



AltiSupervisor™

for AltiWare ACC Release 5.1
and AltiWare ACM Release 5.1

Manual

Revised 7/2007 Version #2 4504-0013-5.1

WARNING!

Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc., will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc., has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

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AltiGen Communications, Inc.
4555 Cushing Pkwy.
Fremont, CA 94538
Telephone: 510-252-9712
Fax: 510-252-9738
E-mail: info@altigen.com
Web site: www.altigen.com

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Warranty

What The Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty Is Effective

All AltiGen Communications products are warranted for one year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
 - a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b) Repair or attempted repair by anyone not authorized by AltiGen Communications.
 - c) Any damage of the product due to shipment.
 - d) Removal or installation of the product.
 - e) Causes external to the product, such as electric power fluctuations or failure.
 - f) Use of supplies or parts not meeting AltiGen Communications' specifications.
 - g) Normal wear and tear.
 - h) Any other cause which does not relate to a product defect.
3. Shipping, installation, set-up and removal service charges.

How to Obtain Service

End user customers should contact your Authorized AltiGen Dealer for service.

Authorized AltiGen Dealers must follow the steps below for service:

1. Take or ship the product (shipment prepaid) to your AltiGen distributor or to AltiGen Communications, Inc.

All materials being returned to AltiGen must have an associated RMA number. RMA numbers are issued by AltiGen Customer Service and can be obtained by calling 1-888-ALTIGEN (258-4436) or faxing an RMA form to 510-252-9738, to the attention of Customer Service. AltiGen reserves the right to refuse return of any material that does

not have an RMA number. The RMA number should be clearly marked on the outside of the box in which the material is being returned. For example:

Attn.: RMA # 123
AltiGen Communications, Inc.
4555 Cushing Pkwy.
Fremont, CA 94538

Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.

2. To obtain warranty service, you will be required to provide:
 - a) the date and proof of purchase
 - b) serial number of the product
 - c) your name and company name
 - d) your shipping address
 - e) a description of the problem.
3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc., at 510-252-9712.

Effect of State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales Outside the U.S.A.

For AltiGen Communications products sold outside of the U.S.A., contact your AltiGen Communications dealer for warranty information and services.

About AltiSupervisor

AltiSupervisor is PC desktop software that runs with the AltiWare AltiContact Center (ACC) and AltiContact Manager (ACM) systems. **AltiSupervisor** is designed for supervisors of workgroup agents. Through AltiSupervisor you can monitor the real time status and performance of a workgroup, including AltiAgent calls, workgroup statistics, and agent state. This information can be stored in an internal or external CDR database for future review and analysis.

The supervisor has the ability to listen to calls and to barge in or coach calls if assistance is needed. The supervisor can also re-route a call in queue, if necessary.

New in Version 5.1

- Agent SKL (Skill Level) field is added to the Agent Monitor screen
- SKLR (Skill Level Requirement) is added to the Workgroup Queue screen
- Coaching is supported, in addition to barge-in and silent monitoring

Session Licensing and License Upgrade Procedures

AltiSupervisor requires an AltiSupervisor session license to be installed at the AltiWare ACC/ACM system. Concurrent login sessions are governed by the AltiSupervisor session license.

You can verify the licenses when you run AltiWare ACC/ACM Administrator by selecting **About AltiWare ACC Admin** or **About AltiWare ACM Admin** on the **Help** menu, then clicking the **License Information** button to view a window that displays licenses and session information.

CDR Records Note

For CDR records, there are two **Service Level** displays for AltiSupervisor:

- **Service Level** =
(number of calls in WG Queue – number of calls in Q over SL threshold) / number of calls in Q
- **Service Level since midnight** =
(number of answered calls – number of answered calls over SL threshold) / number of answered calls

Installation

The client system must meet the following minimum requirements.

- IBM/PC AT compatible system
- Intel 133 MHz Pentium or equivalent
- Windows 98 Second Edition, Windows 2000 Server/Professional with SP4, or Windows XP Professional
- 250 MB available hard drive disk space
- 256 MB RAM
- SVGA monitor (800 x 600) with 256 color display, or better
- Keyboard and mouse
- AltiWare ACC/ACM 5.1 running on a server accessible to this client.

Pre-Installation Checklist

Before installing AltiSupervisor, make sure the following is done:

- AltiWare ACC 5.1 or AltiWare ACM 5.1 has been installed on the system server.
- TCP/IP is enabled on both machines.
- The client is able to connect to the server on the network.
- The person installing AltiSupervisor has local administrator rights on the client PC.
- The AltiSupervisor License Key has been installed and activated on the system server.

