



Table of Contents

Introduction	2
Portal Navigation	3
Accessing the Call Center	4
Call Center Statistics	6
Adding New Call Center Queues	6
Editing a Call Center	13
 Home Dashboard	15
 Settings	16
Settings – Queue Settings.....	17
Settings – Bounced Settings	19
Settings – Overflow Settings.....	20
Settings – Agent Settings	22
Settings – Advanced Settings.....	24
Settings – Stranded Calls	25
Settings – Call Disposition Codes.....	27
Settings – Agent Unavailable Codes	28
Settings – Daily Report Configuration.....	29
 Recent Calls	29
 Agents	30
 Incoming Calls	33
 Outgoing Calls	33
 Schedules	34
Schedules – Opening Hours.....	35
Schedules – Holidays	38
 Media	41
Media – Entrance Message	41
Media – Estimated Wait Message.....	43
Media – Waiting Music.....	44
Media – Comfort Message	46
 Supervisors	47
 Dialed Number Identification Service (DNIS)	51
DNIS Display Settings.....	52
DNIS Priority Settings	52
Managing DNIS.....	53
Music on hold.....	56
 Details	59



Introduction

This guide provides step-by-step instructions on how to administer a call center using the Telesystem Call Management Portal for Blue Platform. The target audience for this guide is call center administrators who have been granted direct access to the web portal.

The Call Management Portal provides a central location for administrators to manage all aspects of the call center, including:

- Agent and queue configuration
- Call routing and scheduling
- Reporting and analytics
- Self-service options for customers

There are three tiers of options for Call Center Licensing on the Blue Platform. Depending on the tier selected, different features are available to the call center.

Please note that the type of call center is based on licenses assigned to the agents and supervisor that need to be part of the call center. There is no charge on a per queue/ACD basis, only charges associated with the licensing of the agents and supervisor.

An agent or supervisor license for a lower tiered Call Center cannot join a higher tier call center, however agents and supervisors licensed for a higher tier call center can join a lower tier call center. For example, if you have Standard agent and supervisor licenses assigned to users within your group and you have a Call Center and Call Queue configured, the agents and supervisors can be members of the Call Center and Call Queue, but they would not be able to join anything listed under Premium Call Centers.

This guide will provide information based on the Premium Call Center tier as it will contain all available features and settings for lower tiered Call Centers. If you need to upgrade to a higher tiered Call Center, please contact your Telesystem Account Manager or the Telesystem Help Desk for assistance.

NOTE: The Call Management Portal is best viewed in Google Chrome or Mozilla Firefox to ensure full compatibility.

Portal Navigation

The screenshot shows the Telesystem portal dashboard for '2700 Oregon Rd'. The interface includes a left-hand navigation pane, a top navigation bar, and a main dashboard area with various metrics and reports. Red callout numbers 1 through 8 are placed over specific UI elements:

- 1:** A button in the top navigation bar used for expanding and minimizing the left-hand navigation pane.
- 2:** The breadcrumb navigation path: Home / NETAXIS TEST / Groups / 2700 Oregon Rd.
- 3:** A toggle switch labeled 'Show advanced features'.
- 4, 5, 6:** A group of icons in the top right corner for language settings, change log, and password/logout options.
- 7:** The left-hand navigation pane containing menu items like Home, Call flows, Accounts, Contacts, etc.
- 8:** A back button in the top left corner of the navigation pane.

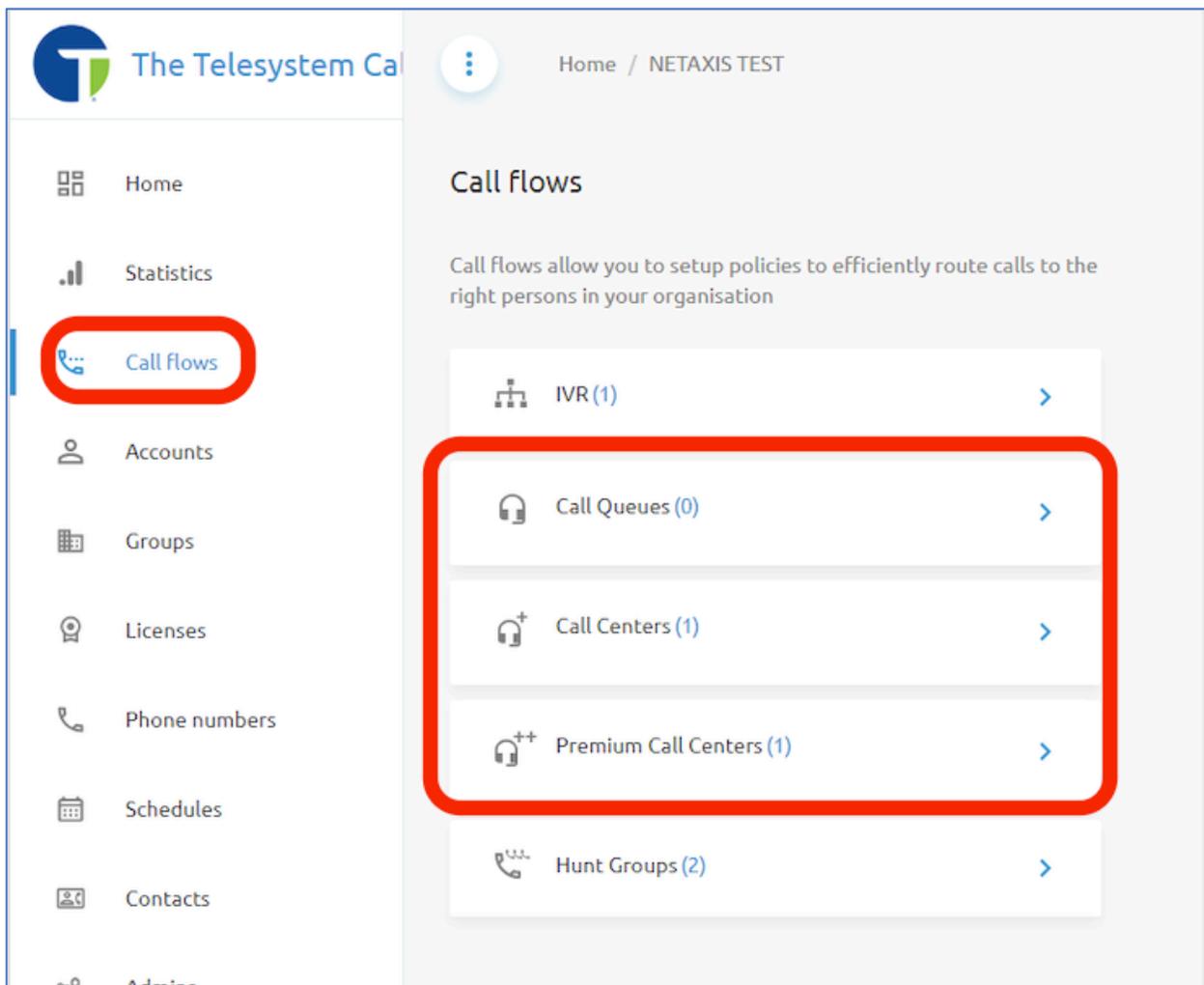
Key	Description
1	Use this button to expand and minimize the left-hand navigation pane to show or hide the names of the menu items.
2	File path navigation. As you navigate through the portal, use the links here to return to a previous page/menu item.
3	Show Advanced Features toggle switch. Enable or disable this toggle switch to show/hide additional settings and configuration options depending on the menu you are on.
4	Language settings. Use click here and use the drop-down to select between, English, Spanish, French, Netherlands (Dutch), German, or Arabic.
5	Change Log. Click here to access a change log that allows you to see what changes have been made and who made them.
6	Change Password/Logout. Click here and use the drop-down options to manually change your admin credential password or logout of the portal.
7	Navigation Pane. Use this menu to navigate through the portal by selecting the menu option you wish to access.
8	Back Button. Allows users to go back 1 previous step in their navigation.

Accessing the Call Center

Call Center Settings can be accessed by Enterprise/Tenant Administrators and Group/Site Administrators. As a Group Administrator, you will have access to all Call Centers for your Group/Site. As an Enterprise Administrator you will have access to all Centers for all Groups/Sites in your Enterprise.

If you need access, or the access you have is insufficient, please work with your existing Enterprise Administrator to have an account added or have your authorized contact speak with the Telesystem Support Team to have an account created for you.

From the Call Management Portal, once you are logged in, use the left-hand navigation pane, and click on  **Call Flows**. From the Call Flows menu, click on the appropriate Call Queues, Call Centers, or Premium Call Centers option, depending on the type of call center you are accessing.

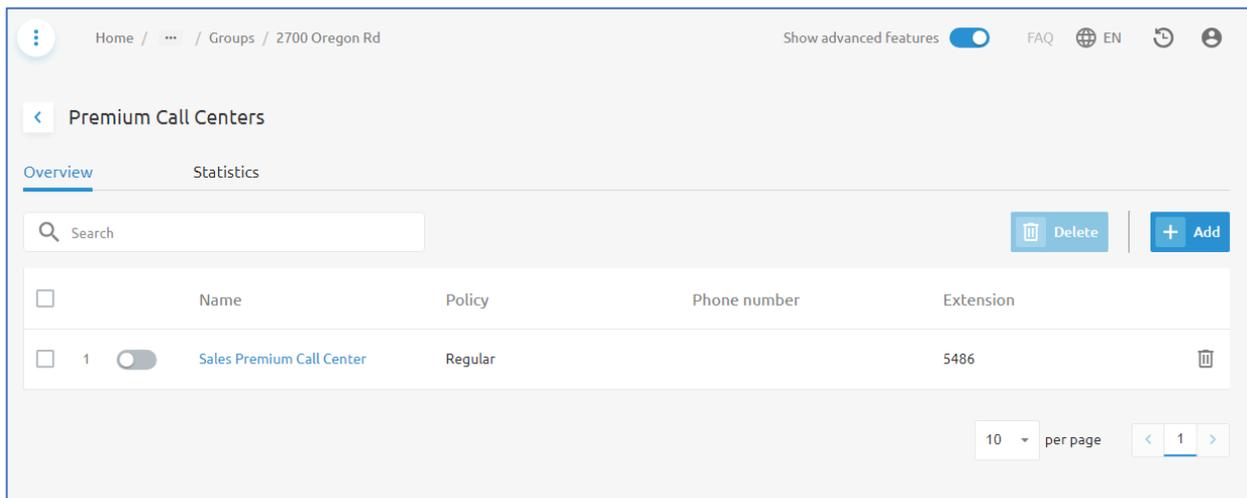


For reference:

- Call Queues = Basic Call Center
- Call Centers = Standard Call Center
- Premium Call Centers = Premium Call Center (*most common*)

For this guide, we will be outlining the configuration of the Premium Call Center. This is the most popular licensing type, and it contains all settings available in the Call queues and Call Centers menus. After reviewing this guide, if you if you need to upgrade an existing call center, please reach out to your Telesystem Account Manager, and ask about upgrading your services.

Once you have clicked on desired option, you will be presented with a list of all Call Centers that fall under that type, in a table format. This table is available in the **Overview** tab for the menu, and it displays the name, call routing policy type, phone number and extension for each call center available.



From the Group Level access, administrators also have the option to delete call center queues from this view by checking the box in the first column and then clicking the **Delete** button or just by clicking on the trashcan icon  for a specific call center queue.

Also at the Group Level access, administrators can add a new Call Center queue by clicking on the blue **+Add** button.

NOTE: Enterprise Administrators must navigate to the Group/Site level first and then select Call Flows to access the abilities to Delete and Add new queues.

Call Center Statistics

Also on this page, there is a tab for **Statistics**. On the **Statistics** tab, admins will have a high-level view of the calling statistics for each call center queue in this type of call center.

This page will provide a high-level call center report displaying the following fields:

- Number of Incoming Calls
- Number of Calls Answer
- Number of Calls Not Answered
- Number of Calls that routed to an Overflow Action
- Calls Ringing
- Calls Waiting in Queue
- Call Duration

Administrators can use the drop-down boxes that the top of the page to adjust the reporting period, hide/show available columns, and choose to display internal/external call types.

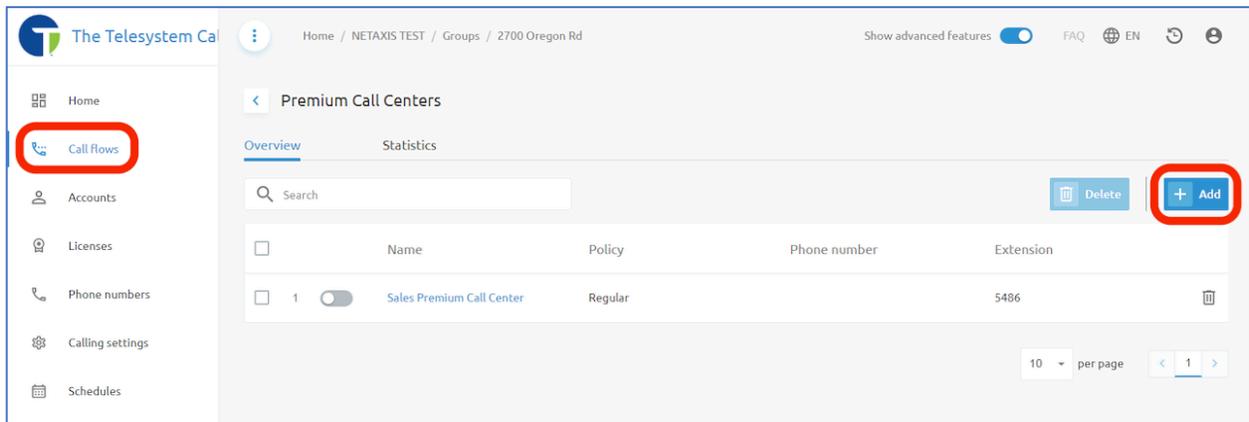
Name	Terminating calls				Waiting time		Call duration	
	# incoming [↑]	Answered [↑]	Not answered [↑]	Overflowed [↑]	Ringing [↑]	Waiting [↑]	All [↑]	Total [↑]
1 Sales Premium Call Center(5486)	0	0	0	0	0	0	0	0

Adding New Call Center Queues

New Call Center Queues must be added from the Group/Site level of the Call Management Portal. Enterprise/Tenant level admins can still create new queues but to do so, they must login to the Call Management Portal, navigate to **Groups** from the left-hand navigation pane, then select the site associated with the Call Center Queue they wish to build. From there, access the Call Centers by going to **Call Flows** and selecting the appropriate tier of call center.

Before you begin, ensure you have phone number(s) allocated to this group/site for each call center queue you plan to build.

Click the blue **+Add** button to open the wizard that will guide you through creating your new Call Center Queue.



Provide the new queue with a name and select the appropriate time zone.

