horizontal and/or vertical scroll bars are available to reposition the report. Under the **File** option on the menu bar, the user can select **Print**, **Print Preview** or **Exit**. The Print command opens the standard Windows Print dialog, which is used to send the report to a printer. The Exit command closes this ACD MIS Report viewer window. Each report is shown in a separate report viewer window.

2.2 Agent Reports

When the **Agents** option is selected, the ACD MIS Reports main menu appears as shown in Section, ACD MIS Reports Main Screen. In this menu, the following operations are accessible:

View Agent Report

Define Auto Print Report

The ACD MIS Reports utility allows the user to generate five different agent reports:

- Agent State Summary
- Agent Performance Summary
- Agent Traffic (Hourly)
- Agent Call Summary
- Agent Login/Rest Timeline

These reports are defined in the following paragraphs.

2.2.1 Agent State Summary

The Agent State Summary reviews the activities for a selected group of agents. The following window shows an example of the text form of the Agent State Summary.



Name/ID	Logged In Time	ACD Call Time	Idle Time	Rest Time	Wrap Time	Non-ACD Time
102 - 102	2:05:22	1:39:31	25:24	0:27	0:00	0:00
103 - 103	2:08:50	5:10	26:42	0:00	0:00	1:36:58
104 - 104	2:07:45	0:46	1:21	2:05:17	0:00	0:21

Figure 6-5 Agent Reports - Agent State Summary

For each selected agent, this report shows the time they have been in different agent states.

The user may also select a graphing option, which shows this information charted as a bar graph.

2.2.2 Agent State Summary Report Generation

To create a new agent state summary report, the user selects the **View Agent Report** option from the main ACD MIS Report window or double-clicks on the Agent State Summary selection in the lower half of the main screen. When this operation is selected, a series of data entry forms are presented which guide the user through the report generation process.

The first form to be displayed prompts the user to select the agents that are included in the report.

The screenshot shows a window titled "Agent Reports" with a blue header and a sidebar on the left. The sidebar contains the text "InACD MIS Reports Wizard". The main content area has a blue header "Select the Agents" and a sub-header "Select the agents or queues." Below this are two radio buttons: "By Agent Name" (selected) and "By Queue". A list box contains three entries: "Agent 101", "Agent 102", and "Agent 103", each with a checked checkbox. At the bottom right are "Next" and "Cancel" buttons.

Agents	
<input checked="" type="checkbox"/>	Agent 101
<input checked="" type="checkbox"/>	Agent 102
<input checked="" type="checkbox"/>	Agent 103

Figure 6-6 Agent Reports - Select Agents

The user specifies the agent list by either selecting a queue or individual agents. If a queue or all queues is selected, each agent that was active in the selected queue(s) during the reporting period is included in the report.

After the agent list is completed, the following screen is displayed.

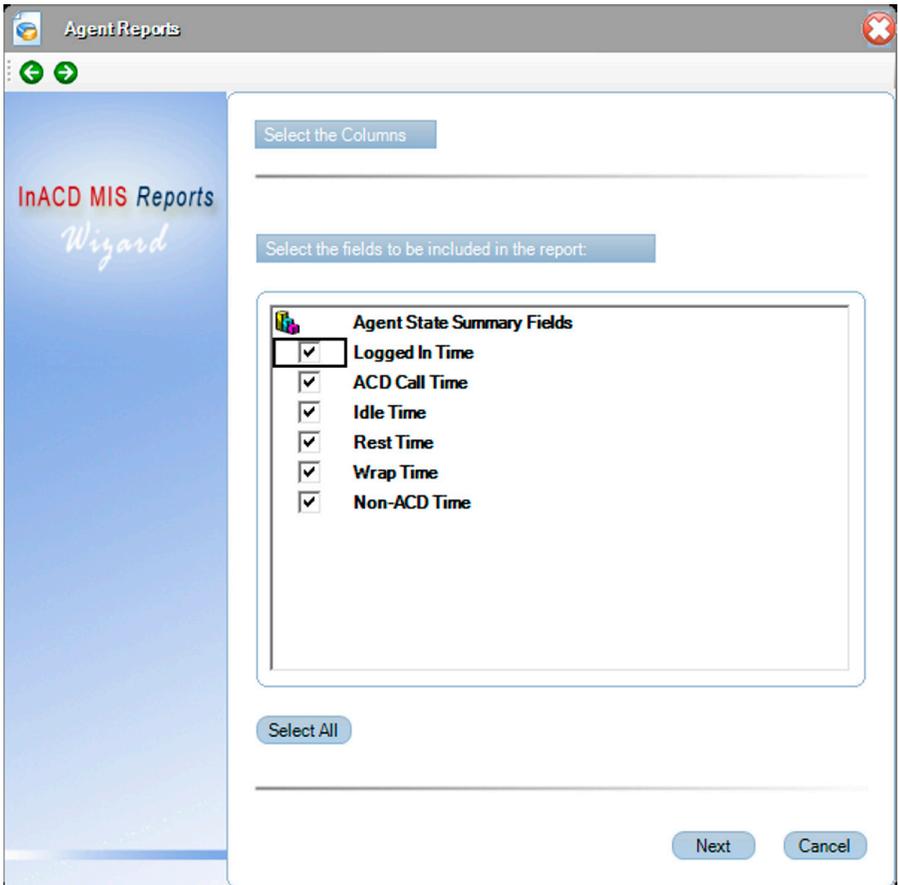


Figure 6-7 Agent Reports - Select Columns

The user specifies the fields or columns to be included in the report.

After the column selection is completed, the following screen is displayed.

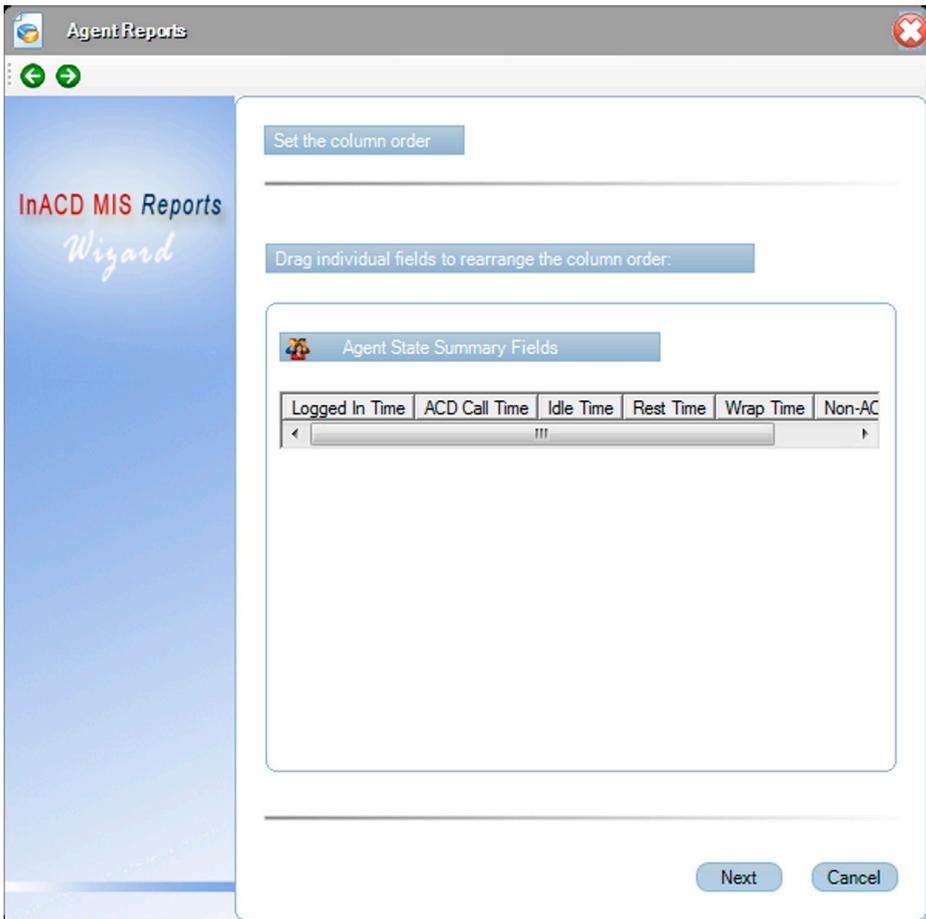
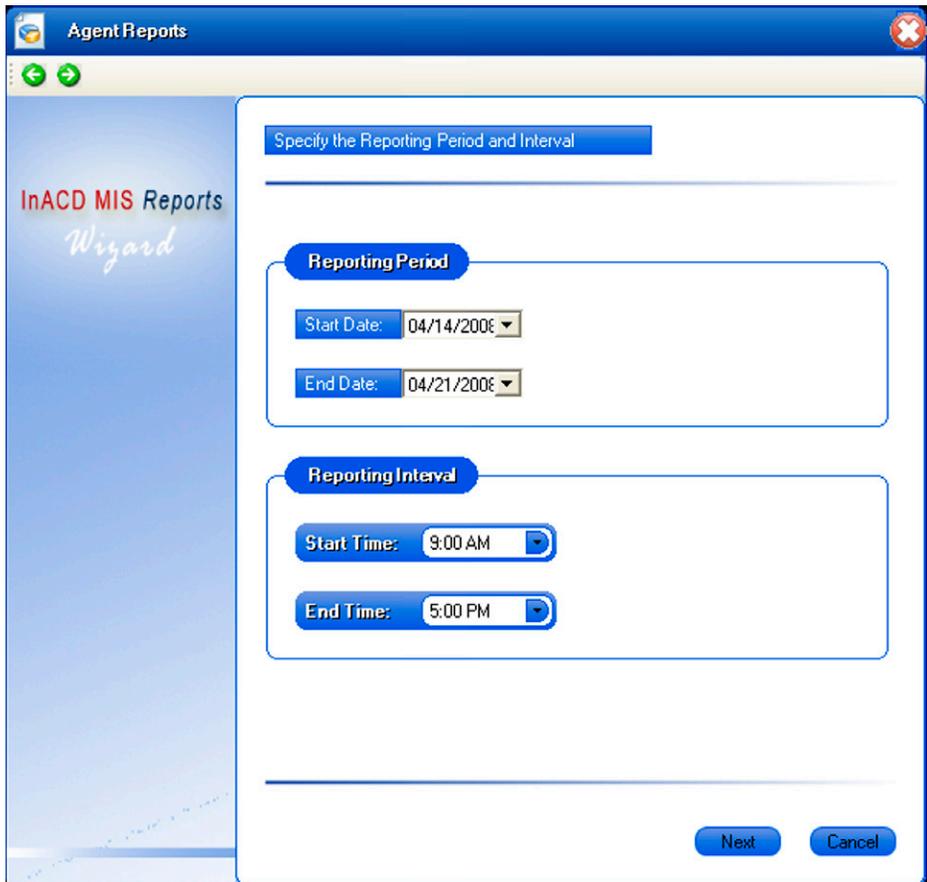


Figure 6-8 Agent Reports - Set Column Order

Drag individual fields to rearrange column order.

After the column order is completed, the following screen is displayed.



The screenshot shows a window titled "Agent Reports" with a sidebar on the left that says "InACD MIS Reports Wizard". The main content area is titled "Specify the Reporting Period and Interval". It contains two sections: "Reporting Period" and "Reporting Interval".

Reporting Period:

- Start Date: 04/14/2006
- End Date: 04/21/2006

Reporting Interval:

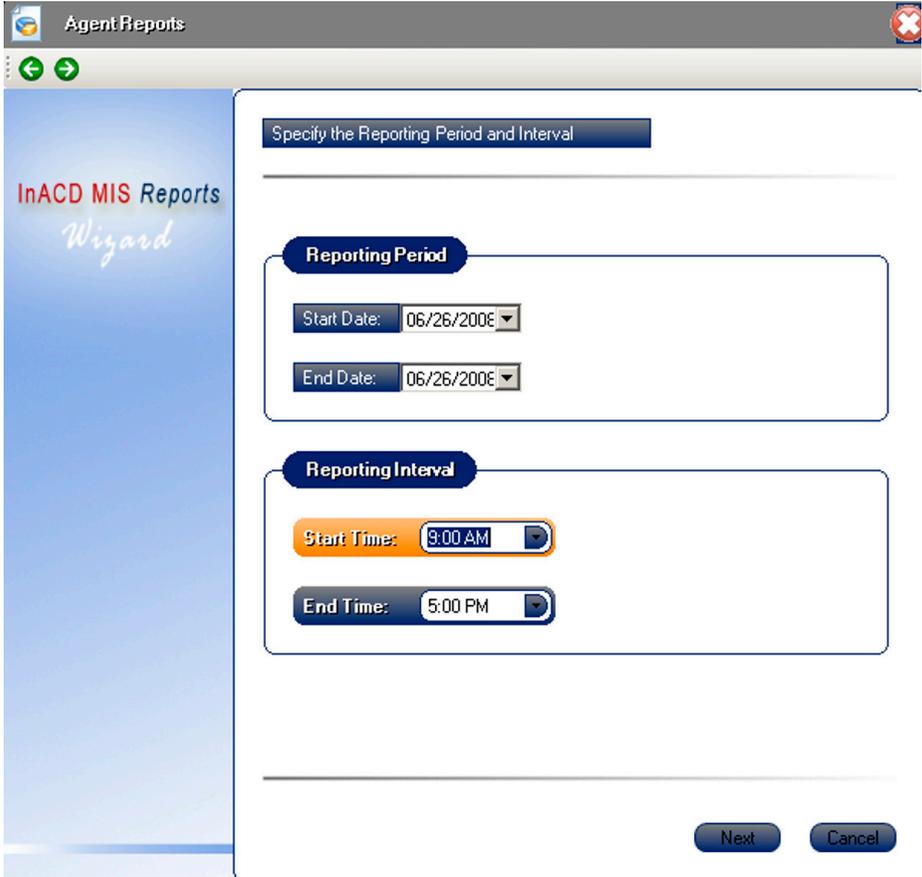
- Start Time: 9:00 AM
- End Time: 5:00 PM

At the bottom right, there are "Next" and "Cancel" buttons.

Figure 6-9 Agent Reports - Specify Reporting Period

This menu allows the user to specify the date range that is included in this report. The user can enter a specific start and end date or click on the date entry field to use an interactive calendar control to select the dates. The report generator uses all data available in the specified dates (inclusive).

After the user selects the reporting period, the following menu is displayed.



The screenshot shows a web-based wizard window titled "Agent Reports". On the left is a blue sidebar with the text "InACD MIS Reports Wizard". The main content area has a header "Specify the Reporting Period and Interval". Below this header are two sections: "Reporting Period" and "Reporting Interval".

The "Reporting Period" section contains two date pickers: "Start Date: 06/26/2008" and "End Date: 06/26/2008".

The "Reporting Interval" section contains two time pickers: "Start Time: 9:00 AM" and "End Time: 5:00 PM".

At the bottom right of the form are two buttons: "Next" and "Cancel".

Figure 6-10 Agent Reports - Specify Time Interval

The time interval menu allows the user to specify the working hours that are to be included in the report. For the Start Time field and End Time field, the user can use the up/down control to vary each element of the time field (hour, minutes, AM/PM).

After the time interval is specified, the following menu is displayed.

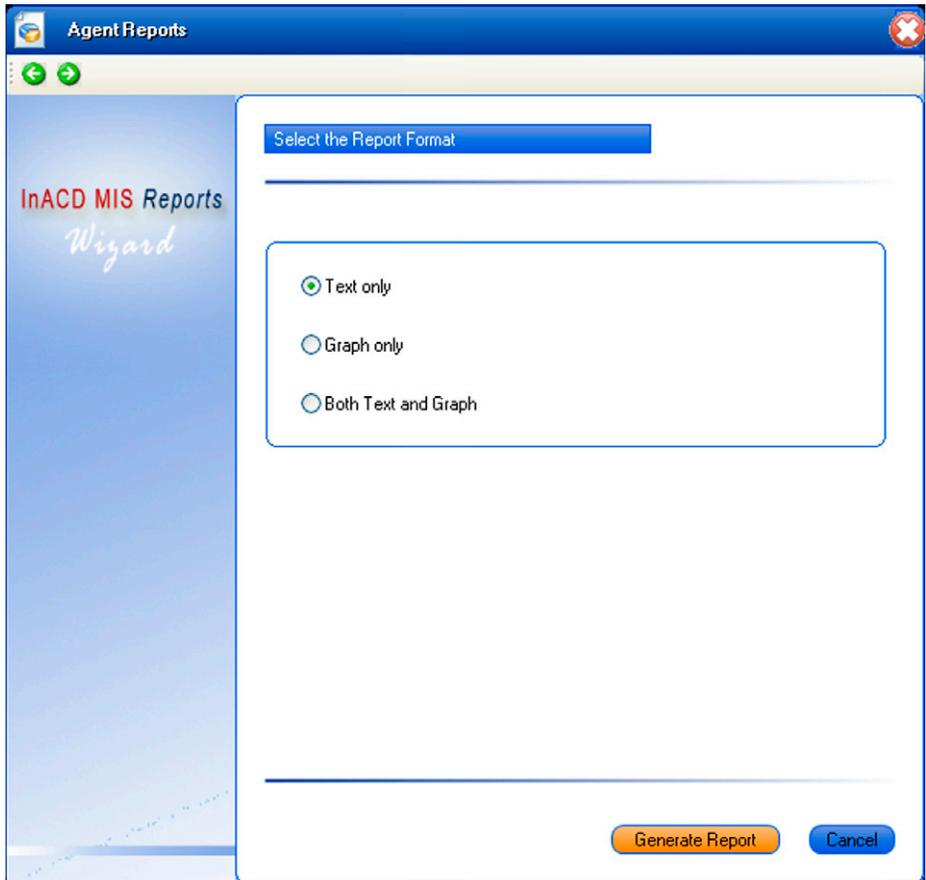


Figure 6-11 Agent Reports - Select Report Format

The final step in the report definition is to specify how the report is formatted. For this type of report, the user can select to show the text only (tabular) format, the bar graph, or both table and graph. Clicking on the Generate Report button builds the requested report for display in a report viewer window.

2.2.3 Agent Performance Summary

This report helps a supervisor analyze how efficiently agents are handling calls.

Agent Performance Summary								
6/26/2008 - 6/26/2008								
9:00 AM - 5:00 PM								
Name/ID	ACD Calls	Avg ACD Call	Wrap Count	Avg Wrap	Rest Count	Avg Rest	Non-ACD Call Count	Avg Non-ACD
102 - 102	3	33:10	0	0:00	1	0:27	0	0:00
103 - 103	5	1:02	0	0:00	0	0:00	1	1:36:58
104 - 104	1	0:46	0	0:00	2	1:02:38	1	0:21

Figure 6-12 Agent Reports - Agent Performance Summary

The user may also have the information presented in a graph format.

2.2.4 Agent Performance Summary Report Generation

To create a new Agent Performance summary report, the user selects the **View Agent Report** option from the main ACD MIS Report window, or double-clicks on the Agent Performance Summary selection in the lower half of the main screen. When this operation is selected, the following series of data entry forms is presented which guide the user through the report generation process.

Select the agents – Same menu described in Agent State Summary example.

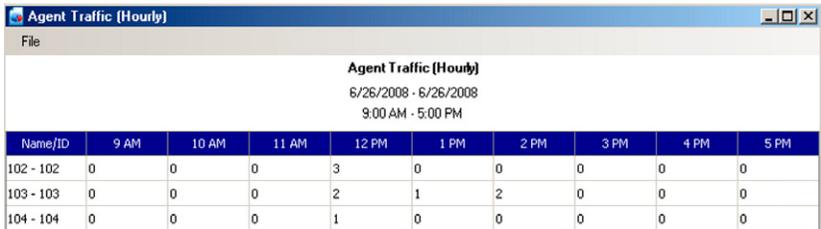
Specify the reporting period – Same menu described in Agent State Summary example.

Set the Time Interval – Same menu described in Agent State Summary example.

Select the report format – Same menu described in Agent State Summary example.

2.2.5 Agent Traffic (Hourly)

This report helps a supervisor analyze the peak traffic patterns during the workday.



Name/ID	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
102 - 102	0	0	0	3	0	0	0	0	0
103 - 103	0	0	0	2	1	2	0	0	0
104 - 104	0	0	0	1	0	0	0	0	0

Figure 6-13 Agent Reports - Agent Traffic (Hourly)

The user may also have the information presented in a graph format.

2.2.6 Agent Traffic (Hourly) Report Generation

To create a new Agent Traffic (Hourly) report, the user selects the **View Agent Report** option from the main ACD MIS Report window, or double-clicks on the Agent Traffic (Hourly) selection in the lower half of the main screen. When this operation is selected, the following series of data entry forms is presented which guide the user through the report generation process.

Select the agents – Same menu described in Agent State Summary example.

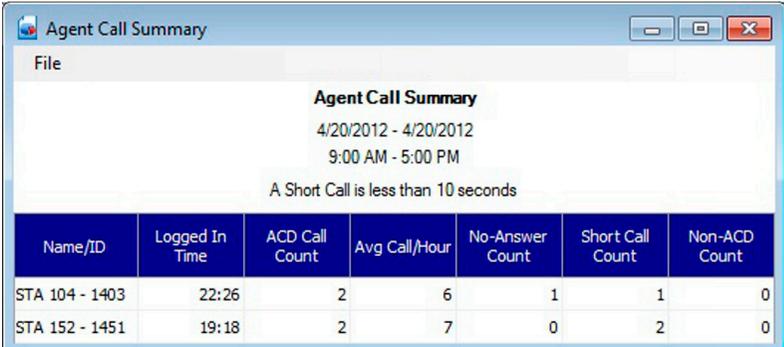
Specify the reporting period – Same menu described in Agent State Summary example.

Set the Time Interval – Same menu described in Agent State Summary example.

Select the report format – Same menu described in Agent State Summary example.

2.2.7 Agent Call Summary

This report helps a supervisor identify any potential agent issue that might require additional training.



Name/ID	Logged In Time	ACD Call Count	Avg Call/Hour	No-Answer Count	Short Call Count	Non-ACD Count
STA 104 - 1403	22:26	2	6	1	1	0
STA 152 - 1451	19:18	2	7	0	2	0

Figure 6-14 Agent Reports - Agent Call Summary

No graphing option is available for this report.

With ACD MIS 1.6 this report adds the Short Call Value (user specified) in the Heading as long as the value is non zero.

To create a new Agent Call Summary report, the user selects the **View Agent Report** option from the main ACD MIS Report window or double-clicks on the Agent Call Summary selection in the lower half of the main screen. When this operation is

selected, the following series of data entry forms is presented which guide the user through the report generation process.

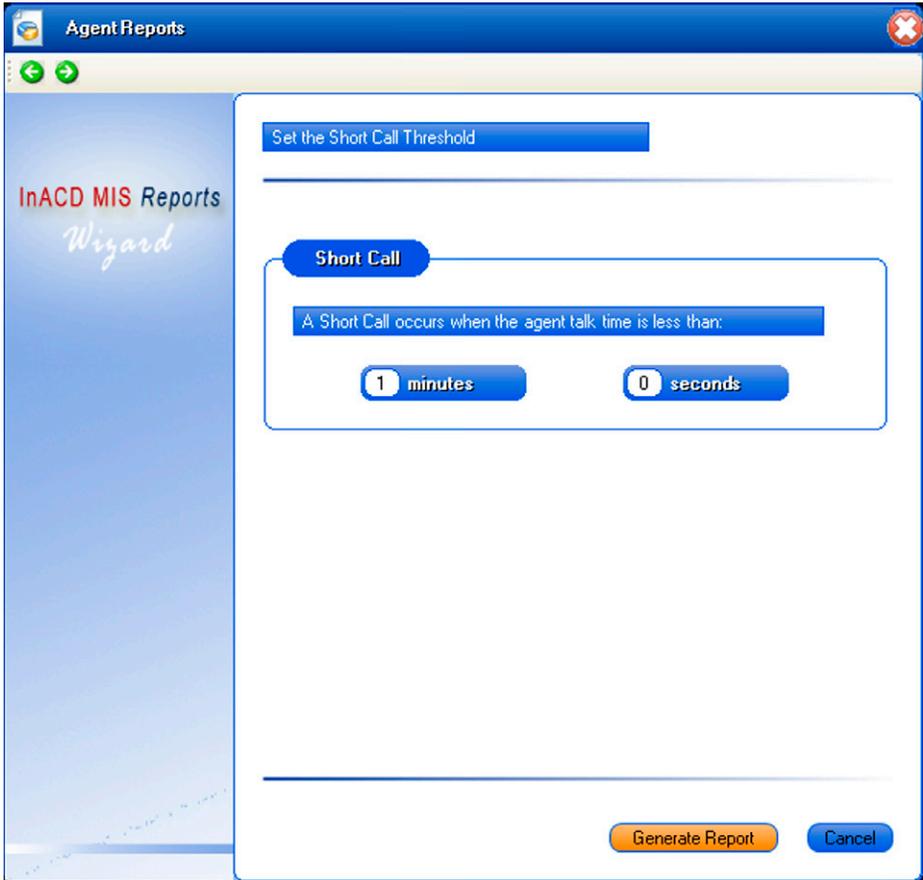
Select the agents – Same menu described in Agent State Summary example.

Specify the reporting period – Same menu described in Agent State Summary example.

Set the Time Interval – Same menu described in Agent State Summary example.

Select the Short Calls Threshold – The report generator can count the number of short calls that are handled by each agent. A short call is identified as an ACD call that has a talk time less than a defined threshold.

The user specifies the short call threshold as part of the report definition process in the following form.



The screenshot shows a software window titled "Agent Reports" with a standard Windows-style title bar. On the left side, there is a vertical sidebar with the text "InACD MIS Reports Wizard" and two green navigation arrows. The main content area is titled "Set the Short Call Threshold" and contains a "Short Call" section. This section includes a blue header, a text box with the instruction "A Short Call occurs when the agent talk time is less than:", and two input fields: "1 minutes" and "0 seconds". At the bottom right of the window, there are two buttons: "Generate Report" (orange) and "Cancel" (blue).

Figure 6-15 Agent Reports - Set Short Call Threshold

The user enters a numeric value in the field to indicate the threshold for short calls. Any call whose talk time is less than the specified value is counted as a short call.

2.2.8 Agent Login/Rest Timeline

This report provides a timeline of agent login and rest activity to inform the supervisor of an agent's active time in ACD.

The following example shows the format for the Agent Login/Rest Timeline report.

	Date	Event	Start	Stop	Duration
Agent Login/Rest Timeline					
4/20/2012 - 4/20/2012					
9:00 AM - 5:00 PM					
Agent: STA 104 - 1403					
	4/20/2012	Login	9:42:57 AM	10:05:01 AM	00:22:04
		Login	10:05:05 AM	10:05:25 AM	00:00:20
Total Login Time: 00:22:24			Total Rest Time: 00:00:00		
Agent: STA 152 - 1451					
	4/20/2012	Login	9:46:01 AM	10:05:19 AM	00:19:18
		Rest	9:46:09 AM	9:47:34 AM	00:01:25
		Rest	10:05:08 AM	10:05:10 AM	00:00:02
Total Login Time: 00:19:18			Total Rest Time: 00:01:27		

Figure 6-16 Agent Reports - Agent Login/Rest Timeline

This report does not offer a graphing option.

With ACD MIS 1.6 this report changes the timestamp format from HH:MM AM/PM to HH:MM:SS AM/PM.

2.2.9 Agent Login/Rest Timeline Report Generation

To create a new Agent Login/Rest Timeline report, the user selects the **View Agent Report** option from the Main ACD MIS Report Window, or double-clicks on the Agent Login/Rest Timeline selection in the lower half of the main screen. When this operation is selected, the following series of data entry forms is presented which guide the user through the report generation process.

Select the agents – Same menu described in Agent State Summary example.

Specify the reporting period – Same menu described in Agent State Summary example.

Set the Time Interval – Same menu described in Agent State Summary example, except the Generate Report button replaces the Next button.

2.3 Queue Reports

When the **Queue** option is selected, the ACD MIS Reports main window appears as follows:

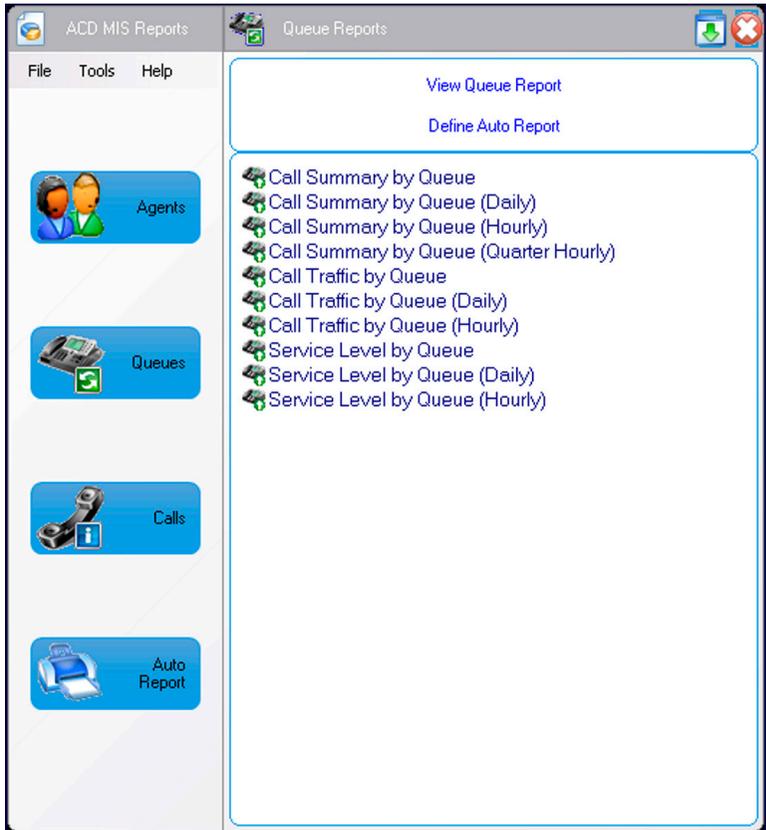


Figure 6-17 Queue Reports Main Menu

From this menu, the following operations are available:

View Queue Report

Define Auto Print Report

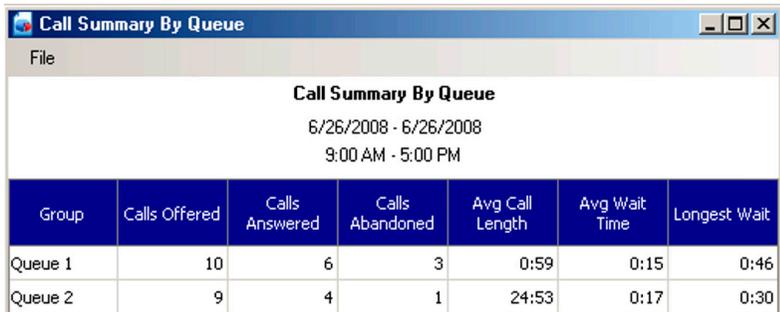
Ten Queue Reports are available:

- Call Summary by Queue
- Call Summary by Queue (Daily)
- Call Summary by Queue (Hourly)
- Call Summary by Queue (Quarter Hourly)
- Call Traffic by Queue
- Call Traffic by Queue (Daily)
- Call Traffic by Queue (Hourly)
- Service Level by Queue
- Service Level by Queue (Daily)
- Service Level by Queue (Hourly)

The definition and appearance of each display are further described in the following subsections.

2.3.1 Call Summary by Queue

This report indicates the call distribution and overall performance in the call center.



Group	Calls Offered	Calls Answered	Calls Abandoned	Avg Call Length	Avg Wait Time	Longest Wait
Queue 1	10	6	3	0:59	0:15	0:46
Queue 2	9	4	1	24:53	0:17	0:30

Figure 6-18 Queue Reports - Call Summary by Queue

This report does not have a graphing option.

2.3.2 Call Summary by Queue Definition

Defining a Call Summary by Queue report is accomplished using the following sequence of menus.

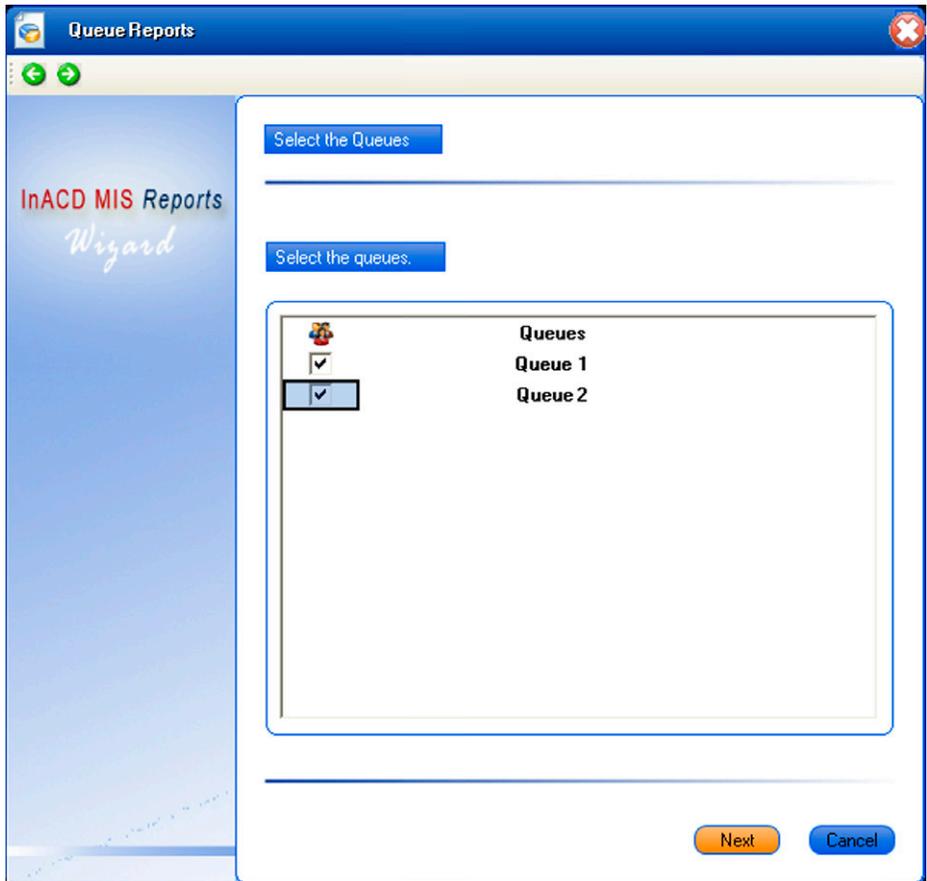


Figure 6-19 Queue Reports - Select Queues

This menu allows the user to select the queues that are included in this report. Each queue is shown on a single row in the resulting table.

