

## QUICK REFERENCE GUIDE

# Call Center Portal

### Overview

The Call Center is where a Call Center Supervisor manages their call queue(s), and where a Call Center Agent can view calls, and log-in/out of their assigned queue(s). There are an unlimited number of queues a single domain can have.

### Rules

1. The stats shown on the home page (including in the "Active Calls" graph) are generated via CDR data and do not represent real time data. As such, stats will not necessarily match Call Limits (which uses real time data) or Session Collector sessions. Since stats use CDR data, it's normal to see multiple legs represented for a single call (e.g., hunt groups and geo calls will cause this). Session logic and Call Limits work differently than stat logic.
2. No additional configuration needs to be done in order to display the "Stats Grid" or the "Active Call Graph" on the Call Center home page.
3. The following is a list of call queue rules that are relevant for using the Call Center Portal.
  - A call queue must be configured before an agent can be assigned.
  - A call queue can contain both on-net and off-net agents.
  - Only online ("available") agents can be in an active queue.
  - An agent is considered offline ("unavailable") if their device is not configured.
  - An agent can indicate the reason for their unavailability (e.g, lunch, break, meeting, custom stat, other).
  - Agents assigned to multiple queues can assign priority to one queue over another.

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## Accessing the Call Center

For users who have been provisioned with Call Center access, they will see a **Call Center** button in the Portal's top navigation panel, like so:



**Call Center**

## Call Center Portal Layout

On the Call Center screen, users with the scope of Call Center Supervisor and above can view a list of Call Queues, an Active Call Graph, a Stats Grid, and a list of all agents in those queues.

The screenshot shows the Call Center Portal interface. At the top is the FirstLight logo and a navigation bar with icons for Home, Call Center, Users, Conferences, Auto-Attendants, Call Queues, Time Frames, Music On Hold, SIP Trunks, Route Profiles, Inventory, and Call History. The main content area is titled 'Call Center' and contains several sections:

- CALL QUEUES TABLE:** A table with columns for Call Queue, Active Calls, Callers Waiting, Wait, and Agents Idle. It lists 'Sales (2000)' and 'Support (2001)'.
- STATS GRID:** A grid of performance metrics for 'ALL QUEUES', including CW@ (0), AWT@ (0:00), AHT@ (0:00), ABN@ (0%), CA@ (0), and CV@ (0).
- ACTIVE CALLS GRAPH:** A graph area that is currently blank.
- AGENTS LIST:** A list of agents with a search bar and the text '0 ONLINE'. The list includes Office Manager, Route Manager, Bev Smith, Steve Smith, Call Center Supervisor, Basic User, Reseller User, and Super User.

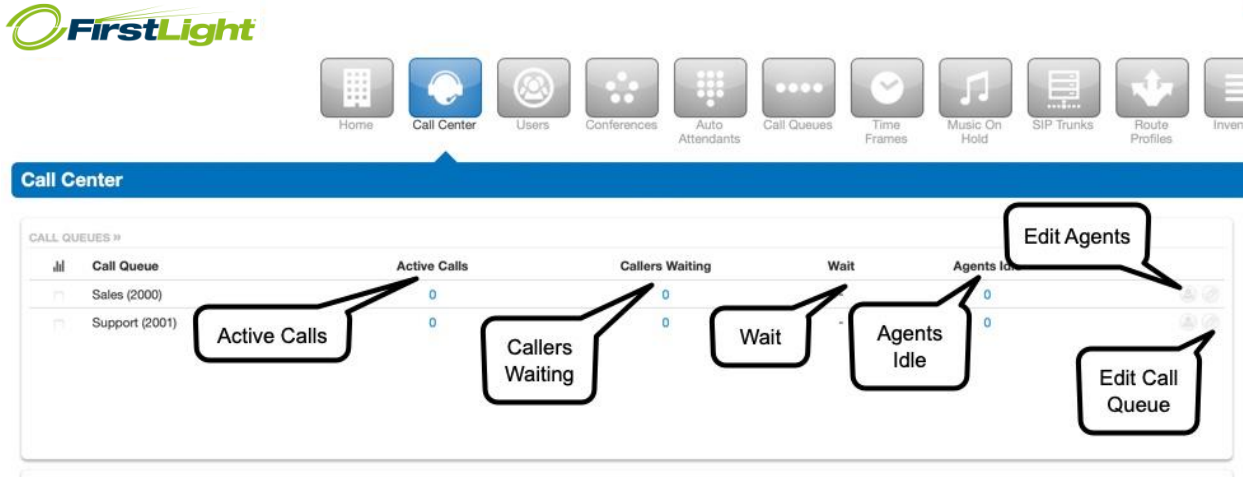
Callouts with speech bubbles point to each of these four sections: 'Call Queues Table', 'Stats Grid', 'Active Calls Graph (blank if no active calls)', and 'Agents List'.