Installing AltiSupervisor on a Client System

When the above items are done, follow these steps on the client machine:

1. Exit all Windows applications.
2. Insert the AltiWare Clients CD into the CD ROM drive.

3. Open the **AltiSupervisor** folder, and run the **Setup** program in that folder, following the step-by-step installation instructions as they appear on the screen.
4. Alternatively, if your system administrator has loaded AltiSupervisor on a shared network server, you can copy the files in the AltiSupervisor folder to your desktop PC, and run the AltiSupervisor **Setup** program.

Uninstalling AltiSupervisor

1. From the Windows **Start** menu, select **Control Panel > Add/Remove Programs** to uninstall AltiSupervisor.
2. Click **Remove**, and respond to any additional prompts.

Automatic Upgrade

Each time you start up AltiSupervisor, a comparison is made with the version of AltiWare ACC/ACM that is running on the server. If updates were made on the server, and your version of AltiSupervisor is out of date, you are prompted for upgrade permission. If you automatically upgrade, the AltiSupervisor startup is terminated and a software upgrade session is started. Restart AltiSupervisor to run the newer version.

Note: For remote AltiSupervisor users outside the firewall, TCP port 10050 is required to be open to allow auto upgrade. Also, automatic upgrade over the Internet requires the sending of 15 MB files over the WAN, which may take some time, to perform the automatic update.

Downgrade Procedure

1. Go to **Control Panel > Add/Remove Programs** and remove the AltiSupervisor 5.1 program and ALL OTHER 5.1 client applications (including AltiAgent, AltiView, AltiConsole and CDR Search 5.1).
2. Reboot your system.
3. Go to “<local drive>:\Program Files\AltiGen\Shared Files\” and remove **AlpInterface.dll**.

Note: The **AlpInterface** might be located under “\WinNT\System32\”, “\Windows\System32\” or some other location. Use the **Search for Files and Folders** feature to locate and remove all **AlpInterface.dll** files from the system.

4. Install the AltiSupervisor 5.0A software.

Getting Started

Start AltiSupervisor from the Microsoft Windows **Start** menu, by choosing **Start > All Programs > AltiClient > AltiSupervisor**

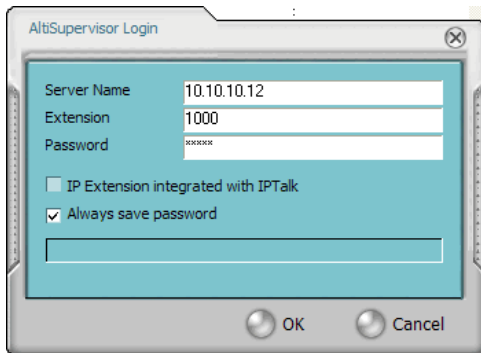
Note: For users running Windows XP SP2, a firewall protection Security Alert may pop up when opening the login window. If this happens, click **Yes** to allow AltiSupervisor to run.

If you are connecting to the Internet through a modem connection, before you log in, establish a session connection from your PC to your local internet service provider. If you're using a low-speed connection, the login may take some time, since a large amount of data is transferred to your desktop.

Logging In

1. If this is the first login to this AltiWare ACC/ACM system, enter the system server's IP address or name of the system server you will be using. To obtain the server name or IP address, ask your IT administrator.

(Subsequently, when you log in, you'll see the IP address in the **Server Name** field.)



2. Enter your **Extension** number and the **Password** assigned to your phone.

If you want to store your login password and have it entered automatically the next time you log in to AltiSupervisor, check the **Always save password** check box.

Note: Up to 8 login attempts are allowed, after which login will be disabled from 1 to 24 hours (depending on the duration set by your system administrator).

3. Click **OK**.
4. In the dialog box that appears next, select the workgroup(s) you want to monitor, and enter a password for each workgroup.



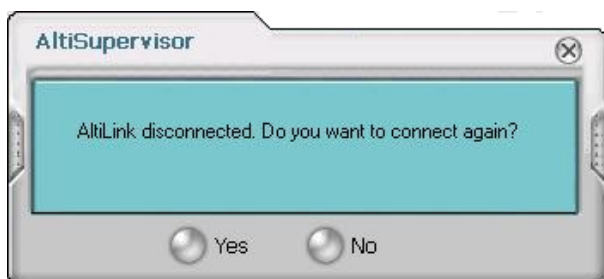
5. Check the **Save workgroup password** check box, if you want to store the passwords so you don't have to type them the next time you log in. You can log in to eight workgroups at a time.
6. Click **Login**.