After the queue list is completed, the following screen is displayed.

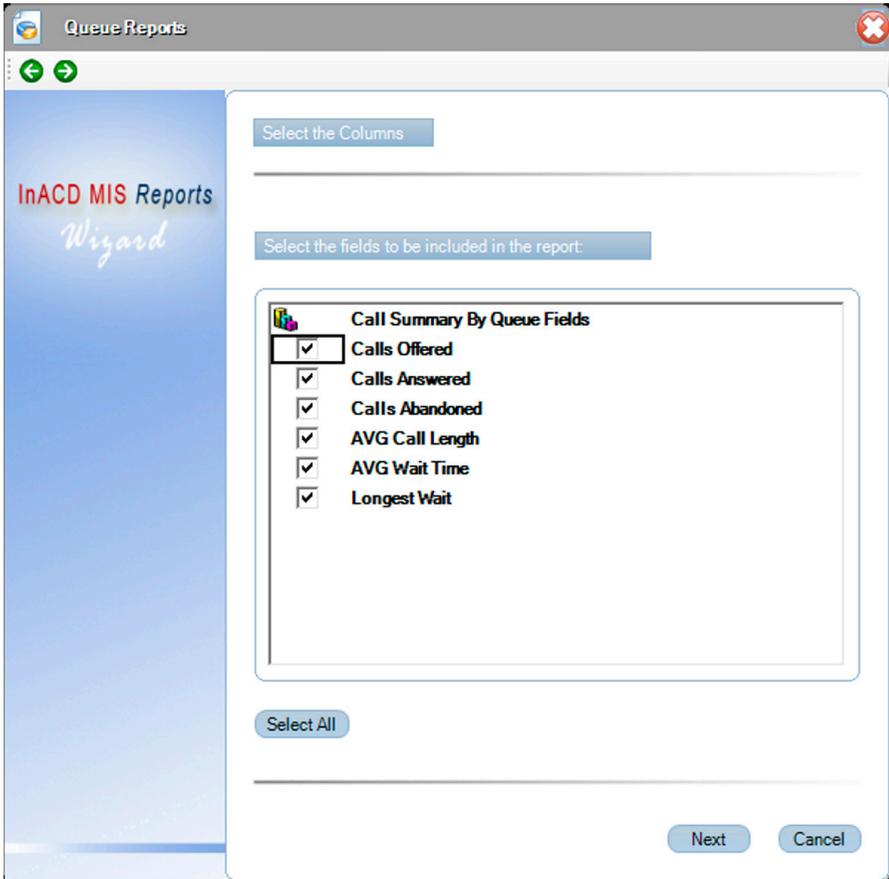


Figure 6-20 Queue Reports - Select Columns

The user specifies the fields or columns to be included in the report.

After column selection is completed, the following screen is displayed.

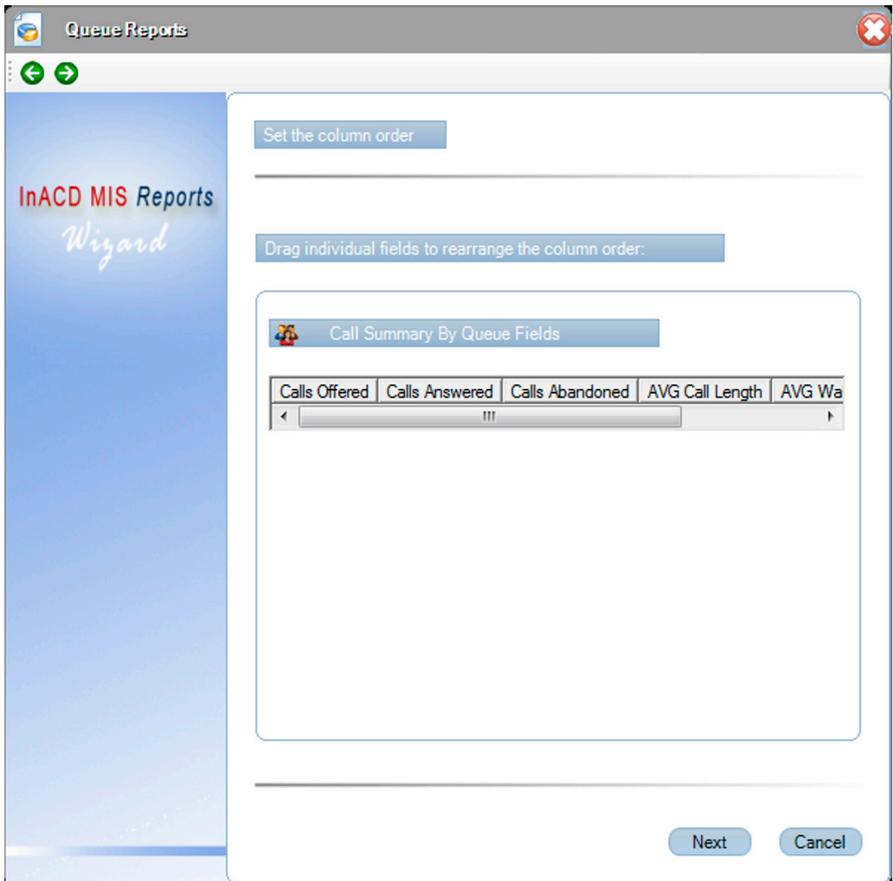
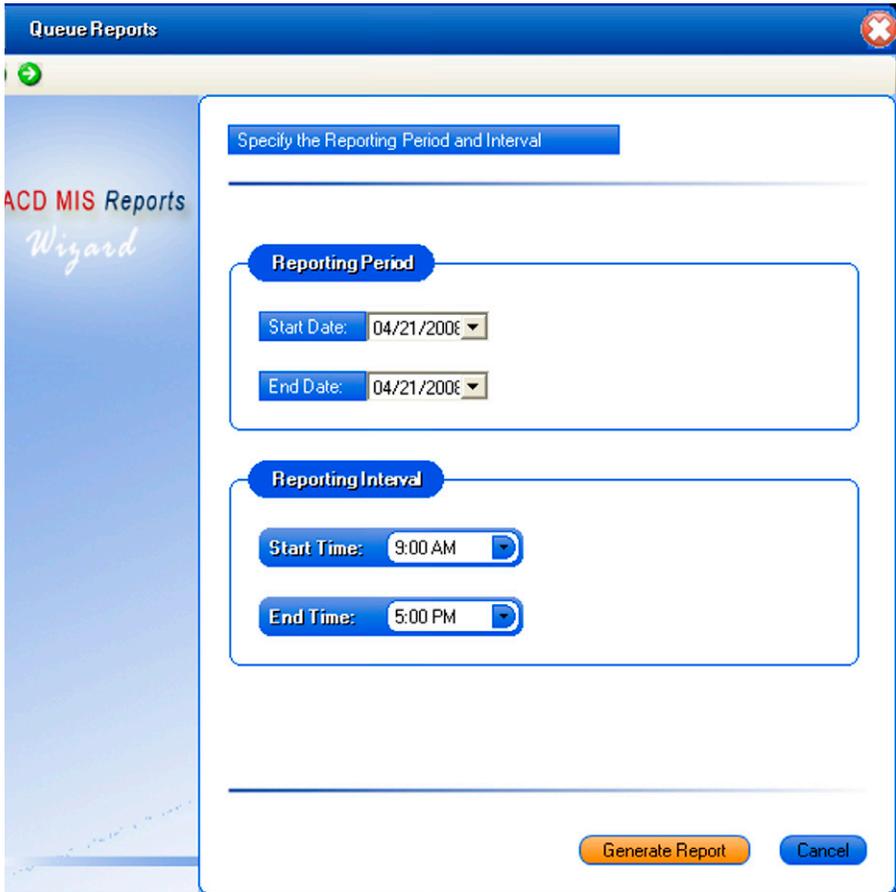


Figure 6-21 Queue Reports - Set Column Order

Drag individual fields to rearrange column order.

After the queues are selected, the following screen is displayed.



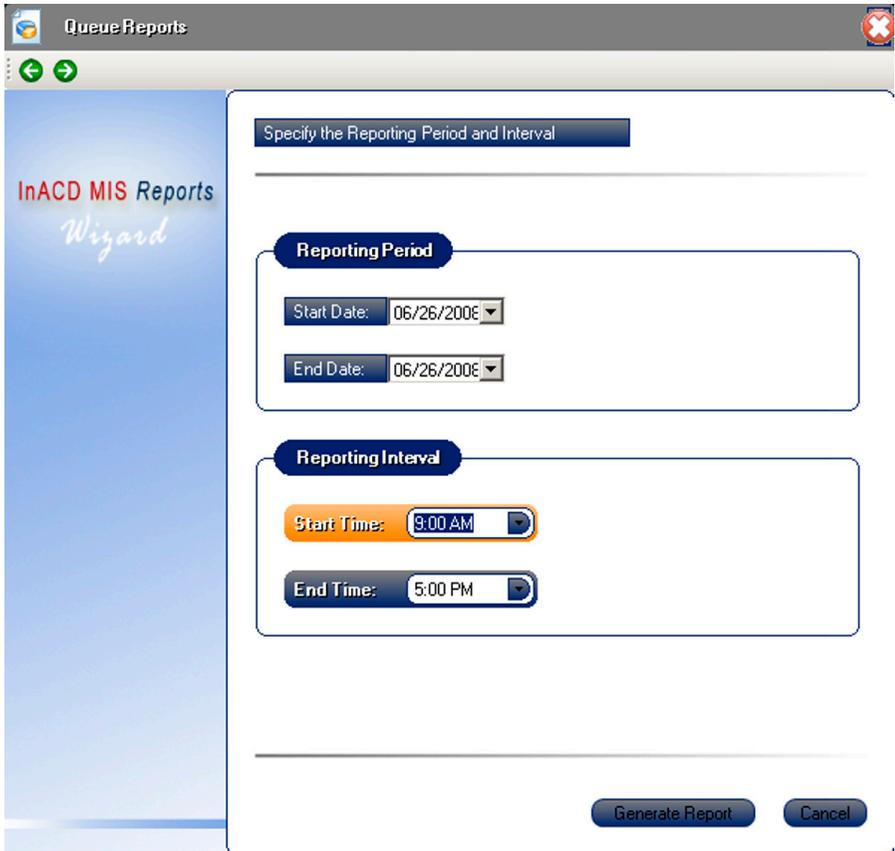
The screenshot shows a web application window titled "Queue Reports". On the left is a sidebar with "ACD MIS Reports" and "Wizard" text. The main content area has a header "Specify the Reporting Period and Interval". Below this are two sections: "Reporting Period" and "Reporting Interval". The "Reporting Period" section contains "Start Date:" and "End Date:" fields, both set to "04/21/2006". The "Reporting Interval" section contains "Start Time:" and "End Time:" fields, both set to "9:00 AM" and "5:00 PM" respectively. At the bottom right are "Generate Report" and "Cancel" buttons.

Figure 6-22 Queue Reports - Specify Reporting Period

This menu allows the user to specify the date range that is included in this report. The user can enter a specific start and end date, or click on the date entry field to use an interactive calendar control to select the

dates. The report generator uses all data available during the specified dates (inclusive).

After the user selects the reporting period, the following menu is displayed.



The screenshot shows a web browser window titled "Queue Reports" with a "Queue Reports" icon in the top right corner. The main content area is titled "Specify the Reporting Period and Interval". On the left side, there is a vertical blue sidebar with the text "InACD MIS Reports Wizard". The main area contains two sections: "Reporting Period" and "Reporting Interval".

Reporting Period

Start Date: 06/26/2006

End Date: 06/26/2006

Reporting Interval

Start Time: 9:00 AM

End Time: 5:00 PM

At the bottom right, there are two buttons: "Generate Report" and "Cancel".

Figure 6-23 Queue Reports - Specify Time Interval

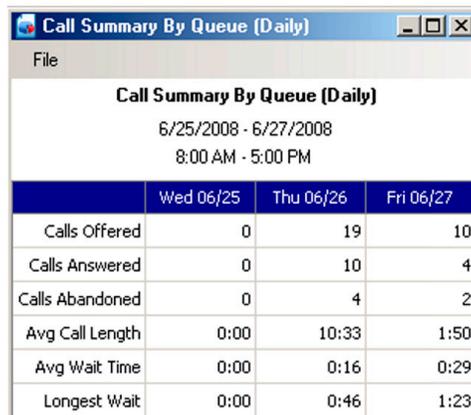
The time interval menu allows the user to specify the working hours that are included in the report. For the Start Time field and

End Time field, the user can up/down control to vary each element of the time field (hour, minutes, AM/PM).

Clicking on Generate Report builds the requested report and displays the results in the report viewer window.

2.3.3 Call Summary by Queue (Daily)

This report identifies trends in call patterns or daily performance.



	Wed 06/25	Thu 06/26	Fri 06/27
Calls Offered	0	19	10
Calls Answered	0	10	4
Calls Abandoned	0	4	2
Avg Call Length	0:00	10:33	1:50
Avg Wait Time	0:00	0:16	0:29
Longest Wait	0:00	0:46	1:23

Figure 6-24 Call Summary by Queue (Daily)

The graphing option for this report allows the user to select between graphing the call counts or the averages. In both cases the horizontal axis of the graph shows the selected days.

Defining the Call Summary by Queue (Daily) report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Call Summary by Queue (Hourly) example.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

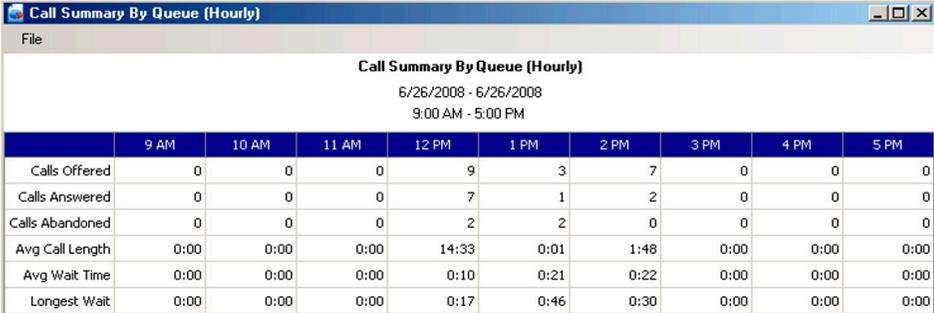
Specify the reporting period – Same menu described in Call Summary by Queue example.

Set the Time Interval – Same menu described in Call Summary by Queue example, except the Generate Report button is replaced by the Next button.

Select the report format – Same menu described in Call Summary by Queue (Hourly) example.

2.3.4 Call Summary By Queue (Hourly)

This report provides an hourly call summary by queue.



	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Calls Offered	0	0	0	9	3	7	0	0	0
Calls Answered	0	0	0	7	1	2	0	0	0
Calls Abandoned	0	0	0	2	2	0	0	0	0
Avg Call Length	0:00	0:00	0:00	14:33	0:01	1:48	0:00	0:00	0:00
Avg Wait Time	0:00	0:00	0:00	0:10	0:21	0:22	0:00	0:00	0:00
Longest Wait	0:00	0:00	0:00	0:17	0:46	0:30	0:00	0:00	0:00

Figure 6-25 Call Summary by Queue (Hourly)

The graphing option for this report allows the user to select between graphing the call counts and graphing the averages. In both cases the horizontal axis of the graph shows the selected hours.

Defining the Call Summary by Queue (Hourly) Report is accomplished using the following sequence of menus.

Select the Queues – The following menu allows the user to select the Queues for the report.

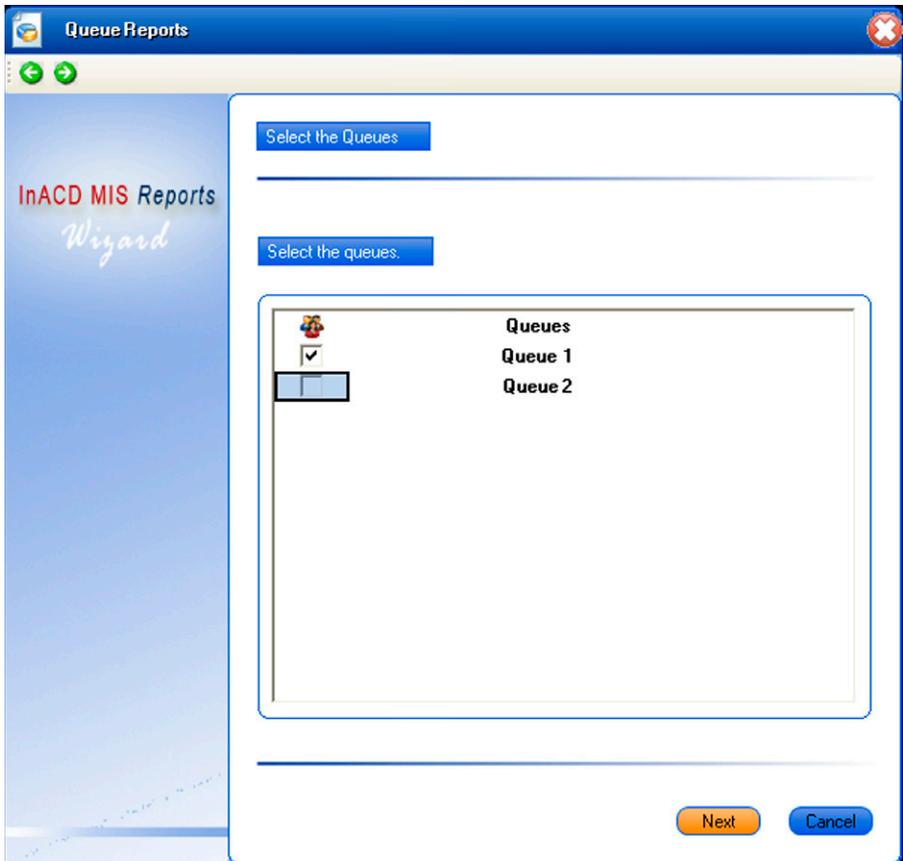


Figure 6-26 Queue Reports - Select Queues

This menu allows the user to select the queues to include in this report. Each queue is shown on a single row in the table.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in Call Summary by Queue example.

Set the Time Interval – Same menu described in Call Summary by Queue example, except the Generate Report button is replaced by the Next button.

Select the report format – The following menu allows the user to select the format for the report.

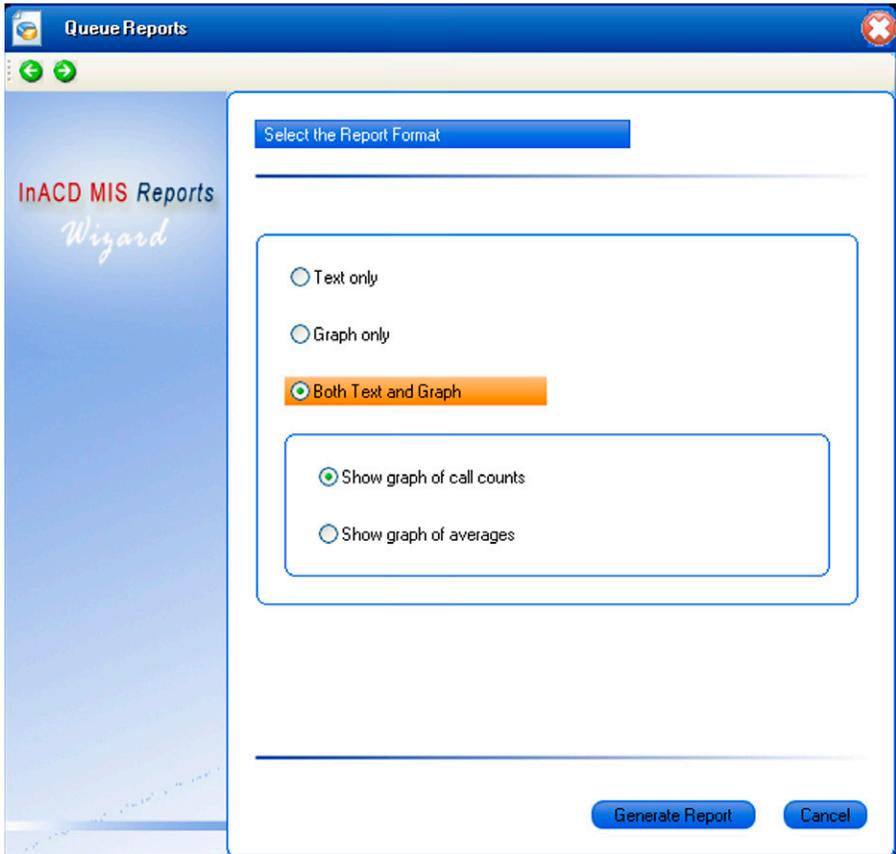
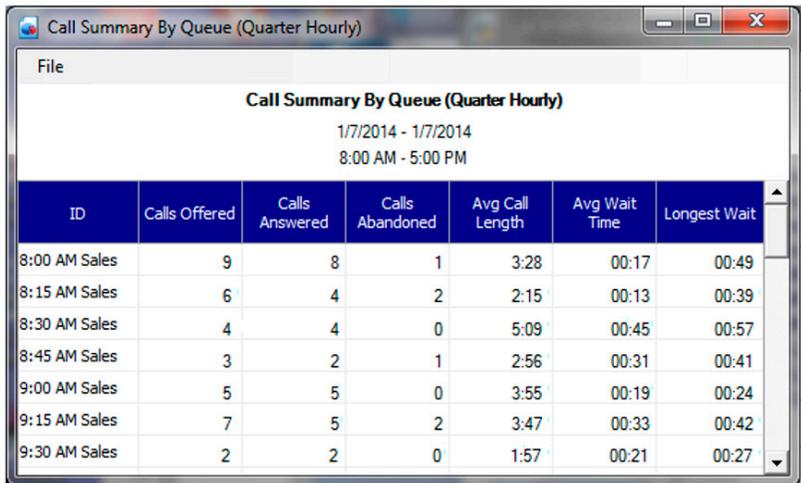


Figure 6-27 Queue Reports - Select Report Format

This menu allows the user to specify whether the report presents the data in a table format or graph format. If the graphing option is used, the user can specify whether the call count fields or the averages are graphed.

2.3.5 Call Summary by Queue (Quarter Hourly)

This report a quarter hourly call summary by queue.



ID	Calls Offered	Calls Answered	Calls Abandoned	Avg Call Length	Avg Wait Time	Longest Wait
8:00 AM Sales	9	8	1	3:28	00:17	00:49
8:15 AM Sales	6	4	2	2:15	00:13	00:39
8:30 AM Sales	4	4	0	5:09	00:45	00:57
8:45 AM Sales	3	2	1	2:56	00:31	00:41
9:00 AM Sales	5	5	0	3:55	00:19	00:24
9:15 AM Sales	7	5	2	3:47	00:33	00:42
9:30 AM Sales	2	2	0	1:57	00:21	00:27

Figure 6-28 Call Summary by Queue (Quarter Hourly)

Defining the Call Summary by Queue (Quarter Hourly) report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Call Summary by Queue (Hourly) example.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

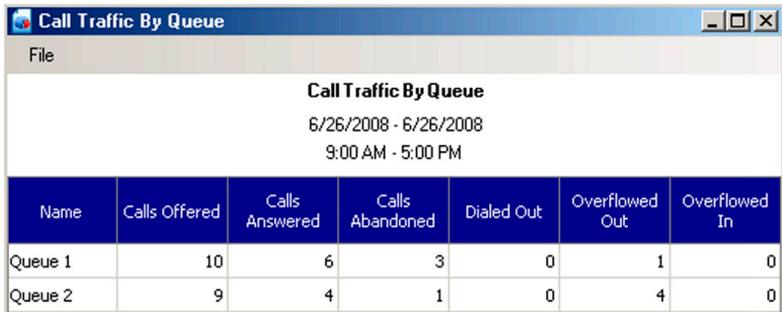
Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in Call Summary by Queue example.

Set the Time Interval – Same menu described in Call Summary by Queue example, except the Generate Report button is replaced by the Next button.

2.3.6 Call Traffic by Queue Format

This report evaluates the call volume that is handled by the call center.



Call Traffic By Queue						
6/26/2008 - 6/26/2008						
9:00 AM - 5:00 PM						
Name	Calls Offered	Calls Answered	Calls Abandoned	Dialed Out	Overflowed Out	Overflowed In
Queue 1	10	6	3	0	1	0
Queue 2	9	4	1	0	4	0

Figure 6-29 Queue Reports - Call Traffic by Queue

The graphing option for this report is the same format as the previous Call Traffic report, with additional fields.

Defining the Call Traffic by Queue report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Call Summary by Queue example.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in Call Summary by Queue example.

Set the Time Interval – Same menu described in Call Summary by Queue example, except the Generate Report button is replaced by the Next button.

Select the report format – The following menu allows the user to select the format for the report.

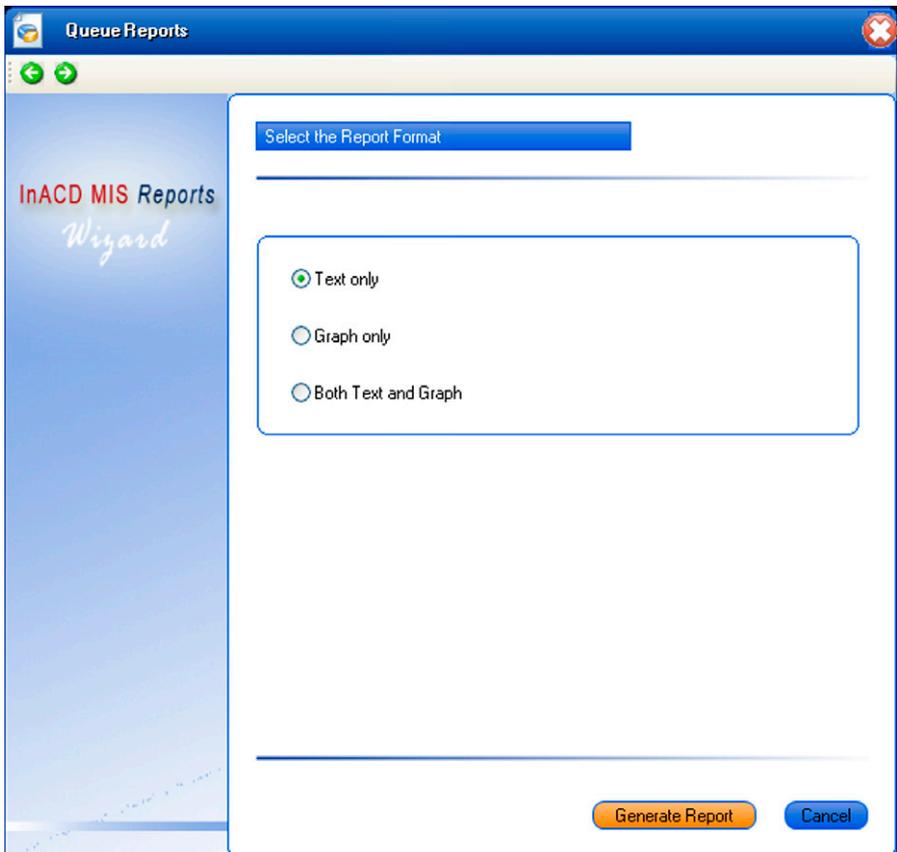
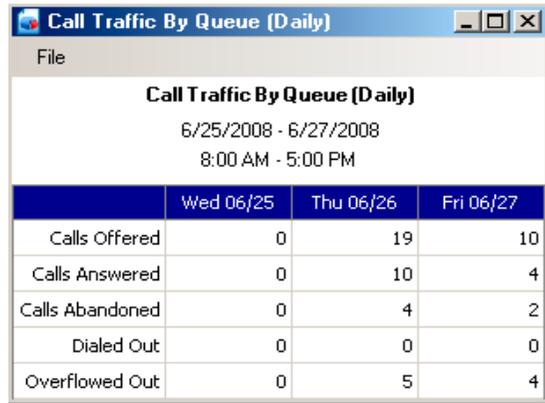


Figure 6-30 Queue Reports - Select Report Format

This menu allows the user to specify if the report presents the data in a table format or a graph format.

2.3.7 Call Traffic by Queue (Daily)

This report identifies call volume trends over a period of days.



	Wed 06/25	Thu 06/26	Fri 06/27
Calls Offered	0	19	10
Calls Answered	0	10	4
Calls Abandoned	0	4	2
Dialed Out	0	0	0
Overflowed Out	0	5	4

Figure 6-31 Call Traffic by Queue (Daily)

The graphing option for this report is the same format as the previous Call Traffic by Day report, with days as the horizontal axis, rather than hours.

Defining the Call Traffic by Queue (Daily) report is accomplished using the following sequence of menus.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Select the Queues – Same menu defined for the Call Traffic by Queue (Hourly) example.

Specify the reporting period – Same menu described in Call Traffic by Queue example.

Set the Time Interval – Same menu described in Call Traffic by Queue example.

Select the report format – Same menu described in Call Traffic by Queue example.

2.3.8 Call Traffic by Queue (Hourly)

This report evaluates the call volume during different times of the workday.

	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Calls Offered	0	0	0	9	3	7	0	0	0
Calls Answered	0	0	0	7	1	2	0	0	0
Calls Abandoned	0	0	0	2	2	0	0	0	0
Dialed Out	0	0	0	0	0	0	0	0	0
Overflowed Out	0	0	0	0	0	5	0	0	0

Figure 6-32 Queue Reports - Call Traffic by Queue (Hourly)

The graphing option for this report is the same format as the previous Call Traffic by Hour report, with the additional fields.

Defining the Call Traffic by Queue (Hourly) report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Call Traffic by Queue example.

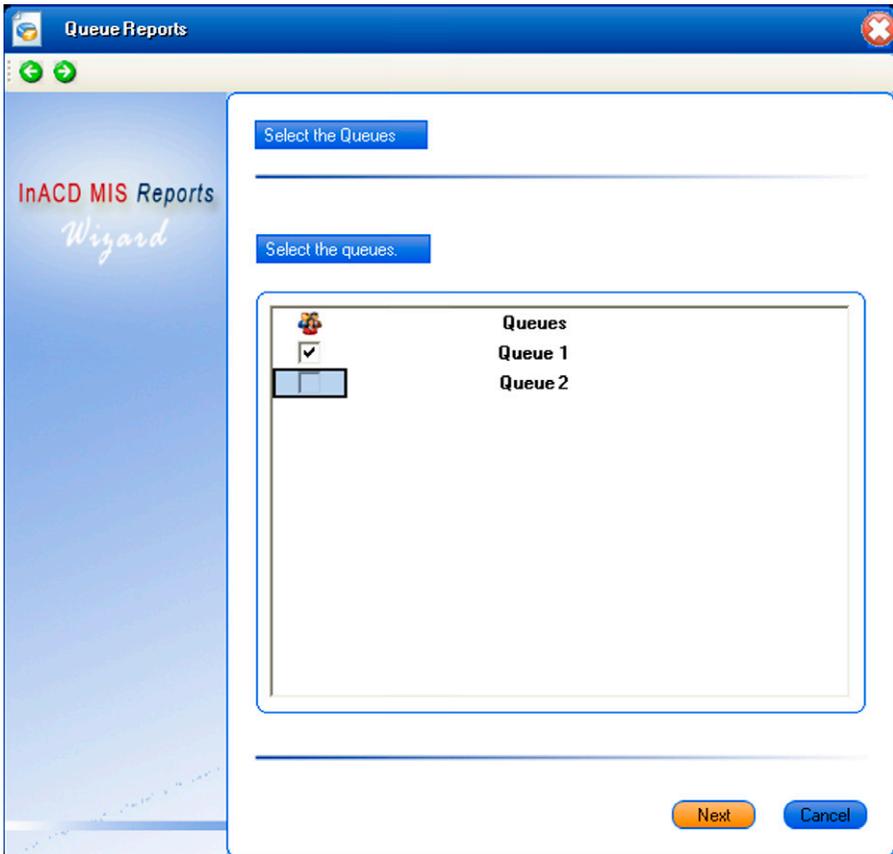


Figure 6-33 Queue Reports - Select the Queues

This menu allows the user to select the queues to be included in this report. Each queue will be shown on a single row in the table.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

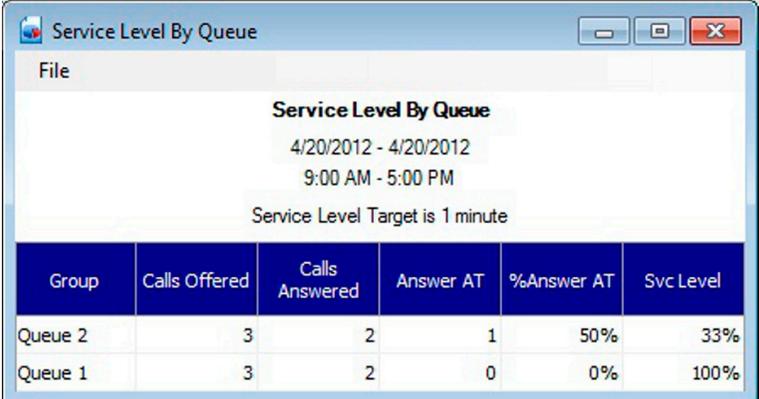
Specify the reporting period – Same menu described in Call Traffic by Queue example.

Set the Time Interval – Same menu described in Call Traffic by Queue example.

Select the report format – Same menu described in Call Traffic by Queue example.

2.3.9 Service Level by Queue

This report compares performance levels between queues.



Group	Calls Offered	Calls Answered	Answer AT	%Answer AT	Svc Level
Queue 2	3	2	1	50%	33%
Queue 1	3	2	0	0%	100%

Figure 6-34 Service Level by Queue

There is no graphing option for this report.

Defining the Service Level by Queue report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Call Summary by Queue example.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in Call Summary by Queue example.

Set the Time Interval – Same menu described in Call Summary by Queue example, except the Generate Report button is replaced by the Next button.

Specify the service level threshold –
The following menu allows the user to specify the answer threshold used in calculating the service level.

The screenshot shows a software window titled "Queue Reports" with a standard Windows-style title bar (minimize, maximize, close buttons). On the left side, there is a vertical sidebar with the text "InACD MIS Reports Wizard" and two green navigation arrows. The main content area has a header "Set the Service Level Threshold" above a horizontal line. Below this is a rounded rectangular box with a "Service Level" tab. Inside this box, a text label reads "The Service Level Target is to answer queued calls within:" followed by two input fields: "0 minutes" and "0 seconds". At the bottom right of the main content area, there are two buttons: "Generate Report" (orange) and "Cancel" (blue).

Figure 6-35 Queue Reports - Set Service Level Threshold

2.3.10 Service Level by Queue (Daily)

This report analyzes call center efficiency as it varies during the work week.

