

Cisco Finesse and the Bridge Operator Console

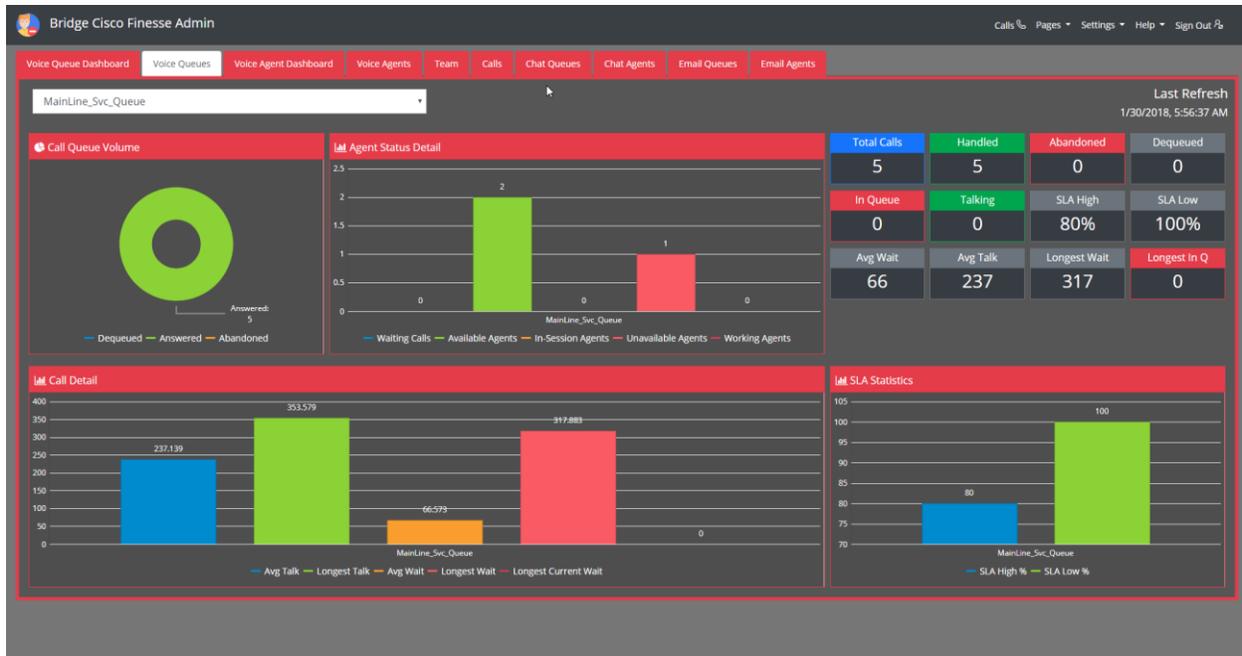


Voice Queue Dashboard

The Voice Queue Dashboard tab for the Bridge Cisco Finesse Admin contains several useful analytics and statistics for your organization. Shown here are graphs for call volume statistics, total call volume, resource statistics, queue statistics, SLA statistics, and call statistics. Also displayed are counts for total calls, handled calls, abandoned calls, dequeued calls, in queue, operators talking, SLA high %, SLA low %, average wait count, average talk count, longest wait, and the longest in queue.

Selecting the colored titles in the legends of the graphs will allow you to toggle the visibility of information in graphs. This can be useful for filtering the data you would like to see.

The Queue Statistics displays subgroups with the calls, handled, abandoned, dequeued, in queue, available agents, talk agents, unavailable agents, and work agents.



Voice Queues

The Voice Queues tab displays graphs for call queue volume, agent status detail, call detail, SLA statistics, total calls, handled calls, abandoned calls, dequeued calls, in queue, talking, SLA high %, SLA low %, average wait, average talk, longest wait, longest in queue.

The drop-down menu at the top will allow you to select the main line queue, the support line queue, and the sales queue, which will sort and filter the information displayed in the graph categories. These graph categories are sorted by color, allowing operators to differentiate the selected queue.