Then choose your agent distribution policy. Options include:

- Route calls based on agent skills (enabling this option still requires you to choose from regular, circular, or uniform) – when an agent becomes available to receive a call, the call from the center where the agent is the most skilled is offered to the agent.
 - When this option is not enabled, the call center will use priority-based routing which means that when an agent becomes available to receive a call, the call from the call center with the highest priority, determined by your company’s call center routing policy, is offered to the agent.
- Regular – Incoming calls hunt through agents in the order they appear on the list, starting from the top each time.
- Circular– Incoming calls hunt through agents in the order they appear on the list, starting with the agent following the agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.
- Uniform (*most common*) – Incoming calls hunt through all agents in order, starting with the agent who has been idle with longest and ending with the agent who most recently answered a call.
- Simultaneous – Incoming calls alert all agents at the same time. The first agent to answer handles the call.
- Weighted – Incoming calls are assigned to idle agents based on percentages you assign on the Call Center’s profile weighted call distribution page.

Choose if you would like to **allow agents to join** the queue. When this option is enabled, agents can join or remove themselves from the call center queue. This is common for call centers where an agent is a member of multiple queues but has the flexibility to join or remove themselves from receiving calls from some queues as needed because they are only providing backup support, or the agent has a special project assigned.

Set the queue length. This setting determines how many calls can be waiting in the queue before the overflow action is taken.

+ New Call Center Premium

1 — 2 — 3 — 4 — 5
Details Phone numbers Extension optional Extra options optional Assign agents optional

Name:* **Technical Support Premium Call Center** Use same Name at CLI name

Language: English

Timezone (GMT-04:00) (US) Eastern Time

Route calls based on agent skills

Distribution of calls amongst agents:* regular circular uniform simultaneous weighted

Allows agent to join:

Length of the queue: 100

Cancel **Next**

Click **Next** to continue.

Now assign a phone number. Search for a number you want to assign to your new call center queue. Select it from the list and click **Next** to continue. If no numbers are available for assignment, you may need to go to the **Phone Numbers** menu to allocate one to this group or contact Telesystem Support or your Telesystem Account Manager and ask about ordering some additional phone numbers for your enterprise.

New Call Center Premium

Progress: 1 Details | 2 Phone numbers | 3 Extension optional | 4 Extra options optional | 5 Assign agents optional

Select number from group level

Selected number:

+14194428619

Next, assign an extension to your new call center queue. The system will typically auto populate this field for you based on the phone number assigned and the default extension configuration for your group (configured under **Details**). You may overwrite this extension using the available text box if you would like. Be sure to select an extension that does not overlap with any other extensions in your group (avoid reusing extensions assigned throughout the Enterprise if possible).

+ New Call Center Premium

✓ — ✓ — 3 — 4 — 5

Details Phone numbers Extension optional Extra options optional Assign agents optional

Extension

Prev **Create**

Click the **Create** button to proceed.

On the **Extra Options** page, if additional features or services were allocated for assignment, they may be applied here under **Additional licenses**. It is typical for this page to be blank though as most Call Centers come fully featured and no additional services or features are typically available. Click **Next** to proceed.

+ New Call Center Premium

✓ — ✓ — ✓ — 4 — 5

Details Phone numbers Extension optional Extra options optional Assign agents optional

Additional licenses:

Prev **Next**

Finally, you will need to assign agents to the queue. On this page, you will see any users who have agent licensing already associated with them available for assignment. Select the users who should be agents in this queue by checking the box next to their name, they will then show under the **Selected users** section. Once you have added all the users/agents, click **Add** to complete the setup wizard.

+ New Call Center Premium

✓ — Phone numbers — ✓ — Extension optional — ✓ — Extra options optional — 5 — Assign agents optional

Select available users from the group

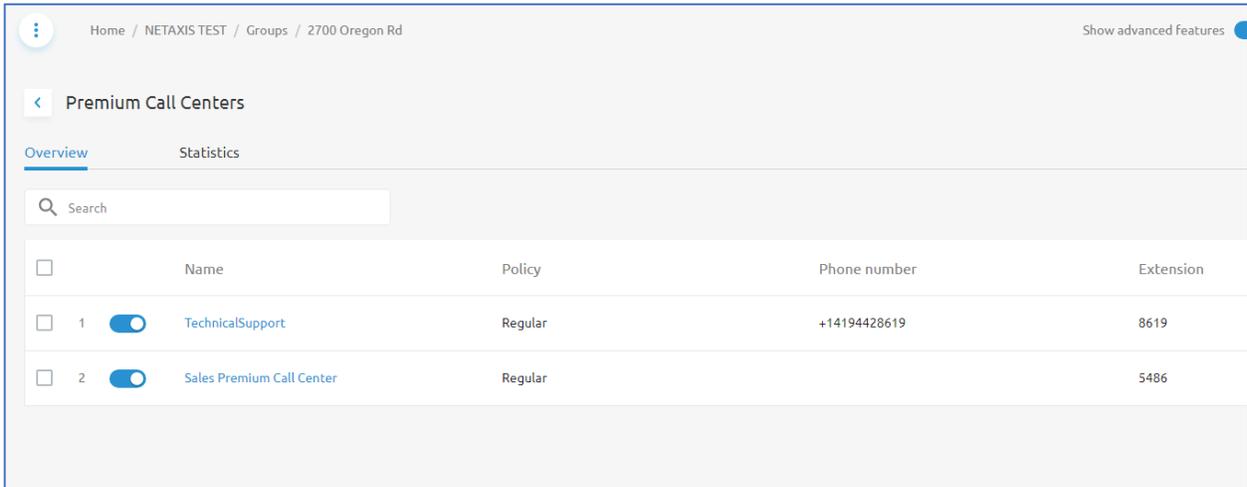
Selected users:

Search

- John Smith +15054564303
- TENANT2 BULK2 +15002740906

Prev **Add**

The new queue will display in the Call Centers Overview table.



Home / NETAXIS TEST / Groups / 2700 Oregon Rd Show advanced features

Premium Call Centers

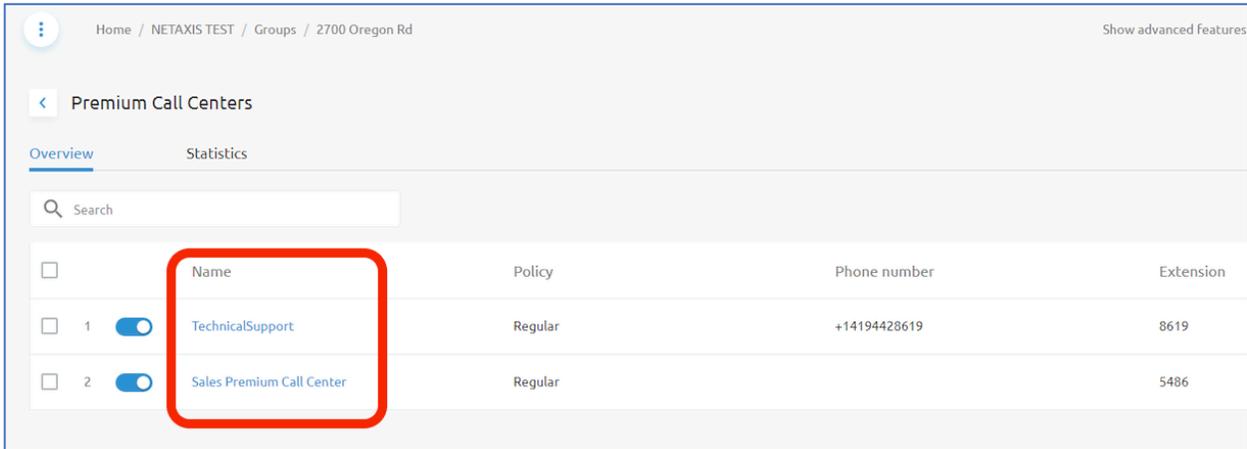
Overview Statistics

Search

<input type="checkbox"/>	Name	Policy	Phone number	Extension
<input type="checkbox"/> 1 <input checked="" type="checkbox"/>	TechnicalSupport	Regular	+14194428619	8619
<input type="checkbox"/> 2 <input checked="" type="checkbox"/>	Sales Premium Call Center	Regular		5486

Editing a Call Center

From the Call Center Overview table (Call Flows > select type of Call Center) click on the name of an existing Call Center queue to access its settings and configuration.



Home / NETAXIS TEST / Groups / 2700 Oregon Rd Show advanced features

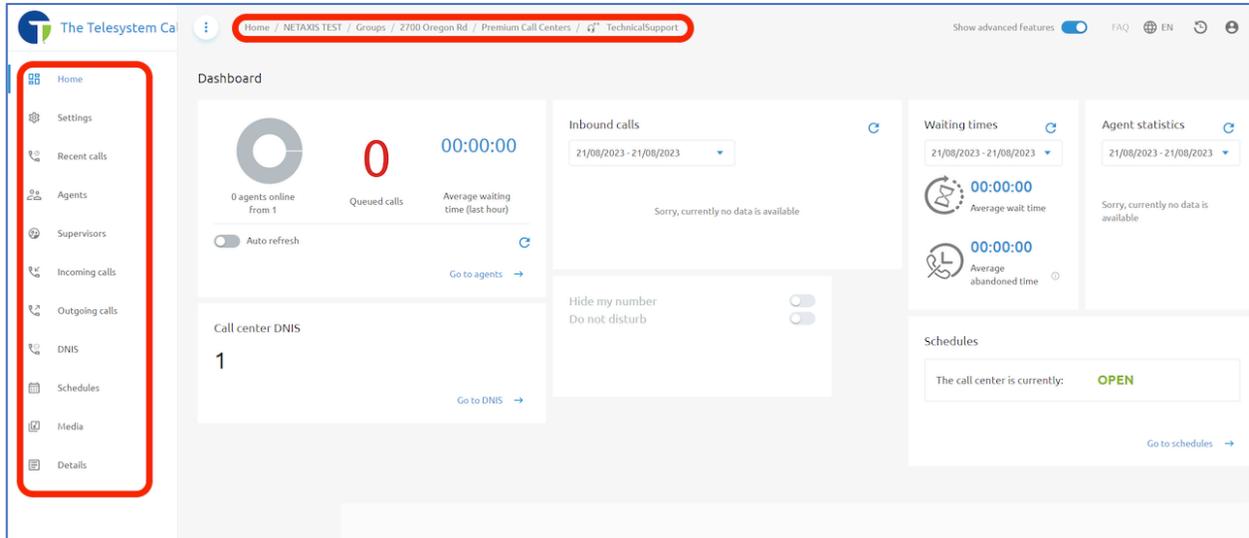
Premium Call Centers

Overview Statistics

Search

<input type="checkbox"/>	Name	Policy	Phone number	Extension
<input type="checkbox"/> 1 <input checked="" type="checkbox"/>	TechnicalSupport	Regular	+14194428619	8619
<input type="checkbox"/> 2 <input checked="" type="checkbox"/>	Sales Premium Call Center	Regular		5486

You will be directed to a new layer of the Call Management Portal that is specific to the Call Center queue you have selected. Take note of the changes to the site navigation bar and the left-hand navigation pane have changed to provide new options.



The menus available in the left-hand navigation pane are all specific to the call center queue you have access. When as you navigate through these menu items, the settings, and options available are specific to this call center only.

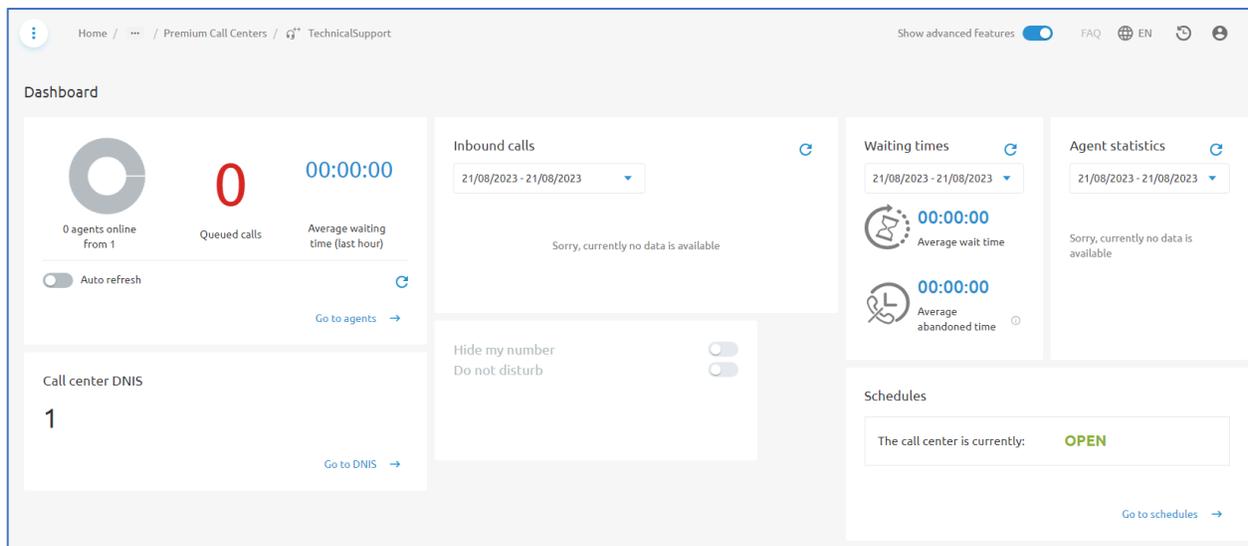
The navigation bar allows you to select a different menu in the hierarchy to back out of this call center's configuration.

Home Dashboard

The Home menu will provide you with access to the **Dashboard**. On the Dashboard, you will find information about the call center queue presented in different widgets on the page. Most widgets contain a link that will provide you with quick access to additional settings or options related to the content that widget is displaying.

The available widgets on the **Dashboard** include:

- Agents
- DNIS
- Inbound Calls
- Waiting Times
- Agent Statistics
- Schedules



The Agents widget will display the number agents online, number of calls in queue, and the average wait time over the last hour. A toggle switch to enable **Auto refresh** is available to admins to ensure they have the most up-to-date information. A manual refresh option is also available by click on the refresh button.

The call center DNIS will display how many DNIS or Dialed Number Identification Service are configured for this call center. The call center's primary phone number is treated as the call center's primary DNIS and listed on this page in addition to any other DNIS numbers that have been assigned.

The **Inbound calls** widget will allow you to see calling statistics based on a date range that has been selected.

The **Hide my number** and **Do not disturb** options typically do not apply to Call Center configurations and require additional features to be assigned.

Waiting times will display the average wait time and average abandon time of callers in the queue. The date ranges can be adjusted for this widget to display averages over different periods of times as needed.

