

User's Manual

*AudioCodes Voice.AI Solutions*

# Voca Conversational Interaction Center

Worker & Supervisor Application

Version 12.2



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## Related Documentation

Document Name
<a href="#">Voca CIC Release Notes</a>

## Document Revision Record

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# 1 Introduction

Welcome to AudioCodes Voca Conversational Interaction Center (CIC) Worker Application and Supervisor! This document provides step-by-step instructions on how to use the Voca CIC Worker Application.

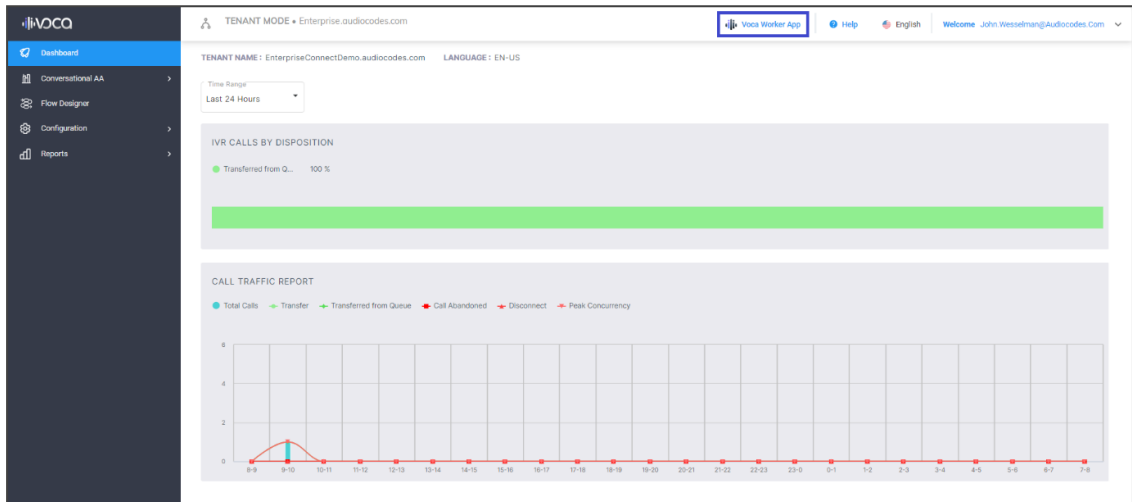
The Voca CIC Worker Application is a web-based application for Workers (Agents) to handle voice and digital interactions and daily tasks tied to their roles, in one screen. From handling customer interactions to accessing real-time customer information and contact center statistics, each step in this document powers Workers to masterfully use Voca CIC in minutes. Let's jump in and show you the full potential of your new Worker Application and Supervisor experience!

## 2 Log into Voca CIC Worker Application

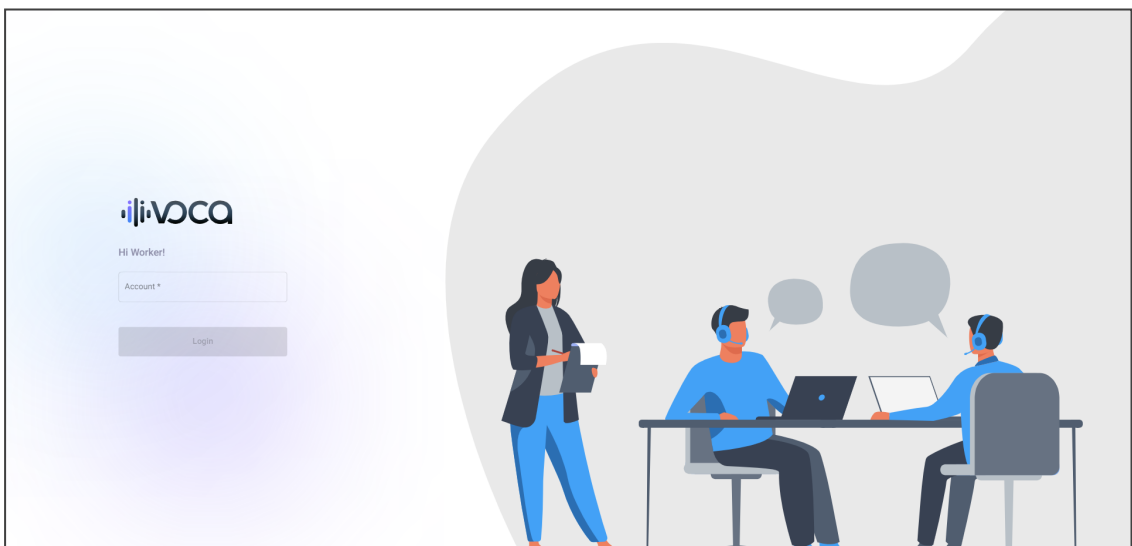
The following procedure describes how to log into the Voca CIC Worker Application so that you can start using it.

➤ **To log in to Worker Application:**

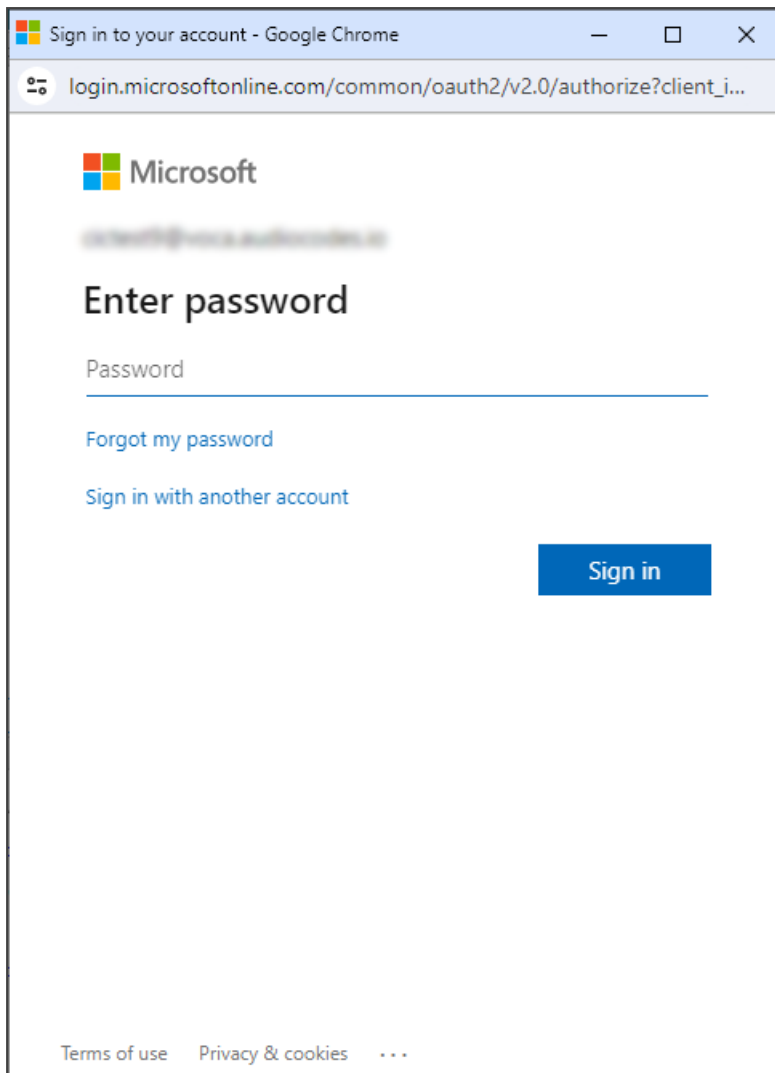
1. From the Navigation menu pane, select **Dashboard**, and then on the top bar, click the **Voca Worker Application** button:



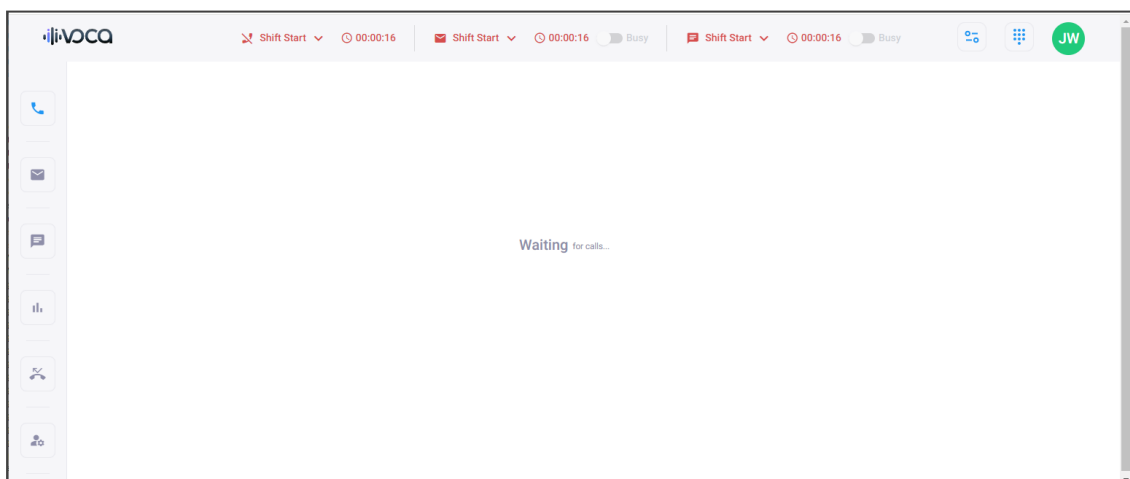
The Worker login page appears:



2. Enter your Worker's email address, as configured in Voca CIC, and then click **Login**; a password window appears:



3. Enter your Worker's Microsoft account password (single sign-on / SSO), and then click **Sign in**; the Worker Application opens, as displayed below!



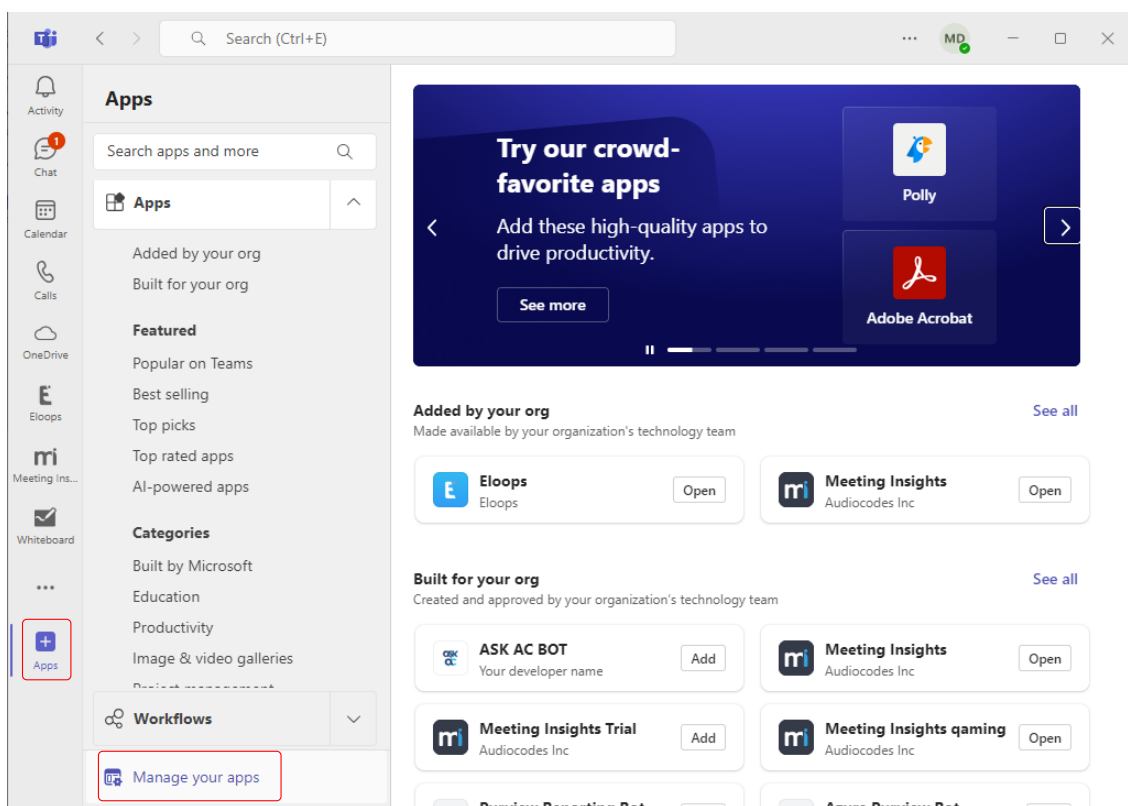
## Worker Application for Microsoft Teams

The Voca CIC Worker application is available for use through the Microsoft Teams application. You can still use the Worker application through a web browser based on your preference. Workers and Supervisors can add the application to their Microsoft Teams client as a Teams native app.

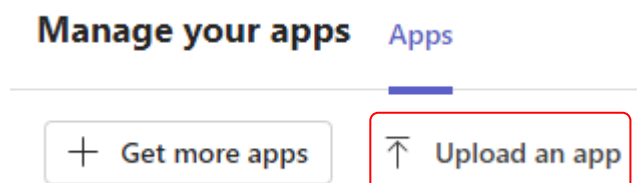
Before starting, request and obtain access to the Teams app in your local cloud instance from your account manager.

### ➤ To add Voca Worker Application to Teams:

1. Log in to your Microsoft Teams app.
2. On the left pane, click **Apps**, and then click **Manage your apps**.



3. Click **Upload an app**:



4. Click **Upload a custom app**:

## Upload an app



### Upload a custom app

Upload an app package (.zip file) for yourself or a team. This is a great way to test an app as it's being developed.



### Submit an app to your org

Submit an app to your IT admin for approval and check the status of your submissions.

5. Select the app, and then click **Add**:



### Voca CIC Worker Application

Teams App, Inc.

Add



Overview Permissions

#### Voca CIC Worker Application

Voca CIC Worker Application

#### App features

##### Personal app

Keep track of important content and info

Created by: [Teams App, Inc.](#)

Version 1.0.0

#### Permissions

This app will have permission to:

- Receive messages and data that I provide to it.
- Access my profile information such as my name, email address, company name and preferred language.

By using Voca CIC Worker Application, you agree to the [privacy policy](#), [terms of use](#), and [permissions](#).