	Fri 04/20 Queue 2	Fri 04/20 Queue 1
Calls Offered	3	3
Calls Answered	2	2
Answer AT	1	0
%Answer AT	50%	0%
Svc Level	33%	100%

Figure 6-36 Service Level by Queue (Daily)

The graphing option for this report shows the Percent Answered after Threshold and Service Level values charted across a daily horizontal axis.

Defining the Service Level by Queue (Daily) report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Service Level by Queue (Hourly) example.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in Service Level by Queue example.

Set the Time Interval – Same menu described in Service Level by Queue example.

Specify the service level threshold – Same menu described in Service Level by Queue example.

Select the report format – Same menu described in Service Level by Queue (Hourly) example.

2.3.11 Service Level by Queue (Hourly)

This report analyzes call center efficiency as it varies during the workday.

	9 AM Queue 1	10 AM Queue 1	11 AM Queue 1	12 PM Queue 1	1 PM Queue 1	2 PM Queue 1	3 PM Queue 1	4 PM Queue 1	5 PM Queue 1
Calls Offered	3	0	0	0	0	0	0	0	0
Calls Answered	2	0	0	0	0	0	0	0	0
Answer AT	0	0	0	0	0	0	0	0	0
%Answer AT	0%	0%	0%	0%	0%	0%	0%	0%	0%
Svc Level	100%	100%	100%	100%	100%	100%	100%	100%	100%

Figure 6-37 Service Level by Queue (Hourly)

The graphing option for this report shows the Percent Answered after Threshold and Service Level values charted across an hourly horizontal axis.

With ACD MIS 1.6 this report adds the Service Level Value (user specified) in the Heading as long as the value is non zero.

Defining the Service by Queue (Hourly) report is accomplished using the following sequence of menus.

Select the Queues

The following menu allows the user to select the Queues for the report.

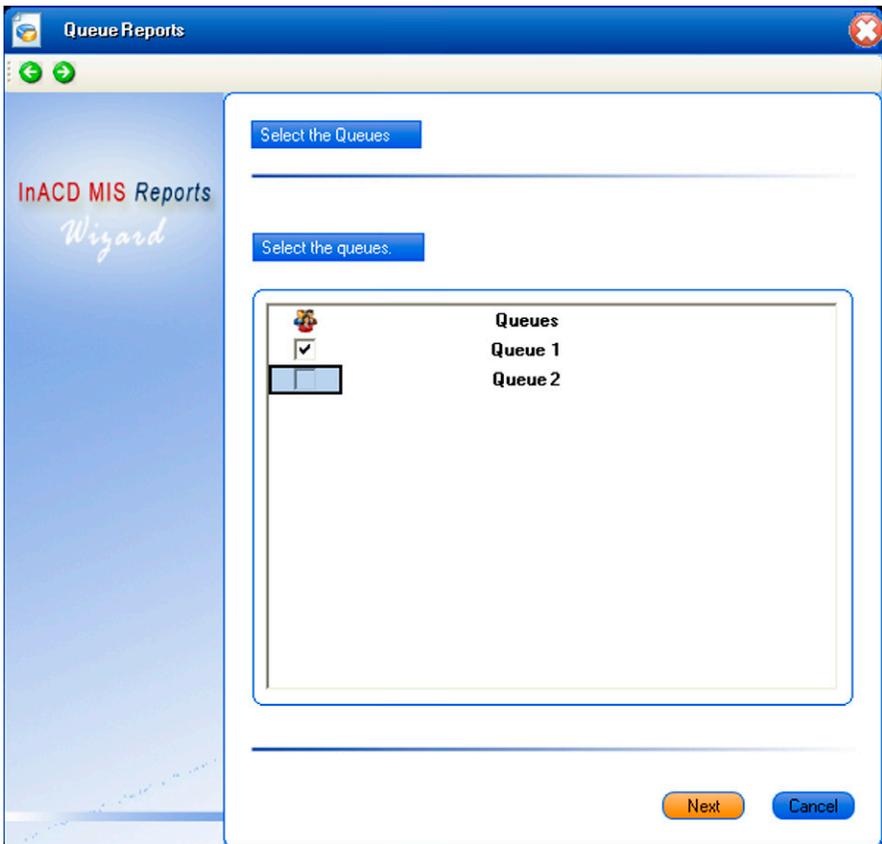


Figure 6-38 Queue Reports - Select the Queues

This menu allows the user to select the queues included in this report. Each queue is shown on a single row in the table.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in Service Level by Queue example.

Set the Time Interval – Same menu described in Service Level by Queue example.

Specify the service level threshold – Same menu described in Service Level by Queue example.

Select the report format – Same menu described in Call Traffic by Queue example.

2.4 Call Reports

When the **Calls** option is selected, the ACD MIS Reports main window appears as follows:

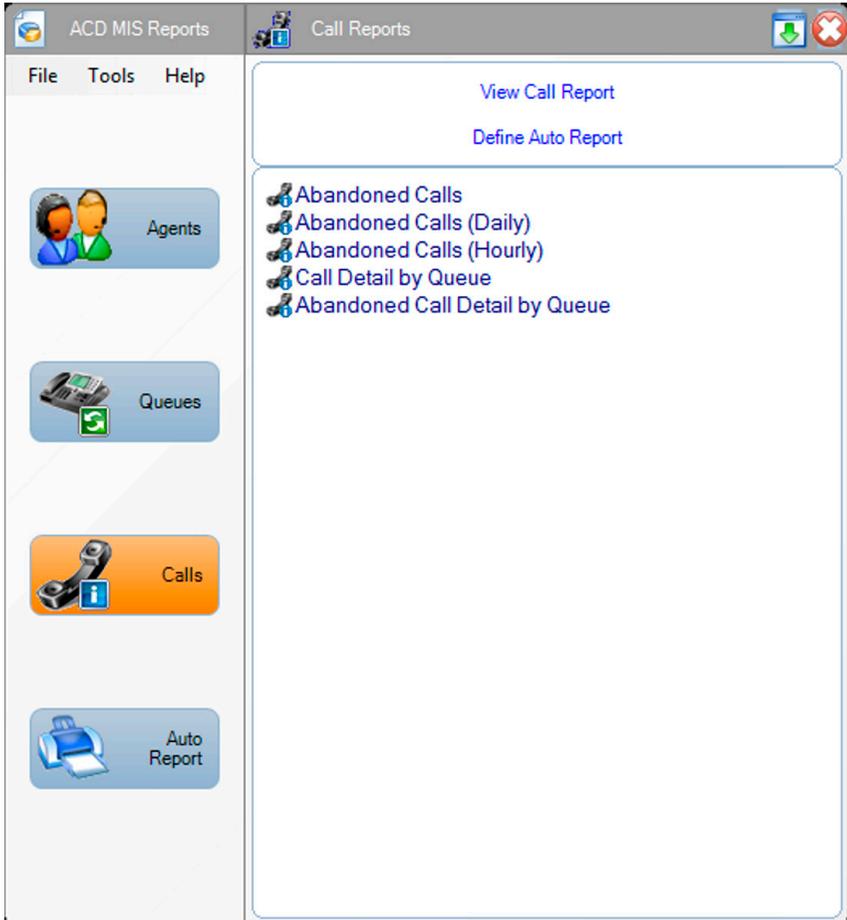


Figure 6-39 ACD MIS Call Reports Main Menu

From this menu, the following operations are available:

View Call Report

Define Auto Print Report

Five Queue Reports are available:

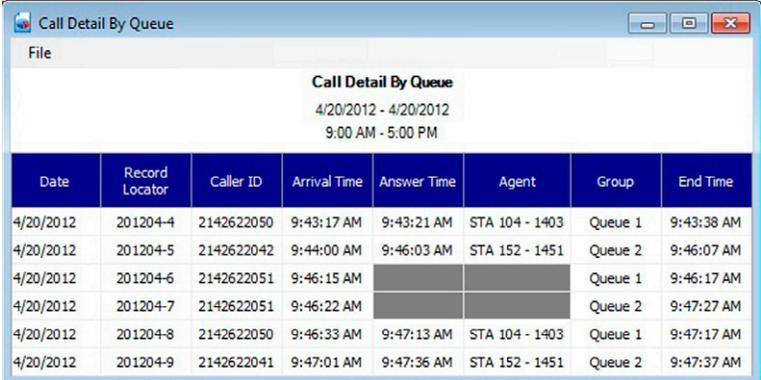
- Call Detail by Queue
- Abandoned Calls
- Abandoned Calls (Hourly)
- Abandoned Calls (Daily)
- Abandoned Call Detail by Queue

The definition and appearance of each display are further described in the following subsections.

2.4.1 Call Detail by Queue Report

This report tracks down a particular call, given the approximate time of the call.

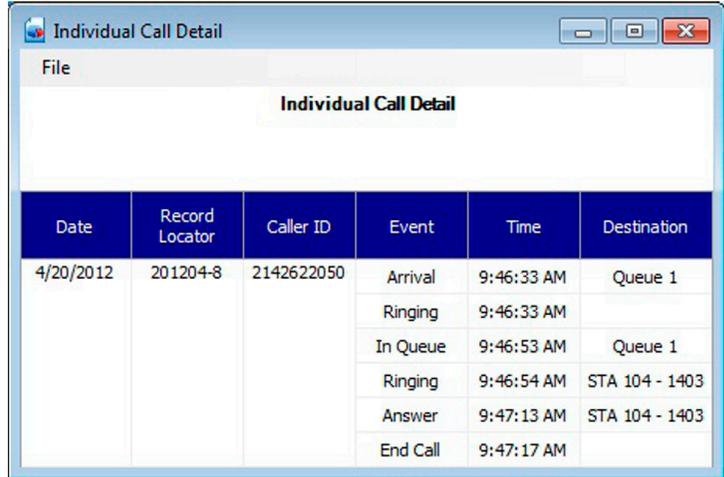
The following table shows an example of a Call Detail by Queue report.



Call Detail By Queue							
4/20/2012 - 4/20/2012							
9:00 AM - 5:00 PM							
Date	Record Locator	Caller ID	Arrival Time	Answer Time	Agent	Group	End Time
4/20/2012	201204-4	2142622050	9:43:17 AM	9:43:21 AM	STA 104 - 1403	Queue 1	9:43:38 AM
4/20/2012	201204-5	2142622042	9:44:00 AM	9:46:03 AM	STA 152 - 1451	Queue 2	9:46:07 AM
4/20/2012	201204-6	2142622051	9:46:15 AM			Queue 1	9:46:17 AM
4/20/2012	201204-7	2142622051	9:46:22 AM			Queue 2	9:47:27 AM
4/20/2012	201204-8	2142622050	9:46:33 AM	9:47:13 AM	STA 104 - 1403	Queue 1	9:47:17 AM
4/20/2012	201204-9	2142622041	9:47:01 AM	9:47:36 AM	STA 152 - 1451	Queue 2	9:47:37 AM

Figure 6-40 Call Detail by Queue

Clicking on an individual call record opens up a new window that shows the details for that individual call.



The screenshot shows a window titled "Individual Call Detail" with a menu bar containing "File". Below the menu bar is a header area with the text "Individual Call Detail". The main content is a table with the following data:

Date	Record Locator	Caller ID	Event	Time	Destination
4/20/2012	201204-8	2142622050	Arrival	9:46:33 AM	Queue 1
			Ringing	9:46:33 AM	
			In Queue	9:46:53 AM	Queue 1
			Ringing	9:46:54 AM	STA 104 - 1403
			Answer	9:47:13 AM	STA 104 - 1403
			End Call	9:47:17 AM	

Figure 6-41 Individual Call Detail

This report does not have a graphing option.

With ACD MIS 1.6 this report changes the timestamp format from HH:MM AM/PM to HH:MM:SS AM/PM.

Defining a Call Detail by Queue report is accomplished using the following sequence of menus.

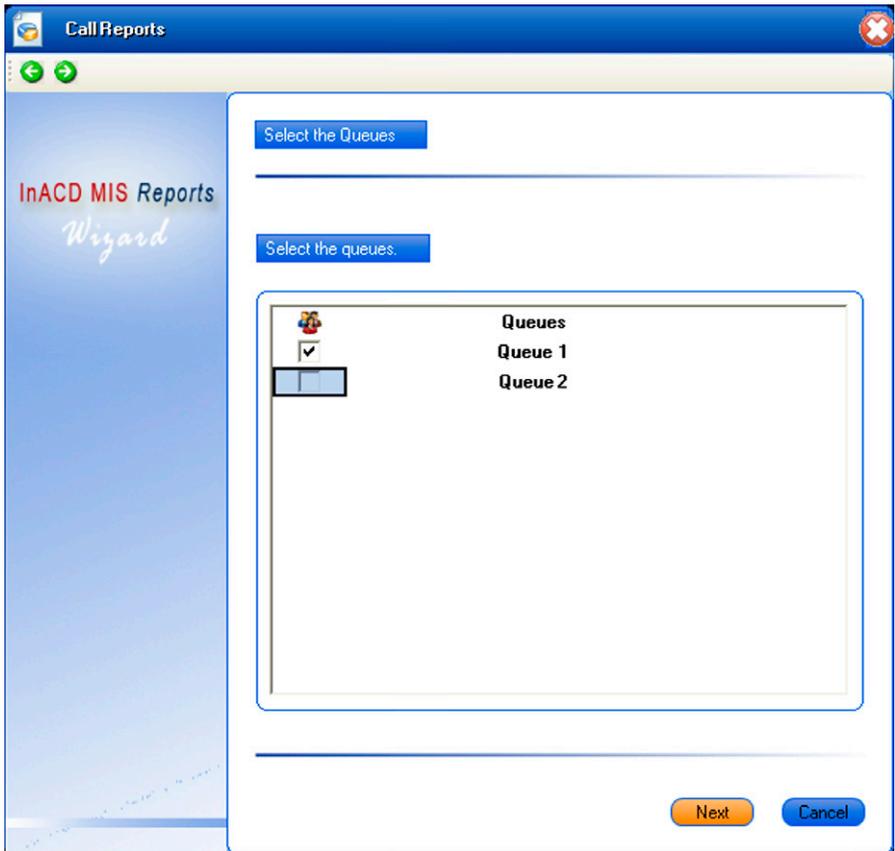


Figure 6-42 Call Reports - Select the Queues

This menu allows the user to select the queues that are included in this report. All calls that arrive at a selected queue within the reporting period are included.

After the queue list is completed, the following screen is displayed.

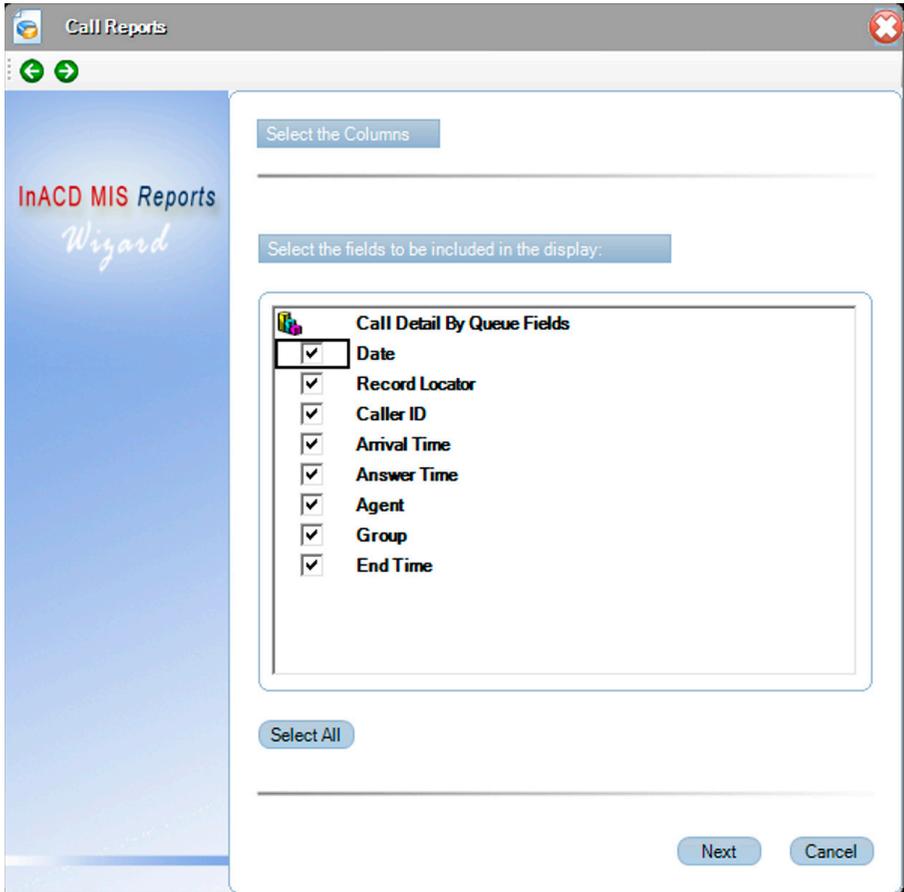


Figure 6-43 Call Reports - Select Columns

The user specifies the fields or columns to be included in the report.

After column selection is completed, the following screen is displayed.

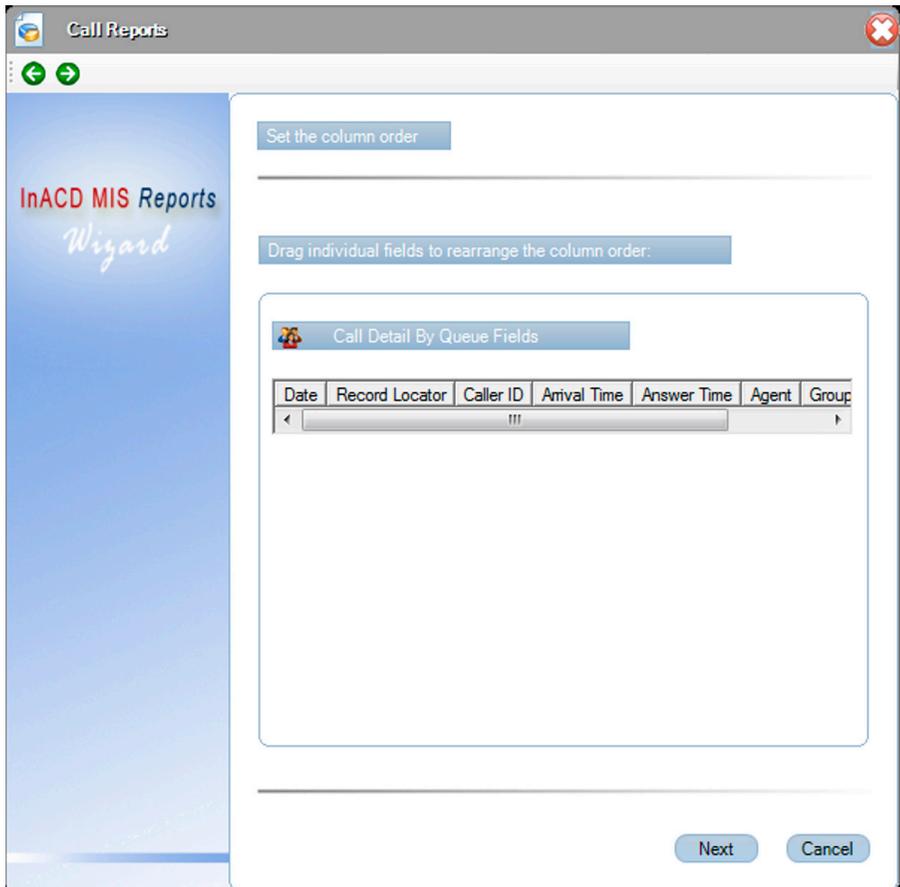


Figure 6-44 Call Reports - Set Column Order

Drag individual fields to rearrange column order.

After the columns and column order have been selected, the following screen is displayed.

The screenshot shows a software window titled "Call Reports" with a blue header and a close button in the top right corner. On the left side, there is a vertical sidebar with the text "InACD MIS Reports Wizard". The main content area is titled "Specify the Reporting Period and Interval" and contains two sections: "Reporting Period" and "Reporting Interval".

Reporting Period

Start Date: 04/21/2006

End Date: 04/21/2006

Reporting Interval

Start Time: 9:00 AM

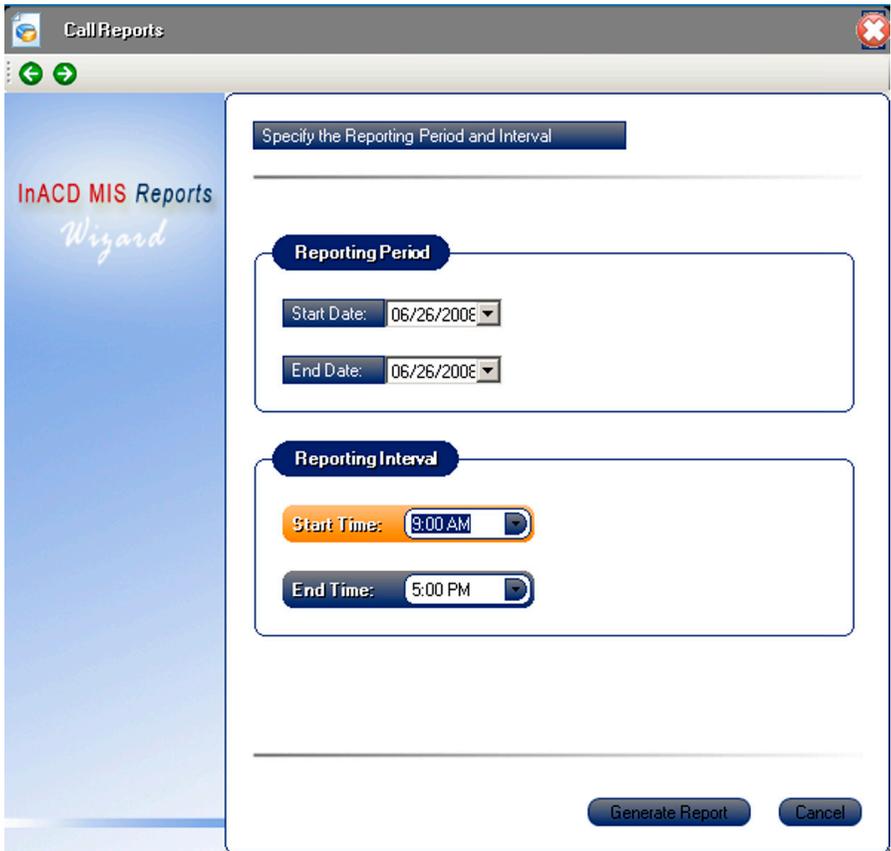
End Time: 5:00 PM

At the bottom right of the main area, there are two buttons: "Generate Report" (orange) and "Cancel" (blue).

Figure 6-45 Call Reports - Specify Reporting Period

This menu allows the user to specify the date(s) that are included in this report. The user can enter a specific start and end date or click on the date field to use an interactive calendar control to select the dates. The report generator uses all data available during the specified dates (inclusive).

After the user has selected the reporting period, the following menu is displayed.



The screenshot shows a window titled "CallReports" with a sidebar on the left containing the text "InACD MIS Reports Wizard". The main content area is titled "Specify the Reporting Period and Interval". It contains two sections: "Reporting Period" and "Reporting Interval".

Reporting Period:

- Start Date: 06/26/2006
- End Date: 06/26/2006

Reporting Interval:

- Start Time: 9:00 AM
- End Time: 5:00 PM

At the bottom right, there are two buttons: "Generate Report" and "Cancel".

Figure 6-46 Call Reports - Specify Time Interval

The time interval menu allows the user to specify the time range that is included in the call history. All calls that have an arrival time during the specified time period are included. For the Start Time field and End Time field, the user can use up/down control to vary each element of the time field (hour, minutes, AM/PM).

Click Generate Report to build the requested report and display the results in the report viewer window.

To select an individual call record, the user enters the Record Locator, provided in the Call Detail by Queue report.

2.4.2 Abandoned Call Report

This report analyzes abandoned call rates across multiple queues.

The following table shows an example of the Abandoned Calls report.

Group	Calls Offered	Calls Abandoned	%Abandoned	Avg Aban. Time	%Abandon AT
Queue 2	3	1	34%	1:05	34%
Queue 1	3	1	34%	0:02	0%

Figure 6-47 Abandoned Calls Report

This report does not have a graphing option.

With ACD MIS 1.6 this report adds the Service Level Value (user specified) in the Heading as long as the value is non zero.

Defining an Abandoned Calls report is accomplished using the following sequence of menus.

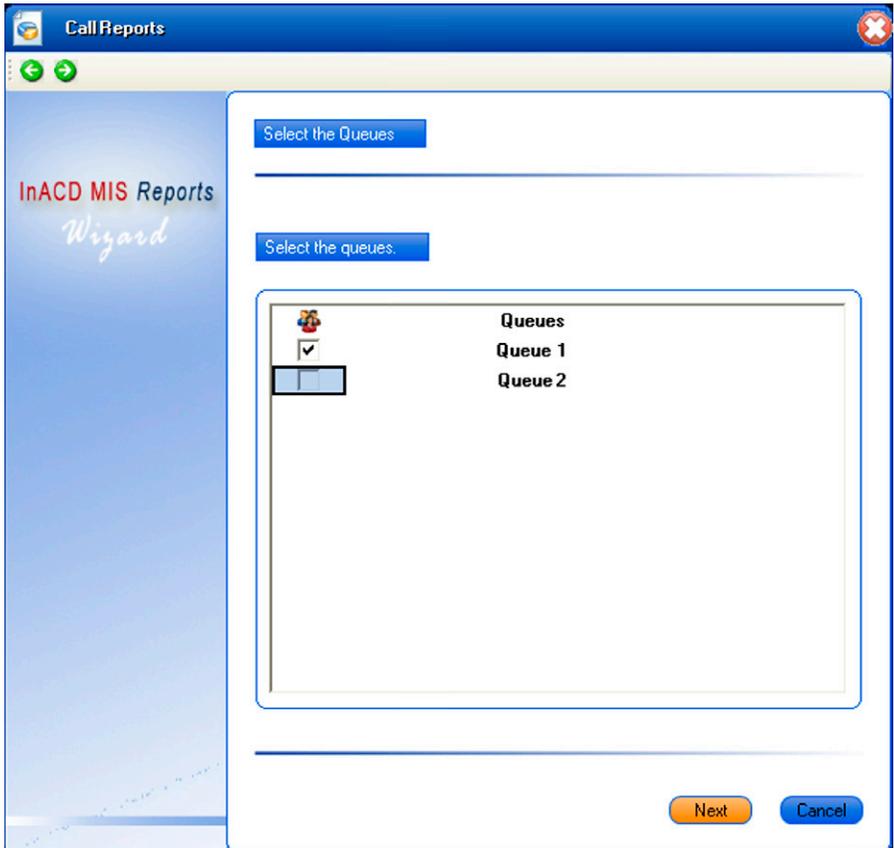
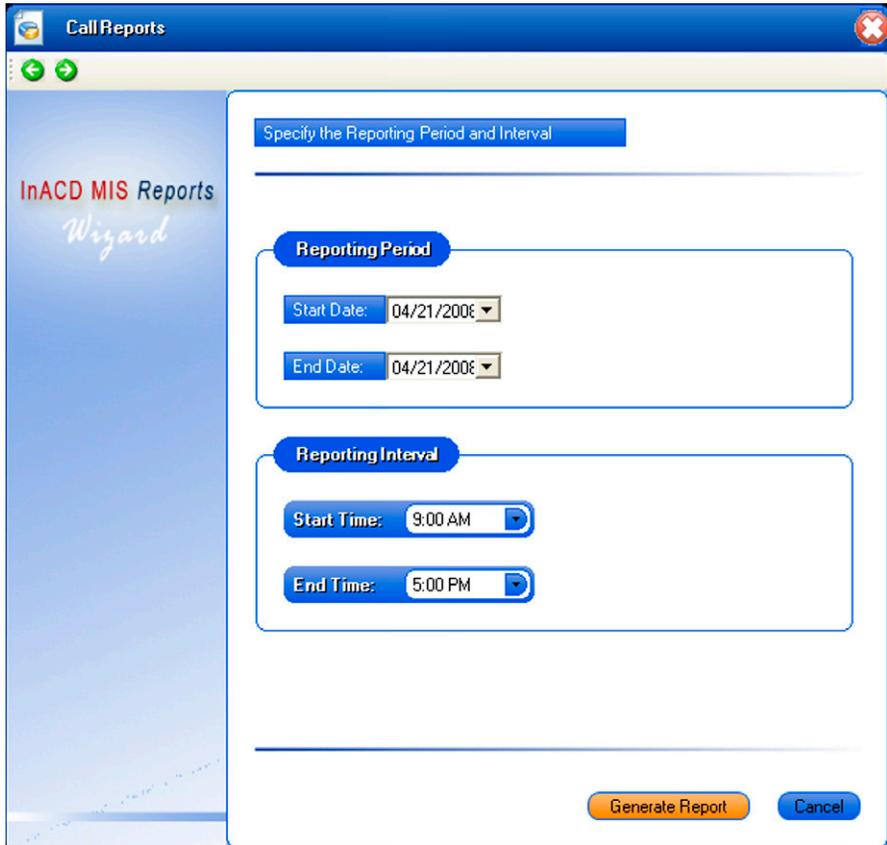


Figure 6-48 Call Reports - Select Queues

This menu allows the user to select the queues that are included in this report. All calls that arrive at a selected queue during the reporting period are included.

After the queues are selected, the following screen is displayed.



The screenshot shows a web-based application window titled "Call Reports". On the left side, there is a sidebar with the text "InACD MIS Reports" and "Wizard". The main content area has a blue header that says "Specify the Reporting Period and Interval". Below this header, there are two sections: "Reporting Period" and "Reporting Interval". The "Reporting Period" section contains two date fields: "Start Date: 04/21/2006" and "End Date: 04/21/2006". The "Reporting Interval" section contains two time fields: "Start Time: 9:00 AM" and "End Time: 5:00 PM". At the bottom right of the main content area, there are two buttons: "Generate Report" (orange) and "Cancel" (blue).

Figure 6-49 Call Reports - Specify Reporting Period

This menu allows the user to specify the date(s) that are included in this report. The user can enter a specific start and end date or click on the date field to use an interactive calendar control to select the dates. The report generator uses all data available during the specified dates (inclusive).

After the user selects the reporting period, the following menu is displayed.

The screenshot shows a web browser window titled "Call Reports". On the left is a blue sidebar with the text "InACD MIS Reports Wizard". The main content area has a title bar "Specify the Reporting Period and Interval". Below this, there are two sections: "Reporting Period" and "Reporting Interval".

Reporting Period

Start Date: 06/26/2006
End Date: 06/26/2006

Reporting Interval

Start Time: 9:00 AM
End Time: 5:00 PM

At the bottom right, there are two buttons: "Generate Report" and "Cancel".

Figure 6-50 Call Reports - Specify Time Interval

The time interval menu allows the user to specify the time range included in the call history. All calls that have an arrival time during the specified time are included. For the Start Time field and End Time field, the user can use the up/down control to vary each element of the time field (hour, minutes, AM/PM).

After the user selects the time interval, the following menu is displayed.

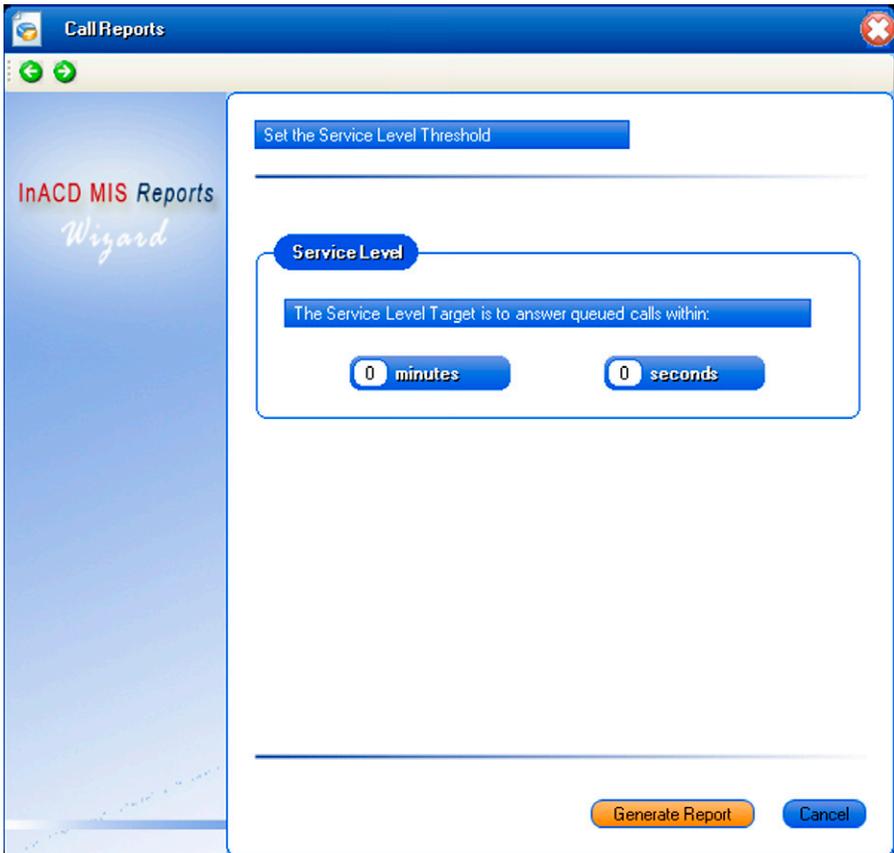


Figure 6-51 Call Reports - Set Service Level Threshold

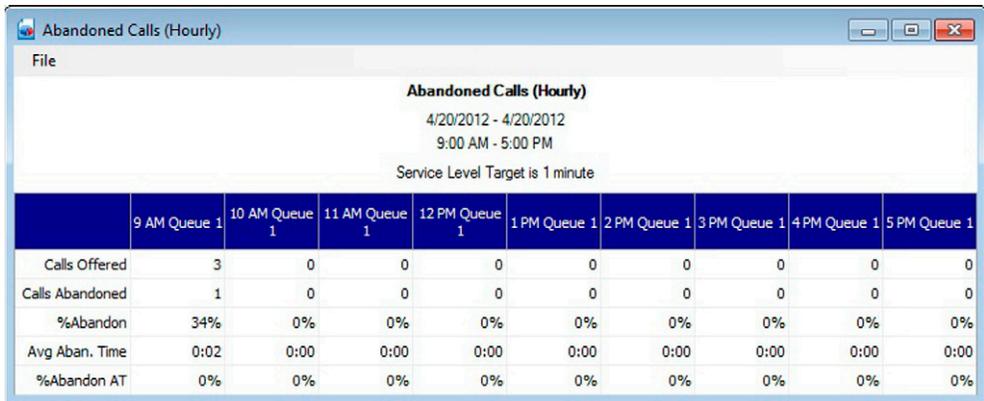
This menu allows the user to specify the service level target to use when generating this report. This value is used in calculating the percentage of calls that were abandoned after the threshold.