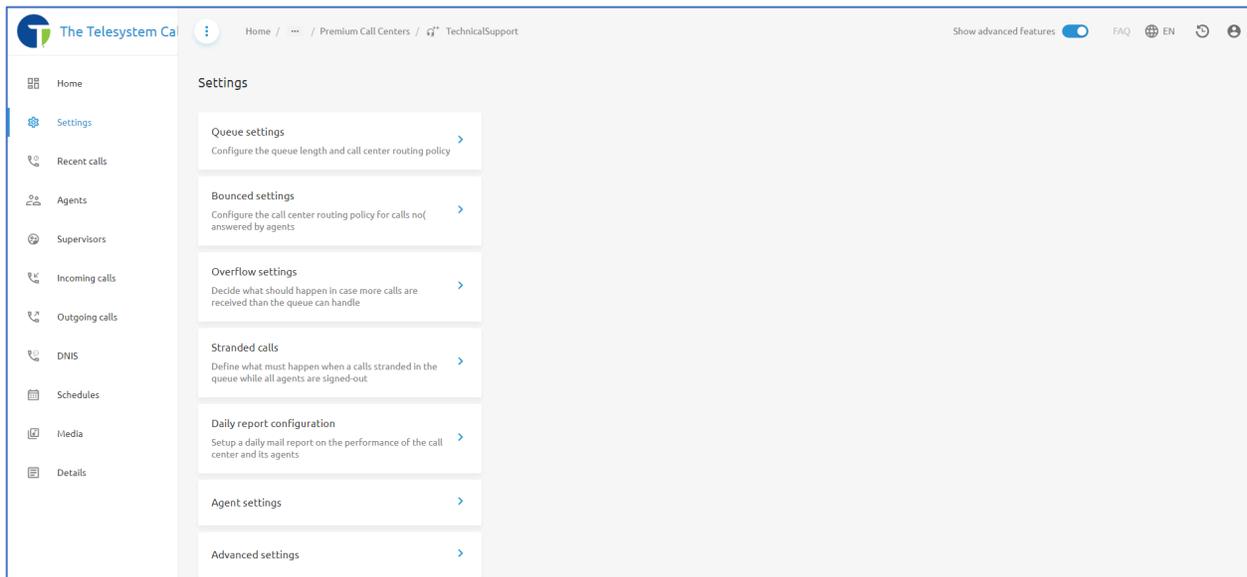
Agent Statistics will display an overview of calling stats for each agent assigned to the call center. The date ranges can be adjusted for this widget to display stats over different periods of times as needed.

The **Schedules** widget will display the status of the call center which is based on any schedules that have been applied to the call center.

⚙️ Settings

The **Settings** menu will provide you with multiple submenu options including:

- Queue Settings
- Bounced Settings
- Overflow Settings
- Stranded Calls
- Daily Report Configuration
- Agent Settings
- Advanced Settings



Settings – Queue Settings

This menu allows administrators to configure the queue length and call center routing policy.

Home / ... / Premium Call Centers / TechnicalSupport

Queue settings

Length of queue:

Route call to agents with the highest skill level

How to distribute calls across agents:

- regular [i](#)
- circular [i](#)
- uniform [i](#)
- simultaneous [i](#)
- weighted [i](#)

[✓ Save](#) | [✗ Cancel](#)

First set your queue length. The queue length determines the number of callers that may be in queue before your call center takes an overflow action. Use the available text field and enter a whole number. The maximum queue length is determined by the type of call center. Premium call centers can have a maximum queue length of 525 callers.

Then choose your agent distribution policy. Options include:

- Route calls based on agent skills (enabling this option still requires you to choose from regular, circular, or uniform) – when an agent becomes available to receive a call, the call from the center where the agent is the most skilled is offered to the agent.
 - When this option is not enabled, the call center will use priority-based routing which means that when an agent becomes available to receive a call, the call

from the call center with the highest priority, determined by your company's call center routing policy, is offered to the agent.

- Regular – Incoming calls hunt through agents in the order they appear on the list, starting from the top each time.
- Circular– Incoming calls hunt through agents in the order they appear on the list, starting with the agent following the agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.
- Uniform (*most common*) – Incoming calls hunt through all agents in order, starting with the agent who has been idle with longest and ending with the agent who most recently answered a call.
- Simultaneous – Incoming calls alert all agents at the same time. The first agent to answer handles the call.
- Weighted – Incoming calls are assigned to idle agents based on percentages you assign on the Call Center's profile weighted call distribution page.

Click **Save** to keep any changes you have made.

Settings – Bounced Settings

This menu allows administrators to configure the call center routing policy for calls not answered by agents.

Home / NETAXIS TEST / Groups / 2700 Oregon Rd / Premium Call Centers / TechnicalSupport

< Bounced settings

Configure the call center routing policy for calls unanswered by agents

- Bounce a call back in the queue if the agents doesn't pick up after rings
- Bounce call when agent becomes available while routing the call to that agent
- Alert agent if call is on hold for longer than seconds
- Bounce call back to queue when user is put on hold for longer than seconds
- Transfer call to a phonenumber when not answered by an agent

[✓ Save](#) | [✕ Cancel](#)

Here, administrators can select or deselect rules that will adjust the routing policies for bounced calls.

Options include:

- Bounce a call back in the queue if the agent doesn't pick up after x rings.
- Bounce call when agent becomes unavailable while routing the call to that agent.
- Alert agent if call is on hold for longer than x seconds. (Agent will hear audible alert on physical endpoint reminding them a caller is on hold)
- Bounce call back to queue when user is put on hold for longer than x seconds.
- Transfer call to a phone number when not answered by an agent. (Enter phone number into text field when enabled for transfer to destination)

Any or all the available options may be selected simultaneously. Click **Save** to keep your changes.

Settings – Overflow Settings

The **Overflow settings** allow administrators to determine what should happen in case more calls are received than the queue can handle. The number of calls the queue can handle is based on the **Length of queue** configuration that is available under **Settings > Queue Settings**. Any calls that exceed the length of queue are considered **Overflow** calls.

Overflow settings

Decide what should happen in case more calls are received than the queue can handle

When the queue overflows:

- Perform busy treatment
- Transfer to phone number
- Play ringing until caller hangs up

Enable overflow after timeout sec

Play announcement before overflow processing

Announcement:

- System default
- Custom media
 -
 -
 -
 -

|

Options for when the queue overflows:

- Perform busy treatment (callers receiving a busy tone).
- Transfer to phone number. When selected, admin must populate destination number/extension in available text box.
- Play ringing until caller hangs up.

In addition to calls going to overflow when the queue is full, admins can specify that a call waiting in queue to more than a set threshold will also be considered **Overflow**. To enable this feature, check the box for **Enable overflow after timeout**, and provide a time (in seconds) for when the overflow action selected above should take effect.

Prior to the overflow action event occurring, you may choose to play an announcement to callers advising them that the current call volumes are high and advising them to call back, or some other messaging. To enable this feature, check the box for **Play announcement before overflow processing** and then select between playing a **System default** message or **Custom media** file.

Settings – Agent Settings

The **Agent Settings** page provides configuration options that will determine how the specific call center queue will interact with the agents assigned to the queue.

< Agent settings

- Allow agents to join
- Allow Call waiting on agents
- Enable calls to agents in wrap-up state
- Enable maximum ACD wrap-up timer min sec
- Automatically set agent state to after call
- Automatically answer call after waiting sec

Distinctive ringing 

For normal calls:

For calls forced to the call center:

[Save](#) | [Cancel](#)

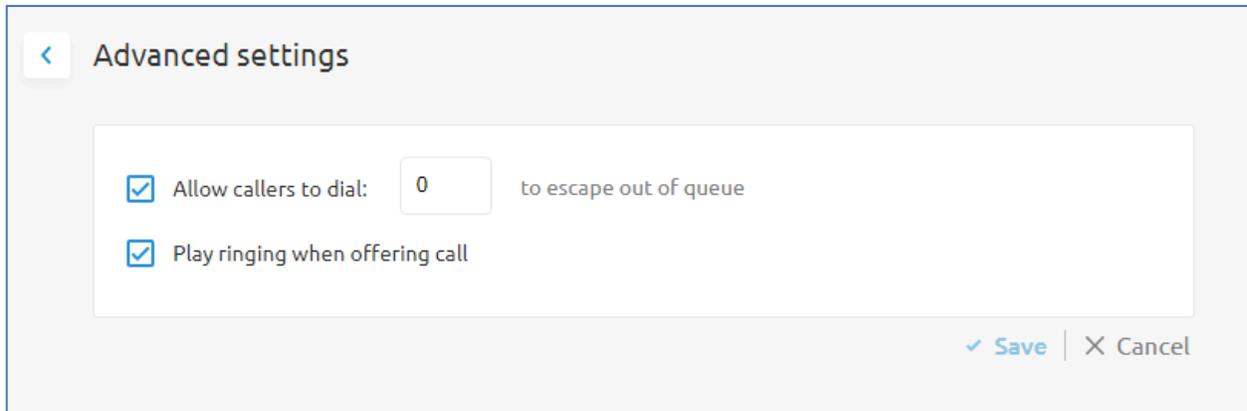
This table outlines the settings available:

Setting	Description
Allow agents to join	Allows agents to choose to join/unjoin from this call center queue. This is a useful option to enable when you have multiple queues with agents who may need to be logged into some but not others depending on call volume. Agents can choose which queues they will join from their Call Management Portal or through the Agent Dashboard.
Allow Call waiting on agents	When enabled, the call center queue will present calls to agents who are already handling another call. Agents will get the call waiting notification and the option to place the current call on hold and to answer the new inbound call. Best practice is to leave this disabled and have callers wait in the queue until an agent is fully available.
Enable calls to agents in wrap-up state	The wrap-up state is intended to give agents time to set a call disposition and leave notes on accounts in the organization's CRM tool. Enabling this option allows the call center to distribute calls to these agents when their current agent state is designated as 'wrap-up'.
Enable maximum ACD wrap-up timer	The wrap-up state is intended to give agents time to set a call disposition and leave notes on accounts in the organization's CRM tool. Enabling this option allows administrators to configure a threshold that will start a timer immediately after an agent's call ends or when an agent manually puts themselves into the 'wrap-up' state. At the end of the timer, the agent is automatically put back into available state.
Automatically set agent state to x after call	This setting allows admins to determine what the call center agent's state should be set to immediately after they end the call. When enabled, a drop-down box allows admins to choose from the Agent States configured for the call center.
Automatically answer call after waiting x sec	When enabled, this setting will make it so that when calls are presented to available agents, the call is automatically answered after the set number of seconds. This prevents the need for the agent to choose to answer a call.
Distinctive Ringing	This setting allows you to choose if the ring tone played to agents is different for when they are presented calls from the call center.

Click **Save** to keep your changes.

Settings – Advanced Settings

The **Advanced Settings** menu allows administrators to configure options specific to how the call center queue will interact with callers who have access the queue.



The screenshot shows a settings interface titled "Advanced settings" with a back arrow. It contains two checked options: "Allow callers to dial: 0 to escape out of queue" and "Play ringing when offering call". A "Save" button with a checkmark and a "Cancel" button with an X are located at the bottom right.

The following options are available on the Advanced Settings page:

Feature	Description
Allow callers to dial x to escape out of queue	When callers are waiting in the call center queue for an available agent to handle their call, callers will have the option to press a designated digit to escape from the queue. Typically, an additional configuration would be made by applying a calling feature to the call center that would then route the callers to an alternate destination such as a voicemail box, auto attendant, or receptionist. When this setting is enabled, it is advised to create a custom comfort message that plays to callers with instructions, for example if the escape option goes to voicemail the instructions should state: "callers <i>may press 0 to exit the queue and leave a message</i> ".
Play ringing when offering call	When callers are in the call center queue waiting for an available agent, typically they hear comfort message/music on hold that plays while they are waiting. When enabled, once an agent is available to treat the call, the caller will stop hearing the comfort message/music and hear ringing until the available agent answers the call. This audible change prepares the caller that their wait time is nearly over, and someone is about to answer their call. If it is left disabled, the caller will continue to hear the comfort message until the agent answers the call.

Settings – Stranded Calls

The **Stranded Calls** page allows administrators to define what must happen when a call is stranded in the queue when all agents are signed-out or become unavailable.

There are two tabs for configuration on this page that include:

1. When all agents left
2. When all agents unavailable

< Stranded calls

Define what must happen when a calls stranded in the queue while all agents are signed-out

When all agents left When all agents unavailable

Action:

- Leave in the queue
- Transfer to phone number
- Perform busy treatment
- Play ringing until caller hangs up
- Same behaviour as "after business hours" treatment
- Play announcement until caller hangs up
 - Announcement: System default
 - Custom media

✓ Save | ✕ Cancel

Both tabs provide the same configuration options.

On the **When all agents left** tab, administrators can define what actions the queue will take for callers who are still waiting in the queue, but all agents have signed out of the call center. Available options include:

- Leave in the queue.
- Transfer to phone number
- Perform busy treatment.
- Play ringing until caller hangs up.
- Same behavior as “after business hours” treatment
- Play announcement until caller hangs up.

Depending on the action selected, an action target may need to be defined. For example, if you choose to “Transfer to phone number”, a text box will appear for you to enter the phone number where the call should be transferred to. If you choose to “Play announcement until caller hangs up, you must select the option for **System default** message, or **Custom media**. The Custom Media option will also require you to select up to 4 media files to play to callers.

Stranded calls

Define what must happen when a calls stranded in the queue while all agents are signed-out

When all agents left When all agents unavailable

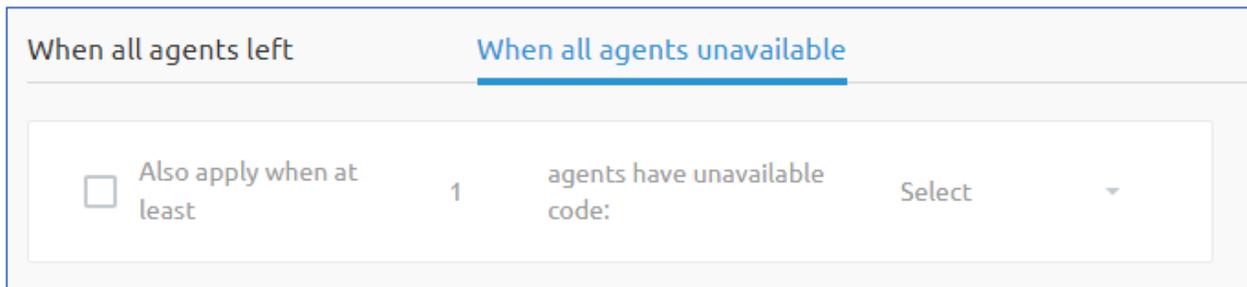
Action:

- Leave in the queue
- Transfer to phone number
- Perform busy treatment
- Play ringing until caller hangs up
- Same behaviour as "after business hours" treatment
- Play announcement until caller hangs up
 - Announcement: System default
 - Custom media
 -
 -
 -
 -

✓ Save | ✕ Cancel

When you are on the **When all agents unavailable** tab, admins can determine what action to take when all agents in an unavailable state. The same options are available here as they were for the **when all agents left** for the action types.

