



## **Arc Connect Supervisor User Guide**

Version 4.1



Arc Solutions (A Division of IDL), 1st Floor, Office Suite 2,  
Cambridge House, Cambridge Road, Harlow, Essex,  
CM20 2EQ United Kingdom.  
Tel: +44 (0)127 964 5700, Fax: +44 (0)127 945 1157

[www.arcsolutions.com](http://www.arcsolutions.com)  
[cti@arcsolutions.com](mailto:cti@arcsolutions.com)

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## **Section 1: Introduction**

Welcome to the Arc Supervisor Connect user guide. The Supervisor Connect is an important application of the Arc Connect suite. It is for managing and over seeing the activities of the organisation. This organisation purchases the Supervisor application to manage and control the activities of the Users in its Call Centre using other applications of the Arc Connect suite.

### **The Application**

Arc Supervisor allows the users to make on-line updates (changes) to the configuration of the Arc applications running already related to Calls, Queues and Users. Supervisors can view reports, analyse activities graphically and update the configuration without logging into the Configuration utility.

The users are allowed to log on or log off the Users, change their Statuses and modify the properties while working in the application. They can enable or disable a Queue, change its properties and set the thresholds. The reports are in the graphical and text format. These reports have information about Calls, Queues and Users activities. These reports can also be printed.

### **About the User Guide**

This user guide explains the role of the Supervisor application in an organisation. It describes how it plays effectively in relation to the Arc Connect applications and what benefits a Supervisor can derive. It also explains how the Supervisors (users) can use the given facilities for managing the activities within their telephony system in a better approach.

### **The Audience**

The user guide is intended for the audience who are,

1. Involved in the training of the application users.
2. The application users themselves.

It is assumed that the users have a working knowledge of Microsoft Windows '95, '98, 2000, NT and XP.

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## **Inside The User Guide**

This User Guide contains the following briefly introduced sections,

### **Getting Started**

This section gives description on the logging in and logging off the Supervisor application. It introduces the users with the Interface and describes its contents according to their functions. It gives details about the Menu bar and Tool bar options.

### **Initialising Supervisor Connect**

In this section, the users learn how to configure the preferences, other required settings and adjustments before starting to work in the Supervisor application. It gives step-by-step procedures to complete the sequence of functions.

### **Arc Connect**

This is the main and foremost section that describes the overall functionalities in Supervisor application such as the Reports, Graphs and Online updates. It gives collective data on the modules it is supervising. The users get to know the functions they can perform to start working in the application. It gives details on

- Creating new Monitor Templates
- Using the menu and tool bars options of the Monitor Templates
- Setting Alarms and Thresholds
- Data Windows, Data Levels, Data Items and Data Statistics
- Reports and the Graphs
- Online Updates

### **Console Connect**

This section is about the reports, graphs and the online updates related to the Console Connect. The Supervisor can know the activities taking place in the Console Connect application.

### **Voice Connect**

In this section, the users are introduced with the reports and graphs of the Voice connect. The Voice Connect has no online updates.

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For the convenience of users, the sections for Glossary, Table of Figures and Index have been provided.

There are Appendices, given to impart an in-depth look at many types of reports that can be produced by the Supervisor application. There are over 200 reports and charts that can be produced by the Arc Supervisor. All reports are run in the same way. The details of specific reports can be found in their related Appendixes.

## **Conventions**

The conventions used in this User Guide are:

- Tahoma font-face with 10pt font size
- Heading 1, Heading 2, Heading 3, Heading 4
- Some of the headings are created, Title, Sub-title, Intro font, Intro font 2
- The figures are captioned with Tahoma font-face and 8pt font size.
- Examples, Tips and Notes are given in image forms.
- Topics are numbered following the number of Sections.
- Numbered lists are used for procedures and steps.
- Bulleted lists are used for functionalities.
- Menu paths and specific application names are in *Italics*.
- Menu options and controls are given in **bold**.

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## Section 2: Getting Started

The Supervisors are configured in the **Users** section of the Configuration utility. While creating the Supervisors in the Configuration utility, different Arc Connect modules i.e. Console Connect and Voice Connect are assigned to them. And different Supervisors can be assigned for one or more than one module. Also the **Login** name and **Password** for the Supervisor application are given to the users in Configuration utility.

### 2.1 Logging On

When a Supervisor logs in the application with the given **Login Name** and **Password**, it checks the modules assigned to the user. Then it displays relevant modules allowed to the Supervisor.



#### EXAMPLE

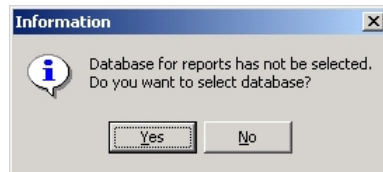
A supervisor Daniel is provided with a **Login** name DAN and **Password** DAN. The Console Connect and Voice Connect are assigned to him while creating him as a user in the Configuration utility. When he logs in the Arc Supervisor application, the system will display only the Voice Connect and Console Connect modules.

The first time a user opens the supervisor application; the logging in procedure is as follows, Firstly they will be asked to select reporting database. This is the database that will be used to generate call reports.

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### 2.1.1 Select Reporting Database

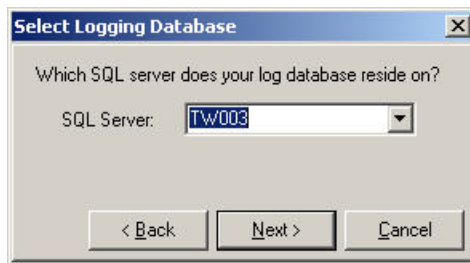
#### Selecting a SQL Database,



1. Click **Yes** to continue the procedure of selecting a database.



2. Click **Next**.



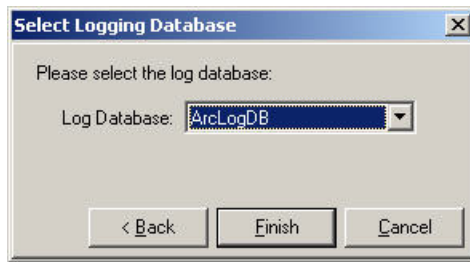
3. Select a **SQL Server** from the drop down list. Click **Next**.



4. Enter the **User Name** and **Password** for the SQL Server.

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5. Click **Next**.



6. Select a **Log Database** from the drop down list. Click **Finish**.

### 2.1.2 Logging In

1. The logging window will appear after connecting to the Arc CT Server.



**Figure 2-1** Logon

1. Enter the **Login Name** and **Password**.
2. Click **Logon** to enter the Supervisor application.
3. The modules allowed to the logged on Supervisor display on the screen.




#### **NOTE**

If you have given the Arc CT **Server Name** and **Port Number** during the installation of the Supervisor application, then you do not need to enter the information again while logging in. the application will automatically connect to the Arc CT Server. You are shown the **Login** window only.

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If the user is not prompted for the **Server Name** and **Port Number**, then the following simple procedure is taken,

1. Click the icon  in tool bar.
2. The **Login** window will open.



**Figure 2-2** Login window

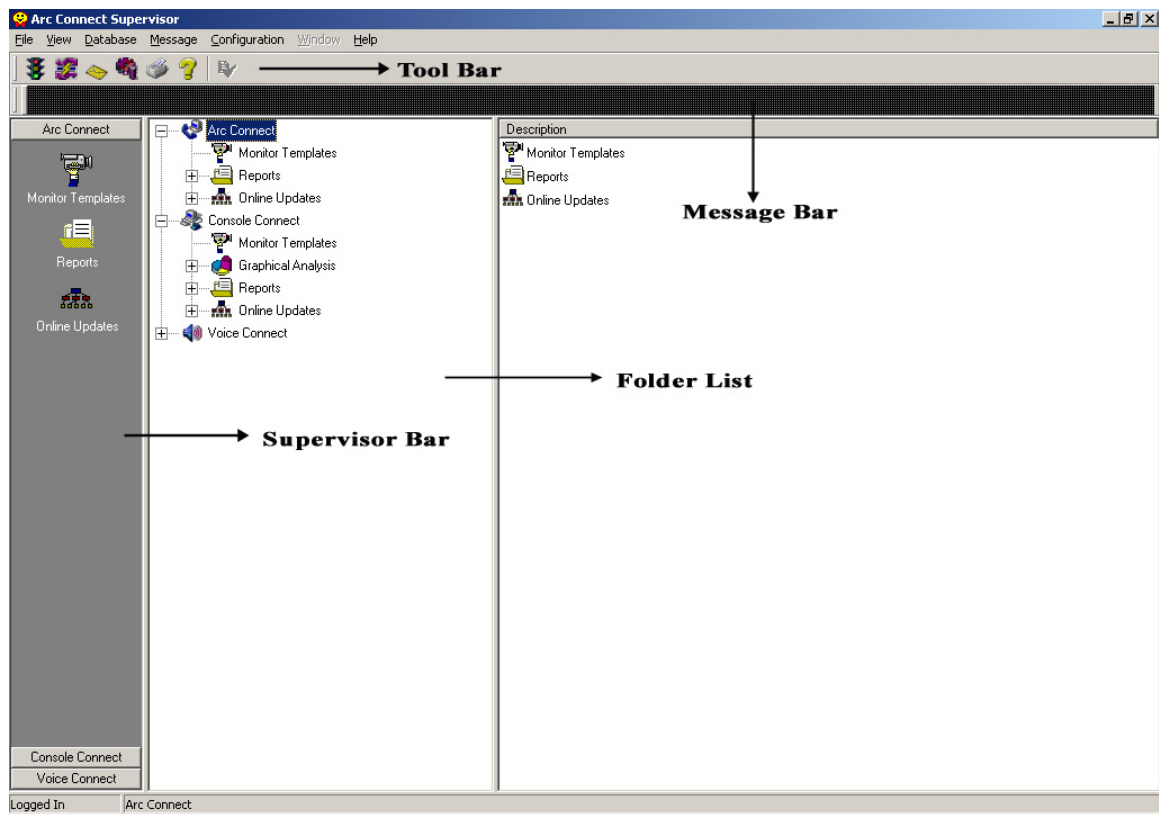
3. Enter the **Login Name** and **Password**.
4. Click **Logon**.

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## 2.2 Interface

On logging the Supervisor application, the contents appearing on the screen are,

1. Menu Bar
2. Tool Bar
3. Message Bar
4. Supervisor Bar
5. Folder List
6. Description Area



**Figure 2-3** Arc Connect Supervisor's main interface.

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### 2.2.1 Menu Bar

The options in the menu bar are explained the following the table,

Control Name	Explanation
<b>File</b>	
Printer Set up	This option is to configure settings for printing the reports.
Log On/ Log Off	This option is for logging on and logging off the application.
Exit	This option is to quit the application.
<b>View</b>	
Supervisor Bar	<p>This option is selected by default. To remove the bar from the screen, de-select this option.</p> <p>This bar contains icons of <b>Monitor Templates, Reports</b> and <b>Online Updates</b>.</p>
Folder List	<p>This option is also selected by default. De-select the option to remove it from the screen.</p> <p>This bar contains the default module Arc Connect. Other modules<sup>1</sup> are the assigned application to the Supervisor. T helps in navigating through the modules easily.</p>
Message Bar	<p>Select this option to make the message bar visible on the screen.</p> <p>The users can view messages sent by other Supervisors, Users or Queues in it. It also shows the set Alarms.</p>
<b>Database</b>	
Select Reporting Database	This option allows the Supervisor to select the logging database (ArcLogDB) for generating reports.

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<sup>1</sup> The modules that are visible in the Folder List depend on their assignment to the users. Also this assignment lies within the selection of the applications running in the organisation.






Database Maintenance	Supervisor can configure settings for the logging database by using this option.
<b>Message</b>	
Send	Supervisor can send message (s) to Wallboard and Supervisor application users.
<b>Configuration</b>	
Preferences	This option allows the Supervisor to configure the settings for displaying a message. It also displays the Server connection details.
<b>Help</b>	
Contents	It helps to find the required topics giving easy navigation to the users.
Keyword Search	It allows searching the relevant information by entering keywords in Help file.
About Arc Connect Supervisor	It displays the version and copyright information about the Supervisor application.





**Table 2-1**

### 2.2.2 Tool Bar

The icons given in the tool bar are explained in the following table,

Control Name	Icon	Explanation
Log On/Log Off		Click to log on to the application. Also click the to log off. When a Supervisor logs on, the Green light in the button enables. When the Supervisor logs off, the Red light turns on.
Connect To Database		Click icon to connect to the required database. It opens the <b>Select Logging Database</b> window.
Send Message		Click to send message(s) to the Users, Queues, other Supervisors or the Entire System.

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Preferences		Click to configure the settings for displaying messages and the Server connection.
Printer Set up		Click to configure settings for printing reports.
On-screen Help		Click for help on Supervisor application.
Run Report		This icon enables only when the reports are selected. Click to run a report.

**Table 2-2**

### **2.2.3 Message Bar**

It displays the messages sent by other users. It also displays the Alarm messages set by the Supervisor in the **Set Thresholds** window of the Monitor Templates.

The Alarm messages display in the Message Bar in addition to a popup window in the system tray.



### **2.2.4 Supervisor Bar**

This bar has the icons for

1. Monitor Templates
2. Reports
3. Online Updates

The Supervisor Bar contains slides for every modules assigned to the user(s). It gives quick access to the above numbered contents of the modules.

### **2.2.5 Folder List**

It displays the modules in a folder format. The navigation is in a tree style. It allows the Supervisor to navigate quickly and see the contents of particular folder(s). The files and folders can be expanded or contracted by clicking on  or  icons to view the sub-folders and reports.

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### 2.2.6 Description Area

This area shows the contents of the selected folders in the **Folder List** or **Supervisor Bar**. The contents include the list of reports and graphical analysis and the folders for online updates.

When a graph or report is selected in the **Description Area**, it instantly displays the required input options for it.

## 2.3 Database

Arc Supervisor application takes information from the **Logging Database** file, **ArcLogDB** to run the reports. This database is installed with the Server application. Upon first use of the Supervisor application, it will prompt for the database connection, which then becomes the default database. User can always change the Logging Database by using the **Select Reporting Database** option.

## 2.4 Arc Connect Suite Support

Arc Supervisor application provides the ability to support and manage the Arc Connect products,

1. Console Connect
2. Voice Connect

### 2.4.1 Console Connect

The users can view the Historical and Real-time statistics. The Historical reports include the Graphical Analysis and Text-based Reports, whereas the Real-time reports are visual reports displayed instantaneously. Users can make on-line changes to the active configuration for Console Connect.

### 2.4.2 Voice Connect

This module provides with Graphical Analysis and Text-based Reports only. The users are unable to make online changes to this module.

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## Section 3: Initialising Supervisor Connect

Arc Connect Supervisor application has functions and procedures that can be easily performed to initialise and work with. The users are allowed to set preferences for various functions.

This section explains the following,

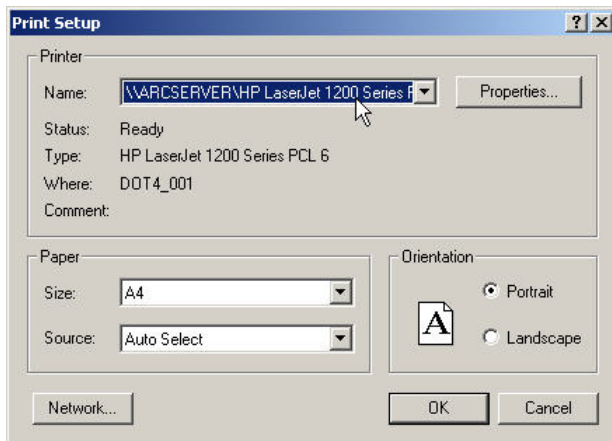
- Print Set up
- Logging On/Off
- Database Configuration
- Message
- Configuration-Preferences

### 3.1 File

#### 3.1.1 Print Set up

In this window, the users can set options for printing the reports. It has three sections

**Printer:** The user can select a printer on network. The other options display information about the selected printer. It also has a **Properties** button. Click to select or change properties for the printout.



**Paper:** Users can select a paper size from the drop down list and also the source of the paper.

**Orientation:** It allows the user to select the type of printout is required, either

**Portrait** or **Landscape**.

**Figure 3-1** Set up printer settings

The **Network** button allows user to select a printer on the network.

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To configure the printer settings, perform the following steps,

1. Select **Name** of the printer installed.
2. Select paper **Size**.
3. Select a **Source**.
4. Select an option from the **Orientation**, either **Portrait** or **Landscape**.
5. Click **Ok**.

For printer set up you can also click the  icon on the toolbar.

### 3.1.2 Log On/Log Off

The Log On/Off procedure is same as given in section **1.2 Logging On**.

### 3.1.3 Exit

Select this option to quit the application.

## 3.2 View

The options in this menu are **Supervisor Bar**, **Folder List** and **Message Bar**. All these options are selected by default in the application. Although they display by default, if any option is invisible, select the required one.



### EXAMPLE

A supervisor wants the Message Bar to appear on the screen.

1. Click on the **View** menu.
2. Select Message Bar option.

## 3.3 Database

This menu has three options for selecting and managing the databases.

### 3.3.1 Select Reporting Database

To generate reports in the Supervisor application, the system requires a logging database to connect to. Supervisor can change the database when required.

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## Selecting a SQL Database

1. Click **Select Reporting Database** option from the menu. The following window will open.



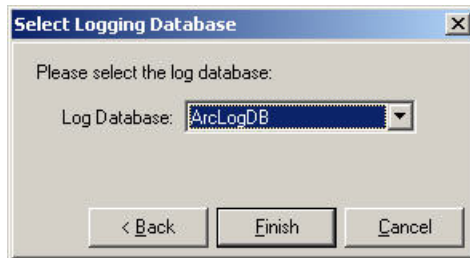
2. Click **Next**.



3. Select a **SQL Server** from the drop down list. Click **Next**.




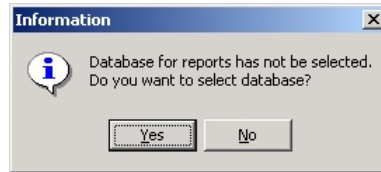
4. Enter the **User Name** and **Password** for the SQL Server.
5. Click **Next**.



6. Select a **Log Database** from the drop down list. Click **Finish**.

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You can also browse a database by clicking  icon on the tool Bar. If the logging database is not selected for the application, the system prompts for a database during the logging in. In this case, the system displays a message,



Click **Yes** to continue the procedure of selecting a database.

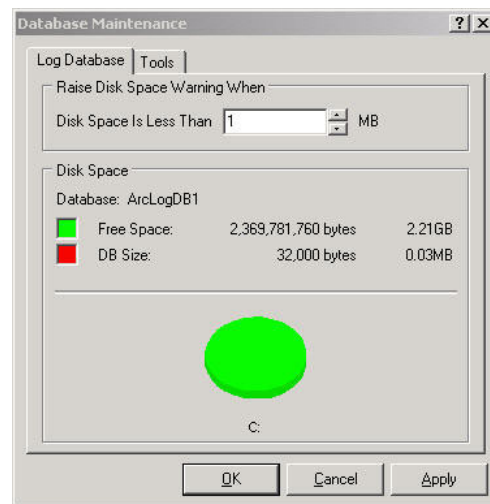
### 3.3.2 Database Maintenance

The Supervisor can change settings for the Logging database through this option. The **Database Maintenance** consists of two tabs, **Log Database** and **Tools**.

#### Log Database

The **Log Database tab** allows the Supervisor to

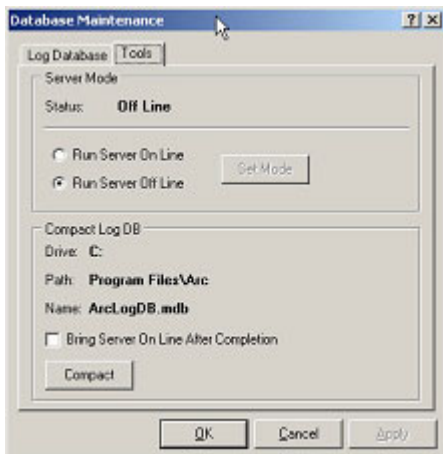
- Set the free space required on the hard disk.  
If the free disk space is left less than that, then system will raise a warning.
- View the **Free Space** available on Hard disk.
- View the **Database size**.



**Figure 3-2** View the Disk space

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## Tools



It allows Supervisor to

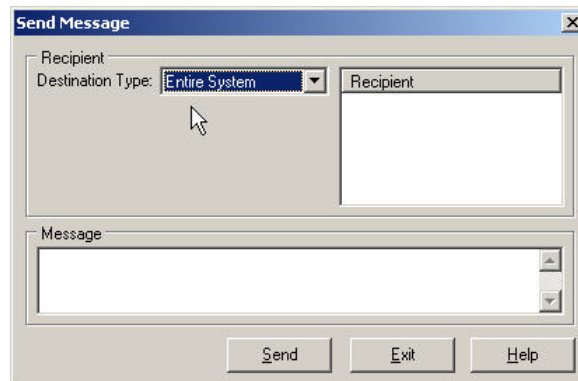
- View the **Status** of the server.
- Select a **Mode** for the server.
- **Compact** the logging database if required.

**Figure 3-3** Use Tools as required

## 3.4 Message

### 3.4.1 Send

The Supervisor can send messages to other users in the system. Selecting this option displays the following **Send Message** window,



**Figure 3-4** Send a message


To send a message,

1. Select a **Destination Type** from the drop down list.
2. The **Recipient** list box will display all the names of the users in that particular destination.

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3. Select the user's name you want to send a message.
4. Type a **Message**.
5. Click **Send** to send the message to the user.

The message can be sent to more than one user. To quit sending messages, click **Exit**. To send a message you can also click the  icon on the toolbar.

## 3.5 Configuration

The Configuration section has two sub menu options.

1. Preferences

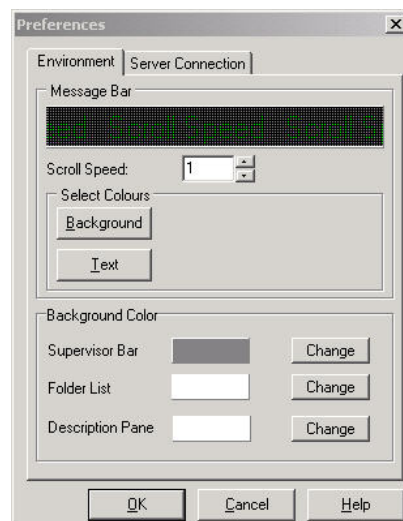
### 3.5.1 Preferences

The Supervisor can modify the settings for the **Message Bar** display and view the **Server Connection** details.

This window has two tabs that are explained below,

#### Environment

This tab allows the users to modify the message display settings.



**Figure 3-5** Modify message settings

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To modify the message bar settings

1. Click **Background**.
2. Select a colour from the palette.
3. Select **Text** colour.
4. Set the **Scroll Speed**.
5. Click **Ok**.



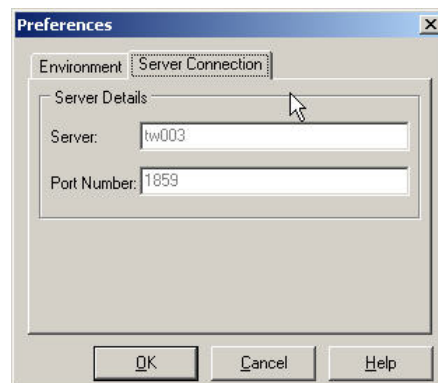
**Figure 3-6** Select colours

Supervisor can also modify the background colour of the Supervisor Bar, Folder List and the Description Pane, in the background colour section.

1. Click the **Change** button.
2. Select a colour from the palette.
3. Click **Ok**.

## Server Connection

This tab displays the status of the connected server.



**Figure 3-7** View Server Connection

You can only view the server details.

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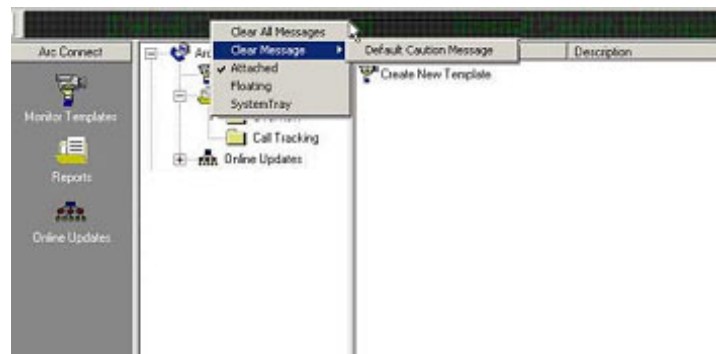
## 3.6 Message Bar

The Message Bar keeps the users aware and alert of the occurring tasks in the organization (Call Centre). It also shows the Alarm Messages triggered when thresholds exceed. It is able to receive messages from the Users, Queues and Supervisors.

Right-click on the **Message Bar**, a drop-down menu will appear. The options are,

1. Clear All Messages
2. Clear Message
3. Attached
4. Floating
5. System Tray

The user can set preferences for the messages from these options. The drop down menu appears as shown in the figure below.



**Figure 3-8** Select option for Message Bar

### 3.6.1 Clear All Messages

A Message Bar can display more than one message. All the messages keep scrolling in the bar until the user requires removing them. Select the **Clear All Messages** to clear all messages scrolling in the bar.

### 3.6.2 Clear Message

If one message is scrolling in the bar, then user can select this option to clear it.

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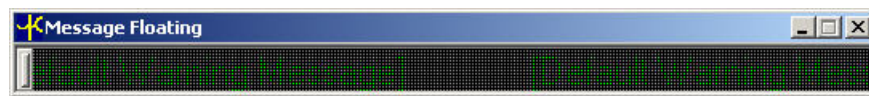
1. Click on the **Clear Message** option.
2. The option will show a menu for the messages floating on the message bar at that time.
3. Click on the message required removing from the bar.

### 3.6.3 Attached

This option is selected by default. The Message Bar is attached to the Tool Bar.

### 3.6.4 Floating


If the user wants to have a floating message bar, select this option. The message bar will stand-alone on the screen.



**Figure 3-9** Floating Bar

If the Supervisor closes the floating message bar, it will minimise in the **System Tray**. The floating message bar can be retrieved any time.

### 3.6.5 System Tray

If this option is selected, the message bar minimised in the System Tray. The icon in the System Tray is . The message bar can be retrieved any time with a double click.

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## Section 4: Arc Connect

Arc Connect is the first and default opened module folder of the application. It is in both the **Supervisor Bar** and **Folder List**. The Arc Connect folder contains three segments,

1. Monitor Templates
2. Reports
3. Online Updates

It gives figured up Reports and Online Updates related to the modules available to the logged on user(s). The reports give details about the Total Incoming and Outgoing calls; the Routing calls, CLI tracking, DDI tracking and External transfer calls. The On line Updates allow the Supervisor to make instant changes to the configurations such as **Main Directory**, **Users**, and **Reason Codes**.

### 4.1 Arc Connect Monitor Templates

The Monitor Templates consist of **Data Windows** that allows the users to manage the activities.

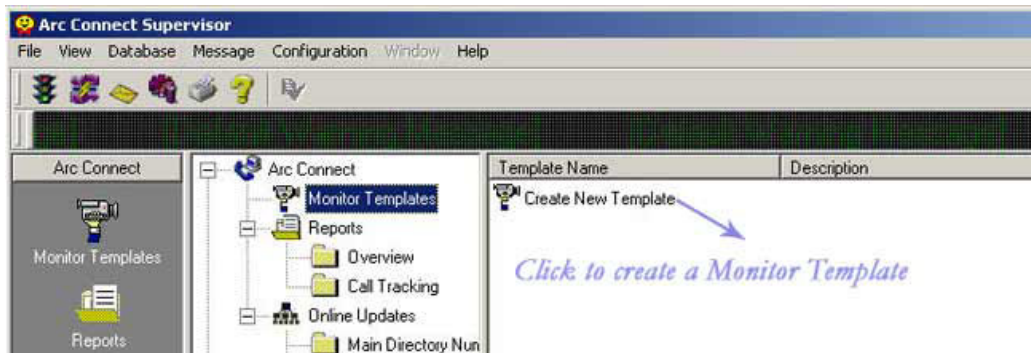



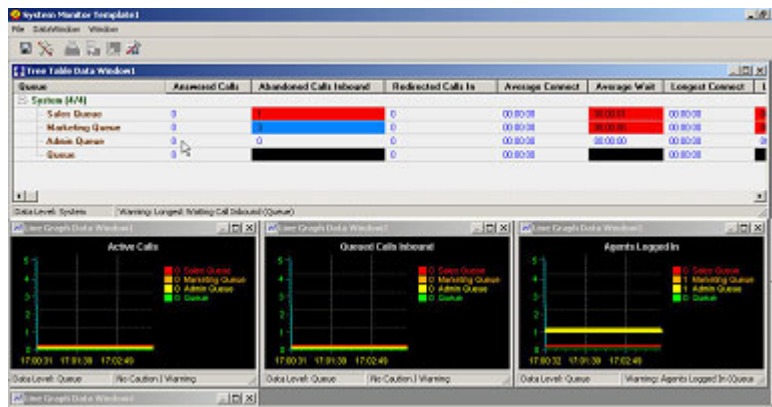
Figure 4-1 Create a New Template

Double click on  **Create a New Template**. A new window will open with **System Monitor Template** displaying in its title bar. The new **Monitor Template** has the following default Data Windows.

1. Tree Table Data Window 1-Queue
2. Tree Table Data Window 2-Users
3. Line Graph Data Window 1-Active Calls
4. Line Graph Data Window 2-Queue Calls Inbound
5. Line Graph Data Window 3-Users Logged In

[<<TOC](#)

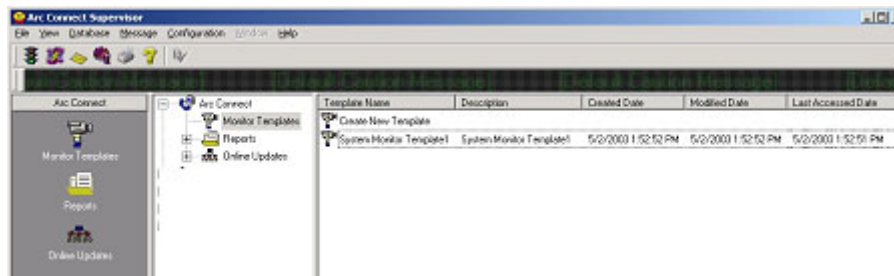
## 6. Line Graph Data Window 4—Users Available Outbound



**Figure 4-2** Default Data Windows in New Monitor Template

Supervisor can add more Data Windows as required. When a new Monitor Template is created, the Description area shows its details.

1. Template Name
2. Description
3. Created Date
4. Modified Date
5. Last Accessed Date



**Figure 4-3** New Monitor Template with details

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#### 4.1.1 Alarms

For smooth running of the call centre's affairs, it is vital that the users are alerted when anything goes wrong. The users can take effective steps to solve the problem(s). This will enhance the productivity of the call centre, and will provide room for improvements.