Version Mismatch Dialog Box

If your version of AltiSupervisor doesn't match the version of AltiWare on the system server, you are prompted for upgrade permission when you try to log in. If you allow upgrade at this time, the AltiSupervisor startup is terminated and a software upgrade session is started. Restart AltiSupervisor to run the newer version. (See "Automatic Upgrade" on page 4 for more details.)

Reconnecting to AltiSupervisor

When a connection with the phone server is broken, a message box pops up asking if you want to connect again. Clicking **Yes** will restore the connection without you having to go through the log-in process again.



Exiting and Minimizing AltiSupervisor



To exit AltiSupervisor, click the X in the top right corner of the screen. To minimize AltiSupervisor, click the **Minimize** symbol (the dash). AltiSupervisor shrinks to a phone handset icon in the tray in the lower right corner of your screen.

To exit AltiSupervisor when it is minimized, right-click the phone handset icon and select **Exit**.

Using the Windows Tray Phone Handset Icon

After you log in, the AltiSupervisor icon (a phone handset) is displayed on the Windows tray, normally at the bottom right of your screen



If the AltiSupervisor interface is not displayed on your Windows desktop, but this icon appears in the Windows tray, double-click it to open the AltiSupervisor main window, or right-click it to pop up a menu, and then select the AltiSupervisor window you want to open.

Resizing the Display

You can resize the AltiSupervisor window by using the standard Windows method: place the cursor at a window edge or corner, then drag the window to the size you want.

The field size for any field can be increased or decreased by pointing the cursor to either side of the field's main column. The cursor changes to a movable double bar (||) that can be moved to resize the column.

Error Messages

The following errors may be displayed as login or connectivity errors.

Error Message	Description	Solution
AltiWare connection limit has been exceeded.	No AltiSupervisor was found OR more than allowed number of AltiSupervisor users have attempted to log on.	Administrator must maintain the number of AltiSupervisor license keys or add additional session licensing.
Cannot connect to AltiLink. Please check server name or network connection.	You are not connected to AltiWare.	Check the server field (IP address or DNS name) by: 1. Pinging the network server address OR 2. Try using the IP address of AltiWare (if using the DNS name in the server field).
Please register AlpInterface.dll (regsver32 AlpInterface.dll).	AltiSupervisor uses this dll to communicate with AltiWare. It should be registered in the user's system.	Re-register this file. Type in DOS command window, regsver32 AlpInterface.dll Change directory to AltiSupervisor directory, type regsver32 AlpInterface.dll

Error Message	Description	Solution
You have entered an invalid password. Please try again.	The password is incorrect.	Enter your extension password.
The version of Altisupervisor on your desktop is out of date.	The installed version of Altisupervisor does not match the version of Altisupervisor on the system server.	Upgrade Altisupervisor to match the current running version of Altisupervisor.

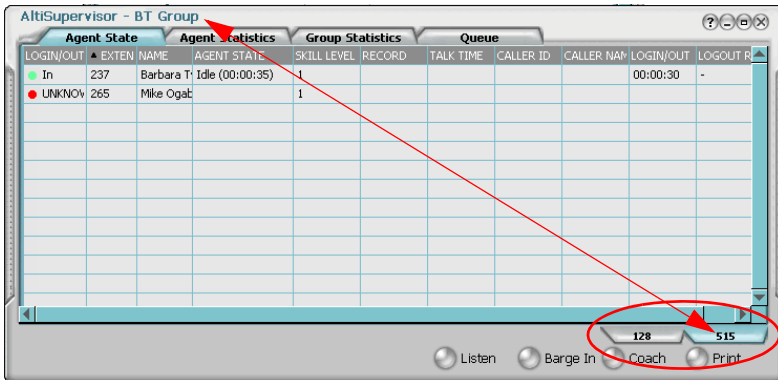
Using AltiSupervisor

Using AltiSupervisor, you can do the following:

- View workgroup and agent performance statistics and a history of calls. You can print this statistical data or export it to a CSV (comma-separated value) file.
- View call data for calls in a queue.
- Listen to an agent's phone call.
- Barge in on an agent's phone call
- Coach an agent without the caller hearing you.
- Supervise more than one workgroup at a time

