



Telstra IP Telephony Standard Call Centre Customer Group Administrator

User Guide

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Need more support

Additional information on the TIPT Standard Call Centre is available on the Telstra Online Resource Centre.

www.telstra.com/tiptresources

Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

- Web addresses, e-mail addresses and hyperlinks are shown in **Regular**, for example www.telstraenterprise.com.au
- Button names and titles/features on your computer screen are shown in **Bold**.

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Standard Call Centre Group Administrator Introduction

This guide provides step-by-step instructions for the Customer Group Administrators (CGA) specifically for features related to a Telstra IP Telephony (TIPT) Standard Call Centre. The steps listed in this document relate to a Standard Call Centre.

CommPilot is a web based application that provides a Customer Group Administrator with the ability to configure and manage Group and User services within TIPT. A CGA has the ability to configure/change features such as assigning agents and supervisor/s and customising announcements.

Agents have the ability, via the Call Centre web based client application on their desktop, to have call control capabilities such as answering calls, hold, transfer, and conference. They also have the ability to escalate calls to their Supervisor, change their queue status and display their real time and/or historical statistics.

Supervisors have the ability via the TIPT Call Centre web based client on their desktop to manage agents and queue/s. They have call control capabilities such as answering calls, hold, transfer, and conference. Supervisors also the ability to provide real time and historical reporting on the agent's performance and queue/s they are monitoring. These reports can be viewed in both graphical and tabular format.

Intended Audience

This document is for Customer Group Administrators and provides instructions on the main features of creating new call centres and editing existing call centres.

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Logging in as a Customer Group Administrator

1. Open your Web browser.
2. Enter the URL: www.telstra.com/tiptresources
3. Click on the **Login to CommPilot** link.
4. Enter your Telstra IP Telephony Customer Group Administrator **UserID** and **Password**.
5. Select **Login**.

Note: It is suggested that the Remember me check box NOT be ticked, as anyone using your computer can then login as a Customer Group Administrator and have access to the configuration of TIPT.



Telstra Telstra IP Telephony

User ID

Password

Remember Password

[Bookmark this page](#)

Login



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Assigning the Call Centre Standard Feature Pack to a user

Use the *User/Assign Services* page to assign services to or unassign services from a user. This feature is used if you want to assign a different user an agent or supervisor user pack, or additional agent or supervisor user packs may have been initially purchased and you are ready to assign them to a user.

The Call Centre feature packs are listed under 'User Services' screen.

To assign the Call Centre Standard feature pack:

1. On the *Group/Profile* menu page, click **Users**.
2. Click **Search** to display a list of users in your group.
3. Click **Edit** or any item on the row for the user.
4. From the *Profile* menu, click **Assign Services**.
5. In the *Available Service Packs* column, select the relevant feature packs to be assigned.
6. Agent: TIPT Call Centre Agent V8.
7. Supervisor: TIPT Call Centre Supervisor V7.
8. Click **Add>**, to assign the feature packs.
9. Click **OK** or **Apply** to save your changes. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click Cancel to display the previous page.

Note: Call Centre is only supported with the primary telephony device that is configured for each user in TIPT Commpilot. There are significant known issues when the telephony device being used with Call Centre is configured as a shared call appearance or the primary line instead of the primary telephony device. Please ensure the assigned users are aware of this or contact Telstra for more information.

Group > Users > DCUser3

Welcome Sales Group Administrator [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel

Available Service Packs	User Service Packs
TIPT Call Centre Agent Pack V8	TIPT Call Centre Standard V8
TIPT Standard Pack V8	TIPT Call Centre Supervisor Pack V7
	TIPT Executive Pack V8

Add > Remove < Add All >> Remove All <<

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Configuration for Standard Call Centre Unavailable Codes

When an agent or supervisor changes their state to unavailable, there is an option to enter an unavailable code to specify why the agent or supervisor has become available, e.g. Lunch break, Internal meeting, Break. These Unavailable codes need to be configured in CommPilot in order to be able to be used in the Agent and/or Supervisor clients.

A Customer Enterprise Administrator (CEA) must configure Unavailable codes. A Customer Group Administrator does not have the access. Should you need to create Unavailable codes and you do not have CEA access to CommPilot, please contact Telstra for a CEA logon.

The Customer Group Enterprise Administrator configures the Call Centre settings through the *Group/Call Centre page*.

There are a number of options that can be configured.

1. Ensure you are logged on as a **Customer Enterprise Administrator**.
2. From the Options menu, select **Call Center**.
3. Select **Call Centres**.

Enterprise > N0000108R Welcome ACME CGA [Logout]

Options:

- Profile
- Resources
- Services
- Call Center
- Utilities

Call Centers

Create a new call center or manage existing call centers. You can configure a call center to allow agents to log in and out, to queue incoming calls that cannot be answered immediately, to re-direct calls when the group cannot accept calls, and to provide music or video for callers on hold.

OK Apply Add Basic Add Standard Add Premium Add Call Center Wizard Cancel

[Agent Default Settings](#) [Agent Unavailable Codes](#) [External Reporting Settings](#) [Report Templates](#)
[Routing Priority Settings](#) [Call Disposition Codes](#) [Report Branding](#) [Scheduled Reports](#)

Active	Name	Type	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Finance	Standard					Edit