There is one additional option that allows you to select to apply these rules **when at least x agents** have a specified unavailable code enabled. This may be useful if there is an emergency such as a tornado warning or fire alarm, you can apply the rules to your queue if that specific code is enabled for a specified number of agents. If you enable this setting, it is recommended to increase the number of agents to avoid an accidental Agent Unavailable assignment by a single agent or small group of agents that could cause your call center to reroute callers incorrectly.



When all agents left **When all agents unavailable**

Also apply when at least 1 agents have unavailable code: Select ▼

Click **Save** to keep your changes.

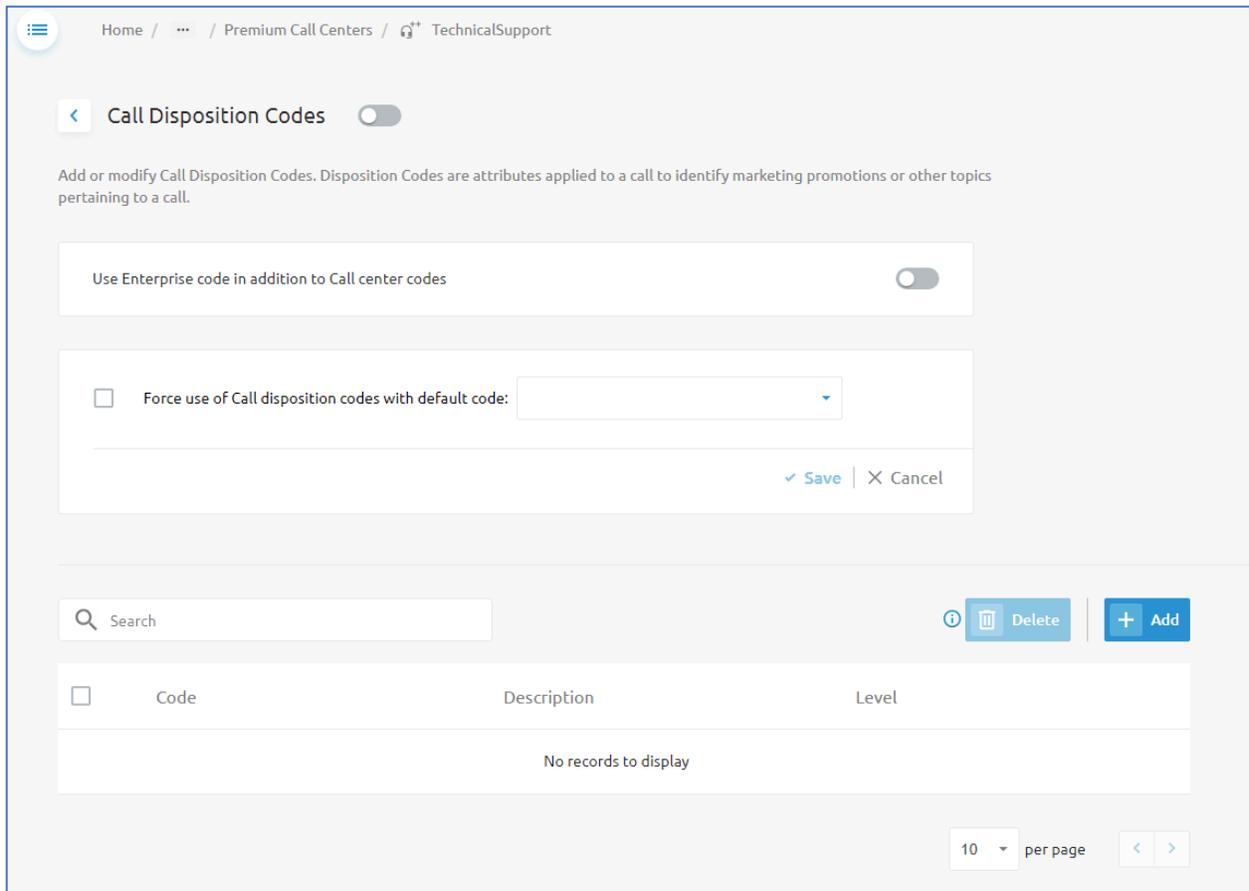
Settings – Call Disposition Codes

Call Disposition Codes are attributes applied to a call to identify marketing promotions or other topics pertaining to a call.

Call Disposition Codes can be added at the **Enterprise/Tenant** level (Call Flows > Call Center > Settings) or at the group level here where you are currently managing the call center. The difference in the access allows for Enterprise/Tenant level codes to be added which can then be used by agents in any call center within the Enterprise.

Use this page to view, activate, or deactivate codes defined for your call center.

When adding a code, provide the code you want to use and then provide a description for the code you are creating to help identify the meaning of the code. For example, you may create a code call “Support” and a description that shows “Caller required technical support”.



Use the toggle switch at the top of the page to enable/disable call disposition codes for this call center. When call disposition codes are enabled, call center agents will have a drop-down box available in the call handling pane of the Agent Web GUI Dashboard where they may assign a code to the call which can be reported on later by call center supervisors.

Settings – Agent Unavailable Codes

Use this page to add, modify, and delete the Agent Unavailable Codes. The Agent Unavailable Codes provide additional information about agents’ unavailability. The codes can be applied when an agent changes their Automatic Call Distribution (ACD) state to “unavailable”.

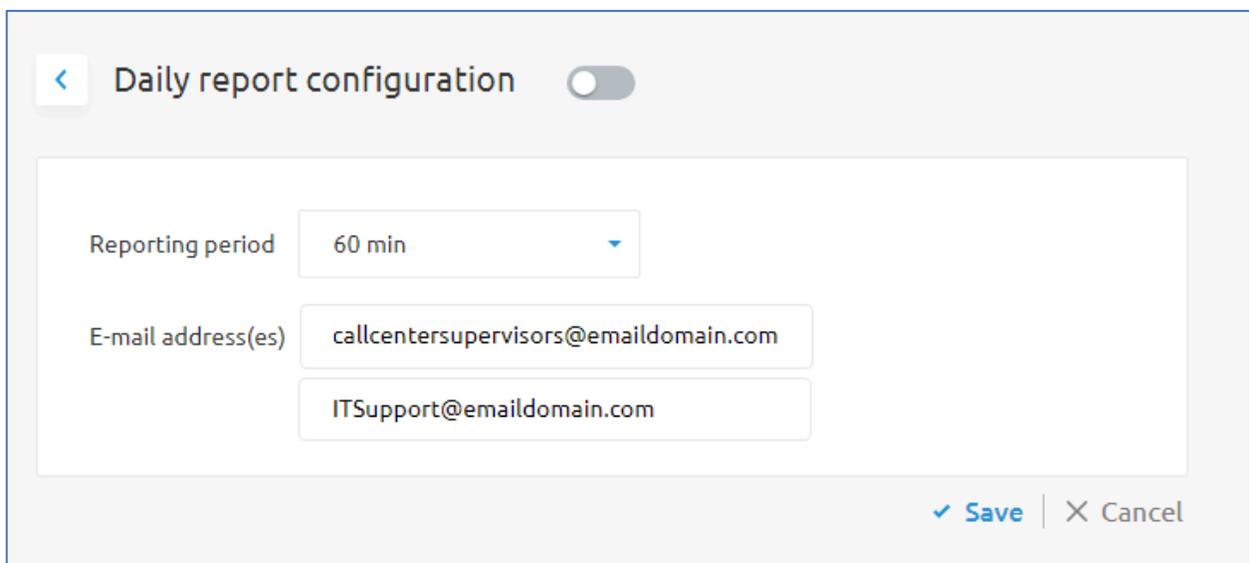
Settings – Daily Report Configuration

Use this page to setup a daily mail report on the performance of the call center and its agents.

To configure the daily report, choose a reporting period from the following options:

- 30 minutes
- 60 minutes

Provide email addresses for each recipient of the report. Two available text boxes are available. If you require more than two people to receive a copy of the report, we recommend creating a distribution list through your email service provider and apply the recipients from the email configuration, then add the distribution list email address into this configuration for the **Daily Report**.



← Daily report configuration

Reporting period 60 min ▼

E-mail address(es) callcentersupervisors@emaildomain.com

ITSupport@emaildomain.com

✓ Save | ✕ Cancel

Click **Save** to keep your changes.

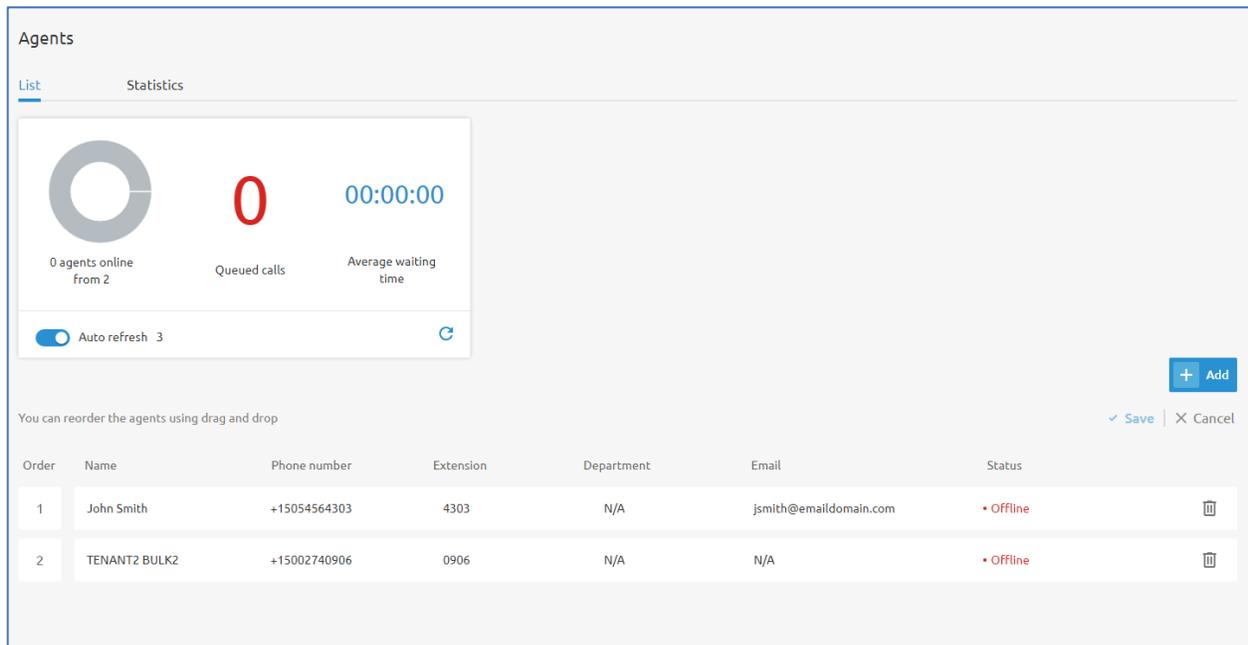
📞 Recent Calls

This menu requires basic call logs to be assigned. This feature is not available by default for call centers. Supervisors should use the call center reports to obtain information about callers.

Agents

The **Agents** menu provides admins with a view of all agents that are currently assigned to the call center. From this menu, admins can view the agents' status, add agents, reorder the agents, and view agent calling statistics.

There is also a high-level view showing the number of agents currently signed into the call center, number of calls in the queue, and the average waiting time for callers in the queue.



The screenshot displays the 'Agents' management interface. At the top, there are two tabs: 'List' (selected) and 'Statistics'. The 'Statistics' section shows three key metrics: '0 agents online from 2' (represented by a donut chart), '0 Queued calls' (represented by a large red '0'), and 'Average waiting time' of '00:00:00'. Below these metrics is an 'Auto refresh' toggle set to '3' and a refresh icon. A '+ Add' button is located in the top right corner. Below the statistics, a message states 'You can reorder the agents using drag and drop' with 'Save' and 'Cancel' options. The main part of the interface is a table listing agents.

Order	Name	Phone number	Extension	Department	Email	Status	
1	John Smith	+15054564303	4303	N/A	jsmith@emaildomain.com	• Offline	
2	TENANT2 BULK2	+15002740906	0906	N/A	N/A	• Offline	

Removing Agents from the Call Center

To remove agents from the call center, click on the trashcan icon  on the far-right column of the table displaying the agents, for the agent you wish to remove.

Adding Agents to the Call Center

To add agents to the call center, click on the blue **+Add** button. In the pop-up menu, select available agents from the list to add to the call center by clicking on the checkbox to the left of their names.

+ Add members

Select available users from the group

Only users from my site

Search

TENANT2 BULK2 +15002740906

Selected users:

TENANT2 BULK2 +15002740906

Cancel Save

NOTE: Available agents are users with the compatible call center agent or call center supervisor licensing assigned to them. The license type must be the same or higher than the type of call center you are managing. For example, Premium Agents can be a member of Premium, Standard, and Basic Call Centers. Basic Agents can only be members of Basic Call Centers.

Click **Save** to keep your changes.

Reorder Agents

If you are using a Regular, Circular, or Uniform policy to route calls to agent in your call center, the call center will begin sending calls to agents in the order they appear in this table. If you need to change the order, use your mouse to click on an agent and continue to hold the mouse button down, then drag them into the place in the table you want them to be to reorder the list. Release the mouse button to perform the “drop” which will place the agent in the new spot in the order.

You can reorder the agents using drag and drop ✓ Save | ✕ Cancel

Order	Name	Phone number	Extension	Department	Email	Status	
1	John Smith	+15054564303	4303	N/A	jsmith@emaildomain.com	• Offline	🗑️
2	TENANT2 BULK2	+15002740906	0906	N/A	N/A	• Offline	🗑️

Click **Save** to keep your changes.

Agent Statistics

The **Statistics** tab shows a table with information about each agent assigned to the call center. The information in the table can be filtered by date and time using the available drop-down boxes just above the table.

In the table, admins will be able to see the following data:

- Agent Name
- Number of calls handled.
- Number of calls missed.
- Average call duration
- Total call duration
- Total time online

Agents

List Statistics

🔍 Search 08/23/2023 ▾ 13 ▾ : 00 ▾ 08/23/2023 ▾ 13 ▾ : 00 ▾ Apply

	Name	Calls handled	Calls missed	Average call duration	Total call duration	Total time online
1	John Smith	0	0	00:00:00	00:00:00	00:00:00
2	TENANT2 BULK2	0	0	00:00:00	00:00:00	00:00:00

10 ▾ per page < 1 >

☎ Incoming Calls

The **Incoming Calls** menu displays any additional incoming calling features that have specifically been assigned to the Call Center such as Call Forward Busy. Most call centers will not have any features or services activated and no details will be available in this menu.