6. Run the below consent link one-time before you try to log in. Make sure you paste your Azure Tenant ID in the link, replacing the placeholder, and that there are no spaces. Current consent link for Voca CIC Environments:

Region	Consent Link
IO	https://login.microsoftonline.com/<Tenant_ID>/adminconsent?client_id=9c7297b3-5742-428f-9ada-62654b40b44c
APAC	https://login.microsoftonline.com/<Tenant_ID>/adminconsent?client_id=55906fcc-a69f-48f2-a19a-dbe1749825cc
EMEA	https://login.microsoftonline.com/<Tenant_ID>/adminconsent?client_id=32414c22-81dc-4aec-9f10-4a26e1b74793
AMER	https://login.microsoftonline.com/<Tenant_ID>/adminconsent?client_id=2e741073-8f3b-4cb2-909c-6ec57953c1a9
INDIA	https://login.microsoftonline.com/<Tenant_ID>/adminconsent?client_id=c84f640f-4e00-43ed-90f6-4dfe6dd59f3b



**Tip:** Switching tabs will disconnect the app. Ensure you remain on the Worker app tab or pop out the app into a new window.

## Enable direct dialing (Click-to-call)

You can easily dial a number directly from any website with the Click-to-call feature. After you enable this feature, all you need to do is right-click a phone number and directly call the number.



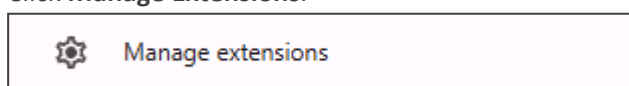
This is only applicable for the Chrome browser.

### ➤ To enable Click-to-call:

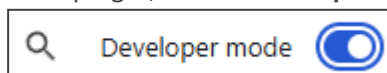
1. Log in to the [AudioCodes portal](#) and download the folder **VocaClick2Call.zip**.
2. Unzip the folder.
3. Go to the Chrome browser.

a. To the right of the Search bar, click the Extensions icon .

b. Click **Manage Extensions**.



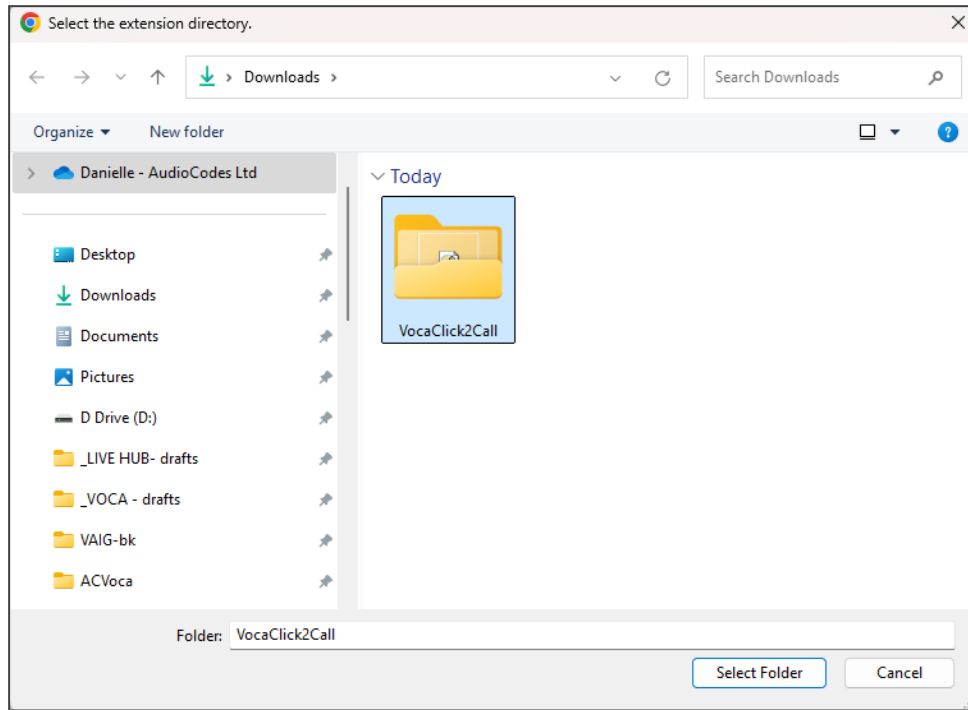
c. On top right, enable **Developer Mode**.



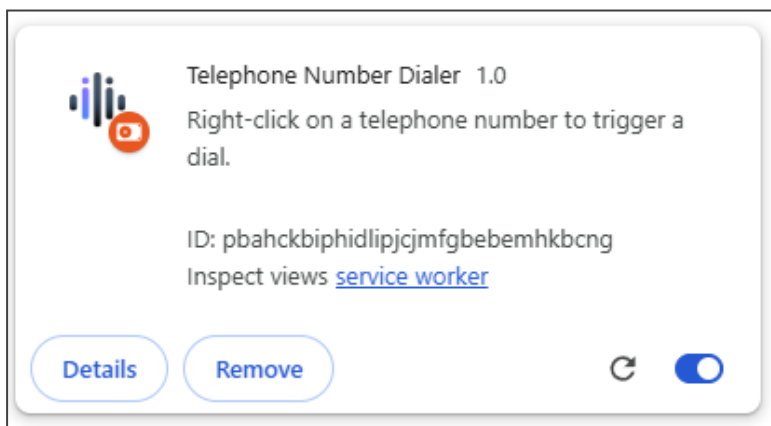
- d. Click **Load Unpacked**. Window appears.



- e. Select the folder from the Downloads folder and click **Select Folder**.



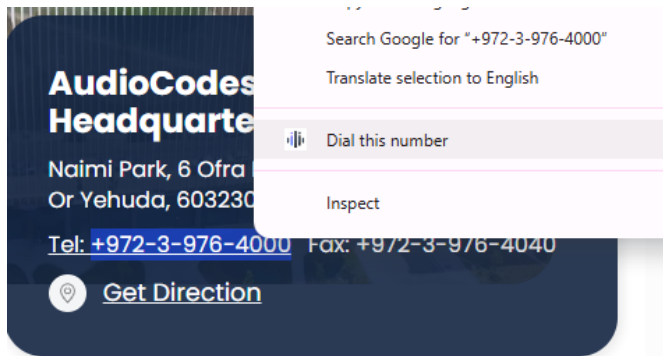
The Click-to-call extension is loaded.



## Dial a phone number

### ➤ To dial direct:

1. Go to any website.
2. Select a phone number.
3. Right-click the phone number.

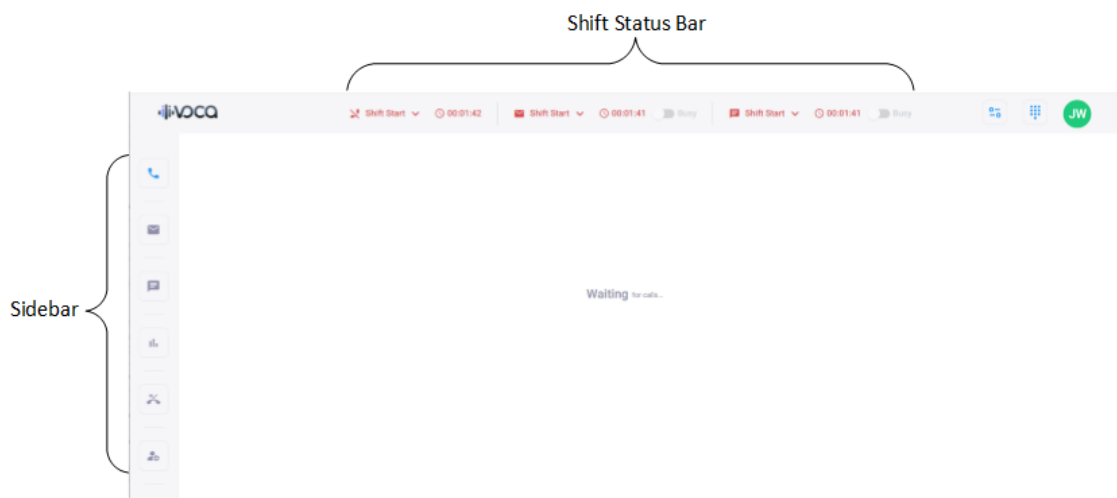


4. Click **Dial this number**.

## 3 Main Window

The main window of the Worker Application displays the following:

- Shift status bar
- Opt-in/out of queues
- Making calls
- Choose user interface language on page 16
- Sidebar:
  - Voice channel
  - Email channel
  - Chat channel
  - Queue statistics
  - Missed calls queue
  - Team management (for Supervisors)

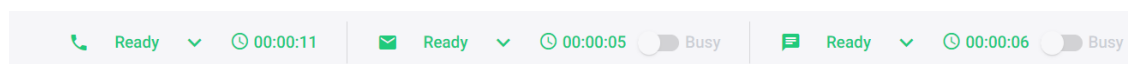


### Shift Status Bar

The Shift status bar displays the following per channel (voice, email, and webchat):

- Your shift status
- Duration of your current shift status

For example, the status bar below indicates that you are ready (available) to receive incoming interactions for all channels, and displays the duration of this "Ready" status per channel:

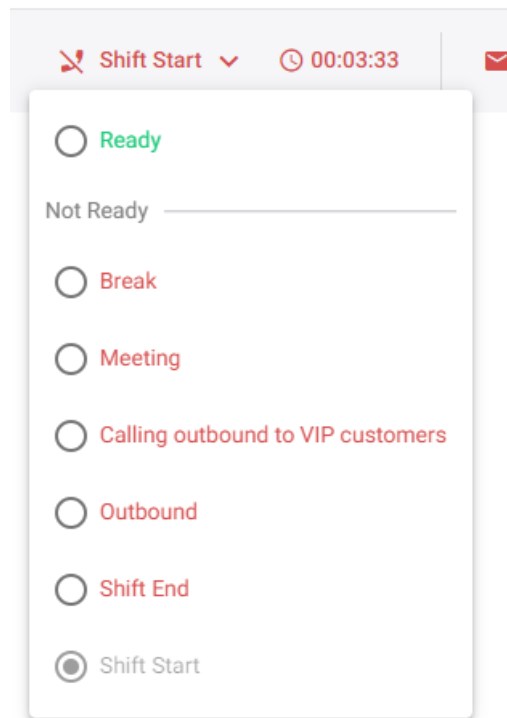


## Change shift status per channel

You can change the status of your shift for each channel (email, voice, and webchat).

### ➤ To change shift status:

1. On the status bar, click the down-facing arrow corresponding to the channel whose shift status you want to change; a drop-down list appears:



2. Select the required shift status:

- **Shift Start:** This is the default status when you log into the Worker Application. When in this status, you can't receive incoming calls nor interactions.
- **Ready:** You're available to receive incoming calls and interactions.
- **Not Ready:** You're not available to receive calls or interactions and calls will not be sent to you. The statuses representing the reasons for your unavailability can be customized in the Voca CIC Admin interface. For example:
  - ◆ "Break"
  - ◆ "Meeting"
  - ◆ "Calling outbound to VIP customers "
  - ◆ "Outbound"
- **Shift End:** Your shift has ended, and you won't receive any interactions. Only when the status of all your channels is **Shift End** can you log out of the Worker Application.

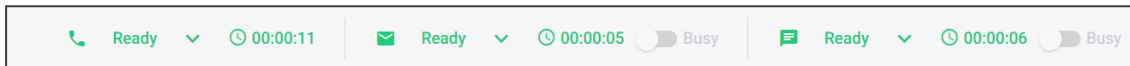


When you accept a new interaction, your shift status automatically changes to "Interacting" for a webchat or an email channel, or "Talking" for a voice channel.

## View shift status duration per channel

The status bar displays the duration (hours:minutes:seconds) that you have been in the current shift status (e.g., "Ready") per channel.

For example, the status bar below indicates that you have been in "Ready" status for 11 seconds in the email channel:



When you change your shift status, the timer resets to zero.

## Change shift status of all channels to "Ready"

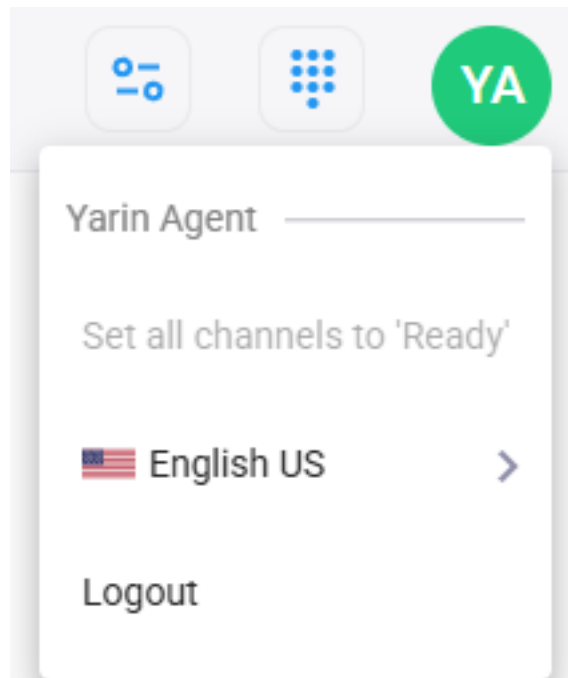
You can easily change the status of all channels (Voice, Email, and Webchat) to "Ready" with one single click. This feature is particularly beneficial for Workers managing multiple channels, allowing them to start conversations right away.



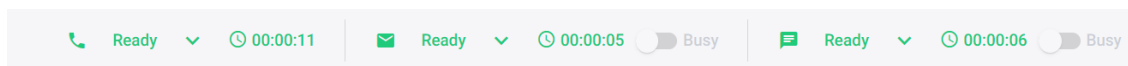
This feature effects only channels that are not in "Talking" or "Interacting" status.

### ➤ To change shift status across all channels to "Ready":

1. Click your profile icon, located on the top-right corner of the window; a drop-down menu appears:



2. From the drop-down menu, choose **Set all channels to 'Ready'**; all channels are now displayed as "Ready":




## Opt In or Out of Queues

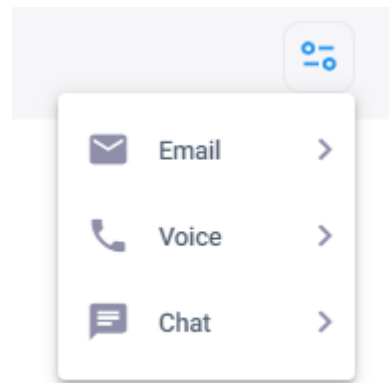
You can opt-in or opt-out of queues per channel (email, voice, and webchat). When you opt-in a specific queue, you will start receiving interactions from that queue. When you opt-out a queue, you'll no longer receive interactions of that queue.