OK Apply Add Basic Add Standard Add Premium Add Call Center Wizard Cancel

4. Agent Default Settings are unavailable to configure for a Standard Call Centre
5. Click **Agent Unavailable Codes**

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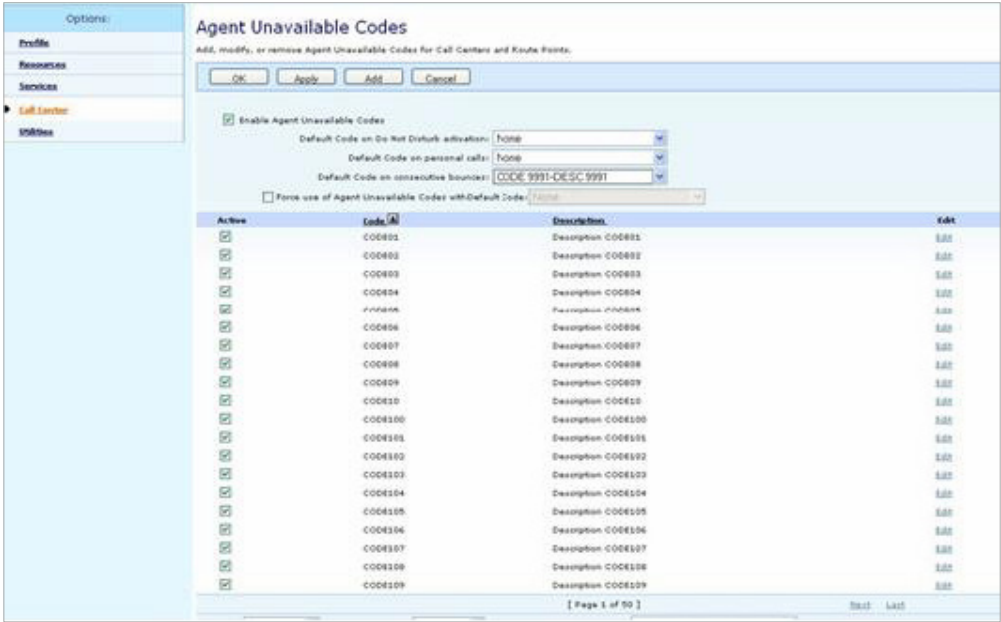
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Select the following options if required. The default settings are listed below in [].

1. Select **Enable Agent unavailable Codes** [unselected].
2. Specify **Default Code on Do Not Disturb** [none].
3. Specify **Default Code on Personal Calls** [none].
4. Specify **Default Code on consecutive bounces** [none].
5. Select **Force use of Agent Unavailable Code with Default Code** [none].

To add a code.

1. Click **Add**.
2. Specify **Active** [Default value is selected].
3. Enter a Code e.g. C101.
4. Enter a Code Description.
5. Click **OK** to save changes.
6. Click **OK**.
7. *Call Disposition Codes* are unavailable in the Standard Call Centre.
8. *Routing Priority Settings* are unavailable to configure in a Standard Call Centre.

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As a Customer Group Administrator you can Add, Modify or Delete a Call Centre. Once you have logged in as a CGA and selected Call Centre from the Options menu the following screen will be displayed.

Group

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center**
- Calling Plan
- Utilities

Call Center

Basic | **Reporting**

Call Centers | None of the menu items in this category are enabled.

Automatically process incoming calls received by a single phone number by distributing them to a group of users or agents. Includes enhanced features such as agent log in and log out, call queuing, and overflow control.

The Call Centre has its own set of menu options listed in the screen below.

Group - Call Centers - CC_DC

Welcome Sales Group Administrator [Logout]

Options:

- Profile**
- Routing Policies
- Incoming Calls
- Calling Plans

Profile

Basic | **Advanced**

Profile
Display and configure profile information for this call center.

Addresses
Display and configure information such as phone number, extension, and identity/device profile for this call center.

Agents
Configure the list of agents who may join this Call Center.

Password
Configure the web access and voice portal password for this call center.

Status & Statistics
Display this call center's status & statistical data.

Supervisors
Configure the list of users who may supervise this Call Center.

Thresholds
Configure key statistical call center thresholds and setup notification email.

Announcements
Load or modify the call center announcements.

Voice Portal
Change voice portal options of the call center.

Weighted Call Distribution
Configure assigned users weighted call distribution.

Advanced

Assign Services
Assign or unassign services and service packs.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Distinctive Ringing
Configure the call center distinctive ringing for calls routed to agents.

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As a Customer Group Administrator you can Add, Modify or Delete a Call Centre.

To create a new Call Centre use the *Group/Call Centre/Call Centres/Add Standard* button to add the information for a new call centre. A call centre is itself a virtual user (the call centre user) and you provision it with many of the attributes that a user has.

The screenshot shows the 'Call Center Add' form with the following fields and options:

- Options:** Profile, Resources, Services, Acct/Auth Codes, **Call Center**, Calling Plan, Utilities
- Call Center Add:** Create a new call center.
- Buttons:** OK, Cancel
- Call Center Type:** Standard
- * Call Center ID:** [text field] model.ipv5.net
- * Name:** [text field]
- * Calling Line ID Last Name:** [text field]
- * Calling Line ID First Name:** [text field]
- * Initial Password:** [text field]
- * Re-type Initial Password:** [text field]
- Department:** None
- Language:** English
- Time Zone:** (GMT+11:00) Australia/Victoria
- Group Policy:** Circular, Regular, Simultaneous, Uniform, Weighted Call Distribution
- Bandwidth and QoS Settings:**
 - Preferred announcement / music codec for external calls: None
 - Preferred announcement / music codec for internal calls: None
- Call Center Settings:**
 - Queue Length: 0 calls
 - Enable video support:
 - Play ringing when offering call:
 - Allow callers to dial 0 to escape out of queue:
 - Reset caller statistics upon entry to queue:
- Reporting Settings:**
 - Enable Call Center External Reporting:
- Agent Settings:**
 - Allow agents to join Call Centers:
 - Allow Call Waiting on agents:
 - Enable calls to agents in wrap-up state:
 - Enable maximum ACD wrap-up timer: [] : [] (minutes:seconds)
 - Automatically set agent state to Available after call:

1. Once you have logged on as a CGA.
2. From the *Options* menu, select *Call Centre*.
3. Click **Call Centre** on the menu page.
4. Click **Add Standard** button.
5. Type or select information for the call centre. An asterisk (*) indicates required data.