Supervising More than One Workgroup

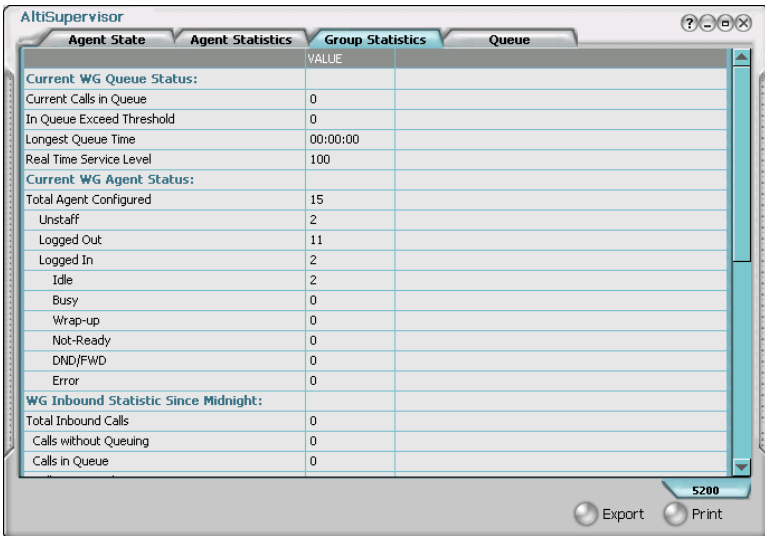
A tab for each workgroup you're supervising appears at the bottom of AltiSupervisor:



Click a tab to view the information on that group. The group name appears at the top of the AltiSupervisor screen.

Viewing Group Statistics

The **Group Statistics** tab displays—for *each* workgroup—real time workgroup activity and performance, workgroup performance since midnight, and a summary of agent data. The statistics displayed are for workgroup calls only.



The screenshot shows the AltiSupervisor interface with the 'Group Statistics' tab selected. The table displays various performance metrics for a workgroup. The 'Current WG Queue Status' section includes metrics like 'Current Calls in Queue' (0), 'In Queue Exceed Threshold' (0), 'Longest Queue Time' (00:00:00), and 'Real Time Service Level' (100). The 'Current WG Agent Status' section shows agent counts for states such as 'Unstaff' (2), 'Logged Out' (11), 'Logged In' (2), 'Idle' (2), 'Busy' (0), 'Wrap-up' (0), 'Not-Ready' (0), 'DND/FWD' (0), and 'Error' (0). The 'WG Inbound Statistic Since Midnight' section shows 'Total Inbound Calls' (0), 'Calls without Queuing' (0), and 'Calls in Queue' (0). The interface includes 'Export' and 'Print' buttons at the bottom right, with a '5200' indicator.

	VALUE	
Current WG Queue Status:		
Current Calls in Queue	0	
In Queue Exceed Threshold	0	
Longest Queue Time	00:00:00	
Real Time Service Level	100	
Current WG Agent Status:		
Total Agent Configured	15	
Unstaff	2	
Logged Out	11	
Logged In	2	
Idle	2	
Busy	0	
Wrap-up	0	
Not-Ready	0	
DND/FWD	0	
Error	0	
WG Inbound Statistic Since Midnight:		
Total Inbound Calls	0	
Calls without Queuing	0	
Calls in Queue	0	

These statistics are reset every night at midnight.

Most of the statistics are self-explanatory, but you may want to note the following:

- **Busy**—the number of agents whose phones are off hook, or the extension is in the **Forward All Calls** or **Do Not Disturb** state.
- **Wrap-up**—whether or not to allow wrapup time, and the duration that can be used to wrap up after hanging up a workgroup call, are determined in the AltiWare Administrator. The statistics show the number of agents that are currently in the wait state. The **Agent Statistics** tab displays the total and average wrap-up time per agent.
- **Calls abandoned**—the number of calls abandoned since midnight, including abandoned in queue, in ring, in voice mail, or in application.

- **Abandoned to App or others**—the caller exits the WG Queue by pressing a digit. Such a call can be sent to a custom application, AA, operator, extension, or outside line park, based on settings in AltisWare Administrator.
- **Service level %**—the percentage of queued calls within the service level threshold. $\text{Service Level} = (\text{number of calls in WG Queue} - \text{number of calls in Q over SL threshold}) / \text{number of calls in Q}$.
- **Average wait time for answered calls**—the average amount of time a caller is in queue before being answered.
- **Average wait time for abandoned calls**—the average amount of time calls were in queue before they were abandoned. *Abandoned* means that the caller has hung up before the call was answered.
- **Average talk time**—the total and average amount of time workgroup agents are actually talking to callers. The average time *per agent* is shown in the **Agent Statistics** tab.

