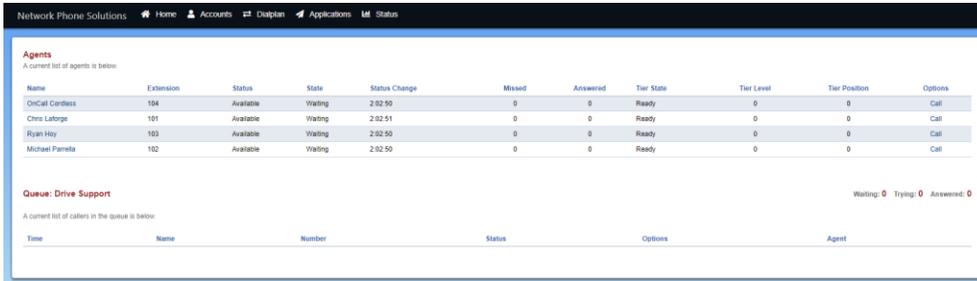


## Call Center Setup

Call Centers are setup to distribute phone calls to pools of operators to agents. Call Centers can be setup to ring all agents, round-robin, least-called, or a tiered approach for different levels of support. Call centers allow businesses to handle call volume cleanly and efficiently.



The screenshot shows the 'Agents' page in the Network Phone Solutions interface. It displays a table of agents with columns for Name, Extension, Status, State, Status Change, Missed, Answered, Tier State, Tier Level, Tier Position, and Options. Below the table, there is a 'Queue: Drive Support' section with a summary of call statistics: Waiting: 0, Trying: 0, Answered: 0.

Name	Extension	Status	State	Status Change	Missed	Answered	Tier State	Tier Level	Tier Position	Options
OrCall Cordless	104	Available	Waiting	2:02:00	0	0	Ready	0	0	Call
Chris Laforge	101	Available	Waiting	2:02:51	0	0	Ready	0	0	Call
Ryan Hoy	103	Available	Waiting	2:02:00	0	0	Ready	0	0	Call
Michael Pamela	102	Available	Waiting	2:02:00	0	0	Ready	0	0	Call

**Queue: Drive Support** Waiting: 0 Trying: 0 Answered: 0

A current list of callers in the queue is below:

Time	Name	Number	Status	Options	Agent

### Setup New Agents

1. Login to your phone server, hover over Applications and select Call Centers
2. Select Agents to view all Call Center agents
3. Select Add to create a new agent
  - a. Agent Name
  - b. Agent ID
  - c. Contact – This is the agent's extension
  - d. Status – Available
  - e. Wrap Up Time – Amount of time before another call is sent to the agent
  - f. Select Save in the Upper Right Corner
4. Repeat this process until all agents have been created

### Setup New Center

1. Hover over Applications and select Call Centers
2. Select Add to create a new Call Center
  - a. Queue Name
  - b. Extension – Often 321-329
  - c. Greeting – Used for advance notices to customers
  - d. Strategy – Ring All
  - e. Agents – Select all agents to be called
  - f. Max Wait Time – 60
  - g. Max Wait Time with No Agent – 60
  - h. Max Wait Time with No Agent Time Reached – 60
  - i. Timeout Action – Send to Voicemail
  - j. Select Save in the Upper Right Corner
3. Click Start to Launch the Call center



- a. Should you make changes to the Call Center you must “Restart” it using the Restart button. This will reload all new changes.

### Change Agent Status

1. Hover over Status and select Agent Status
2. All Agents will be listed, changes can be made then select Save

Call Center Agent Status		<input type="button" value="BACK"/> <input type="button" value="REFRESH"/> <input type="button" value="SAVE"/>
Agent	Status	
Chris LaForge	<input checked="" type="radio"/> Available <input type="radio"/> Logged Out <input type="radio"/> On Break	
Jared Keplinger	<input checked="" type="radio"/> Available <input type="radio"/> Logged Out <input type="radio"/> On Break	
Max Kinney	<input type="radio"/> Available <input checked="" type="radio"/> Logged Out <input type="radio"/> On Break	
Michael Panella	<input checked="" type="radio"/> Available <input type="radio"/> Logged Out <input type="radio"/> On Break	
OnCall Cordless	<input checked="" type="radio"/> Available <input type="radio"/> Logged Out <input type="radio"/> On Break	
Ryan Hoy	<input checked="" type="radio"/> Available <input type="radio"/> Logged Out <input type="radio"/> On Break	
Shop Phone	<input checked="" type="radio"/> Available <input type="radio"/> Logged Out <input type="radio"/> On Break	

### Agent/Extension Summary

1. Hover over Status and select Extension Summary
2. All Agents/Extensions will be listed, along with call received, talk time, for any date specified.
3. All data can then be exported as a .CSV

Extension Summary												<input type="button" value="SHOW ALL"/> <input type="button" value="DOWNLOAD CSV"/> <input type="button" value="RESET"/> <input type="button" value="UPDATE"/>
Quick Select: Today		Start Date/Time: From		End Date/Time: To		Include Internal: False						
Extension	Number Alias	Answered	Missed	No Answer	Busy	ALOC	Inbound Calls	Inbound Duration	Outbound Calls	Outbound Duration	Description	
101		0	2	2	0	0:00:00	2	0:00:00	0	0:00:00	101 Chris LaForge	
102		1	2	2	0	0:01:18	3	0:03:54	0	0:00:00	102 Michael Panella	
103		0	2	2	0	0:00:00	2	0:00:00	1	0:00:02	103 Ryan Hoy Desk	
104		0	2	2	0	0:00:00	2	0:00:00	0	0:00:00	104 Ryan Hoy Cord.	
105		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	105 Office LSS	
106		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	106 Jared Keplinger	
107		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	107 Ryan LSS Test	
108		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	108 Desk Phone LSS	
109		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	109 Office Desk	
110		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	110 Lisa Pugliese LSS	
111		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	111 Chris LaForge JR.	
112		0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	112 Michael Panella	