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6. *Call Centre ID*: Enter an ID for the Call Centre (do not use spaces, the length of the ID can be between 6-80 characters), e.g. the phone number @ the domain name (03xxxxxxx@acme.com).
7. *Name*: Enter a name for the Call Centre (do not use spaces, the length can be between 6-80 characters).
8. *Calling Line ID Last Name*: Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset). This will display for an incoming call.
9. *Calling Line ID First Name*: Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset). This will display for an incoming call.
10. *Initial Password*: Enter an initial password (must be at least 6 characters).
11. *Retype Password*: Retype your initial password as confirmation.
12. *Department*: Select a Department from the drop down list if required.
13. Select the Language, that is, the language in which service-specific messages are played during calls to the call centre. Default is English (U.S. English) unless configured otherwise.
14. *Time Zone*: Select the relevant Time Zone.
15. Select the Group Policy options configure the call-distribution pattern for incoming calls. Click the radio button for the type of setup you want.

Policy	Description
Circular	Sends incoming calls to agents according to their position on a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.
Regular	Sends incoming calls to the next available agent.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to agents according to percentages you assign on the Call Centre – Weighted Call Distribution page. To configure Weighted Call Distribution refer to Section Configure Weighted Call Distribution

Bandwidth and QoS (Quality of Service) settings:

1. Select the *Preferred announcement/music codec for external calls* from the drop down list. (This should be selected based on the codec your company is using).
2. Select the *Preferred announcement/music codec for internal calls* from the drop down list. (This should be selected based on the codec your company is using).

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Call Centre Settings attributes for calls:

1. Type or select what you want for the call centre.

Input box	Description
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent.
Enable Video support	This feature is not currently supported
Play ringing when offering call	Deselect this option if you do not require ringing when a call is being offered
Allow callers to dial 0 to escape out of queue	Deselect this option if you do not want callers to press 0 to escape out of the queue
Reset caller statistics upon entry to queue	Check this box if you require caller statistics to be reset each time they log into a queue

Reporting Settings:

1. Select *Enable Call Centre External Reporting*.

Agent Settings:

1. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

Input box	Description
Allow agent join Call Centres	Allow agents to log on to or log off from the call centre. A check mark indicates that the feature is on.
Allow Call waiting on agents	Use this feature if you require the agents to have more than one call at a time directed to them. Agents must also have their Call Waiting feature in their user profile also selected
Enable calls to agents in wrap up state	Use this feature if you require the agents to receive calls while in the wrap up state
Enable maximum ACD wrap up timer	Specify in minutes and seconds how long the system will wait before routing a call to a free agent. When a caller hangs up before an agent, the system may attempt to route another incoming call to that agent before he or she has replaced the handset, causing the call to return to the queue unanswered. When this box is checked, the system waits the specified number of seconds each time an agent's phone indicates that it is ready to receive calls before routing a new call to that agent.
Automatically set agent state to	Specify Available (default), Unavailable, Wrap up to automatically set the agents state when an agent logs into the call centre.

2. Click **OK** to save your changes and display the previous page, or Cancel to exit without saving changes.

3. If adding a Call Centre a phone number now needs to be assigned.

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Access the Profile Menu for a Call Centre

Use the *Call Centre/Profile* menu page to display the pages to add attributes for a new call centre or to modify attributes for a call centre.

The screenshot shows a web application interface for configuring a call center profile. The breadcrumb navigation at the top reads "Group > Call Centers : CC_DC". The user is identified as "Welcome Sales Group Administrator" with a "Logout" link. On the left, there is a navigation menu with options: Profile (selected), Routing Policies, Incoming Calls, and Calling Plans. The main content area is titled "Profile" and is divided into two columns: "Basic" and "Advanced".

Basic	Advanced
Profile Display and configure profile information for this call center.	Assign Services Assign or unassign services and service packs.
Addresses Display and configure information such as phone number, extension, and identity/device profile for this call center.	Call Application Policies Select Call Control Applications enabled for a user.
Agents Configure the list of agents who may join this Call Center.	Call Policies Configure user Call Policies
Password Configure the web access and voice portal password for this call center.	Distinctive Ringing Configure the call center distinctive ringing for calls routed to agents.
Status & Statistics Display this call center's status & statistical data.	
Supervisors Configure the list of users who may supervise this Call Center.	
Thresholds Configure key statistical call center thresholds and setup notification email.	
Announcements Load or modify the call center announcements.	
Voice Portal Change voice portal options of the call center.	
Weighted Call Distribution Configure assigned users weighted call distribution.	

1. On the *Group/Call Centre* menu page.
2. Click **Call Centres**.

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3. Select from the list the Call Centre you want to modify.
4. Select the *Profile* menu, make the changes to the required fields.

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Call Center Add
Create a new call center.

OK Cancel

Call Center Type: Standard

* Call Center ID: [] @ model.ipv5.net

* Name: []

* Calling Line ID Last Name: [] * Calling Line ID First Name: []

* Initial Password: [] * Re-type Initial Password: []

Department: None Language: English

Time Zone: (GMT+11:00) Australia/Victoria

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

Bandwidth and QoS Settings

Preferred announcement / music codec for external calls: None

Preferred announcement / music codec for internal calls: None

Call Center Settings

Queue Length: 0 calls Enable video support

Play ringing when offering call Allow callers to dial 0 to escape out of queue

Reset caller statistics upon entry to queue

Reporting Settings

Enable Call Center External Reporting

Agent Settings

Allow agents to join Call Centers

Allow Call Waiting on agents

Enable calls to agents in wrap-up state

Enable maximum ACD wrap-up timer: [] : [] (minutes:seconds)

Automatically set agent state to Available after call

5. Click **OK** to save changes.
6. To display the options for your Home page, click Group in the navigation pane or Home from the top of the screen.

