NETWORK PHONE SOLUTIONS
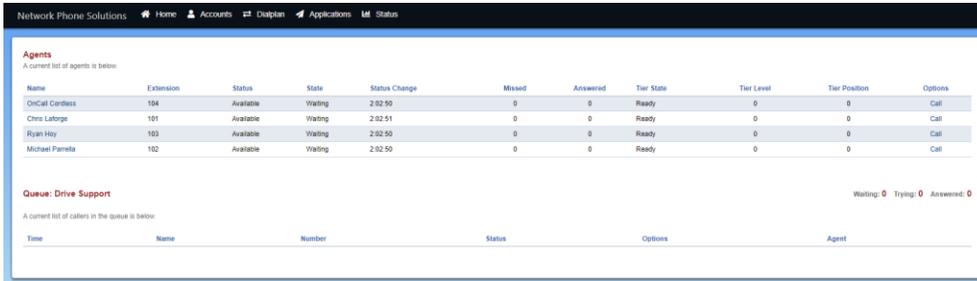
Call Center Setup

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 approached for different levels of support. Call centers allow businesses to handle call volume cleanly and efficiently.

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

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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

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