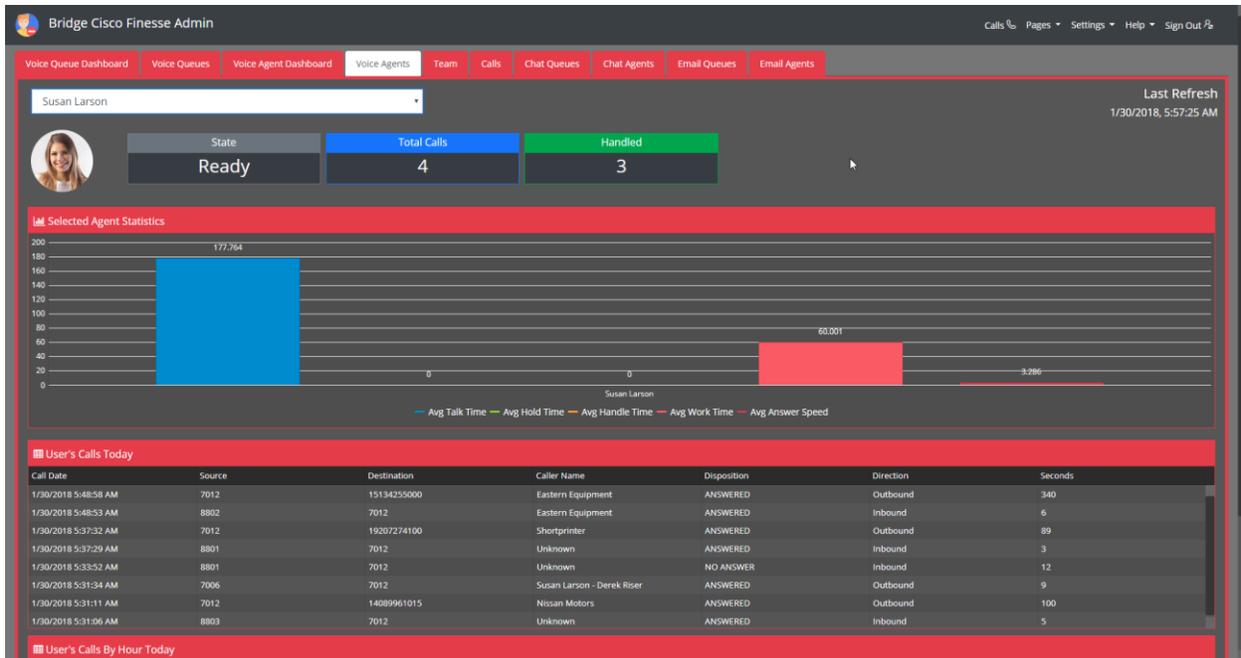
Voice Agent Dashboard

The Voice Agent Dashboard contains graphs for voice agent's statistics, voice agent calls answered, voice agent state, and agent summary.

The voice agent statistics will display average talk time, average hold time, average handle time, average work time, and average answer speed, all toggleable.

The voice agent calls answered displays the calls handled and calls presented for individual operators. The voice agent state shows a count of ready voice agents and not ready agents.

The agent summary displays the agents with their names, state (ready or not ready), calls, handled, average talk time, average hold, average handle, average work, average ready, average not ready, average answer speed.



Voice Agents

The Voice Agents tab will display the selected user from the drop-down menu, selected agent statistics, the user's calls today, and the user's calls by hour today. The user has their picture displayed, along with their state, total calls, and handled calls.

The Selected Agent Statistics displays a graph for the average talk time, average hold time, average handle time, average work time, and average answer speed.

The User's Calls Today will display the call date, source, destination, caller name, disposition, direction, and the seconds.

The User's Calls by Hour Today will display a graph with the user's calls by hour today, for the selected user.