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To modify a Call Centre a number of screens must be filled in.

Use the *Group/Call Centre/Call Centre Profile* page to add basic information for a Call Centre.

A Call Centre is a virtual user (a Call Centre user) and you provision it with many of the attributes a user has.

1. Once you have logged in as a Customer Group Administrator.
2. From the **Options** menu select **Call Centre**.
3. Click **Call Centres**.
4. Select the required call centre to modify.
5. Select **Profile**.
6. Enter the required information for the Call Centre (an asterisk (*) indicates a mandatory field and requires data).
7. The following mandatory fields must be completed: Call Centre ID, Name, Calling Line ID Last name, Calling Name ID First Name, Initial Password, Re-type Initial Password.
8. The default language is English (US English), unless configured otherwise. Clicking on the drop down arrow will list other available languages that are the language in which service -specific messages are played during calls to the call centre.
9. Other options can be changed as required. All explanations for fields on this screen are listed above in the "Add a Call Centre section".
10. Click **OK** to save your changes.

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Assigning a number to a Call Centre

To assign a number to the Call Centre.

1. From the *Options* menu select **Call Centre**.
2. Click **Call Centres**.
3. Select the required call centre to Edit
4. Select **Addresses**
5. Click on the drop down arrow from the *Phone number field*, select a number for the Call Centre.
6. Click **OK** or **Apply** to save your changes. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click Cancel to display the previous page.

The screenshot shows a web application interface for configuring call center addresses. The breadcrumb navigation at the top reads "Group > Call Centers : CC_DC". On the left, there is a sidebar menu under the heading "Options:" with the following items: "Profile" (highlighted with a red arrow), "Routing Policies", "Incoming Calls", and "Calling Plans". The main content area is titled "Call Center Addresses" and includes a descriptive sentence: "Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls." Below this, there are three buttons: "OK", "Apply", and "Cancel". The configuration fields are as follows: "Phone Number:" is a dropdown menu currently showing "0812345002" and "Not Activated"; "Extension:" is a text input field containing "5002"; "Aliases : sip:" is a label for three rows of input fields. Each row consists of a text input field followed by an "@" symbol and a dropdown menu, all three of which currently show "model.ipvsn.net".

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Assign Users as Agents to the Call Centre

1. From the **Options** menu select **Call Centers**.
2. Select **Call Centers**.
3. Select the required call centre to modify.
4. Select the **Agents** menu.
5. To view all users, click the **Search** button OR
To find the desired user, enter the search criteria in the fields provided and click the **Search** button.

The screenshot displays the 'Agents' configuration interface. At the top, the breadcrumb is 'Group > Call Centers : CC_DC' and the user is 'Welcome Sales Group Administrator'. The left sidebar shows 'Options:' with 'Profile' selected. The main content area has a title 'Agents' and a description: 'Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call centers. Users with Call Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center.' Below this are 'OK', 'Apply', and 'Cancel' buttons. A search section titled 'Enter search criteria below' includes 'User ID' and 'Starts With' dropdowns, a plus sign, and a 'Search' button. The main area is split into 'Available Agents' (empty) and 'Assigned Agents' (containing 'Sales, Leigh (DCUser2)', 'Summers, Anne (DCUser1)', and 'Caro, Jane (DCUser3)'). Between these columns are 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<' buttons. At the bottom right are 'Move Up' and 'Move Down' buttons.

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- From the *Available Agents* column, select the users to be assigned as agents click **Add**.
To assign all users at once, click **Add All**.

To select several users in sequential order, click on the first user required, hold down the SHIFT key on the keyboard and click on the last user required. To select several items, not in a particular order, click on users while holding down the CTRL key on the keyboard.

- Click **OK** (to save changes).
- Navigate to the *Profile/User/Call Control* menu of the agent.
- Select the option **Join Call Centre**.
- Click **OK**.

Options:

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned: Premium
ACD State: Sign-Out
Agent Threshold Profile: Default Agent Threshold Profile
 Make outgoing calls as: None
Use Guard Timer Setting: Default User
 Enable guard timer for: 5 seconds
Use Agent Unavailable Settings: Default User
 Force agent to unavailable on Do Not Disturb activation
 Force agent to unavailable on personal calls
 Force agent to unavailable after: 3 consecutive bounced calls
 Force agent to unavailable on not reachable

Call Center ID	Phone Number	Extension	Routing Type	Skill Level
CC_DC	0812345002	5002		
SalesDept			Skill Based	4

OK Apply Cancel

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Assign Supervisor/s to a Call Centre

1. From the **Options** menu select **Call Center**.
2. Select **Call Centers**.
3. Select the required call centre to **Edit**.
4. Click on **Supervisors**.
5. To view all users, click the **Search** button OR
To find the desired user, enter the search criteria in the fields provided and click the Search button.

6. From the *Available Supervisors* column, select the users to be assigned as supervisors.
7. Click **Add>**. To assign all users at once, click **Add All>>**.
To select several users in sequential order, click on the first user required, hold down the SHIFT key on the keyboard and click on the last user required. To select several items, not in a particular order, click on users while holding down the CTRL key on the keyboard.
8. Click **OK** or **Apply** to save your changes. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click Cancel to display the previous page.

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Assign Agents to a Supervisor

1. Click the **Assign Agents** tab.
2. Click **Search** to view all Agents.
3. From the *Available Agents* column, select the users to be assigned as agents click **Add**. To assign all users at once, click **Add All>>**.

To select several users in sequential order, click on the first user required, hold down the SHIFT key on the keyboard and click on the last user required. To select several items, not in a particular order, click on users while holding down the CTRL key on the keyboard.
4. Click OK (to save changes).