Switching Workgroup Views

Click a workgroup tab at the bottom of the panel to view statistics for another workgroup.

Exporting or Printing Statistics

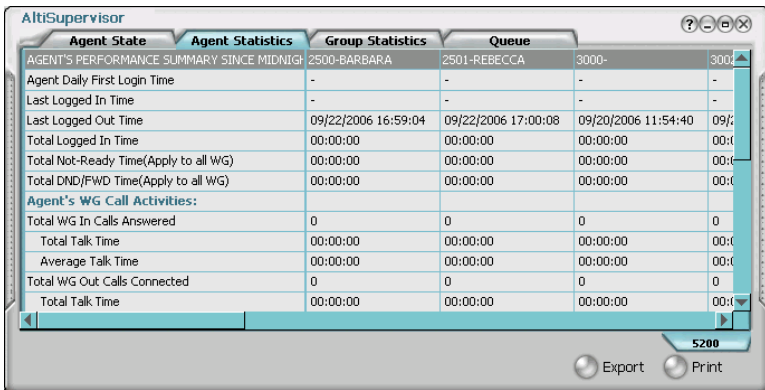
Use the **Export** button and then specify a directory and file name to save records to a CSV (comma-separated values) file, or use the **Print** button to print the records.

Important: These statistics are reset every night at midnight. If you do not export or print records before the reset, you cannot recover the data.

Viewing Agent Statistics

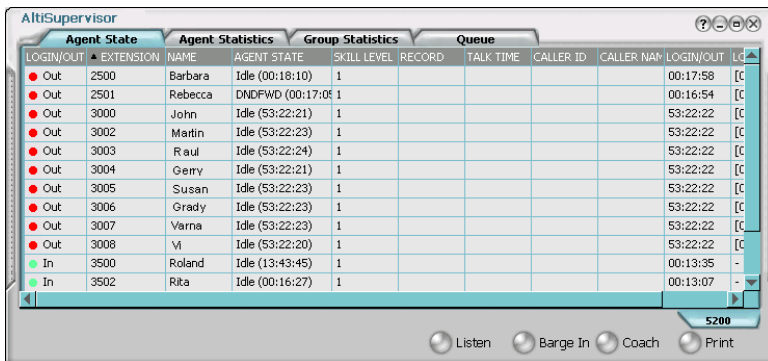
The **Agent Statistics** tab displays statistics for each agent, including the number of calls answered, the average talk time (average amount of time spent on the phone per call), and the average time spent in wrap up.

The table also displays the login and logout times.



Viewing Agent Current State

Click the **Agent State** tab to view the current state of the agents for the selected workgroup and to have access to the **Listen**, **Barge In** and **Coach** buttons



This tab displays information about the agent's logon readiness state and the agent's status (either idle or busy), and the skill level assigned to the agent. If the agent is connected to a caller, call data and Caller ID data are displayed, indicating whether the call is incoming or outgoing, Personal or Workgroup.

Notes

- The following Logout Reason Codes need explanation:

- [00] – Appears in the Logout Reason column in one of two situations: either agents in this workgroup are not required to provide a logout reason, or “00” is used to indicate a logout reason of “other.”
- [96] – The agent’s IP extension was logged out by the system due to a network error.
- [97] – The agent’s physical or IP extension changed to a virtual extension, and the system logged out the extension from the workgroup.
- [98] – The supervisor logged out the agent.
- [99] – The system logged out the agent from the workgroup based on the system configuration for “Agent ring no answer.”
- The green light will turn red if the extension is:
 - in the **Busy** state
 - in **Error** state (this condition occurs when an extension user leaves the phone handset/headset off hook too long without completing an action)
 - in **NotReady** state
 - in the **Forward All Calls (FWD)** state
 - in the **Do Not Disturb (DND)** state
 - in **Wrap-up** state after a call
 - in **UnStaff** state (extension becomes virtual)
- For an agent’s outbound workgroup call to another agent in the workgroup, the **Caller ID** field will show the direction of the call (=> means an outgoing call, <= means an incoming call) and the caller ID of the incoming caller/outgoing call.

To change views and print data

Click a workgroup tab at the bottom of the panel to view data for agents in another workgroup.

Click **Print** to print the current window data.

