

Guideline How To Use The Agent Dashboard

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For Supervisor or Manager role.

Configure DNIS (Facility)

This is the first VDN that receives the inbound call that helps us to identify the Caller ID (ANI).

The steps add new DNIS as below:

- Menu navigation: **Configuration ? Screen Pop? DNIS**
- Click **Add** button
- Enter the required information and click **Update** button

Ref: [Add new DNIS](#)

Configure Skill Extension

This is the Hunt Group Extension (not Skill ID).

The steps add new Skill extension as below:

- Menu navigation: **Configuration ? Screen Pop? Skill Extension**
- Click **Add Skill Extension** button
- Enter the required information. Make sure:
 - **Hunt Type** is "Hunt Skill"
 - **Registered** checkbox is checked
- Click **Update** button

Ref: [Add new Skill Extension](#)

Configure Agent Extension

All agent extensions belong to the FreedomQ Hunt Group need to be added into the system for monitoring.

The steps to add new Agent Extension as below:

- Navigate to menu **Configuration ? Screen Pop? Agent Extension**
- Click **Add Agent Extension** button
- Enter the required information
 - **Make sure the Registered, Allow Remote Login, Enable WebRTC checkbox is checked**
- Click **Update** button

Re: [Add new Agent Extension](#)

Configure Agent Login ID

The steps add new Agent ID as below:

- Navigate to menu **Configuration ? Screen Pop? Agent**

- Click **Add Agent** button
- Enter the required information
 - Make sure the correct Skills extension of the Agent is selected from the **Agent Skills** box. This helps the system determine the agent skills to check the agent available from a Skill.
- Click **Update** button

Ref: [Add new Agent](#)

Configure Notifier User

A Notifier user is needed for an agent to receive the screen pop.

The steps add new Notifier as below:

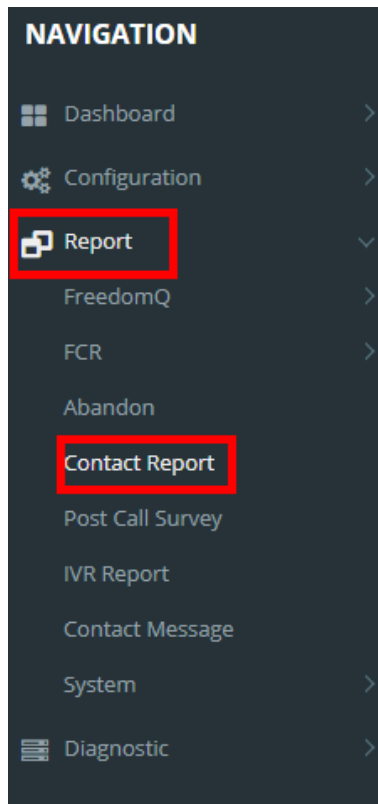
- Navigate to menu **Configuration ? Screen Pop? Notifier User**
- Click **Add User** button
- Enter the required information
- Click **Update** button

Ref: [Add new Notifier User](#)

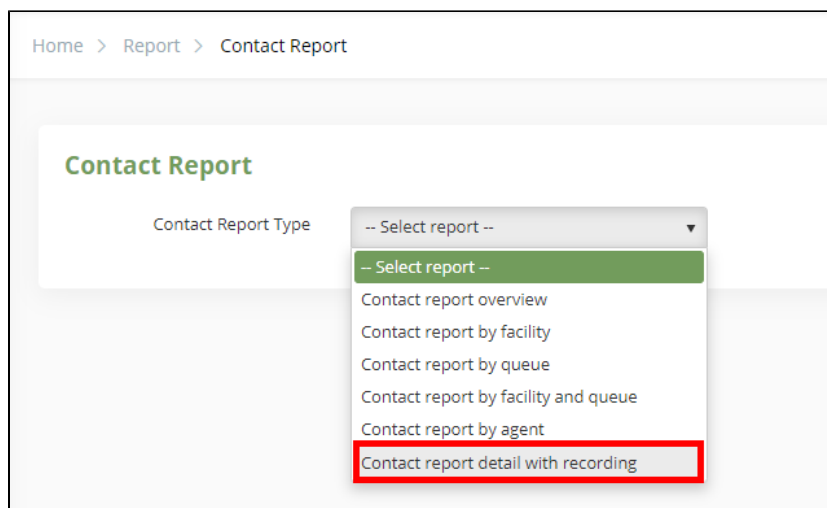
View contact report

The view contact report can view the call detail and hear the conversation record between the agent and the customer.