☎ Outgoing Calls

The **Outgoing Calls** menu provides access to the Outgoing Calling Plan associated with the call center. Because agents and supervisors can use the Web GUI to place outbound calls using the Call Center, a separate outgoing calling plan is associated with each call center. The outgoing calling plan allows admins to view the calling plan rules for outgoing calls. Only an administrator can change which call types are permitted.

The screenshot shows the 'Outgoing calls' configuration page in the Telesystem Call Center Premium Web GUI. The page includes a sidebar with navigation options and a main content area with a table of rules and a 'Custom settings' toggle.

Outgoing calling plan allows to view the calling plan rules for outgoing calls. Only an administrator can change which call types are permitted.

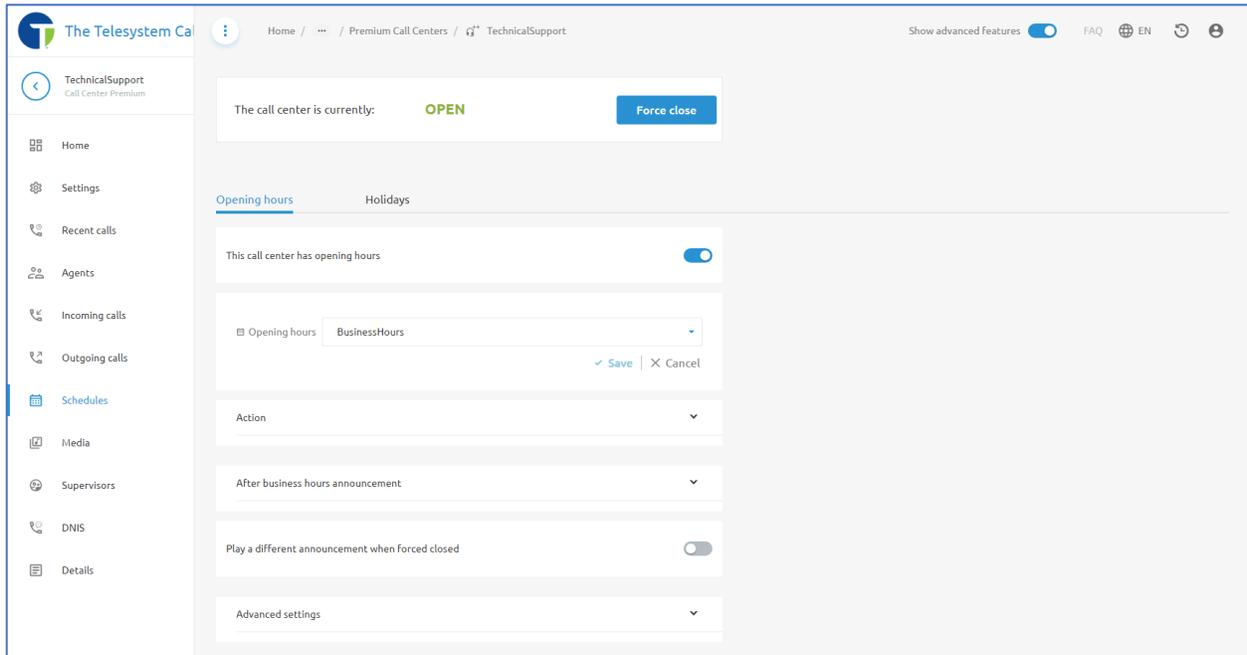
Custom settings Save | X Cancel

	Name	Originating	Redirecting
1	Intern	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
2	Local	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
3	Toll Free	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
4	National	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
5	International	<input type="button" value="Disallow"/>	<input type="button" value="Disallow"/>
6	Operator Assisted	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
7	Chargeable Directory Assisted	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
8	Special Services I	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
9	Special Services I	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>

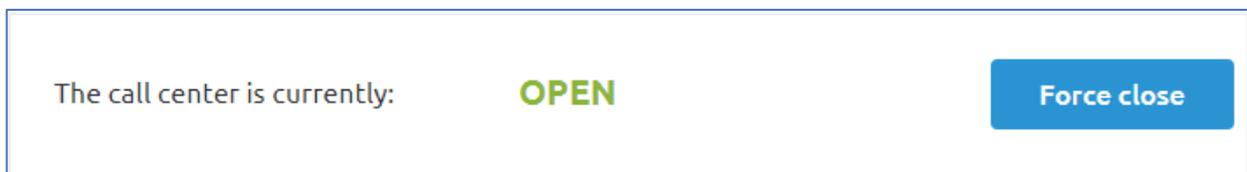
Telesystem recommends that Admins not change the configuration of their outgoing calling plan as it may interrupt the call flow of their call center. Enabling certain features could also open the ability for users to make toll calls and/or long-distance calls that carry additional usage-based charges that you will be responsible for.

Schedules

The **Schedules** menu is where admins can apply time-based rules to a call center queue. These schedules allow you to determine the open and closed hours of the call center, and to designate holidays where the call center would be closed as well. This is also where admins can determine what happens to call that reach the call center queue during the closed periods and on holidays.



On the **Schedules** menu for the Call Center, at the top of the page you will see the status of the call center. This is based on schedules that have been applied.

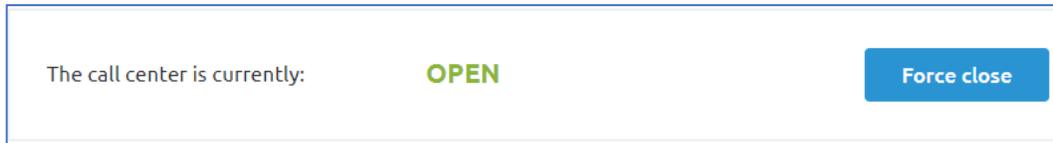


Admins can use the **Force close** button to manually put the call center into a closed mode. To use the **Force close** your call center must have **opening hours** configured and a schedule assigned.

To enable the **Force close**, press the button labeled “Force close” once. The call center status will change to show **FORCE CLOSED**.



Once a call center is in the force closed state, it will remain there until you reopen it. To reopen the call center, click on the **Open** button. This will return it back to the status based on the current schedule.

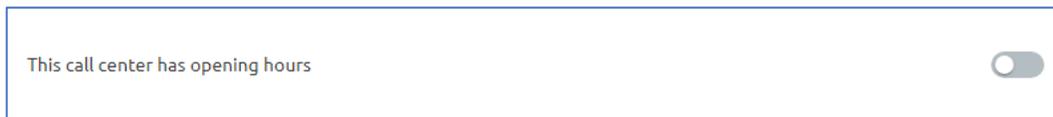


Schedules – Opening Hours

The **Opening Hours** tab of the Call Center Schedules contains the following settings:

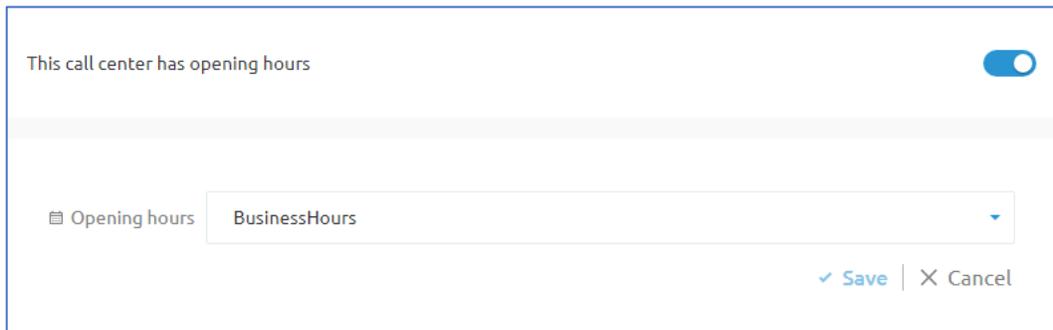
- Call Center Opening Hours
- After Business Hours Announcement
- Play a different announcement when forced closed.
- Advanced settings

Starting with the Call Center Opening Hours configuration. Use the available toggle switch to enable or disable the opening hours.



If this setting is left disabled (grey) then the call center will assume that it is always open, and only need to utilize one calling configuration.

If you enable the setting for opening hours (toggle switch shows blue), then you will have an additional configuration option to apply a schedule from an available drop-down box. Use the drop-down box to select from available **Group** or **Tenant** level schedules that have been created.



Click **Save** to keep your changes.

In the **Action** box below the Opening hours configuration, choose if you want to play an announcement before sending callers into the normal after-hours treatment by checking the box labeled **“Play first announcement”**.

Below that, choose to apply busy treatment or to transfer the call to a phone number (or voicemail box) using the radial buttons.

The screenshot shows a configuration panel titled "Action". It has three radio button options: "Play first announcement" (checked), "Apply busy treatment (forward to VM or busy tone)" (selected), and "Transfer to phone number". At the bottom right, there are "Save" and "Cancel" buttons.

Click **Save** to keep your changes.

If you choose to play an announcement to your callers for the after-hours treatment, use the section labeled **After business hours announcement** to choose between a **System default** announcement, or **Custom media**. If you choose **Custom media**, there are 4 drop-down boxes available for you to select pre-recorded announcements. Choose up to 4 audio files that will play their pre-recorded messages to callers in order.

The screenshot shows a configuration panel titled "After business hours announcement". It has two radio button options: "System default" and "Custom media" (selected). Below the "Custom media" option are four drop-down menus for selecting audio files: "End of Summer MoH", "HolidayMenu", "None", and "None". At the bottom right, there are "Save" and "Cancel" buttons.

Click **Save** to keep your changes.

For the **Play a different announcement when forced closed**, admins can enable or disable this feature. It will allow you to pre-select a pre-recorded announcement to notify your callers that the queue has been disabled due to emergency or unplanned events. Use the toggle switch to enable (blue) or disable (grey) this setting.

If you enable the setting, use the **Forced close announcement** section to select between playing a **System default** message, or a **Custom media** to play to your callers when force close is active. If you choose the **Custom media** option, use the drop-down boxes to select up to 4 media files to play to your callers in order.

Play a different announcement when forced closed

Forced close announcement ^

Announcement: System default
 Custom media

None ▾
None ▾
None ▾
None ▾

✓ Save | ✕ Cancel

Under **Advanced settings** you can choose if you want to **allow. Feature access codes to manually override night service**. Use the check box to enable or disable this setting. If it is enabled, use #70 for Night Service Activation Manual Override, and #71 for Night Service Deactivation Manual Override.

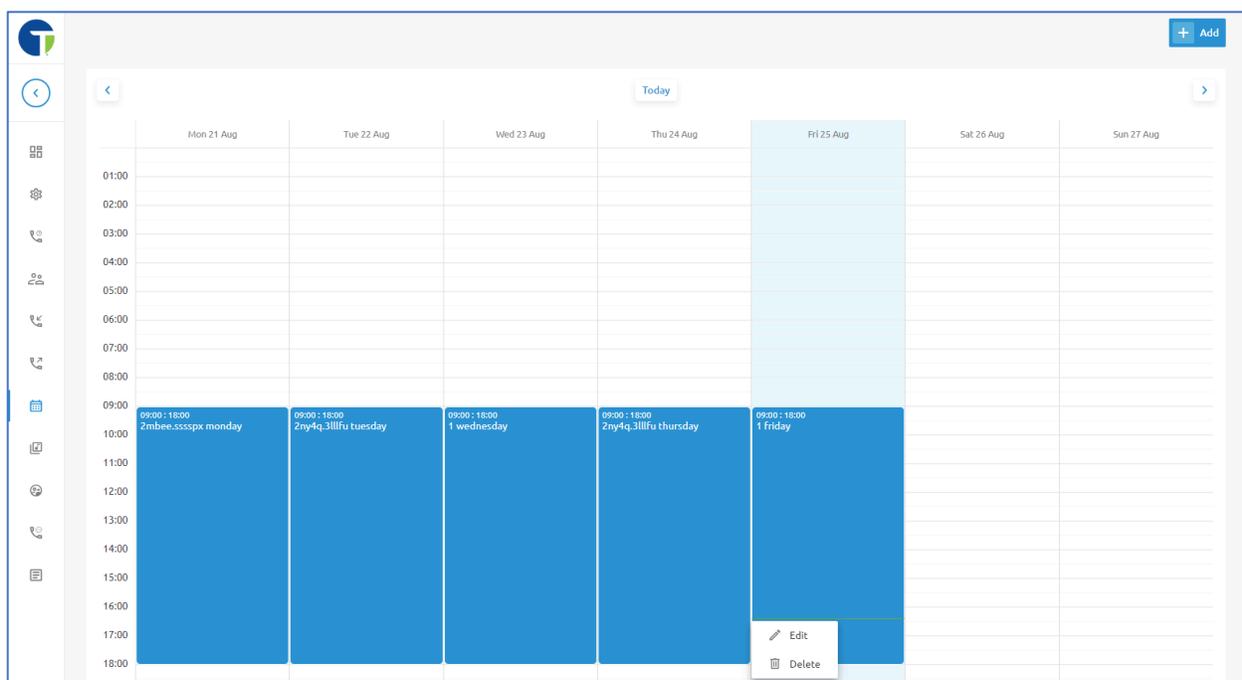
Advanced settings ^

Allow feature access codes to manually override night service

At the very bottom of the page, you will find a visual representation of the schedule that was applied for **Opening hours** (above). This will let you know exactly what has been blocked off as operating hours. If you need to, you can also adjust the hours by clicking on a block and selecting edit (or delete) .

You can also add additional blocks of time as need by using the **+Add** button to add new periods of time or use the click and drag method on the calendar to block off new times that would also be considered operating hours/open times.

Be careful when making changes to the schedule as the schedule may be applied to other services and features in your group. Any adjustments made would also apply to those other services and features. If needed, you may want to create a schedule specific to your Call Center Queue and ensure you label it so that it is obvious that it is for the queue.



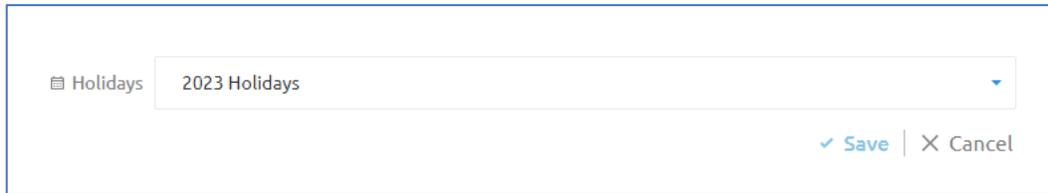
Schedules – Holidays

On the **Holidays** tab for the scheduling menu of the call center, you can choose to apply a holiday calendar to your call center queue. When a holiday schedule is applied, you can choose to play an announcement to callers who reach the queue on those designated days, advising them that the queue is closed for the holiday.

To enable the holiday calendar, enable the toggle switch by making it blue.



When that it turned on, you will have a new box appear below it where you can assign a holiday schedule. Select a holiday schedule from the drop-down box. Click **Save** to keep your changes.