Click Generate Report to build the requested report and display the results in the report viewer window.

2.4.3 Abandoned Calls (Hourly)

This report analyzes abandoned call rates as they vary during a workday.

The following image shows an example of the Abandoned Calls (Hourly) format.



	9 AM Queue 1	10 AM Queue 1	11 AM Queue 1	12 PM Queue 1	1 PM Queue 1	2 PM Queue 1	3 PM Queue 1	4 PM Queue 1	5 PM Queue 1
Calls Offered	3	0	0	0	0	0	0	0	0
Calls Abandoned	1	0	0	0	0	0	0	0	0
%Abandon	34%	0%	0%	0%	0%	0%	0%	0%	0%
Avg Aban. Time	0:02	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
%Abandon AT	0%	0%	0%	0%	0%	0%	0%	0%	0%

Figure 6-52 Abandoned Calls Report (Hourly)

The graphing option for this report shows the Percent Abandoned and Percent Abandoned After Threshold values across an hourly horizontal axis.

Defining the Abandoned Calls (Hourly) report is accomplished using the following sequence of menus.

With ACD MIS 1.6 this report adds the Service Level Value (user specified) in the Heading as long as the value is non zero.

Select the Queues – The following menu allows the user to select the format for the report.

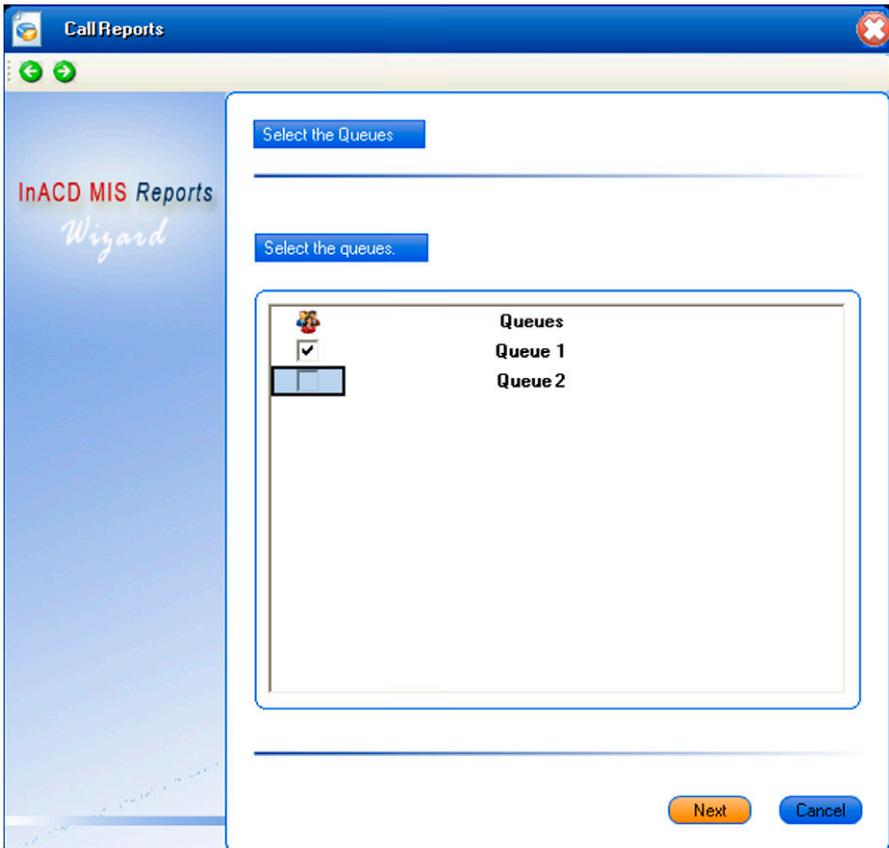


Figure 6-53 Call Reports - Select Queues

This menu allows the user to select the queues included in this report. Each queue is shown on a single row in the table.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in the Abandoned Calls example.

Set the Time Interval – Same menu described in the Abandoned Calls example.

Set the Service Level Threshold – Same menu described in the Abandoned Calls example, except the Generate Report button is replaced with the Next button.

Select the report format – The following menu allows the user to select the format for the report.

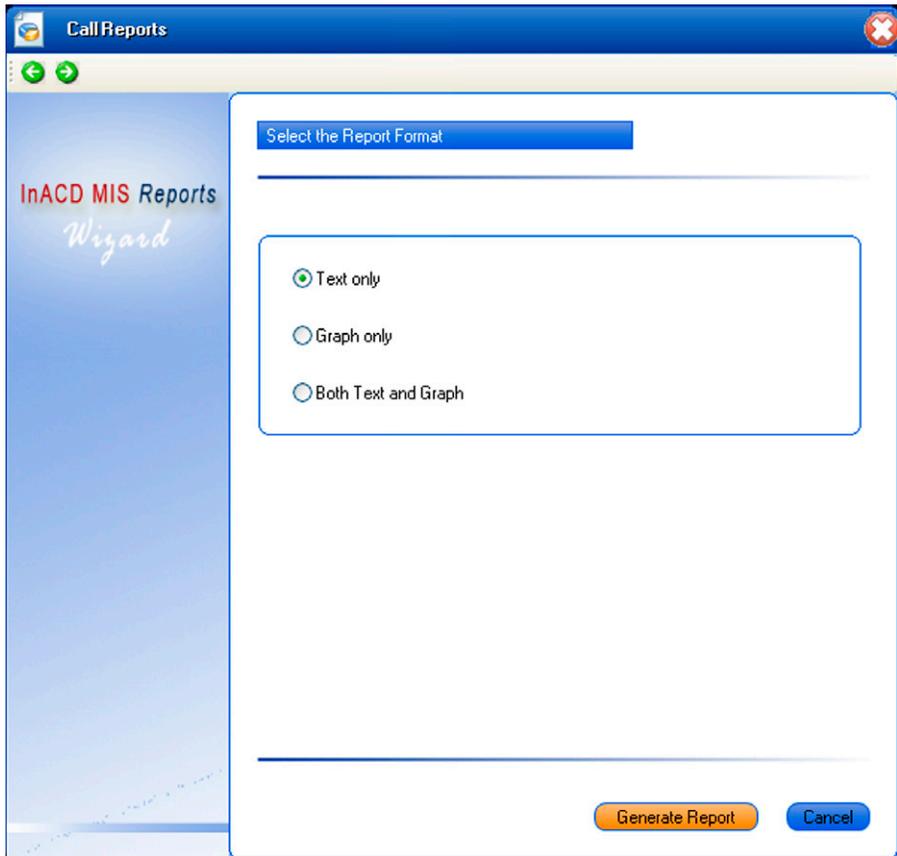


Figure 6-54 Call Reports - Select Report Format

This menu allows the user to specify if the report presents the data in a table format or a graph format.

2.4.4 Abandoned Calls (Daily)

This report analyzes abandoned call rates as they vary during the work week.

The following image shows an example of the Abandoned Calls (Daily) format.

	Fri 04/20 Queue 2	Fri 04/20 Queue 1
Calls Offered	3	3
Calls Abandoned	1	1
%Abandon	34%	34%
Avg Aban. Time	1:05	0:02
%Abandon AT	34%	0%

Figure 6-55 Abandoned Calls (Daily)

The graphing option for this report shows the Percent Abandoned and Percent Abandoned After Threshold values across a daily horizontal axis.

With ACD MIS 1.6 this report adds the Service Level Value (user specified) in the Heading as long as the value is non zero.

Defining the Abandoned Calls (Daily) report is accomplished using the following sequence of menus.

Select the Queues – Same menu defined for the Abandoned Calls (Hourly) example.

Specify the Columns/Fields – Same menu described in Call Summary by Queue example.

Specify the Column Order – Same menu described in Call Summary by Queue example.

Specify the reporting period – Same menu described in the Abandoned Calls example.

Set the Time Interval – Same menu described in the Abandoned Calls example.

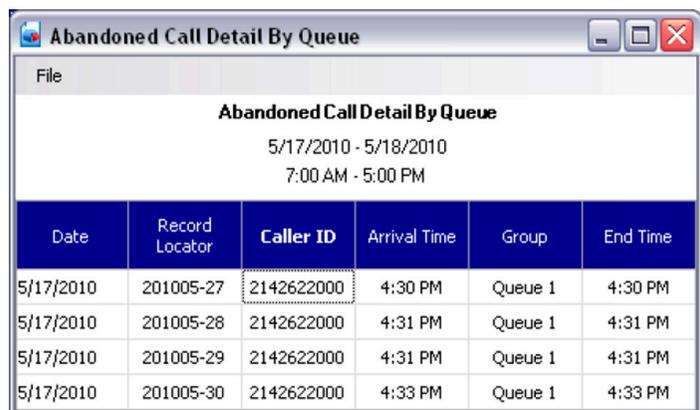
Set the Service Level Threshold – Same menu described in the Abandoned Calls example, except the Generate Report button is replaced with the Next button.

Select the report format – Same menu described in the Abandoned Calls (Hourly) example.

2.4.5 Abandoned Call Detail by Queue Report

This report can be used to track down a particular abandoned call, given the approximate time of the call.

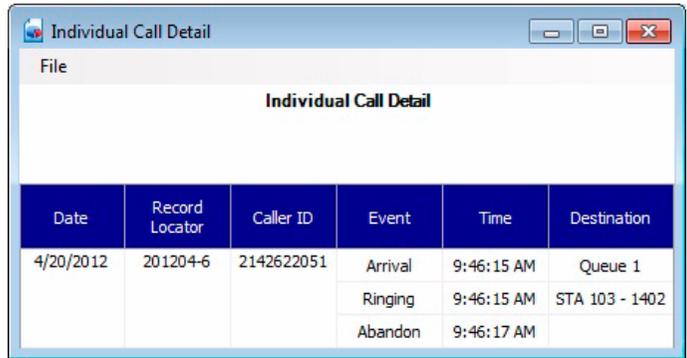
The following table shows an example of an Abandoned Call Detail by Queue report.



Abandoned Call Detail By Queue					
5/17/2010 - 5/18/2010					
7:00 AM - 5:00 PM					
Date	Record Locator	Caller ID	Arrival Time	Group	End Time
5/17/2010	201005-27	2142622000	4:30 PM	Queue 1	4:30 PM
5/17/2010	201005-28	2142622000	4:31 PM	Queue 1	4:31 PM
5/17/2010	201005-29	2142622000	4:31 PM	Queue 1	4:31 PM
5/17/2010	201005-30	2142622000	4:33 PM	Queue 1	4:33 PM

Figure 6-56 Abandoned Call Detail by Queue

Clicking on an individual abandoned call record opens up a new window that shows the details for that individual abandoned call.



The screenshot shows a window titled "Individual Call Detail" with a menu bar containing "File". Below the menu bar, the text "Individual Call Detail" is centered. A table displays call event details for a specific call.

Date	Record Locator	Caller ID	Event	Time	Destination
4/20/2012	201204-6	2142622051	Arrival	9:46:15 AM	Queue 1
			Ringin	9:46:15 AM	STA 103 - 1402
			Abandon	9:46:17 AM	

Figure 6-57 Individual Call Detail

This report does not provide a graphing option.

With ACD MIS 1.6 this report changes the timestamp format from HH:MM AM/PM to HH:MM:SS AM/PM.

Definition of an Abandoned Call Detail by Queue reported is accomplished using the following sequence of menus.

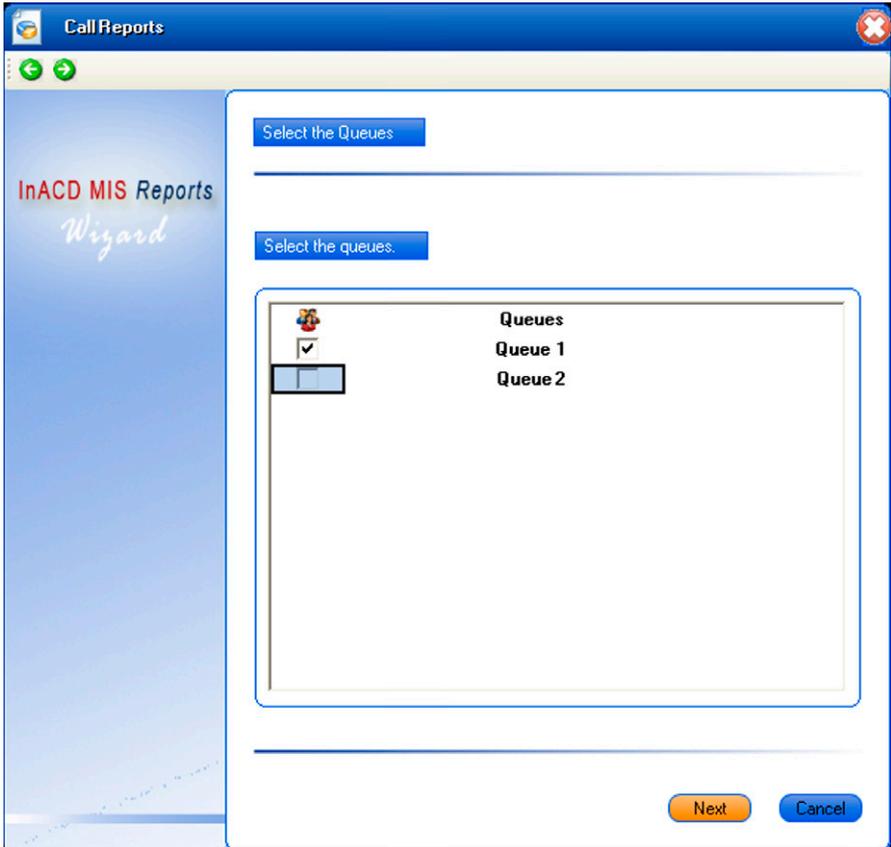
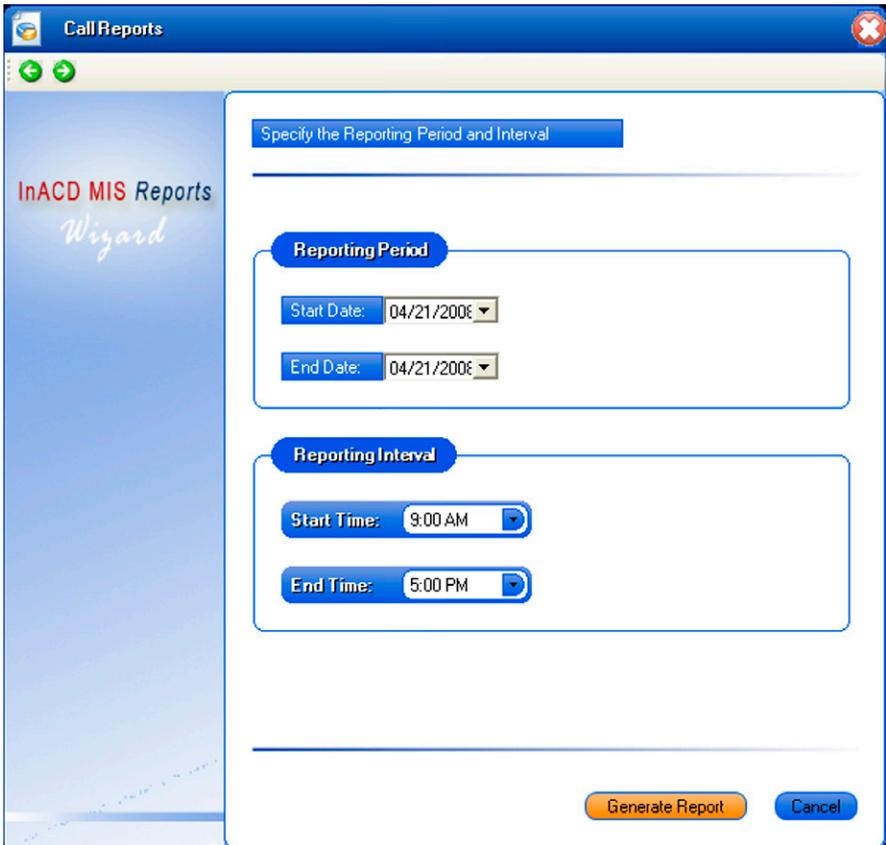


Figure 6-58 Call Reports - Select the Queues

This menu allows the user to select the queues that are going to be included in this report. All calls that arrive at a selected queue within the reporting period will be included.

After the queues have been selected, the following screen will be displayed.



The screenshot shows a web-based application window titled "Call Reports". On the left is a sidebar with the text "InACD MIS Reports" and "Wizard". The main content area is titled "Specify the Reporting Period and Interval". It contains two main sections: "Reporting Period" and "Reporting Interval".

Reporting Period:

- Start Date: 04/21/2006
- End Date: 04/21/2006

Reporting Interval:

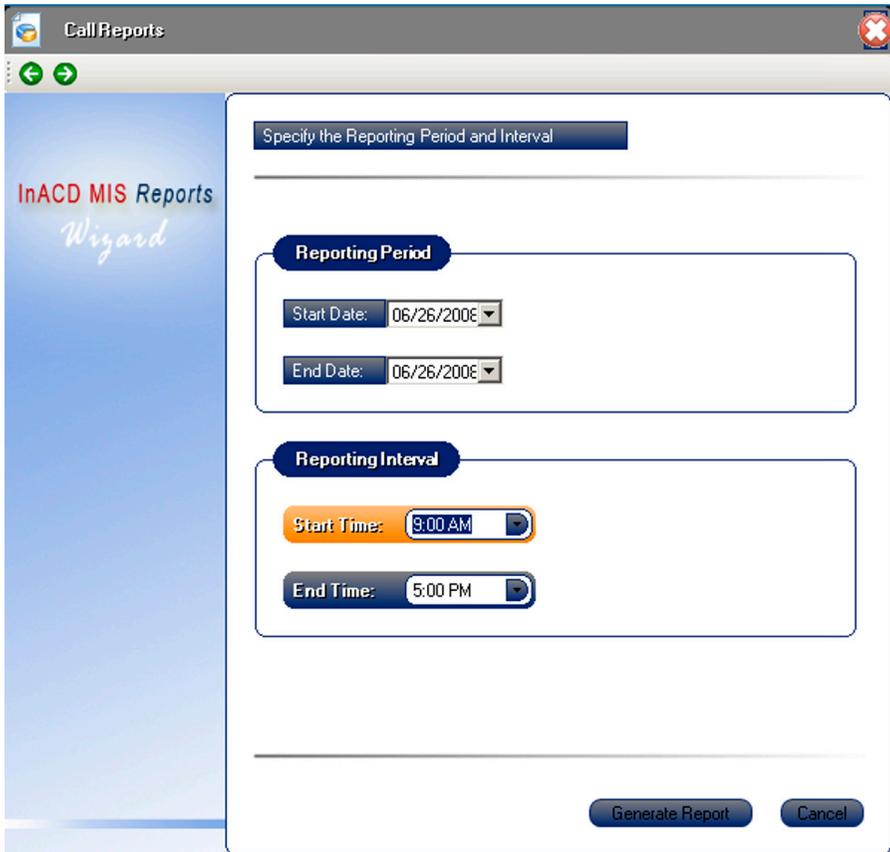
- Start Time: 9:00 AM
- End Time: 5:00 PM

At the bottom right of the main content area, there are two buttons: "Generate Report" (orange) and "Cancel" (blue).

Figure 6-59 Call Reports - Specify Reporting Period

This menu allows the user to specify the date(s) that will be included in this report. The user can type in a specific start and end date or click on the date field to use an interactive calendar control to select the dates. The report generator will use all data available within the specified dates (inclusive).

After the user has selected the reporting period, the following menu will be displayed.



The screenshot shows a web application window titled "Call Reports" with a close button in the top right corner. On the left side, there is a blue sidebar with the text "InACD MIS Reports Wizard". The main content area has a title bar that says "Specify the Reporting Period and Interval". Below this, there are two sections: "Reporting Period" and "Reporting Interval".

Reporting Period

Start Date: 06/26/2006
End Date: 06/26/2006

Reporting Interval

Start Time: 9:00 AM
End Time: 5:00 PM

At the bottom right of the main content area, there are two buttons: "Generate Report" and "Cancel".

Figure 6-60 Call Reports - Specify Time Interval

The time interval menu allows the user to specify the time range that will be included in the call history. All calls that have an arrival time within the specified time period will be included. For the Start Time field and End Time field, the user can use up/down control to vary each element of the time field (hour, minutes, AM/PM).

Clicking on Generate Report will build the requested report and display the results in the report viewer window.

To select an individual call record, the user enters the Record Locator, as provided within the Abandoned Call Detail by Queue report.

2.5 Auto Reports

When the **Auto Report** option is selected, the ACD MIS Reports main window appears as follows:

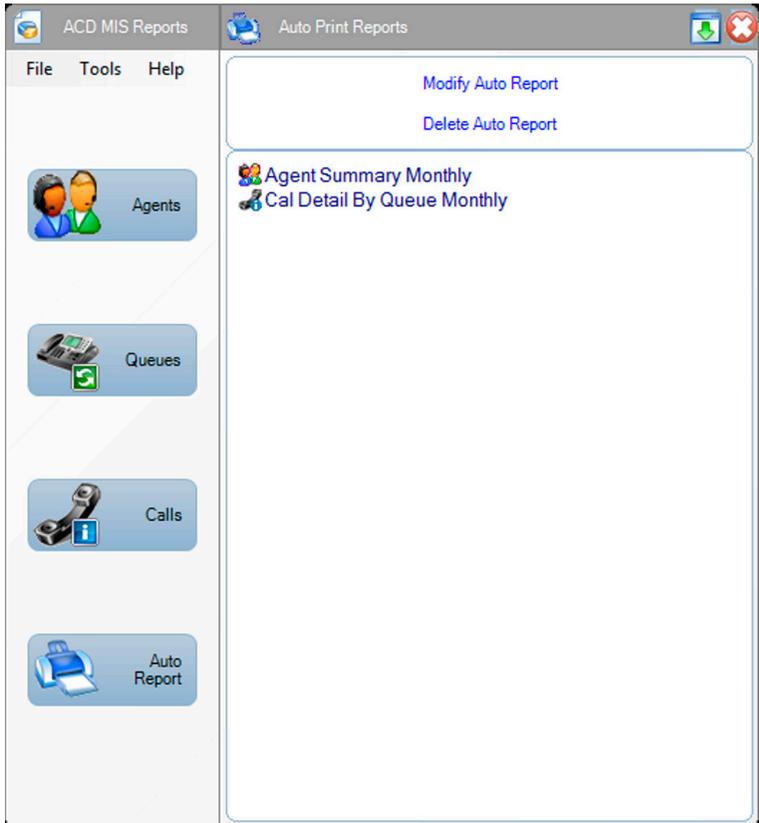


Figure 6-61 Auto Reports Main Menu

From this menu, the following operations are available:

Modify Auto Print Report

Delete Auto Print Report

The bottom half of the main window lists the Auto Reports currently defined.

The following sections describe the actions available for Auto Reports.

2.5.1 Defining an Auto Print Report

Each report category (Agents, Queues, Calls) provides the function **Define Auto Report**. This function allows the user to schedule a report to print at regular intervals.

When the user requests to create an auto report for a particular report type, the following series of menus is displayed.

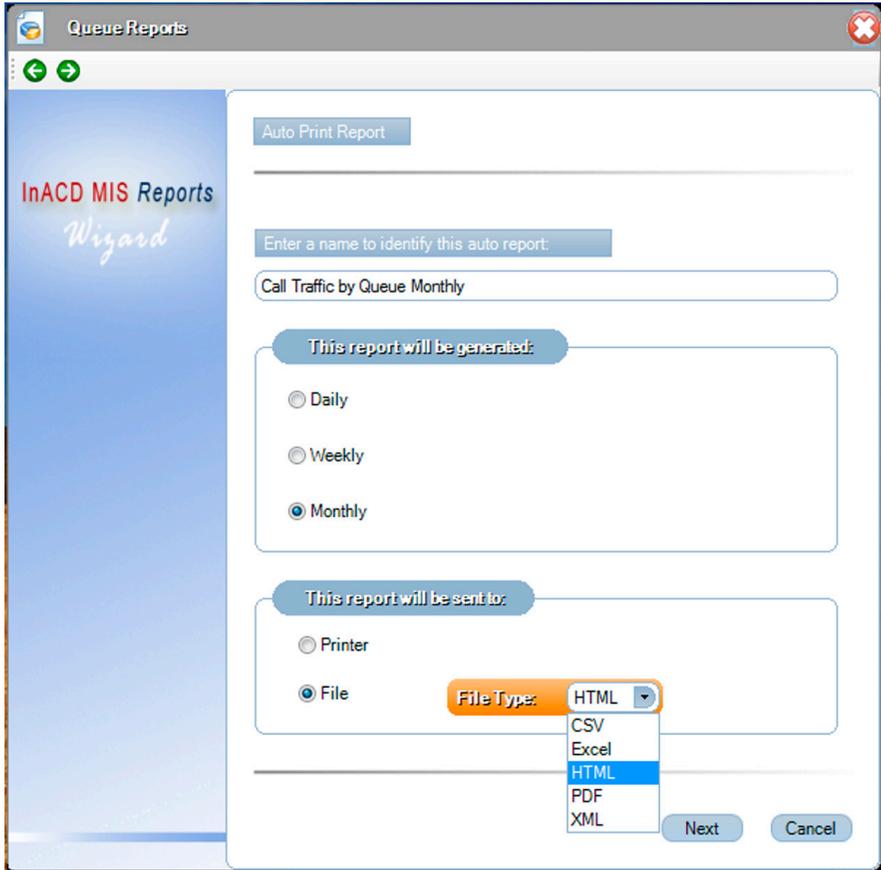


Figure 6-62 Reports Wizard - Auto Report Name

This menu allows the user to specify a name for the auto report that helps to identify the report in the application. The user also specifies if this report is generated daily, weekly, or monthly, and if the report will be sent to a printer or a file. If the report is saved to a file the users defines the file type

from CSV, Excel, HTML, PDF, or XML. The destination for Auto Reports saved to a file is defined under the **Tools>Set Defaults>Auto Report Folder**.

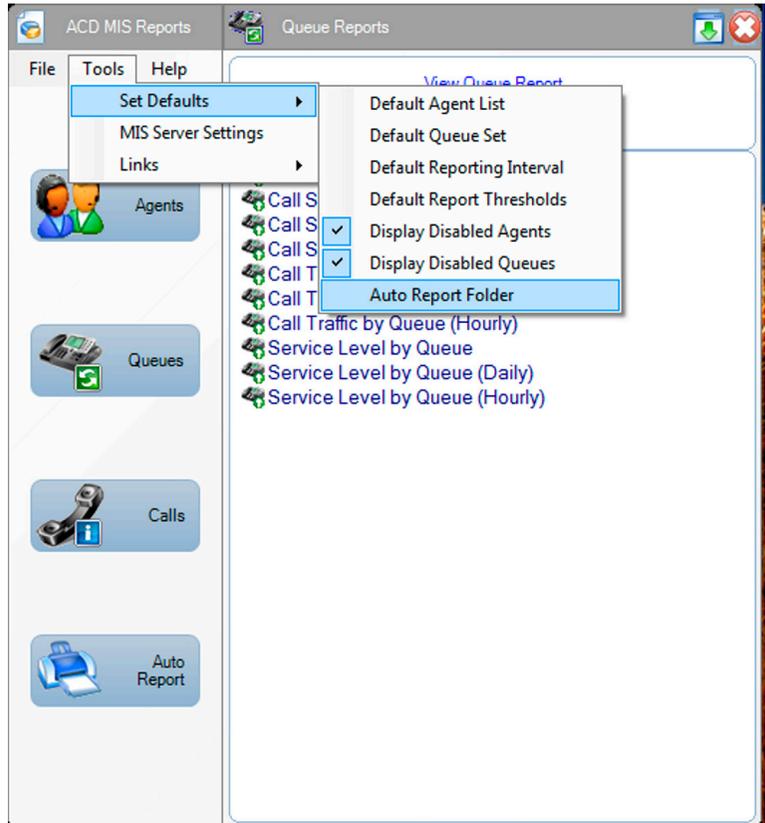


Figure 6-63 Reports Wizard - Auto Report Folder Menu

Each scheduling option is further defined in the following sections.

2.5.2 Define a Daily Report

After the user selects the Daily option on the Auto Report menu, the following form is displayed.

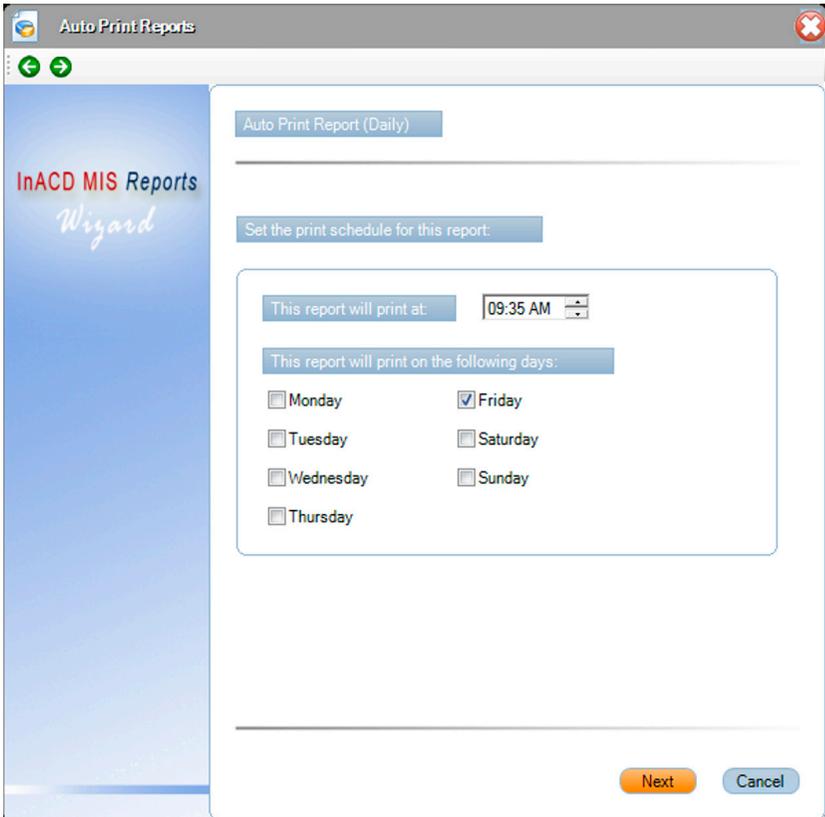


Figure 6-64 Reports Wizard - Auto Report (Daily)

This menu prompts the user to specify the time of day that this report is printed. in the time field, the user can use the up/down arrow keys to set the value for each component of the time (hour, minutes, AM/PM). The user also selects the days of the week that this report is printed.

After the user completes this menu, the wizard then continues with the first menu required to define the requested report, as described in the earlier sections. The wizard continues with the report definition, however, the Reporting Period (Start Date/End Date) menu is not shown. This is because the Auto Print schedule implies the dates to be included in the report. For the daily report, data is included for the last complete reporting interval, prior to the requested print time.

For example, if the Daily report is to be printed at 5:00PM and the reporting interval is 8AM-5PM, the report includes the data for the current day. However, if the scheduled print time falls during the reporting period, the previous day interval is used.

For example if the requested print time is 9:00AM and the reporting interval is 8AM-5PM, the reporting interval is for the previous day.

2.5.3 Defining a Weekly Report

After the user selects the Weekly option on the Auto Report menu, the following form is displayed.

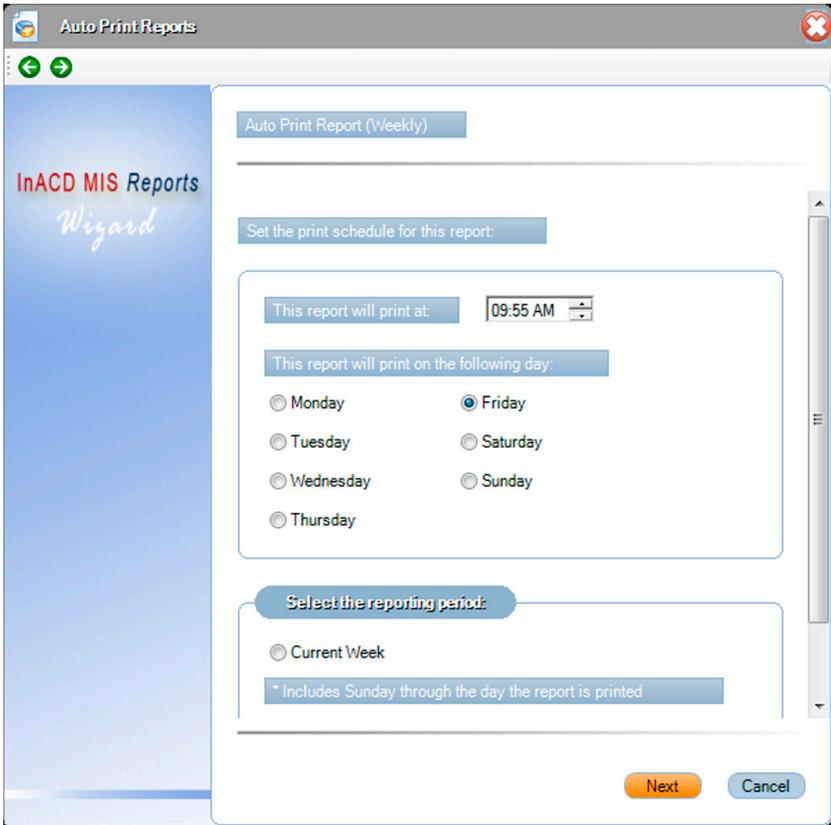


Figure 6-65 Reports Wizard - Auto Report (Weekly)

This menu prompts the user to specify the time of day that this report is printed. In the time field, the user can use the up/down arrow keys to set the value for each component of the time (hour, minutes, AM/PM). The user also selects the day of the week that this report is printed. The user also selects the week to be printed, relative to the print date.

After the user has completed this menu, the wizard continues with the first menu required to define the requested report, as described in the earlier sections. The wizard continues with the report definition, however, the Reporting Period (Start Date/End Date) menu is not shown. This is because the user already specified the Reporting Period in the above menu.

2.5.4 Defining a Monthly Report

After the user selects the Monthly option on the Auto Report menu, the following form is displayed.