Thresholds

Configure key statistical call centre thresholds. When Call Center Thresholds is On and a threshold is met, notification emails can be sent or other applications can be notified about it. Select the call centre threshold you want to enable by setting a value for it.

You use this page to configure thresholds for key statistical measurement for a selected call centre.

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You can configure thresholds for the following measurements:

- **Current Calls in Queue** – The number of calls in the queue.
- **Current Longest Waiting Call** – The waiting time of the call that has been in the queue the longest.
- **Estimated Wait Time** – The estimated time a caller has to wait in the queue before their call is answered.
- **Average Handling Time** – The average time it takes to process a call in the queue.
- **Average Speed Of Answer** – The average time a caller spends in the queue before the call is answered by an agent.

For each measurement, a yellow (first level) and a red threshold (second level) can be set. When a threshold is met, an alert with the corresponding severity is sent to the subscribed Call Center clients. In addition, an e-mail can be sent to the configured addresses when a threshold is met.

To configure Thresholds:

On the *Group – Call Center* menu page Click **Call Centers**.

5. Select the required call centre to **Edit**.
6. Select **Thresholds**.
7. To enable the thresholds, check **On**; to disable thresholds check **Off**.

Thresholds	Description
Current Calls in Queue	This is the number of calls in the queue. Specify number of calls for Yellow threshold (first level) and Red threshold (second level).
Current Longest Waiting Call	This is the waiting time of the call that has been in the queue the longest. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level).
Estimated Waiting Time	This is the estimated time a caller has to wait in the queue before their call is answered. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level).
Average Handling Time	This is the average time it takes to process a call in the queue. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level).
Average Speed of Answer	This is the average time a caller spends in the queue before the call is answered by an agent. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level).

8. Select **Enable Email Notification** if required and enter **Email Addresses** for notifications.
9. To save your changes Click **Apply** or **OK**.

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Announcements

Announcements allow you to customise the Call Centre voice prompts that are played to callers at different times; when their calls are answered (Entrance message) and when calls are put on hold (Periodic comfort message and Music/Video On Hold).

WAV files can be created for announcements however, externally streaming sources (URLs) are not supported. Instructions on the procedure of creating .wav files are documented in the Help screen from any section you can add a wav file.

There is a default *Entrance message*, *Periodic comfort message* and *Music on Hold* automatically configured, however, you can change these to customise them as required.

1. On the *Group/Call Centre* menu page.
2. Click **Call Centers**.
3. Click on the required Call Centre to **Edit**.
4. From the *Call Center* main screen click on **Announcements**.

Four tabs are available for configuration; Entrance Message, Estimated Wait Message, Comfort Message, and Music on Hold Message.

The Entrance Message tab is selected by default.

1. The Play Entrance Message check box is selected, unselect if you do not want an entrance message to play.
2. The Audio Default is selected (indicating that the default entrance message will be played).

To select an alternative Entrance message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

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1. Click **Custom**
2. Click the **Browse** button.
3. Type the path and filename of the .wav file OR
Navigate to where your recording (.wav file) is saved.
4. Select the file.
5. If you want to apply a second recording (.wav file) to play after the first, select the Browse button for File 2
and select the recording.
6. Repeat the above step for File 3 and File 4.
7. Click **Apply** to save your changes.
8. Click the **Estimated Wait Message** tab.

9. Check *Enable estimated wait message* for queued calls, if you want callers to receive a wait message when they are in the queue.
10. Select *Announce queue position* if you require the announcement to advise callers what position in the queue they are. Either announce queue position or announce wait time can be selected.
11. Select the required number for Play message for callers in the queue position xx or lower.
12. Uncheck **Play high volume message** if you do not require a message to be played.
13. Select/deselect Announce wait time.
14. Select the required number for Play message for callers with a wait time of xx or lower.
15. Uncheck **Play high volume message** if you do not require a message to be played, OR
Select a number for Default handling time in minutes per call.
16. Click **Apply** to save changes.
17. Click **Comfort Message** tab.

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18. The Play Comfort Message check box is selected by default, uncheck if you do not want an comfort message to play.

19. Enter the Time between Messages in seconds.

20. Audio Default is selected (indicating that the default entrance message will be played).

To select an alternative Entrance message, ensure the message has been pre-recorded and saved as a *.wav file*. The *.wav file* needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

1. Click **Custom** field.
2. Click the **Browse** button.
3. Type the path and filename of the *.wav* file OR
Navigate to where your recording (*.wav* file) is saved.
4. Select the file.
5. If you want to apply a second recording (*.wav* file) to play after the first, select the Browse button for File 2 and select the recording.
6. Repeat the above step for File 3 and File 4.
7. Click **Apply** to save your changes.

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8. Click Music on Hold Message tab.

9. Check the **Enable Music or Video on Hold for queued calls** check box.

10. Audio Default is selected (indicating that the default entrance message will be played).

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To select an alternative Entrance message, ensure the message has been pre-recorded and saved as a *.wav file*. The *.wav file* needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

1. Click **Custom**.
2. Click the **Browse** button.
3. Type the path and filename of the *.wav* file OR
Navigate to where your recording (*.wav* file) is saved.
4. Select the file.
5. If you want to apply a second recording (*.wav* file) to play after the first, select the Browse button for File 2 and select the recording.
6. Repeat the above step for File 3 and File 4.
7. Click **Apply** to save your changes.
8. Click *Use Alternate source for Internal calls* if you require internal callers to hear different music on hold.
9. Select **Custom**.
10. Click the **Browse** button.
11. Type the path and filename of the *.wav* file OR
Navigate to where your recording (*.wav* file) is saved.
12. Select the file.
13. Click **OK**.