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## Call Queues Table

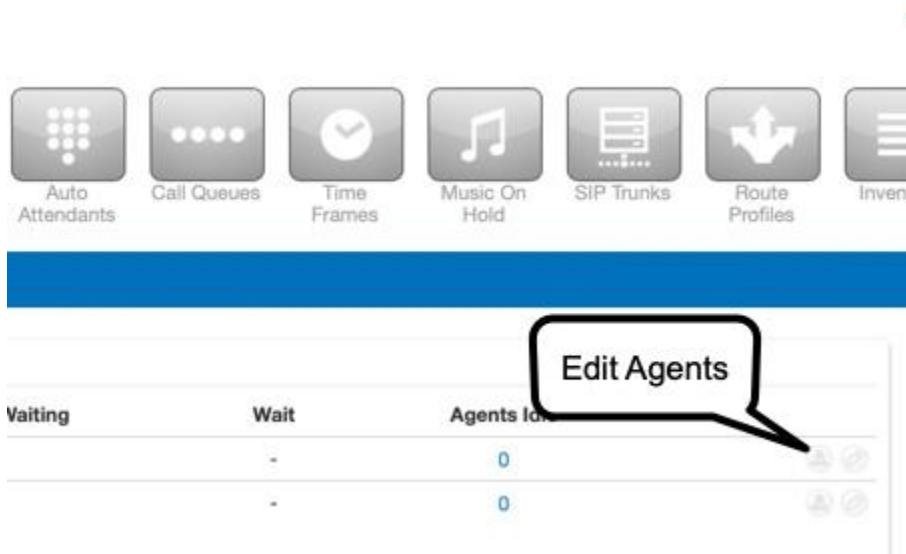
In the upper left-hand corner of the screen, the **Call Queues** table displays the number of active calls, the number of callers waiting, the current wait time, and the number of idle agents.

Optionally edit agents and the call queue directly from this table. See below for editing an agent directly from this screen.



## --Edit or Convert An Agent

The **Call Queues** table in the Call Center conveniently allows the editing, adding, and removing of agents directly from this screen. Click on the icon of a person ("edit agents") in a call queue row.