Listening in, Barging In, Coaching

If your system and extension are configured to provide these functions, you can listen to (silently monitor) an agent's calls and, if necessary, intervene and enter the conversation in progress, sometimes called barging into the call. Essentially, barging in is to create a conference call with the agent, the caller, and yourself. You can also choose to coach the agent – tell the agent what to say without the caller hearing you.

Note: These features not only require the appropriate extension permissions, but also a Triton Resource Board to be installed in the AltiWare ACC/ACM system. If you try to make use of these features when there is no board present, you'll get a fast busy signal.

You can monitor an agent's incoming/outgoing calls for the workgroup that belongs to you, regardless of the agent's login/logout status.

You can monitor, barge-in on, and coach an agent's personal call through AltiSupervisor or from the phone interface (using #59).

You cannot listen, barge in on, or coach parked calls, calls on hold, or calls in conference.

WARNING: Listening in to or recording a conversation without the consent of one or both parties may be a violation of local, state and federal privacy laws. It is the responsibility of the users of this feature to assure they are in compliance with all applicable laws.

Listening In

When you listen in to a call, you cannot be heard.

To listen in to a call

1. On the **Agent State** tab, click to select an agent connected to an incoming workgroup call.
2. Click the **Listen** button to ring your extension, then listen in by phone or headset.

Alternatively, using the handset, press # 59 + <agent extension> + <workgroup password> + 1.

3. When you are finished monitoring, click the **Hang Up** button.

The **Hang Up** button appears on the tab after you click **Listen**.

Barging In

You can barge into a workgroup agent call and enter the conversation in progress.

To barge in to a call

1. On the **Agent State** tab, click to select an agent connected to an incoming workgroup call.
2. Click the **Barge In** button to ring your extension, then speak to the agent and caller through the handset.

Alternatively, using the handset, press **# 59** + **<agent extension>** + **<workgroup password>** + **2**.

3. To exit the call, click the **Hang Up** button.

The **Hang Up** button appears on the tab after you click **Barge In**.

Coaching

You can coach a workgroup agent, telling the agent what to say, without the caller hearing you.

To coach an agent

1. On the **Agent State** tab, click to select an agent connected to an incoming workgroup call.
2. Click the **Coach** button to ring your extension, then speak to the agent through the handset. The agent hears a tone, alerting the agent that coaching has been initiated.

Alternatively, using the handset, press **# 59** + **<agent extension>** + **<workgroup password>** + **3**.

3. To exit the call, click the **Hang Up** button.

The **Hang Up** button appears on the tab after you click **Coach**.

Recording Calls

The voice recording feature in Altisupervisor allows the recording of conversations between a workgroup agent and a customer. Recorded conversations can then be played back through voice mail or accessed at a centralized location.

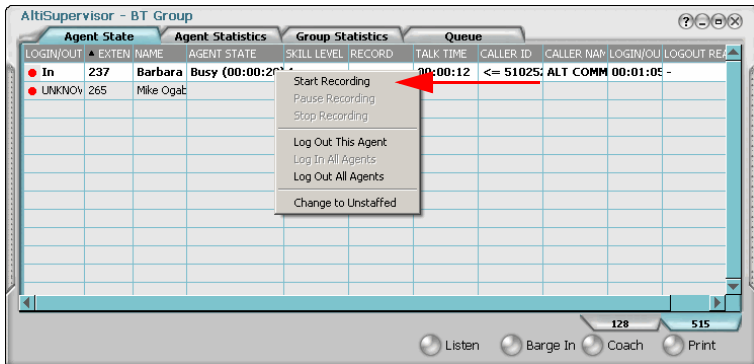
Note: The voice recording feature is not available for extensions on Quantum boards.

To record, the supervisor extension must have the **Personal Call Recording** option enabled in AltiWare Administrator.

WARNING: Listening in to or recording a conversation without the consent of one or both parties may be a violation of local, state and federal privacy laws. It is the responsibility of the users of this feature to assure they are in compliance with all applicable laws.

To record a call

1. On the **Agent State** tab, right-click on the agent call to open a context menu.



2. Choose **Start Recording**. If the **Insert Recording Tone** option is set, both parties will hear a beep when the recording begins.

Note: After a supervisor clicks on the **Start Recording** menu item to record an agent's conversation, AltiSupervisor will display "ON" in the record field to indicate the call is being recorded. The display appears until the call is finished or when the supervisor stops recording the call. The display also applies to **Record All Calls**.