Message	System announcement or audio source
Entrance message	Your call is very important to us, please wait for the next available agent, or press zero to leave a message.
Periodic comfort message	Your call is very important to us, please wait for the next available agent.
Music/Video On Hold	Audio source selected for the Music/Video On Hold service.

14. Click **Apply** to saves your changes.

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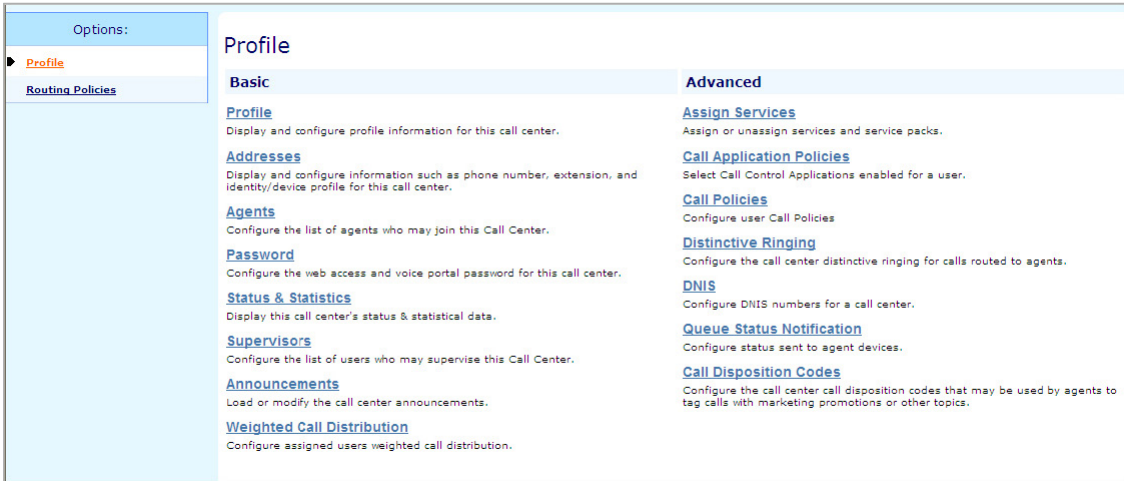
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Configure Weighted Call Distribution

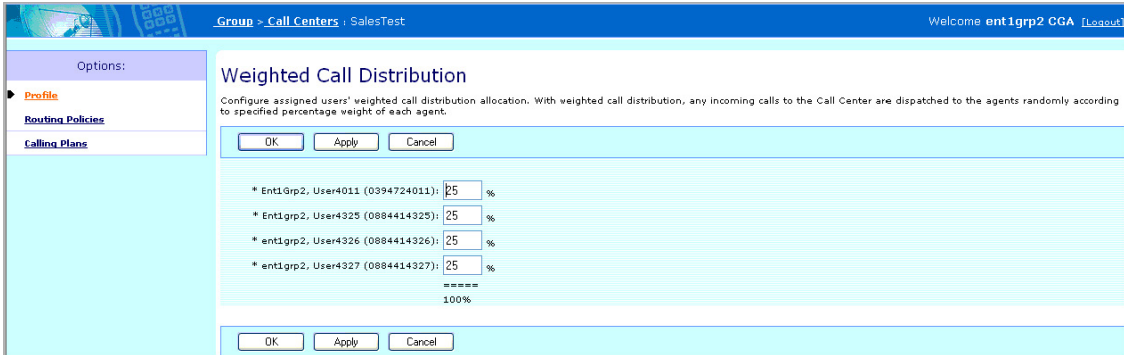
(This option only appears if the Weighted Call Distribution Policy was selected when creating or modifying a Call Centre).

When provisioning the call centre, if the Weighted Distribution policy was selected, you can assign a percentage value to each agent in the call centre. When a new call comes in, the system is more or less likely to assign that call to a given agent according to the values you set on this page. Agents already occupied with a call are not included in the random determination.



Use the *Call Centre/Profile/Weighted Call Distribution* page to configure the call distribution policy within your call centre.

1. On the *Group/Call Center* menu page.
2. Click **Call Centers**.
3. Click on the required Call Centre to **Edit**.
4. From the *Call Centre* main screen.
5. Click on **Weighted Call Distribution** menu.
This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Call Centre.



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- Assign a percentage value for each agent in your call centre using the input boxes provided. The values must add up to exactly 100.
- Click **Apply** or **OK** to save your changes. Apply saves your changes. OK saves your changes and displays the previous page.

Password

The Customer Group Administrator using the *Call Centres/Password* page can configure or change the CommPilot web access or portal password for the Call Centre.

- On the *Group/Call Center* menu page.
- Click **Call Centers**
- Select the required Call Centre to Edit.
- Click **Password** menu.

To reset the Web access password.

- Ensure the **Set web access password** is selected.
- Type and retype the Reset Password text boxes to reset the portal password.
- Ensure the **Set portal password** is selected.
- Type and retype the Reset Password text boxes.
- Click **Apply** or **OK** to save your changes.