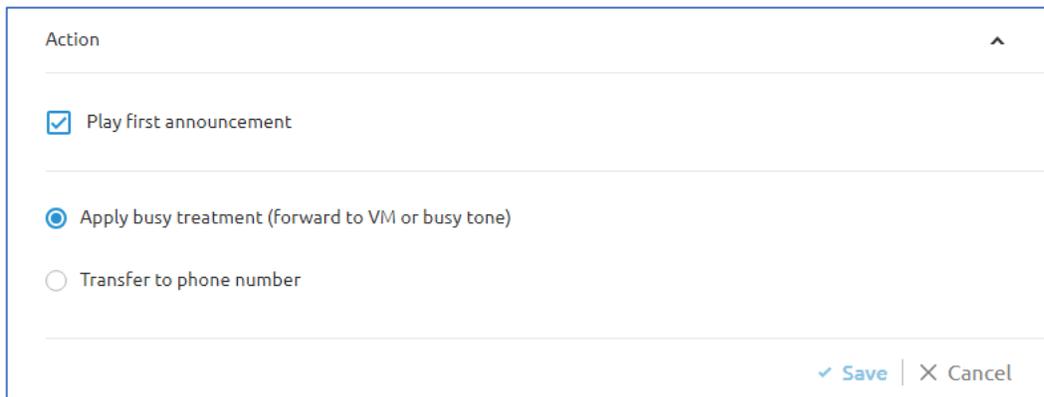


A screenshot of a user interface for assigning a holiday schedule. On the left, there is a calendar icon and the text "Holidays". To its right is a drop-down menu with "2023 Holidays" selected. At the bottom right of the interface, there are two buttons: "Save" with a checkmark icon and "Cancel" with an 'X' icon.

Note: The holiday schedules available are created at the Tenant or Group level. These schedules may be used by any service or feature that falls in the same tier (Tenant or Group) or below, including user-level features.

Once a schedule has been applied, choose an **Action** for the call center to take if a call comes in during a scheduled holiday. Start by choosing to play an announcement to the caller using the **Play first announcement** checkbox to determine if an announcement will play to callers.

Then choose if the caller will receive a busy treatment or be transferred to a different phone number like an answering service, voicemail box, or other call queue.



A screenshot of a user interface for selecting an action. The title "Action" is at the top left with an upward-pointing arrow icon. Below the title are three radio button options: "Play first announcement" (checked), "Apply busy treatment (forward to VM or busy tone)" (selected), and "Transfer to phone number". At the bottom right, there are two buttons: "Save" with a checkmark icon and "Cancel" with an 'X' icon.

Click **Save** to keep your changes.

If you did choose to play an announcement to your callers, use the **Holiday Announcement** section to select between playing a **System default** message or a **Custom media** message. If you choose **Custom media**, you can then use the 4 available drop-down boxes to select previously recorded messages to your caller. The audio files will play in the order they are selected. Click **Save** to keep your changes.

At the bottom of the page, you will have a table that lists the holidays from the Holiday schedule applied above. You can toggle between seeing the holidays in the table or list view, or a calendar view.

You can also modify the schedule by editing current holidays, deleting them, manually adding new holidays using the **+Add** button, or importing holidays using the **Import holidays** button.

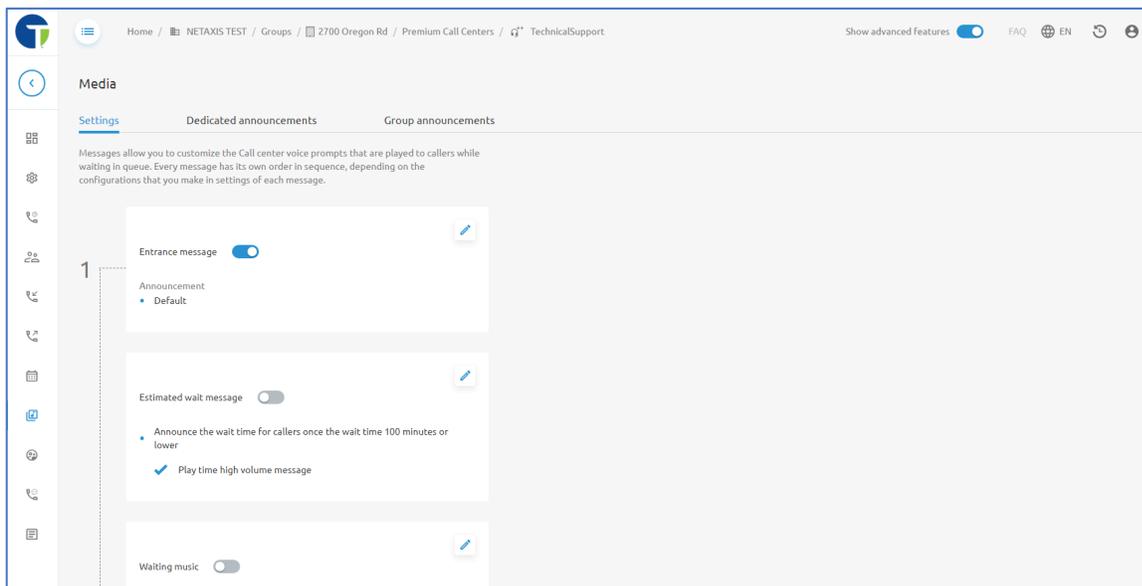
Keep in mind when editing these holidays that the holiday schedule is created at the Tenant or Group level and can be assigned to other services and features. Modifications made to the schedule will result in updates to all the other services and features using that schedule.

	Start	End	Event	Actions
1	Tue Dec 24, 2024	Tue Dec 24, 2024	Christmas Day - 2024	[Edit] [Delete]
2	Wed Nov 27, 2024	Wed Nov 27, 2024	Thanksgiving - 2024	[Edit] [Delete]
3	Sun Nov 10, 2024	Sun Nov 10, 2024	Veterans Day - 2024	[Edit] [Delete]
4	Sun Oct 13, 2024	Sun Oct 13, 2024	Columbus Day - 2024	[Edit] [Delete]
5	Sun Sep 1, 2024	Sun Sep 1, 2024	Labor Day - 2024	[Edit] [Delete]
6	Wed Jul 3, 2024	Wed Jul 3, 2024	Independence Day - 2024	[Edit] [Delete]
7	Sun May 26, 2024	Sun May 26, 2024	Memorial Day - 2024	[Edit] [Delete]
8	Sun Jan 14, 2024	Sun Jan 14, 2024	Dr. Martin Luther King Jr. Day - 2024	[Edit] [Delete]
9	Sun Dec 31, 2023	Sun Dec 31, 2023	New Year's Day - 2024	[Edit] [Delete]

Media

The **Media** menu is where you can manage messages that play to your callers for the call center. This includes the **Entrance message**, **Estimated wait message**, **Waiting music**, and **Comfort Message**.

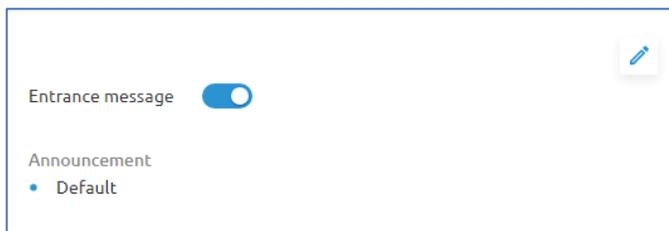
Messages allow you to customize the call center voice prompts that are played to callers while waiting in queue. Every message has its own order in sequence, depending on the configurations that you make in settings of each message.



Media – Entrance Message

The Entrance Message is the message that plays to callers waiting in a queue. Admins can configure up to four files for the entrance message. All four announcements are chained and play back to the caller one after another.

Use the toggle switch to enable or disable the playing of the entrance message. When disabled, the toggle switch will show grey. No entrance message will play to the caller. The call will be directed to the first available agent in the queue. When enabled, the toggle switch will show blue and entrance messages will play to callers. Click on the pencil icon  to configure the entrance message settings.



In the pop-up window, start with the check box labeled “User has to listen to the full entrance message”. When this is enabled, the user must listen to the entrance message in its entirety, even if agents are available to field the call. When this check box is disabled, if an agent is immediately available to answer the call, the entrance message will be bypassed, and the caller will be directed to an agent right away.

Then configure the media to play. Choose between the **System default** audio or **Custom media**. If you choose **Custom media**, you will then be able to use the 4 available drop-down boxes to select the custom media files that have already been uploaded or recorded.

Entrance message

Play entrance message

User has to listen to the full entrance message

Media to play

System default

Custom media

Select

Select

Select

Select

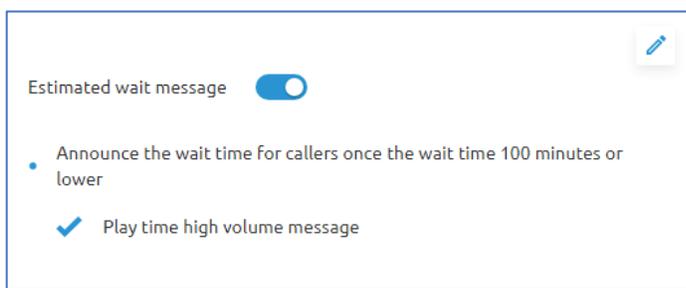
Cancel Save

Click **Save** to keep your changes.

Media – Estimated Wait Message

Use these settings to customize the estimated wait message that plays to callers waiting in a Call Center queue. The message provides callers either with the approximate waiting time or with their position in the queue. When the waiting time or queue position of the caller exceeds the configured maximum, you may choose to play the following message to the caller: “We are experiencing a high volume of calls. Please hold.”

Use the toggle switch to enable or disable the playing of the estimated wait message. When disabled, the toggle switch will show grey. No estimated wait message will play to the caller. The caller will hear the comfort message until an agent is available. When enabled, the toggle switch will show blue and estimated wait messages will play to callers. Click on the pencil icon  to configure the estimated wait message settings.



To announce updated wait times to callers at specified intervals, check the “**Repeat estimated wait message every [X] seconds**” option and enter the desired interval (in seconds) in the box.

To announce their position in the queue to callers, select the “**Announce Queue position for caller in position [X] or lower**” radial, enter the maximum queue position to play this announcement to. The number must be from one through 100.

To play the high volume announce to caller whose position in the queue is higher than the configured maximum, check the box for “**Play position high volume message**”.

To announce their approximate waiting time to callers, select the “**Announce the wait time for callers once the wait time is [X] minutes or lower**” radial button. Enter the maximum waiting time (in minutes) during which the message can play. The number must be from one through 100.

In the **Default handling time** text box, enter the estimated handling time per-call (in minutes) to use when calculating the waiting time.

NOTE: The estimated waiting time = ([position in queue * average call handling time]/number of agents available or wrap-up). The default handling time is used when the average call handling time is not available.

To play the high-volume message to callers whose estimated waiting time is longer than the configured maximum, check the “Play time high volume message.” Check box.

Estimated waiting message

Estimated wait message for queued calls

Repeat estimated wait message every: seconds

Announce queue position for caller in position or lower

Play position high volume message (a high-volume message is played to callers with a position in queue higher than the configured maximum)

Announce the wait time for callers once the wait time is minutes or lower

Default handling time min

Play time high volume message (a high-volume message is played to callers with a position in queue higher than the configured maximum)

Cancel Save

Click **Save** to keep your changes.

Media – Waiting Music

Use these settings to customize the Call Center **Music on Hold** message that plays to callers waiting in the queue. You can configure up to four files for the message. All four announcements are chained and play back to the caller one after another.

Waiting music

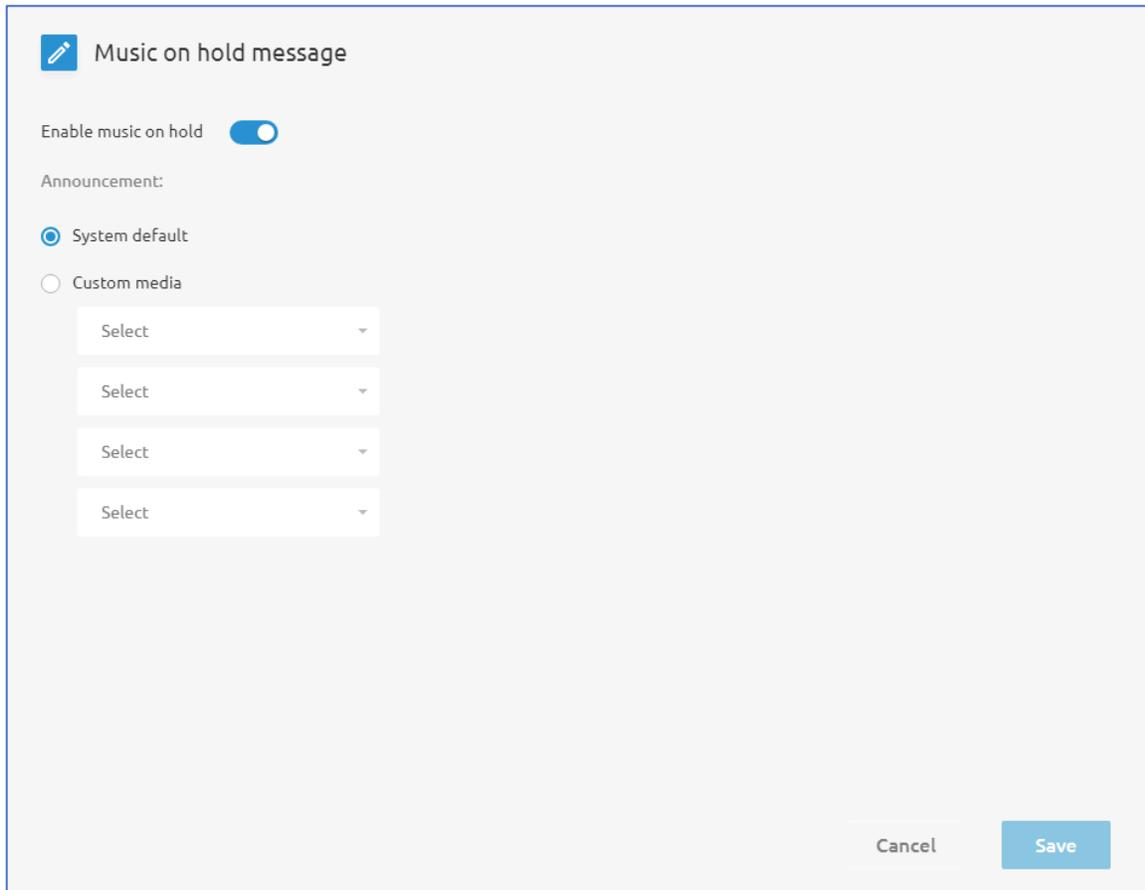
Waiting music

Announcement

- Default

Use the toggle switch to enable or disable the playing of the Music on Hold. When disabled, the toggle switch will show grey. No Music on Hold will play to the caller when a call center agent places their call on hold. When enabled, the toggle switch will show blue, and Music on Hold will play to callers when an agent places the call on hold. Click on the pencil icon  to configure the Music on Hold settings.