Suppose, there are many Users sitting idle in one Queue. And in another Queue there are calls waiting to be answered just because there are no free Users available. Hence there is a need to shift some of the Users from one Queue to the other. The users are alarmed immediately about such situations. This is done through the Alarm System in the Supervisor application.

These Alarms can be set in the Data Windows of the Monitor Template(s). The user can set different values for different Alarm states for the **Data Statistics**. Whenever the current value exceeds the already set threshold, an Alert Message will inform the users about the state for that Data Statistic. The Alert messages pop up in the System Tray. *Figure 4.4* shows an Alarm message appear in the System Tray, when a threshold value has been crossed.



**Figure 4-4** Alarm Message pop up

To get the Alarm messages, the Supervisor application should be active and connected with the Arc CT Server. If a threshold value exceeds while the application is close then messages are shown immediately after the user logs in.

##### 4.1.1.1 Alarm States

The users can declare a value for the **Data Statistic** that alerts them about the problem. The Alarm system has four levels of concern. These are called **Alarm States** in the Monitor Templates.

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1. **Zero State:** It is the State when the values are Zero (Null) for the Data Statistics.
2. **Running State:** In this state, figures are between the Zero and Caution State for Data Statistics.
3. **Caution State:** This state is the first warning for the Supervisors. Users can set values.
4. **Warning State:** Values set here by the users are the second and final warning for them.

Alarms conditions are given for the **Data Window** against a **Data Statistic** in relation to the **Data Item**. For example, if the user wants to enter Alarm conditions for the **Users Available** in Queue\_one in Console Connect, they can be entered in the Data Window. Condition will apply in all the Data Windows for this Data Statistic (Available Users) within the Data Item (Queue\_one).

#### 4.1.1.2 Setting Thresholds

To set the Alarm Conditions for any Data Statistic,

1. Open **Monitor Template** in the Supervisor application.
2. Open the **Data Window** in which Alarms are required.
3. Right click on the **Data Item** for which the Alarm conditions are required to set in **Data Window**. The Data Item covers a specific area in all the Data Windows. In Bar Graph, it shows in different colours. In Tabular Data Windows, Data Items cover a specific block in the Table. Line represents Data Item in Line Graph.
4. Select **Set Threshold** from the popup menu.
5. A window will appear with a list of **Data Statistics** for the selected **Data Item**.
6. To enter Alarm conditions for a specific **Data Statistic**, select it from the list on the left side. Only relevant Data Statistics are seen in the list on the left side based on the **Data Item**.
7. Window will show default colours for each state, which are as under,  
Zero State Background Colour: **White**  
Zero State Font Colour: **Blue**

Running State Background Colour: **White**

Running State Font Colour: **Green**

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Caution State Background Colour: **Yellow**

Caution State Font Colour: **Black**

Warning State Background Colour: **Red**

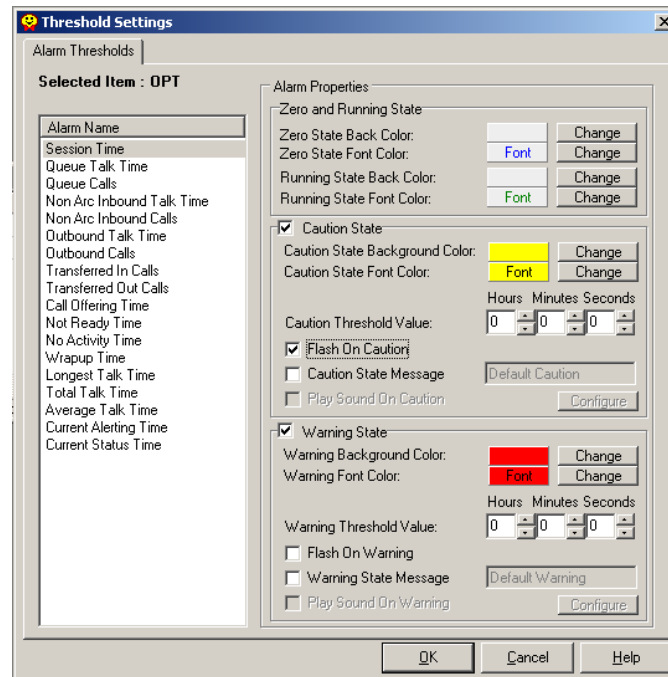
Warning State Font Colour: **Black**

**Alarm State's** background colour is in all types of **Data Window**, whereas **Alarm State's** font colour is seen only in the **Tabular Data Windows**.

8. Difference among four states is based on the Alarm Threshold values given by the user in **Caution** and **Warning State**. The user should enter an **Alarm Threshold** value for caution state and relatively higher **Alarm Threshold** value for **Warning State**.
9. The users can choose to flash the area for the **Data Statistic** in the Data Window by selecting the option **Flash on Caution/Warning**.
10. The users can also give a message that is displayed when the threshold exceeds. Select the option **Caution/Warning State Message** and type the message in the text box.
11. The users can also play a sound when the threshold exceeds. Select the option **Play Sound On Caution/Warning** and browse for the Wave sound file to be attached with the state. Two default wave sound files are provided and can be selected with the **Configure** button and selecting them in *Supervisor* folder on the hard disk.

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12. When Thresholds are set, click the **Ok** button.



**Figure 4-5** Window for setting Thresholds

#### **4.1.2 Data Window Types**

There are seven types of Data Windows in a Monitor Template.

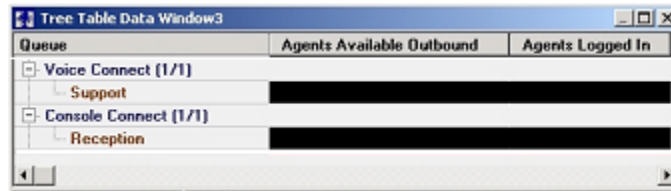
1. Tree Table
2. Standard Table
3. Call Table
4. Bar Graph
5. Line Graph
6. Pie Chart
7. Frames

They are explained as follows,

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#### 4.1.2.1 Tree Table Data Window

Drill down facility is available in this Data Window. This window supports the tree style for showing details of the Users in Queue and Queues in a module.



**Figure 4-6** Tree Table Data Window

Drill down facility depends on the Data level and Data Item type selected by the user in this Data Window. The features for the Tree Table are as follows,

1. User can copy the table in the **Monitor Template**.
2. A Call Table can be generated instantly from a Tree Table.
3. The properties of Tree Table can be edited at any time.
4. Threshold values can be set on this Table.
5. It has three Data Levels; **System**, **Module** and **Queue User**.
6. Data Level and Alarms for the Data Window are shown in the Status Bar.
7. Number of (Selected/Total) Data Items and Alarms are shown in the Data Window with Data Level. Data Levels/Items have different colours in Data Window.

#### 4.1.2.2 Standard Table Data Window

This Data Window displays information in a standard column and row format.

Current Device Status	Current ICD Status	Longest Connect Time
No Call	Unavailable	00:00:00
No Call	Unavailable	00:00:00
On Hook	Available	00:00:00
No Call	Unavailable	00:00:00

**Figure 4-7** Standard Table Data Window

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Some of the features of the Standard Table are as follows,

1. User can copy the Standard table in the Monitor Template.
2. User can edit the table on run time.
3. Threshold values can be set from this Table.
4. It has three Data Levels, **Queue**, **User** and **Queue User**.
5. Data Level for the Data Window and Alarms are shown in the Status Bar.

#### 4.1.2.3 Call Table Data Window

This Data Window is specifically for the supervision of Calls. The data statistics for this table are related to the Call information.

Queue	Answered Calls	Abandoned Calls Inbound	Redi
System (4/4)			
Sales Queue	0	1	0
Marketing Queue	0	3	0
Admin Queue	0	0	0
Queue	0		0

Data Level: System      Warning: Longest Waiting Call Inbound (Queue)

**Figure 4-8** Call Table Data Window

Some of the features of Call Table are as follows,

1. It can be copied in the Monitor Template.
2. Properties of Call Table can be edited at run time.
3. This Table can also be generated at run time from any tree table present in the template.
4. It has four Data Levels: **System**, **Module** and **Queue User**.
5. If the user selects the Data level as **Queue** then only Queues can be selected as **Data Items**. If the user selects the Data level as **User** then only Users can be selected as **Data Items**. In other Data Levels both Data types are available, user can choose Data Items for one type only. For example, a user can either select Queues/Sessions or Users as Data Items.
6. Data Level for the Data Window and the number of Data Items selected are shown in the Status Bar.

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#### 4.1.2.4 Bar Graph

This is a traditional Bar Graph. Data elements are shown on one axis and Data Statistics on the other.

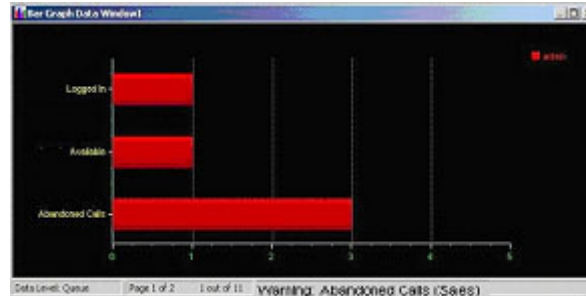


Figure 4-9 Bar Graph Data Window

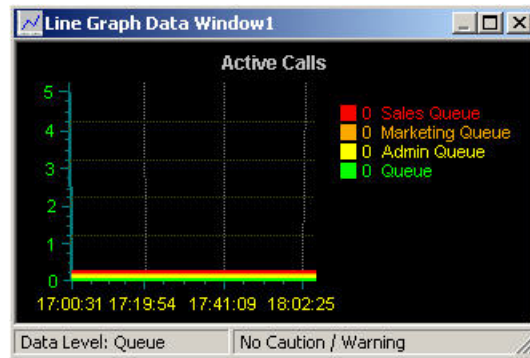
Some of the features in the Bar Graph type are as follows,

1. Bar Graph window can be copied in the Monitor Template.
2. The properties of Bar Graph window can be edited at run time.
3. It can also be exported as **.bmp** image.
4. Bar graph can be printed.
5. The user can choose the axis for **Data Items** and for **Data Statistics** in the Wizard.
6. Graph refreshes for every 10 seconds.
7. Threshold values can be set from this graph.
8. The user can change colours for the Data Window.
9. The user can change 3D settings of this Data window.
10. It has three Data Levels: **Queue**, **User** and **Queue User**.
11. If the user selects Queue Data Level then only the Queues can be selected as Data Items. If the user selects the User as Data Level, then only Users can be selected as Data Items. Selecting Data Level as **Queue User** would allow the user to select only one Queue or one User as Data Item.
12. Data Level, the selected Data Items, the page number and Alarms are displayed in the Status Bar.

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#### 4.1.2.5 Line Graph

This is a traditional Line Graph. Only one of the Data Statistics can be selected from the list.



**Figure 4-10** Line Graph Data Window

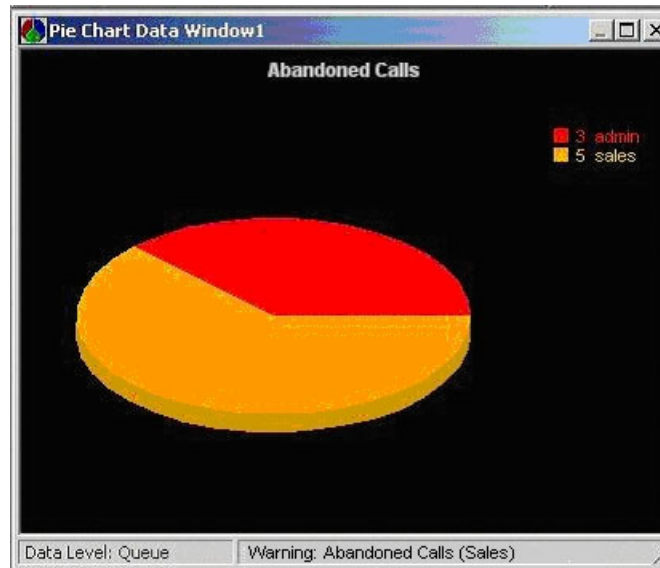
Some of the features of the Line Graph are as follows,

1. Line Graph window can be copied in the Monitor Template.
2. Properties of Line Graph window can be edited at run time.
3. Line graph can also be exported as bmp image.
4. Line graph can be printed.
5. The user can change colours for the Data Window.
6. The user can change 3D settings of this Data Window.
7. Threshold values can be set from this graph.
8. Only one Data Statistic may be selected in this Data Window type.
9. Graph will refresh after every 10 seconds, a new interval is added as a line on the Graph.
10. Number of intervals on the Graph depends upon the size of the graph in the Monitor Template. Number of intervals adjusts automatically.
11. It has three Data Levels, **Queue**, **User** and **Queue User**.
12. If the user selects Queue Data Level then only the Queues can be selected as Data Items. If the user selects the User as Data Level, then only the Users can be selected as Data Items. Selecting Data Level as **Queue User** would allow the user to select only one Queue or only one User as Data Item.
13. Data Level and Alarms are shown in the Status Bar.

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#### 4.1.2.6 Pie Chart Data Window

This is a traditional Pie Chart. Only one of the Data Statistics can be selected from the list.



**Figure 4-11** Pie Chart Data Window

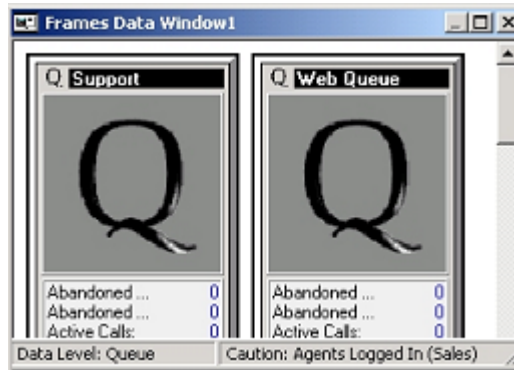
Some of the features of Pie Chart are as follows,

1. Pie Chart can be copied in the Monitor Template.
2. Properties of Pie Chart can be edited at run time. Note that the **Data Item** cannot be changed.
3. Pie Chart can be exported in **.bmp** format.
4. Pie Chart can be printed.
5. The user can change colours for the Pie Chart.
6. The user can change 3D settings of Pie Chart.
7. Graph refreshes after every 10 seconds.
8. It has three Data Levels, **Queue**, **User** and **Queue User**.
9. If the user selects **Queue Data** level then only the Queues can be selected as Data Items. If the user selects the **User** as Data Level, then only the Users can be selected as **Data Items**. Selecting Data Level as **Queue User** allows the user to select only one Queue or one User as Data Item.
10. The Data Level and Alarms are shown in the Status Bar of the Data Window.

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#### 4.1.2.7 Frames Data Window

This Data Window is a replica of the System Monitor section. Users and Queue can be selected as **Data Items**.



**Figure 4-12** Frames Data Window

1. Frame window can be copied in Template.
2. Properties of Frame window can be edited at run time.
3. Threshold values can be set for the Frame window.
4. The user can change orientation of Picture and Statistics.
5. There are three Data Levels, **Queue**, **User** and **Queue User**.
6. Only one **Data Item** can be selected. If Data Level is **Queue User**. Multiple Data Items may be selected where Data Level is **Queue** or **User**.
7. If the User selects the Data Level as **User** or **Queue User**, then the default image can be replaced. In Data level **Queue**, default image representing Queues is shown in the Frames.
8. Data Level and the Alarms are shown in the Status Bar.

#### 4.1.3 Data Levels

The data can be viewed at different levels. If Data Level is selected as Queue then there would be only 5 calls shown as answered for that User, but if the Data Level is for a Module then there would be 10 calls shown as answered for that User.

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It may happen that the User actually has answered more than 10 calls forwarded to his extension from Queues/Voice Sessions of other Modules. Data Level 'System' would be the exact information in that case.

Different choices are available for the users in Data Level window based upon the Data Window type selected.



#### EXAMPLE

For example, a User is logged in two Call Queues i.e. **Sales** and **Reception** and has received 5 calls in Sales Queue, but has also received 5 calls delivered in Reception Queue. Monitor Template gives the Supervisor this facility for selecting a Data Level to view the exact information at every level.

#### 4.1.3.1 System

If Data Level is selected as **System**, the information in Data Statistics is shown for all modules. For example, the answered calls for a User at **System Level** will be the addition of all calls answered in the entire Users' allocated Queues and all calls answered outside of these Queues.

#### 4.1.3.2 Module

Arc Connect is divided into modules for answering calls. These modules are

- Console Connect
- Voice Connect

The Supervisor application can monitor the activity of all these modules through the **System Monitor**.

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If the information is required at the module level then select Data Level as **Module**.



#### EXAMPLE

For example, if the user wants to see the answered calls of a User within *Console Connect* module then Data Level while creating a Data Window must be **Module**, and that Specific User is to be selected as Data Item. Data Statistic should be Answered Calls, then Data Window will give the desired information to the user.

#### 4.1.3.3 Queue

If Data Level is selected as **Queue**, the information in Data Statistics is shown only for the Queues Level. For example, the Data Statistics **Answered Calls** for an User will show the answered calls within the Queue. To see the answered calls in other Queues, the user will add the Queues in the Data Items.

#### 4.1.3.4 User

In this Data Level, the Data Statistics show information for specific Users selected as Data Items. This Data Level does not differentiate among the **Modules** or **Queues**. Use this Data Level to monitor specific Users.

#### 4.1.3.5 Queue User

This Data Level is about the relation between **Queue** and **User**. If the users select **Queue User** as data level and Queue as data item then data is shown for all the Users in the Queue. If the users select **Queue** User as data level and User as data item then data is shown for all the Queues assigned to that User.

#### 4.1.4 Data Items

Data Items are the entities for which the user can view the **Data Statistics**. These Data Items may be the Queues/Voice Sessions or the Users. Data Window can have only one Data Item, either the Queues/Voice Sessions or the Users. After selecting an item, the user can then select the required Queues/Voice Sessions or the Users from the available list.

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Selection of more than one Data Item is restricted if the user has selected Data Window as Bar Graph, Line Graph or Pie Graph and Data Level as Queue Users. The user is allowed to select only Queues/Voice Sessions or the Users. In that case if 'Queue' were selected as Data Level then Data for all Users in Queues/Voice Sessions selected would be shown in the Data Window. If **User** were selected as Data Level then All the Queues for Users selected would be shown in the Data Window.

#### 4.1.4.1 Queues

If the user selects the **Data Item Type** as Queue, all the *Console Connect Queues* and *Voice Connect Voice Sessions* populate the Data Item list. The user should select the required Data Item from the available list.

#### 4.1.4.2 User

If the user selects the **Data Item Type** as User, then all the *Console Connect Operators* populate the Data Item list. The user should select the required Data Item from the available list.

#### 4.1.5 Data Statistics

Data Statistics are viewed in the **Data Window** for the selected **Data Item**. This information can be a

1. Numeric value i.e. Total Answered Calls.
2. Time Based Value i.e. Total Logged in Time.
3. Text Based Value i.e. Device Status.

These values appear in available **Data Statistics List** when the user selects the required radio button in the **Data Window Wizard**. The user may select a **Numeric**, **Time Based** and **Text Based** or **All** for a Data Window. In the Line Graph, only one Data Statistic is selected.

Set of Data Statistics available in the Data Window may vary depending on the Data Window, Data Level, Data Item Type selected, and Data Statistics selected.

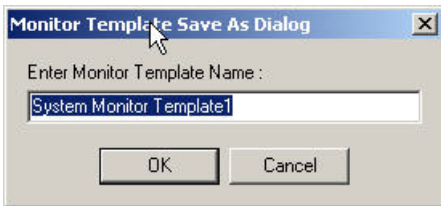
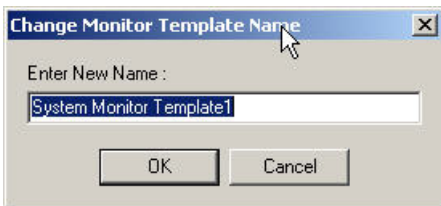
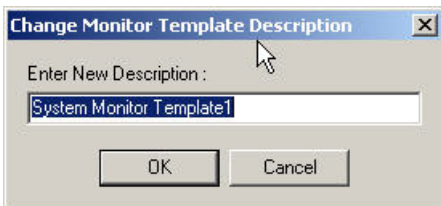
#### 4.1.6 Monitor Template Controls

The Monitor Template opens in a new window, therefore it has its own Menu Bar and Tool Bar.

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#### 4.1.6.1 Menu Bar

The options in the menu bar are described in the following table,

Control Name	Explanation
<b>File</b>	
Save Template	Select to save the template with name displayed in the window's Title Bar i.e. System Monitor Template1.
Save Template As	Select to save the template with the required name. 
Rename Template	Select to rename an opened template as required. 
Set Template Description	Select to enter a description for the Monitor Template. 
Exit	Select to close the System Monitor Template.
<b>Data Window</b>	
New	
Data Window	Select to create a new data window.
Arrange Windows	
Tile	Set all the opened Data Windows in Tile format. The options available for Tile are, <b>4 in a row, 3 in a row, 2 in a row, 1 in a row</b> or <b>Actual size</b> .





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Cascade	Set all the opened Data Windows in Cascade format.
<b>Window:</b> It shows a drop down menu of all the Data Windows open in an active Monitor Template.	










**Table 4-1**

#### 4.1.6.2 Tool Bar




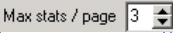
The Tool Bar displays icons according to the selection of the Data Windows. The description of functions for the icons is given in the table.

Control Name	Icon	Explanation
Save Template		Click to save the template.
Create a New Data Window		Click to create a new Data Window other than the ones being shown in the Monitor Template. It opens the <b>Data Window Wizard</b> .
Edit Data Window Properties		Click to edit the properties of the Data Window already opened and selected.
On selecting the Line Graph, Bar Graph and Pie Chart Data Windows, following icons enable.		
Print Data Window Contents		Click to print the selected Data Window.

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Export Data Window Contents		Click to export the contents of the selected Data Window.
Set Data Window Colours		Click to set the colours of the selected Data Window.
Enable/Disable 3D Tunings		Click to either enable the 3D Tunings or disable them.
3D Rotation		Click to rotate the graph in the selected Data Window.
3D Offset		Click to move the graph in the selected Data Window.
3D Depth		Click to set a depth for the graph in the selected Data Window.
3D Zoom		Click to Zoom in or Zoom out the graph.
Reset To Defaults		Click to restore the settings of the graph.
In addition to the above icons, if Bar Graph Window is selected, the following icons also enable.		
First Page		Click to move to the first page.

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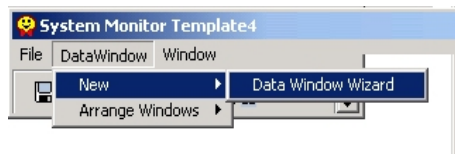
Previous Page		Click to move to the previous page
Next Page		Click to move to the next page.
Last Page		Click to move to the last page.
Max. Stats/Page		It sets the maximum number of Data Statistics per page for the selected Data Window.


**Table 4-2**

#### 4.1.7 Creating New Data Window

When a new Monitor Template is opened, it contains six default Data Windows. If users want to add new Data Window in the opened Monitor Template, they can create one in the **Data Window Wizard**.

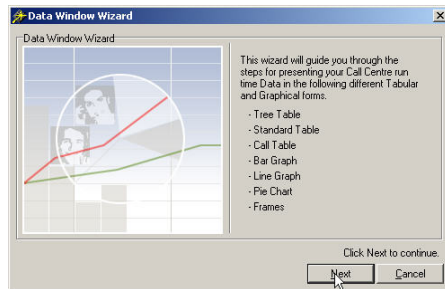
1.



Select **Data Window Wizard** option in the Menu Bar to create a new Data Window. You can also click  icon in the tool bar to create a new Data Window.

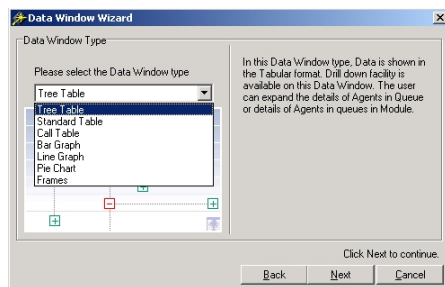
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2.



The first window will open with an introduction note. Click **Next** to continue.

3.

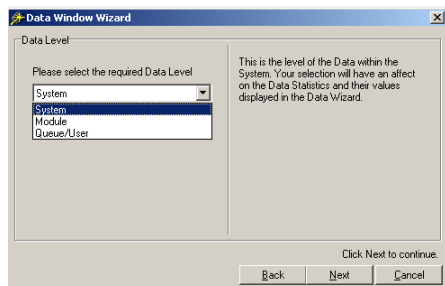


In the second window, it allows the user to select one Data Window from the drop down list.

Select any one of the Data Window you require creating.

Click **Next** to continue.

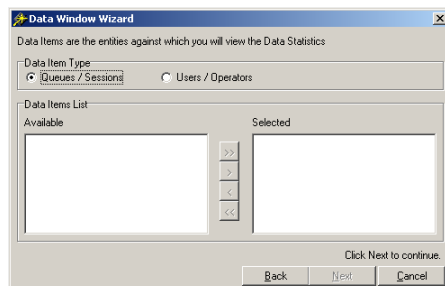
4.



In the next window, user is prompted to select a Data Level from the list. The Data Levels display according to the **Data Window Type** selected.

Click **Next** to continue.

5.



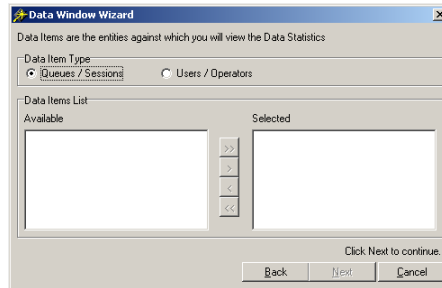
Select a Data Item in the next step. There are two types of Data Items, **Queues/Sessions** and **Users**. The Data Items enable according to the **Data Level** selected.

Supervisor can select a radio button if both are enabled. Otherwise the default will be selected.

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6.



Then select available items from the list.

Select Item(s) from the **Available** list, then click

on the  to add it in the **Selected** list.


Click **Next** to continue.

7.



In the next window, select Data Statistics. There are three types of Data Statistics, **Numeric**, **Time Based** and **All**. Supervisor can select any one of the radio buttons.

Then select Item(s) from the **Available** list and



click  to add in the **Selected** list.

Click **Next** to continue.

8.



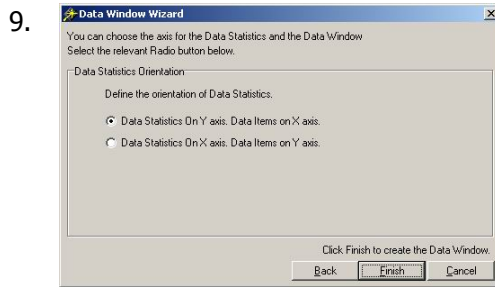
In the next window, Supervisor is allowed to arrange the order of the **Data Statistics**. Click

 and  buttons to arrange the order.

Click **Next** to continue.

If the user is creating a graph or Standard table, then the next window after step 8 will be as follows,

[<<TOC](#)

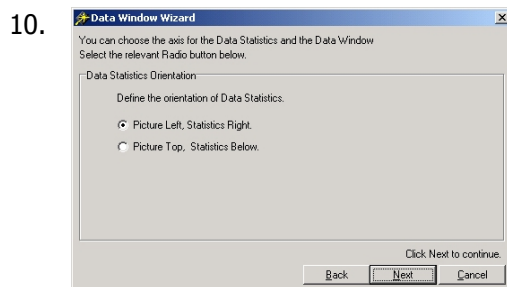


In this window, select a radio button to define an orientation of the **Data Statistics** and **Data Items**. The Graph or Standard Table will display in the defined orientation.

By default **Data Statistics** are selected on Y-axis and **Data Items** on X-axis.

Click **Finish** to complete the creating of Data Window.

If the user is creating a Frame Data Window, then the next windows in steps 10 -11 after step 8 will be as follows,



The user is allowed to select an option for displaying the picture in the **Frame Data Window**. By default the first radio button is selected.

Click **Next** to continue.



In the next window, user can change pictures for the Users.

Select an User from the list, a default image will appear. If you require changing it, click the **Browse** button to choose an image from the system.

Click **Finish** to complete creating a Data Window.

If the user has selected Users in the Data Items then the window in **Number 11** above will display. In case of Queues, a default image will appear for all Queues selected.

[<<TOC](#)

#### 4.1.8 Set Data Window Colours

The colours used in the Graph Data Windows can be changed for a Monitor Template. They can also be set as default for the new Data Windows to be created in other Monitor Templates. The user can set colours of the following Data Windows:

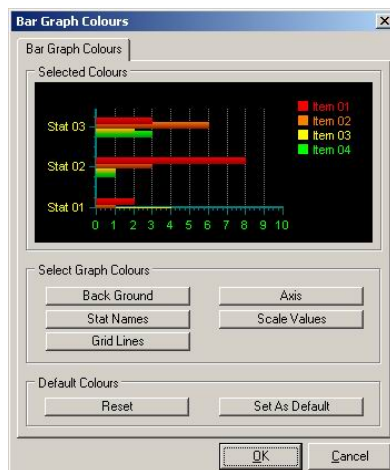
1. Bar Graph
2. Line Graph
3. Pie Chart

To set colours for a Graph Data Window, right click on the Data Window. Select **Set Colours** from the Popup menu.

Every Graph Data Window has different setting options for colours.

You can also click on the  icon to Set Colours.

##### 4.1.8.1 Bar Graph



User can set the colours for the following options in a Bar Graph Data Window.

- Background
- Axis
- Stat Names (Data Statistics Label)
- Scale Values (Scale Values along the axis)
- Grid Lines

[<<TOC](#)



## EXAMPLE

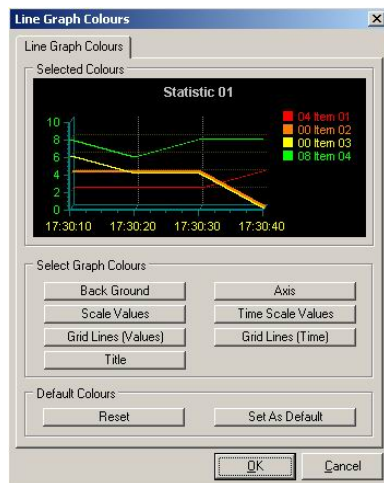
To change colour,

1. Click an option, for example **Back Ground**.
2. Select colour from the **Colour Palette**.
3. Click **Ok** when done.

If you want to set the selected colour as default for all the Bar Graphs, click **Set As Default** button.