Options:

- Profile
- Routing Policies
- Incoming Calls
- Call Control

Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

This user's password expired
Set web access password:

Reset Password

* Type new password:

* Re-type new password:

OK Apply Cancel

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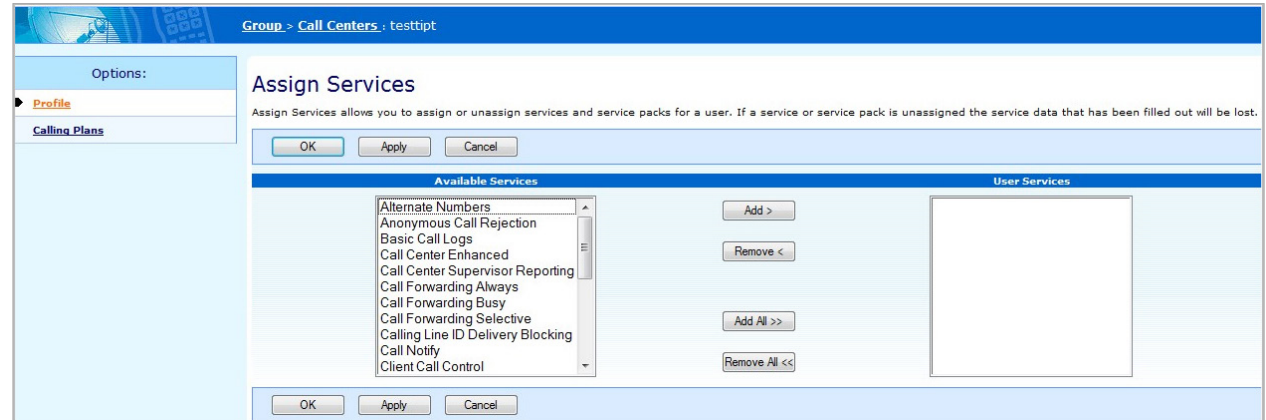
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Assigning additional services to a Call Centre

If specific other services such as Call Forward Selective or Call Forward Busy are required they need to be assigned.
To assign services:



1. From the *Call Centers* menu.
2. Select **Call Centers**.
3. Select the Call Center you need to assign services to.
4. Click **Assign Services**.
5. Select the required services from the Available Services column.
6. Click **Add>**.
7. Click **OK**.

Note: If visible in the Available services column, features such as Call Forward Always, Call Forward Busy, Call Forward Selective, Priority Alert, Client Call Control and Voice Messaging can be assigned.

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Distinctive ringing

The Distinctive ringing feature allows you to choose from 4 different ringing styles to choose to distinguish which call centre is receiving a call.

1. On the *Group/Call Centre* menu page.
2. Click **Call Centres**.
3. Select the required Call Centre to Edit.
4. Click **Distinctive Ringing**.

Group > Call Centers : CC_DC

Options:

- Profile
- Routing Policies
- Incoming Calls
- Calling Plans

Distinctive Ringing

Configure the call center distinctive ringing policies for calls routed to the agent.

OK Apply Cancel

Enable distinctive ringing for call center calls

Ring Pattern: Normal

OK Apply Cancel

5. Select Enable distinctive ringing for call centre calls.
6. Click the **Ring Pattern** drop down arrow and select the required option.
7. Click the drop down arrow for Ring Pattern for forced delivered call centre calls and choose the relevant option.

Group > Call Centers : CC_DC Welcome Sales Group A

Options:

- Profile
- Routing Policies
- Incoming Calls
- Calling Plans

Distinctive Ringing

Configure the call center distinctive ringing policies for calls routed to the agent.

OK Apply Cancel

Enable distinctive ringing for call center calls

Ring Pattern: Normal

- Normal
- Long-Long
- Short-Short-Long
- Short-Long-Short

OK Apply Cancel

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Routing Policies

From the Routing Policies menu a CGA can configure, Bounced Calls, Overflow calls, Stranded calls and Stranded Call – Unavailable.

Bounced calls allow a CGA to configure how calls unanswered by Agents are handled.

The *Overflow* feature enables a CGA to configure the routing policy when a large number of calls have been received in the queue and the queue is full or ringing calls in the queue have been waiting longer than a configured threshold.

Stranded calls are calls stranded in the queue after all agents have signed out.

The screenshot shows a web application interface for configuring Routing Policies. The top navigation bar includes 'Group > Call Centers : CC_DC' and 'Welcome Sales Group Administrator [Logout]'. On the left, an 'Options:' menu is expanded to show 'Routing Policies' (highlighted in orange). The main content area is titled 'Routing Policies' and is divided into two columns: 'ACD' and 'Queue'. The 'ACD' column contains the text 'None of the menu items in this category are enabled.' The 'Queue' column contains four sub-sections: 'Bounced Calls' (Configure the call center routing policy for calls unanswered by agents), 'Overflow' (Configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold), 'Stranded Calls' (Configure the call center routing policy for calls stranded in queue when all the agents are signed-out), and 'Stranded Calls - Unavailable' (Configure the call center routing policy for calls stranded in queue when all the agents are unavailable).

1. On the Group/Call Centre menu page.
2. Click **Call Centres**.
3. Select the required Call Centre to Edit.
4. Select **Routing Policies** from the *Options* menu.

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Setting Bounced Calls

1. On the Group/Call Centre menu page.
2. Click **Call Centres**.
3. Select the required Call Centre to Edit.
4. Select **Routing Policies** from the Options menu.
5. Select **Bounced Calls**.
6. Enter the number of rings to Bounce Calls after xx *rings*.
7. Select Bounce calls if agent becomes unavailable while routing the call.
8. Select Alert agent if call is on hold for longer than xx seconds.
9. Select Bounce calls after being on hold by agent for longer than xx seconds.
10. Click **Apply** or **OK** to save your changes.

Setting Overflow

1. On the Group/Call Centre menu page.
2. Click Call Centres.
3. Select the required Call Centre to Edit.
4. Select **Routing Policies** from the Options menu.
5. Select Overflow.
6. From the Action area select one of the options
 - *Perform Busy treatment* (the caller will get the same treatment as if the caller was busy). This is a default setting
 - Transfer to a phone number/URI
 - Play ringing until caller hangs up.
7. Select Enable overflow after calls wait xx seconds to specify how long calls wait before being overflowed.
8. Select Play announcement before overflow processing if you require an announcement to be played to the caller before overflowing the call.

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9. From the Audio section select either Default (default setting) or
10. Select **Custom** (to specify your own audio file).
11. Click the **Browse** button.
12. Type the path and filename of the .wav file OR
Navigate to where your recording (.wav file) is saved.
13. Select the file.
14. Click **Apply** or **OK** to save your changes. Apply saves your changes. OK saves your changes and displays the previous page.