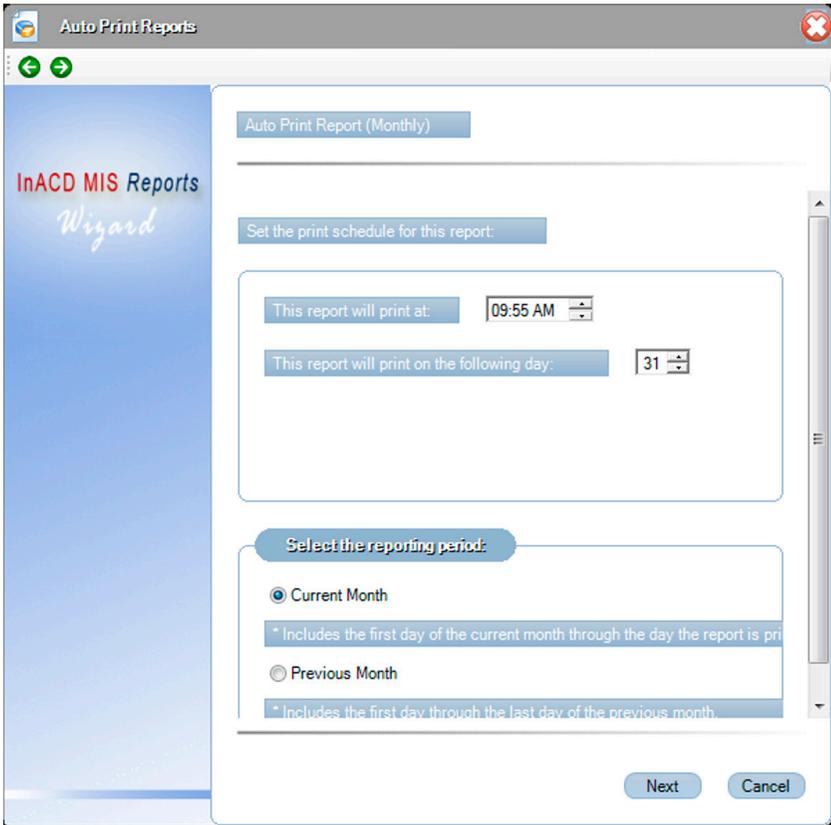


Figure 6-66 Reports Wizard - Auto Report (Monthly)

This menu prompts the user to specify the time of day that this report is printed. In the time field, the user can use the up/down arrow keys to set the value for each component of the time (hour, minutes, AM/PM). The user also selects the day of the month this report is printed. If the user selects the 31st, the report is printed on the last day of the month, regardless of the number of days in the month. The user also specifies the reporting period that is included, relative to the specified print date.

After the user completes this menu, the wizard continues with the first menu required to define the requested report, as described in the earlier sections. The wizard continues with the report definition, however the Reporting Period (Start Date/End Date) menu is not shown. This is because the user specified the reporting period as part of the menu shown above.

2.5.5 Execution of an Auto Report

At the scheduled time for an Auto Report, the ACD MIS Report application sends the requested report to the default printer (if Printer is option selected). The default printer is set through the **File** → **Print Setup** command on the main menu. If File was the option selected, the requested report is saved in the Auto Report Folder.

The ACD MIS Report application must be running at the time that an Auto Report is scheduled to run. If the application is not running, the report is not generated.

2.5.6 Modifying an Auto Report

The user can modify a previously defined Auto Report by selecting the **Modify Auto Report** function on the Auto Report main menu. When this function is selected, the ACD MIS Report utility shows the first screen from the Auto Report definition sequence, with the current values populated for each field. The user can then use the Next/Back buttons to move through the definition and update any field. Finish and Cancel buttons are available on all menus in the definition sequence, so the user does not have to advance to the last menu to complete the update.

2.5.7 Deleting an Auto Report

The Delete Auto Report function allows the user to remove an auto report definition from the system. When the user selects an auto report and selects delete, a confirmation dialog is shown to verify that the user wants to permanently remove the definition.

2.6 Pull-Down Menus

The Function Menu on the Reports main screen accesses commonly used functions for the application. Each function category has an associated drop down menu that lists all available functions in that category. The available categories and functions are as follows:

File

- Print Setup
- Exit

Tools

- Set Defaults
 - Default Agent List
 - Default Queue Set
 - Default Report Interval
 - Default Report Thresholds
- MIS Server Settings
- Display Disabled Agents
- Display Disabled Queues
- Auto Report Folder

Help

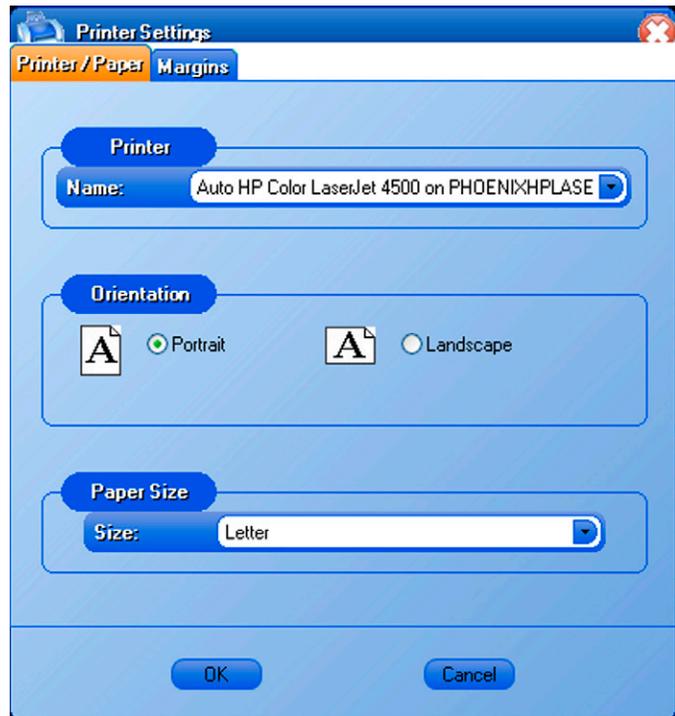
- Contents and Index
- About ACD Reports

These functions are further defined in the following sections.

File Menu

- Print Setup

This function allows the user to define the default printer that is used for printing reports, including Auto Reports. When this function is selected, the following dialog is displayed.



The screenshot shows a 'Printer Settings' dialog box with a blue background. At the top, there is a title bar with a printer icon and a close button. Below the title bar are two tabs: 'Printer / Paper' (highlighted in orange) and 'Margins'. The main content area is divided into three sections:

- Printer:** A dropdown menu labeled 'Name:' with the text 'Auto HP Color LaserJet 4500 on PHOENIXHPLASE' and a downward arrow.
- Orientation:** Two radio buttons. The first is labeled 'Portrait' and is selected (indicated by a green dot). The second is labeled 'Landscape' and is unselected (indicated by a white dot). Each radio button is accompanied by a small icon of a document with a letter 'A'.
- Paper Size:** A dropdown menu labeled 'Size:' with the text 'Letter' and a downward arrow.

At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'.

Figure 6-67 Printer Settings

This form allows the user to select the default printer and set the paper size, and orientation. Press the Margins tab to set the paper margins and alignment for the report.

- Exit

This function closes the Reports application, including all open report viewer windows. When this function is selected, a confirmation dialog is opened that informs the user that Auto Print reports are not executed if the application is not running at the time the report is scheduled to be printed. This window also has a checkbox control that disables the display of this message in the future.

Tools Menu

- Set Defaults

This function allows the user to set default values for many of the fields used in the report definition Wizards. This function is useful for supervisors that generate reports that consistently have the same settings, such as queue set, reporting interval, etc.

When this function is highlighted the following submenu options are displayed:

- Default Agent List
- Default Queue Set
- Default Report Interval
- Default Report Thresholds
- Display Disabled Agents
- Display Disabled Queues
- Auto Report Folder

Each function is further defined in the following sections.

- Default Agent List

This function allows the user to setup a default Agent List that pre-populates the Agent Report wizard Agent List each time a new report is generated. When this function is selected, the following menu is displayed.

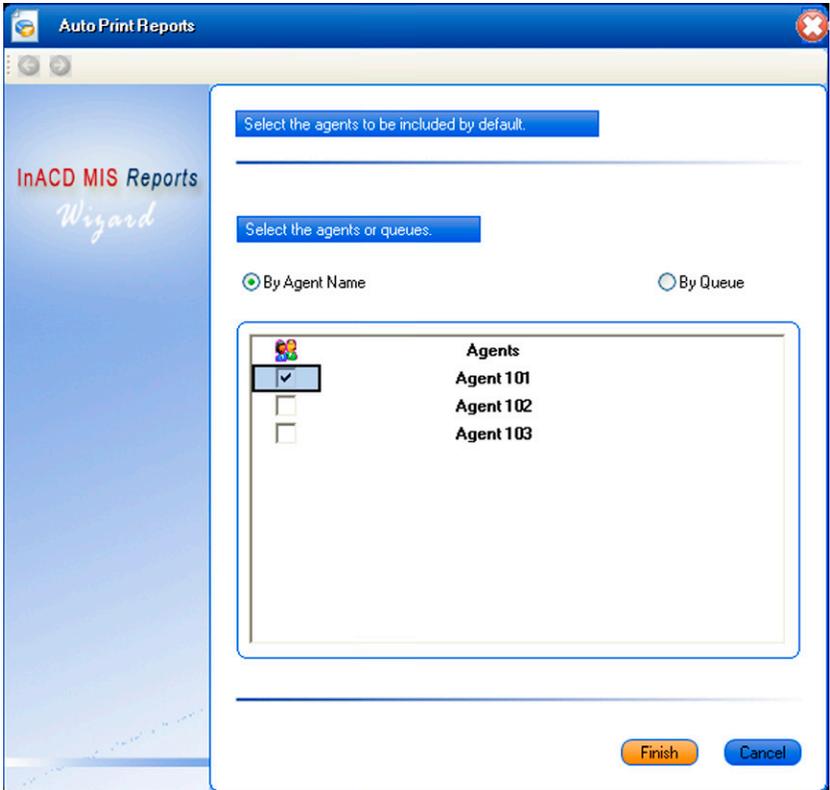


Figure 6-68 Set Agent List Defaults

- Default Queue Set

This function allows the user to setup a default Queue Set that pre-selects the queues in the Queue Reports wizard. When this function is selected, the following menu is displayed.

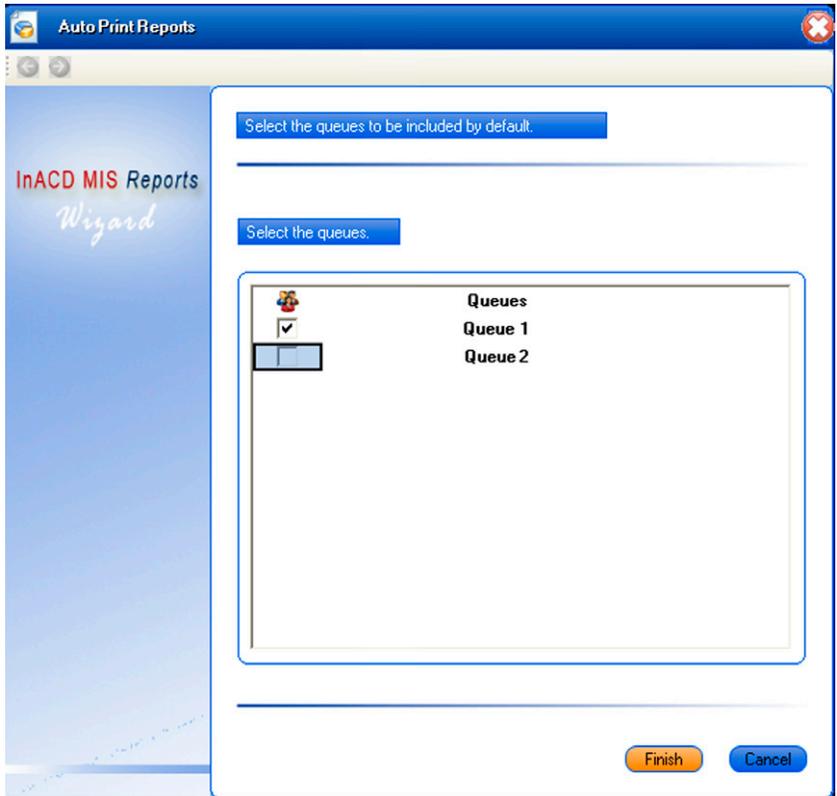


Figure 6-69 Set Queue Set Defaults

- Default Report Interval

This function allows the user to set a default reporting interval that pre-sets in the Report wizards each time a new report is generated. When this function is selected, the following menu is displayed.

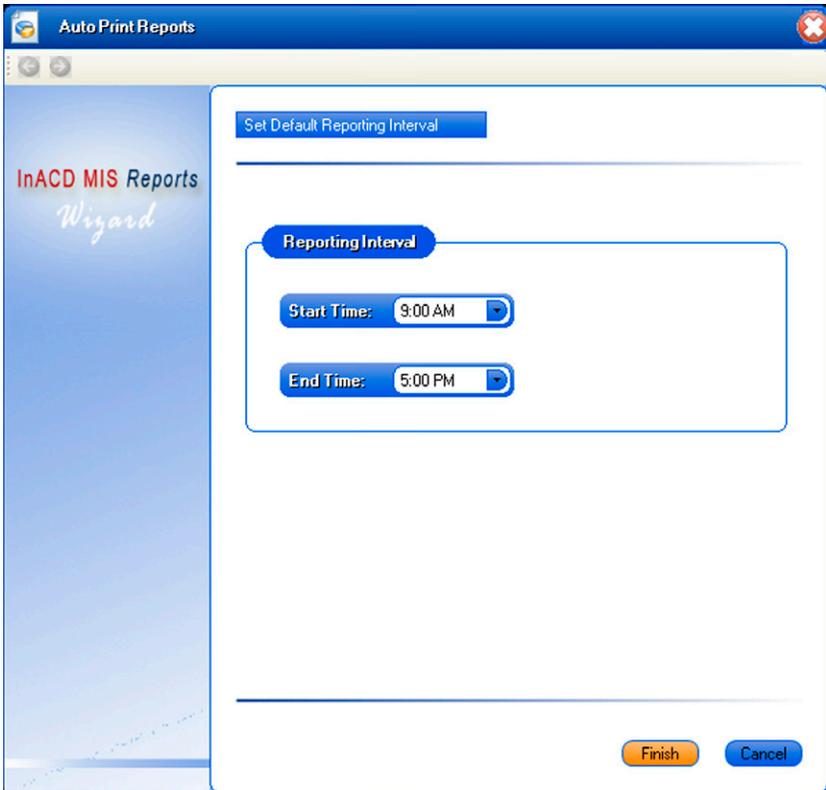


Figure 6-70 Set Default Reporting Interval

- Default Report Thresholds

This function allows the user to set default values for Short Call and Service Level thresholds that pre-set in the Report wizard each time a new report is generated. When this function is selected, the following menu is displayed.

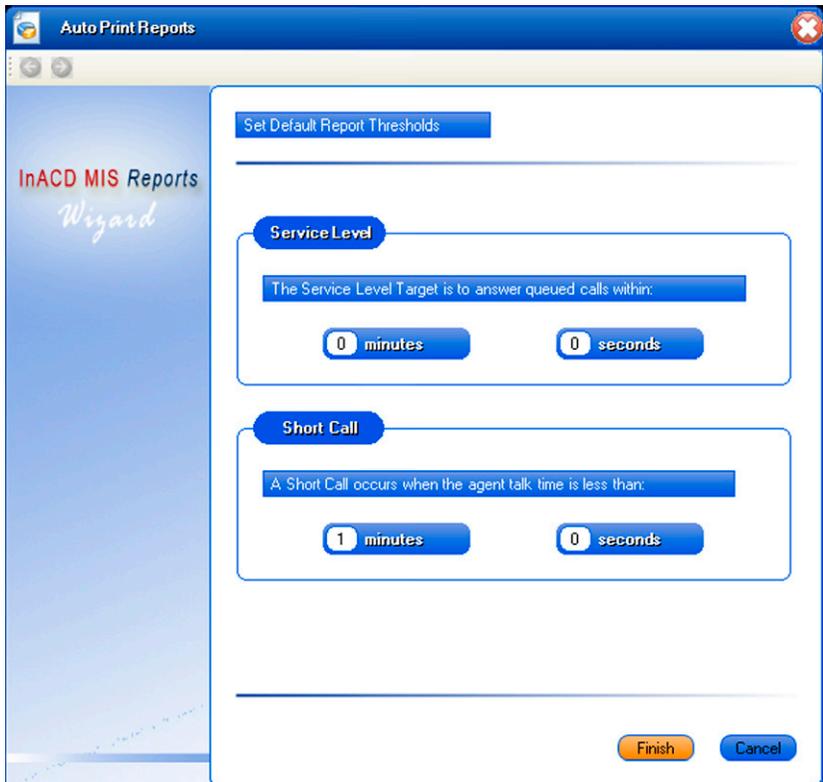


Figure 6-71 Set Default Report Thresholds

- Display Disabled Agents

This is checked at default to display disabled agents in reports. Uncheck this option if these agents are not to be displayed in reports.

- Display Disabled Queues
This is checked at default to display disabled queues in reports. Uncheck this option if these queues are not to be displayed in reports.
- Auto Report Folder
This function defines the location that Auto Reports saved to a file are stored. When this function is selected, the following window is displayed. Choose the folder and select OK.

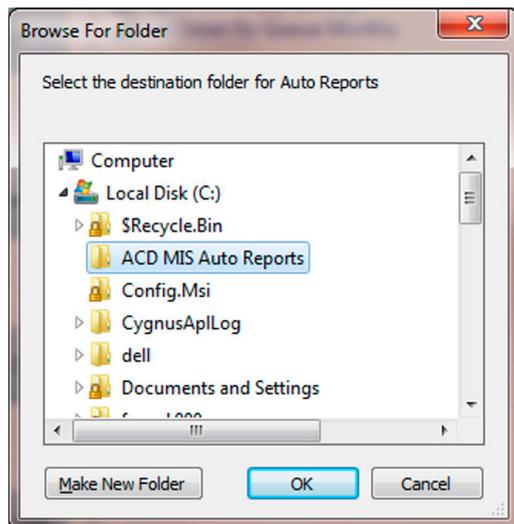


Figure 6-72 Browse for Folder Screen

- MIS Server Setup
This function changes the settings for the MIS Server.

Help Menu

- Contents and Index

The Content and Index function opens the Windows HTML Help viewer to view the applications Help file. The help file includes information about all features and functions of the application. The help file includes a Table of Contents and Index to help easily locate the desired information.

- About ACD MIS Reports

The About function displays a form that shows the product name, current version number, and copyright notice.

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SECTION 1 INTRODUCTION

The ACD MIS Administration Program is a Windows-based software application that allows you to perform all facets of ACD MIS programming via a personal computer (PC) connected to a LAN port on the ACD MIS card.

SECTION 2 LOGGING ON FOR THE FIRST TIME

To log on for the first time:

1. From the Windows Start Menu, choose **NEC**, then choose UNIVERGE SV8100 **ACD MIS Admin**.
2. Enter the server name or IP (Internet Protocol) address. If the Admin is running on the same PC as the server, you need to enter the name as **localhost**. See the network administrator if the server IP address or name cannot be determined. This must be done only the first time that you run Admin.

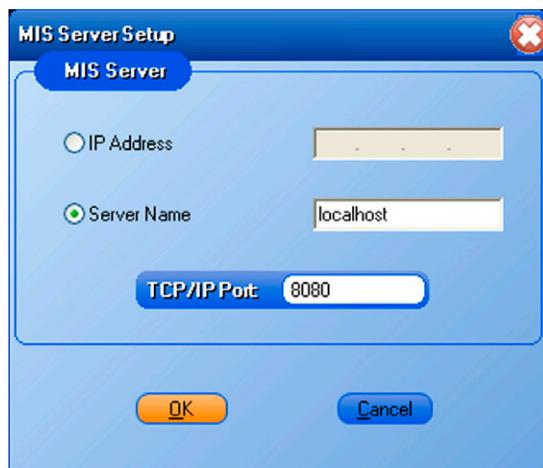


Figure 7-1 MIS Server Setup

3. Click **Load Configuration from ACD**.

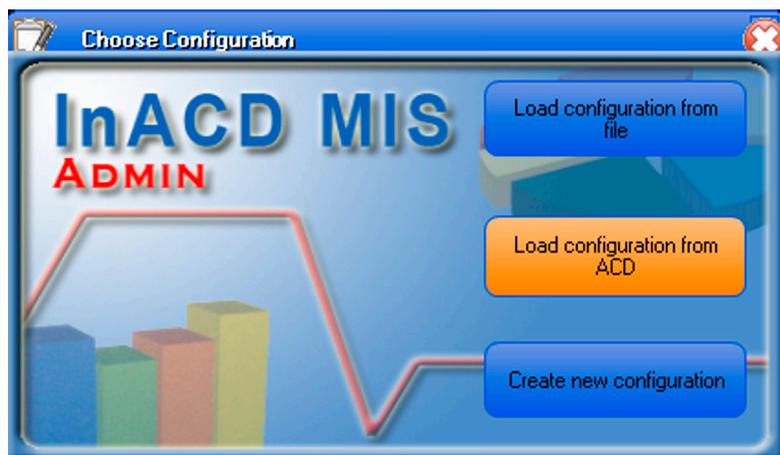


Figure 7-2 ACD MIS Admin-Load Configuration from Server

SECTION 3 LOGGING OFF

To log off:

From the File menu, choose **Exit**, or click the close icon in the upper right corner of the window.

SECTION 4 WORKING LOCALLY (NOT CONNECTED TO A SERVER)

1. From the Windows Start Menu, choose **NEC**, then **UNIVERGE SV8100 ACD MIS**. Then choose **ACD MIS Admin**.
2. Click **Work Offline**.

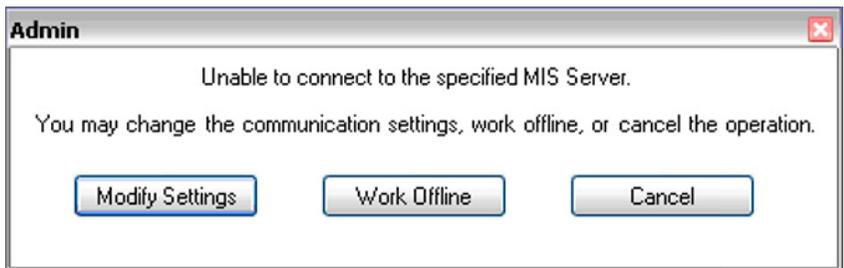


Figure 7-3 ACD MIS Admin-Select Work Offline

3. Click **Create New Configuration**.



Figure 7-4 ACD MIS Admin-Create New Configuration

SECTION 5 DESCRIBING THE ACD MIS ADMIN MAIN MENU

After the configuration file is opened, the ACD MIS Admin main menu is displayed. The ACD MIS Admin main window provides the user with easy access to the functions required to manage the ACD configuration. An example of the main window for the ACD MIS Administration application is shown below.

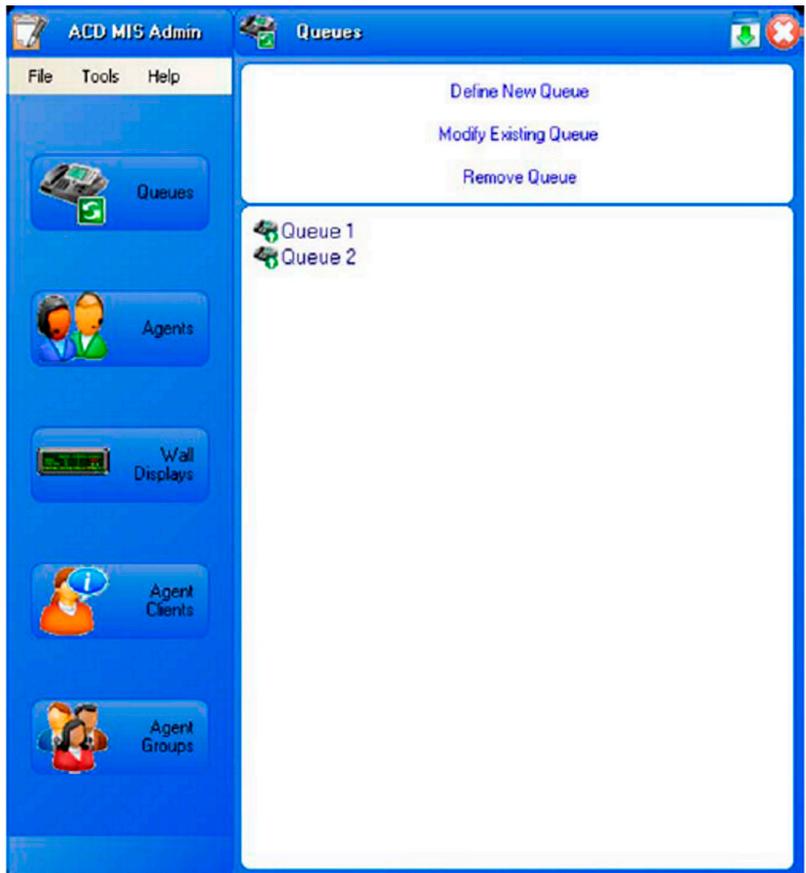


Figure 7-5 ACD MIS Admin Main Menu

The ACD MIS Admin main window lists the configuration categories on the left side of the form. These categories represent the following types of ACD settings:

Queue	Defines the name and group number for each queue.
Agents	Defines the agent and supervisor IDs.
Wall Displays	Used to configure LED wall boards in the call center.
Agent Clients	Used to configure individual agents desktop displays.
Agent Groups	Used to configure groups of agent client displays.

Selecting one of these categories updates the right side of the form to show the operations that can be performed in this category. The user can initiate one of these commands by clicking on the desired action.

For the Queues and Users categories, the lower half of the form shows the defined objects in the selected category. The main window layouts for the other configuration categories are presented in subsequent paragraphs.

5.1 Queue Administration

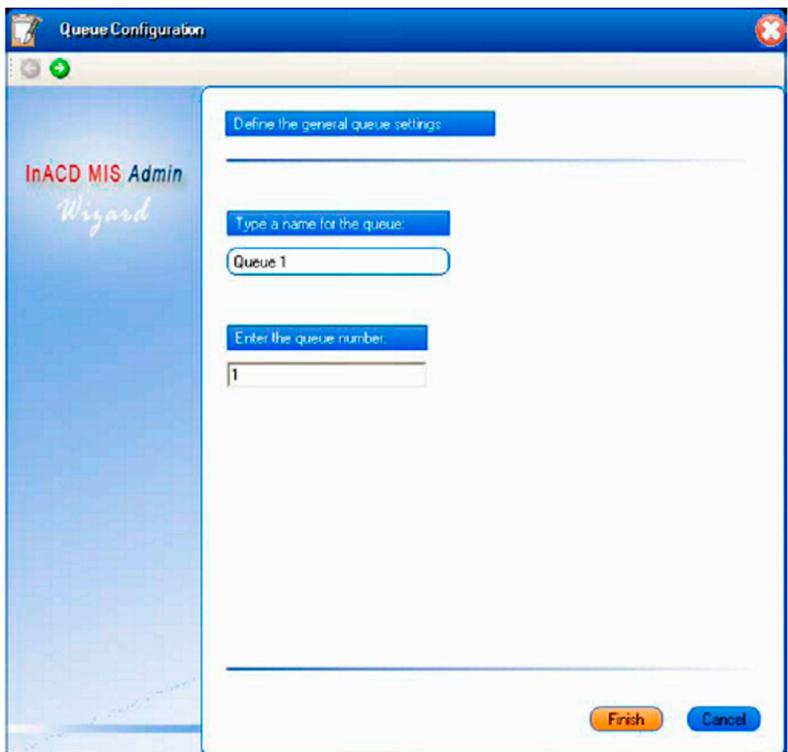
When the **Queue** option is selected on the ACD MIS Admin main window, the following operations are accessible:

- Define New Queue
- Modify Existing Queue
- Remove Queue

Each operation is described in the following paragraphs.

5.1.1 Define New Queue

The **Define New Queue** command is used to setup a new call processing group. ACD MIS allows the administrator to define up to 10 different queues. When the **Define New Queue** operation is selected, the user is led through a series of menus that request the details required to set-up the queue. The initial queue definition screen is shown below.



The screenshot shows a web-based configuration window titled "Queue Configuration". On the left is a vertical sidebar with the text "InACD MIS Admin Wizard". The main content area has a blue header that says "Define the general queue settings:". Below this header are two input fields. The first is labeled "Type a name for the queue:" and contains the text "Queue 1". The second is labeled "Enter the queue number:" and contains the number "1". At the bottom right of the main area are two buttons: "Finish" (orange) and "Cancel" (blue).

Figure 7-6 Queue Configuration-Define Queue Settings

This first menu allows the user to specify the name of the queue and queue number used in UNIVERGE SV8100 programming.

 *The name of the Queue can be up to 32 characters in length.*

5.1.2 Modify Existing Queue

The **Modify Existing Queue** command is used to change the defined characteristics of a call processing queue. When the **Modify Existing Queue** operation is selected, the user is presented with a list of the currently defined queues as shown below.

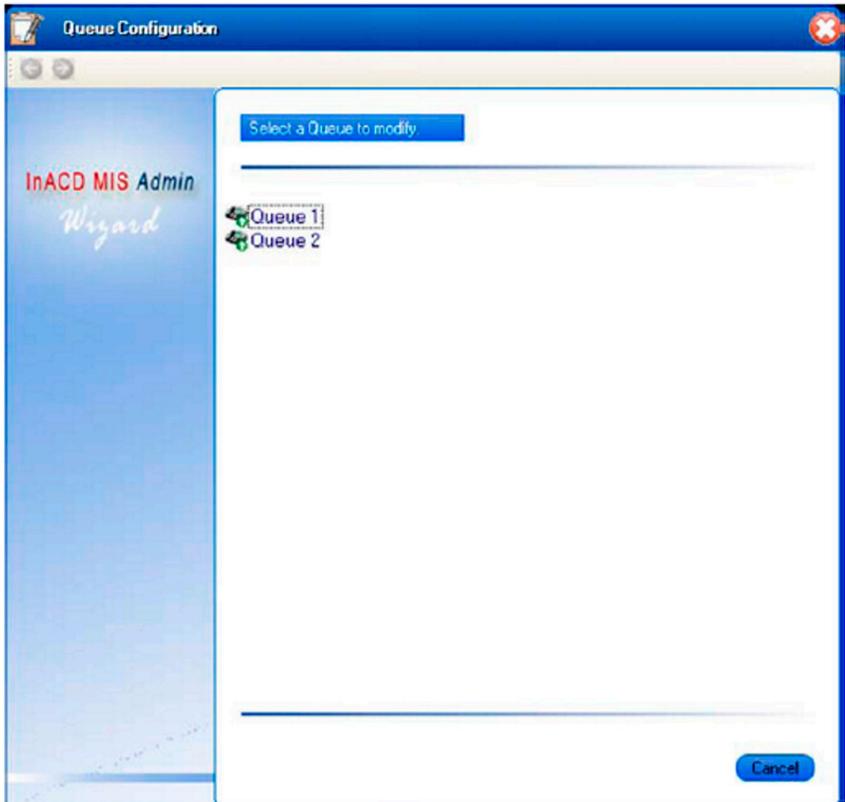


Figure 7-7 Queue Configuration-Select Queue to Change

The user selects a queue by clicking one of the listed definitions. After a queue is selected, the ACD MIS Admin utility then shows the first screen from the queue definition sequence, with the current values populated for each field. The user can then update the queue name. The Finish and Cancel buttons are available to complete the update.

5.1.3 Remove Queue

The **Remove Queue** command is used to remove the definition of a call processing queue. When the **Remove Queue** operation is selected, the user is presented with a list of the currently defined queues as shown in the Modify Existing Queue operation. After a queue is selected, the ACD MIS Admin utility shows a confirmation screen to verify that the user wants to permanently remove the Queue definition.

5.2 Agents Administration

When the **Agents** option is selected on the ACD MIS Admin main menu, the following operations is accessible:

- Define New Agent

- Modify Existing Agent

- Remove Agent

The following figure shows an display example when the Agent option is selected.

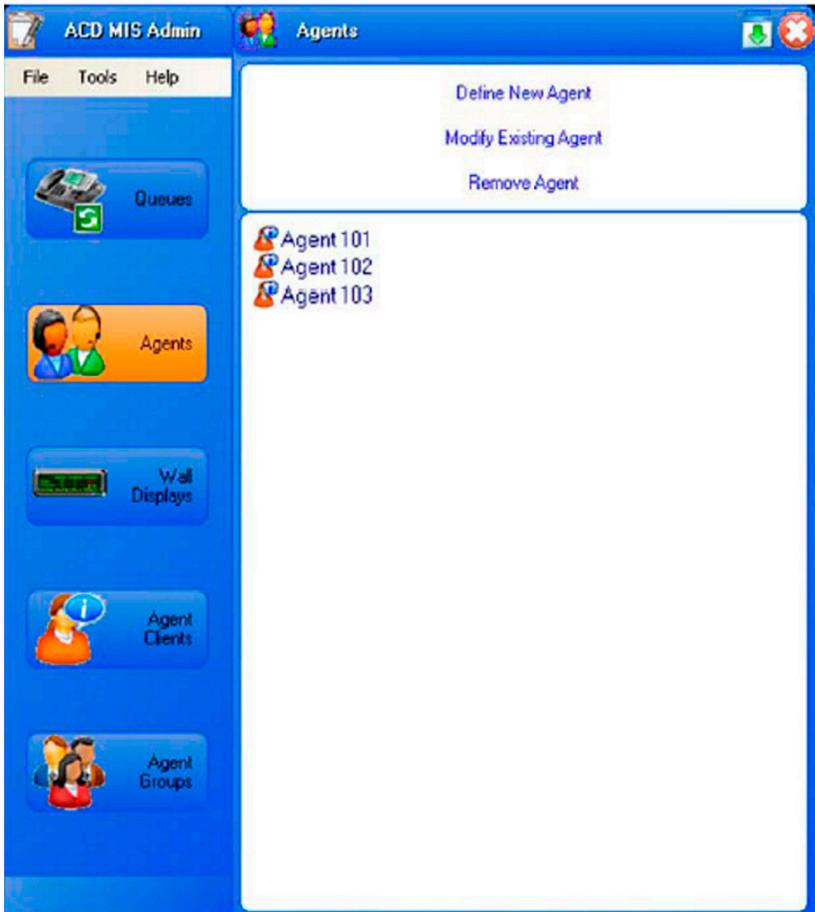


Figure 7-8 ACD MIS Admin-Agents

The bottom panel on the menu shows all agents that are currently defined, listing both their names and User IDs.