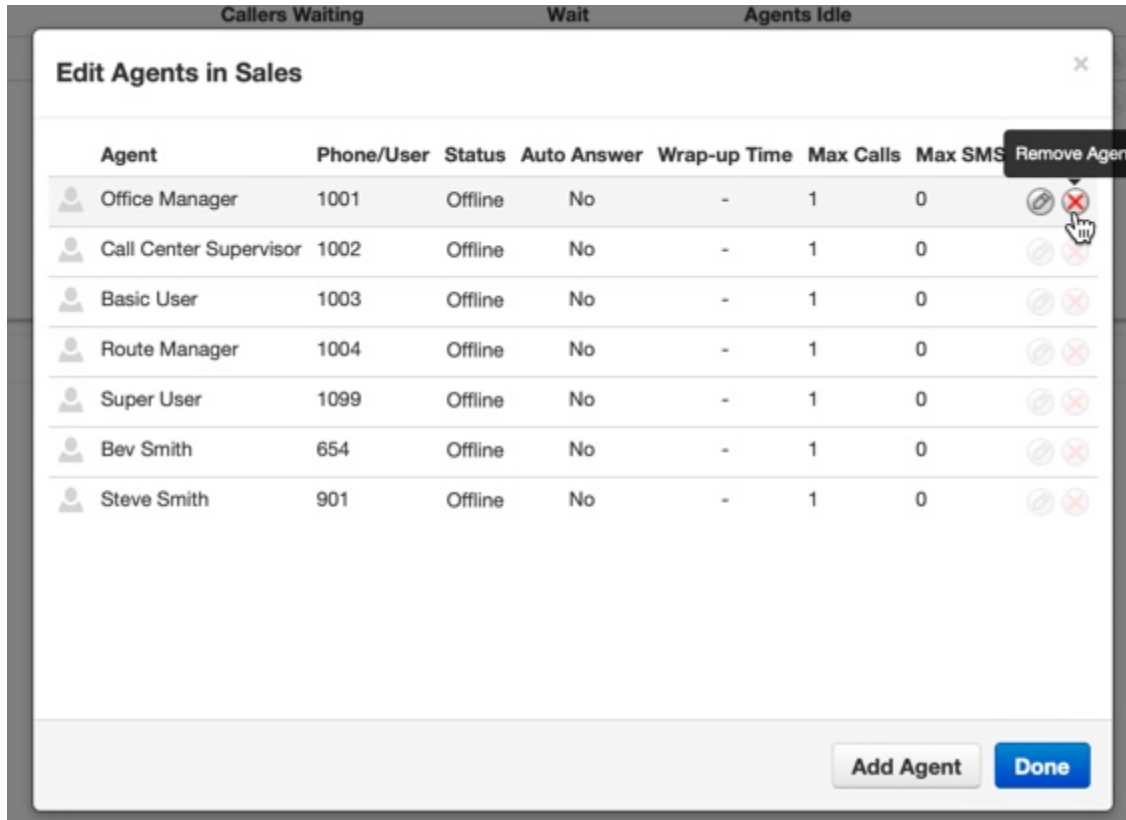


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### Remove an Agent

In the "Edit Agents" modal, click the X across from an agent to immediately remove them from the queue.



### Edit an Agent

In the "Edits Agents" modal, click the **pencil icon** to edit the agent's queue settings and click **Save Agent** when finished.

- status (offline or online)
- wrap up time in seconds
- the maximum number of simultaneous calls (no more than 6)
- the maximum number of SMS messages (no more than 5)
- the agent's queue priority (1-99)
- the agent's order in a linear hunt, if applicable (1-99)
- request confirmation from the agent when the call is answered (recommended for off-net agents)
- select whether the user should auto-answer the call

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### Edit Agents in Sales ✕

Agent Phone:

Status:

Note: Changing Status may take a moment to update

Wrap up time (sec):  (0 to 595)

Max Simultaneous Calls:  (1 to 6)

Max SMS Sessions:  (0 to 5)

Queue priority for agent:

Request Confirmation

Auto Answer

Agent	Phone/User	Status	Auto Answer	Wrap-up Time	Max Calls	Max SMS	
Reseller User	1000	Offline	No	-	1	0	
Office Manager	1001	Offline	No	-	1	0	
Call Center Supervisor	1002	Offline	No	-	1	0	
Basic User	1003	Offline	No	-	1	0	
Route Manager	1004	Offline	No	-	1	0	
Super User	1099	Offline	No	-	1	0	

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## Add an Agent

In the "Edit Agents" modal, clicking **Add Agent** opens similar options as above, with the addition of the agent selection fields:

**Edit Agents in Sales**
✕

Add Agent(s) by User

Agent Extension 654 (Bev Smith) ✕ 901 (Steve Smith) ✕

Status Online

Note: Changing Status may take a m

Wrap up time (sec)

Max Simultaneous Calls

Max SMS Sessions

Queue priority for agent 1

Request Confirmation

Auto Answer

Cancel
Save Agent

Agent	Phone/User	Status	Auto Answer	Wrap-up Time	Max Calls	Max SMS	
Office Manager	1001	Offline	No	-	1	0	
Call Center Supervisor	1002	Offline	No	-	1	0	
Basic User	1003	Offline	No	-	1	0	
Route Manager	1004	Offline	No	-	1	0	
Super User	1099	Offline	No	-	1	0	

Convert Agents
Add Agent
Done

Click in this box to open a dropdown selection of all users in this domain.

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### Convert Agents

Introduced in module v42, **Convert Agents** is an admin UI config that converts agents from phones to users if there are phone-based agents in the call queue. If there are no phone-based agents, or if this button has already been clicked, the option will not be available.

Click **Convert** and then after agents have been converted, the screen will confirm with "Migration Complete". Once complete, the process cannot be reversed in this modal.