**Reset** button will set all the colours of the Graph according to the default colours in the application.

### 4.1.8.2 Line Graph



User can edit the following options' colours in the Line Graph Data Window.

1. Background
2. Axis
3. Time Scale Values
4. Scale Values along the Axis
5. Grid Lines (for Data Statistics)
6. Grid Lines (for Time Intervals)
7. Title of the Line Graph

[<<TOC](#)



## EXAMPLE

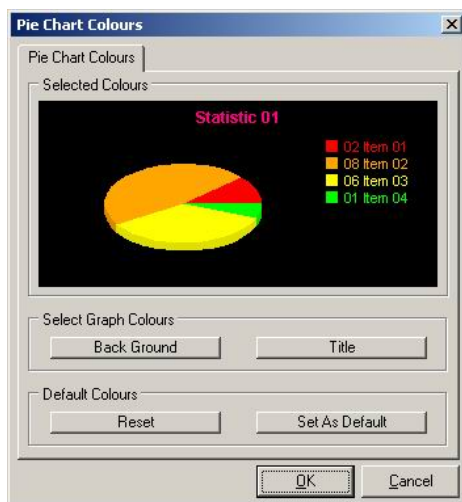
To change colour,

1. Click an option, for example **Back Ground**.
2. Select colour from the **Colour Palette**.
3. Click **Ok** when done.

If you want to set the selected colour as default for all the Line Graphs, click **Set As Default** button.

**Reset** button will set all the colours of the Graph according to the default colours in the application.

### 4.1.8.3 Pie Chart



User can edit the following options' colours in a Pie Chart Data Window.

- Background
- Title of the Line Graph

### 4.1.9 Closing the Data Window

To close a Data Window in a Monitor Template,

1. Right click on the **Data Window**.
2. Select **Close** from the popup menu.
3. The Data Window will disappear from the Monitor Template.

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If the user saves the changes after closing the Data Window and closes the Monitor Template, then the Data Window is deleted permanently from the Monitor Template. If changes are not saved and Monitor Template is closed, then Data Window will be there on opening the Monitor Template.

#### **4.1.10 Copying the Data Window**

A Data Window can be copied in the same opened Monitor Template. The new Data Window will have same properties as the original Data Window. The new Data Window will have a separate Identity and its properties can be edited without disturbing the Data Window. This is useful when user wants the new Data Window perform different from the original one. In this case instead of repeating steps of Data Window Wizard, the user can copy the Data Window and then change its Properties according to the requirements.

To copy the Data Window in the Monitor Template,

1. Right click on the **Data Window**.
2. Select **Make Copy** from the popup menu.
3. A new Data Window is copied in the Monitor Template with same properties.

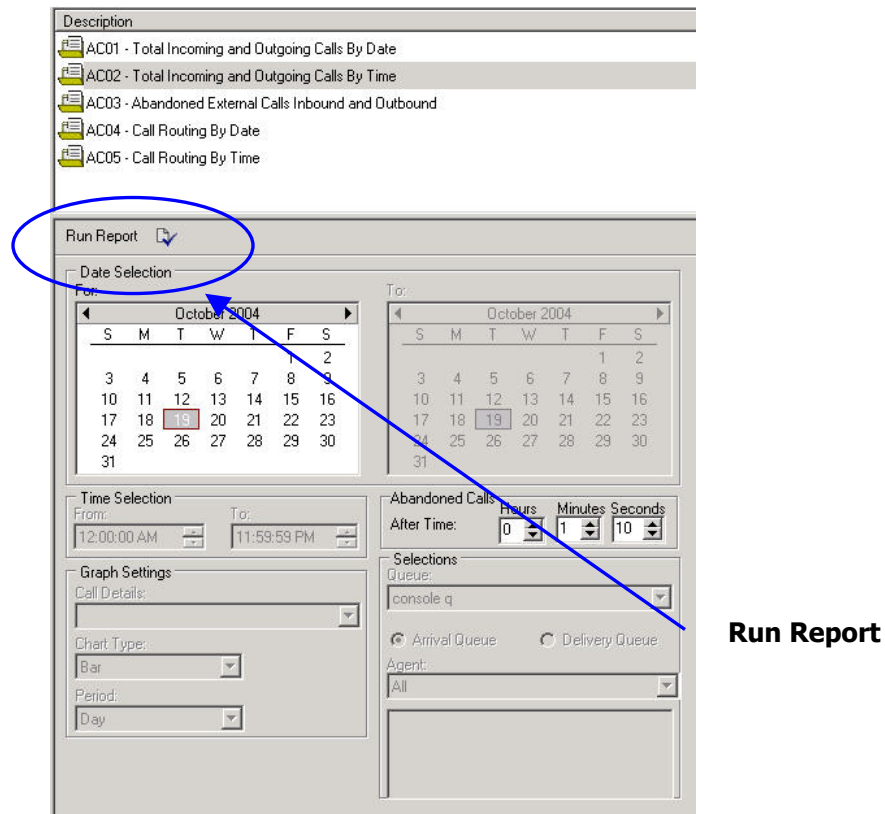
[<<TOC](#)

## 4.2 Arc Connect Reports

The users can use this function to produce Text reports, based on the Historical Data.

*Arc Connect > Reports > Overview* displays the fields shown in *figure 4.13*.

Once the criteria have been selected, click the **Run Report** icon .




The screenshot shows the Arc Connect Reports interface. At the top, there is a list of report descriptions: AC01 - Total Incoming and Outgoing Calls By Date, AC02 - Total Incoming and Outgoing Calls By Time, AC03 - Abandoned External Calls Inbound and Outbound, AC04 - Call Routing By Date, and AC05 - Call Routing By Time. Below this list is a section titled "Run Report" with a blue checkmark icon. This section is circled in blue. Below the "Run Report" section, there are several input fields: "Date Selection" with "From:" and "To:" calendars for October 2004, "Time Selection" with "From:" and "To:" time pickers, "Abandoned Calls" with "After Time:" pickers for Hours, Minutes, and Seconds, "Graph Settings" with "Call Details:", "Chart Type:" (Bar), and "Period:" (Day), and "Selections" with "Queue:" (console q), "Arrival Queue" and "Delivery Queue" radio buttons, and "Agent:" (All). A blue arrow points from the "Run Report" icon to the text "Run Report" on the right side of the image.

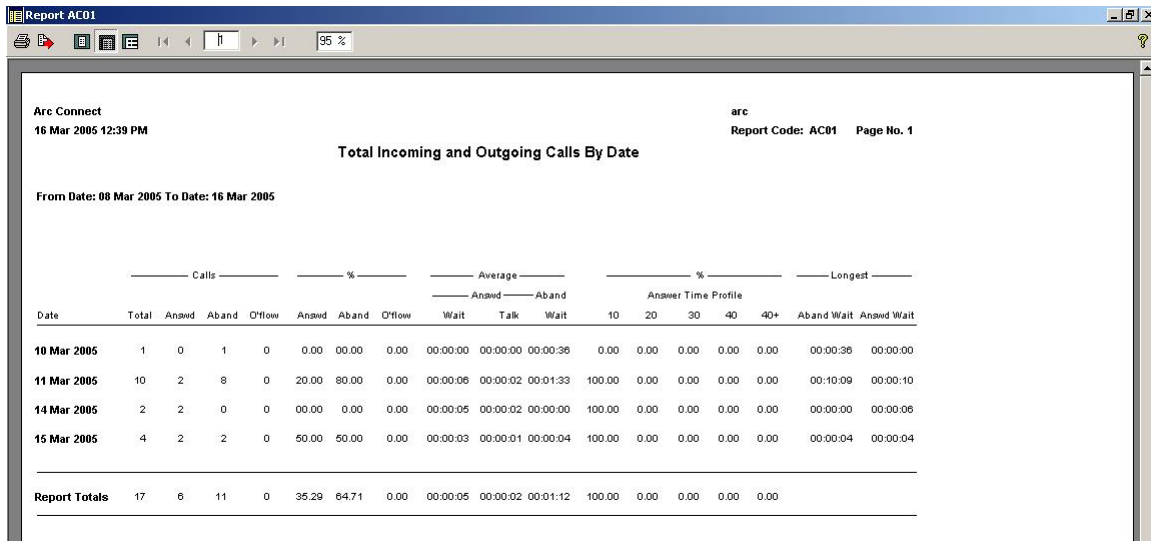
**Figure 4-13** Click Run Report icon to create a report

[<<TOC](#)

To run report,

1. Select the required report from the **Description Area**.
2. Select the relevant Date, Time, and other setting criteria for the report.
3. Every report has different setting criteria.
4. Click icon  to run report.

A sample report generated is as follows,



**Figure 4-14** Sample Text Report






The Report Window contains a Tool Bar with the following icons,

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### 4.2.1 Tool Bar

The icons in the tool bar are described as follows,

Control Name	Icons	Explanation
Print Report		Click to print the report.
Export Report		Click to export the report in formats, <ul style="list-style-type: none"><li>• Excel (.xls)</li><li>• Cascading Style Sheet (.css)</li><li>• HTML (.html, .htm)</li><li>• Adobe Acrobat Reader (.pdf)</li><li>• Word (.rtf)</li></ul>
Size		The Report page can be resized as required. The options are, <ul style="list-style-type: none"><li>• Whole Page</li><li>• Page Width</li><li>• 100%</li></ul>
Scroll Arrows		These arrows allow the users to move in the report if it is more than one page.
Percentage Selection		The user can manually enter the required size for the report.

**Table 4-3**

## 4.3 Arc Connect Online Updates

The application provides the ability to make instant operational changes. Within Arc Connect, a user can make On-line Updates in the following categories,

1. Directory Configuration
2. Main Directory Numbers
3. Directory Groups
4. CLI Numbers

[<<TOC](#)

5. DDI Numbers
6. External CLI Details
7. Directory Settings
8. Users
9. Reasons Codes
10. Messaging
11. Personal Call Park Location
12. Presence Management

#### 4.3.1 Directory Configuration

It provides the functionality of On-line Updating for Directory Configuration. The user can add or modify the **Job Titles**, **Regions**, **Branches** and **Departments**. There are four sub-sections for Directory Configuration,

1. Manage General Setting
2. Manage Regions
3. Manage Branches
4. Manage Departments

##### 4.3.1.1 Manage General Settings

The window allows the users to the job titles for the workers. Select *Arc Connect > On-line updates > Directory Configuration > Manage General Setting*,

The screenshot shows a software window titled "Manage General Settings". It contains a "Job Titles" section with a table that has two columns: "Full Job Title" and "Job Title". Below the table is a "Delete" button. To the right of the table is a "Job Title Details" section with two input fields: "Full Job Title:" and "Job Title:". Below these fields are "New" and "Update" buttons. At the bottom right of the window is an "Exit" button.

**Figure 4-15:** Manage General Settings (Job Titles)

[<<TOC](#)

To add a Job Title

1. Click **New** to add a new Job Title.
2. Enter **Full Job Title**.
3. Enter **Job Title**.
4. Click **Update**.
5. Click **Exit**.

To delete a Job Title

1. Select a **Job Title** from the list.
2. Click **Delete**.
3. Click **Exit**.

To update Job Title

1. Select a **Job Title** from the list to update.
2. Update/Change details of the **Job Title**.
3. Click **Update**.
4. Click **Exit**.

#### 4.3.1.2 Manage Regions

This window allows the users to set filters for regions. Also users can enter region details. Select *Arc Connect > On-line updates > Directory Configuration > Manage Regions*,

The screenshot shows a software window titled "Manage Regions". Inside, there's a "Regions" section. Under "Filters", there's a "Region Name" input field with "Apply" and "Clear" buttons. Below that is a list box containing "UK" and "USA". To the right, the "Region Details" section has a "Name" input field with "USA" entered, and "New" and "Update" buttons. At the bottom left is a "Delete" button, and at the bottom right is an "Exit" button.

Figure 4-16 Manage Regions

[<<TOC](#)

To add a new Region

1. Click **New** to add a new Region.
2. Enter **Name**.
3. Click **Update**.
4. Click **Exit**.

To delete a Region

1. Select the name of the **Region**.
2. Click **Delete**.
3. Click **Exit**.

To Update Region

1. Select a **Region** from the list to update.
2. Update/Change details of the **Region**.
3. Click **Update**.
4. Click **Exit**.

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### 4.3.1.3 Manage Branches

The user can set filters for the branches and the region in which they reside. Also the user can enter details for the branch. Select *Arc Connect > On-line updates > Directory Configuration > Manage Branches*,

The screenshot shows the 'Manage Branches' window. It includes a 'Filters' section at the top with input fields for 'Region Name' and 'Branch Name', and 'Apply' and 'Clear' buttons. Below this is a table with two columns: 'Branch' and 'Region'. The table contains one entry: 'London'. To the right of the table is a 'Delete' button. Further right is the 'Branch Details' section, which contains fields for 'Name' (set to 'London'), 'Code' (set to '001'), and 'Region' (set to 'None' with a dropdown arrow). Below the details is the 'Branch Queues' section, which has two list boxes: 'Available Queues' (containing 'Admin') and 'Selected Queues' (empty). Between these lists are 'Add' and 'Remove' buttons. At the bottom right of the 'Branch Details' section are 'New' and 'Update' buttons. Finally, an 'Exit' button is located at the bottom right of the entire window.

**Figure 4-17:** Manage Branches

To add a new Branch

1. Click **New** to add a Branch.
2. Enter **Name** and **Code** for the new **Branch**.
3. Select a Region for this Branch.
4. Select Queues for this Branch and click **Add** button.
5. Click **Update**.
6. Click **Exit**.

To delete a Branch

1. Select a Branch.
2. Click **Delete**.
3. Click **Exit**.

[<<TOC](#)

To Update Branch

1. Select a **Branch** from the list to update.
2. Update/Change details of the **Branch**.
3. Click **Update**.
4. Click **Exit**.

#### 4.3.1.4 Manage Departments

In this window, the users can set filter for the departments. The users can also enter details for the departments. They can set priority for the departments according to the selected branches.

Select *Arc Connect > On-line updates > Directory Configuration > Manage Departments*,

The screenshot shows the 'Manage Departments' application window. It features a 'Filters' section at the top left for searching by 'Branch Name' or 'Department Name'. The central 'Department Details' section allows for editing fields like Name, Notes, URL, Region, and Branch. To the right, the 'Department Priority' section includes a dropdown for selecting a branch and a list of departments. A list of departments is also shown on the left side of the window. Action buttons for 'Delete', 'New', 'Update', and 'Exit' are provided for managing the department data.

**Figure 4-18:** Manage Departments

To add a new Department

1. Click **New** to add a Department.
2. Enter **Name** for the Department.
3. Enter **Notes** and **URL**.
4. Select **Region**.
5. Select **Branch**.
6. Click **Update**.
7. Click **Exit**.

[<<TOC](#)

To delete a Department

1. Select a **Department**.
2. Click **Delete**.
3. Click **Exit**.

To update Department

1. Select a **Department** from the list to update.
2. Update/Change details of the **Department**.
3. Click **Update**.
4. Click **Exit**.

#### 4.3.2 Manage Main Directory Numbers

The Main Directory Numbers provides the function of On-line Update for them. The user can add or modify Main Directory Numbers. Select *Arc Connect > On-line updates > Main Directory Numbers > Manage Main Directory Numbers*,

The screenshot shows a window titled "Main Directory". It contains a "Directory Devices" section with a "Filters" area. The filters include text boxes for "First Name:", "Department:", "Extension:", and "Keyword:", along with "Apply" and "Clear" buttons. Below the filters is a table with the following data:

Extension	First Name	Initial	Last Name	Company	Department	Business No	Home No	Fax No	Mobile No	User File
1106	Agent3									
1108	Agent									
3021	John		Kindle	Blue Wha	Gulberg	4356678678	67656785		676656756	

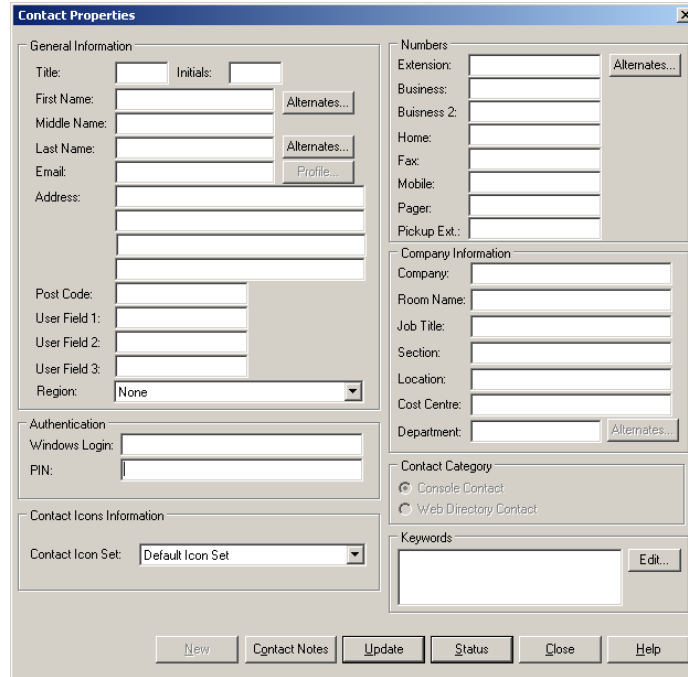
On the left side of the table, there are buttons for "New", "Properties", "Delete", and "Copy". At the bottom right of the window is an "Exit" button.

Figure 4-19: Manage Main Directory Numbers

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To add a New Main Directory Numbers

1. Click the New button.
2. A new window will open for the details of the main directory number.



**Figure 4-20:** Main Directory Device details

3. Give the General Information about the device. **Alternates** can be added for **First Name** and **Last Name** field. It also includes **Email**, **Address** and **Postal Code**.
4. Select a **Contact Category**. The contact is used in Internal Directory.
5. Fill in the **Numbers** for the contact. All the phone numbers associated with the contact can be added here in this area. Alternates can be added for Extension number.
6. In the **Company Information**, give information about the Company.
7. Select an Icon to indicate the contact. While using Web Directory module in Arc Connect, every contact can have any special set of icons. Customized icons are grouped as a set in **Directory Configuration** tab.
8. Add keyword(s) used to search the record in the list of the **Main Directory**. *Console Operator* application has the use of the keywords while searching for contacts.
9. The user can also add *Contact Notes* (for additional contact information) and *Absent Message* (to provide absence reason for the contact) by clicking the **Contact Notes** button.

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10. Click **Update**.
11. Click **Close** to go to the previous screen.
12. Click **Exit**.



#### NOTE

Users will only be able to modify/delete the contact fields that have NOT been mapped for LDAP Synchronization.

To delete Main Directory Numbers

1. Select a number from the **Main Directory Numbers** list.
2. Click **Delete**.
3. Click **Update**.
4. Click **Exit**.

To update Main Directory Number

1. Select a **Main Directory Number** from the list to update.
2. Click on **Properties**.
3. A new window will open with the details of **Main Directory Number**.
4. Update/Change details of the Main Directory Number.
5. Click **Update**.
6. Click **Close**.
7. Click **Exit**.

To edit presence status of a contact,

1. Select a number from the **Main Directory Numbers** list and double click.
2. On the *Contact Properties* page, Click **Status**.



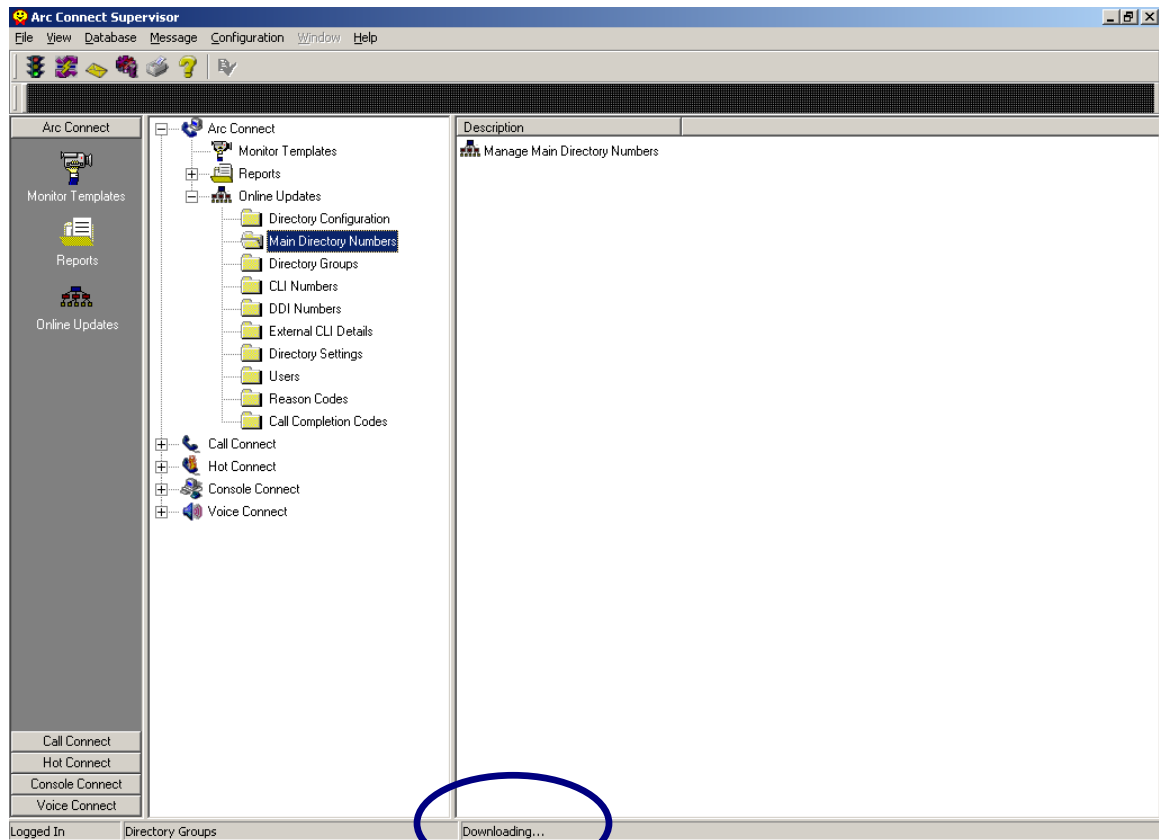
#### NOTE

Directory Numbers can only be updated or modified once all the contacts have been downloaded from the CT Server. To ensure the download is complete, you have to view the Status Bar.

[<<TOC](#)

3. Edit details for presence status.
4. Click **Update** to save changes.

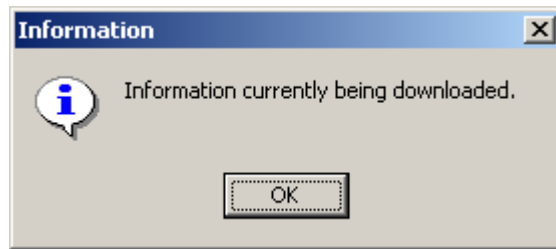
When the contacts are being downloaded from CT Server, the status will be displayed to the user in the status bar as shown below:



**Figure 21** Status Bar Message

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During the time of download, if the user attempts to access the Directory Numbers or Directory Groups, the following message box appears, reminding the user of the current download status.



**Figure 22** Message Box Displaying that Information is still Being Downloaded

### 4.3.3 Manage Directory Group Details

User can create directory groups and assign devices to them. The users can also select devices for the **Busy Lamp Field**. To modify or add **Directory Groups**, select *Arc Connect > On-line updates > Directory Groups > Manage Directory Groups*,

 The 'Manage Directory Group Details' window has a title bar with a question mark and close button. It contains several sections:
 

- Directory Group**: A text field containing 'Default' and a 'Delete' button.
- Directory Group Details**:
  - Name:** A text field.
  - Description:** A text field.
  - Devices Available:** A table with columns: Device, First Name, Initial, Last Name, Company, Department, Business No, Home No, Fax No, Mobile No. It shows rows for devices 3000 through 3004.
  - Buttons:** 'Add' and 'Add All' buttons below the 'Devices Available' table.
  - Devices Used:** A table with columns: Device, BLF, First Name, Initial, Last Name, Company, Department, Business No, Home No, Fax No, Mobile. It is currently empty.
  - Buttons:** 'Check All' and 'Clear All' buttons to the left of the 'Devices Used' table; 'Remove' and 'Remove All' buttons below it.
- Bottom Buttons:** 'New' and 'Update' buttons on the right, and an 'Exit' button at the bottom right.

**Figure 4-23** Manage Directory Group Details

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To add a New Directory Groups,

1. Click **New** to create a Directory Group.
2. Enter text in the **Name** textbox.
3. Enter a **Description**.
4. Add **Devices** for the new group.
5. Click **Update**.
6. Click **Exit**.

To delete Directory Group(s),

1. Select a **Directory Group** from the list.
2. Click **Delete**.
3. Click **Update**.
4. Click **Exit**.

To update Directory Group(s),

1. Select a group from the **Directory Group** list.
2. Update/Change the details for that group. Add/Remove devices. Change the BLF status for the devices included in the group.
3. Click **Update**.
4. Click **Exit**.



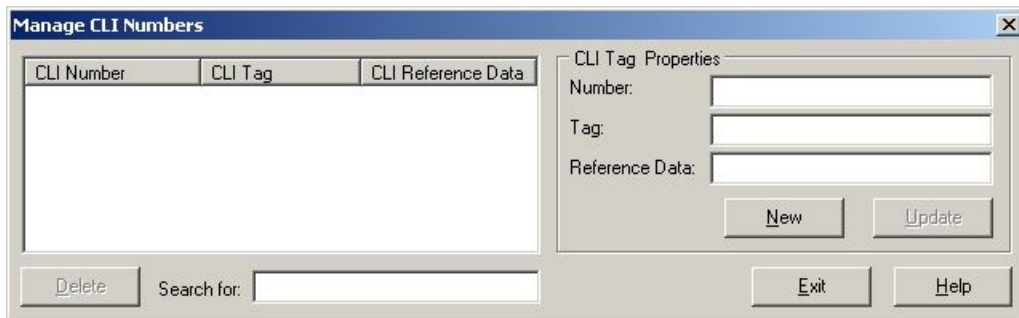
#### NOTE

Directory Groups can only be updated or modified once all the contacts have been downloaded from the CT Server. To ensure the download is complete, you have to view the Status Bar. This is case is similar to that of accessing Directory Numbers.

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#### 4.3.4 Manage CLI Numbers

CLI Numbers provide the function of on-line update for the CLI numbers. The users can add or modify the CLI numbers. Select *Arc Connect > On-line updates > CLI Numbers > Manage CLI Numbers*,



**Figure 4-24** Manage CLI Numbers

The users can set properties for the **CLI Tags** by entering the number and **Reference Data**. Also the user can search for the **CLI Tags** already entered in the list.

To add a New CLI Number,

1. Click **New**.
2. Enter a number in the **Number** text box.
3. Enter a **Tag** and **Reference Data**.
4. Click **Update**.
5. Click **Exit**.

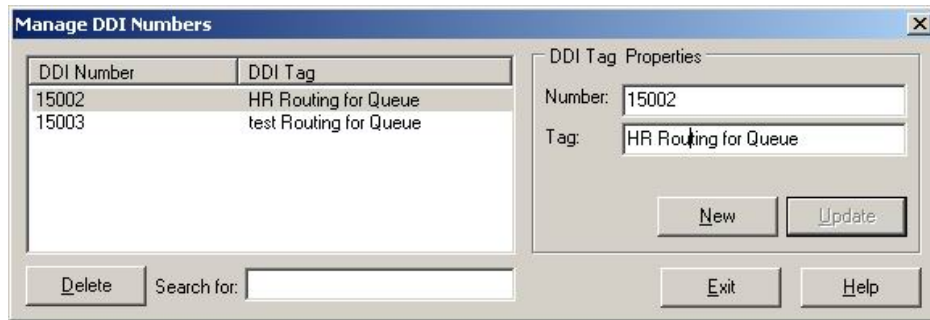
To delete CLI Number(s),

1. Select a number from the **CLI Numbers** list.
2. Click **Delete**.
3. Click **Update**.
4. Click **Exit**.

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### 4.3.5 Manage DDI Numbers

It provides the function of on-line update for the DDI Numbers. The users can add or modify DDI Numbers. Select *Arc Connect > On-line updates > DDI Numbers > Manage DDI Numbers*,



**Figure 4-25** Manage DDI Numbers

The users can set properties for the **DDI Tags** by entering the number and **Reference Data**. Also the user can search for the **DDI Tags** already entered in the list.

To add a New DDI Number,

1. Click **New**.
2. Enter a number in the **Number** textbox.
3. Enter a **Tag**.
4. Click **Update**.
5. Click **Exit**.

To delete DDI Number(s),

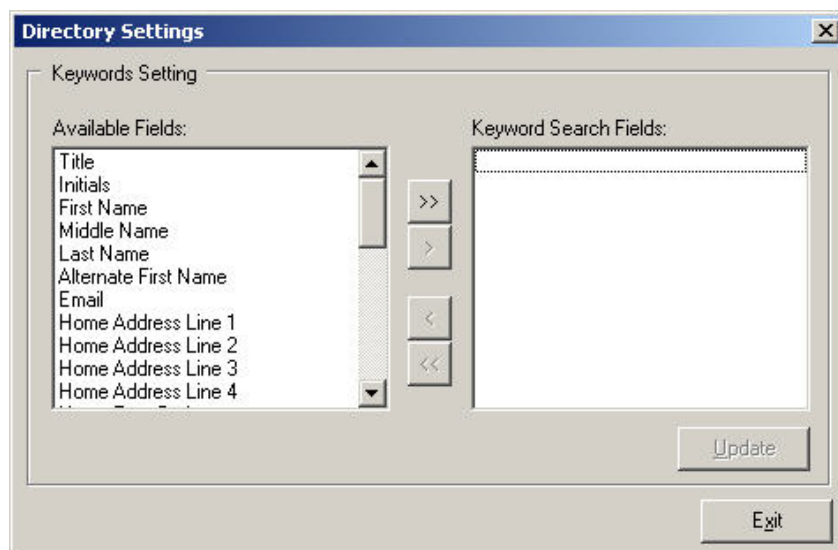
1. Select a number from the **DDI Numbers** list.
2. Click **Delete**.
3. Click **Update**.
4. Click **Exit**.

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### 4.3.6 Manage Directory Settings

This tab contains all of the fields for the Contact Details in the list box **Available Keywords**. The user selects the desired keywords from this list box and adds them to the Keyword Search Field list box. These selected keywords will then become the filter criteria in the **Keywords** text field for the **Main Directory** device list page.

Select *Arc Connect > On-line updates > CLI Numbers > Manage Directory Settings*,



**Figure 4-26:** Manage Directory Settings

### 4.3.7 External CLI Details



#### **NOTE**

Users will only be able to modify/delete the contact fields that have NOT been mapped for LDAP Synchronization.

It provides the function of online update for the External CLI Details. The users can add or amend External CLI Details.

