Call Distributor Version 2 - Manager Control Panel

The Call Distributor Manager Control Panel enables you to monitor your Call Distributor and agents' statistics in near real time. Managers can also use this interface to adjust an agent's mode or send a message to an agent. Understanding the data in your Manager Panel will aid in decision making that can optimize your Call Distributor such as adding additional agents or adjusting maximum caller wait times. It will also help you monitor and evaluate the performance of Call Distributor agents.

Distributor Name ⬍	Size ⬍	Manager	Details	Delete
Sales (v2)	2	🖽	🖉	✖
Customer Support (v2)	2	🖽	🖉	✖
Off Hours (v1)	1	🖽	🖉	✖

Follow these steps to access the Manager Control Panel:

1. Login to www.ifbyphone.com with your user ID and password and select *Call Distributor* from the *Advanced Services* tab.
2. On the *Call Distributors* page, select the dashboard icon under the *Manager* column to open the Manager Control Panel.

Manager Control Panel - Customer Support

v2.0

#	Agent	Mode	Time In This Mode	Calls Accepted‡	Agent Denied‡	Denied Other‡	No Answer Or Busy‡	Avgerage Talk Time‡
	Collin	BREAK	03:07	9	0	0	0	3:43
	Travis	CALLING	00:04	6	0	2	0	2:05
2	Jon	OPEN	03:09	5	0	1	0	1:20
1	Josh	OPEN	01:40	1	1	0	0	1:36

Section 1 **Section 2**

Section 3 **Section 4** **Section 5**

Currently In Queue

Number	Wait Time
(801) 349-3870	0:07

Total Calls: 1 **Avg: 0:04**

Call Result Breakdown

Call Result	%	Avg Wait
Answered	91%	0:21
Hung Up	9%	0:52

Queue Statistics‡

Longest Hold Time	1:29
Average Hold Time	0:24
Total Calls Today	23
Longest Inb. Talk Time	5:13
Average Inb. Talk Time	2:46
Most Calls in Queue Today	1

‡Statistics are updated every minute. Refresh

*Manager Panel data is reset daily at midnight. See reports for data over longer periods.

The Call Distributor Manager Panel is made up of 5 different sections, each providing valuable information about your Call Distributor.

Section 1 – Agent Status

This portion of Manager Panel provides a real-time view of the current status of each agent. As calls come in, wait in queue, transfer to agents, and eventually end, this data is updated in real time.

Adjusting an Agent's Mode: To change an agent's current mode, click on the agent's name in the Manager Panel and select the desired mode from the *Change Mode* drop-down menu. As a manager, this can be useful when you know an agent is unavailable but forgot to adjust their mode appropriately.

Sending an Agent a Message: To send an agent a message, click on the agent's name in the Manager Panel, type the desired message in the *Send Message* field, and click the *Send* button. Messages are displayed to agents in the *Notification Messages* section of the Agent Panel.

Call Order: If an agent is *Open*, there will be a number to the left of the Agent Name indicating the order in which agents will receive calls. The agent with the #1 next to their name will receive the next call into the distributor.

Agent Mode: Agent Modes determine how callers are handled when entering your Call Distributor and provide information about how agents spend their time. View the *Call Distributor – Agent Modes Report* for data on the amount of time agents spend in various modes.

Mode Types		
Open Mode	Active Modes	Inactive Modes
Open	Busy (Work)	Break
	Calling*	Busy (Away)
	On Call*	Closed
		Lunch

Open Mode**:** The *Open* mode indicates that an agent is available and ready to receive calls. If any agents are in the *Open* mode, callers will bypass the queue and immediately begin transferring to an available agent.

Active Modes**:** These modes indicate that an agent is actively logged into the Call Distributor but not currently available to take a call. If no agents are *Open* but at least one agent is in an Active Mode, callers will be placed in queue to wait for an agent to become available. The following are defined as Active Modes:

- Calling* – A call is currently being transferred to the agent. If the call is accepted, the agent's status is automatically set to *On Call.* If the call goes unanswered, the agent's status is automatically set back to *Open*.

- On Call* – The agent is currently on the phone on a call accepted through the Call Distributor or on an outbound call made via Agent Panel. When the current call ends, the agent's status is automatically set back to *Open* to receive calls.
- Busy (Work) – The agent is actively logged into the system but currently unavailable to take a call. This mode is often used when an agent is engaged in a non-Call Distributor phone call.