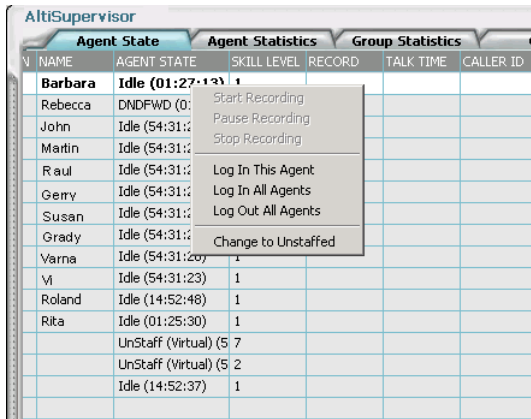
3. To pause recording, right-click on the conversation and choose **Pause Recording**.
4. To end recording, right-click on the conversation and choose **Stop Recording**. If the administrator has set to record to a centralized location, contact your administrator for access. If the system is set to

save the recording as the AltiSupervisor's voice mail, the recording can be heard through the AltiGen Voice Mail System.

Note: Do not enter an account code while recording; doing so will disconnect the call.

Forced Agent Login/Logout/Unstaffed

The supervisor can force one or all agents to log in or log out from a workgroup from the **Agent State** tab in AltSupervisor.



NAME	AGENT STATE	SKILL LEVEL	RECORD	TALK TIME	CALLER ID
Barbara	Idle (01:27:13)	1			
Rebecca	DND/FWD (01:27:13)	1			
John	Idle (54:31:48)	1			
Martin	Idle (54:31:48)	1			
Raul	Idle (54:31:48)	1			
Gerry	Idle (54:31:48)	1			
Susan	Idle (54:31:48)	1			
Grady	Idle (54:31:48)	1			
Varna	Idle (54:31:48)	1			
Vi	Idle (54:31:23)	1			
Roland	Idle (14:52:48)	1			
Rita	Idle (01:25:30)	1			
	UnStaff (Virtual) (5:7)				
	UnStaff (Virtual) (5:2)				
	Idle (14:52:37)	1			

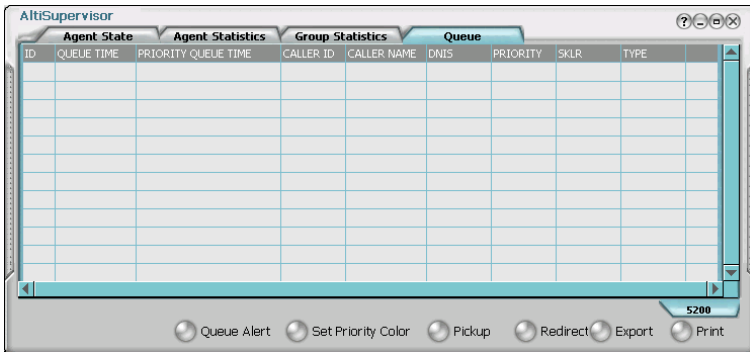
- To force an agent to log out of a workgroup, right-click on a workgroup call and choose **Log Out This Agent**.
- To force all agents to logout, right-click on a workgroup call and choose **Log Out All Agents**.
- To force all agents to log in to a workgroup, right-click on a workgroup call and choose **Log In All Agents**.
- To force an agent to Unstaffed (virtual), right-click on the workgroup call and choose **Change to Unstaffed**.

Note: AltSupervisor can set an agent to **Unstaffed**, but cannot change an unstaffed agent back to Staffed or Logon.

Note: The **Change to Unstaffed** feature is not supported at the IP phone agent.

Viewing the Queues

Click the **Queue** tab to view the queue for the selected workgroup.



For each call in queue, the Queue tab displays the ID, the queue time, priority queue time, Caller ID, and Caller Name if available, the DNIS number, the priority level, the skill level required by the caller (SKLR), and the type of call.

To pick up a call from queue

To pick up a call from queue, click on a queued call from the list, then click the **Pickup** button. This will ring the supervisor extension when the phone is in idle state. If the supervisor is not in idle state, the current call is put on hold and the queued call is connected.

Note: The **Allow Pickup Call from Workgroup Queue** setting in AltiWare Administrator (Extension Configuration, **Group** tab) must be checked in order to allow AltiSupervisor to pick up calls from queue.