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Select *Arc Connect > On-line updates > External CLI Details > Manage External CLI Details*,

The screenshot shows a software window titled "Manage External CLI". It is divided into two main sections. The left section contains a table with two columns: "Company" and "Full Name". Below the table, there is a "Delete" button and a "Search for:" text box. The right section is titled "CLI Properties" and contains a series of text input fields for: "First Name", "Middle Initial", "Last Name", "Company", "Department", "Business 1", "Business 2", "Home", "Mobile", "Fax", "User Field 1", "User Field 2", "User Field 3", and "Email". At the bottom right of the "CLI Properties" section are "New" and "Update" buttons. At the bottom center of the window are "Exit" and "Help" buttons.

**Figure 4-27** Manage External CLI

To add a New External CLI,

1. Click **New** to create an External CLI.
2. Enter details for the new contact in the text boxes required.
3. Click **Update**.
4. Click **Exit**.

To delete External CLI (s),

1. Select an **External CLI** from the list.
2. Click **Delete**.
3. Click **Update**.
4. Press **Exit**.

#### **4.3.8 Users**

It provides the functionality of online updating for the users. The users can add or modify the Users. There are three sections for **Users**,

1. Manage Operator Details
2. Manage Wallboard Details

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### 3. Manage Supervisor Details

#### 4.3.8.1 Manage Operator Details

The users can set **Properties** for the Users, their **Type**, and **Options**. Select *Arc Connect > On-line updates > Users > Manage User Details*,

Figure 4-28 Operator Details

To add a New Operator

1. Click **New** to add a new Operator.
2. Enter **Name**.
3. Enter **Login Name** and **Password**. Confirm the **Password**.
4. Select a Operator **Type**.
5. Select options in the **Operator Options**, **Operator Security Options** and **Call Processing**
6. Select the **Device Type** that the operator will log on to. The supervisor can select between three options, Headset, Handset and User Preference.
  - a) **Headset**: If this option is checked then the user will be logged onto the headset.
  - b) **Handset**: If this option is checked, user can only logon to the handset.
  - c) **User Preferences**: If this option is checked, than user will be able to logon on any of the device type. This option will be checked by **default**.

[<<TOC](#)

If the user selects any device option, then the user can only logon using that particular option. Otherwise an error will be returned by the CT Server.

7. Click **Update**.
8. Click **Exit**.

To update an Operator's details

1. Select an Operator from the list.
2. Details of the selected details will be shown in the window.
3. Update/change the details as required.
4. Click **Update**.
5. Click **Exit**.

To delete an Operator

1. Select an Operator from the list.
2. Click **Delete**.
3. Click **Exit**.

#### 4.3.8.2 Manage Wallboard Details

It allows the user to set **Properties** for the Wallboard Users and assign **Modules** to them.

Select *Arc Connect > On-line updates > Users > Manage Wallboard Details*,

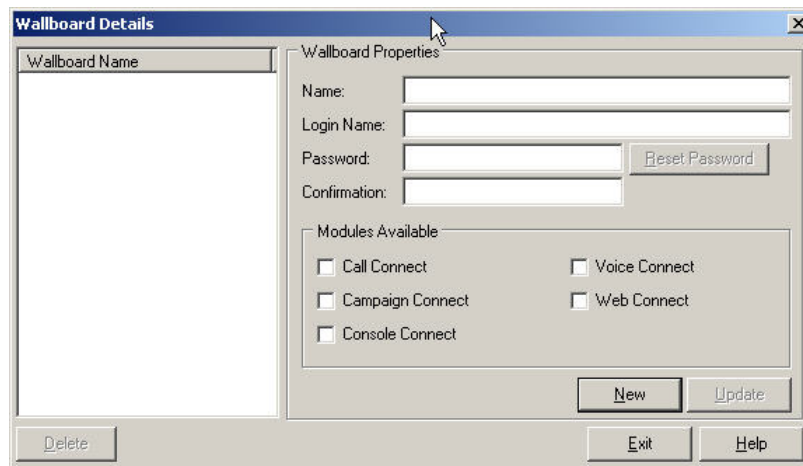


Figure 4-29 Wallboard Details

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To add a new Wallboard

1. Click **New** to add a new Wallboard.
2. Enter **Name**.
3. Enter the **Login Name** and **Password**. Confirm the **Password**.
4. Select modules for the new Wallboard.
5. Click **Update**.
6. Click **Exit**.

To update Wallboard's details

1. Select **Wallboard** from the list.
2. Details of the selected details will be shown in the window.
3. Update/change the details as required.
4. Click **Update**.
5. Click **Exit**.

To delete a Wallboard

1. Select the name of the **Wallboard**.
2. Click **Delete**.
3. Click **Exit**.

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#### 4.3.8.3 Manage Supervisor Details

This window allows the user to set **Properties** for the Supervisors and assign them **Modules**.

Select *Arc Connect > On-line updates > Users > Manage Supervisor Details*,

**Figure 4-30** Supervisor Details

To add a new Supervisor

1. Click **New** to add a Supervisor.
2. Enter **Name**.
3. Enter **Login Name** and **Password**. Confirm **Password**.
4. Select **Modules Available**.
5. Click **Update**.
6. Click **Exit**.

To update Supervisor's details

1. Select **Supervisor** from the list.
2. Details of the selected details will be shown in the window.
3. Update/change the details as required.
4. Click **Update**.
5. Click **Exit**.

[<<TOC](#)

To delete a Supervisor

1. Select a **Supervisor**.
2. Click **Delete**.
3. Click **Exit**.

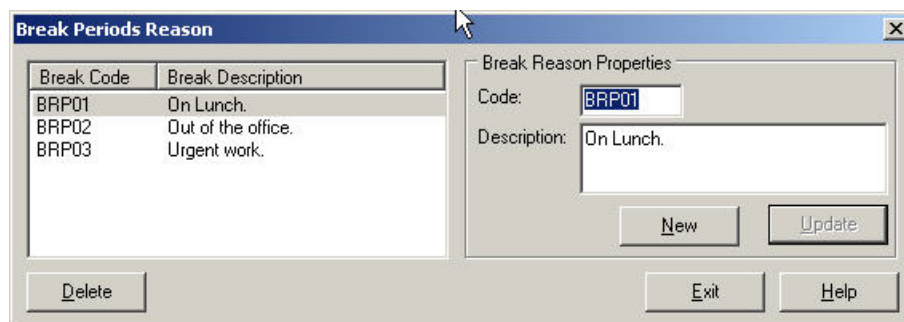
#### 4.3.9 Reason Codes

It provides the functionality of online updating for the Reason Codes. The users can add or modify them. There are two sections for Reason Codes,

1. Manage Break Periods Reason

##### 4.3.9.1 Break Periods Reason

In this window the users can add break reasons for the long periods, the User and Operators will be unavailable. Select *Arc Connect > On-line updates > Reason Codes > Manage Break Periods Reason*,



**Figure 4-31** Break Periods Reason

To add a new Break Reason,

1. Click **New** to add a new Break Reason.
2. Enter **Code**.
3. Enter the **Description**.
4. Click **Update**.
5. Click **Exit**.

[<<TOC](#)

To delete a Break Reason,

1. Select a **Break Reason**.
2. Click **Delete**.
3. Click **Exit**.

To update a Break Reason,

1. Select **Break Reason** from the list.
2. Change the **Code** or **Description** as desired.
3. Click **Update**.
4. Click **Exit**.

#### **4.3.10 Messaging**

This section in the Arc Connect Online updates allows the Supervisor to configure the settings for Paged messages. The supervisor can make online changes for the messaging functionality through this tab. The Messaging section consists of the following four tabs:

1. Page Request
2. Page Response
3. Page Groups
4. Page Group Contacts

[<<TOC](#)

#### 4.3.10.1 Page Request

This sub-tab allows the Supervisor to create, update or delete groups of messages. Each page group can contain page requests or messages of similar type.

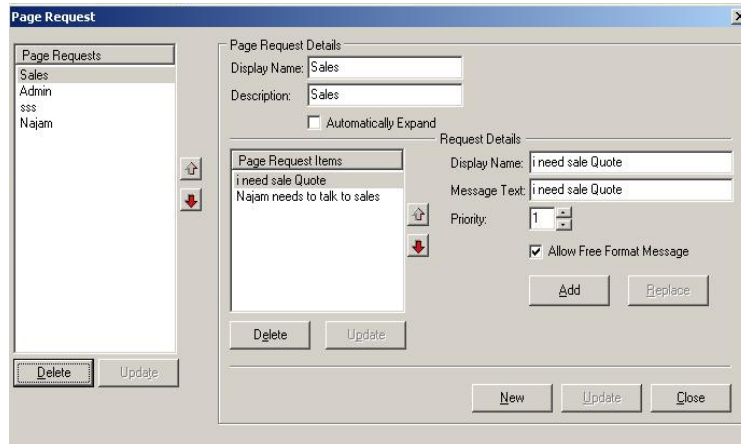


Figure 4-32: Page Request

#### To create a page request group,

1. Click the **New** button.
2. In **Page Request Details** section, enter display name and description. This name is displayed in Operator's paging window.
3. Select **Automatically Expand** checkbox. If selected, the group list is expanded in Operator's paging window and displays all messages in the group. In this checkbox is not selected, only page group are displayed to the Operator however, the Operator can manually expand the group to view page requests or messages.
4. Press **Update** to finish. The newly created page group will be displayed in the **Page Requests** list.

[<<TOC](#)

5. The order of page request groups in the list can be changed using the Up and Down buttons. Press **Update** button after changing the order.

Once a page request group is created, the Supervisor can associate messages to each page request group.



#### **To add page request item to a page group,**

1. In the **Page Requests** list, select the group to which you want to add a message.
2. In the **Request Details** section, type the name and text of the page request. The name and text typed here are displayed on recipient's IP Phone screen.
3. Set priority level. A greater number represents lower priority level.
4. Select **Allow Free Format Message** checkbox. This will enable the operator to add additional message to the page request.
5. Click **Add** to finish. The newly created message will be shown in **Page Request Items** list.

#### **To amend page request item details,**

1. In the **Page Request Items** list, select the message you want to amend.
2. Make changes and press **Replace** button.

#### **To change page request order,**

1. Select the page group for which you want to change the message order.
2. The messages added to the group will appear in the **Requests Items** list.
3. Use  and  to change order.
4. Press **Update** to finish.

#### **To delete a page group,**

1. In the **Page Requests** list, select the page group you want to delete.
2. Press **Delete**.

#### **To amend a page group,**

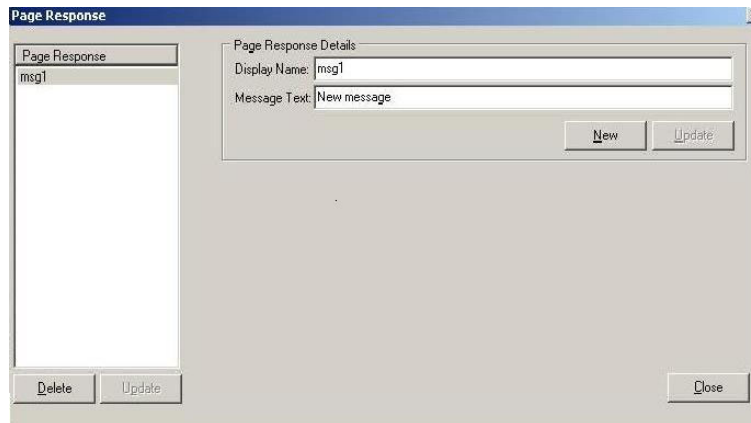
1. In the **Page Requests** list, select the group you want to amend.
2. Make changes to the group
3. Click **Update** to save changes.

[<<TOC](#)



#### 4.3.10.2 Page Response

This tab allows the Supervisor to manage Page Replies. These replies are sent in response to page requests through an IP phone. Page replies can be created, updated and deleted in this section.



**Figure 4-33:** Page Response

##### To create a reply,

1. Click **New** button.
2. Enter display name and message text.
3. Press **Update** to finish. The newly created reply appears in the **Page Response** list.

##### To amend a reply,

1. In the **Page Response** list, select the reply you want to amend.
2. Amend details and press **Update** to save changes.

##### To delete a reply,

1. In the **Page Response** list, select the reply you want to delete.
2. Press **Delete**.

[<<TOC](#)

#### 4.3.10.3 Page Groups

The Supervisor can create a page groups in this sub-tab. A Page group is a set of contacts or page recipients.

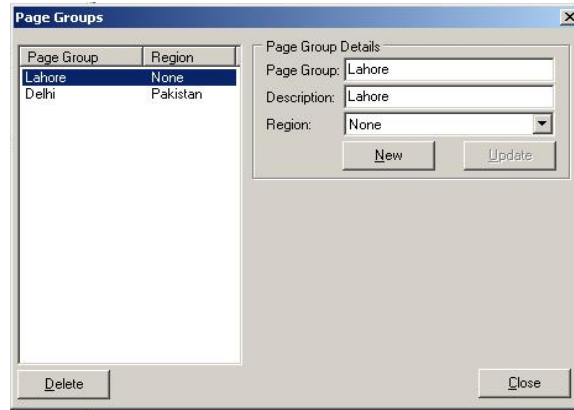


Figure 4-34 Page Response

##### To create a page group,

1. Press **New** button.-
2. Enter the name and description of the group.
3. Select a Region from the list.
4. Press **Update** to finish. The newly created page group will appear in the **Page Group** list.

##### To amend a page group,

1. In the **Page Group** list, select the group you want to amend.
2. Change details as required.
3. Press **Update** to save changes.

##### To delete a page group,

1. In the **Page Group** list, select the page group you want to delete.
2. Press **Delete**

[<<TOC](#)

#### 4.3.10.4 Page Group Contacts

The Supervisor can associate a contact with a page group with this tab. The Supervisor can also associate one more contacts to a group. Similarly, contact associations can be created or removed here.

##### To associate a contact to a group,

1. In the **Page Group** list, select a group.
2. Press **Add** button. This will open a new window.
3. In the new window, select the contact you want to associate with the selected group.  
The supervisor can also search a contact from the directory using different search criteria in this window. Only console contacts can be associated to a group.
4. Press **Add**. The contact will be added to the selected group and displayed in the **Contacts Used in Page Group** section.
5. Press **Update** to finish.

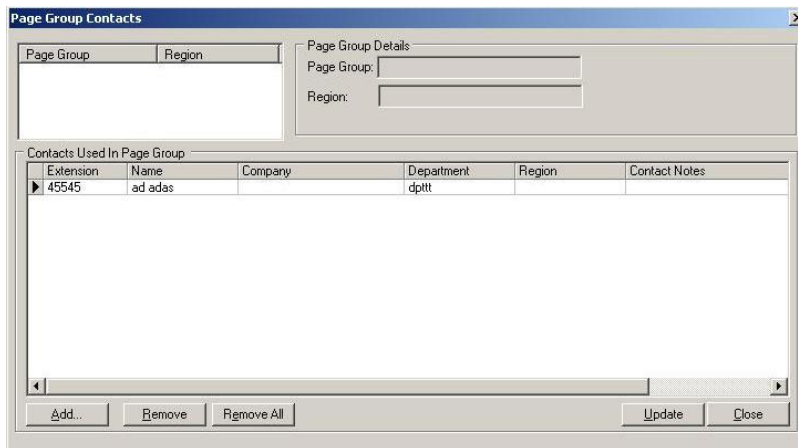


Figure 4-35 Page Group Contacts

##### To remove a contact from group,

1. In the **Page Group** list, select the group from which you want to remove a contact.
2. All contact associated with the group will appear in the contacts list.
3. Select the required contact and press **Remove**. The **Remove All** button removes all contacts from the selected group.

[<<TOC](#)

#### 4.3.11 Personal Call Park Location

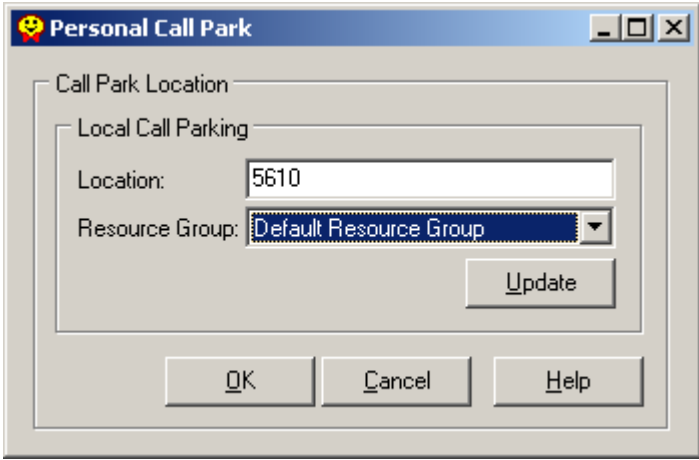
This section in the Arc Connect Online updates allows the Supervisor to configure the settings for Personal Call Park. The supervisor can make online changes for the call park locations through this tab. The Personal Call Park Location section consists of the following two tabs:

1. Local Call Parking
2. Remote Call Parking

##### 4.3.11.1 Local Call Parking

When the currently logged in user parks a call, it is parked at local location. The following fields are configured for such locations:

1. **Local:** This is the extension number assigned to the Pre CT Gateway that holds the local parked calls.
2. **Resource Group:** This is an optional field where you can specify a resource group for local call parking.

The image shows a software dialog box titled "Personal Call Park" with a yellow smiley face icon. Inside the dialog, there is a section labeled "Call Park Location" which contains a sub-section "Local Call Parking". Within this sub-section, there are two input fields: "Location:" with the value "5610" and "Resource Group:" with a dropdown menu showing "Default Resource Group". To the right of these fields is an "Update" button. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

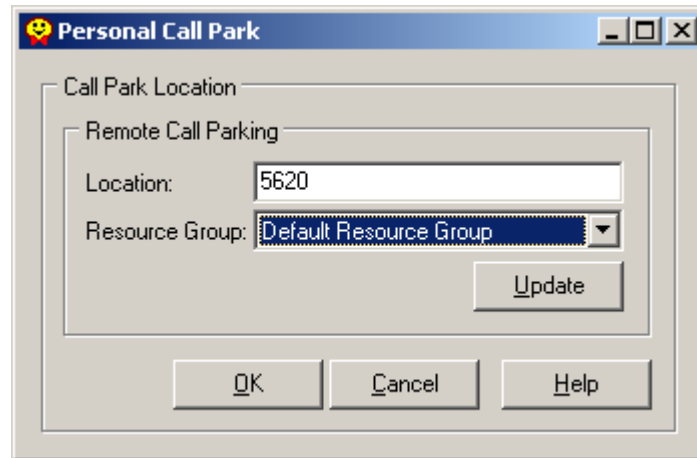
**Figure 4-36** Local Call Park Location

##### 4.3.11.2 Remote Call Parking

Remote call park location is the one from where a user can access calls parked by other users. The following fields are configured for such locations:

[<<TOC](#)

1. **Remote:** This is the extension number assigned to the Pre CT Gateway that holds the remote parked calls.
2. **Resource Group:** This is an optional field where you can specify a resource group for remote call parking.



**Figure 4-37** Remote Call Park Location

#### 4.3.12 Presence Management

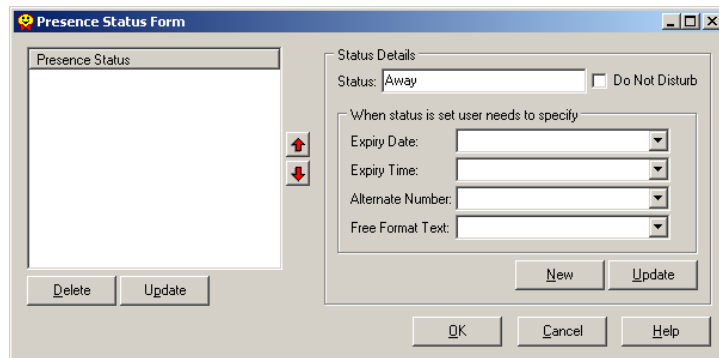
Presence Status is the current status of an internal contact. Each contact can set a presence status that can be viewed in the Console Operator's Internal Directory and Busy Lamp Fields, thus letting the operator know whether the contact is ready to take calls or not. The Administrator can create new status and configure the attributes as well.

The supervisor can manage the Presence Status as follows,

1. Select *Arc Connect* → *Online Updates* → *Presence Management*.

[<<TOC](#)

2. Click on Presence Status and the following form will appear,



3. Enter the name to be specified in the Status field.
4. Select the additional attributes (Expiry Date, Expiry Time, Alternate Number and Free Format Text) that must be specified by the person when changing status.

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## Section 5: Console Connect

The fifth folder in the **Folder List** will be **Console Connect**. The Console Connect folder consists of four segments,

1. Monitor Templates
2. Graphical Analysis
3. Reports
4. Online Updates

Console Connect provides information about the Operators' activities. The Supervisor can view the Graphical reports as well as the Text-based ones. The Supervisor is also allowed to make online updates instantly.

### 5.1 Console Connect Monitor Templates

The Monitor Templates created follow the same steps as described in the previous sections. The Monitor Templates created in Console Connect are slightly different from the Monitor Templates of *Arc Connect* in the sense of **Data Items**.

#### Difference between Arc Connect and Console Connect Monitor Templates

The **Data Items** included all the Users and Queues in all the *Arc Connect*. In the Console Connect, the **Data Items** include only the Console Queues and Operators who can receive the Console Queue Calls.

### 5.2 Console Connect Graphical Analysis

The Supervisor can have Graphical Analysed reports based on the historical data. The Graphical Analysed information in Console Connect includes on the following segments,

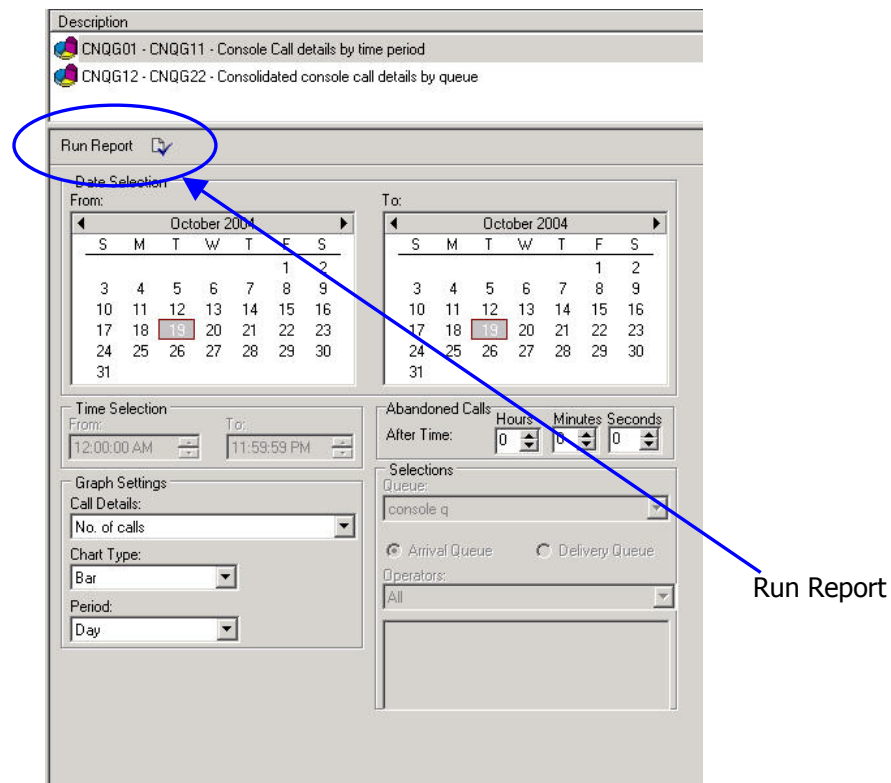
1. Queue
2. Operator
3. Overflow

[<<TOC](#)

To run any of these reports, select the  to open the required segment as,

- *Console Connect > Graphical Analysis > Queue*
- *Console Connect > Graphical Analysis > Operator*
- *Console Connect > Graphical Analysis > Overflow*

Once the criteria have been selected, click the **Run Report** icon .



**Figure 5-1** Run Report

To run a report,

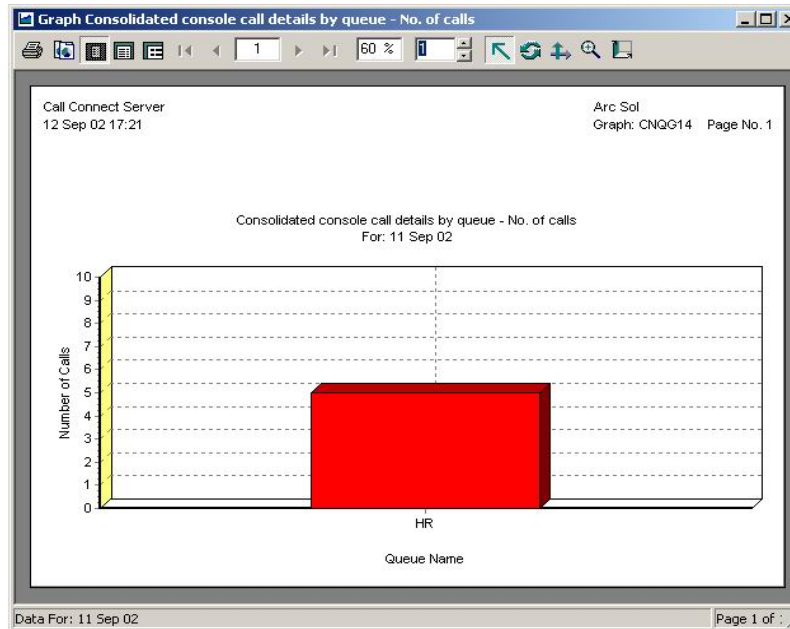
1. Select the required report from the **Description Area**.
2. Select the relevant Date, Time, and other setting criteria for the report.
3. Every report has different setting criteria.

[<<TOC](#)



#### 4. Run Report.




A sample graphical analysed report generated is as follows,








**Figure 5-2** A sample of Graphical Analysis Report

#### 5.2.1 Tool Bar

The Graphical Analyses report contains a Tool Bar with the following icons,

Control Name	Icons	Explanation
Print		Click to print the graph report.
Copy to Clipboard		Click to copy the graph report. Then manually paste the graph in a file. The graph report can be pasted in <ul style="list-style-type: none"><li>• Word</li><li>• Paint</li></ul>
Size		The Report page can be resized as required. The options are, <ul style="list-style-type: none"><li>• Whole Page</li><li>• Page Width</li><li>• 100%</li></ul>

[<<TOC](#)

Scroll Arrows		These arrows allow Supervisor to move in the graph report if it is more than one page.
Percentage Selection		Supervisor can manually enter the required size for the graph report.
Max. Points per Page		This is the number of intervals in the graph.
Normal		This icon is clicked by default. You can click it to view the graph in normal mode.
Rotate		Click to rotate the graph along the axis. You will have to place the cursor on the graph and rotate it.
Move		Click to move the graph in required direction(s). Move the graph with your cursor.
Zoom		Click to zoom the graph.
Depth		Click to increase or decrease the depth of the graph. Drag your cursor inwards and outwards for the required depth.

**Table 5-1**

### 5.3 Console Connect Reports

The Reports in Console Connect also generate in the same approach as described and explained in the *Arc Connect* Reports. The Report information in Console Connect includes on the following segments,

1. Over View
2. Queue
3. Operator

To run any of these reports, select the  to open the required segment as,


- *Console Connect > Reports > Over View*
- *Console Connect > Reports > Queue*
- *Console Connect > Reports > Operator*

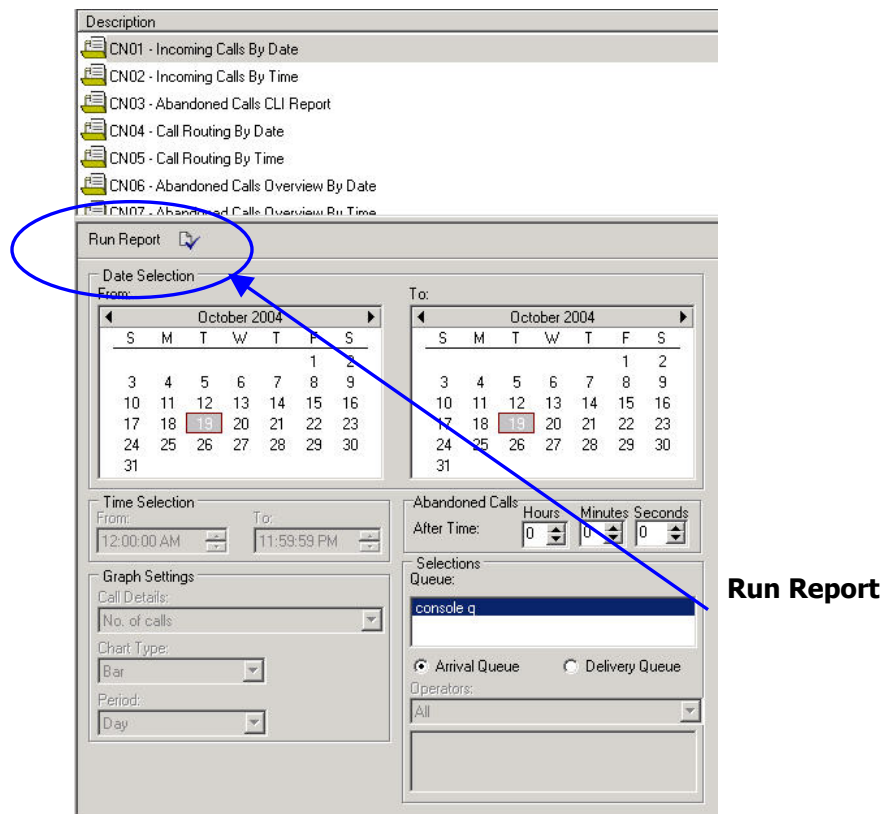
[<<TOC](#)

## Difference between Arc Connect Reports and Console Connect Reports

The *Arc Connect* Reports involve all the activities information that take place. It shows the reports including data for all the modules in *Arc Connect*.

In Console Connect, the reports will include information about the Operators and Queues. The reports will display the information about the calls specific to the Operators and Queues.

Once the criteria have been selected, click the **Run Report** icon . This can be chosen from the icon field at the top of the Arc Supervisor application or as shown above.