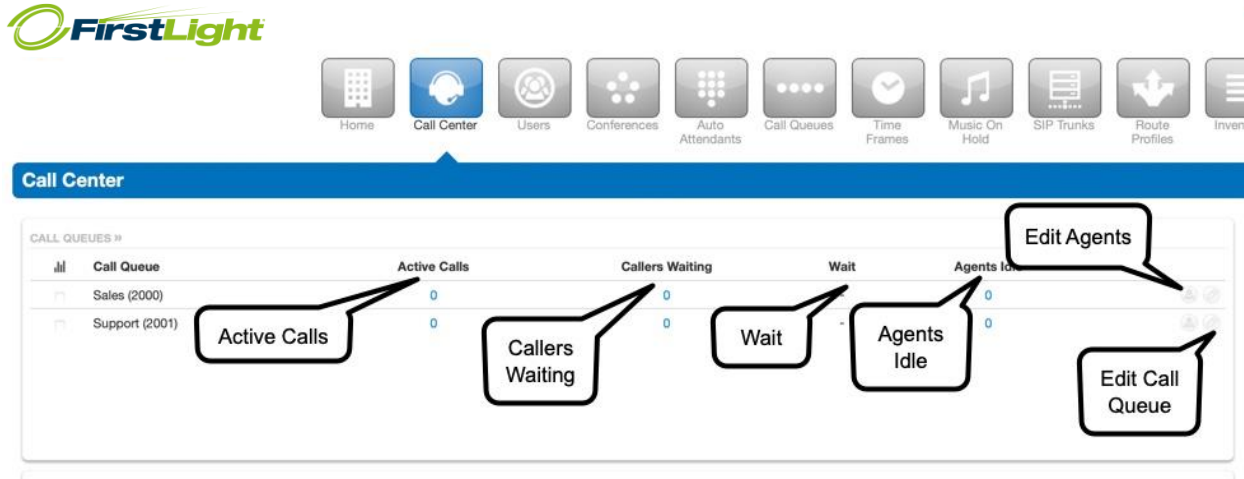
The screenshot shows a modal window titled "Edit Agents in Sales" with a close button (X) in the top right corner. Below the title is a table with the following columns: Agent, Phone/User, Status, Auto Answer, Wrap-up Time, Max Calls, and Max SMS. The table contains seven rows of agent data. At the bottom of the modal, there are three buttons: "Convert Agents", "Add Agent", and "Done". A confirmation dialog box is open over the "Convert Agents" button, asking "Convert all agents to user?" with "Convert" and "Cancel" options.

Agent	Phone/User	Status	Auto Answer	Wrap-up Time	Max Calls	Max SMS
Bev Smith	654	Offline	No	-	1	0
Steve Smith	901	Offline	No	-	1	0
Office Manager	1001	Offline	No	-	1	0
Call Center Supervisor	1002	Offline	No	-	1	0
Basic User	1003	Offline	No	-	1	0
Route Manager	1004	Offline	No	-	1	0
Super User	1099	Offline	No	-	1	0

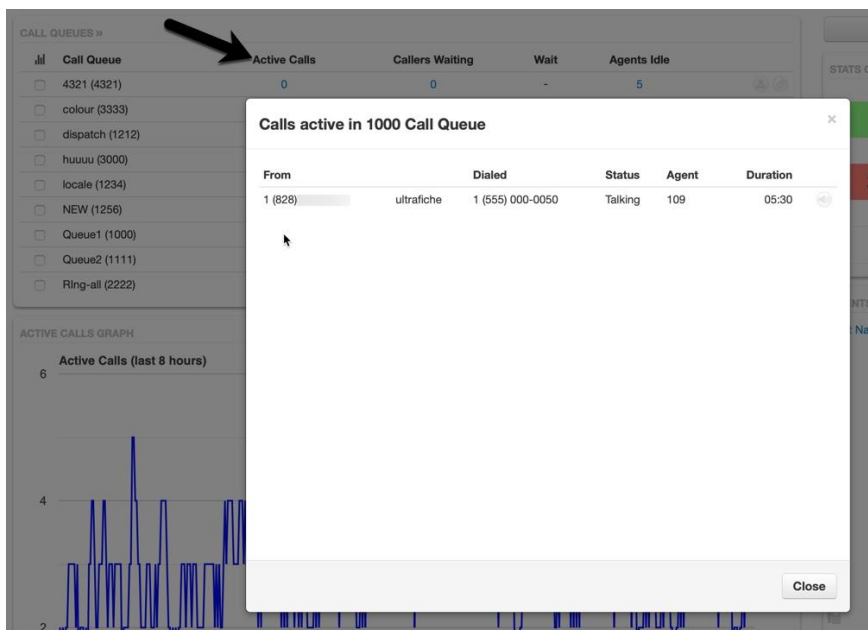
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## --Call Queues Table Column Configurations

The following columns have further configurations in the **Call Queues** table:



- Clicking on the number of **Active Calls** (even if it's zero), displays the number the call originated from, the number that was dialed to enter the queue, the status of the call, the assigned agent, and the current duration of the call since it entered the queue. The status must be "talking" in order for the "listen" feature to work, and the agent's scope in the call must be lower than the user who is attempting to listen in.