*The *Calling* and *On Call* modes cannot be manually selected by an agent or manager. An agent is automatically set to these modes under the appropriate circumstances.

Inactive Modes: These modes indicate that an agent is unavailable to receive calls in the near future. If all agents are in Inactive Modes, the caller will be automatically routed to the "No answer action" application configured on the *Call Distributor – List Configuration* page. The following are considered Inactive Modes:

- Closed – The agent has signed out for the day and will not receive further calls.
- Lunch – The agent is unavailable on lunch break.
- Break – The agent is unavailable on personal break.
- Busy (Away) – The agent is unavailable and will not be available for calls in the near future.

Time In This Mode: This indicates how long it has been since an agent's mode has changed. This can help you draw conclusions about your Call Distributor. For example, if you often see *Open* agents with high values for Mode Time, it may be an indication of either low call volume or that you have more agents than necessary on a Call Distributor.

Section 2 – Agent Statistics

This is a view of statistics for your agents for the current day. Refreshed every 60 seconds, the data can help you determine the effectiveness of agents and potentially identify issues such as agents forgetting to log out at the end of the day or neglecting phone calls. Check out the *Call Distributor Agent Report* to view this information over a historical time frame. The following data is displayed in the Agent Statistics section:

- Calls Accepted – This is the number of calls connected to an agent today.
- Agent Denied* – An agent was set as *Open* and actively denied connecting to a caller by saying "no" or pressing 2 on their phone.
- Denied Other* – An agent was set as *Open* and there was an attempt to connect the call but one of the following occurred:
    - The agent had trouble actively accepting the call.
    - The call reached the agent's voicemail. This is commonly the case when agents have not set themselves to an Active Mode and they either walk away from their phone or they are on a non-distributor related call and their phone has a second line that routes directly to voicemail.
- No Answer / Agent Busy* – An agent was set as *Open* and there was an attempt to connect the call but one of the following occurred:
    - The agent's phone number rang busy.
    - The agent did not pick up their phone within the specified "No Answer Timeout" configured on the *Call Distributor – List Configuration* page.

- Average Talk Time – This is the average amount of time spent per conversation for the current day.

*When a *Denied* or *No Answer/Busy* response is detected, the caller is returned to the front of the queue to wait for the next available agent.

Section 3 – Currently in Queue

This section provides a real time view of callers currently in queue waiting to be connecting with an agent. It is sorted so that callers waiting the longest will be at the top of the list. The amount of time the caller has been waiting since entering the Call Distributor is displayed to the right of their phone number.

While in the process of transferring a caller to an agent, the caller's phone number and wait time will be highlighted in yellow so that you can differentiate between callers that are waiting in queue and callers that are currently being transferred to an agent.

Section 4 – Call Results Breakdown

This data, refreshed approximately every 60 seconds, is a percentage and average breakdown of your call summary for the current day. Take a look at the *Call Distributor Summary Report* to view this data over a historical time frame. This portion of the Manager Panel contains the following items:

- Answered – Callers that successfully connected to an agent
- Hung Up – Callers that hung up before being connected to an agent
- Opted Out – Callers that pressed "1" on their keypad before they were connected to an agent
- Queue Full – Callers that were unable to enter the queue because the *Max People Waiting* was exceeded
- Time Exceeded – Callers that exceeded the *Max Wait Time* in the queue

Note: If an event has not occurred, it will not be displayed in the Call Result Breakdown.

Section 5 – Queue Statistics

This data, refreshed approximately every 60 seconds, is a summary view of various call reporting metrics for the current day. Take a look at the *Call Distributor – Queue Stats Report* to view this data over a historical time frame. Queue Statistics displays the following data for the current day:

- Longest Hold Time – The longest time a single person waited in queue to be connected to an agent
- Average Hold Time – Average duration callers waited before connecting to an agent
- Total Calls Today – Total number of callers that entered the Call Distributor today
- Longest Inbound Talk Time* – The longest duration of a single phone call after connecting to an agent
- Average Inbound Talk Time* – Average duration of all calls connected to agents
- Most Calls in Queue Today – Highest number of callers that have been waiting in queue at any one point today

* Talk Time only includes the time an agent and caller are connected together and does not include duration that the caller waited prior to connecting to an agent.