In the pop-up window, choose to play a **System default** file to callers or **Custom media** files to the callers. If you choose **Custom media**, use the 4 drop-down boxes to select previously uploaded or recorded files to play for Music on Hold.



 Music on hold message

Enable music on hold

Announcement:

System default

Custom media

Select

Select

Select

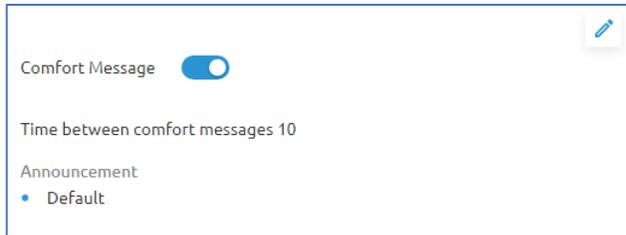
Select

Cancel Save

Click **Save** to keep your changes.

Media – Comfort Message

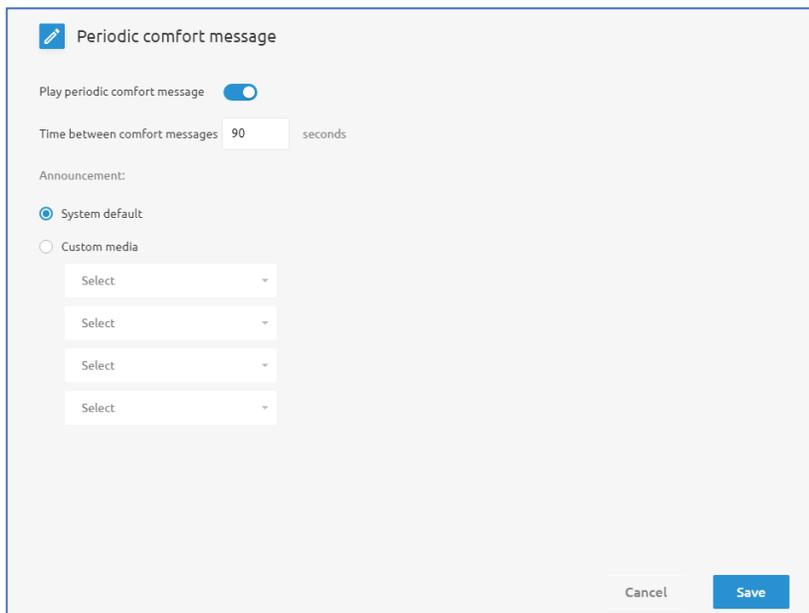
The Comfort Message settings allow administrators to customize the Call Center message that plays to callers waiting in the queue. You may configure up to four files for the message. All four announcements are chained and play back to the caller one after another.



Use the toggle switch to enable or disable the playing of the Comfort Message. When disabled, the toggle switch will show grey. No Comfort message will play to the caller when a call center agent places the call in the queue. When enabled, the toggle switch will show blue, and Comfort Message will play to callers while their call is in the queue. Click on the pencil icon  to configure the Comfort Message settings.

In the pop-up window, start by specifying the time between messages. In the **Time Between Comfort Messages [X] seconds**, use the text field to enter the time to elapse before replaying the comfort message.

Below, choose to use the **System default** or **Custom media** files to play to your callers. If you choose to play custom media files, use the 4 drop-down boxes to select pre-recorded or uploaded messages to your callers.



Click **Save** to keep your changes.

Supervisors

A supervisor is a user who monitors and can listen to the calls of selected agents of the call center. You can assign any user from your group as supervisor, even if this user is not an agent of the call center.

The screenshot shows a web application interface for managing supervisors. The breadcrumb navigation at the top reads: Home / NETAXIS TEST / Groups / 2700 Oregon Rd / Premium Call Centers / TechnicalSupport. The page title is "Supervisors". Below the title is a descriptive text: "A supervisor is a user who monitors and can listen to the calls of selected agents of the call center. You can assign any user from your group as supervisor, even if this user is not an agent of the call center." There is a search bar with the placeholder text "Search". To the right of the search bar are "Delete" and "Add" buttons. Below this is a table with three columns: "Name", "Phone number", and "Extension". The table contains three rows of data. At the bottom right of the table area, there is a pagination control showing "10 per page" and a page number "1".

<input type="checkbox"/>	Name	Phone number	Extension	
<input type="checkbox"/>	John Smith	+15054564303	4303	
<input type="checkbox"/>	User New	+15002740904	0904	
<input type="checkbox"/>	Mike Orra	+15054564300	4300	

Use the **+Add** button to add supervisors from the group to be supervisors of the call center.

Select users from the list by checking the box next to their name. The selected users will show on the right-hand side of the pop-up window.

+ Add supervisors

1 Add supervisors

2 Add supervised agents optional

Select users from the list

Search

Name

Don Thompson

Email Test

Voicemail User

TENANT2 BULK2

BULK 2 BULK 2

PIOTR TEST KOSTECKI TEST

Selected users

Don Thompson

PIOTR TEST KOSTECKI TEST

Cancel Next

Click **Next** to proceed.

Choose which agents in the call center queue the supervisor(s) being added will be able to monitor/supervise by checking the box next to their names.

+ Add supervised agents

✓ Add supervisors

2 Add supervised agents optional

Available agents

Selected agents

Search

Name

TENANT2 BULK2

TENANT2 BULK2

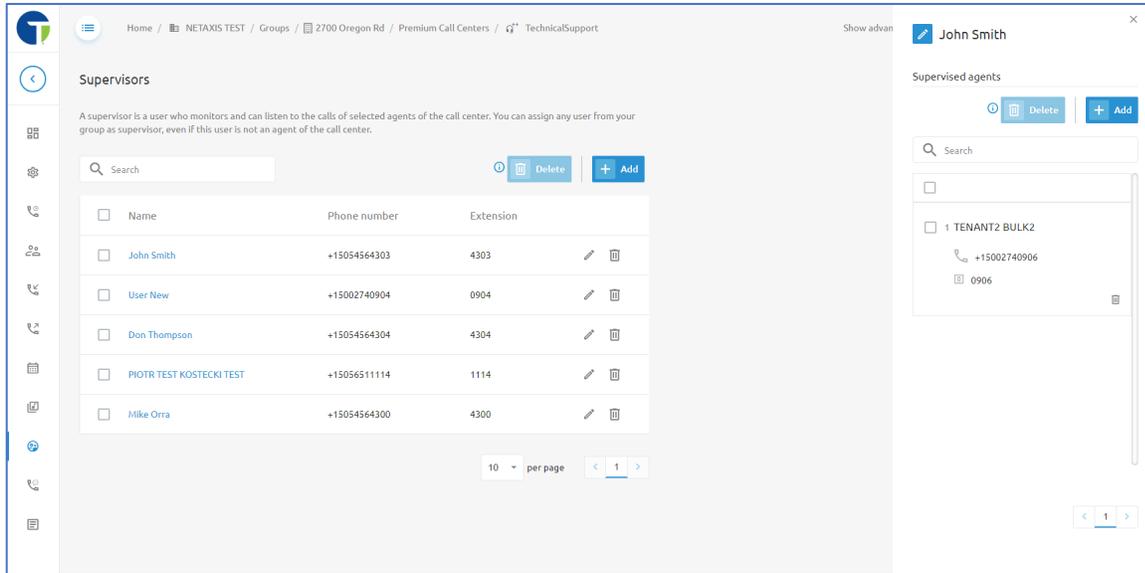
Cancel Assign

Click **Assign** to finish adding the supervisors.

NOTE: Adding users from your group as a supervisor will not give them full supervisor access to run report, manage the call queue, and monitor agents. You must apply Supervisor licensing to these users. The licensing does carry additional costs. Please contact your Telesystem Account Manager or Telesystem Support to add additional licensing.

Remove supervisors from the list by clicking the trashcan icon  next to their name.

Edit supervisors by clicking the pencil icon  next their name. When you edit a supervisor, a slide out menu will show on the right-hand side of the screen when you can modify what agents the user will be able to supervise.



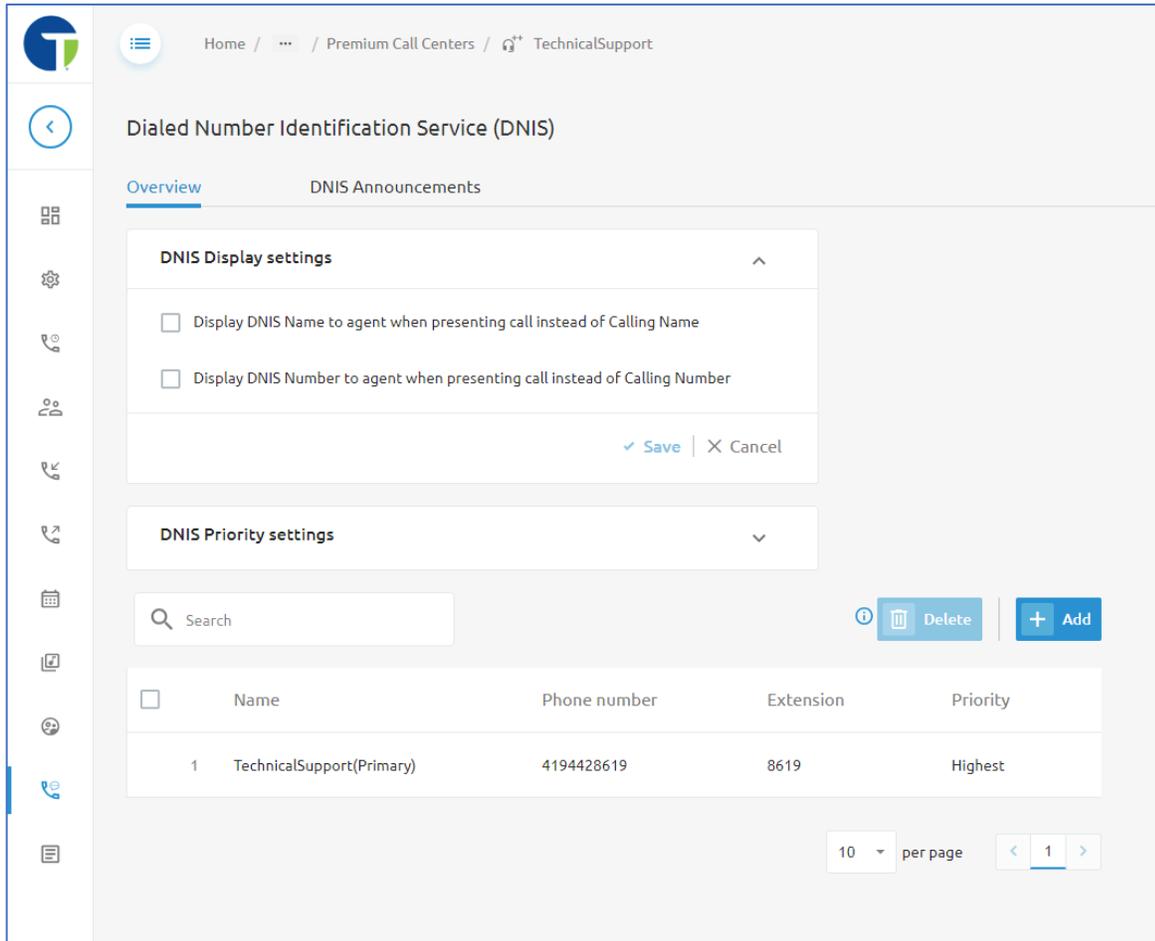
The screenshot displays the 'Supervisors' management page in a web application. The breadcrumb trail at the top indicates the path: Home / NETAXIS TEST / Groups / 2700 Oregon Rd / Premium Call Centers / TechnicalSupport. The page title is 'Supervisors'. A descriptive text states: 'A supervisor is a user who monitors and can listen to the calls of selected agents of the call center. You can assign any user from your group as supervisor, even if this user is not an agent of the call center.' Below this is a search bar and 'Delete' and 'Add' buttons. A table lists the following supervisors:

<input type="checkbox"/>	Name	Phone number	Extension		
<input type="checkbox"/>	John Smith	+15054564303	4303		
<input type="checkbox"/>	User New	+15002740904	0904		
<input type="checkbox"/>	Don Thompson	+15054564304	4304		
<input type="checkbox"/>	PIOTR TEST KOSTECKI TEST	+15056511114	1114		
<input type="checkbox"/>	Mike Orra	+15054564300	4300		

At the bottom of the table, there is a pagination control showing '10 per page' and a page number '1'. A right-hand slide-out menu is open for 'John Smith', titled 'Supervised agents'. It contains a search bar and a list of agents with checkboxes. One agent is selected: '1 TENANT2 BULK2' with phone number '+15002740906' and extension '0906'. There are 'Delete' and 'Add' buttons at the top of the slide-out menu.

Dialed Number Identification Service (DNIS)

Use this menu to view and manage the DNIS telephone numbers configured for the Call Center. The Call Center primary phone number is treated as the Call Center's primary DNIS and listed on this page but cannot be added or removed. The primary DNIS is indicated with (Primary) next to the name.



Home / ... / Premium Call Centers /  TechnicalSupport

Dialed Number Identification Service (DNIS)

[Overview](#) [DNIS Announcements](#)

DNIS Display settings ^

- Display DNIS Name to agent when presenting call instead of Calling Name
- Display DNIS Number to agent when presenting call instead of Calling Number

[Save](#) | [Cancel](#)

DNIS Priority settings v

Search [Delete](#) [Add](#)

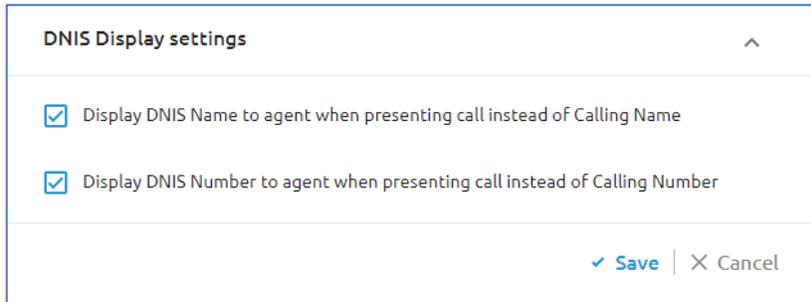
	Name	Phone number	Extension	Priority
1	TechnicalSupport(Primary)	4194428619	8619	Highest

10 per page < 1 >

DNIS Display Settings

For DNS Display settings, if you want the Call Center DNIS number and DNIS name to display to agent device instead of the Call Center Calling Number and Calling Name, check:

- *Display DNIS Name to agent when presenting call instead of Calling Name*
- *Display DNIS Number to agent when presenting call instead of Calling Number*



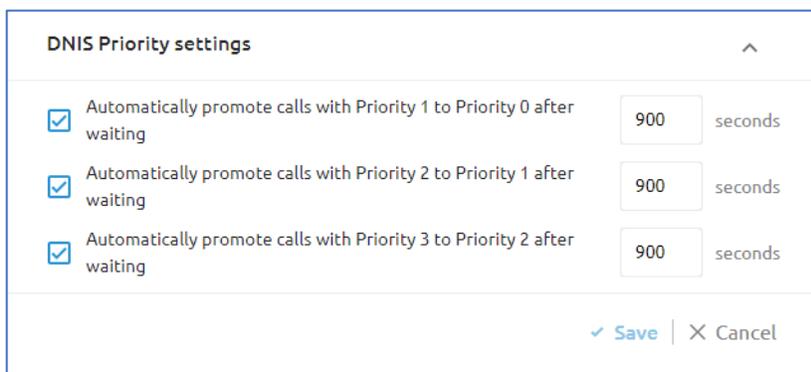
The screenshot shows a dialog box titled "DNIS Display settings" with an upward arrow icon. It contains two checked checkboxes: "Display DNIS Name to agent when presenting call instead of Calling Name" and "Display DNIS Number to agent when presenting call instead of Calling Number". At the bottom right, there are "Save" and "Cancel" buttons.