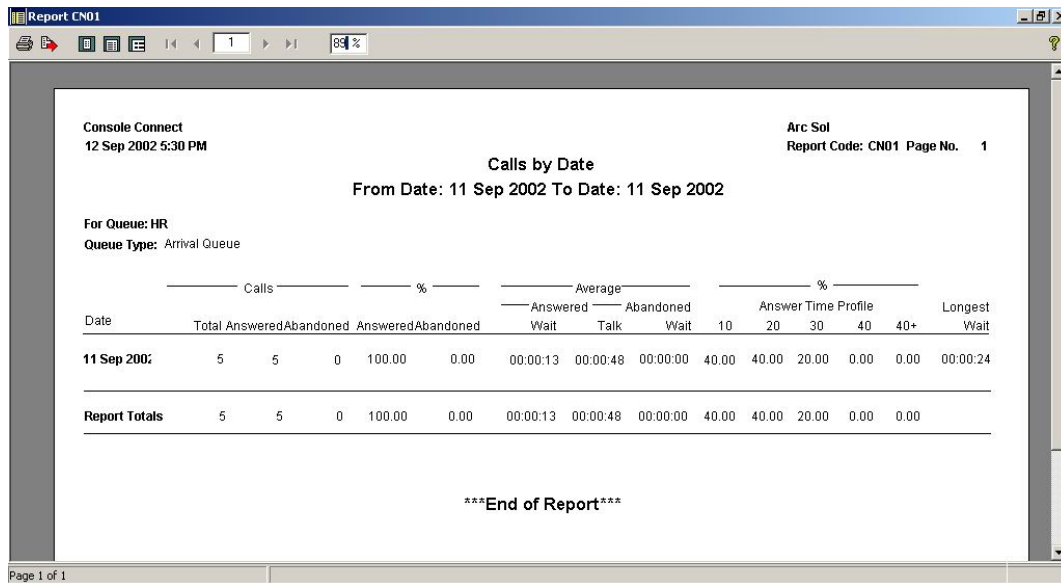
**Figure 5-3** Click Run Report icon to create a report

[<<TOC](#)

To run a report,



1. Select the required report from the **Description Area**.
2. Select the relevant Date, Time, and other setting criteria for the report.
3. Every report has different setting criteria.
4. Run Report.

A sample report generated is as follows,




**Figure 5-4** Sample Report for Console Connect

### 5.3.1 Tool Bar

	Icons	Explanation
Print Report		Click to print the report.
Export Report		Click to export the report in formats, <ul style="list-style-type: none"> <li>• Excel (.xls)</li> <li>• Cascading Style Sheet (.css)</li> <li>• HTML (.html, .htm)</li> <li>• Adobe Acrobat Reader (.pdf)</li> <li>• Word (.rtf)</li> </ul>

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Size		<p>The Report page can be resized as required. The options are,</p> <ul style="list-style-type: none"> <li>• Whole Page</li> <li>• Page Width</li> <li>• 100%</li> </ul>
Scroll Arrows		<p>These arrows allow Supervisor to move in the report if it is more than one page.</p>
Percentage Selection		<p>The user can manually enter the required size for the report.</p>

## 5.4 Console Connect Online Updates

Within the Console Connect, the Supervisor can make On-line Updates in the following segments,

1. Operator Control
2. Operator Details
3. Queue Control
4. Queue Details
5. Call Filters
6. Break Hours

### 5.4.1 Operator Control

The Operator Control provides the On-line Update function to logout an Operator. It has one option,

1. Log Out an Operator

[<<TOC](#)

#### 5.4.1.1 Log Out an Operator

This is used to log-out an Operator or all Operators. Select *Console Connect > On-line updates > Operator Control > Log Out An Operator*

The following window will appear,

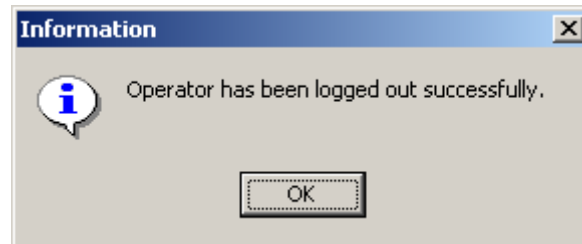


**Figure 5-5**Operator Logout

To logout an Operator,

1. Select the Operator from the **Logged In Operators** list. The names of the Queues that the Operator is currently logged-in to will be shown.
2. Click **Log Out** if Logging-out one Operator. If logging out all Operators, there is no need to select Operator names as in step 1. Simply click **Log Out All**.
3. Click **Exit**.

After any On-line Update, an information window will be shown,



**Figure 5-6** Message for logout

This window confirms that the changes have been made. Click **Ok**.

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## 5.4.2 Operator Details

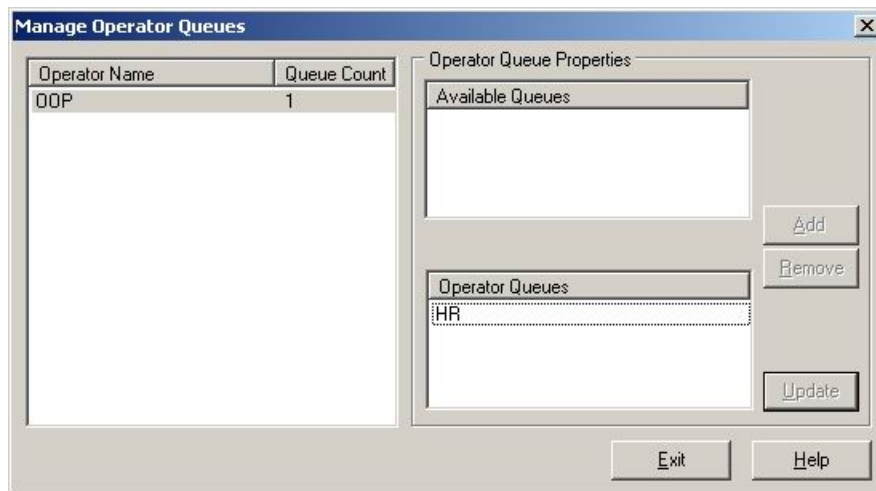
The Operator Details function provides the following on-line update possibilities.

1. Manage Operator Queues
2. Manage Operator Groups

### 5.4.2.1 Manage Operator Queues

The Supervisor can change the Operator's Queues in the following ways:

Select *Console Connect > On-line updates > Operator Details > Manage Operator Queues*,



**Figure 5-7** Manage Operator Queues

Manage Operator Queues,

1. Click on the name of the Operator from the **Operator Name** list. This will automatically display the Operator's Queues.
2. Select from the **Available Queues** list.
3. Click **Add**.
4. To remove a Queue from Operator, Select a Queue and click **Remove**.
5. Click **Update**.
6. Click **Exit**.

[<<TOC](#)

### 5.4.2.2 Manage Operator Groups

The Supervisor can change and manage the Operator's Groups.

Select *Console Connect > On-line updates > Operator Details > Manage Operator Groups*,

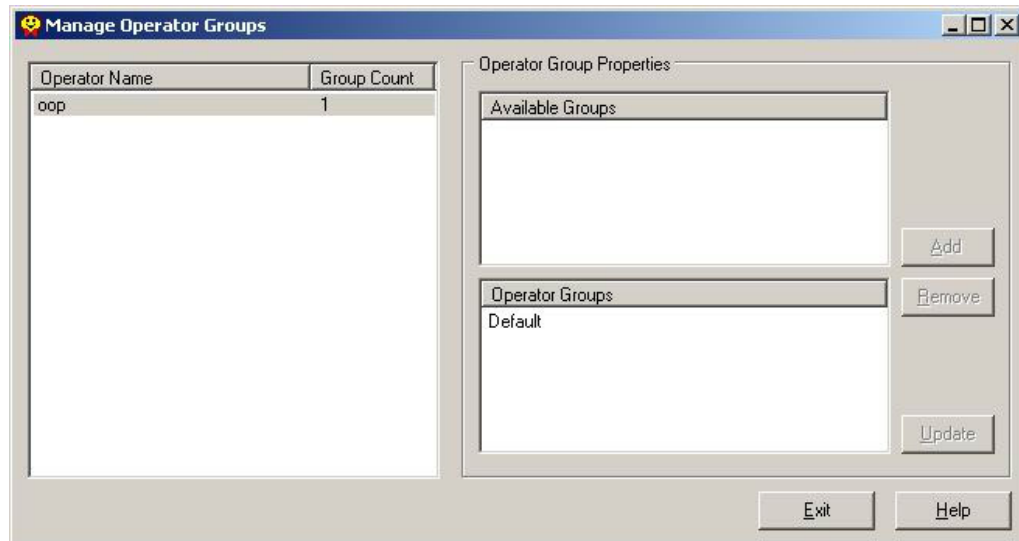


Figure 5-8Manage Operator Groups

Manage Operator groups,

1. Select the Operator from the **Operator Name** list. This will automatically display the Operator's Groups.
2. Select from the **Available Groups** list.
3. Click **Add**.
4. To remove a Group from Operator, Select a Group and click **Remove**.
5. Click **Update**.
6. Click **Exit**.

### 5.4.3 Queue Control

The Queue Control provides the following on-line update functions,

1. Take a Queue Out of Service.
2. Put a Queue in Service.

[<<TOC](#)



### 5.4.3.1 Take a Queue Out of Service

This function allows the Supervisor to take an existing Queue out of service.

Select *Console Connect > On-line updates > Queue Control > Take a Queue Out of Service*,



**Figure 5-9** Take a Queue out of Service

To take a Queue out of service,

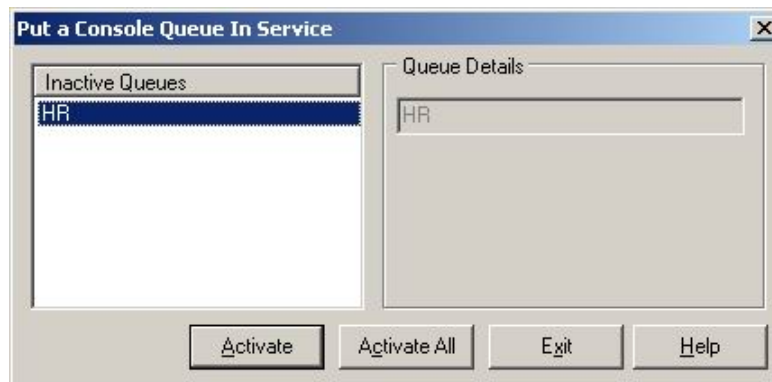
1. Select the **Queue** from the list.
2. Set the **Redirection type** if there is none set before.
3. Click the **De-Activate** button.
4. To de-Activate all the Queues, click the **De-Activate All** button.
5. Click **Ok** on the message screen.
6. Click **Exit**.

[<<TOC](#)

### 5.4.3.2 Put a Queue in Service

This function allows the Supervisor to put an existing Queue in service.

Select *Console Connect > On-line updates > Queue Control > Put a Queue in Service*,



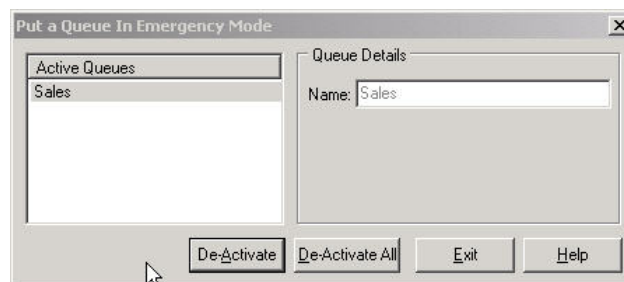
**Figure 5-10** Put a Console Queue in Service

To put a Queue in service,

1. Select the **Queue** from the list.
2. Click the **Activate** button.
3. To activate all the Queues, click the **Activate All** button.
4. Click **Ok** on the message screen.
5. Click **Exit**.

### 5.4.3.3 Put Queue in Emergency Mode

This feature allows the users to put the Console Queues in Emergency mode. The Supervisor can select any queues from here and put them into the emergency mode. The supervisor application requests the CT Server to declare emergency for the selected Queue(s). The CT Server then notifies all the connected User applications about the emergency status of these queues, the Applications will change the status of these queues to denote their Emergency status.



**Figure 5-14** put a Queue in Emergency mode

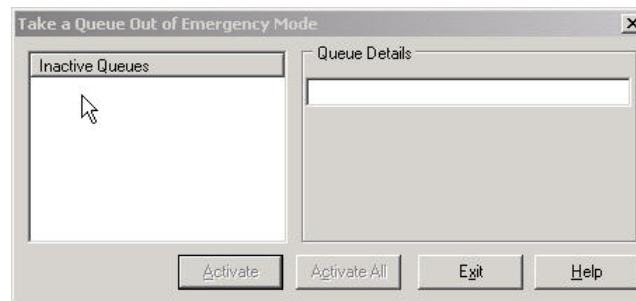
[<<TOC](#)

To put a Queue in emergency

1. Select the **Queue** from the list.
2. Click the **De-Activate** button to put the selected queues into Emergency mode.
3. To put all the Queues in Emergency mode, press the **De-Activate All** button.
4. Click **Ok** on the message screen.
5. Click **Exit**.

#### 5.4.3.4 Take Queue out of Emergency mode

This feature allows the Supervisor to take the Console Queues out of Emergency mode. The Supervisor requests the CT Server to take the selected queues out of the Emergency mode and put them into Service. The CT Server in turn notifies all the connected applications to take out the selected queues out of the Emergency Mode.



**Figure 5-15** Take a Queue out of Emergency mode

To take a Queue out of Emergency mode,

1. Select the **Queue** from the list.
2. Click the **Activate** button to take out the selected Queue from the Emergency mode.
3. To put all the Queues out of the Emergency mode, click the **Activate All** button.
4. Click **Ok** on the message screen.
5. Click **Exit**.

#### 5.4.4 Queue Details

The Queue Details function provides the following on-line update to Manage Console Queue Details. It has one segment,

1. Manage Queue Details

[<<TOC](#)

#### 5.4.4.1 Manage Queue Details

To change the details of an existing Queue, Select *Console Connect > On-line updates > Queue Details > Manage Queue Details*,

Overflow Type	Destination Type	Destination	Data
Max Call Waitin...	None	None	00:00:00
Max Calls	None	None	0
No Agents	None	None	N/A

**Figure 5-11** Manage Queue Details

To add Queue Details,

1. Enter **Name** and **Location**.
2. Select an **Automatic Distribution**, **Longest Wait** or **Circular**.
3. Select **Overflow Properties**.
4. Select an option from the **Forward Destination Type**.
5. Select an option from the **Forward Destination**.
6. Enter value for the **Overflow Data**.
7. Click **Update**.

To change Queue Details,

1. Click on the name of the Queue from the **Queue Name** list. This will automatically display the Queue properties.
2. Change the Queue properties as required.
3. Click **Update**.
4. Click **Exit**.

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## 5.4.5 Call Filters

The Call Filters section provides the function to update for the Call Filters and the Routing Tag Groups online.

### 5.4.5.1 Manage Call Filters

The Supervisor can use Mange call filters to route incoming calls to their intended destination.

To Create a New Call Filter, Select *Console Connect > On-line updates > Call Filters > Manage Call Filters*,

**Figure 5-12** Manage Console Call Filters

To add a Call Filter,

1. Select the Queue from the **Queue Name** list.
2. Select the type of filter from the **Available Filters** list.
3. Click **New**.
4. Select the relevant **Resource Group** from the drop down box.
5. Enter the number in the **Number** text box.
6. Enter the required text in the **Routing Tag** text box. Ensure that all required Operator applications have the routing tag enabled in their call information to display this text.
7. Click **Update**.

[<<TOC](#)

8. Click **Exit**.



#### **NOTE**

Multiple filters can apply to a single Queue, i.e. there may be multiple numbers sent to a single Queue.

To delete a Call Filter,

1. Click on the name of the Queue from the **Queue Name** list.
2. Select the filter to be removed.
3. Click **Delete**.
4. Click **Exit**.

#### **Types of Filter**

There are nine filters assigned to a Queue.

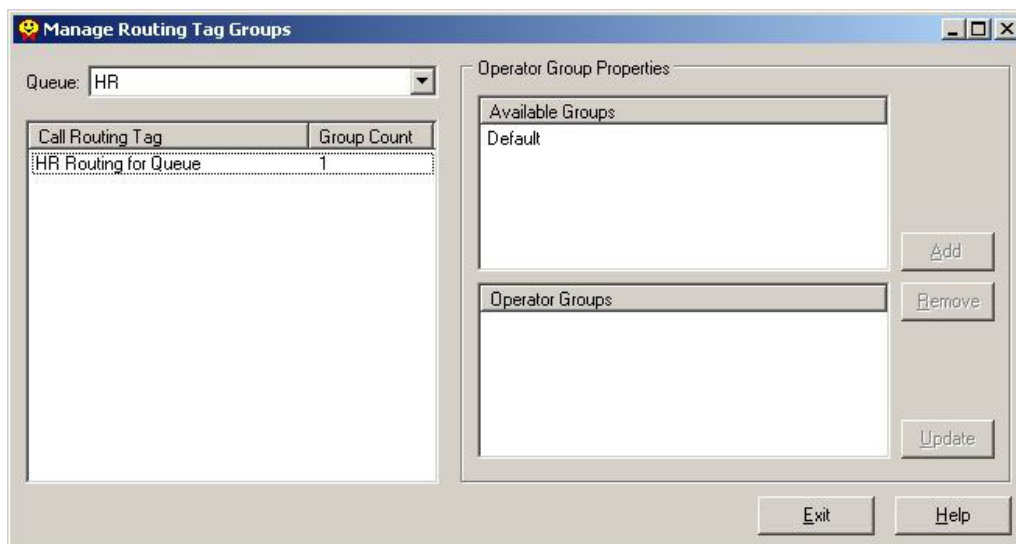
1. **CLI exact match filter:** Any calls with this exact CLI will be sent to the required Queue.
2. **CLI pattern match filter:** Any calls matching this CLI pattern will be filtered to the required Queue. For example, all calls that are CLI begin with 02084\* will be filtered to the required Queue.
3. **DDI exact match filter:** Any calls matching this DDI will be filtered to the required Queue.
4. **DDI pattern match filter:** Any calls matching this DDI pattern will be filtered to the required Queue. All calls that's DDI begins with 100\* will be filtered to the required Queue.
5. **Divert exact match filter:** All calls that have been diverted from a device to any Pre CT Gateway, will arrive in the Queue in which this filter is applied.
6. **Divert external call filter:** All External calls that have been diverted from a device to any Pre CT Gateway and could not be caught by any divert filter will arrive in the Queue in which this filter is applied. User does not need to give any number in case of this filter. This filter will be applied only once in any call queue in the system.

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7. **Divert internal call filter:** All internal calls that have been diverted from a device to any Pre CT Gateway and could not be caught by any divert filter will arrive in the Queue in which this filter is applied. User does not need to give any number in case of this filter. This filter will be applied only once in any call queue in the system.
8. **Divert pattern match filter:** All calls that have been diverted from a device (with a number that matches the pattern given in this filter) to any Pre CT Gateway, will arrive in the Queue in which this filter is applied. If user has given a number i.e. 300 in this filter then all calls from 3005 and 3006 diverted to a Pre CT Gateway will arrive in this Queue.
9. **No call Divert match filter:** All calls that have been diverted from a device to any Pre CT Gateway and could not be caught by any divert filter will arrive in the Queue in which this filter is applied. User does not need to give any number in case of this filter. This filter will be applied only once in any call Queue in the system. This filter will work in the absence of Divert internal call filter and Divert external call filter.

#### 5.4.5.2 Manage Routing Tag Groups

This provides the function of on-line update for the **Routing Tag Groups** for the Console Connect Queues and the filters for Queues. Supervisor can add or remove Routing Tag Groups for the Queues and the filters for Queues. To amend Routing Tag Groups, Select *Console Connect > On-line updates > Call Filters > Manage Routing Tag Groups*,



**Figure 5-13** Manage Routing Tag Groups

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To amend the Routing Tag Groups for Queues,

1. Select Queue from the drop down list. **Routing Tag** for that Queue and all the routing tags for the filters in that Queue will be populated in the box below.
2. Select a tag from the **Call Routing Tag** list.
3. To add a **Routing Tag Group**, select a group from the **Available Groups** list to **Operator Groups** list. Click the **Add** button.
4. To remove a **Routing Tag Group**, select a group from the **Operator Groups** list to **Available Groups** list. Click the **Remove** button.
5. Click **Update**.
6. Click **Exit**.

#### 5.4.6 Break Hours

All the Queues can be given breaks for hours and days of operation. This page sets up the times and days of operation for each Console Connect queue. It allows specific days of the week and dates to be entered for when a queue will not operate, i.e. Sunday, Christmas Date.

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To amend Break Hours, select *Console Connect > On-line updates > Break Periods > Manage Break Hours*, the following window will open,

**Figure 5-14** Manage Break Hours

To add new Break Hours for Days,

1. Select the **Queue Name** from the drop down list.
2. Click the **New** button.
3. Select **Day** radio button.
4. Select the **Day** in which Break is required on weekly basis
5. Select **Reason** for the Break.
6. Set the **Break Properties**. Select the **Start** and **End Time** of the Break.
7. Set a **Forward Destination** where calls would be forwarded during the **Break Hour**.
8. Click **Update** button.

To add new Break Hours for Date,

1. Select the **Queue Name** from the drop down list.
2. Click the **New** button.
3. Select **Date** radio button.
4. Select the **Date** for the Break.

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5. Select **Reason** for the Break.
6. Set the **Break Properties**. Select the **Start** and **End Time** of the Break.
7. Set a **Forward Destination** where calls would be forwarded during the **Break Hour**.
8. Click **Update** button.

To delete a Break Hour period,

1. Select the **Queue Name** from the drop down list.
2. Select the **Break Hour** period from **Day** or **Date** section.
3. Click **Delete**.
4. Click **Exit**.

To update a Break Hour period,

1. Select the **Queue Name** from the drop down list.
2. Select the **Break Hour** period from **Day** or **Date** section.
3. Update/Change the **Break hour** period.
4. Click **Update**.
5. Click **Exit**.

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## Section 6: Voice Connect

The sixth folder in the **Folder List** is **Voice Connect**. The Voice Connect folder consists of three segments,

1. Monitor Templates
2. Graphical Analysis
3. Reports
4. Online Updates

Voice Connect provides information about the Voice Sessions. The Supervisor can view the Graphical reports as well as the Text-based reports. The Supervisor is also allowed to make instant online updates.

### 6.1 Voice Connect Monitor Templates

The created Monitor Templates follow the same steps as described and explained in **Section 4, topic 4.1, Monitor Templates**. The Monitor Templates created in Voice Connect are slightly different from the Monitor Templates of *Arc Connect* in the sense of **Data Items**.

#### Difference between Arc Connect and Voice Connect Monitor Templates

As explained in the topic **4.1 Monitor Templates** of *Arc Connect*, the **Data Items** included all the Users and Queues in all the *Arc Connect*. In the Voice Connect, the **Data Items** include only the Voice Sessions.


### 6.2 Voice Connect Graphical Analysis

The Supervisor can have Graphical Analysed reports based on the historical data. The Graphical Analysed information in Voice Connect includes on the following segments,

1. Overview

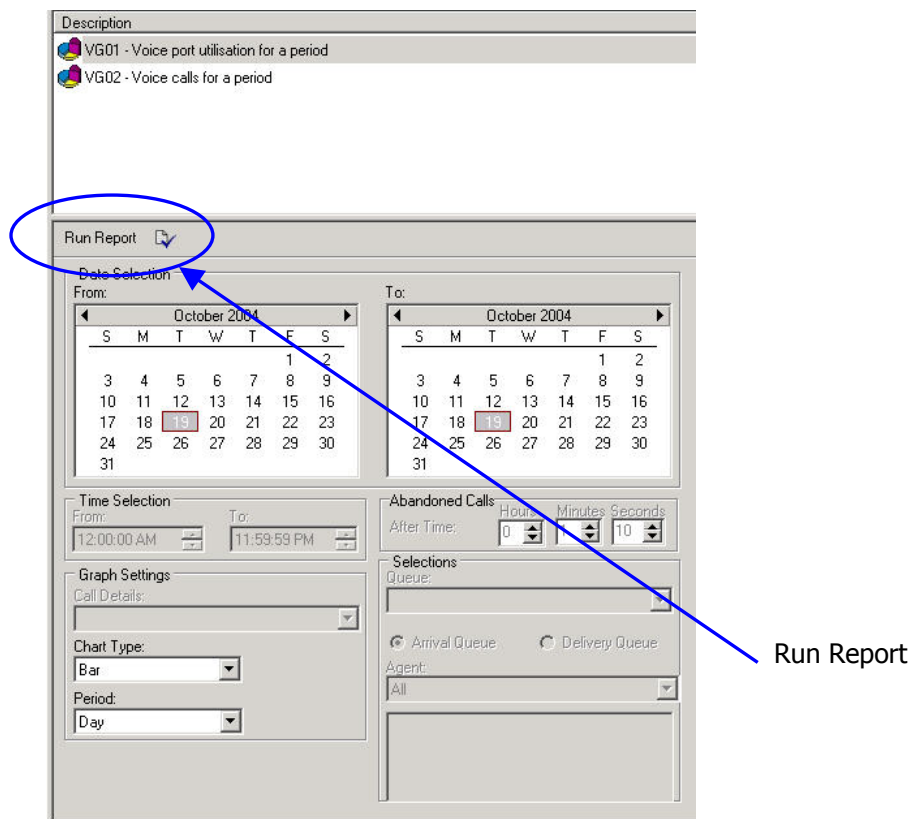
[<<TOC](#)

2. Session
3. Night Service
4. Over Flow

To run any of these reports, select the  to open the required segment as,

- *Voice Connect > Graphical Analysis > Over View*
- *Voice Connect > Graphical Analysis > Session*
- *Voice Connect > Graphical Analysis > Night Service*
- *Voice Connect > Graphical Analysis > Over Flow*

Once the criteria have been selected, click the **Run Report** icon .



The screenshot shows a 'Run Report' dialog box with the following sections:

- Description:** VG01 - Voice port utilisation for a period, VG02 - Voice calls for a period.
- Run Report:** A button with a checkmark icon, circled in blue.
- Date Selection:** Two calendar grids for October 2004. The 'From' calendar has the 19th selected. The 'To' calendar has the 19th selected.
- Time Selection:** 'From' time is 12:00:00 AM, 'To' time is 11:59:59 PM.
- Graph Settings:** 'Call Details' dropdown, 'Chart Type' dropdown set to 'Bar', 'Period' dropdown set to 'Day'.
- Abandoned Calls:** 'After Time' dropdown set to '0', 'Hours' dropdown set to '10', 'Minutes' dropdown set to '10', 'Seconds' dropdown set to '10'.
- Selections:** 'Queue' dropdown, 'Arrival Queue' radio button selected, 'Delivery Queue' radio button, 'Agent' dropdown set to 'All'.

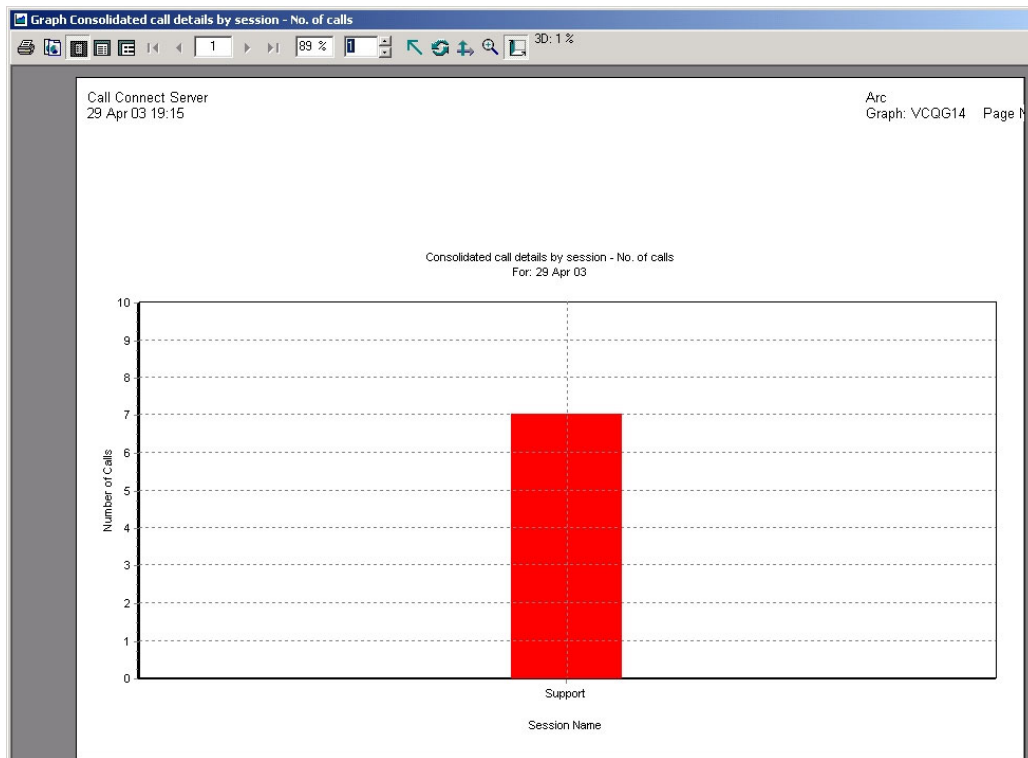
**Figure 6-1** Run Report

[<<TOC](#)

To run a report,

1. Select the required report from the **Description Area**.
2. Select the relevant Date, Time, and other setting criteria for the report.
3. Every report has different setting criteria.
4. Click to run report.