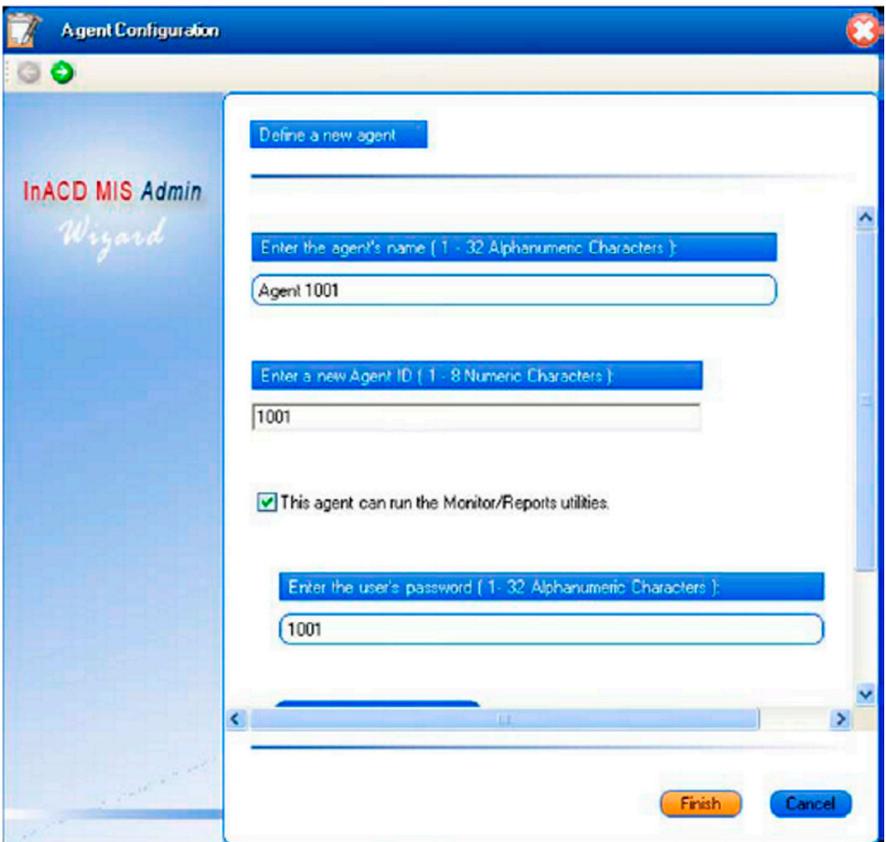
The top part of the screen lists the operations that can be performed on the agent objects. Each operation is described in the following paragraphs.

5.2.1 Define New Agent

The **Define New Agent** command is used to setup a new call center agent or supervisor. The administrator can define up to 512 agents and supervisors.

When the **Define New Agent** operation is selected, the administrator is led through a series of menus that request details required to define the new agent or supervisor.

The agent definition screen is shown below.



The screenshot shows the 'Agent Configuration' window with a sidebar on the left containing the text 'InACD MIS Admin Wizard'. The main content area is titled 'Define a new agent' and contains the following fields and options:

- A blue header bar with the text 'Define a new agent'.
- A text input field labeled 'Enter the agent's name (1 - 32 Alphanumeric Characters)' with the value 'Agent 1001'.
- A text input field labeled 'Enter a new Agent ID (1 - 8 Numeric Characters)' with the value '1001'.
- A checked checkbox labeled 'This agent can run the Monitor/Reports utilities.'
- A text input field labeled 'Enter the user's password (1 - 32 Alphanumeric Characters)' with the value '1001'.
- At the bottom right, there are two buttons: 'Finish' (orange) and 'Cancel' (blue).

Figure 7-9 Agent Configuration-Define a New Agent

The administrator enters the Agent Name, Agent ID. Options are also available to set a password enabling a designated agent to act as a Supervisor authorized to run the ACD MIS Monitor/Report utilities.

The administrator is able setup this agent to use the Agent Client software. If this agent/supervisor is running the Agent Client application, the first option should be selected. If the first option is selected, then the second option is active. The second option controls whether the agent can send text messages to other Agent Clients.

Press the **Finish** button to complete the definition for this New Agent.

5.2.2 Modify Existing Agent

The **Modify Existing Agent** command changes the defined characteristics of an agent or supervisor.

When the **Modify Existing Agent** operation is selected, the user is presented with a list of the currently defined agents as shown below.

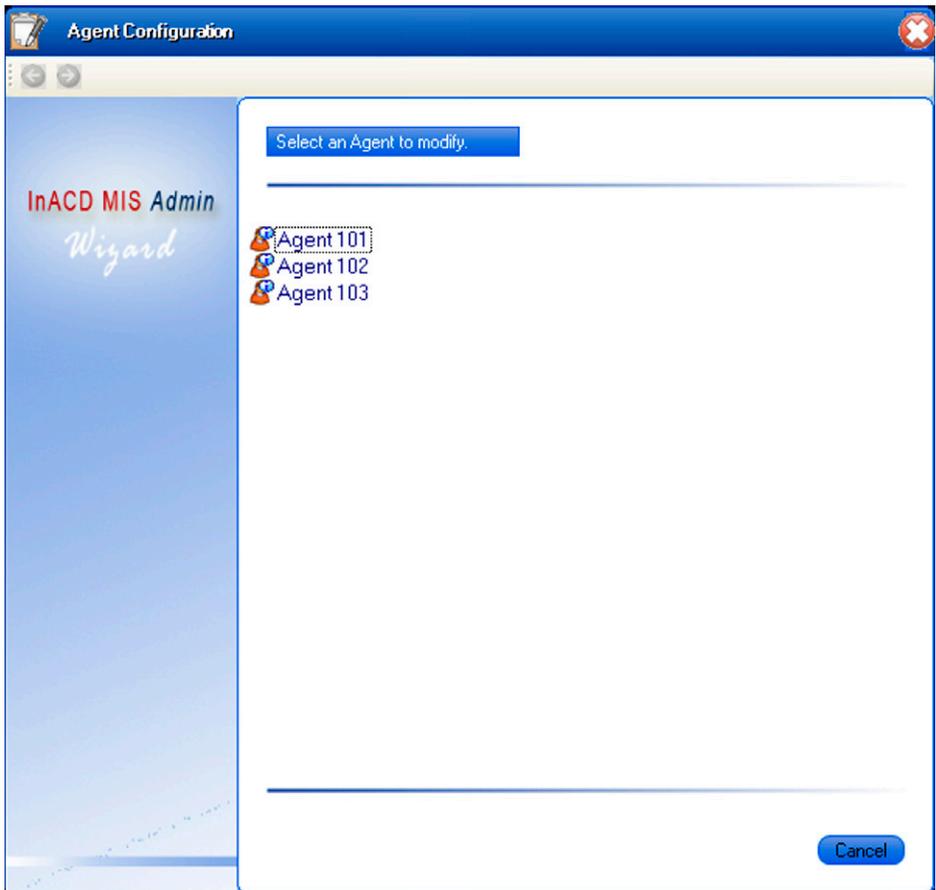


Figure 7-10 Select an Agent to Modify Screen

After an agent is selected, the ACD MIS Admin utility shows the screen from the user definition sequence, with the current values populated for each field. The Finish and Cancel buttons are available in the definition sequence, so the administrator does not have to advance to the last menu to complete the update.

5.2.3 Remove Agent

The **Remove Agent** command is used to remove an agent or supervisor definition. When the **Remove Agent** operation is selected, the administrator is presented with a list of the currently defined Agents as shown for **Modify Existing Agent**.

After an Agent is selected, the ACD MIS Admin utility shows a confirmation screen to verify that the administrator wants to permanently remove the Agent profile.

5.3 Wall Displays

The Wall Displays category configures LED wall boards in the call center. These devices can be installed in the call center to provide a highly visible method of broadcasting relevant ACD statistics. ACD MIS supports three different sizes of wall displays: one-line, two-line, and three-line.

When the administrator selects the Wall Displays option from the main menu, the main menu is updated to offer the following configuration options.

- Define New Wall Display
- Modify Wall Display Definition
- Update Message Assignments

- Delete Wall Display Definition
- Define New Real-Time Data Message
 - ☐ Queue Monitor Real-Time Message
 - ☐ Queue Summary Real-Time Message
 - ☐ Call Center Monitor Real-Time Message
 - ☐ Call Center Summary Real-Time Message
- Define New Text Message
- Modify Message Definition
- Delete Message Definition

The following menu shows an example of the main menu with the Wall Displays option selected.



Figure 7-11 ACD MIS Admin-Wall Displays Main Menu

The lower portion of the screen lists the Wall Display objects currently defined. The operations listed on this menu are further defined in the following paragraphs.

5.3.1 Define New Wall Display

The **Define New Wall Display** command is used when a new wall display is being added to the call center. When this command is selected, the following menu is displayed.

The screenshot shows a window titled "Wall Display Configuration" with a blue header and a close button. On the left is a sidebar with the "InACD MIS Admin Wizard" logo. The main area is titled "Define the wall display properties" and contains two sections: "Identification" and "Connectivity".

Identification

- Type a name for the new wall display. (Text box: Customer Service)
- The wall display Address is set to (Spin box: 1)
- The Model Number for this wall display is (Dropdown menu: WD-2-36)
- Reserve bottom line for text messages.

Connectivity

- The wall display is connected to the MIS Server PC via: (Radio button selected) Serial Port

Buttons: Finish, Cancel

Figure 7-12 Wall Display Configuration-Wall Display Properties

This menu prompts the administrator to enter a name for the new Wall Display definition. The second field specifies the Address that is set in the wall display. The Model Number field specifies which size of wall display is being defined. Valid values for this field are WD-1-27 (1-line), WD-2-36 (2-line), and WD-3-36 (3-line). If the WD-3-36 value is selected, the user can also specify that the bottom line of the 3-line display is used only for text messages.

The Connectivity area allows the administrator to specify if the wall display is connected directly to the MIS Server PC serial port or is connected to the corporate LAN. For a LAN connection, the IP Address of the wall display must be specified.

5.3.2 Modify Wall Display Definition

The **Modify Wall Display Definition** command is used to change the properties for an existing wall display.

When this command is selected, the following menu is displayed, which allows the user to select which wall display definition is to be modified.

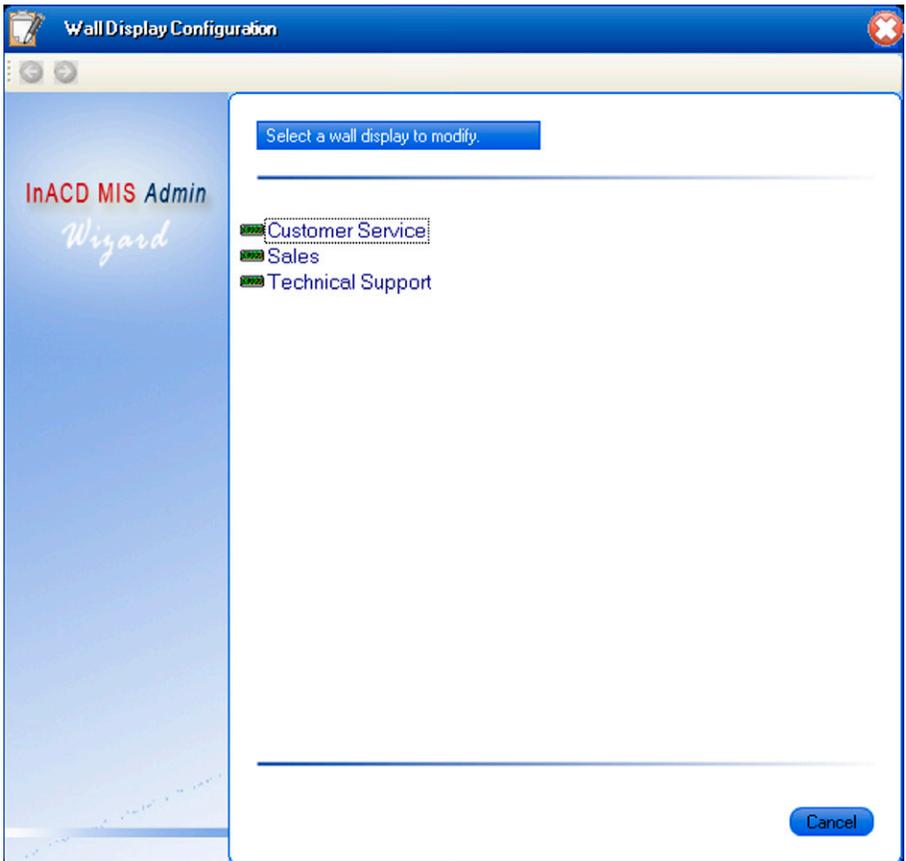


Figure 7-13 Wall Display Configuration-Select a Wall Display to Modify

After a wall display is selected, the ACD MIS Admin utility then shows the wall display properties menu, with the current values populated for each field.

5.3.3 Update Message Assignments

The **Update Message Assignments** command is used to change the set of messages that is currently being shown on a wall display. When this command is selected, a menu is displayed, which allows the user to select which wall display is to be modified. This menu is similar to the one shown in the **Modify Wall Display Definition** section.

After a wall display is selected, the following menu is displayed.

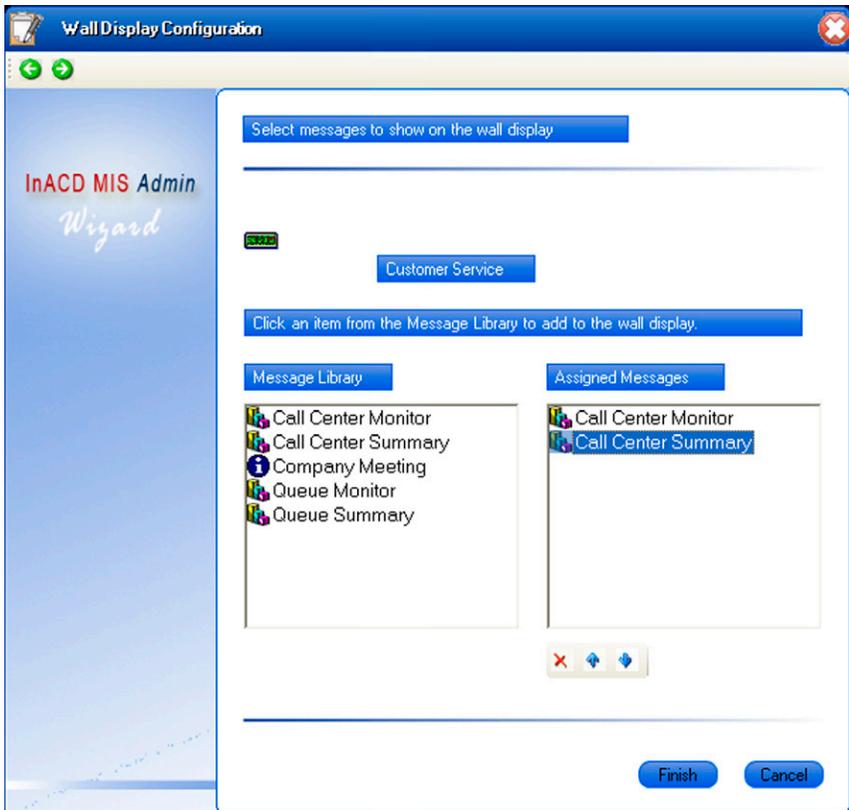


Figure 7-14 Wall Display Configuration-Select Messages for Wall Display

The Message Library list shows all real-time and text messages that are currently defined. The messages in the Assigned Messages list are shown on the selected wall display in the order that they appear in the list. When the administrator clicks on a message in the Message Library, the selected message is added to the bottom of the Assigned Messages list. The user can reposition messages in the Assigned Messages list by selecting a message, and then clicking on the Up Arrow and Down Arrow. The Delete icon removes the selected message from the Assigned Messages list.

5.3.4 Delete Wall Display Definition

The **Delete Wall Display Definition** command removes a wall display from the current configuration. When the **Delete Wall Display Definition** operation is selected, the administrator is presented with a list of the currently defined wall displays as shown in the **Modify Wall Display Definition** section.

After a wall display is selected, the ACD MIS Admin utility shows a confirmation screen to verify that the administrator wants to permanently remove the wall display definition.

5.3.5 Define New Real-Time Data Message

The **Define New Real-Time Data Message** command is used to create a new real-time message to be displayed on an endpoint. Real-time data messages are used to broadcast within the call center important ACD statistics. When this command is selected, the following menu is displayed.

The screenshot shows a software window titled "Real-Time Message" with a sidebar on the left containing the text "InACD MIS Admin Wizard". The main content area is divided into sections. The first section, "Name the message", contains a text input field with the text "Queue Monitor". The second section, "Select the type of real-time message to create:", contains four radio button options, each with a description box:

- Queue Monitor: Shows current call counts, agent counts, and time in queue.
- Queue Summary: Shows cumulative totals and averages over a fixed time interval.
- Call Center Monitor: Shows current call counts and agent counts for the entire call center.
- Call Center Summary

At the bottom right of the window are two buttons: "Next" and "Cancel".

Figure 7-15 Real-Time Message-Name the Message

The first field allows the administrator to assign a name to the real-time message. The second menu item identifies which real-time message is being defined. Each message includes a brief description of what type of data can be included in the message.

The following sections show the subsequent menus that are displayed, based on the type of real-time message being created.

5.3.6 Queue Monitor Real-Time Message

When a **Queue Monitor Real-Time Message** is being defined, the following menu is displayed after the **Name the new message** menu.

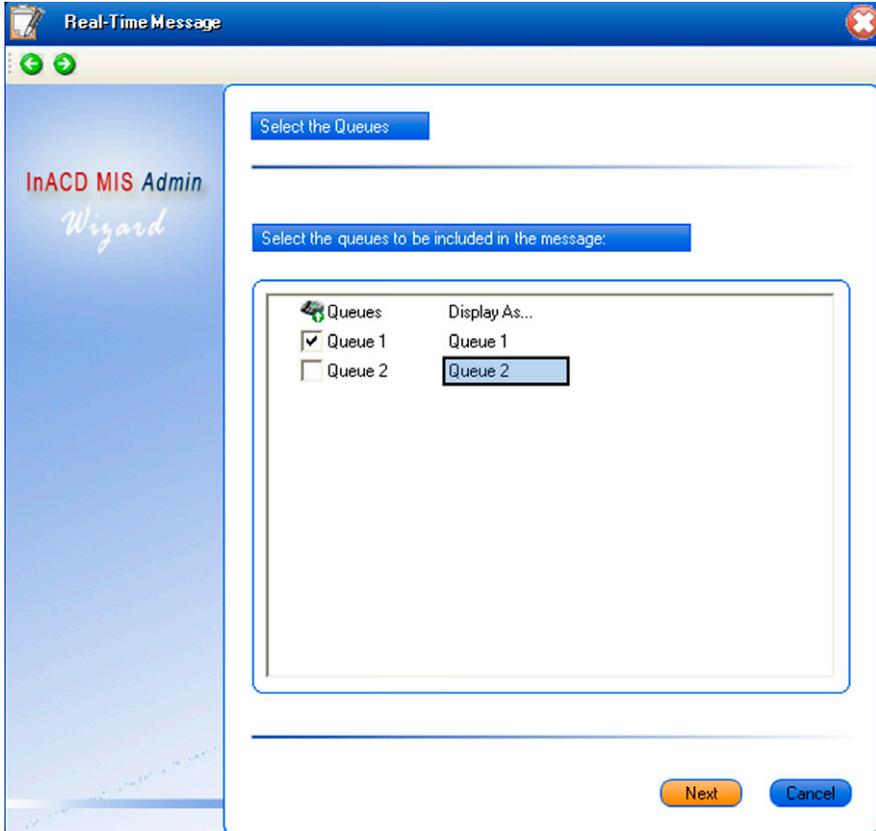


Figure 7-16 Real-Time Message-Select the Queues

This menu allows the administrator to specify which queues are included in this real-time message. When this menu is completed, the following screen is displayed.

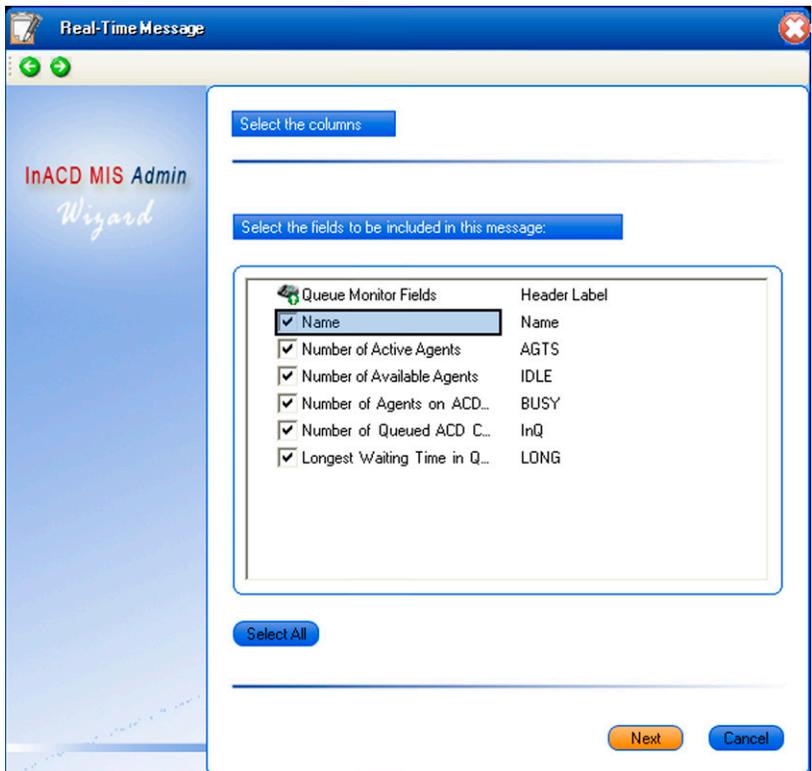


Figure 7-17 Real-Time Message-Select the Columns

This menu allows the administrator to select the statistics that are displayed in this message or select the Select All button to select all options. The user can also specify the text that is used as the header label for each field.

When the fields are selected, the following menu is displayed.

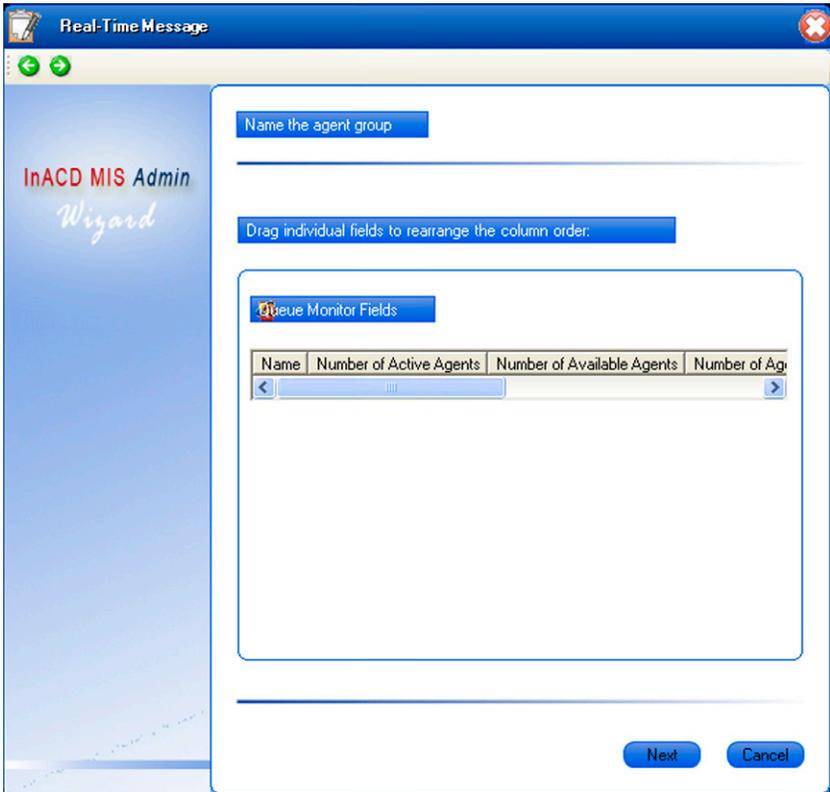


Figure 7-18 Real-Time Message-Name the Agent Group

This menu allows the administrator to specify the order in which the data fields are displayed by dragging an individual field to a new position in the list.

After the column order is defined, the following menu is displayed.



Figure 7-19 Real-Time Message-Set the Thresholds

The threshold menu allows the administrator to set three threshold levels for each numeric field and associate a color change with each level. The threshold menu is the last form for this message definition.

5.3.7 Queue Summary Real-Time Message

Definition of a Queue Summary Real-Time Message is accomplished using the following sequence of menus.

Name the New Message – This is the same menu defined for the Queue Monitor Real-Time Message.

Select the Queues – This is the same menu defined for the Queue Monitor Real-Time Message.

Select the Columns – This is the same format menu shown for the Queue Monitor. The available fields displayed on this menu are as follows:

- Name
- Number of Calls Offered
- Number of Calls Answered
- Number of Calls Abandoned
- Number of Calls Overflowed Out of Queue
- Number of Calls Overflowed Into Queue
- Average ACD Call Length
- Average Answer Time (Wait Time In Queue)
- Average Abandon Time
- Percent Abandoned
- Number of Calls Abandoned After Threshold
- Number of Calls Answered After Threshold
- Percentage Abandoned After Threshold
- Percentage Answered After Threshold
- Service Level

Set the Column Order – This is the same format menu shown for the Queue Monitor.

Set the Thresholds – This is the same format menu shown for the Queue Monitor.

Set the Thresholds – is the last menu for this message definition.

5.3.8 Call Center Monitor Real-Time Message

When a **Call Center Monitor Real-Time Message** is being defined, the following menu is displayed after the **Name the new message** menu.

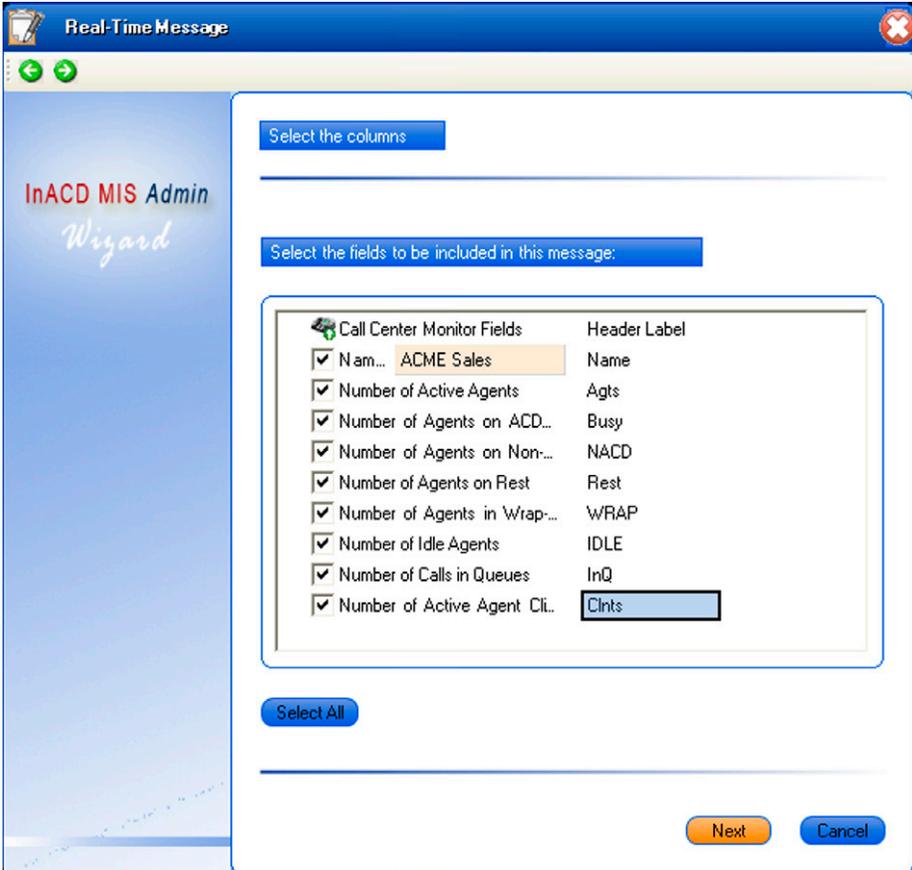


Figure 7-20 Real-Time Message-Select the Columns

This menu allows the administrator to select which fields are included in this real-time message. The user can also specify the text that is used as the Name and header label for each field.

After the field selection is complete, the following menu is displayed.

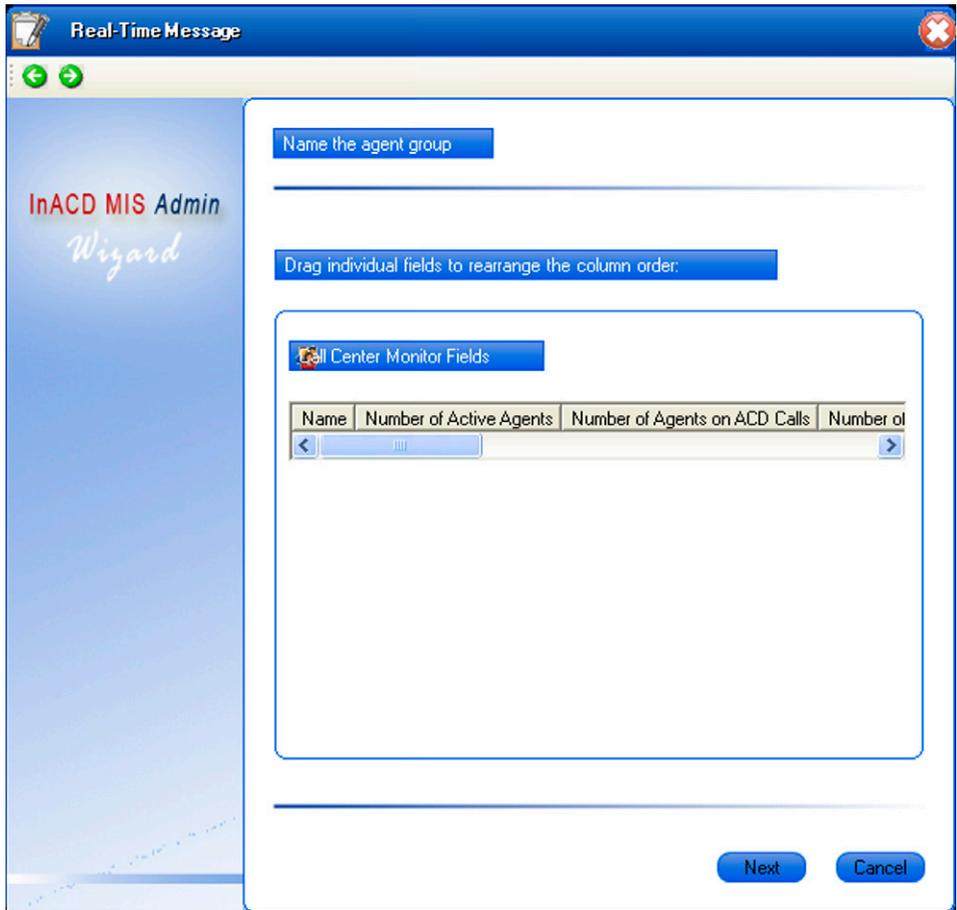


Figure 7-21 Real-Time Message-Name the Agent Group

The administrator can modify the order of the columns in the message by dragging an individual field to a new position in the list.

After the column order is defined, the following screen appears.

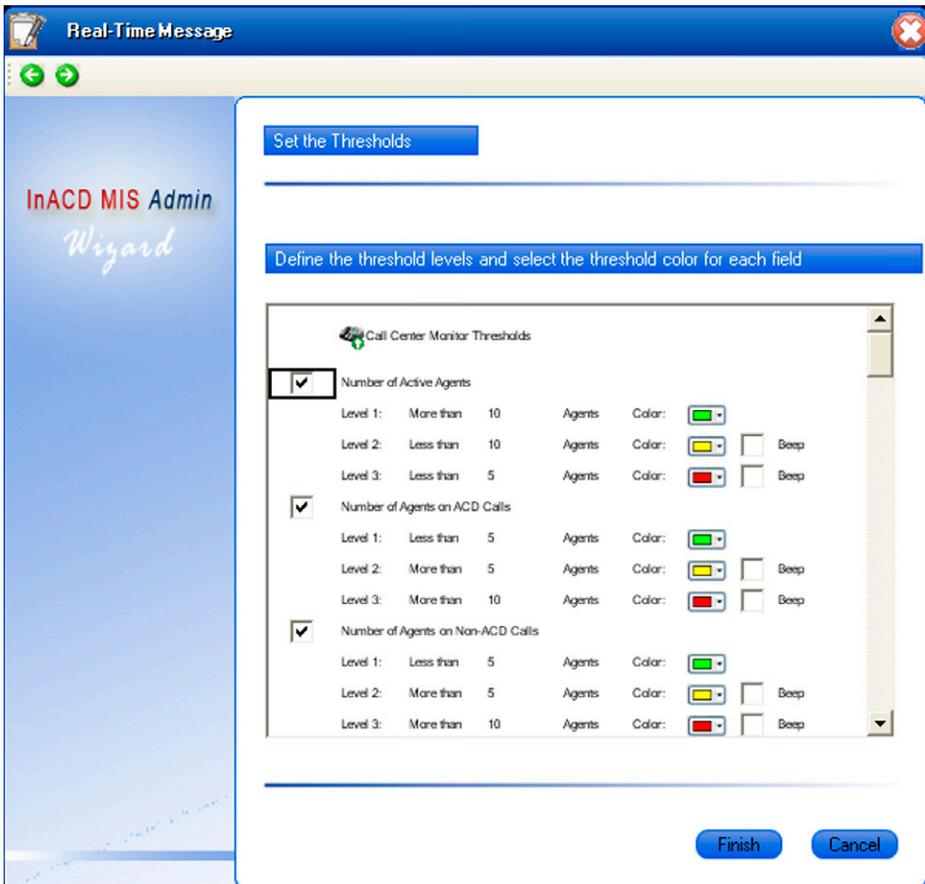


Figure 7-22 Real-Time Message-Set the Thresholds

The threshold menu allows the administrator to set three threshold levels for each numeric field and associate a color change with each level. The threshold menu is the last form in this message definition.

5.3.9 Call Center Summary Real-Time Message

Defining a Call Center Summary Real-Time Message is accomplished using the following sequence of menus.