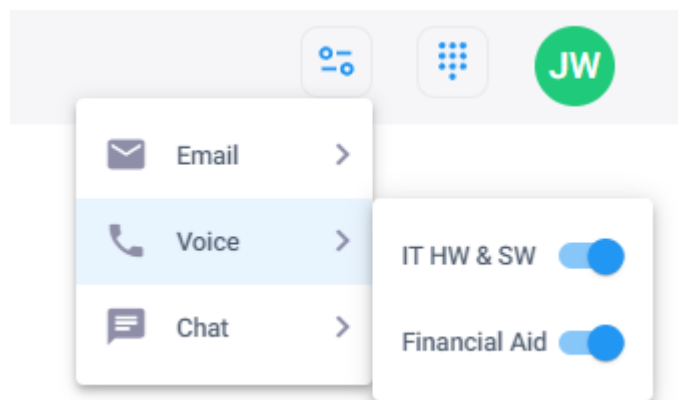
Note: You must be associated with at least one queue per channel.

### ➤ To opt-in or opt-out of queues:

1. On the toolbar, click the  icon; a drop-down menu appears, listing the different channels:



2. Hover over the relevant channel, and then click the toggle switch button to join or leave the relevant queue:



## Make Outbound Calls

You can make outbound calls using one of the following methods:

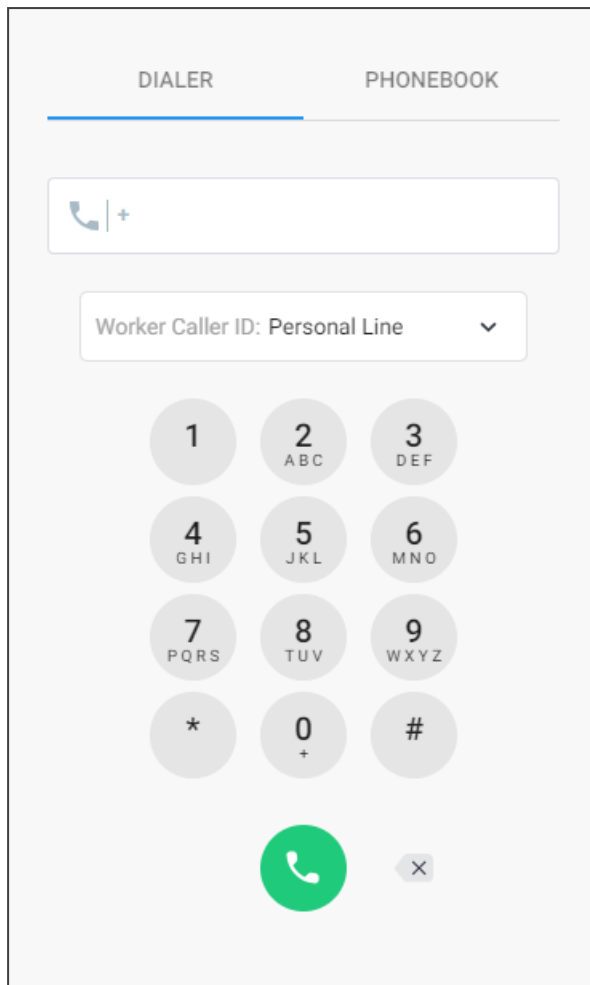
- [Manually dialing the number using the dial pad](#)
- [Selecting a contact from your organization's phonebook](#)


### Make calls with dial pad

You can make calls using the dial pad (dialer), by manually entering the desired number to call. In addition, you can select which number is presented to the customer as the caller ID. The available options for the caller ID include your personal line or any queue number that you are associated with.

#### ➤ To make a call with dial pad:

1. Click the  icon in the top-right of the window; the following dialog box appears:



2. Select the **Dialer** tab (default).
3. Using the dial pad, enter the desired phone number.
4. From the 'Worker Caller ID' drop-down list, select one of the following for the caller ID:
  - **Personal Line:** Your personal line is used as the caller ID.
  - An available queue from the list.
5. Click  to dial the call.




The selected Caller ID option in the 'Worker Caller ID' drop-down list is saved for the next time you open the dialer.

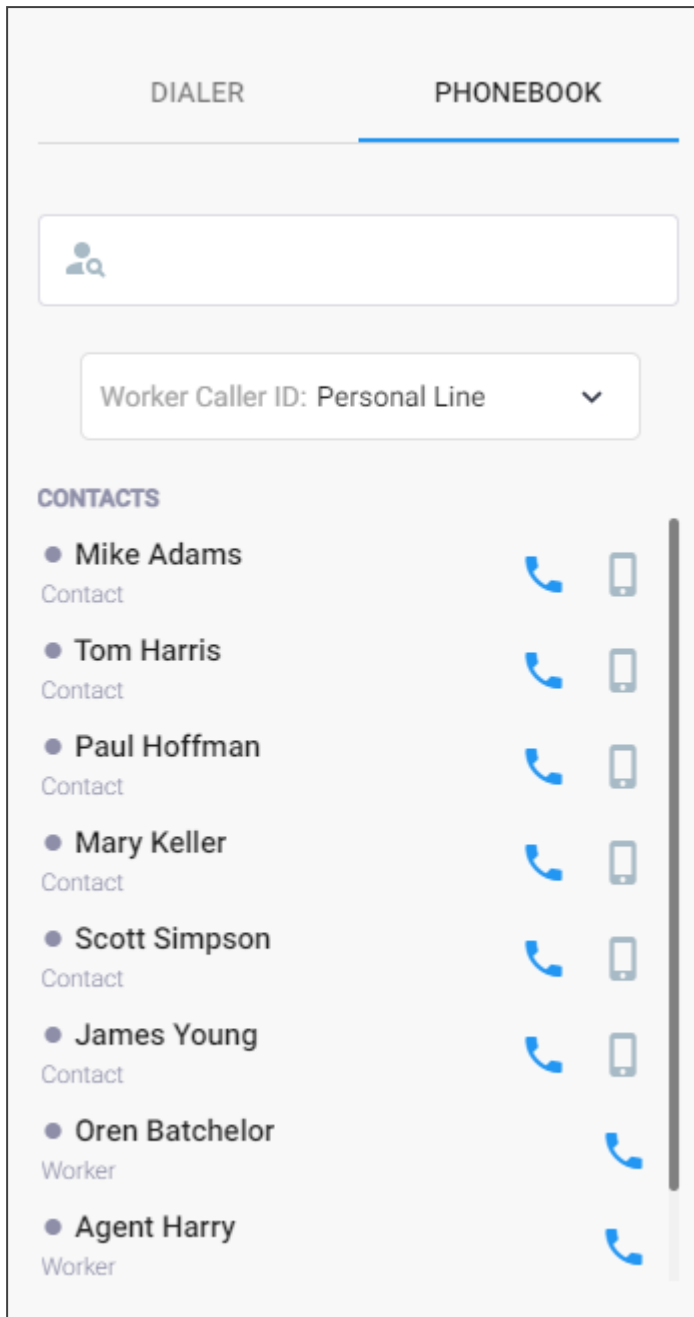
## Make a call to a phonebook contact

You can call a contact (customer) that is listed in your organization's phonebook.

### ➤ To make a call using phonebook:

1. Click the  icon located in the top-right of the window.




- 2. Select the **Phonebook** tab; the contact list appears:



Each contact is displayed with its Teams presence status and organizational role ("Contact" or "Worker"), as shown in the following example:



A "Contact" is a Teams user that is defined in the Voca CIC Contacts section in the Admin interface. A "Worker" is a user that is defined in the Voca CIC Worker section in the Admin interface.

3. In the search  field, type the name of the contact that you want to call.
4. From the 'Worker Caller ID' drop-down list, select one of the following for the caller ID:
  - **Personal Line:** Your personal line is used as the caller ID.
  - An available queue from the list.
5. Dial the contact by doing one of the following:
  - Click the  icon to call the contact's office extension.
  - Click the  icon to call the contact's mobile.

## Choose user interface language

Workers can choose their preferred language for the Voca CIC Worker Application. The 14 languages, supported by Azure, include:

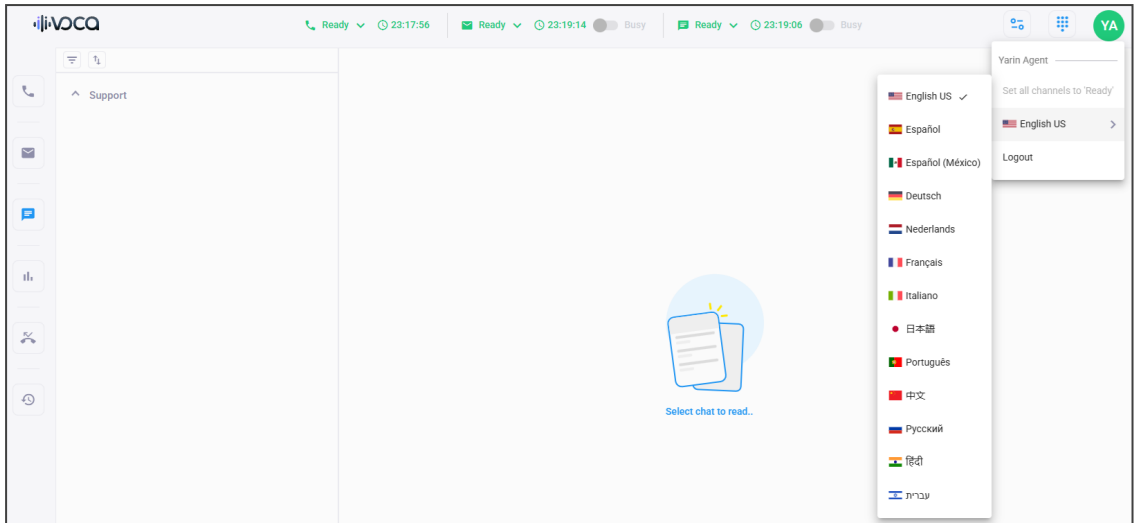
- English US
- Spanish
- German
- Dutch
- French
- Italian
- Japanese
- Português (Brazil)
- Chinese Mandarin
- Russian
- Hindi
- Hebrew



Changing the interface language does not impact the communication language between the Worker and the customer.

### ➤ To change the interface language:

1. On the toolbar, click your profile icon located on the top-right corner of the window, and hover over the current language; a menu of 14 available languages appears.



2. Select the language you want to set for the interface.

## 4 Voice Channel Interactions

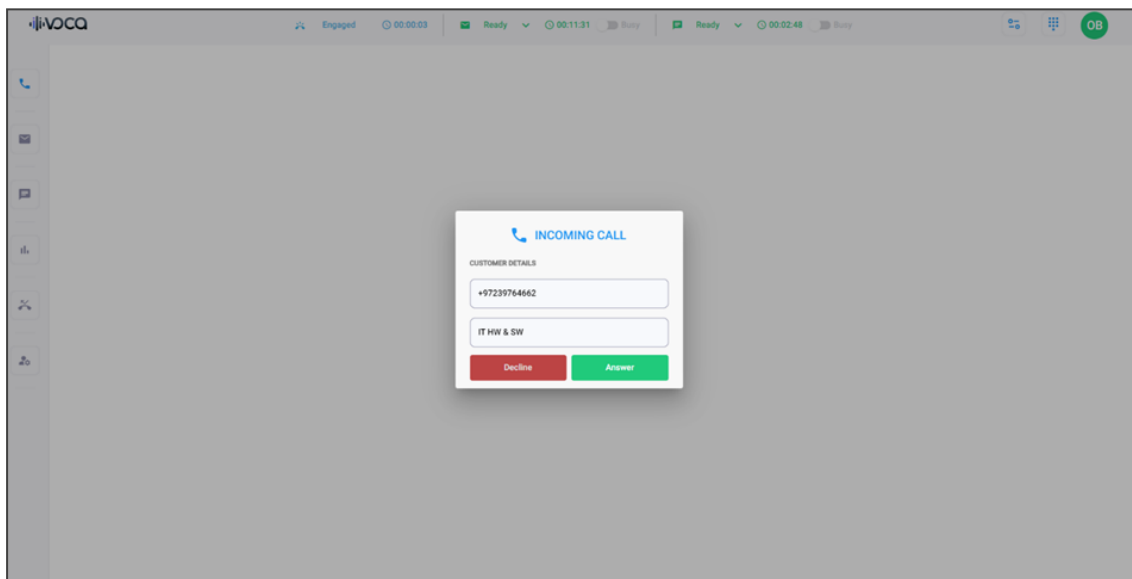
The Voice channel page allows you to interact with voice calls. Both Incoming and outgoing call information appears here.

### Answer or Reject a call

When you receive an incoming call, a pop-up notification box appears, as shown below, displaying the caller's phone number and the name of the queue that routed the caller to you. In addition, your shift status of the voice channel on the status bar changes to "Engaged".



When answering a call, you must answer it from within the Worker App and not via Microsoft Teams. If you answer from Teams, then the Worker App will display an incorrect status (Ready or Call Not Answered).

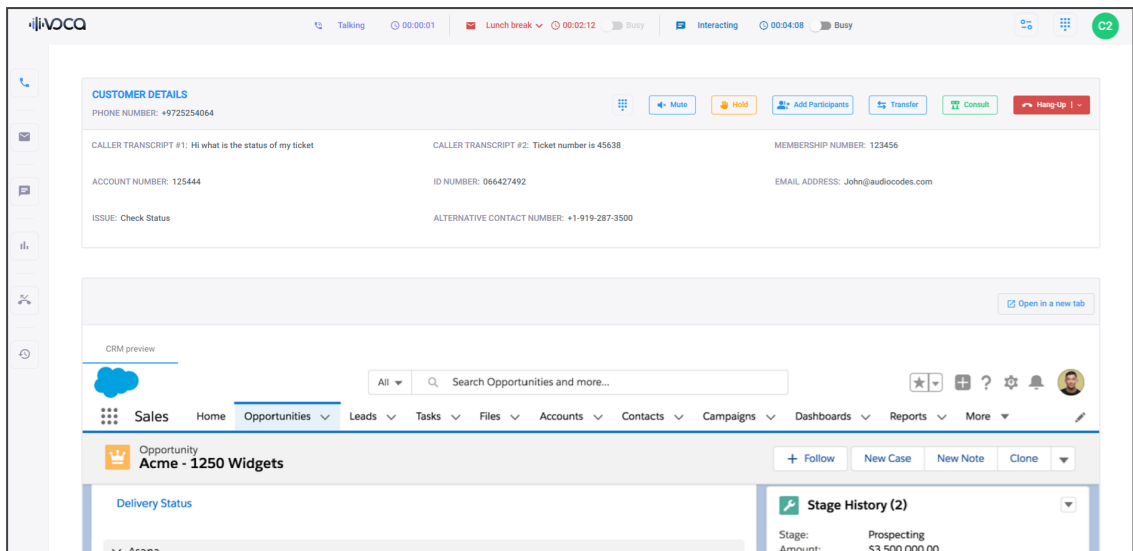


#### ➤ To accept or decline a call:

- In the pop-up notification box, do one of the following:
  - Click **Answer** to accept the call.
  - Click **Decline** to reject the call.





