

What's New – Infortel Service Pack 7120

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 7120.

Added Agent vs Supervisor Visibility to Contact Center Dashboard and Reports

In some contact centers, Supervisors may participate in call handling to supplement Agent resources or selected working Agents may be assigned supervisory responsibilities. To aid in the identification of such events, Infortel Select now recognizes the Resource Type value provided by UCCX to track activity by Agents versus Supervisors and displays that information on the Agent Status Summary Gate and Contact Center reports.

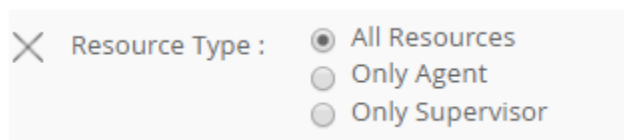
- Agent Status gate – In this gate a new column, Type, has been added to indicate if a person taking calls is an agent or a supervisor.

Agent Status as of July 8, 2019 at 2:27 PM						
Agent	Type	Queue	Current Status	Time in Status	Calls Handled	Calls Xferd
Garza Tom	Agent	Service	Talking	0:12:33	6	1
Benson DeAustin	Agent	Service	Ready	0:06:33	9	3
Huntington Josh	Agent	Service		0:00:00	0	0
Iverson Terry	Agent	Service		0:00:00	0	0
Learman Tim	Agent	Service	Logout	4 days	0	0
Manzella Dino	Agent	Service		0:00:00	0	0
Pessetti Zach	Agent	Service		0:00:00	0	0
Scholtens Jim	Agent	Service		0:00:00	0	0
Weiss Mitch	Supervisor	Service		0:00:00	0	0

- Contact Center designed report templates now support a new field, Resource Type, that indicates if the person taking the calls is an agent or a supervisor. The field is available in Detail and Summary templates. It can be used as a header or a column.

The screenshot shows the 'Reports' configuration window in Infortel Select. The report name is 'Contact Center Summary Template'. The 'Fields' list on the left includes 'Resource Type'. In the 'Columns' section, 'Resource Type' is being added to the report columns, indicated by a red arrow. Other columns visible include 'Agent Name', 'Extension', 'Actual Service Level', 'Service Level Met', and 'Calls Presented'. The 'Headers' section shows 'Contact Center' and 'Queue' as header elements.

- Contact Center report templates also support Resource Type as a constraint. The user can ask for calls from all resource types, just Agents, or just Supervisors.



New Dashboard Summary Gate – Hunt Group Performance Statistics

Many Cisco environments now utilize Hunt Groups for call distribution as an alternative to the expense of Agent licensing associated with a formal Contact Center. Cisco’s Hunt Group Native Call Queueing features provides for call queuing in the Hunt Group and generates additional CDR metrics to better understand caller experience or Hunt Group performance. Infortel Select already leverages these enhanced metrics in its Hunt Group reports - now we are pleased to introduce a new Dashboard Summary Gate to provide a heads-up display of these Hunt Group metrics.

- The first in a set of gates provided for this purpose is the Hunt Group Performance Statistics for Today.

Hunt Group Performance Statistics for Today								
Hunt Group	Total Calls	Calls Handled	Abn. Count	Avg. Talk Time	Longest Talk Time	Avg. Queue Time	Longest Queue Time	Actual Service Level
Test Hunt Group	4	3	1	00:00:07	00:00:15	00:00:08	00:00:13	74.00%
Grand Total	4	3	1					

This gate provides information on the total number of calls for each Hunt Group, how many calls were handled (answered), how many calls were abandoned, the average talk time, longest talk time, average queue time, longest queue time, and the actual service level. See below for how the Actual Service Level is determined.

The gate is available as a “Provided” gate under the [Add a new gate] icon. With a few simple edits the gate can also report on statistics for more than one day or report on Hunt Groups not set up for Native Call Queueing.

- Setting Service Level in the Hunt Group Database

The Hunt Group Database tracks hunt groups as they appear in the system. In the past, users could access the Hunt Group Database only to assign a name to a Hunt Group Number. Now users who use Native Call Queueing can also add a service level and service level percentage for each hunt group. These Service Level settings are then used to determine the Actual Service Level displayed on the Hunt Group Performance Statistics summary gate. Access to the Hunt Group Database for definition and maintenance of these values is provided under the Infortel

Select Administration Menu by choosing [Hunt Groups].

- A service level is set, e.g. 10 seconds, that is the acceptable amount of time for a call to sit in the queue before it is answered. When a call is processed, it is marked to indicate whether it met the service level.

- A service level percentage set the acceptable percentage of calls that must meet the service level. For example, if there are 100 calls 80 of them (80%) must have spent less time in the queue than the service level.
- The Actual Service Level is determined by the following formula: Total number of calls that met the service level/Total number of calls. For example, if there are 30 calls and 25 of them met the service level the Actual Service Level is 83.33%