Name the New Message – This is the same menu defined for the Queue Monitor Real-Time Message.

Select the Columns – This is the same format menu shown for the Call Center Monitor. The available fields displayed on this menu are as follows:

- Name
- Number of Calls Offered
- Number of Calls Answered
- Number of Calls Abandoned

Set the Column Order – This is the same format menu shown for the Call Center Monitor.

Set the Thresholds – This is the same format menu shown for the Call Center Monitor.

Set the Collection Interval

The statistics in the Call Center Summary Real-Time Message are all calculated for a specific time interval. The following menu prompts the user to define the interval and start time used for this message.

The screenshot shows a window titled "Real-Time Message" with a blue header and a close button. On the left is a sidebar with "InACD MIS Admin Wizard" text. The main area contains two blue buttons: "Set the statistics period" and "Set the interval for the summary statistics." Below the second button is a rounded rectangle titled "Summary Interval" containing a section "Interval Length:" with six radio button options: 15 Minutes (selected), 4 Hours, 12 Hours, 1 Hour, 8 Hours, and 24 Hours. Below this is an "Interval Start Time:" label and a time selection field showing "08:00 AM". At the bottom right are "Finish" and "Cancel" buttons.

Figure 7-23 Real-Time Message-Set the Statistics Period

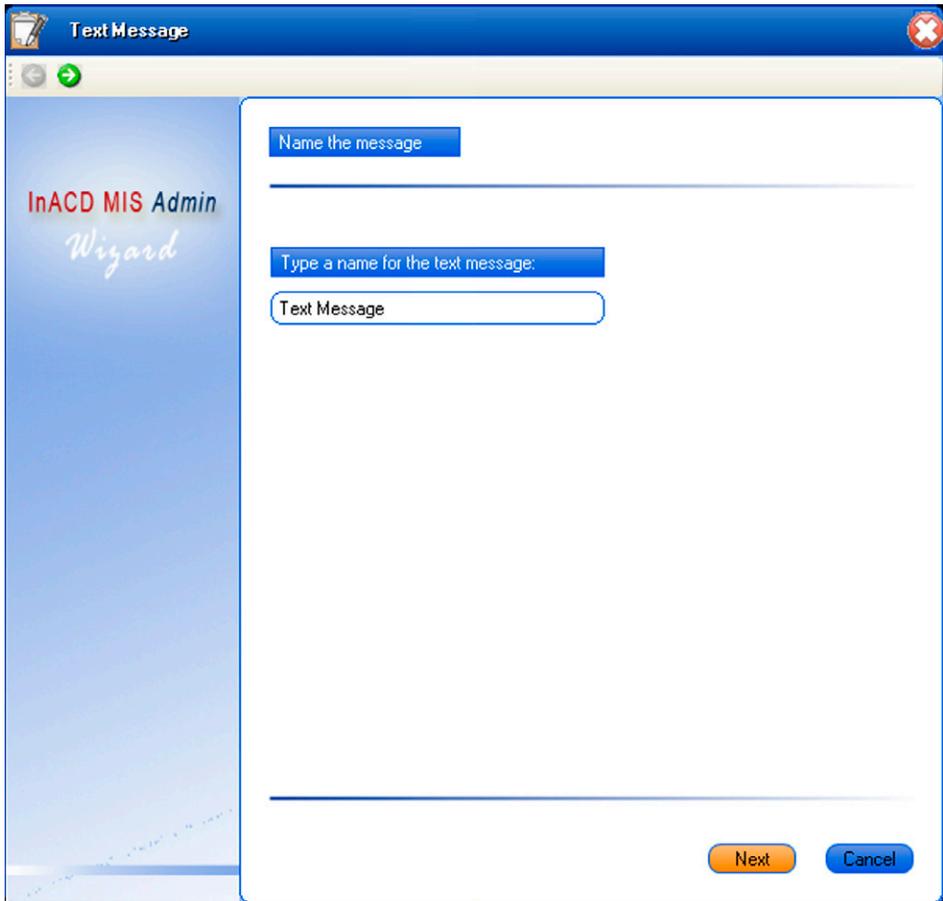
The **Interval Length** specifies the time that is used to summarize the data values. When the current time expires, all counters are reset to zero and a new time begins. The **Interval Start Time** sets a time period when one of the intervals begins. The start time for all other intervals is then adjusted based on the selected start time. For example, if the **Interval Length** is *4 Hours* and the **Interval Start Time** is *8:00AM*, then intervals start at 12:00PM, 4:00PM, 8:00PM, 12:00AM, 4:00AM, and 8:00AM.

The Statistics Period is the last menu for this message definition.

5.3.10 Define New Text Message

The **Define New Text Message** command is used to create a new text message to be displayed on an endpoint. Text messages can be used to deliver important information to individuals and groups.

When this command is selected, the following menu is displayed.



The screenshot shows a window titled "Text Message" with a blue header bar. On the left side, there is a vertical blue bar with the text "InACD MIS Admin" and "Wizard" in a script font. The main area of the window contains a form with the following elements:

- A blue button labeled "Name the message" above a horizontal line.
- A blue button labeled "Type a name for the text message:" above a text input field.
- A text input field containing the text "Text Message".
- At the bottom right, there are two buttons: an orange "Next" button and a blue "Cancel" button.

Figure 7-24 MIS Admin-Name the Message

After the administrator has entered a name for the new message, the following menu is displayed.

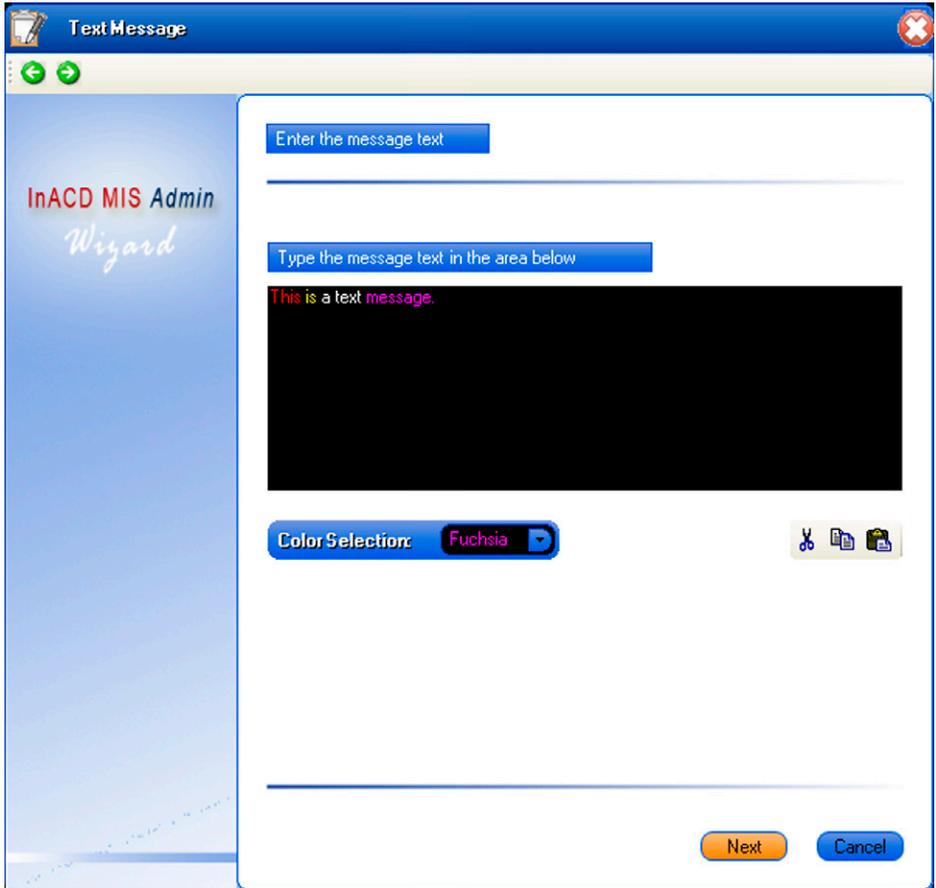


Figure 7-25 MIS Admin-Enter the Message Text

The administrator enters the message text in the black data entry area. The text color can be changed using the color selector at the bottom of the menu. This menu also provides Cut, Copy, and Paste functions to help in the creation of the message.

After the message text is entered, the following menu is displayed.

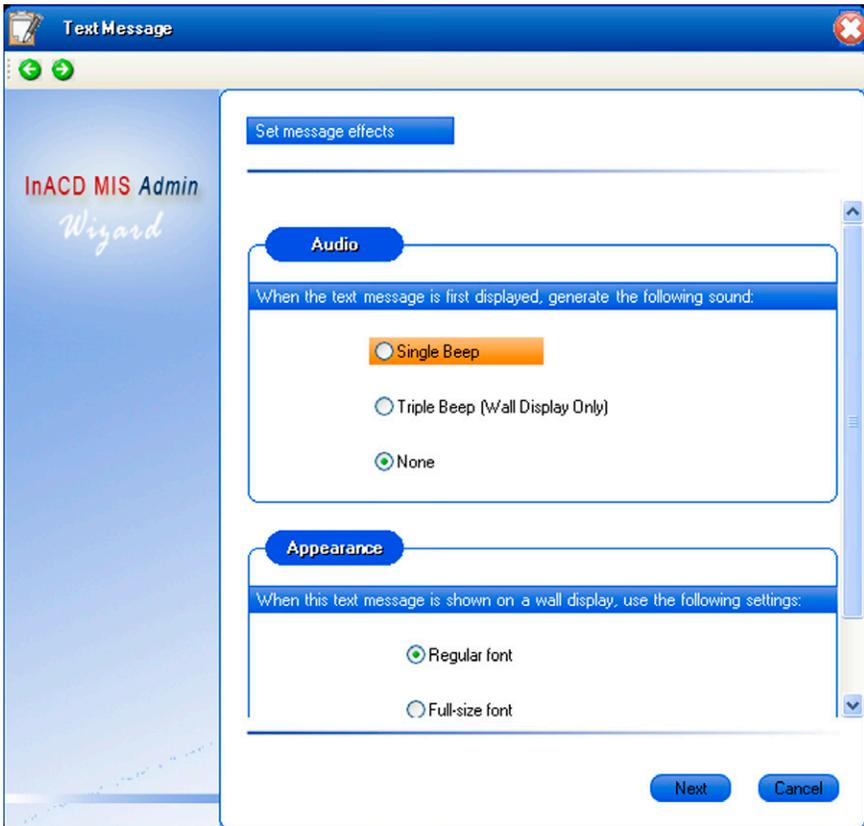


Figure 7-26 MIS Admin-Set Message Effects

This menu allows the administrator to apply audio and visual effects to the text message. The Alert Tone field designates that a tone is generated by the endpoint (wall display or Agent Client PC) when the message is initially displayed.

The Appearance fields apply only to messages that are displayed on wall displays and control the font size and special effects that are applied to the message.

After the message effects are defined, the following menu is displayed.

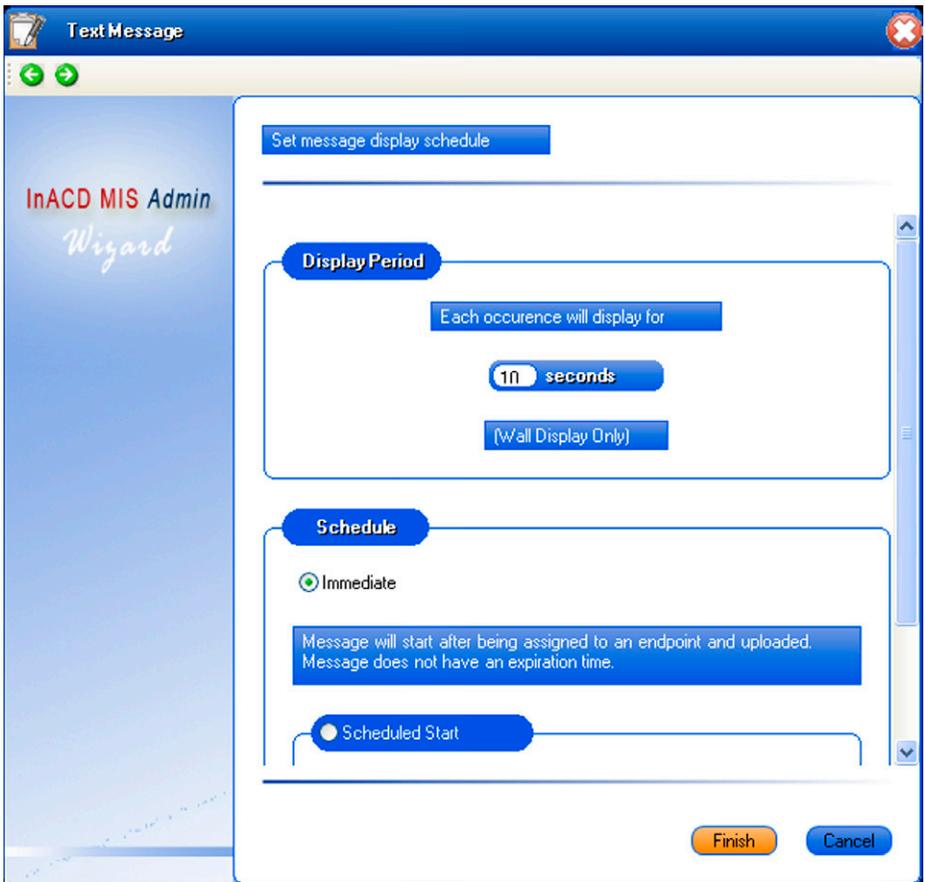


Figure 7-27 MIS Admin-Set Message Display Schedule

This menu specifies the active time period for this message. The Display Period field applies only to messages that are assigned to a wall display and controls the time the message is displayed per occurrence. The Schedule fields specify when the text message starts being displayed and how long the message remains active. The Immediate setting causes the message to be displayed as soon as it is assigned to an endpoint and uploaded to the MIS Server. An Immediate message remains active until it is removed (unassigned) from the endpoint. The Scheduled Start fields can be used to set the specific time the message becomes active and the time that the message remains active.

The display schedule menu completes the text message definition.

5.3.11 Modify Message Definition

The **Modify Message Definition** command is used to change the properties for a real-time or text message.

When this command is selected, the following menu is displayed, which allows the user to select which message definition is to be modified.

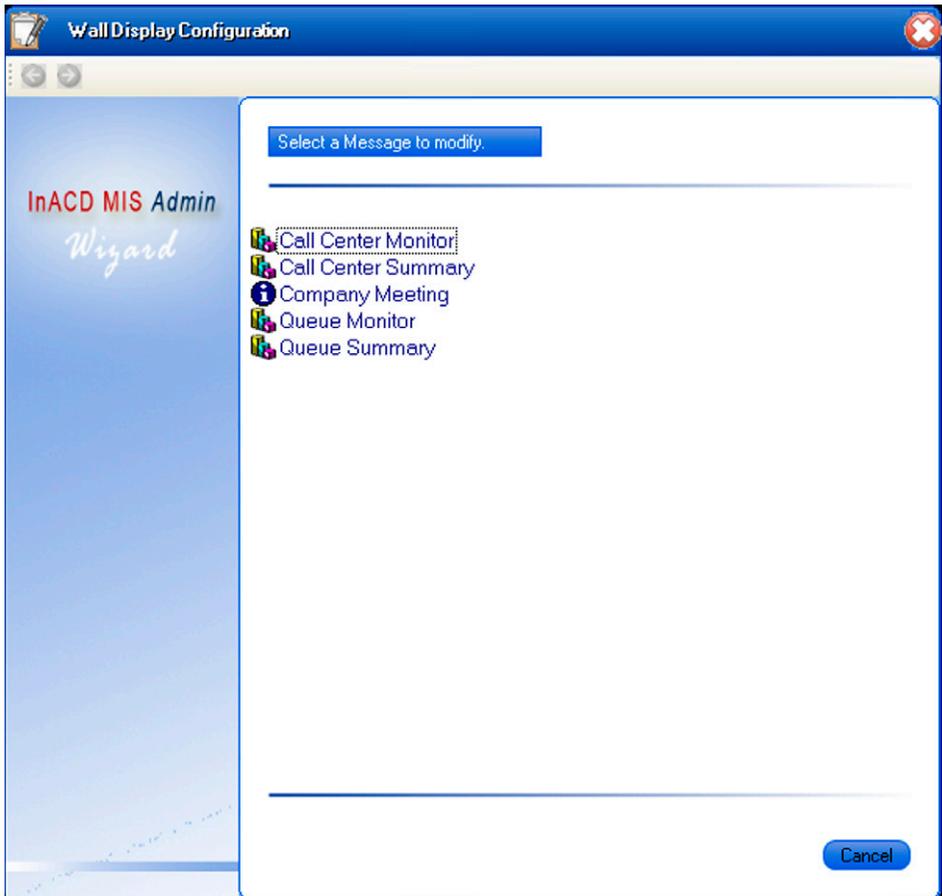


Figure 7-28 MIS Admin-Select a Message to Modify

After a message is selected, the ACD MIS Admin utility shows the first screen from the message definition sequence, with the current values populated for each field. The administrator can then use the Next/Back buttons to move through the definition and update any field. The Finish and Cancel buttons are available on all menus in the definition sequence, so the administrator does not have to advance to the last menu to complete the update.

5.3.12 Delete Message Definition

The **Delete Message Definition** command is used to remove a real-time or text message definition from the system. When the **Delete Message Definition** operation is selected, the administrator is presented with a list of the currently defined wall displays as shown in the **Modify Message Definition** section.

After a message is selected, the ACD MIS Admin utility shows a confirmation screen to verify that the administrator wants to permanently remove the message definition. When a message definition is deleted, the message is removed from any endpoint to which it is currently assigned.

5.4 Agent Clients

The Agent Clients category is used to configure individual agent desktops displays. The ACD MIS Agent Client component allows agents and supervisors to view real-time ACD statistics on their PC screen. This functionality offers an efficient alternative to using the LED wall boards in the call center. Each agent can view a set of ACD statistics that is relevant to their individual assignment. Agent Clients also provide an effective means of communication when the physical layout of the call center prohibits the use of LED wall displays.

When the administrator selects the Agent Clients option from the Admin main menu, the main menu is updated to offer the following configuration options.

- Define New Agent Client

- Modify Agent Client Settings

- Update Message Assignments

- Delete Agent Client Definition

- Define New Real-Time Data Message

- Define New Text Message

- Modify Message Definition

- Delete Message Definition

 *An Agent Client ID cannot Update Message Assignments when part of an Agent Group.*

An example of the Agent Client operations menu is shown below.



Figure 7-29 MIS Admin-Agent Client Operations Menu

The lower portion of the screen lists the Agent Client objects currently defined. For each User object (Agent/Supervisor) defined in ACD MIS Admin, an Agent Client object is automatically created. These objects are labeled with the same icons as shown in the User category. Agent Client objects can also be created without being associated with an Agent/Supervisor. This type of Agent Client is defined using the Define New Agent Client command.

The following listed operations provide the same functionality as described previously for wall display endpoints.

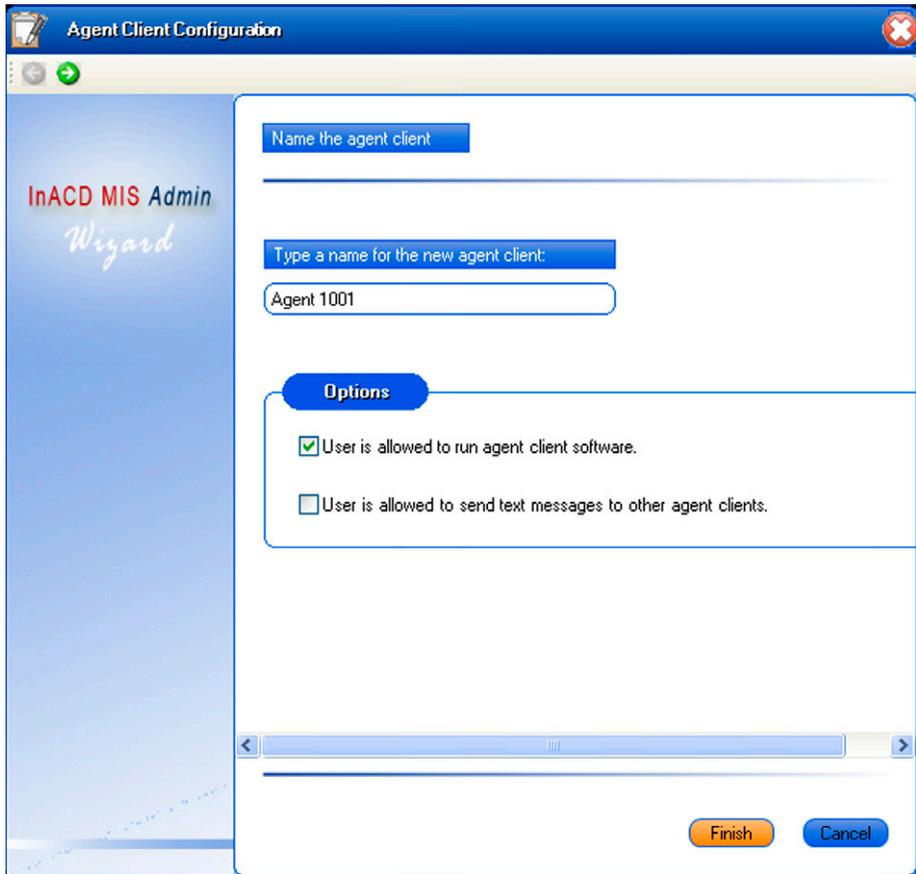
- Delete Message Definition
- Define New Real-Time Data Message
- Define New Text Message
- Modify Message Definition

The remaining Agent Client operations are further defined in the following paragraphs.

5.4.1 Define New Agent Client

The **Define New Agent Client** command creates a profile for a new Agent Client. Once an Agent Client profile is defined, the user can start the Agent Client application to view real-time statistics on their desktop.

When this command is selected, the following menu is displayed.



The screenshot shows a window titled "Agent Client Configuration" with a blue header. On the left is a vertical sidebar with the text "InACD MIS Admin Wizard". The main area contains a form with the following elements:

- A label "Name the agent client" above a horizontal line.
- A label "Type a name for the new agent client:" above a text input field containing "Agent 1001".
- A section titled "Options" containing two checkboxes:
 - User is allowed to run agent client software.
 - User is allowed to send text messages to other agent clients.
- A horizontal scrollbar at the bottom of the main area.
- Two buttons at the bottom right: "Finish" (orange) and "Cancel" (blue).

Figure 7-30 MIS Admin-Name the Agent Client

The administrator enters a name for the new agent client and also selects the options for this user. The first option controls whether or not this agent client is active and is allowed to login to the agent client application. The second option controls whether or not this agent client is permitted to send text messages to other agent clients.

5.4.2 Modify Agent Client Definition

The **Modify Agent Client Definition** command changes the options in an Agent Client profile. When the **Modify Agent Client Definition** operation is selected, the administrator is presented with a list of the currently defined agents as shown below.

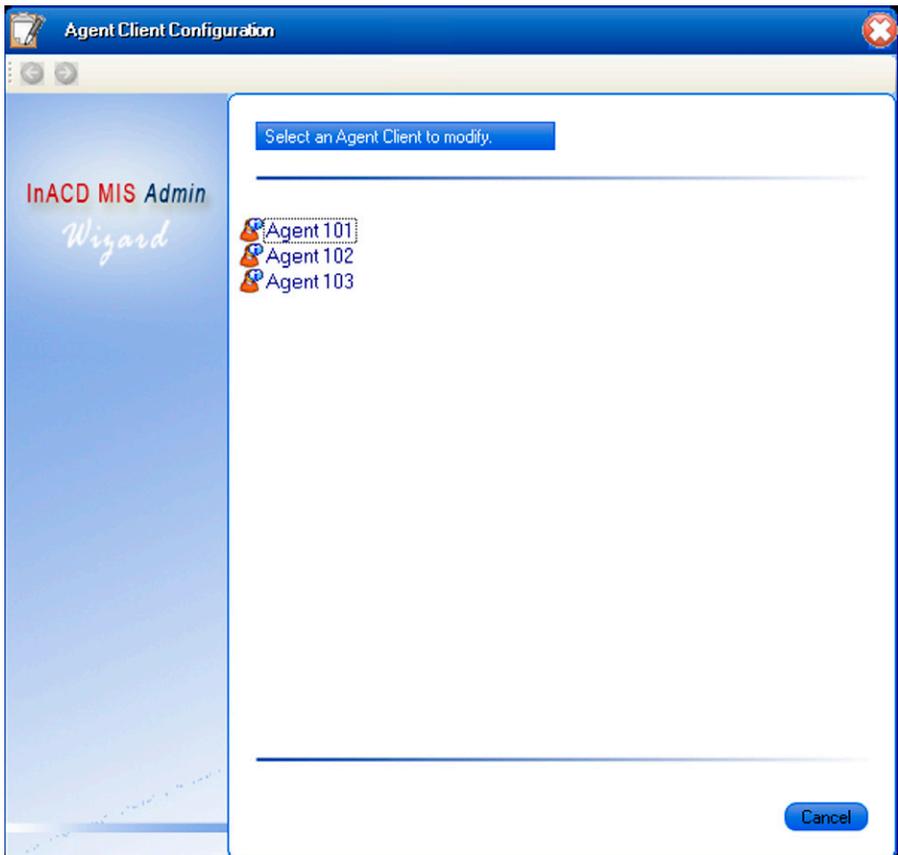


Figure 7-31 MIS Admin-Select an Agent Client to Modify

After an agent client is selected, the ACD MIS Admin utility then shows the agent client definition menu, with the current values populated for each field.

5.4.3 Update Message Assignments

The **Update Message Assignments** command changes the set of messages that is currently shown on the Agent Client display. When this command is selected, the following menu is displayed allowing the user to select which Agent Client is to be modified.

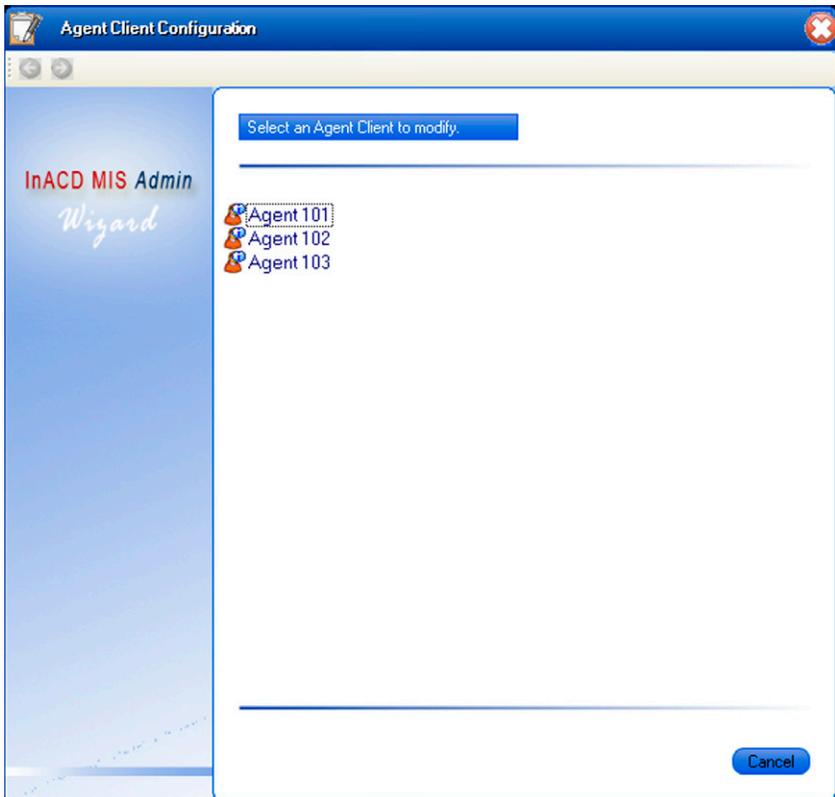


Figure 7-32 MIS Admin-Select an Agent Client to Modify

After an Agent Client is selected, the following menu is displayed.

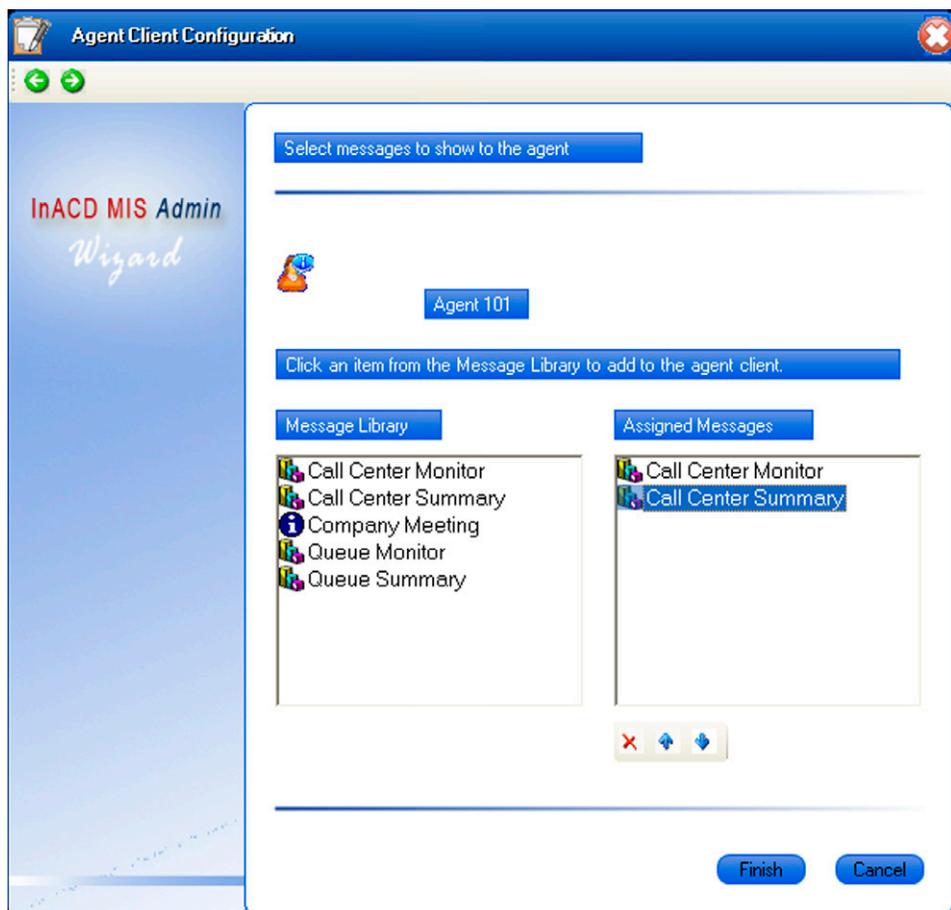


Figure 7-33 MIS Admin-Select Messages to Show Agent

The Message Library list shows all real-time and text messages currently defined. The messages in the Assigned Messages list are shown on the selected Agent Client in the order they appear in the list. When the administrator clicks on a message in the Message Library, the selected message is added to the bottom of the Assigned Messages list. The user can reposition messages in the Assigned Messages list by selecting a message, and then clicking on the Up Arrow and Down Arrow. The Delete icon removes the selected message from the Assigned Messages list.

If an Agent Client was already assigned to an Agent Group you get a pop up window saying that the Agent Client is already assigned to a Group and is removed from it if a message is assigned to it.



5.4.4 Delete Agent Client Definition

The **Delete Agent Client Definition** command removes an agent client profile from the current configuration. When the **Delete Agent Client Definition** operation is selected, the administrator is presented with a list of the currently defined agent client as shown in the **Modify Agent Client Definition** section.

After an Agent Client is selected, the ACD MIS Admin utility shows a confirmation screen to verify that the administrator wants to permanently remove the agent client definition.

5.5 Agent Groups

The Agent Groups category is used to configure groups of agent client displays. With Agent Groups, the administrator can define a collection of agent clients that can be addressed as a single endpoint. This approach is useful when several agents require the same set of statistics to be displayed on their desktop.

When the administrator selects the Agent Groups option from the Admin main menu, the main menu is updated to offer the following configuration options.

- Define New Agent Group
- Modify Agent Group Members
- Update Message Assignments
- Delete Agent Group Definition
- Define New Real-Time Data Message
- Define New Text Message
- Modify Message Definition
- Delete Message Definition

An example of the Agent Groups operations menu is shown below.

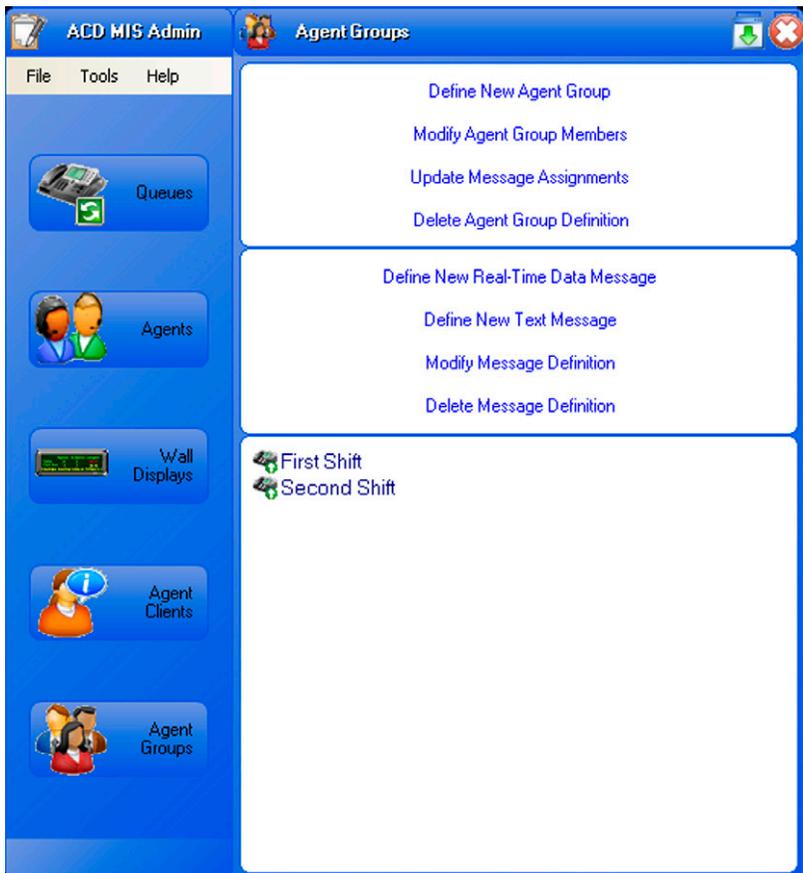


Figure 7-34 MIS Admin-Agent Groups Operations Menu

The lower portion of the screen lists the Agent Group objects currently defined.