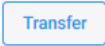

When you answer the call, your shift status of the voice channel on the status bar changes to "Talking", and the following is displayed on the page:

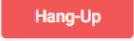
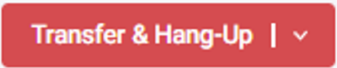
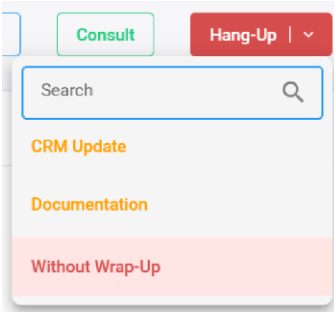
- Customer Details pane displays information about the customer (caller):
- (Optional) If the Worker Application is integrated with a CRM, the relevant information about the customer is also displayed, as shown in the following example:



## Call Operations

When you answer a call, the Customer Details group provides you with buttons that allow you to perform various call operations, as described in the following table:

Button	Button Name	Description
	<b>Pause Recording</b>	Displayed when recording is in use. Pauses the recording.
	<b>EN-US (language)</b>	Displayed when recording is in use. Choose the transcript language. The default is EN-US; select another from the drop-down.
	<b>Mute</b>	Mutes the call on your side.
	<b>Hold</b>	Puts the call on hold.
	<b>Add Participants</b>	Creates a conference with any participants you choose to add.
	<b>Manage Participants</b>	Manages conference participants: add new participants or remove/mute existing participants.
	<b>Transfer</b>	Transfers the call to another destination.
	<b>Consult</b>	Puts the caller on-hold and connects

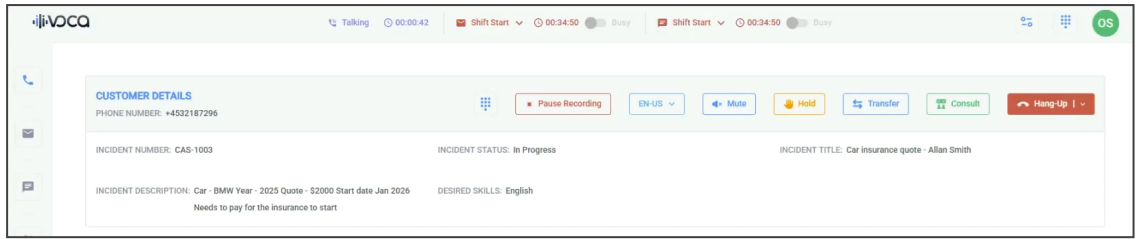
Button	Button Name	Description
		you with a Supervisor for consultation. When consulting, there is an option to use a keypad.
	<b>Hang-Up</b>	Ends the call.
	<b>Transfer &amp; Hang-Up</b>	If you choose to consult with a Supervisor, clicking this button transfers the customer to the Supervisor and disconnects your call with the customer. After selecting this option, a drop-down menu appears listing wrap-up options for you to select.
	<b>Wrap-Up (Customized)</b>	<p>The <b>Hang Up</b> and <b>Transfer &amp; Hang-Up</b> menus include wrap-up options for ending calls and beginning post-call activities. Available options are configured by your administrator.</p> <p>When you select Agent Insights wrap up, the system initiates Agent Insights, which automatically generates:</p> <ul style="list-style-type: none"> <li>■ A complete call transcript</li> <li>■ A summary of the interaction</li> <li>■ Sentiment analysis of the conversation</li> </ul> <p>For details, see <a href="#">Wrap up a call with Agent Insights</a> below.</p>

## Wrap up a call with Agent Insights

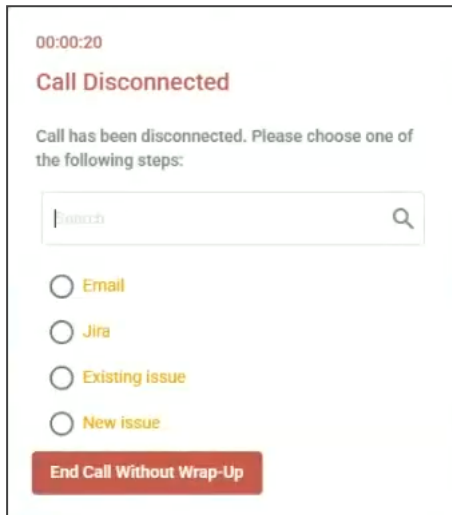
Agent Insights provide a comprehensive view of agent interactions during calls. Depending on the configuration set by the Admin, these insights can include the full call transcript, a summary of the discussion, and sentiment analysis to gauge the tone and emotional context of the conversation. This feature helps organizations monitor quality, identify trends, and improve customer experience by offering actionable data tailored to their needs.

➤ **To wrap up a call with Agent Insights:**

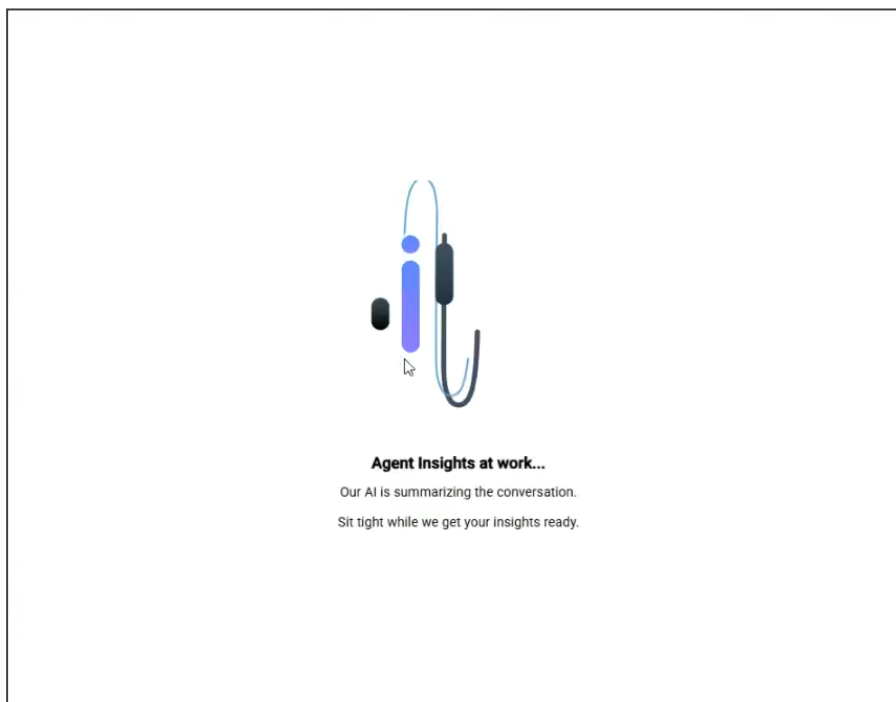
1. Finish the call.



- 2. If the caller doesn't hang up, click **Hang-Up**.



- 3. Select the Agent Insight option defined by your Admin.



The Conversation Insights screen appears, showing the details available to you.

### Conversation Insights

**Transcript**

00:00:00 **Agent:** Billing support, this is Sam.

00:00:02 **Customer:** Hi, I submitted a ticket yesterday about a charge on my bill. I just wanted to check on it.

00:00:11 **Agent:** Sure, I can help with that. Can you confirm the amount you're calling about?

00:00:18 **Customer:** Yeah, it's \$247.

00:00:21 **Agent:** Got it. I'm seeing that charge here and it looks like the billing team started working on it this morning.

00:00:30 **Customer:** Okay, great.

00:00:32 **Agent:** You're all set. They'll follow up by e-mail once it's reviewed. Is there anything else I can help you with today?

00:00:41 **Customer:** No, that's it. Thank you for your help.

**Summary**

**Call Highlights**

- Customer followed up on billing dispute ticket for \$247 charge
- Billing team already working on the issue since morning
- Email follow-up promised once review is complete

**Executive Summary**

Customer called to check status of a billing dispute ticket submitted yesterday regarding a \$247 charge. The agent confirmed the billing team had already begun working on the issue that morning and assured the customer they would receive an email follow-up once the review is completed. The call was brief and straightforward, with the customer satisfied with the status update provided.

**Action Items Completed During the Call**

- Yakov Agent** – Verified ticket status and confirmed billing team is actively working on dispute (Case: N/A)

**Sentiment**

Positive

**Additional Notes**

Need a follow up.



Configure the wrap-up process as described in the *Voca CIC Administrator's Guide*, *Adding Worker Status Events* section.

4. Click **Exit and Send to CRM** to ensure that all insights, including transcriptions, conversation summary, and sentiment analysis, are automatically passed to your CRM system.


## 5 Email Channel Interactions

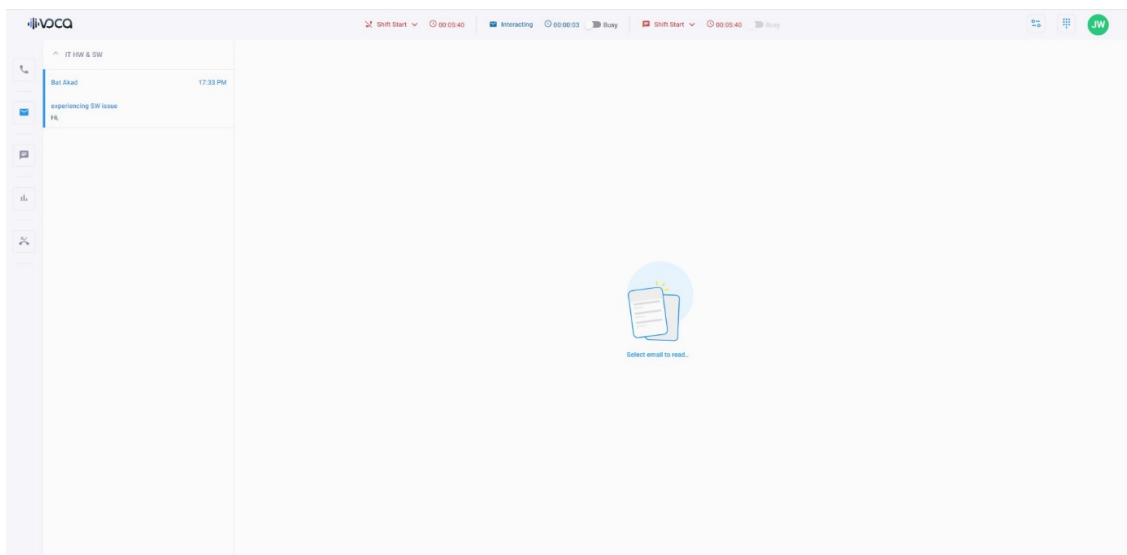
The email channel page allows you to interact with incoming emails. This page displays the emails you have received from the queues to which they are assigned.

### View emails

You can view the emails that are associated with you. These emails are organized under the relevant queues.

➤ **To view emails:**

- On the sidebar, click the email  icon; the email channel page appears, displaying emails, which are listed under the relevant queues:

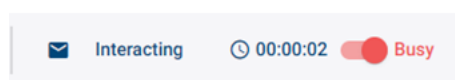


### Stop new email interactions

While you are handling an email interaction, you may choose to stop receiving new interactions (voice, email and chats). This may be useful, for example, if you are dealing with an interaction that requires a lot of time, or if you are planning on taking a break when you finish the current interaction.

➤ **To stop receiving new emails:**

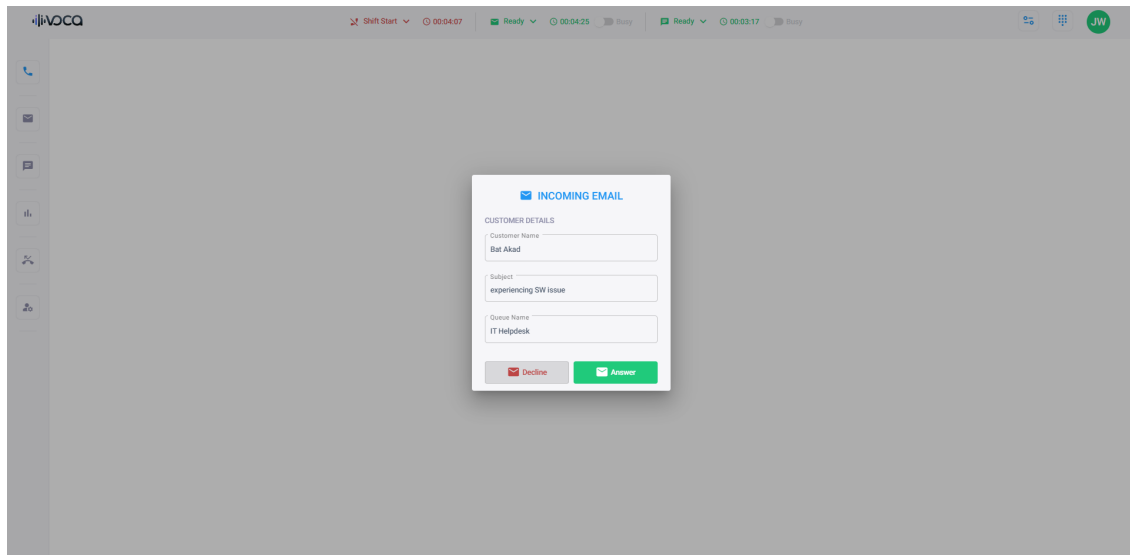
- On the toolbar, click the 'Busy toggle' switch button so that "Busy" appears red, as shown below:



If you want to resume interactions emails, click the toggle switch again.