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- **Callers Waiting** displays the caller ID the call is originating from, the name of the caller (if available), the status of the call (such as "talking", "ringing agent"), and the current duration/time the caller has been on hold.

Caller ID	Name	Status	Duration
(858) -52	Claude	1 (858) -70	Talking 337 00:01
(858) -52	Brian	1 (858) -70	Ringing Agent 339 00:00

Close

- Clicking on the number of **Agents Idle** displays all of the agents in the queue. It includes the agent's extension, their current status, their answering order in the queue (if configured), the max number of calls they can receive at a time (no more than 6), and the max number of SMS messages they can receive at a time (no more than 5).

Agent	Phone/User	Status	Order	Auto Answer	Wrap-up Time	Max Calls	Max SMS
101		Logged Out	-	No	-	1	0
104		Logged Out	-	No	-	1	0
105		Logged In	-	No	-	1	0
107		Logged Out	-	No	-	1	0
108		Logged Out	-	No	-	1	0
109		Logged Out	-	No	-	1	0
110		Logged In	-	No	-	1	0
111		Logged Out	-	No	-	1	0
112		Logged Out	-	No	-	1	0
113		Logged Out	-	No	-	1	0
114		Logged In	-	No	-	1	0

Convert Agents Add Agent Done

- Adding, removing, editing, and converting agents on this screen is similar to doing so from the main **Call Queues Table**. See above for more information.

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## Active Calls Graph

### Mismatched Data? Understanding Active Calls v. Collector Sessions v. Call Limits

The stats shown on the home page (including in the "Active Calls" graph) are generated via CDR data and do not represent data in real time. As such, stats will not necessarily match Call Limits (which uses real time data) or Session Collector sessions. Since stats use CDR data, it's normal to see multiple legs represented for a single call (e.g., hunt groups and geo calls will cause this). Session logic and Call Limits work differently than stat logic.

The **Active Calls** graph represents calls in the selected call queues. If none of the call queues are checked in the **Call Queues** table, then the default selection is all call queues. The y-axis depicts the number of active calls in the last eight hours.

If the graph is empty, or spinning, then there are no active calls to graph.

The screenshot displays the Call Center Portal interface. At the top left is the 'CALL QUEUES' table with columns for Call Queue, Active Calls, Callers Waiting, Wait, and Agents Idle. A callout box points to the 'Active Calls' column with the text: 'Check a queue to limit the stats on this screen to specific queues. If no queues are checked, then the stats display for all call queues in this domain.' Below the table is the 'ACTIVE CALLS GRAPH' showing a line chart of 'Active Calls (last 8 hours)'. To the right is the 'STATS GRID' for 'ALL QUEUES' with metrics: CW (0), AWT (0:06), AHT (3:56), ABN (3.4%), CA (425), and CV (440). Below the stats is the 'AGENTS' section showing '12 ONLINE, 4 ON CALL' and a list of agents.

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
4321 (4321)	0	0	-	5
con (4321)	0	0	-	0
dispatch (1111)	0	0	-	0
huuuu (3000)	0	0	-	0
locale (1234)	0	0	-	0
NEW (1256)	0	0	-	0
Queue1 (1000)	0	0	-	0
Queue2 (1111)	2	0	-	4
Ring-all (2222)	0	0	-	0

STATS GRID		ALL QUEUES	
CW	0	AWT	0:06
AHT	3:56	ABN	3.4%
CA	425	CV	440

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### Stats Grid

The **Stats Grid** displays values based on color-coded thresholds in order to quickly identify when a configurable call queue limit has been reached or exceeded.

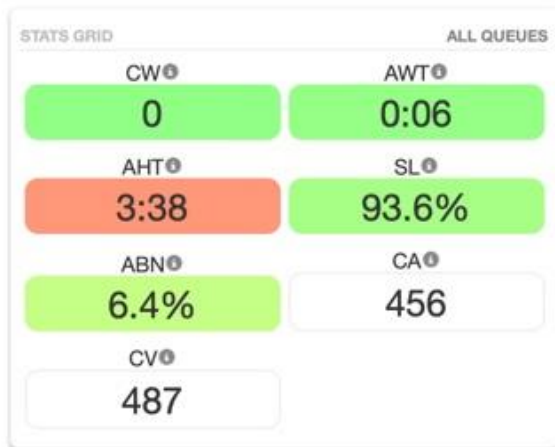
For instance, a Call Center Supervisor can set an AWT (Average Wait Time) of 120 seconds as a lower threshold. Then, if the average caller wait time is less than 120 seconds, the AWT stat will be green. If the wait time exceeds 120 seconds, the stat will change to yellow. The Call Center Supervisor would also set an upper threshold where the yellow (warning) would then change to red, such as at 3+ minutes (180 seconds). The upper threshold should typically always be higher than the lower threshold.