The following listed operations provide the same functionality as described previously for wall display endpoints.

- Define New Real-Time Data Message

- Define New Text Message

- Modify Message Definition

- Delete Message Definition

The remaining Agent Client operations are further defined in the following paragraphs.

5.5.1 Define New Agent Group

The **Define New Agent Group** command is used to create a new collection of Agent Clients. Once an Agent Group is defined, the user can assign real-time data messages and text messages to all agent clients in the group.

When the **Define New Agent Group** command is selected, the following menu is displayed.

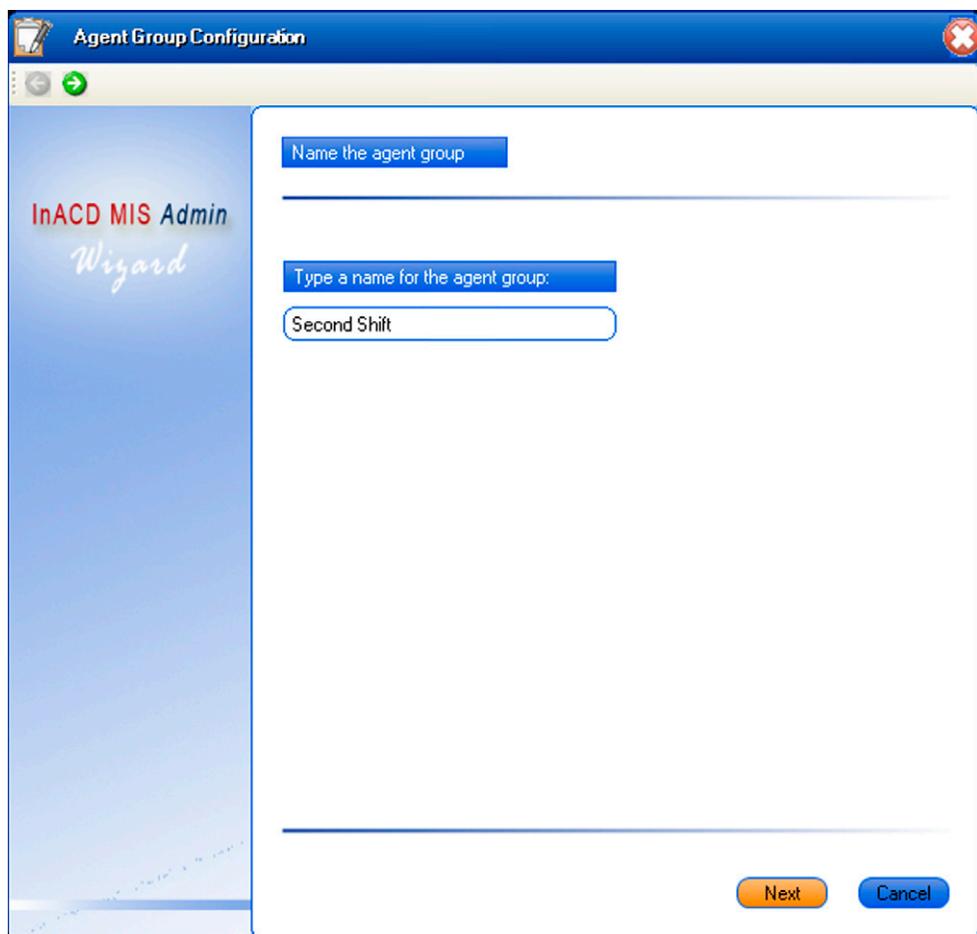


Figure 7-35 MIS Admin-Name the Agent Group

After the administrator enters a name for the Agent Group, the following menu is displayed.

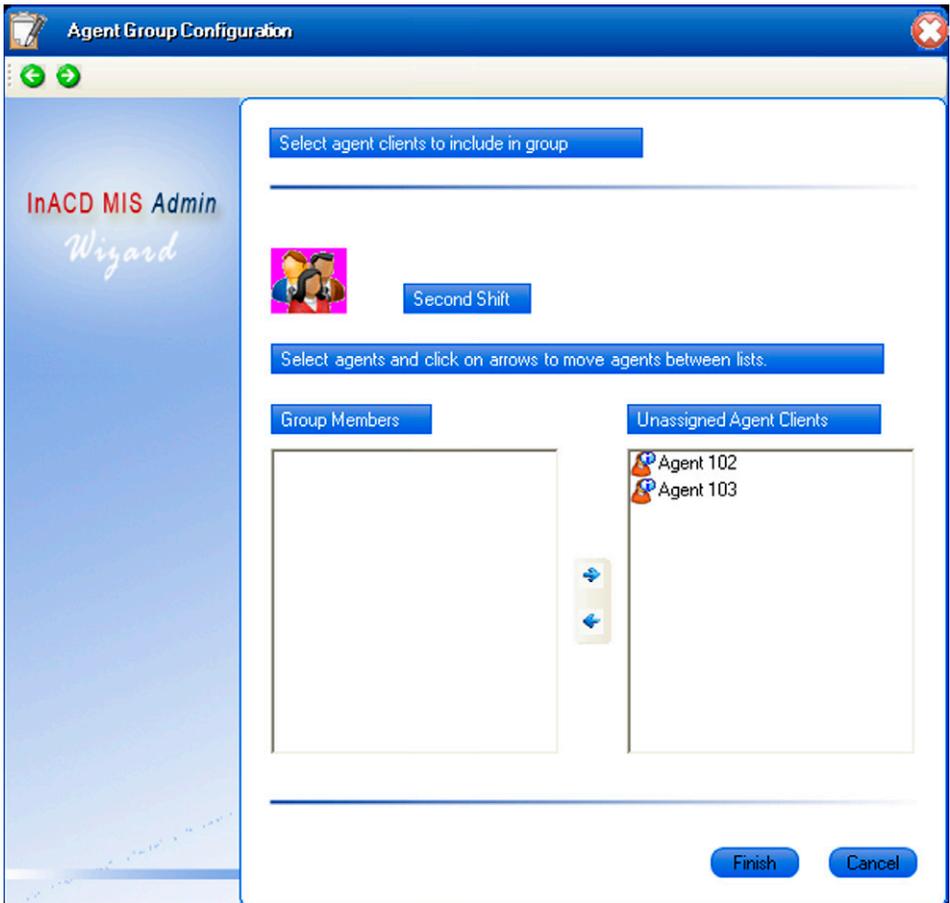
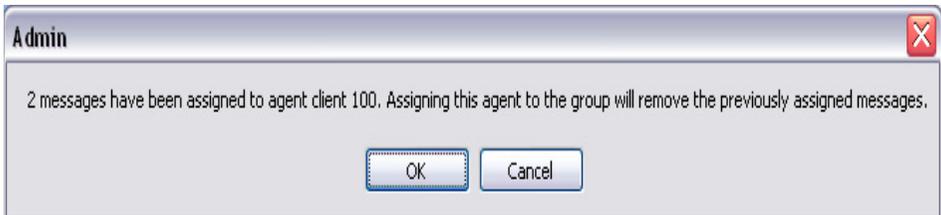


Figure 7-36 MIS Admin-Select Agent Clients to Include in Group

This menu allows the administrator to select the agent clients that are members of this Agent Group. An Agent Client can be a member of only one Agent Group, so the Unassigned Agent Clients list includes only the Agent Clients that are not assigned to an Agent Group. To move entries between the lists, the administrator selects one or more entries from a list and then clicks on the arrow keys to move the selected entries to the other list.

If an Agent Client being added into the Agent Group currently has messages assigned, a pop up window appears advising those messages are removed when the Agent Client is assigned.

Only the Group messages are displayed.



When the Group members are defined, click Finish to complete the Agent Group definition.

5.5.2 Modify Agent Group Members

The **Modify Agent Group Members** command is used to change the set of Agent Clients currently associated with an Agent Group.

When the **Modify Agent Group Members** operation is selected, the administrator is presented with a list of the currently defined groups.

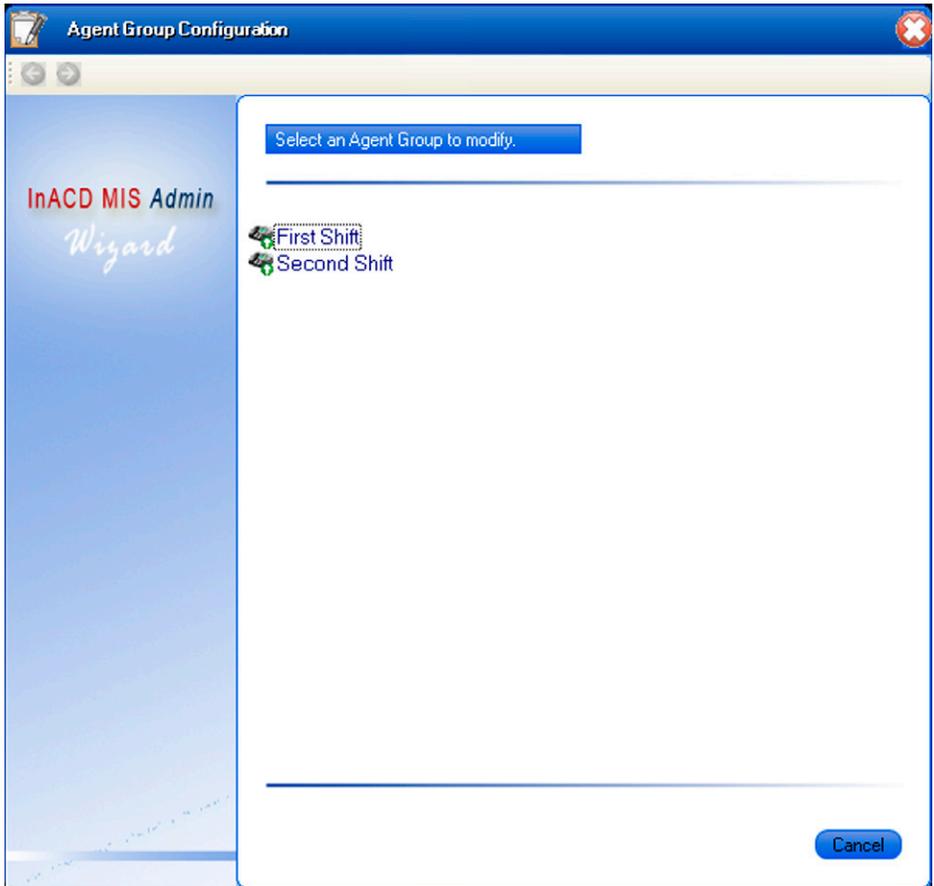


Figure 7-37 MIS Agent-Select an Agent Group to Modify

After an agent group is selected, the ACD MIS Admin utility then shows the member assignment menu (as shown in the previous section), with the current values populated for each list.

5.5.3 Update Message Assignments

The **Update Message Assignments** command is used to change the set of messages that is currently being shown on Agent Clients' displays in the Agent Group.

When this command is selected, the following menu is displayed allowing the user to select the Agent Group to modify.

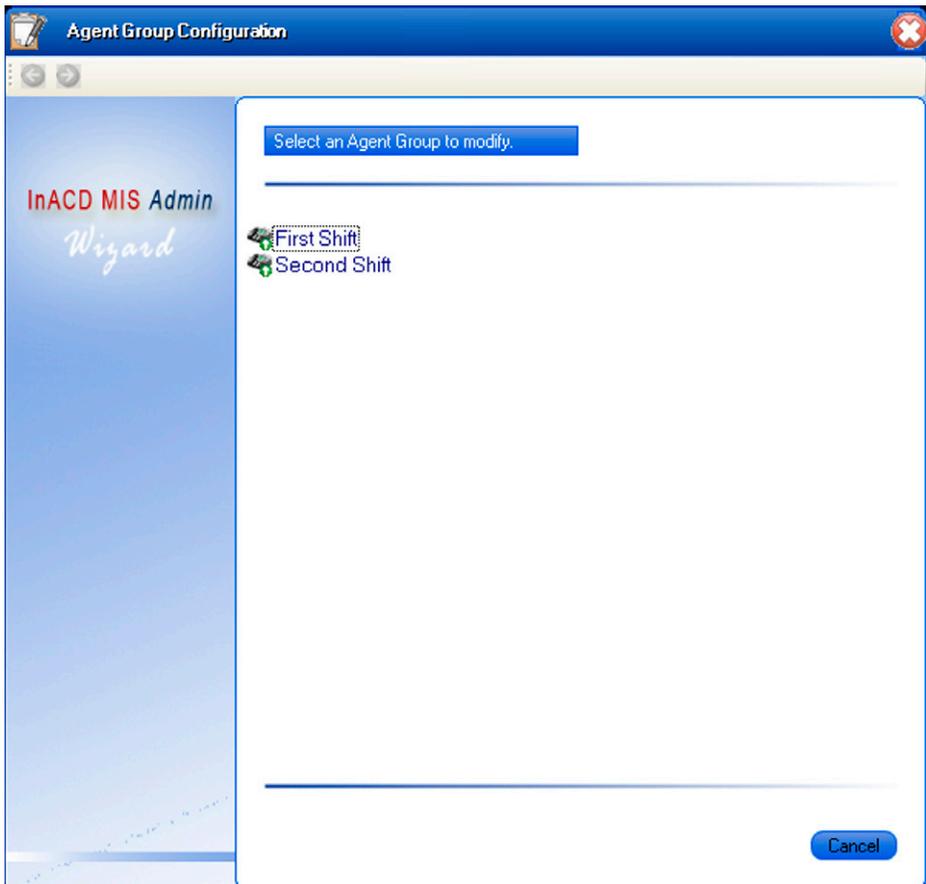


Figure 7-38 MIS Agent-Select an Agent Group to Modify

After an Agent Group is selected, the following menu will be displayed.

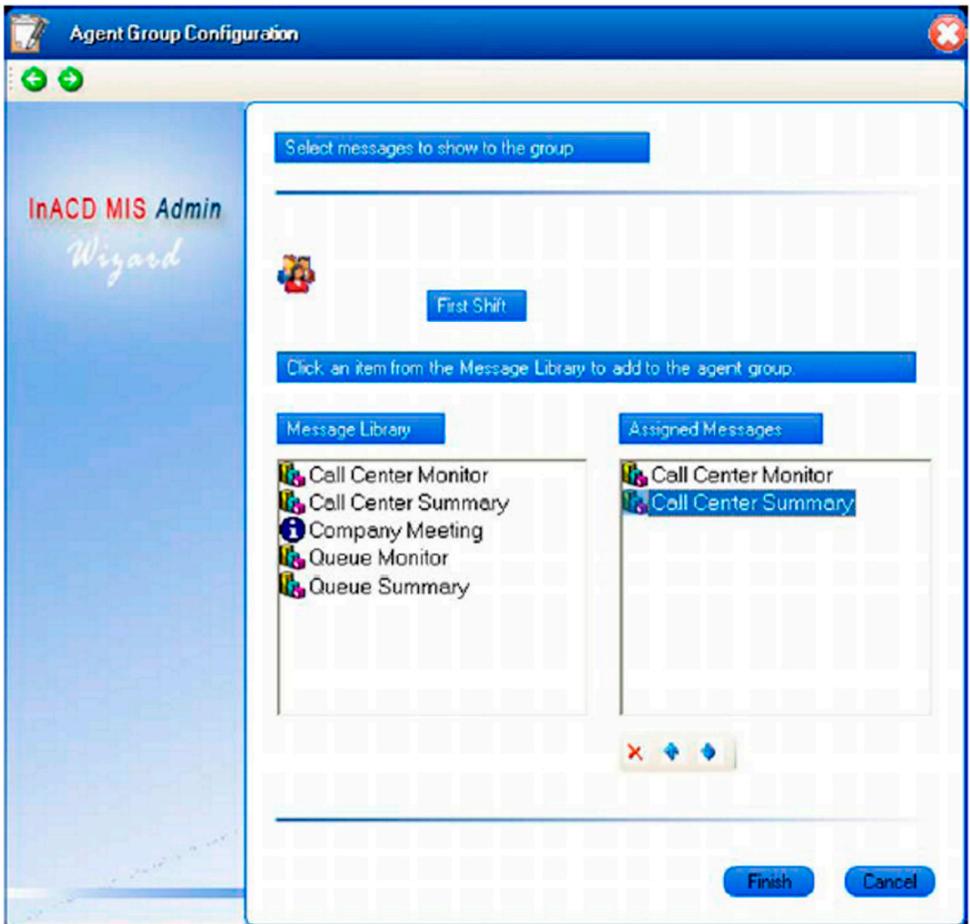


Figure 7-39 MIS Agent-Select Messages for Group

The Message Library list shows all real-time and text messages currently defined. The messages in the Assigned Messages list are shown on the selected Agent Group in the order that they appear in the list. When the administrator clicks on a message in the Message Library, the selected message is added to the bottom of the Assigned Messages list. The user can reposition messages in the Assigned Messages list by selecting a message, and then clicking on the Up Arrow and Down Arrow. The Delete icon removes the selected message from the Assigned Messages list.

5.5.4 Delete Agent Group Definition

The **Delete Agent Group Definition** command is used to remove an agent group from the current configuration. When the **Delete Agent Group Definition** operation is selected, the administrator is presented with a list of the currently defined agent groups as shown in the **Modify Agent Group Members** section.

After an Agent Group is selected, the Admin utility shows a confirmation screen to verify that the administrator wants to permanently remove the agent group definition.

5.6 Pull-Down Menus

The Function Menu on the Admin main screen provides access to commonly used functions for the application. Each function category has an associated drop down menu that lists all available functions in that category. The available categories and functions are as follows:

File

- Open
- Save
- Save As
- Download
- Upload
- Default
- Exit

Tools

- MIS Server Settings

Help

- Contents and Index
- About MIS Admin

File Menu

Open

This function is used to open a previously saved ACD configuration file. When this function is selected, a file selection menu is opened, which allows the user to browse and select the location of the target configuration file.

Save

This function is used to save the current configuration settings to a local file. The configuration values are written to the file that is currently being viewed within the Admin utility. If the current configuration file was downloaded from the phone system, the menu is displayed, as described in the **Save As** function.

Save As

This function is used to save the current configuration settings to a local file. When this function is selected, a file name specification menu is opened, which allows the user to enter the name for the configuration file and browse to select the target folder.

Download

This function is used to retrieve the current configuration settings from the phone system and the MIS Server. If the user has made changes to the current configuration that is open in Admin, and these changes are not saved to a local file, a warning message is displayed. The message box allows the user to abort the download or continue with the download.

Upload

This function is used to send the current configuration settings to the MIS Server.

Default

This function is used to reset all configuration values in Admin to their default values. If the user has made changes to the current configuration that is open in Admin, and these changes are not saved to a local file, a warning message is displayed. The message box allows the user to abort the default restore or continue with the operation.

Exit

This function closes the Admin application. When this function is selected, a confirmation dialog is opened if the user has made changes to the configuration, and they are not saved to a file or uploaded. This window allows the user to Upload, Save, Cancel the exit operation, or Exit the application without saving.

Tools Menu

MIS Server Settings

This function is used to change the settings for the MIS Server. When this function is selected, the same menu as defined in **Figure 7-1 MIS Server Setup** is displayed.

Help Menu

Contents and Index

The Content and Index function is used to open the Windows HTML Help viewer to view the applications Help file. The help file includes information about all features and functions of the application. The help file includes a Table of Contents and Index to help easily locate the desired information.

About MIS Admin

The About function displays a form that shows the product name, current version number, and copyright notice.

SECTION 1 STARTING ACD MIS AGENT CLIENT FOR THE FIRST TIME

1. From the Windows Start menu, choose **Programs**.
2. Select **ACD MIS Agent Client** from the NEC\ ACD MIS suite.
3. When the Agent Client is started for the first time following installation, the application prompts the user to enter the name/IP address of the ACD MIS Server (if on the same PC as Server, enter name as localhost), scroll speed of messages, Chime on Message, and Beep on Threshold.

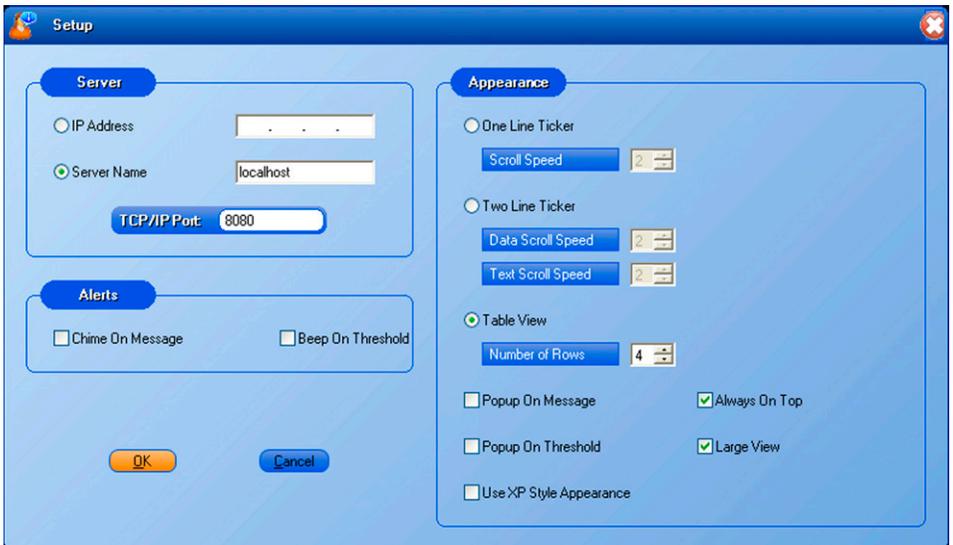


Figure 8-1 Agent Client Setup

4. The ACD MIS Agent Client requires that the user specify their User name to start the application. When the application is started, the following selection menu is displayed.

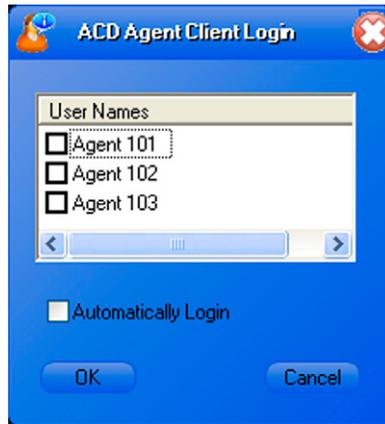


Figure 8-2 ACD Agent Client Login

The User Names list includes all Agent Clients that are defined in ACD MIS Admin, minus the users that currently have an active Agent Client session. After the user has made a selection and clicked OK, the main ACD MIS Agent Client window is displayed.

SECTION 2 DESCRIBING THE ACD MIS AGENT CLIENT SCREEN

The Agent Client main window combines the real-time data display, with an Agent control panel. The following image shows an example of the window.



Figure 8-3 Agent Client Window

The Agent Client window is anchored at the top of the desktop, where it does not cover up any other applications. The menu consists of the following areas:

- Agent State
- Real-Time Ticker
- User Functions

The Agent State area is visible only while the user is logged into the ACD to accept calls.

Each area in the main window is further defined in the following sections.

2.1 Agent State

The Agent State indicator shows the current ACD state for the agent. The following figure is an example of the Agent State indicator.



Figure 8-4 Agent State Indicator

This indicator is shown only when the agent/supervisor is logged into the ACD to take calls. The indicator changes color and text to represent the current state of the agent. Possible agent states are as follows:

- Rest (Orange)
- Wrap (Yellow)
- Idle (Green)
- ACD Call (Red)
- Non-ACD Call (Gray)
- ACD Ringing (Blue)
- Absent (logged out/break due to non-answer) (Black)

Additional information for the current agent state can be viewed by moving the mouse onto the Agent State indicator. A pop-up window is displayed as shown in the following figure.

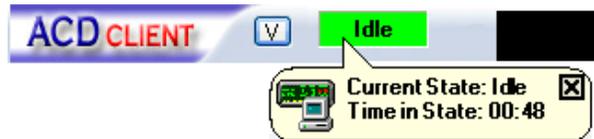
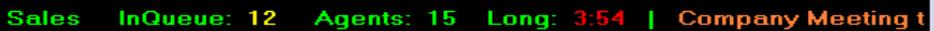


Figure 8-5 Current Agent State

2.2 Real-Time Ticker

The Real-Time Ticker displays queue statistics and text messages in a scrolling format. The format and content of the real-time data messages are defined in the ACD MIS Admin package for each agent client. Color changes in the data messages indicate when thresholds are reached. Text messages are defined in the Admin utility and can be generated also from within the Agent Client by authorized users. An example of the Real-Time Ticker area is shown below.



Sales InQueue: 12 Agents: 15 Long: 3:54 | Company Meeting t

Figure 8-6 Real-Time Ticker Example

2.3 User Functions

The main application window includes a drop down menu that provides access to additional user functions. Clicking on the Menu button on the main window accesses the user functions.



Figure 8-7 ACD Client User Functions

The function enabled/disabled is based on the current state of the agent. Each User Function is further defined in the following paragraphs.

2.3.1 Connect Function

The Connect function is used to establish communication between the ACD MIS Agent Client and the ACD MIS Server. The connection with the ACD MIS Server is normally established when the application is started and remains active. However, if communication with the server is interrupted, the ACD MIS Agent Client automatically tries to reconnect to the server. To manually reconnect to the server, the user can select the Connect function.

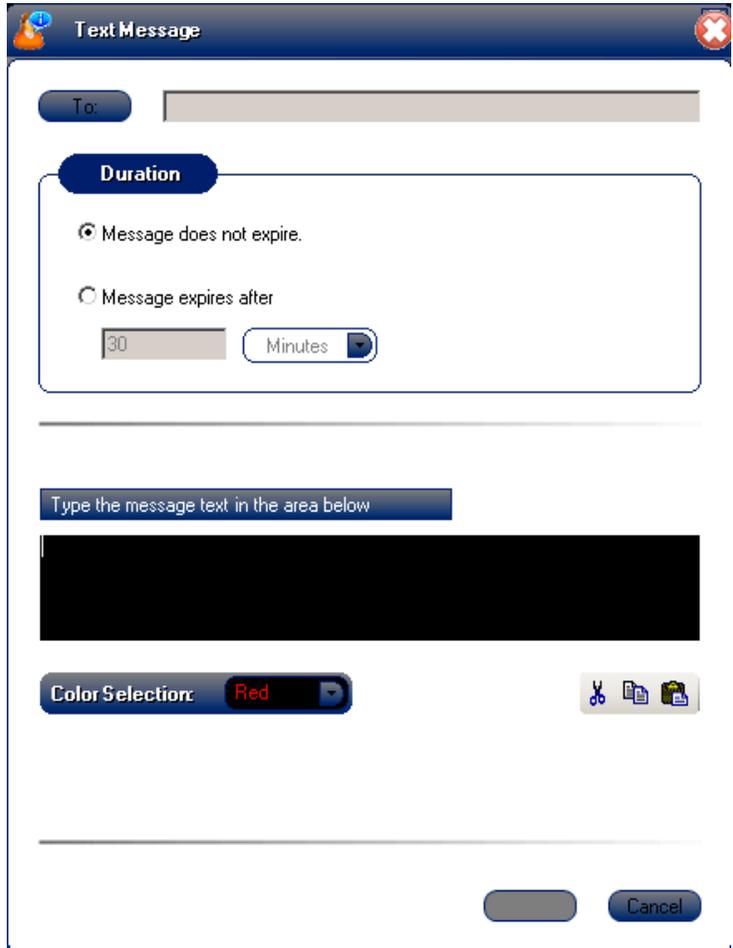
When this function is selected, the ACD MIS Agent Client attempts to establish communication with the ACD MIS Server. An information box is displayed that shows the status of the connection. If the connection is successfully established, the information box is automatically closed. If the connection is unsuccessful, an error message is displayed in the information box and the user must manually close the window.

The Connect function is only enabled when the ACD MIS Agent Client has lost communication with the ACD MIS Server.

2.3.2 Send Message Function

The Send Message function allows an authorized Agent Client to send text messages to other Agent Client users. The Send Message function is enabled/disabled per user by the ACD MIS Admin application.

When the Send Message function is selected, the following dialog is displayed.



The screenshot shows a dialog box titled "Text Message" with a blue header bar. Below the header, there is a "To:" field with a text input area. A "Duration" section is highlighted with a blue rounded rectangle, containing two radio button options: "Message does not expire." (selected) and "Message expires after". Below the second option is a text input field containing "30" and a "Minutes" dropdown menu. A horizontal separator line is below the duration section. Below the separator is a blue bar with the text "Type the message text in the area below". Underneath is a large black rectangular area for text entry. At the bottom of this area is a "Color Selection:" dropdown menu currently set to "Red". To the right of the color selector are three icons: a pair of scissors (Cut), a document with a plus sign (Copy), and a document with a minus sign (Paste). A horizontal separator line is below the color and icons. At the bottom right of the dialog are two buttons: a grey "OK" button and a blue "Cancel" button.

Figure 8-8 Text Message Screen

The user enters the message text into the black data entry area. The text color can be changed using the color selector at the bottom of the menu. This menu also provides Cut, Copy, and Paste functions to help in the creation of the message.

After the message text is entered, the following menu is displayed.



Figure 8-9 Schedule Text Message Screen

On this menu, the user can specify how long the message continues to be displayed on the destination.

After the message duration is entered, the following menu is displayed.

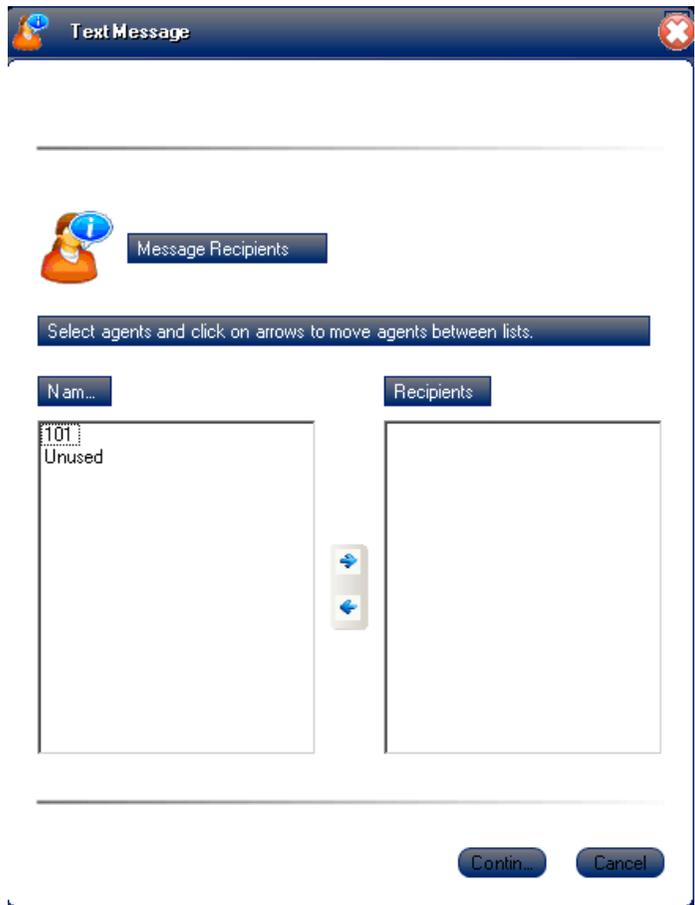


Figure 8-10 Message Recipients Screen

The user selects the recipients of the text message by adding names from the Name list to the Recipient list. The Name list includes only active agent clients and all defined Agent Client groups. After selecting the list of Recipients, the user can click on Send to deliver the message.

2.3.3 Clear Message Function

The Clear Message function removes text messages from the ticker display. This function is provided so users can clear messages from the screen that are already read. When this function is selected, the following menu is displayed.



Figure 8-11 Clear Text Messages

This menu lists all text messages currently active on the user display. The messages currently displayed have a check in the box next to the message. The user can clear messages by removing the check mark from the box. Clicking OK removes the designated messages from the ticker display.

The Agent Client can reselect the Message to display by selecting the message to put the Check back into the box.

2.3.4 Properties Function

The Properties function provides access to options that allow the user to customize the ACD MIS Agent Client application. When this function is selected, the following menu is displayed.

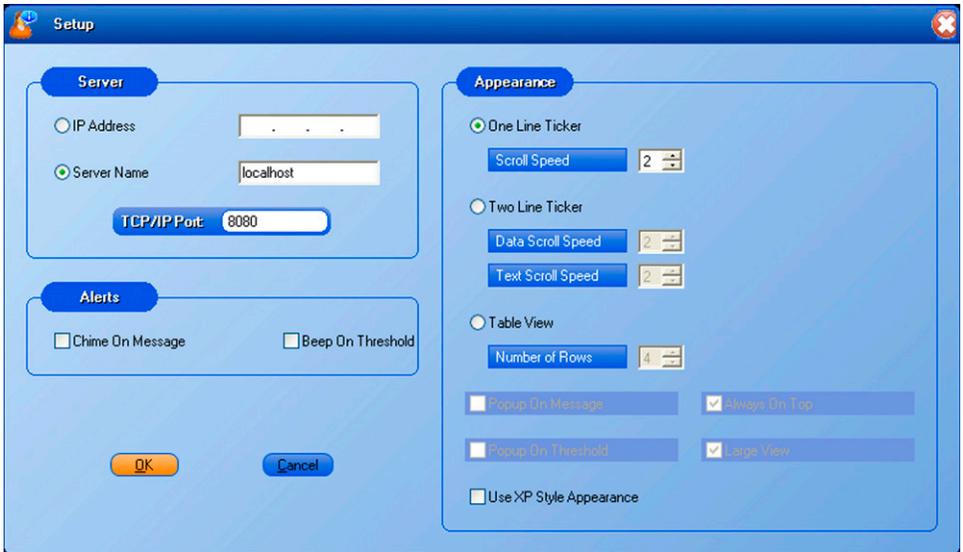


Figure 8-12 Setup Properties Screen

The Server area allows the user to modify the IP Address/Name of the ACD MIS Server. The Ticker Scroll Speed setting controls the speed of the data and text messages that are scrolled in the ticker area. The Alerts settings control the sounds that are played when a text message is received and when a threshold is reached.

The user can specify whether the agents want to have:

- One-line ticker
- Two-line ticker
- Table view

2.3.5 Help Function

The Help function opens the Windows HTML Help viewer to view the application Help file. The help file includes information about all features and functions of the application. The help file includes a Table of Contents and Index to help easily locate the desired information.

2.3.6 About Function

The About function displays a form that shows the product name, current version number, and copyright notice.

2.3.7 Exiting the Application

The user can select exit from the User Functions to exit the ACD MIS Agent Client. Exiting the application does not change the current agent state.

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