A sample graphical analysed report generated is as follows,









**Figure 6-2** A sample of Graphical Analysis Report

### 6.2.1 Tool Bar

The Graphical Analyses report contains a Tool Bar with the following icons,

Control Name	Icon	Explanation
Print		Click to print the graph report.
Copy to Clipboard		Click to copy the graph report. Then manually paste the graph in a file. The graph report can be pasted in <ul style="list-style-type: none"><li>• Word</li><li>• Paint</li></ul>

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Size		<p>The Report page can be resized as required. The options are,</p> <ul style="list-style-type: none"> <li>• Whole Page</li> <li>• Page Width</li> <li>• 100%</li> </ul>
Scroll Arrows		These arrows allow Supervisor to move in the graph report if it has more than one page.
Percentage Selection		Supervisor can manually enter the required size for the graph report.
Max. Points per Page		The number of intervals at the Y-axis and X-axis.
Normal		<p>This icon is clicked by default.</p> <p>You can click it to view the graph in normal mode.</p>
Rotate		<p>Click to rotate the graph along the axis.</p> <p>You will have to place the cursor on the graph and rotate it.</p>
Move		<p>Click to move the graph in required direction(s).</p> <p>Move the graph with your cursor.</p>
Zoom		Click to zoom the graph.
Depth		<p>Click to increase or decrease the depth of the graph.</p> <p>Drag your cursor inwards and outwards for the required depth.</p>

### 6.3 Voice Connect Reports

The Reports in Console Connect also generate in the same approach as described and explained in the *Arc Connect* Reports, **Section 4, and topic 4.2**. The Report information in Voice Connect includes on the following segments,

1. Over View
2. Session

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To run any of these reports, select the  to open the required segment as,

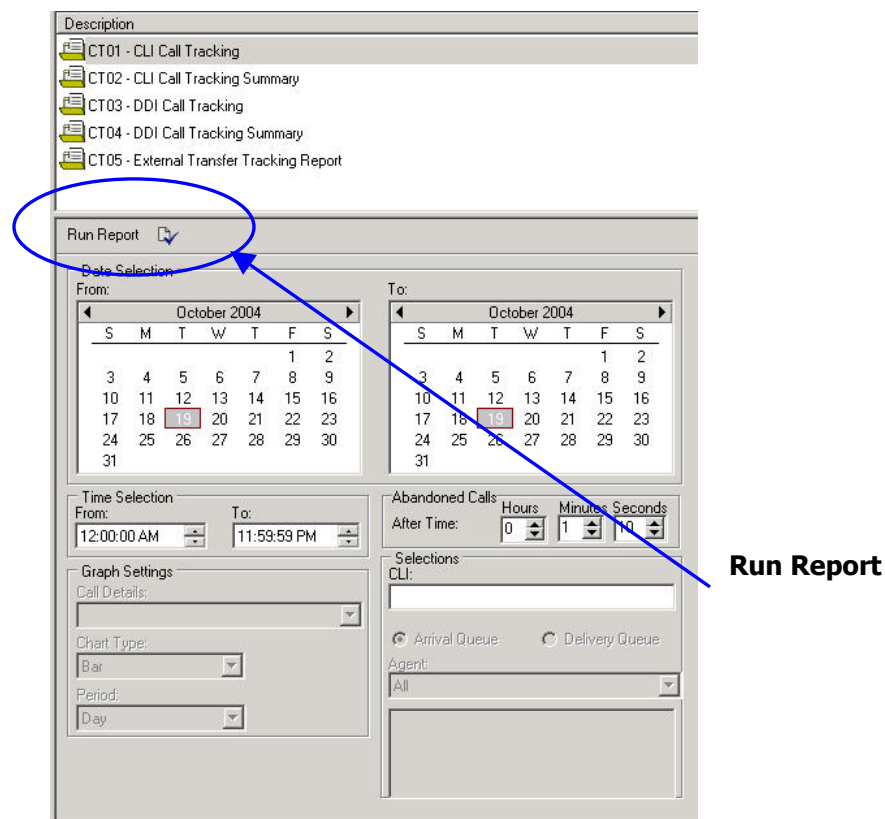
- *Voice Connect > Reports > Over View*
- *Voice Connect > Reports > Session*

### Difference between Arc Connect Reports and Voice Connect Reports

The *Arc Connect* Reports involve all the activities report information that takes place. It shows the reports including data for all the modules in *Arc Connect*.

In Voice Connect, the reports will include information about the Sessions. The reports will display the information about the calls specific to the voice Sessions.

Once the criteria have been selected, click the **Run Report** icon . This can be chosen from the icon field at the top of the Arc Supervisor application or as shown above.

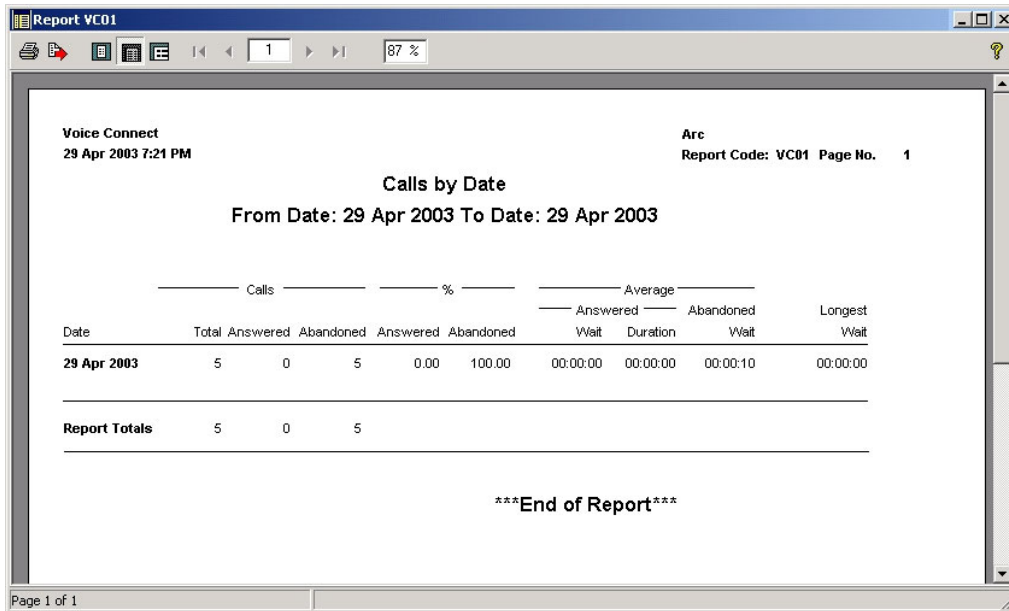


**Figure 6-3** Click Run Report icon to create a report

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1. Select the required report from the Description area.
2. Select the relevant Date, Time, and other setting criteria for the report.
3. Every report has different setting criteria.
4. Run Report.

A sample report generated is as follows,




**Figure 6-4** Sample Report

### 6.3.1 Tool Bar

Control Name	Icon	Explanation
Print Report		Click to print the report.
Export Report		Click to export the report in formats, <ul style="list-style-type: none"> <li>• Excel (.xls)</li> <li>• Cascading Style Sheet (.css)</li> <li>• HTML (.html, .htm)</li> <li>• Adobe Acrobat Reader (.pdf)</li> <li>• Word (.rtf)</li> </ul>

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Size		<p>The Report page can be resized as required. The options are,</p> <ul style="list-style-type: none"> <li>• Whole Page</li> <li>• Page Width</li> <li>• 100%</li> </ul>
Scroll Arrows		These arrows allow Supervisor to move in the report if it is more than one page.
Percentage Selection		Supervisor can manually enter the required size for the report.

## 6.4 Voice Connect Online Updates

Within the Voice Connect, the Supervisor can make On-line Updates in the following segments,

1. Messages
2. Voice Scripts
3. Voice Sessions
4. In Queue Messages
5. Call Filters
6. Break Hours

### 6.4.1 Messages

This section allows a supervisor to record messages. A Message is composed of phrases. Here the user can record phrases to create messages. Through the messages function, the user can perform the following,

1. Manage Phrases
2. Manage Messages

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#### 6.4.1.1 Manage Phrases

The manage phrase section allows the supervisor to record or play a phrase for a particular device. To record or play a particular phrase, the supervisor must be connected to that device. To manage the phrases, select *Voice Connect > On-line updates > Manage Phrases*. The following window will appear.

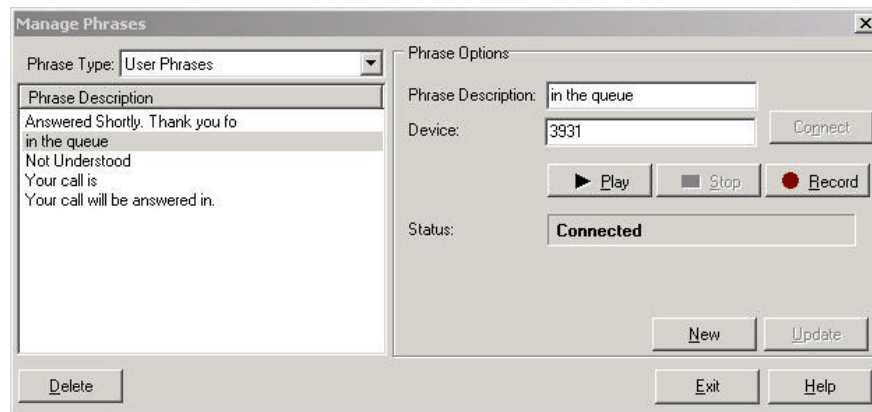

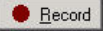


Figure 6-5 Manage phrases

1. Select the type of Phrase from the **Phrase type** drop down box.
2. The list of available phrases will be displayed in the **Phrase Description** text area.
3. Enter the device on which the phrase is to be recorded or played in the **Device** text box and press the **Connect** button.
4. The selected device will be displayed in the text box **Phrase Description**.
5. To play the phrase, click the  **Play** button.
6. To record the phrase, click the  **Record** button.

#### 6.4.1.2 Manage Messages

The manage messages section allows the supervisor to record or play a message for a particular device. To record or play a particular message on a device, the supervisor must be connected to that device. To manage the phrases, select *Voice Connect > On-line updates > Manage Messages*

[<<TOC](#)

The following window will appear

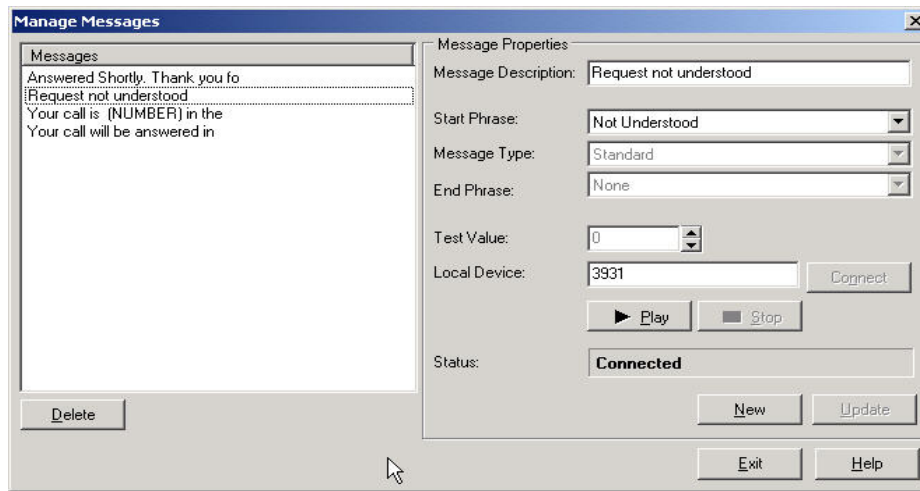


Figure 6-6 Manage Messages



1. Enter the device number in the Local Device text box and press the **Connect** button.
2. Select the desired message displayed on the left.
3. Enter **Description** of the current messages.
4. Enter a single or multiple phrases in **Start Phrase**.
5. Select a **Message Type**. It can be **Standard**, **Estimated Answer Time** or **Queue Position**.
6. Enter the final part of the phrase(s) in **End Phrase**.
7. Select a **Test Value**. This selects a value for testing the new IQP or EAT message. The value 1 – 60 and First to sixtieth is supported.



#### EXAMPLE

<b>Start Phrase:</b>	'Your call is...'
<b>Message Type:</b>	Queue position
<b>End Phrase:</b>	'in the Queue...'
<b>Test Value</b>	3

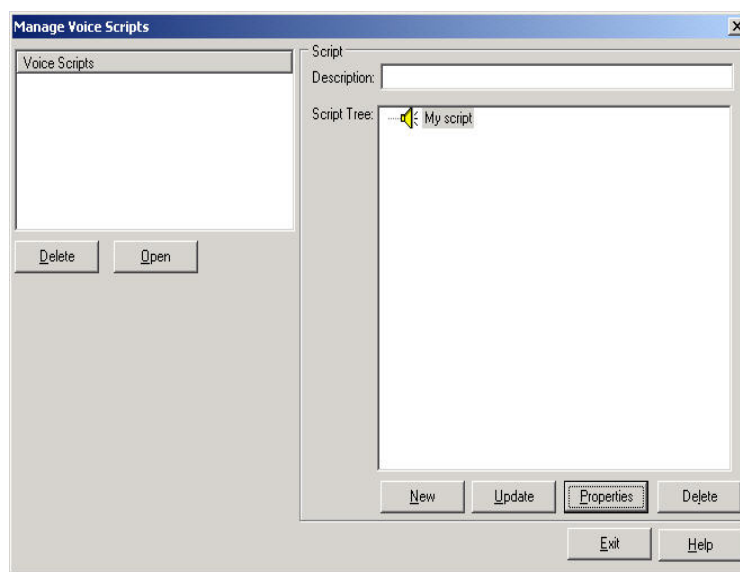
[<<TOC](#)

8. To play the phrase, click the  button.
9. To record the phrase, click the  button

#### 6.4.2 Voice Scripts

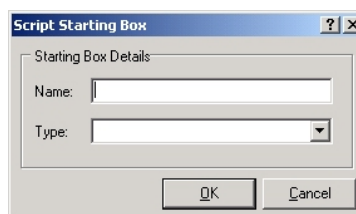
Voice Scripts allow the user to set up multi-level auto attendant. A box within a script can either simply play a message and route the call or it can require a caller to make a decision to help route their call to it's final destination. Single digit tones can be used within a script. The supervisor can manage the Voice scripts by selecting *Voice Connect> Online updates> Voice Scripts> Manage Voice Scripts*

The following window will appear



**Figure 6-7** Manage voice scripts

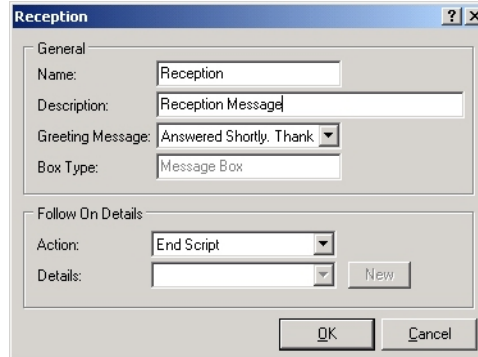
Clicking **New** will create a new script and a **Script Starting Box** will be opened



**Figure 6-8** Script starting box

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1. Enter the **Name** of your script.
2. Enter the type of the script required to display. The options are **Message Box** or **Decision Box**. Selecting **Message Box** and **Ok** will produce an icon on the script tree section.
3. Highlighting this icon and selecting properties will produce the Box entry form,



The screenshot shows a 'Reception' dialog box with the following fields and values:

- Name:** Reception
- Description:** Reception Message
- Greeting Message:** Answered Shortly. Thank
- Box Type:** Message Box
- Follow On Details:**
  - Action:** End Script
  - Details:** (empty field with a 'New' button next to it)

Buttons at the bottom: OK, Cancel.

**Figure 6-9** Reception

4. **Reception** window opens up.
5. Enter **Name** of the script.
6. Enter the **Description** of the script.
7. Enter the **Greeting Message**, which the caller will hear at the time of calling.
8. It displays the default **Box Type**.
9. Select an **Action** how the call will be processed once the greeting has played.
10. Select **Details**. These are the details of the action. E.g. if the selected Action is transfer to extension, the details section will show a list of all available extensions.

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11. Selecting **Decision Box** and **Ok** will produce an icon on the script tree section.  
Highlighting this icon and selecting properties will produce the Box entry form,

**Figure 6-10** Test

12. Enter **Name** of the script.
13. Enter the **Description** of the script.
14. It will display the default **Decision Box**.
15. Select a **Greeting Message** that the caller will hear.
16. In the **Digit Options**, note that there are 12 possible digits (1 to #), each representing the digits on a telephone keypad. Action and details, this decides the type of destination for the call.
17. For multi level auto attendants select **Goto Box**. The **New** button will be highlighted. Now you can create a new box. Once the box is created, it can be edited from the main Voice Scripts tab; any existing boxes will be listed in the details section.
18. Select an User from the list of the currently configured Users in **Transfer to User**.
19. Select a Queue from the list of the currently configured Queues in **Transfer to Queue**.
20. The call will be transferred to the device number that is in the **Transfer to Device** you entered in the **Details** section. This can be an internal or external number.
21. For the **End Script**, the caller will be sent back to the *Arc Connect* gateway. This is mainly used for an in Queue script; the caller will be returned to the queue they came from.
22. **Invalid Digits**. If the caller presses a digit that has not been configured, i.e. this digit has an action setting of **None** then the actions of the invalid digits section will apply.
23. **Maximum Retries**. This is the number of attempts that a caller has to enter the correct response.

- 24. **Message.** The message that is played after a caller has pressed an invalid digit.
- 25. **Action.** This action will occur when the maximum retries limit has been exceeded.
- 26. **Details.** The destination for the action.
- 27. **Time Out.** This is the action that will be followed if the caller does not press anything. This is also useful if the caller is using a pulse dial phone.
- 28. **Time out X seconds.** The duration of time in seconds that the script will wait before the Action will operate.
- 29. **Action.** The required action upon timeout.
- 30. **Details.** The destination for the action.



## NOTE

Please note that once a voice script is updated by using the **Update** button it will become live on your system. A script change only will not require you to stop and start your Arc Server.

### 6.4.3 Voice Sessions

Voice sessions associate voice scripts with the queues. Calls coming into any of the voice sessions are directed to voice server so that the associated voice script can be played. To manage the voice sessions, select *Voice Connect> Voice Session > Manage Voice Sessions*.

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The following screen will appear

Overflow Type	Destination Type	Destination	Data

Forward Destination Type: None  
Forward Destination: None  
Hours: 0 Minutes: 0 Seconds: 0

**Figure 6-11** Manage voice session details

1. Once a voice script has been constructed, this screen will allocate a location number to it in the same manner as the allocation of a location number to a Queue. Note that overflows options can be configured in the same way as a Queue.
2. Enter the **Name** of the Session e.g. Welcome.
3. The next field is the **Location**. This is the number that will be dialled internally to reach this queue. This number cannot be edited.
4. Select the script description from the **Script** dropdown box.
5. Next select the Overflow properties.
6. Select the forward destination type.
7. Select the forward destination.
8. Select the overflow data.
9. Click **Update** when done.

#### 6.4.4 In Queue Messages

In-Queue Messages informs caller about their current status in the particular queue. This section contains the section

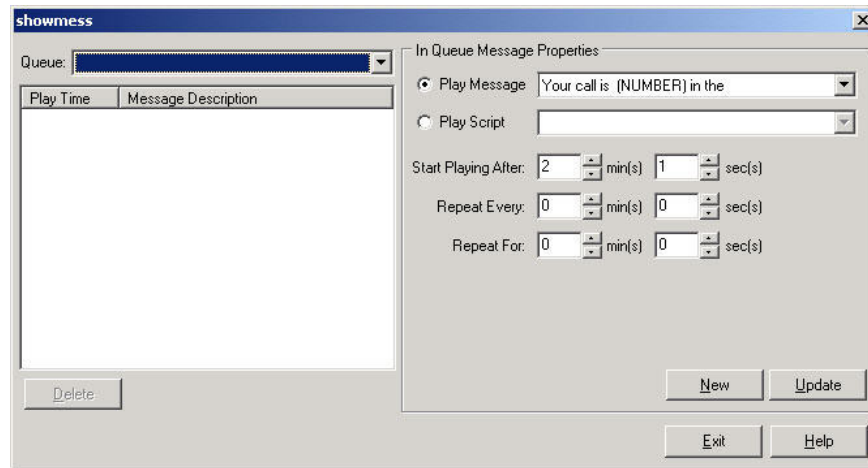
1. Manage In Queue Messages

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#### 6.4.4.1 Manage In Queue Messages

Select *Voice Connect> Online Updates> Manage In Queue Messages*. The following screen will appear



**Figure 6-13** Manage In queue messages

To set voice messages on the listed queues,

1. Click the **New** button.
2. Select the desired queue from drop down box. This drop down box will display the list of available Console queues.
3. Select the required message or script to be played from the **Play Message** or **Play Script** drop down box.
4. Select the time after which the message would be started playing.
5. Select the time after which the message would be repeated and also select its duration.
6. Click the **Update** button when done.

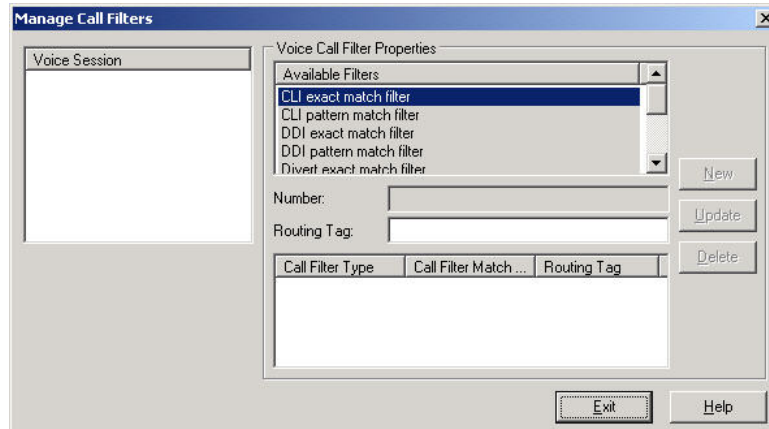
#### 6.4.5 Call Filters

Voice Call Filters work in the same way as Console Queue Call Filters. Any filters entered here will result in these calls being routed to the Voice Session. The Call filters have a section Manage Call Filters.

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### 6.4.5.1 Manage Call Filters

To manage the call filters select *Voice Connect> Online Updates> Manage Call Filters*. The following screen will appear:



**Figure 6-14** Manage call filters

1. This section is used to filter incoming calls to their intended destination.
2. Highlight the session that is the required destination.
3. Highlight the required filter.
4. Enter the number criteria in the **Number** text box.
5. Enter the required text in the **Routing Tag** field. Ensure that all required User applications have the routing tag enabled in their call information to display this text.
6. Select a filter from **Types of filter**.

**CLI exact match filter:**

Any calls with this exact CLI will be sent to the required Queue.

**CLI pattern match filter:**

Any calls matching this CLI pattern will be filtered to the required Queue. For example, all calls that are CLI begin with 020849884\* and are filtered to the required Queue.

**DDI exact match filter:**

Any calls matching this DDI will be filtered to the required Queue.

**DDI pattern match filter:**

Any calls matching this DDI pattern will be filtered to the required Queue. All calls that's DDI begins with 020849884\* will be filtered to the required Queue.

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**Divert exact match filter**

All calls that have been diverted from a device to any Pre CT Gateway will arrive in the Queue in which this filter is applied.

**Divert external call filter**

All External calls that have been diverted from a device to any Pre CT Gateway and could not be caught by any divert filter will arrive in the Queue in which this filter is applied. User does not need to give any number in case of this filter. This filter will be applied only once in any call queue in the system.

**Divert internal call filter**

All internal calls that have been diverted from a device to any Pre CT Gateway and could not be caught by any divert filter will arrive in the Queue in which this filter is applied. User does not need to give any number in case of this filter. This filter will be applied only once in any call queue in the system.

**Divert pattern match filter**

All calls that have been diverted from a device (with a number that matches the pattern given in this filter) to any Pre CT Gateway will arrive in the Queue in which this filter is applied. If user has given a number i.e. 300 in this filter then all calls from 3005 and 3006 diverted to a Pre CT Gateway will arrive in this queue

**No call Divert match filter**

All calls that have been diverted from a device to any Pre CT Gateway and could not be caught by any divert filter will arrive in the Queue in which this filter is applied. User does not need to give any number in case of this filter. This filter will be applied only once in any call queue in the system. This filter will work in the absence of Divert internal call filter and Divert external call filter

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## EXAMPLE

1. Select **New**.
2. Highlight the session **Welcome**.
3. Select DDI exact match filter.
4. Enter the DDI number that will be used for Welcome into the Number field.
5. This number will vary according to the DDI digit presentation of the switch. I.e. if the full DDI number is 020 8498 7904, then the switch will present 7904 if four digit presentation is used.
6. Enter the required text into the routing tag field.
7. Multiple filters can apply to a single session.

### 6.4.6 Break Hours

It sets up the times and days of operation for each Voice session. It allows specific days of the week and dates to be entered for when a Queue will not operate, i.e. Sunday, Christmas Date.

The break hours section contains the following option

Manager Break Hours

#### 6.4.6.1 Manage Break Hours

Select *Voice Connect > Online Updates > Manage Break Hours*. The following window will appear

Day	Start Time	End Time	Reason
-----	------------	----------	--------

Date	Start Time	End Time	Reason
------	------------	----------	--------

Figure 6-15 Manage break hours

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### To Add New Break Hours for Days,

1. Select the **Voice Session** Name from the drop down list.
2. Click the **New** button.
3. Select **Day** radio button.
4. Select the **Day** in which **Break** is required on weekly basis.
5. Select reason for the Break.
6. Set the **Break Properties**. Select the **Start** and **End** Time of the Break.
7. Set a **Forward Destination** where calls would be forwarded during the **Break Hour**.
8. Click **Update** button.
9. Newly added Break Hour will be seen in the list.

#### Note:

1. *Start Time and End Time in Reason section depend on time settings as defined in Regional Settings (Windows 98) or Regional Option (Windows 2000) in Control Panel.*
2. *The default setting for Overflow section is as follows,  
Forward Destination Type: Device  
Forward Destination: 100  
The user is required to change these settings according to requirements and available devices.*

### To Add New Break Hours for Dates,

1. Select the **Voice Session** name from the drop down list.
2. Click the **New** button.
3. Select **Date** radio button.
4. Select the **Date** for the Break.
5. Select reason for the Break.
6. Set the **Break Properties**. Select the **Start** and **End** Time of the Break.
7. Set a **Forward Destination** where calls would be forwarded during the **Break Hour**.
8. Click **Update** button.
9. Newly added Break Hour will be seen in the list.

1. *Start Time and End Time in Reason section depend on time settings as defined in Regional Settings (Windows 98) or Regional Option (Windows 2000) in Control Panel.*
2. *The default setting for Overflow section is as follows,  
a. Forward Destination Type: Device  
b. Forward Destination: 100  
c. The user is required to change these settings according to requirements and available devices.*

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Section 7: Appendices

7.1 Appendix 1: Running a Report with the Arc Supervisor Application

When a report folder is opened, the reports associated with that folder are shown in the Description field. A number of report criteria are also displayed, as shown below. Not all report criteria are available for selection with each report. The 'unavailable criteria' is shown greyed-out.

Run Report

Date Selection

From:

October 2004

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

To:

October 2004

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Time Selection

From:

12:00:00 AM

To:

11:59:59 PM

Abandoned Calls

After Time:

Hours

0

Minutes

1

Seconds

2

Graph Settings

Call Details:

Chart Type:

Bar

Period:

Day

Selections

Queue:

console q

☒ Arrival Queue ☐ Delivery Queue

Operators:

All

Figure 7-1 Running a report

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### 7.1.1 Date Selection

Use the arrows to scroll to the month and year that the report will start from. Click on a number to select date. The date then shows in a grey square. **Today's** date is automatically selected and shown with a red outline.

The figure shows a 'Date Selection' dialog box with two calendar grids. The left grid is labeled 'From:' and the right grid is labeled 'To:'. Both grids show the month of September 2002. In the 'From' grid, the 14th is highlighted with a grey square and a red outline, and the 16th is also outlined in red. In the 'To' grid, the 16th is highlighted with a grey square and a red outline.

Figure 7-2 Date Selection

- Use the arrows to scroll to the month and year
- The report in figure will base on figures generated between 14<sup>th</sup> Sep 2002 – 16<sup>th</sup> Sep 2002.

The figure shows a 'Run Report' dialog box. A dropdown menu is open, showing months from June 2002 to December 2002. 'September 2002' is selected. Below the dropdown are two calendar grids for September 2002. In the left grid, the 14th is highlighted with a grey square and a red outline, and the 16th is also outlined in red. In the right grid, the 16th is highlighted with a grey square and a red outline.

Figure 7-3 Select months

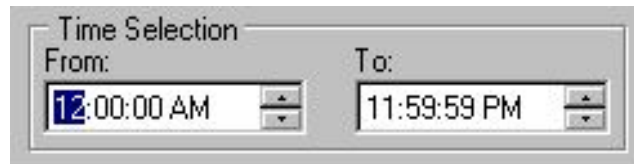
- By clicking on the Date field, a group of months is listed.
- The current month is shown and selected.

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- The three months on either side of the current month are also shown. The desired date can be selected by moving the mouse up or down the list.

### 7.1.2 Time Selection

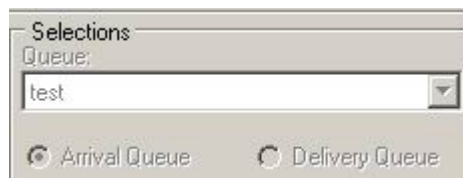
The user can use the arrows to change the time. By default, the time setting is for one 24 Hour day. From 12:00:00 To 11:59:59.



**Figure 7-4** Time Selection

### 7.1.3 Queue Selections

The user can use the arrows at the end of this field to scroll to the Queue, on data the report will be based. Click on the Queue to select.



**Figure 7-5** Select Queue

- Open the Drop down box to select the Queue.
- Click on the queue to select.
- Click to select whether the report will be based on figures for the **Arrival Queue** or the **Delivery Queue**.

### 7.1.4 User Selections

Use the arrows to scroll through the Users, on whose data the report will be based. Click on the User name to select.

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Note: Up to four Users can be displayed in this field without the need for a scroll bar.



**Figure 7-6** Select Users

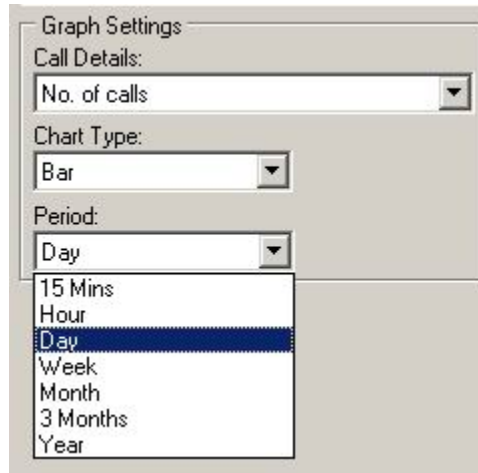
- Use the arrows to scroll through the user name if more than four users are configured.
- Click on the User to select.
- To select multiple Users, simply select the first User, then while holding down the **ctrl** key select all other User(s). Or Drag the mouse being pressed over the list to select multiple Users.

### **7.1.5 Graph Settings**

These are only available when running **Graphical Analysis Reports**. Graphical Analysis Reports are available for use with each of the Arc Connect products monitored by the Arc Supervisor application, *Console Connect* and *Voice Connect*.

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Use the arrows at the end of each field (drop down box) to display the available settings. Click on the required setting to select.



**Figure 7-7** Make Graph settings

- First drop down box is carrying the type of information desired by the user in the Report. Clicking on the arrows displays the available settings.
- **Chart type** may be Bar, Pie or Line as selected by the User.
- The settings available in the **Period** are the intervals on the Graph set by the User.

#### 7.1.6 Abandoned Call Timer

This functionality will enable the Supervisor to apply filter on the reports, which will discard the abandoned calls according to the given time. The supervisor can set the time to abandon a particular call through the **After time** spin button, as shown in the figure



**Figure 7-8** Abandoned calls

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## 7.2 Appendix 2: Arc Connect Reports

### 7.2.1 Overview

There are five historical text reports available in Arc Connect Overview folder. Data shown in these reports is based on all the sections of Arc Connect Suite i.e. adding up all the values from different modules, and giving a cumulative total.