**Green** = the value is below the lower threshold

**Yellow** = the value is at or above the lower threshold and below the upper threshold

**Red** = the value is at or above the upper threshold

**White** = the threshold has not been configured, such as is the default for CA and CV



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**Info**

If the Stats Grid thresholds are not configured, then the grid will default to the following behavior:

1. Lower thresholds are 0 (blank) and will color-code as yellow when they reach 70% of the default upper threshold value.
2. The CW (Callers Waiting) upper threshold is 5.
3. The AWT (Average Wait Time) upper threshold is 60 (seconds).
4. The AHT (Average Handling Time) upper threshold is 240 (seconds).
5. The ABN (Abandon Rate) upper threshold is 15 (percent).
6. CA (Calls Answered) and CV (Call Volume) do not have default upper thresholds and will color-code as white, no matter the number of calls answered or the call volume.

CW (Callers Waiting)	The active number of callers waiting in the selected call queue. If no queue is selected, all call queues are represented.
AWT (Average Wait Time)	The average time a caller spent in the call queue before being dispatched to an agent.
AHT (Average Handling Time)	This time includes Talk Time, Hold Time, and Disposition Time.
SL (Service Level)	This is the ratio of calls meeting the service level agreement that is configured under the stats grid settings >> general tab.
ABN (Abandon Rate)	This is the percentage of calls abandoned, over the total calls offered.
CA (Calls Answered)	This is the number of calls answered by all agents in the call queue.
CV (Call Volume)	This is the number of calls originating in the call queue, including abandoned calls, answered calls, voicemails, and forwards.

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Edit the thresholds by clicking on the **Stats Grid** gear icon. Click **Save** to save changes. Then click on the **General** tab to edit the Service Level Agreement. This is the acceptable amount of time in which a call needs to be answered.



**Call Center Settings**

Stats Grid: **General**

Choose which stats to show in the stats grid and set the thresholds for which they change color. Leave blank for no color warnings. ([reset to default](#))

**Callers Waiting**  on

Lower Threshold

Upper Threshold

**Average Wait Time (sec)**  on

Lower Threshold

Upper Threshold

**Average Handling Time (sec)**  on

Lower Threshold

**Adjust the service level agreement here**

**Toggle on/off**

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## Agents Table

In the bottom right-hand corner of the Call Center portal is the **Agents** table. View an agent's call stats, assigned queues (including current status), and the option to listen. Agents in this table are color-coded as follows: grey (offline), green (online and available), and red (online and unavailable). Only online agents can be a part of a call queue.

The screenshot displays the 'Reports' section of the Call Center Portal. At the top, there is a 'Reports' button and a settings gear icon. Below this is the 'STATS GRID' section, which is divided into 'ALL QUEUES'. The stats are as follows:

CW	AWT
0	0:06
AHT	ABN
3:56	3.7%
CA	CV
441	458

Below the stats grid is the 'AGENTS' section, which shows '8 ONLINE, 2 ON CALL'. The table lists agents with their last names, status, and assigned queues. The first agent listed is '104wp', who is online (green status) and assigned to the 'Break' queue. A 'Listen' button is visible next to the agent's name. Two call icons are also present next to the agent's name. A 'Listen' button is also visible next to the agent's name.

Annotations in the image point to the 'agent stats' (the CW and AWT values) and the 'assigned queue(s)' (the 'Break' queue) for the agent '104wp'.

