


What's New – Infortel Service Pack 7180

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 7180.

Added Real-Time Hunt Group Status and Hunt Group Agent Status Gates in Contact Center Dashboard

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 Queuing features provides for call queuing in the Hunt Group and generates additional metrics to better understand caller experience or Hunt Group performance. Infortel Select already leverages these enhanced metrics in its Hunt Group reports and recently added Hunt Group Performance Statistics Dashboard gate - now we are pleased to introduce two new Contact Center Dashboard Gates to provide a Real-time heads-up display of Hunt Group metrics.

The new gates are presented as additional options on the Contact Center Dashboard available under the  [Add a new gate] icon.

Note that these two new gates only report on those Hunt Groups that have been set up for Native Call Queuing.

- The **Hunt Group Status** gate provides information on what is currently happening in each Hunt Group.

Hunt Group Status as of August 29, 2019 at 7:09 AM							
Hunt Group Name	Calls in Queue	Oldest Call In Queue	Agents Available	Max Queue Depth Exceeded	Max Queue Time Exceeded	Abandoned	Ring No Answer Count
Development Hunt Group	0	0:00:00	1 No	No		0	0
Test Hunt Group	0	0:00:00	4 No	No		0	0

For each Hunt Group chosen for display, this gate provides information on the current number of **Calls in Queue**, how long the **Oldest Call has been in Queue**, number of **Agents Available**, if **Max Queue Depth has been Exceeded**, if **Max Queue Time has been Exceeded**. Daily cumulative counts are also provided for number of **Abandoned** calls, and the **Ring No Answer Count**.

Max queue depth and max queue time are set in Cisco UCM. Max queue depth is the total number of calls allowed to be in a queue at one time and max queue length is the longest a call is allowed in a queue.

- The **Hunt Group Agent Status** gate displays Agents logged in to each Hunt Group, their current status and summary call stats for the day.

Hunt Group Agent Status as of August 16, 2019 at 10:40 AM					
Agent Name	Hunt Group Name	Current Status	Time in Status	Calls Handled	Calls Xferd
Annie Albrecht	Development Hunt Group	Not Ready	0:02:18	1	0
Jack Lukaszuk	Development Hunt Group	Logged Out	1:07:14	0	0
Laura Dritt	Test Hunt Group	Logged Out	1:07:14	0	0
Pat Thomas	Test Hunt Group	Ready	1:07:14	0	0

Hunt Group Agent Status as of August 16, 2019 at 10:43 AM					
Agent Name	Hunt Group Name	Current Status	Time in Status	Calls Handled	Calls Xferd
Annie Albrecht	Development Hunt Group	Talking	0:01:02	1	0
Jack Lukaszuk	Development Hunt Group	Logged Out	1:10:28	0	0
Laura Dritt	Test Hunt Group	Logged Out	1:10:28	0	0
Pat Thomas	Test Hunt Group	Ready	1:10:28	0	0

For each Hunt Group Agent, this gate provides information on the **Hunt Group Name** they are working, the Agent's **Current Status** and **Time in Status** (how long they have been in that state). Daily cumulative counts are also provided for number of **Calls Handled**, and **Calls Transferred**.

Agent status can be Logged Out, Ready, Talking, or Not Ready.

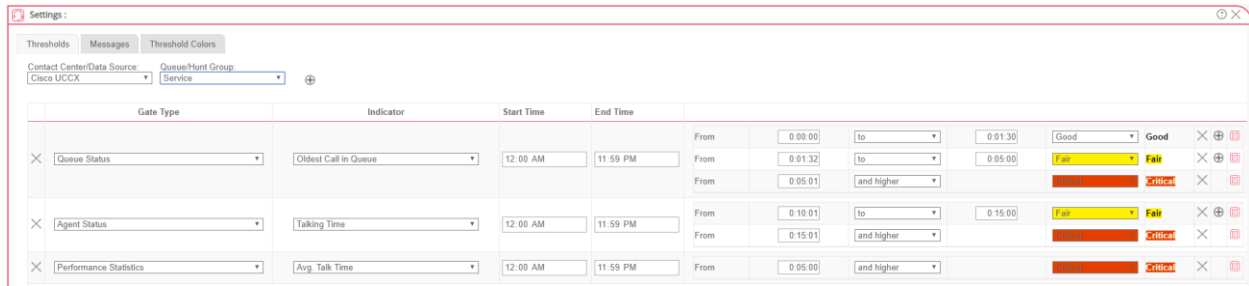
- Not Ready means they are logged in but are on a non-Hunt Group call.
- Talking means they are logged in and are on a Hunt Group call.

Like other Contact Center gates, color coded Thresholds can be defined to provide greater visibility into key indicators of hunt group and agent performance. Examples include too many calls in queue or an agent in the talking state for an excessive period of time.