#### 7.2.1.1 AC01-Total Incoming and Outgoing Calls By Date

This is a summary report of all Incoming and Outgoing Calls for all the Arc Connect modules, covering a specified date range. A single line of information is provided for each Date.

Field Names	Description
Total Calls	Total number of incoming and outgoing calls through Arc Server during the Date range selected for the Report.
Answered Calls	Total number of incoming and outgoing calls answered through all the modules of Arc Connect.
Abandoned Calls	Total number of incoming and outgoing calls abandoned in all the modules of Arc Connect.
Overflowed	Total number of incoming calls overflowed to a device or External number from all the modules in Arc Connect.
% Answered	Total number of incoming and outgoing calls answered through all the modules of Arc Connect /Total numbers of calls * 100
% Abandoned	To Total number of incoming and outgoing calls abandoned in all the modules of Arc Connect /Total numbers of calls * 100
% Overflowed	Total number of incoming calls overflowed to a device or External number from all the modules in Arc Connect /Total number of calls * 100.
Average Answered Wait	Average time a caller has waited before the call is answered in all the modules of Arc Connect.
Average Answered Talk	Average Talk time for Answered Call in all the modules of Arc Connect System.

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Average Wait of Abandoned Calls	Average Wait time for Abandoned Call in all the modules of Arc Connect System. This is the average time a caller has waited before the call is Abandoned.
Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10 % Calls answered within 10 seconds.</li> <li>▪ 20 % Calls answered between 10 to 20 seconds.</li> <li>▪ 30 % Calls answered between 20 to 30 seconds.</li> <li>▪ 40 % Calls answered between 30 to 40 seconds.</li> <li>▪ 40 % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait for Abandoned Calls	Among all the abandoned calls, the longest wait a caller had to bear before the call was abandoned.
Longest Wait for Answered Calls	Among all the answered calls, the longest wait a caller had to bear before the call was answered.

The following selections are available for this report:

**Date Selection:** **From:** Start Date, **To:** End Date.

#### 7.2.1.2 AC02-Total Incoming and Outgoing Calls By Time

This is a summary report of all Incoming and Outgoing Calls for all the Arc Connect modules, covering a specified Time range in a Date selected by the user. A single line of information is provided for each hour.

Field Names	Description
Total Calls	Total number of call entered in Arc Server during the Date selected for the Report.
Answered Calls	Total number of Incoming and Outgoing calls answered in all the modules of Arc Connect Suite.
Abandoned Calls	Total number of Incoming and Outgoing calls abandoned in all the modules of Arc Connect Suite.

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Overflowed	Total number of Incoming and Outgoing calls overflowed to a device or External number in all the modules of Arc Connect Suite.
% Answered	Total number of calls answered in all the modules of Arc Connect Suite/Total numbers of calls * 100
% Abandoned	Total number of calls abandoned in all the modules in Arc Connect Suite/Total numbers of calls * 100
% Overflowed	Total number of calls overflowed to a device or External number in all the modules in Arc Connect Suite/Total number of calls * 100.
Average Answered Wait	Average Wait time for Answered Call in all the modules of Arc Connect Suite. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call in all the modules of Arc Connect Suite.
Average Wait of Abandoned Calls	Average Wait time for Abandoned Call in all the modules of Arc Connect Suite. This is the average time a caller has waited before the call is Abandoned.
Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait for Abandoned Calls	Among all the abandoned calls, the longest wait a caller had to bear before the call was abandoned.
Longest Wait for Answered Calls	Among all the answered calls, the longest wait a caller had to bear before the call was answered.

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The following selections are available for this report:

**Date: For:** Date of the Report.

#### 7.2.1.3 AC03- Abandoned External Calls Inbound and Outbound

This report gives details of all abandoned calls Inbound and Outbound, for a specific date selected by the user. Name of the Arrival Queue is shown with the call information.

Field Names	Description
Time	The Time when the call first rang in the Arc System.
Queue	The Arrival Queue for the incoming call.
CLI	Caller's Line Identification for the incoming external call.
DDI	Direct Dial Inbound: The number, the caller of the abandoned call dialed.
Ring Duration	The Total Time duration for which the call remained in Arc System.

The following selections are available for this report:

**Date: For:** Date of the Report.

**Time: From:** Start Time, **To:** End Time.

#### 7.2.1.4 AC04- Call Routing by Date

This is a summary report for each Call Filter used for routing calls into queues, covering a specified date range selected by the user. The information provided covers the Routing Tag and Reference assigned to the filter. Each line is given to a specified filter.

Field Names	Description
Call Filter	Number of the Filter applied to the Group of Calls.
Routing Tag	Routing Tag with the applied filter.
Reference for Filter	This is the name of the Queue on which the filter is applied.

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Total Calls	Total number of call entered in Arc Server for the Date range selected.
Answered Calls	Total number of incoming calls answered in all the modules in Arc Connect System.
Abandoned Calls	Total number of calls abandoned in all the modules in Arc Connect System.
Overflowed	Total number of incoming calls overflowed to a device or External number in all the modules in Arc Connect Suite.
% Answered	Total number of incoming calls answered in all the modules in Arc Connect System/Total numbers of calls * 100
% Abandoned	Total number of incoming calls Abandoned in all the modules in Arc Connect System/Total numbers of calls * 100
% Overflowed	Total number of incoming calls overflowed to a device or External number in all the modules in Arc Connect System/Total number of calls * 100

The following selections are available for this report:

**Date Selection: From: Start Date, To: End Date.**

#### 7.2.1.5 AC05- Call Routing by Time

This is a summary report for each Call Filter used for routing calls into queues, for a specified date selected by the user. The information provided covers the Routing Tag and Reference assigned to the filter.

Field Names	Description
Time	The Hour for which the calls are grouped together.
Call Filter	Number of the Filter applied to the Group of Calls.
Routing Tag	Routing Tag with the applied filter.
Reference for Filter	This is the name of the Queue on which the filter is applied.

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Total Calls	Total number of call entered in Arc Server for the Date range selected.
Answered Calls	Total number of incoming calls answered in all the modules in Arc Connect Suite.
Abandoned Calls	Total number of calls abandoned in all the modules in Arc Connect Suite.
Overflowed	Total number of incoming calls overflowed to a device or External number in all the modules in Arc Connect Suite.
% Answered	Total number of incoming calls answered in all the modules in Arc Connect System/Total numbers of calls * 100
% Abandoned	Total number of incoming calls Abandoned in all the modules in Arc Connect System/Total numbers of calls * 100
% Overflowed	Total number of incoming calls overflowed to a device or External number in all the modules in Arc Connect System/Total number of calls * 100

The following selections are available for this report:

**Date: For:** Date of the Report.

## 7.2.2 Call Tracking

There are five Historical Text reports present in Arc Connect Call Tracking folder. These reports track calls based on CLI and DDI information. Data fetched by these reports is based on the all the modules of Arc Connect Suite.

### 7.2.2.1 CT01-CLI Call Tracking

This is a Tracking report of Incoming Calls based on the CLI. User gives the Number, and Supervisor application will produce a report for all the incoming calls that has CLI matched with the given number. The information provided covers Date/Time of the Call, Event, and Route of the Call. Complete routing information is provided for each of the call.

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Field Names	Description
Date/Time	Date and Time when the event has occurred on this call.
Event	Event that has occurred on the call.
Routed To	The name of the destination where the call is forwarded.

The following selections are available for this report:

**Date Selection:** **From:** Start Date, **To:** End Date.

Input CLI number or CLI pattern.

#### 7.2.2.2 CT02-CLI Call Tracking Summary

This is a Summary report of Incoming Calls based on the CLI. User gives the Number, and Supervisor application will produce a report for all the incoming calls that has CLI matched with the given number. The information provided covers Date/Time of the Call, Event, and Route of the Call.

Field Names	Description
CLI	Caller's number.
Date	Date when the call first entered in Arc System.
Time	Time when the call first entered in Arc System.
Outcome	Outcome of the Call.
Ringing in Time	Wait time for the call before being answered or abandoned.
Connected Time	In case the call is answered then the talk time will be shown in this column.

The following selections are available for this report:

**Date Selection:** **From:** Start Date, **To:** End Date.

Input CLI number or CLI pattern.

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### 7.2.2.3 CT03-DDI Call Tracking

This is a Tracking report of Incoming Calls based on the DDI. User gives the Number, and Supervisor application will produce a report for all the incoming calls that has DDI matched with the given number. The information provided covers Date/Time of the Call, Event, and Route of the Call. Complete routing information is provided for each of the call.

Field Names	Description
Date/Time	Date and Time, when the event has occurred on this call.
Event	Event that has occurred on the call.
Routed To	The name of the destination where the call is forwarded.

The following selections are available for this report:

**Date Selection:** **From:** Start Date, **To:** End Date.

Input DDI number or DDI pattern.

### 7.2.2.4 CT04-DDI Call Tracking Summary

This is a summary report of Incoming Calls based on the DDI. User gives the Number, and Supervisor application will produce a summary report for all the incoming calls that has DDI matched with the given number. The information provided covers Total Calls, Date/Time of the Call, Outcome, Ringing in Time, Connected Time.

Field Names	Description
DDI	The number Caller has dialled.
Date	Date when the call first entered in Arc System.
Time	Time when the call first entered in Arc System.
Outcome	Outcome of the Call.
Ringing in Time	Wait time for the call before being answered or abandoned.
Connected Time	In case the call is answered then the talk time will be shown in this column.

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The following selections are available for this report:

**Date Selection: From:** Start Date, **To:** End Date.

Input DDI number or DDI pattern.

#### 7.2.2.5 CT05- External Transfer Tracking Report

This is a summary report of all incoming Calls that have been transferred on any of the External number through Arc System based on the CLI. User gives the Number, and Supervisor application will produce a summary report for all the incoming and transferred calls that have CLI matched with the given number. The information provided covers CLI, Date/Time of the Call, User and Transfer Destination.

Field Names	Description
CLI	Caller's number for this call.
Date	Date when the call first entered in Arc System.
Time	Time when the call first entered in Arc System.
User	Name of the User who has transferred the call
Transferred To	The external number where the user transferred the call.

The following selections are available for this report:

**Date Selection: From:** Start Date, **To:** End Date.

Input CLI number or CLI pattern.

### 7.3 Appendix 3: Console Connect Reports

A wide range of historical text reports is also available in Console Connect section. These reports cover all areas of Console Connect, and are defined in the following folders: -

1. Queue
2. Operator

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### 7.3.1 Console Connect Graphical Analysis

With Current Activity graphs, a wide range of historical graphs is also available in Console Connect section.

These cover all areas of Console Connect, and are defined in the following folders:

1. Queue
2. Operator
3. Overflow

#### 7.3.1.1 Queue Graphs

##### **Report – CNQG01 – CNQG11: Call Details by Time Period.**

There are 11 queue graphs available. To run a graph, double click on the graph report name in the Description panel. There are 11 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. Choices in the Call Details include: -

1. No. of Calls
2. Answered Calls
3. Abandoned Calls
4. Average Wait for all calls
5. Average Wait for answered calls
6. Average Wait for abandoned calls
7. Longest wait for all calls
8. Longest wait for answered calls
9. Longest wait for abandoned calls
10. Average duration for Answered Calls
11. Longest duration for abandoned Calls

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### **Report – CNQG12 – CNQG22: Call Details by Time Period.**

There are 11 queue graphs available. To run a graph double clicks on the graph report name in the Description panel. There are 11 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar, Pie and Line. Choices in the Call Details include:

1. No. of Calls
2. Answered Calls
3. Abandoned Calls
4. Average Wait for all calls
5. Average Wait for answered calls
6. Average Wait for abandoned calls
7. Longest wait for all calls
8. Longest wait for answered calls
9. Longest wait for abandoned calls
10. Average duration for Answered Calls
11. Longest duration for abandoned Calls

### **7.3.1.2 Operator Graphs**

#### **Report – CNOP01 – CNOP8: Call Details by Time Period.**

There are 8 Operator graphs available. To run a graph, double click on the graph report name in the Description panel. There are 8 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. Choices in the Call Details include: -

1. No. of Inbound Calls
2. Duration of Inbound Calls
3. Average duration for Inbound Calls
4. Longest duration for Inbound Calls

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5. No. of Outbound Calls
6. Duration of Outbound Calls
7. Average duration for Outbound Calls
8. Longest duration for Outbound Calls

**Report – CNOP09 – CNOP12: Call Details for a specific queue with queue totals by time period.**

There are 4 Operator graphs available. To run a graph, double click on the graph report name in the Description panel. There are 4 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. Queue is selectable before running a graph.

Choices in the Call Details include: -

1. No. of Inbound Calls
2. Duration of Inbound Calls
3. Average duration for Inbound Calls
4. Average duration for Inbound Calls

**Report – CNOP13 – CNOP16: Consolidated Call Details for a specific queue.**

There are 4 Operator graphs available. To run a graph, double click on the graph report name in the Description panel. There are 4 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar, Pie and Line. Queue is selectable before running a graph.

Choices in the Call Details include: -

1. No. of Inbound Calls
2. Duration of Inbound Calls
3. Average duration for Inbound Calls
4. Average duration for Inbound Calls

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**Report – CNOP17 – CNOP24: Consolidated Call Details for a specific Queue.**

There are 8 Operator graphs available. To run a graph, double click on the graph report name in the Description panel. There are 8 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis.

Available Graph types are Bar, Pie and Line. Operator(s) is selectable before running a graph.

Choices in the Call Details include: -

1. No. of Inbound Calls
2. Duration of Inbound Calls
3. Average duration for Inbound Calls
4. Average duration for Inbound Calls
5. No. of Outbound Calls
6. Duration of Outbound Calls
7. Average duration for Outbound Calls
8. Longest duration for Outbound Calls

**Report – CNOP25: Operator Activity by Time period.**

One graph is available under this title. To run the graph, double click on the graph report name in the Description panel. There is only one choice available (as Call Details) in the drop down box in Graph setting. Data on this report is shown as Time intervals on X-Axis and Information (Operator Activity type as selected by the user) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. Choice for the Call Details is Call Time.

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### **Report – CNOP26: Consolidated Operator Activity.**

One graph is available under this title. To run the graph, double click on the graph report name in the Description panel. There is only one choice available (as Call Details) in the drop down box in Graph setting. Data on this report is shown as Time intervals on X-Axis and Information (Operator Activity type as selected by the user) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. Operator(s) is selectable before running a graph. Choice for the Call Details is Call Time.

### **7.3.1.3 Overflow Graphs**

#### **Report – CNOG01: No. of Overflow Calls In.**

This Graph report shows the total number of overflowed calls in a queue. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and number of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One queue is selectable before running a graph. Report Date range is selectable.

#### **Report – CNOG02: No. of Overflow Calls Out.**

This Graph report shows the total number of overflowed calls out of the queue. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and number of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One queue is selectable before running a graph. Report Date range is selectable.

#### **Report – CNOG03: Percentage of Overflow Calls - Calls In.**

This Graph report shows the Percentage of overflowed calls in a queue. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and Percentage of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One queue is selectable before running a graph. Report Date range is selectable.

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**Report – CNOG04: Percentage of Overflow Calls - Calls Out.**

This Graph report shows the total Percentage of overflowed calls out of the queue. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and Percentage of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year.

One queue is selectable before running a graph.

Report Date range is selectable.

**7.3.2 Overview**

There are five reports present in Console Connect Overview folder. These are the Historical Text reports. Data shown in these reports is based on the Console Connect module.

**7.3.2.1 CN01-Incoming Calls By Date**

This is a summary report of Incoming Call Data, covering a specified date range. A single line of information is provided for each 24-hour period.

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Field Names	Description
Queue Type	It displays the Queue for which the report is being generated.
Total Calls	Total number of call entered in Console Connect. During the Date range selected for the Report.
Answered Calls	Total number of calls answered in the Console Connect.
Abandoned Calls	Total number of calls abandoned in the Console Connect.
Overflowed Calls	Total number of calls overflowed to a device or External number in the Console Connect.
% Answered	Total number of calls answered in Console Connect/Total numbers of calls * 100.
% Abandoned	Total number of calls abandoned in Console Connect/Total numbers of calls * 100.
% Overflowed	Total number of calls overflowed to a device or External number in all the modules in Console Connect/Total number of calls * 100.
Average Answered Wait	Average Wait time for Answered Call in Console Connect. This is the average time a caller has waited before the call is answered.
Average Answered Talk Time	Average Talk time for Answered Call in Console Connect.
Average Wait of Abandoned Calls	Average Wait time for Abandoned Call in the Console Connect. This is the average time a caller has waited before the call is Abandoned.

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Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.

The following selections are available for this report:

Queue (s) is selectable before running the report.

Arrival or Delivery Queue type is selectable before running the report.

**Date Selection:** **From:** Start Date; **To:** End Date.

#### 7.3.2.2 CN02-Incoming Calls By Time

This is a summary report of Incoming Call Data, covering a specified time. A single line of information is provided for each hour.

Field Names	Description
Total Calls	Total number of calls entered in Console Connect. During the date range selected for the Report.
Answered Calls	Total number of incoming calls answered in Console Connect within a specified time.
Abandoned Calls	Total number of calls abandoned in Console Connect for the specified time range.
Overflowed Calls	Total number of calls overflowed to a device or External number in Console Connect.

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% Answered	Total number of incoming calls answered in Console Connect/Total numbers of calls * 100.
% Abandoned	Total number of calls Abandoned in Console Connect/Total numbers of calls * 100.
% Overflowed	Total number of calls Overflowed in all the Console Connect/Total numbers of calls * 100.
Average Answered Wait	Average Wait time for Answered Call in Console Connect. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call in the Console Connect.
Average Wait of Abandoned Calls	Average Wait time for Abandoned Call in Console Connect. This is the average time a caller has waited before the call is Abandoned.
Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.

The following selections are available for this report:

Queue (s) is selectable before running the report.

Arrival or Delivery Queue type is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

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### 7.3.2.3 CN03-Abandoned Calls CLI Report

This is a report that gives details of all abandoned calls, for a specific date. Totals are given per Queue. Only calls with a valid CLI are included.

Field Names	Description
Time	The Time when the call first rang in the Console Connect.
Queue	The arrival Queue for the incoming call.
CLI	Caller's Line Identification for the incoming external call.
DDI	Direct Dial Inbound. The number the caller of the abandoned call dialled.
Ring Duration	The Total Time duration for which the call remained in Console Connect.

The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time: From:** Start Time; **To:** End Time.

### 7.3.2.4 CN04-Call Routing By Date

This is a summary report for each Call Filter used for routing calls into queues, covering a specified date range. Totals are given for each Call Filter and for each date in range.

Field Names	Description
Call Filter	Name of the Filters applied to the Group of Calls.
Routing Tag	Routing Tag with the applied filter.
Reference for Filter	This is normally the name of the Queue on which the filter is applied.
Total Calls	Total number of calls entered in Console Connect. During the Data range selected for the Report.
Answered Calls	Total number of calls answered in Console Connect.
Abandoned Calls	Total number of calls abandoned in Console Connect.

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Overflowed Calls	Total number of calls overflowed to a device or External number in the Console Connect.
Calls sent to Night Service	The total number of calls that have fallen in the Break Hours.
% Answered	Total number of calls answered in Console Connect /Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned in Console Connect/Total numbers of calls * 100

The following selections are available for this report:

Arrival or Delivery Queue type is selectable before running the report.

**Date Selection:** **From:** Start Date; **To:** End Date.

### 7.3.2.5 CN05-Call Routing By Time

A summary report for each Call Filter used for routing calls into queues, for a specific date. A single line of information is provided for each hour. Totals are given for each Call Filter and for the selected date.

Field Names	Description
Call Filter	Name of the Filters applied to the Group of Calls.
Routing Tag	Routing Tag with the applied filter.
Reference for Filter	This is normally the name of the Queue on which the filter is applied.
Total Calls	Total number of calls entered in Console Connect. During the Data range selected for the Report.
Answered Calls	Total number of calls answered in Console Connect.
Abandoned Calls	Total number of calls abandoned in Console Connect.
Overflowed Calls	Total number of calls overflowed to a device or External number in Console Connect.
Calls sent to Night Service	The total number of calls that have fallen in the Break Hours.

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% Answered	Total number of calls answered in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned in Console Connect/Total numbers of calls * 100

The following selections are available for this report:

Arrival or Delivery Queue type is selectable before running the report.

**Date: For:** Date of the Report.

**Time: From:** Start Time; **To:** End Time.

### 7.3.2.6 CN06-Abandoned Calls Overview By Date

An overview summary report for the calls in the Queues, for a specific date. A single line of information is provided for each hour.

Field Names	Description
For Queue	It displays the Queue's name for which the report is generated.
Date	Displays the date.
Total Calls	Total number of calls entered in Console Connect. During the Data range selected for the Report.
Answered Calls	Total number of calls answered in Console Connect.
Abandoned Calls	Total number of calls abandoned in Console Connect.
% Answered	Total number of calls answered in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned in Console Connect/Total numbers of calls * 100
Average Answered Wait	Average Wait time for Answered Call in Console Connect. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call in the Console Connect.

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Average Abandoned Wait	Average Wait time for Abandoned Call in Console Connect. This is the average time a caller has waited before the call is Abandoned.
% Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.

The following selections are available for this report:

Arrival or Delivery Queue type is selectable before running the report.

**Date: For:** Date of the Report.

**Time: From:** Start Time; **To:** End Time.

### 7.3.2.7 CN07-Abandoned Calls Overview By Time

An overview summary report for the calls in the Queues, for a specific date and time. A single line of information is provided for each hour.

Field Names	Description
For Queue	It displays the Queue's name for which the report is generated.
Time	Displays the time.
Total Calls	Total number of calls entered in Console Connect. During the Data range selected for the Report.
Answered Calls	Total number of calls answered in Console Connect.
Abandoned Calls	Total number of calls abandoned in Console Connect.

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% Answered	Total number of calls answered in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned in Console Connect/Total numbers of calls * 100
Average Answered Wait	Average Wait time for Answered Call in Console Connect. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call in the Console Connect.
Average Abandoned Wait	Average Wait time for Abandoned Call in Console Connect. This is the average time a caller has waited before the call is Abandoned.
% Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.

The following selections are available for this report:

Arrival or Delivery Queue type is selectable before running the report.

**Date: For:** Date of the Report.

**Time: From:** Start Time; **To:** End Time.

### 7.3.2.8 CN08-Incoming Calls by Date and Time

An overview summary report for the incoming calls in the Queues, for a specific date and time. A single line of information is provided for a particular date and time duration.

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Field Names	Description
For Queue	It displays the Queue's name for which the report is generated.
Queue Type	Type of queue receiving calls.
Hour	Displays the time.
Date	Displays the date.
Total Calls	Total number of calls entered in Console Connect. During the Data range selected for the Report.
Answered Calls	Total number of calls answered in Console Connect.
Abandoned Calls	Total number of calls abandoned in Console Connect.
Overflowed	Total number of Incoming calls overflowed to a device or External number in all the modules of Arc Connect Suite.
% Answered	Total number of calls answered in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned in Console Connect/Total numbers of calls * 100
%Overflowed	Total number of calls Overflowed in Console Connect/Total numbers of calls * 100
Average Answered Wait	Average Wait time for Answered Call in Console Connect. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call in the Console Connect.
Average Abandoned Wait	Average Wait time for Abandoned Call in Console Connect. This is the average time a caller has waited before the call is Abandoned.

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% Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Abandoned Wait	Among all the answered calls, the longest wait a caller has to bear before the call was abandoned.
Longest Answered Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.

### 7.3.3 Queue

There are seven reports present in Console Connect Queue folder. These are the Historical Text reports. Data shown in these reports is based on the Queues configured in Console Connect module.

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### 7.3.3.1 CS01-Incoming Calls By Queue/Date

This is a summary report of Incoming Call Data, covering a specified date range. A single line of information is provided for each 24-hour period.

Field Names	Description
Total Calls	Total number of calls entered in Console Connect. During the Date range selected for the Report.
Answered Calls	Total number of calls answered for selected Queue(s) in Console Connect.
Abandoned Calls	Total number of calls abandoned for selected Queue(s) in Console Connect.
Overflowed Calls	Total number of calls overflowed to a device or External number for selected Queue(s) in Console Connect.
% Answered	Total number of calls answered for selected Queue(s) in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned for selected Queue(s) in Console Connect/Total numbers of calls * 100
% Overflowed	Total number of calls Overflowed for selected Queue(s) in Console Connect/Total numbers of calls * 100.
Average Answered Wait	Average Wait time for Answered Call for selected Queue(s) in Console Connect. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call for selected Queue(s) in the Console Connect.
Average Wait of Abandoned Calls	Average Wait time for Abandoned Call for selected Queue(s) in Console Connect. This is the average time a caller has waited before the call is Abandoned.

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Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait	Among all the answered calls in a selected Queue, the longest wait a caller has to bear before the call was answered.
Longest Talk	The duration of answered calls, which were talked over more than the normal answering time.

The following selections are available for this report:

Queue (s) is selectable before running the report.

Arrival or Delivery Queue type is selectable before running the report.

**Date Selection: From:** Start Date: **To:** End Date.

### 7.3.3.2 CS02-Incoming Calls By Queue/Time

This is a summary report of Incoming Calls for a queue, covering a specified date range. A single line of information is provided for each hour.

Field Names	Description
Total Calls	Total number of calls entered in Console Connect. During the Date range selected for the Report.
Answered Calls	Total number of calls answered for selected Queue(s) in a specified time.
Abandoned Calls	Total number of calls abandoned for selected Queue(s) in specified time.
Overflowed Calls	Total number of calls overflowed to a device or External number for selected Queue(s) in specified time.

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% Answered	Total number of calls answered for selected Queue(s) in specified time /Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned for selected Queue(s) in specified time /Total numbers of calls * 100
% Overflowed	Total number of calls Overflowed for selected Queue(s) in specified time /Total numbers of calls * 100.
Average Answered Wait	Average Wait time for Answered Call for selected Queue(s) in specified time. This is the average time a caller has waited before the call is answered.
Average Answered Talk	Average Talk time for Answered Call for selected Queue(s) in the specified time.
Average Wait of Abandoned Calls	Average Wait time for Abandoned Call for selected Queue(s) in specified time. This is the average time a caller has waited before the call is Abandoned.
Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait.</li> </ul>
Longest Wait	Among all the answered calls in a selected Queue, the longest wait a caller has to bear before the call was answered.
Longest Talk	The duration of answered calls, which were talked over more than the normal answering time.

The following selections are available for this report:

Queue (s) is selectable before running the report.

Arrival or Delivery Queue type is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

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### 7.3.3.3 CS03-Queue Activity By Time

This is a summary report of activities for a queue, covering a specified date. A single line of information is provided for each Call.

Field Names	Description
Queue	It displays the name of the Queue for which the report is generated.
Start Time	The start time for the answering of calls in a Queue.
End Time	The end time for answering the calls in a Queue.
Talk Time	The total time during which the talk was held.
CLI	Caller's Line Identification for the incoming external call in the Queue.
DDI	Direct Dial Inbound. The number the caller of the abandoned call dialled to the Queue.
Destination	It displays the name of the destination in the Queue to which the call was directed.
Outcome	It displays the results of the call.

The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

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#### 7.3.3.4 CS04-Overflowed Calls By Date

This is a summary report of overflowed calls for a queue, covering a specified date range. A single line of information is provided for each Queue/date.

Field Names	Description
Queue	It displays the name of the Queue for which the report is generated.
Total Queue Calls	The total number of incoming calls in a Queue.
Total Overflow In	The total number of calls overflowed in a respective Queue.
Overflow In	The number of calls overflowed in the selected Queue from other call Queues during business hours.
Night Service In	The number of calls overflowed in the Queue during the break hours.
Overflow out Time Limit	It displays the number of calls, which were overflowed out to the other selected Queues. Reason being that the time for a call waiting to be answered exceeded the limit.
Overflow out Queue Limit	It displays the number of calls, which were overflowed out to other Queues. Reason being that the Queue could no more take the calls.
Overflow out No Users	The number of calls that overflowed to other destination due to no Users available to answer the call in the Queue.
Overflow out Destination Time Limit	The destination to which the calls were overflowed during the Time limit.
Overflow out Destination Queue Limit	The destination to which the calls were overflowed during the Queue limit.
Overflow out Destination No Users	The destination to which the calls were overflowed when there were no Users available in the default Queue.
Night Service Out	The number of calls that were overflowed out during the break hours to other selected Queue(s).

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Night Service Out Destination	The destination to which the calls are overflowed out during the break hours.
% In	The calculated percentage of the Overflowed In calls.
% Out	The calculated percentage of the Overflowed Out calls.

The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date Selection:** **From:** Start Date: **To:** End Date.

#### 7.3.3.5 CS05-Overflowed Calls By Time

This is a summary report of overflowed calls for a queue, covering a specified date. A single line of information is provided for each hour.

Field Names	Description
Queue	It displays the name of the Queue for which the report is generated.
Total Queue Calls	The total number of incoming calls in a Queue.
Total Overflow Queue Calls	The total number of calls overflowed in a respective Queue.
Overflow In	The number of calls overflowed in the selected Queue from other call Queues during business hours.
Night Service In	The number of calls overflowed in the Queue during the break hours.
Overflow out Time Limit	It displays the number of calls, which were overflowed out to the other selected Queues. Reason being that the time for a call waiting to be answered exceeded the limit.
Overflow out Queue Limit	It displays the number of calls, which were overflowed out to other Queues. Reason being that the Queue could no more take the calls.
Overflow out No Users	The number of calls that overflowed to other destination due to no Users available to answer the call in the Queue.

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Night Service Out	The number of calls that were overflowed out during the break hours to other selected Queue(s).
Night Service Out Total	Total number of calls overflowed out during the break hours.
% In	The calculated percentage of the Overflowed In calls.
% Out	The calculated percentage of the Overflowed Out calls.

The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

### 7.3.3.6 CS06-Night Service Calls By Date

This is a summary report of Night Service calls for a queue, covering a specified date range. A single line of information is provided for each Queue/date.

Field Names	Description
Queue	It displays the name of the Queue for which the report is generated.
Total Overflow Queue Calls	The total number of calls overflowed in a respective Queue.
Overflow In	The number of calls overflowed in the selected Queue from other call Queues during business hours.
Night Service In	The number of calls overflowed in the Queue during the break hours.
% Calls In	The calculated percentage of the calls overflowed in.
Overflow Out	The number of calls overflowed out.
Night Service Out	The number of calls that were overflowed out during the break hours to other selected Queue(s).
% Calls Out	The calculated percentage of calls overflowed out.
Night Service Destination	The destination to which the calls are overflowed during the break hours.

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The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date Selection:** **From:** Start Date: **To:** End Date.

### 7.3.3.7 CS07-Night Services Calls By Time

This is a summary report of Night Service calls for a queue, covering a specified date. A single line of information is provided for each hour.