Click **Save** to keep your change.

DNIS Priority Settings

For DNIS Priority Settings, to prevent lower priority calls from being stranded, allow lower priority calls waiting in the queue longer than the specified amount of time to be promoted to the next higher priority.

- Check “Automatically promote calls with Priority 1 to Priority 0 after waiting [x] seconds” and specify the waiting time in seconds.
- Check “Automatically promote calls with Priority 2 to Priority 1 after waiting [x] seconds” and specify the waiting Call Center Administration 44 | Page time in seconds.
- Check “Automatically promote calls with Priority 3 to Priority 2 after waiting [x] seconds” and specify the waiting time in seconds. For example, if you check Automatically promote calls with Priority 3 to Priority 2 after waiting [x] seconds and set X to “600”, calls with priority “3” waiting in the queue longer than 10 minutes are promoted to priority “2”.

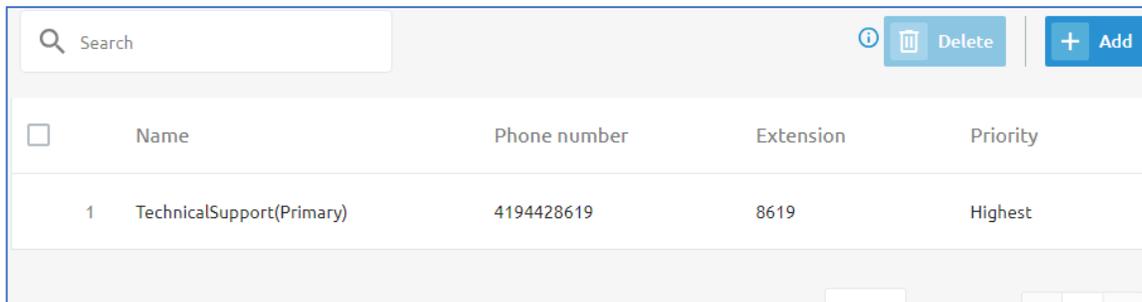


The screenshot shows a dialog box titled "DNIS Priority settings" with an upward arrow icon. It contains three checked checkboxes, each with a numeric input field and the word "seconds" to its right. The first checkbox is "Automatically promote calls with Priority 1 to Priority 0 after waiting" with a value of 900. The second is "Automatically promote calls with Priority 2 to Priority 1 after waiting" with a value of 900. The third is "Automatically promote calls with Priority 3 to Priority 2 after waiting" with a value of 900. At the bottom right, there are "Save" and "Cancel" buttons.

Click **Save** to keep your changes.

Managing DNIS

This section allows you to assign, edit, and delete DNIS telephone numbers for the Call Center.



The screenshot shows a web interface for managing DNIS. At the top, there is a search bar with a magnifying glass icon and the text 'Search'. To the right of the search bar are three buttons: a blue button with a trash can icon labeled 'Delete', and a blue button with a plus sign labeled '+ Add'. Below these is a table with the following columns: 'Name', 'Phone number', 'Extension', and 'Priority'. The table contains one row with the following data: '1', 'TechnicalSupport(Primary)', '4194428619', '8619', and 'Highest'. At the bottom right of the table, there are several small, light blue buttons.

	Name	Phone number	Extension	Priority
1	TechnicalSupport(Primary)	4194428619	8619	Highest

Click the **+Add** button to add a new DNIS number.

In the pop-up window:

1. Provide a name for the DNIS.
2. Select an available telephone number from the drop-down box.
3. Assign an extension for the DNIS.
4. Assign a priority for the call routing.
5. Choose a Calling Line ID for outbound calls.
6. Choose if you would like to use custom Calling Line Name Settings to have a different caller ID for the DNIS.
7. Choose if you would like to use custom DNIS announcement settings which provide a different entrance message, comfort message to callers who use the DNIS.
8. Choose if you would like to allow outgoing call center calls from this DNIS.

+ Add DNIS

DNIS Name:* September 2023 Promo

Phone number: +15002740911

Extension: 1235

Priority:* 2 - Medium

Calling Line ID +15054564308

Use custom Calling Line name settings

Calling Line ID Last name: Promotion

Calling Line ID First name: September 2023

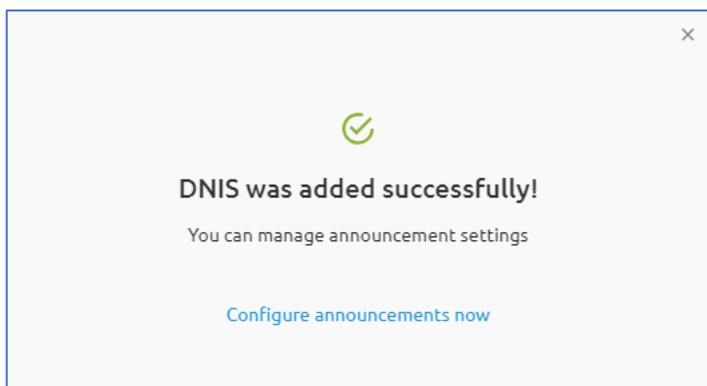
Use custom DNIS announcement settings

Allow outgoing call center call

Cancel Add

Click the **Add** button to save your changes.

The system will notify you via another pop-up window that the DNIS was added successfully. If you chose to use custom DNIS announcement settings, you will also find a link in the pop-up window to configure announcements.



DNIS Announcement Options

Entrance Message

The Entrance Message is the message that plays to callers when they enter the queue. Admins can configure up to four files for the entrance message. All four announcements are chained and play back to the caller one after another.

Use the toggle switch to enable or disable the playing of the entrance message. When disabled, the toggle switch will show grey. No entrance message will play to the caller. The call will be directed to the first available agent in the queue. When enabled, the toggle switch will show blue and entrance messages will play to callers.

Additional settings for September 2023 Promo

1 Entrance message optional

2 Music on hold optional

3 Periodic comfort message optional

4 Estimated wait message optional

Play entrance message

User has to listen to the full entrance message

Media to play

System default

Custom media

None

None

None

None

[object Object] **Next**

In the pop-up window, start with the check box labeled “User has to listen to the full entrance message”. When this is enabled, the user must listen to the entrance message in its entirety, even if agents are available to field the call. When this check box is disabled, if an agent is immediately available to answer the call, the entrance message will be bypassed, and the caller will be directed to an agent right away.

Then configure the media to play. Choose between the **System default** audio or **Custom media**. If you choose **Custom media**, you will then be able to use the 4 available drop-down boxes to select the custom media files that have already been uploaded or recorded.

Click **Next** to proceed.

Music on hold

Use these settings to customize the Call Center DNIS **Music on Hold** message that plays to callers waiting in the queue. You can configure up to four files for the message. All four announcements are chained and play back to the caller one after another.

Additional settings for September 2023 Promo

1 ✓ Entrance message optional

2 Music on hold optional

3 Periodic comfort message optional

4 Estimated wait message optional

Enable music on hold

Media to play

System default

Custom media

None

None

None

None

[object Object] **Next**

Use the toggle switch to enable or disable the playing of the Music on Hold. When disabled, the toggle switch will show grey. No Music on Hold will play to the caller when a call center agent places their call on hold. When enabled, the toggle switch will show blue, and Music on Hold will play to callers when an agent places the call on hold.

In the pop-up window, choose to play a **System default** file to callers or **Custom media** files to the callers. If you choose **Custom media**, use the 4 drop-down boxes to select previously uploaded or recorded files to play for Music on Hold.

Click **Next** to proceed.

Comfort Message

The Comfort Message settings allow administrators to customize the Call Center message that plays to callers waiting in the queue. You may configure up to four files for the message. All four announcements are chained and play back to the caller one after another.

Use the toggle switch to enable or disable the playing of the Comfort Message. When disabled, the toggle switch will show grey. No Comfort message will play to the caller when a call center agent places the call in the queue. When enabled, the toggle switch will show blue, and Comfort Message will play to callers while their call is in the queue.

Additional settings for September 2023 Promo

1 ✓ Entrance message optional

2 ✓ Music on hold optional

3 Periodic comfort message optional

4 Estimated wait message optional

Play periodic comfort message

Time between comfort messages seconds

Media to play

System default

Custom media

None

None

None

None

[object Object]

In the pop-up window, start by specifying the time between messages. In the **Time Between Comfort Messages [X] seconds**, use the text field to enter the time to elapse before replaying the comfort message.

Below, choose to use the **System default** or **Custom media** files to play to your callers. If you choose to play custom media files, use the 4 drop-down boxes to select pre-recorded or uploaded messages to your callers.

Estimated Wait Message

Use these settings to customize the estimated wait message that plays to callers waiting in a Call Center queue. The message provides callers either with the approximate waiting time or with their position in the queue. When the waiting time or queue position of the caller exceeds the configured maximum, you may choose to play the following message to the caller: “We are experiencing a high volume of calls. Please hold.”

Use the toggle switch to enable or disable the playing of the estimated wait message. When disabled, the toggle switch will show grey. No estimated wait message will play to the caller. The caller will hear the comfort message until an agent is available. When enabled, the toggle switch will show blue and estimated wait messages will play to callers.

Additional settings for September 2023 Promo

Entrance message optional

Music on hold optional

Periodic comfort message optional

Estimated wait message optional

Estimated wait message for queued calls

Repeat estimated wait message every: 120 seconds

Announce queue position for caller in position 100 or lower

Play position high volume message (a high-volume message is played to callers with a position in queue higher than the configured maximum)

Announce the wait time for callers once the wait time is 100 minutes or lower

Default handling time 5 min

Play time high volume message (a high-volume message is played to callers with a position in queue higher than the configured maximum)

[object Object]

To announce updated wait times to callers at specified intervals, check the “**Repeat estimated wait message every [X] seconds**” option and enter the desired interval (in seconds) in the box.

To announce their position in the queue to callers, select the “**Announce Queue position for caller in position [X] or lower**” radial, enter the maximum queue position to play this announcement to. The number must be from one through 100.

To play the high volume announce to caller whose position in the queue is higher than the configured maximum, check the box for “**Play position high volume message**”.

To announce their approximate waiting time to callers, select the “**Announce the wait time for callers once the wait time is [X] minutes or lower**” radial button. Enter the maximum waiting time (in minutes) during which the message can play. The number must be from one through 100.

In the **Default handling time** text box, enter the estimated handling time per-call (in minutes) to use when calculating the waiting time.

NOTE: The estimated waiting time = ([position in queue * average call handling time]/number of agents available or wrap-up). The default handling time is used when the average call handling time is not available.

To play the high-volume message to callers whose estimated waiting time is longer than the configured maximum, check the “Play time high volume message.” Check box.

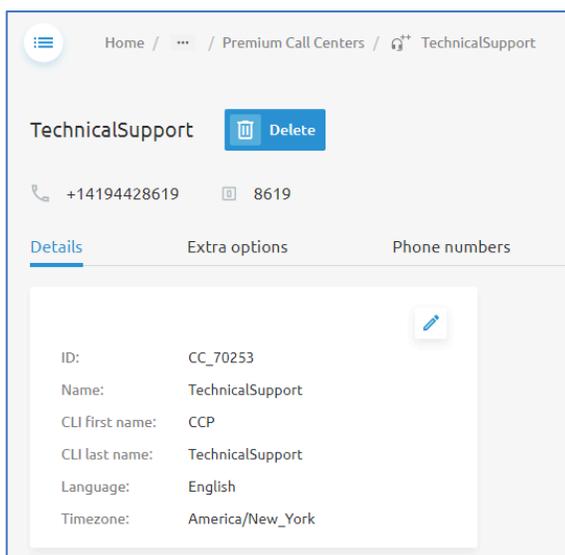
Click **Submit** to keep your changes.

Details

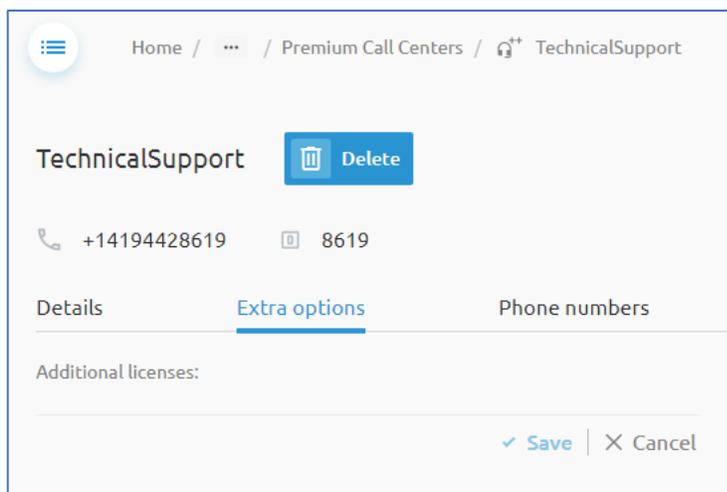
The **Details** menu contains 3 tabs that allow you to view and edit information about the call center. The tabs are:

1. Details
2. Extra options
3. Phone numbers

On the **Details** tab of the **Details** menu, you will see the Call Center ID, Name, Calling Line ID information, Language, and Timezone. Admins can click on the pencil icon  to modify the Name, CLID, Language and Timezone configurations.



On the **Extra options** tab, admins can view any additional licenses that have been assigned to the Call Center. Typically, this page will not have any additional options listed as most call centers come with all necessary available features or an upgrade to the next tier of call center is required to add the features.



The **Phone numbers** tab is where admins can edit the phone number and/or extension assigned to the call center queue. Admins can click on the pencil icon  to modify each of the fields. Keep in mind that if you have an auto attendant that routes calls to the call center, and you modify the call center number, you must also modify the target for the auto attendant, it will not update automatically.