## Accept or decline an email

When you receive an email, a pop-up message appears displaying the queue's name, customer's name, and email subject, as shown in the following example:



### ➤ To accept or decline an email:

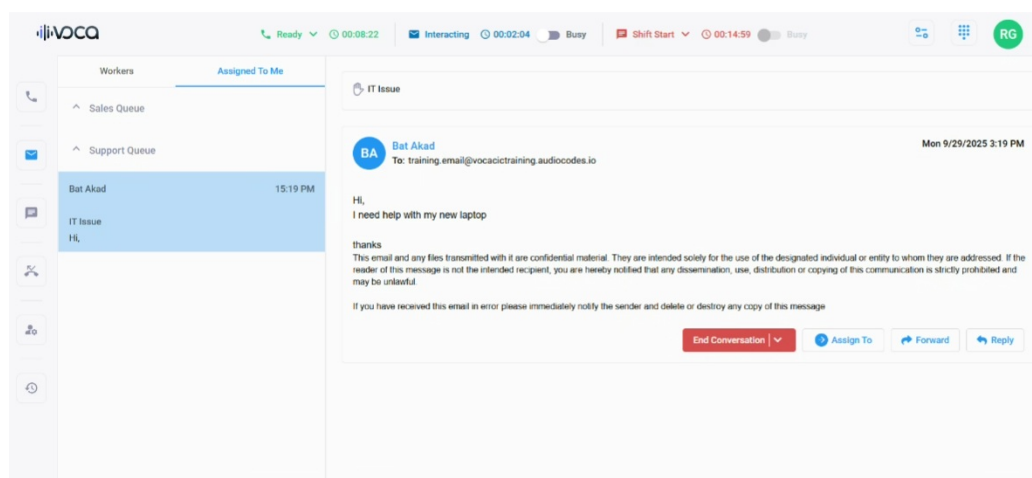
- In the pop-up email notification box, do one of the following:
  - Click **Answer** to accept the email.
  - Click **Decline** to reject the email.

## View an email

When you accept an email, it appears listed in the left pane under the relevant queue.

### ➤ To view an email's contents:

1. In the left pane, click the listed email; its contents are displayed in the right pane:



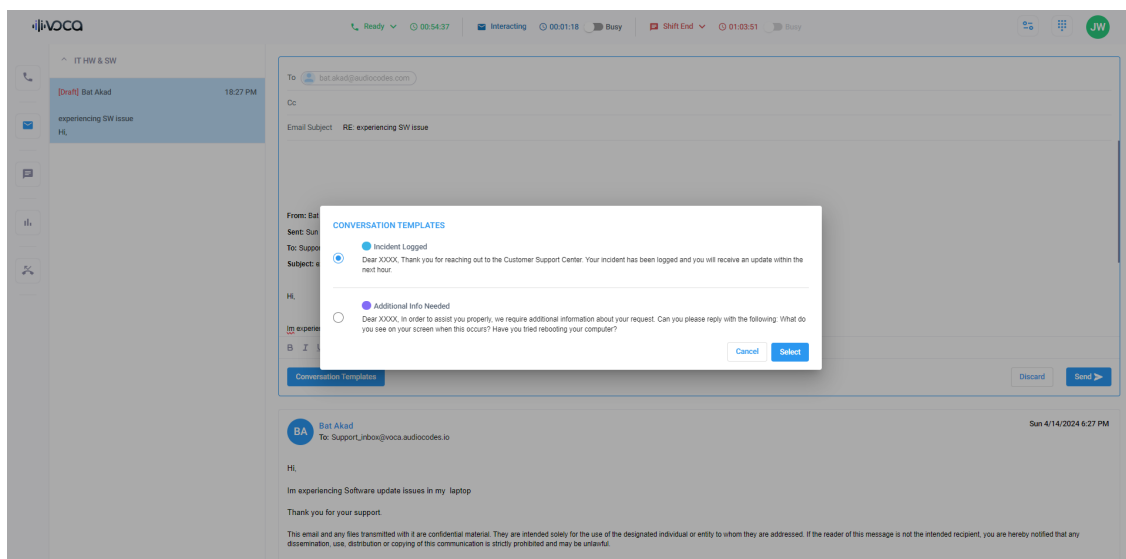
- If there is no need to reply to the email, click **End Conversation**.

## Reply to an email

When you open an email, you can reply to the customer by typing an answer or by inserting a predefined answer from a template called Conversation Templates. If you use a predefined answer, you can also edit it to suit the email's content.

### ➤ To reply to an email:

- Open the email.
- Typing an answer manual:
  - In the email body, type an answer.
  - Click **Reply**.
- Using a predefined answer:
  - Click the **Conversation Templates** button located below the email; the Conversation Templates dialog box appears:



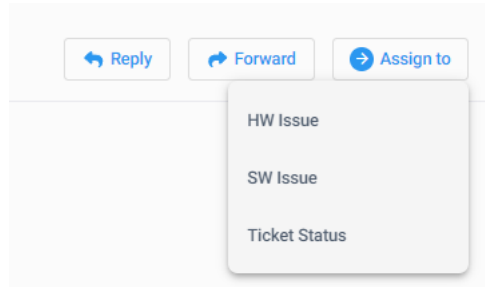
- Select the relevant template, and then click **Select**; the predefined answer appears in the email content.
- (Optional) Edit the inserted predefined answer.
- Click **Send**.

## Assign an email to different queue

You can assign an email to a different queue. This can be useful if, for example, you find the email isn't within your queue's responsibilities, or the customer asks for further assistance regarding a different issue.

➤ **To assign email to different queue:**

1. Open the email.
2. Click the **Assign to** button, located below the email; a drop-down list appears, listing available different queues, as shown in the following example:



3. Select a queue; the email is assigned to the selected queue and your status reverts to "Ready".

## Forward an email

You can forward an email to fellow Workers or a Supervisor.



➤ **To forward email:**

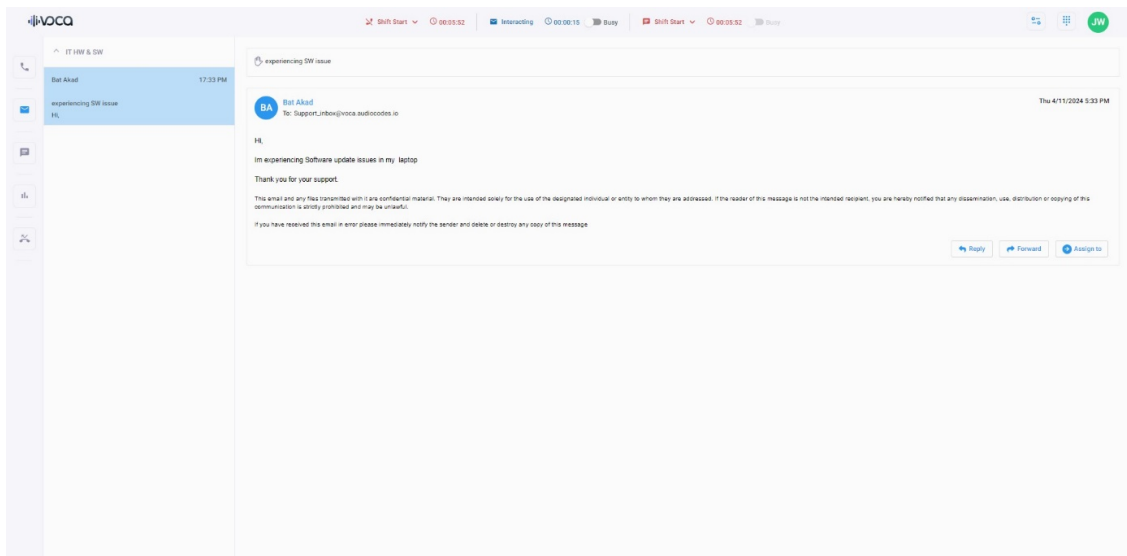
1. Open the email.
2. Click the **Forward** button located below the email.

## Request assistance for email reply

If you require assistance in responding to an email, you can "raise a hand". Your Supervisor will receive a notification containing the email, allowing the Supervisor to assist you in replying.

➤ **To request assistance:**

1. Open the email.
2. Click the **Raise Hand**  icon located above the name of the sender of the email; the icon changes to red  and the Supervisor receives a request-for-help notification.



3. Once you've received help from your Supervisor, you can send the email.

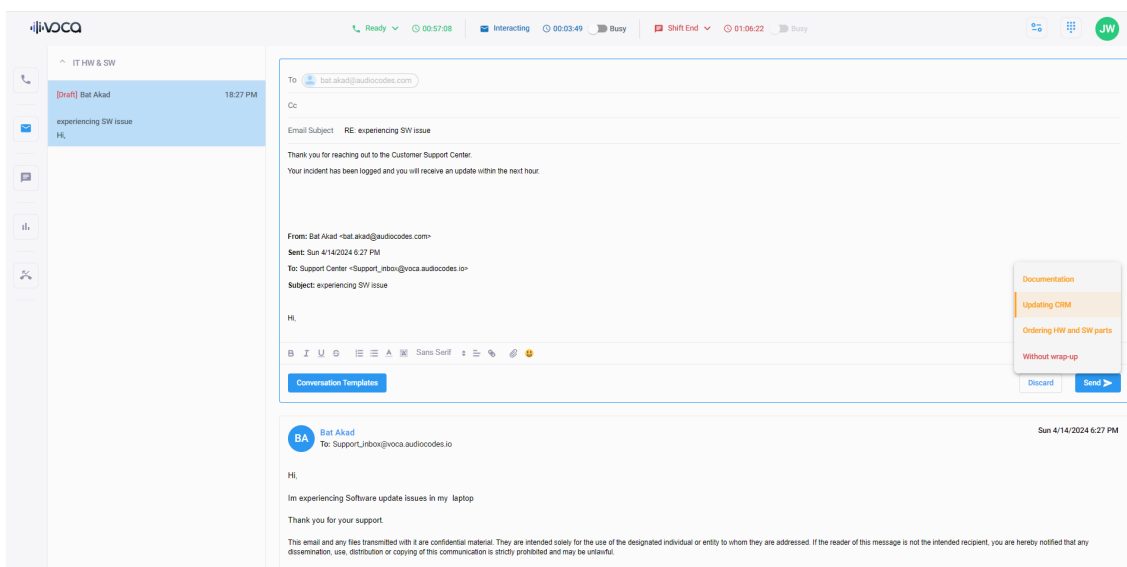
## Wrap up an email interaction

Once you finish an email interaction, you have a predefined time to summarize (wrap-up) the interaction. The wrap-up can be used, for example, to update documentation, update your organization's CRM, or any other organizational need.


Alternatively, you can choose not to wrap-up the interaction.

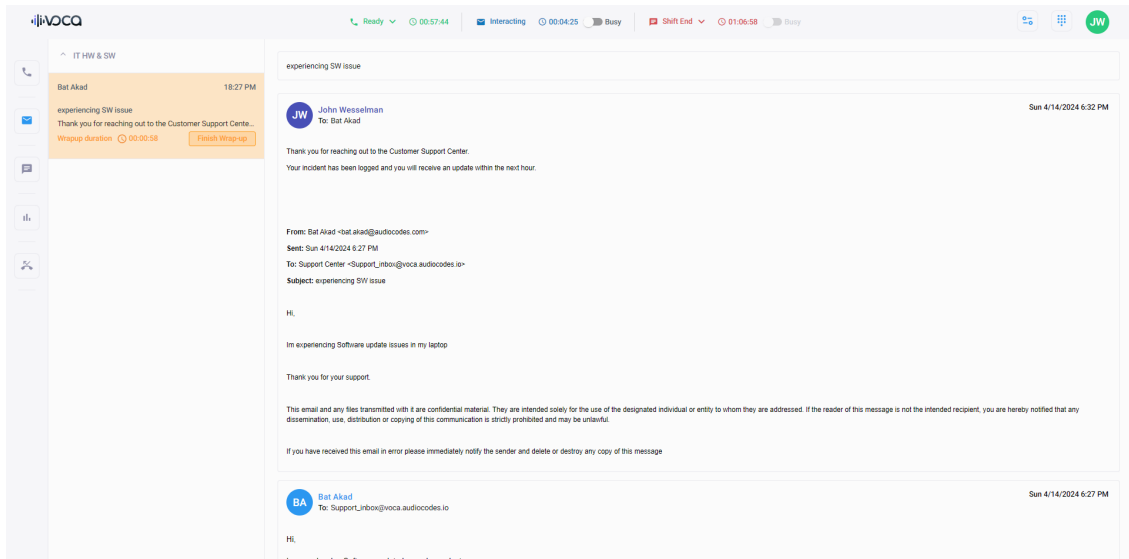
### ➤ To wrap-up email interaction:

1. Open the email.
2. Perform your interaction as desired.
3. Click the **Send** button; a drop-down menu appears, listing available wrap-up options, as shown in the following example:



- Select a wrap-up reason; the email is sent. In addition, the left pane displays the listed email highlighted in a background color and a countdown is activated to complete the selected wrap-up. If you finish the wrap-up before the countdown ends, click the **Finish Wrap-up** button. If the counter expires and you haven't clicked the button, the wrap-up ends automatically, and you're reverted to "Ready" mode.

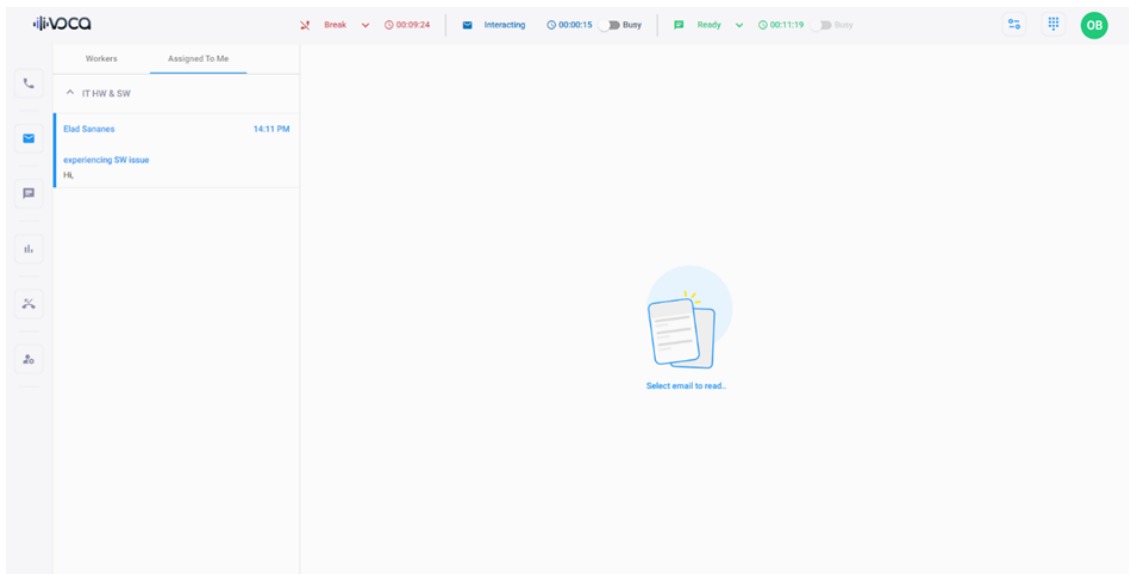
 You can choose not to wrap-up the interaction, by selecting **Without wrap-up**. In this scenario, your status immediately changes to "Ready".



