

## What's New – Infortel® Service Pack 5952

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 5952. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

### CONTACT CENTER EXPRESS (UCCX)

The new Contact Center Express (UCCX) reporting application contains an extensive list of convenient and automated reporting features, and provides users an intuitive Contact Center reporting experience.

Infortel Select in conjunction with the UCCX application is able to recognize Cisco Contact Center Express systems and collects calls, queue and agent metrics and provides a selection of 7 new reports designed around contact center, queue and agent metrics.

Additionally, most of the new contact center, queue and agent metrics fields have been added to Report Designer to allow the end-user to create their own selection of custom Contact Center reports. Two of the 7 new reports have been created through Select's Report Designer such that they become templates – allowing end-users to use them as a starting point to create report variations by adding, deleting and rearranging columns, fields and summary levels to address their unique needs. The UCCX application provides the following reports:

➤ Agent Summary

The Agent Summary Report selectively displays tabular or graphic representation of the Agents active within a Contact Center or Queue and their key performance metrics such as Calls Presented, Calls Handled, Handled Ratio and each Agent's Average and Maximum Handle Time, Talk Time, Hold Time, Wait Time and Idle Time. Summarize Agent performance over a few hours or several months. Assist Contact Center Managers in coaching staff to optimal performance, identifying problem Agents and quantifying Agent performance for review and feedback.

➤ Agent Report by Day

The Agent Report by Day report provides daily performance metrics for each Agent at either the Contact Center or Queue level including Shift Time, Call Count, Duration and Average Duration for Inbound, Outbound and Internal call types as well as Idle Time. This information is presented by calendar day within the specified reporting period to enable Contact Center management to monitor and coach agents to optimize productivity by day of week.

➤ Call Handling Trend

The Call Handling Trend report uses historic tracking of key contact center metrics to display hourly, daily, weekly or monthly trends on multiple metrics such as Total Calls, Calls Handled, Calls Abandoned in Queue, Calls Abandoned at Agent and Calls De-queued. The report may be selectively generated at the Agent, Queue or UCCX level. This is a valuable report for assessing impact of past marketing events, staff changes or call routing adjustments on productivity and customer service levels. Additionally this report can be useful in identifying trends to better forecast future staffing needs.

➤ Call Handling Summary by Hour

The Call Handling Summary by Hour report provides a comprehensive display of performance indicators by hour of the day and may be generated at the Contact Center, Queue or Agent level to achieve the desired level of analysis. With fields such as Ring Time, Hold Time, Queue Time, Abandoned, Answered and Transferred calls, this report is essential to identification of peaks and valleys in call traffic and resulting Agent performance. Tabular metrics are accompanied by graphical representation of hourly call counts, color coded by call disposition to encourage analysis and easy identification of problem areas requiring attention. This report may be run over any end-user specified historic time frame.

➤ Wait Time Trend

The Wait Time Trend report uses historic data of Queue Time, Ring Time, Hold Time and Average Time to Abandon, summarized and graphed by the end-users choice of day, week or month. Number of Agents is displayed along with each of the above metrics to help evaluate the impact of staffing on desired performance levels. This report may be run over any end-user specified time frame.

➤ Contact Center Summary

The Contact Center Summary report is a designed report and is provided with the UCCX Reporting application as a report template to serve as a starting point for those wishing to design their own custom summary reports. The Contact Center Summary provides key metrics by Agent with automatic summary roll-up for all Agents in the Queue indicating Sum, Average and Maximum values for selected metrics. For each Agent, Average and Maximum Hold, Talk and Handle times are displayed as well as Calls Presented, Calls Handled and Handle Ratio. This report also uniquely displays Actual Service Level achieved by each Agent and cumulatively for the Queue. Beyond that, the report demonstrates the power and flexibility of Infortel Select's Report Designer equipped with expanded Contact Center metrics to create, name and save additional custom reports around the organization's unique needs.

➤ Contact Center Detail

The Contact Center Detail report is also a designed report and is provided with the UCCX Reporting application as a report template to serve as a starting point for those wishing to design their own custom detail reports for their UCCX environment. The Contact Center Detail displays a history of individual calls by Agent within each Queue with Date, Time, Total Duration, Originating and Terminating Phone Number and a breakdown of call duration attributable to Ring Time, Talk Time, Hold Time and Work Time. When review of individual call events is required, this detail provides the necessary granularity and the basis for configuration of customized views of call detail tailored around the organizations unique reporting demands.

## REPORT DESIGNER

Enhancements have been made for the Report Designer application that provide the following features:

- Several reports that are supported in Report Publisher can now be accessed in Report Designer as templates. This enhancement allows users to easily modify the templates creating customized designed reports. These templates include the following:
  - Area Code-Exchange Detail
  - Area Code-Exchange Summary
  - Call Detail Record Search
  - Call Redirection Detail
  - Call Type Summary
  - Detail by Authorization Codes
  - Detail by Extension
  - Detail by Trunks
  - Extension Summary
  - Frequently Dialed Number by Organization
  - High Volume by Organization
  - Jurisdiction Summary
  - Organizational Detail (Call Traffic)
  - Organizational Summary (Call Traffic)
  - Phone Number Summary
  - Rank by Cost Organizational Report
  - Rank by Duration Organizational Report
  - Trunk Summary

Note: If a user would like to have this enhancement made available to them they can contact their IT support so that the functionality to convert Report Publisher reports to Report Designer templates can be implemented.

- A client with Cisco Call Manager will now have enhanced capability for managing their customer service. The new feature will allow them to determine who disconnected a call and report on that information.
- A user can now view MOS Score reports in Report Designer that report all records including reports that contain null values.

## REPORT PUBLISHER

An enhancement has been made to the Original Called Party Number Report in Report Publisher to identify bulk minutes that are used for inbound DID and 800 traffic and reconcile carrier charges and track usage.

## DIRECTORY

An enhancement has been made to the Directory application pertaining to a fixed charge active date whereby a deactivation date is incorporated instead of the current date for a person that is moved from one location to another.

## NEW PBX FILTERS

- A new PBX filter has been added for CISCO CDR that allows reporting of DNIS for this type of data.
- The PBX filter for Verizon MyBiz has been enhanced for call interpretation pertaining to inbound and outbound international calls reporting for this type of data.
- The PBX filter for Avaya Media and Definity servers has been enhanced to provide a trunk group option which will retain all alpha and special characters in trunk group numbers for this type of data.

## CLIENT SERVER

The Tax Methods setup process has now been moved from the Control Center to the Tax Configurations section of System Configurations setup.