Field Names	Description
Queue	It displays the name of the Queue for which the report is generated.
Total Overflow Queue Calls	The total number of calls overflowed in a respective Queue.
Overflow In	The number of calls overflowed in the selected Queue from other call Queues during business hours.
Night Service In	The number of calls overflowed in the Queue during the break hours.
Overflow Out Time Limit	It displays the number of calls, which were overflowed out to the other selected Queues. Reason being that the time for a call waiting to be answered exceeded the limit.
Overflow Out Queue Limit	It displays the number of calls, which were overflowed out to other Queues. Reason being that the Queue could no more take the calls.
Overflow Out No Users	The number of calls that overflowed to other destination due to no Users available to answer the call in the Queue.
Overflow Out Total	Total number of calls overflowed out.
Night Service Out	The number of calls that were overflowed out during the break hours to other selected Queue(s).
% In	The calculated percentage of the Overflowed In calls.
% Out	The calculated percentage of the Overflowed Out calls.

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The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

#### 7.3.3.8 CS08-Abandoned Calls by Queue/date

This is a summary report of the abandoned calls by queue/date. A single line of information is provided for each hour.

Field Names	Description
Total Calls	Total number of calls entered in Console Connect. During the Date range selected for the Report.
Answered Calls	Total number of calls answered for selected Queue(s) in Console Connect.
Abandoned Calls	Total number of calls abandoned for selected Queue(s) in Console Connect.
Overflowed Calls	Total number of calls overflowed to a device or External number for selected Queue(s) in Console Connect.
% Answered	Total number of calls answered for selected Queue(s) in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned for selected Queue(s) in Console Connect/Total numbers of calls * 100
% Overflowed	Total number of calls Overflowed for selected Queue(s) in Console Connect/Total numbers of calls * 100.
Average Abandoned Time	Average Abandon Time for Abandoned Calls for selected Queue(s) in Console Connect. This is the average time a caller has waited before the call is Abandoned.

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Abandon Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls abandoned within 10 seconds.</li> <li>▪ 20: % Calls abandoned between 10 to 20 seconds.</li> <li>▪ 30: % Calls abandoned between 20 to 30 seconds.</li> <li>▪ 40: % Calls abandoned between 30 to 40 seconds.</li> <li>▪ 40: % Calls abandoned after 40 seconds of wait.</li> </ul>
Longest Abandon Wait	<p>Among all the abandoned calls in a selected Queue, the longest time taken before the call was abandoned.</p>

The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

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### 7.3.3.9 CS09-Abandoned Calls by Queue/time

This is a summary report of the abandoned calls by queue/time. A single line of information is provided for each hour.

Field Names	Description
Total Calls	Total number of calls entered in Console Connect. During the Date range selected for the Report.
Answered Calls	Total number of calls answered for selected Queue(s) in Console Connect.
Abandoned Calls	Total number of calls abandoned for selected Queue(s) in Console Connect.
Overflowed Calls	Total number of calls overflowed to a device or External number for selected Queue(s) in Console Connect.
% Answered	Total number of calls answered for selected Queue(s) in Console Connect/Total numbers of calls * 100
% Abandoned	Total number of calls Abandoned for selected Queue(s) in Console Connect/Total numbers of calls * 100
% Overflowed	Total number of calls Overflowed for selected Queue(s) in Console Connect/Total numbers of calls * 100.
Average Abandoned Time	Average Abandon Time for Abandoned Calls for selected Queue(s) in Console Connect. This is the average time a caller has waited before the call is Abandoned.
Abandon Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"><li>▪ 10: % Calls abandoned within 10 seconds.</li><li>▪ 20: % Calls abandoned between 10 to 20 seconds.</li><li>▪ 30: % Calls abandoned between 20 to 30 seconds.</li><li>▪ 40: % Calls abandoned between 30 to 40 seconds.</li><li>▪ 40: % Calls abandoned after 40 seconds of wait.</li></ul>
Longest Abandon Wait	Among all the abandoned calls in a selected Queue, the longest time taken before the call was abandoned.

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The following selections are available for this report:

Queue (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time

### 7.3.4 Operator

There are five reports present in Arc Connect Operator folder. These are the Historical Text reports. Data shown in these reports is based on the all the sections of Arc Connect Suite.

#### 7.3.4.1 C001- Operator Calls by Date

This is a summary report of Incoming and Outbound Calls for Operators in Console Connect, covering a specified date range. A single line of information is provided for each Operator calls.

Totals are given for each date/report.

Field Names	Description
Total Calls	Total number of calls attended by the Operator.
Console	Total number of Console Queue calls attended by the Operator.
Others	Total number of calls other than the Console attended by the Operator.
Inbound Total talk time	Total Talk time for the Inbound calls.
Inbound Average talk time	Average Talk time for the Inbound calls.
Inbound Longest talk time	Longest Talk time for the Inbound calls.
Total Outbound Calls	Total number of Outbound calls attended by the Operator.
Outbound Total talk time	Total Talk time for the Outbound calls.
Outbound Average talk time	Average Talk time for the Outbound calls.
Outbound Longest talk time	Longest Talk time for the Outbound calls.

The following selections are available for this report:

Queue (s) is to be selected by the user before running the report.

Operator(s) is to be selected by the user before running the report.

**Date Selection: From:** Start Date; **To:** End Date.

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#### 7.3.4.2 C002- Operator Calls by Date

This is a summary report of Incoming and Outbound Calls for Users in Console Connect, covering a specified date range. A single line of information is provided for each hour. Totals are given each hour date.

Field Names	Description
Total Calls	Total number of calls attended by the Operator.
Console	Total number of Console Queue calls attended by the Operator.
Others	Total number of calls other than the Console attended by the Operator.
Inbound Total talk time	Total Talk time for the Inbound calls.
Inbound Average talk time	Average Talk time for the Inbound calls.
Inbound Longest talk time	Longest Talk time for the Inbound calls.
Total Outbound Calls	Total number of Outbound calls attended by the Operator.
Outbound Total talk time	Total Talk time for the Outbound calls.
Outbound Average talk time	Average Talk time for the Outbound calls.
Outbound Longest talk time	Longest Talk time for the Outbound calls.

The following selections are available for this report:

User(s) is to be selected by the user before running the report.

**Date Selection: From:** Start Date: **To:** End Date.

#### 7.3.4.3 C003- Operator Calls by Queue

This is a summary report of Outbound Calls for Operators in Console Connect, covering a specified date range. The information provided covers Operator Login Name, Queue Name, Total Talk Time, Average Answered Talk and Longest Talk Time. A single line of information is provided for each Operator. Totals are given for each Date/report.

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Field Names	Description
User Login Name	Logged in user's name.
Queue Name	The Queue assigned to that selected user.
Total Queue Calls	Total number of Queue Calls.
Total Talk Time	The total talk time by an user for inbound calls.
Average Answered Talk	Average Talk time for Answered Call.
Longest Talk Time	Longest Talk time for Answered Call in Console Connect.

The following selections are available for this report:

Operator(s) is to be selected by the user before running the report.

Queue (s) is to be selected by the user before running the report.

**Date Selection:** **From:** Start Date: **To:** End Date.

#### 7.3.4.4 C004- Operator Activity Report

This is a summary report of Operator(s) Activity in Console Connect, covering a specified date.

The information provided covers Call Time, Call Event, Reason, Alerting Time, Connected Time, CLI and Call Type. A single line of information is provided for each Call

Field Names	Description
Time	The Time when an event has occurred related to the operator.
Event	Event that has occurred. Like, login, logout, unavailable etc.
Alerting Time	A counter that will continue to display the time with the call, as it increases.
Connected Time	The time the operator was connected with the call.
CLI	Caller's Line Identification for the incoming external call.
Call Type	Internal or External

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The following selections are available for this report:

Operator(s) is to be selected by the user before running the report.

Operator Activity type to be selected by the user before running the report.

Choices are; All Information, Login Logout only and Call Information.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

#### 7.3.4.5 C005- Operator Outbound Calls CLI

This is a summary report of Operator(s) Outbound calls during login session, covering a specified date. The information provided covers Start Time, End Time, Talk Time, CLI, DDI and Call Status.

A single line of information is provided for each Call. Totals are given for each Operator/report.

Field Names	Description
Start Time	Start time of the outbound call.
End Time	End time of the outbound call.
Talk Time	Talk time of an operator
CLI	Caller's Line Identification for the incoming external call.
DDI	Direct Dial Inbound: The number the caller of the abandoned call dialed.
Call Status	Status of the outbound call.

The following selections are available for this report:

Operator(s) is to be selected by the user before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

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#### 7.3.4.6 C006 - Operator Activity Summary

This is a summary report of User(s) Activities during login session, covering a specified date range. A single line of information is provided for each User. Totals are given each User/report.

Field Names	Description
Operator Login Name	Name of the Operators selected for the report.
Total	Total Inbound calls for Operators
Total Login Time	Total Login Time for the Operators while in Login Session.
Average Talk Time	Average Talk Time for the Operators while in Login Session.
Longest Talk Time	Longest Talk Time for the Operators while in Login Session.
Total No of outbound calls	Total number of outbound calls while in Login session.
Total Talk Time Outbound	Total Talk Time for outbound calls for the Operators while in Login Session.
Average Talk Time Outbound	Average Talk Time for outbound calls for the Operators while in Login Session.
Longest Talk Time Outbound	Longest Talk Time for outbound calls for the Operators while in Login Session.

The following selections are available for this report:

User(s) is to be selected by the user before running the report.

**Date Selection:** **From:** Start Date: **To:** End Date.

## 7.4 Appendix 4: Voice Connect Reports

### 7.4.1 Voice Connect Graphical Analysis

A wide range of historical graphs is also available in Voice Connect section. These cover all areas of Voice Connect, and are defined in the following folders: -

1. Overview
2. Session

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3. Night Service
4. Overflow

#### **7.4.1.1 Overview Graphs**

##### **Report – VG01: Voice port Utilization for a Period.**

This graph shows the Voice port Utilization for a specific Period selected. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and Information (% of Voice port Utilization) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year.

##### **Report – VG02: Voice Calls for a Period.**

This graph shows the Total Voice Connect Calls for a specific Period selected. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and Information (Calls for Voice Connect) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year.

#### **7.4.1.2 Session Graphs**

##### **Report – VCQG01 – VCQG05: Call Details by Time Period.**

There are 11 session graphs available. To run a graph, double click on the graph report name in the Description panel. There are 11 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. Choices in the Call Details include: -

1. No. of Calls
2. Answered Calls
3. Abandoned Calls
4. Average duration for Answered Calls
5. Longest duration for Answered Calls

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### **Report – VCQG14 – VCQG18: Consolidated Call details by session.**

There are 11 session graphs available. To run a graph, double click on the graph report name in the Description panel. There are 11 choices (as Call details) given to the user in the drop down box in Graph setting. Selecting different Information as Call Details will change the graph report produced by the user. Data on this report is shown as Time intervals on X-Axis and Information (Call Details type as selected by the user) on Y-Axis. Available Graph types are Bar, Pie and Line. Choices in the Call Details include: -

1. No. of Calls
2. Answered Calls
3. Abandoned Calls
4. Average duration for Answered Calls
5. Longest duration for Answered Calls

#### **7.4.1.3 Night service Graphs**

##### **Report – VCNG01: No. of Night Service Calls by Time period.**

This Graph report shows the total number of Night Service Calls for a session. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and number of Night Service calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One session is selectable before running a graph.

Report Date range is selectable.

#### **7.4.1.4 Overflow Graphs**

##### **Report – VCOG01: No. of Overflow Calls In.**

This Graph report shows the total number of overflowed calls in a session. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and number of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year.

One session is selectable before running a graph.

Report Date range is selectable.

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**Report – VCOG02: No. of Overflow Calls Out.**

This Graph report shows the total number of overflowed calls out of the session. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and number of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One session is selectable before running a graph. Report Date range is selectable.

**Report – VCOG03: Percentage of Overflow Calls - Calls In.**

This Graph report shows the Percentage of overflowed calls in a session. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and Percentage of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One session is selectable before running a graph. Report Date range is selectable.

**Report – VCOG04: Percentage of Overflow Calls - Calls Out.**

This Graph report shows the total Percentage of overflowed calls out of the session. To run a graph, double click on the graph report name in the Description panel. Data on this report is shown as Time intervals on X-Axis and Percentage of overflowed calls on Y-Axis. Available Graph types are Bar and Line. Time intervals can be 15 Minutes, Hours, Days, week, Month, 3 months and Year. One session is selectable before running a graph. Report Date range is selectable.

**7.4.2 Overview**

There are seven historical text reports present in Voice Connect Overview folder. Data shown in these reports is based on calls made through the Voice Connect module of Arc Connect Suite.

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#### 7.4.2.1 VC01-Incoming Calls By Date

This is a summary report of Incoming Call Data, for a specified date range. A single line of information is provided for each date.

Field Names	Description
Total Calls	Total number of call entered in Voice Connect during the Date range selected.
Answered Calls	Total number of incoming calls answered in Voice Connect.
Abandoned Calls	Total number of incoming calls abandoned in Voice Connect.
% Answered	Total number of incoming calls answered in Voice Connect /Total numbers of calls * 100
% Abandoned	Total number of incoming calls abandoned in Voice Connect /Total numbers of calls * 100
Average Wait	This is the average time a caller has waited before the Voice Connect answered the call.
Average Answered Talk Time	Average Talk time for Answered Call in Voice Connect.
Average Wait of Abandoned Calls	This is the average time a caller has waited before the call is Abandoned.
Longest Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.

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Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait</li> </ul>
---------------------	--

The following selections are available for this report:

**Date Selection:** **From:** Start Date; **To:** End Date.

#### 7.4.2.2 VC02-Total Incoming Calls by Time

This is a summary report of Incoming Call Data, covering a specified date range. A single line of information is provided for each hour.

Field Names	Description
Total Calls	Total number of call entered in Voice Connect during the hour.
Answered Calls	Total number of incoming calls answered in Voice Connect.
Abandoned Calls	Total number of incoming calls abandoned in Voice Connect.
% Answered	Total number of incoming calls answered in Voice Connect /Total numbers of calls * 100
% Abandoned	Total number of incoming calls abandoned in Voice Connect /Total numbers of calls * 100

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Average Wait	This is the average time a caller has waited before the Voice Connect answered the call.
Average Answered Talk Time	Average Talk time for Answered Call in Voice Connect.
Average Wait of Abandoned Calls	This is the average time a caller has waited before the call is Abandoned.
Longest Wait	Among all the answered calls, the longest wait a caller has to bear before the call was answered.
Answer Time Profile	<p>These are the five stats maintained for all the answered call in term of wait.</p> <ul style="list-style-type: none"> <li>▪ 10: % Calls answered within 10 seconds.</li> <li>▪ 20: % Calls answered between 10 to 20 seconds.</li> <li>▪ 30: % Calls answered between 20 to 30 seconds.</li> <li>▪ 40: % Calls answered between 30 to 40 seconds.</li> <li>▪ 40: % Calls answered after 40 seconds of wait</li> </ul>

The following selections are available for this report:

**Date: For:** Date of the Report.

#### 7.4.2.3 VC03 - Abandoned Calls CLI Report

This is a report that gives details of all abandoned calls, for a specific date. Totals are given for all sessions selected in this report.

Field Names	Description
Time of Call	The Time when the call first rang in Voice Connect.
Queue	Name of the Voice Session in which call is being handled.
CLI	Caller's Line Identification for the incoming external call.

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DDI	Direct Dial Inbound: The number the caller of the abandoned call dialed.
Ring Duration	The Total Time duration for which the call remained in Voice Connect.

The following selections are available for this report:

**Date: For:** Date of the Report.

**Time: From:** Start Time; **To:** End Time.

#### 7.4.2.4 VC04 - Call Routing by Date

This is a summary report for each Call Filter used for routing calls into voice sessions, for a specified date range. Totals are given for each Call Filter type and for each date in selected date range.

Field Names	Description
Call Filter	Number of the Filter applied to the Group of Calls.
Routing Tag	Routing Tag with the applied filter.
Reference assigned to the filter	This is the name of the Voice Session on which the filter is applied.
Total Calls	Total number of call entered in Voice Connect during the Date range selected for the Report.
Answered Calls	Total number of calls answered in Voice Connect.
Abandoned Calls	Total number of calls abandoned in Voice Connect.
Overflowed Calls	Total number of calls overflowed to a device or External number from Voice Connect.

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Night Service Calls	The total number of calls that have fallen in the Break Hours of the Voice Connect voice sessions.
% Answered	Total number of calls answered in Voice Connect /Total numbers of calls * 100.
% Abandoned	Total number of calls abandoned in Voice Connect /Total numbers of calls * 100.

The following selections are available for this report:

**Date Selection:** **From:** Start Date; **To:** End Date.

#### 7.4.2.5 VC05 - Call Routing by Time

A summary report for each Call Filter used for routing calls into Voice sessions, for a specific date. A single line of information is provided for each hour. Totals are given for each Call Filter type and for the selected date.

Field Names	Description
Call Filter	Number of the Filter applied to the Group of Calls.
Routing Tag	Routing Tag with the applied filter.
Reference assigned to the filter	This is the name of the Voice Session on which the filter is applied.
Total Calls	Total number of call entered in Voice Connect during the hour.
Answered Calls	Total number of calls answered in Voice Connect.
Abandoned Calls	Total number of calls abandoned in Voice Connect.

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Overflowed Calls	Total number of calls overflowed to a device or External number from Voice Connect.
Night Service Calls	The total number of calls that have fallen in the Break Hours of the Voice Connect voice sessions.
% Answered	Total number of calls answered in Voice Connect /Total numbers of calls * 100.
% Abandoned	Total number of calls abandoned in Voice Connect /Total numbers of calls * 100.

The following selections are available for this report:

**Date: For:** Date of the Report.

#### 7.4.2.6 VC06 - Voice Port Utilization for a period

This is a summary report showing the Voice port Utilization for a selected period. Totals are given for each voice Port used and for the Report.

Field Names	Description
Port number	Number of Voice Port used.
% Used	Time the selected voice session has used this port/Total usage of this port * 100.
% Unused	Time the selected voice session has not used this port/Total usage of this port * 100.
Processing Duration	Total Time for which the Voice Connect has used the port.
Calls Processed	Total number of calls being processed by the Voice Connect using the voice port.

The following selections are available for this report:

**Date: For:** Date of the Report.

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#### 7.4.2.7 VC07 - Voice Calls for a period with session break down

This is a summary report showing the calls processed by Voice Connect, for a specific date. A single line of information is provided for each hour. Totals are given for each Hour and for the selected date.

Field Names	Description
Session Name	Voice Sessions selected by the user for the report.
% Processed	% Call processed by the voice session /Total calls in Voice Connect * 100.
% Unprocessed	% Call unprocessed by the voice session /Total calls in Voice Connect * 100.
Calls Processed	Total number of calls processed by the Voice Session.
Calls Not Processed	Total number of calls in Voice Connect not processed by the Voice Session.

The following selections are available for this report:

**Date: For:** Date of the Report.

#### 7.4.3 Session

There are seven historical text reports present in Voice Connect Session folder. Data shown in these reports is based on the calls handled by voice sessions configured in Voice Connect module.

##### 7.4.3.1 VR01 - Incoming Calls by Session

This is a summary report of Incoming Calls, for a specified date range. A single line of information is provided for each Voice Session.

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Field Names	Description
Total Calls	Total number of calls entered in Voice Connect during the Date.
Answered Calls	Total number of calls answered in Voice Session.
Abandoned Calls	Total number of calls abandoned in Voice Session.
% Answered	Total number of calls answered in Voice Session/Total numbers of calls * 100
% Abandoned	Total number of calls abandoned in Voice Session/Total numbers of calls * 100
Average Answered Wait	This is the average time a caller has waited before the call is answered.
Average Answered Duration	Average Talk time for Answered Calls for Session.
Average Wait of Abandoned Calls	This is the average time a caller has waited before the call is Abandoned.
Longest Wait	Among all the answered calls in a Voice Session, the longest wait a caller has to bear before the call was answered.

The following selections are available for this report:

Session (s) is selectable before running the report.

Arrival or Delivery Session type is selectable before running the report.

**Date Selection:** **From:** Start Date: **To:** End Date.

#### 7.4.3.2 VR02 - Total Incoming Calls by Session/Time

This is a summary report of Incoming Calls for a session, for a selected date. A single line of information is provided for each hour.

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Field Names	Description
Total Calls	Total number of calls entered in Voice Connect during the hour.
Answered Calls	Total number of calls answered in Voice Session.
Abandoned Calls	Total number of calls abandoned in Voice Session.
% Answered	Total number of calls answered in Voice Session/Total numbers of calls * 100
% Abandoned	Total number of calls abandoned in Voice Session/Total numbers of calls * 100
Average Answered Wait	This is the average time a caller has waited before the call is answered.
Average Answered Duration	Average Talk time for Answered Calls for Session.
Average Wait of Abandoned Calls	This is the average time a caller has waited before the call is Abandoned.
Longest Wait	Among all the answered calls in a Voice Session, the longest wait a caller has to bear before the call was answered.

The following selections are available for this report:

Session (s) is selectable before running the report.

Arrival or Delivery Session type is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

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#### 7.4.3.3 VR03 - Session Activity by Time

This is a summary report of activities for a voice session, covering a specified date. A single line of information is provided for each Call.

Field Names	Description
Session name	Name of the selected voice session for this report.
Start Time	Start time for the Call.
End Time	End time of the call.
Talk Time	Total talk time for the call.
CLI	Caller's Line Identification for the incoming external call in the Voice Session.
DDI	Direct Dial Inbound. The number the caller dialed.
Destination	Final destination of the call where it was answered.
Outcome of the Call	The final output of the call, if answered or abandoned.

The following selections are available for this report:

Session is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

#### 7.4.3.4 VR04 - Overflowed Calls by Date

This is a summary report of overflowed calls for a Voice Session, for a specified date range. A single line of information is provided for each Session/date.

Field Names	Description
Voice Session	It displays the name of the Voice Session for which the report is generated.
Total Session Calls	The total number of incoming calls in a Voice Session.
Total Overflow In	The total number of calls overflowed in a respective Voice Session.

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Overflow In	The number of calls overflowed in the selected Voice Session from other call Queues during business hours.
Overflow out Time Limit	It displays the number of calls, which were overflowed out to the other Queues. Reason being that the time for a call waiting to be answered exceeded the limit.
Overflow out Session Limit	It displays the number of calls, which were overflowed out to other Queues. Reason being that the Voice Session could take no more calls.
Overflow out No Users	
Total	Total number of calls Overflowed Out of the Voice Session.
Overflow out Destination	The destination to which the calls were overflowed.
% In	The calculated percentage of the Overflowed In calls.
% Out	The calculated percentage of the Overflowed Out calls.

The following selections are available for this report:

Session (s) is selectable before running the report.

**Date Selection: From:** Start Date: **To:** End Date.

#### 7.4.3.5 VR05 - Overflowed Calls by Time

This is a summary report of overflowed calls for a session, for a selected date. A single line of information is provided for each hour.

Field Names	Description
Overflow out Destination	The destination to which the calls were overflowed.
Voice Session	It displays the name of the Voice Session for which the report is generated.
Total Session Calls	The total number of incoming calls in a Voice Session.
Total Overflow In	The total number of calls overflowed in a respective Voice Session.

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Overflow In	The number of calls overflowed in the selected Voice Session from other call Queues during business hours.
Overflow out Time Limit	It displays the number of calls, which were overflowed out to the other Queues. Reason being that the time for a call waiting to be answered exceeded the limit.
Overflow out Session Limit	It displays the number of calls, which were overflowed out to other Queues. Reason being that the Voice Session could take no more calls.
Overflow out No Users	
Total	Total number of calls Overflowed Out of the Voice Session.
% In	The calculated percentage of the Overflowed In calls.
% Out	The calculated percentage of the Overflowed Out calls.

The following selections are available for this report:

Session (s) is selectable before running the report.

**Date: For:** Date of the Report.

**Time Selection: From:** Start Time; **To:** End Time.

#### 7.4.3.6 VR06 - Night Service Calls by Date

This is a summary report of Night Service (Break Hours) calls for a Voice Session, for a specified date range. A single line of information is provided for each date.

Field Names	Description
Total Voice Session Calls	The total number of calls in the voice session.
Overflow In	The number of calls overflowed in from other call Queues during business hours.
Overflow Out	The number of calls overflowed out to other call Queues during business hours.
% Calls In	The calculated percentage of the calls overflowed in.
% Calls Out	The calculated percentage of the calls overflowed Out.
Night Service Destination	The forward destination for the calls that is overflowed during the break hour of the selected voice session.

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The following selections are available for this report:

Session (s) is selectable before running the report.

**Date Selection:** **From:** Start Date: **To:** End Date.

#### 7.4.3.7 VR07 - Night Service Calls by Time

This is a summary report of Night Service (Break Hours) calls for a Voice Session, for a specified date. A single line of information is provided for each hour.

Field Names	Description
Night Service Destination	The forward destination for the calls that is overflowed during the break hour of the selected voice session.
Time	The hour for the report.
Total Voice Session Calls	The total number of calls in the voice session.
Calls In	The number of calls overflowed in from other call Queues during business hours.
Calls Out	The number of calls overflowed out to other call Queues during business hours.
% Calls In	The calculated percentage of the calls overflowed in.
% Calls Out	The calculated percentage of the calls overflowed Out.

The following selections are available for this report:

Session (s) is selectable before running the report.

**Date:** **For:** Date of the Report.

**Time Selection:** **From:** Start Time; **To:** End Time.

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## 7.5 Appendix 5: Drill Down Chart for Data Windows

Table given below shows the Details about fields in the Data Statistics List and drill down for each type of Report.

Data Window type	Available Data Levels	Data Item type	Data Statistics type
Tree Table	System	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All
	Module	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All
	Queue Users	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All

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Standard Table	Queue	Queues	Numeric
			Time Based
			All
	Users	Users	Numeric
			Time Based
			All
	Queue Users	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All
Call Table	System	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All
	Module	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All

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	Queue Users	Queues	Numeric
			Time Based
			All
		Users	Numeric
			Time Based
			All
Bar Graph	Queue	Queues	Numeric
			Time Base
	User	Users	Numeric
			Time Based
	Queue Users	Queues	Numeric
			Time Based
		Users	Numeric
			Time Based
Pie Graph	Queue	Queues	Numeric
			Time Base
	User	Users	Numeric
			Time Based
	Queue Users	Queues	Numeric
			Time Based
		Users	Time Based
Line Graph	Queue	Queues	Numeric
			Time Base
	User	Users	Numeric
			Time Based
	Queue Users	Queues	Numeric
		Users	Time Based

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Frames	Queue	Queues	Numeric
			Time Based
	User	Users	Numeric
			Time Based
	Queue Users	Queues	Numeric
			Time Based
		Users	Numeric
			Time Based

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## Section 9: Glossary

<b>Abandoned Calls</b>	These are the calls that were not answered in Arc System.
<b>Active Calls</b>	These are the calls that are in progress.
<b>Answered Calls</b>	Calls that have been answered by a user.
<b>Arrival Queue</b>	The name of the original queue, to which the call came into.
<b>Alerting Time</b>	This is the total length of time since the call was passed to the user's extension. Therefore the alerting time will apply whatever the state of the call - Ringing, Held or Current - until the call has been cleared.
<b>Auto Answer</b>	Functionality of Phone set with which it answers the call automatically.
<b>Blind Transfer</b>	Transferring a call to a user, Device or queue without consultation.
<b>Call Origin</b>	Whether the call is an internal or external call. (INT or EXT)
<b>Call Queuing</b>	The ability for a physical phone to have several calls stacked on the line waiting to be answered.
<b>Call Status</b>	It tells what is currently happening to the call. It can be Ringing, Held or Connected.
<b>Call Type</b>	Whether the call is an inbound, outbound or a transferred call. (IN/OUT/TFR)
<b>CLI Number</b>	The caller's number, Caller's Line Identification.
<b>CLI Tag</b>	An additional piece of useful information added to the CLI. This could be the name of the customer.
<b>Consult Transfer</b>	Transferring a call to a user or Device after consultation.
<b>Delivery Queue</b>	This is the queue from which the call is being delivered to the user. In some instances the arrival and the delivery queue may be the same. However, where a call has been redirected or transferred to another queue, the delivery queue will be different.
<b>DDI Number</b>	The number that the caller dialled.
<b>DDI Tag</b>	An additional piece of useful information added to the DDI.
<b>Directory Numbers</b>	These are the extension numbers of the call centre. The Directory contains all of the extensions and data that the operator will see both in their Busy Lamp and Internal Extension displays.

<b>Directory Groups</b>	Directory Groups reflect what operators see in their Busy Lamp Field. Depending on the business scenario in place, these groups have 2 functions. In a single business scenario a Default list of all extensions may suffice, allowing the operator to see all extensions. (For performance purposes an upper limit of 400 extensions should not be exceeded.) In a multi-tenant environment a Directory Group could be set up for each serviced company, so that when a call arrives for that company, the operator sees only the relevant extensions in their display.
<b>External CLI Details</b>	These are contact details for the numbers outside the Call centre. External CLI Details are the Contacts that operators see in their External Directory Field.
<b>Night Service</b>	This facility allows you to take the queue out of operation at certain times of the day. During this time, calls are routed to some other destination. For example, if you close down the 'Accounts service' queue every day at 7pm, beyond that time calls can be routed to a destination - device or another queue.
<b>Outbound Call</b>	Call that has been dialled out from the call center.
<b>Inbound Call</b>	Call that has been made to the call center.
<b>Queue Thresholds</b>	Queue Threshold are set so that a Supervisor can see a visual view of where problems may be occurring within Call Connect.
<b>Report code</b>	Each report has a unique code, which helps you to identify each the report, or graph, that has been used.
<b>Routing Tag</b>	A piece of information, which comes in with the call from the call queue. It may provide some information about the nature of the call. For example, the call may be associated with a particular marketing campaign.
<b>Routing Tag Groups</b>	Routing Tag Groups allow a Routing Tag to be attached to a Directory Group. In a Multi-Tenant scenario this allows an operator to only see relevant devices.
<b>System Monitor</b>	The 'System Monitor Template' window gives you an overall Activity of all the Queues, Userss, and Calls in your call centre.

<b>Average Answered Wait Time</b>	Average time the caller had to wait before his call was received.
<b>Average Wait All Calls</b>	Average wait time for all calls in queue.
<b>Talk Time</b>	This specifies the time interval in which the user is attending to a caller.
<b>Queue Call</b>	Inbound calls.
<b>Queue Talk Time</b>	Inbound call talk time.
<b>Break Hour</b>	This specifies the time interval for which the queue/user will not operate calls.
<b>Current Device Status</b>	Current status of a device.
<b>Current Status</b>	Current call status
<b>Not Ready Time</b>	The time interval in which the user is not ready to receive any calls.

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