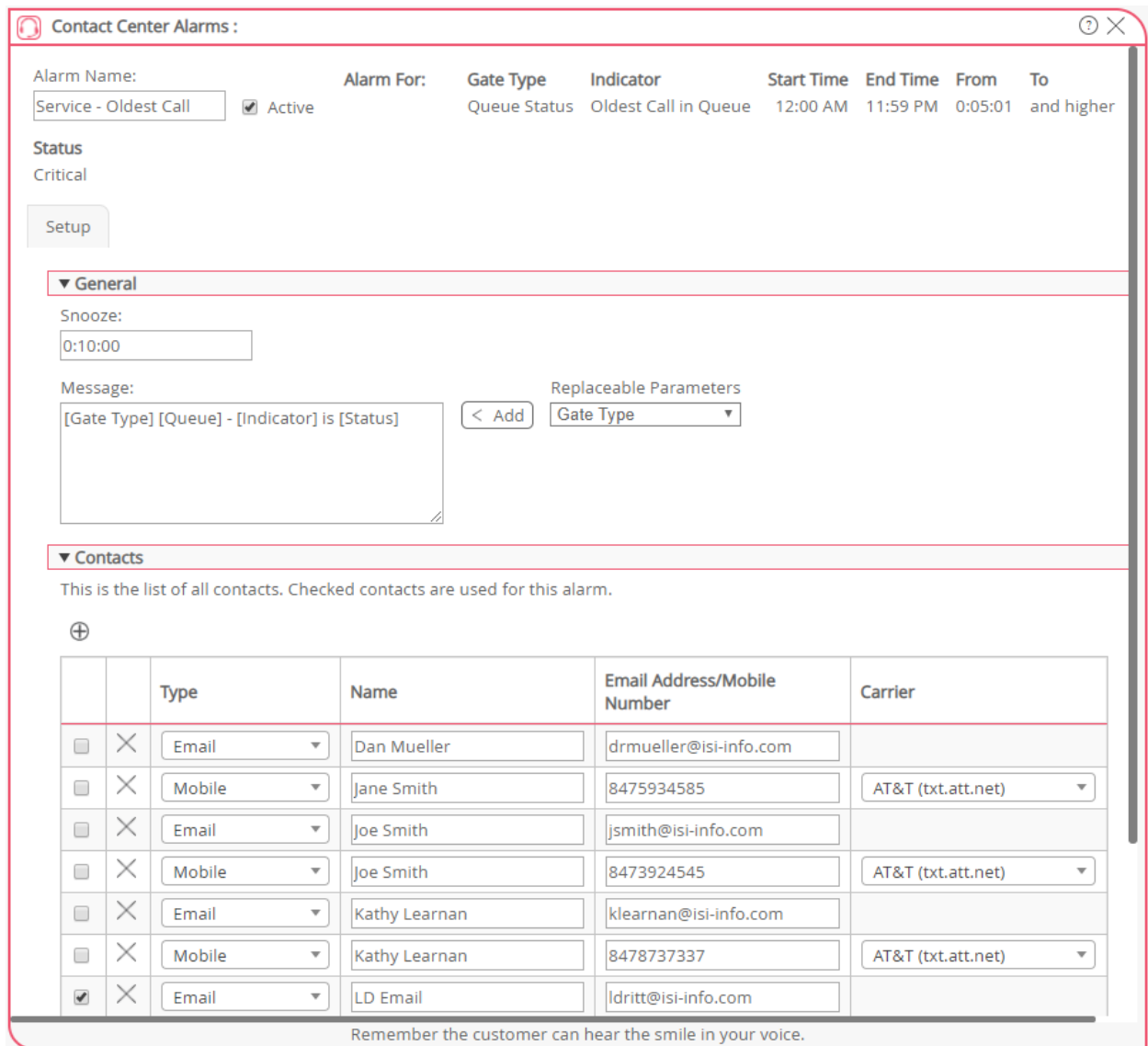
Notification of Exceeded Contact Center Thresholds

Thresholds can be set for the Contact Center gates and areas of concern highlighted in the Contact Center Dashboard or Wallboard. While this is useful, managers are not always looking at the dashboard or wallboard. An alarm can now be set up based on the thresholds so that when a threshold is reached a notification can be sent to the appropriate people.

- Threshold Alarms are set in the same place the thresholds are defined. To add or edit an alarm, simply click on the alarm icon next to the threshold.



- Defining the alarm is simple. Simply enter a message and indicate who is to receive notification. The same notification list for call-based alarms is used. People can be notified by email or text.



- Example of an email notification:

-----Original Message-----

From: aalbrecht@isi-info.com <aalbrecht@isi-info.com>

Sent: Thursday, August 15, 2019 9:30 AM

To: Annie Albrecht <aalbrecht@isi-info.com>

Subject: Only 1 agent logged in

Alarm: Only 1 agent logged in

Date/Time: 15-Aug-2019 14:30

There's only 1 agent logged in right now. For : Service