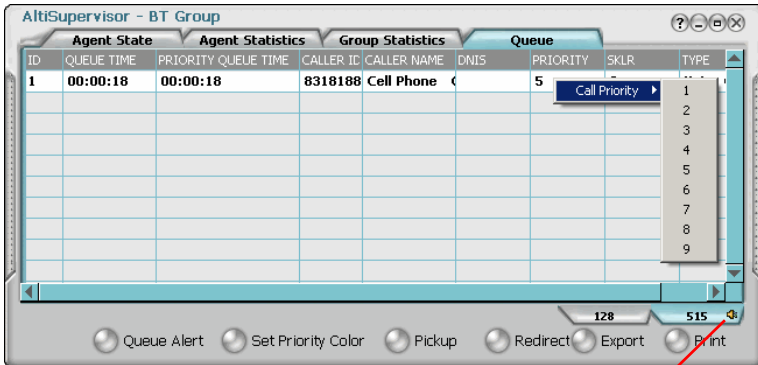
To redirect a call from queue

To redirect a call from queue, click on a queued call from the list, then click the **Redirect** button. AltiSupervisor pops up a window that lists extensions and speed dial numbers. When you click a number, the call is redirected to the number.

Note: The **Allow Redirect Call / Change Priority** setting in AltiWare Administrator (Workgroup Configuration, **Queue Management** tab) must be checked to allow AltiSupervisor to transfer calls from queue.

To assign call priority

To assign call priority to a queued call, right-click on the call and select a priority level from **1 - 9**.

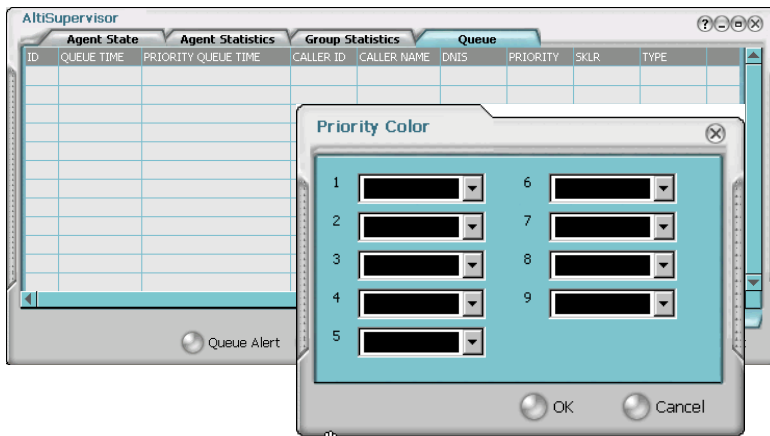


The loudspeaker icon indicates that at least one call is in queue.

Note: The **Allow Redirect Call / Change Priority** setting must be checked in AltiWare Administrator (Workgroup Configuration, **Queue Management** tab) to allow AltiSupervisor to assign call priority from queue.

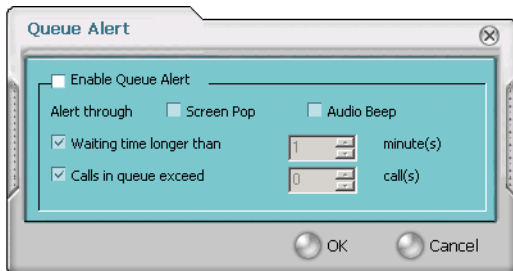
Color Coded Queue Priority

A supervisor can assign different colors for different call priorities on the AltiSupervisor **Queue** tab. The **Set Priority Color** button allows the supervisor to choose from 11 colors to assign to each call priority. The configuration is stored locally.



Be Alerted when Queue Reaches Specified Limits

Click the **Queue Alert** button to specify when you want to be alerted to the condition of the queue. The following dialog box appears:



1. Check **Enable Queue Alert** to enable the alert.
2. Choose to be alerted through a screen pop and/or an audio beep.
3. Choose to be alerted when the queue time exceeds the number of seconds you specify and/or the number of calls exceeds the number you specify.

When an above condition is met, a screen pop will display messages like the following:

- "Date Time: Number of queued call(s) in Workgroup .xxx exceeds y call(s)"
- "Date Time: Waiting time in Workgroup .xxx longer than x minute(s)."

Click **OK** to dismiss the pop up. If you leave the pop up displayed, it will be updated when the specified threshold is crossed again.

The supervisor does not have to be part of a workgroup to use the Queue Alert feature.

Exporting or Printing Statistics

Use the **Export** button and then specify a directory and file name to save the queue data to a CSV (comma-separated value) file, or use the **Print** button to print the records.

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