## Supervisor view of email channel

In Supervisor mode, the email channel's left pane provides two tabs:

- Workers:** Lists all Workers that are assigned to the Supervisor and the associated queues.
- Assigned to me:** Lists all emails that the Supervisor is assigned to handle. The emails in the list are ordered under the name of the associated queues.






## 6 Chat Channel Interactions

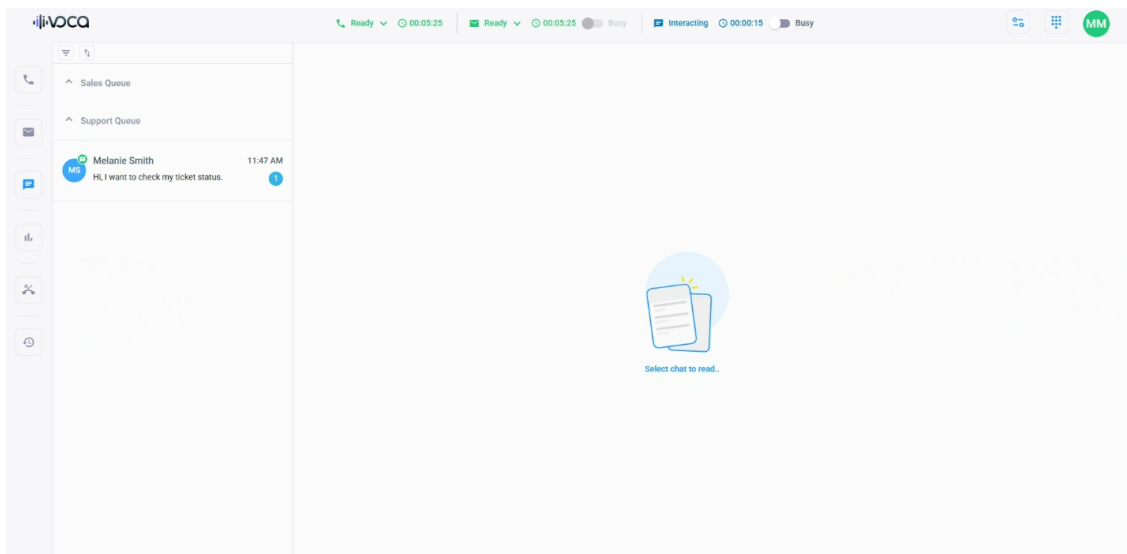
The chat channel page allows you to receive the webchats and SMS messages from the queues that you are assigned to.

### View chats

You can view the webchats and SMS messages that are associated with you. The chats are organized under the relevant queues. You can filter chats by chat type or queue.

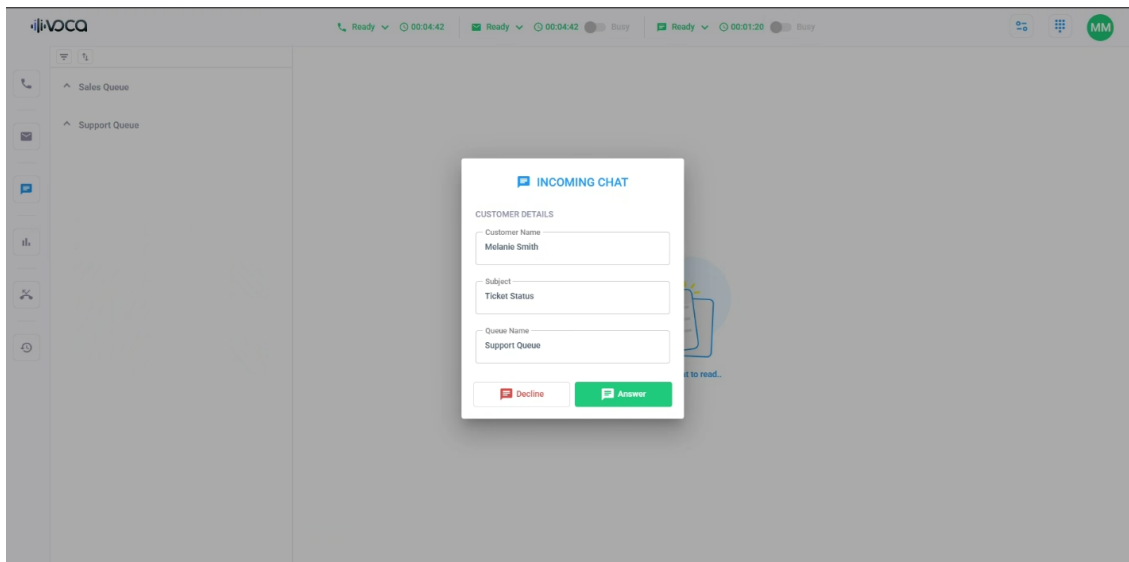
#### ➤ To view chats:

1. On the sidebar, click the **Chats**  icon; the chat channel page appears, displaying chats.
2. Filter chats using the available filters:
  - Click the  icon to filter by **Interaction Type** or **Queue**.
  - Click the  icon to filter by **Date** or **Unread** to show only unread chats.



### Accept or decline a chat

When you receive a new webchat or SMS message, a pop-up message appears displaying the queue's name, customer's name, and reason, as shown in the following example:



➤ **To accept or decline a chat:**

- In the pop-up chat notification box, do one of the following:
  - Click **Answer** to accept the chat.
  - Click **Decline** to reject the chat.

## Respond to a chat message

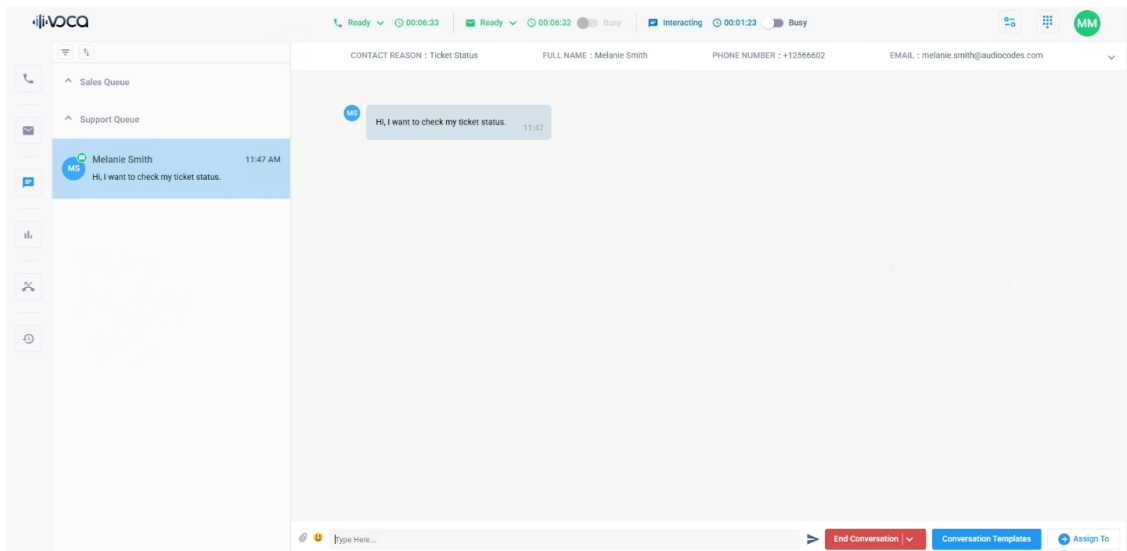
When you accept a webchat or SMS message, you can respond to the customer's message, by typing an answer or by inserting a predefined answer from a template called Conversation Templates. If you use a predefined answer, you can also edit it to suit the chat's content.

An SMS chat is indicated by a blue chat icon, while a web chat is represented by a green chat icon.

Interaction Type	Example
SMS message	
Webchat message	

➤ **To respond to chat messages:**

1. In the left pane, click the listed chat that you accepted; its contents are displayed in the right pane and the chat session begins:

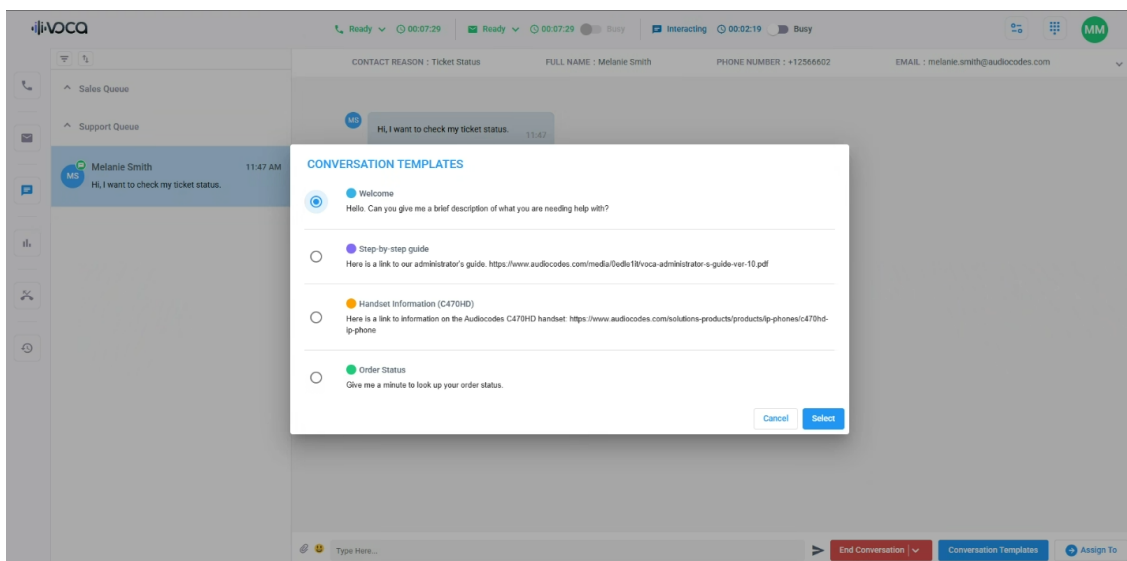


## 2. Typing an answer:

- a. In the textbox located at the bottom of the chat window, type an answer.
- b. Click the arrow button to send it.

## 3. Using a predefined answer:

- a. Click the **Conversation Templates** button located below the chat window; the Conversation Templates dialog box appears:



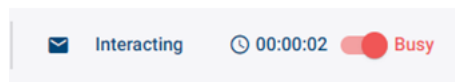
- b. Select the relevant template, and then click **Select**; the predefined answer appears in the chat's textbox.
- c. Edit the inserted predefined answer if required, and then click the arrow to send it to the chat session.

## Stop new chat interactions

While you are handling a chat interaction, you may choose to stop receiving new interactions (voice, email, and chats). This may be useful, for example, if you are dealing with an interaction that requires a lot of time, or if you are planning on taking a break when you finish the current interaction.

### ➤ To stop receiving new chats:

- On the shift status bar, click the 'Busy' toggle switch button so that "Busy" appears red, as shown below:



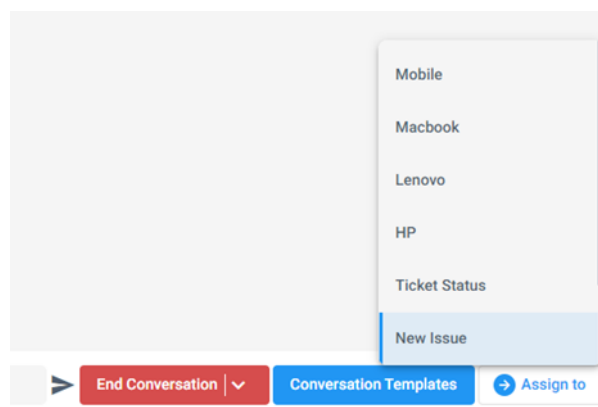
If you want to resume receiving interactions, click the toggle switch again.

## Assign a chat to different queue

You can assign a chat to a different queue. This can be useful if, for example, you find the chat isn't within your queue's responsibilities, or the customer asks for further assistance regarding a different issue.

### ➤ To assign chat to different queue:

1. Open the chat channel.
2. Click the **Assign to** button, located below the chat; a drop-down list appears, listing available different queues, as shown in the following example:




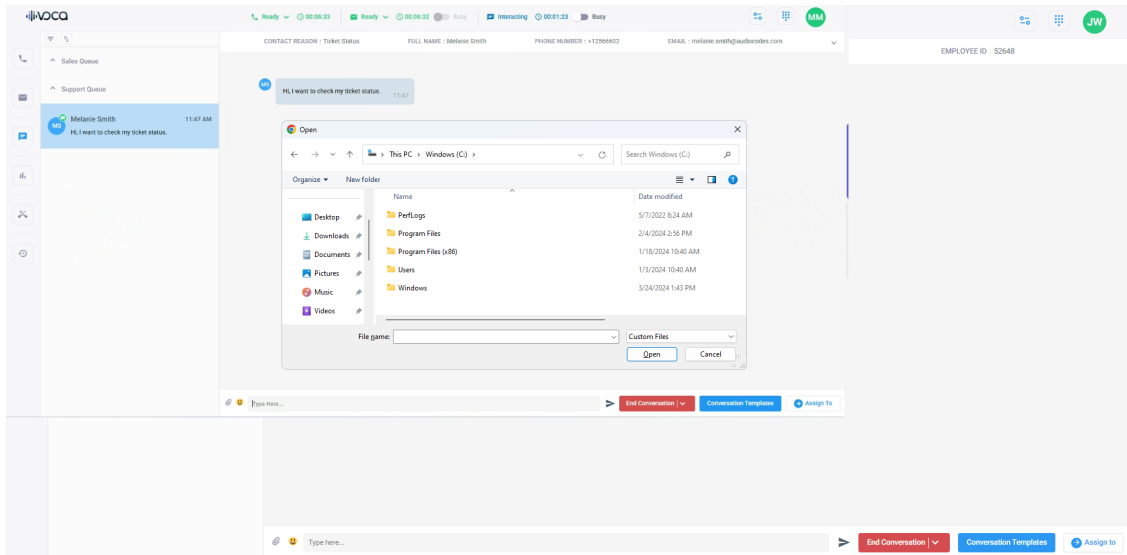
3. Select a queue; the chat is assigned to the selected queue and your status reverts to "Ready".

## Attach a file to a chat

You can attach a file to a chat session.

➤ **To attach file:**

1. Open the chat.
2. Click the **Attach**  icon located at the bottom of the chat; a dialog box appears:



3. Choose the desired file, and then click Open.
4. Send the file to the customer, by clicking the arrow button.

## End and Wrap up a chat interaction

The chat session ends when you or the customer disconnects the session.