Navigate to the menu: **Report ? Contact Report**



Chose contact report type: **Contact report detail with recoding**



This is the contact report

Home > Report > Contact Report

Contact Report

Contact Report Type: Contact report detail with recording

From Date: 11/12/2020 To Date: 11/19/2020

Agent: No Filter Facility: No Filter

Skillset: No Filter Exclude Selected Skillsets: ☐ True ☒ False

View Report

1 of 1 100% Find | Next

PRIMAS

Contact report detail with recording

No.	Date	Call Start	Call Duration	Agent ID	Agent Name	Delay In Queue	Agent Start	Agent Talk Time	Rec.
1	11/16/2020	17:43:59	00:03	50011	Agent 50011	00:01	17:44:00	00:01	Play
2	11/16/2020	17:50:12	01:04	50011	Agent 50011	00:06	17:50:29	00:47	Play
3	11/16/2020	17:52:06	00:50	50011	Agent 50011	00:07	17:52:31	00:25	Play
4	11/16/2020	17:53:42	00:33	50011	Agent 50011	00:06	17:53:55	00:19	Play

Search

Contact Report

Contact Report Type: Contact report detail with recording

From Date: 11/12/2020 To Date: 11/19/2020

Agent: No Filter Facility: No Filter

Skillset: No Filter Exclude Selected Skillsets: ☐ True ☒ False

View Report

- Date: Search for day
- Agent: Search for agent ID
- Skillset: Search for skillset(It is VDN)

- Facility: Search for facility
- Exclude Selected Skillsets

The detail record

No.	Date	Call Start	Call Duration	Agent ID	Agent Name	Delay In Queue	Agent Start	Agent Talk Time	Rec.
1	11/16/2020	17:43:59	00:03	50011	Agent 50011	00:01	17:44:00	00:01	Play
2	11/16/2020	17:50:12	01:04	50011	Agent 50011	00:06	17:50:29	00:47	Play
3	11/16/2020	17:52:06	00:50	50011	Agent 50011	00:07	17:52:31	00:25	Play
4	11/16/2020	17:53:42	00:33	50011	Agent 50011	00:06	17:53:55	00:19	Play
5	11/16/2020	18:58:51	00:39	50011	Agent 50011	00:14	18:59:15	00:15	Play
6	11/16/2020	19:07:28	00:15	50012	Agent 50012	00:03	19:07:34	00:09	Play
7	11/17/2020	18:34:14	01:09	50015	Primas Agent	00:23	18:35:00	00:23	Play
8	11/17/2020	19:53:57	07:04	50014	Agent 50014	00:19	19:54:25	06:37	Play
9	11/17/2020	20:10:08	00:50	50014	Agent 50014	00:19	20:10:26	00:32	Play
10	11/18/2020	12:43:10	00:44	50015	Primas Agent	00:31	12:43:53	00:01	Play
11	11/19/2020	11:11:28	00:55	50014	Agent 50014	00:19	11:12:02	00:20	Play
12	11/19/2020	11:17:38	01:30	50014	Agent 50014	00:49	11:19:00	00:07	Play
13	11/19/2020	11:20:09	00:58	50014	Agent 50014	00:16	11:20:53	00:13	Play
14	11/19/2020	16:23:27	00:19	50011	Agent 50011	00:07	16:23:41	00:05	Play
15	11/19/2020	16:26:45	00:24	50014	Agent 50014	00:10	16:27:03	00:06	Play
16	11/19/2020	17:48:58	00:14	50011	Agent 50011	00:05	17:49:10	00:02	Play
17	11/19/2020	17:51:32	00:37	50011	Agent 50011	00:11	17:52:06	00:03	Play
18	11/19/2020	17:54:02	00:52	50014	Agent 50014	00:07	17:54:36	00:18	Play

Click **Play** to hear the record.