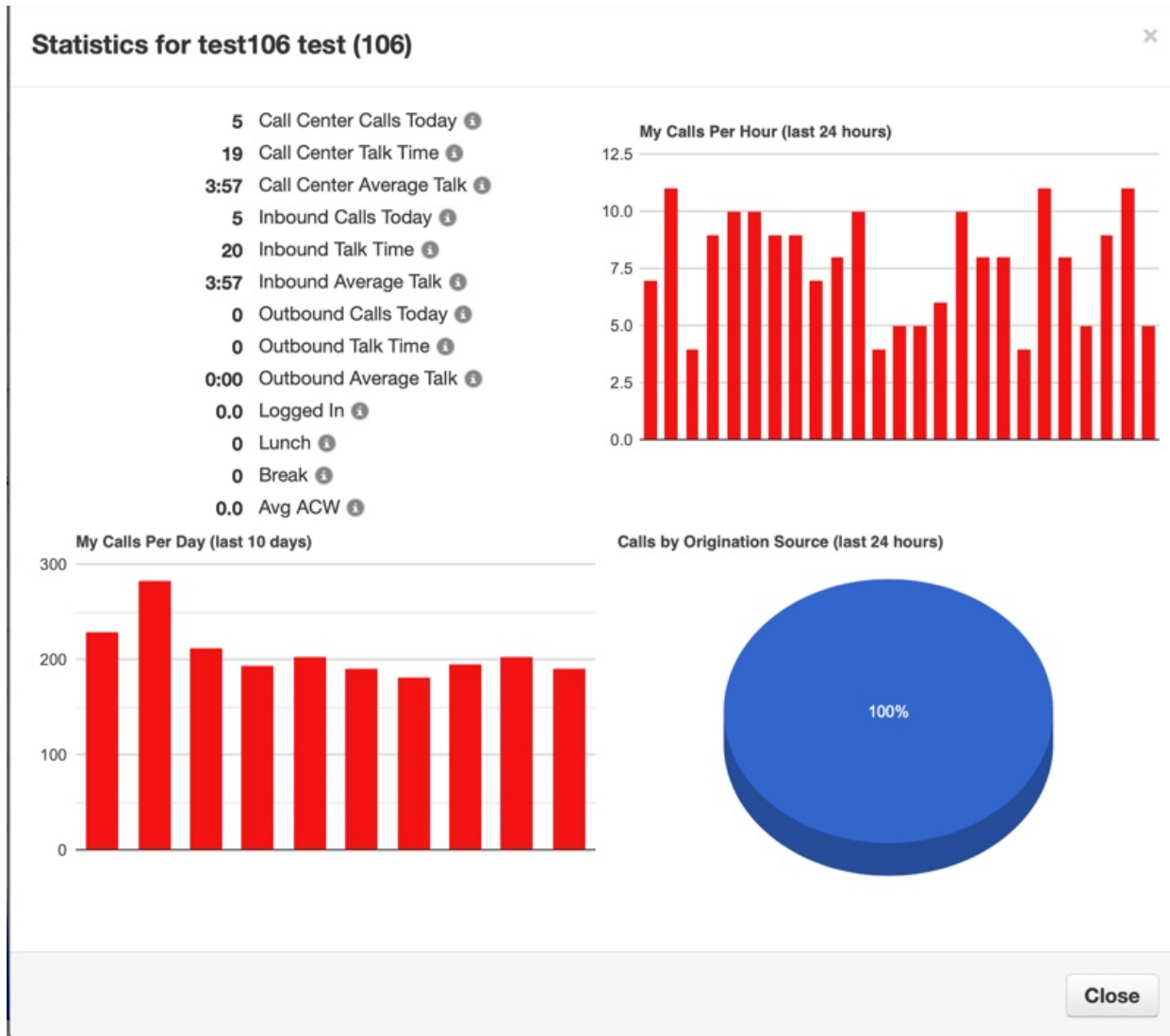
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## Call Center Portal

### Agent Stats

Below is an example of an "agent stats" modal. An agent's calls are graphed here for the past 10 days, and more specifically, the last 24 hours includes a breakdown of call types, time talked, etc.