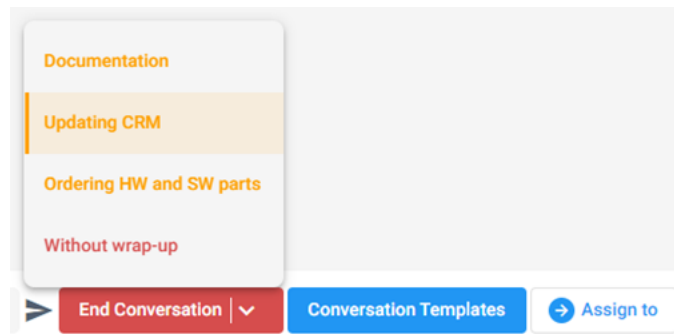
Once you finish a chat interaction, you have a predefined time to summarize (wrap-up) the interaction. The wrap-up can be used, for example, to update documentation, update your organization's CRM, or any other organizational need.




- If a chat session reaches a predefined session timeout, the session ends automatically.
- Ended chat sessions are automatically deleted from the Worker Application.

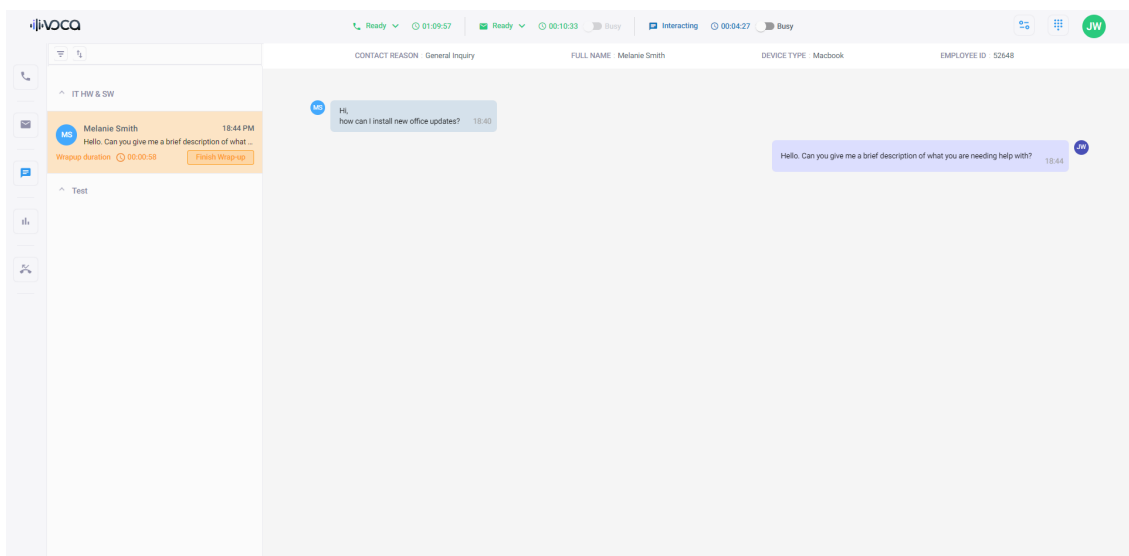
➤ **To wrap-up chat interaction:**

1. In the chat session, click the **End Conversation** button; a drop-down menu appears, listing available wrap-up options, as shown in the following example:



2. Select a wrap-up reason; the chat session ends. In addition, the left pane displays the listed chat highlighted in a background color and a countdown is activated to complete the selected wrap-up. If you finish the wrap-up before the countdown ends, click the **Finish Wrap-up** button. If the counter expires and you haven't clicked the button, the wrap-up ends automatically, and you're reverted to "Ready" mode.

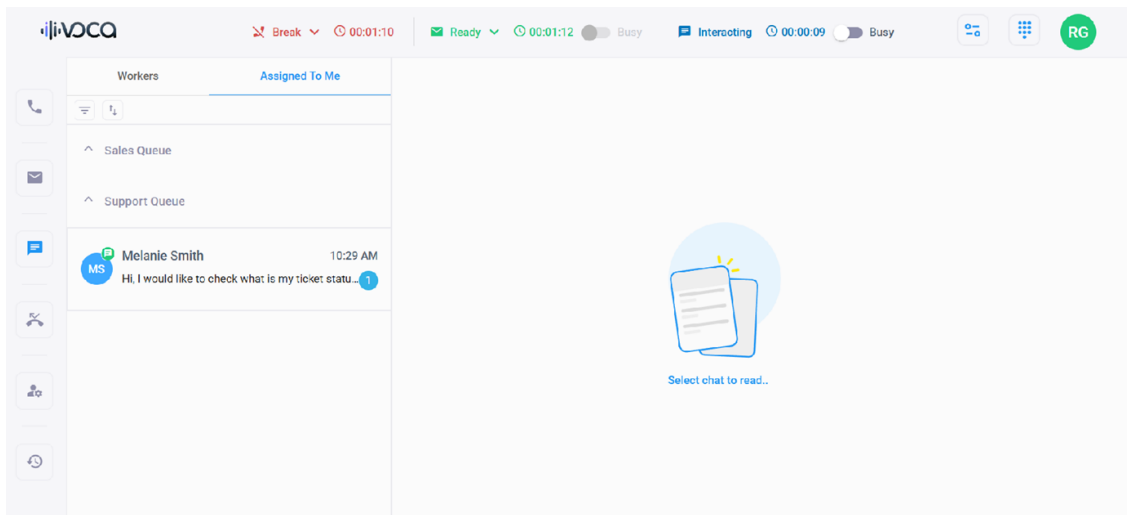
 You can choose not to wrap-up the interaction, by selecting **Without wrap-up**. In this scenario, your status immediately changes to "Ready".



## Supervisor view of chat channel

In Supervisor mode, the webchat channel's left pane provides two tabs:

- **Workers:** Lists all Workers that are assigned to the Supervisor and the associated queues.
- **Assigned to me:** Lists all the chats that the Supervisor is assigned to handle. The chats in the list are ordered under the name of the associated queues.

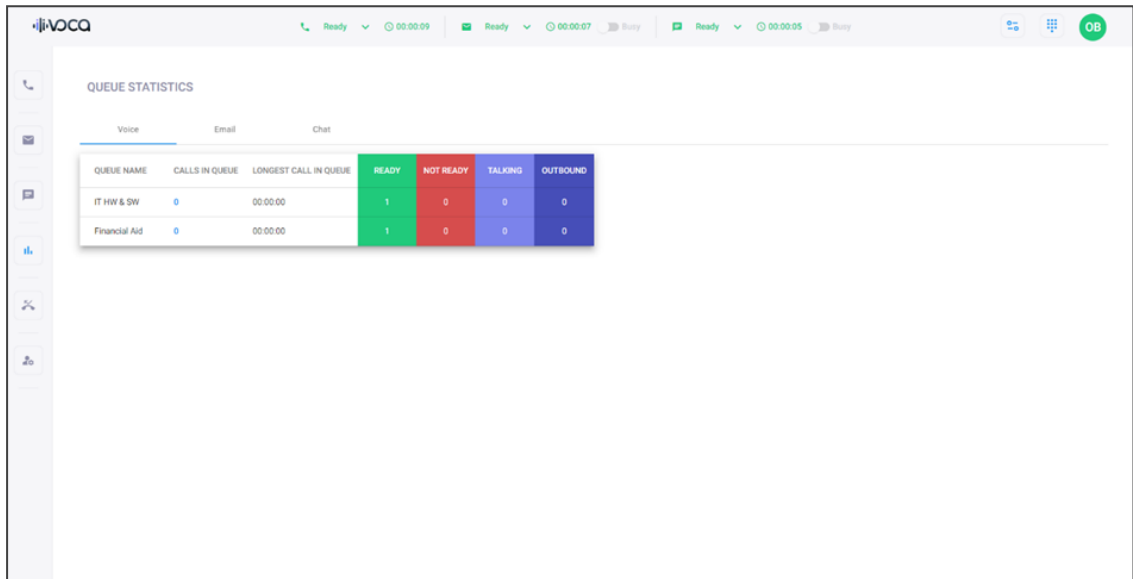


## 7 View queue statistics

Workers and Supervisors can view statistics of assigned queues per channel.

➤ **To view queue statistics:**

1. On the sidebar, click the **Queue Statistics**  icon; the Queue Statistics page opens:

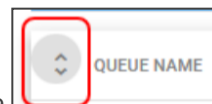


2. Select the relevant channel tab (**Voice, Email, or Chat**); table displays the queue statistics for the selected channel:

Field	Description
<b>Voice Tab</b>	
'Queue Name'	Displays the name of the queue.
'Calls in Queue'	Displays the number of calls that are currently waiting in the queue.
'Longest Call in Queue'	Displays the longest time a call has waited in the queue.
'Pending Callbacks'	Displays the number of callers who selected the callback option and are waiting to be called once they reach the first position in the queue.
'Queue availability'	Displays the number of opted-in agents to the queue.
'Ready'	Displays the number of Workers that are available to receive calls.

Field	Description
'Not Ready'	Displays the number of Workers that are not available to receive calls (e.g., on a break).
'Talking (Inbound)'	Displays the number of Workers that are currently handling inbound calls.
'Talking (Outbound)'	Displays the number of Workers that are currently handling outbound call.
<b>Email Tab / Chat Tab</b>	
'Queue Name'	Displays the name of the queue.
'Interactions in Queue'	Displays the number of email/webchat interactions that are currently waiting in the queue.
'Longest Interaction in Queue'	Displays the longest time an email/webchat has waited in the queue.
'Ready'	Displays the number of Workers that are available to interact with an email/webchat.
'Not Ready'	Displays the number of Workers that are not available to interact with an email/webchat (e.g., on a break).
'Interacting'	Displays the number of Workers that are currently in an email/webchat interaction.
'Interacting (Busy)'	Displays the number of Workers that are currently in an email/webchat interaction but have set their status to "Busy" (i.e., won't receive additional calls).

3. Expand the arrow next to the queue name to view the Worker's availability state in the



queue according to the relevant channel. Click the **QUEUE NAME** arrow next to **QUEUE NAME** to view all workers availability statuses.

		Voice	Email	Chat				
QUEUE NAME	CALLS IN QUEUE	LONGEST CALL IN QUEUE	PENDING CALLBACKS	READY	NOT READY	TALKING (INBOUND)	TALKING (OUTBOUND)	
queue_name	0	00:00:00	0	0	1	0	0	
Shiran Agent1					●			
Skill-based	0	00:00:00	0	0	1	0	0	
Shiran Agent1					●			
Support	0	00:00:00	0	0	1	0	0	
Shiran Agent1					●			
Shiran Agent								

## 8 View call history

You can view all calls that were not handled, along with the reasons for the missed calls. This helps you in making outbound calls to customers who were unable to connect with you during their initial call attempt.

View all call records, including handled (recent calls) and unhandled calls (missed calls).

- [View missed call queues](#) below
- [View recent calls](#) on the next page

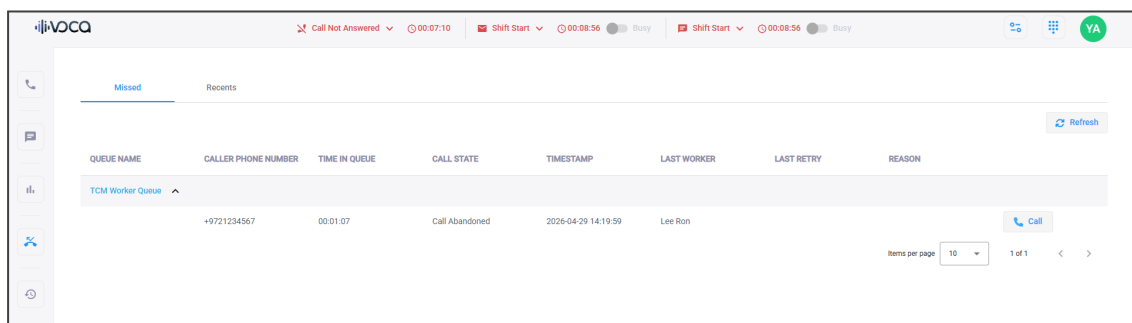
### View missed call queues

You can view all calls that were not handled, along with the reasons for the missed calls. This helps you in making outbound calls to customers who were unable to connect with you during their initial call attempt.

➤ **To view missed call queues:**



- On the sidebar, click the Missed Calls icon; the 'Queue Missed Calls History' page opens:

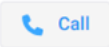
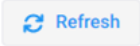


The fields of the 'Queue Missed Calls History' table are described in the following table:

Field	Description
'Queue Name'	Defines the name of the queue.
'Caller Phone Number'	Defines the caller's phone number.
'Time in Queue'	Displays how long the caller waited for a Worker in the queue.
'Call State'	Represents all the abandoned calls.
'Timestamp'	Displays the time when the call was missed.

Field	Description
'Last Worker'	Refers to the last Worker that called back to this caller.
'Last Retry'	Refers to the timestamp of the last call attempt by a Worker.
'Reason'	Displays the call attempt reason, for example, “Caller Busy” or “Caller Disconnect”.

The page allows you to do the following:

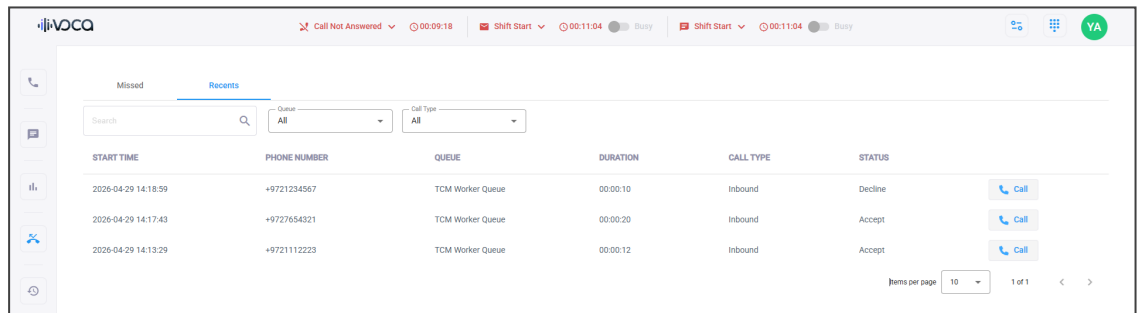
- **Call a Customer:** You can call the customer, by clicking the **Call**  button.
- **Refresh Table:** You can refresh the table, by clicking the **Refresh**  button.

## View recent calls

You can view all inbound and outbound calls that were recently made.


### ➤ To view recent calls:

- On the sidebar, click the Call History icon; the 'Recents' tab opens:



Field	Description
'Start Time '	Displays the time when the call was made.
'Phone Number'	Defines the caller’s phone number.
'Queue'	Defines the name of the queue.
'Duration'	Defines the call’s duration.
'Call Type'	Inbound or outbound
'Status'	Accepted or declined

# 9 Team Management (for Supervisors)

 This section is intended for Supervisors only.