This is the record

Call detail record

Agent : Agent 50011

Start : 11/16/2020 05:44:00

▶ 0:00 / 0:00

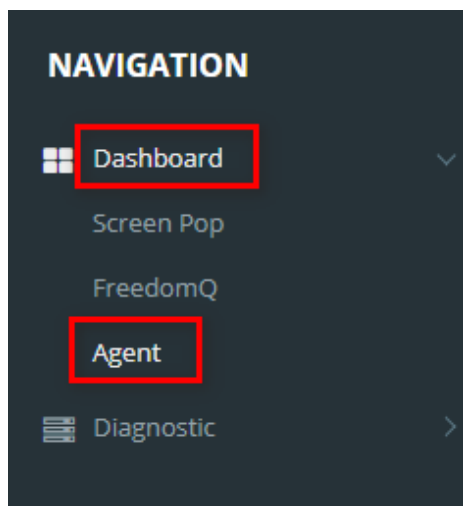
For the agent role.

Login web application

Login web application with the agent role to using the agent dashboard.

Access to <https://genfinity.primas.net/LinkScopeWeb>, enter the agent of login information is just created.

Navigate to menu **Dashboard ? Agent**



Agent Login

From the Agent page, click this button

Enter the login information

Agent Login

Extension

50015

*

Password

.....

Cell Phone

7412309890

☒ Enable Softphone?

☐ Remember me?

Note: Can't login while agent's phone is ringing or talking.

Login

Close

Login

Click

The agent dashboard

Agent 50015 Primas Agent - 50015 Ready
Call Ready Not Ready Logout

Skillssets	Calls In Queue	Agent Signed In	Oldest Call Waiting	Agent Closed
20031 - 20031	0	2	0	1
20032 - 20032	0	2	0	1
20033 - 20033	0	2	0	1

20031 - 20031

0

Calls In Queue

0

Oldest Call Waiting (seconds)

2

Agent Signed In

1

Agent Closed

Agents signed in into selected skill

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity
50014	50014	Agent 50014	Not Ready		2		2	14h 39m 2s	1h 14m 35s	11/20 13:03	11/20 15:23	
50015	50015	Primas Agent	Ready		1		1	15h 51m 36s	5s	11/20 15:51	11/20 15:51	

The outbound calls.

This feature allows agents to initiate a phone call using call control:

Call

Clicking this button , the system will display the below capture

Enter phone number

Dial

Cancel

The agents enter the phone number at the text box

Then click **Dial**

The system makes a call to the phone number of the customer

The states.

The states include Ready and Not Ready to receive a phone call.

The agents can click these buttons to change the working status.

Logout.

Clicking this button allows the agents to logout the agent dashboard.

The hidden components.

Agent State

The switch agent state

This below capture is agent state which can be Ready or Not Ready

Agent 50015 Primas Agent - 50015 Ready
Call Ready Not Read

Clicking this switch to display the agent state or hide on the agent dashboard

Call Control

The switch call control

This is call control when having incoming calls to agents

657.203.8725
Call ID: 160267A59D 814

20032 - 20032 Name
Call ID

Accept Decline

The agents can click this switch to display the call control or hide on the agent dashboard



The switch queue info

The below capture is queue info

Skillsets	Calls In Queue	Agent Signed In	Oldest Call Waiting	Agent Closed
20031 - 20031	0	3	0	1
20032 - 20032	0	3	0	1
20033 - 20033	0	3	0	1

20031 - 20031

0

Calls In Queue

3

Agent Signed In

0

Oldest Call Waiting

1

Agent Closed

Clicking this switch to display the queue info or hide on the agent dashboard.

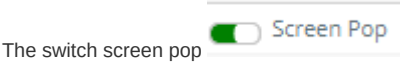


The switch agent info

The capture below is agent info

Agents signed in into selected skill											
Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State
50014	50014	Agent 50014	Not Ready		2		2	14h 39m 2s	1h 14m 35s	11/20 13:03	11/20 15:23
50015	50015	Primas Agent	Ready		1		1	15h 51m 36s	5s	11/20 15:51	11/20 15:51

Clicking this switch to display the agent info or hide on the agent dashboard.



The switch screen pop

The screen pop consists of the detailed information pops to go with the specific call.