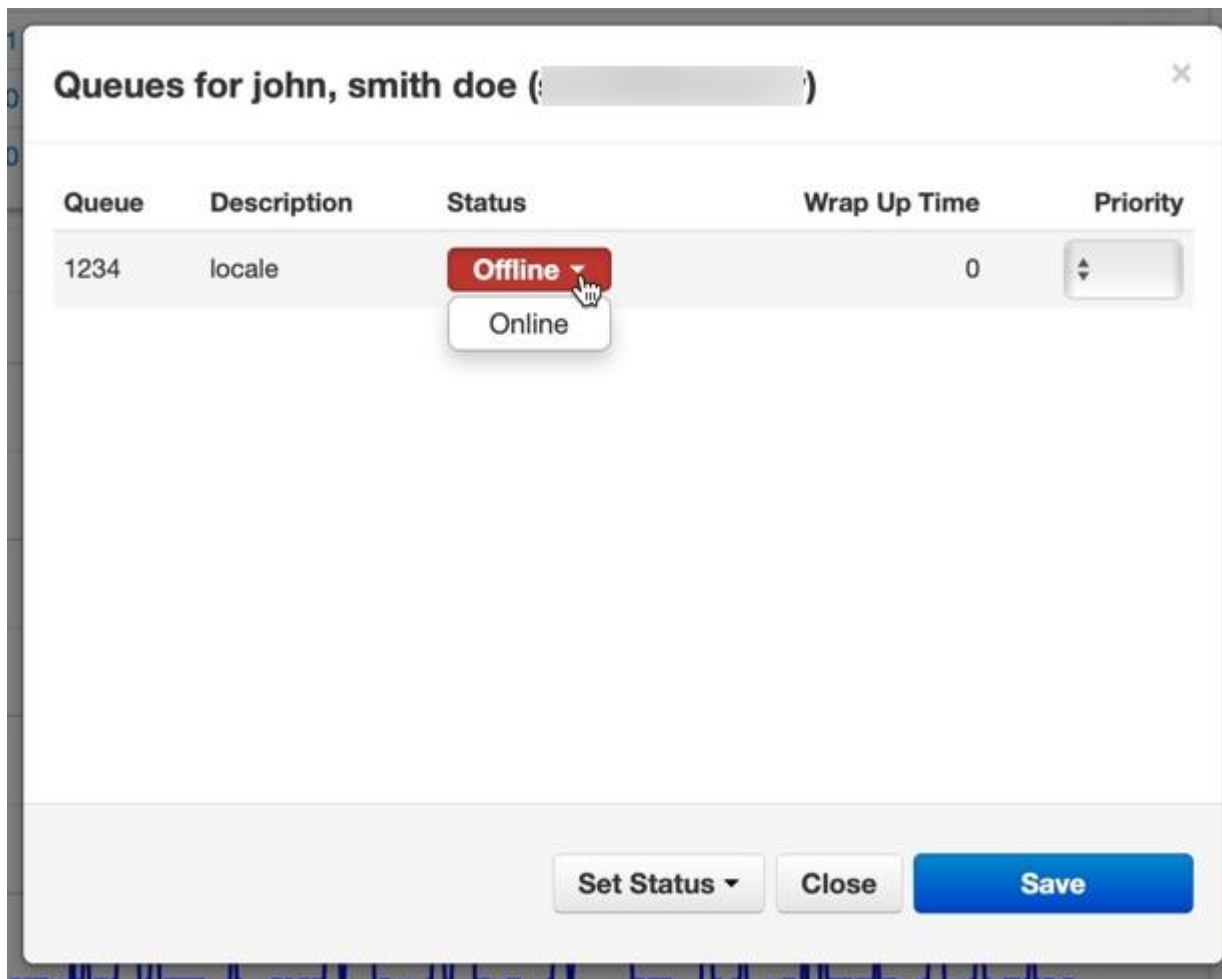
Any status besides "offline" is considered **online**, therefore agent "Logged In" time begins incrementing once a status is changed to something besides "offline", including "Lunch" etc.



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**Assigned Queue(s)**

The "assigned queue" modal lists the call queues the agent is in. Status can be changed here (offline or online) if the agent has forgotten to log-off for the day. Their queue priority can also be changed. The lowest number equals the highest priority (i.e. 1 is the highest priority and calls in that queue will be routed to the agent first).



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## Listen

Listening to calls is an available feature for on-net and off-net calls when the status of a call is "talking". However, the scope of the user listening in must be higher than the scope of the agent in the call. For instance, a Call Center Supervisor will not have the option to listen in to a call where the agent is another Call Center Supervisor, but they can listen in to the calls of Call Center Agents.

The screenshot displays the Call Center Portal interface. A modal window titled "Calls active in 8000 Call Queue" is open, showing a table of active calls. A call with status "Talking" and agent "359" is highlighted. A call center agent is also visible in the "AGENTS" list on the right. A call monitoring window is open, showing options to "Join Call", "Whisper to 352", and "Whisper to 359".

From	Dialed	Status	Agent	Duration
(858) 1-5 Lori V	1 (858) 3-7	Talking	359	00:24

When the Status is "talking", the "listen" icon is available here.

Listening in on the queue selected in the above modal. 352 is the caller (Lori) and 359 is the call center agent.

STATS GRID

CW	0	AWT	0:06
AHT	1:56	ABN	4.8%
CA	620	CV	669

AGENTS

- Emilic
- Maria
- Wanc
- Robe
- Abel I
- Jonat
- Jeanr
- Evarit
- Ale C
- Dorot
- Cebri
- Dona
- Michs
- Jose
- Justir

DEV16 POWERED BY  
Manager Portal: 42.2.1-alpha.1309