Team Management includes the following:

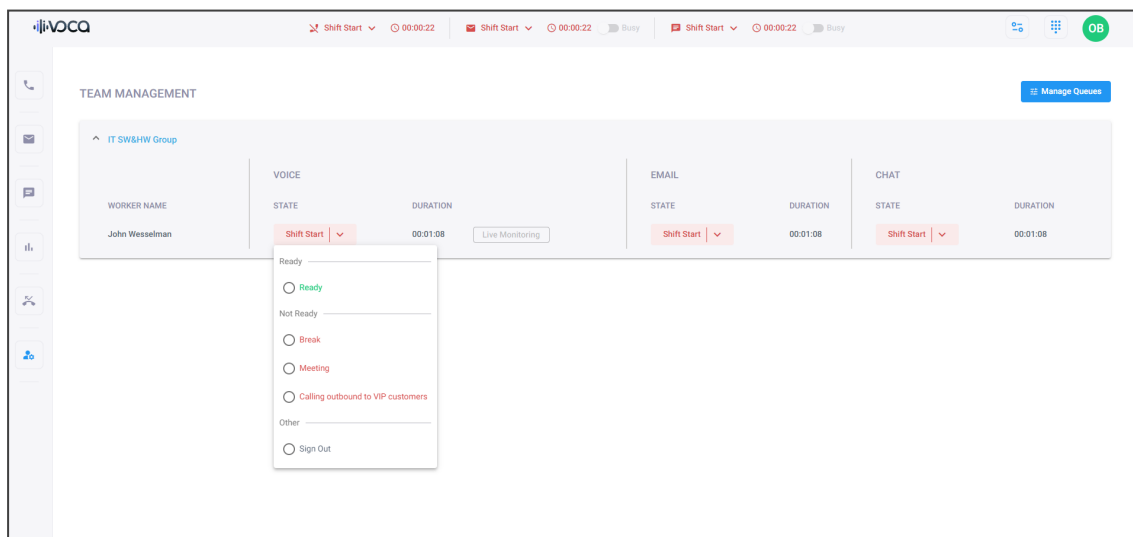
- [Accessing Teams Management](#)
- [Queue Statistics](#)
- [Worker Groups](#)
  - [Live Monitoring of Workers](#)
  - [Signing out Workers](#)
  - [Manage Queues](#)
- [Assigning Hybrid Workers](#)

## Accessing Teams Management

Team Management functionality enables Supervisors to oversee the Workers on their team. Supervisors can view the names of Workers listed in each queue, together with the interaction channel.

➤ **To access Team Management page:**

- On the sidebar, click the Team Management  icon.



## Worker Groups

See:

- [Live Monitoring of Workers](#)
- [Signing out Workers](#)
- [Manage Queues](#)

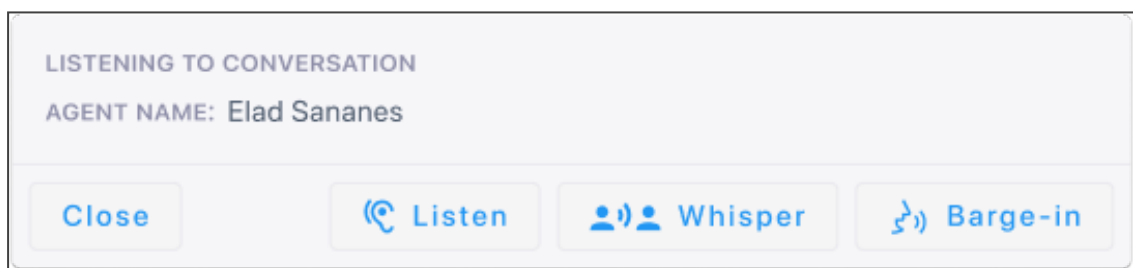
## Live Monitoring of Workers

Live Monitoring allows Supervisors to monitor their Workers by joining live calls between the Worker and the customer, with the option to do the following:

- Listen to the conversation.
- Supervisors can assist Workers by speaking privately (*whisper*) to them during the conversation.
- Supervisors can join the conversation directly (*barge-in*).

### ➤ To monitor a Worker:

1. Select the required queue.
2. Click the **Live Monitoring** button corresponding to the required channel of the Worker; the following pop-up appears:



3. Click one of the following buttons:
  - **Listen** - to listen to the conversation.
  - **Whisper** - to speak privately to the Worker (Customer doesn't hear) during the conversation.
  - **Barge-in** - to join the Worker and customer conversation.

## Sign out Workers

Supervisors can sign out Workers if they haven't properly signed out when their shift ends (as described in [Sign out Workers](#) above).

### ➤ To sign out a Worker:

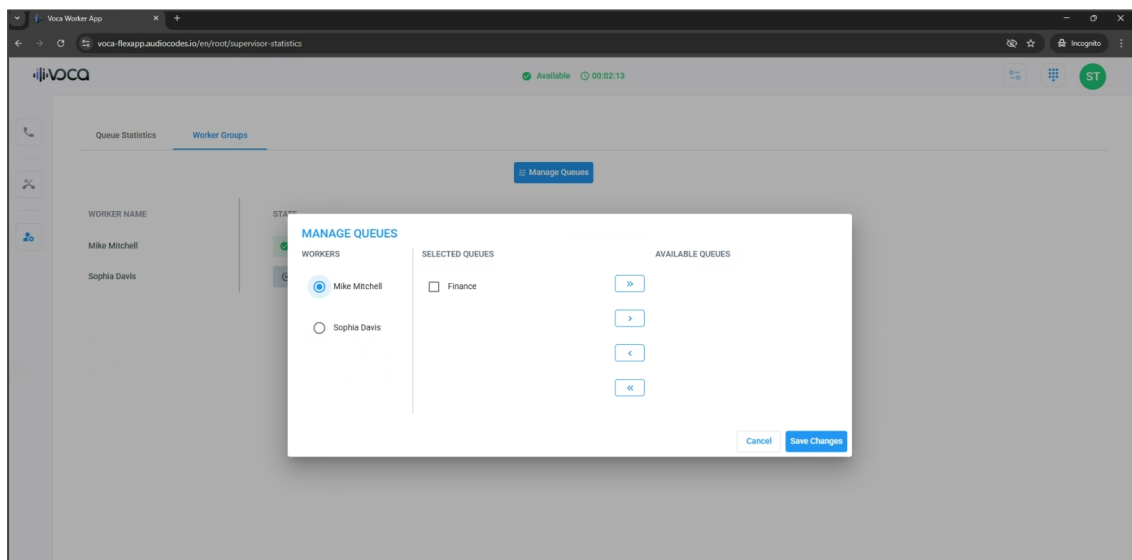
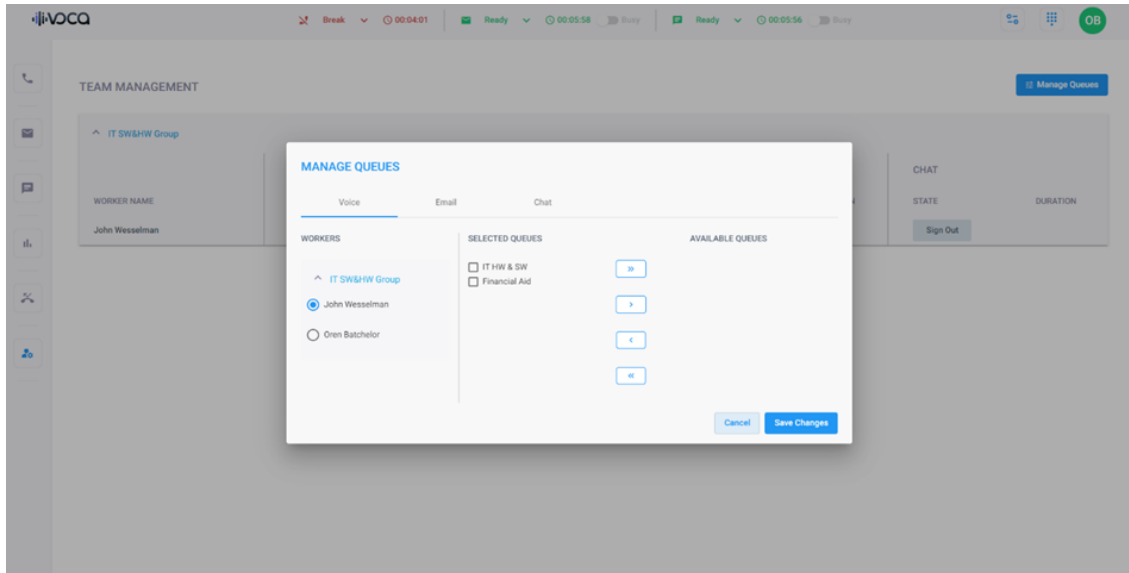
1. Select the required queue.
2. Click the **Sign Out** button corresponding to the required channel of the Worker.

## Manage queues

The Supervisor can move Workers in and out of queues using the following steps:

➤ **To opt a Worker in or out of queues:**

1. Click the **Manage Queues** button; the following dialog box appears:



2. Select the **Voice, Email, or Chat** channel tab.
3. Select the Worker from the required group.
4. Use the arrows to move the Worker between 'Selected Queues' (queues to which the Worker is currently associated with) and 'Available Queues' (queues that the Worker is not associated with, but available).
5. Click **Save Changes**.

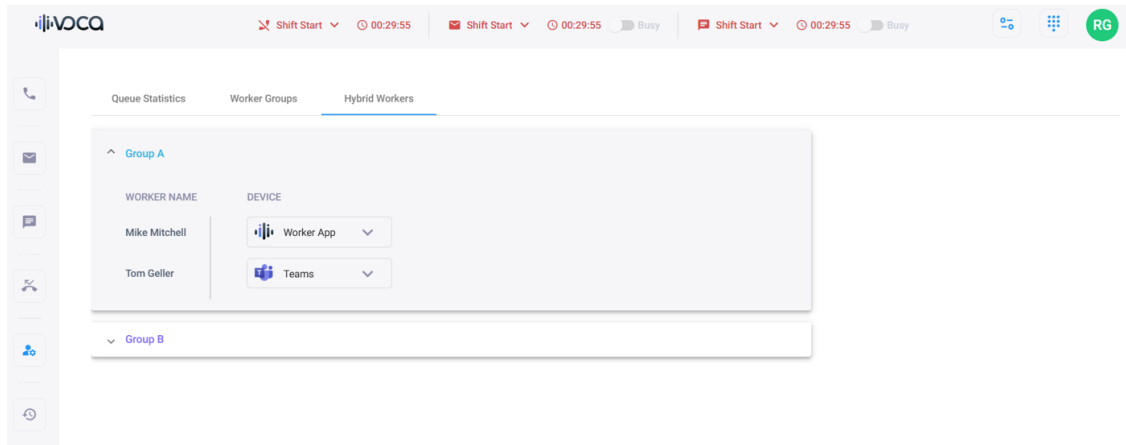
## Assign hybrid Workers

Hybrid Workers can receive calls via Microsoft Teams instead of the Worker app, while still enjoying the contact center routing features.

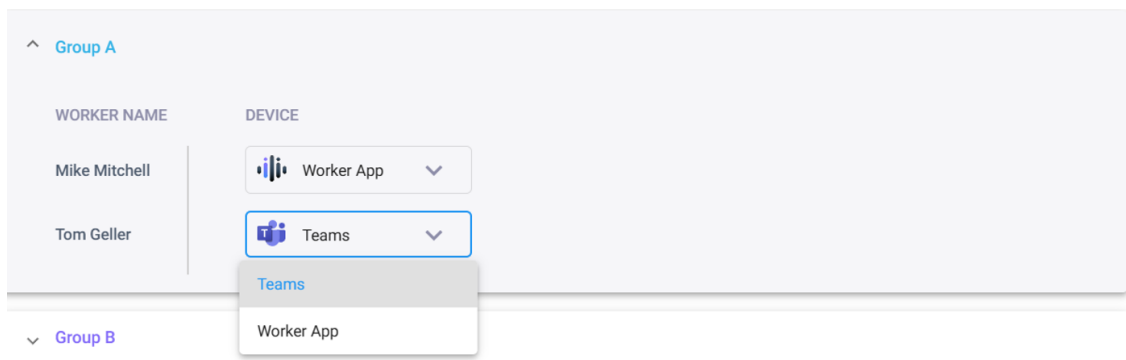
Supervisors can switch their Workers to hybrid Workers by configuring their Worker device to Teams.

### ➤ To assign a Worker as a hybrid Worker:

1. Click the **Hybrid Workers** tab.



2. Locate the relevant Worker.
3. Under **Device**, select **Worker App** for regular workers or **Teams** for hybrid workers.



## 10 Log out of Worker Application

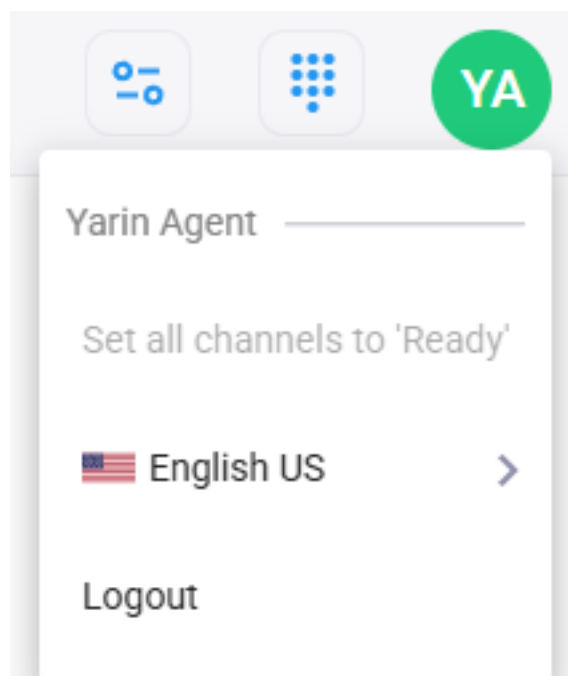
When you've finished your shift, you must log out of the Worker Application.



- You can only log out when you're not interacting ("Interacting" or "Talking" shift status) with a customer in any of the channels. (It's recommended to change the shift status of all channels to Shift End before logging out).
- If you forget to log out, your Supervisor can log you out using the 'Team Management' page (see [Sign out Workers](#) on page 42).

➤ **To log out of Worker Application:**

1. Click your profile icon located on the top-right corner of the window, a drop-down menu appears:



2. Click **Logout**.

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