Clicking this switch to display the screen pop or hide on the agent desktop.



The switch notification

The notification is a small notification in the right below of the screen.

Clicking this switch to display the notification or hide on the agent desktop.

Ready

Note: The agent need to click this button to.

to make the agent is ready to receive a phone call from a queue that the agent belongs

The detailed queue info.

Skillsets	Calls In Queue	Agent Signed In	Oldest Call Waiting	Agent Closed
20031 - 20031	0	3	0	1
20032 - 20032	0	3	0	1
20033 - 20033	0	3	0	1

20031 - 20031

0

Calls In Queue

3

Agent Signed In

0

Oldest Call Waiting

1

Agent Closed

The capture of queue info has two parts: the left table and the right side.

The left table displays five columns: Skillsets, Calls In Queue, Agent Signed In, Oldest Call Waiting, Agent Closed.

Contents	Description
Skillsets	Agent skill set
Calls In Queue	All calls waiting in the queue
Agent Signed	Show how many agents signed in the specific skill set
Oldest Call Waiting	The longest time wait in the queue
Agent Closed	Number of agents not ready

The right side displays all information of the focused row on the left table.

The detailed agent info.

Agents signed in into selected skill												
Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity
40011	50011	Primas Agent	● OPEN	58s	9	5	4	15h 25m 32s	9h 4m 14s	08/24 16:18	08/24 16:18	➡
40012	50012	Agent 50012	● CLOSE	1m 1s	9	5	4	11h 52m 49s	2h 59m 11s	08/24 16:18	08/24 16:18	➡

The agent information includes:

Contents	Description
Extension	Extension of agents
Agent ID	Agent ID
Agent Name	Name of agents
State	Work state
Talk Time	Total time the agents spend talking to the customer
Total Call	Total incoming call
Total Answer	Total calls are answered
Total Abandon	Total calls are abandoned
Total Open	Total time the agents spend in ready
Total Close	Total time the agents spend in not ready
Last Login	The last login time of the agents
Last Time In State	The last time in the state of agents
Activity	All detailed activity of agents
Logout	Click to log out agent

The agent activity report.

At the detailed agent info table, the agents click the blue arrow to go to the agent activity report.

Agents signed in into selected skill											
Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State
50014	50014	Agent 50014	● Not Ready		2		2	14h 39m 2s	1h 14m 36s	11/20 13:03	11/20 15:23
50015	50015	Primas Agent	● Ready		1		1	15h 51m 36s	5s	11/20 15:51	11/20 15:51

This is the agent activity report.

Agent Activity Report

Extension	Agent ID	From Date	To Date	Search
50015	50015	2020-11-17	2020-11-17	

Summary

Total Not Ready (Close)	10m 31s	Total calls	1
Total Ready (Open)	19h 34m 32s	Answered calls	1
Last login	11/17 19:32	Talk time	unknown
Last logout	11/17 19:28	Abandoned calls	0
Last agent state	AutoIn	Abandon rate	0%
Last time in state	11/17 19:44	AVG Answer delay	23s

Activity

Filter: ☒ All ☒ ACD Login ☒ Agent Status ☒ Notifier Login ☒ Call Activity

Date	Time	Activity	Duration	Contact ID	Reference
11/17/2020	19:44:56	AutoIn	7s		
11/17/2020	19:34:25	AuxWork	10m 31s		
11/17/2020	19:32:34	NotifierLogin	12m 29s		
11/17/2020	19:32:34	AutoIn	1m 51s		
11/17/2020	19:32:34	Login			Group: 20031

Search

Extension	Agent ID	From Date	To Date
50015	50015	2020-11-18	2020-11-18

The agents can search at 4 fields: **Extension**, **Agent ID**, **From Date**, **To Date**. Then click **Search** to receive the result.