Bridge Cisco Finesse Admin

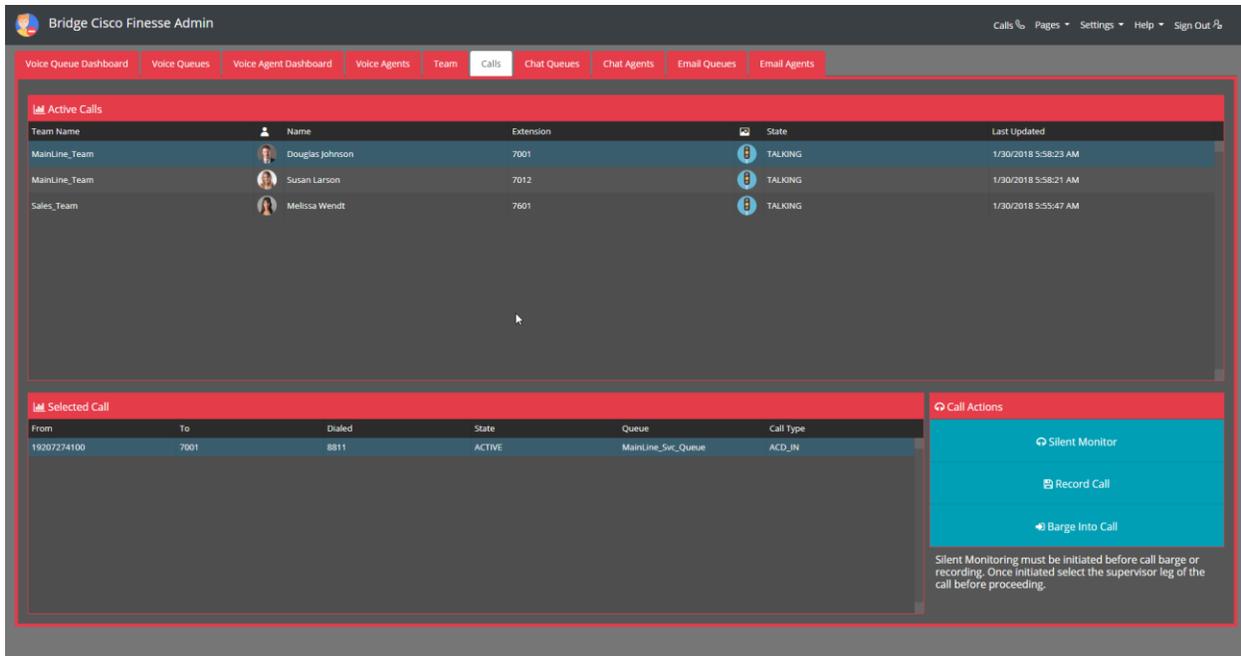
Calls Pages Settings Help Sign Out

Voice Queue Dashboard Voice Queues Voice Agent Dashboard Voice Agents **Team** Calls Chat Queues Chat Agents Email Queues Email Agents

Team Name	Name	State	Reason	Last Updated	Log In	Ready	Not Ready	Log Out
MainLine_Team	Douglas Johnson	READY		1/30/2018 5:55:41 AM	Log In	Ready	Not Ready	Log Out
MainLine_Team	Lisa Johnson	NOT_READY	Call Not Answered	1/30/2018 5:32:26 AM	Log In	Ready	Not Ready	Log Out
MainLine_Team	Susan Larson	READY		1/30/2018 5:55:40 AM	Log In	Ready	Not Ready	Log Out
Sales_Team	Melissa Wendt	TALKING		1/30/2018 5:55:47 AM	Log In	Ready	Not Ready	Log Out
Support_Team	Derek Riser	NOT_READY	Agent Logon	1/29/2018 3:00:00 PM	Log In	Ready	Not Ready	Log Out
Support_Team	Möbius Bündchen	LOGOUT		1/29/2018 7:51:32 AM	Log In	Ready	Not Ready	Log Out

Team

The Team tab shows users sorted by team name, their name, their state (ready or not ready), reason, the last updated time, and buttons allowing you to log the user in, set their state (ready or not ready), and a button allowing you to log the user out. A button by the user's picture will also allow you to call the user.

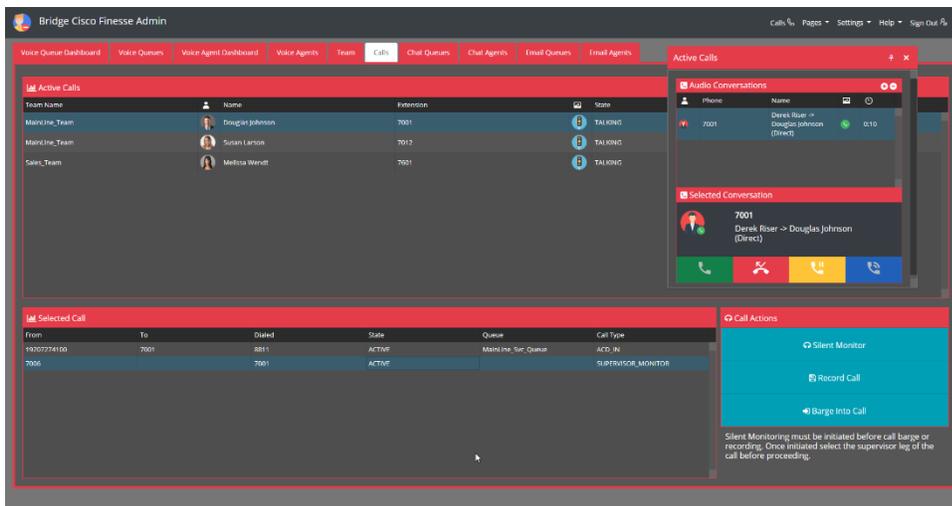


Calls

The Calls tab displays the active calls, broken down by team name, picture, name, extension, state (ready or not ready), and their last updated time.

The selected call will break down where it is from, who it is directed to, the number dialed, the state (ready or not ready), the queue, and the call type.

Call Actions will allow you to silently monitor a call, record a call, and barge into a call. You must initiate silent monitoring before call recording or barging. Call barging will allow you to join the call in a conference mode.



Selecting an active call will open the audio conversations, allowing you extra call functionality with the individual user.