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Setting Stranded Calls

1. On the *Group/Call Center* menu page.
2. Click **Call Centers**.
3. Select the required Call Centre to Edit.
4. Select **Routing Policies** from the *Options* menu.
5. Select Stranded Calls.

Select the treatment you want callers stranded in the queue when an agent is signed out receive.

6. From the Action area, select either
 - Leave in queue (default setting)
 - Perform busy treatment
 - Transfer to phone number/SIP-URI.
7. Click **Apply** or **OK** to save your changes.

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Stranded Calls – Unavailable

1. On the *Group/Call Center* menu page.
2. Click **Call Centers**.
3. Select the required Call Centre to Edit.
4. Select **Routing Policies** from the *Options* menu.
5. Select **Stranded Calls – Unavailable**.

Select the treatment you want callers stranded in the queue when an agent is signed out receive.

6. To apply the policy when all agents are unavailable and at least a configured number of agents have set their unavailable code to a configured code, check the box below the following text “This policy is performed when all agents are unavailable, and:” and enter the number of agents and the unavailable code.
7. To apply the policy when all agents are unavailable without imposing additional conditions, deselect the box.

Note: The box is disabled when the Agent Unavailable Codes functionality is deactivated.

8. From the Action area, select either
 - Leave in queue (default setting)
 - Perform busy treatment
 - Transfer to phone number/SIP-URI.
9. Click **Apply** or **OK** to save your changes.

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To make a Call Centre inactive

1. On the *Group/Call Centre* menu page.
2. Click **Call Centres**.
3. Ensure the Active checkbox that relates to the Call Centre you want to make inactive does NOT have a tick.

The screenshot shows the 'Call Centres' management page. On the left is a navigation menu with options: Profile, Resources, Services, Call Center (selected), and Utilities. The main area has a title 'Call Centres' and a description: 'Create a new call center or manage existing call centers. You can configure a call center to allow agents to log in and out, to queue incoming calls that cannot be answered immediately, to re-direct calls when the group cannot accept calls, and to provide music or video for callers or hold.' Below this are buttons for 'OK', 'Apply', 'Add Basic', 'Add Standard', 'Add Premium', 'Add Call Center Wizard', and 'Cancel'. There are also links for 'Agent Default Settings', 'Agent Unavailable Codes', 'External Reporting Settings', 'Report Templates', 'Routing Priority Settings', and 'Call Disposition Codes'. A table lists call centers with columns: Active, Name, Type, Video, Phone Number, Extension, Department, and Edit. The 'Sales' call center has its 'Active' checkbox unchecked.

Active	Name	Type	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	MemberSales	Standarc		0353950504	0504		Edit
<input type="checkbox"/>	Sales	Standarc		0353950503	0503		Edit

To make a Call Centre active

1. On the *Group/Call Centre* menu page.
2. Click Call Centres.
3. Tick the Active checkbox that relates to the Call Centre you want to make active.

To delete a Call Centre

The *Call Centre/Call Centre Profile* page is used to delete a call centre.

Note: All settings will be lost once a call centre is deleted.

1. On the *Group /Call Centre* menu page.
2. Click **Call Centre**.
3. Select the required call centre to delete.
4. Click **Profile**.
5. Click **Delete**.
6. Click **OK** or **Home** to return to the main screen.

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Assign or unassign a user to be an agent in a Call Centre

Use the *User/Assign Call Centres* page to assign or unassign a user to be an agent.

1. On the *Group/ Profile* menu page, click **Users**.
2. Click **Search** to display a list of users in your group.
3. Click **Edit** or any item on the row for the user.
4. Click **Assign Call Centres**.
5. In the *Available Call Centres* column, select the Call Centre/s to be assigned.
6. Click **Add>**. To assign all items (unselected) at once, click **Add All>>**.
7. Click **OK** saves your changes and displays the previous page.
8. To exit without saving, select another page or click **Cancel** to display the previous page.

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Auto Attendants with a Call Centre

An Auto Attendant provides callers with a menu of options that allow callers to self-select where their call is directed. An Auto Attendant can be set up in front of the call centre pilot number so callers can choose to which department they want their call to be routed.

The Auto Attendant service provides the Interactive Voice Response (IVR) system that routes calls from the initial number to various Call Centre queues, agents, supervisors, voice messaging boxes or other contact points in the organisation.

The Auto Attendant provides the following features for use in the Call Centre solution:

- Flexible Interactive Voice Response
- Forwarding of a call to the appropriate queue
- Customisable menus
- Business Hours schedule
- Holiday schedule.

Note: Should you be required to configure an Auto Attendant, instructions are listed on the Auto Attendant Quick Reference Guide on the Customer Group Administrators tab, Quick Reference Guide option of the Online Resource Centre.

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The following terms, acronyms and abbreviations are referred to in this document.

Term	Definition
ACD	Automatic Call Distributor.
CGA	Customer Group Administrator.
CEA	Customer Enterprise Administrator.
CIP	Connect IP.
DMS	Device Management Solution.
HTTP	Hyper Text Transfer Protocol.
HTTPS	Hyper Text Transfer Protocol Secure.
IAD	Integrated Access Device.
IP	Internet Protocol.
LAN	Local Area Network.
PoE	Power over Ethernet.
POP	Point Of Presence.
PSTN	Public Switched Telephone Network.
QoS	Quality of Service.
SIP	Session Initiation Protocol.
TFTP	Trivial File Transfer Protocol.
TIPT	Telstra IP Telephony.
VLAN	Virtual Local Area Network.
VoIP	Voice over Internet Protocol.
VPN	Virtual Private Network.
WAN	Wide Area Network.