Summary

Summary

Total Not Ready (Close)	10m 31s	Total calls	1
Total Ready (Open)	19h 34m 32s	Answered calls	1
Last login	11/17 19:32	Talk time	unknown
Last logout	11/17 19:28	Abandoned calls	0
Last agent state	AutoIn	Abandon rate	0%
Last time in state	11/17 19:44	AVG Answer delay	23s

Contents	Description
Total Not Ready (Close)	Total time the agents spend in not ready
Total Ready (Open)	Total time the agents spend in ready
Last Login	The last login time of the agents
Last Logout	The last logout time of the agents
Last Time In State	The last time in the state of agents
Total Calls	Total incoming call
Answered Calls	Total calls are answered

Talk Time	Total time the agents spend talking to the customer
Abandoned Calls	Total calls which ring to the agent but agent not answer today
Abandon Rate	Abandon rate today
AVG Answer delay	Average time to wait for the customer

Activity

The system will report for agent activity for 4 categories

- Call activity
- ACD Login/Logout activity
- Change State activity
- Notifier Login/Logout activity

Activity					
Filter: All ☒ ACD Login ☒ Agent Status ☒ Notifier Login ☒ Call Activity					
Date	Time	Activity	Duration	Contact ID	Reference
		v		v	
11/17/2020	19:44:56	AutoIn	7s		
11/17/2020	19:34:25	AuxWork	10m 31s		
11/17/2020	19:32:34	NotifierLogin	12m 29s		
11/17/2020	19:32:34	AutoIn	1m 51s		
11/17/2020	19:32:34	Login			Group: 20031
11/17/2020	19:28:07	Logout			
11/17/2020	19:28:07	NotifierLogout			
11/17/2020	19:28:07	Logout			
11/17/2020	18:53:16	AutoIn	39m 18s		
11/17/2020	18:53:16	Login	34m 51s		Group: 20031
◀ 1 2 3 4 ▶ 10 items per page 1 - 10 of 4					

The activity default shows all activity includes: ACD Login, Agent Status, Notifier Login, Call Activity. The agents can select one of these.

Situation 1: The agents can choose only **ACD Login**, the activity includes: Login and Logout

Situation 2: The agents can choose only **Agent status**, the activity includes: Ready and Not Ready

Situation 3: The agents can choose only **Notifier Login**, the activity includes: NotifierLogin and NotifierLogout

Situation 4: The agents can choose only **Call Activity**, the activity includes: Ring, Answer, CallEnd, PlaceCall, Transfer, Conference, Hold, Retrieve

The logout the ACD agent feature.

At the detailed agent info table, the supporter click the logout button to log out the agent.

Agents signed in into selected skill												
Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity
40011	50011	Primas Agent	● OPEN	58s	9	5	4	15h 25m 32s	9h 4m 14s	08/24 16:18	08/24 16:18	➡
40012	50012	Agent 50012	● CLOSE	1m 1s	9	5	4	11h 52m 49s	2h 59m 11s	08/24 16:18	08/24 16:18	➡

Logic displays the logout button in the "Logout" column

- Turn on the "Allow Logging Out Of ACD Agent" option

- Location: Home > Configuration > Screen Pop > User Setting

Home > Configuration > Screen Pop > User Setting

User Settings

Filter

Select Role: Administrators Select User: All users

Agent Dashboard

Allow Overriding

Enable Agent State ☒ ON ☒

Enable Call Control ☒ ON ☒

Enable Queue Info ☒ ON ☒

Enable Agent Info ☒ ON ☒

Enable Web Screen Pop ☐ OFF ☒

Enable Windows Notification ☒ ON ☒

Allow Logging Out Of ACD Agent ☒

Allow Dynamic Skillset ☒

- Admin Role: always show the button
- Another Role: Depends on the skill(skill group) assigned to the role

uw8.primas.net/LinkScopeWeb/QueueInfo/AgentQueueStats

Role Name: Agents

Skillssets Dashboard

Display Fields: ☒ CIQ ☒ OCW ☒ ATT ☒ ACT ☐ STAFF ☐ AVA ☐ AUX

Filter: ☒ Show all skills ☐ Show skill group only

Skill	Skill Name	Subscribed
1037501	CC POD 1	☒
1037502	CC POD 2	☒
1037503	CC POD 3	☒
1037504	CC POD 4	☒
1015000	Call Recording skill	☐
1015241	ITHD Passwords	☐
1015244	ITHD ERCO	☐
1015245	ITHD Printing	☐
1015246	ITHD Email Calendaring	☐
1015247	ITHD Remote Access	☐

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